

	Page	Table	Title	Base Description	Base
●	1	1	QAGE: What is your age?	Base: All complained about landline service in past 6 months	2304
●	2	2	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	2304
●	3	3	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	2304
●	4	4	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	765
●	5	5	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	616
●	6	6	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	836
	7	7	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	87
●	8	8	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	2304
●	9	9	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	2304
●	10	10	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	1158
●	11	11	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	2304

	Page	Table	Title	Base Description	Base
●	12	12	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	744
●	13	13	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	2304
●	14	14	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	2304
●	15	15	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	2304
●	16	16	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	2304
●	17	17	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	2304
●	18	18	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	2304
●	19	19	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	2304
●	20	20	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	2304
●	21	21	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	2304
●	22	22	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	2304

	Page	Table	Title	Base Description	Base
●	23	23	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	1158
	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Landline telephone service.	Base: All complained about landline service in past 6 months	2304
	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Landline telephone service.	Base: All complained about landline service in past 6 months	2304
	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Landline telephone service	Base: All complained about landline service in past 6 months	2304
●	27	27	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	2304
●	28	28	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	2304
●	29	29	Q17: Where do you live?	Base: All complained about landline service in past 6 months	2304
●	30	30	Q18a: Which of the following are you?	Base: All complained about landline service in past 6 months	2304
●	31	31	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	2304
●	32	32	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	2304
●	33	33	Q21: Which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	2304
●	34	34	QHH1: How many people are there in your household, including yourself and any children?	Base: All complained about landline service in past 6 months	2304
●	35	35	QHH3: And what is the total number of children in the household (under 18)?	Base: All complained about landline service in past 6 months	2304

	Page	Table	Title	Base Description	Base
●	36	36	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	2304
●	37	37	FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD	Base: All complained about landline service in past 6 months	2304
●	38	38	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	2304
●	1	1	QAGE: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	3363
●	2	2	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	3363
●	3	3	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	3363
●	4	4	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	968
●	5	5	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	1411
●	6	6	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	872
●	7	7	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	112

	Page	Table	Title	Base Description	Base
●	8	8	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	3363
●	9	9	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	3363
●	10	10	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	1653
●	11	11	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	3363
●	12	12	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	1635
●	13	13	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	3363
●	14	14	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	3363
●	15	15	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	3363
●	16	16	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	3363
●	17	17	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	3363
●	18	18	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	3363

	Page	Table	Title	Base Description	Base
●	19	19	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	3363
●	20	20	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	3363
●	21	21	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	3363
●	22	22	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	3363
●	23	23	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	1653
	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	3363
	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Fixed Broadband internet.	Base: All complained about fixed broadband internet service in past 6 months	3363
	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Fixed Broadband internet	Base: All complained about fixed broadband internet service in past 6 months	3363
●	27	27	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	3363
●	28	28	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	3363
●	29	29	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	3363

	Page	Table	Title	Base Description	Base
●	30	30	Q18a: Which of the following are you?	Base: All complained about fixed broadband internet service in past 6 months	3363
●	31	31	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	3363
●	32	32	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	3363
●	33	33	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	3363
●	34	34	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	3363
●	35	35	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	3363
●	36	36	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	3363
●	37	37	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	3363
●	38	38	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	3363
●	1	1	QAGE: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1968
●	2	2	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	1968

	Page	Table	Title	Base Description	Base
●	3	3	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	1968
●	4	4	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	763
●	5	5	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	545
●	6	6	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	578
	7	7	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	82
●	8	8	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	1968
●	9	9	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	1968
●	10	10	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	955
●	11	11	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	1968

	Page	Table	Title	Base Description	Base
●	12	12	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	818
●	13	13	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	1968
●	14	14	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	1968
●	15	15	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	1968
●	16	16	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	1968
●	17	17	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	1968
●	18	18	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	1968
●	19	19	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 cable, satellite or any other Pay TV service in past 6 months	1968
●	20	20	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	1968
●	21	21	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	1968
●	22	22	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	1968

	Page	Table	Title	Base Description	Base
●	23	23	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	955
	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1968
	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1968
	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Cable, satellite or other Pay TV	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1968
●	27	27	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1968
●	28	28	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	1968
●	29	29	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1968
●	30	30	Q18a: Which of the following are you?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1968
●	31	31	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	1968
●	32	32	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	1968

	Page	Table	Title	Base Description	Base
●	33	33	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	1968
●	34	34	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	1968
●	35	35	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	1968
●	36	36	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	1968
●	37	37	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	1968
●	38	38	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	1968
●	1	1	QAGE: What is your age?	Base: All complained about mobile phone service in past 6 months	3446
●	2	2	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	3446
●	3	3	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	3446
●	4	4	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	1325
●	5	5	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	1049

	Page	Table	Title	Base Description	Base
●	6	6	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	879
●	7	7	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	193
●	8	8	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	3446
●	9	9	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	3446
●	10	10	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	1708
●	11	11	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	3446
●	12	12	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	1202
●	13	13	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	3446
●	14	14	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	3446
●	15	15	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	3446

	Page	Table	Title	Base Description	Base
●	16	16	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	3446
●	17	17	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	3446
●	18	18	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	3446
●	19	19	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	3446
●	20	20	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	3446
●	21	21	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	3446
●	22	22	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	3446
●	23	23	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	1708
	24	24	Q13aNEW: How important or not, are each of these communications services to your household at the moment? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	3446
	25	25	Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic? Mobile phone service.	Base: All complained about mobile phone service in past 6 months	3446
	26	26	Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic? Mobile phone service	Base: All complained about mobile phone service in past 6 months	3446

	Page	Table	Title	Base Description	Base
●	27	27	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	3446
●	28	28	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	3446
●	29	29	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	3446
●	30	30	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	3446
●	31	31	Q18a: Which of the following are you?	Base: All complained about mobile phone service in past 6 months	3446
●	32	32	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	3446
●	33	33	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	3446
●	34	34	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	3446
●	35	35	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	3446
●	36	36	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	3446
●	37	37	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	3446

	Page	Table	Title	Base Description	Base
●	38	38	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	3446
●	39	39	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	3446

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
16 - 17	12	6	4	2	1	5	3	4	7	3
	1%	1%	*	*	1%	*	*	1%	1%	*
18 - 24	768	245	276	216	31	327	319	122	345	417
	33%km	32%	33%	36%	34%	28%	40%Tk	36%k	30%	37%Tm
25 - 34	755	241	309	191	14	415	253	87	396	353
	33%j	31%j	37%Tgj	32%j	16%	35%Tl	32%l	26%	34%	32%
35 - 44	406	158	136	98	14	226	125	55	212	190
	18%	20%Th	16%	16%	15%	19%	16%	16%	18%	17%
45 - 54	198	59	74	56	9	120	48	30	107	89
	9%c	8%	9%	9%	10%	10%Tc	6%	9%	9%	8%
55 - 64	106	41	23	28	14	49	31	25	58	44
	5%h	5%h	3%	5%	16%Tgh	4%	4%	8%Tkc	5%	4%
65 +	58	23	14	14	7	34	11	14	35	22
	3%hc	3%	2%	2%	7%Tgh	3%c	1%	4%c	3%	2%
NET: 16-34	1536	491	589	409	47	748	575	213	748	773
	67%g km	64%j	71%Tgj	68%j	51%	64%	73%Tkl	63%	65%	69%Tm
NET: 36-54	604	217	210	154	23	346	172	86	318	280
	26%t	28%	25%	26%	25%	29%Tt	22%	25%	27%	25%
NET: 55+	165	65	36	42	21	83	42	39	93	66
	7%hc n	8%h	4%	7%h	23%Tgh	7%	5%	12%Tkc	8%	6%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Hearing - Poor hearing, partial hearing, or are deaf	254 11%	80 10%	101 12%	60 10%	13 14%	133 11%	90 11%	32 9%	131 11%	122 11%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	449 19%	142 18%	175 21%	120 20%	12 14%	228 19%	169 21%	52 15%	229 20%	217 19%
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	290 13%	92 12%	109 13%	79 13%	10 11%	151 13%	98 12%	41 12%	150 13%	133 12%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	244 11%	73 9%	107 13%Tg	60 10%	4 5%	118 10%	90 11%	37 11%	129 11%	114 10%
Breathing - Breathlessness or chest pains	364 16%	114 15%	142 17%	98 16%	10 11%	179 15%	142 18%Tl	43 13%	185 16%	171 15%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	390 17%Tm	126 16%	158 19%	90 15%	15 17%	183 16%	150 19%	56 17%	172 15%	211 19%Tm
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger.s, etc.)	389 17%	130 17%	155 19%	97 16%	7 8%	201 17%	139 18%	49 14%	204 18%	181 16%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	694 30%Tm	247 32%	247 30%	184 30%	16 18%	320 27%	277 35%Tl	98 29%	346 30%	343 31%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	226 10%	69 9%	90 11%	58 10%	9 10%	104 9%	88 11%	34 10%	108 9%	114 10%
Prefer not to say	148 6%	54 7%	50 6%	29 5%	16 17%Tgh	73 6%	46 6%	29 9%	66 6%	76 7%
Don't know	28 1%	5 1%	9 1%	8 1%	7 7%Tgh	17 1%	9 1%	2 1%	21 2%Tm	4 *
Nothing	505 22%hCn	177 23%h	150 18%	152 25%Th	26 29%h	289 25%TC	143 18%	72 21%	284 25%Tm	217 19%
NET: Any limiting characteristic	1623 70%Tkm	537 69%	627 75%Tg	417 69%	42 47%	796 68%	592 75%Tl	235 69%	788 68%	822 73%Tm

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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 landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
The service not performing as it should	606	-	-	606	-	312	206	88	299	301
		26% ^{gh}	-	100% ^{Tgh}	-	27%	26%	26%	26%	27%
A billing, pricing or payment issue	565	565	-	-	-	300	173	91	284	278
		25% ^{hijC}	73% ^{Thij}	-	-	26%	22%	27%	24%	25%
A problem relating to the installation or set up of your service	474	-	474	-	-	258	156	60	258	214
		21% ^{gij}	57% ^{Tgij}	-	-	22%	20%	18%	22%	19%
A problem with a repair to the service	361	-	361	-	-	175	143	43	176	181
		16% ^{gij}	43% ^{Tgij}	-	-	15%	18% ^{TI}	13%	15%	16%
Dissatisfaction with customer service from a previous occasion or contact	208	208	-	-	-	79	81	48	91	114
		9% ^{hijk}	27% ^{Thij}	-	-	7%	10% ^k	14% ^{tl}	8%	10%
Or something else	91	-	-	-	91	52	29	9	52	32
		4% ^{ghin}	-	-	100% ^{Tghj}	4%	4%	3%	4% ⁿ	3%
SUMMARY:										
Billing and Customer service	773	773	-	-	-	379	254	139	375	391
		34% ^{hij}	100% ^{Thij}	-	-	32%	32%	41% ^{TkC}	32%	35%
Repairs and Installation	835	-	835	-	-	433	299	102	434	395
		35% ^{gij}	100% ^{Tgij}	-	-	37% ^l	38% ^l	30%	37%	35%
Service Issues	606	-	-	606	-	312	206	88	299	301
		26% ^{ghj}	-	100% ^{Tghj}	-	27%	26%	26%	26%	27%
Something else	91	-	-	-	91	52	29	9	52	32
		4% ^{ghin}	-	-	100% ^{Tghj}	4%	4%	3%	4% ⁿ	3%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 4

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	765	765	-	-	-	377	251	137	370	389
Weighted Base	773	773	-**	-**	-**	379	254	139	375	391
Effective base	718	718	-	-	-	353	235	130	347	365
Bill was a lot higher than expected	239	239	-	-	-	138	69	33	126	111
	31%	31%	-	-	-	36%Tc	27%	24%	34%	28%
Bill was inaccurate	135	135	-	-	-	68	45	22	70	63
	17%	17%	-	-	-	18%	18%	16%	19%	16%
Payment issues (including setting up/making a payment, non-direct debit charges)	115	115	-	-	-	74	28	13	58	55
	15%	15%	-	-	-	20%Tc	11%	9%	15%	14%
Bill contained items I shouldn't have been charged for	107	107	-	-	-	53	34	21	52	55
	14%	14%	-	-	-	14%	13%	15%	14%	14%
The format of the bill	93	93	-	-	-	57	25	11	48	45
	12%	12%	-	-	-	15%Tl	10%	8%	13%	11%
Getting a refund, credit note or cashback	80	80	-	-	-	48	19	13	41	38
	10%	10%	-	-	-	13%Tc	7%	9%	11%	10%
Took too long to resolve issue	60	60	-	-	-	27	21	12	23	36
	8%	8%	-	-	-	7%	8%	9%	6%	9%
Unable to get through to anyone	56	56	-	-	-	18	22	16	30	26
	7%	7%	-	-	-	5%	9%	11%k	8%	7%
Gave incorrect information	51	51	-	-	-	26	14	11	26	24
	7%	7%	-	-	-	7%	6%	8%	7%	6%
Rude/dismissive	48	48	-	-	-	18	20	10	19	27
	6%	6%	-	-	-	5%	8%	7%	5%	7%
Didn't do what they said they would do	42	42	-	-	-	11	16	16	18	24
	5%	5%	-	-	-	3%	6%	11%Tk	5%	6%
Unable to get through to relevant person	39	39	-	-	-	14	19	6	14	25
	5%	5%	-	-	-	4%	7%k	4%	4%	6%
Pre-pay credit lost or not credited to card	7	7	-	-	-	7	-	-	6	*
	1%	1%	-	-	-	2%Tc	-	-	2%in	*
Costs of international and roaming calls	6	6	-	-	-	6	*	-	5	1
	1%	1%	-	-	-	1%	*	-	1%	*
Costs of going above data allowance	3	3	-	-	-	3	-	-	3	-
	*	*	-	-	-	1%	-	-	1%	-
A different issue	15	15	-	-	-	6	2	7	4	10
	2%	2%	-	-	-	2%	1%	5%TkC	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. ** 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 landline service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	616	-	-	616	-	315	208	93	303	308
Weighted Base	606	-**	-**	606	-**	312	206	88*	299	301
Effective base	574	-	-	574	-	293	194	87	282	288
Complete loss of service	260	-	-	260	-	130	93	37	123	136
	43%	-	-	43%	-	42%	45%	42%	41%	45%
Poor line quality	240	-	-	240	-	119	78	43	123	115
	40%	-	-	40%	-	38%	38%	49%	41%	38%
Service is not consistently available	177	-	-	177	-	81	71	24	80	95
	29%	-	-	29%	-	26%	35%Tk	28%	27%	32%
Connection speed slower than advertised or led to expect	57	-	-	57	-	31	19	7	31	26
	9%	-	-	9%	-	10%	9%	8%	10%	9%
Problems with voice over internet (VOIP) telephone calls	28	-	-	28	-	19	7	2	20	9
	5% n	-	-	5%	-	6%	3%	3%	7% Tn	3%
Poor picture quality	11	-	-	11	-	9	2	-	4	6
	2%	-	-	2%	-	3%	1%	-	1%	2%
Text or voice mails delivered late	7	-	-	7	-	6	1	-	6	1
	1% n	-	-	1%	-	2%	*	-	2% n	*
Poor indoor reception/coverage	7	-	-	7	-	3	3	1	3	4
	1%	-	-	1%	-	1%	1%	1%	1%	1%
Unable to get certain channels/content	6	-	-	6	-	4	2	1	2	4
	1%	-	-	1%	-	1%	1%	1%	1%	1%
Unable to access 4G service	5	-	-	5	-	5	-	-	5	-
	1%	-	-	1%	-	2%	-	-	2% n	-
Problems with calls being disconnected during a call or not connected at all	4	-	-	4	-	4	-	-	4	-
	1%	-	-	1%	-	1%	-	-	1% n	-
Poor outside reception/coverage	4	-	-	4	-	3	1	*	3	1
	1%	-	-	1%	-	1%	*	1%	1%	*
Unable to access 5G service	3	-	-	3	-	2	1	-	2	1
	*	-	-	*	-	1%	*	-	1%	*
A different issue (please describe it briefly in your own words)	10	-	-	10	-	6	2	1	4	6
	2%	-	-	2%	-	2%	1%	1%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	836	-	836	-	-	434	304	98	436	394
Weighted Base	835	-**	835	-**	-**	433	299	102*	434	395
Effective base	784	-	784	-	-	406	285	93	407	372
Arranging an installation	152	-	152	-	-	90	40	23	91	61
	18% C	-	18%	-	-	21% C	13%	22% C	21% T	16%
Switching issues (e.g. problems trying to switch or problems porting your number)	142	-	142	-	-	86	43	14	80	61
	17%	-	17%	-	-	20% T	14%	14%	18%	15%
Time taken to install the service	137	-	137	-	-	73	48	16	73	64
	16%	-	16%	-	-	17%	16%	16%	17%	16%
Missed/ moved installation appointment	130	-	130	-	-	84	35	11	79	50
	16% Cn	-	16%	-	-	19% Tc	12%	11%	18% Tn	13%
Time taken to repair a fault	121	-	121	-	-	61	47	14	65	55
	15%	-	15%	-	-	14%	16%	14%	15%	14%
Damage to property during installation	106	-	106	-	-	62	26	18	61	44
	13% C	-	13%	-	-	14% C	9%	18% C	14%	11%
Arranging an appointment for an engineer visit	102	-	102	-	-	55	40	7	49	53
	12%	-	12%	-	-	13%	13%	7%	11%	14%
Complaining about an engineer	99	-	99	-	-	52	35	11	44	54
	12%	-	12%	-	-	12%	12%	11%	10%	14%
Missed/moved repair appointment	84	-	84	-	-	48	24	12	43	40
	10%	-	10%	-	-	11%	8%	11%	10%	10%
Damage to property during repair	83	-	83	-	-	37	38	8	32	49
	10% m	-	10%	-	-	9%	13%	8%	7%	13% Tm
A different issue	11	-	11	-	-	4	5	2	6	4
	1%	-	1%	-	-	1%	2%	2%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	87	-	-	-	87	50	29	8	49	31
Weighted Base	91*	-.**	-.**	-.**	91*	52*	29**	9**	52*	32**
Effective base	82	-	-	-	82	47	27	8	47	29
Change to your package or service (upgrading or downgrading your service)	30 33%	-	-	-	30 33%	18 34%	9 32%	3 31%	16 31%	11 34%
Service not performing as advertised or as told in store/over the phone	19 21%	-	-	-	19 21%	13 24%	5 17%	1 14%	11 22%	7 21%
Complaining about the terms of your contract	17 19%	-	-	-	17 19%	9 17%	7 25%	1 13%	9 18%	6 20%
Switching issues (e.g. problems trying to switch or problems porting your number)	15 17%	-	-	-	15 17%	7 13%	5 16%	4 42%	9 17%	6 20%
Keeping your mobile phone number when changing suppliers	1 1%	-	-	-	1 1%	1 2%	-	-	1 2%	-
A different issue (please describe it briefly in your own words)	11 13%	-	-	-	11 13%	7 14%	4 14%	-	7 14%	3 9%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Only/mainly on the phone	748	290	225	209	24	358	258	132	367	373
		32%hk	38%Th	27%	34%h	27%	30%	33%	39%Tk	33%
Only/mainly via email	273	91	110	61	11	138	104	31	150	124
		12%	12%	13%	10%	12%	13%	9%	13%	11%
Only/mainly via mobile app	268	78	110	73	8	150	93	24	145	117
		12%k	10%	13%	12%	9%	13%l	12%l	12%	10%
Only/mainly via whatsapp	241	82	78	75	7	129	79	33	128	112
		10%	11%	9%	12%	7%	11%	10%	11%	10%
Only/mainly via web form	215	65	81	59	10	115	72	28	107	105
		9%	8%	10%	10%	11%	10%	9%	9%	9%
Only/mainly by social media	192	67	69	43	12	115	51	26	92	99
		8%k	9%	8%	7%	13%	10%TC	6%	8%	9%
Only/mainly in store	180	43	88	45	4	83	67	30	83	94
		8%g	6%	10%Tg	7%	5%	7%	8%	9%	8%
Only/mainly by letter	143	43	65	32	4	59	54	30	67	77
		6%k	6%	8%T	5%	4%	5%	7%	9%Tk	7%
Only/mainly via another contact method	17	9	3	5	-	8	6	2	8	7
		1%	1%	*	1%	1%	1%	1%	1%	1%
Don't know	27	6	6	4	11	21	5	1	12	10
		1%	1%	1%	12%Tghi	2%TC	1%	*	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	311	101	115	76	20	311	-	-	256	50
		14% Cln	13%	14%	22% Tgl	26% TC	-	-	22% Tn	4%
9 - (9)	137	38	55	38	6	137	-	-	107	29
		6% Cln	5%	7%	6%	12% TC	-	-	9% Tn	3%
8 - (8)	364	124	130	95	15	364	-	-	232	131
		16% Cln	16%	16%	16%	31% TC	-	-	20% Tn	12%
7 - (7)	365	117	133	103	12	365	-	-	186	178
		16% Cl	15%	16%	14%	31% TC	-	-	16%	16%
6 - (6)	313	101	117	88	7	-	313	-	115	195
		14% Mlm	13%	14%	7%	-	40% Tkl	-	10%	17% Tm
5 - (5)	295	89	117	73	16	-	295	-	108	183
		13% Mlm	11%	14%	12%	-	37% Tkl	-	9%	16% Tm
4 - (4)	181	65	65	45	6	-	181	-	56	122
		8% Mlm	8%	8%	7%	-	23% Tkl	-	5%	11% Tm
3 - (3)	125	49	37	34	5	-	-	125	34	90
		5% Mcm	6%	4%	6%	-	-	37% Tkc	3%	8% Tm
2 - (2)	81	32	24	22	2	-	-	81	22	57
		4% Kcm	4%	3%	4%	-	-	24% Tkc	2%	5% Tm
1 - Extremely dissatisfied (1)	133	58	41	31	3	-	-	133	43	85
		6% Mcm	7% Th	5%	5%	-	-	39% Tkc	4%	8% Tm
NET: Dissatisfied (1-3)	338	139	102	88	9	-	-	338	100	232
		15% hKcm	18% Th	12%	14%	-	-	100% Tkc	9%	21% Tm
NET: Neutral (4-6)	789	254	299	206	29	-	789	-	280	500
		34% Mlm	33%	36%	34%	-	100% Tkl	-	24%	45% Tm
NET: Satisfied (7-10)	1177	379	433	312	52	1177	-	-	780	387
		51% Cln	49%	52%	51%	100% TC	-	-	67% Tn	35%
Mean score	6.32g Cln	6.12	6.43g	6.33	6.82g	8.34 TCI	5.17l	1.98	7.17 Tn	5.44
Standard error	0.05	0.09	0.08	0.10	0.27	0.03	0.03	0.05	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1158	370	436	303	49	783	279	96	1158	-
Weighted Base	1160	375	434	299	52*	780	280	100*	1160	-**
Effective base	1082	347	407	282	47	731	260	91	1082	-
10 - Extremely satisfied (10)	256	84	97	58	18	256	-	-	256	-
		22% gC	22%	19%	34% TI	33% TC	-	-	22%	-
9 - (9)	107	26	44	31	5	107	-	-	107	-
		9% gC	7%	10%	10%	14% TC	-	-	9%	-
8 - (8)	232	77	83	61	11	232	-	-	232	-
		20% gC	21%	19%	20%	30% TC	-	-	20%	-
7 - (7)	186	61	65	52	7	186	-	-	186	-
		16% gC	16%	15%	14%	24% TC	-	-	16%	-
6 - (6)	115	34	48	29	3	-	115	-	115	-
		10% gC	9%	11%	10%	6%	41% TK	-	10%	-
5 - (5)	108	27	50	27	4	-	108	-	108	-
		9% gC	7%	12% g	9%	8%	39% TK	-	9%	-
4 - (4)	56	22	19	15	-	-	56	-	56	-
		5% gC	6%	4%	5%	-	20% TK	-	5%	-
3 - (3)	34	18	8	7	2	-	-	34	34	-
		3% gC	5% Th	2%	2%	5%	-	34% TKC	3%	-
2 - (2)	22	7	8	7	-	-	-	22	22	-
		2% gC	2%	2%	2%	-	-	22% TKC	2%	-
1 - Extremely dissatisfied (1)	43	18	11	13	1	-	-	43	43	-
		4% gC	5%	3%	4%	2%	-	43% TKC	4%	-
NET: Dissatisfied (1-3)	100	43	27	27	4	-	-	100	100	-
		9% gC	11% Th	6%	9%	7%	-	100% TKC	9%	-
NET: Neutral (4-6)	280	84	118	70	7	-	280	-	280	-
		24% gC	22%	27%	24%	14%	100% TK	-	24%	-
NET: Satisfied (7-10)	780	249	289	202	41	780	-	-	780	-
		67% gC	66%	67%	79%	100% TC	-	-	67%	-
Mean score	7.17 CI	7.03	7.27	7.10	7.86 TGI	8.56 TCI	5.21 I	1.91	7.17	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	364	119	136	92	18	319	30	15	283	79
	16% Cln	15%	16%	15%	19%	27% TCl	4%	4%	24% Tn	7%
9 - (9)	264	79	106	66	14	202	49	13	160	103
	11% Cln	10%	13%	11%	15%	17% TCl	6%	4%	14% Tn	9%
8 - (8)	391	134	138	105	14	265	95	30	205	184
	17% C	17%	16%	15%	15%	23% TCl	12%	9%	18%	16%
7 - (7)	321	106	114	91	10	182	113	25	143	177
	14% km	14%	14%	15%	11%	15% Tl	14%	7%	12%	16% Tm
6 - (6)	283	85	97	87	14	89	160	34	108	169
	12% km	11%	12%	14%	15%	8%	20% Tkl	10%	9%	15% Tm
5 - (5)	254	95	90	59	11	52	167	36	105	147
	11% km	12%	11%	10%	12%	4%	21% Tkl	11% k	9%	13% Tm
4 - (4)	159	51	58	46	4	26	96	37	56	102
	7% km	7%	7%	8%	4%	2%	12% Tk	11% Tk	5%	9% Tm
3 - (3)	93	34	35	22	2	10	35	48	34	55
	4% km	4%	4%	4%	3%	1%	4% k	14% TlC	3%	5% Tm
2 - (2)	59	17	26	16	-	7	21	31	17	40
	3% km	2%	3%	3%	-	1%	3% k	9% TlC	1%	4% Tm
1 - Extremely dissatisfied (1)	96	45	31	17	2	10	18	68	39	55
	4% kC	6% Th	4%	3%	3%	1%	2% k	20% TlC	3%	5%
Not applicable	19	7	5	5	3	13	4	2	9	7
	1%	1%	1%	1%	3% Tgh	1%	1%	1%	1%	1%
NET: Dissatisfied (1-3)	247	96	92	55	5	27	73	147	90	151
	11% km	12%	11%	9%	5%	2%	9% k	43% TlC	8%	13% Tm
NET: Neutral (4-6)	697	231	246	192	28	167	423	107	269	418
	30% km	30%	29%	32%	31%	14%	54% Tkl	31% k	23%	37% Tm
NET: Satisfied (7-10)	1340	439	493	354	55	969	288	83	792	543
	58% Cln	57%	59%	58%	60%	82% TCl	37% kl	24%	68% Tm	49%
Mean score	6.78 Cln	6.65	6.82	6.83	7.27 g	8.05 TCl	5.92 l	4.41	7.38 Tn	6.19
Standard error	0.05	0.09	0.09	0.09	0.25	0.05	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	744	282	226	211	25	359	254	131	364	372
Weighted Base	748	290	225	209	24**	358	258	132	367	373
Effective base	698	266	212	197	23	336	238	124	342	349
10 - Extremely satisfied (10)	92	31	39	18	4	79	5	8	69	22
	12% <i>Cl</i>	11%	17% <i>Tg</i>	8%	17%	22% <i>TCl</i>	2%	6% <i>C</i>	19% <i>Tn</i>	6%
9 - (9)	59	21	20	16	2	45	9	5	39	17
	8% <i>Cn</i>	7%	9%	8%	8%	12% <i>TCl</i>	3%	4%	11% <i>Tn</i>	5%
8 - (8)	122	51	32	34	5	91	27	4	81	40
	16% <i>Cn</i>	18%	14%	16%	19%	25% <i>TCl</i>	11% <i>C</i>	3%	22% <i>Tn</i>	11%
7 - (7)	118	46	38	33	1	68	46	4	65	53
	16% <i>Cl</i>	16%	17%	16%	5%	19% <i>Tl</i>	18% <i>C</i>	3%	18%	14%
6 - (6)	79	27	24	27	2	34	36	9	27	52
	11% <i>km</i>	9%	10%	13%	7%	10%	14% <i>Tl</i>	7%	7%	14% <i>Tm</i>
5 - (5)	85	34	22	26	3	15	57	13	26	58
	11% <i>km</i>	12%	10%	13%	12%	4%	22% <i>Tkl</i>	10% <i>k</i>	7%	16% <i>Tm</i>
4 - (4)	62	22	19	17	3	13	31	18	23	39
	8% <i>k</i>	8%	9%	8%	12%	4%	12% <i>Tk</i>	13% <i>Tk</i>	6%	10% <i>T</i>
3 - (3)	40	16	12	10	1	7	23	11	15	23
	5% <i>k</i>	6%	5%	5%	5%	2%	9% <i>Tk</i>	8% <i>k</i>	4%	6%
2 - (2)	41	16	7	14	3	2	19	20	14	26
	5% <i>km</i>	6%	3%	7%	13%	1%	7% <i>k</i>	15% <i>TkC</i>	4%	7%
1 - Extremely dissatisfied (1)	50	24	12	14	-	4	4	41	8	41
	7% <i>kCm</i>	8%	5%	7%	-	1%	2%	31% <i>TkC</i>	2%	11% <i>Tm</i>
Not applicable	2	*	1	-	*	1	1	-	-	2
	*	*	*	-	2%	*	*	-	-	*
NET: Dissatisfied (1-3)	130	56	31	39	4	13	46	72	37	90
	17% <i>km</i>	19%	14%	19%	19%	4%	18% <i>k</i>	55% <i>TkC</i>	10%	24% <i>Tm</i>
NET: Neutral (4-6)	226	84	65	70	7	62	125	39	76	148
	30% <i>km</i>	29%	29%	34%	30%	17%	48% <i>Tkl</i>	30% <i>k</i>	21%	40% <i>Tm</i>
NET: Satisfied (7-10)	390	149	129	100	12	283	87	21	254	132
	52% <i>Cn</i>	52%	57%	48%	49%	79% <i>TCl</i>	34% <i>C</i>	16%	69% <i>Tn</i>	36%
Mean score	6.22 <i>Cln</i>	6.08	6.60 <i>Tgl</i>	6.00	6.30	7.71 <i>TCl</i>	5.46 <i>l</i>	3.67	7.11 <i>Tn</i>	5.36
Standard error	0.10	0.16	0.17	0.18	0.57	0.10	0.13	0.24	0.12	0.13

