

**Codebook**

**uuid**

		Value
Standard Attributes	Label	uuid: Participant identifier
	Format	A16
	Measurement	Nominal

**IntroCATI**

		Value	Count	Percent
Standard Attributes	Label	IntroCATI: We are keen to speak to the person in the organisation who has primary decision- making responsibility in relation to purchasing communicatio ns services (including landline, mobile and internet services – both email, the web and related servic		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes - continue	902	42.8%
	2	No - close	0	0.0%
Missing Values	System		1207	57.2%

## S1

		Value	Count	Percent
Standard Attributes	Label	S1: This study requires us to interview a broad range of UK businesses so the first few questions about your organisation are purely to ensure that we include a true cross-section of industry. First of all, which of the following best describes the sector		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Private sector - primary (agriculture, manufacturing , construction)	423	20.1%
	2	Private sector - retail/wholesale	376	17.8%
	3	Private sector – services	918	43.5%
	4	Public sector – central government	22	1.0%
	5	Public sector – regional government	11	0.5%
	6	Public sector – local government	83	3.9%
	7	Public sector - other	92	4.4%
	8	Third sector, including charities, NGOs, quangos, not for profits etc.	184	8.7%

## INDUSTRY

		Value	Count	Percent
Standard Attributes	Label	INDUSTRY		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Primary	423	20.1%
	2	Retail / Wholesale	376	17.8%
	3	Services	918	43.5%
	4	Government (including central, local, education and health)	208	9.9%
	5	Third sector	184	8.7%

## S2a

		Value	Count	Percent
Standard Attributes	Label	S2a: Which of the following best describes how much control your organisation has when it comes to making purchasing decisions in relation to communications services? This would include decisions about your landline, mobile phone and internet services (in		
	Format	F1		
	Measurement	Ordinal		

### S2a

		Value	Count	Percent
Valid Values	1	We hold our own budget and can decide how to use it	1968	93.3%
	2	We have an input but not a complete say	126	6.0%
	3	We only implement decisions that are made elsewhere (parent company, PCT or Head Office)	15	0.7%

### S2b

		Value	Count	Percent
Standard Attributes	Label	S2b: And which of the following best describes the responsibility you personally have for making purchasing decisions in relation to these communications services for the organisation?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	I am solely responsible	1206	57.2%
	2	I am jointly responsible with somebody else	875	41.5%
	3	Someone else has primary responsibility	28	1.3%

### S2c

		Value	Count	Percent
Standard Attributes	Label	S2c: In that case can I just double check – do you have managerial responsibilities, and can you comment in detail on your organisation's experiences using communications providers and services?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes	28	1.3%
	2	No	0	0.0%
Missing Values	System		2081	98.7%

### S3

		Value	Count	Percent
Standard Attributes	Label	S3: Could I please confirm your exact job title?		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	Owner / Proprietor	892	42.3%
	2	Partner / Managing Partner	157	7.4%
	3	Chief Executive Officer	58	2.8%
	4	Chief Finance Director / Finance Director	56	2.7%
	5	Chief Operations Director / Operations Director	56	2.7%

### S3

	Value	Count	Percent
6	Managing Director	177	8.4%
7	IT/Telecoms Director / Manager or other ITC specialist	99	4.7%
8	Other senior manager	299	14.2%
9	PA / Office manager	115	5.5%
10	Other (please type in)	200	9.5%

### S3r10oe

	Value	Count	Percent
Standard Attributes	Label	S3r10oe: Could I please confirm your exact job title? - Other (please type in)	
	Format	A48	
	Measurement	Nominal	
Valid Values		1909	90.5%
	#Managing Secretary	1	0.0%
	Account manager	1	0.0%
	accountant	1	0.0%
	Accountant	3	0.1%
	accounts	1	0.0%
	accounts administrator	1	0.0%
	accounts manager	1	0.0%
	ADMI MANAGER	1	0.0%
	admin	1	0.0%
	admin assistant	1	0.0%
	admin co coordinator	1	0.0%
	Admin Director	1	0.0%
	administration manager	1	0.0%
	Administration Manager	1	0.0%
	administrator	1	0.0%
	Administrator	2	0.1%

**S3r10oe**

	Value	Count	Percent
adminitraction		1	0.0%
assistant		1	0.0%
associate		1	0.0%
Board chairman		1	0.0%
Building Manager		1	0.0%
buisness manaGEWRE		1	0.0%
business crime manager		1	0.0%
Business Manager		1	0.0%
cafe manager		1	0.0%
centre manager		1	0.0%
Centre Manager		1	0.0%
ceo		1	0.0%
chair of trustees		1	0.0%
charity director.		1	0.0%
charity founder		1	0.0%
chemist		1	0.0%
church		1	0.0%
clarical officer		1	0.0%
Cleaner		1	0.0%
clerk		1	0.0%
Clerk		1	0.0%
co-owner		1	0.0%
communications manager		1	0.0%
Communications Manager		1	0.0%
Communications Officer		1	0.0%
Community Connector		1	0.0%
Community development manager		1	0.0%
company director		1	0.0%
company sectary		1	0.0%
Consultant		1	0.0%
coordinatopr		1	0.0%
coordinator		1	0.0%
Council Manager.		1	0.0%
courtsel clark and rfo		1	0.0%
customer service		1	0.0%
Deputy Headteacher		1	0.0%

**S3r10oe**

	Value	Count	Percent
Designer		1	0.0%
director		4	0.2%
Director		3	0.1%
director of collective learning		1	0.0%
director/photographer		1	0.0%
does everything		1	0.0%
driving instructor		1	0.0%
EA		2	0.1%
editor		1	0.0%
Engineer		1	0.0%
estate agent		1	0.0%
excestiue officer		1	0.0%
executive officer		1	0.0%
family buisness		1	0.0%
FATHER		1	0.0%
finance and data manager		1	0.0%
Finance Manager		1	0.0%
finance officer		2	0.1%
financial clerk		1	0.0%
financial controller		1	0.0%
florist		1	0.0%
Freelance		1	0.0%
Freelance / sole proprietor		1	0.0%
General kitchen porter		1	0.0%
general manager		1	0.0%
good		2	0.1%
Head administrator		1	0.0%
head of music		1	0.0%
head of operations		1	0.0%
head teacher		1	0.0%
headteacher		1	0.0%
Hef		1	0.0%
hr manager		1	0.0%
HR manager		1	0.0%
hypnotherapist		1	0.0%
inivation consultant		1	0.0%

**S3r10oe**

	Value	Count	Percent
Irish Language Development Officer		1	0.0%
Logistic and account manager		1	0.0%
manager		4	0.2%
Manager		1	0.0%
MANAGER		1	0.0%
manager editor		1	0.0%
managing director		1	0.0%
Managing director		1	0.0%
medical legal advisor		1	0.0%
Minister		2	0.1%
minister of religion		1	0.0%
Minister of religion		1	0.0%
office administrator		2	0.1%
office manager		1	0.0%
operationATIONS SUPERVISOR		1	0.0%
Operations assistant		1	0.0%
operations manager		1	0.0%
Operations Manager		3	0.1%
parish clerk		1	0.0%
Parish clerk		1	0.0%
Parish Clerk		1	0.0%
PARLEMNTY REASERCHER		1	0.0%
parrish clerk		1	0.0%
parrish priest		1	0.0%
pastger		1	0.0%
pastor		1	0.0%
pay the bills		1	0.0%
play group leader		1	0.0%
popst production controller		1	0.0%
pratice manger		1	0.0%
president		1	0.0%
princible		1	0.0%
Principal		1	0.0%
Professional		2	0.1%
project manager		2	0.1%

**S3r10oe**

	Value	Count	Percent
Project manager		2	0.1%
Project Manager		1	0.0%
property manager		2	0.1%
Qa Techniqal cler		1	0.0%
receptionist		1	0.0%
Rector		1	0.0%
religuos organisation		1	0.0%
retail staff		1	0.0%
retired		1	0.0%
reverend		3	0.1%
Reverend		1	0.0%
Room manager		1	0.0%
Safety Officer		1	0.0%
Sales and Marketing Director		1	0.0%
Sales Director		1	0.0%
school principal		1	0.0%
Secr		1	0.0%
self employed		1	0.0%
self employed consultant		1	0.0%
Self employed consultant contractor.		1	0.0%
Self employed/Freelancer working alone from home		1	0.0%
service engineer		1	0.0%
service manager		1	0.0%
Service Manager		1	0.0%
Showroom Manager		1	0.0%
software		3	0.1%
sole trader		2	0.1%
Sole trader		1	0.0%
supervisor		1	0.0%
SUPERVISOR/MANAGER		1	0.0%
Support worker		1	0.0%
Teacher		1	0.0%
team lead		1	0.0%
Team leader		2	0.1%
theraputic counsellor		1	0.0%
third in charge		1	0.0%

**S3r10oe**

	Value	Count	Percent
town clerk		1	0.0%
trainer		1	0.0%
treasurer		1	0.0%
Treasurer		1	0.0%
trustee		3	0.1%
Tutoring		1	0.0%
UK Sales Support Team Leader		1	0.0%
vehicle technician		1	0.0%
vicker		2	0.1%
Web development and support		1	0.0%

**S4b**

	Value	Count	Percent
Standard Attributes	Label	S4b: Is your organisation a network or service provider, or a reseller of telecoms or IT?	
	Format	F1	
	Measurement	Ordinal	
Valid Values	1	Yes	0 0.0%
	2	No	2109 100.0%

### S5a

		Value	Count	Percent
Standard Attributes	Label	S5a: Including yourself, how many people does your organisation currently employ in the UK either full or part time?		
	Format	F19		
	Measurement	Ordinal		
Valid Values	0		31	1.5%
	1		529	25.1%
	2		233	11.0%
	3		111	5.3%
	4		102	4.8%
	5		78	3.7%
	6		63	3.0%
	7		41	1.9%
	8		43	2.0%
	9		49	2.3%
	10		65	3.1%
	11		33	1.6%
	12		40	1.9%
	13		10	0.5%
	14		19	0.9%
	15		24	1.1%
	16		8	0.4%
	17		4	0.2%
	18		7	0.3%
	19		3	0.1%
	20		27	1.3%
	21		5	0.2%
	22		6	0.3%
	23		2	0.1%
	24		11	0.5%
	25		25	1.2%
	26		5	0.2%
	27		3	0.1%
	28		3	0.1%

**S5a**

	Value	Count	Percent
	29	5	0.2%
	30	16	0.8%
	31	1	0.0%
	32	5	0.2%
	33	1	0.0%
	35	18	0.9%
	36	3	0.1%
	37	4	0.2%
	38	3	0.1%
	40	14	0.7%
	41	1	0.0%
	42	1	0.0%
	43	3	0.1%
	44	3	0.1%
	45	11	0.5%
	46	1	0.0%
	47	5	0.2%
	48	5	0.2%
	49	10	0.5%
	50	36	1.7%
	51	6	0.3%
	52	7	0.3%
	54	1	0.0%
	55	9	0.4%
	56	5	0.2%
	57	1	0.0%
	58	4	0.2%
	59	1	0.0%
	60	9	0.4%
	63	1	0.0%
	64	1	0.0%
	65	4	0.2%
	66	1	0.0%
	67	3	0.1%
	70	8	0.4%
	72	3	0.1%
	74	2	0.1%
	75	11	0.5%
	76	2	0.1%

**S5a**

	Value	Count	Percent
	77	2	0.1%
	80	5	0.2%
	82	1	0.0%
	84	2	0.1%
	85	6	0.3%
	87	1	0.0%
	88	1	0.0%
	90	11	0.5%
	94	1	0.0%
	95	11	0.5%
	96	2	0.1%
	97	3	0.1%
	98	2	0.1%
	99	6	0.3%
	100	46	2.2%
	101	2	0.1%
	102	1	0.0%
	105	3	0.1%
	108	1	0.0%
	110	10	0.5%
	112	2	0.1%
	115	3	0.1%
	120	13	0.6%
	124	2	0.1%
	125	10	0.5%
	127	1	0.0%
	130	4	0.2%
	140	2	0.1%
	141	1	0.0%
	145	3	0.1%
	146	1	0.0%
	149	1	0.0%
	150	23	1.1%
	151	1	0.0%
	155	3	0.1%
	157	1	0.0%
	158	1	0.0%
	159	2	0.1%
	160	2	0.1%

**S5a**

	Value	Count	Percent
	162	1	0.0%
	170	3	0.1%
	175	1	0.0%
	178	1	0.0%
	180	5	0.2%
	185	1	0.0%
	187	1	0.0%
	188	1	0.0%
	190	1	0.0%
	197	1	0.0%
	200	19	0.9%
	220	2	0.1%
	225	2	0.1%
	226	1	0.0%
	233	1	0.0%
	236	1	0.0%
	239	1	0.0%
	240	3	0.1%
	241	1	0.0%
	243	1	0.0%
	246	1	0.0%
	247	1	0.0%
	248	1	0.0%
	249	2	0.1%
Missing Values	System	58	2.8%

**noanswerS5a\_r97**

		Value	Count	Percent
Standard Attributes	Label	noanswerS5a_r97: Including yourself, how many people does your organisation currently employ in the UK either full or part time?: Don't know - No Answer		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Including yourself, how many people does your organisation currently employ in the UK either full or part time?:	2051	97.2%
	1	Including yourself, how many people does your organisation currently employ in the UK either full or part time?: Don't k	58	2.8%

### S5b

		Value	Count	Percent
Standard Attributes	Label	S5b: Which of the following size bands does your organisation fall into?		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1, work on your own/no employees	537	25.5%
	2	2, you plus one partner or employee	238	11.3%
	3	3-4	214	10.1%
	4	5-9	276	13.1%
	5	10-19	216	10.2%
	6	20-49	210	10.0%
	7	50-99	178	8.4%
	8	100-249	203	9.6%
	9	250+	0	0.0%
	10	Don't know	6	0.3%
Missing Values	System		31	1.5%

### dS5bQuota

		Value	Count	Percent
Standard Attributes	Label	dS5bQuota: *No. of Employees, quota variable*		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	1	564	26.7%
	2	2-4	456	21.6%
	3	5-9	277	13.1%
	4	10-49	431	20.4%
	5	50-249	381	18.1%

**S6**

		Value	Count	Percent
Standard Attributes	Label	S6: How many sites or offices does your organisation operate from in the UK? Please exclude home working where it's not the primary place of business.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	1	1588	75.3%
	2	2	239	11.3%
	3	3	95	4.5%
	4	4	43	2.0%
	5	5-9	59	2.8%
	6	10-49	36	1.7%
	7	50 or more	14	0.7%
	8	Don't know	24	1.1%
	9	Refused	11	0.5%

**S7**

		Value	Count	Percent
Standard Attributes	Label	S7: Are you (SOLE TRADER) / members of your organisation (2 OR MORE Staff)...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Entirely office based	569	27.0%
	2	Mainly office based	335	15.9%
	3	A mix of in and out of an office	766	36.3%
	4	Mainly work away from an office	212	10.1%
	5	Entirely work away from an office	227	10.8%

**S8**

		Value	Count	Percent
Standard Attributes	Label	S8: And what were working arrangements prior to the start of the COVID-19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Entirely office based	665	31.5%
	2	Mainly office based	317	15.0%
	3	A mix of in and out of an office	640	30.3%
	4	Mainly work away from an office	196	9.3%
	5	Entirely work away from an office	228	10.8%
	6	Not applicable – organisation started since the pandemic began	63	3.0%

**S10**

		Value	Count	Percent
Standard Attributes	Label	S10: Which of the following best describes the location of your organisation's head office? Please give your best estimate if you don't know exactly. If home is the primary place of business please use this location.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Large City (population: more than 500,000)	342	16.2%
	2	Smaller city / large town (population: 100,000 – 500,000)	402	19.1%
	3	Medium town (population: 15,000 – 99,999)	579	27.5%
	4	Small town (population: 2,000 – 14,999) within 10 miles of a large settlement	270	12.8%
	5	Small town (population: 2,000 – 14,999) further than 10 miles from a large settlement	75	3.6%

### S10

	Value	Count	Percent
6	Rural area (population: less than 2,000) within 10 miles of a large settlement	347	16.5%
7	Rural area (population: less than 2,000) further than 10 miles of a large settlement	94	4.5%

### dS10

		Value	Count	Percent
Standard Attributes	Label	dS10: *URBANITY groups*		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Urban	1668	79.1%
	2	Rural	347	16.5%
	3	Remote rural	94	4.5%

## S11

		Value	Count	Percent
Standard Attributes	Label	S11: And in which of the following regions is your organisation's head office? If home is the primary place of business please use this location.		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	North East	116	5.5%
	2	North West	184	8.7%
	3	Yorkshire and the Humber	158	7.5%
	4	East Midlands	140	6.6%
	5	West Midlands	159	7.5%
	6	East of England	154	7.3%
	7	South East	233	11.0%
	8	South West	167	7.9%
	9	London	237	11.2%
	10	Wales	183	8.7%
	11	Scotland	214	10.1%
	12	Northern Ireland	164	7.8%

**QA1ar1**

		Value	Count	Percent
Standard Attributes	Label	QA1ar1: Standard phone (PSTN) \$ {"IF NECESSARY - PSTN stands for Public Switched Telephone Network – basically the normal phone network or landline" if dSampleType .r2 else "- Public Switched Telephone Network (i.e. the normal phone network / landline)"}		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Standard phone (PSTN) \$ {"IF NECESSARY - PSTN stands for Public Switched Telephone Network – basically the norm	981	46.5%
	1	Standard phone (PSTN) \$ {"IF NECESSARY - PSTN stands for Public Switched Telephone Network – basically the normal phon	1128	53.5%

### QA1ar2

		Value	Count	Percent
Standard Attributes	Label	QA1ar2: ISDN 2 / 2e \$ {"IF NECESSARY - this is a form of ISDN line offering you connection for up to 8 digital devices and allowing you to make two calls (or a voice call and data call) at the same time" if dSampleType .r2 else "- a form of ISDN line offer		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: ISDN 2 / 2e \$ {"IF NECESSARY - this is a form of ISDN line offering you connection for up to 8 digital devices an	1984	94.1%
	1	ISDN 2 / 2e \$ {"IF NECESSARY - this is a form of ISDN line offering you connection for up to 8 digital devices and allow	125	5.9%

**QA1ar3**

		Value	Count	Percent
Standard Attributes	Label	QA1ar3: ISDN 30 \$ {"IF NECESSARY - this is a form of ISDN line offering you 8 to 30 independent connections and allowing you to make multiple calls at the same time" if dSampleType .r2 else "- a form of ISDN line offering 8 to 30 independent connections an		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: ISDN 30 \$ {"IF NECESSARY - this is a form of ISDN line offering you 8 to 30 independent connections and allowing	1990	94.4%
	1	ISDN 30 \$ {"IF NECESSARY - this is a form of ISDN line offering you 8 to 30 independent connections and allowing ...	119	5.6%

**QA1ar4**

		Value	Count	Percent
Standard Attributes	Label	QA1ar4: Managed VoIP \$ {"(sometimes called SIP trunking) which uses a data connection for high-quality voice calls. Normally there is a monthly cost for this service and often calls are made and received in a similar way to traditional fixed-line voice ca		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Managed VoIP \$ {"(sometimes called SIP trunking) which uses a data connection for high-quality voice calls. Norma	1695	80.4%
	1	Managed VoIP \$ {"(sometimes called SIP trunking) which uses a data connection for high-quality voice calls. Normally the	414	19.6%

**QA1ar5**

		Value	Count	Percent
Standard Attributes	Label	QA1ar5: Other VoIP or video conferencing \$ {"e.g. using an unmanaged Over The Top service such as Skype, Facetime, Microsoft Teams, Google Meet, Zoom etc. Often you will use an app or website to access these services and use user names rather ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other VoIP or video conferencing \$ {"e.g. using an unmanaged Over The Top service such as Skype, Facetime, Micros	1708	81.0%
	1	Other VoIP or video conferencing \$ {"e.g. using an unmanaged Over The Top service such as Skype, Facetime, Microsoft Tea	401	19.0%

### QA1ar6

		Value	Count	Percent
Standard Attributes	Label	QA1ar6: Mobile phones \$ {"(including smartphones e.g. iPhone, Samsung Galaxy etc.) that staff at your organisation use for business purposes (including business or personal phones, whether or not your organisation pays for or contributes towards them)" if		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Mobile phones \$ {"(including smartphones e.g. iPhone, Samsung Galaxy etc.) that staff at your organisation use fo	635	30.1%
	1	Mobile phones \$ {"(including smartphones e.g. iPhone, Samsung Galaxy etc.) that staff at your organisation use for busin	1474	69.9%

**QA1ar7**

		Value	Count	Percent
Standard Attributes	Label	QA1ar7: Leased line or private circuit used for services OTHER THAN a dedicated internet connection \$ {"(any dedicated connectivity for any purpose such as point to point data communications. These may be described as analogue, traditional, Ethernet ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Leased line or private circuit used for services OTHER THAN a dedicated internet connection \$ {"(any ...	1984	94.1%
	1	Leased line or private circuit used for services OTHER THAN a dedicated internet connection \$ {"(any dedicated ...	125	5.9%

**QA1ar8**

		Value	Count	Percent
Standard Attributes	Label	QA1ar8: Advanced voice services \$ {"(Example of this type of product include Centrex, FeatureLine, or a 'hosted PBX') – this is a type of hosted voice service which provides additional features such as call waiting, call diversion, voicemail, hunt group		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Advanced voice services \$ {"(Example of this type of product include Centrex, FeatureLine, or a 'hosted PBX') –	2021	95.8%
	1	Advanced voice services \$ {"(Example of this type of product include Centrex, FeatureLine, or a 'hosted PBX') – this i	88	4.2%

### QA1ar98

		Value	Count	Percent
Standard Attributes	Label	QA1ar98: Other (please type in) - Which of the following does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	2087	99.0%
	1	Other (please type in)	22	1.0%

### QA1ar99

		Value	Count	Percent
Standard Attributes	Label	QA1ar99: None of these - Which of the following does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	2073	98.3%
	1	None of these	36	1.7%

### QA1ar97

		Value	Count	Percent
Standard Attributes	Label	QA1ar97: Don't know - Which of the following does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	2097	99.4%
	1	Don't know	12	0.6%

### QA1ar98oe

		Value	Count	Percent
Standard Attributes	Label	QA1ar98oe: Which of the following does your organisation use for business purposes? - Other (please type in)		
	Format	A51		
	Measurement	Nominal		
Valid Values			2087	99.0%
	/YELO LINK		1	0.0%
	3cx		1	0.0%
	b online		1	0.0%
	Broadband		2	0.1%
	cloud		1	0.0%
	CLOUD		2	0.1%
	DESK PHONE		1	0.0%
	Desktop PC and internet		1	0.0%
	DIGITAL		1	0.0%
	fibre		1	0.0%
	Fibre Broadband		1	0.0%
	High speed fibre internet connection		1	0.0%
	internet and landline		1	0.0%

**QA1ar98oe**

	Value	Count	Percent
ISDN		1	0.0%
Tablet with SIM card/also calls from laptop.		1	0.0%
Tablets		1	0.0%
virtual landline		1	0.0%
Virtual mobile number directed to an actual mobile.		1	0.0%
voip not sure which one		1	0.0%
WhatsApp		1	0.0%

**QA1br1**

	Value	Count	Percent
Standard Attributes	Label	QA1br1: Fixed-line broadband – \$ {"this is" if dSampleType .r2 else ""} a service like those taken by residential consumers where the speed is described as "up to" and where the service is shared with other users, meaning that the speeds delivered to you	
	Format	F1	
	Measurement	Ordinal	

**QA1br1**

		Value	Count	Percent
Valid Values	0	NO TO: Fixed-line broadband – \$ {"this is" if dSampleType .r2 else ""} a service like those taken by residential consum	645	30.6%
	1	Fixed-line broadband – \$ {"this is" if dSampleType .r2 else ""} a service like those taken by residential consumers whe	1464	69.4%

**QA1br2**

		Value	Count	Percent
Standard Attributes	Label	QA1br2: Dedicated internet access - \$ {"this is" if dSampleType .r2 else ""} service such as an Ethernet leased line internet access product which gives your premises its own uncontended internet connection meaning that the speeds to your premises are guar		
	Format	F1		
	Measurement	Ordinal		

### QA1br2

		Value	Count	Percent
Valid Values	0	NO TO: Dedicated internet access - \$ {"this is" if dSampleType .r2 else ""} service such as an Ethernet leased line inter	1849	87.7%
	1	Dedicated internet access - \$ {"this is" if dSampleType .r2 else ""} service such as an Ethernet leased line internet acc	260	12.3%

### QA1br3

		Value	Count	Percent
Standard Attributes	Label	QA1br3: Mobile broadband delivered by a mobile phone network – this is a service delivered by 3G,4G or 5G technology either directly to a smartphone or device with an embedded SIM card, or to a 'dongle' which is plugged into the USB slot on a computer.		
	Format	F1		
	Measurement	Ordinal		

**QA1br3**

		Value	Count	Percent
Valid Values	0	NO TO: Mobile broadband delivered by a mobile phone network – this is a service delivered by 3G,4G or 5G technology ei	1627	77.1%
	1	Mobile broadband delivered by a mobile phone network – this is a service delivered by 3G,4G or 5G technology either di	482	22.9%

**QA1br4**

		Value	Count	Percent
Standard Attributes	Label	QA1br4: Fixed-wireless broadband – this is a service which delivers a broadband service over a wireless connection. It is different from a mobile connection, as the service is fixed to a single location and may sometimes use an external aerial attached		
	Format	F1		
	Measurement	Ordinal		

### QA1br4

		Value	Count	Percent
Valid Values	0	NO TO: Fixed-wireless broadband – this is a service which delivers a broadband service over a wireless connection. It	1668	79.1%
	1	Fixed-wireless broadband – this is a service which delivers a broadband service over a wireless connection. It is diff	441	20.9%

### QA1br5

		Value	Count	Percent
Standard Attributes	Label	QA1br5: Dial- up – this is when you access the internet via ISDN, in contrast to a broadband service - Which of the following does your company use for internet connectivity?		
	Format	F1		
	Measurement	Ordinal		

### QA1br5

		Value	Count	Percent
Valid Values	0	NO TO: Dial-up – this is when you access the internet via ISDN, in contrast to a broadband service	2095	99.3%
	1	Dial-up – this is when you access the internet via ISDN, in contrast to a broadband service	14	0.7%

### QA1br6

		Value	Count	Percent
Standard Attributes	Label	QA1br6: Satellite broadband service - Which of the following does your company use for internet connectivity?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Satellite broadband service	2069	98.1%
	1	Satellite broadband service	40	1.9%

**QA1br99**

		Value	Count	Percent
Standard Attributes	Label	QA1br99: None of these - Which of the following does your company use for internet connectivity?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	2050	97.2%
	1	None of these	59	2.8%

**QA1br97**

		Value	Count	Percent
Standard Attributes	Label	QA1br97: Don't know - Which of the following does your company use for internet connectivity?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	2053	97.3%
	1	Don't know	56	2.7%

### QA2ar1

		Value	Count	Percent
Standard Attributes	Label	QA2ar1: Standard broadband provided using the traditional copper network (ADSL or SDSL) - Which of the following fixed broadband services do you receive?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Standard broadband provided using the traditional copper network (ADSL or SDSL)	1020	48.4%
	1	Standard broadband provided using the traditional copper network (ADSL or SDSL)	444	21.1%
Missing Values	System		645	30.6%

## QA2ar2

		Value	Count	Percent
Standard Attributes	Label	QA2ar2: Fibre/superfast provided using a cable network (nearly always provided by Virgin Media, provided by WightFibre in the Isle of Wight) - Which of the following fixed broadband services do you receive?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Fibre/superfast provided using a cable network (nearly always provided by Virgin Media, provided by WightFibre in	1042	49.4%
	1	Fibre/superfast provided using a cable network (nearly always provided by Virgin Media, provided by WightFibre in the Is	422	20.0%
Missing Values	System		645	30.6%

**QA2ar3**

		Value	Count	Percent
Standard Attributes	Label	QA2ar3: Fibre/superfast provided using the traditional copper network – Fibre to the Cabinet (FTTC) - Which of the following fixed broadband services do you receive?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Fibre/superfast provided using the traditional copper network – Fibre to the Cabinet (FTTC)	1184	56.1%
	1	Fibre/superfast provided using the traditional copper network – Fibre to the Cabinet (FTTC)	280	13.3%
Missing Values	System		645	30.6%

### QA2ar4

		Value	Count	Percent
Standard Attributes	Label	QA2ar4: "Full-fibre" /Fibre/superfast using new fibre networks – Fibre to the Premises (FTTP) - Which of the following fixed broadband services do you receive?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: "Full-fibre" /Fibre/superfast using new fibre networks – Fibre to the Premises (FTTP)	1262	59.8%
	1	"Full-fibre" /Fibre/superfast using new fibre networks – Fibre to the Premises (FTTP)	202	9.6%
Missing Values	System		645	30.6%

**QA2ar5**

		Value	Count	Percent
Standard Attributes	Label	QA2ar5: Fibre/superfast – don't know/not sure on type - Which of the following fixed broadband services do you receive?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Fibre/superfast – don't know/not sure on type	1313	62.3%
	1	Fibre/superfast – don't know/not sure on type	151	7.2%
Missing Values	System		645	30.6%

**QA2ar6**

		Value	Count	Percent
Standard Attributes	Label	QA2ar6: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"} - Which of the following fixed broadband services do you receive?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	1381	65.5%
	1	\$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	83	3.9%

**QA2ar6**

		Value	Count	Percent
Missing Values	System		645	30.6%

**QA2br1**

		Value	Count	Percent
Standard Attributes	Label	QA2br1: Fibre Ethernet leased line (sometimes called Ethernet Access Direct/EAD or Full Fibre Ethernet) - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Fibre Ethernet leased line (sometimes called Ethernet Access Direct/EAD or Full Fibre Ethernet)	145	6.9%
	1	Fibre Ethernet leased line (sometimes called Ethernet Access Direct/EAD or Full Fibre Ethernet)	115	5.5%
Missing Values	System		1849	87.7%

### QA2br2

		Value	Count	Percent
Standard Attributes	Label	QA2br2: Ethernet over copper (EoC) leased line (sometimes called Ethernet in the First Mile (EFM)) - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Ethernet over copper (EoC) leased line (sometimes called Ethernet in the First Mile (EFM))	224	10.6%
	1	Ethernet over copper (EoC) leased line (sometimes called Ethernet in the First Mile (EFM))	36	1.7%
Missing Values	System		1849	87.7%

**QA2br3**

		Value	Count	Percent
Standard Attributes	Label	QA2br3: Ethernet over Fibre To The Cabinet (EoFTTC) leased line (sometimes called Generic Ethernet Access (GEA) over FTTC) - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Ethernet over Fibre To The Cabinet (EoFTTC) leased line (sometimes called Generic Ethernet Access (GEA) over FTTC	222	10.5%
	1	Ethernet over Fibre To The Cabinet (EoFTTC) leased line (sometimes called Generic Ethernet Access (GEA) over FTTC)	38	1.8%
Missing Values	System		1849	87.7%

**QA2br4**

		Value	Count	Percent
Standard Attributes	Label	QA2br4: Ethernet over Fibre To The Premises (EoFTTP) leased line (sometimes called Generic Ethernet Access (GEA) over FTTP) - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Ethernet over Fibre To The Premises (EoFTTP) leased line (sometimes called Generic Ethernet Access (GEA) over FTT	214	10.1%
	1	Ethernet over Fibre To The Premises (EoFTTP) leased line (sometimes called Generic Ethernet Access (GEA) over FTTP)	46	2.2%
Missing Values	System		1849	87.7%

**QA2br5**

		Value	Count	Percent
Standard Attributes	Label	QA2br5: Dedicated Fixed Wireless Access - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Dedicated Fixed Wireless Access	229	10.9%
	1	Dedicated Fixed Wireless Access	31	1.5%
Missing Values	System		1849	87.7%

**QA2br6**

		Value	Count	Percent
Standard Attributes	Label	QA2br6: Links provided by managed network provider as an IP-VPN - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Links provided by managed network provider as an IP-VPN	232	11.0%
	1	Links provided by managed network provider as an IP-VPN	28	1.3%
Missing Values	System		1849	87.7%

**QA2br7**

		Value	Count	Percent
Standard Attributes	Label	QA2br7: Links provided by managed network provider, exact connectivity unknown - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Links provided by managed network provider, exact connectivity unknown	243	11.5%
	1	Links provided by managed network provider, exact connectivity unknown	17	0.8%
Missing Values	System		1849	87.7%

**QA2br8**

		Value	Count	Percent
Standard Attributes	Label	QA2br8: Other type of dedicated internet access / leased line (please specify) - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other type of dedicated internet access / leased line (please specify)	258	12.2%
	1	Other type of dedicated internet access / leased line (please specify)	2	0.1%
Missing Values	System		1849	87.7%

**QA2br9**

		Value	Count	Percent
Standard Attributes	Label	QA2br9: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"} - Which of the following dedicated internet access do you use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	221	10.5%
	1	\$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	39	1.8%
Missing Values	System		1849	87.7%

**QA2br8oe**

		Value	Count	Percent
Standard Attributes	Label	QA2br8oe: Which of the following dedicated internet access do you use? - Other type of dedicated internet access / leased line (please specify)		
	Format	A17		
	Measurement	Nominal		
Valid Values			2107	99.9%
	leased line 100mg		1	0.0%
	wifi		1	0.0%

### QA2cX1

		Value	Count	Percent
Standard Attributes	Label	QA2cX1: What is the name of the company that is the main provider of your mobile service?		
	Format	F2		
	Measurement	Ordinal		
Valid Values	3	BT	300	14.2%
	7	Colt	0	0.0%
	9	Daisy	5	0.2%
	13	Everything Everywhere/E E	216	10.2%
	15	Gamma	1	0.0%
	16	Global Crossing	0	0.0%
	19	KCom (Kingston Communicatio ns)	0	0.0%
	20	Janet	0	0.0%
	22	Opal Communicatio ns/Pipex	0	0.0%
	24	O2	277	13.1%
	27	Plusnet	27	1.3%
	28	Post Office	2	0.1%
	30	Sky / Skytalk	57	2.7%
	38	Swiftcall	0	0.0%
	39	Talk Talk	22	1.0%
	40	Tesco Telecom	39	1.8%
	48	"3"	70	3.3%
	49	Unicom / Universal Utilities	0	0.0%
	51	Verizon	1	0.0%
	52	Virgin Media	80	3.8%
	53	Vodafone	242	11.5%
59	Broadway Parters	1	0.0%	
60	CallFlow	1	0.0%	

### QA2cX1

		Value	Count	Percent
	61	Community Fibre	1	0.0%
	62	Fibrus	2	0.1%
	63	G.Network	3	0.1%
	64	Glide	0	0.0%
	65	Jurassic Fibre	0	0.0%
	66	Wessex Internet	1	0.0%
	67	WightFibre Limited	0	0.0%
	68	Zzoomm	0	0.0%
Missing Values	System		761	36.1%

### QA2cX1OEr99

		Value	Count	Percent
Standard Attributes	Label	QA2cX1OEr99: Resourced internally -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Resourced internally	1462	69.3%
	1	Resourced internally	12	0.6%
Missing Values	System		635	30.1%

### QA2cX1OEr98

		Value	Count	Percent
Standard Attributes	Label	QA2cX1OEr98: Other (please type in) -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1392	66.0%
	1	Other (please type in)	82	3.9%
Missing Values	System		635	30.1%

**QA2cX1OEr97**

		Value	Count	Percent
Standard Attributes	Label	QA2cX1OEr97: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"} -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	1442	68.4%
	1	\$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	32	1.5%
Missing Values	System		635	30.1%

**QA2cX1OEr98oe**

		Value	Count	Percent
Standard Attributes	Label	QA2cX1OEr98oe: - Other (please type in)		
	Format	A106		
	Measurement	Nominal		
Valid Values			2027	96.1%
	3		1	0.0%
	3G		1	0.0%
	4 COM		1	0.0%
	Asda		1	0.0%
	ASDA mobile		1	0.0%
	BARCLAY		1	0.0%
	Borders Net		1	0.0%
	briskona		1	0.0%
	Business Mobiles		1	0.0%
	BY		1	0.0%
	chest communication		1	0.0%
	Clear Business		2	0.1%

QA2cX1OEr98oe

	Value	Count	Percent
Different people have different service providers, obviously		1	0.0%
DIGICAL		1	0.0%
Digital Communications		1	0.0%
ee		7	0.3%
EE		6	0.3%
giff gaf		1	0.0%
giff gaff		1	0.0%
Giff gaff		1	0.0%
Giff Gaff		1	0.0%
giffgaff		2	0.1%
Giffgaff		2	0.1%
GiffGaff		3	0.1%
GIFFGAFF		3	0.1%
id		1	0.0%
ID		2	0.1%
id mobile		1	0.0%
In touch communications		1	0.0%
It is actually ID Mobile, not Tesco but I have a personal phone with them. No ID Mobile option to choose		1	0.0%
Kinex		2	0.1%
KROLL		1	0.0%
Labara		1	0.0%
LEBARA		1	0.0%
LIBARA		1	0.0%
Lyca		1	0.0%
Lycamobile		1	0.0%
M247		1	0.0%
NT Digital.		1	0.0%
O2		1	0.0%
office uc		1	0.0%
Onecom		1	0.0%
onecom.		1	0.0%
Personal contracts		1	0.0%
plan		1	0.0%
private sim		1	0.0%

### QA2cX1OEr98oe

	Value	Count	Percent
R C UK		1	0.0%
SMARTIE		1	0.0%
Smarty		1	0.0%
social telecoms		1	0.0%
SPECTRUM		1	0.0%
t mobile		1	0.0%
TALK MOBILE		1	0.0%
Telephone Europe		1	0.0%
Telesis		1	0.0%
TELESTRA		1	0.0%
Telia		1	0.0%
three		1	0.0%
ubt		1	0.0%
Utility Warehouse		1	0.0%
Windsor Telecom		1	0.0%
YAY		1	0.0%

### QA2cX2

		Value	Count	Percent
Standard Attributes	Label	QA2cX2: What is the name of the company that is the main provider of your landline service?		
	Format	F2		
	Measurement	Ordinal		
Valid Values	3	BT	675	32.0%
	7	Colt	2	0.1%
	9	Daisy	17	0.8%
	13	Everything Everywhere/EE	24	1.1%
	15	Gamma	3	0.1%
	16	Global Crossing	0	0.0%
	19	KCom (Kingston Communications)	5	0.2%

## QA2cX2

	Value	Count	Percent
20	Janet	1	0.0%
22	Opal Communications/Pipex	1	0.0%
24	O2	17	0.8%
27	Plusnet	71	3.4%
28	Post Office	3	0.1%
30	Sky / Skytalk	67	3.2%
38	Swiftcall	0	0.0%
39	Talk Talk	69	3.3%
40	Tesco Telecom	0	0.0%
48	"3"	4	0.2%
49	Unicom / Universal Utilities	3	0.1%
51	Verizon	1	0.0%
52	Virgin Media	112	5.3%
53	Vodafone	37	1.8%
59	Broadway Parters	0	0.0%
60	CallFlow	0	0.0%
61	Community Fibre	0	0.0%
62	Fibrus	2	0.1%
63	G.Network	1	0.0%
64	Glide	0	0.0%
65	Jurassic Fibre	0	0.0%
66	Wessex Internet	0	0.0%
67	WightFibre Limited	0	0.0%
68	Zzoomm	0	0.0%
Missing Values	System	994	47.1%

**QA2cX2OEr99**

		Value	Count	Percent
Standard Attributes	Label	QA2cX2OEr99: Resourced internally -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Resourced internally	1295	61.4%
	1	Resourced internally	11	0.5%
Missing Values	System		803	38.1%

**QA2cX2OEr98**

		Value	Count	Percent
Standard Attributes	Label	QA2cX2OEr98: Other (please type in) -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1193	56.6%
	1	Other (please type in)	113	5.4%
Missing Values	System		803	38.1%

### QA2cX2OEr97

		Value	Count	Percent
Standard Attributes	Label	QA2cX2OEr97: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"} -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	1239	58.7%
	1	\$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	67	3.2%
Missing Values	System		803	38.1%

### QA2cX2OEr98oe

		Value	Count	Percent
Standard Attributes	Label	QA2cX2OEr98oe: - Other (please type in)		
	Format	A32		
	Measurement	Nominal		
Valid Values			1996	94.6%
	123 Telecom		1	0.0%
	3		1	0.0%
	3CX		1	0.0%
	3RD PARTY		1	0.0%
	A2Z Computing		1	0.0%
	active		1	0.0%
	Advantex		1	0.0%
	B ON LINE		1	0.0%
	b online		1	0.0%
	B Online		1	0.0%
	BARCLAY DOIGICLE		1	0.0%
	Berry Telecom		1	0.0%
	bOnline		1	0.0%
	Bonline		1	0.0%

QA2cX2OEr98oe

	Value	Count	Percent
BRITISH TELECOM		1	0.0%
Bt		1	0.0%
chess		1	0.0%
Chess		1	0.0%
CIRCLE LOOP		1	0.0%
CLAIR BUSSINESS		1	0.0%
Clarity		1	0.0%
Clear Business		3	0.1%
co op		1	0.0%
County Broadband		1	0.0%
datasharp		1	0.0%
Digital Communications		1	0.0%
EE		1	0.0%
fln		1	0.0%
FOURCOM		1	0.0%
GB Telecom		1	0.0%
HiHi		1	0.0%
john lewis		1	0.0%
John lewis		1	0.0%
John Lewis		1	0.0%
KC Communications		1	0.0%
Kinect		1	0.0%
Kinex		2	0.1%
KINEX		1	0.0%
Kingston communication		1	0.0%
Kingston Communications		1	0.0%
KROO		1	0.0%
local person		1	0.0%
max telecom		1	0.0%
mca communication		1	0.0%
MEGA NET		1	0.0%
Midlands cooperative		1	0.0%
N I Technology		1	0.0%
national buisness commnications		1	0.0%
National Business Communications		1	0.0%
NOW		1	0.0%

QA2cX2OEr98oe

	Value	Count	Percent
nt independant		1	0.0%
ONE BILL		1	0.0%
Onecom		1	0.0%
onecom.		2	0.1%
ONER COME		1	0.0%
ONESTREAM		1	0.0%
pace		1	0.0%
pain nek		1	0.0%
Pennine Telecom		1	0.0%
PLAN.COM		1	0.0%
POST TEC		1	0.0%
PROFNIIT		1	0.0%
RA[ID RURAL		1	0.0%
Rainbow		1	0.0%
Rainbow Communications		1	0.0%
Rainbow Communications.		1	0.0%
Rainbow Connections		1	0.0%
Reach		1	0.0%
rydal communications		1	0.0%
select		1	0.0%
select telecom		1	0.0%
shoretel.		1	0.0%
simplicity		1	0.0%
Simplicity		1	0.0%
simply digital.		1	0.0%
SKY		1	0.0%
social telecoms		1	0.0%
soho net		1	0.0%
sse		1	0.0%
SSE		1	0.0%
standarsd utilities		1	0.0%
Supanet		1	0.0%
Telco		1	0.0%
Telephone europe		1	0.0%
Total Comms		1	0.0%
TOUGHNET		1	0.0%
Two Circles		1	0.0%

QA2cX2OEr98oe

	Value	Count	Percent
utility warehouse		1	0.0%
Utility warehouse		1	0.0%
Virgin		1	0.0%
voice host		1	0.0%
West Comm		1	0.0%
WIFI SCOTLAND		1	0.0%
Windsor Phone		1	0.0%
xlm		2	0.1%
XLM		1	0.0%
xln		1	0.0%
XLN		4	0.2%
xln.		1	0.0%
XLX Small Business		1	0.0%
YELLOW COM		1	0.0%
YELLOW.COM		1	0.0%
zen		1	0.0%
Zen		1	0.0%
Zen Internet		1	0.0%

### QA2cX3

		Value	Count	Percent
Standard Attributes	Label	QA2cX3: What is the name of the company that is the main provider of your broadband/int ernet connectivity?		
	Format	F2		
	Measurement	Ordinal		
Valid Values	3	BT	907	43.0%
	7	Colt	1	0.0%
	9	Daisy	17	0.8%
	13	Everything Everywhere/E E	55	2.6%
	15	Gamma	6	0.3%
	16	Global Crossing	1	0.0%
	19	KCom (Kingston Communicatio ns)	5	0.2%
	20	Janet	3	0.1%
	22	Opal Communicatio ns/Pipex	1	0.0%
	24	O2	32	1.5%
	27	Plusnet	95	4.5%
	28	Post Office	5	0.2%
	30	Sky / Skytalk	133	6.3%
	38	Swiftcall	0	0.0%
	39	Talk Talk	91	4.3%
	40	Tesco Telecom	0	0.0%
	48	"3"	21	1.0%
	49	Unicom / Universal Utilities	2	0.1%
	51	Verizon	2	0.1%
	52	Virgin Media	242	11.5%
53	Vodafone	72	3.4%	

### QA2cX3

		Value	Count	Percent
	59	Broadway Parters	3	0.1%
	60	CallFlow	0	0.0%
	61	Community Fibre	1	0.0%
	62	Fibus	3	0.1%
	63	G.Network	1	0.0%
	64	Glide	2	0.1%
	65	Jurassic Fibre	0	0.0%
	66	Wessex Internet	2	0.1%
	67	WightFibre Limited	1	0.0%
	68	Zzoomm	1	0.0%
Missing Values	System		404	19.2%

