



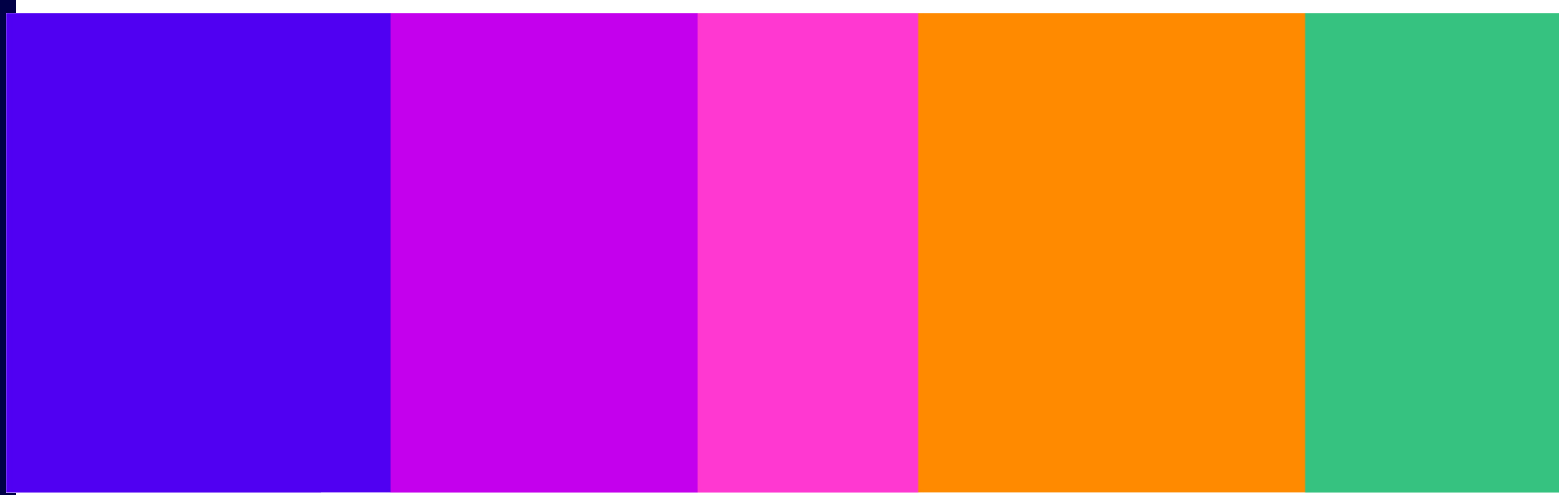
# Complaints about Broadband, Landline, Mobile and Pay-TV services

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Q2 2024 Report

**Report**

Publishing 14<sup>th</sup> November 2024



# Report

**As the UK's communications regulator, Ofcom receives complaints from customers about their landline, fixed broadband, pay-monthly mobile and pay-TV services.**

To better understand the reasons for dissatisfaction among residential customers in our sectors, we compile that data and determine the number of complaints received by provider and by service. To compare the performance of providers, on a quarterly basis we publish the number of complaints that we received about them relative to the size of their customer bases (i.e. per 100,000 customers).

## Overall Trends

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In the quarter from April to June (Q2 2024), complaints to Ofcom remained similar to the previous quarter (Q1 2024: January to March 2024). Complaints about fixed broadband, landline, and pay-monthly mobile decreased and complaints about pay-TV stayed the same.

- **NOW Broadband** generated the most fixed broadband complaints. Complaints about NOW Broadband fell from the previous quarter. Customer complaints were primarily driven by how their complaints were handled.
- The least complained about fixed broadband provider was **Sky**.
- **EE** was the most complained about landline provider. Complaints about EE saw an increase from the previous quarter. Customer complaints were mainly due to issues with faults, services and provisioning.
- **Utility Warehouse** generated the least landline complaints.
- The most complained about pay-monthly mobile provider was **O2**. Customer complaints were primarily driven by how their complaints were handled.
- **EE, Tesco Mobile** and **Vodafone** were the least complained about pay-monthly mobile providers.
- **EE** and **Virgin Media** were the most complained about pay-TV providers.
- **Sky** and **TalkTalk** were the least complained about pay-TV providers.