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. ** 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	303	100	123	63	17	278	15	10	241	59
	13% C i n	13%	15%	10%	18% i	24% T C	2%	3%	21% T n	5%
9 - (9)	228	81	78	61	9	186	32	10	148	80
	10% C i n	10%	9%	10%		16% T C	4%		13% T n	7%
8 - (8)	328	102	130	86	9	239	66	23	183	143
	14% C i	13%	16%	14%	10%	20% T C	8%	7%	16% T	13%
7 - (7)	344	104	132	96	13	195	129	21	179	164
	15% i	13%	16%	16%	15%	17% T i	16% i	6%	15%	15%
6 - (6)	307	89	109	91	18	127	148	32	132	170
	13% k i m	12%	13%	15%	20% g	11%	19% T k i	10%	11%	15% T m
5 - (5)	253	83	97	63	9	52	168	33	98	147
	11% k m	11%	12%	10%	10%	4%	21% T k i	10% k	8%	13% T m
4 - (4)	192	67	60	56	9	50	107	35	63	129
	8% k m	9%	7%	9%	10%	4%	14% T k	10% k	5%	12% T m
3 - (3)	130	56	45	27	2	22	70	38	47	81
	6% k m	7% T i	5%	4%	2%	2%	9% T k	11% T k	4%	7% T m
2 - (2)	77	33	26	17	-	9	32	36	28	46
	3% k m	4%	3%	3%	-	1%	4% k	11% T k C	2%	4% k m
1 - Extremely dissatisfied (1)	127	52	31	42	2	11	19	97	36	89
	6% k C m	7% h	4%	7% h	2%	1%	2% k	29% T k C	3%	8% T m
Not applicable	15	5	4	4	2	8	3	5	5	9
	1%	1%	1%	1%	2%	1%	*	1% C	*	1%
NET: Dissatisfied (1-3)	334	141	103	86	4	43	121	170	111	216
	15% h j k m	18% T h	12% j	14% j	5%	4%	15% k	50% T k C	10%	19% T m
NET: Neutral (4-6)	752	240	266	209	37	228	423	100	294	447
	31% k m	31%	32%	35%	40%	19%	54% T k i	30% k	25%	40% T m
NET: Satisfied (7-10)	1203	387	462	306	48	898	242	64	750	446
	52% C i n	50%	55% T g	50%	53%	76% T C i	31% i	19%	65% T n	40%
Mean score	6.40 g C i n	6.23	6.61 T g i	6.28	6.90 g i	7.74 T C i	5.49 i	3.88	7.12 T n	5.68
Standard error	0.05	0.10	0.08	0.10	0.24	0.06	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	293	96	116	67	14	259	24	11	239	53
		13% Cln	12%	11%	16%	22% TCI	3%	3%	21% Tn	5%
9 - (9)	230	85	77	59	8	208	18	5	164	64
		10% Cln	11%	10%	9%	18% TCI	2%	1%	14% Tn	6%
8 - (8)	348	108	134	92	14	249	79	20	211	135
		15% Cln	14%	16%	15%	21% TCI	10%	6%	18% Tn	12%
7 - (7)	331	108	118	94	11	199	119	13	141	189
		14% klm	14%	16%	12%	17% TCI	15%	4%	12%	17% Tm
6 - (6)	324	87	126	97	14	122	166	36	130	190
		14% gkm	11%	15% g	16% g	10%	21% TKI	11%	11%	17% Tm
5 - (5)	297	103	115	68	11	66	176	54	121	171
		13% klm	13%	14%	11%	6%	22% TKI	16% k	10%	15% Tm
4 - (4)	164	60	58	39	8	32	88	44	54	107
		7% klm	8%	7%	6%	3%	11% TK	13% TK	5%	10% Tm
3 - (3)	126	46	37	37	5	19	75	32	39	86
		5% klm	6%	4%	6%	2%	10% TK	9% TK	3%	8% Tm
2 - (2)	65	23	24	19	-	11	24	31	22	41
		3% klm	3%	3%	3%	1%	3% k	9% TKC	2%	4% Tm
1 - Extremely dissatisfied (1)	117	54	30	30	2	9	17	91	36	79
		5% hkCm	7% Th	4%	5%	1%	2% k	27% TKC	3%	7% Tm
Not applicable	8	-	1	4	3	3	3	2	2	3
	*	-	*	1% g	4% Tgh	*	*	1%	*	*
NET: Dissatisfied (1-3)	308	123	91	86	7	39	116	154	97	207
		13% hkm	16% Th	11%	14%	3%	15% k	45% TKC	8%	19% Tm
NET: Neutral (4-6)	785	251	299	203	32	221	430	134	305	467
		34% klm	32%	36%	34%	19%	55% TKI	40% TK	26%	42% Tm
NET: Satisfied (7-10)	1202	399	444	312	48	914	240	48	755	441
		52% Cln	52%	53%	52%	78% TCI	30% l	14%	65% Tn	39%
Mean score	6.31	6.31	6.59 g	6.40	6.79	7.77 TCI	5.58 l	3.90	7.21 Tn	5.69
Standard error	0.05	0.09	0.08	0.10	0.25	0.06	0.07	0.14	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	360	119	126	94	20	308	34	18	275	80
	16%Cl	15%	15%	16%	23%	26%TCI	4%	5%	24%Tn	7%
9 - (9)	276	97	98	66	15	210	47	18	159	115
	12%Cl	13%	12%	11%	16%	18%TCI	6%	5%	14%Tn	10%
8 - (8)	388	115	149	113	11	269	87	31	229	158
	17%Cl	15%	18%	19%	12%	23%TCI	11%	9%	20%Tn	14%
7 - (7)	349	119	125	97	9	187	129	34	162	185
	15%Cl	15%	15%	16%	10%	16%Cl	16%Cl	10%	14%	16%
6 - (6)	302	108	102	81	11	84	178	40	115	183
	13%km	14%	12%	13%	12%	7%	23%TKI	12%k	10%	16%Tm
5 - (5)	255	82	98	60	15	48	161	46	84	168
	11%km	11%	12%	10%	16%	4%	20%TKI	14%k	7%	15%Tm
4 - (4)	145	44	54	41	5	30	83	32	51	94
	6%km	6%	7%	7%	6%	3%	11%TK	9%TK	4%	8%Tm
3 - (3)	95	32	36	26	1	23	39	34	35	59
	4%km	4%	4%	4%	1%	2%	5%k	10%TKC	3%	5%Tm
2 - (2)	56	21	26	6	2	6	16	34	16	38
	2%lkm	3%l	3%l	1%	2%	*	2%k	10%TKC	1%	3%Tm
1 - Extremely dissatisfied (1)	69	33	18	16	1	8	11	50	29	35
	3%kC	4%Th	2%	3%	1%	1%	1%	15%TKC	3%	3%
Not applicable	9	1	1	5	1	4	4	1	5	4
	*	*	*	1%T	1%	*	*	*	*	*
NET: Dissatisfied (1-3)	220	87	80	49	4	37	66	118	80	133
	10%km	11%	10%	8%	4%	3%	8%k	35%TKC	7%	12%Tm
NET: Neutral (4-6)	702	234	255	182	31	161	422	119	250	444
	30%km	30%	31%	30%	34%	14%	53%TKI	35%k	22%	40%Tm
NET: Satisfied (7-10)	1373	450	498	370	55	974	298	101	824	538
	60%Cl	58%	60%	61%	61%	83%TCI	38%Cl	30%	71%Tn	48%
Mean score	6.87Cl	6.77	6.85	6.95	7.27	8.00TCI	6.03Cl	4.89	7.47Tn	6.27
Standard error	0.05	0.09	0.08	0.09	0.25	0.05	0.07	0.15	0.07	0.07

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	323	115	110	78	21	286	22	15	266	53
	14% Cln	15%	13%	13%	23% Tgh	24% TCl	3%	4%	23% Tn	5%
9 - (9)	273	94	106	65	9	223	44	6	166	103
	12% Cln	12%	13%	11%	10%	19% TCl	6%	2%	14% Tn	9%
8 - (8)	375	115	133	111	16	272	79	23	220	152
	16% Cln	15%	16%	18%	18%	23% TCl	10%	7%	19% Tn	14%
7 - (7)	346	105	141	89	10	179	146	21	157	187
	15% km	14%	17%	15%	11%	15% kl	19% Tl	6%	14%	17% Tm
6 - (6)	276	91	106	71	9	88	154	34	107	166
	12% km	12%	13%	12%	10%	8%	20% Tkl	10%	9%	15% Tm
5 - (5)	268	83	100	74	11	54	175	39	101	163
	12% km	11%	12%	12%	12%	5%	22% Tkl	12% k	9%	15% Tm
4 - (4)	146	50	48	45	3	33	78	35	53	91
	6% km	6%	6%	7%	3%	3%	10% Tk	10% Tk	5%	8% Tm
3 - (3)	117	48	36	29	4	19	57	41	32	83
	5% km	6%	4%	5%	5%	2%	7% Tk	12% TkC	3%	7% Tm
2 - (2)	61	21	25	13	1	8	18	35	21	40
	3% km	3%	3%	2%	1%	1%	2% k	10% TkC	2%	4% Tm
1 - Extremely dissatisfied (1)	102	47	26	27	2	7	13	83	28	71
	4% hkCm	6% Th	3%	4%	2%	1%	2% k	24% TkC	2%	6% Tm
Not applicable	17	6	4	4	3	8	3	6	8	10
	1%	1%	*	1%	4% Tgh	1%	*	2% TC	1%	1%
NET: Dissatisfied (1-3)	280	116	87	69	8	33	88	159	82	194
	12% km	15% Th	10%	11%	8%	3%	11% k	47% TkC	7%	17% Tm
NET: Neutral (4-6)	689	224	254	189	22	175	407	107	261	420
	30% km	29%	30%	31%	25%	15%	52% Tkl	32% k	23%	38% Tm
NET: Satisfied (7-10)	1318	428	490	342	57	960	292	66	809	495
	57% Cln	55%	59%	57%	63%	82% TCl	37% kl	19%	70% Tn	44%
Mean score	6.68 Cln	6.56	6.76	6.63	7.27 Tgl	7.97 TCl	5.86 kl	4.08	7.42 Tn	5.91
Standard error	0.05	0.09	0.08	0.10	0.26	0.05	0.07	0.15	0.07	0.07

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	319	104	119	77	19	280	25	14	246	70
	14% Cln	13%	14%	13%	21% Tl	24% Tk	3%	4%	21% Tm	6%
9 - (9)	259	88	94	68	9	202	44	13	163	95
	11% Cln	11%	11%	11%	10%	17% Tk	6%	4%	14% Tm	8%
8 - (8)	352	109	135	91	16	256	74	21	195	155
	15% Cl	14%	16%	15%	18%	22% Tk	9%	6%	17%	14%
7 - (7)	328	101	121	96	10	178	119	31	170	156
	14% l	13%	14%	16%	11%	15% kl	15% kl	9%	15%	14%
6 - (6)	292	94	103	82	13	109	155	27	122	168
	13% klm	12%	12%	13%	14%	9%	20% Tkl	8%	10%	15% Tm
5 - (5)	271	91	109	61	10	60	169	42	90	171
	12% klm	12%	13%	10%	11%	5%	21% Tkl	13% kl	8%	15% Tm
4 - (4)	195	78	61	52	4	47	114	33	80	115
	8% klm	10%	7%	9%	5%	4%	15% Tkl	10% kl	7%	10% Tm
3 - (3)	103	39	33	29	2	14	45	44	28	72
	4% klm	5%	4%	5%	2%	1%	6% kl	13% Tkl	2%	6% Tm
2 - (2)	59	20	19	20	-	9	19	31	22	37
	3% klm	3%	2%	3%	-	1%	2% kl	9% Tkl	2%	3% Tm
1 - Extremely dissatisfied (1)	106	45	34	24	3	14	14	78	36	67
	5% klm	6%	4%	4%	3%	1%	2%	23% Tkl	3%	6% Tm
Not applicable	21	5	6	4	4	9	9	3	9	12
	1%	1%	1%	1%	4% Tghl	1%	1%	1%	1%	1%
NET: Dissatisfied (1-3)	268	104	87	72	5	36	78	154	86	176
	12% klm	13% j	10%	12%	5%	3%	10% kl	45% Tkl	7%	16% Tm
NET: Neutral (4-6)	757	263	274	194	27	216	439	103	292	454
	33% klm	34%	33%	32%	30%	18%	56% Tkl	30% kl	25%	41% Tm
NET: Satisfied (7-10)	1257	401	469	332	55	916	262	80	773	476
	55% Clm	52%	56%	55%	61%	78% Tkl	33% kl	24%	67% Tm	43%
Mean score	6.69 gCln	6.43	6.69 g	6.57	7.25 Tghl	7.81 Tkl	5.77 l	4.25	7.24 Tn	5.94
Standard error	0.05	0.09	0.08	0.10	0.25	0.06	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	294	92	124	60	17	263	18	13	238	51
		13% C l n	15% T i	10%	18% l	22% T C	2%	4%	20% T n	5%
9 - (9)	275	87	105	70	12	199	56	19	159	115
		12% C l n	13%	12%	13%	17% T C	7%	6%	14% T n	10%
8 - (8)	345	101	135	97	13	248	70	28	211	133
		15% C l n	16%	16%	14%	21% T C	9%	8%	18% T n	12%
7 - (7)	324	94	121	99	9	189	117	17	152	171
		14% l	14%	16% g	10%	16% T l	15% l	5%	13%	15%
6 - (6)	267	102	97	64	5	91	149	27	102	162
		12% k l m	13%	11%	6%	8%	19% T l	8%	9%	14% T m
5 - (5)	266	87	103	59	17	64	168	33	106	155
		12% k m	12%	10%	18% T l	5%	21% T l	10% k	9%	14% T m
4 - (4)	148	50	41	50	7	40	77	30	47	99
		6% h k m	7%	8% T h	7%	3%	10% T k	9% T k	4%	9% T m
3 - (3)	117	46	49	19	3	23	58	35	48	66
		5% l k m	6% l	3%	4%	2%	7% T k	10% T k	4%	6%
2 - (2)	73	29	19	23	1	14	32	27	29	45
		3% k	4%	4%	1%	1%	4% k	8% T k	2%	4% T m
1 - Extremely dissatisfied (1)	156	68	33	52	3	23	33	101	45	107
		7% h k C m	9% T h	4%	9% h	2%	4% k	30% T k	4%	10% T m
Not applicable	40	15	9	12	5	23	11	6	23	15
		2% h	2%	2%	5% T h	2%	1%	2%	2%	1%
NET: Dissatisfied (1-3)	346	144	101	94	7	61	123	163	122	218
		15% h k m	19% T h	12%	8%	5%	16% k	48% T k	10%	19% T m
NET: Neutral (4-6)	681	239	240	173	29	196	394	91	256	415
		30% k m	31%	29%	31%	17%	50% T l	27% k	22%	37% T m
NET: Satisfied (7-10)	1237	375	485	327	50	898	261	78	760	470
		54% g C l n	49%	58% T g	54%	76% T C l	33% l	23%	66% T n	42%
Mean score	6.45g C l n	6.19	6.76 T g l	6.30	6.92g	7.68 T C l	5.63 l	4.12	7.16 T n	5.75
Standard error	0.05	0.10	0.09	0.11	0.27	0.06	0.07	0.16	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
10 - Extremely satisfied (10)	344	119	114	87	24	305	23	16	268	69
	15% Cln	15%	14%	14%	27% Tgh	26% TCl	3%	5%	23% Tn	6%
9 - (9)	286	95	124	61	6	221	50	14	180	105
	12% Cln	12%	15% Tl	10%	6%	19% TCl	6%	4%	16% Tn	9%
8 - (8)	365	123	120	107	15	250	87	28	218	147
	16% Cln	16%	14%	18%	17%	21% TCl	11%	8%	19% Tn	13%
7 - (7)	351	115	135	93	8	174	148	28	156	194
	15% km	15%	16%	15%	9%	15% kl	19% tkl	8%	13%	17% Tm
6 - (6)	308	92	122	86	8	102	168	39	117	186
	13% km	12%	15%	14%	8%	9%	21% Tkl	11%	10%	17% Tm
5 - (5)	240	71	91	64	15	60	140	39	89	148
	10% km	9%	11%	11%	17% g	5%	19% Tkl	12% k	8%	13% Tm
4 - (4)	164	58	58	42	6	32	93	40	57	106
	7% km	7%	7%	7%	7%	3%	12% Tk	12% Tk	5%	9% Tm
3 - (3)	89	27	29	27	6	16	40	33	24	63
	4% km	4%	3%	4%	6%	1%	5% Tk	10% TkC	2%	6% Tm
2 - (2)	65	26	22	16	1	5	26	34	16	49
	3% km	3%	3%	3%	1%	*	3% k	10% TkC	1%	4% Tm
1 - Extremely dissatisfied (1)	80	44	16	18	1	5	9	66	29	46
	3% hkCm	6% Th	2%	3%	1%	*	1%	20% TkC	3%	4% Tm
Not applicable	12	4	4	5	*	7	4	1	6	7
	1%	*	*	1%	1%	1%	1%	*	*	1%
NET: Dissatisfied (1-3)	233	97	67	61	8	25	75	133	68	158
	10% hkm	13% Th	8%	10%	9%	2%	9% k	39% TkC	6%	14% Tm
NET: Neutral (4-6)	712	220	271	192	29	194	401	117	263	439
	31% km	29%	32%	32%	32%	16%	51% tkl	35% k	23%	39% Tm
NET: Satisfied (7-10)	1346	452	493	348	53	950	309	87	823	515
	58% Cln	58%	59%	57%	59%	81% TCl	39% kl	26%	71% Tn	46%
Mean score	6.79 Cln	6.69	6.89	6.75	7.09	8.01 TCl	5.96 kl	4.54	7.50 Tn	6.09
Standard error	0.05	0.09	0.08	0.09	0.26	0.05	0.07	0.15	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Courtesy and politeness of advisors	1373	450	498	370	55	974	298	101	824	538
	60% Cln	58%	60%	61%	61%	83% TCl	38%	30%	71% Tn	48%
Willingness to help resolve your issue	1346	452	493	348	53	950	309	87	823	515
	58% Cln	58%	59%	57%	59%	81% TCl	39%	26%	71% Tn	46%
Ease of finding provider contact details	1340	439	493	354	55	969	288	83	792	543
	58% Cln	57%	59%	58%	60%	82% TCl	37%	24%	68% Tn	49%
Advisor doing what they said they would do	1318	428	490	342	57	960	292	66	809	495
	57% Cln	55%	59%	57%	63%	82% TCl	37%	19%	70% Tn	44%
Logging of query details to avoid having to repeat yourself	1257	401	469	332	55	916	262	80	773	476
	55% Cln	52%	56%	55%	61%	78% TCl	33%	24%	67% Tn	43%
Offering compensation or a goodwill payment	1237	375	485	327	50	898	261	78	760	470
	54% Cln	49%	58% Tg	54%	56%	76% TCl	33%	23%	66% Tn	42%
The time taken to handle your issue	1203	387	462	306	48	898	242	64	750	446
	52% Cln	50%	55% Tg	50%	53%	76% TCl	31%	19%	65% Tn	40%
Getting the issue resolved to your satisfaction	1202	399	444	312	48	914	240	48	755	441
	52% Cln	52%	53%	52%	52%	78% TCl	30%	14%	65% Tn	39%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 21

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Completely resolved	1160	375	434	299	52	780	280	100	1160	-
		50%Cl	49%	52%	49%	66%TC	35%	30%	100%Tm	-
Partly resolved	930	316	334	254	25	345	439	146	-	930
		40%km	41%l	40%j	42%j	29%	56%Tk	43%k	-	83%Tm
Not resolved at all	189	75	61	47	6	43	61	86	-	189
		8%km	10%	7%	8%	7%	4%	8%k	25%Tk	17%Tm
Don't know	26	6	7	6	7	9	10	7	-	-
		1%mm	1%	1%	1%	8%Tgh	1%	1%	2%	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 22

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Yes	979	327	357	252	44	692	211	76	979	-
	42% C n	42%	43%	42%	48%	59% T C n	27%	22%	84% T n	-
No	171	47	73	44	7	81	67	23	171	-
	7% n	6%	9% g	7%	7%	7%	8%	7%	15% T n	-
Don't know	10	2	4	3	1	7	2	1	10	-
	* n	*	*	*	1%	1%	*	*	1% T n	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 23

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1158	370	436	303	49	783	279	96	1158	-
Weighted Base	1160	375	434	299	52*	780	280	100*	1160	-**
Effective base	1082	347	407	282	47	731	260	91	1082	-
Yes	979	327	357	252	44	692	211	76	979	-
	84% C	87%	82%	84%	85%	89% TC	76%	76%	84%	-
No	171	47	73	44	7	81	67	23	171	-
	15% k	12%	17%	15%	13%	10%	24% TK	23% TK	15%	-
Don't know	10	2	4	3	1	7	2	1	10	-
	1%	1%	1%	1%	2%	1%	1%	1%	1%	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae 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 24

Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Landline telephone service.

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	2304	773	835	606	91	1177	789	338	1160	1119
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Landline telephone service.**

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	2304	773	835	606	91	1177	789	338	1160	1119
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 26

**Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?
Landline telephone service**

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	2304	773	835	606	91	1177	789	338	1160	1119
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122	
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119	
Effective base	2159	718	784	574	82	1100	741	318	1082	1054	
Employed or self-employed (full-time - 30hrs/wk+)	1271	426	474	343	27	733	390	147	724	535	
		55% Cln	55% j	57% i	57% j	62% TCl	49%	44%	62% Tm	48%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	499	155	185	137	22	203	204	93	212	280	
		22% km	20%	22%	23%	25%	17%	26% Tk	27% Tl	18%	25% Tm
Homemaker	247	87	96	50	15	102	100	45	93	153	
		11% km	11%	12% l	8%	16% l	9%	13% Tk	13% k	8%	14% Tm
Student / under education	141	47	45	40	8	60	57	24	50	89	
		6% km	6%	5%	7%	9%	5%	7%	4%	8% Tm	
Temporarily not working (unemployed / illness)	94	35	24	22	13	51	26	17	51	41	
		4% h	5%	3%	4%	14% Tgh	4%	3%	5%	4%	
Retired	52	22	10	14	6	28	11	13	30	21	
		2% hC	3% h	1%	2%	6% Th	2%	1%	4% TC	3%	2%
NET: Employed	1770	581	659	480	50	935	594	240	936	815	
		77% ln	75% j	79% i	79% j	55%	79% TCl	75%	71%	81% Tm	73%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Up to 10,399 Pounds	254	80	91	69	15	120	79	55	156	97
	11% _n	10%	11%	11%	16%	10%	10%	16% _{TkC}	13% _{Tn}	9%
10,400-15,599 Pounds	309	84	130	80	14	152	116	41	148	157
	13% _g	11%	16% _{Tg}	13%	16%	13%	15%	12%	13%	14%
15,600-25,999 Pounds	409	153	135	107	14	198	152	59	187	217
	18% _m	20%	16%	18%	16%	17%	19%	18%	16%	19% _m
26,000-36,399 Pounds	441	149	170	108	13	224	152	64	202	236
	19% _m	19%	20%	18%	15%	19%	19%	19%	17%	21% _{Tm}
36,400-51,999 Pounds	420	147	148	118	7	231	146	43	210	204
	18% _j	19% _j	18% _j	20% _j	8%	20% _l	19% _l	13%	18%	18%
52,000+	365	130	129	100	7	208	97	60	208	155
	16% _{Cn}	17% _j	15%	16%	8%	18% _{Tc}	12%	18% _C	18% _{Tn}	14%
Don't know	39	12	15	5	8	11	21	7	17	21
	2% _h	2%	2%	1%	9% _{Tgh}	1%	3% _{Tk}	2%	1%	2%
Would rather not say	67	19	18	19	12	33	25	9	31	32
	3%	2%	2%	3%	14% _{Tgh}	3%	3%	3%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
East Midlands	185 8%	62 8%	67 8%	42 7%	13 15%Tgh	92 8%	67 8%	26 8%	106 9%	77 7%
East of England	161 7%	59 8%	59 7%	34 6%	9 10%	85 7%	56 7%	19 6%	79 7%	77 7%
London	614 27%j	187 24%	242 29%g	172 28%j	13 15%	340 29%Tl	200 25%	74 22%	309 27%	300 27%
North East	124 5%km	35 5%	51 6%	31 5%	7 8%	55 5%	41 5%	27 8%Tk	49 4%	73 7%Tm
North West	227 10%	85 11%	73 9%	62 10%	8 8%	116 10%	78 10%	34 10%	128 11%	98 9%
Scotland	155 7%	54 7%	57 7%	35 6%	8 9%	77 7%	57 7%	21 6%	78 7%	74 7%
South East	231 10%km	74 10%	80 10%	70 12%	7 7%	102 9%	88 11%	41 12%	93 8%	137 12%Tm
South West	134 6%	37 5%	53 6%	39 6%	5 6%	72 6%	40 5%	22 6%	70 6%	62 6%
Ulster / Northern Ireland	26 1%k	14 2%	8 1%	4 1%	1 1%	8 1%	13 2%	5 2%	15 1%	12 1%
Wales	86 4%	31 4%	28 3%	18 3%	8 9%Tgh	42 4%	31 4%	13 4%	40 3%	43 4%
West Midlands	211 9%	78 10%	69 8%	57 9%	7 7%	108 9%	73 9%	31 9%	98 8%	110 10%
Yorks & Humber	151 7%n	56 7%	48 6%	41 7%	6 6%	79 7%	46 6%	26 8%	94 8%Tn	56 5%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Woman	1264	429	420	357	58	607	467	191	625	622
		55%hk	55%h	50%	59%Th	64%h	52%	59%Tk	56%	54%
Man	983	334	385	234	30	552	300	131	522	455
		43%k	43%	46%Tj	39%	47%TCi	38%	39%	45%Tn	41%
Non-binary	40	8	19	11	1	12	15	13	6	32
		2%km	1%	2%	2%	1%	2%	4%Tk	1%	3%Tn
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-
Prefer not to say	16	2	11	3	1	6	7	4	6	10
		1%g	*	1%Tg	*	1%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 31

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**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Yes	2179	729	797	577	76	1126	743	310	1111	1051
		95% ^g	94% ^h	95% ⁱ	84% ^j	96% ^{Tk}	94%	92%	96% Tm	94%
No	91	37	30	18	6	40	30	21	38	51
	4%	5%	4%	3%	6%	3%	4%	6% ^{Tl}	3%	5%
Prefer not to say	34	7	8	10	9	11	16	7	11	17
	1% ^{km}	1%	1%	2%	10% ^{Tgh}	1%	2% ^k	2%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
A	421	146	162	105	8	234	120	67	263	155
		18% Cn	19% J	17% J		20% Tk	15%	20%	23% Tm	14%
B	609	190	239	167	13	309	220	80	295	311
		26% J	25% J	29% J	28% J	14%	26%	28%	24%	25%
C1	471	164	159	132	15	229	175	67	206	256
		20% kn	21%	19%	22%	17%	19%	22%	20%	18%
C2	426	136	160	108	22	215	157	54	203	217
		18%	18%	19%	18%	24%	18%	20%	16%	18%
D	160	56	57	37	10	75	54	30	78	82
		7%	7%	7%	6%	11%	6%	7%	9%	7%
E	217	81	57	55	24	114	62	41	113	99
		9% h	10% h	7%	9%	26% Tgh	10%	8%	12% C	10%
NET: AB	1030	336	402	273	20	543	340	147	559	465
		43% kn	44% J	48% TJ	45% J	22%	46%	43%	43%	48% Tn
NET: ABC1	1502	501	561	405	36	773	515	214	765	722
		65% J	65% J	67% J	39%	66%	65%	63%	66%	65%
NET: C2DE	802	272	274	201	55	404	274	125	395	397
		35%	35%	33%	33%	61% Tgh	34%	35%	37%	34%
NET: DE	376	136	114	93	33	189	117	70	191	180
		16% h	18% h	14%	15%	37% Tgh	16%	15%	21% TkC	16%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
A city or large town (including suburbs)	1387	451	505	385	46	743	458	186	748	630
	60% ln	58%	60%	64% Tj	51%	63% TCl	58%	55%	65% Tm	56%
A small town	695	247	248	174	27	319	264	113	306	378
	30% km	32%	30%	29%	29%	27%	33% Tk	33% kl	26%	34% Tm
A village, hamlet or isolated dwelling in the countryside	202	71	77	41	14	103	61	38	96	104
	9% l	9%	9%	7%	16% Tj	9%	8%	11%	8%	9%
Prefer not to say	19	5	6	5	4	12	5	2	9	8
	1%	1%	1%	1%	4% Tgh	1%	1%	1%	1%	1%
NET: Urban	2082	697	753	560	73	1062	722	298	1055	1007
	90% j	90% j	90% j	92% Tj	80%	90%	92%	88%	91%	90%
NET: Rural	202	71	77	41	14	103	61	38	96	104
	9% l	9%	9%	7%	16% Tj	9%	8%	11%	8%	9%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 34

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Small (1-2 people)	718	242	259	175	43	351	246	120	376	333
	31%	31%	31%	29%	47% ^{Tgh}	30%	31%	36%	32%	30%
Medium (3-4 people)	1131	389	410	299	33	610	374	147	574	549
	49% ^j	50% ^j	49% ^k	49% ^j	36%	52% ^{ll}	47%	43%	49%	49%
Large (5+ people)	455	142	166	132	15	216	168	71	210	237
	20% ^m	18%	20%	22%	16%	18%	21%	21%	18%	21%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 35

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

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
1	718	249	273	173	23	378	255	85	355	358
	31%l	32%	33%	29%	25%	32%l	32%l	25%	31%	32%
2	542	177	185	161	18	286	176	79	265	270
	24%	23%	22%	27%T	20%	24%	22%	23%	23%	24%
3	198	62	83	50	3	93	76	28	95	101
	9%	8%	10%l	8%	3%	8%	10%	8%	8%	9%
4	51	17	20	10	4	21	22	7	17	32
	2%k	2%	2%	2%	4%	2%	3%	2%	1%	3%k
5+	39	9	16	12	2	13	17	9	16	20
	2%k	1%	2%	2%	2%	1%	2%	3%k	1%	2%
No children in household	757	259	258	199	41	385	243	129	410	339
	33%h	34%	31%	33%	45%Tgh	33%	31%	38%TC	35%Tn	30%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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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 landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
None	53	16	19	12	6	19	19	14	25	26
	2%	2%	2%	2%	7%Tgh	2%	2%	4%Tl	2%	2%
1	550	181	219	133	17	251	205	94	261	282
	24%k	23%	26%	22%	19%	21%	26%k	28%k	23%	25%
2	1122	380	408	287	47	616	372	134	595	518
	49%ln	49%	49%	47%	52%	52%TCI	47%l	40%	51%Tn	46%
3	333	116	113	90	13	175	107	51	164	167
	14%	15%	14%	15%	15%	15%	14%	15%	14%	15%
4	123	39	41	43	1	56	45	22	51	71
	5%	5%	5%	7%Tj	1%	5%	6%	7%	4%	6%Tm
5+	123	40	35	41	6	59	41	23	63	56
	5%	5%	4%	7%h	7%	5%	5%	7%	5%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 37

FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD**Base: All complained about landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Most vulnerable	677	225	238	192	22	311	247	119	325	346
		29%	29%	32%	24%	26%	31% k	35% l	28%	31%
Potentially vulnerable	995	336	373	249	36	532	340	123	497	488
		43% g	44%	45%	41%	45% k	43% l	36%	43%	44%
Least vulnerable	526	181	191	142	12	289	156	81	289	232
		23% g	23%	23% j	14%	25% k	20%	24%	25% m	21%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2304	765	836	616	87	1176	792	336	1158	1122
Weighted Base	2304	773	835	606	91*	1177	789	338	1160	1119
Effective base	2159	718	784	574	82	1100	741	318	1082	1054
Universal Credit (and household has other earnings)	422	136	159	110	17	238	140	45	220	199
	18% <i>kl</i>	18%	19%	18%	19%	20% <i>tl</i>	18%	13%	19%	18%
Personal Independence Payment (PIP)	293	97	98	83	15	175	82	37	160	131
	13% <i>cl</i>	13%	12%	14%	17%	15% <i>tl</i>	10%	11%	14%	12%
Employment and Support Allowance (ESA)	287	96	113	70	8	159	102	27	163	121
	12% <i>kl</i>	12%	13%	12%	9%	13% <i>kl</i>	13% <i>kl</i>	8%	14% <i>tl</i>	11%
Universal Credit (and household has no other earnings)	240	66	103	65	7	141	68	32	130	109
	10% <i>gc</i>	9%	12% <i>tg</i>	11%	8%	12% <i>tc</i>	9%	9%	11%	10%
Pensions Credit (Guaranteed Credit)	232	68	92	68	5	141	64	28	134	96
	10% <i>cn</i>	9%	11%	11%	5%	12% <i>tc</i>	8%	8%	12% <i>tn</i>	9%
Income Support	228	74	94	53	7	127	70	32	128	100
	10%	10%	11%	9%	8%	11%	9%	9%	11%	9%
Carer's allowance	208	78	76	43	11	104	81	23	116	92
	9%	10%	9%	7%	12%	9%	10%	7%	10%	8%
Income-based Jobseeker's Allowance	171	52	69	44	6	96	52	23	98	72
	7%	7%	8%	7%	7%	8%	7%	7%	8%	6%
Pensions Credit (no Guaranteed Credit)	152	34	71	44	3	88	48	15	84	66
	7% <i>gc</i>	4%	9% <i>tg</i>	7% <i>gc</i>	3%	7%	6%	5%	7%	6%
NET: Any benefit	1429	453	564	357	55	729	496	204	723	693
	62% <i>gc</i>	59%	67% <i>tg</i>	59%	61%	62%	63%	60%	62%	62%
Other	70	25	24	14	7	40	21	9	37	29
	3%	3%	3%	2%	7% <i>th</i>	3%	3%	3%	3%	3%
None of these	818	300	251	237	30	414	277	127	407	400
	35% <i>h</i>	39% <i>th</i>	30%	39% <i>th</i>	33%	35%	35%	37%	35%	36%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
16 - 17	19	4	4	10	1	8	6	5	8	10
	1%	*	1%	1%	1%	*	1%	1%	*	1%
18 - 24	916	248	271	364	32	426	380	110	414	497
	27% ^{egh}	26%	32% ^{Tac}	25%	28%	25%	33% ^{Teg}	22%	25%	30% Th
25 - 34	994	301	269	400	24	513	353	127	508	479
	30%	31% ^d	32% ^d	28%	22%	30%	31% ^y	26%	30%	29%
35 - 44	663	184	174	288	16	378	190	94	330	330
	20% ^f	19%	21%	20%	14%	22% ^{Tf}	17%	19%	20%	20%
45 - 54	363	116	73	161	13	189	107	67	191	171
	11% ^b	12% ^b	9%	11%	12%	11%	9%	14% ^{Tf}	11%	10%
55 - 64	291	83	38	155	15	146	82	63	157	131
	9% ^{bf}	9% ^b	5%	11% ^{Tb}	13% ^b	8%	7%	13% ^{Tef}	9%	8%
65 +	119	35	19	54	11	68	23	28	60	52
	4% ^{bf}	4%	2%	4% ^b	9% ^{Tabc}	4% ^f	2%	6% ^{Tf}	4%	3%
NET: 16-34	1928	553	544	774	57	947	739	241	930	986
	57% ^{ceg}	57%	64% ^{Tacd}	54%	51%	55% ^g	65% ^{Teg}	49%	56%	59%
NET: 36-54	1025	300	247	449	29	567	297	161	521	501
	30% ^f	31%	29%	31%	26%	33% ^{Tf}	26%	33% ^f	31%	30%
NET: 55+	410	118	57	209	26	214	106	91	217	183
	12% ^{bfi}	12% ^b	7%	15% ^{Tb}	23% ^{Tabc}	12% ^f	9%	18% ^{Tef}	13%	11%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Hearing - Poor hearing, partial hearing, or are deaf	335	106	103	117	9	171	110	54	167	167
		10% c	11% c	12% Tc	8%	10%	10%	11%	10%	10%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	539	170	146	212	11	279	198	62	271	264
		16% g	18%	17%	15%	10%	16%	17% g	13%	16%
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	341	104	103	125	9	184	105	52	162	176
		10% c	11%	12% Tc	9%	8%	11%	9%	11%	11%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	212	68	80	62	2	112	61	39	95	115
		6% c	7% cd	9% Tcd	4%	2%	6%	5%	8%	7%
Breathing - Breathlessness or chest pains	446	145	117	172	12	224	154	69	212	228
		13%	15% c	14%	12%	11%	13%	13%	14%	14%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	431	135	126	157	13	219	149	63	191	238
		13% ch	14% c	15% Tc	11%	12%	13%	13%	11%	14% Th
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger.s, etc.)	410	114	129	159	8	202	141	67	188	221
		12%	12%	15% Tacd	11%	8%	12%	12%	14%	13%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	1163	333	262	541	27	575	417	171	578	578
		35% bd	34% d	31%	38% Tbd	24%	33%	37%	35%	35%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	361	103	87	156	15	179	113	69	166	191
		11%	11%	10%	11%	13%	10%	10%	14% Tef	10%
Prefer not to say	205	55	59	74	17	95	84	25	92	110
		6%	6%	7%	5%	15% Tabc	7% T	5%	5%	7%
Don't know	28	9	9	8	2	16	10	2	18	10
		1%	1%	1%	2%	1%	1%	1%	1%	1%
Nothing	1002	268	211	484	38	570	281	151	548	448
		30% bfi	28%	25%	34% Tab	34% b	33% Tf	25%	31% fi	33% Tf
NET: Any limiting characteristic	2128	638	570	865	55	1047	766	315	1011	1102
		63% cdeh	66% cd	67% Tcd	60% d	49%	61%	67% Te	64%	61%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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 fixed broadband internet service in past 6 months

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
The service not performing as it should	1432	-	-	1432	-	739	480	213	671	750
		43% <i>abdh</i>	-	100% <i>Tabd</i>	-	43%	42%	43%	40%	45% <i>Th</i>
A billing, pricing or payment issue	741	741	-	-	-	401	209	131	405	330
		22% <i>abcdfi</i>	76% <i>Tbcd</i>	-	-	23% <i>f</i>	18%	27% <i>Tf</i>	24% <i>Tf</i>	20%
A problem relating to the installation or set up of your service	491	-	491	-	-	264	165	62	252	237
		15% <i>acd</i>	58% <i>Tacd</i>	-	-	15%	14%	13%	15%	14%
A problem with a repair to the service	357	-	357	-	-	159	161	37	176	181
		11% <i>acdeg</i>	42% <i>Tacd</i>	-	-	9%	14% <i>Te</i>	8%	11%	11%
Dissatisfaction with customer service from a previous occasion or contact	229	229	-	-	-	84	103	42	93	137
		7% <i>bcdeh</i>	24% <i>Tbcd</i>	-	-	5%	9% <i>Te</i>	8% <i>e</i>	6%	8% <i>Th</i>
Or something else	112	-	-	-	112	80	24	8	73	35
		3% <i>abcfjg</i>	-	-	100% <i>Tabc</i>	5% <i>Tfg</i>	2%	2%	4% <i>Tf</i>	2%
SUMMARY:										
Billing and Customer service	971	971	-	-	-	486	312	173	498	466
		29% <i>bcd</i>	100% <i>Tbcd</i>	-	-	28%	27%	35% <i>Te</i>	30%	28%
Repairs and Installation	848	-	848	-	-	423	326	100	427	418
		25% <i>acd</i>	100% <i>Tacd</i>	-	-	24%	29% <i>Te</i>	20%	26%	25%
Service Issues	1432	-	-	1432	-	739	480	213	671	750
		43% <i>abdh</i>	-	100% <i>Tabd</i>	-	43%	42%	43%	40%	45% <i>Th</i>
Something else	112	-	-	-	112	80	24	8	73	35
		3% <i>abcfjg</i>	-	-	100% <i>Tabc</i>	5% <i>Tfg</i>	2%	2%	4% <i>Tf</i>	2%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	968	968	-	-	-	482	309	177	494	466
Weighted Base	971	971	-**	-**	-**	486	312	173	498	466
Effective base	896	896	-	-	-	446	286	164	458	431
Bill was a lot higher than expected	348	348	-	-	-	192	88	67	182	162
	36% ^h	36%	-	-	-	40% ^{Tf}	28%	39% ^f	37%	35%
Bill was inaccurate	173	173	-	-	-	95	46	32	109	61
	18% ^h	18%	-	-	-	20%	15%	18%	22% ^{Tf}	13%
Payment issues (including setting up/making a payment, non-direct debit charges)	154	154	-	-	-	90	46	18	85	68
	16% ^g	16%	-	-	-	19% ^{Tg}	15%	10%	17%	15%
Bill contained items I shouldn't have been charged for	124	124	-	-	-	70	35	19	70	53
	13%	13%	-	-	-	14%	11%	11%	14%	11%
Getting a refund, credit note or cashback	103	103	-	-	-	57	26	20	52	51
	11%	11%	-	-	-	12%	8%	12%	11%	11%
The format of the bill	84	84	-	-	-	47	28	9	47	37
	9%	9%	-	-	-	10%	9%	5%	10%	8%
Took too long to resolve issue	73	73	-	-	-	23	34	16	29	44
	8% ^{eh}	8%	-	-	-	5%	11% ^{Te}	9% ^e	6%	9% Th
Didn't do what they said they would do	61	61	-	-	-	26	20	15	23	38
	6% ^h	6%	-	-	-	5%	6%	9%	5%	8% Th
Gave incorrect information	55	55	-	-	-	24	22	9	25	30
	6%	6%	-	-	-	5%	7%	5%	5%	6%
Unable to get through to anyone	55	55	-	-	-	20	21	14	24	30
	6% ^e	6%	-	-	-	4%	7%	8%	5%	6%
Rude/dismissive	53	53	-	-	-	21	23	10	19	34
	5% ^h	5%	-	-	-	4%	7%	6%	4%	7% Th
Unable to get through to relevant person	42	42	-	-	-	15	18	9	16	26
	4% ^e	4%	-	-	-	3%	6%	5%	3%	6%
Costs of international and roaming calls	8	8	-	-	-	8	-	1	4	4
	1%	1%	-	-	-	2% ^{Tf}	-	*	1%	1%
Pre-pay credit lost or not credited to card	7	7	-	-	-	7	1	-	6	1
	1% ⁱ	1%	-	-	-	1% ^T	*	-	1% ⁱ	*
Costs of going above data allowance	5	5	-	-	-	5	1	-	4	1
	1%	1%	-	-	-	1%	*	-	1%	*
A different issue	25	25	-	-	-	15	4	7	14	11
	3%	3%	-	-	-	3%	1%	4%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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

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

	Total (T)	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)
Unweighted Base	1411	-	-	1411	-	721	475	215	649	751
Weighted Base	1432	-.**	-.**	1432	-.**	739	480	213	671	750
Effective base	1313	-	-	1313	-	670	444	200	605	699
Connection speed slower than advertised or led to expect	773 54%	-	-	773 54%	-	398 54%	265 55%	110 52%	348 52%	419 56%
Complete loss of service	481 34%	-	-	481 34%	-	223 30%	173 36%	85 40%	212 32%	267 36%
Service is not consistently available	462 32%	-	-	462 32%	-	222 30%	160 33%	80 37%	196 29%	261 35%
Problems with voice over internet (VOIP) telephone calls	134 9%	-	-	134 9%	-	74 10%	42 9%	18 8%	64 10%	70 9%
Poor line quality	33 2%	-	-	33 2%	-	19 3%	11 2%	4 2%	23 3%	10 1%
Poor picture quality	13 1%	-	-	13 1%	-	8 1%	5 1%	-	4 1%	8 1%
Unable to get certain channels/content	12 1%	-	-	12 1%	-	9 1%	3 1%	-	7 1%	6 1%
Poor indoor reception/coverage	11 1%	-	-	11 1%	-	8 1%	2 *	1 1%	5 1%	6 1%
Poor outside reception/coverage	9 1%	-	-	9 1%	-	6 1%	3 1%	-	7 1%	2 *
Unable to access 4G service	7 1%	-	-	7 1%	-	3 *	3 1%	1 1%	5 1%	2 *
Unable to access 5G service	6 *	-	-	6 *	-	3 *	2 *	1 *	3 1%	2 *
Text or voice mails delivered late	4 *	-	-	4 *	-	2 *	2 *	-	2 *	2 *
Problems with calls being disconnected during a call or not connected at all	3 *	-	-	3 *	-	2 *	1 *	-	2 *	1 *
A different issue (please describe it briefly in your own words)	18 1%	-	-	18 1%	-	9 1%	4 1%	5 2%	13 2%	5 1%

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

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

	Total (T)	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)
Unweighted Base	872	-	872	-	-	440	328	104	439	429
Weighted Base	848	-.**	848	-.**	-.**	423	326	100*	427	418
Effective base	800	-	800	-	-	403	303	94	403	393
Switching issues (e.g. problems trying to switch or problems porting your number)	160 19% ^a	-	160 19%	-	-	96 23% ^{Tf}	44 14%	20 20%	81 19%	79 19%
Arranging an installation	157 19%	-	157 19%	-	-	85 20%	50 15%	22 22%	84 20%	73 17%
Time taken to install the service	152 18%	-	152 18%	-	-	79 19%	55 17%	17 17%	79 19%	72 17%
Time taken to repair a fault	149 18% ^e	-	149 18%	-	-	61 14%	74 23% ^{Tc}	15 15%	82 19%	67 16%
Missed/ moved installation appointment	117 14% ^f	-	117 14%	-	-	71 17% ^{Tf}	31 10%	15 15%	71 17% ^{Tf}	45 11%
Arranging an appointment for an engineer visit	115 14%	-	115 14%	-	-	54 13%	47 15%	14 14%	62 14%	54 13%
Damage to property during installation	101 12% ^f	-	101 12%	-	-	61 15% ^{Tf}	26 8%	14 14%	48 11%	52 12%
Missed/moved repair appointment	87 10%	-	87 10%	-	-	52 12%	25 8%	10 10%	44 10%	43 10%
Complaining about an engineer	71 8% ^g	-	71 8%	-	-	42 10% ^g	26 8%	2 2%	36 8%	34 8%
Damage to property during repair	69 8% ^h	-	69 8%	-	-	35 8%	29 9%	6 6%	23 5%	46 11% Th
A different issue	18 2%	-	18 2%	-	-	7 2%	4 1%	6 6% ^{Tef}	7 2%	11 3%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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 7

**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

	Total (T)	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)
Unweighted Base	112	-	-	-	112	77	27	8	71	37
Weighted Base	112	-.**	-.**	-.**	112	80*	24**	8**	73*	35*
Effective base	104	-	-	-	104	72	25	8	66	35
Change to your package or service (upgrading or downgrading your service)	28 25%	-	-	-	28 25%	21 26%	7 30%	-	22 30%	4 11%
Service not performing as advertised or as told in store/over the phone	24 22%	-	-	-	24 22%	20 25%	4 16%	1 9%	14 20%	9 26%
Switching issues (e.g. problems trying to switch or problems porting your number)	19 17%	-	-	-	19 17%	14 18%	5 20%	-	12 17%	6 17%
Complaining about the terms of your contract	16 14%	-	-	-	16 14%	9 11%	6 25%	1 15%	8 11%	8 23%
Keeping your mobile phone number when changing suppliers	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	27 24%	-	-	-	27 24%	17 21%	3 14%	6 85%	17 23%	10 28%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Only/mainly on the phone	1676	464	330	831	51	843	544	288	856	809
		50%b	48%b	39%	58%Tabd	49%	48%	59%Tel	51%	48%
Only/mainly via webchat	411	122	80	205	4	211	138	63	213	194
		12%bd	13%bd	9%d	14%Tbd	12%	12%	13%	13%	12%
Only/mainly via mobile app	299	86	103	102	9	168	106	25	160	138
		9%gd	9%	12%Tad	7%	10%g	9%g	5%	10%	8%
Only/mainly via email	266	76	77	104	9	138	95	33	119	146
		8%	8%	9%	7%	8%	8%	7%	7%	9%
Only/mainly via web form	211	60	71	68	11	116	71	24	100	110
		6%e	6%	8%Tc	5%	7%	6%	5%	6%	7%
Only/mainly by social media	175	63	49	54	9	96	56	24	66	108
		5%ch	7%Tc	6%e	4%	6%	5%	5%	4%	6%Th
Only/mainly in store	173	61	75	31	6	84	71	17	87	84
		5%e	6%e	9%Tad	2%	5%	6%g	4%	5%	5%
Only/mainly by letter	104	27	52	24	1	43	45	16	41	62
		3%ceh	3%	6%Tad	2%	2%	4%e	3%	2%	4%h
Only/mainly via another contact method	18	5	8	3	2	15	1	3	10	8
		1%cl	1%	1%e	*	2%Tc	1%Tf	*	1%	1%
Don't know	30	5	4	10	11	15	15	1	17	10
		1%g	1%	*	1%	10%Tabd	1%	1%g	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	386	114	99	148	24	386	-	-	344	40
	11%fg	12%	12%	10%	22%Tabc	22%Tfg	-	-	21%Ti	2%
9 - (9)	225	61	63	85	16	225	-	-	178	45
	7%fg	6%	7%	6%	14%Tabc	13%Tfg	-	-	11%Ti	3%
8 - (8)	509	152	119	213	24	509	-	-	327	179
	15%fg	16%	14%	15%	21%b	29%Tfg	-	-	20%Ti	11%
7 - (7)	609	158	142	292	16	609	-	-	339	266
	18%fg	16%	17%	20%Tab	15%	35%Tfg	-	-	20%Ti	16%
6 - (6)	452	121	135	188	9	-	452	-	179	269
	13%egh	12%	16%Tad	13%	8%	-	40%Teg	-	11%	16%Th
5 - (5)	427	123	126	167	11	-	427	-	155	269
	13%egh	13%	15%Td	12%	10%	-	37%Teg	-	9%	16%Th
4 - (4)	264	68	65	125	5	-	264	-	64	198
	8%egh	7%	8%	9%	4%	-	23%Teg	-	4%	12%Th
3 - (3)	190	58	41	90	1	-	-	190	32	156
	6%defh	6%h	5%	6%h	1%	-	-	38%Tef	2%	9%Th
2 - (2)	109	38	25	45	1	-	-	109	20	89
	3%efh	4%	3%	3%	1%	-	-	22%Tef	1%	5%Th
1 - Extremely dissatisfied (1)	194	77	34	79	5	-	-	194	31	160
	6%befh	8%Tbc	4%	5%	4%	-	-	39%Tef	2%	10%Th
NET: Dissatisfied (1-3)	493	173	100	213	8	-	-	493	82	404
	15%bdefh	18%Tbd	12%	15%bd	7%	-	-	100%Tef	5%	24%Th
NET: Neutral (4-6)	1142	312	326	480	24	-	1142	-	398	736
	34%degh	32%h	38%Tacd	34%h	22%	-	100%Teg	-	24%	44%Th
NET: Satisfied (7-10)	1728	486	423	739	80	1728	-	-	1188	529
	51%fg	50%	50%	52%	72%Tabc	100%Tfg	-	-	71%Ti	32%
Mean score	6.27fg	6.14	6.38a	6.22	7.38Tabc	8.22Tfg	5.16g	1.99	7.37Ti	5.18
Standard error	0.04	0.08	0.08	0.06	0.22	0.03	0.02	0.04	0.05	0.06

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

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

	Total (T)	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)
Unweighted Base	1653	494	439	649	71	1168	394	91	1653	-
Weighted Base	1669	498	427	671	73*	1188	398	82*	1669	-**
Effective base	1531	458	403	605	66	1082	368	82	1531	-
10 - Extremely satisfied (10)	344	103	88	132	21	344	-	-	344	-
		21%fg	20%	20%	29%	79%Tfg	-	-	21%	-
9 - (9)	178	52	43	72	12	178	-	-	178	-
		11%fg	10%	11%	17%	15%Tfg	-	-	11%	-
8 - (8)	327	101	70	139	16	327	-	-	327	-
		20%fg	16%	21%	22%	27%Tfg	-	-	20%	-
7 - (7)	339	94	64	168	12	339	-	-	339	-
		20%bfg	19%	25%Tab	17%	29%Tfg	-	-	20%	-
6 - (6)	179	49	61	65	3	-	179	-	179	-
		11%eg	14%Tacd	10%	5%	-	45%Teg	-	11%	-
5 - (5)	155	48	60	42	5	-	155	-	155	-
		9%ceg	10%c	14%Tc	7%	-	39%Teg	-	9%	-
4 - (4)	64	16	20	27	2	-	64	-	64	-
		4%e	3%	5%	4%	-	16%Teg	-	4%	-
3 - (3)	32	12	10	10	-	-	-	32	32	-
		2%ef	2%	1%	-	-	-	39%Tef	2%	-
2 - (2)	20	8	6	7	-	-	-	20	20	-
		1%ef	2%	1%	-	-	-	24%Tef	1%	-
1 - Extremely dissatisfied (1)	31	15	6	9	-	-	-	31	31	-
		2%ef	3%T	1%	-	-	-	37%Tef	2%	-
NET: Dissatisfied (1-3)	82	35	22	26	-	-	-	82	82	-
		5%ef	7%Tcd	5%	4%	-	-	100%Tef	5%	-
NET: Neutral (4-6)	398	113	141	134	10	-	398	-	398	-
		24%ceg	23%	33%Tacd	20%	14%	100%Teg	-	24%	-
NET: Satisfied (7-10)	1188	349	265	512	62	1188	-	-	1188	-
		71%bfg	70%b	76%Tab	86%Tab	100%Tfg	-	-	71%	-
Mean score	7.37bfg	7.29	7.17	7.48b	8.18Tabc	8.44Tfg	5.29g	2.02	7.37	-

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	505	141	126	215	23	438	45	22	383	123
	15%fg	15%	15%	15%	21%	25%Tfg	4%	4%	23%TI	7%
9 - (9)	350	94	85	157	14	280	48	23	221	129
	10%fg	10%	10%	11%	13%	16%Tfg	4%	5%	13%TI	8%
8 - (8)	573	151	131	270	21	401	140	32	333	233
	17%fg	16%	15%	19%Tab	18%	23%Tfg	12%g	7%	20%TI	14%
7 - (7)	519	151	142	211	16	305	186	28	253	263
	15%g	16%	17%	15%	14%	18%Tg	16%g	6%	15%	16%
6 - (6)	403	110	108	174	12	144	218	41	177	225
	12%egh	11%	13%	12%	11%	8%	19%Teg	8%	11%	13%Th
5 - (5)	387	134	89	151	14	66	264	58	140	242
	12%eh	14%Tbc	10%	11%	12%	4%	23%Teg	12%e	8%	15%Th
4 - (4)	223	52	67	101	3	41	124	57	64	157
	7%eh	5%	8%a	7%	3%	2%	11%Te	12%Te	4%	9%Th
3 - (3)	146	38	49	56	2	19	72	55	37	107
	4%eh	4%	6%Tc	4%	2%	1%	6%Te	11%Tel	2%	6%Th
2 - (2)	98	40	22	35	1	12	23	63	26	70
	3%efh	4%Tc	3%	2%	1%	1%	2%e	13%Tel	2%	4%Th
1 - Extremely dissatisfied (1)	140	55	26	55	4	10	18	111	22	115
	4%efh	6%Tbc	3%	4%	4%	1%	2%e	23%Tel	1%	7%Th
Not applicable	18	5	3	8	2	11	5	2	13	5
	1%	1%	*	1%	2%	1%	*	*	1%	*
NET: Dissatisfied (1-3)	384	133	97	146	7	41	113	230	85	292
	11%eh	14%Tcd	11%	10%	7%	2%	10%e	47%Tel	5%	18%Th
NET: Neutral (4-6)	1013	295	264	426	29	252	606	156	381	624
	30%eh	30%	31%	30%	26%	15%	53%Teg	32%e	23%	37%Th
NET: Satisfied (7-10)	1948	537	484	853	74	1424	418	105	1190	748
	58%fg	55%	57%	60%	66%a	82%Tfg	37%g	21%	71%TI	45%
Mean score	6.71aTfg	6.53	6.68	6.80a	7.29Tab	7.98Tfg	5.89g	4.17	7.52TI	5.92
Standard error	0.04	0.08	0.08	0.06	0.22	0.04	0.06	0.12	0.05	0.06

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	1635	454	322	808	51	825	525	285	832	792
Weighted Base	1676	464	330	831	51*	843	544	288	856	809
Effective base	1529	425	300	757	47	769	494	266	777	741
10 - Extremely satisfied (10)	175	44	46	81	4	165	8	3	151	25
	10%fgj	9%	14%T	10%	8%	20%Tfgj	1%	1%	18%TI	3%
9 - (9)	142	40	25	73	4	126	12	4	110	32
	8%fgj	9%	8%	9%	7%	15%Tfgj	2%	1%	13%TI	4%
8 - (8)	246	64	42	129	11	199	43	5	157	87
	15%fgj	14%	13%	16%	22%	24%Tfgj	8%g	2%	18%TI	11%
7 - (7)	255	74	40	133	9	157	88	10	145	109
	15%g	16%	12%	16%	17%	19%Tg	16%g	3%	17%	13%
6 - (6)	221	53	46	115	6	93	107	20	100	118
	13%ceg	12%	14%	14%	12%	11%	20%Teg	7%	12%	15%
5 - (5)	176	41	34	93	7	44	103	28	64	109
	10%eah	9%	10%	11%	14%	5%	19%Teg	10%e	8%	13%Th
4 - (4)	132	26	33	71	2	28	75	29	44	88
	8%aeah	5%	10%a	9%	5%	3%	14%Te	10%e	5%	11%Th
3 - (3)	113	33	29	49	3	17	56	40	35	77
	7%ceh	7%	9%	6%	5%	2%	10%Te	14%Te	4%	9%Th
2 - (2)	76	32	12	32	-	3	28	45	17	59
	5%eh	7%Tc	4%	4%	-	*	5%e	15%Tel	2%	7%Th
1 - Extremely dissatisfied (1)	134	57	21	52	3	6	24	104	26	106
	8%cefh	12%Tbc	6%	6%	7%	1%	4%e	36%Tel	3%	13%Th
Not applicable	6	1	1	3	-	5	-	1	6	-
	*	*	*	*	3%Tabc	1%	-	*	1%l	-
NET: Dissatisfied (1-3)	323	122	62	133	6	26	108	189	78	241
	19%ceh	26%Tbcd	19%	16%	12%	3%	20%e	65%Tel	9%	30%Th
NET: Neutral (4-6)	528	120	114	279	15	165	285	77	209	315
	32%aeah	26%	34%a	34%a	30%	20%	52%Teg	27%e	24%	39%Th
NET: Satisfied (7-10)	819	221	153	417	28	646	151	22	563	252
	49%fgj	48%	46%	50%	55%	77%Tfg	28%g	8%	66%TI	31%
Mean score	6.07afgj	5.77	6.12	6.20a	6.46	7.67Tfg	5.24g	3.01	7.10TI	5.01
Standard error	0.07	0.13	0.15	0.09	0.33	0.07	0.09	0.13	0.08	0.09

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

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	370	113	104	129	24	339	18	13	310	59
		11% cf	12% c	12% c	9%	21% Tabc	20% Tfg	2%	3%	19% Ti
9 - (9)	327	94	90	135	7	271	43	13	227	97
		10% fg	10%	11%	9%	16% Tfg	4%	3%	14% Ti	6%
8 - (8)	462	122	140	183	18	352	96	14	277	183
		14% fg	13%	17% Tac	13%	20% Tfg	8% g	3%	17% Ti	11%
7 - (7)	479	135	110	218	14	307	149	23	263	211
		14% g	14%	13%	15%	18% Tfg	13% g	5%	16% Ti	13%
6 - (6)	421	98	104	202	17	201	190	30	193	224
		13% ag	10%	12%	14% Ta	12% g	17% Teg	6%	12%	13%
5 - (5)	400	117	91	176	16	115	244	42	164	234
		12% egh	12%	11%	12%	7%	21% Teg	8%	10%	14% Th
4 - (4)	303	100	61	135	7	71	184	47	95	206
		9% beh	10% b	7%	9%	4%	16% Teg	10% e	6%	12% Th
3 - (3)	199	52	56	88	4	34	107	58	59	140
		6% eh	5%	7%	6%	2%	9% Te	12% Te	4%	8% Th
2 - (2)	148	45	38	64	1	22	60	66	41	105
		4% eh	5%	4%	4%	1%	5% e	13% Te	2%	6% Th
1 - Extremely dissatisfied (1)	246	89	53	101	3	12	48	185	36	208
		7% efh	9% Tbd	6%	7%	1%	4% e	38% Te	2%	12% Th
Not applicable	8	6	1	1	-	4	3	1	5	3
	*	1% Tc	*	*	-	*	*	*	*	*
NET: Dissatisfied (1-3)	593	186	147	252	8	69	215	309	136	453
		18% deh	19% d	17% d	18% d	4%	19% e	63% Te	8%	27% Th
NET: Neutral (4-6)	1124	314	256	513	41	387	618	119	452	663
		33% beh	32%	30%	36% Tb	22%	54% Teg	24%	27%	40% Th
NET: Satisfied (7-10)	1638	464	445	666	63	1269	306	63	1076	550
		49% cf	48%	52% Tc	46%	73% Tfg	27% g	13%	64% Ti	33%
Mean score	6.13 fg	6.02	6.33 Tac	6.03	6.93 Tabc	7.55 Tfg	5.24 g	3.24	7.12 Ti	5.15
Standard error	0.05	0.09	0.09	0.07	0.22	0.05	0.06	0.11	0.06	0.06

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	397	122	103	149	24	372	20	4	350	47
	12% ^c f _g	13%	12%	10%	21% ^T a _b c	22% ^T f _g	2%	1%	21% ^T h _i	3%
9 - (9)	361	104	91	156	10	316	31	14	268	91
	11% ^f g _i	11%	11%	11%	9%	18% ^T f _g	3%	3%	16% ^T h _i	5%
8 - (8)	505	149	125	212	19	388	106	12	328	172
	15% ^f g _i	15%	15%	15%	17%	22% ^T f _g	9% ^f g	2%	20% ^T h _i	10%
7 - (7)	498	118	139	222	18	311	171	16	258	237
	15% ^e g _i	12%	16% ^a	16% ^a	16%	18% ^T f _g	15% ^g	3%	15%	14%
6 - (6)	407	134	100	162	11	163	223	21	164	239
	12% ^e g _h	14%	12%	11%	9%	9% ^g	20% ^T e _g	4%	10%	14% ^T h _i
5 - (5)	380	103	102	164	12	84	253	42	126	249
	11% ^e g _h	11%	12%	11%	11%	5%	22% ^T e _g	9% ^e	8%	15% ^T h _i
4 - (4)	249	66	65	112	6	39	166	45	75	174
	7% ^e h _i	7%	8%	8%	5%	2%	14% ^T e _g	9% ^e	4%	10% ^T h _i
3 - (3)	206	52	50	101	4	31	99	77	47	158
	6% ^e h _i	5%	6%	7%	3%	2%	9% ^T e _i	16% ^T e _h	3%	9% ^T h _i
2 - (2)	129	41	26	60	2	10	42	77	30	97
	4% ^e h _i	4%	3%	4%	2%	1%	4% ^e	16% ^T e _h	2%	6% ^T h _i
1 - Extremely dissatisfied (1)	217	79	41	91	6	7	28	183	17	198
	6% ^b e _f h _i	8% ^T b _i	5%	6%	5%	*	2% ^e	37% ^T e _h	1%	12% ^T h _i
Not applicable	13	2	7	3	1	8	3	2	6	7
	*	*	1% ^T	*	1%	*	*	*	*	*
NET: Dissatisfied (1-3)	552	173	117	252	12	47	169	337	94	453
	16% ^b e _h	18% ^b	14%	18% ^b	10%	3%	15% ^e	68% ^T e _h	6%	27% ^T h _i
NET: Neutral (4-6)	1036	303	267	438	28	286	642	108	365	662
	31% ^e g _h	31%	32%	31%	25%	17%	56% ^T e _g	22% ^e	22%	40% ^T h _i
NET: Satisfied (7-10)	1761	493	457	739	71	1387	328	47	1204	547
	52% ^f g _i	51%	54%	52%	64% ^T a _b c	80% ^T f _g	29% ^f g	9%	72% ^T h _i	33%
Mean score	6.32 ^f g _i	6.27	6.46 ^c	6.23	6.99 ^T a _b c	7.86 ^T f _g	5.45 ^g	2.98	7.50 ^T h _i	5.15
Standard error	0.04	0.09	0.08	0.07	0.24	0.04	0.06	0.10	0.05	0.06

