Page	Table	Title	Base Description	Base
) 1	1	S1A. Gender	Base: All respondents	258
2	2	S1B. Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All respondents	258
) 3	3	S2. Age	Base: All respondents	258
4	4	S2A. Region	Base: All respondents	2585
5	5	Urban/Rural	Base: All respondents	2585
6	6	S3A. Which of the following best describes the employment status of the Chief Income Earner in your household?	Base: All respondents	2585
7	7	S3B. Does the Chief Income Earner have a private pension / allowance?	Base: All respondents who are retired	637
8	8	S4. Which of these services do you or does your household have?	Base: All respondents	2585
9	9	S5. Does your household pay line rental in order to receive your fixed broadband service?	Base: All respondents who have a fixed broadband internet	1005
10	10	Q1. Which, if any, of these services are you the primary or joint decision maker when deciding which provider to use in your home?	Base: All respondents	2585
11	11	Q2. Do you receive any of these services from the same provider?	Base: All respondents who have more than one service	2211
12	12	Q2. Do you receive any of these services from the same provider?	Base: All respondents	2585
13	13	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. Summary	Base: All respondents asked	2481
14	14	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. mobile phone service	Base: All respondents asked	2481

Page	Table	Title	Base Description	Base
15	15	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. fixed line Phone	Base: All respondents asked	144
16	16	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. fixed Broadband	Base: All respondents asked	212
) 17	17	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. pay TV Service	Base: All respondents asked	127
18	18	LSUM. Landline Provider SUMMARY TABLE	Base: All Landline respondents asked	144
19	19	L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <landline></landline>	Base: All Landline respondents	1444
20	20	L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <landline></landline>	Base: All Landline respondents	144
21	21	L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <landline>?</landline>	Base: All Landline respondents not having the service in a bundle	23
) 22	22	L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <landline>?</landline>	Base: All Landline respondents not having the service in a bundle	23
23	23	L3. How satisfied are you with the RELIABILITY of your landline service from <landline>?</landline>	Base: All Landline respondents	144
24	24	L3. How satisfied are you with the RELIABILITY of your landline service from <landline>?</landline>	Base: All Landline respondents	144
25	25	L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <landline>.</landline>	Base: All Landline respondents	144
26	26	L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <landline>.</landline>	Base: All Landline respondents	144
27	27	M1. Which of these best describe the mobile phone package you personally use most often?	Base: All Mobile respondents	248

Page	Table	Title	Base Description	Base
28	28	M1. Which of these best describe the mobile phone package you personally use most often?	Base: All Mobile respondents	248
29	29	MSUM. Mobile Provider SUMMARY TABLE	Base: All Mobile respondents asked	248
30	30	M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <mobile>?</mobile>	Base: All Mobile respondents	248
31	31	M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <mobile>?</mobile>	Base: All Mobile respondents	248
32	32	M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <mobile>?</mobile>	Base: All Mobile respondents not having the service in a bundle	204
33	33	M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <mobile>?</mobile>	Base: All Mobile respondents not having the service in a bundle	204
34	34	M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <mobile>?</mobile>	Base: All Mobile respondents	248
35	35	M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <mobile>?</mobile>	Base: All Mobile respondents	248
36	36	IN1. Which of these fixed broadband services does your household have?	Base: All Internet respondents	212
37	37	IN1. Which of these fixed broadband services does your household have?	Base: All Internet respondents	212
38	38	INSUM. Fixed Broadband Provider SUMMARY TABLE	Base: All Internet respondents asked	212
39	39	IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <broadband>?</broadband>	Base: All Internet respondents	212
40	40	IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <broadband>?</broadband>	Base: All Internet respondents	212

Page	Table	Title	Base Description	Base
• 41	41	IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <broadband>?</broadband>	Base: All Internet respondents not having the service in a bundle	616
• 42	42	IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <broadband>?</broadband>	Base: All Internet respondents not having the service in a bundle	616
• 43	43	IN4. How satisfied are you with the SPEED OF SERVICE while online from <broadband>?</broadband>	Base: All Internet respondents	2125
• 44	44	IN4. How satisfied are you with the SPEED OF SERVICE while online from <broadband>?</broadband>	Base: All Internet respondents	2125
45	45	IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <broadband>?</broadband>	Base: All Internet respondents	2125
• 46	46	IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <broadband>?</broadband>	Base: All Internet respondents	2125
47	47	PTSUM. Pay TV Provider SUMMARY TABLE	Base: All TV respondents respondents asked	1276
48	48	PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <tv>?</tv>	Base: All TV respondents	1276
• 49	49	PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <tv>?</tv>	Base: All TV respondents	1276
• 50	50	PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <tv>?</tv>	Base: All TV respondents not having the service in a bundle	462
• 51	51	PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <tv>?</tv>	Base: All TV respondents not having the service in a bundle	462
• 52	52	B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <bundleprovider>?</bundleprovider>	Base: All Bundle respondents	1628
• 53	53	B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <bundleprovider>?</bundleprovider>	Base: All Bundle respondents	1628

Page	Table	Title	Base Description	Base
• 54	54	B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <bundleprovidertext>?</bundleprovidertext>	Base: All Bundle respondents	1628
55	55	B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <bundleprovidertext>?</bundleprovidertext>	Base: All Bundle respondents	1628
o 56	56	BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?	Base: All respondents	2585
• 57	57	BM2. Which bank do you use for your MAIN current account?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2359
● 58	58	BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by <bank>?</bank>	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2359
• 59	59	BM4. Do you use the same provider for both gas and electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and Electricity supplier	1879
● 60	60	BM5. Which supplier do you use for gas and electricity?	Base: All respondents who use the same provider for both gas and electricity	1709
● 61	61	BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <supplier>?</supplier>	Base: All respondents who use the same provider for both gas and electricity	1709

Page	Table	Title	Base Description	Base
62	62	BM7. Which supplier do you use for gas?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	200
63	63	BM8. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <supplier>?</supplier>	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	200
64	64	BM9. Which supplier do you use for electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electrcity and who don't use the same provider for both gas and electricity	534
65	65	BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <supplier>?</supplier>	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electrcity and who don't use the same provider for both gas and electricity	534
66	66	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	81
67	67	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	81

Page	Table	Title	Base Description	Base
● 68	68	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	88
• 69	69	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	88
70	69	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	92
71	70	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	146
72	70	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	155
• 73	71	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	146
• 74	71	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	155
• 75	72	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	69
• 76	73	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	69

Page	Table	Title	Base Description	Base
• 77	74	QN1. Based on your overall experience of using <landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?</landline>	Base: All Landline respondents	1444
● 78	75	QN1. Based on your overall experience of using <landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?</landline>	Base: All Landline respondents	1444
• 79	76	QN2. Based on your overall experience of <mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?</mobile>	Base: All Mobile respondents	2481
• 80	77	QN2. Based on your overall experience of <mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?</mobile>	Base: All Mobile respondents	2481
• 81	78	QN3. Based on your overall experience of <broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?</broadband>	Base: All Broadband respondents	2125
• 82	79	QN3. Based on your overall experience of <broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?</broadband>	Base: All Broadband respondents	2125
• 83	80	QN4. Based on your overall experience of <tv> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?</tv>	Base: All TV respondents	1276
• 84	81	QN4. Based on your overall experience of <tv> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?</tv>	Base: All TV respondents	1276
85	82	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. Summary	Base: All respondents	2585

Page	Table	Title	Base Description	Base
86	83	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. I try to keep up with technology	Base: All respondents	2585
87	84	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. My friends tend to come to me if they have questions about technology	Base: All respondents	2585
88	85	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. I'm as knowledgeable about these technologies as the next person	Base: All respondents	2585
89	86	QC2. Which, if any, of these do you use the internet for?	Base: All respondents	2585
90	87	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree Summary	Base: All respondents	2585
91	88	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree Finding a cheaper deal is a priority for me	Base: All respondents	2585

Page	Table	Title	Base Description	Base
92	89	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree I look out for and use discount codes or discount vouchers whenever I can	Base: All respondents	2585
• 93	90	QC4. What is the total number of people in your household (including yourself and any children)?	Base: All respondents	2585
94	91	QC5. What is the total number of children aged under 18 in your household?	Base: All respondents	2585
95	92	QC6. Are any other adults in the household working either full time or part time?	Base: All respondents asked	534
• 96	93	QC7. Do we have your permission to ask you about any issues that impact your daily activities or the work you can do?	Base: All respondents	2585
• 97	94	QC8. Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All respondents asked	2451
98	94	QC8. Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All respondents asked	2455
• 99	95	QC10. Which one of these bands describes your total household income before tax or any other deductions are made?	Base: All respondents	2585
• 100	96	QBen. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All respondents	2585
• 101	97	Benchmarking. Overall Satisfaction with each service provider	Base: All respondents asked	2481

Customer Satisfaction Tracker 2024

S1A. Gender Base: All respondent

		Own		Ann.								Nation Scripe Company Comp									Impacting/	timiting	Ensertie Websteller 1999 - 1999 Burd				Book	Secreta		
							~						-											Putwidat			- County			
	Total	Main	Female	16-24	25-34	26-64	49-94	55-64	65-74	75+	England	Scotland	Whites	Nathani Inland	AR	C1	C2	26	A9C1	CIDE	Yes	No.	vulnerable	vulnerable	Lead vulnerable	Utten	Bural	794	No	
		- 60	- 0)	60		- 00		- 661	- 60				- 60			- 00 -	- 100	80	661		- 00		- 60	- 00	(e)		- 60		680	
Unweighted base	2585	1298	1338	329	472	379	333	429	447	217	2137	210	197	101	560	804	542	467	1364	1219	804	1991	488	1279	977	2109	476	606	1803	
Weighted base	2585	1267	1329	336	423	411	401	423	318	274	2142	192	141	110*	654	792	533	612	1438	1144	810	1579	485	1236	1093	2296	489	637	1808	
Effective State	1999	960	1029	261	200	299	271	324	352	169	1652	159	104	73	427	419	669	511	1096	960	628	1208	391	971	761	1633	364	509	1377	
Maio	1247	1267		160	252 SPNOSetgn	185	192	179	164	167	1023	109	60	47	393	266	290	241	716	691	350 42%	790	226	574	529	1053	194	274	902	
	diffdpsyll	100%06		49%	smountp														50%np						52106v	52109		43%	50%0	
Female	1329		1329	183	168	224 55%d	228 54764	224 59%d	174	127	1112	82	72	63 58%	302	414 527impa	243	367 673/800007	716 50%m	410 525ms	454 59530	790 52%	258	654 525w	491	1036	293 6050k	258 56700	902	
	\$1 hadyson	-	100106	1616	42%	10/14	14140																		48%		60106	16100	50%	
Other / prefer to use my own term	754			256	2 7%	2						116			2			2		2	5 1960	2			2		2	5 1100A	2	
Prefer nat to say	2				2						2				2				2			2		2	2	2			2	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dle/fligh/B - X/l/jk/l - X/min/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/d Overlan formulae used * small base

Customer Satisfaction Tracker 2024
ONLINE Fisidwork: 18th : 28th November 2024

		Gende					- Aus						intos				Social Scott	orac Group				Store		Ensected Victoriability		Uba	dest	Beck	dis
	Total 00	Main	Female (b)	16-24	25-34 (6)	26-44 (8)	45-54 (f)	55-64 (6)	45-74 (N	75+ (R)	England (i)	Scotland	Wales 50	Northern Ireland	A8 (0)	C1	C2 (6)	26 (a)	ARC1	C306	Yes	No (0)	Most vulnerable	vulnerable (ki)	Least winerable (el	Utban 00	Rust	Yes (2)	No.
Unweighted base	2585	1238	1338	329	472	378	333	429	447	217	2137	210	197	101	560	804	562	457	1364	1219	808	1981	488	1279	977	2109	479	646	1803
Weighted base	2595	1247	1329	399	423	411	421	403	218	274	2142	192	141	110*	654	792	533	612	1438	1166	ano	1979	485	1236	1233	2094	488	637	1608
Effective State	1996	960	1029	261	369	299	271	326	362	169	1652	199	166	73	427	619	449	511	1036	960	628	1208	391	971	741	1633	354	509	1977
Yes	2517 97%c	1216 87%	1301 98%	219 95%	409 97%	299 17%	413 98%c	294 98%	215 891004	267 98%	2088 97%	183 95%	139	127 97%	665 98%	758 97%	519 97%	592 97%	1606	1111	792 97%	1967 99%(X)	474 98%	1204 98%	1217 9810X	2036 97%	481 98%	612 96%	1777
No.	22 1900A	12 1%b	3	2100ya	7 21igh	4 1%	2				17	4 26			5 1%	7 1%	5 1%	S TN	12	10	17 2100	3	4.5%	12 1%	1	22 7%	:	12 2508	
Prefer nat to say	46 23/05	22 25	25 25	1.0	ž.	7 2%	6 75	25	276	6 2%	27 2%	5.0	215	2 2%	75	16 2%	25	16	22 2%	24 2%	11	1.	5	18 2%	12	41 25	6 75	12 2%	22

Proportions/Means: Columns Tested (5% risk level) - Xia/b - Xic/dis/fig/h/B - X/li/jk/l - Xim/niolpiqir - Xis/t - Xiu/v/w - X/k/y - X/z/A
Overlap formulae used. * small base

Customer Satisfaction Tracker 2024
ONLINE Fliddwork: 18th - 28th November 2024

		- Const					Age.					No					Social Sciences	Group			Inpacting to	inting in		carcial Valuability		Utan S	box .	-	
	Total 06	Made (III)	Female (b)	16-24	25-34 (E)	26-64	45-64												AlC1	CIDE	Yes	No.	Most vulnerable	Puterball y vulnerable (M	Least vulnerable	Ulban	Rusi	Yes	No.
Unweighted base	2585	1238	1338	329	472	379	222	429	467	217	2137	210	197	101	560	804	562	657	1364	1219	804	1991	488	1279	927	2108	476	666	1903
Weighted base	2585	1247	1329	236	423	411	421			274			141			792	533	612				1579	485	1236	1033	2296	489	697	1808
Effective State	1996	950	1028	261	369	299	271	324	362	168	1652	169	106	73	427	619	449	511	1236	960	628	1208	391	971	741	1633	364	509	1977
16:01	236 12% avignitop vy	r 195 pr 19%	183 16%	236 100104s4gnB							304 14109	16 8%	14 10%	21%	167 29 100 opgr	90 11Napr	41 8%	26 6%	264 18100 opr	79 7%	90 12%	203 13%	96 18705w	123	129	298 1610ly	27 8%	12%	291 13%
26-34	623 1976aurlyhän Nyd	253 pr 2210%	189 13%		423 100%/kalgnik						255 17%	40 21%	18 12%	11 10%	165 28 Nilsoper	105 13%p	88 175pr	44 2%	293 22100pr	133 12Np	11%	294 1993s	71 19%	177 16%	212 21106w	380 1810ly	43 9%	16%	215 17%a
35-44																													
45-54	421 19%cdeghilini	192 164 15%	229 17%				421 100%/bodegnik				233 16%	40 21%	29 21%	19	10%	132 176mg	75 16%	166 241686100gr	168 165m	221 19505noq	126	255 16%	90 19%	192	166	366 16%	75 19%	106 22106A	258 56%
55-64																													
65-76	2																												
Tie	274 17%cartyhjes sz	147 tu 12%	127 10%							274 100%Xusetge	236 11Nj	100	20 16%	10 9%	63 6%	119 1950spg	61 11%m	81 8%	162 115m	112 10%m	116 16500	142 9%	28 8%	170 14105aw	93 9No	185	89 1870s	26 6%	219 12900

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dlerfig/h/B - X/l/jk/l - X/m/nio/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Dverlan formulae used * small hase

Customer Salisfaction Tracker 2024
SAL New State Control of Contro

		Gent	w				Age					Neto	4				Secret Secret	Group			Inpacting/			Consoli Managerity		U2an Ru	od.	Benefit	
	Yosai (W	Total Main Fermin 16-24 25-3 55 (6) (6) (6) (6)				25-44	46-64	55-64	65-74	75e (8)	England	Scotland	Water	Northern Ireland	All DO	C1	0	DE DO	ABC1	C206	Yes	No.	Must vulnerable	winerable	Least vulnerable	Utan	Rural	Yes	No.
Unweighted base	2585	1228	1338	329	472	228	203	429	447	217	2137	210	197	101	560	804	562	667	1364	1219	800	1991	401	1279	827	2108	679	944	1923
Weighted base	2585	1247	1329	336	423	411	421	403	318	274	2142	192	141	110*	656	792	523	612	1628	1166	810	1579	485	1236	1033	2294	489	637	1928
Effective State	1996	960	1029	261	200	299	271	326	352	169	1652	159	104	73	427	619	669	611	1036	960	628	1208	391	971	761	1633	364	509	1977
Water	161 510post	60 6%	72 8%	14	19	13 3%	29 75a	22 5%	24 Blie	20 7%			161 1001008		30 5%	48 676a	15 3%	48 ENSteer	28 5760	63 6No	16 7%	79 5%	18 4%	83 790%	50 5%	84	57 12984	47 750A	86 5%
Scotland	192 710490	108	82 8%	16 5%	42 9768	28	40 95cB	21 8%	28 9548	25		192 1001066			42	66	43	43 7%	104	86 85	25 25	122	30 6%	86	70	163 8%	29 6%	52 8%	131 7%
NET: England	2162 821(kg)	1023 82%	1112 86%	304 87500etgs	255 86%	207 82%	202 79%	324 80%	254 80%	235 86%	2142 1001094				538 82%	637 81%	664 EPhilosoper	902 92%	1175 82%	966 8Ekp	669 82%	1305 82%	415 88%	1008 82%	859 83%	1776 85%(kg	367 75%	513 87%	1508 83%
North East	103 416A	46	54 6%	11 2%	16 4%	21 5%	16 4%	16	15	2%	103 510gs				27 4%	34 4%	17 3%	26 4%	60	43 4%	40 5%	58 4%	26 5%	27 276	42 4%	61 4%	12 2%	97 850A	59 2%
North West	262 121(kg)	115 9%	165 17%	43 12%	20	49 12%	37 9%	28	29 95	30 11%	262 121090				54 8%	82 11%	12%	63 10%	137	126	11%	195	47 12%	130	97	233 1190g	29 6%	79 12%	179
Yorkshire and the Hariber	237 91645	117	121	34 12%	20 P%	20	41 10%	28 9%	32 10%	27 10%	237 1110gu				65 12%	58 7%	52 10%	10%	123	112 10%	83 10%	128	46 9%	125 10%	86 8%	104	52 11%	52 8%	164
West Midlands	268 1210 jisay	129	119	41 12588	57 1210@a	44 11%	29 7%	43 11%a	20 6%	17 6%	248 121090				67 9%	79 10%	12%	50 8%	135	113 10%	85	163	52 11%	129	85 8%	218 1210y	31 6%	62 12%	166
East Midlands	188 71(60pc	2%	95 7%	23 7%	23 5%	27 7%	27 9%	25 9%	22 7%	21 8%	188 910gs				28	50 6%	43 8%	Sig.	FE.	99 9500g	66 8%	107 7%	25 7%	96 8%	74 7%	131	57 1250x	44 7%	135 7%
Sast of England	262 97(60)	103 8%	197 10%	26	26 P%	20 8%	66 11%	48 12%	34 11%	18 2%	242 1110gu				95	72 9%	45 8%	11%	190	110 10%	79 10%	148 9%	52 11%	106	90 9%	100 276	70 16%/kg	17 95	174
London	361 121ighjisp	176 165	165 12%	75 22%/05grid	60 15 high	67 1616gs	43 10%	32 8%	32 10%	29 10%	341 1910ga				108 1850pr	98 13%	79 15%pr	55 8%	206 165ep	194 12%p	87 11%	224 16%s	82 17906	128 12%	196 19Nv	337 1610y	2 1%	12%	247 16%
South East	311 121wjstr	194 12%	195 12%	38 17%	54 12%e	20	61 12%	49 12%	28 12%	48 1810a	211 1910gu				165	90 12%	62 12%	70 12%	129 12%	132 12%	109	177	52 11%	126 12%	167 16100v	261 12%	61 12%	12%	221 12%
South West	212 8160ac	81 7%	121	18	26 PN	30 7%	23 8%	24 8%	23 10%og	28 1610049	212 121094				41	73 8%q	45	56 8%	115	97 8%	96 7%	163	23 5%	111 95u	RT RTsu	160 816	52 11%	25	162 952

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dle/fl/gh/B - X/l/jk/l - X/m/niolp/q/r - X/s/t - X/u/v/w - X/u/y - X/z/A
Overlap formulae used. * small base

YONDER

Prepared by Yonder

																					Impactingli	reting							
		Greder Age										Nation					Social Sciences	Group			conditio	~		Entertal		U34680		- Second	0.1
	Tural 00	Maio	Female (M	1626	26-24	25-44	65-56 (D	55-64	65-74	75+	England (i)	Scotland	Wales 00	Northern Ireland	All Districts	C1 (N)	C2	06 00	ARC1	cses	Yes (6)	No (II)	Most vulnerable (s)	vulnerable (ki)	Least vulnerable (el.	Utan	Rural	Yes	No.
Unweighted base	2585	1238	1338	329	472	376	333	429	447	217	2137	210	137	101	560	804	582	457	1366	1219	804	1991	488	1279	977	2109	476	646	1923
Weighted base	2585	1267	1329	206	423	411	421	403	218	274	2142	192	141	110*	656	792	633	612	1438	1164	8110	1579	485	1236	1033	2094	489	637	1808
Effective State	1986	950	1028	261	209	299	271	326	362	169	1652	159	166	73	427	619	449	511	1036	960	628	1208	391	971	741	1633	364	508	1377
Urban - Population over 10,000	1162 dihingsing	102 104 S0136	537 62%	225 67100x4gnik	229 54100g/a	202 69%gnik	182 42%grill	141 36%	107 38%	76 28%	986 68506	99 52%0	29 28%	38 36%	367 \$3%Xnopgr	361 45%	224 42%	242 28%	698 69%/bage	464 41%	228 62%	712 45%	241 49106	524 42%	485 471w	1162 55%35g		288 45%	903 46%
Town and Fringe	934 38%cmgy	431 36%	38%	73 22%	162 38%c	168 36%c	163 39%c	162 60%s	128 42%c	108 60%s	790 37%	64 32%	45 32%	35 32%	188 20%	268 34%	219 41539mq	248 41%8mg	32%	41100mmq	302 37%	575 36%	160 33%	38%	352 36%	934 4910y		246 39%	666 36%
Village	430 17 Naodix	166	201 22709	34 10%	40 9%	55 12%	68 175cd	84 21%/kde	72 22100as	75 28100arf	363 18%	26 12%	40 28%06j	24 22%	92 16%	162 18%	82 19%	112 18%	236 16%	194 17%	190 20%0	247 16%	74 19%	212 17%	172 17%		430 887636	97 19%	307 17%
Harrier & buriated Dwelling	59 1%desig	27 2%	32 2%	4 1%	3 1%	6 7%	4 75	16 eNotice	11 4Not	14 Shotoari	27	2 2%	17 12%(q)	12 11109	19 2%	21 2%	2%	10 2%	41 3%	18 2%	10	45 2906	11 2%	36	26 2%		59 121636	4 1%	50 3190
NET: Uttan	2099 81Nagnino	1053 86100	1036 78%	298 8910dysk	393 92100grái	350 SSNONJAR	266 825grid	303 76%	234 76%	185 67%	1776 82%360	163 855ac	66 60%	73 67%	565 83%	919 79%	443 82%	489 80%	1166 81%	932 81%	980 79%	1287 81%	600 82%	991 82%	837 87%	2096 100%Ny		536 86%	1450 80%
NET: Russi	489 19Nastels	194	293 22%s	37 11%	43 12%	61 19%	75 18564	100 25%/codf	83 3910sar	29 22100am	367 17%	29 19%	40% (A)	37 33104	112 17%	163 21%	90 17%	122 20%	275 19%	213 19%	170 21%	292 19%	18%	265 20%	196 1976		489 100%N	103 19%	258 20%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/die/fig/h/B - X/l/jk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A

Overlan formulae used - small base

Customer Satisfaction Tracker 2024
ONLINE Fleidwork: 18th - 29th November 2024

	_	Gender					Ass					Netio					Secial Economic C	Samp.			Impacinglish	ing		Connected Mathematicity		mak	ural .	- American	rin
	Total (00	Main	Female	16-01	25:34	35-64	45-54	55-64	65-74	75+	England	Soutiend	Water	Northern Ireland	A6.	C1 (0)	CI III	D6	ARC1	C206	Yes	No.	Most vulneratile	wateratile 00	Least valnerable	Uttan 00	Rural	Yes	No.
Unweighted base	2585	1238	1338	329	472	279	333	408	667	217	2197	210	137	101	560	804	582	657	1364	1219	806	1981	488	1279	977	2109	424	646	1923
Weighted base	2585	1247	1329	336	423	411	401	403	318	274	2162	192	161	110*	654	792	533	612	1438	1166	810	1979	485	1236	1033	2096	489	637	1808
Effective State	1984	950	1026	281	369	299	271	326	362	169	1662	159	104	73	427	619	609	511	1036	960	628	1208	391	971	741	1633	364	508	1977
Full-time employment (more than 29 hours a week)	1924 S9/hghákoprouv yil	759 61%	760 57%	258 77%/dgnik	369 871065gnik	ashouspea	289 6910qnili	196 69526	52 1658	25	1360 581sc	124 69%x	65 66%	75 68%x	521 7910010pgr	623 56%p	285 72%/kepp	185 32%	661/Styl	580 57hp	340 42%	1060 67%%	257 52%	622 50%	770 79105w	1296 6290ty	229 47%	283 66%	1170 65%(0)
Part time employment (8 - 29 hours per week)	299 101idilmowA	116	167 11%	28 8%	29 2%	20 8%	58 16100.048	62 15%00.0+8	60 13%49	16	292 11%	17	12 9%	E EN	42 7%	104 13%Xmay	26	76 125mm	190 10%mo	115 10%s	79 10%	168 17%	68 16105a	156 12106a	61 8%	202 10%	64 13%s	93 19%30A	167 9%
Ratined	SBS 2375c0efgrBuss 2	290 22%	205 23%	12 6Na	2%	2 1%	22 5%dw	71 19%cold	220 69%/code(g	209 91%/kidelijn	22%	26 19%	41 29%	21 19%	16%	223 28%Xmogr	110 21%m	163 2753mag	311 22%m	273 24Nma	254 2110E	296 19%	75 15%	29105ew	177	621 20%	164 38109	17%	490 36%a
Student	23 1 Neghnoprve	11	22 2%	26 75Norgnik	S TNo	1	1	1			25 1%	216	5 2106	17%		23 ethioteoper			23 2Nitinopr		12 2%	18	16 27kKw		2	30 Th	2	756	23
Not working / Sick / Disabled / Working less than it hours per week	177 Pliodhlemogh	M 85	96 7%	13 4168	2108	26 enana	50 12Nousenik	73 1950contile	25		160 7%	13 7%	18 12106	75				177 29%XVmoqr		1977 1976/Streng	126 15/108	26 25	72 16105w	M Phw	23 2%	168 2%	29 6%	143 23%XA	17
NET: Working	1790 697ighlikprovyd	876 70%	907 68%	287 BSNJANA	299 911002gnili	282 927005yrik	347 83100ynii	258 66528	92 2958	25 9%	1492 70%k	161 765k	76 55%	80 725k	568 88100capar	527 67%pr	423 79500pr	272 46%	1094 76109pr	695 675p	419 52%	1227 7910%	325 67%	776 62%	830 BONNAV	1697 7150ly	294 62%	276 58%	1337 76%/0
NET: Not working	794	321	422		26	27	22	165	226	209	661	61	63	20	88	265	110	360	366	450	392	352	160	440	203	599	195	261	470

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/die/figih/B - X/lijk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A Ivertan formulae used: * small base

Customer Satisfaction Tracker 2024
ONLINE Flaidword: 18th - 28th November 2024

Table 7 \$18. Does the Chief Income Earmer have a private pension / allowance? Base: All respondents who are retired

																					Impacting/limitin								
	_	Gand	44									Note					Social Scorcesis	drose .			conditions			Installed Malescaling		Utacs	No. of	Security	
														Morters									Most	Posental	Least				
	Total	Male	Female	16-24	25-34	35-66	45-54	55-64	65-74	75+	England	Scotland	White.	Inland	AR	C1	C2	26	ARC1	C206	Yes	No	vulterable	vulnerable	witnerable	Utter	Real	Yes	No
	_00	(4)	- 00		- 10								- 60			80	- 00 -	40		10	- 00		- NI				- 00	- 0	(A)
Unweighted base	437	294	343	12		3	20	72	323	197	520	44	46	22	82	291	120	203	313	323	275	331	26	408	172	464	173	132	464
Weighted base	595	280	306	12**	8"	2"	22**	71"	220	249	487	38"	41"	217	air	223	110"	163	311	273	254	299	75"	360	127	421	164	111	430
Effective State	461	207	254	10			16	55	265	193	278	38	33	14	55	170	94	168	223	242	200	239	60	295	121	340	121	101	332
Yes	464 797kbkpc	247 88530	217 77%	55%	4 72%	90%	21%	62 87%	174 79%	207 82%	390 80%	27 78%	27 65%	20 92%	89 100%30r	223 100%py	110 10010g/	42 29%	311 100109/	192 59%p	195 79%	250 84%30	50 71%	279 77%	167 89%Sev	236 80%	128 78%	43 57%	369 88530
No.	121	23		5	2	1	15		44	42	94	1	14	2				121		121	60	47	22	81	30	15	36	48	42

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dieffigh/B - X/l/jk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A

Outside formulas upod " amell base "" you small base (upder 20) looks big for sig testing

Customer Satisfaction Tracker 2024

ONLINE TRANSAC, URL: SITE SANDERS 2024

Table 5 S4. Which of these services do you or does your household have? Base: All respondents

	Garder Age											N	Mon				Social Score	nic Group			Inpacting condi-	Seeding COM		Financial Visionability Potential			Burst	- Read	in
	Total 00	Marie	Female (b)	16-04	25-34 (E)	26-64 (a)	45-54 (0	55-64	65-74	75+	England	Scotland	Water	Northern Ireand	AR MI	C1 (0)	C2	06	ARC1	C206	Yes	No.	Most suiterable	vulnerable (d	Vallerable (all	Utan	Russi	Yes (2)	No.
Unweighted base	2585	1238	1338	329	472	378	333	429	447	217	2137	210	197	101	560	804	562	657	1364	1219	804	1981	488	1279	627	2108	474	600	1803
Weighted base	2685	1247	1329	336	423	411	421	403	318	274	2142	192	141	110*	656	782	533	612	1438	1164	810	1679	485	1236	1093	2296	489	637	1808
Effective State	1986	950	1028	261	369	299	271	326	352	168	1662	159	104	73	427	419	449	511	1006	960	628	1208	391	971	761	1633	364	509	1277
Mibile phone	2991 99%c	1234 99%	1318	228 98%	422 100%s	408 100%	418 99%	421 99%	313 98%	271 99%	2122 99%	190	140 100%	109	652 99%	776 99%	527 99%	905 99%	1429	1192 99%	902 99%	1566	429 99%	1225	1029 100106	2079 99%	995	626 98%	1794
Landine phone (i.e. home phone)	1666 SENDOMEN	748 60%0	696 52%	192 45%4	168 35%	195 4754	238 59%cox	259 66%/Cde	222 7210000f	233 8510s.oxfgs	1923	109 57%	60 58%	52 47%	360 52%	447 57%	214 59%m	286 57%	79/7 55%	660 587km	471 58%	973 55%	264 54%	737 60%Xe	543 52%	1141 56%	305 6250s	350 59%	1013 56%
Fixed transitions interest privilege a phone line or cable service, perhaps using a W-F stude()	2294 92%cu	1161 92%	1234 82%	290 86%	206 94%c	385 Selic	208 89%c	377 93%c	2M MNG	258 56%c	1976 92%	160 56%	129 97%	108 98194	602 92%	731 92%	697 92%	562 62%	1383 93%	1258 92%	790 92%	1476 92%	436 90%	1141 62%	979 95105av	1938 92%	456 83%	91%	1892 SPEX
Any Pay TV service through satelitie,	1610 5510ey	708 57%	696 52%	184	291 54%	238 58%	234 58%	223 55%	166 52%	194	1172 59%	106 55%	72 97%	50 56%	400 61109ppp	392 50%	298 58%	217 52%	792 55%n	417 54%	422 52%	686 56%	279 58%	652 52%	589 57%	1172 58109	227	268 58%	974 54%

Proportions/Means: Columns Tested (5% risk level) - Xia'b - Xic/die/fig/h/B - Xii/jik/i - Xim/nioip/q/r - Xia't - Xiu/v/w - Xiz/A Overlap formulae used. * small base

Customer Satisfaction Tracker 2024
ONLINE Findench : 18h - 28h November 2024

Table 9 S5. Does your household pay line rental in order to receive your fixed broadband service? Base: All respondents who have a fixed broadband internet

																					Impacting	yliniding							
													Nation .																
	Total					26-66							Wales					26			Yes		Must		Least				
Unweighted base		436	562	167	274	183	136	121	198	26	822	83	52	48	229	306	228	250	545	468	302	631	192	494	428	852	193	293	710
Weighted base	997	629	562	160	253	188	166	124*	84"	33**	819	72*	eir.	56*	276	296	198	224	572	623	294	626	181	491	449	828	158	245	710
Effective State	779	342	431	112	216	166	108	95	96	22	642	64	40	26	127	264	172	197	414	209	298	485	145	365	329	666	113	200	551
Yes, pay line rental	261	176	185	25	89	82	79	44	30	11	294	31	20 61%	56.	99	97	75	91	195	165	108	228	74	158	160	298	60	102	250
No.																													
	49%u	48%	48%	51%	66%	46%	49%	52%	57%	54%	50%	41%	48%	46%	50%	49%	48%	42%	49%	48%	47%	48%	42%	51%u	92%u	49%	48%	40%	50%
Don't know	191 1916aby	49 11%	99 18709	22 245098	47 18%s	25 12%	20 12%	16 13%	4 7%	17%	118	12 19%	5	15 27166	29 14%	56 19%	28 16%	28 12%	95 17%	56 12%	10%	90 16%	36 22%v	52 12%	65 19%	132	18 12%	38 39%	107 15%

Proportions/Means: Columns Tested (5% risk level) - X/alb - X/c/de/fligh/B - X/l/jk/l - X/m/nio/p/qr - X/s/t - X/u/v/w - X/x/y - X/z/A

Ougles formulas used * small base: ** your small base (under 20) instables for six testing.

Customer Satisfaction Tracker 2024
ONLIE Flidenori. 18th . 28th November 2024

Table 10
Q1. Which, if any, of these services are you the primary or joint decision maker when deciding which provider to use in your home?

Rase: All respondents.

	-	Genda					Ass					No	100				Secret Secret	is Group			Impacting fire condition	Sing		Provided		Ubani	wat .		da .
	Tutal 00	Male	Female	16-24 (6)	25-34 58	26-64	45-54	55-64	65-74	75+	England	Sociand	Water	Northern Instand	AR (r)	C1 (H)	C2 (6)	06	ARC1	CIDE	Yes (6)	No (f)	Mint witnessible	vulnerable NI	Least valverable (M	Utan (6)	Rural	Yes	No.
Unweighted base	2585	1238	1338	329	472	376	333	409	467	217	2137	210	197	101	540	804	542	667	1366	1219	808	1981	488	1279	977	2109	474	644	1903
Weighted base	2585	1987	1329	336	423	411	401	603	218	274	2162	192	161	110*	656	762	533	612	1438	1144	810	1979	485	1236	1033	2094	489	627	1608
Effective State	1996	960	1028	261	369	299	271	324	362	168	1662	199	104	73	427	419	449	611	1036	960	628	1228	391	921	741	1693	364	509	1977
Mittale phone	2681 99%q	1196 96%	1277	310 92%	403 96%	299 97%c	404 17%c	205	307 97%c	268 58%c	2059 9674	178 93%	129 1974	125	628 96%	761 9750sx	508 95%	585 58%	1388 97%	1091 95%	790	1921 98%	459 95%	1187 87%a	1002 97%a	2013 98%	965 96%	611 96%	1737
Landline phone (i.e. home phone)	1666 59%bobrops	764 60%0	687 52%	85 29%	191 36%c	228 56%cd	261 60%cd	263 65%000e	225 71920ari	241 BBTGGgadge	1195	115	75 53%	58 52%	314 68%	456 Sifting	315 597kmg	358 595m	772 52%m	674 59%20mg	660 SP%	829 56%	264 56%	706 60%Xxx	552 52%	1146 55%	298 6150s	350 55%	1029 57%
Fixed broadband internet	2125 82%bolmu	1058 85%30	1082 80%	176 52%	228 80%s	255 885062	361 89%cd	258 89%04	288 97100sd	249 91%064	1725	169 88500	118 86%	123 94%38	501 76%	665 85%Sing	445 BENIS	513 86%m	1165 875m	958 865m	666 82%	1927 84%X	276 77%	1035 84%a	881 8950s	1717 82%	408 86%	506 80%	1516 86100
Pay TV service through satelite, cable or broadband jouth as Sky TV, Virgin Media TV, SS	1276 69%boy	649 52530	622 67%	128 38%	207 69%c	224 54%s	218 52%c	211 52%c	161 51%c	129 47%	1056	99 50%	46%	55 51%	Salt Salting	362 66%	272 51%	294 48%	POR diffici	69%	277 47%	811 51%X	250 51%	610 695	535 52%	1065 51%Xy	211 42%	329 52%	893

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/d/a/flig/h/B - X/l/j/k/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A

Overlap formulap used -* rmall base

Customer Satisfaction Tracker 2024
ONLINE Fiddwork: 18th - 28th November 2024

Table 11
Q2. Do you receive any of these services from the same provider?
Base: All respondents who have more than one service

	-	George										Milion					Social Economic S	ine			Impacing/i	Senting Sea		Francis Managery Francis		- Utani	-	- Annal		
	Tural (30	Main	Female	16-24	25-34	35-64 56	45-54	55-64	65-74	75+	England	Soutiend	Water	Northern Ireland	78 00	C1 (N)	C2 (40)	06	ARC1	CIDE	Yes.	No.	Most vulnerable	vulnerable (60)	Least valverable (M)	Utan 60	Rural	Yes (2)	No.	
Unweighted base	2211	1279	1125	182	393	344	265	373	416	208	1814	162	118	96	464	495	486	574	1169	1060	479	1373	400	1126	854	1766	414	528	1967	
Weighted base	2201	1079	1115	184	362	374	372	368	294	261	1813	164	1211	104"	530	684	498	530	1213	986	696	1392	288	1086	904	1777	425	532	1961	
Effective State	1656	808	841	190	299	268	236	294	323	160	1366	196		44	332	525	382	435	849	817	514	1026	313	836	635	1366	302	413	1168	
Mobile phone	306 16%	168 16%	167	28 21530aynii	165	50 12%	53 16%	47 13%	40 16%	28 11%	269 16%	27 16%	15 12%	15 16%	98 18100pgr	82 12%	61 12%	66 12%	179 15%n	126 12%	85 12%	190	70 1850v	141 12%	121	266 16%	58 16%	87 18%	202 12%	
Landline phone (i.e. home phone)	1241 56%cdmgw	630 58%	612 55%	58 31%	116 32%	190 52%od	215 587kod	237 665000a	204 72%004f	218 BETOELONGS	1025 57%	100 61%	72 58%	47	261 47%	286 575mg	279 67%8ng	329 62%/kmg	608 52%m	604 619/5ting	412 60108	744 55%	230 58%	640 67906a	472 52%	982 55%	258 67%	310 58%	876 58%	
Fixed broadband internet	1663 6676c0mg	742 6910X	720 65%	82 67%	172	236 62%od	262 687kol	267 725068	227 77%Xsdef	225 MYOLONGO	1200 66%	118 72Ni	84 68%	60 58%	215 58%	454 665mg	214 687km	383 72%8nq	769 62%	994 70%/kmg	472 68%	908 67%	272 69%	742 68%	578 66%	1176	287 67%	265 68%	1238 66%	
Pay TV service through satelite, cable or broadband jouch as Sky TV, Voge Media TV, Ski TV, or Talk Talk TVJ	Till StringyA	285 28%	371 32%	53 28%	118 36%	138 37%	128 35%	138 38%	105 38%	20%	923 34%	65 62%	29 27%	26 26%	161 36%	207 20%	17N 38Thing	196 37%n	388 32%	370 381000q	236 36%	4N 36%	151 38%ar	381 39%	288 32%	998 38109	91 21%	220 67109A	505 32%	
None of these	661	292	362	80	167	121	103	91	59	20	524	41	26	40	183	210	116	132	293	245	100	299	101	298	292	515	126	136	664	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dle/fig/h/B - X/l/jk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A

Customer Satisfaction Tracker 2024
ONUNE Fieldowork: 18th - 28th November 2024

Table 12
Q2. Do you receive any of these services from the same provider?
Race All respondences