### QA2cX3OEr99

		Value	Count	Percent
Standard Attributes	Label	QA2cX3OEr99: Resourced internally -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Resourced internally	1971	93.5%
	1	Resourced internally	23	1.1%
Missing Values	System		115	5.5%

### QA2cX3OEr98

		Value	Count	Percent
Standard Attributes	Label	QA2cX3OEr98: Other (please type in) -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1804	85.5%
	1	Other (please type in)	190	9.0%
Missing Values	System		115	5.5%

### QA2cX3OEr97

		Value	Count	Percent
Standard Attributes	Label	QA2cX3OEr97: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"} -		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	1918	90.9%
	1	\$ {"(Don't know)" if dSampleType .r2 else "Don't know"}	76	3.6%
Missing Values	System		115	5.5%

QA2cX3OEr98oe

		Value	Count	Percent
Standard Attributes	Label	QA2cX3OEr98oe: - Other (please type in)		
	Format	A34		
	Measurement	Nominal		
Valid Values			1919	91.0%
	123 telecom		1	0.0%
	123 Telecom		1	0.0%
	3		1	0.0%
	4 COM		1	0.0%
	4com		2	0.1%
	4Com		1	0.0%
	A2Z Computing		1	0.0%
	active		1	0.0%
	Adept		1	0.0%
	Advantex		1	0.0%
	Angus Wisp		1	0.0%
	Aspires		1	0.0%
	B ON LINE		2	0.1%
	b online		2	0.1%
	B Online		2	0.1%
	B4B		1	0.0%
	BARCLAY		1	0.0%
	Berry Telecom		1	0.0%
	Berry Telecomms		1	0.0%
	BIG BLU		1	0.0%
	Boadalink broadmand limited		1	0.0%
	bodalink		1	0.0%
	bonline		1	0.0%
	Bonline		1	0.0%
	BORDERLINK		1	0.0%
	Borders Net		1	0.0%
	briskona		1	0.0%
	broker		1	0.0%
	Bt		1	0.0%
	Bush Broadband.		1	0.0%
	C2K/Capita		1	0.0%
	Capita		1	0.0%

QA2cX3OEr98oe

	Value	Count	Percent
CAPITAL		1	0.0%
Causeway Telecom		1	0.0%
Chess		1	0.0%
City Fibre		1	0.0%
CLAIR BUSINESS		1	0.0%
Claranet		1	0.0%
Clear Business		3	0.1%
comms world		1	0.0%
communications direct		1	0.0%
County Broadband		1	0.0%
Digital Communications		1	0.0%
digital telecom		1	0.0%
do not have landline		1	0.0%
DrayTech		1	0.0%
ee		1	0.0%
EE		2	0.1%
Fibre cast		1	0.0%
foresee		1	0.0%
FOURCOM		1	0.0%
Fourth Security		1	0.0%
G B I T LIMITED		1	0.0%
GiffGaff		1	0.0%
GigaClear		1	0.0%
Gigs Clear		1	0.0%
GW Net		1	0.0%
highhigh		1	0.0%
Highland Netwrok		1	0.0%
HiHi		1	0.0%
Huawei		1	0.0%
Hyperoptic		1	0.0%
IGOCO		1	0.0%
INFINITY		1	0.0%
INSTER TELECOM		1	0.0%
JC Comtec.		1	0.0%
john lewis		2	0.1%
John Lewis		1	0.0%
juice.		1	0.0%
k nex		1	0.0%
KC Communications		1	0.0%

QA2cX3OEr98oe

	Value	Count	Percent
KCOM		1	0.0%
kenex		1	0.0%
Kinect		1	0.0%
Kinex		2	0.1%
KINEX		2	0.1%
Kingston communications		1	0.0%
Kingston Communications		1	0.0%
kniex		1	0.0%
KNOWSLEY COUNCIL		1	0.0%
KROO		1	0.0%
LabTech		1	0.0%
LANDLORDS SERVICE		1	0.0%
local person		1	0.0%
local provider can't remember name		1	0.0%
M247		1	0.0%
mca		1	0.0%
MEGA NET		1	0.0%
N I Technology		1	0.0%
national broadband connectivity		1	0.0%
National Business Communications		1	0.0%
NetGear		1	0.0%
new star network.		1	0.0%
none		1	0.0%
Now		1	0.0%
NOW		2	0.1%
NT Digital.		1	0.0%
ONE COME		1	0.0%
ONEBILL		1	0.0%
OneBill Telecom		1	0.0%
Onecom		1	0.0%
onecom.		1	0.0%
onecomm		1	0.0%
onestream		1	0.0%
OUTSOURCED		1	0.0%
PLAN.COM		1	0.0%

QA2cX3OEr98oe

	Value	Count	Percent
POST TEC		1	0.0%
PROFNIC		1	0.0%
quickline		1	0.0%
Rainbow		1	0.0%
Rainbow Communications.		1	0.0%
RAPID RURAL		1	0.0%
RM		1	0.0%
s w coms		1	0.0%
select		1	0.0%
select telecom		1	0.0%
sharp		1	0.0%
Shell		1	0.0%
simplicity		1	0.0%
Simplicity		1	0.0%
SKY		1	0.0%
sln		1	0.0%
social telecoms		1	0.0%
soho net		2	0.1%
sse		1	0.0%
SSE		1	0.0%
Stl		1	0.0%
Supanet		1	0.0%
sws		1	0.0%
TATA COMMUNICATIONS		1	0.0%
Telesis		1	0.0%
Telia		1	0.0%
thetechnology group		1	0.0%
TOUGHNET		1	0.0%
true speed		1	0.0%
Two Circles		1	0.0%
utility warehouse		1	0.0%
Utility warehouse		1	0.0%
Utility Warehouse		4	0.2%
v 4		1	0.0%
Voneus		1	0.0%
VTSO		1	0.0%
Wavenet		1	0.0%
West Comm		1	0.0%

**QA2cX3OEr98oe**

	Value	Count	Percent
WILDCARD		1	0.0%
Windsor telecom		1	0.0%
XFEL		1	0.0%
XLAN		1	0.0%
xlen		1	0.0%
xlm		2	0.1%
XLM		1	0.0%
xln		2	0.1%
XLN		9	0.4%
xln.		1	0.0%
XLN.		1	0.0%
XLX for Small Bus		1	0.0%
YELLOW COM		1	0.0%
YELLOW.COM		1	0.0%
zen		1	0.0%
Zen		2	0.1%
Zen internet		1	0.0%
Zen Internet		2	0.1%
ZENN		1	0.0%

### QA2d

		Value	Count	Percent
Standard Attributes	Label	QA2d: Thinking about the mobile phones and smartphones that you or staff at your organisation use for business purposes (including business or personal phones, whether or not your organisation pays for or contributes towards them), how many are used by yo		
	Format	F19		
	Measurement	Ordinal		
Valid Values	0		22	1.0%
	1		468	22.2%
	2		228	10.8%
	3		110	5.2%
	4		102	4.8%
	5		47	2.2%
	6		39	1.8%
	7		24	1.1%
	8		30	1.4%
	9		20	0.9%
	10		51	2.4%
	11		10	0.5%
	12		19	0.9%
	13		2	0.1%
	14		6	0.3%
	15		27	1.3%
	16		1	0.0%
	17		1	0.0%
	18		3	0.1%

### QA2d

	Value	Count	Percent
	19	1	0.0%
	20	48	2.3%
	21	2	0.1%
	22	2	0.1%
	23	4	0.2%
	24	4	0.2%
	25	15	0.7%
	26	4	0.2%
	27	3	0.1%
	28	1	0.0%
	30	27	1.3%
	33	1	0.0%
	35	7	0.3%
	36	1	0.0%
	37	1	0.0%
	40	17	0.8%
	41	1	0.0%
	45	8	0.4%
	48	1	0.0%
	49	1	0.0%
	50	29	1.4%
	52	1	0.0%
	55	4	0.2%
	56	1	0.0%
	60	12	0.6%
	65	3	0.1%
	66	1	0.0%
	70	2	0.1%
	75	5	0.2%
	78	1	0.0%
	80	10	0.5%
	90	3	0.1%
	95	1	0.0%
	98	1	0.0%
	99	1	0.0%
	100	28	1.3%
	120	2	0.1%
	130	1	0.0%
	150	4	0.2%

### QA2d

		Value	Count	Percent
		165	1	0.0%
		199	1	0.0%
		200	2	0.1%
		240	1	0.0%
Missing Values	System		635	30.1%

### QA2er1

		Value	Count	Percent
Standard Attributes	Label	QA2er1: No – personal mobiles are not used for business purposes - Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No – personal mobiles are not used for business purposes	1087	51.5%
	1	No – personal mobiles are not used for business purposes	387	18.3%
Missing Values	System		635	30.1%

**QA2er2**

		Value	Count	Percent
Standard Attributes	Label	QA2er2: No – personal mobiles are used for business purposes but business does not cover any of the cost - Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No – personal mobiles are used for business purposes but business does not cover any of the cost	1227	58.2%
	1	No – personal mobiles are used for business purposes but business does not cover any of the cost	247	11.7%
Missing Values	System		635	30.1%

### QA2er3

		Value	Count	Percent
Standard Attributes	Label	QA2er3: Yes – business pays the full cost directly - Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes – business pays the full cost directly	898	42.6%
	1	Yes – business pays the full cost directly	576	27.3%
Missing Values	System		635	30.1%

### QA2er4

		Value	Count	Percent
Standard Attributes	Label	QA2er4: Yes – business partially reimburses employee - Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes – business partially reimburses employee	1318	62.5%
	1	Yes – business partially reimburses employee	156	7.4%
Missing Values	System		635	30.1%

### QA2er5

		Value	Count	Percent
Standard Attributes	Label	QA2er5: Yes – business fully reimburses employee - Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes – business fully reimburses employee	1399	66.3%
	1	Yes – business fully reimburses employee	75	3.6%
Missing Values	System		635	30.1%

### QA2er6

		Value	Count	Percent
Standard Attributes	Label	QA2er6: Yes – other arrangement (please specify) - Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes – other arrangement (please specify)	1461	69.3%
	1	Yes – other arrangement (please specify)	13	0.6%
Missing Values	System		635	30.1%

### QA2er7

		Value	Count	Percent
Standard Attributes	Label	QA2er7: Don't know/not sure - Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know/not sure	1451	68.8%
	1	Don't know/not sure	23	1.1%
Missing Values	System		635	30.1%

### QA2er6oe

		Value	Count	Percent
Standard Attributes	Label	QA2er6oe: Does your organisation cover any of the cost of personal mobile devices/services that you or other staff use for business purposes? - Yes – other arrangement (please specify)		
	Format	A43		
	Measurement	Nominal		
Valid Values			2096	99.4%
	A personal phone used for business purposes		1	0.0%
	ALLOWANCE		1	0.0%
	buisness not used for personal		1	0.0%

### QA2er6oe

	Value	Count	Percent
Business doesn't pay		1	0.0%
council provided them		1	0.0%
deducts it from vat		1	0.0%
employees pay		1	0.0%
Mix of both		1	0.0%
personal/buisness split		1	0.0%
Pre Paid		1	0.0%
saving money		1	0.0%
Sole trader: I use my own mobile sometimes		1	0.0%
They are one and the same thing for me		1	0.0%

### QA2fr1

		Value	Count	Percent
Standard Attributes	Label	QA2fr1: Via a smartphone - Which of the following mobile broadband connections does your business use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Via a smartphone	106	5.0%
	1	Via a smartphone	376	17.8%
Missing Values	System		1627	77.1%

### QA2fr2

		Value	Count	Percent
Standard Attributes	Label	QA2fr2: Via an enabled device, e.g. a tablet which has a mobile SIM - Which of the following mobile broadband connections does your business use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Via an enabled device, e.g. a tablet which has a mobile SIM	366	17.4%
	1	Via an enabled device, e.g. a tablet which has a mobile SIM	116	5.5%
Missing Values	System		1627	77.1%

**QA2fr3**

		Value	Count	Percent
Standard Attributes	Label	QA2fr3: Via tethering a smartphone to a PC/laptop/tablet etc. (with a USB connection or Wif-Fi hotspot) - Which of the following mobile broadband connections does your business use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Via tethering a smartphone to a PC/laptop/tablet etc. (with a USB connection or Wif-Fi hotspot)	351	16.6%
	1	Via tethering a smartphone to a PC/laptop/tablet etc. (with a USB connection or Wif-Fi hotspot)	131	6.2%
Missing Values	System		1627	77.1%

**QA2fr4**

		Value	Count	Percent
Standard Attributes	Label	QA2fr4: Via a mobile broadband 'dongle' connected to a PC/laptop - Which of the following mobile broadband connections does your business use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Via a mobile broadband 'dongle' connected to a PC/laptop	397	18.8%
	1	Via a mobile broadband 'dongle' connected to a PC/laptop	85	4.0%
Missing Values	System		1627	77.1%

### QA2fr5

		Value	Count	Percent
Standard Attributes	Label	QA2fr5: Via a cellular router such as a 'MiFi' unit - Which of the following mobile broadband connections does your business use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Via a cellular router such as a 'MiFi' unit	423	20.1%
	1	Via a cellular router such as a 'MiFi' unit	59	2.8%
Missing Values	System		1627	77.1%

### QA2fr97

		Value	Count	Percent
Standard Attributes	Label	QA2fr97: Don't know/not sure - Which of the following mobile broadband connections does your business use?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know/not sure	472	22.4%
	1	Don't know/not sure	10	0.5%
Missing Values	System		1627	77.1%

### QA3r1

		Value	Count	Percent
Standard Attributes	Label	QA3r1: Fixed Landline - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each provider you have a bundl		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	453	21.5%
	2	Bundled - Provider 1	767	36.4%
	3	Bundled - Provider 2	35	1.7%
	4	Bundled - Provider 3	17	0.8%
Missing Values	System		837	39.7%

### QA3r2

		Value	Count	Percent
Standard Attributes	Label	QA3r2: Mobile phone (including smartphone) - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each prov		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	1039	49.3%
	2	Bundled - Provider 1	329	15.6%
	3	Bundled - Provider 2	30	1.4%
	4	Bundled - Provider 3	14	0.7%
Missing Values	System		697	33.0%

### QA3r3

		Value	Count	Percent
Standard Attributes	Label	QA3r3: Broadband/Cable/Fibre internet - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	595	28.2%
	2	Bundled - Provider 1	696	33.0%
	3	Bundled - Provider 2	36	1.7%
	4	Bundled - Provider 3	16	0.8%
Missing Values	System		766	36.3%

### QA3r10

		Value	Count	Percent
Standard Attributes	Label	QA3r10: Mobile broadband via a device with an embedded SIM card, e.g. a tablet which has a mobile SIM - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one prov		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	53	2.5%
	2	Bundled - Provider 1	52	2.5%
	3	Bundled - Provider 2	7	0.3%
	4	Bundled - Provider 3	4	0.2%
Missing Values	System		1993	94.5%

**QA3r11**

		Value	Count	Percent
Standard Attributes	Label	QA3r11: Mobile broadband via a dongle or a cellular router such as a 'MiFi' unit - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	60	2.8%
	2	Bundled - Provider 1	50	2.4%
	3	Bundled - Provider 2	14	0.7%
	4	Bundled - Provider 3	4	0.2%
Missing Values	System		1981	93.9%

### QA3r5

		Value	Count	Percent
Standard Attributes	Label	QA3r5: Dial up internet - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each provider you have a bun		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	6	0.3%
	2	Bundled - Provider 1	3	0.1%
	3	Bundled - Provider 2	4	0.2%
	4	Bundled - Provider 3	1	0.0%
Missing Values	System		2095	99.3%

### QA3r6

		Value	Count	Percent
Standard Attributes	Label	QA3r6: Fixed wireless broadband - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each provider you ha		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	186	8.8%
	2	Bundled - Provider 1	198	9.4%
	3	Bundled - Provider 2	18	0.9%
	4	Bundled - Provider 3	9	0.4%
Missing Values	System		1698	80.5%

**QA3r7**

		Value	Count	Percent
Standard Attributes	Label	QA3r7: Leased lines/private circuits - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each provider y		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	38	1.8%
	2	Bundled - Provider 1	35	1.7%
	3	Bundled - Provider 2	9	0.4%
	4	Bundled - Provider 3	6	0.3%
Missing Values	System		2021	95.8%

**QA3r8**

		Value	Count	Percent
Standard Attributes	Label	QA3r8: Dedicated internet access - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each provider you h		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	106	5.0%
	2	Bundled - Provider 1	118	5.6%
	3	Bundled - Provider 2	12	0.6%
	4	Bundled - Provider 3	7	0.3%
Missing Values	System		1866	88.5%

**QA3r9**

		Value	Count	Percent
Standard Attributes	Label	QA3r9: Satellite broadband - For each service you have, which ones are bundled together in a package with a single provider? If you have bundles of services with more than one provider, please tell us which services you have with each provider you have a		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Not bundled - Standalone service	21	1.0%
	2	Bundled - Provider 1	13	0.6%
	3	Bundled - Provider 2	4	0.2%
	4	Bundled - Provider 3	0	0.0%
Missing Values	System		2071	98.2%

**dBundler1**

		Value	Count	Percent
Standard Attributes	Label	dBundler1: LANDLINE AND INTERNET: CODE 1 AND CODE 3, 4 OR 5 WITH SAME PROVIDER AT QA - *Hidden variable.*		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: LANDLINE AND INTERNET: CODE 1 AND CODE 3, 4 OR 5 WITH SAME PROVIDER AT QA	1311	62.2%
	1	LANDLINE AND INTERNET: CODE 1 AND CODE 3, 4 OR 5 WITH SAME PROVIDER AT QA	798	37.8%

**dBundler2**

		Value	Count	Percent
Standard Attributes	Label	dBundler2: LANDLINE AND MOBILE: CODE 1 AND CODE 2 WITH SAME PROVIDER AT QA - *Hidden ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: LANDLINE AND MOBILE: CODE 1 AND CODE 2 WITH SAME PROVIDER ...	1895	89.9%
	1	LANDLINE AND MOBILE: CODE 1 AND CODE 2 WITH SAME PROVIDER ...	214	10.1%

**dBundler3**

		Value	Count	Percent
Standard Attributes	Label	dBundler3: LANDLINE, INTERNET AND MOBILE: CODE 1 AND CODE 2 AND CODE 3, 4 OR 5 WITH SAME PROVIDER AT QA - *Hidden ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: LANDLINE, INTERNET AND MOBILE: CODE 1 AND CODE 2 AND CODE 3, 4 OR 5 WITH SAME PROVIDER ...	1916	90.8%
	1	LANDLINE, INTERNET AND MOBILE: CODE 1 AND CODE 2 AND CODE 3, 4 OR 5 WITH SAME PROVIDER ...	193	9.2%

**dBundler4**

		Value	Count	Percent
Standard Attributes	Label	dBundler4: MOBILE AND INTERNET: CODE 2 AND CODE 3, 4, OR 5 WITH SAME PROVIDER AT QA - *Hidden variable.*		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: MOBILE AND INTERNET: CODE 2 AND CODE 3, 4, OR 5 WITH SAME PROVIDER AT QA	1757	83.3%
	1	MOBILE AND INTERNET: CODE 2 AND CODE 3, 4, OR 5 WITH SAME PROVIDER AT QA	352	16.7%

### QA4ar1

		Value	Count	Percent
Standard Attributes	Label	QA4ar1: Yes - Fibre/superfast provided using a cable network (nearly always provided by Virgin Media, or provided by WightFibre in the Isle of Wight) - Thinking about your leased lines, are you considering switching from using leased lines to using a fibre		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - Fibre/superfast provided using a cable network (nearly always provided by Virgin Media, or provided by Wigh	170	8.1%
	1	Yes - Fibre/superfast provided using a cable network (nearly always provided by Virgin Media, or provided by WightFibre	31	1.5%
Missing Values	System		1908	90.5%

### QA4ar2

		Value	Count	Percent
Standard Attributes	Label	QA4ar2: Yes - Fibre/superfast provided using the traditional copper network – Fibre to the Cabinet (FTTC) - Thinking about your leased lines, are you considering switching from using leased lines to using a fibre broadband service instead in the next 12		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - Fibre/superfast provided using the traditional copper network – Fibre to the Cabinet (FTTC)	178	8.4%
	1	Yes - Fibre/superfast provided using the traditional copper network – Fibre to the Cabinet (FTTC)	23	1.1%
Missing Values	System		1908	90.5%

### QA4ar3

		Value	Count	Percent
Standard Attributes	Label	QA4ar3: Yes - "Full-fibre" /Fibre/superfast using new fibre networks – Fibre to the Premises (FTTP) - Thinking about your leased lines, are you considering switching from using leased lines to using a fibre broadband service instead in the next 12 months		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - "Full-fibre" /Fibre/superfast using new fibre networks – Fibre to the Premises (FTTP)	172	8.2%
	1	Yes - "Full-fibre" /Fibre/superfast using new fibre networks – Fibre to the Premises (FTTP)	29	1.4%
Missing Values	System		1908	90.5%

### QA4ar4

		Value	Count	Percent
Standard Attributes	Label	QA4ar4: Yes - Fibre/superfast, but not sure which type - Thinking about your leased lines, are you considering switching from using leased lines to using a fibre broadband service instead in the next 12 months? , which type of fibre broadband service are		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - Fibre/superfast, but not sure which type	170	8.1%
	1	Yes - Fibre/superfast, but not sure which type	31	1.5%
Missing Values	System		1908	90.5%

### QA4ar5

		Value	Count	Percent
Standard Attributes	Label	QA4ar5: No - Thinking about your leased lines, are you considering switching from using leased lines to using a fibre broadband service instead in the next 12 months? , which type of fibre broadband service are you considering?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No	140	6.6%
	1	No	61	2.9%
Missing Values	System		1908	90.5%

### QA4ar6

		Value	Count	Percent
Standard Attributes	Label	QA4ar6: Not sure - Thinking about your leased lines, are you considering switching from using leased lines to using a fibre broadband service instead in the next 12 months? , which type of fibre broadband service are you considering?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Not sure	168	8.0%
	1	Not sure	33	1.6%
Missing Values	System		1908	90.5%

### QA4b

		Value	Count	Percent
Standard Attributes	Label	QA4b: Thinking about your fibre / superfast broadband service, did this service replace a leased line service? If yes, was this in the last 12 months or longer ago? By fibre/superfast we mean any of the three types of fibre broadband.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes, within last 12 months	152	7.2%
	2	Yes, longer ago	203	9.6%
	3	No	412	19.5%
	4	Not sure	97	4.6%
Missing Values	System		1245	59.0%

### QA5r1

		Value	Count	Percent
Standard Attributes	Label	QA5r1: No staff use smartphones for business purposes - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No staff use smartphones for business purposes	1399	66.3%
	1	No staff use smartphones for business purposes	75	3.6%
Missing Values	System		635	30.1%

**QA5r2**

		Value	Count	Percent
Standard Attributes	Label	QA5r2: Making and receiving voice calls - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Making and receiving voice calls	295	14.0%
	1	Making and receiving voice calls	1179	55.9%
Missing Values	System		635	30.1%

**QA5r3**

		Value	Count	Percent
Standard Attributes	Label	QA5r3: Sending and receiving texts - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Sending and receiving texts	328	15.6%
	1	Sending and receiving texts	1146	54.3%
Missing Values	System		635	30.1%

**QA5r4**

		Value	Count	Percent
Standard Attributes	Label	QA5r4: Sending and receiving emails - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Sending and receiving emails	329	15.6%
	1	Sending and receiving emails	1145	54.3%
Missing Values	System		635	30.1%

### QA5r5

		Value	Count	Percent
Standard Attributes	Label	QA5r5: Taking any payments from customers e. g. using PayPal, Paym - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking any payments from customers e. g. using PayPal, Paym	1216	57.7%
	1	Taking any payments from customers e. g. using PayPal, Paym	258	12.2%
Missing Values	System		635	30.1%

**QA5r6**

		Value	Count	Percent
Standard Attributes	Label	QA5r6: Taking credit/debit card payments at the point of sale from customers via a card reader device connected to your smartphone e. g. iZettle, Payleven - Thinking now about any mobile phones your organisation uses, which of the following do you or your		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking credit/debit card payments at the point of sale from customers via a card reader device connected to your	1264	59.9%
	1	Taking credit/debit card payments at the point of sale from customers via a card reader device connected to your smartph	210	10.0%
Missing Values	System		635	30.1%

**QA5r7**

		Value	Count	Percent
Standard Attributes	Label	QA5r7: Sending/receiving messages or calls using instant messaging services such as WhatsApp, i-message, BB Messenger, Google Talk, FaceTime - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever us		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Sending/receiving messages or calls using instant messaging services such as WhatsApp, i-message, BB Messenger, G	568	26.9%
	1	Sending/receiving messages or calls using instant messaging services such as WhatsApp, i-message, BB Messenger, Google T	906	43.0%
Missing Values	System		635	30.1%

**QA5r8**

		Value	Count	Percent
Standard Attributes	Label	QA5r8: Video conferencing e.g. using Microsoft Teams, Google Meet, Zoom - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Video conferencing e.g. using Microsoft Teams, Google Meet, Zoom	848	40.2%
	1	Video conferencing e.g. using Microsoft Teams, Google Meet, Zoom	626	29.7%
Missing Values	System		635	30.1%

**QA5r9**

		Value	Count	Percent
Standard Attributes	Label	QA5r9: Working out of office hours - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Working out of office hours	669	31.7%
	1	Working out of office hours	805	38.2%
Missing Values	System		635	30.1%

### QA5r10

		Value	Count	Percent
Standard Attributes	Label	QA5r10: Accessing business documents, systems and applications while away from the office - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Accessing business documents, systems and applications while away from the office	781	37.0%
	1	Accessing business documents, systems and applications while away from the office	693	32.9%
Missing Values	System		635	30.1%

### QA5r11

		Value	Count	Percent
Standard Attributes	Label	QA5r11: Web browsing - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Web browsing	555	26.3%
	1	Web browsing	919	43.6%
Missing Values	System		635	30.1%

### QA5r12

		Value	Count	Percent
Standard Attributes	Label	QA5r12: Using social media for business purposes - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Using social media for business purposes	784	37.2%
	1	Using social media for business purposes	690	32.7%
Missing Values	System		635	30.1%

### QA5r98

		Value	Count	Percent
Standard Attributes	Label	QA5r98: Other (please type in) - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1461	69.3%
	1	Other (please type in)	13	0.6%
Missing Values	System		635	30.1%

### QA5r97

		Value	Count	Percent
Standard Attributes	Label	QA5r97: Don't know - Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	1458	69.1%
	1	Don't know	16	0.8%
Missing Values	System		635	30.1%

**QA5r98oe**

		Value	Count	Percent
Standard Attributes	Label	QA5r98oe: Thinking now about any mobile phones your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes? - Other (please type in)		
	Format	A41		
	Measurement	Nominal		
Valid Values			2096	99.4%
	Checking CCTV via app		1	0.0%
	EMAIL		1	0.0%
	facebook ordering parts		1	0.0%
	instagram and facebook		1	0.0%
	making payments		1	0.0%
	meetings		1	0.0%
	Mobile business banking		1	0.0%
	Navigation / maps (when away from office)		1	0.0%
	no		1	0.0%
	Project Management		1	0.0%
	record hypnotherapy sessions		1	0.0%
	texts and whatsapp registration		1	0.0%
	work phone contact customers		1	0.0%

### QA6r1

		Value	Count	Percent
Standard Attributes	Label	QA6r1: Web access - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Web access	696	33.0%
	1	Web access	1413	67.0%

### QA6r2

		Value	Count	Percent
Standard Attributes	Label	QA6r2: Company website - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company website	822	39.0%
	1	Company website	1287	61.0%

**QA6r3**

		Value	Count	Percent
Standard Attributes	Label	QA6r3: Email - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Email	272	12.9%
	1	Email	1837	87.1%

**QA6r4**

		Value	Count	Percent
Standard Attributes	Label	QA6r4: Online banking - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online banking	571	27.1%
	1	Online banking	1538	72.9%

**QA6r5**

		Value	Count	Percent
Standard Attributes	Label	QA6r5: Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter)	1257	59.6%
	1	Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter)	852	40.4%

**QA6r6**

		Value	Count	Percent
Standard Attributes	Label	QA6r6: VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft Teams, Google Meet, Zoom etc.) - Which, if any, of the following internet applications does your organisation use for business purpose		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft	1167	55.3%
	1	VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft Teams,	942	44.7%

**QA6r7**

		Value	Count	Percent
Standard Attributes	Label	QA6r7: Paying for goods and services online - Which, if any, of the following internet applications does your organisation use for business ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying for goods and services online	863	40.9%
	1	Paying for goods and services online	1246	59.1%

**QA6r8**

		Value	Count	Percent
Standard Attributes	Label	QA6r8: Ordering goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Ordering goods and services online	878	41.6%
	1	Ordering goods and services online	1231	58.4%

**QA6r9**

		Value	Count	Percent
Standard Attributes	Label	QA6r9: Taking orders for goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking orders for goods and services online	1309	62.1%
	1	Taking orders for goods and services online	800	37.9%

**QA6r10**

		Value	Count	Percent
Standard Attributes	Label	QA6r10: Taking payment for goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking payment for goods and services online	1360	64.5%
	1	Taking payment for goods and services online	749	35.5%

### QA6r11

		Value	Count	Percent
Standard Attributes	Label	QA6r11: Tracking goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Tracking goods and services online	1316	62.4%
	1	Tracking goods and services online	793	37.6%

### QA6r12

		Value	Count	Percent
Standard Attributes	Label	QA6r12: Tracking online sales - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Tracking online sales	1547	73.4%
	1	Tracking online sales	562	26.6%

**QA6r13**

		Value	Count	Percent
Standard Attributes	Label	QA6r13: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns)	955	45.3%
	1	Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns)	1154	54.7%

**QA6r14**

		Value	Count	Percent
Standard Attributes	Label	QA6r14: Using bespoke software or applications (e.g. accountancy packages) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Using bespoke software or applications (e.g. accountancy packages)	1366	64.8%
	1	Using bespoke software or applications (e.g. accountancy packages)	743	35.2%

**QA6r15**

		Value	Count	Percent
Standard Attributes	Label	QA6r15: Looking for advice on regulation or other general business advice - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Looking for advice on regulation or other general business advice	1263	59.9%
	1	Looking for advice on regulation or other general business advice	846	40.1%

**QA6r16**

		Value	Count	Percent
Standard Attributes	Label	QA6r16: File Transfer Protocol or FTP - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: File Transfer Protocol or FTP	1646	78.0%
	1	File Transfer Protocol or FTP	463	22.0%

**QA6r17**

		Value	Count	Percent
Standard Attributes	Label	QA6r17: Online data storage or back-up - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online data storage or back-up	1167	55.3%
	1	Online data storage or back-up	942	44.7%

**QA6r18**

		Value	Count	Percent
Standard Attributes	Label	QA6r18: Cloud services, \$ { "IF NECESSARY : " if dSampleType .r2 else "" } when your applications and data are stored off-site on a service provider's server and are accessible from any location via the internet - Which, if any, of the following internet appl		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cloud services, \$ { "IF NECESSARY : " if dSampleType .r2 else "" } when your applications and data are stored off-sit	1156	54.8%
	1	Cloud services, \$ { "IF NECESSARY : " if dSampleType .r2 else "" } when your applications and data are stored off-site on a	953	45.2%

### QA6r19

		Value	Count	Percent
Standard Attributes	Label	QA6r19: Remote login to work server (VPN) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Remote login to work server (VPN)	1568	74.3%
	1	Remote login to work server (VPN)	541	25.7%

### QA6r20

		Value	Count	Percent
Standard Attributes	Label	QA6r20: Remote log-in to your work PC or laptop - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		

### QA6r20

		Value	Count	Percent
Valid Values	0	NO TO: Remote log-in to your work PC or laptop	1470	69.7%
	1	Remote log-in to your work PC or laptop	639	30.3%

### QA6r21

		Value	Count	Percent
Standard Attributes	Label	QA6r21: Company intranet (i.e. an internal private network that is contained within the organisation) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company intranet (i.e. an internal private network that is contained within the organisation)	188	8.9%
	1	Company intranet (i.e. an internal private network that is contained within the organisation)	193	9.2%
Missing Values	System		1728	81.9%

**QA6r22**

		Value	Count	Percent
Standard Attributes	Label	QA6r22: Company extranet (i.e. a private network to securely share part of a business's information or operations with external parties e.g. clients/providers) - Which, if any, of the following internet applications does your organisation use for business		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company extranet (i.e. a private network to securely share part of a business's information or operations with ex	257	12.2%
	1	Company extranet (i.e. a private network to securely share part of a business's information or operations with external	124	5.9%
Missing Values	System		1728	81.9%

**QA6r23**

		Value	Count	Percent
Standard Attributes	Label	QA6r23: Video streaming - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Video streaming	1483	70.3%
	1	Video streaming	626	29.7%

**QA6r24**

		Value	Count	Percent
Standard Attributes	Label	QA6r24: Web hosting - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Web hosting	1578	74.8%
	1	Web hosting	531	25.2%

### QA6r25

		Value	Count	Percent
Standard Attributes	Label	QA6r25: Other (please specify) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please specify)	2087	99.0%
	1	Other (please specify)	22	1.0%

### QA6r26

		Value	Count	Percent
Standard Attributes	Label	QA6r26: Don't know - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	2095	99.3%
	1	Don't know	14	0.7%

**QA6r27**

		Value	Count	Percent
Standard Attributes	Label	QA6r27: None - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None	2071	98.2%
	1	None	38	1.8%

**QA6r25oe**

		Value	Count	Percent
Standard Attributes	Label	QA6r25oe: Which, if any, of the following internet applications does your organisation use for business purposes? - Other (please specify)		
	Format	A66		
	Measurement	Nominal		
Valid Values			2087	99.0%
	Accessing visitor accommodation bookings on travel company website		1	0.0%
	client usage		1	0.0%
	cloud services		1	0.0%
	Communicating with our community via social media.		1	0.0%
	drop box teams		1	0.0%
	email accounts		1	0.0%
	facebook		1	0.0%

### QA6r25oe

	Value	Count	Percent
I didn't mean to tick this box but I can't untick it		1	0.0%
international communivcations		1	0.0%
internet banking		1	0.0%
location searches		1	0.0%
microsoft		1	0.0%
one drive		1	0.0%
pay pal		1	0.0%
phone		1	0.0%
point of sales		1	0.0%
slack		1	0.0%
social media web		1	0.0%
teams		1	0.0%
trackers		1	0.0%
VPN, Cyber security		1	0.0%
What's App		1	0.0%

### QA6x1r1

		Value	Count	Percent
Standard Attributes	Label	QA6x1r1: Web access - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Web access	232	11.0%
	1	Web access	370	17.5%
Missing Values	System		1507	71.5%

### QA6x1r2

		Value	Count	Percent
Standard Attributes	Label	QA6x1r2: Company website - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company website	299	14.2%
	1	Company website	327	15.5%
Missing Values	System		1483	70.3%

### QA6x1r3

		Value	Count	Percent
Standard Attributes	Label	QA6x1r3: Email - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Email	93	4.4%
	1	Email	503	23.9%
Missing Values	System		1513	71.7%

### QA6x1r4

		Value	Count	Percent
Standard Attributes	Label	QA6x1r4: Online banking - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online banking	173	8.2%
	1	Online banking	405	19.2%
Missing Values	System		1531	72.6%

### QA6x1r5

		Value	Count	Percent
Standard Attributes	Label	QA6x1r5: Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		

### QA6x1r5

		Value	Count	Percent
Valid Values	0	NO TO: Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter)	388	18.4%
	1	Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter)	226	10.7%
Missing Values	System		1495	70.9%

### QA6x1r6

		Value	Count	Percent
Standard Attributes	Label	QA6x1r6: VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft Teams, Google Meet, Zoom etc.) - Which, if any, of the following internet applications does your organisation use for business purpo		
	Format	F1		
	Measurement	Ordinal		

### QA6x1r6

		Value	Count	Percent
Valid Values	0	NO TO: VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft	379	18.0%
	1	VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft Teams,	225	10.7%
Missing Values	System		1505	71.4%

### QA6x1r7

		Value	Count	Percent
Standard Attributes	Label	QA6x1r7: Paying for goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying for goods and services online	277	13.1%
	1	Paying for goods and services online	335	15.9%
Missing Values	System		1497	71.0%

### QA6x1r8

		Value	Count	Percent
Standard Attributes	Label	QA6x1r8: Ordering goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Ordering goods and services online	268	12.7%
	1	Ordering goods and services online	333	15.8%
Missing Values	System		1508	71.5%

**QA6x1r9**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r9: Taking orders for goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking orders for goods and services online	374	17.7%
	1	Taking orders for goods and services online	205	9.7%
Missing Values	System		1530	72.5%

**QA6x1r10**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r10: Taking payment for goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking payment for goods and services online	384	18.2%
	1	Taking payment for goods and services online	225	10.7%
Missing Values	System		1500	71.1%

**QA6x1r11**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r11: Tracking goods and services online - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Tracking goods and services online	410	19.4%
	1	Tracking goods and services online	219	10.4%
Missing Values	System		1480	70.2%

### QA6x1r12

		Value	Count	Percent
Standard Attributes	Label	QA6x1r12: Tracking online sales - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Tracking online sales	448	21.2%
	1	Tracking online sales	148	7.0%
Missing Values	System		1513	71.7%

### QA6x1r13

		Value	Count	Percent
Standard Attributes	Label	QA6x1r13: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		

### QA6x1r13

		Value	Count	Percent
Valid Values	0	NO TO: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns)	321	15.2%
	1	Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns)	300	14.2%
Missing Values	System		1488	70.6%

### QA6x1r14

		Value	Count	Percent
Standard Attributes	Label	QA6x1r14: Using bespoke software or applications (e.g. accountancy packages) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		

### QA6x1r14

		Value	Count	Percent
Valid Values	0	NO TO: Using bespoke software or applications (e.g. accountancy packages)	417	19.8%
	1	Using bespoke software or applications (e.g. accountancy packages)	148	7.0%
Missing Values	System		1544	73.2%

### QA6x1r15

		Value	Count	Percent
Standard Attributes	Label	QA6x1r15: Looking for advice on regulation or other general business advice - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Looking for advice on regulation or other general business advice	415	19.7%
	1	Looking for advice on regulation or other general business advice	199	9.4%
Missing Values	System		1495	70.9%

**QA6x1r16**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r16: File Transfer Protocol or FTP - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: File Transfer Protocol or FTP	534	25.3%
	1	File Transfer Protocol or FTP	97	4.6%
Missing Values	System		1478	70.1%

**QA6x1r17**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r17: Online data storage or back-up - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online data storage or back-up	357	16.9%
	1	Online data storage or back-up	236	11.2%
Missing Values	System		1516	71.9%

**QA6x1r18**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r18: Cloud services, \$ {"IF NECESSARY : " if dSampleType .r2 else ""} when your applications and data are stored off-site on a service provider's server and are accessible from any location via the internet - Which, if any, of the following internet ap		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cloud services, \$ {"IF NECESSARY : " if dSampleType .r2 else ""} when your applications and data are stored off-sit	354	16.8%
	1	Cloud services, \$ {"IF NECESSARY : " if dSampleType .r2 else ""} when your applications and data are stored off-site on a	259	12.3%
Missing Values	System		1496	70.9%

**QA6x1r19**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r19: Remote login to work server (VPN) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Remote login to work server (VPN)	462	21.9%
	1	Remote login to work server (VPN)	132	6.3%
Missing Values	System		1515	71.8%

**QA6x1r20**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r20: Remote log-in to your work PC or laptop - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Remote log-in to your work PC or laptop	420	19.9%
	1	Remote log-in to your work PC or laptop	179	8.5%
Missing Values	System		1510	71.6%

### QA6x1r21

		Value	Count	Percent
Standard Attributes	Label	QA6x1r21: Company intranet (i.e. an internal private network that is contained within the organisation) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company intranet (i.e. an internal private network that is contained within the organisation)	200	9.5%
	1	Company intranet (i.e. an internal private network that is contained within the organisation)	139	6.6%
Missing Values	System		1770	83.9%

### QA6x1r22

		Value	Count	Percent
Standard Attributes	Label	QA6x1r22: Company extranet (i.e. a private network to securely share part of a business's information or operations with external parties e.g. clients/providers) - Which, if any, of the following internet applications does your organisation use for busine		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company extranet (i.e. a private network to securely share part of a business's information or operations with ex	264	12.5%
	1	Company extranet (i.e. a private network to securely share part of a business's information or operations with external	75	3.6%
Missing Values	System		1770	83.9%

### QA6x1r23

		Value	Count	Percent
Standard Attributes	Label	QA6x1r23: Video streaming - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Video streaming	437	20.7%
	1	Video streaming	157	7.4%
Missing Values	System		1515	71.8%

### QA6x1r24

		Value	Count	Percent
Standard Attributes	Label	QA6x1r24: Web hosting - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Web hosting	458	21.7%
	1	Web hosting	142	6.7%
Missing Values	System		1509	71.6%

**QA6x1r25**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r25: Other (please specify) - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please specify)	0	0.0%
	1	Other (please specify)	0	0.0%
Missing Values	System		2109	100.0%

**QA6x1r26**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r26: Don't know - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	1185	56.2%
	1	Don't know	22	1.0%
Missing Values	System		902	42.8%

**QA6x1r27**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r27: None - Which, if any, of the following internet applications does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None	1173	55.6%
	1	None	34	1.6%
Missing Values	System		902	42.8%

**QA6x1r25oe**

		Value	Count	Percent
Standard Attributes	Label	QA6x1r25oe: Which, if any, of the following internet applications does your organisation use for business purposes? - Other (please specify)		
	Format	A1		
	Measurement	Nominal		
Valid Values			2109	100.0%

### QA6x2r1

		Value	Count	Percent
Standard Attributes	Label	QA6x2r1: Web access - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Web access	277	13.1%
	1	Web access	328	15.6%
Missing Values	System		1504	71.3%

### QA6x2r2

		Value	Count	Percent
Standard Attributes	Label	QA6x2r2: Company website - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company website	281	13.3%
	1	Company website	300	14.2%
Missing Values	System		1528	72.5%

### QA6x2r3

		Value	Count	Percent
Standard Attributes	Label	QA6x2r3: Email - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Email	96	4.6%
	1	Email	515	24.4%
Missing Values	System		1498	71.0%

### QA6x2r4

		Value	Count	Percent
Standard Attributes	Label	QA6x2r4: Online banking - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online banking	176	8.3%
	1	Online banking	453	21.5%
Missing Values	System		1480	70.2%

**QA6x2r5**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r5: Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter) - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter)	382	18.1%
	1	Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter)	211	10.0%
Missing Values	System		1516	71.9%

**QA6x2r6**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r6: VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft Teams, Google Meet, Zoom etc.) - The following are some more internet applications. Which, if any of these, does your organisation u		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft	389	18.4%
	1	VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft Teams,	214	10.1%
Missing Values	System		1506	71.4%

**QA6x2r7**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r7: Paying for goods and services online - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying for goods and services online	268	12.7%
	1	Paying for goods and services online	327	15.5%
Missing Values	System		1514	71.8%

**QA6x2r8**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r8: Ordering goods and services online - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Ordering goods and services online	308	14.6%
	1	Ordering goods and services online	298	14.1%
Missing Values	System		1503	71.3%

**QA6x2r9**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r9: Taking orders for goods and services online - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking orders for goods and services online	410	19.4%
	1	Taking orders for goods and services online	218	10.3%
Missing Values	System		1481	70.2%

**QA6x2r10**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r10: Taking payment for goods and services online - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Taking payment for goods and services online	392	18.6%
	1	Taking payment for goods and services online	206	9.8%
Missing Values	System		1511	71.6%

**QA6x2r11**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r11: Tracking goods and services online - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Tracking goods and services online	388	18.4%
	1	Tracking goods and services online	190	9.0%
Missing Values	System		1531	72.6%

### QA6x2r12

		Value	Count	Percent
Standard Attributes	Label	QA6x2r12: Tracking online sales - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Tracking online sales	471	22.3%
	1	Tracking online sales	140	6.6%
Missing Values	System		1498	71.0%

### QA6x2r13

		Value	Count	Percent
Standard Attributes	Label	QA6x2r13: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns) - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		

### QA6x2r13

		Value	Count	Percent
Valid Values	0	NO TO: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns)	273	12.9%
	1	Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns)	313	14.8%
Missing Values	System		1523	72.2%

### QA6x2r14

		Value	Count	Percent
Standard Attributes	Label	QA6x2r14: Using bespoke software or applications (e.g. accountancy packages) - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		

### QA6x2r14

		Value	Count	Percent
Valid Values	0	NO TO: Using bespoke software or applications (e.g. accountancy packages)	440	20.9%
	1	Using bespoke software or applications (e.g. accountancy packages)	202	9.6%
Missing Values	System		1467	69.6%

### QA6x2r15

		Value	Count	Percent
Standard Attributes	Label	QA6x2r15: Looking for advice on regulation or other general business advice - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Looking for advice on regulation or other general business advice	422	20.0%
	1	Looking for advice on regulation or other general business advice	171	8.1%

