

	Page	Table	Title	Base Description	Base
●	1	1	QAGE: What is your age?	Base: All complained about landline service in past 6 months	583
●	2	2	QAGE: What is your age?	Base: All complained about landline service in past 6 months	583
●	3	3	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	583
●	4	3	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	583
●	5	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	583
●	6	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	583
●	7	5	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	583
●	8	6	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	583
●	9	7	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	212
●	10	8	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	212
	11	8	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	212
●	12	9	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	153

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●	13	10	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	153
●	14	11	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	189
●	15	12	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	189
	16	13	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	29
	17	14	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	29
●	18	15	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	583
●	19	16	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	583
●	20	17	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	583
●	21	18	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	583
●	22	19	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	315
●	23	20	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	315

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●	24	21	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	583
●	25	22	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	583
●	26	23	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	218
●	27	24	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	218
●	28	25	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	583
●	29	26	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	583
●	30	27	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	583
●	31	28	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	583
●	32	29	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	583
●	33	30	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	583
●	34	31	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	583

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●	35	32	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	583
●	36	33	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	583
●	37	34	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	583
●	38	35	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	583
●	39	36	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	583
●	40	37	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	583
●	41	38	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	583
●	42	39	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	583
●	43	40	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	583
●	44	41	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	583
●	45	42	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	583
●	46	43	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	583

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●	47	44	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	583
●	48	45	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	315
●	49	46	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	315
●	50	47	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	583
●	51	48	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	583
●	52	49	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	583
●	53	50	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	583
●	54	51	Q17: Where do you live?	Base: All complained about landline service in past 6 months	583
●	55	52	Q17: Where do you live?	Base: All complained about landline service in past 6 months	583
●	56	53	Q18a: Which of the following are you?	Base: All complained about landline service in past 6 months	583
●	57	54	Q18a: Which of the following are you?	Base: All complained about landline service in past 6 months	583
●	58	55	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about landline service in past 6 months	583
●	59	56	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about landline service in past 6 months	583
●	60	57	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	583

	Page	Table	Title	Base Description	Base
●	61	58	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	583
●	62	59	Q21: Which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	583
●	63	60	Q21: Which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	583
●	64	61	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about landline service in past 6 months	583
●	65	62	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about landline service in past 6 months	583
●	66	63	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about landline service in past 6 months	583
●	67	64	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about landline service in past 6 months	583
●	68	65	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about landline service in past 6 months	583
●	69	66	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about landline service in past 6 months	583
●	70	67	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about landline service in past 6 months	583
●	71	68	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about landline service in past 6 months	583
●	72	69	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about landline service in past 6 months	583
●	73	70	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about landline service in past 6 months	583

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●	1	1	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	636
●	2	2	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	636
●	3	3	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	636
●	4	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	636
●	5	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	636
●	6	5	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	636
●	7	5	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	636
●	8	6	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	636
●	9	6	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	636
●	10	7	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	636
●	11	8	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	636

	Page	Table	Title	Base Description	Base
●	12	9	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	636
●	13	10	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	185
●	14	11	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	185
●	15	12	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	185
●	16	13	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	270
●	17	14	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	270
●	18	15	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	270
●	19	16	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	159
●	20	17	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	159

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●	21	18	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	159
	22	19	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	22
	23	20	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	22
	24	21	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	22
●	25	22	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	636
●	26	23	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	636
●	27	24	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	636
●	28	25	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	636
●	29	26	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	636
●	30	27	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	636

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●	31	28	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	342
●	32	29	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	342
●	33	30	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	342
●	34	31	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	636
●	35	32	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	636
●	36	33	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	636
●	37	34	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	309
●	38	35	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	309
●	39	36	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	309
●	40	37	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	636

	Page	Table	Title	Base Description	Base
●	41	38	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	636
●	42	39	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	636
●	43	40	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	636
●	44	41	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	636
●	45	42	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	636
●	46	43	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	636
●	47	44	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	636
●	48	45	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	636
●	49	46	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	636
●	50	47	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	636
●	51	48	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	636

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●	52	49	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	636
●	53	50	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	636
●	54	51	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	636
●	55	52	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	636
●	56	53	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	636
●	57	54	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	636
●	58	55	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	636
●	59	56	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	636
●	60	57	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	636
●	61	58	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	636
●	62	59	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	636

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●	63	60	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	636
●	64	61	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	636
●	65	62	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	636
●	66	63	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	636
●	67	64	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	636
●	68	65	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	636
●	69	66	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	636
●	70	67	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	342
●	71	68	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	342
●	72	69	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	342

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●	73	70	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	636
●	74	71	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	636
●	75	72	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	636
●	76	73	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	636
●	77	74	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	636
●	78	75	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	636
●	79	76	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	636
●	80	77	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	636
●	81	78	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	636
●	82	79	Q18a: Which of the following are you?	Base: All complained about fixed broadband internet service in past 6 months	636
●	83	80	Q18a: Which of the following are you?	Base: All complained about fixed broadband internet service in past 6 months	636

	Page	Table	Title	Base Description	Base
●	84	81	Q18a: Which of the following are you?	Base: All complained about fixed broadband internet service in past 6 months	636
●	85	82	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about fixed broadband internet service in past 6 months	636
●	86	83	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about fixed broadband internet service in past 6 months	636
●	87	84	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about fixed broadband internet service in past 6 months	636
●	88	85	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	636
●	89	86	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	636
●	90	87	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	636
●	91	88	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	636
●	92	89	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	636
●	93	90	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	636
●	94	91	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	636

	Page	Table	Title	Base Description	Base
●	95	92	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	636
●	96	93	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	636
●	97	94	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	636
●	98	95	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	636
●	99	96	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	636
●	100	97	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about fixed broadband internet service in past 6 months	636
●	101	98	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about fixed broadband internet service in past 6 months	636
●	102	99	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about fixed broadband internet service in past 6 months	636
●	103	100	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about fixed broadband internet service in past 6 months	636
●	104	101	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about fixed broadband internet service in past 6 months	636
●	105	102	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about fixed broadband internet service in past 6 months	636

	Page	Table	Title	Base Description	Base
●	106	103	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about fixed broadband internet service in past 6 months	636
●	107	104	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about fixed broadband internet service in past 6 months	636
●	108	105	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about fixed broadband internet service in past 6 months	636
●	1	1	QAGE: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	2	2	QAGE: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	3	3	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	4	3	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	5	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	6	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	7	5	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	8	6	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344

	Page	Table	Title	Base Description	Base
●	9	7	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	125
●	10	8	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	125
●	11	9	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	88
●	12	10	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	88
●	13	11	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	116
●	14	12	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	116
	15	13	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	15
	16	14	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	15
●	17	15	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344

	Page	Table	Title	Base Description	Base
●	18	16	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	19	17	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	20	18	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	21	19	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	172
●	22	20	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	172
●	23	21	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	24	22	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	25	23	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	114
●	26	24	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	114
●	27	25	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344

	Page	Table	Title	Base Description	Base
●	28	26	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	29	27	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	30	28	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	31	29	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	32	30	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	33	31	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	34	32	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	35	33	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	36	34	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	37	35	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	38	36	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344

	Page	Table	Title	Base Description	Base
●	39	37	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	40	38	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	41	39	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	42	40	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	43	41	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	44	42	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	45	43	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	46	44	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	47	45	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	172
●	48	46	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	172

	Page	Table	Title	Base Description	Base
●	49	47	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	50	48	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	51	49	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	52	50	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	53	51	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	54	52	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	55	53	Q18a: Which of the following are you?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	56	54	Q18a: Which of the following are you?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	57	55	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	58	56	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	59	57	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344

	Page	Table	Title	Base Description	Base
●	60	58	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	61	59	Q21: Which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	62	60	Q21: Which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	63	61	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	64	62	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	65	63	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	66	64	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	67	65	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	68	66	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	69	67	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	70	68	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344

	Page	Table	Title	Base Description	Base
●	71	69	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	72	70	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	344
●	1	1	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	762
●	2	2	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	762
●	3	3	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	762
●	4	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	762
●	5	4	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	762
●	6	5	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	762
●	7	5	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	762
●	8	6	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	762
●	9	6	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	762

	Page	Table	Title	Base Description	Base
●	10	7	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	762
●	11	8	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	762
●	12	9	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	762
●	13	10	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	298
●	14	10	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	298
●	15	11	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	298
●	16	12	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	298
●	17	13	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	238
●	18	14	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	238
●	19	15	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	238

	Page	Table	Title	Base Description	Base
●	20	16	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	182
●	21	17	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	182
●	22	18	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	182
	23	19	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	44
	24	20	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	44
	25	21	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	44
●	26	22	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	762
●	27	23	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	762
●	28	24	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	762
●	29	25	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	762

	Page	Table	Title	Base Description	Base
●	30	26	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	762
●	31	27	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	762
●	32	28	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	375
●	33	29	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	375
●	34	30	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	375
●	35	31	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	762
●	36	32	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	762
●	37	33	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	762
●	38	34	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	306
●	39	35	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	306

	Page	Table	Title	Base Description	Base
●	40	36	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	306
●	41	37	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	762
●	42	38	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	762
●	43	39	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	762
●	44	40	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	762
●	45	41	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	762
●	46	42	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	762
●	47	43	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	762
●	48	44	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	762
●	49	45	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	762
●	50	46	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	762

	Page	Table	Title	Base Description	Base
●	51	47	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	762
●	52	48	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	762
●	53	49	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	762
●	54	50	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	762
●	55	51	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	762
●	56	52	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	762
●	57	53	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	762
●	58	54	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about mobile phone service in past 6 months	762
●	59	55	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	762
●	60	56	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	762
●	61	57	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	762

	Page	Table	Title	Base Description	Base
●	62	58	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	762
●	63	59	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	762
●	64	60	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	762
●	65	61	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	762
●	66	62	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	762
●	67	63	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	762
●	68	64	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	762
●	69	65	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	762
●	70	66	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	762
●	71	67	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	375
●	72	68	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	375

	Page	Table	Title	Base Description	Base
●	73	69	Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	375
●	74	70	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	762
●	75	71	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	762
●	76	72	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	762
●	77	73	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	762
●	78	74	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	762
●	79	75	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	762
●	80	76	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	762
●	81	77	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	762
●	82	78	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	762
●	83	79	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	762

	Page	Table	Title	Base Description	Base
●	84	80	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	762
●	85	81	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	762
●	86	82	Q18a: Which of the following are you?	Base: All complained about mobile phone service in past 6 months	762
●	87	83	Q18a: Which of the following are you?	Base: All complained about mobile phone service in past 6 months	762
●	88	84	Q18a: Which of the following are you?	Base: All complained about mobile phone service in past 6 months	762
●	89	85	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	762
●	90	86	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	762
●	91	87	Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All complained about mobile phone service in past 6 months	762
●	92	88	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	762
●	93	89	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	762
●	94	90	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	762

	Page	Table	Title	Base Description	Base
●	95	91	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	762
●	96	92	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	762
●	97	93	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	762
●	98	94	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	762
●	99	95	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	762
●	100	96	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	762
●	101	97	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	762
●	102	98	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	762
●	103	99	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	762
●	104	100	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about mobile phone service in past 6 months	762
●	105	101	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about mobile phone service in past 6 months	762

	Page	Table	Title	Base Description	Base
●	106	102	QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)	Base: All complained about mobile phone service in past 6 months	762
●	107	103	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about mobile phone service in past 6 months	762
●	108	104	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about mobile phone service in past 6 months	762
●	109	105	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about mobile phone service in past 6 months	762
●	110	106	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about mobile phone service in past 6 months	762
●	111	107	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about mobile phone service in past 6 months	762
●	112	108	QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All complained about mobile phone service in past 6 months	762

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET														
								Issue			Complaint resolved			Issue			Complaint resolved			Issue			Complaint resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Media (f)	Virgin (g)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)
Total	583	192	70*	559	325	462	113	212	189	153	297**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
16-17	3	3	-	4	-	2	1	1	-	1	1	1	1	1	-	-	2	-	1	-	1	1	1	2	1	-	-	-	-	-	-	-	-	-
18-24	186	77	24	179	127	146	43	59	65	51	11	87	68	31	91	93	19	30	26	2	35	32	10	44	32	6	15	3	-	6	11	7	5	17
25-34	191	73	19	197	103	137	34	67	73	47	4	105	63	23	104	85	25	28	20	-	44	26	3	40	33	6	10	2	1	11	7	1	7	12
35-44	99	27	7	107	46	96	21	45	26	24	4	47	37	15	55	44	7	12	7	1	20	6	1	17	10	1	5	1	-	5	1	1	2	5
45-54	49	7	8	43	25	48	9	17	16	15	1	31	10	8	34	15	3	-	3	1	3	4	-	3	4	2	4	2	-	6	2	-	6	1
55-64	36	4	7	14	16	22	4	15	5	10	6	14	16	6	20	16	2	-	1	1	4	-	-	1	3	1	2	2	2	4	-	3	5	1
65+	19	1	5	10	8	11	1	8	4	5	2	11	4	4	11	8	1	-	-	-	1	-	-	1	-	1	2	-	2	4	1	-	3	1
NET: 16-34	380	153	43	380	230	285	78	127	138	99	16	193	132	55	195	179	46	58	47	2	80	59	14	86	66	12	25	5	1	17	18	8	12	29
NET: 35-54	148	34	15	155	71	144	30	62	42	39	5	78	47	23	89	59	10	12	10	2	23	10	1	20	14	3	9	3	-	11	3	1	8	6
NET: 55+	55	5	12	24	24	33	5	23	9	15	8	25	20	10	31	24	3	-	1	1	5	-	-	2	3	2	4	2	4	8	1	3	8	2

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/p - g/h/i - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

Base: All complained about landline service in past 6 months

	Supplier										SKY						TALK TALK						VIRGIN MEDIA						VODAFONE														
	Issue					Satisfaction					Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
16-17	3	3	-	4	-	2	1	1	3	-	-	1	1	2	3	1	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	2	-	1	-	-	1	-	-	1	-	
18-24	186	77	24	179	127	146	43	63	58	52	6	74	80	25	73	106	39	47	36	5	51	54	22	58	68	42	56	43	5	58	69	19	63	83	17	13	12	1	21	13	9	22	21
25-34	191	73	19	197	103	137	34	55	92	48	2	108	65	24	100	95	31	41	27	4	51	36	16	51	51	46	47	41	3	82	42	13	78	59	11	14	9	-	15	15	4	17	17
35-44	99	27	7	107	46	96	21	44	37	21	5	68	27	12	56	49	16	19	10	1	23	15	8	24	22	32	34	28	2	49	33	14	48	46	6	6	9	-	15	3	3	8	13
45-54	49	7	8	48	25	48	9	11	23	12	2	33	11	4	26	22	7	8	4	10	7	8	8	16	16	16	16	14	2	26	13	9	18	30	2	3	4	-	5	2	2	4	5
55-64	36	4	7	16	16	22	4	4	5	3	2	7	5	2	7	5	7	3	4	2	7	4	5	8	7	11	5	6	-	12	1	9	12	10	1	2	1	-	2	1	1	2	2
65+	19	1	5	10	8	11	1	5	2	2	1	7	1	2	8	2	2	1	4	1	2	2	4	3	5	5	4	2	-	6	1	4	6	5	-	-	1	-	1	-	1	-	
NET: 16-34	380	153	43	380	230	285	78	119	153	100	8	183	146	51	176	202	70	88	63	9	102	90	38	109	119	90	103	84	8	142	111	32	143	142	29	27	21	1	37	28	13	40	38
	65%	80%ad	61%	68%f	71%h	62%	69%	65%	70%	72%	44%	61%	77%	72%	64%	72%	69%	74%	72%	53%	71%	76%u	60%	72%	70%	58%	64%	63%	67%	60%	70%G	47%	63%	61%	76%	71%	58%	100%	63%	80%	68%	73%	66%
NET: 36-54	148	34	15	155	71	144	30	55	60	33	7	101	38	16	82	71	23	27	16	5	33	22	16	32	38	48	50	42	4	75	46	23	66	76	8	9	13	-	20	5	5	12	18
	25%u	18%	21%	28%u	22%	21%u	27%	30%	27%	24%	39%	28%u	20%	23%	30%	25%	23%	23%	18%	29%	23%	19%	25%	21%	22%	31%	31%	31%	33%	32%	29%	34%	29%	33%	21%	24%	36%	-	34%u	14%	26%	22%	31%
NET: 55+	55	5	12	24	24	33	5	9	7	5	3	14	6	4	15	7	9	4	8	3	9	6	9	11	12	16	9	8	-	18	2	13	18	15	1	2	2	-	2	2	1	3	2
	9%u	3%	17%u	4%	7%u	7%u	4%	5%	3%	4%	17%	5%	3%	6%	5%	3%	9%	3%	9%	18%	6%	5%	14%	7%	7%	10%	6%	6%	-	8%u	1%	19%u	8%	6%	3%	5%	6%	-	3%	6%	5%	5%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about landline service in past 6 months

	Supplier							BT				EE				PLUSNET																		
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction			Complaint resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Hearing - Poor hearing, partial hearing, or are deaf	67	25	8	59	39	46	11	21	30	12	4	38	20	9	38	29	11	5	8	1	14	9	2	18	7	2	4	-	2	5	2	1	4	4
Eyesight - Poor vision, colour blindness, partial sight, or are blind	100	35	11	132	64	85	19	23	46	28	3	55	36	9	57	42	11	13	9	2	20	13	2	25	9	1	8	1	1	4	4	3	3	7
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	72	20	14	76	38	53	11	22	23	23	4	39	21	12	37	33	8	7	5	-	9	11	-	9	11	3	8	2	1	8	5	1	7	5
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	57	18	9	64	35	47	13	20	20	15	2	27	19	11	34	23	5	5	8	-	7	9	2	9	9	1	7	-	1	5	3	1	4	5
Breathing - Breathlessness or chest pains	89	22	12	104	48	66	14	33	30	22	4	47	31	11	40	38	9	5	8	-	12	6	4	11	10	2	8	1	1	7	3	2	5	5
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	100	27	10	101	53	73	20	28	43	23	6	55	32	13	46	51	10	8	8	1	15	9	3	20	6	4	5	1	-	2	4	4	4	5
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	97	28	13	105	57	65	17	35	37	23	2	58	26	13	53	43	12	9	7	-	11	16	1	14	14	1	9	2	1	8	4	1	7	4
Your mental health - Anxiety, depression, or trauma-related conditions, for example	175	56	20	187	99	115	33	67	54	47	7	83	62	30	92	81	25	18	13	-	28	25	3	34	21	7	7	5	1	10	7	3	9	11
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	62	11	6	61	22	40	15	20	23	16	3	28	24	10	31	29	3	6	2	-	7	4	-	7	4	2	3	1	-	2	2	2	1	4
Prefer not to say	36	17	4	42	14	29	6	16	8	7	5	16	14	6	15	19	4	5	8	-	10	3	4	9	8	1	3	-	-	2	2	-	2	2
Don't know	9	3	1	4	5	5	2	2	2	3	2	6	2	1	6	2	-	-	3	-	2	1	-	2	1	-	1	-	-	1	-	-	1	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
 JB25498 : Prepared by BVA BDRC on behalf of Ofcom

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET														
								Issue				Complaint resolved		Issue				Complaint resolved		Issue				Complaint resolved										
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Nothing	139	40	11	109	64	113	29	58	34	40	7	75	43	21	91	48	12	18	7	3	27	11	2	23	17	3	5	2	1	6	1	4	3	6
	24%	21%	16%	19%	20%	24%	26%	27% n	18%	26%	24%	25%	22%	24%	18%	18%	20%	26%	12%	60%	25%	16%	13%	21%	20%	18%	13%	20%	17%	5%	33%	11%	16%	
NET: Any limiting characteristic	399	132	54	404	242	315	76	136	145	103	15	199	140	60	203	193	43	47	40	2	69	54	9	74	57	13	29	8	4	28	18	8	22	29
	68%	69%	77%	72%	74%	68%	67%	64%	77% n	67%	52%	67%	70%	68%	64%	74% n	73%	67%	69%	40%	64%	76% n	60%	69%	69%	76%	76%	80%	80%	78%	82%	67%	79%	78%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - xy/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 4

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																				
	Issue				Satisfaction			Complaint resolved			Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved																		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Hearing - Poor hearing, partial hearing, or are deaf	67	25	8	59	39	46	11	18	25	15	1	30	24	5	28	31	11	13	11	4	15	17	7	16	22	15	14	16	1	24	15	7	22	24	4	5	2	-	6	4	1	7	4
Eyesight - Poor vision, colour blindness, partial sight, or are blind	100	35	11	132	64	85	19	52	42	36	2	61	57	14	65	67	18	28	15	3	28	23	13	26	38	27	30	26	2	50	27	8	44	41	10	5	4	-	10	6	3	9	10
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	72	20	14	76	38	53	11	27	28	20	1	42	26	8	38	37	12	14	10	2	13	17	8	22	16	16	25	11	1	29	16	8	29	23	3	3	5	-	5	4	2	5	6
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	57	18	9	64	35	47	13	21	27	16	-	32	25	7	31	33	7	20	7	1	19	13	3	21	14	12	22	13	-	19	18	10	21	25	4	7	2	-	7	4	2	8	5
Breathing - Breathlessness or chest pains	89	22	12	104	48	66	14	28	40	25	1	47	50	7	51	51	12	23	11	2	19	19	10	20	28	21	29	15	1	37	20	9	38	27	7	4	3	-	5	7	2	5	9
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	100	27	10	101	53	73	20	34	41	24	2	43	45	13	40	60	18	20	12	3	22	20	11	26	27	24	29	18	2	34	30	9	29	44	8	7	4	1	9	8	3	9	11
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	97	28	13	105	57	65	17	34	41	28	2	51	42	12	48	57	20	21	15	1	26	22	9	32	25	20	27	18	-	28	29	8	35	30	7	7	3	-	11	3	3	13	4
Your mental health - Anxiety, depression, or trauma-related conditions, for example	175	56	20	187	99	115	33	69	74	42	2	88	81	18	95	91	29	34	33	3	43	37	19	46	53	32	44	38	1	46	54	15	51	64	13	13	6	1	16	10	7	14	19
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	62	11	6	61	22	40	15	19	23	16	3	29	25	7	27	34	7	10	4	1	12	5	5	14	8	11	17	12	-	16	18	6	18	22	3	7	4	1	7	6	2	8	7
Prefer not to say	36	17	4	42	14	29	6	14	17	6	5	23	10	9	18	22	7	3	2	2	6	3	5	5	8	9	10	8	2	13	11	5	14	15	1	4	1	-	4	1	1	5	1

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/ij - x/g/hl - j/kl - m/n - op/qr - s/tu - vw - AB/CD - E/F/G - HI - JK/LM - N/O/P - QR
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about landline service in past 6 months

Supplier		SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																			
		Issue				Satisfaction			Complaint resolved			Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved																	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Don't know	9	3	1	4	5	5	2	-	1	1	2	2	1	1	2	1	1	2	1	1	3	2	-	4	-	-	-	3	1	1	5	-	-	5	-	2	-	-	-	2	-	2	-
	2%	2%	1%	1%	2%	1%	2%	-	*	1%	11%	1%	1%	1%	1%	*	1%	2%	1%	6%	2%	2%	-	3%	0%	-	2%	1%	8%	2%	-	2%	-	5%	-	-	-	-	6%	-	4%	-	
Nothing	139	40	11	109	64	113	29	32	41	31	5	76	26	7	62	47	19	22	17	6	30	23	11	34	29	45	24	39	5	57	33	23	52	60	5	8	16	-	17	7	5	13	16
	24%	21%	16%	19%	20%	24%	26%	17%	19%	22%	28%	26%	14%	10%	23%	17%	19%	18%	20%	35%	21%	19%	17%	22%	17%	29%	15%	29%	42%	24%	21%	34%	23%	26%	13%	21%	44%	-	29%	20%	26%	24%	28%
NET: Any limiting characteristic	399	132	54	404	242	315	76	137	161	100	6	197	153	54	191	210	75	92	67	8	105	90	47	109	132	100	125	86	4	160	115	40	156	158	30	26	19	1	38	25	13	35	41
	68%	69%	77%	72%	74%	68%	67%	75%	73%	72%	33%	66%	81%	76%	70%	75%	74%	77%	77%	47%	73%	76%	75%	72%	78%	65%	77%	64%	33%	68%	72%	59%	69%	68%	79%	68%	53%	100%	64%	71%	68%	64%	71%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ly - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 5

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about landline service in past 6 months

	Supplier								BT					EE					PLUSNET															
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
A billing, pricing or payment issue	162	45	13	131	75	106	25	162	-	-	-	79	57	26	82	80	45	-	-	-	26	16	3	23	21	13	-	-	-	5	4	4	5	8
	28%	23%	19%	23%	23%	22%	76% hi	-	-	-	-	27%	29%	30%	26%	31%	76% hi	-	-	-	24%	23%	20%	21%	25%	76%	-	-	-	14%	18%	33%	18%	22%
The service not performing as it should	153	58	10	138	87	134	36	-	-	153	-	84	53	16	84	68	-	58	-	-	31	20	7	32	26	-	10	-	4	3	3	5	4	
	26% ci	30% ci	14%	25%	27% ci	29% ci	32% ci	-	-	100% hi	-	28%	27%	18%	27%	26%	-	100% hi	-	-	29%	29%	47%	30%	31%	-	100%	-	11%	14%	25%	18%	11%	
A problem relating to the installation or set up of your service	106	36	22	131	63	90	23	-	106	-	-	60	31	15	64	42	-	36	-	-	21	13	2	23	13	-	22	-	10	10	2	11	10	
	18%	19%	31% abdefp	23% ab	19%	19%	20%	-	56% gg	-	-	20%	16%	17%	20%	16%	-	51% kk	-	-	19%	19%	13%	21%	16%	-	58%	-	28%	45%	17%	39%	27%	
A problem with a repair to the service	83	34	16	89	56	72	15	-	83	-	-	37	33	13	43	39	-	34	-	-	21	12	1	21	13	-	16	-	10	4	2	2	11	
	14%	18%	23%	16%	17%	16%	13%	-	44% ll	-	-	13%	17%	15%	14%	15%	-	49% mm	-	-	19%	17%	7%	19%	16%	-	42%	-	28%	18%	17%	7%	30%	
Dissatisfaction with customer service from a previous occasion or contact	50	14	4	52	27	48	13	50	-	-	-	21	15	14	27	21	14	-	-	-	6	6	2	6	8	4	-	-	2	1	1	1	3	
	9%	7%	6%	9%	8%	10%	12%	24% hh	-	-	-	7%	8%	16% nn	9%	8%	24% hh	-	-	-	6%	9%	13%	6%	10%	24%	-	-	6%	5%	8%	4%	8%	
Or something else	29	5	5	18	17	12	1	-	-	29	29	15	10	4	15	12	-	-	5	-	3	2	-	3	2	-	-	5	5	-	-	4	1	
	5% l	3%	7% ff	3%	5% pp	3%	1%	-	-	100%	100%	5%	5%	5%	5%	5%	-	-	100%	-	3%	3%	-	3%	2%	-	-	100%	14%	-	-	14%	3%	
SUMMARY:	212	99	17	183	102	154	38	212	-	-	-	100	72	40	109	101	59	-	-	-	32	22	5	29	29	17	-	-	7	5	5	6	11	
Billing and Customer service	36% ci	31%	24%	33%	31%	33%	34%	100% hi	-	-	-	34%	36%	43% kk	35%	39%	100% hi	-	-	-	30%	32%	33%	27%	35%	100%	-	-	19%	23%	42%	21%	30%	
Repairs and installation	189	70	38	220	119	162	38	-	189	-	-	97	64	28	107	81	-	70	-	-	42	25	3	44	26	-	38	-	20	14	4	13	21	
	32%	36%	54% abdefp	39% ab	37%	35%	34%	-	100% hi	-	-	33%	32%	32%	34%	31%	-	100% hi	-	-	39%	36%	20%	41%	31%	-	100%	-	56%	64%	33%	46%	57%	
Service issues	153	58	10	138	87	134	36	-	-	153	-	84	53	16	84	68	-	58	-	-	31	20	7	32	26	-	10	-	4	3	3	5	4	
	26% ci	30% ci	14%	25%	27% ci	29% ci	32% ci	-	-	100% hi	-	28%	27%	18%	27%	26%	-	100% hi	-	-	29%	29%	47%	30%	31%	-	100%	-	11%	14%	25%	18%	11%	
Something else	29	5	5	18	17	12	1	-	-	29	29	15	10	4	15	12	-	-	5	-	3	2	-	3	2	-	-	5	5	-	-	4	1	
	5% l	3%	7% ff	3%	5% pp	3%	1%	-	-	100%	100%	5%	5%	5%	5%	5%	-	-	100%	-	3%	3%	-	3%	2%	-	-	100%	14%	-	-	14%	3%	

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/p - g/h/i) - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 6

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																				
	Issue					Satisfaction					Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue				Satisfaction		Complaint resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (v)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
A billing, pricing or payment issue	162	45	13	131	75	106	25	131	-	-	-	76	39	16	69	61	75	-	-	-	39	17	19	39	35	106	-	-	-	55	32	19	46	59	25	-	-	-	19	3	3	15	10
The service not performing as it should	153	58	10	138	87	134	36	-	-	138	-	71	50	17	62	74	-	-	87	-	36	32	19	37	49	-	134	-	74	41	19	69	65	-	36	-	-	15	9	12	14	22	
A problem relating to the installation or set up of your service	106	36	22	131	63	90	23	-	131	-	-	24%	26%	24%	23%	26%	-	-	100%	-	25%	27%	30%	24%	29%	-	100%	AB	31%	26%	28%	30%	28%	-	100%	KL	-	25%	26%	63%	25%	38%	
A problem with a repair to the service	83	34	16	89	56	72	15	-	89	-	-	46	37	6	41	48	-	-	56	-	25	21	10	28	28	-	72	-	35	28	9	39	33	-	15	-	-	5	9	1	7	8	
Disatisfaction with customer service from a previous occasion or contact	50	14	4	52	27	48	13	52	-	-	-	19	23	10	18	34	27	-	-	-	8	14	5	13	14	48	-	-	17	18	13	20	28	13	-	-	-	5	6	2	6	7	
Or something else	29	5	5	18	17	12	1	-	-	18	-	12	4	2	13	3	-	-	17	-	7	9	1	7	8	-	-	12	7	4	1	7	4	-	-	1	-	-	-	1	-		
SUMMARY:	5%	3%	7%	3%	5%	3%	1%	-	-	100%	-	4%	2%	3%	5%	1%	-	-	100%	-	5%	8%	2%	5%	5%	-	-	100%	3%	3%	1%	3%	2%	-	-	100%	2%	-	-	-	2%	-	
Billing and Customer service	212	99	17	183	102	154	38	183	-	-	-	95	62	26	87	95	102	-	-	-	47	31	24	52	49	154	-	-	72	50	32	66	87	38	-	-	-	24	9	5	21	17	
Repairs and installation	189	70	38	220	119	162	38	-	220	-	-	120	74	26	111	108	-	119	-	-	54	46	19	56	63	-	162	-	82	64	16	85	77	-	38	-	-	19	17	2	20	18	
Service Issues	153	58	10	138	87	134	36	-	-	138	-	71	50	17	62	74	-	-	87	-	36	32	19	37	49	-	134	-	74	41	19	69	65	-	36	-	-	15	9	12	14	22	
Something else	29	5	5	18	17	12	1	-	-	18	-	12	4	2	13	3	-	-	17	-	7	9	1	7	8	-	-	12	7	4	1	7	4	-	-	1	-	-	-	1	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/xy - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - AB/CD - E/F/G - HI - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 7

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about landline service in past 6 months - Billing and Customer service complaint

	Supplier							BT							EE							PLUSNET											
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)
Total	212	59*	17**	183	102	154	38*	212	-**	-**	100	72*	40*	109	101	59*	-**	-**	-**	32*	22**	5**	29**	29**	17**	-**	-**	-**	7**	5**	5**	6**	11*
Bill was a lot higher than expected	70	9	4	58	35	44	10	70	-	-	36	26	8	33	37	9	-	-	-	7	2	-	6	3	4	-	-	-	2	1	1	1	3
Bill was inaccurate	41	17	4	22	25	24	5	41	-	-	19	16	6	21	20	17	-	-	-	9	6	2	8	9	4	-	-	-	2	1	1	4	-
Bill contained items I shouldn't have been charged for	33	11	3	23	13	19	4	33	-	-	11	12	10	16	17	11	-	-	-	7	4	-	8	3	3	-	-	-	1	1	1	-	3
Payment issues (including setting up/making a payment, non-direct debit charges)	25	12	3	33	8	29	6	25	-	-	16	6	3	15	10	12	-	-	-	7	4	1	7	4	3	-	-	-	1	2	-	-	3
The format of the bill	23	6	1	29	11	18	2	23	-	-	15	6	2	13	10	6	-	-	-	4	2	-	5	1	1	-	-	-	1	-	-	-	1
Getting a refund, credit note or cashback	19	4	2	22	16	12	3	19	-	-	10	8	1	11	8	4	-	-	-	3	1	-	3	1	2	-	-	-	2	-	-	-	2
Unable to get through to anyone	17	5	-	10	5	17	3	17	-	-	8	6	3	12	5	5	-	-	-	1	2	2	4	1	-	-	-	-	-	-	-	-	-
Took too long to resolve issue	15	3	2	16	9	11	3	15	-	-	8	4	3	8	6	3	-	-	-	2	1	-	3	2	-	-	-	-	1	1	-	-	2
Didn't do what they said they would do	12	2	1	6	6	15	1	12	-	-	3	3	6	6	6	2	-	-	-	3	2	-	1	1	1	-	-	-	1	-	-	-	1
Rude/discriminatory	12	3	1	10	1	17	4	12	-	-	5	5	2	7	4	3	-	-	-	-	2	1	-	3	1	-	-	-	-	1	-	-	1
Gave incorrect information	8	2	1	16	7	10	7	8	-	-	6	-	2	6	2	2	-	-	-	2	-	-	1	1	1	-	-	-	1	-	-	-	1
Unable to get through to relevant person	6	2	1	11	7	12	1	6	-	-	4	1	1	2	4	2	-	-	-	2	-	-	1	1	1	-	-	-	1	-	-	-	1
Pre-pay credit lost or not credited to card	1	2	-	3	-	1	-	1	-	-	1	-	-	1	-	2	-	-	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-
Costs of going above data allowance	1	2	-	1	-	-	-	1	-	-	1	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	4	-	2	2	4	-	-	4	-	-	2	-	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
A different issue	2%	-	12%	1%	2%	3%	-	2%	-	-	2%	-	5%	1%	3%	-	-	-	-	-	-	-	-	-	12%	-	-	14%	-	20%	17%	9%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
 JB25498 : Prepared by BVA BDRC on behalf of Ofcom

* = Less than .5

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 8

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about landline service in past 6 months - Billing and Customer service complaint

Supplier	SKY										TALK TALK										VIRGIN MEDIA										VODAFONE														
	Issue					Satisfaction					Complaint resolved					Issue					Satisfaction					Complaint resolved					Issue					Satisfaction					Complaint resolved				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	212	59*	17**	183	102	154	38**	183	-**	-**	-**	95*	62*	26**	87*	95*	102	-**	-**	-**	47*	31*	24**	52*	49*	154	-**	-**	-**	72*	50*	32*	66*	87*	38**	-**	-**	-**	24**	9**	5**	21**	17**		
Bill was a lot higher than expected	70	9	4	58	35	44	10	58	-	-	-	35	17	6	34	23	35	-	-	-	23	6	6	19	16	44	-	-	-	25	9	10	23	20	10	-	-	-	7	1	2	7	3		
Bill was inaccurate	41	17	4	22	25	24	5	22	-	-	-	12	8	2	10	11	25	-	-	-	11	6	8	15	10	24	-	-	-	13	8	3	10	13	5	-	-	-	4	-	1	3	2		
Bill contained items I shouldn't have been charged for	33	11	3	23	13	19	4	23	-	-	-	13	13	8	11	12	25	-	-	-	23	19	33	29	20	16	-	-	-	18	16	9	15	15	13	-	-	-	17	-	20	14	12		
Payment issues (including setting up/making a payment, non-direct debit charges)	25	12	3	33	8	29	6	33	-	-	-	24	6	3	15	18	8	-	-	-	5	3	-	5	3	29	-	-	-	18	7	4	13	15	6	-	-	-	3	1	2	4	2		
The format of the bill	23	6	1	29	11	18	2	29	-	-	-	15	10	4	15	14	11	-	-	-	8	-	3	6	5	18	-	-	-	12	5	1	7	11	2	-	-	-	1	1	-	1	1		
Getting a refund, credit note or cashback	19	4	2	22	16	12	3	22	-	-	-	15	4	3	13	9	16	-	-	-	10	2	4	8	8	12	-	-	-	5	2	5	4	8	3	-	-	-	2	-	1	1	2		
Unable to get through to anyone	17	5	-	10	5	17	3	10	-	-	-	1	4	5	4	6	5	-	-	-	-	4	1	3	2	17	-	-	-	6	6	5	6	11	3	-	-	-	2	1	-	1	2		
Took too long to resolve issue	15	3	2	16	9	11	3	16	-	-	-	6	7	3	4	12	9	-	-	-	4	5	-	6	3	11	-	-	-	4	1	6	3	8	3	-	-	-	1	2	-	1	2		
Didn't do what they said they would do	12	2	1	6	6	15	1	6	-	-	-	1	5	-	3	3	6	-	-	-	2	1	3	2	4	15	-	-	-	3	5	7	4	11	1	-	-	-	1	-	-	1	-		
Rude/dismissive	12	3	1	10	1	17	4	10	-	-	-	6	3	1	3	7	1	-	-	-	1	-	1	1	-	10	-	-	-	4	10	23	6	13	3	-	-	-	4	-	-	5	-		
Gave incorrect information	8	2	1	16	7	10	7	16	-	-	-	8	6	2	7	9	7	-	-	-	3	3	1	3	4	10	-	-	-	4	2	4	5	5	7	-	-	-	1	4	2	3	4		
Unable to get through to relevant person	6	2	1	11	7	12	1	11	-	-	-	3	8	-	5	6	7	-	-	-	1	5	1	1	6	12	-	-	-	3	4	5	5	7	1	-	-	-	-	1	-	-	1		
Pre-pay credit lost or not credited to card	* 3	3	6	6	7	8	3	6	-	-	-	3	13	-	6	6	7	-	-	-	2	16	4	2	12	8	-	-	-	4	8	16	8	8	3	-	-	-	-	11	-	-	6		
Costs of going above data allowance	1	2	-	3	-	1	-	3	-	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-						
Costs of international and roaming calls	- 2	-	3	-	2	-	-	3	-	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	-	2	-	-	-	-	-						

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about landline service in past 6 months - Billing and Customer service complaint

Supplier								SKY						TALK TALK						VIRGIN MEDIA						VODAFONE																				
								Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved														
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)		Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)		Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)		Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	212	59*	17**	183	102	154	38*	183	-**	-**	-**	95*	62*	26**	87*	95*		102	-**	-**	-**	47*	31*	24**	52*	49*		154	-**	-**	-**	72*	50*	32*	66*	87*		38*	-**	-**	-**	24**	9**	5**	21**	17**
A different issue	4	-	2	2	2	4	-	2	-	-	-	-	-	2	-	2		2	-	-	-	1	1	-	1	-		4	-	-	-	2	1	1	1	3		-	-	-	-	-	-	-	-	
	2%	-	12%	1%	2%	3%	-	1%	-	-	-	-	-	8%	-	2%		2%	-	-	-	2%	3%	-	2%	-		3%	-	-	-	3%	2%	3%	2%	3%		-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ly - x/g/h/i - j/kl - m/n - op/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Table 9

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about landline service in past 6 months - Service issue complaint

	Supplier							BT						EE						PLUSNET															
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	153	58*	10**	138	87*	134	36*	-**	-**	153	-**	84*	53*	16**	84*	68*	-**	-**	58*	-**	31*	20**	7**	32*	26**	-**	-**	10**	-**	4**	3**	3**	5**	4*	
Poor line quality	71	21	4	45	34	48	19	-	-	71	-	32	27	12	37	33	-	-	21	-	13	5	3	11	10	-	-	4	-	1	1	2	1	2	
	46% <u>d</u>	36%	40%	33%	39%	36%	53% <u>d</u>	-	-	46%	-	38%	51%	75%	44%	49%	-	-	36%	-	42%	25%	43%	34%	38%	-	-	40%	-	25%	33%	67%	20%	50%	
Complete loss of service	54	23	3	68	31	70	18	-	-	54	-	33	17	4	33	21	-	-	23	-	12	8	3	11	12	-	-	3	-	1	1	1	1	2	
	35%	40%	30%	49% <u>aa</u>	36%	52% <u>aa</u>	50%	-	-	35%	-	39%	32%	25%	39%	31%	-	-	40%	-	39%	40%	43%	34%	46%	-	-	30%	-	25%	33%	33%	20%	50%	
Service is not consistently available	47	16	4	44	26	31	8	-	-	47	-	24	18	5	27	20	-	-	16	-	10	6	-	9	7	-	-	4	-	1	3	-	2	2	
	31%	28%	40%	32%	30%	23%	22%	-	-	31%	-	29%	34%	31%	32%	29%	-	-	28%	-	32%	30%	-	28%	27%	-	-	40%	-	25%	100%	-	40%	50%	
Connection speed slower than advertised or led to expect	11	4	1	16	11	14	1	-	-	11	-	8	3	-	6	5	-	-	4	-	2	2	-	3	1	-	-	1	-	1	-	-	1	2	
	7%	7%	10%	12%	13%	10%	3%	-	-	7%	-	10%	6%	-	7%	7%	-	-	7%	-	6%	10%	-	9%	4%	-	-	10%	-	-	33%	-	-	25%	
Problems with voice over internet (VOIP) telephone calls	6	1	-	10	5	4	1	-	-	6	-	6	-	-	4	2	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	
	4%	2%	-	7%	6%	3%	3%	-	-	4%	-	7% <u>d</u>	-	-	5%	3%	-	-	2%	-	3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	
Text or voice mails delivered late	1	-	-	2	-	3	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	-	2%	3%	-	-	1%	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	1	-	-	1	-	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	-	1%	3%	-	-	1%	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor picture quality	1	-	-	6	-	3	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	4% <u>aa</u>	-	2%	-	-	-	1%	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to access 4G service	1	2	-	1	-	1	-	-	-	1	-	1	-	-	1	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	1%	3%	-	1%	-	1%	3%	-	-	1%	-	1%	-	-	1%	-	-	-	3%	-	6%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	-	1	-	1	-	2	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	-	2%	-	1%	-	1%	3% <u>aa</u>	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	-	4	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	3% <u>aa</u>	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	-	2	-	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-
	-	3% <u>aa</u>	-	1%	-	1%	6% <u>aa</u>	-	-	-	-	-	-	-	-	-	-	-	3%	-	-	10%	-	-	8%	-	-	-	-	-	-	-	-	-	-
Unable to access 5G service	-	3	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-
	-	5% <u>aa</u> <u>d</u>	-	-	-	1%	3% <u>aa</u>	-	-	-	-	-	-	-	-	-	-	-	5%	-	10%	-	-	9%	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	2	-	1	1	4	1	1	-	-	2	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-		
	1%	-	10%	1%	5%	1%	3%	-	-	1%	-	1%	2%	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	10%	-	-	-	20%	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Table 10

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about landline service in past 6 months - Service issue complaint

Supplier	SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																						
	Issue				Satisfaction			Complaint resolved			Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved																				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	153	58*	10**	138	87**	134	36*	**	**	138	**	71*	50*	17**	62**	74**	**	**	87**	**	36*	32*	19**	37*	49*	**	**	134	**	74*	41*	19**	69*	65*	**	**	36*	**	15**	9**	12**	14**	22**		
Poor line quality	71	21	4	45	34	48	19	-	-	45	-	26	14	5	23	22	-	-	34	-	12	12	10	18	16	-	-	48	-	28	13	7	27	21	-	-	19	-	10	4	5	7	12		
Complete loss of service	54	23	3	68	31	70	18	-	-	68	-	34	25	9	25	42	-	-	31	-	11	15	5	16	15	-	-	70	-	33	26	11	34	36	-	-	18	-	6	5	7	5	13		
Service is not consistently available	47	16	4	44	26	31	8	-	-	44	-	17	20	7	13	30	-	-	26	-	12	9	5	12	13	-	-	31	-	14	13	4	13	18	-	-	8	-	4	1	3	4	4		
Connection speed slower than advertised or led to expect	7%	7%	10%	12%	13%	10%	3%	-	-	12%	-	13%	12%	6%	15%	9%	-	-	13%	-	8%	9%	26%	11%	14%	-	-	10%	-	9%	12%	11%	13%	8%	-	-	3%	-	7%	-	7%	-	7%		
Problems with voice over internet (VOIP) telephone calls	6	1	-	10	5	4	1	-	-	10	-	6	4	-	7	3	-	-	5	-	1	2	2	3	2	-	-	4	-	2	1	1	3	1	-	-	1	-	1	-	1	-	1		
Text or voice mails delivered late	1%	-	-	1%	-	3	1	-	-	2	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	-	2	1	-	-	1	-	1	-	1	-	1		
Problems with calls being disconnected during a call or not connected at all	1%	-	-	1%	-	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-	-	1	-	1	-	1	-	1			
Poor picture quality	1	-	-	6	-	3	-	-	-	6	-	5	1	-	2	4	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	-	1	2	-	-	-	-	-	-	-	-	-		
Unable to access 4G service	1%	2	-	1%	-	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-	-	1	-	1	-	1	-	1	-	1	
Poor outside reception/coverage	-	1	-	1	-	2	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	1	1	-	-	1	-	1	-	1	-	1	-	1	
Unable to get certain channels/content	-	-	-	4	1	1	-	-	-	4	-	3	-	1	2	2	-	-	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-		
Poor indoor reception/coverage	-	2	-	2	-	2	2	-	-	2	-	1	-	1	1	1	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	1	1	-	-	2	-	2	-	1	-	1	-	1	
Unable to access 5G service	-	3	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-	1	-	-	1	-	1	-	1	-	1	-	1	
A different issue (please describe it briefly in your own words)	2	-	1	1	4	1	1	-	-	1	-	-	1	-	1	-	-	-	4	-	4	-	-	2	2	4	-	-	1	-	-	1	-	1	-	-	1	-	1	-	1	-	1	-	1

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about landline service in past 6 months - Repair and Installation complaint

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	189	70*	38*	220	119	162	38*	-**	189	-**	-**	97*	64*	28**	107	81*	-**	70*	-**	-**	42*	25**	3**	44*	26**	-**	38*	-**	-**	20**	14**	4**	13**	21*
Arranging an installation	41	5	5	51	20	15	4	-	41	-	-	26	8	7	27	14	-	5	-	-	3	1	1	2	3	-	5	-	-	2	2	1	3	2
	22% ^{kl}	7%	13%	23% ^{kl}	17%	9%	11%	-	22%	-	-	27% ^{kl}	13%	25%	25%	17%	-	7%	-	-	7%	4%	33%	5%	12%	-	13%	-	-	10%	14%	25%	23%	10%
Time taken to repair a fault	33	5	7	27	15	26	5	-	33	-	-	13	17	3	18	15	-	5	-	-	3	1	1	2	3	-	7	-	-	5	1	1	2	4
	17% ^{kl}	7%	18%	12%	13%	16%	13%	-	17%	-	-	13%	27% ^{kl}	11%	17%	19%	-	7%	-	-	7%	4%	33%	5%	12%	-	18%	-	-	25%	7%	25%	15%	19%
Time taken to install the service	31	10	4	36	17	34	5	-	31	-	-	14	13	4	15	16	-	10	-	-	8	2	-	7	3	-	4	-	-	2	2	-	3	1
	16%	14%	11%	16%	14%	21%	13%	-	16%	-	-	14%	20%	14%	14%	20%	-	14%	-	-	19%	8%	-	16%	12%	-	11%	-	-	10%	14%	-	23%	5%
Missed/ moved installation appointment	30	9	4	40	13	26	5	-	30	-	-	19	6	5	18	12	-	9	-	-	5	3	1	5	4	-	4	-	-	3	1	-	2	2
	16%	13%	11%	18%	11%	16%	13%	-	16%	-	-	20%	9%	18%	17%	15%	-	13%	-	-	12%	12%	33%	11%	15%	-	11%	-	-	15%	7%	-	15%	10%
Arranging an appointment for an engineer visit	30	10	3	27	10	17	2	-	30	-	-	16	11	3	15	15	-	10	-	-	6	4	-	7	3	-	3	-	-	-	2	1	-	3
	16%	14%	8%	12%	8%	10%	5%	-	16%	-	-	16%	17%	11%	14%	19%	-	14%	-	-	14%	16%	-	16%	12%	-	8%	-	-	-	14%	25%	-	14%
Switching issues (e.g. problems trying to switch or problems porting your number)	29	12	9	41	19	24	8	-	29	-	-	14	8	7	17	12	-	12	-	-	7	5	-	9	3	-	9	-	-	5	4	-	4	4
	15%	17%	24%	19%	16%	15%	21%	-	15%	-	-	14%	13%	25%	16%	15%	-	17%	-	-	17%	20%	-	20%	12%	-	24%	-	-	25%	29%	-	31%	19%
Damage to property during installation	25	8	4	32	10	21	3	-	25	-	-	14	6	5	16	9	-	8	-	-	5	3	-	7	1	-	4	-	-	2	1	1	2	2
	13%	11%	11%	15%	8%	13%	8%	-	13%	-	-	14%	9%	18%	15%	11%	-	11%	-	-	12%	12%	-	16%	4%	-	11%	-	-	10%	7%	25%	15%	10%
Missed/moved repair appointment	19	8	4	16	15	18	7	-	19	-	-	13	1	5	11	7	-	8	-	-	7	1	-	6	2	-	4	-	-	3	-	1	-	4
	10%	11%	11%	7%	13%	11%	18% ^{kl}	-	10%	-	-	13% ^{kl}	2%	18%	10%	9%	-	11%	-	-	17%	4%	-	14%	8%	-	11%	-	-	15%	-	25%	-	19%
Complaining about an engineer	17	8	4	28	20	19	5	-	17	-	-	7	8	2	8	9	-	8	-	-	7	1	-	5	3	-	4	-	-	2	1	1	-	4
	9%	11%	11%	13%	17% ^{kl}	12%	13%	-	9%	-	-	7%	13%	7%	7%	11%	-	11%	-	-	17%	4%	-	11%	12%	-	11%	-	-	10%	7%	25%	-	19%
Damage to property during repair	11	9	3	27	17	15	4	-	11	-	-	4	6	1	3	8	-	9	-	-	5	4	-	5	4	-	3	-	-	1	-	2	-	2
	6%	13%	8%	12% ^{kl}	10% ^{kl}	9%	11%	-	6%	-	-	4%	9%	4%	3%	10% ^{kl}	-	13%	-	-	12%	16%	-	11%	15%	-	8%	-	-	5%	-	50%	-	10%
A different issue	2	1	1	-	2	5	1	-	2	-	-	-	2	-	1	1	-	1	-	-	-	1	-	1	-	-	1	-	-	1	-	-	-	-
	1%	1%	3% ^{kl}	-	2%	3% ^{kl}	3% ^{kl}	-	1%	-	-	-	3%	-	1%	1%	-	1%	-	-	-	4%	-	2%	-	-	3%	-	-	5%	-	-	-	-

Proportions/Means: Columns Tested (% risk level) - a/b/c/d/e/f/g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Table 12

Base: All complained about landline service in past 6 months - Repair and Installation complaint

Supplier	SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																			
	Issue				Satisfaction			Complaint resolved				Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	189	70*	38*	220	119	162	38*	-**	220	-**	-**	120	74*	26**	111	108	-**	119	-**	-**	54*	46*	19**	56*	63*	-**	162	-**	-**	82*	64*	16**	85*	77*	-**	38*	-**	-**	19**	17**	2**	20**	18**
Arranging an installation	41	5	5	51	20	15	4	-	51	-	-	32	13	6	29	22	-	20	-	-	8	9	3	10	10	-	15	-	-	8	4	3	8	7	-	4	-	-	3	1	-	4	-
Time taken to repair a fault	33	5	7	27	15	26	5	-	27	-	-	19	6	2	18	9	-	15	-	-	6	6	3	6	9	-	26	-	-	11	11	4	15	11	-	5	-	-	1	3	1	1	4
Time taken to install the service	31	10	4	36	17	34	5	-	36	-	-	23	8	5	19	17	-	17	-	-	8	7	2	10	7	-	34	-	-	17	13	4	19	15	-	5	-	-	2	3	-	1	4
Missed/ moved installation appointment	30	9	4	40	13	26	5	-	40	-	-	29	10	1	26	13	-	13	-	-	7	3	3	7	6	-	26	-	-	14	11	1	14	12	-	5	-	-	3	2	-	4	1
Arranging an appointment for an engineer visit	30	10	3	27	10	17	2	-	27	-	-	15	12	-	11	16	-	10	-	-	7	3	-	6	4	-	17	-	-	10	4	3	9	8	-	2	-	-	-	2	-	1	1
Switching issues (e.g. problems trying to switch or problems porting your number)	29	12	9	41	19	24	8	-	41	-	-	30	8	3	25	16	-	19	-	-	10	8	1	8	11	-	24	-	-	14	10	-	14	10	-	9	-	-	5	2	1	3	5
Damage to property during installation	25	8	4	32	10	21	3	-	32	-	-	20	5	7	21	11	-	10	-	-	5	4	1	2	8	-	21	-	-	12	7	2	10	11	-	3	-	-	2	1	-	1	2
Missed/moved repair appointment	19	8	4	16	15	18	7	-	16	-	-	8	8	-	8	8	-	15	-	-	6	5	4	5	10	-	18	-	-	10	7	1	11	7	-	7	-	-	3	4	-	4	3
Complaining about an engineer	17	8	4	28	20	19	5	-	28	-	-	17	7	4	9	19	-	20	-	-	11	8	1	13	7	-	19	-	-	8	9	2	8	11	-	5	-	-	3	2	-	5	-
Damage to property during repair	11	9	3	27	17	15	4	-	27	-	-	14	12	1	11	16	-	17	-	-	7	7	3	8	9	-	15	-	-	7	7	1	8	7	-	4	-	-	1	3	-	-	4
A different issue	2	1	1	-	2	5	1	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2	1	1	-	5	-	-	3	2	-	3	2	-	1	-	-	1	-	-	1	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/y - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - AB/CD - E/F/G - HI - JK/LM - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about landline service in past 6 months - Something else complaint

	Supplier							BT						EE						PLUSNET															
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	29**	5**	5**	18**	17**	12**	1**	-**	-**	-**	29**	15**	10**	4**	15**	12**	-**	-**	-**	5**	3**	2**	4**	3**	2**	-**	-**	-**	5**	5**	-**	-**	4**	1*	
Change to your package or service (upgrading or downgrading your service)	11	2	1	7	3	4	-	-	-	-	11	7	4	-	7	4	-	-	-	2	1	1	-	1	1	-	-	-	1	1	-	-	-	1	
	38%	40%	20%	39%	18%	33%	-	-	-	-	38%	47%	40%	-	47%	33%	-	-	-	40%	33%	50%	-	33%	50%	-	-	-	20%	20%	-	-	-	100%	
Switching issues (e.g. problems trying to switch or problems porting your number)	8	1	1	1	1	2	-	-	-	-	8	2	3	3	4	4	-	-	-	1	1	-	-	-	1	-	-	1	1	-	-	-	1	-	
	28%	20%	20%	6%	6%	17%	-	-	-	-	28%	13%	30%	75%	27%	33%	-	-	-	20%	33%	-	-	-	50%	-	-	20%	20%	-	-	-	25%	-	
Complaining about the terms of your contract	4	1	2	4	5	1	-	-	-	-	4	2	2	-	1	2	-	-	-	1	1	-	-	-	-	-	-	2	2	-	-	-	2	-	
	14%	20%	40%	22%	29%	8%	-	-	-	-	14%	13%	20%	-	7%	17%	-	-	-	20%	33%	-	-	-	-	-	-	40%	40%	-	-	-	50%	-	
Service not performing as advertised or as told in store/over the phone	4	1	-	5	5	3	1	-	-	-	4	2	1	1	2	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
	14%	20%	-	28%	29%	25%	100%	-	-	-	14%	13%	10%	25%	13%	17%	-	-	-	20%	-	50%	-	-	-	-	-	-	-	-	-	-	-	-	
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	3	-	1	2	4	1	-	-	-	-	3	2	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	-	
	10%	-	20%	11%	24%	8%	-	-	-	-	10%	13%	10%	-	7%	8%	-	-	-	-	-	-	-	-	-	-	-	20%	20%	-	-	-	25%	-	

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about landline service in past 6 months - Something else complaint

Supplier	SKY									TALK TALK						VIRGIN MEDIA						VODAFONE																						
	Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved																			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	29**	5**	5**	18**	17**	12**	1**	-**	-**	-**	18**	12**	4**	2**	13**	3**	-**	-**	-**	17**	7**	9**	1**	7**	8**	-**	-**	-**	12**	7**	4**	1**	7**	4**	-**	-**	-**	1**	1**	-**	-**	1**	-**	1**
Change to your package or service (upgrading or downgrading your service)	11	2	1	7	3	4	-	-	-	-	7	5	1	1	3	2	-	-	-	3	1	1	1	2	1	-	-	-	4	1	2	1	2	1	-	-	-	-	-	-	-	-	-	
Switching issues (e.g. problems trying to switch or problems porting your number)	8	1	1	1	1	2	-	-	-	-	1	1	-	-	1	-	-	-	-	1	1	-	-	1	-	-	-	2	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	
Complaining about the terms of your contract	4	1	2	4	5	1	-	-	-	-	4	1	2	1	3	1	-	-	-	5	2	3	-	2	2	-	-	-	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	
Service not performing as advertised or as told in store/over the phone	4	1	-	5	5	3	1	-	-	-	5	5	-	-	5	-	-	-	-	5	2	3	-	1	3	-	-	-	3	2	1	-	2	1	-	-	1	1	-	-	-	-	1	
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-		
A different issue (please describe it briefly in your own words)	3	-	1	2	4	1	-	-	-	-	2	1	1	-	2	-	-	-	-	4	2	2	-	2	2	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-		
	10%	-	20%	11%	24%	8%	-	-	-	11%	8%	25%	-	-	15%	-	-	-	-	24%	29%	22%	-	29%	25%	-	-	-	8%	14%	-	-	14%	-	-	-	-	-	-	-	-	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

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

Base: All complained about landline service in past 6 months

	Supplier							BT					EE					PLUSNET																
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Only/mainly on the phone	218	54	22	147	105	167	31	92	59	62	5	99	82	37	110	107	16	17	19	2	29	19	6	27	27	8	8	5	1	14	4	4	12	10
	37%abp	28%	31%	26%	32%	36%bcd	27%	43%h	31%	41%	17%	33%	41%	42%	35%	41%	27%	24%	33%	40%	27%	28%	40%	25%	33%	47%	21%	50%	20%	39%	18%	33%	43%	27%
Only/mainly via email	73	23	10	70	35	41	17	24	28	16	5	39	22	12	45	28	7	11	5	-	17	6	-	13	10	2	3	2	3	6	4	-	5	5
	13%	12%	14%	13%	11%	9%	15%	11%	15%	10%	17%	13%	11%	14%	14%	11%	12%	16%	9%	-	16%	9%	-	12%	12%	12%	8%	20%	60%	17%	18%	-	18%	14%
Only/mainly via mobile app	60	24	13	68	39	60	6	21	22	13	4	35	20	5	30	29	8	10	6	-	16	7	1	17	6	2	11	-	6	5	2	1	10	
	10%	13%p	19%ap	12%p	12%p	13%p	5%	10%	12%	8%	14%	12%	10%	6%	10%	11%	14%	14%	10%	-	15%	10%	7%	16%	7%	12%	29%	-	17%	23%	17%	4%	27%	
Only/mainly via webchat	59	21	7	55	36	48	19	24	17	16	2	33	19	7	35	24	8	5	8	-	8	11	2	10	11	2	3	2	-	3	3	1	2	4
	10%	11%	10%	10%	11%	10%	17%abp	11%	9%	10%	7%	11%	10%	8%	11%	9%	14%	7%	14%	-	7%	16%	13%	9%	13%	12%	8%	20%	-	8%	14%	8%	7%	11%
Only/mainly via web form	48	11	6	62	28	46	10	13	17	16	2	27	17	4	29	19	3	5	2	1	7	3	1	6	5	1	3	1	1	3	1	2	3	2
	8%	6%	9%	13%cd	9%	10%	9%	6%	9%	10%	7%	9%	9%	5%	7%	7%	5%	7%	3%	20%	6%	4%	7%	6%	6%	6%	8%	10%	20%	8%	5%	17%	11%	5%
Only/mainly by social media	47	23	2	46	29	38	12	17	15	10	5	27	13	7	25	22	6	9	8	-	15	7	1	18	5	1	1	-	-	1	1	1	1	1
	8%	12%c	3%	8%	9%	8%	11%	8%	8%	7%	17%	9%	7%	8%	8%	8%	10%	13%	14%	-	14%	10%	7%	17%ef	6%	6%	3%	-	-	5%	8%	4%	3%	4%
Only/mainly in store	37	18	6	55	30	29	6	8	18	10	1	15	14	8	17	18	5	5	8	-	7	9	2	11	7	-	6	-	3	2	1	3	3	
	6%	9%	9%	10%ai	9%	6%	5%	4%	10%h	7%	3%	5%	7%	9%	5%	7%	8%	7%	14%	-	6%	13%	13%	10%	8%	-	16%	-	8%	9%	8%	11%	8%	
Only/mainly by letter	32	14	3	46	18	21	8	10	11	9	2	14	10	8	18	14	5	8	1	-	7	6	1	4	10	1	2	-	1	1	1	1	2	
	5%	7%	4%	8%l	6%	5%	7%	5%	6%	6%	7%	5%	5%	9%	6%	5%	8%	11%	2%	-	6%	5%	7%	4%	12%k	6%	5%	-	3%	5%	8%	4%	5%	
Only/mainly by other contact method	2	1	1	3	3	6	2	1	1	-	-	1	1	-	2	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-
	*	1%	1%	1%	1%	1%	2%	*	1%	-	-	*	1%	-	1%	-	2%	-	-	-	1%	-	-	1%	-	-	-	3%	-	1%	5%	-	-	-
Don't know	7	3	-	7	2	6	2	2	1	1	3	6	1	-	4	1	-	-	1	2	1	1	1	1	2	-	-	-	-	-	-	-	-	
	1%	2%	-	1%	1%	1%	2%	1%	1%	1%	10%	2%	1%	-	1%	*	-	-	2%	40%	1%	1%	7%	1%	2%	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/p - g/h/i - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue						Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Only/mainly on the phone	218	54	22	147	105	167	31	57	48	37	5	72	51	24	71	73	32	39	26	8	48	38	19	48	54	66	46	51	4	81	50	36	82	84	11	9	11	-	16	10	5	14	17
Only/mainly via email	73	23	10	70	35	41	17	24	29	17	-	33	31	6	33	37	9	17	8	1	16	12	7	18	17	18	17	5	1	21	19	1	24	17	5	5	7	-	5	9	3	9	8
Only/mainly via mobile app	60	24	13	68	39	60	6	20	30	17	1	41	23	4	39	28	9	13	15	2	15	18	6	21	17	15	22	23	-	34	19	7	37	23	2	1	3	-	4	2	-	5	1
Only/mainly via webchat	59	21	7	55	36	48	19	15	26	14	-	32	16	7	29	26	15	8	10	3	16	13	7	18	18	11	14	21	2	26	16	6	25	23	8	3	8	-	10	5	4	9	10
Only/mainly via web form	48	11	6	62	28	46	10	19	23	17	3	34	21	7	34	27	11	9	7	1	15	8	5	10	18	15	18	12	1	21	17	8	14	32	3	5	1	1	8	3	2	5	5
Only/mainly by social media	47	23	2	46	29	38	12	16	18	9	3	29	12	5	19	27	12	8	9	-	17	5	7	15	14	12	17	7	2	24	11	3	18	20	4	4	4	-	7	3	2	2	10
Only/mainly in store	37	18	6	55	30	29	6	15	21	17	2	28	16	11	23	32	8	17	4	1	11	15	4	14	16	6	17	6	-	15	12	2	15	14	2	4	-	4	2	-	3	3	
Only/mainly by letter	32	14	3	46	18	21	8	14	23	8	1	21	18	7	22	24	4	8	6	-	4	8	6	7	11	7	9	5	-	7	11	3	6	15	1	5	2	-	4	1	3	5	3
Only/mainly by other contact method	2	1	1	3	3	6	2	1	-	2	-	2	1	-	1	2	2	-	1	-	-	1	2	1	2	3	1	2	-	3	2	1	3	3	2	-	-	-	2	-	-	1	1
Don't know	7	3	-	7	2	6	2	2	2	-	3	6	1	-	2	4	-	-	1	1	2	-	-	2	-	1	1	2	2	3	2	1	3	2	-	2	-	-	2	-	-	2	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months

	Supplier								BT					EE					PLUSNET															
	Issue								Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved												
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
10 - Extremely satisfied (10)	74	23	8	83	44	55	23	20	26	25	3	74	-	-	61	12	8	10	5	-	23	-	-	19	4	1	4	-	3	8	-	-	7	1
	13%	12%	11%	15%	14%	12%	20%ab	9%	14%	16%	10%	25%kl	-	-	19%	5%	14%	14%	9%	-	21%bc	-	-	18%	5%	6%	11%	-	3	22%	-	-	25%	3%
9 -	30	18	6	27	15	38	11	11	9	8	2	30	-	-	24	6	3	11	3	1	18	-	-	14	4	1	4	1	-	6	-	-	4	1
	5%	9%ade	9%	5%	5%	8%ade	10%ade	5%	5%	5%	7%	10%lm	-	-	8%	2%	5%	16%	5%	20%	17%bc	-	-	13%	5%	6%	11%	10%	-	17%	-	-	14%	3%
8 -	91	39	14	105	31	68	11	37	26	23	5	91	-	-	63	27	11	12	14	2	39	-	-	27	12	2	10	1	1	14	-	-	5	9
	16%bc	20%ep	20%bc	19%ep	10%	15%bc	10%	17%	14%	15%	17%	31%lm	-	-	20%	10%	19%	17%	24%	40%	36%bc	-	-	25%	14%	12%	26%	10%	20%	39%	-	-	18%	24%
7 -	101	28	8	83	54	74	14	32	36	28	5	101	-	-	58	42	10	9	9	-	28	-	-	14	14	3	2	2	1	8	-	-	5	3
	17%	15%	11%	15%	17%	16%	12%	15%	19%	18%	17%	34%lm	-	-	18%	16%	17%	13%	16%	-	26%bc	-	-	13%	17%	18%	5%	20%	20%	22%	-	-	16%	8%
6 -	80	30	9	67	47	67	18	28	24	26	2	-	80	-	32	48	9	13	7	1	-	30	-	-	13	17	2	6	1	-	9	-	1	7
	14%	16%	13%	12%	14%	15%	16%	13%	13%	17%	7%	-	40%klm	-	10%	15%	19%	12%	20%	-	43%kl	-	-	12%	20%	12%	16%	10%	-	41%	-	-	4%	19%
5 -	72	21	7	78	50	54	11	26	23	18	5	-	72	-	27	44	8	6	7	-	21	-	-	9	11	3	3	1	-	7	-	2	5	
	12%	11%	10%	14%	15%	12%	10%	12%	12%	12%	17%	-	38%klm	-	9%	17%kl	14%	9%	12%	-	32%kl	-	-	8%	13%	18%	8%	10%	-	-	7%	7%	14%	
4 -	47	18	6	45	21	38	6	18	17	9	3	-	47	-	16	30	5	6	6	1	18	-	-	6	12	-	5	1	-	6	-	1	4	
	8%	9%	9%	8%	6%	8%	5%	8%	9%	6%	10%	-	24%klm	-	5%	11%kl	8%	9%	10%	20%	26%kl	-	-	6%	14%kl	-	13%	10%	-	27%	-	4%	11%	
3 -	31	7	6	31	19	22	7	15	8	6	2	-	-	31	12	19	3	1	3	-	-	-	7	3	4	2	2	2	-	6	-	1	4	
	5%	4%	9%	6%	6%	5%	6%	7%	4%	4%	7%	-	-	35%kl	4%	7%	5%	1%	5%	-	-	-	47%	3%	5%	12%	5%	20%	-	-	50%	4%	11%	
2 -	21	4	2	14	16	17	8	10	8	3	-	-	-	21	8	13	1	1	2	-	4	-	-	2	2	1	1	-	-	2	-	2	-	
	4%	2%	3%	3%	5%	4%	7%kl	5%	4%	2%	-	-	-	24%kl	3%	5%	2%	1%	3%	-	-	-	27%	2%	2%	6%	3%	-	-	17%	-	-	5%	
1 - Extremely dissatisfied (1)	36	4	4	26	28	29	4	15	12	7	2	-	-	36	14	21	1	1	2	-	4	-	-	1	3	2	1	1	-	4	-	2	1	
	6%kl	2%	6%	5%	9%bd	6%kl	4%	7%	6%	5%	7%	-	-	41%kl	4%	8%	2%	1%	3%	-	-	-	4	1%	4%	12%	3%	10%	-	-	33%	7%	3%	
NET: Dissatisfied (1-3)	88	15	12	71	63	68	19	40	28	16	4	-	-	88	34	53	5	3	7	-	15	-	-	6	9	5	4	3	-	-	12	3	7	
	15%kl	8%	7%kl	13%	19%bd	15%bd	17%bd	19%	15%	10%	14%	-	-	100%kl	11%	20%kl	8%	4%	12%	-	-	-	100%	6%	11%	29%	11%	30%	-	-	100%	11%	19%	
NET: Neutral (4-6)	199	69	22	190	118	159	35	72	64	53	10	-	199	75	122	22	25	20	2	-	69	-	-	28	40	5	14	3	-	22	-	4	16	
	34%	36%	31%	34%	36%	34%	31%	34%	34%	35%	34%	-	40%klm	24%	42%kl	37%	36%	34%	40%	-	100%kl	-	-	26%	44%kl	29%	37%	30%	-	100%	-	14%	43%	
NET: Satisfied (7-10)	296	108	36	298	144	235	59	100	97	84	15	296	-	-	206	87	32	42	31	3	108	-	-	74	34	7	20	4	5	36	-	21	14	
	51%	56%kl	51%	53%kl	44%	51%	52%	47%	51%	55%	52%	100%klm	-	-	85%kl	33%	54%	60%	53%	60%	100%kl	-	-	69%kl	41%	41%	53%	40%	100%	100%	-	75%	38%	
Mean score	6.25	6.72adl	6.30	6.46e	5.95	6.29	6.50e	5.99	6.24	6.63e	6.21	6.25	6.48lm	6.17m	1.94	6.63	7.09	6.34	7.00	6.63	6.53e	5.17	2.20	7.32f	5.95	5.47	6.58	5.30	9.00	8.39	5.14	2.17	7.36	5.73
Standard error	0.10	0.16	0.31	0.10	0.15	0.12	0.25	0.17	0.19	0.19	0.46	0.07	0.06	0.09	0.14	0.14	0.29	0.25	0.30	0.89	0.10	0.10	0.22	0.20	0.23	0.66	0.39	0.80	0.63	0.18	0.18	0.27	0.50	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/g - h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months

	Supplier							SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																				
								Issue		Satisfaction		Complaint resolved	Issue		Satisfaction		Complaint resolved	Issue		Satisfaction		Complaint resolved	Issue		Satisfaction		Complaint resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
10 - Extremely satisfied	74	23	8	83	44	55	23	30	32	16	5	83	-	-	65	15	15	14	9	6	44	-	-	38	5	16	22	15	2	55	-	-	51	4	12	7	4	-	23	-	-	15	8
9 -	13%	12%	11%	15%	14%	12%	20%ab	16%	15%	12%	28%	28%	-	-	24%	5%	15%	12%	10%	35%	31%	-	-	25%	3%	10%	14%	11%	17%	23%	-	-	22%	2%	32%	18%	11%	-	39%	-	-	27%	14%
8 -	30	18	6	27	15	38	11	7	11	8	1	27	-	-	23	4	4	7	4	-	15	-	-	8	7	9	14	14	1	38	-	-	31	7	3	5	2	1	11	-	-	8	3
7 -	5%	9%ad	9%	5%	5%	8%ade	10%de	4%	5%	6%	6%	9%	-	-	8%	1%	4%	6%	5%	-	10%	-	-	5%	4%	6%	9%	10%	8%	16%	-	-	14%	3%	8%	13%	6%	100%	19%	-	-	15%	5%
6 -	91	39	14	105	31	68	11	31	44	26	4	105	-	-	58	47	11	10	10	-	31	-	-	20	11	26	22	18	2	68	-	-	53	15	3	3	5	-	11	-	-	6	5
5 -	16%	20%ey	20%	19%ey	10%	15%	10%	17%	20%	19%	22%	35%	-	-	21%	17%	11%	8%	11%	-	22%	-	-	13%	7%	17%	14%	13%	17%	29%	-	-	23%	6%	8%	8%	14%	-	19%	-	-	11%	9%
4 -	101	28	8	83	54	74	14	27	33	21	2	83	-	-	36	47	17	23	13	1	54	-	-	27	27	21	24	27	2	74	-	-	34	40	6	4	4	-	14	-	-	9	5
3 -	17%	15%	11%	15%	17%	16%	12%	15%	15%	15%	11%	28%	-	-	13%	17%	17%	19%	15%	6%	36%	-	-	18%	16%	14%	15%	20%	17%	31%	-	-	15%	17%	16%	11%	11%	-	24%	-	-	16%	9%
2 -	80	30	9	67	47	67	18	26	24	16	1	67	-	-	26	41	11	19	15	2	47	-	-	20	26	19	29	18	1	67	-	-	17	49	4	8	6	-	18	-	-	7	11
1 - Extremely dissatisfied	14%	16%	13%	12%	14%	15%	16%	14%	11%	12%	6%	33%	-	-	10%	15%	11%	16%	17%	12%	40%	-	-	13%	15%	12%	18%	15%	8%	42%	-	-	7%	23%	11%	21%	17%	-	33%	-	-	13%	19%
NET: Dissatisfied	72	21	7	78	50	54	11	21	34	20	3	78	-	-	31	46	12	22	11	5	50	-	-	17	32	14	24	13	3	54	-	-	17	37	3	5	3	-	11	-	-	4	7
NET: Neutral	47	18	6	45	21	38	6	15	16	14	-	45	-	-	14	31	8	5	6	2	21	-	-	9	11	17	11	10	-	38	-	-	9	29	2	4	-	6	-	-	1	5	
NET: Satisfied	8%	9%	9%	8%	6%	8%	5%	8%	7%	10%	-	24%	-	-	5%	11%	8%	4%	7%	12%	18%	-	-	6%	7%	11%	7%	7%	-	24%	-	-	4%	12%	5%	11%	-	17%	-	-	2%	9%	
Standard error	31	7	6	31	19	22	7	12	12	6	1	31	-	-	7	24	7	6	6	-	19	-	-	4	15	7	6	8	1	22	-	-	4	18	1	-	6	-	-	7	2	5	
	5%	4%	9%	6%	6%	5%	6%	7%	5%	4%	6%	44%	-	-	3%	9%	7%	5%	7%	-	30%	-	-	3%	9%	5%	4%	6%	8%	-	-	31%	2%	8%	3%	-	17%	-	-	37%	4%	9%	
	21	4	2	14	16	17	8	5	3	5	1	14	-	-	4	9	3	6	6	1	16	-	-	2	14	9	3	5	-	17	-	-	4	13	3	2	3	-	8	-	-	2	6
	4%	2%	3%	3%	5%	4%	7%bd	3%	1%	4%	6%	20%	-	-	1%	3%	3%	5%	7%	6%	1	-	-	2%	8%	6%	2%	4%	-	25%	-	-	2%	6%	8%	5%	8%	-	4%	-	-	4%	10%
	36	4	4	26	28	29	4	9	11	6	-	26	-	-	9	16	14	7	7	-	28	-	-	7	21	16	7	6	-	29	-	-	7	21	1	-	3	-	-	4	1	3	
	9%	2%	6%	5%	9%bd	6%	4%	5%	5%	4%	-	37%	-	-	3%	6%	14%	6%	8%	-	44%	-	-	5%	12%	10%	4%	4%	-	43%	-	-	3%	9%	3%	-	8%	-	-	4	1	3	
	88	15	12	71	63	68	19	26	26	17	2	88	-	-	71	20	49	24	19	1	63	-	-	13	50	32	16	19	1	68	-	-	15	52	5	2	12	-	-	19	5	14	
	15%	8%	17%	13%	19%bd	15%b	17%b	14%	12%	12%	11%	100%	-	-	7%	18%	24%	16%	22%	6%	100%	-	-	9%	20%	21%	10%	14%	8%	-	-	100%	7%	22%	13%	5%	32%	-	-	100%	9%	24%	
	199	69	22	190	118	159	35	62	74	50	4	190	-	-	71	118	31	46	32	9	118	-	-	46	69	50	64	41	4	159	-	-	43	115	9	17	9	-	35	-	-	12	23
	34%	36%	31%	34%	36%	34%	31%	34%	34%	36%	22%	100%	-	-	26%	42%	30%	39%	37%	53%	100%	-	-	30%	43%	32%	40%	31%	33%	-	-	19%	49%	24%	45%	25%	-	-	100%	34%	43%		
	296	108	36	298	144	235	59	95	120	71	12	298	-	-	182	113	47	54	36	7	144	-	-	93	50	72	82	74	7	235	-	-	169	65	24	19	15	1	59	-	-	38	21
	51%	56%	51%	53%	44%	51%	52%	52%	55%	51%	67%	100%	-	-	87%	40%	46%	45%	41%	41%	100%	-	-	61%	30%	47%	51%	55%	58%	100%	-	-	74%	28%	63%	50%	42%	100%	100%	-	-	69%	36%
Mean score	6.25	6.32ad	6.30	6.46e	5.95	6.29	6.58e	6.43	6.51	6.33	7.28	6.37%	5.12	2.07	7.28%	5.70	5.80	6.09	5.78	6.71	6.34%	5.22%	1.86	7.81%	4.99	5.86	6.54%	6.43	6.92	6.31%	5.18%	1.90	7.48%	5.15	7.11%	6.84	5.67	9.00	6.73%	5.34	2.16	7.45%	5.74
Standard error	0.10	0.16	0.31	0.10	0.15	0.12	0.25	0.19	0.16	0.21	0.59	0.07	0.06	0.11	0.14	0.13	0.29	0.23	0.28	0.66	0.11	0.07	0.11	0.20	0.19	0.22	0.18	0.21	0.63	0.07	0.06	0.11	0.15	0.14	0.45	0.38	0.47	-	0.16	0.13	0.18	0.32	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/xy - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - AB/CD - E/F/G - HI - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Supplier							BT							EE							PLUSNET														
								Issue			Satisfaction				Complaint resolved											Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)		
Total	315	108	28**	273	152	227	55*	109	107	84*	15**	206	75*	34*	315	-**	29**	44*	32*	3**	74*	28**	6**	108	-**	6**	13**	5**	4**	21**	4**	3**	28**	-*		
10 - Extremely satisfied (10)	61	19	7	65	38	51	15	20	20	18	3	61	-	-	61	-	6	8	5	-	19	-	-	19	-	1	3	-	3	7	-	7	-			
	19%	18%	25%	24%	25%	22%	27%	18%	19%	21%	20%	19%	-	-	19%	-	21%	18%	16%	-	26%	-	-	18%	-	17%	23%	-	75%	33%	-	25%	-			
9 -	24	14	4	23	8	31	8	9	8	5	2	24	-	-	24	-	3	7	3	1	14	-	-	14	-	-	3	1	-	4	-	4	-			
	8%	13%	14%	8%	5%	14%	15%	8%	7%	6%	13%	12%	-	-	8%	-	10%	16%	9%	33%	19%	-	-	13%	-	-	23%	20%	-	19%	-	14%	-			
8 -	63	27	5	58	20	53	6	25	19	15	4	63	-	-	63	-	6	8	12	1	27	-	-	27	-	1	4	-	5	-	5	-				
	20%	25%	18%	21%	13%	23%	11%	23%	18%	18%	27%	20%	-	-	20%	-	22%	18%	38%	33%	36%	-	-	25%	-	17%	31%	-	24%	-	18%	-				
7 -	58	14	5	36	27	34	9	14	21	20	3	58	-	-	58	-	3	6	5	-	14	-	-	14	-	2	1	1	1	5	-	5	-			
	18%	13%	18%	13%	18%	15%	16%	13%	20%	24%	20%	28%	-	-	18%	-	10%	14%	16%	-	19%	-	-	13%	-	33%	8%	20%	25%	24%	-	18%	-			
6 -	32	13	1	26	20	17	7	10	15	7	-	32	-	-	32	-	6	5	1	1	-	13	-	-	13	-	-	1	-	1	-	1	-			
	10%	12%	4%	10%	13%	7%	13%	9%	14%	8%	-	10%	-	-	10%	-	22%	11%	3%	33%	-	46%	-	12%	-	-	-	20%	-	25%	-	4%	-			
5 -	27	9	2	31	17	17	4	7	12	7	1	27	-	-	27	-	4	3	2	-	9	-	-	9	-	1	-	1	-	2	-	2	-			
	9%	8%	7%	11%	11%	7%	7%	6%	11%	8%	7%	-	-	-	9%	-	14%	7%	6%	-	32%	-	-	8%	-	17%	-	20%	-	50%	-	7%	-			
4 -	16	6	1	14	9	9	1	6	5	5	-	16	-	-	16	-	5	1	-	-	6	-	-	6	-	-	1	-	-	1	-	1	-			
	5%	6%	4%	5%	6%	4%	2%	6%	5%	6%	-	5%	-	-	5%	-	11%	3%	-	-	21%	-	-	6%	-	-	8%	-	-	25%	-	4%	-			
3 -	12	3	1	7	4	4	2	9	1	1	1	12	-	-	12	-	1	1	1	-	-	3	-	-	3	-	-	1	-	-	1	-	1	-		
	4%	3%	4%	3%	3%	2%	4%	8%	1%	1%	7%	-	-	-	4%	-	3%	2%	3%	-	-	50%	-	-	3%	-	-	8%	-	-	33%	-	4%	-		
2 -	8	2	-	4	2	4	2	3	3	2	-	8	-	-	8	-	1	1	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-			
	3%	2%	-	1%	1%	2%	4%	3%	3%	2%	-	3%	-	-	3%	-	2%	3%	-	-	-	33%	-	-	2%	-	-	-	-	-	-	-	-	-		
1 - Extremely dissatisfied (1)	14	1	2	9	7	7	1	6	3	4	1	14	-	-	14	-	-	-	1	-	-	1	-	1	-	1	-	1	-	2	-	2	-			
	4%	1%	7%	3%	5%	3%	2%	6%	3%	5%	7%	4%	-	-	4%	-	-	-	3%	-	-	17%	-	1%	-	17%	-	20%	-	67%	-	7%	-			
NET: Dissatisfied (1-3)	34	6	3	20	13	15	5	18	7	7	2	34	-	-	34	-	1	2	3	-	-	6	-	6	-	1	1	1	-	3	-	3	-			
	11%	6%	11%	7%	9%	7%	9%	17%	7%	8%	13%	11%	-	-	11%	-	3%	5%	9%	-	-	100%	-	6%	-	17%	8%	20%	-	100%	-	11%	-			
NET: Neutral (4-6)	75	28	4	71	46	43	12	23	32	19	1	75	-	-	75	-	10	13	4	1	-	28	-	28	-	1	1	2	-	4	-	4	-			
	24%	26%	14%	26%	19%	22%	22%	21%	30%	23%	7%	24%	-	-	24%	-	34%	30%	13%	33%	-	100%	-	26%	-	17%	8%	40%	-	100%	-	14%	-			
NET: Satisfied (7-10)	206	74	21	182	93	169	38	68	68	58	12	206	-	-	206	-	18	29	25	2	74	-	-	74	-	4	11	2	4	21	-	21	-			
	65%	69%	75%	67%	61%	74%	69%	62%	64%	69%	80%	65%	-	-	65%	-	62%	66%	78%	67%	100%	-	-	69%	-	67%	85%	40%	100%	100%	-	75%	-			
Mean score	6.96	7.32	7.36	7.25	7.01	7.48	7.45	6.76	7.04	7.06	7.33	8.43m	8.21m	1.94	6.96	-	7.41	7.25	7.31	7.67	8.51	5.25	2.33	7.32	-	6.33	7.92	5.60	9.25	8.62	5.00	1.67	7.36	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Supplier							SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																				
	Issue							Satisfaction					Complaint resolved					Issue					Satisfaction					Complaint resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	315	108	28**	273	152	227	55*	87*	111	62*	13**	182	71*	20**	273	--	52*	56*	37*	7**	93*	46*	13**	152	--	66*	85*	69*	7**	169	43*	15**	227	--	21**	20**	14**	--	38*	12**	5**	55*	--
10 - Extremely satisfied (10)	61	19	7	65	38	51	15	22	28	11	4	65	-	-	65	-	13	13	7	5	38	-	-	38	-	15	20	14	2	51	-	-	51	-	7	5	3	-	15	-	-	15	-
9 - (9)	24	14	4	23	8	31	8	5	9	8	1	23	-	-	23	-	1	5	2	-	8	-	-	8	-	7	11	12	1	31	-	-	31	-	1	5	2	-	8	-	-	8	-
8 - (8)	63	27	5	58	20	53	6	15	24	16	3	58	-	-	58	-	7	7	6	-	20	-	-	20	-	20	18	13	2	53	-	-	53	-	2	2	2	-	6	-	-	6	-
7 - (7)	58	14	5	36	27	34	9	16	12	6	2	36	-	-	36	-	10	9	8	-	27	-	-	27	-	11	13	10	-	34	-	-	34	-	5	3	1	-	9	-	-	9	-
6 - (6)	32	13	1	26	20	17	7	9	12	4	1	32	-	-	32	-	5	7	6	2	20	-	-	20	-	3	5	9	-	17	-	-	17	-	2	3	2	-	7	-	-	7	-
5 - (5)	10%	12%	4%	10%	13%	7%	13%	10%	11%	6%	8%	10%	-	-	10%	-	10%	13%	16%	29%	43%	-	-	43%	-	5%	6%	13%	-	40%	-	-	40%	-	7%	15%	14%	-	58%	-	-	13%	-
4 - (4)	27	9	2	31	17	17	4	9	14	7	1	31	-	-	31	-	3	11	3	-	17	-	-	17	-	3	8	4	2	17	-	-	17	-	2	2	-	-	4	-	-	4	-
3 - (3)	16	6	1	14	9	9	1	4	6	4	-	14	-	-	14	-	6	1	2	-	9	-	-	9	-	5	2	2	-	9	-	-	9	-	1	-	-	-	1	-	-	1	-
2 - (2)	8	2	-	4	2	4	2	1	1	2	-	4	-	-	4	-	1	1	-	-	2	-	-	2	-	1	2	1	-	4	-	-	4	-	2	-	-	-	2	-	-	2	-
1 - Extremely dissatisfied (1)	14	1	2	9	7	7	1	4	3	2	-	9	-	-	9	-	5	1	1	-	7	-	-	7	-	4	3	-	-	7	-	-	7	-	1	-	-	-	1	-	-	1	-
NET: Dissatisfied (1-3)	34	6	3	20	13	15	5	7	6	6	1	20	-	-	20	-	7	3	3	-	13	-	-	13	-	2	8	5	-	15	-	-	15	-	3	-	2	-	5	-	-	5	-
NET: Neutral (4-6)	75	28	4	71	46	43	12	22	32	15	2	71	-	-	71	-	14	19	11	2	46	-	-	46	-	11	15	15	2	43	-	-	43	-	3	5	4	-	12	-	-	12	-
NET: Satisfied (7-10)	206	74	21	182	93	169	36	58	73	41	10	182	-	-	182	-	31	34	23	5	93	-	-	93	-	53	62	49	5	169	-	-	169	-	15	15	8	-	38	-	-	38	-
Mean score	6.96	7.32	7.36	7.25	7.01	7.45	7.45	7.17	7.33	7.08	7.77	8.54	5.17	1.90	7.25	-	6.63	7.16	6.95	8.86	8.61	5.24	1.77	7.01	-	7.70	7.36	7.42	7.86	8.53	5.19	1.80	7.49	-	7.29	8.00	6.93	-	8.76	5.50	2.20	7.45	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

	Supplier										BT					EE					PLUSNET													
											Issue			Satisfaction		Complaint resolved		Issue					Satisfaction			Complaint resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	29**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
10 - Extremely satisfied (10)	86	33	10	94	51	65	28	29	28	26	3	73	9	4	65	20	11	12	10	-	30	2	1	25	8	1	6	1	2	9	1	-	6	4
9 - (9)	15%	17%	14%	17%	16%	14%	25% ka	14%	15%	17%	10%	25% lm	5%	5%	21% ka	8%	19%	17%	17%	-	28% f	3%	7%	23% f	10%	6%	16%	10%	40%	25%	5%	-	21%	11%
8 - (8)	65	17	10	70	32	56	10	19	26	16	4	51	10	4	42	22	2	7	7	1	14	2	1	14	3	1	8	-	1	10	-	-	6	4
7 - (7)	11%	9%	14%	13%	10%	12%	9%	9%	14%	10%	14%	17% lm	5%	5%	13% lm	8%	3%	10%	12%	20%	13% f	3%	7%	13% f	4%	6%	21%	-	20%	28%	-	-	21%	11%
6 - (6)	102	33	17	99	47	73	14	37	34	23	8	67	28	7	61	41	10	14	8	1	23	8	2	16	17	6	10	1	-	9	5	3	4	12
5 - (5)	17%	17%	24% ap	18%	14%	16%	12%	17%	18%	15%	28%	23% lm	14%	8%	19%	16%	17%	20%	14%	20%	21%	12%	13%	15%	20%	35%	26%	10%	-	25%	23%	25%	14%	32%
4 - (4)	84	23	8	74	49	64	18	33	21	28	2	51	30	3	38	46	9	10	4	-	17	6	-	14	9	3	2	1	2	3	3	2	3	5
3 - (3)	14%	12%	11%	13%	15%	14%	16%	16%	11%	18%	7%	17% lm	15% lm	3%	12%	18%	15%	14%	7%	-	16%	9%	-	13%	11%	18%	5%	10%	40%	8%	14%	17%	11%	14%
2 - (2)	71	28	10	69	43	51	13	24	23	18	6	22	40	9	30	40	12	3	12	1	9	18	1	12	16	2	5	3	-	1	7	2	4	4
1 - Extremely dissatisfied (1)	12%	15%	14%	12%	13%	11%	12%	11%	12%	12%	21%	7%	20% lm	10%	10%	15% lm	20% lm	4%	11%	20%	8%	10% lm	7%	11%	19%	12%	13%	30%	-	3%	32%	17%	14%	11%
Not applicable	67	19	6	58	42	54	8	28	22	15	2	15	46	6	31	35	5	8	6	-	8	11	-	11	7	3	1	2	-	2	3	1	2	4
NET: Dissatisfied (1-3)	11%	10%	9%	10%	13%	12%	7%	13%	12%	10%	7%	5%	23% lm	7%	10%	13%	8%	11%	10%	-	7%	16%	-	10%	8%	18%	3%	20%	-	6%	14%	8%	7%	11%
NET: Neutral (4-6)	39	14	5	40	22	28	12	14	11	12	2	6	20	13	15	24	4	6	4	-	2	10	2	5	9	-	4	1	-	1	3	1	3	2
NET: Satisfied (7-10)	7%	7%	7%	7%	7%	6%	11%	7%	6%	8%	7%	2%	10% k	15% kl	5%	9% n	7%	9%	7%	7%	2%	14% kl	13%	5%	11%	-	11%	10%	-	3%	14%	8%	11%	5%
Mean score	22	10	1	25	12	19	5	10	6	6	-	4	7	11	10	12	3	5	2	-	-	8	2	5	5	-	-	1	-	-	1	-	-	-
Standard error	4%	5%	1%	4%	4%	4%	4%	5%	3%	4%	-	1%	4%	13% kl	3%	5%	5%	7%	3%	-	12% kl	13%	5%	6%	5%	-	-	10%	-	-	8%	-	-	
NET: Dissatisfied (1-3)	26	2	2	18	15	27	5	12	7	6	1	3	4	19	16	10	12	1	1	-	2%	4%	2%	-	2	1	1	-	-	-	2	-	2	
NET: Neutral (4-6)	4	4	1	2	6	5	-	5	3	4	-	1	4	12	5	11	2	3	4	-	2	3	4	5	4	-	-	-	-	-	3	1	-	-
NET: Satisfied (7-10)	26	2	2	18	15	27	5	12	7	6	1	3	4	19	16	10	12	1	1	-	2%	4%	2%	-	2	1	1	-	-	-	2	-	2	
NET: Dissatisfied (1-3)	4%	1%	3%	3%	5%	6%	4%	6%	4%	4%	3%	1%	2%	22% kl	4%	5%	4%	1%	2%	-	-	-	13%	2%	6%	3%	-	-	-	17%	-	-	-	5%
NET: Neutral (4-6)	4	4	1	2	6	5	-	5	3	4	-	1	4	12	5	11	2	3	4	-	2	3	4	5	4	-	-	-	-	-	3	1	-	-
NET: Satisfied (7-10)	26	2	2	18	15	27	5	12	7	6	1	3	4	19	16	10	12	1	1	-	2%	4%	2%	-	2	1	1	-	-	-	2	-	2	
NET: Dissatisfied (1-3)	65	21	3	53	33	66	10	28	23	13	1	8	15	42	31	33	5	9	7	-	2	11	8	10	11	1	1	1	-	-	3	-	2	
NET: Neutral (4-6)	177	61	21	167	107	133	33	66	56	45	10	48	106	28	76	89	21	17	22	1	19	39	3	26	32	5	10	6	-	4	13	4	9	10
NET: Satisfied (7-10)	30%	32%	30%	30%	33%	29%	29%	31%	30%	29%	34%	15%	13% klm	32% kl	24%	38% lm	21%	36%	24%	38%	20%	18%	32% kl	20%	26%	29%	26%	60%	-	11%	59%	33%	32%	27%
NET: Dissatisfied (1-3)	337	106	45	337	179	258	70	118	109	93	17	242	77	18	206	120	32	43	29	2	84	18	4	69	37	11	26	3	5	31	9	5	19	25
NET: Neutral (4-6)	58%	55%	64%	60%	55%	56%	62%	56%	58%	61%	59%	62% lm	59% lm	20%	65% kl	49%	54%	61%	50%	40%	78% kl	26%	27%	64% kl	45%	65%	68%	30%	100%	86%	41%	42%	68%	68%
NET: Satisfied (7-10)	6.72	6.79	7.20	6.92 ^l	6.70	6.56	7.03	6.52	6.76	6.89	7.11	7.95 ^{lm}	8.05 ^{lm}	4.15	7.13 ^{kl}	6.23	6.84	6.80	6.69	7.67	7.95 ^{kl}	5.54	4.33	7.23 ^{kl}	6.22	6.82	7.51	6.00	8.60	8.37	6.36	5.33	7.61	7.05
Standard error	0.10	0.18	0.26	0.10	0.14	0.12	0.24	0.17	0.18	0.19	0.40	0.11	0.14	0.29	0.14	0.14	0.29	0.30	0.33	0.88	0.18	0.23	0.79	0.23	0.26	0.50	0.35	0.63	0.68	0.26	0.33	0.74	0.38	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 22

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

	Supplier										SKY						TALK TALK						VIRGIN MEDIA						VODAFONE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
	BT					EE					Plusnet		Sky		TalkTalk		Virgin		Vodafone		Billing and Customer service		Repairs and Installation		Service issues		Something else		Satisfaction		Complaint resolved		Issue		Satisfaction		Complaint resolved		Issue		Satisfaction		Complaint resolved																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(aa)	(ab)	(ac)	(ad)	(ae)	(af)	(ag)	(ah)	(ai)	(aj)	(ak)	(al)	(am)	(an)	(ao)	(ap)	(aq)	(ar)	(as)	(at)	(au)	(av)	(aw)	(ax)	(ay)	(az)	(ba)	(bb)	(bc)	(bd)	(be)	(bf)	(bg)	(bh)	(bi)	(bj)	(bk)	(bl)	(bm)	(bn)	(bo)	(bp)	(bq)	(br)	(bs)	(bt)	(bu)	(bv)	(bw)	(bx)	(by)	(bz)	(ca)	(cb)	(cc)	(cd)	(ce)	(cf)	(cg)	(ch)	(ci)	(cj)	(ck)	(cl)	(cm)	(cn)	(co)	(cp)	(cq)	(cr)	(cs)	(ct)	(cu)	(cv)	(cw)	(cx)	(cy)	(cz)	(da)	(db)	(dc)	(dd)	(de)	(df)	(dg)	(dh)	(di)	(dj)	(dk)	(dl)	(dm)	(dn)	(do)	(dp)	(dq)	(dr)	(ds)	(dt)	(du)	(dv)	(dw)	(dx)	(dy)	(dz)	(ea)	(eb)	(ec)	(ed)	(ee)	(ef)	(eg)	(eh)	(ei)	(ej)	(ek)	(el)	(em)	(en)	(eo)	(ep)	(eq)	(er)	(es)	(et)	(eu)	(ev)	(ew)	(ex)	(ey)	(ez)	(fa)	(fb)	(fc)	(fd)	(fe)	(ff)	(fg)	(fh)	(fi)	(fj)	(fk)	(fl)	(fm)	(fn)	(fo)	(fp)	(fq)	(fr)	(fs)	(ft)	(fu)	(fv)	(fw)	(fx)	(fy)	(fz)	(ga)	(gb)	(gc)	(gd)	(ge)	(gf)	(gg)	(gh)	(gi)	(gj)	(gk)	(gl)	(gm)	(gn)	(go)	(gp)	(gq)	(gr)	(gs)	(gt)	(gu)	(gv)	(gw)	(gx)	(gy)	(gz)	(ha)	(hb)	(hc)	(hd)	(he)	(hf)	(hg)	(hh)	(hi)	(hj)	(hk)	(hl)	(hm)	(hn)	(ho)	(hp)	(hq)	(hr)	(hs)	(ht)	(hu)	(hv)	(hw)	(hx)	(hy)	(hz)	(ia)	(ib)	(ic)	(id)	(ie)	(if)	(ig)	(ih)	(ii)	(ij)	(ik)	(il)	(im)	(in)	(io)	(ip)	(iq)	(ir)	(is)	(it)	(iu)	(iv)	(iw)	(ix)	(iy)	(iz)	(ja)	(jb)	(jc)	(jd)	(je)	(jf)	(jg)	(jh)	(ji)	(jj)	(jk)	(jl)	(jm)	(jn)	(jo)	(jp)	(jq)	(jr)	(js)	(jt)	(ju)	(jv)	(jw)	(jx)	(jy)	(jz)	(ka)	(kb)	(kc)	(kd)	(ke)	(kf)	(kg)	(kh)	(ki)	(kj)	(kl)	(km)	(kn)	(ko)	(kp)	(kq)	(kr)	(ks)	(kt)	(ku)	(kv)	(kw)	(kx)	(ky)	(kz)	(la)	(lb)	(lc)	(ld)	(le)	(lf)	(lg)	(lh)	(li)	(lj)	(lk)	(ll)	(lm)	(ln)	(lo)	(lp)	(lq)	(lr)	(ls)	(lt)	(lu)	(lv)	(lw)	(lx)	(ly)	(lz)	(ma)	(mb)	(mc)	(md)	(me)	(mf)	(mg)	(mh)	(mi)	(mj)	(mk)	(ml)	(mn)	(mo)	(mp)	(mq)	(mr)	(ms)	(mt)	(mu)	(mv)	(mw)	(mx)	(my)	(mz)	(na)	(nb)	(nc)	(nd)	(ne)	(nf)	(ng)	(nh)	(ni)	(nj)	(nk)	(nl)	(nm)	(nn)	(no)	(np)	(nq)	(nr)	(ns)	(nt)	(nu)	(nv)	(nw)	(nx)	(ny)	(nz)	(oa)	(ob)	(oc)	(od)	(oe)	(of)	(og)	(oh)	(oi)	(oj)	(ok)	(ol)	(om)	(on)	(oo)	(op)	(oq)	(or)	(os)	(ot)	(ou)	(ov)	(ow)	(ox)	(oy)	(oz)	(pa)	(pb)	(pc)	(pd)	(pe)	(pf)	(pg)	(ph)	(pi)	(pj)	(pk)	(pl)	(pm)	(pn)	(po)	(pp)	(pq)	(pr)	(ps)	(pt)	(pu)	(pv)	(pw)	(px)	(py)	(pz)	(qa)	(qb)	(qc)	(qd)	(qe)	(qf)	(qg)	(qh)	(qi)	(qj)	(qk)	(ql)	(qm)	(qn)	(qo)	(qp)	(qq)	(qr)	(qs)	(qt)	(qu)	(qv)	(qw)	(qx)	(qy)	(qz)	(ra)	(rb)	(rc)	(rd)	(re)	(rf)	(rg)	(rh)	(ri)	(rj)	(rk)	(rl)	(rm)	(rn)	(ro)	(rp)	(rq)	(rr)	(rs)	(rt)	(ru)	(rv)	(rw)	(rx)	(ry)	(rz)	(sa)	(sb)	(sc)	(sd)	(se)	(sf)	(sg)	(sh)	(si)	(sj)	(sk)	(sl)	(sm)	(sn)	(so)	(sp)	(sq)	(sr)	(ss)	(st)	(su)	(sv)	(sw)	(sx)	(sy)	(sz)	(ta)	(tb)	(tc)	(td)	(te)	(tf)	(tg)	(th)	(ti)	(tj)	(tk)	(tl)	(tm)	(tn)	(to)	(tp)	(tq)	(tr)	(ts)	(tt)	(tu)	(tv)	(tw)	(tx)	(ty)	(tz)	(ua)	(ub)	(uc)	(ud)	(ue)	(uf)	(ug)	(uh)	(ui)	(uj)	(uk)	(ul)	(um)	(un)	(uo)	(up)	(uq)	(ur)	(us)	(ut)	(uu)	(uv)	(uw)	(ux)	(uy)	(uz)	(va)	(vb)	(vc)	(vd)	(ve)	(vf)	(vg)	(vh)	(vi)	(vj)	(vk)	(vl)	(vm)	(vn)	(vo)	(vp)	(vq)	(vr)	(vs)	(vt)	(vu)	(vv)	(vw)	(vx)	(vy)	(vz)	(wa)	(wb)	(wc)	(wd)	(we)	(wf)	(wg)	(wh)	(wi)	(wj)	(wk)	(wl)	(wm)	(wn)	(wo)	(wp)	(wq)	(wr)	(ws)	(wt)	(wu)	(wv)	(ww)	(wx)	(wy)	(wz)	(xa)	(xb)	(xc)	(xd)	(xe)	(xf)	(xg)	(xh)	(xi)	(xj)	(xk)	(xl)	(xm)	(xn)	(xo)	(xp)	(xq)	(xr)	(xs)	(xt)	(xu)	(xv)	(xw)	(xx)	(xy)	(xz)	(ya)	(yb)	(yc)	(yd)	(ye)	(yf)	(yg)	(yh)	(yi)	(yj)	(yk)	(yl)	(ym)	(yn)	(yo)	(yp)	(yq)	(yr)	(ys)	(yt)	(yu)	(yv)	(yw)	(yx)	(yy)	(yz)	(za)	(zb)	(zc)	(zd)	(ze)	(zf)	(zg)	(zh)	(zi)	(zj)	(zk)	(zl)	(zm)	(zn)	(zo)	(zp)	(zq)	(zr)	(zs)	(zt)	(zu)	(zv)	(zw)	(zx)	(zy)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	281	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
10 - Extremely satisfied (10)	86	33	10	94	51	65	28	28	40	21	5	83	7	4	72	21	20	14	13	4	45	4	2	41	10	16	29	17	3	57	5	3	58	7	17	7	4	-	26	1	1	20	8																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
9 - (9)	15%	17%	14%	17%	16%	14%	25% ^{ad}	15%	18%	15%	28%	28%	4%	6%	26%	8%	20%	12%	15%	24%	31%	3%	3%	27%	6%	10%	18%	13%	25%	24%	3%	4%	26%	3%	45%	18%	11%	-	44%	3%	5%	36%	14%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
8 - (8)	65	17	10	70	32	56	10	22	27	17	4	53	13	4	42	28	11	11	8	2	20	10	2	14	18	20	20	16	-	41	14	1	33	23	2	4	3	1	9	1	-	7	3																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
7 - (7)	11%	9%	14%	13%	10%	12%	9%	12%	12%	12%	22%	18%	7%	6%	15%	10%	11%	9%	9%	12%	14%	8%	3%	9%	11%	13%	12%	12%	-	17%	9%	1%	15%	10%	5%	11%	8%	100%	15%	3%	-	13%	5%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
6 - (6)	102	33	17	99	47	73	14	33	38	27	1	72	22	5	51	48	11	15	20	1	30	12	5	21	25	29	18	25	1	50	17	6	37	36	5	6	3	-	11	1	2	9	5																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
5 - (5)	17%	17%	24%	18%	14%	16%	12%	18%	17%	20%	6%	24%	12%	7%	19%	17%	11%	13%	23%	6%	21%	10%	8%	14%	15%	19%	11%	19%	8%	21%	11%	9%	16%	15%	13%	16%	8%	-	19%	3%	11%	16%	9%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
4 - (4)	84	23	8	74	49	64	18	22	33	17	2	40	28	6	30	44	17	20	11	1	23	17	9	20	29	16	25	21	2	41	20	3	34	30	4	6	8	-	8	7	3	7	11																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
3 - (3)	14%	12%	11%	13%	15%	14%	16%	12%	15%	12%	11%	13%	15%	8%	11%	16%	17%	17%	13%	6%	16%	14%	14%	13%	17%	10%	15%	16%	17%	17%	13%	4%	15%	13%	11%	16%	22%	-	14%	20%	16%	13%	15%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
2 - (2)	71	28	10	69	43	51	13	21	25	23	-	25	39	5	23	45	11	20	9	3	9	27	7	13	29	15	13	19	4	19	25	7	22	28	1	6	6	-	4	6	3	5	8																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
1 - Extremely dissatisfied (1)	12%	15%	14%	12%	13%	11%	12%	11%	11%	17%	-	8%	21%	7%	8%	10%	11%	17%	10%	18%	6%	25%	11%	9%	12%	10%	8%	14%	33%	8%	21%	10%	12%	3%	16%	17%	-	7%	17%	16%	9%	14%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
Not applicable	67	19	6	58	42	54	8	23	18	15	2	10	36	12	24	34	11	15	7	5	8	27	7	19	22	17	23	12	2	10	35	9	16	30	4	5%	6%	-	8	-	1	7	-																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
NET: Dissatisfied (1-3)	21%	20%	9%	10%	13%	12%	7%	13%	8%	11%	11%	3%	19%	17%	9%	12%	11%	16%	8%	29%	6%	23%	11%	13%	13%	11%	14%	9%	17%	4%	23%	13%	7%	16%	11%	5%	6%	-	23%	2%	-	2%	12%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
NET: Neutral (4-6)	39	14	5	40	22	28	12	15	14	10	1	10	25	5	11	28	6	11	5	-	4	12	6	13	9	8	9	11	-	2	19	7	6	22	3	5	4	-	-	10	2	4	8																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
NET: Satisfied (7-10)	7%	7%	7%	7%	7%	6%	11%	8%	6%	7%	6%	3%	13%	7%	4%	10%	6%	9%	6%	-	3%	10%	10%	9%	5%	5%	6%	8%	-	1%	12%	10%	3%	9%	8%	11%	-	29%	11%	7%	14%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
Mean score	2.6	2.0	2.2	1.8	1.5	2.7	5	8	8	1	1	3	5	10	8	9	5	5	5	-	1	14	3	12	17	8	2	3	6	18	6	20	2	-	3	-	-	1	4	2	3	-																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
Standard error	0.10	0.18	0.26	0.10	0.14	0.12	0.24	0.18	0.17	0.18	0.69	0.10	0.15	0.32	0.14	0.13	0.26	0.21	0.28	0.53	0.15	0.17	0.34	0.19	0.19	0.23	0.21	0.20	0.55	0.13	0.17	0.33	0.16	0.16	0.43	0.35	0.43	-	0.20	0.29	0.64	0.31	0.32																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - w/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

Base: All complained about landline service in past 6 months by phone

	Supplier										BT					EE					PLUSNET														
											Issue			Satisfaction		Complaint resolved		Issue					Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	218	54*	22**	147	105	167	31*	92*	59*	62*	5**	99*	82*	37*	110	107	16**	17**	19**	2**	99**	82**	6**	27**	27**	8**	8**	5**	1**	14**	4**	4**	12**	10*	
10 - Extremely satisfied (10)	23	11	6	20	11	18	4	7	10	6	-	19	1	3	15	8	4	3	4	-	9	1	1	8	3	2	3	1	-	5	1	-	4	2	
	11%	20%	27%	14%	10%	11%	13%	8%	17%	10%	-	19%	1%	8%	14%	7%	25%	18%	21%	-	31%	5%	17%	30%	11%	25%	38%	20%	-	36%	25%	-	33%	20%	
9 -	12	6	3	13	10	14	3	6	4	2	-	11	1	-	9	2	2	2	2	-	5	1	-	6	-	-	1	1	1	2	-	1	2	1	
	6%	11%	14%	9%	10%	8%	10%	7%	7%	3%	-	11%	1%	-	8%	2%	13%	12%	11%	-	17%	5%	-	22%	-	-	13%	20%	100%	14%	-	25%	17%	10%	
8 -	39	9	4	26	14	24	2	13	12	12	2	28	9	2	25	14	2	4	2	1	8	1	-	7	2	3	1	-	2	1	1	1	1	3	
	18%	17%	18%	18%	13%	14%	6%	14%	20%	19%	40%	28%	11%	5%	23%	13%	13%	24%	11%	50%	28%	5%	-	26%	7%	38%	13%	-	14%	25%	25%	8%	30%		
7 -	38	4	2	19	26	21	6	17	9	11	1	19	17	2	21	17	1	1	2	-	3	1	-	2	2	-	2	-	1	1	-	1	1	1	
	17%	7%	9%	13%	25% ^{bad}	13%	19%	18%	15%	18%	20%	19%	21%	5%	19%	16%	6%	6%	11%	-	10%	5%	-	7%	7%	-	25%	-	7%	25%	-	8%	10%		
6 -	21	5	4	14	11	20	5	11	4	6	-	10	11	-	7	14	1	2	2	-	2	3	-	1	4	2	1	1	-	4	-	2	2	2	
	10%	9%	18%	10%	10%	12%	16%	12%	7%	10%	-	10%	13%	-	6%	13%	6%	12%	11%	-	7%	16%	-	4%	15%	25%	13%	20%	-	29%	-	-	17%	20%	
5 -	24	4	2	19	12	19	3	11	5	7	1	3	17	4	9	15	-	1	3	-	2	2	-	1	3	-	-	2	-	1	1	1	2	-	
	11%	7%	9%	13%	11%	11%	10%	12%	8%	11%	20%	3%	21%	11%	8%	14%	-	6%	16%	-	7%	11%	-	4%	11%	-	-	40%	-	-	25%	25%	17%	-	
4 -	13	7	-	16	6	19	3	6	2	5	-	4	6	3	6	7	4	1	2	-	5	2	-	1	6	-	-	-	-	-	-	-	-	-	
	6%	13%	-	11%	6%	11%	10%	7%	3%	8%	-	4%	7%	8%	5%	7%	25%	6%	11%	-	26%	33%	-	4%	22%	25%	-	-	-	-	-	-	-	-	
3 -	18	2	-	6	3	4	4	7	6	4	1	3	10	5	7	11	-	1	1	-	3	2	-	2	-	-	-	-	-	-	-	-	-	-	
	8%	4%	-	4%	3%	2%	13% ^{bad}	8%	10%	6%	20%	3%	12%	14%	6%	10%	-	6%	5%	-	11%	-	-	2	-	-	-	-	-	-	-	-	-	-	-
2 -	13	3	-	11	5	6	1	6	2	5	-	-	9	4	8	5	1	1	1	-	9	1	2	1	2	-	-	-	-	-	-	-	-	-	
	6%	6%	-	7%	5%	4%	3%	7%	3%	8%	-	-	11%	11%	7%	5%	6%	6%	5%	-	5%	33%	4%	7%	-	-	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	17	1	1	3	6	22	-	8	5	4	-	2	1	14	3	14	-	1	-	-	2	1	14	1	1	1	-	-	-	-	-	1	-	1	1
	8%	2%	5%	2%	6%	13% ^{bad}	-	9%	8%	6%	-	2%	1%	38%	3%	13%	-	6%	-	-	-	17%	-	4%	13%	-	-	-	-	-	-	25%	-	-	10%
Not applicable	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-
	-	4% ^{bad}	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	6%	-	-	50%	-	11%	-	7%	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	48	6	1	20	14	32	5	21	13	13	1	5	20	23	18	30	1	3	2	-	3	3	1	5	1	1	-	-	-	-	1	-	-	1	1
	23%	11%	5%	14%	13%	19%	16%	23%	22%	21%	20%	5%	12%	11%	16%	30%	6%	18%	11%	-	16%	50%	4%	19%	13%	-	-	-	-	-	25%	-	-	10%	
NET: Neutral (4-6)	58	16	6	49	29	58	11	28	11	18	1	17	24	7	22	26	5	4	7	-	4	10	2	3	13	2	1	3	-	4	1	1	4	2	
	27%	30%	27%	33%	28%	35%	35%	30%	19%	29%	20%	17%	11%	19%	20%	31%	24%	37%	-	14%	53%	33%	11%	48%	25%	13%	60%	-	29%	25%	25%	33%	20%		
NET: Satisfied (7-10)	112	30	15	78	61	77	15	43	35	31	3	77	28	7	70	41	9	10	10	1	25	4	1	23	7	5	7	2	1	10	3	2	8	7	
	51%	56%	68%	53%	58%	46%	48%	47%	59%	50%	60%	78%	34%	19%	64%	38%	56%	59%	53%	50%	86%	21%	17%	85%	26%	63%	88%	40%	100%	71%	75%	50%	67%	70%	
Mean score	6.01	6.83 ^{af}	7.64	6.42	6.43	5.88	6.32	5.79	6.42	5.94	6.20	7.98 ^{lm}	5.29 ^m	3.49	6.63 ^o	5.36	7.00	6.71	6.74	8.00	8.34	5.29	3.83	8.19	5.36	7.13	8.38	7.00	9.00	8.21	7.50	5.75	7.92	7.30	
Standard error	0.18	0.37	0.49	0.21	0.24	0.22	0.43	0.27	0.37	0.33	0.97	0.20	0.23	0.47	0.24	0.26	0.72	0.69	0.59	-	0.29	0.53	1.33	0.39	0.50	1.03	0.56	1.05	-	0.46	1.04	1.80	0.58	0.83	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

Base: All complained about landline service in past 6 months by phone

	Supplier								SKY						TALK TALK						VIRGIN MEDIA						VODAFONE																																								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)			Service issues (h)			Something else (i)			Satisfi ed (j)	Neutral (k)	Dissati sfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)			Service issues (q)			Something else (r)			Satisfi ed (s)	Neutral (t)	Dissati sfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)			Service issues (C)			Something else (D)			Satisfi ed (E)	Neutral (F)	Dissati sfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)			Service issues (L)			Something else (M)			Satisfi ed (N)	Neutral (O)	Dissati sfied (P)	Yes (Q)	No (R)
									4	5	6	7	8	9	10	11	12							13	14	15	16	17	18	19	20	21							22	23	24	25	26	27	28	29	30							31	32	33	34	35	36	37	38	39					
Total	218	54*	22**	147	105	167	31*	57*	48*	37*	5**	72*	51*	24**	71*	73*	32*	39*	26**	8**	48*	38*	19**	48*	54*	66*	46*	51*	4**	81*	50*	36*	82*	84*	11**	9**	11**	**	16**	10**	5**	14**	17**																								
10 - Extremely satisfied	(10)	23	11	6	20	11	18	4	9	8	1	2	16	1	3	15	5	3	5	2	1	11	-	-	10	-	4	8	5	1	17	1	-	15	3	2	2	-	-	4	-	-	4	-																							
9 -	(9)	12	6	3	13	10	14	3	7	4	2	-	9	2	2	9	4	2	3	4	1	8	1	1	5	4	2	6	6	-	8	5	1	7	7	1	1	1	-	-	3	-	-	3	-																						
8 -	(8)	39	9	4	26	14	24	2	12	8	5	-	13	4	8	13	5	6	8	15	13	17	3	5	10	7	3	13	12	-	10	10	3	9	8	9	11	9	-	-	19	-	-	21	-																						
7 -	(7)	38	4	2	19	26	21	6	8	9	2	-	11	8	-	11	8	9	10	7	-	13	12	1	12	14	6	5	10	-	18	3	-	15	6	3	1	2	-	-	4	1	1	2	4																						
6 -	(6)	21	5	4	14	11	20	5	2	5	7	-	4	8	2	3	11	2	6	2	1	3	6	2	5	6	7	5	7	1	9	7	4	7	13	1	2	2	-	-	2	1	2	3	2																						
5 -	(5)	24	4	2	19	12	19	3	4	5	6	-	5	12	2	5	13	3	3	4	2	1	9	2	2	10	9	7	3	-	4	12	3	4	15	1	1	-	-	-	3	-	1	2																							
4 -	(4)	13	7	9	13	11	11	10	14	10	16	-	7	12	8	7	18	9	8	15	25	2	11	11	4	14	15	6	-	5	12	8	5	18	9	11	9	-	-	9	11	9	-	30	-																						
3 -	(3)	18	2	-	6	3	4	4	2	2	2	-	1	4	1	4	1	2	-	1	-	-	1	2	2	2	4	7	7	4	1	2	12	5	8	11	1	1	1	-	-	3	-	1	2																						
2 -	(2)	13	3	-	11	5	6	1	4	4	5	2	1	4	6	2	8	1	2	1	1	-	2	3	1	4	6	-	-	1	1	4	-	6	-	-	1	-	-	-	-	1	-	1																							
1 - Extremely dissatisfied	(1)	17	1	1	3	6	22	-	1	-	2	-	1	2	-	3	2	2	2	2	-	-	16	6	1	5	12	4	6	-	2	2	18	4	17	-	-	-	-	-	-	-	-	-	-																						
Not applicable		-	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																							
NET: Dissatisfied	(1-3)	48	6	1	20	14	32	5	5	4	9	2	2	9	9	6	12	5	4	4	1	-	3	11	3	11	20	5	7	-	4	5	23	5	26	2	1	2	-	-	1	2	2	-	5																						
NET: Neutral	(4-6)	58	16	5	14	13	19	16	9	8	14	40	3	15	38	8	16	16	10	15	13	-	8	58	6	23	29	11	14	-	5	10	34	6	31	18	11	18	-	-	6	20	40	-	29																						
NET: Satisfied	(7-10)	112	30	15	78	61	77	15	38	27	11	2	57	15	5	52	26	20	23	15	3	41	18	2	36	22	23	22	30	2	62	16	1	58	19	6	4	5	-	-	13	1	1	9	6																						
Mean score		6.01	6.83a	7.64	6.42	6.43	5.88	6.32	7.02h	6.67h	5.30	5.60	7.72k	5.43	4.63	7.37n	5.63	6.38	6.63	6.31	6.13	8.00	6.03	3.37	7.40w	5.42	5.05	6.37A	6.43A	7.00	7.59FG	6.52G	2.69	7.16I	4.69	6.45	6.67	5.91	-	-	7.88	4.60	4.80	7.71	5.18																						
Standard error		0.18	0.37	0.49	0.21	0.24	0.22	0.43	0.31	0.34	0.40	1.83	0.23	0.28	0.60	0.27	0.28	0.44	0.39	0.50	0.95	0.23	0.27	0.55	0.31	0.32	0.35	0.40	0.37	1.29	0.23	0.30	0.36	0.26	0.29	0.77	0.85	0.67	-	-	0.48	0.40	0.97	0.56	0.48																						

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - w/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
10 - Extremely satisfied (10)	72	25	8	76	36	67	21	23	30	15	4	65	6	1	57	14	5	15	5	24	1	-	17	8	1	6	-	1	8	-	-	6	2	
9 - (9)	56	23	6	53	31	53	10	16	19	18	3	49	4	3	38	18	12	6	4	17	5	1	14	9	2	2	1	1	5	-	1	4	2	
8 - (8)	74	30	12	93	54	51	13	26	26	20	2	58	11	5	44	30	5	11	13	22	5	3	22	8	2	6	2	2	8	2	2	8	3	
7 - (7)	82	31	11	86	49	68	20	27	28	24	3	50	29	3	48	34	8	15	8	24	7	-	19	12	1	7	2	1	7	3	1	4	7	
6 - (6)	88	30	6	74	44	52	10	26	30	24	8	38	39	11	43	44	11	10	8	11	17	2	15	14	2	2	2	-	1	3	2	1	5	
5 - (5)	60	18	10	65	39	51	8	26	16	16	2	13	21	6	24	24	4	4	10	4	13	1	12	6	2	8	-	-	4	6	-	2	5	
4 - (4)	54	13	8	40	20	42	13	20	14	14	6	12	26	7	8	24	7	6	12	4	13	7	3	10	4	2	2	-	2	5	1	2	6	
3 - (3)	35	9	3	29	19	30	5	20	9	6	-	5	18	12	13	21	6	1	2	1	7	1	3	6	1	2	-	-	1	2	-	-	3	
2 - (2)	27	6	2	15	12	10	2	15	7	5	-	2	10	15	12	14	3	1	2	1	3	2	3	7	6	5	-	-	3	9	1	-	8	
1 - Extremely dissatisfied (1)	33	4	3	22	21	35	10	12	9	11	1	4	4	25	13	20	1	2	1	-	4	3	1	1	3	2	-	1	-	-	3	1	2	
Not applicable	2	3	1	6	-	3	1	1	1	-	-	-	1	1	2	1	-	-	-	2	1	-	-	3	-	1	-	-	-	-	1	-	1	
NET: Dissatisfied (1-3)	95	19	8	66	52	75	17	47	25	22	1	11	32	52	38	55	10	4	5	2	11	6	6	13	3	4	1	-	1	3	4	1	6	
NET: Neutral (4-6)	202	61	24	179	103	145	31	72	60	54	16	68	116	23	90	109	18	19	23	17	39	5	30	30	8	12	4	-	7	14	3	5	16	
NET: Satisfied (7-10)	284	109	37	308	170	239	64	92	103	77	12	222	50	12	187	96	30	47	30	87	18	4	72	37	6	21	5	5	28	5	4	22	14	
Mean score	6.24	6.77aa	6.39	6.80a	6.32	6.34	6.47	5.87	6.80a	6.27	6.45	7.67lm	5.28m	3.55	6.81c	5.57	6.50	7.20	6.47	7.67	7.89c	5.51	4.53	7.23f	6.15	5.53	6.62	6.00	8.40	7.64	5.14	4.82	7.61	5.64
Standard error	0.11	0.17	0.29	0.10	0.14	0.13	0.26	0.18	0.19	0.20	0.43	0.12	0.14	0.27	0.14	0.15	0.32	0.27	0.28	0.88	0.17	0.24	0.74	0.20	0.28	0.65	0.38	0.76	0.51	0.33	0.34	0.94	0.42	0.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

Base: All complained about landline service in past 6 months

	Supplier								SKY						TALK TALK						VIRGIN MEDIA						VODAFONE																				
	Issue								Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Other (h)	Billing and Customer service (i)	Repairs and Installation (j)	Service issues (k)	Something else (l)	Satisfied (m)	Neutral (n)	Dissatisfied (o)	Yes (p)	No (q)	Not resolved (r)	Billing and Customer service (s)	Repairs and Installation (t)	Service issues (u)	Something else (v)	Satisfied (w)	Neutral (x)	Dissatisfied (y)	Yes (z)	No (aa)	Not resolved (ab)	Billing and Customer service (ac)	Repairs and Installation (ad)	Service issues (ae)	Something else (af)	Satisfied (ag)	Neutral (ah)	Dissatisfied (ai)	Yes (aj)	No (ak)	Not resolved (al)	Billing and Customer service (am)	Repairs and Installation (an)	Service issues (ao)	Something else (ap)	Satisfied (aq)	Neutral (ar)	Dissatisfied (as)	Yes (at)	No (au)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38**	38*	36*	1**	59*	35*	19**	55*	58*				
10 - Extremely satisfied (10)	72	25	8	76	36	67	21	27	27	18	4	70	1	5	60	15	12	14	6	4	32	3	1	28	8	20	27	17	3	62	3	2	59	8	12	7	2	-	20	1	-	15	6				
9 - (9)	12%	13%	11%	14%	11%	15%	19%	15%	12%	13%	22%	23%	1%	7%	22%	5%	12%	12%	7%	24%	22%	3%	2%	18%	5%	13%	17%	13%	25%	26%	2%	3%	26%	3%	32%	18%	6%	-	34%	3%	-	27%	10%				
8 - (8)	56	23	6	53	31	53	10	20	21	10	2	48	3	2	36	17	17	6	8	-	21	8	2	18	13	15	19	18	1	38	14	1	31	22	4	4	2	-	6	4	-	7	3				
7 - (7)	10%	12%	9%	9%	10%	11%	9%	11%	10%	7%	11%	16%	2%	3%	13%	6%	17%	5%	9%	-	15%	7%	3%	12%	8%	10%	12%	13%	8%	10%	10%	9%	14%	9%	11%	11%	6%	-	10%	11%	-	13%	5%				
6 - (6)	74	30	12	93	54	51	13	30	42	19	2	69	20	4	44	49	16	20	16	2	31	16	7	23	30	15	20	16	-	38	11	2	37	14	4	4	5	-	10	2	1	8	5				
5 - (5)	13%	16%	17%	17%	17%	11%	12%	16%	19%	14%	11%	23%	11%	6%	16%	18%	16%	17%	18%	12%	22%	14%	11%	15%	18%	10%	12%	12%	-	16%	7%	3%	16%	6%	11%	11%	14%	-	17%	6%	5%	15%	9%				
4 - (4)	82	31	11	86	49	68	20	27	39	17	3	45	37	4	44	41	12	19	16	2	23	19	7	28	20	26	18	21	3	39	26	3	30	38	2	6	11	1	10	6	4	6	14				
3 - (3)	14%	16%	16%	15%	15%	15%	18%	15%	18%	12%	17%	15%	19%	6%	16%	15%	12%	16%	18%	12%	16%	16%	11%	18%	12%	17%	11%	16%	25%	17%	16%	4%	13%	16%	5%	16%	31%	100%	17%	17%	21%	11%	24%				
2 - (2)	88	30	6	74	44	52	10	23	25	23	3	27	41	6	28	45	10	16	15	3	19	21	4	22	21	13	21	16	2	24	23	5	16	35	3	5	2	-	6	3	1	6	4				
1 - Extremely dissatisfied (1)	15%	15%	9%	13%	14%	11%	9%	13%	11%	17%	17%	9%	23%	8%	10%	13%	10%	13%	17%	18%	13%	6%	14%	12%	8%	13%	12%	17%	-	10%	14%	7%	7%	23%	8%	13%	6%	-	10%	9%	5%	11%	7%				
Not applicable	60	18	10	65	39	51	8	21	27	15	2	14	42	9	26	39	10	17	9	3	6	24	9	14	24	15	19	15	2	8	36	7	17	34	1	6	1	-	1	6	1	5	3				
NET: Dissatisfied (1-3)	10%	9%	14%	12%	12%	11%	7%	11%	12%	11%	11%	5%	22%	13%	10%	14%	10%	14%	10%	18%	4%	20%	14%	9%	14%	10%	12%	11%	17%	3%	23%	10%	7%	15%	3%	16%	3%	-	2%	17%	5%	9%	5%				
NET: Neutral (4-6)	54	13	8	40	20	42	13	14	11	15	-	13	16	11	11	29	5	11	3	1	4	12	4	4	16	14	16	11	1	13	21	8	16	16	5	3	5	-	3	7	3	1	12				
NET: Satisfied (7-10)	35	9	3	29	19	30	5	11	11	6	1	4	18	7	12	16	5	10	3	1	5	9	6	6	13	10	10	10	-	5	14	11	11	19	2	2	1	-	2	2	1	1	4				
Mean score	6.24	6.77	6.39	6.80	6.32	6.34	6.47	6.71	6.64	6.29	7.41	7.83	5.52	4.36	7.30	5.94	6.40	6.30	6.22	6.53	7.63	5.88	4.17	7.03	5.68	5.92	6.56	6.50	7.17	7.71	5.8	6.57	8.2	22	21	20	1	46	13	5	36	28					
Standard error	0.11	0.17	0.29	0.10	0.14	0.13	0.26	0.18	0.16	0.22	0.51	0.11	0.13	0.33	0.14	0.14	0.28	0.22	0.27	0.64	0.17	0.18	0.35	0.19	0.20	0.24	0.20	0.22	0.61	0.14	0.16	0.30	0.16	0.16	0.50	0.38	0.47	-	0.26	0.40	0.61	0.36	0.35				

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - AB/CD - E/F/G - HI - JK/LM - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
10 - Extremely satisfied (10)	67	26	10	75	38	59	21	21	26	17	3	60	5	2	54	13	8	11	7	-	23	3	-	21	5	1	8	-	1	9	1	-	8	2
	11%	14%	14%	13%	12%	13%	18%	10%	14%	11%	10%	20%	3%	2%	17%	5%	14%	16%	12%	-	21%	4%	-	19%	6%	6%	21%	-	20%	25%	5%	-	29%	5%
9 - (9)	54	25	8	63	29	43	9	24	16	12	2	51	2	1	41	12	6	13	5	1	21	4	-	20	5	1	3	2	2	8	-	-	6	2
	9%	13%	11%	11%	9%	9%	8%	11%	8%	8%	7%	17%	1%	1%	13%	5%	10%	19%	9%	20%	19%	6%	-	19%	6%	6%	8%	20%	40%	22%	-	-	21%	5%
8 - (8)	94	31	10	86	42	68	14	34	28	25	7	68	20	6	61	33	11	6	13	1	22	6	3	21	10	4	5	1	-	5	3	2	4	6
	16%	16%	14%	15%	13%	15%	12%	16%	15%	16%	24%	23%	10%	7%	19%	13%	19%	9%	22%	20%	20%	6%	3	19%	12%	24%	13%	10%	-	14%	14%	17%	14%	16%
7 - (7)	84	27	8	87	41	67	14	27	26	30	1	52	29	3	36	48	8	11	8	-	15	11	1	10	16	3	3	1	1	7	-	1	3	5
	14%	14%	11%	16%	13%	15%	12%	13%	14%	20%	3%	18%	15%	3%	11%	18%	14%	16%	14%	-	14%	16%	7%	9%	19%	18%	8%	10%	20%	19%	-	8%	11%	14%
6 - (6)	88	21	9	73	56	59	15	29	33	22	4	28	49	11	39	49	7	8	5	1	9	12	-	7	14	3	4	1	1	5	1	3	4	3
	15%	11%	13%	13%	17%	13%	13%	14%	17%	14%	14%	9%	25%	13%	12%	15%	12%	11%	9%	20%	8%	17%	-	7	18%	3	4	1	1	14%	5%	25%	14%	8%
5 - (5)	74	26	8	68	51	58	15	23	30	16	5	20	41	33	36	36	6	11	9	-	9	14	3	12	14	2	6	-	-	1	5	2	1	6
	13%	14%	11%	12%	16%	13%	13%	11%	16%	10%	17%	7%	21%	15%	11%	14%	10%	16%	16%	-	8%	20%	20%	12%	17%	12%	16%	-	-	3%	23%	17%	4%	16%
4 - (4)	39	19	5	36	27	38	6	19	8	8	4	6	22	11	11	26	7	5	7	-	6	11	2	12	7	-	4	1	-	-	5	-	-	4
	7%	10%	7%	6%	8%	8%	5%	9%	4%	5%	14%	2%	11%	13%	3%	10%	12%	7%	12%	-	6%	16%	13%	11%	8%	-	11%	10%	-	23%	-	-	11%	
3 - (3)	32	6	5	35	15	22	7	14	8	9	1	4	17	11	14	18	1	2	3	-	1	3	2	1	5	-	3	2	-	1	3	1	1	4
	5%	3%	7%	6%	5%	5%	6%	7%	4%	6%	3%	1%	9%	13%	4%	7%	2%	3%	5%	-	1%	4%	13%	1%	6%	-	8%	20%	-	3%	14%	8%	4%	11%
2 - (2)	18	3	3	13	9	13	5	7	5	6	-	3	7	8	8	10	2	1	-	-	-	3	-	2	1	1	1	1	-	-	2	1	-	2
	3%	2%	4%	2%	3%	3%	4%	-	1%	4%	9%	-	4%	8%	3%	4%	3%	1%	-	-	-	4%	-	2%	1%	6%	3%	10%	-	9%	8%	-	5%	
1 - Extremely dissatisfied (1)	32	5	4	19	17	34	7	14	9	8	1	4	6	22	15	17	3	1	1	-	4	1	4	1	4	2	1	1	-	2	2	2	1	3
	5%	3%	6%	3%	5%	7%	6%	7%	5%	5%	3%	1%	3%	25%	6%	5%	5%	1%	2%	-	-	1%	27%	1%	5%	12%	3%	10%	-	9%	17%	4%	8%	
Not applicable	1	3	-	4	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	2	2	1	-	1	2	-	-	-	-	-	-	-	-	-
	+	2%	-	1%	-	+	-	-	-	-	3%	-	1%	-	-	-	-	1%	-	40%	2%	1%	-	1%	2%	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	82	14	12	67	41	69	19	35	22	23	2	11	30	41	37	45	6	4	4	-	1	7	6	4	10	3	5	4	-	1	7	4	2	9
	14%	7%	17%	12%	13%	15%	13%	17%	12%	15%	7%	4%	15%	14%	12%	17%	10%	6%	7%	-	1%	10%	40%	4%	13%	18%	13%	40%	-	3%	32%	33%	7%	24%
NET: Neutral (4-6)	201	66	22	177	134	155	36	71	71	46	13	54	112	35	86	111	20	24	21	1	24	37	5	31	35	5	14	2	1	6	11	5	5	13
	34%	34%	31%	32%	41%	34%	32%	33%	38%	30%	45%	18%	36%	40%	27%	42%	34%	34%	36%	20%	22%	34%	33%	29%	42%	29%	37%	20%	20%	17%	50%	42%	18%	35%
NET: Satisfied (7-10)	299	109	36	311	150	237	58	106	96	84	13	231	56	12	192	106	33	41	33	2	81	24	4	72	36	9	19	4	4	29	4	3	21	15
	51%	57%	51%	56%	46%	51%	51%	50%	51%	55%	45%	78%	28%	14%	61%	40%	56%	59%	57%	40%	75%	35%	27%	43%	67%	53%	50%	40%	80%	81%	18%	25%	75%	41%
Mean score	6.38	6.79	6.39	6.64	6.29	6.32	6.44	6.24	6.52	6.40	6.43	7.71	5.80	3.91	6.92	5.75	6.58	7.01	6.69	7.67	7.79	5.78	4.27	7.38	6.05	6.12	6.58	5.20	8.20	8.03	4.55	4.83	7.86	5.51
Standard error	0.10	0.17	0.32	0.10	0.13	0.12	0.25	0.18	0.17	0.20	0.44	0.11	0.13	0.26	0.14	0.14	0.33	0.27	0.29	0.88	0.18	0.25	0.68	0.22	0.24	0.64	0.43	0.94	0.73	0.29	0.50	0.73	0.43	0.42

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

Base: All complained about landline service in past 6 months

	Supplier							SKY						TALK TALK						VIRGIN MEDIA						VODAFONE																	
								Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
10 - Extremely satisfied (10)	67	26	10	75	38	59	21	28	27	15	5**	65	6	4	60	14	16	13	6	3	33	4	1	31	7	14	23	21	1	51	5	3	51	8	9	9	3	-	20	1	-	17	4
9 - (9)	54	25	8	63	29	43	9	25	22	14	2	56	7	-	42	21	9	9	11	-	22	5	2	20	9	12	16	14	1	40	1	2	29	14	5	1	3	-	9	-	-	8	1
8 - (8)	94	31	10	86	42	68	14	20	44	20	2	65	16	5	50	35	13	19	9	1	26	14	2	19	22	23	23	21	1	49	18	1	45	23	3	4	6	1	10	3	1	9	5
7 - (7)	84	27	8	87	41	67	14	29	34	21	3	55	32	-	33	54	17	12	10	2	22	16	3	20	20	20	26	17	4	37	26	4	34	33	3	6	5	-	6	6	2	5	9
6 - (6)	88	21	9	73	56	59	15	17	31	23	2	28	39	6	28	44	8	26	18	4	23	24	9	21	34	15	18	24	2	25	29	5	21	37	6	4	5	-	6	9	-	6	9
5 - (5)	74	26	8	68	51	58	15	9	14	17	11*	9	21	8*	10	16*	8	14	15	3	16	15	3	6	30	15	19	31	1	14	38	6	19	39	1	5	5	-	3	7	5	4	11
4 - (4)	39	19	5	36	27	38	6	13	15	8	-	4	19	13	12	24	5	14	7	1	7	13	7	10	17	15	11	10	2	12	18	8	12	26	1	4	1	-	2	2	2	3	3
3 - (3)	58	3	7	65	15	22	7	12	9	12	2	6	22	7	11	23	7	4	2	2	3	8	4	2	2	13	7	8	7	2	15	5	5	17	3	3	1	-	2	5	-	1	6
2 - (2)	3	3	3	13	9	13	5	5	5	3	-	3	2	8	4	9	3	3	4	2	-	1	4	4	5	4	3	6	4	2	6	5	2	11	1	2	2	-	1	1	3	1	4
1 - Extremely dissatisfied (1)	3	2	4	2	3	4	7	3	2	2	-	1	1	1	1	3	7	3	2	1	1	3	6	3	2	2	4	3	-	1	4	7	1	5	2	-	5	-	-	1	6		
Not applicable	1	3	-	4	-	1	-	4	3	3	-	2	2	1	1	2	7	2	7	1	1	16	5	12	20	9	5	-	2	3	29	8	25	2	-	5	-	-	1	6			
NET: Dissatisfied (1-3)	82	14	12	67	41	69	19	25	21	19	2	10	27	30	18	47	17	10	11	3	5	12	24	12	29	30	23	16	-	6	24	39	15	53	6	5	8	-	3	7	9	3	16
NET: Neutral (4-6)	201	66	22	177	104	155	36	14	10	14	11*	3	14	43	43*	7*	17*	8*	13*	18*	3*	10*	30*	8*	27*	19*	14*	12*	-	3*	15*	53*	7*	23*	16*	13*	22*	-	5*	20*	47*	5*	25*
NET: Satisfied (7-10)	299	109	36	311	150	237	58	56	72	46	9	46	101	30	65	107	30	56	40	8	36	67	31	50	82	55	50	45	5	51	85	19	52	102	12	13	11	-	11	18	7	14	23
Mean score	6.38	6.78	6.39	6.64	6.29	6.32	6.44	6.59	6.72	6.47	7.53	7.87	8.68	3.99	7.40	5.91	6.38	6.39	6.08	6.00	7.63	8.02	4.10	7.00	5.64	5.81	6.47	6.89	6.67	7.70	5.94	3.38	7.37	5.32	6.79	6.61	5.86	8.00	7.87	5.46	3.53	7.68	5.26
Standard error	0.10	0.17	0.32	0.10	0.13	0.12	0.25	0.19	0.15	0.20	0.57	0.11	0.14	0.30	0.14	0.14	0.26	0.20	0.26	0.62	0.17	0.17	0.30	0.20	0.17	0.22	0.20	0.21	0.53	0.13	0.15	0.33	0.15	0.16	0.45	0.41	0.47	-	0.28	0.32	0.54	0.31	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ij - x/g/h/i - j/k/l - m/n - op/qr - s/t/u - vw - AB/CD - E/F/G - HI - JK/LM - N/O/P - QR
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Courtesy and politeness of advisors.