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

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?
Courtesies and politeness of advisors.**

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	620	180	148	260	31	519	63	37	480	135
	18% ^{fg}	19%	17%	18%	28% ^{Tabc}	30% ^{Tfg}	6%	8%	29% ^{ti}	8%
9 - (9)	468	132	99	218	19	360	85	24	284	182
	14% ^{bfg}	14%	12%	15% ^b		21% ^{Tfg}	7%	5%	17% ^{ti}	11%
8 - (8)	603	150	148	287	17	389	173	41	323	275
	18% ^{afg}	15%	17%	20% ^{Te}	16%	22% ^{Tfg}	15% ^g	8%	19% ^{ti}	16%
7 - (7)	472	131	114	209	18	221	205	45	215	255
	14% ^{eg}	13%	13%	15%	16%	13% ^g	18% ^{Teg}	9%	13%	15% ^T
6 - (6)	374	109	117	138	10	110	213	51	141	231
	11% ^{ceh}	11%	14% ^{Tc}	10%	9%	6%	19% ^{Teg}	10% ^e	8%	14% Th
5 - (5)	322	109	81	127	5	61	201	59	103	216
	10% ^{eh}	11% ^{Te}	10%	9%	5%	4%	18% ^{Teg}	12% ^e	6%	13% Th
4 - (4)	201	62	65	67	7	31	112	58	49	152
	6% ^{ceh}	6%	8% ^{Tc}	5%	6%	2%	10% ^{Te}	12% ^{Te}	3%	9% Th
3 - (3)	108	36	33	40	-	18	46	44	37	70
	3% ^{ceh}	4% ^d	4% ^d	3%	-	1%	4% ^e	9% ^{Te}	2%	4% Th
2 - (2)	74	18	21	33	1	6	24	44	13	60
	2% ^{ceh}	2%	3%	2%	1%	*	2% ^e	9% ^{Te}	1%	4% Th
1 - Extremely dissatisfied (1)	88	38	14	34	2	2	7	79	13	73
	3% ^{befh}	4% ^{Tbc}	2%	2%	2%	*	1% ^e	16% ^{Te}	1%	4% Th
Not applicable	33	6	6	20	1	11	11	10	11	20
	1%	1%	1%	1%	1%	1%	1%	2% ^{Te}	1%	1%
NET: Dissatisfied (1-3)	271	92	69	107	3	26	78	167	63	204
	8% ^{ceh}	9% ^d	8%	7%	3%	1%	7% ^e	34% ^{Te}	4%	12% Th
NET: Neutral (4-6)	897	280	263	331	22	202	527	168	293	599
	27% ^{ceh}	29% ^c	31% ^{Tcd}	23%	20%	12%	46% ^{Teg}	34% ^{Te}	18%	36% Th
NET: Satisfied (7-10)	2163	593	510	974	86	1489	526	148	1301	847
	64% ^{abfg}	61%	60%	68% ^{Tab}	76% ^{Tab}	86% ^{Tfg}	46% ^g	30%	78% ^{ti}	51%
Mean score	7.13 ^{abfg}	6.98	6.99	7.27 ^{Tab}	7.79 ^{Tabc}	8.30 ^{Tfg}	6.32 ^g	4.90	7.93 ^{TI}	6.33
Standard error	0.04	0.08	0.08	0.06	0.20	0.04	0.06	0.13	0.05	0.06

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	497	145	110	214	27	443	40	14	418	77
	15% ^{fg}	15%	13%	15%	24% ^{Tabc}	26% ^{Tfg}	4%	3%	25% ^{TI}	5%
9 - (9)	417	122	117	164	14	352	52	14	293	122
	12% ^{fg}	13%	14%	11%	13%	20% ^{Tfg}	5%	3%	18% ^{TI}	7%
8 - (8)	553	138	136	255	23	394	147	13	333	214
	16% ^{afg}	14%	16%	18% ^a	21%	23% ^{Tfg}	13% ^g	3%	20% ^{TI}	13%
7 - (7)	461	119	117	208	17	256	176	29	213	246
	14% ^g	12%	14%	15%	15%	15% ^g	15% ^{Tg}	6%	13%	15%
6 - (6)	403	118	109	166	9	118	253	32	153	246
	12% ^{cegh}	12%	13%	12%	8%	7%	22% ^{Teg}	6%	9%	15% Th
5 - (5)	336	93	87	148	8	82	200	55	95	238
	10% ^{eh}	10%	10%	10%	8%	5%	17% ^{Teg}	11% ^e	6%	14% Th
4 - (4)	201	65	50	81	5	30	124	48	61	140
	6% ^{eh}	7%	6%	6%	4%	2%	11% ^{Te}	10% ^{Te}	4%	8% Th
3 - (3)	181	59	51	69	3	24	90	67	48	133
	5% ^{ceh}	6%	6%	5%	3%	1%	8% ^{Te}	14% ^{TeI}	3%	8% Th
2 - (2)	108	39	32	34	3	7	29	72	18	90
	3% ^{ceh}	4% ^c	4%	2%	2%	*	2% ^e	15% ^{TeI}	1%	5% Th
1 - Extremely dissatisfied (1)	164	59	32	71	2	6	20	138	21	141
	5% ^{ceh}	6% ^b	4%	5%	2%	*	2% ^e	28% ^{TeI}	1%	8% Th
Not applicable	41	13	7	22	-	17	12	11	17	23
	1%	1%	1%	2%	-	1%	1%	2% ^{Te}	1%	1%
NET: Dissatisfied (1-3)	453	157	115	174	8	37	138	277	86	363
	13% ^{deh}	16% ^{Tcd}	14%	12%	7%	2%	12% ^e	56% ^{TeI}	5%	22% Th
NET: Neutral (4-6)	941	276	246	396	23	230	576	135	308	625
	28% ^{eh}	28%	29%	28%	20%	13%	50% ^{Teg}	27% ^e	18%	37% Th
NET: Satisfied (7-10)	1929	525	481	841	82	1444	415	69	1257	659
	57% ^{afg}	54%	57%	59% ^a	73% ^{Tabc}	84% ^{Tfg}	36% ^g	14%	75% ^{TI}	39%
Mean score	6.68 ^{afg}	6.51	6.66	6.75 ^a	7.48 ^{Tabc}	8.10 ^{Tfg}	5.87 ^g	3.55	7.75 ^{TI}	5.62
Standard error	0.04	0.09	0.08	0.07	0.22	0.04	0.06	0.11	0.05	0.06

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

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	421	135	96	171	20	379	27	15	356	65
	13%fg	14%	11%	12%	18%	22%Tfg	2%	3%	21%Ti	4%
9 - (9)	372	102	102	155	13	301	60	11	243	128
	11%fg	11%	12%	11%	12%	17%Tfg	5%g	2%	15%Ti	8%
8 - (8)	474	125	123	206	20	354	103	17	269	202
	14%fg	13%	15%	14%	18%	20%Tfg	9%g	4%	16%Ti	12%
7 - (7)	474	128	135	196	15	293	161	20	260	211
	14%g	13%	16%	14%	13%	17%Tg	14%g	4%	16%Ti	13%
6 - (6)	388	114	106	161	7	145	210	33	169	212
	12%egh	12%	13%	11%	6%	8%	18%Teg	7%	10%	13%Th
5 - (5)	405	112	95	179	19	114	242	48	128	271
	12%eh	12%	11%	12%	17%	7%	21%Teg	10%e	8%	16%Th
4 - (4)	281	76	70	131	4	54	162	65	93	187
	8%eh	8%	8%	9%g	3%	3%	14%Te	13%Te	6%	11%Th
3 - (3)	174	48	43	81	2	24	81	69	42	131
	5%eh	5%	5%	6%	2%	1%	7%Te	14%Te	3%	8%Th
2 - (2)	116	40	31	43	2	6	47	62	29	87
	3%eh	4%	4%	3%	2%	*	4%e	13%Te	2%	5%Th
1 - Extremely dissatisfied (1)	190	69	40	77	4	16	31	144	38	150
	6%efh	7%Tb	5%	5%	4%	1%	3%e	29%Te	2%	9%Th
Not applicable	68	21	7	33	6	42	17	10	42	24
	2%bi	2%b	1%	2%b	6%Tabc	2%	1%	2%	3%i	1%
NET: Dissatisfied (1-3)	481	157	114	201	8	46	159	275	109	369
	14%deh	16%g	13%	14%	7%	3%	14%e	56%Te	7%	22%Th
NET: Neutral (4-6)	1074	302	272	471	30	314	615	146	390	670
	32%eh	31%	32%	33%	26%	18%	54%Teg	30%e	23%	40%Th
NET: Satisfied (7-10)	1740	490	455	727	68	1327	351	63	1127	607
	52%fg	51%	54%	51%	61%	77%Tfg	31%g	13%	68%Ti	36%
Mean score	6.40fg	6.33	6.45	6.37	7.06Tabc	7.79Tfg	5.56g	3.50	7.35Ti	5.47
Standard error	0.04	0.09	0.08	0.07	0.23	0.05	0.06	0.11	0.06	0.06

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

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	382	124	112	126	21	342	26	13	333	48
		11% ^c f _g	13% ^c	9%	18% ^T c	20% ^T f _g	2%	3%	20% ^T h	3%
9 - (9)	312	93	88	123	8	250	53	9	210	101
		9% ^{fg}	10%	9%	7%	14% ^T f _g	5% ^g	2%	13% ^T h	6%
8 - (8)	416	118	134	148	16	296	101	18	238	176
		12% ^c f _g	16% ^T a _c	10%	15%	17% ^T f _g	9% ^g	4%	14% ^T h	11%
7 - (7)	400	121	107	162	10	232	151	17	215	184
		12% ^g	12%	13%	11%	13% ^T g	13% ^g	3%	13%	11%
6 - (6)	354	108	101	134	12	148	186	20	152	199
		11% ^e g _h	11%	12%	9%	9% ^g	16% ^T e _g	4%	9%	12% ^T h
5 - (5)	350	91	103	140	17	122	189	39	158	188
		10% ^{eg}	9%	12%	10%	7%	17% ^T e _g	8%	9%	11%
4 - (4)	229	73	46	103	7	81	115	33	78	151
		7% ^{eh}	7%	5%	7%	5%	10% ^T e _g	7%	5%	9% ^T h
3 - (3)	195	44	51	100	-	46	103	45	57	134
		6% ^d e _h	5% ^d	6% ^d	7% ^T a _d	3%	9% ^T e	9% ^T e	3%	8% ^T h
2 - (2)	170	38	39	92	2	36	71	63	52	118
		5% ^a e _h	4%	5%	6% ^T a _d	2%	6% ^T e	13% ^T e _f	3%	7% ^T h
1 - Extremely dissatisfied (1)	388	117	54	210	7	60	107	221	68	314
		12% ^b e _f h	12% ^b	6%	15% ^T b _d	3%	9% ^e	45% ^T e _f	4%	19% ^T h
Not applicable	167	45	13	96	13	116	38	13	109	56
		5% ^b f _g	5% ^b	2%	7% ^T a _b	11% ^T a _b	7% ^T f _g	3%	7% ^T h	3%
NET: Dissatisfied (1-3)	753	199	144	401	9	142	281	330	177	566
		22% ^b d _e h	20% ^d	17% ^d	28% ^T a _b d	8%	25% ^T e	67% ^T e _f	11%	34% ^T h
NET: Neutral (4-6)	933	271	250	377	35	350	491	92	387	539
		28% ^{eg_h}	28%	29%	26%	20%	43% ^T e _g	19%	23%	32% ^T h
NET: Satisfied (7-10)	1510	456	441	558	55	1120	332	58	996	509
		45% ^c f _g	47% ^c	52% ^T a _c	39%	65% ^T f _g	29% ^g	12%	60% ^T h	30%
Mean score	5.90 ^c f _g	6.03 ^c	6.38 ^T a _c	5.45	6.79 ^T a _c	7.29 ^T f _g	5.16 ^g	2.94	7.04 ^T h	4.82
Standard error	0.05	0.10	0.09	0.08	0.26	0.06	0.07	0.11	0.07	0.07

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
10 - Extremely satisfied (10)	532	150	121	230	32	482	35	15	445	86
	16% ^{fg}	15%	14%	16%	28% ^{Tabc}	28% ^{Tfg}	3%	3%	27% ^{TI}	5%
9 - (9)	432	119	108	192	13	347	73	12	297	131
	13% ^{fg}	12%	13%	13%		20% ^{Tfg}	6% ^g	2%	18% ^{TI}	8%
8 - (8)	563	164	134	246	19	401	137	24	323	236
	17% ^{fg}	17%	16%	17%	17%	23% ^{Tfg}	12% ^g	5%	19% ^{TI}	14%
7 - (7)	445	112	123	195	14	216	200	29	211	229
	13% ^g	12%	15%	14%	12%	12% ^g	18% ^{Teg}	6%	13%	14%
6 - (6)	402	101	126	161	15	135	227	40	156	242
	12% ^{egh}	10%	15% ^{Tac}	11%	13%	8%	20% ^{Teg}	8%	9%	14% Th
5 - (5)	348	104	86	152	7	63	224	61	108	237
	10% ^{eh}	11%	10%	11%	6%	4%	20% ^{Teg}	12% ^e	6%	14% Th
4 - (4)	232	73	71	84	4	40	131	60	54	177
	7% ^{eh}	8%	8% ^c	6%	3%	2%	12% ^{Te}	12% ^{Te}	3%	11% Th
3 - (3)	167	53	37	74	2	19	74	73	39	126
	5% ^{eh}	5%	4%	5%	2%	1%	6% ^{Te}	15% ^{TeI}	2%	8% Th
2 - (2)	80	21	19	39	2	7	23	50	12	68
	2% ^{eh}	2%	2%	3%	2%	*	2% ^e	10% ^{TeI}	1%	4% Th
1 - Extremely dissatisfied (1)	143	67	22	51	2	6	14	123	16	125
	4% ^{befh}	7% ^{Tbc}	3%	4%	2%	*	1% ^e	25% ^{TeI}	1%	7% Th
Not applicable	20	7	2	8	3	12	4	5	8	12
	1%	1%	*	1%	2% ^{Tbc}	1%	*	1%	*	1%
NET: Dissatisfied (1-3)	390	142	79	164	6	33	111	247	68	319
	12% ^{befh}	15% ^{Tbcd}	9%	11%	6%	2%	10% ^e	50% ^{TeI}	4%	19% Th
NET: Neutral (4-6)	982	277	282	397	26	238	582	162	317	656
	29% ^{eh}	29%	33% ^{Tacd}	28%	23%	14%	51% ^{Teg}	33% ^e	19%	39% Th
NET: Satisfied (7-10)	1971	545	486	863	77	1446	445	80	1276	683
	59% ^{fg}	56%	57%	60%	69% ^{Tab}	84% ^{Tfg}	39% ^g	16%	76% ^{TI}	41%
Mean score	6.79 ^{aTfg}	6.59	6.79	6.87 ^a	7.62 ^{Tabc}	8.17 ^{Tfg}	5.97 ^g	3.86	7.84 ^{TI}	5.74
Standard error	0.04	0.09	0.08	0.07	0.22	0.04	0.06	0.11	0.05	0.06

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

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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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Courtesy and politeness of advisors	2163	593	510	974	86	1489	526	148	1301	847
		64%abfg	61%	60%	68%Tab	76%Tab	86%Tfg	46%g	30%	78%Ti
Willingness to help resolve your issue	1971	545	486	863	77	1446	445	80	1276	683
		59%fgi	56%	57%	60%	69%Tab	84%Tfg	39%g	16%	76%Ti
Ease of finding provider contact details	1948	537	484	853	74	1424	418	105	1190	748
		58%fgi	55%	57%	60%	66%a	82%Tfg	37%g	21%	71%Ti
Advisor doing what they said they would do	1929	525	481	841	82	1444	415	69	1257	659
		57%afgi	54%	57%	59%a	73%Tabc	84%Tfg	36%g	14%	75%Ti
Getting the issue resolved to your satisfaction	1761	493	457	739	71	1387	328	47	1204	547
		52%fgi	51%	54%	52%	64%Tac	80%Tfg	29%g	9%	72%Ti
Logging of query details to avoid having to repeat yourself	1740	490	455	727	68	1327	351	63	1127	607
		52%fgi	51%	54%	51%	61%	77%Tfg	31%g	13%	68%Ti
The time taken to handle your issue	1638	464	445	666	63	1269	306	63	1076	550
		49%cfgi	48%	52%Td	46%	56%	73%Tfg	27%g	13%	64%Ti
Offering compensation or a goodwill payment	1510	456	441	558	55	1120	332	58	996	509
		45%cfgi	47%c	52%Td	39%	49%c	65%Tfg	29%g	12%	60%Ti

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 21

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?**Base: All complained about fixed broadband internet service in past 6 months**

	Total (T)	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)	
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683	
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670	
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558	
Completely resolved	1669	498	427	671	73	1188	398	82	1669	-	
		50% cf gj	51% c	50%	47%	65% Tabc	69% Tfg	35% g	17%	100% Tf	-
Partly resolved	1306	351	343	583	29	490	616	199	-	1306	
		39% adeh	36% d	40% d	41% ad	26%	28%	54% Teg	40% e	-	78% Th
Not resolved at all	364	116	75	167	6	39	120	205	-	364	
		11% beh	12% b	9%	12% b	5%	2%	10% e	42% Te	-	22% Th
Don't know	25	7	3	11	4	11	7	6	-	-	
		1% h	1%	*	1%	4% Tabc	1%	1%	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 22

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Yes	1296	410	333	490	63	992	261	43	1296	-
		39% <i>c f j</i>	42% <i>Tc</i>	39% <i>c</i>	34%	56% <i>Tabc</i>	57% <i>T fg</i>	23% <i>g</i>	9%	78% <i>TI</i>
No	348	83	90	167	8	181	129	37	348	-
		10% <i>ag j</i>	9%	11%	12% <i>Ta</i>	7%	10%	11% <i>g</i>	8%	21% <i>TI</i>
Don't know	25	5	4	14	2	15	8	2	25	-
		1% <i>i</i>	*	*	1%	2%	1%	1%	*	1% <i>TI</i>

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 23

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

	Total (T)	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)
Unweighted Base	1653	494	439	649	71	1168	394	91	1653	-
Weighted Base	1669	498	427	671	73*	1188	398	82*	1669	-**
Effective base	1531	458	403	605	66	1082	368	82	1531	-
Yes	1296	410	333	490	63	992	261	43	1296	-
		78% <i>c g</i>	82% <i>Tc</i>	78%	73%	86% <i>c</i>	83% <i>T g</i>	66% <i>g</i>	53%	78%
No	348	83	90	167	8	181	129	37	348	-
		21% <i>ade</i>	17%	21%	25% <i>Tad</i>	11%	15%	33% <i>Te</i>	45% <i>Te f</i>	21%
Don't know	25	5	4	14	2	15	8	2	25	-
		1%	1%	1%	2%	3%	1%	2%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/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 24

**Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Fixed Broadband internet.**

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

Total (T)	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)	
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	3363	971	848	1432	112	1728	1142	493	1669	1670
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Fixed Broadband internet.**

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	3363	971	848	1432	112	1728	1142	493	1669	1670
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 26

**Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?
Fixed Broadband internet**

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

Total (T)	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)	
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	3363	971	848	1432	112	1728	1142	493	1669	1670
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Employed or self-employed (full-time - 30hrs/wk+)	1853	538	476	798	41	1049	560	244	1023	821
		55%dfj	55%d	56%d	56%d	61%Tfg	49%	49%	61%TI	49%
Employed or self-employed (part-time - 8-29 hrs/wk+)	710	196	202	290	21	311	293	106	297	409
		21%keh	20%	24%T	20%	18%	26%Te	21%	18%	24%Th
Homemaker	274	95	73	95	11	118	113	42	113	159
		8%keh	10%Tc	9%	7%	7%	10%Te	9%	7%	10%Th
Student / under education	210	50	50	102	9	95	83	33	80	129
		6%h	5%	6%	7%	5%	7%	7%	5%	8%Th
Temporarily not working (unemployed / illness)	195	48	35	90	21	89	66	39	92	98
		6%h	5%	4%	6%b	19%Tabc	5%	6%	8%Te	5%
Retired	122	44	11	57	10	67	26	29	64	53
		4%bf	4%b	1%	4%b	8%Tbc	4%f	2%	6%TI	4%
NET: Employed	2563	735	678	1088	62	1360	854	350	1321	1230
		76%dfj	76%d	80%Taed	76%d	79%Tfg	75%	71%	79%TI	74%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Up to 10,399 Pounds	279	98	85	75	21	124	107	47	133	140
		8% ^{ce}	10% ^{Tc}	10% ^{Tc}	5%	19% ^{Tabc}	7%	9% ^{ce}	10%	8%
10,400-15,599 Pounds	389	131	111	140	7	189	132	68	164	218
		12% ^{ch}	14% ^{Tcd}	13% ^{ce}	10%	7%	11%	12%	14%	10%
15,600-25,999 Pounds	614	201	155	244	14	286	218	110	292	320
		18% ^{ce}	21% ^{Tcd}	18%	17%	12%	17%	19%	22% ^{Te}	17%
26,000-36,399 Pounds	589	172	145	259	13	293	228	68	283	304
		18% ^{ce}	18%	17%	18%	12%	17%	20% ^{Teg}	14%	17%
36,400-51,999 Pounds	674	174	172	307	21	382	218	75	358	313
		20% ^{ce}	18%	20%	21% ^{ca}	18%	22% ^{Tg}	19%	15%	21%
52,000+	630	152	143	320	15	370	165	94	353	275
		19% ^{cafi}	16%	17%	22% ^{Tabd}	13%	21% ^{Tf}	14%	19% ^f	21% ^{Ti}
Don't know	64	13	14	30	8	26	27	12	25	37
		2%	1%	2%	7% ^{Tabc}	2%	2%	2%	1%	2%
Would rather not say	124	30	23	57	14	58	47	19	61	63
		4%	3%	3%	4%	12% ^{Tabc}	3%	4%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 29

Q17: Where do you live?

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
East Midlands	252	71	58	111	12	131	81	40	133	118
	7%	7%	7%	8%	11%	8%	7%	8%	8%	7%
East of England	204	60	52	85	7	90	85	29	91	110
	6%	6%	6%	6%	6%	5%	7%	6%	5%	7%
London	781	226	255	284	16	399	277	105	377	396
	23%cd	23%cd	30%Tacd	20%	14%	23%	24%	21%	23%	24%
North East	164	47	46	68	3	85	55	23	72	90
	5%	5%	5%	5%	2%	5%	5%	5%	4%	5%
North West	379	107	75	184	14	200	129	50	192	186
	11%b	11%	9%	13%Tb	12%	12%	11%	10%	11%	11%
Scotland	188	62	44	75	7	98	63	26	94	93
	6%	6%	5%	5%	6%	6%	6%	5%	6%	6%
South East	362	92	77	181	11	180	124	58	182	179
	11%	10%	9%	13%Tab	10%	10%	11%	12%	11%	11%
South West	223	69	46	97	11	121	70	32	121	99
	7%	7%	5%	7%	10%	7%	6%	6%	7%	6%
Ulster / Northern Ireland	72	22	15	30	5	37	26	9	44	29
	2%	2%	2%	2%	5%	2%	2%	2%	3%	2%
Wales	126	24	40	56	6	65	43	19	56	70
	4%	3%	5%a	4%	5%	4%	4%	4%	3%	4%
West Midlands	372	113	81	161	17	206	117	49	199	172
	11%	12%	10%	11%	15%	12%	10%	10%	12%	10%
Yorks & Humber	241	76	59	101	4	116	73	51	110	129
	7%	8%	7%	7%	4%	7%	6%	10%Taf	7%	8%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 30

Q18a: Which of the following are you?

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

	Total (T)	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)	
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683	
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670	
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558	
Woman	2024	569	476	924	55	1016	701	308	993	1016	
		60% ^{bd}	59%	56%	65% ^{Tabd}	49%	59%	61%	62%	60%	61%
Man	1285	386	360	485	54	699	418	168	661	616	
		38% ^c	40% ^c	42% ^{Tc}	34%	48% ^{Tc}	40% ^{Tfg}	37%	34%	40%	37%
Non-binary	38	12	8	16	2	12	14	12	11	25	
		1% ^{eh}	1%	1%	1%	2%	1%	1%	2% ^{Te}	1%	2% ^h
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	
Prefer not to say	16	3	5	7	1	2	9	5	3	13	
		* ^{eh}	*	1%	*	*	1% ^{ve}	1% ^e	*	1% Th	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

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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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Yes	3232	931	806	1390	105	1682	1083	466	1618	1589
		96% f	95%	97% Tb d	93%	97% Tf g	95%	95%	97% TI	95%
No	89	28	33	24	4	39	31	20	33	56
		3% ch	4% Tc	2%	4%	2%	3%	4% e	2%	3% Th
Prefer not to say	42	12	9	18	3	8	28	7	18	24
		1% e	1%	1%	3%	*	2% Te	1% e	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
A	398	121	128	145	4	228	116	54	218	178
		12%cdH	12%cd	15%Tcd	10%cd	13%TI	10%	11%	13%TI	11%
B	862	231	216	398	17	460	280	122	447	413
		26%cd	24%cd	26%cd	28%Tad	27%	24%	25%	27%	25%
C1	871	235	201	407	27	424	324	123	416	448
		26%	24%	24%	28%Tab	25%	28%Te	25%	25%	27%
C2	647	204	161	253	28	330	225	92	306	336
		19%	21%cd	19%	18%	19%	20%	19%	18%	20%
D	238	68	60	97	13	124	79	35	120	117
		7%	7%	7%	12%cd	7%	7%	7%	7%	7%
E	348	111	82	132	23	162	119	67	162	178
		10%	11%	10%	9%	20%Tabcd	9%	10%	14%Te	10%
NET: AB	1260	352	344	543	21	689	396	175	665	591
		37%cdH	36%cd	41%Td	38%cd	40%TI	35%	36%	40%TI	35%
NET: ABC1	2130	587	545	950	48	1112	719	298	1081	1039
		63%cd	61%cd	64%cd	66%Tad	64%	63%	61%	65%	62%
NET: C2DE	1233	383	303	483	64	616	422	194	588	631
		37%cd	39%Tcd	36%	34%	57%Tabcd	36%	37%	39%	35%
NET: DE	586	179	142	229	36	286	198	102	282	296
		17%	18%	17%	16%	32%Tabcd	17%	17%	21%Te	17%

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

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 33

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
A city or large town (including suburbs)	1974	573	520	823	57	1051	663	261	1018	944
		59%g	61% d	57%	51%	61% Tg	58%	53%	61% TI	57%
A small town	1025	294	252	446	33	485	366	174	466	551
		30% eh	30%	30%	31%	28%	32% ee	35% Te	28%	33% Th
A village, hamlet or isolated dwelling in the countryside	341	93	71	157	21	183	106	52	177	164
		10% h	10%	8%	11%	19% Tabc	11%	9%	11%	10%
Prefer not to say	22	10	5	6	1	9	7	6	7	11
		1%	1%	1%	*	1%	1%	1%	*	1%
NET: Urban	2999	868	772	1270	90	1536	1028	435	1484	1495
		89% d	89% d	91% d	89% d	89%	90%	88%	89%	90%
NET: Rural	341	93	71	157	21	183	106	52	177	164
		10% h	10%	8%	11%	19% Tabc	11%	9%	11%	10%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 34

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Small (1-2 people)	1125	358	253	462	52	556	388	181	566	545
	33%^b	37%^{Tb}	30%	32%	46%^{Tbc}	32%	34%	37%	34%	33%
Medium (3-4 people)	1635	457	441	697	40	880	530	225	818	809
	49%^d	47%^d	52%^{Tad}	49%^d	36%	51%^{Tfg}	46%	46%	49%	48%
Large (5+ people)	603	156	154	273	20	292	223	87	285	316
	18%	16%	18%	19%	18%	17%	20%	18%	17%	19%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 35

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

	Total (T)	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)	
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683	
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670	
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558	
1	948	279	273	371	26	503	313	133	474	470	
		28% c	29%	32% Tc	26%	29%	27%	27%	28%	28%	
2	740	216	207	305	12	398	252	90	356	381	
		22% d	22% d	24% d	21% d	23% g	22%	18%	21%	23%	
3	247	60	78	103	8	122	86	40	118	130	
		7%	6%	9% Ta	7%	7%	8%	8%	7%	8%	
4	65	19	13	30	2	28	23	14	26	37	
		2%	2%	2%	2%	2%	2%	3%	2%	2%	
5+	44	15	10	18	-	17	18	9	23	21	
		1%	2%	1%	1%	1%	2%	2%	1%	1%	
No children in household	1319	382	268	604	65	661	450	208	673	632	
		39% b	39% b	32%	42% Tb	58% Tabc	38%	39%	42%	40%	38%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
None	44	12	15	14	3	15	19	10	14	29
	1%^{eh}	1%	2%	1%	3%	1%	2%	2%^e	1%	2%^h
1	678	231	186	241	19	310	246	122	329	339
	20%^{ce}	24%^{Tc}	22%^c	17%	17%	18%	22%^{ce}	25%^{Te}	20%	20%
2	1802	519	449	775	59	982	579	240	923	868
	54%^{fg}	53%	53%	54%	52%	57%^{Tfg}	51%	49%	55%	52%
3	473	117	116	219	21	259	146	67	232	240
	14%^{ca}	12%	14%	15%^a	19%	15%	13%	14%	14%	14%
4	222	58	46	115	3	99	93	30	103	117
	7%^{ca}	6%	5%	8%^{Tbd}	3%	6%	8%^{Tc}	6%	6%	7%
5+	144	34	36	67	7	63	59	22	67	76
	4%	4%	4%	5%	7%	4%	5%	5%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 37

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**

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Most vulnerable	833	265	232	304	32	391	309	133	370	457
		25%ceh	27%Tc	27%Tc	21%	23%	27%Te	27%e	22%	27%Th
Potentially vulnerable	1457	443	380	604	29	757	490	209	726	719
		43%cd	46%cd	45%cd	42%cd	44%	43%	42%	43%	43%
Least vulnerable	885	218	200	437	30	496	269	120	487	394
		26%abh	23%	24%	30%Tab	27%	29%TI	24%	24%	29%TI

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g - T/h/i
 Overlap formulae used.