**QA6x2r15**

		Value	Count	Percent
Missing Values	System		1516	71.9%

**QA6x2r16**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r16: File Transfer Protocol or FTP - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: File Transfer Protocol or FTP	494	23.4%
	1	File Transfer Protocol or FTP	82	3.9%
Missing Values	System		1533	72.7%

**QA6x2r17**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r17: Online data storage or back-up - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Online data storage or back-up	361	17.1%
	1	Online data storage or back-up	253	12.0%
Missing Values	System		1495	70.9%

**QA6x2r18**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r18: Cloud services, \$ {"IF NECESSARY : " if dSampleType .r2 else ""} when your applications and data are stored off-site on a service provider's server and are accessible from any location via the internet - The following are some more internet applic		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cloud services, \$ {"IF NECESSARY : " if dSampleType .r2 else ""} when your applications and data are stored off-sit	352	16.7%
	1	Cloud services, \$ {"IF NECESSARY : " if dSampleType .r2 else ""} when your applications and data are stored off-site on a	242	11.5%
Missing Values	System		1515	71.8%

**QA6x2r19**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r19: Remote login to work server (VPN) - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Remote login to work server (VPN)	458	21.7%
	1	Remote login to work server (VPN)	155	7.3%
Missing Values	System		1496	70.9%

**QA6x2r20**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r20: Remote log-in to your work PC or laptop - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Remote log-in to your work PC or laptop	428	20.3%
	1	Remote log-in to your work PC or laptop	180	8.5%
Missing Values	System		1501	71.2%

**QA6x2r21**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r21: Company intranet (i.e. an internal private network that is contained within the organisation) - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company intranet (i.e. an internal private network that is contained within the organisation)	207	9.8%
	1	Company intranet (i.e. an internal private network that is contained within the organisation)	132	6.3%
Missing Values	System		1770	83.9%

**QA6x2r22**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r22: Company extranet (i.e. a private network to securely share part of a business's information or operations with external parties e.g. clients/providers) - The following are some more internet applications. Which, if any of these, does your organi		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Company extranet (i.e. a private network to securely share part of a business's information or operations with ex	263	12.5%
	1	Company extranet (i.e. a private network to securely share part of a business's information or operations with external	76	3.6%
Missing Values	System		1770	83.9%

### QA6x2r23

		Value	Count	Percent
Standard Attributes	Label	QA6x2r23: Video streaming - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Video streaming	429	20.3%
	1	Video streaming	184	8.7%
Missing Values	System		1496	70.9%

### QA6x2r24

		Value	Count	Percent
Standard Attributes	Label	QA6x2r24: Web hosting - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Web hosting	482	22.9%
	1	Web hosting	125	5.9%
Missing Values	System		1502	71.2%

**QA6x2r25**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r25: Other (please specify) - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please specify)	1202	57.0%
	1	Other (please specify)	5	0.2%
Missing Values	System		902	42.8%

**QA6x2r26**

		Value	Count	Percent
Standard Attributes	Label	QA6x2r26: Don't know - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	1194	56.6%
	1	Don't know	13	0.6%
Missing Values	System		902	42.8%

### QA6x2r27

		Value	Count	Percent
Standard Attributes	Label	QA6x2r27: None - The following are some more internet applications. Which, if any of these, does your organisation use for business purposes?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None	1164	55.2%
	1	None	43	2.0%
Missing Values	System		902	42.8%

### QA6x2r25oe

		Value	Count	Percent
Standard Attributes	Label	QA6x2r25oe: The following are some more internet applications. Which, if any of these, does your organisation use for business purposes? - Other (please specify)		
	Format	A66		
	Measurement	Nominal		
Valid Values			2104	99.8%
	Accessing visitor accommodation bookings on travel company website		1	0.0%

### QA6x2r25oe

	Value	Count	Percent
Communicating with our community via social media.		1	0.0%
I didn't mean to tick this box but I can't untick it		1	0.0%
trackers		1	0.0%
VPN, Cyber security		1	0.0%

### QA7r1

		Value	Count	Percent
Standard Attributes	Label	QA7r1: Web access - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	186	8.8%
	2	2nd most important	209	9.9%
	3	3rd most important	153	7.3%
Missing Values	System		1561	74.0%

**QA7r2**

		Value	Count	Percent
Standard Attributes	Label	QA7r2: Company website - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	157	7.4%
	2	2nd most important	129	6.1%
	3	3rd most important	120	5.7%
Missing Values	System		1703	80.7%

**QA7r3**

		Value	Count	Percent
Standard Attributes	Label	QA7r3: Email - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	646	30.6%
	2	2nd most important	342	16.2%
	3	3rd most important	226	10.7%
Missing Values	System		895	42.4%

**QA7r4**

		Value	Count	Percent
Standard Attributes	Label	QA7r4: Online banking - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	205	9.7%
	2	2nd most important	264	12.5%
	3	3rd most important	224	10.6%
Missing Values	System		1416	67.1%

**QA7r5**

		Value	Count	Percent
Standard Attributes	Label	QA7r5: Online advertising or other online marketing (e. g. marketing via email, Facebook or Twitter) - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	68	3.2%
	2	2nd most important	76	3.6%
	3	3rd most important	79	3.7%
Missing Values	System		1886	89.4%

**QA7r6**

		Value	Count	Percent
Standard Attributes	Label	QA7r6: VoIP or video conferencing (i.e. making calls over the internet using services such as Skype, Facetime, Microsoft Teams, Google Meet, Zoom etc.) - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	79	3.7%
	2	2nd most important	89	4.2%
	3	3rd most important	113	5.4%
Missing Values	System		1828	86.7%

**QA7r7**

		Value	Count	Percent
Standard Attributes	Label	QA7r7: Paying for goods and services online - And which are the three most important internet applications for your ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	41	1.9%
	2	2nd most important	58	2.8%
	3	3rd most important	74	3.5%
Missing Values	System		1936	91.8%

**QA7r8**

		Value	Count	Percent
Standard Attributes	Label	QA7r8: Ordering goods and services online - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	53	2.5%
	2	2nd most important	80	3.8%
	3	3rd most important	103	4.9%
Missing Values	System		1873	88.8%

**QA7r9**

		Value	Count	Percent
Standard Attributes	Label	QA7r9: Taking orders for goods and services online - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	72	3.4%
	2	2nd most important	68	3.2%
	3	3rd most important	47	2.2%
Missing Values	System		1922	91.1%

**QA7r10**

		Value	Count	Percent
Standard Attributes	Label	QA7r10: Taking payment for goods and services online - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	49	2.3%
	2	2nd most important	76	3.6%
	3	3rd most important	72	3.4%
Missing Values	System		1912	90.7%

### QA7r11

		Value	Count	Percent
Standard Attributes	Label	QA7r11: Tracking goods and services online - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	18	0.9%
	2	2nd most important	41	1.9%
	3	3rd most important	22	1.0%
Missing Values	System		2028	96.2%

### QA7r12

		Value	Count	Percent
Standard Attributes	Label	QA7r12: Tracking online sales - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	21	1.0%
	2	2nd most important	28	1.3%
	3	3rd most important	42	2.0%
Missing Values	System		2018	95.7%

### QA7r13

		Value	Count	Percent
Standard Attributes	Label	QA7r13: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns) - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	54	2.6%
	2	2nd most important	72	3.4%
	3	3rd most important	101	4.8%
Missing Values	System		1882	89.2%

### QA7r14

		Value	Count	Percent
Standard Attributes	Label	QA7r14: Using bespoke software or applications (e.g. accountancy packages) - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	62	2.9%
	2	2nd most important	58	2.8%
	3	3rd most important	74	3.5%
Missing Values	System		1915	90.8%

**QA7r15**

		Value	Count	Percent
Standard Attributes	Label	QA7r15: Looking for advice on regulation or other general business advice - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	15	0.7%
	2	2nd most important	31	1.5%
	3	3rd most important	42	2.0%
Missing Values	System		2021	95.8%

**QA7r16**

		Value	Count	Percent
Standard Attributes	Label	QA7r16: File Transfer Protocol or FTP - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	10	0.5%
	2	2nd most important	13	0.6%
	3	3rd most important	19	0.9%
Missing Values	System		2067	98.0%

**QA7r17**

		Value	Count	Percent
Standard Attributes	Label	QA7r17: Online data storage or back-up - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	34	1.6%
	2	2nd most important	59	2.8%
	3	3rd most important	63	3.0%
Missing Values	System		1953	92.6%

**QA7r18**

		Value	Count	Percent
Standard Attributes	Label	QA7r18: Cloud services, \$ {"IF NECESSARY : " if dSampleType .r2 else ""} when your applications and data are stored off-site on a service provider's server and are accessible from any location via the internet - And which are the three most important intern		
	Format	F1		
	Measurement	Ordinal		

### QA7r18

		Value	Count	Percent
Valid Values	1	Most important	75	3.6%
	2	2nd most important	83	3.9%
	3	3rd most important	88	4.2%
Missing Values	System		1863	88.3%

### QA7r19

		Value	Count	Percent
Standard Attributes	Label	QA7r19: Remote login to work server (VPN) - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	45	2.1%
	2	2nd most important	40	1.9%
	3	3rd most important	39	1.8%
Missing Values	System		1985	94.1%

### QA7r20

		Value	Count	Percent
Standard Attributes	Label	QA7r20: Remote log-in to your work PC or laptop - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	40	1.9%
	2	2nd most important	45	2.1%
	3	3rd most important	43	2.0%
Missing Values	System		1981	93.9%

### QA7r21

		Value	Count	Percent
Standard Attributes	Label	QA7r21: Company intranet (i.e. an internal private network that is contained within the organisation) - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	20	0.9%
	2	2nd most important	15	0.7%
	3	3rd most important	17	0.8%

### QA7r21

		Value	Count	Percent
Missing Values	System		2057	97.5%

### QA7r22

		Value	Count	Percent
Standard Attributes	Label	QA7r22: Company extranet (i.e. a private network to securely share part of a business's information or operations with external parties e.g. clients/providers) - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	9	0.4%
	2	2nd most important	11	0.5%
	3	3rd most important	7	0.3%
Missing Values	System		2082	98.7%

### QA7r23

		Value	Count	Percent
Standard Attributes	Label	QA7r23: Video streaming - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	12	0.6%
	2	2nd most important	31	1.5%
	3	3rd most important	28	1.3%
Missing Values	System		2038	96.6%

### QA7r24

		Value	Count	Percent
Standard Attributes	Label	QA7r24: Web hosting - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	29	1.4%
	2	2nd most important	17	0.8%
	3	3rd most important	27	1.3%
Missing Values	System		2036	96.5%

**QA7r25**

		Value	Count	Percent
Standard Attributes	Label	QA7r25: \$ {QA6.r25.open} - And which are the three most important internet applications for your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Most important	4	0.2%
	2	2nd most important	2	0.1%
	3	3rd most important	1	0.0%
Missing Values	System		2102	99.7%

**QA8r1**

		Value	Count	Percent
Standard Attributes	Label	QA8r1: Have more than one mobile provider/contract - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you need?		
	Format	F1		
	Measurement	Ordinal		

**QA8r1**

		Value	Count	Percent
Valid Values	0	NO TO: Have more than one mobile provider/contract	1840	87.2%
	1	Have more than one mobile provider/contract	269	12.8%

**QA8r2**

		Value	Count	Percent
Standard Attributes	Label	QA8r2: Have more than one internet provider/contract - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you need?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have more than one internet provider/contract	1941	92.0%
	1	Have more than one internet provider/contract	168	8.0%

**QA8r3**

		Value	Count	Percent
Standard Attributes	Label	QA8r3: Have more than one landline provider/contract - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you need?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have more than one landline provider/contract	2000	94.8%
	1	Have more than one landline provider/contract	109	5.2%

**QA8r4**

		Value	Count	Percent
Standard Attributes	Label	QA8r4: Have more than one provider/contract for another service (please type in) - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have more than one provider/contract for another service (please type in)	2104	99.8%
	1	Have more than one provider/contract for another service (please type in)	5	0.2%

**QA8r5**

		Value	Count	Percent
Standard Attributes	Label	QA8r5: Tethering to mobile/creating mobile hotspot for internet connectivity on other devices - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at t		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Tethering to mobile/creating mobile hotspot for internet connectivity on other devices	1757	83.3%
	1	Tethering to mobile/creating mobile hotspot for internet connectivity on other devices	352	16.7%

**QA8r6**

		Value	Count	Percent
Standard Attributes	Label	QA8r6: Other (please type in) - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you need?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1986	94.2%
	1	Other (please type in)	123	5.8%

**QA8r7**

		Value	Count	Percent
Standard Attributes	Label	QA8r7: None - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you need?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None	976	46.3%
	1	None	1133	53.7%

**QA8r8**

		Value	Count	Percent
Standard Attributes	Label	QA8r8: Don't know - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you need?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	1984	94.1%
	1	Don't know	125	5.9%

**QA8r4oe**

		Value	Count	Percent
Standard Attributes	Label	QA8r4oe: Have more than one provider/contract for another service (please type in) - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level yo		
	Format	A30		
	Measurement	Nominal		

### QA8r4oe

	Value	Count	Percent
Valid Values		2104	99.8%
	4COM	1	0.0%
	Backup cloud storage elsewhere	1	0.0%
	broadband backup	1	0.0%
	Pay as you go	1	0.0%
	separate landline	1	0.0%

### QA8r6oe

	Value	Count	Percent
Standard Attributes	Label		
	QA8r6oe: Other (please type in) - What, if any, back-up communications services do you have in place for your business, for example if your mobile or internet goes down, or isn't working at the level you need?		
	Format	A65	
	Measurement	Nominal	
Valid Values		1986	94.2%
	2 phone numbers and email	1	0.0%
	3 SERVERS IN 3 SITES	1	0.0%
	3G Dongle from EE	1	0.0%
	4 G	1	0.0%
	4g	1	0.0%
	4G	3	0.1%
	4g 5 g	1	0.0%
	4G BACK UP	1	0.0%
	4G Simcard	1	0.0%
	50 G DONGLE	1	0.0%
	5G	1	0.0%

QA8r6oe

	Value	Count	Percent
A standard old style landline phone and paper records		1	0.0%
additional systems		1	0.0%
ANOTHER COMPANY		1	0.0%
another sim		1	0.0%
automatic failover to mobile phone.		1	0.0%
BACK UP MOBILE		1	0.0%
backblaze.		1	0.0%
BACKED UP ON CLOUD		1	0.0%
Backup cloud storage		1	0.0%
backup lines		1	0.0%
backup on server		1	0.0%
Backup through Microsoft office 365.		1	0.0%
bt backup		1	0.0%
BT DUNGLE		1	0.0%
BT Halo		1	0.0%
BT HALO		1	0.0%
BT HALO SERVICE		1	0.0%
C2K		1	0.0%
CLOLUD BASE BACK UP		1	0.0%
cloud		1	0.0%
cloud based services and back up hard drives		1	0.0%
CLOUD SERVICES		1	0.0%
Contact the prov		1	0.0%
Dongle		1	0.0%
DONGLE		1	0.0%
Dongle from Gamma		1	0.0%
DOUBLE LINES		1	0.0%
dropbox		2	0.1%
Dropbox.		1	0.0%
DUNGLE		2	0.1%
ee		1	0.0%
email		1	0.0%
emails		1	0.0%
external hard drive		1	0.0%
External hardrives		1	0.0%

QA8r6oe

	Value	Count	Percent
EXTRA MOBILE		1	0.0%
EXTRA PHONE		1	0.0%
FIBRE ESSENTIALS. BACKED UP TO CLOUD		1	0.0%
goes through it department		1	0.0%
GOOGLE DRIVE		1	0.0%
hard copy of numbers		1	0.0%
Hard drive//		1	0.0%
has bt and virgin plus mobiles phone		1	0.0%
Have a spare mobile handset/		1	0.0%
Have choice of mobile internet or wireless broadband at any time.		1	0.0%
HOT SPOT		2	0.1%
i cloud		1	0.0%
I cloud		1	0.0%
i pad		1	0.0%
I.T. outsourced company.		1	0.0%
in touch		1	0.0%
internet reolaces mobile		1	0.0%
IT company that helps and staff with good IT knowledge		1	0.0%
it support company manages it		1	0.0%
just ring BT		1	0.0%
Lan		1	0.0%
Landline		1	0.0%
LANDLINE		1	0.0%
landline = BT, mobile = EE		1	0.0%
LAPTOP		1	0.0%
MICROSOFT 365		1	0.0%
mixture		1	0.0%
MOBILE		1	0.0%
MOBILE REPLACES LANDLINE		1	0.0%
mobiles		1	0.0%
move to another location		1	0.0%

QA8r6oe

	Value	Count	Percent
Newcastle City Council landline		1	0.0%
other modem package		1	0.0%
own web server.		1	0.0%
PAY A COMPANY TO MANAGE BUSINESS GOOGLE		1	0.0%
Pay As Yo Go		1	0.0%
Permanently running Seagate system		1	0.0%
personal		1	0.0%
Personal /Tablets		1	0.0%
personal mobile		3	0.1%
phone		1	0.0%
phone data		1	0.0%
PHONE REPLACES INTERNET		1	0.0%
prism		1	0.0%
Provider provides backup, systems		1	0.0%
PROVIDERS BACK UP SYSTEM		1	0.0%
redundant connectiomn		1	0.0%
Remote access through Microsoft 365.		1	0.0%
remote access.		1	0.0%
SCHOOL APP		1	0.0%
SCOT-TEL GOULD LTD		1	0.0%
SERVER		1	0.0%
SHARE POINT		1	0.0%
spare pc/ bacup files/ phone insurance/ prints copies		1	0.0%
stora.		1	0.0%
use pers		1	0.0%
uses other provider		1	0.0%
VOIP		1	0.0%
We have a dongle from BT		1	0.0%
We have a dongle in place from BT		1	0.0%
We have a Wifi booster		1	0.0%

### QA8r6oe

	Value	Count	Percent
We have unbreakable broadband from BT		1	0.0%
we have wi fi at the office		1	0.0%
WEBEX		1	0.0%
Wi-Fi Dongle		1	0.0%
Wife mobile		1	0.0%
Wifi		1	0.0%
wireless cellular modem.		1	0.0%
work from home		1	0.0%
you have your own		1	0.0%

### QA9

		Value	Count	Percent
Standard Attributes	Label	QA9: If your business has Wi-Fi, do you make use of any devices to boost or extend the signal from your Wi-Fi? If yes, when did you start using these?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes – in the last 18 months	354	16.8%
	2	Yes – longer ago	336	15.9%
	3	No – have not made use of any devices to boost or extend Wi-Fi signal	1192	56.5%
	4	The business does not have Wi-fi	56	2.7%
	5	Don't know \$ {"(do not read out)" if dSampleType .r2 else ""}	56	2.7%
Missing Values	System		115	5.5%

**QF1**

		Value
Standard Attributes	Label	QF1: Are there any communications services that are not currently available to your organisation that you feel your business would benefit from being able to use? What are these?
	Format	A410
	Measurement	Nominal

**noanswerQF1\_r99**

		Value	Count	Percent
Standard Attributes	Label	noanswerQF1_r99: Are there any communications services that are not currently available to your organisation that you feel your business would benefit from being able to use? What are these? : None - No Answer		
	Format	F1		
	Measurement	Ordinal		

**noanswerQF1\_r99**

		Value	Count	Percent
Valid Values	0	NO TO: Are there any communications services that are not currently available to your organisation that you feel your bu	349	16.5%
	1	Are there any communications services that are not currently available to your organisation that you feel your business	1760	83.5%

**QF2r2**

		Value	Count	Percent
Standard Attributes	Label	QF2r2: Standard PSTN landline telephones - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Standard PSTN landline telephones	2069	98.1%
	1	Standard PSTN landline telephones	40	1.9%

**QF2r3**

		Value	Count	Percent
Standard Attributes	Label	QF2r3: 4G Mobile service - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: 4G Mobile service	2013	95.4%
	1	4G Mobile service	96	4.6%

**QF2r4**

		Value	Count	Percent
Standard Attributes	Label	QF2r4: 5G services - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: 5G services	1704	80.8%
	1	5G services	405	19.2%

**QF2r5**

		Value	Count	Percent
Standard Attributes	Label	QF2r5: ADSL Broadband (internet via fixed line) - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: ADSL Broadband (internet via fixed line)	2087	99.0%
	1	ADSL Broadband (internet via fixed line)	22	1.0%

**QF2r6**

		Value	Count	Percent
Standard Attributes	Label	QF2r6: Fibre/superfast Broadband provided using a cable network (nearly always provided by Virgin Media, provided by WightFibre in the Isle of Wight) - Which of the following communications services, if any, are you actively looking at acquiring or upgrading		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Fibre/superfast Broadband provided using a cable network (nearly always provided by Virgin Media, provided by Wig	2013	95.4%
	1	Fibre/superfast Broadband provided using a cable network (nearly always provided by Virgin Media, provided by WightFibre	96	4.6%

**QF2r7**

		Value	Count	Percent
Standard Attributes	Label	QF2r7: Fibre/superfast Broadband provided using the traditional copper network – Fibre to the Cabinet (FTTC) - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Fibre/superfast Broadband provided using the traditional copper network – Fibre to the Cabinet (FTTC)	2012	95.4%
	1	Fibre/superfast Broadband provided using the traditional copper network – Fibre to the Cabinet (FTTC)	97	4.6%

**QF2r8**

		Value	Count	Percent
Standard Attributes	Label	QF2r8: "Full-fibre" /Fibre/superfast Broadband using new fibre networks – Fibre to the Premises (FTTP) - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: "Full-fibre" /Fibre/superfast Broadband using new fibre networks – Fibre to the Premises (FTTP)	1900	90.1%
	1	"Full-fibre" /Fibre/superfast Broadband using new fibre networks – Fibre to the Premises (FTTP)	209	9.9%

**QF2r9**

		Value	Count	Percent
Standard Attributes	Label	QF2r9: Fibre/superfast Broadband, but not sure which type - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Fibre/superfast Broadband, but not sure which type	1987	94.2%
	1	Fibre/superfast Broadband, but not sure which type	122	5.8%

**QF2r10**

		Value	Count	Percent
Standard Attributes	Label	QF2r10: Mobile Broadband through a USB Modem or 'dongle' - Which of the following communicatio ns services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Mobile Broadband through a USB Modem or 'dongle'	2047	97.1%
	1	Mobile Broadband through a USB Modem or 'dongle'	62	2.9%

### QF2r11

		Value	Count	Percent
Standard Attributes	Label	QF2r11: ISDN 2/2e - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: ISDN 2/2e	2094	99.3%
	1	ISDN 2/2e	15	0.7%

### QF2r12

		Value	Count	Percent
Standard Attributes	Label	QF2r12: ISDN 30 - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: ISDN 30	2097	99.4%
	1	ISDN 30	12	0.6%

**QF2r13**

		Value	Count	Percent
Standard Attributes	Label	QF2r13: Leased lines or private circuits - Which of the following communicatio ns services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Leased lines or private circuits	2082	98.7%
	1	Leased lines or private circuits	27	1.3%

**QF2r14**

		Value	Count	Percent
Standard Attributes	Label	QF2r14: VPN - Which of the following communicatio ns services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: VPN	2007	95.2%
	1	VPN	102	4.8%

**QF2r15**

		Value	Count	Percent
Standard Attributes	Label	QF2r15: Ethernet - Which of the following communicatio ns services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Ethernet	2064	97.9%
	1	Ethernet	45	2.1%

**QF2r16**

		Value	Count	Percent
Standard Attributes	Label	QF2r16: Voice over Internet Protocol or VoIP - Which of the following communicatio ns services, if any, are you actively looking at acquiring or upgrading in the next 12 ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Voice over Internet Protocol or VoIP	2046	97.0%
	1	Voice over Internet Protocol or VoIP	63	3.0%

### QF2r17

		Value	Count	Percent
Standard Attributes	Label	QF2r17: Video conferencing - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Video conferencing	1991	94.4%
	1	Video conferencing	118	5.6%

### QF2r18

		Value	Count	Percent
Standard Attributes	Label	QF2r18: Other (please type in) - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	2076	98.4%
	1	Other (please type in)	33	1.6%

**QF2r1**

		Value	Count	Percent
Standard Attributes	Label	QF2r1: Not looking to acquire or upgrade any services - Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Not looking to acquire or upgrade any services	833	39.5%
	1	Not looking to acquire or upgrade any services	1276	60.5%

**QF2r18oe**

		Value	Count	Percent
Standard Attributes	Label	QF2r18oe: Which of the following communications services, if any, are you actively looking at acquiring or upgrading in the next 12 months? - Other (please type in)		
	Format	A46		
	Measurement	Nominal		
Valid Values			2076	98.4%
	Always updating smart phones e.t.c.		1	0.0%
	AT SOME STAGE		1	0.0%
	broadband		2	0.1%
	bt wifi		1	0.0%
	Business mobiles		1	0.0%
	change providers		1	0.0%
	CRM.		1	0.0%
	dialing system		1	0.0%
	FTTP		1	0.0%
	GOING TO DEVELOP SCOT-TEL FOR OTHER SITES		1	0.0%
	IF AVAILABLE		1	0.0%
	IMPROVINGWIRELESS		1	0.0%
	increasing connection bandwidth		1	0.0%
	INTERNAL PHONE SYSTEM		1	0.0%
	internet		1	0.0%
	INTERNET		1	0.0%
	just changed		1	0.0%
	LANDLINE		1	0.0%
	Leased line		1	0.0%
	LIVE CAMERA		1	0.0%
	mobile		1	0.0%
	more cheaper		1	0.0%

### QF2r18oe

	Value	Count	Percent
moving building potentially		1	0.0%
new provider		1	0.0%
NOT SURE		1	0.0%
Router and server.		1	0.0%
SOFT WEAR		1	0.0%
SOMETHING BETTER THAN SATTELITE/NEW TECHNOLOGY		1	0.0%
Tablets		1	0.0%
transferring mobiles to business contracts.		1	0.0%
upgrading website		1	0.0%
VOIP		1	0.0%

### QF3

		Value	Count	Percent
Standard Attributes	Label	QF3: Is your intention to acquire VoIP because of the coming migration from traditional to IP-based voice telephony?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes - entirely	23	1.1%
	2	Yes – in part	29	1.4%
	3	No	7	0.3%
	4	Don't know/ not sure	4	0.2%
Missing Values	System		2046	97.0%

**QF4r1**

		Value	Count	Percent
Standard Attributes	Label	QF4r1: Fixed phone lines services (\$) {"READ OUT: " if dSampleType .r2 else ""}this includes standard lines and ISDN lines) - Thinking about each of the communications services your organisation uses, how important is each of these to your organisation? Ple		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1 Not at all important	51	2.4%
	2	2	36	1.7%
	3	3	38	1.8%
	4	4	35	1.7%
	5	5	105	5.0%
	6	6	92	4.4%
	7	7	117	5.5%
	8	8	190	9.0%
	9	9	149	7.1%
	10	10 Absolutely vital	480	22.8%
	11	Don't know	13	0.6%
Missing Values	System		803	38.1%

### QF4r2

		Value	Count	Percent
Standard Attributes	Label	QF4r2: Leased lines or private circuits used for purposes other than dedicated internet access - Thinking about each of the communicatio ns services your organisation uses, how important is each of these to your organisation? Please use a scale of 1 to 10		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1 Not at all important	9	0.4%
	2	2	2	0.1%
	3	3	2	0.1%
	4	4	4	0.2%
	5	5	8	0.4%
	6	6	8	0.4%
	7	7	13	0.6%
	8	8	23	1.1%
	9	9	16	0.8%
	10	10 Absolutely vital	36	1.7%
	11	Don't know	4	0.2%
Missing Values	System		1984	94.1%

### QF4r3

		Value	Count	Percent
Standard Attributes	Label	QF4r3: Mobile phone services (\$ {"READ OUT :"} if dSampleType .r2 else "")this includes smartphones and standard mobile phones) - Thinking about each of the communications services your organisation uses, how important is each of these to your organisation?		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1 Not at all important	12	0.6%
	2	2	6	0.3%
	3	3	19	0.9%
	4	4	17	0.8%
	5	5	62	2.9%
	6	6	51	2.4%
	7	7	95	4.5%
	8	8	205	9.7%
	9	9	215	10.2%
	10	10 Absolutely vital	780	37.0%
	11	Don't know	12	0.6%
Missing Values	System		635	30.1%

### QF4r4

		Value	Count	Percent
Standard Attributes	Label	QF4r4: Fixed internet services (\$) {"READ OUT :"} if dSampleType .r2 else ""}this includes dedicated lines, dial up, broadband and cable) - Thinking about each of the communications services your organisation uses, how important is each of these to your orga		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1 Not at all important	18	0.9%
	2	2	8	0.4%
	3	3	9	0.4%
	4	4	14	0.7%
	5	5	82	3.9%
	6	6	58	2.8%
	7	7	110	5.2%
	8	8	223	10.6%
	9	9	225	10.7%
	10	10 Absolutely vital	1129	53.5%
	11	Don't know	16	0.8%
Missing Values	System		217	10.3%

### QF4r5

		Value	Count	Percent
Standard Attributes	Label	QF4r5: Mobile internet services (\$) {"READ OUT: " if dSampleType .r2 else ""}this includes mobile internet via smartphone, dongle or USB modem) - Thinking about each of the communications services your organisation uses, how important is each of these to yo		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1 Not at all important	7	0.3%
	2	2	4	0.2%
	3	3	4	0.2%
	4	4	9	0.4%
	5	5	21	1.0%
	6	6	20	0.9%
	7	7	55	2.6%
	8	8	82	3.9%
	9	9	69	3.3%
	10	10 Absolutely vital	208	9.9%
	11	Don't know	3	0.1%
Missing Values	System		1627	77.1%

**QF4r6**

		Value	Count	Percent
Standard Attributes	Label	QF4r6: Satellite broadband service - Thinking about each of the communicatio ns services your organisation uses, how important is each of these to your organisation? Please use a scale of 1 to 10 where: • 1 is not at all important - there would be no imp		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1 Not at all important	0	0.0%
	2	2	0	0.0%
	3	3	0	0.0%
	4	4	1	0.0%
	5	5	1	0.0%
	6	6	2	0.1%
	7	7	4	0.2%
	8	8	4	0.2%
	9	9	7	0.3%
	10	10 Absolutely vital	19	0.9%
	11	Don't know	2	0.1%
Missing Values	System		2069	98.1%

### QF4r7

		Value	Count	Percent
Standard Attributes	Label	QF4r7: At least one form of voice service, e.g. landline phone, mobile phone etc. - Thinking about each of the communications services your organisation uses, how important is each of these to your organisation? Please use a scale of 1 to 10 where: • 1		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	1 Not at all important	60	2.8%
	2	2	26	1.2%
	3	3	17	0.8%
	4	4	26	1.2%
	5	5	116	5.5%
	6	6	88	4.2%
	7	7	161	7.6%
	8	8	271	12.8%
	9	9	246	11.7%
	10	10 Absolutely vital	1049	49.7%
	11	Don't know	49	2.3%

**QF5r1**

		Value	Count	Percent
Standard Attributes	Label	QF5r1: Fixed phone lines services (\$) {"READ OUT: " if dSampleType .r2 else ""}this includes standard lines and ISDN lines) - For each service, to what extent has this changed since the start of the COVID-19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Become more important	290	13.8%
	2	Become less important	150	7.1%
	3	No change	821	38.9%
	4	Don't know/not sure	20	0.9%
Missing Values	System		828	39.3%

**QF5r2**

		Value	Count	Percent
Standard Attributes	Label	QF5r2: Leased lines or private circuits used for purposes other than dedicated internet access - For each service, to what extent has this changed since the start of the COVID- 19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Become more important	25	1.2%
	2	Become less important	10	0.5%
	3	No change	88	4.2%
	4	Don't know/not sure	0	0.0%
Missing Values	System		1986	94.2%

**QF5r3**

		Value	Count	Percent
Standard Attributes	Label	QF5r3: Mobile phone services (\$) {"READ OUT :"} if dSampleType .r2 else ""}this includes smartphones and standard mobile phones) - For each service, to what extent has this changed since the start of the COVID-19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Become more important	544	25.8%
	2	Become less important	35	1.7%
	3	No change	829	39.3%
	4	Don't know/not sure	25	1.2%
Missing Values	System		676	32.1%

**QF5r4**

		Value	Count	Percent
Standard Attributes	Label	QF5r4: Fixed internet services (\$) {"READ OUT :"} if dSampleType .r2 else ""}this includes dedicated lines, dial up, broadband and cable) - For each service, to what extent has this changed since the start of the COVID-19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Become more important	663	31.4%
	2	Become less important	61	2.9%
	3	No change	1092	51.8%
	4	Don't know/not sure	30	1.4%
Missing Values	System		263	12.5%

**QF5r5**

		Value	Count	Percent
Standard Attributes	Label	QF5r5: Mobile internet services (\$) {"READ OUT: " if dSampleType .r2 else ""}this includes mobile internet via smartphone, dongle or USB modem) - For each service, to what extent has this changed since the start of the COVID-19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Become more important	200	9.5%
	2	Become less important	21	1.0%
	3	No change	244	11.6%
	4	Don't know/not sure	1	0.0%
Missing Values	System		1643	77.9%

**QF5r6**

		Value	Count	Percent
Standard Attributes	Label	QF5r6: Satellite broadband service - For each service, to what extent has this changed since the start of the COVID- 19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Become more important	22	1.0%
	2	Become less important	0	0.0%
	3	No change	14	0.7%
	4	Don't know/not sure	2	0.1%
Missing Values	System		2071	98.2%

**QF5r7**

		Value	Count	Percent
Standard Attributes	Label	QF5r7: At least one form of voice service, e.g. landline phone, mobile phone etc. - For each service, to what extent has this changed since the start of the COVID-19 pandemic?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Become more important	624	29.6%
	2	Become less important	93	4.4%
	3	No change	1275	60.5%
	4	Don't know/not sure	54	2.6%
Missing Values	System		63	3.0%

**QF6a**

		Value	Count	Percent
Standard Attributes	Label	QF6a: Which of the following best describes how reliant your business is on the internet? Without internet access...		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	1.00	The business would not be able to operate at all	710	33.7%
	2.00	The business would be able to do some things without it, but not having access would have quite a big impact	854	40.5%
	3.00	e would be unable to do many things, but it would not affect the business too much	180	8.5%
	4.00	We would still be able operate the majority of our business	164	7.8%
	5.00	There would be no impact on our business if we did not have	50	2.4%
Missing Values	-99.99		151	7.2%

### QF6b

		Value	Count	Percent
Standard Attributes	Label	QF6b: To what extent has your organisation's reliance on the internet changed since the start of the COVID-19 pandemic?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	1.00	Become more reliant	875	41.5%
	2.00	Become less reliant	47	2.2%
	3.00	No change	978	46.4%
	4.00	Don't know/not sure	8	0.4%
Missing Values	-99.99		201	9.5%

### QF7a

		Value	Count	Percent
Standard Attributes	Label	QF7a: How important is it for staff and/or customers to have good quality wireless connectivity on your business premises? By wireless connectivity we are interested in any devices connected using a non-fixed line connection. Please use a scale of 1 to 10		
	Format	F2		
	Measurement	Ordinal		

**QF7a**

		Value	Count	Percent
Valid Values	1	1 is not at all important	94	4.5%
	2	2	15	0.7%
	3	3	29	1.4%
	4	4	33	1.6%
	5	5	113	5.4%
	6	6	80	3.8%
	7	7	152	7.2%
	8	8	299	14.2%
	9	9	245	11.6%
	10	10 is absolutely vital	738	35.0%
Missing Values	System		311	14.7%

**noanswerQF7a\_r99**

		Value	Count	Percent
Standard Attributes	Label	noanswerQF7a_r99: How important is it for staff and/or customers to have good quality wireless connectivity on your business premises? By wireless connectivity we are interested in any devices connected using a non-fixed line connection. Please use a scal		
	Format	F1		
	Measurement	Ordinal		

**noanswerQF7a\_r99**

		Value	Count	Percent
Valid Values	0	NO TO: How important is it for staff and/or customers to have good quality wireless connectivity on your business premis	1798	85.3%
	1	How important is it for staff and/or customers to have good quality wireless connectivity on your business premises? By	153	7.3%
Missing Values	System		158	7.5%

**noanswerQF7a\_r97**

		Value	Count	Percent
Standard Attributes	Label	noanswerQF7a_r97: How important is it for staff and/or customers to have good quality wireless connectivity on your business premises? By wireless connectivity we are interested in any devices connected using a non-fixed line connection. Please use a scal		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: How important is it for staff and/or customers to have good quality wireless connectivity on your business premis	1798	85.3%
	1	How important is it for staff and/or customers to have good quality wireless connectivity on your business premises? By	43	2.0%
Missing Values	System		268	12.7%

**QF7br1**

		Value	Count	Percent
Standard Attributes	Label	QF7br1: Contactless / card payments / EPOS sales tills - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1607	76.2%
	1.00	Yes	288	13.7%
Missing Values	-99.99		214	10.1%

**QF7br2**

		Value	Count	Percent
Standard Attributes	Label	QF7br2: Authentication - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1691	80.2%
	1.00	Yes	204	9.7%
Missing Values	-99.99		214	10.1%

### QF7br3

		Value	Count	Percent
Standard Attributes	Label	QF7br3: Provision of unlimited Wi-Fi to clients/customers - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1687	80.0%
	1.00	Yes	208	9.9%
Missing Values	-99.99		214	10.1%

### QF7br4

		Value	Count	Percent
Standard Attributes	Label	QF7br4: Staff connectivity to internal network - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1374	65.1%
	1.00	Yes	521	24.7%
Missing Values	-99.99		214	10.1%

**QF7br5**

		Value	Count	Percent
Standard Attributes	Label	QF7br5: Staff connectivity to internet - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	797	37.8%
	1.00	Yes	1098	52.1%
Missing Values	-99.99		214	10.1%

**QF7br6**

		Value	Count	Percent
Standard Attributes	Label	QF7br6: Sending/receiving/accessing business data (e.g. sales records, information about stock etc.) - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1343	63.7%
	1.00	Yes	552	26.2%
Missing Values	-99.99		214	10.1%

**QF7br7**

		Value	Count	Percent
Standard Attributes	Label	QF7br7: GPS location data - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1721	81.6%
	1.00	Yes	174	8.3%
Missing Values	-99.99		214	10.1%

**QF7br8**

		Value	Count	Percent
Standard Attributes	Label	QF7br8: Access to data stored on the cloud - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1423	67.5%
	1.00	Yes	472	22.4%
Missing Values	-99.99		214	10.1%

**QF7br9**

		Value	Count	Percent
Standard Attributes	Label	QF7br9: Stock updates/processing orders - What is your wireless connectivity ...		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1651	78.3%
	1.00	Yes	244	11.6%
Missing Values	-99.99		214	10.1%

### QF7br10

		Value	Count	Percent
Standard Attributes	Label	QF7br10: Staff clock-in systems - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1773	84.1%
	1.00	Yes	122	5.8%
Missing Values	-99.99		214	10.1%

### QF7br11

		Value	Count	Percent
Standard Attributes	Label	QF7br11: Wireless printers - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1086	51.5%
	1.00	Yes	809	38.4%
Missing Values	-99.99		214	10.1%

### QF7br12

		Value	Count	Percent
Standard Attributes	Label	QF7br12: CCTV - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1621	76.9%
	1.00	Yes	274	13.0%
Missing Values	-99.99		214	10.1%

**QF7br13**

		Value	Count	Percent
Standard Attributes	Label	QF7br13: Wi-Fi reliant calls - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1362	64.6%
	1.00	Yes	533	25.3%
Missing Values	-99.99		214	10.1%

**QF7br14**

		Value	Count	Percent
Standard Attributes	Label	QF7br14: Wi-Fi reliant video conferencing - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1298	61.5%
	1.00	Yes	597	28.3%
Missing Values	-99.99		214	10.1%

**QF7br15**

		Value	Count	Percent
Standard Attributes	Label	QF7br15: Offsite working - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1524	72.3%
	1.00	Yes	371	17.6%
Missing Values	-99.99		214	10.1%

**QF7br16**

		Value	Count	Percent
Standard Attributes	Label	QF7br16: Other (please type in) - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1676	79.5%
	1.00	Yes	219	10.4%
Missing Values	-99.99		214	10.1%

**QF7br17**

		Value	Count	Percent
Standard Attributes	Label	QF7br17: Don't know/not sure - What is your wireless connectivity used for?		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	.00	No	1820	86.3%
	1.00	Yes	75	3.6%
Missing Values	-99.99		214	10.1%

**QF7br16oe**

		Value	Count	Percent
Standard Attributes	Label	QF7br16oe: What is your wireless connectivity used for? - Other (please type in)		
	Format	A102		
	Measurement	Nominal		
Valid Values			1893	89.8%
	/SHAREPOINT		1	0.0%
	Access to appointment planner		1	0.0%
	access to the internet and storage		1	0.0%
	accessing the internet data bases		1	0.0%
	access to devices		1	0.0%
	ADMIN		1	0.0%
	ADMINISTRATIVE		1	0.0%
	alarm systems		1	0.0%
	anything related to warehouse		1	0.0%
	APPOINTMENT SYSTEM		1	0.0%
	apps		1	0.0%
	baic thing		1	0.0%
	BANK BALANCE		1	0.0%
	broadband connectivity		1	0.0%
	browsing the internet		1	0.0%
	BUISNESS		1	0.0%
	card payments		1	0.0%
	CARD PAYMENTS		1	0.0%
	CHECKING DEPARTMENT		1	0.0%
	children's voice operated communication systems.		1	0.0%
	Client & Prospect contact		1	0.0%
	CLIENTS		1	0.0%
	collect pcs		1	0.0%
	COMMUNICATION		1	0.0%
	communication		1	0.0%
	COMMUNICATION		1	0.0%

**QF7br16oe**

	Value	Count	Percent
Communication with clients		1	0.0%
communicationd		1	0.0%
COMMUNICATONS / RESEARCH / DATA STORAGE / STREAMING		1	0.0%
computers and printers		1	0.0%
computers emails conference calls		1	0.0%
COMPUTOR		2	0.1%
CONNECT TO LAPTOP		1	0.0%
connecting laptop and phones to internet		1	0.0%
CONNECTING MOBILE TO CMPUTER AND TERMINAL		1	0.0%
Connecting to the internet		1	0.0%
connection laptop tp severs		1	0.0%
CONNECTION TO NHS SERVER/ SENDING ORDERS		1	0.0%
Contact with customers		1	0.0%
Contact with overseas clients		1	0.0%
coomunicaton with customers and suppliers		1	0.0%
corresponance with customers		1	0.0%
Customer contact		1	0.0%
customers		1	0.0%
DAY TO DAY RUNNING		1	0.0%
devices		1	0.0%
DONT USE		2	0.1%
e mail		1	0.0%
E MAIL		2	0.1%
e mail info		1	0.0%
E MAIL SOCIAL MEDIA		1	0.0%
E MAIL VIDEOS SENDING PC		1	0.0%
E MAILS BANKING		1	0.0%
E-mails		1	0.0%
email		2	0.1%

**QF7br16oe**

	Value	Count	Percent
Email		1	0.0%
EMAIL TEX		1	0.0%
emails		2	0.1%
Emails		2	0.1%
EMAILS		2	0.1%
EMAILS FILES		1	0.0%
EMAILS INTERNET		1	0.0%
emails social media cloud back ups		1	0.0%
emergencies		1	0.0%
EPOS/ CARD PAYMENT		1	0.0%
EVERTHING		1	0.0%
EVERYTHING		3	0.1%
files inertnet access		1	0.0%
FOR STAFF DATA		1	0.0%
GENERAL BUSINESS		1	0.0%
general use		1	0.0%
GENERRAL WORK		1	0.0%
genrerall office use		1	0.0%
GOOGLE SEARCH		1	0.0%
HMRC		1	0.0%
HMRC/ INVOICE		1	0.0%
Hot apot		1	0.0%
HOTHING		1	0.0%
I PAD		3	0.1%
I T TRAINING		1	0.0%
INFO		1	0.0%
internet		3	0.1%
INTERNET		2	0.1%
internet access		1	0.0%
Internet and email		1	0.0%
intertnet		2	0.1%
IPADS		1	0.0%
Just to browse on the internet for business purposes		1	0.0%
keeping in contact booking in clients		1	0.0%
LAP TOP		1	0.0%
laptop		2	0.1%

**QF7br16oe**

	Value	Count	Percent
LAPTOP		1	0.0%
laptop and printer		1	0.0%
laptops and mobiles		1	0.0%
LAPTOPS and phones		1	0.0%
LOG ON		1	0.0%
logon accouts		1	0.0%
LOOKING FOR DEAL		1	0.0%
Machinery connection		1	0.0%
Machinery relies on it		1	0.0%
machinery		1	0.0%
make calls emails		1	0.0%
manage radio system / internet		1	0.0%
MEETINGDS/TRANSFERRING DOCUMENTS/ WORK		1	0.0%
meetings		1	0.0%
meetings/		1	0.0%
MOBILE PHONES		1	0.0%
mobile, laptop		1	0.0%
music		1	0.0%
MUSIC		1	0.0%
Music Studio Hardware		1	0.0%
n/a		1	0.0%
NEEDS FOR CAR REPAIRS		1	0.0%
net		1	0.0%
NOT REALLY USED		1	0.0%
NOT USED AT OFFICE THAT MUCH/FASTER AND SAFER THROUGH NETWORK/CONNECTING CAMERA WIRELESSLY TO COMPUTER		1	0.0%
nothing		1	0.0%
nothing in particular		1	0.0%
office use		1	0.0%
OFFICE WORK		1	0.0%
ON LINE BANKING TO ORDER GOODS		1	0.0%
Online Ban		1	0.0%
ONLINE BANKING		1	0.0%