*See below for information about the comparability of certain providers' number of complaints. Our background and methodology document [\[link and metadata\]](#) goes into more detail.*

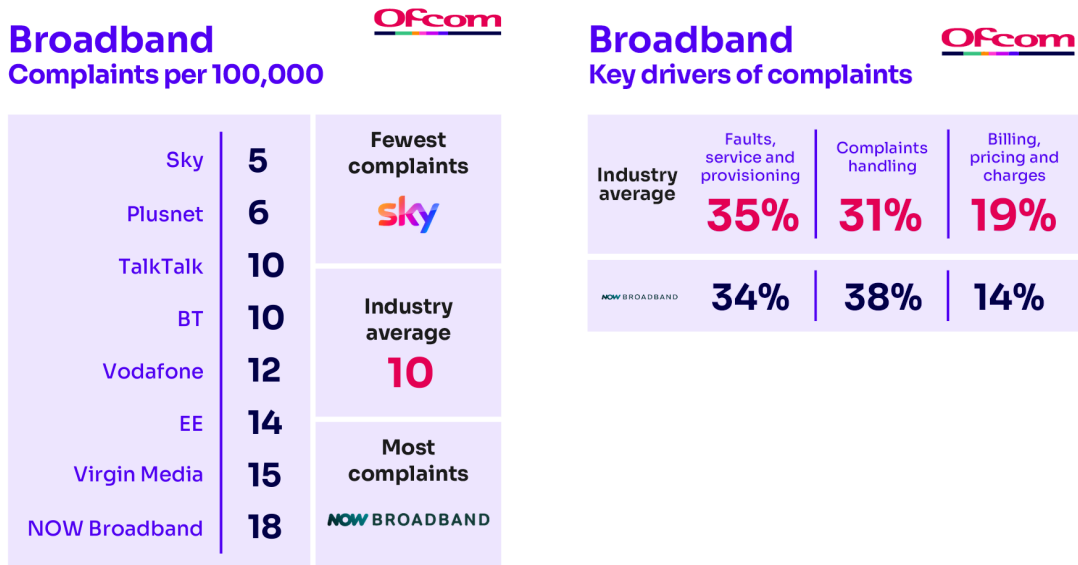
The chart below shows the relative volume of complaints we have received for broadband, landline, pay-monthly mobile and pay-TV services. You can use the slider to filter by year.

# Relative volume of complaints per 100,000 customers

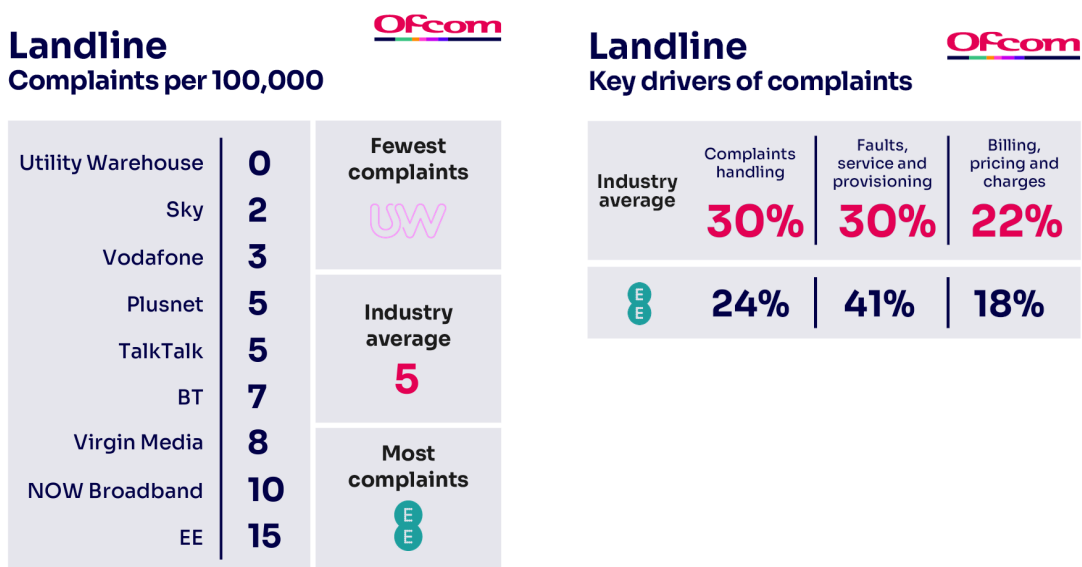
Taking a year-on-year comparison, the relative volume of complaints about fixed broadband, landline, and pay TV decreased and complaints about pay-monthly mobile stayed the same.