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
10 - Extremely satisfied (10)	97	29	13	78	54	64	25	32	30	27	8	84	9	4	73	22	9	12	8	-	25	3	1	23	6	1	8	2	2	11	1	1	10	2	
	17%	15%	19%	14%	17%	14%	22% kd	15%	16%	18%	28%	28% klm	5%	5%	23% klm	8%	15%	17%	14%	-	23% kl	4%	7%	21% kl	7%	6%	21%	20%	40%	31%	5%	8%	36%	5%	
9 - (9)	65	25	13	81	25	50	12	18	20	22	5	48	13	4	36	29	9	11	4	1	17	7	1	16	9	5	7	-	1	8	1	4	5	6	
	11%	13% kl	19% kl	14% kl	8%	11%	11%	8%	11%	14%	17%	16% klm	7%	5%	11%	11%	15%	16%	7%	20%	16%	10%	7%	15%	11%	29%	18%	-	20%	22%	5%	33%	18%	16%	
8 - (8)	97	38	10	96	53	78	19	32	33	27	5	70	20	7	67	30	9	16	12	1	25	11	2	25	13	4	4	2	-	7	2	1	4	6	
	17%	20%	14%	17%	16%	17%	17%	15%	17%	18%	17%	24% klm	10%	8%	21% kl	11%	15%	23%	21%	20%	23%	16%	13%	23%	16%	24%	11%	20%	-	19%	9%	8%	14%	16%	
7 - (7)	91	25	9	84	50	72	16	31	34	26	-	53	30	8	46	44	11	5	8	1	16	9	-	13	12	1	6	2	-	4	3	2	3	6	
	16%	13%	13%	15%	15%	16%	14%	15%	18%	17%	-	18% klm	15%	9%	15%	17%	19%	7%	14%	20%	15%	13%	-	12%	14%	6%	16%	20%	-	11%	14%	17%	11%	16%	
6 - (6)	80	22	11	67	52	58	11	35	23	20	2	20	50	10	33	47	4	11	7	-	10	11	1	11	11	2	6	2	1	4	6	1	5	4	
	14%	11%	16%	12%	16%	13%	10%	17%	12%	13%	7%	7%	25% klm	11%	10%	15%	7%	16%	12%	-	9%	16%	7%	10%	13%	12%	16%	20%	20%	11%	27%	8%	18%	11%	
5 - (5)	56	21	8	70	40	50	11	23	16	11	6	8	28	10	18	27	8	3	10	-	9	10	2	11	10	2	5	1	-	1	5	2	1	7	
	10%	11%	11%	13%	12%	11%	10%	11%	8%	7%	21%	3%	19% kl	11% kl	6%	14% klm	14%	4%	12% kl	-	8%	14%	13%	10%	12%	12%	13%	10%	-	3%	23%	17%	4%	19%	
4 - (4)	30	16	3	33	23	37	10	16	9	3	2	3	20	7	11	19	4	9	3	-	4	10	2	6	9	-	1	1	1	1	2	-	3	3	
	5%	8%	4%	6%	7%	8%	9%	8%	5%	2%	7%	1%	10% kl	8% kl	3%	7% kl	7%	13%	5%	-	4%	14% kl	13%	6%	11%	-	3%	10%	20%	3%	9%	-	-	8%	
3 - (3)	25	6	1	26	11	21	3	8	12	5	-	3	9	13	9	16	1	-	5	-	1	4	1	1	5	-	1	-	-	-	-	1	-	1	
	4%	3%	1%	5%	3%	5%	3%	4%	6%	3%	-	1%	5% kl	15% kl	3%	6%	2%	-	9% kl	-	1%	6%	7%	1%	6% kl	6%	-	-	-	-	-	8%	-	3%	
2 - (2)	16	3	1	12	7	13	3	7	6	3	-	1	6	3	8	8	1	1	1	-	-	1	2	1	2	-	1	-	-	1	-	-	1	-	
	3%	2%	1%	2%	2%	3%	3%	3%	3%	2%	-	* kl	9% kl	10% kl	3%	3%	2%	1%	2%	-	-	1%	13%	1%	2%	-	3%	-	-	5%	-	-	-	3%	
1 - Extremely dissatisfied (1)	23	5	1	10	8	19	3	9	5	8	1	4	3	16	11	10	3	2	-	-	2	3	-	1	4	1	-	-	-	1	-	-	1	-	
	4% kl	3%	1%	2%	2%	4% kl	3%	4%	3%	5%	3%	1%	2%	18% kl	3%	4%	5%	3%	-	-	2%	3%	20%	1%	5%	6%	-	-	-	5%	-	-	-	3%	
Not applicable	3	2	-	2	2	-	-	1	1	1	-	2	1	-	3	-	-	-	-	2	1	1	-	2	-	-	-	-	-	-	-	-	-	-	
	1%	1% kl	-	1%	1%	-	-	1%	1%	1%	-	1%	1%	-	1%	-	-	-	-	40%	1%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	
NET: Dissatisfied (1-3)	64	14	3	48	26	53	9	24	23	16	1	8	18	38	28	34	5	3	6	-	1	7	6	3	11	2	1	-	-	2	1	-	-	3	
	11%	7%	4%	9%	8%	11%	8%	11%	12%	10%	3%	3%	9% kl	6% kl	9%	13%	8%	4%	10%	-	1%	10% kl	40%	3%	13% kl	12%	3%	-	-	9%	8%	-	8%		
NET: Neutral (4-6)	166	59	22	170	115	145	32	74	48	34	10	31	108	27	62	103	16	23	20	-	23	21	5	28	30	4	12	4	2	6	13	3	6	14	
	28%	31%	31%	30%	33% kl	31%	28%	35% kl	25%	22%	34%	10%	14% klm	31% kl	20%	19% klm	27%	33%	34%	-	21%	43% kl	33%	26%	36%	24%	32%	40%	40%	17%	59%	25%	21%	38%	
NET: Satisfied (7-10)	350	117	45	339	182	264	72	113	117	102	18	255	72	23	222	125	38	44	32	3	83	30	4	77	40	11	25	6	3	30	7	8	22	20	
	60%	61%	64%	61%	56%	57%	64%	53%	62%	67% kl	62%	80% klm	63%	26%	70% kl	48%	64%	63%	55%	60%	77% kl	43%	27%	48%	71% kl	48%	65%	66%	60%	60%	83%	32%	67%	79%	54%
Mean score	6.86	6.97	7.34 kl	6.93	6.80	6.65	7.09	6.59	6.86	7.12 kl	7.45	8.13 klm	6.01 klm	4.53	7.37 kl	6.28	6.92	7.19	6.71	8.00	7.84 kl	6.12	4.60	7.56 kl	6.22	7.06	7.47	7.10	7.80	8.31	5.82	7.25	8.32	6.51	
Standard error	0.10	0.17	0.26	0.10	0.13	0.11	0.23	0.17	0.17	0.20	0.46	0.10	0.14	0.29	0.14	0.14	0.32	0.28	0.29	0.58	0.17	0.26	0.79	0.20	0.27	0.59	0.33	0.62	1.20	0.27	0.44	0.62	0.31	0.36	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
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	Supplier										SKY						TALK TALK						VIRGIN MEDIA						VODAFONE																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
	BT					EE					Plusnet		Sky		TalkTalk		Virgin Media		Vodafone		Billing and Customer service		Repairs and Installation		Service issues		Something else		Satisfied		Neutral		Dissatisfied		Yes		No		Billing and Customer service		Repairs and Installation		Service issues		Something else		Satisfied		Neutral		Dissatisfied		Yes		No		Billing and Customer service		Repairs and Installation		Service issues		Something else		Satisfied		Neutral		Dissatisfied		Yes		No																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(aa)	(ab)	(ac)	(ad)	(ae)	(af)	(ag)	(ah)	(ai)	(aj)	(ak)	(al)	(am)	(an)	(ao)	(ap)	(aq)	(ar)	(as)	(at)	(au)	(av)	(aw)	(ax)	(ay)	(az)	(ba)	(bb)	(bc)	(bd)	(be)	(bf)	(bg)	(bh)	(bi)	(bj)	(bk)	(bl)	(bm)	(bn)	(bo)	(bp)	(bq)	(br)	(bs)	(bt)	(bu)	(bv)	(bw)	(bx)	(by)	(bz)	(ca)	(cb)	(cc)	(cd)	(ce)	(cf)	(cg)	(ch)	(ci)	(cj)	(ck)	(cl)	(cm)	(cn)	(co)	(cp)	(cq)	(cr)	(cs)	(ct)	(cu)	(cv)	(cw)	(cx)	(cy)	(cz)	(da)	(db)	(dc)	(dd)	(de)	(df)	(dg)	(dh)	(di)	(dj)	(dk)	(dl)	(dm)	(dn)	(do)	(dp)	(dq)	(dr)	(ds)	(dt)	(du)	(dv)	(dw)	(dx)	(dy)	(dz)	(ea)	(eb)	(ec)	(ed)	(ee)	(ef)	(eg)	(eh)	(ei)	(ej)	(ek)	(el)	(em)	(en)	(eo)	(ep)	(eq)	(er)	(es)	(et)	(eu)	(ev)	(ew)	(ex)	(ey)	(ez)	(fa)	(fb)	(fc)	(fd)	(fe)	(ff)	(fg)	(fh)	(fi)	(fj)	(fk)	(fl)	(fm)	(fn)	(fo)	(fp)	(fq)	(fr)	(fs)	(ft)	(fu)	(fv)	(fw)	(fx)	(fy)	(fz)	(ga)	(gb)	(gc)	(gd)	(ge)	(gf)	(gg)	(gh)	(gi)	(gj)	(gk)	(gl)	(gm)	(gn)	(go)	(gp)	(gq)	(gr)	(gs)	(gt)	(gu)	(gv)	(gw)	(gx)	(gy)	(gz)	(ha)	(hb)	(hc)	(hd)	(he)	(hf)	(hg)	(hh)	(hi)	(hj)	(hk)	(hl)	(hm)	(hn)	(ho)	(hp)	(hq)	(hr)	(hs)	(ht)	(hu)	(hv)	(hw)	(hx)	(hy)	(hz)	(ia)	(ib)	(ic)	(id)	(ie)	(if)	(ig)	(ih)	(ii)	(ij)	(ik)	(il)	(im)	(in)	(io)	(ip)	(iq)	(ir)	(is)	(it)	(iu)	(iv)	(iw)	(ix)	(iy)	(iz)	(ja)	(jb)	(jc)	(jd)	(je)	(jf)	(jg)	(jh)	(ji)	(jj)	(jk)	(jl)	(jm)	(jn)	(jo)	(jp)	(jq)	(jr)	(js)	(jt)	(ju)	(jv)	(jw)	(jx)	(jy)	(jz)	(ka)	(kb)	(kc)	(kd)	(ke)	(kf)	(kg)	(kh)	(ki)	(kj)	(kl)	(km)	(kn)	(ko)	(kp)	(kq)	(kr)	(ks)	(kt)	(ku)	(kv)	(kw)	(kx)	(ky)	(kz)	(la)	(lb)	(lc)	(ld)	(le)	(lf)	(lg)	(lh)	(li)	(lj)	(lk)	(ll)	(lm)	(ln)	(lo)	(lp)	(lq)	(lr)	(ls)	(lt)	(lu)	(lv)	(lw)	(lx)	(ly)	(lz)	(ma)	(mb)	(mc)	(md)	(me)	(mf)	(mg)	(mh)	(mi)	(mj)	(mk)	(ml)	(mn)	(mo)	(mp)	(mq)	(mr)	(ms)	(mt)	(mu)	(mv)	(mw)	(mx)	(my)	(mz)	(na)	(nb)	(nc)	(nd)	(ne)	(nf)	(ng)	(nh)	(ni)	(nj)	(nk)	(nl)	(nm)	(nn)	(no)	(np)	(nq)	(nr)	(ns)	(nt)	(nu)	(nv)	(nw)	(nx)	(ny)	(nz)	(oa)	(ob)	(oc)	(od)	(oe)	(of)	(og)	(oh)	(oi)	(oj)	(ok)	(ol)	(om)	(on)	(oo)	(op)	(oq)	(or)	(os)	(ot)	(ou)	(ov)	(ow)	(ox)	(oy)	(oz)	(pa)	(pb)	(pc)	(pd)	(pe)	(pf)	(pg)	(ph)	(pi)	(pj)	(pk)	(pl)	(pm)	(pn)	(po)	(pp)	(pq)	(pr)	(ps)	(pt)	(pu)	(pv)	(pw)	(px)	(py)	(pz)	(qa)	(qb)	(qc)	(qd)	(qe)	(qf)	(qg)	(qh)	(qi)	(qj)	(qk)	(ql)	(qm)	(qn)	(qo)	(qp)	(qq)	(qr)	(qs)	(qt)	(qu)	(qv)	(qw)	(qx)	(qy)	(qz)	(ra)	(rb)	(rc)	(rd)	(re)	(rf)	(rg)	(rh)	(ri)	(rj)	(rk)	(rl)	(rm)	(rn)	(ro)	(rp)	(rq)	(rr)	(rs)	(rt)	(ru)	(rv)	(rw)	(rx)	(ry)	(rz)	(sa)	(sb)	(sc)	(sd)	(se)	(sf)	(sg)	(sh)	(si)	(sj)	(sk)	(sl)	(sm)	(sn)	(so)	(sp)	(sq)	(sr)	(ss)	(st)	(su)	(sv)	(sw)	(sx)	(sy)	(sz)	(ta)	(tb)	(tc)	(td)	(te)	(tf)	(tg)	(th)	(ti)	(tj)	(tk)	(tl)	(tm)	(tn)	(to)	(tp)	(tq)	(tr)	(ts)	(tt)	(tu)	(tv)	(tw)	(tx)	(ty)	(tz)	(ua)	(ub)	(uc)	(ud)	(ue)	(uf)	(ug)	(uh)	(ui)	(uj)	(uk)	(ul)	(um)	(un)	(uo)	(up)	(uq)	(ur)	(us)	(ut)	(uu)	(uv)	(uw)	(ux)	(uy)	(uz)	(va)	(vb)	(vc)	(vd)	(ve)	(vf)	(vg)	(vh)	(vi)	(vj)	(vk)	(vl)	(vm)	(vn)	(vo)	(vp)	(vq)	(vr)	(vs)	(vt)	(vu)	(vv)	(vw)	(vx)	(vy)	(vz)	(wa)	(wb)	(wc)	(wd)	(we)	(wf)	(wg)	(wh)	(wi)	(wj)	(wk)	(wl)	(wm)	(wn)	(wo)	(wp)	(wq)	(wr)	(ws)	(wt)	(wu)	(wv)	(ww)	(wx)	(wy)	(wz)	(xa)	(xb)	(xc)	(xd)	(xe)	(xf)	(xg)	(xh)	(xi)	(xj)	(xk)	(xl)	(xm)	(xn)	(xo)	(xp)	(xq)	(xr)	(xs)	(xt)	(xu)	(xv)	(xw)	(xx)	(xy)	(xz)	(ya)	(yb)	(yc)	(yd)	(ye)	(yf)	(yg)	(yh)	(yi)	(yj)	(yk)	(yl)	(ym)	(yn)	(yo)	(yp)	(yq)	(yr)	(ys)	(yt)	(yu)	(yv)	(yw)	(yx)	(yy)	(yz)	(za)	(zb)	(zc)	(zd)	(ze)	(zf)	(zg)	(zh)	(zi)	(zj)	(zk)	(zl)	(zm)	(zn)	(zo)	(zp)	(zq)	(zr)	(zs)	(zt)	(zu)	(zv)	(zw)	(zx)	(zy)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
10 - Extremely satisfied (10)	97	29	13	78	54	64	25	26	28	20	4	64	8	6	59	18	24	17	10	3	45	7	2	39	15	16	25	22	1	57	5	2	53	11	12	8	5	-	23	1	1	19	6																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
9 - (9)	17%	15%	19%	14%	17%	14%	22%	14%	13%	14%	22%	21%	4%	8%	22%	6%	24%	14%	11%	18%	31%	6%	3%	26%	9%	10%	15%	16%	8%	24%	3%	3%	23%	5%	32%	21%	14%	-	9%	3%	5%	35%	10%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
8 - (8)	65	25	13	81	25	50	12	27	36	15	3	69	10	2	50	31	13	3	6	3	15	8	2	12	13	22	15	12	1	36	10	4	30	20	5	3	4	-	11	-	1	8	4																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
7 - (7)	11%	13%	19%	14%	8%	11%	11%	15%	16%	11%	17%	23%	5%	3%	18%	11%	13%	3%	7%	18%	10%	7%	3%	8%	8%	14%	9%	9%	8%	15%	6%	6%	13%	9%	13%	8%	11%	-	19%	-	5%	15%	7%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
6 - (6)	97	38	10	96	53	78	19	29	44	21	2	71	20	5	49	47	14	20	19	-	32	17	4	30	22	21	27	28	2	55	14	9	50	28	3	6	10	-	7	7	5	5	14																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
5 - (5)	17%	20%	14%	17%	16%	17%	17%	16%	20%	15%	11%	24%	11%	7%	18%	17%	14%	17%	22%	-	22%	14%	6%	20%	13%	14%	17%	21%	17%	23%	9%	13%	22%	12%	8%	16%	20%	-	12%	20%	26%	9%	24%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
4 - (4)	91	25	9	84	50	72	16	34	26	19	5	41	31	12	37	46	7	23	19	1	23	23	4	20	29	29	23	18	2	39	30	3	31	41	5	5	6	-	10	4	2	10	6																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
3 - (3)	16%	13%	13%	15%	15%	16%	14%	19%	12%	14%	28%	14%	16%	17%	14%	16%	7%	19%	22%	6%	16%	19%	6%	13%	17%	19%	14%	13%	17%	19%	30%	19%	4%	14%	18%	13%	13%	17%	-	17%	11%	11%	18%	10%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
2 - (2)	80	22	11	67	52	58	11	21	23	22	1	19	39	9	22	44	21	18	9	4	13	25	14	22	30	19	18	18	3	20	33	5	19	38	2	6	3	-	-	11	-	4	7																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
1 - Extremely dissatisfied (1)	14%	11%	16%	12%	16%	13%	10%	11%	10%	16%	6%	6%	21%	13%	8%	10%	21%	15%	10%	24%	9%	21%	22%	14%	18%	12%	11%	13%	25%	9%	21%	7%	8%	19%	5%	16%	8%	-	-	21%	-	7%	12%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
NET: Dissatisfied (1-3)	56	21	8	70	40	50	11	22	30	16	2	12	50	8	23	42	8	18	10	4	9	20	11	16	22	13	23	12	2	12	28	10	13	37	4	3	4	-	1	5	5	6																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
NET: Neutral (4-6)	10%	11%	11%	13%	12%	11%	10%	12%	14%	12%	11%	4%	26%	11%	8%	17%	8%	15%	11%	24%	6%	17%	17%	11%	13%	8%	14%	9%	17%	5%	18%	15%	6%	16%	11%	8%	11%	-	2%	14%	26%	9%	10%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
NET: Satisfied (7-10)	30	16	3	33	23	37	10	5	12	16	-	10	16	7	13	20	6	11	5	1	4	11	8	8	15	10	13	13	1	6	22	9	12	25	4	5	1	-	4	6	-	3	7																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
Mean score	25	6%	4%	6%	7%	8%	9%	3%	5%	4%	-	3%	8%	10%	5%	7%	6%	9%	6%	6%	3%	9%	13%	5%	9%	6%	8%	10%	8%	3%	14%	13%	5%	11%	13%	3%	-	7%	17%	-	5%	12%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
Standard error	3	2	-	2	2	-	-	-	-	2	-	1	1	-	1	1	-	2	-	-	1	1	-	2	-	-	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
NET: Dissatisfied (1-3)	64	14	3	48	26	53	9	19	21	7	1	11	15	22	19	26	9	9	7	1	3	6	17	5	21	24	18	11	-	10	17	26	19	33	3	2	3	1	3	1	5	1	3																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
NET: Neutral (4-6)	11%	7%	4%	9%	8%	11%	8%	10%	10%	5%	6%	4%	9%	11%	7%	9%	9%	8%	8%	6%	2%	5%	22%	3%	12%	16%	11%	8%	-	4%	11%	8%	8%	14%	8%	5%	8%	100%	5%	3%	26%	2%	14%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
NET: Satisfied (7-10)	166	59	22	170	115	145	32	48	65	54	3	41	105	24	58	111	35	47	24	9	26	55	23	46	67	42	54	43	6	38	63	21	44	100	10	14	8	-	5	22	5	12	20																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
Mean score	6.86	6.97	7.34†	6.93	6.80	6.65	7.09	6.94	6.93	6.85	7.56	7.05†	6.00	5.14	7.48†	6.43	7.16†	6.50	6.82	6.71	7.07†	6.40†	4.87	7.43†	6.25	6.42	6.65	6.90	6.75	7.80†	5.86†	4.53	7.41†	5.94	7.32	6.97	7.08	3.00	8.18†	6.03	5.63	7.88†	6.33																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
Standard error	0.10	0.17	0.26	0.10	0.13	0.11	0.23	0.17	0.15	0.18	0.51	0.11	0.13	0.32	0.14	0.13	0.24	0.21	0.23	0.58	0.16	0.17	0.29	0.18	0.18	0.21	0.19	0.20	0.51	0.13	0.15	0.34	0.16	0.15	0.43	0.38	0.38	-	0.29	0.28	0.64	0.29	0.32																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - AB/CD - E/F/G - HI - JK/LM - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
10 - Extremely satisfied (10)	76	30	7	89	37	66	19	30	23	17	6	68	5	3	64	11	13	8	8	1	25	3	2	24	6	1	4	-	2	7	-	-	6	1	
9 - (9)	57	27	6	86	36	51	11	19	15	20	3	47	10	-	36	20	8	13	5	1	24	2	1	19	8	-	5	1	-	5	1	-	2	4	
8 - (8)	104	33	22	78	50	65	21	33	35	31	5	77	19	8	65	38	7	14	12	-	25	6	2	23	10	5	12	3	2	17	3	2	9	11	
7 - (7)	93	27	9	76	53	78	10	30	36	23	4	53	37	3	44	48	9	7	10	1	14	13	-	12	15	2	7	-	-	3	5	1	5	4	
6 - (6)	78	22	7	67	41	45	11	25	31	19	3	23	45	10	36	42	8	8	6	-	7	13	2	12	9	3	2	1	1	3	3	1	3	4	
5 - (5)	67	20	7	68	37	53	14	25	19	17	6	13	45	8	27	39	7	7	6	-	5	15	-	9	11	3	3	1	-	-	3	4	1	4	
4 - (4)	31	15	7	41	14	29	10	16	6	8	1	4	18	9	13	18	1	8	6	-	5	8	2	6	9	1	3	3	-	1	5	1	1	5	
3 - (3)	29	8	-	21	25	32	6	15	9	5	-	3	14	12	9	20	3	1	4	-	1	6	1	1	7	-	-	-	-	-	-	-	-	-	
2 - (2)	13	3	2	16	10	13	4	5	3	5	-	3	1	9	5	8	1	2	-	-	1	2	-	1	2	-	2	-	-	1	1	1	-	2	
1 - Extremely dissatisfied (1)	29	5	2	14	20	28	6	11	10	7	1	2	4	23	11	17	2	2	1	-	-	2	3	1	1	4	1	-	1	1	1	1	1	1	
Not applicable	6	2	1	3	2	2	1	3	2	1	-	3	1	2	5	1	-	-	-	2	1	1	-	2	1	-	-	-	-	-	1	-	-	1	-
NET: Dissatisfied (1-3)	71	16	4	51	55	73	16	31	22	17	1	8	19	44	25	45	6	5	5	-	2	8	6	3	13	1	2	1	-	-	2	2	3	3	
NET: Neutral (4-6)	176	57	21	176	92	127	35	66	56	44	10	40	108	28	76	99	16	23	18	-	17	36	4	27	29	7	8	5	1	4	11	6	5	13	
NET: Satisfied (7-10)	330	117	44	329	176	260	61	112	109	91	18	245	71	14	209	117	37	42	35	3	88	24	5	78	39	8	28	4	4	32	9	3	22	20	
Mean score	6.63	6.39ef	6.87	6.90ef	6.40	6.49	6.56	6.46	6.66	6.72	7.17	7.94lm	5.88m	3.87	7.24c	5.91	7.14	6.89	6.79	8.67	8.90c	5.76	5.00	7.65f	6.06	6.38	7.18	5.70	8.40	8.17	5.64	5.09	7.61	6.42	
Standard error	0.10	0.17	0.26	0.10	0.14	0.12	0.25	0.18	0.17	0.19	0.42	0.10	0.13	0.28	0.13	0.14	0.32	0.28	0.29	0.88	0.18	0.23	0.87	0.20	0.27	0.53	0.33	0.80	0.75	0.22	0.43	0.67	0.39	0.37	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

	Supplier							SKY							TALK TALK							VIRGIN MEDIA							VODAFONE														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved										
								Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
10 - Extremely satisfied (10)	76	30	7	89	37	66	19	31	35	18	5	78	5	6	73	14	13	11	9	4	34	2	1	28	9	19	21	24	2	58	5	3	57	9	8	6	5	-	16	3	-	14	5
9 - (9)	13%	16%	10%	16%	11%	14%	17%	17%	16%	13%	28%	26%	3%	8%	27%	5%	13%	9%	10%	24%	24%	2%	2%	18%	5%	12%	13%	18%	17%	25%	3%	4%	25%	4%	21%	16%	14%	-	27%	9%	-	25%	9%
8 - (8)	57	27	6	86	36	51	11	32	36	15	3	69	14	3	45	40	17	11	6	2	27	7	2	25	9	12	25	14	-	41	9	1	35	16	5	4	2	-	11	-	-	9	2
7 - (7)	10%	14%	9%	15%	11%	11%	10%	17%	16%	11%	17%	23%	7%	4%	16%	14%	17%	9%	7%	12%	19%	6%	3%	16%	5%	8%	15%	10%	-	17%	6%	1%	15%	7%	13%	11%	6%	-	19%	-	-	16%	3%
6 - (6)	104	33	22	78	50	65	21	27	26	22	3	61	14	3	42	36	11	18	19	2	27	19	4	26	24	24	22	17	2	48	14	3	44	21	4	7	9	1	13	7	1	12	9
5 - (5)	18%	17%	31%	14%	15%	14%	19%	15%	12%	16%	17%	20%	7%	4%	15%	13%	11%	15%	22%	12%	19%	16%	6%	17%	14%	16%	14%	13%	17%	20%	9%	4%	19%	9%	11%	18%	25%	100%	22%	20%	5%	22%	16%
4 - (4)	93	27	9	76	53	78	10	22	35	17	2	37	34	5	35	41	19	19	14	1	26	23	4	20	32	21	31	24	2	40	31	7	36	42	2	3	5	-	5	4	1	3	7
3 - (3)	16%	14%	13%	14%	16%	17%	9%	12%	16%	12%	11%	12%	18%	7%	13%	15%	19%	16%	16%	6%	13%	19%	6%	13%	19%	14%	19%	18%	17%	17%	19%	10%	16%	18%	5%	8%	14%	-	8%	11%	5%	5%	12%
2 - (2)	78	22	7	67	41	45	11	19	26	22	-	25	35	7	22	44	11	17	10	3	12	23	6	13	28	21	14	8	2	11	28	6	13	31	4	5	2	-	5	5	1	6	5
1 - Extremely dissatisfied (1)	13%	11%	10%	12%	13%	10%	10%	10%	12%	16%	-	8%	18%	10%	8%	16%	11%	14%	11%	18%	8%	19%	10%	9%	17%	9%	6%	17%	8%	5%	18%	9%	6%	13%	11%	13%	6%	-	8%	14%	5%	11%	9%
NET: Dissatisfied (1-3)	67	20	7	68	37	53	14	21	27	19	1	11	49	8	28	40	10	18	8	1	9	19	9	17	19	12	20	20	1	15	33	5	14	39	2	8	4	-	3	8	3	3	11
NET: Neutral (4-6)	11%	10%	10%	12%	11%	11%	12%	11%	12%	14%	6%	4%	26%	11%	10%	14%	10%	15%	9%	6%	6%	16%	14%	11%	11%	8%	12%	15%	8%	6%	21%	7%	6%	17%	5%	21%	11%	-	5%	23%	16%	5%	19%
NET: Satisfied (7-10)	31	15	7	41	14	29	10	12	16	13	-	11	21	9	14	27	1	7	5	1	1	10	3	7	7	9	10	9	1	11	12	6	10	19	7	1	2	-	2	4	4	3	7
Mean score	5%	8%	10%	7%	4%	6%	9%	7%	7%	9%	-	4%	11%	13%	5%	10%	1%	6%	6%	6%	1%	8%	5%	5%	4%	6%	6%	7%	8%	5%	8%	9%	4%	8%	3%	6%	6%	-	2%	9%	11%	4%	7%
Standard error	29	8	-	21	25	32	6	5	7	6	3	2	10	9	5	15	9	8	7	1	5	9	11	8	17	16	8	8	-	9	18	5	8	24	1	3	2	-	1	3	2	2	4
Standard error	5%	4%	-	4%	8%	7%	5%	3%	3%	4%	17%	1%	5%	13%	2%	5%	9%	7%	8%	6%	3%	8%	17%	5%	10%	10%	5%	6%	-	4%	11%	7%	4%	10%	3%	8%	6%	-	2%	9%	11%	4%	7%
Standard error	13	3	2	16	10	13	4	6	8	1	1	2	6	8	5	11	4	4	2	-	1	2	7	2	8	4	6	3	-	-	8	5	6	7	1	1	2	-	-	1	3	2	2
Standard error	2%	2%	3%	3%	3%	3%	4%	3%	4%	1%	6%	1%	3%	11%	2%	4%	4%	3%	2%	-	1%	2%	11%	1%	5%	3%	4%	2%	-	-	5%	7%	3%	3%	3%	6%	6%	-	-	3%	16%	4%	3%
Standard error	29	5	2	14	20	28	6	8	3	3	-	-	2	12	3	10	7	6	6	1	2	3	15	6	14	16	5	7	-	1	1	26	4	23	3	-	3	-	2	-	4	1	5
Standard error	4%	1%	2%	-	-	1%	17%	4%	1%	2%	-	-	1%	17%	1%	4%	7%	5%	7%	6%	1%	3%	24%	4%	8%	4%	8%	3%	5%	-	1%	36%	2%	10%	8%	-	8%	-	3%	-	21%	2%	9%
Standard error	6	2	1	3	2	2	1	-	1	2	-	2	-	1	1	2	-	1	3	-	-	1	1	-	2	-	-	-	-	1	-	1	-	2	1	-	-	-	1	-	-	-	1
Standard error	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	-	1%	1%	1%	1%	-	1%	2%	-	-	1%	2%	-	1%	-	-	-	-	1%	-	1%	-	1%	3%	-	-	-	2%	-	-	-	2%
Standard error	71	16	4	51	55	73	16	19	18	10	4	4	18	29	13	36	20	18	15	2	8	14	23	16	39	36	19	18	-	10	27	36	18	54	5	4	7	-	3	4	9	5	11
Standard error	12%	8%	6%	9%	17%	16%	14%	10%	8%	7%	22%	1%	9%	41%	5%	13%	20%	15%	17%	12%	6%	12%	32%	11%	23%	12%	13%	-	-	4%	17%	33%	8%	23%	13%	11%	19%	-	5%	11%	47%	9%	19%
Standard error	176	57	21	176	92	127	35	52	69	54	1	47	105	24	64	111	22	42	23	5	22	52	18	37	54	42	44	37	4	37	73	17	37	89	13	14	8	-	10	17	8	12	23
Standard error	30%	30%	30%	31%	28%	27%	31%	28%	31%	39%	6%	24%	67	14%	19%	131	22%	35%	26%	29%	15%	44%	29%	24%	32%	27%	27%	28%	33%	16%	46%	25%	16%	38%	34%	37%	22%	-	17%	49%	42%	22%	40%
Standard error	330	117	44	329	176	260	61	112	132	72	13	245	67	17	235	181	60	59	48	9	114	51	11	99	74	76	99	79	6	187	59	14	172	88	19	20	21	1	45	14	2	38	23
Standard error	57%	61%	63%	59%	54%	56%	54%	61%	60%	52%	72%	62%	55%	24%	71%	47%	59%	50%	55%	53%	79%	43%	17%	65%	44%	60%	61%	59%	50%	80%	57%	23%	76%	38%	50%	53%	58%	100%	76%	40%	11%	69%	40%
Standard error	6.63	6.96	6.87	6.90	6.40	6.49	6.56	6.94	6.95	6.71	7.28	8.13	5.84	4.56	7.62	6.20	6.53	6.25	6.34	7.00	7.78	6.01	3.92	7.09	5.74	6.05	6.78	6.65	7.10	7.80	5.74	3.70	7.56	5.46	6.51	6.79	6.33	8.00	7.86	6.03	3.58	7.49	5.67
Standard error	0.10	0.17	0.26	0.10	0.14	0.12	0.25	0.19	0.16	0.19	0.67	0.10	0.14	0.34	0.14	0.14	0.27	0.22	0.27	0.69	0.17	0.18	0.32	0.20	0.19	0.22	0.19	0.22	0.62	0.13	0.16	0.34	0.15	0.16	0.48	0.37	0.46	-	0.29	0.35	0.48	0.33	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

Base: All complained about landline service in past 6 months

	Supplier										BT					EE					PLUSNET													
											Issue			Satisfaction		Complaint resolved		Issue					Satisfaction			Complaint resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
10 - Extremely satisfied (10)	72	26	11	91	33	60	24	22	21	23	6	66	5	1	57	14	8	10	8	-	22	3	1	22	4	1	6	1	3	9	1	1	6	5
9 - (9)	12%	14%	16%	16%	10%	13%	21%	10%	11%	15%	21%	22%	3%	1%	18%	5%	14%	14%	14%	-	20%	4%	7%	20%	5%	6%	16%	10%	60%	25%	5%	8%	21%	14%
8 - (8)	72	19	7	63	35	48	10	31	21	17	3	60	9	3	46	25	5	7	7	-	11	8	-	10	9	1	6	-	-	5	1	1	2	5
7 - (7)	12%	10%	10%	11%	11%	10%	9%	15%	11%	11%	10%	20%	5%	3%	15%	10%	8%	10%	12%	-	10%	12%	-	9%	11%	6%	16%	-	-	14%	5%	8%	7%	14%
6 - (6)	85	38	16	93	35	74	11	25	33	21	6	57	20	8	49	36	8	16	12	2	29	7	2	26	12	5	6	4	1	10	5	1	7	9
5 - (5)	15%	20%	23%	17%	11%	16%	10%	12%	17%	14%	21%	19%	10%	9%	16%	14%	14%	23%	21%	40%	27%	10%	13%	24%	14%	29%	16%	40%	20%	28%	23%	8%	25%	24%
4 - (4)	87	35	11	75	51	60	12	23	33	29	2	49	32	6	51	36	12	14	8	1	23	10	2	19	16	3	7	1	-	5	4	2	4	6
3 - (3)	15%	18%	16%	13%	16%	13%	11%	11%	17%	19%	7%	17%	16%	7%	16%	14%	20%	20%	14%	20%	21%	14%	13%	18%	19%	18%	18%	10%	-	14%	18%	17%	14%	16%
2 - (2)	70	25	8	70	54	56	12	25	22	18	5	26	37	7	29	41	8	9	8	-	10	15	-	14	11	3	4	-	1	4	2	2	4	3
1 - Extremely dissatisfied (1)	12%	13%	11%	13%	17%	12%	11%	12%	12%	12%	17%	9%	15%	8%	9%	15%	14%	13%	14%	-	9%	25%	-	13%	13%	18%	11%	-	20%	11%	9%	17%	14%	8%
Not applicable	58	19	8	74	41	60	12	24	21	10	3	9	39	10	21	24	5	7	7	-	5	11	3	4	14	1	6	1	-	3	4	1	4	1
NET: Dissatisfied (1-3)	10%	10%	11%	13%	13%	11%	11%	11%	11%	7%	10%	3%	20%	11%	7%	7%	10%	12%	-	5%	16%	20%	4%	17%	6%	16%	10%	-	8%	18%	8%	14%	3%	
NET: Neutral (4-6)	65	13	2	37	27	37	9	31	17	15	2	17	35	13	29	36	4	3	6	-	3	8	2	6	7	-	1	1	-	2	2	-	2	2
NET: Satisfied (7-10)	11%	7%	3%	7%	8%	8%	8%	15%	9%	10%	7%	6%	18%	15%	9%	14%	7%	4%	10%	7%	3%	12%	13%	6%	8%	-	3%	10%	-	9%	-	-	5%	
Mean score	26	4	2	24	14	21	11	12	7	7	-	3	12	11	9	17	2	1	1	-	2	2	-	2	2	-	1	1	-	1	1	-	2	2
Standard error	4%	2%	3%	4%	4%	5%	10%	6%	4%	5%	-	1%	6%	13%	3%	6%	3%	1%	2%	-	2%	3%	-	2%	2%	-	3%	10%	-	5%	8%	-	5%	
NET: Dissatisfied (1-3)	15	4	2	11	10	14	4	6	3	6	-	3	4	8	7	8	2	1	1	-	2	2	-	2	2	-	1	1	-	2	2	-	2	2
NET: Neutral (4-6)	3%	2%	3%	2%	3%	3%	4%	3%	2%	4%	-	1%	2%	9%	2%	3%	3%	1%	2%	-	3%	13%	2%	2%	2%	6%	3%	-	-	9%	-	-	5%	
NET: Satisfied (7-10)	29	4	2	17	22	27	6	12	10	6	1	4	4	21	14	14	2	2	-	-	2	2	-	1	3	1	-	1	-	2	1	1	1	1
NET: Dissatisfied (1-3)	4	5	1	4	3	5	2	1	1	1	1	2	2	-	3	1	3	-	-	2	3	1	1	2	3	1	-	-	-	-	1	1	-	1
NET: Neutral (4-6)	1%	3%	1%	1%	1%	2%	5%	6%	5%	4%	3%	1%	1%	-	1%	4%	5%	3%	3%	-	3%	13%	1%	4%	6%	-	-	10%	-	-	17%	4%	3%	
NET: Satisfied (7-10)	70	12	6	52	46	62	21	30	20	19	1	10	20	40	30	39	6	4	2	-	2	6	4	2%	4%	6%	-	-	-	3	3	1	5	5
NET: Dissatisfied (1-3)	1%	6%	9%	9%	14%	13%	15%	14%	11%	12%	3%	3%	10%	4%	10%	10%	10%	6%	3%	-	2%	9%	27%	5%	12%	5%	20%	-	-	14%	25%	4%	14%	
NET: Neutral (4-6)	193	57	18	181	122	153	33	80	60	43	10	52	111	30	79	111	17	19	21	-	18	24	5	24	29	4	11	2	1	7	8	3	8	6
NET: Satisfied (7-10)	33%	30%	26%	32%	38%	33%	29%	38%	32%	28%	34%	28%	56%	34%	25%	42%	29%	27%	36%	-	17%	40%	3%	22%	30%	24%	29%	20%	20%	19%	36%	25%	29%	16%
NET: Dissatisfied (1-3)	316	118	45	322	154	242	57	101	108	90	17	232	66	18	203	111	33	47	35	3	85	28	5	77	41	10	25	6	4	29	11	5	19	25
NET: Neutral (4-6)	54%	61%	64%	58%	47%	52%	50%	48%	57%	59%	59%	78%	39%	20%	64%	42%	56%	67%	60%	60%	79%	41%	33%	71%	49%	59%	66%	60%	80%	81%	50%	42%	68%	68%
NET: Satisfied (7-10)	6.50	6.36	7.04	6.84	6.22	6.45	6.46	6.23	6.57	6.65	7.25	7.78	5.88	4.06	7.00	5.92	6.68	7.10	7.02	7.67	7.76	6.13	4.93	7.48	6.32	6.63	7.21	6.20	8.80	8.03	6.09	5.73	7.39	6.97
Standard error	0.10	0.16	0.28	0.10	0.14	0.12	0.27	0.18	0.18	0.20	0.43	0.12	0.14	0.27	0.14	0.15	0.32	0.25	0.27	0.33	0.17	0.26	0.75	0.20	0.24	0.59	0.34	0.89	0.80	0.27	0.47	0.91	0.40	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Table 34

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

Base: All complained about landline service in past 6 months

	SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																			
	Supplier											Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved							
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
10 - Extremely satisfied (10)	72	26	11	91	33	60	24	29	39	18	5	76	8	7	65	25	12	13	6	2	31	1	1	31	2	20	22	17	1	51	6	3	51	9	13	8	3	-	23	1	-	16	8
9 - (9)	12%	14%	16%	16%	10%	13%	21%	16%	18%	13%	28%	26%	4%	10%	24%	9%	12%	11%	7%	12%	22%	1%	2%	20%	1%	13%	14%	13%	8%	22%	4%	4%	22%	4%	34%	21%	8%	-	39%	3%	-	29%	14%
8 - (8)	72	19	7	63	35	48	10	19	23	18	3	49	10	4	38	25	13	11	9	2	25	8	2	22	13	10	23	15	-	37	9	2	33	15	4	3	3	-	8	2	-	9	1
7 - (7)	12%	10%	10%	11%	11%	10%	9%	10%	10%	13%	17%	16%	5%	6%	14%	9%	13%	9%	10%	12%	17%	7%	3%	14%	8%	6%	14%	11%	-	10%	6%	3%	15%	6%	11%	8%	8%	-	14%	6%	-	16%	2%
6 - (6)	85	38	16	93	35	74	11	33	36	19	5	73	18	2	48	44	11	10	14	-	23	10	2	15	19	21	31	21	1	56	12	6	46	28	3	4	4	-	10	1	-	7	4
5 - (5)	15%	20%	23%	23%	17%	11%	10%	18%	16%	14%	28%	24%	9%	3%	18%	16%	11%	8%	16%	-	16%	8%	3%	10%	11%	14%	19%	16%	8%	24%	8%	9%	20%	12%	8%	11%	11%	-	17%	3%	-	13%	7%
4 - (4)	87	35	11	75	51	60	12	28	23	22	2	41	25	9	36	38	14	24	11	2	23	21	7	24	27	20	15	21	4	34	22	4	29	31	2	7	3	-	5	6	1	7	5
3 - (3)	15%	18%	16%	13%	16%	13%	11%	15%	10%	16%	11%	14%	13%	13%	13%	14%	14%	20%	13%	12%	16%	18%	11%	16%	16%	13%	9%	16%	33%	14%	14%	6%	13%	13%	5%	18%	8%	-	8%	17%	5%	13%	9%
2 - (2)	70	25	8	70	54	56	12	21	29	19	1	29	39	2	32	37	17	16	17	4	19	27	8	23	31	18	20	17	1	18	33	5	17	39	2	4	6	-	3	5	4	4	8
1 - Extremely dissatisfied (1)	22%	13%	11%	13%	17%	12%	11%	11%	13%	14%	6%	10%	21%	3%	12%	13%	17%	13%	20%	24%	13%	21%	15%	18%	15%	18%	12%	12%	8%	8%	11%	7%	7%	7%	5%	11%	17%	-	5%	14%	21%	7%	14%
Not applicable	58	19	8	74	41	60	12	22	34	17	1	16	44	14	23	51	10	18	11	2	7	25	9	12	28	24	17	16	3	19	38	3	22	37	4	5	2	1	3	8	1	3	9
NET: Dissatisfied (1-3)	10%	10%	11%	13%	13%	13%	11%	12%	15%	12%	6%	5%	23%	20%	8%	18%	10%	15%	13%	12%	5%	21%	14%	8%	17%	16%	10%	12%	25%	8%	24%	4%	10%	10%	11%	13%	11%	-	5%	23%	5%	5%	16%
NET: Neutral (4-6)	65	13	2	37	27	37	9	14	13	10	-	8	23	6	17	20	9	10	6	2	6	14	7	11	16	13	13	11	-	10	24	3	10	27	2	3	4	-	2	7	-	3	6
NET: Satisfied (7-10)	11%	7%	3%	7%	8%	8%	8%	6%	7%	7%	-	3%	12%	8%	6%	7%	9%	8%	7%	12%	4%	12%	11%	7%	9%	8%	8%	8%	-	4%	15%	4%	4%	12%	5%	8%	11%	-	3%	20%	-	5%	10%
Standard error	4	5	1	4	3	5	2	-	1	3	-	1	2	1	1	3	1	1	1	-	1	2	-	1	2	1	2	-	2	1	1	3	2	-	1	1	-	-	2	-	2	-	
NET: Dissatisfied (1-3)	1%	3%	3%	3%	2%	2%	2%	-	-	2%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	2%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET: Neutral (4-6)	70	12	6	52	46	62	21	17	22	12	1	5	21	26	13	37	15	16	12	3	9	10	27	13	31	27	19	16	-	6	14	42	16	45	8	3	10	-	5	3	13	6	15
NET: Satisfied (7-10)	25%	6%	9%	9%	14%	13%	19%	9%	10%	9%	6%	2%	11%	17%	5%	13%	15%	13%	14%	18%	6%	8%	43%	9%	19%	18%	12%	12%	-	3%	5%	61%	7%	15%	21%	8%	10%	-	8%	9%	68%	11%	25%
Mean score	193	57	18	181	122	153	33	57	76	46	2	53	106	22	72	108	36	44	34	8	32	66	24	46	75	55	50	44	4	47	95	11	49	103	8	12	12	1	8	20	5	10	23
Standard error	33%	30%	26%	32%	36%	33%	29%	31%	35%	33%	11%	18%	5%	13%	26%	30%	35%	37%	39%	47%	22%	50%	18%	30%	44%	36%	31%	33%	33%	20%	60%	16%	22%	34%	21%	32%	33%	100%	14%	51%	26%	18%	40%
NET: Satisfied (7-10)	316	118	45	322	154	242	57	109	121	77	15	239	61	22	187	132	50	58	40	6	102	40	12	92	61	71	91	74	6	178	49	15	159	83	22	22	13	-	46	10	1	39	18
Standard error	54%	61%	64%	58%	47%	52%	50%	60%	55%	56%	83%	80%	32%	31%	69%	47%	49%	49%	46%	35%	71%	34%	19%	61%	36%	46%	56%	55%	50%	76%	31%	22%	70%	36%	58%	58%	36%	-	76%	29%	5%	71%	31%
Mean score	6.50	6.96	7.04	6.84	6.22	6.45	6.46	6.80	6.81	6.77	8.06	7.88	5.70	4.86	7.46	6.25	6.35	6.19	6.20	5.82	7.49	5.81	4.10	7.03	5.52	6.06	6.71	6.55	6.70	7.74	5.76	3.74	7.41	5.55	6.87	6.95	5.54	5.00	7.85	5.58	3.37	7.48	5.45
Standard error	0.10	0.16	0.28	0.10	0.14	0.12	0.27	0.18	0.16	0.20	0.45	0.10	0.14	0.34	0.13	0.14	0.25	0.23	0.26	0.67	0.19	0.17	0.32	0.20	0.18	0.22	0.20	0.21	0.50	0.13	0.15	0.35	0.16	0.16	0.51	0.38	0.46	-	0.32	0.32	0.46	0.34	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

Base: All complained about landline service in past 6 months

	Supplier										BT					EE					PLUSNET														
											Issue			Satisfaction		Complaint resolved		Issue					Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	29**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
10 - Extremely satisfied (10)	65	24	12	82	38	46	26	20	22	17	6	58	4	3	55	9	9	7	8	-	19	5	-	21	3	-	10	-	2	10	1	1	8	3	
	11%	13%	17%	15%	12%	10%	23%abdef	9%	12%	11%	21%	20%lm	2%	3%	17%ko	3%	15%	10%	14%	-	18%	7%	-	10%lf	4%	-	26%	-	40%	28%	5%	8%	29%	8%	
9 - (9)	72	23	6	73	46	44	7	22	26	21	3	56	12	4	44	28	5	12	5	1	19	4	-	16	7	1	4	1	-	4	1	1	2	4	
	12%	12%	9%	13%p	14%fb	10%	6%	10%	14%	14%	10%	19%lm	6%	5%	14%	11%	8%	17%	9%	20%	18%lc	6%	-	15%	8%	6%	11%	10%	-	11%	5%	8%	7%	11%	
8 - (8)	84	28	14	90	34	81	12	25	29	25	5	59	18	7	57	27	7	14	6	1	21	5	2	20	7	4	9	1	-	9	4	1	7	7	
	14%	15%	20%ga	16%a	10%	18%e	11%	12%	15%	16%	17%	20%lm	9%	8%	18%ko	10%	12%	20%	10%	20%	19%lc	7%	13%	10%lf	8%	24%	24%	10%	-	25%	18%	8%	25%	19%	
7 - (7)	82	36	3	82	53	57	15	27	32	21	2	57	22	3	44	38	11	12	12	1	21	13	2	16	20	1	-	1	2	-	1	2	1		
	14%cc	19%cd	4%	15%cc	16%cc	12%cc	13%cc	13%	17%	14%	7%	19%lm	11%lm	3%	14%	15%	19%	17%	21%	20%	19%	19%	13%	15%	24%	6%	-	10%	20%	6%	-	8%	7%	3%	
6 - (6)	72	16	8	65	39	50	12	30	26	15	1	20	43	9	28	43	6	6	4	-	6	8	2	7	9	2	3	2	1	5	3	-	3	5	
	12%	8%	11%	12%	12%	11%	11%	14%	14%	10%	3%	7%	23%klm	10%	9%	10%	9%	7%	-	6%	12%	13%	7	6%	11%	12%	8%	20%	20%	14%	14%	-	11%	14%	
5 - (5)	69	21	8	56	43	56	15	19	27	16	7	15	48	6	31	36	6	5	9	1	11	9	1	10	11	3	4	1	-	2	5	1	2	6	
	12%	11%	11%	10%	13%	12%	13%	9%	14%	10%	24%	5%	24%klm	7%	10%	14%	10%	7%	16%	20%	10%	13%	7%	9%	13%	18%	11%	10%	-	6%	23%	8%	7%	16%	
4 - (4)	32	15	6	35	20	36	8	16	2	11	3	6	20	6	10	22	6	4	5	-	7	6	2	7	8	2	3	1	-	2	2	2	1	3	
	5%	8%	9%	6%	6%	8%	7%	10%	2%	10%k	7%k	2%	10%k	7%k	3%	8%k	10%	6%	9%	-	6%	9%	13%	6%	10%	12%	8%	10%	-	6%	9%	17%	4%	8%	
3 - (3)	30	17	4	28	12	25	4	15	13	2	-	6	15	9	12	18	4	8	5	-	2	14	1	9	8	-	3	-	1	1	2	1	1	2	
	5%	9%a	6%	5%	4%	5%	4%	7%j	7%j	1%	-	2%	8%k	10%k	4%	7%	7%	11%	9%	-	2%	20%h	7%	8%	10%	-	8%	-	20%	3%	9%	8%	4%	5%	
2 - (2)	20	5	2	13	11	20	3	10	1	9	-	4	7	9	11	9	1	1	3	-	1	2	2	8	10	-	2	-	-	2	-	-	2	-	
	3%	3%	3%	2%	3%	4%	3%	5%h	1%	6%h	-	1%	4%	10%kl	3%	3%	2%	1%	5%	-	1%	3%	13%	-	6%l	-	5%	-	-	9%	-	-	4%	5%	
1 - Extremely dissatisfied (1)	49	4	5	26	21	38	9	25	9	14	1	9	9	31	19	28	3	1	-	-	3	3	-	1	3	3	3	2	-	2	3	1	4	4	
	8%bd	2%	7%h	5%	6%b	8%bd	8%b	12%h	5%	9%	3%	3%	5%	35%a	6%	11%a	5%	1%	-	-	1%	20%	-	1%	4%	18%	-	20%	-	9%	25%	4%	11%	-	
Not applicable	8	3	2	9	8	9	2	3	2	2	1	6	1	1	4	4	1	-	1	1	1	2	-	1	2	1	-	1	-	1	-	1	-	1	-
	1%	2%	3%	2%	2%	2%	2%	1%	1%	1%	3%	2%	1%	1%	1%	2%	2%	-	2%	20%	1%	3%	-	1%	2%	6%	-	10%	-	3%	-	8%	4%	-	
NET: Dissatisfied (1-3)	99	26	11	67	44	83	16	50	23	25	1	19	31	49	42	55	8	10	8	-	3	17	6	10	16	3	5	2	1	1	6	4	2	8	
	17%cd	14%	16%	12%	14%	18%bd	14%	23%h	12%	16%	3%	6%	16%k	20%k	13%	21%h	14%	14%	14%	-	3%	25%h	40%	9%	16%	18%	13%	20%	2%	3%	27%	33%	2%	22%	
NET: Neutral (4-6)	173	52	22	156	102	142	35	65	55	42	11	41	111	21	69	101	18	15	18	1	24	23	5	24	28	7	10	4	1	9	10	3	6	14	
	30%	27%	31%	28%	31%	31%	31%	31%	29%	27%	38%	14%	36%klm	24%k	22%	33%lm	31%	21%	31%	20%	22%	33%	33%	24	28	41%	26%	40%	20%	25%	45%	25%	21%	38%	
NET: Satisfied (7-10)	303	111	35	327	171	228	60	94	109	84	16	230	56	17	200	102	32	45	31	3	80	27	4	73	37	6	23	3	3	25	6	4	19	15	
	52%	58%ef	50%	58%af	53%	49%	53%	44%	58%g	55%g	55%	78%lm	28%	19%	63%o	39%	54%	64%	53%	60%	74%lc	39%	27%	68%lf	45%	35%	61%	30%	60%	69%	27%	33%	68%	41%	
Mean score	6.31	6.51f	6.47	6.76af	6.45	6.14	6.58	5.82	6.73n	6.34	6.96	7.62lm	5.92m	3.76	6.31e	5.62	6.47	6.83	6.44	7.25	7.90c	5.69	4.33	7.23f	5.77	5.38	7.13	5.22	7.20	7.80	5.18	4.82	7.56	5.81	
Standard error	0.11	0.17	0.34	0.11	0.14	0.13	0.27	0.19	0.17	0.22	0.46	0.13	0.14	0.31	0.15	0.16	0.34	0.28	0.32	0.85	0.19	0.28	0.67	0.22	0.26	0.66	0.43	0.94	1.32	0.34	0.55	0.99	0.46	0.46	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

Base: All complained about landline service in past 6 months

	Supplier										SKY						TALK TALK						VIRGIN MEDIA						VODAFONE															
											Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*	
10 - Extremely satisfied (10)	65	24	12	82	38	46	26	27	37	13	5	76	3	3	66	14	13	16	8	1	34	1	3	30	8	11	22	13	-	41	3	2	39	7	14	9	3	-	22	3	1	18	8	
9 -	72	23	6	73	46	44	7	25	25	20	3	51	15	7	39	34	17	17	9	3	26	16	4	25	21	12	21	9	2	35	8	1	29	15	3	2	2	-	5	1	1	4	3	
8 -	84	28	14	90	34	81	12	25	40	24	1	67	16	7	50	39	7	12	13	2	23	5	6	16	18	28	25	25	3	59	17	5	51	30	4	5	2	1	8	4	-	9	3	
7 -	82	36	3	82	53	57	13	22	32	26	2	46	31	5	37	45	11	19	22	1	24	24	5	21	31	21	21	13	2	28	28	1	25	32	2	5	8	-	9	5	1	6	9	
6 -	72	16	8	65	39	50	12	28	21	15	1	25	33	7	26	38	13	14	11	1	9	25	5	14	25	14	20	15	1	22	26	2	19	30	4	6	2	-	3	8	1	3	9	
5 -	69	21	8	56	43	56	15	22	21	11	2	8	42	6	19	37	17	19	2	5	13	19	11	19	22	18	22	15	1	16	32	8	20	36	3	4	8	-	6	7	2	7	8	
4 -	12%	11%	11%	10%	13%	12%	13%	12%	10%	8%	11%	3%	22%	8%	7%	13%	17%	16%	2%	29%	9%	16%	17%	13%	13%	12%	12%	14%	11%	8%	7%	20%	12%	9%	15%	8%	11%	22%	-	10%	20%	11%	13%	14%
3 -	30	17	4	28	12	25	4	10	13	3	2	6	12	10	10	16	5	3	4	-	2	6	4	7	5	9	7	9	-	6	11	8	10	15	2	2	-	-	3	1	2	2	2	
2 -	20	5	2	13	11	20	3	4	7	2	-	2	6	5	4	9	4	3	3	1	2	5	4	3	8	8	6	6	-	5	10	5	8	12	2	-	1	-	1	1	1	1	2	
1 - Extremely dissatisfied (1)	49	4	5	26	21	38	9	9	10	7	-	2	10	14	6	20	7	3	10	1	3	3	15	5	16	18	7	12	1	8	4	26	10	27	1	1	7	-	-	1	8	-	9	
Not applicable	8	3	2	9	8	9	2	3	1	4	1	3	4	2	6	3	3	2	1	2	4	4	-	4	3	4	3	2	-	6	1	2	5	4	-	1	1	-	2	-	-	2	-	
NET: Dissatisfied (1-3)	99	26	11	67	44	83	16	23	30	12	2	10	28	29	20	45	16	9	17	2	7	14	23	15	29	35	20	27	1	19	25	39	28	54	5	3	8	-	1	5	10	3	13	
NET: Neutral (4-6)	173	52	22	156	102	142	35	58	55	39	4	45	93	18	55	100	35	44	17	6	26	54	22	41	59	43	50	45	4	47	77	18	50	91	10	13	12	-	12	17	6	13	22	
NET: Satisfied (7-10)	303	111	35	327	171	228	60	99	134	83	11	240	65	22	192	132	48	64	52	7	107	46	18	92	78	72	89	60	7	163	56	9	144	84	23	21	15	1	44	13	3	37	23	
Mean score	6.31	6.61	6.47	6.76	6.45	6.14	6.58	6.70	6.78	6.72	7.35	7.93	6.63	4.78	7.81	6.04	6.35	6.69	6.27	6.27	7.87	6.96	4.65	7.08	5.93	5.79	6.68	5.89	6.33	7.32	6.59	3.33	6.97	5.35	7.24	6.97	5.40	8.00	7.96	5.97	3.53	7.69	5.64	
Standard error	0.11	0.17	0.34	0.11	0.14	0.13	0.27	0.19	0.17	0.20	0.62	0.11	0.15	0.35	0.14	0.15	0.27	0.22	0.29	0.68	0.18	0.19	0.36	0.21	0.20	0.22	0.20	0.23	0.70	0.15	0.16	0.32	0.17	0.17	0.46	0.40	0.48	-	0.28	0.37	0.66	0.32	0.38	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.

Base: All complained about landline service in past 6 months

	Supplier										BT					EE					PLUSNET													
											Issue			Satisfaction		Complaint resolved		Issue					Satisfaction			Complaint resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	171**	38*	10**	5**	36*	22**	12**	28**	37*
10 - Extremely satisfied (10)	85	26	11	83	50	62	27	32	24	22	7	76	4	5	66	18	9	8	8	1	19	5	2	21	5	1	6	1	3	10	1	-	7	3
9 - (9)	71	32	12	82	30	45	11	19	28	22	2	53	15	3	48	23	6	15	11	-	24	6	2	22	10	4	8	-	9	1	2	7	5	
8 - (8)	96	47	5	82	53	75	17	39	29	21	7	67	22	7	60	36	10	21	14	2	32	11	4	25	22	2	3	-	4	1	-	3	2	
7 - (7)	91	20	13	83	44	79	16	33	31	26	1	47	37	7	40	50	8	5	6	1	13	7	-	11	9	4	6	3	-	6	6	1	5	8
6 - (6)	73	27	12	72	57	56	15	24	24	22	3	23	41	9	35	38	8	9	10	-	14	13	-	10	17	1	8	1	2	5	5	2	3	6
5 - (5)	66	13	6	57	34	52	7	21	22	18	5	14	38	14	11	15	14	13	17	-	13	19	-	9	14	6	21	10	40	14	23	17	11	16
4 - (4)	45	9	4	39	25	31	8	18	17	8	2	7	26	12	22	23	3	5	5	-	3	9	1	6	6	2	2	2	-	1	4	1	5	
3 - (3)	19	6	3	23	13	21	5	9	4	5	1	5	8	6	5	14	2	3	1	-	1	5	-	4	2	1	1	1	-	2	1	1	-	3
2 - (2)	15	4	1	20	8	14	1	8	4	3	-	1	5	9	6	9	3	1	-	-	2	2	2	3	1	-	1	-	-	1	-	-	-	1
1 - Extremely dissatisfied (1)	18	7	3	15	9	26	5	9	4	4	1	1	1	16	9	7	4	2	1	-	1	2	4	2	5	2	-	1	-	-	3	1	2	2
Not applicable	4	1	-	3	2	1	1	-	2	2	-	2	2	-	1	3	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	52	17	7	58	30	61	11	26	12	12	2	7	14	31	20	30	9	6	2	-	2	9	6	9	8	3	2	2	-	-	3	4	1	6
NET: Neutral (4-6)	184	49	22	168	116	139	30	63	63	48	10	44	105	35	80	102	17	15	17	-	18	30	1	20	28	3	13	4	2	7	10	5	5	13
NET: Satisfied (7-10)	343	125	41	330	177	261	71	123	112	91	17	243	78	22	214	127	33	49	39	4	88	29	8	79	46	11	23	4	3	29	9	3	22	18
Mean score	6.82	7.12f	6.87	6.84	6.74	6.54	7.11f	6.64	6.88	6.93	7.10	8.01lm	8.02m	4.61	7.33e	6.24	6.49	7.34x	7.41x	8.25	7.98c	6.13	5.53	7.51f	6.63	6.53	7.18	5.50	8.40	8.17	5.95	4.67	7.86	6.19
Standard error	0.10	0.17	0.29	0.10	0.13	0.12	0.24	0.17	0.16	0.18	0.46	0.10	0.13	0.29	0.13	0.14	0.35	0.26	0.26	0.63	0.16	0.28	0.97	0.22	0.25	0.66	0.35	0.79	0.98	0.28	0.41	0.83	0.41	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about landline service in past 6 months

	Supplier										BT					EE					PLUSNET													
	Issue										Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved										
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Courtesy and politeness of advisors	350	117	45	339	182	264	72	113	117	102	18	255	72	23	222	125	38	44	32	3	83	30	4	77	40	11	25	6	3	30	7	8	22	20
	60%	61%	64%	61%	56%	57%	64%	53%	62%	67%g	62%	86%klm	36%	26%	70%no	48%	64%	63%	55%	60%	77%bc	43%	27%	71%ef	48%	65%	66%	60%	60%	83%	32%	67%	79%	54%
Willingness to help resolve your issue	343	125	41	330	177	261	71	123	112	91	17	243	78	22	214	127	33	49	39	4	88	29	8	79	46	11	23	4	3	29	9	3	22	18
	59%	65%ef	59%	59%	54%	56%	63%	58%	59%	59%	59%	82%klm	39%	25%	68%no	48%	56%	70%	67%	80%	81%bc	42%	53%	73%ef	55%	65%	61%	40%	60%	81%	41%	25%	79%	49%
Ease of finding provider contact details	337	106	45	337	179	258	70	118	109	93	17	242	77	18	206	129	32	43	29	2	84	18	4	69	37	11	26	3	5	31	9	5	19	25
	58%	55%	64%	60%	55%	56%	62%	56%	58%	61%	59%	82%klm	39%	20%	65%no	49%	54%	61%	50%	40%	78%bc	26%	27%	64%ef	45%	65%	68%	30%	100%	86%	41%	42%	68%	68%
Advisor doing what they said they would do	330	117	44	329	176	260	61	112	109	91	18	245	71	14	209	117	37	42	35	3	88	24	5	78	39	8	28	4	4	32	9	3	22	20
	57%	61%	63%	59%	54%	56%	54%	53%	58%	59%	62%	83%klm	36%	16%	66%no	45%	63%	60%	60%	60%	81%bc	35%	33%	72%ef	47%	47%	74%	40%	80%	89%	41%	25%	79%	54%
Logging of query details to avoid having to repeat yourself	316	118	45	322	154	242	57	101	108	90	17	232	66	18	203	111	33	47	35	3	85	28	5	77	41	10	25	6	4	29	11	5	19	25
	54%a	61%ef	64%bc	58%a	47%	52%	50%	48%	57%	59%g	59%	76%klm	33%klm	20%	64%no	42%	56%	67%	60%	60%	75%bc	41%	33%	71%ef	49%	59%	66%	60%	80%	81%	50%	42%	68%	68%
Offering compensation or a goodwill payment	303	111	35	327	171	228	60	94	109	84	16	230	56	17	200	102	32	45	31	3	80	27	4	73	37	6	23	3	3	25	6	4	19	15
	52%	58%a	50%	58%a	53%	49%	53%	44%	58%g	55%g	55%	78%klm	28%	19%	63%no	39%	54%	64%	53%	60%	74%bc	39%	27%	68%ef	45%	35%	61%	30%	60%	69%	27%	33%	68%	41%
Getting the issue resolved to your satisfaction	299	109	36	311	150	237	58	106	96	84	13	231	56	12	192	106	33	41	33	2	81	24	4	72	36	9	19	4	4	29	4	3	21	15
	51%	67%a	51%	50%a	46%	51%	51%	50%	51%	55%	45%	78%klm	26%	14%	61%no	40%	56%	59%	57%	40%	75%bc	35%	27%	67%ef	43%	53%	50%	40%	80%	81%	18%	25%	75%	41%
The time taken to handle your issue	284	109	37	308	170	239	64	92	103	77	12	222	50	12	187	96	30	47	30	2	87	18	4	72	37	6	21	5	5	28	5	4	22	14
	49%	57%	53%	55%a	52%	52%	57%	43%	54%g	50%	41%	75%klm	25%klm	14%	59%no	37%	51%	67%	52%	40%	61%bc	26%	27%	67%ef	45%	35%	55%	50%	100%	78%	23%	33%	79%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																				
	Issue					Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved																		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Courtesy and politeness of advisors	350	117	45	339	182	264	72	116	134	75	14	245	69	25	195	142	58	63	54	7	115	55	12	101	79	88	90	80	6	187	59	18	164	100	25	22	25	-	51	12	9	42	30
Willingness to help resolve your issue	343	125	41	330	177	261	71	115	135	68	12	240	69	21	193	134	59	56	55	7	109	49	19	99	77	76	96	82	7	189	65	7	176	85	26	23	21	1	50	14	7	45	26
Ease of finding provider contact details	337	106	45	337	179	258	70	105	138	82	12	248	70	19	195	141	59	60	52	8	118	43	18	96	82	81	92	79	6	189	56	13	162	96	28	23	18	1	54	10	6	43	27
Advisor doing what they said they would do	330	117	44	329	176	260	61	112	132	72	13	245	67	17	195	131	60	59	48	9	114	51	11	99	74	76	99	79	6	187	59	14	172	88	19	20	21	1	45	14	2	38	23
Logging of query details to avoid having to repeat yourself	316	118	45	322	154	242	57	109	121	77	15	239	61	22	187	132	50	58	40	6	102	40	12	92	61	71	91	74	6	178	49	15	159	83	22	22	13	-	46	10	1	39	18
Offering compensation or a goodwill payment	303	111	35	327	171	228	60	99	134	83	11	240	65	22	192	132	48	64	52	7	107	46	18	92	78	72	89	60	7	163	56	9	144	84	23	21	15	1	44	13	3	37	23
Getting the issue resolved to your satisfaction	299	109	36	311	150	237	58	102	127	70	12	241	61	9	185	124	55	53	36	6	103	39	8	90	58	69	88	73	7	177	50	10	159	78	20	20	17	1	45	10	3	39	19
The time taken to handle your issue	284	109	37	308	170	239	64	104	129	64	11	232	61	15	184	122	57	59	46	8	107	46	17	97	71	76	84	72	7	177	54	8	157	82	22	21	20	1	46	13	5	36	28

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

Base: All complained about landline service in past 6 months

	Supplier											BT					EE					PLUSNET												
	Issue											Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Completely resolved	315	108	28	273	152	227	55	109	107	84	15	206	75	34	315	-	29	44	32	3	74	28	6	108	-	6	13	5	4	21	4	3	28	-
	54%ks	56%ks		40%	49%	47%	49%	51%	57%	55%	52%	70%km	38%	39%	100%ka		49%	63%	55%	60%	69%lc	41%	40%	100%kf		35%	34%	50%	80%	58%	18%	25%	100%	
Partly resolved	216	72	27	244	137	191	44	82	68	57	9	78	105	33	-	216	26	20	24	2	30	37	5	-	72	7	16	3	1	10	12	5	-	27
	37%	38%	39%	44%k	42%	41%	39%	39%	36%	37%	31%	26%	53%km	38%k	-	82%kn	44%	29%	41%	40%	28%	54%lb	33%	-	87%le	41%	42%	30%	20%	28%	55%	42%	-	73%
Not resolved at all	46	11	10	36	32	42	14	19	13	11	3	9	17	20	-	46	3	6	2	-	4	3	4	-	11	4	5	1	-	4	4	2	-	10
	8%	6%	14%kd	6%	10%	9%	12%ko	9%	7%	7%	10%	3%	9%k	23%k	-	18%kn	5%	9%	7%	3%	4%	4%	27%	-	11	24%	13%	10%	-	11%	18%	17%	-	27%
Don't know	6	1	5	6	4	2	-	2	1	1	2	3	2	1	-	2	1	-	-	-	1	1	-	-	-	-	4	1	-	1	2	2	-	-
	1%	1%	7%kdeq	1%	1%	*	-	1%	1%	1%	7%	1%	1%	1%	-	-	2%	-	-	-	1%	-	-	-	-	-	11%	10%	-	3%	9%	17%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

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

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																			
	Issue				Satisfaction				Complaint resolved				Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*	
Completely resolved	315	108	28	273	152	227	55	87	111	62	13	182	71	20	273	-	52	56	37	7	93	46	13	152	-	66	85	69	7	169	43	15	227	-	21	20	14	-	38	12	5	55	-	
	54%ce	56%ce	40%	49%	47%	49%	49%	48%	50%	45%	72%	61%kl	37%	28%	100%w	-	51%	47%	43%	41%	65%lu	39%ku	21%	100%w	-	43%	52%	51%	58%	72%pc	27%	22%	100%	-	55%	53%	39%	-	64%qd	34%	26%	100%rh	-	
Partly resolved	216	72	27	244	137	191	44	79	95	67	3	103	105	36	-	244	41	54	36	6	44	64	29	-	137	-	68	66	54	3	61	101	29	-	191	12	13	18	1	16	20	8	-	44
	37%	38%	39%	44%o	42%	41%	39%	43%	43%	49%	17%	35%	55%j	51%	-	87%lm	40%	45%	41%	35%	31%	54%ks	46%ks	-	81%nv	-	44%	41%	40%	25%	26%	68%eg	43%le	-	82%nh	32%	34%	50%	100%	27%	57%ni	42%	-	76%o
Not resolved at all	46	11	10	36	32	42	14	16	13	7	-	10	13	13	-	36	8	9	13	2	6	5	21	-	32	-	19	11	11	1	5	14	23	-	42	5	5	4	-	5	3	6	-	14
	8%	6%	14%bd	6%	10%	9%	12%bd	9%	6%	5%	-	3%	7%	18%h	-	13%ne	8%	8%	15%	12%	4%	4%	33%ga	-	19%va	-	12%	7%	8%	8%	2%	9%de	34%le	-	18%h	13%	13%	11%	-	8%	9%	32%	-	24%g
Don't know	6	1	5	6	4	2	-	1	1	2	2	3	1	2	-	-	1	-	1	2	1	3	-	-	-	-	1	-	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	
	1%	1%	7%abdel	1%	1%	*	-	1%	*	1%	11%	1%	1%	3%	-	-	1%	-	1%	12%	1%	3%	-	-	-	-	1%	-	-	8%	-	1%	1%	-	-	-	-	-	-	-	-	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET															
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
Yes	258	101	24	238	126	190	46	93	83	69	13	177	54	27	258	-	26	43	30	2	70	25	6	101	-	6	11	3	4	19	3	2	24	-	
	44%	53% adef	34%	43%	39%	41%	41%	44%	44%	45%	45%	60% lm	27%	31%	82% o	-	44%	61%	52%	40%	65% o	36%	40%	94% o	-	35%	29%	30%	80%	53%	14%	17%	86%	-	
No	54	7	4	34	24	34	8	15	23	14	2	27	21	6	54	-	3	1	2	1	4	3	-	7	-	-	2	2	-	2	1	1	4	-	
	9% bd	4%	6%	6%	7%	7%	7%	7%	12%	9%	7%	9%	11%	7%	17% o	-	5%	1%	3%	20%	4%	4%	-	6%	-	-	5%	20%	-	6%	5%	8%	14%	-	
Don't know	3	-	-	1	2	3	1	1	1	1	-	2	-	1	3	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue				Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved										
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Yes	258	101	24	238	126	190	46	74	96	57	11	166	56	16	238	-	47	44	31	4	79	40	7	126	-	59	69	55	7	153	27	10	190	-	19	16	11	-	34	8	4	46	-
	44%	53%	34%	43%	39%	41%	41%	40%	44%	41%	61%	56%	29%	23%	87%	-	46%	37%	36%	24%	55%	34%	11%	83%	-	38%	43%	41%	58%	65%	17%	15%	84%	-	50%	42%	31%	-	58%	23%	21%	84%	-
No	54	7	4	34	24	34	8	13	15	5	1	15	15	4	34	-	5	11	5	3	12	6	6	24	-	6	15	13	-	15	14	5	34	-	2	3	3	-	3	4	1	8	-
	9%	4%	6%	6%	7%	7%	7%	7%	7%	4%	6%	5%	8%	6%	12%	-	5%	9%	6%	18%	8%	5%	10%	16%	-	4%	9%	10%	-	6%	9%	7%	15%	-	5%	8%	8%	-	5%	11%	5%	15%	-
Don't know	3	-	-	1	2	3	1	-	-	-	1	1	-	-	1	-	-	1	1	-	2	-	-	2	-	1	1	1	-	1	2	-	3	-	-	1	-	-	1	-	-	1	-
	1%	-	-	1%	1%	1%	1%	-	-	-	6%	*	-	-	*	-	-	1%	1%	-	1%	-	-	1%	-	1%	1%	1%	-	*	1%	-	1%	-	-	3%	-	-	2%	-	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ij - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Supplier							BT						EE						PLUSNET														
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	315	108	28**	273	152	227	55*	109	107	84*	15**	206	75*	34*	315	-**	29**	44*	32*	3**	74*	28**	6**	108	-**	6**	13**	5**	4**	21**	4**	3**	28**	-*
Yes	258	101	24	238	126	190	46	93	83	69	13	177	54	27	258	-	26	43	30	2	70	25	6	101	-	6	11	3	4	19	3	2	24	-
	82%	94% ^{ab}	86%	87%	83%	84%	84%	85%	78%	82%	87%	86%	72%	79%	82%	-	90%	98%	94%	67%	95%	89%	100%	94%	-	100%	85%	60%	100%	90%	75%	67%	86%	-
No	54	7	4	34	24	34	8	15	23	14	2	27	21	6	54	-	3	1	2	1	4	3	-	7	-	-	2	2	-	2	1	1	4	-
	17% ^{ab}	6%	14%	12%	16% ^b	15% ^{ab}	15%	14%	21%	17%	13%	13%	28% ^{ab}	18%	17%	-	10%	2%	6%	33%	5%	11%	-	6%	-	-	15%	40%	-	10%	25%	33%	14%	-
Don't know	3	-	-	1	2	3	1	1	1	1	-	2	-	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	1%	2%	2%	1%	1%	1%	-	1%	-	3%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue				Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved										
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin (f)	Vodafone (v)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	315	108	28**	273	152	227	55*	87*	111	62*	13**	182	71*	20**	273	-**	52*	56*	37*	7**	93*	46*	13**	152	-**	66*	85*	69*	7**	169	43*	15**	227	-**	21**	20**	14**	-**	38*	12**	5**	55*	-**
Yes	258	101	24	238	126	190	46	74	96	57	11	166	56	16	238	-	47	44	31	4	79	40	7	126	-	59	69	55	7	153	27	10	190	-	19	16	11	-	34	8	4	46	-
	82%	94% ^a	86%	87%	83%	84%	84%	85%	86%	92%	85%	91% ^a	79%	80%	87%	-	90%	79%	84%	57%	85%	87%	54%	83%	-	89%	81%	80%	100%	91% ^a	63%	67%	84%	-	90%	80%	79%	-	89%	67%	80%	84%	-
No	54	7	4	34	24	34	8	13	15	5	1	15	15	4	34	-	5	11	5	3	12	6	6	24	-	6	15	13	-	15	14	5	34	-	2	3	3	-	3	4	1	8	-
	17% ^b	6%	14%	12%	16% ^b	15% ^b	15%	15%	14%	8%	8%	8%	21% ^b	20%	12%	-	10%	20%	14%	43%	13%	13%	46%	16%	-	9%	18%	19%	-	9%	33% ^b	33%	15%	-	10%	15%	21%	-	8%	33%	20%	15%	-
Don't know	3	-	-	1	2	3	1	-	-	-	1	1	-	-	1	-	-	1	1	-	2	-	-	2	-	1	1	1	-	1	2	-	3	-	-	1	-	-	1	-	-	1	-
	1%	-	-	1%	1%	2%	2%	-	-	-	8%	1%	-	-	1%	-	-	2%	3%	-	2%	-	-	1%	-	2%	1%	1%	-	2%	3% ^b	-	1%	-	-	5%	-	-	3%	-	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET															
								Issue			Complaint resolved			Issue			Complaint resolved			Issue			Complaint resolved												
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
Employed or self-employed (full-time - 30hrs/wk+)	350	105	35	320	155	229	55	131	113	95	11	192	109	49	209	139	31	42	30	2	65	35	5	66	39	10	18	6	1	23	10	2	16	16	
Employed or self-employed (part-time - 8-29 hrs/wk+)	113	45	19	107	70	128	32	35	38	33	7	44	49	20	50	61	15	16	14	-	27	15	3	22	23	4	10	2	3	9	6	4	7	10	
Homemaker	19%	23%	27%	19%	22%	28% ^{adj}	28% ^{adj}	17%	20%	22%	24%	15%	25%	23%	16%	23%	25%	23%	24%	-	25%	22%	20%	20%	28%	24%	26%	20%	60%	25%	27%	33%	25%	27%	
Student / under education	55	21	5	68	50	40	10	17	22	10	6	24	19	12	22	33	5	7	8	1	8	10	3	9	12	1	4	-	-	1	3	1	-	5	
Temporarily not working (unemployed / illness)	9%	11%	7%	12%	15% ^{adj}	9%	9%	8%	12%	7%	21%	8%	10%	14%	7%	13%	8%	10%	14%	20%	7%	14%	20%	8%	14%	6%	11%	-	-	3%	14%	8%	-	14%	
Retired	24	17	5	40	21	30	10	10	6	7	1	10	13	1	7	16	8	4	4	1	6	7	4	9	7	1	3	1	-	1	3	1	2	3	
NET: Employed	4%	9%	7%	7%	6%	6%	9%	5%	3%	5%	3%	3%	7%	1%	2%	6%	14%	6%	7%	20%	6%	10%	27%	8%	8%	6%	8%	10%	-	3%	14%	8%	7%	8%	
NET: Unemployed	22	4	5	16	21	22	6	10	6	3	3	16	4	2	15	7	-	1	2	1	2	2	-	2	2	1	3	1	-	1	-	4	2	3	
NET: Retired	4%	2%	2%	3%	5%	5%	5%	5%	3%	2%	10%	5%	2%	2%	5%	3%	-	1%	3%	20%	2%	3%	-	2%	2%	6%	8%	10%	-	3%	-	33%	-	7%	8%
NET: Other	10	-	1	8	8	13	-	9	4	5	1	10	5	4	12	6	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-	
NET: Total	3%	1%	1%	3%	3%	3%	-	4%	2%	3%	3%	3%	3%	5%	4%	2%	-	-	-	-	-	-	-	-	-	-	-	-	20%	3%	-	-	4%	-	
NET: Overall	463	150	54	427	225	357	87	166	151	128	18	236	158	69	259	200	46	58	44	2	92	50	8	88	62	14	28	8	4	32	16	6	23	26	
NET: Overall %	79%	78%	77%	76%	69%	77%	77%	78%	80%	84%	62%	80%	79%	78%	82%	76%	78%	83%	76%	40%	85%	72%	53%	81%	75%	82%	74%	80%	80%	89%	73%	50%	82%	70%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/ - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

Supplier	SKY													TALK TALK						VIRGIN MEDIA						VODAFONE																	
	Issue													Complaint resolved						Issue						Complaint resolved						Issue						Complaint resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Employed or self-employed (full-time - 30hrs/wk+)	350	105	35	320	155	229	55	101	133	82	4	193	97	30	178	138	53	58	39	5	83	51	21	91	64	71	84	71	3	132	70	27	122	106	16	21	18	-	35	13	7	30	25
Employed or self-employed (part-time - 8-29 hrs/wk+)	113	45	19	107	70	128	32	37	39	28	3	39	47	21	44	62	18	31	19	2	30	23	17	26	42	40	47	35	6	54	53	21	54	74	10	11	11	-	12	13	7	16	16
Homemaker	55	21	5	68	50	40	10	26	25	13	4	31	26	11	25	43	20	19	9	2	16	24	10	17	31	15	15	10	-	17	19	4	19	21	3	4	3	-	4	3	3	2	8
Student / under education	24	17	5	40	21	30	10	12	18	9	1	21	12	7	13	27	5	5	8	3	5	10	6	6	15	9	8	11	2	13	10	7	14	16	5	1	3	1	5	4	1	4	6
Temporarily not working (unemployed / illness)	22	4	5	16	21	22	6	5	4	3	4	9	7	-	8	7	4	4	9	4	8	7	6	9	12	11	5	5	1	11	6	5	12	9	4	1	1	-	3	2	1	3	3
Retired	19	-	1	8	8	13	-	2	1	3	2	5	1	2	5	3	2	2	3	1	2	3	3	3	5	8	3	2	-	8	1	4	6	7	-	-	-	-	-	-	-	-	-
NET: Employed	463	150	54	427	225	357	87	138	172	110	7	232	144	51	222	200	71	89	58	7	113	74	38	117	106	111	131	106	9	186	123	48	176	180	26	32	29	-	47	26	14	46	41
	79%	78%	77%	76%	69%	77%	77%	75%	78%	80%	39%	78%	76%	72%	81%	71%	70%	75%	67%	41%	78%	63%	60%	77%	63%	72%	81%	79%	75%	79%	77%	71%	78%	77%	68%	84%	81%	-	80%	74%	74%	84%	71%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

Base: All complained about landline service in past 6 months

	Supplier								BT						EE						PLUSNET													
	Issue								Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved										
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Up to 10,399 Pounds	67	17	5	59	40	48	17	23	24	17	3	34	19	14	41	25	5	7	5	-	6	9	2	12	5	2	2	1	-	1	3	1	1	4
10,400-15,999 Pounds	67	31	10	84	53	61	7	17	25	19	6	32	25	10	28	38	8	13	9	1	16	14	1	18	12	3	5	1	1	8	-	2	6	4
15,600-25,999 Pounds	97	40	14	103	65	78	16	46	21	23	7	56	28	13	52	44	10	15	14	1	23	14	3	23	17	3	6	4	1	4	6	4	5	8
26,000-36,399 Pounds	96	41	19	104	64	99	28	36	37	20	3	50	33	13	54	42	14	15	11	1	20	14	7	19	22	4	13	1	1	8	6	5	7	11
36,400-51,999 Pounds	122	37	9	97	55	77	18	46	39	35	2	60	49	13	61	59	11	13	12	1	24	13	-	16	21	1	6	1	1	6	3	-	6	1
52,000+	102	21	13	89	30	79	21	36	31	32	3	53	28	21	63	39	8	6	7	-	15	5	1	16	5	4	6	2	1	9	4	-	3	9
Don't know	11	1	-	7	9	10	1	4	4	1	2	1	8	2	5	6	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
Would rather not say	21	4	-	16	9	10	5	4	8	6	3	10	9	2	11	9	2	1	-	1	3	-	1	3	1	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																					
	Issue				Satisfaction			Complaint resolved			Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved																			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (v)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*	
Up to 10,399 Pounds	67	17	5	59	40	48	17	12	24	18	5	24	19	16	35	24	11	11	14	4	18	10	12	23	17	19	15	12	2	25	17	6	33	15	9	6	2	-	12	3	2	12	5	
10,400-15,999 Pounds	67	31	10	84	53	61	7	24	37	21	2	41	32	11	38	45	12	22	18	1	25	21	7	25	28	18	30	11	2	30	24	7	38	23	3	1	3	-	2	4	1	2	5	
15,600-25,999 Pounds	97	40	14	103	65	78	16	36	37	29	1	47	44	12	44	58	24	27	11	3	28	27	10	24	39	27	29	22	-	34	30	14	32	46	2	7	7	-	6	6	4	8	8	
26,000-36,399 Pounds	96	41	19	104	64	99	28	34	45	21	4	59	32	13	46	57	21	21	20	2	27	27	10	33	31	32	32	33	2	48	35	16	33	65	11	7	10	-	14	11	3	10	18	
36,400-51,999 Pounds	122	37	9	97	55	77	18	36	35	25	1	58	33	6	49	47	19	21	14	1	24	20	11	24	31	22	28	26	1	48	20	9	40	37	7	5	6	-	11	3	4	10	8	
52,000+	211	195	13*	17*	17*	17*	16*	20*	16*	18*	6*	19*	17*	8*	18*	17*	19*	18*	16*	6*	17*	17*	17*	16*	18*	14*	17*	19*	8*	20*	13*	13*	18*	16*	18*	13*	13*	17*	-	19*	9*	21*	18*	14*
Don't know	11	1	-	7	9	10	1	2	4	-	1	5	1	1	3	4	3	2	1	3	3	3	3	4	4	1	4	3	2	1	8	1	3	6	1	-	-	-	-	1	-	1	-	
Would rather not say	21	4	-	16	9	10	5	6	3	3	4	8	6	2	8	7	3	-	4	2	4	3	2	1	7	4	2	3	1	4	4	2	4	6	-	2	2	1	4	1	-	3	2	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Supplier													BT					EE					PLUSNET										
														Issue			Satisfaction		Complaint resolved		Issue					Satisfaction			Complaint resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
East Midlands	54	10	4	40	22	43	8	17	18	11	8	26	20	8	38	15	6	3	1	-	8	2	-	6	4	-	2	1	1	4	-	-	4	-
East of England	38	10	4	41	31	30	6	17	11	7	3	23	13	2	20	18	4	3	3	-	8	2	-	5	4	-	3	1	-	1	1	2	-	1
London	141	74	17	169	90	99	34	41	54	42	4	77	44	20	72	66	20	30	22	2	47	25	2	48	26	2	12	3	-	7	8	2	6	10
North East	27	8	6	29	23	29	3	7	9	9	2	12	6	9	12	14	1	3	3	1	2	4	2	4	4	-	3	-	2	5	1	-	3	3
North West	61	22	4	49	30	59	5	25	20	16	-	28	23	10	39	22	6	7	9	-	9	11	2	12	10	1	3	-	-	3	-	1	3	8%
Scotland	43	6	4	35	28	28	7	18	14	8	3	23	16	4	22	21	3	2	-	1	3	1	2	-	-	2	1	1	-	2	1	1	4	-
South East	71	18	9	50	19	41	17	27	22	19	3	27	30	14	29	42	7	6	5	-	12	6	-	7	11	2	5	2	-	5	2	2	5	4
South West	35	9	6	33	14	30	4	11	13	9	2	21	9	5	22	13	4	1	3	1	2	5	2	5	4	3	2	1	-	2	2	2	1	5
Ulster / Northern Ireland	8	-	1	8	4	1	2	6	2	-	-	3	5	-	5	3	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
Wales	23	7	3	22	14	9	6	11	6	4	2	13	5	5	11	11	2	3	2	-	2	5	-	1	6	1	1	-	1	3	-	-	1	2
West Midlands	48	14	7	47	29	59	11	17	13	17	1	24	19	5	24	24	4	4	6	-	7	5	2	4	10	3	3	1	-	1	4	2	2	4
Yorks & Humber	34	14	5	36	21	34	10	15	7	11	1	19	9	6	21	13	2	8	4	-	8	3	3	10	4	2	2	-	1	2	3	-	-	5

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Table 52

Q17: Where do you live?

Base: All complained about landline service in past 6 months

Supplier	SKY														TALK TALK						VIRGIN MEDIA						VODAFONE																
	Issue							Satisfaction							Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved										
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
East Midlands	54	10	4	40	22	43	8	14	17	8	1	19	14	7	20	20	5	10	7	-	14	7	1	10	12	19	10	13	1	17	18	8	19	24	2	5	1	-	4	4	-	4	4
East of England	38	10	4	41	31	30	6	15	18	8	-	22	15	4	22	19	9	9	9	4	15	10	6	14	16	12	11	6	2	13	12	5	12	18	2	3	1	-	3	2	1	5	1
London	141	74	17	169	90	99	34	49	68	50	2	103	49	17	88	81	35	38	16	1	37	37	16	38	52	32	32	31	4	54	35	10	49	49	13	11	9	1	20	9	5	16	18
North East	27	8	6	29	23	29	3	10	12	7	-	14	12	3	7	22	6	8	8	1	7	9	7	10	13	10	14	4	1	13	9	7	14	15	-	3	-	-	1	2	-	1	2
North West	61	22	4	49	30	59	5	16	18	10	5	31	13	5	29	20	12	4	12	2	12	10	8	15	14	23	20	16	-	31	22	6	28	31	2	-	3	-	1	2	2	3	2
Scotland	43	6	4	35	28	28	7	11	15	8	1	15	15	5	13	21	5	12	8	3	11	10	7	13	15	11	11	6	-	16	10	2	17	10	2	1	4	-	5	1	1	4	3
South East	71	18	9	50	19	41	17	15	18	16	1	22	19	9	17	14	7	8	3	1	8	7	4	7	12	9	13	18	1	18	18	5	18	23	4	6	7	-	11	2	4	8	9
South West	35	9	6	33	14	30	4	6	16	10	1	20	9	4	17	14	2	8	4	-	6	7	1	6	8	9	9	11	1	15	8	7	15	15	2	1	1	-	1	2	1	1	3
Ulster / Northern Ireland	8	-	1	8	4	1	2	3	3	1	1	3	4	1	4	4	1	1	2	-	-	1	3	1	3	1	-	-	-	1	-	-	-	1	-	1	-	-	-	2	-	2	-
Wales	23	7	3	22	14	9	6	6	8	5	3	8	10	4	10	12	4	4	5	1	9	4	1	11	2	2	5	2	-	1	7	1	2	7	4	1	1	-	4	2	-	3	3
West Midlands	48	14	7	47	29	59	11	22	15	9	1	20	18	9	21	24	10	9	7	3	18	8	3	11	18	16	25	16	2	39	13	7	34	25	5	3	3	-	4	4	3	2	9
Yorks & Humber	34	14	5	36	21	34	10	16	12	6	2	21	12	3	25	11	6	8	6	1	7	8	6	16	4	11	12	11	-	18	6	10	19	15	1	4	5	-	5	5	-	6	4

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET														
								Issue			Complaint resolved			Issue			Complaint resolved			Issue			Complaint resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Woman	309	108	33	302	196	258	70	111	90	88	20	158	104	47	163	140	31	44	29	4	55	45	8	59	48	12	15	5	1	13	15	5	11	21
	53%	56%	47%	54%	60% ^{ns}	56%	62%	52%	48%	58%	69%	53%	52%	53%	52%	53%	53%	63%	50%	80%	51%	65%	53%	55%	58%	71%	39%	50%	20%	36%	68%	42%	39%	57%
Man	263	79	32	245	120	196	35	100	93	61	9	135	92	36	149	114	27	25	27	-	50	23	6	47	32	5	19	5	3	20	7	5	16	13
	45% ^{ns}	41%	46% ^{ns}	44% ^{ns}	37%	42% ^{ns}	31%	47%	49%	40%	31%	46%	46%	41%	47%	44%	46%	36%	47%	-	46%	33%	40%	44%	39%	29%	50%	50%	60%	56%	32%	42%	57%	35%
Non-binary	6	4	2	9	9	7	6	-	4	2	-	2	-	4	1	5	-	1	2	1	2	1	1	2	2	-	2	-	-	1	-	1	-	1
	1%	2%	3%	2%	3% ^{ns}	2%	5% ^{ns}	-	2% ^{ns}	1%	-	1%	-	5% ^{ns}	*	2%	-	1%	3%	20%	2%	1%	7%	2%	2%	-	5%	-	-	3%	-	8%	-	3%
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	5	1	3	3	-	1	2	1	2	2	-	1	3	1	2	3	1	-	-	-	1	-	-	-	1	-	2	-	1	2	-	1	2	
	1%	1%	4% ^{ns}	1%	-	1%	2% ^{ns}	*	1%	1%	-	*	2%	1%	1%	1%	2%	-	-	-	1%	-	-	-	1%	-	5%	-	20%	6%	-	8%	-	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i/j - k/l/m - n/o - xy/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue				Satisfaction				Complaint resolved				Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (v)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Woman	309	108	33	302	196	258	70	101	114	75	12	154	107	41	148	151	54	70	59	13	85	80	31	96	96	91	76	85	6	108	105	45	117	139	27	18	25	-	32	24	14	35	35
Man	263	79	32	245	120	196	35	80	100	59	6	143	74	28	124	119	46	45	25	4	58	33	29	55	65	60	81	49	6	125	50	21	106	90	9	16	10	-	20	11	4	18	17
Non-binary	6	4	2	9	9	7	6	2	3	4	-	1	7	1	-	8	2	4	3	-	1	5	3	1	8	3	4	-	-	2	3	2	4	3	2	2	1	1	5	-	1	-	6
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	5	1	3	3	-	1	2	-	3	-	-	-	2	1	1	2	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	2	-	-	2	-	-	2	-	-	
	1%	1%	4%abdd	1%	-	1%	-	1%	-	-	-	-	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	1%	-	5%	-	-	3%	-	-	4%	-	-	

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/y - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All complained about landline service in past 6 months

	Supplier							BT				EE				PLUSNET																		
	Issue							Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Yes	551	182	66	528	306	442	105	202	179	145	25	284	186	81	302	247	57	67	54	4	103	65	14	103	78	17	35	10	4	33	22	11	28	34
	95%	95%	94%	94%	94%	96%	93%	95%	95%	95%	86%	96%	93%	92%	96%	94%	97%	96%	93%	80%	95%	94%	93%	95%	94%	100%	92%	100%	80%	92%	100%	92%	100%	92%
No	22	7	3	23	14	16	6	8	8	4	2	10	6	6	11	9	1	3	3	-	3	3	1	4	3	-	2	-	1	3	-	-	-	3
	4%	4%	4%	4%	4%	3%	5%	4%	4%	3%	7%	3%	3%	7%	3%	3%	2%	4%	5%	-	3%	4%	7%	4%	4%	-	5%	20%	8%	-	-	-	-	8%
Prefer not to say	10	3	1	8	5	4	2	2	2	4	2	2	7	1	2	6	1	-	1	1	2	1	-	1	2	-	1	-	-	-	-	1	-	-
	2%	2%	1%	1%	2%	1%	2%	1%	1%	3%	7%	1%	4%	1%	1%	2%	2%	-	2%	20%	2%	1%	-	1%	2%	-	3%	-	-	-	-	8%	-	-

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue						Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Yes	551	182	66	528	306	442	105	170	214	130	14	284	178	66	257	266	96	111	84	15	141	111	54	151	152	144	156	131	11	227	151	64	219	221	36	35	34	-	54	34	17	51	54
	95%	95%	94%	94%	94%	96%	93%	93%	97%	94%	78%	95%	94%	93%	94%	95%	94%	93%	97%	88%	94%	86%	99%	90%	94%	96%	98%	92%	97%	95%	94%	96%	95%	95%	92%	94%	-	92%	97%	89%	93%	93%	
No	22	7	3	23	14	16	6	12	5	5	1	10	10	3	11	12	6	6	2	-	3	4	7	1	13	7	5	3	1	7	6	3	7	9	2	2	2	-	3	1	2	3	3
	4%	4%	4%	4%	4%	3%	5%	7%	2%	4%	6%	3%	5%	4%	4%	4%	6%	5%	2%	-	2%	3%	11%	1%	8%	5%	3%	2%	8%	3%	4%	4%	3%	4%	5%	5%	6%	-	5%	3%	13%	5%	5%
Prefer not to say	10	3	1	8	5	4	2	1	1	3	3	4	2	2	5	2	-	2	1	2	-	3	2	-	4	3	1	-	-	1	2	1	1	3	-	1	-	1	2	-	-	1	1
	2%	2%	1%	1%	2%	1%	2%	1%	*	2%	17%	1%	1%	3%	2%	1%	-	2%	1%	12%	-	3%	3%	-	2%	2%	1%	-	-	*	1%	1%	*	1%	-	3%	-	100%	3%	-	-	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/ly - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about landline service in past 6 months

	Supplier								BT						EE						PLUSNET													
									Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
A	117	30	10	115	55	65	16	43	40	33	1	58	33	26	74	42	9	11	10	-	21	8	1	24	6	2	5	2	1	6	3	1	4	4
B	157	40	20	153	78	123	29	55	55	42	5	86	55	16	87	70	8	19	12	1	22	15	3	22	18	3	14	3	-	9	6	5	9	10
C1	119	44	14	113	66	92	26	44	34	36	5	62	42	15	58	59	11	16	14	3	23	15	6	20	23	6	8	-	-	7	5	2	3	9
C2	97	45	15	103	54	104	18	34	33	22	8	47	38	12	50	46	14	16	15	-	22	22	1	21	24	5	5	4	1	10	4	1	8	7
D	43	16	3	34	28	31	7	17	17	6	3	16	17	10	19	24	7	4	5	-	9	5	2	9	7	-	1	1	1	1	1	1	2	1
E	50	17	8	41	44	47	17	19	10	14	7	27	14	9	27	21	10	4	2	1	11	4	2	12	5	1	5	-	2	3	3	2	2	6
NET: AB	274	70	30	268	133	188	45	98	95	75	6	144	88	42	161	112	17	30	22	1	43	23	4	46	24	5	19	5	1	15	9	6	13	14
NET: ABC1	393	114	44	381	199	280	71	142	129	111	11	206	130	57	219	171	28	46	36	4	66	38	10	66	47	11	27	5	1	22	14	8	16	23
NET: CZDE	190	78	26	178	126	182	42	70	60	42	18	90	69	31	96	91	31	24	22	1	42	31	5	42	36	6	11	5	4	14	8	4	12	14
NET: DE	93	33	11	75	72	78	24	36	27	20	10	43	31	19	46	45	17	8	7	1	20	9	4	21	12	1	6	1	3	4	4	3	4	7

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/p - g/h/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about landline service in past 6 months

	Supplier										SKY						TALK TALK						VIRGIN MEDIA						VODAFONE														
	Issue										Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
A	117	30	10	115	55	65	16	35	50	29	1	74	29	12	75	40	22	21	9	3	26	18	11	33	22	27	23	13	2	35	22	8	37	28	4	7	5	-	8	5	3	9	7
B	157	40	20	153	78	123	29	48	66	37	2	73	60	20	67	85	22	30	24	2	33	30	15	36	41	40	44	37	2	65	40	18	56	67	7	8	14	-	16	10	3	12	17
C1	119	44	14	113	66	92	26	37	45	28	3	57	42	14	44	67	16	25	21	4	27	31	8	29	37	38	25	28	1	40	34	18	42	49	11	7	8	-	12	8	6	12	14
C2	97	45	15	103	54	104	18	32	39	28	4	52	38	13	48	53	21	22	9	2	25	15	14	23	29	25	44	31	4	54	39	11	48	55	6	7	4	1	10	6	2	8	10
D	43	16	3	34	28	31	7	13	10	7	2	18	11	5	16	18	8	12	7	1	11	11	6	15	13	6	9	14	2	18	9	4	16	15	2	4	1	-	6	-	1	4	3
E	50	17	8	41	44	47	17	16	10	9	6	24	10	7	23	17	13	9	17	5	22	13	9	16	27	18	17	11	1	23	15	9	28	19	8	5	4	-	7	6	4	10	7
NET: AB	274	70	30	268	133	188	45	83	116	66	3	147	89	32	142	125	44	51	33	5	59	48	26	69	63	67	67	50	4	100	62	26	93	95	11	15	19	-	24	15	6	21	24
NET: ABC1	393	114	44	381	199	280	71	120	161	94	6	204	131	46	186	192	60	76	54	9	86	79	34	98	100	105	92	78	5	140	96	44	135	144	22	22	27	-	36	23	12	33	38
NET: CZDE	190	78	26	178	126	182	42	63	59	44	12	94	59	25	87	88	42	43	33	8	58	39	29	54	69	49	70	56	7	95	63	24	92	89	16	16	9	1	23	12	7	22	20
NET: DE	93	33	11	75	72	78	24	31	20	16	8	42	21	12	39	35	21	21	24	6	33	24	15	31	40	24	26	25	3	41	24	13	44	34	10	9	5	-	13	6	5	14	10

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

Base: All complained about landline service in past 6 months

	Supplier							BT				EE				PLUSNET																		
								Issue			Satisfaction		Complaint resolved		Issue				Satisfaction			Complaint resolved												
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
A city or large town (including suburbs)	340	123	27	351	192	299	63	109	114	101	16	177	116	47	198	139	31	51	38	3	71	44	8	78	45	10	14	3	-	13	11	3	11	16
A small town	172	59	33	156	111	133	36	73	55	38	6	81	62	29	80	89	20	18	20	1	30	22	7	27	32	6	18	6	3	16	10	7	12	18
A village, hamlet or isolated dwelling in the countryside	67	7	7	46	22	28	13	29	20	11	7	36	19	12	35	32	6	1	-	-	5	2	-	2	5	1	4	1	1	5	1	1	5	1
Prefer not to say	4	3	3	6	-	2	1	1	-	3	-	2	2	-	2	2	2	-	-	1	2	1	-	1	1	-	2	-	1	2	-	1	-	2
NET: Urban	512	182	60	507	303	432	99	182	169	139	22	258	178	76	278	228	51	69	58	4	101	66	15	105	77	16	32	9	3	29	21	10	23	34
NET: Rural	67	7	7	46	22	28	13	29	20	11	7	36	19	12	35	32	6	1	-	-	5	2	-	2	5	1	4	1	1	5	1	1	5	1

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue						Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38**	38**	36*	1**	59*	35*	19**	55*	58*
A city or large town (including suburbs)	340	123	27	351	192	299	63	110	142	91	8	198	111	42	181	167	67	71	48	6	92	61	39	100	92	101	96	91	11	162	100	37	154	143	24	20	18	1	35	19	9	32	31
A small town	172	59	33	156	111	133	36	57	57	36	6	71	64	21	67	88	31	37	34	9	43	51	17	45	62	44	52	36	1	63	46	24	60	73	11	12	13	-	17	11	8	17	19
A village, hamlet or isolated dwelling in the countryside	67	7	7	46	22	28	13	14	20	10	2	26	13	7	22	23	4	11	5	2	9	6	7	7	15	9	12	7	-	8	13	7	11	17	3	5	5	-	6	5	2	5	8
Prefer not to say	4	3	3	6	-	2	1	2	1	1	2	3	2	1	3	2	-	-	-	-	-	-	-	-	-	2	-	-	2	-	2	-	-	-	1	-	-	1	-	1	-		
NET: Urban	512	182	60	507	303	432	99	167	199	127	14	269	175	63	248	255	98	108	82	15	135	112	56	145	154	145	148	127	12	225	146	61	214	216	35	32	31	1	52	30	17	49	50
NET: Rural	67	7	7	46	22	28	13	14	20	10	2	26	13	7	22	23	4	11	5	2	9	6	7	7	15	9	12	7	-	8	13	7	11	17	3	5	5	-	6	5	2	5	8

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ly - x/g/h/i - j/k/l - m/n - op/qr - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET														
								Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Small (1-2 people)	176	58	28	165	119	136	41	62	56	40	18	92	55	29	105	69	12	25	18	3	29	23	6	31	27	7	13	6	2	15	8	5	15	11
	30%	30%	40%	30%	37% ^{ad}	29%	36%	29%	30%	26%	62%	31%	28%	33%	33%	26%	20%	36%	31%	60%	27%	33%	40%	29%	33%	41%	34%	60%	40%	42%	36%	42%	54%	30%
Medium (3-4 people)	313	91	24	272	144	221	53	117	102	85	9	158	111	44	166	145	35	28	26	2	57	30	4	51	39	4	15	3	2	12	8	4	8	14
	54% ^{ce}	47%	34%	49% ^{ce}	44%	48% ^{ce}	47%	55%	54%	56%	31%	53%	56%	50%	53%	55%	59% ^{ce}	40%	45%	40%	53%	43%	27%	47%	47%	24%	39%	30%	40%	33%	36%	33%	29%	38%
Large (5+ people)	94	43	18	122	62	105	19	33	31	28	2	46	33	15	44	48	12	17	14	-	22	16	5	26	17	6	10	1	1	9	6	3	5	12
	16%	22% ^{ce}	16% ^{ce}	22% ^{ce}	19%	23% ^{ce}	17%	16%	16%	18%	7%	16%	17%	17%	14%	18%	20%	24%	24%	-	20%	23%	33%	24%	20%	35%	28%	10%	20%	25%	27%	25%	18%	32%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/p - g/h/i) - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue				Satisfaction				Complaint resolved				Issue			Satisfaction			Complaint resolved			Issue				Satisfaction		Complaint resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87**	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Small (1-2 people)	176	58	28	165	119	136	41	54	65	40	6	83	57	25	87	75	43	37	32	7	39	53	27	49	69	46	54	33	3	73	43	20	67	69	16	13	11	1	18	14	9	17	24
Medium (3-4 people)	313	91	24	272	144	221	53	91	107	66	8	159	81	32	131	140	44	61	33	6	80	44	20	76	67	77	71	68	5	112	79	30	109	111	15	20	18	-	29	17	7	29	24
Large (5+ people)	94	43	18	122	62	105	19	38	48	32	4	56	52	14	55	65	15	21	22	4	25	21	16	27	33	31	37	33	4	50	37	18	51	53	7	5	7	-	12	4	3	9	10
	16%	22%	26%	22%	19%	33%	17%	21%	22%	23%	22%	19%	27%	20%	20%	23%	15%	18%	25%	24%	17%	18%	25%	18%	20%	20%	23%	25%	33%	21%	23%	26%	22%	23%	18%	13%	19%	-	20%	11%	16%	16%	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET															
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
1	186	58	22	173	107	133	36	70	62	45	9	95	66	25	93	93	20	23	15	-	30	25	3	35	22	6	14	2	-	10	10	2	7	14	
	32%	30%	31%	31%	33%	29%	32%	33%	33%	29%	31%	32%	33%	33%	28%	35%	34%	33%	26%	-	28%	36%	20%	32%	27%	35%	37%	20%	-	28%	45%	17%	32%	25%	38%
2	131	44	8	139	78	119	25	45	36	45	5	66	46	19	66	62	17	14	12	1	30	9	5	30	14	1	5	2	-	6	1	1	2	5	
	22%	23%	11%	25%	24%	26%	22%	21%	19%	19%	17%	22%	23%	22%	21%	24%	29%	20%	21%	20%	28%	13%	33%	28%	17%	6%	13%	20%	-	17%	5%	8%	7%	14%	
3	47	19	5	57	22	40	7	18	18	10	1	19	19	9	24	22	6	5	8	-	9	8	2	11	8	2	3	-	-	3	1	1	2	3	
	8%	10%	7%	10%	7%	9%	6%	8%	10%	7%	3%	6%	10%	10%	8%	8%	10%	7%	14%	-	8%	12%	13%	10%	10%	12%	8%	-	-	8%	5%	8%	7%	8%	
4	15	4	4	13	4	7	1	3	8	3	1	8	6	1	6	8	1	2	1	-	1	3	-	1	3	3	1	-	-	-	1	3	-	4	
	3%	2%	6%	2%	1%	2%	1%	1%	4%	2%	3%	3%	3%	1%	2%	3%	2%	3%	2%	-	1%	4%	-	1%	4%	18%	3%	-	-	-	5%	25%	-	11%	
5+	6	4	2	12	6	9	1	1	2	3	-	1	4	1	2	4	1	1	2	-	2	1	1	2	2	-	1	-	1	1	-	-	-	1	
	1%	2%	3%	2%	2%	2%	1%	*	1%	2%	-	*	2%	1%	1%	2%	2%	1%	3%	-	2%	1%	7%	2%	2%	-	3%	-	20%	3%	5%	-	-	3%	
No children in household	198	63	29	165	108	154	43	75	63	47	13	107	58	33	124	73	14	25	20	4	36	23	4	29	34	5	14	6	4	16	8	5	17	10	
	34%	33%	41%	30%	33%	33%	38%	35%	33%	31%	45%	36%	29%	38%	39%	28%	24%	36%	34%	80%	33%	33%	27%	27%	41%	29%	37%	60%	80%	44%	36%	42%	61%	27%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/p - g/h/i) - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

Base: All complained about landline service in past 6 months

Supplier	SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																				
	Issue				Satisfaction				Complaint resolved			Issue				Satisfaction				Complaint resolved			Issue				Satisfaction				Complaint resolved													
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*	
1	186	58	22	173	107	133	36	49	74	46	4	102	52	19	86	84	37	42	23	5	55	42	10	52	55	51	47	32	3	67	51	15	69	64	17	10	9	-	15	13	8	15	21	
	32%	30%	31%	31%	33%	29%	32%	27%	34%	33%	22%	34%	27%	27%	32%	30%	36%	35%	26%	29%	38%	36%	16%	34%	33%	33%	29%	24%	25%	29%	32%	22%	30%	27%	45%	26%	25%	-	25%	37%	42%	18%	27%	36%
2	131	44	8	139	78	119	25	55	47	32	5	77	46	16	67	72	18	32	26	2	37	24	17	35	42	34	45	36	4	61	40	18	60	58	4	11	9	1	13	7	5	10	15	
	22%	23%	11%	25%	24%	26%	22%	30%	21%	23%	28%	26%	24%	23%	25%	26%	18%	27%	30%	12%	26%	20%	27%	23%	25%	22%	28%	27%	33%	26%	25%	26%	26%	25%	11%	25%	100%	-	22%	20%	26%	18%	26%	
3	47	19	5	57	22	40	7	15	27	15	-	30	22	5	25	32	5	8	8	1	7	9	6	8	14	13	18	8	1	19	16	5	22	18	2	1	4	-	6	1	-	4	3	
	8%	10%	7%	10%	7%	9%	6%	8%	12%	11%	-	10%	12%	7%	9%	11%	5%	7%	9%	6%	5%	8%	10%	5%	8%	8%	11%	6%	8%	8%	10%	7%	10%	8%	5%	3%	11%	-	10%	3%	-	7%	5%	
4	15	4	4	13	4	7	1	5	4	2	2	6	6	1	5	8	1	2	1	-	2	2	-	2	2	2	2	2	3	-	1	4	2	1	6	1	-	-	-	-	1	-		
	3%	2%	6%	2%	1%	2%	1%	3%	2%	1%	11%	2%	3%	1%	2%	3%	1%	2%	1%	-	1%	2%	-	1%	1%	1%	1%	1%	2%	-	+	3%	3%	+	3%	-	-	-	-	2%	-	-	2%	-
5+	6	4	2	12	6	9	1	4	6	2	-	6	3	3	6	5	1	2	2	1	1	2	3	4	1	2	4	3	-	2	6	1	3	6	-	-	-	1	-	-	-	1	-	
	1%	2%	3%	2%	2%	1%	1%	2%	3%	1%	-	2%	2%	4%	2%	2%	1%	2%	2%	6%	1%	2%	5%	3%	1%	1%	2%	2%	-	1%	6%	1%	1%	3%	-	-	-	3%	-	-	-	5%	-	
No children in household	198	63	29	165	108	154	43	55	62	41	7	77	61	27	84	79	40	33	27	8	42	39	27	51	55	52	46	52	4	85	42	27	72	81	14	16	13	-	24	14	5	25	18	
	34%	33%	41%	30%	33%	33%	38%	30%	28%	30%	39%	26%	32%	38%	31%	28%	39%	28%	31%	47%	29%	33%	43%	34%	33%	34%	28%	39%	33%	36%	26%	40%	32%	35%	37%	42%	36%	-	41%	40%	26%	45%	31%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ly - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about landline service in past 6 months

	Supplier							BT					EE					PLUSNET																	
								Issue			Satisfaction		Complaint resolved		Issue			Satisfaction		Complaint resolved		Issue			Satisfaction		Complaint resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
None	16	5	1	13	6	8	3	3	5	4	4	6	6	4	6	8	1	-	4	-	1	1	3	5	-	1	-	-	-	-	-	1	-	1	3
	3%	3%	1%	2%	2%	2%	3%	1%	3%	3%	14%	2%	3%	5%	2%	3%	2%	-	7% f	-	1%	1%	20%	5%f	-	6%	-	-	-	-	-	-	8%	-	3%
1	136	53	19	128	96	97	28	49	50	30	7	67	46	23	78	56	13	24	14	2	23	27	3	32	21	4	9	4	2	10	5	4	10	7	
	23%	28%	27%	23%	30% ad	21%	25%	23%	26%	20%	24%	23%	23%	26%	25%	21%	22%	34%	24%	40%	21%	39% d	20%	30%	25%	24%	24%	40%	40%	28%	23%	33%	36%	36%	19%
2	289	81	34	288	139	223	52	103	95	76	15	152	100	37	159	129	28	26	25	2	56	19	6	39	41	9	20	5	-	17	12	5	11	21	
	50% e	42%	49%	52% be	43%	48%	46%	49%	50%	50%	52%	51%	50%	42%	50%	49%	47%	37%	43%	40%	52% c	28%	40%	36%	49%	53%	53%	50%	-	47%	55%	42%	39%	57%	
3	90	27	6	69	51	72	21	42	27	19	2	47	28	15	47	43	12	9	5	1	15	12	-	17	10	-	4	-	2	3	2	1	4	1	
	15%	14%	9%	12%	16%	16%	19%	20%	14%	12%	7%	16%	14%	17%	15%	16%	20%	13%	9%	20%	14%	17%	-	16%	12%	-	11%	-	40%	8%	9%	8%	14%	3%	
4	26	9	5	33	14	32	5	6	6	14	-	9	13	4	10	16	3	2	4	-	5	4	-	5	4	2	2	1	-	3	2	-	1	4	
	4%	5%	7%	6%	4%	7%	4%	3%	3%	5% g	-	3%	7%	5%	3%	6%	5%	3%	7%	-	5%	6%	-	5%	5%	12%	5%	10%	-	8%	9%	-	4%	11%	
5+	26	17	5	28	19	30	4	9	6	10	1	15	6	5	15	10	2	9	6	-	8	6	3	10	7	1	3	-	1	3	1	1	2	3	
	4%	9% e	7%	5%	6%	6%	4%	4%	3%	7%	3%	5%	3%	6%	5%	4%	3%	13%	10%	-	7%	9%	20%	9%	8%	6%	8%	-	20%	8%	5%	8%	7%	8%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/p - g/h/i) - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about landline service in past 6 months

Supplier	SKY													TALK TALK						VIRGIN MEDIA						VODAFONE																	
	Issue						Satisfaction			Complaint resolved				Issue						Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
None	16	5	1	13	6	8	3	5	5	3	-	6	6	1	7	6	4	1	1	-	1	1	4	4	2	1	6	1	-	2	4	2	4	4	1	1	-	1	2	-	1	-	3
1	3%	3%	1%	2%	2%	2%	3%	3%	2%	2%	-	2%	3%	1%	3%	2%	4%	1%	1%	-	1%	1%	6%	3%	1%	1%	4%	1%	-	1%	3%	3%	2%	2%	3%	3%	-	100%	3%	-	5%	-	5%
1	136	53	19	128	96	97	28	43	53	31	1	61	44	23	57	69	28	36	29	3	31	45	20	32	64	31	44	20	2	45	40	12	42	55	11	8	9	-	12	9	7	10	18
2	23%	28%	27%	23%	30%ad	21%	25%	23%	24%	22%	6%	20%	23%	32%	21%	25%	27%	30%	33%	18%	22%	30%	32%	38%	38%	20%	27%	15%	17%	19%	25%	18%	19%	24%	29%	21%	25%	-	20%	26%	37%	18%	31%
2	289	81	34	288	139	223	52	92	116	67	13	167	92	29	153	133	46	50	34	9	73	45	21	77	60	81	75	62	5	123	76	24	120	102	16	17	19	-	25	18	9	25	27
3	50%e	42%	49%	52%be	43%	48%	46%	50%	53%	49%	72%	56%	48%	41%	56%e	48%	45%	42%	39%	53%	51%tu	38%	33%	51%w	36%	53%	46%	46%	42%	52%G	48%	35%	53%	44%	42%	45%	53%	-	42%	51%	47%	45%	47%
3	90	27	6	69	51	72	21	22	25	20	2	38	21	10	29	40	11	24	12	4	23	21	7	23	27	20	18	31	3	35	22	15	33	39	7	8	6	-	16	4	1	15	6
4	15%	14%	9%	12%	16%	16%	19%	12%	11%	14%	11%	13%	11%	14%	11%	14%	11%	20%	14%	24%	16%	18%	11%	15%	16%	13%	11%	25%	25%	14%	22%	15%	17%	18%	21%	17%	-	27%	11%	5%	27%h	10%	
4	26	9	5	33	14	32	5	14	13	6	-	14	12	7	14	19	4	4	5	1	7	2	5	6	7	9	12	11	-	18	9	5	14	18	1	2	2	-	2	2	1	3	2
5+	4%	5%	7%	6%	4%	7%	4%	8%	6%	4%	-	5%	6%	10%	5%	7%	4%	3%	6%	6%	5%	2%	3%	4%	4%	6%	7%	8%	-	8%	6%	7%	6%	8%	3%	5%	6%	-	3%	6%	5%	5%	3%
5+	26	17	5	28	19	30	4	7	8	11	2	12	15	1	13	13	9	4	6	-	9	4	6	10	9	12	7	9	2	12	8	10	14	15	2	2	-	2	2	-	2	2	
5+	4%	9%	7%	5%	6%	6%	4%	4%	4%	8%	11%	4%	8%	1%	5%	5%	9%	3%	7%	-	6%	3%	10%	7%	5%	8%	4%	7%	17%	5%	5%	15%ef	6%	6%	-	5%	5%	-	3%	6%	-	4%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ly - x/g/h/i - j/k/l - m/n - op/q/r - s/t/u - vw - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET														
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*
Most vulnerable	147	66	19	181	103	135	37	54	50	39	4	72	50	25	72	73	22	23	21	-	31	28	7	38	28	6	10	3	-	9	6	4	6	12
	25%	34%	27%	32%	32%	29%	33%	25%	26%	25%	14%	24%	25%	28%	23%	28%	37%	33%	36%	-	29%	41%	47%	35%	34%	35%	26%	30%	-	25%	27%	33%	21%	32%
Potentially vulnerable	253	88	30	235	145	208	40	98	74	66	15	135	85	33	137	114	23	36	26	3	54	28	6	46	41	5	18	4	3	12	11	7	14	13
	43%	46%	43%	42%	45%	45%	35%	46%	39%	43%	52%	46%	43%	38%	43%	44%	39%	51%	45%	60%	50%	41%	40%	43%	49%	29%	47%	40%	60%	33%	50%	58%	50%	35%
Least vulnerable	151	33	21	120	59	99	30	52	53	41	5	78	47	26	90	60	11	10	11	1	19	13	1	20	13	6	10	3	2	15	5	1	8	12
	26%	17%	30%	21%	18%	21%	27%	25%	28%	27%	17%	26%	24%	30%	29%	23%	19%	14%	19%	20%	18%	19%	7%	19%	16%	35%	26%	30%	40%	42%	23%	8%	29%	32%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/p - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

Base: All complained about landline service in past 6 months

Supplier	SKY														TALK TALK						VIRGIN MEDIA						VODAFONE																
	Issue				Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved										
	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)							
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87*	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Most vulnerable	147	66	19	181	103	135	37	57	63	53	8	75	74	32	81	99	29	34	35	5	48	33	22	51	51	44	51	36	4	62	51	22	69	66	15	11	11	-	21	9	7	19	18
Potentially vulnerable	253	88	30	235	145	208	40	74	102	54	5	137	76	22	115	118	48	60	32	5	64	57	24	64	80	68	76	61	3	112	69	27	100	107	16	14	10	-	19	17	4	19	21
Least vulnerable	151	33	21	120	59	99	30	44	48	28	-	73	33	14	66	52	19	23	15	2	25	22	12	32	27	37	29	31	2	56	27	16	51	48	6	11	13	-	15	7	8	13	17
	26% ch	17%	30% ch	21%	18%	21%	27%	24%	22%	20%	-	24%	17%	20%	24%	19%	19%	19%	17%	12%	17%	19%	19%	21%	16%	24%	18%	23%	17%	24%	17%	24%	22%	21%	16%	29%	36%	-	25%	20%	42%	24%	29%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about landline service in past 6 months

	Supplier							BT					EE					PLUSNET																	
								Issue			Satisfaction		Complaint resolved		Issue			Satisfaction		Complaint resolved		Issue			Satisfaction		Complaint resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	583	192	70*	559	325	462	113	212	189	153	29**	296	199	88*	315	262	59*	70*	58*	5**	108	69*	15**	108	83*	17**	38*	10**	5**	36*	22**	12**	28**	37*	
Universal Credit (and household has other earnings)	102	33	14	100	65	85	26	36	37	25	4	58	30	14	56	46	10	9	14	-	18	11	4	20	13	3	9	1	1	10	3	1	11%	3	10
Personal Independence Payment (PIP)	70	20	6	82	45	47	20	27	20	18	5	42	18	10	43	27	9	5	6	-	14	6	-	9	11	-	4	1	1	3	2	1	3	2	27%
Pensions Credit (Guaranteed Credit)	61	18	5	63	26	39	16	15	25	19	2	40	14	7	40	21	6	5	7	-	11	4	3	10	7	1	3	1	-	3	2	-	2	3	
Income Support	54	17	6	55	37	47	14	17	25	9	3	25	22	7	34	20	7	5	5	-	8	8	1	8	9	3	3	-	-	3	1	2	1	5	
Employment and Support Allowance (ESA)	52	27	4	103	37	52	12	19	19	11	3	32	16	4	34	17	8	16	3	-	9	17	1	17	10	1	1	2	-	2	2	-	2	2	
Universal Credit (and household has no other earnings)	46	22	6	72	39	43	13	14	20	12	2	33	12	3	33	15	6	9	6	1	16	6	-	12	10	-	5	-	1	4	1	1	-	5	
Carer's allowance	42	18	6	56	39	39	12	18	13	8	3	21	19	2	25	17	5	8	5	-	12	4	2	10	8	3	1	-	2	4	1	1	5	1	
Income-based Jobseeker's Allowance	35	17	4	50	27	33	8	6	15	12	2	24	5	6	21	14	5	4	8	-	8	6	3	12	5	-	4	-	-	3	1	1	-	4	
Pensions Credit (no Guaranteed Credit)	30	15	4	45	30	22	8	7	12	9	2	21	9	-	19	10	2	7	6	-	7	6	2	9	6	-	3	1	-	1	2	1	1	2	
NET: Any benefit	319	120	42	372	228	267	75	109	120	73	17	169	104	46	179	138	35	47	37	1	65	45	10	71	48	9	25	5	3	21	15	6	14	25	
Other	15	4	-	24	6	15	4	6	4	1	4	9	4	2	8	4	-	1	3	-	3	1	-	3	1	-	-	-	-	-	-	-	-	-	
None of these	252	68	28	166	93	163	35	98	66	79	9	120	92	40	130	120	24	22	18	4	40	23	5	34	34	8	13	5	2	15	7	6	14	12	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - MN
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about landline service in past 6 months

Supplier	SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																			
	Issue					Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	583	192	70*	559	325	462	113	183	220	138	18**	298	190	71*	273	280	102	119	87**	17**	144	118	63*	152	169	154	162	134	12**	235	159	68*	227	233	38*	38*	36*	1**	59*	35*	19**	55*	58*
Universal Credit (and household has other earnings)	102	33	14	100	65	85	26	37	37	22	4	60	32	8	50	49	18	21	21	5	32	28	5	32	32	22	33	27	3	46	31	8	46	39	7	12	7	-	12	9	5	17	9
Personal Independence Payment (PIP)	70	20	6	82	45	47	20	24	31	24	3	52	22	8	44	38	13	14	16	2	24	11	10	26	19	22	13	10	2	26	16	5	20	26	2	9	8	1	11	7	2	10	10
Pensions Credit (Guaranteed Credit)	61	18	5	63	26	39	16	20	25	17	1	41	16	6	32	30	7	11	7	1	13	9	4	15	11	16	14	9	-	20	14	5	23	16	3	5	8	-	7	5	4	9	7
Income Support	54	17	6	55	37	47	14	18	20	16	1	35	14	6	30	25	5	16	14	2	21	8	8	20	17	18	21	7	1	27	13	7	25	22	7	3	4	-	9	4	1	9	5
Employment and Support Allowance (ESA)	52	27	4	103	37	52	12	28	44	28	3	59	36	8	54	48	18	10	8	1	16	15	6	25	12	23	17	12	-	28	16	8	26	25	1	7	4	-	7	4	1	5	7
Universal Credit (and household has no other earnings)	48	22	6	72	39	43	13	19	29	23	1	44	19	9	34	38	13	13	11	2	21	10	8	21	18	11	23	9	-	17	19	7	25	18	4	5	4	-	5	3	5	6	7
Carer's allowance	42	18	6	56	39	39	12	18	25	10	3	31	22	3	30	26	12	12	13	2	14	14	11	22	17	19	14	6	-	19	14	6	19	20	3	5	4	-	4	6	2	6	6
Income-based Jobseeker's Allowance	35	17	4	50	27	33	8	17	19	11	3	26	17	7	26	24	7	13	7	-	15	8	4	18	8	18	11	4	-	18	13	2	19	14	2	2	4	-	5	3	-	6	2
Pensions Credit (no Guaranteed Credit)	30	15	4	45	30	22	8	8	23	11	-	26	16	3	23	22	11	14	5	-	16	6	8	16	14	6	11	5	-	13	6	3	12	10	1	2	5	-	3	4	1	5	3
NET: Any benefit	319	120	42	372	228	287	75	114	146	100	12	196	130	46	179	190	66	88	62	12	100	83	45	109	117	96	115	70	6	143	105	39	144	142	26	29	19	1	37	24	14	35	40
Other	15	4	-	24	6	15	4	11	10	3	-	14	7	3	13	11	-	1	4	1	4	-	2	4	2	3	6	5	1	5	9	1	6	9	2	1	1	-	4	-	-	2	2
None of these	252	68	28	166	93	163	35	60	65	35	6	89	55	22	82	81	36	30	23	4	41	35	17	41	50	56	42	60	5	88	47	28	78	84	11	8	16	-	19	11	5	19	16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 1

QAGE: What is your age?