**QF7br16oe**

	Value	Count	Percent
ONLINE ORDERS		1	0.0%
ORDER SUPPLIES MAKE PAYMENT		1	0.0%
PAYMENT		2	0.1%
personal connection / connect mobiles / wireless laptop		1	0.0%
phone calls		1	0.0%
phone lines		2	0.1%
phone or laptop		1	0.0%
PHONES		3	0.1%
phones and laptop		1	0.0%
phones and computers alarm and cctv and printers		1	0.0%
PHONES LAPTOP		1	0.0%
Presnt		1	0.0%
prices		1	0.0%
pricing books		1	0.0%
printer		1	0.0%
PRINTER		1	0.0%
printers ipad		1	0.0%
RADIO		1	0.0%
Recording video messages		1	0.0%
remote temperature monitoring		1	0.0%
research		1	0.0%
Research		2	0.1%
research / data /		1	0.0%
SALES ON LINE		1	0.0%
Security systems not CCTV		1	0.0%
social media		1	0.0%
softwares		1	0.0%
SPEAKER		1	0.0%
SPEAKERS		1	0.0%
SPEKER		1	0.0%
standard phone line		1	0.0%
STREAM YOUTUBE		1	0.0%
Streaming		1	0.0%

**QF7br16oe**

	Value	Count	Percent
TIME SHEET VIDEO CALL		1	0.0%
To connect machinery controls		1	0.0%
To connect other devices for example my laptop		1	0.0%
To connect to devices such as laptops and smartphones		1	0.0%
To connect to other devices		3	0.1%
To connect to other devices like laptops and phones		2	0.1%
To connect to other devices like laptops and smartphones.		1	0.0%
To connect to other devices like mobile phones and smart televisions.		1	0.0%
To connect to other devices like my mobile phone.		1	0.0%
To connect to other devices like smartphones		1	0.0%
To connect to other devices like tablets and televisions		1	0.0%
To connect to other devices such as computers		1	0.0%
To connect to other devices such as computers and laptops.		1	0.0%
To connect to other mobile phones		1	0.0%
To connect to smartphones and computers		1	0.0%
To manage my online business.		1	0.0%
TO RECEIVE TX		1	0.0%
training groups		1	0.0%
transfer data		1	0.0%
tv phones		1	0.0%
uploading		1	0.0%

**QF7br16oe**

	Value	Count	Percent
use it for everything/ communication/ banking and invoices		1	0.0%
used for every computer within the building		1	0.0%
using internet		1	0.0%
We don't really use it at all		1	0.0%
WEB		1	0.0%
whatsapp and ordering stock		1	0.0%
wifi maps		1	0.0%
Wireless Doorbell (Ring)		1	0.0%
wireless hardware, not enough sockets		1	0.0%
WIRELESS OPERATION OF LAPTOPS		1	0.0%
WORK MOBILE		1	0.0%
WORKING FROM HOME		1	0.0%
your own computers presenatation		1	0.0%
zoom calls client meetings		1	0.0%
zooms communications		1	0.0%

**QF8r1**

		Value	Count	Percent
Standard Attributes	Label	QF8r1: We are confident that we know which new communications products or services are valuable for the business - The following are a number of statements that people have made about their organisation's attitude towards communications technology and s		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	571	27.1%
	2	Agree slightly	882	41.8%
	3	Neither agree nor disagree	366	17.4%
	4	Disagree slightly	192	9.1%
	5	Disagree strongly	46	2.2%
	6	Don't know	52	2.5%

**QF8r2**

		Value	Count	Percent
Standard Attributes	Label	QF8r2: We feel well informed about how communications services can help our business survive and grow - The following are a number of statements that people have made about their organisation's attitude towards communications technology and services and		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	532	25.2%
	2	Agree slightly	871	41.3%
	3	Neither agree nor disagree	428	20.3%
	4	Disagree slightly	188	8.9%
	5	Disagree strongly	50	2.4%
	6	Don't know	40	1.9%

**QF8r3**

		Value	Count	Percent
Standard Attributes	Label	QF8r3: The needs of our business are well-catered for in the communications market - The following are a number of statements that people have made about their organisation's attitude towards communications technology and services and other areas. For e		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	720	34.1%
	2	Agree slightly	923	43.8%
	3	Neither agree nor disagree	293	13.9%
	4	Disagree slightly	86	4.1%
	5	Disagree strongly	38	1.8%
	6	Don't know	49	2.3%

**QF8r4**

		Value	Count	Percent
Standard Attributes	Label	QF8r4: We are aware of the regulations that protect our business when buying and using communications services - The following are a number of statements that people have made about their organisation's attitude towards communications technology and ser		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	492	23.3%
	2	Agree slightly	860	40.8%
	3	Neither agree nor disagree	380	18.0%
	4	Disagree slightly	227	10.8%
	5	Disagree strongly	69	3.3%
	6	Don't know	81	3.8%

**QF8r5**

		Value	Count	Percent
Standard Attributes	Label	QF8r5: Communications services are fundamental to our business; without them we could not function as a business - The following are a number of statements that people have made about their organisation's attitude towards communications technology and s		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	1124	53.3%
	2	Agree slightly	641	30.4%
	3	Neither agree nor disagree	192	9.1%
	4	Disagree slightly	105	5.0%
	5	Disagree strongly	34	1.6%
	6	Don't know	13	0.6%

**QF8r6**

		Value	Count	Percent
Standard Attributes	Label	QF8r6: We are worried about possible breaches of security in the communications services our business uses - The following are a number of statements that people have made about their organisation's attitude towards communications technology and service		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	427	20.2%
	2	Agree slightly	688	32.6%
	3	Neither agree nor disagree	399	18.9%
	4	Disagree slightly	407	19.3%
	5	Disagree strongly	163	7.7%
	6	Don't know	25	1.2%

**QF8r7**

		Value	Count	Percent
Standard Attributes	Label	QF8r7: We are confident we understand what different communications services can provide for our business - The following are a number of statements that people have made about their organisation's attitude towards communications technology and services		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	582	27.6%
	2	Agree slightly	966	45.8%
	3	Neither agree nor disagree	340	16.1%
	4	Disagree slightly	145	6.9%
	5	Disagree strongly	31	1.5%
	6	Don't know	45	2.1%

**QF8r8**

		Value	Count	Percent
Standard Attributes	Label	QF8r8: Our business is looking to grow over the next few years - The following are a number of statements that people have made about their organisation's attitude towards communications technology and services and other areas. For each one please can y		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	808	38.3%
	2	Agree slightly	581	27.5%
	3	Neither agree nor disagree	387	18.3%
	4	Disagree slightly	186	8.8%
	5	Disagree strongly	119	5.6%
	6	Don't know	28	1.3%

**QF8r9**

		Value	Count	Percent
Standard Attributes	Label	QF8r9: We are willing to pay more for a better service - The following are a number of statements that people have made about their organisation's attitude towards communications technology and services and other areas. For each one please can you say h		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	401	19.0%
	2	Agree slightly	828	39.3%
	3	Neither agree nor disagree	471	22.3%
	4	Disagree slightly	215	10.2%
	5	Disagree strongly	146	6.9%
	6	Don't know	48	2.3%

### QF8r10

		Value	Count	Percent
Standard Attributes	Label	QF8r10: We invest time to get the best value for money from our communications services - The following are a number of statements that people have made about their organisation's attitude towards communications technology and services and other areas.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	586	27.8%
	2	Agree slightly	857	40.6%
	3	Neither agree nor disagree	382	18.1%
	4	Disagree slightly	184	8.7%
	5	Disagree strongly	54	2.6%
	6	Don't know	46	2.2%

### QF8r11

		Value	Count	Percent
Standard Attributes	Label	QF8r11: We trust our communications providers to look out for our business - The following are a number of statements that people have made about their organisation's attitude towards communications technology and services and other areas. For each one		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	524	24.8%
	2	Agree slightly	856	40.6%
	3	Neither agree nor disagree	437	20.7%
	4	Disagree slightly	169	8.0%
	5	Disagree strongly	91	4.3%
	6	Don't know	32	1.5%

**QF9r1**

		Value	Count	Percent
Standard Attributes	Label	QF9r1: Received scam messages via e-mail (phishing) - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Received scam messages via e-mail (phishing)	749	35.5%
	1	Received scam messages via e-mail (phishing)	1360	64.5%

**QF9r2**

		Value	Count	Percent
Standard Attributes	Label	QF9r2: Received scam messages via text/SMS (smishing) - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Received scam messages via text/SMS (smishing)	1145	54.3%
	1	Received scam messages via text/SMS (smishing)	964	45.7%

**QF9r3**

		Value	Count	Percent
Standard Attributes	Label	QF9r3: Received scam messages via communications services like WhatsApp, Messenger, Signal etc. - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Received scam messages via communications services like WhatsApp, Messenger, Signal etc.	1583	75.1%
	1	Received scam messages via communications services like WhatsApp, Messenger, Signal etc.	526	24.9%

**QF9r4**

		Value	Count	Percent
Standard Attributes	Label	QF9r4: Received scam messages via phone call (landline or mobile) - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Received scam messages via phone call (landline or mobile)	1135	53.8%
	1	Received scam messages via phone call (landline or mobile)	974	46.2%

**QF9r5**

		Value	Count	Percent
Standard Attributes	Label	QF9r5: Cyber-attacks - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cyber-attacks	1928	91.4%
	1	Cyber-attacks	181	8.6%

**QF9r6**

		Value	Count	Percent
Standard Attributes	Label	QF9r6: Security breach involving communication services - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Security breach involving communication services	1959	92.9%
	1	Security breach involving communication services	150	7.1%

**QF9r7**

		Value	Count	Percent
Standard Attributes	Label	QF9r7: Anything else (please type in) - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Anything else (please type in)	2095	99.3%
	1	Anything else (please type in)	14	0.7%

**QF9r8**

		Value	Count	Percent
Standard Attributes	Label	QF9r8: None - Now thinking about data security and sharing data online, has your business ever experienced any of the following?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None	1610	76.3%
	1	None	499	23.7%

**QF9r7oe**

		Value	Count	Percent
Standard Attributes	Label	QF9r7oe: Now thinking about data security and sharing data online, has your business ever experienced any of the following? - Anything else (please type in)		
	Format	A77		
	Measurement	Nominal		
Valid Values			2095	99.3%
	Bank fraud via mobile banking		1	0.0%
	E-mail address hached.		1	0.0%
	Ebay		1	0.0%
	Fake calls from HMRC originating from India via call centers		1	0.0%
	fraudulent online purchases		1	0.0%
	internet message		1	0.0%
	internet trolling facebook		1	0.0%
	links with attachments		1	0.0%
	not sure		1	0.0%
	our anti-virus turned our server into an anti-relay and it passed messages on		1	0.0%
	scam emails		1	0.0%
	SCAM THROUGH WEBSITE		1	0.0%
	took the website down 5 years ago		1	0.0%
	website hacked		1	0.0%

### dSectionBr1

		Value	Count	Percent
Standard Attributes	Label	dSectionBr1: mobile service - *Hidden variable: services available for the section*		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: mobile service	635	30.1%
	1	mobile service	1474	69.9%

### dSectionBr2

		Value	Count	Percent
Standard Attributes	Label	dSectionBr2: landline service - *Hidden variable: services available for the section*		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: landline service	803	38.1%
	1	landline service	1306	61.9%

### dSectionBr3

		Value	Count	Percent
Standard Attributes	Label	dSectionBr3: internet service - *Hidden variable: services available for the section*		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: internet service	115	5.5%
	1	internet service	1994	94.5%

### QB1r1

		Value	Count	Percent
Standard Attributes	Label	QB1r1: Mobile service - Thinking about the following services your organisation uses, please can you say how satisfied or dissatisfied you are with your overall experience, using the following scale.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	707	33.5%
	2	Fairly satisfied	588	27.9%
	3	Neither satisfied nor dissatisfied	88	4.2%
	4	Fairly dissatisfied	59	2.8%
	5	Very dissatisfied	25	1.2%

### QB1r1

		Value	Count	Percent
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	2	0.1%
	7	Not applicable \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	5	0.2%
Missing Values	System		635	30.1%

### QB1r2

		Value	Count	Percent
Standard Attributes	Label	QB1r2: Landline service - Thinking about the following services your organisation uses, please can you say how satisfied or dissatisfied you are with your overall experience, using the following scale.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	582	27.6%
	2	Fairly satisfied	519	24.6%
	3	Neither satisfied nor dissatisfied	116	5.5%
	4	Fairly dissatisfied	50	2.4%
	5	Very dissatisfied	25	1.2%

### QB1r2

		Value	Count	Percent
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	5	0.2%
	7	Not applicable \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	9	0.4%
Missing Values	System		803	38.1%

### QB1r3

		Value	Count	Percent
Standard Attributes	Label	QB1r3: Internet service - Thinking about the following services your organisation uses, please can you say how satisfied or dissatisfied you are with your overall experience, using the following scale.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	872	41.3%
	2	Fairly satisfied	791	37.5%
	3	Neither satisfied nor dissatisfied	150	7.1%
	4	Fairly dissatisfied	120	5.7%
	5	Very dissatisfied	56	2.7%

### QB1r3

		Value	Count	Percent
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	1	0.0%
	7	Not applicable \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	4	0.2%
Missing Values	System		115	5.5%

### QB2r1

		Value	Count	Percent
Standard Attributes	Label	QB2r1: The reliability of the reception or signal strength - Thinking specifically about the mobile phones (including smartphones) that you or staff at your organisation use for business purposes (whether or not your organisation pays for or contributes t		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	528	25.0%
	2	Fairly satisfied	603	28.6%
	3	Neither satisfied nor dissatisfied	165	7.8%
	4	Fairly dissatisfied	102	4.8%

### QB2r1

		Value	Count	Percent
	5	Very dissatisfied	53	2.5%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	12	0.6%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	11	0.5%
Missing Values	System		635	30.1%

### QB2r2

		Value	Count	Percent
Standard Attributes	Label	QB2r2: The repair time for faults with the connection - Thinking specifically about the mobile phones (including smartphones) that you or staff at your organisation use for business purposes (whether or not your organisation pays for or contributes toward		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	244	11.6%
	2	Fairly satisfied	362	17.2%

**QB2r2**

	Value	Count	Percent
3	Neither satisfied nor dissatisfied	212	10.1%
4	Fairly dissatisfied	62	2.9%
5	Very dissatisfied	25	1.2%
6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	54	2.6%
7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	515	24.4%
Missing Values	System	635	30.1%

**QB2r3**

		Value	Count	Percent
Standard Attributes	Label	QB2r3: The geographic availability of the service (i. e. the breadth of coverage) - Thinking specifically about the mobile phones (including smartphones) that you or staff at your organisation use for business purposes (whether or not your organisation pay		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	537	25.5%
	2	Fairly satisfied	634	30.1%
	3	Neither satisfied nor dissatisfied	145	6.9%
	4	Fairly dissatisfied	83	3.9%
	5	Very dissatisfied	44	2.1%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	15	0.7%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	16	0.8%
Missing Values	System		635	30.1%

### QB2r4

		Value	Count	Percent
Standard Attributes	Label	QB2r4: The ease of contacting the provider's customer service department - Thinking specifically about the mobile phones (including smartphones) that you or staff at your organisation use for business purposes (whether or not your organisation pays for or		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	416	19.7%
	2	Fairly satisfied	520	24.7%
	3	Neither satisfied nor dissatisfied	173	8.2%
	4	Fairly dissatisfied	80	3.8%
	5	Very dissatisfied	56	2.7%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	26	1.2%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	203	9.6%

**QB2r4**

		Value	Count	Percent
Missing Values	System		635	30.1%

**QB2r5**

		Value	Count	Percent
Standard Attributes	Label	QB2r5: The quality of the service provided by the provider's customer service staff - Thinking specifically about the mobile phones (including smartphones) that you or staff at your organisation use for business purposes (whether or not your organisation		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	454	21.5%
	2	Fairly satisfied	558	26.5%

**QB2r5**

		Value	Count	Percent
	3	Neither satisfied nor dissatisfied	174	8.3%
	4	Fairly dissatisfied	53	2.5%
	5	Very dissatisfied	30	1.4%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	23	1.1%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	182	8.6%
Missing Values	System		635	30.1%

### QB2r6

		Value	Count	Percent
Standard Attributes	Label	QB2r6: The value for money of the service provided - Thinking specifically about the mobile phones (including smartphones) that you or staff at your organisation use for business purposes (whether or not your organisation pays for or contributes towards t		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	490	23.2%
	2	Fairly satisfied	652	30.9%
	3	Neither satisfied nor dissatisfied	202	9.6%
	4	Fairly dissatisfied	74	3.5%
	5	Very dissatisfied	28	1.3%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	15	0.7%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	13	0.6%

**QB2r6**

		Value	Count	Percent
Missing Values	System		635	30.1%

**QB2r7**

		Value	Count	Percent
Standard Attributes	Label	QB2r7: The level of compensation provided by the provider when something goes wrong - Thinking specifically about the mobile phones (including smartphones) that you or staff at your organisation use for business purposes (whether or not your organisation		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	174	8.3%
	2	Fairly satisfied	268	12.7%

**QB2r7**

		Value	Count	Percent
	3	Neither satisfied nor dissatisfied	262	12.4%
	4	Fairly dissatisfied	66	3.1%
	5	Very dissatisfied	49	2.3%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	59	2.8%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	596	28.3%
Missing Values	System		635	30.1%

**QB3r1**

		Value	Count	Percent
Standard Attributes	Label	QB3r1: No issues experienced in the last 12 months - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No issues experienced in the last 12 months	483	22.9%
	1	No issues experienced in the last 12 months	991	47.0%
Missing Values	System		635	30.1%

### QB3r2

		Value	Count	Percent
Standard Attributes	Label	QB3r2: Increased charges - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Increased charges	1411	66.9%
	1	Increased charges	63	3.0%
Missing Values	System		635	30.1%

### QB3r3

		Value	Count	Percent
Standard Attributes	Label	QB3r3: Unexpected additional charges - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unexpected additional charges	1446	68.6%
	1	Unexpected additional charges	28	1.3%

**QB3r3**

		Value	Count	Percent
Missing Values	System		635	30.1%

**QB3r4**

		Value	Count	Percent
Standard Attributes	Label	QB3r4: Terms and conditions (e. g. those you were not aware of) - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Terms and conditions (e. g. those you were not aware of)	1455	69.0%
	1	Terms and conditions (e. g. those you were not aware of)	19	0.9%
Missing Values	System		635	30.1%

**QB3r5**

		Value	Count	Percent
Standard Attributes	Label	QB3r5: Unsolicited/nu isance or silent calls - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unsolicited/nu isance or silent calls	1424	67.5%
	1	Unsolicited/nu isance or silent calls	50	2.4%
Missing Values	System		635	30.1%

**QB3r6**

		Value	Count	Percent
Standard Attributes	Label	QB3r6: Mis-selling (service received was not what was sold originally) - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Mis-selling (service received was not what was sold originally)	1461	69.3%
	1	Mis-selling (service received was not what was sold originally)	13	0.6%
Missing Values	System		635	30.1%

**QB3r7**

		Value	Count	Percent
Standard Attributes	Label	QB3r7: Poor customer service - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor customer service	1425	67.6%
	1	Poor customer service	49	2.3%
Missing Values	System		635	30.1%

**QB3r8**

		Value	Count	Percent
Standard Attributes	Label	QB3r8: Lack of provider support/assistance outside typical office hours - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Lack of provider support/assistance outside typical office hours	1450	68.8%
	1	Lack of provider support/assistance outside typical office hours	24	1.1%
Missing Values	System		635	30.1%

**QB3r9**

		Value	Count	Percent
Standard Attributes	Label	QB3r9: Poor voice quality - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor voice quality	1405	66.6%
	1	Poor voice quality	69	3.3%
Missing Values	System		635	30.1%

**QB3r10**

		Value	Count	Percent
Standard Attributes	Label	QB3r10: Poor mobile coverage - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor mobile coverage	1295	61.4%
	1	Poor mobile coverage	179	8.5%
Missing Values	System		635	30.1%

### QB3r11

		Value	Count	Percent
Standard Attributes	Label	QB3r11: Calls dropping out when making a voice call - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Calls dropping out when making a voice call	1361	64.5%
	1	Calls dropping out when making a voice call	113	5.4%
Missing Values	System		635	30.1%

### QB3r12

		Value	Count	Percent
Standard Attributes	Label	QB3r12: Unable to send texts/ messages - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to send texts/ messages	1439	68.2%
	1	Unable to send texts/ messages	35	1.7%
Missing Values	System		635	30.1%

**QB3r13**

		Value	Count	Percent
Standard Attributes	Label	QB3r13: Delays in receiving texts/ messages - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Delays in receiving texts/ messages	1415	67.1%
	1	Delays in receiving texts/ messages	59	2.8%
Missing Values	System		635	30.1%

### QB3r14

		Value	Count	Percent
Standard Attributes	Label	QB3r14: Poor mobile internet coverage - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor mobile internet coverage	1354	64.2%
	1	Poor mobile internet coverage	120	5.7%
Missing Values	System		635	30.1%

**QB3r15**

		Value	Count	Percent
Standard Attributes	Label	QB3r15: Slow speeds connecting to/ when connected to internet - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Slow speeds connecting to/ when connected to internet	1383	65.6%
	1	Slow speeds connecting to/ when connected to internet	91	4.3%
Missing Values	System		635	30.1%

**QB3r16**

		Value	Count	Percent
Standard Attributes	Label	QB3r16: Unable to connect to Wi-Fi - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to connect to Wi-Fi	1399	66.3%
	1	Unable to connect to Wi-Fi	75	3.6%
Missing Values	System		635	30.1%

**QB3r17**

		Value	Count	Percent
Standard Attributes	Label	QB3r17: Unable to download documents / pictures - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to download documents / pictures	1437	68.1%
	1	Unable to download documents / pictures	37	1.8%
Missing Values	System		635	30.1%

**QB3r18**

		Value	Count	Percent
Standard Attributes	Label	QB3r18: Slow upload speeds - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Slow upload speeds	1419	67.3%
	1	Slow upload speeds	55	2.6%
Missing Values	System		635	30.1%

**QB3r19**

		Value	Count	Percent
Standard Attributes	Label	QB3r19: Other (please type in) - What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1429	67.8%
	1	Other (please type in)	45	2.1%
Missing Values	System		635	30.1%

**QB3r19oe**

		Value	Count	Percent
Standard Attributes	Label	QB3r19oe: What, if any, issues or problems has your organisation encountered with your mobile phone service in the last 12 months? - Other (please type in)		
	Format	A73		
	Measurement	Nominal		
Valid Values			2064	97.9%
	BLACKSPOT		1	0.0%
	changed providers		1	0.0%
	CONNECTIVITY		1	0.0%
	CONTRACTUAL ISSUE / COULD NOT GET SIGNAL WHEN THE PHONE SWITCH OCCURED		1	0.0%
	Cost		1	0.0%
	could not use		1	0.0%
	couldnt renew unreasonable price		1	0.0%
	dont use mobile phones		1	0.0%
	Downtime due to maintenance		1	0.0%
	HAD TO SWITCH TO WIFI CALLS WHEN LOCAL MAST WENT DOWN		1	0.0%
	High costs charges to call Republic of Ireland		1	0.0%
	INSURANCE/ KEEP PHONE/ DONT RETURN IT		1	0.0%
	loosing signal		1	0.0%
	LOSS SERVIVE FOR DAY		1	0.0%
	LOST RECEPTION		1	0.0%
	LOST SIGNAL		1	0.0%
My stopped working for 2 days whilst I was abroad		1	0.0%	

QB3r19oe

	Value	Count	Percent
Nil		1	0.0%
No problems		1	0.0%
NO ROAMING ABROAD		1	0.0%
no signal		1	0.0%
none		1	0.0%
None		1	0.0%
None at all		1	0.0%
Payment issue		1	0.0%
POOR SERVICE		1	0.0%
Poor signal strength		1	0.0%
Repeated outages		1	0.0%
sending the wrong billing details. GDPR		1	0.0%
Shops staff unavailable and uninterested. Having to upgrade phone on line		1	0.0%
signal		2	0.1%
SIGNAL		1	0.0%
signal issues text bundles - they think its a spam		1	0.0%
signals		1	0.0%
System out		1	0.0%
upgrading the internet down for 2 weeks		1	0.0%
voicemail		1	0.0%
weak signal indoors compared to backup provider		1	0.0%
went down		1	0.0%
WENT DOWN		1	0.0%
WiFi calls & LTE calls are awful		1	0.0%
Withdrawal of roaming		1	0.0%
YES		1	0.0%
you had problem with network reception		1	0.0%

**QB4**

		Value	Count	Percent
Standard Attributes	Label	QB4: And on a scale of 1 to 10 where 1 denotes "No impact at all" and 10 denotes "Very great impact", to what extent did this/these problem(s) with your mobile service have an impact your business?		
	Format	F19		
	Measurement	Ordinal		
Valid Values	1		25	1.2%
	2		30	1.4%
	3		38	1.8%
	4		28	1.3%
	5		66	3.1%
	6		60	2.8%
	7		77	3.7%
	8		71	3.4%
	9		43	2.0%
	10		45	2.1%
Missing Values	System		1626	77.1%

### QB5r1

		Value	Count	Percent
Standard Attributes	Label	QB5r1: The reliability of the landline service/connection (e.g. being able to make a call when you need to and getting a dialling tone reliably)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	613	29.1%
	2	Fairly satisfied	496	23.5%
	3	Neither satisfied nor dissatisfied	101	4.8%
	4	Fairly dissatisfied	42	2.0%
	5	Very dissatisfied	25	1.2%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	7	0.3%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	22	1.0%
Missing Values	System		803	38.1%

**QB5r2**

		Value	Count	Percent
Standard Attributes	Label	QB5r2: The clarity of the line (e.g. being able to clearly hear the other person on the call)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	558	26.5%
	2	Fairly satisfied	525	24.9%
	3	Neither satisfied nor dissatisfied	106	5.0%
	4	Fairly dissatisfied	68	3.2%
	5	Very dissatisfied	19	0.9%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	10	0.5%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	20	0.9%
Missing Values	System		803	38.1%

### QB5r3

		Value	Count	Percent
Standard Attributes	Label	QB5r3: The repair time for faults with the connection		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	246	11.7%
	2	Fairly satisfied	365	17.3%
	3	Neither satisfied nor dissatisfied	172	8.2%
	4	Fairly dissatisfied	75	3.6%
	5	Very dissatisfied	29	1.4%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	35	1.7%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	384	18.2%
Missing Values	System		803	38.1%

### QB5r4

		Value	Count	Percent
Standard Attributes	Label	QB5r4: The ease of contacting the provider's customer service department		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	390	18.5%
	2	Fairly satisfied	443	21.0%
	3	Neither satisfied nor dissatisfied	166	7.9%
	4	Fairly dissatisfied	82	3.9%
	5	Very dissatisfied	44	2.1%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	30	1.4%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	151	7.2%
Missing Values	System		803	38.1%

**QB5r5**

		Value	Count	Percent
Standard Attributes	Label	QB5r5: The quality of the service provided by the provider's customer service staff		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	387	18.3%
	2	Fairly satisfied	470	22.3%
	3	Neither satisfied nor dissatisfied	165	7.8%
	4	Fairly dissatisfied	63	3.0%
	5	Very dissatisfied	38	1.8%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	34	1.6%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	149	7.1%
Missing Values	System		803	38.1%

**QB5r6**

		Value	Count	Percent
Standard Attributes	Label	QB5r6: The value for money of the service provided		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	342	16.2%
	2	Fairly satisfied	563	26.7%
	3	Neither satisfied nor dissatisfied	204	9.7%
	4	Fairly dissatisfied	104	4.9%
	5	Very dissatisfied	45	2.1%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	24	1.1%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	24	1.1%
Missing Values	System		803	38.1%

**QB5r7**

		Value	Count	Percent
Standard Attributes	Label	QB5r7: The level of compensation provided by the provider when something goes wrong		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	181	8.6%
	2	Fairly satisfied	224	10.6%
	3	Neither satisfied nor dissatisfied	222	10.5%
	4	Fairly dissatisfied	63	3.0%
	5	Very dissatisfied	53	2.5%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	64	3.0%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	499	23.7%
Missing Values	System		803	38.1%

**QB5r8**

		Value	Count	Percent
Standard Attributes	Label	QB5r8: The ease of installation		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	503	23.9%
	2	Fairly satisfied	484	22.9%
	3	Neither satisfied nor dissatisfied	138	6.5%
	4	Fairly dissatisfied	30	1.4%
	5	Very dissatisfied	19	0.9%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	58	2.8%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	74	3.5%
Missing Values	System		803	38.1%

**QB6r1**

		Value	Count	Percent
Standard Attributes	Label	QB6r1: No issues experienced in the last 12 months - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No issues experienced in the last 12 months	353	16.7%
	1	No issues experienced in the last 12 months	953	45.2%
Missing Values	System		803	38.1%

### QB6r2

		Value	Count	Percent
Standard Attributes	Label	QB6r2: Increased charges - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Increased charges	1215	57.6%
	1	Increased charges	91	4.3%
Missing Values	System		803	38.1%

### QB6r3

		Value	Count	Percent
Standard Attributes	Label	QB6r3: Unexpected additional charges - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unexpected additional charges	1271	60.3%
	1	Unexpected additional charges	35	1.7%

**QB6r3**

		Value	Count	Percent
Missing Values	System		803	38.1%

**QB6r4**

		Value	Count	Percent
Standard Attributes	Label	QB6r4: Terms and conditions (e. g. those you were not aware of) - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Terms and conditions (e. g. those you were not aware of)	1286	61.0%
	1	Terms and conditions (e. g. those you were not aware of)	20	0.9%
Missing Values	System		803	38.1%

**QB6r5**

		Value	Count	Percent
Standard Attributes	Label	QB6r5: Unsolicited/nu isance or silent calls - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unsolicited/nu isance or silent calls	1239	58.7%
	1	Unsolicited/nu isance or silent calls	67	3.2%
Missing Values	System		803	38.1%

**QB6r6**

		Value	Count	Percent
Standard Attributes	Label	QB6r6: Mis-selling (service received was not what was sold originally) - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Mis-selling (service received was not what was sold originally)	1290	61.2%
	1	Mis-selling (service received was not what was sold originally)	16	0.8%
Missing Values	System		803	38.1%

**QB6r7**

		Value	Count	Percent
Standard Attributes	Label	QB6r7: Poor customer service - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor customer service	1255	59.5%
	1	Poor customer service	51	2.4%
Missing Values	System		803	38.1%

**QB6r8**

		Value	Count	Percent
Standard Attributes	Label	QB6r8: Lack of provider support/assistance outside typical office hours - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Lack of provider support/assistance outside typical office hours	1270	60.2%
	1	Lack of provider support/assistance outside typical office hours	36	1.7%
Missing Values	System		803	38.1%

### QB6r9

		Value	Count	Percent
Standard Attributes	Label	QB6r9: Poor voice quality - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor voice quality	1215	57.6%
	1	Poor voice quality	91	4.3%
Missing Values	System		803	38.1%

### QB6r10

		Value	Count	Percent
Standard Attributes	Label	QB6r10: Poor service reliability (loss of service/technical fault) - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		

**QB6r10**

		Value	Count	Percent
Valid Values	0	NO TO: Poor service reliability (loss of service/technical fault)	1172	55.6%
	1	Poor service reliability (loss of service/technical fault)	134	6.4%
Missing Values	System		803	38.1%

**QB6r11**

		Value	Count	Percent
Standard Attributes	Label	QB6r11: Other (please type in) - What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1269	60.2%
	1	Other (please type in)	37	1.8%
Missing Values	System		803	38.1%

**QB6r11oe**

		Value	Count	Percent
Standard Attributes	Label	QB6r11oe: What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months? - Other (please type in)		
	Format	A98		
	Measurement	Nominal		
Valid Values			2072	98.2%
	ANNOYING		1	0.0%
	BT switched to digital problems		1	0.0%
	Contact with customer services is via portal this was much harder and slower than expected		1	0.0%
	could not install		1	0.0%
	cyber attack on the provider		1	0.0%
	dont know		1	0.0%
	dropped out once		1	0.0%
	had no phone for 2 months		1	0.0%
	issues to due vandalism and also a fire at the exchange		1	0.0%
	LANDLINE WENT DOEWN DUE TO ACCIDENT WITH SERVICE ENGINEERS		1	0.0%
	line was broken		1	0.0%
	lines are not going through		1	0.0%
	Loss of clients and loss of revenue		1	0.0%
	Loss of service, my line went dead. I could not make a call. This lasted for at least 2 to 3 days.		1	0.0%

QB6r11oe

	Value	Count	Percent
more to do with the streaming		1	0.0%
My line was crackling.		1	0.0%
no landline		1	0.0%
No signal/not working		1	0.0%
none		1	0.0%
None		1	0.0%
NONE		1	0.0%
once aa year the line has to be repaired		1	0.0%
POOR SERVICE		1	0.0%
poor signal		1	0.0%
Power custs		1	0.0%
Road traffic management.		1	0.0%
Service Criira was changed without notice		1	0.0%
setting up a new contract is a nightmare. always in their favour		1	0.0%
SLOW CONNECTION		1	0.0%
small glitch		1	0.0%
Storm cut off our phone		1	0.0%
struck by lightening		1	0.0%
The line was unclear.		1	0.0%
they cut you off for a week		1	0.0%
they gave us a new number when they had promised that we could keep the old number.		1	0.0%
UNIQUE ISSUE WITH LINE CONNECTION		1	0.0%
voip		1	0.0%

**QB7**

		Value	Count	Percent
Standard Attributes	Label	QB7: And on a scale of 1 to 10 where 1 denotes "No impact at all" and 10 denotes "Very great impact", to what extent did this/these problem(s) with your landline service have an impact your business?		
	Format	F19		
	Measurement	Ordinal		
Valid Values	1		22	1.0%
	2		19	0.9%
	3		21	1.0%
	4		16	0.8%
	5		38	1.8%
	6		40	1.9%
	7		55	2.6%
	8		60	2.8%
	9		36	1.7%
	10		46	2.2%
Missing Values	System		1756	83.3%

### QB8r1

		Value	Count	Percent
Standard Attributes	Label	QB8r1: The reliability of the connection - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	795	37.7%
	2	Fairly satisfied	806	38.2%
	3	Neither satisfied nor dissatisfied	196	9.3%
	4	Fairly dissatisfied	120	5.7%
	5	Very dissatisfied	58	2.8%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	12	0.6%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	7	0.3%
Missing Values	System		115	5.5%

### QB8r2

		Value	Count	Percent
Standard Attributes	Label	QB8r2: The repair time for faults with the connection - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	356	16.9%
	2	Fairly satisfied	584	27.7%
	3	Neither satisfied nor dissatisfied	286	13.6%
	4	Fairly dissatisfied	138	6.5%
	5	Very dissatisfied	75	3.6%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	45	2.1%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	510	24.2%
Missing Values	System		115	5.5%

**QB8r3**

		Value	Count	Percent
Standard Attributes	Label	QB8r3: The geographic availability of the service (i. e. the ability to obtain the service where your company is based) - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you a		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	766	36.3%
	2	Fairly satisfied	758	35.9%
	3	Neither satisfied nor dissatisfied	237	11.2%
	4	Fairly dissatisfied	85	4.0%
	5	Very dissatisfied	68	3.2%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	39	1.8%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	41	1.9%
Missing Values	System		115	5.5%

### QB8r4

		Value	Count	Percent
Standard Attributes	Label	QB8r4: The ease of contacting the provider's customer service department - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	550	26.1%
	2	Fairly satisfied	680	32.2%
	3	Neither satisfied nor dissatisfied	239	11.3%
	4	Fairly dissatisfied	162	7.7%
	5	Very dissatisfied	102	4.8%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	36	1.7%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	225	10.7%
Missing Values	System		115	5.5%

### QB8r5

		Value	Count	Percent
Standard Attributes	Label	QB8r5: The quality of the service provided by the provider's customer service staff - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	570	27.0%
	2	Fairly satisfied	765	36.3%
	3	Neither satisfied nor dissatisfied	257	12.2%
	4	Fairly dissatisfied	100	4.7%
	5	Very dissatisfied	75	3.6%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	34	1.6%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	193	9.2%
Missing Values	System		115	5.5%

**QB8r6**

		Value	Count	Percent
Standard Attributes	Label	QB8r6: The speed of service while online - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	725	34.4%
	2	Fairly satisfied	847	40.2%
	3	Neither satisfied nor dissatisfied	198	9.4%
	4	Fairly dissatisfied	130	6.2%
	5	Very dissatisfied	63	3.0%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	14	0.7%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	17	0.8%
Missing Values	System		115	5.5%

### QB8r7

		Value	Count	Percent
Standard Attributes	Label	QB8r7: The value for money of the service provided - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	534	25.3%
	2	Fairly satisfied	855	40.5%
	3	Neither satisfied nor dissatisfied	331	15.7%
	4	Fairly dissatisfied	146	6.9%
	5	Very dissatisfied	64	3.0%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	39	1.8%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	25	1.2%
Missing Values	System		115	5.5%

**QB8r8**

		Value	Count	Percent
Standard Attributes	Label	QB8r8: The level of compensation provided by the provider when something goes wrong - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	239	11.3%
	2	Fairly satisfied	349	16.5%
	3	Neither satisfied nor dissatisfied	349	16.5%
	4	Fairly dissatisfied	117	5.5%
	5	Very dissatisfied	109	5.2%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	90	4.3%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	741	35.1%
Missing Values	System		115	5.5%

**QB8r9**

		Value	Count	Percent
Standard Attributes	Label	QB8r9: The ease of installation - The following are some different areas of the service experience. For each one, please can you say how satisfied or dissatisfied you are with this area of your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Very satisfied	774	36.7%
	2	Fairly satisfied	755	35.8%
	3	Neither satisfied nor dissatisfied	215	10.2%
	4	Fairly dissatisfied	55	2.6%
	5	Very dissatisfied	45	2.1%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	64	3.0%
	7	Not applicable / have not experienced this issue \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	86	4.1%
Missing Values	System		115	5.5%

**QB9r1**

		Value	Count	Percent
Standard Attributes	Label	QB9r1: No issues experienced in the last 12 months - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No issues experienced in the last 12 months	781	37.0%
	1	No issues experienced in the last 12 months	1213	57.5%
Missing Values	System		115	5.5%

### QB9r2

		Value	Count	Percent
Standard Attributes	Label	QB9r2: Increased charges - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Increased charges	1844	87.4%
	1	Increased charges	150	7.1%
Missing Values	System		115	5.5%

### QB9r3

		Value	Count	Percent
Standard Attributes	Label	QB9r3: Unexpected additional charges - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unexpected additional charges	1952	92.6%
	1	Unexpected additional charges	42	2.0%

**QB9r3**

		Value	Count	Percent
Missing Values	System		115	5.5%

**QB9r4**

		Value	Count	Percent
Standard Attributes	Label	QB9r4: Terms and conditions (e. g. those you were not aware of) - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Terms and conditions (e. g. those you were not aware of)	1953	92.6%
	1	Terms and conditions (e. g. those you were not aware of)	41	1.9%
Missing Values	System		115	5.5%

**QB9r5**

		Value	Count	Percent
Standard Attributes	Label	QB9r5: Mis-selling (service received was not what was sold originally) - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Mis-selling (service received was not what was sold originally)	1965	93.2%
	1	Mis-selling (service received was not what was sold originally)	29	1.4%
Missing Values	System		115	5.5%

**QB9r6**

		Value	Count	Percent
Standard Attributes	Label	QB9r6: Poor customer service - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor customer service	1882	89.2%
	1	Poor customer service	112	5.3%
Missing Values	System		115	5.5%

**QB9r7**

		Value	Count	Percent
Standard Attributes	Label	QB9r7: Lack of provider support/assistance outside typical office hours - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Lack of provider support/assistance outside typical office hours	1935	91.7%
	1	Lack of provider support/assistance outside typical office hours	59	2.8%
Missing Values	System		115	5.5%

**QB9r8**

		Value	Count	Percent
Standard Attributes	Label	QB9r8: Poor service reliability (loss of service/technical fault) - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor service reliability (loss of service/technical fault)	1658	78.6%
	1	Poor service reliability (loss of service/technical fault)	336	15.9%
Missing Values	System		115	5.5%

**QB9r9**

		Value	Count	Percent
Standard Attributes	Label	QB9r9: Slow download speeds - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Slow download speeds	1705	80.8%
	1	Slow download speeds	289	13.7%
Missing Values	System		115	5.5%

**QB9r10**

		Value	Count	Percent
Standard Attributes	Label	QB9r10: Slow upload speeds - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Slow upload speeds	1747	82.8%
	1	Slow upload speeds	247	11.7%
Missing Values	System		115	5.5%

### QB9r11

		Value	Count	Percent
Standard Attributes	Label	QB9r11: Poor installation of service by engineer - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor installation of service by engineer	1946	92.3%
	1	Poor installation of service by engineer	48	2.3%
Missing Values	System		115	5.5%

**QB9r12**

		Value	Count	Percent
Standard Attributes	Label	QB9r12: Other (please type in) - What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1914	90.8%
	1	Other (please type in)	80	3.8%
Missing Values	System		115	5.5%

**QB9r12oe**

		Value	Count	Percent
Standard Attributes	Label	QB9r12oe: What, if any, issues or problems has your organisation encountered with your internet service in the last 12 months? - Other (please type in)		
	Format	A125		
	Measurement	Nominal		
Valid Values			2029	96.2%
	4g went down		1	0.0%
	BAD QUALITY LINE / POWER WENT DOWN		1	0.0%
	breakdown of service		1	0.0%
	cant comment		1	0.0%

QB9r12oe

	Value	Count	Percent
connected to vandalism and exchange fire		1	0.0%
connection and speed		1	0.0%
Connection drop out		2	0.1%
Connection dropped out		1	0.0%
CONNECTION DROPPING		1	0.0%
Connection dropping off		1	0.0%
connectivity		1	0.0%
connerction		1	0.0%
COULDNT HAVE A DECICATED LINE		1	0.0%
COVERAGE BROADBAND		1	0.0%
disconnection		1	0.0%
disruptions in service		1	0.0%
drop in service		1	0.0%
drop outs		1	0.0%
dropped out a couple of times		1	0.0%
dropping out of the broadband		1	0.0%
failure of the service		1	0.0%
faster broadband		1	0.0%
geographic availability		1	0.0%
glitches		1	0.0%
Had to install dishes to transfer the signal / and had to add a cable connecting them//		1	0.0%
Hopeless WiFi coverage		1	0.0%
I DAY NO SERVICE		1	0.0%
intermintent down at the same time		1	0.0%
internet off for 5 weeks		1	0.0%
KEPT GOING DOWN		1	0.0%
loosing internet for the whole day		1	0.0%
Loss of service		1	0.0%
Maintenance		1	0.0%
manual problem		1	0.0%

QB9r12oe

	Value	Count	Percent
Minor irritation with service occasionally needing rebooting in the morning		1	0.0%
My internet connection dropped out.		1	0.0%
No internet service at all sometimes		1	0.0%
none		2	0.1%
None		2	0.1%
NOT ABLE TO RUN BUDINESS		1	0.0%
On disconnection issue, very satisfied with outcome on contacting customer services		1	0.0%
OUTAGE		1	0.0%
Outages		1	0.0%
PHONE COULD NOT HEAR		1	0.0%
poor internet connection		1	0.0%
Poor internet connectivity		1	0.0%
POOR SERVICE VERY ANNOYED WITH OFFCOM AND BT MISS SOLD SERVICE VERY ANNOYED PHONE CUTS		1	0.0%
power cut with storm		1	0.0%
Power cuts		1	0.0%
power went out		1	0.0%
reduced the power		1	0.0%
Repeated manual disconnections of existing fibre by Openreach staff/contractors.		1	0.0%
Road traffic accident.		1	0.0%
scam e-mails		1	0.0%
SERVICE UNAVAILABLE		1	0.0%
signal and speed		1	0.0%
Signal issues due to weather		1	0.0%
signal problems		1	0.0%
slow		1	0.0%
slow in general		1	0.0%

**QB9r12oe**

	Value	Count	Percent
Slow response		1	0.0%
slow speed		2	0.1%
slow speed some days		1	0.0%
speed		1	0.0%
split cable outside of premises.		1	0.0%
storm		1	0.0%
STORM		1	0.0%
There was a loss of connection because somebody dug up the road.		1	0.0%
timing out		1	0.0%
UPGRADE		1	0.0%
vodafone has contacted offering fibre 3 times and eaqch tyime i have tried to take advantaged of the offer i have been denied		1	0.0%
We had an IT issue. My Voip phone would not work.		1	0.0%
We were not able to stay Virgin Media clients because of a constant drop-off of the connection. It's a local issue.		1	0.0%
We were waiting a long time for our leased line to be upgraded.		1	0.0%
weak signal		1	0.0%
WENT DOWN		1	0.0%