PowerBI 1: [https://app.powerbi.com/links/INZseiqG3v?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi\\_source=linkShare](https://app.powerbi.com/links/INZseiqG3v?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi_source=linkShare)

## League Tables & Key Complaints





\*Shell's total number of Broadband complaints is 53. Shell and TalkTalk's joint complaints would be 11.43 per 100,000 (4<sup>th</sup> position in the table).



\*Shell's total number of Landline complaints is 32. Shell and TalkTalk's joint complaints would be 6.43 per 100,000 (5<sup>th</sup> position in the table).

## Mobile Complaints per 100,000

Ofcom

Tesco Mobile	1	<b>Fewest complaints</b> 
EE	2	
Vodafone	2	<b>Industry average</b> <b>3</b>
Sky Mobile	2	
iD Mobile	3	
Three	3	<b>Most complaints</b> 
O2	8	



## Mobile Key drivers of complaints

Ofcom

Industry average	Complaints handling <b>28%</b>	Faults, service and provisioning <b>26%</b>	Billing, pricing and charges <b>21%</b>
O <sub>2</sub>	<b>33%</b>	<b>24%</b>	<b>19%</b>

## Pay-TV Complaints per 100,000

Ofcom

Sky	1	<b>Fewest complaints</b> 
TalkTalk	2	
Virgin Media	9	<b>Industry average</b> <b>4</b>
EE (prev. BT)	9	
		<b>Most complaints</b> 

## Pay-TV Key drivers of complaints

Ofcom

Industry average	Complaints handling <b>38%</b>	Billing, pricing and charges <b>24%</b>	Faults, service and provisioning <b>20%</b>
EE	Complaints handling <b>31%</b>	Faults, service and provisioning <b>25%</b>	Changing provider <b>23%</b>
Virgin Media	Complaints handling <b>43%</b>	Billing, pricing and charges <b>25%</b>	Faults, service and provisioning <b>17%</b>

## Comparability of complaints per 100,000 customers

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Where the actual measurable difference between providers' number of complaints per 100,000 customers is less than 1, we consider their results to be comparable. Within the following sectors, we consider the listed providers to be comparable:

Fixed Broadband: 1. TalkTalk, Industry Average and BT; 2. EE and Virgin Media.

Landline: 1. Plusnet, TalkTalk and Industry Average.

Pay-Monthly Mobile: 1. Tesco Mobile, EE and Vodafone; 2. EE, Vodafone and Sky Mobile; 3. Vodafone, Sky Mobile and iD Mobile; 4. iD Mobile, Three and Industry Average.

Pay-TV: 1. Sky and TalkTalk; 2. Virgin Media and EE.

## Overall Complaints by Sector

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The chart below shows complaints for all providers in each of the four sectors.

PowerBI 2: [https://app.powerbi.com/links/MSu53ieLz1?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi\\_source=linkShare](https://app.powerbi.com/links/MSu53ieLz1?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi_source=linkShare)

## Comparing different providers

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To compare two or more providers' performance, select the service and then the providers you want to compare from the lists on the right.

PowerBI 3: [https://app.powerbi.com/links/PI1TyQHeIL?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi\\_source=linkShare](https://app.powerbi.com/links/PI1TyQHeIL?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi_source=linkShare)

## Complaints by Provider

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To compare two or more providers' performance, select the service and then the providers you want to compare from the lists on the right.

PowerBI 4: [https://app.powerbi.com/links/jB0IJHqvbe?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi\\_source=linkShare](https://app.powerbi.com/links/jB0IJHqvbe?ctid=0af648de-310c-4068-8ae4-f9418bae24cc&pbi_source=linkShare)

## More Information

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The underlying data is available in CSV format [link and metadata]. We also include overall trend data for pay-as-you-go mobile complaints.

You can also read the report's background and methodology [link and metadata].