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

	Supplier							BT						EE						PLUSNET															
								Issue			Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*	
16-17	3	2	-	3	3	6	2	-	1	2	-	2	1	-	2	1	2	-	-	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-	-
18-24	180	96	47	198	164	189	54	52	55	68	5	90	70	20	88	92	25	36	32	3	45	36	15	38	56	10	15	21	1	18	22	7	16	31	
25-34	191	85	60	236	173	203	48	60	47	80	4	103	62	26	105	86	27	28	30	-	51	25	9	40	43	17	24	19	-	29	23	8	31	29	
35-44	109	52	43	169	103	151	39	29	30	48	2	63	35	11	53	56	18	18	14	2	35	14	3	26	26	11	13	16	3	26	11	6	23	20	
45-54	65	17	17	82	51	101	17	23	15	26	1	35	12	18	38	27	9	2	5	1	8	7	2	10	7	5	2	7	-	13	4	-	12	5	
55-64	58	18	21	53	43	78	15	16	5	32	5	37	13	8	40	18	2	3	11	2	11	6	1	13	5	8	5	8	-	12	4	5	16	5	
65+	30	7	12	17	19	25	9	5	6	14	5	17	6	7	16	12	1	3	2	-	2	3	1	4	1	2	2	7	1	7	2	3	6	6	
NET: 16-34	374	183	107	437	340	398	104	112	103	150	9	195	133	46	195	179	54	64	62	3	97	62	24	80	99	27	39	40	1	47	45	15	47	60	
NET: 35-54	174	69	60	251	154	252	56	52	45	74	3	98	47	29	91	83	27	20	19	3	43	21	5	36	33	19	15	23	3	39	15	6	35	25	
NET: 55+	88	24	33	70	62	103	24	21	11	46	10	54	19	15	56	30	3	6	13	2	13	9	2	17	6	10	7	15	1	19	6	8	22	11	

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

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

	Supplier								SKY							TALK TALK							VIRGIN MEDIA														
									Issue			Satisfaction				Complaint resolved											Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)			
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404			
16-17	3	2	-	3	3	6	2	1	1	1	-	1	1	1	1	1	1	1	1	-	2	1	-	2	1	-	1	1	4	1	2	3	-	6			
18-24	180	96	47	198	164	189	54	61	44	85	8	87	94	17	89	108	45	50	65	4	76	63	25	68	95	42	60	79	8	87	76	26	89	99			
25-34	191	85	60	236	173	203	48	71	69	88	8	136	82	18	139	96	54	46	68	5	81	62	30	81	90	59	49	90	5	90	84	29	83	118			
35-44	109	52	43	169	103	151	39	48	45	73	3	107	47	15	91	78	26	28	45	4	46	30	27	46	56	43	33	72	3	79	44	28	71	78			
45-54	65	17	17	82	51	101	17	22	22	36	2	48	26	8	41	41	13	15	19	4	25	13	13	22	29	33	11	52	5	46	37	15	53	48			
55-64	58	18	21	53	43	78	15	12	12	25	4	28	18	7	25	28	12	8	20	3	19	10	14	23	19	27	5	46	-	30	25	23	32	44			
65+	30	7	12	17	19	25	9	9	1	6	1	12	2	3	9	7	4	3	11	1	8	3	8	8	10	11	3	10	1	15	5	5	13	11			
NET: 16-34	374	183	107	437	340	398	104	133	114	174	16	224	177	36	229	205	100	97	134	9	159	126	55	151	186	101	110	173	14	178	162	58	172	223			
NET: 35-54	174	69	60	251	154	252	56	70	67	109	5	155	73	23	132	119	39	43	64	8	71	43	40	68	85	76	44	124	8	125	81	46	124	126			
NET: 55+	88	24	30	70	62	103	24	21	13	31	5	34	20	10	34	35	16	11	31	4	27	13	22	31	29	38	8	56	1	45	30	28	45	55			

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
16-17	3	2	-	3	3	6	2	1	-	1	-	2	-	-	2	-
	*	1%	-	*	1%	1%	1%	2%	-	1%	-	2%	-	-	2%	-
18-24	180	96	47	198	164	189	54	15	21	15	3	26	23	5	22	31
	28%	35% cd	24%	26%	29%	25%	29%	31%	38% d	21%	43%	29%	40% km	14%	25%	33%
25-34	191	85	60	236	173	203	48	13	14	20	1	23	14	11	26	21
	30%	31%	30%	31%	31%	27%	26%	27%	25%	27%	14%	25%	25%	31%	30%	22%
35-44	109	52	43	169	103	151	39	11	12	15	1	24	6	9	22	17
	17%	19%	22%	22% ca	19%	20%	21%	22%	22%	21%	14%	20% d	11%	25%	25%	18%
45-54	65	17	17	82	51	101	17	4	4	8	1	8	6	3	7	10
	10% b	6%	9%	11% b	9%	13% cd	9%	8%	7%	11%	14%	9%	11%	8%	8%	11%
55-64	58	18	21	53	43	73	15	3	3	8	1	4	5	6	6	9
	9%	7%	11%	7%	8%	10% c	8%	6%	5%	11%	14%	4%	9%	17% d	7%	10%
65+	30	6	12	17	19	25	9	2	1	6	-	4	3	2	3	6
	5% c	2%	6% b	2%	3%	3%	5% c	4%	2%	8%	-	4%	3%	6%	3%	6%
NET: 16-34	374	183	107	437	340	398	104	29	35	36	4	51	37	16	50	52
	59% e	66% acdef	54%	58%	61% d	53%	57%	59%	64%	49%	57%	56%	65%	44%	57%	55%
NET: 36-54	174	69	60	251	154	252	56	15	16	23	2	32	12	12	29	27
	27%	25%	30%	33% abcd	28%	33% abcd	30%	31%	29%	32%	29%	35%	21%	33%	33%	29%
NET: 55+	88	24	33	103	62	103	24	5	4	14	1	8	8	8	9	15
	14% b	9%	17% bc	9%	11%	14% bc	13%	10%	7%	19%	14%	9%	14%	22% kl	10%	16%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier							BT					EE					PLUSNET																	
	Issue							Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved														
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*	
Hearing - Poor hearing, partial hearing, or are deaf	74	31	15	70	48	73	19	23	26	24	1	42	21	11	43	31	9	12	10	-	16	7	8	16	15	5	4	5	1	9	4	2	10	5	
Eyesight - Poor vision, colour blindness, partial sight, or are blind	109	51	18	133	83	108	33	45	29	34	1	62	37	10	58	50	14	16	20	1	27	18	6	26	24	7	5	5	1	9	8	1	7	11	
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65	33	18	88	60	61	20	19	16	27	3	40	16	9	38	27	10	14	9	-	19	9	5	19	14	6	6	6	-	11	5	2	15	3	
Dexterity - Limited ability to reach/difficulty opening things with your hands/difficulty using a telephone handset, television remote control, computer keyboard, etc.	43	26	20	49	36	33	13	12	16	14	1	27	11	5	24	19	12	10	4	-	12	11	3	14	12	7	8	5	-	7	10	3	8	12	
Breathing - Breathlessness or chest pains	97	39	18	101	75	86	27	33	22	39	3	54	27	16	55	42	13	13	12	1	21	14	4	24	14	3	7	8	-	6	8	4	8	10	
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	83	48	22	104	70	87	20	28	23	30	2	46	29	8	42	41	15	19	14	-	27	12	9	20	27	6	9	7	-	11	9	2	11	11	
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Aspergers, etc.)	82	39	33	86	77	79	24	22	25	33	2	48	19	15	42	39	8	18	12	1	18	17	4	16	23	7	15	11	-	16	13	4	18	15	
Your mental health - Anxiety, depression, or trauma-related conditions, for example	219	80	65	281	202	254	51	62	43	108	6	122	74	23	119	100	24	25	30	1	41	28	11	38	39	20	17	27	1	36	22	7	40	25	
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	72	31	27	82	57	77	13	23	20	27	2	38	18	16	41	30	8	10	12	1	14	13	4	13	17	7	9	10	1	17	7	3	18	9	
Prefer not to say	45	10	8	38	33	49	17	11	12	20	2	21	18	6	22	23	3	6	-	1	6	4	-	3	7	3	1	3	1	3	4	1	2	6	
Don't know	3	4	1	6	6	7	4	1	-	1	1	2	1	-	3	-	1	2	1	-	3	1	-	2	1	1	-	-	-	-	1	-	-	1	-

Proportions/Means: Columns Yes/ed (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 50) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier							BT					EE					PLUSNET															
								Issue				Complaint resolved		Issue					Complaint resolved		Issue				Complaint resolved								
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)
Total	636	276	200	758	556	753	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
Nothing	188	64	47	229	155	249	44	45	90	9	110	47	31	104	84	23	13	24	4	41	18	5	31	32	14	11	22	-	31	8	8	27	20
	30%	23%	24%	30%	28%	33%	24%	28%	33%	41%	32%	24%	34%	30%	29%	27%	14%	26%	50%	27%	20%	16%	23%	23%	25%	18%	28%	-	30%	12%	28%	26%	21%
NET: Any limiting characteristic	400	198	144	485	362	448	129	102	159	10	214	133	53	213	185	57	69	69	3	103	69	26	97	98	38	49	53	4	70	54	20	74	70
	63%	72%	72%	64%	65%	59%	70%	64%	59%	45%	62%	67%	59%	62%	63%	68%	77%	73%	38%	67%	75%	84%	73%	71%	68%	80%	68%	80%	67%	82%	69%	71%	73%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
Hearing - Poor hearing, partial hearing, or are deaf	74	31	15	70	48	73	19	23	25	21	1	40	23	7	34	35	18	9	18	3	20	16	12	23	25	21	18	31	3	29	30	14	28	45
Eyesight - Poor vision, colour blindness, partial sight, or are blind	109	51	18	133	83	108	33	37	42	52	2	67	59	7	72	60	25	17	39	2	43	22	18	38	45	29	25	50	4	52	39	17	50	57
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65	33	18	88	60	61	20	30	25	32	1	50	30	8	43	44	13	22	22	3	25	22	13	23	37	20	18	22	1	28	20	13	16	43
Dexterity - Limited ability to reach/difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	43	26	20	49	36	33	13	19	14	16	-	29	12	8	23	26	9	15	11	1	16	11	9	11	25	8	15	10	-	15	9	9	11	21
Breathing - Breathlessness or chest pains	97	39	18	101	75	86	27	33	28	38	2	52	42	7	48	52	22	21	29	3	33	29	13	32	41	30	22	31	3	38	29	19	31	52
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	83	48	22	104	70	87	20	33	26	42	3	52	40	12	45	58	23	22	23	2	33	21	16	32	38	25	26	31	5	41	30	16	34	53
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Aspergers, etc.)	82	39	33	86	77	79	24	27	21	35	3	45	36	5	42	44	24	29	23	1	38	27	12	30	47	20	22	36	1	27	30	22	29	50
Your mental health - Anxiety, depression, or trauma-related conditions, for example	219	80	65	281	202	254	51	87	66	119	9	145	102	34	147	133	59	48	91	4	81	77	44	88	112	65	55	130	4	110	97	47	111	141
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	72	31	27	82	57	77	13	25	17	38	2	51	20	11	37	45	13	15	24	5	20	22	15	22	33	22	15	36	4	30	31	16	27	49
Prefer not to say	45	10	8	38	33	49	17	13	12	10	3	24	10	4	21	16	9	6	14	4	14	11	8	8	25	11	15	19	4	19	27	3	21	26
Don't know	3	4	1	6	6	7	4	2	2	2	-	3	3	-	3	3	-	3	2	1	2	3	1	4	2	3	2	2	-	4	2	1	4	3

Proportions/Means: Columns Yes/ed (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 50) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue			Satisfaction				Complaint resolved									Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
Nothing	188	64	47	229	155	249	48	57	52	109	11	146	67	16	138	90	39	44	66	6	74	49	32	78	75	78	34	131	6	129	73	47	129	118
	30%h	23%	24%	30%h	28%	33%hkl	26%	25%	27%	35%kA	42%	35%h	25%	23%	35%kl	25%	25%	29%	29%	29%	29%	29%	27%	31%	25%	36%kl	21%	37%kl	26%	37%kl	27%	36%	38%kA	29%
NET: Any limiting characteristic	400	198	144	485	362	448	115	152	128	193	12	246	190	49	233	250	107	98	147	10	167	119	76	160	198	123	111	201	13	196	171	81	187	257
	63%	72%aces	72%aces	64%	65%e	59%	63%	68%	66%	61%	46%	59%	70%e	71%	59%	70%h	69%	65%	64%	48%	65%	65%	65%	64%	66%	57%	69%g	57%	57%	56%	63%	61%	55%	64%w

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier							VODAFONE							Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Yes (n)	No (o)
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)		
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Hearing - Poor hearing, partial hearing, or are deaf	74 12%	31 11%	15 8%	70 9%	48 9%	73 10%	19 10%	6 12%	6 11%	6 8%	1 14%	11 12%	6 11%	2 6%	11 13%	8 9%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	109 17% ^f	51 18% ^f	18 9%	133 18% ^f	83 15% ^f	108 14% ^f	33 18% ^f	7 14%	11 20%	14 19%	1 14%	15 16%	11 19%	7 19%	14 16%	19 20%
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65 10%	33 12%	18 9%	88 12% ^e	60 11%	61 8%	20 11%	5 10%	9 16%	5 7%	1 14%	11 12%	5 9%	4 11%	12 14%	8 9%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	43 7%	26 9% ^e	20 10% ^e	49 6%	36 6%	33 4%	13 7%	6 12% ⁱ	6 11% ⁱ	1 1%	-	5 5%	3 5%	5 14%	6 7%	7 7%
Breathing - Breathlessness or chest pains	97 15% ^{ef}	39 14%	18 9%	101 13%	75 13%	86 11%	27 15%	7 14%	6 11%	14 19%	-	16 18%	6 11%	5 14%	11 13%	16 17%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	83 13%	48 17% ^e	22 11%	104 14%	70 13%	87 12%	20 11%	5 10%	7 13%	8 11%	-	9 10%	6 11%	5 14%	6 7%	13 14%
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	82 13%	39 14%	33 17% ^{ca}	86 11%	77 14%	79 10%	24 13%	8 16%	10 18%	6 8%	-	14 15%	7 12%	3 8%	15 17%	9 10%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	219 34%	80 29%	65 33%	281 37% ^{abz}	202 36% ^{abz}	254 34%	51 28%	15 31%	14 25%	22 30%	-	29 32%	12 21%	10 28%	26 30%	24 26%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	72 11%	31 11%	27 14% ^{ca}	82 11%	57 10%	77 10%	13 7%	1 2%	2 4%	9 12% ^g	1 14%	5 5%	5 9%	3 8%	5 6%	8 9%
Prefer not to say	45 7% ^{ab}	10 4%	8 4%	38 5%	33 6%	49 7%	17 9% ^{bczf}	5 10%	6 11%	3 4%	3 43%	5 5%	8 14%	4 11%	9 10%	8 9%
Don't know	3 *	4 1%	1 1%	6 1%	6 1%	7 1%	4 2% ^a	1 2%	2 4%	1 1%	-	2 2%	1 2%	1 3%	2 2%	2 2%

Proportions/Means: Columns Y tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier							VODAFONE				Complaint resolved				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Yes (n)	No (o)
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)		
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Nothing	188	64	47	229	155	249	48	10	11	26	1	24	15	9	25	23
	30%b	23%	24%	30%b	28%	33%b,d	26%	20%	20%	36%	14%	26%	26%	25%	28%	24%
NET: Any limiting characteristic	400	198	144	485	362	448	115	33	36	43	3	60	33	22	52	61
	63%	72%a,c,z	72%a,c,z	64%	65%a	59%	63%	67%	65%	59%	43%	66%	58%	61%	59%	65%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Table 7

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

	Supplier							BT				EE				PLUSNET																		
	Issue							Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved														
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
The service not performing as it should	270	94	78	314	229	353	73	-	-	270	-	156	78	36	147	122	-	-	94	-	58	27	9	45	48	-	-	78	-	38	32	8	34	44
	42%	34%	39%	41%b	41%b	47%bcdf	40%	-	-	100%g	-	45%	39%	40%	43%	42%	-	-	100%pq	-	38%	29%	29%	34%	35%	-	-	100%AB	-	36%	48%	28%	33%	46%
A billing, pricing or payment issue	146	55	41	173	119	165	31	146	-	-	-	83	40	23	85	61	55	-	-	-	34	15	6	31	22	41	-	-	24	6	11	28	13	
	23%	20%	21%	23%	21%	22%	17%	79%hi	-	-	-	24%	20%	26%	25%	21%	65%ij	-	-	-	22%	16%	19%	23%	16%	73%bc	-	-	23%	9%	38%	27%kl	14%	
A problem relating to the installation or set up of your service	93	45	33	119	78	96	33	-	93	-	-	49	28	16	50	43	-	45	-	-	24	11	10	20	24	-	33	-	16	14	3	17	16	
	15%	16%	17%	16%	14%	13%	18%	-	98%g	-	-	14%	14%	18%	15%	15%	-	50%pq	-	-	16%	12%	12%tu	15%	17%	-	58%AC	-	15%	21%	10%	16%	17%	
A problem with a repair to the service	66	45	28	75	73	66	22	-	66	-	-	24	33	9	30	36	-	45	-	-	24	18	3	19	25	-	28	-	15	7	6	13	15	
	10%	16%ace	14%a	10%	13%b	9%	12%	-	42%ce	-	-	7%	17%kl	10%	9%	12%	-	50%or	-	-	16%	20%	10%	14%	18%	-	46%AC	-	14%	11%	21%	13%	16%	
Dissatisfaction with customer service from a previous occasion or contact	39	29	15	51	36	50	18	39	-	-	-	15	19	5	12	27	29	-	-	-	8	18	3	12	17	15	-	-	7	7	1	8	7	
	6%	11%acde	8%	7%	6%	7%	10%	21%hi	-	-	-	4%	10%kl	6%	4%	9%n	35%qr	-	-	-	5%	20%tu	10%	9%	12%	27%bc	-	-	7%	11%	3%	8%	7%	
Or something else	22	8	5	26	21	23	7	-	-	22	20	1	1	18	3	-	-	-	8	-	5	3	-	6	2	-	-	-	5	-	-	4	1	
	3%	3%	3%	3%	4%	3%	4%	-	-	100%	6%l	1%	1%	5%o	1%	-	-	-	100%	-	3%	3%	-	5%	1%	-	-	-	100%	5%	-	-	4%	1%
SUMMARY:																																		
Billing and Customer service	185	84	56	224	155	215	49	185	-	-	-	98	59	28	97	88	84	-	-	-	42	33	9	43	39	56	-	-	31	13	12	36	20	
	29%	30%	28%	30%	28%	29%	27%	100%hi	-	-	-	28%	30%	31%	28%	30%	100%qr	-	-	-	27%	36%	29%	32%	28%	100%bc	-	-	30%	20%	41%	35%kl	21%	
Repairs and Installation	159	90	61	194	151	162	55	-	159	-	-	73	61	25	80	79	-	90	-	-	48	29	13	39	49	-	61	-	31	21	9	30	31	
	25%	33%ace	31%a	26%	27%bc	22%	30%ce	-	100%g	-	-	21%	31%kl	28%	23%	27%	-	100%or	-	-	31%	32%	42%	29%	36%	-	100%AC	-	30%	32%	31%	29%	32%	
Service Issues	270	94	78	314	229	353	73	-	-	270	-	156	78	36	147	122	-	-	94	-	58	27	9	45	48	-	78	-	38	32	8	34	44	
	42%	34%	39%	41%b	41%b	47%bcdf	40%	-	-	100%g	-	45%	39%	40%	43%	42%	-	-	100%pq	-	38%	29%	29%	34%	35%	-	100%AB	-	36%	48%	28%	33%	46%	
Something else	22	8	5	26	21	23	7	-	-	22	20	1	1	18	3	-	-	-	8	-	5	3	-	6	2	-	-	5	-	-	4	1		
	3%	3%	3%	3%	4%	3%	4%	-	-	100%	6%l	1%	1%	5%o	1%	-	-	-	100%	-	3%	3%	-	5%	1%	-	-	100%	5%	-	-	4%	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i) - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 8

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
The service not performing as it should	270	94	78	314	229	353	73	-	-	314	-	177	111	26	151	160	-	-	229	-	97	75	57	94	134	-	-	353	-	159	128	66	149	200
	42%	34%	39%	41%b	41%b	47%bcdf	40%	-	-	100%AB	-	42%	41%	38%	38%	45%	-	-	100%gh	-	38%	41%	49%k	38%	45%	-	-	100%pq	-	46%	47%	50%	44%	50%
A billing, pricing or payment issue	146	55	41	173	119	165	31	173	-	-	-	100	51	22	96	77	119	-	-	-	61	28	30	60	56	165	-	-	-	79	52	34	84	78
	23%	20%	21%	23%	21%	22%	17%	77%BC	-	-	-	24%	19%	32%F	24%	21%	77%hi	-	-	-	24%	15%	26%J	24%	19%	77%qr	-	-	-	23%	19%	26%	25%	19%
A problem relating to the installation or set up of your service	93	45	33	119	78	96	33	-	119	-	-	68	46	5	68	50	-	78	-	-	43	23	12	41	37	-	96	-	49	35	12	39	57	
	15%	16%	17%	16%	14%	13%	18%	-	61%AC	-	-	16%	17%	7%	17%	14%	-	62%gg	-	-	17%	13%	10%	16%	12%	-	59%pp	-	14%	13%	9%	11%	14%	
A problem with a repair to the service	66	45	28	75	73	66	22	-	75	-	-	35	34	6	40	35	-	73	-	-	31	37	5	33	40	-	66	-	30	29	7	34	32	
	10%	16%ace	14%at	10%	13%b	9%	12%	-	39%AC	-	-	8%	13%	9%	10%	10%	-	48%ic	-	-	12%km	20%km	4%	13%	13%	-	41%or	-	9%	11%	5%	10%	8%	
Dissatisfaction with customer service from a previous occasion or contact	39	29	15	51	36	50	18	51	-	-	-	19	24	8	26	25	36	-	-	-	16	11	9	13	23	50	-	-	17	21	12	20	30	
	6%	11%acd	8%	7%	6%	7%	10%	23%BC	-	-	-	5%	9%E	12%E	7%	7%	23%hi	-	-	-	6%	6%	8%	5%	8%	23%or	-	-	5%	8%	9%	6%	7%	
Or something else	22	8	5	26	21	23	7	-	-	26	20	4	2	14	12	-	-	-	21	9	8	4	9	10	-	-	-	23	14	8	1	15	7	
	3%	3%	3%	3%	4%	3%	4%	-	-	100%	5%I	1%	3%	4%	3%	-	-	-	100%	4%	4%	3%	4%	3%	4%	3%	-	-	4%	3%	1%	4%	2%	
SUMMARY:																																		
Billing and Customer service	185	84	56	224	155	215	49	224	-	-	-	119	75	30	122	102	155	-	-	-	77	39	39	73	79	215	-	-	96	73	46	104	108	
	29%	30%	28%	30%	28%	29%	27%	100%BC	-	-	-	28%	28%	43%EF	31%	28%	100%hi	-	-	-	30%	21%	31%	29%	26%	100%or	-	-	28%	27%	35%	30%	27%	
Repairs and Installation	159	90	61	194	151	162	55	-	194	-	-	103	80	11	108	85	-	151	-	-	74	60	17	74	77	-	162	-	79	64	19	73	89	
	25%	33%ace	31%at	26%	27%a	22%	30%a	-	100%AC	-	-	25%	30%G	16%	27%	24%	-	100%gh	-	-	29%km	33%km	15%	30%	26%	-	100%or	-	23%w	23%w	14%	21%	22%	
Service Issues	270	94	78	314	229	353	73	-	-	314	-	177	111	26	151	160	-	-	229	-	97	75	57	94	134	-	-	353	-	159	128	66	149	200
	42%	34%	39%	41%b	41%b	47%bcdf	40%	-	-	100%AB	-	42%	41%	38%	38%	45%	-	-	100%gh	-	38%	41%	49%k	38%	45%	-	-	100%pq	-	46%	47%	50%	44%	50%
Something else	22	8	5	26	21	23	7	-	-	26	20	4	2	14	12	-	-	-	21	9	8	4	9	10	-	-	23	14	8	1	15	7		
	3%	3%	3%	3%	4%	3%	4%	-	-	100%	5%I	1%	3%	4%	3%	-	-	-	100%	4%	4%	3%	4%	3%	4%	3%	-	-	4%	3%	1%	4%	2%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i) - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
The service not performing as it should	270	94	78	314	229	353	73	-	-	73	-	36	24	13	29	43
	42%b	34%	39%	41%b	41%b	47%bcd	40%	-	-	100%gh	-	40%	42%	36%	33%	46%
A billing, pricing or payment issue	146	55	41	173	119	165	31	31	-	-	-	14	10	7	13	18
	23%	20%	21%	23%	21%	22%	17%	63%hi	-	-	-	15%	18%	19%	15%	19%
A problem relating to the installation or set up of your service	93	45	33	119	78	96	33	-	33	-	-	18	7	8	20	12
	15%	16%	17%	16%	14%	13%	18%	-	60%gi	-	-	20%	12%	22%	23%	13%
A problem with a repair to the service	66	45	28	75	73	66	22	-	22	-	-	14	6	2	15	7
	10%	16%ace	13%ce	10%	13%ce	9%	12%	-	40%gj	-	-	15%	11%	6%	12%ce	7%
Disatisfaction with customer service from a previous occasion or contact	39	29	15	51	36	50	18	18	-	-	-	5	7	6	6	12
	6%	11%acede	8%	7%	6%	7%	10%	37%hi	-	-	-	5%	12%	17%kl	7%	13%
Or something else	22	8	5	26	21	23	7	-	-	-	7	4	3	-	5	2
	3%	3%	3%	3%	4%	3%	4%	-	-	-	100%	4%	5%	-	6%	2%
SUMMARY:																
Billing and Customer service	185	84	56	224	155	215	49	49	-	-	-	19	17	13	19	30
	29%	30%	28%	30%	28%	29%	27%	100%hi	-	-	-	21%	30%	36%	22%	32%
Repairs and installation	159	90	61	194	151	162	55	-	55	-	-	32	13	10	35	19
	25%	33%ace	31%ce	26%	27%ce	22%	30%ce	-	100%gj	-	-	35%	23%	28%	40%bc	20%
Service issues	270	94	78	314	229	353	73	-	-	73	-	36	24	13	29	43
	42%b	34%	39%	41%b	41%b	47%bcd	40%	-	-	100%gh	-	40%	42%	36%	33%	46%
Something else	22	8	5	26	21	23	7	-	-	-	7	4	3	-	5	2
	3%	3%	3%	3%	4%	3%	4%	-	-	-	100%	4%	5%	-	6%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Supplier							BT						EE						PLUSNET															
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
								Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	
Total	185	84*	56*	224	155	215	49*	185	-**	-**	-**	98*	59*	28**	97*	88*	84*	-**	-**	-**	42*	33*	9**	43*	39*	56*	-**	-**	-**	31*	13**	12**	36*	20**	
Bill was a lot higher than expected	64	17	17	94	45	85	10	64	-	-	-	42	14	8	35	29	17	-	-	-	11	4	2	11	5	17	-	-	-	12	1	4	13	4	
Bill was inaccurate	32	10	11	41	34	36	9	32	-	-	-	19	7	6	24	8	10	-	-	-	5	3	2	5	5	11	-	-	-	6	2	3	9	2	
Payment issues (including setting up/making a payment, non-direct debit charges)	32	11	6	34	28	32	10	32	-	-	-	17	9	6	17	15	11	-	-	-	6	4	1	6	5	6	-	-	-	4	1	1	4	2	
Bill contained items I shouldn't have been charged for	26	10	5	36	27	15	5	26	-	-	-	16	7	3	14	12	10	-	-	-	8	1	1	7	3	5	-	-	-	2	2	1	5	-	
The format of the bill	24	8	4	21	9	11	3	24	-	-	-	13	9	2	15	9	8	-	-	-	4	2	2	3	5	4	-	-	-	1	1	2	1	3	
Getting a refund, credit note or cashback	17	12	6	28	27	14	5	17	-	-	-	8	7	2	9	8	12	-	-	-	8	3	1	9	3	6	-	-	-	4	1	1	4	2	
Took too long to resolve issue	14	6	4	13	11	20	5	14	-	-	-	5	8	1	4	10	6	-	-	-	1	4	1	3	3	4	-	-	-	2	2	-	2	2	
Didn't do what they said they would do	12	7	1	10	13	15	4	12	-	-	-	6	3	3	4	8	7	-	-	-	2	4	1	4	3	1	-	-	-	1	-	-	1	-	
Gave incorrect information	9	4	2	11	4	19	4	9	-	-	-	4	5	-	4	5	4	-	-	-	1	3	-	2	2	2	-	-	-	2	-	-	2	-	
Unable to get through to relevant person	8	2	4	9	7	9	3	8	-	-	-	3	3	2	2	6	2	-	-	-	1	-	1	-	2	4	-	-	-	2	2	-	3	1	
Unable to get through to anyone	7	6	2	15	6	16	2	7	-	-	-	4	2	1	4	3	6	-	-	-	3	3	-	4	2	2	-	-	-	1	1	-	-	2	
Rude/dismissive	6	8	3	10	7	18	3	6	-	-	-	3	3	-	3	3	8	-	-	-	2	6	-	-	8	3	-	-	-	1	1	1	1	2	
Pre-pay credit lost or not credited to card	1	3	-	3	-	1	-	1	-	-	-	1	-	-	1	-	3	-	-	-	2	1	-	1	1	-	-	-	-	1	-	-	-	-	
Costs of international and roaming calls	1	1	-	2	-	3	1	1	-	-	-	1	-	-	-	1	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	
Costs of going above data allowance	1	4	-	1	-	1	-	1	-	-	-	1	-	-	1	-	4	-	-	-	4	-	-	3	1	-	-	-	-	-	-	-	-	-	
A different issue	2	-	4	5	6	9	-	2	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	1	1	2	1	3
	1%	-	7%ab	2%	4%	4%	-	1%	-	-	-	1%	2%	-	1%	1%	-	-	-	-	-	-	-	-	7%	-	-	-	-	3%	8%	17%	3%	15%	

Proportional Means: Columns Yested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Supplier							SKY							TALK TALK							VIRGIN MEDIA													
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
								Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)	
Total	185	84*	56*	224	155	215	49*	224	-**	-**	-**	119	75*	30*	122	102	155	-**	-**	-**	77*	39*	39*	73*	79*	215	-**	-**	-**	96*	73*	46*	104	108	
Bill was a lot higher than expected	64	17	17	94	45	85	10	94	-	-	-	55	28	11	51	43	45	-	-	-	22	7	16	20	24	85	-	-	-	37	25	23	42	41	
Bill was inaccurate	32	10	11	41	34	36	9	41	-	-	-	25	14	2	28	13	34	-	-	-	16	6	12	16	17	36	-	-	-	19	9	8	20	14	
Payment issues (including setting up/making a payment, non-direct debit charges)	32	11	6	34	28	32	10	34	-	-	-	23	10	1	19	15	28	-	-	-	21	15	31*	22*	22*	17*	-	-	-	20*	12*	17*	19*	13*	
Bill contained items I shouldn't have been charged for	26	10	5	36	27	15	5	36	-	-	-	21	12	3	21	15	37	-	-	-	13	5	9	16	11	15	-	-	-	7	5	3	6	8	
The format of the bill	24	8	4	21	9	11	3	21	-	-	-	13	7	1	11	10	9	-	-	-	5	3	1	6	3	11	-	-	-	7	3	1	6	5	
Getting a refund, credit note or cashback	17	12	6	28	27	14	5	28	-	-	-	16	6	6	14	14	27	-	-	-	18	2	7	15	12	14	-	-	-	6	5	3	4	10	
Took too long to resolve issue	14	6	4	13	11	20	5	13	-	-	-	5	6	2	5	8	11	-	-	-	5	3	3	7	4	20	-	-	-	4	9	7	8	12	
Didn't do what they said they would do	8*	8*	2*	11	4	19	4	11	-	-	-	4	5	2	5	6	4	-	-	-	1	1	2	-	4	19	-	-	-	10	4	5	10	9	
Gave incorrect information	5*	5*	4*	5*	3*	3*	8*	5*	-	-	-	3*	7*	7*	4*	6*	3*	4*	-	-	-	1*	3*	5*	-	5*	9*	-	-	-	10*	5*	11*	10*	8*
Unable to get through to relevant person	8	2	4	9	7	9	3	9	-	-	-	2	6	1	6	3	7	-	-	-	5	2	-	2	5	9	-	-	-	2	3	4	2	7	
Unable to get through to anyone	4*	2*	7*	4*	5*	4*	6*	4*	-	-	-	2*	8*	3*	5*	3*	5*	-	-	-	6*	5*	-	3*	6*	4*	-	-	-	2*	4*	9*	2*	6*	
Rude/dismissive	6	8	3	10	7	18	3	10	-	-	-	6	3	1	6	4	7	-	-	-	3	2	2	4	3	18	-	-	-	5	8	5	5	13	
Pre-pay credit lost or not credited to card	3*	10*	5*	4*	5*	8*	6*	4*	-	-	-	5*	4*	3*	5*	4*	5*	-	-	-	4*	5*	5*	4*	5*	8*	-	-	-	5*	11*	11*	5*	12*	
Costs of international and roaming calls	1	3	-	1*	-	1*	-	3	-	-	-	3	-	-	3	-	-	-	-	-	3	-	-	-	-	3	-	-	-	1	-	-	1	-	
Costs of going above data allowance	1*	1*	-	1*	-	1*	2*	1*	-	-	-	2*	-	-	2*	-	-	-	-	-	-	-	-	-	1*	-	-	-	3	-	-	2	1		
A different issue	2	-	4	5	6	9	-	5	-	-	-	1	-	-	1	4	6	-	-	-	5	1	-	5	-	9	-	-	-	7	1	1	6	3	

Proportional Means: Columns Yested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	185	84*	56*	224	155	215	49*	49*	-**	-**	-**	19**	17**	13**	19**	30*
Bill was a lot higher than expected	64 35% ^b	17 20%	17 30%	94 42% ^{d,f}	45 29%	85 40% ^{d,h}	10 20%	10 20%	-	-	-	3 16%	3 18%	4 31%	1 5%	9 30%
Bill was inaccurate	32 17%	10 12%	11 20%	41 18%	34 22%	36 17%	9 18%	9 18%	-	-	-	2 11%	6 35%	1 8%	3 16%	6 20%
Payment issues (including setting up/making a payment, non-direct debit charges)	32 17%	11 13%	6 11%	34 15%	28 18%	32 15%	10 20%	10 20%	-	-	-	6 32%	3 18%	1 8%	3 16%	7 23%
Bill contained items I shouldn't have been charged for	26 14% ^e	10 12%	5 9%	36 16% ^e	27 17% ^e	15 7%	5 10%	5 10%	-	-	-	3 16%	2 12%	-	3 16%	2 7%
The format of the bill	24 13% ^{d,e}	8 10%	4 7%	21 9%	9 6%	11 5%	3 6%	3 6%	-	-	-	1 5%	1 6%	1 8%	2 11%	1 3%
Getting a refund, credit note or cashback	17 9%	12 14% ^e	6 11%	28 13% ^e	27 17% ^e	14 7%	5 10%	5 10%	-	-	-	3 16%	-	2 15%	3 16%	2 7%
Took too long to resolve issue	14 8%	6 7%	4 7%	13 6%	11 7%	20 9%	5 10%	5 10%	-	-	-	1 5%	1 6%	3 23%	2 11%	3 10%
Didn't do what they said they would do	12 6%	7 8%	1 2%	10 4%	13 8%	15 7%	4 8%	4 8%	-	-	-	2 11%	1 6%	1 8%	3 16%	1 3%
Gave incorrect information	9 5%	4 5%	2 4%	11 5%	4 3%	19 9%	4 8%	4 8%	-	-	-	-	4 24%	-	1 5%	3 10%
Unable to get through to relevant person	8 4%	2 2%	4 7%	9 4%	9 5%	9 4%	3 6%	3 6%	-	-	-	1 5%	2 12%	-	1 5%	2 7%
Unable to get through to anyone	7 4%	6 7%	2 4%	15 7%	6 4%	16 7%	2 4%	2 4%	-	-	-	-	-	2 15%	-	2 7%
Rude/dismissive	6 3%	8 10% ^a	3 5%	10 4%	7 5%	18 8%	3 6%	3 6%	-	-	-	1 5%	1 6%	1 8%	-	3 10%
Pre-pay credit lost or not credited to card	1 1%	3 4% ^{d,e}	-	3 1%	2 1%	3 1%	1 2%	1 2%	-	-	-	-	-	-	-	1 3%
Costs of international and roaming calls	1 1%	4 5% ^{d,e}	-	1 1%	1 1%	2 1%	1 2%	1 2%	-	-	-	-	1 6%	-	-	1 3%
Costs of going above data allowance	2 1%	-	4 7% ^{d,e}	5 2%	6 4%	9 4%	9 18%	9 18%	-	-	-	-	-	-	-	3 10%
A different issue	2 1%	-	4 7% ^{d,e}	5 2%	6 4%	9 4%	9 18%	9 18%	-	-	-	-	-	-	-	3 10%

Proportions/Means: Columns Y tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 50) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint

	Supplier							BT							EE							PLUSNET														
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved			
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	270	94*	78*	314	229	353	73*	-**	-**	270	-**	-**	270	-**	-**	94*	-**	-**	94*	-**	-**	94*	-**	-**	94*	-**	-**	78*	-**	-**	78*	-**	-**	78*	-**	-**
Connection speed slower than advertised or led to expect	154	53	46	169	135	175	31	-	-	154	-	-	154	-	-	53	-	-	53	-	-	53	-	-	53	-	-	46	-	-	46	-	-	46	-	-
	57%	56%	59%	54%	59%	50%	42%	-	-	57%	-	-	57%	-	-	56%	-	-	56%	-	-	56%	-	-	56%	-	-	59%	-	-	59%	-	-	59%	-	-
Service is not consistently available	87	26	25	101	70	120	21	-	-	87	-	-	87	-	-	26	-	-	26	-	-	26	-	-	26	-	-	25	-	-	25	-	-	25	-	-
	32%	28%	32%	32%	31%	34%	29%	-	-	32%	-	-	32%	-	-	28%	-	-	28%	-	-	28%	-	-	28%	-	-	32%	-	-	32%	-	-	32%	-	-
Complete loss of service	79	19	22	103	75	143	27	-	-	79	-	-	79	-	-	19	-	-	19	-	-	19	-	-	19	-	-	22	-	-	22	-	-	22	-	-
	29%	20%	28%	33%	33%	41%	37%	-	-	29%	-	-	29%	-	-	20%	-	-	20%	-	-	20%	-	-	20%	-	-	28%	-	-	28%	-	-	28%	-	-
Problems with voice over internet (VOIP) telephone calls	21	16	7	41	20	23	10	-	-	21	-	-	21	-	-	16	-	-	16	-	-	16	-	-	16	-	-	7	-	-	7	-	-	7	-	-
	8%	17%	9%	13%	9%	7%	14%	-	-	8%	-	-	8%	-	-	17%	-	-	17%	-	-	17%	-	-	17%	-	-	9%	-	-	9%	-	-	9%	-	-
Poor line quality	5	2	2	7	6	10	1	-	-	5	-	-	5	-	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-
	2%	2%	3%	2%	3%	3%	1%	-	-	2%	-	-	2%	-	-	2%	-	-	2%	-	-	2%	-	-	2%	-	-	3%	-	-	3%	-	-	3%	-	-
Poor picture quality	1	-	-	5	-	5	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	2%	-	1%	-	-	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	1	1	-	3	-	3	4	-	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	1%	-	1%	-	1%	5%med	-	*	-	-	-	1%	-	-	-	-	-	1%	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
Unable to access 4G service	-	5	-	-	-	3	2	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	2	1	2	3	2	-	-	-	-	-	-	-	
	-	5%med	-	-	-	1%	3%med	-	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	3%	4%	22%	7%	4%	-	-	-	-	-	-	-	
Text or voice mails delivered late	-	1	-	1	-	1	2	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
	-	1%	-	*	-	*	3%med	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	-	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	
	-	1%	-	*	-	*	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	-	7	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	2%med	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	-	2	-	3	-	3	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	
	-	2%med	-	1%	-	1%	3%med	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	2%	-	-	3%	-	-	-	-	-	-	-	-	-	-
Unable to access 5G service	-	2	-	1	-	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	
	-	2%med	-	*	-	1%	3%med	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	1%	-	1%	-	4%	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	7	1	1	1	2	4	-	-	7	-	3	2	2	5	2	-	-	1	-	-	1	-	1	-	-	1	-	-	-	-	1	-	1	-		
	3%	1%	1%	*	1%	1%	-	-	3%	-	2%	3%	6%	3%	2%	-	-	1%	-	-	4%	-	-	2%	-	-	1%	-	-	13%	-	3%	-	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint

	Supplier							SKY					TALK TALK					VIRGIN MEDIA																	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Complaint resolved		Issue				Complaint resolved		Issue				Complaint resolved											
								Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)	
Total	270	94*	78*	314	229	353	73*	-**	-**	314	-**	177	111	26**	151	160	-**	-**	229	-**	97*	75*	57*	94*	134	-**	-**	353	-**	159	128	66*	149	200	
Connection speed slower than advertised or led to expect	154	53	46	169	135	175	31	-	-	169	-	102	52	15	78	88	-	-	135	-	52	48	35	52	83	-	-	175	-	72	67	36	69	104	
	57%	56%	59%	54%	59%	50%	42%	-	-	54%	-	58%	47%	58%	52%	55%	-	-	59%	-	54%	64%	61%	55%	62%	-	-	50%	-	45%	52%	55%	46%	52%	
Service is not consistently available	87	26	25	101	70	120	21	-	-	101	-	58	34	9	50	51	-	-	70	-	24	24	22	23	46	-	-	120	-	38	56	26	38	80	
	32%	28%	32%	32%	31%	34%	29%	-	-	32%	-	33%	31%	35%	33%	32%	-	-	31%	-	25%	32%	39%	24%	34%	-	-	34%	-	24%	44%	39%	26%	40%	
Complete loss of service	79	19	22	103	75	143	27	-	-	103	-	47	45	11	41	62	-	-	75	-	29	25	21	36	39	-	-	143	-	64	48	31	59	83	
	29%	20%	28%	33%	33%	41%	37%	-	-	33%	-	27%	41%	42%	27%	39%	-	-	33%	-	30%	33%	37%	38%	29%	-	-	41%	-	40%	38%	47%	40%	42%	
Problems with voice over internet (VOIP) telephone calls	21	16	7	41	20	23	10	-	-	41	-	22	17	2	24	17	-	-	20	-	9	6	5	8	12	-	-	23	-	12	8	3	10	13	
	8%	17%	9%	12%	9%	7%	14%	-	-	13%	-	12%	15%	8%	16%	11%	-	-	9%	-	9%	8%	9%	9%	9%	-	-	7%	-	8%	6%	5%	7%	7%	
Poor line quality	5	2	2	7	6	10	1	-	-	7	-	5	2	-	4	3	-	-	6	-	2	2	2	5	1	-	-	10	-	5	4	1	7	3	
	2%	2%	3%	2%	3%	3%	1%	-	-	2%	-	3%	2%	-	3%	2%	-	-	3%	-	2%	3%	4%	5%	1%	-	-	3%	-	3%	3%	2%	5%	2%	
Poor picture quality	1	-	-	5	-	5	-	-	-	5	-	4	1	-	3	2	-	-	-	-	-	-	-	-	-	-	-	-	5	-	3	2	-	1	4
	*	-	-	2%	-	1%	-	-	-	2%	-	2%	1%	-	2%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	2%	2%	-	1%	2%
Poor indoor reception/coverage	1	1	-	3	-	3	4	-	-	3	-	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	-	1	2	
	*	1%	-	1%	-	1%	5%	-	-	1%	-	2%	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	1%	-	1%	1%	
Unable to access 4G service	-	5	-	-	-	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1	2	-	2	1	
	-	5%	-	-	-	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	2%	-	1%	1%	
Text or voice mails delivered late	1	-	1	-	1	-	2	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	
	-	1%	-	-	-	-	3%	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%
Problems with calls being disconnected during a call or not connected at all	-	1	-	1	-	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	
	-	1%	-	-	-	-	1%	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%
Unable to get certain channels/content	-	-	-	7	-	4	-	-	-	7	-	6	1	-	4	3	-	-	-	-	-	-	-	-	-	-	-	4	-	2	2	-	2	2	
	-	-	-	2%	-	1%	-	-	-	2%	-	3%	1%	-	3%	2%	-	-	-	-	-	-	-	-	-	-	-	4	-	2	2	-	1%	1%	
Poor outside reception/coverage	-	2	-	3	-	3	2	-	-	3	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1	2	-	2	1	
	-	2%	-	1%	-	1%	3%	-	-	3%	-	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	2%	-	1%	1%	
Unable to access 5G service	-	2	-	1	-	2	2	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	1	1	
	-	2%	-	-	-	1%	3%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	1%	-	1%	1%	
A different issue (please describe it briefly in your own words)	7	1	1	1	2	4	-	-	-	1	-	1	-	-	1	-	-	-	2	-	1	1	-	1	1	-	-	4	-	3	-	1	3	1	
	3%	1%	1%	-	1%	1%	-	-	-	1%	-	1%	-	-	1%	-	-	-	1%	-	1%	1%	-	1%	1%	-	-	1%	-	2%	-	2%	-	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	270	94*	78*	314	229	353	73*	-**	-**	73*	-**	36*	24**	13**	29**	43*
Connection speed slower than advertised or led to expect	154	53	46	169	135	175	31	-	-	31	-	17	11	3	12	18
	57% d	56%	59% d	54%	59% d	50%	42%	-	-	42%	-	47%	46%	23%	41%	42%
Service is not consistently available	87	26	25	101	70	120	21	-	-	21	-	7	8	6	6	15
	32%	28%	32%	32%	31%	34%	29%	-	-	29%	-	19%	33%	46%	21%	35%
Complete loss of service	79	19	22	103	75	143	27	-	-	27	-	12	10	5	12	15
	29%	20%	28%	33% b	33% b	41% abcf	37% b	-	-	37%	-	33%	42%	38%	41%	35%
Problems with voice over internet (VOIP) telephone calls	21	16	7	41	20	23	10	-	-	10	-	5	2	3	4	6
	8%	17% ade	9%	13% ae	9%	7%	14% e	-	-	14%	-	14%	8%	23%	14%	14%
Poor line quality	5	2	2	7	6	10	1	-	-	1	-	1	-	-	1	-
	2%	2%	3%	2%	3%	3%	1%	-	-	1%	-	3%	-	-	3%	-
Poor picture quality	1	-	-	5	-	5	-	-	-	-	-	-	-	-	-	-
	*	-	-	2%	-	1%	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	1	1	-	3	-	3	4	-	-	4	-	1	2	1	1	3
	*	1%	-	1%	-	1%	5% adef	-	-	5%	-	3%	8%	8%	3%	7%
Unable to access 4G service	-	5	-	-	-	3	2	-	-	2	-	2	-	-	2	-
	-	5% adef	-	-	-	1%	3% adef	-	-	3%	-	6%	-	-	7%	-
Text or voice mails delivered late	-	1	-	1	-	1	2	-	-	2	-	1	1	-	1	1
	-	1%	-	*	-	*	3% adef	-	-	3%	-	3%	4%	-	3%	2%
Problems with calls being disconnected during a call or not connected at all	-	1	-	1	-	1	1	-	-	1	-	1	-	-	1	-
	-	1%	-	*	-	*	1%	-	-	1%	-	3%	-	-	3%	-
Unable to get certain channels/content	-	-	-	7	-	4	-	-	-	-	-	-	-	-	-	-
	-	-	-	2% ad	-	1%	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	-	2	-	3	-	3	2	-	-	2	-	1	1	-	1	1
	-	2% ad	-	1%	-	1%	3% ad	-	-	3%	-	3%	4%	-	3%	2%
Unable to access 5G service	-	2	-	1	-	2	2	-	-	2	-	2	-	-	2	-
	-	2% ad	-	*	-	1%	3% adef	-	-	3%	-	6%	-	-	7%	-
A different issue (please describe it briefly in your own words)	7	1	1	1	2	4	-	-	-	-	-	-	-	-	-	-
	3% d	1%	1%	*	1%	1%	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint

	Supplier							BT							EE							PLUSNET												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	159	90*	61*	194	151	162	55*	-**	159	-**	-**	73*	61*	25**	80*	79*	-**	90*	-**	-**	48*	29**	13**	39*	49*	-**	61*	-**	-**	31*	21**	9**	30*	31*
Time taken to install the service	35	16	7	35	22	27	8	-	35	-	-	16	13	6	16	19	-	16	-	-	8	5	3	9	7	-	7	-	-	4	2	1	2	5
Arranging an installation	22%	18%	11%	18%	15%	17%	15%	-	22%	-	-	22%	21%	24%	20%	24%	-	18%	-	-	17%	17%	23%	23%	14%	-	11%	-	-	13%	10%	11%	7%	16%
Switching issues (e.g. problems trying to switch or problems porting your number)	33	15	14	38	25	24	12	-	33	-	-	16	10	7	18	15	-	15	-	-	8	3	4	6	9	-	14	-	-	7	7	-	7	7
Arranging an appointment for an engineer visit	21%	17%	23%	20%	17%	15%	22%	-	21%	-	-	22%	16%	28%	23%	19%	-	17%	-	-	17%	10%	31%	15%	18%	-	23%	-	-	23%	33%	-	23%	23%
Time taken to repair a fault	31	14	7	43	23	32	8	-	31	-	-	16	8	7	15	16	-	14	-	-	9	2	3	6	8	-	7	-	-	2	5	-	3	4
Missed/ moved installation appointment	19%	16%	11%	22%	15%	20%	15%	-	19%	-	-	22%	13%	28%	19%	20%	-	16%	-	-	19%	7%	23%	15%	16%	-	11%	-	-	6%	24%	-	10%	13%
Damage to property during installation	20	13	7	18	17	24	7	-	29	-	-	11	14	4	16	13	-	13	-	-	6	6	1	7	6	-	7	-	-	4	1	2	2	5
Complaining about an engineer	17%	14%	11%	9%	11%	15%	13%	-	18%	-	-	15%	23%	16%	20%	16%	-	14%	-	-	13%	21%	8%	18%	12%	-	11%	-	-	13%	5%	22%	7%	16%
Missed/moved repair appointment	27	17	9	35	32	28	6	-	27	-	-	8	15	4	12	15	-	17	-	-	12	4	1	8	8	-	9	-	-	6	2	1	6	3
Damage to property during installation	18	11	8	38	19	19	7	-	18	-	-	11%	25%	16%	15%	19%	-	19%	-	-	25%	14%	8%	21%	16%	-	15%	-	-	19%	10%	11%	20%	10%
Complaining about an engineer	18	11	8	38	19	19	7	-	18	-	-	8	5	5	11	7	-	11	-	-	6	4	1	5	6	-	8	-	-	5	2	1	5	3
Missed/moved repair appointment	11%	12%	13%	20%	13%	12%	13%	-	11%	-	-	11%	8%	20%	14%	9%	-	12%	-	-	13%	14%	8%	13%	12%	-	13%	-	-	16%	10%	11%	17%	10%
Damage to property during installation	16	7	4	28	13	24	8	-	16	-	-	10	2	4	5	11	-	7	-	-	3	2	2	2	4	-	4	-	-	1	1	2	1	3
Complaining about an engineer	10%	8%	7%	14%	9%	15%	15%	-	10%	-	-	14%	3%	16%	6%	14%	-	8%	-	-	6%	7%	15%	5%	8%	-	7%	-	-	3%	5%	22%	3%	10%
Missed/moved repair appointment	15	13	9	14	21	15	9	-	15	-	-	8	5	2	7	8	-	13	-	-	8	3	2	8	5	-	9	-	-	4	2	3	3	6
Complaining about an engineer	9%	14%	15%	7%	14%	16%	9%	-	9%	-	-	11%	8%	8%	9%	10%	-	14%	-	-	17%	10%	15%	21%	10%	-	15%	-	-	13%	10%	33%	10%	19%
Damage to property during installation	13	7	8	12	19	12	5	-	13	-	-	9	4	-	6	7	-	7	-	-	4	2	1	4	3	-	8	-	-	6	2	-	3	5
Complaining about an engineer	8%	8%	13%	6%	12%	7%	9%	-	8%	-	-	12%	7%	-	8%	9%	-	8%	-	-	8%	7%	8%	10%	6%	-	13%	-	-	19%	10%	-	10%	16%
Damage to property during installation	11	12	7	19	7	13	4	-	11	-	-	4	6	1	2	9	-	12	-	-	5	5	2	3	9	-	7	-	-	3	2	2	4	3
Complaining about an engineer	7%	13%	11%	10%	5%	8%	7%	-	7%	-	-	5%	10%	4%	3%	13%	-	13%	-	-	10%	17%	15%	8%	18%	-	11%	-	-	10%	10%	22%	13%	10%
A different issue	3	-	1	4	3	5	1	-	3	-	-	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	-
A different issue	2%	-	2%	2%	2%	3%	2%	-	2%	-	-	6%	-	-	3%	1%	-	-	-	-	-	-	-	-	-	-	2%	-	-	3%	-	-	3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue				Satisfaction			Complaint resolved									Issue				Satisfaction			Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	159	90*	61*	194	151	162	55*	-**	194	-**	-**	103	80*	11**	108	85*	-**	151	-**	-**	74*	60*	17**	74*	77*	-**	162	-**	-**	79*	64*	19**	73*	89*
Time taken to install the service	35	16	7	35	22	27	8	-	35	-	-	22	12	1	21	14	-	22	-	-	13	7	2	13	9	-	27	-	-	13	12	2	13	14
Arranging an installation	22%	18%	11%	18%	15%	17%	15%	-	18%	-	-	21%	15%	9%	19%	16%	-	15%	-	-	18%	12%	12%	18%	12%	-	17%	-	-	16%	19%	11%	18%	16%
Switching issues (e.g. problems trying to switch or problems porting your number)	33	15	14	38	25	24	12	-	38	-	-	23	13	2	20	18	-	25	-	-	13	7	5	14	11	-	24	-	-	12	9	3	14	10
Missed/ moved installation appointment	21%	17%	23%	20%	17%	15%	22%	-	20%	-	-	22%	16%	18%	19%	21%	-	17%	-	-	18%	12%	29%	19%	14%	-	15%	-	-	15%	14%	16%	19%	11%
Damage to property during installation	31	14	7	43	23	32	8	-	43	-	-	29	12	2	28	15	-	23	-	-	16	5	2	10	13	-	32	-	-	19	9	4	12	20
Complaining about an engineer	19%	16%	11%	22%	15%	20%	15%	-	22%	-	-	28%	15%	18%	26%	18%	-	15%	-	-	22%	8%	12%	14%	17%	-	20%	-	-	24%	14%	21%	16%	22%
Time taken to repair a fault	20	13	7	18	17	24	7	-	18	-	-	9	7	2	10	8	-	17	-	-	9	6	2	8	9	-	24	-	-	11	10	3	13	11
Missed/ moved repair appointment	11%	12%	13%	10%	13%	12%	13%	-	10%	-	-	15%	13%	18%	24%	13%	-	13%	-	-	12%	10%	24%	15%	10%	-	12%	-	-	15%	9%	5%	14%	10%
Damage to property during installation	27	17	9	35	32	28	6	-	35	-	-	14	19	2	23	12	-	32	-	-	11	18	3	12	20	-	28	-	-	12	14	2	18	10
Complaining about an engineer	17%	19%	15%	18%	21%	17%	11%	-	18%	-	-	14%	24%	18%	21%	14%	-	21%	-	-	15%	30%	18%	16%	26%	-	17%	-	-	15%	22%	11%	25%	11%
Time taken to repair a fault	18	11	8	38	19	19	7	-	38	-	-	26	10	2	26	11	-	19	-	-	12	3	4	11	8	-	19	-	-	12	6	1	10	9
Missed/ moved installation appointment	11%	12%	13%	10%	13%	12%	13%	-	10%	-	-	15%	12	1	19	9	-	13	-	-	16%	5	24%	15%	10%	-	12%	-	-	15%	9%	5%	14%	10%
Damage to property during installation	16	7	4	28	13	24	8	-	28	-	-	15	12	1	19	9	-	9%	-	-	11%	8%	9%	9%	8%	-	15%	-	-	17	4	3	9	15
Complaining about an engineer	10%	8%	7%	14%	9%	15%	15%	-	14%	-	-	15%	15%	9%	18%	11%	-	9%	-	-	11%	8%	9%	9%	8%	-	15%	-	-	22%	6%	16%	12%	17%
Missed/ moved repair appointment	15	13	9	14	21	15	9	-	14	-	-	9	3	2	7	7	-	21	-	-	12	8	1	10	11	-	15	-	-	10	4	1	8	7
Complaining about an engineer	9%	14%	15%	7%	14%	16%	9%	-	7%	-	-	9%	4%	18%	6%	8%	-	14%	-	-	16%	13%	6%	14%	14%	-	9%	-	-	13%	6%	5%	11%	8%
Time taken to repair a fault	13	7	8	12	19	12	5	-	12	-	-	7	5	-	6	6	-	19	-	-	8	10	1	10	9	-	12	-	-	8	3	1	7	5
Missed/ moved repair appointment	8%	8%	13%	6%	12%	7%	9%	-	6%	-	-	7%	6%	-	6%	7%	-	13%	-	-	11%	17%	6%	14%	12%	-	7%	-	-	10%	5%	5%	10%	6%
Damage to property during installation	11	12	7	19	7	13	4	-	19	-	-	13	6	-	5	14	-	7	-	-	3	3	1	4	3	-	13	-	-	6	6	1	6	7
Complaining about an engineer	7%	13%	11%	10%	5%	8%	7%	-	10%	-	-	13%	8%	-	5%	15%	-	5%	-	-	4%	5%	6%	5%	4%	-	8%	-	-	8%	9%	5%	8%	8%
A different issue	23	-	4	3	5	1	-	-	4	-	-	1	2	1	3	-	-	3	-	-	-	-	3	1	2	-	5	-	-	1	2	2	1	4
Complaining about an engineer	2%	-	2%	2%	2%	3%	2%	-	2%	-	-	1%	3%	9%	1%	4%	-	2%	-	-	-	-	1%	3%	1%	-	3%	-	-	1%	3%	11%	1%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)					
Total	159	90*	61*	194	151	162	55*	-**	55*	-**	-**	32*	13**	10**	35*	19**
Time taken to install the service	35	16	7	35	22	27	8	-	8	-	-	3	2	3	6	2
	22%	18%	11%	18%	15%	17%	15%	-	15%	-	-	9%	15%	30%	17%	11%
Arranging an installation	33	15	14	38	25	24	12	-	12	-	-	9	1	2	6	6
	21%	17%	23%	20%	17%	15%	22%	-	22%	-	-	28%	8%	20%	17%	32%
Switching issues (e.g. problems trying to switch or problems porting your number)	31	14	7	43	23	32	8	-	8	-	-	5	3	-	6	2
	19%	16%	11%	22%	15%	20%	15%	-	15%	-	-	16%	23%	-	17%	11%
Arranging an appointment for an engineer visit	29	13	7	18	17	24	7	-	7	-	-	6	1	-	5	2
	18%	14%	11%	9%	11%	15%	13%	-	13%	-	-	19%	8%	-	14%	11%
Time taken to repair a fault	27	17	9	35	32	28	6	-	6	-	-	4	-	2	5	1
	17%	19%	15%	18%	21%	17%	11%	-	11%	-	-	13%	-	20%	14%	5%
Missed/ moved installation appointment	18	11	8	38	19	19	7	-	7	-	-	5	1	1	4	3
	11%	12%	13%	20%	13%	12%	13%	-	13%	-	-	16%	8%	10%	11%	16%
Damage to property during installation	16	7	4	28	13	24	8	-	8	-	-	6	-	2	5	2
	10%	8%	7%	14%	9%	15%	15%	-	15%	-	-	19%	-	20%	14%	11%
Missed/moved repair appointment	15	13	9	14	21	15	9	-	9	-	-	6	3	-	6	3
	9%	14%	15%	7%	14%	9%	16%	-	16%	-	-	19%	23%	-	17%	16%
Complaining about an engineer	13	7	8	12	19	12	5	-	5	-	-	2	3	-	3	2
	8%	8%	13%	6%	13%	7%	9%	-	9%	-	-	6%	23%	-	9%	11%
Damage to property during repair	11	12	7	19	7	13	4	-	4	-	-	2	2	-	2	2
	7%	13%	11%	10%	5%	8%	7%	-	7%	-	-	6%	15%	-	6%	11%
A different issue	3	-	1	4	3	5	1	-	1	-	-	-	-	1	1	-
	2%	-	2%	2%	2%	3%	2%	-	2%	-	-	-	-	10%	3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about fixed broadband internet service in past 6 months - Something else complaint

	Supplier							BT						EE						PLUSNET														
								Issue			Satisfaction			Complaint resolved								Issue			Satisfaction			Complaint resolved						
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	22**	8**	5**	26**	21**	23**	7**	-**	-**	-**	22**	20**	1**	1**	18**	3**	-**	-**	-**	8**	5**	3**	-**	6**	2**	-**	-**	-**	5**	5**	-**	-**	4**	1**
Service not performing as advertised or as told in store/over the phone	6	1	-	7	3	4	2	-	-	-	6	6	-	-	5	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-
Change to your package or service (upgrading or downgrading your service)	4	2	2	7	5	6	3	-	-	-	4	4	-	-	3	-	-	-	-	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-
Switching issues (e.g. problems trying to switch or problems porting your number)	2	3	2	6	4	3	1	-	-	-	2	2	-	-	2	-	-	-	-	3	2	1	-	2	1	-	-	-	-	-	-	-	-	-
Complaining about the terms of your contract	1	1	-	3	3	7	1	-	-	-	1	-	1	-	1	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	9	1	1	3	7	4	-	-	-	-	9	8	-	1	7	2	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	1
	41%	13%	20%	12%	33%	17%	-	-	-	41%	40%	-	100%	39%	67%	-	-	-	13%	20%	-	-	17%	-	-	-	-	20%	20%	-	-	-	-	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about fixed broadband internet service in past 6 months - Something else complaint

	Supplier							SKY						TALK TALK						VIRGIN MEDIA														
								Issue				Satisfaction		Complaint resolved								Issue				Satisfaction		Complaint resolved						
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)
Total	22**	8**	5**	26**	21**	23**	7**	-**	-**	-**	26**	20**	4**	2**	14**	12**	-**	-**	-**	21**	9**	8**	4**	9**	10**	-**	-**	-**	23**	14**	8**	1**	15**	7**
Service not performing as advertised or as told in store/over the phone	6	1	-	7	3	4	2	-	-	-	7	6	1	-	2	5	-	-	-	3	2	-	1	1	-	-	-	-	4	2	2	-	3	1
Change to your package or service (upgrading or downgrading your service)	4	2	2	7	5	6	3	-	-	-	7	5	2	-	6	1	-	-	-	5	3	2	-	4	-	-	-	6	4	2	-	4	2	
Switching issues (e.g. problems trying to switch or problems porting your number)	2	3	2	6	4	3	1	-	-	-	6	6	-	-	4	2	-	-	4	2	2	-	2	2	-	-	-	3	1	2	-	1	1	
Complaining about the terms of your contract	1	1	-	3	3	7	1	-	-	-	3	2	1	-	1	2	-	-	-	3	2	1	-	1	2	-	-	7	4	2	1	3	4	
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	9	1	1	3	7	4	-	-	-	3	1	-	2	1	2	-	-	-	7	-	3	4	1	6	-	-	-	4	3	1	-	4	-	
	41%	13%	20%	12%	33%	17%	-	-	-	12%	5%	-	100%	7%	17%	-	-	-	33%	-	38%	100%	11%	60%	-	-	-	17%	21%	13%	-	27%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

Base: All complained about fixed broadband internet service in past 6 months - Something else complaint

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	22**	8**	5**	26**	21**	23**	7**	-**	-**	-**	7**	4**	3**	-**	5**	2**
Service not performing as advertised or as told in store/over the phone	6 27%	1 13%	-	7 27%	3 14%	4 17%	2 29%	-	-	-	2 29%	2 50%	-	-	2 40%	-
Change to your package or service (upgrading or downgrading your service)	4 18%	2 25%	2 40%	7 27%	5 24%	6 26%	3 43%	-	-	-	3 43%	1 25%	2 67%	-	2 40%	1 50%
Switching issues (e.g. problems trying to switch or problems porting your number)	2 9%	3 38%	2 40%	6 23%	4 19%	3 13%	1 14%	-	-	-	1 14%	-	1 33%	-	-	1 50%
Complaining about the terms of your contract	1 5%	1 13%	-	3 12%	3 14%	7 30%	1 14%	-	-	-	1 14%	1 25%	-	-	1 20%	-
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	9 41%	1 13%	1 20%	3 12%	7 33%	4 17%	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier							BT					EE					PLUSNET																	
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved													
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*	
Only/mainly on the phone	309	93	100	378	254	432	69	80	68	149	12	164	94	51	167	141	26	21	42	4	54	27	12	49	44	32	21	44	3	63	22	15	61	39	
	49%bt	34%	50%bt	50%bt	46%b	57%abod	38%	43%	43%	55%gh	55%	47%	47%	57%	49%	48%	31%	23%	45%h	50%	35%	29%	39%	37%	32%	57%b	34%	56%b	60%	60%f	33%	52%	59%h	41%	
Only/mainly via webchat	92	22	21	75	98	77	29	29	12	51	-	54	29	9	55	37	6	10	6	-	11	5	6	11	11	6	8	7	-	9	9	3	11	10	
	14%bc	8%	11%	10%	18%bc	10%	16%ace	10%h	8%	19%h	-	16%	15%	10%	16%	13%	7%	11%	6%	-	7%	5%	19%h	8%	8%	11%	13%	9%	-	9%	14%	10%	11%	10%	
Only/mainly via email	49	38	24	69	37	42	19	16	13	20	-	29	13	7	22	27	13	12	12	1	19	16	3	19	19	5	6	13	-	6	13	5	10	14	
	8%	14%acde	12%de	9%e	7%	6%	10%e	9%	8%	7%	-	8%	7%	8%	6%	9%	15%	13%	13%	13%	12%	17%	10%	14%	14%	9%	10%	17%	-	6%	20%e	17%	10%	15%	
Only/mainly via mobile app	49	27	15	76	54	66	15	15	16	16	2	29	16	4	30	19	6	8	12	1	13	12	2	17	9	1	8	6	-	9	5	1	3	12	
	8%	10%	8%	10%	10%	9%	8%	8%	10%	6%	9%	8%	8%	4%	9%	7%	7%	9%	13%	13%	8%	13%	6%	13%	7%	2%	3%	8%	-	9%	8%	3%	3%	13%h	3%
Only/mainly via web form	46	24	11	38	29	50	12	16	14	14	2	23	15	8	24	22	8	9	7	-	15	9	-	11	12	2	3	5	1	6	3	2	5	6	
	7%	9%bc	6%	5%	5%	7%	7%	9%	9%	5%	9%	7%	8%	9%	8%	8%	10%	10%	7%	-	10%	10%	-	8%	9%	4%	5%	6%	20%	6%	5%	7%	5%	6%	
Only/mainly by social media	35	20	11	43	29	31	9	12	12	8	3	20	12	3	16	19	7	6	6	1	12	7	1	7	13	3	7	1	-	3	6	2	4	7	
	6%	7%e	6%	6%	5%	4%	5%	6%	12%h	8%	3%	14%	6%	6%	3%	5%	6%	7%	6%	13%	8%	8%	3%	5%	9%	5%	11%e	1%	-	3%	9%	7%	4%	7%	
Only/mainly in store	31	29	10	41	29	27	18	12	13	5	1	17	10	4	16	14	11	12	5	1	15	11	3	12	17	4	5	1	-	3	6	1	8	2	
	5%	11%acde	5%	5%	5%	4%	10%acde	6%h	8%h	2%	5%	5%	5%	4%	5%	5%	13%	13%	5%	13%	10%	12%	10%	9%	12%	7%	8%	1%	-	3%	9%	3%	8%	2%	
Only/mainly by letter	17	18	5	29	18	15	9	4	9	4	-	8	6	3	8	9	4	11	3	-	10	5	3	6	11	3	1	1	-	3	2	-	-	5	
	3%	7%acde	3%	4%e	3%	2%	5%e	2%	6%h	1%	-	2%	3%	3%	2%	3%	5%	12%	3%	-	7%	5%	10%	5%	8%	5%	2%	1%	-	3%	3%	-	-	5%h	1%
Only/mainly via another contact method	2	2	2	2	4	6	2	-	2	-	-	1	-	1	1	1	2	-	-	-	1	-	1	-	2	-	2	-	-	2	-	-	1	1	
	*	1%	1%	*	1%	1%	1%	-	1%	-	-	*	-	1%	*	*	2%	-	-	-	1%	-	3%	-	1%	-	3%	-	-	2%	-	-	-	1%	1%
Don't know	6	3	1	7	4	7	2	1	-	3	2	2	4	-	3	3	1	1	1	-	3	-	-	1	-	-	-	-	1	1	-	-	1	-	
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	8%	1%	2%	-	1%	1%	1%	1%	1%	-	2%	-	-	1%	-	-	-	-	20%	1%	-	-	1%	-	

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
Only/mainly on the phone	309	93	100	378	254	432	69	105	73	190	10	208	127	43	211	166	65	53	124	12	114	77	63	115	136	127	75	222	8	189	154	89	197	229
	45%bz	34%	50%bz	50%bz	46%b	57%abcd	38%	47%	38%	61%AB	38%	50%	47%	62%F	53%I	46%	42%	35%	54%gh	57%	44%	42%	54%	46%	45%	59%q	46%	63%r	35%	54%	56%	67%tu	58%	57%
Only/mainly via webchat	92	22	21	75	98	77	29	21	19	35	-	44	24	7	39	34	32	20	44	2	43	33	22	44	52	21	11	43	2	34	29	14	35	42
	14%bce	8%	11%	10%	18%bcef	10%	16%ace	9%	10%	11%	-	11%	9%	10%	10%	9%	21%	13%	19%	10%	17%	18%	19%	18%	17%	10%	7%	12%	9%	10%	11%	11%	10%	10%
Only/mainly via email	49	38	24	69	37	42	19	18	19	28	4	35	29	5	30	39	16	13	7	1	22	11	4	20	17	9	12	19	2	21	15	6	17	25
	8%	14%acde	12%de	9%e	7%	6%	10%e	8%	10%	9%	15%	8%	11%	7%	8%	11%	10%	9%	3%	5%	9%	6%	3%	8%	6%	4%	7%	5%	9%	6%	5%	5%	5%	6%
Only/mainly via mobile app	49	27	15	76	54	66	15	28	30	16	2	41	33	2	42	34	8	25	18	3	28	19	7	24	30	20	15	30	1	38	20	8	34	32
	8%	10%	8%	10%	10%	9%	8%	15%bc	15%bc	5%	8%	10%	13%bc	3%	11%	9%	5%	17%	8%	14%	11%	10%	6%	10%	10%	9%	9%	8%	4%	11%	7%	6%	10%	8%
Only/mainly via web form	46	24	11	38	29	50	12	10	13	11	4	25	13	-	17	21	9	10	10	-	15	10	4	13	16	11	18	18	3	26	18	6	22	28
	7%	9%bc	6%	5%	7%	7%	7%	4%	7%	4%	15%	7%	6%	-	4%	6%	6%	7%	4%	-	6%	5%	3%	5%	5%	5%	5%	11%bcd	5%	13%	7%	7%	5%	6%
Only/mainly by social media	35	20	11	43	29	31	9	19	10	13	1	26	11	6	17	26	11	5	13	-	14	11	4	9	20	10	7	13	1	16	9	6	9	21
	6%	7%de	6%	6%	5%	4%	5%	19%	10%	13%	1%	26%	11%	6%	17%	26%	11%	5%	13%	-	14%	11%	4%	9%	20%	10%	7%	13%	1%	16%	9%	6%	9%	21%
Only/mainly in store	31	29	10	41	29	27	18	13	17	8	3	23	17	1	21	20	9	14	5	1	12	10	7	13	16	10	12	5	-	10	15	2	15	12
	5%	11%acdef	5%	5%	5%	4%	10%acde	6%	9%	3%	12%	5%	6%	1%	5%	6%	6%	9%	2%	5%	5%	6%	5%	4%	5%	5%	5%	4%	4%	3%	5%	2%	4%	3%
Only/mainly by letter	17	18	5	29	18	15	9	9	11	9	-	11	13	5	12	16	3	9	6	-	5	9	4	6	12	4	9	1	1	5	9	1	5	10
	3%	7%acdef	3%	4%bc	3%	2%	5%e	4%	6%	3%	-	3%	5%	7%I	3%	4%	2%	6%	3%	-	2%	5%	3%	2%	4%	2%	4%	1	*	4%	1%	3%	1%	1%
Only/mainly via another contact method	2	2	2	4	6	2	-	4	6	3	-	2	-	-	2	-	1	2	1	-	3	-	1	3	1	2	1	1	2	5	1	-	3	3
	*	1%	1%	*	1%	1%	-	4%	6%	3%	-	2%	-	-	2%	-	1%	2%	1%	-	3%	-	1%	1%	1%	2%	1%	1%	*	9%	1%	*	-	1%
Don't know	6	3	1	7	4	7	2	1	1	3	2	4	3	-	4	3	1	-	1	2	1	2	1	3	-	1	2	1	3	4	3	-	4	2
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	8%	1%	1%	-	1%	1%	1%	-	*	10%	*	1%	1%	1%	1%	-	*	1%	*	13%	1%	1%	-	1%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*
Only/mainly on the phone	309 49% bz	93 34%	100 50% bz	378 50% bz	254 46% b	432 57% abced	69 38%	19 39% h	11 20%	37 51% h	2 29%	33 36%	24 42%	12 33%	32 36%	37 39%
Only/mainly via webchat	92 14% bcd	22 8%	21 11%	75 10%	98 18% bcdef	77 10%	29 16% bcd	8 16%	8 15%	13 18%	-	10 11%	10 18%	9 25% l	16 18%	13 14%
Only/mainly via email	49 8%	38 14% acde	24 12% de	69 9% e	37 7%	42 6%	19 10% e	4 8%	8 15%	6 8%	1 14%	9 10%	5 9%	5 14%	9 10%	10 11%
Only/mainly via mobile app	49 8%	27 10%	15 8%	76 10%	54 10%	66 9%	15 8%	3 6%	5 9%	7 10%	-	11 12%	2 4%	2 6%	8 9%	6 6%
Only/mainly via web form	46 7%	24 9% c	11 6%	38 5%	29 5%	50 7%	12 7%	4 8%	5 9%	3 4%	-	7 8%	2 4%	3 8%	7 8%	5 5%
Only/mainly by social media	35 6%	20 7% bc	11 6%	43 6%	29 5%	31 4%	9 5%	1 2%	4 7%	1 1%	3 43%	5 5%	2 4%	2 6%	4 5%	5 5%
Only/mainly in store	31 5%	29 11% acdef	10 5%	41 5%	29 5%	27 4%	18 10% acde	6 12%	8 15%	4 5%	-	9 10%	7 12%	2 6%	6 7%	11 12%
Only/mainly by letter	17 3%	18 7% adef	5 3%	29 4% e	18 3%	15 2%	9 5% e	2 4%	6 11% h	1 1%	-	5 5%	3 5%	1 3%	5 6%	4 4%
Only/mainly via another contact method	2 *	2 1%	2 1%	4 *	4 1%	6 1%	2 1%	2 4%	-	-	-	2 2%	-	-	-	2 2%
Don't know	6 1%	3 1%	1 1%	7 1%	4 1%	7 1%	2 1%	-	-	1 1%	1 14%	-	2 4%	-	1 1%	1 1%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i) - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

	Supplier							BT				EE				PLUSNET																		
	Issue							Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved														
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
10 - Extremely satisfied (10)	93	31	28	91	55	60	24	21	25	40	7	93	-	-	84	8	8	9	14	-	31	-	-	25	6	10	5	11	2	28	-	-	26	2
9 - (9)	49	25	10	52	31	44	12	11	11	22	5	49	-	-	43	6	9	9	5	2	25	-	-	18	7	3	3	4	-	10	-	-	8	2
8 - (8)	97	34	33	129	72	112	22	35	13	44	5	97	-	-	64	32	10	12	11	1	34	-	-	19	14	7	12	12	2	33	-	-	15	18
7 - (7)	108	63	34	147	99	132	33	31	24	50	3	108	-	-	67	41	15	18	28	2	63	-	-	35	26	11	11	11	1	34	-	-	20	14
6 - (6)	76	44	29	110	81	96	25	25	26	25	-	-	-	27	49	18	14	11	1	-	44	-	-	20	19	20	18	14	20	-	-	29	15	
5 - (5)	78	29	15	107	68	102	17	22	19	36	1	-	-	78	28	7	11	10	1	-	29	-	-	8	21	4	5	6	-	-	15	7	8	
4 - (4)	45	19	22	53	33	75	15	12	16	17	-	-	-	45	33	8	4	6	1	-	19	-	-	6	17	2	8	12	-	-	22	5	17	
3 - (3)	38	12	8	31	39	48	14	12	11	15	-	-	-	38	7	4	4	4	-	-	-	-	12	3	9	4	2	2	-	-	8	1	7	
2 - (2)	23	8	8	11	27	25	12	6	7	6	-	-	-	23	5	2	5	1	-	-	-	-	8	3	7	7	3	3	-	-	28	1	7	
1 - Extremely dissatisfied (1)	29	11	13	27	51	59	5	9	6	13	1	-	-	29	5	24	3	4	4	-	-	-	11	4	7	4	5	4	-	-	13	3	10	
NET: Dissatisfied (1-3)	90	31	29	69	117	132	36	28	25	36	1	-	-	90	17	73	9	13	9	-	-	-	31	10	21	12	9	8	-	-	29	8	21	
NET: Neutral (4-6)	199	92	66	270	182	273	57	59	61	78	1	-	-	199	67	132	33	29	27	3	-	-	8	26	64	13	21	23	-	-	66	-	27	59
NET: Satisfied (7-10)	247	153	105	419	257	348	91	98	73	156	20	347	-	-	258	87	42	48	58	5	153	-	-	97	53	31	31	38	5	105	-	-	69	36
Mean score	6.47de	6.51de	6.31e	6.58de	5.90	5.92	6.12	6.34	6.23	6.56	8.27	8.37m	5.16m	2.10	7.58o	5.16	6.43	6.38	6.67	6.88	8.16uv	5.27v	2.03	7.31x	5.72	6.32	6.07	6.35	8.60	8.30F	5.11	1.83	7.22i	5.32
Standard error	0.10	0.14	0.18	0.08	0.11	0.09	0.19	0.18	0.20	0.15	0.45	0.06	0.05	0.09	0.11	0.13	0.25	0.26	0.24	0.64	0.09	0.08	0.16	0.19	0.19	0.37	0.32	0.28	0.60	0.12	0.11	0.16	0.23	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA														
								Issue			Complaint resolved				Issue							Complaint resolved				Issue							Complaint resolved			
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404		
10 - Extremely satisfied (10)	93	31	28	91	55	60	24	35	23	29	4	91	-	-	82	9	12	18	19	6	55	-	-	49	5	20	12	24	4	60	-	-	54	6		
9 - (9)	49	25	10	52	31	44	12	12	14	21	5	52	-	-	39	12	11	9	11	-	31	-	-	25	6	15	14	14	1	44	-	-	32	12		
8 - (8)	97	34	33	129	72	112	22	32	35	56	6	129	-	-	87	42	26	21	24	1	72	-	-	38	34	31	24	50	7	112	-	-	76	35		
7 - (7)	108	63	34	147	99	132	33	40	31	71	5	147	-	-	73	73	28	26	43	2	99	-	-	55	43	30	29	71	2	132	-	-	73	58		
6 - (6)	76	44	29	110	81	96	25	27	34	48	1	-	110	-	43	67	20	23	33	5	-	81	-	35	43	20	26	48	2	-	96	-	40	56		
5 - (5)	78	29	15	107	68	102	17	34	34	37	2	-	107	-	44	62	15	27	24	2	-	68	-	19	48	31	26	41	4	-	102	-	38	63		
4 - (4)	45	19	22	53	33	75	15	14	12	26	1	-	40	-	11	36	4	10	18	1	-	33	-	7	26	22	12	39	2	-	75	-	15	59		
3 - (3)	38	12	8	31	39	48	14	13	8	10	-	-	-	31	5	26	7	4	26	2	-	-	39	11	28	13	7	28	-	-	48	-	3	43		
2 - (2)	23	8	8	11	27	25	12	6	1	4	-	-	-	11	1	10	12	5	10	-	-	-	27	2	25	6	3	15	1	-	25	-	3	22		
1 - Extremely dissatisfied (1)	29	11	13	27	51	59	10	11	2	12	2	-	-	27	4	22	20	8	21	2	-	-	117	9	42	27	9	23	-	-	132	-	7	50		
NET: Dissatisfied (1-3)	90	31	29	69	117	132	36	30	11	26	2	-	-	69	10	58	39	17	57	4	-	-	117	22	95	46	19	66	1	-	132	-	13	115		
NET: Neutral (4-6)	199	92	66	270	182	273	57	75	80	111	4	-	270	-	104	105	39	60	75	8	-	182	-	61	117	73	64	128	8	-	273	-	93	178		
NET: Satisfied (7-10)	247	153	105	419	257	348	91	119	103	177	20	419	-	-	281	136	77	74	97	9	257	-	-	167	88	96	79	159	14	348	-	-	235	111		
Mean score	6.47de	6.51de	6.31e	6.58de	5.90	5.92	6.12	6.45	6.72	6.53	7.31	8.21FG	5.21G	2.06	7.48f	5.63	5.80	6.32f	5.64	6.38	8.16fm	5.26m	1.90	7.13o	4.85	5.74	6.24	5.80	7.00	8.09uv	5.08v	1.92	7.21x	4.86		
Standard error	0.10	0.14	0.18	0.08	0.11	0.09	0.19	0.17	0.14	0.12	0.48	0.06	0.05	0.11	0.10	0.11	0.22	0.19	0.17	0.64	0.07	0.06	0.08	0.14	0.14	0.19	0.18	0.13	0.46	0.06	0.05	0.08	0.11	0.12		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/ - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
10 - Extremely satisfied (10)	93 15% ade	31 11%	28 14% ae	91 12% ae	55 10%	60 8%	24 13% ae	7 14%	8 15%	9 12%	-	24 26% km	-	-	18 20% o	6 6%
9 - (9)	49 8%	25 9%	10 5%	52 7%	31 6%	44 6%	12 7%	1 2%	5 9%	4 5%	2 29%	12 13% km	-	-	11 13% o	1 1%
8 - (8)	97 15%	34 12%	33 17%	129 17% ed	72 13%	112 15%	22 12%	8 16%	9 16%	5 7%	-	22 24% km	-	-	14 16%	8 9%
7 - (7)	108 17%	63 23% ae	34 17%	147 19%	99 18%	132 18%	33 18%	3 6%	10 18%	18 25% g	2 29%	33 36% km	-	-	18 20%	14 15%
6 - (6)	76 12%	44 16%	29 15%	110 15%	81 15%	96 13%	25 14%	8 16%	4 7%	11 15%	2 29%	-	25 49% km	-	9 10%	16 17%
5 - (5)	78 12%	29 11%	15 8%	107 14% d	68 12%	102 14% d	17 9%	5 10%	6 11%	5 7%	1 14%	-	17 30% km	-	3 3%	14 15% o
4 - (4)	45 7%	19 7%	22 11% d	53 7%	33 6%	75 10% ed	15 8%	4 8%	3 5%	8 11%	-	-	15 26% km	-	4 5%	11 12%
3 - (3)	38 6%	12 4%	8 4%	4 4%	31 7% c	48 6% c	14 8% d	4 8%	4 7%	6 8%	-	-	-	14 39% kl	5 6%	9 10%
2 - (2)	23 4% c	8 3%	8 4% c	1 1%	11 5% c	25 3% c	12 7% ae	4 8%	3 5%	5 7%	-	-	12 33% kl	-	5 6%	7 7%
1 - Extremely dissatisfied (1)	29 5%	11 4%	13 7%	27 4%	51 9% abc	59 8% abc	10 5%	2 10%	3 5%	2 3%	-	-	10 28% kl	-	1 1%	8 9% o
NET: Dissatisfied (1-3)	90 14% c	31 11%	29 15% c	69 9%	117 21% abcdf	132 18% bc	36 20% bc	13 27%	10 18%	13 18%	-	-	36 100% klm	-	11 13%	24 26% no
NET: Neutral (4-6)	199 31%	92 33%	66 33%	270 36%	182 33%	273 36%	57 32%	17 35%	13 24%	24 33%	3 43%	-	57 100% klm	-	16 18%	41 44% no
NET: Satisfied (7-10)	347 55% ade	153 55% ade	105 53%	415 55% ade	257 46%	348 46%	91 49%	19 39%	32 58%	36 49%	4 57%	81 100% klm	-	-	61 69% o	29 31%
Mean score	6.47 de	6.51 de	6.31 e	6.58 de	5.90	5.92	6.12	5.67	6.44	6.10	7.00	6.30 lm	6.18 m	2.11	7.14 o	5.21
Standard error	0.10	0.14	0.18	0.08	0.11	0.09	0.19	0.41	0.36	0.29	0.58	0.13	0.11	0.14	0.26	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier							BT							EE							PLUSNET														
								Issue				Satisfaction			Complaint resolved									Issue				Satisfaction			Complaint resolved					
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	342	133	104	395	250	341	88*	97*	80*	147	18**	258	67*	17**	342	-**	43*	39*	45*	6**	97*	26**	10**	133	-**	36*	30*	34*	4**	69*	27**	8**	104	-**		
10 - Extremely satisfied (10)	84	25	26	82	49	54	18	20	20	37	7	84	-	-	84	-	6	8	11	-	25	-	-	25	-	9	5	10	2	26	-	-	26	-		
	25%	19%	25%	21%	20%	16%	20%	21%	25%	25%	39%	33%	-	-	25%	-	14%	21%	24%	-	26%	-	-	19%	-	25%	17%	29%	50%	38%	-	-	25%	-		
9 -	43	18	8	39	25	32	11	10	8	21	4	43	-	-	43	-	7	5	4	2	18	-	-	18	-	3	3	2	-	8	-	-	8	-		
	13%	14%	8%	10%	10%	9%	13%	10%	10%	14%	22%	17%	-	-	13%	-	16%	13%	9%	33%	19%	-	-	14%	-	8%	10%	6%	-	12%	-	-	8%	-		
8 -	64	19	15	87	38	76	14	24	7	30	3	64	-	-	64	-	7	3	8	1	19	-	-	19	-	5	4	5	1	15	-	-	15	-		
	19%	14%	14%	22%	15%	22%	16%	25%	9%	20%	17%	25%	-	-	19%	-	16%	8%	18%	17%	20%	-	-	14%	-	14%	13%	15%	25%	22%	-	-	14%	-		
7 -	67	35	20	73	55	73	18	18	12	34	3	67	-	-	67	-	8	11	15	1	35	-	-	35	-	7	5	7	1	20	-	-	20	-		
	20%	26%	19%	18%	22%	21%	20%	19%	15%	23%	17%	26%	-	-	20%	-	19%	28%	33%	17%	36%	-	-	20%	-	19%	17%	21%	25%	29%	-	-	19%	-		
6 -	27	16	15	43	35	40	9	8	15	4	-	-	-	-	27	-	10	3	3	-	16	-	-	16	-	5	6	4	-	-	-	15	-			
	8%	12%	14%	11%	14%	12%	10%	8%	13%	3%	-	-	-	-	8%	-	10%	8%	7%	-	62%	-	-	12%	-	14%	20%	12%	-	-	56%	-	-	14%	-	
5 -	28	8	7	44	19	28	3	6	10	11	1	-	-	-	28	-	2	4	1	1	8	-	-	8	-	1	4	2	-	-	7	-	7	-		
	8%	6%	7%	11%	8%	11%	3%	6%	13%	7%	6%	-	-	-	8%	-	5%	10%	2%	17%	31%	-	-	6%	-	3%	13%	6%	-	-	26%	-	-	7%	-	
4 -	12	2	5	17	7	15	4	2	5	5	-	-	-	-	12	-	-	1	-	1	12	-	-	2	-	-	2	3	-	-	5	-	5	-		
	4%	2%	5%	4%	3%	4%	5%	2%	6%	3%	-	-	-	-	4%	-	-	3%	-	17%	8%	-	-	2%	-	-	7%	9%	-	-	19%	-	-	5%	-	
3 -	7	3	1	5	11	3	5	4	2	1	-	-	-	-	7	-	2	-	1	-	-	-	-	3	-	1	-	-	-	-	-	1	-	1	-	
	2%	2%	1%	1%	4%	1%	6%	4%	3%	1%	-	-	-	-	2%	-	5%	-	2%	-	-	-	-	2%	-	3%	-	-	-	-	-	13%	-	1%	-	
2 -	5	3	4	1	2	3	5	2	1	2	-	-	-	-	5	-	-	2	1	-	-	-	-	3	-	3	-	1	-	-	-	4	-	4	-	
	1%	2%	4%	1%	1%	6%	2%	1%	1%	-	-	-	-	-	1%	-	-	5%	2%	-	-	-	-	2%	-	8%	-	3%	-	-	-	50%	-	4%	-	
1 - Extremely dissatisfied (1)	5	4	3	4	9	7	1	3	-	2	-	-	-	-	5	-	1	2	1	-	-	-	-	4	-	2	1	-	-	-	-	3	-	3	-	
	1%	3%	3%	1%	4%	2%	1%	3%	-	1%	-	-	-	-	1%	-	2%	5%	2%	-	-	-	-	3%	-	6%	3%	-	-	-	-	38%	-	3%	-	
NET: Dissatisfied (1-3)	17	10	8	10	22	13	11	9	3	5	-	-	-	-	17	-	3	4	3	-	-	-	-	10	-	6	1	1	-	-	-	8	-	8	-	
	5%	8%	8%	3%	9%	4%	13%	9%	4%	3%	-	-	-	-	5%	-	7%	10%	7%	-	-	-	10%	-	8%	-	17%	3%	3%	-	-	-	100%	-	8%	-
NET: Neutral (4-6)	67	26	27	104	61	93	16	16	30	20	1	-	-	-	67	-	12	8	4	2	26	-	-	26	-	6	12	9	-	-	27	-	27	-		
	20%	20%	26%	26%	24%	27%	16%	16%	33%	14%	6%	-	-	-	20%	-	12%	21%	9%	33%	100%	-	-	20%	-	17%	40%	26%	-	-	100%	-	-	26%	-	
NET: Satisfied (7-10)	258	97	69	281	167	235	61	72	47	122	17	258	-	-	258	-	38	27	38	4	97	-	-	97	-	24	17	24	4	69	-	-	69	-		
	75%	73%	66%	71%	67%	69%	69%	74%	59%	83%	94%	100%	-	-	75%	-	65%	69%	84%	67%	100%	-	-	73%	-	67%	57%	71%	100%	100%	-	-	66%	-	66%	-
Mean score	7.59	7.31	7.22	7.46	7.13	7.21	7.14	7.35	7.25	7.79	8.67	8.96	5.22	2.12	7.58	-	7.26	7.03	7.64	7.00	8.34	5.54	1.90	7.31	-	7.00	6.97	7.50	8.75	8.58	5.37	1.75	7.22	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier							SKY							TALK TALK							VIRGIN MEDIA													
								Issue			Complaint resolved				Issue							Complaint resolved			Issue							Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	342	133	104	395	250	341	88*	122	108	151	14**	281	104	10**	395	-**	73*	74*	94*	9**	167	61*	22**	250	-**	104	73*	149	15**	235	93*	13**	341	-**	
10 - Extremely satisfied (10)	84	25	26	82	49	54	18	31	20	27	4	82	-	-	82	-	12	18	17	2	49	-	-	49	-	19	11	20	4	54	-	-	54	-	
9 - (9)	43	18	8	39	25	32	11	10	10	16	3	39	-	-	39	-	8	8	9	-	25	-	-	25	-	13	7	11	1	32	-	-	32	-	
8 - (8)	64	19	15	87	38	76	14	22	24	37	4	87	-	-	87	-	15	11	11	1	38	-	-	38	-	20	16	35	5	76	-	-	76	-	
7 - (7)	67	35	20	73	55	73	18	24	12	35	2	73	-	-	73	-	18	12	23	2	55	-	-	55	-	17	12	42	2	73	-	-	73	-	
6 - (6)	27	16	15	43	35	40	9	10	17	16	-	43	-	-	43	-	7	7	17	4	35	-	-	35	-	10	9	21	-	-	40	-	-	40	-
5 - (5)	28	8	7	44	19	28	3	17	17	9	1	44	-	-	44	-	5	11	3	-	19	-	-	19	-	14	11	11	2	38	-	-	38	-	
4 - (4)	12	2	5	17	7	15	4	4	6	7	-	17	-	-	17	-	1	6	-	-	7	-	-	7	-	7	3	4	1	15	-	-	15	-	
3 - (3)	7	3	1	5	11	3	5	2	1	2	-	5	-	-	5	-	2	3	6	-	-	-	-	-	-	2	1	-	-	-	-	3	-	-	
2 - (2)	5	3	4	1	2	3	5	-	-	1	-	5	-	-	5	-	3	4	6	-	-	-	-	-	-	1	3	1	-	-	-	3	-	-	
1 - Extremely dissatisfied (1)	5	4	3	4	9	7	1	2	1	1	-	4	-	-	4	-	5	2	2	-	-	-	-	-	-	3	1	3	-	-	-	7	-	-	
NET: Dissatisfied (1-3)	17	10	8	10	22	13	11	4	2	4	-	10	-	-	10	-	8	6	8	-	-	-	-	-	-	3	1	2	-	-	-	13	-	-	
NET: Neutral (4-6)	67	26	27	104	61	93	18	31	40	32	1	104	-	-	104	-	12	19	26	4	61	-	-	61	-	31	23	36	3	93	-	-	93	-	
NET: Satisfied (7-10)	258	97	69	281	167	235	61	87	66	115	13	281	-	-	281	-	53	49	60	5	167	-	-	167	-	69	46	108	12	235	-	-	235	-	
Mean score	7.59	7.31	7.22	7.46	7.13	7.21	7.14	7.48	7.23	7.50	8.43	8.46	5.25	2.10	7.46	-	7.10	7.27	7.03	7.33	8.41	5.46	2.09	7.13	-	7.20	7.05	7.23	7.80	8.49	5.27	1.69	7.21	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

		Supplier							VODAFONE				Complaint resolved				
									Issue				Satisfaction				
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		342	133	104	395	250	341	88*	19**	35*	29**	5**	61*	16**	11**	88*	-**
10 - Extremely satisfied (10)		84 25%e	25 19%	26 25%e	82 21%	49 20%	54 16%	18 20%	3 16%	8 23%	7 24%	-	18 30%	-	-	18 20%	-
9 - (9)		43 13%	18 14%	8 8%	39 10%	25 10%	32 9%	11 13%	1 5%	4 11%	4 14%	2 40%	11 18%	-	-	11 13%	-
8 - (8)		64 19%	19 14%	15 14%	87 22%ed	38 15%	76 22%ed	14 16%	5 26%	6 17%	3 10%	-	14 23%	-	-	14 16%	-
7 - (7)		67 20%	35 26%	20 19%	73 18%	55 22%	73 21%	18 20%	2 11%	5 14%	9 31%	2 40%	18 30%	-	-	18 20%	-
6 - (6)		27 8%	16 12%	15 14%a	43 11%	35 14%	40 12%	9 10%	3 16%	2 6%	3 10%	1 20%	-	9 56%	-	9 10%	-
5 - (5)		28 8%	8 6%	7 7%	44 11%a	19 8%	30 9%	3 3%	-	3 9%	-	-	-	3 19%	-	3 3%	-
4 - (4)		12 4%	2 2%	5 5%	17 4%	7 3%	15 4%	4 5%	1 5%	1 3%	2 7%	-	-	4 25%	-	4 5%	-
3 - (3)		7 2%	3 2%	1 1%	5 1%	11 4%a	3 1%	5 6%a	2 11%	3 9%	-	-	-	-	5 45%	5 6%	-
2 - (2)		5 1%	3 2%	4 4%cd	1 *	2 1%	3 1%	5 6%acde	2 11%	2 6%	1 3%	-	-	5 45%	5 6%	-	
1 - Extremely dissatisfied (1)		5 1%	4 3%	3 3%	4 1%	9 4%	7 2%	1 1%	-	1 3%	-	-	1 -	-	1 9%	1 1%	-
NET: Dissatisfied (1-3)		17 5%	10 8%a	8 8%a	10 3%	22 9%a	13 4%	11 13%acde	4 21%	6 17%	1 3%	-	-	11 100%	11 13%	-	
NET: Neutral (4-6)		67 20%	26 20%	27 26%	104 26%a	61 24%	93 27%a	16 18%	4 21%	5 17%	1 20%	1 20%	16 100%	-	-	16 18%	-
NET: Satisfied (7-10)		258 75%ed	97 73%	69 66%	281 71%a	167 67%	235 69%	61 69%	11 58%	23 66%	23 79%	4 80%	61 100%	-	-	61 69%	-
Mean score		7.58%a	7.31	7.22	7.46	7.13	7.21	7.14	6.58	6.97	7.62	7.60	8.48	5.31	2.36	7.14	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier										BT						EE						PLUSNET													
	BT		EE		Plusnet		Sky		TalkTalk		Virgin Media		Vodafone		Issue		Satisfaction		Complaint resolved		Issue		Satisfaction		Complaint resolved		Issue		Satisfaction		Complaint resolved					
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)		
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*		
10 - Extremely satisfied	115	33	36	118	77	88	33	27	31	51	6	105	7	3	92	88	23	7	12	14	-	30	1	2	23	10	9	11	14	2	30	3	3	26	10	
	18% bd	12%	18% e	16% d	14%	12%	18% e	15%	19%	19%	27%	30% klm	4%	3%	27% o	30%	8%	8%	13%	15%	-	20% uv	1%	6%	17% w	7%	16%	18%	18%	40%	29% h	5%	10%	25% l	10%	
9 -	66	30	30	82	44	80	17	18	16	28	4	56	6	4	46	20	7	7	14	2	27	3	-	22	7	9	10	10	1	20	6	4	15	15		
	10%	11%	15% d	11%	8%	11%	9%	10%	10%	10%	18%	16% klm	3%	4%	13% o	7%	8%	8%	15%	25%	16% uv	3%	-	17% w	5%	16%	16%	13%	20%	19%	9%	14%	14%	14%	16%	
8 -	118	49	37	133	95	111	30	34	22	57	5	84	27	7	77	40	15	18	14	2	32	15	2	17	31	13	11	11	2	20	11	6	20	17		
	19%	18%	19%	18%	17%	15%	16%	18%	14%	21%	23%	24% klm	14%	8%	23% o	14%	18%	20%	15%	25%	21%	16%	6%	13%	22% w	23%	18%	14%	40%	19%	17%	21%	19%	18%		
7 -	93	41	33	118	76	129	25	31	19	39	4	56	32	5	46	47	12	12	15	2	29	11	1	21	19	10	7	16	-	18	12	3	16	17		
	15%	15%	17%	16%	14%	17%	14%	17%	12%	14%	18%	16% klm	16% klm	6%	13%	16%	14%	13%	16%	25%	19% uv	12%	3%	16%	14%	18%	11%	21%	-	17%	18%	10%	15%	18%		
6 -	72	33	18	90	76	94	22	15	25	32	-	24	38	10	29	45	10	11	11	1	13	17	3	18	14	4	6	8	-	9	8	1	10	8		
	11%	12%	9%	12%	14%	12%	12%	8%	15% d	12%	-	7%	15% d	11%	8%	15% d	12%	12%	12%	13%	8%	13% uv	10%	14%	10%	7%	10%	10%	-	9%	12%	3%	10%	8%		
5 -	64	35	23	85	74	96	14	30	13	20	1	9	47	8	26	35	17	8	9	1	10	23	2	13	21	5	8	10	-	5	15	3	11	12		
	10%	13%	12%	11%	13%	13%	8%	16% klm	8%	7%	5%	3%	24% klm	9%	8%	13% klm	10%	9%	10%	13%	7%	25% klm	6%	10%	15%	9%	13%	13%	-	5%	23% klm	10%	11%	13%	11%	13%
4 -	37	22	11	56	32	53	12	10	11	15	1	7	22	8	10	27	5	8	9	-	4	16	2	8	14	2	5	4	-	1	7	3	4	7		
	6%	8%	6%	7%	6%	7%	7%	5%	7%	6%	5%	2%	11% d	9%	3%	9% d	6%	9%	10%	-	3%	17% d	6%	6%	10%	4%	8%	5%	-	1%	11% d	10%	4%	7%	7%	
3 -	22	17	5	35	22	39	7	4	11	7	-	3	12	7	5	16	5	8	4	-	5	5	7	4	13	1	-	4	-	1	3	1	1	4		
	3%	6%	3%	5%	4%	5%	4%	2%	7% d	3%	-	1%	6% d	8% d	1%	5% d	6%	9%	4%	-	3%	5%	23% klm	3%	13% klm	2%	-	5%	-	1%	5%	3%	1%	4%	4%	
2 -	22	6	3	17	26	16	11	10	5	7	-	-	6	16	7	15	1	4	1	-	2	1	3	2	4	-	2	1	-	-	1	2	-	3	-	
	3%	2%	2%	2%	5% klm	2%	6% klm	5%	3%	3%	-	-	3% d	18% d	2%	5% d	2%	4%	1%	-	1%	1%	10% klm	2%	3%	-	3%	1%	-	2%	7%	-	2%	-	3%	-
1 - Extremely dissatisfied	23	10	3	21	27	45	11	6	5	12	-	-	1	22	1	22	5	2	3	-	1	-	9	5	5	2	1	-	-	-	-	3	1	2	2	
	4%	4%	2%	3%	5% klm	6% klm	6% d	3%	3%	4%	-	-	1%	24% d	+	8% d	6%	2%	3%	-	1%	-	29% klm	4%	4%	4%	2%	-	-	-	-	10%	1%	2%	2%	2%
Not applicable	4	-	1	3	7	2	2	-	1	2	1	3	1	-	3	1	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	
	1%	-	1%	+	1% d	+	1%	-	1%	1%	5%	1%	1%	-	1%	+	-	-	-	-	-	-	-	-	-	2%	-	-	-	1%	-	-	-	-	1%	-
NET: Dissatisfied	67	33	11	75	75	100	79	20	21	26	-	3	10	45	13	53	11	14	8	-	8	6	10	11	22	3	3	5	-	1	4	6	2	9		
	11% d	12% d	6%	10%	13% d	13% d	15% d	11%	13%	10%	-	1%	16% d	5% d	4%	18% d	13%	16%	9%	-	5%	7%	13% klm	8%	16%	5%	5%	6%	-	1%	6%	21%	2%	9% klm	9%	
NET: Neutral	173	90	52	231	182	243	48	55	49	67	2	40	107	26	65	108	32	27	29	2	27	56	7	39	49	11	19	22	-	15	30	7	25	27		
	27%	33%	26%	30%	33% d	33% d	26%	30%	31%	25%	9%	12%	34% klm	29% d	19%	37% d	38%	30%	31%	25%	18%	31% klm	23%	29%	36%	20%	31%	28%	-	14%	45% klm	24%	24%	28%	28%	
NET: Satisfied	392	153	136	455	292	408	105	110	88	175	19	301	72	19	261	130	41	49	57	6	118	30	5	83	67	41	39	51	5	88	32	16	77	59		
	62% d	55%	68% d	59% d	53%	54%	57%	59%	55%	65%	86%	87% klm	36% klm	21%	76% d	45%	49%	54%	61%	75%	77% klm	33%	16%	62% d	49%	73%	64%	65%	100%	84% klm	48%	55%	74%	61%		
Mean score	6.92 bd	6.57	7.28 bd	6.83 d	6.48	6.45	6.60	6.70	6.77	7.05	8.24	6.27 klm	6.89 klm	4.04	7.51 d	5.89	6.24	6.48	6.88	7.38	7.62 uv	5.76 v	3.71	7.05 d	6.09	7.40	7.18	7.15	9.00	8.19 f	6.33	6.14	7.71 d	6.80		
Standard error	0.10	0.14	0.15	0.09	0.11	0.09	0.20	0.18	0.20	0.15	0.36	0.09	0.13	0.29	0.11	0.15	0.26	0.26	0.24	0.50	0.16	0.18	0.49	0.21	0.20	0.29	0.29	0.24	0.45	0.16	0.23	0.55	0.19	0.24		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA													
	Issue										Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved										
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
10 - Extremely satisfied	115	33	36	118	77	88	33	43	27	42	6	101	15	2	89	29	22	18	34	3	66	4	7	56	21	23	18	43	4	71	11	6	65	23
	18% nd	12%	18% e	16% e	14%	12%	18% e	19%	14%	13%	23%	24% fg	6%	3%	23%	8%	14%	12%	15%	14%	26% klm	2%	6%	22% no	7%	11%	11%	12%	17%	20% uv	4%	5%	19% wx	6%
9 -	66	30	30	82	44	80	17	22	18	37	5	72	9	1	53	29	12	13	18	1	35	7	2	24	20	22	18	40	-	55	15	10	46	34
	10%	11%	15% d	11%	8%	11%	9%	10%	9%	12%	19%	17% fg	3%	1%	13%	8%	8%	9%	8%	5%	14% klm	4%	2%	10%	7%	10%	11%	11%	-	16% uv	5%	8%	13% wx	8%
8 -	118	49	37	133	95	111	30	36	32	62	3	105	25	3	89	43	22	23	46	4	63	27	5	50	42	26	22	59	4	72	31	8	53	57
	19%	18%	19%	18%	17%	15%	16%	16%	16%	20%	12%	25% fg	9%	4%	23%	12%	14%	15%	20%	19%	25% klm	15% klm	4%	20%	14%	12%	14%	17%	17%	21% uv	11%	6%	16%	14%
7 -	93	41	33	118	76	129	25	23	40	50	5	71	44	3	50	68	21	28	26	1	41	24	11	37	39	43	32	52	2	75	48	6	69	58
	15%	15%	17%	16%	14%	17%	14%	10%	21% a	16%	19%	17% fg	10% fg	4%	13%	19% h	14%	19%	11%	5%	16%	13%	9%	15%	13%	20%	20%	15%	9%	22% uv	18% uv	5%	20% wx	14%
6 -	72	33	18	90	76	94	22	33	21	34	2	30	52	3	41	49	19	18	35	4	28	43	5	32	42	25	21	44	4	35	49	10	42	52
	11%	12%	9%	12%	14%	12%	12%	15%	11%	11%	8%	7%	19% fg	12%	10%	14%	12%	12%	15%	19%	11% klm	24% klm	4%	13%	14%	12%	13%	12%	17%	10%	18% uv	8%	12%	13%
5 -	64	35	23	85	74	96	14	32	20	32	1	16	57	12	36	49	19	24	26	5	11	40	15	21	52	25	17	48	6	15	65	16	30	63
	10%	13%	12%	11%	13% i	13%	8%	14%	10%	10%	4%	-4%	21% fg	17% fg	9%	14% h	12%	16%	11%	24%	4%	26% klm	13% klm	8%	17% no	12%	10%	14%	26%	4%	24% uv	12% uv	9%	18% wx
4 -	37	22	11	56	32	53	12	11	18	26	1	11	35	10	18	37	10	9	12	1	5	9	18	9	23	11	13	29	-	10	28	15	14	39
	6%	8%	6%	7%	6%	7%	7%	5%	9%	8%	4%	3%	13% fg	14% fg	5%	10% h	6%	6%	5%	5%	2%	5%	15% klm	4%	8% no	5%	8%	8%	-	3%	10% uv	11% uv	4%	10% wx
3 -	22	17	5	35	22	39	7	8	11	15	1	3	21	11	10	25	8	8	6	-	2	11	9	7	15	11	10	17	1	6	16	17	8	30
	3%	6%	3%	5%	4%	5%	4%	4%	6%	5%	4%	1%	6% fg	16% fg	3%	7% h	5%	5%	3%	-	1%	6% klm	8% klm	3%	5%	5%	6%	5%	4%	2%	6% uv	13% uv	2%	7% wx
2 -	22	6	3	17	26	16	11	5	3	9	-	5	7	5	3	13	10	4	12	-	3	3	20	5	21	8	4	3	1	2	2	12	5	11
	3%	2%	2%	2%	5% cd	2%	6% de	2%	2%	3%	-	1%	3%	7% g	1%	4% h	6%	3%	5%	-	1%	2%	17% klm	2%	7% no	4% uv	2%	1%	4%	1%	1%	9% uv	1%	3%
1 - Extremely dissatisfied	23	10	3	21	27	45	11	11	3	5	2	3	4	14	4	16	10	5	11	1	-	4	23	4	23	19	7	18	1	5	8	32	7	37
	4%	4%	2%	3%	5% cd	6% cd	6% cd	5% cd	2%	2%	8%	1%	1%	20% fg	1%	4% h	6%	3%	5%	5%	-	2% klm	20% klm	2%	8% no	9%	4%	5%	4%	1%	3%	24% uv	2%	9% wx
Not applicable	4	-	1	3	7	2	2	-	1	2	-	2	1	-	2	1	2	1	3	1	3	2	2	5	2	2	-	-	-	2	-	-	2	-
	1%	-	1%	+	1% a	+	1%	-	1%	1%	-	+	+	-	1%	+	1%	1%	1%	5%	1%	1%	2%	2%	1%	1%	-	-	-	1%	-	-	1%	-
NET: Dissatisfied	67	33	11	73	75	100	29	24	17	29	3	11	32	30	17	54	28	17	29	1	5	13	52	16	50	18	21	38	3	13	26	61	20	78
	11% d	12% d	6%	10%	13% d	13% d	15% d	11%	9%	9%	12%	3%	11% fg	11% fg	4%	15% h	18%	11%	13%	5%	2%	10% klm	45% klm	6%	30% no	13%	13%	11%	13%	4%	10% uv	45% uv	6%	19% wx
NET: Neutral	173	90	52	231	182	243	48	76	59	92	4	57	144	30	95	135	48	51	73	10	44	100	39	62	117	61	51	121	10	60	142	41	86	154
	27%	33%	26%	30%	33% a	31% a	26%	34%	30%	29%	15%	14%	53% fg	49% fg	24%	38% h	31%	34%	32%	48%	17%	55% klm	31% klm	25%	33% no	28%	31%	34%	43%	17%	52% uv	31% uv	25%	38% wx
NET: Satisfied	392	153	136	455	292	408	105	124	117	191	19	349	93	9	281	169	77	82	124	9	205	62	25	167	122	114	90	194	10	273	105	30	233	172
	62% de	55%	68% de	59% de	53%	54%	57%	55%	60%	61%	73%	83% fg	34% fg	13%	71% h	47%	50%	54%	54%	43%	80% klm	59% klm	21%	67% no	41%	53%	56%	55%	43%	78% uv	38% uv	23%	68% wx	43%
Mean score	6.92 de	6.57	7.28 de	6.83 de	6.48	6.45	6.60	6.80	6.78	6.84	7.31	7.98 fg	6.79 g	4.04	7.58 h	6.08	6.24	6.52	6.61	6.60	7.98 klm	6.79 klm	4.10	7.36 no	5.75	6.22	6.48	6.58	6.35	7.98 uv	6.93 uv	4.27	7.29 wx	5.77
Standard error	0.10	0.14	0.15	0.09	0.11	0.09	0.20	0.17	0.16	0.13	0.52	0.09	0.12	0.28	0.11	0.12	0.22	0.19	0.17	0.52	0.11	0.14	0.25	0.14	0.15	0.18	0.19	0.13	0.52	0.10	0.12	0.25	0.12	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/CD - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
10 - Extremely satisfied (10)	115	33	36	118	77	88	33	8	11	13	1	30	2	1	23	10
	18%bde	12%	18%e	16%e	14%	12%	18%e	16%	20%	18%	14%	33%klm	4%	3%	26%o	11%
9 - (9)	66	30	30	82	44	80	17	3	5	8	1	13	3	1	13	4
	10%	11%	15%df	11%	8%	11%	9%	6%	9%	11%	14%	14%	5%	3%	15%lo	4%
8 - (8)	118	49	37	133	95	111	30	4	12	13	1	19	8	3	17	12
	19%	18%	19%	18%	17%	15%	16%	8%	22%	18%	14%	21%	14%	8%	19%	13%
7 - (7)	93	41	33	118	76	129	25	9	6	9	1	12	12	1	12	13
	15%	15%	17%	16%	14%	17%	14%	18%	11%	12%	14%	13%	21%lm	3%	14%	14%
6 - (6)	72	33	18	90	76	94	22	4	6	9	3	8	12	2	7	15
	11%	12%	9%	12%	14%	12%	12%	8%	11%	12%	43%	9%	23%klm	6%	8%	16%
5 - (5)	64	35	23	85	71	96	14	4	4	6	-	4	3	2	2	12
	10%	13%	12%	11%	13%e	13%	8%	8%	7%	8%	-	4%	14%kl	6%	2%	13%lo
4 - (4)	37	22	11	56	32	53	12	3	5	4	-	3	6	3	2	10
	6%	8%	6%	7%	6%	7%	7%	6%	9%	5%	-	3%	11%	8%	2%	11%ln
3 - (3)	22	17	5	35	22	39	7	3	1	3	-	-	2	5	3	4
	3%	6%	3%	5%	4%	5%	4%	6%	2%	4%	-	-	4%	14%kl	3%	4%
2 - (2)	22	6	3	17	26	16	11	7	1	3	-	1	2	8	5	6
	3%	2%	2%	2%	6%acdf	2%	6%bcdf	14%hi	2%	4%	-	1%	4%	22%kl	6%	6%
1 - Extremely dissatisfied (1)	23	10	3	21	27	45	11	3	4	4	-	1	1	9	3	7
	4%	4%	2%	3%	5%cd	6%acdf	6%cd	6%	7%	5%	-	1%	2%	25%kl	3%	7%
Not applicable	4	-	1	3	7	2	2	1	-	1	-	-	1	1	1	1
	1%	-	1%	*	1%e	*	2%	-	1%	-	-	-	2%	3%	1%	1%
NET: Dissatisfied (1-3)	67	33	11	73	75	100	29	13	6	10	-	2	5	22	11	17
	11%df	12%df	6%	10%	13%cd	13%cd	16%gh	7%h	11%	14%	-	2%	9%	61%klm	13%	18%
NET: Neutral (4-6)	173	90	52	231	182	243	48	11	15	19	3	15	26	7	11	37
	27%	33%	26%	30%	33%e	32%e	26%	22%	27%	26%	43%	16%	43%klm	19%	13%	39%lo
NET: Satisfied (7-10)	392	153	136	451	292	408	105	24	34	43	4	74	25	6	65	39
	62%ade	55%	69%bdeez	59%de	53%	54%	57%	49%	62%	59%	57%	81%klm	49%kl	17%	74%lo	41%
Mean score	6.92bde	6.57	7.28bcdeez	6.83de	6.48	6.45	6.60	5.92	6.87	6.78	7.43	6.09lm	6.11m	3.54	7.46o	5.85
Standard error	0.10	0.14	0.15	0.09	0.11	0.09	0.20	0.43	0.36	0.31	0.61	0.22	0.26	0.45	0.28	0.27

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier							BT							EE							PLUSNET													
	BT	EE	Plusnet	Sky	TalkTalk	Virgin Media	Vodafone	Issue				Satisfaction			Complaint resolved		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfaction			Complaint resolved		Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfaction			Complaint resolved		
								Customer and service (g)	Repairs and installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)					Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)					Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	309	93*	100	378	254	432	69*	80*	68*	149	12**	164	94*	51*	167	141	26**	21**	42*	4**	54*	27**	12**	49*	44*	32**	21**	44*	3**	63*	22**	15**	61*	39*	
10 - Extremely satisfied	33	15	21	45	36	23	11	4	10	18	1	32	1	-	27	6	5	4	6	-	15	-	-	12	3	7	4	9	1	21	-	-	18	3	
	11%ae	16%ae	21%ae	12%ae	14%ae	5%	16%ae	5%	15%ae	12%	8%	20%im	1%	-	16%ae	4%	19%	19%	14%	-	28%	-	-	24%ae	7%	22%	19%	20%	33%	33%	-	-	30%im	8%	
9 -	28	15	11	34	16	30	8	9	3	15	1	26	2	-	24	4	5	3	6	1	13	2	-	13	2	2	2	7	-	8	1	2	8	3	
	9%	16%cd	11%	9%	6%	7%	12%	11%	4%	10%	8%	16%im	2%	-	14%ae	3%	19%	14%	14%	25%	24%	7%	-	27%ae	5%	6%	10%	16%	-	13%	5%	13%	13%	8%	
8 -	47	16	14	65	33	55	9	13	5	25	4	39	8	-	35	11	3	5	7	1	11	5	-	9	7	5	3	4	2	12	1	1	10	4	
	15%	17%	14%	17%	13%	13%	13%	16%	7%	17%	33%	24%im	9%im	-	21%ae	8%	12%	24%	17%	25%	20%	19%	-	18%	16%	16%	14%	9%	67%	19%	5%	7%	16%	10%	
7 -	49	14	13	60	28	71	7	14	11	22	2	29	17	3	28	21	5	1	7	1	9	5	-	6	8	4	3	6	-	7	4	2	5	8	
	16%	15%	13%	16%	11%	16%	10%	18%	16%	15%	17%	18%im	18%im	6%	17%	15%	19%	5%	17%	29%	17%	19%	-	12%	18%	13%	14%	14%	-	11%	18%	13%	8%	21%	
6 -	42	10	15	54	30	55	6	11	9	21	1	18	19	5	17	25	2	4	4	-	3	5	2	4	6	2	4	9	-	7	7	1	5	10	
	14%	11%	15%	14%	22%	13%	9%	14%	13%	14%	8%	11%	20%ae	10%	10%	18%	8%	19%	10%	-	6%	19%	17%	-	8%	14%	6%	19%	20%	-	11%	32%	7%	8%	25%h
5 -	28	7	10	40	33	49	5	4	8	16	-	9	17	2	11	17	2	-	5	-	1	6	-	2	5	5	1	4	-	2	6	2	7	3	
	9%	8%	10%	11%	13%	11%	7%	5%	12%	11%	-	5%	18%im	4%	7%	12%	8%	-	12%	-	2%	22%	-	4%	11%	16%	5%	9%	-	3%	27%	13%	11%	8%	
4 -	17	7	7	27	19	46	7	3	5	9	-	4	8	5	5	12	1	2	3	1	1	3	3	-	1	6	4	1	2	-	4	-	3	4	
	6%	8%	7%	7%	7%	11%ae	10%	4%	7%	6%	-	2%	9%ae	10%ae	3%	9%ae	4%	10%	7%	25%	2%	11%	25%	-	2%	14%w	13%	5%	5%	-	6%	-	20%	7%	8%
3 -	24	3	2	24	18	29	8	6	8	8	2	4	13	7	10	14	-	1	2	-	1	1	1	-	1	2	-	1	1	-	-	2	-	-	
	8%ae	3%	2%	6%	7%	7%	12%ae	8%	12%	5%	17%	2%	14%ae	14%ae	6%	10%	-	5%	5%	-	2%	4%	8%	-	2%	5%	-	5%	2%	-	9%	-	-	-	5%
2 -	19	4	1	10	12	23	1	7	5	7	-	1	5	13	4	15	3	1	-	-	-	-	4	-	1	3	1	-	-	-	1	-	-	1	-
	6%ae	4%	1%	3%	5%	5%	1%	9%	7%	5%	-	1%	5%ae	25%ae	2%	11%ae	12%	5%	-	-	-	-	33%	-	2%	7%	3%	-	-	-	5%	-	-	2%	-
1 - Extremely dissatisfied	21	2	4	19	28	49	7	9	4	8	-	1	4	16	5	16	-	-	2	-	-	-	2	-	2	2	1	1	-	-	-	4	1	3	
	7%	2%	4%	5%	11%cd	11%abcd	10%b	11%	6%	5%	-	1%	4%ae	11%ae	3%	11%ae	-	-	5%	-	-	-	17%	-	5%	5%	6%	5%	2%	-	-	27%	2%	8%	2%
Not applicable	1	-	-	-	1	2	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	3%	-	
	*	-	2%ae	-	*	*	-	-	-	-	8%	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	5%	2%	-	3%	-	-	3%	-	
NET: Dissatisfied	64	9	7	53	58	101	16	22	17	23	2	6	22	36	19	45	5	2	4	-	1	5	9	2	7	3	2	2	-	-	3	4	2	5	
	21%bcd	10%	7%	14%	23%bcd	23%bcd	23%cd	29%	15%	17%	4%	4%	23%ae	23%ae	11%	23%ae	12%	10%	10%	-	2%	4%	58%	4%	16%	9%	10%	5%	-	-	14%	27%	3%	23%	
NET: Neutral	87	24	32	121	82	150	18	18	22	46	1	31	44	12	33	54	5	6	12	1	5	14	5	7	17	11	6	15	-	13	13	6	16	16	
	28%	26%	32%	32%	32%	35%	26%	23%	32%	31%	8%	19%	47%im	24%	20%	38%ae	19%	29%	29%	25%	9%	52%	42%	14%	39%w	34%	29%	34%	-	21%	59%	40%	26%	41%	
NET: Satisfied	157	60	59	204	113	179	35	40	29	80	8	126	28	3	114	42	18	13	26	3	48	12	-	40	20	18	12	26	3	48	6	5	41	18	
	51%ae	65%ade	59%ade	54%ade	44%	41%	51%	50%	43%	54%	67%	77%im	30%im	6%	68%ae	30%	69%	62%	62%	75%	8%	44%	-	62%ae	45%	56%	57%	59%	100%	76%	27%	33%	67%ae	46%	
Mean score	6.14e	7.02abcd	7.08abcd	6.45de	5.89	5.53	6.16	5.78	5.82	6.42	7.00	7.89im	5.27im	2.82	7.12e	4.98	7.15	7.19	6.86	7.00	8.30	6.22	3.08	8.04e	5.89	6.66	7.00	7.28	8.67	8.11	5.68	4.80	7.64i	6.18	
Standard error	0.15	0.25	0.24	0.13	0.18	0.13	0.35	0.31	0.33	0.21	0.67	0.15	0.21	0.27	0.18	0.21	0.50	0.52	0.37	1.08	0.22	0.31	0.50	0.28	0.36	0.48	0.55	0.34	0.67	0.24	0.34	0.74	0.30	0.37	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	309	93*	100	378	254	432	69*	19**	11**	37*	2**	33*	24**	12**	32*	37*
10 - Extremely satisfied (10)	33	15	21	45	36	23	11	1	5	5	-	11	-	-	10	1
	11%e	16%e	21%ase	12%e	14%e	5%	16%e	5%	45%	14%	-	33%	-	-	31%o	3%
9 - (9)	28	15	11	34	16	30	8	1	2	5	-	8	-	-	7	1
	9%	16%cd	11%	9%	6%	7%	12%	5%	18%	14%	-	24%	-	-	22%o	3%
8 - (8)	47	16	14	65	33	55	9	2	-	6	1	6	2	1	6	3
	15%	17%	14%	17%	13%	13%	13%	11%	-	16%	50%	18%	8%	8%	19%	8%
7 - (7)	49	14	13	60	28	71	7	3	-	4	-	3	4	-	2	5
	16%	15%	13%	16%	11%	16%	10%	16%	-	11%	-	9%	17%	-	6%	14%
6 - (6)	42	10	15	54	30	55	6	-	1	4	1	1	5	-	-	6
	14%	11%	15%	14%	12%	13%	9%	-	9%	11%	50%	3%	21%	-	-	16%bc
5 - (5)	28	7	10	40	33	49	5	3	-	2	-	1	3	1	1	4
	9%	8%	10%	11%	13%	11%	7%	16%	-	5%	-	3%	13%	8%	3%	11%
4 - (4)	17	7	7	27	19	46	7	2	-	5	-	2	4	1	3	4
	6%	8%	7%	7%	7%	11%a	10%	11%	-	14%	-	6%	17%	8%	9%	11%
3 - (3)	24	3	2	24	18	29	8	2	2	4	-	-	4	4	2	6
	8%cf	3%	2%	6%	7%	7%	12%bf	11%	18%	11%	-	-	17%	33%	6%	16%
2 - (2)	19	4	1	10	12	23	1	1	-	-	-	-	1	-	-	1
	6%cf	4%	1%	3%	5%	5%	1%	5%	-	-	-	-	4%	-	-	3%
1 - Extremely dissatisfied (1)	21	2	4	19	28	49	7	4	1	2	-	1	1	5	1	6
	7%	2%	4%	5%	11%bcf	11%abef	10%b	21%	9%	5%	-	3%	4%	42%	3%	16%
Not applicable	1	-	2	-	1	2	-	-	-	-	-	-	-	-	-	-
	*	-	2%e	-	*	*	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	64	9	7	53	58	101	16	7	3	6	-	1	6	9	3	13
	21%bcf	10%	7%	14%	23%bcf	23%bcf	23%bf	37%	27%	16%	-	3%	25%	75%	9%	35%bc
NET: Neutral (4-6)	87	24	32	121	82	150	18	5	1	11	1	4	12	2	4	14
	28%	26%	32%	32%	32%	35%	3%	26%	9%	30%	50%	12%	50%	17%	13%	38%bc
NET: Satisfied (7-10)	157	60	59	204	113	179	35	7	7	20	1	28	6	1	25	10
	51%e	65%ade	59%ade	54%de	44%	41%	51%	37%	64%	54%	50%	85%	25%	8%	78%e	27%
Mean score	6.14e	7.02acdeez	7.05acdeez	6.45de	5.89	5.53	6.16	4.79	7.36	6.46	7.00	8.21	5.00	2.83	7.78e	4.76
Standard error	0.15	0.25	0.24	0.13	0.18	0.13	0.35	0.67	1.05	0.44	1.00	0.37	0.39	0.61	0.45	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.

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

	Supplier										BT					EE					PLUSNET												
	Issue										Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)
Total	636	276	200	758	556	753	185	159	270	221**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
10 - Extremely satisfied (10)	85	25	29	89	57	61	20	25	33	7	79	3	3	75	10	6	10	9	-	21	2	2	17	6	8	7	13	1	26	-	3	23	6
	13%a	9%	15%a	12%a	10%	8%	11%	16%	12%	32%	23%lm	2%	3%	22%kn	3%	7%	11%	10%	-	14%kl	2%	6%	23%kl	4%	14%	11%	17%	20%	25%kl	-	10%	22%kl	6%
9 - (9)	76	31	11	80	46	58	24	15	36	1	62	9	5	59	17	7	13	10	1	27	3	1	23	8	4	1	6	-	8	2	1	4	7
	12%def	11%f	6%	11%f	8%	8%	13%	9%	13%	5%	18%lm	5%	6%	17%kn	6%	8%	14%	11%	13%	18%kl	3%	3%	17%kl	6%	7%	2%	8%	-	8%	3%	3%	4%	7%
8 - (8)	88	47	28	121	71	81	26	24	33	5	68	16	4	57	30	17	9	18	3	34	12	1	24	23	6	13	6	3	21	5	2	19	9
	14%	17%e	14%	16%e	13%	11%	14%	15%	12%	23%	20%lm	8%	4%	17%kn	10%	20%	10%	19%	38%	22%kl	13%	3%	18%	17%	11%	11%e	8%	60%	20%kl	8%	7%	18%	9%
7 - (7)	86	54	46	103	68	108	25	21	37	6	61	19	6	50	35	15	21	16	2	36	16	2	26	27	14	12	20	-	24	18	4	25	21
	14%	20%acde	23%acdf	14%	12%	14%	14%	13%	14%	14%	18%lm	10%	7%	15%	12%	18%	23%	17%	25%	24%kl	17%	6%	20%	20%	25%	20%	26%	-	23%	27%	14%	24%	22%
6 - (6)	68	38	25	108	80	89	20	14	21	31	29	33	6	29	39	13	12	13	-	19	18	1	16	21	9	5	11	-	10	11	4	14	11
	11%	14%	13%	15%e	14%	12%	11%	8%	13%	11%	8%	12%klm	7%	8%	13%kl	15%	13%	14%	-	12%	10%kl	3%	12%	15%	16%	8%	14%	-	10%	17%	14%	13%	11%
5 - (5)	71	27	22	92	65	98	24	16	28	3	23	40	8	31	40	8	10	9	-	7	19	1	9	17	4	9	9	-	8	11	3	9	13
	11%	10%	11%	12%	12%	13%	13%	10%	10%	14%	7%	20%klm	9%	9%	14%	10%	11%	10%	-	5%	21%kl	3%	7%	12%	7%	15%	12%	-	8%	17%	10%	9%	14%
4 - (4)	59	18	16	62	43	84	10	21	8	29	11	43	5	16	43	9	3	5	1	2	11	5	6	12	4	6	5	1	5	9	2	5	11
	9%	7%	8%	8%	8%	11%bd	5%	11%h	5%	11%h	3%	22%klm	6%	5%	15%kn	11%	3%	5%	13%	1%	12%kl	16%kl	5%	9%	7%	10%	6%	20%	5%	14%kl	7%	5%	11%
3 - (3)	34	22	9	41	31	55	7	9	9	16	8	18	8	13	21	5	10	6	1	5	10	7	7	15	3	4	2	-	2	5	2	1	8
	5%	8%	5%	5%	6%	7%	4%	5%	6%	6%	2%	9%kl	9%kl	4%	7%	6%	11%	6%	13%	3%	11%kl	23%kl	5%	11%	5%	7%	3%	-	2%	8%	7%	1%	8%kl
2 - (2)	30	5	7	20	33	42	9	9	11	10	4	11	15	8	22	2	-	3	-	2	-	3	2	3	2	1	4	-	-	4	3	2	5
	5%bc	2%	4%	3%	6%bc	6%bc	5%	5%	7%	4%	1%	6%kl	17%kl	2%	8%kl	2%	-	3%	-	1%	-	10%kl	2%	2%	4%	2%	5%	-	-	6%kl	10%	2%	5%
1 - Extremely dissatisfied (1)	39	9	7	39	60	74	19	13	9	17	2	7	30	4	35	2	2	5	-	-	1	8	3	6	2	3	2	-	1	1	5	2	5
	6%	3%	4%	5%	11%abef	10%abef	10%bcf	7%	6%	6%	1%	4%kl	33%kl	1%	12%kl	2%	2%	5%	-	-	1%	26%kl	2%	4%	4%	5%	3%	-	1%	2%	17%	2%	5%
Not applicable	-	-	-	3	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	103	36	23	100	124	171	35	31	29	48	14	36	53	25	38	9	12	14	-	7	11	18	12	24	7	8	8	-	3	10	10	5	18
	16%	13%	12%	13%	22%abef	23%abef	19%cd	17%	18%	16%	4%	16%kl	36%kl	7%	12%kl	12%	13%	15%	13%	5%	12%kl	35%kl	9%	12%kl	13%	13%	10%	-	3%	15%kl	34%	5%	19%kl
NET: Neutral (4-6)	198	83	63	262	188	271	52	59	45	88	6	116	19	76	122	30	25	27	1	28	48	7	31	50	17	20	25	-	13	21	9	28	35
	31%	30%	32%	35%	34%	36%kl	26%	32%	28%	33%	2%	18%kl	19%kl	22%	42%kl	36%	28%	29%	13%	18%	22%kl	23%	23%	35%kl	30%	33%	32%	20%	22%	47%kl	31%	27%	36%
NET: Satisfied (7-10)	335	157	114	393	242	308	97	95	85	139	16	270	47	241	92	45	53	6	75	118	33	6	90	64	32	33	45	4	79	25	10	71	43
	53%de	57%de	57%de	52%de	44%	41%	53%de	51%	53%	51%	73%	78%klm	24%	20%	32%	54%	59%	56%	75%	77%kl	36%	19%	68%kl	46%	57%	54%	58%	80%	75%kl	38%	34%	68%kl	45%
Mean score	6.35de	6.53de	6.53de	6.43de	5.82	5.63	6.19	6.42	6.31	7.77	7.74klm	5.15m	3.66	7.42o	5.09	6.42	6.69	6.47	6.75	7.54uv	5.79v	3.77	7.10x	5.95	6.55	6.28	6.65	7.60	7.57F	5.53	5.07	7.22j	5.79
Standard error	0.11	0.14	0.17	0.09	0.12	0.10	0.20	0.20	0.21	0.16	0.42	0.11	0.14	0.30	0.12	0.24	0.24	0.25	0.75	0.14	0.19	0.49	0.19	0.19	0.32	0.30	0.27	0.98	0.19	0.23	0.55	0.21	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
10 - Extremely satisfied (10)	85	25	29	89	57	61	20	35	21	27	6	86	3	-	76	13	20	17	17	3	48	6	3	41	16	19	16	22	4	54	4	3	53	8
9 - (9)	76	31	11	80	46	58	18	24	22	32	2	69	9	2	53	26	13	14	17	2	39	6	1	30	16	15	22	20	1	47	11	-	39	17
8 - (8)	88	47	28	121	71	81	34	23	40	53	5	94	25	2	67	54	16	24	30	10	55	15	1	40	29	26	21	34	-	59	20	2	50	31
7 - (7)	86	54	46	103	68	108	25	29	28	44	2	68	32	3	60	42	25	14	28	1	33	32	3	33	34	27	15	61	5	72	33	3	57	50
6 - (6)	68	38	25	108	80	80	25	25	25	52	6	53	52	3	47	60	17	20	37	6	41	33	6	43	37	21	18	48	2	45	36	8	43	45
5 - (5)	71	27	22	92	65	98	22	32	17	41	2	21	65	6	44	48	16	21	26	2	14	36	15	19	46	23	19	49	7	30	59	9	38	58
4 - (4)	59	18	16	62	43	84	10	21	14	27	-	14	34	14	20	42	14	15	12	2	13	23	7	18	22	23	15	43	3	22	48	14	27	57
3 - (3)	34	22	9	41	31	55	7	12	13	15	1	7	25	9	13	27	4	6	18	3	6	13	12	8	23	14	14	27	-	6	31	18	12	43
2 - (2)	30	5	7	20	33	42	9	8	6	6	-	4	10	6	7	13	10	8	15	-	3	11	19	9	24	11	7	23	1	8	19	15	10	31
1 - Extremely dissatisfied (1)	39	9	7	39	60	74	19	13	8	16	2	2	14	23	7	32	19	11	29	1	3	7	50	7	53	33	15	26	-	4	10	60	10	63
Not applicable	-	-	-	3	2	3	-	2	-	1	-	1	1	1	1	2	1	1	-	-	2	-	-	2	-	3	-	-	-	1	2	-	2	1
NET: Dissatisfied (1-3)	103	36	23	100	124	171	35	33	27	37	8	13	49	38	27	72	33	25	62	4	12	31	81	24	100	58	36	76	1	18	60	93	32	137
NET: Neutral (4-6)	198	83	63	262	188	271	52	78	56	120	12*	3*	184E	554E	7*	204H	22*	17*	224H	19*	5*	124K	624K	10*	276	22*	22*	4*	9*	224K	604K	9*	145W	160W
NET: Satisfied (7-10)	335	157	114	393	242	308	97	111	111	156	15	317	69	7	256	135	74	69	92	7	175	59	8	144	95	87	74	137	10	232	68	8	199	106
Mean score	6.36de	6.53de	6.53de	6.43de	5.82	5.63	6.18e	6.36	6.57	6.35	7.04	7.70FG	5.27G	3.25	7.20I	5.59	5.90	6.11	5.55	6.05	7.44M	5.47M	2.83	6.88O	4.95	5.43	5.96	5.54	6.30	7.16UV	5.07V	2.73	6.79X	4.65
Standard error	0.11	0.14	0.17	0.09	0.12	0.10	0.20	0.18	0.17	0.13	0.51	0.09	0.12	0.27	0.11	0.13	0.23	0.22	0.18	0.56	0.13	0.15	0.21	0.15	0.16	0.20	0.22	0.13	0.47	0.11	0.12	0.19	0.13	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
10 - Extremely satisfied (10)	85 13%e	25 9%	29 15%e	89 12%e	57 10%	61 8%	20 11%	4	10	6	-	19 21%lm	1	-	14 16%o	6
9 - (9)	76 12%def	31 11%f	11 6%	80 11%f	46 8%	58 8%	18 10%	3	4	10	1	13 14%kl	2	3	10	8
8 - (8)	88 14%	47 17%e	28 14%	121 16%e	71 13%	81 11%	34 18%g	10 20%	14 25%l	8	2	26 29%lm	5	3	22 25%o	12
7 - (7)	86 14%	54 20%acde	46 23%acde	103 14%	68 12%	108 14%	25 14%	5 10%	7 13%	12 16%	1	11 12%	10 18%	4 11%	14 16%	11 12%
6 - (6)	68 11%	38 14%	25 13%	108 14%e	80 14%	89 12%	20 11%	3 6%	5 9%	10 14%	2 29%	8 9%	9 16%	3 8%	6 7%	13 14%
5 - (5)	71 11%	27 10%	11 11%	92 12%	65 12%	98 13%	22 12%	6 12%	3 5%	12 16%	1 14%	11 12%	10 13%acm	1 3%	8 9%	14 15%
4 - (4)	59 9%	18 7%	16 8%	62 8%	43 8%	84 11%bcd	10 5%	6 12%l	2 4%	2 3%	-	3 3%	7 12%klm	-	1 1%	9 10%n
3 - (3)	34 5%	22 8%	9 5%	41 5%	31 6%	55 7%	7 4%	5 10%l	1 2%	1 1%	-	-	2 4%	5 14%l	4 5%	3 3%
2 - (2)	30 5%bc	5 2%	7 4%	20 3%	33 6%bc	42 6%bc	9 5%	2 4%	3 5%	4 5%	-	-	2 4%	7 19%kl	4 5%	5 5%
1 - Extremely dissatisfied (1)	39 6%	9 3%	7 4%	39 11%abef	60 10%abef	74 10%abef	19 10%bcf	5 10%	6 11%	8 11%	-	-	9 10%kl	10 28%l	5 6%	13 14%
Not applicable	-	-	-	3 *	2 *	3 *	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	103 16%	36 13%	23 12%	100 22%abef	124 23%abef	171 23%abef	35 19%bcf	12 24%	10 18%	13 18%	-	-	13 23%kl	22 61%lm	13 15%	21 22%
NET: Neutral (4-6)	198 31%	83 30%	63 32%	262 35%	188 34%	271 36%e	52 28%	15 31%	10 18%	24 33%	3 43%	22 24%	26 43%klm	4 11%	15 17%	36 38%o
NET: Satisfied (7-10)	325 51%de	157 57%de	114 57%de	393 52%de	242 44%	308 41%	97 53%de	22 45%	35 64%	36 49%	4 57%	69 76%klm	18 32%	10 28%	60 68%o	37 39%
Mean score	6.35de	6.53de	6.53de	6.43de	5.82	5.63	6.18e	5.67	6.64	6.10	7.00	7.77lm	5.07m	3.92	6.92o	5.54
Standard error	0.11	0.14	0.17	0.09	0.12	0.10	0.20	0.39	0.39	0.32	0.53	0.18	0.32	0.48	0.27	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 40

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier							BT							EE							PLUSNET												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
10 - Extremely satisfied (10)	84	35	27	100	53	71	26	20	23	35	6	81	2	1	77	7	7	11	16	1	32	3	-	26	8	8	10	8	1	26	-	1	24	3
9 - (9)	77	28	17	99	54	60	21	24	18	32	3	67	6	4	63	14	10	5	11	2	26	2	-	19	8	3	4	9	1	15	1	1	11	6
8 - (8)	115	48	29	105	78	99	28	39	20	50	6	95	18	2	73	40	13	16	18	1	32	14	2	24	24	7	11	9	2	22	6	1	18	11
7 - (7)	79	45	39	125	80	110	30	17	22	38	2	48	29	2	51	28	14	16	14	1	23	19	3	21	23	14	6	18	1	25	12	2	20	19
6 - (6)	68	40	24	94	64	101	18	26	18	22	2	26	38	4	26	42	20	12	6	2	17	18	5	14	26	7	7	10	-	9	14	1	11	13
5 - (5)	76	35	23	79	63	88	14	21	21	32	2	18	49	9	24	52	8	17	9	1	12	17	6	11	22	6	10	7	-	5	11	7	12	11
4 - (4)	39	17	13	58	44	64	15	9	11	19	-	5	28	6	10	29	6	5	6	-	3	12	2	3	14	2	5	6	-	1	9	3	5	8
3 - (3)	39	14	16	46	36	46	9	12	13	14	-	3	15	21	8	31	2	3	9	-	5	4	5	9	5	5	6	5	-	1	9	6	2	14
2 - (2)	23	5	6	21	23	39	10	8	3	12	-	2	6	15	8	15	2	1	2	-	2	1	2	2	3	2	1	3	-	1	2	3	1	5
1 - Extremely dissatisfied (1)	35	8	5	27	60	71	12	9	9	16	1	1	8	26	2	33	2	3	3	-	-	2	6	3	5	1	1	3	-	-	2	3	-	5
Not applicable	1	1	1	4	1	4	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1
NET: Dissatisfied (1-3)	97	27	27	94	110	155	31	29	25	42	1	6	29	62	18	79	6	7	14	-	7	7	13	14	13	8	8	11	-	2	13	12	3	24
NET: Neutral (4-6)	183	92	60	231	171	253	47	56	50	73	4	49	115	19	60	123	34	34	21	3	32	47	13	28	62	15	22	23	-	15	34	11	28	32
NET: Satisfied (7-10)	355	156	112	429	265	340	105	100	83	155	17	291	55	9	264	89	44	48	59	5	113	38	5	90	63	32	31	44	5	88	19	5	73	39
Mean score	6.53de	6.71de	6.55de	6.64de	5.93	5.88	6.45de	6.51	6.44	6.50	7.82	8.06lm	5.98m	3.20	7.71o	5.14	6.64	6.58	6.81	7.50	7.23x	5.98v	4.19	7.23x	6.18	6.56	6.54	6.44	8.40	7.84f	5.29	4.32	7.47i	5.55
Standard error	0.10	0.14	0.17	0.09	0.12	0.10	0.20	0.19	0.21	0.16	0.47	0.09	0.13	0.24	0.11	0.14	0.23	0.23	0.26	0.63	0.16	0.19	0.40	0.20	0.18	0.32	0.31	0.27	0.51	0.17	0.23	0.44	0.20	0.24

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 41

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier								SKY						TALK TALK						VIRGIN MEDIA													
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)		Issue			Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved			
									Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatis fied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatis fied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatis fied (v)	Yes (w)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
10 - Extremely satisfied (10)	84	35	27	100	53	71	26	39	23	33	5	93	7	-	89	11	15	16	17	5	50	2	1	43	10	25	15	27	4	64	6	1	64	7
9 - (9)	77	28	17	99	54	60	21	27	26	43	3	84	11	4	66	31	20	10	24	-	46	8	-	41	13	16	16	27	1	56	2	2	46	14
8 - (8)	115	48	29	105	78	99	28	26	33	44	2	76	27	2	71	34	23	21	33	1	61	15	2	51	25	29	23	43	4	74	22	3	66	32
7 - (7)	79	45	39	125	80	110	30	30	38	51	6	78	45	2	60	65	22	25	30	3	46	30	4	32	48	22	27	57	4	77	30	3	59	50
6 - (6)	68	40	24	94	44	101	18	40	23	39	2	42	50	2	37	56	15	21	25	3	24	36	4	22	40	30	19	51	1	39	56	6	46	54
5 - (5)	76	35	23	79	63	88	14	20	23	34	2	19	57	3	27	52	16	17	20	1	13	44	6	24	38	26	15	42	5	16	62	10	26	59
4 - (4)	39	17	13	58	44	64	15	19	10	28	1	12	36	10	23	35	6	18	17	3	8	21	15	13	30	19	15	28	2	9	47	8	16	48
3 - (3)	39	14	16	46	36	46	9	14	8	23	1	12	23	11	14	32	11	10	13	2	4	17	15	11	25	5	8	32	1	4	27	15	5	41
2 - (2)	23	5	6	21	23	39	10	8	7	6	-	1	11	9	4	17	6	3	13	1	1	5	17	4	19	11	8	19	1	3	13	23	7	31
1 - Extremely dissatisfied (1)	35	8	5	27	60	71	12	11	3	10	3	-	2	25	2	24	2	21	9	28	3	4	53	8	52	31	13	27	-	3	7	61	4	66
Not applicable	1	1	1	4	1	4	1	-	-	3	1	2	1	1	2	2	-	1	-	-	1	-	-	1	-	1	3	-	-	3	1	-	2	2
NET: Dissatisfied (1-3)	97	27	27	94	110	155	31	33	18	39	4	13	36	45	20	73	38	22	54	5	8	26	85	23	98	47	29	78	2	10	47	99	16	133
NET: Neutral (4-6)	183	92	60	231	171	253	47	69	56	101	5	73	143	15	87	143	37	56	71	7	45	101	25	59	108	75	49	121	8	64	165	24	88	161
NET: Satisfied (7-10)	355	156	112	429	265	340	105	122	120	171	16	331	90	8	286	141	80	72	104	9	203	55	7	167	96	92	81	154	13	271	60	9	235	103
Mean score	6.53de	6.71de	6.55de	6.64de	6.48de	6.45de	6.57de	6.59	6.85	6.54	6.68	7.08fg	5.86g	3.07	7.58j	5.62	5.99	6.14	5.75	5.90	7.74lm	5.83m	2.56	7.18o	4.89	5.77	6.09	5.79	6.65	7.67uv	5.19v	2.60	7.37x	4.64
Standard error	0.10	0.14	0.17	0.09	0.12	0.10	0.20	0.18	0.16	0.13	0.58	0.09	0.12	0.29	0.11	0.12	0.23	0.20	0.18	0.66	0.12	0.14	0.18	0.15	0.15	0.20	0.21	0.14	0.49	0.10	0.11	0.18	0.11	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

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

	Supplier							VODAFONE									
								Issue				Satisfaction			Complaint resolved		
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*	
10 - Extremely satisfied (10)	84 13% de	35 13%	27 14%	100 13% de	53 10%	71 9%	26 14%	5 10%	8 15%	12 16%	1 14%	25 27% klm	-	1 3%	20 23% o	6 6%	
9 - (9)	77 12% de	28 10%	17 9%	99 13% de	54 10%	60 8%	21 12%	2 4%	11 20% g	8 11%	-	17 19% kl	2 4%	2 6%	15 17% o	6 6%	
8 - (8)	115 18% ce	48 17%	29 15%	105 14%	78 14%	99 13%	28 15%	9 18%	6 11%	10 14%	3 43%	21 23% klm	6 11%	1 3%	20 23% o	8 9%	
7 - (7)	79 12%	45 16%	39 20% a	125 16% a	80 14%	110 15%	30 16%	7 14%	9 16%	13 18%	1 14%	15 16%	12 21%	3 8%	12 14%	18 19%	
6 - (6)	68 11%	40 14%	24 12%	94 12%	64 12%	101 13%	18 10%	7 14%	4 7%	5 7%	2 29%	6 7%	12 21% klm	-	7 8%	11 12%	
5 - (5)	76 12%	35 13%	23 12%	79 10%	63 11%	88 12%	14 8%	4 8%	4 7%	6 8%	-	2 1%	7 13% klm	5 14% o	4 5%	10 11%	
4 - (4)	39 6%	17 6%	13 7%	58 8%	44 8%	64 8%	15 8%	4 8%	5 9%	6 8%	-	1 1%	10 19% klm	4 11% o	5 6%	10 11%	
3 - (3)	39 6%	14 5%	16 8%	46 6%	36 6%	46 6%	9 5%	4 8%	2 4%	3 4%	-	4 4%	3 5%	2 6%	2 2%	6 6%	
2 - (2)	23 4%	5 2%	6 3%	21 3%	23 4%	39 5% bc	10 5% o	3 6%	3 5%	4 5%	-	-	2 4%	8 22% klm	3 3%	6 6%	
1 - Extremely dissatisfied (1)	35 6%	8 3%	5 3%	27 4%	60 11% abcde	71 9% abcde	12 7%	4 8%	2 4%	6 8%	-	-	2 4%	10 28% klm	-	12 13% o	
Not applicable	1 *	1 *	1 1%	4 1%	1 *	4 1%	1 *	-	1 2%	-	-	-	1 2%	-	-	1 1%	
NET: Dissatisfied (1-3)	97 15% bd	27 10%	27 14%	94 12% abcde	119 21% abcde	156 21% abcde	31 17% o	11 22%	7 13%	13 18%	-	4 4%	7 12%	20 56% klm	5 6%	24 26% no	
NET: Neutral (4-6)	183 29%	92 33%	60 30%	231 30%	171 31%	253 34% c	47 26%	15 31%	13 24%	17 23%	2 29%	9 10%	20 33% klm	9 25% o	16 18%	31 33% o	
NET: Satisfied (7-10)	355 56% de	156 57% de	112 56% de	429 57% de	265 48%	340 45%	105 57% de	23 47%	34 62%	43 59%	5 71%	78 86% klm	20 35%	7 19%	67 76% o	38 40%	
Mean score	6.53 de	6.71 de	6.55 de	6.64 de	5.93	5.88	6.45 de	5.90	6.81	6.44	7.57	8.11 lm	5.57 m	3.61	7.65 o	5.40	
Standard error	0.10	0.14	0.17	0.09	0.12	0.10	0.20	0.38	0.36	0.33	0.53	0.19	0.25	0.45	0.23	0.28	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 43

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Courtesy and politeness of advisors.