	_	Gender					Age					Netic					Social Europe	is Group			Impacting	Similing		Francis Managery		USAN	Storal	- Street	da.
	Turan 00	Male (A)	Female (b)	16-24	25-34 58	35-64	66	55-64 (8)	65-74	75+ (9)	England	Soutand	Whites	Nothern Indand	All (III)	C1 (N)	0	DE DO	ARC1	C306	Yes (6)	No.	Mod vulnerable	winerable 60	Least vulnerable (el	Utan 00	Rust	Yes (0)	No.
Unweighted base	2585	1238	1338	329	472	378	333	409	467	217	2137	211	137	101	560	806	562	667	1364	1219	806	1991	488	1279	927	2129	476	666	1903
Weighted base	2585	1247	1329	336	423	411	421	400	318	274	2142	192	141	110*	656	790	533	612	1438	1166	810	1579	465	1236	1033	2099	489	607	1808
Effective State	1996	960	1028	261	200	299	271	326	362	169	1652	168	104	73	427	419	449	511	1036	960	628	1208	391	971	741	1623	354	509	1377
Mobile phone	623 28 leghinuA	296 23%	209 26%	169 SONXMIGNS	103 261km	29 19%	98 2258	76 78%	58 18%		525 25%		25 25%		204 31%/keppr		118 22%	136 22%	270 26%s		193 24%	272 22%		272 22%		511 24%	112 23%	176 28108A	404 22%
Landine phone (i.e. home phone)	1250 68%cdings	635 51100	615	61 18%	118 28%s	194 47%cd	215 51%cd	238 59%(0.04	207 65100ad	219 80%/codege	1031	101 53%	70 50%	47 63%	267	387 507kmg	279 527kmg	327 SelfsXing	666 65%m	606 53%5nq	413 51%	748 47%	232 48%	663 56105aw	427	987 47%	263 56506	213 49%	892
Fixed broadband internet	1904 SWibosniq	765 67506	738 56%	99 30%	180 62%c	238 5876cd	254 675cd	271 675004e	291 72506ad	225 821050498	1232 SPN	127	84 59%	62 57%	325 50%	605 607kmg	328 627kmg	286 62530mg	790 55%m	714 62105nq	484 60%	933 58%	292 58%	752 6750X	593 57%	1215	289 59%	372 58%	1068 59%
Pay TV service through satelite, cable or broadband-jouch as Sky TV, Voge Media TV, Sk TV, or Talk Talk TVJ	773 30%cngyA	389 31%	381 28%	59 17%	123 29%c	138 36%	131 37%c	140 35%30	106 33%c	76 28%c	627 30%	67 35%	23 23%	26 22%	196 28%	207 27%	179 36'ling	200 32%eq	284 27%	379 331064	239 30%	487 21%	167 32%	288 21%	288 28%	677 22%Ny	96 20%	22N 38NAA	514 28%
None of these	641	292	362	80	197	121	103	91	59	31	524	41	35	40	183	210	114	132	283	265	189	299	101	298	292	\$15	126	136	664

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/die/fig/h/B - X/l/jk/l - X/minioip/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A

Customer Satisfaction Tracker 2024
ONLINE Fieldwork: 18th - 29th November 2024

Table 13
(33. Please indicate which company you pay for this service, not the brand of your set top box or handset Summary
Rese: All respondents extent

		San San	NORS .	
	mubile phone service	fixed line Phone	fied Broadland	gay TV Service
Unweighted base	2481	1666	2126	1279
Weighted base	261	1644	2126	1279
Effective State	1900	1071	1998	939
ar		362 25%	489 24%	82 71
66	523 21%	28 2%	96 4%	27 21
pitput	168 7%			
02	454 18%			
Plant		45 2%	84 4%	
Post Office				
Sky	127	387 27%	455 21%	741 601
TakTak		136	170 8%	41
Yesoo Misbile	194 8%			
Three	283 11%			
Virgin Media / Musile		267 18%	461 22%	298 211
Vodafone	962 15%	17	128 5%	
Lebara	12			
Other provider	278	124	252	49

Customer Satisfaction Tracker 2024
ONLINE Fieldwork: 18th - 29th November 2024

			Garage										No.	ios				Social Scoon	ris Group			Inpacing contin	tracing and		Financial Victoria Milly		UbasS	bot	Security	
		Yotal (XX	Maio	Female	16:04	25-34 (d)	25-44 (e)	45-54 (f)	55-64 (6)	65-74 01	75+	England	Scotland	Wales 00	Northern Ireland	All III	C1 600	C2 (6)	D6 00	ARC1	C306	Yes	No.	Most vulnerable (s)	vulnerable (N)	Legat vulnerable (el.	Urban (d)	Rust	Yes.	No.
Unweighted base		2681	1185	1288	304	461	266	323	294	491	212	2093	199	136	97	534	790	537	628	1314	1165	772	1526	663	1237	946	2025	456	616	1796
Weighted base		2481	1196	1277	310	403	299	408	286	307	269	2058	178	139	100*	628	261	506	585	1388	1091	790	1921	459	1197	1002	2013	468	611	1737
Effective State		1900	907	987	200	361	289	263	313	338	165	1582	149	102	70	405	500	430	486	994	916	600	1161	269	997	716	1963	228	484	1320
ar																														
66		523 27%	299 22%	266 27%	77 25W	93 23%	81 20%	72 18%	84 22%	57 18%	60 22%	439 21%	45 29%	29 21%	11 10%	133 21%	176 23%	106 21%	108 19%	309 22%	214 22%	164 21%	322 21%	98 27%	260 21%	214 21%	416 21%	107 22%	132 20%	268 21%
gifigalf		168 7166A	66 65	100 8%	28 918	21 8108	23 858	25 6%	29 8%	15 5%	2%	138 7%	16	2 5%	7 2%	28 6%	41 5%	43 Wang	e es	79 6%	90 81000q	57 7%	95 6%	29	75 4%	71 7%	197	32 7%	55 9508	101 6%
02		454 187kqs	200 17%	252 22%	37 12%	74 18%s	83 21%s	21%s	76 20%4	54 18%	43 16%	386 19%	21 12%	18 12%	20 2810(k	114	199	127 21%pr	90 19%	253 18%	200 18%p	15%	308 20%%	77 17%	223 19%	18%	284 19%	72 19%	106 17%	327 19%
Plusnet																														
Post Office																														
Sky		127 5%	54 5%	77 6%	15	21 5%	20 5%	25 8%	10.	15 5%	13 5%	95 5%	17 10%	1.	1.	29 6%	36 5%	23 4%	29 5%	76 5%	52 5%	37 5%	12 5%	33 75w	57 5%	42	103 5%	29 5%	25 5%	89 5%
TaskTask																														
Tesco Misble		196 Phase	79 6%	116 9109	17 5%	17 4%	23 8%	37 9%d	23 9%d	31 10 hode	35 13106aa	164	10%	12 9%	100	26 6%	*** ***	43 8%	66 1190mmq	85 8%	108 12 hittmsq	95	7%	26	102	79 7%	155	26	10 Mars.	132
Three		283 119kmj	19900	123	34 11%	59 15700	54 16%s	10%	10%	26 8%	28 10%	241 12%	11	23 36%	2%	13%	82 11%	50 10%	11%	196	117 11%	11%	172 11%	12%	109 12%	110	236 12%	12%	12%	11%
Virgin Media / Milolo	sia																													
Vodafone		362 15%	167	175	53 17%g	58 14%	19%	57 16%	11%	19%	46 17%	288 16%	23 13%	22 36%	28 27109	19%	124	70 14%	75 12%	218 16%	19%	100	292 19%	74 18%	19%	170 17109	289 165	73 16%	75 12%	19%
Lebara		10	45	45 4%	13	2%	3%	15 e%	4%	14	25	29	266	24		20 3%	26 2%	21	25 6%	25	45 en	30 4%	53 2%	15 2%	54 510X	33 3%	76	18	23	4%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/diviffig/h/B - X/l/j/k/l - X/min/o/p/q/r - X/s/t - X/u/v/w - X/u/y - X/z/A
Overlap formulae used. * small base

Customer Satisfaction Tracker 2024
ONUNE Fieldword: 18th - 28th November 2024

Table 15
Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset fixed line Phone

		Cana					Age					No.	ios				Social Scotor	mic Group			Impacting	Sinising GOS		Ensocial Victoriability		Ubasik	box	Secret	ba
	Yotal	Main	Female	16-01	25-24	26-44	45-54	55-64	4574	75+	Singland	Scotland	Wales	Northern Indand	All I	C1	cz	26	ARC1	CSDE	Yes	No.	Miser vulnerable	vulnerable	Least winerable	USan	Rust	Yes	No.
Unweighted base	1666	729	703	80	176	211	197	272	317	191	1187	127	n	59	267	664	333	380	721	713	669	888	261	771	519	1147	297	361	1090
Weighted base	1666	746	497	89"	191	228	251	263	225	261	1186	1197	75"	ser	314	454	315	258	770	474	460	879	264	746	552	1146	298	350	1029
Effective State	1071	549	621	58	128	165	167	214	245	166	884	94	52	43	199	364	255	282	539	537	339	661	199	564	385	858	213	262	764
ar	260 25%x	189 25%	171 29%	24 28%	28 29%	19%	54 27%	20%	58 28%	75 31%e	284 28%	23 28%	26 32%	19 33%	79 25%	127 28%	70 22%	84 22%	206 27%	194 22%	116 25%	229 28%	21%	579 28%	153 28%	248 22%	3710%	26 21%	274 27%
66	28 2%	25	16 2%	E Tie	8 8105e	2 7%	4 2%	5 2%	2 2%	5 2%	32 2%	4 2%	25	1 1%	11 2%	13 2%	25	6 2%	24 3%	14 2%	10 2%	26	4 25	18 2%	14 2%	28 25	10 2%	25	27 3%
gdgaf																													
02																													
Plume	45 2%	19 2%	26	116	2 2%	1.	1 65	7 2%	1.0	6 2%	28 25	2 N	2 26	2	25	17 4%	8 25	12	26 2%	22 2%	12 2%	28 2%	4 25	26	17 2%	21 25	14 8%	10 3%	33 3%
Post Office																													
Sky	287 27%85A	191 29%	20%	20 24%	49 33%8	48 2018	80 32 N/R	74 28%8	53 22%	43 18%	204 28%	42 38%X	23 30%	17 20%	89 28%	119 26%	85 27%	97 27%	205 27%	192 27%	129 28%	228 28%	74 28%	197 29%	165 20%	325 28%/y	62 27%	107 31%	258 25%
TalkTalk	196	71 10%	64 9%	7 8%	24	23 10%	23 9%	27 10%	23 12%	24 10%	113	11	7 10%	4n	30 9%	41 8%	21 10%	34 12%	71 8%	65 12%	44 10%	28 9%	28 11%	23 12%	40 2%	115	20 7%	22 9%	99 10%
Yesoo Mittile																													
Three																													
Virgin Media / Milblie	257 18'Ny	163	115	11	23 15%	48 21%	41 19%	65 17%	46 22%	43 18%	227 195X	15 13%	9 12%	711%	59 18%	74 16%	64 20%	63 18%	130 17%	127 19%	78 17%	164	28 19%	136 18%	91 17%	238 2193y	18 8%	64 18%	180 17%
Vodafone	97 7%	46	48 7%	10	15 10148	22 10%8	16 8%	15 8%	11 5%	10 4%	12 75	4.00	4 76	5 8%	26 8%	29 6%	25 8%	17 5%	55 7%	42 8%	21 5%	61 7%	22 8%	48 7%	41 7%	72 6%	25 8%	20 7%	69 7%
Lebara																													
Other provider	124	60	61	7	6	12	26	22	18	34	114	4		4	16	26	24	44	54	70	49	66	32	68	42	82	26	át	90

Proportions/Means: Columns Tested (5% risk level) - Xiath - Xicidiuffigh/B - Xiijkril - Ximinlolpiqir - Xist - Xlulviw - Xixiy - XiziA
Overlap formulae used: * amali base

Customer Satisfaction Tracker 2024
ONLINE Fieldwork: 18th - 29th November 2024

Table 16
Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. Rised Broadband
Base: All respondents asked

		- General	-				Age					200	14				Social Scott	orac Group			Empacting cond	phonon phonon		Energy Value 60%		Ubasik	tot .	Book	<u> </u>
	Yotal (00	Male (all	Female	16-24	25-34 (d)	35-44 (e)	45-54	55-64 (6)	45-74 (N	75+	England	Scotland	Wales 00	Northern Ireland	All III	C1 (0)	C2	DE (00)	ABC1	C306	794	No.	Must vulnerable	vulnerable (N)	Least vulnerable	Urban (st)	Rust	Yes.	No.
Unweighted base	2126	1047	1272	172	373	328	292	362	401	199	1729	184	119	96	424	675	470	552	1101	1022	660	1990	372	1073	830	1726	299	518	1909
Weighted base	2125	1058	1982	176	208	355	361	358	288	269	1735	169	1187	103*	501	665	465	613	1165	958	664	1327	376	1235	881	1717	408	506	1616
Effective State	1998	799	805	123	287	259	227	285	321	163	1908	137	86	49	311	512	375	420	814	794	499	999	294	802	414	1910	289	401	1130
ar	201 2014epts	265 23%	255 26%	43 24%	79 22%	45 18%	79 22%	91 25%e	20%	74 30%e	387 22%	43 29%	30%	34 33%	123 25%	186 28105pr	94 21%	19%	27%30pr	193 32%	168 22%	325 28%	23 19%	234 22%	228 287nu	364 27%	145 36105	106 21%	362 24%
66	96 476	46	51 5%	13 7%	16 5%	17 5%	13 6%	12 2%	16 5%	25	25	11	5	4 6%	29 6%	20 4%	15 2%	22 e%	50 5%	27 4%	29 4%	10	18 5%	45 4%	41 5%	28 5%	17 4%	22	69 5%
physic																													
02																													
Plant	M Phi	26	46	5 2%	10 2%	12 2%	20	12 2%	17 8%	8 2%	4	2 7%	žų.	5 5%	12 2%	30 4%	23 5%	17 2%	45	42 4%	28	53 4%	11 2%	48 5%	26	12 25	27 750%	16 2%	66
Post Office																													
Sky	455 27 Ny	236 21%	230 22%	29 17%	73 22%	83 23%	95 20 holi	76 21%	57 22%	42 17%	267 27%	47 28%	28 28%	23 22%	102 20%	142 21%	99 22%	112 22%	263 21%	211 22%	162 21%	297 22%	95 25%	216 21%	188 27%	387 23%Ny	68 17%	126 25%	309 20%
TalkTalk	170 8764	82 8%	m Ph	10	17	29 8%	26	22 9%	31 11%d				16		42 8%	50 7%	25 8%	40 8%	12 8%	28 8%	58	102	32 9%	12 9%	61 7%	166	26 8%	46	110
Yesoo Mitolie																													
Three																													
Virgin Media / Missile	661 227kky	240 23%	220 27%	48 27%	82 26%	90 25%n	72 18%	76 21%	52 18%	45 18%	461 22536	35 21Ni	76 16%	10 10%	116 23%	126	104 23%	115 22%	262 21%	218 22%	138 21%	296 22%	66 17%	227 22%	180	425 25%(kg	26	198	323 21%
Vodafore	108	50 6%	49 5%	10 5%	20 6%	21 6%	19	19	12 4%	2%	86	8 85	7 8%	6 6%	24 5%	32 5%	24 5%	26	58 5%	50 5%	30 5%	73 9%	22 6%	50 5%	48 5%	82 8%	26	26	79 5%
Lebara																													

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dieffight/B - X/tijfk/ī - X/min/olplq/r - X/s/t - X/tulv/w - X/x/y - X/z/A
Overlap formulae used. " small base

Customer Satisfaction Tracker 2024
ONLINE Fledenon: 18th - 28th Iovember 2024

Table 17
Q3. Please indicate which company you pay for this service, not the brand of your set top box or hands
pay TV Service

		- Carol					Age					No.	600				Secial Scott	orac Group			Impacting	ptiniting 1906		Francis Schoolship		Ubasil	kot	- Incade	
	Yotal	Maio	Female	16-24	25-34	25-64	45-54	55-64	65-74 (N	75+	Singland	Scotland	Wales 80	Northern Ireland	Al.	C1	G	DE .	ARC1	CSDE	Yes	No.	Must vulnerable	vulnerable	Least vulnerable	Usan	Rust	Yes	No.
Unweighted base	1279	645	626	126	238	208	170	209	224	103	1054	107	60	55	302	369	291	313	621	604	304	811	258	629	503	1071	205	235	889
Weighted base	1279	648	622	128*	207	224	218	211	161	129*	1094	90"	66"	55*	368	362	272	294	729	564	327	811	290	412	535	1065	211	329	893
Effective State	939	479	456	87	174	160	136	163	171	79	794	77	43	37	218	271	226	236	485	461	272	599	201	460	396	794	166	292	662
ar	17 7%	7%	26	17 13%(6)(8	23 11105g8	16 2%	es es	26	12 6%	4 2%	72 7%	i.	245	5 9%	24 7%	23 6%	25 9%	16 16	47 2%	28 2%	24 6%	55 7%	19	47 8%	26 8%	**	19	28	56 6%
66	27 2%	16 2%	13 2%	Times	2%	156	2 Th	5 2%	196	116	29 2%	26	295	116	11 2%	2%	4 1%	5 2%	25	9 2%	5 1%	20 2%	5 2%	14 2%	12 2%	23 2%	4 2%	25	20 2%
physit																													
00																													
Plant																													
Post Office																													
Sky	No.	279	981 67%	29 62%	122 59%	131 59%	136 67%	120 57%	92 58%	81 63%	612 58%	61 62%	50 76%06	26 69%	216 62%	235 65Notopr	145 53%	165 56%	451 66%30pr	911 55%	225 60%	62%	147	368 57%	341 60109	616 58%	165	196 56%	61%
TakTak	40	26	26	216	6 2%	24	10 9%	25	200	SN.	41	2 2%	26	en.	16	11 2%	11	12 etc	26 4%	22 6%	12 3%	26 25	14 8%	22 4%	19	40	5 2%	13	26 4%
Tenco Missia																													
Three																													
Virgin Media / Milsile	266 275sey	136 21%	131 21%	18	29 19%	47 21%	45 27%	45 21%	28 28%	23 25%	234 22%X	19 20%	10%	11%	98 19%	66 18%	63 23%	215	132	194 28%X	82 22%	163 20%	43 17%	138 221w	18%	243 23%Ny	29 11%	89 21%	176 20%
Vodafone																													
Lebara																													
Other seculator		49			11	18	18	23	11	4	77		4	4	17	20	25	27	37	61	28	47	21	40	26	72	26	27	59

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dkinflighi/B - X/kij/k/l - X/m/niolpiqir - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Customer Satisfaction Tracker 2024

ONUME Finite on, IIII - Sin Neuroland 2024

Table 18
LSUM, Landline Provider SUMMARY TABLE

	Owest Satisfaction	Value Seriofaction	Reliability Surferaction	Clarity Satisfaction
Utweighted base	1666	234	1444	1666
Weighted base	1464	202	1444	1666
Effective State	1971	165	1071	1071
Very satisfied	503 35%	81 29%	670 66%	641 66%
Fairly satisfied	967 28%	81 42%	487 36%	486 32%
Neither saddled nor dissatisfied	275 19%	38 19%	162 11%	187 12%
Fairly dissatisfied	58 4%	21 11%	42 3%	41 2%
Very dissatisfied	25 2%	-	21 1%	19
NET: Satisfied	1060 72%	132 69%	1167 81%	1106 77%
NET: Dissatisfied	86	30 19%	66 6%	58 4%
Don't know	25 2%	2	61 6%	91 976
Mean	1.02	0.73	1.26	1.24
Standard deviation	0.80	1.08	0.89	0.88

Customer Satisfaction Tracker 2024

CONUM Fladown 1.181 - Satis Newmork 2024

CONUM Fladown 1.181 - Satis Newmork 2024

Table 19
L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landlin

	_				Landina pro					Landine bu	ndix
	Total	97	99	Pluser (c)	Sky	Tantak	Virgin Media	Vodafone (N)	Other providers	Yes	No.
Utweighted base	1444	322	102	106	291	199	252	109	47	1310	234
Weighted base	1444	360	38*	46"	387	136	257	67	124*	1261	202
Effective State	1071	263		90	238	164	230	29	58	908	165
Very satisfied	903 39%f	146 41500	12 22%	76 36%	138 3818	43 32%	63 26%	36 36%	50 40°M	425 38%	28 28%
Fairly satisfied	557 20%	133 37%	17 46%	22 48%	142 37%	50 37%	109 42%	42%	42 36%	690 29%	67 32%
Neither satisfied nor dissatisfied	276 195a	42 12%	10%	5 12%	88 22 Nes	25 28%X00.0g	62 241056	76 76%	19 19%	229 18%	22%
Fairly dissatisfied	59 4%d	21 954	2 4%	1%	8 2%	6 5%	11 4%	25	764	56 5%	3 2%
Very dissatisfied	26 2%	11 2%	1%	1%	2 2%		5 2%	- :		21 2%	4 25
NET: Satisfied	1060 72Nd	292 795ef	29 78%	27 82709d	281 72%	93 99%	172 67%	76 79%	52 76%	915 74%	145 72%
NET: Dissatisfied	86	91 9100s4	2 8%	1 2%	15	7 8%	17 7%	25	7%	27 6%	7
Don't know	26 2%	2	1 2Na	2Na	4	1	6 2Na	25	8 6750sas	21 2%	4 25
Mean	1.02f	1.07	1.08	1.184f	1.041	0.94	0.85	1.13f	1.13f	1.02	1.07
Standard deviation	0.90	1.02	0.89	0.77	0.92	0.89	0.93	0.81	0.80	0.99	0.94

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/ff/s/g - X/h/i Overlap formulae used. * small base

Customer Satisfaction Tracker 2024
ONLINE Fieldwork: 18th - 28th November 2024

Table 20 L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <landline< th=""><th></th><th></th></landline<>		

		- Con										No.	504				Secret Second	orac Group			Impacti	ng/limiting Officers		Ensored Value and Re.		Ubasi	Servi	- fee	estre
	Yotal 00	Main (a)	Female (b)	16-24	25-34 60	25-44 (a)	45-54 (f)	55-64 (6)	65-74 01	75+	England (i)	Scotland	Wales 60	Northern Instand	All (m)	C1 (0)	C2	DE (80)	ARC1	CSDE	Yes	No.	Most vulnerable (a)	Potentials y vulnerable	Least vulnerable (el.	USAN 00	Rust	Yes (2)	No.
Utweighted base	1666	739	703	80	176	211	197	272	317	191	1187	127	n	59	267	464	333	393	721	713	669	888	261	770	519	1147	297	361	1090
Weighted base	1444	744	697	89"	161	228	251	263	225	261	1195	1197	75"	58*	314	464	315	258	770	674	880	829	264	744	552	1144	298	350	1029
Effective State	1071	549	621	58	128	165	197	214	245	166	884	94	52	40	199	364	255	282	529	537	334	661	100	564	385	858	213	262	264
Very satisfied	903 361M	275 37%	227 32%	32 37%	60 60%	21% 21%	72 28%	83 32%	71 32%	116 denomitys	421 39%	42 37%	26 35%	15 25%	122 39%	157 34%	123 23%	122 36%	276 36%	225 32%	156 34%	328 37%X	97 37%	265 38%	191 35%	404 39%	98 32%	125 36%	265 26%
Fairly satisfied	557 397su	288	209 20%	28 45%	65 63198	91 60%	97 28%	91 36%	M AFFIGR	76 32%	20%	45 29%	28 38%	34 Senosja	115 27%	186 41%	128 41%	127 36%	301 39%	265 38%	161 35%	362 42%	83 31%	308 41%u	211 38%	435 38%	121	131 37%	404 39%
Neither satisfied nor dissatisfied	275 1976/dite	138	136 20%	13 19%	18 12%	69 2019	61 24 NoR	67 26%/00R	42 19%	28 11%	233 19%	19	15 20%	10%	59 19%	78 17%	64 20%	73 20%	137	197 20%	94 20%	147 17%	58 22%v	117	116 2176v	221 19%	53 18%	57 36%	202 20%
Fairly dissatisfied	58 476	30 4%	29	156	2 1%	14	14	12 5%	4 2%	11	41	256	116	1 2%	12	23 5%	12 8%	12 2%	36 5%	26 2%	25 6%	32 6%	16	32 4%	22 4%	47	12	20 6%	29 4%
Very desattefed	26 2%a	7 1%	18 2%	175	2 1%	5 2%	2 7%	8 2%	2 1%	6 2%	22 2%		2 4%		2 1%	6 7%	5 2%	11 2%	9 1%	16 2%	13 2%	11	4 25	12 2%	7 7%	21 25	5 2%	2%	13
NET: Satisfied	1093 727kilju	563 76%	496 27%	70 82%(g	125 8210649	162 71%	167 67%	174 66%	168 75%g	192 80%g	872 72%	87 76%	54 72%	69 86%	237 75%	363 75%	232 74%	248 68%	580 76%	482 71%	317 69%	679 77%X	180	573 77904	603 72%	842 72%	220 76%	256 73%	760 74%
NET: Dissatisfied	84 930	37 5%	47 7%	2 2%	4 2%	19 9545	15	20 854b	7 2%	17	21 6%	200	4 6%	1 2%	15	20 7%	17 5%	22 8%	65 676	28 8%	28 8500	43 9%	22 8%	44	29 5%	67	17	27	52 5%
Don't know	25 2 Nap	156	18 2109		4 2%	2	8 2%	2 1%	4 2%	4 2%	22 2%		2 3%		2 1%	5 1%	2 1%	16 Eliterapy	716	17 2100sq	10 2%	12 1%	5 2%	12 2%	5 1%	18 2%	2 2%	25	16 2%
Mean	1.00gs	1.67	0.97	1.16	1.22394g	0.92	0.91	0.88	1.0kg	121949	1.02	1.05	1.02	1.06	1.09	1.03	1.00	0.98	1.06	0.99	0.94	1.10%	0.84	1.04	1.02	1.03	1.02	1.02	1.04
Standard deviation	0.90	0.90	0.97	0.82	0.80	0.99	0.90	1.01	0.80	0.99	0.94	0.93	0.98	0.71	0.90	0.92	0.92	0.99	0.92	0.96	1.02	0.89	1.03	0.92	0.91	0.94	0.92	0.98	0.91

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Customer Satisfaction Tracker 2024
ONLET Failers 1244
ONLET Failers 1244

Table 2: L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>? Biase: All Landline respondents not having the service in a bundle

					Landing out	nidea				I andline hus	nda .
	Total Ob	97	66	Plustet (c)	Sky	TabTak	Virgin Media	Vodafone (N)	Other providers	Yes	No 53
Unweighted base	234	27	24	27	29	20	22	26	10		294
Weighted base	202	60"	11**	12-	40-	17**	21**	21***	20**	-	202
Effective State	165	58	21	22	26	16	21	20			165
Very satisfied	\$1 25%	15 25%	20%	4 36%	22%	20%	5 22%	27%	8 47%		51 29%
Fairly satisfied	81 40%	18 31%	4 20%	4 32%	17 42%	2 46%	42%	13 60%	40%		81 62%
Neither satisfied our dissatisfied	28 19%	13 22%	22%	20%	10%	32%	3 12%	2 9%	2 19%		28 19%
Fairly descripted	21 11%	19%	22%	4%	17%	1	4	2%			21 11%
Very descripted	***	5 8%			1		1 100	1 5%			1.00
NET Satisfied	132 65%	33 56%	sen.	å.	25 62%	11	14 69%	18 85%	17 87%		132 69%
NET: Dissatisfied	30 19%	14 23%X	2 22%	4%	19%	100	5 22%	75			90 19%
Don't know	2 1%				2 9%						2 7%
Mean	0.79	0.60	0.63	0.96	0.68	0.81	0.69	0.94	1.33		0.73
Standard deviation	1.08	1.84	1.10	0.90	1.07	0.83	1.18	0.80	0.72		1.08

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/die/fis/g - X/hii
Overlap formulae used. "small base; " very small base (under 30) inetgible for sig testing

Customer Satisfaction Tracker 2024
ONLNE Fisidows: 18th - 28th November 2024

Table 22 L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landine>? Base: All Landine respondents not having the service in a bundle

			oder										intera				Section Section	nomic Group			Impactin	nglimiting Offices		Financial Victor States		Ubas	Box	- Inc.	elte
	Yotal 00	Main (40	Female	16-24	25-34 60	35-44	45-54	55-64	65-74 (N	75+	England (i)	Scotland	Wales 00	Northern treand	All Inc	C1 600	C2	DE .	ARC1	C306	Yes	No.	Must vulnerable	vulnerable 00	Least vulnerable (et	USAN 00	Rust	Yes (2)	No.
Unweighted base	236	130	102	31	61	- 41	29	26	26	20	188	22	-	16	41	80	45	- 4	141	93	53	169	39	103	90	187	- 0	12	171
Weighted base	202	1197	86*	29**	34"	36"	36"	26"	19**	22**	170	19"	5**	11***	637	66*	37"	33*	132	70"	eir	135	34"	88*	807	164	381	39"	163
Effective State	165	96	44	22	36	30	22	26	20	16	135	15	4	10	47	53	33	36	100	62	28	117	30	70	66	192	33	34	126
Very satisfied	51 25%	20 20%	17	10 38%	13 395X	8 22%	20%	2 7%	2 12%	2 32%	42 28%	5 36%	200	10%	16 26%	17 25%	13 34%	5 16%	34 26%	17 25%p	11 22%	28 29%	265	25 29%	21 28%	43 28%	27%	14 27%	36 23%
Fairly satisfied	81 42%	61 66%	29 36%	12 40%	14 40%	17	16	9 22%	49%	2 30%	79 47%	5 30%	2 20%	60%	23 27%	30 43%	15 41%	13 38%	54 41%	28	16 23%	60 66%	12 21%	25 42%	22 41%	65 39%	17 62%	14 35%	63 61%
Nother satisfied our dissatisfied	38 1976	19	18 22%	24	41%	8 22%	9 26%	9 36%	3 16%	3 14%	30 18%	5 32%		22%	12 19%	10 14%	7 18%	12 28%	22 16%	16 22%	13 27%	18 12%	12 32%	14 19%	13 19%	32 20%	5 16%	15%	21 20%
Fairly dissatisfied	21 11%a	8 7%	14 18%	2 75	1 4%	2 8%	2 85	4 16%	5 28%	18%	20 12%	2%	1 10%	1 6%	5 8%	10	2 8%	4 12%	16 11%	7	5 11%	14 12%	12%	25	17%	17	5 12%	5 19%	14 8%
Very dissatisfied	4	4 2%	4 5%		2 6%	1 2%	1 2%	2 10%		1 5%	7	2%		11%	2 25	2 2%	1 2%	2 8%	6 6%	2 3%	2 76	5 65		5 6%	2 2%	7	1 2%		2 5%
NET: Satisfied	132	86 73/500	es Sen	22 76%	27 79%	25 69%	22 66%	11 40%	11 58%	14 62%	111	10 62%	5 90%	8	40 63%	47 68%	28 75%	18 52%	87 86%	45 66%	27 55%	99 72500	19 57%	60 72%	54 67%	108	25 96%	28 72%	99 65%
NET: Dissatisfied	30 1976a	12	18 21%	2 7%	4 10%	2 9%	12%	6 26%	5 28%	5 23%	26 19%	1 5%	1 10%	2 10%	10%	12 17%	2 7%	6 19%	21 16%	12%	10%	19 16%	4 12%	13 19%	11	24 19%	6 19%	5 19%	21 16%
Don't know	2 7%		2 2%	200							200				2 4%				25						23%		2 8500		2 2%
Mean	0.799	0.8900	0.48	1.15	1.02	0.79	0.74	0.19	0.40	0.66	0.71	0.90	1.32	0.44	0.74	0.79	1.00pr	0.49	0.79	0.73p	0.53	0.866	0.70	0.79	0.80	0.73	0.72	0.86	671
Standard deviation	1.08	1.01	1.14	0.90	5.51	0.95	1.04	1.09	1.02	1.27	1.08	1.00	1.00	1.21	1.12	1.09	0.94	1.08	1.10	1.05	1.16	1.07	1.01	1.13	1.06	1.09	1.06	1.06	1.07

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/ritg/h/B - X/h/jk/l - X/m/n/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Salsfacetion Trackor 2024
ORUME Finders 18th 2024
ORUME Finders 18th 2024

					Landing pro-					Landine but	
	Total Ob	87	66	Pluseet (C)	Sky	TanTak	Wrgin Media	Vodatore (N)	Other providers	Yes	No.
Unweighted base	1444	322	102	106	291	199	252	109	47	1210	234
Weighted base	1444	360	38*	46"	367	136	257	67	124*	1261	202
Effective State	1071	263		90	238	164	230	29	an an	908	165
Very satisfied	670 66%f	193 SPEXION	17 46%	21	192 48%	57 42%	103 40%	29 40%	60 69%	583 47%	87 62%
Fairly satisfied	487 34%	118 32%	16 46 kg	17 38%	192 36%	48 20%	94 37%	26 27%	35 28%	427 34%	71 35%
Neither satisfied nor clessatisfied	162 11%a	26 7%	200	5 10%	45 12%	23 17968a	25 16ha	12	12 10%	193 11%	29 16%
Fairly dissatisfied	42 3%	8 2%	100		11 2%	4 26	6 2%	5	6 5%	29 2%	4 26
Very dissatisfied	21 1%	25		1%	4	100	5 2%	196	2 1%	17	4 25
NET Satisfied	1167 81%	311 88%30F	23 8854	M MAN	912 87%	105 77%	198 77%	75 78%	86 77%	1010 81%	167 78%
NET: Dissatisfied	416	18 5%	2%	1%	15 4%	5 8%	11	2.0	100	56 4%	1 65
Don't know	51 4%a	5 7%	1.00	2%	15 4%	216	14 Sha	5.	10 8%a	42 2%	1,00
Mean	1.26	1.98	1.32	1.36	1.27	1.17	1.17	1.15	1.27	127	1.20
Standard deviation	0.89	0.91	0.72	0.77	0.86	0.88	0.91	0.82	0.86	0.89	0.91

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/f/s/g - X/h/i
Overlap formulae used. * small base

	_	Gende										None	64		Social-Scoronic Gloup							topacting Enancial Valueability				Ubasi	Sect	Secreta		
	Yorki (00	Main	Female	16-24	25-24	26-44	45-54	55-64	65-74	75+	England	Scotland	Water	Northern Instand	All Sto	C1	C2 (6)	D6	ARC1	C306	Yes	No.	Mac vulnerable	vulnerable (M)	Least vulnerable	USan 60	Rust	Yes CO	No.	
Utweighted Lase	1666	729	703	80	176	211	197	272	317	191	1187	127	n	59	267	664	223	393	721	713	689	888	261	771	519	1147	297	361	1090	
Weighted base	1666	746	497	89"	161	228	291	263	225	261	1195	110*	75*	58*	314	456	315	258	770	674	460	879	264	744	552	1146	298	350	1029	
Effective State	1071	549	621	58	128	165	197	216	245	166	884	94	52	43	199	364	265	282	529	537	336	661	199	564	385	858	213	262	264	
Very satisfied	472 48%	266 69%	202 42%	21 27%	72 68%	91 40%	38%	112	117 52100x4g	168 621050arty	547 48%	57 49%	41 56%	25 42%	199 51%s	213 47%	130 41%	168 67%	372 48%	298 66%	225 49%	419 48%	121	367 49%	258 47%	528 68%	162	167	474 66%	
Fairly satisfied	497 38%	291 36%	247 35%	22 28%	53 35%	87 6350gB	86 36%	81 21%	27 36%	73 30%	413 39%	33 29%	29 21%	28 6950g	104 23%	163 36%	118 37%	112 21%	267	292 34%	163 31%	214 38%	86 32%	260 35%	36%	402 39%	96 32%	113 32%	365 35%	
Neither sadefied nor clessatefied	162 11908	82 11%	29 11%	1010	18 12168	21 16508	26 16308	47 18508-8	15 7%	27.	134 11%	20 1760	1.	2 4%	25 8%	52 11%	45 165m	40 11%	76 10%	86 12%	49 11%	93 11%	32 12%	21 12%	63 11%	136 12%	26 9%	20	118 12%	
Fairly dissatisfied	42	27	16 2%	9 1010004948	2 1%	5 2%		7 2%	3 1%	8 2%	28 2%	2 25	11%	1 1%	14 5%	12 3%	25	7 2%	27 2%	15 2%	20 4%2	17 2%	13 \$76v	17 2%	21	28 2%	16 8%	12 3%	28 2%	
Very dissatisfied	21 1%a	156	16 27ia	1 1%	2 250	2 1%	6 290	8 25388		1	18 2%		1 2%	1 2%	5 1%	5 1%	4.1%	8 2%	10	12 2%	15	11 1%	4 25	12	5 1%	15	2 2%	25	11	
NET: Satisfied	1167 8116gr	676 82%	550 79%	64 75%	124 83%	188 82%g	183 72%	183 72%	194 871003g	221 921050avly	960 90%	90 78%	64 85%	54 92%	263 84%	276 82%	268	281	629 82%	528 78%	368 80%	722 82%X	207 78%	627 BIFRX	446 87%	933 87%	238 80%	280 80%	829 82%	
NET: Dissatisfied	64 4700x	33 4%	21 4%	10 11%None	5 4%	7 2%	15 8900	15 650	3 1%	8 2%	58 5%	2 25	2 2%	2 2%	19	18	12	15	37 5%	27	26	29	18 7%v	27	26 5%	40	20 7%	20 6%	29 4%	
Don't know	S1 4Yeaq	13 2%	27 5700a	2 4%	2 2%	2 7%	12 2109	8 2%	12 5%e	5 2%	46	4 26	2 4%	1%	2%	10 2%	9 25	26 7500maq	16 25	23 5100mg	16	25 2%	25	21 2%	17 2%	27 2%	14	17 5%	32 3%	
Mean	1.399	1.29	1.22	149	1.27	1.19	1.11	1.11	1.46/kspvlg	1.533cody	1.04	1.30	1.41	1.32	1.00	1.27	1.18	1.27	1.28	1.29	1.27	1300	1.18	1.32%	1.26	1.86	1.24	1.99	127	
Standard deviation	0.89	0.87	0.91	1.01	0.89	0.83	0.98	1.00	0.79	0.79	0.90	0.82	0.89	0.77	0.81	0.86	0.88	0.92	0.88	0.90	0.92	0.84	0.88	0.85	0.88	0.87	0.97	0.86	0.86	

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Customer Salatifaction Tracker 2024
DNIME Reliefon 1.034
DNIME Reliefon 1.034
DNIME Reliefon 1.034

Table 25
14. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline Page 31 | Andrea reproducts.

		Landine providers										
	Yotal CO	97	66	Plustet (c)	Sky	TahTak	Wigh Media	Vodafone (N)	Other providers	Yes	No 40	
Unweighted base	1444	399	102	106	291	199	252	109	67	1210	234	
Weighted base	1444	360	38*	46"	387	136	257	67"	124*	1261	202	
Effective State	1071	263		90	238	164	230	29	88	108	165	
Very satisfied	661 66%	179	16 60%	18 87%	168 66%	62 60%	105 41%	29 41%	12 42%	965 6676	25 27%	
Fairly satisfied	686 32%	117 32%	14 38%g	15 32%	195 35%	46 34%	81 27%	21 32%	28	389 31%	27 38%	
Neither satisfied nor dissatisfied	187 12%a	26 9%	10%	7 19%	44 11%	20 14%	28 19%	13	26 21%a	167 13%	30 19%	
Fairly descripted	41 2%	11 2%	1%	2%	8 2%	5 8%	7 2%	1	2	29 2%	276	
Very dissatisfied	1%	5.			7 2%		4 1%	156	2 1%	16 1%	2 1%	
NET: Satisfied	1106 77%g	295 82%/0g	21 81%g	30 76%	303 78%g	108 80%g	186 72%	71 72%	80 66%	965 77%	162 79%	
NET: Dissatisfied	59 4%	15	1%	2%	16 4%	8	10	2%	7%	54 4%	5 25	
Don't know	N1 Nine	16	1 2%	4 9%s	26 8%	24	22 Was	11 12%aa	10 8%	76 6%	15 7%	
Mean	1.24	1.92	1.28	1.01	1.23	125	1.18	1.06	1.06	126	1.17	
Standard deviation	0.89	0.87	0.76	0.82	0.90	0.85	0.92	0.83	1.00	0.90	0.85	

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/f/s/g - X/h/i
Overlap formulae used. * small base

Customer Satisfaction Tracker 2024
ONLINE Fieldwork: 188h - 26th November 2024

		Carolin											los.		Social Scoroes Compa						Impacting	plinating	Source Valuability			Uban Rand		innells	
	Totali (00	Maio	Female	16-04 60	25-24	25-44	45-54	55-64	65-74	75+	England	Scotland	Wales 80	Northern Island	All and	Ć1	C2	26	ARC1	cses	794	No.	Most vulnerable	Potential y value rabbe	Least vulnerable	USAN 50	Rust	Yes.	No.
Unweighted base	1666	729	703	80	176	211	197	272	317	191	1187	127	21	59	267	464	223	280	721	713	409	888	261	770	519	1147	297	361	1000
Weighted Sase	1666	746	497	85"	151	228	291	263	225	261	1195	1197	75"	58*	314	454	315	258	770	474	460	879	264	746	552	1146	298	390	1029
Effective State	1071	549	621	58	128	165	197	214	245	166	884	94	52	43	199	364	255	282	539	537	396	661	199	564	385	858	213	262	764
Very satisfied	661 663mu	329 46%	900 42%	35 41%	59 39%	78 34%	94 37%	110	117 5210646g	168 61105coxty	531 46%	54 47%	23 46%	23 40%	152	205 45%	134	151 42%	356 86%	285 42%	201 66%	411 47%	36%	364 49100	291 687iu	515 49%	126	169	869 88%
Fairly satisfied	496 32%g	242 32%	224 32%	23 29%g	58 39%g	93 40%/gB	79 27%	25%	79 31%	28%	383 32%	37 32%	29 30%	24 40%	95 30%	158 25%	104 33%	108 30%	253 33%	213 32%	169 32%	293 32%	99 37%	234 31%	31%	374 32%	92 31%	111	394 32%
Neither sadefied nor clessatefied	187 12168	109 15%	79 17%	11 1398	17 1158	26 1658	30 12168	59 22%30998	22 12%	11	193	16 16%	10 13%	10%	32 10%	55 12%	47 19%	52 19%	88 17%	100 19%	54 12%	112	26 165	85 11%	72 12%	145 13%	42 16%	43 12%	130 13%
Fairly dissatisfied	41 29/01	19 2%	23	4.	6 650	5 2%	8 2%	2%	2 1%	8 2%	28	2 2%			11 2%	12 3%	25	10 2%	23 3%	18 2%	10	15 2%	14 9%X	21 2%	16 2%	33 3%	9 2%	12	26 25
Very descripted	18 19sc	7 1%	11 2%		2 1%	2 1%	6 200	7 25/88			15		1 2%	1 2%	2 1%	2 1%	4 1%	8 2%q	5 1%	12 2%	7 2%	8 75	3 1%	8 1%	4 1%	9.	2009	8 2%	10 1%
NET Satisfied	1108 77 Nigger	581 79%	526 79%	68 80%	118 78%g	170 74%	171 68%	176 67%	187 8210049	216 90105049	914 78%	90 78%	56 76%	47 80%	206 78%	362 80%p	238 76%	260 72%	609 7916pr	498 74%	260 76%	664 79%X	164 78%	598 82705	421 78%	79%	217 72%	298 76%	803 78%
NET: Dissatisfied	58 6306	25 2%	33 5%	45	E SNo.	25	16 650	16 6160	2 1%	8 3%	55 5%	2 2%	1 2%	1 2%	13	16 2%	12 4%	18	29 4%	30 4%	26 6%	23 2%	17 4%	30 4%	19	42 4%	17	19 5%	26 25
Don't know	91 93aliu	29	61 9109a	25	Es.	16 2%	22 1210sagnik	12 5%	14 6%	8 2%	76	26	11%	2 2%	22 7%	22 5%	18	29 8%	44 6%	42 7%	29 8%	50 6%	17	34 5%	28 7%	72	21	29	60 6%
Mean	1.26gu	1.56	1.23	1.20	5.17	1.12	1.12	1.05	1.60%avlg	1.5130.0elg	1.23	1.32	1.29	1.20	1.01	1.26	1.20	1.16	1.28	1.18	1.20	1.90%	1.09	1.90%	1.264	1.96	1.16	1.19	1.27
Standard deviation	0.89	0.87	0.90	0.84	0.89	0.84	0.99	1.04	0.71	0.74	0.91	0.78	0.86	0.84	0.86	0.85	0.89	0.97	0.86	0.99	0.94	0.84	0.93	0.88	0.88	0.86	0.99	0.86	0.87

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 27

M1. Which of these best describe the mobile phone package you personally use most often

						Marin										
	Total 00	66 60	gittysit (b)	02 60	Tesco Mitolia EE	Three 96	Vodafone (80)	Sky (%)	Lebera (8	Other providers	Yes (N)	No.	Propay/pay as you go one	Missin service cockade Missinly contract SM only D0	Dantimose	
Unweighted base	2481	497	161	488	214	192	258	235	139	296	434	2047	296	2075	10	
Weighted base	2481	523	169	454	194	283	362	197	10	279	304	2175	397	2073	11-	
Effective State	1900	384	134	410	172	163	205	167	119	268	319	1606	296	1998	7	
Prepay / pay as you go - using top-ups	297 1616p	85 18%	60 35%/backeght	12%	31 19%	32 11%	76 21105ant	10 13%	9 10%	28 10%	42 13%	367 58%	297 100108			
Monthly contract / SMM only - paying monthly	2073 8thiagm	638 865a	106 63%	294 87Nog	162 863a	251 89%ag	283 78%a	111 87%ag	81 89%ag	267 8910/04	262 86%	1811 82%		2073 100100s		
Don't know	11	:	2 200	1			2		1	2 750	4	2			11	

Proportions/Means: Columns Tested (5% risk level) - Xia/bic/die/gih/fij - X/kil - X/min/o

Table 28

M1. Which of these best describe the mobile phone package you personally use most often.