**QB10**

		Value	Count	Percent
Standard Attributes	Label	QB10: And on a scale of 1 to 10 where 1 denotes "No impact at all" and 10 denotes "Very great impact", to what extent did this/these problem(s) with your internet service have an impact your business?		
	Format	F19		
	Measurement	Ordinal		
Valid Values	1		41	1.9%
	2		33	1.6%
	3		44	2.1%
	4		32	1.5%
	5		73	3.5%
	6		95	4.5%
	7		119	5.6%
	8		139	6.6%
	9		66	3.1%
	10		139	6.6%
Missing Values	System		1328	63.0%

### QB11r1

		Value	Count	Percent
Standard Attributes	Label	QB11r1: Lost business - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Lost business	599	28.4%
	1	Lost business	141	6.7%
Missing Values	System		1369	64.9%

### QB11r2

		Value	Count	Percent
Standard Attributes	Label	QB11r2: Unable to provide services to customers - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to provide services to customers	486	23.0%
	1	Unable to provide services to customers	254	12.0%
Missing Values	System		1369	64.9%

### QB11r3

		Value	Count	Percent
Standard Attributes	Label	QB11r3: Unable to complete online transactions, e.g. paying bills, taking payments - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to complete online transactions, e.g. paying bills, taking payments	563	26.7%
	1	Unable to complete online transactions, e.g. paying bills, taking payments	177	8.4%
Missing Values	System		1369	64.9%

### QB11r4

		Value	Count	Percent
Standard Attributes	Label	QB11r4: Unable to conduct searches for information - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to conduct searches for information	559	26.5%
	1	Unable to conduct searches for information	181	8.6%
Missing Values	System		1369	64.9%

**QB11r5**

		Value	Count	Percent
Standard Attributes	Label	QB11r5: Unable to upload content - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to upload content	547	25.9%
	1	Unable to upload content	193	9.2%
Missing Values	System		1369	64.9%

**QB11r6**

		Value	Count	Percent
Standard Attributes	Label	QB11r6: Unable to download a software update/patch - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to download a software update/patch	635	30.1%
	1	Unable to download a software update/patch	105	5.0%

### QB11r6

		Value	Count	Percent
Missing Values	System		1369	64.9%

### QB11r7

		Value	Count	Percent
Standard Attributes	Label	QB11r7: Unable to download other content - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unable to download other content	542	25.7%
	1	Unable to download other content	198	9.4%
Missing Values	System		1369	64.9%

**QB11r8**

		Value	Count	Percent
Standard Attributes	Label	QB11r8: Damaged reputation with clients/customers - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Damaged reputation with clients/customers	661	31.3%
	1	Damaged reputation with clients/customers	79	3.7%
Missing Values	System		1369	64.9%

**QB11r9**

		Value	Count	Percent
Standard Attributes	Label	QB11r9: Other (please type in) - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	629	29.8%
	1	Other (please type in)	111	5.3%
Missing Values	System		1369	64.9%

### QB11r10

		Value	Count	Percent
Standard Attributes	Label	QB11r10: Don't know - What impact did the problems with your internet service have on your business?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	683	32.4%
	1	Don't know	57	2.7%
Missing Values	System		1369	64.9%

### QB11r9oe

		Value	Count	Percent
Standard Attributes	Label	QB11r9oe: What impact did the problems with your internet service have on your business? - Other (please type in)		
	Format	A165		
	Measurement	Nominal		
Valid Values			1998	94.7%
	A marginal loss of income		1	0.0%
	Annoyed a few customer.		1	0.0%
	ANNOYING		1	0.0%
	BANKING		1	0.0%
	buy machines		1	0.0%
	Cloud		1	0.0%
	communication for meetings		1	0.0%
	communtions		1	0.0%
	Contact clients		1	0.0%
	Cost extra money from the budget		1	0.0%

QB11r9oe

	Value	Count	Percent
COULD NOT HEAR		1	0.0%
COULD NOT LIVE STREAM SERVICES		1	0.0%
couldnt access files		1	0.0%
couldnt access internet		1	0.0%
COULDNT ACCESS STORAGE / HAD TO TRAVEL 10 MILES TO A DIFFERENT SITE IN ORDER TO GAIN ACCESS		1	0.0%
couldnt do anthing		1	0.0%
couldnt do much but had an alternative		1	0.0%
COULDNT DO WORK		1	0.0%
COULDNT GET ONLINE FOR EMAILSAND WEBSITE		1	0.0%
damage		1	0.0%
DELAYED PAYMENTS		1	0.0%
DELAYS WORK		1	0.0%
DISCONTENT WITH CUSTOMERS		1	0.0%
extra expenses		1	0.0%
FROSTRATION		1	0.0%
Frustrating		1	0.0%
frustration die to time consumption		1	0.0%
Frustration with slight work loss		1	0.0%
generally couldnt access the internet		1	0.0%
had to cancel zoom meeting		1	0.0%
had to work somewhere else		1	0.0%
Halt project rollout while new solution found		1	0.0%
Have to work slower than able to otherwise which means more time lost		1	0.0%
I could not access the web.		1	0.0%
I could not have any Zoom meetings.		1	0.0%

QB11r9oe

	Value	Count	Percent
I could not make or receive calls using my Voip phone.		1	0.0%
i couldnt do anything		1	0.0%
i couldnt login		1	0.0%
I had to send my customers to an ATM.		1	0.0%
Inconvenience		1	0.0%
inconvienece		1	0.0%
Increased costs		1	0.0%
increased our operating costs		1	0.0%
internet banking / emails/ communication / ordering goods		1	0.0%
Interruption to conference call		1	0.0%
it costs more		1	0.0%
Just generally slow		1	0.0%
Just slow		1	0.0%
KIDS TV WAS UNABLE TO WATCH		1	0.0%
Lack of communication		1	0.0%
LIVE STREAM NO CONNECTION		1	0.0%
Location was in France, but we're in the UK, so we were led to French websites.		1	0.0%
loss of e mails		1	0.0%
Loss of service		1	0.0%
lost a client not having any cash on them		1	0.0%
lost access to cloud systems		1	0.0%
missed phones		1	0.0%
Missing deadlines		1	0.0%
More an inconvenience than anything else		1	0.0%
More expensive		1	0.0%
MOVE TO A DIFFERENT OFFICE		1	0.0%
no affect it was a cost issue		1	0.0%

QB11r9oe

	Value	Count	Percent
no emails		1	0.0%
no wifi		1	0.0%
non		1	0.0%
none		1	0.0%
None		2	0.1%
none as we have backup provider		1	0.0%
None, I have alternative methods that I can use in order to conduct my business		1	0.0%
None, switched to 4G mobile internet		1	0.0%
NOT ABLE TO DO BUSINESS		1	0.0%
Not able to send emails//		1	0.0%
nothing		1	0.0%
Nothing		1	0.0%
on myself and had to private internet		1	0.0%
on time		1	0.0%
Online ordering delayed		1	0.0%
phone calls would drop out		1	0.0%
Poor substitute hot spot		1	0.0%
reliant on backup system which was slower		1	0.0%
Remote access very slow		1	0.0%
slow and takes times to things		1	0.0%
Slow internet means jobs take to complete		1	0.0%
Slower turnaround on projects		1	0.0%
slows work flow		1	0.0%
Stopped me from able to communicate		1	0.0%
Taking part in mee5ings		1	0.0%
TEACHERS WILL NOT BE ABLE TO TEACH		1	0.0%
teams calls cut off		1	0.0%
time spent to sort out		1	0.0%

QB11r9oe

	Value	Count	Percent
Time wasted owing to constant slow upload speed and very occasionally to poor connectivity (drop-outs)		1	0.0%
time wasting		1	0.0%
time wasting.		1	0.0%
Unable to access e-mails		1	0.0%
Unable to attend online meetings		1	0.0%
unable to contact coworkers and access and carry out work. I work in an online collaborative environment using content management and rely on an internet connection.		1	0.0%
unable to do work		1	0.0%
unable to get to emails		1	0.0%
Unable to join video conferences		1	0.0%
Unable to live stream performances		1	0.0%
Unable to make calls		1	0.0%
unable to use internetv in the office had to send people to work from home		1	0.0%
unable to work from office.		1	0.0%
very slow broadband		1	0.0%
Very slow connection, and had to renew fibre lines		1	0.0%
wasting time		1	0.0%
We could not receive any orders.		1	0.0%
We needed more bandwidth for our business however we are fortunate this has not had an impact		1	0.0%
WERE FORCED INTO CHANGING CONTRACT		1	0.0%

**QB11r9oe**

	Value	Count	Percent
Worked long hours/overtime to make up for time lost		1	0.0%

**QC123r1**

		Value	Count	Percent
Standard Attributes	Label	QC123r1: Mobile service - Have you ever switched your provider of each of the following services? If so, when was this?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes, in the last 6 months	53	2.5%
	2	Yes, 7 – 12 months ago	68	3.2%
	3	Yes, 13 – 18 months ago	67	3.2%
	4	Yes, 1.5 to 2 years ago	76	3.6%
	5	Yes, 2 to 3 years ago	123	5.8%
	6	Yes, more than 3 years ago	337	16.0%
	7	No, never changed provider	750	35.6%
Missing Values	System		635	30.1%

**QC123r2**

		Value	Count	Percent
Standard Attributes	Label	QC123r2: Landline service - Have you ever switched your provider of each of the following services? If so, when was this?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes, in the last 6 months	57	2.7%
	2	Yes, 7 – 12 months ago	59	2.8%
	3	Yes, 13 – 18 months ago	48	2.3%
	4	Yes, 1.5 to 2 years ago	58	2.8%
	5	Yes, 2 to 3 years ago	106	5.0%
	6	Yes, more than 3 years ago	274	13.0%
	7	No, never changed provider	704	33.4%
Missing Values	System		803	38.1%

**QC123r3**

		Value	Count	Percent
Standard Attributes	Label	QC123r3: Internet service - Have you ever switched your provider of each of the following services? If so, when was this?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes, in the last 6 months	93	4.4%
	2	Yes, 7 – 12 months ago	99	4.7%
	3	Yes, 13 – 18 months ago	96	4.6%
	4	Yes, 1.5 to 2 years ago	99	4.7%
	5	Yes, 2 to 3 years ago	167	7.9%
	6	Yes, more than 3 years ago	413	19.6%
	7	No, never changed provider	1027	48.7%
Missing Values	System		115	5.5%

**QC456r1**

		Value	Count	Percent
Standard Attributes	Label	QC456r1: Mobile service - At any time in the last two years, have you considered switching your provider of each of the following services?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes, and actively started looking	43	2.0%
	2	Yes, but did not start looking	77	3.7%
	3	Considered switching, but more than two years ago	69	3.3%
	4	Never considered switching	561	26.6%
Missing Values	System		1359	64.4%

**QC456r2**

		Value	Count	Percent
Standard Attributes	Label	QC456r2: Landline service - At any time in the last two years, have you considered switching your provider of each of the following services?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes, and actively started looking	42	2.0%
	2	Yes, but did not start looking	68	3.2%
	3	Considered switching, but more than two years ago	45	2.1%
	4	Never considered switching	549	26.0%
Missing Values	System		1405	66.6%

**QC456r3**

		Value	Count	Percent
Standard Attributes	Label	QC456r3: Internet service - At any time in the last two years, have you considered switching your provider of each of the following services?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes, and actively started looking	76	3.6%
	2	Yes, but did not start looking	100	4.7%
	3	Considered switching, but more than two years ago	91	4.3%
	4	Never considered switching	760	36.0%
Missing Values	System		1082	51.3%

**QC7r1**

		Value	Count	Percent
Standard Attributes	Label	QC7r1: There is a good choice of providers available to my business - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with it, using the		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	446	21.1%
	2	Agree slightly	620	29.4%
	3	Neither agree nor disagree	246	11.7%
	4	Disagree slightly	68	3.2%
	5	Disagree strongly	33	1.6%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	61	2.9%
Missing Values	System		635	30.1%

**QC7r2**

		Value	Count	Percent
Standard Attributes	Label	QC7r2: There is a good choice of products and/or services available to my business - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	427	20.2%
	2	Agree slightly	657	31.2%
	3	Neither agree nor disagree	253	12.0%
	4	Disagree slightly	57	2.7%
	5	Disagree strongly	18	0.9%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	62	2.9%
Missing Values	System		635	30.1%

**QC7r3**

		Value	Count	Percent
Standard Attributes	Label	QC7r3: It is difficult to make comparisons between providers on price - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with it, using th		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	182	8.6%
	2	Agree slightly	417	19.8%
	3	Neither agree nor disagree	331	15.7%
	4	Disagree slightly	339	16.1%
	5	Disagree strongly	139	6.6%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	66	3.1%
Missing Values	System		635	30.1%

### QC7r4

		Value	Count	Percent
Standard Attributes	Label	QC7r4: It is difficult to make comparisons between providers on quality of service - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	265	12.6%
	2	Agree slightly	542	25.7%
	3	Neither agree nor disagree	326	15.5%
	4	Disagree slightly	198	9.4%
	5	Disagree strongly	81	3.8%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	62	2.9%
Missing Values	System		635	30.1%

**QC7r5**

		Value	Count	Percent
Standard Attributes	Label	QC7r5: The prices of services are clear and transparent - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with it, using the following sc		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	353	16.7%
	2	Agree slightly	584	27.7%
	3	Neither agree nor disagree	268	12.7%
	4	Disagree slightly	152	7.2%
	5	Disagree strongly	71	3.4%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	46	2.2%
Missing Values	System		635	30.1%

**QC7r6**

		Value	Count	Percent
Standard Attributes	Label	QC7r6: I am able to negotiate effectively with my provider on tariffs and services - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	304	14.4%
	2	Agree slightly	545	25.8%
	3	Neither agree nor disagree	286	13.6%
	4	Disagree slightly	168	8.0%
	5	Disagree strongly	79	3.7%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	92	4.4%
Missing Values	System		635	30.1%

**QC7r7**

		Value	Count	Percent
Standard Attributes	Label	QC7r7: There is not much difference between the providers on the market - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with it, using		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	222	10.5%
	2	Agree slightly	562	26.6%
	3	Neither agree nor disagree	339	16.1%
	4	Disagree slightly	194	9.2%
	5	Disagree strongly	67	3.2%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	90	4.3%
Missing Values	System		635	30.1%

**QC7r8**

		Value	Count	Percent
Standard Attributes	Label	QC7r8: I am aware I am able to transfer my existing number/s to a new provider - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with it,		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	875	41.5%
	2	Agree slightly	394	18.7%
	3	Neither agree nor disagree	111	5.3%
	4	Disagree slightly	31	1.5%
	5	Disagree strongly	12	0.6%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	51	2.4%
Missing Values	System		635	30.1%

**QC7r9**

		Value	Count	Percent
Standard Attributes	Label	QC7r9: It is difficult to make comparisons between providers because my service needs are complex - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree o		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	126	6.0%
	2	Agree slightly	269	12.8%
	3	Neither agree nor disagree	326	15.5%
	4	Disagree slightly	391	18.5%
	5	Disagree strongly	297	14.1%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	65	3.1%
Missing Values	System		635	30.1%

**QC7r10**

		Value	Count	Percent
Standard Attributes	Label	QC7r10: I find price comparison sites useful to help me compare providers - The following are statements that businesses have made about switching mobile phone service providers. For each one please can you say how much you agree or disagree with it, usin		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	343	16.3%
	2	Agree slightly	475	22.5%
	3	Neither agree nor disagree	329	15.6%
	4	Disagree slightly	123	5.8%
	5	Disagree strongly	95	4.5%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	109	5.2%
Missing Values	System		635	30.1%

### QC8r1

		Value	Count	Percent
Standard Attributes	Label	QC8r1: Happy with my current provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Happy with my current provider	580	27.5%
	1	Happy with my current provider	630	29.9%
Missing Values	System		899	42.6%

### QC8r2

		Value	Count	Percent
Standard Attributes	Label	QC8r2: There is not enough choice of providers available in our area		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: There is not enough choice of providers available in our area	1171	55.5%
	1	There is not enough choice of providers available in our area	39	1.8%
Missing Values	System		899	42.6%

**QC8r3**

		Value	Count	Percent
Standard Attributes	Label	QC8r3: Do not know how to switch providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Do not know how to switch providers	1200	56.9%
	1	Do not know how to switch providers	10	0.5%
Missing Values	System		899	42.6%

**QC8r4**

		Value	Count	Percent
Standard Attributes	Label	QC8r4: Have never thought about switching providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have never thought about switching providers	1147	54.4%
	1	Have never thought about switching providers	63	3.0%
Missing Values	System		899	42.6%

**QC8r5**

		Value	Count	Percent
Standard Attributes	Label	QC8r5: Problems not sufficiently bad with current provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Problems not sufficiently bad with current provider	1116	52.9%
	1	Problems not sufficiently bad with current provider	94	4.5%
Missing Values	System		899	42.6%

**QC8r6**

		Value	Count	Percent
Standard Attributes	Label	QC8r6: Already on the best deal		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Already on the best deal	974	46.2%
	1	Already on the best deal	236	11.2%
Missing Values	System		899	42.6%

**QC8r7**

		Value	Count	Percent
Standard Attributes	Label	QC8r7: Able to negotiate effectively with my current ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Able to negotiate effectively with my current ...	1124	53.3%
	1	Able to negotiate effectively with my current ...	86	4.1%
Missing Values	System		899	42.6%

**QC8r8**

		Value	Count	Percent
Standard Attributes	Label	QC8r8: Don't want to have to change my mobile number/too much hassle to change phone number		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't want to have to change my mobile number/too much hassle to change phone number	1157	54.9%
	1	Don't want to have to change my mobile number/too much hassle to change phone number	53	2.5%

**QC8r8**

		Value	Count	Percent
Missing Values	System		899	42.6%

**QC8r9**

		Value	Count	Percent
Standard Attributes	Label	QC8r9: Didn't want to change provider for other services in the same bundle		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Didn't want to change provider for other services in the same bundle	1184	56.1%
	1	Didn't want to change provider for other services in the same bundle	26	1.2%
Missing Values	System		899	42.6%

**QC8r10**

		Value	Count	Percent
Standard Attributes	Label	QC8r10: Hassle of needing to contact more than one provider to switch		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Hassle of needing to contact more than one provider to switch	1136	53.9%
	1	Hassle of needing to contact more than one provider to switch	74	3.5%
Missing Values	System		899	42.6%

**QC8r11**

		Value	Count	Percent
Standard Attributes	Label	QC8r11: Too risky/ worried the switching process could go wrong		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Too risky/ worried the switching process could go wrong	1156	54.8%
	1	Too risky/ worried the switching process could go wrong	54	2.6%
Missing Values	System		899	42.6%

**QC8r12**

		Value	Count	Percent
Standard Attributes	Label	QC8r12: Worried about arranging for services to start/stop at the same time		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried about arranging for services to start/stop at the same time	1169	55.4%
	1	Worried about arranging for services to start/stop at the same time	41	1.9%
Missing Values	System		899	42.6%

**QC8r13**

		Value	Count	Percent
Standard Attributes	Label	QC8r13: Worried that might have to pay two providers at the same time		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried that might have to pay two providers at the same time	1186	56.2%
	1	Worried that might have to pay two providers at the same time	24	1.1%
Missing Values	System		899	42.6%

**QC8r14**

		Value	Count	Percent
Standard Attributes	Label	QC8r14: Worried that other devices I own wouldn't work with a new service		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried that other devices I own wouldn't work with a new service	1183	56.1%
	1	Worried that other devices I own wouldn't work with a new service	27	1.3%
Missing Values	System		899	42.6%

**QC8r15**

		Value	Count	Percent
Standard Attributes	Label	QC8r15: Worried about switching a number of services at once		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried about switching a number of services at once	1178	55.9%
	1	Worried about switching a number of services at once	32	1.5%
Missing Values	System		899	42.6%

**QC8r16**

		Value	Count	Percent
Standard Attributes	Label	QC8r16: Would be worried I made the wrong choice		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Would be worried I made the wrong choice	1147	54.4%
	1	Would be worried I made the wrong choice	63	3.0%
Missing Values	System		899	42.6%

**QC8r17**

		Value	Count	Percent
Standard Attributes	Label	QC8r17: Bad experience switching comms services previously		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Bad experience switching comms services previously	1196	56.7%
	1	Bad experience switching comms services previously	14	0.7%
Missing Values	System		899	42.6%

**QC8r18**

		Value	Count	Percent
Standard Attributes	Label	QC8r18: Don't have time/have other priorities		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't have time/have other priorities	1102	52.3%
	1	Don't have time/have other priorities	108	5.1%
Missing Values	System		899	42.6%

**QC8r19**

		Value	Count	Percent
Standard Attributes	Label	QC8r19: Too difficult to compare the different tariffs /deals offered by each provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Too difficult to compare the different tariffs /deals offered by each provider	1163	55.1%
	1	Too difficult to compare the different tariffs /deals offered by each provider	47	2.2%
Missing Values	System		899	42.6%

**QC8r20**

		Value	Count	Percent
Standard Attributes	Label	QC8r20: No real difference between providers /they are all the same		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No real difference between providers /they are all the same	1108	52.5%
	1	No real difference between providers /they are all the same	102	4.8%
Missing Values	System		899	42.6%

**QC8r21**

		Value	Count	Percent
Standard Attributes	Label	QC8r21: Don't think we could save much money		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't think we could save much money	1043	49.5%
	1	Don't think we could save much money	167	7.9%
Missing Values	System		899	42.6%

**QC8r22**

		Value	Count	Percent
Standard Attributes	Label	QC8r22: Don't want to be tied into a new fixed term contract		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't want to be tied into a new fixed term contract	1157	54.9%
	1	Don't want to be tied into a new fixed term contract	53	2.5%
Missing Values	System		899	42.6%

**QC8r23**

		Value	Count	Percent
Standard Attributes	Label	QC8r23: We are tied into our existing contract and would incur a penalty charge		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: We are tied into our existing contract and would incur a penalty charge	1166	55.3%
	1	We are tied into our existing contract and would incur a penalty charge	44	2.1%
Missing Values	System		899	42.6%

**QC8r24**

		Value	Count	Percent
Standard Attributes	Label	QC8r24: Did not want to lose content (programmes, apps, photos, data) stored on my device		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Did not want to lose content (programmes, apps, photos, data) stored on my device	1175	55.7%
	1	Did not want to lose content (programmes, apps, photos, data) stored on my device	35	1.7%
Missing Values	System		899	42.6%

**QC8r25**

		Value	Count	Percent
Standard Attributes	Label	QC8r25: Other (please type in)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1098	52.1%
	1	Other (please type in)	112	5.3%
Missing Values	System		899	42.6%

QC8r25oe

		Value	Count	Percent
Standard Attributes	Label	QC8r25oe: - Other (please type in)		
	Format	A119		
	Measurement	Nominal		
Valid Values			1997	94.7%
	4 years with Vodaphone and no problems		1	0.0%
	Because they are the staffs contracts.		1	0.0%
	because youre in a contract		1	0.0%
	Can't find anything cheaper		1	0.0%
	cant be bothered		1	0.0%
	cheaper deal		1	0.0%
	comiitee decision		1	0.0%
	community thing set up the systems		1	0.0%
	couldnt be bothered		1	0.0%
	Coverage is tied to provider on local mast		1	0.0%
	current provider has a good coverage		1	0.0%
	data rollover		1	0.0%
	Decision making process too complicated		1	0.0%
	DIFFERENT		1	0.0%
	difficulty too much time		1	0.0%
	DNT NO		1	0.0%
	dont know		4	0.2%
	DONT KNOW		2	0.1%
	dont pay too much		1	0.0%
	dont use mobiles		1	0.0%
	due to the covid 19 pandemic		1	0.0%
	EASY TO STAY WITH CURRENT PROVIDER		1	0.0%
	EE is the only provider with a reasonable coverage in my area		1	0.0%
	good deal		1	0.0%

QC8r25oe

	Value	Count	Percent
GOOD DEAL/COVER PHONE COST		1	0.0%
GOOD RATES ABROAD		1	0.0%
good value for money		1	0.0%
GOOD VALUE FOR MONEY		2	0.1%
good value/ happy with price point		1	0.0%
got the best service in the area		1	0.0%
Had enough to deal with transitioning to remote working with existing provider		1	0.0%
happy		3	0.1%
HAPPY		2	0.1%
Happy with current provider		1	0.0%
HAPPY WITH SERVICE/ GOOD PRICE		1	0.0%
happy with the services		1	0.0%
happy with three		1	0.0%
happy with what you have		2	0.1%
I am generally pleased with Giffgaff		1	0.0%
I am happy with the one I am using		1	0.0%
I am somewhat new		1	0.0%
i dont need too		1	0.0%
I have a lot of priorities at the moment and I taken the time out to look for different providers.		1	0.0%
I have been satisfied with the price I paid.		1	0.0%
I have not had time		1	0.0%
i have switched bad signal problems		1	0.0%
i like to be with the same people		1	0.0%
I never had any issues with EE.		1	0.0%
I recently started using Vodafone.		1	0.0%

QC8r25oe

	Value	Count	Percent
I was waiting for clarity on the situation after Brexit and roaming services/charges to EU.		1	0.0%
in a contract		1	0.0%
in contract		1	0.0%
inconvenience		1	0.0%
lazness		1	0.0%
lazyiness		1	0.0%
LOOK AFTER ME		1	0.0%
loyal		1	0.0%
loyal to my provider		1	0.0%
My current provider has a physical shop where the staff are excellent and I prefer to deal face to face		1	0.0%
my current provider responds well to my business requirements. My current provider offers me a good deal on data usage.		1	0.0%
NO NEED		1	0.0%
No other provider offers mobile calls to ROI within contract		1	0.0%
No other provider offers stronger signal		1	0.0%
No problems.		1	0.0%
No real reason in particular		1	0.0%
No reason to change		1	0.0%
NOT FOUND A CHEAPER ONE		1	0.0%
not much difference between providers / already changed lots		1	0.0%
not sure		1	0.0%
O2 HAVE BETTER SIGNAL		1	0.0%
o2 works		1	0.0%
offered me the best price		1	0.0%
one operator that provides signal		1	0.0%

QC8r25oe

	Value	Count	Percent
Only BT are willing maintain services on our particular location		1	0.0%
organisation		1	0.0%
other priorities		1	0.0%
others have poor coverage to our office		1	0.0%
Our requirements are complex and are more concerned with the level of reliable coverage than the facility itself		1	0.0%
OUT OF HABIT		1	0.0%
personal mobiles		1	0.0%
poor coverage with other providers		1	0.0%
Poor network coverage at home with other providers		1	0.0%
Prefer UK based call centres with EE		1	0.0%
PRICE WAS GOOD		1	0.0%
satisfied		1	0.0%
SIGNAL		1	0.0%
staff have only just started using the mobiles and need time to grow		1	0.0%
switched and regret		1	0.0%
sworried about coverage on new provder		1	0.0%
They always matched their competitors in the market. The coverage is better than their competitors.		1	0.0%
Tied into contracts		1	0.0%
time		1	0.0%
Time constraints		1	0.0%
TOO BUSY		1	0.0%
unique plan that have 72 countries feel at home plan		1	0.0%
Use o2 priority		1	0.0%
very happy with the service		1	0.0%

### QC8r25oe

	Value	Count	Percent
Vodafone is the only provider I can get a good signal where I am based		1	0.0%
vodafone offered me what i at time believed to be a good offer to stay		1	0.0%
waiting to find out about roaming charges.		1	0.0%
We have a SIM only deal.		1	0.0%
WITHIN CONTRACT		1	0.0%
WORKS WELL		1	0.0%

### QC9r1

		Value	Count	Percent
Standard Attributes	Label	QC9r1: Cheaper deal available from new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cheaper deal available from new provider	256	12.1%
	1	Cheaper deal available from new provider	128	6.1%
Missing Values	System		1725	81.8%

### QC9r2

		Value	Count	Percent
Standard Attributes	Label	QC9r2: New provider offered a package that fitted my needs better		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: New provider offered a package that fitted my needs better	326	15.5%
	1	New provider offered a package that fitted my needs better	58	2.8%
Missing Values	System		1725	81.8%

### QC9r3

		Value	Count	Percent
Standard Attributes	Label	QC9r3: New provider offered a better range of services		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: New provider offered a better range of services	345	16.4%
	1	New provider offered a better range of services	39	1.8%
Missing Values	System		1725	81.8%

**QC9r4**

		Value	Count	Percent
Standard Attributes	Label	QC9r4: Better customer service offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better customer service offered by new provider	350	16.6%
	1	Better customer service offered by new provider	34	1.6%
Missing Values	System		1725	81.8%

**QC9r5**

		Value	Count	Percent
Standard Attributes	Label	QC9r5: Better mobile coverage offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better mobile coverage offered by new provider	344	16.3%
	1	Better mobile coverage offered by new provider	40	1.9%
Missing Values	System		1725	81.8%

**QC9r6**

		Value	Count	Percent
Standard Attributes	Label	QC9r6: Better mobile internet access offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better mobile internet access offered by new provider	346	16.4%
	1	Better mobile internet access offered by new provider	38	1.8%
Missing Values	System		1725	81.8%

**QC9r7**

		Value	Count	Percent
Standard Attributes	Label	QC9r7: Better mobile call quality offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better mobile call quality offered by new provider	359	17.0%
	1	Better mobile call quality offered by new provider	25	1.2%
Missing Values	System		1725	81.8%

**QC9r8**

		Value	Count	Percent
Standard Attributes	Label	QC9r8: Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact etc.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact	367	17.4%
	1	Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact etc.	17	0.8%
Missing Values	System		1725	81.8%

**QC9r9**

		Value	Count	Percent
Standard Attributes	Label	QC9r9: For staff to benefit from promotions/ deals offered by new provider, e.g. free coffees, cinema tickets etc.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: For staff to benefit from promotions/ deals offered by new provider, e.g. free coffees, cinema tickets etc.	375	17.8%
	1	For staff to benefit from promotions/ deals offered by new provider, e.g. free coffees, cinema tickets etc.	9	0.4%
Missing Values	System		1725	81.8%

### QC9r10

		Value	Count	Percent
Standard Attributes	Label	QC9r10: \$ {"Current" if dSwitcher.r1.c4 else "Previous"} provider too expensive		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ {"Current" if dSwitcher.r1.c4 else "Previous"} provider too expensive	315	14.9%
	1	\$ {"Current" if dSwitcher.r1.c4 else "Previous"} provider too expensive	69	3.3%
Missing Values	System		1725	81.8%

### QC9r11

		Value	Count	Percent
Standard Attributes	Label	QC9r11: Poor customer service from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor customer service from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider	345	16.4%
	1	Poor customer service from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider	39	1.8%
Missing Values	System		1725	81.8%

### QC9r12

		Value	Count	Percent
Standard Attributes	Label	QC9r12: Poor mobile coverage from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor mobile coverage from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider	348	16.5%
	1	Poor mobile coverage from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider	36	1.7%
Missing Values	System		1725	81.8%

### QC9r13

		Value	Count	Percent
Standard Attributes	Label	QC9r13: Poor mobile internet access from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor mobile internet access from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider	359	17.0%
	1	Poor mobile internet access from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider	25	1.2%
Missing Values	System		1725	81.8%

**QC9r14**

		Value	Count	Percent
Standard Attributes	Label	QC9r14: Poor call quality from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider (e.g. calls dropped, don't connect, etc.)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor call quality from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider (e.g. calls dropped, don't connect, etc.)	360	17.1%
	1	Poor call quality from \$ {"current" if dSwitcher.r1.c4 else "previous"} provider (e.g. calls dropped, don't connect, etc.)	24	1.1%
Missing Values	System		1725	81.8%

### QC9r15

		Value	Count	Percent
Standard Attributes	Label	QC9r15: Wanted to bundle my services		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Wanted to bundle my services	350	16.6%
	1	Wanted to bundle my services	34	1.6%
Missing Values	System		1725	81.8%

### QC9r16

		Value	Count	Percent
Standard Attributes	Label	QC9r16: Was not intending switching my mobile provider but was offered a good deal as part of a bundle with another service		
	Format	F1		
	Measurement	Ordinal		

**QC9r16**

		Value	Count	Percent
Valid Values	0	NO TO: Was not intending switching my mobile provider but was offered a good deal as part of a bundle with another servi	362	17.2%
	1	Was not intending switching my mobile provider but was offered a good deal as part of a bundle with another service	22	1.0%
Missing Values	System		1725	81.8%

**QC9r17**

		Value	Count	Percent
Standard Attributes	Label	QC9r17: Contacted by another provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacted by another provider	360	17.1%
	1	Contacted by another provider	24	1.1%
Missing Values	System		1725	81.8%

### QC9r18

		Value	Count	Percent
Standard Attributes	Label	QC9r18: Advertising from another provider made me look into it		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Advertising from another provider made me look into it	366	17.4%
	1	Advertising from another provider made me look into it	18	0.9%
Missing Values	System		1725	81.8%

### QC9r19

		Value	Count	Percent
Standard Attributes	Label	QC9r19: Recommenda tion		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Recommenda tion	344	16.3%
	1	Recommenda tion	40	1.9%
Missing Values	System		1725	81.8%

**QC9r20**

		Value	Count	Percent
Standard Attributes	Label	QC9r20: Other (please type in)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	335	15.9%
	1	Other (please type in)	49	2.3%
Missing Values	System		1725	81.8%

**QC9r21**

		Value	Count	Percent
Standard Attributes	Label	QC9r21: Don't know/can't remember		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know/can't remember	368	17.4%
	1	Don't know/can't remember	16	0.8%
Missing Values	System		1725	81.8%

QC9r20oe

		Value	Count	Percent
Standard Attributes	Label	QC9r20oe: - Other (please type in)		
	Format	A89		
	Measurement	Nominal		
Valid Values			2060	97.7%
	02 connection wasnt working		1	0.0%
	APPROACHED		1	0.0%
	BETTER COVERAGE		1	0.0%
	better handsets.		1	0.0%
	BETTER NETWORK		1	0.0%
	better signal		1	0.0%
	coming to end of contractr		1	0.0%
	Contract ending		1	0.0%
	Contract up for renewal		1	0.0%
	cost problems		1	0.0%
	couldnt price match		1	0.0%
	coverage and cost		1	0.0%
	didnt get the discount		1	0.0%
	didnt like the company		1	0.0%
	END OF CONTRACT		1	0.0%
	Equipment		1	0.0%
	Existing business tariff grossly overcharged compared to the same firm's retail offering.		1	0.0%
	FOR DISCOUNT		1	0.0%
	General interest to see what's available//		1	0.0%
	havent considered		1	0.0%
	I always like to check prices etc to make sure I'm getting a good deal		1	0.0%
	I had a basic phone and needed one with internet connection		1	0.0%
	I wanted a new handset		1	0.0%
	internet service		1	0.0%
	Just newly arrived in the country.		1	0.0%

QC9r20oe

	Value	Count	Percent
Just returned to UK after a while away, so this is new provider completely		1	0.0%
Look around for a better deal.		1	0.0%
MOBILE FOR BUSINESS		1	0.0%
More suited to your business		1	0.0%
Moved house & didn't get signal with previous provider		1	0.0%
Moved location		1	0.0%
new handset.		1	0.0%
Not happy with ee charging for roaming when others arent		1	0.0%
overall service or price		1	0.0%
possible price reduction		1	0.0%
Price		1	0.0%
RECEPTION QUALITY		1	0.0%
relocation		1	0.0%
roaming charges.		1	0.0%
Roaming included		1	0.0%
signal		1	0.0%
stayed the same		1	0.0%
the contract and the price		1	0.0%
The flexibility of the service from EE.		1	0.0%
There are better providers out there on the market.		1	0.0%
they were the only company to respond to our request for details		1	0.0%
to consolidate everything under omne		1	0.0%
unlimited price better deal		1	0.0%
wanted all on one bill		1	0.0%

### QC10r1

		Value	Count	Percent
Standard Attributes	Label	QC10r1: Kept old number(s) - When you switched your mobile provider, did you keep your mobile telephone number(s) or did you get a new number?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Kept old number(s)	44	2.1%
	1	Kept old number(s)	220	10.4%
Missing Values	System		1845	87.5%

### QC10r2

		Value	Count	Percent
Standard Attributes	Label	QC10r2: Got new number (s) - When you switched your mobile provider, did you keep your mobile telephone number(s) or did you get a new number?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Got new number (s)	212	10.1%
	1	Got new number(s)	52	2.5%
Missing Values	System		1845	87.5%

**QC10r3**

		Value	Count	Percent
Standard Attributes	Label	QC10r3: Don't know/ can't recall - When you switched your mobile provider, did you keep your mobile telephone number(s) or did you get a new number?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know/ can't recall	261	12.4%
	1	Don't know/ can't recall	3	0.1%
Missing Values	System		1845	87.5%

**QC11r1**

		Value	Count	Percent
Standard Attributes	Label	QC11r1: No problems experienced - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No problems experienced	84	4.0%
	1	No problems experienced	180	8.5%
Missing Values	System		1845	87.5%

**QC11r10**

		Value	Count	Percent
Standard Attributes	Label	QC11r10: Process took longer than expected - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Process took longer than expected	242	11.5%
	1	Process took longer than expected	22	1.0%
Missing Values	System		1845	87.5%

**QC11r15**

		Value	Count	Percent
Standard Attributes	Label	QC11r15: Existing provider tried to persuade you to stay - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider tried to persuade you to stay	247	11.7%
	1	Existing provider tried to persuade you to stay	17	0.8%
Missing Values	System		1845	87.5%

**QC11r14**

		Value	Count	Percent
Standard Attributes	Label	QC11r14: Arranging the switch so that you always had access to your services - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you always had access to your services	250	11.9%
	1	Arranging the switch so that you always had access to your services	14	0.7%
Missing Values	System		1845	87.5%

**QC11r11**

		Value	Count	Percent
Standard Attributes	Label	QC11r11: Previous provider sending bills for cancelled service - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Previous provider sending bills for cancelled service	252	11.9%
	1	Previous provider sending bills for cancelled service	12	0.6%
Missing Values	System		1845	87.5%

**QC11r19**

		Value	Count	Percent
Standard Attributes	Label	QC11r19: Obtaining information on switching from previous provider - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Obtaining information on switching from previous provider	255	12.1%
	1	Obtaining information on switching from previous provider	9	0.4%
Missing Values	System		1845	87.5%

### QC11r2

		Value	Count	Percent
Standard Attributes	Label	QC11r2: Paying charges for early termination of contract - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying charges for early termination of contract	249	11.8%
	1	Paying charges for early termination of contract	15	0.7%
Missing Values	System		1845	87.5%

**QC11r9**

		Value	Count	Percent
Standard Attributes	Label	QC11r9: Cancelling your previous service - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cancelling your previous service	249	11.8%
	1	Cancelling your previous service	15	0.7%
Missing Values	System		1845	87.5%

**QC11r4**

		Value	Count	Percent
Standard Attributes	Label	QC11r4: Keeping/trans ferring telephone number/s - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Keeping/trans ferring telephone number/s	252	11.9%
	1	Keeping/trans ferring telephone number/s	12	0.6%
Missing Values	System		1845	87.5%

**QC11r13**

		Value	Count	Percent
Standard Attributes	Label	QC11r13: Arranging start and stop dates - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging start and stop dates	254	12.0%
	1	Arranging start and stop dates	10	0.5%
Missing Values	System		1845	87.5%

### QC11r3

		Value	Count	Percent
Standard Attributes	Label	QC11r3: Getting a PAC / STAC from existing provider - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Getting a PAC / STAC from existing provider	253	12.0%
	1	Getting a PAC / STAC from existing provider	11	0.5%
Missing Values	System		1845	87.5%

**QC11r12**

		Value	Count	Percent
Standard Attributes	Label	QC11r12: Technical issues - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Technical issues	242	11.5%
	1	Technical issues	22	1.0%
Missing Values	System		1845	87.5%

**QC11r6**

		Value	Count	Percent
Standard Attributes	Label	QC11r6: Transferring email across to new service - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		

**QC11r6**

		Value	Count	Percent
Valid Values	0	NO TO: Transferring email across to new service	252	11.9%
	1	Transferring email across to new service	12	0.6%
Missing Values	System		1845	87.5%

**QC11r8**

		Value	Count	Percent
Standard Attributes	Label	QC11r8: Arranging the switch so that you were not paying for your old and new services at the same time - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you were not paying for your old and new services at the same time	246	11.7%
	1	Arranging the switch so that you were not paying for your old and new services at the same time	18	0.9%

**QC11r8**

		Value	Count	Percent
Missing Values	System		1845	87.5%

**QC11r17**

		Value	Count	Percent
Standard Attributes	Label	QC11r17: Charged wrong amount by new provider - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Charged wrong amount by new provider	256	12.1%
	1	Charged wrong amount by new provider	8	0.4%
Missing Values	System		1845	87.5%

### QC11r7

		Value	Count	Percent
Standard Attributes	Label	QC11r7: Understanding the relevant steps required to switch provider - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Understanding the relevant steps required to switch provider	251	11.9%
	1	Understanding the relevant steps required to switch provider	13	0.6%
Missing Values	System		1845	87.5%

**QC11r16**

		Value	Count	Percent
Standard Attributes	Label	QC11r16: Existing provider cancelled the switching process - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider cancelled the switching process	255	12.1%
	1	Existing provider cancelled the switching process	9	0.4%
Missing Values	System		1845	87.5%

**QC11r18**

		Value	Count	Percent
Standard Attributes	Label	QC11r18: Delay in receiving new equipment - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Delay in receiving new equipment	251	11.9%
	1	Delay in receiving new equipment	13	0.6%
Missing Values	System		1845	87.5%

### QC11r5

		Value	Count	Percent
Standard Attributes	Label	QC11r5: Switching more than one mobile device at a time - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Switching more than one mobile device at a time	257	12.2%
	1	Switching more than one mobile device at a time	7	0.3%
Missing Values	System		1845	87.5%

**QC11r20**

		Value	Count	Percent
Standard Attributes	Label	QC11r20: Setting up a new online account - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Setting up a new online account	253	12.0%
	1	Setting up a new online account	11	0.5%
Missing Values	System		1845	87.5%

### QC11r21

		Value	Count	Percent
Standard Attributes	Label	QC11r21: Unlocking a handset - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unlocking a handset	253	12.0%
	1	Unlocking a handset	11	0.5%
Missing Values	System		1845	87.5%

### QC11r22

		Value	Count	Percent
Standard Attributes	Label	QC11r22: Other devices not working with the new service - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		

### QC11r22

		Value	Count	Percent
Valid Values	0	NO TO: Other devices not working with the new service	254	12.0%
	1	Other devices not working with the new service	10	0.5%
Missing Values	System		1845	87.5%

### QC11r23

		Value	Count	Percent
Standard Attributes	Label	QC11r23: Finding time to research the market - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Finding time to research the market	251	11.9%
	1	Finding time to research the market	13	0.6%
Missing Values	System		1845	87.5%

**QC11r24**

		Value	Count	Percent
Standard Attributes	Label	QC11r24: Moving content from one cloud storage to another - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Moving content from one cloud storage to another	255	12.1%
	1	Moving content from one cloud storage to another	9	0.4%
Missing Values	System		1845	87.5%

**QC11r25**

		Value	Count	Percent
Standard Attributes	Label	QC11r25: Contacting your new provider - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacting your new provider	248	11.8%
	1	Contacting your new provider	16	0.8%
Missing Values	System		1845	87.5%

**QC11r26**

		Value	Count	Percent
Standard Attributes	Label	QC11r26: Other (please type in) - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	261	12.4%
	1	Other (please type in)	3	0.1%
Missing Values	System		1845	87.5%

**QC11r99**

		Value	Count	Percent
Standard Attributes	Label	QC11r99: None of these - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	0	0.0%
	1	None of these	10	0.5%
Missing Values	System		2099	99.5%

**QC11r26oe**

		Value	Count	Percent
Standard Attributes	Label	QC11r26oe: Which, if any, of the following did you experience difficulty with when switching your mobile phone provider? - Other (please type in)		
	Format	A105		
	Measurement	Nominal		
Valid Values			2106	99.9%
	Human Error, caused stress, seasonal occation ( Valentines Day) and needed the phone. Lost alot of sales.		1	0.0%
	Issues with numbers overlapping		1	0.0%
	unclear of the problems		1	0.0%

**QC11X1r1**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r1: No problems experienced - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No problems experienced	67	3.2%
	1	No problems experienced	122	5.8%
Missing Values	System		1920	91.0%

**QC11X1r10**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r10: Process took longer than expected - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Process took longer than expected	169	8.0%
	1	Process took longer than expected	20	0.9%

**QC11X1r10**

		Value	Count	Percent
Missing Values	System		1920	91.0%

**QC11X1r15**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r15: Existing provider tried to persuade you to stay - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider tried to persuade you to stay	175	8.3%
	1	Existing provider tried to persuade you to stay	14	0.7%
Missing Values	System		1920	91.0%

**QC11X1r14**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r14: Arranging the switch so that you always had access to your services - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you always had access to your services	178	8.4%
	1	Arranging the switch so that you always had access to your services	11	0.5%
Missing Values	System		1920	91.0%

**QC11X1r11**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r11: Previous provider sending bills for cancelled service - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Previous provider sending bills for cancelled service	179	8.5%
	1	Previous provider sending bills for cancelled service	10	0.5%
Missing Values	System		1920	91.0%