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

	Supplier							BT							EE							PLUSNET												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
								Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
10 - Extremely satisfied (10)	143	49	50	135	95	108	39	35	34	65	9	122	14	7	116	26	12	17	19	1	42	4	3	38	9	15	11	23	1	41	5	4	41	9*
9 - (9)	91	35	27	129	54	96	26	28	21	36	6	71	17	3	61	30	8	10	15	2	26	7	2	23	22	5	9	11	2	20	6	1	13	14
8 - (8)	115	49	25	141	98	140	26	28	27	57	3	78	27	10	65	49	16	11	19	3	33	13	3	22	26	7	5	12	1	15	9	1	13	12
7 - (7)	95	34	29	99	80	103	32	32	19	42	2	43	38	14	41	54	12	11	10	1	21	11	2	20	14	9	9	10	1	12	12	5	10	19
6 - (6)	64	39	34	71	72	89	18	20	22	21	1	19	38	7	26	38	13	11	14	1	12	20	7	10	28	13	11	10	-	9	16	9	16	18
5 - (5)	50	28	18	87	57	72	11	19	10	21	-	5	32	13	14	36	10	8	10	-	10	16	2	10	17	5	9	4	-	4	10	4	8	10
4 - (4)	35	13	8	38	31	60	13	13	12	9	1	4	19	12	9	26	3	9	1	-	4	8	1	9	4	-	3	5	-	2	4	2	2	6
3 - (3)	18	15	6	19	24	26	6	4	8	6	-	4	7	7	8	10	5	8	2	-	3	9	3	5	10	1	2	3	-	1	2	3	-	6
2 - (2)	13	5	2	16	17	16	6	1	4	8	-	-	5	8	1	12	2	2	1	-	1	3	1	2	3	1	1	-	-	-	2	-	1	1
1 - Extremely dissatisfied (1)	10	9	-	13	25	29	7	4	2	4	-	-	1	9	-	10	3	3	3	-	1	1	7	4	5	-	-	-	-	-	-	-	-	-
Not applicable	2	-	1	10	3	14	-	1	-	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1
NET: Dissatisfied (1-3)	41	29	8	48	66	71	19	9	14	18	-	4	13	24	9	32	10	13	6	-	5	13	11	11	18	2	3	3	-	1	4	3	1	7
NET: Neutral (4-6)	149	80	60	196	160	221	42	52	44	51	2	28	89	32	49	100	26	28	25	1	26	44	10	29	49	18	23	19	-	15	30	15	26	34
NET: Satisfied (7-10)	444	167	131	504	327	447	123	123	101	200	20	314	96	34	283	159	48	49	63	7	122	53	10	93	71	36	34	56	5	88	32	11	77	54
Mean score	7.41bde	6.97	7.51bde	7.28de	6.78	6.84	7.11	7.26	7.18	7.54	8.73	8.53lm	6.42m	5.29	8.22o	6.45	6.74	6.64	7.40o	8.13	7.94uv	5.98	5.16	7.38x	6.55	7.54	7.08	7.74	8.60	8.48f	6.55	6.31	8.14i	6.81
Standard error	0.09	0.14	0.15	0.08	0.11	0.09	0.19	0.16	0.19	0.14	0.34	0.08	0.14	0.28	0.10	0.14	0.26	0.27	0.23	0.44	0.16	0.22	0.55	0.21	0.19	0.27	0.28	0.24	0.51	0.17	0.24	0.38	0.19	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 44

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Courtesy and politeness of advisors.

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
10 - Extremely satisfied (10)	143	49	50	135	95	108	39	44	31	52	8	118	12	5	107	27	32	24	34	5	78	9	8	73	22	34	21	49	4	85	15	8	77	30
9 - (9)	91	35	27	129	54	96	26	31	26	68	4	105	21	3	81	48	18	12	22	2	42	7	5	29	25	31	15	48	2	69	20	7	57	37
8 - (8)	115	49	25	141	98	140	26	37	39	62	3	88	48	5	68	72	23	26	47	2	57	28	13	45	52	32	31	72	5	93	39	8	85	54
7 - (7)	95	34	29	99	80	103	32	24	28	42	5	50	43	6	50	49	17	23	35	5	34	37	9	35	42	27	21	52	3	47	50	6	46	57
6 - (6)	64	39	34	71	72	89	18	20	22	27	2	24	42	5	25	46	17	24	28	3	20	38	14	26	46	23	25	36	3	23	52	14	33	55
5 - (5)	50	28	18	87	57	72	11	35	26	25	1	18	58	11	37	50	17	17	23	-	17	27	13	16	40	19	14	36	3	12	49	11	17	54
4 - (4)	35	13	8	38	31	60	13	13	13	11	1	7	25	6	9	29	10	8	10	3	3	18	10	6	25	17	17	24	2	9	29	22	12	48
3 - (3)	18	15	6	19	24	26	6	8	2	9	-	3	10	6	9	9	8	6	10	-	2	8	14	8	16	9	8	9	-	4	11	11	5	21
2 - (2)	13	5	2	16	17	16	6	5	4	7	-	4	5	7	4	1	4	7	6	-	1	7	9	5	12	4	3	8	1	-	3	13	1	15
1 - Extremely dissatisfied (1)	10	9	-	13	25	29	7	6	-	5	2	-	-	13	2	10	9	4	12	-	1	3	21	6	19	14	5	10	-	1	2	26	3	25
Not applicable	2	-	1	10	3	14	-	1	3	6	-	2	6	2	3	7	-	-	2	1	2	-	1	1	1	3	2	9	-	5	3	6	5	8
NET: Dissatisfied (1-3)	41	29	8	48	66	71	19	19	6	21	2	7	15	26	15	31	21	17	28	-	4	18	44	19	47	27	16	27	1	5	16	50	9	61
NET: Neutral (4-6)	149	80	60	196	160	221	42	68	61	63	4	49	125	22	41	75	44	49	61	6	40	83	37	48	111	61	56	96	8	44	130	47	62	157
NET: Satisfied (7-10)	233	296	306	266	294	293	209	150	152	152	150	122	464	324	183	354	283	323	273	293	163	463	324	193	373	283	353	273	353	133	483	363	183	373
Mean score	7.41	6.97	7.51	7.28	6.78	6.84	7.11	7.04	7.23	7.46	7.62	8.29	6.93	4.67	7.91	6.60	6.79	6.72	6.77	7.45	8.15	6.11	4.84	7.61	6.09	6.73	6.64	7.00	7.04	8.14	6.32	4.45	7.83	5.99
Standard error	0.09	0.14	0.15	0.08	0.11	0.09	0.19	0.16	0.15	0.12	0.51	0.08	0.11	0.35	0.10	0.12	0.22	0.19	0.16	0.46	0.11	0.15	0.26	0.15	0.14	0.18	0.19	0.12	0.46	0.09	0.12	0.25	0.10	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
10 - Extremely satisfied (10)	143	49	50	135	95	108	39	9	16	13	1	31	3	5	24	14
	22% cd	18%	25% cd	18%	17%	14%	21% a	18%	29%	18%	14%	34% klm	5%	14%	27% o	15%
9 -	91	35	27	129	54	96	26	5	8	13	-	17	4	5	15	11
	14% d	13%	14%	17% cd	10%	13%	14%	10%	15%	18%	-	19%	7%	14%	17%	12%
8 -	115	49	25	141	98	140	26	7	8	10	1	15	9	2	14	12
	18%	18%	13%	19% d	18%	19% d	14%	14%	15%	14%	14%	16%	16%	6%	16%	13%
7 -	95	34	29	99	80	103	32	8	8	13	3	16	13	3	13	19
	15%	12%	15%	13%	14%	14%	17%	16%	15%	18%	43%	18%	23%	8%	15%	20%
6 -	64	39	34	71	72	89	18	5	6	6	1	7	11	-	9	8
	10%	14% c	17% acd	9%	13% c	12%	10%	10%	11%	8%	14%	8%	19% klm	-	10%	9%
5 -	50	28	18	87	57	72	11	3	-	7	1	1	4	6	3	8
	8%	10%	9%	11% acd	10%	10%	6%	6%	-	10% h	14%	1%	7%	17% d	3%	9%
4 -	35	13	8	38	31	60	13	3	4	6	-	3	9	1	4	9
	6%	5%	4%	5%	6%	8% c	7%	6%	7%	8%	-	3%	10% a	3%	5%	10%
3 -	18	15	6	19	24	26	6	3	1	2	-	1	2	3	3	3
	3%	5% c	3%	3%	4%	3%	3%	6%	2%	3%	-	1%	4%	8% a	3%	3%
2 -	13	5	2	16	17	16	6	3	2	1	-	-	1	5	2	4
	2%	2%	1%	2%	3%	2%	3%	6%	4%	1%	-	-	2%	14% klm	2%	4%
1 - Extremely dissatisfied (1)	10	9	-	13	25	29	7	3	2	2	-	-	1	6	1	6
	2%	3% d	-	2%	4% acd	4% acd	4% d	6%	4%	3%	-	-	2%	17% klm	1%	6%
Not applicable	2	-	1	10	3	14	-	-	-	-	-	-	-	-	-	-
	*	-	1%	1% a	1%	2% abcd	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	41	29	8	48	66	71	19	9	5	5	-	1	4	14	6	13
	6%	11% acd	4%	6%	12% acd	9% acd	10% d	18%	9%	7%	-	1%	7%	35% klm	7%	14%
NET: Neutral (4-6)	149	80	60	196	160	221	42	11	10	19	2	11	24	7	19	25
	23%	29%	30%	26%	29% a	29% a	23%	22%	18%	26%	29%	12%	43% klm	19%	18%	27%
NET: Satisfied (7-10)	444	167	131	504	327	447	133	29	40	49	5	79	29	15	66	56
	70% abcd	61%	66%	66% abc	59%	59%	67%	59%	73%	67%	71%	87% klm	51%	42%	75% a	60%
Mean score	7.41 bd	6.97	7.51 bd	7.28 bd	6.78	6.84	7.11	6.57	7.51	7.16	7.14	8.32 lm	6.32	5.31	7.68 d	6.54
Standard error	0.09	0.14	0.15	0.08	0.11	0.09	0.19	0.40	0.34	0.27	0.59	0.18	0.27	0.55	0.24	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Fieldwork: 2nd November 2022 - 10th January 2023

Q10f: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

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

	Supplier										BT					EE					PLUSNET													
											Issue			Satisfaction		Complaint resolved		Issue			Satisfaction		Complaint resolved		Issue			Satisfaction		Complaint resolved				
											Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)																											
Total	636	276	200	758	556	753	184	185	159	270	222**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
10 - Extremely satisfied (10)	117	30	40	114	64	92	28	26	28	55	8	110	3	4	103	14	8	7	15	-	27	2	1	26	4	14	11	14	1	33	5	2	34	6
	18%ndc	11%	20%ndc	15%	12%	12%	15%	14%	18%	20%	36%	32%im	2%	4%	30%ca	5%	10%	8%	16%	-	18%im	2%	3%	20%ca	3%	25%	18%	18%	20%	31%af	8%	7%	33%af	6%
9 - (9)	89	37	23	104	65	76	19	31	16	35	7	75	12	2	66	23	11	16	10	-	28	6	3	17	19	5	8	10	-	20	1	2	11	12
	14%ca	13%	12%	14%ca	12%	10%	10%	17%	10%	13%	32%	22%im	6%	2%	19%ca	8%	13%	18%	11%	-	18%im	7%	10%	13%	14%	9%	13%	13%	-	19%af	2%	7%	11%	13%
8 - (8)	111	43	37	137	74	113	32	28	29	51	3	75	31	5	75	34	11	12	15	5	32	11	-	27	16	8	11	14	4	28	9	-	25	12
	17%ca	16%	19%	18%ca	13%	15%	17%	15%	18%	19%	14%	22%im	16%im	6%	22%ca	12%	13%	13%	16%	63%	21%im	12%im	-	20%	12%	14%	18%	18%	80%	27%af	14%	-	24%af	13%
7 - (7)	82	48	23	103	74	113	19	21	20	38	3	50	25	7	36	46	16	13	17	2	25	21	2	14	32	7	5	11	-	11	9	3	7	16
	13%	17%ca	12%	14%	13%	15%	10%	11%	13%	14%	14%	14%	13%	8%	11%	16%	19%	14%	18%	25%	16%	23%im	6%	11%	23%im	13%	8%	14%	-	10%	14%	10%	7%	17%af
6 - (6)	67	39	21	106	68	81	29	23	22	22	-	15	44	8	25	42	10	15	14	-	18	19	2	15	23	6	3	12	-	5	12	4	10	11
	11%	14%	11%	14%	12%	11%	16%	12%	14%	8%	-	4%	22%im	9%	7%	14%ca	12%	17%	15%	-	12%	21%	6%	11%	17%	11%	5%	15%	-	5%	13%af	14%	10%	10%
5 - (5)	55	27	17	80	63	85	7	19	14	22	-	10	36	0	18	37	9	9	9	-	11	12	4	11	16	3	9	5	-	4	9	4	8	9
	9%ca	10%ca	9%	11%ca	11%ca	11%ca	4%	10%	9%	8%	-	3%	18%im	10%im	-	5%	11%	10%	10%	-	7%	13%	13%	8%	12%	5%	15%	6%	-	4%	14%af	14%	8%	9%
4 - (4)	37	21	14	37	43	45	11	13	7	17	-	3	25	9	7	30	10	4	7	-	7	9	5	10	11	2	7	5	-	3	10	1	4	10
	6%	8%	7%	5%	8%ca	6%	6%	7%	4%	6%	-	1%	13%im	10%im	2%	10%ca	12%	4%	7%	-	5%	10%	16%af	8%	8%	4%	11%	6%	-	3%	15%im	3%	4%	10%
3 - (3)	27	18	13	35	34	48	13	10	6	10	1	3	14	10	7	20	4	10	3	1	3	9	6	7	10	7	3	3	-	1	8	4	4	9
	4%	7%	7%	5%	6%	6%	7%	5%	4%	4%	5%	1%	7%im	11%im	2%	7%im	5%	11%im	3%	13%	2%	10%im	19%af	5%	7%	13%	5%	4%	-	1%	12%im	14%	4%	9%
2 - (2)	20	6	5	8	25	36	9	5	9	6	-	2	3	15	1	19	2	3	1	-	1	2	3	2	4	-	4	1	-	-	2	3	-	5
	3%ca	2%	3%	1%	4%ca	5%ca	9%	3%	6%	2%	-	1%	2%	17%im	*	7%im	2%	3%	1%	-	1%	2%	10%af	2%	3%	-	7%	1%	-	-	3%	10%	-	5%im
1 - Extremely dissatisfied (1)	27	6	3	24	41	50	14	8	7	12	-	2	4	21	3	24	2	1	3	-	1	1	4	3	3	1	-	2	-	-	-	3	1	2
	4%	2%	2%	3%	7%abdf	7%abdf	8%abdf	4%	4%	4%	-	1%	2%	23%im	1%	8%im	2%	1%	3%	-	1%	1%	13%im	2%	2%	2%	-	3%	-	-	-	3	1	2
Not applicable	4	1	4	10	5	14	3	1	1	2	-	2	2	-	1	3	1	-	-	-	-	-	-	1	-	3	-	1	-	-	1	3	-	4
	1%	+	2%	1%	1%	2%im	2%	1%	1%	1%	-	1%	1%	-	+	1%	1%	-	-	-	-	-	-	-	-	5%	-	1%	-	-	2%	10%	-	4%im
NET: Dissatisfied (1-3)	74	30	21	67	100	134	36	23	22	28	1	7	21	46	11	63	8	14	7	1	5	12	13	12	17	8	7	6	-	1	10	10	5	16
	12%	11%	11%	9%	18%abdf	18%abdf	20%abdf	12%	14%	10%	5%	2%	11%im	5%im	3%	22%im	10%	16%	7%	13%	3%	13%im	42%im	9%	12%	14%	11%	8%	-	1%	15%im	34%	5%	12%im
NET: Neutral (4-6)	159	87	52	223	174	211	47	55	43	61	-	28	105	26	50	109	29	28	30	-	36	40	11	36	50	11	19	22	-	12	31	9	22	30
	25%	32%ca	26%	29%	31%ca	28%	26%	30%	27%	23%	-	8%	33%im	25%im	15%	37%im	35%	31%	32%	-	24%	43%im	35%	27%	36%	20%	31%	28%	-	11%	47%im	31%	21%	31%
NET: Satisfied (7-10)	399	158	123	458	277	394	98	106	93	179	21	310	71	18	280	117	46	48	57	7	112	40	6	84	71	34	35	49	5	92	24	7	77	46
	63%dez	57%ca	62%de	60%de	50%	52%	53%	57%	58%	66%	95%	89%im	96%im	20%	82%ca	40%	55%	53%	61%	88%	73%uv	59%im	19%	63%	51%	61%	57%	63%	100%	88%af	15%	24%	74%im	48%
	6.97dez	6.60de	7.06dez	6.98de	6.21	6.30	6.43	6.76	6.77	7.10	8.68	8.38im	8.07im	3.97	6.12o	5.61	6.53	6.54	6.91	7.13	7.96uv	5.99im	4.37	7.12x	6.28	7.15	6.77	7.13	8.40	8.34af	5.83	4.92	7.88i	6.15
Standard error	0.10	0.14	0.17	0.08	0.11	0.10	0.21	0.19	0.21	0.15	0.35	0.09	0.14	0.28	0.10	0.15	0.25	0.24	0.24	0.61	0.16	0.20	0.47	0.21	0.18	0.35	0.33	0.26	0.40	0.16	0.26	0.54	0.21	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]’s customer service? Advisor doing what they said they would do.

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

	Supplier							SKY					TALK TALK					VIRGIN MEDIA																		
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved														
								Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404		
10 - Extremely satisfied (10)	117	30	40	114	64	92	28	37	26	43	8	102	11	1	98	16	20	14	26	4	57	6	1	48	15	23	14	42	3	78	11	3	75	16		
	18% <i>abde</i>	11%	20% <i>abdf</i>	15%	12%	12%	15%	17%	13%	14%	31%	24% <i>bcfg</i>	4%	1%	25% <i>i</i>	4%	13%	9%	11%	19%	22% <i>klm</i>	3%	1%	16% <i>n</i>	5%	13%	9%	12%	13%	22% <i>opqr</i>	4%	2%	22% <i>stuv</i>	4%		
9 - (9)	89	37	23	104	65	76	19	26	28	49	1	88	14	2	72	31	18	23	21	3	53	10	2	40	24	23	26	26	1	66	7	3	59	17		
	14% <i>c</i>	13%	12%	14% <i>c</i>	12%	10%	10%	12%	14%	16%	4%	21% <i>fg</i>	5%	3%	16% <i>j</i>	9%	12%	15%	9%	14%	21% <i>klm</i>	5%	2%	16% <i>n</i>	8%	11%	16% <i>o</i>	7%	4%	19% <i>pqr</i>	3%	2%	17% <i>stuv</i>	3%		
8 - (8)	111	43	37	137	74	113	32	40	36	58	3	100	35	2	78	58	22	14	36	2	54	20	-	39	35	21	23	62	7	79	31	3	65	46		
	17% <i>d</i>	16%	19%	18% <i>d</i>	13%	15%	17%	18%	19%	18%	12%	24% <i>bcfg</i>	13% <i>g</i>	3%	20% <i>i</i>	16%	14%	9%	16%	10%	21% <i>klm</i>	11% <i>n</i>	-	16% <i>n</i>	12%	10%	14%	18% <i>o</i>	30%	23% <i>opqr</i>	11% <i>stuv</i>	2%	19% <i>w</i>	11%		
7 - (7)	82	48	23	103	74	113	19	24	31	43	5	61	39	3	54	48	19	20	33	2	40	28	6	36	38	31	24	55	3	57	49	7	51	62		
	13%	17% <i>e</i>	12%	14%	13%	15%	10%	13%	16%	14%	19%	15% <i>bcfg</i>	16% <i>g</i>	4%	14%	13%	12%	13%	14%	10%	16% <i>klm</i>	15% <i>n</i>	6	14%	13%	14%	15%	16%	13%	16% <i>opqr</i>	18% <i>stuv</i>	5%	15%	15%		
6 - (6)	67	39	21	106	68	81	29	29	27	48	2	36	67	3	34	72	20	22	25	1	20	45	3	32	35	22	15	39	5	22	51	8	34	45		
	11%	14%	11%	14%	12%	11%	16%	13%	14%	15%	8%	9%	22% <i>bcfg</i>	4%	9%	20% <i>h</i>	13%	15%	11%	5%	8%	22% <i>klm</i>	3%	13%	12%	10%	9%	11%	22%	6%	10% <i>opqr</i>	6%	10%	11%		
5 - (5)	55	27	17	80	63	85	7	25	18	34	3	16	54	10	25	55	13	21	25	4	19	30	14	15	45	19	19	45	2	24	47	14	18	66		
	9% <i>c</i>	10% <i>c</i>	9%	11% <i>c</i>	11% <i>c</i>	11% <i>c</i>	4%	11%	9%	11%	12%	4%	20% <i>bcfg</i>	10% <i>g</i>	6%	15% <i>h</i>	8%	14%	11%	19%	7% <i>klm</i>	16% <i>n</i>	12%	6%	15% <i>n</i>	12%	9%	12%	13%	9%	7% <i>opqr</i>	11%	5%	16% <i>stuv</i>	5%	
4 - (4)	37	21	14	37	43	45	11	14	10	12	1	5	23	9	17	20	10	13	17	3	6	22	15	15	28	14	11	19	1	7	30	8	11	34		
	6%	8%	7%	5%	8% <i>c</i>	6%	6%	6%	5%	4%	4%	1%	9% <i>bcfg</i>	13% <i>g</i>	4%	6%	6%	9%	7%	14%	2%	12% <i>klm</i>	13% <i>n</i>	15	6%	9%	7%	5%	4%	2%	11% <i>opqr</i>	6% <i>stuv</i>	3%	8% <i>w</i>	3%	
3 - (3)	27	18	13	35	34	48	13	13	12	9	1	6	16	13	7	28	9	10	15	-	6	11	17	11	23	13	11	24	-	5	27	16	11	37		
	4%	7%	7%	5%	6%	6%	7%	6%	6%	3%	4%	1%	6% <i>bcfg</i>	19% <i>gh</i>	2%	8% <i>h</i>	6%	7%	7%	-	2%	6% <i>klm</i>	15% <i>n</i>	4%	8%	6%	7%	7%	-	1%	10% <i>opqr</i>	12% <i>stuv</i>	3%	9% <i>w</i>	3%	
2 - (2)	20	6	5	8	25	36	9	5	1	2	-	-	4	4	2	6	8	4	11	2	-	6	19	6	19	15	9	11	1	3	10	23	6	30		
	3% <i>c</i>	2%	3%	1%	4% <i>c</i>	5% <i>c</i>	5% <i>c</i>	2%	1%	1%	-	-	1% <i>bcfg</i>	6% <i>g</i>	1%	2%	5%	3%	5%	10%	-	-	6	19	2%	6% <i>n</i>	15% <i>o</i>	6%	3%	4%	1%	4% <i>opqr</i>	17% <i>stuv</i>	2%	7% <i>w</i>	2%
1 - Extremely dissatisfied (1)	27	6	3	24	43	50	14	9	3	10	2	1	3	20	5	18	15	9	17	10	-	4	37	5	36	20	8	22	-	1	6	43	3	46		
	4%	2%	2%	3%	7% <i>abdef</i>	7% <i>abdf</i>	8% <i>abef</i>	4%	2%	3%	8%	*	1%	29% <i>bcfg</i>	1%	10%	6%	7%	-	-	-	-	4	37	2%	12% <i>klm</i>	9%	5%	6%	-	*	2% <i>opqr</i>	33% <i>stuv</i>	1%	11% <i>w</i>	1%
Not applicable	4	1	4	10	5	14	3	2	2	6	-	4	4	2	3	7	1	1	3	-	2	-	3	3	2	4	2	8	-	6	4	4	4	5		
	1%	*	2%	1%	1%	2%	2%	1%	1%	2%	-	1%	1%	3%	1%	2%	1%	1%	1%	-	1%	-	3	1%	1%	2%	1%	2%	-	2%	1%	3%	2%	1%		
NET: Dissatisfied (1-3)	74	30	21	67	100	134	36	27	16	21	3	7	23	37	14	52	32	23	43	2	6	21	23	22	48	28	57	1	9	43	82	20	113			
	12%	11%	11%	9%	15% <i>abdef</i>	18% <i>abdf</i>	20% <i>abdef</i>	12%	8%	7%	12%	2%	9% <i>bcfg</i>	34% <i>gh</i>	4%	14% <i>h</i>	21%	15%	19%	10%	2%	21% <i>klm</i>	23% <i>n</i>	9%	22% <i>opqr</i>	17%	16%	4%	3%	18% <i>stuv</i>	32% <i>vw</i>	6%	28% <i>w</i>	7%		
NET: Neutral (4-6)	159	87	52	223	174	211	47	68	55	94	6	57	144	22	76	147	43	56	67	8	45	97	32	62	108	55	45	103	8	53	128	30	63	145		
	25%	32% <i>c</i>	26%	29%	31% <i>c</i>	28%	26%	30%	28%	30%	23%	14%	33% <i>bcfg</i>	32% <i>g</i>	19%	31% <i>h</i>	28%	37%	29%	38%	18%	53% <i>klm</i>	27% <i>n</i>	25%	36% <i>n</i>	26%	28%	29%	35%	15% <i>opqr</i>	47% <i>stuv</i>	23%	18%	36% <i>w</i>		
NET: Satisfied (7-10)	399	158	123	458	277	394	98	127	121	193	17	351	99	8	302	153	79	71	116	11	204	64	9	163	112	108	87	185	14	280	98	16	250	141		
	63% <i>deh</i>	57% <i>d</i>	62% <i>de</i>	60% <i>de</i>	50%	52%	53%	57%	62%	61%	65%	84% <i>bcfg</i>	37% <i>g</i>	12%	76% <i>i</i>	43%	51%	47%	51%	52%	79% <i>klm</i>	35% <i>n</i>	8%	65% <i>n</i>	37%	50%	54%	52%	61%	80% <i>opqr</i>	36% <i>stuv</i>	12%	73% <i>w</i>	35%		
Mean score	6.97 <i>deh</i>	6.60 <i>de</i>	7.06 <i>deh</i>	6.98 <i>deh</i>	6.21	6.30	6.43	6.78	7.03	7.09	7.08	8.13 <i>bcfg</i>	6.06 <i>g</i>	3.52	7.80	6.08	6.19	6.23	6.17	6.62	7.91 <i>klm</i>	5.84 <i>n</i>	3.02	7.21 <i>n</i>	5.38	6.13	6.34	6.34	7.04	7.92 <i>opqr</i>	5.70 <i>stuv</i>	3.26	7.64 <i>w</i>	5.18		
Standard error	0.10	0.14	0.17	0.08	0.11	0.10	0.21	0.17	0.16	0.13	0.54	0.08	0.11	0.29	0.10	0.12	0.23	0.21	0.18	0.58	0.11	0.15	0.19	0.15	0.15	0.20	0.20	0.14	0.41	0.10	0.12	0.22	0.12	0.13		

Proportions/Mean Scores: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

	Supplier							VODAFONE										
								Issue				Satisfaction			Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)		
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*		
10 - Extremely satisfied (10)	117	30	40	114	64	92	28	5	10	12	1	21	5	2	19	9		
	18%bde	11%	20%bde	15%	12%	12%	15%	10%	18%	16%	14%	23%klm	9%	6%	22%lo	10%		
9 - (9)	89	37	23	104	65	76	19	4	7	8	-	16	1	2	17	2		
	14%e	13%	12%	14%e	12%	10%	10%	8%	13%	11%	-	18%l	2%	6%	19%o	2%		
8 - (8)	111	43	37	137	74	113	32	8	11	11	2	26	6	-	17	15		
	17%ld	16%	19%	18%ld	13%	15%	17%	16%	20%	15%	29%	29%klm	11%lm	-	19%	16%		
7 - (7)	82	48	23	103	74	113	19	2	6	9	2	9	9	1	13	6		
	13%	17%z	12%	14%	13%	11%	10%	4%	11%	12%	29%	10%	16%	3%	15%	6%		
6 - (6)	67	39	21	106	68	81	29	9	10	9	1	9	16	4	7	21		
	11%	14%	11%	14%	12%	11%	16%	18%	18%	12%	14%	10%	23%	11%	8%	22%mn		
5 - (5)	55	27	17	80	63	85	7	3	-	4	-	1	5	1	-	7		
	9%z	10%z	9%	11%z	11%z	11%z	4%	6%	-	5%	-	1%	9%z	3%	-	7%z		
4 - (4)	37	21	14	37	43	45	11	3	1	6	1	3	4	4	2	9		
	6%	8%	7%	5%	8%z	6%	6%	6%	2%	8%	14%	3%	7%	11%	2%	10%n		
3 - (3)	27	18	13	35	34	48	13	4	4	5	-	2	7	4	6	7		
	4%	7%	7%	5%	6%	6%	7%	8%	7%	7%	-	2%	12%z	11%z	7%	7%		
2 - (2)	20	6	5	8	25	36	9	5	1	3	-	-	3	6	3	6		
	3%z	2%	3%	1%	4%z	5%z	5%z	10%	2%	4%	-	-	5%z	17%z	3%	6%		
1 - Extremely dissatisfied (1)	27	6	3	24	41	50	14	4	5	5	-	1	1	12	3	10		
	4%	2%	2%	3%	7%abcdf	7%bcdf	8%bcdf	8%	9%	7%	-	1%	2%	13%kl	3%	11%		
Not applicable	4	1	4	10	5	14	3	2	-	1	-	3	-	-	1	2		
	1%	*	2%	1%	1%	2%z	2%	4%	-	1%	-	3%	-	-	1%	2%		
NET: Dissatisfied (1-3)	74	30	21	67	100	134	36	13	10	13	-	3	11	22	12	23		
	12%	11%	11%	9%	18%abcdf	15%abcdf	20%abcde	27%	18%	18%	-	3%	19%	61%klm	14%	24%		
NET: Neutral (4-6)	159	87	52	223	174	208	47	15	11	19	2	13	25	9	9	37		
	25%	31%a	26%	29%	31%a	28%	26%	31%	20%	26%	29%	14%	44%z	25%	10%	33%op		
NET: Satisfied (7-10)	399	158	123	458	277	394	98	19	24	40	5	72	21	5	66	32		
	63%klm	57%ld	62%de	69%de	50%	52%	53%	39%	62%z	55%	71%	79%klm	37%lm	14%	75%z	34%		
Mean score	6.97dez	6.68de	7.05dez	6.38dez	6.21	6.30	6.43	5.77	6.84	6.49	7.14	7.99lm	5.89m	3.50	7.44z	5.54		
Standard error	0.10	0.14	0.17	0.06	0.11	0.10	0.21	0.42	0.37	0.33	0.70	0.20	0.30	0.47	0.27	0.28		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Logging of query details to avoid having to repeat yourself.

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

	Supplier							BT					EE					PLUSNET																	
	BT	EE	Plusnet	Sky	TalkTalk	Virgin Media	Vodafone	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved											
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*	
10 - Extremely satisfied	105	28	32	96	54	71	24	27	26	46	6	97	5	3	95	10	7	8	12	1	24	3	1	21	7	10	10	11	1	30	1	1	28	4	
	17%Net	10%	16%Net	13%	10%	9%	13%	15%	16%	17%	27%	28%Net	3%	3%	26%Net	3%	8%	9%	13%	23%	16%Net	3%	3%	16%	5%	18%	16%	14%	20%	29%Net	2%	3%	27%Net	4%	
9 -	74	37	24	93	57	68	22	22	20	28	4	60	12	2	48	26	13	8	15	1	30	7	-	21	15	7	9	7	1	20	3	1	13	11	
	12%	13%	12%	12%	10%	9%	12%	12%	13%	10%	18%	17%Net	6%	2%	14%	9%	15%	9%	16%	13%	20%Net	8%	-	16%	11%	13%	15%	9%	20%	19%Net	5%	3%	13%	11%	
8 -	89	43	24	129	64	96	24	25	20	39	5	71	15	3	59	29	9	13	20	1	31	12	-	24	19	5	7	11	1	15	6	3	9	15	
	14%	16%	12%	17%	12%	13%	13%	14%	13%	14%	23%	20%Net	8%	3%	17%	10%	11%	14%	21%	13%	20%Net	13%	-	18%	14%	9%	11%	14%	20%	14%	9%	10%	9%	16%	
7 -	82	47	24	103	83	118	19	25	24	30	2	48	32	2	50	32	16	19	9	3	30	16	1	21	24	6	5	13	-	8	14	2	6	18	
	13%	17%	12%	14%	15%	16%	10%	14%	15%	11%	14%	14%Net	16%	2%	15%	11%	19%	12%	10%	38%	20%	16%	1	16%	17%	11%	8%	17%	-	8%	21%Net	7%	6%	19%Net	
6 -	59	32	35	95	66	89	22	18	15	26	-	28	25	6	25	34	13	9	10	-	16	13	3	12	18	9	15	11	-	16	14	5	22	13	
	9%	12%	15%Net	13%	12%	12%	12%	10%	9%	10%	-	8%	13%	7%	7%	12%	15%	10%	11%	-	10%	14%	10%	9%	13%	16%	25%	14%	-	15%	21%	17%	21%	14%	
5 -	82	38	18	107	61	77	16	27	17	37	1	20	49	13	27	54	10	13	14	1	13	22	3	15	23	4	3	10	1	5	10	3	7	11	
	13%	14%	9%	14%	11%	10%	9%	15%	11%	14%	5%	6%	25%Net	14%	8%	18%Net	12%	14%	15%	13%	8%	24%Net	10%	11%	13%	7%	5%	13%	20%	5%	15%Net	10%	7%	11%	
4 -	53	19	15	50	58	72	14	15	12	26	-	11	31	11	16	37	7	6	6	-	3	11	5	8	11	4	5	6	-	4	9	2	7	8	
	8%	7%	8%	7%	10%	10%	8%	8%	8%	10%	-	3%	16%Net	12%	5%	13%	8%	7%	6%	-	2%	12%Net	16%	6%	8%	7%	8%	8%	-	4%	14%Net	7%	7%	8%	
3 -	34	12	10	28	39	44	8	7	10	16	1	1	16	17	7	27	4	5	2	1	3	3	6	4	8	4	3	3	-	1	6	3	2	8	
	5%	4%	5%	4%	7%	6%	4%	4%	6%	6%	5%	*	8%Net	19%	2%	9%Net	5%	6%	2%	13%	2%	3%	19%Net	3%	6%	7%	5%	4%	-	1%	9%Net	10%	2%	8%Net	
2 -	21	6	3	17	23	35	11	6	9	6	-	1	8	12	5	16	1	4	1	-	-	2	4	1	5	1	2	-	-	1	2	1	2	2	
	3%	2%	2%	2%	4%	5%	11%	3%	6%	2%	-	*	4%Net	13%Net	1%	5%Net	1%	4%	1%	-	-	2%	4%	1%	4%	2%	3%	-	-	2%	7%	1%	2%	2%	
1 - Extremely dissatisfied	30	8	6	28	43	59	19	12	5	13	-	5	4	21	6	24	1	4	3	-	1	2	5	4	4	2	1	3	-	2	4	2	4	2	4
	5%	3%	3%	4%	8%Net	8%Net	10%Net	6%	3%	5%	-	1%	2%	23%Net	2%	8%Net	1%	4%	3%	-	1%	2%	16%Net	3%	3%	4%	2%	4%	-	-	3%	14%	2%	4%	4%
Not applicable	7	6	9	12	8	24	5	1	1	3	2	5	2	-	4	3	3	1	2	-	2	1	3	2	4	4	1	3	1	6	-	3	7	2	
	1%	2%	5%Net	2%	1%	3%Net	3%	1%	1%	1%	9%	1%	1%	-	1%	1%	4%	1%	2%	-	1%	1%	10%Net	2%	3%	7%	2%	4%	20%	6%	-	10%	7%	2%	
NET: Dissatisfied	85	26	19	73	105	138	38	25	24	35	1	7	28	50	18	67	6	13	6	-	4	7	15	9	17	7	6	6	-	1	9	9	5	14	
	13%	9%	10%	10%	13%Net	13%Net	21%Net	14%	15%	13%	5%	2%	14%Net	50%	5%	12%Net	7%	14%	6%	13%	3%	8%	45%Net	7%	12%	13%	10%	8%	-	1%	14%Net	31%	5%	15%Net	
NET: Neutral	194	89	68	252	185	238	52	60	44	80	1	59	105	30	68	125	30	28	30	1	32	46	11	35	52	17	23	27	1	25	33	10	36	32	
	31%	32%	34%	33%	33%	32%	28%	32%	28%	33%	5%	17%	33%Net	33%	20%	43%Net	36%	31%	32%	13%	21%	30%	35%	26%	38%Net	30%	38%	35%	2%	24%	30%	34%	35%	33%	
NET: Satisfied	350	155	104	421	258	353	89	99	90	143	18	276	64	97	252	97	45	48	56	6	115	58	2	87	65	28	31	42	3	73	24	7	56	48	
	55%Net	56%Net	52%	56%Net	46%	47%	48%	54%	57%	53%	82%	80%Net	92%Net	11%	74%Net	33%	54%	53%	60%	75%	75%Net	41%Net	6%	65%Net	47%	50%	51%	54%	60%	70%Net	36%	24%	54%	50%	
Mean score	6.60	6.67	6.80	6.80	5.99	6.01	6.12	6.47	6.61	6.56	8.25	8.00	5.83	5.63	7.66	5.36	6.69	6.28	6.99	7.00	7.62	6.02	3.61	7.14	6.19	6.75	6.85	6.72	8.00	6.04	5.68	4.88	7.30	6.19	
Standard error	0.10	0.14	0.17	0.09	0.11	0.10	0.22	0.19	0.21	0.16	0.41	0.10	0.14	0.25	0.12	0.14	0.23	0.26	0.24	0.78	0.15	0.21	0.40	0.20	0.19	0.36	0.31	0.27	1.08	0.19	0.24	0.52	0.24	0.24	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Logging of query details to avoid having to repeat yourself.

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

	Supplier								SKY							TALK TALK							VIRGIN MEDIA												
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
									Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404	
10 - Extremely satisfied (10)	105	28	32	96	54	71	24	40	19	31	6	87	7	2	77	19	16	18	19	1	49	3	2	47	7	25	9	35	2	61	6	4	58	13	
9 - (9)	74	37	24	93	57	68	22	22	25	43	3	78	14	1	65	28	20	13	21	3	48	7	2	34	22	18	19	30	1	51	13	4	43	25	
8 - (8)	89	43	24	129	64	96	24	33	38	55	3	97	28	4	76	53	23	12	26	3	44	17	3	33	29	24	25	43	4	69	24	3	46	50	
7 - (7)	82	47	24	103	83	118	19	26	29	45	3	67	32	4	59	44	17	30	34	2	49	29	5	41	42	32	28	54	4	78	34	6	68	49	
6 - (6)	59	32	35	95	66	89	22	25	26	44	-	25	65	5	33	61	20	18	23	5	27	32	7	32	34	24	23	40	2	32	51	6	43	42	
5 - (5)	82	38	18	107	61	77	16	36	24	41	6	36	60	11	36	69	14	19	25	3	15	37	9	15	45	12	17	42	6	20	51	6	23	53	
4 - (4)	53	19	15	50	58	72	14	15	16	18	1	13	28	9	21	29	12	15	29	2	9	27	22	21	36	20	14	37	1	10	47	15	18	54	
3 - (3)	34	12	10	28	39	44	8	11	6	11	-	5	15	8	7	21	16	9	14	-	8	17	14	11	27	8	9	27	-	7	19	18	10	34	
2 - (2)	21	6	3	17	23	35	11	5	3	9	-	1	9	7	6	11	5	5	13	-	2	8	13	1	22	16	5	12	2	1	15	19	8	27	
1 - Extremely dissatisfied (1)	30	8	6	28	43	59	19	10	6	9	3	5	5	18	8	19	11	11	20	1	1	5	37	10	33	24	12	23	-	2	9	48	7	51	
Not applicable	7	6	9	12	8	24	5	1	2	8	1	5	7	-	7	5	1	1	5	1	5	-	3	5	3	12	1	10	1	17	4	3	17	6	
NET: Dissatisfied (1-3)	85	26	19	73	105	138	38	26	15	29	3	11	29	33	21	51	32	25	47	1	11	30	64	22	82	48	26	62	2	10	43	85	25	112	
NET: Neutral (4-6)	194	89	68	252	185	238	52	76	66	103	7	74	153	25	90	159	46	52	77	10	51	96	38	68	115	56	54	119	9	62	149	27	84	149	
NET: Satisfied (7-10)	350	155	104	421	258	353	89	121	111	174	15	329	81	11	277	144	76	73	100	9	190	56	12	155	100	99	81	162	11	259	77	17	215	137	
Mean score	6.60dez	6.67dez	6.80dez	6.70dez	6.99	6.01	6.12	6.67	6.73	6.71	6.76	7.78FG	5.76G	3.86	7.42J	5.95	6.17	6.09	5.77	6.45	7.02lm	5.43m	3.31	7.03o	5.13	5.87	6.12	6.03	6.32	7.63uv	5.40w	3.16	7.13x	5.12	
Standard error	0.10	0.14	0.17	0.09	0.11	0.10	0.22	0.17	0.16	0.13	0.59	0.09	0.12	0.30	0.11	0.12	0.22	0.21	0.18	0.48	0.12	0.15	0.22	0.15	0.15	0.20	0.19	0.14	0.47	0.10	0.12	0.22	0.13	0.13	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/CD - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
10 - Extremely satisfied (10)	105	28	32	96	54	71	24	5	8	10	1	20	2	2	17	7
	17%bcd	10%	16%de	13%e	10%	9%	13%	10%	15%	14%	14%	22%klm	4%	6%	19%o	7%
9 - (9)	74	37	24	93	57	68	22	2	9	11	-	18	4	-	19	3
	12%	13%e	12%	12%e	10%	9%	12%	4%	16%g	15%	-	20%klm	7%	-	22%o	3%
8 - (8)	89	43	24	129	64	96	24	4	8	9	3	20	2	2	14	10
	14%	16%	12%	17%de	12%	13%	13%	8%	15%	12%	43%	22%klm	4%	6%	16%	11%
7 - (7)	82	47	24	103	83	118	19	6	4	9	-	11	7	1	6	13
	13%	17%z	12%	14%	15%	16%	10%	12%	7%	12%	-	12%	12%	3%	7%	14%
6 - (6)	59	32	35	95	66	89	22	11	5	4	2	7	11	4	9	13
	9%	12%	18%ade	13%	12%	12%	12%	22%z	9%	5%	29%	8%	19%z	11%	10%	14%
5 - (5)	82	38	18	107	61	77	16	6	5	4	1	5	9	2	3	13
	13%	14%	9%	14%e	11%	10%	9%	12%	9%	5%	14%	5%	15%kl	6%	3%	14%o
4 - (4)	53	19	15	50	58	72	14	1	5	8	-	4	6	4	5	8
	8%	7%	8%	7%	10%z	10%z	8%	2%	9%	11%	-	4%	11%	11%	6%	9%
3 - (3)	34	12	10	28	39	44	8	2	2	4	-	2	5	1	3	5
	5%	4%	5%	4%	7%z	6%	4%	4%	4%	5%	-	2%	9%	3%	3%	5%
2 - (2)	21	6	3	17	23	35	11	5	4	2	-	2	3	6	7	4
	3%	2%	2%	2%	4%z	5%z	6%z	10%	7%	3%	-	2%	5%	17%kl	8%	4%
1 - Extremely dissatisfied (1)	30	8	6	28	43	59	19	7	4	8	-	-	6	13	4	15
	5%	3%	3%	4%	8%abc	9%abc	10%abc	14%	7%	11%	-	-	11%kl	16%kl	5%	16%o
Not applicable	7	6	9	12	8	24	5	-	1	4	-	2	2	1	1	3
	1%	2%	5%acd	2%	1%	3%acd	3%	-	2%	5%	-	2%	4%	3%	1%	3%
NET: Dissatisfied (1-3)	85	26	19	73	105	138	38	14	10	14	-	4	14	20	14	24
	13%z	9%	10%	10%	19%abc	18%abc	21%abc	29%	18%	19%	-	4%	23%kl	26%kl	16%	26%
NET: Neutral (4-6)	194	89	68	252	185	238	52	18	15	16	3	16	25	10	17	34
	31%	32%	34%	33%	33%	32%	28%	37%	27%	22%	43%	18%	43%kl	28%	19%	34%o
NET: Satisfied (7-10)	350	155	104	421	258	353	89	17	29	30	4	69	15	5	56	33
	55%de	56%de	52%	56%de	46%	47%	48%	35%	53%	53%g	57%	78%klm	26%	14%	64%o	35%
Mean score	6.60dez	6.67dez	6.80dez	6.70dez	5.99	6.01	6.12	5.41	6.41	6.29	7.29	7.78lm	5.15m	3.46	7.02o	5.29
Standard error	0.10	0.14	0.17	0.09	0.11	0.10	0.22	0.41	0.39	0.36	0.64	0.22	0.33	0.47	0.30	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
								Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutrat (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutrat (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutrat (u)	Dissatisf ied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
10 - Extremely satisfied (10)	82	33	25	104	53	59	25	37	26	36	5	95	7	2	89	15	16	16	17	4	49	1	3	47	5	21	16	20	2	51	6	2	51	8
9 - (9)	64	22	15	74	55	60	21	23	18	31	2	61	12	1	50	24	14	18	22	1	38	14	3	38	17	15	19	22	4	48	10	2	41	19
8 - (8)	78	37	28	112	60	79	22	28	47	35	2	77	32	3	65	47	19	22	18	1	38	19	3	28	32	24	22	30	3	59	17	3	43	36
7 - (7)	81	47	23	95	72	68	23	32	20	41	2	51	42	2	50	45	26	28	15	3	49	22	1	40	32	18	16	32	2	42	23	3	42	26
6 - (6)	61	40	26	75	62	81	19	24	19	28	4	36	36	3	27	47	18	14	28	2	23	31	8	25	36	20	20	36	5	30	50	1	39	41
5 - (5)	59	37	18	78	68	79	19	19	22	34	3	28	46	4	41	36	16	22	27	3	21	37	10	23	45	17	25	34	3	26	44	9	27	50
4 - (4)	37	21	9	52	35	66	5	22	11	18	1	21	26	5	18	34	6	8	18	3	10	15	10	11	24	22	10	33	1	25	32	9	24	42
3 - (3)	44	13	12	39	31	43	8	13	8	18	-	7	24	8	13	26	3	8	20	-	5	15	11	4	25	7	8	28	-	12	23	8	15	27
2 - (2)	32	10	7	36	18	48	14	5	10	21	-	9	16	11	14	22	4	2	12	-	3	4	11	3	15	13	6	28	1	8	23	17	10	38
1 - Extremely dissatisfied (1)	63	13	17	61	77	130	19	17	11	31	2	9	22	30	8	51	26	9	39	3	14	62	40	14	62	40	17	72	1	19	38	73	22	106
Not applicable	35	3	20	32	25	40	9	4	2	21	5	25	7	-	20	12	7	4	13	1	12	9	4	17	7	18	3	18	1	28	7	5	27	11
NET: Dissatisfied (1-3)	130	36	36	136	126	221	41	35	29	70	2	25	62	49	35	99	33	19	71	3	17	84	75	21	102	60	31	128	2	39	84	98	47	171
NET: Neutral (4-6)	157	98	53	205	165	226	43	168	158	224	8	6	234E	214EF	9	234E	214E	138	314EF	7	190K	644K	8	234E	234E	198	364K	9	118	214E	148	234E		
NET: Satisfied (7-10)	305	139	91	385	240	266	91	120	111	143	11	284	93	8	254	131	75	84	72	9	174	56	10	153	86	78	73	104	11	200	56	10	177	89
Mean score	6.09e	6.39de	6.22e	6.29de	5.78e	5.24	6.15e	6.45C	6.57C	5.95	6.81	7.51FG	5.34G	2.91	7.28I	5.27	6.91I	6.51I	5.16	6.00	7.51Im	5.44m	2.96	7.11o	4.73	5.29r	6.02pr	4.75	6.64	6.84uv	4.89v	2.37	6.59x	4.19
Standard error	0.12	0.15	0.21	0.10	0.12	0.11	0.22	0.18	0.19	0.17	0.60	0.12	0.14	0.30	0.13	0.15	0.24	0.20	0.20	0.67	0.15	0.17	0.23	0.16	0.16	0.22	0.22	0.16	0.51	0.14	0.15	0.19	0.15	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
10 - Extremely satisfied (10)	82	33	25	104	53	59	25	5	11	8	1	23	1	1	18	7
	13%e	12%e	13%e	14%de	10%	8%	14%e	10%	20%	11%	14%	25%klm	2%	3%	20%o	7%
9 -	64	22	15	74	55	60	21	5	9	7	-	15	3	3	15	6
	10%	8%	8%	10%	10%	8%	11%	10%	16%	10%	-	16%kl	5%	8%	17%lo	6%
8 -	78	37	28	112	60	79	22	5	8	7	2	14	6	2	15	7
	12%	13%	14%	15%de	11%	10%	12%	10%	15%	10%	29%	15%	11%	6%	17%lo	7%
7 -	81	47	23	95	72	68	23	7	8	6	2	12	9	2	10	12
	13%e	17%e	12%	13%e	13%e	9%	13%	14%	15%	8%	29%	13%	16%	6%	11%	13%
6 -	61	40	26	75	62	81	19	6	4	9	-	5	14	-	8	11
	10%	14%ac	13%	10%	11%	11%	10%	12%	7%	12%	-	5%	23%klm	-	9%	12%
5 -	59	37	18	78	68	79	19	4	4	9	2	5	10	4	5	13
	9%	13%	9%	10%	12%	10%	10%	8%	7%	12%	29%	5%	13%kl	11%	6%	14%
4 -	37	21	9	52	35	66	5	2	3	-	-	3	1	1	-	5
	6%	8%a	5%	7%a	6%	9%afz	3%	4%	5%kl	-	-	3%	2%	3%	-	5%kl
3 -	44	13	12	39	31	43	8	1	1	6	-	3	2	3	3	5
	7%	5%	6%	5%	6%	6%	4%	2%	2%	8%	-	3%	4%	8%	3%	5%
2 -	32	10	7	36	18	48	14	8	3	3	-	4	4	6	7	7
	5%	4%	4%	5%	3%	6%cd	8%cd	8%	5%	4%	-	4%	7%	17%kl	8%	7%
1 - Extremely dissatisfied (1)	63	13	17	61	77	130	19	6	2	11	-	2	4	13	3	16
	10%b	5%	9%	8%	14%abcf	17%abcfz	10%b	12%	4%	15%h	-	2%	7%	36%kl	3%	17%kl
Not applicable	35	3	20	32	25	40	9	-	2	7	-	5	3	1	4	5
	6%b	1%	10%abcde	4%b	4%b	5%b	5%b	-	4%	10%g	-	5%	5%	3%	5%	5%
NET: Dissatisfied (1-3)	139	36	36	136	126	221	41	15	6	20	-	9	10	22	13	28
	22%ab	13%	18%	18%	23%bc	29%abcfz	23%b	11%h	11%	27%gh	-	10%	18%	61%klm	15%	30%kl
NET: Neutral (4-6)	157	98	53	205	165	220	43	12	11	18	2	13	25	5	13	29
	25%	35%acd	27%	27%	30%	29%	23%	24%	20%	25%	29%	14%	43%klm	14%	15%	33%kl
NET: Satisfied (7-10)	305	139	91	385	240	266	91	22	26	28	5	64	19	8	58	32
	48%e	50%e	46%e	51%de	43%e	35%	49%e	45%	65%kl	38%	71%	70%klm	33%	22%	66%o	34%
Mean score	6.08e	6.35de	6.22e	6.23de	5.78e	5.24	6.15e	5.57	7.13o	5.68	7.14	7.52lm	5.63lm	3.57	7.18o	5.17
Standard error	0.12	0.15	0.21	0.10	0.12	0.11	0.22	0.43	0.36	0.38	0.67	0.27	0.30	0.50	0.29	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
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Table 55

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

Table with 28 columns: Supplier (BT, EE, Plusnet, Sky, TalkTalk, Virgin Media, Vodafone), Issue (Billing and Customer service, Repairs and Installation, Service issues, Something else), Satisfaction (Satisfied, Neutral, Dissatisfied), Complaint resolved (Yes, No), and PLUSNET (Billing and Customer service, Repairs and Installation, Service issues, Something else, Satisfaction, Complaint resolved).

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

	Supplier								SKY					TALK TALK					VIRGIN MEDIA															
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved											
									Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
10 - Extremely satisfied (10)	124	41	45	124	76	89	28	40	25	51	8	116	8	-	105	19	21	21	29	5	70	4	2	59	16	32	15	37	5	76	9	4	72	17
9 - (9)	87	44	18	106	66	84	27	25	30	51	-	87	18	1	79	26	24	17	24	1	48	15	3	42	23	23	23	35	3	69	11	4	60	23
8 - (8)	105	45	38	136	85	127	21	35	36	60	5	95	38	3	67	69	25	21	35	4	63	17	5	53	32	37	23	63	4	91	34	2	72	54
7 - (7)	81	37	26	96	74	105	28	27	30	36	3	49	42	5	51	44	15	17	39	3	32	34	8	33	39	21	26	57	1	46	52	7	47	57
6 - (6)	69	43	20	91	75	89	22	27	24	35	5	36	49	6	34	56	14	27	33	1	18	46	11	23	52	22	27	34	6	29	52	8	38	49
5 - (5)	62	25	23	80	53	85	16	26	20	31	3	18	55	7	29	51	17	16	18	2	12	24	17	16	35	20	14	49	2	17	61	7	26	58
4 - (4)	44	15	11	50	39	55	16	15	12	22	1	7	30	13	13	37	9	14	14	2	6	23	10	10	29	15	16	23	1	12	26	17	8	47
3 - (3)	30	12	9	29	40	43	5	10	9	10	-	4	17	8	9	20	12	9	17	2	5	16	19	7	33	14	7	22	-	2	18	23	5	37
2 - (2)	9	6	4	16	13	26	9	4	5	7	-	1	8	7	3	13	5	2	5	1	2	-	11	1	12	7	3	15	1	1	8	17	5	21
1 - Extremely dissatisfied (1)	20	5	5	25	35	45	9	13	2	9	1	4	3	18	4	20	13	7	15	-	1	3	31	6	29	22	8	15	-	1	2	42	5	39
Not applicable	5	1	1	5	-	5	1	2	1	2	-	2	2	1	1	4	-	-	-	-	-	-	-	-	2	-	3	-	4	-	1	3	2	-
NET: Dissatisfied (1-3)	59	23	18	70	88	114	23	27	16	26	1	9	28	33	16	53	30	18	37	3	8	10	61	16	43	18	52	1	4	28	82	15	97	
NET: Neutral (4-6)	175	85	54	221	167	229	56	68	56	88	9	61	134	26	46	144	40	57	65	5	36	93	38	49	116	57	57	106	9	58	139	32	72	154
NET: Satisfied (7-10)	397	167	127	462	301	405	104	127	121	198	16	347	106	9	302	158	85	76	127	13	213	70	18	187	110	113	87	192	13	282	106	17	251	151
Mean score	7.06dez	7.03de	7.12de	6.96de	6.48	6.42	6.64	6.74	6.99	7.07	7.35	8.15FG	8.97G	3.63	7.89I	6.00	6.42	6.53	6.46	6.86	8.06Im	8.98m	3.79	7.64o	5.50	6.29	6.51	6.40	7.30	7.99uv	5.93v	3.34	7.65x	5.40
Standard error	0.10	0.14	0.17	0.09	0.11	0.09	0.19	0.17	0.16	0.13	0.46	0.09	0.12	0.27	0.10	0.12	0.22	0.20	0.17	0.57	0.12	0.14	0.23	0.14	0.15	0.20	0.19	0.13	0.46	0.09	0.11	0.22	0.11	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/CD - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184									
10 - Extremely satisfied (10)	124 19% ade	41 15%	45 23% bude	124 16% ae	76 14%	89 12%	28 15%	5 10%	11 20%	11 15%	1 14%	24 26% klm	2 4%	2 6%	19 22% o	9 10%
9 - (9)	87 14%	44 16% ef	18 9%	106 14%	66 12%	84 11%	27 15%	5 10%	9 16%	13 18%	-	22 24% klm	5 9%	-	16 18%	11 12%
8 - (8)	105 17%	45 16%	38 19% cs	136 18% cs	85 15%	127 17%	21 11%	5 10%	8 15%	6 8%	2 29%	16 18% kl	3 5%	2 6%	17 19% o	4 4%
7 - (7)	81 13%	37 13%	26 13%	96 13%	74 13%	105 14%	28 15%	9 18%	5 9%	12 16%	2 29%	12 13%	14 25% lm	2 6%	15 17%	13 14%
6 - (6)	69 11%	45 16% af	20 10%	91 12%	75 13%	89 12%	22 12%	6 12%	6 11%	9 12%	1 14%	7 8%	10 18%	5 14%	6 7%	16 17% no
5 - (5)	62 10%	25 9%	23 12%	80 11%	53 10%	85 11%	18 10%	5 10%	7 13%	6 8%	-	3 3%	10 19% kl	5 14% kl	4 5%	13 14% no
4 - (4)	44 7%	15 5%	11 6%	50 7%	39 7%	55 7%	16 9%	5 10%	4 7%	7 10%	-	4 4%	0 10% kl	3 8%	6 7%	9 10%
3 - (3)	30 5%	12 4%	9 5%	29 4%	40 7% cd	43 6%	3 3%	1 2%	1 2%	2 3%	1 14%	2 2%	2 4%	1 3%	3 3%	2 2%
2 - (2)	9 1%	6 2%	4 2%	16 2%	13 2%	26 3% kl	9 5%	5 10%	1 2%	3 4%	-	1 1%	1 2%	7 19% kl	1 1%	8 9% no
1 - Extremely dissatisfied (1)	20 3%	5 2%	5 3%	25 3%	35 6% abef	45 6% abc	9 5%	3 6%	2 4%	4 5%	-	-	1 2%	8 22% kl	1 1%	8 9% no
Not applicable	5 1% d	1 *	1 1%	5 1%	-	5 1%	1 2%	-	1 2%	-	-	-	-	1 3%	-	1 1%
NET: Dissatisfied (1-3)	59 9%	23 8%	18 9%	70 9%	88 16% abef	114 15% abef	23 13%	9 18%	4 7%	9 12%	1 14%	3 3%	4 7%	16 44% klm	5 6%	18 19% no
NET: Neutral (4-6)	175 28%	85 31%	54 27%	221 29%	167 30%	229 30%	56 30%	16 33%	17 31%	22 30%	1 14%	14 15%	20 33% kl	13 34% kl	19 18%	38 40% no
NET: Satisfied (7-10)	397 62% ade	167 61%	127 64% de	462 61% de	301 54%	405 54%	104 57%	24 49%	33 60%	42 58%	5 71%	74 81% klm	24 42% klm	6 17%	67 76% o	37 39%
Mean score	7.08 dez	7.03 de	7.12 de	6.98 de	6.48	6.42	6.64	6.02	7.11 o	6.67	7.00	8.03 lm	6.00 m	4.06	7.58 o	5.80
Standard error	0.10	0.14	0.17	0.09	0.11	0.09	0.19	0.38	0.34	0.31	0.82	0.20	0.26	0.46	0.23	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

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

	Supplier								BT						EE						PLUSNET																		
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction		Complaint resolved		BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction		Complaint resolved		PLUSNET (A)	PLUSNET (B)	PLUSNET (C)	PLUSNET (D)	Satisfaction			Complaint resolved	
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)								No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)					Yes (w)	No (x)	Satisfied (E)	Neutral (F)	Dissatisfied (G)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*					
Courtesy and politeness of advisors	444	167	131	504	327	447	123	123	101	200	20	314	96	34	283	159	48	49	63	7	122	35	10	93	71	36	34	56	5	88	32	11	77	54					
Advisor doing what they said they would do	399	158	123	458	277	394	98	106	93	179	21	310	71	18	280	117	46	48	57	7	112	40	6	84	71	34	35	49	5	92	24	7	77	46					
Willingness to help resolve your issue	397	167	127	462	301	405	104	111	93	175	18	307	74	16	275	120	42	53	64	8	116	40	11	93	71	38	33	51	5	89	29	9	80	47					
Ease of finding provider contact details	392	153	136	451	292	408	105	110	88	175	19	301	72	19	261	130	41	49	57	6	118	30	5	83	67	41	39	51	5	88	32	16	77	59					
Getting the issue resolved to your satisfaction	355	156	112	429	265	340	105	100	83	155	17	291	55	9	264	89	44	48	59	5	113	38	5	90	68	32	31	44	5	88	19	5	75	39					
Logging of query details to avoid having to repeat yourself	350	155	104	421	258	353	89	99	90	143	18	276	64	10	252	97	45	48	56	6	115	38	2	87	65	28	31	42	3	73	24	7	56	48					
The time taken to handle your issue	335	157	114	393	242	308	97	95	85	139	16	270	47	18	241	92	45	53	53	6	118	33	6	90	64	32	33	45	4	79	25	10	71	43					
Offering compensation or a goodwill payment	305	139	91	385	240	266	91	95	79	119	12	232	61	12	213	91	37	48	50	4	101	33	5	77	58	25	29	33	4	63	18	10	52	39					

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/j) - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA													
											Issue			Satisfaction		Complaint resolved							Issue			Satisfaction		Complaint resolved						
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
Courtesy and politeness of advisors	444	167	131	504	327	447	123	136	124	224	20	361	124	19	306	196	90	85	138	14	211	81	35	182	141	124	88	221	14	294	124	29	265	178
Advisor doing what they said they would do	399	158	123	458	277	394	98	127	121	193	17	351	99	8	302	153	79	71	116	11	204	64	9	163	112	108	87	185	14	280	98	16	250	141
Willingness to help resolve your issue	397	167	127	462	301	405	104	127	121	198	16	347	106	9	302	158	85	76	127	13	213	70	18	187	110	113	87	192	13	282	106	17	251	151
Ease of finding provider contact details	392	153	136	451	292	408	105	124	117	191	19	349	93	9	281	169	77	82	124	9	205	62	25	167	122	114	90	194	10	273	105	30	233	172
Getting the issue resolved to your satisfaction	355	156	112	429	265	340	105	122	120	171	16	331	90	8	285	141	80	72	104	9	203	55	7	167	96	92	81	154	13	271	60	9	235	103
Logging of query details to avoid having to repeat yourself	350	155	104	421	258	353	89	121	111	174	15	320	81	11	277	144	76	73	100	9	190	56	12	155	100	99	81	162	11	259	77	17	215	137
The time taken to handle your issue	335	157	114	393	242	308	97	111	111	156	15	317	69	7	256	135	74	69	92	7	175	59	8	144	95	87	74	137	10	232	68	8	199	106
Offering compensation or a goodwill payment	305	139	91	385	240	266	91	120	111	143	11	284	93	8	254	131	75	84	72	9	174	56	10	153	86	78	73	104	11	200	56	10	177	89

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Courtesy and politeness of advisors	444	167	131	504	327	447	123	29	40	49	5	79	29	15	66	56
Advisor doing what they said they would do	399	158	123	458	277	394	98	19	34	40	5	72	21	5	66	32
Willingness to help resolve your issue	397	167	127	462	301	405	104	24	33	42	5	74	24	6	67	37
Ease of finding provider contact details	392	153	136	451	292	408	105	24	34	43	4	74	25	6	65	39
Getting the issue resolved to your satisfaction	355	156	112	429	265	340	105	23	34	43	5	78	20	7	67	38
Logging of query details to avoid having to repeat yourself	350	155	104	421	258	353	89	17	29	39	4	69	15	5	56	33
The time taken to handle your issue	335	157	114	393	242	308	97	22	35	36	4	69	18	10	60	37
Offering compensation or a goodwill payment	305	139	91	385	240	266	91	22	36	28	5	64	19	8	58	32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/j) - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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

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

	Supplier							BT							EE							PLUSNET												
								Issue			Satisfaction				Complaint resolved									Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
Completely resolved	342	133	104	395	250	341	88	97	80	147	18	258	67	17	342	-	43	39	45	6	97	26	10	133	-	36	30	34	4	69	27	8	104	-
	54%td	48%	52%	52%da	45%	45%	48%	52%	50%	54%	82%	74%km	34%kn	19%	100%o	-	51%	43%	48%	75%	63%nw	28%	32%	100%kw	-	64%lc	49%	44%	80%	66%ft	41%	28%	100%li	-
Partly resolved	226	113	74	296	229	310	66	72	58	93	3	81	108	37	-	226	30	43	38	2	49	53	11	-	113	15	24	34	1	30	31	13	-	74
	36%	41%	37%	39%	41%a	41%a	36%	39%	36%	34%	14%	23%	54%km	41%kn	-	77%kn	36%	48%	40%	25%	32%	58%nw	35%	-	82%kw	27%	39%	44%a	20%	29%	47%ft	45%	-	77%li
Not resolved at all	66	25	22	63	71	94	28	16	21	29	-	6	24	36	-	66	9	6	10	-	4	11	10	-	25	5	7	10	-	6	8	8	-	22
	10%	9%	11%	8%	13%c	12%c	15%da	9%	13%	11%	-	2%	12%kn	40%kn	-	23%kn	11%	7%	11%	-	3%	12%t	32%tu	-	16%kw	9%	11%	13%	-	6%	12%	28%	-	23%li
Don't know	2	5	-	4	6	8	2	-	-	1	1	2	-	-	-	2	2	1	-	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	2%b	-	1%	1%	1%	1%	-	-	*	5%	1%	-	-	-	-	2%	2%	1%	-	2%	2%	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA													
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404	
Completely resolved	342	133	104	395	250	341	88	122	108	151	14	281	104	10	395	-	73	74	94	9	167	61	22	250	-	104	73	149	15	235	93	13	341	-	
	54%td	48%	52%	52%da	45%	45%	48%	54%	56%	48%	54%	67%fg	39%g	14%	100%h	-	47%	49%	41%	43%	65%im	34%im	19%	100%ko	-	48%	45%	42%	65%	68%uv	34%v	10%	100%w	-	
Partly resolved	226	113	74	296	229	310	66	81	75	131	9	129	141	26	-	296	54	67	102	6	80	104	45	-	229	73	74	156	7	103	148	59	-	310	
	36%	41%	37%	39%	41%a	41%a	36%	36%	39%	42%	35%	31%	52%eg	38%	-	82%h	35%	44%	45%	29%	31%	57%km	38%	-	76%kn	34%	46%pp	44%pp	30%	30%	54%tt	45%tt	-	77%w	-
Not resolved at all	66	25	22	63	71	94	28	21	10	29	3	7	24	32	-	63	25	10	32	4	8	13	50	-	71	35	15	44	-	8	30	56	-	94	
	10%	9%	11%	8%	13%c	12%c	15%da	9%	5%	9%	12%	2%	9%e	46%g	-	18%h	16%h	7%	14%j	19%	3%	7%	43%lu	-	24%ln	16%lq	9%	12%	-	2%	11%	42%tt	-	23%w	-
Don't know	2	5	-	4	6	8	2	-	1	3	-	2	1	1	-	-	3	-	1	2	2	4	-	-	-	3	-	4	1	2	2	4	-	-	
	*	2%b	-	1%	1%	1%	1%	-	1%	1%	-	*	*	1%	-	-	2%	-	*	10%	1%	2%	-	-	-	1%	-	1%	4%	1%	1%	3%	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Completely resolved	342	133	104	395	250	341	88	19	35	29	5	61	16	11	88	-
	54% ade	48%	52%	52% ade	45%	45%	48%	39%	64% g	40%	71%	67% klm	28%	31%	100% no	-
Partly resolved	226	113	74	296	229	310	66	23	14	27	2	25	32	9	-	66
	36%	41%	37%	39%	41% ka	41% ka	36%	47% h	25%	37%	29%	27%	56% klm	25%	-	70% no
Not resolved at all	66	25	22	63	71	94	28	7	5	16	-	4	9	15	-	28
	10%	9%	11%	8%	13% cd	12% cd	15% bc	14%	9%	22%	-	4%	16% kl	42% lm	-	30% no
Don't know	2	5	-	4	6	8	2	-	1	1	-	1	-	1	-	-
	*	2% ac	-	1%	1%	1%	1%	-	2%	1%	-	1%	-	3%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i) - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier							BT						EE						PLUSNET															
								Issue			Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	94*	78*	5**	105	66*	29**	104	96*
Yes	279	109	73	311	190	249	69	83	64	115	17	221	46	12	279	-	38	33	33	5	80	22	7	109	-	26	21	23	3	49	21	3	73	-	
	44% da	39%	37%	41% da	34%	33%	38%	45%	40%	43%	77%	64% im	23%	13%	82% o	-	45%	37%	35%	63%	52% tuw	24%	23%	82% o	-	46% C	34%	29%	60%	47%	32%	10%	70% l	-	
No	61	22	29	77	59	84	16	14	16	30	1	35	21	5	61	-	5	5	11	1	15	4	3	22	-	9	9	10	1	20	6	3	29	-	
	10%	8%	15% kd	10%	11%	11%	9%	8%	10%	11%	5%	10%	11%	6%	18% o	-	6%	6%	12%	13%	10%	4%	10%	17% o	-	16%	15%	13%	20%	19%	9%	10%	28% l	-	
Don't know	2	2	2	7	1	8	3	-	-	2	-	2	-	-	2	-	-	1	1	-	2	-	-	2	-	1	-	1	-	-	2	2	2	-	
	*	1%	1%	1%	*	1%	7% kd	-	-	1%	-	1%	-	-	1%	-	-	1%	1%	-	1%	-	-	2%	-	2%	-	1%	-	-	-	7%	2%	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA														
								Issue			Satisfaction				Complaint resolved											Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404		
Yes	279	109	73	311	190	249	69	103	81	116	11	237	69	5	311	-	53	60	69	8	140	43	7	190	-	86	57	94	12	191	52	6	249	-		
	44% da	39%	37%	41% da	34%	33%	38%	46% C	42%	37%	42%	57% FG	26% G	7%	79% I	-	34%	40%	30%	38%	54% lm	24% lm	6%	76% o	-	40% r	35% r	27%	52%	55% uv	19% v	5%	73% w	-		
No	61	22	29	77	59	84	16	16	27	33	1	39	33	5	77	-	20	14	24	1	27	17	15	59	-	18	14	49	3	40	37	7	84	-		
	10%	8%	15% kd	10%	11%	11%	9%	7%	14% ka	11%	4%	9%	12%	7%	19% kl	-	13%	9%	10%	5%	11%	9%	13%	24% o	-	8%	9%	14% rp	13%	11% v	14% v	5%	25% x	-		
Don't know	2	2	2	7	1	8	3	3	-	2	2	5	2	-	7	-	-	-	1	-	1	-	-	1	-	-	2	6	-	4	4	-	8	-		
	*	1%	1%	1%	*	1%	2% kd	1%	-	1%	8%	1%	1%	-	2% kl	-	-	-	*	-	1%	-	*	-	-	-	1%	2%	-	1%	1%	-	2% x	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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 Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Yes	279	109	73	311	190	249	69	14	27	23	5	53	10	6	69	-
	44% ade	39%	37%	41% de	34%	33%	38%	29%	49% g	32%	71%	58% klm	18%	17%	78% o	-
No	61	22	29	77	59	84	16	4	6	6	-	6	6	4	16	-
	10%	8%	15% h	10%	11%	11%	9%	8%	11%	8%	-	7%	11%	11%	18% p	-
Don't know	2	2	2	7	1	8	3	1	2	-	-	2	-	1	3	-
	*	1%	1%	1%	*	1%	2% ad	2%	4%	-	-	2%	-	3%	3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier							BT						EE						PLUSNET														
								Issue			Satisfaction			Complaint resolved									Issue			Satisfaction			Complaint resolved					
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	342	133	104	395	250	341	88*	97*	80*	147	18**	258	67*	17**	342	-**	43*	39*	45*	6**	97*	26**	10**	133	-**	36*	30*	34*	4**	69*	27**	8**	104	-**
Yes	279	109	73	311	190	249	69	83	64	115	17	221	46	12	279	-	38	33	33	5	80	22	7	109	-	26	21	23	3	49	21	3	73	-
	82%ef	82%ef	70%	79%	76%	73%	78%	86%	80%	78%	94%	86%	69%	71%	82%	-	88%	85%	73%	83%	82%	85%	70%	82%	-	72%	70%	68%	75%	71%	78%	38%	70%	-
No	61	22	29	77	59	84	16	14	16	30	1	35	21	5	61	-	5	5	11	1	15	4	3	22	-	9	9	10	1	20	6	3	29	-
	18%	17%	28%ah	19%	24%	25%aa	18%	14%	20%	20%	6%	14%	31%ab	29%	18%	-	12%	13%	24%	17%	15%	15%	30%	17%	-	25%	30%	29%	25%	29%	22%	38%	28%	-
Don't know	2	2	2	7	1	8	3	-	-	2	-	2	-	-	2	-	-	1	1	-	2	-	-	2	-	1	-	1	-	-	2	2	2	-
	1%	2%	2%	2%	*	2%	3%ac	-	-	1%	-	1%	-	-	1%	-	-	3%	2%	-	2%	-	-	2%	-	3%	-	3%	-	-	25%	2%	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	342	133	104	395	250	341	88*	122	108	151	14**	281	104	10**	395	-**	73*	74*	94*	9**	167	61*	22**	250	-**	104	73*	149	15**	235	93*	13**	341	-**
Yes	279	109	73	311	190	249	69	103	81	116	11	237	69	5	311	-	53	60	69	8	140	43	7	190	-	86	57	94	12	191	52	6	249	-
	82%ef	82%ef	70%	79%	76%	73%	78%	84%	75%	77%	79%	84%	66%	50%	79%	-	73%	81%	73%	89%	84%	70%	32%	76%	-	83%r	78%v	63%	80%	81%u	56%	46%	73%	-
No	61	22	29	77	59	84	16	16	27	33	1	39	33	5	77	-	20	14	24	1	27	17	15	59	-	18	14	49	3	40	37	7	84	-
	18%	17%	28%ah	19%	24%	25%aa	18%	13%	25%AA	22%	7%	14%	32%W	50%	19%	-	27%	19%	26%	11%	16%	28%k	68%	24%	-	17%	19%	33%ppq	20%	17%	40%tt	54%	25%	-
Don't know	2	2	2	7	1	8	3	3	-	2	2	5	2	-	7	-	-	-	1	-	1	-	-	1	-	-	2	6	-	4	4	-	8	-
	1%	2%	2%	2%	*	2%	3%	2%	-	1%	14%	2%	2%	-	2%	-	-	-	1%	-	-	2%	-	*	-	-	3%	4%v	-	2%	4%	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/ij - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	342	133	104	395	250	341	88*	19**	35*	29**	5**	61*	16**	11**	88*	-**
Yes	279	109	73	311	190	249	69	14	27	23	5	53	10	6	69	-
	82% ^{aef}	82% ^{aef}	70%	79%	76%	73%	78%	74%	77%	79%	100%	87%	63%	55%	78%	-
No	61	22	29	77	59	84	16	4	6	6	-	6	6	4	16	-
	18%	17%	28% ^{abf}	19%	24%	25% ^a	18%	21%	17%	21%	-	10%	38%	36%	18%	-
Don't know	2	2	2	7	1	8	3	1	2	-	-	2	-	1	3	-
	1%	2%	2%	2%	*	2%	3% ^{ad}	5%	6%	-	-	3%	-	9%	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier							BT					EE					PLUSNET																
	Issue							Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved													
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
Employed or self-employed (full-time - 30hrs/wk+)	372	150	86	442	279	402	92	117	93	154	8	219	100	53	342	156	43	49	54	4	102	39	9	82	65	25	28	31	2	54	23	9	52	34
	58%df	54%l	43%	58%df	50%	53%l	50%	63%l	58%	57%	36%	63%l	50%	59%	63%o	53%	51%	54%	57%	50%	67%kl	42%	29%	62%w	47%	45%	46%	40%	40%	51%l	35%	31%	50%l	35%
Employed or self-employed (part-time - 8-29 hrs/wk+)	111	70	51	169	126	162	40	14	39	43	3	50	47	14	53	58	25	27	16	2	29	27	14	28	41	15	15	19	2	25	19	7	23	28
	17%	25%a	16%a	22%a	23%a	22%	22%	14%	25%g	16%	14%	14%	24%l	16%	15%	20%	30%r	30%r	17%	25%	19%	29%	45%l	21%	30%	27%	25%	24%	40%	24%	29%	24%	22%	29%
Homemaker	47	26	28	49	52	65	18	17	9	19	2	19	21	7	20	27	11	5	10	-	8	16	2	9	17	12	7	9	-	11	9	8	10	18
	7%	9%	14%ac	6%	9%	9%	10%	9%	6%	7%	9%	5%	11%l	8%	6%	9%	13%	6%	11%	-	5%	17%l	6%	7%	12%	21%	11%	12%	-	10%	14%	28%	10%	19%
Student / under education	39	14	13	45	41	49	9	8	8	22	1	20	16	3	15	24	2	6	5	1	6	4	4	3	11	-	6	7	-	5	7	1	5	8
	6%	5%	7%	6%	7%	5%	5%	4%	5%	8%	5%	6%	8%	3%	4%	13%h	2%	7%	5%	13%	4%	4%	13%h	2%	5%	-	10%a	9%h	-	5%	11%	3%	5%	8%
Temporarily not working (unemployed / illness)	40	8	12	33	39	46	17	9	6	20	5	23	11	6	23	16	2	2	3	1	4	3	1	6	2	1	3	7	1	5	5	2	7	5
	6%h	3%	6%	4%	3%bc	6%b	8%bc	5%	4%	7%	23%	7%	6%	7%	7%	5%	2%	2%	3%	13%	3%	3%	3%	5%	1%	2%	5%	9%	20%	5%	8%	7%	7%	5%
Retired	27	8	10	20	19	29	8	8	4	12	3	16	4	7	16	11	1	1	6	-	4	3	1	5	2	3	2	5	-	5	3	2	7	3
	4%	3%	5%	3%	3%	4%	4%	4%	3%	4%	14%	5%	2%	8%l	5%	4%	1%	1%	6%	-	3%	3%	3%	4%	1%	5%	3%	6%	-	5%	5%	7%	7%	3%
NET: Employed	483	220	137	611	405	564	132	143	132	197	11	269	147	67	268	214	68	76	70	6	131	66	23	110	106	40	43	50	4	79	42	16	75	62
	76%l	80%df	69%	81%ade>f	73%	75%	72%	77%	83%l	73%	50%	78%	74%	74%	78%	73%	81%	84%	74%	75%	86%l	72%	74%	83%	77%	71%	70%	64%	80%	75%	64%	55%	72%	65%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i) - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA													
								Issue				Satisfaction			Complaint resolved									Issue				Satisfaction			Complaint resolved				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (A)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404	
Employed or self-employed (full-time - 30hrs/wk+)	372	150	86	442	279	402	92	128	121	182	11	272	139	31	265	175	74	79	122	4	134	87	58	142	136	110	87	197	8	202	135	65	195	206	
	58%df	54%l	43%	58%df	50%	53%l	50%	57%	62%	58%	42%	65%fg	51%	45%	67%kl	49%	48%	52%	53%	19%	52%	48%	50%	57%ko	45%	51%	54%	56%	35%	58%kl	49%	49%	57%	51%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	111	70	51	169	126	162	40	50	44	71	4	76	74	19	61	108	37	38	49	2	59	43	24	54	69	45	34	76	7	64	70	28	67	94	
	17%	25%a	16%a	22%a	23%a	22%	22%	22%	23%	23%	15%	18%	27%l	28%	15%	30%kl	24%	25%	21%	10%	23%	24%	21%	22%	23%	21%	21%	22%	30%	18%	26%kl	21%	20%	23%	
Homemaker	47	26	28	49	52	65	18	19	14	13	3	22	21	6	17	32	15	13	19	5	23	21	8	22	29	20	21	23	1	30	25	10	31	33	
	7%	9%	14%ac	6%	9%	9%	10%	6%	7%	4%	12%	5%	8%	9%	4%	9%kl	10%	9%	8%	24%	9%	12%	7%	9%	10%	9%	13%kl	7%	4%	9%	9%	8%	9%	8%	
Student / under education	39	14	13	45	41	49	9	14	6	23	2	18	20	7	22	22	14	12	12	3	19	17	5	10	31	9	12	26	2	21	16	12	19	30	
	6%	5%	7%	6%	7%	7%	5%	6%	3%	7%	7%	4%	7%	10%	6%	6%	9%	8%	5%	14%	7%	9%	4%	4%	10%kl	4%	7%	7%	9%	6%	6%	9%	6%	7%	
Temporarily not working (unemployed / illness)	40	8	12	33	39	46	17	6	8	15	4	17	13	3	19	14	11	8	15	5	12	12	15	13	26	15	6	21	4	18	18	10	17	26	
	6%kl	3%	6%	4%	3%bc	6%kl	3%kl	3%	4%	5%	15%	4%	5%	4%	5%	4%	7%	5%	7%	24%	5%	5%	7%	5%	9%	7%	4%	4%	6%	17%	5%	7%	8%	5%	6%
Retired	27	8	10	20	19	29	8	7	1	10	2	14	3	3	11	8	4	1	12	2	10	2	7	9	9	16	2	10	1	13	9	7	12	15	
	4%	3%	5%	3%	3%	4%	4%	3%	1%	3%	8%	3%	1%	4%	3%	2%	3%	1%	5%kl	10%	4%	1%	6%kl	4%	3%	7%kl	1%	3%	4%	4%	3%	5%	4%	4%	
NET: Employed	483	220	137	611	405	564	132	178	165	253	15	348	213	50	326	283	111	117	171	6	193	130	82	196	205	155	121	273	15	266	205	93	262	300	
	76%l	80%df	69%	81%kl	73%	75%	72%	79%	85%	81%	58%	83%kl	79%	72%	83%	79%	72%	77%	75%	29%	75%	71%	70%	78%ko	68%	72%	75%	77%	65%	76%	75%	70%	77%	74%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/i) - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Employed or self-employed (full-time - 30hrs/wk+)	372	150	86	442	279	402	92	29	22	37	4	49	27	16	53	37
	58% afz	54% f	43%	58% cdj	50%	53% f	50%	59%	40%	51%	57%	54%	47%	44%	60% no	39%
Employed or self-employed (part-time - 8-29 hrs/wk+)	111	70	51	169	126	162	40	7	16	16	1	18	15	7	19	21
	17%	25% a	26% a	22% a	23% a	22%	22%	14%	29%	22%	14%	20%	26%	19%	22%	22%
Homemaker	47	26	28	49	52	65	18	5	8	5	-	9	5	4	6	12
	7%	9%	14% ace	6%	9%	9%	10%	10%	15%	7%	-	10%	9%	11%	7%	13%
Student / under education	39	14	13	45	41	49	9	3	5	1	-	5	3	1	2	7
	6%	5%	7%	6%	7%	7%	5%	6%	9% i	1%	-	5%	5%	3%	2%	7%
Temporarily not working (unemployed / illness)	40	8	12	33	39	46	17	3	4	9	1	7	4	6	4	13
	6% ab	3%	6%	4%	7% dc	6% d	8% abz	6%	7%	12%	14%	8%	7%	17%	5%	15% cn
Retired	27	8	10	20	19	29	8	2	-	5	1	3	3	2	4	4
	4%	3%	5%	3%	3%	4%	4%	4%	-	7%	14%	3%	5%	6%	5%	4%
NET: Employed	483	220	137	611	405	564	132	36	38	53	5	67	42	23	72	58
	76% f	80% df	69%	81% defi	73%	75%	72%	73%	69%	73%	71%	74%	74%	64%	82% o	62%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								BT						EE						PLUSNET													
	Issue								Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved										
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
Up to 10,399 Pounds	52	22	20	58	65	53	18	20	18	11	3	26	20	6	23	28	7	8	7	-	5	11	6	9	11	8	4	8	-	7	6	7	8	12
10,400-15,599 Pounds	63	33	30	95	86	72	27	14	18	29	2	29	21	13	33	30	7	15	10	1	17	9	7	14	18	6	13	10	1	15	11	4	13	17
15,600-25,999 Pounds	117	71	39	135	105	125	36	46	22	47	2	57	37	23	60	57	24	26	20	1	41	25	5	35	36	10	12	17	-	18	12	9	19	20
26,000-36,399 Pounds	96	47	50	143	96	134	32	28	27	38	3	60	26	10	52	44	13	13	20	1	29	15	3	17	29	18	12	18	2	28	19	3	25	25
36,400-51,999 Pounds	132	56	31	160	94	158	28	37	34	54	7	77	41	14	74	57	17	18	19	2	31	20	5	31	25	10	8	11	2	20	10	1	22	9
52,000+	143	37	25	130	74	158	32	35	30	76	2	85	36	22	83	60	11	10	14	2	27	6	4	23	13	3	11	11	-	16	7	2	15	10
Don't know	10	3	3	14	16	16	3	1	3	6	-	2	7	1	2	8	1	-	2	-	1	2	1	1	2	1	1	1	-	-	1	2	1	2
Would rather not say	23	7	2	23	20	37	8	4	7	9	3	11	11	1	15	8	4	-	2	1	3	4	-	3	4	-	-	2	-	1	-	1	1	1
	4%	3%	1%	3%	4%	5%	4%	2%	4%	3%	14%	3%	6%	1%	4%	3%	5%	-	2%	13%	2%	4%	-	2%	3%	-	-	3%	-	1%	-	3%	1%	1%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								SKY					TALK TALK					VIRGIN MEDIA															
	Issue								Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved												
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
Up to 10,399 Pounds	52	22	20	58	65	53	18	19	17	17	5	29	21	8	29	29	23	15	19	8	28	20	17	31	33	18	16	14	5	20	26	7	28	24
10,400-15,599 Pounds	63	33	30	95	86	72	27	46	24	24	1	47	38	10	38	55	32	25	29	-	38	28	20	33	50	23	18	29	2	37	22	13	28	43
15,600-25,999 Pounds	117	71	39	135	105	125	36	42	38	51	4	62	56	17	62	72	31	29	43	2	43	40	22	46	58	39	29	54	3	54	42	29	56	68
26,000-36,399 Pounds	96	47	50	143	96	134	32	39	34	67	3	74	59	10	78	65	26	29	39	2	37	43	16	38	57	41	24	67	2	55	59	20	56	77
36,400-51,999 Pounds	132	56	31	160	94	158	38	40	42	74	4	98	53	9	91	69	21	27	45	1	51	27	16	49	45	39	35	81	3	80	54	24	69	87
52,000+	143	37	25	130	74	158	32	32	33	61	4	91	28	11	78	52	14	19	38	3	41	16	17	36	38	40	31	84	3	78	52	28	84	73
Don't know	10	3	3	14	16	16	3	1	3	8	2	8	4	2	7	6	6	3	5	2	9	4	3	7	9	4	3	6	3	6	7	3	6	9
Would rather not say	23	7	2	23	20	37	8	5	3	12	3	10	11	2	12	11	2	4	11	3	10	4	6	10	10	11	6	18	2	18	11	8	14	23
	4%	3%	1%	3%	4%	5%	4%	2%	2%	4%	12%	2%	4%	3%	3%	3%	1%	3%	5%	14%	4%	2%	5%	4%	3%	5%	4%	5%	9%	5%	4%	6%	4%	6%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Up to 10,399 Pounds	52	22	20	58	65	53	18	5	9	4	-	10	4	4	9	8
	8%	8%	10%	8%	12% ac	7%	10%	10%	16% hi	5%	-	11%	7%	11%	10%	9%
10,400-15,599 Pounds	63	33	30	95	86	72	27	7	8	12	-	15	7	5	9	17
	10%	12%	15% ac	13%	15% ac	10%	15%	14%	15%	16%	-	16%	12%	14%	10%	18%
15,600-25,999 Pounds	117	71	39	135	105	125	36	8	12	14	2	21	12	3	20	16
	18%	26% ac	20%	18%	19%	17%	20%	16%	22%	19%	29%	23%	21%	8%	23%	17%
26,000-36,399 Pounds	96	47	50	143	96	134	32	10	12	10	-	9	14	9	14	18
	15%	17%	25% ab	19%	17%	18%	17%	20%	22%	14%	-	10%	25% ac	25% ac	16%	19%
36,400-51,999 Pounds	132	56	31	160	94	158	28	5	8	15	-	16	7	5	17	11
	21%	20%	16%	21%	17%	21%	15%	10%	15%	21%	-	18%	12%	14%	19%	12%
52,000+	143	37	25	130	71	159	32	8	6	16	2	15	10	7	14	18
	22% ab	13%	13%	17%	13%	21% ab	17%	16%	11%	22%	29%	16%	18%	19%	16%	19%
Don't know	10	3	3	14	16	16	3	1	-	1	1	2	-	1	2	1
	2%	1%	2%	2%	3%	2%	2%	2%	-	1%	14%	2%	-	3%	2%	1%
Would rather not say	23	7	2	23	20	37	8	5	-	1	2	3	3	2	3	5
	4%	3%	1%	3%	4%	5% f	4% j	10% hi	-	1%	29%	3%	5%	6%	3%	5%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i) - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

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

	Supplier										BT					EE					PLUSNET													
	Issue										Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved										
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	22**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
East Midlands	45	18	16	47	44	69	12	10	13	20	2	28	10	7	27	18	7	2	7	2	13	4	1	14	4	6	3	7	-	11	2	3	10	6
East of England	35	20	12	49	32	45	14	11	10	12	2	13	15	7	15	20	8	7	5	-	16	2	2	9	9	6	2	4	-	4	5	3	5	7
London	149	86	36	179	134	159	50	51	42	53	3	72	59	18	71	77	19	36	26	5	44	33	9	36	49	7	19	10	-	17	15	4	18	18
North East	28	9	18	41	30	33	7	11	4	13	-	14	10	4	18	10	4	4	1	-	3	4	2	5	4	3	5	8	2	10	6	2	7	11
North West	69	28	22	84	71	88	14	15	16	34	4	40	22	7	41	28	7	9	12	-	14	9	5	10	18	5	8	9	-	12	9	1	12	10
Scotland	44	19	11	46	25	32	7	11	13	18	2	25	13	6	21	23	7	7	4	1	9	7	3	9	10	8	2	1	-	8	1	2	8	3
South East	69	21	27	96	51	70	26	18	18	29	4	40	15	14	44	25	6	8	7	-	11	9	1	10	10	5	8	14	-	13	8	6	18	9
South West	53	17	15	45	26	46	16	20	10	20	3	34	15	4	32	20	6	3	8	-	8	5	4	8	7	3	3	8	1	7	4	4	6	9
Ulster / Northern Ireland	21	1	4	14	8	15	3	7	5	7	2	11	6	4	13	8	1	-	-	-	-	1	-	-	1	2	-	2	-	1	2	1	3	1
Wales	25	11	6	31	32	18	7	4	9	12	-	14	9	2	9	16	1	2	8	-	8	2	1	5	6	4	1	1	-	4	1	1	3	3
West Midlands	52	33	16	76	63	117	15	11	11	30	-	31	15	6	28	24	14	9	10	-	19	12	2	17	16	4	5	6	1	8	6	2	6	10
Yorks & Humber	46	13	17	50	37	61	13	16	8	22	-	25	10	11	23	23	4	3	6	-	8	4	1	10	2	3	5	8	1	10	7	-	8	9

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/z - g/h/ij - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

Table 77

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

	Supplier							SKY					TALK TALK					VIRGIN MEDIA																
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
East Midlands	45	18	16	47	44	69	12	12	11	20	4	24	19	4	26	20	9	13	20	2	25	11	8	24	20	24	11	32	2	28	26	15	28	41
East of England	35	20	12	49	32	45	14	16	7	24	2	27	20	2	26	22	9	9	13	1	13	10	9	15	16	10	14	20	1	15	24	6	16	29
London	149	86	36	179	134	159	50	54	62	59	4	106	57	16	101	77	37	40	55	2	59	47	28	55	78	39	54	64	2	76	57	26	71	84
North East	28	9	18	41	30	33	7	10	16	15	-	27	11	3	14	27	12	9	7	2	12	10	8	9	20	6	8	19	-	16	12	5	14	18
North West	69	28	22	84	71	88	14	19	15	45	5	50	29	5	46	38	29	12	31	2	33	24	17	28	45	32	13	42	1	41	32	15	42	45
Scotland	44	19	11	46	25	32	7	16	9	20	1	25	20	1	23	23	7	8	7	3	10	9	6	13	12	12	4	16	-	15	10	7	16	15
South East	69	21	27	96	51	70	26	26	18	51	1	49	36	11	41	54	14	12	23	2	23	16	12	20	31	16	9	43	2	29	31	10	33	37
South West	53	17	15	45	26	46	16	17	13	14	1	23	15	7	26	19	5	4	15	2	10	9	7	14	11	11	7	25	3	25	15	6	22	24
Ulster / Northern Ireland	21	1	4	14	8	15	3	5	4	4	1	8	6	-	10	4	2	1	5	-	4	3	1	5	4	3	2	10	-	8	5	2	7	8
Wales	25	11	6	31	32	18	7	5	11	13	2	17	9	5	13	18	4	13	14	1	18	9	5	18	14	6	3	7	2	5	10	3	9	9
West Midlands	52	33	16	76	63	117	15	25	18	28	5	38	29	9	43	33	21	20	20	2	34	23	6	31	32	36	19	54	8	67	30	20	64	52
Yorks & Humber	46	13	17	50	37	61	13	19	10	21	-	25	19	6	26	24	6	10	19	2	16	11	10	18	18	20	18	21	2	23	21	17	19	42

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
East Midlands	45	18	16	47	44	69	12	4	5	3	-	3	8	1	6	6
	7%	7%	8%	6%	8%	9%	7%	8%	9%	4%	-	3%	14%	3%	7%	6%
East of England	35	20	12	49	32	45	14	2	5	7	-	7	5	2	7	6
	6%	7%	6%	6%	6%	6%	8%	4%	9%	10%	-	8%	9%	6%	8%	6%
London	149	86	36	179	134	159	50	17	11	20	2	31	10	9	26	24
	23%	31% ^{acde}	18%	24%	24%	21%	27%	35%	20%	27%	29%	34%	18%	25%	30%	26%
North East	28	9	18	41	30	33	7	2	3	2	-	2	4	1	3	4
	4%	3%	9% ^{abe}	5%	5%	4%	4%	4%	5%	3%	-	2%	7%	3%	3%	4%
North West	69	28	22	84	74	88	14	2	4	8	-	7	4	3	5	9
	11%	10%	11%	11%	13%	12%	8%	4%	7%	11%	-	8%	7%	8%	6%	10%
Scotland	44	19	11	46	25	32	7	3	1	3	-	3	1	3	3	4
	7% ^{de}	7%	6%	6%	4%	4%	4%	6%	2%	4%	-	3%	2%	8%	3%	4%
South East	69	21	27	95	51	70	26	7	7	11	1	11	11	4	11	15
	11%	8%	14% ^b	13% ^{bde}	9%	9%	14% ^b	14%	13%	15%	14%	12%	19%	11%	13%	16%
South West	53	17	15	45	26	46	16	2	6	8	-	7	6	3	8	8
	8% ^d	6%	8%	6%	5%	6%	9% ^d	4%	11%	11%	-	8%	11%	8%	9%	9%
Ulster / Northern Ireland	21	1	4	14	8	15	3	-	1	-	2	1	2	-	2	1
	3% ^{bd}	*	2%	2%	1%	2%	2%	-	2%	-	29%	1%	4%	-	2%	1%
Wales	25	11	6	31	32	18	7	1	2	3	1	2	1	4	3	4
	4%	4%	3%	4%	6% ^e	2%	4%	2%	4%	4%	14%	2%	2%	11% ^b	3%	4%
West Midlands	52	33	16	76	63	117	15	6	3	5	1	8	5	2	7	8
	8%	12%	8%	10%	11%	16% ^{acdf}	8%	12%	5%	7%	14%	9%	9%	6%	8%	9%
Yorks & Humber	46	13	17	50	37	61	13	3	7	3	-	9	-	4	7	5
	7%	5%	9%	7%	7%	8%	7%	6%	13%	4%	-	10% ^d	-	11% ^d	8%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier								BT						EE						PLUSNET														
									Issue			Satisfaction			Complaint resolved																				
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*	
Woman	375	150	102	466	327	480	103	102	94	168	11	214	105	56	206	169	41	44	62	3	77	56	17	68	79	28	27	44	3	57	31	14	55	47	
	59%	54%	51%	61% kl	59%	64% kl	56%	55%	59%	62%	50%	62% kl	53%	62%	60%	58%	49%	49%	66% pq	38%	50%	61%	55%	51%	57%	50%	44%	56%	60%	54%	47%	48%	53%	49%	
Man	251	119	92	284	223	258	77	80	63	97	11	132	88	31	135	114	41	42	31	5	73	33	13	64	54	27	31	32	2	48	32	12	47	45	
	39% ae	43% ae	46% ce	37%	40% ce	34%	42%	43%	40%	36%	50%	38%	44%	34%	39%	39%	49% kr	47%	33%	63%	48%	36%	42%	48%	39%	48%	51%	41%	40%	46%	48%	41%	45%	47%	
Non-binary	6	6	4	5	4	12	3	3	-	3	-	1	3	2	1	5	1	4	1	-	3	2	1	1	4	-	3	1	-	3	1	1	3	3	
	1%	2% ae	2%	1%	1%	2%	2%	2%	-	1%	-	+	2%	2% ae	+	2%	1%	4%	1%	-	2%	2%	3%	1%	3%	-	5%	1%	-	3% kl	3%	1%	1%	3%	
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	4	1	2	3	2	3	1	-	2	2	-	-	3	1	-	4	1	-	-	-	-	1	-	-	1	1	-	1	-	-	-	2	1	1	1
	1%	+	1%	+	+	+	1%	-	1%	1%	-	-	2% kl	1%	-	1% kl	1%	-	-	-	-	1%	-	-	1%	1%	2%	-	1%	-	-	7%	-	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier							SKY					TALK TALK					VIRGIN MEDIA																	
								Issue			Complaint resolved		Issue					Complaint resolved			Issue					Complaint resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (A)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404	
Woman	375	150	102	466	327	480	103	137	99	217	13	251	170	45	229	236	88	85	143	11	147	111	69	143	179	137	103	230	10	201	191	88	221	253	
	59%	54%	51%	61% kl	59%	64% kl	56%	61% kl	52%	69% kl	50%	60%	63%	65%	58%	66% kl	57%	56%	62%	52%	57%	61%	59%	57%	60%	64%	64%	65%	43%	58%	70% kl	67%	65%	63%	
Man	251	119	92	284	223	258	77	84	95	94	11	166	96	22	163	119	66	64	83	10	109	69	45	106	116	73	57	116	12	141	77	40	115	141	
	39% kl	43% kl	46% kl	37%	40% kl	34%	42%	38%	49% kl	30%	42%	40%	36%	32%	41% kl	33%	43%	42%	36%	48%	42%	38%	38%	42%	39%	34%	35%	33%	52%	41% kl	28%	30%	34%	35%	
Non-binary	6	6	4	5	4	12	3	2	-	2	1	1	2	2	2	2	1	2	1	-	1	2	1	1	3	4	1	6	1	5	3	4	4	8	
	1%	2% kl	2%	1%	1%	2%	2%	1%	-	1%	4%	*	1%	2% kl	1%	1%	1%	1%	*	-	* kl	1%	1%	*	1%	2%	1%	1%	2%	4%	1%	1%	3%	1%	2%
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	4	1	2	3	2	3	1	1	-	1	1	1	2	-	1	2	-	-	2	-	-	-	2	2	-	1	1	1	-	1	2	-	1	2	
	1%	*	1%	*	*	*	1%	*	-	*	4%	*	1%	-	*	1%	-	-	1%	-	-	-	2% kl	-	1%	*	1%	*	*	1%	1%	-	*	*	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Woman	375 59% ^f	150 54%	102 51%	466 61% ^{bf}	327 59%	480 64% ^{bf}	103 56%	29 59%	28 51%	42 58%	4 57%	50 55%	33 58%	20 56%	48 55%	53 56%
Man	251 39% ^e	119 43% ^e	92 46% ^{ce}	284 37%	223 40% ^e	258 34%	77 42%	20 41%	24 44%	30 41%	3 43%	39 43%	24 42%	14 39%	37 42%	40 43%
Non-binary	6 1%	6 2%	4 2%	5 1%	4 1%	12 2%	3 2%	-	2 4%	1 1%	-	2 2%	-	1 3%	2 2%	1 1%
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	4 1%	1 *	2 1%	3 *	2 *	3 *	1 1%	-	1 2%	-	-	-	-	1 3%	1 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							BT					EE					PLUSNET																	
	Issue							Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved														
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	292	138	56*	61*	78*	5**	105	66*	29**	104	96*
Yes	615	255	188	730	527	728	179	179	154	260	22	343	185	87	333	280	76	82	90	7	144	84	27	126	124	54	54	75	5	101	61	26	101	87	
	97%h	92%	94%	96%h	95%	97%h	97%h	97%	97%	96%	100%	99%h	93%	97%	97%	96%	90%	91%	96%	88%	94%	91%	87%	95%	90%	96%	89%	96%	100%	96%	92%	90%	97%	91%	
No	12	19	8	20	22	16	2	5	2	5	-	4	6	2	4	8	7	7	4	1	9	7	3	6	13	1	6	1	-	4	2	2	2	6	
	2%	7%kaser	4%	3%	4%a	2%	1%	3%	1%	2%	-	1%	3%	2%	1%	3%	8%	8%	4%	13%	6%	8%	10%	5%	9%	2%	10%c	1%	-	4%	3%	7%	2%	6%	
Prefer not to say	9	2	4	8	7	9	3	1	3	5	-	-	8	1	5	4	1	1	-	-	-	1	1	1	1	1	1	1	2	-	3	1	1	3	
	1%	1%	2%	1%	1%	1%	2%	1%	2%	2%	-	-	4%	1%	2%	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	2%	2%	3%	-	-	5%h	3%	1%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - U/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
Yes	615	255	188	730	527	728	179	214	186	306	24	406	258	66	380	346	147	138	225	17	248	170	109	241	280	207	156	343	22	338	265	125	334	386
	97%h	92%	94%	96%h	95%	97%h	97%h	96%	96%	97%	92%	97%	96%	96%	96%	96%	95%	91%	98%h	81%	96%	93%	93%	96%	93%	96%	96%	97%	96%	97%	97%	95%	98%	96%
No	12	19	8	20	22	16	2	6	8	5	1	12	6	2	14	6	8	10	3	1	8	8	6	7	15	4	5	6	1	6	4	6	2	14
	2%	7%kase	4%	3%	4%a	2%	1%	3%	4%	2%	4%	3%	2%	3%	4%	2%	5%	7%h	7%h	1%	3%	4%	5%	3%	5%	2%	3%	2%	4%	2%	1%	5%	1%	3%w
Prefer not to say	9	2	4	8	7	9	3	4	-	3	1	1	6	1	1	7	-	3	1	3	1	4	2	2	5	4	1	4	-	4	4	1	5	4
	1%	1%	2%	1%	1%	1%	2%	2%	-	1%	4%	*	2%h	1%	*	2%h	-	2%	*	14%	*	2%	2%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - U/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier						VODAFONE				Satisfaction			Complaint resolved		
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*
Yes	615	255	188	730	527	728	179	49	53	71	6	89	56	34	85	92
	97%b	92%	94%	96%b	95%	97%b	97%b	100%	96%	97%	86%	98%	98%	94%	97%	98%
No	12	19	8	20	22	16	2	-	1	-	1	-	1	1	1	1
	2%	7%ac	4%	3%	4%a	2%	1%	-	2%	-	14%	-	2%	3%	1%	1%
Prefer not to say	9	2	4	8	7	9	3	-	1	2	-	2	-	1	2	1
	1%	1%	2%	1%	1%	1%	2%	-	2%	3%	-	2%	-	3%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							BT					EE					PLUSNET																
								Issue			Complaint resolved		Issue					Complaint resolved		Issue			Complaint resolved											
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
A	97	58	21	87	60	61	17	34	25	37	1	54	26	17	49	48	17	22	17	2	36	17	5	31	25	5	9	6	1	11	7	3	10	11
	15%cdet	21%adefi	11%	11%e	11%	8%	9%	18%	16%	14%	5%	16%	13%	19%	14%	16%	20%	24%	18%	25%	24%	18%	16%	23%	18%	9%	15%	8%	20%	10%	11%	10%	10%	11%
B	168	74	51	202	129	183	54	41	46	76	5	96	47	25	96	72	25	26	21	2	45	20	9	39	35	15	19	17	-	23	19	9	24	27
	26%	27%	26%	27%	23%	24%	29%	22%	29%	28%	23%	28%	24%	28%	28%	25%	30%	29%	22%	25%	29%	22%	29%	29%	25%	27%	31%	22%	-	22%	29%	31%	23%	28%
C1	157	67	55	213	128	205	35	41	36	76	4	82	60	15	85	72	17	20	28	2	32	31	4	24	41	17	17	20	1	33	15	7	29	26
	25%	24%	28%	28%cd	23%	27%e	19%	22%	23%	28%	18%	24%	30%im	17%	25%	25%	20%	22%	30%	25%	21%	28%lv	13%	18%	30%w	30%	28%	26%	20%	31%	23%	24%	28%	27%
C2	116	30	41	147	107	164	29	42	28	40	6	64	36	16	62	53	9	9	12	-	17	8	5	14	16	12	8	18	3	24	11	6	22	19
	18%h	11%	21%b	19%b	23%b	22%h	16%	18%	15%	27%	27%	18%	18%	18%	18%	18%	11%	10%	13%	-	11%	9%	16%	11%	12%	21%	13%	23%	60%	23%	17%	21%	20%	
D	36	20	19	43	58	57	15	9	7	18	2	19	12	5	21	15	9	6	4	1	10	7	3	9	11	5	6	8	-	8	8	3	13	6
	6%	7%	10%	6%	10%ac	8%	10%ac	5%	4%	7%	9%	5%	6%	6%	6%	5%	11%	7%	4%	13%	7%	8%	10%	7%	8%	9%	10%	10%	-	8%	12%	10%	13%	6%
E	62	27	13	66	71	83	31	32	18	12	4	32	18	12	29	32	7	7	12	1	13	9	5	16	10	2	2	9	-	6	6	1	6	7
	10%	10%	7%	9%	13%cl	11%	17%acekl	10%	11%	9%	18%	9%	9%	13%	8%	11%	8%	8%	13%	13%	8%	10%	16%	12%	7%	4%	3%	12%	-	6%	9%	3%	6%	7%
NET: AB	265	132	72	289	189	244	71	75	71	113	6	150	73	42	145	120	42	48	38	4	81	37	14	70	60	20	28	23	1	34	26	12	34	38
	42%de	48%cdel	36%	38%ca	34%	32%	39%	41%	45%	42%	27%	43%	37%	47%	42%	41%	50%	53%	40%	50%	53%	40%	45%	53%	43%	36%	46%e	29%	20%	32%	39%	41%	33%	40%
NET: ABC1	422	199	127	502	317	449	106	116	107	189	10	232	133	57	230	192	59	68	66	6	113	68	18	94	101	37	45	43	2	67	41	19	63	64
	66%dex	72%defi	64%	66%defi	57%	60%	58%	63%	67%	70%	45%	67%	67%	63%	67%	66%	70%	76%	70%	75%	74%	74%	58%	71%	73%	66%	74%e	55%	40%	64%	62%	66%	61%	67%
NET: CZDE	214	77	73	256	239	304	78	69	52	81	12	115	66	33	112	100	25	22	28	2	40	24	13	39	37	19	16	35	3	38	25	10	41	32
	34%	28%	37%b	34%	43%abc	40%abc	42%abc	37%	33%	30%	55%	33%	33%	37%	33%	34%	30%	24%	30%	25%	26%	26%	42%	29%	27%	34%	26%	43%h	60%	36%	38%	34%	39%	33%
NET: DE	98	47	32	109	132	140	49	27	24	41	6	51	30	17	50	47	16	13	16	2	23	16	8	25	21	7	8	17	-	14	14	4	19	13
	15%	17%	16%	14%	24%abef	19%e	27%abcef	15%	15%	15%	27%	15%	15%	19%	15%	16%	19%	14%	17%	25%	15%	17%	26%	19%	15%	13%	13%	22%	-	19%	21%	14%	18%	14%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/CD - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA														
								Issue			Satisfaction				Complaint resolved											Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404		
A	97	58	21	87	60	61	17	23	29	34	1	57	24	6	50	37	14	18	28	-	31	18	11	34	26	20	23	18	-	32	22	7	37	24		
B	168	74	51	202	129	183	54	57	52	89	4	117	70	15	112	90	39	33	56	1	65	38	26	57	71	47	32	102	2	82	68	33	85	97		
C1	157	67	55	213	128	205	35	57	54	95	7	112	78	23	111	100	30	33	60	5	53	50	25	50	77	59	36	103	7	91	72	42	87	115		
C2	116	30	41	147	107	164	29	53	34	55	5	83	54	10	74	73	28	30	40	9	51	33	23	47	57	43	44	73	4	71	64	29	67	96		
D	36	20	19	43	58	57	15	12	10	16	5	25	14	4	19	24	21	19	18	-	24	20	14	31	27	15	13	25	4	29	20	6	25	32		
E	6%	7%	10%	6%	10%	8%	10%	5%	5%	5%	19%	6%	5%	6%	5%	7%	14%	13%	8%	-	9%	11%	12%	12%	9%	7%	8%	7%	17%	8%	7%	6%	7%	8%		
NET: AB	265	132	72	289	189	244	71	80	81	123	5	174	94	21	162	127	53	51	84	1	96	56	37	91	97	67	55	120	2	114	90	40	122	121		
NET: ABC1	422	199	127	502	317	449	106	137	135	218	12	286	172	44	273	227	83	84	144	6	149	106	62	141	174	126	91	223	9	205	162	82	209	236		
NET: CZDE	214	77	73	256	239	304	78	87	59	96	14	133	98	25	122	132	72	67	85	15	108	76	55	109	126	89	71	130	14	143	111	50	132	168		
NET: DE	98	47	32	109	132	140	49	34	25	41	9	50	44	15	48	39	46	44%	37%	71%	42%	42%	47%	44%	42%	41%	44%	37%	61%	41%	41%	38%	39%	42%		
	15%	17%	16%	14%	19%	19%	17%	15%	13%	13%	35%	12%	16%	22%	12%	16%	25%	20%	29%	22%	24%	27%	25%	23%	21%	17%	16%	43%	21%	17%	16%	19%	18%			

Proportions/Mean: Columns | tested (5% risk level) - a/b/c/d/e/f/z - g/h/i | - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
A	97	58	21	87	60	61	17	6	7	4	-	9	3	5	9	7
	15% cdex	21% adefl	11%	11% e	11%	8%	9%	12%	13%	5%	-	10%	5%	14%	10%	7%
B	168	74	51	202	129	183	54	11	15	26	2	32	16	6	27	27
	26%	27%	26%	27%	23%	24%	29%	22%	27%	36%	29%	35% km	28%	17%	31%	29%
C1	157	67	55	213	128	205	35	11	9	14	1	11	17	7	15	20
	25%	24%	28%	28% cd	23%	27% e	19%	22%	16%	19%	14%	12%	30% kl	19%	17%	21%
C2	116	30	41	147	107	164	29	10	5	12	2	13	12	4	12	17
	18% b	11%	21% b	19% b	19% b	22% b	16%	20%	9%	16%	29%	14%	21%	11%	14%	18%
D	36	20	19	43	58	57	18	3	6	9	-	15	1	2	10	7
	6%	7%	10%	6%	10% ac	8%	10% ac	6%	11%	12%	-	16% cl	2%	6%	11%	7%
E	62	27	13	66	71	83	31	8	13	8	2	11	8	12	15	16
	10%	10%	7%	9%	13% cd	11%	17% abcef	16%	24%	11%	29%	12%	14%	33% kl	17%	17%
NET: AB	265	132	72	289	189	244	71	17	22	30	2	41	19	11	36	34
	42% de	48% def	36%	38% e	34%	32%	39%	35%	40%	41%	29%	45%	33%	31%	41%	36%
NET: ABC1	422	199	127	502	317	449	106	28	31	44	3	52	36	18	51	54
	66% de	72% def	64%	66% de	57%	60%	58%	57%	56%	60%	43%	57%	63%	50%	58%	57%
NET: CZDE	214	77	73	256	239	304	78	21	24	29	4	39	21	18	37	40
	34%	28%	37% h	34%	43% abc	40% abc	42% abc	43%	44%	40%	57%	43%	37%	50%	42%	43%
NET: DE	98	47	32	109	132	140	49	11	19	17	2	26	9	14	25	23
	15%	17%	16%	14%	24% abcef	19% e	27% abcef	22%	35%	23%	29%	29%	16%	39% kl	28%	24%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i) - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							BT					EE					PLUSNET																
								Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
A city or large town (including suburbs)	343	161	89	432	332	507	102	104	93	139	7	191	117	35	191	151	47	57	51	6	98	45	18	78	81	33	23	31	2	51	28	10	51	38
A small town	180	87	80	244	185	211	58	52	47	75	6	91	55	34	87	92	28	25	33	1	39	40	8	44	41	14	29	36	1	38	29	13	37	43
A village, hamlet or isolated dwelling in the countryside	111	26	28	75	38	30	20	28	18	56	9	64	27	20	63	48	8	7	10	1	15	6	5	10	16	8	8	10	2	16	9	3	16	12
Prefer not to say	2	2	3	7	1	5	4	1	1	-	-	1	-	1	1	1	1	1	-	-	1	1	-	1	-	1	1	1	-	-	3	-	3	-
NET: Urban	523	248	169	676	517	719	160	156	140	214	13	282	172	69	278	243	75	82	84	7	137	85	26	122	122	47	52	67	3	89	57	23	88	81
NET: Rural	111	26	28	75	38	30	20	28	18	56	9	64	27	20	63	48	8	7	10	1	15	6	5	10	16	8	8	10	2	16	9	3	16	12

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/z - g/h/i/ - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA													
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404	
A city or large town (including suburbs)	343	161	89	432	332	507	102	125	126	167	14	244	151	37	235	196	91	89	143	9	159	103	70	156	174	141	110	239	17	251	175	81	242	259	
	54% f	58% f	45%	57% f	60% f	67% kabcdz	55% f	56%	65% k	53%	54%	58%	56%	54%	59%	55%	59%	59%	62%	43%	62%	57%	60%	62%	58%	66%	68%	68%	74%	72% nuw	64%	61%	71% ax	64%	
A small town	180	87	80	244	185	211	58	74	50	112	8	127	91	26	117	125	54	50	73	8	82	62	41	77	104	61	45	99	6	86	81	44	87	124	
	28%	32%	40% acez	32%	33% e	28%	32%	33%	26%	36% ab	31%	30%	34%	38%	30%	35%	35%	33%	32%	32%	38%	32%	34%	35%	31%	35%	28%	28%	28%	26%	25%	30%	33%	26%	31%
A village, hamlet or isolated dwelling in the countryside	111	26	28	75	38	30	20	21	18	33	3	46	25	4	41	34	10	12	12	4	16	16	6	17	21	11	5	14	-	8	15	7	11	19	
	17% abcdes	9% e	14% de	10% e	7% e	4%	11% z	9%	9%	11%	12%	11%	9%	6%	10%	9%	6%	8%	5%	19%	6%	9%	5%	7%	7%	5%	3%	4%	-	2%	5% t	5%	3%	5%	
Prefer not to say	2	2	3	7	1	5	4	4	-	2	1	2	3	2	2	4	-	-	1	-	-	1	-	-	1	2	2	1	-	3	2	-	1	2	
	*	1%	2% d	2%	*	1%	2% de	2%	-	1%	4%	*	1%	5% e	1%	1%	-	-	*	-	-	1%	-	-	1%	2	1%	1%	*	-	1%	1%	-	*	
NET: Urban	523	248	169	676	517	718	160	199	176	279	22	371	242	63	352	321	145	139	216	17	241	165	111	233	278	202	155	338	23	337	256	125	329	383	
	82%	80% ae	85%	83% ae	83% ae	85% abcd	87%	89%	91%	89%	85%	89%	90%	91%	89%	89%	94%	92%	94%	81%	94%	91%	95%	93%	93%	94%	96%	96%	100%	97%	94%	95%	96%	95%	96%
NET: Rural	111	26	28	75	38	30	20	21	18	33	3	46	25	4	41	34	10	12	12	4	16	16	6	17	21	11	5	14	-	8	15	7	11	19	
	17% abcdes	9% e	14% de	10% e	7% e	4%	11% z	9%	9%	11%	12%	11%	9%	6%	10%	9%	6%	8%	5%	19%	6%	9%	5%	7%	7%	5%	3%	4%	-	2%	5% t	5%	3%	5%	

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

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

Supplier							VODAFONE							Complaint resolved	
							Issue				Satisfaction				
BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	49*	55*	73*	7**	91*	57*	36*	88*	94*
A city or large town (including suburbs)	343	161	89	432	332	507	31	29	39	3	52	30	20	52	49
	54% f	58% f	45%	57% f	60% a,f	67% a,b,c,d,f,z	63%	53%	53%	43%	57%	53%	56%	59%	52%
A small town	180	87	80	244	185	211	14	20	21	3	28	20	10	25	33
	28%	32%	40% a,c,d	32%	33% e	28%	29%	36%	29%	43%	31%	35%	28%	28%	35%
A village, hamlet or isolated dwelling in the countryside	111	26	28	75	38	30	3	5	11	1	9	6	5	8	11
	17% b,d,e,z	9% e	14% d,e	10% e	7% e	4%	6%	9%	15%	14%	10%	11%	14%	9%	12%
Prefer not to say	2	2	3	7	1	5	1	1	2	-	2	1	1	3	1
	+	1%	2% d	1%	+	1%	2%	2%	3%	-	2%	2%	3%	3%	1%
NET: Urban	523	248	169	676	517	718	45	49	60	6	80	50	30	77	82
	82%	90% a	85%	89% a	93% a,c,d,f,z	95% a,b,c,d,f	92%	89%	82%	86%	88%	88%	83%	88%	87%
NET: Rural	111	26	28	75	38	30	3	5	11	1	9	6	5	8	11
	17% b,d,e,z	9% e	14% d,e	10% e	7% e	4%	6%	9%	15%	14%	10%	11%	14%	9%	12%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i) - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							BT						EE						PLUSNET															
	Issue							Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	185	159	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
Small (1-2 people)	229	100	85	217	211	239	60	66	55	94	14	126	69	34	126	101	32	33	33	2	25%	48	39	13	52	46	27	23	31	4	47	25	13	53	32
	36%	36%	43%	29%	38%	32%	33%	36%	35%	35%	64%	36%	35%	38%	37%	35%	38%	37%	35%	25%	31%	42%	42%	39%	33%	48%	38%	40%	80%	45%	38%	45%	51%	33%	
Medium (3-4 people)	299	129	80	392	248	379	95	90	76	129	4	172	84	43	169	130	40	41	45	3	3	82	36	11	61	67	19	30	30	1	41	28	11	32	48
	47%	47%	40%	52%	45%	50%	52%	49%	48%	48%	18%	50%	42%	48%	49%	45%	48%	46%	48%	38%	54%	39%	35%	46%	49%	34%	49%	38%	20%	39%	42%	38%	31%	50%	
Large (5+ people)	108	47	35	149	97	135	29	29	28	47	4	49	46	13	47	61	12	16	16	3	23	17	7	20	25	10	8	17	-	17	13	5	19	16	
	17%	17%	18%	20%	17%	18%	16%	16%	18%	17%	18%	14%	23%	14%	21%	14%	18%	18%	17%	38%	15%	18%	22%	15%	18%	18%	13%	22%	-	16%	20%	17%	18%	17%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA														
								Issue			Satisfaction				Complaint resolved											Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)		
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404		
Small (1-2 people)	229	100	85	217	211	239	60	68	49	90	10	111	82	24	106	109	65	51	86	9	85	78	48	94	113	87	42	101	9	111	83	45	112	123		
	36% cc	36% cc	43% cc	29%	38% cc	32%	33%	30%	25%	29%	38%	26%	30%	35%	27%	30%	42%	34%	38%	43%	33%	43% cc	41%	38%	38%	40% cc	26%	29%	39%	32%	30%	34%	33%	30%		
Medium (3-4 people)	299	129	80	392	248	379	95	116	115	153	8	224	135	33	203	187	66	70	103	9	131	69	48	115	131	96	86	184	13	173	146	60	171	205		
	47%	47%	40%	52% cc	45%	50% cc	52% cc	52%	50% cc	49%	31%	53%	50%	48%	51%	52%	43%	46%	45%	43%	51% cc	38%	41%	46%	44%	45%	53%	52%	57%	50%	53%	45%	50%	51%		
Large (5+ people)	108	47	35	149	97	135	29	40	30	71	8	84	53	12	86	63	24	30	40	3	41	35	21	41	56	32	34	68	1	64	44	27	58	76		
	17%	17%	18%	20%	17%	18%	16%	18%	15%	23%	31%	20%	20%	17%	22%	18%	15%	20%	17%	14%	16%	19%	18%	16%	19%	15%	21%	19%	4%	18%	16%	20%	17%	19%		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Small (1-2 people)	229	100	85	217	211	239	60	18	10	30	2	26	24	10	29	30
	36% bc	36% bc	43% cd	29%	38% cd	32%	33%	37% gh	18%	41% gh	29%	29%	42%	28%	33%	32%
Medium (3-4 people)	299	129	80	392	248	379	95	23	32	36	4	55	19	21	48	46
	47%	47%	40%	52% def	45%	50% def	52% fj	47%	58%	49%	57%	60% kl	33%	58% kl	55%	49%
Large (5+ people)	108	47	35	149	97	135	29	8	13	7	1	10	14	5	11	18
	17%	17%	18%	20%	17%	18%	16%	16%	24% kl	10%	14%	11%	25% kl	14%	13%	19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	22**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
1	181	91	52	207	168	199	65	59	43	76	3	104	50	27	101	80	29	38	23	1	52	28	11	44	46	14	20	17	1	29	19	4	23	29
	28%	33%	26%	27%	30%	26%	35%	32%	27%	28%	14%	30%	25%	30%	30%	27%	35%	42%	24%	13%	34%	30%	35%	33%	33%	25%	33%	22%	20%	28%	29%	14%	22%	30%
2	131	60	34	197	118	158	37	43	35	51	2	69	43	19	64	67	15	18	25	2	37	17	6	30	29	6	18	10	-	17	10	7	13	21
	21%	22%	17%	26%	21%	21%	20%	23%	22%	19%	9%	20%	22%	21%	19%	23%	18%	20%	27%	25%	24%	18%	19%	23%	21%	11%	30%	13%	-	16%	15%	24%	13%	22%
3	44	23	15	60	38	57	10	12	17	14	1	19	17	8	19	25	5	8	9	1	10	10	3	7	16	2	3	10	-	8	4	3	7	8
	7%	8%	8%	8%	7%	8%	5%	6%	11%	5%	5%	5%	9%	9%	6%	9%	6%	9%	10%	13%	7%	11%	10%	5%	12%	4%	5%	13%	-	8%	6%	10%	7%	8%
4	4	3	6	20	17	16	2	1	2	1	-	1	3	-	2	2	3	-	-	-	3	-	-	1	2	2	2	2	-	3	3	-	4	2
	1%	1%	3%	3%	3%	2%	1%	1%	1%	*	-	*	2%	-	1%	1%	4%	-	-	-	2%	-	-	1%	1%	4%	3%	3%	-	3%	5%	-	4%	2%
5+	7	2	5	12	7	9	2	2	1	4	-	3	3	1	3	4	-	2	-	-	-	1	1	1	1	2	1	2	-	1	3	1	3	2
	1%	1%	3%	2%	1%	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	-	2%	-	-	-	1%	3%	1%	1%	4%	2%	3%	-	1%	5%	3%	3%	2%
No children in household	269	97	88	262	208	314	68	68	61	124	16	151	83	35	153	114	32	24	37	4	51	36	10	50	44	30	17	37	4	47	27	14	54	34
	42%	35%	44%	35%	37%	42%	37%	37%	38%	46%	73%	44%	42%	39%	45%	39%	38%	27%	39%	50%	33%	39%	32%	38%	32%	54%	28%	47%	80%	45%	41%	48%	52%	35%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier								SKY								TALK TALK								VIRGIN MEDIA											
									Issue				Complaint resolved												Issue				Satisfaction				Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404		
1	181	91	52	207	168	199	65	62	64	76	5	108	78	21	105	100	40	51	71	6	84	56	28	74	92	54	52	85	8	99	71	29	94	105		
	28%	33%	26%	27%	30%	26%	35%	28%	33%	24%	19%	26%	29%	30%	27%	28%	26%	34%	31%	29%	33%	31%	24%	30%	31%	25%	32%	24%	35%	28%	26%	22%	28%	26%		
2	131	60	34	197	118	158	37	65	57	73	2	118	63	16	102	95	39	32	45	2	60	34	24	51	67	35	38	81	4	73	69	16	73	83		
	21%	22%	17%	26%	21%	21%	20%	29%	29%	23%	8%	28%	23%	23%	26%	26%	25%	21%	20%	10%	23%	19%	21%	20%	22%	16%	23%	23%	17%	21%	25%	12%	21%	21%		
3	44	23	15	60	38	57	10	13	12	31	4	39	17	4	35	25	4	12	20	2	17	15	6	20	18	18	20	19	-	25	19	13	25	32		
	7%	8%	8%	8%	7%	8%	5%	6%	6%	10%	15%	9%	6%	6%	9%	7%	3%	6%	9%	10%	7%	8%	5%	8%	6%	8%	12%	5%	-	7%	7%	10%	7%	8%		
4	4	3	6	20	17	16	2	5	1	13	1	9	7	4	9	10	6	6	5	-	6	6	5	6	11	4	3	8	1	7	4	5	5	10		
	1%	1%	3%	3%	3%	2%	1%	2%	1%	4%	4%	2%	3%	6%	2%	3%	4%	4%	2%	-	2%	3%	4%	2%	4%	2%	2%	2%	2%	4%	2%	1%	4%	1%	2%	
5+	7	2	5	12	7	9	2	5	4	3	-	6	6	-	8	4	2	3	2	-	2	2	3	2	5	3	-	6	-	3	3	3	5	4		
	1%	1%	3%	2%	1%	1%	1%	2%	2%	1%	-	1%	2%	-	2%	1%	1%	2%	1%	-	1%	1%	3%	1%	2%	1%	-	2%	-	1%	1%	2%	1%	1%		
No children in household	269	97	88	262	208	314	68	74	56	118	14	139	99	24	136	125	64	47	86	11	88	69	51	97	107	101	49	154	10	141	107	66	139	170		
	42%	35%	44%	35%	37%	42%	37%	33%	29%	38%	54%	33%	37%	35%	34%	35%	41%	31%	38%	52%	34%	38%	44%	39%	36%	47%	30%	44%	43%	41%	39%	50%	41%	42%		