																	Acres Consum	in the co			Impacting	limbing		Constitution of the Consti				forest	
	_						~							Nothern			200	2.0.00						Potential	Least	- June	-		-
	Yese	Maio	Female	16-24	25-34	36-66	45-54	55-64	65-74	75+	England	Scotland	Wales	Swand	All	C1	cz	26	ARC1	C206	Yes	No	vulnerable	vulnerable	vulnerable	Uttan	Rust	Yes	No.
	.00	00	- 00	- 60	685	(6)		160	- 84	- 0	- 0		- 50		860	600	riet	500	00	- 00	00		50	- 00	fel	50	56		90
Unweighted base	2691		1288	304	461	266	323	294	431	212	2053	199	135	97	534	790	537	628	1314	1165	772	1526	663	1237	946	2025	456	616	1736
Weighted base	2691	1196	1277	ano	403	299	408	286	307	269	2058	178	139	105*	628	361	506	585	1388	1091	790	1921	459	1197	1002	2013	468	611	1797
Effective State	1900	907	987	200	361	289	243	313	228	165	1982	149	102	70	405	500	430	486	994	916	600	1161	269	937	716	1963	338	484	1320
Prepay / pay as you go - using top-ups	297 1974psA	196	200 19%	55 18%	51 13%	59 19%	58 16%	41 16%	53 17%	60 22106M	324 16%	22 12%	21 23%	21 20%	82 13%	106 14%	88 17%	122 27 National	188 16%	208 19100nnq	128	223 19%	84 185w	218 1810%	126	313 19%	19%	121 2010A	263 16%
Monthly contract / SMM only - paying monthly	2073 88%@pni2	992 83%	1274 86%	209 80%	369 87%cB	339 85%	252 86748	326 86%	254 82%	207 77%	1726 86%	155 87%k	108 77%	84 80%	561 8676pr	663 865pr	416 82%	462 79%	1183 86%3pr	877 82%	609 83%	1297 89%X	274 87%	979 92%	871 87105ev	1667 84%	276 82%	80%	1491 85100
Don't know	11	4.	9	4	2.			1		1				1	6.	2	3	1	7	4		2	2		6	4	4	2	3

Proportions/Means: Columns Tested (5% risk level) - Xia'b - Xic/de/fig/h/B - Xii/jik/i - Xim/niolpiq/r - Xis't - Xiu/v/w - X/xiy - Xiz/A Overlap formulae used. * small base

Table 29 MSUM, Mobile Provider SUMMARY TABLE Record At Mobile recorded to select

	Overall Satisfaction	Value Sprinfection	Raception/ Signal Societation
Utweighted base	261	2047	2481
Weighted base	2681	2175	2481
Effective State	1900	1606	1900
Very satisfied	1164 47%	954 48%	916 37%
Fairly satisfied	1041 42%	864 38%	1066
Neither satisfied nor dissatisfied	190 8%	218 12%	224 9%
Fairly desatisfied	72 2%	104 5%	203 8%
Very dissatisfied	22 1%	41 25	43 3%
NET: Satisfied	2186 88%	1808 82%	1981 80%
NET: Dissatisfied	12 4%	166	267 11%
Don't know			
Mean	1.91	1.19	1.04
Standard deviation	0.80	0.93	1.01
description and the same	0.00	0.00	

YONDER

Prepared by Yonder

Customer Satisfaction Tracker 2024
SSIMM Fredomic Residency 2024
SSIMM Fredomic Residency 2024

Table 30 M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by Mobile?

	_					Mole					Mobile but	de		Michig service package	
	Total (50	66 60	gitpat Di	02 00	Tesco Mistile	Three (H)	Vodafone (8)	Sky	Lebara (6	Other providers	Yes. (N)	No.	Prepay/pay as you go one	Morthly contract SMI only (10	Don't know
Unweighted base	2481	497	161	489	214	192	258	236	139	296	434	2047	296	2075	10
Weighted base	2481	523	169	464	194	283	362	127	102	279	304	2175	397	2073	11-
Effective State	1900	284	134	410	172	163	205	167	119	268	319	1606	296	1998	7
Very satisfied	1154 47 Years	267 695om	102 60%/spcagn	163 36%	133 6210Xeoegn	129 29%	166 68%s	48 28%	S4 S9%Xxags	166 53105om	135 46%	1019	171 42%	983 47%	
Fairy satisfied	1040 42 Noof	212 42%	57 36%	236 52%/seesgtj	63 32%	136 68%adf	197	60 60%/004/45	30 32%	110 40%	125 41%	915 42%	173 66%	862 42%	45%
Neither satisfied nor clessfelied	190 8%	42 8%	7 4%	40 9764	es	23 8%	39 11Noq	13 10%bdj	1.	14 5%	33 11930	157 7%	38 10%	161 7%	19%
Fairly descripted	70 2%	25	2 2%	18	27%	19	16 6%	24	2%	4 ₇₆	2%	41 26	10 2%	54 2%	31%
Very disselfed	22 1%	376		8 2500	16	21%	3 1%	1		316	2,0	19	1	28 1%	
NET Satisfied	2185 88%apk	668 90%g	158 95%/Keg	288 85%	162 Sifflotoigh	265	303 84%	111 87%	64 61%	256 92%og	260 85%	1934	366 87%	1865	49%
NET: Dissatisfied	92 4%	13 2%	3 2%	27 6100ad	3 2%	15	18 5%	36	35	2%	11 4%	#1 es.	12 2%	27 4%	3 21%
Don't know	4	:					3 This			2	1	2	3 1900		11%
Mean	1.314	1.36ceh	1.529aosgh	1.11	1.5/Disorgi	1.19	1.26	1.32	1.475(agh	1.41%egn	1.26	1.31	1.28	1.30	0.15
Standard deviation	0.80	0.76	0.69	0.86	0.69	0.83	0.87	0.75	0.76	0.76	0.82	0.80	0.77	0.80	0.96

roportions/Means: Columns Tested (5% risk level) - X/a/b/c/dle/g/h/fl) - X/k/l - X/m/n/o Iverlap formulae used. ** very small base (under 30) ineligible for sig testing

		Gender					Ann.						ios.				Secret Secretary	etic Gross			Impacting	Smitting		Financial Victoria Dillin		Ubasii	and .	fendi	
	Yotali .00	Male	Female	16-24	25-24	25-44	45-54	55-64	65-74 (N	75+	Singland	Scotland	Wales	Northern Island	All State	Ć1	C3	D6 (40)	ARC1	C204	Yes	No.	Must vulnerable	Potentiali y vulnerable	Least vulnerable (et	Urban 60	Rust	Yes Gl	No.
Utweighted base	2481	1185	1288	304	451	366	323	294	431	212	2053	199	135	97	524	790	537	628	1314	1165	772	1526	462	1297	946	2025	456	616	1736
Weighted base	2681	1196	1277	310	403	299	408	386	307	269	2058	178	139	105*	628	761	504	585	1388	1091	790	1521	459	1197	1002	2013	468	611	1797
Effective State	1900	907	987	200	361	289	263	313	228	165	1582	149	102	70	405	599	430	486	994	916	600	1161	269	937	716	1963	339	484	1320
Very satisfied	1156 67%cde	559 47%	596 68%	113 39%	160 60%	160 60%	195 687kod	195 51%ste	162 52100.0e	109 62100000gn	967 67%	82 68%	80	28 26%	309 69%	566 66%	218	279 68%	655 67%	467	369 45%	Pell delick	42%	594 69105	865	992	222 47%	290 46%	822 47%
Fairly satisfied	1040 42168	500 42%	637 62%	165 SONOGER	190 4710/09	190 6853848	158 2010R	156 40%8	116 2816	76 28%	867 62%	21 40%	49 30%	53 50%	263 29%	329 63%	230 45%	238 41%	672 41%	42%	228 42%	625 41%	211 68%v	42% 42%	42%	850 42%	190	266	714 41%
Neither satisfied nor dissatisfied	190 876	90 8%	100	27 9%	23 8%	29 7%	37 9%	26 7%	22 7%	17 6%	147 7%	17	13	13 12%	48	54 7%	96	42 7%	102 7%	III Ph	**	100 7%	26	88 7%	72 7%	167	20 7%	43 7%	137 8%
Fairly dissolided	72 27kor	25	33 3%	11	14	13 2%	16	2%	4 1%	4 1%	58 2%	7 4%	2 2%	116	24 6%or	26 25or	2 1%	17 2hor	SO 4NOOr	20 2%s	18 2%	44 2%	1 25	35 2%	36 2%	52 2%	18	16 2%	47 2%
Very dissatisfied	22 1%v	12	10	2 1%	5 1%	7 250	2 7%	2 1%	:	2 1%	19		2 2%	116	2	5 1%	8 2%q	6 7%	7 1%	14 1%	15	11	4 75		5 1%	17	S Th	5 1%	13
NET: Satisfied	2196 88%	1058	1131	267 26%	250 87%	350 88%	252 86%	391 97%	278 57%	266 97%	1933	153 86%	118	91 96%	552 89%	675 88%	448 89%	517 88%	1227	965	687 88%	1365 90%X	408 89%	1065 89%	890	1793	412 88%	566	1536 88%
NET: Dissatisfied	90 4760	4%	43 2%	14 5%s	19 5No	20 Shin	19 5700	9 2%	4 1%	6 2%	27 4%	7 86	100	2 2%	27 4%	21 4%	12 2%	22 4%	58 4%	34 2%	25 2%	54 65	15 2%	40 2%	49	25	29 8%	21 4%	60 3%
Don't know	4	1		1	1				2 1966		1	1	2200			2	1	2	2	2		1	1	2		4			4
Mean	1.31084	1.30	1.31	1.18	1.21	1.21	1.29	1.39cm	1.400sawf	1.5130.0df	1.31	1.28	1.30	1.19	1.03	1.90	128	1.32	1.21	1.30	1.29	1.36%	1.28	1.968	1.01	1.91	1.30	1.31	1.02
Standard deviation	0.80	0.81	0.79	0.81	0.83	0.85	0.84	0.74	0.70	0.76	0.80	0.80	0.88	0.74	0.81	0.80	0.79	0.81	0.80	0.80	0.79	0.79	0.79	0.78	0.79	0.79	0.84	0.79	0.79

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table, 32 M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>? Base: All Mobile respondents not having the service in a bundle

	_					MAN					Military 1	unde		Michie service package	
	Yosai (50	66 00	getyser Di	02	Tesco Mistrile	Three (H)	Vodafore (8)	Sky (R)	Lebera (6	Other providers	Yes (N)	No.	Prepay/pay as you go	Morthly contract SMI only (10	Don't know
Unweighted base	2047	266	161	486	214	187	196	66	136	297		2047	336	1704	7
Weighted base	2176	452	169	491	194	273	298	28*	90	220	-	2175	397	1811	7-
Effective State	1606	307	136	407	172	158	162	54	116	196		1606	258	1342	
Very satisfied	664 6f Yeang	198 39%	106 63%/Seorgh	142 31%	114 Sith/Georgia	105 29%	98 32%	9 31%	68 7675000cdegn	155 70100assegn		954 68%	151 42%	802 68%	1 12%
Fairly satisfied	954 395(at)	212 4750045	53 31%f	198 661085	68 3610	109 60%(132 68106	16 55%0645	18 20%	50 23%		854 39%	190	718 42%	50%
Neither sadefied nor dissatefied	218 10%adje	68 119846	En.	67 1510/04/0]	es	42 1910045	32 11%(8)	2 76	3%	8 2%		218 10%	48 16100	768 976	10%
Fairly dissatisfied	104 5/kbdj	23 5%84)	14	25 Photograph	1	13 Shaq	25 910005	2 Triang	1	2 1%		104 5%	20 6%	82 5%	1
Very dissatisfied	40 2%	11 2%	1,4	11 2%	100	200	8 25			3 1%		40 2%	4 7%	36 2%	
NET: Satisfied	1909 82%apm	372 82%c	159 96%/Sacreg	238 75%	193 95103eoegn	214 78%	229 77%	24 86%	86 95%/bookgn	205 93%/Georg		1908	281 79%	1522 84700s	89%
NET: Dissatisfied	166 7 Nootj	34 8164)	216	66 1010/04/0	200	17 6Nad	34 1110845	2 Triadf	1	6 2%		166 7%	24 7%	118 7%	1
Don't know	5			1			2 ₇₆			2 1946			200	2	12%
Mean	1.19asg	1.07	1.550segh	0.90	1.525borgh	1.09	0.96	1.11	1.700Gacdegh	1.6139.cegh		1.19	1.14	1.20	0.83
Standard deviation	0.93	0.94	0.66	1.00	0.66	0.92	1.03	0.82	0.60	0.76		0.93	0.94	0.90	0.86
Standard error	0.02	0.06	0.05	0.05	0.05	0.07	0.07	0.10	0.09	0.05		0.02	0.05	0.02	0.35

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

Customer Salisfaction Tracker 2024
Oktober Salisfaction Tracker 2024

Table 33 M3. Nor satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>? Base: All Mobile respondents not having the service in a bundle

		- Cont	wine .				Age.						eten.				Section Section	north Group			Impactio	nglimbing Olione		Energy Valuability		Uta	Sect	- fee	edia.
	Yotal	Main	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	England	Scotland	Wales 60	Northern Ireland	All too	C1	C2 (6)	D6	ARC1	CSDE	Yes	No.	Most vulnerable	vulnerable (N)	Least vulnerable	USan 60	Rust	Yes.	No.
Unweighted base	2047	977	1093	261	373	305	268	324	362	184	1703	153	113	76	415	664	453	529	1069	976	652	1248	367	1029	790	1672	375	499	1461
Weighted base	2175	1048	1120	270	366	349	355	339	267	360	1812	151	138*	91*	530	679	445	519	1209	964	695	1332	289	1055	881	1767	409	536	1606
Effective State	1606	765	835	202	298	244	219	263	261	163	1947	118	87	56	325	\$14	372	414	830	786	516	974	300	799	607	1323	284	400	1121
Very satisfied	Wid MPNos	459	690 66%	101 37%	138 29%	141 60%	156 42%	158 47%s	128 6876cd	135 SENOScorf	808 45%	65 62%	86 37%	23 37%	221 42%	294 43%	182 41%	255 dPh/kinogr	515 63%	497so	218 46%	582 68%	158 41%	47105sw	361 41%	771 48%	162	240 46%	659 63%
Fairly satisfied	854 387sps	395	455	126 47100pa	168	154 46559	129 36%	126 37%	92 35%	76 32%	707	58 29%	57 80%	32 35%	224 62%p	268 29%	182 41%	160	41%p	362 38%	267 27%	534 42%	164 42%	286 27%	371 42%v	39%	160	205 20%	614 60%
Neither satisfied our dissatisfied	218 12%	11%	104	21 8%	36 10%	29 8%	47 12%	23 10%	32 12%	19 8%	171	16 11%	14 11%	18 20104	46 95	72 11%	53 12%	47 9%	118	100 12%	74 11%	125	42 12%	108 12%	86 12%	177	41 12%	95	155 10%
Fairly dissatisfied	106 5168	54 5%	45	15	26 7108	16 5%	19	15	12	2 1%	92 5%	8 5%	2 2%	2 2%	26 5%	38 8%	15	25 25	64 5%	40	26 5%	62 5%	16	50 5%	44 5%	85	19 2%	25 5%	21 5%
Very dissatisfied	40 27km	26 2%	16 1%	4 25	2%	9 2%	5 2%	6 2%	2 1%	5 2%	30 2%	2 2%	2 2%	5 6105	13 2%	6 1%	12 2%s	12 2%	19 2761	21 2%	15	26 2%	11 25v	12	17 2%	25 25	5 7%	4 15	21 2%
NET: Satisfied	1808 82%	855 82%	948	227 84%	285 80%	295 85%	283 82%	284 86%	220 82%	213 89%df	1516	123 81%	109	46 72%	665 86%	981 83%	264 82%	635 86%	1006	798 82%	575 82%	1117	322 82%	862 86%	732 82%	1665 82%	343 86%	666 85%	1273 83%
NET: Dissatisfied	166 7%	77 7%	65 676	21 8%	23 9100	25 7%	26 7%	21 6%	12 5%	8 4%	121	11 7%	4 2%	85	28 7%	44 2%	27 6%	26 7%	82 7%	62 6%	46 7%	82 7%	27 7%	62 6%	61 7%	118	25 8%	21 6%	102 7%
Don't know	4	2		116				2	2 1900		2	1 1%	2 2506		1	2	1	2	2	2		2		2	1				
Mean	1.194	1.98	1.22	1.12	1.08	1.15	1.16	1.23	1.964	1.390cod	139	1.16	1.18	0.96	1.16	1.19	1.14	1.26	1.18	1.20	1.21	1.19	1.14	1200	1.16	1.18	1.21	1.29	1.18
Standard deviation	0.90	0.87	0.89	0.92	0.98	0.83	0.96	0.92	0.87	0.87	0.92	0.99	0.89	1.10	0.94	0.90	0.94	0.94	0.92	0.94	0.92	0.92	0.96	0.90	0.90	0.94	0.90	0.89	0.90

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 34
M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <Mobile>?

- MANDO - MAND

	Yotal (50)	66 (40)	giftgalf (b)	02 60	Tesco Michie	Yhree 361	Vodafone (8)	Sky (70	Lebera (6	Other providers	Yes (N)	No.	Prepay/pay as you go (M	Monthly contract SMI only DD	Don't know (H
Unweighted base	2681	497	161	489	214	192	258	236	139	296	494	2047	296	2075	10
Weighted base	2481	523	169	454	194	283	362	127	10	279	304	2176	297	2073	11-
Effective State	1900	284	134	410	172	163	205	167	119	268	319	1606	296	1500	7
Very satisfied	916 375ca	185 375ce	N 6Non	119 28%	90 49100son	78 27%	141 395ca	41 32%	60 50%/books	131 47105aun	114 37%	902 37%	158	767 37%	
Fairly satisfied	1066 6254	241 48%gf	40%	214 4Plogs	80 42%	119 62%	136 38%	66 52%/bagg	29 31%	112 40%	141	925 63%	198	902 66%	4 26%
Neither saddled nor dissatisfied	224 9%j	44 8%	8 5%	50 1176q	13 6%	45 101(300:00)	23 9Nj	5.	12 13%aq	10	22 7%	201 9%	39 12%	190	48%
Fairly descripted	203 8%d	26 7%	16 8%	49 1110mm	ž.	35 12Nadhf	20 8%	7	5 5%	18 7%	22	184	26 6%	190	
Very dissatisfied	43 25a	5 7%	2 1%	21 51090	3 1%	2%	18 9105q	5.	1%	4%	7 2%	56 2%	11 2%	52 2%	24
NET: Satisfied	1981 80%ca	637 82%ceg	163 Billion	236 72%	170 88700ag	70%	277 76%	107 857kong	76 81%a	362 871050eg	255 82%	1727 79%	318 82%	1660 82%	4 36%
NET: Dissatisfied	267 11%ad	40	10%	79 1910/se/86	11 4%	41 19Ned	48 125adf	10 8%	5 6%	23 8%	27	260 11%	36 9%	292 11%	100
Don't know	5	3 7%					4 Th			2 1%	1	7	4 1100	2	114
Mean	1.04ce	1.130e	1.18se	0.80	1.27%egh	0.80	0.990	1.06ce	1.35Xmg	1.2630egn	1.10	1.03	1.10	1.03	0.28
Standard deviation	1.01	0.89	0.87	1.08	0.87	1.05	1.13	0.89	0.82	0.99	0.86	1.02	0.98	1.01	0.80
Standard error	0.02	0.04	0.08	0.06	0.04	0.08	0.07	0.06	0.08	0.06	0.06	0.02	0.06	0.02	0.28

roportions/Means: Columns Tested (5% risk level) - X/a/b/c/dle/g/h/fl) - X/k/l - X/m/n/o Iverlap formulae used. ** very small base (under 30) ineligible for sig testing

Table 35
M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <mobile>?

		000	Mar.				Age					N N	Mos				Social Scott	onic Group			Impacting	Hinding Sons		Financial Value ability Potential		Utas	Buol	- hos	elte
	Yotal 00	Main	Female	16-36	25-34	26-44 (M)	45-54 (D	55-64	65-74	75+	Singland (i)	Scotland	Water	Northern Ireland	All (N)	C1	C2	DE	ABC1	C206	Yes	No.	Most vulnerable	vulnerable (st)	vulnerable deli	Utan	Rural	Yes	No.
Unweighted base	2661	1185	1288	304	461	264	323	294	421	212	2053	196	135	67	536	790	537	628	1314	1166	772	1926	463	1237	944	2025	459	616	1735
Weighted base	2001	1196	1277	310	403	200	408	386	307	269	2258	179	139	106*	628	261	506	585	1388	1091	790	1521	459	1197	1002	2013	468	611	1737
Effective State	1900	907	987	240	361	209	263	313	338	165	1592	149	102	70	405	500	430	486	996	916	600	1161	369	937	716	1963	329	484	1322
Very satisfied	916 37 NortowA	38%	487 38%	76 25%	137 36%s	115 29%	140 34%s	162 62%30.04	168 68100arf	136 51%Xubef	N2 37%	73 41%	56 60%	25 23%	218 35%	259 34%	182 38%	246 42%/8mg	477 38%	438 401084	296 38%	568 37%	169 37%	487 41105a	341 36%	752 37%	163 35%	251 41100	414 35%
Fairly satisfied	1066 6278g/v	522 44%	500 62%	153 69153gn@	178	48100	183	166	111 28%	97 38%	42%	70 39%	48 36%	Sill Salvoge	275 66%	SER BETIEF	216 43%	225 38%	623 651ipr	461 40%	328 62%	655	192	476	667 67506	869 63%	187	242 40%	774 45%X
Nother satisfied nor dissatisfied	224 916	114 12%	128	41 1350@8	41 10%8	41 1218	32 8%	23 9%	25 8%	11	179	15 8%	22 1950	- to	58 275	68 8%	66 9%	12 175	126	99 9%	74 10%	122	59 12705/w	112 W 9%	25 8%	172	52 11%	60 10%	168 8%
Fairly descripted	203 810	92 8%	111	34 11%s	30 8%	40 1230	28 950	21 8%	19	16	168	15		11	58 9%	62 8%	29 8%	43 7%	122	82 8%	42 8%	132	29 6%	25	91 95	165	28	47	160
Very dissatisfied	62 2%	27 2%	26 2%	2 1%	15 4%c	13 2%	11 2%	2 2%	25	25	54 2%	4 2%	25	3 2%	17 2%	20 3%	13 2%	14 2%	27 2%	27 2%	18 25	40 3%	9 2%	30 2%	27 2%	46 2%	19	10 2%	48 2%
NET: Satisfied	1981 82%c	968 79%	1026 80%	221 76%	215 28%	205 78%	223 79%	315 82%c	259 84%004e	223 87%Xda	1651 92%	163 81%	104 75%	83 79%	410 78%	608 80%	427 81%	471 87%	1100 79%	879 81%	624 80%	1223 80%	381 79%	942 92%	806 87%	1621 81%	393 77%	492 81%	1388 80%
NET: Dissatisfied	267 119a	129	137	37 12%a	46 11%	53 12%h	49 12%n	38 10%	21 7%	23 9%	223 11%	19 11%	11	14 12%	7N 12%	82 11%	91 10%	57 10%	158	108 10%	80 10%	173	28 8%	118	118 12%s	210 10%	56 12%	FF.	196 11%
Don't know		3	1		2		2 TN		21%	1			2100		!	2	1	5.	1.	2	1	2			2			2	
Mean	1.04ce	1.01	1.09	0.87	0.98	0.89	1.00	1.12ce	1.2400.64f	1,37%awf	1.04	1.10	1.07	0.86	0.99	1.01	1.09	1.110	1.00	1.098	1.09	1.06	1.06	1.066	1.00	1.06	0.94	1.11	1.02
Standard deviation	1.61	1.02	1.00	0.85	1.66	1.04	1.02	0.99	0.85	0.98	1.01	1.01	1.00	0.88	1.03	1.00	1.00	1.01	1.01	1.00	1.00	1.02	0.96	1.01	1.01	1.00	1.09	0.98	1.01

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Customer Satisfaction Tracker 2024

ONIE Flatence in 101 38 florence 2024

Table 36 IN1. Which of these fixed broadband services does your household have:

	Total	arr (a)	66	Plumet	Sky 15	TakTak	Wgin Media	Vodatore (n)	Other providers	Yes Yes	No.
Unweighted base	2126	358	179	138	cis	232	494	172	127	1909	616
Weighted base	2126	499	16	84	466	170	461	108	262	1663	662
Effective State	1998	295	136	110	302	194	291	141	167	1163	660
Strandard broadband - Strandband strongs a phone time or cable service - which is not superfact, no the download speed is less than 2008/second	454 1994	95 1894	28 20%/Aurh	20 20 No. 10	88 1997	43 29%/06	52 17%	17 16%	65 26/30%	305 21106	108
Superfast Innoclinated As presents as select State distincts bigginer againsts through extent finite optic or calche service - no the distinct depend is 2008/ second or higher	1072 50%(j	288 SPIORCIJ	65 67%	28 45%	263 58105g	100 59%/bb/fg	189 47%	50 51%	105 62%	754 52%	218 481
Ultrafact broadband - the download speed is 100MB/second or higher	456 21 Naban	76 195e	16 15/6a	13 1976a	79 17%e	13 7%	170 37%Xabodesg	28 26 Tuboda	60 20 Native	278 18%	178
Don't know	182	45	100	4	24	14	51 175%	* Th	19 7%	126	54

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/dieffis/g - X/h/ii Overlap formulae used.

Customer Satisfaction Tracker 2024

Gustamer Satisfaction Tracker 2024

Gustamer Satisfaction Sa

		- Carr					- Age					200	00				Section Sections	c Group			Impactin	gliniting		Francis Valuability		Utanik	and .	- Income	elte
	Yess Ot	Main	Female (b)	16-01 50	25-34 (d)	26-44 (6)	45-54 (f)	55-64 00	6574	75+ (R)	England	Scotland	Wales 00	Northern Ireland El	AR PRI	C1	C2	D6 00	ARC1	CHOE	Yes	No.	Mac valuesable	vulnerable	Least vulnerable (et	USAN DO	Rust	Yes (2)	No.
Unweighted base	2126	1047	1072	172	373	328	282	362	401	199	1729	184	116	**	426	675	470	552	1101	1022	660	1998	372	1073	830	1726	299	518	1909
Weighted base	2125	1058	1092	176	228	355	361	358	288	269	1735	169	1187	103*	501	665	445	513	1165	958	664	1327	374	1035	881	1717	408	506	1516
Effective Stans	1998	799	805	123	287	259	227	285	321	153	1308	137	86	69	311	612	375	420	814	794	499	999	294	802	416	1910	289	401	1130
phone time or cables earwise - which is not superfact, so the characteristic speed is been than 2006/insocond	414 18%asA	183 17%	231 229km	35 20%	54 16%	41 17%	58 16%	55 15%	79 29700449	73 30%sawig	284 20%	26 19%	26 20%	20 19%	82 16%	163 21%q	85 1996	105 20%	224 19%	190 32%	161 21%	265 19%	83 22%	204 20%	154 17%	204 18%	108 2816/6	117 229508	272 18%
Sing-in-their transationed - A premission services that delivers higher spends through enter filter optic or callels environ - an the classificat spend is 50588 encored or higher	1273 521603	505 52%	516 68%	87 49%						132 53%			EP MPs			351 53%or					205 69%						203 52%		799 53100
Ultrafast broadband - the downized speed is 100MB/second or higher	498 217609ay	270 25%00	19%	41 23%8	93 2710spill	125 20%agnia	82 221kmili	70 20%8	64 1918	19	363 21%	37 22%	30 36%	26 25%	123 26%nq	107 16%	120 27%Npgr	21%	290 20%s	224 24100p	197	298 22%	72 19%	207 20%	201 22%	299 22%Ny	97 16%	106 21%	320 21%
Don't know	192	50	191	19	22	27	26	26	33	24	164	18.	7	4	28	64	28	62	102	90	72	99	29	81	60	141	41	81	124

Proportions/Means: Columns T ested (5% risk level) - Xialb - Xicidia/figh/B - Xilijik/l - X/miniolpiqir - Xisit - Xialviw - Xixiy - XiziA Overlap formulae used. " small base

Table 38
INSUM. Fixed Broadband Provider SUMMARY TABLE
Base: All Internet respondents asked

		N Sun		
	Owerall Satisfaction	Value Sprintection	Speed Satisfaction	Reliability Satisfaction
Unweighted base	2125	616	2126	2126
Weighted base	2125	662	2126	2126
Effective State	1598	660	1998	1998
Very satisfied	825 38%	175 28%	8% 38%	810 62%
Fairly satisfied	958 45%	205 68%	961 46%	886 62%
Neither satisfied nor dissatisfied	181 9%	95 16%	195 9%	100
Fairly descripted	112 5%	60 9%	122 6%	138 7%
Very dissatisfied	42 2%	25 4%	42 2%	46 2%
NEY: Satisfied	1793 84%	481 72%	1757 83%	1766 82%
NET: Dissatisfied	166 7%	85 13%	166	185
Don't know		2		
Mean	1.14	0.83	1.12	1.14
Standard deviation	0.60	1.04	0.84	0.97

YONDER

repared by Yonder

Table 39

No. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by *Broadband>1

Base All blooms connected:

	Total		66		Broadta					Broadband by	inde
	00	500	01	Pluseet (C)	Sky	TahTak	Wrgin Media	Vodafone (N)	Other providers	764	No.
Unweighted base	2126	268	179	138	435	232	434	172	177	1909	616
Weighted base	2126	499	96	84	455	170	461	108	262	1663	662
Effective State	1598	295	135	110	322	194	391	141	167	1163	660
Very satisfied	825 29%a	218 66/10/F	34 35%	27 60%a	163 38%	51 30%	162 39%	42 39%	118 4750ad	38%	267 42%
Fairly satisfied	658 65%g	207 42%	49 51%g	40	221 48%g	80 47%g	219 48%g	81 47%	95 36%	660 64%	208 88%
Neither satisfied nor dissatisfied	181	45 9%	PA.	4 5%	34 8%	20 12%	10	5.	25 8%	136 9%	46 7%
Fairly described	112 5%	16 25	466	2 2%	24 5%	17 10%30cd	27 6%	1.	17 7%	en enx	26
Very dissatisfied	42 2%	10 2%		1 2%	13 2%	2 1%	10 2%	1.0	2 1%	28 2%	14 2%
NET Satisfied	1793 86%eb	626 85%e	83 87%a	77 971094	284 85%e	131 77%	282 82%	10 80%	208 83%	1208 83%	575 87500
NET Dissatisfied	166 2%	27 5%	4	2 4%	27 8%	19 1153000	27 8%	**************************************	20 8%	116 8%	28
Don't know		2					2		21%	2	5
Mean	1.164	1.22e	1.176	1.294f	1.08	0.85	1.08	1.98e	1.21e	5.11	1.30
Standard deviation	0.82	0.88	0.78	0.80	0.95	687	0.93	0.89	0.86	0.94	0.88

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

YONDER.

Prepared by Yonder

Table 40 IR2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>1

			-				- Apr						and con-				Social Score	sonic Group			Impacti	ng/initing disease		Francis Valuability		Ubas	ikai	- to	eds.
	Yotal 00	Maio	Female	16-26	25-34 400	35-44 (e)	45-54 (f)	55-64	45-74 (N	75+	England	Scotland	Wales 00	Northern Ireland	All Discounts	C1	C2 (6)	DE	ARC1	C306	Yes 00	No.	Most vulnerable	vulnerable 00	Least vulnerable (el	USAN 00	Rust	Yes.	No.
Unweighted base	2126	1047	1072	172	373	328	292	362	401	199	1729	184	116	96	424	675	470	552	1101	1022	660	1990	372	1073	830	1726	299	518	1909
Weighted base	2125	1058	1082	174	208	355	361	358	288	269	1735	169	118*	183*	601	665	465	613	1165	958	664	1927	376	1035	881	1717	408	506	1616
Effective State	1598	799	805	123	287	259	227	285	321	193	1308	137	86	40	311	512	325	420	814	764	499	999	294	802	414	1310	289	401	1130
Very satisfied	825 38%	429 41%	294 37%	56 32%	161 6216	122 34%	120 32%	131 37%	125 421keef	130 52105carty	688 62%	80 35%	68 61%	30 20%	196 29%	252 28%	158	217 42%	448 38%	375 39%o	264 37%	541 41%X	142 37%	428 419X	333 38%	672 28%	156 38%	198 29%	500 60%
Fairly satisfied	958 45748	458	497	87 6958	169 66%	185 525308	171 47148	158 46%	198 42%	26%	775 49%	72 62%	40%	63 61105jk	229 49%	200 45%	217 495pr	212 41%	529 65%	629 637p	277 62%	615 68%	158 42%	460 46%	411 42%	774 49%	196	219 43%	694
Neither satisfied our dissatisfied	181 97km	95	M Ph	18	26 8%	28 8%	34 12%	36 10%	27 9%	12 5%	166	21 12%	1.	77%	34 7%	65 10%	40 9%	42	99 9%	82 9%	81 12500	12	43 12556w	12 PN	58 7%	141	42 12%	52 10%	118 8%
Fairly dissatisfied	112 510w	57 5%	55 5%	14 859	16 5%	13	27 79m	22 6%0	2 2%	14	88 8%	14 8%	25	2 2%	25 7%	21 5%	19	27 5%	66 6%	64 5%	41 6%	67 5%	21 6%	43	65 7109	90 9%	22 8%	26 5%	86
Very dissatisfied	42 2%	16 2%	26 25	2 1%	5 2%	8 2%	9 2%	8 2%	4 2%	3 1%	36 25	2 1%	2 2%	1 1%	6 1%	16 2%	10 2%	11 2%	21 2%	21 2%	18 2%	21 2%	11 2%	18 2%	15 2%	34 2%	8 2%	10 2%	27 2%
NET: Satisfied	1763 861ijau	867	ase sen	163 81%	290 86%	307 88%	291 92%	289 81%	245 85%	219 88%	1663 86%	132 78%	96 81%	83 90Ng	425 85%	552 82%	275 84%	629 86%	977 84%	804 86%	522 79%	1156 87536	299 82%	888 88705	744 98%u	1045 86%	238 82%	417 82%	1383 85%
NEY: Dissatisfied	195 790w	79 7%	an an	15	21 6%	21 6%	36 10 No	30 8%	14 5%	18 2%	125 7%	16 95	11 9%	2 2%	41 8%	66 7%	29 7%	28 2%	87 2%	62 7%	59 9%	88 7%	32 8%	60	79 97076	125 7%	20 7%	27 7%	111 2%
Don't know	4	1	5		2			3 1%	2 7%		2	100	2 258			2	1	2 7%	2		2 7		2					1	2
Mean	1.16k	1.16	1.11	183	1.20f	1.13	1.01	1.08	1.20dg	1.3230afg	1.15	1.03	1.12	1.16	1.15	1.12	1.11	1.17	1.13	1.14	1.04	1.20%	1.06	1,30%	1.12	1.14	1.11	1.12	1.16
Standard deviation	0.90	0.91	0.90	0.91	0.89	0.87	0.98	0.96	0.88	0.91	0.92	0.97	0.99	0.69	0.91	0.90	0.90	0.94	0.92	0.90	0.99	0.88	0.99	0.88	0.94	0.92	0.92	0.89	0.91

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 41
RB. New satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?
Base: All internst respondents not having the service in a bundle

					Broadle					Bradhauf	
	Total Ob	97	22	Plusnet (G)	Sky	TakTak (e)	Virgin Media	Vodafore (N)	Other providers	Yes and an	No 40
Unweighted base	616	90	28	60	63	57	166	59	110		616
Weighted base	662	179*	26"	61*	35"	ser	164	38"	133*	-	662
Effective State	460	81	27	53	28	50	129	62	96		660
Very satisfied	176 26%f	41 23%	6 22%	18 375d	11 30W	14 28%	26 19%	20%	55 475005		175 28%
Fairly satisfied	305 60%	81 68%	15 58%	28 56%	15 62%	25 51%	69 62%	22	50 86%		305 68%
Neither satisfied nor dissatisfied	95 56 hag	26 22%cg	3 12%	2%	45	12%4	30 185og	4 18%c	10 8%		95 16%
Fairly described	60 9%4	18 10%	100	200	2 7%	276	26 165/King	1%	1.		60 9%
Very dissatisfied	26 4%	1 10	1 2%	2 2%	3 97a	1 2%	12 7500a	2 The	2 25		25 4%
NET Satisfied	481 73%f	122	21 81%	65 9750605	26 72%	29 7994	94 57%	78 7652	113 85100F		481 73%
NET: Dissatisfied	85 13%g	20 11%	2 7%	4 7%	4 16%	5 9%	28 22%Sacrag	2 8%	* 7%		85 13%
Don't lines	2						2 TN				2
Mean	0.89f	0.79f	0.83	1.17568	0.79	0.95f	0.43	0.81f	1.1739aths		0.83
Standard deviation	1.04	0.94	0.89	0.90	1.22	0.94	1.16	1.06	0.89		1.04

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/die/fis/g - X/hii
Overlap formulae used. "small base; " very small base (under 30) inetgible for sig testing

Customer Satisfaction Tracker 2024

ONLINE FOR STATE AND Revew 2024

Table 42
RO. How satisfied are you wish the overall VALUE FOR MONEY of your service from <Broadband>?
Base. All Internet respondents not having the service in a bundle

		- Cont	-				Apr.						ion.				Section Section	orac Group			Impacting			Consolid Value ability		Ubesi	Real	Stead	
	Yotali (XX	Maio	Fermin (b)	16-de 60	25-34 (d)	35-44 (e)	45-54 M	55-64	65-74 01	75+	Singland	Scotland	Wales 00	Northern Ireland	All (m)	C1 (0)	C2 (6)	D6	ARC1	case	Yes	No.	Muc vulnerable	Potential y vulnerable	Least vulnerable (el.	Urban (s)	Rust	Yes.	No.
Uhweighted Loop	414	300	211	72	170	109		84	81	19	494	52	35	26	136	203	132	140	339	275	179	387	94	281	205	509	107	138	465
Weighted base	662	316	342	89*	167	121*	109*	91"	61"	24**	535	sor	36**	40***	185	211	131	133	397	264	192	419	104"	293	303	541	122*	141	479
Effective State	690	225	231	54	129	80	64	66	64	16	374	37	26	24	100	193	107	113	247	222	138	286	80	213	199	392	29	108	392
Very satisfied	175 28%	26%	28%	23 29%	44 26%	25 20%	30 30%	22 26%	19 21%	10 41%	145 27%	12 23%	25%	10 22%	47 25%	54 29%	30 23%	42 32%	100 25%	73 28%	54 28%	107 28%	26 23%	88 32%	72 28%	138 25%	27 27%	46 31%	122 26%
Fairly satisfied	205 687kg	151	153	42 47%	85 51%g	59 495g	91 68%	29 32%	29 47%	11 66%	266	25 50%	16 40%	20	45%	96 65%	62	46	176	127	79 41%	203 48%	49 47%	128	190	293 47%	52 42%	675	226 47%
Neither satisfied nor dissatisfied	96 16%	66 56%	48 16%	14 16%	21 13%	20 17%	8 7%	23 25 No. 20	12%	2 10%	75 16%	17%	275	4	25 13%	34 16%	21 18%	14 17%	59 1976	36 12%	29 15%	58 165	21 21%	41 16%	38 12%	84 18%	10 8%	18	66 16%
Fairly descripted	60 Flips	29	32 9%	7 8%	11	10	14 12%	10 11%	3 5%	2%	41 9%	26	2 8%	8 18%	23 12%p	20 916p	13 10Npr	4 2%	43 11%p	17 616	21 11%	26 8%	7 7%	23 8%	30 10%	42 8%	18 19%x	13	44 8%
Very dissatisfied	25 4%	14 5%	10 2%	2 2%	5 2%	1 1%	5 9%	6 6%	S Stine	1 2%	11	2 8%	2 6%	11%	100	8 6%	25	2 256	16	9 2%	8.0	16	25	13 4%	13	21	2 2%	5 2%	20 4%
NET: Satisfied	ein 77%g	227 72%	250 72%	65 73%	129 78%g	84	82 76 Ng	51 56%	48 781g	21 85%	281 72%	27 72%	22 65%	30 71%	129 70%	169 71%	92 71%	107 80100g	279 70%	200 78%	133	208 78%	73 71%	217 78%	221 72%	281 72%	90 78%	105 76%	368 72%
NET: Dissatisfied	85 12%	42 13%	43 12%	9 11%	15	17	19 17%	16 17%	12%	1 5%	12%	4 85	5	***	21 17%	28 13%	16 12%	10	59 15%	26 12%	28 19%	50 12%	1	36 12%	43 16%	63 12%	22 18%	17 12%	64 13%
Don't know	2	1	1		1 1%			116			1	1 26					1 1%	1 Th		2 1%	116					2		116	2
Mean	0.80g	0.78	0.87	0.84	0.90g	0.75	0.83	0.68	0.88	5.19	0.84	0.85	0.70	0.79	0.74	0.80	0.81	1.006	0.77	0.91	0.79	0.84	0.84	0.87	0.79	0.82	0.84	0.81	0.81
Standard deviation	1.04	1.05	1.03	0.99	0.96	0.96	1.13	1.16	1.15	0.92	1.04	1.00	1.13	1.06	1.10	1.04	0.87	1.00	1.07	0.98	1.09	1.02	0.89	1.07	1.06	1.00	1.11	1.06	1.06

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/ritg/h/B - X/h/jk/l - X/m/n/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2024
CRUME Reference 11th 2-2024
CRUME Reference 11th 2-2024

Table 43 INL How satisfied are you with the SPEED OF SERVICE while online from <Broadband>1

					Streether						
	Total	MT.	66	Punc	Str	Tanzak	Viroin Media	Vodatore	Other providers	Weathand by Yes	No.
	-06	440	- 01	10		- 44	- 0			- 0	- 69
Unweighted base	2126	358	179	138	435	232	434	172	177	1909	616
Weighted base	2126	499	96	86	466	170	461	108	262	1663	662
Effective State	1986	295	136	110	302	194	391	141	167	1163	660
Very satisfied	816 2816a	205 41%e	34 35%	22 28%	164 37%	53 31%	185 60%a	40 37%	101 40%	560 38%	294 29%
Fairly satisfied	941 44%	221 66%	69 57%	28 45%	208 48%	74 43%	193 42%	54 50%	104 41%	660 66%	301 49%
Neither satisfied nor clessatefied	195 9%	46	in.	7	42	25 19%30%	28 25	5.	29	162 10%	54 8%
Fairly descripted	122 6%a	16 25	5 5%	4 7%	28 8%	16 Shas	32 Pha	3%	18 7%	91 6%	30 5%
Very descripted	42 2%	25		116	13 2%	4 2%	11 2%	25	25	26 2%	16 2%
NET: Satisfied	1757 825a	427 85%e	82 80%a	71 86%	374 82%e	127 76%	379 82%e	SE SETTLE	205 81%	1300 82%	567 86%
NET: Dissatisfied	164 876a	25 5%	5 5%	4 8%	41 93a	17 10%a	42 95a	5 5%	22 9%	118	42 7%
Don't know		2	1964			2	2	:	216	2	5.00
Mean	1.134	1.20e	1.174	1.15	1.07	0.84	1.114	1.17e	1.12	5.11	1.14
Standard deviation	0.94	0.86	0.79	0.90	0.88	1.00	0.98	0.86	0.86	0.94	0.93

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/f/s/g - X/h/ii
Overlap formulae used.

Customer Satisfaction Tracker 2024
ORLINE Fidences: 180: 2930 Recember 2024
Rs. No. to satisfied on you with the SPEED Of SERVICE while colles from -three-thead-0?

			de .				- Apr					No.	tion .				Section Section	mic Group			Impacting	Smiting		Energy Valuability		Ubasi	Rest.	insel	elte
	Your CO.	Main	Female (b)	16-24	25-34 (d)	36-44 (e)	45-54 (f)	55-64	65-74	75+	England (i)	Scotland	Wates 00	Northern Island	All (N)	C1	C2	D6 (9)	ARC1	C306	Yes	No.	Mac vulnerable	vulnerable (0)	Least vulnerable (el.	Urban (d)	Rust	Yes.	No.
Utweighted base	2126	1047	1072	172	373	228	282	362	401	199	1729	184	119	96	424	675	470	552	1101	1022	660	1990	372	1073	830	1726	299	518	1909
Weighted base	2125	1058	1062	176	208	355	361	358	288	269	1735	169	118*	103*	501	665	445	513	1165	958	664	1327	376	1035	881	1717	408	506	1616
Effective State	1598	799	805	123	297	259	227	285	321	153	1308	137	86	49	311	512	375	420	814	764	489	999	294	802	416	1910	289	401	1130
Very satisfied	816 3816	421 40%	294 27%	53 30%	133 39%	131 37%	126	137	123 42%c	114 461067	675 29%	69 67%	44 27%	28 28%	188	264 37%	176 29%	207 42%	432 37%	382 42%	298 39%	535 42%X	135	412 42%	345 39%	965	191 37%	185	609 60%K
Fairly satisfied	941	607	491	80 49%	153 45%	164	171 47%	148	121 42%	104	766	62 37%	52 66%	60 58109	228	296 49%	195	221 42%	524 65%	416	292 62%	604	163	468	298 45%	762	177 42%	225 45%	43%
Neither satisfied nor dissatisfied	196	100 9%	96 876	22 13%	33 10%	35 10%	34 9%	23 9%	22 8%	17	166	23 13%	* * * * * * * * * * * * * * * * * * *	10 10%	40	68 10%	40 9%	40	108	10	10%	106	43 11%	M PN	72	160	45 17%	55 11%	127
Fairly descripted	122	65	57 5%	18 101000	12	21 6%	18 2%	27 8%d	13	12 5%	100	11	7	2 2%	22 7%	40	27 8%	22 4%	73 6%	48	52 8100	61 5%	22 6%	62	45	100	22 5%	25 6%	86
Very dissatisfied	42 2%	15	28 2%	2 1%	7 2%	4 7%	12 2%	9 2%	4 2%	2 1%	23 2%	4 25	5 4%	1 1%	11 2%	14 2%	7 1%	11 2%	26 2%	17 2%	18 25	21 2%	12 3%	14 1%	20 2%	30 2%	13 2%	8 25	21 2%
NET: Satisfied	1757 837606	877 83%	875 82%	192 76%	285 86%	295 82%	296 82%	285 80%	244 85%c	219 88%cg	1662 82%	131 77%	96 87%	86 86%	416 83%	560 87%	270 83%	628 86%	156 82%	768 82%	520 78%	1128 88%06	297 79%	872 86%	744 98%u	1628 82%	228 82%	410 81%	1367 84%
NET: Dissatisfied	164 874	80	85 876	20 11%4	19	25 7%	31 9%	36 10%4	19 7%	13 5%	134	14 9%	12 10%	4 4%	44 9%	54 8%	24 8%	30 8%	98 8%	66 7%	71 11500	82 6%	33 9%	26 2%	66 7%	190	34 8%	28 8%	117
Don't know	5	1	756	1,4	2			2 1%	3 1%			1 1%	2704			2	1	5 7%	1	5 7%	4 194		2 75w	5 7%		1.	1	2	
Mean	1.1204	1.16	1.10	0.83	5.174	1.12	1.06	1.06	1.204	1.26909	1.13	1.08	1.67	1.08	1.10	1.08	1.54	1.17	1.09	1.16	1.01	1.10%	1.04	1.16u	1.14	1.13	1.06	1.08	1.14
Standard deviation	0.94	0.82	0.96	0.88	0.89	0.90	0.98	1.01	0.90	0.84	0.99	1.00	1.09	0.79	0.85	0.96	0.92	0.91	0.96	0.90	1.02	0.88	1.00	0.91	0.90	0.92	0.99	0.89	0.94

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 45
INS. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?

					Browther					Broadband by	
	Yosai OS	87	22	Pused (c)	Sky	TakTak	Wigh Media	Vodatore (N)	Other providers	Yes	No 53
Unweighted base	2126	268	179	138	435	232	434	172	177	1909	616
Weighted base	2126	499	96	84	465	170	461	108	262	1663	662
Effective State	1598	295	136	110	322	194	391	141	167	1163	660
Very satisfied	882 62164	257 51%/00/e/s	37 39%	28 60 No.	172 38%	55 32%	168 26%	42 20%	111 60%a	607 41%	275 42%
Fairy sacided	684 62%a	176 39%	es soning	35 42%	208 687kg	75 46%a	199 425a	S2 SPling	90%	604 41%	292 42%
Neither satisfied nor dissatisfied	168 8%	25 6%	7 2%	5 6%	28	22 13%30cd	29 8%	1.	27 11%	118	50 8%
Fairly dissatisfied	139 2%	25 5%	3 2%	2 4%	22 Ph	15 95a	44 95/50g	5.	11 4%	100 7%	28
Very dissatisfied	46 2%	9 25	1	2 2%	12 2%	2 1%	9 2N	100	11 4%	32 2%	15 2%
NET Satisfied	1766 8254f	433 875ef	85 895ef	74 BENef	281 86%e	130 77%	267 80%	SE ETTA	201 80%	1210 83%	555 86%
NET: Dissatisfied	185	24 7%	4	5 6%	45 1210	18 10%a	53 11%564		21 8%	192	53 8%
Don't know		2	:				2		216	2	4 76
Mean	1.1641	1.300arf	1.23wf	1.274f	1.09	687	1.03	1.19a	1.13	1.13	1.16
Standard deviation	0.87	0.92	0.78	0.89	0.88	687	1.01	0.89	1.06	0.98	0.95

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/f/s/g - X/h/ii
Overlap formulae used.

Table 46
INS. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>

			www.									No.	600				Section Section	morale Group			Impacting	pliniting		Ensocial Value ability		Utan	Servi	- Broad	els.
	Yosa OX	Mile	Female (b)	16-24	25-24	26-44 (e)	45-54 (f)	55-64 (6)	65-74 (N	75+	England	Scotland	Wales	Northern Island	AR DO	C1 (0)	C2 (6)	26 (0)	ARC1	C306	Yes	No.	Must vulnerable	Potential y vulnerable	Least vulnerable (el	Utsan 00	Rust	Yes.	No.
Unweighted base	2126	1047	1072	172	373	328	282	362	401	199	1729	184	119	96	426	675	470	552	1101	1022	660	1990	372	1073	830	1726	299	518	1909
Weighted base	2125	1068	1092	176	208	355	361	358	288	269	1735	169	1187	103*	501	665	445	513	1165	958	664	1327	376	1235	881	1717	408	506	1616
Effective State	1998	799	805	123	287	259	227	285	321	153	1308	137	86	49	311	512	375	420	814	794	499	999	294	802	416	1910	289	401	1130
Very satisfied	882 62%	696	422	41 25%	131 39%	138	133 37%	150 42%	129 45%	160 5610soartyn	721 42%	73 42%	52 66%	25 31%	204 41%	270 41%	177 60%	229 45%	473 47%	407 42%	267 40%	568 42%	164 38%	4510G	258 47%	714 42%	168 67%	213 62%	661 62%
Fairly satisfied	886 623/8	425	497	21 40%	155 66108	160	163	137	121 4216	27 21%	726 42%	63 37%	43 37%	52 51%	210 42%	283 43%	188	203 42%	483 62%	393 41%	265 40%	565 43%	159	411 42%	276 42%	716 42%	167 67%	208 41%	41% 41%
Neither satisfied nor dissatisfied	168 276	**	10 2%	78 17%	22 7%	23 9%	25 7%	26 10%	18	16	134	19	25	10	40 8%	56 8%	26 8%	27 7%	95 8%	73 8%	49 7%	101	21 8%	82 8%	66 7%	138	30 7%	28 7%	126
Fairty descripted	138 75tv	67 6%	72 7%	22 1350egnik	24 7%	19	27 7%	22 6%	14	11	112	11 7%	11 10%	4 6%	34 7%	40 8%	24 8%	21 6%	74 6%	64 7%	62 9500	68 5%	29 85v	50 5%	58 7%	109	20 7%	29	92 8%
Very dissatisfied	4i 2%	20 2%	27 2%	2 1%	5 2%	5 1%	16 4%	11 2%	4 1%	6 2%	28 25	2 26	2 25	2 2%	13 3%	14 2%	10 2%	10 2%	27 2%	18 2%	18 2%	25 2%	11 2%	21 2%	216	33 2%	16 2%	8 2%	26 2%
NET: Satisfied	1766 827606	863 82%	877 82%	192 75%	286 85%c	298 86%	296 82%	287	248 87%cg	217 87%s	1647 82%	136	96 87%	87 86%	454 82%	563 82%	365 82%	432 86%	947 82%	797 82%	532 80%	1133 85%36	303 87%	893 85%X	736 82%	1631 82%	336 82%	430 83%	1258 82%
NET: Dissatisfied	185	86	95	24 1670968	29	24 7%	41 11%	23 9%	18	17	161	14	16 12%	6	47	54 8%	43 10%	40	121	84	80 12%0	92 7%	28 12%v	21 2%	82	162	49 11%	47 9%	128
Don't know	4	1	4.					2 1%	2 7%		3	16	2 250		:	2	1	2 7%	2		2		2	1.1		1		1	2
Mean	1.1604	1.17	1.11	0.85	5.14	1.15	1.04	5.55	1.2065	1.3600.049	1.14	1.15	1.13	1.10	1.11	1.14	1.10	1.20	1.13	1.15	1.09	1.1906	1.07	1,225ew	1.12	1.15	1.09	1.14	1.16
Standard deviation	0.97	0.86	0.98	184	0.90	0.89	1.04	1.01	0.89	0.94	0.97	0.96	1.06	0.89	0.99	0.96	0.99	0.96	0.87	0.97	1.05	0.92	1.01	0.93	0.99	0.86	1.03	0.96	0.97
description and a	0.00	0.00	0.00	0.00	2.06	0.05	0.06	0.06	0.04	0.07	0.00	0.07	0.10	0.00	0.05	0.04	0.05	0.04	4.00	0.00	654	0.00	0.05	0.00	0.00	0.03	0.06	0.04	2.03

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 47 PTSUM. Pay TV Provider SUMMARY TABLE

	Overall	Value Sprintection
Unweighted base	1276	662
Weighted base	1276	518
Effective State	929	335
Very satisfied	68 38%	110 21%
Fairly satisfied	594 47%	204 28%
Neither satisfied nor dissatisfied	168 12%	84 18%
Fairty dissatisfied	81 4%	17%
Very desatisfied	14 1%	23 4%
NET: Satisfied	1054 82%	215 61%
NET: Dissatisfied	65 5%	111 21%
Don't know	**************************************	1 25
Mean	1.13	0.67
Standard deviation	0.85	1.14

Table 45
PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>

					PayTY				Pay TV bund	
	Total .00	NET STICE	ST GH	66	Sky	TakTak	Virgin Media	Other providers	Yes	No.
Unweighted base	1276	188	120	44	690	102	268	and the same of th	814	462
Weighted base	1276	113	87	22"	761	air	266	M*	758	518
Effective State	929	148	102	55	461	91	240	62	617	335
Very satisfied	458 36%	42 27%	23 28%	32%	282 37%	14 32%	89 32%	35 35%	282 37%	176 34%
Fairy satisfied	596 47%	54 47%	40	14 87%	352 48%	21 46%	128	42 47%	205 80%	250 68%
Neither satisfied our dissatisfied	109	12 11%	10%	12%	84 17%	19%	30 11%	19	89 11%	66 12%
Fairly dissatisfied	51 4%	4 25	206	2%	28 4%	4 9530a	14 9%		22	19 4%
Very dissertisfied	16 15g	2 2%	2%		7 7%	1%	5 2%		13 2100g	1
NET: Satisfied	1054 83%s	94 86%c	73 86%	22 86%	634 82%c	35 73%	216 81%	73 82%	628 83%	42N 107N
NET: Dissatisfied	45 5%	5 5%	S SNe	2%	35 5%	5 115350a	19 7%e		46	20 4%
Don't know	1 N/	:		1964	4 _N	1%		2164	2	6 7%
Mean	1.194	1.1%	1.16	1.17	1.164	691	1.06	1.214	1.13	5.13
Standard deviation	0.86	0.85	0.89	0.72	0.83	0.98	0.91	0.69	0.89	0.79

Proportions/Means: Columns Tested (5% risk level) - X/l/a/h/b/c/d/e - X/t/g Overlag formulae used. * small base

YONDER.

Prepared by Yonder

Table 49
PT1. Now satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?

		- Com	nder									No.	504				Secret Scoon	oras Grovo			Impacting	pliniting loos		Financial Volume Brillia		Utani	Service	- fee	eto
	Yotal (X)	Maio	Female (b)	16-24	25-34 (d)	35-44 (e)	45-54 (f)	55-64	65-74 (N	75+	England	Scotland	Wales 60	Northern Ireland	All (m)	C1 (0)	C2 (6)	D6 (0)	ARC1	C306	Yes	No.	Must vulnerable	Potentials y vulnerable	Least vulnerable (el.	USan (s)	Rust	Yes (2)	No.
Unweighted base	1279	645	626	126	208	200	170	209	224	103	1054	107	60	55	302	369	291	313	621	604	364	811	258	629	503	1071	205	335	889
Weighted base	1279	648	622	128*	207	224	218	211	161	1297	1054	96*	68*	55*	368	362	272	294	709	564	327	811	260	612	535	1065	211	329	893
Effective State	939	479	454	87	174	160	196	163	171	79	794	77	43	37	218	271	226	235	485	461	272	500	201	460	205	794	166	262	662
Very satisfied	458 36Yoy	226 35%	232 37%	43 33%	75 36%	81 38%	68 27%	79 38%	50 31%	62 69108h	387 37%	26 37%	21 31%	14 29%	134 39%	111 31%	98	114 39%	265 25%s	212 38%	130 36%	301 37%	90 38%	234 38%	192 36%	401 38%3y	57 27%	139 40%	307 34%
Fairly satisfied	596 4758	294 45%	300 48%	64 50%	92 45%	108	117 56%8	89 62%	60 50%	45 35%	492 47%	42 44%	36 51%	27 68%	156	180 50%	133	126	227 47%	258 48%	198 49%	292 48%	111 49%	272 44%	208 52%	485	108	138	496 4950
Neither satisfied our dissatisfied	168 12168	91 16100	58 275	19	22 10%	10	23 11%	30 16%	22 12%	16 12%	117	14 16%	12%	10	41 12%	43 12%	26 9%	28 12%	84 12%	66 11%	13%	29 12%	38 19%	11%	60 11%	118	21 19%	38 12%	97 11%
Fairly descripted	51 4%	31 5%	18 2%	100	16 21060s	10	9 4%	9 4%	2 2%	5 4%	42	25	2 3%	4 2%	19	20 6%	11	2 2%	33 5%	18 2%	20 5%	20 4%	4 25	23 4%	22 4%	40	11 8%	11 2%	40 4%
Very desatisfied	14 1%	5 1%	9 7%	1	2 1%	4 2%	2	2 2%	3 2%	116	14	- :			1	6 2%	2 1%	4 2%	7 1%	7 7%	25	4 75	2 1%	1%	2	11	2 7%	5 1%	7 1%
NET: Satisfied	1256 87%a	518 80%	532 8590%	107 83%	167 81%	189	165	168 80%	191 81%	107 83%	879 82%	78 81%	56 62%	41 76%	291 84%	291 81%	232 85%	238 87%	582 82%	471 82%	298 79%	694 8950s	202 87%	504 82%	449 86%	888	166 78%	271 82%	764 82%
NET: Dissatisfied	45 5%	26	27 4%	2 1%	16 8%c	14	12 5%	12	5 2%	6 5%	54	2 2%	2 2%	4 7%	16	26 7%	14 5%	11	29 6%	25 4%	27 7%	26	8 25	32 5%	26	61 5%	14 2%	16 5%	47 5%
Don't know	100	2	4 7%		2 1%	200			3 2100g			1 1%	2 35X		256	1	1	4 7%	4 1%	5 7%	2 1%	2	2 1%	4 1%	2	756	2 7%	255	5 7%
Mean	1.13ny	1.09	1.18	1.15	1.09	1.15	1.11	1.10	1.10	126	1.14	1.16	1.16	0.92	1.190	1.03	1.16	1.16	5.554	1.160	1.05	1.10%	1.13	1.16	1.13	1.16Np	0.98	1.18	1.12
Standard deviation	0.86	0.86	0.80	0.74	0.91	0.88	0.79	0.91	0.81	0.88	0.86	0.81	0.79	0.86	0.80	0.89	0.83	0.86	0.86	0.86	0.83	0.61	0.82	0.87	0.79	0.84	0.87	0.87	0.89
Street accor	0.02	0.00	0.03	987	0.06	0.00	0.06	0.00	0.06	0.09	0.00	0.08	0.10	0.12	0.05	0.05	0.05	0.06	0.03	0.03	0.05	0.03	0.06	0.03	0.04	0.03	0.06	0.06	0.00

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 50
PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?
Base: All TV respondents not having the service in a bundle

					Rev TV				Pay TV bu	
	Total (00	NET STEE	ar (e)	66	Sky Di	TahTak Ki	Virgin Media	Other providers	Yes Of	No.
Unweighted base	462	52	44	1	274	29	32	75		462
Weighted base	518	90"	26*	4"	372	14"	33**	72*		516
Effective State	336	41	34	7	218	25	24	62		205
Very satisfied	110 21%s	276	6 26%	25	67 18%	3 23%	20%	25 35 No.		110 21%
Fairly satisfied	204 39%	15 575e	12	and and a	165 29%	50%	15 69%	21 30%		204 39%
Neither satisfied nor dissatisfied	84 16%	22%	6 26%	10%	60 18%	12%	19%	10 16%		84 16%
Fairty dissatisfied	27 No.	256	1		72 1976a	17%	7%	13 1976		88 17%
Very dissatisfied	23 4%				22 9%		2 8%			23 8%
NET Satisfied	215 61%	22 78%b	19 72%	40%	212 57%	11 77%	23 77%	66 66%		315 61%
NET: Dissatisfied	111 21%a	2%	1 4%		93 25%6a	11%	2 8%	13 19%		111 21%
Don't know	2%				47%		2 200	200		25
Mean	0.679	0.9400	0.839	1.02	0.45	0.89	0.93	0.840		0.67
Standard deviation	1.14	0.77	0.80	0.66	1.17	692	1.00	1.11		1.14

Proportions/Means: Columns Tested (5% risk level) - X/liah/b/cidie - X/lig Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

YONDER.

Prepared by Yonder

Table 51 PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>? Base: All TV respondents not having the service in a bundle

			ów.				- Age						ios				Statistican	mic Group			Impacingli	nting		Financial Value and By Potential		- Utanii	aral	- Anna	fra.
	Total Of	Marie	Female	16-26	25-34	25-64	45-54	55-44 (0)	65-74	75+ 60	Singland 60	Southerd	Water	Northern Intend	All (M)	C1 (N)	C3	06	ABC1	C206	Yes	No.	Most vulnerable	vulnerable 00	Least vulnerable	Utan	Russ	Yes	No.
Unweighted base	462	228	218	59	86	78	60	66	60	26	385	35	26	16	119	168	99	96	267	194	129	209	96	212	200	364	98	115	328
Weighted Sase	518	262	291	79*	88*	86*	89"	72"	56*	63*	434	31***	36**	1977	167*	155	98*	98*	322	196	143*	392	99"	229	247	288	130*	110*	388
Effective State	205	174	158	42	60	67	48	63	61	30	282	24	20	10		105	77	21	191	168	96	211	73	153	165	263	72	84	240
Very satisfied	110 21104	19%	60 26%	22 29%h	20 23%	17 20%	17	23 32568	å.	10%	95 22%	29%	20%		42 26%	27 17%	10%	24 25%	69 21%	42 21%	20 16%	82 25%s	23 28%	42 18%	50 20%	93 23%	17 16%	24 22%	84 22%
Fairly satisfied	204 29%g	276	108	28 28%g	36 39%g	26 42%g	88 52%g	14 20%	19 36%	25 47%g	181 42%X	20%	11 22%	4 20%	70 62%	58 38%	40 41%	36 36%	128	76 28%	58 41%	132	40 40%	101 66%	98 60%	164 41%	40 23%	51 68%	147
Neither satisfied nor dissatisfied	84 16%	45 17%	28 19%	12%	16 16%	16 195	7 8%	14 22M	15 271000	17%	64 15%	4	6 17%	42%	18 11%	29 19%	10	18	47 15%	27 19%	20 27%	19%	17 17%	26 16%	26 16%	43 18%	21 18%	23 21%	57 19%
Fairly desatisfied	88 17%cz	53 20%	30 12%	12%	16 19%	19	15 17%	15 21%	6 11%	12 22%	67 15%	2 26%		7 37%	28 17%	26 17%	10.	15 15%	54 17%	33 17%	24 17%	57 17%	15 19%	32 14%	51 27%	55 58%	32 2710%	m	27 20%0
Very descripted	23 4%	14 9%	in the	- fa	1 2%	2 2%	4 5%	4	6 11500e	2 8%	21 5%	1 2%	2 5%		4 2%	13 9109	2 2%	3 2%	10 5%	6 2%	1.	11 2%	4 8%	13	9 65	19	5 4%	216	19 5%
NET Satisfied	215 615aby	145 59%	108 67100	51 6850	56 62%	53 62%	60 7150	27 52%	25 65%	31 57%	276 66%X	16 51%	18 52%	20%	112 67%	85 55%	57 59%	60 61%	187 61%	117	79 50%	214 66%	60 66%	163 62%	168 60%	257 65%ay	57 68%	75 68%	221 59%
NET Dissatisfied	111 2116uz	29500	41 18%	14 18%	18 20%	15 17%	19 22%	19 28%	12 22%	14 28%	88 20%	20%	8 23%	7 37%	23 20%	29 25%	21 22%	17	72 22%	29 20%	22 22%	20%	19%	45 20%	60 28%	74 19%	37 21106	11	96 25 N/G
Don't know	9 2%	5 2%	4 2%	2	24	216			anax		5 TN	1	27%		4 2%	16	116	2 2%	5 2%	25	27%	1		5 2%	4 2%	5.0	416	216	5 7%
Mean	0.57shoy	0.43	0.72%a	0.77h	0.64	0.65	0.60	0.92	0.36	0.38	0.62	0.60	0.66	-0.17	0.72	0.38	0.62	0.67	0.56n	0.59	0.41	0.66	0.65	0.57	0.63	cassy	0.28	0.74K	0.52
Standard deviation	1.14	1.17	1.08	1.19	1.09	1.03	1.12	1.28	1.17	1.09	1.19	1.21	1.21	0.76	5.85	1.21	1.08	1.11	1.17	1.09	1.11	1.13	1.12	1.12	5.14	1.12	1.94	0.95	5.58

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/ritg/h/B - X/h/jk/l - X/m/n/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2024
ONAH Enter 1 Satisfaction Tracker 2024
ONAH Enter 1 Satisfaction Tracker 2024

Table 52

81. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>
Rate: All Bundle respondents

					Bundle pro						Services inc		
	Total 00	97	66	Pluser (C)	Sky	TakTak	Wrgin Media	Vodafone (I)	Other providers	Landine	Militide	Broadband	Pay TV (N)
Unweighted base	1628	270	165	29	439	191	295	121	64	1210	434	1629	816
Weighted base	1991	324	82	39*	465	125	303	102"	162*	1261	304	1663	756
liffective litera	1217	231	136	70	334	161	267		74	108	219	1143	417
Very satisfied	520 33%	116	32 39%f	12 38%	168 34%	26 29%	29%	36 33%	88 32%	421 34%	115 38%	484 32%	260 36
Fairly satisfied	742 48%s	143 46%	41 50%	15 66%	228 49%	58 47%	154 57%	89	41%	569 66%	145 47%	4850	39
Neither satisfied nor dissatisfied	197	42 12%	6 8%	19%	55 12%	20 18%s	42 16%	10 10%	21 19%	193 13%	31 10%	188	89 12
Fairly dissatisfied	er es	12 4%	2%	2%	18	9 Pick	12 els	5 5%	9 7%	58 5%	25	40 4%	20
Very dissatisfied	26 2%	25		1%	4 1%	1%	4 7%	1%	4 2%	22 2%	2 1%	26 2%	10
NET: Satisfied	1391 81%	258 82%	72 891030450	26 80%	387 82%	95 76%	242 80%	82 N	104 76%	800 80%	258 85%00j	1182 81%	625 E
NET: Dissatisfied	91 696	22 7%	25	4%	26	10	16 5%	5 5%	13	80	10 2%	85	40
Don't know	11 114k	255	1164	1964			4 This	3 2500	5 204	This	S 2Nage	7104	
Mean	1.07	1.07	1.270mlg	1.11	1.11	0.94	1.03	1.13	0.96	1.06	1200jk	1.07	1.11
Standard deviation	0.86	0.85	0.71	0.88	0.84	691	0.84	0.80	1.01	0.90	0.78	0.88	0.86

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/f/l/g - X/h/i/j/k Overlap formulae used. * small base

Table 53

B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?
Reser &B Bundle respondence.

			w				- Apr						dos.				Section	oric Oraș			Impacting cond	pliniting		Financial Victorability		Ubasi	Stand	- Book	ultra
	Yotal OX	Maio	Female	16-04	25-34 60	35-44	45-54 (f)	55-64	45-74 (N	75+	Singland	Scotland	Wales 00	Northern Ireland	All Disc	C1	C2 (6)	D6	ARC1	C206	Yes	No.	Mac vulnerable	vulnerable 00	Least vulnerable	USan	Rust	Yes.	No.
Utweighted base	1628	806	821	119	236	238	219	291	342	184	1342	136	85	46	322	902	268	436	824	804	504	1015	307	844	905	1990	308	409	1166
Weighted base	1991	787	773	1037	195	253	267	277	235	290	1288	122	86"	64*	366	474	342	298	820	741	485	962	297	767	412	1292	299	296	1097
Effective State	1217	601	615	84	1927 186 253 287 277 236 220 84 180 180 177 228 284 141							104	62	50	235	380	284	325	611	608	378	760	235	622	451	994	221	310	864
Very satisfied	520 32%	262 23%	256 32%	26 25%	72 37%	77 30%	75 28%	86 21%	74 32%	107 4710todgs	427 32%	47 29%	29 32%	17 27%	122 35%	166 31%	129 32%	143 38%	268 33%	262 34%	158 32%	238 39%	85 29%	285 38100	207 38%	424 38%	96 32%	142	360 33%
Fairly satisfied	742 68168	372 47%	208 68%	55 53%B	90 66%	132 52%8	190	135	118 5198	81 39%	618	48 29%	41	34 56%	164 47%	200	170 50%	177	294 48%	368 47%	296 68%	485	147 50%	267 45%	297 69%	604	138	166	526 68%
Neither satisfied nor clessified	197 131kn	106	91 12%	12	26 13%	30 12%	36 16%	43 1950	21 9%	30 13%	164 12%	15 12%	24	11	35 10%	72 1910sq	42 12%	68 12%	109 13%	88 12%	64 13%	110 11%	40 13%	92 12%	68 11%	195	42 16%	43 11%	129 12%
Fairly descripted	474	29	37 5%	5 5%	8 2%		22 753g8	8 2%	15 618	2 1%	53 4%	10 81630	4		15	19	12 2%	21	34 4%	22	23 5%	41	16 5%	26	27 4%	58	9 2%	21 5%	44
Very desattefed	25 27/04	10 1%	15 2%	175	2 1%	5 25	2 7%	4 2%	1 1%	450	21 2%	1 1%	1 1%	2 2%	6 2%	5 1%	7 2%	7 2%	19	14 2%	13	1 75	25	13 2%	7 7%	16	9 25x	4 1%	19 2%
NET: Satisfied	1261	636 81%	626 87%	81 78%	162 83%	229 82%	205 77%	221 80%	195 82%	188 82%	1045 81%	95 77%	70 82%	81 81%	200 83%	276 79%	279 82%	222 82%	662 81%	599 87%	284 82%	798 825X	232 78%	662 87%	506 82%	1028 87%	236 78%	327 83%	81%
NET: Dissatisfied	95	29 5%	52 7%	100	E etc	16	23 9%	12	16 7%	11 5%	24	11	5 6%	2 2%	21 6%	24 5%	19	27 7%	45 5%	47	26 7%	49	22	47	25	23 6%	18	25	63
Don't know	11 Thiss	100	5 7%	4 enough			2 7%	1	2 7%	1 1%		26	2 6500		255	2	2 1%	4 7%	5 1%	4 7%		5 76	1	716	2 1%		5 29/8	1	71%
Mean	1.0%	1.09	1.06	1.00	1.167	1.04	0.96	1.05	1.09	1.21f	1.07	1.08	1.13	1.02	1.11	1.04	1.09	1.09	1.07	1.08	1.02	1.138	9.87	1.114	1.104	1.08	1.03	1.11	1.07
Standard deviation	0.88	0.86	0.90	0.84	0.83	0.86	0.91	0.86	0.86	0.97	0.88	0.95	0.86	0.83	0.89	0.84	0.88	0.91	0.86	0.90	0.93	0.84	0.99	0.89	0.86	0.87	0.94	0.88	0.88

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Customer Satisfaction Tracker 2024

ONUM Findents dis "1994 Newsoner 2024

ONUM Findents dis "1994 Newsoner 2024

Table 54

B2. Now satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>

					Bundle provider						Services indu	ded .	
	Total OG	87	66	Plusnet (c)	Sky	TahTak	Wigh Media	Vodafone (II)	Other providers	Landine	Mole	Broadband	Pay TV
Unweighted base	1628	271	165	29	431	191	296	121	96	1210	434	1909	814
Weighted base	1661	324	82	33*	465	125	303	102"	162*	1261	304	1663	258
Effective State	1217	291	136	70	324	161	267		74	908	319	1143	417
Very satisfied	354 23%(75 22W	18 22%	22%	103 2214	28 22M	64 16%	34 23%00F	60 30%er	292 23%	87 28500(k	320 22%	163 22%
Fairly satisfied	629 60%d	143 4254	29 60%d	16 47%d	164 32%	67 6854	129 42%d	41 40%	56 39%	485 39%	122 42%	594 41%	286 38%
Neither satisfied our clessatisfied	20% 20%	51 16%	18 22%	20%	98 27%	27 22%	67 22%	19%	20 16%	268 20%	19%	292 20%	166
Fairly dissatisfied	188 12 Not	32 12%	5 6%	2 200	85 181000000g	11	45 19hbd	25	10 7%	163 12%	24	178 12%	124
Very disselfed	76 5764	27 8100ce	2 2%		24 5%	2 26	15	25	10 7%	70 6%	11 2%	27 5%	38 5%
NET Satisfied	983 63%dk	214 68%er	57 69%at	23 70 Not	267 55%	85 685ar	172 57%	75 73/500F	101 71%at	267 62%	211 69500p.	954 9258	448 58%
NET: Descripted	286 17 Naces	58 1856sel	2 8%	2 5%	110 2010/04	13	60 20%boxi	5 5%	21 19%	202 1876	25 11%	255 17%	163 2110
Don't know	4						4 Thosa	3 3700sd		4	3 190gs	2	:
Mean	0.66294	0.63	0.8101	0.874f	0.49	0.794f	0.47	1.000adf	0.824f	0.61	osxejs	0.626	0.54
Standard deviation	1.11	1.18	0.83	0.89	1.17	0.94	1.07	0.94	1.18	1.13	1.05	1.11	1.16

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/f/l/g - X/h/l/j/k Overlap formulae used. * small base

Table 55	
B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <bundleprovidertext>?</bundleprovidertext>	
Base: All Bundle respondents	

		- Com	nder									No.	504				Social Scoon	eric Group			Impacting	Siniting		Execute Value of the		Utter	dust	Security	du
	Yotal 00	Maio	Female (b)	16-24	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (6)	45-74 (N	75+	England (i)	Scotland	Wales 00	Northern Indand	AR (III)	C1 (0)	C2	DE (00)	ARC1	CSDE	Yes	No.	Must vulnerable	Potentials y vulnerable	Least vulnerable (el	Urban (si)	Rust	Yes (2)	No.
Unweighted base	1628	806	821	119	295	238	219	291	342	184	1342	136	16	65	322	502	268	436	824	804	504	1015	307	864	605	1999	308	409	1166
Weighted base	1991	767	773	1037	195	263	267	277	235	290	1299	122	85"	64*	386	474	342	298	820	741	485	962	297	767	412	1292	299	200	1097
Effective State	1217	601	615	84	180	190	177	228	264	161	1003	104	62	50	235	360	284	325	611	609	378	760	235	622	451	994	221	310	864
Very satisfied	354 221igns4	190	163 21%	26 26%	61 31106y	80 24%	47 18%	66 17%	42 17%	74 32106gs	292 23%	23 27%	17 20%	12 18%	98 28%/00oq	80 17%	72 21%	105 287kn	178 22%s	174 24%n	122 25%	221 22%	62 21%	194 25%	125 22%	285 22%	68 22%	113 29%XX	290 21%
Fairly satisfied	629 62%s	305 39%	326 42%	29 28%	21 36%	106 62%	112 42%	117	103	80 35%	523 41%	42 38%	27 43%	27 62%	190	206 43%	100	147 37%	236 41%	293 42%	173 35%	411 42500	122 42%	325 41%	238	515 41%	113 38%	149	467 41%
Neither satisfied nor dissatisfied	308 20%	160 20%	168	20 19%	36 18%	41 18%	51 19%	43 22%	51 22%	47 21%	294 20%	18	22 26%	12 19%	41 18%	105 22%	68 20%	73 18%	186 20%	162 19%	100 20%	177	57 19%	164 18%	136 22%	247 22%	61 20%	30 18%	226 21%
Fairly dissatisfied	188 1294	90 12%	97 12%	10	21 11%	30 12%	44 1758	32 12%	31 13%	20 8%	163 12%	22 1858	2 4%	9 1974	40 12%	62 13%	35 10%	51 12%	102	86 12%	68 56%	111 12%	40 16%	85 11%	81 12%	190	28 9%	88 12%	136 12%
Very dissatisfied	79 576x	37 5%	42	2 25	27.2%	17	13 5%	20 7%	12 6%	8	61 5%	85	6 7%	4 6%	13	20 4%	22 8%	22 8%	34 4%	45	32 7%	41	16	37 5%	29	54	25 250%	98 4%	59
NET: Satisfied	983 62 Nov	495	487 62%	88	132 67%	166	158 62%	163 59%	163 61%	154 67%	815 62%	75 61%	54 63%	29 60%	228 88%	285 60%	217 63%	251 62%	516 63%	608 62%	295 60%	632 6650s	182 61%	521 66105a	262 58%	800 63%	192	263 66%	627 62%
NET: Dissatisfied	286 17%	127	138	13 13%	28 14%	185	57 21%8	52 19%	41 18%	29 13%	214 17%	29 28%	9	13 21%	54 19%	82 17%	57 17%	72 18%	136	190	100 20%X	162 16%	19%	192	110	213 17%	53 18%	62 16%	194
Don't know	4.56	4 1%	:	4 enough	. :						4				3 1%	2			4 Th			1	1	:	2	1	3 The	1	
Mean	0.66gA	0.67	0.61	0.77	0.8136gh	0.65	0.61	0.60	0.56	0.60%jn	0.65	0.58	0.66	0.62	0.74mq	0.66	041	0.66	0.641	0.69	0.57	0.68X	0.58	0.71%	0.67	0.65	0.59	0.7500A	0.60
Standard deviation	1.11	1.11	1.11	1.09	1.10	1.16	1.10	5.55	1.06	1.10	1.90	1.23	1.06	1.14	1.11	1.05	1.12	1.16	1.08	1.14	1.19	1.08	1.13	1.10	1.10	1.09	1.18	1.11	1.11
Strandard accor	0.00	0.04	0.04	0.10	0.07	0.07	0.07	0.07	0.06	0.08	0.02	0.11	0.12	0.16	0.00	0.05	0.09	0.06	0.04	0.04	0.05	0.02	0.04	0.04	0.04	0.03	0.07	0.00	0.03

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 58
BM1-Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?

	_	Gende	ANA NATIONAL														Secret Secretary	Charge			Impacting	lenting lent		Francis Valence Str.		Uthani	to al	Becat	-
	Tural (00	Main	Female	16-24	25-34 (4)	25-64	49-54	55-64	65-74	75n (8)	England	Sorted	Walks	Northern Ireland	All del	C1	C2	DE	AliC1	CHDE	Yes	No.	Most vulnerable	vulnerable (40	Least valverable (M)	USAn DE	Russi	Yes	No.
Unweighted base	2585	1238	1338	329	472	279	222	409	447	217	2107	210	137	101	560	804	542	467	1364	1219	806	1991	488	1279	977	2109	424	446	1803
Weighted base	2585	1247	1329	226	423	411	421	403	318	276	2162	192	141	110"	454	782	533	612	1438	1166	810	1579	485	1236	1033	2094	489	437	1808
Effective State	1996	950	1028	261	368	299	271	326	362	168	1652	159	104	73	427	419	449	511	1006	960	628	1208	391	971	741	1633	364	508	1377
Gas supplier	1903 76%bolingy	945 79100	963 72%	143 42%	213 78%c	318 77%c	235 8210G	322 82%30	292 7950s	225 821064	1622 761060	158 821098	90 9874	21 28%	691 68%	599 77%5nq	412 77%/8nq	992 7576m	1000 72%m	873 78%Sing	598 76%	1183 75%	369 74%	945 78%X	794 72%	1618 77100p	284	482 78%	1392 74%
Electricity supplier	2244 EPhotime	1294 88%	1145 86%	179 52%	348 82%c	371 90%cd	388 921004	388 88%30a4f	305 995304+	264 9670300	1843	180 94%S	126	96 87%	524 92%	698 89%5nq	476 MYkon	546 8976mg	1222 85%m	1022 895/5mg	710 88%	1291 88%X	421 87%	1115 90305w	901 97%	1812	434 88%	542 88%	1980 87%
Bank current account	2386 82%on	1131 97%	1236 92%	262 79%	379 89%c	387 96%cd	394 94 Not	379 96%cd	202 949004	266 971004	1954 97%	178 92%	128 92%	104 95%	584 89%	728 925mg	483 97%	572 9276m	1312 91%m	1253 92%	753 92%	1656 92%	663 91%	1141 92%	961 92%	1908 91%	658 56%	571 90%	1675 80100
None of these	48 25m2	16	29 2%	26 STOMAÇÃ	5 1%	1	4 2%		3 7%	1	45 2%	2 1%	116	:	16 2%	9 7%	2%	1%	26 2%	20 2%	B Th	31 2%	1%	196	20 2%v	29 2%	25	5 1%	32 2%

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

Customer Satisfaction Tracker 2024

ONLINE Fleidword: 18th - 28th Revember 2024

ONLINE Fleidword: 18th - 28th Revember 2024

Bit 2 Which bask do you use for your MAN current account?

		Gene		An								No.					Section Section	ris Group			Impacting	pliniting		Financial Volumebilly		Ubesi	to a	Stead	
	Yotal	Main	Female	16-26	25-34	26-44	45-54	55-64	65-74	75+	Singland	Scotland	Wales 50	Northern Island	All Inc.	C1	C2	D6 (8)	ARC1	C306	704	No.	Must vulnerable	Patential y valuesable	Least vulnerable	Urban 60	Real	Yes	No.
Unweighted base	2258	1119	1233	265	417	351	313	383	631	211	1941	196	127	95	499	742	\$11	606	1241	1117	765	1653	442	1177	908	1913	446	574	1672
Weighted base	2396	1131	1226	292	379	387	396	229	300	266	1954	178	129*	104"	584	728	483	570	1919	1093	753	1654	663	1161	961	1908	458	571	1675
Effective State	1808	860	943	201	328	280	254	305	337	163	1699	148	96	49	327	672	427	472	940	121	578	1107	354	894	487	1679	331	455	1270
Bank of Scotland	43 2%	17	26 2%	256	2%	25	25	6 2%	5 2%	1%		37 215394			10 2%	7 1%	2%	15 20o	176	26 23n	17 2%	25 2%	12 2%	22 2%	16	25 2%	8 25	16 2%	26 2%
Barclays	313 121kg/s	141	172	40 19%s	55 15%s	58 1958	57 36%	46 12%	28	29 11%	284 19539	7 6%	19 1914	3 3%	90 1976	80 11%	62 13%	81 16%	170 13%s	163 16%	87 12%	199	12%	199	12%	262 16%	53 12%	91 1950	208 12%
Chase	29 Things	20 25a	1,0	10 #1004gs	ž živan	1/4	4 7%	:		2 1%	28 1953				12 2%	6 1%	5.0	S Th	19 15s	10 1%	15	16	4.76	13 1%	13	28	2	15	16 1%
Co-up bank	41 2%	15	26 2%					7 2%c	27 2%	2 1%	- :	116	1%	16 2%	2%	10 2%	23 2%	18 2%	20 3%00	19	8 25	18 2%	18 2%	25 25	6 Th	156	21 2%		
First Direct	105 Eliona	60	66	5 2%	14	10	18	22 6%s	22 790se	15	88 8%	45	5 4%	5 5%	23 65or	42 85or	10 2%	20	76 616307	30 2%	30 4%	72 5%	21 9%	29	48 5%	86	21 9%	12 2%	89 5N/0
Halfax	243 12%s	106	128	12 5%	26 10%s	49 13%4	66 12%s	66 12%4	32 11%c	22 8%	208 11%	14	24	12 17%	45	84 12%mg	51 11%	63 17%	129 10%	114 11%	86 11%	142 10%	51 11%	117	10 10	203 11%	40	70 12%	164 10%
HIRC	196 8764	95	95 876	29 11%	29 8%	41 11%	30 8%	29 8%	11	20 8%	168	10	15 11%	2 2%	57 10%	55 8%	49 10%pr	26	111	IS Php	46	131	26	84 8%	92 12%u	163	40 8%	42 7%	164 9%
Lkoyds	258 1116	136	126	40 15%(0)	47 12%	42 11%	28 10%	28 10%	27 9%	27 10%	297 12%(Q	116	22 17%		64 11%	65	63 13%s	66 12%	129 10%	198 12%n	72 10%	175 12%	62 165X	123	112 12%	210 11%	48 17%	60 11%	180
Marco	48 270v	19	28	14 5'00m8	15	1.	4.	3	2		27		2	2 25	23	8 1%	4	12	21	16	12	29	12	14	22	27	11	12	36
Metro Stank	6	1	1		1	1	2 25				5				2 1%		1		4	2	4	1		4	4			2	
Nationalde	212 12%	150	198	28 11%	40	54 185	58 15%	37 10%	48 1976	26 16%	263 12%	25	20 70%	22 21106	78	104 16%	64	66	182 16%	128	110	188	45	160	129 12%	228	22	60	228
National	264 1758v	138	126	30 12%	43 11%	43	28 12%	25 1%	35 12%	29	228 12508	4.25	20	1,0	50 9%	87 12%	45 125m	61 17%	128	126	85 11%	161	44 12%	133	275	210	54 12%	60 10%	183 12%
Res	44 2N	26	10	2,00	7	1.	4.	B	11	1	21	25 18500			12	11	1.	16	22 2%	24	17	27	12	17	19	36	12	13 2%	21
Sarrander	297 1276e	129	198 12%	28 16%a	44 12%	27 7%	42	58 1574	48 1976	43 185e	247 12%	18	15 11%	97	21	110 15%(60)	48	01 12%	181	116	101 13%	129	55 12%	128 12%	107	236 12%	61 12%	62 11%	217 13%
Starting Blank	22	14	1,	3	7	£	4.	2	1		17	1		S FOSS	5	100	2,	7	19	12	1	14	5	11	1,	11	2	10 2508	12
TOR	SI 2Young	26 25	26	5 20	5 1%	1.	15	14	1	4.	47	10	1		4.	17	15	20 Elicon	23	25 2700ng	26	27	14	29	16	52 95	6	17	38
Ulder Bank	15 7%	7 19	15			5 194	45	20	1	116	2			12 12/10/04	5.	1	2	4 Th	1.	10	7	5	1	1	100	12	2 75	2 15	110
Virgin Minney (Chydeddale Bank / Yorkshine Bank)	36 Thin	18 2%	16 7%		2	2	S Th	14 etizoan	3 7%	9 21000a	26	10 Shinke			2	13 25mg	25m	11 25m	14 This	25 25m	11,5	20	2 1%	28 2506	1,6	31 2%	2 1%	1.	23 1%
Yorkshire Building Society	:		:	:							:				:									:		:			
CBer	22	11	26	6	6	6	6	6	4		15	1	2	16	11	10	6	11	21	16	7	21	4	27		23	13	11	26

Proportions/Means: Columns Tested (5% risk level) - Xla'b - Xicidlerfight/B - Xilijfk/li - Ximiniolpiqir - Xisit - Xiulviw - Xixiy - XiziA Overlap formulae used. * small base

			de .										ation				Section Section	nomic Group			Impacti	ng limiting Oliona		Ensocial Victoriality		Ubas	Skot	- to	nefts.
	Yotal 00	Male	Female	16-26	25-34 60	36-44 (e)	45-54	55-64	65-74	75+	England	Scotland	Wales 60	Northern Ireland	All Inc	C1	C2	D6	ARC1	C306	Yes	No.	Must vulnerable	vulnerable 00	Least vulnerable (et	USAN 00	Real	Yes.	No.
Unweighted base	2358	1119	1239	265	417	361	313	283	629	211	1941	199	127	95	499	762	611	606	1241	1117	765	1653	642	1177	908	1913	446	576	1672
Weighted base	2386	1131	1226	262	379	387	396	379	300	266	1964	178	1397	194*	584	728	483	572	1312	1093	793	1656	663	1141	961	1908	458	571	1676
liffective litera	1808	860	943	201	328	280	254	305	207	163	1698	148	96	49	377	872	427	472	940	828	578	1107	394	894	687	1679	331	455	1270
Very satisfied	1146 68%	532 47%	606 68%	114 44%	176 47%	169 46%	190	179 47%	167 59100.049	159 60105carty	963	84 47%	99 40%	29 37%	285 69%	260 48%	225 47%	285 52%	625 68%	512 68%	361 47%	728 57%X	201 49%	573 50%	475	978 68%	226 68%	276 48%	818 69%
Fairly satisfied	942 4010/dy	467 29%	494	123 47%068	164 64108	171 46%n@	154 39%	149 39%	98 32%	82 21%	765 28%	73 41%	50 38%	54 52106	292 40%	305 4216p	206 63%pr	198 35%	537 41%p	405 387sp	309 41%	562 39%	179	492 38%	288 42%	771 42%	170	230 40%	664 60%
Neither satisfied nor clessatefied	206 976s	111	95 876	15	28 7%	37 10%	42 12%	42 11%4	24 8%	20 8%	168	15	14 11%	716	90 9%	51 2%	29 8%	65 1150mg	101 8%	105 12%	**	112	66 12%	107	75	162	54 12%%	85 9%	138
Fairly dissatisfied	42 2%	26	21 2%	5 2%	5 1%	8 2%	16 6%	7 2%	7 2%	2 1%	26	2 2%	4 2%	4 6%	13 2%	16 2%	5 1%	14 2%	28 2%	18 2%	13 2%	32 2%	11 2%	25 2%	22 2%	41 2%	6 7%	1%	29 25
Very disselfed	22 1%	13	1 7%	2 1%	2 1%	2 1%	5 7%	2 1%	5 2%	1	19	2 1%	2 1%		4	6 1%	6 7%	7 7%	10	12	10	11 1%	4 75	4 2%	7 7%	21	1	1%	19
NET: Satisfied	2087 MTMp	979 87%	1100 90109a	237 90%	360 90%	363 88%	236 85%	328 87%	265 88%	362 91%	1728	157	109	93 89%	917 89%	654 90%p	430 89%	484 85%	1172 89%p	915 87%	660 88%	1301 88%X	279 85%	1003 88%	962 90'hiu	1691 89%	296 80%	506	1462
NET: Dissatisfied	68 2%	40 3%	30 2%	25	9 2%	10 3%	19	8 2%	11	2 1%	55 2%	5 25	4	4 4%	17 2%	22 3%	11 2%	22	28 2%	31 3%	22 3%	43 2%	17	31 3%	29 2%	62 3%	2 2%	16 2%	52 2%
Don't know	2	2	2	2 1%	2					2	2	100				2	2		2	2	1	1	1	:		2			2
Mean	1.33	1.29	1.36	1.30	134	1.28	1.24	1.21	1.981	1.500cody	1.94	1.32	1.56	1.23	1.34	134	1.33	1.90	1.34	1.31	1.00	1.97%	1.26	1.35u	1.36u	1.33	1.94	1.33	134
Standard deviation	0.79	0.83	0.79	0.77	0.76	677	0.88	0.79	0.86	0.70	0.79	0.78	0.88	0.79	0.78	0.77	0.77	0.86	0.77	0.82	0.81	0.79	0.85	0.78	0.77	0.80	0.76	0.78	0.79

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 59
BM4. Do you use the same provider for both gas and electricity?

		Canda					Age					No.	Sico.				Social Scores	raic Group			5004	Tions .		Ensected Victoriability		Ubasi	kest	Deck	da
														Mark and										Potential					
	Yese	Mile	Female	16-24	25-24	26-66	45-54	55-64	65-74	75+	England	Scotland	Water	Intend	All .	C1	C2	26	ARC1	C206	Yes	No.	vulnerable	vulnerable	vulnerable	Uttan	Real	Yes	No.
	-00	00	(0)	40	- 60	(6)		- 60		- 00					- 100	600		600					- 60	- 00	del	- 60			90
Unweighted base	1879	913	960	128	206	290	267	332	268	177	1987	168	80	31	365	500	428	487	964	915	589	1177	363	965	701	1599	290	472	1319
Weighted base	1879	931	943	192*	303	315	234	320	292	223	1600	167	60"	30**	424	586	428	458	1012	867	583	1171	361	937	748	1601	279	473	1917
Effective State	1421	696	720	93	258	229	208	267	292	137	1205	126	70	21	269	455	227	379	716	712	667	891	292	795	526	1217	204	266	992
Yes	1708 977km	832 89%	871 92%	116 87%	269	289	313 96%	297	228 92%	196 28%	1665 92%X	149	80	5%	371 87%	506 92705no	266 92%	425 927km	917 975m	791 97%	564 92%	1097	212	855 97%	690 92%	1656	252 97%	640 80%	1187
No.	167	67	40	15	32	26	18	23	24	27	130	7	5.	25	52 1250000	41	40	34	10	74	44	113	28	81	53	141	25	32_	126
Don't know																													4

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/ffg/h/B - X/l/jk/l - X/m/niolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. *small base; " very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2024

Trains 60
BML Mike Supplier do you use for gas and discribily?
Base All respondents who use this same provider for both gas and electricity

Base All respondents who use this same provider for both gas and electricity

		- Carac					Age						04				Section Section 1	c Group			Impacting	pliniting		Francis Value and By		Ubasii	tool .	inselv	da .
	Yotal .00	Main	Female	16-24	25-34	25-64	45-54	55-64	65-74	75+	England	Scotland	Wales	Northern Indand	AR.	C1	C2	06	ABC1	CSDE	Yes	No.	Must	value state	Least winerable	Utan	Real	Yes	
Unweighted base	1709	819	884	113	296	285	242	307	328	158	1655	160	86	-	218	556	385	490	824	835	529	1067	313	827	649	1652	257	437	1183
Weighted base	1708	832	871	1160	269	289	313	297	228	196	1665	149	80"	6"	321	546	266	426	917	291	544	1067	313	855	692	1656	252	640	1187
Effective State	1291	625	661	83	225	229	196	247	263	123	1102	119	65	6	235	422	301	347	650	668	404	808	247	458	487	1106	186	339	894
British Gas	414 28Yoshov	236 285/00	176	48 62109618	83 31105a	27%	64 22%	56	44 19%	42 22%	205	29 20%	16 18%	100	127 29%noo	108 20%	110 20%Near	27%	215 22%s	199 257ma	117 21%	263 25%	81 285w	229 27100e	138 22%	367 25%	275	106	289
Bulb.																													
de la forma i Marida		-															- 1		-										
Co-op Energy / The Co- operative Energy	*sa		- 1				7%		1%			2900					1%										7%		
6	3	2			1	1										2	2		2	2		3		1	1	3		1	2
Southday	2		2						1	1	2					1		1	1			2			1	2			2
ens.	187	100							1%		161								-							168			
109	1190	13100	9%	6%	9%	24	19%	10%	16300a	14%	11%	16%	76		12%	11%	12%	100	11%	10%	10%	11%	11%	11%	11%	12%	7%	11%	11%
S. CN Next	211 12%sA	94 11%	117	4 25	29 11%s	40 14%4	40 12%s	51 1753048	30 12%c	17	187	13	11		25 9%	64 12%	42 11%	71 17%8na	99 11%	112 16900	74 16%	126	40	108	85 12%	185	26 12%	79 187528	124
Noower	3	2		1	1	1					2		2		1		2	- Industry	1	2		2		2	1	3			2
			276	1900		*5		100					2506		***		1%					- 147						100	***
Опаприя	550 32%au	243	35%9	29%	31%	29%	27%	36%	32%	29%	479 32%	20%	30%		33%	192 35%	29%	133	313 36%	238 32%	179	32%	27%	274 32%	242 35%	445 37%	106 42106	23%	3650
OVO Snergy	168 FDA	64	85	5.	20	27	24	22	18	12	121	14	14 1953		22	60 11165na	26	40	E2 Phin	62	48	14	24	27	41 276	124	26 12%	50 11%A	10
Power N		1			1						1					- Tracking			1							-		1	-
Sainsbury's Energy		14	2	14		1%	2		1%	7%	54				1%	5 TN	1		1%	1	16			516	1%		2 Th		7%
Soutish Power	22	30	40	1.	17	7	16	10	11	7	41	17 12500	4.		21	20 6%	11	22	40	32	23 6106	23	17	22	36	62	10	20	52
Stell Energy	7	1	1	1	1	- 1	-				7				2	1	1	-	2			7		4	- 1	7			
			1%			26396					1%						thinipq			1%		1%		1%		1%		1%	
996		15	2			5 25X		:	:	2	2			86%	1%	1%	- :	- :	1%		1			2	5%			1%	
Utita Energy	29 27(000A	100	20		4	6	4.	£.	2 1%	8.	23	1.	1.		2	6	5	17 ENSTROS	7	22 2700mm	14	13	11 (T)Xw	4.	11	20	10	19	12
Utility Warehouse		176	2%		116	26	24	25	4	2%	25	25	25			116	1%	Flottened	1%	3100104 9		- 12	1	11	2%	10	enus.	21.00	1%
	26 2%	2%	7%	2%	2%	2%	2%	ŤN.	2%	1%	26	1%	1%		24	2%	1%	7%	2%	7%	24	2%	54	7%	2%	25		2%	7%
Other	27 2%	12	15 2%	16	2	200	6 25	456	2760	25	22 25	25	25		2 1%	10 2%	7 25	25	12	15 2%	10 2%	17 2%	4.	12	12 2%	23 2%	4 25	5.	20 2%
Don't know	4		4	1	1						2		1				1			1	1	3	1	2	2	4			4

Proportions/Means: Columns Tested (5% risk level) - Xiarb - Xicidu/fligh/B - Xilijfu/I - Ximiniolpiqir - Xisrt - Xlu'v/w - Xiz/A Overlap formulae used. " small base; " very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2024
ONLINE Fieldwork: 18th - 28th November 2024
Bill to there of your gas and identifying service, how satisfact are you with the OVEMAL SERVICE PROVIDED by Glupplan?
Bill to the same provider for both gas and electricity

		- Carrot											ios		Social Spoces Cores						Impacting	plinating	Energy Vulnerability			Ubasii	hori.	- Incella	
	You	Male	Female	16-24	25-34	35-66	45-54	55-64	45-74	75+	England	Scotland	Wales 60	Northern Invand	78 200	Ć1 (0)	C2 (6)	26 (6)	ARC1	C306	Yes	No (0)	Must vulnerable	Puterdati y vulnerable	Least vulnerable (et	Urban 60	Rust	Yes	No.
Unweighted base	1708	819	884	113	296	265	242	307	328	158	1655	160			218	556	285	490	824	835	529	1067	313	877	649	1652	257	437	1193
Weighted Sase	1708	832	871	196*	269	289	313	297	228	196	1665	149	mr.	6**	321	566	366	625	917	791	564	1097	313	855	692	1656	252	640	1187
Effective State	1291	625	661	83	225	229	196	247	263	123	1102	119	65	6	235	422	301	347	650	668	404	808	247	458	487	1106	186	339	896
Very satisfied	711 42%b	354 43%	353 47%	51 44%	108 40%	110 38%	107 38%	133 49%f	97 42%	106 Schoopin	617 62%	57 38%	36 40%	27%	164 66%	227 42%	134 37%	196	391 63%	322 42%	225 41%	668 62%	115 27%	383 4510G	274 42%	603 41%	108	188	696 62%
Fairly satisfied	702 41%g	331 40%	373 42%	47 40%	117 43%	130 45%g	148 471g8	125 26%	28%	68 25%	597 41%	70 47%	22 27%	41%	195	226 41%	159	162 38%	381 62%	321 41%	216 40%	641 62%	128	361 41%	292 42%	599 41%	103	166	41% 41%
Neither sadefied nor clessatefied	188 117km	96 11%	96 11%	7	28 10%	34 12%	32 10%	36 12%	31 12%	21 11%	163 11%	12	13	22%	27 7%	62 11%	50 16%m	51 12%	89 10%	100 12%m	67 12%	104 12%	37 12%	73 9%	82 12%	162	27 11%	20	138 12%
Fairly dissatisfied	62 638	32 4%	30 2%	718	12 5NB	11	12 6%	10 2%	en en	116	52 4%	7 5%	2 2%		17	24	13	9 2%	41	22 2%	17 2%	40	12	28	27 4%	P	6 25	15	46
Very descripted	38 2%n	20 2%	18 2%	2 2%	4 1%	4 1%	13 etina	12 45/00 6	2 1%		23 2%	2 2%	2 25		9 2%	6 1%	11 2%	13 20o	16 2%	26 2%n	18 25	17 2%	8 2%	14 2%	17 2%	31 25	8 2%	12 3%	22 2%
NET: Satisfied	1413 82%	685 82%	722 82%	97 84%	224 83%	200 83%	255 87%	238 80%	184 87%	174 89%gh	1214 82%	127 85%	68 77%	20%	219 86%	453 83%	292 80%	348 82%	772 86%	661 81%	661 81%	881 885	254 87%	734 89705a	545 82%	1202 82%	211 86%	372 86%	977 82%
NET: Dissatisfied	100	12 6%	45	11	16 616	15 518	25 2508	22 8%8	12 518	116	86	10	5 6%		26 7%	29 5%	23 8%	22 5%	55 6%	45	34 6%	60	22 7%	45 5%	44 4%	87 8%	14 8%	27	66
Don't know	4,	1	4		2		2 TN		276		2	116	2700			2	1	4 Thiq	2	5 7%	2	:		1.	1	1	2	2	
Mean	1.17%	1.98	1.16	1.16	5.16	1.16	1.04	1.14	1.18	1.6300 orlyn	1.17	1.15	1.11	1.16	121	1.18	1.07	1.19	1.19	1.13	1.13	1.19	1.09	1.005w	1.13	1.16	1.18	1.19	5.17
Standard deviation	0.90	0.96	0.91	1.00	0.89	0.87	0.99	1.03	0.87	0.70	0.92	0.89	0.98	0.84	0.83	0.88	0.95	0.96	0.90	0.96	0.97	0.89	0.94	0.89	0.94	0.92	0.94	0.99	0.91

Proportions/Means: Columns Tested (5% risk level) - Xia'b - Xic/die/fligh/B - X/li/jkrif - Ximiniolpiq/r - X/a/t - X/a/t-X/x/y - X/z/A
Overlap formulae used. * small base; ** vary small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2024
ONLINE Fieldwork: 18th - 28th November 2024
BM. White receiver do you see for set 7

																						Insactinalization							
		Can								Netco			Social Scorettic Charge							ione .	Financial Victoriality Potential			Utanikusi		Secreta			
	Total	Male	Female	16-24	25-34 (d)	35-44 (e)	45-54 (f)	55-64	6574	75+	England (i)	Scotland	Wales 00	Northern Ireland	AR Inc	C1 (0)	C2	26	ARC1	C306	Yes	No.	Must vulnerable	vulnerable (vil	unnerable (el	Ursan 60	Rust	Yes.	No.
Unweighted base	200	116		25	53	29	16	26	án	20	198	10	7	24	54	57	47	42	111	88	54	126	48	101	66	171	29	44	166
Weighted base	196	110	82"	29**	44"	28**	22-	23***	247	29**	167	977	4"	26"	60*	53*	49"	36"	113*	82"	66"	139"	47"	90"	66"	164	31-	41"	165
Effective State	192	85		17	43	23	14	21	29	16	123			17	39	46	29	30	82	71	45	64	40	24		129	23	36	111
British Gas	103 52%a	60%06	26 42%	19 77%	26 58%	37%	27%	49%	13 56%	16 55%	60 KK	42%	27%	2%	26 63%	32 58%	27 59%	18 52%	58 51%	56%	28 51%	21 57%	31 69%w	55%	28 66%	90 59%	13	22 56%	76 52%
Bulb.	4 27sx	4 25	:		1	-		2 200			4 25			196	1	2 894			4 10		2 4%	1 100		2%	1 2%	1	2 12%		1
Co-op Energy / The Co-					2%	1%		10%			2%			1%	116				2%					2%	2%		10%		1%
operative linergy	1%		1%	2%	2%						1%				2%				1%			1%	9%	1%	1%	7%		3%	
4																													
Econolity	2		2			2								2	2				2			2		2		2			2
606	194		2%		1%	7%								2%	2%	1%	- 1		2%			2%	1%	2%					2%
	5%a	1%	9100	13%	2%	6%		4%	7%		es.	8%		5%	25		2%	7%	4%	\$%	5%	- 20		4%	2%	4%	6%	in.	in.
E.CN Next	10 5%	4	4.	-	2 5%	1	2	2	2	1.	1	-			2		2 8%	4 175ms	2 100	7 930	1 200	4	1 20	4	2	12		4	6
Noower	2	2			1						2				1			-	1	-			1	2		2		1	
	1%	1%			2%	2%					1%				2%		- 1	1%	1%	1%			2%	2%	1%			2%	
Compan	Stiv	5%	5%		2%	9%	9%		4%	16%	4%				85	2%	4%	9%	5%	5%	5%	4%	9%	1%	10%v	- 65	2%	7%	5%
OVO linesty	2 7%	2.00			1.00				1		276						2,0	7%		2 2%	1		1	2 2%	1.0	2,00		1 25	100
Power N	1	1			1						1							1		1			1			-			1
Sainsbur/s Energy					1%													7%		1%			1%						
Sandarys breegy				1%											1%										1%				
Scotist Power	100	4.	4		2	4 12%				2	1.	1	100		1	2,0	4.		4	4	2,00	1.	2	5.	2	2	1.		8.00
Shell Shergy																													
206																	- 1												
	994	9%	9%		en.	16%	21%	10%	2%	15%	9%			66%	16%	10%	žn.	7%	12%	\$16	10%	9%	10%	7%	16%	11%		11%	9%
Utita Energy																													
Utility Warehouse																													
						1%												1%		- :			1%						
Other	19 10 hx	10 9%	17%	24	2 7%	200	11%	20%	18%	en.	15		19%	19%	3%	16%	200	12%	11%	9%	- 11%	13	2 5%	11%	12%	5.	36.0 36.0	26	15
Don't know	4	2	4		1	1			1		4	1		1	4		1	1	4	2	4	1		1	4	5			4

Proportions/Means: Columns Tested (5% risk level) - Xiarb - Xicidu/fligh/B - Xilijfu/I - Ximiniolpiqir - Xisrt - Xlu'v/w - Xiz/A Overlap formulae used. " small base; " very small base (under 30) ineligible for sig testing

Table 63
BMS. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier?

		- 0	ender				A10					No.	Mon.				Social Scott	orac Group			Impacting	pliniting		Francis Value of the		Unauf	Servi	- fee	cette
	Yotali .00	Maio	Female (b)	16-24	25-34 (d)	35-44 (e)	45-54 (f)	55-64	65-74 (N	75+	England	Scotland	Wales	Northern Indaed	AR (m)	C1 (0)	C2	D6 (8)	AliC1	CSDE	Yes	No.	Must vulnerable	Potentials y vulnerable	Least witerable	Urban (si)	Rust	Yes (2)	No.
Unweighted base	200	114		25	53	29	- 14	26	31	20	199	10		24	54	57	47		111		54	126	41	101	64	171	29	46	166
Weighted base	196	113*	82"	25**	64*	28"	22-	23***	247	297	167	9"	4"	26**	60*	63*	497	361	113*	82"	66*	199*	47"	901	667	164	317	41"	165
Effective State	192	85	42	17	49	23	14	21	29	16	123			17	29	46	39	30	82	21	45	94	40	26	42	129	29	36	111
Very satisfied	60 31%	36 31%	21 29%	27%	10 23%	9 31%	5 22%	8 36%	27%	13 47%	51 32%	100	2 52%	6 26%	17 28%	14 26%	11 29%	17 48109	21 27%	29 35%e	16 30%	41 32%	12 28%	34 38%	18 29%	81 31%	20%	76 20%	42 29%
Fairly satisfied	95 89%	53 67%	42 52%	15	19 42%	13	13 58%	12 50%	15 61%	10 36%	74 68%	5 60%		14 56%	32 53%	26	25 58%	12 32%	58 51%	37 68%	21 38%	66 52%	24 52%	66 52%	33 52%	80	15	76 38%	76 52%
Neither satisfied nor dissatisfied	31 1876v	18 19%	12 19%	200	10 22%	20%	3 16%	3 12%	1.	5 18%	22 16%	3 31%	27%	456	10%	10 19%	19%	5 16%	10	12 19%	12 21%	16 12%	19%	4 7%	. II 12%	23 16%	20%	4.	23 16%
Fairly descripted	5 2%	4 25	1 1%		4 10%K				1 2%		5 2%				1%	1 2%	2 8%	1 2%	2 2%	2 4%	2 4%	2 2%	2 9%	2 3%	1%	5 2%		2 5%	3 2%
Very dissatisfied	1 1%	156	1%		1%			1 2%			1 2%		12%		1%			1 2%		1 1%	1 1%	:	1 2%	1 1%	1%	1 10			
NET: Satisfied	155 797ida	29%	66 87%	21 89%	29 65%	21 78%	18 87%	20 86%	22 92%	24 82%	127	490	2 82%	20 78%	49 81%	40 79%	27 81%	29 87%	89 78%	66 87%	28 69%	107 89%/06	27 79%	80 89%X	52 87%	131	24 78%	32 78%	117 81%
NET: Dissatisfied	4 2%	5 4%	1 2%		5 1198			1 2%	1 2%		-		12%		1 2%	1 2%	2 6%	2 255	2 2%	4 2%	2 9%	2 25	2 76	2 6%	1 1%	4		2 5%	2 2%
Don't know	3 2%	156	2 2%	2.0	1 2%		1 6%				2 7%			1 5%	2 2%	1 2%			2 2%		2 5%				3 5%	3 2%		100	2 1%
Mean	1.084	1.06	1.11	121	0.79	1.09	1.10	1.11	1.23	129	1.11	0.78	0.80	1.07	1.11	1.02	1.01	1.21	1.07	1.10	0.97	1.16	0.97	1200	1.15	1.09	1.04	1.98	1.08
Standard deviation	0.79	0.89	0.74	0.69	0.96	0.75	0.62	0.89	0.66	0.76	0.80	0.63	1.60	0.67	0.73	0.77	0.74	0.96	0.76	0.86	0.82	0.73	0.88	0.77	0.72	0.81	0.72	0.87	0.76
Strandard accor	0.06	0.08	0.08	0.12	0.12	0.14	0.16	0.17	0.12	0.17	0.04	0.20	0.60	0.56	0.10	0.10	0.11	0.16	0.07	0.08	0.13	10.0	0.13	0.08	0.08	0.04	0.14	0.13	0.00

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/ritg/h/B - X/h/jk/l - X/m/n/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2024

ONLINE Fieldwords. 188h - 20th November 2024

ONLINE Fieldwords. 188h - 20th November 2024

			nder .				Age .						tos				Social Score	oris Group			Impacting	pliniting		Foreign Valuability		Ubasil	tool .	Book	du.
	Your CO	Main	Female	16-34 60	25-24	26-44 (e)	45-54 (f)	55-64	65-74	75+	England (i)	Scotland	Water.	Northern Inland	AR EN	C1 (N)	C2	260	ARC1	CSD6	Yes	No.	Most vulnerable	vulnerable (n)	Least vulnerable (el	Urban (d)	Rust	Yes (2)	No.
Unweighted base	536	268	296	61	90	76	66	86	103	52	392	35	36	in .	132	164	116	132	286	268	168	323	111	272	199	365	168	129	381
Weighted base	536		274	62"	79*	81"	34"	91*	29*	68*	378	31***	39**	90*	163*	152	110*	121	306	230	166	334	108*	260	209	365	181	132	393
Effective State British Gas	411		207	44	73	42	54	47	15	39	297	28	27	41	**	120	94	105	216	199	138	243	**	204	190	285	128	106	291
	***	9%	25	20100Mpt8	6%	in.	2%	E%.	9%	en.	10%	12%	17%	- :	13%	8%	8%	8%	10%	8%	8%	9%	10%	27	8%	9%	15	12%	8%.
a.a	2	255		1%			25				2 1%				1%	2 1%			2 1%		2 1%	1	196	1%		1	2 1%	1%	2
Co-op Energy / The Co- operative Energy		100			116	1%					1							17%		17%	1.	:			:	1		1.5	
4	5 7%		2 1%	2 200	1	1	1	1			4	-	1 1%			2	2 00	1	2	2 100	2 2%		1.0	4	1	5 7%		2 2004	1
Southidly	š		4.	2 200	1	1	1				6				2		1		2	3		6	2	3	2	4	1.	1	4.
605	50	22	21	1	10	7	4	12	11	- 1					10	16	17		26	27	15	26		22	21	29	76.	19.	29
E.ONTHIS	10%		2%	1%	13%c	9%	9%	19%4	16%	11%	13%0	1%	11%		7%	10%	19%	9%	8%	12%	9%	11%	25	9%	12%	11%	8%	10%	10%
E.Orien	17%	17%	17%	10%	18%	11%	19%	18%	19%	21%	23%00	1%	7%		13%	16%	19%	22%	16%	22%	19%	18%	20%	17%	16%	16%	17%	19%	17%
Npower	2 19	1.			2%	16	100				276				21%		16	100	216	100		200	1,0		3 1%	256			2 1%
Октория	90 17%	36 50 16%	54 22%	11	15	15	12	11	13 19%	14 20%	75 20%0	195	10 26%		26 17%	30 19%	16	18	56 18%	35 19%	37 23%00	48 16%	1.	50 1976u	36 17%u	45 13%	45 2970%	98 19%	65 17%
OVO Snegy	51 9%		27 10%	11%	7 8%	7 9%	10 12%	6 7%	8 12%	6 8%	37 10%	2 22%	7 19%		11 7%	16 10%	200	16 12%	26 8%	25 11%	15	32 10%	26	90 12%	19	27 12%	16 8%	10 8%	29 10%
Power NI	60 12%	25 075 70%	28	2,0	6 7%	15 18%4	12 1856	76 1754	12%	4.			2 7%	61 67106	23 22%Noor	17 11%e	200	12	50 1775/85/00	12	12	47	11 17%	21	27 18309	37 12%	26	20	53 16%
Sainsbury's Energy	:	:			:						:				: 1							:			:	:			
Social Power	40	25	11	£.	2.0	2	4		2	17%	28	10	4		1.	£	12	14	17	26 11909	12	32	12	22	17	28	15	13	20
Strett Strengy	5		1	2 20	1	1,4				1	4.	1			1,	1	2,	1	2 2%	2	2,0	1	2 7%	2	1	5		1	4 7%
996	15	4.	1.	-	1.	4.	1.	1	1.	1.	4.		1_	10 17108	5.	5.	1.	1	11	4.	4.	11_	1	10	5	10_	4	2	14
Utita Snegy	7	4	3		2	-		1	2	2.	2				-	4 25	2	1.	4.	1 19	1	3	2	1		2			4.
Utility Warehouse	100	7	1		1.		1.	2.	1.	4.	2		1.		5	1		2,	6 200	1.	1.	5	26	1	5.	25	1	1	£.
Other		- 17			- 1%		- 16	2%	116	5	25		25			16		**	254	176	29	25	214	-	2%	25		15.	2%
	7%	na 95	7%	4%	6%	9%	65	9%	5%	7%	4%	2%	1%	20106	2%	10Nesq	Win	7%	6%m	8%	10%	5%	in	2%	5%	100	8%	13/1008	SN.
Don't know	11 2%	1%	2%	2%	2%	24	2%		196		25	100		1%	25	2%	2%	7%	25	4 2%	25	4 25	196	1%	4 2%	11 2%	- :	1%	25

Proportions/Means: Columns Tested (5% risk level) - Xiarb - Xicidu/fligh/B - Xilylk/I - Xim/niolpiqir - Xisrt - Xlu/v/w - Xiz/A Overlap formulae used. " small base; " very small base (under 30) ineligible for sig testing

Prenamed by You

Table 65
BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by Supplier-?

																					Impacting	all relations								
			- Marie									No.	500				Social Scoon	eric Group				Since .		Consideration of the Constitution of the Const		Ubasili	too:	Box	do	
	You	Maio	Female	16-26	25-24 48)	26-44 (e)	45-54 (f)	55-64	65-74	75+	England	Scotland	Wales 60	Northern Instand	All Inc	C1	C2	66	AGC1	CSDE	Yes	No.	Mac vulnerable	vulnerable 00	Least vulnerable	Urban 60	Rust	Yes.	No.	
Unweighted base	536	268	286	41	90	76	66	86	103	52	382	35	26	81	192	194	116	130	296	268	168	323	111	272	198	365	168	129	381	
Weighted base	536	262	274	63*	79*	81*	76"	91*	29*	66*	379	31***	gp	90*	193*	192	110*	121	306	290	166	334	108*	260	209	366	181	122	293	
Effective State	411	205	207	44	73	62	54	67	85	29	297	28	27	41	99	120	94	106	216	199	138	243	88	204	190	285	128	106	291	
Very satisfied	177 30%	81 31%	96 30%	19 21%	23 30%	23 28%	25 32%	21 36%	28 27%	27 60%	126	10 33%	11 30%	30 32%	48 21%	57 37%	29 28%	44 37%	105 36%	73 32%	52 31%	115 39%	33 30%	94 38%	61 29%	113 32%	65 38%	46 30%	191 39%	
Fairly satisfied	254 47%sq	122 47%	131	25 55%	28 68%	40	33 66%	68 53%	29 38%	31 66%	179 47%	10 34%	19 51%	46 51%	29 52%	70	57 52%	42%	100	105	75 49%	162	54 52%	124	108 52%	160 49%	94 52%	47 39%	192 49%	
Neither satisfied nor dissatisfied	68 12%v	29 15%	30 17%	11%	2 200	17%	16 18%	10 11%	15 19%	12%	68 12%	8 21%	4 12%	12 13%	18 12%	16 11%	16 19%	18 19%	26 11%	34 19%	27 16%	37 11%	11 10%	25 12%	25 12%	50 16%	18 12%	18 19%	69 12%	
Fairly desarisfied	25 5%	13 5%	12	2 4%	7 918	7 ma	2 2%	2 2%	4 5%		18	10%	2 5%	2 2%	- 1	8 5%		7 8%	14 5%	11 5%	10	11 2%	4	15 6%	45	21 6%	4 2%	10 8%	16 6%	
Very descripted	8 2%	4 2%	4 1%		1 2%	2 2%	1 2%		1 2%	2 2%	4 25	26	1 2%		100	1 1%	4 85q	1 16	2 1%	4 2%	1	25	2 2%	2 1%	4 2%	25		2 2%	6 1%	
NEY: Satisfied	431 80%x	204 79%	227 82%	54 85%	61 78%	63 77%	58 77%	79 87%	58 76%	59 96%	305 87%	20 66%	30 81%	76 86%	127 83%	126 83%	85 78%	10 70%	253 82%	178 77%	127 76%	277 82%	88 82%	218 86%	168 87%	273 77%	158 87109	95 75%	323 82%	
NET: Dissatisfied	22 6'Ny	17 7%	16 6%	2 4%	11%	9 12%g	4 8%	2 2%	5 7%	2 2%	24 6%	12%	2 76	2 2%	7 5%	10	86	25	17 8%	17 2%	11 7%	19	100	17 6%	16 7%	29 8100p	4 2%	12 10%	20 5%	
Don't know	2	1	2		2 2NK	1					200				2			200	2	21%	1	1	1 10		1	36		2	2 1%	
Mean	1.06x	1.01	1.11	1.12	0.96	0.91	1.02	5.58	1.02	121	1.07	0.83	1.02	1.16	1.10	1.13	0.92	1.07	5.55	1.00	1.01	1.10	1.04	1.13	1.01	0.99	1.20%	0.99	1.09	
Standard deviation	0.89	0.90	0.87	0.76	0.97	1.01	0.91	0.72	0.96	0.84	0.89	1.09	0.89	0.76	0.80	0.88	0.95	0.93	0.84	0.94	0.87	0.89	0.89	0.86	0.91	0.86	0.79	1.01	0.86	
description and	0.04	0.00	0.06	6.10	0.10	6.12	0.11	0.00	0.09	8.19	0.66	0.10	0.15	0.00	6.07	4.07	6.00	0.00	0.06	0.06	6.07	0.05	0.00	0.06	0.06	0.06	0.06	0.09	0.04	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/ritg/h/B - X/h/jk/l - X/m/n/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Table ES

QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the Landline provider.

					Landine o	ravidens				Landine by	nde
	Total 00	87	66	Puset (c)	Sky	TabTak	Wigh Media	Vodatone (N)	Other providers	Yes	No 63
Unweighted base	in .	25		2	11	11	16	5	5	70	11
Weighted base	84*	31**	2"	1-	16**	7-	13***	3"	9"	77*	200
Effective State	59	22		2		10	16	4	4	52	10
Service I take from them is poor? back connection? desert work come of the fine? unreliable	41 68%	12 28%	36%	100%	62%	a ans	866	2 60%	22%	27 68%	4 60%
You expensive not good value for money	23 27%	11 36%	47%		5 32%	1 12%	3 19%		3 2%	21 27%	2 30%
Poor customer service/ unheight	10 12%	276	21%	SEN	12%		1 8%			12%	19%
I have to pay for comething I don't use! have to have a landline	16 19%	22%	21%		en.	11%	4 22%		40%	13	41%
Difficult to contact anyone at the company	116						100				17%
These problems with other services floreing provider / the quality of my landline affects other services.	17 20%	an.		ers.	28%		a zen		146	17 22%	
Problems left unresolved takes a long time to fix	12 16%	12%	21%	60%	3 20%	17%	2 9%	39%		11 16%	19%
Price keeps increasing	6 m	12%			12%			25%		5 7%	19%
Problems with payment/ billing	116							20%		146	
General negative comments	4 n.	12%						26%		žn.	
Receive tots of unwarted communication											
Uthappy with charges / hiddes charges											
They do not value loyalty	2 6%				12%		in.			2 4%	
Lam considering leaving	216	2 8%	12%							2%	
Not a trustworthy company	2 6%	2 6%			4%				100	2 4%	
Distile the change to VOP	Žn.	17%					200	12%		Žn.	11%
Other	4 8%		21%						40%	en.	

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

Prepared by Yon

Customer Satisfaction Tracker 2024

ONLINE Findings or your disables with the separal service from your bedding priviter. Why do you say that?

Stars All requestions disabled with the coreal service privited by the Landing priviter.

		- Conc	ter .				Ass						tos.				Social Scores	nic Group			Impacting			Energy Value of the		Ubasi	tool .	Stenedo	
	Totali - (20	Main	Female (b)	16-24	25-34 (d)	26-44	45-54 (D	55-64	65-74 (N	75+	England	Scotland	Wales 00	Northern Inland	AR EN	C1 (0)	C2 (6)	D6 (0)	ARC1	C306	Yes	No.	Most vulnerable	Potentiali y vulnerable	Least vulnerable (el	Urban (s)	Rust	Yes.	No.
Unweighted base	án	35		- 2	6	17	- 11	22	- 11	13	64	11	4	2	11	31	19	20	a	29	29	49	18	44	26	64	17	21	54
Weighted base	861	39**	42"	2"	4"	1977	16**	20**	7-	13**	71"	in.	4"	1***	19**	30**	19***	22-	46**	397	38"	43"	22**	44-	297	42"	19-	27**	62*
Effective Stans	58	36	36	2	4	14	10	16	10		47		4	1	7	24	16	16	30	30	22	38	16	29	17	60	10	18	37
Service 1966 from them is pool bad connection/ downth work come of the time/ unreliable	41	12 39%	28 60%X	de.	71%	9 21%	12 78%	12 60%	19%	6 27%	36 52%	10%	å.	82%	62%	10 39%	10 80%	14 62%	17 27%	28 67%	20 52%	11 62%	15 68%	21 48%	32%	21 47%	Sen	19 68%	21 40%
You expensive not good value for money	23 27%	10 27%	13 28%	100%	2 71%	6 31%	11%	16%	3 38%	5 31%	16 23%	4	2 20%	18%	24%	26%	5 31%	29%	29%	13 32%	29%	29%	3676	10 22%	10 32%	21 31%	19%	20%	13 29%
Poor outsiner service/ unheight	10 12%	2 8%	19%		36%	12%	17%	3 17%		10%	5.	22%	36%	82%	20%	2 6%	8%	19%	5 11%	5 16%	16%	12%	2 9%	10%	5 18%	12%	17%	45	12%
There to pay for conetting I don't use/ have to have a landine	16 1930	11 30%	5 11%			30%	11%	22%	10%	4 21%	14 20%	20%			7%	30%	10%	19%	10 22%	19%	20%	20%	2%	19%	32%	15 22%	9%	10%	10 20%
Difficult to contact anyone at the company	100		1 2%				1 5%											1 4%		2%	2%			1 2%		100		2%	
Inhave problems with other services thorotopy persident / the quality of my tandane afficials other services.	17 20%A	20 27%	715%	1 52%		8 21%	4 20%	3 16%	11%	12%	14 20%	29%	20%		5 21%	18%	300	5 22%	20%	27%	26%	17%	12%	13 29%	2 6%	15 22%	212%	10 27%	12%
Problems left unresolved takes a long time to fix	12 16%	2 5%	10 21%			19%	2 17%	3 16%		13%	10 16%	17%				16%	5 28%	2 9%	5 10%	7 18%	2 5%	10 23%X	3 12%	2 5%	5 18%	12%	2 17%	2%	11 21%K
Price keeps increasing	4 8%s		4 16%				2 11%	2 10%		2 10%	4 95	-			100	2 7%		4 16%	2 6%	4 9%	5 16%	1 25	2 9%	4	4 16%	4	1 66	4 19%	2 5%
Problems with payment/ billing	1,0	26						1 en			100						5%			1 2%		26	1.	1 2%		1,0			2%
General negative comments	4 5%		4 9%	48%			1 5%		10%	10%	5.					2 8%	5%	1 5%	2 5%	2 5%	2 7%	2 65	9%		2 8%	2 65	2 9%		2 6%
Receive tots of unwanted communication																													
Unhappy with charges / hidden charges																													
They do not value logally	2 4%		2 7%		100			2 10%	1116		2 65	1 9%				1 2%	1 4%	2 9%	116	2 7%	2 9%	1 2%	2 9%	2 6%	2%	2 9%		2 95	1 1%
Lam considering leaving	2 2%	1%	2 6%						2%	10%	2 26	2%				2 6%	1%		2 4%	1%	2 5%	196			2 7%	2 2%	7%		2 6%
Not a trustmonthy company	2 4%	2 7%	1 2%			2 12%			1 12%		1 26	2 22%			2 12%	1 2%	1 2%		2 6%	1 1%	1 2%	2 6%	1 45	2 7%	2 8%	2 65	1 5%		2 8%
Distinctive change to VOP	7 9%s	126	2 16%		10%	2 10%	1 8%	100	227%	10%	4 85		22%	1 82%	2 12%	11%	2%	2 86	5 17%	2 8%	7 18%	196	2 9%	4.	3 10%	4.	100	4 16%	2 6%
Other	4 5%t	4 12%								4 26%	4 65	4%			4 26%	1%			4 10%		4 10%	75		4 9%	19%		4 29%		4 8%
Don't know/ no reason																													

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dle/fligh/B - X/l/jk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A Dvertan formulae used: " small base: "" very small base (under 30) inefinible for sin testing

Customer Satisfaction Tracker 2024

SMILE TRANSPORT STATE OF TRACKER 2024

Table 63
QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that

						Moin					Mobile by	undie		Michie service package	
	Yotal 00	66 60	gittyset (b)	02	Tenco Mistrie	Three (e)	Vodatore	Sky	Lebara (f)	Other providers	Ves.	No.	Propay/pay as you go onl	Monthly contract SMI only	Dantiknow
Unweighted base	88	12	4	29	3	11	13	- 1	4	7	- 11	77	12	74	2
Weighted base	90*	13**	3**	29-	3-	19"	167	3"	9"	y	11**	817	12**	77*	37
Effective Steam	79	10	2	26	3	10	11	6	4	7		44	11	63	1
Poor mobile reception/ coverage - unspecified	23 26%	5 42%	32%	14 51%		4 28%	5 26%	49%	49%	2 30%	1.	23 41%X	2 20%	30 38%	10%
You expensive not good value for money	10%	22%		4 22%	39%	40%	10%				18%	16 20%	19%	15 22%	
Poor customer service/ unbegitut	21 23%	27%	26%	4.	39%	4 27%	4 29%	35%	27%	10%	1.	20 25%	17%	20 28%	
Poor noble receptor/ coverage - at home	12 13%	12%	10%	10%		24	17%	49%			20%	10 12%	12%	111	
Problems with payment/ billing	2%						10%				à.	14		2 2%	
Poor mobile reception/ coverage - in my area	17	3 22%		19%	2 69%	3 20%	2 17%	22%		12%	2 22%	14 18%	3 29%	14 18%	
Problems left unreadined takes a long time to fix	i.,			2 6%		28%	196	22%		12%	44	10%	ân.	12%	
Overseas call certite	116					in.						2%		2%	
Difficult to contact anyone at the company	2 2%	11%				18%	in in			2 28%	2%		9%	es.	
Poor coverage / signal indoors	\$n.					24	165					5n.	17%	276	
Speed ant as advertised slow	an.			2%		17%	10%				19%	26		4%	
Price keeps increasing	12 16%			4 22%		25%	2 10%				29%	12%		12% 12%	2 A2%
They offer poor deals! I have seen better deals elsewhere	2 2%			2%			7%				10%	1%		2 2%	
Lam considering leaving	2 4%			2 8%		8%					10%	2 2%	10%	2 2%	
They do not value logally	7%	11%		2%		5 32%						200		200	
Unhappy with my package (other / non-specific)	ah.	100	22%	200								24	***	276	
Poor Identification of connection I does not work property IT cannot use the trained	11 12%			19%		195	19%		36%	10%	2 165	11%	10%	10 12%	
General mention of bad provider of service	6 7%	žu.		45	39%				22%		12%	5 7%		4 PN	
Issues with providers critine services? apps / website / critine account.	2%					7%				16%		256	9%	196	
Not a trustworthy company	6 2%	13%		2 7%		11%	in in					4 8%		4 8%	
Other	456		40.	- in						12%	100	25		4.5%	
NET: Any coverage	60		1	20	1	12	11	1	2	3	5	54	7	53	1

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/g/h/f/j - X/k/l - X/m/n/o
Overlan formulae used: " small base: "" year small base (under 30) inefinible for six testin

Prepared by Yonder

		Page 69
	Customer Satisfaction Tracker 2024	
	ONLINE Fieldwork: 18th - 29th November 2024	
Table 69		
QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?		

		-	- Color										Man .				Section Section	nic Group			Impacting	pliniting		Francis Valuability		Ubasi	bot	Steads	
	Yese O	Main	Female	16-01 (C)	26-34 60	25-44	45-54 (f)	55-64	4574	75+ (R)	England (I)	Scotland	Water	Northern Ireland	A8 200	C1	C2	D6	ABC1	CSDE	Yes	No.	Must vulnerable	vulnerable	Least vulnerable (el	Urban (s)	Rust	Yes CB	No.
Unweighted base	-	a	45	13	18	20	14	12	4	5	21	- 4	- 6	3	22	30	14	22	52	36	24	54	15	38	36	67	ži	20	59
Weighted base	10"	47"	49*	16**	16**	20**	197	6**	4-	6**	77	-	6"	ám.	27***	31**	12"	22-	58*	34"	25"	54"	19**	40"	427	69"	29**	21"	60*
Effective State Poor mobile reception/	73	36	28	10	16	17	13	- 11	4	5	64	4	4	3	18	26	12	19	40	31	22	45	14	31	30	67	17	18	49
coverage - unspecified	365	27%	66%	1916	41%	38%	47%	25%	46%	36%	39%	78%	9%		36%	38%	30%	42%	36%	27%	28%	42%	30%	42%	26%	29%	28%	20%	38%
You expensive not good value for money	18	12 27%	5 12%	16%	30%	21%	2 9%	21%		34%	15		476		20%	10%	en.	2 9%	17%	22%	10%	12 21%	38%	12%	21%	14 21%	19%	27%	18%
Poor customer service/ unitrebible	21 22%		12 22%	2	400	5 22%	1	1	3.	27%	17 22%		200	100	5	27%	1.	200	13 22%	22%	27%	11 22%	3	22%	27%	14	27%	3	17 28%
Poor mubile reception/	12 1276x	2 76	1		2	4		4.	-	1 12%	1.		1	1.	3	4.	1 100	2		4	2 95	10	2	6	4.	4	4	2	
coverage - at home Problems with payment/	13%	75	20%		8%	32%		38%		13%	11%	20%	21%	38%	10%	18%	12%	12%	16%	11%		18%	12%	12%	10%	1	26%	10%	14%
billing	2%	1%	2%			2%	6%				2%					6%			3%		5%	1%	85	2%	2%	2%		6%	1%
Poor mobile reception/ coverage - in my area	17 18%	11%	26.0	19%	12%	32%	100	2%	30%	27%	12	20%	200		200	29%	10%	22%	10	100	10%	12 22%		19%	18%	19%	27%	27%	12 20%
Problems left unresolved takes a long time to fix	Plak	- fr	12%	1.		17%	45	8%			4.	2 22%	2 21%	38%		14%	16%	10%	5 8%	12%	18%	2 65	3 19%	5 12%	2%	5.	17%	27	2%
Overseas call centre	1 1%	2%							29%		1 2%					1 4%			1 2%			1 2%			2%	1 25			1 2%
Difficult to contact anyone at the conspany	77%	5 10%	2 2%	200	100		200	100	7%		2 20				40	1.	12%		5	100	200	100	25	25	4 10%	4.	2 12%	200	i.
Poor coverage / signal indoors	4	2 25	1 2%		1 25		1		1 22%		2		21%			2 20		1 00	3	1 2%		2 25		1 2%	1 2%	1	2 27%	1	2
Speed in Cas	4	4		,	1		1				3	2			2	1		2	2	2		4		2	2	3	2	2	2
advertised slow Price teeps ingreasing	5%				5%		19%				2%	22%			2	2%	-	7%	5%	5%				- "	5%		7%	10%	2%
	16%v	19%	Ph	25%	9%	9%	22%			17%	19%			38%	25%	6%	18%	PN PN	19%	12%	12%	9%	18%	2%	22%	12%	17%	13%	11%
They offer poor dealer I have seen better deals elsewhere	2 2%	2%	1%				200				2 2%				100	1%			2%		2%	2%			200	2%			2%
Lam considering leaving	2	2 7%		100	100					17%	2				1		in.	100	2%	2 7%	1	200	19%	2%	2%	3 9%			2 6%
They do not value logality	75	5 10%	2 25		2 16%	1 25	2 20				in the			205	4 10%	276		1	4 10%	25	100	2 2%	2 18%	2 200	4	7 12%		100	4 2%
Unhappy with my package (other / non-specific)	200	100	2 25	100	1,		200				200				16	200		1.	200	25	3		1,00	1 2%	2	2 25		1	255
Poor internet connection; does not work properly (1 cannot use the treatest	11 12%	6 10%	4 10%	1	100	4 20%	3 165	100	28%		10 12%		1		3 10%	2 10%	10%	4 18%	6 10%		ž.	12%	1,0	200	45	11%	3 165	2 76	8 16%
General mention of bad provider of service	4 ₇₅	\$	2 9%	1,	2 17%	2 9%		1			5.7%		21%		211%	2 8%	2 19%		5 8%	2 5%		4 12%		17%	. 5 12%	\$	1.00		11%
Issues with providers ordine services.1 apps / wabsite / ordine account	2 2%	25	2%		1 5%		1 sn				1 2%		10%			2%		1 8%	2%	2%		25	100	1 2%		1 1%	1		2%
Not a trustworthy company	4 75	2 0%	fn.	1	2,0		3 19%			17%	<u>1</u>	2 22%					1	. S 22%		4 18309	2 75	3	1.0	11%		\$	276	21%	2
Other	4	1	2	2		1				1	4				2	1	1			1	4		1	2	2	4			2

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/die/fig/h/B - X/l/jk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A

repared by Yonder

Table 62
QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the mobile service provider.

| Table | Tabl

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/die/fligh/B - X/l/jkrl - X/m/niolp/q/r - X/a/t - X/a/t - X/a/v/w - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Table 70 QO3. You were dissatisfied with the overall service from your fixed broadband provider. Why do you say that? Base: All respondents dissatisfied with the overall service provided by the Broadband provider.

					Broads	and				Bradband	bunde
	Total 00	87	66	Pluset	Sky	Tantak	Wigh Media	Vodafone (iv)	Other providers	Yes	No.
Unweighted base	146	18		7	30	25	22	12	12	110	26
Weighted base	195	22**	4"	3"	22-	1977	37	6"	20**	1160	38**
Effective State	105	13		4	24	22	30	10		80	26
Speed out as advertised slow	47 30%	3 12%	36%	2 48%	14 27%	4 21%	205	32%	11 88%	37 32%	12 28%
Service I take from them is poor! bad connection! doesn't work come of the time! unreliable	69 65%	14 67%	2 87%	ars.	15 62%	12 62%	14 37%	3	20%	62%	20 52%
You expensive not good value for money	40 20%	20%	100		11 28%	17%	20%	30%	å.	33 29%	19%
Poor outsiner service/ unheight	35 23%	20%		16.6	5 12%	4 19%	10 28%	10%	47%	25 22%	10 28%
Poor! bad Wi-Fi eignat!' doesn't reach all parts of the house! need bootses	23 22%	12%	1 20%	11%	18%	2 9%	12 32%	275	27%	23 20%	18 27%
Problems left unreadined takes a long time to fix	10 7%	2 8%	8%	22%	11%	1 8%	2%	1 19%		10 8%	25
Difficult to contact anyone at the company	11 2%				1 2%	12%	7 19%	34		7	2 9%
Problems with payment/ billing	2							10%		1.0	
Price leeps increasing	12	2 8%			4		4 12%	9%	1 2%	6 5%	19%
Looked into a contract and can't get out											
They do not value loyalty	25	2%			1%		2 8%	1 _m		2 2%	1 2%
Overseas call centre	100					1	12%			116	
Lam considering leaving	4 2%	1.	100		2%	1		- 1 _m		25	26
Their service has declined during the pandwris:											
They offer poor dealer Thave seen better deals elsewhere	en.	19%	196					10%		6 5%	12%
Not a trustworthy company			9%		1%				1 5%	46	4 11%
Too pushy with their sales	2 1%						2 8%			25	
lances with earlight admin/ account management	4 2%		5%		1		es.			4 2%	
Nor limbed options for broadband service/ provider	2%	1.			1 2%					1%	1.0
Unhappy with charges / hidden charges	2 1%					100	1 _m			2%	
General negative	11	3		1	1.	1.	2		4.	1.	2_

Proportions/Means: Columns Tested (5% risk level) - X/alb/c/d/e/f/s/g - X/h/ii
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Yonder

Table 70
QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the Broadband provider.

| Table | Tabl

Proportions/Means: Columns Tested (5% risk level) - Xia/b\c/ci\/\text{effisig} - Xihi\/\text{i}
Overlap formulae used. * small base; "* very small base (under 30) ineligible for sig testing

		Page 73
	Customer Satisfaction Tracker 2024	
	ONLINE Fieldwork: 18th - 29th November 2024	
Table 71		
QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?		

		Gene					- Apr						ios				Section Section	mic Group			Impacting	linking		Financial Victorability Financial Victorability		Utanii	tool .	Security	
	York	Main	Female	1646	25-24	26-66	45-54	55-64	45-74	75+	Singland	Scotland	Wales	Northern Indand		Ć1	cu .	06	ARC1	C106	Yes	No.	Must vulnerable	valuesable	Least winerable	Utan	Real	Yes	
Unweighted base	146		79	15	22	19	20	34	20	13	117	15	10		34	43	31	38	- 77	- 69	54	82	29	60	-	117	29	37	102
Weighted base	195	79*	817	19**	21**	21"	36"	30**	14**	18**	129*	16**	11***	3**	41**	467	29"	387	87*	62"	ser	88"	12"	60"	291	129*	30**	sp	111*
Effective State	105	50	54	12	19	16	17	27	16		83	11		4	22	31	26	29	53	54	36	63	25	40	42	91	16	29	Pf
Speed iurit as advertised/ slow	47 30%4	26 32%	22 28%	2 17%	41%	19%	36 N	37%	38%	10%	35 28%	5 29%	55%	1996	19%	18 39%	10 38%	28%	26 28%	21 31%	11	31 39%	28%	22 27%	20 28%	25 28%	38%	22%	37 32%
Service 1 take from them in poor? back contraction? desert work admit of the Sine? unreliable	40%	31 62%	20%	5 31%	20%	22%	18 67%	20 67%	4 42%	5 30%	69%	4 276	2 60%	2 50%	17 62%	18 40%	12 62%	21 50%	26 61%	23 49%	24 41%	62 69%	14 46%	21 39%	28 48%	665	15 69%	17 66%	50 45%
Too expensive not good value for money	40 20%	26 32%	17 21%	50%	26%	20%	12 38%	100	4 30%	1	32 28%	17%	276	2 62%	12 29%	11 26%	18%	12 32%	23 26%	18 29%	18 30%	23 28%	27%	17 29%	20 25%	37 30%	12%	20%	27 24%
Poor customer service/ unbestid	36 22%	12	23 28%	2 195	5 29%	20%	12 32%	2 200	2 27%	16%	28 22%	2 22%	200	20%	11 20%	6 12%	9 21%	12 20%	20	19	11	21	22%	18	15	31 29%	12%	205	23 21%
Poor! bad Wi-Fi signat' doesn't reach all parts of the house need boosters	33 22%	26 22%	17 21%	5 36%	8 27%	3 19%	10 27%	200	in.	20%	23 19%	4%	275	100	10 24%	12 26%	8 21%	19%	22 26%	12 17%	14 25%	17	19%	10 17%	18 22%	28 28%	4 12%	4.	28 22%
Problems left unresolved takes a long time to fix	12 Plux	255	12%	100	3 12%	26	2 9%	2 6%	2 12%		1,0		11%	20%	2 6%	2 7%	4 13%	1 2%	en.	5 7%	25	12%	2 9%	* *N	5 4%	i es	5 18%	2 8%	2 2%
Difficult to contact anyone at the company	7%	1.	5 8%	10%	1 5%	10%	2 8%	2 8%	100	an.	7 9%	10%	2 10%	100	54	1 2%	200	12%	5 6%	4 Ph	25	200	2 9%	4 8%	4 5%	12	2%	200	7%
Problems with payment/ billing			17%		1 6%						1 2%				1 2%				116			1 1%		100		100		1 2%	
Price keeps increasing	12 BNA	7 10%	5 8%		2 10%		7 19%	2 8%	1		11	1 4%			2 5%	4 8%	1.0	5 12%	6 2%	4 9%	2 4%	12%	4	4 6%	12%	11 9%	1 2%	22%	4 2%
Locked into a contract and can't get out																													
They do not value loyalty	3 2%	2%	196		1 4%	2 8%	100	1%			3 2%			29%		2 5%	100		2%	2%	25	196		2 6%		2 h	2%	1	2%
Overseas call centre	196		2%					2%		an.	100					1 2%		1 2%	116	196		2%		196	166	14			116
Lam considering leaving	4 21sx	25	1 2%				100	100	2 12%	100	2 2%	100		100		2 2%	2	2%	216	2 4%	255	2 26	1 2%	3 5%	2 2%	200	27%	1	25
Their service has declined during the pandemic																													
They offer poor deals/ I have seen better deals elsewhere	t _N	914		in.			en.			15%	4 25				2%	en.		an an	an.	en.	5.	25	2 9%	1 2%	5 6%	55	2%	10%	2%
Not a trustworthy company		25	5 7%	12%	in.	an.	1	200		7%	4 55	12%			2 8%	256	100	2 8%	5%	45	3 5%	5 8%	2	2%	4 5%		7%	12%	4 2%
You pushy with their sales	2 1%		2 2%		1 5%	1 5%					2 2%				1 2%			1 2%	1 1%	1 2%	1 2%	1 1%			1 1%	2 2%		1 2%	116
Insues with satup! admin/account management	4 2%	:	200		11%	100		1%			4 25				2%			2 7%	116	2 4%	2%	276		1 2%	17%	426		2%	2% 2%
Not limited options for broadband senice/ provider	2 2%x	2%	1,0			1,			17%		1,0		10%			200			216			200		2%	176	100	T SNs	1	16
Unhappy with charges /	2_		2			2					2_					1		1	1	1	1	1		1	1	2_		1	1

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dleft/g/h/B - X/l/jk/l - X/m/nicip/q/r - X/s/t - X/u/v/w - X/x/y - X/z/ Overlap formulae used. * small basc; ** very small base (under 30) ineligible for sig testing

renamed by Yonder

Table 71

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?

Base: All respondents dissatisfied with the overall service provided by the Broadband provider.

| The content of the

Proportions/Means: Columns Tested (5% risk level) - Xlafb - X/c/dleffigh/B - X/ljk/l - Xlminlolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Table 72

QB4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?

Base: All respondents dissatisfied with the overall service provided by the TV provider.

					PayTy				PayTybu	
	Total Ob	NET STEE	er er	66	Sky	Tah/Tak Kil	Virgin Media	Other providers	Yes	No col
Unweighted base	49	-	7	2	32	10	18		10	17
Weighted base	40*	8"	6"	-	39-	9"	197	-	44"	207
Effective State	50	7		2	23		17		40	12
Too expensive not good value for money	39 59%	2 38%	42%		25 71%	2 32%	10 52%		27 60%	12 58%
Poor TV reception	100		10%			100			34	2%
You many repeate law quality programming? too many distinctural poor satection of channels? not enough new content	15 22%	269	27%	67%	19%	ach.	6 27%		12 27%	19%
Service I take from them is poor! bad connection! doesn't work come of the time! unveilable	10 16%	3 50%	2 50%	495	11%	2 38%	2 10%		20%	2 8%
Poor outsiner service/ unheight	\$ ₁				2%	10%	5 26%		5 11%	1 5%
The equipment/service is poor / outdated / not fit for purpose	3 5%	76	in.		166	10%	1m		25	
Speed int as advertised slow	2 2%	9%	10%				100		1 2%	2%
Price teeps increasing	10				7 19%		3 16%		6 16%	2 17%
General negative comments	£	25%	27%		2 5%	10%			34	11%
I do not have access to channels that I want										
I want to leave / cancerthe sandos / move to a different sandos / provider	S RNA	-		67%	1676	8%			200	456
They offer poor deals/ I have seen better deals elsewhere	100				1%		in.		36	
Problems left unresolved takes a long time to fix	24				2%		100		36	
I have to pay for cometting I don't use	8 12%				2 5%	8%	8 28%		7 19%	1.0
Overseas call centre	1 2%						100		1 2%	
For the money I'm paying I don't get a lot of TV channels	2 6%				20%		1 6%		2%	200
They do not value logalty	5 7%				5 12%				\$1	1 2%
Other	4 2%				2 7%		2 20		2 4%	2 12%

Proportions/Means: Columns Tested (5% risk level) - X/lla/h/b/c/id/e - X/tl/g
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

	Page 76
Customer Satisfaction Tracker 2024	
ONLINE Fieldwork: 18th - 28th November 2024	
O. You said surfair you wan disastified with the viewal survice from your gay? If provider, Mity do you say that? Base All managed disastified in this the best and the survival survice arrived by the Your young and you want you have the your young and you would not be You you want you.	
Data: An inspondental distallating with the control of your first provider	

		- Caro					Ann					No.	00				Social Social	is Group			Impacting	Simbling		Financial Victoriality		Ubasi	best	Security	
	You	Main	Female	16-24	25-34	26-44	45-54	55-64	45-74	75+	England	Scotland	Wales.	Northern Ireland	All tes	C1	CI	06	ARC1	CHOE	Yes	No.	Must vulnerable	Potential y vulnerable	Least winerable	Uthan	Real	Yes	No.
Unweighted base		37	31	2	13	15	7	19	7		61			- 1	19	22	18	16	26	33	26	41	11	25	23		12	17	49
Weighted base	46*	36**	29-	2"	167	54"	10-	12***	5-	6**	54"	3"	2**	4***	14"	26"	14"	11-	2977	25-	27	38**	87	32-	24"	617	167	16"	42*
Effective State	90	28	21	2	11	12		11	4	6	45	2	1	2		18	16	11	27	25	19	30		26	16	43		12	26
You expensive not good value for money	28 58%	25 88%	14 52%		68%	10 78%	65%	27%	4 82%	55%	33 58%	200	100%	20%	47%	16 62%	55%	27%	23 58%	16 62%	16 58%	22 61%	án.	18	14 58%	34 68%X	35%	85	29 62%
Poor TV reception	1 2%	1%	1 2%			2%			9%	2%	25						1 4%	es.		5%	26	1 2%		1		25		1 6%	1%
You many repeate law quality programming/ too many daments poor selection of channels/ not enough new content	15 22%	19%	27%		29%	12%	27%	2 27%	20%	1 26%	15 28%	56%			5 40%	18%	17%	3 26%	10 26%	22%	28%	275	en.	45	27%	13 29%	17%	5 20%	20%
Service I take from them is poor! bed connection! doesn't work some of the time! unreliable	12 16%	5 16%	5 19%	2 100%	10%	17%		4 30%	9%	11%	12 17%			17%	12%	2 8%	28%	3 22%	4 10%	25%	10%	19%	12%	19%	12%	18%	9%	20%	7 16%
Poor outtoner service/ unheight	4 Ph	200	3 12%			29%	17%				4n.	12%	100%			1	18%	2 26%	2%	5 19%		10%	10%	3 12%	2 8%	4s	12%	11%	fra.
The equipment/service is poor / outdated / not fit for purpose	3 5%	2 5%	200		17%			en.			200			20%	12%			19%	2 4%	2 7%	24	2 9%		100		2 7%		25	266
Speed last as advertised slow	2 2%		2 6%		7%				9%		196			20%	9%		2%		2%	2%	2%	2%		2 5%		2 2%		2%	2%
Price keeps increasing	10 19%	12%	19%		5 32%	in.	22%	2%	27%		12%	22%		2 56%	28%	16%	266	17%	7 19%	3 12%	2 9%	276	24	46	45	12%	27%	17%	17%
General negative comments	46		2 7%		17%	904		5%			3 5%			3%		11%		in.	200	2%	200	2%		10%	2%	200	an.	100	200
I do not have access to channels that I want																													
I want to leave / cancel the service / move to a different service / provider	5 8%	5 16%	1%			19%		ln.	22%	22%	5 12%				19%	200	7%	2%	4 10%	5%	45	2 5%		1%	5 22%	å.		is.	5 11%
They offer poor dealer I have seen better deals elsewhere	1 2%	34	1%					2%		12%	2%				25		7%		1%	26	1	196	12%	2%	1%	2%	2%		2%
Problems left unresolved takes a long time to fix	1 2%	24				1		7%			2%					2%	16		24	1 2%	100	25			100	2%			2%
I have to pay for comething I don't use	12%	10%	3 12%			2 16%	20%	10%	8%	17%	11%		100%			in.	3 20%	4 32%	1 2%	25%	11%		2 22%	27%	5%	19%		2 16%	5 10%
Overseas call centre	1 2%		100		7%									20%	1				1 2%			2%		1.		25			2%
For the money fin paying I don't get a lot of TV channels	2 etix	200					216			17%	2 9%					17%			276		10%			200		2%	219%		2 6%
They do not value logalty	5 7%	5 13%			23%				20%		5 8%						20%	176		18%	200	2 76		2 9%	2 7%	5			5 10%
Other	4.	4.					2	2			2		2			2		2.	2	2	2	2		2	2	2	2.	4.	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/riftg/h/B - X/h/jk/l - X/m/n/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

		Total	er m	22	Pluser	Sky (8)	Tantak Maria	Virgin Media	Vodatore (n)	Other providers	Ves (%)	No.
Unweighted base		1666	321	102	101	291	199	252	109		1210	234
Weighted base		1666	262	30"	40"	207	120	267	100	124"	1261	202
Effective State		1071	262		10	238	164	230	29		908	165
Sideway Staty	(10)	229 1716af	27 275000	4 12%	4 12%	21 1894	15 11%	28 17%	15 15%	23 18%	203 16%	35 18%
	(8)	179 12%	37 10%	201/204	8 20'00ed	26 9%	19 16%	26 16%	76 17%d	19 15%	191 13%	17 8%
	(8)	22%g	2000	26%g	25%g	103 27%g	28 21%	56 22%g	19 20%	10%	270 22%	28%
	(7)	19%	55 19%	10%	Ž4	48 12%	24 18%	29 19%	76 17%	26 20%	194 16%	27 13%
	(4)	117 8%	26 7%	2 6%	2 6%	25 7%	11%	22 9%	25	17 16%	101 8%	16
	(8)	219 15%a	28 11%	56%	11%	64 17%	18	43 17%	19 19%a	25 20%	16%	24 17%
	(4)	2%	25	eng.	2%	19	Phys Street	10	1%		29 25	4 25
	(2)	32 2%	11 2%		100	5 7%	2%	25	2%	24	30 2%	276
	(2)	1%	7 2%	1%	294	2 1%	3 294	1	1%		16	
	(1)	19				5%	2 No.	2 Tha	:		10	:
Completely unlikely	(2)	42 25a	13	1 2%e	1 2%	11 2%	14	11 dhe	25	14	24 2%	1.
NET: Promoters	(9-12)	29%	114 32%	12 32%	15 32%	106 27%	34 25%	64 29%	21 32%	42 36%	364 28%	52 28%
NET: Passives	(7-8)	546 38%	141 39%	15 40%	19 42%	162 39%	52 38%	96 37%	26 27%	37 30%	463 37%	83 41%
NET: Detractors	(2-6)	481 33%	104 29%	29%	11 25%	129 32%	20%	99 28%ac	30 31%	27%	414 33%	67 32%
NPS		-64 -6%	21g	2%	4 Phas	45	195	-06 -16%	14	4.	-60 -6%	-15 -7%
Negative NPS		66 dNabos	4.00	-1	45	24 Khabos	15 1153000g	35 1Fh/secke	45	4 250s	50 4%	15 7%
Mean		7.101	738	7.23	7.001	7.11	6.99	6.76	7.22	7.28	7.10	7.12
Standard deviation		2.34	2.44	2.26	2.16	2.97	2.13	2.66	2.32	1.89	2.34	2.33
Standard error		0.06	0.14	0.22	0.21	0.14	0.15	0.16	0.31	0.36	0.07	0.15

Proportions/Means: Columns Tested (5% risk level) - X/a/b/c/d/e/f/s/g - X/h/ii
Overlap formulae used. * small base

| Color | Colo

	(4)	45	22	26	4	1	4	13 9744	10	etia	4	26	4	2	2		17	5	15	25	20 25o	14	31	12	23	15	37		12
			**	***	2700				**	****	***					***	***				200	**	***	***		**			
	(2)	32 2NI	11	25		2%	1%	26	2%	2%	2%	25	2%	2%		7%	2%	25	45m	2%	26	2%	12	2%	2%	25	25	1%	4%
	(2)	16	2				5	4	3		1	12		1	1	4	2		7	4	10	4	10	1		4	12	4	7
		1%	1%	1%			250	298	1%		7%	7%	2%	1%	2%	7%		1%	2%	7%	1%	1%	1%		1%	1%	1%	1%	2%
	(1)	10	5 1%	5 1%	116	116	2 7%	21%	2 1%		2 7%	9 7%		14.		TN.	1	256	256	4 7%	6 7%	5 1%		5 2%	1%	2	26	2	2 1%
Completely unlikely	(0)	42 294	22 2%	20 2%	25	21%	4 25	25	10 4%	2%	a 2N	26	1,4	2%		E 2N	16 476	25	25	24 2%	18 2%	21 5108	18 2%	15 6106	19 2%	17 2%	29 2%	13	10 2%
NET: Promoters	(9-12)	417 29%	207 28%	208 30%	28 22%	41 27%	20%	60 20%	62 26%	63 28%	101 6250696gs	222 28%	38 33%	26 36%	20 35%	98 27%	126 28%	66 30%	99 28%	224 29%	193 29%	133 29%	264 32%	67 25%	223 30%	161 29%	221 29%	85 29%	107 21%
NET: Passives	(2-8)	566 2858	297 42%	269	26 37%	72 69105/84	96 4258	91 30%	102 39%	85 38%	72 30%	497 38%	28 22%	21 62%	19 33%	120 38%	175 38%	124 39%	128 39%	295 38%	251 37%	158	258 41906	92 39%	295	219 42%	443 39%	123 35%	121 36%
NET: Detractors	(2-6)	481 23%dv	241 32%	240 36%	21 26%	37 26%	74 32%	97 39%4	99 38764	76 36%	68 28%	405 38%	29 36%	18 24%	19 32%	97 37%	194 38%	97 37%	192 37%	291 32%	230 36%	168 37%	265 29%	105 42105w	228 21%	172 37%	371 32%	110 37%	121 36%
NPS		44	-93 -8%	-02 -6%	200	4 2%s	-15 -2%	-36 -13%	-97	-13 -4%	33 13hoan	-12 -4%	1.	10%	2 2Nj	1	4%	4.	40	-07 -6%	47	45	11 1%	-16%	4	-11 -2%	-01 -0%	-25 -8%	-14 -4%
Negative NPS		64 Challemanus	22	32 5%	2 2%	4	15 Phd	56 127004498	27 15700468	12	-93 -12%	72 69090	196	-8	-2	-1	28 Elimon	4 75m	23 9500000	27 etim	27 Elicon	N FNS	-11	28 16305ew	6 1%	11 25	29	25 8534	16
Mean		7.10m	7.13	7.00	7.10	7.40%	7.07	6.85	6.82	7.10	7.699	7.04	7.20	7.41	7.47	7.27	7.06	7.20	692	7.16	7.05	6.87	7.32%	6.72	7.794	7.18u	7.13	7.00	7.09
Standard deviation		236	2.27	2.61	2.34	1.98	2.32	2.38	2.40	2.27	248	2.16	2.27	239	2.05	2.27	2.35	2.31	241	2.92	2.37	2.98	2.22	266	2.27	2.32	231	2.67	2.66
Standard error		0.00	0.08	0.09	0.26	0.16	0.16	0.17	0.19	0.13	0.18	0.07	0.20	0.28	0.27	0.14	0.11	0.13	0.12	0.09	0.09	0.12	10.0	0.16	0.08	0.10	10.0	0.14	0.10

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/die/flight/B - X/tijkril - X/m/n/oipiq/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlag formulae used. * small base

YONDER

Prepared by Yonder

		_					Main					Mode by	de		Missile service package Missiliv	
		Total 00	66 60	getgaer (b)	02	Tesco Mistrile	Three	Vodafone	Sky	Lebera (B	Other providers	Yes (N)	No.	Prepay/payas you go (IN)	contract SMI	Dantknow
Unweighted base		2481	497	161	489	214	192	258	235	139	294	434	2047	296	2075	10
Weighted base		2481	523	169	464	194	283	362	127	102	279	304	2176	297	2073	11-
Effective State		1900	384	134	410	172	163	205	167	119	268	219	1606	296	1998	7
Extremely Skely	(12)	521 21%ca	19%	51 30%/Secon	19%	53 27%/Growth	37 13%	82 22%ce	21 17%	36 37%/Googn	76 27105aon	19%	881 21%	81 20%	462 21%	
	(9)	17%	18%	20% 20%	15%	44 22Neg	50 18%	53 19%	21 16%	18 20%	47 17%	54 18%	373 17%	58 19%	367 18%	
	(8)	585 26%	123 23%	22 19%	115 29%	43 22%	27%	85 22%	25% 25%	16 18%	63 22%	22%	516 265	81 20%	504 28%	
	(7)	396 16%	92 19%	26 16%	10°N	28 19%	165	56 19%	27 21%(q	16 19%	37 13%	52 17%	363 16%	72 18%	398 19%	10%
		219	58 1194	ž.,	9%	10 5% 12	34 1264	26 2%	12 10%		23 8%	32 11%	186	38 12%	175 8%	es.
	(%)	182 71st	42 957	10 6%	994	12 6%	76	20 894	7M	25	20 7%	100	163 7%	39 12%	162 7%	10%
	(4)	2%	2%	54	rios;	in.	24	2%	14	14	76	54	46 2% 23	2%	41 2%	19%
	(2)	28 15m 24	5.	Th.	2%		14	76	14	14	7%	24	23 1%		28 1%	
	(1)	76	34	žη	76		76	žnį				2920	196	7%	7%	
	10	1%	96	1%			1%		1%	1%	1%	96	1%		1%	6%
Completely unlikely	(2)	2%	75	2	2%	2 1%	25	8 2%			4 2%	4.75	34 2%	10 2%	28	
NET: Promoters	(9-12)	947 28%ca	193 37%c	85 SON/Acregit	133 29%	67 50 N/Georgia	86 31%	196 37%s	42 33%	S2 SPNJOscognj	123 64100an	113 37%	834 38%	162 36%	807 39%	
NET: Passives	(7-8)	980 39%	205 29%	56 33%	197 42164	21 27%	121 63%	160 39%	681000)	30 33%	100 36%	121	859 29%	154 39%	804 60%	19%
NET: Detractors	(2-4)	554 22 %dh	125 28%et	28 16%	124 2710848	26 12%	75 27%adf	86 24Ndf	20	10%	54 20%	72 28%	483 22%	103 20%	462 21%	86%
NPS		282 16 Novem	68 125ce	S7 36 Ni Nacagh	9 2%	21 27NXsceptj	11	50 14Nos	10 12%ce	63 6875006cegNj	59 25 Name of the	13%	361 16%	27 9%	365 18100n	46
Negative NPS		-983 -18%	-68 -13%	-67 -04%	26	dPh.	-11 -4%	-60 -16%	-19 -12%	-63 -60%	49 29%	-41 -12%	-961 -98%	4%	-985 -19%	86%
Man. Standard deviation		7.66ce 2.07	7.65c 2.01	8.090kegh 2.01	7.91	8310koeg8 124	735 276	7.57	7.66	8.460scegtij 1.69	7.95%a 2.01	7.60	7.69	7.68	7.79X 2.04	147
Standard deviation Standard error		0.04	0.09	2.01	2.13 0.10	0.12	216	2.27 0.14	1.85	0.14	2.01 0.12	2.10	2.07	2.21 0.11	2.06	1.47 0.47

Proportions/Means: Columns Tested (5% risk level) - X/alb/c/d/e/g/h/fij - X/kil - X/m/n/c

Customer Satisfaction Tracker 2024
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th Sovermer 2025
ONLINE Fedium on 1 this . 20th

		_	Gender									Mon						Section Sections	Dave .			Impacting for	nating		Francis Watership		Utes®		Annathr	
		Total	Maio	Female	16-26	25:34	26-64	45-54	55-64	65-76	75+	England	Sootand	Water	Northern Intend	All	cr cr	ca	DE	ARC1	C206	Yes	No.	Most vulnerable	Potential Valverable	Lead vulnerable	Utan	Russi	Yes	No.
Unweighted base		160	1185	7788	100	451	200	222	294	431	212	2063	190	116		534	201	517	678	1994	1165	721	1606	441	1997	201	100	est .	614	1795
Weighted base		2681	1199	1277	310	403	299	408	204	307	209	2099	178	129	106*	628	No	504	585	1388	1091	790	1921	459	1187	1002	2213	468	611	1797
Effective State		1900	907	987	240	361	289	263	213	338	165	1982	149	102	70	405	500	430	486	994	919	600	1981	269	997	716	1963	229	484	1300
Extremely State	(10)	521 275acd	223 19%	298 22930	47	66	77	91 22%s	29 27%	27 25%00d	86 27500.646	422 20%	44	28	16	113	165 22%	107	137 225m	277	264	176	324 21%	80	292	203	418	103	166	361
		426	207	218	42	66	67	74	26	61	81	363	22	9	22	123	124	29	101	267	179	123	277	83	291	161	366	82	14	211
		17%	17% 279	17%	16%	16%	16%	18%	22%	20%	19%	18%	19%	19%	21%	20%	16%	19%	17%	19%	16%	170	18%	18%	1990	16%	17%	17%	169	18%
	(8)	20%	22%	26% 26%	22%	26%	265	22%	22%	267	22%	26%	18%	20%	22 2114	20%	22%	22%	21%	25%	22%	22%	25%	23%	22%	267	22%	25%	132 22%	20%
	(2)	294 19760v	184 19%	200 10%	43 20%88	75 1810/8	66 1758	72 18768	64 1938	28 1258	16	325	25	19	16	90 15%	101	102 22%Xma	54	199	199	128	228	82 18%	185	167	237 17109	58 12%	111	259
	(8)	219	114	103		26	29	21	28	22	20	182	16	12		40	92	43	41	135	84	21	123	- 49	100	62	168	60	44	199
		992	10%	86	nshinetyn	8%	10%	5%	2%	7%	1196	9%	9%	8%	9%	7%	12100spqr	25	7%	10%m	8%	9%	8%	11%	8%	9%	8%	11%	76	9%
	(3)	182 7%c	25	7%	7%	20	20	200	5%	22	6%	7%	9%	8%	24	7%	7%	21	9%	7%	85	15	6%	34	70%	7%	7%	25 7%	75	132
	(4)	200 200	27	21	11	14 21088	5 15	11	7 730		2	42	2 200	5 1%		10	11	5 50	15	29	21	10	24	2 1%	26	16	45	5	12	36
	(2)	28	13	16.	4	4	6,	1.	4	3_		24	8.	1		7.	1.	4.	4.	16	12	7	17	4.	14	12	24	6.	4.	17
	ra co	21	176	116	1%	4	7%	2%	4	1		19	25	1%		**	*	4	- 100	16	- 15	- 15	15	1%	15	- 1	15.	**		15
		1%	1%	1%	1%	1%	TN	1%	2%	1%		1%	2%	1%	1%	7%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
	(2)	16	54			2 1%	2	27%	4.	1	21%	14				4	2	4.	1%		16	2	10	2		100		57%	2	12
Completely unlikely	(2)	28 230	26 2500	12	2 1%	25	6 7%	2	? 25	8 216	7 2%	26 1%	256	******	\$	75	14 2%	11 25	1,0	22 2%	17 2%	14 2%	22 1%	100	14	16 2%	21 2%	2 2%	1,0	25 1%
NET: Promoters	(9-12)	947 287kod	400 20%	516 62530	20	132 22%	133 32%	165 67 hot	165 627kpd	138 65%(000	135 50%Nodes	785	47 28%	57 61%	28 26%	236 38%	288	185	237	524 28%	423 29%	299 28%	601 39%	163 20%	481 41556w	264	762	185	244 62%	963
NET: Passives	(2-4)	992	423 40%	505 60%	123	173	171	101	154	112	N 205	817 62%	47 28%	47 38%	60 60%	298	283 37%	218	219 27%	561 29%	437	304 20%	607 60%	190	459 28%	417 42%	807 62%	173 27%	242	884
NET: Detractors	(9-6)		294 25700	256 20%	88 2010/6ya	99 26%	94 265	81 22%	77 22%	67 18%	58 22%	457 22%	44	26 20%	19	194 27%	100	103 20%	128	323 22%	231 21%	177	214 21%	127 23%	268	221 22%	444 22%	112 26%	125	200
NPS		292	120	290	1	22	40	86	29	82	29	228	23	22	20	100	94 135	82 185	109	201	191	121	287	56	203	164	218	24	118	273
Negative NPS		197kacdenu -290	11%	20%30a -290		49	10%	2010/00/	22100.cm	27%Xdag -82	28%XX.dag -29	10%	12%	-11	19%	1976	12%	41	1976nq	-911	18100	-121	19100	12%	20%Nw	16%	-218	-74	1953	-00
		-16%	-11%	-20%		4%	-10%	-00%	42%	-27%	-28%	-16%	-13%	-16%	-19%	-16%	-12%	-16%	-19%	-04%	-18%	-16%	-19%	-12%	-20%	-16%	-10%	-18%	-19%	-10%
Mean		7.68acc	7.60	7.8300	7.60	7.65	7.61	7.764	7.70	7.6004	8.00044	7.69	2.41	7.60	7.70	7.66	7.66	7.64	2.74	7.66	7.70	7.68	2.76	7.69	7.7400	7.66	7.62	221	7.74	7.69
Standard deviation		2.07	2.16	187	1.89	212	1.99	2.00	2.15	2.11	2.19	204	2.12	2.65	2.12	2.04	2.10	2.10	2.00	207	208	2.10	2.06	203	201	2.07	2.00	211	2.09	2.00

Proportions/Means: Columns Tested (5% risk level) - Xla'b - X/c/dierfigitv/B - X/lijfix/l - X/minloipiq/r - X/sit - X/ulv/w - X/xiy - X/z/A
Overtap formulae used. * small base

						Streethe	od.				Browthand	tunde
		Total 00	60	66	Pluser	Sky	TalkTalk (e)	Virgin Media	Vodatone (N)	Other providers	Yes	No.
Unweighted base		2126	358	179	138	435	232	434	172	177	1909	616
Weighted base		2126	499	96	84	465	170	461	108	262	1663	662
Effective State		1598	285	136	110	322	194	391	141	167	1163	660
Edwardy Staty	(12)	366 16164	91 18/44	10%	18 22 Novi	76 1794	21 13%	47 10%	17	67 267000004s	203 16%	113 17%
	(9)	316 1976d	76 19%	20 21 Not	12	51 11%	26 19%	73 18%	19 1954	38 19%	291 16%	85 12%
	(11)	503 26%g	126 25%g	26 27%g	22 28%g	127 2810g	34 20%	108 27hg	25 23%g	27 19%	360 23%	163 29%
	(7)	378 18%	92 18%	20 21%	15%	77 17%	35 21%	79 17%	22 20%	40 19%	263 17%	135 22%
	(8)	178 8%	20 8%	816	12%	41 9%	12	10%a	5 5%	25 10%	127	81 8%
	(5)	9%	44 9%	7%	5 8%	27 8%	18 10%	54 125X	7%	22	128 9%	54 8%
	(4)	70 2%	12 2%	1%	1%	19	Ship	17 4%	2%	25	51 2%	20 2%
	(2)	25	15 2%	1%		11 2%	4 2%	10 2%	2%	1,4	26 25	10 2%
	(2)	1%	:	- :	2 2%	2 1%	4 2%a	2100a	1%	5 2%	1%	10 2%
	(1)	1%	;	1%	1%	27%	2%	3 Th	1	14	11	2
Completely unlikely	(2)	50 2%	12 2%	2%	1%	11 2%	5 2%	12 2%	2%	25	26 25	16 2%
NET: Promoters	(9-12)	983 31%f	167 3897	29 31%	20 2010	127 28%	47 28%	120 28%	36 33%	104 621000er	464 32%	198 30%
NET: Passives.	(7-8)	611 6116gh	216 425g	66 68%g 20	26 671g	204 45%g 123	69 61%	196 60%g 155	67 66%g 25	27 20%	60% 60%	298 49% 198
	(24)	27%	114 225	21%	21%	27%	31%abc	38105004	23%	28%	28%	29%
NPS		82 ehidet	51 12%X8ef	10 10%30#	13 161080	1,4	4.	-05 -0%	11 10%XXIII	36 16/500e	2%	33 5%
Negative NPS		-82 -8%	-61 -12%	-10 -10%	-13 -16%	-1%	ena .	25 Phoonig	-11 -10%	-56%	-0%	-93
Mean		7.30vf 2.24	7.47wf	7.69d	7.7csd	7321	638	6.98 2.27	7.30	7.52ef	7.28	735
Standard deviation Standard error		0.05	2.18 0.12	1.87	1.98	218	236	9.11	2.30	2.38	2.26	2.20

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

Customer Satisfaction Tracker 2024

ONLINE Fidderson: 18th - 29th Revember 2024

		_	Genter					Age					Neton					Secret Francis (Group			Impacting limit conditions	ing		Control Manager Street		Litter St.		- Sanatha	
														Wales	Northern Iteland									Must vulnerable	Potential y vulnerable	Least vulnerable				
	-	7 diam (00	(a)	(b)	10-24	25-34	35-64	(D)	10	8574	75+	ingano .	School Section 1	Wilder.	1001G	00	60	80	DE .	ABC1	40	00	No.	- FO	- N	OC .	Olsan Ol	NG 20	(2)	NO.
Unweighted base		2126	1047	1072	172	373	328	282	362	429	199	1729	164	116	**	626	676	470	552	1101	1892	660	1330	172	1073	830	1726	209	518	1929
Weighted base		2125	1058	1062	176	338	355	361	358	288	249	1736	168	118*	103*	501	665	665	613	1166	958	664	1327	376	1035	881	1717	408	506	1916
Effective State Extremely			763	193	123	50	41	227	285	301	193	1308	197	22	27	211	100	20	420	134	123	100	225	294	182	110	1310	289	421	1130
likely		366 16%a	16%	19109	16%	19%	17%	18%	13%	17%	20%	10%	18%	20%	20%	16%	16%	17%	18%	19%	18%	16%	17%	17%	18%	15%	16%	17%	19%	10%
	(9)	316 1916	19%	163	24 14%	39 12%	12%	13%	167	17%	90 20%/00/46g	265 19%	9%	15	20 20%	90 18%o	91 16%	53 12%	16%	181	196	165	208 18%	12%	1798	190	19%	16%	17%	223 19%
	(6)	503 24%c	263 25%	242 22%	24 16%	128 32%Norfall	85 26%s	78 22%	85 20%	73 25%c	50 20%	415	43 25%	26 225	200	126 25%	158 26%	97 22%	123 26%	286	218 22%	163 25%	213 28%	80 21%	289 2850X	196 22%	403 22%	100 25%	109 21%	265
	(2)	379	179	197	39	60	73	72	64	40	30	312	32	16	19	44	123	91	76	212	166	116	266	67	164	184	304	74	84	292
	(4)	181khlipv	17%	19%	221WB	18%	211/18	20%B	18%	16%	12%	18%	19%	12%	19%	18%	18%	21%pr	19%	18%	17%p	17%	19%	18%	16%	21106v	18%	18%	17%	19%
		8%4	9%	8%	1910kontynik	5%	8%	9%	7%	7%	7%	9%	4%	9%	en.	7%	10%	8%	8%	9%	25	7%	9%	12105ew	7%	8%	8%	9%	7%	9%
	(9)	194 95v	100	96	13 7%	29 9%	34 10%	29 8%	42 11%	30 10%	10	161	26 15706	in in	7 7%	40 8%	43 9%	42	49 10%	100	91 9%	50 9%	107	30 8%	79	79	158	26 9%	46	127
	(4)	70	33	22	9 510	13	7	18	15	7_	2	10	3	4.	2	17	21	11	21	28	32	30	28	16	28	28	63	1	21	46
	(3)	66	27	20	-			7	1	1	11	22	2		4	10	10	12	16	21	28	15	27		20	20		7	16	20
		2%	3%	2%	4%	2%	1%	2%	2%	2%	- 6	2%	1%	7109	4%	2%	2%	3%	2%	2%	3%	25	2%	2%	2%	2%	2%	2%	2%	2%
	(2)	192	2%	13		1%	1%	1%	25	1%	25	2%	1%			2%	1%	2%	1%	1%	19	25	1%	1%	1%	2%	1%	1%		21900
	(1)	16	100	n Th		2	4 7%	25	3 7%	2 1%	1	15	27%		2	4 7%	4	2	56	1%	4 7%	100		5 7%	5	8 1%	13 1%	2	4.1%	10 1%
Completely	(0)	50	25	24	2	1.	6.	1.	10	10	5	41	5	4	1.	1.	10.	15	1.	27	23	22	25	10	24	23	37	19	11	26
NET: Promoters	(9-10)	663	216	345	49	89	194	110	106		109	538	45	28	41	199	197	191	176	205	304	198	433	111	360	263	536	127	182	459
NET: Passives	(7-8)	31%d	90%	32%	28%	28%	29%	30% 160	29%	36%d 116	eriosaetys 80	31%	27%	22%	40% 29	32%	30%	29%	36%	20%	32% 286	279	32% 558	30%	35%W	30%	21%	31% 174	38538	30%
		41108	42%	41%	36%	SONNER	44%	42%	42%8	29%	32%	62%	46%	39%	37%	43%	42%	42%	39%	43%	42%	42%	42%	39%	62%	60%	41%	43%	38%	67%
NET: Detractors	(2-6)	591 2710v	200 28%	290 28%	64 36100anii	26%	94 26%	28%	104 29%	27%	2676	470 27%	29%	39 32%	23 22%	127 29%	187 28%	127 28%	160 27%	215 27%	264 28%	28%	335 35%	118 31%v	282 23%	238 27%	474 28%	127 29%	132 28%	27%
NPS		R2 Chaosinosu	16	45 8509	-15	254	10 27sa	25	1	21 750046	48 1950santa	40	4 2%		18 18700A	21 6705000	1.	45	26 Philosop	41 27600	42 Ches	11 25	16 7500	-7	118 1198av	26 25u	42	20 5%	49 1050A	12 25
Negative NPS		42	-14	-46	16	4	-10	-4	-4	41	-48	-68	4		-98	-91	-0	-4	-24	-41	-62	-11	-98	7	-118	-24	-62	-20	-49	-62
Mann		710	-1%	716	Shorts 210	2%	2%	796	7.15	-7%	-19% 7.58	-6%	2%	7.16	-18% 7.66	-4%	7.95	-1%	-7%	2%	-6% 7.95	715	7429	2%	-11% 7.51%w	216	-2%	-5%	-10%	79
Standard deviation		2.24	234	2.26	201	2.19	2.13	227	2.31	2.37	2.92	2.23	231	2.47	2.01	2.19	2.22	239	221	2.21	239	2.41	2.15	234	2.18	2.28	2.24	226	2.24	236

Proportions/Means: Columns Tested (5% risk level) - Xla'b - X/c/dierfigitv/B - X/lijfix/l - X/minloipiq/r - X/sit - X/ulv/w - X/xiy - X/z/A
Overtap formulae used. * small base

Customer Satisfaction Tracker 2024

NUMBER TRACKER 2024

WHITE SATISFACE AND ADMINISTRATION OF THE SAT

Table 50
QN4. Sased on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?
Base: All TV respondents

						PayTV				Pay TV bus	
		Total Oti	NET STEE	ST CHI	66	Sky	TalkTalk (C)	Virgin Media	Other providers	Yes	No col
Unweighted base		1276	188	120	44	690	102	268	and the same of th	814	662
Weighted base		1276	113	87	22"	761	eir	266	M*	758	518
Effective State		939	168	102	55	461	91	240	62	617	395
Extremely Skely	(10)	199 16%	25 22%04	20 23%/kpd	4 17%	122 19%	5	21 12%	17	123 16%	27 15%
	(9)	159 12%	13 11%	E.,	S 20 No.	90 12%	196	41 19%	1.	87 11%	72 16%
	(8)	307 26%	35 3750ss	28 32%No.d	25%	191 25%	100	54 20%	79 21%	187 26%X	109 21%
	(7)	262	18 18%	14 17%	45	195 18%	13 28530a	63 285X	1976	169 20%	93 18%
	(6)	120 9%f	100	6 7%	3 12%	29 12%	5 10%	17	11%	10 105	61 1216
	(8)	132 10%f		6 7%	200	72 9%	5m.	34 13%	16 16%	**	64 12%
	(4)	40 2%	2 2%	1	1 2%	25 2%	2 Tria	2%	2 2%	23 3%	17 2%
	(2)	29 2%	:		1%	22 2%	100	5 2%	1,0	17 2%	12 2%
	(2)	1%				12 2%		2 7%	2 4%	11	1%
	(1)	8 7%	100	1 This			2000	6 2009		756	
Completely unlikely	(2)	29 2%	25	255		14 2%		5 2%	1,6	16 2%	7 1%
NET: Promoters	(9-12)	358 28%	38 32%	28 32%	10 37%	211 28%	11 24%	72 27%	25 29%	210 28%	169 29%
NET: Passives	(74)	549 42%	53 47%	E .	11 47%	206 42%	22 69%	116 66%	32 36%	305 805X	203 29%
NET: Detractors	(9-4)	269 29%af	22 20%	17 19%	4 22%	294 297sia	15 20%	27 29%	31 35%ia	202 27%	167 32%
NPS		-10 -1%	15 16%/bade	11 12%/bde	4 19%s	-13 -2%	46	4.	5.	1.	-19 -6%
Negative NPS		10 116M	-15 -16%	-11 -13%	-4 -19%	13 2100m	3 89304	4 290	6 750004	4	19
Mean		7.24	7.7300 od	7.71964	7.7964	726	2.01	7.07	7.98	7.26	7.22
Standard deviation		2.16	2.00	2.09	1.68	2.15	283	2.24	2.25	2.22	2.07

roportions/Means: Columns Tested (5% risk level) - X/l/a/h/b/c/d/e - X/l/

Table 81

CALL State on your overall supervinces of CTVP as your pay TV provider, how likely would you be to recommend them to a blend or family member as a pay TV provider?

Base: All TV respondents

		_	Geoder					Age					-					Social Economic Co.	long			Impacting/limit	ng .		Francis Managerity		Utanika	~	Security	
		Yessi 00	Marie (N)	Female	16-04	25-34	26-44	45-54	55-64	65-74	75-	England	Sections	Water	Nothern Iteland	AR DE	C1	ca la	06 (8)	ARC1	CIDE	Yes	No.	Most valverable	valuedate valuedate	Lead vulnerable	Ulban 60	Real	Yes CO	No.
Utweighted base		1276	665	626	126	238	206	170	209	224	123	1054	107	60	55	902	269	291	313	621	604	266	811	258	629	503	1071	205	205	888
Weighted base		1276	668	622	128*	207	224	218	211	161	129*	1056	96"	66*	60"	368	362	272	294	709	566	377	811	293	610	535	1065	211	329	893
Effective State		199	471	456	82	174	160	194	163	171	79	794	77	49	27	218	271	226	235	485	461	272	599	201	460	366	794	146	262	652
Budy	(10)	16 Yangy	16%	12%	1676	19%	18%	167	30 36%	12%	20%	16%	20%	16%	12%	16%	10%	221664	19%	12/hin	19105iq	16%	16%	19%	16%	19%	1710ty	100	18%	19%
	(9)	159 1276ed	63 12%	95 1550a	15 12%	16	24	35 1954	27 13%	19 12%	23 18%4	129	7 7%	4	7 12%	16%	42 17%	29 11%	42 16%	12%	12%	46 12%	103	24 12%	26 12%	66 12%	129	31 19%	47 16%	104
	(8)	207 26%	154	152	27	50	53 34%	55	es 71%	26	28 22%	265	18	10	13	82 26%	84 225	63	29	165 22%	161	10	194 26%	61	160	117	264	43	78	218
	(7)		191	121	29	42	62	41	20.0	28	2011	193	22	20	1	61	2211	99	53	133	109	99	171	241	116	109	200	26	56	129
		19%4	19%	19%	32100-gnik	20%	19%	19%	17%	17%	11%	18%	26%	30%	12%	18%	20%	21%	18%	19%	19%	19%	211094	22%	19%	20%	19%	17%	12%	22%
	(6)	120 9%pcs	77 12100	7%	12	95	24 11%	22 12%	20 8%	10%	5%	99	25	****	12%	35 10%	43 12%pr	22 8%	7%	76 175c	41 2%	9%	76	28 11%	9%	10%	8%	34 16%/sk	24 7%	10%
	(6)	132 10%s	74	56	12	22	23	17	10	22	19	105	13	6	100	41	35	23	32 11%	76	56	49	68	26	41	61	108	21	24	86
	(4)		17	23	3		7	4	7	4	2	26	1		3	14	16	4	7	30	10	10	29		14	19	35	4		35
	(2)	3%	2%	4%	2%	- 5	3%	2%	3%	2%	3%	2%	1%		9%	4%	Ster	1%	2%	etic .	2%	2%	4%	2%	2%	4%	2%	2%	2%	- 6
		2 Noix	210	1%		25a		2%	Shotoen	1%	Short	2%	2%	7106	es.	1%	Stotmey	1%	2%	25m	7%	100	2%	1%	2%	3%	2%	5%a	3%	25
	(2)	1%	11 2%	7 1%		276	4 2%	5 25	4 2%	25		16	25			2 1%	4 25	2%	2 7%	1%	2%	5 1%	12	2 7%	25	4	13	4 25	5 2%	12
	(1)	1.	4.	4		1	1.	1	1	1	1	5.		2		2	3		2	4.	2	1.	5.	1.	5.	2	7	1	2,	
Consistent	g)	11	11							**		700								**					- 11	10			, ,	16
Congletely unlikely		2%	2%	2%		1%	2%		3%	esourie.	1%	2%		3%	15	1%	25	2%	2%	2%	2%	4506	1%	2%	2%	2%	2%	2%	2%	2%
NET: Promoters	(9-12)	28Nan	2676	32%39	28%	22%	29%	32%	28%	267	27%ah	29%	20%	29%	28%	30%n	22%	327kn	32%n	182 26%s	176 31166	26%	29%	28%	28%	28%	29%	269	32%	295
NET: Passives	(7-8)	509 62%	275 42%	273 46%	66 5216	101	95 42%	86	85 80%	66	42 22%	459	41	21 45%	22 28%	163 61%	155	118	192	298 62%	250 44%	149 39%	265 65%	115	274 49%	222 42%	470 44%	29 38%	136 41%	267 48%
NET: Detractors	(2-6)	289 281000	214 22109	169	26	52 78%	65	52 200	66 27%	58	28 20%	297	29	20	22	100	128 28750ar	65	25	229 22%(0)	160	129	212	22	163	165	298 27%	81 2850s	88	260
NPS		-10	-60	61		4	-1		4	-00	10	4	4	4	4	4	-60	23	13	-86	26	- 0	22	-6	10	-17	20	-00	19	-25
Neuron NPS		-1%	-8%	anax co	Pling	-65	:	25eq	-9%	-13%	7%deg -10		2%	-6%	-18%	1%	-16%	9105n	#100s	-2%	6100n	4%	3500	-2%	2%4	-3%	210X	-16%	610X	-0%
August at a		1 Notiline	9100	-8%	-2%	mone		-2%	2000	12%30a46j8	-2%	7	2%	Stock	16/108	-1%	16%Strappy	-8%	-6%	2%Noopr	4%	8500	-2%	2%	-2%	3199	-2%	1600	4%	3100
Mean		7.24ahnqey	7.04	7.690a	7.68h	7.2%	7.26n	7.976	7.08	6.77	7.41	7.28	7.27	4.92	6.92	7.38mq	6.84	2.47mg	7.36n	2.114	7.41Nq	6.96	7.36%	7.90	7.33	7.18	7.919g	6.90	7.36	7.21
Standard deviation		2.16	230	2.10	1.67	1.88	2.18	2.00	2.37	2.63	2.24	2.15	2.07	2.43	2.15	1.95	2.27	2.22	2.17	2.13	2.19	2.44	2.04	2.03	2.14	2.16	2.16	2.15	2.26	2.12

Proportions/Means: Columns Tested (5% risk level) - Xla'b - X/c/dierfigitv/B - X/lijfix/l - X/minloipiq/r - X/sit - X/ulv/w - X/xiy - X/z/A
Overtap formulae used. * small base

| 1916 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 | 1920 |

Table 63

QCI. Place lock at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services for each statement clease indicate how much you agree or disacree.

I try to keep up with technology

	Garder											Netion					Social Scoronic Gr	246			Impacting limit conditions	ng		ancial Valverability		Utanitus		Benefit	
	Total	Male	Fernatu 16-24 25-34 25-44 45-54 55-94						65-74	75+	England	Scotland	Wales	Northern Indand	All	C1	C2	DE DO	ARC1	csos	Yes	No.	Most vulnerable	valverable	Least vulnerable	Utan	Rural	Yes	No.
Unweighted base	2595	1238	1338	329	472	379	333	409	467	217	2137	210	197	161	560	804	562	467	1364	1219	804	1981	488	1279	977	2109	en	600	1903
Weighted base	2595	1247	1329	226	429	411	421	403	218	274	2162	190	161	110"	454	792	533	612	1638	1166	810	1979	485	1236	1033	2094	489	637	1909
Effective State	1996	960	1028	291	269	299	271	326	362	169	1652	158	104	73	427	619	449	511	1236	960	628	1208	391	971	761	1622	354	509	1977
Agree strongly	474 181kighlingray	292 22100	161	93 28539pil	118 28100ynii	90 22Ngtil	99 1610s	45 11%	32 12%	28 10%	382 18%	30 16%	21 19%	31 28%0(k	173 28100pgr	116	112 21%spr	75 12%	287 20%pr	187 1916	125 19%	213 2010sa	82 17%	218 18%	222 21106v	427 22%/kg	47 12%	130	328 18%
Agree slightly	1118 421igtiliprv	552 48%	561 62%	165 encops	208 estinges	197 SRingel	181 60%	164	194 28%	94 25%	902 63%	67 65%	59 62%	41 27%	214 68100pr	260 Miliopr	212 40%	231 38%	474 47105pr	863 39%	336 41%	710 45%	216 46%	42%	689 67106r	901 63%	217 68%	280 41%	794 46%
Neither agree nor disagree	545 21 Nacompte	293 19%	212 22109	54 19%	62 19%	70 17%	76 18%	96 20 look	87 27100.04f	121 21%Nobelyn	454 21%	45 26%	28 20%	18 17%	105 18%	164 21%mq	122 23%m	154 25%8nq	269 19%	274 26%Xmg	183 23%	307 19%	108 22%	268 225w	187	427 22%	118 26%	133 21%	373 21%
Disagree slightly	286 11%acdmax	103 8%	160	18	25 6%	28 9%	46 11 Not	73 18%Xidef	50 1910000	26 125cd	236 11%	17	21 19%	12	48 7%	94 12%/mg	58 11%	M Military	142 10%m	164 12500s	101 12%	165 10%	10%	155 13536	88 8%	211 12%	75 1570%	71 11%	201 11%
Disagree strongly	162 Elicotempte	68 5%	94 7%	8 25	24	15 6%	50 121000048	35 9500as	34 11100useR	13 5%	128 6%	12	13 10%	\$4	17 2%	SO 67kmg	28 55m	67 1176/8mmgr	67 Shire	MS BYSOMOG	65 8500	84 5%	21 6%	96 Plote	66 65	130	21 4%	44 7%	110
NET: Agree	1992 62 hoghéprey	864 68100	741 58%	258 77539pil	227 771094gsik	287 70006jnik	250 Strights	199	167	124 49%	1324 62%	117 67%	79 56%	72 66%	del 74100 opgr	476 415pr	324 41%pr	906 50%	961 6750topr	629 55%p	661 57%	1023 6510%	298 61%	716 58%	711 69105av	1329 62%Xy	266 56%	389 61%	1123 62%
NET: Disagree	447 17 Nacdempter	171 16%	279 277039	24 7%	25	53 13Not	96 22105cde	108 27%XuseR	83 28100:048	49 18544	364 17%	30 19%	34 26%	19 19%	65 12%	166 185kmg	86 165m	153 25108moogr	208 165m	229 21%Neeq	166 21%00	250 16%	79 16%	291 2250w	134 13%	341 18%	107 2270%	114	311 17%
Mean	0.5405ghiliprev Y	0.7206	0.42	cassegna	e sexenye a	0.7500yek	0.415	0.35	0.18	0.33	0.67	0.66	0.37	0.69	0.888topgr	0.61p	0.60pr	0.26	0.600spr	0.42p	0.44	0.6376	0.56	0.48	0.75%w	0.6136	0.96	0.67	0.67
Standard deviation	1.10	1.08	1.10	0.90	0.89	1.02	1.22	1.14	1.14	0.99	1.09	1.06	5.18	1.19	0.97	1.08	1.09	1.17	1.05	1.15	1.14	1.08	1.08	1.15	1.03	1.10	1.06	1.14	1.09

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 64

QC1. Plass look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.

My friends stand to come to me if they have questions about technology

	_	Gende					Ass					Neton					Social Economic I	Orași			Impacting II	limiting and		Financial Vulnerability Potential		Utanis	ot .	Brook	in .
	Tural	Marie	Female	16:24	25-34	25-66	45-54	55-64	66-74	75n	England	Soutand	Wales	Nothern Ireland	All	C1	0	DE DE	ARC1	C206	Yes	No.	Must vulnerable	vulnerable	Least vulnerable	Utan	Rural	Yes (1)	No.
Unweighted base	2685	1238	1998	329	472	379	333	409	647	217	2137	210	137	101	580	804	542	667	1364	1219	806	1981	488	1279	977	2109	476	666	1803
Weighted base	2585	1987	1929	206	423	411	421	403	218	274	2142	192	141	110*	464	792	533	612	1638	1166	810	1979	485	1236	1030	2096	489	697	1928
Effective State	1996	860	1028	261	369	200	271	329	362	168	1662	199	104	73	627	619	449	511	1036	990	626	1208	391	971	741	1633	364	509	1977
Agree strongly	226 91kg/kilpry	191	75 6%	56 17105ys8	60 14%35jnik	48 12%/gnik	30 7108	18 4%	2%	4 2%	192 8%	20 11%	10 2%	14 13%	83 13%/0ppgr	76	53 10%pr	91 5%	162 125epr	M The	59 2%	166	42 9%	112	9%	198 910ay	29 6%	10%	169 8%
Agree slightly	629 25 Noghilepravy	273 30%00	264 20%	126 37106gs@	158 37536jeli	124 30%/6ynik	85 20 No.	79 1950-8	42 13%	26 8%	507 25%	52 27%	26 18%	24 22%	234 39%Xxxpqr	164 21%	121 29%pr	109	289 289/20pr	241 21%p	172 21%	424 27%/ki	121 29%	292 22%	297 29106	562 2010ay	87 18%	158 25%	469 29%
Neither agree nor disagree	653 26%	331 27%	301 36%	72 21%	112 276	114 28%	128 301068	97 24%	79 22%	61 22%	25%	41 21%	45 32%	21 28%	192 23%	203 28%	136 26%	162 26%	265 29%	297 28%	200 25%	284 25%	135 28%	266	261 25%	541 26%	112 29%	981 26%	453 29%
Disagree slightly	550 21 Nadoux	19%	315 3850a	20%	70 17%	74 18%	96 22%	89 22%	74 22%d	81 2910000	455 21%	41 22%	31 22%	22 21%	17%	185 26%mg	120 23%m	133 22%	296 275m	254 22%m	179 22%	392 21%	100 21%	274 22%	203 22%	426 20%	125 26100	191 21%	298 22%
Disagree strongly	Snii 20%acdemptes	161 13%	354 27%0a	15	23 5%	50 12%cd	92 19 Node	122 30100arf	125 29%/0044g	101 3710/seed	412 20%	37 19%	29 27%	100	76 12%	171 22%mq	93 17%m	174 29%/0woqr	247 175m	268 2870/810q	201 2510E	283 18%	87 18%	275 22105e	190	380 18%	136 2910x	120	259 20%
NET: Agree	865 33165ghilingney	623 62530	209 20%	181 Selosetynik	219 521004gnB	172 42%06ynik	116 28108	96 24%8	50 18%	32 12%	219 34%	72 38%	36 26%	28 26%	218 68%Xxxpqr	222 28%p	185 35%rpr	160 23%	543 38%0pr	225 28%p	221 28%	570 36750s	162 36%	388 31%	389 38909	750 36%3y	115 36%	224 35%	587 33%
NET: Disagree	1067 61%acdempses	283 32%	50%/G	83 29%	93 22%	124 30%d	177 427kote	211 52100ad	198 62%30.649	191 68100.04g	41%	79 47%	60 62%	40 37%	187 29%	254 68%Xmq	213 40%m	310 \$1500xxqr	566 38%m	523 68108noq	380 4710E	615 29%	187 29%	569 66105aw	383 37%	905 38%	291 53936	252 39%	757 62%
Mean	-0.160ghilingrav y	0.1090	-0.46	0.62396998	0.310945/18	0.1200gnik	-0.27gra	-0.5418	-0.84	-0.89	420	-0.12	0.30	-0.06	0.21%hopgr	-0.32p	-0.1dept	-0.61	-0.000pr	-0.33p	-0.36	-0.1296	-0.14	-0.29	-0.00%	4.119	-0.52	-0.13	4.20
Standard deviation	1.26	1.21	1.29	1.12	1.08	1.00	1.18	1.23	1.15	1.07	126	1.90	1.19	1.27	1.21	1.23	1.26	1.22	135	1.26	1.26	125	1.23	1.27	1.24	1.25	1.23	127	1.25
Standard error	0.02	0.03	0.00	0.06	0.05	0.04	0.07	0.06	0.06	0.07	0.03	0.09	0.10	0.13	0.05	0.04	0.05	0.05	0.03	0.04	0.04	0.03	0.06	0.04	0.04	0.03	0.00	0.06	0.03

Proportions/Means: Columns Tested (5% risk levell) - X/a/b - X/c/die/fl/g/h/B - X/li/jk/l - X/m/n/lolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Table 85

OCT. Place look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.
For each statement please indicate how much you some or disagree.

I'm as knowledgeable about these technologies as the next person

		Gend	ler .				Ass					None	ee.				Spoint Expression	Grava			impacting/ conditi	limbing 2014		inencial Winerability		UtanRo	est.	Benef	
	Total	Miles (40)	Female	16-24	25-04	35-64	45-54	55-64	65-76	75n	England	Scotland	Water	Northern Inland	AR ON	C1	C2	DE DE	AliC1	CUDE	Yes	- 1	Most vulterable	suite cable	Least valvesbis	Utan	Recol	Yes	No.
Unweighted base	2585	1238	1938	329	472	378	393	408	447	217	2137	210	137	101	590	804	562	667	1364	1219	806	1681	488	1279	927	2109	474	646	1803
Weighted Sase	2595	1247	1929	336	423	411	421	403	318	276	2162	192	161	110*	454	792	533	612	1638	1144	810	1979	465	1236	1033	2096	689	637	1808
Effective State	1996	960	1028	261	369	299	271	326	352	169	1652	198	104	73	427	619	469	611	1036	960	628	1208	391	971	741	1603	364	509	1377
Agree strongly	408 1976019psy	262 21100	163	68 22709/6	76 19508	83 22100phil	72 17508	55 16%	31 10%	29 8%	326 15%	26 19%	18	29 2053k	136 21708pgr	108	91 171pr	73 12%	244 17%rp	166 165p	108	283 18100a	74 15%	188	182	356 17166y	52 11%	105	288
Agree stigrity	1036 401kg/klpr	503 63500	488 37%	162 68105gs B	225 53706ynii	187 88100gnik	159 39%8	132 32%	96 20%	73 27%	40%	22 28%	59 62%	28 25%	301 68108pr	209 40%	215 621pr	209 34%	611 62%/0pr	424 37%p	298 37%	657 62%	197 41%	469 38%	456 46539	858 41%	178	258 47%	731 42%
Neither agree nor disagree	994 297sa5ngw	27% 22%	288 2953a	75 22%	90 21%	91 22%	117 28%	121 20%cde	91 29%4	29 29%	563 26%	52 27%	40 28%	20 18%	130 20%	209 27%mg	162 271m	183 30%Neg	338 285m	325 28%Nrq	207	382 26%	162 29%w	310 29%	229 22%	524 25%	139 29%	170 27%	445 29%
Disagree slightly	342 12%acdex	126	216 1653a	25 7%	28	28	47 11%4	67 17%000e	65 21%/kslef	70 26/500.64(g	296 13%	19	18	20 18%	75 11%	111	57 11%	99 16/50mm	196	199 16%s	120 19%	199	51 10%	190 15%Nw	121 12%	360 12%	82 1758s	72 17%	286 16%
Disagree strongly	136 S'hacdeng	52 px 6%	#3 enas	4 1%	156	12 2%	24 6%cd	27 Phote	34 11Nooef	28 10%06.64	112 5%	13 7%	2 5%	36	16 2%	45 Wine	28 57m	48 8500mg	Sign of the state	77 7530sq	75 9108	SR eN	22 5%	80 7%Nw	**	98 5%	37 8100x	32 5%	16 25
NET Agree	1666 SKNognápra	795 sey 64100	662	231 69106gnB	200 71%/dynik	272 66100g/di	223 55%gnik	187 47%8	128 60%	96 35%	1192 56%	108 57%	76 54%	67 61%	437 67108 oppy	417 53%p	304 57%pr	292 69%	865 SWIDOUR	588 51%p	408 52%	939 591054	270 56%	656 53%	627 62556w	1214 5810sy	290 47%	262 57%	1021 58%
NET Disagree	677 18 Nacowros	177 16%	299 22%%	20 9%	26 8%	48 12%	72 17566	94 23%Xide	99 31%Xxxely	99 30%00.446g	298 19%	32 17%	25 18%	23 21%	86 16%	199 20%mg	85 18%	167 24%/00wgr	245 175m	232 20%Nns	196 28708	258 16%	73 15%	221 221636w	167 16%	358 17%	119 24%%	104 16%	341 19%
Mean	0.685ghiliprovy	y 0.6630	6.30	o restyria	0.7600ynik	0.7135(nik	o.sognia	0.30nB	0.08	-0.00	0.47	0.92	0.44	0.64	0.72%opqr	0.42p	0.63pr	0.24	0.5570pr	0.399	0.30	0.5796	0.61	0.40	0.5906	0.533y	0.24	0.62	0.48
Standard deviation	1.07	1.05	1.09	0.90	0.86	0.98	1.08	1.11	1.15	1.13	1.06	1.11	1.03	1.14	0.99	1.67	1.06	1.11	1.04	1.09	1.16	1.04	1.02	1.11	1.05	1.06	1.10	1.05	1.08

Proportions/Means: Columns Tested (5% risk level) - Xialb - Xicidierflight B - Xilijikil - Ximiniolpiqir - Xisit - Xiulviw - Xixiy - XiziA

Customer Satisfaction Tracker 2024

On the Tailbrands do you use the intermed for Customer that Customer Satisfaction Tracker 2024

On the Tailbrands of you use the intermed for Customer that Customer than Custom

	_	Ownder					Age					Nes	w.				Section Security	- Orang			Impacinglis	ting		Francis Monopolity		Utani	box	- incr	etra .
	Total 00	Main	Female	16-01	26-34	26-64	45-54	55-64	66-74	75+	England	Scotland	Water	Northern Instand	AB	C1	C2	DE	ARC1	CSDE	Ves.	No.	Mise vulnerable	vulnerable 00	Least vulnerable	Ultan	Rent	Yes.	No.
Utweighted base	2585	1238	1238	329	472	379	333	409	447	217	2137	210	197	101	560	804	542	667	1984	1219	808	1981	488	1279	977	2109	429	666	1923
Weighted base	2585	1247	1329	336	623	411	421	403	318	274	2142	192	141	190*	656	792	533	612	1438	1144	810	1979	465	1299	1033	2099	489	637	1929
Effective State	1986	960	1029	291	369	299	271	326	352	168	1652	199	104	73	427	619	449	511	1039	960	628	1208	391	971	761	1623	364	529	1977
Online shopping (purchasing goods / services / fickets etc.) or online trading / auctions (e.g. elitary)	2380 92%aco	1115 89%	1256 95%0a	262 86%	290 92%s	995 98100unia	200 Milion	381 66%ah	287 90%	248 97%c	1967 10%	177	131 82%	106 90%	509 97%	T28 MFMAN	470 88%	STS SETION	1934 92%a	1046 91%o	765 92%	1483 96%X	637 90%	1128 91%	972 96700av	1933	650 52%	674 60%	1088 127430
Online banking	2383 92%npr	1156	1218 92%	901 90%	603 95%50.00	991 9610kmili	294 9290	372 9270n	276 87%	248 92%	1977	176	126	105	618 96%pr	736 56%/0pr	484 91%	543 89%	1354 94%Xpr	1036	744 92%	1480 94%X	665 92%	1160 92%	977 95%Nov	1962	441 90%	587 50%	1676 93%
Finding / dawnisading information for work / business / school / catege / university	1623 Stříghliprovyz	766 60%	750 56%	2166 73101g/sis	303 72101g/di	288 72104pil	284 6710spile	100 67108	98 27%	Sets.	1247 58%	107	73 52%	N MATERIAL	479 72%/hoppy	Strings	294 59Npr	264 43%	963 88%Noopr	SSR MFLp	424 52%	621636	200 60%v	661 52%	627 66705av	1250 60%ay	263 52%	208 50%	1116 62500
Accessing news	2120 82%bgpruz	1049 86100	1042 80%	247 76%	361 85%cB	345 86%c	255 84%c	221 82%c	268 Relia	213 78%	1797 82%	198	108 79%	100 91%36k	558 85%pr	660 Billips	429 82%pr	965 76%	1216 85%apr	904 79%p	661 82%	1921 86%X	373 77%	998 81%	862 86700av	1727 82%	293 82%	485 76%	1926 84530
Using social networking (such as Facebook, Twitter, Indagram, Snapchar, Linkedit)	2034 79Nanikov	916 72%	1109 82906a	284 85 Yorgania	286 971/Korlynik	349 85%/QAB	340 RTINE	201 79108	213 67%	196 175	1683 79%	198 81%	79%	86 30%	547 82%Xnoqr	601 77%	400 79%	486 79%	1148 80%no	883 77%	627 77%	1268 80%X	282 79%	967 77%	863 82506	1967 80%X	267 75%	79%	1636 79%

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/die/figih/B - X/lijk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A Ivertan formulae used: * small base

States of Programmers of the Control of the Control

Table 83

QC3. Place look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement places indicate how much you agree or disagree.

For each statement please indicate how much you a Finding a cheaper deal is a priority for me

	_	Gender					Ass					Nation					Social Scots	omis Group			Impacing for condition	niting Na		rendel Wavestelly Powefull		UsanSt	ot .	Secreta	
	Total	Main	Female	16-26	25:04	25-44	45-54	55-64	65-74	75+	England	Scotland	Water	Northern Indaed	All Inc.	C1	CI .	06	ABC1	CUDE	Yes	No.	Must vulnerable	valnerable	Least vulnerable	Utan	Recal	Yes	No.
Utweighted base	2585	1238	1228	329	472	378	202	429	447	217	2137	210	197	101	560	804	562	667	1364	1219	808	1591	468	1279	977	2109	474	646	1923
Weighted base	2585	1247	1329	336	423	411	421	403	318	274	2142	192	141	110*	656	792	533	612	1638	1164	810	1579	465	1236	1033	2094	489	637	1928
Effective State	1996	960	1028	261	308	299	271	326	352	169	1652	159	104	73	427	619	669	511	1036	960	628	1208	391	971	761	1633	364	509	1977
Agree strongly	901 35%/nR	400 32%	497 37105a	134 42588	163 38108	182 60%grik	161 38106	164 36558	74 22NR	15%	748 36%	65 34%	47 32%	80 37%	215 32%	270 36%	172 32%	262 60%/snogr	365	414 36%o	266	549 35%	578 37%	413 32%	367 35%	768 36%	161 31%	292 2953A	612 36%
Agentigity	1022 4214kn	500 42%	516 39%	158 4750gnik	186 42148	165 40%8	172 41%8	149 37%8	121 38%8	72 26%	945 38%	73 38%	52 62%	47 42%	278 42%n	281	291 43%s	291 38%	558 29%n	463 40%	316 39%	421 42%	198 41%	496	42% 42%	845 42%	127 38%	246 28%	726 62%
Neither agree nor disagree	508 22 Nodews	263 21%	265 18%	36 11%	1676	12%	16%	87 22%cde	92 291000049	112 411/acodyn	19%	44 23%	21 22%	19	17%	181 23%Nnogr	10%	117	295 275m	213 19%	158 20%	302 19%	83 17%	258 275w	171	288 18%	120 25%%	113	19%
Disagree slightly	142 S'hodps	6%	60 5%	4 25	11 2%	13 3%	19 4%	23 6Not	28 9100asrf	40 15 Nationalyn	126	8 6%	4	2 2%	45 710	El Ship	22 6%pr	19 2%	11 110	S1 KNp	44 5%	4%	24 5%	62 5%	6%	102 5%	37 8%%	26	129
Disagree strongly	14 1%	2	11	1	:	2	2 1%		2 Th	7 2%30deg	12	2 1%	196		276	En.	1	2	11	2	5.	100	2	10 1%	1%	12	21%	2	12
NET: Agree	1923 78 Nahilay	901 72%	1013 76505a	292 87506ynii	366 82109/68	367 85%/QHB	204 7910008	293 73568	195 6758	114 42%	1993 76%	138 72%	104 72%	80%	493 75%	550 70%	404 26%s	473 773ing	1044 73%	877 7790mq	602 76%	1181 79%	277 78%	908 72%	797 79%	1995 79700y	228 67%	498 78%X	1938 74%
NET: Disagree	154 6 Nodeproz	10 7%	71	2%	2%	16 2%	22 5%	23 8%cd	30 10%/seed	di 17 Nasadya	136	10	45	24	⁴⁸ The	91 2%p	23 What	21 3%	100 7%pr	St. Shp	45	4%	26 5%	72 8%	76 7%	114	60 8%s	26	120 7%2
Mean	1.03.mRg/	0.97	1.07%a	1.350gnik	1.100(68)	1.250gnik	1.1216	1.0388	0.798	0.37	1.02	1.00	1.02	1.15	1.00	0.87	1.02	1.1336snagr	0.99	1.089naq	1.09	1.00	1.08	1.00	1.03	1.00Ny	0.89	1.1339	1.01
Standard deviation	0.90	0.90	0.90	0.73	0.79	0.80	0.88	0.90	0.94	1.00	0.91	0.91	0.88	0.79	0.91	0.94	0.87	0.85	0.93	0.86	0.81	0.90	0.87	0.90	0.92	0.89	0.95	0.86	0.91

Proportions/Means: Columns Tested (5% risk level) - Xialb - Xicidierflight B - Xilijikil - Ximiniolpiqir - Xisit - Xiulviw - Xixiy - XiziA

Table 59

QC3. Place look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement places indicate how much you agree or disagree.

For each statement please indicate how much you agree or disagree I look out for and use discount codes or discount vouchers whenever I can

		_	Gender					Ass					N	ation				Social-Score	omic Group			Impacti	ng limbing distans		Financial Waterspills		Utan	bot	Bene	fes
	_	Total Of	Main	Female	16-26	25:34	25-64	45-54	55-64	65-74	Tie (R)	England	Scotland	Water	Northern Isrland	All Districts	C1	CI .	06	ARC1	CIDE	Yes	- 10	Must vulnerable	winerable	Least valuesble	Utan	Recei	Yes	No.
Unweighted base	1	2585	1238	1338	329	472	378	393	429	447	217	2137	210	197	101	560	804	562	667	1364	1219	808	1991	468	1279	977	2109	474	666	1923
Weighted base		2585	1247	1329	336	423	411	421	423	318	274	2142	192	141	110*	654	792	533	612	1638	1164	810	1579	ess	1236	1033	2094	489	637	1928
Effective State	,	1996	960	1026	261	200	299	271	326	352	169	1652	159	104	73	627	619	669	511	1036	960	628	1208	391	971	761	1633	364	509	1977
Agree strongly	1	1002 29Yaghilay	35%	562 62905a	167 4710gnii	212 52109/si	201 estagea	187 64109/68	121 225519	27 2618	36 13%	838 38%	75 39%	52 37%	38 35%	264 42%	290 37%	213 40%	293 38%	554 39%	466 29%	319 39%	420 39%	197 41%	438 38%	424 41%v	866 62100y	150 32%	254 425	29%
Agree slightly		915 35%	461 38%	860 39%	118 38%	156 38%	158 39%a	135 32%	156 29%n	98 37%	95 26%	766 36%	59 31%	50 35%	80 37%	244 37%	268 36%	184 35%	218 36%	913 38%	402 39%	270 32%	575 38%	171 35%	983 37%	361 35%	764 28%	171 39%	217 36%	569 38%
Neither agree nor disagree		419 197identes	201 19%	218 16%	42 12%	42 11%	36 8%	56 13%	81 20%/codef	76 281050M	83 30%30.04%	336 19%	40 21%	27 18%	195	85 13%	165 1976mg	165	104 17%	290 195m	189	101	230 19%	75 16%	208 17%w	161 16%	213 15%	105 22%%	104	290 19%
Disagree slightly		190 710des	111 9100	69 5%	15	7 2%	17 4%	29 7%d	27 7%d	51 161000049	26 121636349	148 7%	13 2%	11 7%		46 76	54 2%	26	42 7%	100 7%	80 7%	60 7%	108	22 5%	98 RNu	21 2%	197 7%	43 9%	42 7%	128 7%
Disagree strongly		68 278con	48 4100	20 Th	276	4.7%		14 2Node	8 2%s	15 Shotoleg	24 shipporty	56 2%	5 2%	1/16	8 5%	17 3%	24 2%	12 2%	16 2%	42 2%	27 2%	20 2%	46 2%	18 4%	27 2%	35 3%	55 2%	13 2%	15 2%	51 3%
NET: Agree	1	1917 78Yunily	21%	1022 77905a	277 82%ge#	200 MYCHINA	259 87500ysk	302 76106	287 71568	176 55%	131	1606 75%	194 70%	102 72%	78 71%	SOR 77%mg	558 71%	288 75%	461 74%	7064 78%n	849 74%	589 73%	1196 7890X	201 76%	902 72%	795 76%	1990 79100y	327 67%	474 76%	1948 79%
NET: Disagree		269 1278ccm	158 13100	89 7%	17	10 2%	17 4%	64 10Node	25 95da	66 27Noticely	60 22%/00/04/g	204 9%	18 10%	12	15	63 12%	79 10%	50 9%	57 9%	162 10%	107	80 10%	154 12%	41 8%	126	107 10%	192	57 12%	12 9%	179 10%
Mean		1.01ahiky	0.89	1.11%a	1.230gnik	1.3006369	1.3208ynik	1.0716	0.8388	0.648	0.30	1.02	0.96	0.99	0.87	1.05	0.86	1.00	1.00	1.00	1.01	1.00	1.00	1.04	0.96	1.03	1.00ty	0.85	1.03	1.01
Standard deviation		1.03	1.10	0.96	0.89	0.80	0.80	1.08	0.99	1.16	5.53	1.00	1.06	0.98	1.14	1.02	1.06	1.02	1.02	1.04	1.02	1.06	1.04	1.06	1.02	1.06	1.02	1.05	1.02	1.04
Standard error		0.02	0.03	0.03	0.06	0.04	0.04	0.06	0.05	0.05	0.08	0.02	9.07	0.08	0.11	0.04	0.04	0.04	0.04	0.00	0.03	0.04	0.03	0.06	0.03	0.03	0.02	0.05	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - Xialb - Xicidierflight B - Xilijikil - Ximiniolpiqir - Xisit - Xiulviw - Xixiy - XiziA

		Gent					Age					Notice					Secret Francisco	úrasa.			Impacting/inst	ng		andal Winerability		Uteni	to a	Acced	fra.
	Total 00	Male (A)	Female (b)	16-24	25-34	25-64 (8)	65-54	55-64 50	65-76	75n (8)	England	Scotland	Water	Northern Intand	All ON	C1	ca ex	DE BO	AliC1	CIDE	Yes	No.	Most vulnerable	y unerable	Least valuerable (w)	Utan	Russi	Yes (2)	No.
Unweighted base	2595	1238	1998	329	472	378	333	409	447	217	2137	211	137	101	560	804	562	667	1364	1219	806	1681	488	1279	977	2109	476	666	1803
Weighted base	2595	1247	1929	336	429	411	421	403	318	276	2142	192	161	110*	454	792	533	612	1638	1166	810	1979	485	1236	1033	2096	489	637	1808
Effective State	1996	960	1028	261	269	299	271	329	362	169	1652	198	104	73	427	619	449	611	1036	960	628	1208	391	921	741	1693	364	509	1977
,	544 21%oberes	265 21%	278 21%	27	29 9%	51 13%c	128 26%cdw	123 31%3040	112 39%/super	95 33%/004e	21%	53 27%00	32 22%	12%	12%	209 27%Neagr	21 12%	183 30%/kmg/	292 22%ma	254 225mo	221 27108	18%	113 23%	22%	216	462 21%	102 21%	140 22%	276 27%
2	925 397konfasz	36%	28%	56 17%	136 32%ce	86 21%	128 30%ce	171 43%30a4f	175 59530aety	176 66%/00.defg	764 36%	60 31%	58 41%	44 40%	217 32%	267	193 39%	217	514 38%	411 38%	301 37%	365	106 22%	464 38%u	416 40%30	697 33%	227 47%/ki	174 27%	715 42500
3	ess 1974ghilineuw	251 w 20%	229	96 2810958	118 2810geil	102 2510gnik	97 23%gnill	52 12508	24 858	7 2%	418 19%	42 27%	24 17%	12 11%	156 2010/0999	117	122 22100yr	99 16%	273 195e	219 195np	126	322 20%4	63 13%	277 22%Nw	173	494 2110sy	59 12%	124 19%	334 18%
4	377 157600904	199	188	85 25705018	89 21%/50/08	108 28100008	54 12709	28	2 1%		305 56%	22 179a	12	27 24%39	117	12%	107 227/20/00	55 9%	215 1950a	162 165a	91 11%	295 76709a	93 19505w	173	129	321 1550K	59 11%	107	258
6	163 674g88pA	76	87 7%	45 121045yrik	29 7508	41 1210qnii	27 6700B	16	2 1%	2 1%	136 6Nj	4 2%	14 10Nj	10 9Ng	SI SIND	41	30 6%	26 6%	97 75e	47	41	111	63 13705w	37 3%	64 65s	131	23 7%	S7 MOSA	91 95
6+	10 21sgnilavA	42 2%	28 2%	26 1210004998	14 3%grill	22 5105gra	210	3 7%			73 3%	2 1%	25	5 E	28 ellio	20 2%	11 2%	21 3%	50 2%	32 2%	30 4%	37 2%	48 10106w	8 TN	26 25u	71	11 2%	25 853A	36 2%
Mean	2.60ghilippeve yA	2.62	2.58	3.6052Mg/iB	2.875(y)-8	3.100dysk	2.50g/kl	2.1658	1.78	1.72	2.61)	2.39	2.47	3.00Np	2.939npqr	2.41	2.75/kgr	2.37	2.65np	2.65np	2.62	2.66%	3.1636w	2.40	2.53v	2.6439	244	2.80%	2.60
Standard deviation	1.37	1.97	1.96	1.63	1.29	1.41	1.29	1.15	0.72	0.59	1.36	1.18	129	1.70	1.42	1.56	1.21	1.99	1.40	1.32	1.37	1.34	1.76	1.12	1.01	138	1.28	1.68	1.25

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/de/ftig/th/B - X/ll/jk/l - X/m/niolp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A
Overlap formulae used. * small base

Customer Statisfaction Teacher 2024
SMINE Produced, 1935, 19

Table 21 QCS. What is the total number of children aged under 18 in your household? Base: All respondents

	_	Geo	Mar				- Au					No					Social Science	C Group						Special Watershilly		Utav8	CONT.	- Basel	da	
	Total	Male	Female	16-24	25:04	35-44	45.64	55-64	6574	75a	England	Sootand	Wales.	Northern Beland	AB	61	CI .	DE .	ARC1	C306	Yes	No.	Most vulnerable	valnecable	Least vulnerable	Utan	Rural	Yes	No.	
Unweighted base	2595	1238	1238	329	472	279	222	409	447	217	2137	210	137	161	560	804	562	457	1364	1219	804	1991	488	1279	677	2109	479	600	1923	
Weighted base	2595	1247	1329	336	423	411	421	403	218	274	2162	192	161	110*	454	792	633	612	1638	1166	810	1979	485	1236	1033	2094	489	637	1908	
Effective State	1996	960	1028	261	369	299	271	326	362	169	1662	158	104	73	427	619	449	511	1036	960	628	1208	391	971	761	1633	354	509	1977	
	1837 71%odelmotoc	474 cr 72%	958 72%	199 59%a	246 58%e	164	286 6876de	258 8950sast	213 89100.049	272 99%/004tg	1933 72%	134 72%	110 7910	60 55%	415 62%	601 77%Nnogr	342 44%	479 7876/8roop	1016 775ms	820 72%mo	628 79%00	1068	290 60%	298 72%s	754 72%s	1661 70%	276 777656	391 61%	1961 75%kg	
1	392 197sgnilprayA	204 18%	177	83 25%agnik	99 2370gnik	93 2200grái	76 1814gnië	27 7508	3 1%	2 1%	216 19%	34 18%	14 10%	18 19%	1316 1919/00pgr	106 16%p	92 179pr	58 12%	230 18%np	190 1319	84 12%	260 16106	12%	200 16%	161 16%	332 18%Ny	50 12%	107	267 16%	
2	280 111kghilinpsA	196	142 11%	41 12%gnik	61 16%0gnik	115 281000598	50 12 Nghili	12 2508	1		218 10%	20 17%	14 10%	27 25%0(x	86 12Nepq	40 8%	82 15%/0pgr	52 9%	166 10%n	134 12%sp	45 85	192 12106	86 18536w	123 10%	108 10%	233 11%	47 12%	104 1855AX	100	
3	65 2006/vA	26 2%	28 2%	2508	16 4%grid	27 71045grik	9 2%	5 7%			57 3%	2 Th	2 2%	2 2%	24 47kg	11	16 26	15 2%	24 25n	25 2%	13 2%	47 2%	21 6536w	13	24 2%r	53 2%	13 2%	23 65A	26 26	
4+	22 TNvA	1%	13	5 Thigh	4 1%	11 2009/48	2				19	2 Th		1 1%	2%	4 1%	2	100	12 1%	19	100	12	13 255w	1	5 1%	19	2 7%	12 2538	10 1%	
Mean	0.48ghilinpevA	0.47	0.48	Bagosa a	0.6009/68	1.106/09/08	s.eignik	0.1658	0.02	0.01	0.67	0.66	0.96	0.800(k	0.6130pgr	0.36	0.5500pgr	0.40	0.476	0.4kmp	0.36	0.5399	0.80%w	0.40	0.64	0.488	0.40	0.680	0.40	
Standard deviation	0.86	0.83	0.88	0.83	0.86	1.10	0.81	0.61	0.16	0.09	0.85	0.81	0.76	1.66	0.84	0.74	0.88	0.86	0.84	0.87	0.81	0.88	1.14	0.73	0.81	0.86	0.82	1.00	0.79	

Proportions/Means: Columns Tested (6% risk level) - Xi'alb - Xi'cidiuffighi/B - Xi'jikrl - Xim'nilolpiqir - Xi'st - Xiu'vi/w - Xixiy - Xizi/A
Overtap formulae used. * small base

Table 52 QC6. Are any other adults in the household working either full time or part time? Base: All respondents asked

	-	Canda											intos				Section Sectio	orac Group			5000	5004		Potential		Ubasi	Start	Back	efts	
	Total 00	Main	Female	16-24	25-34 60)	25-44 (4)	45-54 (f)	55-64		75+	England (I)	Scotland	Wales 50	Northern Island	All Discounts	C1 (M)	C2 (6)	DE (80)	ARC1	C306	Yes			vulnerable (N)			Rust	Yes	No.	
Unweighted base	536	297	275	44	20	17	36	10	198	126	662	31	44	19	60	167	92	214	227	304	297	265	82	310	124	405	129	166	392	
Weighted base	512	263	258	42"	167	1977	46**	80"	128	164	425	24"	er-	21***	62"	164	are	197	226	286	234	244	83"	287	132"	384	128*	168	316	
Effective State	405	191	214	40	17	14	30	72	167	101	339	23	32	19	43	126	72	166	168	238	185	194	68	233	90	311	96	191	266	
Yee, somebody in the household is working	103 201/miles	44 18%	58 22%	21 Sorungea	54%	100	10 22%	26 20 N.M.B	20 16%	17	90 21%	19%	10%	200	15%	34 21%	21 24%	38 22%	90	60 27%	45 19%	45 19%	27 32%%	48 17%	31 38%	81 27%	23 18%	21 20%	61 19%	
No members of the household are working	296 77 Nogu	206 81%	72%	19	2 66%	14 78%	21 68%	60 67%s	117 85100g	167 901000g	325 78%	20 85%	32 76%	18 87%	51 82%	127 77%	67 76%	192	176 76%	217 78%	183 78%	195	54 69%	235 82300	97 78%	299 79%	108	121 27%	268	
Prefer not to say	14 27iv	2 25	11	2 518		200	45	255	200		12 2%		200	100	200	2,00			5 2%	25	7 25	5	25	4.	4 2%	14		25	5 25	

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dig/fl/gh/B - X/l/jk/l - X/m/n/o/p/q/r - X/s/t - X/u/v/w - X/x/y - X/z/s

Customer Satisfaction Tracker 2024

ONLINE Fieldwords. 1889. 2001. Does when your germination to ank you allowed any baseaut that impact your daily extindes or the work you can du?

Of Does when your germination to ank you allowed any baseaut that impact your daily extindes or the work you can du?

| Part |

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/dleffight/B - X/lij/k/l - X/miniolpiqir - X/s/t - X/lu/v/w - X/x/y - X/z/A Overlap formulae used. * small base

Customer Satisfaction Tracker 2024

ONLINE Fisiences: 180: 2001 Exempted and sections or the work year can do?

Customer Satisfaction Tracker 2024

ONLINE Fisiences: 180: 2001 Exempted 2024

	_	Gender					Age .					Nei					South Scoonic	Group			Inpacinglis	ating a		Potential		Utanik			
		Male (A)	Female	16-24	25-24	26-44	45-54 (f)	55-64	65-74	76+ 60	England	Soutiend	Water.	Nothern Ireand	All:	C1	C2	06	ARC1	C204	Yes	No.	Most vulnerable	vulnerable	Least valverable	Uban 00	Russi	Yes.	No.
Utweighted base	2651	1154	1288	206	660	345	314	601	434	208	2023	197	136	96	505	779	512	623	1314	1135	804	1681	459	1208	942	1987	664	616	1722
Weighted base	2455	1170	1276	314	384	382	401	294	308	263	2027	183	139	167	627	759	486	561	1386	1067	810	1979	450	1167	997	1981	474	611	1727
Effective State	1885	886	993	263	365	276	299	319	365	162	1994	160	123	21	405	604	409	486	999	895	628	1998	366	919	716	1643	364	488	1314
NET: Yes	810 33 NadroopwA	350 30%	454 36109	93 30%	23%	107 28%	136 34%d	168 37%da	122 40%004e	114 61100.04	33%	58 32%	55 39%	29 27%	152 24%	263 32%mq	129 27%	294 69526wagr	295 2976m	415 39700mmq	810 100100		186 41%3W	438 37106v	239 26%	603 32%	170	377 62163A	376 22%
Hearing - Poor hearing, partial hearing, or are-deaf	128 ShibotempA	74 61636	64 4%	1	25	4 TN	12 3%s	23 9 Node	27 9100ad	SS 2110xxxxigs	113 6%	4 2%	7 5%	2%	20 2%	23 4%	26 5%	SG STORmed	ES EN	76 Philinneq	128 19100		30 7%	76 7105w	4%	95 9%	34 7%	50 8763A	65 6%
Syesight - Poor vision, calour blindness, partial sight, or are blind	112 EYiqniA	62 6%	60 5%	22 Plat	16 45	2%	3%	22 6%	15 5%	14 4%	94 5%	5 2%	e sn.	5 9%	24 4%	26 25	17 4%	45 Philosopy	60 6%	62 6150nsq	113 16100		29 Was	60 Shiw	25 3%	M Sh	11	ENGA.	2%
Mobility - Cannot walk at all ruse a unsettain or mobility accorder etc., or cannot walk very for or manage stairs or can only do so wen difficulty	254 10 YoutempasA	111	11%	4 1%	11 2%	26 7Not	39 10%cd	75 1910/00/	SO SNIGOLAN	48 18100.00f	10%	18 10%	18 13%	85.	18 2%	74 107kmg	29 Elim	123 21%Streage	92 75m	162 15%Noneq	264 31980		57 125w	159 14106w	50 5%	191	63 12%s	161 261/3A	21 4%
Dwadestly - Linitard ability to neach / difficulty opening things with your hands / difficulty wring a temphone handsed temphone handsed control computer happoint etc.	88 ElicohempterA	26 3%	50 6%	2 1%	4 1%	e Th	16 dha	25 STORON	29 Placed	13 S'hiode	68 2%	12 5%	s ets	5 5%	12 2%	18 25	10 2%	48 Philinogr	30 2%	SI STATISTICS	88 11900		19 65m	56 SNNw	21 2%	41 2%	26 610x	et Etian	36 2%
Sneathing - Sneathlesaness or chest pains	191 ShodngwA	6%	62 5%	8 2%	1%	16 eNd	16 65d	36 Plotted	29 9100ad	29 11900ad	106 5%	200	14 10%X	2%	13 2%	38 5%mq	18 6%	62 11%/8magr	S2 47km	79 Philipping	191 19100		29 65se	86 7105w	28 2%	104 5%	27 4%	73 12768A	46 3%
Montal abilities - Such as learning, understanding, concentration, memory, communicating, cognitive tisse or detectoration	90 Ehinlingtus	es.	** **	13 eheal	17 4108	21 ennis	19 Shinik	15 cholk	4 1%		65 3%	10 5%	9 2%		13 2%	19 25	13 2%	45 Blickmage	32 2%	SR S'hillinnoq	90 11990		22 5Nw	S1 61iw	2%	75 6%	15 2%	57 9153A	25
Social / behavioural - Conditions associated with this such as autism, attention deficit disorder; Asperger's, etc.	101 eYignina	SO e%	W	26 shoupile	23 engså	22 engek	22 Shignik	5 1%	2 1%	!	4%	7.	4 3%	45.	21 2%	22 4%	12 2%	26 6Th/Stroop	SE 4%	69 5%s	101 12100		26 61ius	61 4%	25 2%	es.	12 2%	52 8153A	49 2%
Your mental health - Ansiety, depression, or trauma-visited conditions, for example	19 NatiknoogteA	195	216 1750a	64 2010@8	157000	74 191008	10010	58 15108	26	14 5%	307 15%	13%	22 16%	12%	70 11%	12%	43 9%	163 28%/bronney	19%	208 1975/0mmq	388 45100		98 22%Nw	198 17106v	100	19%	12%	221 221/2A	137 8%
Other Breases.) conditions which impact or finit your daily activities or the work you can do	258 101iaczimograA		198 12%06	10 2%	15 4%	40 17hod	90 1950sd	56 169066	26 12/led	40 19%od	194	26 165	26 1953	11 10%	27 6%	76 10%mg	26 76	111 1950mag	113 Phin	169 1670/moq	258 32100		54 12%a	160 12106w	7%	201 10%	12%	134 22168A	123 6%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	1579 Behloelipsuus	793 68100	783 67%	203 65Nah	284 75%/03/pik	200 695grik	255 6618	242 61%	179 58%	162 56%	1305 64%	122 67%	79 57%	23 69%	467 72108spay	687 667spr	342 70%xpr	292 48%	855 88100pr	623 58%p		1979 1905/94	284 58%	207 61%	736 76%Aw	1287 65%	292 625	226 37%	1254 NHAS

Proportions/Means: Columns Tested (5% risk level) - Xla'b - X/c/dierffgfh/B - X/l/jk/l - X/m/n/olp/q/r - X/s/t - X/u/v/w - X/x/y - X/z/A Overlap formulae used. * small base

renamed by Yonder

Customer Satisfaction Tracker 2024

ONLINE Fieldwork 18th of base, if any, regard or limit your daily activities or the most you can do?

Online of base, if any, regard or limit your daily activities or the most you can do?

| The column | The

Proportions/Means: Columns Tested (5% risk level) - Xia/b - Xic/die/flight/B - Xii/jk/l - X/miniolp/q/r - Xis/t - Xiu/v/w - X/x/y - X/z/A
Overlap formulae used: * small base

	_	Constant					Apr.					No					Secret Scanners Co.	The g			Impacinglish	ting		and the stay		- Dank	vol.		
	Total (0)	Male (a)	Female	16-24	26-34	26-44	45-54	55-64	65-74 (N)	75=	England	Soutiend	Wales	Northern Intend	Alt	C1 (0)	CI III	06	ARC1	C106	Yes	No.	Most winerable	vulnerable (a)	Least valverable	Utan	Rural	Yes	No.
Unweighted base	2585	1238	1938	329	472	379	333	409	667	217	2137	212	197	161	580	804	562	457	1364	1219	804	1681	488	1279	927	2129	491	666	1923
Weighted Sase	2585	1247	1929	236	423	411	401	400	318	274	2162	192	141	110"	656	792	500	412	1638	1144	ano	1979	485	1236	1033	2099	400	637	1908
Effective State	1984	950	1028	291	369	299	271	326	362	169	1662	158	104	23	427	619	469	511	1036	960	628	1998	391	971	741	1623	264	509	1977
NET: For week	202 Element	115	**	20	26	20	25 P%	20	21 7%	26	164	21 11%	11	4	24	40 5%	SO Phone	87 16N/timoor	64	138 125/0mgs	85 10100	***	76 767/25/w	125 123/5e	29	157	45	12538	109
Up to £199	35 ThrougesA	20 2%	15	7 2%	3 1%	2 1%	13 2100anii	218	1		30 1%	2 2%	1 1%	1 2%	1	1%	1	25 Flidenogr	15	25 25/00mq	16 2%	16 1%	26 755w			21 1%	4 1%	24 450A	10
From \$200 to \$298	45 25mpset	19	26 2%	5 1%	4 1%	1 _N	2%	11 3%	10 3150a	4 2%	26 25	6 2N	2 2%	200	2	10 1%	4 1%	29 Philimogr	11	22 2500maq	26 2500	14 1%	8 2Nor	40 2009		21 1%	14 2%	21 2500A	20
From £300 to £699	S7 25cmps	26 2%	22 2%	2 1%	2%	10 2%	2 2%	10 2%	5 2%	15 SNAOD	66 2%	5 2%	4 2%	1 196	1%	19 2%	17 37kmq	20 25mg	19	37 2530mg	26 276	26 25	17 25w	66 6505e	2	40 2%	17 2%	19 2%	25
From 6500 to 6699	24 195A	1%	1%	2	2 1%	10 210sef	2	2 1%	2 1%	4 1%	22 1%	1 1%		1 1%	156		1%	7 7%	175	15	1%	12	7 1%	17	7 1%	23	2	13 2938	15
From £700 to £999	21 Thing	16 1%	15	2	5 1%	9 230	4 2%	5 1%	1	2 1%	26 1%	2 TN	3 2%		2	1	18 3 Nittemper	6 Th		25 25/0mpq	5.	21 1%	25	29 2%	256	24 1%	Ž.,.	1,0	23
£1,000 and above	11 3w	1900	1	4 1%	4 1%	2 1%			1			2 Th	:		7 190pr	2	2		1700	:		15		1	111	10	1	:	15
NET: Per year	2007 78%cprs	975 79%	1026 77%	266 72%	369 8210538	218 78%	225 77%	212 78%	253 80%s	205 76%	1657 77%	165 76%	110 78%	66 87%	560 85%Noppy	623 80%apr	206 74%	427 70%	1183 82100capr	923 72%	604 75%	1900 82%Na	272 77%	1067 8670%	948 92556w	1621 78%	377 77%	485 78%	1662 81500
Up to £10,389	75 25ampreA	26 2%	61 653a	19	11 2%	2 2%	14 2%	16 4%	25	6 2%	2%	5 2%	4.	1 196	1%	17 2%	9 2%	40 Eliteracy	27 2%	49 450mmq	36 4%00	37 2%	76 15700w		9 1%	58 2%	17 2%	44 7500	26 25
From £10,400 to £15,589	168 S'EaderrogtwA	62 5%	106 8530a	13 4%d	6 1%	10 2%	33 Flids	40 10%/044	38 12500ae	27 10%sde	135	14 2%	12 7%	1.	1.	49 Winter	20 eNes	90 1910/smagr	Sil Chin	110 10%Xmaq	80 10%30	78 5%	28 6Nor	195 12705ew	20 2%	126 6%	41	74 12%30	***
From £15,600 to £25,989	1914 1914asteroque	192	221 17968a	21 9%	26 8%	41 12%	61 19%d	77 1970/00/de	67 2150sef	21 20%/00def	322 15%	25 12%	28 22%	÷.	28 6%	141 1850maq	63 125m	142 22%/immogr	179 125m	205 18%20mpq	179 22%0	179 11%	99 20%W	325 28105ew	44	912 19%	72 19%	142 22%XA	221 12%
From £26,000 to £36,399	438 175ps	226 18%	212 18%	52 15%	67 76%	17%	75 18%	19%	48 2110g	5.	367 17%	36 18%	18 12%	20 19%	112 17%p	192 195pr	102 1916pr	74 12%	263 181p	176 195p	127	286 18%	67 16%	325 28105ew	132 13%	272 18%	169	106 17%	325 18%
From £36,400 to £51,989	435 175pmuz	228 18%	227 16%	58 17%	85 20109	77 18%	58 16%	21 18%	52 19%	26 12%	369 16%	38 22%	26 19%	21 19%	134 201apr	127 19%p	113 21108gr	59 10%	261 183ep	172 19%p	89 11%	226 27536	49 10%	218 1876u	237 23%No	341 16%	92 19%	74 12%	362 19160
£52,000 and above	504 2216ghilprov2	275 22%00	229 17%	27 23%gnik	164 361063gnik	114 2910dgnB	83 30 Nghik	51 13568	20 6%	17 6%	421 20%	28 15%	21 19%	35 32% op.	258 29%/oppgr	137 18%pr	88 171gr	23 6%	295 27100opr	111 125p	82 11%	294 25%%	54 11%u	28 2%	504 69536w	420 20%	10%	48	450 25%/0
Don't know	112 distalana	45	63 5%	60 12163049AB	13 3%	18 5148	18	11 2%	\$1	2 1%	98 5%	6 2%	4 2%	1,	21 3%	34 4%	23 4%	32 9%	54 4%	55 5%	41 5%e	50 2%	16 2Now	10	10	95 5%	15 2%	27 65A	25
Prefer not to say	264	112	164	31	26	26	43	43	37	41	223	20	16	7	51	85	64	65	197	129	in	131	22	33	26	213	52	29	178

Proportions/Means: Columns Tested (5% risk level) - Xia'b - Xicidie/flight/B - Xi/ijfk/I - Xim'nlolpiqir - Xis't - Xiu\v\w - Xixiy - Xiz/A Overlap formulae used. * small base

Customer Satisfaction Tracker 2024
ONLINE Fishwork: 18th - 28th November 2024
ONLINE Fishwork: 18th - 28th November 2024
ONLINE Fishwork: 18th - 28th November 2024

	_	Onches					Apr.					Netic					Secret Economic I	-			Impacting/lin condition	ating .		inancial Watershilly		Utan S	heat		
	Total 00	Miles (N)	Female (N)	16-24	26-36	35-44 (8)	45-54	55-64	65-74	75+ (9)	England	Scotland	Waters (N)	Northern Instand	All	C1 (H)	C2	06	ARC1	C206	Yes.	No.	Most witherable	valverable (VI	Lease volterable (w)	Ultan	Russ	Yes CO	No.
Unweighted base	2585	1298	1338	329	472	379	393	409	447	217	2137	210	137	101	540	804	562	667	1364	1219	806	1981	488	1279	977	2109	474	666	1803
Weighted base	2595	1267	1329	336	423	411	421	403	318	274	2142	190	141	110*	656	792	533	612	1638	1144	810	1679	485	1236	1033	2096	489	607	1909
Effective State	1996	960	1028	261	368	299	271	326	352	168	1652	158	104	73	427	619	449	511	1036	960	628	1208	391	971	761	1633	364	509	1377
NET: Total in receipt of any kind of benefit	Whattemootiv A	289 23%	299 29900a	83 29%	91 21%	120 29%/210	160 36100unik	134 31%(h)k	69 22%	18%	964 26%	56 28%	50 35%6	25 23%	99 19%	160 21%mg	112 21%m	312 \$1500woop	268 1876n	424 37%Xmoq	607 50%E	261 15%	207 63%New	423 33%Nw	167 16%	567 27%	118 26%	697 100%/A	
Income Support	36 Thirtus	21 2%	19	18 Elizadysk	12 25095pn		2	1		1	29 2%	1 1%			14 2%	12 1%	2 7%	1%	23 2%	11	8 7%	26 2%	17 2556w	19 2%	71%	32 2%	2	24 5106A	
Income-based Jobsesker's Allowance	15 ThA	1%		2100	2	1	2 1%	2	1		1%				6 7%	3	2	3 1%	9 7%		3	1%	4 1%	1%		19.	1	15 2108	
Pensions Credit (Guaranteed Credit)	79 2 Yangsquit	26 25	44 3%	2%	12 2%	21%	1%	4 7%	17 SNINMS	23 9%Xuantg	53 2%	7	enos	1%	13 2%	5.	13 2%	26 6100magr	20 1%	49 4100moq	37 5100	32 2%	10 Chia	60 dhaw	11	56 3%	15 2%	70 11166A	
Pensions Credit (no Guaranteed Credit)	16 ThA	716	16	2 7%	1	2 7%	2	2	2 1%	376	19		2 2106		4 TN	2	*	1 15a	1	10	P TN	2	6 TN	11		16 1%	1	16 2100A	
Employment and Support Allowance (ESA)	130 Shothilimnoqtw A	5%	72 5%	8 2%8	12 2508	22 Shinik	28 9100anik	48 1210sonik	2 1%		95 4%	2%	16 12109	10	16 2%	21 2%	10 2%	82 13/620woogr	27 2%	83 8500moq	100 12908	26 2%	21 6%ar	85 Philis	34 3%	114 5%	76 2%	130 20%A	
Universal Credit (and household has other earnings)	THE STANSONA	67 5%	130 10%/a	21 9508	28 9128	48 1210spt8	SA TITUNGIA	22 5100	5 2%		166 8%	14 7%	11	7.	29 4%	54 7%	42 Phin	72 12%Nwq	82 8%	115 10%Nmq	91 1750E	94 6%	64 1316New	119 10%/kw	32 3%	172 8%	20,	198 31166A	
Universal Credit (and household has no other earnings)	107 PhinlimnophA	64 6%	62 5%	13 etinis	14 2500	21 5100B	25 Piocea	26 610008	2 1%		10 6%		2%		10 2%	16 2%	1,6	75 12%/0weep	26 2%	#1 Philosoq	73 8608	30 2%	51 10%Now	S2 eNon	14	80 6%	18 4%	107 17166A	
Personal Independence Payment (PP)	282 11 hdlimnoqteA	122 10%	163 12%	26 758	30 758	47 11948	60 167648	79 22700:0018	28 12%48	1	212 10%	28 15%	25 18105	16 16%	26 2N	Mar.	27 7%	162 23%/0mmogr	102 7%	178 1850moq	215 27500	52 3%	69 1610W	168 1653W	72 7%	226 11%	56 11%	280 66106A	
Carer's altreance	128 Elichmografi	62 5%	5%	18 Shd	7 2%	26 6160	26 6%(b)	32 810001	26	11	108 5%	1 4%	9 2%	4 2%	17 2%	26	21 4%	65 11%/6wagr	43 2%	84 8500mag	76 9908	2%	26 255Nr	77 653w	21 2%	105 5%	26 5%	129 20108A	
Other	75 2 NodingA	21 2%	44 2%	2 TN	\$ 7%	8 2%	12 3%	14 eNc	17 SNAMe	76 6%30de	65 2%	6 2%	5 2%		ž _N	23 2%	9 2%	23 S'Nillinnogr	32 2%	62 dhimoq	ence.	26 2%	22 57kNw	44	22 2%	57 2%	19	28 8105A	
None of these	1808 723/08pmv2	902 72100	902 69%	231 69%	215 76%00g	277 68%	258 61%	266 66%	261 765366g	218 80%Xxx4g	1508 70%	121	86 61%	82 75%	532 81%Sqr	602 77%0gr	900 75700pr	271 46%	1134 7910gir	673 595g	276 66%	1314 8250s	267 55%	808 85%a	872 84%Nev	1450	268 73%		1808 100%/Q

Proportions/Means: Columns Tested (5% risk level) - X/a/b - X/c/diviffig/h/B - X/l/j/k/l - X/min/o/p/q/r - X/s/t - X/u/v/w - X/u/y - X/z/A
Overlap formulae used. * small base

YONDER

Prepared by Yonde

Table 97 Benchmarking. Overall Satisfaction with each service provide

				Benchmarking - 1	lummery			
	Mobile provider (8)	Main current account provider (f)	Broadband idenset provider (6)	Bunde provider	Landina provider SN	Pay TV provider	Electricity provider (N)	Gas provider
Unweighted base	2001	2959	2126	1626	1666	1276	534	200
Weighted base	2001	2066	2126	1991	1666	1274	536	166
Effective State	1900	1908	1988	1217	1071	929	411	192
Very satisfied	1154 471ACDESH	1145 6FIACDEGH	925 2915/46gh	520 32%	523 35%	458 38%	177 32%	60 31%
Fairly satisfied	1041 42%	942 42%	958 655,46F	742 681A6F	567 29%	596 475ABF	254 475J46F	Mi Milled
Neither satisfied nor dissatisfied	190 8%	204 9%	181	197 121/80F	275 1918CDEFH	169 121480F	69 12NBOF	31 161460F
Fairly dissatisfied	72 2%	47 25	112 5148F	67 616F	59 6%F	51 85F	25 5NoF	24
Very descripted	22 1%	22	42 2NBF	25 230	25 21ar	14	8 2%	1,6
NET: Satisfied	2195 BETACOSSH	2087 BITIACDEGH	1793 84%/46	1261 81%A	1060 73%	1064 825A	631 80%A	165
NET: Dissatisfied	12 4%	68 2%	155 71680eF	91 9100F	M char	45 SNF	33 810F	\$1
Don't know				11 1586F	25 2180HF	nar nar	2	214CF
Mean	1.31AC066H	1.33ACDEGH	1.1666	1.07	1.02	1.13As	1.06	1.08
Standard deviation	0.80	0.79	0.92	0.88	0.83	0.85	0.89	0.79

Proportions/Means: All Columns Tested (1%, 5% risk level) Overlap formulae used.