**QC11X1r19**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r19: Obtaining information on switching from previous provider - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Obtaining information on switching from previous provider	180	8.5%
	1	Obtaining information on switching from previous provider	9	0.4%
Missing Values	System		1920	91.0%

**QC11X1r2**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r2: Paying charges for early termination of contract - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying charges for early termination of contract	175	8.3%
	1	Paying charges for early termination of contract	14	0.7%
Missing Values	System		1920	91.0%

**QC11X1r9**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r9: Cancelling your previous service - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cancelling your previous service	179	8.5%
	1	Cancelling your previous service	10	0.5%
Missing Values	System		1920	91.0%

**QC11X1r4**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r4: Keeping/trans ferring telephone number/s - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Keeping/trans ferring telephone number/s	180	8.5%
	1	Keeping/trans ferring telephone number/s	9	0.4%
Missing Values	System		1920	91.0%

**QC11X1r13**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r13: Arranging start and stop dates - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging start and stop dates	182	8.6%
	1	Arranging start and stop dates	7	0.3%
Missing Values	System		1920	91.0%

**QC11X1r3**

		Value	Count	Percent
Standard Attributes	Label	QC11X1r3: Getting a PAC / STAC from existing provider - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Getting a PAC / STAC from existing provider	179	8.5%
	1	Getting a PAC / STAC from existing provider	10	0.5%
Missing Values	System		1920	91.0%

### QC11X1r12

		Value	Count	Percent
Standard Attributes	Label	QC11X1r12: Technical issues - Which, if any, of the following did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Technical issues	173	8.2%
	1	Technical issues	16	0.8%
Missing Values	System		1920	91.0%

### QC11X2r6

		Value	Count	Percent
Standard Attributes	Label	QC11X2r6: Transferring email across to new service - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		

**QC11X2r6**

		Value	Count	Percent
Valid Values	0	NO TO: Transferring email across to new service	57	2.7%
	1	Transferring email across to new service	10	0.5%
Missing Values	System		2042	96.8%

**QC11X2r8**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r8: Arranging the switch so that you were not paying for your old and new services at the same time - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone prov		
	Format	F1		
	Measurement	Ordinal		

**QC11X2r8**

		Value	Count	Percent
Valid Values	0	NO TO: Arranging the switch so that you were not paying for your old and new services at the same time	52	2.5%
	1	Arranging the switch so that you were not paying for your old and new services at the same time	15	0.7%
Missing Values	System		2042	96.8%

**QC11X2r17**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r17: Charged wrong amount by new provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		

### QC11X2r17

		Value	Count	Percent
Valid Values	0	NO TO: Charged wrong amount by new provider	60	2.8%
	1	Charged wrong amount by new provider	7	0.3%
Missing Values	System		2042	96.8%

### QC11X2r7

		Value	Count	Percent
Standard Attributes	Label	QC11X2r7: Understandin g the relevant steps required to switch provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Understandin g the relevant steps required to switch provider	56	2.7%
	1	Understandin g the relevant steps required to switch provider	11	0.5%
Missing Values	System		2042	96.8%

**QC11X2r16**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r16: Existing provider cancelled the switching process - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider cancelled the switching process	59	2.8%
	1	Existing provider cancelled the switching process	8	0.4%
Missing Values	System		2042	96.8%

**QC11X2r18**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r18: Delay in receiving new equipment - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Delay in receiving new equipment	55	2.6%
	1	Delay in receiving new equipment	12	0.6%
Missing Values	System		2042	96.8%

**QC11X2r5**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r5: Switching more than one mobile device at a time - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Switching more than one mobile device at a time	61	2.9%
	1	Switching more than one mobile device at a time	6	0.3%
Missing Values	System		2042	96.8%

**QC11X2r20**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r20: Setting up a new online account - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Setting up a new online account	56	2.7%
	1	Setting up a new online account	11	0.5%
Missing Values	System		2042	96.8%

**QC11X2r21**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r21: Unlocking a handset - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Unlocking a handset	56	2.7%
	1	Unlocking a handset	11	0.5%
Missing Values	System		2042	96.8%

**QC11X2r22**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r22: Other devices not working with the new service - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other devices not working with the new service	58	2.8%
	1	Other devices not working with the new service	9	0.4%
Missing Values	System		2042	96.8%

**QC11X2r23**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r23: Finding time to research the market - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Finding time to research the market	54	2.6%
	1	Finding time to research the market	13	0.6%
Missing Values	System		2042	96.8%

**QC11X2r24**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r24: Moving content from one cloud storage to another - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Moving content from one cloud storage to another	58	2.8%
	1	Moving content from one cloud storage to another	9	0.4%
Missing Values	System		2042	96.8%

**QC11X2r25**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r25: Contacting your new provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacting your new provider	51	2.4%
	1	Contacting your new provider	16	0.8%
Missing Values	System		2042	96.8%

**QC11X2r26**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r26: Other (please type in) - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	67	3.2%
	1	Other (please type in)	0	0.0%
Missing Values	System		2042	96.8%

**QC11X2r99**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r99: None of these - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	57	2.7%
	1	None of these	10	0.5%
Missing Values	System		2042	96.8%

**QC11X2r26oe**

		Value	Count	Percent
Standard Attributes	Label	QC11X2r26oe : The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your mobile phone provider? - Other (please type in)		
	Format	A1		
	Measurement	Nominal		
Valid Values			2109	100.0%

### QC12r1

		Value	Count	Percent
Standard Attributes	Label	QC12r1: There is a good choice of providers available to my business		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	324	15.4%
	2	Agree slightly	549	26.0%
	3	Neither agree nor disagree	252	11.9%
	4	Disagree slightly	68	3.2%
	5	Disagree strongly	33	1.6%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	80	3.8%
Missing Values	System		803	38.1%

### QC12r2

		Value	Count	Percent
Standard Attributes	Label	QC12r2: There is a good choice of products and/or services available to my business		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	301	14.3%
	2	Agree slightly	562	26.6%
	3	Neither agree nor disagree	266	12.6%
	4	Disagree slightly	67	3.2%
	5	Disagree strongly	35	1.7%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	75	3.6%
Missing Values	System		803	38.1%

### QC12r3

		Value	Count	Percent
Standard Attributes	Label	QC12r3: It is difficult to make comparisons between providers on price		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	148	7.0%
	2	Agree slightly	393	18.6%
	3	Neither agree nor disagree	314	14.9%
	4	Disagree slightly	268	12.7%
	5	Disagree strongly	102	4.8%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	81	3.8%
Missing Values	System		803	38.1%

### QC12r4

		Value	Count	Percent
Standard Attributes	Label	QC12r4: It is difficult to make comparisons between providers on quality of service		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	225	10.7%
	2	Agree slightly	463	22.0%
	3	Neither agree nor disagree	304	14.4%
	4	Disagree slightly	178	8.4%
	5	Disagree strongly	58	2.8%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	78	3.7%
Missing Values	System		803	38.1%

### QC12r5

		Value	Count	Percent
Standard Attributes	Label	QC12r5: The prices of services are clear and transparent		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	278	13.2%
	2	Agree slightly	504	23.9%
	3	Neither agree nor disagree	281	13.3%
	4	Disagree slightly	135	6.4%
	5	Disagree strongly	45	2.1%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	63	3.0%
Missing Values	System		803	38.1%

### QC12r6

		Value	Count	Percent
Standard Attributes	Label	QC12r6: I am able to negotiate effectively with my provider on tariffs and ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	250	11.9%
	2	Agree slightly	469	22.2%
	3	Neither agree nor disagree	300	14.2%
	4	Disagree slightly	117	5.5%
	5	Disagree strongly	69	3.3%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	101	4.8%
Missing Values	System		803	38.1%

### QC12r7

		Value	Count	Percent
Standard Attributes	Label	QC12r7: There is not much difference between the providers on the market		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	197	9.3%
	2	Agree slightly	468	22.2%
	3	Neither agree nor disagree	332	15.7%
	4	Disagree slightly	160	7.6%
	5	Disagree strongly	51	2.4%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	98	4.6%
Missing Values	System		803	38.1%

### QC12r8

		Value	Count	Percent
Standard Attributes	Label	QC12r8: I am aware I am able to transfer my existing number/s to a new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	631	29.9%
	2	Agree slightly	407	19.3%
	3	Neither agree nor disagree	144	6.8%
	4	Disagree slightly	40	1.9%
	5	Disagree strongly	19	0.9%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	65	3.1%
Missing Values	System		803	38.1%

**QC12r9**

		Value	Count	Percent
Standard Attributes	Label	QC12r9: It is difficult to make comparisons between providers because my service needs are complex		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	117	5.5%
	2	Agree slightly	243	11.5%
	3	Neither agree nor disagree	340	16.1%
	4	Disagree slightly	310	14.7%
	5	Disagree strongly	232	11.0%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	64	3.0%
Missing Values	System		803	38.1%

### QC12r10

		Value	Count	Percent
Standard Attributes	Label	QC12r10: I find price comparison sites useful to help me compare providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	256	12.1%
	2	Agree slightly	422	20.0%
	3	Neither agree nor disagree	326	15.5%
	4	Disagree slightly	123	5.8%
	5	Disagree strongly	63	3.0%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	116	5.5%
Missing Values	System		803	38.1%

### QC13r1

		Value	Count	Percent
Standard Attributes	Label	QC13r1: Happy with my current provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Happy with my current provider	563	26.7%
	1	Happy with my current provider	521	24.7%
Missing Values	System		1025	48.6%

### QC13r2

		Value	Count	Percent
Standard Attributes	Label	QC13r2: There is not enough choice of providers available in our area		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: There is not enough choice of providers available in our area	1033	49.0%
	1	There is not enough choice of providers available in our area	51	2.4%
Missing Values	System		1025	48.6%

### QC13r3

		Value	Count	Percent
Standard Attributes	Label	QC13r3: Do not know how to switch providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Do not know how to switch providers	1074	50.9%
	1	Do not know how to switch providers	10	0.5%
Missing Values	System		1025	48.6%

### QC13r4

		Value	Count	Percent
Standard Attributes	Label	QC13r4: Have never thought about switching providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have never thought about switching providers	1016	48.2%
	1	Have never thought about switching providers	68	3.2%
Missing Values	System		1025	48.6%

### QC13r5

		Value	Count	Percent
Standard Attributes	Label	QC13r5: Problems not sufficiently bad with current provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Problems not sufficiently bad with current provider	1013	48.0%
	1	Problems not sufficiently bad with current provider	71	3.4%
Missing Values	System		1025	48.6%

**QC13r6**

		Value	Count	Percent
Standard Attributes	Label	QC13r6: Already on the best deal		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Already on the best deal	941	44.6%
	1	Already on the best deal	143	6.8%
Missing Values	System		1025	48.6%

**QC13r7**

		Value	Count	Percent
Standard Attributes	Label	QC13r7: Able to negotiate effectively with my current ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Able to negotiate effectively with my current ...	1034	49.0%
	1	Able to negotiate effectively with my current ...	50	2.4%
Missing Values	System		1025	48.6%

**QC13r8**

		Value	Count	Percent
Standard Attributes	Label	QC13r8: Don't want to have to change my phone number/too much hassle to change phone number		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't want to have to change my phone number/too much hassle to change phone number	1045	49.5%
	1	Don't want to have to change my phone number/too much hassle to change phone number	39	1.8%
Missing Values	System		1025	48.6%

**QC13r9**

		Value	Count	Percent
Standard Attributes	Label	QC13r9: Hassle of needing to contact more than one provider to switch		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Hassle of needing to contact more than one provider to switch	1021	48.4%
	1	Hassle of needing to contact more than one provider to switch	63	3.0%
Missing Values	System		1025	48.6%

**QC13r10**

		Value	Count	Percent
Standard Attributes	Label	QC13r10: Didn't want to change provider for other services in the same bundle		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Didn't want to change provider for other services in the same bundle	1034	49.0%
	1	Didn't want to change provider for other services in the same bundle	50	2.4%
Missing Values	System		1025	48.6%

### QC13r11

		Value	Count	Percent
Standard Attributes	Label	QC13r11: Too risky/ worried the switching process could go wrong		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Too risky/ worried the switching process could go wrong	1025	48.6%
	1	Too risky/ worried the switching process could go wrong	59	2.8%
Missing Values	System		1025	48.6%

### QC13r12

		Value	Count	Percent
Standard Attributes	Label	QC13r12: Worried about arranging for services to start/stop at the same time		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried about arranging for services to start/stop at the same time	1045	49.5%
	1	Worried about arranging for services to start/stop at the same time	39	1.8%
Missing Values	System		1025	48.6%

### QC13r13

		Value	Count	Percent
Standard Attributes	Label	QC13r13: Worried that might have to pay two providers at the same time		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried that might have to pay two providers at the same time	1067	50.6%
	1	Worried that might have to pay two providers at the same time	17	0.8%
Missing Values	System		1025	48.6%

### QC13r14

		Value	Count	Percent
Standard Attributes	Label	QC13r14: Worried that other devices I own wouldn't work with a new service		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried that other devices I own wouldn't work with a new service	1049	49.7%
	1	Worried that other devices I own wouldn't work with a new service	35	1.7%
Missing Values	System		1025	48.6%

### QC13r15

		Value	Count	Percent
Standard Attributes	Label	QC13r15: Would be worried I made the wrong choice		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Would be worried I made the wrong choice	1030	48.8%
	1	Would be worried I made the wrong choice	54	2.6%
Missing Values	System		1025	48.6%

### QC13r16

		Value	Count	Percent
Standard Attributes	Label	QC13r16: Bad experience switching comms services previously		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Bad experience switching comms services previously	1063	50.4%
	1	Bad experience switching comms services previously	21	1.0%
Missing Values	System		1025	48.6%

**QC13r17**

		Value	Count	Percent
Standard Attributes	Label	QC13r17: Don't have time/have other priorities		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't have time/have other priorities	974	46.2%
	1	Don't have time/have other priorities	110	5.2%
Missing Values	System		1025	48.6%

**QC13r18**

		Value	Count	Percent
Standard Attributes	Label	QC13r18: Too difficult to compare the different tariffs /deals offered by each provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Too difficult to compare the different tariffs /deals offered by each provider	1052	49.9%
	1	Too difficult to compare the different tariffs /deals offered by each provider	32	1.5%
Missing Values	System		1025	48.6%

**QC13r19**

		Value	Count	Percent
Standard Attributes	Label	QC13r19: No real difference between providers /they are all the same		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No real difference between providers /they are all the same	984	46.7%
	1	No real difference between providers /they are all the same	100	4.7%
Missing Values	System		1025	48.6%

**QC13r20**

		Value	Count	Percent
Standard Attributes	Label	QC13r20: Don't think we could save much money		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't think we could save much money	964	45.7%
	1	Don't think we could save much money	120	5.7%
Missing Values	System		1025	48.6%

### QC13r21

		Value	Count	Percent
Standard Attributes	Label	QC13r21: Don't want to be tied into a new fixed term contract		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't want to be tied into a new fixed term contract	1048	49.7%
	1	Don't want to be tied into a new fixed term contract	36	1.7%
Missing Values	System		1025	48.6%

### QC13r22

		Value	Count	Percent
Standard Attributes	Label	QC13r22: We are tied into our existing contract and would incur a penalty charge		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: We are tied into our existing contract and would incur a penalty charge	1038	49.2%
	1	We are tied into our existing contract and would incur a penalty charge	46	2.2%
Missing Values	System		1025	48.6%

### QC13r23

		Value	Count	Percent
Standard Attributes	Label	QC13r23: Other (please type in)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	960	45.5%
	1	Other (please type in)	124	5.9%
Missing Values	System		1025	48.6%

### QC13r23oe

		Value	Count	Percent
Standard Attributes	Label	QC13r23oe: - Other (please type in)		
	Format	A137		
	Measurement	Nominal		
Valid Values			1985	94.1%
	4 months in		1	0.0%
	6 months ago		1	0.0%
	a good service		1	0.0%
	AGREED CONTRACT		1	0.0%
	because it's the only provider		1	0.0%
	because of covid, and was given good deal		1	0.0%
	BETTER DEAL		1	0.0%
	BT allows landline calls to ROI within price of contract		1	0.0%
	bt and switched to virgin		1	0.0%
	BT have a monopoly, these landline charges shouldn't even exist let's be honest		1	0.0%
	buisdness		1	0.0%
	bundled with broadband		2	0.1%
	BUNDLED WITH BROADBAND		1	0.0%

QC13r23oe

	Value	Count	Percent
BUSINESS ACCOUNT/WAS RARE AT TIME/ BUSINESS TARIFFS		1	0.0%
cant be bothered		1	0.0%
contract		1	0.0%
CONTRACT		1	0.0%
convenience		1	0.0%
CONVENIENCE		1	0.0%
COVERAGE		1	0.0%
covid 19		1	0.0%
DESCISIONS MADE EL; SEWHERE		1	0.0%
did before and bad experience		1	0.0%
doesnt have landline		1	0.0%
dont know		3	0.1%
DONT KNOW		1	0.0%
dont make any calls		1	0.0%
DONT NO		1	0.0%
dont use it often		1	0.0%
Due to ease and price from Virgin.		1	0.0%
Email address with present provider		1	0.0%
expensive - wasnt worth it - too slow -		1	0.0%
FIXED TERM		1	0.0%
geographic		1	0.0%
good price		1	0.0%
had problems with sky so stuck with bt		1	0.0%
happy		5	0.2%
HAPPY		1	0.0%
Happy where we are with BT doubtful if any other provider can top them		1	0.0%
happy with		1	0.0%
happy with current provider		1	0.0%
Happy with current provider and prices		1	0.0%
happy with everything		1	0.0%

QC13r23oe

	Value	Count	Percent
Happy with other services, this is just the weak link at times		1	0.0%
Hardly ever use the landline		1	0.0%
hqve switched provider		1	0.0%
I believe BT is the safest option for me as a business,		1	0.0%
I don't want to		1	0.0%
I have a 2 year contract with BT. I also find it annoying that I have other providers ringing about switching my communication providers.		1	0.0%
I have a bundled package with Virgin, which I hopes saves money. Too much at hassle.		1	0.0%
i have but long time ago		1	0.0%
I have not bothered changing as it has not comes across		1	0.0%
i have years ago		1	0.0%
I value their customer service and response time.		1	0.0%
I'm going to be switching to VOIP in July 2022.		1	0.0%
i'm switching to voip next week.		1	0.0%
in contact		1	0.0%
inertia		1	0.0%
It is a managed service building		1	0.0%
It ultimately falls on our infrastructure, which is abysmal.		1	0.0%
It's hard to know if a service will actually work in my location.		1	0.0%
It's just additional hassle I don't need.		1	0.0%

QC13r23oe

	Value	Count	Percent
it's just always been there and when the business was first set up it was only provider available at the time		1	0.0%
limited options in area		1	0.0%
loyal		1	0.0%
loyal to current provider		1	0.0%
NEEDS TO FIND CHEAPER		1	0.0%
New contract		1	0.0%
new install and contract		1	0.0%
no need		1	0.0%
No need.		1	0.0%
No other option		1	0.0%
no other suitable providers in the area		1	0.0%
no point		1	0.0%
no problems		1	0.0%
NO RUSH		1	0.0%
not a priority		1	0.0%
Not possible to change since only one provider in Hull		1	0.0%
not sure		2	0.1%
NOT TO DECIDE		1	0.0%
NOT TOO EXPENSIVE, CONTINUITY		1	0.0%
not worth the hassle		1	0.0%
Nothing to be gained		1	0.0%
nothing to wind me up		1	0.0%
old fashioned		1	0.0%
Only BT are willing to maintain services at our location		1	0.0%
Only have 1 provider in Hull		1	0.0%
only one landline prover in our area		1	0.0%
Personally speaking from what I know they are all bad as each other.		1	0.0%
poor experience		1	0.0%

QC13r23oe

	Value	Count	Percent
Prefer UK based customer call centres with EE		1	0.0%
PRICE		1	0.0%
serviced office.		2	0.1%
switched back to bt		1	0.0%
they dont need alot		1	0.0%
tied into a contract, oral contract which they dont provide to you if dont demand		1	0.0%
TIED INTO CONTRACT		1	0.0%
TIME		1	0.0%
TO HAVE ONE COMPANY		1	0.0%
TOO LONG		1	0.0%
too many other things to do		1	0.0%
too much headache		1	0.0%
Too much of a hassle to switch providers.		1	0.0%
Too time consuming and confusing to compare reputation of suppliers		1	0.0%
wasnt economicakly efficient		1	0.0%
We are in a 5 year contract with Simplicity, if we were to breach that contract we would receive a fine or penalty.		1	0.0%
We are in a rural location and BT is our sole provider.		1	0.0%
We are just starting to look now as contract just ending		1	0.0%
We are stuck with our provider for 5 years.		1	0.0%
We have a contract with Berry Telecom for 5 years.		1	0.0%
We seem happy with the service and the price.		1	0.0%
WILL BE		1	0.0%
wired		1	0.0%

**QC13r23oe**

	Value	Count	Percent
Wish to switch to VoIP but very complicated		1	0.0%
Worried about disruption during switch		1	0.0%

**QC14r1**

		Value	Count	Percent
Standard Attributes	Label	QC14r1: Cheaper deal available from new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cheaper deal available from new provider	222	10.5%
	1	Cheaper deal available from new provider	110	5.2%
Missing Values	System		1777	84.3%

**QC14r2**

		Value	Count	Percent
Standard Attributes	Label	QC14r2: New provider offered a package that fitted my needs better		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: New provider offered a package that fitted my needs better	277	13.1%
	1	New provider offered a package that fitted my needs better	55	2.6%
Missing Values	System		1777	84.3%

### QC14r3

		Value	Count	Percent
Standard Attributes	Label	QC14r3: New provider offered a better range of services		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: New provider offered a better range of services	299	14.2%
	1	New provider offered a better range of services	33	1.6%
Missing Values	System		1777	84.3%

### QC14r4

		Value	Count	Percent
Standard Attributes	Label	QC14r4: Better customer service offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better customer service offered by new provider	299	14.2%
	1	Better customer service offered by new provider	33	1.6%
Missing Values	System		1777	84.3%

**QC14r5**

		Value	Count	Percent
Standard Attributes	Label	QC14r5: Better service reliability offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better service reliability offered by new provider	298	14.1%
	1	Better service reliability offered by new provider	34	1.6%
Missing Values	System		1777	84.3%

**QC14r6**

		Value	Count	Percent
Standard Attributes	Label	QC14r6: Better call quality offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better call quality offered by new provider	298	14.1%
	1	Better call quality offered by new provider	34	1.6%
Missing Values	System		1777	84.3%

### QC14r7

		Value	Count	Percent
Standard Attributes	Label	QC14r7: Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact etc.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact	305	14.5%
	1	Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact etc.	27	1.3%
Missing Values	System		1777	84.3%

### QC14r8

		Value	Count	Percent
Standard Attributes	Label	QC14r8: \$ {"Current" if dSwitcher.r2.c4 else "Previous"} provider too expensive		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ {"Current" if dSwitcher.r2.c4 else "Previous"} provider too expensive	292	13.8%
	1	\$ {"Current" if dSwitcher.r2.c4 else "Previous"} provider too expensive	40	1.9%
Missing Values	System		1777	84.3%

**QC14r9**

		Value	Count	Percent
Standard Attributes	Label	QC14r9: Poor customer service from \$ {"current" if dSwitcher.r2.c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor customer service from \$ {"current" if dSwitcher.r2.c4 else "previous"} provider	296	14.0%
	1	Poor customer service from \$ {"current" if dSwitcher.r2.c4 else "previous"} provider	36	1.7%
Missing Values	System		1777	84.3%

**QC14r10**

		Value	Count	Percent
Standard Attributes	Label	QC14r10: Poor service reliability from \$ {"current" if dSwitcher.r2. c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor service reliability from \$ {"current" if dSwitcher.r2. c4 else "previous"} provider	300	14.2%
	1	Poor service reliability from \$ {"current" if dSwitcher.r2. c4 else "previous"} provider	32	1.5%
Missing Values	System		1777	84.3%

### QC14r11

		Value	Count	Percent
Standard Attributes	Label	QC14r11: Poor call quality from \$ { "current" if dSwitcher.r2. c4 else "previous"} provider (e.g. calls dropped, don't connect, etc.)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor call quality from \$ { "current" if dSwitcher.r2. c4 else "previous"} provider (e.g. calls dropped, don't conne	305	14.5%
	1	Poor call quality from \$ { "current" if dSwitcher.r2. c4 else "previous"} provider (e.g. calls dropped, don't connect, etc	27	1.3%
Missing Values	System		1777	84.3%

### QC14r12

		Value	Count	Percent
Standard Attributes	Label	QC14r12: Wanted to bundle my services		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Wanted to bundle my services	296	14.0%
	1	Wanted to bundle my services	36	1.7%
Missing Values	System		1777	84.3%

### QC14r13

		Value	Count	Percent
Standard Attributes	Label	QC14r13: Was not intending switching my landline provider but was offered a good deal as part of a bundle with another service		
	Format	F1		
	Measurement	Ordinal		

**QC14r13**

		Value	Count	Percent
Valid Values	0	NO TO: Was not intending switching my landline provider but was offered a good deal as part of a bundle with another ser	306	14.5%
	1	Was not intending switching my landline provider but was offered a good deal as part of a bundle with another service	26	1.2%
Missing Values	System		1777	84.3%

**QC14r14**

		Value	Count	Percent
Standard Attributes	Label	QC14r14: Contacted by another provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacted by another provider	311	14.7%
	1	Contacted by another provider	21	1.0%
Missing Values	System		1777	84.3%

**QC14r15**

		Value	Count	Percent
Standard Attributes	Label	QC14r15: Advertising from another provider made me look into it		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Advertising from another provider made me look into it	316	15.0%
	1	Advertising from another provider made me look into it	16	0.8%
Missing Values	System		1777	84.3%

**QC14r16**

		Value	Count	Percent
Standard Attributes	Label	QC14r16: Recommenda tion		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Recommenda tion	303	14.4%
	1	Recommenda tion	29	1.4%
Missing Values	System		1777	84.3%

**QC14r17**

		Value	Count	Percent
Standard Attributes	Label	QC14r17: Other (please type in)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	290	13.8%
	1	Other (please type in)	42	2.0%
Missing Values	System		1777	84.3%

**QC14r18**

		Value	Count	Percent
Standard Attributes	Label	QC14r18: Don't know/can't remember		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know/can't remember	318	15.1%
	1	Don't know/can't remember	14	0.7%
Missing Values	System		1777	84.3%

**QC14r17oe**

		Value	Count	Percent
Standard Attributes	Label	QC14r17oe: - Other (please type in)		
	Format	A192		
	Measurement	Nominal		
Valid Values			2067	98.0%
	better deal		1	0.0%
	broadband spread		1	0.0%
	BT monopoly		1	0.0%
	BT was too expensive		1	0.0%
	BUSINESS		1	0.0%
	CONTINUITY		1	0.0%
	CONTRACT ENDED		1	0.0%
	cost and quality		1	0.0%
	DIDNT WANT TO SWITCH TO BUSDINESS ACCOUNT		1	0.0%
	Equipment		1	0.0%
	expand telephones		1	0.0%
	General interest		1	0.0%
	I suffered dropouts with Virgin.		1	0.0%
	I wanted to look at other providers in the market.		1	0.0%
	i'm switching to voip because it's the most effective way to put a phone into every classroom.		1	0.0%
	increasing in prices without informing her		1	0.0%
	its not an issue whewn		1	0.0%
	moved home, no choice, only BT		1	0.0%
	Moved Location		1	0.0%
	New Business/ better suited business needs		1	0.0%
	NEW CONTRACT		1	0.0%
	new installation		1	0.0%
	NOT RELIABLE SERVICE		1	0.0%
	Only provider at the time as work was being done locally I could only have BT		1	0.0%

QC14r17oe

	Value	Count	Percent
price		2	0.1%
Price		2	0.1%
price increase		1	0.0%
relocated, old service unavailabl4		1	0.0%
service and price		1	0.0%
Switching to VOIP.		1	0.0%
the company loosing them		1	0.0%
They are the only provider the fulfils the needs of our business.		1	0.0%
TOO EXPENSIVE		1	0.0%
too slow		1	0.0%
TOOK ON LANDLINE TO GAIN ACCESS TO BROADBAND		1	0.0%
virgin were not in your area		1	0.0%
WAS SHARED BEFORE		1	0.0%
was upsold on ythe number of users, no flexibilty havent been able to reduce from 4 to 2 users plus her contract was verbally told 2 years contract then was told 3 years and difficult to trans		1	0.0%
We know there are cheaper options available.		1	0.0%
We liked the whole package.		1	0.0%

**QC15r1**

		Value	Count	Percent
Standard Attributes	Label	QC15r1: No problems experienced - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No problems experienced	87	4.1%
	1	No problems experienced	135	6.4%
Missing Values	System		1887	89.5%

**QC15r12**

		Value	Count	Percent
Standard Attributes	Label	QC15r12: Existing provider tried to persuade you to stay - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		

**QC15r12**

		Value	Count	Percent
Valid Values	0	NO TO: Existing provider tried to persuade you to stay	210	10.0%
	1	Existing provider tried to persuade you to stay	12	0.6%
Missing Values	System		1887	89.5%

**QC15r5**

		Value	Count	Percent
Standard Attributes	Label	QC15r5: Arranging the switch so that you were not paying for your old and new services at the same time - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you were not paying for your old and new services at the same time	204	9.7%
	1	Arranging the switch so that you were not paying for your old and new services at the same time	18	0.9%

**QC15r5**

		Value	Count	Percent
Missing Values	System		1887	89.5%

**QC15r8**

		Value	Count	Percent
Standard Attributes	Label	QC15r8: Previous provider sending bills for cancelled service - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Previous provider sending bills for cancelled service	209	9.9%
	1	Previous provider sending bills for cancelled service	13	0.6%
Missing Values	System		1887	89.5%

**QC15r7**

		Value	Count	Percent
Standard Attributes	Label	QC15r7: Process took longer than expected - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Process took longer than expected	208	9.9%
	1	Process took longer than expected	14	0.7%
Missing Values	System		1887	89.5%

**QC15r2**

		Value	Count	Percent
Standard Attributes	Label	QC15r2: Paying charges for early termination of contract - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying charges for early termination of contract	215	10.2%
	1	Paying charges for early termination of contract	7	0.3%
Missing Values	System		1887	89.5%

**QC15r6**

		Value	Count	Percent
Standard Attributes	Label	QC15r6: Cancelling your previous service - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cancelling your previous service	211	10.0%
	1	Cancelling your previous service	11	0.5%
Missing Values	System		1887	89.5%

**QC15r9**

		Value	Count	Percent
Standard Attributes	Label	QC15r9: Technical issues (e.g. installation issues) - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Technical issues (e.g. installation issues)	208	9.9%
	1	Technical issues (e.g. installation issues)	14	0.7%
Missing Values	System		1887	89.5%

**QC15r14**

		Value	Count	Percent
Standard Attributes	Label	QC15r14: Charged wrong amount by new provider - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Charged wrong amount by new provider	214	10.1%
	1	Charged wrong amount by new provider	8	0.4%
Missing Values	System		1887	89.5%

**QC15r11**

		Value	Count	Percent
Standard Attributes	Label	QC15r11: Arranging the switch so that you always had access to your services - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you always had access to your services	207	9.8%
	1	Arranging the switch so that you always had access to your services	15	0.7%
Missing Values	System		1887	89.5%

**QC15r13**

		Value	Count	Percent
Standard Attributes	Label	QC15r13: Existing provider cancelled the switching process - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider cancelled the switching process	211	10.0%
	1	Existing provider cancelled the switching process	11	0.5%
Missing Values	System		1887	89.5%

**QC15r10**

		Value	Count	Percent
Standard Attributes	Label	QC15r10: Arranging start and stop dates - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging start and stop dates	207	9.8%
	1	Arranging start and stop dates	15	0.7%
Missing Values	System		1887	89.5%

**QC15r16**

		Value	Count	Percent
Standard Attributes	Label	QC15r16: Obtaining information on switching from previous provider - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Obtaining information on switching from previous provider	204	9.7%
	1	Obtaining information on switching from previous provider	18	0.9%
Missing Values	System		1887	89.5%

**QC15r3**

		Value	Count	Percent
Standard Attributes	Label	QC15r3: Keeping/trans ferring telephone number/s - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Keeping/trans ferring telephone number/s	205	9.7%
	1	Keeping/trans ferring telephone number/s	17	0.8%
Missing Values	System		1887	89.5%

**QC15r4**

		Value	Count	Percent
Standard Attributes	Label	QC15r4: Understanding the relevant steps required to switch provider - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Understanding the relevant steps required to switch provider	202	9.6%
	1	Understanding the relevant steps required to switch provider	20	0.9%
Missing Values	System		1887	89.5%

**QC15r15**

		Value	Count	Percent
Standard Attributes	Label	QC15r15: Delay in receiving new equipment - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Delay in receiving new equipment	209	9.9%
	1	Delay in receiving new equipment	13	0.6%
Missing Values	System		1887	89.5%

**QC15r17**

		Value	Count	Percent
Standard Attributes	Label	QC15r17: Setting up a new online account - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Setting up a new online account	209	9.9%
	1	Setting up a new online account	13	0.6%
Missing Values	System		1887	89.5%

**QC15r18**

		Value	Count	Percent
Standard Attributes	Label	QC15r18: Other devices not working with the new service - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other devices not working with the new service	215	10.2%
	1	Other devices not working with the new service	7	0.3%
Missing Values	System		1887	89.5%

**QC15r19**

		Value	Count	Percent
Standard Attributes	Label	QC15r19: Finding time to research the market - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Finding time to research the market	209	9.9%
	1	Finding time to research the market	13	0.6%
Missing Values	System		1887	89.5%

**QC15r20**

		Value	Count	Percent
Standard Attributes	Label	QC15r20: Paying start up fees to new provider - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying start up fees to new provider	212	10.1%
	1	Paying start up fees to new provider	10	0.5%
Missing Values	System		1887	89.5%

**QC15r21**

		Value	Count	Percent
Standard Attributes	Label	QC15r21: Returning previous provider's equipment - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Returning previous provider's equipment	210	10.0%
	1	Returning previous provider's equipment	12	0.6%
Missing Values	System		1887	89.5%

**QC15r22**

		Value	Count	Percent
Standard Attributes	Label	QC15r22: Contacting your new provider - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacting your new provider	210	10.0%
	1	Contacting your new provider	12	0.6%
Missing Values	System		1887	89.5%

**QC15r23**

		Value	Count	Percent
Standard Attributes	Label	QC15r23: Other (please type in) - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	213	10.1%
	1	Other (please type in)	9	0.4%
Missing Values	System		1887	89.5%

**QC15r99**

		Value	Count	Percent
Standard Attributes	Label	QC15r99: None of these - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	0	0.0%
	1	None of these	9	0.4%
Missing Values	System		2100	99.6%

**QC15r23oe**

		Value	Count	Percent
Standard Attributes	Label	QC15r23oe: Which, if any, of the following did you experience difficulty with when switching your landline service provider? - Other (please type in)		
	Format	A92		
	Measurement	Nominal		
Valid Values			2101	99.6%
	3 months to get out of the BT contract (wanted to give you a credit note) not happy with it.		1	0.0%
	BT charged me an exit fee when I switched over to XLN		1	0.0%
	bungled it		1	0.0%
	changed with other service		1	0.0%
	coming out of the contract		1	0.0%
	Delay in start date		1	0.0%
	Issues with numbers		1	0.0%
	NOT REALIABLE		1	0.0%

**QC15X1r1**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r1: No problems experienced - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No problems experienced	67	3.2%
	1	No problems experienced	93	4.4%
Missing Values	System		1949	92.4%

**QC15X1r12**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r12: Existing provider tried to persuade you to stay - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		

**QC15X1r12**

		Value	Count	Percent
Valid Values	0	NO TO: Existing provider tried to persuade you to stay	149	7.1%
	1	Existing provider tried to persuade you to stay	11	0.5%
Missing Values	System		1949	92.4%

**QC15X1r5**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r5: Arranging the switch so that you were not paying for your old and new services at the same time - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you were not paying for your old and new services at the same time	143	6.8%
	1	Arranging the switch so that you were not paying for your old and new services at the same time	17	0.8%

**QC15X1r5**

		Value	Count	Percent
Missing Values	System		1949	92.4%

**QC15X1r8**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r8: Previous provider sending bills for cancelled service - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Previous provider sending bills for cancelled service	149	7.1%
	1	Previous provider sending bills for cancelled service	11	0.5%
Missing Values	System		1949	92.4%

**QC15X1r7**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r7: Process took longer than expected - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Process took longer than expected	148	7.0%
	1	Process took longer than expected	12	0.6%
Missing Values	System		1949	92.4%

**QC15X1r2**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r2: Paying charges for early termination of contract - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying charges for early termination of contract	155	7.3%
	1	Paying charges for early termination of contract	5	0.2%
Missing Values	System		1949	92.4%

**QC15X1r6**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r6: Cancelling your previous service - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cancelling your previous service	149	7.1%
	1	Cancelling your previous service	11	0.5%
Missing Values	System		1949	92.4%

**QC15X1r9**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r9: Technical issues (e.g. installation issues) - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Technical issues (e.g. installation issues)	148	7.0%
	1	Technical issues (e.g. installation issues)	12	0.6%
Missing Values	System		1949	92.4%

**QC15X1r14**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r14: Charged wrong amount by new provider - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Charged wrong amount by new provider	153	7.3%
	1	Charged wrong amount by new provider	7	0.3%
Missing Values	System		1949	92.4%

**QC15X1r11**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r11: Arranging the switch so that you always had access to your services - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you always had access to your services	145	6.9%
	1	Arranging the switch so that you always had access to your services	15	0.7%
Missing Values	System		1949	92.4%

**QC15X1r13**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r13: Existing provider cancelled the switching process - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider cancelled the switching process	149	7.1%
	1	Existing provider cancelled the switching process	11	0.5%
Missing Values	System		1949	92.4%

**QC15X1r10**

		Value	Count	Percent
Standard Attributes	Label	QC15X1r10: Arranging start and stop dates - Which, if any, of the following did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging start and stop dates	146	6.9%
	1	Arranging start and stop dates	14	0.7%
Missing Values	System		1949	92.4%

**QC15X2r16**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r16: Obtaining information on switching from previous provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Obtaining information on switching from previous provider	49	2.3%
	1	Obtaining information on switching from previous provider	18	0.9%
Missing Values	System		2042	96.8%

**QC15X2r3**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r3: Keeping/trans ferring telephone number/s - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Keeping/trans ferring telephone number/s	53	2.5%
	1	Keeping/trans ferring telephone number/s	14	0.7%
Missing Values	System		2042	96.8%

**QC15X2r4**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r4: Understanding the relevant steps required to switch provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Understanding the relevant steps required to switch provider	48	2.3%
	1	Understanding the relevant steps required to switch provider	19	0.9%
Missing Values	System		2042	96.8%

**QC15X2r15**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r15: Delay in receiving new equipment - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Delay in receiving new equipment	55	2.6%
	1	Delay in receiving new equipment	12	0.6%
Missing Values	System		2042	96.8%

**QC15X2r17**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r17: Setting up a new online account - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Setting up a new online account	54	2.6%
	1	Setting up a new online account	13	0.6%
Missing Values	System		2042	96.8%

**QC15X2r18**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r18: Other devices not working with the new service - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other devices not working with the new service	60	2.8%
	1	Other devices not working with the new service	7	0.3%
Missing Values	System		2042	96.8%

**QC15X2r19**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r19: Finding time to research the market - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Finding time to research the market	54	2.6%
	1	Finding time to research the market	13	0.6%
Missing Values	System		2042	96.8%

**QC15X2r20**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r20: Paying start up fees to new provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying start up fees to new provider	57	2.7%
	1	Paying start up fees to new provider	10	0.5%
Missing Values	System		2042	96.8%

**QC15X2r21**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r21: Returning previous provider's equipment - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Returning previous provider's equipment	55	2.6%
	1	Returning previous provider's equipment	12	0.6%
Missing Values	System		2042	96.8%

**QC15X2r22**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r22: Contacting your new provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacting your new provider	55	2.6%
	1	Contacting your new provider	12	0.6%
Missing Values	System		2042	96.8%

**QC15X2r23**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r23: Other (please type in) - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	66	3.1%
	1	Other (please type in)	1	0.0%
Missing Values	System		2042	96.8%

**QC15X2r99**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r99: None of these - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	58	2.8%
	1	None of these	9	0.4%
Missing Values	System		2042	96.8%

**QC15X2r23oe**

		Value	Count	Percent
Standard Attributes	Label	QC15X2r23oe : The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your landline service provider? - Other (please type in)		
	Format	A17		
	Measurement	Nominal		
Valid Values			2108	100.0%
	could not install		1	0.0%

### QC16r1

		Value	Count	Percent
Standard Attributes	Label	QC16r1: There is a good choice of providers available to my business		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	444	21.1%
	2	Agree slightly	916	43.4%
	3	Neither agree nor disagree	344	16.3%
	4	Disagree slightly	119	5.6%
	5	Disagree strongly	64	3.0%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	107	5.1%
Missing Values	System		115	5.5%

### QC16r2

		Value	Count	Percent
Standard Attributes	Label	QC16r2: There is a good choice of products and/or services available to my business		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	452	21.4%
	2	Agree slightly	881	41.8%
	3	Neither agree nor disagree	384	18.2%
	4	Disagree slightly	122	5.8%
	5	Disagree strongly	47	2.2%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	108	5.1%
Missing Values	System		115	5.5%

### QC16r3

		Value	Count	Percent
Standard Attributes	Label	QC16r3: It is difficult to make comparisons between providers on price		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	187	8.9%
	2	Agree slightly	630	29.9%
	3	Neither agree nor disagree	485	23.0%
	4	Disagree slightly	427	20.2%
	5	Disagree strongly	159	7.5%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	106	5.0%
Missing Values	System		115	5.5%

### QC16r4

		Value	Count	Percent
Standard Attributes	Label	QC16r4: It is difficult to make comparisons between providers on quality of service		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	311	14.7%
	2	Agree slightly	716	33.9%
	3	Neither agree nor disagree	441	20.9%
	4	Disagree slightly	308	14.6%
	5	Disagree strongly	102	4.8%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	116	5.5%
Missing Values	System		115	5.5%

### QC16r5

		Value	Count	Percent
Standard Attributes	Label	QC16r5: The prices of services are clear and transparent		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	419	19.9%
	2	Agree slightly	792	37.6%
	3	Neither agree nor disagree	408	19.3%
	4	Disagree slightly	202	9.6%
	5	Disagree strongly	79	3.7%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	94	4.5%
Missing Values	System		115	5.5%

### QC16r6

		Value	Count	Percent
Standard Attributes	Label	QC16r6: I am able to negotiate effectively with my provider on tariffs and ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	350	16.6%
	2	Agree slightly	709	33.6%
	3	Neither agree nor disagree	447	21.2%
	4	Disagree slightly	226	10.7%
	5	Disagree strongly	109	5.2%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	153	7.3%
Missing Values	System		115	5.5%

### QC16r7

		Value	Count	Percent
Standard Attributes	Label	QC16r7: There is not much difference between the providers on the market		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	241	11.4%
	2	Agree slightly	768	36.4%
	3	Neither agree nor disagree	475	22.5%
	4	Disagree slightly	259	12.3%
	5	Disagree strongly	106	5.0%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	145	6.9%
Missing Values	System		115	5.5%

### QC16r8

		Value	Count	Percent
Standard Attributes	Label	QC16r8: It is difficult to make comparisons between providers because my service needs are complex		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	171	8.1%
	2	Agree slightly	457	21.7%
	3	Neither agree nor disagree	477	22.6%
	4	Disagree slightly	467	22.1%
	5	Disagree strongly	320	15.2%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	102	4.8%
Missing Values	System		115	5.5%

**QC16r9**

		Value	Count	Percent
Standard Attributes	Label	QC16r9: I find price comparison sites useful to help me compare providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	370	17.5%
	2	Agree slightly	724	34.3%
	3	Neither agree nor disagree	433	20.5%
	4	Disagree slightly	184	8.7%
	5	Disagree strongly	116	5.5%
	6	Don't know \$ {"(DO NOT READ OUT)" if dSampleType .r2 else ""}	167	7.9%
Missing Values	System		115	5.5%

**QC17r1**

		Value	Count	Percent
Standard Attributes	Label	QC17r1: Happy with my current provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Happy with my current provider	829	39.3%
	1	Happy with my current provider	778	36.9%
Missing Values	System		502	23.8%

### QC17r2

		Value	Count	Percent
Standard Attributes	Label	QC17r2: There is not enough choice of providers available in our area		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: There is not enough choice of providers available in our area	1546	73.3%
	1	There is not enough choice of providers available in our area	61	2.9%
Missing Values	System		502	23.8%

### QC17r3

		Value	Count	Percent
Standard Attributes	Label	QC17r3: There is not enough choice of products or service available to my organization		
	Format	F1		
	Measurement	Ordinal		

### QC17r3

		Value	Count	Percent
Valid Values	0	NO TO: There is not enough choice of products or service available to my organization	1571	74.5%
	1	There is not enough choice of products or service available to my organization	36	1.7%
Missing Values	System		502	23.8%

### QC17r4

		Value	Count	Percent
Standard Attributes	Label	QC17r4: Do not know how to switch providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Do not know how to switch providers	1587	75.2%
	1	Do not know how to switch providers	20	0.9%
Missing Values	System		502	23.8%