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
1	181 28%	91 33%a	52 26%	207 27%	168 30%	199 26%	65 35%af	23 47%l	22 40%	18 25%	2 29%	33 36%	15 26%	17 47%l	32 36%	32 34%
2	131 21%	60 22%	34 17%	197 26%adef	118 21%	158 21%	37 20%	8 16%	13 24%	16 22%	-	25 27%l	7 12%	5 14%	17 19%	19 20%
3	44 7%	23 8%	15 8%	60 8%	38 7%	57 8%	10 5%	2 4%	5 9%	3 4%	-	2 2%	5 9%	3 8%	3 3%	7 7%
4	4 1%	3 1%	6 3%a	20 2%a	17 3%a	16 2%a	2 1%	1 2%	-	1 1%	-	1 1%	1 2%	-	-	2 2%
5+	7 1%	2 1%	5 3%	12 2%	7 1%	9 1%	2 1%	1 2%	1 2%	-	-	1 1%	-	1 3%	1 1%	1 1%
No children in household	269 42%bc	97 35%	88 44%c	262 35%	208 37%	314 42%c	68 37%	14 29%	14 25%	35 48%gh	5 71%	29 32%	29 53%klm	10 28%	35 40%	33 35%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/z - g/h/i) - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier							BT							EE							PLUSNET														
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved											
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*		342	292	84*	90*	94*	8**	153	92*	31*		133	138	56*	61*	78*	5**	105	66*	29**	104	96*
None	9	11	5	9	8	6	-	4	3	1	5	2	2		3	6	1	5	5	-	5	4	2		3	8	-	4	1	-	1	4	-	2	3	
	1%	4%	3%	1%	1%	1%	-	2%	2%	*	1%	1%	2%		1%	2%	1%	6%	5%	-	3%	4%	6%		2%	6%	-	7%	1%	-	1%	6%	-	2%	3%	
1	127	63	55	140	140	135	40	45	36	42	4	62	44	21		67	59	23	20	19	1	31	23	9		31	29	18	16	20	1	28	16	11	31	24
	20%	23%	28%	18%	25%	18%	22%	24%	23%	16%	18%	22%	23%		20%	20%	27%	22%	20%	13%	20%	25%	29%		23%	21%	32%	26%	26%	20%	27%	24%	38%	30%	25%	
2	330	138	101	429	296	404	98	95	83	141	11	188	97	45		186	143	42	48	43	5	81	45	12		70	68	26	31	40	4	59	28	14	54	47
	52%	50%	51%	57%	53%	54%	53%	51%	52%	52%	50%	54%	49%	50%		54%	49%	50%	53%	46%	63%	53%	49%	39%		53%	49%	46%	51%	51%	80%	56%	42%	48%	52%	49%
3	102	42	25	97	61	111	26	25	24	50	3	61	26	15		54	48	9	11	22	-	26	10	6		19	23	8	6	11	-	11	12	2	11	14
	16%	15%	13%	13%	11%	15%	14%	14%	15%	19%	14%	18%	13%	17%		16%	16%	11%	12%	23%	-	17%	11%	19%		14%	17%	14%	10%	14%	-	10%	18%	7%	11%	15%
4	47	10	9	42	36	57	14	10	10	26	1	23	20	4		24	23	6	4	-	-	5	5	-		4	5	3	3	3	-	4	4	1	4	5
	7%	4%	5%	6%	6%	8%	8%	5%	6%	10%	5%	7%	10%	4%		7%	8%	9%	4%	-	-	3%	5%	-		3%	4%	5%	5%	4%	-	4%	6%	3%	4%	5%
5+	21	12	5	41	15	40	6	6	3	10	2	8	10	3		8	13	3	2	5	2	5	5	2		6	5	1	1	3	-	2	2	1	2	3
	3%	4%	3%	5%	3%	5%	3%	3%	2%	4%	9%	2%	5%	3%		2%	4%	4%	2%	5%	25%	3%	5%	6%		5%	4%	2%	2%	4%	-	2%	3%	3%	2%	3%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i) - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue				Satisfaction			Complaint resolved									Issue				Satisfaction			Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
None	9	11	5	9	8	6	-	3	1	5	-	-	6	3	2	6	2	1	4	1	3	2	3	2	6	1	3	1	1	2	3	1	3	3
	1%	4%	3%	1%	1%	1%	-	1%	1%	2%	-	-	2%	1%	2%	1%	1%	2%	5%	1%	1%	3%	1%	2%	2%	*	2%	*	4%	1%	1%	1%	1%	1%
1	127	63	55	140	140	135	40	46	37	54	3	65	56	19	69	70	47	41	49	3	57	47	36	61	78	44	36	50	5	58	50	27	61	70
	20%	23%	28%	18%	25%	18%	22%	21%	19%	17%	12%	16%	21%	28%	17%	19%	30%	27%	21%	14%	22%	26%	31%	24%	26%	20%	22%	14%	22%	17%	18%	20%	18%	17%
2	330	138	101	429	296	404	98	124	115	177	13	261	137	31	230	197	80	76	129	11	142	100	54	139	153	124	77	190	13	192	147	65	184	217
	52%	50%	51%	57%	53%	54%	53%	55%	59%	56%	50%	62%	51%	45%	58%	55%	52%	50%	56%	52%	55%	55%	46%	56%	51%	58%	48%	54%	57%	55%	54%	49%	54%	54%
3	102	42	25	97	61	111	26	25	22	42	8	55	35	7	49	48	12	19	27	3	30	19	12	28	33	28	26	53	4	56	33	22	52	58
	16%	15%	13%	13%	11%	15%	14%	11%	11%	13%	31%	13%	13%	10%	12%	13%	8%	13%	12%	14%	12%	10%	10%	11%	11%	13%	16%	15%	17%	16%	12%	17%	15%	14%
4	47	10	9	42	36	57	14	17	8	17	-	19	18	5	21	21	8	9	17	2	18	11	7	13	22	11	9	37	-	22	25	10	25	32
	7%	4%	5%	6%	6%	8%	8%	8%	4%	5%	-	5%	7%	7%	6%	6%	5%	6%	7%	10%	7%	6%	6%	5%	7%	5%	6%	19%	-	6%	9%	8%	7%	8%
5+	21	12	5	41	15	40	6	9	11	19	2	19	18	4	24	17	6	5	3	1	7	3	5	7	8	7	11	22	-	18	15	7	16	24
	3%	4%	3%	5%	3%	5%	3%	4%	6%	6%	8%	5%	7%	6%	6%	5%	4%	3%	1%	5%	3%	2%	4%	3%	3%	3%	7%	6%	-	5%	5%	5%	5%	6%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i) - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
None	9	11	5	9	8	6	-	-	-	-	-	-	-	-	-	-
	1%	4% adex	3% ez	1%	1%	1%	-	-	-	-	-	-	-	-	-	-
1	127	63	55	140	140	135	40	17	7	14	2	18	16	6	17	22
	20%	23%	28% acex	18%	25% acex	18%	22%	35% h	13%	19%	29%	20%	28%	17%	19%	23%
2	330	138	101	429	296	404	98	20	32	44	2	53	20	25	50	47
	52%	50%	51%	57%	53%	54%	53%	41%	58%	60% g	29%	58% kl	35%	69% kl	57%	50%
3	102	42	25	97	61	111	26	7	9	8	2	13	12	1	11	15
	16% cd	15%	13%	13%	11%	15% cd	14%	14%	16%	11%	29%	14%	21% km	3%	13%	16%
4	47	10	9	42	36	57	14	3	4	7	-	5	6	3	7	7
	7% ab	4%	5%	6%	6%	8% d	8%	6%	7%	10%	-	5%	11%	8%	8%	7%
5+	21	12	5	41	15	40	6	2	3	-	1	2	3	1	3	3
	3%	4%	3%	5% cd	3%	5% cd	3%	4%	5% kl	-	14%	2%	5%	3%	3%	3%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/ef/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier							BT						EE						PLUSNET														
								Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved		
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	8**	105	66*	29**	104	96*
Most vulnerable	141	72	52	204	152	179	46	48	43	46	4	65	54	22	59	81	22	21	26	3	34	26	12	33	36	15	17	20	-	20	19	13	20	32
	22%	26%	26%	27% a	27% a	24%	25%	26% i	27% i	17%	18%	19%	27% j	24%	17%	28% n	26%	23%	28%	38%	22%	28%	39%	25%	26%	27%	23%	28%	26%	19%	29%	45%	19%	33% h
Potentially vulnerable	264	133	97	341	251	307	84	85	61	111	7	152	72	40	153	111	40	53	38	2	77	43	13	59	73	26	29	39	3	56	32	9	51	46
	42%	48% e	49% e	45%	45%	41%	46%	46%	38%	41%	32%	44%	36%	44%	45%	38%	48%	59% i	40%	25%	50%	47%	42%	44%	53%	46%	48%	50%	60%	53%	48%	31%	49%	48%
Least vulnerable	198	61	46	176	117	214	43	47	45	98	8	117	55	26	113	84	17	16	26	2	39	17	5	37	23	14	14	16	2	28	14	4	31	15
	31% bcdf	22%	23%	23%	21%	28% km	23%	25%	28%	36% k	36%	34%	28%	29%	33%	29%	20%	18%	28%	25%	25%	18%	16%	28% o	17%	25%	23%	21%	40%	27%	21%	14%	30% l	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA														
								Issue			Satisfaction				Complaint resolved											Issue			Satisfaction				Complaint resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)		
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404		
Most vulnerable	141	72	52	204	152	179	46	73	48	73	10	105	77	22	96	108	51	45	48	8	65	53	34	66	85	45	47	80	7	82	68	29	81	96		
	22%	26%	26%	27% ^a	27% ^a	24%	25%	33% ^c	25%	23%	38%	25%	29%	32%	24%	30%	33%	30%	21%	38%	25%	29%	29%	26%	28%	21%	29%	23%	38%	30%	24%	25%	22%	24%	24%	
Potentially vulnerable	264	133	97	341	251	307	84	101	97	138	5	184	129	28	181	157	72	69	106	4	117	83	51	109	137	100	65	136	6	137	113	57	128	176		
	42%	48% ^e	49% ^e	45%	45%	41%	46%	45%	50%	44%	19%	44%	48%	41%	46%	44%	46%	46%	46%	19%	46%	48%	44%	44%	46%	47%	40%	39%	26%	39%	41%	43%	38%	44%		
Least vulnerable	198	61	46	176	117	214	43	44	43	83	6	112	49	15	99	77	24	30	59	4	56	38	23	58	59	55	41	113	5	105	74	35	112	100		
	31% ^b	22%	23%	23%	21%	28% ^d	23%	20%	22%	26%	23%	27% ^f	18%	22%	25%	21%	15%	20%	26% ^g	19%	22%	21%	20%	23%	20%	26%	25%	32%	22%	30%	27%	27%	33% ^h	25%		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier							VODAFONE				Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Most vulnerable	141	72	52	204	152	179	46	15	19	12	-	23	13	10	20	25
	22%	26%	26%	27% ka	27% ka	24%	25%	31%	35% hi	16%	-	25%	23%	28%	23%	27%
Potentially vulnerable	264	133	97	341	251	307	84	17	29	36	2	44	26	14	43	40
	42%	48% ea	49% ea	45%	45%	41%	46%	35%	53%	49%	29%	48%	46%	39%	49%	43%
Least vulnerable	198	61	46	176	117	214	43	11	7	23	2	19	15	9	20	23
	31% bdff	22%	23%	23%	21%	28% bdcd	23%	22%	13%	32% h	29%	21%	26%	25%	23%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier							BT							EE							PLUSNET												
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	636	276	200	758	556	753	184	185	159	270	22**	347	199	90*	342	292	84*	90*	94*	8**	153	92*	31*	133	138	56*	61*	78*	5**	105	66*	29**	104	96*
Universal Credit (and household has other earnings)	110	44	31	121	109	116	33	33	29	43	5	67	30	13	65	45	10	20	13	1	23	16	5	17	25	6	15	10	-	15	13	3	10	21
Personal Independence Payment (PIP)	73	30	31	76	60	70	28	23	14	29	7	43	21	9	42	31	2	14	14	-	21	7	2	18	11	8	11	11	1	18	10	3	17	14
Employment and Support Allowance (ESA)	61	33	16	74	60	62	23	23	24	13	1	28	25	8	27	34	12	11	10	-	20	9	4	16	17	3	6	6	1	6	5	5	8	8
Carer's allowance	48	25	8	61	43	67	9	19	10	18	1	25	14	9	23	25	8	9	8	-	18	4	3	17	8	1	3	4	-	3	3	2	3	5
Income Support	45	32	13	57	57	38	15	10	17	10	-	20	21	4	20	25	10	9	13	-	15	14	3	12	19	3	4	5	1	7	6	-	3	10
Pensions Credit (Guaranteed Credit)	44	24	9	49	38	34	12	16	12	16	-	26	13	5	29	15	4	10	10	-	10	10	4	12	12	2	7	-	-	4	3	2	5	4
Universal Credit (and household has no other earnings)	39	34	16	60	59	59	12	21	6	11	1	29	8	2	23	16	7	15	11	1	21	9	4	21	13	5	8	3	-	5	6	5	8	8
Pensions Credit (no Guaranteed Credit)	28	18	5	32	29	22	9	10	9	8	1	14	13	1	12	16	7	8	3	-	7	10	1	9	9	1	2	2	-	2	1	2	4	1
Income-based Jobseeker's Allowance	28	20	3	43	24	28	11	5	13	9	1	17	8	3	16	12	5	9	5	1	10	9	1	10	9	-	2	1	-	1	1	1	1	2
NET: Any benefit	283	175	99	374	320	319	103	96	80	95	12	140	105	38	145	138	46	68	58	3	94	60	21	80	91	23	41	32	2	41	38	19	41	57
Other	23	5	2	21	15	20	4	7	7	8	1	11	7	5	13	10	2	-	3	-	2	2	1	2	3	-	1	1	-	-	2	-	1	1
None of these	335	97	100	367	225	420	77	83	73	170	9	198	89	48	187	146	36	22	34	5	57	31	9	51	45	33	19	45	3	64	26	10	62	38
	53% hd	35%	50% hd	48% hd	40%	56% hd	42%	45%	46%	63% gh	41%	57% hd	45%	53%	55%	50%	43% hd	24%	36%	63%	37%	34%	29%	38%	33%	59% hd	31%	58% hd	60%	61% hd	39%	34%	60% hd	40%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	636	276	200	758	556	753	184	224	194	314	26**	419	270	69*	395	359	155	151	229	21**	257	182	117	250	300	215	162	353	23**	348	273	132	341	404
Universal Credit (and household has other earnings)	110	44	31	121	109	116	33	44	29	44	4	67	42	12	63	58	33	32	40	4	58	33	18	55	53	33	26	51	6	56	42	18	55	61
Personal Independence Payment (PIP)	73	30	31	76	60	70	28	23	18	32	3	36	32	8	37	39	11	18	28	8	31	21	8	30	29	24	14	29	3	37	23	10	28	41
Employment and Support Allowance (ESA)	61	33	16	74	60	62	23	23	22	28	1	43	22	9	38	36	15	19	24	2	32	17	11	27	33	18	19	25	-	33	19	10	29	31
Carer's allowance	48	25	8	61	43	67	9	16	19	26	-	29	29	3	27	33	12	12	16	3	24	14	5	21	22	19	21	24	3	31	22	14	37	30
Income Support	45	32	13	57	57	38	15	20	22	15	-	30	25	2	26	30	13	18	25	1	34	14	9	22	34	13	14	11	-	24	8	6	20	17
Pensions Credit (Guaranteed Credit)	44	24	9	49	38	34	12	13	18	16	2	32	15	2	27	21	14	13	11	-	22	6	10	21	16	11	17	5	1	19	14	1	18	16
Universal Credit (and household has no other earnings)	39	34	16	60	59	59	12	18	21	19	2	25	28	7	32	28	21	14	21	3	32	16	11	26	32	16	24	19	-	27	23	9	24	35
Pensions Credit (no Guaranteed Credit)	28	18	5	32	29	22	9	10	14	8	-	19	12	1	16	16	12	13	4	-	17	11	1	12	17	8	8	5	1	12	8	2	10	12
Income-based Jobseeker's Allowance	28	20	3	43	24	28	11	11	18	14	-	25	16	2	21	22	9	9	6	-	14	7	3	10	13	7	9	10	2	17	9	2	19	9
NET: Any benefit	283	175	98	374	320	319	103	120	111	134	9	189	148	37	178	163	95	98	117	10	160	107	53	139	177	92	94	122	11	154	115	50	142	174
Other	23	5	2	21	15	20	4	9	3	8	1	11	10	1	11	10	5	3	5	2	7	4	4	7	7	4	5	7	-	9	8	3	10	9
None of these	335	97	100	367	225	420	77	96	80	175	16	221	115	31	207	159	56	50	109	10	92	72	61	106	117	117	66	225	12	189	152	79	192	223
	53% td	35%	50% td	48% td	40%	56% td	42%	43%	41%	56% td	62%	53% td	43%	45%	52% td	44%	36%	33%	48% td	48%	36%	40%	52% td	42%	39%	54% td	41%	64% td	52%	54%	56%	60%	56%	55%

Proportions/Means: Columns T tested (5% risk level) - a/b/c/d/e/f/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	636	276	200	758	556	753	184	49*	55*	73*	7**	91*	57*	36*	88*	94*
Universal Credit (and household has other earnings)	110	44	31	121	109	116	33	10	11	12	-	23	8	2	18	14
Personal Independence Payment (PIP)	17%	16%	16%	16%	20% ^{ce}	15%	18%	20%	20%	16%	-	25% ^{kl}	14%	6%	20%	15%
Employment and Support Allowance (ESA)	73	30	31	76	60	70	28	13	7	8	-	14	10	4	12	16
Carer's allowance	11%	11%	16% ^{ace}	10%	11%	9%	15% ^{ce}	13%	13%	11%	-	15%	18%	11%	14%	17%
Income Support	61	33	16	74	60	62	23	5	10	8	-	12	5	6	13	10
Pensions Credit (Guaranteed Credit)	10%	12%	8%	10%	11%	8%	13%	10%	18%	11%	-	13%	9%	17%	15%	11%
Income-based Jobseeker's Allowance	48	25	8	61	43	67	9	4	2	3	-	5	3	1	4	5
NET: Any benefit	8%	9% ^{cf}	4%	8% ^{cf}	8%	9% ^{cf}	5%	8%	4%	4%	-	5%	5%	3%	5%	5%
Other	45	32	13	57	57	38	15	6	8	1	-	10	3	2	8	6
None of these	7%	12% ^{ace}	7%	8% ^{ace}	10% ^{ae}	5%	8%	12% ^{ce}	15% ^{ce}	1%	-	11%	5%	6%	9%	6%
Universal Credit (and household has no other earnings)	44	24	9	49	38	34	12	5	3	3	1	5	3	4	6	6
Pensions Credit (no Guaranteed Credit)	7%	9% ^{ae}	5%	6%	7%	5%	12	10%	5%	4%	14%	5%	5%	11%	7%	6%
Income-based Jobseeker's Allowance	39	34	16	60	59	59	12	3	3	5	1	7	3	2	7	5
NET: Any benefit	6%	12% ^{ace}	8%	8%	11% ^{ae}	8%	7%	6%	5%	7%	14%	8%	5%	6%	8%	5%
Other	28	18	5	32	29	22	9	2	2	5	-	5	4	-	4	5
NET: Any benefit	4%	7% ^{cf}	3%	4%	5% ^{ae}	3%	5%	4%	4%	7%	-	5%	7%	-	5%	5%
Other	28	20	3	43	24	28	11	4	4	3	-	5	5	1	6	5
NET: Any benefit	4%	7% ^{cf}	2%	6% ^{cf}	4%	4%	6% ^{cf}	8%	7%	4%	-	5%	9%	3%	7%	5%
Other	283	175	98	374	320	319	103	32	38	31	2	55	31	17	52	49
NET: Any benefit	44%	63% ^{ace}	49%	49% ^{ae}	56% ^{ace}	42%	56% ^{ae}	65% ^{ae}	69% ^{ae}	42%	29%	60%	54%	47%	59%	52%
Other	23	5	2	21	15	20	4	-	2	-	2	2	-	-	2	2
None of these	4%	2%	1%	3%	3%	3%	2%	-	4%	-	29%	2%	4%	-	2%	2%
NET: Any benefit	33%	35%	50% ^{bd}	48% ^{bd}	40%	56% ^{bd}	42%	35%	27%	58% ^{gh}	43%	37%	42%	53%	39%	46%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
16-17	3	6	2	4	-	1	-	2	2	1	-	1	1	4	1	1	-	3	1	2	3	3		
	1%	1%	1%	1%	-	1%	-	13%	1%	1%	-	1%	1%	1%	*	*	-	1%	*	2%	1%	1%		
18-24	144	195	142	167	57	44	37	6	61	67	16	66	78	83	58	50	4	81	81	33	89	104		
	42%bd	25%	43%bd	32%b	46%	38%	42%	40%	39%	47%	35%	38%	46%	25%	29%a	25%	11%	18%	34%u	32%t	21%	29%w		
25-34	107	231	114	146	35	42	27	3	45	47	15	50	57	92	70	65	4	142	66	23	130	99		
	31%	30%	35%bd	28%	28%	36%	31%	20%	29%	33%	33%	29%	34%	27%a	35%a	32%a	11%	32%	28%	23%	31%	28%		
35-44	53	157	47	87	24	12	15	2	28	16	9	31	22	68	38	41	10	101	40	16	88	68		
	15%	20%a	14%	17%	19%	10%	17%	13%	18%	11%	20%	18%	13%	20%	19%	20%	27%	23%	17%	16%	21%	19%		
45-54	18	96	13	72	5	8	4	1	10	5	3	11	7	48	22	17	9	58	30	8	59	37		
	5%	12%a	4%	14%bd	4%	7%	5%	7%	6%	4%	7%	6%	4%	11%a	11%	8%	13%bd	13%	13%	8%	14%	10%		
55-64	11	65	8	32	3	4	4	-	5	5	1	7	4	28	9	20	8	39	15	11	38	27		
	3%	8%a	2%	6%a	2%	3%	5%	-	3%	4%	2%	4%	2%	8%	4%	10%a	22%bd	9%	6%	11%	9%	8%		
65+	8	28	2	10	1	5	1	1	5	1	2	6	1	15	4	7	2	15	4	9	12	16		
	2%	4%a	1%	2%	1%	4%	1%	7%	3%	1%	4%	3%	1%	4%	2%	3%	5%	3%	2%	9%tu	3%	5%		
NET: 16-34	254	432	258	317	92	87	64	71	108	115	31	117	136	179	129	116	8	226	148	58	222	206		
	74%bd	56%	79%bd	61%b	74%	75%	73%	73%	69%	81%a	67%	68%	80%bn	53%a	64%ps	58%a	22%	51%	62%u	57%	53%	58%		
NET: 36-54	71	253	60	159	29	20	19	3	38	21	12	42	29	116	60	58	19	159	70	24	147	105		
	21%	33%a	18%	31%a	23%	17%	22%	20%	24%u	15%	26%	24%	17%	34%	30%	29%	51%qtr	36%v	30%	24%	35%	30%		
NET: 55+	19	93	10	42	4	9	5	1	10	6	3	13	5	43	13	27	10	54	19	20	50	43		
	6%	12%bd	3%	8%a	3%	8%	6%	7%	6%	4%	7%	8%	3%	13%q	6%	13%q	27%qtr	12%	8%	20%u	12%	12%		

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/v/u - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
16-17	3	6	2	4	-	1	-	1	-	-	2	1	1	1	1	2	-	1	2	1	2	2		
	1%	1%	1%	1%	-	1%	-	17%	-	-	4% <u>l</u>	1%	1%	1%	1%	1%	-	*	1%	1%	1%	1%		
18-24	144	195	142	167	59	44	37	2	55	71	16	58	83	52	51	54	10	61	78	28	70	92		
	42% <u>bd</u>	25%	43% <u>bd</u>	32% <u>b</u>	52% <u>h</u>	36%	43%	33%	38%	52% <u>lm</u>	33%	42%	45%	28%	37%	32%	42%	29%	40% <u>lv</u>	25%	31%	32%		
25-34	107	231	114	146	31	50	33	-	48	46	20	51	60	49	43	51	3	55	64	27	65	81		
	31%	30%	35% <u>gd</u>	28%	27%	41% <u>g</u>	38%	-	34%	34%	42%	37%	32%	26%	31%	30%	13%	26%	32%	24%	29%	28%		
35-44	53	157	47	87	17	18	11	1	28	12	7	18	29	39	24	21	3	44	22	21	39	48		
	15%	20% <u>c</u>	14%	17%	15%	15%	13%	17%	20% <u>li</u>	9%	15%	13%	16%	21% <u>r</u>	17%	12%	13%	21% <u>q</u>	11%	19%	17%	17%		
45-54	18	96	13	72	4	4	5	-	8	4	1	4	9	26	14	28	4	35	20	17	36	36		
	5%	12% <u>ac</u>	4%	14% <u>ad</u>	4%	3%	6%	-	6%	3%	2%	3%	5%	14%	10%	17%	17%	17%	10%	15%	16%	13%		
55-64	11	65	8	32	2	3	1	2	3	4	1	4	3	15	4	10	3	9	9	14	10	21		
	3%	8% <u>ac</u>	2%	6% <u>ac</u>	2%	2%	1%	33%	2%	3%	2%	3%	2%	8%	3%	6%	13%	4%	5%	13% <u>tu</u>	4%	7%		
65+	8	28	2	10	-	2	-	-	1	-	-	1	1	5	1	3	1	4	2	4	5	5		
	2%	4% <u>c</u>	1%	2%	-	2%	-	-	1%	-	2%	1%	1%	3%	1%	2%	4%	2%	1%	4%	2%	2%		
NET: 16-34	254	432	258	317	90	95	70	3	103	117	38	110	144	102	95	107	13	117	144	56	137	175		
	74% <u>bd</u>	56%	79% <u>bd</u>	61% <u>b</u>	80%	78%	80%	50%	72%	85% <u>b</u>	79%	80%	77%	55%	69% <u>p</u>	63%	54%	56%	73% <u>lv</u>	50%	60%	61%		
NET: 36-54	71	253	60	159	21	22	16	1	36	16	8	22	38	65	38	49	7	79	42	38	75	84		
	21%	33% <u>ac</u>	18%	31% <u>ac</u>	19%	18%	18%	17%	25% <u>li</u>	12%	17%	16%	20%	35%	28%	29%	29%	38% <u>lv</u>	21%	34% <u>tu</u>	33%	29%		
NET: 55+	19	93	10	42	2	5	2	2	4	4	2	5	4	20	5	13	4	13	11	18	15	26		
	6%	12% <u>ad</u>	3%	8% <u>c</u>	2%	4%	1%	33%	3%	3%	4%	4%	2%	11% <u>q</u>	4%	8%	17%	6%	6%	16% <u>tu</u>	7%	9%		

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/v/u - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
Hearing - Poor hearing, partial hearing, or are deaf	38	86	33	48	14	15	8	1	17	13	8	18	19	42	31	13	-	44	34	8	47	39		
Eyesight - Poor vision, colour blindness, partial sight, or are blind	59	121	47	88	22	23	14	-	31	21	7	32	27	56	31	32	2	63	50	8	64	57		
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	30	82	43	43	8	14	8	-	13	11	6	13	17	41	16	21	4	43	30	9	45	37		
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	25	51	38	39	8	10	7	-	11	7	7	11	14	22	14	13	2	27	15	9	28	23		
Breathing - Breathlessness or chest pains	44	107	44	69	20	15	9	-	24	16	4	28	16	40	35	29	3	57	40	10	58	46		
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	64	108	53	84	23	24	15	2	29	27	8	38	26	54	26	24	4	50	43	15	57	50		
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	56	98	54	78	16	22	17	1	23	22	11	30	26	36	34	28	-	53	33	12	62	36		
Your mental health - Anxiety, depression, or trauma-related conditions, for example	107	256	100	165	38	38	27	4	41	48	18	53	54	124	59	69	4	139	86	31	142	113		
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	26	83	24	58	9	12	5	-	15	9	2	11	15	36	18	22	7	47	26	10	43	40		
Prefer not to say	36	98	30	33	11	13	10	2	21	11	4	18	17	7	12	13	6	21	10	7	18	19		
Don't know	9	10	6	8	1	3	3	2	6	3	-	3	6	4	2	3	1	4	4	2	7	3		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Nothing	76	223	59	131	36	19	15	6	46	27	3	46	30	98	51	58	16	142	52	29	122	101
	22%	29% bc	18%	25% cd	29% gh	16%	17%	40%	29% lm	19% ln	7%	27% no	18%	29%	25%	29%	43% q	32% tu	22%	28%	29%	29%
NET: Any limiting characteristic	223	507	233	346	77	81	60	5	83	101	39	105	117	229	137	127	14	272	171	64	272	231
	65%	65%	71%	67%	62%	70%	68%	33%	53%	71% k	85% kl	61%	69%	68% ps	68% qs	63% rs	38%	62%	72% tu	63%	65%	65%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/ - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
Hearing - Poor hearing, partial hearing, or are deaf	38	86	33	48	14	9	8	2	15	12	6	13	20	17	11	17	3	19	21	8	20	26		
Eyesight - Poor vision, colour blindness, partial sight, or are blind	59	121	47	88	14	20	12	1	21	20	6	21	25	28	25	34	1	35	35	18	38	50		
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	30	82	43	43	12	16	14	1	21	18	4	16	27	12	13	15	3	19	16	8	20	22		
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	25	51	38	39	7	18	12	1	18	14	6	16	22	8	13	16	2	20	13	6	14	25		
Breathing - Breathlessness or chest pains	44	107	44	69	14	17	11	2	15	24	5	15	28	30	16	21	2	26	31	12	28	41		
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	64	108	53	84	17	17	18	1	27	22	4	23	30	25	30	27	2	30	36	18	36	47		
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	56	98	54	78	20	17	15	2	16	27	11	17	37	28	20	29	1	36	33	9	37	40		
Your mental health - Anxiety, depression, or trauma-related conditions, for example	107	256	100	165	34	34	30	2	42	49	9	46	52	60	38	64	3	61	65	39	73	91		
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	26	83	24	58	6	14	3	1	8	14	2	5	19	20	15	18	5	23	24	11	22	35		
Prefer not to say	36	38	30	33	16	8	6	-	10	11	8	10	19	15	6	10	2	11	16	6	13	19		
Don't know	9	10	6	8	1	4	-	1	2	4	-	3	3	2	3	2	1	3	4	1	3	5		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

Supplier				TALK TALK									VIRGIN MEDIA									
				Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Nothing	76	223	59	131	17	25	15	2	33	19	7	30	28	53	31	34	13	59	41	31	62	68
	22%	29%	18%	25%	15%	20%	17%	33%	23%	14%	15%	22%	15%	28%	22%	20%	54%	28%	21%	28%	27%	24%
NET: Any limiting characteristic	223	507	233	346	79	85	66	3	98	103	32	94	136	117	98	123	8	136	136	74	149	193
	65%	65%	71%	67%	70%	70%	76%	50%	69%	75%	67%	69%	73%	63%	71%	73%	33%	65%	69%	66%	66%	68%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/ - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
A billing, pricing or payment issue	93	275	76	138	93	-	-	-	39	43	11	49	44	275	-	-	-	150	87	38	153	121
	27%	35% ab	23%	27%	74% ch	-	-	-	25%	30%	24%	28%	26%	81% ap	-	-	-	34%	37%	37%	37%	34%
The service not performing as it should	88	201	87	169	-	-	88	-	43	34	11	44	44	-	-	201	-	119	56	26	106	95
	26%	26%	27%	33% ab	-	-	100% gh	-	28%	24%	24%	26%	26%	-	-	100% qr	-	27%	24%	25%	25%	27%
A problem relating to the installation or set up of your service	69	115	67	68	-	69	-	-	33	27	9	33	35	-	115	-	-	73	32	10	66	48
	20% bd	15%	20% bd	13%	-	59% gj	-	-	21%	19%	20%	19%	21%	-	57% ps	-	-	17%	14%	10%	16%	14%
A problem with a repair to the service	47	87	55	70	-	47	-	-	19	21	7	22	24	-	87	-	-	51	29	7	46	41
	14%	11%	17% b	14%	-	41% hi	-	-	12%	15%	15%	13%	14%	-	43% ps	-	-	12%	12%	7%	21%	12%
Disatisfaction with customer service from a previous occasion or contact	32	63	37	49	32	-	-	-	13	12	7	14	18	63	-	-	-	28	20	15	33	30
	9%	8%	11%	9%	26% ai	-	-	-	8%	8%	15%	8%	11%	19% ars	-	-	-	6%	8%	15% it	8%	8%
Or something else	15	37	6	24	-	-	-	15	9	5	1	10	5	-	-	-	37	18	13	6	15	19
	4%	5% c	2%	5% c	-	-	-	100%	6%	4%	2%	6%	3%	-	-	-	100% qs	4%	5%	6%	4%	5%
SUMMARY:																						
Billing and Customer service	125	338	113	187	125	-	-	-	52	55	18	63	62	338	-	-	-	178	107	53	186	151
	36%	43% acd	34%	36%	100% gh	-	-	-	33%	39%	39%	37%	36%	100% ap	-	-	-	41%	45%	51% it	44%	43%
Repairs and installation	116	202	122	138	-	116	-	-	52	48	16	55	59	-	202	-	-	124	61	17	112	89
	34% bd	26%	37% bd	27%	-	100% gh	-	-	33%	34%	35%	32%	35%	-	100% qr	-	-	28% av	26%	17%	27%	25%
Service issues	88	201	87	169	-	-	88	-	43	34	11	44	44	-	-	201	-	119	56	26	106	95
	26%	26%	27%	33% ab	-	-	100% gh	-	28%	24%	24%	26%	26%	-	-	100% qr	-	27%	24%	25%	25%	27%
Something else	15	37	6	24	-	-	-	15	9	5	1	10	5	-	-	-	37	18	13	6	15	19
	4%	5% c	2%	5% c	-	-	-	100%	6%	4%	2%	6%	3%	-	-	-	100% qs	4%	5%	6%	4%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
A billing, pricing or payment issue	93	275	76	138	76	-	-	-	31	32	13	28	46	138	-	-	-	61	47	30	61	77
	27%	35% ^{abc}	23%	27%	67% ^{hi}	-	-	-	22%	23%	27%	20%	25%	74% ^{kl}	-	-	-	29%	24%	27%	27%	27%
The service not performing as it should	88	201	87	169	-	-	87	-	44	30	13	34	52	-	-	169	-	68	64	37	73	93
	26%	26%	27%	33% ^{ab}	-	-	100% ^{gh}	-	31%	22%	27%	25%	28%	-	-	100% ^{pq}	-	33%	32%	33%	32%	33%
A problem relating to the installation or set up of your service	69	115	67	68	-	67	-	-	27	30	10	31	35	-	68	-	-	32	25	11	32	36
	20% ^{bd}	15%	20% ^{bd}	13%	-	55% ^{ij}	-	-	19%	22%	21%	23%	19%	-	49% ^{pr}	-	-	15%	13%	10%	14%	13%
A problem with a repair to the service	47	87	55	70	-	55	-	-	27	21	7	26	27	-	70	-	-	26	32	12	34	36
	14%	11%	17% ^{bc}	14%	-	45% ^{kl}	-	-	19%	15%	15%	20%	15%	-	51% ^{qr}	-	-	12%	16%	11%	15%	13%
Disatisfaction with customer service from a previous occasion or contact	32	63	37	49	37	-	-	-	12	21	4	13	24	49	-	-	-	10	23	16	18	31
	9%	8%	11%	9%	33% ^{lm}	-	-	-	8%	15%	8%	9%	13%	26% st	-	-	-	5%	12% ^{tu}	14% ^{vw}	8%	11%
Or something else	15	37	6	24	-	-	-	6	2	3	1	3	2	-	-	-	24	12	6	6	9	12
	4%	5% ^{cd}	2%	5% ^{cd}	-	-	-	100%	1%	2%	2%	2%	1%	-	-	-	100%	6%	3%	5%	4%	4%
SUMMARY:																						
Billing and Customer service	125	338	113	187	113	-	-	-	43	53	17	41	70	187	-	-	-	71	70	46	79	108
	36%	43% ^{ace}	34%	36%	100% ^{gh}	-	-	-	30%	39%	35%	30%	38%	100% ^{kl}	-	-	-	34%	36%	41%	35%	38%
Repairs and installation	116	202	122	138	-	122	-	-	54	51	17	59	62	-	138	-	-	58	57	23	66	72
	34% ^{bd}	26%	37% ^{bc}	27%	-	100% ^{hi}	-	-	38%	37%	35%	43%	33%	-	100% ^{jk}	-	-	28%	29%	21%	29%	25%
Service issues	88	201	87	169	-	-	87	-	44	30	13	34	52	-	-	169	-	68	64	37	73	93
	26%	26%	27%	33% ^{ab}	-	-	100% ^{gh}	-	31%	22%	27%	25%	28%	-	-	100% ^{kl}	-	33%	32%	33%	32%	33%
Something else	15	37	6	24	-	-	-	6	2	3	1	3	2	-	-	-	24	12	6	6	9	12
	4%	5% ^{cd}	2%	5% ^{cd}	-	-	-	100%	1%	2%	2%	2%	1%	-	-	-	100%	6%	3%	5%	4%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	125	338	113	187	125	-**	-**	-**	52*	55*	18**	63*	62*	338	-**	-**	-**	178	107	53*	186	151
Bill was a lot higher than expected	41	153	24	73	41	-	-	-	17	19	5	23	18	153	-	-	-	80	52	21	79	74
	33% c	45% a	21%	39% c	33%	-	-	-	33%	35%	28%	37%	29%	45%	-	-	-	45%	49%	40%	42%	49%
Bill was inaccurate	29	76	16	28	29	-	-	-	16	13	-	19	10	76	-	-	-	40	25	11	48	27
	23%	22% d	14%	15%	23%	-	-	-	31%	24%	-	30%	16%	22%	-	-	-	22%	23%	21%	26%	18%
The format of the bill	18	25	16	16	18	-	-	-	10	7	1	8	10	25	-	-	-	15	8	2	15	10
	14% b	7%	14% b	9%	14%	-	-	-	19%	13%	6%	13%	16%	7%	-	-	-	8%	7%	4%	8%	7%
Payment issues (including setting up/making a payment, non-direct debit charges)	18	40	15	35	18	-	-	-	8	8	2	8	10	40	-	-	-	28	10	2	24	16
	14%	12%	13%	19% b	14%	-	-	-	15%	15%	11%	13%	16%	12%	-	-	-	16% v	9%	4%	13%	11%
Bill contained items I shouldn't have been charged for	17	49	9	14	17	-	-	-	9	7	1	12	5	49	-	-	-	26	15	8	27	22
	14%	14% d	8%	7%	14%	-	-	-	17%	13%	6%	19%	8%	14%	-	-	-	15%	14%	15%	15%	15%
Getting a refund, credit note or cashback	13	35	11	18	13	-	-	-	5	3	5	8	5	35	-	-	-	20	11	4	15	20
	10%	10%	10%	10%	10%	-	-	-	10%	5%	28%	13%	8%	10%	-	-	-	11%	10%	8%	8%	13%
Gave incorrect information	10	13	10	13	10	-	-	-	3	5	2	5	5	13	-	-	-	7	4	2	9	4
	8%	4%	9% b	7%	8%	-	-	-	6%	9%	11%	8%	8%	4%	-	-	-	4%	4%	4%	5%	3%
Took too long to resolve issue	10	17	9	13	10	-	-	-	5	4	1	5	5	17	-	-	-	5	4	8	9	8
	8%	5%	8%	7%	8%	-	-	-	10%	7%	6%	8%	8%	5%	-	-	-	3%	4%	15% u	5%	5%
Unable to get through to anyone	9	14	11	9	9	-	-	-	4	4	1	2	7	14	-	-	-	5	5	4	7	7
	7%	4%	10% b	5%	7%	-	-	-	8%	7%	6%	3%	11%	4%	-	-	-	3%	5%	8%	4%	5%
Didn't do what they said they would do	5	10	6	16	5	-	-	-	2	1	2	3	2	10	-	-	-	3	6	1	5	5
	4%	3%	5%	9% b	4%	-	-	-	4%	2%	11%	5%	3%	3%	-	-	-	2%	6%	2%	3%	3%
Rude/dismissive	5	18	5	13	5	-	-	-	2	1	2	1	4	18	-	-	-	9	4	5	7	11
	4%	5%	4%	7%	4%	-	-	-	4%	2%	11%	2%	6%	5%	-	-	-	5%	4%	9%	4%	7%
Unable to get through to relevant person	4	15	8	9	4	-	-	-	3	1	-	3	1	15	-	-	-	5	6	4	8	7
	3%	4%	7%	5%	3%	-	-	-	6%	2%	-	5%	2%	4%	-	-	-	3%	6%	8%	4%	5%
Pre-pay credit lost or not credited to card	2	3	-	1	2	-	-	-	2	-	-	2	-	3	-	-	-	3	-	-	3	-
	2%	1%	-	1%	2%	-	-	-	4%	3%	-	3%	-	1%	-	-	-	2%	-	-	2%	-
Costs of going above data allowance	2	1	-	-	2	-	-	-	2	-	-	2	-	1	-	-	-	1	-	-	1	-
	2%	*	-	-	2%	-	-	-	4%	-	-	3%	-	*	-	-	-	1%	-	-	1%	-
Costs of international and roaming calls	1	2	-	-	1	-	-	-	1	-	-	1	-	2	-	-	-	2	-	-	2	-
	1%	1%	-	-	1%	-	-	-	2%	-	-	2%	-	1%	-	-	-	1%	-	-	1%	-
A different issue	1	7	1	6	1	-	-	-	1	-	-	1	-	7	-	-	-	4	1	2	4	3
	1%	2%	1%	3%	1%	-	-	-	2%	-	-	2%	-	2%	-	-	-	2%	1%	4%	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	125	338	113	187	113	-**	-**	-**	43*	53*	17**	41*	70*	187	-**	-**	-**	71*	70*	46*	79*	108		
Bill was a lot higher than expected	41	153	24	73	24	-	-	-	9	11	4	10	14	73	-	-	-	29	23	21	28	45		
	33% c	45% ac	21%	39% c	21%	-	-	-	21%	21%	24%	24%	20%	39%	-	-	-	41%	33%	46%	35%	42%		
Bill was inaccurate	29	76	16	28	16	-	-	-	8	7	1	6	9	28	-	-	-	12	6	10	14	14		
	23%	22% d	14%	15%	14%	-	-	-	19%	13%	6%	15%	13%	15%	-	-	-	17%	9%	22% u	18%	13%		
The format of the bill	18	25	16	16	16	-	-	-	7	7	2	5	10	16	-	-	-	8	8	-	7	9		
	14% b	7%	14% b	9%	14%	-	-	-	16%	13%	12%	12%	14%	9%	-	-	-	11% v	11% v	-	9%	8%		
Payment issues (including setting up/making a payment, non-direct debit charges)	18	40	15	35	15	-	-	-	9	4	2	6	9	35	-	-	-	16	15	4	14	21		
	14%	12%	13%	19% b	13%	-	-	-	21%	8%	12%	15%	13%	19%	-	-	-	23%	21%	9%	18%	19%		
Bill contained items I shouldn't have been charged for	17	49	9	14	9	-	-	-	2	3	4	6	3	14	-	-	-	6	5	3	5	9		
	14%	14% d	8%	7%	8%	-	-	-	5%	6%	24%	15%	4%	7%	-	-	-	8%	7%	7%	6%	8%		
Getting a refund, credit note or cashback	13	35	11	18	11	-	-	-	5	6	-	2	9	18	-	-	-	9	5	4	7	11		
	10%	10%	10%	10%	10%	-	-	-	12%	11%	-	5%	13%	10%	-	-	-	13%	7%	9%	9%	10%		
Gave incorrect information	10	13	10	13	10	-	-	-	3	7	-	5	5	13	-	-	-	2	5	6	5	8		
	8%	4%	9% b	7%	9%	-	-	-	7%	13%	-	12%	7%	7%	-	-	-	3%	7%	13% t	6%	7%		
Took too long to resolve issue	10	17	9	13	9	-	-	-	5	4	-	3	6	13	-	-	-	2	4	7	3	10		
	8%	5%	8%	7%	8%	-	-	-	12%	8%	-	7%	9%	7%	-	-	-	3%	6%	15% t	4%	9%		
Unable to get through to anyone	9	14	11	9	11	-	-	-	7	3	1	6	5	9	-	-	-	1	4	4	4	5		
	7%	4%	10% b	5%	10%	-	-	-	16%	6%	6%	15%	7%	9%	-	-	-	1%	6%	9%	5%	5%		
Didn't do what they said they would do	5	10	6	16	6	-	-	-	3	3	-	1	5	16	-	-	-	1	9	6	2	14		
	4%	3%	5% b	9% b	5%	-	-	-	-	6%	18%	2%	7%	9%	-	-	-	1%	13% t	13% t	3%	13% w		
Rude/dismissive	5	18	5	13	5	-	-	-	1	4	-	2	3	13	-	-	-	-	5	8	2	11		
	4%	5%	4%	7%	4%	-	-	-	2%	8%	-	5%	4%	7%	-	-	-	-	7% t	17% t	3%	10% w		
Unable to get through to relevant person	4	15	8	9	8	-	-	-	3	5	-	2	6	9	-	-	-	4	3	2	4	5		
	3%	4%	7%	5%	7%	-	-	-	7%	9%	-	5%	9%	5%	-	-	-	6%	4%	4%	5%	5%		
Pre-pay credit lost or not credited to card	2	3	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-		
	2%	1%	-	1%	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	1%	-		
Costs of going above data allowance	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	2%	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Costs of international and roaming calls	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
A different issue	1	7	1	6	1	-	-	-	-	-	-	-	1	6	-	-	-	4	1	1	3	3		
	1%	2%	1%	3%	1%	-	-	-	-	-	6%	-	1%	3%	-	-	-	6%	1%	2%	4%	3%		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
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Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	88*	201	87*	169	-**	-**	88*	-**	43*	34*	11**	44*	44*	-**	-**	201	-**	119	56*	26**	106	95*		
Unable to get certain channels/content	30	70	41	47	-	-	30	-	19	9	2	16	14	-	-	70	-	41	18	11	33	37		
	34%	35%	47% u	28%	-	-	34%	-	44%	26%	18%	36%	32%	-	-	35%	-	34%	32%	42%	31%	39%		
Poor picture quality	23	32	19	36	-	-	23	-	7	12	4	12	11	-	-	32	-	18	12	2	16	16		
	26% u	16%	22%	21%	-	-	26%	-	16%	35%	36%	27%	25%	-	-	16%	-	15%	21%	8%	15%	17%		
Complete loss of service	23	87	28	77	-	-	23	-	11	10	2	13	10	-	-	87	-	53	27	7	47	40		
	26%	43% u	32%	46% u	-	-	26%	-	26%	29%	18%	30%	23%	-	-	43%	-	45%	48%	27%	44%	42%		
Service is not consistently available	23	61	16	45	-	-	23	-	10	9	4	10	13	-	-	61	-	37	17	7	31	30		
	26%	30% u	18%	27%	-	-	26%	-	23%	26%	36%	23%	30%	-	-	30%	-	31%	30%	27%	29%	32%		
Connection speed slower than advertised or led to expect	3	18	4	15	-	-	3	-	2	1	-	-	3	-	-	18	-	12	6	-	9	9		
	3%	9%	5%	9%	-	-	3%	-	5%	3%	-	-	7%	-	-	9%	-	10%	11%	-	8%	9%		
Poor indoor reception/coverage	1	2	-	2	-	-	1	-	1	-	-	1	-	-	-	2	-	-	1	-	1	2		
	1%	1%	-	1%	-	-	1%	-	2%	-	-	2%	-	-	-	1%	-	-	2%	-	4%	2%		
Poor line quality	1	4	-	6	-	-	1	-	1	-	-	1	-	-	-	4	-	2	2	-	2	2		
	1%	2%	-	4%	-	-	1%	-	2%	-	-	2%	-	-	-	2%	-	2%	2%	-	2%	2%		
Problems with voice over internet (VOIP) telephone calls	1	3	1	1	-	-	1	-	-	1	-	-	1	-	-	3	-	3	-	-	3	-		
	1%	1%	1%	1%	-	-	1%	-	-	3%	-	-	2%	-	-	1%	-	3%	-	-	3%	-		
Text or voice mails delivered late	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-		
	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	1%	-	-	1%	-		
Problems with calls being disconnected during a call or not connected at all	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-		
	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	1%	-	-	1%	-		
Poor outside reception/coverage	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Unable to access 4G service	-	2	-	1	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	2	-		
	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	2%	-	-	2%	-		
Unable to access 5G service	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	1	1		
	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	2%	-	1%	1%		
A different issue (please describe it briefly in your own words)	-	4	1	4	-	-	-	-	-	-	-	-	-	-	-	4	-	2	-	2	1	3		
	-	2%	1%	2%	-	-	-	-	-	-	-	-	-	-	-	2%	-	2%	-	8%	1%	3%		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v - w/x
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Fieldwork: 2nd November 2022 - 10th January 2023

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

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	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	88*	201	87*	169	-**	-**	87*	-**	44*	30*	13**	34*	52*	-**	-**	169	-**	68*	64*	37*	73*	93*
Unable to get certain channels/content	30	70	41	47	-	-	41	-	22	14	5	15	26	-	-	47	-	17	21	9	17	29
	34%	35%	47% u	28%	-	-	47%	-	50%	47%	38%	44%	50%	-	-	28%	-	25%	33%	24%	23%	31%
Poor picture quality	23	32	19	36	-	-	19	-	7	5	7	8	10	-	-	36	-	15	16	5	13	22
	26% u	16%	22%	21%	-	-	22%	-	16%	17%	54%	24%	19%	-	-	21%	-	22%	25%	14%	18%	24%
Complete loss of service	23	87	28	77	-	-	28	-	11	14	3	7	21	-	-	77	-	28	30	19	33	43
	26%	43% u	32%	46% u	-	-	32%	-	25%	47%	23%	21%	40%	-	-	46%	-	41%	47%	51%	45%	46%
Service is not consistently available	23	61	16	45	-	-	16	-	8	5	3	9	7	-	-	45	-	16	20	9	19	25
	26%	30% u	18%	27%	-	-	18%	-	18%	17%	23%	26%	13%	-	-	27%	-	24%	31%	24%	26%	27%
Connection speed slower than advertised or led to expect	3	18	4	15	-	-	4	-	3	1	-	3	1	-	-	15	-	4	9	2	6	9
	3%	9%	5%	9%	-	-	5%	-	7%	3%	-	9%	2%	-	-	9%	-	6%	14%	5%	8%	10%
Poor indoor reception/coverage	1	2	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	1	1
	1%	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	3%	-	-	1%	1%
Poor line quality	1	4	-	6	-	-	-	-	-	-	-	-	-	-	-	6	-	3	1	2	3	3
	1%	2%	-	4%	-	-	-	-	-	-	-	-	-	-	-	4%	-	4%	2%	5%	4%	3%
Problems with voice over internet (VOIP) telephone calls	1	3	1	1	-	-	1	-	1	-	-	1	-	-	-	1	-	-	1	-	-	1
	1%	1%	1%	1%	-	-	1%	-	2%	-	-	3%	-	-	-	1%	-	-	2%	-	-	1%
Text or voice mails delivered late	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	1%	-
Unable to access 4G service	-	2	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-
	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	1%	-
Unable to access 5G service	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	-	4	1	4	-	-	1	-	1	-	-	1	-	-	-	4	-	2	-	2	2	2
	-	2%	1%	2%	-	-	1%	-	2%	-	-	3%	-	-	-	2%	-	3%	-	5%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint

	Supplier				BT									SKY									
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	116	202	122	138	-**	116	-**	-**	52*	48*	16**	55*	59*	-**	202	-**	-**	-**	124	61*	17**	112	89*
Arranging an installation	24	34	15	17	-	24	-	-	10	10	4	9	14	-	34	-	-	-	26	5	3	21	13
	21%	17%	12%	12%	-	21%	-	-	19%	21%	25%	16%	24%	-	17%	-	-	-	21%u	8%	18%	19%	15%
Switching issues (e.g. problems trying to switch or problems porting your number)	22	46	18	23	-	22	-	-	12	7	3	11	11	-	46	-	-	-	31	13	2	28	18
	19%	23%	15%	17%	-	19%	-	-	23%	15%	19%	20%	19%	-	23%	-	-	-	25%	21%	12%	25%	20%
Time taken to install the service	21	33	25	27	-	21	-	-	13	6	2	9	12	-	33	-	-	-	23	9	1	19	13
	18%	16%	20%	20%	-	18%	-	-	25%	13%	13%	16%	20%	-	16%	-	-	-	19%	15%	6%	17%	15%
Time taken to repair a fault	20	36	21	27	-	20	-	-	8	8	4	10	9	-	36	-	-	-	19	12	5	18	18
	17%	18%	17%	20%	-	17%	-	-	15%	17%	25%	18%	15%	-	18%	-	-	-	15%	20%	29%	16%	20%
Missed/moved repair appointment	17	24	10	15	-	17	-	-	9	6	2	8	9	-	24	-	-	-	15	8	1	13	11
	15%	12%	8%	11%	-	15%	-	-	17%	13%	13%	15%	15%	-	12%	-	-	-	12%	13%	6%	12%	12%
Damage to property during installation	17	31	11	19	-	17	-	-	8	7	2	9	8	-	31	-	-	-	23	7	1	20	11
	15%	15%	9%	14%	-	15%	-	-	15%	15%	13%	16%	14%	-	15%	-	-	-	19%	11%	6%	18%	12%
Missed/ moved installation appointment	14	30	17	12	-	14	-	-	9	2	3	5	9	-	30	-	-	-	20	6	4	21	9
	12%	15%	14%	9%	-	12%	-	-	17%l	4%	19%	9%	15%	-	15%	-	-	-	16%	10%	24%	19%	10%
Complaining about an engineer	13	16	10	11	-	13	-	-	9	4	-	7	6	-	16	-	-	-	11	4	1	5	11
	11%	8%	8%	8%	-	11%	-	-	17%	8%	-	13%	10%	-	8%	-	-	-	9%	7%	6%	4%	12%w
Arranging an appointment for an engineer visit	12	31	18	25	-	12	-	-	4	6	2	5	7	-	31	-	-	-	25	6	-	17	14
	10%	15%	15%	18%	-	10%	-	-	8%	13%	13%	9%	12%	-	15%	-	-	-	20%	10%	-	15%	16%
Damage to property during repair	6	20	11	14	-	6	-	-	3	3	-	3	3	-	20	-	-	-	11	8	1	10	10
	5%	10%	9%	10%	-	5%	-	-	6%	6%	-	5%	5%	-	10%	-	-	-	9%	13%	6%	9%	11%
A different issue	-	2	-	1%	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	1	1	-	2
	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	2%	6%	-	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint

	Supplier				TALK TALK									VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	116	202	122	138	-**	122	-**	-**	54*	51*	17**	59*	62*	-**	138	-**	-**	-**	58*	57*	23**	66*	72*
Arranging an installation	24	34	15	17	-	15	-	-	6	9	-	6	9	-	17	-	-	-	7	8	2	8	9
	21%	17%	12%	12%	-	12%	-	-	11%	18%	-	10%	15%	-	12%	-	-	-	12%	14%	9%	12%	13%
Switching issues (e.g. problems trying to switch or problems porting your number)	22	46	18	23	-	18	-	-	9	7	2	8	10	-	23	-	-	-	12	6	5	11	12
	19%	23%	15%	17%	-	15%	-	-	17%	14%	12%	14%	16%	-	17%	-	-	-	21%	11%	22%	17%	17%
Time taken to install the service	21	33	25	27	-	25	-	-	9	9	7	12	13	-	27	-	-	-	15	8	4	16	11
	18%	16%	20%	20%	-	20%	-	-	17%	18%	41%	20%	21%	-	20%	-	-	-	26%	14%	17%	24%	15%
Time taken to repair a fault	20	36	21	27	-	21	-	-	12	5	4	10	11	-	27	-	-	-	8	14	5	15	12
	17%	18%	17%	20%	-	17%	-	-	22%	10%	24%	17%	18%	-	20%	-	-	-	14%	25%	22%	23%	17%
Missed/moved repair appointment	17	24	10	15	-	10	-	-	6	2	2	6	4	-	15	-	-	-	7	5	3	9	6
	15%	12%	8%	11%	-	8%	-	-	11%	4%	12%	10%	6%	-	11%	-	-	-	12%	9%	13%	14%	8%
Damage to property during installation	17	31	11	19	-	11	-	-	6	5	-	6	5	-	19	-	-	-	12	6	1	10	9
	15%	15%	9%	14%	-	9%	-	-	11%	10%	-	10%	8%	-	14%	-	-	-	21%	11%	4%	15%	13%
Missed/ moved installation appointment	14	30	17	12	-	17	-	-	10	6	1	9	7	-	12	-	-	-	5	5	2	8	4
	12%	15%	14%	9%	-	14%	-	-	19%	12%	6%	15%	11%	-	9%	-	-	-	9%	9%	9%	12%	6%
Complaining about an engineer	13	16	10	11	-	10	-	-	5	4	1	6	4	-	11	-	-	-	5	4	2	6	5
	11%	8%	8%	8%	-	8%	-	-	9%	8%	6%	10%	6%	-	8%	-	-	-	9%	7%	9%	9%	7%
Arranging an appointment for an engineer visit	12	31	18	25	-	18	-	-	8	8	2	13	5	-	25	-	-	-	9	12	4	11	14
	10%	15%	15%	18%	-	15%	-	-	15%	16%	12%	22%	8%	-	18%	-	-	-	16%	21%	17%	17%	19%
Damage to property during repair	6	20	11	14	-	11	-	-	6	3	2	6	5	-	14	-	-	-	5	7	2	4	10
	5%	10%	9%	10%	-	9%	-	-	11%	6%	12%	10%	8%	-	10%	-	-	-	9%	12%	9%	6%	14%
A different issue	-	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	1	1
	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	3%	-	-	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	15**	37*	6**	24**	-**	-**	-**	15**	9**	5**	1**	10**	5**	-**	-**	-**	37*	18**	13**	6**	15**	19**
Service not performing as advertised or as told in store/over the phone	6	5	-	4	-	-	-	6	4	2	-	3	3	-	-	-	5	4	1	-	3	2
	40%	14%	-	17%	-	-	-	40%	44%	40%	-	30%	60%	-	-	-	14%	22%	8%	-	20%	11%
Switching issues (e.g. problems trying to switch or problems porting your number)	3	4	-	3	-	-	-	3	1	1	1	2	1	-	-	-	4	3	1	-	2	2
	20%	11%	-	13%	-	-	-	20%	11%	20%	100%	20%	20%	-	-	-	11%	17%	8%	-	13%	11%
Change to your package or service (upgrading or downgrading your service)	2	9	3	12	-	-	-	2	-	2	-	2	-	-	-	-	9	4	3	2	4	4
	13%	24%	50%	50%	-	-	-	13%	-	40%	-	20%	-	-	-	-	24%	22%	23%	33%	27%	21%
Complaining about the terms of your contract	1	5	1	5	-	-	-	1	1	-	-	-	1	-	-	-	5	1	3	1	1	3
	7%	14%	17%	21%	-	-	-	7%	11%	-	-	-	20%	-	-	-	14%	6%	23%	17%	7%	16%
Keeping your mobile phone number when changing suppliers	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	3	15	2	1	-	-	-	3	3	-	-	3	-	-	-	-	15	6	5	4	5	9
	20%	41%	33%	4%	-	-	-	20%	33%	-	-	30%	-	-	-	-	41%	33%	38%	67%	33%	47%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	15**	37*	6**	24**	-**	-**	-**	6**	2**	3**	1**	3**	2**	-**	-**	-**	24**	12**	6**	6**	9**	12**
Service not performing as advertised or as told in store/over the phone	6	5	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4	2	1	1	1	3
	40%	14%	-	17%	-	-	-	-	-	-	-	-	-	-	-	-	17%	17%	17%	17%	11%	25%
Switching issues (e.g. problems trying to switch or problems porting your number)	3	4	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	2
	20%	11%	-	13%	-	-	-	-	-	-	-	-	-	-	-	-	13%	-	50%	-	-	17%
Change to your package or service (upgrading or downgrading your service)	2	9	3	12	-	-	-	3	1	2	-	3	-	-	-	-	12	7	1	4	6	4
	13%	24%	50%	50%	-	-	-	50%	50%	67%	-	100%	-	-	-	-	50%	58%	17%	67%	67%	33%
Complaining about the terms of your contract	1	5	1	5	-	-	-	1	-	-	1	-	1	-	-	-	5	3	1	1	2	3
	7%	14%	17%	21%	-	-	-	17%	-	-	100%	-	50%	-	-	-	21%	25%	17%	17%	22%	25%
Keeping your mobile phone number when changing suppliers	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-
	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	4%	8%	-	-	11%	-
A different issue (please describe it briefly in your own words)	3	15	2	1	-	-	-	2	1	1	-	-	1	-	-	-	1	-	1	-	-	1
	20%	41%	33%	4%	-	-	-	33%	50%	33%	-	-	50%	-	-	-	4%	-	17%	-	-	8%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
Only/mainly on the phone	114	400	86	238	50	27	31	6	55	42	17	62	51	192	67	117	24	221	115	64	221	178		
	33%	51% acd	26%	42% ac	40% h	23%	35%	40%	35%	30%	37%	36%	30%	57% kd	33%	58% kd	65% kd	50%	49%	63% ku	53%	50%		
Only/mainly via mobile app	42	65	41	49	13	12	15	2	18	20	4	23	19	26	23	15	1	37	22	6	37	28		
	12% b	8%	13% b	9%	10%	10%	17%	13%	12%	14%	9%	13%	11%	8%	11%	7%	3%	8%	9%	6%	9%	8%		
Only/mainly via email	36	84	32	50	14	16	5	1	15	15	6	14	22	35	30	16	3	44	28	12	40	43		
	10%	11%	10%	10%	11%	14%	6%	7%	10%	11%	13%	8%	13%	10%	15% kr	8%	8%	10%	12%	12%	10%	12%		
Only/mainly via webchat	32	83	37	46	10	11	11	-	12	14	6	15	16	37	24	18	4	53	26	4	46	35		
	9%	11%	11%	9%	8%	9%	13%	-	8%	10%	13%	9%	9%	11%	12%	9%	11%	12% v	11% v	4%	11%	10%		
Only/mainly in store	30	37	36	38	14	11	5	-	15	10	5	14	16	10	16	9	2	23	12	2	16	21		
	9% b	5%	11% b	7%	11%	9%	6%	-	10%	7%	11%	8%	9%	3%	4%	4%	5%	5%	5%	2%	4%	6%		
Only/mainly by social media	29	37	42	42	7	11	9	2	13	12	4	16	13	16	11	10	-	18	12	7	15	22		
	8% b	5%	13% kd	8% b	6%	9%	10%	13%	8%	8%	9%	9%	8%	5%	5%	5%	-	4%	5%	7%	4%	6%		
Only/mainly via web form	29	32	21	44	9	12	7	1	14	13	2	12	17	11	12	9	-	19	10	3	22	10		
	8% b	4%	6%	8% b	7%	10%	8%	7%	9%	9%	4%	7%	10%	3%	6%	4%	-	4%	4%	3%	5%	3%		
Only/mainly by letter	24	35	27	16	6	12	5	1	12	11	1	13	11	10	17	7	1	20	11	4	20	15		
	7% d	4%	8% bd	3%	5%	10%	6%	7%	8%	8%	2%	8%	6%	3%	8% pd	3%	3%	5%	5%	4%	5%	4%		
Only/mainly via another contact method	3	1	3	10	-	3	-	-	-	3	-	1	2	-	1	-	-	1	-	-	-	1		
	1%	*	1% b	2% b	-	3%	-	-	-	2%	-	1%	1%	-	*	-	-	*	-	-	-	*		
Don't know	5	4	3	5	2	1	-	2	2	2	1	2	3	1	1	-	2	3	1	-	2	1		
	1%	2%	1%	1%	2%	1%	-	13%	1%	1%	2%	1%	2%	*	*	-	5% pw	1%	*	-	*	*		

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87**	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
Only/mainly on the phone	114 33%	400 51% ad	86 26%	238 42% ac	31 27%	27 22%	26 30%	2 33%	46 32% an	32 23%	8 17%	39 28%	45 24%	89 48% ap	41 30%	81 48% aq	7 29%	83 40%	71 36%	64 57% at	96 42%	120 42%		
Only/mainly via mobile app	42 12% b	65 8%	41 13% b	49 9%	13 12%	19 16%	9 10%	-	17 12%	18 13%	6 13%	14 10%	27 15%	17 9%	12 9%	17 10%	3 13%	19 10%	26 13% av	4 7%	20 9%	29 10%		
Only/mainly via email	36 10%	84 11%	32 10%	50 10%	7 6%	12 10%	13 15% ag	-	14 10%	11 8%	7 15%	10 7%	21 11%	13 7%	19 14% ap	15 9%	3 13%	20 10%	22 11%	8 7%	28 12% ax	20 7%		
Only/mainly via webchat	32 9%	83 11%	37 11%	46 9%	14 12%	14 11%	8 9%	1 17%	17 12%	17 12%	3 6%	13 9%	23 12%	19 10%	13 9%	9 5%	5 21%	18 9%	19 10%	9 8%	22 10%	24 8%		
Only/mainly in store	30 9% b	37 5%	36 11% b	38 7%	12 11%	19 15% ai	5 6%	-	12 8%	15 11%	9 19% aj	14 10%	22 12%	9 5%	14 10%	12 7%	3 13%	13 6%	18 9%	7 6%	16 7%	21 7%		
Only/mainly by social media	29 8% b	37 5%	42 13% ad	42 8% b	15 13%	14 11%	12 14%	1 17%	14 10%	20 15%	8 17%	19 14%	33 12%	14 11%	15 8%	13 8%	-	22 11%	13 7%	7 6%	18 8%	23 8%		
Only/mainly via web form	29 8% b	32 4%	21 6%	44 8% b	6 5%	7 6%	7 8%	1 17%	10 7%	8 6%	3 6%	14 10% o	7 4%	14 7%	12 9%	16 9%	2 8%	20 10%	14 7%	10 9%	15 7%	29 10%		
Only/mainly by letter	24 7% d	35 4%	27 8% bd	16 3%	12 11%	8 7%	6 7%	1 17%	9 6%	15 11%	3 6%	11 8%	16 9%	8 4%	6 4%	2 1%	-	6 3%	7 4%	3 3%	6 3%	10 4%		
Only/mainly via another contact method	3 1%	1 *	3 1% b	10 2% b	2 2%	1 1%	-	-	2 1%	-	1 2%	2 1%	1 1%	3 2%	4 3%	2 1%	1 4%	5 2%	5 3%	-	4 2%	6 2%		
Don't know	5 1%	4 2%	3 1%	5 1%	1 1%	1 1%	1 1%	-	2 1%	1 1%	1 -	1 1%	1 1%	1 1%	2 1%	2 1%	-	3 1%	2 1%	-	2 1%	3 1%		

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	37 11%	109 14% d	33 10%	41 8%	14 11%	13 11%	8 9%	2 13%	37 24% lm	-	-	28 16% o	9	41 12%	31 15%	31 15%	6 16%	109 25% uv	-	-	100 24% x	9		
9 - (9)	26 8%	65 8%	20 6%	31 6%	9 7%	9 8%	8 9%	-	26 17% lm	-	-	16 9%	10	31 9%	12 6%	18 9%	4 11%	65 15% uv	-	-	50 12% x	15		
8 - (8)	40 12%	137 18% acd	37 11%	69 13%	13 10%	14 12%	9 10%	4 27%	40 26% lm	-	-	25 15%	14	62 18%	43 21%	28 14%	4 11%	137 31% uv	-	-	96 23% x	41		
7 - (7)	53 15%	128 16%	53 16%	68 13%	16 13%	16 14%	18 20%	3 20%	53 34% lm	-	-	32 19%	20	44 13%	38 19%	42 21% p	4 11%	128 29% uv	-	-	64 15%	63		
6 - (6)	57 17%	96 12%	48 15%	77 15%	24 19%	21 18%	11 13%	1 7%	-	57 40% lm	-	24 14%	33	40 12%	26 13%	27 13%	3 8%	-	96 23% uv	-	43 10%	52		
5 - (5)	60 17% b	96 12%	55 17%	76 15%	20 16%	22 19%	16 18%	2 13%	-	60 42% lm	-	25 15%	35	42 12%	27 13%	21 10%	6 16%	-	96 23% uv	-	36 9%	59		
4 - (4)	25 7%	45 6%	34 10% b	44 8%	11 9%	5 4%	7 8%	2 13%	-	25 18% lm	-	10 6%	15	25 7%	8 4%	8 4%	4 11%	-	45 19% uv	-	11 3%	33		
3 - (3)	21 6%	36 5%	19 6%	43 8% b	8 6%	9 8%	4 5%	-	-	-	21 46% ld	4 2%	17	21 6%	5 2%	9 4%	1 3%	-	-	-	36 9% tu	8		
2 - (2)	13 4%	23 3%	16 5%	23 4%	5 4%	3 3%	5 6%	-	-	-	13 28% ld	9 2%	5	6 2%	6 3%	9 4%	2 5%	-	-	-	23 5% tu	6		
1 - Extremely dissatisfied (1)	12 3%	43 6%	13 4%	46 9% abc	5 4%	4 3%	2 2%	1 7%	-	-	12 26% ld	4 2%	8	26 8%	6 3%	8 4%	3 8%	-	-	-	43 11% tu	5		
NET: Dissatisfied (1-3)	46 13%	102 13%	48 15%	112 22% abc	18 14%	16 14%	11 13%	1 7%	-	-	46 100% ld	12 7%	34	53 16%	17 8%	26 13%	6 16%	-	-	-	102 100% tu	19		
NET: Neutral (4-6)	142 41% b	237 30%	137 42% b	197 38% b	55 44%	48 41%	34 39%	5 33%	-	142 100% lm	-	59 34%	83	107 32%	61 30%	56 28%	13 35%	-	237 100% uv	-	90 21%	144		
NET: Satisfied (7-10)	156 45%	439 56% acd	143 44%	209 40%	52 42%	52 45%	43 49%	9 60%	156 100% lm	-	-	101 59% o	53	176 53%	124 61% p	119 59%	18 49%	439 100% uv	-	-	310 74% x	138		
Mean score	6.220	6.564 cd	6.03	5.71	6.11	6.28	6.23	6.53	6.30 lm	5.23 m	2.20	6.57 o	5.54	6.34	6.58 p	6.68	6.22	6.34 uv	6.22 v	1.93	7.61 x	5.33		
Standard error	0.13	0.09	0.13	0.11	0.21	0.22	0.24	0.62	0.09	0.06	0.12	0.17	0.17	0.14	0.16	0.17	0.47	0.05	0.05	0.09	0.10	0.13		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - u/v/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	37 11%	109 14% d	33 10%	41 8%	9 8%	14 11%	10 11%	-	33 23% lm	-	-	23 17% o	9 5%	13 7%	12 9%	14 8%	2 8%	41 20% uv	-	-	35 15% w	5 2%		
9 - (9)	26 8%	65 8%	20 6%	31 6%	8 7%	6 5%	6 7%	-	20 14% lm	-	-	11 8%	8 4%	9 5%	10 7%	8 5%	4 17%	31 15% uv	-	-	26 11% w	5 2%		
8 - (8)	40 12%	137 18% acd	37 11%	69 13%	13 12%	12 10%	12 14%	-	37 26% lm	-	-	17 12%	20 11%	25 13%	15 11%	24 14%	5 21%	69 33% uv	-	-	49 22% w	19 7%		
7 - (7)	53 15%	128 16%	53 16%	68 13%	13 12%	22 18%	16 18%	2 3%	53 37% lm	-	-	29 21% o	23 12%	24 13%	21 15%	22 13%	1 4%	68 33% uv	-	-	31 14%	37 13%		
6 - (6)	57 17%	96 12%	48 15%	77 15%	12 11%	22 18%	13 15%	1 17%	-	48 35% lm	-	18 13%	30 16%	23 12%	27 20%	25 15%	2 8%	-	77 39% uv	-	34 15%	43 15%		
5 - (5)	60 17% b	96 12%	55 17%	76 15%	22 24% b	15 12%	12 14%	1 17%	-	55 40% lm	-	13 9%	41 22% o	25 16%	20 14%	24 14%	3 13%	-	76 36% uv	-	31 14%	45 16%		
4 - (4)	25 7%	45 6%	34 10% b	43 8%	14 12%	14 11%	5 6%	1 17%	-	34 25% lm	-	11 8%	23 12%	18 10%	10 7%	15 9%	1 4%	-	44 22% uv	-	6 3%	37 13% w		
3 - (3)	21 6%	36 5%	19 6%	43 8% b	9 8%	7 6%	3 3%	-	-	-	19 40% ld	7 5%	12 6%	11 6%	10 7%	18 11%	4 17%	-	-	43 38% tu	4 2%	39 14% w		
2 - (2)	13 4%	23 3%	16 5%	23 4%	2 2%	8 7%	6 7%	-	-	-	16 33% ld	2 1%	13 7% n	11 6%	6 4%	6 4%	-	-	-	23 41% tu	7 3%	16 6%		
1 - Extremely dissatisfied (1)	12 3%	43 6%	13 4%	46 9% abc	6 5%	2 2%	4 5%	1 17%	-	-	4 27% ld	6 4%	7 4%	24 13% q	7 5%	13 8%	2 8%	-	-	46 41% tu	4 2%	39 14% w		
NET: Dissatisfied (1-3)	46 13%	102 13%	48 15%	112 22% abc	17 15%	17 14%	13 15%	1 17%	-	-	48 100% ld	15 11%	32 17%	46 25%	23 17%	37 22%	6 25%	-	-	112 100% tu	15 7%	94 33% w		
NET: Neutral (4-6)	142 41% b	237 30%	137 42% b	197 38% b	53 47%	51 42%	30 34%	3 50%	-	137 100% lm	-	42 31%	94 51% n	70 37%	57 41%	64 38%	6 25%	-	-	197 100% uv	71 31%	125 44% w		
NET: Satisfied (7-10)	156 45%	439 56% acd	143 44%	209 40%	43 38%	54 44%	44 51%	2 33%	143 100% lm	-	-	80 58% o	60 32%	71 38%	58 42%	68 50%	12 50%	209 100% uv	-	-	141 62% w	66 23%		
Mean score	6.220	6.564 cd	6.03	5.71	5.81	6.11	6.26	5.00	6.23 lm	5.10 m	2.13	6.66 b	5.53	5.42	6.00 p	5.72	6.17	6.22 uv	6.17 v	1.97	7.07 x	4.65		
Standard error	0.13	0.09	0.13	0.11	0.22	0.21	0.27	0.93	0.10	0.07	0.12	0.21	0.16	0.20	0.20	0.19	0.57	0.08	0.05	0.08	0.14	0.14		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	172	419	137	227	63*	55*	44*	10**	101	59*	12**	172	-**	186	112	106	15**	310	90*	19**	419	-**		
10 - Extremely satisfied (10)	28 16%	100 24% ad	23 17%	35 15%	11 17%	7 13%	8 18%	2 20%	28 28%	-	-	28 16%	-	38 20%	29 26%	27 25%	6 40%	100 32% u	-	-	100 24%	-		
9 - (9)	16 9%	50 12%	11 8%	26 11%	5 8%	6 11%	5 11%	-	16 16%	-	-	16 9%	-	25 13%	10 9%	11 10%	4 27%	50 16% u	-	-	50 12%	-		
8 - (8)	25 15%	96 23% ac	17 12%	49 22% c	7 11%	9 16%	6 14%	3 30%	25 25%	-	-	25 15%	-	48 26% r	29 26%	16 15%	3 20%	96 31% u	-	-	96 23%	-		
7 - (7)	32 19%	64 15%	29 21%	31 14%	12 19%	9 16%	10 23%	1 10%	32 32%	-	-	32 19%	-	27 15%	16 14%	19 18%	2 13%	64 21% u	-	-	64 15%	-		
6 - (6)	24 14%	43 10%	18 13%	34 15%	11 17%	10 18%	3 7%	-	-	24 24%	-	24 14%	-	21 11%	12 10%	10 9%	-	-	43 13% l	-	43 10%	-		
5 - (5)	25 15% b	36 9%	13 9%	31 14% b	8 13%	8 15%	7 16%	2 20%	-	25 25%	-	25 15%	-	13 7%	12 11%	11 10%	-	-	36 11% l	-	36 9%	-		
4 - (4)	10 6%	11 3%	11 8% d	6 3%	4 6%	2 4%	2 5%	2 20%	-	10 17% k	-	10 6%	-	8 4%	1 1%	2 2%	-	-	11 12% l	-	11 3%	-		
3 - (3)	4 2%	8 2%	7 5% b	4 2%	2 3%	2 4%	-	-	-	-	4 33%	4 2%	-	2 1%	1 1%	5 5%	-	-	-	8 42%	8 2%	-		
2 - (2)	4 2%	6 1%	2 1%	7 3%	2 3%	1 2%	1 2%	-	-	-	4 33%	4 2%	-	1 1%	2 2%	3 3%	-	-	-	6 32%	6 1%	-		
1 - Extremely dissatisfied (1)	4 2%	5 1%	6 4% b	4 2%	1 2%	1 2%	2 5%	-	-	-	4 33%	4 2%	-	3 2%	-	2 2%	-	-	-	5 26%	5 1%	-		
NET: Dissatisfied (1-3)	12 7%	19 5%	15 11% b	15 7%	5 8%	4 7%	3 7%	-	-	-	12 100%	12 7%	-	6 3%	3 3%	10 9% pd	-	-	-	19 100%	19 5%	-		
NET: Neutral (4-6)	59 34% b	90 21%	42 31% b	71 31% b	23 37%	20 36%	12 27%	4 40%	-	59 100% k	-	59 34%	-	42 23%	25 22%	23 22%	-	-	90 100% l	-	90 21%	-		
NET: Satisfied (7-10)	101 59%	310 74% acd	80 58%	141 62%	35 56%	31 56%	29 66%	6 60%	101 100%	-	-	101 59%	-	136 74%	84 75%	73 69%	15 100%	310 100% u	-	-	310 74%	-		
Mean score	6.87	7.61 acd	6.69	7.07	6.79	6.84	7.00	6.90	8.40	5.24	2.00	6.87	-	7.59	7.74	7.32	8.93	8.60 u	5.36	2.16	7.61	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

		Supplier				TALK TALK										VIRGIN MEDIA									
						Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total		172	419	137	227	41*	59*	34*	3**	80*	42*	15**	137	-**	79*	66*	73*	9**	141	71*	15**	227	-**		
10 - Extremely satisfied (10)		28 16%	100 24% aad	23 17%	35 15%	4 10%	13 22%	6 18%	-	23 29%	-	-	23	-	12	9	13	1	35 25% u	-	-	35	-		
9 - (9)		16 9%	50 12%	11 8%	26 11%	5 12%	2 3%	4 12%	-	11 14% l	-	-	11	-	7	8	7	4	26 18% u	-	-	26	-		
8 - (8)		25 15%	96 23% ac	17 12%	49 22% cc	6 15%	4 7%	7 21%	-	17 21% l	-	-	17	-	15	10	22	2	49 35% u	-	-	49	-		
7 - (7)		32 19%	64 15%	29 21%	31 14%	6 15%	15 25%	7 21%	1 3%	29 36% l	-	-	29	-	14	9	8	-	31 22% u	-	-	31	-		
6 - (6)		24 14%	43 10%	18 13%	34 15%	4 10%	8 14%	5 15%	1 3%	-	18 23% k	-	18	-	9	16	9	-	-	34 24% l	-	-	34	-	
5 - (5)		25 15% bb	36 9%	13 9%	31 14% bb	7 17%	4 7%	2 6%	-	-	13 16% k	-	13	-	11	9	11	2	-	31 22% u	-	-	31	-	
4 - (4)		10 6%	11 3%	11 8% bd	6 3%	3 7%	6 10%	1 3%	1 3%	-	11 14% k	-	11	-	3	3	-	-	-	6 4% l	-	-	6	-	
3 - (3)		4 2%	8 2%	7 5% b	4 2%	4 10%	3 5%	-	-	-	-	7 47%	7	-	2	-	2	-	-	-	-	4	-		
2 - (2)		4 2%	6 1%	2 1%	7 3%	-	2 3%	-	-	-	-	2 13%	2	-	3	4	-	-	-	-	-	7	-		
1 - Extremely dissatisfied (1)		4 2%	5 1%	6 4% b	4 2%	2 5%	2 3%	2 6%	-	-	-	4 40%	6	-	4	-	1	-	-	-	-	4	-		
NET: Dissatisfied (1-3)		12 7%	19 5%	15 11% b	15 7%	6 15%	7 12%	2 6%	-	-	-	15 100%	15	-	8	4	3	-	-	-	-	15	-		
NET: Neutral (4-6)		59 34% bb	90 21%	42 31% b	71 31% b	14 34%	18 31%	8 24%	2 67%	-	42 100% k	-	42	-	23	26	20	2	-	71 100% l	-	-	71	-	
NET: Satisfied (7-10)		101 59%	310 74% aacd	80 58%	141 62%	21 51%	34 58%	24 71%	1 3%	80 100% l	-	-	80	-	46	36	50	7	141 100% u	-	-	141	-		
Mean score		6.87	7.61 acd	6.69	7.07	6.34	6.64	7.26	5.67	8.35 l	5.17	2.07	6.69	-	6.80	6.91	7.41	8.00	8.46 u	5.39	2.00	7.07	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	50	123	39	62	13	22	13	2	40	8	2	35	15	45	30	40	8	112	6	5	99	24		
	15%	16%	12%	12%	10%	19%	15%	13%	26% lm	6%	4%	20% o	9%	13%	15%	20% p	22%	26% uv	3%	5%	24% x	7%		
9 -	44	104	30	56	18	10	15	1	32	8	4	25	19	43	31	24	6	80	19	5	66	36		
	13%	13% c	9%	11%	14%	9%	17%	7%	21% l	6%	9%	15%	11%	13%	15%	12%	16%	18% uv	8%	5%	16% x	10%		
8 -	48	141	47	78	16	15	16	1	33	12	3	27	21	64	30	43	4	101	32	8	90	51		
	14%	18%	14%	15%	13%	13%	18%	7%	21% lm	8%	7%	16%	12%	19%	15%	21%	11%	23% uv	14%	8%	21% x	14%		
7 -	46	92	54	72	21	12	11	2	22	23	1	28	17	39	31	18	4	62	25	5	53	39		
	13%	12%	16% b	14%	17%	10%	13%	13%	14% m	16% n	2%	16%	10%	12%	15%	9%	11%	14% v	11%	5%	13%	11%		
6 -	51	101	44	71	18	18	12	3	15	35	1	22	29	44	32	21	4	46	51	4	50	49		
	15%	13%	13%	14%	14%	16%	14%	20%	10%	25% lm	2%	13%	17%	13%	16%	10%	11%	10% v	22% v	4%	12%	14%		
5 -	43	73	48	63	15	18	9	1	6	30	7	20	23	36	15	18	4	15	46	12	21	51		
	13%	9%	15% b	12%	12%	16%	10%	7%	4%	21% k	15% k	12%	14%	11%	7%	9%	11%	3%	19% t	12% t	5%	14% w		
4 -	21	46	24	44	7	8	5	1	3	13	5	5	16	16	14	16	1	10	17	9	18	28		
	6%	6%	7%	8%	6%	7%	6%	7%	2%	9% k	11% k	3%	9% n	5%	7%	8%	-	2%	11% t	9% t	4%	8% w		
3 -	19	41	17	28	11	3	4	1	1	9	9	2	17	20	10	9	2	6	20	15	7	34		
	6%	5%	5%	5%	9% d	3%	5%	7%	1%	6% k	20% kl	1%	10% n	6%	5%	4%	5%	1%	8% t	15% t	2%	10% w		
2 -	11	20	10	13	5	4	2	-	1	3	7	3	7	11	3	4	2	2	5	13	4	16		
	3%	3%	3%	3%	4%	3%	2%	-	1%	2%	15% kl	2%	4%	3%	1%	2%	5%	*	4% t	13% tu	1%	5% w		
1 - Extremely dissatisfied (1)	8	34	11	27	1	5	1	1	1	-	7	4	4	18	5	8	3	3	5	26	9	25		
	2%	4%	3%	5% a	1%	4%	1%	7%	1%	-	15% kl	2%	2%	5%	2%	4%	8%	1%	2%	25% tu	2%	7% w		
Not applicable	3	3	4	4	-	1	-	2	2	1	-	1	2	2	1	-	-	2	1	-	2	1		
	1%	*	1%	1%	-	1%	-	13%	1%	1%	-	1%	1%	1%	*	-	-	+	+	-	+	+		
NET: Dissatisfied (1-3)	38	95	38	68	17	12	7	2	3	12	23	9	28	49	18	21	7	11	30	54	20	75		
	11%	12%	12%	13%	14%	10%	8%	13%	2%	8% k	50% kl	5%	16% n	14%	9%	10%	19%	3%	13% t	53% tu	5%	21% w		
NET: Neutral (4-6)	115	220	116	178	40	44	26	5	24	78	13	47	68	96	61	55	8	71	124	25	89	128		
	33%	28%	35% b	34% b	32%	38%	30%	33%	15%	55% klm	18% k	27%	40% n	28%	30%	27%	22%	16%	32% tu	52% tu	21%	35% w		
NET: Satisfied (7-10)	188	460	170	268	68	59	55	6	127	51	10	115	72	191	122	125	22	355	82	23	308	150		
	55%	59% d	52%	52%	54%	51%	63%	40%	81% lm	36% l	22%	67% o	42%	57%	60%	62%	59%	61% uv	35% v	23%	74% x	42%		
Mean score	6.73	6.83 ^{cd}	6.47	6.43	6.58	6.66	7.09	6.31	6.08 ^{lm}	6.0 ^{lm}	4.26	7.34 ^o	6.13	6.64	6.97	7.01	6.78	6.00 ^{uv}	6.95 ^v	4.03	7.65 ^x	5.85		
Standard error	0.13	0.09	0.13	0.11	0.21	0.24	0.24	0.74	0.14	0.16	0.40	0.17	0.19	0.14	0.16	0.18	0.48	0.09	0.13	0.28	0.10	0.14		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	50 15%	123 16%	39 12%	62 12%	15 13%	16 13%	8 9%	-	32 22%im	6 4%	1 2%	29 21%o	9 5%	19 10%	19 14%	21 12%	13% 13%	47 22%uv	8 4%	7 6%	48 21%w	14 5%		
9 - (9)	44 13%	104 13%	30 9%	56 11%	10 9%	10 8%	9 10%	1	23 16%im	6 4%	1 2%	15 11%	14 8%	17 9%	17 12%	21 12%	4% 4%	36 17%uv	15 8%	5 4%	30 13%	26 9%		
8 - (8)	48 14%	141 18%	47 14%	78 15%	12 11%	14 11%	21 24%gh	-	31 22%im	12 9%	4 8%	22 16%	25 13%	19 10%	23 17%	32 19%q	17% 17%	43 21%uv	25 13%	10 9%	47 21%w	31 11%		
7 - (7)	46 13%	92 12%	54 16%	72 14%	16 14%	23 19%	14 16%	1	24 17%	22 16%	8 17%	32 25%	8	29 16%	24 17%	18 11%	4% 4%	35 17%	24 12%	13 12%	28 12%	44 15%		
6 - (6)	51 15%	101 13%	44 13%	71 14%	15 13%	16 13%	10 11%	3	12 8%	25 18%	7 15%	29 10%	16	24 13%	20 14%	22 13%	21% 21%	20 10%	40 20%	11 10%	28 12%	41 14%		
5 - (5)	43 13%	73 9%	48 15%	63 12%	21 19%	18 15%	9 10%	-	5 3%	37 27%km	6 13%	14 10%	33 18%	18 10%	16 12%	25 15%	17% 17%	8 4%	40 20%	15 13%	25 11%	37 13%		
4 - (4)	21 6%	46 6%	24 7%	44 8%	9 8%	8 7%	7 8%	-	9 6%	11 8%	4 8%	15 7%	8	19 10%	7 5%	16 9%	2 8%	6 3%	28 14%kl	10 9%	8 4%	36 13%w		
3 - (3)	19 6%	41 5%	17 5%	28 5%	6 5%	8 7%	3 3%	-	1 1%	11 8%	5 10%	12 4%	12	13 7%	4 3%	8 5%	3 13%	6 3%	8 4%	14 13%	5 2%	22 8%w		
2 - (2)	11 3%	20 3%	10 3%	13 3%	3 3%	4 3%	3 3%	-	2 1%	4 3%	4 8%	7 2%	7	9 5%	1 1%	2 4%	1 4%	1 *	4 2%	8 7%	3 1%	9 3%		
1 - Extremely dissatisfied (1)	8 2%	34 4%	11 3%	27 5%a	6 5%	3 2%	1 1%	1	1 1%	2 1%	8 17%kl	8 2%	4	16 9%	7 5%	4 2%	-	4 2%	4 2%	19 17%tu	3 1%	23 8%w		
Not applicable	3 1%	3 *	4 1%	4 1%	-	2 2%	2 2%	-	3 2%	1 1%	-	2 1%	2	4 2%	-	-	-	3 1%	1 1%	-	2 1%	2 1%		
NET: Dissatisfied (1-3)	38 11%	95 12%	38 12%	68 13%	15 13%	15 12%	7 8%	1	4 3%	17 12%	17 35%kl	27 8%	27	38 20%q	12 9%	14 8%	4 17%	11 5%	16 8%	41 37%tu	11 5%	54 19%w		
NET: Neutral (4-6)	115 33%	220 28%	116 35%b	178 34%b	45 40%	42 34%	26 30%	3	26 18%	73 53%km	17 35%	37 27%	77 41%o	63 33%	43 31%	63 37%	11 46%	34 16%	108 55%uv	36 31%	61 27%	114 40%w		
NET: Satisfied (7-10)	188 55%	460 59%od	170 52%	268 52%	53 47%	63 52%	52 60%	2	110 77%im	46 34%	14 29%	87 64%o	80 43%	84 45%	83 60%q	92 54%	9 38%	161 77%uv	72 37%	35 31%	153 67%w	115 40%		
Mean score	6.73	6.83cd	6.47	6.43	6.27	6.47	6.78	5.83	7.74im	6.78m	4.71	7.13o	5.96	5.91	6.84q	6.71p	6.13	7.72uv	6.97v	4.86	7.43w	5.70		
Standard error	0.13	0.09	0.13	0.11	0.23	0.21	0.23	1.08	0.17	0.17	0.36	0.20	0.16	0.20	0.20	0.18	0.48	0.14	0.14	0.26	0.14	0.15		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).**

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	114	400	86*	218	50*	27**	31*	6**	55*	42*	17**	62*	51*	192	67*	117	24**	221	115	64*	221	178
10 - Extremely satisfied (10)	11	50	13	10	2	5	4	-	10	1	-	8	2	21	9	16	4	45	3	2	45	5
	10%	13% d	15% d	5%	4%	19%	13%	-	18% d	2%	-	13%	4%	11%	13%	14%	17%	20% uv	3%	3%	20% x	3%
9 - (9)	7	36	11	19	4	2	-	1	3	3	1	4	3	11	11	11	3	31	5	-	25	11
	6%	9%	13%	9%	8%	7%	-	17%	5%	7%	6%	6%	6%	6%	16% p	9%	13%	14% uv	4%	-	11%	6%
8 - (8)	17	59	14	19	11	4	2	-	14	3	-	15	2	31	7	18	3	50	7	2	41	18
	15%	15% d	16%	9%	22%	15%	6%	-	25% d	7%	-	24% o	4%	16%	10%	15%	13%	23% uv	6%	3%	19% x	10%
7 - (7)	17	57	11	39	6	3	7	1	11	6	-	13	4	25	14	17	1	36	19	2	41	16
	15%	14%	13%	18%	12%	11%	23%	17%	20%	14%	-	21%	8%	13%	21%	15%	4%	16% v	17% v	3%	19% x	9%
6 - (6)	18	50	13	27	7	3	6	2	6	11	1	6	12	23	9	13	5	20	22	8	25	25
	16%	13%	15%	12%	14%	11%	19%	33%	11%	26%	6%	10%	24% n	12%	13%	11%	21%	9%	19% t	13%	11%	14%
5 - (5)	9	48	13	22	3	3	3	-	1	8	-	3	6	22	5	18	3	19	22	7	18	30
	8%	12%	15%	10%	6%	11%	10%	-	2%	19% k	-	5%	12%	11%	7%	15%	13%	9%	19% t	21%	8%	12% uv
4 - (4)	14	36	9	22	8	3	3	-	2	6	6	4	10	24	4	8	-	13	17	6	14	22
	12%	9%	10%	10%	16%	11%	10%	-	4%	14%	35%	6%	20% n	13%	6%	7%	-	6%	15% d	9%	6%	12% w
3 - (3)	8	21	2	20	6	1	1	-	3	2	3	5	3	10	3	8	-	2	12	7	3	17
	7%	5%	2%	9% c	12%	4%	3%	-	5%	5%	18%	8%	6%	5%	4%	7%	-	1%	10% t	11% t	1%	10% w
2 - (2)	5	14	-	13	1	2	2	-	1	1	3	-	5	7	1	4	2	2	6	6	4	10
	4%	4%	-	6% c	2%	7%	6%	-	2%	2%	18%	-	10% n	4%	1%	3%	8%	1%	5% t	9% t	2%	6% w
1 - Extremely dissatisfied (1)	5	28	-	27	2	1	2	-	1	1	3	2	3	18	4	4	2	2	2	24	4	24
	4%	7% c	-	12% abc	4%	4%	6%	-	2%	2%	18%	3%	6%	9% r	6%	3%	8%	1%	2%	38% tu	2%	13% w
Not applicable	3	1	-	-	-	-	1	2	3	-	-	2	1	-	-	-	1	1	-	-	1	-
	3% bd	+	-	-	-	-	3%	33%	5%	-	-	3%	2%	-	-	-	4%	+	-	-	+	-
NET: Dissatisfied (1-3)	18	63	2	60	9	4	5	-	5	4	9	7	11	35	8	16	4	6	20	37	11	51
	16% c	16% c	2%	28% abc	18%	15%	16%	-	9%	10%	53%	11%	22%	18%	12%	14%	17%	3%	17% t	58% tu	5%	29% w
NET: Neutral (4-6)	41	134	35	71	18	9	12	2	9	25	7	13	28	69	18	39	8	52	61	21	57	77
	36%	34%	41%	33%	36%	33%	30%	33%	16%	60% k	41%	21%	53% n	36%	27%	33%	33%	24%	53% uv	33%	26%	43% w
NET: Satisfied (7-10)	52	202	49	87	23	14	13	2	38	13	1	40	11	82	41	62	11	162	34	6	152	50
	46%	51% d	57% d	40%	46%	52%	42%	33%	69% d	31%	6%	65% no	22%	46%	61% p	53%	46%	73% uv	30% v	9%	69% x	28%
Mean score	6.08 d	6.26 d	7.01 abd	5.36	5.94	6.44	5.90	7.00	7.49 d	5.76	3.35	6.85 o	5.10	5.93	6.76 p	6.48	6.48	7.55 uv	6.43 v	3.34	7.30 x	4.99
Standard error	0.23	0.13	0.22	0.18	0.33	0.52	0.46	0.71	0.31	0.29	0.48	0.29	0.32	0.19	0.30	0.23	0.60	0.14	0.18	0.31	0.15	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	114	400	86*	218	31*	27**	26**	2**	46*	32*	8**	39*	45*	89*	41*	81*	7**	83*	71*	64*	96*	120		
10 - Extremely satisfied (10)	11	50	13	10	4	4	5	-	12	-	1	12	1	2	2	4	2	9	-	1	9	1		
	10%	13% d	15% d	5%	13%	15%	19%	-	26% d	-	13%	31% o	2%	2%	5%	5%	29%	11% uv	-	2%	9% w	1%		
9 - (9)	7	36	11	19	3	4	4	-	6	2	3	6	5	6	10	3	-	13	4	2	11	8		
	6%	9%	13%	9%	10%	15%	15%	-	13%	6%	38%	15%	11%	7%	24% q	4%	-	16% v	6%	3%	11%	7%		
8 - (8)	17	59	14	19	4	6	3	1	9	5	-	6	7	7	5	6	1	16	3	-	13	6		
	15%	15% d	16%	9%	13%	22%	12%	50%	20%	16%	-	15%	16%	8%	12%	7%	14%	19% uv	4%	-	14% x	5%		
7 - (7)	17	57	11	39	4	4	3	-	6	4	1	4	7	11	9	18	1	25	13	1	25	14		
	15%	14%	13%	18%	13%	15%	12%	-	13%	13%	13%	10%	16%	12%	22%	22%	14%	30% vy	18% v	2%	26% x	12%		
6 - (6)	18	50	13	27	5	5	3	-	5	5	3	4	9	11	4	11	1	11	13	3	14	12		
	16%	13%	15%	12%	16%	19%	12%	-	11%	16%	38%	10%	20%	12%	10%	14%	14%	13%	18% v	5%	15%	10%		
5 - (5)	9	48	13	22	4	4	4	1	5	8	-	3	9	8	3	10	1	3	10	9	7	15		
	8%	12%	15%	10%	13%	15%	15%	50%	11%	25%	-	8%	20%	9%	7%	12%	16%	4%	14% t	14% t	7%	13%		
4 - (4)	14	36	9	22	6	-	3	-	2	7	-	3	6	7	3	12	-	2	13	7	5	17		
	12%	9%	10%	10%	19%	-	12%	-	4%	22% k	-	8%	13%	8%	7%	15%	-	2%	18% t	11% t	5%	14% w		
3 - (3)	8	21	2	20	1	-	1	-	1	1	-	1	1	8	2	9	1	3	10	7	4	16		
	7%	5%	2%	9% c	3%	-	4%	-	2%	3%	-	3%	2%	9%	5%	11%	14%	4%	14% t	11%	4%	13% w		
2 - (2)	5	14	-	13	-	-	-	-	-	-	-	-	-	10	3	-	-	-	4	9	5	8		
	4%	4%	-	6% c	-	-	-	-	-	-	-	-	-	11% r	7% r	-	-	-	4% t	14% t	5%	7%		
1 - Extremely dissatisfied (1)	5	28	-	27	-	-	-	-	-	-	-	-	-	19	-	8	-	1	1	25	3	23		
	4%	7% c	-	12% abc	-	-	-	-	-	-	-	-	-	21% q	-	10% d	-	1%	1%	39% tu	3%	19% w		
Not applicable	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	3% bd	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
NET: Dissatisfied (1-3)	18	63	2	60	1	-	1	-	1	1	-	1	1	37	5	17	1	4	15	41	12	47		
	16% c	16% c	2%	26% abc	3%	-	4%	-	2%	3%	-	3%	2%	42% q	12%	21%	14%	5%	21% t	64% tu	13%	39% w		
NET: Neutral (4-6)	41	134	35	71	15	9	10	1	12	20	3	10	24	26	10	33	2	16	36	19	26	44		
	36%	34%	41%	33%	48%	33%	38%	50%	26%	33% k	38%	26%	33% o	29%	24%	41%	29%	19%	33% uv	30%	27%	37%		
NET: Satisfied (7-10)	52	202	40	87	15	18	15	1	33	11	5	28	20	26	26	31	4	63	20	4	58	29		
	46%	51% d	57% d	40%	48%	67%	58%	50%	72% d	34%	63%	72% o	44%	29%	63% q	38%	57%	76% uv	38% v	6%	60% x	24%		
Mean score	6.08 d	6.26 d	7.01 abd	5.36	6.58	7.48	7.08	6.50	7.70	5.84	7.75	7.79 o	6.36	4.54	6.73 q	5.43 p	7.00	7.34 uv	6.51 v	2.97	6.88 x	4.42		
Standard error	0.23	0.13	0.22	0.18	0.38	0.32	0.44	1.50	0.29	0.29	0.59	0.34	0.26	0.29	0.36	0.26	0.98	0.20	0.23	0.28	0.24	0.23		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	44	91	40	37	12	18	11	3	36	6	2	32	12	35	23	26	7	85	2	4	81	10		
	13%id	12%id	12%id	7%	10%	16%	13%	20%	23%im	4%	4%	19%io	7%	10%	11%	13%	19%	19%uv	1%	4%u	19%w	3%		
9 - (9)	31	86	29	41	14	9	8	-	25	5	1	23	8	31	24	24	7	73	10	3	57	29		
	9%	11%	9%	8%	11%	8%	9%	-	16%im	4%	2%	13%io	5%	9%	12%	12%	19%	17%uv	4%	3%	14%w	8%		
8 - (8)	47	114	43	63	19	15	11	2	29	15	3	26	21	46	36	30	2	88	20	6	69	45		
	14%	15%	13%	12%	15%	13%	13%	13%	19%	11%	7%	15%	12%	14%	18%	15%	5%	20%uv	8%	6%	16%	13%		
7 - (7)	48	133	50	81	17	18	10	3	24	21	3	23	25	56	41	33	3	93	35	5	78	54		
	14%	17%	15%	16%	14%	16%	11%	20%	15%	15%	7%	13%	15%	17%	20%	16%	8%	21%uv	15%v	5%	19%	15%		
6 - (6)	51	98	54	62	16	20	14	1	15	33	3	21	29	43	30	21	4	51	44	3	50	48		
	15%	13%	16%	12%	13%	17%	16%	7%	10%	23%im	7%	12%	17%	13%	15%	10%	11%	12%v	19%v	3%	12%	14%		
5 - (5)	40	85	39	68	13	13	11	3	13	22	5	18	22	37	22	21	5	21	57	7	32	51		
	12%	11%	12%	13%	10%	11%	13%	20%	8%	15%	11%	10%	13%	11%	11%	10%	14%	5%	24%uv	7%	8%	14%w		
4 - (4)	18	60	28	58	9	3	6	-	6	6	6	7	11	26	10	24	-	16	31	13	26	33		
	5%	8%	9%	11%ab	7%	3%	7%	-	4%	4%	13%id	4%	6%	8%	5%	12%ac	-	4%	13%id	13%id	6%	9%		
3 - (3)	31	36	17	34	12	6	11	2	4	20	7	12	19	16	9	9	2	5	16	15	7	29		
	9%ab	5%	5%	7%	10%	5%	13%	13%	3%	14%ik	15%ik	7%	11%	5%	4%	4%	5%	1%	7%id	15%tu	2%	8%w		
2 - (2)	18	27	16	27	7	7	4	-	2	9	7	6	11	15	3	6	3	3	12	12	7	19		
	5%	3%	5%	5%	6%	6%	5%	-	1%	6%ik	15%ik	3%	6%	4%	1%	3%	8%iq	3%	5%id	12%tu	2%	5%w		
1 - Extremely dissatisfied (1)	13	46	8	43	6	5	2	-	1	4	8	3	10	31	4	7	4	3	10	33	11	35		
	4%	6%ic	2%	8%ac	5%	4%	2%	-	1%	3%	17%id	2%	6%in	9%iq	2%	3%	11%iq	1%	4%id	32%tu	3%	10%w		
Not applicable	3	2	4	4	-	2	-	1	1	1	1	1	2	2	-	-	-	1	-	1	1	1		
	1%	+	1%b	1%	-	2%	-	7%	1%	1%	2%	1%	1%	1%	-	-	-	+	-	1%	+	+		
NET: Dissatisfied (1-3)	62	109	41	104	25	18	17	2	7	33	22	21	40	62	16	22	9	11	38	60	25	83		
	18%ic	14%	13%	20%bc	20%	16%	19%	13%	4%	23%im	40%id	12%	24%in	18%iq	8%	11%	24%iq	3%	16%id	59%tu	6%	23%w		
NET: Neutral (4-6)	109	243	121	188	38	36	31	4	34	61	14	46	62	106	62	66	9	88	152	23	108	132		
	32%	31%	37%	36%	30%	31%	35%	27%	22%	42%ik	30%	27%	36%	31%	31%	33%	24%	20%	50%iv	23%	26%	32%w		
NET: Satisfied (7-10)	170	424	162	222	62	60	40	8	114	47	9	104	66	168	124	113	19	339	67	18	285	138		
	49%	54%id	49%	43%	50%	52%	45%	53%	73%im	33%	20%	60%io	39%	50%	61%iq	56%	51%	77%uv	28%v	18%	68%w	39%		
Mean score	6.31id	6.43id	6.41id	5.75	6.16	6.50	6.20	6.71	7.62im	5.97m	4.09	6.98o	5.67	6.09	6.87p	6.57p	6.35	7.67uv	6.38v	3.53	7.25x	5.48		
Standard error	0.14	0.09	0.13	0.11	0.23	0.24	0.27	0.63	0.17	0.18	0.39	0.19	0.19	0.15	0.15	0.17	0.51	0.09	0.13	0.27	0.11	0.13		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/ - k/l/m - n/o - p/q/r/s - u/v/w - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	44	91	40	37	14	15	8	3	31	8	1	29	10	12	11	10	4	31	2	4	29	8		
	13% d	12% d	12% d	7%	12%	12%	9%	50%	22% lm	6%	2%	21%	5%	6%	8%	6%	17%	15% uv	1%	4%	13% x	3%		
9 -	31	86	29	41	10	10	9	-	21	6	2	20	9	12	14	13	2	31	7	3	26	15		
	9%	11%	9%	8%	9%	8%	10%	-	15% l	4%	4%	15% o	5%	6%	10%	8%	8%	15% uv	4%	3%	11% x	5%		
8 -	47	114	43	63	13	17	13	-	25	11	7	20	22	17	19	26	1	44	17	2	39	24		
	14%	15%	13%	12%	12%	14%	15%	-	17% l	8%	15%	15%	12%	9%	14%	15%	4%	21% uv	9% v	2%	17% x	8%		
7 -	48	133	50	81	13	22	14	1	22	22	6	28	20	26	20	30	5	42	32	7	46	33		
	14%	17%	15%	16%	12%	18%	16%	17%	15%	16%	13%	20% o	11%	14%	14%	18%	21%	20% v	16% v	6%	20% x	12%		
6 -	51	98	54	62	19	19	15	1	15	34	5	10	44	15	25	20	2	27	26	9	30	31		
	15%	13%	16%	12%	17%	16%	17%	17%	10%	25% lm	10%	7%	24% in	8%	16% p	12%	8%	13%	13%	8%	13%	11%		
5 -	40	85	39	68	14	16	9	-	9	26	4	8	30	27	11	25	5	11	47	10	22	45		
	12%	11%	12%	13%	12%	13%	10%	-	6%	19% k	8%	6%	15% n	14%	8%	15%	21%	5%	24% lv	9%	10%	15% w		
4 -	18	60	28	58	8	11	9	-	6	14	8	8	20	23	18	16	1	10	35	13	16	41		
	5%	8%	9%	11% ab	7%	9%	10%	-	4%	10%	17% k	6%	11%	12%	13%	9%	4%	5%	18% l	12% l	7%	19% w		
3 -	31	36	17	34	9	3	5	-	3	10	4	5	12	16	6	11	1	5	17	12	9	25		
	9% b	5%	5%	7%	8%	2%	6%	-	2%	7% k	8% k	4%	6%	9%	4%	7%	4%	2%	9% l	11% l	4%	9% w		
2 -	18	27	16	27	8	6	2	-	5	5	6	5	11	13	4	8	2	2	6	19	3	23		
	5%	3%	5%	5%	7%	5%	2%	-	3%	4%	13% kl	4%	6%	7%	3%	5%	8%	1%	3%	17% tu	1%	8% w		
1 - Extremely dissatisfied (1)	13	46	8	43	4	1	2	1	2	1	5	2	6	25	8	10	-	4	7	32	4	39		
	4%	6% c	2%	8% ac	4%	1%	2%	17%	1%	1%	10% kl	1%	3%	17% qr	6%	6%	-	2%	4%	29% tu	2%	14% w		
Not applicable	3	2	4	4	1	2	1	-	4	-	-	2	2	1	2	-	1	2	1	1	3	1		
	1%	+	1% b	1%	1%	2%	1%	-	3%	-	-	1%	1%	1%	1%	-	4%	1%	1%	1%	1%	+		
NET: Dissatisfied (1-3)	62	109	41	104	21	10	9	1	10	16	15	12	29	54	18	29	3	11	30	63	16	87		
	18% c	14%	13%	20% bc	19% h	8%	10%	17%	7%	12%	31% kl	9%	16%	29% qr	13%	17%	13%	5%	15% l	56% tu	7%	31% w		
NET: Neutral (4-6)	109	243	121	188	41	46	33	1	30	74	17	26	94	65	54	61	8	48	108	32	68	117		
	32%	31%	37%	36%	36%	38%	38%	17%	21%	54% km	32% k	19%	31% n	35%	39%	36%	33%	23%	35% lv	29%	30%	41% w		
NET: Satisfied (7-10)	170	424	162	222	50	64	44	4	89	47	16	97	61	67	64	79	12	148	58	16	140	80		
	49%	54% d	49%	43%	44%	52%	51%	67%	69% lm	34%	33%	71% o	33%	36%	46%	47% p	50%	71% uv	29% v	14%	62% x	28%		
Mean score	6.31 d	6.43 d	6.41 d	5.75	6.14	6.58	6.45	7.33	7.43 lm	5.99 m	4.94	7.30 o	5.73	5.17	6.17 p	5.53 p	6.48	7.32 uv	5.33 v	3.55	6.92 x	4.83		
Standard error	0.14	0.09	0.13	0.11	0.24	0.20	0.24	1.45	0.19	0.17	0.37	0.20	0.16	0.20	0.21	0.19	0.52	0.14	0.14	0.24	0.14	0.15		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.**

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	43	104	35	43	15	18	7	3	36	6	1	31	12	45	26	26	7	96	6	2	92	12		
	13% kd	13% kd	11%	8%	12%	16%	8%	20%	23% lm	4%	2%	18% o	7%	13%	13%	13%	19%	22% uv	3%	2%	22% x	3%		
9 -	32	108	24	50	12	11	9	-	28	4	-	23	8	47	30	30	1	97	8	3	78	30		
	9%	14% acd	7%	10%	10%	9%	10%	-	18% lm	3%	-	13% o	5%	14%	15% ks	15% ks	3%	22% uv	3%	3%	19% x	8%		
8 -	60	129	44	78	31	12	14	3	39	20	1	35	25	58	33	32	6	96	30	3	86	42		
	17%	17%	13%	15%	25% kh	10%	16%	20%	25% lm	14% in	2%	20%	15%	17%	16%	16%	16%	22% uv	13% v	3%	21% x	12%		
7 -	53	128	58	67	17	16	17	3	21	26	6	29	24	53	43	30	2	83	39	6	72	56		
	15%	16%	18%	13%	14%	14%	19%	20%	13%	18%	13%	17%	14%	16%	21% ks	15%	5%	19% vy	16% v	6%	17%	16%		
6 -	40	94	55	71	13	14	10	3	10	26	4	19	21	34	28	28	4	33	52	9	40	52		
	12%	12%	17% ab	14%	10%	12%	11%	20%	6%	18% ks	9%	11%	12%	10%	14%	14%	11%	8%	22% uv	9%	10%	15% w		
5 -	46	75	50	58	12	19	14	1	9	30	7	14	31	33	16	20	6	15	49	11	23	52		
	13%	10%	15% b	11%	10%	16%	16%	7%	6%	21% ks	15% k	8%	15% in	10%	8%	10%	16%	3%	21% uv	11% t	5%	15% w		
4 -	31	53	22	38	10	13	8	-	5	16	10	11	20	23	11	13	6	8	30	15	15	37		
	9%	7%	7%	7%	8%	11%	9%	-	3%	11% k	22% k	6%	12%	7%	5%	6%	10% aw	2%	13% t	15% t	4%	10% w		
3 -	19	31	17	49	9	7	2	1	3	9	7	5	14	17	6	7	1	5	17	9	5	25		
	6%	4%	5%	9% abc	7%	6%	2%	7%	2%	6%	15% k	3%	8% n	5%	3%	3%	3%	1%	7% t	9% t	1%	7% w		
2 -	9	12	6	26	2	2	5	-	2	3	4	4	5	4	3	5	-	-	4	8	1	11		
	3%	2%	2%	5% bc	2%	2%	6%	-	1%	2%	9% kl	2%	3%	1%	1%	2%	-	-	4% t	8% tu	*	3% w		
1 - Extremely dissatisfied (1)	9	42	14	38	3	4	2	-	2	1	6	1	8	24	6	9	3	4	2	36	6	36		
	3%	5% a	4%	7% a	3%	3%	2%	-	1%	1%	13% kl	1%	5% n	7% q	3%	4%	8%	1%	2%	35% tu	1%	10% w		
Not applicable	2	2	3	-	1	-	-	1	1	1	-	-	2	-	-	1	-	2	-	-	1	1		
	1%	*	1% d	-	1%	-	-	7%	1%	1%	-	-	1%	-	-	-	3% qq	+	-	-	+	+		
NET: Dissatisfied (1-3)	37	85	37	113	14	13	9	1	7	13	17	10	27	45	15	21	4	9	23	53	12	72		
	11%	11%	11%	22% abc	11%	11%	10%	7%	4%	9%	17% kl	6%	16% n	13% q	7%	10%	11%	2%	10% t	52% tu	3%	20% w		
NET: Neutral (4-6)	117	222	127	167	35	46	32	4	24	72	21	44	72	90	55	61	10	56	131	35	78	141		
	34%	29%	39% b	32%	28%	40%	36%	27%	15%	51% k	45% k	26%	42% n	27%	27%	30%	43% q	13%	55% uv	14% t	19%	40% w		
NET: Satisfied (7-10)	188	469	161	238	75	57	47	9	124	56	8	118	69	202	132	118	118	372	83	14	328	140		
	55% d	60% d	49%	46%	60%	49%	53%	60%	79% lm	39% m	17%	69% o	41%	60% s	65% s	59%	43%	65% uv	35% v	14%	78% x	40%		
Mean score	6.57 d	6.77 d	6.37 d	5.94	6.75	6.44	6.39	7.21	7.81 m	5.97 m	4.22	7.28 o	5.84	6.66	7.01	6.78	6.25	8.02 uv	5.94 v	3.54	7.78 x	5.58		
Standard error	0.13	0.09	0.13	0.11	0.21	0.23	0.24	0.54	0.16	0.16	0.31	0.16	0.18	0.14	0.15	0.17	0.45	0.08	0.12	0.25	0.09	0.13		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	43	104	35	43	9	14	12	-	28	6	1	25	10	18	11	11	3	38	4	1	34	8		
	13% d	13% d	11%	8%	8%	11%	14%	-	20% lm	4%	2%	18% o	5%	10%	8%	7%	13%	18% uv	2%	1%	15% x	3%		
9 -	32	108	24	50	7	9	8	-	15	8	1	15	9	17	16	14	3	40	8	2	33	16		
	9%	14% acd	7%	10%	6%	7%	9%	-	10%	6%	2%	11% o	5%	9%	12%	8%	13%	19% uv	4%	2%	15% x	6%		
8 -	60	129	44	78	9	16	19	-	28	12	4	20	24	22	16	36	4	53	20	5	51	27		
	17%	17%	13%	15%	8%	13%	22% g	-	20% nl	9%	8%	15%	13%	12%	12%	21% qg	17%	25% uv	10%	4%	22% x	9%		
7 -	53	128	58	67	23	22	11	2	29	20	9	23	34	21	24	21	1	40	22	5	32	34		
	15%	16%	18%	13%	20%	18%	13%	33%	20%	15%	19%	17%	18%	11%	17%	12%	4%	19% uv	11% v	4%	14%	12%		
6 -	40	94	55	71	16	23	16	-	20	27	8	20	34	26	20	21	4	19	43	9	27	44		
	12%	12%	17% ab	14%	14%	19%	18%	-	14%	20%	17%	15%	18%	14%	14%	12%	17%	9%	22% uv	8%	12%	15%		
5 -	46	75	50	58	24	13	11	2	11	31	8	13	35	20	14	20	4	6	41	11	33	35		
	13%	10%	15% b	11%	21% h	11%	13%	33%	8%	33% k	17%	9%	15% no	11%	10%	12%	17%	3%	21% uv	10% t	10%	12%		
4 -	31	53	22	38	9	8	5	-	4	16	2	8	14	12	10	14	2	5	18	15	9	28		
	9%	7%	7%	7%	8%	7%	6%	-	3%	12% k	4%	6%	8%	6%	7%	8%	8%	2%	9% t	13% t	4%	10% w		
3 -	19	31	17	49	5	8	3	1	2	11	4	5	12	21	12	16	-	1	28	20	9	39		
	6%	4%	5%	9% abc	4%	7%	3%	17%	1%	8% k	8% k	4%	6%	11%	9%	9%	-	*	14% t	18% t	4%	14% w		
2 -	9	12	6	26	2	3	1	-	-	3	3	2	4	7	11	7	1	3	11	12	6	19		
	3%	2%	2%	5% bc	2%	2%	1%	-	-	2%	6% k	1%	2%	4%	8%	4%	4%	1%	6% t	11% t	3%	7% w		
1 - Extremely dissatisfied (1)	9	42	14	38	8	4	1	1	3	3	8	4	9	23	4	9	2	4	2	32	3	35		
	3%	5% a	4%	7% a	7% l	3%	1%	17%	2%	2%	17% kl	3%	5%	12% ep	3%	5%	8%	2%	2%	29% tu	1%	12% w		
Not applicable	2	2	3	-	1	2	-	-	3	-	-	2	1	-	-	-	-	-	-	-	-	-		
	1%	*	1% d	-	1%	2%	-	-	2%	-	-	1%	1%	-	-	-	-	-	-	-	-	-		
NET: Dissatisfied (1-3)	37	85	37	113	15	15	5	2	5	17	15	11	25	51	27	32	3	8	41	64	18	93		
	11%	11%	11%	22% abc	13%	12%	6%	33%	3%	12% k	11% kl	8%	13%	27%	20%	19%	13%	4%	21% t	57% tu	8%	33% w		
NET: Neutral (4-6)	117	222	127	167	49	44	32	2	35	74	18	41	83	58	44	55	10	30	102	35	59	107		
	34%	29%	39% b	32%	43%	36%	37%	33%	24%	54% k	38%	30%	43% no	31%	32%	33%	42%	14%	32% uv	31% t	26%	35% w		
NET: Satisfied (7-10)	188	469	161	238	48	61	50	2	100	46	15	83	77	78	67	82	11	171	54	13	150	85		
	55% d	60% cd	49%	46%	42%	50%	9% g	2	70% lm	34%	31%	61% o	41%	42%	49%	49%	46%	62% uv	27% v	12%	66% x	30%		
Mean score	6.57 d	6.77 cd	6.37 d	5.94	5.94	6.43	6.59 g	4.67	7.44 lm	5.77 m	4.92	7.01 o	5.94	5.67	6.10	6.06	6.33	7.76 uv	6.43 v	3.46	7.15 x	4.98		
Standard error	0.13	0.09	0.13	0.11	0.22	0.21	0.22	0.95	0.17	0.17	0.36	0.20	0.16	0.21	0.21	0.19	0.55	0.13	0.14	0.22	0.15	0.15		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	48	137	41	63	15	18	10	5	42	5	1	38	10	57	27	44	9	116	18	3	106	31		
	14%	18% ^{cd}	13%	12%	12%	16%	11%	33%	27% ^{lm}	4%	2%	22% ^{no}	6%	17%	13%	22% ^q	24%	26% ^{uv}	8%	3%	25% ^w	9%		
9 -	48	138	27	69	16	17	14	1	30	15	3	30	18	61	34	35	8	117	14	7	103	35		
	14%	18% ^{cd}	8%	13% ^c	13%	15%	16%	7%	19% ^{lm}	11%	7%	17%	11%	18%	17%	17%	22%	27% ^{uv}	6%	7%	25% ^w	10%		
8 -	58	129	44	80	22	15	21	-	30	25	3	31	27	44	50	29	6	97	28	4	73	56		
	17%	17%	13%	15%	18%	13%	24% ^h	-	19% ^{lm}	18%	7%	18%	16%	13%	25% ^{qr}	14%	16%	22% ^{uv}	12% ^v	4%	17%	16%		
7 -	52	112	47	74	23	12	11	6	21	24	7	25	27	52	25	32	3	53	50	9	62	50		
	15%	14%	14%	14%	18%	10%	13%	40%	13%	17%	15%	15%	16%	15%	12%	16%	8%	12%	21% ^{tv}	9%	15%	14%		
6 -	35	77	52	57	14	12	9	-	4	26	5	15	20	35	23	18	1	27	40	10	23	52		
	10%	10%	16% ^{abde}	11%	11%	10%	10%	-	3%	18% ^k	11% ^{kl}	9%	12%	10%	11%	9%	3%	6%	17% ^t	10%	5%	15% ^w		
5 -	45	75	51	65	17	16	12	-	12	29	4	17	27	33	20	17	5	14	47	14	22	52		
	13%	10%	15% ^{hb}	13%	14%	14%	16%	-	8%	20% ^k	9%	10%	16%	10%	10%	8%	14%	3%	20% ^t	14% ^t	5%	15% ^w		
4 -	26	40	29	49	8	13	3	2	8	10	8	8	18	17	10	12	1	6	22	12	10	29		
	8%	5%	9% ^b	9% ^b	6%	11% ^l	3%	13%	5%	7%	17% ^{kl}	5%	11% ⁿ	17	10	12	1	1%	9% ^t	12% ^t	2%	8% ^w		
3 -	16	30	14	19	6	7	3	-	6	5	5	2	13	16	9	5	-	4	9	17	9	21		
	5%	4%	4%	4%	5%	6%	3%	-	4%	4%	11%	1%	8% ⁿ	5%	4%	2%	-	1%	4% ^t	17% ^{tu}	2%	6% ^w		
2 -	9	11	11	14	1	4	4	-	-	2	7	4	5	8	-	3	-	1	6	4	5	6		
	3%	1%	3% ^b	3%	1%	3%	5%	-	-	1%	15% ^{kl}	2%	3%	2%	-	1%	-	*	3% ^t	4% ^t	1%	2%		
1 - Extremely dissatisfied (1)	4	25	10	21	2	1	1	-	1	1	2	1	3	14	3	5	3	2	1	22	4	21		
	1%	3% ^a	3%	4% ^a	2%	1%	1%	-	1%	1%	4%	1%	2%	4%	1%	2%	6% ^q	*	*	22% ^{tu}	1%	6% ^w		
Not applicable	3	4	2	7	1	1	-	1	2	-	1	2	1	1	1	1	1	2	2	-	2	1		
	1%	1%	1%	1%	1%	1%	-	7%	1%	-	2%	1%	1%	1	1	1	1	2	2	-	2	1		
NET: Dissatisfied (1-3)	29	66	35	54	9	12	8	-	7	8	14	7	21	38	12	13	3	7	16	43	18	48		
	8%	8%	11%	10%	7%	10%	9%	-	4%	6%	30% ^{kl}	4%	12% ⁿ	11% ^q	6%	8%	8%	2%	7% ^t	42% ^{tu}	4%	14% ^w		
NET: Neutral (4-6)	106	192	132	171	39	41	24	2	24	65	17	40	65	85	53	47	7	47	109	36	55	133		
	31% ^{ab}	25%	40% ^{abcd}	32% ^b	31%	35%	27%	13%	15%	46% ^{kl}	32% ^{kl}	23%	35% ⁿ	25%	26%	23%	19%	11%	40% ^t	35% ^t	13%	35% ^w		
NET: Satisfied (7-10)	205	516	159	286	76	62	56	12	123	69	14	124	82	214	136	140	26	383	110	23	344	172		
	60% ^c	66% ^{acd}	48%	55%	61%	53%	64%	80%	79% ^{lm}	49% ^m	30%	72% ^{no}	48%	63%	67%	70%	70%	67% ^{uv}	46% ^v	23%	82% ^w	49%		
Mean score	6.88 ^c	7.19 ^{acd}	6.41	6.61	6.89	6.70	6.99	7.79	7.67 ^{lm}	6.44 ^m	4.96	7.57 ^o	6.23	6.99	7.26	7.39	7.47	8.31 ^{uv}	6.31 ^v	4.38	8.00 ^x	6.25		
Standard error	0.12	0.08	0.13	0.11	0.19	0.23	0.24	0.57	0.17	0.16	0.36	0.16	0.17	0.14	0.15	0.16	0.44	0.08	0.13	0.26	0.10	0.13		

Proportions/Mean scores: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	48	137	41	63	11	18	11	1	34	2	5	30	11	17	16	25	5	49	11	3	46	17		
	14%	18% cd	13%	12%	10%	15%	13%	17%	24% lm	1%	10% l	22% o	6%	9%	12%	15%	21%	23% uv	6%	3%	20% x	6%		
9 -	48	138	27	69	12	9	6	-	19	5	3	17	10	21	24	23	1	48	9	12	44	25		
	14% cd	18% cd	8%	13% c	11%	7%	7%	-	13% l	4%	6%	12% o	5%	11%	17%	14%	4%	23% uv	5%	11% u	15% x	9%		
8 -	58	129	44	80	13	12	19	-	27	14	3	20	24	27	23	26	4	46	25	9	36	43		
	17%	17%	13%	15%	12%	10%	22% h	-	19% lm	10%	6%	15%	13%	14%	17%	15%	17%	22% uv	13%	8%	16%	15%		
7 -	52	112	47	74	9	23	12	3	22	20	5	16	30	27	17	27	3	33	32	9	32	41		
	15%	14%	14%	14%	8%	19% g	14%	50%	15%	15%	10%	12%	16%	14%	12%	16%	13%	16%	16% uv	8%	14%	14%		
6 -	35	77	52	57	23	20	8	1	17	25	10	19	32	25	17	13	2	9	35	13	20	37		
	10%	10%	16% abed	11%	20% g	16%	9%	17%	12%	18%	21%	14%	17%	13%	12%	8%	8%	4%	18% t	12% t	9%	13%		
5 -	45	75	51	65	17	14	20	-	7	39	5	12	37	24	17	18	6	11	41	13	23	40		
	13%	10%	15% hb	13%	15%	11%	23% d	-	5%	28% km	10%	9%	20% no	13%	12%	11%	25%	5%	21% tu	12% t	10%	14%		
4 -	26	40	29	49	12	9	8	-	4	18	7	12	16	18	12	19	-	7	25	17	16	33		
	8%	5%	9% hb	9% b	11%	7%	9%	-	3%	13% nk	15% k	9%	9%	10%	9%	11%	-	3%	13% t	15% t	7%	12%		
3 -	16	30	14	19	6	7	1	-	6	7	1	4	10	7	6	5	1	-	10	9	3	15		
	5%	4%	4%	4%	5%	6%	1%	-	4%	5%	2%	3%	5%	4%	4%	3%	4%	-	5% t	8% t	1%	5% w		
2 -	9	11	11	14	4	6	1	-	2	5	4	2	9	7	1	5	1	-	6	8	1	13		
	3%	1%	3% b	3%	4%	5%	1%	-	1%	4%	4%	1%	5%	4%	1%	3%	4%	-	3% t	7% t	* 1%	5% w		
1 - Extremely dissatisfied (1)	4	25	10	21	5	4	1	-	4	2	4	4	6	13	4	4	-	2	2	17	3	18		
	1%	3% a	3%	4% a	4%	3%	1%	-	3%	1%	4%	3%	3%	7% r	3%	2%	-	1%	1%	15% tu	1%	6% w		
Not applicable	3	4	2	7	1	-	-	1	1	-	1	1	1	1	1	4	1	4	1	2	3	3		
	1%	1%	1%	1%	1%	-	17%	-	1%	-	2%	1%	1%	1%	1%	2%	4%	4%	1%	2%	1%	1%		
NET: Dissatisfied (1-3)	29	66	35	54	15	17	3	-	12	14	9	10	25	27	11	14	2	2	18	34	7	46		
	8%	8%	11%	10%	13% h	14% h	3%	-	8%	10%	15% kl	7%	13%	14%	8%	8%	8%	1%	9% t	30% tu	3%	16% w		
NET: Neutral (4-6)	106	192	132	171	52	43	36	1	28	82	22	49	85	67	46	50	8	27	101	43	59	110		
	31% hb	25%	40% abed	33% b	46%	35%	41%	17%	20%	60% ak	42% k	36%	43% no	36%	33%	30%	33%	13%	21% tu	38% t	26%	32% w		
NET: Satisfied (7-10)	205	516	159	286	45	62	48	4	102	41	16	83	75	92	80	101	13	176	77	33	158	126		
	60% c	66% acd	48%	55%	40%	51%	59% a	67%	71% lm	30%	33%	40%	40%	49%	58%	60% a	54%	64% uv	39%	29%	70% x	44%		
Mean score	6.88 c	7.19 acd	6.41	6.61	6.13	6.40	6.74	7.40	7.48 lm	5.60	5.62	7.11 o	5.93	6.20	6.85 op	6.83 op	6.91	8.10 uv	6.99 v	4.95	7.80 x	5.92		
Standard error	0.12	0.08	0.13	0.11	0.23	0.22	0.22	0.68	0.19	0.15	0.39	0.21	0.16	0.19	0.20	0.19	0.49	0.12	0.14	0.26	0.14	0.15		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	46	132	39	56	13	19	11	3	38	6	2	31	15	55	31	38	8	122	5	5	110	21		
	13%	17% d	12%	11%	10%	16%	13%	20%	24% klm	4%	4%	18% o	9%	16%	15%	19%	22%	28% tuw	2%	5%	26% x	6%		
9 -	48	105	35	66	19	13	14	2	30	15	3	31	16	46	33	23	3	87	13	5	73	32		
	14%	13%	11%	13%	15%	11%	16%	13%	39% lm	11%	7%	18% o	9%	14%	16%	11%	8%	20% uv	5%	5%	17% x	9%		
8 -	56	129	47	50	23	18	13	2	37	16	3	26	30	57	33	35	4	104	24	1	82	47		
	16% d	17% d	14% d	10%	18%	16%	15%	13%	24% klm	11%	7%	15%	18%	17%	16%	17%	11%	24% uvw	10% v	1%	20% x	13%		
7 -	44	113	51	77	15	11	15	3	19	24	1	25	19	46	35	26	6	59	47	7	57	56		
	13%	15%	16%	15%	12%	9%	17%	20%	12% m	17% m	2%	25%	11%	14%	17%	13%	16%	13%	20% tv	7%	14%	16%		
6 -	36	99	46	71	13	10	13	-	14	18	4	17	19	39	28	31	1	37	53	9	51	47		
	10%	13%	14%	14%	10%	9%	15%	-	9%	13%	9%	10%	11%	12%	14%	15%	3%	8%	22% uv	9%	12%	13%		
5 -	48	99	43	71	18	24	6	-	10	30	8	22	25	30	15	19	5	15	40	14	18	51		
	14% b	9%	13% b	14% b	14%	21% h	7%	-	6%	21% k	12% k	13%	15%	9%	7%	9%	14%	3%	17% t	14% t	4%	14% w		
4 -	27	41	26	36	11	9	6	1	2	19	6	4	23	15	10	11	5	6	25	10	11	28		
	8%	5%	8%	7%	9%	8%	7%	7%	1%	13% k	13% k	2%	14% n	4%	5%	5%	14% op	1%	11% t	10% t	3%	8% w		
3 -	16	35	14	29	3	6	5	2	2	9	5	9	7	18	8	9	-	5	16	14	8	27		
	5%	4%	4%	6%	2%	5%	6%	13%	1%	6% k	11% k	5%	4%	5%	4%	4%	-	1%	7% t	14% tu	2%	8% w		
2 -	13	14	9	16	6	4	3	-	2	3	8	5	8	9	3	2	-	1	8	5	4	10		
	4% b	2%	3%	3%	5%	3%	3%	-	1%	2%	17% kl	3%	5%	3%	1%	1%	-	*	3% t	5% t	1%	3%		
1 - Extremely dissatisfied (1)	7	36	15	37	4	2	1	-	-	1	6	2	5	21	5	7	3	1	4	31	4	32		
	2%	5% a	5%	7% a	3%	2%	1%	-	-	1%	13% kl	1%	3%	6%	2%	3%	8%	*	2% t	30% tu	1%	9% w		
Not applicable	3	5	3	9	-	-	1	2	2	1	-	-	3	2	1	-	2	2	2	1	1	3		
	1%	1%	1%	2%	-	-	1%	13%	1%	1%	-	-	2%	1%	*	-	5% op	2	1%	1%	*	1%		
NET: Dissatisfied (1-3)	36	85	38	82	13	12	9	2	4	13	19	16	20	48	16	18	3	7	28	50	16	69		
	10%	11%	12%	16% b	10%	10%	10%	13%	3%	9% k	11% kl	9%	12%	14% q	8%	9%	8%	2%	12% t	49% tu	4%	15% w		
NET: Neutral (4-6)	111	209	115	178	42	43	25	1	26	67	18	43	67	84	53	61	11	58	118	33	80	126		
	32%	27%	35% b	34% b	34%	37%	28%	7%	17%	47% k	12% k	25%	33% n	25%	26%	30%	30%	13%	59% tu	12% t	19%	35% w		
NET: Satisfied (7-10)	194	479	172	249	70	61	53	10	124	61	9	113	80	204	132	122	21	372	89	18	322	156		
	56% d	62% d	52%	48%	56%	53%	60%	67%	79% klm	43% m	20%	65% o	47%	60%	65%	61%	57%	65% uv	38% v	18%	77% x	44%		
Mean score	6.72 ^d	6.93 ^d	6.49	6.24	6.62	6.66	6.89	7.31	7.99 ^{lm}	6.09 ^m	4.41	7.20 ^o	6.23	6.78	7.13	7.02	6.71	8.21 ^{uv}	6.95 ^v	3.95	7.87 ^x	5.83		
Standard error	0.13	0.09	0.13	0.11	0.22	0.23	0.24	0.70	0.15	0.17	0.39	0.18	0.18	0.14	0.16	0.17	0.47	0.08	0.12	0.27	0.10	0.13		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	46	132	39	56	9	12	17	1	34	3	2	27	12	18	15	20	3	48	4	4	45	11		
	13%	17% cd	12%	11%	8%	10%	20% gh	17%	24% lm	2%	4%	20% o	6%	10%	11%	12%	13%	23% uv	2%	4%	20% x	4%		
9 - (9)	48	105	35	66	14	14	7	-	20	14	1	20	15	22	17	24	3	47	14	5	40	26		
	14%	13%	11%	13%	12%	11%	8%	-	14% km	10%	2%	15%	8%	12%	12%	14%	13%	22% uv	7%	4%	18% x	9%		
8 - (8)	56	129	47	50	13	15	17	2	25	15	7	17	29	13	16	17	4	34	14	2	33	17		
	16% d	17% d	14% d	10%	12%	12%	20%	33%	17%	11%	15%	12%	16%	12%	12%	10%	17%	16% uv	7% v	2%	15% x	6%		
7 - (7)	44	113	51	77	22	21	7	1	24	24	3	25	25	25	25	24	3	43	29	5	33	42		
	13%	15%	16%	15%	19% d	17%	8%	17%	17%	18%	6%	18%	13%	13%	18%	14%	13%	21% v	15% v	4%	15%	25%		
6 - (6)	36	99	46	71	18	16	11	1	11	26	9	11	35	25	24	18	4	17	43	11	32	39		
	10%	13%	14%	14%	16%	13%	13%	17%	8%	19% kl	13% k	8%	12% kn	13%	17%	11%	17%	8%	22% uv	10%	14%	24%		
5 - (5)	48	99	43	71	13	16	14	-	10	27	6	13	29	21	14	32	4	11	44	16	25	45		
	14% b	9%	13% b	14% b	12%	13%	16%	-	7%	10% k	13%	9%	16%	11%	10%	19% op	17%	5%	22% uv	14% t	11%	16%		
4 - (4)	27	41	26	36	10	11	5	-	7	16	3	7	18	18	10	8	-	5	20	11	9	27		
	8%	5%	8%	7%	9%	9%	6%	-	5%	12% k	6%	5%	10%	10%	7%	5%	-	2%	10% t	10% t	4%	9% w		
3 - (3)	16	35	14	29	3	8	3	-	6	6	2	6	8	13	6	10	-	-	15	14	5	24		
	5%	4%	4%	6%	3%	7%	3%	-	4%	4%	4%	4%	4%	7%	4%	6%	-	-	8% t	13% t	2%	8% w		
2 - (2)	13	14	9	16	2	3	4	-	1	4	4	2	7	10	1	4	1	-	7	9	1	14		
	4% b	2%	3%	3%	2%	2%	5%	-	1%	3%	4%	1%	4%	5% q	1%	2%	4%	-	4% t	8% t	*	5% w		
1 - Extremely dissatisfied (1)	7	36	15	37	8	5	2	-	3	2	10	7	7	20	9	7	1	2	5	30	1	36		
	2%	5% a	5%	7% a	7%	4%	2%	-	2%	1%	21% kl	5%	4%	11% r	7%	4%	4%	1%	3%	27% tu	*	13% w		
Not applicable	3	5	3	9	1	1	-	1	2	-	1	2	1	2	1	5	1	2	2	5	3	4		
	1%	1%	1%	2%	1%	1%	-	17%	1%	-	2%	1%	1%	1%	1%	3%	4%	1%	1%	4% t	1%	1%		
NET: Dissatisfied (1-3)	36	85	38	82	13	16	9	-	10	12	16	15	22	43	16	21	2	2	27	53	7	74		
	10%	11%	12%	16% ab	12%	13%	10%	-	7%	9%	13% kl	11%	12%	22% op	12%	12%	8%	1%	14% t	47% tu	3%	26% w		
NET: Neutral (4-6)	111	209	115	178	41	43	30	1	28	69	18	31	82	64	48	58	8	33	107	38	66	111		
	32%	27%	35% b	34% b	36%	35%	34%	17%	20%	50% k	13% k	23%	44% kn	34%	35%	34%	33%	16%	24% uv	14% t	29%	35% w		
NET: Satisfied (7-10)	194	479	172	249	58	62	48	4	103	56	13	89	81	78	73	85	13	172	61	16	151	96		
	56% d	62% cd	52%	48%	51%	51%	55%	67%	72% lm	41%	27%	65% no	44%	42%	53% p	50%	54%	62% uv	31% v	14%	67% x	34%		
Mean score	6.72 d	6.93 cd	6.49	6.24	6.32	6.35	6.82	7.80	7.48 lm	6.04 m	4.81	7.03 o	6.13	5.75	6.49 p	6.49 p	6.83	8.00 uv	6.96 v	3.89	7.48 x	5.26		
Standard error	0.13	0.09	0.13	0.11	0.23	0.22	0.27	0.66	0.19	0.17	0.41	0.22	0.16	0.20	0.21	0.19	0.49	0.12	0.14	0.25	0.13	0.15		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.**

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	45	116	36	46	16	15	11	3	36	7	2	34	11	49	28	31	8	108	5	3	94	22		
	13% d	15% d	11%	9%	13%	13%	13%	20%	23% m	5%	4%	20% o	6%	14%	14%	15%	22%	25% uv	2%	3%	22% x	6%		
9 -	39	89	28	51	14	16	7	2	29	8	2	23	16	30	26	27	6	72	13	4	61	28		
	11%	11%	9%	10%	11%	14%	8%	13%	19% lm	6%	4%	13%	9%	9%	13%	13%	16%	16% uv	5%	4%	15% x	8%		
8 -	43	130	42	73	16	8	18	1	26	17	-	26	17	61	39	26	4	94	32	4	82	46		
	13%	17%	13%	14%	13%	7%	20% h	7%	17% m	12% m	-	15%	10%	18%	19%	13%	11%	21% uv	14% v	4%	20% x	13%		
7 -	52	133	45	68	18	20	12	2	25	23	4	29	22	54	43	34	2	85	43	5	75	57		
	15%	17%	14%	13%	14%	17%	14%	13%	16%	16%	9%	17%	13%	16%	21% s	17%	5%	19% v	18% v	5%	18%	16%		
6 -	36	88	55	63	11	14	11	-	11	23	2	16	20	40	22	21	5	37	46	5	41	46		
	10%	11%	17% ab	12%	9%	12%	13%	-	7%	16% lm	4%	9%	12%	12%	11%	10%	14%	8%	19% lv	5%	10%	13%		
5 -	43	75	51	69	21	14	7	1	11	28	4	17	25	34	18	19	4	14	17	14	31	44		
	13%	10%	15% b	13% b	17%	12%	8%	7%	7%	30% k	9%	10%	15%	10%	9%	9%	11%	3%	20% t	14% t	7%	12% uv		
4 -	36	39	29	44	18	8	10	-	5	20	11	12	24	14	9	13	3	10	20	9	12	26		
	10% b	5%	9% b	8% b	14%	7%	11%	-	3%	14% k	24% k	7%	14% n	4%	4%	6%	8%	2%	8% t	9% t	3%	7% w		
3 -	28	41	22	35	5	14	6	3	9	12	7	11	17	18	10	13	-	10	15	16	9	32		
	8%	5%	7%	7%	4%	12% g	7%	20%	6%	8%	15% k	6%	10%	5%	5%	6%	-	2%	6% t	16% tu	2%	9% w		
2 -	11	26	6	20	2	4	4	1	1	2	8	1	10	16	2	6	2	2	9	15	6	20		
	3%	3%	2%	4%	2%	3%	5%	7%	1%	1%	17% kl	1%	10%	5% q	1%	3%	5%	*	4% t	15% tu	1%	6% w		
1 - Extremely dissatisfied (1)	8	35	10	41	4	2	2	-	1	1	6	1	7	20	5	7	3	4	4	27	4	31		
	2%	4%	3%	8% ab	3%	2%	2%	-	1%	1%	13% kl	1%	4% n	6%	2%	3%	8%	1%	2%	26% tu	1%	9% w		
Not applicable	3	6	4	8	-	1	-	2	2	1	-	2	1	2	-	4	-	3	3	-	4	2		
	1%	1%	1%	2%	-	1%	-	13%	1%	1%	-	1%	1%	1%	-	2% q	-	1%	1%	-	1%	1%		
NET: Dissatisfied (1-3)	47	102	38	96	11	20	12	4	11	15	21	13	34	54	17	26	5	16	28	58	19	83		
	14%	13%	12%	15% bc	9%	17%	14%	27%	7%	11%	46% kl	8%	20% n	16% q	8%	13%	14%	4%	12% t	57% tu	5%	23% w		
NET: Neutral (4-6)	115	202	135	176	50	36	28	1	27	71	17	45	69	88	49	53	12	61	113	28	84	116		
	33% b	26%	41% abd	34% b	40%	31%	32%	7%	17%	50% k	12% k	26%	41% n	26%	24%	26%	32%	14%	44% tu	22% t	20%	32% w		
NET: Satisfied (7-10)	179	468	151	238	64	59	48	8	116	55	8	112	66	194	136	118	20	359	93	16	312	153		
	52%	60% acd	46%	46%	51%	51%	55%	53%	74% lm	39% m	17%	85% o	39%	57%	67% q	59%	54%	82% uv	39% v	16%	74% x	43%		
Mean score	6.45 d	6.74 d	6.33	6.01	6.45	6.40	6.48	6.62	7.63 lm	5.94 m	4.02	7.19 o	5.70	6.54	7.05 q	6.75	6.73	7.50 uv	5.91 v	3.67	7.62 x	5.70		
Standard error	0.13	0.09	0.13	0.12	0.21	0.23	0.26	0.84	0.17	0.17	0.36	0.17	0.19	0.14	0.15	0.18	0.48	0.09	0.13	0.25	0.10	0.14		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/ - kl/m - n/o - p/q/r/s - u/v/w - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	45	116	36	46	12	15	9	-	29	4	3	23	13	16	12	14	4	38	3	5	40	6		
	13% d	15% d	11%	9%	11%	12%	10%	-	20% lm	3%	6%	17% oa	7%	9%	9%	8%	17%	18% uv	2%	4%	18% xv	2%		
9 -	39	89	28	51	10	10	8	-	23	3	2	20	8	14	19	16	2	38	10	3	34	16		
	11%	11%	9%	10%	9%	8%	9%	-	16% lm	2%	4%	15% oa	4%	7%	14%	9%	8%	18% uv	5%	3%	15% xv	6%		
8 -	43	130	42	73	8	16	17	1	27	14	1	23	19	19	20	30	4	44	23	6	34	39		
	13%	17%	13%	14%	7%	13%	20% g	17%	19% lm	10%	2%	17%	10%	10%	14%	18% q	17%	21% uv	12%	5%	15%	14%		
7 -	52	133	45	68	21	19	5	-	21	19	5	14	29	26	18	22	2	34	29	5	40	28		
	15%	17%	14%	13%	19% li	16% li	6%	-	15%	14%	10%	10%	16%	14%	13%	13%	8%	16% vy	15% vy	4%	18% x	10%		
6 -	36	88	55	63	16	19	19	1	15	29	11	17	37	24	21	16	2	19	36	8	27	36		
	10%	11%	17% ab	12%	14%	16%	22%	17%	10%	21% ka	23% ka	12%	20%	13%	15%	9%	8%	9%	18% lv	7%	12%	13%		
5 -	43	75	51	69	20	17	11	3	11	24	6	17	33	20	20	27	2	14	42	13	25	44		
	13%	10%	15% b	13% b	18%	14%	13%	50%	8%	15% ka	13%	12%	18%	11%	14%	16%	8%	7%	21% lv	12%	11%	15%		
4 -	36	39	29	44	8	10	11	-	7	15	7	13	16	15	10	18	1	8	27	9	12	32		
	10% b	5%	9% b	8% b	7%	8%	13%	-	5%	11%	15% ka	9%	9%	8%	7%	11%	4%	4%	14% li	8%	5%	11% w		
3 -	28	41	22	35	10	10	2	-	5	12	5	4	17	13	9	10	3	5	16	14	7	26		
	8%	5%	7%	7%	9%	8%	2%	-	3%	9%	10%	3%	9% n	7%	7%	6%	13%	2%	8% li	13% li	3%	9% w		
2 -	11	26	6	20	2	2	2	-	2	3	1	2	4	11	3	3	3	1	7	12	-	19		
	3%	3%	2%	4%	2%	2%	2%	-	1%	2%	2%	1%	2%	6% r	2%	2%	13%	*	4% li	11% li	-	7% w		
1 - Extremely dissatisfied (1)	8	35	10	41	6	2	2	-	3	2	5	4	6	26	5	9	1	3	3	35	3	37		
	2%	4%	3%	8% ab	5%	2%	2%	-	2%	1%	10% li	3%	3%	14% q	4%	5%	4%	1%	2%	31% tu	1%	13% w		
Not applicable	3	6	4	8	-	2	1	1	-	2	2	-	4	3	1	4	-	5	1	2	5	2		
	1%	1%	1%	2%	-	2%	1%	17%	-	1%	4% ka	-	2%	2%	1%	2%	-	2%	1%	2%	2%	1%		
NET: Dissatisfied (1-3)	47	102	38	96	18	14	6	-	10	17	11	10	27	50	17	22	7	9	26	61	10	82		
	14%	13%	12%	18% bc	16%	11%	7%	-	7%	12%	13% ka	7%	15% n	17% q	12%	13%	29%	4%	13% li	54% tu	4%	29% w		
NET: Neutral (4-6)	115	202	135	176	44	46	41	4	33	78	24	47	86	59	51	61	5	41	105	30	64	112		
	33% b	26%	41% ab	34% b	39%	38%	47%	67%	23%	57% ka	50% ka	34%	45% n	32%	37%	36%	21%	20%	33% lv	27%	28%	35% w		
NET: Satisfied (7-10)	179	468	151	238	51	60	39	1	100	40	11	80	69	75	69	82	12	154	65	19	148	89		
	52%	60% ac	46%	46%	45%	49%	45%	17%	70% lm	29%	23%	58% oa	37%	40%	50%	49%	50%	74% uv	33% v	17%	65% x	31%		
Mean score	6.45 d	6.74 d	6.33	6.01	6.10	6.47	6.49	5.80	7.38 lm	5.63	5.15	6.94 o	5.90	5.49	6.43 p	6.22 p	6.08	7.58 uv	6.94 v	3.73	7.28 x	5.05		
Standard error	0.13	0.09	0.13	0.12	0.23	0.21	0.24	0.58	0.19	0.16	0.36	0.20	0.16	0.21	0.20	0.19	0.61	0.14	0.14	0.26	0.14	0.15		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v/w - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	47	102	39	41	14	18	9	6	34	10	3	32	14	41	28	26	7	93	7	2	90	12		
	14% d	13% d	12%	8%	11%	16%	10%	40%	22% m	7%	7%	19% o	8%	12%	14%	13%	19%	21% uv	3%	2%	21% x	3%		
9 -	38	92	30	41	15	12	10	1	26	11	1	24	14	40	24	24	4	76	12	4	62	29		
	11%	12% d	9%	8%	12%	10%	11%	7%	17% m	8%	2%	14%	8%	12%	12%	12%	11%	17% uv	5%	4%	15% x	8%		
8 -	47	120	46	69	20	15	11	1	28	13	6	25	22	55	36	27	2	91	26	3	78	41		
	14%	15%	14%	13%	16%	13%	13%	7%	18% l	9%	13%	15%	13%	16%	18%	13%	5%	21% uv	11% v	3%	19% x	12%		
7 -	48	107	41	63	19	17	11	1	20	26	2	24	24	37	45	24	1	62	39	6	57	50		
	14%	14%	13%	12%	15%	15%	13%	7%	13%	18% m	4%	14%	14%	11%	22% pp	12%	3%	14% v	16% v	6%	14%	14%		
6 -	48	77	50	64	18	20	9	1	12	30	6	24	24	32	23	20	2	38	34	5	31	46		
	14% b	10%	15% b	12%	14%	17%	10%	7%	8%	21% k	13%	14%	14%	9%	11%	10%	5%	9%	18% lv	5%	7%	13% w		
5 -	41	64	53	50	11	14	10	-	14	21	6	18	22	26	19	13	0	20	34	10	25	38		
	12%	8%	16% b	10%	9%	12%	13%	-	9%	15%	13%	10%	13%	8%	9%	6%	16% o	5%	14% t	10% t	6%	11% w		
4 -	30	50	19	50	10	7	11	2	7	15	8	10	20	21	9	16	4	13	32	5	16	33		
	9%	6%	6%	10% b	8%	6%	13%	13%	4%	11% k	17% k	6%	12%	6%	4%	8%	11%	3%	14% lv	5%	4%	9% w		
3 -	15	36	19	33	6	6	2	1	4	8	3	3	12	18	5	12	1	8	20	8	17	18		
	4%	5%	6%	6%	5%	5%	2%	7%	3%	6%	7%	2%	7% n	5%	2%	6%	3%	2%	8% t	8% t	4%	5%		
2 -	10	33	8	20	4	4	2	-	1	4	5	3	7	19	4	10	-	4	14	15	8	25		
	3%	4%	2%	4%	3%	3%	2%	-	1%	3%	11% l	2%	4%	6% q	2%	5%	-	1%	6% t	15% tu	2%	7% w		
1 - Extremely dissatisfied (1)	13	70	17	73	6	2	5	-	3	4	6	5	8	36	7	22	5	12	16	42	16	54		
	4%	9% ac	5%	14% bc	5%	2%	6%	-	2%	3%	13% l	3%	5%	11% q	3%	11% q	14% q	3%	7% t	41% tu	4%	15% w		
Not applicable	7	27	6	14	2	1	2	2	7	-	-	4	3	13	2	7	5	22	3	2	19	8		
	2%	3%	2%	3%	2%	1%	2%	13%	4% l	-	-	2%	2%	4%	1%	3%	14% pp	5% u	1%	2%	5%	2%		
NET: Dissatisfied (1-3)	38	139	44	126	16	12	9	1	8	16	14	11	27	73	16	44	6	24	50	65	41	97		
	11%	18% a	13%	24% bc	13%	10%	10%	7%	5%	11%	30% l	6%	16% n	22% q	8%	22% q	16%	5%	21% t	64% tu	10%	27% w		
NET: Neutral (4-6)	119	191	122	154	39	41	36	3	33	66	20	52	66	79	51	49	12	71	100	20	72	117		
	35% b	25%	37% b	30% b	31%	35%	41%	20%	21%	46% k	43% k	30%	39%	23%	25%	24%	32%	16%	42% lv	20%	17%	33% w		
NET: Satisfied (7-10)	180	421	156	214	68	62	41	9	108	60	12	105	74	173	133	101	14	322	84	15	287	132		
	52% d	54% d	48%	41%	54%	53%	47%	60%	69% m	42%	26%	44%	44%	51%	66% pp	50%	38%	73% uv	35% v	15%	68% x	37%		
Mean score	6.57 ^d	6.37 ^d	6.35 ^d	5.59	6.53	6.72	6.26	7.77	7.55 ^m	6.10 ^m	4.87	7.13 ^o	6.00	6.16	6.39 ^{pp}	6.12	6.09	7.67 ^{uv}	6.41 ^v	3.18	7.35 ^x	5.25		
Standard error	0.13	0.10	0.14	0.13	0.22	0.22	0.27	0.74	0.18	0.18	0.39	0.18	0.19	0.16	0.16	0.21	0.56	0.11	0.15	0.26	0.12	0.15		