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

	Total (T)	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)
Unweighted Base	3363	968	872	1411	112	1720	1139	504	1653	1683
Weighted Base	3363	971	848	1432	112	1728	1142	493	1669	1670
Effective base	3113	896	800	1313	104	1591	1058	464	1531	1558
Universal Credit (and household has other earnings)	560	171	152	216	22	308	181	71	288	269
	17%cd	18%	18%	15%	19%	18%	16%	14%	17%	16%
Personal Independence Payment (PIP)	361	106	87	148	19	195	122	44	180	178
	11%	11%	10%	10%	17%Tbc	11%	11%	9%	11%	11%
Employment and Support Allowance (ESA)	322	100	109	109	5	169	104	49	153	166
	10%cd	10%cd	13%Tcd	8%	4%	10%	9%	10%	9%	10%
Universal Credit (and household has no other earnings)	266	91	84	84	7	140	90	35	134	131
	8%cd	9%cd	10%Tcd	6%	6%	8%	8%	7%	8%	8%
Carer's allowance	265	82	75	101	7	134	92	39	133	132
	8%	8%	9%	7%	6%	8%	8%	8%	8%	8%
Income Support	244	82	89	72	1	131	89	24	108	132
	7%cdg	8%cd	10%Tcd	5%	1%	8%g	8%g	5%	6%	8%
Pensions Credit (Guaranteed Credit)	207	66	77	61	4	120	64	23	119	86
	6%cd	7%cd	9%Tcd	4%	4%	7%	6%	5%	7%Tl	5%
Income-based Jobseeker's Allowance	155	39	63	49	4	90	53	13	84	70
	5%cd	4%	7%Tcd	3%	4%	5%g	5%	3%	5%	4%
Pensions Credit (no Guaranteed Credit)	138	48	53	34	3	74	57	7	64	74
	4%cdg	5%cd	6%Tcd	2%	2%	4%g	5%g	1%	4%	4%
NET: Any benefit	1618	497	497	573	50	803	592	222	760	845
	48%ch	51%Tc	59%Tacd	40%	45%	46%	52%Teg	45%	46%	51%Th
Other	95	33	23	34	5	44	36	15	49	44
	3%	3%	3%	2%	5%	3%	3%	3%	3%	3%
None of these	1672	445	333	836	57	891	523	258	870	791
	50%abfi	46%b	39%	58%Tab	51%b	52%Tf	46%	52%f	52%Ti	47%

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

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
16 - 17	15	7	3	3	2	7	4	5	7	7
	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%
18 - 24	586	232	177	159	19	236	260	90	260	319
	30%km	29%	32%	30%	21%	24%	39%TKl	31%k	26%	33%Tm
25 - 34	589	216	191	172	10	312	202	75	306	279
	30%ej	27%j	35%Tej	32%j	12%	31%	30%	25%	31%	29%
35 - 44	364	158	93	94	19	220	94	50	194	169
	19%C	20%	17%	18%	22%	22%TC	14%	17%	19%	18%
45 - 54	221	99	52	53	18	126	67	28	127	93
	11%	12%	9%	10%	20%Tfi	13%	10%	9%	13%Tn	10%
55 - 64	135	57	21	41	16	72	35	29	73	62
	7%FC	7%kf	4%	8%f	18%Tefi	7%	5%	10%C	7%	6%
65 +	57	28	11	14	4	30	8	19	27	30
	3%C	3%	2%	3%	5%	3%C	1%	6%TKc	3%	3%
NET: 16-34	1191	455	371	334	31	555	466	170	573	605
	61%ejkm	57%j	68%Tej	62%j	35%	55%	70%TKl	58%	58%	63%Tm
NET: 36-54	585	257	145	146	37	347	161	77	321	262
	30%Cn	32%kf	26%	27%	42%Th	35%TC	24%	26%	32%Tn	27%
NET: 55+	192	85	32	55	20	101	43	47	99	91
	10%FC	11%kf	6%	10%f	23%Tefi	10%C	6%	16%TKc	10%	10%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Hearing - Poor hearing, partial hearing, or are deaf	209	93	70	42	4	100	82	26	105	101
		11% 	12% 	13% 	8%	10%	12%	9%	11%	11%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	313	128	91	90	4	153	127	33	158	155
		16% 	16% 	17% 	17% 	15%	19% Tl	11%	16%	16%
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	199	83	51	56	9	99	74	26	100	97
	10%	10%	9%	10%	10%	10%	11%	9%	10%	10%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	142	48	46	42	5	72	44	26	68	74
	7%	6%	8%	8%	6%	7%	7%	9%	7%	8%
Breathing - Breathlessness or chest pains	266	104	84	72	7	130	107	29	136	126
	14%	13%	15%	13%	8%	13%	16% Tl	10%	14%	13%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	296	125	86	76	9	131	121	44	150	144
	15% 	16%	16%	14%	11%	13%	18% Tk	15%	15%	15%
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger.s, etc.)	272	96	90	83	2	131	103	38	151	120
	14% 	12% 	16% e	16% 	3%	13%	15%	13%	15%	13%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	636	277	160	187	12	307	236	93	330	302
	32% 	35% 	29% 	35% 	14%	31%	35%	32%	33%	32%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	200	79	53	52	15	103	71	26	92	107
	10%	10%	10%	10%	17% T	10%	11%	9%	9%	11%
Prefer not to say	121	37	35	37	12	59	40	22	54	64
	6% e	5%	6%	7%	14% Tefi	6%	6%	8%	5%	7%
Don't know	30	9	9	8	4	13	13	4	16	14
	2%	1%	2%	2%	5% Te	1%	2%	1%	2%	1%
Nothing	520	222	126	132	39	309	138	74	279	240
	26% Tc	28%	23%	25%	45% Tefi	31% Tc	21%	25%	28%	25%
NET: Any limiting characteristic	1297	529	377	359	32	622	480	195	644	642
	66% jk	66% 	69% 	67% 	37%	62%	72% Tk	66%	65%	67%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
A billing, pricing or payment issue	624	624	-	-	-	317	212	95	327	295
		32% fj	78% Tfi	-	-	32%	32%	32%	33%	31%
The service not performing as it should	536	-	-	536	-	283	171	81	263	270
		27% efj	-	100% Tej	-	28%	25%	28%	26%	28%
A problem relating to the installation or set up of your service	305	-	305	-	-	171	100	34	162	140
		15% efj	56% Tej	-	-	17% cl	15%	12%	16%	15%
A problem with a repair to the service	243	-	243	-	-	123	92	28	124	119
		12% efj	44% Tej	-	-	12%	14%	9%	12%	12%
Dissatisfaction with customer service from a previous occasion or contact	172	172	-	-	-	65	66	42	80	93
		9% fjk	22% Tfi	-	-	6%	10% k	14% lk	8%	10%
Or something else	88	-	-	-	88	44	29	15	38	43
		4% efj	-	-	100% Tej	4%	4%	5%	4%	4%
SUMMARY:										
Billing and Customer service	797	797	-	-	-	382	278	136	406	388
		40% fj	100% Tfi	-	-	38%	42%	46% lk	41%	40%
Repairs and Installation	548	-	548	-	-	294	192	62	286	259
		28% efj	100% Tej	-	-	29% cl	29% cl	21%	29%	27%
Service Issues	536	-	-	536	-	283	171	81	263	270
		27% efj	-	100% Tej	-	28%	25%	28%	26%	28%
Something else	88	-	-	-	88	44	29	15	38	43
		4% efj	-	-	100% Tej	4%	4%	5%	4%	4%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	763	763	-	-	-	344	285	134	369	391
Weighted Base	797	797	-**	-**	-**	382	278	136	406	388
Effective base	642	642	-	-	-	294	235	113	316	325
Bill was a lot higher than expected	329	329	-	-	-	161	115	53	162	167
	41%	41%	-	-	-	42%	41%	39%	40%	43%
Bill was inaccurate	164	164	-	-	-	85	55	25	100	63
	21% ⁿ	21%	-	-	-	22%	20%	18%	24% ^{Tn}	16%
Payment issues (including setting up/making a payment, non-direct debit charges)	107	107	-	-	-	65	34	8	56	51
	13% ⁿ	13%	-	-	-	17% ^{Tl}	12%	6%	14%	13%
Bill contained items I shouldn't have been charged for	101	101	-	-	-	51	33	17	56	45
	13%	13%	-	-	-	13%	12%	13%	14%	12%
Getting a refund, credit note or cashback	81	81	-	-	-	43	26	12	34	47
	10%	10%	-	-	-	11%	9%	9%	8%	12%
The format of the bill	70	70	-	-	-	39	26	5	36	33
	9% ⁿ	9%	-	-	-	10% ^l	9%	3%	9%	9%
Took too long to resolve issue	47	47	-	-	-	15	14	18	21	26
	6% ⁿ	6%	-	-	-	4%	5%	13% ^{TkC}	5%	7%
Rude/dismissive	43	43	-	-	-	16	13	15	14	29
	5% ⁿ	5%	-	-	-	4%	4%	11% ^{TkC}	3%	8% ^{Tn}
Gave incorrect information	41	41	-	-	-	16	16	9	23	18
	5%	5%	-	-	-	4%	6%	7%	6%	5%
Unable to get through to anyone	39	39	-	-	-	14	15	10	18	21
	5%	5%	-	-	-	4%	5%	8%	4%	6%
Unable to get through to relevant person	36	36	-	-	-	14	15	8	18	18
	5%	5%	-	-	-	4%	5%	6%	4%	5%
Didn't do what they said they would do	34	34	-	-	-	7	18	9	12	22
	4% ⁿ	4%	-	-	-	2%	7% ^{Tk}	6% ^k	3%	6%
Pre-pay credit lost or not credited to card	7	7	-	-	-	7	-	-	7	-
	1%	1%	-	-	-	2% ^{Tc}	-	-	2% ⁿ	-
Costs of international and roaming calls	4	4	-	-	-	4	-	-	4	-
	*	*	-	-	-	1%	-	-	1%	-
Costs of going above data allowance	3	3	-	-	-	3	-	-	3	-
	*	*	-	-	-	1%	-	-	1%	-
A different issue	16	16	-	-	-	10	2	4	9	7
	2%	2%	-	-	-	3%	1%	3%	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. ** 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 cable, satellite or any other Pay TV service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	545	-	-	545	-	274	184	87	257	284
Weighted Base	536	-.**	-.**	536	-.**	283	171	81*	263	270
Effective base	455	-	-	455	-	230	153	73	216	235
Complete loss of service	221 41%	-	-	221 41%	-	115 41%	78 45%	28 34%	109 42%	111 41%
Unable to get certain channels/content	182 34%	-	-	182 34%	-	99 35%	56 33%	27 34%	81 31%	100 37%
Service is not consistently available	151 28%	-	-	151 28%	-	79 28%	50 29%	22 27%	73 28%	77 28%
Poor picture quality	100 19%	-	-	100 19%	-	47 17%	41 24%	13 16%	46 17%	53 20%
Connection speed slower than advertised or led to expect	43 8%	-	-	43 8%	-	24 9%	17 10%	2 2%	20 8%	23 9%
Poor line quality	11 2%	-	-	11 2%	-	6 2%	4 2%	2 2%	6 2%	5 2%
Problems with voice over internet (VOIP) telephone calls	6 1%	-	-	6 1%	-	5 2%	1 1%	-	5 2%	1 1%
Poor indoor reception/coverage	5 1%	-	-	5 1%	-	2 1%	2 1%	2 2%	1 1%	4 1%
Unable to access 4G service	4 1%	-	-	4 1%	-	4 1%	-	-	4 1%	-
Unable to access 5G service	3 1%	-	-	3 1%	-	2 1%	2 1%	-	2 1%	2 1%
Problems with calls being disconnected during a call or not connected at all	2 *	-	-	2 *	-	2 1%	-	-	2 1%	-
Text or voice mails delivered late	2 *	-	-	2 *	-	2 1%	-	-	2 1%	-
Poor outside reception/ coverage	1 *	-	-	1 *	-	1 *	-	-	1 *	-
A different issue (please describe it briefly in your own words)	10 2%	-	-	10 2%	-	5 2%	-	5 6%TC	4 1%	6 2%

Proportions/Mean: Columns Tested (5% risk level) - $T/e/f/i/j$ - $T/k/C/l$ - $T/m/n$
Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	578	-	578	-	-	288	217	73	292	282
Weighted Base	548	-**	548	-**	-**	294	192	62*	286	259
Effective base	473	-	473	-	-	239	176	60	240	230
Switching issues (e.g. problems trying to switch or problems porting your number)	111 20%	-	111 20%	-	-	69 23%	32 17%	10 16%	62 22%	49 19%
Time taken to repair a fault	99 18%	-	99 18%	-	-	46 16%	37 19%	16 26%	50 18%	48 18%
Time taken to install the service	97 18%	-	97 18%	-	-	59 20%	28 15%	9 15%	53 19%	42 16%
Arranging an installation	88 16%	-	88 16%	-	-	55 19%	24 13%	9 14%	47 16%	40 15%
Arranging an appointment for an engineer visit	83 15%	-	83 15%	-	-	52 18%	26 14%	5 8%	44 15%	39 15%
Damage to property during installation	78 14%	-	78 14%	-	-	53 18% Tl	22 12%	4 6%	47 16%	31 12%
Missed/ moved installation appointment	72 13% Cn	-	72 13%	-	-	45 15%	17 9%	10 16%	46 16%	26 10%
Missed/moved repair appointment	64 12%	-	64 12%	-	-	37 13%	21 11%	6 10%	35 12%	29 11%
Damage to property during repair	51 9%	-	51 9%	-	-	26 9%	21 11%	4 6%	23 8%	27 11%
Complaining about an engineer	46 8%	-	46 8%	-	-	29 10%	14 7%	4 6%	20 7%	26 10%
A different issue	5 1%	-	5 1%	-	-	2 1%	2 1%	2 2%	1 *	4 1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/t/i/j - T/k/C/l - T/m/n
Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	82	-	-	-	82	41	27	14	37	38
Weighted Base	88*	-.**	-.**	-.**	88*	44*	29**	15**	38*	43*
Effective base	70	-	-	-	70	35	23	12	31	33
Change to your package or service (upgrading or downgrading your service)	26 29%	-	-	-	26 29%	12 28%	8 26%	6 41%	13 36%	9 22%
Service not performing as advertised or as told in store/over the phone	15 17%	-	-	-	15 17%	10 23%	4 12%	1 5%	7 19%	7 17%
Complaining about the terms of your contract	13 14%	-	-	-	13 14%	4 10%	5 18%	3 19%	3 8%	8 19%
Switching issues (e.g. problems trying to switch or problems porting your number)	10 12%	-	-	-	10 12%	5 12%	4 15%	1 4%	4 12%	5 12%
Keeping your mobile phone number when changing suppliers	1 1%	-	-	-	1 1%	1 2%	-	-	1 2%	-
A different issue (please describe it briefly in your own words)	27 30%	-	-	-	27 30%	12 27%	9 31%	6 41%	10 25%	15 36%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Only/mainly on the phone	896	410	164	274	47	461	273	162	472	420
		46%TC	52%TF	30%	51%TF	54%F		55%TKC	48%	44%
Only/mainly via email	206	76	77	45	8	99	75	32	97	105
		10%	10%	14%TeI	8%	9%	10%	11%	10%	11%
Only/mainly via webchat	201	85	61	45	10	111	71	18	103	93
		10%I	11%	11%	8%	12%	11%I	11%	6%	10%
Only/mainly via mobile app	184	67	61	50	5	91	75	18	93	90
		9%I	8%	11%	9%	6%	11%I	6%	9%	9%
Only/mainly by social media	127	47	42	37	2	59	45	22	56	71
		6%	6%	8%	7%	2%	6%	7%	8%	7%
Only/mainly in store	122	37	51	29	5	61	46	16	52	69
		6%e	5%	9%TeI	5%	6%	7%	5%	5%	7%
Only/mainly via web form	111	36	39	34	3	58	38	15	60	52
		6%	5%	7%	6%	3%	6%	6%	5%	5%
Only/mainly by letter	94	31	42	18	3	47	36	11	49	45
		5%	4%	8%TeI	3%	3%	5%	5%	4%	5%
Only/mainly via another contact method	12	3	7	2	1	6	6	*	5	8
		1%	*	1%	*	1%	1%	*	*	1%
Don't know	15	4	4	2	4	9	5	1	6	6
		1%	1%	1%	*	5%TeI	1%	1%	*	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	1968	763	578	545	82	947	713	308	955	995	
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959	
Effective base	1638	642	473	455	70	798	587	257	802	823	
10 - Extremely satisfied (10)	238	86	72	68	12	238	-	-	210	28	
		12% Cln	11%	13%	14%	24% TC	-	-	21% Tn	3%	
9 - (9)	150	64	35	42	9	150	-	-	112	37	
		8% Cln	8%	6%	8%	15% TC	-	-	11% Tn	4%	
8 - (8)	307	129	92	73	13	307	-	-	209	96	
		16% Cln	16%	17%	14%	31% TC	-	-	21% Tn	10%	
7 - (7)	308	102	95	101	10	308	-	-	156	149	
		16% eC	13%	17% fe	19% Te	11%	31% TC	-	-	16%	16%
6 - (6)	266	100	84	74	7	-	266	-	116	148	
		13% klm	13%	15%	14%	8%	40% TKl	-	12%	15% Tm	
5 - (5)	270	112	78	66	13	-	270	-	101	167	
		14% klm	14%	14%	12%	15%	40% TKl	-	10%	17% Tm	
4 - (4)	135	66	30	31	9	-	135	-	33	100	
		7% klm	8%	5%	6%	10%	20% TKl	-	3%	10% Tm	
3 - (3)	111	50	24	32	5	-	-	111	21	88	
		6% kCm	6%	4%	6%	5%	-	38% TKC	2%	9% Tm	
2 - (2)	69	22	20	24	3	-	-	69	18	50	
		3% kCm	3%	4%	5%	4%	-	23% TKC	2%	5% Tm	
1 - Extremely dissatisfied (1)	115	64	18	25	7	-	-	115	16	97	
		6% fkCm	8% Tfi	3%	5%	8% ff	-	39% TKC	2%	10% Tm	
NET: Dissatisfied (1-3)	295	136	62	81	15	-	-	295	55	235	
		15% fkCm	17% ff	11%	15%	17%	-	100% TKC	6%	24% Tm	
NET: Neutral (4-6)	670	278	192	171	29	-	670	-	250	414	
		34% klm	35%	35%	32%	33%	100% TKl	-	25%	43% Tm	
NET: Satisfied (7-10)	1003	382	294	283	44	1003	-	-	687	310	
		51% Cln	48%	54%	50%	100% TC	-	-	69% Tn	32%	
Mean score	6.31 eCln	6.12	6.53 Te	6.37	6.20	8.32 TCI	5.19 I	1.98	7.38 Tn	5.22	
Standard error	0.06	0.09	0.10	0.11	0.30	0.04	0.03	0.05	0.07	0.07	

Proportions/Means: Columns Tested (5% risk level) - T/e/Ti/Ij - T/k/C/I - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	955	369	292	257	37	632	262	61	955	-
Weighted Base	993	406	286	263	38*	687	250	55*	993	-**
Effective base	802	316	240	216	31	538	217	49	802	-
10 - Extremely satisfied (10)	210	77	62	59	11	210	-	-	210	-
	21%<i>C</i>	19%	22%	23%	30%	30%<i>TC</i>	-	-	21%	-
9 - (9)	112	49	26	27	9	112	-	-	112	-
	11%<i>C</i>	12%	9%	10%	24%<i>Tf</i>	16%<i>TC</i>	-	-	11%	-
8 - (8)	209	93	60	49	8	209	-	-	209	-
	21%<i>C</i>	23%	21%	18%	21%	30%<i>TC</i>	-	-	21%	-
7 - (7)	156	63	44	45	4	156	-	-	156	-
	16%<i>C</i>	15%	16%	17%	11%	23%<i>TC</i>	-	-	16%	-
6 - (6)	116	48	41	27	*	-	116	-	116	-
	12%<i>k</i>	12%	14%<i>k</i>	10%	1%	-	46%<i>Tk</i>	-	12%	-
5 - (5)	101	37	31	31	3	-	101	-	101	-
	10%<i>k</i>	9%	11%	12%	7%	-	40%<i>Tk</i>	-	10%	-
4 - (4)	33	19	8	5	2	-	33	-	33	-
	3%<i>k</i>	5%	3%	2%	5%	-	13%<i>Tk</i>	-	3%	-
3 - (3)	21	8	4	9	-	-	-	21	21	-
	2%<i>k</i>	2%	1%	4%	-	-	-	38%<i>Tk</i>	2%	-
2 - (2)	18	5	8	5	-	-	-	18	18	-
	2%<i>k</i>	1%	3%	2%	-	-	-	33%<i>Tk</i>	2%	-
1 - Extremely dissatisfied (1)	16	8	2	6	-	-	-	16	16	-
	2%<i>k</i>	2%	1%	2%	-	-	-	29%<i>Tk</i>	2%	-
NET: Dissatisfied (1-3)	55	21	14	21	-	-	-	55	55	-
	6%<i>k</i>	5%	5%	8%	-	-	-	100%<i>Tk</i>	6%	-
NET: Neutral (4-6)	250	103	80	62	5	-	250	-	250	-
	25%<i>k</i>	25%	28%	24%	13%	-	100%<i>Tk</i>	-	25%	-
NET: Satisfied (7-10)	687	282	193	180	33	687	-	-	687	-
	69%<i>C</i>	69%	67%	69%	87%<i>Tef</i>	100%<i>TC</i>	-	-	69%	-
Mean score	7.38^C	7.34	7.38	7.30	8.30^{Tef}	8.56^{TC}	5.33^l	2.09	7.38	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	287	99	82	90	16	249	23	15	225	61
	15% C i	12%	15%	17% e	18%	25% T C	3%	5%	23% T n	6%
9 - (9)	245	95	72	67	11	182	49	15	148	94
	12% C i	12%	13%	12%	13%	18% T C	7%	5%	15% T n	10%
8 - (8)	330	129	80	111	10	224	82	24	202	127
	17% C i	16%	15%	21% T f	11%	22% T C	12%	8%	20% T n	13%
7 - (7)	251	103	85	55	9	148	82	22	131	120
	13% i	13%	15% T i	10%	10%	15% T i	12% i	7%	13%	12%
6 - (6)	263	105	84	61	13	101	143	19	119	139
	13% k i	13%	15%	11%	15%	10%	21% T k i	6%	12%	14%
5 - (5)	211	89	55	57	10	35	138	37	71	137
	11% k m	11%	10%	11%	11%	4%	21% T k i	13% k	7%	14% T m
4 - (4)	129	48	36	43	2	26	76	27	41	88
	7% k m	6%	7%	8%	2%	3%	11% T k	9% k	4%	9% T m
3 - (3)	105	51	24	24	6	15	48	42	18	86
	5% k m	6%	4%	4%	7%	1%	7% T k	14% T k	2%	9% T m
2 - (2)	52	28	10	10	4	5	15	32	12	39
	3% k m	4%	2%	2%	4%	1%	2% k	11% T k	1%	4% T m
1 - Extremely dissatisfied (1)	83	43	18	17	6	9	12	63	20	62
	4% k C i	5%	3%	3%	7%	1%	2%	21% T k	2%	7% T m
Not applicable	11	6	3	1	1	8	3	-	6	5
	1%	1%	1%	*	1%	1%	1%	-	1%	1%
NET: Dissatisfied (1-3)	240	122	52	51	16	29	74	137	50	187
	12% f k m	15% T f i	9%	9%	18% f i	3%	11% k	47% T k	5%	20% T m
NET: Neutral (4-6)	603	241	175	162	25	163	357	82	231	364
	31% k m	30%	32%	30%	29%	16%	53% T k i	28% k	23%	38% T m
NET: Satisfied (7-10)	1113	427	319	322	46	803	235	75	706	403
	57% C i n	54%	58%	60% e	52%	80% T C i	35% i	26%	71% T n	42%
Mean score	6.71	6.48	6.85	6.93	6.57	7.95	5.90	4.34	7.54	5.86
Standard error	0.06	0.09	0.10	0.10	0.31	0.06	0.07	0.16	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/i - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	818	362	162	255	39	405	260	153	418	394
Weighted Base	896	410	164	274	47*	461	273	162	472	420
Effective base	702	314	135	219	35	350	220	133	362	336
10 - Extremely satisfied (10)	98	37	20	33	8	88	5	4	87	10
	11% CIn	9%	12%	12%	16%	19% TC	2%	3%	18% Tn	2%
9 - (9)	80	25	28	21	5	62	14	4	52	27
	9% eCIn	6%	17% TeI	8%	11%	14% TC	5%	2%	11% Tn	7%
8 - (8)	123	62	20	35	6	102	17	3	85	37
	14% CIn	15%	12%	13%	12%	22% TC	6%	2%	18% Tn	9%
7 - (7)	134	53	32	46	3	84	45	4	92	41
	15% In	13%	20%	17%	6%	18% TI	16% CI	3%	20% Tn	10%
6 - (6)	115	51	21	34	10	45	53	17	55	60
	13% k	12%	13%	12%	21%	10%	19% TCI	10%	12%	14%
5 - (5)	103	44	14	39	6	35	50	18	36	66
	11% kIn	11%	8%	14%	12%	8%	18% TK	11%	8%	16% Tm
4 - (4)	85	50	10	25	-	24	43	18	29	56
	10% kIn	12% TI	6%	9%	-	5%	16% TK	11% k	6%	13% Tm
3 - (3)	54	26	7	20	1	8	28	18	11	41
	6% kIn	6%	4%	7%	2%	2%	10% TK	11% TK	2%	10% Tm
2 - (2)	35	19	5	7	3	4	13	18	10	25
	4% kIn	5%	3%	3%	7%	1%	5% k	11% TKC	2%	6% Tm
1 - Extremely dissatisfied (1)	67	44	7	14	3	4	4	58	10	56
	7% kCIn	11% TI	4%	5%	7%	1%	2%	36% TKC	2%	13% Tm
Not applicable	3	-	-	1	3	3	-	-	3	1
	*	-	-	*	6% TeI	1%	-	-	1%	*
NET: Dissatisfied (1-3)	155	88	19	41	7	16	45	94	31	122
	17% kIn	22% TI	11%	15%	15%	3%	17% k	58% TKC	7%	29% Tm
NET: Neutral (4-6)	303	145	45	98	16	104	147	53	121	181
	34% kIn	35%	28%	36%	33%	23%	54% TCI	33% k	26%	43% Tm
NET: Satisfied (7-10)	434	177	100	135	22	338	81	15	317	116
	48% eCIn	43%	61% TeI	49%	46%	73% TCI	30% I	9%	67% Tn	28%
Mean score	6.11 eCIn	5.72	6.78 TeI	6.23 e	6.57	7.50 TCI	5.44 I	3.33	7.17 Tn	4.94
Standard error	0.09	0.14	0.19	0.15	0.45	0.10	0.12	0.20	0.11	0.13

Proportions/Means: Columns Tested (5% risk level) - T/e/I/i/j - T/k/C/I - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	215	77	62	58	17	192	12	11	181	34
	11% CIn	10%	11%	11%	20% Tel	19% TC	2%	4%	18% Tn	4%
9 - (9)	197	71	58	56	12	162	27	8	132	66
	10% CIn	9%	11%	10%	14%	16% TC	4%	3%	13% Tn	7%
8 - (8)	274	102	88	79	5	199	58	16	162	111
	14% CIn	13%	16% j	15% j	6%	20% TC	9%	5%	16% Tn	12%
7 - (7)	321	123	100	87	11	201	102	18	183	134
	16% In	15%	18%	16%	12%	20% TCI	15% Cl	6%	18% Tn	14%
6 - (6)	256	97	87	64	9	116	125	16	118	137
	13% kl	12%	16% T	12%	10%	12% kl	19% Tkl	5%	12%	14%
5 - (5)	227	93	58	63	13	53	150	23	81	141
	12% klm	12%	11%	12%	15%	5%	22% Tkl	8%	8%	15% Tm
4 - (4)	161	67	36	57	1	39	85	38	61	99
	8% klm	8% j	7%	11% Tfj	1%	4%	13% Tk	13% Tk	6%	10% Tm
3 - (3)	109	49	24	32	5	15	55	39	28	81
	6% klm	6%	4%	6%	6%	2%	8% Tk	13% Tkc	3%	8% Tm
2 - (2)	81	41	15	19	6	10	31	40	19	59
	4% klm	5% f	3%	4%	7%	1%	5% kl	14% Tkc	2%	6% Tm
1 - Extremely dissatisfied (1)	116	73	16	21	7	9	24	83	23	93
	6% klCm	9% Tfj	3%	4%	8% f	1%	4% kl	28% Tkc	2%	10% Tm
Not applicable	10	4	4	*	1	6	1	3	5	5
	1%	1%	1%	*	2% kl	1%	*	1%	1%	*
NET: Dissatisfied (1-3)	306	163	55	71	18	35	110	162	70	233
	16% klm	20% Tfj	10%	13%	20% f	3%	16% kl	55% Tkc	7%	24% Tm
NET: Neutral (4-6)	644	257	181	184	23	208	360	77	260	377
	33% klm	32%	33%	34%	26%	21%	54% Tkl	26%	26%	39% Tm
NET: Satisfied (7-10)	1008	373	308	281	45	755	200	53	658	344
	51% keCIn	47%	56% Te	52%	52%	75% TCI	30% kl	18%	66% Tn	36%
Mean score	6.28 eCIn	5.93	6.66 Te	6.37 e	6.45	7.60 TCI	5.43 kl	3.70	7.16 Tn	5.38
Standard error	0.06	0.10	0.09	0.10	0.33	0.06	0.07	0.15	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	237	97	66	59	15	213	19	5	199	37
	12% Cln	12%	12%	11%	17%	21% TCl	3%	2%	20% Tn	4%
9 - (9)	236	96	70	66	4	205	25	7	167	68
	12% Cln	12%	13% j	12% j	4%	20% TCl	4%	2%	17% Tn	7%
8 - (8)	317	130	78	95	14	226	80	11	203	113
	16% Cln	16%	14%	18%	16%	23% TCl	12% j	4%	20% Tn	12%
7 - (7)	310	119	105	78	7	186	103	21	165	144
	16% kl	15%	19% Tj	15%	8%	19% Tl	15% j	7%	17%	15%
6 - (6)	251	88	78	73	11	81	142	27	104	143
	13% km	11%	14%	14%	13%	8%	21% Tkl	9%	10%	15% Tm
5 - (5)	213	85	53	60	14	39	140	34	68	143
	11% km	11%	10%	11%	16%	4%	21% Tkl	11% k	7%	15% Tm
4 - (4)	141	55	37	38	11	21	78	42	41	98
	7% km	7%	7%	7%	12%	2%	12% Tk	14% Tk	4%	10% Tm
3 - (3)	105	50	27	26	3	11	58	35	20	83
	5% km	6%	5%	5%	3%	1%	9% Tk	12% Tk	2%	9% Tm
2 - (2)	47	14	16	17	1	4	18	25	10	37
	2% km	2%	3%	3%	1%	*	3% k	9% TkC	1%	4% Tm
1 - Extremely dissatisfied (1)	106	60	17	22	7	12	7	88	14	92
	5% fkCm	8% Tfj	3%	4%	8%	1%	1%	30% TkC	1%	10% Tm
Not applicable	6	1	1	2	2	5	1	-	2	3
	*	*	*	*	2% Tefj	1%	*	-	*	*
NET: Dissatisfied (1-3)	258	124	59	65	10	27	83	148	44	211
	13% km	16% Tfj	11%	12%	11%	3%	12% k	50% TkC	4%	22% Tm
NET: Neutral (4-6)	604	228	168	171	36	141	360	102	213	384
	31% km	29%	31%	32%	41% ee	14%	54% Tkl	35% k	21%	40% Tm
NET: Satisfied (7-10)	1100	443	320	298	40	830	226	44	734	361
	56% Cln	56%	58% j	56%	45%	83% TCl	34% j	15%	74% Tn	38%
Mean score	6.55 Cln	6.44	6.70	6.58	6.31	7.92 TCl	5.76 l	3.69	7.57 Tn	5.51
Standard error	0.06	0.09	0.10	0.10	0.29	0.06	0.07	0.14	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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?
Courtesies and politeness of advisors.**

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	309	116	74	98	21	259	40	10	237	72
	16% C i	15%	13%	18% f	24% T e f	26% T C	6%	3%	24% T n	8%
9 - (9)	309	126	86	83	14	245	40	23	219	89
	16% C i	16%	16%	16%		24% T C	6%		22% T n	9%
8 - (8)	317	109	110	87	12	216	85	16	169	148
	16% C i	14%	20% T e	16%	14%	22% T C	13% i	6%	17%	15%
7 - (7)	284	120	70	83	12	131	126	28	143	140
	14% i	15%	13%	15%	14%	13%	19% T i	9%	14%	15%
6 - (6)	209	93	66	47	4	59	117	33	69	136
	11% k m	12%	12% j	9%	4%	6%	17% T k	11% k	7%	14% T m
5 - (5)	218	88	61	57	12	41	141	36	68	145
	11% k m	11%	11%	11%	14%	4%	21% T i	12% k	7%	15% T m
4 - (4)	129	51	37	39	3	22	68	40	38	89
	7% k m	6%	7%	7%	3%	2%	10% T k	14% T k	4%	9% T m
3 - (3)	78	37	26	14	1	13	28	37	19	57
	4% k m	5%	5%	3%	1%	1%	4% k	12% T k	2%	6% T m
2 - (2)	39	20	6	11	1	2	17	19	12	27
	2% k m	3%	1%	2%	1%	*	3% k	6% T k	1%	3% T m
1 - Extremely dissatisfied (1)	62	35	10	12	5	7	5	50	11	51
	3% k C m	4% T i	2%	2%	5%	1%	1%	17% T k	1%	5% T m
Not applicable	14	3	3	5	3	8	4	3	6	6
	1%	*	1%	1%	4% T e f	1%	1%	1%	1%	1%
NET: Dissatisfied (1-3)	178	92	43	37	6	22	50	105	42	134
	9% k m	12% T i	8%	7%	7%	2%	7% k	36% T k	4%	14% T m
NET: Neutral (4-6)	556	232	163	143	19	122	325	110	175	370
	28% k m	29%	30%	27%	21%	12%	48% T i	37% T k	18%	39% T m
NET: Satisfied (7-10)	1220	470	339	351	59	851	291	77	769	449
	62% k C i	59%	62%	66% e	68%	85% T C	43% i	26%	77% T n	47%
Mean score	6.98	6.78	7.02	7.16	7.39	8.18	6.19	4.69	7.81	6.14
Standard error	0.05	0.09	0.09	0.10	0.28	0.06	0.07	0.15	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	294	111	77	89	17	265	16	13	236	56
	15%Cl	14%	14%	17%	19%	26%TC	2%	4%	24%Tn	6%
9 - (9)	259	106	79	66	8	198	47	14	172	86
	13%Cl	13%	14%	12%	9%	20%TC	7%	5%	17%Tn	9%
8 - (8)	295	119	82	83	11	222	65	8	176	118
	15%Cl	15%	15%	16%	13%	22%TCI	10%I	3%	18%Tn	12%
7 - (7)	285	110	90	71	14	147	121	17	141	142
	14%I	14%	16%	13%	16%	15%I	18%TI	6%	14%	15%
6 - (6)	251	96	75	75	5	84	138	29	119	131
	13%k	12%	14%	14%	6%	8%	21%TKI	10%	12%	14%
5 - (5)	211	80	57	64	11	43	127	42	67	143
	11%km	10%	10%	12%	12%	4%	19%TK	14%k	7%	15%Tm
4 - (4)	120	49	34	29	8	18	73	29	30	87
	6%km	6%	6%	5%	10%	2%	11%TK	10%TK	3%	9%Tm
3 - (3)	93	41	24	26	1	12	45	36	25	68
	5%km	5%	4%	5%	1%	1%	7%TK	12%TKC	2%	7%Tm
2 - (2)	46	26	9	10	1	3	21	22	11	34
	2%km	3%	2%	2%	1%	*	3%k	7%TKC	1%	4%Tm
1 - Extremely dissatisfied (1)	95	54	18	18	5	4	12	79	12	83
	5%kCm	7%TI	3%	3%	6%	*	2%k	27%TKC	1%	9%Tm
Not applicable	18	5	3	4	6	7	5	6	5	10
	1%	1%	1%	1%	6%Tef	1%	1%	2%	*	1%
NET: Dissatisfied (1-3)	234	121	52	54	7	20	78	137	47	186
	12%km	15%TI	9%	10%	8%	2%	12%k	47%TKC	5%	19%Tm
NET: Neutral (4-6)	583	224	166	168	24	144	339	100	216	360
	30%km	28%	30%	31%	28%	14%	51%TKI	34%k	22%	38%Tm
NET: Satisfied (7-10)	1133	446	327	309	51	832	249	52	725	403
	58%Cl	56%	60%	58%	58%	83%TCI	37%I	18%	73%Tn	42%
Mean score	6.74eCl	6.55	6.86e	6.87e	6.83	8.10TCI	5.86I	4.05	7.67Tn	5.77
Standard error	0.06	0.10	0.10	0.10	0.30	0.06	0.07	0.16	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/t/i/j - T/k/C/I - T/m/n
Overlap formulae used. * small base

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 cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	260	104	69	70	17	232	16	11	208	52
	13% Cln	13%	13%	13%	20%	23% TC	2%	4%	21% Tn	5%
9 - (9)	214	71	69	62	12	169	34	11	144	69
	11% Cln	9%	13% e	12%	14%	17% TC	5%	4%	15% Tn	7%
8 - (8)	303	122	88	82	10	208	84	11	180	120
	15% Cln	15%	16%	15%	12%	21% TCI	13% l	4%	18% Tn	13%
7 - (7)	311	124	102	79	6	183	112	16	171	137
	16% jl	16% j	19% j	15%	7%	18% TI	17% l	6%	17%	14%
6 - (6)	233	95	68	61	10	86	127	20	102	129
	12% kl	12%	12%	11%	11%	9%	19% TKl	7%	10%	13% T
5 - (5)	220	90	60	60	10	44	138	37	86	133
	11% km	11%	11%	11%	11%	4%	21% TKl	13% k	9%	14% Tm
4 - (4)	130	48	31	45	5	28	71	31	41	87
	7% km	6%	6%	8%	6%	3%	11% TK	11% TK	4%	9% Tm
3 - (3)	118	46	36	32	4	27	49	42	28	88
	6% km	6%	7%	6%	5%	3%	7% k	14% TKc	3%	9% Tm
2 - (2)	65	35	9	15	6	5	22	38	11	54
	3% km	4% f	2%	3%	7% f	1%	3% k	13% TKc	1%	6% Tm
1 - Extremely dissatisfied (1)	95	56	14	20	5	11	10	75	11	83
	5% kCm	7% Tf	3%	4%	6%	1%	1%	25% TKc	1%	9% Tm
Not applicable	19	5	2	10	2	10	7	2	11	7
	1%	1%	*	2% Tf	2%	1%	1%	1%	1%	1%
NET: Dissatisfied (1-3)	278	137	58	67	16	43	81	155	50	225
	14% km	17% Tf	11%	13%	18%	4%	12% k	52% TKc	5%	23% Tm
NET: Neutral (4-6)	582	233	159	165	25	158	336	88	229	349
	30% km	29%	29%	31%	28%	16%	50% TKl	30% k	23%	36% Tm
NET: Satisfied (7-10)	1088	421	328	293	46	792	247	49	703	378
	55% Cln	53%	60% Te	55%	52%	79% TCI	37% l	17%	71% Tn	39%
Mean score	6.53 eCln	6.32	6.78 Te	6.57	6.56	7.79 TCI	5.82 l	3.83	7.47 Tn	5.57
Standard error	0.06	0.10	0.10	0.11	0.32	0.06	0.07	0.15	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	237	88	71	62	16	209	22	6	201	35
	12%<i>Cm</i>	11%	13%	11%	18%	21%<i>TCl</i>	3%	2%	20%<i>Tn</i>	4%
9 - (9)	211	86	60	56	9	167	34	11	134	76
	11%<i>Cm</i>	11%	11%	11%	10%	17%<i>TCl</i>	5%	4%	14%<i>Tn</i>	8%
8 - (8)	289	123	86	72	8	199	73	17	177	109
	15%<i>Cm</i>	16%	13%	9%	9%	20%<i>TCl</i>	11%<i>l</i>	6%	18%<i>Tn</i>	11%
7 - (7)	263	86	108	62	6	135	111	17	135	127
	13%<i>el</i>	11%	20%<i>Tei</i>	12%	7%	13%<i>kl</i>	17%<i>Tl</i>	6%	14%	13%
6 - (6)	222	88	71	58	4	89	111	21	87	135
	11%<i>klm</i>	11%	13%	11%	5%	9%	17%<i>Tkl</i>	7%	9%	14%<i>Tm</i>
5 - (5)	188	72	58	47	11	57	103	29	74	111
	10%<i>km</i>	9%	11%	9%	12%	6%	15%<i>Tkl</i>	10%<i>kl</i>	7%	12%<i>Tm</i>
4 - (4)	143	52	32	49	10	34	88	21	47	93
	7%<i>km</i>	7%	6%	9%<i>f</i>	11%	3%	13%<i>Tkl</i>	7%<i>kl</i>	5%	10%<i>Tm</i>
3 - (3)	99	43	20	34	2	24	49	26	37	60
	5%<i>km</i>	5%	4%	6%	2%	2%	7%<i>Tkl</i>	9%<i>Tkl</i>	4%	6%<i>Tm</i>
2 - (2)	76	38	13	25	1	9	32	35	19	58
	4%<i>fkm</i>	5%<i>f</i>	2%	5%	1%	1%	5%<i>kl</i>	12%<i>Tkl</i>	2%	6%<i>Tm</i>
1 - Extremely dissatisfied (1)	180	94	21	55	10	32	41	108	39	139
	9%<i>fkm</i>	12%<i>Tl</i>	4%	10%<i>f</i>	11%<i>f</i>	3%	6%<i>kl</i>	36%<i>Tkl</i>	4%	15%<i>Tm</i>
Not applicable	60	26	7	16	11	48	7	5	41	17
	3%<i>fkn</i>	3%<i>f</i>	1%	3%	12%<i>Tefi</i>	5%<i>TCl</i>	1%	2%	4%<i>Tn</i>	2%
NET: Dissatisfied (1-3)	355	175	55	113	13	65	122	168	95	257
	18%<i>fkm</i>	22%<i>Tl</i>	10%	21%<i>f</i>	15%	7%	18%<i>kl</i>	57%<i>Tkl</i>	10%	27%<i>Tm</i>
NET: Neutral (4-6)	553	213	160	154	25	180	301	71	209	338
	28%<i>km</i>	27%	29%	29%	29%	18%	45%<i>Tkl</i>	24%<i>kl</i>	21%	35%<i>Tm</i>
NET: Satisfied (7-10)	1000	383	326	252	39	710	240	50	648	346
	51%<i>Cm</i>	48%	60%<i>Tei</i>	47%	44%	71%<i>TCl</i>	36%<i>l</i>	17%	65%<i>Tn</i>	36%
Mean score	6.23e<i>lCln</i>	6.02	6.75<i>Tei</i>	6.01	6.30	7.54<i>TCl</i>	5.53<i>l</i>	3.52	7.20<i>Tn</i>	5.26
Standard error	0.06	0.11	0.10	0.12	0.36	0.07	0.08	0.15	0.08	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
10 - Extremely satisfied (10)	276	107	68	83	18	239	26	11	232	43
	14%Cl	13%	12%	16%	20%	24%TC	4%	4%	23%Tn	4%
9 - (9)	247	101	63	77	5	200	32	15	164	82
	13%Cl	13%	12%	14%	6%	20%TC	5%	5%	17%Tn	9%
8 - (8)	342	137	104	87	14	244	79	19	219	117
	17%Cl	17%	19%	16%	15%	24%TC	12%Cl	7%	22%Tn	12%
7 - (7)	326	117	97	96	15	179	113	34	155	167
	17%Cl	15%	18%	18%	17%	18%Cl	17%	12%	16%	17%
6 - (6)	211	83	70	55	4	63	122	26	86	124
	11%km	10%	13%j	10%	4%	6%	18%TKl	9%	9%	13%Tm
5 - (5)	192	69	47	60	17	31	131	30	61	129
	10%km	9%	9%	11%	19%Tef	3%	20%TKl	10%k	6%	13%Tm
4 - (4)	131	62	38	27	4	21	75	36	23	107
	7%km	8%	7%	5%	5%	2%	11%TK	12%TK	2%	11%Tm
3 - (3)	101	46	27	26	3	16	51	35	25	76
	5%km	6%	5%	5%	3%	2%	8%TK	12%TK	2%	8%Tm
2 - (2)	52	20	17	11	3	2	25	25	11	41
	3%km	3%	3%	2%	4%	*	4%k	9%TK	1%	4%Tm
1 - Extremely dissatisfied (1)	77	48	13	12	4	4	12	61	12	65
	4%klCm	6%Tfl	2%	2%	4%	*	2%k	21%TK	1%	7%Tm
Not applicable	12	6	4	*	2	6	4	2	4	8
	1%	1%	1%	*	2%kl	1%	1%	1%	*	1%
NET: Dissatisfied (1-3)	231	114	57	50	10	21	88	121	48	182
	12%km	14%Tfl	10%	9%	11%	2%	13%k	41%TK	5%	19%Tm
NET: Neutral (4-6)	535	214	154	142	25	114	328	92	171	360
	27%km	27%	28%	26%	28%	11%	49%TKl	31%kl	17%	38%Tm
NET: Satisfied (7-10)	1191	462	333	344	52	862	250	79	770	409
	61%Cl	58%	61%	64%e	59%	86%TC	37%Cl	27%	78%Tn	43%
Mean score	6.77eCl	6.59	6.80	7.00Te	6.73	8.08TC	5.81l	4.45	7.75Tn	5.75
Standard error	0.06	0.09	0.10	0.10	0.29	0.05	0.08	0.15	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Courtesy and politeness of advisors	1220	470	339	351	59	851	291	77	769	449
		62% e Cln	59%	62% f	66% e	85% T Cli	43% f	26%	77% T n	47%
Willingness to help resolve your issue	1191	462	333	344	52	862	250	79	770	409
		61% C ln	58%	61% f	64% e	86% T Cli	37% f	27%	78% T n	43%
Advisor doing what they said they would do	1133	446	327	309	51	832	249	52	725	403
		58% C ln	56%	60% f	58%	83% T Cli	37% f	18%	73% T n	42%
Ease of finding provider contact details	1113	427	319	322	46	803	235	75	706	403
		57% C ln	54%	58% f	60% e	80% T Cli	35% f	26%	71% T n	42%
Getting the issue resolved to your satisfaction	1100	443	320	298	40	830	226	44	734	361
		56% C ln	56%	58% f	56%	83% T Cli	34% f	15%	74% T n	38%
Logging of query details to avoid having to repeat yourself	1088	421	328	293	46	792	247	49	703	378
		55% C ln	53%	60% T e	55%	79% T Cli	37% f	17%	71% T n	39%
The time taken to handle your issue	1008	373	308	281	45	755	200	53	658	344
		51% e Cln	47%	56% T e	52%	75% T Cli	30% f	18%	66% T n	36%
Offering compensation or a goodwill payment	1000	383	326	252	39	710	240	50	648	346
		51% C ln	48%	60% T e	47%	71% T Cli	36% f	17%	65% T n	36%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 21

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Completely resolved	993	406	286	263	38	687	250	55	993	-
	50% Cln	51%	52%	49%	43%	69% TCl	37% l	19%	100% Tn	-
Partly resolved	766	296	220	225	25	276	364	126	-	766
	39% km	37%	40%	42% j	28%	27%	54% Tkl	43% k	-	80% Tm
Not resolved at all	193	91	39	45	18	34	50	109	-	193
	10% kCm	11% f	7%	8%	20% Tef	3%	7% k	37% Tkc	-	20% Tm
Don't know	16	2	3	3	7	6	6	4	-	-
	1% emn	*	1%	1%	8% Tefl	1%	1%	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 22

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Yes	827	349	243	206	28	589	192	46	827	-
	42% C n	44%	44% f	39%	32%	59% T C I	29% l	16%	83% T n	-
No	159	54	43	54	8	93	56	9	159	-
	8% n	7%	8%	10% e	9%	9% l	8% l	3%	16% T n	-
Don't know	8	3	*	3	2	5	2	1	8	-
	*	*	*	1%	2% f	1%	*	*	1% T n	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	955	369	292	257	37	632	262	61	955	-
Weighted Base	993	406	286	263	38*	687	250	55*	993	-**
Effective base	802	316	240	216	31	538	217	49	802	-
Yes	827	349	243	206	28	589	192	46	827	-
		83% IC	86% l	85%	78%	86% TC	77%	82%	83%	-
No	159	54	43	54	8	93	56	9	159	-
		16% k	13%	15%	20% Te	14%	22% TK	16%	16%	-
Don't know	8	3	*	3	2	5	2	1	8	-
		1%	1%	*	1%	4% TI	1%	1%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

**Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Cable, satellite or other Pay TV.**

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	1968	797	548	536	88	1003	670	295	993	959
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Cable, satellite or other Pay TV.**

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	1968	797	548	536	88	1003	670	295	993	959
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 26

**Q13cNEW: Has your willingness to make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?
Cable, satellite or other Pay TV**

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	1968	797	548	536	88	1003	670	295	993	959
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Employed or self-employed (full-time - 30hrs/wk+)	1139	473	321	310	36	670	339	131	634	499
		58% <i>Cl</i> n	59% <i>j</i>	59% <i>j</i>	58% <i>j</i>	67% <i>TCl</i>	51%	44%	64% <i>Tm</i>	52%
Employed or self-employed (part-time - 8-29 hrs/wk+)	410	153	112	127	18	163	161	85	183	223
		21% <i>km</i>	19%	20%	24%	16%	24% <i>Tk</i>	29% <i>Tk</i>	18%	23% <i>Tm</i>
Homemaker	176	75	58	35	7	67	73	35	68	106
		9% <i>km</i>	9%	11% <i>l</i>	7%	7%	11% <i>Tk</i>	12% <i>kl</i>	7%	11% <i>Tm</i>
Student / under education	114	35	38	32	9	39	56	19	45	65
		6% <i>ekm</i>	4%	7%	6%	4%	8% <i>Tk</i>	6%	5%	7% <i>km</i>
Temporarily not working (unemployed / illness)	73	33	10	20	10	35	30	8	38	35
		4% <i>l</i>	4% <i>f</i>	2%	4%	4%	4%	3%	4%	4%
Retired	57	28	8	12	8	29	12	17	25	31
		3% <i>fC</i>	4% <i>f</i>	1%	2%	3%	2%	6% <i>TkC</i>	3%	3%
NET: Employed	1549	626	433	437	53	833	500	216	817	722
		79% <i>Cl</i> n	79% <i>j</i>	79% <i>j</i>	81% <i>j</i>	83% <i>TCl</i>	75%	73%	82% <i>Tm</i>	75%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Up to 10,399 Pounds	167	68	49	44	6	70	67	30	91	74
	9%k	9%	9%	8%	7%	7%	10%k	10%	9%	8%
10,400-15,599 Pounds	234	98	58	64	14	108	80	46	103	127
	12%	12%	11%	12%	16%	11%	12%	16%Tk	10%	13%
15,600-25,999 Pounds	322	138	97	80	6	140	136	46	151	170
	16%k	17%j	18%j	15%	7%	14%	20%Tk	16%	15%	18%
26,000-36,399 Pounds	388	148	125	96	20	198	143	47	181	206
	20%	19%	23%	18%	22%	20%	21%	16%	18%	21%
36,400-51,999 Pounds	397	158	107	117	16	223	118	56	207	188
	20%k	20%	20%	22%	18%	22%Tc	18%	19%	21%	20%
52,000+	372	166	94	103	9	232	88	52	221	150
	19%Cn	21%j	17%	19%	10%	23%Tc	13%	18%	22%Tn	16%
Don't know	36	6	8	15	7	9	17	10	14	19
	2%k	1%	1%	3%e	8%Tef	1%	3%k	3%k	1%	2%
Would rather not say	52	14	10	18	10	23	22	8	25	26
	3%	2%	2%	3%	12%Tef	2%	3%	3%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 29

Q17: Where do you live?**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
East Midlands	120	56	31	29	3	54	44	22	64	56
	6%	7%	6%	5%	4%	5%	7%	7%	6%	6%
East of England	122	46	34	34	8	58	40	24	57	64
	6%	6%	6%	6%	9%	6%	6%	8%	6%	7%
London	536	188	194	142	13	282	189	64	264	265
	27% <i>ei</i>	24%	35% <i>Teij</i>	26% <i>j</i>	15%	28% <i>kl</i>	28%	22%	27%	28%
North East	107	51	27	20	10	53	38	16	51	56
	5%	6%	5%	4%	11% <i>Tf</i>	5%	6%	5%	5%	6%
North West	216	96	51	64	5	110	75	31	114	99
	11%	12%	9%	12%	5%	11%	11%	11%	12%	10%
Scotland	110	53	23	31	3	55	34	21	51	58
	6%	7%	4%	6%	4%	5%	5%	7%	5%	6%
South East	197	67	57	64	9	104	66	26	97	100
	10%	8%	10%	12%	11%	10%	10%	9%	10%	10%
South West	113	54	30	25	4	54	38	21	63	48
	6%	7%	5%	5%	4%	5%	6%	7%	6%	5%
Ulster / Northern Ireland	43	18	3	18	3	22	11	10	24	18
	2% <i>kl</i>	2% <i>f</i>	1%	3% <i>Tf</i>	4% <i>f</i>	2%	2%	3%	2%	2%
Wales	84	29	25	22	8	46	27	11	49	35
	4%	4%	5%	4%	9% <i>ee</i>	5%	4%	4%	5%	4%
West Midlands	183	80	39	53	12	100	59	24	93	88
	9% <i>f</i>	10%	7%	10%	14%	10%	9%	8%	9%	9%
Yorks & Humber	139	59	34	35	11	65	49	25	66	72
	7%	7%	6%	7%	12%	6%	7%	8%	7%	8%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 30

Q18a: Which of the following are you?**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Woman	1120	466	277	322	55	562	387	171	555	553
		57% ^f	59% ^f	51%	60% ^f	56%	58%	58%	56%	58%
Man	812	314	262	205	30	425	273	114	425	384
	41%	39%	48% ^{Teij}	38%	35%	42%	41%	39%	43%	40%
Non-binary	28	14	6	7	1	12	9	7	10	18
	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%
Prefer to use my own term	2	1	-	-	1	1	1	1	1	1
	*	*	-	-	1% ^f	*	*	*	*	*
Prefer not to say	6	1	2	2	1	3	1	2	2	4
	*	*	*	*	1%	*	*	1%	*	*

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Yes	1882	763	526	517	76	969	635	278	963	909
		96%	96%	97%	87%	97%	95%	94%	97%	95%
No	61	27	17	13	4	26	22	13	23	35
	3%	3%	3%	2%	5%	3%	3%	4%	2%	4%
Prefer not to say	25	7	5	6	7	8	13	4	7	15
	1%	1%	1%	1%	8%	1%	2%	1%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
A	281	116	89	75	2	165	73	43	176	101
		14% Cn	15% j	16% j	14% j	16% Tk	11%	15%	18% Tm	11%
B	542	212	159	150	21	303	162	77	281	259
		28% Cn	27%	29%	28%	30% Tk	24%	26%	28%	27%
C1	493	191	124	145	32	232	194	67	231	255
		25% Cn	24%	23%	27%	23%	29% Tk	23%	23%	27%
C2	340	142	94	96	8	161	132	47	164	176
		17% Cn	18%	17%	18%	16%	20%	16%	17%	18%
D	146	53	47	37	9	70	48	29	63	83
		7% Cn	7%	9%	7%	7%	7%	10%	6%	9%
E	165	81	35	32	16	73	60	31	78	84
		8% Cn	10% Tf	6%	6%	7%	9%	11%	8%	9%
NET: AB	824	328	247	225	23	467	236	120	457	360
		42% Cn	41% j	45% j	42% j	47% Tk	35%	41%	46% Tm	38%
NET: ABC1	1317	520	371	370	55	699	430	187	688	615
		67% Cn	65%	68%	69%	70% Tk	64%	64%	69% Tm	64%
NET: C2DE	651	277	176	165	33	304	240	108	305	344
		33% Cn	35%	32%	31%	30%	36% Ck	36%	31%	36% Tm
NET: DE	311	135	83	69	25	143	108	60	141	168
		16% Cn	17%	15%	13%	14%	16%	20% Tk	14%	18%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
A city or large town (including suburbs)	1183	470	356	314	43	638	381	164	619	554
	60% C	59%	65% Tefi	59%	49%	64% TCl	57%	56%	62%	58%
A small town	609	254	150	174	31	289	227	94	293	314
	31% f	32%	27%	33%	36%	29%	34% k	32%	30%	33%
A village, hamlet or isolated dwelling in the countryside	161	70	37	45	9	67	61	33	74	86
	8% k	9%	7%	8%	10%	7%	9%	11% k	7%	9%
Prefer not to say	14	2	4	2	5	9	1	4	7	5
	1% C	*	1%	*	6% Tefi	1%	*	1% C	1%	*
NET: Urban	1793	724	507	489	74	927	608	258	912	869
	91% ij	91%	92% j	91%	84%	92% l	91%	87%	92%	91%
NET: Rural	161	70	37	45	9	67	61	33	74	86
	8% k	9%	7%	8%	10%	7%	9%	11% k	7%	9%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 34

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Small (1-2 people)	600	263	147	155	35	295	206	99	316	282
		31% f	33% f	27%	29%	40% f	29%	31%	34%	29%
Medium (3-4 people)	992	385	297	272	38	533	320	139	498	484
	50%	48%	54% T	51%	43%	53% TC	48%	47%	50%	50%
Large (5+ people)	376	149	104	108	15	174	145	57	179	193
	19%	19%	19%	20%	17%	22% f	19%	18%	20%	

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 35

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
1	620	264	171	164	21	324	212	84	319	296
	31%	33%	31%	31%	24%	32%	32%	29%	32%	31%
2	463	171	147	130	15	253	146	63	235	223
	24%	21%	27%Te	24%	17%	25%	22%	21%	24%	23%
3	145	56	35	48	6	65	55	26	64	78
	7%	7%	6%	9%	7%	6%	8%	9%	6%	8%
4	43	15	15	9	4	19	17	6	21	21
	2%	2%	3%	2%	4%	2%	3%	2%	2%	2%
5+	29	8	14	5	2	11	11	7	12	15
	1%	1%	3%Te	1%	2%	1%	2%	2%	1%	2%
No children in household	669	282	166	181	40	331	230	108	341	326
	34%T	35%	30%	34%	46%TT	33%	34%	37%	34%	34%

Proportions/Mean: Columns Tested (5% risk level) - T/e/t/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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 cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
None	35	20	6	7	3	8	18	9	15	20
	2%	2%	1%	1%	4%	1%	3%k	3%k	2%	2%
1	411	155	132	103	20	180	156	76	209	197
	21%k	19%	24%T	19%	23%	18%	23%k	26%Tk	21%	21%
2	1021	423	278	274	46	592	300	129	536	477
	52%k	53%	51%	51%	52%	59%Tk	45%	44%	54%	50%
3	291	119	79	81	12	129	115	47	131	157
	15%k	15%	14%	15%	14%	13%	17%Tk	16%	13%	16%
4	120	49	24	42	4	60	41	19	57	64
	6%	6%	4%	8%f	5%	6%	6%	7%	6%	7%
5+	90	31	30	28	2	35	41	15	45	45
	5%k	4%	5%	5%	2%	3%	6%Tk	5%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/e/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 37

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**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Most vulnerable	510	195	165	131	20	221	204	86	246	257
		26% Te	30% Te	24%	23%	22%	30% Tk	29% kl	25%	27%
Potentially vulnerable	864	359	235	238	32	452	293	120	413	448
	44%	45%	43%	44%	37%	45%	44%	41%	42%	47% Tm
Least vulnerable	506	222	130	134	19	299	135	71	295	209
	26% Ce	28%	24%	25%	21%	30% Tk	20%	24%	30% Tm	22%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1968	763	578	545	82	947	713	308	955	995
Weighted Base	1968	797	548	536	88*	1003	670	295	993	959
Effective base	1638	642	473	455	70	798	587	257	802	823
Universal Credit (and household has other earnings)	330	132	104	86	8	156	125	49	159	167
	17%	17%	19% <i>j</i>	16%	9%	16%	19%	17%	16%	17%
Employment and Support Allowance (ESA)	230	90	70	58	12	123	80	28	132	97
	12% <i>n</i>	11%	13%	11%	14%	12%	12%	9%	13% <i>Tn</i>	10%
Personal Independence Payment (PIP)	220	87	58	68	8	118	73	29	118	100
	11%	11%	11%	13%	9%	12%	11%	10%	12%	10%
Income Support	176	74	62	39	1	101	62	13	88	86
	9% <i>j</i>	9% <i>j</i>	11% <i>Tij</i>	7%	2%	10% <i>k</i>	9% <i>l</i>	5%	9%	9%
Carer's allowance	170	66	60	38	7	83	66	20	92	76
	9%	8%	11% <i>Ti</i>	7%	8%	8%	10%	7%	9%	8%
Pensions Credit (Guaranteed Credit)	164	62	59	43	-	95	52	17	95	70
	8% <i>j</i>	8% <i>j</i>	11% <i>Tj</i>	8% <i>j</i>	-	10%	8%	6%	10%	7%
Universal Credit (and household has no other earnings)	155	58	59	34	4	82	52	21	79	76
	8%	7%	11% <i>Tej</i>	6%	5%	8%	8%	7%	8%	8%
Income-based Jobseeker's Allowance	115	43	42	30	-	60	43	12	60	55
	6% <i>j</i>	5% <i>j</i>	8% <i>j</i>	6% <i>j</i>	-	6%	6%	4%	6%	6%
Pensions Credit (no Guaranteed Credit)	103	32	37	34	-	52	35	17	57	46
	5% <i>j</i>	4%	7% <i>ej</i>	6% <i>j</i>	-	5%	5%	6%	6%	5%
NET: Any benefit	1050	401	343	278	28	492	389	169	507	533
	53% <i>k</i>	50% <i>j</i>	63% <i>Tejj</i>	52% <i>j</i>	32%	49%	58% <i>Tk</i>	57% <i>kl</i>	51%	56%
Other	62	23	13	19	7	30	21	11	33	26
	3%	3%	2%	4%	8% <i>Tef</i>	3%	3%	4%	3%	3%
None of these	868	379	195	241	52	485	264	118	460	404
	44% <i>lc</i>	48% <i>Tl</i>	36%	45% <i>f</i>	60% <i>Tfj</i>	48% <i>Tcl</i>	39%	40%	46%	42%

Proportions/Means: Columns Tested (5% risk level) - T/e/Ti/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
16 - 17	21	5	5	6	4	10	7	4	10	8
	1%	*	1%	1%	2%Teff	1%	1%	1%	1%	*
18 - 24	1083	399	314	327	43	508	436	139	445	620
		31%km	30%j	36%Teij	31%j	28%	38%Tkj	30%	26%	37%Tm
25 - 34	1130	440	292	348	51	660	342	128	615	502
		33%Clm	33%	34%j	33%	36%TCl	30%	28%	36%Tm	30%
35 - 44	655	273	152	192	38	379	192	84	361	291
		19%Clm	20%	18%	18%	21%TC	17%	18%	21%Tm	17%
45 - 54	308	116	68	101	23	166	91	50	160	145
		9%	8%	10%	12%	9%	8%	11%	9%	9%
55 - 64	185	74	22	65	25	79	66	40	85	95
		5%fk	6%f	3%	6%f	4%	6%	9%TkC	5%	6%
65 +	64	30	10	16	9	29	21	14	29	31
	2%	2%	1%	2%	4%Th	2%	2%	3%Tk	2%	2%
NET: 16-34	2233	844	611	681	98	1178	785	271	1070	1130
		65%lm	63%j	71%Teij	65%j	64%l	68%Tkj	59%	63%	67%Tm
NET: 36-54	963	388	221	293	62	545	284	134	521	436
		28%Clm	29%	26%	28%	30%TC	25%	29%	31%Tm	26%
NET: 55+	249	103	32	81	33	108	87	54	114	126
		7%fk	8%f	4%	8%f	6%	7%	12%TkC	7%	7%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Hearing - Poor hearing, partial hearing, or are deaf	333	133	89	103	8	160	116	57	157	169
		10% k	10% j	10% i	10% j	9%	10%	12% l	9%	10%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	591	226	158	189	18	297	221	74	267	317
		17% m	17% j	18% j	18% j	16%	19% l	16%	16%	19% m
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	325	112	105	96	12	157	122	46	152	171
		9%	8%	12% Tej	9%	9%	11%	10%	9%	10%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	256	93	95	64	5	128	86	42	116	139
		7% j	7% j	11% Tej	6% j	7%	7%	9%	7%	8%
Breathing - Breathlessness or chest pains	456	168	117	151	20	228	160	68	206	247
		13%	13%	14%	14%	12%	14%	15%	12%	15% Tm
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	527	202	149	155	20	259	205	63	253	270
		15% k	15%	17% j	15%	14%	18% l	14%	15%	16%
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, Asperger.s, etc.)	499	193	143	150	13	262	178	59	236	258
		14% j	14% j	17% Tj	14% j	14%	15%	13%	14%	15%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	1120	467	241	366	45	569	403	147	530	578
		32% j	35% Tj	28%	35% j	31%	35% l	32%	31%	34% T
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	322	133	66	106	18	165	110	46	147	169
		9% l	10%	8%	10%	9%	10%	10%	9%	10%
Prefer not to say	260	98	79	60	23	127	94	39	121	129
		8% l	7%	9% Tl	6%	7%	8%	8%	7%	8%
Don't know	46	6	16	17	7	27	12	7	21	22
		1% e	*	2% e	2% e	1%	1%	2%	1%	1%
Nothing	851	341	171	262	76	508	236	106	492	348
		25% f	26% f	20%	25% f	28% Tl	20%	23%	29% Tm	21%
NET: Any limiting characteristic	2289	890	597	715	87	1169	813	307	1070	1192
		66% k	67% j	69% j	68% j	64%	70% l	67%	63%	70% Tm

Proportions/Mean: Columns Tested (5% risk level) - T/e/Ti/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
The service not performing as it should	1054	-	-	1054	-	538	368	149	484	562
						31% ^{efim}			28%	33% tm
A billing, pricing or payment issue	1003	1003	-	-	-	570	301	131	560	430
						29% ^{fjcn}	75% ^{tfj}		31% ^{tc}	26%
									28%	33% tm
A problem relating to the installation or set up of your service	487	-	487	-	-	275	162	50	240	245
						14% ^{eij}	56% ^{teij}		15%	14%
									14%	14%
A problem with a repair to the service	377	-	377	-	-	206	131	39	177	196
						11% ^{eij}	44% ^{teij}		11%	12%
									10%	12%
Dissatisfaction with customer service from a previous occasion or contact	332	332	-	-	-	130	136	67	145	184
						10% ^{fjkm}	25% ^{tfj}		7%	12% ^{tk}
									14% ^{tlk}	8%
									8%	11% tm
Or something else	193	-	-	-	193	113	55	25	99	75
						6% ^{efin}			6%	4%
									6%	4%
SUMMARY:										
Billing and Customer service	1335	1335	-	-	-	700	438	198	705	614
						39% ^{fjm}	100% ^{tfj}		38%	36%
									43% ^t	41% tm
Repairs and Installation	863	-	863	-	-	481	293	89	417	440
						25% ^{eij}	100% ^{teij}		26%	26%
									24%	26%
Service Issues	1054	-	-	1054	-	538	368	149	484	562
						31% ^{efim}			28%	33% tm
									29%	32%
Something else	193	-	-	-	193	113	55	25	99	75
						6% ^{efin}			6%	4%
									6%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 4

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1325	1325	-	-	-	694	433	198	702	606
Weighted Base	1335	1335	-**	-**	-**	700	438	198	705	614
Effective base	1302	1302	-	-	-	682	426	194	689	596
Bill was a lot higher than expected	288	288	-	-	-	171	81	36	163	120
	22%	22%	-	-	-	24%TC	18%	18%	23%	20%
Bill was inaccurate	231	231	-	-	-	135	71	25	122	108
	17%	17%	-	-	-	19%I	16%	13%	17%	18%
Payment issues (including setting up/making a payment, non-direct debit charges)	215	215	-	-	-	120	56	40	123	91
	16%I	16%	-	-	-	17%	13%	20%C	17%	15%
Bill contained items I shouldn't have been charged for	174	174	-	-	-	105	50	18	105	68
	13%	13%	-	-	-	15%TI	12%	9%	15%T	11%
Getting a refund, credit note or cashback	124	124	-	-	-	74	33	17	76	48
	9%	9%	-	-	-	11%	7%	9%	11%	8%
Costs of going above data allowance	103	103	-	-	-	70	26	8	58	45
	8%I	8%	-	-	-	10%TCI	6%	4%	8%	7%
The format of the bill	103	103	-	-	-	58	37	8	59	40
	8%I	8%	-	-	-	8%I	8%	4%	8%	7%
Costs of international and roaming calls	102	102	-	-	-	60	31	11	48	53
	8%	8%	-	-	-	9%	7%	6%	7%	9%
Took too long to resolve issue	97	97	-	-	-	35	43	19	42	52
	7%I	7%	-	-	-	5%	10%TK	9%K	6%	8%
Pre-pay credit lost or not credited to card	95	95	-	-	-	61	31	3	56	37
	7%I	7%	-	-	-	9%TI	7%I	2%	8%	6%
Didn't do what they said they would do	92	92	-	-	-	38	37	17	39	53
	7%I	7%	-	-	-	5%	8%	9%	5%	9%Tm
Gave incorrect information	74	74	-	-	-	33	23	18	37	36
	6%	6%	-	-	-	5%	5%	9%TK	5%	6%
Unable to get through to relevant person	73	73	-	-	-	26	34	13	28	45
	5%I	5%	-	-	-	4%	8%TK	6%	4%	7%Tm
Unable to get through to anyone	73	73	-	-	-	34	29	10	36	35
	5%	5%	-	-	-	5%	7%	5%	5%	6%
Rude/dismissive	69	69	-	-	-	27	23	19	28	41
	5%I	5%	-	-	-	4%	5%	9%TKC	4%	7%Tm
A different issue	34	34	-	-	-	14	8	12	12	22
	3%I	3%	-	-	-	2%	2%	6%TKC	2%	4%Tm

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. ** 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1049	-	-	1049	-	534	370	145	484	556
Weighted Base	1054	-.**	-.**	1054	-.**	538	368	149	484	562
Effective base	1030	-	-	1030	-	524	363	143	475	546
Poor indoor reception/coverage	325	-	-	325	-	145	125	55	117	206
	31%km	-	-	31%	-	27%	34%k	37%k	24%	37%Tm
Service is not consistently available	284	-	-	284	-	136	98	51	118	162
	27%	-	-	27%	-	25%	27%	34%Tk	24%	29%
Poor outside reception/coverage	276	-	-	276	-	128	100	49	110	164
	26%km	-	-	26%	-	24%	27%	33%k	23%	29%Tm
Complete loss of service	262	-	-	262	-	134	91	37	119	140
	25%	-	-	25%	-	25%	25%	25%	25%	25%
Unable to access 4G service	251	-	-	251	-	126	77	48	121	129
	24%	-	-	24%	-	24%	21%	32%Tk	25%	23%
Unable to access 5G service	237	-	-	237	-	127	77	32	101	134
	22%	-	-	22%	-	24%	21%	22%	21%	24%
Problems with calls being disconnected during a call or not connected at all	160	-	-	160	-	76	50	34	61	98
	15%km	-	-	15%	-	14%	14%	23%Tk	13%	17%Tm
Text or voice mails delivered late	108	-	-	108	-	57	37	13	51	57
	10%	-	-	10%	-	11%	10%	9%	10%	10%
Connection speed slower than advertised or led to expect	12	-	-	12	-	6	5	1	5	7
	1%	-	-	1%	-	1%	1%	1%	1%	1%
Poor line quality	7	-	-	7	-	7	-	-	7	-
	1%	-	-	1%	-	1%Tk	-	-	1%Tm	-
Problems with voice over internet (VOIP) telephone calls	4	-	-	4	-	4	1	-	3	2
	*	-	-	*	-	1%	*	-	1%	*
Poor picture quality	2	-	-	2	-	1	2	-	-	2
	*	-	-	*	-	*	*	-	-	*
Unable to get certain channels/content	2	-	-	2	-	1	2	-	-	2
	*	-	-	*	-	*	*	-	-	*
A different issue (please describe it briefly in your own words)	18	-	-	18	-	4	6	8	5	13
	2%k	-	-	2%	-	1%	2%	6%Tk	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used. ** 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	879	-	879	-	-	489	299	91	424	450
Weighted Base	863	-**	863	-**	-**	481	293	89*	417	440
Effective base	860	-	860	-	-	479	292	89	415	440
Switching issues (e.g. problems trying to switch or problems porting your number)	457 53%	-	457 53%	-	-	261 54%	151 51%	45 51%	227 54%	228 52%
Missed/ moved installation appointment	12 1%	-	12 1%	-	-	9 2%	3 1%	-	7 2%	5 1%
Arranging an installation	10 1%	-	10 1%	-	-	4 1%	4 1%	1 1%	3 1%	6 1%
Time taken to install the service	9 1%	-	9 1%	-	-	6 1%	2 1%	1 1%	5 1%	3 1%
Arranging an appointment for an engineer visit	7 1%	-	7 1%	-	-	7 1%TC	-	-	4 1%	3 1%
Time taken to repair a fault	7 1%	-	7 1%	-	-	5 1%	1 *	-	2 1%	3 1%
Missed/moved repair appointment	6 1%	-	6 1%	-	-	5 1%	1 *	-	5 1%	1 *
Complaining about an engineer	5 1%	-	5 1%	-	-	5 1%	1 *	-	3 1%	3 1%
Damage to property during installation	5 1%	-	5 1%	-	-	5 1%	-	-	2 *	3 1%
Damage to property during repair	4 *	-	4 *	-	-	3 1%	2 1%	-	2 1%	2 *
A different issue	375 43%	-	375 43%	-	-	199 41%	133 45%	43 48%	176 42%	197 45%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae 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 mobile phone service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	193	-	-	-	193	113	55	25	98	77
Weighted Base	193	-.**	-.**	-.**	193	113	55*	25**	99*	75*
Effective base	190	-	-	-	190	111	54	25	96	75
Change to your package or service (upgrading or downgrading your service)	57 30% ⁿ	-	-	-	57 30%	41 36% ^T	12 23%	4 17%	41 41% ^{Tn}	13 17%
Keeping your mobile phone number when changing suppliers	39 20%	-	-	-	39 20%	24 21%	11 20%	4 16%	22 22%	13 17%
Complaining about the terms of your contract	36 19% ^m	-	-	-	36 19%	18 16%	14 25%	5 19%	13 13%	17 22%
Service not performing as advertised or as told in store/over the phone	26 13%	-	-	-	26 13%	15 13%	11 20%	-	13 13%	11 14%
Switching issues (e.g. problems trying to switch or problems porting your number)	21 11% ^C	-	-	-	21 11%	15 13%	2 4%	4 17%	10 11%	10 14%
A different issue (please describe it briefly in your own words)	33 17% ^m	-	-	-	33 17%	15 13%	9 16%	9 36%	12 12%	17 23%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Only/mainly on the phone	1221	530	224	389	77	639	393	189	604	606
		35% f	40% Tf	26%	37% f	40% f		41% TkC	35%	36%
Only/mainly via mobile app	460	155	134	154	18	248	166	47	245	207
		13% el	12%	15% Tej	15% ej	9%	14%	14% l	14%	12%
Only/mainly via webchat	459	191	88	155	26	246	135	78	246	210
		13% C	14% f	10%	15% f	13%	12%	17% TlC	14%	12%
Only/mainly via email	329	124	100	84	21	186	123	20	167	160
		10% il	9%	12% Tf	8%	11%	10% l	11% l	10%	9%
Only/mainly via web form	268	96	94	68	9	143	90	35	127	136
		8%	7%	11% Tej	6%	8%	8%	8%	7%	8%
Only/mainly in store	267	93	86	74	15	144	94	29	126	138
		8%	7%	10% Tej	7%	8%	8%	6%	7%	8%
Only/mainly by social media	208	70	57	77	4	111	68	29	89	118
		6% m	5%	7% je	7% ej	2%	6%	6%	5%	7% Tm
Only/mainly by letter	169	61	63	41	4	80	66	23	72	93
		5%	5%	7% Tej	4%	2%	4%	6%	5%	6%
Only/mainly via another contact method	19	6	5	7	1	11	5	3	9	9
		1%	*	1%	1%	1%	*	1%	1%	1%
Don't know	44	8	11	6	19	24	14	7	19	14
		1% ein	1%	1%	1%	10% Tefi	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied	(10) 479	200	107	124	48	479	-	-	414	61
		14% Cln	15% dl	12%	25% Tefl	26% TCl	-	-	24% Tn	4%
9 -	(9) 268	108	73	69	17	268	-	-	203	64
		8% Cln	8%	9%	7%	9%	15% TCl	-	12% Tn	4%
8 -	(8) 536	193	146	172	25	536	-	-	348	184
		16% Cln	14%	17%	13%	29% TCl	-	-	20% Tn	11%
7 -	(7) 548	199	155	172	23	548	-	-	259	283
		16% C	15%	18% j	12%	30% TCl	-	-	15%	17%
6 -	(6) 467	164	123	157	23	-	467	-	184	275
		14% klm	12%	14%	12%	-	40% Tkl	-	11%	16% Tm
5 -	(5) 441	169	106	142	23	-	441	-	148	282
		13% klm	13%	13%	12%	-	38% Tkl	-	9%	17% Tm
4 -	(4) 247	105	64	69	9	-	247	-	58	181
		7% klm	8%	7%	5%	-	21% Tkl	-	3%	11% Tm
3 -	(3) 184	74	38	64	9	-	-	184	37	146
		5% klCm	6%	4%	6%	-	-	40% TkC	2%	9% Tm
2 -	(2) 106	39	22	40	6	-	-	106	19	88
		3% klCm	3%	4%	3%	-	-	23% TkC	1%	5% Tm
1 - Extremely dissatisfied	(1) 169	85	29	45	11	-	-	169	37	127
		5% klCm	6% Tfl	3%	4%	-	-	37% TkC	2%	8% Tm
NET: Dissatisfied	(1-3) 460	198	89	149	25	-	-	460	92	361
		13% klCm	15% f	10%	14% f	-	-	100% TkC	5%	21% Tm
NET: Neutral	(4-6) 1155	438	293	368	55	-	1155	-	390	738
		34% klm	33%	34%	35%	-	100% Tkl	-	23%	44% Tm
NET: Satisfied	(7-10) 1832	700	481	538	113	1832	-	-	1223	593
		53% Cln	52%	56% l	51%	100% TCl	-	-	72% Tn	35%
Mean score	6.46 Cln	6.40	6.60 l	6.35	6.90 Tel	8.37 TCl	5.19 l	2.03	7.52 Tn	5.42
Standard error	0.04	0.07	0.08	0.07	0.19	0.03	0.02	0.04	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - T/e/Tl/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1708	702	424	484	98	1224	393	91	1708	-
Weighted Base	1705	705	417	484	99*	1223	390	92*	1705	-**
Effective base	1676	689	415	475	96	1201	385	90	1676	-
10 - Extremely satisfied (10)	414	179	89	103	42	414	-	-	414	-
	24% C	25%	21%	21%	42% Tefi	34% TC	-	-	24%	-
9 - (9)	203	89	54	47	13	203	-	-	203	-
	12% C	13%	13%	10%	13%	17% TC	-	-	12%	-
8 - (8)	348	135	84	115	15	348	-	-	348	-
	20% C	19%	20%	24% T	15%	28% TC	-	-	20%	-
7 - (7)	259	104	67	76	11	259	-	-	259	-
	15% C	15%	16%	16%	11%	21% TC	-	-	15%	-
6 - (6)	184	79	36	65	4	-	184	-	184	-
	11% kl	11% kl	9%	14% Tfi	4%	-	47% TKl	-	11%	-
5 - (5)	148	64	37	40	7	-	148	-	148	-
	9% kl	9%	9%	8%	7%	-	38% TKl	-	9%	-
4 - (4)	58	20	19	16	3	-	58	-	58	-
	3% k	3%	5%	3%	3%	-	15% TKl	-	3%	-
3 - (3)	37	15	12	8	1	-	-	37	37	-
	2% kl	2%	3%	2%	1%	-	-	40% TK	2%	-
2 - (2)	19	6	6	5	1	-	-	19	19	-
	1% kl	1%	2%	1%	1%	-	-	20% TK	1%	-
1 - Extremely dissatisfied (1)	37	14	13	8	2	-	-	37	37	-
	2% kl	2%	3%	2%	2%	-	-	40% TK	2%	-
NET: Dissatisfied (1-3)	92	35	31	22	4	-	-	92	92	-
	5% kl	5%	7% T	4%	5%	-	-	100% TK	5%	-
NET: Neutral (4-6)	390	162	92	121	14	-	390	-	390	-
	23% kl	23% kl	22%	25% kl	14%	-	100% TKl	-	23%	-
NET: Satisfied (7-10)	1223	507	294	341	81	1223	-	-	1223	-
	72% C	72%	70%	70%	82% Tefi	100% TC	-	-	72%	-
Mean score	7.52 TC	7.58	7.32	7.45	8.18 Tefi	8.63 TC	5.32 l	2.00	7.52	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae 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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied (10)	594	238	135	169	51	520	43	31	464	128
	17% Cln	18%	16%	16%	26% Tefl	28% TCI	4%	7% C	27% Tn	8%
9 - (9)	388	134	108	125	22	309	61	19	246	140
	11% Cln	10%	12%	12%	11%	17% TCI	5%	4%	14% Tn	8%
8 - (8)	591	220	160	183	28	425	132	35	330	255
	17% Cln	16%	19%	17%	15%	23% TCI	11% C	8%	19% Tn	15%
7 - (7)	525	197	133	167	28	289	208	28	214	302
	15% km	15%	15%	16%	15%	16% kl	18% TI	6%	13%	18% Tm
6 - (6)	393	161	105	108	20	134	226	34	152	232
	11% klm	12%	12%	10%	10%	7%	20% TKl	7%	9%	14% Tm
5 - (5)	369	143	81	127	18	68	240	60	140	224
	11% km	11%	9%	12%	9%	4%	21% TKl	13% k	8%	13% Tm
4 - (4)	217	83	57	72	5	39	129	49	62	148
	6% klm	6% j	7% j	7% j	3%	2%	11% TK	11% TK	4%	9% Tm
3 - (3)	147	56	36	47	8	15	69	63	39	105
	4% klm	4%	4%	4%	4%	1%	6% TK	14% TKC	2%	6% Tm
2 - (2)	80	31	20	25	4	8	24	48	16	62
	2% klm	2%	2%	2%	2%	*	2% k	11% TKC	1%	4% Tm
1 - Extremely dissatisfied (1)	113	62	22	24	5	10	13	90	28	83
	3% klCm	5% Tfl	3%	2%	3%	1%	1%	20% TKC	2%	5% Tm
Not applicable	29	11	6	8	4	15	11	3	13	12
	1%	1%	1%	1%	2% T	1%	1%	1%	1%	1%
NET: Dissatisfied (1-3)	340	149	78	95	17	34	105	201	83	250
	10% klm	11% T	9%	9%	9%	2%	9% k	44% TKC	5%	15% Tm
NET: Neutral (4-6)	979	387	243	307	42	242	595	143	354	604
	28% klm	29% j	28%	29% j	22%	13%	52% TKl	31% k	21%	36% Tm
NET: Satisfied (7-10)	2098	789	536	644	129	1542	444	112	1254	825
	61% Cln	59%	62%	61%	67% e	84% TCI	38% C	24%	74% Tn	49%
Mean score	6.91 Cln	6.82	6.96	6.91	7.38 Tefl	8.13 TCI	5.97 C	4.44	7.71 Tn	6.15
Standard error	0.04	0.07	0.08	0.07	0.18	0.04	0.06	0.13	0.05	0.06

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1202	520	226	380	76	628	388	186	596	595
Weighted Base	1221	530	224	389	77*	639	393	189	604	606
Effective base	1181	511	221	373	75	617	381	183	585	585
10 - Extremely satisfied (10)	178	72	31	57	18	163	10	5	150	27
	15% Cln	14%	14%	15%	24% Tef	26% TC	2%	3%	25% Tn	4%
9 - (9)	121	53	33	27	9	102	16	3	75	44
	10% Cln	10%	15% Tf	7%	11%	16% TC	4%	2%	12% Tn	7%
8 - (8)	203	83	39	65	16	155	37	11	129	73
	17% Cln	16%	17%	17%	21%	24% TC	9%	6%	21% Tn	12%
7 - (7)	185	73	36	64	12	115	61	9	94	89
	15% l	14%	16%	17%	15%	18% Tl	16% Cl	5%	16%	15%
6 - (6)	150	62	36	43	8	48	85	17	62	87
	12% km	12%	16%	11%	11%	8%	22% Tkl	9%	10%	14% Tm
5 - (5)	139	67	26	39	7	32	88	19	51	85
	11% km	13%	11%	10%	9%	5%	22% Tkl	10% k	8%	14% Tm
4 - (4)	74	32	10	29	3	13	45	15	15	56
	6% km	6%	4%	7%	4%	2%	12% Tk	8% k	2%	9% Tm
3 - (3)	61	29	4	26	2	4	31	26	11	50
	5% km	6% f	2%	7% l	3%	1%	8% Tk	14% Tkc	2%	8% Tm
2 - (2)	38	16	4	16	1	2	12	24	6	32
	3% km	3%	2%	4%	1%	*	3% k	12% Tkc	1%	5% Tm
1 - Extremely dissatisfied (1)	71	41	6	22	1	4	7	59	8	62
	6% klCm	8% Tfj	3%	6%	1%	1%	2%	31% Tkc	1%	10% Tm
Not applicable	2	2	-	-	-	-	1	1	1	1
	*	*	-	-	-	-	*	1%	*	*
NET: Dissatisfied (1-3)	169	86	14	65	4	11	50	109	25	144
	14% fjkm	16% Tfj	6%	17% lj	6%	2%	13% k	58% Tkc	4%	24% Tm
NET: Neutral (4-6)	363	162	72	111	18	93	219	51	128	227
	30% km	30%	32%	28%	24%	15%	56% Tkl	27% kl	21%	37% Tm
NET: Satisfied (7-10)	687	281	138	213	55	535	123	28	449	234
	56% keCln	53%	61% ke	55%	71% Tef	84% TCkl	31% l	15%	74% Tm	39%
Mean score	6.57 eCln	6.37	7.02 Tef	6.39	7.48 Tef	8.01 TCkl	5.66 l	3.57	7.66 T n	5.49
Standard error	0.07	0.12	0.15	0.13	0.25	0.07	0.10	0.19	0.08	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/l/j - T/k/C/l - T/m/n
Overlap formulae used. * small base

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied (10)	449	177	105	121	46	407	31	11	367	75
	13% CIn	13%	12%	11%	24% Teff	22% TCI	3%	2%	22% Tn	4%
9 - (9)	370	125	102	122	21	300	49	22	241	129
	11% CIn	9%	12%	12%	11%	16% TCI	4%	5%	14% Tn	8%
8 - (8)	540	195	148	162	36	420	101	19	314	221
	16% CIn	15%	17%	15%	19%	23% TCI	9% I	4%	18% Tn	13%
7 - (7)	468	184	124	142	18	283	158	27	242	220
	14% I	14%	14%	13%	9%	15% TI	14% I	6%	14%	13%
6 - (6)	444	175	116	132	21	186	230	28	180	255
	13% klm	13%	13%	13%	11%	10% kl	20% TKl	6%	11%	15% Tm
5 - (5)	420	156	117	124	23	106	258	56	168	243
	12% klm	12%	14%	12%	12%	6%	22% TKl	12% k	10%	14% Tm
4 - (4)	254	96	56	92	11	53	157	44	75	175
	7% klm	7%	6%	9%	6%	3%	14% TKl	10% k	4%	10% Tm
3 - (3)	207	88	45	67	7	43	99	66	52	153
	6% klm	7%	5%	6%	4%	2%	9% TK	14% TKc	3%	9% Tm
2 - (2)	119	54	16	44	5	12	43	65	26	90
	3% klm	4% f	2%	4% f	3%	1%	4% k	14% TKc	2%	5% Tm
1 - Extremely dissatisfied (1)	155	83	25	44	3	11	25	119	32	120
	5% klCm	6% TIj	3%	4%	2%	1%	2% k	26% TKc	2%	7% Tm
Not applicable	20	3	9	6	2	11	5	4	6	10
	1% e	*	1% e	1%	1%	1%	*	1%	*	1%
NET: Dissatisfied (1-3)	482	225	86	156	15	66	166	250	110	363
	14% fjkm	17% TIj	10%	15% Ij	8%	4%	14% k	54% TKc	6%	21% Tm
NET: Neutral (4-6)	1117	427	289	347	54	344	645	128	424	673
	32% klm	32%	33%	33%	28%	19%	56% TKl	28% k	25%	40% Tm
NET: Satisfied (7-10)	1828	681	480	546	122	1411	339	79	1165	645
	53% CIn	51%	56% e	52%	63% TeI	77% TCI	29% I	17%	68% Tn	38%
Mean score	6.48 eCIn	6.31	6.70 TeI	6.39	7.24 Teff	7.76 TCI	5.54 I	3.76	7.37 Tn	5.60
Standard error	0.04	0.07	0.08	0.08	0.17	0.04	0.06	0.12	0.05	0.06

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689	
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691	
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657	
10 - Extremely satisfied (10)	470	200	111	123	37	435	24	11	410	59	
		14% C n	15% i	13%	12%	19% T f i	24% T C I	2%	2%	24% T n	3%
9 - (9)	340	128	88	106	19	297	36	7	250	89	
		10% C n	10%	10%	10%	16% T C I	3%	2%	15% T n	5%	
8 - (8)	541	210	136	166	29	429	102	9	336	198	
		16% C n	16%	16%	15%	23% T C I	9% k	2%	20% T n	12%	
7 - (7)	455	166	119	146	25	281	152	22	221	228	
		13% i	12%	14%	13%	15% T I	13% i	5%	13%	13%	
6 - (6)	447	172	119	131	25	170	248	29	174	266	
		13% k i m	13%	14%	13%	9% i	21% T k i	6%	10%	16% T m	
5 - (5)	454	162	120	144	28	103	300	50	141	303	
		13% k m	12%	14%	14%	6%	26% T k i	11% k	8%	18% T m	
4 - (4)	246	95	63	81	8	60	139	47	63	180	
		7% k m	7%	7%	8%	3%	12% T k	10% T k	4%	11% T m	
3 - (3)	163	64	43	50	6	21	81	60	43	117	
		5% k m	5%	5%	3%	1%	7% T k	15% T k C	3%	7% T m	
2 - (2)	123	48	25	46	4	12	36	74	30	88	
		4% k m	4%	3%	4%	1%	3% k	16% T k C	2%	5% T m	
1 - Extremely dissatisfied (1)	178	83	30	57	9	11	26	142	27	150	
		5% k C m	6% T I	3%	5% f	5%	1%	2% k	31% T k C	2%	9% T m
Not applicable	28	9	10	6	4	12	9	7	10	13	
		1%	1%	1%	1%	1%	1%	2%	1%	1%	
NET: Dissatisfied (1-3)	464	195	97	153	19	44	143	276	100	356	
		13% f k m	15% f	11%	10%	2%	12% k	60% T k C	6%	21% T m	
NET: Neutral (4-6)	1147	428	302	356	61	333	688	126	378	749	
		33% k i m	32%	35%	34%	18%	60% T k i	28% k	22%	44% T m	
NET: Satisfied (7-10)	1807	704	454	540	110	1442	315	50	1216	574	
		52% C n	53%	51%	57%	79% T C I	27% k i	11%	71% T n	34%	
Mean score	6.47	6.47	6.56	6.34	6.87	7.86	5.53	3.30	7.55	5.41	
Standard error	0.04	0.07	0.08	0.08	0.18	0.04	0.05	0.11	0.05	0.06	

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied (10)	618	252	124	188	54	536	62	19	493	122
	18% <i>fCln</i>	19% <i>f</i>	14% <i>f</i>	18% <i>f</i>	28% <i>Tefl</i>	29% <i>TCl</i>	5% <i>f</i>	4% <i>f</i>	29% <i>Tm</i>	7% <i>f</i>
9 - (9)	462	164	128	143	27	336	97	29	277	180
	13% <i>fCln</i>	12% <i>f</i>	15% <i>f</i>	14% <i>f</i>	14% <i>f</i>	18% <i>TCl</i>	8% <i>f</i>	6% <i>f</i>	16% <i>Tm</i>	11% <i>f</i>
8 - (8)	612	239	150	201	23	419	151	41	319	286
	18% <i>fCln</i>	18% <i>f</i>	17% <i>f</i>	19% <i>f</i>	12% <i>f</i>	23% <i>TCl</i>	13% <i>f</i>	9% <i>f</i>	19% <i>f</i>	17% <i>f</i>
7 - (7)	479	191	116	149	24	263	180	36	217	256
	14% <i>fCln</i>	14% <i>f</i>	13% <i>f</i>	14% <i>f</i>	12% <i>f</i>	14% <i>f</i>	16% <i>TCl</i>	8% <i>f</i>	13% <i>f</i>	15% <i>Tm</i>
6 - (6)	387	135	116	115	21	118	226	43	148	231
	11% <i>fCln</i>	10% <i>f</i>	13% <i>Te</i>	11% <i>f</i>	11% <i>f</i>	6% <i>f</i>	20% <i>TCl</i>	9% <i>f</i>	9% <i>f</i>	14% <i>Tm</i>
5 - (5)	367	139	91	115	22	67	232	69	104	258
	11% <i>fCln</i>	10% <i>f</i>	10% <i>f</i>	11% <i>f</i>	12% <i>f</i>	4% <i>f</i>	20% <i>TCl</i>	15% <i>TCl</i>	6% <i>f</i>	15% <i>Tm</i>
4 - (4)	203	75	67	55	7	45	108	50	64	137
	6% <i>fCln</i>	6% <i>f</i>	8% <i>Teij</i>	5% <i>f</i>	4% <i>f</i>	2% <i>f</i>	9% <i>TCl</i>	11% <i>TCl</i>	4% <i>f</i>	8% <i>Tm</i>
3 - (3)	120	50	31	37	2	19	54	47	40	80
	3% <i>fCln</i>	4% <i>f</i>	4% <i>f</i>	4% <i>f</i>	1% <i>f</i>	1% <i>f</i>	5% <i>TCl</i>	10% <i>TCl</i>	2% <i>f</i>	5% <i>Tm</i>
2 - (2)	64	29	14	17	4	6	13	45	12	49
	2% <i>fCln</i>	2% <i>f</i>	2% <i>f</i>	2% <i>f</i>	2% <i>f</i>	*	1% <i>f</i>	10% <i>TCl</i>	1% <i>f</i>	3% <i>Tm</i>
1 - Extremely dissatisfied (1)	103	54	19	29	-	11	18	73	22	79
	3% <i>f</i>	4% <i>Tfj</i>	2% <i>fj</i>	3% <i>fj</i>	-	1% <i>f</i>	2% <i>f</i>	16% <i>TCl</i>	1% <i>f</i>	5% <i>Tm</i>
Not applicable	31	7	10	5	9	11	13	7	9	15
	1% <i>fCln</i>	1% <i>f</i>	1% <i>f</i>	1% <i>f</i>	4% <i>Tefl</i>	1% <i>f</i>	1% <i>f</i>	2% <i>f</i>	1% <i>f</i>	1% <i>f</i>
NET: Dissatisfied (1-3)	287	134	63	83	6	36	86	165	74	208
	8% <i>f</i>	10% <i>Tfj</i>	7% <i>fj</i>	8% <i>fj</i>	3% <i>f</i>	2% <i>f</i>	7% <i>f</i>	36% <i>TCl</i>	4% <i>f</i>	12% <i>Tm</i>
NET: Neutral (4-6)	958	349	273	286	50	230	565	162	316	626
	28% <i>f</i>	26% <i>f</i>	32% <i>Tei</i>	27% <i>f</i>	26% <i>f</i>	13% <i>f</i>	49% <i>TCl</i>	35% <i>TCl</i>	19% <i>f</i>	37% <i>Tm</i>
NET: Satisfied (7-10)	2171	845	517	680	128	1555	490	126	1306	843
	63% <i>fCln</i>	63% <i>f</i>	60% <i>f</i>	65% <i>f</i>	66% <i>f</i>	85% <i>TCl</i>	42% <i>f</i>	27% <i>f</i>	77% <i>Tm</i>	50% <i>f</i>
Mean score	7.07 <i>Cln</i>	7.01	6.97	7.13	7.67 <i>Tefl</i>	8.18 <i>TCl</i>	6.23 <i>f</i>	4.74	7.85 <i>Tm</i>	6.29
Standard error	0.04	0.07	0.08	0.07	0.16	0.04	0.06	0.13	0.05	0.06

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied (10)	570	218	123	178	50	519	37	13	463	104
	17% C i n	16%	14%	17%	26% T e f	28% T C I	3%	3%	27% T n	6%
9 - (9)	398	149	124	105	20	324	60	14	248	144
	12% C i n	11%	14% T e i	10%		18% T C I	5%	3%	15% T n	9%
8 - (8)	552	213	144	165	30	397	127	28	314	234
	16% C i n	16%	17%	16%	15%	22% T C I	11% I	6%	18% T n	14%
7 - (7)	519	197	130	161	30	279	214	26	238	271
	15% I	15%	15%	15%	15%	15% I	18% T C I	6%	14%	16%
6 - (6)	413	132	113	146	21	133	245	34	167	240
	12% k e k i m	10%	13% e	14% T e	11%	7%	21% T C I	7%	10%	14% T n
5 - (5)	373	147	96	112	17	86	228	59	125	241
	11% k m	11%	11%	11%	9%	5%	20% T C I	13% k	7%	14% T n
4 - (4)	216	88	53	69	5	41	117	58	58	154
	6% j k m	7% j	6%	7% j	3%	2%	10% T k	13% T k	3%	9% T m
3 - (3)	141	58	35	42	5	16	67	58	31	106
	4% k m	4%	4%	4%	3%	1%	6% T k	13% T k	2%	6% T m
2 - (2)	94	46	14	31	3	11	30	53	24	68
	3% f k m	3% T f	2%	3%	2%	1%	3% k	12% T k	1%	4% T m
1 - Extremely dissatisfied (1)	138	76	24	34	3	14	15	108	26	111
	4% f k m	6% T f i	3%	3%	2%	1%	1%	24% T k	2%	7% T m
Not applicable	35	9	6	10	10	11	15	8	10	18
	1% k m	1%	1%	1%	5% T e f	1%	1%	2% k	1%	1%
NET: Dissatisfied (1-3)	372	181	73	108	11	41	112	219	81	284
	11% f j k m	14% T f i	8%	10%	6%	2%	10% k	48% T k	5%	17% T m
NET: Neutral (4-6)	1001	368	263	328	43	260	590	151	351	635
	29% j k m	28%	30% j	31% j	22%	14%	51% T C I	33% k	21%	38% T m
NET: Satisfied (7-10)	2038	778	522	609	129	1519	438	81	1263	754
	59% C i n	58%	60%	58%	67% T e i	83% T C I	38% I	18%	74% T n	45%
Mean score	6.82 e C i n	6.66 j	6.93 e	6.81	7.52 T e f i	8.08 T C I	5.94 I	3.95	7.71 T n	5.94
Standard error	0.04	0.07	0.08	0.07	0.17	0.04	0.06	0.12	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied (10)	471	185	108	141	38	426	33	13	391	78
	14% CIn	14%	12%	13%	20% Tef	23% TC	3%	3%	23% Tn	5%
9 - (9)	387	135	113	119	19	310	66	10	253	129
	11% CIn	10%	13% Te	11%	10%	17% TCI	6% I	2%	15% Tn	8%
8 - (8)	542	207	144	165	26	416	100	26	316	220
	16% CIn	15%	17%	16%	14%	23% TCI	9% I	6%	19% Tn	13%
7 - (7)	506	173	133	175	25	291	188	27	236	263
	15% eI	13%	15%	17% Te	13%	16% TI	16% I	6%	14%	16%
6 - (6)	425	161	119	119	25	165	221	39	182	240
	12% kIm	12%	14%	11%	13%	9%	19% TI	8%	11%	14% Tm
5 - (5)	387	148	104	112	22	92	248	47	128	252
	11% kIm	11%	12%	11%	12%	5%	21% TI	10% k	7%	15% Tm
4 - (4)	238	106	55	68	9	54	132	53	68	167
	7% kIm	8%	6%	6%	5%	3%	11% TK	12% TK	4%	10% Tm
3 - (3)	174	78	34	54	9	27	92	55	49	122
	5% kIm	6% f	4%	5%	4%	1%	8% TK	12% TK	3%	7% Tm
2 - (2)	107	44	20	41	2	11	36	61	26	79
	3% kIm	3%	2%	4%	1%	1%	3% k	13% TK	2%	5% Tm
1 - Extremely dissatisfied (1)	156	78	25	49	3	15	23	118	36	119
	5% fj kCm	6% Tfj	3%	5%	2%	1%	2% k	26% TK	2%	7% Tm
Not applicable	52	20	7	12	13	26	15	11	21	23
	2% f	2%	1%	1%	7% Tef	1%	1%	2%	1%	1%
NET: Dissatisfied (1-3)	437	200	79	144	14	53	151	233	110	321
	13% fj kIm	15% Tfj	9%	14% fj	7%	3%	13% k	51% TK	6%	19% Tm
NET: Neutral (4-6)	1050	416	279	299	57	310	601	139	377	658
	30% kIm	31%	32%	28%	29%	17%	52% TKI	30% k	22%	39% Tm
NET: Satisfied (7-10)	1906	699	498	600	109	1443	387	76	1197	689
	55% eCIn	52%	58% e	57% e	57%	79% TCI	34% I	17%	70% Tn	41%
Mean score	6.60 eCIn	6.43	6.78 Te	6.58	7.11 TeI	7.86 TCI	5.71 I	3.80	7.48 Tn	5.72
Standard error	0.04	0.07	0.08	0.08	0.17	0.04	0.06	0.12	0.05	0.06

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied (10)	453	180	111	124	37	406	35	11	370	80
	13%Clm	13%	13%	12%	19%Tel	22%TCI	3%	2%	22%Tm	5%
9 - (9)	404	141	122	121	20	309	75	21	267	132
	12%Clm	11%	14%Tf	11%	10%	17%TCI	6%	5%	16%Tm	8%
8 - (8)	518	198	154	146	19	367	131	20	285	225
	15%Clm	15%	18%Tf	14%	10%	20%TCI	11%Cl	4%	17%Tm	13%
7 - (7)	462	156	135	152	18	272	155	34	231	224
	13%Clm	12%	16%Tf	14%	9%	15%TCI	13%Cl	7%	14%	13%
6 - (6)	376	135	109	107	25	143	203	30	163	209
	11%Clm	10%	13%	10%	13%	8%	18%TCI	6%	10%	12%Tm
5 - (5)	356	129	86	117	25	85	226	45	136	214
	10%Clm	10%	10%	11%	13%	5%	20%TCI	10%Cl	8%	13%Tm
4 - (4)	211	93	45	67	6	58	114	39	54	151
	6%Clm	7%Cl	5%	6%	3%	3%	10%TCI	8%TCI	3%	9%Tm
3 - (3)	144	57	36	48	3	33	75	36	41	101
	4%Clm	4%	4%	5%	2%	2%	7%TCI	8%TCI	2%	6%Tm
2 - (2)	129	63	24	36	6	35	44	50	33	95
	4%Clm	5%TCI	3%	3%	3%	2%	4%TCI	11%TCI	2%	6%Tm
1 - Extremely dissatisfied (1)	269	121	31	107	9	39	71	158	47	218
	8%TCI	9%TCI	4%	10%TCI	5%	2%	6%TCI	34%TCI	3%	13%TCI
Not applicable	125	61	9	31	23	85	25	15	77	43
	4%TCI	5%TCI	1%	3%TCI	12%TCI	5%TCI	2%	3%	5%TCI	3%
NET: Dissatisfied (1-3)	542	241	91	191	19	107	191	244	121	414
	16%TCI	18%TCI	11%	18%TCI	10%	6%	17%TCI	53%TCI	7%	24%TCI
NET: Neutral (4-6)	943	357	239	290	56	286	543	114	353	574
	27%TCI	27%	28%	28%	29%	16%	47%TCI	25%TCI	21%	34%TCI
NET: Satisfied (7-10)	1836	676	523	542	95	1354	396	86	1154	660
	53%TCI	51%	61%TCI	51%	49%	74%TCI	34%TCI	19%	68%TCI	39%
Mean score	6.44TCI	6.28	6.84TCI	6.22	6.88TCI	7.67TCI	5.62TCI	3.65	7.44TCI	5.45
Standard error	0.05	0.08	0.08	0.09	0.20	0.05	0.07	0.13	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
10 - Extremely satisfied (10)	569	218	136	165	50	499	51	19	466	99
	17% <i>CIn</i>	16%	16%	26% <i>Teff</i>	27% <i>TC</i>	4%		27% <i>Tn</i>		6%
9 - (9)	439	162	108	144	25	344	73	21	279	156
	13% <i>CIn</i>	12%	13%	14%	19% <i>TC</i>	6%		16% <i>Tn</i>		9%
8 - (8)	578	226	149	171	31	409	145	24	324	244
	17% <i>CIn</i>	17%	17%	16%	22% <i>TCI</i>	13% <i>I</i>		5%	19% <i>Tn</i>	14%
7 - (7)	511	203	133	152	22	264	202	45	236	269
	15% <i>I</i>	15%	14%	11%	14% <i>I</i>	17% <i>TKI</i>		10%	14%	16%
6 - (6)	425	148	130	125	21	141	241	43	165	253
	12% <i>KIm</i>	11%	15% <i>TeI</i>	12%	11%	8%	21% <i>TKI</i>	9%	10%	15% <i>Tm</i>
5 - (5)	355	131	79	123	23	77	230	49	106	240
	10% <i>KIm</i>	10%	9%	12%	12%	4%	20% <i>TKI</i>	11% <i>K</i>	6%	14% <i>Tm</i>
4 - (4)	200	79	48	66	7	52	96	51	61	136
	6% <i>KIm</i>	6%	6%	6%	3%	3%	8% <i>TK</i>	11% <i>TK</i>	4%	8% <i>Tm</i>
3 - (3)	138	62	34	40	2	27	60	51	29	108
	4% <i>KIm</i>	5% <i>j</i>	4% <i>j</i>	4%	1%	1%	5% <i>TK</i>	11% <i>TK</i>	2%	6% <i>Tm</i>
2 - (2)	74	33	16	23	1	7	24	43	14	58
	2% <i>KIm</i>	3%	2%	2%	*	*	2% <i>k</i>	9% <i>TK</i>	1%	3% <i>Tm</i>
1 - Extremely dissatisfied (1)	136	70	21	42	3	6	23	107	18	116
	4% <i>KCIm</i>	5% <i>Tfj</i>	2%	4%	2%	*	2% <i>k</i>	23% <i>TK</i>	1%	7% <i>Tm</i>
Not applicable	23	3	9	3	8	6	10	7	6	12
	1% <i>KeIm</i>	*	1% <i>el</i>	*	4% <i>Teff</i>	*	1%	1% <i>TK</i>	*	1%
NET: Dissatisfied (1-3)	347	165	72	104	6	39	107	201	61	282
	10% <i>fjKIm</i>	12% <i>Tfj</i>	8% <i>j</i>	10% <i>j</i>	3%	2%	9% <i>k</i>	44% <i>TK</i>	4%	17% <i>Tm</i>
NET: Neutral (4-6)	980	358	257	314	51	270	567	143	333	629
	28% <i>KIm</i>	27%	30%	30%	26%	15%	49% <i>TKI</i>	31% <i>K</i>	20%	37% <i>Tm</i>
NET: Satisfied (7-10)	2096	809	526	633	128	1516	471	109	1305	768
	61% <i>CIn</i>	61%	60%	66%	83% <i>TCI</i>	41% <i>I</i>		24%	77% <i>Tn</i>	45%
Mean score	6.91 <i>eCIn</i>	6.79	7.00	6.87	7.60 <i>Teff</i>	8.08 <i>TCI</i>	6.09 <i>I</i>	4.28	7.84 <i>Tn</i>	5.98
Standard error	0.04	0.07	0.08	0.07	0.16	0.04	0.06	0.13	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689	
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691	
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657	
Courtesy and politeness of advisors	2171	845	517	680	128	1555	490	126	1306	843	
		63% Cln	63%	60%	65% f	85% TCl	42% 	27%	77% Tn	50%	
Ease of finding provider contact details	2098	789	536	644	129	1542	444	112	1254	825	
		61% Cln	59%	62%	61%	67% e	84% TCl	38% 	74% Tn	49%	
Willingness to help resolve your issue	2096	809	526	633	128	1516	471	109	1305	768	
		61% Cln	61%	61%	60%	66%	83% TCl	41% 	77% Tn	45%	
Advisor doing what they said they would do	2038	778	522	609	129	1519	438	81	1263	754	
		59% Cln	58%	60%	58%	67% Tej	83% TCl	38% 	74% Tn	45%	
Logging of query details to avoid having to repeat yourself	1906	699	498	600	109	1443	387	76	1197	689	
		55% eCln	52%	58% e	57% e	79% TCl	34% 	17%	70% Tn	41%	
Offering compensation or a goodwill payment	1836	676	523	542	95	1354	396	86	1154	660	
		53% eCln	51%	61% Tej	51%	49%	74% TCl	34% 	19%	68% Tn	39%
The time taken to handle your issue	1828	681	480	546	122	1411	339	79	1165	645	
		53% Cln	51%	56% e	52%	63% Tej	77% TCl	29% 	68% Tn	38%	
Getting the issue resolved to your satisfaction	1807	704	454	540	110	1442	315	50	1216	574	
		52% Cln	53%	53%	51%	57%	79% TCl	27% 	11%	71% Tn	34%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689	
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691	
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657	
Completely resolved	1705	705	417	484	99	1223	390	92	1705	-	
		49% ^{iCn}	53% ^{Tfi}	48%	46%	51%	67% ^{TCl}	34% ^l	20%	100% ^{Tn}	-
Partly resolved	1312	462	384	409	57	530	610	172	-	1312	
		38% ^{ejkm}	35%	44% ^{Teij}	39% ^{ej}	30%	29%	53% ^{Tkl}	37% ^k	-	78% Tm
Not resolved at all	379	152	57	153	18	63	127	189	-	379	
		11% ^{lkm}	11% ^f	7%	15% ^{Tejl}	9%	3%	11% ^k	41% ^{Tkl}	-	22% Tm
Don't know	50	17	6	9	19	16	27	6	-	-	
		1% ^{flkmn}	1%	1%	10% ^{Tefl}	1%	2% ^{Tk}	1%	-	-	

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 22

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Yes	1476	594	372	420	89	1099	317	60	1476	-
		43% <i>Cl</i> n	44% <i>Cl</i>	43%	40%	60% <i>TC</i> l	27% <i>Cl</i>	13%	87% <i>Tn</i>	-
No	210	105	42	58	5	109	69	32	210	-
		6% <i>n</i>	8% <i>Tf</i> n	5%	3%	6%	6%	7%	12% <i>Tn</i>	-
Don't know	19	6	3	5	5	15	3	1	19	-
		1% <i>n</i>	*	*	*	3% <i>Tef</i> n	1% <i>TC</i>	*	1% <i>Tn</i>	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1708	702	424	484	98	1224	393	91	1708	-
Weighted Base	1705	705	417	484	99*	1223	390	92*	1705	-**
Effective base	1676	689	415	475	96	1201	385	90	1676	-
Yes	1476	594	372	420	89	1099	317	60	1476	-
		84%	89% e	87%	89%	90% TCl	81% l	64%	87%	-
No	210	105	42	58	5	109	69	32	210	-
		12% jk	15% Tfj	10%	12%	9%	18% Tk	35% Tkc	12%	-
Don't know	19	6	3	5	5	15	3	1	19	-
	1%	1%	1%	1%	5% Tefi	1%	1%	1%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae 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 24

**Q13aNEW: How important or not, are each of these communications services to your household at the moment?
Mobile phone service.**

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	3446	1335	863	1054	193	1832	1155	460	1705	1691
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 25

**Q13bNEW: To what extent has this changed as a result of the COVID-19 pandemic?
Mobile phone service.**

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	3446	1335	863	1054	193	1832	1155	460	1705	1691
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 26

**Q13cNEW: Has your willingness to a make a complaint to your communications provider/s increased or decreased as a result of the COVID-19 pandemic?
Mobile phone service**

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	3446	1335	863	1054	193	1832	1155	460	1705	1691
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 27

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**

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689	
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691	
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657	
Contract (with monthly bills)	2660	1054	635	834	137	1466	853	340	1361	1270	
		77% fj Cn	79% fj	74%	79% fj	71%	80% TC	74%	80% Tm	75%	
Pay as you go	741	270	212	210	49	350	282	108	324	403	
		21% km	20%	25% Te	20%	25%	19%	24% TK	24% k	19%	24% Tm
Don't know	46	11	16	11	7	15	19	11	19	18	
		1% ek	1%	2% e	1%	4% Te	1%	2% k	2% Tk	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Employed or self-employed (full-time - 30hrs/wk+)	1947	770	479	613	85	1154	573	220	1093	838
		56% <i>Cl</i> n	58% <i>j</i>	56% <i>j</i>	58% <i>j</i>	63% <i>TCl</i>	50%	48%	64% <i>Tm</i>	50%
Employed or self-employed (part-time - 8-29 hrs/wk+)	742	284	201	216	41	332	306	104	311	423
		22% <i>km</i>	21%	23%	21%	18%	26% <i>Tk</i>	23% <i>k</i>	18%	25% <i>Tm</i>
Homemaker	294	114	75	89	16	120	120	54	107	183
		9% <i>km</i>	9%	9%	8%	7%	10% <i>Tk</i>	12% <i>Tk</i>	6%	11% <i>Tm</i>
Student / under education	246	81	72	74	20	129	87	30	96	140
		7% <i>em</i>	6%	8% <i>e</i>	7%	7%	8%	6%	6%	8% <i>Tm</i>
Temporarily not working (unemployed / illness)	152	61	25	44	22	69	49	33	69	78
		4% <i>j</i>	5% <i>j</i>	3%	4%	4%	4%	7% <i>TkC</i>	4%	5%
Retired	65	25	11	18	10	26	19	20	29	28
		2% <i>k</i>	2%	1%	2%	1%	2%	4% <i>TkC</i>	2%	2%
NET: Employed	2689	1054	680	829	125	1486	879	323	1404	1262
		78% <i>j</i> n	79% <i>j</i>	79% <i>j</i>	79% <i>j</i>	81% <i>TCl</i>	76% <i>j</i>	70%	82% <i>Tm</i>	75%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Up to 10,399 Pounds	355	117	114	99	26	163	128	64	188	161
	10%ek	9%	13%Tel	9%	13%e	9%	11%	14%Tk	11%	10%
10,400-15,599 Pounds	436	171	129	117	20	204	157	74	177	251
	13%km	13%	15%Tl	11%	10%	11%	14%k	16%Tk	10%	15%Tm
15,600-25,999 Pounds	668	258	170	208	31	333	250	84	290	371
	19%kn	19%	20%	20%	16%	18%	22%Tk	18%	17%	22%Tm
26,000-36,399 Pounds	627	244	166	193	25	341	214	71	306	314
	18%kj	18%	19%j	18%	13%	19%	19%	16%	18%	19%
36,400-51,999 Pounds	632	261	142	199	30	358	202	72	344	284
	18%kn	20%	16%	19%	16%	20%	17%	16%	20%Tn	17%
52,000+	538	221	108	186	22	338	140	59	315	218
	16%kCn	17%f	13%	18%Tfj	11%	18%TCl	12%	13%	18%Tm	13%
Don't know	78	22	16	23	17	35	30	13	33	38
	2%	2%	2%	2%	9%TeTfj	2%	3%	3%	2%	2%
Would rather not say	114	42	19	29	23	59	33	21	53	55
	3%l	3%	2%	3%	12%TeTfj	3%	3%	5%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
East Midlands	272 8%	102 8%	72 8%	78 7%	19 10%	143 8%	84 7%	45 10%	142 8%	126 7%
East of England	217 6%	81 6%	47 5%	80 8%T	9 4%	106 6%	71 6%	40 9%Tk	100 6%	112 7%
London	888 26%	321 24%	263 30%Tej	271 26%	34 17%	474 26%	307 27%	107 23%	445 26%	433 26%
North East	183 5%	79 6%	45 5%	45 4%	14 7%	95 5%	59 5%	28 6%	82 5%	96 6%
North West	361 10%	154 12%	78 9%	115 11%	15 8%	201 11%	124 11%	37 8%	183 11%	175 10%
Scotland	197 6%	80 6%	47 5%	60 6%	10 5%	82 4%	79 7%	35 8%	92 5%	100 6%
South East	340 10%	123 9%	71 8%	122 12%T	24 12%	183 10%	110 9%	48 10%	161 9%	177 10%
South West	192 6%	78 6%	51 6%	52 5%	11 6%	103 6%	65 6%	23 5%	95 6%	94 6%
Ulster / Northern Ireland	61 2%	23 2%	11 1%	19 2%	7 4%T	31 2%	20 2%	10 2%	26 2%	33 2%
Wales	132 4%	58 4%	31 4%	32 3%	11 6%l	78 4%	38 3%	16 3%	74 4%	56 3%
West Midlands	364 11%	135 10%	97 11%	106 10%	26 14%	206 11%l	125 11%l	33 7%	178 10%	180 11%
Yorks & Humber	240 7%	101 8%	51 6%	75 7%	13 7%	130 7%	74 6%	37 8%	126 7%	109 6%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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

Table 31

Q18a: Which of the following are you?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Woman	2022	818	479	602	124	1054	698	270	968	1025
	59%fm	61%Tf	55%	57%	64%f	58%	60%	59%	57%	61%Tm
Man	1368	500	366	437	64	760	430	178	719	632
	40%eCn	37%	42%ej	41%j	33%	41%TC	37%	39%	42%Tm	37%
Non-binary	39	12	11	12	4	13	19	7	12	24
	1%km	1%	1%	1%	2%	1%	2%k	2%	1%	1%
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-
Prefer not to say	17	5	7	4	1	5	8	4	6	11
	1%k	*	1%	*	1%	*	1%	1%k	*	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Yes	3296	1289	811	1018	179	1766	1093	437	1655	1602
		96% <i>fjn</i>	97% <i>Tfj</i>	94%	97% <i>fi</i>	93%	96% <i>Tk</i>	95%	97% <i>Tm</i>	95%
No	111	37	42	25	7	49	45	17	40	67
		3% <i>km</i>	3%	5% <i>Tei</i>	2%	4%	3%	4%	2%	4% <i>Tm</i>
Prefer not to say	39	10	11	11	7	17	16	6	10	22
		1% <i>kn</i>	1%	1%	1%	4% <i>Tei</i>	1%	1%	1%	1% <i>kn</i>

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
A	471	165	159	134	13	289	128	54	277	191
		14% Cn	12% j	18% Teij	13% j	16% TCi	11% k	12% l	16% Tm	11% n
B	887	360	214	281	31	480	295	112	432	445
		26% j	27% j	25% j	27% j	26% k	26% C	24% l	25% m	26% n
C1	848	330	203	258	57	465	278	105	428	402
		25% j	25% j	23% j	25% j	25% k	24% C	23% l	25% m	24% n
C2	635	245	149	205	36	329	220	86	302	327
		18% j	18% j	17% j	19% j	18% k	19% C	19% l	18% m	19% n
D	275	118	57	86	14	114	112	49	111	162
		8% km	9% m	7% l	8% n	6% k	10% TK	11% TK	7% m	10% Tm
E	331	118	80	91	42	154	123	54	154	165
		10% k	9% m	9% l	9% n	8% k	11% k	12% k	9% m	10% n
NET: AB	1358	525	374	415	44	769	423	166	709	636
		39% Cn	39% j	43% Tj	39% j	42% TCi	37% C	36% l	42% Tm	38% n
NET: ABC1	2206	855	576	674	101	1234	701	270	1138	1037
		64% CIn	64% j	67% j	64% j	67% TCi	61% C	59% l	67% Tm	61% n
NET: C2DE	1240	480	287	381	92	597	454	189	567	654
		36% km	36% m	33% l	36% n	33% k	39% TK	41% TK	33% m	39% Tm
NET: DE	606	235	138	176	56	268	234	104	265	327
		18% km	18% m	16% l	17% n	15% k	20% TK	23% TK	16% m	19% Tm

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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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

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689	
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691	
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657	
A city or large town (including suburbs)	2096	791	553	655	97	1183	657	255	1087	987	
		61% Cl	59% j	64% Tej	62% j	50%	65% TCl	57%	56%	64% Tm	58%
A small town	1007	393	231	318	66	478	385	145	461	535	
		29% km	29%	27%	30%	34% f	26%	33% Tk	32% k	27%	32% Tm
A village, hamlet or isolated dwelling in the countryside	305	140	72	75	19	155	100	50	142	154	
		9% l	10% Tl	8%	7%	10%	8%	9%	11%	8%	9%
Prefer not to say	38	11	8	7	11	16	12	10	14	16	
		1%	1%	1%	1%	6% Tejl	1%	1%	2% Tk	1%	1%
NET: Urban	3103	1184	784	973	163	1661	1042	400	1548	1522	
		90% kl	89%	91% j	92% Tej	84%	91% l	90%	87%	91%	90%
NET: Rural	305	140	72	75	19	155	100	50	142	154	
		9% l	10% Tl	8%	7%	10%	8%	9%	11%	8%	9%

Proportions/Mean: Columns Tested (5% risk level) - T/e/Ti/j - T/k/C/l - T/m/n
Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 35

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Small (1-2 people)	1096	409	261	343	83	560	366	171	532	546
	32%	31%	30%	33%	43% ^{Tefj}	31%	32%	37% ^{TkC}	31%	32%
Medium (3-4 people)	1701	678	423	518	81	965	534	202	888	794
	49% ^{Cln}	51% ^j	49%	49%	42%	53% ^{TCl}	46%	44%	52% Tm	47%
Large (5+ people)	649	247	180	193	29	306	255	88	285	351
	19% ^{km}	19%	21%	18%	15%	17%	22% ^{Tk}	19%	17%	21% Tm

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used.

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
1	1064	426	292	302	44	616	307	140	541	507
		31% C	32% j	34% Til		34% TC	27%	31%	32%	30%
2	785	303	210	234	37	395	297	93	383	395
	23%	23%	24%	22%	19%	22%	26% Tkl	20%	22%	23%
3	274	112	67	83	13	142	101	31	124	148
	8%	8%	8%	8%	7%	8%	9%	7%	7%	9%
4	65	19	24	17	4	27	25	13	33	30
	2%	1%	3% Te	2%	2%	1%	2%	3% k	2%	2%
5+	48	19	15	11	3	22	20	6	21	23
	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%
No children in household	1210	456	256	406	92	629	405	176	602	589
	35% f	34% f	30%	39% Tef	47% Tefl	34%	35%	38%	35%	35%

Proportions/Mean: Columns Tested (5% risk level) - T/e/Tilj - T/k/C/l - T/m/n
 Overlap formulae used.

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Fieldwork: 2nd November 2022 - 10th January 2023

Table 37

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

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
None	59	18	16	18	8	23	24	12	24	33
	2%	1%	2%	2%	4% Tel	1%	2%	3% k	1%	2%
1	784	304	199	229	52	399	270	115	387	384
	23%	23%	23%	22%	27%	22%	23%	25%	23%	23%
2	1761	685	441	542	93	996	548	217	891	849
	51% C	51%	51%	51%	48%	54% TCl	47%	47%	52%	50%
3	465	175	111	156	24	241	163	61	237	219
	13%	13%	13%	15%	12%	13%	14%	13%	14%	13%
4	216	93	55	60	8	93	93	30	96	118
	6% k	7%	6%	6%	4%	5%	8% Tk	7%	6%	7%
5+	161	60	42	50	9	79	57	24	70	88
	5%	4%	5%	5%	5%	4%	5%	5%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
 Overlap formulae used.

Ofcom - Complaints Handling Tracker - 2022

Fieldwork: 2nd November 2022 - 10th January 2023

Table 38

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**

	Total (T)	Issue				Satisfaction			Complaint resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657
Most vulnerable	986	372	293	272	50	447	383	157	442	533
		29% ^{km}	34% ^{Tej}	26%	26%	24%	33% ^{Tk}	34% ^{Tl}	26%	32% Tm
Potentially vulnerable	1499	584	380	469	65	823	496	180	733	747
		43% ^l	44% ^j	45% ⁱ	34%	45% ^l	43%	39%	43%	44%
Least vulnerable	769	315	156	261	37	467	213	89	444	319
		22% ^{lCn}	24% ^f	18%	25% ^{Tf}	19%	26% ^{TCl}	18%	19%	26% ^{Tn}

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.

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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

	Total (T)	Issue				Satisfaction			Complaint resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3446	1325	879	1049	193	1830	1157	459	1708	1689	
Weighted Base	3446	1335	863	1054	193	1832	1155	460	1705	1691	
Effective base	3381	1302	860	1030	190	1796	1134	451	1676	1657	
Universal Credit (and household has other earnings)	602	240	165	178	18	330	197	74	304	296	
		17% _k	18% _j	19% _j	17% _j	18% _k	17% _C	16% _l	18% _m	17% _n	
Employment and Support Allowance (ESA)	366	132	119	104	11	193	132	41	174	191	
		11% _e	10% _f	14% _{Tej}	10% _e	6% _j	11% _C	11% _C	9% _l	10% _m	11% _n
Personal Independence Payment (PIP)	361	120	101	124	17	188	122	51	180	179	
		10% _e	9% _f	12% _e	12% _e	9% _j	10% _k	11% _C	11% _l	11% _m	11% _n
Carer's allowance	294	107	80	96	11	154	96	44	149	143	
		9% _e	8% _f	9% _f	9% _f	6% _j	8% _C	10% _l	9% _m	8% _n	
Universal Credit (and household has no other earnings)	293	111	92	84	6	159	97	37	143	149	
		9% _j	8% _j	11% _{Tj}	8% _j	3% _j	9% _k	8% _C	8% _l	8% _m	9% _n
Income Support	289	87	93	98	11	157	101	31	153	133	
		8% _e	7% _f	11% _{Tej}	9% _e	6% _j	9% _C	7% _l	9% _m	8% _n	
Pensions Credit (Guaranteed Credit)	258	81	83	90	4	147	77	33	145	109	
		7% _e	6% _j	10% _{Tej}	9% _e	2% _j	8% _C	7% _l	7% _l	9% _{Tn}	6% _n
Income-based Jobseeker's Allowance	202	73	70	56	3	115	72	15	95	106	
		6% _j	5% _j	8% _{Tej}	5% _j	2% _j	6% _l	6% _l	3% _l	6% _m	6% _n
Pensions Credit (no Guaranteed Credit)	157	57	51	45	4	77	66	13	77	79	
		5% _e	4% _f	6% _{Tj}	4% _e	2% _j	4% _C	6% _{Tl}	3% _l	5% _m	5% _n
NET: Any benefit	1910	699	577	564	70	965	677	269	904	989	
		55% _e	52% _j	67% _{Tej}	54% _j	36% _j	53% _k	59% _{Tk}	58% _k	53% _m	58% _{Tn}
Other	94	32	22	24	17	43	39	12	41	50	
		3% _e	2% _f	3% _f	2% _e	9% _{Tej}	2% _j	3% _C	3% _l	2% _m	3% _n
None of these	1460	612	269	469	110	833	445	182	768	662	
		42% _f	46% _{Tl}	31% _f	44% _f	57% _{Tej}	45% _{Tk}	39% _C	40% _l	45% _{Tn}	39% _n

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n
Overlap formulae used.