### QC17r5

		Value	Count	Percent
Standard Attributes	Label	QC17r5: Have never thought about switching providers		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have never thought about switching providers	1534	72.7%
	1	Have never thought about switching providers	73	3.5%
Missing Values	System		502	23.8%

### QC17r6

		Value	Count	Percent
Standard Attributes	Label	QC17r6: Problems not sufficiently bad with current provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Problems not sufficiently bad with current provider	1497	71.0%
	1	Problems not sufficiently bad with current provider	110	5.2%
Missing Values	System		502	23.8%

### QC17r7

		Value	Count	Percent
Standard Attributes	Label	QC17r7: Already on the best deal		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Already on the best deal	1352	64.1%
	1	Already on the best deal	255	12.1%
Missing Values	System		502	23.8%

### QC17r8

		Value	Count	Percent
Standard Attributes	Label	QC17r8: Able to negotiate effectively with my current ...		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Able to negotiate effectively with my current ...	1538	72.9%
	1	Able to negotiate effectively with my current ...	69	3.3%
Missing Values	System		502	23.8%

**QC17r9**

		Value	Count	Percent
Standard Attributes	Label	QC17r9: Too risky/ worried the switching process could go wrong		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Too risky/ worried the switching process could go wrong	1520	72.1%
	1	Too risky/ worried the switching process could go wrong	87	4.1%
Missing Values	System		502	23.8%

**QC17r10**

		Value	Count	Percent
Standard Attributes	Label	QC17r10: Hassle of needing to contact more than one provider to switch		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Hassle of needing to contact more than one provider to switch	1529	72.5%
	1	Hassle of needing to contact more than one provider to switch	78	3.7%
Missing Values	System		502	23.8%

### QC17r11

		Value	Count	Percent
Standard Attributes	Label	QC17r11: Didn't want to change provider for other services in the same bundle		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Didn't want to change provider for other services in the same bundle	1558	73.9%
	1	Didn't want to change provider for other services in the same bundle	49	2.3%
Missing Values	System		502	23.8%

### QC17r12

		Value	Count	Percent
Standard Attributes	Label	QC17r12: Worried about arranging for services to start/stop at the same time		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried about arranging for services to start/stop at the same time	1540	73.0%
	1	Worried about arranging for services to start/stop at the same time	67	3.2%
Missing Values	System		502	23.8%

### QC17r13

		Value	Count	Percent
Standard Attributes	Label	QC17r13: Worried that might have to pay two providers at the same time		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried that might have to pay two providers at the same time	1583	75.1%
	1	Worried that might have to pay two providers at the same time	24	1.1%
Missing Values	System		502	23.8%

### QC17r14

		Value	Count	Percent
Standard Attributes	Label	QC17r14: Worried that other devices I own wouldn't work with a new service		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Worried that other devices I own wouldn't work with a new service	1570	74.4%
	1	Worried that other devices I own wouldn't work with a new service	37	1.8%
Missing Values	System		502	23.8%

**QC17r15**

		Value	Count	Percent
Standard Attributes	Label	QC17r15: Would be worried I made the wrong choice		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Would be worried I made the wrong choice	1541	73.1%
	1	Would be worried I made the wrong choice	66	3.1%
Missing Values	System		502	23.8%

**QC17r16**

		Value	Count	Percent
Standard Attributes	Label	QC17r16: Bad experience switching comms services previously		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Bad experience switching comms services previously	1580	74.9%
	1	Bad experience switching comms services previously	27	1.3%
Missing Values	System		502	23.8%

**QC17r17**

		Value	Count	Percent
Standard Attributes	Label	QC17r17: Don't have time/have other priorities		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't have time/have other priorities	1469	69.7%
	1	Don't have time/have other priorities	138	6.5%
Missing Values	System		502	23.8%

**QC17r18**

		Value	Count	Percent
Standard Attributes	Label	QC17r18: Too difficult to compare the different tariffs /deals offered by each provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Too difficult to compare the different tariffs /deals offered by each provider	1555	73.7%
	1	Too difficult to compare the different tariffs /deals offered by each provider	52	2.5%
Missing Values	System		502	23.8%

**QC17r19**

		Value	Count	Percent
Standard Attributes	Label	QC17r19: No real difference between providers /they are all the same		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No real difference between providers /they are all the same	1491	70.7%
	1	No real difference between providers /they are all the same	116	5.5%
Missing Values	System		502	23.8%

**QC17r20**

		Value	Count	Percent
Standard Attributes	Label	QC17r20: Don't think we could save much money		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't think we could save much money	1443	68.4%
	1	Don't think we could save much money	164	7.8%
Missing Values	System		502	23.8%

### QC17r21

		Value	Count	Percent
Standard Attributes	Label	QC17r21: Don't want to be tied into a new fixed term contract		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't want to be tied into a new fixed term contract	1543	73.2%
	1	Don't want to be tied into a new fixed term contract	64	3.0%
Missing Values	System		502	23.8%

### QC17r22

		Value	Count	Percent
Standard Attributes	Label	QC17r22: Did not want to have to get an engineer to install new equipment		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Did not want to have to get an engineer to install new equipment	1554	73.7%
	1	Did not want to have to get an engineer to install new equipment	53	2.5%
Missing Values	System		502	23.8%

**QC17r23**

		Value	Count	Percent
Standard Attributes	Label	QC17r23: We are tied into our existing contract and would incur a penalty charge		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: We are tied into our existing contract and would incur a penalty charge	1523	72.2%
	1	We are tied into our existing contract and would incur a penalty charge	84	4.0%
Missing Values	System		502	23.8%

**QC17r24**

		Value	Count	Percent
Standard Attributes	Label	QC17r24: Other (please type in)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	1411	66.9%
	1	Other (please type in)	196	9.3%
Missing Values	System		502	23.8%

QC17r24oe

		Value	Count	Percent
Standard Attributes	Label	QC17r24oe: - Other (please type in)		
	Format	A218		
	Measurement	Nominal		
Valid Values			1913	90.7%
	4 months in		1	0.0%
	5 year nightmare		1	0.0%
	all together		1	0.0%
	Already on FTTP		1	0.0%
	Already on the fastest so hard to switch even if i wanted to		1	0.0%
	anecdotal evidence shows me that other providers do not provide as good a signal		1	0.0%
	As I mentioned before in my previous answer we have a contract with Berry Telecom for 5 years.		1	0.0%
	bad customer service price incxreasew		1	0.0%
	been with them for 6 months		1	0.0%
	best value		1	0.0%
	BETTER DEAL		1	0.0%
	BETTER SERVICE ELSEWHERE		1	0.0%
	BT are brilliant. They are 99% reliable.		1	0.0%
	Bt the only provider in our area at present		1	0.0%
	building services		1	0.0%
	buisness		1	0.0%
	bundled is a better deal		1	0.0%
	BUSINESS CONTRACT/ WAS RARE/ LINKED TO TELEPHONE		1	0.0%
	cant find a better price		1	0.0%
	CANT FIND ANYONE ELSE		1	0.0%
	changed 2 years ago		1	0.0%
	connected into 1		1	0.0%

QC17r24oe

	Value	Count	Percent
CONTINUITY		1	0.0%
contract		3	0.1%
CONTRACT		3	0.1%
contract obligations		1	0.0%
CONTROLLED BY BUILDING		1	0.0%
convenience		2	0.1%
couldnt find a better service		1	0.0%
covid 19 pandemic		1	0.0%
CURR3ENTLY SWITCHING		1	0.0%
didnt need too		1	0.0%
discount		1	0.0%
dont have internet		1	0.0%
dont know		5	0.2%
dont no		1	0.0%
DONT NO		2	0.1%
Due to ease and price from Virgin.		1	0.0%
FIXED TERM		1	0.0%
for a m,pmth		1	0.0%
geography		1	0.0%
good deal		1	0.0%
good price		2	0.1%
good service		1	0.0%
governed by local authority		1	0.0%
ha		1	0.0%
happy		6	0.3%
HAPPY		10	0.5%
Happy with present provider/others can't improve the service		1	0.0%
HAPPY WITH SERVICE		1	0.0%
happy with wear you are		1	0.0%
have switched		1	0.0%
havent had it for that long		1	0.0%
I am happy with my current provider.		1	0.0%

QC17r24oe

	Value	Count	Percent
I am happy with my present internet supplier		1	0.0%
I am thinking of changing provider.		1	0.0%
I believe BT is the safest option for me as a business		1	0.0%
i did		1	0.0%
I get the best speeds with my current provider		1	0.0%
I had no issues with Plusnet as a provider.		1	0.0%
I have a 2 year contract with BT. I also find it annoying that I have other providers ringing about switching my communication providers.		1	0.0%
I have a contract with XLN and soon as it expires I will be looking around for other providers on the market.		1	0.0%
I have a lot of priorities at the moment and I taken the time out to look for different providers.		1	0.0%
I have not bothered changing as it has not comes across		1	0.0%
i like continuity		1	0.0%
I only started using 3 for my broadband.		1	0.0%
I think it would be too much of a hassle to switch over.		1	0.0%
I think it's too much of a hassle to switch providers.		1	0.0%
I value their customer service and response times.		1	0.0%
i will leaving bt.		1	0.0%
inclusive of the rent price		1	0.0%
inertia		1	0.0%
Internet address with present provider		1	0.0%

QC17r24oe

	Value	Count	Percent
it comes with building services		1	0.0%
It is a managed service building.		1	0.0%
It ultimately falls on our infrastructure, which is abysmal		1	0.0%
it was exactly what i needed		1	0.0%
JUST STARTED THE BUSINESS		1	0.0%
laziness		1	0.0%
Laziness		1	0.0%
lifes too short		1	0.0%
Looking in to it now.		1	0.0%
Loss of email address		1	0.0%
LOYAL - considered now after issue		1	0.0%
loyal to ,my provider		1	0.0%
ndw contract 8 mths		1	0.0%
NEVER NEEDED TOO		1	0.0%
never set it up		1	0.0%
new contract		1	0.0%
new install and contract		1	0.0%
NO COMPETITION		1	0.0%
no issues		1	0.0%
no need		1	0.0%
NO NEED		1	0.0%
No need to happy wth BT		1	0.0%
No one else offers the speed I already get		1	0.0%
No other options		1	0.0%
no point		1	0.0%
No real need.		1	0.0%
no reason too		1	0.0%
No suitable alternative		1	0.0%
no time		1	0.0%

QC17r24oe

	Value	Count	Percent
NO WAY TO TELL HOW GOOD/BAD SERVICE IS IN MY AREA WITH SOMEONE ELSE AND IT SEEMS LIKE ONCE YOUR ARE WITH THEM YOU PAY PENALTIES IF YOU TRY TO LEAVE.		1	0.0%
None		1	0.0%
not applicable		2	0.1%
Not enough time		1	0.0%
not in the last 2 years		1	0.0%
NOT OUR DESCISION		1	0.0%
Not possible to switch in the city of hull		1	0.0%
not sure		1	0.0%
NOT TO DECIDE		1	0.0%
not worth the hassle		1	0.0%
old fashioned ways		1	0.0%
on a fixed contract no issue		1	0.0%
Once again we were		1	0.0%
ONLY BEEN THERE FOR 3 YEARS		1	0.0%
Only BT are able to maintain services to our location		1	0.0%
only just had it installed for the first time		1	0.0%
other comapny deals with it		1	0.0%
other pritiries		1	0.0%
Other providers aren't as good on download and upload speedes		1	0.0%
Other providers get access through Broadband is controlled by OpenReach (BT). This puts them second in any queue for support.		1	0.0%
owners		1	0.0%
POOR SERVICE		1	0.0%
Prefer the UK-based call centres with EE		1	0.0%
PRICE		1	0.0%

QC17r24oe

	Value	Count	Percent
provided by building services		2	0.1%
RELIABILITY		1	0.0%
SATISFIED		1	0.0%
satisfied		2	0.1%
serviced office.		4	0.2%
she has		1	0.0%
SIGNAL		1	0.0%
specialist decision		1	0.0%
STUDIO SPACE DEALS WITH INTERNET		1	0.0%
support contractor handles everything		1	0.0%
switched to virgin		1	0.0%
The prospect of trying to find an affordable supplier with a good reputation is daunting		1	0.0%
They always done me a good price.		1	0.0%
They are the only provider of high speed internet in our area.		1	0.0%
they stiched me up in a contract and thier termination fee are the entire value of the contract, plus its difficult to evalutaepriees when services are bundled together with a discount applied at the end of the bundle		1	0.0%
tied to landline number		1	0.0%
time		1	0.0%
TIME		1	0.0%
too busy		1	0.0%
TOO BUSY		1	0.0%
too early		1	0.0%
TOO LONG		1	0.0%
TOO MUCH		1	0.0%
too much hassle		1	0.0%
Too much of a hassle to switch providers.		1	0.0%

**QC17r24oe**

	Value	Count	Percent
very happy with the service/ undersytand the specialized requirement		1	0.0%
Waiting for Fibre to become available in our area		1	0.0%
Waiting for super fast fibre optic to house and providers being able to provide this service		1	0.0%
We are in a rural location and BT is our sole provider.		1	0.0%
We are in contract with Simplicity for 5 years and if we were to breach that contract we would receive a fine or penalty.		1	0.0%
We are newly established business		1	0.0%
We have a 5 year contract with our current internet service provider		1	0.0%
WE need al least fibre with 100meg+		1	0.0%
we need to move offices before we change.		1	0.0%
What i want isnt available		1	0.0%
WILL BE		1	0.0%
wind you up		1	0.0%
Worried about disruption during switch		1	0.0%
Would have to change to wireless and doesn't want to		1	0.0%

### QC18r1

		Value	Count	Percent
Standard Attributes	Label	QC18r1: Cheaper deal available from new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cheaper deal available from new provider	393	18.6%
	1	Cheaper deal available from new provider	170	8.1%
Missing Values	System		1546	73.3%

### QC18r2

		Value	Count	Percent
Standard Attributes	Label	QC18r2: New provider offered a package that fitted my needs better		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: New provider offered a package that fitted my needs better	487	23.1%
	1	New provider offered a package that fitted my needs better	76	3.6%
Missing Values	System		1546	73.3%

### QC18r3

		Value	Count	Percent
Standard Attributes	Label	QC18r3: New provider offered a better range of services		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: New provider offered a better range of services	499	23.7%
	1	New provider offered a better range of services	64	3.0%
Missing Values	System		1546	73.3%

### QC18r4

		Value	Count	Percent
Standard Attributes	Label	QC18r4: Better customer service offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better customer service offered by new provider	519	24.6%
	1	Better customer service offered by new provider	44	2.1%
Missing Values	System		1546	73.3%

### QC18r5

		Value	Count	Percent
Standard Attributes	Label	QC18r5: Better service reliability offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better service reliability offered by new provider	492	23.3%
	1	Better service reliability offered by new provider	71	3.4%
Missing Values	System		1546	73.3%

### QC18r6

		Value	Count	Percent
Standard Attributes	Label	QC18r6: Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact etc.		
	Format	F1		
	Measurement	Ordinal		

**QC18r6**

		Value	Count	Percent
Valid Values	0	NO TO: Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact	528	25.0%
	1	Better service level agreements from new provider, e.g. faster response/repair times, guaranteed 24 hour contact etc.	35	1.7%
Missing Values	System		1546	73.3%

**QC18r7**

		Value	Count	Percent
Standard Attributes	Label	QC18r7: Faster connection speed offered by new provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Faster connection speed offered by new provider	489	23.2%
	1	Faster connection speed offered by new provider	74	3.5%
Missing Values	System		1546	73.3%

**QC18r8**

		Value	Count	Percent
Standard Attributes	Label	QC18r8: Faster upload/downl oad speeds		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Faster upload/downl oad speeds	479	22.7%
	1	Faster upload/downl oad speeds	84	4.0%
Missing Values	System		1546	73.3%

**QC18r9**

		Value	Count	Percent
Standard Attributes	Label	QC18r9: \$ { "Current" if dSwitcher.r3. c4 else "Previous"} provider too expensive		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: \$ { "Current" if dSwitcher.r3. c4 else "Previous"} provider too expensive	502	23.8%
	1	\$ { "Current" if dSwitcher.r3. c4 else "Previous"} provider too expensive	61	2.9%
Missing Values	System		1546	73.3%

### QC18r10

		Value	Count	Percent
Standard Attributes	Label	QC18r10: Poor customer service from \$ { "current" if dSwitcher.r3. c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor customer service from \$ { "current" if dSwitcher.r3. c4 else "previous"} provider	508	24.1%
	1	Poor customer service from \$ { "current" if dSwitcher.r3. c4 else "previous"} provider	55	2.6%
Missing Values	System		1546	73.3%

**QC18r11**

		Value	Count	Percent
Standard Attributes	Label	QC18r11: Poor service reliability from \$ {"current" if dSwitcher.r3. c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Poor service reliability from \$ {"current" if dSwitcher.r3. c4 else "previous"} provider	490	23.2%
	1	Poor service reliability from \$ {"current" if dSwitcher.r3. c4 else "previous"} provider	73	3.5%
Missing Values	System		1546	73.3%

### QC18r12

		Value	Count	Percent
Standard Attributes	Label	QC18r12: Slow connection speed from \$ { "current" if dSwitcher.r3. c4 else "previous"} provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Slow connection speed from \$ { "current" if dSwitcher.r3. c4 else "previous"} provider	499	23.7%
	1	Slow connection speed from \$ { "current" if dSwitcher.r3. c4 else "previous"} provider	64	3.0%
Missing Values	System		1546	73.3%

### QC18r13

		Value	Count	Percent
Standard Attributes	Label	QC18r13: Wanted to bundle my services		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Wanted to bundle my services	529	25.1%
	1	Wanted to bundle my services	34	1.6%
Missing Values	System		1546	73.3%

**QC18r14**

		Value	Count	Percent
Standard Attributes	Label	QC18r14: Was not intending switching my internet provider but was offered a good deal as part of a bundle with another service		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Was not intending switching my internet provider but was offered a good deal as part of a bundle with another ser	536	25.4%
	1	Was not intending switching my internet provider but was offered a good deal as part of a bundle with another service	27	1.3%
Missing Values	System		1546	73.3%

**QC18r15**

		Value	Count	Percent
Standard Attributes	Label	QC18r15: Contacted by another provider		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacted by another provider	522	24.8%
	1	Contacted by another provider	41	1.9%
Missing Values	System		1546	73.3%

**QC18r16**

		Value	Count	Percent
Standard Attributes	Label	QC18r16: Recommendation		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Recommendation	525	24.9%
	1	Recommendation	38	1.8%
Missing Values	System		1546	73.3%

**QC18r17**

		Value	Count	Percent
Standard Attributes	Label	QC18r17: Advertising from another provider made me look into it		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Advertising from another provider made me look into it	543	25.7%
	1	Advertising from another provider made me look into it	20	0.9%
Missing Values	System		1546	73.3%

**QC18r18**

		Value	Count	Percent
Standard Attributes	Label	QC18r18: Other (please type in)		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	490	23.2%
	1	Other (please type in)	73	3.5%
Missing Values	System		1546	73.3%

### QC18r19

		Value	Count	Percent
Standard Attributes	Label	QC18r19: Don't know/can't remember		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know/can't remember	536	25.4%
	1	Don't know/can't remember	27	1.3%
Missing Values	System		1546	73.3%

### QC18r18oe

		Value	Count	Percent
Standard Attributes	Label	QC18r18oe: - Other (please type in)		
	Format	A96		
	Measurement	Nominal		
Valid Values			2036	96.5%
	A combination of price and what I actually need.		1	0.0%
	better and faster service		1	0.0%
	BETTER DEAL		1	0.0%
	better price		2	0.1%
	BT made us available of the full fibre available in my area.		1	0.0%
	Business changed hands		1	0.0%
	CHEAPER		1	0.0%
	company took over old provider		1	0.0%
	CONTINUITY		1	0.0%
	contract came up for renewal and was just looking around, ended up staying with current provider		1	0.0%
	CONTRACT ENDED		1	0.0%
	Cost		1	0.0%
	COST		1	0.0%

QC18r18oe

	Value	Count	Percent
cost and quality		1	0.0%
Could only choose BT at the time		1	0.0%
COULDNT UPLOAD THINGS		1	0.0%
current provider set out to rip me off and dont like feeling that way		1	0.0%
DIDNT WANT TO SWITCH TO BUSINESS ACCOUNT		1	0.0%
expensive		1	0.0%
General interest		1	0.0%
Getting a dedicated VOIP line at new premises		1	0.0%
gone from shared to dedicated line.		1	0.0%
House move, previous supplier unavailable at new address		1	0.0%
I needed something that was a lot faster and I was overpaying for my previous internet provider.		1	0.0%
I suffered connection dropouts with Virgin.		1	0.0%
I wanted to compare prices between different providers.		1	0.0%
I wanted to look at other providers in the market.		1	0.0%
im looking for fibre broadband		1	0.0%
inconvenience		1	0.0%
issue 5 weeks		1	0.0%
it was the only SIM that works here		1	0.0%
its a bundle		1	0.0%
Just returned to UK		1	0.0%
Keep everything under 1		1	0.0%
LOCAL TO OUR BUSSINESS		1	0.0%
location change, now had access to fibre		1	0.0%

QC18r18oe

	Value	Count	Percent
looked elsewhere but current provider came out on top.		1	0.0%
looked to see if better price available		1	0.0%
Looking around for different		1	0.0%
money		1	0.0%
MOVED		1	0.0%
Moved home, no choice		1	0.0%
moved home.		1	0.0%
Moved in with someone who already had a different provider		1	0.0%
moved location		1	0.0%
Moved Location		1	0.0%
moved office		2	0.1%
moved premises.		2	0.1%
My contract was due to end with my previous provider.		1	0.0%
NETWORK		1	0.0%
NEW CONTRACT		1	0.0%
not reliable		1	0.0%
only ones which offer full fibre		1	0.0%
price		2	0.1%
Price		4	0.2%
price increase		1	0.0%
Relocating		1	0.0%
relocation		1	0.0%
SPEED		1	0.0%
speed less than 2		1	0.0%
stronger connection		1	0.0%
They increased the price		1	0.0%
to consolidate eveythghin uncer 1 bill./.		1	0.0%
virgin wasnt working in my area		1	0.0%
We liked what they offered and it suited the demands for our business.		1	0.0%

**QC18r18oe**

	Value	Count	Percent
WORK REMOTE		1	0.0%

**QC19r1**

		Value	Count	Percent
Standard Attributes	Label	QC19r1: No problems experienced - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No problems experienced	140	6.6%
	1	No problems experienced	247	11.7%
Missing Values	System		1722	81.7%

**QC19r9**

		Value	Count	Percent
Standard Attributes	Label	QC19r9: Previous provider sending bills for cancelled service - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Previous provider sending bills for cancelled service	364	17.3%
	1	Previous provider sending bills for cancelled service	23	1.1%
Missing Values	System		1722	81.7%

**QC19r8**

		Value	Count	Percent
Standard Attributes	Label	QC19r8: Process took longer than expected - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Process took longer than expected	355	16.8%
	1	Process took longer than expected	32	1.5%
Missing Values	System		1722	81.7%

**QC19r12**

		Value	Count	Percent
Standard Attributes	Label	QC19r12: Arranging the switch so that you always had access to your services - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you always had access to your services	358	17.0%
	1	Arranging the switch so that you always had access to your services	29	1.4%
Missing Values	System		1722	81.7%

**QC19r13**

		Value	Count	Percent
Standard Attributes	Label	QC19r13: Existing provider tried to persuade you to stay - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider tried to persuade you to stay	368	17.4%
	1	Existing provider tried to persuade you to stay	19	0.9%
Missing Values	System		1722	81.7%

**QC19r6**

		Value	Count	Percent
Standard Attributes	Label	QC19r6: Arranging the switch so that you were not paying for your old and new services at the same time - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you were not paying for your old and new services at the same time	365	17.3%
	1	Arranging the switch so that you were not paying for your old and new services at the same time	22	1.0%
Missing Values	System		1722	81.7%

**QC19r7**

		Value	Count	Percent
Standard Attributes	Label	QC19r7: Cancelling your previous service - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cancelling your previous service	366	17.4%
	1	Cancelling your previous service	21	1.0%
Missing Values	System		1722	81.7%

**QC19r10**

		Value	Count	Percent
Standard Attributes	Label	QC19r10: Technical issues (e.g. installation issues) - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Technical issues (e.g. installation issues)	347	16.5%
	1	Technical issues (e.g. installation issues)	40	1.9%
Missing Values	System		1722	81.7%

**QC19r2**

		Value	Count	Percent
Standard Attributes	Label	QC19r2: Paying charges for early termination of contract - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying charges for early termination of contract	364	17.3%
	1	Paying charges for early termination of contract	23	1.1%
Missing Values	System		1722	81.7%

**QC19r17**

		Value	Count	Percent
Standard Attributes	Label	QC19r17: Obtaining information on switching from previous provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Obtaining information on switching from previous provider	372	17.6%
	1	Obtaining information on switching from previous provider	15	0.7%
Missing Values	System		1722	81.7%

**QC19r11**

		Value	Count	Percent
Standard Attributes	Label	QC19r11: Arranging start and stop dates - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging start and stop dates	361	17.1%
	1	Arranging start and stop dates	26	1.2%
Missing Values	System		1722	81.7%

**QC19r5**

		Value	Count	Percent
Standard Attributes	Label	QC19r5: Understanding the relevant steps required to switch provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Understanding the relevant steps required to switch provider	360	17.1%
	1	Understanding the relevant steps required to switch provider	27	1.3%
Missing Values	System		1722	81.7%

**QC19r3**

		Value	Count	Percent
Standard Attributes	Label	QC19r3: Difficulty getting a MAC from existing provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Difficulty getting a MAC from existing provider	371	17.6%
	1	Difficulty getting a MAC from existing provider	16	0.8%
Missing Values	System		1722	81.7%

**QC19r14**

		Value	Count	Percent
Standard Attributes	Label	QC19r14: Existing provider cancelled the switching process - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider cancelled the switching process	367	17.4%
	1	Existing provider cancelled the switching process	20	0.9%
Missing Values	System		1722	81.7%

**QC19r16**

		Value	Count	Percent
Standard Attributes	Label	QC19r16: Delay in receiving new equipment - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Delay in receiving new equipment	359	17.0%
	1	Delay in receiving new equipment	28	1.3%
Missing Values	System		1722	81.7%

**QC19r4**

		Value	Count	Percent
Standard Attributes	Label	QC19r4: Transferring email to new service - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Transferring email to new service	366	17.4%
	1	Transferring email to new service	21	1.0%
Missing Values	System		1722	81.7%

**QC19r15**

		Value	Count	Percent
Standard Attributes	Label	QC19r15: Charged wrong amount by new provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Charged wrong amount by new provider	361	17.1%
	1	Charged wrong amount by new provider	26	1.2%
Missing Values	System		1722	81.7%

**QC19r18**

		Value	Count	Percent
Standard Attributes	Label	QC19r18: Setting up a new online account - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Setting up a new online account	360	17.1%
	1	Setting up a new online account	27	1.3%
Missing Values	System		1722	81.7%

**QC19r19**

		Value	Count	Percent
Standard Attributes	Label	QC19r19: Other devices not working with the new service - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other devices not working with the new service	376	17.8%
	1	Other devices not working with the new service	11	0.5%
Missing Values	System		1722	81.7%

**QC19r20**

		Value	Count	Percent
Standard Attributes	Label	QC19r20: Finding time to research the market - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Finding time to research the market	359	17.0%
	1	Finding time to research the market	28	1.3%
Missing Values	System		1722	81.7%

**QC19r21**

		Value	Count	Percent
Standard Attributes	Label	QC19r21: Paying start up fees to new provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying start up fees to new provider	365	17.3%
	1	Paying start up fees to new provider	22	1.0%
Missing Values	System		1722	81.7%

**QC19r22**

		Value	Count	Percent
Standard Attributes	Label	QC19r22: Returning previous provider's equipment - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Returning previous provider's equipment	367	17.4%
	1	Returning previous provider's equipment	20	0.9%
Missing Values	System		1722	81.7%

**QC19r23**

		Value	Count	Percent
Standard Attributes	Label	QC19r23: Contacting your new provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacting your new provider	357	16.9%
	1	Contacting your new provider	30	1.4%
Missing Values	System		1722	81.7%

**QC19r24**

		Value	Count	Percent
Standard Attributes	Label	QC19r24: Other (please type in) - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	375	17.8%
	1	Other (please type in)	12	0.6%
Missing Values	System		1722	81.7%

**QC19r99**

		Value	Count	Percent
Standard Attributes	Label	QC19r99: None of these - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	0	0.0%
	1	None of these	13	0.6%
Missing Values	System		2096	99.4%

**QC19r24oe**

		Value	Count	Percent
Standard Attributes	Label	QC19r24oe: Which, if any, of the following did you experience any difficulties with when switching your internet service provider? - Other (please type in)		
	Format	A92		
	Measurement	Nominal		
Valid Values			2100	99.6%
	2 with BT		1	0.0%
	agreed price of service has been doubled on the first bill when it was supposed to be halved		1	0.0%
	changing over with the vodafone line		1	0.0%
	CHEAPER		1	0.0%
	COVID MADE IT LONGER		1	0.0%
	Delay on switch over date		1	0.0%
	the portal was forgotton and old provider wasnt aware not recived the form		1	0.0%
	TOO LONG TO INSTAL		1	0.0%
	would release		1	0.0%

**QC19X1r1**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r1: No problems experienced - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No problems experienced	115	5.5%
	1	No problems experienced	146	6.9%
Missing Values	System		1848	87.6%

**QC19X1r9**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r9: Previous provider sending bills for cancelled service - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		

**QC19X1r9**

		Value	Count	Percent
Valid Values	0	NO TO: Previous provider sending bills for cancelled service	240	11.4%
	1	Previous provider sending bills for cancelled service	21	1.0%
Missing Values	System		1848	87.6%

**QC19X1r8**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r8: Process took longer than expected - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Process took longer than expected	233	11.0%
	1	Process took longer than expected	28	1.3%
Missing Values	System		1848	87.6%

**QC19X1r12**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r12: Arranging the switch so that you always had access to your services - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you always had access to your services	234	11.1%
	1	Arranging the switch so that you always had access to your services	27	1.3%
Missing Values	System		1848	87.6%

**QC19X1r13**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r13: Existing provider tried to persuade you to stay - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider tried to persuade you to stay	245	11.6%
	1	Existing provider tried to persuade you to stay	16	0.8%
Missing Values	System		1848	87.6%

**QC19X1r6**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r6: Arranging the switch so that you were not paying for your old and new services at the same time - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging the switch so that you were not paying for your old and new services at the same time	241	11.4%
	1	Arranging the switch so that you were not paying for your old and new services at the same time	20	0.9%
Missing Values	System		1848	87.6%

**QC19X1r7**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r7: Cancelling your previous service - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Cancelling your previous service	243	11.5%
	1	Cancelling your previous service	18	0.9%
Missing Values	System		1848	87.6%

**QC19X1r10**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r10: Technical issues (e.g. installation issues) - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Technical issues (e.g. installation issues)	231	11.0%
	1	Technical issues (e.g. installation issues)	30	1.4%
Missing Values	System		1848	87.6%

**QC19X1r2**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r2: Paying charges for early termination of contract - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying charges for early termination of contract	241	11.4%
	1	Paying charges for early termination of contract	20	0.9%
Missing Values	System		1848	87.6%

**QC19X1r17**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r17: Obtaining information on switching from previous provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Obtaining information on switching from previous provider	247	11.7%
	1	Obtaining information on switching from previous provider	14	0.7%
Missing Values	System		1848	87.6%

**QC19X1r11**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r11: Arranging start and stop dates - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Arranging start and stop dates	237	11.2%
	1	Arranging start and stop dates	24	1.1%
Missing Values	System		1848	87.6%

**QC19X1r5**

		Value	Count	Percent
Standard Attributes	Label	QC19X1r5: Understanding the relevant steps required to switch provider - Which, if any, of the following did you experience any difficulties with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Understanding the relevant steps required to switch provider	236	11.2%
	1	Understanding the relevant steps required to switch provider	25	1.2%
Missing Values	System		1848	87.6%

**QC19X2r3**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r3: Difficulty getting a MAC from existing provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Difficulty getting a MAC from existing provider	100	4.7%
	1	Difficulty getting a MAC from existing provider	15	0.7%
Missing Values	System		1994	94.5%

**QC19X2r14**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r14: Existing provider cancelled the switching process - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Existing provider cancelled the switching process	96	4.6%
	1	Existing provider cancelled the switching process	19	0.9%
Missing Values	System		1994	94.5%

**QC19X2r16**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r16: Delay in receiving new equipment - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Delay in receiving new equipment	91	4.3%
	1	Delay in receiving new equipment	24	1.1%
Missing Values	System		1994	94.5%

**QC19X2r4**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r4: Transferring email to new service - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Transferring email to new service	94	4.5%
	1	Transferring email to new service	21	1.0%
Missing Values	System		1994	94.5%

**QC19X2r15**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r15: Charged wrong amount by new provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Charged wrong amount by new provider	90	4.3%
	1	Charged wrong amount by new provider	25	1.2%
Missing Values	System		1994	94.5%

**QC19X2r18**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r18: Setting up a new online account - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Setting up a new online account	91	4.3%
	1	Setting up a new online account	24	1.1%
Missing Values	System		1994	94.5%

**QC19X2r19**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r19: Other devices not working with the new service - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other devices not working with the new service	105	5.0%
	1	Other devices not working with the new service	10	0.5%
Missing Values	System		1994	94.5%

**QC19X2r20**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r20: Finding time to research the market - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Finding time to research the market	89	4.2%
	1	Finding time to research the market	26	1.2%
Missing Values	System		1994	94.5%

**QC19X2r21**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r21: Paying start up fees to new provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Paying start up fees to new provider	94	4.5%
	1	Paying start up fees to new provider	21	1.0%
Missing Values	System		1994	94.5%

**QC19X2r22**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r22: Returning previous provider's equipment - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Returning previous provider's equipment	95	4.5%
	1	Returning previous provider's equipment	20	0.9%
Missing Values	System		1994	94.5%

**QC19X2r23**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r23: Contacting your new provider - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacting your new provider	88	4.2%
	1	Contacting your new provider	27	1.3%
Missing Values	System		1994	94.5%

**QC19X2r24**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r24: Other (please type in) - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	112	5.3%
	1	Other (please type in)	3	0.1%
Missing Values	System		1994	94.5%

**QC19X2r99**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r99: None of these - The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	102	4.8%
	1	None of these	13	0.6%
Missing Values	System		1994	94.5%

**QC19X2r24oe**

		Value	Count	Percent
Standard Attributes	Label	QC19X2r24oe : The following are some more possible difficulties. Which, if any, of these did you experience difficulty with when switching your internet service provider? - Other (please type in)		
	Format	A54		
	Measurement	Nominal		
Valid Values			2106	99.9%
	incorrect package received		1	0.0%
	Installation delays by new provider		1	0.0%
	previous provider cancelled service before agreed date		1	0.0%

### QC20r1

		Value	Count	Percent
Standard Attributes	Label	QC20r1: The reliability of the service - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	1755	83.2%
	2	Medium	195	9.2%
	3	Lower	44	2.1%
Missing Values	System		115	5.5%

### QC20r2

		Value	Count	Percent
Standard Attributes	Label	QC20r2: The cost of the service - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	1241	58.8%
	2	Medium	662	31.4%
	3	Lower	91	4.3%
Missing Values	System		115	5.5%

### QC20r3

		Value	Count	Percent
Standard Attributes	Label	QC20r3: Download speed - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	1336	63.3%
	2	Medium	567	26.9%
	3	Lower	91	4.3%
Missing Values	System		115	5.5%

### QC20r4

		Value	Count	Percent
Standard Attributes	Label	QC20r4: Upload speed - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	1187	56.3%
	2	Medium	672	31.9%
	3	Lower	135	6.4%
Missing Values	System		115	5.5%

### QC20r5

		Value	Count	Percent
Standard Attributes	Label	QC20r5: Customer service / support from the provider - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	1084	51.4%
	2	Medium	800	37.9%
	3	Lower	110	5.2%
Missing Values	System		115	5.5%

### QC20r6

		Value	Count	Percent
Standard Attributes	Label	QC20r6: The service level agreement (SLA) offered by the provider - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	890	42.2%
	2	Medium	897	42.5%
	3	Lower	207	9.8%
Missing Values	System		115	5.5%

**QC20r7**

		Value	Count	Percent
Standard Attributes	Label	QC20r7: The reputation of the provider - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	824	39.1%
	2	Medium	954	45.2%
	3	Lower	216	10.2%
Missing Values	System		115	5.5%

**QC20r8**

		Value	Count	Percent
Standard Attributes	Label	QC20r8: The provider being well known / having many users - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	460	21.8%
	2	Medium	963	45.7%
	3	Lower	571	27.1%

**QC20r8**

		Value	Count	Percent
Missing Values	System		115	5.5%

**QC20r9**

		Value	Count	Percent
Standard Attributes	Label	QC20r9: Other (please type in) - imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Top	37	1.8%
	2	Medium	32	1.5%
	3	Lower	17	0.8%
Missing Values	System		2023	95.9%

**QC20r9oe**

		Value	Count	Percent
Standard Attributes	Label	QC20r9oe: imagine you are choosing a new internet provider. For each factor, please can you whether it would be a top priority, a medium priority or a lower priority for you? - Other (please type in)		
	Format	A55		
	Measurement	Nominal		
Valid Values			2023	95.9%
	10		1	0.0%
	55		1	0.0%
	Ability to transfer email addresses		1	0.0%
	Able to provide Internet and phone service in 1 package		1	0.0%
	Amazon		1	0.0%
	available in area		1	0.0%
	connection speed		1	0.0%
	Contract length		1	0.0%
	cost		1	0.0%
	Cost		1	0.0%
	cost increases		1	0.0%
	costs		1	0.0%
	Don't know		1	0.0%
	dont have internet		1	0.0%
	Dont know		1	0.0%
	downtime to a min		1	0.0%
	ease of access to the provider		1	0.0%
	Ease of use		1	0.0%
	error		1	0.0%
	Ethical Values		1	0.0%
	Excellent		1	0.0%
	Fairly		1	0.0%

QC20r9oe

	Value	Count	Percent
Fibre access		1	0.0%
Fibre at least 100meg no landline		1	0.0%
Firewalls		1	0.0%
Guaranteed uptime		1	0.0%
H		1	0.0%
Help		1	0.0%
introduction incentive		1	0.0%
Language support		1	0.0%
Most important price		1	0.0%
Mr		1	0.0%
My EE		1	0.0%
n/a		1	0.0%
N/a		1	0.0%
na		1	0.0%
Na		3	0.1%
No		1	0.0%
No Idea		1	0.0%
nobne		1	0.0%
none		7	0.3%
None		12	0.6%
not applicable		1	0.0%
nothing		1	0.0%
Nothing		1	0.0%
Offers		1	0.0%
Other		1	0.0%
Overall performance		1	0.0%
price		1	0.0%
Quality		1	0.0%
Reliability		2	0.1%
Reliable		1	0.0%
Reputation		1	0.0%
RESPONSE TIME FOR POSSIBLE QUERIES		1	0.0%
SALES REPRESENTATIVES		1	0.0%
Satellite transmission		1	0.0%
Service works		1	0.0%
Set up		1	0.0%

### QC20r9oe

	Value	Count	Percent
Sevice		1	0.0%
Speed		1	0.0%
Technical issues		1	0.0%
The brands image		1	0.0%
the location and reach of the network		1	0.0%
time for fixing problems is good		1	0.0%
Unsure		1	0.0%
Yes		1	0.0%

### QD1r1

		Value	Count	Percent
Standard Attributes	Label	QD1r1: I am aware of the key terms and conditions of the contract (including charges due on early termination of the service) - Please can you say how much you agree or disagree with the following statements about your [pipe: hSectionBQD 1] contract/s.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	613	29.1%
	2	Agree slightly	878	41.6%
	3	Neither agree nor disagree	309	14.7%
	4	Disagree slightly	193	9.2%
	5	Disagree strongly	53	2.5%
	6	Don't know	63	3.0%

**QD1r2**

		Value	Count	Percent
Standard Attributes	Label	QD1r2: I find that my contract terms and conditions are clear and easily understood - Please can you say how much you agree or disagree with the following statements about your [pipe: hSectionBQD 1] contract/s.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	489	23.2%
	2	Agree slightly	727	34.5%
	3	Neither agree nor disagree	402	19.1%
	4	Disagree slightly	278	13.2%
	5	Disagree strongly	140	6.6%
	6	Don't know	73	3.5%

### QD1r3

		Value	Count	Percent
Standard Attributes	Label	QD1r3: I am able to access the terms of my contract easily (either because they were sent in a written format or are available online) - Please can you say how much you agree or disagree with the following statements about your [pipe: hSectionBQD 1] contra		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	689	32.7%
	2	Agree slightly	761	36.1%
	3	Neither agree nor disagree	333	15.8%
	4	Disagree slightly	165	7.8%
	5	Disagree strongly	54	2.6%
	6	Don't know	107	5.1%

### QD1r4

		Value	Count	Percent
Standard Attributes	Label	QD1r4: It would be helpful to have all key terms presented as an upfront summary within a contract - Please can you say how much you agree or disagree with the following statements about your [pipe: hSectionBQD 1] contract/s.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	959	45.5%
	2	Agree slightly	780	37.0%
	3	Neither agree nor disagree	251	11.9%
	4	Disagree slightly	46	2.2%
	5	Disagree strongly	17	0.8%
	6	Don't know	56	2.7%

**QD1r5**

		Value	Count	Percent
Standard Attributes	Label	QD1r5: I always read the Terms and Conditions of my communication contracts - Please can you say how much you agree or disagree with the following statements about your [pipe: hSectionBQD 1] contract/s.		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	493	23.4%
	2	Agree slightly	626	29.7%
	3	Neither agree nor disagree	361	17.1%
	4	Disagree slightly	367	17.4%
	5	Disagree strongly	233	11.0%
	6	Don't know	29	1.4%

**QD1r6**

		Value	Count	Percent
Standard Attributes	Label	QD1r6: I have experienced negative consequences as a result of terms and conditions I was unaware of (such as receiving a financial penalty, price increases, being tied into a contract for longer than expected or being charged for doing something such as		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Agree strongly	183	8.7%
	2	Agree slightly	290	13.8%
	3	Neither agree nor disagree	369	17.5%
	4	Disagree slightly	571	27.1%
	5	Disagree strongly	607	28.8%
	6	Don't know	89	4.2%

**QD234r1**

		Value	Count	Percent
Standard Attributes	Label	QD234r1: Mobile service - For each of your communicatio ns services, does your organisation have a specific business contract or do you just use an ordinary personal/resid ential service, or do you have both?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Personal / residential contract/s only	552	26.2%
	2	Business contract/s only	651	30.9%
	3	Both business and personal / residential contracts	241	11.4%
	4	\$ {"(Don't know / Refused)" if dSampleType .r2 else "Don't know"}	30	1.4%
Missing Values	System		635	30.1%

**QD234r2**

		Value	Count	Percent
Standard Attributes	Label	QD234r2: Landline service - For each of your communicatio ns services, does your organisation have a specific business contract or do you just use an ordinary personal/resid ential service, or do you have both?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Personal / residential contract/s only	332	15.7%
	2	Business contract/s only	785	37.2%
	3	Both business and personal / residential contracts	153	7.3%
	4	\$ {"(Don't know / Refused)" if dSampleType .r2 else "Don't know"}	36	1.7%
Missing Values	System		803	38.1%

**QD234r3**

		Value	Count	Percent
Standard Attributes	Label	QD234r3: Internet service - For each of your communicatio ns services, does your organisation have a specific business contract or do you just use an ordinary personal/resid ential service, or do you have both?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Personal / residential contract/s only	552	26.2%
	2	Business contract/s only	1132	53.7%
	3	Both business and personal / residential contracts	263	12.5%
	4	\$ {"(Don't know / Refused)" if dSampleType .r2 else "Don't know"}	47	2.2%
Missing Values	System		115	5.5%

### QD5x1r1

		Value	Count	Percent
Standard Attributes	Label	QD5x1r1: Never thought about it/considered it - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Never thought about it/considered it	453	21.5%
	1	Never thought about it/considered it	99	4.7%
Missing Values	System		1557	73.8%

### QD5x1r2

		Value	Count	Percent
Standard Attributes	Label	QD5x1r2: Business contracts are more expensive/personal contracts are cheaper - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		

### QD5x1r2

		Value	Count	Percent
Valid Values	0	NO TO: Business contracts are more expensive/personal contracts are cheaper	434	20.6%
	1	Business contracts are more expensive/personal contracts are cheaper	118	5.6%
Missing Values	System		1557	73.8%

### QD5x1r3

		Value	Count	Percent
Standard Attributes	Label	QD5x1r3: Personal contract is fine for my business - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Personal contract is fine for my business	220	10.4%
	1	Personal contract is fine for my business	332	15.7%
Missing Values	System		1557	73.8%

**QD5x1r4**

		Value	Count	Percent
Standard Attributes	Label	QD5x1r4: My business needs more than a residential package, but even the smallest/cheapest business packages available offer higher levels of service (bandwidth/capacity) than my business needs - Why have you chosen not to have a business service for your		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: My business needs more than a residential package, but even the smallest/cheapest business packages available off	521	24.7%
	1	My business needs more than a residential package, but even the smallest/cheapest business packages available offer high	31	1.5%
Missing Values	System		1557	73.8%

**QD5x1r5**

		Value	Count	Percent
Standard Attributes	Label	QD5x1r5: Better/faster service available on a personal contract than on a business one - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better/faster service available on a personal contract than on a business one	531	25.2%
	1	Better/faster service available on a personal contract than on a business one	21	1.0%
Missing Values	System		1557	73.8%

**QD5x1r6**

		Value	Count	Percent
Standard Attributes	Label	QD5x1r6: Haven't got round to switching to a business contract - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Haven't got round to switching to a business contract	522	24.8%
	1	Haven't got round to switching to a business contract	30	1.4%
Missing Values	System		1557	73.8%

**QD5x1r7**

		Value	Count	Percent
Standard Attributes	Label	QD5x1r7: Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels of customer service) - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels	511	24.2%
	1	Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels of cus	41	1.9%
Missing Values	System		1557	73.8%

**QD5x1r98**

		Value	Count	Percent
Standard Attributes	Label	QD5x1r98: Other (please type in) - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	499	23.7%
	1	Other (please type in)	53	2.5%
Missing Values	System		1557	73.8%

**QD5x1r99**

		Value	Count	Percent
Standard Attributes	Label	QD5x1r99: Don't know - Why have you chosen not to have a business service for your mobile service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	533	25.3%
	1	Don't know	19	0.9%
Missing Values	System		1557	73.8%

**QD5x1r98oe**

		Value	Count	Percent
Standard Attributes	Label	QD5x1r98oe: Why have you chosen not to have a business service for your mobile service? - Other (please type in)		
	Format	A121		
	Measurement	Nominal		
Valid Values			2056	97.5%
	At this stage of business I am going to retire		1	0.0%
	BECAUSE IM ONLY PART TIME		1	0.0%
	Because they aren't the business's contracts.		1	0.0%
	BOTH		1	0.0%
	CHEAPER		1	0.0%
	Company has a BYO policy		1	0.0%
	cost him more		1	0.0%
	council has one not your team		1	0.0%
	didnt see the point		1	0.0%
	do not want two 2 phones		1	0.0%
	Don't want two mobile phones		1	0.0%
	DONT NEED		1	0.0%
	dont need it		1	0.0%
	dont offer it		1	0.0%
	EASY		1	0.0%
	ECH HAVE A PERSONAL CONTRACT		1	0.0%
	extra cost		1	0.0%
	happy		1	0.0%
	HAPPY		2	0.1%
	I have not seen any point in moving to a business contract.		1	0.0%
	I have VoIP line which I pay separately		1	0.0%
	IT IS BUSY		1	0.0%

**QD5x1r98oe**

	Value	Count	Percent
It never worked out in terms of price.		1	0.0%
its cheaper to remain on personal contract		1	0.0%
MINIMAL CALL		1	0.0%
Minimal/zero benefit, but a vastly inflated price. We find it cheaper to take a personal tariff and pay the VAT...		1	0.0%
Mobile service is not central to our needs		1	0.0%
more convenient cheap and easy to do		1	0.0%
more expensive		1	0.0%
My business is a small		1	0.0%
need an upgrade		1	0.0%
no need		1	0.0%
no need for it		1	0.0%
NO POINT		1	0.0%
NOT DONE SO		1	0.0%
not necessary		1	0.0%
not offering anything different		1	0.0%
ORGANISATION IS A CHARITY THEREFORE DOES NOT WANT TO CLAIM		1	0.0%
PACAGE		1	0.0%
POO		1	0.0%
Reimbursed by work		1	0.0%
SIZE OF BUSINESS		1	0.0%
Sky don't do business tariffs		1	0.0%
Tax advantages for employees and business. Business buys & owns handset with allowance for personal contract (lower BIK).		1	0.0%
the provider only does residential contracts		1	0.0%
There is no need to switch over to a business.		1	0.0%

**QD5x1r98oe**

	Value	Count	Percent
Too expensive		1	0.0%
TOO MUCH HASSTLE		1	0.0%
top up line		1	0.0%
WAY IT IS		1	0.0%
YES WE DO HAVE		1	0.0%
You can't get payg on a business deal		1	0.0%

**QD5x2r1**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r1: Never thought about it/considered it - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Never thought about it/considered it	264	12.5%
	1	Never thought about it/considered it	68	3.2%
Missing Values	System		1777	84.3%

**QD5x2r2**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r2: Business contracts are more expensive/personal contracts are cheaper - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Business contracts are more expensive/personal contracts are cheaper	254	12.0%
	1	Business contracts are more expensive/personal contracts are cheaper	78	3.7%
Missing Values	System		1777	84.3%

**QD5x2r3**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r3: Personal contract is fine for my business - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Personal contract is fine for my business	126	6.0%
	1	Personal contract is fine for my business	206	9.8%
Missing Values	System		1777	84.3%

**QD5x2r4**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r4: My business needs more than a residential package, but even the smallest/cheapest business packages available offer higher levels of service (bandwidth/capacity) than my business needs - Why have you chosen not to have a business service for your		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: My business needs more than a residential package, but even the smallest/cheapest business packages available off	315	14.9%
	1	My business needs more than a residential package, but even the smallest/cheapest business packages available offer high	17	0.8%
Missing Values	System		1777	84.3%

**QD5x2r5**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r5: Better/faster service available on a personal contract than on a business one - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better/faster service available on a personal contract than on a business one	310	14.7%
	1	Better/faster service available on a personal contract than on a business one	22	1.0%
Missing Values	System		1777	84.3%

**QD5x2r6**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r6: Haven't got round to switching to a business contract - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Haven't got round to switching to a business contract	314	14.9%
	1	Haven't got round to switching to a business contract	18	0.9%
Missing Values	System		1777	84.3%

**QD5x2r7**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r7: Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels of customer service) - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels	300	14.2%
	1	Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels of cus	32	1.5%
Missing Values	System		1777	84.3%

**QD5x2r98**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r98: Other (please type in) - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	310	14.7%
	1	Other (please type in)	22	1.0%
Missing Values	System		1777	84.3%

**QD5x2r99**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r99: Don't know - Why have you chosen not to have a business service for your landline service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	323	15.3%
	1	Don't know	9	0.4%
Missing Values	System		1777	84.3%

**QD5x2r98oe**

		Value	Count	Percent
Standard Attributes	Label	QD5x2r98oe: Why have you chosen not to have a business service for your landline service? - Other (please type in)		
	Format	A132		
	Measurement	Nominal		
Valid Values			2087	99.0%
	BECAUSE IM ONLY PART TIME		1	0.0%
	CHURCH		1	0.0%
	cost		1	0.0%
	COST		1	0.0%
	couldnt hear the response		1	0.0%
	DO NOT NEED		1	0.0%
	dont need it		1	0.0%
	EASY		1	0.0%
	happy		1	0.0%
	HAPPY		1	0.0%
	Hardly ever used for the business		1	0.0%
	I		1	0.0%
	I have a bundled deal with Sky for my landline, broadband and TV. So there is no point on going on a business contract.		1	0.0%
	I was told that I couldn't bring the original business number with me when we moved location and had to go on a residential contract		1	0.0%
	I was told there was no advantage of switching to a business contract.		1	0.0%
	Landline is not crucial for our needs.		1	0.0%
need to change email address		1	0.0%	

**QD5x2r98oe**

	Value	Count	Percent
Running business down towards retirement		1	0.0%
SET UP BEFORE BUSINESS		1	0.0%
SIZE OF BUSINESS		1	0.0%
WE HAVE		1	0.0%
work from home		1	0.0%

**QD5x3r1**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r1: Never thought about it/considered it - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Never thought about it/considered it	451	21.4%
	1	Never thought about it/considered it	101	4.8%
Missing Values	System		1557	73.8%

**QD5x3r2**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r2: Business contracts are more expensive/personal contracts are cheaper - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Business contracts are more expensive/personal contracts are cheaper	435	20.6%
	1	Business contracts are more expensive/personal contracts are cheaper	117	5.5%
Missing Values	System		1557	73.8%

**QD5x3r3**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r3: Personal contract is fine for my business - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Personal contract is fine for my business	210	10.0%
	1	Personal contract is fine for my business	342	16.2%
Missing Values	System		1557	73.8%

**QD5x3r4**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r4: My business needs more than a residential package, but even the smallest/cheapest business packages available offer higher levels of service (bandwidth/capacity) than my business needs - Why have you chosen not to have a business service for your		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: My business needs more than a residential package, but even the smallest/cheapest business packages available off	525	24.9%
	1	My business needs more than a residential package, but even the smallest/cheapest business packages available offer high	27	1.3%
Missing Values	System		1557	73.8%

**QD5x3r5**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r5: Better/faster service available on a personal contract than on a business one - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Better/faster service available on a personal contract than on a business one	529	25.1%
	1	Better/faster service available on a personal contract than on a business one	23	1.1%
Missing Values	System		1557	73.8%

**QD5x3r6**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r6: Haven't got round to switching to a business contract - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Haven't got round to switching to a business contract	523	24.8%
	1	Haven't got round to switching to a business contract	29	1.4%
Missing Values	System		1557	73.8%

**QD5x3r7**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r7: Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels of customer service) - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels	509	24.1%
	1	Wasn't aware business contracts can be beneficial (such as providing enhanced service provision and better levels of cus	43	2.0%
Missing Values	System		1557	73.8%

**QD5x3r98**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r98: Other (please type in) - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Other (please type in)	512	24.3%
	1	Other (please type in)	40	1.9%
Missing Values	System		1557	73.8%

**QD5x3r99**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r99: Don't know - Why have you chosen not to have a business service for your internet service?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	536	25.4%
	1	Don't know	16	0.8%
Missing Values	System		1557	73.8%

**QD5x3r98oe**

		Value	Count	Percent
Standard Attributes	Label	QD5x3r98oe: Why have you chosen not to have a business service for your internet service? - Other (please type in)		
	Format	A132		
	Measurement	Nominal		
Valid Values			2069	98.1%
	BECAUSE IM ONLY PART TIME		1	0.0%
	BOTH		2	0.1%
	BUSINESS AND PER		1	0.0%
	CHEAPER		1	0.0%
	cheaper to remain on personal contract		1	0.0%
	CHUCH		1	0.0%
	complicated to get a business contract		1	0.0%
	COST		1	0.0%
	cost me more		1	0.0%
	couldnt hear the answer		1	0.0%
	DO NOT NEED 2 PHONE		1	0.0%
	doesnt make sense		1	0.0%
	DONT NEED		1	0.0%
	dont need it		1	0.0%
	email		1	0.0%
	HAPPY		3	0.1%
	I get 100meg fibre		1	0.0%
	i started off with a personal		1	0.0%
	I was told that I couldn't bring the original business number with me when we moved location and had to go on a residential contract		1	0.0%
	I was told there was no advantage of switching to a business contract.		1	0.0%

**QD5x3r98oe**

	Value	Count	Percent
It never worked out in terms of price.		1	0.0%
It was bundled with my TV		1	0.0%
MINIMAL CALL		1	0.0%
no need		1	0.0%
OFFERED AS A PACKAGE		1	0.0%
Office is home property		1	0.0%
ORGANISATION IS A CHARITY THEREFORE DOES NOT WANT TO CLAIM		1	0.0%
PACAGES		1	0.0%
POOR SERVICE		1	0.0%
SIZE OF BUSINESS		1	0.0%
small company		1	0.0%
The size of my business does not warrant a business contract		1	0.0%
There is no need to switch over to a business contract.		1	0.0%
TOO MUCH BOTHER		1	0.0%
WAS THERE BEFORE BUSINESS		1	0.0%
work from home		1	0.0%
Work from home		1	0.0%

**QD6ar1**

		Value	Count	Percent
Standard Attributes	Label	QD6ar1: Have not received a notification about the status of my contract - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form o		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have not received a notification about the status of my contract	634	30.1%
	1	Have not received a notification about the status of my contract	840	39.8%
Missing Values	System		635	30.1%

**QD6ar2**

		Value	Count	Percent
Standard Attributes	Label	QD6ar2: Looked into deals with my existing provider at that time - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a lett		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Looked into deals with my existing provider at that time	1350	64.0%
	1	Looked into deals with my existing provider at that time	124	5.9%
Missing Values	System		635	30.1%

**QD6ar3**

		Value	Count	Percent
Standard Attributes	Label	QD6ar3: Looked into deals with alternative provider/s - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a letter, email o		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Looked into deals with alternative provider/s	1390	65.9%
	1	Looked into deals with alternative provider/s	84	4.0%
Missing Values	System		635	30.1%

### QD6ar4

		Value	Count	Percent
Standard Attributes	Label	QD6ar4: Contacted my existing provider at that time - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a letter, email or		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacted my existing provider at that time	1389	65.9%
	1	Contacted my existing provider at that time	85	4.0%
Missing Values	System		635	30.1%

### QD6ar5

		Value	Count	Percent
Standard Attributes	Label	QD6ar5: Contacted alternative provider/s - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a letter, email or text and wo		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacted alternative provider/s	1430	67.8%
	1	Contacted alternative provider/s	44	2.1%
Missing Values	System		635	30.1%

**QD6ar6**

		Value	Count	Percent
Standard Attributes	Label	QD6ar6: Signed up for a contract with my existing provider at that time - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Signed up for a contract with my existing provider at that time	1400	66.4%
	1	Signed up for a contract with my existing provider at that time	74	3.5%
Missing Values	System		635	30.1%

### QD6ar7

		Value	Count	Percent
Standard Attributes	Label	QD6ar7: Signed up for a contract with an alternative provider - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a letter,		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Signed up for a contract with an alternative provider	1446	68.6%
	1	Signed up for a contract with an alternative provider	28	1.3%
Missing Values	System		635	30.1%

### QD6ar8

		Value	Count	Percent
Standard Attributes	Label	QD6ar8: Something else (please type in) - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a letter, email or text and wou		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Something else (please type in)	1457	69.1%
	1	Something else (please type in)	17	0.8%
Missing Values	System		635	30.1%

**QD6ar9**

		Value	Count	Percent
Standard Attributes	Label	QD6ar9: I received a notification, but I did not take any action - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a lett		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: I received a notification, but I did not take any action	1336	63.3%
	1	I received a notification, but I did not take any action	138	6.5%
Missing Values	System		635	30.1%

**QD6ar10**

		Value	Count	Percent
Standard Attributes	Label	QD6ar10: Received a notification but can't remember whether I took any action - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the f		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Received a notification but can't remember whether I took any action	1440	68.3%
	1	Received a notification but can't remember whether I took any action	34	1.6%
Missing Values	System		635	30.1%

### QD6ar11

		Value	Count	Percent
Standard Attributes	Label	QD6ar11: Can't remember whether or not I received a notification - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a lett		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Can't remember whether or not I received a notification	1295	61.4%
	1	Can't remember whether or not I received a notification	179	8.5%
Missing Values	System		635	30.1%

**QD6ar8oe**

		Value	Count	Percent
Standard Attributes	Label	QD6ar8oe: In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your mobile service? This may have been in the form of a letter, email or text and would tell you either that you are		
	Format	A105		
	Measurement	Nominal		
Valid Values			2092	99.2%
	Bought cheaper SIM cards , saved over £100		1	0.0%
	Don't have a contract		1	0.0%
	dont know		1	0.0%
	Ending of the term of contract		1	0.0%
	I don't have a contract, I have a bundle every 30 days		1	0.0%
	I had extended my contract with EE.		1	0.0%
	i have tried		1	0.0%
	moved to rolling month contract once existing 18month ended		1	0.0%
	no		1	0.0%
	none		1	0.0%
	not involved with mobile phones personally so unsure whether or not staff may have received such messages		1	0.0%
	OFFERS		1	0.0%
	pr		1	0.0%

### QD6ar8oe

	Value	Count	Percent
reneg		1	0.0%
Renegotiated		1	0.0%
RENEWED IT		1	0.0%
terminated the contract with Vodaphone		1	0.0%

### QD6br1

		Value	Count	Percent
Standard Attributes	Label	QD6br1: Have not received a notification about the status of my contract - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, em		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Have not received a notification about the status of my contract	835	39.6%
	1	Have not received a notification about the status of my contract	1213	57.5%
Missing Values	System		61	2.9%

**QD6br2**

		Value	Count	Percent
Standard Attributes	Label	QD6br2: Looked into deals with my existing provider at that time - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or t		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Looked into deals with my existing provider at that time	1897	89.9%
	1	Looked into deals with my existing provider at that time	151	7.2%
Missing Values	System		61	2.9%

**QD6br3**

		Value	Count	Percent
Standard Attributes	Label	QD6br3: Looked into deals with alternative provider/s - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or text and wou		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Looked into deals with alternative provider/s	1933	91.7%
	1	Looked into deals with alternative provider/s	115	5.5%
Missing Values	System		61	2.9%

**QD6br4**

		Value	Count	Percent
Standard Attributes	Label	QD6br4: Contacted my existing provider at that time - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or text and would		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacted my existing provider at that time	1945	92.2%
	1	Contacted my existing provider at that time	103	4.9%
Missing Values	System		61	2.9%

**QD6br5**

		Value	Count	Percent
Standard Attributes	Label	QD6br5: Contacted alternative provider/s - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or text and would tell you e		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Contacted alternative provider/s	1997	94.7%
	1	Contacted alternative provider/s	51	2.4%
Missing Values	System		61	2.9%

**QD6br6**

		Value	Count	Percent
Standard Attributes	Label	QD6br6: Signed up for a contract with my existing provider at that time - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, ema		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Signed up for a contract with my existing provider at that time	1955	92.7%
	1	Signed up for a contract with my existing provider at that time	93	4.4%
Missing Values	System		61	2.9%

**QD6br7**

		Value	Count	Percent
Standard Attributes	Label	QD6br7: Signed up for a contract with an alternative provider - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or text		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Signed up for a contract with an alternative provider	2011	95.4%
	1	Signed up for a contract with an alternative provider	37	1.8%
Missing Values	System		61	2.9%

**QD6br8**

		Value	Count	Percent
Standard Attributes	Label	QD6br8: Something else (please type in) - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or text and would tell you ei		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Something else (please type in)	2028	96.2%
	1	Something else (please type in)	20	0.9%
Missing Values	System		61	2.9%

**QD6br9**

		Value	Count	Percent
Standard Attributes	Label	QD6br9: I received a notification, but I did not take any action - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or t		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: I received a notification, but I did not take any action	1869	88.6%
	1	I received a notification, but I did not take any action	179	8.5%
Missing Values	System		61	2.9%

**QD6br10**

		Value	Count	Percent
Standard Attributes	Label	QD6br10: Received a notification but can't remember whether I took any action - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a lette		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Received a notification but can't remember whether I took any action	2010	95.3%
	1	Received a notification but can't remember whether I took any action	38	1.8%
Missing Values	System		61	2.9%

**QD6br11**

		Value	Count	Percent
Standard Attributes	Label	QD6br11: Can't remember whether or not I received a notification - In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or t		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Can't remember whether or not I received a notification	1791	84.9%
	1	Can't remember whether or not I received a notification	257	12.2%
Missing Values	System		61	2.9%

**QD6br8oe**

		Value	Count	Percent
Standard Attributes	Label	QD6br8oe: In the last 12 months, have you taken any action as a result of receiving a notification about the status of your contract for your ? This may have been in the form of a letter, email or text and would tell you either that you are out of contrac		
	Format	A72		
	Measurement	Nominal		
Valid Values			2089	99.1%
	currently shopping around		1	0.0%
	Don't have a contract, have a rolling bundle		1	0.0%
	dont know		1	0.0%
	EE Contacted you		1	0.0%
	get a email how they did sorting out any issues		1	0.0%
	governed by local authority		1	0.0%
	i discovered that i was being overcharged monthly and had to be refunded		1	0.0%
	I DONT HAVE ANY CONTROL		1	0.0%
	I extended my contract with BT.		1	0.0%
	I had extended my contract with Plusnet.		1	0.0%
	new contract organised by them not me		1	0.0%
	pr		1	0.0%
	PRICE CHANGE		1	0.0%

**QD6br8oe**

	Value	Count	Percent
Price increase notification		1	0.0%
renewed		1	0.0%
same		1	0.0%
Terminated and went with a new provider		1	0.0%
The 18 month Contract had another 6 months to run		1	0.0%
They offered us different packages		1	0.0%
tried to call		1	0.0%

**QN1r1**

	Value	Count	Percent
Standard Attributes	Label	QN1r1: Email - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity, please indica	
	Format	F1	
	Measurement	Ordinal	
Valid Values	1	Prioritise	1729 82.0%
	2	Block	37 1.8%
	3	Access, but not prioritise	288 13.7%
	4	Do not use	55 2.6%

### QN1r2

		Value	Count	Percent
Standard Attributes	Label	QN1r2: Online banking - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity, plea		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	1484	70.4%
	2	Block	57	2.7%
	3	Access, but not prioritise	415	19.7%
	4	Do not use	153	7.3%

**QN1r3**

		Value	Count	Percent
Standard Attributes	Label	QN1r3: Online advertising - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity,		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	496	23.5%
	2	Block	414	19.6%
	3	Access, but not prioritise	670	31.8%
	4	Do not use	529	25.1%

**QN1r4**

		Value	Count	Percent
Standard Attributes	Label	QN1r4: Other online marketing (i.e. marketing via email, Facebook or Twitter) - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for		
	Format	F1		
	Measurement	Ordinal		
	Valid Values			
	1	Prioritise	601	28.5%
	2	Block	230	10.9%
	3	Access, but not prioritise	843	40.0%
	4	Do not use	435	20.6%

### QN1r5

		Value	Count	Percent
Standard Attributes	Label	QN1r5: VoIP (i.e. making calls over the internet using services such as Skype) - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	834	39.5%
	2	Block	79	3.7%
	3	Access, but not prioritise	679	32.2%
	4	Do not use	517	24.5%

**QN1r6**

		Value	Count	Percent
Standard Attributes	Label	QN1r6: Paying for goods and services via BACS - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of c		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	1110	52.6%
	2	Block	79	3.7%
	3	Access, but not prioritise	599	28.4%
	4	Do not use	321	15.2%

### QN1r7

		Value	Count	Percent
Standard Attributes	Label	QN1r7: Ordering goods and services online - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of conte		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	1086	51.5%
	2	Block	72	3.4%
	3	Access, but not prioritise	731	34.7%
	4	Do not use	220	10.4%

### QN1r8

		Value	Count	Percent
Standard Attributes	Label	QN1r8: Taking orders for goods and services online - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	974	46.2%
	2	Block	68	3.2%
	3	Access, but not prioritise	556	26.4%
	4	Do not use	511	24.2%

**QN1r9**

		Value	Count	Percent
Standard Attributes	Label	QN1r9: Taking payment for goods and services online - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following type		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	1010	47.9%
	2	Block	68	3.2%
	3	Access, but not prioritise	507	24.0%
	4	Do not use	524	24.8%

### QN1r10

		Value	Count	Percent
Standard Attributes	Label	QN1r10: Using HMRC services (e.g. submitting PAYE information, VAT and company tax returns) - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	1151	54.6%
	2	Block	49	2.3%
	3	Access, but not prioritise	624	29.6%
	4	Do not use	285	13.5%

### QN1r11

		Value	Count	Percent
Standard Attributes	Label	QN1r11: Using bespoke software or applications (e.g. accountancy packages) - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for eac		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	886	42.0%
	2	Block	80	3.8%
	3	Access, but not prioritise	614	29.1%
	4	Do not use	529	25.1%

### QN1r12

		Value	Count	Percent
Standard Attributes	Label	QN1r12: File Transfer Protocol or FTP - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content o		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	639	30.3%
	2	Block	96	4.6%
	3	Access, but not prioritise	705	33.4%
	4	Do not use	669	31.7%

### QN1r13

		Value	Count	Percent
Standard Attributes	Label	QN1r13: Online data storage or back-up - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	1084	51.4%
	2	Block	71	3.4%
	3	Access, but not prioritise	596	28.3%
	4	Do not use	358	17.0%

### QN1r14

		Value	Count	Percent
Standard Attributes	Label	QN1r14: Online video conferencing - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or ac		
	Format	F1		
	Measurement	Ordinal		
	Valid Values			
	1	Prioritise	952	45.1%
	2	Block	74	3.5%
	3	Access, but not prioritise	657	31.2%
	4	Do not use	426	20.2%

### QN1r15

		Value	Count	Percent
Standard Attributes	Label	QN1r15: Gaming websites - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity, pl		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	87	4.1%
	2	Block	733	34.8%
	3	Access, but not prioritise	320	15.2%
	4	Do not use	969	45.9%

### QN1r16

		Value	Count	Percent
Standard Attributes	Label	QN1r16: Adult websites - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity, ple		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	49	2.3%
	2	Block	1018	48.3%
	3	Access, but not prioritise	185	8.8%
	4	Do not use	857	40.6%

### QN1r17

		Value	Count	Percent
Standard Attributes	Label	QN1r17: Shopping websites - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity,		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	388	18.4%
	2	Block	262	12.4%
	3	Access, but not prioritise	1057	50.1%
	4	Do not use	402	19.1%

### QN1r18

		Value	Count	Percent
Standard Attributes	Label	QN1r18: Music videos - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity, pleas		
	Format	F1		
	Measurement	Ordinal		
	Valid Values			
	1	Prioritise	135	6.4%
	2	Block	370	17.5%
	3	Access, but not prioritise	737	34.9%
	4	Do not use	867	41.1%

### QN1r19

		Value	Count	Percent
Standard Attributes	Label	QN1r19: Links to possible fraudulent/scam websites - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following type		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	245	11.6%
	2	Block	1167	55.3%
	3	Access, but not prioritise	254	12.0%
	4	Do not use	443	21.0%

### QN1r20

		Value	Count	Percent
Standard Attributes	Label	QN1r20: Money mining/ trading websites (e.g. Bitcoin) - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following ty		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	127	6.0%
	2	Block	608	28.8%
	3	Access, but not prioritise	340	16.1%
	4	Do not use	1034	49.0%

### QN1r21

		Value	Count	Percent
Standard Attributes	Label	QN1r21: Anything else (please type in) - There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Prioritise	29	1.4%
	2	Block	13	0.6%
	3	Access, but not prioritise	14	0.7%
	4	Do not use	41	1.9%
Missing Values	System		2012	95.4%

**QN1r21oe**

		Value	Count	Percent
Standard Attributes	Label	QN1r21oe: There are various types of content that you may find it valuable to your business to either prioritise or block access to. Please imagine that this was possible to do and for each of the following types of content or activity, please indicate wh		
	Format	A225		
	Measurement	Nominal		
Valid Values			2012	95.4%
	.GOV		1	0.0%
	/		1	0.0%
	6		1	0.0%
	Access to customised reporting software		1	0.0%
	accounting software		1	0.0%
	advertising		1	0.0%
	Advertising		1	0.0%
	Amazon		1	0.0%
	Anything else		2	0.1%
	B		1	0.0%
	Booking in jobs		1	0.0%
	Chat rooms		1	0.0%
	CRIMES		1	0.0%
	dnt know		1	0.0%
	does not use internet		1	0.0%
	Don't know		1	0.0%
	Don't use extra		1	0.0%
	free conference packaging		1	0.0%

QN1r21oe

	Value	Count	Percent
gambling		1	0.0%
Gambling site		1	0.0%
GOV.UK		1	0.0%
Homeoffice monitor		1	0.0%
iun		1	0.0%
lol		1	0.0%
messaging		1	0.0%
n/a		2	0.1%
N/a		2	0.1%
N/A		2	0.1%
na		1	0.0%
Na		4	0.2%
Net neutrality is about more than businesses. The correct moral stance is that it is essential to modern information freedom. Any attempt to revoke or water down net neutrality is an attack on the free sharing of information.		1	0.0%
news		1	0.0%
no		4	0.2%
No		4	0.2%
No e		1	0.0%
No idea		1	0.0%
No internet		1	0.0%
none		3	0.1%
None		10	0.5%
nonee		1	0.0%
nonr		1	0.0%
Not really		1	0.0%
nothing		1	0.0%
Nothing		7	0.3%
Nothing to add		1	0.0%
Online Security		1	0.0%
Other		1	0.0%
porn		1	0.0%
Reputation		1	0.0%
Ringfence around specific geo		1	0.0%

**QN1r21oe**

	Value	Count	Percent
scams		1	0.0%
Security		1	0.0%
Sed		1	0.0%
SINGNG		1	0.0%
slack		1	0.0%
Spam		1	0.0%
SPAM EMAIL		1	0.0%
spam emails		1	0.0%
STREAMING MUSIC		1	0.0%
tv show		1	0.0%
uploading & downloading		1	0.0%
Used daily		1	0.0%
various		1	0.0%
Wallet Gas Fee		1	0.0%
We		1	0.0%
Whatsapp		1	0.0%
zoom		1	0.0%

**QN2**

	Value	Count	Percent
Standard Attributes	Label	QN2: Again, assuming it was possible to specify which types of sites/ content could be prioritised or blocked, which of the following methods of control would you prefer to have available from your Internet Service Provider (ISP)?	
	Format	F1	
	Measurement	Ordinal	

**QN2**

		Value	Count	Percent
Valid Values	1	To do this yourself using software provided by your ISP	1029	48.8%
	2	To select the websites/content yourself and then request your ISP to prioritise or block them for you	295	14.0%
	3	To choose from a list provided by your ISP of websites/content, who will then prioritise or block them for you	269	12.8%
	4	Your ISP to automatically prioritise or block websites/content using its own criteria	138	6.5%
	5	Would not want to prioritise or block any content	152	7.2%
	6	Don't know/not sure \$(DO NOT READ OUT)" if dSampleType .r2 else ""}	226	10.7%

**P1**

		Value	Count	Percent
Standard Attributes	Label	P1: Which of the following ranges comes closest to your organisation's total annual spend on landline, mobile and internet services (including email, web access and any related data services). Please exclude anything you spend on hardware or external su		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Less than £500	483	22.9%
	2	£500-£999	490	23.2%
	3	£1,000-£1,999	345	16.4%
	4	£2,000-£4,999	294	13.9%
	5	£5,000-£9,999	143	6.8%
	6	£10,000 or more	137	6.5%
	7	\$ {" if dSampleType .r1 else "DO NOT READ OUT: "}Don't know/prefer not to say	217	10.3%

**P2**

		Value	Count	Percent
Standard Attributes	Label	P2: PRIVATE Which of the following ranges comes closest to your organisation's annual turnover for the last financial year (2020/21)? / PUBLIC/THIRD Which of the following ranges comes closest to the budget you had available for the last financial year (2		
	Format	F2		
	Measurement	Ordinal		
Valid Values	1	Under £50,000	606	28.7%
	2	£50,000-£75,000	176	8.3%

**P2**

		Value	Count	Percent
	3	Over £75,000 - £100,000	138	6.5%
	4	Over £100,000-£250,000	214	10.1%
	5	Over £250,000 - £500,000	177	8.4%
	6	Over £500,000-£1 million	165	7.8%
	7	Over £1m-£5m	207	9.8%
	8	Over £5m-£10m	89	4.2%
	9	Over £10m	61	2.9%
	10	\$ {" if dSampleType .r1 else "DO NOT READ OUT: "}Don't know/prefer not to say	276	13.1%

**P3**

		Value	Count	Percent
Standard Attributes	Label	P3: Is your business VAT registered?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes	1242	58.9%
	2	No	794	37.6%
	3	Not sure	73	3.5%

### P4r1

		Value	Count	Percent
Standard Attributes	Label	P4r1: Work from home - ?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Work from home	883	41.9%
	1	Work from home	1226	58.1%

### P4r2

		Value	Count	Percent
Standard Attributes	Label	P4r2: Work out of the office in other specific locations/offices/buildings - ?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Work out of the office in other specific locations/offices/buildings	1177	55.8%
	1	Work out of the office in other specific locations/offices/buildings	932	44.2%

**P4r3**

		Value	Count	Percent
Standard Attributes	Label	P4r3: Work while travelling domestically (i.e. within the UK) - ?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Work while travelling domestically (i.e. within the UK)	1457	69.1%
	1	Work while travelling domestically (i.e. within the UK)	652	30.9%

**P4r4**

		Value	Count	Percent
Standard Attributes	Label	P4r4: Work while travelling internationally - ?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Work while travelling internationally	1868	88.6%
	1	Work while travelling internationally	241	11.4%

**P4r5**

		Value	Count	Percent
Standard Attributes	Label	P4r5: Work in sparsely populated areas in the countryside - ?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Work in sparsely populated areas in the countryside	1631	77.3%
	1	Work in sparsely populated areas in the countryside	478	22.7%

**P5r1**

		Value	Count	Percent
Standard Attributes	Label	P5r1: Mainly based in your local area - Are your customers or clients...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Mainly based in your local ...	1369	64.9%
	1	Mainly based in your local area	740	35.1%

### P5r2

		Value	Count	Percent
Standard Attributes	Label	P5r2: Mainly based in your region - Are your customers or clients...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Mainly based in your region	1716	81.4%
	1	Mainly based in your region	393	18.6%

### P5r3

		Value	Count	Percent
Standard Attributes	Label	P5r3: Spread across the UK - Are your customers or clients...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Spread across the UK	1282	60.8%
	1	Spread across the UK	827	39.2%

### P5r4

		Value	Count	Percent
Standard Attributes	Label	P5r4: Spread across other countries - Are your customers or clients...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Spread across other countries	1743	82.6%
	1	Spread across other countries	366	17.4%

### P5r5

		Value	Count	Percent
Standard Attributes	Label	P5r5: Don't know \$ {"(do not read out)" if dSampleType .r2 else ""} - Are your customers or clients...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know \$ {"(do not read out)" if dSampleType .r2 else ""}	2095	99.3%
	1	Don't know \$ {"(do not read out)" if dSampleType .r2 else ""}	14	0.7%

**P6**

		Value	Count	Percent
Standard Attributes	Label	P6: And are your customers...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Mainly other businesses	533	25.3%
	2	Mainly consumers	551	26.1%
	3	A mix of businesses and consumers	565	26.8%
	4	Don't know \$ {"(do not read out)" if dSampleType .r2 else ""}	13	0.6%
Missing Values	System		447	21.2%

**P7**

		Value	Count	Percent
Standard Attributes	Label	P7: Are your sites...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Mainly based in towns and cities	255	12.1%
	2	Mainly based in industrial sites or business parks outside towns and cities	79	3.7%

**P7**

		Value	Count	Percent
	3	Mainly based in rural areas	43	2.0%
	4	Spread across a mix of urban, suburban and rural areas	101	4.8%
	5	Don't know \$ {"(do not read out)" if dSampleType .r2 else ""}	8	0.4%
Missing Values	System		1623	77.0%

**P8**

		Value	Count	Percent
Standard Attributes	Label	P8: Is your business based...?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	At your home address in a town or city	290	13.8%
	2	At your home address in a village or other rural location	112	5.3%
	3	At commercial premises in a town or city	532	25.2%
	4	At a commercial premises in a village or other rural location	226	10.7%
	5	On an industrial estate or business park in a town or city	105	5.0%

**P8**

		Value	Count	Percent
	6	On an industrial estate or business park in a village or other rural location	49	2.3%
	7	Don't know \$ {"(do not read out)" if dSampleType .r2 else ""}	274	13.0%
Missing Values	System		521	24.7%

**P9**

		Value	Count	Percent
Standard Attributes	Label	P9: How long have you been based on an industrial estate or business park?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Less than one year	14	0.7%
	2	Between one and five years	76	3.6%
	3	Between six and ten years	54	2.6%
	4	Longer than ten years	82	3.9%
	5	Don't know \$ {"(do not read out)" if dSampleType .r2 else ""}	7	0.3%
Missing Values	System		1876	89.0%

**P10r1**

		Value	Count	Percent
Standard Attributes	Label	P10r1: Yes, I have no choice of landline provider - Do you have to buy any of your communication services from a provider or providers chosen by the site owner or landlord or are you able to choose which providers you use? If yes, is that for landline, in		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes, I have no choice of landline provider	199	9.4%
	1	Yes, I have no choice of landline provider	34	1.6%
Missing Values	System		1876	89.0%

**P10r2**

		Value	Count	Percent
Standard Attributes	Label	P10r2: Yes, I have no choice of internet provider - Do you have to buy any of your communication services from a provider or providers chosen by the site owner or landlord or are you able to choose which providers you use? If yes, is that for landline, in		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes, I have no choice of internet provider	207	9.8%
	1	Yes, I have no choice of internet provider	26	1.2%
Missing Values	System		1876	89.0%

**P10r3**

		Value	Count	Percent
Standard Attributes	Label	P10r3: No, I am able to choose my own provider - Do you have to buy any of your communication services from a provider or providers chosen by the site owner or landlord or are you able to choose which providers you use? If yes, is that for landline, inter		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No, I am able to choose my own provider	61	2.9%
	1	No, I am able to choose my own provider	172	8.2%
Missing Values	System		1876	89.0%

**P10r4**

		Value	Count	Percent
Standard Attributes	Label	P10r4: Don't know - Do you have to buy any of your communication services from a provider or providers chosen by the site owner or landlord or are you able to choose which providers you use? If yes, is that for landline, internet or both?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	221	10.5%
	1	Don't know	12	0.6%
Missing Values	System		1876	89.0%

**P11r1**

		Value	Count	Percent
Standard Attributes	Label	P11r1: Yes - standard PSTN telephone lines - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services we		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - standard PSTN telephone lines	2050	97.2%
	1	Yes - standard PSTN telephone lines	59	2.8%

**P11r2**

		Value	Count	Percent
Standard Attributes	Label	P11r2: Yes - ADSL broadband - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services were not availabl		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - ADSL broadband	2053	97.3%
	1	Yes - ADSL broadband	56	2.7%

**P11r3**

		Value	Count	Percent
Standard Attributes	Label	P11r3: Yes - Fibre/superfast Broadband provided using a cable network (nearly always provided by Virgin Media, provided by WightFibre in the Isle of Wight) - Has your business ever wanted to move to a different location but not been able to due to the com		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - Fibre/superfast Broadband provided using a cable network (nearly always provided by Virgin Media, provided	2025	96.0%
	1	Yes - Fibre/superfast Broadband provided using a cable network (nearly always provided by Virgin Media, provided by Wigh	84	4.0%

**P11r4**

		Value	Count	Percent
Standard Attributes	Label	P11r4: Yes - Fibre/superfast Broadband provided using the traditional copper network – Fibre to the Cabinet (FTTC) - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requ		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - Fibre/superfast Broadband provided using the traditional copper network – Fibre to the Cabinet (FTTC)	2061	97.7%
	1	Yes - Fibre/superfast Broadband provided using the traditional copper network – Fibre to the Cabinet (FTTC)	48	2.3%

**P11r5**

		Value	Count	Percent
Standard Attributes	Label	P11r5: Yes - "Full-fibre" /Fibre/superfast Broadband using new fibre networks – Fibre to the Premises (FTTP) - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires no		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - "Full-fibre" /Fibre/superfast Broadband using new fibre networks – Fibre to the Premises (FTTP)	2038	96.6%
	1	Yes - "Full-fibre" /Fibre/superfast Broadband using new fibre networks – Fibre to the Premises (FTTP)	71	3.4%

**P11r6**

		Value	Count	Percent
Standard Attributes	Label	P11r6: Yes - Fibre/superfast broadband, but not sure which type - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If y		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - Fibre/superfast broadband, but not sure which type	2076	98.4%
	1	Yes - Fibre/superfast broadband, but not sure which type	33	1.6%

**P11r7**

		Value	Count	Percent
Standard Attributes	Label	P11r7: Yes - ISDN 2 / 2e lines - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services were not avail		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - ISDN 2 / 2e lines	2100	99.6%
	1	Yes - ISDN 2 / 2e lines	9	0.4%

**P11r8**

		Value	Count	Percent
Standard Attributes	Label	P11r8: Yes - ISDN 30 lines - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services were not available		
	Format	F1		
	Measurement	Ordinal		
	Valid Values	0	2103	99.7%
	1	Yes - ISDN 30 lines	6	0.3%

**P11r9**

		Value	Count	Percent
Standard Attributes	Label	P11r9: Yes - mobile signal - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services were not available		
	Format	F1		
	Measurement	Ordinal		
	Valid Values	0	2088	99.0%
	1	21	1.0%	

**P11r10**

		Value	Count	Percent
Standard Attributes	Label	P11r10: Yes - other (please type in) - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services were not		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Yes - other (please type in)	2093	99.2%
	1	Yes - other (please type in)	16	0.8%

**P11r11**

		Value	Count	Percent
Standard Attributes	Label	P11r11: No - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services were not available?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: No	348	16.5%
	1	No	1761	83.5%

**P11r12**

		Value	Count	Percent
Standard Attributes	Label	P11r12: Don't know - Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? If yes, which services were not available?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: Don't know	2030	96.3%
	1	Don't know	79	3.7%

**P11r10oe**

		Value	Count	Percent
Standard Attributes	Label	P11r10oe: Has your business ever wanted to move to a different location but not been able to due to the communicatio ns services your business requires not being available in the chosen location? If yes, which services were not available? - Yes - other (pl		
	Format	A105		
	Measurement	Nominal		
Valid Values			2093	99.2%
	2 years ago		1	0.0%
	5 years ago		1	0.0%
	anywhere		1	0.0%
	Cellular network connectivity		1	0.0%
	DO NOT LIKE LANDLORD		1	0.0%
	exchange		1	0.0%
	I AM SELF EMPLOYED DECORATOR, WORKING IN PEOPLES OWN HOMES, I DO OFFICE STUFF IN MY OWN HOME		1	0.0%
	internet		1	0.0%
	internet before the satellite		1	0.0%
	just want a bigger building for a better connection, not sure really as H/O deal with that side of things		1	0.0%
	Landscape for more buildings		1	0.0%

**P11r10oe**

	Value	Count	Percent
leased line ethernet.		1	0.0%
Less of an issue now with 5G mobile internet		1	0.0%
much bigger shop		1	0.0%
PLANTS TO OPEN MORE		1	0.0%
SOUTH WALES		1	0.0%

**P12**

		Value	Count	Percent
Standard Attributes	Label	P12: Thank you for taking part in this survey today. As a result of this survey, Ofcom may be interested in finding out more about particular issues that businesses experience with their communications services. Would you be willing to be contacted again		
	Format	F1		
	Measurement	Ordinal		
Valid Values	1	Yes – would be willing	481	22.8%
	2	No – would not be willing	421	20.0%
Missing Values	System		1207	57.2%

**P4r99**

		Value	Count	Percent
Standard Attributes	Label	P4r99: None of these - ?		
	Format	F1		
	Measurement	Ordinal		
Valid Values	0	NO TO: None of these	850	40.3%
	1	None of these	179	8.5%
Missing Values	System		1080	51.2%

**mergesrc**

		Value	Count	Percent
Standard Attributes	Label	Interview type		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	1.00	Online	1207	57.2%
	2.00	CATI	902	42.8%

**s5abnew**

		Value	Count	Percent
Standard Attributes	Label	S5a/b: Number of employees		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	1.00	1, work on your own/no employees	564	26.7%
	2.00	2, you plus one partner or employee	238	11.3%
	3.00	3-4	218	10.3%
	4.00	5-9	277	13.1%
	5.00	10-19	221	10.5%
	6.00	20-49	210	10.0%
	7.00	50-99	178	8.4%
	8.00	100-249	203	9.6%
	9.00	250+	0	0.0%
	10.00	Don't know	0	0.0%

**dswitchm\_new**

		Value	Count	Percent
Standard Attributes	Label	Mobile switcher classification		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	1.00	Mobile Switchers (switched past 2yrs)	264	12.5%
	2.00	Mobile Non-switchers (never switched)	630	29.9%
	3.00	Mobile Non-recent switchers (switched >2yrs)	460	21.8%
	4.00	Mobile Past considerers (considered in the past 2 yrs but de	120	5.7%
Missing Values	-99.99		635	30.1%

**dswitchl\_new**

		Value	Count	Percent
Standard Attributes	Label	Landline switcher classification		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	1.00	Landline Switchers (switched past 2yrs)	222	10.5%
	2.00	Landline Non-switchers (never switched)	594	28.2%
	3.00	Landline Non-recent switchers (switched >2yrs)	380	18.0%
	4.00	Landline Past considerers (considered in the past 2 yrs but	110	5.2%
Missing Values	-99.99		803	38.1%

**dswitchb\_new**

		Value	Count	Percent
Standard Attributes	Label	Internet switcher classification		
	Format	F8.2		
	Measurement	Nominal		
Valid Values	1.00	Internet Switchers (switched past 2yrs)	387	18.3%
	2.00	Internet Non-switchers (never switched)	851	40.4%
	3.00	Internet Non-recent switchers (switched >2yrs)	580	27.5%
	4.00	Internet Past considerers (considered in the past 2 yrs but	176	8.3%
Missing Values	-99.99		115	5.5%

**Weight1**

		Value
Standard Attributes	Label	Weight1 - Used for full nat-rep analysis
	Format	F10.5
	Measurement	Scale
N	Valid	2109
	Missing	0

## Weight2

		Value
Standard Attributes	Label	Weight2 - Used for comparisons of companies by size band
	Format	F10.5
	Measurement	Scale
N	Valid	2109
	Missing	0