Proportions/Mean scores: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	47	102	39	41	9	16	14	-	33	4	2	30	9	15	12	12	2	37	4	-	37	4		
	14% d	13% d	12%	8%	8%	13%	16%	-	23% lm	3%	4%	22% o	5%	8%	9%	7%	8%	18% uv	2%	-	16% x	1%		
9 -	38	92	30	41	13	9	8	-	20	7	3	14	16	11	15	12	3	31	7	3	22	19		
	11%	12% d	9%	8%	12%	7%	9%	-	14% d	5%	6%	10%	9%	6%	11%	7%	13%	15% uv	4%	3%	10%	7%		
8 -	47	120	46	69	13	17	16	-	22	20	4	20	25	26	17	21	5	40	20	9	41	26		
	14%	15%	14%	13%	12%	14%	18%	-	15%	15%	8%	15%	13%	14%	12%	12%	21%	19% uv	10%	8%	18% x	9%		
7 -	48	107	41	63	10	21	8	2	13	25	3	16	24	16	24	19	4	27	30	6	32	31		
	14%	14%	13%	12%	9%	17%	9%	33%	9%	18% km	6%	12%	13%	9%	17% p	11%	17%	13% v	15% v	5%	14%	11%		
6 -	48	77	50	64	19	19	12	-	18	24	8	12	38	24	18	21	1	19	37	8	24	40		
	14% nb	10%	15% b	12%	17%	16%	14%	-	13%	18%	17%	9%	30% n	13%	13%	12%	4%	9%	19% lv	7%	11%	14%		
5 -	41	64	53	50	23	17	13	-	15	28	10	18	34	19	15	14	2	13	21	6	21	29		
	12%	8%	16% bd	10%	20%	14%	15%	-	10%	30% k	21%	13%	18%	10%	11%	8%	8%	6%	16% lv	5%	9%	10%		
4 -	30	50	19	50	8	4	5	2	8	9	2	7	10	13	15	20	2	8	32	10	17	32		
	9%	6%	6%	10% bc	7%	3%	6%	33%	6%	7%	4%	5%	5%	7%	11%	12%	8%	4%	16% l	9%	7%	11%		
3 -	15	36	19	33	7	7	5	-	7	7	5	5	14	11	7	15	-	8	13	12	9	24		
	4%	5%	6%	6%	6%	6%	6%	-	5%	5%	10%	4%	8%	6%	5%	9%	-	4%	7%	11% t	4%	8% w		
2 -	10	33	8	20	1	5	2	-	-	6	2	3	5	7	3	9	1	3	7	10	4	16		
	3%	4%	2%	4%	1%	4%	2%	-	-	4% k	4% k	2%	3%	4%	2%	5%	4%	1%	4%	9% tu	2%	6% w		
1 - Extremely dissatisfied (1)	13	70	17	73	10	5	2	-	5	4	8	8	9	39	9	22	3	12	15	46	10	61		
	4%	9% ac	5%	14% abc	9%	4%	2%	-	3%	3%	17% kl	6%	5%	21% q	7%	13%	13%	6%	8%	41% tu	4%	21% w		
Not applicable	7	27	6	14	-	2	2	2	2	3	1	4	2	6	3	4	1	11	1	2	10	3		
	2%	3%	2%	3%	-	2%	2%	33%	1%	2%	2%	3%	1%	3%	2%	2%	4%	1%	5% u	1%	2%	4% x		
NET: Dissatisfied (1-3)	38	139	44	126	18	17	9	-	12	17	15	16	28	57	19	46	4	23	35	68	23	101		
	11%	18% a	13%	24% abc	16%	14%	10%	-	8%	12%	11% kl	12%	15%	30% q	14%	17% q	17%	11%	18%	51% tu	10%	35% w		
NET: Neutral (4-6)	119	191	122	154	50	40	30	2	41	61	20	37	82	56	48	55	5	40	100	24	62	101		
	35% nb	25%	37% b	30% b	44%	33%	34%	33%	29%	45% k	42%	27%	44% n	30%	35%	33%	21%	19%	33% lv	21%	27%	35%		
NET: Satisfied (7-10)	180	421	156	214	45	63	46	2	88	56	12	80	74	68	68	64	14	135	61	18	132	80		
	52% d	54% cd	48%	41%	40%	52%	53%	33%	62% lm	41%	25%	58% o	40%	36%	49% pr	38%	58%	65% uv	31% v	16%	85% x	28%		
Mean score	6.57 d	6.37 d	6.35 d	5.59	5.97	6.46	6.75 g	5.50	7.22 lm	5.93 m	4.96	6.89 o	5.98	5.23	6.21 pr	5.39	6.26	7.13 uv	6.34 v	3.28	6.83 x	4.66		
Standard error	0.13	0.10	0.14	0.13	0.24	0.22	0.26	0.87	0.21	0.18	0.39	0.23	0.17	0.22	0.21	0.22	0.60	0.18	0.15	0.25	0.17	0.16		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
10 - Extremely satisfied (10)	44	121	42	55	14	17	9	4	33	10	1	35	9	50	26	37	8	110	6	5	103	17		
	13%	16% d	13%	11%	11%	15%	10%	27%	21% lm	7%	2%	20% o	5%	15%	13%	18%	22%	25% uv	3%	5%	25% x	5%		
9 -	40	104	32	60	15	12	12	1	27	9	4	24	16	47	27	29	1	90	12	2	76	28		
	12%	13%	10%	12%	12%	10%	14%	7%	17% d	6%	9%	14%	9%	14%	13%	14%	3%	21% uv	5%	2%	18% x	8%		
8 -	56	146	42	81	22	17	17	-	40	15	1	31	24	67	43	31	5	106	33	7	96	48		
	16%	19% c	13%	16%	18%	15%	19%	-	26% lm	11%	2%	18%	14%	20%	21%	15%	14%	24% uv	14%	7%	23% x	14%		
7 -	53	142	40	71	20	13	17	3	23	24	6	25	28	51	45	39	7	86	43	13	71	70		
	15%	18% cd	12%	14%	16%	11%	19%	20%	15%	17%	13%	15%	16%	15%	22% np	19%	19%	20%	18%	13%	17%	20%		
6 -	41	70	55	67	12	16	11	2	9	27	5	21	20	30	18	21	1	24	38	8	28	42		
	12%	9%	17% ab	13% b	10%	14%	13%	13%	6%	19% ab	11%	12%	12%	9%	9%	10%	3%	5%	16% lv	8%	7%	12% w		
5 -	44	64	45	58	15	19	9	1	9	27	8	19	24	25	12	18	0	9	50	5	19	44		
	13% ab	8%	14% b	11%	12%	16%	10%	7%	6%	19% ak	13% k	11%	14%	7%	6%	9%	24% opq	2%	21% lv	5%	5%	12% w		
4 -	28	46	34	35	7	11	9	1	6	13	0	5	23	24	12	8	2	6	27	13	9	37		
	8%	6%	10% ab	7%	6%	9%	10%	7%	4%	9%	20% k	3%	14% n	7%	6%	4%	5%	1%	11% l	13% l	2%	10% w		
3 -	19	32	17	42	9	7	2	1	4	12	3	3	16	15	7	9	1	7	13	12	8	24		
	6%	4%	5%	8% b	7%	6%	2%	7%	3%	8% k	7%	2%	9% n	4%	3%	4%	3%	2%	5% l	12% tu	2%	7% w		
2 -	14	15	8	21	10	2	2	-	3	4	7	8	6	5	6	3	1	-	7	8	1	14		
	4% b	2%	2%	4% b	8% h	2%	2%	-	2%	3%	15% kl	5%	4%	1%	3%	1%	3%	-	3% l	8% tu	*	4% w		
1 - Extremely dissatisfied (1)	2	34	11	24	1	1	-	-	-	-	2	-	2	21	5	6	2	-	6	28	6	28		
	1%	4% a	3% a	5% a	1%	1%	-	-	-	-	4% kl	-	1%	6%	2%	3%	5%	-	3% l	27% tu	1%	8% w		
Not applicable	3	4	2	4	-	1	-	2	2	1	-	1	2	3	1	-	-	1	2	1	2	2		
	1%	1%	1%	1%	-	1%	-	13%	1%	1%	-	1%	1%	1%	*	-	-	+	1%	1%	+	1%		
NET: Dissatisfied (1-3)	35	81	36	87	20	10	4	1	7	16	12	11	24	41	18	18	4	7	26	48	15	66		
	10%	10%	11%	17% abc	16% d	9%	5%	7%	4%	11% k	26% kl	6%	14% n	12%	9%	9%	11%	2%	11% l	47% tu	4%	39% w		
NET: Neutral (4-6)	113	180	134	160	34	46	29	4	24	67	22	45	67	79	42	47	12	39	115	26	56	123		
	33% b	23%	41% abcd	31% b	27%	40% c	33%	27%	15%	47% ak	49% k	26%	39% n	23%	21%	23%	32%	9%	49% tu	15% l	13%	35% w		
NET: Satisfied (7-10)	193	513	156	267	71	59	55	8	123	58	12	115	77	215	141	136	21	392	94	27	345	163		
	56% c	66% abcd	48%	52%	57%	51%	63%	53%	79% lm	41%	26%	67% no	45%	64%	70%	68%	57%	89% uv	40% v	26%	83% x	46%		
Mean score	6.70 ^d	6.97 ^{cd}	6.42	6.34	6.51	6.66	6.93	7.23	7.78 ^{lm}	6.11 ^m	4.93	7.34 ^o	6.05	6.84	7.04	7.16	6.59	8.21 ^{uv}	6.99 ^v	4.16	7.84 ^x	5.81		
Standard error	0.12	0.09	0.13	0.11	0.22	0.21	0.22	0.67	0.16	0.17	0.34	0.17	0.17	0.14	0.16	0.16	0.43	0.07	0.13	0.28	0.09	0.13		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - kl/m - n/o - p/q/r/s - u/v/w - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.**

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (e)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
10 - Extremely satisfied (10)	44	121	42	55	14	16	11	1	37	3	2	32	10	19	13	20	3	41	12	2	47	8		
	13%	16% d	13%	11%	12%	13%	13%	17%	26% lm	2%	4%	23%	5%	10%	9%	12%	13%	20% uv	6%	2%	21% x	3%		
9 -	40	104	32	60	9	7	16	-	23	6	3	12	19	19	14	23	4	44	6	10	34	26		
	12%	13%	10%	12%	8%	6%	18% gh	-	16% l	4%	6%	9%	10%	10%	10%	14%	17%	21% uv	3%	9% u	15% x	9%		
8 -	56	146	42	81	10	19	12	1	27	11	4	23	17	20	24	30	7	55	18	8	53	26		
	16%	19% c	13%	16%	9%	16%	14%	17%	19% l	8%	8%	17% o	9%	11%	17%	18%	29%	26% uv	9%	7%	23% x	9%		
7 -	53	142	40	71	11	14	13	2	13	23	4	15	25	27	17	25	2	33	27	11	30	39		
	15%	18% cd	12%	14%	10%	11%	15%	33%	9%	17%	8%	11%	13%	14%	12%	15%	8%	16%	14%	10%	13%	14%		
6 -	41	70	55	67	22	22	11	-	19	26	10	21	33	24	28	14	1	15	44	8	26	41		
	12%	9%	17% ab	13% b	19%	18%	13%	-	13%	19%	21%	15%	18%	13%	20% hr	8%	4%	7%	22% lv	7%	11%	14%		
5 -	44	64	45	58	15	17	12	1	9	27	9	15	30	18	11	27	2	9	32	17	17	41		
	13% ab	8%	14% b	11%	13%	14%	16%	17%	6%	10% k	19% k	11%	16%	10%	8%	16% cd	8%	4%	16% cd	15% st	7%	14% vw		
4 -	28	46	34	35	20	10	4	-	8	21	5	8	25	15	10	9	1	5	20	10	3	31		
	8%	6%	10% b	7%	18% ch	8%	5%	-	6%	15% k	10%	6%	13% n	8%	7%	5%	4%	2%	10% st	9% t	1%	11% w		
3 -	19	32	17	42	5	10	2	-	3	12	2	4	13	19	9	13	1	1	23	18	11	30		
	6%	4%	5%	8% b	4%	8%	2%	-	2%	9% k	4%	3%	7%	10%	7%	8%	4%	*	12% st	16% st	5%	11% w		
2 -	14	15	8	21	2	3	3	-	-	5	3	3	5	7	7	5	2	-	12	9	4	17		
	4% b	2%	2%	4% b	2%	2%	3%	-	-	4% k	6% k	2%	3%	4%	5%	3%	8%	-	6% st	8% st	2%	6% w		
1 - Extremely dissatisfied (1)	2	34	11	24	5	4	2	-	3	3	5	4	7	17	3	3	1	3	2	19	1	23		
	1%	4% a	3% a	5% a	4%	3%	2%	-	2%	2%	10% kl	3%	4%	9% cd	2%	2%	4%	1%	2%	17% tu	*	8% w		
Not applicable	3	4	2	4	-	-	1	1	1	-	-	-	2	2	2	-	-	3	1	-	1	3		
	1%	1%	1%	1%	-	-	1%	17%	1%	-	2%	-	1%	1%	1%	-	-	1%	1%	-	*	1%		
NET: Dissatisfied (1-3)	35	81	36	87	12	17	7	-	6	20	10	11	25	43	19	21	4	4	37	46	16	70		
	10%	10%	11%	17% ab	11%	14%	8%	-	4%	15% k	21% k	8%	13%	23% cd	14%	12%	17%	2%	19% t	41% tu	7%	25% w		
NET: Neutral (4-6)	113	180	134	160	57	49	27	1	36	74	24	44	88	57	49	50	4	29	96	35	46	113		
	33% b	23%	41% ab d	31% b	50% g	40%	31%	17%	25%	54% k	55% k	32%	42% kn	30%	36%	30%	17%	14%	49% lv	31% st	20%	40% w		
NET: Satisfied (7-10)	193	513	156	267	44	56	52	4	100	43	13	82	71	85	68	98	16	173	63	31	164	99		
	56% c	66% cd	48%	52%	39%	46%	60% gh	67%	70% lm	31%	27%	60% o	38%	45%	49%	67%	67%	63% uv	32%	28%	72% x	35%		
Mean score	6.70 d	6.97 cd	6.42	6.34	6.10	6.31	6.59 gh	7.40	7.65 lm	5.53	5.30	7.09 o	5.90	5.90	6.43	6.59 gh	6.83	7.55 uv	6.54 v	4.60	7.54 x	5.38		
Standard error	0.12	0.09	0.13	0.11	0.23	0.22	0.25	0.81	0.18	0.17	0.36	0.21	0.17	0.20	0.20	0.18	0.55	0.12	0.15	0.25	0.14	0.15		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

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

	Supplier				BT									SKY								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Courtesy and politeness of advisors	205	516	159	286	76	62	56	12	123	69	14	124	82	214	136	140	26	383	110	23	344	172
	60% c	66% acd	48%	55%	61%	53%	64%	80%	79% klm	49% lm	30%	72% o	48%	63%	67%	70%	70%	87% tuv	46% v	23%	82% x	49%
Advisor doing what they said they would do	194	479	172	249	70	61	53	10	124	61	9	113	80	204	132	122	21	372	89	18	322	156
	56% d	62% cd	52%	48%	56%	53%	60%	67%	79% klm	43% lm	20%	66% o	47%	60%	65%	61%	57%	85% tuv	38% v	18%	77% x	44%
Willingness to help resolve your issue	193	513	156	267	71	59	55	8	123	58	12	115	77	215	141	136	21	392	94	27	346	163
	56% c	66% acd	48%	52%	57%	51%	63%	53%	79% klm	41% l	26%	67% o	45%	64%	70%	68%	57%	89% tuv	40% v	26%	83% x	46%
Getting the issue resolved to your satisfaction	188	469	161	238	75	57	47	9	124	56	8	118	69	203	132	118	16	372	83	14	328	140
	55% d	60% cd	49%	46%	60%	49%	53%	60%	79% klm	39% m	17%	69% o	41%	60% s	65% s	59%	43%	85% tuv	35% v	14%	78% x	40%
Ease of finding provider contact details	188	460	170	268	68	59	55	6	127	51	10	115	72	191	122	125	22	355	82	23	308	150
	55%	59% cd	52%	52%	54%	51%	63%	40%	131% lm	36%	22%	67% o	42%	57%	60%	62%	59%	81% uv	35% v	23%	74% x	42%
Offering compensation or a goodwill payment	180	421	156	214	68	62	41	9	108	60	12	105	74	173	133	101	14	322	64	15	287	132
	52% d	54% cd	48%	41%	54%	53%	47%	60%	69% klm	42%	26%	61% o	44%	51%	63% qr	50%	38%	73% uv	35% v	15%	68% x	37%
Logging of query details to avoid having to repeat yourself	179	468	151	238	64	59	48	8	116	55	8	112	66	194	136	118	20	359	93	16	311	153
	52%	60% acd	46%	46%	51%	51%	55%	53%	74% klm	39% m	17%	65% o	39%	57%	67% o	59%	54%	82% uv	39% v	16%	74% x	43%
The time taken to handle your issue	170	424	162	222	62	60	40	8	114	47	9	104	66	168	124	113	19	339	67	18	285	138
	49%	54% d	49%	43%	50%	52%	45%	53%	73% klm	33%	20%	60% o	39%	50%	61% qr	56%	51%	77% uv	28% v	18%	68% x	39%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/ - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Courtesy and politeness of advisors	205	516	159	286	45	62	48	4	102	41	16	83	75	92	80	101	13	176	77	33	158	126
	60% c	66% acd	48%	55%	40%	51%	55% c	67%	71% klm	30%	33%	61% o	40%	49%	58%	60% p	54%	64% uv	39%	29%	70% x	44%
Advisor doing what they said they would do	194	479	172	249	58	62	48	4	103	56	13	89	81	78	73	85	13	172	61	16	151	96
	56% d	62% cd	52%	48%	51%	51%	55%	67%	72% lm	41%	27%	65% o	44%	42%	53% q	50%	54%	62% uv	31% v	14%	67% x	34%
Willingness to help resolve your issue	193	513	156	267	44	56	52	4	100	43	13	82	71	85	68	98	16	173	63	31	164	99
	56% c	66% acd	48%	52%	39%	46%	60% gh	67%	70% lm	31%	27%	60% o	38%	45%	49%	58% p	67%	63% uv	32%	28%	72% x	35%
Getting the issue resolved to your satisfaction	188	469	161	238	48	61	50	2	100	46	15	83	77	78	67	82	11	171	54	13	150	85
	55% d	60% cd	49%	46%	42%	50%	57% g	33%	70% lm	34%	31%	61% o	41%	42%	49%	49%	46%	62% uv	27% v	12%	66% x	30%
Ease of finding provider contact details	188	460	170	268	53	63	52	2	110	46	14	87	80	84	83	92	9	161	72	35	153	115
	55%	52% cd	52%	52%	47%	52%	60%	33%	77% lm	34%	29%	64% o	43%	45%	60% p	54%	38%	77% uv	37%	31%	67% x	40%
Offering compensation or a goodwill payment	180	421	156	214	45	63	46	2	88	56	12	80	74	68	68	64	14	135	61	18	132	80
	52% d	54% cd	48%	41%	40%	52%	53%	33%	62% lm	41%	25%	52% o	40%	36%	49% q	38%	58%	65% uv	31% v	16%	58% x	28%
Logging of query details to avoid having to repeat yourself	179	468	151	238	51	60	39	1	100	40	11	80	69	75	69	82	12	154	65	19	148	89
	52%	60% acd	46%	46%	45%	49%	45%	17%	70% lm	29%	23%	58% o	37%	40%	50%	49%	50%	74% uv	33% v	17%	65% x	31%
The time taken to handle your issue	170	424	162	222	50	64	44	4	99	47	16	97	61	67	64	79	12	148	58	16	140	80
	49%	54% d	49%	43%	44%	52%	51%	67%	69% lm	34%	33%	71% o	33%	36%	46%	47% p	50%	71% uv	29% v	14%	62% x	28%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/vv - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier				BT								SKY									
					Issue				Satisfaction				Complaint resolved		Issue				Satisfaction			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Completely resolved	172	419	137	227	63	55	44	10	101	59	12	172	-	186	112	106	15	310	90	19	419	-
	50% c	54% d	42%	44%	50%	47%	50%	67%	65% klm	42%	26%	100% o	-	55%	55%	53%	41%	71% uv	38% v	19%	100% x	-
Partly resolved	140	285	154	216	47	51	39	3	46	71	23	-	140	119	77	78	11	119	128	38	-	285
	41%	37%	47% b	42%	38%	44%	44%	20%	29%	50% kl	50% kl	-	82% na	35%	38%	39%	30%	27%	54% uv	37% tl	-	81% w
Not resolved at all	30	69	32	69	15	8	5	2	7	12	11	-	30	32	12	17	8	9	16	44	-	69
	9%	9%	10%	13% ab	12%	7%	6%	13%	4%	8%	24% kl	-	18% na	9%	6%	8%	22% qr	2%	7% t	43% tu	-	19% w
Don't know	2	5	5	6	-	2	-	-	2	-	-	-	-	1	1	-	3	1	3	1	-	-
	1%	1%	2%	1%	-	2%	-	-	1%	-	-	-	-	+	+	-	8% pr	+	1%	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v/l - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
Completely resolved	172	419	137	227	41	59	34	3	80	42	15	137	-	79	66	73	9	141	71	15	227	-		
	50% c	54% d	42%	44%	36%	48%	39%	50%	56% m	31%	31%	100% o	-	42%	48%	43%	38%	67% u v	36% v	13%	100% x	-		
Partly resolved	140	285	154	216	58	52	43	1	48	82	24	-	154	73	58	78	7	53	109	54	-	216		
	41%	37%	47% b	42%	51%	43%	49%	17%	34%	60% k	50% l	-	83% n	39%	42%	46%	29%	25%	55% t	48% t	-	76% w		
Not resolved at all	30	69	32	69	12	10	9	1	12	12	8	-	32	35	14	15	5	13	16	40	-	69		
	9%	9%	10%	13% a b	11%	8%	10%	17%	8%	9%	17%	-	17% n	19% q r	10%	9%	21%	6%	8%	36% u	-	24% w		
Don't know	2	5	5	6	2	1	1	1	3	1	1	-	-	-	-	3	3	2	1	3	-	-		
	1%	1%	2%	1%	2%	1%	1%	17%	2%	1%	2%	-	-	-	-	2%	13%	1%	1%	3%	-	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Yes	152	350	116	178	55	48	40	9	96	47	9	152	-	161	97	81	11	266	67	17	350	-
	44%cd	45%cd	35%	34%	44%	41%	45%	60%	62%lm	33%	20%	88%no	-	48%ps	48%ps	40%	30%	61%uv	28%v	17%	84%x	-
No	20	66	19	46	8	7	4	1	5	12	3	20	-	23	15	25	3	42	22	2	66	-
	6%	8%	6%	9%	6%	6%	5%	7%	3%	8%	7%	12%no	-	7%	7%	12%ps	8%	10%y	9%y	2%	16%x	-
Don't know	-	3	2	3	-	-	-	-	-	-	-	-	-	2	-	-	1	2	1	-	3	-
	-	*	1%	1%	-	-	-	-	-	-	-	-	-	1%	-	-	-	*	*	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Yes	152	350	116	178	37	49	27	3	69	34	13	116	-	64	52	57	5	112	56	10	178	-
	44%cd	45%cd	35%	34%	33%	40%	31%	50%	48%lm	25%	27%	85%no	-	34%	38%	34%	21%	54%uv	28%v	9%	78%x	-
No	20	66	19	46	4	9	6	-	10	7	2	19	-	15	14	13	4	27	15	4	46	-
	6%	8%	6%	9%	4%	7%	7%	-	7%	5%	4%	14%o	-	8%	10%	8%	17%	13%w	8%	4%	20%x	-
Don't know	-	3	2	3	-	1	1	-	1	1	-	2	-	-	-	3	-	2	-	1	3	-
	-	*	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	-	-	2%	-	1%	-	1%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	172	419	137	227	63*	55*	44*	10**	101	59*	12**	172	-**	186	112	106	15**	310	90*	19**	419	-**		
Yes	152	350	116	178	55	48	40	9	96	47	9	152	-	161	97	81	11	266	67	17	350	-		
	88% <u>d</u>	84%	85%	78%	87%	87%	91%	90%	95% <u>d</u>	80%	75%	88%	-	87% <u>r</u>	87%	76%	73%	86% <u>u</u>	74%	89%	84%	-		
No	20	66	19	46	8	7	4	1	5	12	3	20	-	23	15	25	3	42	22	2	66	-		
	12%	16%	14%	20% <u>a</u>	13%	13%	9%	10%	5%	20% <u>a</u>	25%	12%	-	12%	13%	24% <u>p</u>	20%	14%	24% <u>u</u>	11%	16%	-		
Don't know	-	3	2	3	-	-	-	-	-	-	-	-	-	2	-	-	1	2	1	-	3	-		
	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	1%	-	-	7%	1%	1%	-	1%	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	172	419	137	227	41*	59*	34*	3**	80*	42*	15**	137	-**	79*	66*	73*	9**	141	71*	15**	227	-**
Yes	152	350	116	178	37	49	27	3	69	34	13	116	-	64	52	57	5	112	56	10	178	-
	88% d	84%	85%	78%	90%	83%	79%	100%	86%	81%	87%	85%	-	81%	79%	78%	56%	79%	79%	67%	78%	-
No	20	66	19	46	4	9	6	-	10	7	2	19	-	15	14	13	4	27	15	4	46	-
	12%	16%	14%	20% a	10%	15%	18%	-	13%	17%	13%	14%	-	19%	21%	18%	44%	19%	21%	27%	20%	-
Don't know	-	3	2	3	-	1	1	-	1	1	-	2	-	-	-	3	-	2	-	1	3	-
	-	1%	1%	1%	-	2%	3%	-	1%	2%	-	1%	-	-	-	4%	-	1%	-	7%	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
Employed or self-employed (full-time - 30hrs/wk+)	187	479	163	269	73	58	50	6	100	69	18	109	78	207	130	127	15	304	128	47	277	200		
	54%	62% ^{abcd}	50%	52%	58%	50%	57%	40%	64% ^{lm}	49%	39%	63% ^{no}	46%	61% ^s	64% ^s	63% ^s	41%	69% ^{tuw}	54%	46%	66% ^x	56%		
Employed or self-employed (part-time - 8-29 hrs/wk+)	75	151	94	111	27	26	18	4	25	35	15	35	40	60	37	46	8	67	52	32	69	80		
	22%	19%	29% ^{abcd}	21%	22%	22%	20%	27%	16%	25%	13%	20%	24%	18%	18%	23%	22%	15%	22% ^t	31% ^{tu}	16%	23% ^w		
Homemaker	38	57	38	60	13	14	11	-	16	17	5	11	27	29	19	6	3	23	24	10	27	30		
	11% ^d	7%	12% ^b	12% ^b	10%	12%	13%	-	10%	12%	11%	6%	16% ⁿ	9% ^r	9% ^r	3%	8%	5%	10% ^t	10%	6%	8%		
Student / under education	21	37	24	42	7	8	3	3	7	10	4	7	12	13	12	10	2	13	19	5	15	21		
	6%	5%	7%	8% ^d	6%	7%	3%	20%	4%	7%	9%	4%	7%	4%	6%	5%	5%	3%	8% ^t	5%	4%	6%		
Temporarily not working (unemployed / illness)	20	26	7	22	4	9	5	2	8	8	4	9	11	14	1	6	5	15	10	1	17	9		
	6% ^c	3%	2%	4%	3%	8%	6%	13%	5%	6%	9%	5%	6%	4% ^q	*	3%	14% ^{ps}	3%	4%	1%	4%	3%		
Retired	3	28	2	14	1	1	1	-	-	3	-	1	2	15	3	6	4	17	4	7	14	14		
	1%	4% ^{bc}	1%	3% ^c	1%	1%	1%	-	-	2%	-	1%	1%	4%	1%	3%	11% ^{qr}	4%	2%	7% ^u	3%	4%		
NET: Employed	262	630	257	380	100	84	68	10	125	104	33	144	118	267	167	173	23	371	180	79	346	280		
	76%	81% ^d	78%	73%	80%	72%	77%	67%	80%	73%	72%	84% ^{no}	69%	79% ^s	83% ^s	86% ^{ps}	62%	85% ^{tu}	76%	77%	83%	79%		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Employed or self-employed (full-time - 30hrs/wk+)	187	479	163	269	62	53	46	2	84	56	23	76	83	103	77	79	10	128	94	47	134	134
	54%	62% ^{abcd}	50%	52%	55%	43%	53%	33%	59% ^{kl}	41%	48%	55%	45%	55%	56%	47%	42%	61% ^{lmn}	48%	42%	59% ^{op}	47%
Employed or self-employed (part-time - 8-29 hrs/wk+)	75	151	94	111	28	43	22	1	37	45	12	37	57	39	24	45	3	35	49	27	48	62
	22%	19%	29% ^{abcd}	21%	25%	35%	25%	17%	26%	33%	25%	27%	31%	21%	17%	27%	13%	17%	25% ^{kl}	24%	21%	22%
Homemaker	38	57	38	60	12	17	8	1	12	18	8	9	28	21	16	20	3	21	22	17	20	39
	11% ^{kl}	7%	12% ^{kl}	12% ^{kl}	11%	14%	9%	17%	8%	13%	17%	7%	15% ^{kl}	11%	12%	12%	13%	10%	11%	15%	9%	14%
Student / under education	21	37	24	42	9	4	10	1	8	12	4	12	12	8	17	13	4	14	19	9	15	25
	6%	5%	7%	8% ^{kl}	8%	3%	11% ^{kl}	17%	6%	9%	8%	9%	6%	4%	12% ^{kl}	8%	17%	7%	10%	8%	7%	9%
Temporarily not working (unemployed / illness)	20	26	7	22	2	3	1	1	2	5	-	2	5	10	2	9	1	8	9	5	7	15
	6% ^{kl}	3%	2%	4%	2%	2%	1%	17%	1%	4%	-	1%	3%	5%	1%	9%	4%	4%	5%	4%	3%	5%
Retired	3	28	2	14	-	2	-	-	-	1	1	1	1	6	2	3	3	3	4	7	3	10
	1%	4% ^{kl}	1%	3% ^{kl}	-	2%	-	-	-	1%	2%	1%	1%	8%	1%	2%	13%	1%	2%	6% ^{kl}	1%	4%
NET: Employed	262	630	257	380	90	96	68	3	121	101	35	113	140	142	101	124	13	153	143	74	182	196
	76%	81% ^{kl}	78%	73%	80%	79%	78%	50%	85% ^{kl}	74%	73%	82%	75%	76%	73%	73%	54%	78% ^{kl}	73%	66%	80% ^{kl}	69%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
Up to 10,399 Pounds	35	59	26	55	11	12	10	2	17	10	8	21	14	27	18	11	3	27	26	6	34	24		
	10%	8%	8%	11%	9%	10%	11%	13%	11%	7%	17%	12%	8%	8%	9%	5%	8%	6%	11%	6%	8%	7%		
10,400-15,599 Pounds	51	82	59	62	20	13	14	4	20	22	9	24	27	38	16	23	5	43	24	15	40	40		
	15% kl	11%	18% bd	12%	16%	11%	16%	27%	13%	15%	20%	14%	16%	11%	8%	11%	14%	10%	10%	15%	10%	11%		
15,600-25,999 Pounds	68	116	72	86	27	28	13	-	23	39	6	26	42	53	31	29	3	58	44	14	58	58		
	20% kl	15%	22% b	17%	22%	24%	15%	-	15%	27% klm	13%	15%	25% kn	16%	15%	14%	8%	13%	19%	14%	14%	16%		
26,000-36,399 Pounds	49	163	67	97	15	24	9	1	22	24	3	25	23	67	49	38	9	94	50	19	80	83		
	14%	21% a	20% a	19%	12%	21% l	10%	7%	14%	17%	7%	15%	14%	20%	24%	19%	24%	21%	21%	19%	19%	23%		
36,400-51,999 Pounds	69	167	51	94	26	18	23	2	35	25	9	38	31	74	42	44	7	100	47	20	91	75		
	20%	21% a	16%	18%	21%	16%	26%	13%	22%	18%	20%	22%	18%	22%	21%	22%	19%	23%	20%	20%	22%	21%		
52,000+	49	158	42	101	21	14	11	3	22	17	10	28	21	71	41	45	3	105	33	19	100	58		
	14%	20% a	13%	14% kl	17%	12%	13%	20%	14%	12%	22%	16%	12%	21%	20%	21%	8%	24% kl	14%	19%	24% kl	16%		
Don't know	9	14	5	8	2	5	2	-	3	5	1	1	7	2	1	7	4	4	5	5	7	6		
	3%	2%	2%	2%	2%	4%	2%	-	2%	4%	2%	1%	4% kn	1%	*	3% kl	11% kl	1%	2%	5% l	2%	2%		
Would rather not say	14	19	6	15	3	2	6	3	14	-	-	9	5	6	4	6	3	7	8	4	9	10		
	4%	2%	2%	3%	2%	2%	7%	20%	9% klm	-	-	5%	3%	2%	2%	3%	8% kl	2%	3%	4%	2%	3%		

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Up to 10,399 Pounds	35	59	26	55	13	6	7	-	9	12	5	11	15	18	14	23	-	18	20	17	26	28
	10%	8%	8%	11%	12%	5%	8%	-	6%	9%	10%	8%	8%	10%	10%	14%	-	9%	10%	15%	11%	10%
10,400-15,599 Pounds	51	82	59	62	17	28	12	2	21	27	11	20	38	24	15	19	4	25	21	16	22	39
	15% bd	11%	18% bd	12%	15%	23%	14%	33%	15%	20%	23%	15%	20%	13%	11%	11%	17%	12%	11%	14%	10%	14%
15,600-25,999 Pounds	68	116	72	86	27	27	16	2	27	33	12	35	35	35	25	25	1	30	36	20	37	49
	20% d	15%	22% b	17%	24%	22%	18%	33%	19%	24%	25%	26%	19%	19%	18%	15%	4%	14%	18%	18%	16%	17%
26,000-36,399 Pounds	49	163	67	97	20	25	21	1	30	27	10	25	42	34	29	28	6	33	50	14	39	57
	14%	21% a	20% a	19%	18%	20%	24%	17%	21%	20%	21%	18%	23%	18%	21%	17%	25%	16%	25% lv	13%	17%	20%
36,400-51,999 Pounds	69	167	51	94	17	15	19	-	31	16	4	21	30	25	31	33	5	42	29	23	43	50
	20%	21% a	16%	18%	15%	12%	22%	-	23% lm	12%	8%	15%	16%	13%	23% lp	33	5	20%	15%	21%	19%	18%
52,000+	49	158	42	101	17	16	9	-	25	13	4	20	20	46	19	33	3	56	26	19	52	49
	14%	20% a	13%	14% ac	15%	13%	10%	-	17%	9%	8%	15%	11%	23% la	14%	20%	13%	27% lv	13%	17%	23%	17%
Don't know	9	14	5	8	1	2	1	1	-	4	1	1	4	2	3	3	-	1	6	1	3	5
	3%	2%	2%	2%	1%	2%	1%	17%	-	3%	2%	1%	2%	1%	2%	2%	-	*	3%	1%	1%	2%
Would rather not say	14	19	6	15	1	3	2	-	-	5	1	4	2	3	2	5	5	4	9	2	5	8
	4%	2%	2%	3%	1%	2%	2%	-	-	4% a	2%	3%	1%	2%	1%	3%	21%	2%	5%	2%	2%	3%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

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

Supplier	BT											SKY										
	Issue				Satisfaction			Complaint resolved				Issue				Satisfaction			Complaint resolved			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
East Midlands	20	42	23	41	7	9	4	-	11	7	2	13	7	23	10	8	1	20	15	7	26	16
East of England	6%	5%	7%	8%	6%	8%	5%	-	7%	5%	4%	8%	4%	7%	5%	4%	3%	5%	6%	7%	6%	5%
London	20	48	23	32	6	7	5	2	9	9	2	13	7	20	13	13	2	26	13	9	23	25
London	6%	6%	7%	6%	5%	6%	6%	13%	6%	6%	4%	8%	4%	6%	6%	6%	5%	6%	5%	9%	5%	7%
London	99	206	109	136	38	34	25	2	38	47	14	48	51	70	78	52	6	130	59	17	109	95
London	29%	26%	33% ^{td}	26%	30%	29%	28%	13%	24%	33%	30%	28%	30%	21%	39% ^{pr}	26%	16%	30% ^{ty}	25%	17%	26%	27%
North East	22	41	16	29	9	6	4	3	13	8	1	8	14	21	10	6	4	20	14	7	21	20
North East	6%	5%	5%	6%	7%	5%	5%	20%	8%	6%	2%	5%	8%	6%	5%	3%	11% ^{tr}	5%	6%	7%	5%	6%
North West	29	91	30	57	12	8	9	-	18	10	1	16	13	45	19	25	2	50	27	14	51	38
North West	8%	12%	9%	11%	10%	7%	10%	-	12%	7%	2%	9%	8%	13%	9%	12%	5%	11%	11%	14%	12%	11%
Scotland	19	43	20	29	4	8	6	1	7	7	5	7	11	22	9	11	1	25	12	6	22	21
Scotland	6%	6%	6%	6%	3%	7%	7%	7%	4%	5%	11%	4%	6%	7%	4%	5%	3%	6%	5%	6%	5%	6%
South East	38	79	32	47	17	10	8	3	19	14	5	23	15	28	23	24	4	39	28	12	38	41
South East	11%	10%	10%	9%	14%	9%	9%	20%	12%	10%	11%	13%	9%	8%	11%	12%	11%	9%	12%	12%	9%	12%
South West	19	45	11	34	4	9	6	-	8	9	2	8	11	26	10	7	2	22	15	8	28	16
South West	6%	6%	3%	7% ^{sc}	3%	8%	7%	-	5%	6%	4%	5%	6%	8% ^{tr}	5%	3%	5%	5%	6%	8%	7%	5%
Ulster / Northern Ireland	8	21	3	5	2	2	4	-	3	4	1	1	6	10	1	8	2	12	4	5	14	7
Ulster / Northern Ireland	2%	3% ^{td}	1%	1%	2%	2%	5%	-	2%	3%	2%	1%	4%	3%	*	4% ^{sq}	5% ^{sq}	3%	2%	5%	3%	2%
Wales	19	34	10	19	9	7	2	1	9	8	2	9	10	11	8	12	3	22	8	4	21	13
Wales	6%	4%	3%	4%	7%	6%	2%	7%	6%	6%	4%	5%	6%	3%	4%	6%	8%	5%	3%	4%	5%	4%
West Midlands	27	74	35	46	10	12	4	1	12	11	4	15	12	36	9	24	5	43	23	8	37	37
West Midlands	8%	10%	11%	9%	8%	10%	5%	7%	8%	8%	9%	9%	7%	11% ^{sq}	4%	12% ^{sq}	14% ^{sq}	10%	10%	8%	9%	10%
Yorks & Humber	24	54	16	43	7	4	11	2	9	8	7	11	13	26	12	11	5	30	19	5	29	25
Yorks & Humber	7%	7%	5%	8%	6%	3%	13% th	13%	6%	6%	17% ^{tl}	6%	8%	8%	6%	5%	14%	7%	8%	5%	7%	7%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

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

	Supplier				TALK TALK								VIRGIN MEDIA									
					Issue				Satisfaction				Complaint resolved		Issue				Satisfaction			
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
East Midlands	20	42	23	41	4	12	5	2	10	9	4	9	14	19	6	15	1	15	16	10	15	26
	6%	5%	7%	8%	4%	10%	6%	33%	7%	7%	8%	7%	8%	10%	4%	9%	4%	7%	8%	9%	7%	9%
East of England	20	48	23	32	7	6	10	-	6	12	5	8	14	10	9	8	5	12	11	9	12	19
	6%	6%	7%	6%	6%	5%	11%	-	4%	9%	10%	6%	8%	5%	7%	5%	21%	6%	6%	8%	5%	7%
London	99	206	109	136	42	45	22	-	44	55	10	49	59	47	40	46	3	48	56	32	56	77
	29%	26%	33% td	26%	37%	37%	25%	-	31%	40% m	21%	36%	32%	25%	29%	27%	13%	23%	28%	29%	25%	27%
North East	22	41	16	29	7	6	3	-	9	6	1	8	8	12	6	9	2	13	11	5	13	16
	6%	5%	5%	6%	6%	5%	3%	-	6%	4%	2%	6%	4%	6%	4%	5%	8%	6%	6%	4%	6%	6%
North West	29	91	30	57	12	10	8	-	8	16	6	9	21	18	16	21	2	23	26	8	28	29
	8%	12%	9%	11%	11%	8%	9%	-	6%	12%	13%	7%	11%	10%	12%	12%	8%	11%	13%	7%	12%	10%
Scotland	19	43	20	29	10	3	5	2	6	6	8	10	10	15	4	10	-	12	11	6	11	18
	6%	6%	6%	6%	9%	2%	6%	33%	4%	4%	32% kl	7%	5%	8%	3%	6%	-	6%	6%	5%	5%	6%
South East	38	79	32	47	9	12	10	1	21	9	2	14	17	12	12	22	1	29	13	5	22	25
	11%	10%	10%	9%	8%	10%	12%	17%	15% kl	7%	4%	10%	9%	6%	9%	13% p	4%	14% uv	7%	4%	10%	9%
South West	19	45	11	34	4	2	5	-	5	5	1	4	7	13	10	10	1	16	9	9	17	17
	6%	6%	3%	7% c	4%	2%	6%	-	3%	4%	2%	3%	4%	7%	7%	6%	4%	8%	5%	8%	7%	6%
Ulster / Northern Ireland	8	21	3	5	1	1	1	-	1	1	1	-	3	1	-	4	-	2	2	1	2	3
	2%	3% d	1%	1%	1%	1%	-	-	1%	1%	2%	-	2%	1%	-	2%	-	1%	1%	1%	1%	1%
Wales	19	34	10	19	-	8	2	-	6	2	2	6	4	8	6	2	3	5	11	3	10	9
	6%	4%	3%	4%	-	7% g	2%	-	4%	1%	4%	4%	2%	4%	4%	1%	13%	2%	6%	3%	4%	3%
West Midlands	27	74	35	46	12	12	10	1	22	8	5	17	16	16	15	11	4	20	17	9	24	21
	8%	10%	11%	9%	11%	10%	11%	17%	15% kl	6%	10%	12%	9%	9%	11%	7%	17%	10%	9%	8%	11%	7%
Yorks & Humber	24	54	16	43	5	5	6	-	5	8	3	3	13	16	14	11	2	14	14	15	17	25
	7%	7%	5%	8%	4%	4%	7%	-	3%	6%	6%	2%	7%	9%	10%	7%	8%	7%	7%	11% t	7%	9%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/uv - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Woman	167	439	175	333	73	45	41	8	78	69	20	81	86	193	95	126	25	245	140	54	227	207
	49%	56% _{abc}	53%	64% _{abc}	58% _h	39%	47%	53%	50%	49%	43%	47%	51%	57% _q	47%	62% _q	68% _q	56%	59%	53%	54%	58%
Man	163	330	142	174	48	64	45	6	72	70	21	86	77	140	106	72	12	190	94	46	188	142
	47% _d	42% _d	43% _d	34%	38%	55% _g	51%	40%	46%	49%	46%	50%	45%	41%	52% _{pqr}	36%	32%	43%	40%	45%	45%	40%
Non-binary	7	9	9	7	2	4	-	1	3	2	2	3	3	5	1	3	-	4	3	2	4	5
	2%	1%	3%	1%	2%	3%	-	7%	2%	1%	4%	2%	2%	1%	*	1%	-	1%	1%	2%	1%	1%
Prefer to use my own term	1	-	-	2	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	+	-	-	*	1%	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-
Prefer not to say	6	-	2	2	1	3	2	-	2	1	3	1	4	-	-	-	-	-	-	-	-	-
	2% _d	-	1% _d	*	1%	3%	2%	-	1%	1%	7% _{kl}	1%	2%	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Woman	167	439	175	333	62	66	43	4	78	74	23	75	96	122	93	106	12	128	121	84	155	176
	49%	56% ^u	53%	64% ^{abc}	55%	54%	49%	67%	55%	54%	48%	55%	52%	65%	67%	63%	50%	61%	61%	75% ^{tu}	68%	62%
Man	163	330	142	174	48	52	41	1	62	58	22	59	82	59	44	61	10	75	74	25	69	101
	47% ^d	42% ^d	43% ^d	34%	42%	43%	47%	17%	43%	42%	46%	43%	44%	32%	32%	36%	42%	36% ^v	38% ^v	22%	30%	35%
Non-binary	7	9	9	7	2	3	3	1	2	5	2	2	7	5	1	1	-	4	1	2	1	6
	2%	1%	3%	1%	2%	2%	3%	17%	1%	4%	4%	1%	4%	3%	1%	1%	-	2%	1%	2%	+	2%
Prefer to use my own term	1	-	-	2	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	1	1	1
	+	-	-	+	-	-	-	-	-	-	-	-	-	1%	-	-	4%	-	1%	1%	+	+
Prefer not to say	6	-	2	2	1	1	-	-	1	-	1	1	1	-	-	1	1	2	-	-	1	1
	2% ^d	-	1%	+	1%	1%	-	-	1%	-	1%	1%	1%	-	-	1%	4%	1%	-	-	+	+

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Yes	312	754	308	493	115	102	82	13	139	134	39	159	153	327	198	197	32	430	227	97	410	341
	91%	97% bc	94%	95% a	92%	88%	93%	87%	89%	94% lm	85%	92%	90%	97% ls	98% s	98% s	86%	98%	96%	95%	98%	96%
No	23	18	14	16	9	9	4	1	12	5	6	9	14	9	4	3	2	8	6	4	8	9
	7% bd	2%	4%	3%	7%	8%	5%	7%	8%	4%	13% i	5%	8%	3%	2%	1%	5%	2%	3%	4%	2%	3%
Prefer not to say	9	6	6	9	1	5	2	1	5	3	1	4	3	2	-	1	3	1	4	1	1	4
	3% d	1%	2%	2%	1%	4%	2%	7%	3%	2%	2%	2%	2%	1%	-	*	8% ptw	+	2% i	1%	+	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Yes	312	754	308	493	105	117	80	6	134	129	45	128	177	178	132	162	21	202	183	108	222	265
	91%	97% ^{ab}	94%	95% ^{ab}	93%	96%	92%	100%	94%	94%	94%	93%	95%	95%	96%	96%	88%	97%	93%	96%	98% ^{ab}	93%
No	23	18	14	16	5	3	6	-	5	6	3	6	6	6	5	4	1	5	9	2	3	13
	7% ^{cd}	2%	4%	3%	4%	2%	7%	-	3%	4%	6%	4%	3%	3%	4%	2%	4%	2%	5%	2%	1%	5% ^{cd}
Prefer not to say	9	6	6	9	3	2	1	-	4	2	-	3	3	3	1	3	2	2	5	2	2	7
	3% ^d	1%	2%	2%	3%	2%	1%	-	3%	1%	-	2%	2%	2%	1%	2%	8%	1%	3%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
A	52	114	52	63	18	17	16	1	31	16	5	32	20	54	33	27	-	73	26	15	78	35
	15%	15%	16%	12%	14%	15%	18%	7%	20% 	11%	11%	19%	12%	16%	16%	13%	-	17% 	11%	15%	19% 	10%
B	84	226	76	137	34	26	21	3	33	39	12	42	41	90	63	62	11	139	59	28	121	105
	24%	29%	23%	26%	27%	22%	24%	20%	21%	27%	26%	24%	24%	27%	31%	31%	30%	32%	25%	27%	29%	30%
C1	70	205	72	129	25	21	22	2	29	32	9	34	35	82	53	57	13	109	70	26	100	102
	20%	26%	22%	25%	20%	18%	25%	13%	19%	23%	20%	20%	21%	24%	26%	28%	35%	25%	30%	25%	24%	29%
C2	75	123	65	95	26	30	16	3	36	29	10	36	39	58	27	36	2	62	46	15	65	58
	22%	16%	20%	18%	21%	26%	18%	20%	23%	20%	22%	21%	23%	17%	13%	18%	5%	14%	19%	15%	16%	16%
D	26	53	31	44	9	10	6	1	10	12	4	10	16	21	16	12	4	27	15	11	26	27
	8%	7%	9%	8%	7%	9%	7%	7%	6%	8%	9%	6%	9%	6%	8%	6%	11%	6%	6%	11%	6%	8%
E	37	57	32	50	13	12	7	5	17	14	6	18	19	33	10	7	7	29	21	7	29	27
	11%	7%	10%	10%	10%	10%	8%	33%	11%	10%	13%	10%	11%	10%	5%	3%	19% 	7%	9%	7%	7%	8%
NET: AB	136	340	128	200	52	43	37	4	64	55	17	74	61	144	96	89	11	212	85	43	199	140
	40%	44%	39%	39%	42%	37%	42%	27%	41%	39%	37%	43%	36%	43%	49%	44%	30%	48% 	36%	42%	47% 	40%
NET: ABC1	206	545	200	329	77	64	59	6	93	87	26	108	96	226	149	146	24	321	155	69	299	242
	60%	70% 	61%	64%	62%	55%	67%	40%	60%	61%	57%	63%	56%	67%	74%	73%	65%	73% 	65%	68%	71%	68%
NET: CZDE	138	233	128	189	48	52	29	9	63	55	20	64	74	112	53	55	13	118	82	33	120	112
	40% 	30%	39% 	36% 	38%	45%	33%	60%	40%	39%	43%	37%	44%	33%	26%	27%	35%	27%	35% 	32%	29%	32%
NET: DE	63	110	63	94	22	22	13	6	27	26	10	28	35	54	26	19	11	56	36	18	55	54
	18%	14%	19% 	18%	18%	19%	15%	40%	17%	18%	22%	16%	21%	16% 	13%	9%	30% 	13%	15%	18%	13%	15%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
A	52	114	52	63	15	23	13	1	25	20	7	25	25	19	21	22	1	27	18	18	31	30
	15%	15%	16%	12%	13%	19%	15%	17%	17%	15%	15%	18%	13%	10%	15%	13%	4%	13%	9%	16%	14%	11%
B	84	226	76	137	29	31	15	1	41	28	7	39	36	50	40	45	2	63	44	30	65	71
	24%	29%	23%	26%	26%	25%	17%	17%	29%	20%	15%	28%	19%	27%	29%	27%	8%	30%	22%	27%	29%	25%
C1	70	205	72	129	23	21	26	2	22	38	12	32	40	50	25	41	13	46	63	20	52	74
	20%	26%	22%	25%	20%	17%	30%	33%	15%	28%	25%	23%	22%	27%	18%	24%	54%	22%	32%	18%	23%	26%
C2	75	123	65	95	22	22	20	1	30	25	10	24	40	34	30	28	3	37	41	17	39	56
	22%	16%	20%	18%	19%	18%	23%	17%	21%	18%	21%	18%	22%	18%	22%	17%	13%	18%	21%	15%	17%	20%
D	26	53	31	44	10	15	6	-	15	13	3	6	25	14	12	15	3	19	14	11	18	26
	8%	7%	9%	8%	9%	12%	7%	-	10%	9%	6%	4%	13%	7%	9%	13%	9%	9%	7%	10%	8%	9%
E	37	57	32	50	14	10	7	1	10	13	9	11	20	20	10	18	2	17	17	16	22	28
	11%	7%	10%	10%	12%	8%	8%	17%	7%	9%	10%	8%	11%	11%	7%	11%	8%	8%	9%	14%	10%	10%
NET: AB	136	340	128	200	44	54	28	2	66	48	14	64	61	69	61	67	3	90	62	48	96	101
	40%	44%	39%	39%	39%	44%	32%	33%	46%	35%	29%	47%	33%	37%	44%	40%	13%	43%	31%	43%	42%	35%
NET: ABC1	206	545	200	329	67	75	54	4	88	86	26	96	101	119	86	108	16	136	125	68	148	175
	60%	70%	61%	64%	59%	61%	62%	67%	62%	63%	54%	70%	54%	64%	62%	64%	67%	65%	63%	61%	65%	61%
NET: CZDE	138	233	128	189	46	47	33	2	55	51	22	41	85	68	52	61	8	73	72	44	79	110
	40%	30%	39%	36%	41%	39%	38%	33%	38%	37%	46%	30%	46%	36%	38%	36%	33%	35%	37%	39%	35%	39%
NET: DE	63	110	63	94	24	25	13	1	25	26	12	17	45	34	22	33	5	36	31	27	40	54
	18%	14%	19%	18%	21%	20%	15%	17%	17%	19%	25%	12%	24%	18%	16%	20%	21%	17%	16%	24%	18%	19%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d - g/h/vj - k/l/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
A city or large town (including suburbs)	211	465	195	315	79	69	56	7	99	86	26	118	93	197	136	113	19	281	131	53	256	206
	61%	60%	59%	61%	63%	59%	64%	47%	63%	61%	57%	69% no	55%	58%	67% pr	56%	51%	64% uv	55%	52%	61%	58%
A small town	104	236	107	169	37	37	25	5	45	47	12	45	59	106	48	70	12	124	79	33	122	113
	30%	30%	33%	33%	30%	32%	28%	33%	29%	33%	26%	26%	35%	31%	24%	35% q	32%	28%	33%	32%	29%	32%
A village, hamlet or isolated dwelling in the countryside	24	74	24	27	7	9	7	1	10	8	6	7	15	35	16	18	5	32	27	15	39	35
	7%	10% d	7%	5%	6%	8%	8%	7%	6%	6%	13%	4%	9%	10%	8%	9%	14%	7%	11%	19% t	9%	10%
Prefer not to say	5	3	2	7	2	1	-	2	2	1	2	2	3	-	2	-	1	2	-	1	2	-
	1%	+	1%	1%	2%	1%	-	13%	1%	1%	4%	1%	2%	-	1%	-	9% pr	+	-	1%	+	-
NET: Urban	315	701	302	484	116	106	81	12	144	133	38	163	152	303	184	183	31	405	210	86	378	319
	92%	90%	92%	93% b	93%	91%	92%	80%	92%	91%	83%	95%	89%	90%	91%	91%	84%	93% u	89%	84%	90%	90%
NET: Rural	24	74	24	27	7	9	7	1	10	8	6	7	15	35	16	18	5	32	27	15	39	35
	7%	10% d	7%	5%	6%	8%	8%	7%	6%	6%	13%	4%	9%	10%	8%	9%	14%	7%	11%	19% t	9%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

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

	Supplier				TALK TALK									VIRGIN MEDIA								
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
A city or large town (including suburbs)	211	465	195	315	67	74	53	1	88	81	26	86	105	111	89	104	11	132	113	70	143	168
	61%	60%	59%	61%	59%	61%	61%	17%	62%	59%	54%	63%	56%	59%	64%	62%	46%	63%	57%	63%	63%	59%
A small town	104	236	107	169	36	39	28	4	49	40	18	42	65	65	45	49	10	60	74	35	74	94
	30%	30%	33%	33%	32%	32%	67%		34%	29%	38%	31%	35%	35%	33%	29%	42%	29%	38%	31%	33%	33%
A village, hamlet or isolated dwelling in the countryside	24	74	24	27	9	9	5	1	5	16	3	9	15	10	3	14	-	12	9	6	7	20
	7%	10% ^{ud}	7%	5%	8%	7%	6%	17%	3%	12% ^k	6%	7%	8%	5%	2%	8% ^q	-	6%	5%	5%	3%	7% ^w
Prefer not to say	5	3	2	7	1	-	1	-	1	-	1	-	1	1	1	2	3	5	1	1	3	3
	1%	+	1%	1%	1%	-	1%	-	1%	-	2%	-	1%	1%	1%	1%	13%	2%	1%	1%	1%	1%
NET: Urban	315	701	302	484	103	113	81	5	137	121	44	128	170	176	134	153	21	192	187	105	217	262
	92%	90%	92%	93% ^{ib}	91%	93%	93%	83%	92% ^k	88%	92%	93%	91%	94%	97% ^{qr}	91%	88%	92%	93%	94%	96%	92%
NET: Rural	24	74	24	27	9	9	5	1	5	16	3	9	15	10	3	14	-	12	9	6	7	20
	7%	10% ^{ud}	7%	5%	8%	7%	6%	17%	3%	12% ^k	6%	7%	8%	5%	2%	8% ^q	-	6%	5%	5%	3%	7% ^w

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Small (1-2 people)	96	239	121	149	34	39	18	5	45	42	9	59	37	112	47	63	17	132	70	37	133	106
	28%	31%	37% ^{abed}	29%	27%	34% ^h	20%	33%	29%	30%	20%	34% ^{no}	22%	33% ^{og}	23%	31%	46% ^{sd}	30%	30%	36%	32%	30%
Medium (3-4 people)	170	398	149	262	60	54	50	6	79	65	26	80	90	167	117	99	15	236	114	48	210	184
	49%	51%	45%	51%	48%	47%	57%	40%	51%	46%	57%	47%	53%	49%	58%	49%	41%	54%	48%	47%	50%	52%
Large (5+ people)	78	141	58	107	31	23	20	4	32	35	11	33	43	59	38	39	5	71	53	17	76	64
	23%	18%	18%	21%	25%	20%	23%	27%	21%	25%	24%	19%	25%	17%	19%	19%	14%	16%	22% ^u	17%	18%	18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Small (1-2 people)	96	239	121	149	42	48	28	3	42	57	22	53	66	64	35	44	6	57	58	34	64	84
	28%	31%	37% ^{abcd}	29%	37%	39%	32%	50%	29%	42% ^k	46% ^{lm}	39%	35%	34%	25%	26%	25%	27%	29%	30%	28%	29%
Medium (3-4 people)	170	398	149	262	45	60	42	2	75	54	20	69	78	89	71	89	13	110	101	51	119	139
	49%	51%	45%	51%	40%	49%	48%	33%	52% ^k	39%	42%	50%	42%	48%	51%	53%	54%	53%	51%	46%	52%	49%
Large (5+ people)	78	141	58	107	26	14	17	1	26	26	6	15	42	34	32	36	5	42	38	27	44	62
	23%	18%	18%	21%	23% ^h	11%	20%	17%	18%	19%	13%	11%	23% ⁿ	18%	23%	21%	21%	20%	19%	24%	19%	22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
1	113	245	115	152	46	33	29	5	49	50	14	60	53	114	62	61	8	142	74	29	133	110
	33%	31%	35%	29%	37%	28%	33%	33%	31%	35%	30%	35%	31%	34%	31%	30%	22%	32%	31%	28%	32%	31%
2	90	185	72	113	31	29	28	2	41	37	12	42	48	74	59	46	6	113	50	22	101	82
	26%	24%	22%	22%	25%	25%	32%	13%	26%	26%	26%	24%	28%	22%	29%	23%	16%	26%	21%	22%	24%	23%
3	34	48	26	49	16	9	7	2	11	17	6	10	24	20	10	16	2	25	17	6	25	22
	10%	6%	8%	9%	13%	8%	8%	13%	7%	12%	13%	6%	14%	6%	5%	8%	5%	6%	7%	6%	6%	6%
4	6	19	7	8	1	3	1	1	3	2	1	4	2	7	6	4	2	9	8	2	10	9
	2%	2%	2%	2%	1%	3%	1%	7%	2%	1%	2%	2%	1%	2%	3%	2%	5%	2%	3%	2%	2%	3%
5+	9	8	3	12	1	6	1	1	5	2	2	3	4	3	4	1	-	4	2	2	5	3
	3%	1%	1%	2%	1%	6%	1%	7%	3%	1%	4%	2%	2%	1%	2%	*	-	1%	1%	2%	1%	1%
No children in household	92	273	105	164	30	36	22	4	47	34	11	53	39	120	61	73	19	146	86	41	145	128
	27%	35%	32%	31%	24%	31%	25%	27%	30%	24%	24%	31%	23%	36%	30%	36%	51%	33%	36%	40%	35%	36%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - u/v/w - x/y
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
1	113	245	115	152	29	48	37	1	51	46	18	47	65	59	42	44	7	65	58	29	71	81
	33%	31%	35%	29%	26%	39%g	43%g	17%	36%	34%	38%	34%	35%	32%	30%	26%	29%	31%	29%	26%	31%	28%
2	90	185	72	113	25	26	19	2	35	25	12	33	39	33	33	43	4	48	44	21	49	62
	26%	24%	22%	22%	22%	21%	22%	33%	24%	18%	25%	24%	21%	18%	24%	25%	17%	23%	22%	19%	22%	22%
3	34	48	26	49	10	9	7	-	8	15	3	5	21	14	13	20	2	20	14	15	22	25
	10%b	6%	8%	9%b	9%	7%	8%	-	6%	11%	6%	4%	11%a	7%	9%	12%	8%	10%	7%	13%	10%	9%
4	6	19	7	8	5	1	1	-	3	2	2	4	3	2	4	2	-	3	3	2	2	6
	2%	2%	2%	2%	4%	1%	1%	-	2%	1%	4%	3%	2%	1%	3%	1%	-	1%	2%	2%	1%	2%
5+	9	8	3	12	1	-	2	-	1	2	-	-	3	3	5	2	2	1	8	3	3	9
	3%b	1%	1%	2%	1%	-	2%	-	1%	1%	-	-	2%	2%	4%	1%	4%	*	4%	3%	1%	3%
No children in household	92	273	105	164	43	38	21	3	45	47	13	48	55	76	41	58	9	72	70	42	80	102
	27%	35%a	32%	34%a	38%l	31%	24%	50%	31%	34%	27%	35%	30%	41%q	30%	34%	38%	34%	36%	38%	35%	36%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - u/v/w - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
None	12	11	13	6	4	3	3	2	3	7	2	6	6	8	-	2	1	2	6	3	5	6
	3% abd	1%	4% abd	1%	3%	3%	3%	13%	2%	5%	4%	3%	4%	2% g	-	1%	3% g	*	3% u	3% u	1%	2%
1	79	158	93	96	28	34	15	2	34	35	10	48	30	61	45	40	12	78	52	28	84	73
	23%	20%	28% abd	19%	22%	29% l	17%	13%	22%	25%	22%	28% o	18%	18%	22%	20%	32% g	18%	22%	27% u	20%	21%
2	167	415	146	270	67	48	45	7	82	64	21	79	87	186	109	103	17	268	102	45	231	181
	49%	53% c	45%	52% c	54%	41%	51%	47%	53%	45%	46%	46%	51%	55%	54%	51%	46%	61% uv	43%	44%	55%	51%
3	49	116	47	77	14	22	12	1	21	20	8	23	26	51	29	31	5	53	47	16	56	59
	14%	15%	14%	15%	11%	19%	14%	7%	13%	14%	17%	13%	15%	15%	14%	15%	14%	12%	20% l	16%	13%	17%
4	21	46	16	37	7	6	6	2	9	10	2	8	13	20	8	16	2	28	12	6	27	19
	6%	6%	5%	7%	6%	5%	7%	13%	6%	7%	4%	5%	8%	6%	4%	8%	5%	6%	5%	6%	6%	5%
5+	16	32	13	32	5	3	7	1	7	6	3	8	8	12	11	9	-	10	18	4	16	16
	5%	4%	4%	6%	4%	3%	8%	7%	4%	4%	7%	5%	5%	4%	5%	4%	-	2%	8% u	4%	4%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/v - k/l/m - n/o - p/q/r/s - u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
None	12	11	13	6	5	3	4	1	3	3	7	5	8	3	3	-	-	2	4	-	2	4		
	3% ab	1%	4% cd	1%	4%	2%	5%	17%	2%	2%	15% kl	4%	4%	2%	2%	-	-	1%	2%	-	1%	1%		
1	79	158	93	96	27	44	21	1	33	50	10	43	48	40	27	29	-	29	39	28	38	56		
	23%	20%	28% cd	19%	24%	36% g	24%	17%	23%	36% klm	21%	31%	26%	21%	20%	17%	-	14%	20%	25% l	17%	20%		
2	167	415	146	270	51	53	39	3	73	53	20	65	79	91	71	90	18	121	101	48	130	138		
	49%	53% c	45%	52% cd	45%	43%	45%	50%	51% kl	39%	42%	47%	42%	49%	51%	53%	75%	58% kl	51%	43%	43%	57% klx		
3	49	116	47	77	20	13	14	-	22	18	7	17	30	29	18	25	5	31	28	18	29	46		
	14%	15%	14%	15%	18%	11%	16%	-	15%	13%	15%	12%	16%	16%	13%	15%	21%	15%	14%	16%	13%	16%		
4	21	46	16	37	9	2	5	-	5	7	4	3	13	13	9	15	-	11	17	9	11	26		
	6%	6%	5%	7%	8% h	2%	6%	-	3%	5%	8%	2%	7%	7%	7%	9%	-	5%	9%	8%	5%	9%		
5+	16	32	13	32	1	7	4	1	7	6	-	4	8	11	10	10	1	15	8	9	17	15		
	5%	4%	4%	6%	1%	6% ig	5%	17%	5%	4%	-	3%	4%	6%	7%	6%	4%	7%	4%	8%	7%	5%		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier				BT							SKY										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354
Most vulnerable	108	183	96	150	38	40	27	3	42	48	18	48	59	77	59	38	9	91	71	21	100	80
	31%a	24%	29%b	29%b	30%	34%	31%	20%	27%	34%	39%	28%	35%	23%	29%r	19%	24%	21%	30%t	21%	24%	23%
Potentially vulnerable	148	347	155	212	56	48	39	5	67	66	15	75	73	155	84	95	13	200	102	45	171	175
	43%	45%	47%	41%	45%	41%	44%	33%	43%	46%	33%	44%	43%	46%	42%	47%	35%	46%	43%	44%	41%	49%w
Least vulnerable	65	215	66	133	26	21	14	4	30	23	12	39	26	98	54	55	8	137	51	27	132	83
	19%	28%a	20%	26%a	21%	18%	16%	27%	19%	16%	26%	23%	15%	29%	27%	27%	22%	31%q	22%	26%	32%a	23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier				TALK TALK							VIRGIN MEDIA										
					Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285
Most vulnerable	108	183	96	150	38	30	26	2	35	48	13	35	61	45	45	56	4	49	54	47	59	89
	31%a	24%	29%b	29%b	34%	25%	30%	33%	24%	35%	27%	26%	33%	24%	33%	33%	17%	23%	27%	42%u	26%	31%
Potentially vulnerable	148	347	155	212	48	61	43	3	71	56	28	66	86	81	60	61	10	88	88	36	92	119
	43%	45%	47%	41%	42%	50%	49%	50%	50%	41%	58%l	48%	46%	43%	43%	36%	42%	42%	45%v	32%	41%	42%
Least vulnerable	65	215	66	133	25	26	15	-	37	24	5	31	33	56	28	44	5	67	40	26	68	64
	19%	28%a	20%	26%a	22%	21%	17%	-	26%k	18%	10%	23%	18%	30%	20%	26%	21%	32%t	20%	23%	30%	22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier				BT										SKY									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	125	116	88*	15**	156	142	46*	172	170	338	202	201	37*	439	237	102	419	354		
Universal Credit (and household has other earnings)	63 18%	123 16%	70 21%b	88 17%	25 20%	17 15%	20 23%	1 7%	30 19%	24 17%	9 20%	32 19%	31 18%	54 16%	37 18%	29 14%	3 8%	59 13%	47 20%t	17 17%	64 15%	57 16%		
Employment and Support Allowance (ESA)	48 14%	86 11%	57 17%bd	53 10%	17 14%	17 15%	10 11%	4 27%	22 14%	19 13%	7 15%	26 15%	22 13%	35 10%	24 12%	23 11%	4 11%	53 12%	25 11%	8 8%	56 13%w	30 8%		
Carer's allowance	44 13%bc	62 8%	26 8%	45 9%	14 11%	17 15%	10 11%	3 20%	21 13%	18 13%	5 11%	18 10%	25 15%	23 7%	23 11%	13 6%	3 8%	34 8%	24 10%	4 4%	39 9%	22 6%		
Personal Independence Payment (PIP)	36 10%	87 11%	34 10%	61 12%	7 6%	14 12%	14 16%g	1 7%	19 12%	14 10%	3 7%	17 10%	19 11%	37 11%	22 11%	24 12%	4 11%	49 11%	28 12%	10 10%	53 13%	34 10%		
Income Support	35 10%	65 8%	35 11%	49 9%	14 11%	14 12%	6 7%	1 7%	21 13%	11 8%	3 7%	20 12%	15 9%	31 9%	22 11%	12 6%	-	41 9%	20 8%	4 4%	34 8%	30 8%		
Universal Credit (and household has no other earnings)	34 10%	55 7%	39 12%bd	39 8%	15 12%	11 9%	7 8%	1 7%	16 10%	16 11%	2 4%	13 8%	21 12%	20 6%	23 11%w	10 5%	2 5%	34 8%	15 6%	6 6%	33 8%	22 6%		
Pensions Credit (Guaranteed Credit)	31 9%	57 7%	41 13%b	49 9%	14 11%	11 9%	6 7%	-	17 11%	10 7%	4 9%	17 10%	14 8%	22 7%	19 9%	16 8%	-	38 9%	15 6%	4 4%	35 8%	22 6%		
Pensions Credit (no Guaranteed Credit)	26 8%b	36 5%	21 6%	28 5%	6 5%	10 9%	10 11%	-	14 9%	9 6%	3 7%	15 9%	11 6%	11 3%	13 6%	12 6%	-	20 5%	9 4%	7 7%	21 5%	15 4%		
Income-based Jobseeker's Allowance	24 7%	45 6%	18 5%	29 6%	9 7%	9 8%	6 7%	-	12 8%	6 4%	6 13%l	10 6%	14 8%	16 5%	16 8%	13 6%	-	29 7%	14 6%	2 2%	24 6%	6 6%		
NET: Any benefit	212 62%bd	381 49%	236 72%abd	284 55%b	70 56%	76 66%	58 66%	8 53%	91 58%	89 63%	32 70%	99 58%	112 66%	155 45%b	120 59%w	96 48%	10 27%	202 46%	126 53%	53 52%	199 47%	179 51%		
Other	11 3%	24 3%	5 2%	20 4%	3 2%	6 5%	1 1%	1 7%	3 2%	5 4%	3 7%	4 2%	6 4%	11 3%	3 1%	7 3%	3 8%w	12 3%	9 4%	3 3%	14 3%	9 3%		
None of these	123 36%c	378 49%acd	87 27%	217 42%c	53 42%	35 30%	29 33%	6 40%	63 40%	48 34%	12 26%	69 40%	54 32%	175 52%h	80 40%	99 49%	24 65%h	227 52%	104 44%	47 46%	210 50%	167 47%		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier				TALK TALK										VIRGIN MEDIA									
					Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	344	778	328	518	113	122	87*	6**	143	137	48*	137	186	187	138	169	24**	209	197	112	227	285		
Universal Credit (and household has other earnings)	63 18%	123 16%	70 21%b	88 17%	23 20%	27 22%	20 23%	-	36 25%	27 20%	7 15%	26 19%	44 24%	29 16%	31 22%	25 15%	3 13%	38 18%	32 16%	18 16%	37 16%	51 18%		
Employment and Support Allowance (ESA)	48 14%	86 11%	57 17%bd	53 10%	17 15%	26 21%	11 13%	3 50%	23 16%	25 18%	9 19%	27 20%	29 16%	22 12%	13 9%	15 9%	3 13%	21 10%	23 12%	9 8%	22 10%	30 11%		
Carer's allowance	44 13%bc	62 8%	26 8%	45 9%	10 9%	9 7%	6 7%	1 17%	13 9%	9 7%	4 8%	14 10%	12 6%	22 12%	12 9%	11 7%	-	15 7%	18 9%	12 11%	18 8%	27 9%		
Personal Independence Payment (PIP)	36 10%	87 11%	34 10%	61 12%	11 10%	11 9%	12 14%	-	21 15%d	8 6%	5 10%	19 14%e	13 7%	26 14%	13 9%	21 12%	1 4%	27 13%	22 11%	12 11%	22 10%	39 14%		
Income Support	35 10%	65 8%	35 11%	49 9%	11 10%	16 13%	8 9%	-	18 13%	14 10%	3 6%	17 12%	18 10%	16 9%	15 11%	17 10%	1 4%	21 10%	23 11%g	5 4%	19 8%	28 10%		
Universal Credit (and household has no other earnings)	34 10%	55 7%	39 12%bd	39 8%	13 12%	13 11%	12 14%	1 17%	18 13%	15 11%	6 13%	14 10%	25 13%	15 8%	13 9%	11 7%	-	14 7%	15 8%	10 9%	17 7%	22 8%		
Pensions Credit (Guaranteed Credit)	31 9%	57 7%	41 13%b	49 9%	14 12%	17 14%	10 11%	-	18 13%	16 12%	7 15%	18 13%	23 12%	17 9%	19 14%	13 8%	-	23 11%	19 10%	7 6%	28 12%	21 7%		
Pensions Credit (no Guaranteed Credit)	26 8%b	36 5%	21 6%	28 5%	7 6%	7 8%	-	-	9 6%	8 6%	4 8%	10 7%	11 6%	10 5%	10 7%	8 5%	-	10 5%	15 8%	3 3%	14 6%	14 5%		
Income-based Jobseeker's Allowance	24 7%	45 6%	18 5%	29 6%	8 7%	8 7%	2 2%	-	6 4%	9 7%	3 6%	13 9%e	4 2%	12 6%	10 7%	7 4%	-	7 3%	17 9%f	5 4%	14 4%	15 5%		
NET: Any benefit	212 61%bd	381 49%	236 72%abed	284 55%b	83 73%	88 72%	61 70%	4 67%	99 69%	100 73%	37 77%	98 72%	134 72%	103 55%	89 64%g	84 50%	8 33%	100 48%	119 60%h	65 58%	120 53%	161 56%		
Other	11 3%	24 3%	5 2%	20 4%	2 2%	1 1%	2 2%	-	2 1%	1 1%	2 4%	-	5 3%	4 2%	5 4%	9 5%	2 8%	11 5%	5 3%	4 4%	11 5%	8 3%		
None of these	123 36%c	378 49%acd	87 27%	217 42%c	28 25%	33 27%	24 28%	2 33%	42 29%	36 26%	9 19%	39 28%	47 25%	81 43%	45 33%	77 46%g	14 58%	99 47%h	74 38%	44 39%	97 43%	118 41%		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - g/h/vj - kl/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

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

	Supplier								EE					GFFGAFF					O2																
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
16-17	7	3	1	1	2	2	3	3	1	1	2	4	1	2	6	-	1	-	2	-	-	1	2	-	2	1	-	-	-	1	-	-	-	-	1
18-24	242	91	186	39	128	162	170	84	69	80	9	111	97	34	83	154	26	32	29	4	47	36	8	44	46	80	54	46	6	85	78	23	75	109	
25-34	257	80	234	42	97	156	70	98	63	82	14	157	76	24	142	110	15	25	32	8	45	23	12	43	37	92	53	82	7	142	60	32	127	103	
35-44	139	39	137	28	53	101	46	63	32	38	6	86	41	12	82	55	12	12	13	2	18	17	4	26	12	60	24	42	11	76	42	19	76	61	
45-54	63	18	71	14	25	52	41	26	12	20	5	38	19	6	35	27	3	3	6	6	8	8	2	10	7	25	12	30	4	35	22	14	33	37	
55-64	36	7	43	11	23	24	6	36	10	3	10	4	16	13	7	19	16	3	1	2	1	4	2	1	4	3	16	7	15	5	18	18	7	19	23
65+	18	-	12	6	11	5	2	11	5	2	7	4	7	7	4	8	9	-	-	-	-	-	-	-	-	8	4	-	-	5	3	4	6	6	
NET: 16-34	506	174	421	82	227	320	144	362	185	133	163	25	272	174	60	231	264	42	57	63	12	93	61	20	89	84	172	107	129	13	227	139	55	202	213
NET: 35-54	202	57	208	42	78	153	68	151	89	44	58	11	124	60	18	117	82	15	15	19	8	26	25	6	36	19	85	36	72	15	111	64	33	109	98
NET: 55+	54	7	55	17	34	29	8	47	24	5	17	8	23	20	11	27	25	3	1	2	1	4	2	1	4	3	24	11	15	5	23	21	11	25	29

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

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

	Supplier								SKY							TESCO MOBILE							THREE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction		Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76**	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
16-17	7	3	1	1	2	2	3	-	-	1	-	1	-	-	1	-	-	2	-	-	-	2	-	-	1	1	1	-	1	-	-	-	1	-	2
18-24	242	91	186	39	128	162	72	170	10	14	11	4	18	19	2	15	23	45	42	37	4	55	52	21	57	71	62	39	54	7	77	64	21	67	93
25-34	257	80	234	42	97	156	70	189	12	14	15	1	22	14	6	22	20	45	26	23	3	49	37	11	52	44	67	37	45	7	86	52	18	80	75
35-44	139	39	137	28	53	101	46	110	13	7	8	-	16	9	3	17	11	18	19	15	1	29	18	6	24	28	36	27	34	4	53	32	16	49	52
45-54	63	18	71	14	25	52	22	41	3	6	4	-	10	2	2	9	5	10	8	7	-	13	7	5	15	10	18	15	15	4	23	21	8	26	26
55-64	36	7	43	11	23	24	6	36	3	3	4	1	5	5	1	5	6	9	3	3	8	15	4	4	15	7	9	-	12	3	10	3	11	13	
65+	18	-	12	6	11	5	2	11	4	-	2	-	4	-	2	2	3	3	2	6	-	6	5	-	6	5	3	-	1	1	2	2	2	2	
NET: 16-34	506	174	421	82	227	320	144	362	22	28	27	5	41	33	8	38	43	90	70	60	7	106	89	32	110	116	130	76	100	14	163	117	40	147	170
NET: 35-54	202	57	208	42	78	153	68	151	16	13	12	1	26	11	5	26	16	28	27	22	1	42	25	11	39	38	54	42	49	8	76	53	24	75	78
NET: 55+	54	7	55	17	34	29	8	47	7	3	6	1	9	5	3	7	9	12	5	9	8	21	9	4	21	12	12	-	13	4	11	5	13	13	15

Proportions/Means: Columns t tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QAGE: What is your age?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
16-17	7	3	1	1	2	2	2	3	-	2	-	-	-	1	1	-	2	-	1	-	2	2	1	-	-	2
	1%b	1%a	*	1%	1%	*	1%	1%	-	2%	-	-	-	1%	3%	-	2%	-	1%	-	5%pr	1%	1%	-	-	1%
18-24	242	91	186	39	128	162	72	170	23	23	22	4	32	31	9	28	43	68	47	49	6	86	63	21	83	81
	32%	38%by	27%	28%	38%ay	32%	33%	30%	33%	28%	36%	50%	27%	43%l	31%	28%	37%	28%	38%ks	32%	16%	27%	37%t	28%	29%	31%
25-34	257	80	234	42	97	156	70	189	21	31	17	1	40	24	6	34	36	85	47	48	9	113	57	19	112	76
	34%	34%	34%	30%	29%	31%	32%	34%	30%	38%	28%	13%	34%	33%	21%	34%	31%	35%	38%	32%	24%	36%	33%	25%	38%w	29%
35-44	139	39	137	28	53	101	46	110	16	13	14	3	32	7	7	26	20	52	20	27	11	68	25	17	59	51
	18%	16%	20%	20%	16%	20%	21%	20%	23%	16%	23%	38%	27%l	10%	24%	26%	17%	21%	16%	18%	29%	22%	15%	23%	20%	20%
45-54	63	18	71	14	25	52	22	41	7	10	5	-	12	5	5	11	11	22	4	12	3	27	5	9	21	20
	8%	8%	10%	10%	7%	10%	10%	7%	10%	12%	8%	-	10%	7%	17%	11%	9%	25%q	3%	8%	8%	25%u	3%	12%u	7%	8%
55-64	36	7	43	11	23	24	6	36	2	1	3	-	3	3	-	1	4	12	5	15	4	10	15	8	12	23
	5%	3%	6%e	8%oz	7%ez	24	6	36	2	1	3	-	3	3	-	1	4	5%	4%	10%	11%	3%	10%l	11%l	4%	3%w
65+	18	-	12	6	11	5	2	11	1	1	-	-	-	1	1	1	1	6	1	1	3	7	3	1	4	5
	2%z	-	2%z	4%dez	3%dl	1%	1%	2%	1%	1%	-	-	-	1%	3%	1%	1%	2%	1%	1%	8%or	2%	2%	1%	1%	2%
NET: 16-34	506	174	421	82	227	320	144	362	44	56	39	5	72	56	16	62	81	153	95	97	17	201	121	40	195	159
	66%	73%ady	62%	58%	67%	64%	65%	65%	63%	69%	64%	63%	61%	78%l	55%	61%	69%	62%ks	76%prs	64%ks	45%	64%	70%w	53%	67%	62%
NET: 35-54	202	77	208	42	78	153	68	151	23	23	19	3	44	12	12	37	31	74	24	39	14	95	30	26	80	71
	27%	24%	30%c	30%	30%g	31%c	31%c	27%	33%	28%	31%	38%	37%l	17%	41%	37%	26%	30%ka	19%	26%	37%q	30%u	17%	35%u	27%	28%
NET: 55+	54	7	55	17	34	29	8	47	3	2	3	-	3	4	1	2	5	18	6	16	7	17	21	9	16	28
	7%z	3%	8%ez	12%dez	10%de	6%	4%	8%	4%	2%	5%	-	3%	6%	3%	2%	4%	7%	5%	11%	18%ps	5%	12%t	12%t	5%	11%w

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier								EE				GiffGaff				O2																		
									Issue			Complaint resolved		Issue				Complaint resolved		Issue			Complaint resolved												
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Hearing - Poor hearing, partial hearing, or are deaf	74	22	67	16	36	44	18	57	29	24	19	2	37	27	10	34	38	6	8	8	-	9	12	1	15	7	28	16	21	2	33	19	15	29	37
Eyesight - Poor vision, colour blindness, partial sight, or are blind	119	45	113	20	55	100	40	99	49	29	39	2	59	48	12	56	62	14	17	11	3	26	15	4	26	19	41	23	43	6	55	40	18	51	59
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65	18	64	25	33	42	31	53	23	22	17	3	30	27	8	30	34	3	9	6	-	5	9	4	9	9	24	19	18	3	30	24	10	34	30
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	54	19	50	13	33	33	20	38	20	19	15	-	24	24	6	26	28	6	7	6	-	7	9	3	7	12	20	18	10	2	25	13	12	24	26
Breathing - Breathlessness or chest pains	98	30	81	24	51	65	35	66	36	25	33	4	50	37	11	46	51	13	12	11	3	23	13	3	23	16	32	19	28	2	36	30	15	31	40
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	114	41	96	26	59	80	42	74	52	26	33	3	58	44	12	55	58	6	16	15	4	22	14	5	23	18	33	27	33	3	44	40	12	40	55
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	110	47	85	19	61	80	29	71	48	29	31	2	50	52	8	49	60	12	17	16	2	30	13	4	25	22	40	20	23	2	48	27	10	46	39
Your mental health - Anxiety, depression, or trauma-related conditions, for example	239	77	228	41	112	172	68	181	99	45	89	6	123	92	24	97	139	26	23	23	5	42	29	6	49	28	104	46	68	10	105	89	34	105	121
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	68	17	61	17	37	42	27	57	24	12	30	2	30	29	9	27	40	3	7	4	3	9	7	1	7	10	29	10	19	3	35	16	10	29	31
Prefer not to say	64	15	51	12	29	35	18	36	25	16	14	9	32	23	9	32	27	4	3	7	1	5	7	3	5	9	22	14	11	4	23	16	12	21	29

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier								EE					GiffGaff					O2																
									Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved													
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Don't know	11	6	8	2	1	5	3	10	1	4	5	1	6	5	-	4	6	1	2	2	1	5	1	-	3	3	-	3	4	1	6	1	1	4	4
Nothing	197	55	168	31	68	121	41	162	73	39	65	20	130	49	18	120	74	10	16	19	10	31	18	6	32	21	68	31	59	10	101	45	22	98	68
NET: Any limiting characteristic	490	162	457	96	241	341	158	352	199	123	154	14	251	177	62	219	264	45	52	56	9	82	62	18	89	73	191	106	142	18	231	162	64	213	239
	64%	68%	67%	68%	71%#	68%	72%#	63%	67%	68%	65%	32%	60%	70%#	70%	58%	71%#	75%	71%	67%	43%	67%	70%	67%	69%	69%	68%	69%	66%	55%	64%	72%#	65%	63%	70%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Table 5

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier								SKY				TESCO MOBILE				THREE																		
									Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved														
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71**	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Hearing - Poor hearing, partial hearing, or are deaf	74	22	67	16	36	44	18	57	7	4	5	-	8	7	1	9	6	15	10	9	2	15	14	7	18	18	20	10	14	-	23	16	5	20	24
Eyesight - Poor vision, colour blindness, partial sight, or are blind	119	45	113	20	55	100	40	99	16%	9%	11%	11%	13%	9%	6%	13%	9%	25	15	15	-	26	19	10	26	29	42	28	27	3	45	42	13	37	63
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65	18	64	25	33	42	31	53	5	12	8	-	13	9	3	12	13	15	8	9	1	13	15	5	17	16	15	11	14	2	20	14	8	17	24
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	54	19	50	13	33	33	20	38	3	7	2	1	9	3	1	6	7	13	11	8	1	20	10	3	15	18	11	14	7	1	16	11	6	13	19
Breathing - Breathlessness or chest pains	98	30	81	24	51	65	35	66	7	6	10	1	14	7	3	13	11	22	17	10	2	27	19	5	26	24	25	14	23	3	32	18	15	26	39
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	114	41	96	26	59	80	42	74	16%	14%	22%	14%	18%	14%	19%	18%	16%	17%	17%	11%	13%	16%	15%	11%	15%	14%	13%	12%	14%	12%	13%	10%	19%	11%	15%
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	110	47	85	19	61	80	29	71	7	7	5	-	13	5	1	9	9	25	23	12	1	27	23	11	30	31	26	20	32	2	38	28	14	33	47
Your mental health - Anxiety, depression, or trauma-related conditions, for example	239	77	228	41	112	172	68	181	8	12	20	1	24	12	5	24	16	52	34	24	2	58	39	15	59	52	75	28	59	10	85	58	29	85	85
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	68	17	61	17	37	42	27	57	4	4	8	1	10	5	2	8	9	18	7	9	3	21	12	4	19	17	21	6	11	4	23	14	5	18	23
Prefer not to say	64	15	51	12	29	35	18	36	7	3	2	-	5	5	2	8	4	8	14	6	1	14	11	4	13	16	14	9	10	2	20	12	3	16	18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
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Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier								SKY				TESCO MOBILE				THREE																			
									Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved															
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
Don't know	11	6	8	2	1	5	3	10	1	-	1	-	2	-	-	1	1	-	1	-	-	-	1	-	-	1	-	-	2	2	1	1	1	3	2	3
Nothing	197	55	168	31	68	121	41	162	11	9	8	3	19	9	3	17	14	29	10	21	8	37	21	10	44	24	50	29	33	9	69	36	16	65	55	
NET: Any limiting characteristic	490	162	457	96	241	341	158	352	26	32	34	4	50	35	11	45	49	93	77	64	7	117	91	33	112	126	132	78	117	14	160	126	55	152	187	
	64%	68%	67%	68%	71% ^{nl}	68%	72% ^{nl}	63%	58%	73%	76%	57%	66%	71%	69%	63%	72%	72%	75%	70%	44%	69%	74%	70%	66%	76% ^{nl}	67%	66%	72%	54%	64%	72%	71%	65%	71%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier								VIRGIN MEDIA											VODAFONE										
									Issue				Satisfaction			Complaint resolved				Issue				Satisfaction			Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)				
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258				
Hearing - Poor hearing, partial hearing, or are deaf	74	22	67	16	36	44	18	57	7	5	6	-	7	8	3	9	9	21	12	22	2	27	15	15	25	29				
Eyesight - Poor vision, colour blindness, partial sight, or are blind	119	45	113	20	55	100	40	99	13	12	14	1	24	15	1	18	21	35	28	33	3	51	33	15	42	55				
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65	18	64	25	33	42	31	53	11	13	7	-	12	15	4	13	18	17	14	19	3	36	12	5	23	30				
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	54	19	50	13	33	33	20	38	8	10	2	-	13	5	2	7	13	13	11	14	-	18	11	9	19	19				
Breathing - Breathlessness or chest pains	98	39	81	24	51	65	39	66	8	19	10	1	18	14	6	10	28	26	10	26	4	32	24	10	35	31				
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	114	41	96	26	59	80	42	74	13	18	9	2	25	12	5	22	20	28	18	24	4	38	21	15	37	37				
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger's, etc.)	110	47	85	19	61	80	29	71	7	11	10	1	15	12	2	11	18	27	21	20	3	44	17	10	35	33				
Your mental health - Anxiety, depression, or trauma-related conditions, for example	239	77	228	41	112	172	68	181	22	19	24	3	37	20	11	23	44	77	41	55	8	97	61	23	92	88				
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	68	17	61	17	37	42	27	57	6	11	10	-	16	8	3	12	15	28	12	15	2	25	20	12	30	25				
Prefer not to say	64	15	51	12	29	35	18	36	5	8	5	-	7	7	4	7	11	12	14	5	5	20	14	2	19	16				
Don't know	11	6	8	2	1	5	3	10	-	1	1	1	2	-	1	1	2	3	3	2	2	5	3	2	5	3				

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

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

	Supplier								VIRGIN MEDIA										VODAFONE							
									Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Nothing	197	55	168	31	68	121	41	162	17	9	13	2	24	10	7	22	18	80	27	41	14	90	47	25	90	71
	26% zce	23%	25%	22%	20%	24%	19%	29%	24% h	11%	21%	25%	20%	14%	24%	22%	15%	33% q	22%	27%	37%	29%	27%	33%	31%	28%
NET: Any limiting characteristic	490	162	457	96	241	341	158	352	48	63	42	5	86	55	17	71	86	150	81	104	17	198	108	46	177	168
	64%	68%	67%	68%	71% a	68%	72% a	63%	69%	78%	69%	63%	72%	76%	59%	70%	74%	61%	65% ks	68% rs	45%	63%	63%	61%	61%	65%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Table 7

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

	Supplier								EE				GiffGaff				O2																			
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved												
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Customer service (A)	Repairs and Installation (B)	Service Issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
The service not performing as it should	238	84	216	45	91	162	61	152	-	-	238	-	126	77	35	106	130	-	-	84	-	42	39	3	45	38	-	-	216	-	-	112	67	37	100	114
A billing, pricing or payment issue	222	41	211	35	89	152	48	194	222	-	-	-	132	62	28	117	102	41	-	-	-	23	14	4	28	12	211	-	-	-	116	72	23	120	89	
A problem relating to the installation or set up of your service	112	39	76	26	67	48	62	-	112	-	-	-	32	24	31	62	49	-	39	-	-	20	13	6	24	15	-	-	76	-	-	50	18	8	41	35
Disatisfaction with customer service from a previous occasion or contact	76	19	70	10	41	44	22	51	76	-	-	-	30	35	11	35	41	19	-	-	-	6	7	6	6	13	70	-	-	-	24	30	16	24	45	
A problem with a repair to the service	70	34	78	18	35	51	33	63	-	70	-	-	43	25	2	32	35	-	34	-	-	21	7	6	19	15	-	78	-	-	40	28	10	32	46	
Or something else	44	21	33	7	16	26	8	38	-	-	44	26	14	4	23	14	-	-	-	21	11	8	2	7	13	-	-	-	33	19	9	5	19	11		
SUMMARY:																																				
Billing and Customer service	298	60	281	45	130	196	70	245	298	-	-	-	162	97	39	152	143	60	-	-	-	29	21	10	34	25	281	-	-	-	140	102	39	144	134	
Repairs and installation	182	73	154	44	102	118	81	125	-	182	-	-	99	38	44*	41*	39*	100%ab	-	-	-	24%	24%	37%	26%	24%	100%ac	-	-	-	39%	46%	39%	43%	39%	
Service issues	238	84	216	45	91	162	61	152	-	238	-	-	126	77	35	106	130	-	84	-	-	42	39	3	45	38	-	-	216	-	-	112	67	37	100	114
Something else	44	21	33	7	16	26	8	38	-	-	44	26	14	4	23	14	-	-	-	21	11	8	2	7	13	-	-	-	33	19	9	5	19	11		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/eff/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

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

	Supplier								SKY				TESCO MOBILE				THREE																		
									Issue			Complaint resolved			Issue				Satisfaction			Complaint resolved													
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
The service not performing as it should	238	84	216	45	91	162	61	152	-	-	45	-	22	14	9	20	24	-	-	91	-	42	40	9	46	45	-	-	162	-	78	59	25	65	97
A billing, pricing or payment issue	222	41	211	35	89	152	48	194	35	-	-	-	21	12	2	24	10	89	-	-	-	52	25	12	51	37	152	-	-	-	81	46	25	83	68
A problem relating to the installation or set up of your service	112	39	76	26	67	67	48	62	-	26	-	-	15	9	2	11	15	-	67	-	-	41	20	6	32	35	-	67	-	-	34	26	7	28	39
Disatisfaction with customer service from a previous occasion or contact	76	19	70	10	41	44	22	51	10	-	-	-	5	3	2	5	5	41	-	-	-	12	17	12	16	34	44	-	-	-	18	18	8	19	24
A problem with a repair to the service	70	34	78	18	35	51	33	63	-	18	-	-	9	9	-	10	8	-	35	-	-	13	18	4	18	17	-	51	-	-	26	18	7	25	26
Or something else	44	21	33	7	16	26	8	38	-	-	-	7	4	2	1	1	6	-	-	-	16	9	3	4	7	8	-	-	-	26	13	8	5	15	9
SUMMARY:																																			
Billing and Customer service	298	60	281	45	130	196	70	245	45	-	-	-	26	15	4	25	15	130	-	-	-	64	42	24	67	61	196	-	-	-	99	64	33	102	92
Repairs and installation	182	73	154	44	102	118	81	135	-	44	-	-	24	18	2	21	23	-	102	-	-	54	38	10	50	52	-	118	-	-	60	44	14	53	65
Service issues	238	84	216	45	91	162	61	152	-	-	45	-	22	14	9	20	24	-	-	91	-	42	40	9	46	45	-	-	162	-	78	59	25	65	97
Something else	44	21	33	7	16	26	8	38	-	-	-	7	4	2	1	1	6	-	-	-	16	9	3	4	7	8	-	-	-	26	13	8	5	15	9

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/eff/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

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

	Supplier								VIRGIN MEDIA												VODAFONE											
									Issue				Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)						
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258						
The service not performing as it should	238	84	216	45	91	162	61	152	-	-	61	-	35	20	6	25	35	-	-	152	-	77	54	21	77	73						
	31%	35% c	32%	32%	27%	32%	28%	27%	-	-	100% g	-	29%	28%	21%	25%	30%	-	-	100% ps	-	25%	31%	28%	26%	28%						
A billing, pricing or payment issue	222	41	211	35	89	152	48	194	48	-	-	-	28	13	7	28	20	194	-	-	-	112	54	28	106	84						
	29% qa	17%	31% ea	25%	26% z	30% ea	22%	35%	69% h	-	-	-	24%	18%	24%	28%	17%	79% qa	-	-	-	36%	31%	37%	36%	33%						
A problem relating to the installation or set up of your service	112	39	76	26	67	67	48	62	-	48	-	-	26	17	5	18	30	-	62	-	-	33	21	8	27	34						
	15% b	16% b	11%	18% b	20% ab	13%	22% abd	11%	-	59% g	-	-	22%	24%	17%	18%	26%	-	50% pr	-	-	11%	12%	11%	9%	13%						
Dissatisfaction with customer service from a previous occasion or contact	76	19	70	10	41	44	22	51	22	-	-	-	7	7	8	10	11	51	-	-	-	27	18	6	30	21						
	10%	8%	10%	7%	12%	9%	10%	9%	31% b	-	-	-	6%	10%	28%	10%	9%	21% qa	-	-	-	9%	10%	8%	10%	8%						
A problem with a repair to the service	70	34	78	18	35	51	33	63	-	33	-	-	18	12	3	14	19	-	63	-	-	38	17	8	31	32						
	9%	14% a	11%	13%	10%	10%	15% ka	11%	-	81% g	-	-	15%	17%	10%	14%	16%	-	50% pr	-	-	12%	10%	11%	11%	12%						
Or something else	44	21	33	7	16	26	8	38	-	-	-	8	5	3	-	6	2	-	-	-	38	26	8	4	20	14						
	6%	9% ba	5%	5%	5%	5%	4%	7%	-	-	-	100%	4%	4%	-	6%	2%	-	-	-	100% ps	8%	5%	5%	7%	5%						
SUMMARY:																																
Billing and Customer service	298	60	281	45	130	196	70	245	70	-	-	-	35	20	15	38	31	245	-	-	-	139	72	34	136	105						
	39% aa	25%	41% ap	32%	39% z	39% ea	32%	44%	100% ga	-	-	-	29%	28%	52%	38%	26%	100% ps	-	-	-	44%	42%	45%	47%	41%						
Repairs and installation	182	73	154	44	102	118	81	125	-	81	-	-	44	29	8	32	49	-	125	-	-	71	38	16	58	66						
	24%	31% abd	23%	31% b	30% abd	24%	37% abd	22%	-	100% g	-	-	37%	40%	28%	32%	42%	-	100% ps	-	-	23%	22%	21%	29%	26%						
Service issues	238	84	216	45	91	162	61	152	-	-	61	-	35	20	6	25	35	-	-	152	-	77	54	21	77	73						
	31%	35% c	32%	32%	27%	32%	28%	27%	-	-	100% g	-	29%	28%	21%	25%	30%	-	-	100% ps	-	25%	31%	28%	26%	28%						
Something else	44	21	33	7	16	26	8	38	-	-	-	8	5	3	-	6	2	-	-	-	38	26	8	4	20	14						
	6%	9% ba	5%	5%	5%	5%	4%	7%	-	-	-	100%	4%	4%	-	6%	2%	-	-	-	100% ps	8%	5%	5%	7%	5%						

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ey/z - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Supplier							EE						GiffGaff						O2															
	Issue							Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved												
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	298	60*	281	45*	130	196	70*	245	298	-**	-**	-**	162	97*	39*	152	143	60*	-**	-**	-**	29**	21**	10**	34*	25**	281	-**	-**	-**	140	102	39*	144	134
Bill was a lot higher than expected	64	5	57	9	18	54	18	57	64	-	-	-	42	17	5	35	28	5	-	-	-	2	3	-	2	2	57	-	-	-	29	21	7	35	21
Bill was inaccurate	56	8	47	6	19	39	14	38	56	-	-	-	36	15	5	29	27	8	-	-	-	6	1	1	5	3	47	-	-	-	27	15	5	28	19
Payment issues (including setting up/making a payment, non-direct debit charges)	48	5	48	10	17	29	10	46	48	-	-	-	31	10	7	27	21	5	-	-	-	2	2	1	3	2	48	-	-	-	24	14	10	25	23
Bill contained items I shouldn't have been charged for	39	3	28	12	21	30	9	32	39	-	-	-	22	12	5	21	18	3	-	-	-	3	-	-	3	-	28	-	-	-	15	11	2	14	14
Getting a refund, credit note or cashback	28	11	18	3	17	18	6	24	28	-	-	-	19	5	4	18	10	11	-	-	-	7	3	1	9	2	18	-	-	-	8	6	4	10	8
Costs of going above data allowance	25	9	23	1	15	12	3	15	25	-	-	-	17	6	2	11	14	9	-	-	-	3	5	1	6	2	23	-	-	-	17	6	-	13	10
Costs of international and roaming calls	23	3	19	5	10	21	4	15	23	-	-	-	13	7	3	9	14	3	-	-	-	2	1	-	1	2	19	-	-	-	12	5	2	9	9
The format of the bill	21	7	25	6	12	14	5	13	21	-	-	-	12	9	-	11	9	7	-	-	-	4	2	1	3	3	25	-	-	-	14	8	3	16	9
Pre-pay credit lost or not credited to card	21	7	17	4	11	21	3	10	21	-	-	-	14	7	-	11	9	7	-	-	-	5	2	-	6	1	17	-	-	-	10	7	-	9	8
Took too long to resolve issue	20	3	18	4	15	17	4	16	20	-	-	-	8	10	2	12	8	3	-	-	-	1	1	1	1	2	18	-	-	-	6	7	5	7	11
Unable to get through to anyone	17	5	16	1	12	2	8	14	17	-	-	-	7	9	1	6	11	5	-	-	-	1	2	2	2	3	16	-	-	-	9	6	1	6	9
Rude/d dismissive	16	4	15	3	5	9	10	7	16	-	-	-	7	8	1	6	10	4	-	-	-	2	1	1	3	1	15	-	-	-	4	4	7	4	11
Didn't do what they said they would do	14	9	22	5	10	16	7	10	14	-	-	-	7	6	1	5	9	9	-	-	-	4	3	2	4	5	22	-	-	-	6	12	4	8	14
Gave incorrect information	13	6	19	1	9	10	8	9	13	-	-	-	7	4	2	8	5	6	-	-	-	3	1	2	1	5	19	-	-	-	7	4	8	7	12
Unable to get through to relevant person	13	3	18	1	13	12	2	11	13	-	-	-	7	3	3	7	6	3	-	-	-	2	1	-	1	2	18	-	-	-	2	13	3	4	14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service**

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

Supplier		EE						GiffGaff						O2																					
		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved											
EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)	
Total	298	60*	281	45*	130	196	70*	245	298	-**	-**	-**	162	97*	39*	152	143	60*	-**	-**	-**	29**	21**	10**	34*	25**	281	-**	-**	-**	140	102	39*	144	134
A different issue	5	-	8	-	3	6	2	10	5	-	-	-	2	-	3	2	3	-	-	-	-	-	-	-	-	-	8	-	-	-	3	2	3	3	5
	2%	-	3%	-	2%	3%	3%	4%	2%	-	-	-	1%	-	8%	1%	2%	-	-	-	-	-	-	-	-	-	3%	-	-	-	2%	2%	8%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Supplier								SKY						TESCO MOBILE						THREE														
									Issue			Satisfaction			Complaint resolved									Issue			Satisfaction			Complaint resolved					
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	298	60*	281	45*	130	196	70*	245	45*	**	**	**	26**	15**	4**	29**	15**	130	**	**	**	64*	42*	24**	67*	61*	196	**	**	**	99*	64*	33*	102	92*
Bill was a lot higher than expected	64	5	57	9	18	54	18	57	9	-	-	4	4	1	5	4	18	-	-	-	8	5	5	9	9	54	-	-	-	34	12	8	33	21	
Bill was inaccurate	56	8	47	6	19	39	14	38	6	-	-	5	1	-	5	1	19	-	-	-	10	6	3	11	7	39	-	-	-	21	13	5	17	22	
Payment issues (including setting up/making a payment, non-direct debit charges)	48	5	48	10	17	29	10	46	10	-	-	8	2	-	9	1	17	-	-	-	11	4	2	10	7	29	-	-	-	11	9	9	13	16	
Bill contained items I shouldn't have been charged for	39	3	28	12	21	30	9	32	12	-	-	8	4	-	7	4	21	-	-	-	17	3	1	15	6	30	-	-	-	17	10	3	19	11	
Getting a refund, credit note or cashback	28	11	18	3	17	18	6	24	3	-	-	3	-	-	3	-	17	-	-	-	8	5	4	10	7	18	-	-	-	13	4	1	10	8	
Costs of going above data allowance	25	9	23	1	15	12	3	15	1	-	-	1	-	-	1	-	15	-	-	-	11	1	3	8	7	12	-	-	-	6	4	2	4	8	
Costs of international and roaming calls	23	3	19	5	10	21	4	15	5	-	-	4	1	-	4	1	10	-	-	-	6	2	-	5	5	21	-	-	-	9	8	4	9	12	
The format of the bill	21	7	25	6	12	14	5	13	6	-	-	4	1	1	5	1	12	-	-	-	8	3	1	7	5	14	-	-	-	6	7	1	8	6	
Pre-pay credit lost or not credited to card	21	7	17	4	11	21	3	10	4	-	-	4	-	-	4	-	11	-	-	-	9	2	-	8	3	21	-	-	-	9	9	3	11	9	
Took too long to resolve issue	20	3	18	4	15	17	4	16	4	-	-	1	1	2	2	2	15	-	-	-	4	9	2	5	9	17	-	-	-	7	6	4	4	12	
Unable to get through to anyone	17	5	16	1	12	2	8	14	1	-	-	1	-	-	1	-	12	-	-	-	5	5	2	6	6	2	-	-	-	1	1	-	2	-	
Rude/dismissive	16	4	15	3	5	9	10	7	3	-	-	1	1	1	1	2	5	-	-	-	2	1	2	2	3	9	-	-	-	5	3	1	5	4	
Didn't do what they said they would do	14	9	22	5	10	16	7	10	5	-	-	3	2	-	2	3	10	-	-	-	3	5	2	4	6	16	-	-	-	8	5	3	9	7	
Gave incorrect information	13	6	19	1	9	10	8	9	1	-	-	-	-	1	-	1	9	-	-	-	2	4	3	6	3	10	-	-	-	4	6	-	5	4	
Unable to get through to relevant person	13	3	18	1	13	12	2	11	1	-	-	1	-	-	-	1	13	-	-	-	3	7	3	7	6	12	-	-	-	4	7	1	4	8	
A different issue	5	-	8	-	3	6	2	10	-	-	-	-	-	-	-	7	3	-	-	-	1	1	1	1	2	6	-	-	-	2	3	1	1	5	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
 JB25498 - Prepared by BVA BDRC on behalf of Ofcom

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	298	60*	281	45*	130	196	70*	245	70*	-**	-**	-**	35*	20**	15**	38*	31*	245	-**	-**	-**	139	72*	34*	136	105
Bill was a lot higher than expected	64	5	57	9	18	54	18	57	18	-	-	-	11	7	-	10	8	57	-	-	-	36	11	10	30	25
	21% 	8%	20% 	20%	14%	28% z	26% z	23%	26%	-	-	-	31%	35%	-	26%	26%	23%	-	-	-	26%	15%	29%	22%	24%
Bill was inaccurate	56	8	47	6	19	39	14	38	14	-	-	-	7	4	3	7	7	38	-	-	-	20	15	3	19	19
	19%	13%	17%	13%	15%	20%	20%	16%	20%	-	-	-	20%	20%	20%	18%	23%	16%	-	-	-	14%	21%	9%	14%	18%
Payment issues (including setting up/making a payment, non-direct debit charges)	48	5	48	10	17	29	10	46	10	-	-	-	10	-	-	9	1	46	-	-	-	23	14	9	28	17
	16%	8%	17%	22% z	13%	15%	14%	19%	14%	-	-	-	29%	-	-	24% o	3%	19%	-	-	-	17%	19%	26%	21%	16%
Bill contained items I shouldn't have been charged for	39	3	28	12	21	30	9	32	9	-	-	-	7	1	1	6	3	32	-	-	-	18	8	6	21	11
	13%	5%	10%	32% abz	16% z	15% z	13%	13%	13%	-	-	-	20%	5%	7%	16%	10%	13%	-	-	-	13%	11%	18%	15%	10%
Getting a refund, credit note or cashback	28	11	18	3	17	18	6	24	6	-	-	-	4	-	2	3	3	24	-	-	-	12	10	2	14	10
	9%	18% abz	6%	7%	13% z	9%	9%	10%	9%	-	-	-	11%	-	13%	8%	10%	10%	-	-	-	9%	14%	6%	10%	10%
Costs of going above data allowance	25	9	23	1	15	12	3	15	3	-	-	-	2	1	-	2	1	15	-	-	-	13	2	-	14	1
	8%	15% abz	8%	2%	12%	6%	4%	6%	4%	-	-	-	6%	5%	-	5%	3%	6%	-	-	-	9%	3%	-	10% z	1%
Costs of international and roaming calls	23	3	19	5	10	21	4	15	4	-	-	-	4	-	-	3	1	15	-	-	-	10	4	1	8	7
	8%	5%	7%	11%	8%	11%	6%	6%	6%	-	-	-	11%	-	-	8%	3%	6%	-	-	-	7%	6%	3%	6%	7%
The format of the bill	21	7	25	6	12	14	5	13	5	-	-	-	3	2	-	3	2	13	-	-	-	8	4	1	7	5
	7%	12%	9%	13%	9%	7%	7%	5%	7%	-	-	-	9%	10%	-	8%	6%	5%	-	-	-	6%	6%	3%	5%	5%
Pre-pay credit lost or not credited to card	21	7	17	4	11	21	3	10	3	-	-	-	2	1	-	2	1	10	-	-	-	9	1	-	6	4
	7%	12%	6%	9%	8%	11%	4%	4%	4%	-	-	-	6%	5%	-	5%	3%	4%	-	-	-	6%	1%	-	4%	4%
Took too long to resolve issue	20	3	18	4	15	17	4	16	4	-	-	-	2	1	1	2	1	16	-	-	-	6	8	2	9	7
	7%	5%	6%	9%	12%	6%	6%	7%	6%	-	-	-	6%	5%	7%	5%	3%	7%	-	-	-	4%	11%	6%	7%	7%
Unable to get through to anyone	17	5	16	1	12	2	8	14	8	-	-	-	2	2	4	4	4	14	-	-	-	9	4	1	11	3
	5% d	8% d	6% d	2%	9% d	1%	11% d	6%	11%	-	-	-	6%	10%	27%	11%	13%	6%	-	-	-	6%	6%	3%	8%	3%
Rude/dismissive	16	4	15	3	5	9	7	10	3	-	-	-	3	2	5	3	7	7	-	-	-	3	2	2	4	3
	5%	7%	5%	7%	4%	5%	14% abzcd	3%	14%	-	-	-	9%	10%	33%	8%	23%	3%	-	-	-	2%	3%	6%	3%	3%
Didn't do what they said they would do	14	9	22	5	10	16	7	10	7	-	-	-	1	3	3	3	4	10	-	-	-	6	1	3	4	6
	5%	15% a	8%	11%	8%	8%	10%	4%	10%	-	-	-	3%	15%	20%	8%	13%	4%	-	-	-	4%	1%	9%	3%	6%
Gave incorrect information	13	6	19	1	9	10	8	9	8	-	-	-	5	2	1	4	4	9	-	-	-	5	2	2	6	3
	4%	10%	7%	2%	7%	5%	11% a	4%	11%	-	-	-	14%	10%	7%	11%	13%	4%	-	-	-	4%	3%	6%	4%	3%
Unable to get through to relevant person	13	3	18	1	13	12	2	11	2	-	-	-	-	2	-	1	1	11	-	-	-	7	3	1	4	7
	4%	5%	6%	2%	10% a	6%	3%	4%	3%	-	-	-	-	-	13%	3%	3%	4%	-	-	-	5%	4%	3%	3%	7%
A different issue	5	-	8	-	3	6	2	10	2	-	-	-	1	-	1	1	1	10	-	-	-	5	2	3	4	6
	2%	-	3%	-	2%	3%	3%	4%	3%	-	-	-	3%	-	7%	3%	3%	4%	-	-	-	4%	3%	9%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/j | - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Supplier								EE					GFFGAF					O2																
	Issue								Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved						
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	238	84*	216	45*	91*	162	61*	152	-**	-**	238	-**	126	77*	35*	106	130	-**	-**	84*	-**	42*	39*	3**	45*	38*	-**	-**	216	-**	112	67*	37*	100	114
Service is not consistently available	62	15	62	14	22	53	20	33	-	-	62	-	35	19	8	25	35	-	-	15	-	6	9	-	8	7	-	-	62	-	31	18	13	28	33
Poor indoor reception/coverage	61	21	74	16	24	63	16	46	-	-	61	-	35	20	6	18	43	-	-	21	-	11	10	-	11	9	-	-	74	-	25	30	19	32	41
Complete loss of service	56	14	57	14	21	47	15	35	-	-	56	-	29	23	4	27	29	-	-	14	-	8	6	-	10	4	-	-	57	-	30	16	11	29	27
Unable to access 4G service	55	21	49	6	20	37	15	47	-	-	55	-	33	13	9	28	27	-	-	21	-	10	10	1	12	9	-	-	49	-	23	14	12	22	27
Unable to access 5G service	53	18	47	6	18	40	15	37	-	-	53	-	29	17	7	20	32	-	-	18	-	11	7	-	11	7	-	-	47	-	24	17	6	21	26
Poor outside reception/coverage	49	25	62	9	24	52	16	38	-	-	49	-	23	22	20*	19	25	-	-	21	-	26	18	-	24	18	-	-	62	-	21	25	16	21	23
Problems with calls being disconnected during a call or not connected at all	41	12	27	11	11	26	8	22	-	-	41	-	19	21	26*	20	21	-	-	30*	-	26	33	33*	31	26	-	-	29	-	26	28	38	28	30
Text or voice mails delivered late	29	8	18	6	10	13	8	16	-	-	29	-	16	9	4	12	17	-	-	8	-	5	3	-	4	4	-	-	18	-	11	5	2	9	9
Poor line quality	3	-	1	-	-	2	1	-	-	3	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Connection speed slower than advertised or led to expect	2	-	4	-	-	5	3	-	-	2	-	1	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	1	-	2	-	-	1	1	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor picture quality	-	-	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	5	1	2	-	3	2	-	5	-	-	5	-	-	1	4	5	-	-	1	-	-	-	-	1	1	-	-	2	-	1	1	-	2	-	
	2%	1%	1%	-	3%	1%	-	3%	-	-	2%	-	-	1%	11%	4%	-	-	1%	-	-	-	3%	-	3%	-	-	1%	-	1%	1%	-	2%	-	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Supplier								SKY						TESCO MOBILE						THREE														
									Issue			Satisfaction			Complaint resolved								Issue			Satisfaction			Complaint resolved						
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	238	84*	216	45*	91*	162	61*	152	-**	-**	45*	-**	22**	14**	91*	20**	24**	-**	-**	91*	-**	42*	40**	9**	46*	45*	-**	-**	162	-**	78*	59*	25**	65*	97*
Service is not consistently available	62	15	62	14	22	53	20	33	-	-	14	-	7	1	6	6	8	-	-	22	-	12	10	-	9	13	-	-	53	-	17	22	14	20	33
Poor indoor reception/coverage	26%	18%	29%	31%	24%	33% kl	33% kl	22%	-	-	31%	-	32%	7%	67%	30%	33%	-	-	24%	-	29%	25%	-	20%	29%	-	-	33%	-	22%	37% kl	56%	31%	34%
Complete loss of service	61	21	74	16	24	63	16	46	-	-	16	-	7	5	4	4	12	-	-	24	-	11	10	3	10	14	-	-	63	-	24	26	13	19	44
Unable to access 4G service	26%	25%	34% kl	36%	26%	39% kl	30%	30%	-	-	36%	-	32%	36%	44%	20%	50%	-	-	26%	-	26%	25%	33%	22%	31%	-	-	39%	-	31%	44%	52%	29%	45% klw
Unable to access 5G service	56	14	57	14	21	47	15	35	-	-	14	-	2	5	7	5	8	-	-	21	-	12	8	1	12	9	-	-	47	-	22	17	8	14	33
Problems with calls being disconnected during a call or not connected at all	24%	17%	26%	31%	23%	29% kl	23%	23%	-	-	31%	-	9%	36%	78%	25%	33%	-	-	23%	-	29%	20%	11%	26%	20%	-	-	29%	-	28%	29%	32%	22%	34%
Text or voice mails delivered late	55	21	49	6	20	37	15	47	-	-	6	-	4	2	-	5	1	-	-	20	-	9	9	2	11	9	-	-	37	-	16	10	11	12	25
Problems with voice over internet (VOIP) telephone calls	23%	25%	23%	13%	22%	23%	25%	31% kl	-	-	13%	-	18%	14%	-	25%	4%	-	-	22%	-	21%	23%	22%	24%	20%	-	-	23%	-	21%	17%	44%	18%	26%
Poor picture quality	53	18	47	6	18	40	15	37	-	-	6	-	2	3	1	3	3	-	-	18	-	10	6	2	7	11	-	-	40	-	20	9	11	16	24
Unable to get certain channels/content	22%	21%	22%	13%	20%	29%	29%	24%	-	-	13%	-	9%	21%	11%	15%	13%	-	-	20%	-	24%	15%	22%	15%	24%	-	-	25%	-	26%	15%	44%	25%	25%
A different issue (please describe it briefly in your own words)	49	25	62	9	24	52	16	38	-	-	9	-	5	1	3	5	4	-	-	24	-	12	11	1	12	12	-	-	52	-	15	21	12	12	40
Problems with voice over internet (VOIP) telephone calls	21%	30%	28% kl	20%	26%	33% kl	26%	25%	-	-	20%	-	23%	7%	33%	25%	17%	-	-	26%	-	29%	28%	11%	26%	27%	-	-	32%	-	24%	36%	46%	18%	41% klw
Poor line quality	41	12	27	11	11	26	8	22	-	-	11	-	5	1	5	4	7	-	-	11	-	7	3	1	8	3	-	-	26	-	9	12	5	10	16
Connection speed slower than advertised or led to expect	17%	14%	13%	24% kl	12%	16%	13%	14%	-	-	24%	-	23%	7%	56%	20%	29%	-	-	12%	-	17%	8%	11%	17%	7%	-	-	16%	-	12%	20%	20%	15%	16%
Problems with voice over internet (VOIP) telephone calls	29	8	18	6	10	13	8	16	-	-	6	-	4	1	1	3	3	-	-	10	-	3	6	1	5	5	-	-	13	-	5	6	2	7	6
Problems with voice over internet (VOIP) telephone calls	12%	10%	8%	13%	11%	8%	11%	11%	-	-	13%	-	18%	7%	11%	15%	13%	-	-	11%	-	7%	15%	11%	11%	11%	-	-	8%	-	6%	10%	8%	11%	6%
Problems with voice over internet (VOIP) telephone calls	3	-	1	-	-	2	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	1%	-	-	2% kl	-	3% kl	1%	1%	-	-	2%	-	5%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	2	-	4	-	-	5	3	3	-	-	4	-	3	1	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	1%	-	-	9% kl	bedf	8% kl	bedf	2% kl	-	-	9%	-	14%	7%	-	10%	8%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	1	-	2	-	-	1	1	1	-	-	2	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	* kl	-	-	4% kl	bed	2%	1%	1%	-	-	4%	-	9%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	-	-	-	1	-	-	2	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Problems with voice over internet (VOIP) telephone calls	-	-	-	2% kl	-	-	3% kl	bedf	-	-	2%	-	-	7%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	-	-	-	1	-	-	2	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Problems with voice over internet (VOIP) telephone calls	-	-	-	2% kl	-	-	3% kl	bedf	-	-	2%	-	-	7%	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Problems with voice over internet (VOIP) telephone calls	5	1	2	-	3	2	5	5	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-	3	-	-	2	-	1	1	-	2		
Problems with voice over internet (VOIP) telephone calls	2%	1%	1%	-	3%	1%	3%	3%	-	-	-	-	-	-	-	-	-	-	-	-	2%	3%	11%	-	7%	-	-	1%	-	-	2%	4%	-	2%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	238	84*	216	45*	91*	162	61*	152	-**	-**	61*	-**	35*	20**	6**	25**	35*	-**	-**	152	-**	77*	54*	21**	77*	73*
Service is not consistently available	62	15	62	14	22	53	20	33	-	-	20	-	12	6	2	9	11	-	-	33	-	15	12	6	12	20
26%	18%	29%	31%	24%	33%	33%	33%	22%	-	-	33%	-	34%	30%	33%	36%	31%	-	-	22%	-	19%	22%	29%	16%	27%
Poor indoor reception/coverage	61	21	74	16	24	63	16	46	-	-	16	-	10	6	-	7	9	-	-	46	-	21	17	8	16	30
26%	25%	34%	36%	26%	39%	39%	26%	30%	-	-	26%	-	29%	30%	-	28%	26%	-	-	30%	-	27%	31%	38%	21%	41%
Complete loss of service	56	14	57	14	21	47	15	35	-	-	15	-	9	5	1	5	9	-	-	35	-	20	10	5	17	18
24%	17%	26%	31%	23%	29%	29%	23%	23%	-	-	23%	-	26%	25%	17%	20%	26%	-	-	23%	-	26%	19%	24%	22%	25%
Unable to access 4G service	55	21	49	6	20	37	15	47	-	-	15	-	7	6	2	7	8	-	-	47	-	23	15	9	25	21
23%	25%	23%	13%	22%	23%	25%	31%	31%	-	-	25%	-	20%	30%	33%	28%	23%	-	-	31%	-	30%	28%	43%	32%	29%
Unable to access 5G service	53	18	47	6	18	40	15	37	-	-	15	-	8	5	2	5	10	-	-	37	-	22	13	2	17	19
22%	21%	22%	13%	20%	25%	25%	24%	24%	-	-	25%	-	23%	25%	33%	20%	29%	-	-	24%	-	29%	24%	10%	22%	26%
Poor outside reception/coverage	49	25	62	9	24	52	16	38	-	-	16	-	7	6	3	7	9	-	-	38	-	21	13	4	13	25
21%	30%	39%	20%	26%	31%	31%	25%	25%	-	-	26%	-	20%	30%	50%	28%	26%	-	-	25%	-	27%	24%	19%	17%	34%
Problems with calls being disconnected during a call or not connected at all	41	12	27	11	11	26	8	22	-	-	8	-	2	5	1	1	7	-	-	22	-	10	7	5	6	16
17%	14%	13%	24%	12%	16%	13%	14%	14%	-	-	13%	-	6%	25%	17%	4%	20%	-	-	14%	-	13%	13%	24%	8%	22%
Text or voice mails delivered late	29	8	18	6	10	13	8	16	-	-	8	-	5	3	-	4	4	-	-	16	-	8	5	3	7	9
12%	10%	8%	13%	11%	8%	13%	11%	11%	-	-	13%	-	14%	15%	-	16%	11%	-	-	11%	-	10%	9%	14%	9%	12%
Poor line quality	3	-	-	1	-	-	2	1	-	-	2	-	2	-	-	2	-	-	-	1	-	1	-	-	1	-
1%	-	-	2%	-	-	3%	1%	1%	-	-	3%	-	6%	-	-	8%	-	-	-	1%	-	1%	-	-	1%	-
Connection speed slower than advertised or led to expect	2	-	-	4	-	-	5	3	-	-	5	-	2	3	-	2	3	-	-	3	-	1	2	-	1	2
1%	-	-	9%abcd	-	-	8%abcd	2%	2%	-	-	8%	-	6%	15%	-	8%	9%	-	-	2%	-	1%	4%	-	1%	3%
Problems with voice over internet (VOIP) telephone calls	1	-	-	2	-	-	1	1	-	-	1	-	-	1	-	1	-	-	-	1	-	1	-	-	1	-
*	-	-	4%abcd	-	-	2%	1%	1%	-	-	2%	-	-	5%	-	-	3%	-	-	1%	-	1%	-	-	1%	-
Poor picture quality	-	-	-	1	-	-	2	-	-	-	2	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-
-	-	-	2%ab	-	-	3%abcd	-	-	-	-	3%	-	3%	5%	-	-	6%	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	-	1	-	-	2	-	-	-	2	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-
-	-	-	2%ab	-	-	3%abcd	-	-	-	-	3%	-	3%	5%	-	-	6%	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	5	1	2	-	3	2	-	5	-	-	-	-	-	-	-	-	-	-	-	5	-	2	2	1	3	2
2%	1%	1%	-	3%	1%	-	3%	3%	-	-	-	-	-	-	-	-	-	-	-	3%	-	3%	4%	5%	4%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier								EE						GFFGAFF						O2															
	Issue								Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved												
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	84*	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	30*	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)
Total	182	73*	154	44*	102	118	81*	125	-**	182	-**	105	66*	11**	94*	84*	-**	73*	-**	-**	-**	41*	20**	12**	43*	30*	-**	154	-**	-**	-**	90*	46*	18**	73*	81*
Switching issues (e.g. problems trying to switch or problems porting your number)	107	37	75	19	66	66	38	56	-	107	-	57	41	9	59	47	-	37	-	-	-	19	12	6	22	15	-	75	-	-	-	50	17	8	40	35
Time taken to install the service	3	-	-	3	-	4	-	-	-	3	-	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed/ moved installation appointment	3	-	-	4	-	4	2	-	-	3	-	2	1	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Time taken to repair a fault	3	-	-	2	-	2	-	-	-	3	-	2	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed/moved repair appointment	2	-	-	3	-	2	-	-	-	2	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Complaining about an engineer	2	-	-	1	-	3	-	-	-	2	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arranging an installation	2	-	-	4	-	4	1	-	-	2	-	1	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arranging an appointment for an engineer visit	1	-	-	2	-	4	-	-	-	1	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damage to property during repair	1	-	-	2	-	2	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damage to property during installation	-	-	-	2	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	66	36	79	17	36	52	27	67	-	66	-	40	24	2	31	33	-	36	-	-	-	22	8	6	21	15	-	79	-	-	-	40	29	10	33	46
	36%	49%	51%	39%	35%	44%	33%	54%	-	36%	-	38%	36%	18%	33%	39%	-	49%	-	-	-	54%	40%	50%	49%	50%	-	51%	-	-	44%	43%	56%	45%	57%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/ij/z - g/h/lj - k/l/m - n/o - p/q/r/s - tu/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier								SKY						TESCO MOBILE						THREE																
									Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	182	73*	154	44*	102	118	81*	125	-**	44*	-**	-**	24**	38**	2**	21**	23**	-**	102	-**	-**	-**	54*	38*	10**	50*	52*	-**	118	-**	-**	-**	60*	44*	14**	53*	65*
Switching issues (e.g. problems trying to switch or problems porting your number)	107	37	75	19	66	66	38	56	-	19	-	-	12	6	1	7	12	-	66	-	-	-	40	20	6	31	35	-	66	-	-	-	34	25	7	28	38
	59%	51%	49%	43%	65% bcdf	56%	47%	45%	-	43%	-	-	50%	33%	50%	33%	52%	-	65%	-	-	-	74% kl	53%	60%	62%	67%	-	56%	-	-	-	57%	57%	50%	53%	58%
Time taken to install the service	3	-	-	3	-	4	-	-	3	-	-	2	1	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	7% bcdf	-	5% bcdf	-	-	7%	-	-	8%	6%	-	10%	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Missed/ moved installation appointment	3	-	-	4	-	4	2	-	4	-	-	4	-	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	9% abcd	-	5% bcdf	2%	-	9%	-	-	17%	-	-	14%	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Time taken to repair a fault	3	-	-	2	-	2	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	5% bcdf	-	2%	-	-	5%	-	-	8%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Missed/moved repair appointment	2	-	-	3	-	2	-	-	3	-	-	2	1	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	7% abcd	-	2%	-	-	7%	-	-	8%	6%	-	14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Complaining about an engineer	2	-	-	1	-	3	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	2%	-	4% bd	-	-	2%	-	-	4%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Arranging an installation	2	-	-	4	-	4	1	-	4	-	-	2	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	9% abcd	-	5% bcdf	1%	-	9%	-	-	8%	11%	-	10%	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Arranging an appointment for an engineer visit	2	-	-	2	-	4	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	5% bcdf	-	4% bd	-	-	5%	-	-	8%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Damage to property during repair	1	-	-	2	-	2	-	-	2	-	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	5% bcdf	-	2%	-	-	5%	-	-	4%	6%	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Damage to property during installation	-	-	-	2	-	3	1	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	5% bcdf	-	3% bcdf	1%	-	5%	-	-	8%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue	66	36	79	17	36	52	27	67	-	17	-	7	9	1	8	9	-	36	-	-	-	14	18	4	19	17	-	52	-	-	-	26	19	7	25	27	
	36%	49% g	51% cd	39%	35%	44%	33%	54% cd	-	39%	-	29%	50%	50%	38%	39%	-	35%	-	-	-	26%	47% kl	40%	38%	33%	-	44%	-	-	-	43%	43%	50%	47%	42%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Supplier							VIRGIN MEDIA							VODAFONE												
								Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	182	73*	154	44*	102	118	81*	125	-**	81*	-**	-**	44*	29**	8**	32*	49*	-**	125	-**	-**	-**	71*	38*	16**	58*	66*
Switching issues (e.g. problems trying to switch or problems porting your number)	107	37	75	19	66	66	38	56	-	38	-	-	22	12	4	16	22	-	56	-	-	-	32	19	5	26	29
	59%	51%	49%	43%	65% bc	56%	47%	45%	-	47%	-	-	50%	41%	50%	50%	45%	-	45%	-	-	-	45%	50%	31%	45%	44%
Time taken to install the service	3	-	-	3	-	-	4	-	4	-	-	1	2	1	2	2	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	7% abcd	-	-	5% bc	-	5%	-	-	2%	7%	13%	6%	4%	-	-	-	-	-	-	-	-	-	-	-
Missed/ moved installation appointment	3	-	-	4	-	-	4	2	4	-	-	3	1	-	3	1	-	2	-	-	-	1	1	-	-	2	
	2%	-	-	9% abcd	-	-	9% abcd	2%	5%	-	-	7%	3%	-	9%	2%	-	2%	-	-	-	1%	3%	-	-	3%	
Time taken to repair a fault	3	-	-	2	-	-	2	-	2	-	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	
	2%	-	-	5% bc	-	-	2%	-	2%	-	-	5%	-	-	3%	2%	-	-	-	-	-	-	-	-	-	-	
Missed/moved repair appointment	2	-	-	3	-	-	2	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	7% abcd	-	-	2%	-	2%	-	-	5%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	
Complaining about an engineer	2	-	-	1	-	-	3	-	3	-	-	2	1	-	1	2	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	2%	-	-	4% bc	-	4%	-	-	5%	3%	-	3%	4%	-	-	-	-	-	-	-	-	-	-	
Arranging an installation	2	-	-	4	-	-	4	1	4	-	-	1	2	1	1	3	-	1	-	-	-	1	-	-	1	-	
	1%	-	-	9% abcd	-	-	9% abcd	1%	5%	-	-	2%	7%	13%	3%	6%	-	1%	-	-	-	1%	-	-	2%	-	
Arranging an appointment for an engineer visit	2	-	-	2	-	-	4	-	4	-	-	4	-	-	2	2	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	5% bc	-	-	9% bc	-	5%	-	-	9%	-	-	6%	4%	-	-	-	-	-	-	-	-	-	-	
Damage to property during repair	1	-	-	2	-	-	2	-	2	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	
	1%	-	-	5% abcd	-	-	2%	-	2%	-	-	2%	3%	-	3%	2%	-	-	-	-	-	-	-	-	-	-	
Damage to property during installation	-	-	-	2	-	-	3	1	3	-	-	3	-	-	-	3	-	1	-	-	-	1	-	-	-	1	
	-	-	-	5% abcd	-	-	4% abcd	1%	4%	-	-	7%	-	-	6%	6%	-	1%	-	-	-	1%	-	-	-	2%	
A different issue	66	36	79	17	36	52	27	67	-	27	-	13	11	3	11	16	-	67	-	-	-	38	18	11	31	36	
	36%	49% bc	51% abcd	39%	35%	44%	33%	54%	-	33%	-	30%	38%	38%	34%	33%	-	54%	-	-	-	54%	47%	69%	53%	55%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
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Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Supplier								EE					GFFGAFF					O2																	
									Issue			Satisfaction		Complaint resolved							Issue			Satisfaction		Complaint resolved										
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	44*	21**	33*	7**	16**	26**	8**	38*	-**	-**	-**	44*	26**	14**	4**	23**	8**	14**	-**	-**	-**	21**	11**	8**	2**	7**	13**	-**	-**	-**	33*	19**	9**	5**	19**	11**
Change to your package or service (upgrading or downgrading your service)	14	4	14	-	2	8	-	13	-	-	-	14	10	4	-	12	2	-	-	-	4	2	2	-	2	2	-	-	-	14	9	4	1	9	3	
Keeping your mobile phone number when changing suppliers	11	3	5	1	6	6	2	5	-	-	-	11	6	4	1	5	4	-	-	-	3	2	1	-	2	1	-	-	-	5	4	-	1	4	1	
Service not performing as advertised or as told in store/over the phone	7	4	3	2	2	4	1	3	-	-	-	7	5	2	-	3	3	-	-	-	4	2	2	-	1	3	-	-	-	3	1	2	-	1	1	
Switching issues (e.g. problems trying to switch or problems porting your number)	6	2	2	2	1	2	2	4	-	-	-	6	4	-	2	4	2	-	-	-	2	2	-	-	1	1	-	-	-	2	-	1	1	1	1	
Complaining about the terms of your contract	4	5	8	2	2	5	2	9	-	-	-	4	2	1	1	2	-	-	-	5	4	-	1	1	4	-	-	-	8	4	4	-	4	3		
A different issue (please describe it briefly in your own words)	7	5	4	-	4	5	2	6	-	-	-	7	4	3	-	3	3	-	-	-	5	-	4	1	-	4	-	-	4	2	-	2	1	3		
	16%	24%	12%	-	25%	19%	25%	16%	-	-	-	16%	15%	21%	-	9%	21%	-	-	-	24%	-	50%	50%	-	31%	-	-	12%	11%	-	40%	5%	27%		

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Supplier								SKY						TESCO MOBILE						THREE															
									Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	44*	21**	33*	7**	16**	26**	8**	38*	-**	-**	-**	7**	4**	2**	1**	1**	8**	6**	-**	-**	-**	16**	9**	3**	4**	7**	8**	-**	-**	-**	26**	13**	8**	5**	15**	9**
Change to your package or service (upgrading or downgrading your service)	14	4	14	-	2	8	-	13	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	1	1	-	-	-	8	6	-	2	6	2	
	32%	19%	42%	-	13%	31%	-	34%	-	-	-	-	-	-	-	-	-	-	-	-	13%	22%	-	-	14%	13%	-	-	-	31%	46%	-	40%	40%	22%	
Keeping your mobile phone number when changing suppliers	11	3	5	1	6	6	2	5	-	-	-	1	-	1	-	1	-	-	-	-	6	5	-	1	2	4	-	-	-	6	3	3	-	4	2	
	25%	14%	15%	14%	38%	23%	25%	13%	-	-	-	14%	-	50%	-	100%	-	-	-	-	38%	56%	-	25%	29%	50%	-	-	-	23%	23%	38%	-	27%	22%	
Service not performing as advertised or as told in store/over the phone	7	4	3	2	2	4	1	3	-	-	-	2	2	-	-	2	-	-	-	-	2	1	1	-	2	-	-	-	4	2	2	-	3	1		
	16%	19%	9%	29%	13%	15%	13%	8%	-	-	-	29%	50%	-	-	33%	-	-	-	-	13%	11%	33%	-	29%	-	-	-	15%	15%	25%	-	20%	11%		
Switching issues (e.g. problems trying to switch or problems porting your number)	6	2	2	2	1	2	2	4	-	-	-	2	2	-	-	2	-	-	-	1	-	-	1	-	1	-	-	-	2	2	-	-	2	-		
	14%	10%	6%	29%	6%	8%	25%	11%	-	-	-	29%	50%	-	-	33%	-	-	-	6%	-	-	25%	-	13%	-	-	-	8%	15%	-	-	13%	-		
Complaining about the terms of your contract	4	5	8	2	2	5	2	9	-	-	-	2	-	1	1	-	2	-	-	2	-	1	1	-	2	-	-	-	5	1	3	1	1	2		
	9%	24%	24%	29%	13%	19%	25%	24%	-	-	-	29%	-	50%	100%	-	33%	-	-	-	13%	-	33%	25%	-	25%	-	-	19%	8%	38%	20%	7%	22%		
A different issue (please describe it briefly in your own words)	7	5	4	-	4	5	2	6	-	-	-	-	-	-	-	-	-	-	-	4	2	1	1	2	1	-	-	-	5	2	-	3	2	3		
	16%	24%	12%	-	25%	19%	25%	16%	-	-	-	-	-	-	-	-	-	-	-	25%	22%	33%	25%	29%	13%	-	-	-	19%	15%	-	60%	13%	33%		

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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**Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else**

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	44*	21**	33*	7**	16**	26**	8**	38*	-**	-**	-**	8**	5**	3**	-**	6**	2**	-**	-**	-**	38*	26**	8**	4**	20**	14**
Change to your package or service (upgrading or downgrading your service)	14 32%	4 19%	14 42%	-	2 13%	8 31%	-	13 34%	-	-	-	-	-	-	-	-	-	-	-	-	13 34%	10 38%	2 25%	1 25%	9 45%	3 21%
Keeping your mobile phone number when changing suppliers	11 25%	3 14%	5 15%	1 14%	6 38%	6 23%	2 25%	5 13%	-	-	-	2 25%	1 20%	1 33%	-	2 33%	-	-	-	-	5 13%	3 12%	1 13%	1 25%	2 10%	1 7%
Service not performing as advertised or as told in store/over the phone	7 16%	4 19%	3 9%	2 29%	2 13%	4 15%	1 13%	3 8%	-	-	-	1 13%	-	1 33%	-	1 17%	-	-	-	-	3 8%	2 8%	1 13%	-	2 10%	1 7%
Switching issues (e.g. problems trying to switch or problems porting your number)	6 14%	2 10%	2 6%	2 29%	1 6%	2 8%	2 25%	4 11%	-	-	-	2 25%	2 40%	-	-	1 17%	1 50%	-	-	-	4 11%	3 12%	1 13%	-	1 5%	3 21%
Complaining about the terms of your contract	4 9%	5 24%	8 24%	2 29%	2 13%	5 19%	2 25%	9 24%	-	-	-	2 25%	-	2 67%	-	1 17%	1 50%	-	-	-	9 24%	7 27%	2 25%	-	4 20%	4 29%
A different issue (please describe it briefly in your own words)	7 16%	5 24%	4 12%	-	4 25%	5 19%	2 25%	6 16%	-	-	-	2 25%	2 40%	-	-	2 33%	-	-	-	-	6 16%	3 12%	1 13%	2 50%	3 15%	3 21%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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

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

Supplier	EE																GIFFGAFF												O2											
	Issue																Issue												Issue											
	Satisfaction																Satisfaction												Satisfaction											
Complaint resolved																Complaint resolved												Complaint resolved												
EE (a)	GIFFGAFF (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)						
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340					
Only/mainly on the phone	306	45	247	58	92	194	74	186	133	51	103	19	169	101	36	151	152	11	14	18	2	26	15	4	27	18	105	42	85	15	137	64	46	127	117					
	40% ft	19%	36% cc	41% cc	27% cz	39% cc	34% cz	33% cz	45% h	28%	43% h	43%	40%	40%	40%	40%	41%	18%	19%	21%	10%	21%	17%	15%	21%	17%	37% kc	27%	39% q	45% q	38% q	29%	46% u	38%	34%					
Only/mainly via mobile app	92	42	85	19	38	70	23	92	27	27	35	3	48	35	9	51	39	12	13	15	2	22	17	3	27	15	37	24	21	3	41	34	10	45	38					
	12%	18% abce	12%	13%	11%	14%	10%	16% abce	9%	15%	15% g	7%	11%	14%	10%	14%	11%	20%	18%	18%	10%	18%	19%	11%	21%	14%	13%	16%	10%	9%	11%	15%	10%	13%	11%					
Only/mainly via webchat	84	33	83	13	55	74	21	99	30	18	33	3	48	22	14	44	39	10	6	11	6	16	13	4	19	13	37	11	30	5	44	27	12	45	38					
	11%	14%	12%	9%	16% aeey	15%	10%	18% aeey	10%	10%	14%	7%	11%	9%	16%	12%	11%	17%	8%	13%	29%	13%	15%	15%	15%	12%	13%	7%	14% q	15%	12%	12%	13%	11%						
Only/mainly via email	70	31	64	15	27	39	28	59	22	22	21	5	40	26	4	34	36	10	9	9	3	14	14	3	15	16	26	17	17	4	34	26	4	31	33					
	9%	13% cd	9%	11%	8%	8%	15% cd	11%	7%	12%	9%	11%	10%	10%	4%	9%	10%	17%	12%	11%	14%	11%	16%	11%	12%	15%	9%	11%	8%	12%	9%	12% u	4%	9%	10%					
Only/mainly in store	57	18	60	7	45	35	14	34	50	17	7	3	31	20	6	28	28	4	5	8	1	5	9	4	5	13	23	19	16	2	31	20	9	28	32					
	7%	8%	9%	5%	11% abdefgh	2%	6%	6%	10% aj	9% aj	3%	7%	7%	8%	7%	7%	8%	7%	7%	10%	5%	4%	10%	15%	4%	4%	8%	12%	7%	6%	9%	9%	9%	8%	9%					
Only/mainly via web form	55	27	52	7	32	36	26	37	24	20	10	1	33	14	8	28	25	7	9	9	2	15	6	6	15	12	17	17	16	2	29	18	5	22	29					
	7%	11% af	8%	5%	9%	7%	12% adef	7%	8%	11% af	4%	2%	8%	6%	9%	7%	7%	12%	12%	11%	10%	12%	7%	22%	12%	11%	6%	11%	7%	6%	8%	8%	5%	7%	9%					
Only/mainly by social media	49	16	49	16	20	22	17	21	18	12	18	1	24	18	7	18	31	2	7	6	1	7	8	1	9	6	17	11	21	-	27	16	6	17	32					
	6% l	7%	7% df	11% acdf	6%	4%	8% l	4%	6%	7%	8%	2%	6%	7%	8%	5%	8%	3%	10%	7%	5%	6%	9%	4%	7%	6%	6%	6%	7%	10%	-	7%	7%	6%	5%	9% w				
Only/mainly by letter	32	16	37	5	24	25	14	19	10	13	7	2	15	14	3	15	15	4	6	6	-	9	5	2	5	11	16	11	9	1	15	17	5	17	19					
	4%	7% l	5%	4%	7% af	5%	6%	3%	3%	7% l	3%	5%	4%	6%	3%	4%	4%	7%	8%	7%	-	7%	6%	7%	4%	10%	6%	7%	4%	3%	4%	8%	5%	5%	6%					
Only/mainly via another contact method	5	1	1	1	1	4	1	5	2	-	2	1	4	1	-	3	2	-	1	-	-	1	-	-	-	1	-	1	-	-	-	-	1	1	-					
	1%	*	*	1%	*	1%	*	1%	1%	-	1%	1%	1%	*	-	1%	1%	-	1%	-	-	1%	-	-	-	1%	-	1%	-	-	-	-	1%	*	-					
Don't know	12	9	6	-	5	3	2	8	2	2	2	6	7	3	2	3	4	-	3	2	4	8	1	-	7	1	3	1	1	1	3	2	1	3	2					
	2%	4% abdefn	1%	-	1%	1%	1%	1%	1%	1%	1%	14% defn	2%	1%	2%	1%	1%	-	4%	2%	19%	7%	1%	-	5%	1%	1%	1%	*	3%	1%	1%	1%	1%	1%					

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/yz - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier										SKY						TESCO MOBILE						THREE													
											Issue			Complaint resolved			Issue						Satisfaction			Complaint resolved										
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
Only/mainly on the phone	306	45	247	58	92	194	74	186	17	16	23	2	25	22	11	26	31	41	21	24	6	48	35	9	51	40	85	32	65	12	87	71	36	85	108	
	40% zfa	19%	36% ccz	41% ccz	27% cz	39% ccz	34% cz	33% cz	38%	36%	51%	29%	33%	45%	69%	37%	46%	32%	21%	26%	38%	28%	28%	19%	30%	24%	43% kc	27%	40% qz	46%	35%	41%	47%	36%	41%	
Only/mainly via mobile app	92	42	85	19	38	70	23	92	7	8	2	2	9	7	3	8	11	11	15	11	1	19	17	2	17	21	27	15	26	2	45	21	4	37	33	
	12%	18% abz	12%	13%	11%	14%	10%	16% abz	16%	18% ic	4%	29%	12%	14%	19%	11%	16%	8%	15%	12%	6%	11%	14%	4%	10%	13%	14%	13%	16%	8%	16% uv	12%	5%	16%	13%	
Only/mainly via webchat	84	33	83	13	55	74	21	99	6	2	4	1	10	2	1	8	5	23	13	18	1	29	13	13	30	25	30	17	23	4	32	26	16	38	36	
	11%	14%	12%	9%	16% aez	15%	10%	18% abz	13%	5%	9%	14%	13%	4%	6%	11%	7%	18%	13%	20%	6%	17%	11%	28% kt	18%	15%	15%	14%	14%	15%	13%	15%	21%	16%	14%	
Only/mainly via email	70	31	64	15	27	39	28	59	5	7	3	-	12	3	-	9	6	12	6	7	2	14	12	1	15	11	18	14	5	2	24	13	2	21	17	
	9%	13% cd	9%	11%	8%	8%	15% cd	11%	11%	16%	7%	-	16%	6%	-	13%	9%	9%	6%	8%	13%	8%	10%	2%	9%	7%	9%	12% kt	12% kt	3%	8%	10% kt	7%	3%	9%	6%
Only/mainly in store	57	18	60	7	45	35	14	34	1	2	3	1	4	2	1	4	3	14	16	13	2	29	12	4	26	18	6	12	16	1	19	13	3	16	19	
	7%	8%	9%	5%	31% abdefz	2%	6%	6%	2%	5%	7%	14%	5%	4%	6%	6%	4%	11%	16%	14%	13%	17%	10%	9%	15%	12%	3%	15% cp	15% cp	4%	8%	7%	4%	7%	7%	
Only/mainly via web form	55	27	52	7	32	36	26	37	2	3	2	-	3	4	-	3	4	11	16	4	1	15	10	7	12	20	11	11	13	1	16	16	4	19	17	
	7%	11% afz	8%	5%	9%	7%	12% adlv	7%	4%	7%	4%	-	4%	8%	-	4%	6%	8%	16% kt	4%	6%	9%	8%	15%	7%	12%	6%	9%	8%	4%	6%	9%	5%	8%	6%	
Only/mainly by social media	49	16	49	16	20	22	17	21	4	4	7	1	10	6	-	9	7	8	6	6	-	6	9	5	10	10	7	7	7	1	12	6	4	9	13	
	6% l	7%	7% df	11% acdl	6%	4%	8% l	4%	9%	9%	16%	14%	13%	12%	-	13%	10%	6%	6%	7%	-	4%	7%	11%	6%	6%	4%	6%	4%	4%	5%	3%	5%	4%	5%	
Only/mainly by letter	32	16	37	5	24	25	14	19	3	2	-	-	3	2	-	3	1	8	8	7	1	8	12	4	8	16	12	7	6	-	13	6	6	9	16	
	4%	7% kl	5%	4%	7% akl	5%	6%	3%	7%	5%	-	-	4%	4%	-	4%	1%	6%	8%	8%	6%	5%	10%	9%	5%	10%	6%	6%	4%	-	5%	3%	8%	4%	6%	
Only/mainly via another contact method	5	1	1	1	1	4	1	5	-	-	1	-	-	1	-	1	-	-	-	1	-	-	-	-	1	-	-	3	1	-	2	-	2	1	3	
	1%	*	*	1%	*	1%	*	1%	-	-	2%	-	-	2%	-	1%	-	-	-	1%	-	-	1%	-	-	1%	-	3% cp	1%	-	1%	-	3% kt	*	1%	
Don't know	12	9	6	-	5	3	2	8	-	-	-	-	-	-	-	-	-	2	1	-	2	1	2	2	1	4	-	-	-	3	-	3	-	1	*	
	2%	4% abdefz	1%	-	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	2%	1%	-	2%	1%	2%	4%	1%	2%	-	-	-	-	12%	-	2% kt	-	-	

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Only/mainly on the phone	306	45	247	58	92	194	74	186	30	18	22	4	40	21	13	33	41	98	32	40	16	96	59	31	96	88
	40% cz	19%	36% cz	41% cz	27% a	39% cz	34% a	33%	43% h	22%	36%	50%	34%	29%	45%	33%	35%	40% cz	26%	26%	42%	31%	34%	41%	33%	34%
Only/mainly via mobile app	92	42	85	19	38	70	23	92	5	12	5	1	11	9	3	13	10	28	23	37	4	52	27	13	47	41
	12%	18% abzcd	12%	13%	11%	14%	10%	16%	7%	15%	8%	13%	9%	13%	10%	13%	9%	11%	18%	24% p	11%	17%	16%	17%	16%	16%
Only/mainly via webchat	84	33	83	13	55	74	21	99	5	8	7	1	11	5	5	7	14	51	14	29	5	59	26	14	57	41
	11%	14%	12%	9%	16% aez	15%	10%	18%	7%	10%	11%	13%	9%	7%	17%	7%	12%	21% q	11%	19%	13%	19%	15%	19%	20%	16%
Only/mainly via email	70	31	64	15	27	39	28	59	11	9	8	-	15	12	1	14	13	22	17	15	5	35	19	5	30	29
	9%	13% cd	9%	11%	8%	8%	13% d	11%	16%	11%	13%	-	13%	17%	3%	14%	11%	9%	14%	10%	13%	11%	11%	7%	10%	11%
Only/mainly in store	57	18	60	7	45	35	14	34	2	8	4	-	5	8	1	5	9	11	9	9	5	22	11	1	16	17
	7%	8%	9%	5%	11% abdefyz	7%	6%	6%	3%	10%	7%	-	4%	11%	3%	5%	8%	4%	7%	6%	13% p	7%	6%	1%	16	17
Only/mainly via web form	55	27	52	7	32	36	25	37	8	8	9	1	17	6	3	12	14	17	13	4%	6	17	17	3	17	18
	7%	11% ay	8%	5%	9%	7%	12% adz	7%	11%	10%	15%	13%	14%	8%	10%	12%	12%	7%	10%	7%	3%	5%	10%	4%	6%	7%
Only/mainly by social media	49	16	49	16	20	22	17	21	4	8	5	-	11	3	3	8	9	10	4	7	-	15	3	3	12	9
	6%	7%	7% d	11% acd	6%	4%	8%	4%	6%	10%	8%	-	9%	4%	10%	8%	8%	4%	3%	5%	-	5%	2%	4%	4%	3%
Only/mainly by letter	32	16	37	5	24	25	14	19	4	9	1	-	8	6	-	8	6	4	9	6	-	10	6	3	8	11
	4%	7%	5%	4%	7% a	5%	6%	3%	6%	11% i	2%	-	7%	8%	-	8%	5%	2%	7% p	4%	-	3%	3%	4%	3%	4%
Only/mainly via another contact method	5	1	1	1	1	4	1	5	1	-	-	-	-	1	-	-	-	3	2	2	-	3	2	-	3	2
	1%	*	*	1%	*	1%	*	1%	1%	-	-	-	-	1%	-	-	-	1%	1%	1%	-	1%	1%	-	1%	1%
Don't know	12	9	6	-	5	3	2	8	-	1	-	1	1	1	-	1	1	1	4	2	-	4	2	2	5	2
	2%	4% abzdey	1%	-	1%	1%	1%	1%	-	1%	-	13%	1%	1%	-	1%	1%	*	3% p	1%	5% pr	1%	1%	3%	2%	1%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

	Supplier										EE						GiffGaff						O2														
											Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved											
	EE	GiffGaff	O2	Sky	Tesco Mobile	Three	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No		
(a)	(z)	(b)	(y)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)			
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340		
10 - Extremely satisfied (10)	108	38	83	21	57	65	32	80	47	19	26	16	108	-	-	91	15	9	12	12	5	38	-	-	33	4	34	17	22	10	83	-	-	70	13		
9 - (9)	55	16	58	10	27	37	15	50	23	17	14	1	55	-	-	39	16	4	5	4	3	16	-	-	14	2	30	12	15	1	58	-	-	46	11		
8 - (8)	128	36	104	21	35	71	38	100	38	41	43	6	128	-	-	84	43	12	9	14	1	36	-	-	23	13	37	23	40	4	104	-	-	68	36		
7 - (7)	128	33	116	24	50	77	34	83	54	28	43	3	128	-	-	54	72	4	15	12	2	33	-	-	18	15	39	38	35	4	116	-	-	62	53		
6 - (6)	96	35	90	23	50	73	31	72	40	24	27	5	-	96	-	39	53	9	6	16	4	-	35	-	-	17	18	39	18	29	4	-	90	-	33	56	
5 - (5)	102	35	87	20	43	67	23	62	37	26	31	8	-	102	-	33	66	7	10	14	4	-	35	-	-	10	24	39	18	28	2	-	87	-	25	59	
4 - (4)	56	18	47	6	30	35	18	38	20	16	19	1	-	56	-	13	42	5	4	9	-	-	18	-	-	9	8	24	10	10	3	-	47	-	9	37	
3 - (3)	34	12	30	4	21	39	13	31	14	3	17	-	-	34	-	6	27	5	4	2	1	-	-	12	-	-	2	10	8	7	13	2	-	30	-	8	22
2 - (2)	22	7	25	7	16	10	8	14	11	2	8	1	-	22	-	5	17	2	5	-	-	-	-	7	-	-	2	5	8	5	11	1	-	25	-	5	20
1 - Extremely dissatisfied (1)	33	8	44	5	10	28	8	30	14	6	10	3	-	33	-	11	20	3	3	1	1	-	-	8	-	-	1	7	23	6	13	2	-	44	-	10	33
NET: Dissatisfied (1-3)	89	27	99	16	47	77	29	75	39	11	35	4	-	89	-	22	64	10	12	3	2	-	-	27	-	-	5	22	39	18	37	5	-	99	-	23	75
NET: Neutral (4-6)	254	88	224	49	123	175	72	172	97	66	77	14	-	254	-	85	161	21	20	39	8	-	88	-	-	36	50	102	46	67	9	-	224	-	67	152	
NET: Satisfied (7-10)	419	123	361	76	169	250	119	313	162	105	126	26	419	-	-	268	146	29	41	42	11	123	-	-	88	34	140	90	112	19	361	-	-	246	113		
Mean score	6.54	6.55	6.35	6.59	6.44	6.31	6.51	6.56	6.52	6.73	6.31	7.20	6.34	6.34	6.16	7.47	6.64	6.35	6.42	6.68	7.00	6.48	6.19	2.15	6.48	6.42	6.29	6.51	6.24	6.82	6.30	6.19	1.86	7.44	6.31		
Standard error	0.09	0.16	0.10	0.20	0.14	0.11	0.17	0.11	0.14	0.16	0.16	0.42	0.06	0.05	0.09	0.12	0.12	0.34	0.31	0.22	0.56	0.11	0.08	0.17	0.19	0.21	0.15	0.19	0.17	0.50	0.06	0.05	0.09	0.12	0.13		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

	Supplier										SKY						TESCO MOBILE						THREE													
											Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved										
	EE	GiffGaff	O2	Sky	Tesco Mobile	Three	Virgin Media	Vodafone	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
10 - Extremely satisfied (10)	108	38	83	21	57	65	32	80	4	11	6	-	21	-	-	19	2	20	17	17	3	57	-	-	49	8	29	13	19	4	65	-	-	56	9	
9 - (9)	55	16	58	10	27	37	15	50	9%	25% kl	13%	14%	10	-	-	7	3	10	6	6	5	27	-	-	17	10	14	9	11	3	37	-	-	30	7	
8 - (8)	128	36	104	21	35	71	38	100	10	6	5	-	21	-	-	12	8	15	12	8	-	35	-	-	20	14	27	18	23	3	71	-	-	50	21	
7 - (7)	128	33	116	24	50	77	34	83	8	5	8	3	24	-	-	12	11	19	19	11	1	50	-	-	29	21	29	20	25	3	77	-	-	32	44	
6 - (6)	96	35	90	23	50	73	31	72	6	7	8	2	-	23	-	11	12	13	20	17	-	-	50	-	-	22	28	18	23	28	4	-	23	-	27	44
5 - (5)	102	35	87	20	43	67	23	62	8	6	6	-	-	20	-	9	11	12	12	17	2	-	43	-	-	17	25	30	13	22	2	-	67	-	22	45
4 - (4)	56	18	47	6	30	35	18	38	1	5	-	-	-	6	-	-	17	6	6	1	-	30	-	-	7	22	16	8	9	2	-	35	-	7	27	
3 - (3)	34	12	30	4	21	39	13	31	1	-	3	-	-	-	4	-	11	4	3	3	-	-	-	6	15	15	9	12	3	-	-	39	6	33		
2 - (2)	22	7	25	7	16	10	8	14	2	-	4	1	-	-	7	1	6	6	4	5	1	-	16	-	-	2	14	4	1	5	-	-	10	1	9	
1 - Extremely dissatisfied (1)	33	8	44	5	10	28	8	30	1	2	2	-	-	-	5	-	7	2	1	-	-	-	10	-	-	1	9	14	4	8	2	-	28	4	24	
NET: Dissatisfied (1-3)	89	27	99	16	47	77	29	75	4	2	9	1	-	-	16	1	15	24	10	9	4	-	-	47	9	38	33	14	25	5	-	-	77	11	66	
NET: Neutral (4-6)	254	88	224	49	123	175	72	172	15	18	14	2	-	49	-	20	29	42	38	40	3	-	123	-	-	46	75	64	44	59	8	-	175	-	56	116
NET: Satisfied (7-10)	419	123	361	76	169	250	119	313	33%	41%	31%	29%	76	-	-	50	24	64	54	42	9	169	-	-	115	53	99	60	78	13	250	-	-	168	81	
Mean score	6.54	6.55	6.35	6.59	6.44	6.31	6.51	6.56	6.67	6.93	6.22	6.29	6.29	6.37	5.35	1.94	7.69	6.16	6.66	6.55	6.69	6.54	6.16	5.16m	2.23	7.49o	5.37	6.24	6.47	6.27	6.35	6.36m	6.22v	2.14	7.57x	5.20
Standard error	0.09	0.16	0.10	0.20	0.14	0.11	0.17	0.11	0.32	0.37	0.39	0.81	0.14	0.10	0.19	0.22	0.24	0.23	0.25	0.75	0.09	0.07	0.11	0.17	0.18	0.19	0.21	0.19	0.54	0.07	0.06	0.11	0.14	0.14		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

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

		Supplier								VIRGIN MEDIA										VODAFONE									
										Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
		EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total		762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258		
10 - Extremely satisfied (10)		108	38	83	21	57	65	32	80	13	8	9	2	32	-	-	30	2	43	15	15	7	80	-	-	71	8		
		14%	16%	12%	15%	17% ab	13%	15%	14%	19%	10%	15%	25%	27% kl	-	-	30% no	2%	18% r	12%	10%	18%	26% tuw	-	-	24% vw	3%		
9 - (9)		55	16	58	10	27	37	15	50	3	8	3	1	15	-	-	10	5	18	15	13	4	50	-	-	39	11		
		7%	7%	8%	7%	8%	7%	7%	9%	4%	10%	5%	13%	13% kl	-	-	10%	4%	7%	12%	9%	11%	16% tuw	-	-	13% vw	4%		
8 - (8)		128	36	104	21	35	71	38	100	11	14	11	2	38	-	-	21	17	44	23	25	8	100	-	-	65	33		
		17% ce	15%	15% ce	15%	10%	14%	17% ce	18%	16%	17%	18%	25%	32% kl	-	-	21%	15%	18%	18%	16%	21%	32% tuw	-	-	22% vw	13%		
7 - (7)		128	33	116	24	50	77	34	83	8	14	12	-	34	-	-	17	17	34	18	24	7	83	-	-	36	46		
		17%	14%	17%	17%	15%	15%	15%	15%	11%	17%	20%	-	29% kl	-	-	17%	15%	14%	14%	16%	18%	27% tuw	-	-	12%	18%		
6 - (6)		96	35	90	23	50	73	31	72	8	12	10	1	-	31	-	6	24	29	16	24	3	-	72	-	30	42		
		13%	15%	13%	16%	15%	14%	13%	13%	11%	15%	16%	13%	-	43% kl	-	6%	21% n	12%	13%	16%	8%	-	42% tuw	-	10%	10% w		
5 - (5)		102	35	87	20	43	67	23	62	7	10	5	1	-	23	-	10	13	26	13	19	4	-	62	-	23	36		
		13%	15%	13%	14%	13%	13%	10%	12%	10%	12%	8%	13%	-	13% kl	-	10%	11%	11%	10%	13%	11%	-	36% tuw	-	8%	12% w		
4 - (4)		56	18	47	6	30	35	18	38	5	7	5	1	-	18	-	3	14	17	9	11	1	-	38	-	11	25		
		7%	8%	7%	4%	9%	7%	8%	7%	7%	9%	8%	13%	-	19% kl	-	3%	12% n	7%	7%	7%	3%	-	22% tuw	-	4%	10% w		
3 - (3)		34	12	30	4	21	39	13	31	8	2	3	-	-	-	13	-	13	7	9	9	-	-	-	31	-	9	22	
		4%	5%	4%	3%	6%	8% ab	6%	6%	11% h	2%	5%	-	-	-	45%	-	11% n	5%	7%	6%	-	-	-	41% tu	-	3%	9% w	
2 - (2)		22	7	25	7	16	10	8	14	4	3	1	-	-	-	8	2	6	2	4	6	2	-	-	14	-	1	13	
		3%	3%	4%	5%	5% d	2%	4%	3%	6%	4%	2%	-	-	-	28%	2%	5%	1%	3%	4% np	5% np	-	-	19% tu	-	6	5% w	
1 - Extremely dissatisfied (1)		33	8	44	5	10	28	8	30	3	3	2	-	-	-	8	2	6	3	6	2	-	-	-	30	-	6	22	
		4%	3%	6% ce	4%	3%	6%	4%	5%	4%	4%	3%	-	-	-	28%	2%	5%	1%	3%	4%	5%	-	-	40% tu	-	2%	9% w	
NET: Dissatisfied (1-3)		89	27	99	16	47	77	29	75	15	8	6	-	-	-	29	4	25	34	16	21	4	-	-	75	-	16	57	
		12%	11%	14%	11%	14%	15%	13%	13%	21%	10%	10%	-	-	-	100%	4%	21% n	14%	13%	14%	11%	-	-	100% tu	-	5%	22% w	
NET: Neutral (4-6)		254	88	224	49	123	175	72	172	20	29	20	3	-	72	-	19	51	72	38	54	8	-	-	172	-	64	103	
		33%	37%	33%	35%	36%	35%	33%	31%	29%	36%	33%	38%	-	100% kl	-	19%	44% n	29%	30%	36%	21%	-	-	100% tuw	-	22%	32% w	
NET: Satisfied (7-10)		419	123	361	76	169	250	119	313	35	44	35	5	119	-	-	78	41	139	71	77	16	-	-	313	-	211	98	
		55%	52%	53%	54%	50%	50%	54%	56%	50%	54%	57%	63%	100% kl	-	-	77% no	35%	57%	57%	51%	68%	-	-	100% tuw	-	73% vw	38%	
Mean score		6.54	6.55	6.35	6.59	6.44	6.31	6.51	6.56	6.27	6.51	6.67	7.50	8.38	5.18	2.17	7.73	5.49	6.60	6.64	6.34	7.03	8.41	6.20	2.01	7.58	5.47		
Standard error		0.09	0.16	0.10	0.20	0.14	0.11	0.17	0.11	0.33	0.26	0.29	0.80	0.11	0.10	0.16	0.22	0.20	0.17	0.21	0.19	0.41	0.06	0.06	0.10	0.13	0.15		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/j/l - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								EE				GiffGaff				O2																			
									Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved															
	EE	GiffGaff	O2	Sky	Tesco Mobile	Three	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	
(a)	(z)	(b)	(y)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)		
Total	375	129	336	71*	170	235	101	291	152	94*	106	23**	268	85*	22**	375	34*	43*	45*	7**	88*	36*	5**	129	**	144	73*	100	19**	246	67*	23**	336	**		
10 - Extremely satisfied (10)	91	33	70	19	49	56	30	71	43	15	20	13	91	-	-	91	8	12	10	3	33	-	-	33	-	28	14	18	10	70	-	-	70	-		
	24%	26%	21%	27%	29%	24%	24%	24%	28%	16%	19%	57%	34%	-	-	24%	24%	28%	22%	43%	30%	-	-	26%	-	19%	19%	18%	53%	28%	-	-	21%	-		
9 -	39	14	46	7	17	30	10	39	18	13	7	1	39	-	-	39	4	5	3	2	14	-	-	14	-	24	8	13	1	46	-	-	46	-		
	10%	11%	14%	10%	10%	13%	10%	13%	12%	14%	7%	4%	15%	-	-	10%	12%	12%	7%	29%	16%	-	-	11%	-	17%	11%	13%	5%	19%	-	-	14%	-		
8 -	84	23	68	12	20	50	21	65	25	21	34	4	84	-	-	84	9	5	8	1	23	-	-	23	-	25	18	22	3	68	-	-	68	-		
	22%	18%	20%	17%	12%	21%	21%	22%	16%	22%	32%	17%	31%	-	-	22%	26%	12%	18%	14%	20%	-	-	18%	-	17%	25%	22%	16%	28%	-	-	20%	-		
7 -	54	18	62	12	29	32	17	36	24	16	14	-	54	-	-	54	3	6	8	1	18	-	-	18	-	27	15	17	3	62	-	-	62	-		
	14%	14%	18%	17%	17%	14%	17%	12%	16%	17%	13%	-	20%	-	-	14%	9%	14%	18%	14%	20%	-	-	14%	-	19%	21%	17%	16%	25%	-	-	18%	-		
6 -	39	17	35	11	22	27	6	30	10	13	9	1	39	-	-	39	6	2	9	-	17	-	-	17	-	16	3	14	-	-	33	-	-	33	-	
	10%	13%	10%	15%	13%	11%	6%	10%	11%	13%	9%	4%	45%	-	-	10%	18%	5%	20%	-	47%	-	-	13%	-	11%	4%	14%	-	-	49%	-	-	10%	-	
5 -	33	10	25	9	17	22	10	23	14	7	10	2	33	-	-	33	2	4	4	-	10	-	-	10	-	11	6	8	-	-	25	-	-	25	-	
	9%	8%	7%	13%	10%	9%	10%	8%	9%	7%	9%	9%	33%	-	-	9%	6%	9%	9%	-	29%	-	-	8%	-	8%	8%	8%	-	-	37%	-	-	7%	-	
4 -	13	9	9	-	7	7	3	11	5	4	4	-	13	-	-	13	2	4	3	-	9	-	-	9	-	4	3	1	1	-	-	9	-	-	9	-
	3%	7%	3%	-	4%	3%	3%	4%	3%	4%	4%	-	15%	-	-	3%	6%	9%	7%	-	25%	-	-	7%	-	3%	4%	1%	5%	-	-	13%	-	-	3%	-
3 -	6	2	8	-	6	6	-	9	2	1	3	-	6	-	-	6	-	-	-	-	2	-	-	2	-	2	2	3	1	-	-	8	-	-	8	-
	2%	2%	2%	-	4%	3%	-	3%	1%	1%	3%	-	27%	-	-	2%	-	5%	-	-	40%	-	-	2%	-	1%	3%	3%	5%	-	-	35%	-	-	2%	-
2 -	5	2	5	1	2	1	2	1	2	1	1	1	5	-	-	5	-	-	-	-	2	-	-	2	-	2	1	2	-	-	-	5	-	-	5	-
	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	4%	23%	-	-	1%	-	5%	-	-	40%	-	-	2%	-	1%	1%	2%	-	-	-	22%	-	-	1%	-
1 - Extremely dissatisfied (1)	11	1	10	-	1	4	2	6	3	4	3	1	11	-	-	11	-	-	-	-	1	-	-	1	-	5	3	2	-	-	-	10	-	-	10	-
	3%	1%	3%	-	1%	2%	2%	2%	2%	4%	3%	4%	3%	11%	-	-	3%	-	-	-	20%	-	-	1%	-	3%	4%	2%	-	-	-	43%	-	-	3%	-
NET: Dissatisfied (1-3)	22	5	23	1	9	11	4	16	7	6	7	2	22	-	-	22	-	-	-	-	5	-	-	5	-	9	6	7	1	-	-	23	-	-	23	-
	6%	4%	7%	1%	5%	5%	4%	5%	5%	6%	7%	9%	6%	-	-	6%	-	12%	-	-	100%	-	-	4%	-	6%	8%	7%	5%	-	-	100%	-	-	7%	-
NET: Neutral (4-6)	85	36	67	20	46	56	19	64	35	23	24	3	85	-	-	85	10	10	16	-	36	-	-	36	-	31	12	23	1	-	-	67	-	-	67	-
	23%	28%	20%	28%	27%	24%	19%	22%	23%	24%	23%	13%	100%	-	-	23%	23%	23%	36%	-	100%	-	-	28%	-	22%	16%	23%	5%	-	-	100%	-	-	20%	-
NET: Satisfied (7-10)	268	88	246	50	115	168	78	211	110	65	75	18	268	-	-	268	24	28	29	7	88	-	-	88	-	104	55	70	17	246	-	-	246	-		
	71%	68%	73%	70%	68%	71%	77%	73%	72%	69%	71%	78%	100%	-	-	71%	71%	65%	64%	100%	100%	-	-	68%	-	72%	75%	70%	89%	100%	-	-	73%	-		
Mean score	7.47	7.48	7.43	7.69	7.49	7.57	7.73	7.58	7.63	7.22	7.29	8.26	8.62	5.31	1.77	7.47	7.74	7.12	7.40	9.00	5.70	5.22	2.20	7.48	-	7.41	7.29	7.35	8.47	8.50	5.36	1.91	7.43	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								SKY				TESCO MOBILE				THREE																				
									Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved																
	EE	GiffGaff	O2	Sky	Tesco Mobile	Three	Virgin Media	Vodafone	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	375	129	336	71*	170	235	101	291	29**	21**	20**	1**	50*	20**	1**	71*	**	67*	50*	46*	7**	115	46*	9**	170	**	102	53*	65*	15**	168	56*	11**	235	**		
10 - Extremely satisfied (10)	91	33	70	19	49	56	30	71	3	10	6	-	19	-	-	19	-	18	13	15	3	49	-	-	49	-	28	10	14	4	56	-	-	56	-		
	24%	26%	21%	27%	29%	24%	30%	24%	10%	48%	30%	-	38%	-	-	27%	-	27%	26%	33%	43%	43%	-	-	29%	-	27%	19%	22%	27%	43%	-	-	24%	-		
9 -	39	14	46	7	17	30	10	39	4	1	2	-	7	-	-	7	-	8	4	2	3	17	-	-	17	-	12	7	8	3	30	-	-	30	-		
	10%	11%	14%	10%	10%	13%	10%	13%	14%	5%	10%	-	14%	-	-	10%	-	12%	8%	4%	43%	15%	-	-	10%	-	12%	13%	12%	20%	18%	-	-	13%	-		
8 -	84	23	68	12	20	50	21	65	7	2	3	-	12	-	-	12	-	10	4	6	6	20	-	-	20	-	22	11	15	2	50	-	-	50	-		
	22%	18%	20%	17%	12%	21%	21%	22%	24%	10%	15%	-	24%	-	-	17%	-	15%	8%	13%	-	17%	-	-	12%	-	22%	21%	23%	13%	30%	-	-	21%	-		
7 -	54	18	62	12	29	32	17	36	7	2	3	-	12	-	-	12	-	11	11	7	7	29	-	-	29	-	11	8	11	2	32	-	-	32	-		
	14%	14%	18%	17%	17%	14%	17%	12%	24%	10%	15%	-	24%	-	-	17%	-	16%	22%	15%	-	25%	-	-	17%	-	11%	15%	17%	13%	19%	-	-	14%	-		
6 -	39	17	33	11	22	27	6	30	3	3	4	1	-	11	-	-	9	6	7	7	-	22	-	-	22	-	11	4	12	-	-	27	-	-	27	-	
	10%	13%	10%	15%	13%	11%	6%	10%	10%	14%	20%	100%	-	35%	-	-	15%	-	13%	12%	15%	-	48%	-	-	13%	-	11%	8%	18%	-	-	48%	-	-	11%	-
5 -	33	10	25	9	17	22	10	23	5	3	1	-	9	-	-	9	-	4	6	6	1	17	-	-	17	-	12	6	2	2	-	22	-	-	22	-	
	9%	8%	7%	13%	10%	9%	10%	8%	17%	14%	5%	-	45%	-	-	13%	-	6%	12%	13%	14%	37%	-	-	10%	-	12%	11%	3%	13%	-	39%	-	-	9%	-	
4 -	13	9	9	-	7	7	3	11	-	-	-	-	-	-	-	-	2	3	2	-	-	7	-	-	7	-	1	2	3	1	-	7	-	-	7	-	
	3%	7%	3%	-	4%	3%	3%	4%	-	-	-	-	-	-	-	-	3%	6%	4%	-	-	15%	-	-	4%	-	1%	4%	5%	7%	-	18%	-	-	3%	-	
3 -	6	2	8	-	6	6	-	9	-	-	-	-	-	-	-	-	5	-	1	-	-	-	-	-	6	-	3	3	-	-	-	-	6	-	6	-	
	2%	2%	2%	-	4%	3%	-	3%	-	-	-	-	-	-	-	-	7%	-	2%	-	-	-	-	-	4%	-	3%	6%	-	-	-	-	55%	-	3%	-	
2 -	5	2	5	1	2	1	2	1	-	-	1	-	1	-	-	1	-	-	2	-	-	-	-	-	2	-	1	-	-	-	-	-	1	-	1	-	
	1%	2%	1%	1%	1%	*	2%	*	-	-	5%	-	100%	-	-	100%	-	-	4%	-	-	-	-	-	22%	-	1%	-	-	-	-	-	9%	-	*	-	
1 - Extremely dissatisfied (1)	11	1	10	-	1	4	2	6	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	1	2	-	1	-	-	4	-	4	-		
	3%	1%	3%	-	1%	2%	2%	2%	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	11%	-	1%	1%	4%	-	7%	-	36%	-	2%	-		
NET: Dissatisfied (1-3)	22	5	23	1	9	11	4	16	-	-	1	-	-	-	1	-	5	3	1	-	-	-	-	9	-	5	5	-	1	-	-	11	-	11	-		
	6%	4%	7%	1%	5%	5%	4%	5%	-	-	5%	-	-	-	100%	-	7%	6%	2%	-	-	-	100%	-	5%	-	5%	9%	-	7%	-	100%	-	5%	-		
NET: Neutral (4-6)	85	36	67	20	46	56	19	64	8	6	5	1	-	20	-	20	-	15	15	15	1	-	46	-	46	-	24	12	17	3	-	35	-	56	-		
	23%	28%	20%	28%	27%	24%	19%	22%	28%	29%	25%	100%	-	100%	-	28%	-	22%	30%	33%	14%	-	100%	-	27%	-	24%	23%	26%	20%	-	100%	-	24%	-		
NET: Satisfied (7-10)	268	88	267	50	115	168	78	211	21	15	14	-	50	-	-	50	-	47	32	30	6	115	-	-	115	-	73	36	48	11	168	-	-	168	-		
	71%	68%	73%	70%	68%	71%	77%	73%	72%	71%	70%	-	100%	-	-	70%	-	70%	64%	65%	86%	100%	-	-	68%	-	72%	68%	74%	73%	100%	-	-	71%	-		
Mean score	7.47	7.48	7.43	7.69	7.49	7.57	7.73	7.58	7.38	8.19	7.70	6.00	8.66	5.55	2.00	7.69	-	7.55	7.16	7.57	8.86	6.74	5.33	2.56	7.49	-	7.68	7.17	7.74	7.47	8.64	5.36	2.18	7.57	-		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/lj - k/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								VIRGIN MEDIA							VODAFONE											
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	375	129	336	71*	170	235	101	291	38*	32*	25**	6**	78*	19**	4**	101	-**	136	58*	77*	20**	211	64*	16**	291	-**	
10 - Extremely satisfied (10)	91	33	70	19	49	56	30	71	12	7	9	2	30	-	-	30	-	38	13	14	6	71	-	-	71	-	
	24%	26%	21%	27%	29% b	24%	30%	24%	32%	22%	36%	33%	38%	-	-	30%	-	28%	22%	18%	30%	34% u	-	-	24%	-	
9 - (9)	39	14	46	7	17	30	10	39	2	5	2	1	10	-	-	10	-	16	11	9	3	39	-	-	39	-	
	10%	11%	14%	10%	10%	13%	10%	13%	5%	16%	8%	17%	13%	-	-	10%	-	12%	19%	12%	15%	18% u	-	-	13%	-	
8 - (8)	84	23	68	12	20	50	21	65	9	4	7	1	21	-	-	21	-	28	17	17	3	65	-	-	65	-	
	22% c	18%	20% c	17%	12%	21% c	21% c	22%	24%	13%	28%	17%	27%	-	-	21%	-	21%	29%	22%	15%	31% u	-	-	22%	-	
7 - (7)	54	18	62	12	29	32	17	36	5	7	5	-	17	-	-	17	-	16	3	12	5	36	-	-	36	-	
	14%	14%	18%	17%	17%	14%	17%	12%	13%	22%	20%	-	22%	-	-	17%	-	12%	5%	16%	25%	17% u	-	-	12%	-	
6 - (6)	39	17	33	11	22	27	6	30	3	2	1	-	-	16	-	6	-	15	4	9	2	-	30	-	30	-	
	10%	13%	10%	15% a	13%	11%	6%	10%	8%	6%	4%	-	-	32%	-	6%	-	11%	7%	12%	10%	-	47% u	-	-	10%	-
5 - (5)	33	10	25	9	17	22	10	23	4	5	-	1	-	10	-	10	-	11	2	9	1	-	23	-	23	-	
	9%	8%	7%	13%	10%	9%	10%	8%	11%	16%	-	17%	-	53%	-	10%	-	8%	3%	12%	5%	-	36% u	-	-	8%	-
4 - (4)	13	9	9	-	7	7	3	11	1	1	-	1	-	3	-	3	-	5	3	3	-	-	11	-	11	-	
	3%	7% bv	3%	-	4%	3%	3%	4%	3%	3%	-	17%	-	16%	-	3%	-	4%	5%	4%	-	-	17% u	-	-	4%	-
3 - (3)	6	2	8	-	6	6	-	9	-	-	-	-	-	-	-	-	-	4	4	1	-	-	-	9	-	9	-
	2%	2%	2%	-	4%	3%	-	3%	-	-	-	-	-	-	-	-	-	3%	7%	1%	-	-	-	56%	3%	3%	-
2 - (2)	5	2	5	1	2	1	2	1	1	1	-	2	-	-	2	2	-	-	1	1	-	-	-	1	1	1	-
	1%	2%	1%	1%	1%	*	2%	*	3%	3%	-	-	-	50%	-	2%	-	-	1%	-	-	-	-	6%	*	*	-
1 - Extremely dissatisfied (1)	11	1	10	-	1	4	2	6	1	-	1	-	-	-	2	2	-	3	1	2	-	-	6	-	6	-	
	3%	1%	3%	-	1%	2%	2%	2%	3%	-	4%	-	-	-	50%	2%	-	2%	2%	3%	-	-	38%	-	2%	2%	-
NET: Dissatisfied (1-3)	22	5	23	1	9	11	4	16	2	1	1	-	-	-	4	4	-	7	5	4	-	-	16	-	16	-	
	6%	4%	7%	1%	5%	5%	4%	5%	5%	3%	4%	-	-	100%	4%	4%	-	5%	9%	5%	-	-	100%	-	5%	5%	
NET: Neutral (4-6)	85	36	67	20	46	56	19	64	8	8	1	2	-	19	-	19	-	31	9	21	3	-	64	-	64	-	
	23%	28%	20%	28%	27%	24%	19%	22%	21%	25%	4%	33%	-	100%	-	19%	-	23%	16%	27%	15%	-	100% a	-	22%	22%	
NET: Satisfied (7-10)	268	88	246	50	115	168	78	211	38	23	23	4	78	-	-	78	-	98	44	52	17	211	-	-	211	-	
	71%	68%	73%	70%	68%	71%	77%	73%	74%	72%	92%	67%	100%	-	-	77%	-	72%	76%	68%	85%	100% u	-	-	73%	73%	
Mean score	7.47	7.48	7.43	7.69	7.49	7.57	7.73	7.58	7.63	7.47	8.24	7.67	8.68	5.16	1.50	7.73	-	7.65	7.67	7.26	8.15	8.8% u	5.30	2.19	7.58	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier								EE					GiffGaff					O2																	
	Issue								Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved														
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
10 - Extremely satisfied (10)	139	45	109	26	62	79	33	102	58	26	42	13	126	5	8	107	31	10	12	14	9	42	2	1	38	7	41	25	32	11	90	9	10	87	22	
9 - (9)	11%	19%	16%	18%	18%	16%	15%	18%	19%	14%	18%	30%	30%	2%	9%	29%	8%	17%	16%	17%	43%	34%	2%	4%	29%	7%	15%	16%	15%	33%	25%	4%	10%	26%	6%	
8 - (8)	84	16	75	15	42	55	32	71	26	22	33	3	66	15	3	51	31	3	5	8	-	11	4	1	12	4	31	17	25	2	60	12	3	47	28	
7 - (7)	11%	7%	11%	11%	12%	11%	15%	13%	9%	12%	14%	7%	16%	6%	3%	14%	8%	5%	7%	10%	-	9%	5%	4%	9%	4%	11%	11%	12%	6%	17%	5%	3%	14%	8%	
6 - (6)	117	43	127	21	50	97	30	103	43	28	43	3	85	28	4	61	54	10	19	12	2	30	10	3	28	15	54	34	34	5	95	23	9	72	54	
5 - (5)	15%	18%	19%	15%	15%	19%	14%	18%	14%	15%	18%	7%	20%	11%	4%	16%	15%	17%	26%	14%	10%	24%	11%	11%	22%	14%	19%	22%	16%	15%	26%	10%	9%	21%	16%	
4 - (4)	122	42	106	21	42	77	34	78	43	38	33	8	74	41	7	51	68	10	11	18	3	23	18	1	19	23	41	24	36	5	55	47	4	49	55	
3 - (3)	16%	18%	15%	15%	12%	15%	15%	14%	14%	21%	14%	18%	19%	16%	8%	14%	18%	17%	15%	21%	14%	19%	20%	4%	15%	22%	15%	16%	17%	15%	19%	21%	4%	15%	16%	
2 - (2)	95	30	67	18	40	61	29	54	42	23	23	7	31	56	8	33	59	7	12	8	3	7	19	4	11	17	26	14	24	3	24	39	4	29	38	
1 - Extremely dissatisfied (1)	12%	13%	10%	13%	12%	13%	10%	16%	14%	13%	10%	16%	7%	11%	9%	9%	16%	12%	16%	10%	14%	6%	22%	15%	9%	9%	16%	9%	9%	11%	9%	7%	17%	4%	9%	11%
NET: Dissatisfied (1-3)	7%	8%	6%	6%	7%	6%	5%	4%	8%	5%	8%	2%	3%	14%	11%	6%	8%	4%	11%	5%	3%	10%	19%	5%	5%	11%	6%	8%	6%	3%	3%	12%	7%	3%	9%	12%
NET: Neutral (4-6)	27	10	31	6	21	19	13	23	10	9	7	1	5	11	11	9	18	2	2	6	-	1	6	3	2	7	14	4	10	3	3	16	12	8	23	
NET: Satisfied (7-10)	4%	4%	5%	4%	6%	4%	6%	4%	3%	5%	3%	2%	1%	4%	12%	2%	5%	3%	3%	7%	-	1%	7%	11%	2%	7%	5%	3%	5%	9%	1%	7%	12%	2%	7%	14%
Mean score	6.94	6.92	6.82	6.93	6.86	6.94	6.83	7.01	6.81	6.87	7.11	7.21	6.09	6.92	4.44	7.61	6.31	6.52	7.12	6.88	7.48	6.18	5.86	4.59	7.77	5.93	6.71	6.98	6.77	7.42	7.39	6.99	4.46	7.73	5.95	
Standard error	0.09	0.15	0.09	0.20	0.13	0.10	0.16	0.11	0.15	0.17	0.14	0.39	0.09	0.11	0.30	0.12	0.12	0.33	0.25	0.24	0.61	0.15	0.20	0.50	0.18	0.22	0.15	0.19	0.16	0.45	0.10	0.13	0.30	0.11	0.13	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier								SKY							TESCO MOBILE							THREE												
	Issue								Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved									
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	36**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
10 - Extremely satisfied (10)	139	45	109	26	62	79	33	102	6	13	7	-	21	4	1	24	2	24	19	16	3	54	6	2	49	13	32	19	24	4	67	9	3	59	20
9 - (9)	111	7%	11%	11%	12%	11%	15%	13%	9%	9%	11%	29%	14%	6%	6%	14%	7%	13%	11%	10%	31%	19%	5%	4%	25%	8%	16%	16%	15%	15%	27%	5%	4%	25%	8%
8 - (8)	84	16	75	15	42	55	32	71	4	4	5	2	11	3	1	10	5	17	11	9	5	32	6	4	26	15	18	17	18	2	43	11	1	36	19
7 - (7)	117	43	127	21	50	97	30	103	8	5	6	2	18	1	2	10	11	17	22	10	1	32	15	3	23	27	36	19	36	6	66	24	7	51	45
6 - (6)	122	42	106	21	42	77	34	78	9	4	6	2	10	11	-	7	13	15	13	13	1	21	20	1	21	21	34	19	21	3	43	27	7	28	48
5 - (5)	15%	18%	19%	15%	15%	19%	14%	18%	18%	11%	13%	29%	24%	2%	13%	14%	16%	13%	22%	11%	6%	19%	12%	6%	14%	16%	18%	16%	22%	23%	26%	14%	9%	22%	17%
4 - (4)	95	30	67	18	40	61	29	54	5	6	7	-	8	9	1	8	10	19	8	12	1	14	23	3	15	24	25	17	17	2	16	40	5	26	33
3 - (3)	12%	13%	10%	13%	12%	12%	13%	10%	11%	14%	16%	-	11%	18%	6%	11%	15%	15%	8%	13%	6%	8%	15%	6%	9%	14%	13%	14%	10%	8%	6%	23%	6%	11%	13%
2 - (2)	79	23	76	17	38	55	21	59	5	3	8	1	3	11	3	7	10	16	10	11	2	8	23	7	18	21	20	10	21	4	7	37	11	22	33
1 - Extremely dissatisfied (1)	10%	10%	11%	12%	12%	11%	10%	11%	11%	7%	18%	14%	4%	22%	19%	10%	15%	12%	10%	12%	13%	5%	20%	15%	11%	13%	10%	8%	13%	15%	3%	23%	14%	9%	13%
Not applicable	56	18	43	8	25	29	12	25	4	3	1	-	2	3	3	1	6	9	6	9	1	3	14	8	3	21	12	9	7	1	2	16	11	7	22
NET: Dissatisfied (1-3)	27	10	31	6	21	19	13	23	1	3	2	-	5	1	1	5	5	6	8	6	1	2	12	7	9	12	6	3	8	2	1	6	12	1	18
NET: Neutral (4-6)	4%	4%	5%	4%	6%	4%	6%	4%	2%	7%	4%	-	10%	6%	1%	7%	7%	5%	8%	7%	6%	1%	10%	15%	5%	7%	3%	3%	5%	8%	*	3%	16%	*	7%
NET: Satisfied (7-10)	17	6	17	3	5	11	7	14	1	1	1	-	1	1	1	1	2	2	2	1	-	1	2	2	3	2	5	2	3	1	1	4	6	1	10
Mean score	2.2	5	28	4	11	14	6	23	2	1	1	-	1	3	1	3	5	3	2	1	1	1	10	1	10	7	2	5	-	1	1	12	3	11	
Standard error	4	-	5	2	2	5	3	8	-	1	1	-	2	-	-	1	1	4	3	2	6	-	1	21%	1	6%	4	2	3	-	3	-	2	1	4
NET: Dissatisfied (1-3)	66	21	76	13	37	44	26	60	4	5	4	-	1	7	5	3	10	13	13	9	2	3	15	19	13	24	18	7	16	3	3	11	30	5	39
NET: Neutral (4-6)	9%	9%	11%	9%	11%	9%	12%	11%	9%	11%	9%	-	1%	14%	31%	4%	15%	10%	13%	10%	13%	2%	13%	48%	8%	14%	9%	6%	10%	12%	1%	9%	39%	2%	15%
NET: Satisfied (7-10)	230	71	186	43	104	145	62	138	14	12	16	1	13	23	7	16	26	44	24	32	4	25	61	18	36	66	57	36	45	7	25	93	27	55	88
Mean score	6.94	6.92	6.82	6.93	6.86	6.94	6.83	7.01	6.69	7.19	6.82	7.57	8.05%	5.94	4.75	7.89%	5.97	6.85	6.95	6.71	7.13	8.24%	5.93%	4.40	7.63%	6.09	6.88	7.10	6.92	6.84	8.24%	6.21%	4.44	7.78%	6.19
Standard error	0.09	0.15	0.09	0.20	0.13	0.10	0.16	0.11	0.35	0.40	0.35	0.53	0.21	0.30	0.72	0.26	0.27	0.22	0.25	0.26	0.70	0.14	0.18	0.40	0.18	0.19	0.17	0.20	0.18	0.47	0.10	0.14	0.29	0.13	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of finding provider contact details.

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

	Supplier								VIRGIN MEDIA					VODAFONE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
10 - Extremely satisfied (10)	139	45	109	26	62	79	33	102	13	9	8	3	30	3	-	26	7	53	16	25	8	91	6	5	77	25
	18%	19%	16%	18%	18%	16%	15%	18%	19%	11%	13%	38%	25%	4%	-	20%	6%	22%	13%	16%	21%	29%	3%	7%	26%	10%
9 - (9)	84	16	75	15	42	55	32	71	8	18	5	1	26	3	3	14	18	27	16	20	8	61	6	4	50	21
	11%	7%	11%	11%	12%	11%	15%	13%	11%	22%	8%	13%	22%	4%	10%	14%	15%	11%	13%	13%	21%	19%	3%	5%	17%	8%
8 - (8)	117	43	127	21	50	97	30	103	10	10	10	-	23	4	3	19	10	39	27	28	9	73	26	4	65	37
	15%	18%	19%	15%	15%	19%	14%	18%	14%	12%	16%	-	19%	6%	10%	19%	9%	16%	22%	18%	24%	23%	15%	5%	22%	14%
7 - (7)	122	42	106	21	42	77	34	78	9	11	13	1	23	9	2	12	22	33	12	28	5	37	36	5	26	51
	16%	18%	15%	15%	12%	15%	15%	14%	13%	14%	21%	13%	19%	13%	7%	12%	19%	13%	10%	16%	13%	12%	21%	7%	9%	20%
6 - (6)	95	30	67	18	40	61	29	54	10	12	6	1	8	18	3	8	20	26	15	11	2	27	21	6	22	32
	12%	13%	10%	13%	12%	12%	13%	10%	14%	15%	10%	13%	7%	25%	10%	8%	17%	11%	12%	7%	5%	9%	12%	8%	8%	12%
5 - (5)	79	23	76	17	39	55	21	59	6	6	7	2	4	14	3	10	11	27	17	13	2	12	39	8	20	37
	10%	10%	11%	12%	12%	11%	10%	12%	9%	7%	11%	25%	3%	19%	10%	10%	9%	11%	14%	9%	5%	4%	23%	11%	7%	14%
4 - (4)	56	18	43	8	25	29	12	25	3	5	4	-	1	11	-	1	11	7	9	9	-	6	14	5	12	11
	7%	8%	6%	6%	7%	6%	5%	4%	4%	6%	7%	-	1%	10%	-	1%	9%	3%	7%	6%	-	2%	8%	7%	4%	4%
3 - (3)	27	10	31	6	21	19	13	23	4	6	3	-	2	6	5	5	8	13	3	6	1	1	10	12	6	15
	4%	4%	5%	4%	6%	4%	6%	4%	6%	7%	5%	-	2%	8%	17%	5%	7%	5%	2%	4%	3%	*	6%	16%	2%	6%
2 - (2)	17	6	17	3	5	11	7	14	4	3	-	-	-	2	5	2	5	3	4	6	1	-	5	9	3	10
	2%	3%	2%	2%	1%	2%	3%	3%	6%	4%	-	-	-	3%	17%	2%	4%	1%	3%	4%	3%	-	3%	12%	1%	4%
1 - Extremely dissatisfied (1)	22	5	28	4	11	14	6	23	3	-	3	-	1	-	5	2	4	14	4	5	-	2	5	16	6	17
	3%	2%	4%	3%	3%	3%	3%	4%	4%	-	3%	-	1%	-	17%	2%	3%	6%	3%	3%	-	1%	3%	21%	2%	7%
Not applicable	4	-	5	2	2	5	3	8	-	1	2	-	1	2	-	2	1	3	2	1	2	3	4	1	4	2
	1%	-	1%	1%	1%	1%	1%	1%	-	1%	3%	-	1%	3%	-	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%
NET: Dissatisfied (1-3)	66	21	76	13	37	44	26	60	11	9	6	-	3	8	15	9	17	30	11	17	2	3	20	37	15	42
	9%	9%	11%	9%	11%	9%	12%	11%	16%	11%	10%	-	3%	11%	52%	9%	15%	12%	9%	11%	5%	1%	12%	49%	5%	16%
NET: Neutral (4-6)	230	71	186	43	104	145	62	138	19	23	17	3	13	43	6	19	42	60	41	33	4	45	74	19	54	80
	30%	30%	27%	30%	31%	29%	28%	25%	27%	28%	28%	38%	11%	60%	21%	19%	36%	24%	33%	22%	11%	14%	43%	25%	19%	21%
NET: Satisfied (7-10)	462	146	417	83	196	308	129	354	40	48	36	5	102	19	8	71	57	152	71	101	30	262	74	18	218	134
	61%	61%	61%	59%	58%	61%	59%	63%	57%	59%	59%	63%	86%	26%	28%	70%	49%	62%	57%	66%	79%	84%	43%	24%	75%	52%
Mean score	6.94	6.92	6.82	6.93	6.86	6.94	6.83	7.01	6.71	6.94	6.69	7.75	8.12	5.66	4.41	7.53	6.23	7.00	6.80	6.97	8.24	5.93	4.31	7.78	6.23	
Standard error	0.09	0.15	0.09	0.20	0.13	0.10	0.16	0.11	0.32	0.26	0.31	0.80	0.16	0.22	0.52	0.24	0.22	0.17	0.21	0.20	0.32	0.10	0.16	0.33	0.13	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier								EE						GiffGaff						O2															
	Issue								Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved												
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	306	45*	247	58*	92*	194	74*	186	133	51*	103	19**	169	101	36*	151	152	11**	14**	18**	2**	26**	15**	4**	27**	18**	105	42**	85*	15**	137	64*	46*	127	117	
10 - Extremely satisfied (10)	49	6	35	11	21	22	7	26	19	6	17	7	46	3	-	39	10	2	2	2	-	6	-	-	6	-	15	5	12	3	32	1	2	31	4	
9 - (9)	16%	13%	14%	19%	23% ^{cd}	11%	9%	14%	14%	12%	17%	37%	27% ^{lm}	3%	-	26% ^{ko}	7%	18%	14%	11%	-	23%	-	-	22%	-	14%	12%	14%	20%	23% ^{uv}	2%	4%	24% ^{xy}	3%	
8 - (8)	40	3	17	1	9	18	8	21	20	7	12	1	35	3	2	23	17	-	1	2	-	3	-	-	2	1	10	5	1	1	14	3	-	12	5	
7 - (7)	13% ^{lm}	7%	7%	2%	10%	9%	11% ^{xy}	11% ^{xy}	15%	14%	12%	5%	21% ^{lm}	3%	6%	15%	11%	-	7%	11%	-	12%	-	-	7%	6%	10% ^{uv}	12%	1%	7%	10% ^{xy}	5%	-	9%	4%	
6 - (6)	56	11	48	8	7	27	15	26	20	13	18	5	40	11	5	32	24	5	2	4	-	6	5	-	9	2	21	8	15	4	39	6	3	33	14	
5 - (5)	18% ^{lm}	24% ^{lm}	19% ^{lm}	14%	8%	14%	20% ^{cd}	14%	15%	25%	17%	26%	24% ^{lm}	11%	14%	21%	16%	45%	14%	22%	-	23%	33%	-	33%	11%	20%	19%	18%	27%	28% ^{uv}	9%	7%	26% ^{xy}	12%	
4 - (4)	52	8	38	9	10	24	11	29	18	8	25	1	30	20	2	24	27	1	3	3	1	5	2	1	3	5	16	9	11	2	26	10	2	19	19	
3 - (3)	17%	18%	15%	16%	11%	12%	15%	16%	14%	16%	24% ^{lm}	5%	18%	20% ^{lm}	6%	16%	18%	9%	21%	17%	50%	19%	13%	25%	11%	28%	15%	21%	13%	13%	19% ^{lm}	16%	4%	15%	16%	
2 - (2)	31	5	29	11	18	28	5	23	12	9	8	2	9	20	2	13	17	-	1	3	1	3	2	-	2	3	12	5	11	1	12	13	4	12	17	
1 - Extremely dissatisfied (1)	10%	11%	12%	19% ^{lm}	20% ^{lm}	14%	7%	12%	9%	18%	8%	11%	5%	20% ^{lm}	6%	9%	11%	-	7%	17%	50%	12%	13%	-	7%	17%	11%	12%	13%	7%	9%	20% ^{lm}	9%	9%	15%	
NET: Dissatisfied (1-3)	33	1	23	6	16	28	8	22	19	6	7	1	5	26	2	11	21	-	-	1	-	-	1	-	-	1	-	9	4	8	2	6	10	7	7	16
NET: Neutral (4-6)	12%	2%	9%	10%	11% ^{lm}	11%	12%	14%	14%	12%	7%	5%	3%	26% ^{lm}	6%	7%	14%	-	-	6%	-	-	7%	-	-	4%	-	9%	10%	9%	13%	4%	10% ^{lm}	15% ^{lm}	6%	14% ^{lm}
NET: Satisfied (7-10)	16	2	15	4	4	13	7	12	9	-	6	1	1	10	5	4	12	1	-	1	-	2	-	-	1	1	6	2	6	1	5	10	-	4	9	
Mean score	5% ^{lm}	4%	6%	7%	4%	7%	9%	6%	7%	-	6%	5%	1%	10% ^{lm}	14% ^{lm}	3%	8%	9%	-	6%	-	8%	-	-	4%	6%	6%	5%	7%	7%	4%	10% ^{lm}	15% ^{lm}	2%	7% ^{lm}	
Standard error	2%	4%	4%	2%	3%	5%	5%	2%	2%	-	2%	1	-	3%	2	1	4	2	-	2	-	2	2	2	4	6	3	3	6	-	1	1	13	1	14	
NET: Satisfied (7-10)	14	4	15	4	1	16	6	9	9	1	3	1	1	1	12	4	10	1	2	1	-	-	2	2	-	4	6	3	6	-	1	1	13	1	14	
NET: Dissatisfied (1-3)	5%	9% ^{lm}	6%	7%	1%	8% ^{lm}	6% ^{lm}	5%	7%	2%	3%	5%	1%	1%	12	3%	7%	9%	14%	6%	-	-	13%	50%	-	22%	6%	7%	7%	-	1%	2%	28% ^{lm}	1%	12% ^{lm}	
NET: Neutral (4-6)	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-		
NET: Satisfied (7-10)	29	9	41	8	7	33	13	27	16	2	10	1	3	8	18	5	24	2	5	2	-	1	5	3	3	6	15	4	21	1	3	10	28	8	33	
NET: Dissatisfied (1-3)	9%	20% ^{lm}	17% ^{lm}	14%	8%	13% ^{lm}	10% ^{lm}	15%	12%	4%	10%	5%	2%	8% ^{lm}	50% ^{lm}	3%	15% ^{lm}	18%	36%	11%	-	4%	33%	75%	-	11%	33%	14%	10%	23% ^{lm}	7%	2%	10% ^{lm}	63% ^{lm}	6%	23% ^{lm}
NET: Neutral (4-6)	80	8	67	21	38	60	20	57	40	15	21	4	15	56	9	28	50	1	1	5	1	5	3	-	4	4	27	11	25	4	23	33	11	23	42	
NET: Satisfied (7-10)	26%	18%	27%	31% ^{lm}	31% ^{lm}	41% ^{lm}	35% ^{lm}	27%	30%	29%	20%	21%	9%	33% ^{lm}	25% ^{lm}	19%	33% ^{lm}	9%	7%	28%	50%	19%	20%	-	15%	22%	26%	26%	29%	27%	17%	33% ^{lm}	24%	18%	16% ^{lm}	
NET: Dissatisfied (1-3)	197	28	138	29	47	91	41	102	77	34	72	14	151	37	9	118	78	8	8	11	1	20	7	1	20	8	62	27	39	10	111	20	7	95	42	
NET: Neutral (4-6)	64% ^{lm}	62%	56%	50%	51%	47%	55%	55%	58%	67%	70%	74%	89% ^{lm}	37%	25%	78% ^{lm}	51%	73%	57%	61%	50%	77%	47%	25%	74%	44%	59%	64%	46%	67%	81% ^{lm}	31%	15%	79% ^{lm}	36%	
NET: Satisfied (7-10)	6.58 ^{lm}	6.47	6.44	6.43	6.53 ^{lm}	6.16	6.22	6.51	6.66	7.27	7.05	7.79	6.23 ^{lm}	5.88 ^{lm}	3.94	7.78 ^{lm}	6.16	6.82	5.79	6.78	6.50	7.65	5.40	2.75	7.41	5.06	6.68 ^{lm}	6.81	5.87	7.20	7.50 ^{lm}	5.59 ^{lm}	3.63	7.60 ^{lm}	5.22	
Standard error	0.14	0.41	0.17	0.34	0.24	0.19	0.31	0.19	0.22	0.26	0.23	0.57	0.12	0.18	0.47	0.17	0.20	0.87	0.88	0.56	0.50	0.39	0.70	1.44	0.44	0.66	0.25	0.37	0.30	0.57	0.16	0.24	0.39	0.19	0.23	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - tu/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).

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

	Supplier								SKY					TESCO MOBILE					THREE																	
	Issue								Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved						
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	306	45*	247	58*	92*	194	74*	186	17**	16**	23**	2**	25**	22**	11**	26**	31*	41*	21**	24**	6**	48*	35*	9**	51*	40*	85*	32**	65*	12**	87*	71*	36*	85*	108	
10 - Extremely satisfied (10)	49	6	35	11	21	22	7	26	2	5	4	-	9	1	1	8	2	9	3	7	2	19	2	-	18	3	8	6	6	2	20	-	2	17	5	
9 - (9)	16%	13%	14%	19%	23% ^{cd}	11%	9%	14%	12%	31%	17%	-	36%	5%	9%	31%	6%	22%	14%	29%	33%	40% ^{kl}	6%	-	35% ^{kl}	8%	9%	19%	9%	17%	23% ^{kl}	-	6% ^{kl}	20% ^{kl}	5%	
8 - (8)	40	3	17	1	9	18	8	21	-	-	1	-	-	1	-	1	3	4	1	1	8	1	-	5	4	6	5	5	2	14	4	-	13	5		
7 - (7)	13% ^{kl}	7%	7%	2%	10%	9%	-	11% ^{kl}	-	-	4%	-	-	5%	-	3%	7%	19%	4%	17%	17%	3%	-	10%	10%	7%	16%	8%	17%	18% ^{kl}	6%	-	15% ^{kl}	5%		
6 - (6)	56	11	48	8	7	27	15	26	3	2	2	1	6	2	-	4	3	2	2	-	5	2	-	5	2	12	3	9	3	22	4	1	17	10		
5 - (5)	18% ^{kl}	24% ^{kl}	19% ^{kl}	14%	8%	14%	20% ^{kl}	14%	18%	13%	9%	50%	24%	9%	-	15%	13%	7%	10%	8%	-	10%	6%	-	10%	5%	14%	9%	14%	25%	25% ^{kl}	6%	3%	20% ^{kl}	9%	
4 - (4)	52	8	38	9	10	24	11	29	2	3	3	1	5	4	-	5	4	5	1	3	1	6	3	1	6	4	10	5	7	2	13	10	1	13	11	
3 - (3)	17%	18%	15%	16%	11%	12%	15%	16%	12%	19%	13%	50%	20%	18%	-	19%	13%	12%	5%	13%	17%	13%	9%	11%	12%	10%	12%	16%	11%	17%	15%	14%	3%	15%	10%	
2 - (2)	31	5	29	11	18	28	5	23	5	3	3	-	3	6	2	7	4	9	5	4	-	6	10	2	8	10	10	8	9	1	8	17	3	10	18	
1 - Extremely dissatisfied (1)	10%	11%	12%	19% ^{kl}	20% ^{kl}	14%	7%	12%	29%	19%	13%	-	12%	27%	18%	27%	13%	22%	24%	17%	-	13%	29%	22%	16%	25%	12%	25%	14%	8%	9%	24% ^{kl}	8%	12%	17%	
NET: Dissatisfied (1-3)	33	1	23	6	16	28	8	22	2	-	4	-	2	3	1	5	6	5	4	1	4	10	2	7	9	12	5	10	1	7	10	2	10	17		
NET: Neutral (4-6)	12%	2%	9%	10%	13% ^{kl}	11%	12%	12%	8%	-	17%	-	8%	14%	9%	4%	16%	15%	24%	17%	17%	8%	29% ^{kl}	22%	14%	23%	14%	16%	15%	8%	8%	27% ^{kl}	6%	12%	16%	
NET: Satisfied (7-10)	16	2	15	4	4	13	7	12	1	2	1	-	-	2	2	-	4	1	1	1	-	-	4	-	-	3	7	6	-	1	9	3	3	10		
Standard error	5%	4%	6%	7%	4%	7%	3%	5%	6%	13%	4%	-	-	9%	18%	-	13%	5%	4%	17%	-	11% ^{kl}	-	-	8%	8%	-	9%	-	1%	19% ^{kl}	8% ^{kl}	4%	9%		
Not applicable	10	3	16	3	4	12	3	9	-	1	2	-	-	1	2	-	3	3	-	1	-	3	1	1	3	5	-	6	1	-	4	8	1	11		
NET: Dissatisfied (1-3)	3%	7%	6%	5%	4%	6%	4%	5%	-	6%	9%	-	-	5%	18%	-	10%	7%	-	4%	-	-	9% ^{kl}	11%	2%	8%	6%	-	9%	8%	-	6% ^{kl}	22% ^{kl}	1%	10% ^{kl}	
NET: Neutral (4-6)	5	2	10	1	2	5	4	9	1	-	-	-	-	1	-	-	1	1	-	1	-	-	2	1	1	4	-	1	-	-	3	2	1	4		
NET: Satisfied (7-10)	2%	4%	4%	2%	3%	5%	5%	9%	6%	-	-	-	-	5%	-	3%	2%	2%	-	4%	-	-	22%	2%	3%	5%	-	2%	-	-	4%	6% ^{kl}	1%	4%		
Mean score	14	4	15	4	1	16	6	9	6%	-	3	-	-	1	3	1	-	1	-	-	-	-	1	-	1	10	-	6	-	2	1	13	-	16		
Standard error	5%	9% ^{kl}	6%	7%	1%	8% ^{kl}	8% ^{kl}	5%	6%	-	13%	-	-	5%	27%	4%	10%	2%	-	-	-	-	-	11%	-	3%	12% ^{kl}	-	9%	-	2%	1%	36% ^{kl}	-	15% ^{kl}	
NET: Dissatisfied (1-3)	29	9	41	8	7	33	13	27	2	1	5	-	-	3	5	1	7	5	-	2	-	3	4	2	5	19	-	13	1	2	8	23	2	31		
NET: Neutral (4-6)	9%	20% ^{kl}	17% ^{kl}	14%	8%	13% ^{kl}	15% ^{kl}	12%	12%	6%	22%	-	-	14%	45%	4%	23%	12%	-	8%	-	3	4	4%	13%	23%	-	23% ^{kl}	-	23% ^{kl}	8%	2%	11% ^{kl}	6% ^{kl}	2%	20% ^{kl}
NET: Satisfied (7-10)	80	8	67	21	38	60	20	57	8	5	8	-	5	11	5	8	13	16	11	9	2	10	24	4	15	22	29	13	25	2	16	45	8	23		
Mean score	26%	18%	27%	31% ^{kl}	31% ^{kl}	41% ^{kl}	35% ^{kl}	27%	47%	31%	35%	-	20%	50%	45%	31%	42%	39%	52%	38%	33%	21%	69% ^{kl}	44%	29%	53% ^{kl}	34%	41%	38%	17%	18%	63% ^{kl}	22%	27%	42% ^{kl}	
Standard error	197	28	138	29	47	91	41	102	7	10	10	2	20	8	1	17	11	20	10	13	4	38	8	1	34	13	36	19	27	9	69	18	4	60	31	
Standard error	6.58 ^{kl}	6.47	6.44	6.43	6.93 ^{kl}	6.16	6.22	6.51	6.18	7.25	5.96	7.50	8.04	5.82	4.00	7.50	5.42	6.73	7.05	7.04	7.50	8.33 ^{kl}	5.74	4.11	7.75 ^{kl}	5.97	5.73	7.41 ^{kl}	5.85	7.50	7.84 ^{kl}	5.49 ^{kl}	3.31	7.54 ^{kl}	5.07	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - tu/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?
Ease of getting through to the right person (PHONE).**

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

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	306	45*	247	58*	92*	194	74*	186	30*	18**	22**	4**	40*	21**	13**	33*	41*	98*	32*	40*	16**	96*	59*	31*	96*	88*
10 - Extremely satisfied (10)	49	6	35	11	21	22	7	26	2	-	3	2	7	-	-	7	-	14	4	6	2	23	3	-	24	2
	16%	13%	14%	19%	23% de	11%	9%	14%	7%	-	14%	50%	18%	-	-	21% ca	-	14%	13%	15%	13%	24% uw	5%	-	25% ca	2%
9 -	40	3	17	1	9	18	8	21	3	4	-	1	8	-	-	6	2	8	7	3	3	17	3	1	12	8
	13% bd	7%	7%	2%	10%	9%	11% ky	11%	10%	22%	-	25%	20%	-	-	18%	5%	8%	22% sp	8%	19%	18% uw	5%	3%	13%	9%
8 -	56	11	48	8	7	27	15	26	1	7	7	-	11	4	-	7	8	15	2	7	2	22	3	1	19	7
	18% cc	24% cc	19% cc	14%	8%	14%	20% cc	14%	3%	39%	32%	-	28%	19%	-	21%	20%	15%	6%	18%	13%	23% uw	5%	3%	20% ca	8%
7 -	52	8	38	9	10	24	11	29	4	1	5	1	8	3	-	6	5	16	5	5	3	20	7	2	17	12
	17%	18%	15%	16%	11%	12%	15%	16%	13%	6%	23%	25%	20%	14%	-	18%	12%	16%	16%	13%	19%	21%	12%	6%	18%	14%
6 -	31	5	29	11	18	28	5	23	3	-	2	-	-	4	1	2	3	12	5	3	3	7	13	3	9	14
	10%	11%	12%	19% de	20% ca	14%	7%	12%	10%	-	9%	-	-	19%	8%	6%	7%	12%	16%	8%	19%	7%	22% ca	10%	9%	16%
5 -	33	1	23	6	16	28	8	22	5	3	-	-	4	3	1	4	4	13	3	4	2	4	14	4	10	11
	11%	2%	9%	10%	17% bd	14% ca	11%	12%	17%	17%	-	-	10%	14%	8%	12%	10%	13%	9%	10%	13%	4%	24% ca	13%	10%	13%
4 -	16	2	15	4	4	13	7	12	3	2	2	-	1	5	1	-	7	3	4	5	-	3	5	4	2	10
	5%	4%	6%	7%	4%	7%	9%	6%	10%	11%	9%	-	3%	24%	8%	-	17% ca	3%	13% sp	13% sp	-	3%	8%	13% ca	2%	
3 -	10	3	16	3	4	12	3	9	1	-	2	-	-	2	1	-	3	8	-	1	-	-	7	2	2	7
	3%	7%	6%	5%	4%	6%	4%	5%	3%	-	9%	-	-	10%	8%	-	7%	8%	-	3%	-	-	12% ca	6% ca	2%	8%
2 -	5	2	10	1	2	5	4	9	3	1	-	-	1	-	3	-	4	2	2	4	1	-	3	6	-	9
	2%	4%	4%	2%	2%	3%	5%	5%	10%	6%	-	-	3%	-	23%	-	10%	2%	6%	10% sp	6%	-	9% ca	19% tu	-	10% uw
1 - Extremely dissatisfied (1)	14	4	15	4	1	16	6	9	5	-	1	-	-	-	6	1	5	7	-	2	-	-	1	8	1	8
	5%	9% cc	6%	7%	1%	8% cc	8% cc	5%	17%	-	5%	-	-	-	46%	3%	12%	7%	-	5%	-	-	2%	26% tu	1%	9% uw
Not applicable	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	29	9	41	8	7	33	13	27	9	1	3	-	1	2	10	1	12	17	2	7	1	-	11	16	3	24
	9%	20% ca	17% ca	14%	8%	17% ca	16% ca	15%	30%	6%	14%	-	3%	10%	77%	3%	25% ca	17%	6%	18%	6%	-	13% ca	32% tu	3%	27% uw
NET: Neutral (4-6)	80	8	67	21	38	69	20	57	11	5	4	-	5	17	3	6	14	28	12	12	5	14	32	11	21	35
	26%	18%	27%	36% ca	41% ca	35% ca	27%	31%	37%	28%	18%	-	13%	57%	23%	18%	34%	29%	28%	30%	31%	15%	24% ca	35% ca	22%	42% uw
NET: Satisfied (7-10)	197	28	138	29	47	91	41	102	10	12	15	4	34	7	-	26	15	53	18	21	10	82	16	4	72	29
	64% bd	62%	56%	50%	52%	47%	55%	55%	33%	67%	68%	100%	85%	33%	-	79% ca	37%	54%	56%	53%	63%	85% uw	27%	13%	75% ca	33%
Mean score	6.59 bd	6.47	6.44	6.43	6.93 d	6.16	6.22	6.51	5.07	6.89	6.73	9.00	7.80	5.62	2.31	7.73 d	5.00	6.41	6.84	6.22	7.13	8.05 uw	5.53 v	3.58	7.58 v	5.20
Standard error	0.14	0.41	0.17	0.34	0.24	0.19	0.31	0.19	0.53	0.50	0.51	0.71	0.29	0.37	0.47	0.35	0.40	0.26	0.41	0.44	0.53	0.16	0.27	0.42	0.20	0.27

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

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

	Supplier										SKY						TESCO MOBILE						THREE													
											Issue			Satisfaction			Complaint resolved									Issue			Satisfaction			Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	36**	71*	68*	130	102	91*	16**	169	123	47**	170	166	196	118	162	26**	250	175	77*	235	263	
10 - Extremely satisfied (10)	99	40	85	21	50	49	31	80	4	10	7	-	17	2	2	19	2	21	15	11	3	48	1	1	41	9	16	11	19	3	48	1	-	41	8	
9 - (9)	113%	17%cd	12%	15%	15%cd	10%	14%	14%cd	9%	23%	16%	-	22%ef	4%	13%	27%kl	3%	16%	15%	12%	19%	28%lm	1%	2%	24%kn	5%	8%	9%	12%	12%	19%kl	1%	-	17%ac	3%	
8 - (8)	85	17	77	11	41	52	23	63	4	3	3	-	9	1	1	7	4	14	11	12	4	33	4	4	27	14	18	16	15	3	48	1	3	40	12	
7 - (7)	11%	7%	11%	8%	12%	10%	10%	11%	9%	7%	7%	14%	12%	2%	6%	10%	6%	11%	11%	13%	25%	20%kl	3%	9%	16%	8%	9%	14%	9%	12%	19%kl	1%	4%	17%ac	5%	
6 - (6)	131	38	98	25	47	76	36	88	13	5	5	2	16	7	2	17	7	16	17	13	1	38	8	1	23	23	25	20	23	8	54	20	2	39	36	
5 - (5)	17%	16%	14%	18%	14%	15%	16%	16%	29%bc	11%	11%	29%	21%	14%	13%	24%kl	10%	12%	17%	14%	6%	22%lm	7%	2%	14%	14%	13%	17%	14%	14%	31%	22%kl	11%kl	3%	17%	14%
4 - (4)	99	38	94	20	39	75	28	74	6	7	5	2	12	7	1	10	9	16	11	10	2	10	26	3	20	18	33	18	23	1	44	27	4	34	40	
3 - (3)	13%	16%	14%	14%	12%	15%	13%	13%	13%	16%	11%	29%	16%	14%	6%	14%	13%	12%	11%	11%	13%	6%	21%km	6%	12%	11%	17%	15%	14%	4%	18%kl	15%kl	5%	14%	15%	
2 - (2)	104	27	78	18	51	68	33	66	6	5	6	1	8	9	1	9	9	18	18	14	1	18	29	4	20	31	22	17	25	4	29	33	6	32	35	
1 - Extremely dissatisfied (1)	14%	11%	11%	13%	15%	14%	15%	12%	13%	11%	13%	14%	11%	18%	6%	13%	13%	14%	18%	15%	6%	11%	28%km	9%	12%	19%	11%	14%	15%	15%	12%	19%kl	8%	14%	13%	
NET: Dissatisfied (1-3)	99	28	98	12	38	62	34	61	5	1	6	-	4	7	1	5	7	14	10	8	2	7	15	0	12	22	21	18	18	5	11	40	11	26	36	
NET: Neutral (4-6)	13%	12%	14%	9%	10%	12%	11%	11%	11%	2%	13%	-	5%	14%	6%	7%	10%	11%	10%	9%	13%	4%	15%kl	19%kl	7%	7%	4%	15%	11%	11%	4%	23%kl	14%kl	11%	14%	
NET: Satisfied (7-10)	45	22	53	13	29	47	13	33	1	7	5	-	3	9	1	12	10	10	9	9	1	8	19	2	16	12	21	6	18	2	6	33	8	10	26	
Mean score	6.61d	6.65	6.38	6.48	6.58	6.28	6.56	6.50	6.64	6.70	6.04	6.86	7.39f	5.55	5.00	7.78i	5.12	6.46	6.72	6.51	7.13	6.03lm	5.50lm	4.30	7.41c	5.76	5.88	6.68p	6.33	7.12	7.73uv	5.44v	3.48	7.29x	5.37	
Standard error	0.09	0.16	0.10	0.22	0.14	0.11	0.17	0.11	0.35	0.39	0.42	0.74	0.26	0.32	0.83	0.23	0.30	0.23	0.23	0.26	0.63	0.15	0.16	0.37	0.18	0.19	0.19	0.20	0.19	0.37	0.12	0.12	0.26	0.14	0.15	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?
The time taken to handle your issue.**

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

	Supplier								VIRGIN MEDIA					VODAFONE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
10 - Extremely satisfied (10)	99	40	85	21	50	49	31	80	13	7	8	3	30	1	-	27	4	39	12	20	9	71	8	1	67	11
	13%	17%	12%	15%	15%	10%	14%	14%	19%	9%	13%	38%	25%	1%	-	27%	3%	16%	10%	13%	24%	23%	5%	1%	23%	4%
9 - (9)	85	17	77	11	41	52	23	63	10	8	5	-	20	1	2	17	6	18	19	21	5	51	10	2	44	19
	11%	7%	11%	8%	12%	10%	11%	14%	14%	10%	8%	-	17%	1%	7%	17%	5%	7%	15%	14%	13%	16%	6%	3%	15%	7%
8 - (8)	131	38	98	25	47	76	36	88	6	18	12	-	28	7	1	17	19	35	19	24	10	72	12	4	52	34
	17%	16%	14%	18%	14%	15%	16%	16%	9%	22%	20%	-	24%	10%	3%	17%	16%	14%	15%	16%	26%	23%	7%	5%	18%	13%
7 - (7)	99	38	94	20	39	75	28	74	8	9	10	1	19	8	1	9	19	31	13	28	2	50	22	2	44	30
	13%	16%	14%	14%	12%	15%	13%	13%	11%	11%	16%	13%	16%	11%	3%	9%	16%	13%	10%	18%	5%	16%	13%	3%	15%	12%
6 - (6)	104	27	78	18	51	68	33	66	7	17	9	-	13	17	3	11	22	28	22	14	2	32	33	1	24	41
	14%	11%	11%	13%	15%	14%	15%	12%	10%	21%	15%	-	11%	24%	10%	11%	19%	11%	18%	9%	5%	10%	19%	1%	8%	16%
5 - (5)	99	28	94	12	34	62	24	61	10	6	6	2	5	16	3	7	16	24	17	14	6	16	17	8	23	36
	13%	12%	14%	9%	10%	12%	11%	11%	14%	7%	10%	25%	4%	23%	10%	7%	14%	10%	14%	9%	16%	5%	23%	11%	8%	14%
4 - (4)	45	22	53	13	29	47	13	33	4	5	3	1	2	6	5	4	9	17	6	10	10	6	20	7	11	21
	6%	9%	8%	9%	9%	9%	6%	6%	6%	6%	5%	13%	2%	8%	17%	4%	8%	7%	5%	7%	-	2%	12%	9%	4%	8%
3 - (3)	44	12	44	11	24	29	12	32	2	6	3	1	1	8	3	3	8	19	6	6	1	10	14	8	13	18
	6%	5%	6%	8%	7%	6%	5%	6%	3%	7%	5%	13%	1%	11%	10%	3%	7%	8%	5%	4%	3%	3%	8%	11%	4%	7%
2 - (2)	23	7	27	2	9	17	10	24	6	2	2	-	-	4	6	3	7	12	3	7	2	1	7	16	3	21
	3%	3%	4%	1%	3%	3%	5%	4%	9%	2%	3%	-	-	6%	21%	3%	6%	5%	2%	5%	5%	*	4%	21%	1%	8%
1 - Extremely dissatisfied (1)	28	7	32	8	12	26	9	33	4	2	3	-	1	3	5	2	7	20	6	7	-	1	8	24	10	23
	4%	3%	5%	6%	4%	5%	4%	6%	6%	2%	5%	-	1%	4%	17%	2%	6%	8%	5%	5%	-	*	5%	32%	3%	9%
Not applicable	5	2	2	-	3	1	1	6	-	1	-	-	-	1	-	1	-	2	2	1	1	3	1	2	-	4
	1%	1%	*	-	1%	*	*	1%	-	1%	-	-	-	1%	-	1%	-	1%	2%	1%	3%	1%	1%	3%	-	2%
NET: Dissatisfied (1-3)	95	26	103	21	45	72	31	89	12	10	8	1	2	15	14	8	22	51	15	20	3	12	29	48	26	62
	12%	11%	15%	15%	13%	14%	14%	16%	17%	12%	13%	13%	2%	21%	48%	8%	15%	21%	12%	13%	8%	4%	17%	64%	9%	24%
NET: Neutral (4-6)	248	77	225	43	114	177	70	160	21	28	18	3	20	30	11	22	47	69	45	36	8	54	60	16	58	98
	33%	32%	33%	30%	34%	32%	32%	30%	30%	35%	30%	38%	17%	43%	38%	22%	40%	28%	35%	25%	21%	17%	32%	21%	20%	32%
NET: Satisfied (7-10)	414	133	354	77	177	252	118	305	37	42	35	4	97	17	4	70	48	123	63	92	26	244	52	9	207	94
	54%	56%	52%	55%	52%	50%	54%	54%	53%	52%	57%	50%	82%	24%	14%	69%	41%	50%	50%	61%	68%	78%	30%	12%	71%	36%
Mean score	6.51d	6.65	6.38	6.48	6.58	6.28	6.56	6.50	6.49	6.56	6.61	6.75	8.00	5.24	3.86	7.58o	5.74	6.20	6.54	6.69	7.51p	7.82uv	5.54v	3.12	7.38x	5.48
Standard error	0.09	0.16	0.10	0.22	0.14	0.11	0.17	0.11	0.34	0.25	0.31	1.03	0.16	0.23	0.45	0.24	0.22	0.22	0.21	0.38	0.11	0.17	0.28	0.14	0.16	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier								EE					GiffGaff					O2																	
	Issue								Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved														
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
10 - Extremely satisfied (10)	108	45	83	22	51	63	23	78	48	25	26	9	98	6	4	93	14	11	17	12	5	42	2	1	41	4	35	16	25	7	78	3	2	73	10	
9 - (9)	14%	19% nd	12%	16%	15%	13%	10%	14%	16%	14%	11%	20%	23% lm	2%	4%	25% o	4%	18%	23%	14%	24%	34% l	2%	4%	32% l	4%	12%	10%	12%	21%	22% uv	1%	2%	22% a	3%	
8 - (8)	76	16	72	16	30	46	20	63	32	15	27	2	65	10	1	53	22	4	4	7	1	14	2	-	10	6	31	19	17	5	64	8	-	55	17	
7 - (7)	10%	7%	11%	11%	9%	9%	11%	11%	11%	8%	11%	5%	16% km	4%	1%	14% o	6%	7%	5%	8%	5%	11% l	2%	-	8%	6%	11%	12%	8%	15%	18% uv	4%	-	16% ka	5%	
6 - (6)	101	36	115	27	51	86	30	96	37	23	36	5	84	16	1	58	42	10	10	14	2	27	8	1	24	12	52	23	35	5	93	21	1	77	37	
5 - (5)	13%	15%	17%	19%	15%	17%	14%	17%	12%	13%	15%	11%	20% lm	6%	1%	15%	11%	17%	14%	17%	10%	22% lm	9%	4%	19%	11%	19%	15%	16%	15%	26% uv	9%	1%	23% a	11%	
4 - (4)	108	27	92	15	47	66	39	61	36	30	36	6	68	35	5	58	47	8	6	9	4	18	9	-	13	13	34	24	30	4	59	29	4	43	49	
3 - (3)	14%	11%	13%	11%	14%	13%	18% l	11%	12%	16%	15%	14%	16% km	14% km	6%	15%	13%	13%	8%	11%	19%	15%	10%	-	10%	12%	12%	16%	14%	12%	16% uv	13% uv	4%	13%	14%	
2 - (2)	85	35	82	20	46	67	34	83	37	19	24	5	41	41	3	35	50	9	14	6	6	9	22	4	13	21	33	19	26	4	24	55	3	30	49	
1 - Extremely dissatisfied (1)	11%	15%	12%	14%	14%	13%	15%	15% o	12%	10%	10%	11%	10%	13% km	3%	9%	13%	15%	19% o	7%	29%	7%	23% o	15%	10%	20% uv	12%	12%	12%	12%	7%	23% uv	3%	9%	15% uv	
NET: Dissatisfied (1-3)	109	35	81	18	41	74	28	69	39	29	30	11	23	76	10	33	72	5	9	20	1	6	25	4	14	20	32	21	25	3	21	47	13	22	58	
NET: Neutral (4-6)	14%	15%	12%	13%	12%	15%	13%	12%	13%	16%	13%	12%	5%	30% km	11% o	9%	19% o	8%	12%	23% o	5%	5%	28% o	15%	11%	19%	11%	14%	12%	9%	6%	21% uv	13% uv	7%	17% uv	
NET: Satisfied (7-10)	83	18	51	9	15	23	17	25	33	17	31	2	24	44	15	23	60	9	3	6	-	5	10	3	7	11	21	12	18	-	12	29	10	12	38	
Mean score	3%	3%	4%	2%	4%	4%	5%	5%	3%	3%	3%	2%	4%	4%	13% a	6%	10% a	15% o	4%	7%	-	4%	11% o	12%	5%	10%	7%	8%	8%	-	3%	19% uv	10% uv	4%	11% uv	
Standard error	30	11	38	5	25	23	11	22	9	9	12	-	7	11	12	6	23	1	5	5	-	1	6	4	4	7	15	11	10	2	5	17	16	9	29	
NET: Satisfied (7-10)	4%	5%	6%	4%	7% af	5%	5%	4%	3%	5%	5%	-	2%	4% a	13% af	2%	6% o	2%	7%	6%	-	1%	7% o	15%	3%	7%	5%	7%	5%	6%	1%	8% a	16% uv	3%	9% uv	
NET: Neutral (4-6)	22	7	24	3	15	18	9	26	10	5	6	1	1	9	12	5	16	1	2	4	-	1	3	3	2	5	7	4	12	1	3	9	12	5	18	
NET: Dissatisfied (1-3)	3%	3%	4%	2%	4%	4%	5%	5%	3%	3%	3%	2%	4%	4%	13% a	1%	4% ka	2%	3%	5%	-	1%	3%	11%	2%	5%	2%	3%	6%	3%	1%	4% a	12% uv	1%	5% uv	
NET: Satisfied (7-10)	29	7	42	6	13	34	7	38	13	6	9	1	4	3	22	7	21	2	2	1	2	-	1	6	1	6	19	5	16	2	1	3	38	8	34	
NET: Neutral (4-6)	4%	3%	6% o	4%	4%	7% af	3%	7% af	4%	3%	4%	2%	1%	1%	25% o	2%	6% o	3%	3%	1%	10%	-	1%	22%	1%	1%	7%	3%	7%	6%	1	1	38% uv	2%	10% uv	
NET: Dissatisfied (1-3)	11	1	4	-	5	2	2	3	4	4	1	2	4	3	4	4	4	-	1	-	-	-	-	1	-	-	2	-	2	-	-	1	3	-	2	1
NET: Satisfied (7-10)	2%	-	1%	-	1%	-	1%	1%	1%	2%	-	5% o	1%	1%	4% a	1%	1%	-	1%	-	-	-	-	4%	-	-	1%	-	1%	-	+	1%	-	1%	+	
NET: Dissatisfied (1-3)	81	25	104	14	53	75	27	86	32	20	27	2	12	23	46	18	60	4	9	10	2	2	10	13	7	18	41	20	38	5	9	29	66	22	81	
NET: Neutral (4-6)	11%	11%	15% o	10%	14% o	15% o	12%	15% o	11%	11%	11%	5%	3%	24% km	5% o	5%	19% o	7%	12%	12%	10%	2%	11% o	48%	5%	17% uv	15%	13%	18%	15%	2%	13% uv	63% uv	7%	24% uv	
NET: Satisfied (7-10)	277	88	214	47	102	164	79	173	109	65	85	18	88	151	28	91	182	23	26	32	7	20	57	11	34	52	86	52	69	7	57	131	26	64	105	
NET: Dissatisfied (1-3)	4%	3%	37%	31%	33%	30%	33%	36%	32%	37%	36%	36%	41%	21%	61% km	31% o	24%	69% o	38%	36%	38%	33%	16%	65% o	41%	26%	64% uv	31%	34%	32%	21%	16%	58% uv	25% uv	19%	43% uv
NET: Satisfied (7-10)	393	124	362	80	179	261	112	298	153	93	125	22	315	67	11	262	125	33	37	42	12	101	21	2	88	35	152	82	107	21	294	61	7	248	113	
NET: Neutral (4-6)	52%	52%	53%	57%	53%	52%	51%	53%	51%	51%	53%	50%	75% km	26% km	12%	70% o	34%	55%	51%	50%	57%	82% l	24%	7%	68% l	33%	54%	53%	50%	64%	81% uv	27% uv	7%	74% uv	33%	
NET: Satisfied (7-10)	6.50	6.68	6.39	6.79	6.51	6.39	6.50	6.55	6.46	6.41	6.81	7.70% uv	5.49% uv	3.55	7.49% o	5.52	6.73	6.81	6.45	6.95	6.11% F	5.53	3.77	7.57% l	5.60	6.46	6.47	6.15	7.03	7.37% uv	5.55% uv	2.92	7.56% x	5.27		
NET: Dissatisfied (1-3)	0.09	0.16	0.10	0.20	0.14	0.11	0.11	0.15	0.18	0.16	0.36	0.10	0.11	0.26	0.12	0.12	0.31	0.30	0.26	0.56	0.17	0.19	0.47	0.20	0.22	0.15	0.19	0.18	0.47	0.10	0.12	0.21	0.12	0.13		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier										SKY						TESCO MOBILE						THREE													
											Issue			Satisfaction			Complaint resolved									Issue			Satisfaction			Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47**	170	166	196	118	162	26**	250	175	77*	235	263	
10 - Extremely satisfied (10)	108	45	83	22	51	63	23	78	4	9	9	-	20	2	-	19	3	21	14	13	3	47	3	1	44	7	30	13	16	4	58	3	2	56	7	
9 - (9)	14%	19% nd	12%	16%	15%	13%	10%	14%	9%	20%	20%	-	26% f	4%	-	27% l	4%	16%	14%	14%	19%	28% km	2%	2%	26% ka	4%	15%	11%	10%	15%	23% uv	2%	3%	28% ka	3%	
8 - (8)	76	16	72	16	30	46	20	63	7	6	3	-	10	5	1	15	1	10	6	12	2	28	2	-	17	13	19	9	16	2	41	3	2	35	11	
7 - (7)	10%	7%	11%	11%	9%	9%	11%	11%	16%	14%	7%	-	13%	10%	6%	21% l	1%	8%	6%	13%	13%	17% km	2%	-	20%	8%	10%	8%	10%	8%	18% uv	2%	3%	15% ka	4%	
6 - (6)	101	36	115	27	51	86	30	96	8	6	10	3	21	4	2	13	12	19	17	14	1	29	20	2	28	21	31	27	23	5	65	20	1	55	31	
5 - (5)	13%	15%	17%	19%	15%	17%	14%	17%	18%	14%	22%	43%	28% f	8%	13%	18%	18%	15%	15%	17%	15%	17% km	16% km	4%	16%	13%	16%	23%	14%	19%	26% uv	11% uv	1%	23% ka	12%	
4 - (4)	108	27	92	15	47	66	39	61	5	5	4	1	10	5	-	6	9	15	19	10	3	23	17	7	24	23	25	13	24	4	34	28	4	30	34	
3 - (3)	14%	11%	13%	11%	14%	13%	18% f	11%	11%	9%	14%	13%	10%	-	8%	13%	12%	12%	19%	11%	19%	14%	14%	15%	14%	14%	13%	11%	15%	15%	14%	14% uv	16% uv	5%	13%	13%
2 - (2)	85	35	82	20	46	67	34	83	8	6	5	1	8	11	1	8	12	18	17	10	1	18	24	4	17	29	23	15	26	3	24	36	7	24	42	
1 - Extremely dissatisfied (1)	11%	15%	12%	14%	14%	13%	15%	15% nd	18%	14%	11%	14%	11%	22%	6%	11%	18%	14%	17%	11%	6%	11%	20%	9%	10%	10%	12%	12%	13%	16%	12%	10%	23% ka	9%	10%	16%
NET: Dissatisfied (1-3)	109	35	81	18	41	74	28	65	5	6	5	2	5	12	1	7	16	14	8	3	13	21	7	18	22	20	19	30	5	17	52	5	20	54		
NET: Neutral (4-6)	14%	15%	12%	13%	12%	15%	13%	12%	11%	14%	11%	29%	7%	24% f	6%	10%	16%	12%	14%	9%	19%	8%	12% ka	15%	11%	10%	16%	15%	19%	19%	7%	20% ka	6%	9%	21%	
NET: Satisfied (7-10)	83	18	51	9	15	23	17	25	3	3	3	-	2	6	1	2	7	4	3	1	1	8	6	3	9	9	4	1	4	16	3	6	17			
Mean score	30	11	38	5	25	23	11	22	3	2	-	-	-	3	2	1	4	11	5	8	1	3	14	8	10	15	12	6	5	-	2	11	10	4	19	
Standard error	4%	5%	6%	4%	7% af	5%	5%	4%	7%	5%	-	-	-	6% f	13%	1%	6%	8%	5%	9%	6%	2%	11% ka	17% ka	6%	9%	6%	5%	3%	-	1%	6% ka	13% ka	2%	7% uv	
NET: Satisfied (7-10)	29	7	42	6	13	34	7	38	2	1	3	-	-	1	5	-	5	3	5	-	1	5	7	2	11	18	4	11	1	2	4	28	2	32		
NET: Satisfied (7-10)	4%	3%	6% ka	4%	4%	7% af	3%	7% af	4%	2%	7%	-	-	2%	31%	-	4%	3%	5%	-	1%	4%	15% ka	1%	7% uv	1%	9%	3%	7%	4%	1%	2%	36% uv	1%	12% uv	
NET: Satisfied (7-10)	11	1	4	-	5	2	2	3	-	-	-	-	-	-	-	-	1	-	3	1	3	1	1	2	3	1	1	-	-	2	-	-	1	1		
NET: Satisfied (7-10)	2%	1%	1%	-	1%	1%	1%	1%	-	-	-	-	-	-	-	-	1%	-	3%	1	2%	1%	2%	1%	2%	1%	1%	-	-	1%	-	-	1%	1		
NET: Satisfied (7-10)	81	25	104	14	53	75	27	86	5	3	6	-	-	4	10	-	23	11	18	1	7	27	19	17	36	38	12	23	2	5	17	53	8	66		
NET: Satisfied (7-10)	11%	11%	15% nd	10%	16% ka	15% nd	12% ka	15% nd	11%	7%	13%	-	-	3% af	63%	1%	13%	18%	11%	20%	6%	4%	22% ka	40% ka	10%	17%	36%	13% uv	10%	14%	8%	2%	13% ka	63% ka	3%	55% uv
NET: Neutral (4-6)	277	88	214	47	102	164	79	173	16	15	13	3	15	29	3	17	30	41	35	21	5	32	53	17	38	63	52	43	50	9	45	104	15	50	113	
NET: Neutral (4-6)	36% af	37%	31%	33%	30%	33%	36%	32%	36%	34%	29%	43%	20%	89% af	19%	24%	32%	34%	23%	31%	19%	43% ka	36% ka	22%	34% uv	27%	36%	37% uv	35%	18%	59% uv	19%	21%	43% uv		
NET: Satisfied (7-10)	393	124	362	80	179	261	112	298	24	26	26	4	61	16	3	53	25	65	56	49	9	127	42	10	113	64	105	62	79	15	198	54	9	176	83	
NET: Satisfied (7-10)	52%	52%	53%	57%	53%	52%	51%	53%	53%	59%	58%	57%	80% f	33%	19%	75% l	37%	50%	55%	54%	56%	75% km	34%	21%	66% ka	39%	54%	53%	49%	56%	79% uv	31% uv	12%	79% ka	32%	
Mean score	6.50	6.68	6.39	6.79	6.51	6.39	6.50	6.62	7.09	6.69	6.71	6.71	8.01% f	5.96	3.56	7.98% l	5.54	6.40	6.62	6.49	7.00	7.88% km	5.50% km	4.28	7.33% ka	5.67	6.35	6.54	6.28	6.77	7.31% uv	5.88% uv	3.13	7.74% ka	5.21	
Standard error	0.09	0.16	0.10	0.20	0.14	0.11	0.16	0.11	0.35	0.35	0.41	0.52	0.19	0.28	0.70	0.22	0.23	0.23	0.29	0.59	0.16	0.20	0.34	0.18	0.19	0.20	0.21	0.19	0.47	0.11	0.13	0.28	0.13	0.15		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

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

	Supplier								VIRGIN MEDIA					VODAFONE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
10 - Extremely satisfied (10)	108	45	83	22	51	63	23	78	7	7	6	3	20	2	1	21	2	42	13	17	6	74	4	-	65	12
9 - (9)	76	16	72	16	30	46	20	63	10%	9%	10%	38%	17%	3%	3%	13%	2%	17%	10%	11%	16%	24%	2%	-	22%	5%
8 - (8)	101	36	115	27	51	86	30	96	5	10	4	1	19	1	-	11	7	17	21	19	6	55	5	3	50	13
7 - (7)	108	27	92	15	47	66	39	61	7%	12%	7%	13%	16%	1%	-	13%	6%	7%	7%	19%	13%	16%	3%	4%	17%	5%
6 - (6)	85	35	82	20	46	67	34	83	13	12	5	-	26	4	-	21	9	40	20	28	8	83	11	2	60	34
5 - (5)	109	35	81	18	41	74	28	65	19%	15%	8%	-	22%	6%	-	21%	8%	16%	16%	18%	21%	27%	6%	3%	21%	13%
4 - (4)	83	18	51	9	15	23	17	25	13%	13%	13%	13%	23%	10	2	17	22	29	12	18	2	42	18	1	29	32
3 - (3)	30	11	38	5	25	23	11	22	11%	15%	21%	13%	11%	17	4	8	25	36	22	21	4	34	45	4	40	42
2 - (2)	22	7	24	3	15	18	9	26	11%	15%	21%	13%	11%	24%	14%	8%	21%	15%	18%	14%	11%	11%	20%	5%	14%	16%
1 - Extremely dissatisfied (1)	29	7	42	6	13	34	7	38	14%	12%	7%	13%	6	10	3	10	17	34	14	15	2	12	45	8	19	44
Not applicable	11	1	4	-	5	2	2	3	14%	10%	16%	-	5%	3	10%	15%	14%	14%	11%	10%	5%	4%	25%	11%	7%	12%
NET: Dissatisfied (1-3)	81	25	104	14	53	75	27	86	3	4	3	1	1	6	4	6	5	11	1	8	2	2	16	4	6	15
NET: Neutral (4-6)	277	88	214	47	102	164	79	173	4%	5%	5%	13%	1%	8%	14%	6%	4%	4%	1%	5%	5%	2%	9%	5%	2%	6%
NET: Satisfied (7-10)	393	124	362	80	179	261	112	298	6%	5%	2%	-	-	1	8	2	7	11	6	8	1	4	5	17	10	15
Mean score	6.50	6.68	6.39	6.79	6.51	6.39	6.39	6.50	4%	2%	1%	-	-	3	4	-	7	18	7	10	3	2	7	29	6	32
Standard error	0.09	0.16	0.10	0.20	0.14	0.11	0.16	0.11	6%	2%	2%	-	-	4%	14%	-	6%	7%	6%	7%	8%	1%	4%	19%	2%	12%
									1%	2%	-	-	1%	1%	-	1%	1%	-	2%	-	-	1%	1%	1%	-	2%
									11%	10%	5%	1%	1%	10%	16%	8%	19%	40	14	26	6	8	28	50	22	62
									16%	12%	8%	13%	1%	14%	55%	8%	16%	16%	11%	17%	16%	3%	25%	9%	8%	24%
									21	28	28	2	25	41	10	20	57	77	43	46	9	50	105	18	65	103
									30%	35%	46%	25%	21%	61%	34%	20%	57	31%	34%	29%	24%	16%	63%	24%	22%	42%
									38	41	28	5	92	17	3	72	40	128	66	82	22	254	38	6	204	91
									54%	51%	46%	63%	77%	24%	10%	71%	34%	52%	53%	54%	58%	81%	22%	8%	70%	35%
									6.30	6.41	6.34	7.38	7.85	5.39	3.69	7.45	5.52	6.46	6.63	6.41	6.73	7.98	5.37	2.88	7.51	5.39
									0.30	0.27	0.26	1.00	0.16	0.22	0.42	0.21	0.20	0.17	0.23	0.21	0.46	0.10	0.14	0.27	0.13	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Courtesy and politeness of advisors.

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

	Supplier								EE					GiffGaff					O2																		
	Supplier								Issue			Satisfaction		Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved					
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89**	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340		
10 - Extremely satisfied (10)	140	46	123	33	60	76	31	111	59	24	44	13	124	11	5	108	31	11	14	13	8	39	6	1	42	4	57	16	40	10	104	16	3	100	23		
9 - (9)	96	17	93	23	40	72	34	86	33	24	35	4	70	20	6	60	33	3	8	5	1	11	4	2	14	3	32	29	27	5	65	22	6	51	42		
8 - (8)	104	44	125	24	60	115	42	100	42	25	34	3	80	23	1	51	52	13	9	21	1	30	14	-	22	22	51	29	42	3	87	24	14	68	56		
7 - (7)	121	31	94	13	43	65	32	76	50	26	39	6	75	39	7	56	64	10	8	11	2	20	9	2	16	14	36	26	27	5	50	36	8	46	47		
6 - (6)	76	39	75	8	47	66	24	54	27	24	22	3	22	48	6	24	51	6	14	14	5	12	25	2	14	24	24	17	30	4	25	37	13	30	42		
5 - (5)	97	28	69	20	37	47	23	46	9	13	9	7	5	15	7	6	10	19	19	17	24	10	19	7	11	14	9	11	14	12	7	17	13	9	12	12	
4 - (4)	52	14	36	8	19	25	16	33	16	17	17	2	11	29	12	19	32	2	8	4	-	4	5	5	6	8	10	15	10	1	10	18	8	11	25		
3 - (3)	32	5	23	7	17	10	5	22	5	8	8	1	7	13	12	15	17	1	2	2	-	1	3	1	1	4	13	3	6	1	3	12	8	4	19	4	
2 - (2)	12	7	16	2	5	8	4	10	6	4	2	-	1	2	9	2	9	2	3	1	2	1	-	2	5	-	7	10	2	3	1	2	4	10	3	12	3
1 - Extremely dissatisfied (1)	22	4	24	2	9	15	9	17	10	7	5	-	4	3	15	6	15	2	-	2	-	1	1	2	-	4	14	4	6	-	1	4	19	6	18	2	
Not applicable	10	3	6	1	2	3	-	5	1	1	2	6	1	6	3	3	3	-	2	-	1	2	-	1	1	2	3	1	2	-	2	3	1	3	2	1	
NET: Dissatisfied (1-3)	66	16	63	11	31	33	18	49	31	19	15	1	12	18	36	23	41	6	3	6	1	2	6	8	1	15	37	9	15	2	6	20	37	13	49	4	
NET: Neutral (4-6)	225	81	180	36	103	138	63	133	82	63	69	11	57	137	31	74	107	17	29	28	7	15	49	13	33	46	65	44	63	8	47	103	30	55	121	1	
NET: Satisfied (7-10)	461	138	435	93	203	328	139	373	184	99	152	26	349	93	19	275	180	37	39	50	12	100	33	5	94	43	176	100	136	23	306	98	31	265	168		
Mean score	6.96	7.00	7.06	7.34	6.99	7.16	6.96	7.22	6.94	6.62	7.13h	7.66h	8.03hm	8.04hm	4.41	7.68o	6.27	6.85	7.03	6.93	7.65	8.07F	6.25	4.58	7.89l	5.93	6.94	7.02	7.16	7.64	8.18uv	6.28v	4.80	7.34x	6.23		
Standard error	0.09	0.15	0.09	0.20	0.13	0.10	0.16	0.10	0.14	0.18	0.15	0.36	0.09	0.12	0.29	0.12	0.12	0.31	0.26	0.24	0.53	0.17	0.20	0.48	0.17	0.21	0.16	0.18	0.16	0.40	0.09	0.14	0.28	0.11	0.13		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

	Supplier								SKY							TESCO MOBILE							THREE												
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	39**	71*	68*	130	102	91*	16**	169	123	47**	170	166	196	118	162	26**	250	175	77*	235	263
10 - Extremely satisfied (10)	140	46	123	33	60	76	31	111	14	10	9	-	26	5	2	27	5	22	20	14	4	57	3	-	51	8	26	18	29	3	62	10	4	56	20
9 - (9)	96	17	93	23	40	72	34	86	7	7	8	1	16	6	1	14	9	18	10	12	-	31	8	1	20	20	29	17	20	6	57	11	4	50	22
8 - (8)	104	44	125	24	60	115	42	100	11	6	5	2	15	7	2	9	14	19	24	13	4	27	29	4	31	29	44	23	43	5	74	32	9	60	54
7 - (7)	121	31	94	13	43	65	32	76	1	4	5	3	9	3	1	6	7	20	9	12	2	19	23	1	20	22	29	15	20	1	30	27	8	21	43
6 - (6)	76	39	75	8	47	66	24	54	3	1	4	-	2	5	1	5	3	19	16	11	1	17	22	8	19	27	24	20	17	5	15	44	7	26	39
5 - (5)	97	28	69	20	37	47	23	46	6	6	8	-	3	13	4	6	14	14	9	11	3	6	19	12	12	25	13	14	16	4	5	30	12	11	36
4 - (4)	52	14	36	8	19	25	16	33	2	3	2	1	2	5	1	1	7	8	7	3	1	6	8	5	7	12	16	4	5	-	3	12	10	5	20
3 - (3)	32	5	23	7	17	10	5	22	-	5	2	-	1	5	1	2	5	4	4	9	-	3	6	8	6	11	4	2	4	-	1	4	5	4	6
2 - (2)	12	7	16	2	5	8	4	10	-	1	1	-	1	-	1	2	2	3	2	1	-	1	-	4	2	3	3	-	3	2	1	1	6	-	8
1 - Extremely dissatisfied (1)	22	4	24	2	9	15	9	17	1	-	1	-	1	-	2	-	3	3	1	5	-	1	5	3	2	7	7	3	5	-	1	2	12	2	13
Not applicable	10	3	6	1	2	3	-	5	-	1	-	-	1	-	-	1	-	1	-	-	1	1	-	1	-	2	1	2	-	-	1	2	-	-	2
NET: Dissatisfied (1-3)	66	16	63	11	31	33	18	49	1	6	4	-	2	5	4	2	9	9	7	15	-	5	11	15	10	21	14	5	12	2	9	7	23	6	27
NET: Neutral (4-6)	225	81	180	36	103	139	63	133	11	10	14	1	7	23	6	12	24	41	32	25	5	25	49	25	38	64	53	38	38	9	23	85	29	42	95
NET: Satisfied (7-10)	461	138	435	93	203	328	139	373	33	27	27	6	66	21	6	56	35	79	63	51	10	134	63	6	122	79	128	73	112	15	223	80	25	187	139
Mean score	6.96	7.00	7.06	7.34	6.99	7.16	6.96	7.22	7.89	7.07	7.07	7.14	8.38F	6.35	5.56	8.29	6.31	7.05	7.17	6.63	7.40	8.13lm	6.32m	4.59	7.67G	6.26	7.05	7.22	7.28	7.12	8.31uv	6.49v	5.00	8.01x	6.41
Standard error	0.09	0.15	0.09	0.20	0.13	0.10	0.16	0.10	0.33	0.39	0.37	0.59	0.21	0.32	0.74	0.23	0.29	0.20	0.22	0.27	0.53	0.15	0.18	0.29	0.17	0.18	0.16	0.19	0.18	0.44	0.10	0.14	0.31	0.12	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?
Courtesy and politeness of advisors.

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

	Supplier								VIRGIN MEDIA										VODAFONE									
									Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258		
10 - Extremely satisfied (10)	140	46	123	33	60	76	31	111	11	9	7	4	28	2	1	25	6	51	18	29	13	99	9	3	88	22		
9 - (9)	96	17	93	23	40	72	34	86	16%	11%	11%	50%	24% kl	3%	3%	15%	6	21%	14%	34% qr	32% uv	5%	4%	30% st	9%			
8 - (8)	104	44	125	24	60	115	42	100	13%	16%	18%	13%	20% kl	8%	14%	16%	17	13%	17%	16%	21%	19% uv	12%	7%	49	36		
7 - (7)	121	31	94	13	43	65	32	76	16%	21%	23%	-	36	6	-	23	19	46	21	27	6	69	20	11	56	41		
6 - (6)	76	39	75	8	47	66	24	54	9%	15%	21% g	13%	18	13	1	15	17	35	16	21	4	39	30	7	36	38		
5 - (5)	97	28	69	6	37	47	23	46	14%	11%	7%	13%	5%	21% kl	10%	6%	9%	13%	13%	9%	5%	7%	27% uv	5%	9%	10%	10%	
4 - (4)	52	14	36	8	19	25	16	33	6	10	6	1	2	15	5	7	16	20	12	11	3	10	26	10	11	34		
3 - (3)	32	5	23	7	12	10	5	22	9%	12%	10%	15%	2%	21% kl	17%	7%	8%	8%	10%	7%	8%	3%	15% kl	13% kl	4%	15% kl	4%	
2 - (2)	12	7	16	2	5	8	4	10	5	8	3	-	4	11	1	4	11	15	6	10	2	6	20	7	11	22		
1 - Extremely dissatisfied (1)	22	4	24	2	9	15	9	17	7%	-	2	-	1	-	8	2	7	10	3	4	-	2	4	11	4	13		
Not applicable	10	3	6	1	2	3	-	5	-	-	-	-	-	-	-	-	-	1	3	1	-	3	1	1	1	4		
NET: Dissatisfied (1-3)	66	16	63	11	31	33	18	49	12%	3%	3%	-	1	3	14	5	13	22	12	15	-	5	17	27	14	34		
NET: Neutral (4-6)	225	81	180	36	103	139	63	133	4%	4%	5%	-	1%	4%	48%	5%	11%	9%	10%	10%	-	2%	17%	36% kl	5%	13% kl		
NET: Satisfied (7-10)	461	138	435	93	203	328	139	373	21	27	13	2	12	42	9	17	45	58	34	34	7	37	75	21	47	83		
Mean score	6.96	7.00	7.06	7.34	6.99	7.16	6.96	7.22	30%	33%	21%	25%	10%	53% kl	31%	17%	33% kl	24%	27%	22%	18%	12%	44% kl	35% kl	16%	32% kl		
Standard error	0.09	0.15	0.09	0.20	0.13	0.10	0.16	0.10	5%	6%	7%	6%	8%	27	6	79	59	164	76	102	31	268	79	26	229	137		
									6.44	7.05	7.25	8.38	89% kl	38%	21%	78% kl	50%	7.18	7.02	7.18	82% kl	8.31% uv	6.22% kl	4.95	7.9% kl	6.41		
									0.34	0.22	0.27	0.73	0.15	0.21	0.55	0.22	0.21	0.16	0.21	0.20	0.30	0.10	0.16	0.32	0.12	0.15		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

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

	Supplier								EE						GiffGaff						O2															
									Issue			Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved											
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
10 - Extremely satisfied (10)	119	44	97	30	69	81	29	107	48	26	32	13	109	7	3	95	23	10	16	11	7	39	4	1	36	8	36	17	37	7	87	7	3	80	17	
9 - (9)	89	20	83	15	43	54	28	66	35	23	30	1	73	14	2	49	38	7	8	5	-	16	3	1	12	8	34	26	17	6	66	14	3	54	29	
8 - (8)	123	8	120	11	13	11	13	12	12	13	13	2	17	6	2	13	10	12	11	6	-	13	3	4	9	8	12	17	8	18	8	18	6	18	9	
7 - (7)	118	34	120	22	38	78	38	95	43	31	43	6	94	26	3	77	46	10	7	15	2	24	10	-	23	11	49	31	33	7	85	26	9	69	50	
6 - (6)	97	32	84	20	36	70	18	51	27	32	32	6	35	57	5	40	56	7	9	13	3	5	23	4	13	19	29	20	31	4	35	44	5	32	51	
5 - (5)	80	34	74	17	44	51	28	48	34	19	24	3	20	47	13	11	15	12	12	15	14	4	20	15	15	10	10	13	14	12	10	20	13	5	10	15
4 - (4)	59	17	38	7	18	28	14	33	20	11	26	2	15	32	12	19	39	5	4	8	-	1	10	6	4	4	13	18	9	10	1	6	23	9	9	28
3 - (3)	30	12	27	2	17	21	9	23	10	11	8	1	4	12	14	8	19	3	3	5	1	3	4	5	5	7	10	5	10	2	2	17	8	5	22	
2 - (2)	12	5	4	1	5	4	4	4	3	6	3	2	1	5	16	2	5	4	4	6	5	2	5	19	4	4	7	4	3	5	6	1	7	16	5	
1 - Extremely dissatisfied (1)	24	6	34	9	8	20	11	26	15	5	4	-	2	4	18	5	18	2	2	2	-	2	1	3	-	6	18	6	9	9	1	2	31	6	28	
Not applicable	11	4	6	-	4	4	-	5	4	1	1	-	4	3	4	3	-	1	1	2	2	3	-	1	3	1	2	2	2	-	1	3	2	2	3	
NET: Dissatisfied (1-3)	66	19	85	16	36	57	28	67	33	17	15	1	8	19	39	15	47	5	5	8	1	5	6	8	5	14	43	12	26	4	5	26	54	18	66	
NET: Neutral (4-6)	235	83	195	44	98	149	61	132	81	62	82	11	70	136	30	83	151	22	23	33	5	17	52	14	34	48	83	40	66	7	59	112	25	67	124	
NET: Satisfied (7-10)	449	132	397	81	201	292	131	356	180	102	140	27	337	95	16	273	170	33	44	42	13	98	30	4	87	43	153	100	122	22	296	83	18	249	147	
Mean score	6.87	6.85	6.70	6.86	6.95	6.78	6.64	6.94	6.77	6.85	6.87	7.64(H)	7.89(H)	8.97(H)	4.06	7.65(o)	6.11	6.80	7.08	6.52	7.63	7.90(F)	5.98	4.58	7.60	5.97	6.45	7.03(o)	6.71	7.30	8.01(H)	5.99(v)	3.67	7.84(x)	5.81	
Standard error	0.09	0.15	0.10	0.22	0.13	0.11	0.17	0.11	0.15	0.17	0.14	0.33	0.09	0.11	0.27	0.11	0.12	0.31	0.28	0.25	0.50	0.19	0.19	0.43	0.19	0.23	0.16	0.18	0.17	0.44	0.09	0.13	0.28	0.12	0.14	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10f: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.

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

	Supplier								SKY					TESCO MOBILE					THREE																
	Issue								Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved													
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
10 - Extremely satisfied (10)	119	44	97	30	69	81	29	107	9	10	11	-	28	2	-	28	2	24	17	22	6	64	4	1	57	12	30	19	29	3	71	7	3	61	20
9 - (9)	89	20	83	15	43	54	28	66	8	3	3	1	14	1	-	12	2	18	12	11	2	32	10	1	23	19	19	19	13	3	45	7	2	36	18
8 - (8)	123	34	120	22	38	78	38	95	7	6	6	3	15	5	2	9	12	21	11	6	-	19	15	4	19	19	27	21	24	6	56	19	3	45	32
7 - (7)	118	34	97	14	51	79	36	88	4	4	5	1	8	5	1	6	8	18	15	15	3	24	22	5	20	31	34	19	22	4	38	39	2	35	43
6 - (6)	97	32	84	20	36	70	18	51	5	7	8	-	5	13	2	5	15	12	13	10	1	13	18	5	18	17	22	15	29	4	20	43	7	29	40
5 - (5)	80	34	74	17	44	51	28	48	5	5	6	1	3	12	2	7	10	9	17	14	2	9	25	6	18	26	22	12	13	4	9	31	3	17	33
4 - (4)	59	17	38	7	18	28	14	33	2	4	1	-	2	4	1	1	6	8	8	2	-	2	10	6	5	13	13	5	10	-	4	11	13	4	24
3 - (3)	30	12	27	2	17	21	9	23	1	1	-	-	-	2	-	-	2	11	2	4	-	3	6	8	2	15	11	3	7	-	1	8	12	4	17
2 - (2)	42	5	4	1	5	4	4	4	2	2	-	-	-	4	-	-	3	2	5	4	-	2	5	4	5	6	7	1	7	1	2	3	11	1	15
1 - Extremely dissatisfied (1)	24	6	34	9	8	20	11	26	2	3	4	-	1	1	7	2	9	4	2	2	-	1	1	6	3	5	10	3	6	1	2	2	16	3	17
Not applicable	11	4	6	-	4	4	-	5	-	-	-	-	-	-	-	-	-	1	-	1	2	-	3	1	-	3	1	1	2	-	2	2	-	-	4
NET: Dissatisfied (1-3)	66	19	85	16	36	57	28	67	5	5	5	1	1	7	8	3	13	17	9	10	-	6	12	18	10	26	28	7	20	2	5	13	39	8	49
NET: Neutral (4-6)	235	83	195	44	98	149	61	132	12	16	15	1	10	29	5	13	31	31	38	26	3	24	57	17	41	56	57	32	52	8	33	88	28	50	97
NET: Satisfied (7-10)	449	132	397	81	201	292	131	356	28	23	25	5	65	13	3	55	24	81	55	54	11	139	51	11	119	81	110	78	88	16	210	72	10	177	113
Mean score	6.87	6.85	6.70	6.86	6.95	6.78	6.64	6.94	7.07	6.68	6.84	6.71	8.37f	5.57	3.63	8.13j	5.49	6.95	6.71	7.02	8.21	8.24lm	6.05m	4.52	7.89o	6.17	6.54	7.23p	6.71	6.92	8.14uv	6.14v	3.82	7.79x	5.86
Standard error	0.09	0.15	0.10	0.22	0.13	0.11	0.17	0.11	0.39	0.41	0.41	0.92	0.21	0.29	0.69	0.26	0.30	0.22	0.24	0.27	0.53	0.15	0.18	0.36	0.18	0.18	0.18	0.20	0.20	0.44	0.11	0.13	0.28	0.13	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?
Advisor doing what they said they would do.

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

	Supplier								VIRGIN MEDIA					VODAFONE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
10 - Extremely satisfied (10)	119	44	97	30	69	81	29	107	11	5	10	3	28	-	1	26	3	51	16	28	12	100	6	1	88	18
	16%	18%	14%	21%be	20%be	16%	13%	19%	16%	6%	16%	38%	24%k	-	3%	26%	3%	21%	13%	18%	32%q	32%u	3%	1%	30%	7%
9 - (9)	89	20	83	15	43	54	28	66	7	14	7	-	22	4	2	15	12	21	20	18	7	56	7	3	47	18
	12%	8%	12%	11%	13%	11%	13%	12%	10%	17%	11%	-	18%	6%	7%	15%	10%	9%	16%	12%	18%	18%u	4%	4%	16%	7%
8 - (8)	123	34	120	22	38	78	38	95	12	13	11	2	31	7	-	16	22	44	24	24	3	68	20	7	50	44
	16%k	14%	18%c	16%	11%	16%	17%	17%	17%	16%	18%	25%	26%l	10%	-	16%	19%	18%	19%	16%	8%	22%u	12%	9%	17%	17%
7 - (7)	118	34	97	14	51	79	36	88	6	18	11	1	20	14	2	20	16	36	17	27	8	50	34	4	43	42
	15%	14%	14%	10%	15%	16%	16%	16%	9%	22%g	18%	13%	17%	19%	7%	20%	14%	15%	14%	18%	21%	16%v	20%v	5%	15%	16%
6 - (6)	97	32	84	20	36	70	18	51	6	6	5	1	4	13	1	5	13	23	11	16	1	13	32	6	23	27
	13%	13%	12%	14%	11%	14%	8%	9%	9%	7%	8%	13%	3%	19%	3%	5%	11%	9%	9%	9%	11%	4%	19%u	8%	8%	10%
5 - (5)	80	34	74	17	44	51	29	48	8	12	8	1	4	17	8	8	20	19	15	12	2	12	28	8	11	36
	10%	14%	11%	12%	13%	10%	13%	9%	11%	15%	13%	13%	3%	24%k	28%	8%	22%h	8%	12%	8%	5%	4%	15%u	11%u	4%	14%u
4 - (4)	59	17	38	7	18	28	14	33	8	3	3	-	4	9	1	5	9	14	11	6	2	6	18	0	11	21
	8%	7%	6%	5%	5%	6%	6%	6%	11%	4%	5%	-	3%	19%k	3%	5%	8%	6%	9%	4%	5%	2%	10%u	12%u	4%	8%u
3 - (3)	30	12	27	2	17	21	9	23	2	5	2	-	2	5	2	-	9	11	5	6	1	2	13	8	6	16
	4%	5%	4%	1%	5%	4%	4%	4%	3%	6%	3%	-	2%	7%	7%	-	8%u	4%	4%	4%	3%	1%	8%u	11%u	2%	6%u
2 - (2)	12	1	24	5	11	16	8	18	2	5	1	-	2	3	3	4	4	9	2	7	-	1	6	11	4	13
	2%	*	4%ac	4%z	3%z	4%z	4%z	3%	3%	6%	2%	-	2%	4%	10%	4%	3%	4%	2%	5%	-	*	3%u	15%tu	1%	5%u
1 - Extremely dissatisfied (1)	24	6	34	9	8	20	11	26	8	-	3	-	2	-	9	2	9	17	3	5	1	4	4	18	7	19
	3%	3%	5%c	6%z	2%	4%	5%	5%	11%h	-	5%h	-	2%	-	31%	2%	8%	7%	2%	3%	3%	1%	4	24%tu	2%	7%u
Not applicable	11	4	6	-	4	4	-	5	-	-	-	-	-	-	-	-	-	-	1	3	1	1	4	-	1	4
	2%	2%	1%	-	1%	1%	-	1%	-	-	-	-	-	-	-	-	-	-	1%	3%	3%	*	2%u	-	+	2%
NET: Dissatisfied (1-3)	66	19	85	16	36	57	28	67	12	10	6	-	6	8	14	6	22	37	10	18	2	7	23	37	17	48
	9%	8%	12%a	11%	11%	11%	13%	12%	17%	12%	10%	-	5%	11%	48%	6%	15%u	15%	8%	12%	5%	2%	13%u	49%tu	6%	19%u
NET: Neutral (4-6)	236	83	196	44	98	149	61	132	22	21	16	2	12	39	10	18	42	56	37	34	5	31	78	23	45	84
	31%	35%	29%	31%	29%	30%	28%	24%	31%	26%	26%	25%	10%	53%k	34%	18%	22%h	23%	22%	22%	13%	10%	45%u	31%u	15%	32%u
NET: Satisfied (7-10)	449	132	397	81	201	292	131	356	36	50	39	6	101	25	5	77	53	152	77	97	30	274	67	15	228	122
	59%	55%	58%	57%	59%	58%	60%	64%	51%	62%	64%	75%	85%l	35%	17%	76%o	45%	62%	62%	64%	39%p	88%u	39%u	20%	78%u	47%
Mean score	6.87	6.85	6.70	6.86	6.95	6.78	6.64	6.94	6.24	6.65	6.90	8.00	7.88	5.69	3.90	7.59o	5.85	6.78	6.92	6.98	7.86p	8.24u	5.53v	3.96	7.84x	5.93
Standard error	0.09	0.15	0.10	0.22	0.13	0.11	0.17	0.11	0.35	0.25	0.31	0.68	0.19	0.21	0.51	0.23	0.22	0.17	0.21	0.20	0.38	0.10	0.16	0.30	0.13	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Logging of query details to avoid having to repeat yourself.**

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

	Supplier								EE					GiffGaff					O2																
									Issue			Satisfaction		Complaint resolved							Issue			Satisfaction		Complaint resolved									
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	89**	419	254	89**	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
10 - Extremely satisfied (10)	105	43	84	30	52	51	30	84	42	24	30	9	92	9	4	84	21	12	15	10	6	35	5	3	31	12	34	13	29	8	75	6	3	75	9
9 - (9)	122	10%	18%ab	12%	21%abcd	15%cd	10%	14%	14%	13%	13%	20%	22%klm	4%	4%	22%ko	6%	20%	21%	12%	29%	28%klf	6%	11%	24%kl	11%	12%	8%	13%	24%kl	21%klv	3%	3%	22%kl	3%
8 - (8)	90	24	80	18	35	59	17	60	33	23	30	4	74	14	2	58	30	6	7	11	-	21	3	-	18	6	28	23	25	4	67	11	2	53	27
7 - (7)	119	42	100	19	44	76	45	99	55	26	36	2	89	22	8	64	54	6	13	19	4	30	9	3	29	12	42	21	32	5	83	14	3	64	35
6 - (6)	16%	18%	15%	13%	13%	15%	20%bcd	18%	18%	14%	15%	5	21%klm	9%	9%	17%	15%	10%	18%	23%	19%	24%klf	10%	11%	22%kl	11%	15%	14%	15%	15%	23%klv	6%	3%	19%kl	10%
5 - (5)	125	34	98	16	63	69	31	70	32	35	51	7	68	51	6	55	67	11	9	12	2	15	16	3	13	21	41	24	31	2	61	30	7	48	49
4 - (4)	95	29	78	16	38	77	23	65	40	25	23	7	41	44	10	42	52	8	10	8	3	6	18	5	14	15	27	20	26	5	27	46	5	34	43
3 - (3)	88	28	84	12	33	96	23	60	31	22	28	7	23	59	8	27	63	4	10	12	2	5	19	3	13	13	37	19	26	2	20	58	6	19	63
2 - (2)	46	16	53	9	25	42	16	31	21	9	15	1	10	27	9	13	32	3	4	7	2	5	9	2	6	10	27	15	11	-	15	27	11	13	39
1 - Extremely dissatisfied (1)	33	7	36	8	19	30	14	28	15	8	10	-	9	12	12	12	19	4	1	2	-	1	5	1	2	5	17	7	8	4	5	21	10	12	24
Not applicable	15	4	8	3	5	6	2	9	6	2	1	6	5	7	3	6	4	1	1	-	2	2	1	1	2	2	6	-	2	-	4	2	2	4	3
NET: Dissatisfied (1-3)	79	18	99	18	44	66	33	82	38	16	24	1	17	23	39	26	50	9	4	5	-	3	8	7	3	15	39	19	34	7	9	30	60	26	72
NET: Neutral (4-6)	229	73	215	37	96	175	62	156	92	56	66	15	74	128	27	82	145	15	24	27	7	6	19	10	23	14%	14%	12%	16%	22%	2%	13%	63%	8%	21%
NET: Satisfied (7-10)	439	143	362	83	194	255	123	313	162	108	147	22	323	95	20	261	172	35	44	52	12	101	33	9	91	51	145	81	117	19	286	61	15	240	120
Mean score	6.78bcd	6.58bcd	6.42	6.59bcd	6.64	6.42	6.50	6.60	6.62	6.84	6.76	7.18	7.76lmn	6.90mn	4.31	7.48o	6.06	6.75	7.13	6.92	7.47	8.08f	6.98	5.35	7.89l	6.15	6.36	6.40	6.44	6.88	7.81uv	6.58v	3.30	7.47x	5.41
Standard error	0.09	0.15	0.10	0.22	0.14	0.11	0.17	0.11	0.15	0.17	0.15	0.36	0.10	0.12	0.29	0.12	0.34	0.27	0.24	0.49	0.18	0.21	0.56	0.18	0.24	0.15	0.20	0.18	0.49	0.10	0.12	0.26	0.13	0.13	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

	Supplier								SKY							TESCO MOBILE							THREE														
									Issue			Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved			Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47**	170	166	196	118	162	26**	250	175	77*	235	263		
10 - Extremely satisfied (10)	105	43	84	30	52	51	30	84	6	14	10	-	25	4	1	26	4	20	15	13	4	47	3	2	41	10	19	10	20	2	47	4	-	41	10		
9 - (9)	14%	18% ^{ab}	12%	21% ^{abcd}	15% ^d	10%	14%	15% ^d	13%	32% ^A	22%	-	33% ^f	8%	6%	6%	15%	15%	14%	25%	28% ^{klm}	2%	4%	24% ^{kl}	6%	24% ^{kl}	10%	8%	12%	8%	19% ^{kluv}	2%	-	17% ^{kl}	4%		
8 - (8)	90	24	80	18	35	59	17	60	9	4	4	1	13	3	2	9	9	15	12	8	-	24	8	3	20	15	20	21	16	2	48	11	-	39	19		
7 - (7)	125	34	98	16	63	69	31	70	7	4	5	-	9	7	-	11	5	24	19	16	4	36	26	1	25	38	23	16	26	4	39	24	6	30	38		
6 - (6)	95	29	78	16	38	77	23	65	6	7	3	-	7	8	1	7	9	14	9	13	2	13	21	4	16	22	29	23	22	3	32	30	6	34	43		
5 - (5)	88	28	84	12	33	96	23	60	2	5	4	1	3	8	1	4	8	15	7	9	2	11	17	5	17	15	23	16	13	4	8	37	11	21	34		
4 - (4)	46	16	53	9	25	42	16	31	1	3	4	1	3	6	-	3	6	11	9	5	-	1	17	7	6	19	21	6	13	2	7	22	13	15	27		
3 - (3)	33	7	36	8	19	30	14	28	4	1	2	1	-	6	2	1	7	6	5	7	1	2	8	9	7	12	13	5	11	1	5	17	8	5	25		
2 - (2)	15	4	24	7	14	14	9	23	3	-	4	-	-	3	4	-	6	8	1	5	-	-	7	7	7	7	9	-	-	-	1	4	9	2	12		
1 - Extremely dissatisfied (1)	31	7	39	3	11	22	10	31	1	-	2	-	-	-	3	-	5	2	4	-	-	3	7	7	3	8	-	-	-	-	2	1	19	2	20		
Not applicable	15	4	8	3	5	6	2	9	2	1	-	-	-	-	-	1	1	1	-	3	1	2	2	1	1	3	-	1	3	2	4	-	2	3	3		
NET: Dissatisfied (1-3)	79	18	99	18	44	66	33	82	8	1	8	1	-	9	2	16	19	8	16	1	3	18	23	17	27	33	8	24	1	8	22	36	9	57			
NET: Neutral (4-6)	229	73	215	37	96	175	62	156	9	15	11	2	13	22	2	14	40	25	27	4	25	55	15	39	56	73	45	48	5	47	98	30	70	104			
NET: Satisfied (7-10)	439	143	362	83	194	255	123	313	26	27	26	4	60	18	5	54	28	70	69	45	10	139	45	7	113	80	90	64	87	14	191	55	9	153	99		
Mean score	6.78 ^{bd}	6.59 ^{bd}	6.42	6.59 ^{bd}	6.64	6.42	6.50	6.60	6.77	7.58	6.60	6.43	6.20 ^f	5.80	4.50	6.01	5.82	6.46	7.05 ⁱ	6.32	7.27	8.01 ^{lm}	5.72 ^{lm}	4.07	7.24 ^o	6.00	6.10	6.51 ^p	6.45	6.79	7.78 ^{uv}	5.73 ^v	3.60	7.35 ^x	5.57		
Standard error	0.09	0.15	0.10	0.22	0.14	0.11	0.17	0.11	0.40	0.33	0.43	0.90	0.20	0.32	0.83	0.25	0.32	0.23	0.22	0.28	0.55	0.14	0.19	0.38	0.19	0.19	0.18	0.19	0.20	0.39	0.12	0.14	0.25	0.14	0.15		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?
Logging of query details to avoid having to repeat yourself.

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

Table with columns for Supplier (EE, GiffGaff, O2, Sky, Tesco Mobile, Three, Virgin Media, Vodafone) and Issue categories (Issue, Satisfaction, Complaint resolved) for VIRGIN MEDIA and VODAFONE. Includes rows for Total, NET: Dissatisfied, NET: Neutral, NET: Satisfied, Mean score, and Standard error.

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10H: And how satisfied were you with the following aspects of [Provider]’s customer service?
Offering compensation or a goodwill payment.

Table 52

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

		Supplier										EE						GiffGaff						O2													
												Issue			Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
		EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total		762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
10 - Extremely satisfied (10)		98	39	86	24	39	61	24	83	40	26	22	10	86	9	3	74	23	9	12	14	4	35	3	1	35	4	33	18	29	6	77	6	3	68	18	
		13%	16%	13%	17%	12%	12%	11%	15%	13%	14%	9%	23%	21%kl	4%	3%	20%	6%	15%	16%	17%	19%	28%kl	3%	4%	27%kl	4%	12%	12%	13%	18%	21%kl	3%	3%	20%	5%	
9 -	(9)	93	23	75	14	39	61	33	66	34	27	28	4	67	21	5	61	30	6	9	6	2	16	5	2	14	8	25	18	27	5	63	8	4	52	23	
		12%	10%	11%	10%	12%	12%	15%	12%	11%	15%	12%	9%	16%	8%	6%	16%	8%	10%	12%	7%	10%	13%	6%	7%	11%	8%	9%	12%	13%	15%	17%kl	4%	4%	15%	7%	
8 -	(8)	120	30	116	20	40	72	40	76	44	39	34	3	85	33	2	62	57	4	9	13	4	21	7	2	18	12	55	30	27	4	83	28	5	65	49	
		16%	13%	17%	14%	12%	14%	18%	14%	15%	21%	14%	7%	20%	13%	2%	17%	15%	7%	12%	15%	19%	17%	8%	7%	14%	11%	20%	19%	13%	12%	23%	13%	5%	19%	14%	
7 -	(7)	94	35	94	24	36	81	22	73	39	19	33	3	60	28	6	49	42	8	13	13	1	20	13	2	20	15	34	27	29	4	53	33	8	50	44	
		12%	15%	14%	17%	11%	16%	10%	13%	13%	10%	14%	7%	14%	11%	7%	13%	11%	13%	18%	15%	5%	10	17	1	16%	15%	12%	18%	13%	12%	15%	15%	15%	15%	13%	
6 -	(6)	83	28	81	16	44	48	24	54	25	26	26	6	36	41	6	35	48	4	9	13	2	10	17	1	13	14	38	20	21	2	31	43	7	40	41	
		11%	12%	12%	11%	13%	10%	11%	10%	8%	16%	11%	14%	9%	15%	7%	9%	13%	7%	12%	15%	10%	8%	15%	4%	10%	9%	14%	13%	10%	6%	9%	19%	7%	12%	12%	
5 -	(5)	81	33	56	13	43	48	20	46	33	19	31	8	26	57	8	36	54	11	8	12	2	6	23	4	16	17	22	13	16	5	11	38	7	13	39	
		10%	14%	8%	9%	13%	10%	13%	8%	11%	10%	13%	18%	6%	22%	9%	10%	15%	18%	11%	14%	10%	5%	26%	15%	12%	12%	8%	8%	7%	15%	3%	19%	7%	4%	11%	
4 -	(4)	51	16	35	8	29	26	13	35	24	8	19	-	11	32	8	13	37	5	3	5	3	7	6	3	3	12	17	7	11	-	11	17	7	13	22	
		7%	7%	5%	6%	9%	5%	6%	6%	8%	4%	8%	-	3%	13%	9%	3%	10%	8%	4%	6%	14%	6%	7%	11%	2%	2%	6%	5%	5%	-	3%	8%	7%	4%	6%	
3 -	(3)	34	12	26	7	17	19	7	23	15	6	12	1	5	17	12	10	22	4	6	2	-	1	6	5	4	8	9	5	11	1	7	14	5	8	18	
		4%	5%	4%	5%	4%	3%	4%	4%	5%	3%	5%	2%	1%	7%	13%	3%	6%	7%	8%	2%	-	1%	7%	19%	3%	3%	3%	3%	5%	3%	2%	6%	5%	2%	5%	
2 -	(2)	19	5	33	3	14	21	8	26	8	3	7	1	8	1	10	6	13	2	1	2	-	2	1	2	1	4	16	7	8	2	7	16	10	8	24	
		2%	2%	5%	2%	4%	4%	3%	5%	3%	2%	3%	2%	2%	*	11%	2%	4%	3%	1%	2%	-	2%	1%	7%	1%	4%	6%	5%	4%	6%	2%	7%	10%	2%	7%	
1 - Extremely dissatisfied (1)		50	10	59	11	18	50	13	54	24	9	17	-	14	12	24	11	37	5	2	3	-	2	4	4	2	8	20	7	30	2	6	13	40	8	51	
		7%	4%	9%	8%	5%	10%	acc	6%	8%	5%	7%	-	3%	5%	27%	3%	10%	8%	3%	4%	-	2%	5%	15%	2%	2%	7%	5%	14%	pa	6%	2%	6%	40%	2%	15%
Not applicable		29	7	23	1	20	15	7	24	12	-	9	8	21	3	5	18	8	2	1	1	3	3	3	1	3	4	12	2	7	2	12	8	3	11	11	
		4%	3%	3%	1%	6%	3%	3%	4%	4%	-	4%	8	5%	1%	6%	2%	2%	3%	1%	1%	14%	2%	3%	4%	2%	4%	4%	1%	3%	6%	3%	4%	3%	3%	3%	
NET: Dissatisfied (1-3)		103	27	118	21	49	90	28	103	47	18	36	2	27	30	46	27	72	11	9	7	-	5	11	11	7	20	45	19	49	5	20	43	55	24	93	
		14%	11%	17%	15%	14%	13%	13%	13%	16%	10%	15%	5%	6%	11%	15%	7%	13%	18%	12%	8%	-	4%	13%	11%	5%	6%	16%	12%	23%	15%	6%	19%	15%	7%	23%	
NET: Neutral (4-6)		225	77	172	37	116	122	66	135	82	53	76	14	73	130	22	84	139	20	20	30	7	23	46	8	32	43	77	40	48	7	53	98	21	66	102	
		30%	32%	25%	26%	35%	24%	30%	24%	28%	29%	32%	32%	17%	31%	25%	22%	37%	33%	27%	36%	33%	19%	32%	30%	25%	25%	27%	26%	22%	21%	15%	48%	21%	20%	30%	
NET: Satisfied (7-10)		405	127	371	82	154	275	119	298	157	111	117	20	298	91	16	246	152	27	43	46	11	92	28	7	87	39	147	93	112	19	276	75	20	235	134	
		53%	53%	54%	58%	45%	55%	54%	53%	53%	61%	49%	45%	71%	36%	18%	66%	41%	45%	59%	55%	52%	79%	32%	26%	76%	37%	52%	60%	52%	58%	76%	33%	20%	70%	39%	
Mean score		6.52	6.65	6.40	6.61	6.29	6.33	6.58	6.37	6.39	6.95%	6.24	7.28	7.63%	8.83%	3.82	7.35%	5.74	6.07	6.83	6.75	7.28	7.74%	5.73	4.58	7.51%	5.59	6.39	6.71	6.13	6.81	7.73%	5.51%	3.56	7.46%	5.38	
Standard error		0.10	0.16	0.11	0.23	0.14	0.13	0.18	0.12	0.16	0.18	0.17	0.38	0.11	0.13	0.30	0.12	0.14	0.37	0.28	0.26	0.52	0.20	0.22	0.53	0.20	0.24	0.16	0.20	0.21	0.50	0.11	0.15	0.29	0.12	0.15	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?
Offering compensation or a goodwill payment.

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

		Supplier								VIRGIN MEDIA							VODAFONE										
		EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
		EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
10 - Extremely satisfied (10)		98	39	86	24	39	61	24	83	8	7	7	2	21	2	1	21	3	41	14	17	11	76	5	2	70	11
		13%	16%	13%	17%	12%	12%	11%	15%	11%	9%	11%	25%	18%	3%	3%	21%	3%	17%	11%	11%	29%	24%	3%	3%	24%	4%
9 - (9)		93	23	75	14	39	61	33	66	12	14	6	1	25	6	2	21	12	24	24	17	1	53	12	1	44	21
		12%	10%	11%	10%	12%	12%	15%	12%	17%	17%	10%	13%	21%	8%	7%	21%	10%	10%	19%	11%	3%	17%	7%	1%	15%	8%
8 - (8)		120	30	116	20	40	72	40	76	9	18	13	-	33	7	-	20	19	34	19	20	3	62	12	2	49	26
		16%	13%	17%	14%	12%	14%	18%	14%	13%	22%	21%	-	28%	10%	-	20%	16%	14%	15%	13%	8%	20%	7%	3%	17%	10%
7 - (7)		94	35	94	24	36	81	22	73	6	11	5	-	15	5	2	10	12	24	20	24	5	47	20	6	37	34
		12%	15%	14%	17%	11%	16%	10%	13%	9%	14%	8%	-	13%	7%	7%	10%	10%	10%	16%	16%	13%	15%	12%	8%	13%	13%
6 - (6)		83	28	81	16	44	48	24	54	3	9	8	4	6	15	3	7	16	17	18	15	4	20	32	2	20	33
		11%	12%	12%	11%	13%	10%	11%	10%	4%	11%	13%	50%	5%	23%	10%	7%	14%	7%	18%	10%	11%	6%	29%	3%	7%	13%
5 - (5)		91	33	56	13	43	48	20	46	13	7	9	-	6	10	4	9	20	19	10	16	1	10	27	3	20	25
		12%	14%	8%	9%	13%	10%	13%	8%	19%	9%	15%	-	5%	23%	14%	9%	17%	8%	8%	11%	3%	3%	48%	12%	7%	10%
4 - (4)		51	16	35	8	29	26	13	35	2	7	4	-	2	3	3	3	10	19	6	7	3	8	21	3	11	22
		7%	7%	5%	6%	9%	5%	6%	6%	3%	9%	7%	-	2%	11%	10%	3%	9%	8%	5%	5%	8%	3%	14%	4%	4%	9%
3 - (3)		34	12	26	7	17	19	7	23	2	2	3	-	3	2	2	3	4	12	6	5	-	4	15	4	5	18
		4%	5%	4%	5%	5%	4%	3%	4%	3%	2%	5%	-	3%	3%	7%	3%	3%	5%	5%	3%	-	1%	9%	5%	2%	7%
2 - (2)		19	5	33	3	14	21	8	26	3	4	1	-	3	3	2	3	5	16	2	7	1	6	6	14	6	20
		2%	2%	5%	2%	4%	4%	4%	5%	4%	5%	2%	-	3%	4%	7%	3%	4%	7%	7%	2%	3%	2%	3%	19%	2%	8%
1 - Extremely dissatisfied (1)		50	10	59	11	18	50	13	54	10	1	2	-	1	2	10	2	11	27	4	18	5	10	14	30	14	39
		7%	4%	9%	8%	5%	10%	6%	10%	14%	1%	3%	-	1%	3%	34%	2%	2%	11%	11%	4%	13%	3%	8%	40%	5%	15%
Not applicable		29	7	23	1	20	15	7	24	2	1	3	1	4	3	-	2	5	12	2	6	4	17	5	2	15	9
		4%	3%	3%	1%	6%	3%	3%	4%	3%	1%	5%	13%	3%	4%	-	2%	4%	5%	2%	4%	1%	5%	3%	3%	5%	3%
NET: Dissatisfied (1-3)		103	27	118	21	49	90	28	103	15	7	6	-	7	7	14	8	20	55	12	30	6	20	35	48	25	77
		14%	11%	17%	15%	14%	16%	13%	18%	21%	9%	10%	-	6%	10%	48%	8%	17%	22%	10%	20%	16%	6%	20%	64%	9%	30%
NET: Neutral (4-6)		225	77	172	37	116	122	66	139	18	23	21	6	14	42	10	19	46	55	34	38	8	38	83	14	51	80
		30%	32%	25%	26%	35%	24%	30%	24%	26%	28%	34%	50%	12%	53%	34%	19%	42%	22%	27%	25%	21%	12%	48%	19%	18%	31%
NET: Satisfied (7-10)		405	127	371	82	154	275	119	298	35	50	31	3	94	20	5	72	46	123	77	78	20	238	49	11	200	92
		53%	53%	54%	58%	45%	55%	54%	53%	50%	62%	51%	38%	79%	28%	17%	71%	39%	50%	62%	51%	53%	76%	28%	15%	69%	36%
Mean score		6.52	6.65	6.40	6.61	6.29	6.33	6.58	6.37	6.10	6.86	6.64	7.57	7.77	5.74	3.86	7.53	5.74	6.15	6.98	6.14	6.65	7.76	5.32	3.10	7.43	5.18
Standard error		0.10	0.16	0.11	0.23	0.14	0.13	0.18	0.12	0.37	0.25	0.31	0.75	0.19	0.24	0.52	0.23	0.24	0.20	0.21	0.24	0.55	0.13	0.18	0.30	0.15	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

	Supplier							EE						GiffGaff						O2															
	Issue							Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved												
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
10 - Extremely satisfied (10)	121	42	94	28	68	80	36	107	52	26	30	13	109	7	5	98	22	6	18	14	4	39	2	1	39	3	38	13	34	9	82	10	2	81	13
9 - (9)	100	21	75	22	37	73	25	83	29	30	39	2	73	19	8	55	43	8	4	7	2	16	5	-	13	8	37	16	19	3	63	10	2	54	21
8 - (8)	114	48	127	25	40	88	36	98	50	25	34	5	81	30	3	62	49	10	17	16	5	35	10	3	32	15	47	34	39	7	91	28	8	70	56
7 - (7)	127	25	108	12	46	60	36	93	54	24	41	8	68	52	7	61	66	9	11	4	1	12	10	3	12	13	42	27	37	2	62	38	8	54	52
6 - (6)	104	36	81	12	49	67	31	44	36	31	34	3	42	53	9	39	62	9	9	15	3	9	24	3	15	20	30	25	23	3	30	42	9	30	51
5 - (5)	82	30	67	17	39	55	21	45	28	13	29	5	24	30	8	27	54	8	4	14	4	4	25	1	10	19	26	10	26	5	12	45	10	17	47
4 - (4)	39	15	41	13	20	31	10	32	18	6	12	3	12	19	8	14	25	3	3	9	-	6	6	3	5	10	18	11	11	1	10	22	9	16	24
3 - (3)	28	9	33	2	19	18	11	19	13	8	7	-	6	13	9	8	19	4	3	2	-	1	4	4	2	7	14	7	11	1	6	15	12	5	28
2 - (2)	16	4	13	5	7	12	6	11	7	5	4	-	5	5	11	4	11	-	2	1	1	-	1	3	-	4	5	3	5	-	2	3	8	3	10
1 - Extremely dissatisfied (1)	24	5	41	4	9	17	8	26	10	7	7	-	3	3	18	6	17	3	-	2	-	-	-	5	-	5	22	7	10	2	2	8	31	4	37
Not applicable	7	3	4	1	5	1	-	2	-	1	1	5	1	3	3	1	3	-	2	-	1	1	1	1	1	2	2	1	1	-	1	3	-	2	1
NET: Dissatisfied (1-3)	68	18	87	11	35	47	25	56	30	20	18	-	9	21	38	18	47	7	5	5	1	1	5	12	2	16	41	17	26	3	10	26	51	12	75
NET: Neutral (4-6)	225	81	189	42	108	153	62	121	83	56	75	11	78	122	25	80	161	20	16	38	7	15	55	7	30	49	74	46	60	9	52	109	28	63	122
NET: Satisfied (7-10)	462	136	404	87	191	301	133	381	185	105	144	28	331	308	23	276	180	33	50	41	12	102	27	7	95	39	164	90	129	21	298	86	20	259	142
Mean score	6.94b	6.95	6.67	7.08	6.90	6.94	6.86	7.12b	6.90	6.87	6.93	7.67	7.82m	6.14m	4.51	7.65o	6.25	6.60	7.44A	6.73	7.25	6.18F	6.00	4.35	7.91I	5.79	6.59	6.62	6.73	7.24	7.33uv	5.90v	3.85	7.78x	5.63
Standard error	0.08	0.15	0.10	0.21	0.13	0.11	0.16	0.10	0.14	0.18	0.15	0.33	0.09	0.12	0.32	0.11	0.12	0.30	0.26	0.25	0.49	0.16	0.17	0.53	0.17	0.22	0.16	0.19	0.17	0.45	0.09	0.14	0.27	0.11	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
 Willingness to help resolve your issue.

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

	Supplier										SKY							TESCO MOBILE							THREE											
	Issue										Satisfaction			Complaint resolved				Issue							Satisfaction			Complaint resolved								
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
10 - Extremely satisfied (10)	121	42	94	28	68	80	36	107	6	13	9	-	25	3	-	26	1	27	19	18	4	60	6	2	56	12	30	22	26	2	66	11	3	58	22	
9 - (9)	100	21	75	22	37	73	25	83	10	4	7	1	15	4	3	13	9	14	11	8	4	29	7	1	22	14	24	14	26	9	61	10	2	49	23	
8 - (8)	114	48	127	25	40	88	36	98	8	6	7	4	14	11	-	13	11	21	11	7	1	24	13	3	23	16	36	18	31	3	60	25	3	53	35	
7 - (7)	127	25	108	12	46	60	36	93	7	3	2	-	7	4	1	9	3	17	20	8	1	18	22	6	20	26	22	17	21	-	29	24	7	23	36	
6 - (6)	104	36	81	12	49	67	31	44	6	3	2	1	4	6	2	3	9	17	17	14	1	22	20	7	21	28	24	18	18	7	12	45	10	24	42	
5 - (5)	82	30	67	17	39	55	21	45	4	8	4	1	3	12	2	4	13	8	12	16	3	9	25	5	11	38	22	12	18	3	9	33	13	17	37	
4 - (4)	39	15	41	13	20	31	10	32	-	5	8	-	5	6	2	2	11	12	4	4	-	5	8	7	8	12	13	10	7	1	8	12	11	6	25	
3 - (3)	28	9	33	2	19	18	11	19	1	1	-	-	-	1	1	-	-	8	4	7	-	2	9	8	5	14	9	4	5	-	2	8	8	3	16	
2 - (2)	16	4	13	5	7	12	6	11	1	1	3	-	2	2	1	-	5	6	4	8	-	1	7	17	3	5	5	3	3	-	2	5	5	3	9	
1 - Extremely dissatisfied (1)	24	5	41	4	9	17	8	26	1	-	3	-	-	4	4	-	4	3	1	5	-	-	5	4	1	8	2	6	1	-	2	15	-	17		
Not applicable	7	3	4	1	5	1	-	2	1	-	-	-	1	-	-	1	-	2	1	2	-	3	2	1	3	-	1	-	1	-	-	-	-	1	-	
NET: Dissatisfied (1-3)	68	18	87	11	35	47	25	56	3	2	6	-	2	3	6	-	11	14	6	15	-	2	19	14	8	4	27	25	6	15	1	4	15	28	5	42
NET: Neutral (4-6)	225	83	189	42	108	153	62	121	10	16	14	2	12	24	6	9	33	37	33	34	4	36	53	19	40	68	59	40	43	11	29	90	34	47	104	
NET: Satisfied (7-10)	462	136	404	87	191	301	133	381	31	26	25	5	61	22	4	61	24	79	61	41	10	131	48	12	121	68	112	71	104	14	216	70	15	183	116	
Mean score	6.94b	6.95	6.67	7.08	6.90	6.94	6.86	7.12b	7.39	7.23	6.58	7.43	8.12f	6.31	4.56	8.43j	5.63	6.97	7.10l	6.40	8.00	6.18m	5.83m	4.93	7.78o	5.96	6.71	7.10	7.06	7.19	8.24uv	6.21v	4.40	7.36x	6.03	
Standard error	0.08	0.15	0.10	0.21	0.13	0.11	0.16	0.10	0.32	0.37	0.44	0.53	0.24	0.29	0.74	0.20	0.29	0.22	0.21	0.28	0.53	0.14	0.20	0.35	0.17	0.18	0.18	0.20	0.19	0.43	0.11	0.15	0.28	0.12	0.15	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
Willingness to help resolve your issue.

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

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
10 - Extremely satisfied (10)	121	42	94	28	68	80	36	107	12	11	9	4	34	1	1	30	6	46	20	27	14	91	11	5	86	19
9 - (9)	16%	18%	14%	20%	20%	16%	16%	19%	17%	14%	15%	50%	29%	1%	3%	30%	5%	19%	16%	18%	37%	29%	6%	7%	30%	7%
8 - (8)	100	21	75	22	37	73	25	83	8	10	7	-	21	3	1	16	9	32	19	28	4	64	15	4	55	28
7 - (7)	13%	9%	11%	16%	11%	11%	11%	15%	11%	12%	11%	-	18%	4%	3%	16%	8%	13%	15%	18%	11%	20%	9%	5%	19%	11%
6 - (6)	114	48	127	25	40	88	36	98	7	18	10	1	30	5	1	18	17	44	23	25	6	72	23	3	52	44
5 - (5)	15%	20%	19%	18%	12%	18%	16%	18%	10%	22%	16%	13%	25%	7%	3%	18%	15%	18%	18%	16%	16%	23%	13%	5%	18%	17%
4 - (4)	127	25	108	12	46	60	36	93	10	13	11	2	16	14	6	11	25	40	21	24	8	48	37	8	44	47
3 - (3)	17%	11%	10%	9%	14%	12%	16%	17%	14%	16%	18%	25%	13%	19%	21%	11%	21%	16%	17%	16%	21%	15%	12%	11%	15%	18%
2 - (2)	104	36	81	12	49	67	31	44	8	12	10	1	8	22	1	12	19	17	16	9	2	14	28	2	22	21
1 - Extremely dissatisfied (1)	14%	15%	12%	9%	14%	13%	14%	8%	11%	15%	16%	13%	7%	31%	3%	12%	16%	7%	13%	6%	5%	4%	28%	3%	8%	8%
Not applicable	82	30	67	17	39	55	21	49	8	7	6	-	4	14	3	7	14	24	9	10	2	11	28	6	13	29
NET: Dissatisfied (1-3)	11%	13%	10%	12%	12%	11%	10%	8%	11%	9%	10%	-	3%	19%	10%	7%	12%	10%	7%	7%	5%	4%	18%	8%	4%	11%
NET: Neutral (4-6)	39	15	41	13	20	31	10	32	2	4	4	-	3	6	1	2	7	12	6	13	1	4	18	10	8	23
NET: Satisfied (7-10)	5%	6%	6%	9%	6%	5%	6%	6%	3%	5%	7%	-	3%	8%	3%	2%	6%	5%	5%	9%	3%	1%	10%	13%	3%	9%
Mean score	28	9	33	2	19	18	11	19	7	2	2	-	2	4	5	2	9	7	5	6	1	8	6	5	5	14
Standard error	4%	4%	5%	1%	6%	4%	5%	3%	10%	2%	3%	-	2%	6%	17%	2%	8%	3%	4%	4%	3%	3%	3%	7%	2%	5%
	16	4	13	5	7	12	6	11	3	3	-	-	1	2	3	1	5	6	2	3	-	-	2	9	1	10
	24	5	41	4	9	17	8	26	5	1	2	-	-	1	7	2	6	17	2	7	-	-	4	22	5	21
	3%	2%	6%	3%	3%	3%	4%	5%	7%	1%	3%	-	-	1%	24%	2%	5%	7%	2%	5%	-	-	2%	29%	2%	8%
	7	3	4	1	5	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	2
	1%	1%	1%	1%	1%	1%	-	4	-	-	-	-	-	-	-	-	-	-	2%	-	-	*	-	1%	-	1%
	68	18	87	11	35	47	25	56	15	6	4	-	3	7	15	5	20	30	9	16	1	8	12	36	11	45
	9%	8%	13%	8%	10%	9%	11%	10%	21%	7%	7%	-	3%	19%	52%	5%	17%	12%	7%	11%	3%	3%	7%	46%	4%	17%
	225	81	189	42	108	153	62	121	18	23	20	1	15	42	5	21	40	53	31	32	5	29	74	18	43	73
	30%	34%	28%	30%	32%	30%	28%	22%	26%	28%	33%	13%	13%	53%	17%	21%	23%	22%	25%	21%	13%	9%	43%	24%	15%	32%
	462	136	404	87	191	301	133	381	37	52	37	7	101	23	9	75	57	162	83	104	32	275	85	20	237	138
	61%	57%	59%	62%	56%	60%	68%	68%	53%	64%	61%	88%	85%	32%	31%	74%	49%	66%	66%	68%	64%	88%	50%	27%	81%	53%
	6.54	6.95	6.67	7.08	6.90	6.94	6.86	7.12	6.37	7.05	6.95	8.50	8.14	5.81	4.21	7.82	6.04	6.94	7.22	7.09	8.13	8.28	8.38	4.09	8.01	6.13
	0.08	0.15	0.10	0.21	0.13	0.11	0.16	0.10	0.34	0.24	0.28	0.60	0.16	0.20	0.52	0.22	0.21	0.17	0.20	0.21	0.31	0.09	0.15	0.35	0.12	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

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

	Supplier								EE					GiffGaff					O2																
	Issue								Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved													
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Ease of finding provider contact details	462	146	417	83	196	308	129	354	170	114	151	27	351	89	22	270	184	33	47	52	14	106	34	6	97	49	167	100	127	23	300	91	26	255	159
Willingness to help resolve your issue	61%	61%	61%	59%	58%	61%	59%	63%	57%	63%	63%	61%	84% <i>kl</i>	35%	25%	72% <i>no</i>	50%	55%	64%	62%	67%	86% <i>kl</i>	39%	22%	75% <i>kl</i>	46%	59%	65%	59%	70%	83% <i>lv</i>	41% <i>lv</i>	26%	78% <i>kl</i>	47%
Courtesy and politeness of advisors	462	136	404	87	191	301	133	381	185	105	144	28	331	108	23	276	180	33	50	41	12	102	27	7	96	39	164	90	129	21	298	86	20	259	142
Advisor doing what they said they would do	61%	57%	59%	62%	56%	60%	60%	68% <i>abdefkl</i>	62%	58%	61%	64%	79% <i>lm</i>	43% <i>lm</i>	26%	74% <i>no</i>	49%	55%	68% <i>kl</i>	49%	57%	83% <i>kl</i>	31%	26%	74% <i>kl</i>	37%	58%	58%	60%	64%	83% <i>lv</i>	38% <i>lv</i>	20%	77% <i>kl</i>	42%
Logging of query details to avoid having to repeat yourself	461	138	435	93	203	328	139	373	184	99	152	26	349	93	19	275	180	37	39	50	12	100	33	5	94	43	176	100	136	23	306	98	31	265	168
The time taken to handle your issue	60%	58%	64%	66%	60%	65%	63%	67% <i>kl</i>	62%	54%	64%	59%	83% <i>lm</i>	37% <i>lm</i>	21%	73% <i>no</i>	49%	62%	53%	60%	57%	81% <i>kl</i>	38%	19%	73% <i>kl</i>	41%	63%	65%	63%	70%	85% <i>lv</i>	44% <i>lv</i>	31%	79% <i>kl</i>	49%
Offering compensation or a goodwill payment	449	132	397	81	201	292	131	356	180	102	140	27	337	96	16	273	170	33	44	42	13	98	30	4	87	43	153	100	122	22	296	83	18	249	147
Getting the issue resolved to your satisfaction	59%	55%	58%	57%	59%	58%	60%	64% <i>kl</i>	60%	56%	59%	61%	87% <i>kl</i>	36% <i>kl</i>	18%	73% <i>no</i>	46%	55%	60%	50%	62%	80% <i>kl</i>	34%	15%	67% <i>kl</i>	41%	54%	65% <i>kl</i>	56%	67%	82% <i>lv</i>	37% <i>lv</i>	18%	74% <i>kl</i>	43%
Getting the issue resolved to your satisfaction	439	143	362	83	194	255	123	313	162	108	147	22	323	96	20	261	172	35	44	52	12	101	33	9	91	51	145	81	117	19	286	61	15	240	120
	52%	52%	53%	53%	57%	51%	56%	56%	54%	59%	62%	50%	77% <i>lm</i>	38% <i>lm</i>	22%	70% <i>no</i>	46%	58%	60%	62%	57%	82% <i>kl</i>	38%	33%	71% <i>kl</i>	48%	52%	53%	54%	58%	79% <i>lv</i>	27% <i>lv</i>	15%	71% <i>kl</i>	35%
Getting the issue resolved to your satisfaction	414	133	354	77	177	252	118	305	160	106	118	30	315	77	22	251	156	31	46	45	11	99	27	7	90	42	140	86	108	20	279	62	13	233	121
	54%	56%	52%	55%	52%	50%	54%	54%	54%	58%	50%	52%	88% <i>l</i>	30%	25%	67% <i>no</i>	42%	52%	63%	54%	52%	80% <i>kl</i>	31%	26%	70% <i>kl</i>	40%	50%	56%	50%	61%	77% <i>lv</i>	28% <i>lv</i>	13%	69% <i>kl</i>	36%
Getting the issue resolved to your satisfaction	405	127	371	82	154	275	119	298	157	111	117	20	298	91	16	246	152	27	43	46	11	92	28	7	87	39	147	93	112	19	276	75	20	235	134
	53% <i>kl</i>	53%	58% <i>kl</i>	58% <i>kl</i>	45%	55% <i>kl</i>	54% <i>kl</i>	53% <i>kl</i>	53%	61% <i>kl</i>	49%	45%	71% <i>lm</i>	36% <i>lm</i>	18%	66% <i>no</i>	41%	45%	59%	55%	52%	75% <i>kl</i>	32%	26%	67% <i>kl</i>	37%	52%	60%	52%	58%	78% <i>lv</i>	33% <i>lv</i>	20%	70% <i>kl</i>	39%
Getting the issue resolved to your satisfaction	393	124	362	80	179	261	112	298	153	93	125	22	315	67	11	262	125	33	37	42	12	101	21	2	88	35	152	82	107	21	294	61	7	248	113
	52%	52%	53%	57%	53%	52%	53%	53%	51%	51%	53%	50%	75% <i>lm</i>	36% <i>lm</i>	12%	70% <i>no</i>	34%	55%	51%	50%	57%	82% <i>kl</i>	24%	7%	68% <i>kl</i>	33%	54%	53%	50%	64%	81% <i>lv</i>	27% <i>lv</i>	7%	74% <i>kl</i>	33%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
SUMMARY : Satisfied

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

	Supplier								SKY							TESCO MOBILE							THREE												
									Issue			Satisfaction			Complaint resolved								Issue			Satisfaction			Complaint resolved						
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47**	170	166	196	118	162	26**	250	175	77*	235	263
Ease of finding provider contact details	462	146	417	83	196	308	129	354	27	26	24	6	60	19	4	51	31	73	65	48	10	139	47	10	119	76	120	74	99	15	219	71	18	174	132
Willingness to help resolve your issue	462	136	404	87	191	301	133	381	31	26	25	5	61	22	4	61	24	79	61	41	10	131	48	12	121	68	112	71	104	14	216	70	15	183	116
Courtesy and politeness of advisors	461	138	435	93	203	328	139	373	33	27	27	6	66	21	6	56	35	79	63	51	10	134	63	6	122	79	128	73	112	15	223	80	25	187	139
Advisor doing what they said they would do	449	132	397	81	201	292	131	356	28	23	25	5	65	13	3	55	24	81	55	54	11	139	51	11	119	81	110	78	88	16	210	72	10	177	113
Logging of query details to avoid having to repeat yourself	439	143	362	83	194	255	123	313	26	27	26	4	60	18	5	54	28	70	69	45	10	139	48	7	113	80	90	64	87	14	191	55	9	153	99
The time taken to handle your issue	414	133	354	77	177	252	118	305	27	25	20	5	54	17	6	53	22	67	54	46	10	129	39	9	111	64	92	65	80	15	194	49	9	154	96
Offering compensation or a goodwill payment	405	127	371	82	154	275	119	298	26	29	21	6	60	18	4	53	27	54	47	45	8	106	39	9	94	59	98	79	89	9	188	73	14	166	107
Getting the issue resolved to your satisfaction	393	124	362	80	179	261	112	298	24	26	26	4	61	16	3	53	25	65	56	49	9	127	42	10	113	64	105	62	79	15	198	54	9	176	83
	52%	52%	53%	57%	53%	52%	51%	53%	53%	59%	58%	57%	80%	33%	19%	75%	37%	50%	55%	54%	56%	75%	34%	21%	66%	39%	54%	53%	49%	58%	79%	31%	12%	75%	32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?
 SUMMARY : Satisfied

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

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Ease of finding provider contact details	462	146	417	83	196	308	129	354	40	48	36	5	102	19	8	71	57	152	71	101	30	262	74	18	218	134
Willingness to help resolve your issue	61%	61%	61%	59%	58%	61%	59%	63%	57%	59%	59%	63%	86%l	26%	28%	70%e	49%	62%	57%	66%	79%pg	84%uv	43%v	24%	75%g	52%
Courtesy and politeness of advisors	461	138	435	93	203	328	139	373	37	52	37	7	101	23	9	75	57	162	83	104	32	275	86	20	237	138
Advisor doing what they said they would do	61%	57%	59%	62%	56%	60%	60%	68%	53%	64%	61%	88%	85%l	32%	31%	74%e	49%	66%	66%	68%	84%pg	88%uv	50%v	27%	81%g	53%
Logging of query details to avoid having to repeat yourself	461	138	435	93	203	328	139	373	37	51	45	6	106	27	6	79	59	164	76	102	31	268	79	26	229	137
Advisor doing what they said they would do	60%	58%	64%	66%	60%	65%	63%	67%	53%	63%	74%g	75%	89%l	38%	21%	78%e	50%	67%	61%	67%	82%q	86%uv	46%	35%	79%g	53%
Logging of query details to avoid having to repeat yourself	449	132	397	81	201	292	131	356	36	50	39	6	101	25	5	77	53	152	77	97	30	274	67	15	228	122
Advisor doing what they said they would do	59%	55%	58%	57%	59%	58%	60%	64%	51%	62%	64%	75%	85%l	35%	17%	76%e	45%	62%	62%	64%	79%g	85%uv	39%v	20%	78%g	47%
Getting the issue resolved to your satisfaction	439	143	362	83	194	255	123	313	35	50	34	4	101	21	1	78	44	133	68	87	25	246	57	10	212	96
Getting the issue resolved to your satisfaction	58%v	60%v	53%	59%	57%	51%	56%	56%	50%	62%	56%	50%	85%l	29%	3%	77%e	38%	54%	54%	57%	66%	75%uv	33%v	13%	73%g	37%
The time taken to handle your issue	414	133	354	77	177	252	118	305	37	42	35	4	97	17	4	70	48	123	63	93	26	244	52	9	207	94
Offering compensation or a goodwill payment	54%	56%	52%	55%	52%	50%	54%	54%	53%	52%	57%	50%	82%l	24%	14%	69%e	41%	50%	50%	61%g	68%g	78%uv	30%v	12%	71%g	36%
Offering compensation or a goodwill payment	405	127	371	82	154	275	119	298	35	50	31	3	94	20	5	72	46	123	77	78	20	238	49	11	200	92
Getting the issue resolved to your satisfaction	53%g	53%	54%g	58%g	45%	55%g	54%g	53%	50%	62%	51%	38%	79%l	28%	17%	71%e	39%	50%	62%g	51%	53%	76%uv	28%v	15%	69%g	36%
Getting the issue resolved to your satisfaction	393	124	362	80	179	261	112	298	38	41	28	5	92	17	3	72	40	128	66	82	22	254	38	6	204	91
Getting the issue resolved to your satisfaction	52%	52%	53%	57%	53%	52%	51%	53%	54%	51%	46%	63%	77%l	24%	10%	71%e	34%	52%	53%	54%	58%	81%uv	22%v	8%	70%g	35%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								EE						GIFFGAFF						O2														
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Completely resolved	375	129	336	71	170	235	101	291	152	94	106	23	268	85	22	375	-	34	43	45	7	88	36	5	129	-	144	73	100	19	246	67	23	336	-
	49%	54%	49%	50%	50%	47%	46%	52%	51%	52%	45%	52%	64% kl	33%	25%	100% no	-	57%	59%	54%	33%	72% kl	41%	19%	100% kl	-	51%	47%	46%	58%	68% kl	30%	23%	100% kl	-
Partly resolved	304	83	261	52	119	204	93	190	111	79	103	11	132	138	34	-	18	27	28	10	30	42	11	-	83	108	66	79	8	99	128	34	-	261	
	40% kl	35%	38%	37%	35%	41% kl	42% kl	34%	37%	43% kl	43% kl	25%	32%	54% klm	38%	-	30%	37%	33%	48%	24%	46% kl	41%	-	78% kl	38%	43% kl	37%	24%	27%	57% klm	34%	-	77% klm	-
Not resolved at all	67	23	79	16	47	59	24	68	32	5	27	3	14	23	30	67	7	3	10	3	4	8	11	-	23	26	15	35	3	14	24	41	-	79	
	9%	10%	12%	11%	14% kl	12%	11%	12% kl	11% kl	3%	11% kl	7%	3%	9% kl	34% kl	18% kl	12%	4%	12%	14%	3%	9%	41%	-	22% kl	9%	10%	16% kl	9%	4%	11% kl	41% klm	-	23% klm	-
Don't know	16	3	8	2	3	4	2	11	3	4	2	7	5	8	3	-	1	-	1	1	1	2	-	-	-	3	-	2	3	2	5	1	-	-	
	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	16% klm	1%	3%	3%	-	-	2%	-	1%	5%	1%	2%	-	-	1%	-	1%	-	1%	2%	1%	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								SKY						TESCO MOBILE						THREE														
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Completely resolved	375	129	336	71	170	235	101	291	29	21	20	1	50	20	1	71	-	67	50	46	7	115	46	9	170	-	102	53	65	15	168	56	11	235	-
	49%	54%	49%	50%	50%	47%	46%	52%	64%	48%	44%	14%	66%kl	41%	6%	100%kl	-	52%	49%	51%	44%	68%lm	37%lm	19%	100%kl	-	52%kl	45%	40%	58%	67%lw	32%w	14%	100%kl	-
Partly resolved	304	83	261	52	119	204	93	190	12	19	15	6	20	26	6	-	52	40	45	29	5	40	57	22	-	119	68	57	72	7	79	95	30	-	204
	40%kl	35%	38%	37%	35%	41%kl	42%kl	34%	27%	43%	33%	86%	26%	53%kl	38%	-	76%kl	31%	44%kl	32%	31%	24%	46%kl	47%kl	-	72%kl	35%	48%kl	44%	27%	32%	54%kl	39%	-	78%kl
Not resolved at all	67	23	79	16	47	59	24	68	3	4	9	-	4	3	9	-	16	21	7	16	3	13	18	16	47	-	24	8	25	2	2	21	36	-	59
	9%	10%	12%	11%	14%kl	12%	11%	12%kl	7%	9%	20%	-	5%	6%	56%	-	24%kl	16%kl	7%	18%kl	19%	8%	15%	34%kl	-	28%kl	12%	7%	15%kl	8%	1%	12%kl	47%kl	-	22%kl
Don't know	16	3	8	2	3	4	2	11	1	-	1	-	2	-	3	-	2	-	-	1	1	2	-	-	-	2	-	-	2	1	3	-	-	-	-
	2%	1%	1%	1%	1%	1%	1%	2%	2%	-	2%	-	3%	-	-	-	2%	-	-	6%	1%	2%	-	-	-	-	1%	-	-	8%	*	2%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

Supplier									VIRGIN MEDIA						VODAFONE											
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Completely resolved	375	129	336	71	170	235	101	291	38	32	25	6	78	19	4	101	-	136	58	77	20	211	64	16	291	-
	49%	54%	49%	50%	50%	47%	46%	52%	54%	40%	41%	75%	66% l	26%	14%	100% o	-	56%	46%	51%	53%	67% tu	37% w	21%	100% x	-
Partly resolved	304	83	261	52	119	204	93	190	23	42	26	2	38	41	14	-	93	74	56	50	10	87	81	22	-	190
	40%	35%	38%	37%	35%	41%	42%	34%	33%	52% g	43%	25%	32%	57% l	48%	-	79% n	30%	45% pr	33%	26%	28%	47% tu	29%	-	74% w
Not resolved at all	67	23	79	16	47	59	24	68	8	7	9	-	3	10	11	-	24	31	10	23	4	11	22	35	-	68
	9%	10%	12%	11%	14% a	12%	11%	12%	11%	9%	15%	-	3%	14% l	38%	-	21% n	13%	8%	15%	11%	4%	13% t	47% tu	-	26% w
Don't know	16	3	8	2	3	4	2	11	1	-	1	-	-	2	-	-	-	4	1	2	4	4	5	2	-	-
	2%	1%	1%	1%	1%	1%	1%	2%	1%	-	2%	-	-	3%	-	-	-	2%	1%	1%	11% ps	1%	3%	3%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier								EE							GIFFGAFF							O2												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GIFFGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Yes	334	111	284	63	147	199	92	249	132	88	94	20	250	69	15	334	-	28	37	40	6	78	30	3	111	-	120	59	87	18	213	55	16	284	-
	44%	47%	42%	45%	43%	40%	42%	44%	44%	48%	39%	45%	60% kl	27%	17%	89% ko	-	47%	51%	48%	29%	63% lf	34%	11%	86% lh	-	43%	38%	40%	55%	59% lt	25%	16%	85% la	-
No	39	16	50	8	20	30	9	38	20	6	11	2	17	15	7	39	-	6	5	5	-	9	6	1	16	-	24	14	11	1	31	12	7	50	-
	5%	7%	7%	6%	6%	6%	4%	7%	7%	3%	5%	5%	4%	6%	8%	10% no	-	10%	7%	6%	-	7%	7%	4%	12% li	-	9%	9%	5%	3%	9%	5%	7%	15% lx	-
Don't know	2	2	2	-	3	6	-	4	-	-	1	1	1	1	1	2	-	-	1	-	1	1	-	2	-	-	-	-	2	-	-	2	-	2	-
	*	1%	*	-	1%	1%	-	1%	-	-	*	2% qn	*	*	-	1%	-	-	1%	-	5%	1%	-	4%	2%	-	-	-	1%	-	-	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier								SKY							TESCO MOBILE							THREE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Yes	334	111	284	63	147	199	92	249	26	19	18	-	48	14	1	63	-	56	44	40	7	106	35	6	147	-	83	49	55	12	148	43	8	199	-
	44%	47%	42%	45%	43%	40%	42%	44%	58%	43%	40%	-	63% kl	29%	6%	89% kl	-	43%	43%	44%	44%	63% klm	28% klm	13%	86% o	-	42%	42%	34%	46%	59% kluv	25% klv	10%	85% klx	-
No	39	16	50	8	20	30	9	38	3	2	2	1	2	6	-	8	-	9	5	6	-	7	10	3	20	-	15	4	10	1	14	13	3	30	-
	5%	7%	7%	6%	6%	6%	4%	7%	7%	5%	4%	14%	3%	12% kl	-	11% kl	-	7%	5%	7%	-	4%	8%	6%	12% o	-	8%	3%	6%	4%	6%	7%	4%	13% klx	-
Don't know	2	2	2	-	3	6	-	4	-	-	-	-	-	-	-	-	-	2	1	-	-	2	1	-	3	-	4	-	-	2	6	-	-	6	-
	*	1%	*	-	1%	1%	-	1%	-	-	-	-	-	-	-	-	-	2%	1%	-	-	1%	1%	-	2%	-	2%	-	-	8%	2% kl	-	-	3% klx	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Yes	334	111	284	63	147	199	92	249	33	30	23	6	74	17	1	92	-	114	52	64	19	184	57	8	249	-
	44%	47%	42%	45%	43%	40%	42%	44%	47%	37%	38%	75%	62% kl	24%	3%	91% no	-	47%	42%	42%	50%	59% tuw	33% uv	11%	86% w	-
No	39	16	50	8	20	30	9	38	5	2	2	-	4	2	3	9	-	22	5	11	-	24	6	8	38	-
	5%	7%	7%	6%	6%	6%	4%	7%	7%	2%	3%	-	3%	3%	10%	9%	-	9%	4%	7%	-	8%	3%	11% u	13% x	-
Don't know	2	2	2	-	3	6	-	4	-	-	-	-	-	-	-	-	-	-	1	2	1	3	1	-	4	-
	*	1%	*	-	1%	1% sd	-	1%	-	-	-	-	-	-	-	-	-	-	1%	1%	1% sp	1%	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								EE						GIFFGAFF						O2														
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GIFFGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)
Total	375	129	336	71*	170	235	101	291	152	94*	106	23**	268	85*	22**	375	-**	34*	43*	45*	71**	88*	36*	5**	129	-**	144	73*	100	19**	246	67*	23**	336	-**
Yes	334	111	284	63	147	199	92	249	132	88	94	20	250	69	15	334	-	28	37	40	6	78	30	3	111	-	120	59	87	18	213	55	16	284	-
	89%	86%	85%	89%	86%	85%	91%	86%	87%	94%	89%	87%	89%	81%	68%	89%	-	82%	86%	89%	86%	89%	83%	60%	86%	-	83%	81%	87%	95%	87%	82%	70%	85%	-
No	39	16	50	8	20	30	9	38	20	6	11	2	17	15	7	39	-	6	5	5	-	9	6	1	16	-	24	14	11	1	31	12	7	50	-
	10%	12%	15%	11%	12%	13%	9%	13%	13%	6%	10%	9%	6%	18%	32%	10%	-	18%	12%	11%	-	10%	17%	20%	12%	-	17%	19%	11%	5%	13%	18%	30%	15%	-
Don't know	2	2	2	-	3	6	-	4	-	-	1	1	1	1	1	2	-	-	1	-	1	1	-	1	2	-	-	-	2	-	-	2	-	2	-
	1%	2%	1%	-	2%	3%	-	1%	-	-	1%	4%	*	1%	-	1%	-	-	2%	-	14%	1%	-	20%	2%	-	-	-	2%	-	1%	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								SKY						TESCO MOBILE						THREE														
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)
Total	375	129	336	71*	170	235	101	291	29**	21**	20**	1**	50*	20**	1**	71*	-**	67*	50*	46*	7**	115	46*	9**	170	-**	102	53*	65*	15**	168	56*	11**	235	-**
Yes	334	111	284	63	147	199	92	249	26	19	18	-	48	14	1	63	-	56	44	40	7	106	35	6	147	-	83	49	55	12	148	43	8	199	-
	89%	86%	85%	89%	86%	85%	91%	86%	90%	90%	90%	-	96%	70%	100%	89%	-	84%	88%	87%	100%	92%	76%	67%	86%	-	81%	92%	85%	80%	88%	77%	73%	85%	-
No	39	16	50	8	20	30	9	38	3	2	2	1	2	6	-	8	-	9	5	6	-	7	10	3	20	-	15	4	10	1	14	13	3	30	-
	10%	12%	15%	11%	12%	13%	9%	13%	10%	10%	100%	-	4%	30%	-	11%	-	13%	10%	13%	-	6%	22%	33%	12%	-	15%	8%	15%	7%	8%	23%	27%	13%	-
Don't know	2	2	2	-	3	6	-	4	-	-	-	-	-	-	-	-	-	2	1	-	-	2	1	-	3	-	4	-	-	2	6	-	-	6	-
	1%	2%	1%	-	2%	3%	-	1%	-	-	-	-	-	-	-	-	-	3%	2%	-	-	2%	2%	-	2%	-	4%	-	-	13%	4%	-	-	3%	-

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q12: You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	375	129	336	71*	170	235	101	291	38*	32*	25**	6**	78*	19**	4**	101	-**	136	58*	77*	20**	211	64*	16**	291	-**
Yes	334	111	284	63	147	199	92	249	33	30	23	6	74	17	1	92	-	114	52	64	19	184	57	8	249	-
	89%	86%	85%	89%	86%	85%	91%	86%	87%	94%	92%	100%	95%	89%	25%	91%	-	84%	90%	83%	95%	87%	89%	50%	86%	-
No	39	16	50	8	20	30	9	38	5	2	2	-	4	2	3	9	-	22	5	11	-	24	6	8	38	-
	10%	12%	15%	11%	12%	13%	9%	13%	13%	6%	8%	-	5%	11%	75%	9%	-	16%	9%	14%	-	11%	9%	50%	13%	-
Don't know	2	2	2	-	3	6	-	4	-	-	-	-	-	-	-	-	-	-	1	2	1	3	1	-	4	-
	1%	2%	1%	-	2%	3%	-	1%	-	-	-	-	-	-	-	-	-	-	2%	3%	5%	1%	2%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q14: Is your personal mobile phone on a contract or pay as you go?

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

	Supplier								EE						GIFFGAFF						O2														
									Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved			Issue			Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Contract (with monthly bills)	599	103	541	116	250	414	174	447	239	138	192	30	341	192	66	310	280	24	38	37	4	56	36	11	59	43	225	105	186	25	305	165	71	282	255
	79% 43%	79% 43%	82% 43%	74% 17%	82% 17%	79% 17%	80% 19%	80% 19%	81% 19%	81% 22%	74% 18%	68% 25%	81% 17%	76% 23%	74% 20%	83% 16%	75% 23%	40% 57%	52% 48%	44% 55%	4% 76%	46% 54%	41% 56%	41% 59%	46% 53%	41% 58%	60% 19%	68% 30%	86% 14%	76% 18%	84% 15%	74% 25%	72% 27%	88% 15%	75% 24%
Pay as you go	149	131	136	24	84	86	42	104	56	40	42	11	73	58	18	61	85	34	35	46	16	66	49	16	69	61	54	46	30	6	53	56	27	50	83
	20% 7%	55% 7%	20% 1%	17% 1%	25% 1%	17% *	19% 2%	19% 2%	19% 1%	22% 2%	18% 2%	25% 7%	17% 1%	23% 2%	20% 6%	16% 1%	23% 2%	57% 3%	48% -	55% 1%	76% 5%	54% 1%	56% 3%	59% -	53% 1%	58% 2%	19% 2%	30% 2%	14% -	18% 2%	15% 2%	25% 1%	27% 1%	15% 1%	24% 1%
Don't know	14	4	7	1	5	2	4	9	3	4	4	3	5	4	5	4	6	2	-	1	1	1	3	-	1	2	2	3	-	2	3	3	1	4	2
	2% 2%	2% 2%	1% 1%	1% 1%	1% 1%	* 2%	2% 2%	2% 2%	1% 1%	2% 2%	2% 2%	7% 7%	1% 1%	2% 2%	6% 6%	1% 1%	2% 2%	3% 3%	- -	1% 1%	1% 1%	1% 1%	3% 3%	- -	1% 1%	2% 2%	2% 2%	3% 3%	- -	2% 2%	3% 3%	1% 1%	1% 1%	1% 1%	2% 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q14: Is your personal mobile phone on a contract or pay as you go?

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

	Supplier								SKY						TESCO MOBILE						THREE														
									Issue			Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved		Issue			Satisfaction			Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	71**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Contract (with monthly bills)	599	103	541	116	250	414	174	447	38	33	39	6	65	37	14	62	53	102	74	63	11	130	87	33	130	117	160	97	136	21	202	150	62	195	218
	79%	43%	79%	82%	74%	82%	79%	80%	84%	75%	87%	86%	86%	76%	88%	87%	78%	78%	73%	69%	69%	77%	71%	70%	76%	70%	82%	82%	84%	81%	81%	86%	81%	83%	83%
Pay as you go	149	131	136	24	84	86	42	104	7	10	6	1	11	11	2	8	15	28	26	25	5	37	33	14	37	47	35	20	26	5	47	24	15	39	45
	20%	55%	20%	17%	25%	17%	19%	19%	16%	23%	13%	14%	14%	22%	13%	11%	22%	22%	25%	27%	31%	22%	27%	30%	22%	28%	18%	17%	16%	19%	19%	14%	19%	17%	17%
Don't know	14	4	7	1	5	2	4	9	-	1	-	-	-	1	-	1	-	-	2	3	-	2	3	-	3	2	1	1	-	-	1	1	-	1	-
	7%	2%	1%	1%	1%	*	2%	2%	-	2%	-	-	-	2%	-	1%	-	-	2%	3%	-	1%	2%	-	2%	1%	1%	1%	-	-	*	1%	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q14: Is your personal mobile phone on a contract or pay as you go?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Contract (with monthly bills)	599	103	541	116	250	414	174	447	59	63	44	8	103	51	20	86	86	196	96	124	31	257	129	61	232	208
	79%z	43%	79%z	82%z	74%z	82%z	79%z	80%	84%	78%	72%	100%	87%k	71%	69%	85%k	74%	80%	77%	82%	82%	82%	75%	81%	80%	81%
Pay as you go	149	131	136	24	84	86	42	104	10	17	15	-	15	20	7	14	28	47	25	26	6	54	39	11	54	46
	20%	55%abcd	20%	17%	25%cd	17%	19%	19%	14%	21%	25%	-	13%	28%k	24%	14%	24%	19%	20%	17%	16%	17%	23%	15%	19%	18%
Don't know	14	4	7	1	5	2	4	9	1	1	2	-	1	1	2	1	3	2	4	2	1	2	4	3	5	4
	2%cd	2%	1%	1%	1%	*	2%	2%	1%	1%	3%	-	1%	1%	7%	1%	3%	1%	3%	1%	3%	1%	2%	4%l	2%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier								EE				GFFGAFF				O2																		
	Issue								Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved										
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Employed or self-employed (full-time - 30hrs/wk+)	446	126	389	73	173	282	124	325	177	109	140	20	272	133	41	254	187	34	37	51	4	73	40	13	81	44	151	80	138	20	233	108	48	217	169
	59%	53%	57%	52%	51%	56%	56%	59%	60%	59%	45%	65%	52%	46%	68%	50%	57%	51%	61%	19%	59%	45%	48%	63%	42%	54%	52%	64%	61%	65%	48%	48%	65%	50%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	159	52	158	27	74	110	45	116	63	42	44	10	77	63	19	61	95	10	22	14	6	21	24	7	22	30	72	38	43	5	69	66	23	68	88
	21%	22%	23%	19%	22%	22%	20%	21%	23%	18%	23%	18%	25%	21%	16%	26%	17%	30%	17%	29%	17%	27%	26%	17%	28%	26%	25%	20%	15%	19%	19%	23%	20%	26%	
Homemaker	60	24	54	16	45	43	24	35	27	7	24	2	22	27	11	24	34	7	8	6	3	13	9	2	12	12	21	17	15	1	21	25	8	15	39
	8%	10%	8%	11%	13%	9%	11%	9%	4%	10%	5%	5%	11%	12%	6%	9%	12%	11%	7%	14%	11%	10%	7%	9%	11%	7%	11%	7%	3%	6%	11%	8%	4%	11%	
Student / under education	49	21	39	11	33	33	20	46	13	18	14	4	24	19	6	13	33	6	4	8	3	9	11	1	6	14	19	9	9	2	19	14	6	14	24
	6%	9%	6%	8%	10%	7%	9%	4%	10%	6%	9%	6%	7%	7%	3%	19%	10%	5%	10%	14%	7%	13%	4%	5%	13%	7%	6%	4%	6%	5%	6%	6%	4%	7%	
Temporarily not working (unemployed / illness)	32	14	28	8	8	26	5	29	13	3	9	7	17	7	0	16	15	3	2	4	5	7	3	4	8	5	11	6	8	3	13	7	8	14	13
	4%	6%	4%	6%	2%	5%	2%	4%	2%	4%	16%	4%	3%	0%	4%	4%	5%	3%	5%	24%	6%	3%	15%	6%	5%	4%	4%	4%	9%	4%	3%	8%	4%	4%	
Retired	16	1	16	6	6	8	2	9	5	3	7	1	7	5	4	7	7	-	-	1	-	-	1	-	-	1	7	4	3	2	6	4	6	8	7
	2%	*	2%	4%	2%	2%	1%	2%	2%	3%	2%	2%	2%	4%	2%	2%	-	-	1%	-	-	1%	-	-	1%	2%	3%	1%	6%	2%	2%	6%	2%	2%	
NET: Employed	605	178	547	100	247	392	169	441	240	151	184	30	349	196	60	315	282	44	59	65	10	94	64	20	103	74	223	118	181	25	302	174	71	285	257
	79%	75%	80%	71%	73%	78%	77%	81%	83%	77%	68%	83%	77%	67%	84%	76%	73%	81%	77%	48%	76%	73%	74%	80%	70%	79%	77%	84%	76%	84%	78%	72%	85%	76%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier								SKY						TESCO MOBILE						THREE														
	Supplier								Issue			Satisfaction			Complaint resolved			Issue						Satisfaction			Complaint resolved								
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Employed or self-employed (full-time - 30hrs/wk+)	446	126	389	73	173	282	124	325	23	23	26	1	47	21	5	42	30	64	59	44	6	91	61	21	99	73	116	70	86	10	158	88	36	147	135
Employed or self-employed (part-time - 8-29 hrs/wk+)	159	52	158	27	74	110	45	116	7	8	9	3	12	13	2	13	14	31	20	19	4	35	31	8	34	39	39	23	41	7	41	46	23	44	66
Homemaker	60	24	54	16	45	43	24	35	4	6	6	-	4	8	4	8	8	19	10	15	1	15	17	13	15	30	14	11	13	5	18	17	8	15	27
Student / under education	49	21	39	11	33	33	20	46	4	4	1	2	6	3	2	2	8	10	12	9	2	21	8	4	15	18	10	9	12	2	20	10	3	17	16
Temporarily not working (unemployed / illness)	32	14	28	8	8	26	5	29	4	2	1	1	4	3	1	4	4	4	1	2	1	4	3	1	3	5	13	5	8	-	10	13	3	10	15
Retired	16	1	16	6	6	8	2	9	3	1	2	-	3	1	2	2	4	2	-	2	2	3	3	-	4	1	4	-	2	2	3	1	4	2	4
NET: Employed	605	178	547	100	247	392	169	441	30	31	35	4	59	34	7	55	44	95	79	63	10	126	92	29	133	112	155	93	127	17	199	134	59	191	201
	79% _{cy}	75%	80% _{cy}	71%	73%	78%	77%	79% _{cy}	67%	70%	78%	57%	78%	69%	44%	77%	65%	73%	77%	69%	63%	75%	75%	62%	78% _{co}	67%	79%	79%	78%	65%	80%	77%	77%	81%	76%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q15: What is your current employment status?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Employed or self-employed (full-time - 30hrs/wk+)	446	126	389	73	173	282	124	325	41	44	36	3	81	28	15	68	55	155	64	87	19	193	92	40	183	139
	59%	53%	57%	52%	51%	56%	56%	58%	59%	54%	59%	38%	68%	39%	52%	67%	47%	63%	51%	57%	50%	62%	53%	53%	63%	54%
Employed or self-employed (part-time - 8-29 hrs/wk+)	159	52	158	27	74	110	45	116	13	22	9	1	18	22	5	15	29	46	30	35	5	59	42	15	55	60
	21%	22%	23%	19%	22%	20%	21%	21%	19%	27%	15%	13%	15%	31%	17%	15%	25%	19%	24%	23%	13%	19%	24%	20%	19%	23%
Homemaker	60	24	54	16	45	43	24	35	8	9	6	1	6	10	8	5	19	16	11	5	3	23	9	3	15	19
	8%	10%	8%	11%	13% ^{abd}	9%	11%	6%	11%	11%	10%	13%	5%	14%	28%	5%	16%	7%	9%	3%	8%	7%	5%	4%	5%	7%
Student / under education	49	21	39	11	33	33	20	46	5	4	9	2	10	9	1	10	10	15	13	14	4	24	15	7	22	20
	6%	9%	6%	8%	10%	7%	9%	8%	7%	5%	13%	25%	8%	13%	3%	10%	9%	6%	10%	9%	11%	8%	9%	9%	8%	8%
Temporarily not working (unemployed / illness)	32	14	28	8	8	26	5	29	2	2	-	1	4	1	-	2	3	10	4	11	4	10	12	7	11	17
	4%	6%	4%	6%	2%	5%	2%	5%	3%	2%	-	13%	3%	1%	-	2%	3%	4%	3%	7%	11%	3%	7%	7%	4%	7%
Retired	16	1	16	6	6	8	2	9	1	-	1	-	-	2	-	1	1	3	3	-	3	4	2	3	5	3
	2%	*	2%	4%	2%	1%	2%	2%	1%	-	2%	-	-	3%	-	1%	1%	1%	2%	-	8%	1%	1%	4%	2%	1%
NET: Employed	605	178	547	100	247	392	169	441	54	66	45	4	99	50	20	83	84	201	94	122	24	252	134	55	238	199
	79%	75%	80%	71%	73%	78%	77%	79%	77%	81%	74%	50%	83%	69%	69%	82%	72%	82%	75%	80%	63%	81%	78%	73%	82%	77%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								EE					GiffGaff					O2																
									Satisfaction			Complaint resolved		Issue					Satisfaction			Complaint resolved													
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33**	361	224	99*	336	340
Up to 10,399 Pounds	75	36	69	14	33	48	24	58	25	22	22	6	36	25	14	47	26	8	7	12	9	16	14	6	19	16	24	25	18	2	33	24	12	36	33
10,400-15,999 Pounds	101	38	86	24	47	57	25	60	42	29	25	5	51	32	18	41	59	10	16	10	2	20	16	2	17	20	43	19	20	4	39	29	18	36	46
15,600-25,999 Pounds	139	45	125	23	75	119	46	96	55	34	46	4	67	58	14	58	80	13	16	14	2	22	16	7	24	21	54	22	42	7	68	40	17	56	69
26,000-36,399 Pounds	135	42	125	26	63	89	41	107	51	41	38	5	78	49	8	66	67	11	14	17	-	21	14	7	25	17	52	28	40	5	65	49	11	60	63
36,400-51,999 Pounds	139	34	134	24	59	95	42	102	60	27	45	7	80	46	13	95	69	9	9	14	2	17	15	2	19	15	47	30	52	5	76	37	21	72	62
52,000+	120	28	108	26	47	72	38	107	46	21	48	5	79	32	9	69	48	6	8	12	2	21	6	1	18	9	49	20	35	4	66	29	13	61	47
Don't know	18	10	10	4	6	11	4	16	2	5	6	5	8	6	4	8	7	3	2	4	1	4	4	2	6	4	4	2	3	1	5	5	-	3	7
Would rather not say	35	5	27	-	9	11	10	14	17	3	8	7	20	6	9	17	15	-	1	1	3	2	3	-	1	4	8	8	6	5	9	11	7	12	13

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								SKY				TESCO MOBILE				THREE																		
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved											
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Up to 10,399 Pounds	75	36	69	14	33	48	24	58	6	5	3	-	4	7	3	4	10	14	11	7	1	11	14	8	15	18	17	15	13	3	20	18	10	19	28
10,400-15,999 Pounds	101	38	86	24	47	57	25	60	5	9	9	1	12	8	4	10	14	19	13	11	4	21	19	7	22	25	19	12	24	2	28	21	8	25	32
15,600-25,999 Pounds	139	45	125	23	75	119	46	96	9	5	9	-	14	6	3	11	12	34	21	17	3	30	31	14	30	44	43	34	36	6	56	45	18	48	69
26,000-36,399 Pounds	188	196	188	166	226	246	216	176	20%	11%	20%	-	18%	12%	19%	15%	18%	26%	21%	19%	19%	18%	25%	30%	18%	27%	22%	29%	22%	23%	22%	26%	23%	20%	26%
36,400-51,999 Pounds	135	42	125	26	63	89	41	107	7	8	10	1	12	12	2	14	12	18	17	23	5	32	24	7	30	33	38	18	30	3	44	28	17	39	50
52,000+	188	188	188	188	198	188	198	198	18%	18%	22%	14%	18%	24%	13%	20%	18%	14%	17%	25%	31%	19%	20%	15%	18%	20%	19%	15%	19%	12%	18%	16%	22%	17%	19%
Don't know	139	34	134	24	59	42	102	9	9	8	6	1	14	9	1	13	10	23	20	15	1	35	15	9	33	25	42	25	26	2	48	37	10	54	41
Would rather not say	18%	14%	20%	17%	17%	19%	18%	18%	20%	18%	13%	14%	18%	18%	6%	18%	15%	18%	20%	16%	6%	21%	12%	19%	15%	15%	21%	21%	16%	8%	19%	21%	13%	23%	16%
52,000+	120	28	108	26	47	72	28	107	7	9	8	2	17	6	3	17	9	18	15	14	-	29	16	2	29	17	20	11	27	5	45	19	8	43	29
Don't know	16%	12%	16%	18%	14%	14%	13%	19%	16%	20%	18%	29%	22%	12%	19%	24%	13%	14%	15%	15%	-	17%	13%	4%	17%	10%	15%	9%	17%	19%	18%	11%	10%	18%	11%
Would rather not say	18	10	10	4	6	11	4	16	2	-	-	2	3	1	-	2	1	2	1	2	1	4	2	-	4	2	3	1	3	4	5	3	3	4	6
Would rather not say	2%	4%	1%	3%	2%	2%	2%	3%	4%	-	-	29%	4%	2%	-	3%	1%	2%	1%	2%	6%	2%	2%	-	2%	1%	2%	1%	2%	15%	2%	2%	4%	2%	2%
Would rather not say	35	5	27	-	9	11	10	14	-	-	-	-	-	-	-	-	-	2	4	2	1	7	2	-	7	2	5	2	3	1	4	4	3	3	8
Would rather not say	9%	2%	4%	-	3%	2%	5%	3%	-	-	-	-	-	-	-	-	-	2%	4%	2%	6%	4%	2%	-	4%	1%	3%	2%	2%	4%	2%	2%	4%	1%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

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

	Supplier								VIRGIN MEDIA					VODAFONE												
									Issue				Complaint resolved	Issue				Complaint resolved								
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70**	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Up to 10,399 Pounds	75	36	69	14	33	48	24	58	6	11	6	1	9	14	1	11	13	17	19	18	4	33	15	10	36	20
	10%	15%ab	10%	10%	10%	10%	11%	10%	9%	14%	10%	13%	8%	19%	3%	11%	11%	7%	15%a	12%	11%	11%	9%	13%	12%	8%
10,400-15,599 Pounds	101	38	86	24	47	57	25	60	8	14	3	-	10	11	4	6	19	23	21	14	2	23	24	13	20	38
	13%	16%	13%	17%	14%	11%	11%	11%	11%	17%	5%	-	8%	15%	14%	6%	16%	9%	17%a	9%	5%	7%	14%t	17%t	7%	15%w
15,600-25,999 Pounds	139	45	125	23	75	119	46	96	15	14	15	2	24	18	4	18	27	35	26	28	7	52	36	8	46	48
	18%	19%	18%	16%	22%	24%ab	21%	17%	21%	17%	25%	25%	20%	25%	14%	18%	23%	14%	21%	18%	18%	17%	21%	11%	16%	19%
25,000-36,399 Pounds	135	42	125	26	63	89	41	107	14	17	9	1	22	10	9	19	22	50	25	27	5	67	28	12	55	50
	18%	18%	18%	18%	19%	18%	19%	19%	20%	21%	15%	13%	18%	14%	31%	19%	19%	20%	20%	18%	13%	21%	16%	16%	19%	19%
36,400-51,999 Pounds	139	34	134	24	59	95	42	102	15	13	12	2	27	9	6	26	16	53	12	27	10	61	31	10	58	43
	18%	14%	20%	17%	17%	19%	19%	18%	21%	16%	20%	25%	23%	13%	21%	15%	14%	23%a	10%	18%	23%a	19%	18%	13%	20%	17%
52,000+	120	28	108	26	47	72	38	107	8	9	11	-	22	2	4	17	11	56	19	29	3	59	29	19	61	46
	16%	12%	16%	18%	14%	13%	19%	11%	11%	18%	-	-	16%b	3%	14%	17%	9%	23%a	15%	19%	8%	19%	17%	25%	21%	18%
Don't know	18	10	10	4	6	11	4	16	-	2	2	-	-	3	1	-	4	7	3	3	3	6	7	3	7	7
	2%	4%a	1%	3%	2%	2%	3%	3%	-	2%	3%	-	-	4%	3%	-	3%	3%	2%	2%	8%	2%	4%	4%	2%	3%
Would rather not say	35	5	27	-	9	11	10	14	4	1	3	2	5	5	-	4	5	4	-	6	4	12	2	-	8	6
	5%ab	2%	4%y	-	3%	2%	5%y	3%	6%	1%	5%	25%	4%	7%	-	4%	4%	2%	-	4%q	11%q	4%	1%	-	3%	2%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

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

	Supplier																EE				GIFFGAFF				O2										
																	Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved								
	EE (a)	GIffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
East Midlands	63	24	44	12	24	46	16	42	21	17	20	5	31	19	13	31	31	6	9	8	1	16	5	3	18	6	20	9	14	1	26	11	7	26	18
East of England	46	14	40	11	26	32	16	34	19	11	14	2	26	12	8	22	22	2	3	8	1	3	9	2	7	7	16	6	16	2	16	16	8	17	22
London	232	54	168	34	83	129	58	122	76	69	75	12	120	85	27	109	118	11	19	21	3	29	20	5	33	21	64	46	51	7	92	55	21	83	85
North East	45	17	33	5	16	29	10	26	22	12	6	5	25	17	3	21	22	7	5	2	3	6	8	3	8	9	15	7	10	1	18	5	10	19	13
North West	72	24	92	14	30	45	24	60	30	15	25	2	42	24	6	37	35	8	4	9	3	14	8	2	14	9	47	15	28	2	48	33	11	42	49
Scotland	32	14	39	12	22	23	17	43	14	9	7	2	16	14	2	12	18	6	2	5	1	4	8	2	5	8	13	11	14	1	19	12	8	16	23
South East	74	21	59	13	32	46	21	75	31	11	26	6	44	19	11	40	33	5	4	10	2	14	4	3	10	11	20	14	23	2	31	19	9	29	30
South West	46	13	32	6	20	33	9	31	21	7	15	3	26	15	5	23	22	3	5	4	1	7	6	-	8	5	8	13	8	3	12	13	7	16	15
Ulster / Northern Ireland	5	2	26	4	10	5	2	8	1	-	3	1	3	1	1	1	4	1	-	1	-	1	1	-	2	-	8	5	10	3	14	9	3	10	16
Wales	27	10	23	9	13	21	6	24	10	5	8	4	16	7	4	15	12	2	4	3	1	9	-	1	5	5	14	5	3	1	14	7	2	14	8
West Midlands	80	26	73	9	36	55	26	58	33	19	26	2	54	25	1	45	35	4	10	8	4	12	10	4	10	15	34	16	16	7	38	28	7	32	40
Yorks & Humber	40	19	55	12	27	38	15	37	20	7	13	-	16	16	8	19	19	5	8	5	1	8	9	2	9	10	22	7	23	3	33	16	6	32	21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

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

Supplier	SKY													TESCO MOBILE						THREE															
	Issue				Satisfaction			Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved											
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
East Midlands	63	24	44	12	24	46	16	42	4	6	1	1	8	4	-	5	7	11	6	7	-	11	10	3	11	13	16	14	13	3	20	18	8	23	23
East of England	46	14	40	11	26	32	16	34	4	-	7	-	6	3	2	5	6	11	8	5	2	12	11	3	14	11	12	6	14	-	13	10	9	13	19
London	232	54	168	34	83	129	58	122	10	15	9	-	19	14	1	22	12	25	30	23	5	46	29	8	45	37	55	33	38	3	58	49	22	58	70
North East	45	17	33	5	16	29	10	26	-	1	4	-	2	2	1	1	4	4	5	6	1	6	9	1	7	9	15	5	7	2	16	9	4	10	18
North West	72	24	92	14	30	45	24	60	4	6	3	1	7	5	2	7	6	12	7	11	-	13	11	6	13	17	16	11	16	2	24	18	3	26	19
Scotland	32	14	39	12	22	23	17	43	4	4	4	-	5	4	3	5	7	11	5	5	1	10	7	5	13	9	11	-	10	2	6	11	6	9	14
South East	74	21	59	13	32	46	21	75	2	2	8	1	4	5	4	2	11	16	8	7	1	14	13	5	16	16	12	9	22	3	28	12	6	17	29
South West	46	13	32	6	20	33	9	31	4	-	2	-	3	2	1	4	2	7	8	4	1	8	10	2	8	12	17	6	10	-	22	8	3	17	16
Ulster / Northern Ireland	5	2	26	4	10	5	2	8	2	1	1	-	2	2	-	1	2	4	2	3	1	4	4	2	5	4	2	1	1	1	2	1	2	2	3
Wales	27	10	23	9	13	21	6	24	3	2	3	1	6	3	-	7	2	7	5	-	1	9	2	2	9	4	10	6	3	2	11	8	2	13	7
West Midlands	80	26	73	9	36	55	26	58	3	1	2	3	5	2	2	3	6	12	11	12	1	21	9	6	20	16	16	19	17	3	29	22	4	26	29
Yorks & Humber	40	19	55	12	27	38	15	37	5	6	1	-	9	3	-	9	3	10	7	8	2	15	8	4	9	18	14	8	11	5	21	9	8	21	16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q17: Where do you live?

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

	Supplier								VIRGIN MEDIA									VODAFONE								
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
East Midlands	63	24	44	12	24	46	16	42	5	6	4	1	8	3	5	7	9	19	6	10	7	24	13	5	21	19
	8%	10%	6%	9%	7%	9%	7%	8%	7%	7%	7%	13%	7%	4%	17%	7%	8%	8%	5%	7%	18% ^z	8%	8%	7%	7%	7%
East of England	46	14	40	11	26	32	16	34	2	6	7	1	10	3	3	6	10	15	8	10	1	21	8	5	18	16
	6%	6%	6%	8%	8%	6%	7%	6%	3%	7%	11%	13%	8%	4%	10%	6%	9%	6%	6%	7%	3%	7%	5%	7%	6%	6%
London	232	54	168	34	83	129	58	122	17	25	14	2	40	13	5	31	27	57	28	36	1	70	37	15	65	54
	30% ^z	23%	25%	24%	24%	26%	26%	22%	24%	31%	23%	25%	34%	18%	17%	31%	23%	23%	22%	24%	3%	22%	22%	20%	22%	21%
North East	45	17	33	5	16	29	10	26	5	3	2	-	5	4	1	5	5	8	7	9	2	15	6	5	10	16
	6%	7%	5%	4%	5%	6%	5%	5%	7%	4%	3%	-	4%	6%	3%	5%	4%	3%	6%	6%	5%	5%	3%	7%	3%	6%
North West	72	24	92	14	30	45	24	60	6	10	7	1	14	10	-	13	10	29	12	15	4	38	15	7	31	29
	9%	10%	13% ^z	10%	9%	9%	11%	11%	9%	12%	11%	13%	12%	14%	-	13%	9%	12%	10%	10%	11%	12%	9%	9%	11%	11%
Scotland	32	14	39	12	22	23	17	43	7	7	3	-	5	9	3	8	9	16	11	13	3	19	16	8	28	14
	4%	6%	6%	3% ^z	6%	5%	3% ^z	8%	10%	9%	5%	-	4%	13% ^z	10%	8%	8%	7%	9%	9%	8%	6%	9%	11%	10%	5%
South East	74	21	59	13	32	46	21	75	8	3	7	3	12	8	1	11	9	30	21	18	6	34	32	9	36	39
	10%	9%	9%	9%	9%	9%	10%	13%	11%	4%	11%	38%	10%	11%	3%	11%	8%	12%	17%	12%	16%	19%	19% ^z	12%	12%	15%
South West	46	13	32	6	20	33	9	31	3	5	1	-	4	4	1	1	8	14	8	6	3	19	8	4	16	14
	6%	5%	5%	4%	6%	7%	4%	6%	4%	6%	2%	-	3%	6%	3%	1%	7% ^z	6%	6%	4%	8%	6%	5%	5%	5%	5%
Ulster / Northern Ireland	5	2	26	4	10	5	2	8	1	1	-	-	-	1	1	-	2	5	2	-	1	5	2	1	6	2
	1%	1%	4% ^z	3% ^z	3% ^z	1%	1%	1%	1%	1%	-	-	-	1%	3%	-	2%	2%	2%	-	3% ^z	2%	1%	1%	2%	1%
Wales	27	10	23	9	13	21	6	24	1	2	3	-	2	3	1	2	4	11	3	9	1	12	8	4	10	14
	4%	4%	3%	6%	4%	4%	3%	4%	1%	2%	5%	-	2%	4%	3%	2%	3%	4%	2%	6%	3%	4%	5%	5%	3%	5%
West Midlands	80	26	73	9	36	55	26	58	10	8	8	-	11	11	4	10	16	21	13	17	7	34	17	7	30	24
	10%	11%	11%	6%	11%	11%	12%	10%	14%	10%	13%	-	9%	15%	14%	10%	14%	9%	10%	11%	18%	11%	10%	9%	10%	9%
Yorks & Humber	40	19	55	12	27	38	15	37	5	5	5	-	8	3	4	7	8	20	6	9	2	22	10	5	20	17
	5%	8%	8% ^z	9%	8%	8%	7%	7%	7%	6%	8%	-	7%	4%	14%	7%	7%	8%	5%	6%	5%	7%	6%	7%	7%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier								EE						GFFGAFF						O2															
									Issue			Satisfaction			Complaint resolved									Issue			Satisfaction			Complaint resolved						
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
Woman	425	133	410	81	191	307	130	344	174	90	138	23	219	156	50	195	223	34	42	45	12	64	51	18	64	67	169	97	123	21	218	133	59	205	199	
	56%	56%	60%	57%	56%	61%	59%	61%	58%	49%	58%	52%	52%	61%	56%	52%	60%	57%	58%	54%	57%	52%	58%	67%	50%	63%	60%	63%	57%	64%	60%	59%	60%	61%	59%	
Man	327	99	267	58	136	188	87	204	122	90	95	20	197	92	38	178	142	23	31	38	7	57	34	8	63	36	109	56	91	11	139	89	39	128	137	
	43%	42%	39%	41%	40%	37%	40%	36%	41%	49%	40%	45%	47%	36%	43%	47%	38%	38%	42%	45%	33%	46%	39%	30%	49%	34%	39%	36%	42%	33%	39%	40%	39%	38%	40%	
Non-binary	6	5	4	1	8	6	2	9	-	1	4	1	2	3	1	3	2	2	-	1	2	2	3	-	2	2	3	-	1	-	3	1	-	2	2	
	1%	2%	1%	1%	2%	1%	1%	2%	-	1%	2%	2%	+	1%	1%	+	1%	3%	-	1%	10%	2%	3%	-	2%	2%	1%	-	*	-	1%	*	-	1%	1%	
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	4	1	3	1	4	1	1	3	2	1	1	-	1	3	-	1	3	1	-	-	-	-	-	1	1	-	1	1	1	1	1	1	1	1	2	
	1%	*	*	1%	1%	*	*	1%	1%	1%	*	-	*	1%	-	*	1%	2%	-	-	-	-	-	4%	-	1%	-	1%	*	*	1%	*	*	1%	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/ij - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier								SKY						TESCO MOBILE						THREE															
									Issue				Complaint resolved		Issue				Complaint resolved		Issue				Complaint resolved											
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
Woman	425	133	410	81	191	307	130	344	23	23	30	5	40	33	8	38	42	80	50	49	12	102	69	20	96	93	125	69	93	20	150	107	50	144	160	
	56%	56%	60%	57%	56%	61%	59%	61%	51%	52%	67%	71%	53%	67%	50%	54%	62%	62%	49%	54%	75%	60%	56%	43%	56%	56%	64%	58%	57%	77%	60%	61%	65%	61%	61%	
Man	327	99	267	58	136	188	87	204	21	20	15	2	34	16	8	33	25	47	46	39	4	66	49	21	70	65	68	46	68	6	98	64	26	89	98	
	43%	42%	39%	41%	40%	37%	40%	36%	47%	45%	33%	29%	45%	33%	50%	46%	37%	36%	45%	43%	25%	39%	40%	45%	41%	39%	35%	39%	42%	23%	39%	37%	34%	38%	37%	
Non-binary	6	5	4	1	8	6	2	9	-	1	-	-	1	-	-	1	3	3	3	2	-	1	3	4	2	6	3	2	1	-	1	4	1	1	5	
	1%	2%	1%	1%	2%	1%	1%	2%	-	2%	-	-	1%	-	-	-	1%	2%	3%	2%	-	1%	2%	9%	1%	4%	2%	2%	1%	-	*	2%	1%	*	2%	
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	4	1	3	1	4	1	1	3	1	-	-	-	1	-	-	-	-	-	3	1	-	-	2	2	2	2	2	-	1	-	-	1	-	-	1	-
	1%	*	*	1%	1%	*	*	1%	2%	-	-	-	1%	-	-	-	-	-	3%	1%	-	-	2%	4%	1%	1%	-	1%	-	-	*	-	-	*	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q18a: Which of the following are you?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Woman	425	133	410	81	191	307	130	344	39	44	39	8	62	50	18	53	76	167	71	82	24	199	100	45	173	164
	56%	56%	60%	57%	56%	61%	59%	61%	56%	54%	64%	100%	52%	69% k	62%	52%	65%	68% q	57%	54%	63%	64%	58%	60%	59%	64%
Man	327	99	267	58	136	188	87	204	31	35	21	-	57	19	11	47	39	75	49	67	13	110	67	27	113	87
	43%	42%	39%	41%	40%	37%	40%	36%	44%	43%	34%	-	48% l	26%	38%	47% n	33%	31%	39%	44% p	34%	35%	39%	36%	39%	34%
Non-binary	6	5	4	1	8	6	2	9	-	1	1	-	-	2	-	2	2	4	2	1	3	4	2	5	4	
	1%	2% b	1%	1%	2% b	1%	1%	2%	-	1%	2%	-	-	3%	-	2%	1%	3%	1%	3%	1%	2%	3%	2%	2%	
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	4	1	3	1	4	1	1	3	-	1	-	-	-	1	-	1	-	1	1	1	-	1	1	1	3	
	1%	*	*	1%	1%	*	*	1%	-	1%	-	-	-	1%	-	1%	-	*	1%	1%	-	*	1%	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ocom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier								EE				GiffGaff				O2																			
	Issue								Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved											
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
Yes	725	227	657	134	316	484	210	541	283	173	228	41	404	237	84	364	349	56	69	82	20	117	85	25	124	101	276	141	209	31	346	218	93	325	325	
	95%	95%	96% kc	95%	93%	96% kc	95%	97% kc	95%	95%	96%	93%	96%	93%	94%	97% ko	94%	93%	95%	98%	95%	95%	97%	93%	96%	95%	98% kc	92%	97% kn	94%	96%	97%	94%	97%	96%	
No	25	10	24	5	16	15	6	11	10	6	7	2	10	12	3	8	16	4	4	2	-	6	2	2	5	4	5	12	6	1	13	6	5	9	14	
	3%	4%	4%	4%	5% kl	3%	3%	2%	3%	3%	3%	5%	2%	5%	3%	2%	4%	7%	5%	2%	-	5%	2%	7%	4%	4%	2%	8% kp	3%	3%	4%	3%	5%	3%	4%	
Prefer not to say	12	1	3	2	7	3	4	8	5	3	3	1	5	5	2	3	6	-	-	-	1	-	1	-	-	1	-	1	1	1	2	-	1	2	1	
	2% ka	*	*	1%	2% ka	1%	2% ka	1%	2%	2%	1%	2%	1%	2%	2%	1%	2%	-	-	-	5%	-	1%	-	-	1%	-	1%	2% ka	*	2% ka	-	1%	1%	2%	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier								SKY							TESCO MOBILE							THREE													
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76**	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
Yes	725	227	657	134	316	484	210	541	42	44	42	6	72	47	15	69	64	123	94	83	16	162	114	40	163	150	192	108	161	23	244	164	76	230	251	
	95%	95%	96% ^{kc}	95%	93%	96%	95%	97% ^{lc}	93%	100%	93%	86%	95%	96%	94%	97%	94%	95%	92%	91%	100%	96% ^{km}	93%	85%	96% ^{kn}	90%	98% ^{ko}	98% ^{kp}	92%	99% ^{kq}	88%	98% ^{kr}	94%	99%	98%	95%
No	25	10	24	5	16	15	6	11	2	-	2	1	3	1	1	2	3	5	6	5	-	5	5	6	7	9	4	9	-	2	5	9	1	4	10	
	3%	4%	4%	4%	5% ^{md}	3%	3%	2%	4%	-	4%	14%	4%	2%	6%	3%	4%	4%	6%	5%	-	3%	4%	13% ^{ml}	4%	5%	2%	8% ^{mq}	-	8%	2%	5%	1%	2%	4%	
Prefer not to say	12	1	3	2	7	3	4	8	1	-	1	-	1	1	-	-	1	2	2	3	-	2	4	1	-	7	-	1	1	1	1	2	-	1	2	
	2% nd	*	*	1%	2% nd	1%	2% nd	1%	2%	-	2%	-	1%	2%	-	-	1%	2%	2%	3%	-	1%	3%	2%	-	4% ^{no}	-	1%	1%	4%	*	1%	-	*	1%	

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Yes	725	227	657	134	316	484	210	541	69	76	57	8	116	66	28	98	110	237	121	149	34	303	164	74	284	248
	95%	95%	96%	95%	93%	96%	95%	97%	99%	94%	93%	100%	97%	92%	97%	97%	94%	97%	97%	98%	89%	97%	95%	99%	98%	96%
No	25	10	24	5	16	15	6	11	1	3	2	-	2	4	-	2	4	6	2	2	1	5	6	-	4	7
	3%	4%	4%	4%	5%	3%	3%	2%	1%	4%	3%	-	2%	6%	-	2%	3%	2%	2%	1%	3%	2%	3%	-	1%	3%
Prefer not to say	12	1	3	2	7	3	4	8	-	2	2	-	1	2	1	1	3	2	2	1	3	5	2	1	3	3
	2%	*	*	1%	2%	1%	2%	1%	-	2%	3%	-	1%	3%	3%	1%	3%	1%	2%	1%	8%	2%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier								EE						GIFFGAF						O2															
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved					
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340	
A	118	34	93	22	48	48	37	74	41	42	33	2	70	33	15	59	57	10	17	7	-	17	13	4	18	16	32	24	34	3	59	23	11	59	34	
	15% z	14%	14% d	16% d	14% d	10%	17% d	13%																												
B	203	56	182	33	88	134	51	135	81	45	67	10	117	66	20	99	101	16	17	20	3	27	20	9	29	27	76	37	66	3	94	63	25	91	88	
	27%	24%	27%	23%	26%	27%	23%	24%	27%	25%	28%	23%	28%	26%	22%	26%	27%	27%	23%	24%	14%	22%	23%	33%	22%	25%	27%	24%	31% s	9%	26%	28%	25%	27%	26%	
C1	161	51	183	32	80	146	44	147	62	37	52	10	95	54	12	87	67	11	16	19	5	28	17	6	30	20	81	43	52	7	100	59	24	87	93	
	21%	21%	27% aa	23%	24%	29% aaa	20%	26% aa	21%	20%	22%	23%	23%	21%	13%	23%	18%	18%	22%	23%	24%	23%	19%	22%	23%	19%	29%	22%	28%	24%	21%	28%	26%	24%	26%	27%
C2	142	54	101	32	62	106	41	99	53	37	45	7	77	46	19	66	76	11	16	22	5	29	19	6	32	22	42	22	28	9	49	35	17	47	53	
	19% b	23% b	15%	23% b	18%	21% b	19%	18%	18%	20%	19%	16%	18%	18%	21%	18%	20%	18%	22%	26%	24%	24%	22%	22%	25%	21%	15%	14%	13%	27% af	14%	16%	17%	14%	16%	
D	66	15	57	8	30	31	15	52	33	8	20	5	27	27	12	27	38	6	3	6	-	7	8	-	8	7	25	9	20	3	26	20	11	22	35	
	9%	6%	8%	6%	9%	6%	7%	9%	13% b	4%	8%	11%	6%	11%	13% b	7%	10%	10%	4%	7%	-	6%	9%	-	6%	7%	9%	6%	9%	9%	7%	9%	11%	7%	10%	
E	72	28	68	14	31	37	32	53	28	13	21	10	33	28	11	37	32	6	4	10	8	15	11	2	12	14	25	19	16	8	33	24	11	30	37	
	9%	12% d	10%	10%	9%	7%	15% adef	9%	9%	7%	9%	23% gh	8%	11%	12%	10%	9%	10%	7%	12%	38%	12%	13%	7%	9%	13%	9%	12%	7%	24% op	9%	11%	11%	9%	11%	
NET: AB	321	90	275	55	136	182	88	209	122	87	100	12	187	99	35	158	158	26	34	27	3	44	33	13	47	43	108	61	100	6	153	86	36	150	122	
	42% d	38%	40%	39%	40%	36%	40%	37%	41%	48% i	42%	27%	45%	39%	39%	42%	43%	43%	47%	32%	14%	36%	38%	48%	36%	41%	38% s	40% s	46% s	18%	42%	38%	36%	45% s	36%	
NET: ABC1	482	141	458	87	216	328	132	356	184	124	152	22	282	153	47	245	225	37	50	46	8	72	50	19	77	63	189	104	152	13	253	145	60	237	215	
	63%	59%	67% s	62%	64%	65%	60%	64%	62%	68% s	64%	50%	67% sm	60%	53%	65%	61%	62%	68%	55%	38%	59%	57%	70%	60%	59%	67% s	68% s	70% s	39%	70%	65%	61%	71% s	63%	
NET: CZDE	280	97	226	54	123	174	88	204	114	58	86	22	137	101	42	130	146	23	23	38	13	51	38	8	52	43	92	50	64	20	108	79	39	99	125	
	37%	41% b	33%	38%	36%	35%	40%	36%	38%	32%	36%	50% h	33%	40%	47% k	35%	39%	38%	32%	45%	62%	41%	43%	30%	40%	41%	33%	32%	30%	61% op	30%	35%	39%	29%	37% w	
NET: DE	138	43	125	22	61	68	47	105	61	21	41	15	60	55	23	64	70	12	7	16	8	22	19	2	20	21	50	28	36	11	59	44	22	52	72	
	18% d	18%	18% d	16%	18%	14%	21% d	19% d	20% h	12%	17%	34% gh	14%	22% k	26% k	17%	19%	20%	10%	19%	38%	18%	22%	7%	16%	20%	18%	18%	17%	33% op	16%	20%	22%	15%	21%	

Proportions/Mean: Columns t tested (5% risk level) - a/b/c/d/eff/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier								SKY							TESCO MOBILE							THREE													
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
A	118	34	93	22	48	48	37	74	10	6	6	-	16	5	1	15	7	12	21	14	1	26	17	5	28	20	15	20	12	1	29	11	8	28	20	
	15% d	14%	14% d	16% d	14% d	10%	17% d	13%	22%	14%	13%	-	21%	10%	6%	21%	10%	9%	21% d	15%	6%	15%	14%	11%	16%	12%	8%	17% d	7%	4%	12%	6%	10%	12%	8%	
B	203	56	182	33	88	134	51	135	10	10	12	1	15	15	3	18	14	37	25	22	4	43	31	14	53	34	56	31	43	4	66	48	20	61	72	
	27%	24%	27%	23%	26%	27%	23%	24%	22%	23%	27%	14%	20%	31%	19%	25%	21%	28%	25%	24%	25%	25%	25%	30%	20%	29%	26%	27%	27%	15%	26%	27%	26%	26%	27%	
C1	161	51	183	32	80	146	44	147	9	11	8	4	20	10	2	14	17	28	24	20	8	43	27	10	41	39	58	31	46	11	77	50	19	69	75	
	21%	21%	27% aa	23%	24%	29% aaa	20%	26% a	20%	25%	18%	57%	26%	20%	13%	20%	25%	22%	24%	22%	50%	25%	22%	21%	24%	23%	30%	26%	28%	42%	31%	29%	25%	29%	29%	
C2	142	54	101	32	62	106	41	99	9	11	11	1	19	9	4	19	13	28	15	19	-	32	24	6	27	33	43	18	40	5	54	35	17	48	57	
	19% b	23% b	15%	23% b	18%	23% b	19%	18%	20%	25%	24%	14%	25%	18%	25%	27%	19%	22%	15%	21%	-	19%	20%	13%	16%	20%	22%	15%	25%	19%	22%	20%	22%	20%	22%	
D	66	15	57	8	30	31	15	52	2	3	3	-	2	5	1	1	7	13	8	7	2	9	13	8	8	22	11	9	10	1	9	15	7	8	23	
	9%	6%	8%	6%	9%	6%	7%	9%	4%	7%	7%	-	3%	10%	6%	1%	7	10%	8%	8%	13%	5%	11%	12% d	5%	13% ca	6%	8%	6%	4%	4%	15%	7%	3%	7%	10% d
E	72	28	68	14	31	37	32	53	5	3	5	1	4	5	5	4	10	12	9	9	1	16	11	4	13	18	13	9	11	4	15	16	6	21	16	
	9%	12% d	10%	10%	9%	7%	19% ad	9%	11%	7%	11%	14%	5%	10%	31%	6%	15%	9%	9%	10%	6%	9%	9%	9%	8%	11%	7%	8%	7%	15%	6%	9%	8%	9%	6%	
NET: AB	321	90	275	55	136	182	88	209	20	16	18	1	31	20	4	33	21	49	46	36	5	69	48	19	81	54	71	51	55	5	95	59	28	89	92	
	42% d	38%	40%	39%	40%	36%	40%	37%	44%	36%	40%	14%	41%	41%	25%	46%	31%	38%	45%	40%	31%	41%	39%	40%	48% d	33%	36%	43%	34%	19%	38%	34%	36%	38%	35%	
NET: ABC1	482	141	458	87	216	328	132	356	29	27	26	5	51	30	6	47	38	77	70	56	13	112	75	29	122	93	129	82	101	16	172	109	47	158	167	
	63%	59%	67% b	62%	64%	65%	60%	64%	64%	61%	58%	71%	67%	61%	38%	66%	56%	59%	69%	62%	81%	66%	61%	62%	72% d	56%	66%	69%	62%	62%	69%	62%	61%	67%	63%	
NET: CZDE	280	97	226	54	123	174	88	204	16	17	19	2	25	19	10	24	30	53	32	35	3	57	48	18	48	73	67	36	61	10	78	66	30	77	96	
	37%	41% b	33%	38%	36%	35%	40%	36%	36%	39%	42%	29%	33%	39%	63%	34%	44%	41%	31%	38%	19%	34%	39%	38%	28%	44% bn	34%	31%	38%	38%	31%	38%	39%	33%	37%	
NET: DE	138	43	125	22	61	68	47	105	7	6	8	1	6	10	6	5	17	25	17	16	3	25	24	12	21	40	24	18	21	5	24	31	13	29	39	
	18% d	18%	18% d	16%	18%	14%	21% d	19% d	16%	14%	18%	14%	8%	20% d	38%	7%	25% d	19%	17%	18%	19%	15%	20%	26%	12%	24% bn	12%	15%	13%	19%	10%	18% d	17%	12%	15%	

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q20: And which of the following best describes the main income earner in your household?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
A	118	34	93	22	48	48	37	74	11	11	13	2	30	7	-	27	10	34	20	16	4	45	21	8	48	26
	15% d	14%	14% d	16% d	14% d	10%	17% d	13%	16%	14%	21%	25%	25% d	10%	-	27% o	9%	14%	16%	11%	11%	14%	12%	11%	16% a	10%
B	203	56	182	33	88	134	51	135	14	22	15	-	32	14	5	22	29	66	31	32	6	83	36	16	59	75
	27%	24%	27%	23%	26%	27%	23%	24%	20%	27%	25%	-	27%	19%	17%	22%	25%	27%	25%	21%	16%	27%	21%	21%	20%	29% w
C1	161	51	183	32	80	146	44	147	16	18	8	2	22	13	9	18	26	60	26	50	11	77	46	24	80	64
	21%	21%	27% a	23%	24%	29% a	20%	26%	23%	22%	13%	25%	18%	18%	31%	18%	22%	24%	21%	33% q	29%	25%	27%	32%	27%	25%
C2	142	54	101	32	62	106	41	99	17	12	12	-	16	17	8	12	28	42	21	28	8	54	37	8	52	45
	19% b	23% b	15%	23% b	18%	21% b	19%	18%	24%	15%	20%	-	13%	24%	28%	12%	24% m	17%	17%	18%	21%	17%	22% v	11%	18%	17%
D	66	15	57	8	30	31	15	52	4	4	5	2	6	6	3	9	5	22	15	14	1	27	18	7	28	24
	9%	6%	8%	6%	9%	6%	7%	9%	6%	5%	8%	23%	5%	8%	10%	9%	4%	9%	12%	9%	3%	9%	10%	9%	10%	9%
E	72	28	68	14	31	37	32	53	8	14	8	2	13	15	4	13	19	21	12	12	5	27	14	12	24	24
	9%	12% d	10%	10%	9%	7%	15% a	9%	11%	17%	13%	25%	11%	21%	14%	13%	16%	9%	10%	8%	23% p	9%	8%	16%	8%	9%
NET: AB	321	90	275	55	136	182	88	209	25	33	28	2	62	21	5	49	39	100	51	48	10	128	57	24	107	101
	42% d	38%	40%	39%	40%	36%	40%	37%	36%	41%	46%	25%	52% d	29%	17%	49% a	33%	41%	41%	32%	26%	41%	33%	32%	37%	39%
NET: ABC1	482	141	458	87	216	328	132	356	41	51	36	4	84	34	14	67	65	160	77	98	21	205	103	48	187	165
	63%	59%	67% c	62%	64%	65%	60%	64%	59%	63%	59%	50%	71% d	47%	48%	66%	56%	65%	62%	64%	55%	65%	60%	64%	64%	64%
NET: CZDE	280	97	226	54	123	174	88	204	29	30	25	4	35	38	15	34	52	85	48	54	17	108	69	27	104	93
	37%	41% d	33%	38%	36%	35%	40%	36%	41%	37%	41%	50%	29%	53% l	52%	34%	44%	35%	38%	36%	45%	35%	40%	36%	36%	36%
NET: DE	138	43	125	22	61	68	47	105	12	18	13	4	19	21	7	22	24	43	27	26	9	54	32	19	52	48
	18% d	18%	18% d	16%	18%	14%	21% d	19%	17%	22%	21%	50%	16%	29% d	24%	22%	21%	18%	22%	17%	24%	17%	19%	25%	18%	19%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

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

Supplier	EE																GFFGAFF												O2						
	Issue																Issue												Issue						
	Satisfaction																Satisfaction												Satisfaction						
Complaint resolved																Complaint resolved												Complaint resolved							
EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	211**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
A city or large town (including suburbs)	483	143	394	86	183	315	151	336	181	133	148	21	271	158	54	242	235	35	46	49	13	72	54	17	74	68	154	90	133	17	217	123	54	204	188
A small town	189	74	236	37	107	144	61	163	74	36	67	12	96	70	23	88	99	16	23	29	6	40	26	8	41	32	101	52	70	13	118	82	36	111	124
A village, hamlet or isolated dwelling in the countryside	74	17	46	18	46	41	8	58	38	11	19	6	46	21	7	39	30	9	3	5	-	8	7	2	10	6	22	11	13	-	23	17	6	19	25
Prefer not to say	16	4	8	-	3	2	-	3	5	2	4	5	6	5	5	6	7	-	1	1	2	3	1	-	4	-	4	1	-	3	3	2	3	2	3
NET: Urban	672	217	630	123	290	450	212	499	255	169	215	33	367	228	77	330	334	51	69	78	19	112	80	25	115	100	255	142	203	30	335	205	90	315	312
NET: Rural	74	17	46	18	46	41	8	58	38	11	19	6	46	21	7	39	30	9	3	5	-	8	7	2	10	6	22	11	13	-	23	17	6	19	25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

Q21: Which of these best describes the place you live most of the time?

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

Supplier	SKY																TESCO MOBILE												THREE						
	Issue								Satisfaction								Complaint resolved				Issue				Satisfaction				Complaint resolved						
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
A city or large town (including suburbs)	483	143	394	86	183	315	151	336	30	26	27	3	50	30	6	53	32	62	61	53	7	101	58	24	105	75	120	80	102	13	164	105	46	147	166
A small town	189	74	236	37	107	144	61	163	11	11	12	3	16	14	7	11	26	51	23	29	4	45	46	16	45	62	57	30	48	9	67	56	21	68	75
A village, hamlet or isolated dwelling in the countryside	74	17	46	18	46	41	8	58	4	7	6	1	10	5	3	7	10	17	17	8	4	22	17	7	19	27	18	7	12	4	18	13	10	19	22
Prefer not to say	16	4	8	-	3	2	-	3	-	-	-	-	-	-	-	-	-	-	1	1	1	1	2	-	1	2	1	1	-	-	1	1	-	1	-
NET: Urban	672	217	630	123	290	450	212	499	41	37	39	6	66	44	13	64	58	113	84	82	11	146	104	40	150	137	177	110	150	22	231	161	67	215	241
NET: Rural	74	17	46	18	46	41	8	58	4	7	6	1	10	5	3	7	10	17	17	8	4	22	17	7	19	27	18	7	12	4	18	13	10	19	22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
A city or large town (including suburbs)	483	143	394	86	183	315	151	336	51	49	46	5	92	41	18	75	75	151	73	94	18	217	85	34	192	138
	63%bc	60%	58%	61%	54%	63%c	69%bc	60%	73%	60%	75%	63%	77%l	57%	62%	74%	64%	62%	58%	62%	47%	69%uw	49%	45%	66%u	53%
A small town	189	74	236	37	107	144	61	163	16	28	14	3	24	29	8	24	36	66	34	47	16	70	66	27	72	86
	25%	31%	35%ad	26%	32%a	29%	28%	29%	23%	35%	23%	38%	20%	40%k	28%	24%	31%	27%	27%	31%	42%	22%	38%l	36%l	25%	33%w
A village, hamlet or isolated dwelling in the countryside	74	17	46	18	46	41	8	58	3	4	1	-	3	2	3	2	6	28	16	10	4	25	20	13	27	31
	10%be	7%	7%	13%be	14%bdez	8%e	4%	10%	4%	5%	2%	-	3%	3%	10%	2%	5%	11%	13%	7%	11%	8%	12%	17%l	9%	12%
Prefer not to say	16	4	8	-	3	2	-	3	-	-	-	-	-	-	-	-	-	-	2	1	-	1	1	1	-	3
	2%de	2%	1%	-	1%	+	-	1%	-	-	-	-	-	-	-	-	-	-	2%	1%	-	+	1%	1%	-	1%
NET: Urban	672	217	630	123	290	459	212	499	67	77	60	8	116	70	26	99	111	217	107	141	34	287	151	61	264	224
	88%	91%c	91%ak	87%	86%	91%c	90%abdeyz	89%	96%	93%	98%	100%	97%	97%	90%	98%	95%	89%	86%	93%	89%	92%uv	88%	81%	91%	87%
NET: Rural	74	17	46	18	46	41	8	58	3	4	1	-	3	2	3	2	6	28	16	10	4	25	20	13	27	31
	10%be	7%	7%	13%be	14%bdez	8%e	4%	10%	4%	5%	2%	-	3%	3%	10%	2%	5%	11%	13%	7%	11%	8%	12%	17%l	9%	12%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier								EE						GIFFGAFF						O2														
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Small (1-2 people)	228	94	212	41	104	164	57	197	85	46	78	19	115	76	37	105	119	26	21	34	13	51	33	10	56	37	80	51	66	15	111	64	37	99	108
	30%	39% abce	31%	29%	31%	33%	26%	35% ae	29%	25%	33%	43% ef	27%	30%	42% hi	28%	32%	43%	29%	40%	62%	41%	38%	37%	43%	35%	28%	33%	31%	45% g	31%	29%	37%	29%	32%
Medium (3-4 people)	386	95	339	74	164	239	122	282	159	96	115	16	232	117	37	207	172	20	37	33	5	50	36	9	52	42	146	71	108	14	187	109	43	175	161
	51% h	40%	50% z	52% z	48% z	48%	55% z	50% z	53% z	53%	48%	36%	55% klm	46%	42%	55% no	46%	33%	51% AB	39%	24%	41%	41%	33%	40%	40%	52%	46%	50%	42%	52%	49%	43%	52%	47%
Large (5+ people)	148	49	133	26	71	99	41	81	54	40	45	9	72	61	15	63	80	14	15	17	3	22	19	8	21	27	55	32	42	4	63	51	19	62	71
	19% h	21% h	19% h	18%	21% h	20% h	19%	14%	18%	22%	19%	20%	17%	24% kl	17%	17%	22%	23%	21%	20%	14%	18%	22%	30%	16%	25%	20%	21%	19%	12%	17%	23%	19%	18%	21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier								SKY							TESCO MOBILE							THREE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Small (1-2 people)	228	94	212	41	104	164	57	197	17	15	7	2	20	16	5	16	25	38	29	28	9	58	33	13	53	51	70	33	52	9	83	53	28	81	82
	30%	39%	31%	29%	31%	33%	26%	35%	38%	14%	16%	29%	26%	33%	31%	23%	37%	29%	28%	31%	56%	34%	27%	28%	31%	31%	36%	28%	32%	35%	33%	30%	36%	34%	31%
Medium (3-4 people)	386	95	339	74	164	239	122	282	23	20	27	4	45	23	6	42	31	74	47	37	6	82	59	23	86	75	86	58	82	13	122	80	37	111	126
	51%	40%	50%	52%	48%	48%	55%	50%	51%	45%	60%	57%	59%	47%	38%	59%	46%	57%	46%	41%	38%	49%	48%	49%	51%	45%	44%	49%	51%	50%	49%	46%	48%	47%	48%
Large (5+ people)	148	49	133	26	71	99	41	81	5	9	11	1	11	10	5	13	12	18	26	26	1	29	31	11	31	40	40	27	28	4	45	42	12	43	55
	19%	21%	19%	18%	21%	20%	19%	14%	11%	20%	24%	14%	14%	20%	31%	18%	18%	14%	25%	29%	6%	17%	25%	23%	18%	24%	20%	23%	17%	15%	18%	24%	16%	18%	21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH1: How many people are there in your household, including yourself and any children?

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

	Supplier								VIRGIN MEDIA												VODAFONE					
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Small (1-2 people)	228	94	212	41	104	164	57	197	8	25	20	4	27	22	8	22	34	81	47	56	13	96	71	30	101	90
	30%	39% ^{abcde}	31%	29%	31%	33%	26%	35%	11%	31% ^g	33% ^g	50%	23%	31%	28%	22%	29%	33%	38%	37%	34%	31%	41% ^{kl}	40%	35%	35%
Medium (3-4 people)	386	95	339	74	164	239	122	282	45	44	31	2	70	35	17	61	61	123	57	81	21	176	76	30	156	124
	51% ^z	40%	50% ^z	52% ^z	48% ^z	48%	55% ^z	50%	64%	54%	51%	25%	59%	49%	59%	60%	52%	50%	46%	53%	55%	56% ^{lmn}	44%	40%	54%	48%
Large (5+ people)	148	49	133	26	71	99	41	81	17	12	10	2	22	15	4	18	22	41	21	15	4	41	25	15	34	44
	19%	21%	19%	18%	21%	20%	19%	14%	24%	15%	16%	25%	18%	21%	14%	18%	19%	17%	17%	10%	11%	13%	15%	20%	12%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier								EE				GiffGaff				O2																		
	Issue								Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved																
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
1	244	55	215	44	97	162	72	169	97	65	76	6	147	64	33	121	117	13	22	18	2	28	23	4	31	23	95	49	62	9	129	58	28	115	97
	32%		31%	31%	29%	32%	33%	30%	33%	36%	32%	14%	35%	25%	37%	32%	32%	22%	30%	21%	10%	23%	26%	15%	24%	22%	34%	32%	29%	27%	36%	26%	28%	34%	29%
2	189	46	158	35	85	100	58	116	84	44	52	9	95	74	20	97	88	11	15	16	4	20	18	8	23	22	62	41	50	5	82	55	21	68	89
	25%	19%	23%	25%	25%	20%	26%	21%	28%	24%	22%	20%	23%	29%	22%	26%	24%	18%	21%	19%	19%	16%	20%	30%	18%	21%	22%	27%	23%	15%	23%	25%	21%	20%	26%
3	57	17	59	9	30	47	17	37	19	14	22	2	28	25	4	22	34	6	5	3	3	9	5	3	5	12	24	10	22	3	30	25	4	30	29
	7%	7%	9%	6%	9%	9%	8%	7%	6%	8%	9%	5%	7%	10%	4%	6%	9%	10%	7%	4%	14%	7%	6%	11%	4%	11%	9%	6%	10%	9%	8%	11%	4%	9%	9%
4	11	3	17	2	8	11	4	9	3	6	1	1	4	6	1	7	3	1	-	2	-	1	1	1	2	1	4	6	7	-	7	5	5	9	8
	1%	1%	2%	1%	2%	2%	2%	2%	1%	3%	+	2%	1%	2%	1%	2%	1%	2%	-	2%	-	1%	1%	4%	2%	1%	1%	4%	3%	-	2%	2%	5%	3%	2%
5+	14	6	6	3	7	2	5	7	4	5	3	2	7	5	2	7	6	3	1	2	-	2	4	-	4	2	4	1	1	-	2	3	1	2	4
	2%	3%	1%	3%	3%	2%	2%	1%	1%	3%	1%	5%	2%	2%	2%	2%	2%	5%	1%	2%	-	2%	5%	-	3%	2%	1%	1%	+	-	1%	1%	1%	1%	1%
No children in household	247	111	229	48	112	180	64	222	91	48	84	24	138	80	29	121	123	26	30	43	12	63	37	11	64	46	92	47	74	16	111	78	40	112	113
	32%	47%	33%	34%	33%	36%	29%	40%	31%	26%	35%	55%	33%	31%	33%	32%	33%	43%	41%	51%	57%	51%	42%	41%	50%	43%	33%	31%	34%	48%	31%	35%	40%	33%	33%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier								SKY							TESCO MOBILE							THREE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
1	244	55	215	44	97	162	72	169	12	18	14	-	28	14	2	24	20	43	31	20	3	50	35	12	53	43	63	44	45	10	89	45	28	78	83
	32%		31%		29%	32%	33%	30%	27%	41%	31%		37%	29%	13%	34%	29%	33%	30%	22%	19%	30%	28%	26%	31%	26%	32%	37%	28%	38%	36%	26%	36%	33%	32%
2	189	46	158	35	85	100	58	116	11	10	10	4	19	12	4	22	13	29	26	27	3	38	34	13	41	44	38	28	30	4	43	44	13	45	55
	25%		23%		25%	20%	26%	21%	24%	23%	22%	57%	25%	24%	25%	31%	19%	22%	25%	30%	19%	22%	28%	28%	24%	27%	19%	24%	19%	15%	17%	25%	17%	19%	21%
3	57	17	59	9	30	47	17	37	3	1	4	1	4	3	2	3	6	11	11	8	-	13	12	5	14	16	21	13	12	1	21	20	6	19	27
	7%	7%	9%		6%	9%	8%	7%	7%	2%	9%	14%	5%	6%	13%	4%	9%	8%	11%	9%	-	8%	10%	11%	8%	10%	11%	11%	7%	4%	8%	11%	8%	8%	10%
4	11	3	17	2	8	11	4	9	1	-	1	1	1	1	1	1	1	1	3	4	-	3	3	2	5	3	2	5	2	2	5	6	-	5	6
	1%	1%	2%		2%	2%	2%	2%	2%	-	2%	6%	1%	2%	6%	1%	1%	1%	3%	4%	-	2%	2%	4%	3%	2%	1%	4%	1%	8%	2%	3%	-	2%	2%
5+	14	6	6	3	7	2	5	7	1	2	-	-	2	1	-	1	1	1	3	3	-	3	3	1	2	5	1	-	1	-	1	1	-	1	1
	2%	3%	1%		2%	2%	1%	1%	2%	5%	-	-	3%	2%	-	1%	1%	1%	3%	3%	-	2%	2%	2%	1%	3%	1%	-	1%	-	**	1%	-	**	**
No children in household	247	111	229	48	112	180	64	222	17	13	16	2	23	18	7	20	27	45	28	29	10	62	36	14	55	55	71	28	72	9	91	59	30	87	91
	32%	47%	33%		33%	36%	29%	40%	38%	30%	36%	29%	30%	37%	44%	28%	40%	35%	27%	32%	63%	37%	29%	30%	32%	33%	30%	24%	44%	35%	36%	34%	39%	37%	35%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH3: And what is the total number of children in the household (under 18)?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved			
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
1	244 32% <u>z</u>	55 23%	215 31% <u>z</u>	44 31%	97 29%	162 32% <u>z</u>	72 33% <u>z</u>	169 30%	22 31%	28 35%	20 33%	2 25%	41 34%	22 31%	9 31%	39 39%	33 28%	76 31%	39 31%	43 28%	11 29%	99 32%	49 28%	21 28%	80 27%	86 33%
2	189 25% <u>d</u>	46 19%	158 23%	35 25%	85 25%	100 20%	58 26%	116 21%	22 31%	17 21%	18 30%	1 13%	35 29%	18 25%	5 17%	25 25%	32 27%	43 18%	32 26%	33 22%	8 21%	65 21%	41 24%	10 13%	64 22%	52 20%
3	57 7%	17 7%	59 9%	9 6%	30 9%	47 9%	17 8%	37 7%	6 9%	8 10%	2 3%	1 13%	10 8%	4 6%	3 10%	7 10%	21 9%	6 5%	8 5%	2 5%	27 9% <u>u</u>	5 3%	5 7%	5 7%	21 7%	16 6%
4	11 1%	3 1%	17 2%	2 1%	8 2%	11 2%	4 2%	9 2%	3 4%	1 1%	-	-	2 2%	1 1%	1 3%	3 3%	5 2%	2 2%	1 1%	1 3%	1 3%	5 2%	1 1%	3 4%	3 1%	5 2%
5+	14 2%	6 3%	6 1%	3 2%	7 2%	7 1%	5 2%	7 1%	1 1%	3 4%	1 2%	-	2 2%	2 3%	1 3%	2 2%	3 3%	4 2%	1 1%	1 1%	1 3%	4 1%	2 1%	1 1%	3 1%	2 1%
No children in household	247 32%	111 47% <u>abcdey</u>	229 33%	48 34%	112 33%	180 36%	64 29%	222 40%	16 23%	24 30%	20 33%	4 50%	29 24%	25 35%	10 34%	24 24%	39 33%	96 39%	45 36%	66 43%	15 39%	113 36%	74 43%	35 47%	120 41%	97 38%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier								EE				GiffGaff				O2																		
	Issue								Satisfaction				Complaint resolved				Issue				Satisfaction				Complaint resolved										
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
None	15	4	7	3	10	10	3	8	3	5	5	2	3	5	7	5	9	-	-	3	1	1	3	-	1	3	3	-	4	-	3	4	-	5	2
1	168	73	156	26	73	113	49	127	70	35	52	11	87	57	24	83	82	25	14	22	12	39	27	7	42	31	57	44	43	12	82	49	25	76	77
	22%	31% abdef	23%	18%	22%	23%	22%	23%	23%	19%	22%	25%	21%	22%	27%	22%	22%	42% ab	19%	26%	57%	32%	31%	26%	33%	29%	20%	29%	20%	36% ab	23%	22%	25%	23%	23%
2	397	100	357	78	164	251	108	301	152	100	124	21	231	127	39	198	190	25	34	37	4	54	36	10	60	38	146	73	122	16	204	106	47	174	178
	52%	42%	52%	55%	48%	50%	49%	54%	51%	55%	52%	48%	55%	50%	44%	53%	51%	42%	55%	47%	44%	19%	47%	36%	47%	36%	52%	47%	56%	48%	57%	47%	47%	52%	52%
3	99	28	88	19	53	67	43	73	41	22	32	4	56	30	13	53	45	4	13	10	1	12	9	7	11	17	36	21	27	4	39	35	14	46	42
	13%	12%	13%	13%	16%	13%	20% abdef	13%	14%	12%	13%	9%	13%	12%	15%	14%	12%	7%	18%	12%	5%	10%	10%	26%	9%	16%	13%	14%	13%	12%	11%	16%	14%	14%	12%
4	40	15	53	7	24	36	11	29	16	10	13	1	19	20	1	18	21	4	4	6	1	9	5	1	9	6	28	12	13	-	25	21	7	24	29
	5%	6%	8%	5%	7%	5%	5%	5%	5%	5%	5%	2%	5%	8% ab	1%	5%	6%	7%	5%	7%	5%	7%	6%	4%	7%	6%	10%	8%	6%	7%	6%	9%	7%	7%	9%
5+	43	18	23	8	15	25	6	22	16	10	12	5	23	15	5	18	24	2	8	6	2	7	6	2	6	11	11	4	7	1	8	9	6	11	12
	6% ab	8% ab	3%	6%	4%	5%	3%	4%	5%	5%	5%	11%	5%	6%	6%	5%	6%	3%	11%	7%	10%	7%	9%	7%	5%	10%	4%	3%	3%	3%	2%	4%	6% ab	3%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier								SKY				TESCO MOBILE				THREE																			
									Issue				Complaint resolved		Issue				Complaint resolved		Issue				Complaint resolved											
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263	
None	15	4	7	3	10	10	3	8	-	2	-	1	2	1	-	1	2	4	3	2	1	5	3	2	5	5	5	3	1	1	4	5	1	5	5	
1	168	73	156	26	73	113	49	127	13	7	6	-	14	9	3	8	17	30	26	13	4	39	24	10	36	37	50	22	38	3	57	38	18	56	56	
	22%	31% abdef	23%	18%	22%	23%	22%	23%	29%	16%	13%	-	18%	18%	19%	11%	25% h	23%	25%	14%	25%	23%	20%	21%	21%	22%	26%	19%	23%	12%	23%	22%	23%	24%	21%	
2	397	100	357	78	164	251	108	301	26	24	23	5	42	28	8	45	33	59	45	52	8	88	54	22	86	78	95	69	72	15	124	87	40	111	139	
	52%	42%	52% z	55%	48%	50% c	49%	54% d	58%	55%	51%	71%	55%	57%	50%	63%	49%	45%	44%	57%	50%	52%	44%	47%	51%	47%	48%	55% e	44%	58%	50%	50%	52%	47%	53%	
3	99	28	88	19	53	67	43	73	5	4	9	1	11	4	4	9	9	23	14	15	1	23	25	5	27	24	22	11	28	6	36	25	6	35	30	
	13%	12%	13%	13%	16%	13%	20% abdef	13%	11%	9%	20%	14%	14%	8%	25%	13%	13%	18%	14%	16%	6%	14%	20%	11%	16%	14%	11%	12%	9%	17%	23%	14%	14%	8%	15%	11%
4	40	15	53	7	24	36	11	29	-	4	3	-	3	4	-	4	3	10	9	4	1	7	12	5	11	12	14	8	13	1	16	11	9	15	21	
	5%	6%	8%	5%	7%	5%	5%	5%	-	9% A	7%	-	4%	8%	-	6%	4%	8%	9%	4%	6%	4%	10%	11%	6%	7%	7%	7%	8%	4%	6%	6%	12%	6%	8%	
5+	43	18	23	8	15	25	6	22	1	3	4	-	4	3	1	4	4	4	5	5	1	7	5	3	5	10	10	5	10	-	13	9	3	13	12	
	6% A	8% be	3%	6%	4%	5%	3%	4%	2%	7%	9%	-	5%	6%	6%	6%	6%	3%	5%	5%	6%	4%	4%	6%	3%	6%	5%	4%	6%	-	5%	5%	4%	6%	5%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/yz - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - HI
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022 Fieldwork: 2nd November 2022 - 10th January 2023

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

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

	Supplier								VIRGIN MEDIA							VODAFONE										
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	339**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
None	15	4	7	3	10	10	3	8	-	1	2	-	1	-	2	-	3	3	2	1	2	5	3	-	2	5
	2%	2%	1%	2%	3%b	2%	1%	1%	-	1%	3%	-	1%	-	7%	-	3%	1%	2%	1%	5%b	2%	2%	-	1%	2%
1	168	73	156	26	73	113	49	127	7	25	15	2	20	18	11	19	29	49	32	37	9	61	49	17	66	57
	22%	31%abcdey	23%	18%	22%	23%	22%	23%	10%	31%g	25%g	25%	17%	25%	38%	19%	25%	20%	26%	24%	24%	19%	28%k	23%	23%	22%
2	397	100	357	78	164	251	108	301	38	40	26	4	67	32	9	57	51	139	60	83	19	184	76	41	164	134
	52%z	42%	52%z	55%z	48%	50%z	49%	54%	54%	49%	43%	50%	56%	44%	31%	56%	44%	57%	48%	55%	50%	59%u	44%	55%	56%	52%
3	99	28	88	19	53	67	43	73	17	12	13	1	24	13	6	18	24	28	17	23	5	42	24	7	39	32
	13%	12%	13%	13%	16%	13%	20%abef	13%	24%	15%	21%	13%	20%	18%	21%	18%	21%	11%	14%	15%	13%	13%	14%	9%	13%	12%
4	40	15	53	7	24	36	11	29	5	2	3	1	3	8	-	3	8	15	7	4	3	9	13	7	12	17
	5%	6%	8%	5%	7%	7%	5%	5%	7%	2%	5%	13%	3%	13%z	-	3%	7%	6%	6%	3%	8%	3%	9%	13%	4%	7%
5+	43	18	23	8	15	25	6	22	3	1	2	-	4	1	1	4	2	11	7	4	-	12	7	3	8	13
	6%b	8%cd	3%	6%	4%	5%	3%	4%	4%	1%	3%	-	3%	2%	3%	4%	2%	4%	6%	3%	-	4%	4%	4%	3%	5%

Proportions/Means: Columns 1 tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier								EE						GIFFGAFF						O2														
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Most vulnerable	212	78	181	42	106	159	72	141	82	59	60	11	101	85	26	104	104	21	21	26	10	34	29	15	34	43	74	53	47	7	79	73	29	77	104
	28%	33%	26%	30%	31%	32%	33%	25%	28%	32%	25%	25%	24%	33%	29%	28%	28%	35%	29%	31%	48%	28%	33%	56%	26%	41%	26%	34%	22%	21%	22%	33%	29%	23%	31%
Potentially vulnerable	325	99	312	62	152	216	92	241	131	86	96	12	180	107	38	148	174	22	38	35	4	51	42	6	59	39	132	58	111	11	177	94	41	159	147
	43%	42%	46%	44%	45%	43%	42%	43%	44%	47%	40%	27%	43%	42%	43%	39%	47%	37%	52%	42%	19%	41%	48%	22%	46%	37%	47%	38%	51%	33%	49%	42%	41%	47%	43%
Least vulnerable	172	46	154	33	66	105	42	148	66	29	68	9	110	50	12	98	71	14	11	18	3	32	10	4	29	16	63	33	49	9	91	41	22	85	69
	23%	19%	23%	23%	19%	21%	19%	26%	22%	16%	29%	20%	26%	20%	13%	26%	19%	23%	15%	21%	14%	30%	11%	15%	22%	15%	22%	21%	23%	27%	25%	18%	22%	25%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
 Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier								SKY							TESCO MOBILE							THREE												
									Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved	
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Most vulnerable	212	78	181	42	106	159	72	141	12	15	15	-	18	18	6	19	23	44	30	29	3	38	44	24	43	62	59	49	43	8	70	60	29	65	92
	28%	33% ^z	26%	30%	31% ^f	32% ^d	33% ^f	25%	27%	34%	33%	-	24%	37%	38%	27%	34%	34%	29%	32%	19%	22%	30% ^k	51% ^m	25%	37% ⁿ	30%	42% ^q	27%	31%	28%	34%	38%	28%	35%
Potentially vulnerable	325	99	312	62	152	216	92	241	21	17	21	3	36	20	6	30	31	55	47	40	10	79	55	18	77	74	84	51	73	8	108	78	30	99	116
	43%	42%	46%	44%	45%	43%	42%	43%	47%	39%	47%	43%	47%	41%	38%	42%	46%	42%	46%	44%	63%	47%	45%	38%	45%	45%	43%	43%	45%	31%	43%	45%	39%	42%	44%
Least vulnerable	172	46	154	33	66	105	42	148	10	12	9	2	19	10	4	20	13	27	20	18	1	41	20	5	39	26	45	15	40	5	63	30	12	64	41
	23%	19%	23%	23%	19%	21%	19%	26% ^o	22%	27%	20%	29%	25%	20%	25%	28%	19%	21%	20%	20%	6%	34% ^k	16%	11%	23%	16%	23% ^p	13%	25% ^r	19%	25% ^t	17%	16%	27% ^w	16%

Proportions/Mean: Columns 1 tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD

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

	Supplier								VIRGIN MEDIA					VODAFONE												
									Issue				Complaint resolved	Issue				Complaint resolved								
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Most vulnerable	212	78	181	42	106	159	72	141	27	29	14	2	31	34	7	28	44	53	40	39	9	75	43	23	72	66
	28%	33%	26%	30%	31%	32%	33%	25%	39%	36%	23%	25%	26%	47%	24%	28%	38%	22%	32%	26%	24%	24%	25%	31%	25%	26%
Potentially vulnerable	325	99	312	62	152	216	92	241	27	34	27	4	54	23	15	45	46	106	56	64	15	139	77	25	120	116
	43%	42%	46%	44%	45%	43%	42%	43%	39%	42%	44%	50%	45%	32%	52%	45%	39%	43%	45%	42%	39%	44%	45%	33%	41%	45%
Least vulnerable	172	46	154	33	66	105	42	148	12	15	15	-	29	7	6	24	18	75	26	40	7	81	43	24	84	63
	23%	19%	23%	23%	19%	21%	19%	26%	17%	19%	25%	-	34%	10%	21%	24%	15%	31%	21%	26%	18%	26%	25%	32%	29%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier								EE				GiffGaff				O2																		
									Issue		Complaint resolved		Issue		Complaint resolved		Issue		Complaint resolved																
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	298	182	238	44*	419	254	89*	375	371	60*	73*	84*	21**	123	88*	27**	129	106	281	154	216	33*	361	224	99*	336	340
Universal Credit (and household has other earnings)	116	49	113	25	77	88	50	94	49	29	35	3	61	40	15	54	61	14	19	13	3	30	13	6	34	15	46	25	39	3	61	38	14	58	54
Employment and Support Allowance (ESA)	85	29	67	22	36	47	32	52	28	29	25	3	43	32	10	37	48	4	9	13	3	10	15	4	13	15	28	24	14	1	28	29	10	28	39
Personal Independence Payment (PIP)	83	23	68	26	35	54	26	48	30	17	34	2	47	25	11	39	43	6	8	7	2	12	10	1	13	10	26	19	20	3	32	25	11	38	30
Carer's allowance	76	23	46	7	32	38	29	45	31	17	27	1	37	27	12	33	42	2	12	8	1	14	7	2	17	6	16	14	13	3	23	14	9	20	26
Income Support	70	25	35	14	40	43	28	38	17	19	30	4	40	23	7	38	31	3	10	11	1	16	7	2	15	10	12	12	9	2	17	14	4	21	14
Pensions Credit (Guaranteed Credit)	67	22	37	18	24	32	18	42	22	20	24	1	37	24	6	42	25	4	11	6	1	13	4	5	12	10	14	10	12	1	24	7	6	22	14
Universal Credit (and household has no other earnings)	57	31	64	10	27	44	25	37	23	17	16	1	34	19	4	27	30	9	6	14	2	17	11	3	19	12	20	25	17	2	34	20	10	30	34
Income-based Jobseeker's Allowance	39	18	28	9	32	30	22	31	19	8	11	1	23	14	2	20	18	5	6	6	1	9	6	3	9	9	12	12	4	-	17	9	2	13	15
Pensions Credit (no Guarantee Credit)	28	13	34	5	27	23	10	20	12	10	5	1	12	14	2	11	10	5	5	3	-	6	7	-	11	2	10	8	15	1	18	12	4	16	18
NET: Any benefit	428	150	348	87	218	277	145	273	162	120	130	16	214	154	60	201	222	37	51	50	12	77	52	21	81	68	139	96	101	12	169	125	54	165	181
Other	21	12	18	5	6	11	6	16	9	3	6	3	11	9	1	10	10	4	3	2	3	6	5	1	5	6	5	7	4	2	4	10	4	6	12
None of these	318	80	321	49	117	217	69	273	129	60	103	26	196	94	28	165	142	21	21	32	6	42	32	6	46	33	138	52	111	20	188	90	43	166	149

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier								SKY					TESCO MOBILE					THREE																
									Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved		Issue				Satisfaction		Complaint resolved				
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	45*	44*	45*	7**	76*	49*	16**	71*	68*	130	102	91*	16**	169	123	47*	170	166	196	118	162	26**	250	175	77*	235	263
Universal Credit (and household has other earnings)	116	49	113	25	77	88	50	94	8	8	9	-	15	5	5	11	10	28	24	24	1	38	27	12	37	40	38	22	25	3	44	33	11	39	49
Employment and Support Allowance (ESA)	85	29	67	22	36	47	32	52	5	10	7	-	15	7	-	14	8	15	9	9	3	22	10	4	18	18	21	13	12	1	26	14	7	21	26
Personal Independence Payment (PIP)	83	23	68	26	35	54	26	48	4	7	13	2	10	10	6	11	15	9	13	11	2	21	10	4	18	17	20	16	15	3	24	21	9	21	32
Carer's allowance	76	23	46	7	32	38	29	45	3	2	2	-	2	4	1	5	1	10	10	11	1	12	14	6	14	18	12	8	16	2	25	7	6	22	16
Income Support	70	25	35	14	40	43	28	38	6	3	5	-	9	5	-	8	6	16	15	8	1	12	20	8	16	23	14	16	14	1	26	16	3	25	19
Pensions Credit (Guaranteed Credit)	67	22	37	18	24	32	18	42	5	7	6	-	11	5	2	10	8	6	7	10	1	16	5	3	13	11	9	11	12	-	14	9	9	13	18
Universal Credit (and household has no other earnings)	57	31	64	10	27	44	25	37	4	4	2	-	4	5	1	8	2	5	12	10	-	15	8	4	11	16	22	10	12	-	22	15	7	24	20
Income-based Jobseeker's Allowance	39	18	28	9	32	30	22	31	2	3	4	-	8	1	-	6	3	9	13	10	-	15	16	1	16	16	9	10	10	1	15	11	4	13	17
Pensions Credit (no Guarantee Credit)	28	13	34	5	27	23	10	20	1	3	1	-	3	2	-	2	3	12	9	6	-	14	10	3	19	8	7	8	8	-	9	11	3	6	17
NET: Any benefit	428	150	348	87	218	277	145	273	24	31	30	2	43	34	10	41	45	74	76	61	7	99	81	38	97	120	106	78	84	9	140	97	40	122	152
Other	21	12	18	5	6	11	6	16	2	1	1	-	2	3	-	3	2	4	-	2	-	4	2	-	4	1	4	1	4	2	3	5	3	2	9
None of these	318	80	321	49	117	217	69	273	19	12	14	4	31	12	6	27	21	53	26	29	9	68	40	9	71	45	88	40	74	15	109	74	34	112	104

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022
Fieldwork: 2nd November 2022 - 10th January 2023

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

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

	Supplier								VIRGIN MEDIA						VODAFONE											
									Issue			Satisfaction			Complaint resolved		Issue				Satisfaction			Complaint resolved		
	EE (a)	GiffGaff (z)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Virgin Media (e)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	762	238	684	141	339	502	220	560	70*	81*	61*	8**	119	72*	29**	101	117	245	125	152	38*	313	172	75*	291	258
Universal Credit (and household has other earnings)	116	49	113	25	77	88	50	94	11	24	14	1	29	17	4	26	24	46	22	22	4	59	26	9	52	42
Employment and Support Allowance (ESA)	85	29	67	22	36	47	32	52	13	11	8	-	19	12	1	19	13	18	15	18	1	34	14	4	29	23
Personal Independence Payment (PIP)	113	12%	10%	16% bd	11%	9%	15% d	9%	19%	14%	13%	-	16%	17%	3%	19%	11%	7%	12%	12%	3%	11%	8%	5%	10%	9%
Carer's allowance	83	23	68	26	35	54	26	48	10	8	8	-	16	7	3	10	16	13	15	17	3	28	14	6	31	17
Income Support	113	10%	10%	18% abedf	10%	11%	12%	9%	14%	10%	13%	-	13%	10%	10%	10%	14%	5%	12% p	11% p	8%	9%	8%	8%	11%	7%
Pensions Credit (Guaranteed Credit)	76	23	46	7	32	38	29	45	11	12	5	1	21	5	3	18	11	22	8	13	2	21	19	5	23	22
Universal Credit (and household has no other earnings)	70	25	35	14	40	45	28	38	8	8	11	1	20	8	-	14	14	9%	6%	9%	5%	7%	11%	7%	8%	9%
Income-based Jobseeker's Allowance	70	25	35	14	40	45	28	38	8	8	11	1	20	8	-	14	14	14	12	11	1	19	13	8	17	20
Pensions Credit (no Guarantee Credit)	67	22	37	18	24	32	18	42	11%	10%	18%	13%	17%	11%	-	14%	12%	6%	10%	7%	3%	6%	6%	11%	6%	8%
NET: Any benefit	428	150	348	87	218	277	145	273	44	65	34	2	79	52	14	71	74	110	76	77	10	152	88	33	135	134
Other	21	12	18	5	6	11	6	16	1	2	2	1	2	1	3	2	4	3	5	3	5	12	4	-	10	5
None of these	318	80	321	49	117	217	69	273	25	14	25	5	38	19	12	28	39	132	44	73	24	151	80	42	146	120
	42% ca	34%	47% acxy	35%	35%	43% cd	31%	49%	36% h	17%	41% h	63%	32%	26%	41%	28%	33%	54% q	35%	48% q	63% q	48%	47%	56%	50%	47%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing