

	Page	Table	Title	Base Description	Base
●	1	1	S1A. Gender	Base: All respondents	3009
●	2	2	S1B. Is your current gender the same as (or does your current gender align with) your sex assigned at birth?	Base: All respondents	3009
●	3	3	S2. Age	Base: All respondents	3009
●	4	4	S2A. Region	Base: All respondents	3009
●	5	5	Urban/Rural	Base: All respondents	3009
●	6	6	S3A. Which of the following best describes the employment status of the Chief Income Earner in your household?	Base: All respondents	3009
●	7	7	S3B. Does the Chief Income Earner have a private pension / allowance?	Base: All respondents who are retired	822
●	8	8	S4. Which of these services do you or does your household have?	Base: All respondents	3009
●	9	9	S5. Does your household pay line rental in order to receive your fixed broadband service?	Base: All respondents who have a fixed broadband internet	806
●	10	10	Q1. Which, if any, of these services are you the primary or joint decision maker when deciding which provider to use in your home?	Base: All respondents	3009
●	11	11	Q2. Do you receive any of these services from the same provider?	Base: All respondents who have more than one service	2629
●	12	12	Q2. Do you receive any of these services from the same provider?	Base: All respondents	3009
	13	13	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. Summary	Base: All respondents asked	2863
●	14	14	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. mobile phone service	Base: All respondents asked	2863

	Page	Table	Title	Base Description	Base
●	15	15	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. fixed line Phone	Base: All respondents asked	2087
●	16	16	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. fixed Broadband	Base: All respondents asked	2585
●	17	17	Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset. pay TV Service	Base: All respondents asked	1303
	18	18	LSUM. Landline Provider SUMMARY TABLE	Base: All Landline respondents asked	2087
●	19	19	L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>	Base: All Landline respondents	2087
●	20	20	L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>	Base: All Landline respondents	2087
●	21	21	L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>?	Base: All Landline respondents not having the service in a bundle	221
●	22	22	L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>?	Base: All Landline respondents not having the service in a bundle	221
●	23	23	L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?	Base: All Landline respondents	2087
●	24	24	L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?	Base: All Landline respondents	2087
●	25	25	L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.	Base: All Landline respondents	2087
●	26	26	L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.	Base: All Landline respondents	2087
●	27	27	M1. Which of these best describes the mobile phone package you personally use most often?	Base: All Mobile respondents	2863

	Page	Table	Title	Base Description	Base
●	28	28	M1. Which of these best describes the mobile phone package you personally use most often?	Base: All Mobile respondents	2863
	29	29	MSUM. Mobile Provider SUMMARY TABLE	Base: All Mobile respondents asked	2863
●	30	30	M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Mobile>?	Base: All Mobile respondents	2863
●	31	31	M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Mobile>?	Base: All Mobile respondents	2863
●	32	32	M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>?	Base: All Mobile respondents not having the service in a bundle	2195
●	33	33	M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>?	Base: All Mobile respondents not having the service in a bundle	2195
●	34	34	M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <Mobile>?	Base: All Mobile respondents	2863
●	35	35	M4. How satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from <Mobile>?	Base: All Mobile respondents	2863
●	36	36	IN1. Which of these fixed broadband services does your household have?	Base: All Internet respondents	2585
●	37	37	IN1. Which of these fixed broadband services does your household have?	Base: All Internet respondents	2585
	38	38	INSUM. Fixed Broadband Provider SUMMARY TABLE	Base: All Internet respondents asked	2585
●	39	39	IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?	Base: All Internet respondents	2585
●	40	40	IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?	Base: All Internet respondents	2585

	Page	Table	Title	Base Description	Base
●	41	41	IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?	Base: All Internet respondents not having the service in a bundle	466
●	42	42	IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?	Base: All Internet respondents not having the service in a bundle	466
●	43	43	IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?	Base: All Internet respondents	2585
●	44	44	IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?	Base: All Internet respondents	2585
●	45	45	IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?	Base: All Internet respondents	2585
●	46	46	IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?	Base: All Internet respondents	2585
	47	47	PTSUM. Pay TV Provider SUMMARY TABLE	Base: All TV respondents respondents asked	1303
●	48	48	PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?	Base: All TV respondents	1303
●	49	49	PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?	Base: All TV respondents	1303
●	50	50	PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?	Base: All TV respondents not having the service in a bundle	415
●	51	51	PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?	Base: All TV respondents not having the service in a bundle	415
●	52	52	B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?	Base: All Bundle respondents	2201
●	53	53	B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?	Base: All Bundle respondents	2201

	Page	Table	Title	Base Description	Base
●	54	54	B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>?	Base: All Bundle respondents	2201
●	55	55	B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>?	Base: All Bundle respondents	2201
●	56	56	BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?	Base: All respondents	3009
●	57	57	BM2. Which bank do you use for your MAIN current account?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2752
●	58	58	BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by <Bank>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts	2752
●	59	59	BM4. Do you use the same provider for both gas and electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and Electricity supplier	2169
●	60	60	BM5. Which supplier do you use for gas and electricity?	Base: All respondents who use the same provider for both gas and electricity	1943
●	61	61	BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who use the same provider for both gas and electricity	1943

	Page	Table	Title	Base Description	Base
●	62	62	BM7. Which supplier do you use for gas?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	263
●	63	63	BM8. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity	263
●	64	64	BM9. Which supplier do you use for electricity?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	666
●	65	65	BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?	Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity	666
●	66	66	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	97
	67	66	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	92

	Page	Table	Title	Base Description	Base
●	68	67	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	97
	69	67	QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Landline provider	92
	70	68	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	96
	71	68	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	106
●	72	69	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	96
	73	69	QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the mobile service provider	106
●	74	70	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	163
	75	70	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	181
●	76	71	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	163

	Page	Table	Title	Base Description	Base
●	77	71	QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the Broadband provider	181
	78	72	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	60
	79	72	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	51
●	80	73	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	60
	81	73	QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?	Base: All respondents dissatisfied with the overall service provided by the TV provider	51
●	82	74	QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?	Base: All Landline respondents	2087
●	83	75	QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?	Base: All Landline respondents	2087
	84	75	QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?	Base: All Landline respondents	2093
●	85	76	QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?	Base: All Mobile respondents	2863

	Page	Table	Title	Base Description	Base
●	86	77	QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?	Base: All Mobile respondents	2863
	87	77	QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?	Base: All Mobile respondents	2863
●	88	78	QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?	Base: All Broadband respondents	2585
●	89	79	QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?	Base: All Broadband respondents	2585
	90	79	QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?	Base: All Broadband respondents	2590
●	91	80	QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?	Base: All TV respondents	1303
●	92	81	QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?	Base: All TV respondents	1303
	93	81	QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?	Base: All TV respondents	1303
	94	82	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. Summary	Base: All respondents	3009

	Page	Table	Title	Base Description	Base
●	95	83	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. I try to keep up with technology	Base: All respondents	3009
●	96	84	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. My friends tend to come to me if they have questions about technology	Base: All respondents	3009
●	97	85	QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree. I'm as knowledgeable about these technologies as the next person	Base: All respondents	3009
●	98	86	QC2. Which, if any, of these do you use the internet for?	Base: All respondents	3009
	99	87	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree Summary	Base: All respondents	3009
●	100	88	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree Finding a cheaper deal is a priority for me	Base: All respondents	3009

	Page	Table	Title	Base Description	Base
●	101	89	QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree I look out for and use discount codes or discount vouchers whenever I can	Base: All respondents	3009
●	102	90	QC4. What is the total number of people in your household (including yourself and any children)?	Base: All respondents	3009
●	103	91	QC5. What is the total number of children aged under 18 in your household?	Base: All respondents	3009
●	104	92	QC6. Are any other adults in the household working either full time or part time?	Base: All respondents asked	709
●	105	93	QC7. Do we have your permission to ask you about any issues that impact your daily activities or the work you can do?	Base: All respondents	3009
●	106	94	QC8. Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All respondents asked	2915
●	107	94	QC8. Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All respondents asked	2907
●	108	95	QC10. Which one of these bands describes your total household income before tax or any other deductions are made?	Base: All respondents	3009
●	109	96	QBen. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?	Base: All respondents	3009
●	110	97	Benchmarking. Overall Satisfaction with each service provider	Base: All respondents asked	2863

Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 1
S1A. Gender
 Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Male	1464	1464	-	172	240	250	248	240	196	119	1189	139	107	29	434	398	271	361	832	631	515	859	219	839	275	1201	264	402	1008
	49%bbhuy	100%Xb	-	43%	48%	54%Xch	50%h	53%h	42%	54%	48%	51%	61%Xi	43%	55%Xnoqr	45%	44%	51%r	49%n	48%	49%	48%	41%	50%u	54%u	50%xy	43%	47%	49%
Female	1531	-	1531	228	257	211	251	213	271	101	1291	133	69	38	360	490	335	345	850	681	531	931	318	825	234	1176	394	444	1035
	51%aekmx	-	100%xa	57%e	51%	45%	50%	47%	58%Xefg	46%	52%k	49%	39%	57%	45%	55%Xmpq	55%lm	48%	50%em	51%p	50%	52%	59%Xvw	49%	46%	49%	57%xx	52%	50%
Other / prefer to use my own term	11	-	-	4	1	3	-	1	1	1	11	-	-	-	1	1	3	6	3	8	10	1	1	8	1	9	2	6	4
	*t	-	-	1%	*	1%	-	*	*	1%	*	-	-	-	*	*	*	1%q	*	1%	1%xt	*	*	*	*	*	*	1%	*
Prefer not to say	3	-	-	-	1	2	-	-	-	-	3	*	-	-	-	-	2	1	-	3	*	1	3	*	-	3	-	*	3
	*	-	-	-	*	*	-	-	-	-	*	*	-	-	-	-	*	*	-	*	*	*	*	*	-	*	-	*	*

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

Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 2
S1B. Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
 Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Yes	2924	1429	1494	384	490	446	494	440	456	214	2420	262	176	66	770	877	592	683	1648	1276	1023	1768	522	1630	502	2323	601	824	1998
	97% _p	98%	98%	95%	98%	96%	99% _{Xce}	97%	98%	97%	97%	96%	100%	99%	97%	99% _{Xpqr}	97%	96%	98% _p	96%	97%	99% _{Xs}	97%	98%	98%	97%	97%	97%	97%
No	25	5	9	9	4	7	2	2	-	1	22	3	-	6	3	7	9	9	16	18	4	2	16	2	21	4	10	13	
	1% _{at}	*	1%	2% _h	1%	1% _h	*	*	-	1%	1%	1%	-	1%	*	1%	1%	1%	1%	2% _{Xt}	*	*	1%	*	1%	1%	1%	1%	
Prefer not to say	60	30	28	10	5	12	3	12	11	6	51	8	*	1	18	10	12	20	28	32	16	20	16	25	6	45	15	18	39
	2% _{ftv}	2%	2%	3%	1%	3% _f	1%	3% _f	2%	3%	2%	3%	*	1%	2%	1%	2%	3% _n	2%	2%	1%	1%	3%	2%	1%	2%	2%	2%	2%

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 3
 S2. Age
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
16-24	403	172	228	403	-	-	-	-	-	-	351	38	11	4	117	165	68	53	282	121	143	225	137	154	41	334	69	127	266
	13%defghB2%	15%Xkprw	100%XdefghB	-	-	-	-	-	-	-	14%k	14%	6%	6%	15%pr	19%Xopr	11%	7%	17%Xopr	9%p	14%	13%	25%Xw	9%	8%	14%	11%	15%	13%
25-34	499	240	257	-	499	-	-	-	-	-	416	47	27	10	113	160	103	122	273	225	135	328	102	266	86	439	60	163	328
	17%cefgHB6%	17%sy	100%XcefgHB	-	-	-	-	-	-	-	17%	17%	14%	14%	14%	18%	17%	17%	16%	17%	13%	18%Xs	19%	16%	17%	18%Xy	10%	19%	16%
35-44	466	250	211	-	-	466	-	-	-	-	397	40	16	12	108	119	96	143	227	239	146	283	100	250	77	386	80	156	282
	15%bcdfgh7%	14%BqA	100%XcdfghB	-	-	100%XcdfghB	-	-	-	-	16%	15%	9%	18%	14%	13%	16%	20%Xmnqr13%	18%Xnq	14%	16%	19%	15%	15%	16%	13%	18%A	14%	
45-54	489	248	251	-	-	-	499	-	-	-	396	45	42	16	97	152	104	146	249	250	202	270	91	279	96	402	97	167	309
	17%cddeghB7%	16%mqIA	100%XcdeghB	-	-	-	100%XcdeghB	-	-	-	16%	17%	24%	23%	12%	17%mq	17%	20%Xmq	15%	19%Xmq	19%Xt	15%	17%	17%	19%	17%	20%XA	15%	
55-64	454	240	213	-	-	-	-	454	-	-	364	39	40	11	132	127	92	103	259	194	182	262	70	251	101	325	129	129	316
	15%bcdefhB6%	14%x	100%XcdefhB6%	-	-	-	-	100%XcdefhB6%	-	-	15%	14%	23%	16%	17%	14%	15%	14%	15%	15%	17%	15%	13%	15%	20%Xu	14%	21%Xx	15%	15%
65-74	467	196	271	-	-	-	-	-	467	-	385	46	27	10	140	108	103	116	248	219	163	293	31	318	64	334	134	86	361
	16%acdefg3%	18%XaBnuaz	100%Xcdefg3%	-	-	-	-	100%Xcdefg3%	-	-	15%	17%	15%	14%	18%n	12%	17%	16%	15%n	17%n	15%	16%	6%	19%Xuw	13%u	14%	22%Xx	10%	18%Xz
75+	221	119	101	-	-	-	-	-	-	221	185	18	14	5	86	59	45	31	146	75	85	131	9	152	46	170	51	24	187
	7%cddefghp%	7%ruz	100%Xcdefghp%	-	-	-	-	100%Xcdefghp%	-	-	6%	8%	7%	7%	11%Xnpr	7%	7%	4%	9%Xnpr	6%p	8%	7%	2%	9%Xu	9%u	7%	8%	3%	9%Xz
Average Age	47.78cd	48.18	47.49	20.84	30.23c	39.87cd	49.94Xcde	59.67Xcde	69.36Xcde	78.31Xcde	47.41	47.87	52.00Xi	50.17	49.90Xnq	45.10	48.64n	48.01n	47.37n	48.30n	49.20X	47.73	39.23	50.52Xu	49.84u	46.70	51.94Xx	44.19	49.18Xz

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 4
S2A. Region
Base: All respondents

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Wales	177	107	69	11	27	16	42	40	27	14	-	-	-	56	54	33	33	111	66	53	115	28	97	42	109	68	57	118	6%
Scotland	273	139	133	38	47	40	45	39	46	18	-	273	-	79	76	54	62	155	117	109	155	37	177	44	220	53	70	187	9%
NET: England	2493	1189	1291	351	416	397	396	364	385	185	2493	-	-	642	742	516	593	1384	1109	870	1482	457	1362	411	2016	478	697	1709	83%
North East	90	49	39	10	14	15	19	13	17	3	90	-	-	28	27	14	21	55	35	27	60	28	41	17	75	16	23	65	3%
North West	361	194	167	63	62	56	58	53	45	24	361	-	-	95	102	60	103	198	164	143	194	54	196	54	320	41	129	219	11%
Yorkshire and the Humber	190	91	98	36	35	37	26	23	29	4	190	-	-	44	69	32	44	113	76	66	110	26	111	27	140	50	49	135	7%
West Midlands	237	106	130	43	61	32	38	32	23	9	237	-	-	58	54	70	55	112	126	63	167	60	127	27	216	21	76	157	8%
East Midlands	195	92	102	15	37	37	24	31	33	18	195	-	-	50	52	45	48	102	93	82	104	38	104	27	135	60	54	134	7%
East of England	332	133	198	44	43	59	59	42	55	30	332	-	-	65	92	85	90	157	174	126	186	68	194	41	222	109	97	221	11%
London	316	157	157	80	45	60	34	45	41	11	316	-	-	107	104	54	52	211	105	72	210	71	140	67	303	13	96	205	10%
South East	471	210	256	36	68	65	83	89	86	45	471	-	-	107	151	96	117	258	213	176	275	71	273	87	388	82	107	353	17%
South West	301	156	144	26	50	38	56	37	54	40	301	-	-	87	92	60	62	179	122	114	177	42	166	65	216	85	66	219	11%
Northern Ireland	66	29	38	4	10	12	16	11	10	5	-	-	-	66	17	18	7	25	35	32	25	17	35	12	45	22	28	36	2%

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 5
 Urban/Rural
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Urban - Population over 10,000	1310	705	597	230	256	208	206	161	170	79	1100	140	43	26	387	399	227	297	786	524	428	801	236	705	227	1310	-	375	891
Town and Fringe	1080	495	579	104	183	178	196	164	164	91	916	80	66	18	261	305	236	278	566	514	394	627	194	619	180	1080	-	316	722
Village	554	235	317	66	58	74	78	115	115	48	439	38	62	14	132	165	130	126	297	255	212	323	108	302	93	-	554	150	382
Hamlet & Isolated Dwelling	66	29	37	3	2	6	19	14	19	3	38	15	5	8	14	21	18	12	36	30	23	42	2	45	10	-	66	10	55
NET: Urban	2389	1201	1176	334	439	386	402	325	334	170	2016	220	109	45	648	704	463	575	1352	1038	822	1427	430	1324	407	2389	-	691	1613
NET: Rural	620	264	354	69	60	80	97	129	134	51	478	53	68	22	147	187	148	138	333	286	235	365	110	347	103	-	620	160	437

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 6
S3A. Which of the following best describes the employment status of the Chief Income Earner in your household?
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (j)	Scotland (i)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Full-time employment (more than 29 hours a week)	1535	797	733	245	398	339	308	196	48	2	1283	142	81	29	466	470	364	236	936	600	446	989	215	836	357	1300	235	350	1128
Part-time employment (8 - 29 hours per week)	405	154	248	67	46	58	93	87	52	3	344	33	22	6	60	156	105	84	216	189	128	261	118	224	29	301	104	130	258
Retired	741	362	378	10	12	15	26	113	351	216	600	64	62	15	269	179	142	150	448	292	276	445	53	496	118	533	208	137	578
Student	85	27	58	72	8	1	2	2	-	-	76	6	1	2	-	85	-	-	85	-	30	42	41	13	2	56	28	21	62
Not working / Sick / Disabled / Working less than 8 hours per week	242	125	114	10	35	54	70	56	17	-	190	28	11	14	-	-	-	242	-	242	177	55	113	102	4	199	43	214	25
NET: Working	1941	951	981	312	444	396	402	283	100	5	1628	175	103	35	525	627	469	320	1152	789	574	1250	333	1060	386	1601	340	480	1386
NET: Not working	1068	513	550	92	55	69	97	171	368	216	866	98	74	31	269	264	142	392	533	534	482	542	207	611	125	788	280	372	665

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 7
S3B. Does the Chief Income Earner have a private pension / allowance?
Base: All respondents who are retired

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	822	403	417	12	16	14	25	130	407	218	673	75	55	19	305	203	125	188	508	313	312	487	71	554	113	597	225	163	623
Weighted base	741	362	378	10**	12**	15**	26**	113*	351	216*	600	64*	62**	15**	269*	179	142*	150	448	292	276	445	53*	496	118**	533	208	137	578
Yes	633	318	313	5	4	8	19	110	295	191	509	55	55	15	289	179	142	42	448	184	219	399	25	426	117	454	179	93	519
	85%bprsz	88%	83%	50%	36%	52%	75%	98%Xh	84%	89%	85%	86%	88%	96%	100%Xpr	100%Xpr	100%Xpr	28%	100%Xpr	63%p	79%	90%Xs	48%	86%u	99%	85%	86%	68%	90%Xz
No	108	43	65	5	7	7	6	2	55	25	91	9	7	1	-	-	-	108	-	108	57	46	27	70	2	79	29	44	58
	15%gmnqt	12%	17%X	50%	64%	48%	25%	2%	16%g	11%	15%	14%	12%	4%	-	-	-	72%Xmnoqr	-	37%Xmnoq	21%Xt	10%	52%Xv	14%	1%	15%	14%	32%XA	10%
	A																												

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 8
S4. Which of these services do you or does your household have?
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Mobile phone	2966 99%	1443 99%	1511 99%	393 97%	492 99%	461 99%	497 100%	448 99%	462 99%	214 97%	2459 99%	271 99%	171 97%	65 98%	784 99%	878 99%	603 99%	701 98%	1662 99%	1303 98%	1042 99%	1770 99%	528 98%	1651 99%	506 99%	2357 99%	610 98%	840 99%	2020 99%
Landline phone (i.e. home phone)	2052 68% bcdeuz2% Xb xz	1058 95% 94%	987 64%	181 45%	236 47%	271 58% cd	364 73% Xcde	380 84% Xcdef	412 88% Xcdef	209 94% Xcdefg	1692 68%	175 64%	141 80% Xkj	45 68%	588 74% Xnpq	558 63%	422 69%	483 68%	1146 68% n	905 68% n	768 73% Xt	1193 67%	326 60%	1166 70% Xu	349 68%	1557 65%	496 80% Xx	546 64%	1437 70% Xz
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	2833 94% cpu	1388 95%	1432 94%	342 85%	467 94% c	438 94% c	471 94% c	438 97% Xc	459 98% Xcdef	217 98% c	2340 94%	254 93%	173 98%	66 99%	757 95% p	835 94%	583 96% p	656 92%	1593 95%	1239 94% p	1007 95%	1687 94%	473 88%	1587 95% Xu	500 98% Xuv	2240 94%	593 96%	789 93%	1941 95%
Any Pay TV service through satellite, cable or broadband	1417 47% bcnu	743 51% Xb	669 44%	122 30%	237 47% c	221 48% c	241 48% c	226 50% c	255 55% Xc	115 52% c	1156 46%	115 42%	107 60% Xkj	38 58%	418 53% Xnq	375 42%	292 48%	331 46%	793 47% n	623 47%	496 47%	856 48%	225 42%	782 47%	292 57% Xuv	1125 47%	292 47%	403 47%	968 47%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (l)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	806	362	439	144	221	167	120	80	63	11	669	81	34	22	221	247	131	207	468	338	264	498	152	443	145	712	94	254	523
Weighted base	821	343	472	169*	242	174	111*	63*	49*	11**	683	85*	32**	21**	181	285	168*	188	465	355	250	520	162*	439	153	720	101*	260	527
Yes, pay line rental for a fixed line	403	159	241	61	115	105	54	33	30	3	334	40	19	9	93	138	94	78	231	171	121	264	80	223	75	340	62	138	247
	49% _{cpx}	46%	51%	36%	48%	60% _{Xcd}	49%	53%	61% _c	30%	49%	47%	60%	43%	51%	49%	56% _p	42%	50%	48% _p	48%	51%	49%	51%	49%	47%	62% _{Xx}	53%	47%
No	299	149	147	83	75	57	44	20	14	5	245	37	9	9	69	105	46	80	173	126	86	195	58	158	62	280	20	77	207
	36% _{boyz}	44% _{Xb}	31%	49% _{Xdegh}	31%	33%	40%	32%	28%	46%	36%	43%	29%	43%	38%	37%	28%	43% _{or}	37%	35% _o	35%	37%	36%	36%	41%	39% _{Xy}	19%	30%	39% _{Xz}
Don't know	119	34	84	25	52	12	12	10	5	3	104	9	4	3	19	41	28	30	61	58	43	61	24	59	15	100	19	45	73
	14% _{aet}	10%	18% _{Xa}	15%	21% _{Xe}	7%	11%	16%	11%	23%	15%	10%	11%	14%	11%	15%	17%	16%	13%	16%	17%	12%	15%	13%	10%	14%	19%	17%	14%

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Mobile phone	2863 95% _c	1388 95%	1464 96%	358 89%	478 96% _c	447 96% _c	485 97% _{Xc}	436 96% _c	448 96% _c	211 95%	2389 95%	264 97%	166 94%	64 96%	761 96%	845 95%	582 95%	675 95%	1606 95%	1256 95%	995 94%	1721 96% _X	503 93%	1602 96% _X	491 96%	2275 95%	588 95%	798 94%	1964 96%
Landline phone (i.e. home phone)	2093 70% _{bcdnux73%_{Xb}}	1071 70% _{bcdnux73%_{Xb}}	1014 66%	127 32%	261 52% _c	314 67% _{cd}	381 76% _{Xcde}	393 87% _{Xcdef}	408 87% _{Xcdef}	210 95% _{Xcdefg69%}	1715 69%	184 68%	147 83% _{Xij}	47 70%	595 75% _{Xnpq}	580 65%	431 71%	486 68%	1175 70% _n	917 69%	762 72%	1249 70%	319 59%	1205 72% _{Xu}	377 74% _u	1610 67%	483 78% _{Xx}	559 66%	1460 71% _{Xz}
Fixed broadband internet	2590 86% _{bcluz}	1286 88% _b	1292 84%	216 54%	424 85% _c	413 89% _c	454 91% _{Xcd}	425 94% _{Xcde}	443 95% _{Xcdef}	215 97% _{Xcdef}	2119 85%	243 89%	167 95% _{xi}	61 92%	690 87%	751 84%	532 87%	615 86%	1441 86%	1148 87%	910 86%	1562 87%	408 76%	1479 89% _{Xu}	477 93% _{Xuv}	2051 86%	539 87%	694 81%	1799 88% _{Xz}
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	1303 43% _{bcinu}	699 48% _{Xb}	599 39%	77 19%	213 43% _c	205 44% _c	229 46% _c	223 49% _{Xc}	242 52% _{Xcde}	115 52% _c	1051 42%	111 41%	104 59% _{Xij}	37 56% _{ij}	391 49% _{Xnqr}	344 39%	257 42%	310 43%	735 44% _n	567 43%	463 44%	784 44%	190 35%	724 43% _u	280 55% _{Xuv}	1038 43%	265 43%	370 43%	893 44%

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2629	1344	1275	176	373	389	456	504	509	222	2175	239	151	64	799	721	428	680	1520	1108	924	1596	410	1518	489	2085	544	713	1819
Weighted base	2620	1307	1304	216*	431	414	459	434	449	218*	2144	246	167*	63*	712	743	541	623	1456	1164	927	1572	410	1489	477	2084	537	717	1807
Mobile phone	459 18% ^{orA}	239 18%	218 17%	58 27% ^{hB}	73 17%	67 16%	86 19%	81 19%	69 15%	25 12%	378 18%	41 17%	33 20%	8 12%	162 23% ^{Xno}	124 17%	73 13%	100 16%	286 20% ^{Xnor}	173 15%	160 17%	276 18%	71 17%	244 16%	85 18%	362 17%	97 18%	152 21% ^{XA}	286 16%
Landline phone (i.e. home phone)	1865 71% ^{cdewx}	949 73%	909 70%	109 50%	225 52%	275 66% ^{cd}	353 77% ^{Xcde}	347 80% ^{Xcde}	384 86% ^{Xcdef}	171 79% ^{cde}	1531 71%	163 66%	128 77%	43 68%	511 72%	521 70%	381 70%	451 72%	1032 71%	832 71%	705 76% ^{Xt}	1091 69%	289 70%	1100 74% ^{Xw}	301 63%	1440 69%	424 79% ^{Xx}	519 72%	1283 71%
Fixed broadband internet	2097 80% ^{cdx}	1058 81%	1031 79%	120 56%	288 67%	324 78% ^{cd}	387 84% ^{Xcd}	382 88% ^{Xcde}	403 90% ^{Xcdef}	193 89% ^{Xcde}	1711 80%	189 77%	148 89% ^{Xj}	48 77%	581 82%	596 80%	411 76%	507 82% ^r	1177 81%	919 79%	749 81%	1260 80%	322 79%	1207 81%	393 82%	1633 78%	464 86% ^{Xx}	569 79%	1456 81%
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	904 35% ^{cny}	474 36%	429 33%	45 21%	141 33%	135 33%	171 37% ^c	151 35% ^c	171 38% ^c	90 41% ^c	747 35%	82 33%	51 31%	25 39%	270 38% ^{nq}	220 30%	170 31%	244 39% ^{Xnoqr}	490 34% ⁿ	414 36% ⁿ	332 36%	537 34%	144 35%	506 34%	185 39%	755 36% ^{Xy}	149 28%	265 37%	611 34%
None of these	457 17% ^{ghmy}	210 16%	246 19%	66 31% ^{XfghB}	132 31% ^{XefghB}	83 20% ^{ghB}	67 15% ^h	48 11%	40 9%	22 10%	370 17%	55 22% ^k	17 10%	14 23%	95 13%	137 18% ^q	119 22% ^{Xmq}	106 17%	232 16%	225 19% ^{mp}	147 16%	278 18%	76 19%	256 17%	79 17%	391 19% ^{Xy}	65 12%	109 15%	324 18%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 12
Q2. Do you receive any of these services from the same provider?
Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits												
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)											
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047											
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050											
Mobile phone	782	366	412	210	130	108	121	96	87	29	668	63	39	12	229	245	131	176	474	307	262	464	186	399	109	619	163	264	488											
	26% ^A	gh	Bor	25%																																				
Landline phone (i.e. home phone)	1872	953	912	110	228	277	353	348	385	171	1537	164	128	43	512	522	383	454	1034	837	706	1095	293	1102	302	1447	425	524	1285											
	62%	bcd	nux	35%	Xb																																			
Fixed broadband internet	2144	1081	1053	146	294	332	390	385	403	194	1753	192	151	48	594	615	419	516	1209	934	769	1284	332	1229	400	1667	477	581	1490											
	71%	bcd	ux	74%	Xb																																			
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	916	478	436	54	143	135	172	151	171	90	757	82	52	25	272	225	172	247	497	419	338	540	146	510	186	762	153	269	617											
	30%	bcny	33%	28%																																				
None of these	457	210	246	66	132	83	67	48	40	22	370	55	17	14	95	137	119	106	232	225	147	278	76	258	79	391	65	109	324											
	15%	ghy	14%	16%	16%	h	26%	Xc	efgh	18%	gh	13%	h	10%	8%	10%	15%	20%	Xk	10%	22%	k	12%	15%	20%	Xmq	15%	14%	17%	Xmp	14%	16%	14%	15%	15%	16%	Xy	11%	13%	16%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 13

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

Summary

Base: All respondents asked

	Services			
	mobile phone service	fixed line Phone	fixed Broadband	pay TV Service
Unweighted base	2863	2087	2585	1303
Weighted base	2863	2093	2590	1303
BT	107 4%	573 27%	644 25%	129 10%
EE	605 21%	58 3%	116 4%	-
giffgaff	198 7%	6	5	-
O2	510 18%	-	-	-
Plusnet	-	90 4%	101 4%	-
Post Office	-	-	-	-
Sky	113 4%	515 25%	643 25%	747 57%
TalkTalk	-	203 10%	256 10%	70 5%
Tesco Mobile	214 7%	-	-	-
Three	335 12%	-	-	-
Virgin Media / Mobile	134 5%	353 17%	559 22%	268 21%
Vodafone	430 15%	81 4%	101 4%	-
Other provider	218 8%	213 10%	165 6%	89 7%

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 14
**Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset.
 mobile phone service**
Base: All respondents asked

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	2863	1427	1424	294	424	425	489	510	508	213	2385	260	152	66	855	807	458	742	1662	1200	994	1734	489	1632	505	2286	577	796	1964	
Weighted base	2863	1388	1464	358	478	447	485	436	448	211*	2369	264	166*	64*	761	845	582	675	1606	1256	995	1721	503	1602	491	2275	588	798	1964	
BT	107	55	53	14	15	10	17	19	23	9	91	11	6	*	38	29	20	21	67	40	38	64	19	66	17	82	26	38	68	
	4%	4%	4%	4%	3%	2%	3%	4%	5%	4%	4%	4%	3%	1%	5%	3%	3%	3%	4%	3%	4%	4%	4%	4%	3%	4%	4%	5%	3%	
EE	605	269	334	64	111	91	108	116	79	35	483	56	60	6	183	179	130	112	361	243	184	386	82	341	123	459	146	148	439	
	21% ^{ipux}	19%	23%	16%	23%	20%	22%	27% ^{Xh}	18%	17%	20%	21%	36% ^{Xji}	10%	24% ^p	21%	22% ^p	17%	23% ^p	19% ^p	18%	22%	16%	21%	25% ^u	20%	25%	19%	22%	
giffgaff	198	91	103	23	34	24	39	35	35	7	168	17	7	5	48	66	29	54	115	83	81	108	33	109	40	162	35	56	136	
	7%	7%	7%	7%	7%	5%	8%	8%	8%	3%	7%	7%	4%	9%	6%	8%	5%	8% ^r	7%	7%	8%	6%	7%	7%	8%	7%	6%	7%	7%	
O2	510	216	294	49	89	92	76	83	92	30	409	48	29	24	118	151	111	131	269	241	185	297	97	290	75	380	130	143	351	
	18% ^{ax}	16%	20% ^{Xa}	14%	19%	21%	16%	19%	20%	14%	17%	18%	18%	38% ^{Xjk}	15%	18%	19%	19%	17%	19%	19%	17%	19%	18%	15%	17%	22% ^{Xx}	18%	18%	
Plusnet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	113	49	63	17	29	17	20	14	11	4	94	9	7	3	26	34	16	37	60	53	39	61	29	56	13	89	24	39	71	
	4%	4%	4%	5%	6% ^{Xh}	4%	4%	3%	3%	2%	9%	4%	4%	4%	3%	4%	3%	5% ^{Xr}	4%	4%	4%	4%	6%	3%	3%	3%	4%	4%	5%	4%
TalkTalk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
tesco Mobile	214	100	111	22	21	22	27	21	46	53	189	14	9	2	63	47	55	49	110	104	79	133	36	124	42	172	41	49	154	
	7% ^{dn}	7%	8%	6%	4%	5%	6%	5%	10% ^{Xdefg}	25% ^{Xcdefgh}	8%	5%	5%	3%	8%	6%	9% ⁿ	7%	7%	8%	8%	8%	7%	8%	9%	8%	7%	6%	8%	
Three	335	194	140	42	67	69	60	40	42	15	274	37	18	6	67	96	75	97	163	172	114	202	77	194	39	291	43	120	204	
	12% ^{bcyA}	14% ^{Xb}	10%	12%	14%	16% ^{Xgh}	12%	9%	9%	7%	12%	14%	11%	9%	9%	11%	13%	14% ^{Xmq}	10%	14% ^{Xmq}	11%	12%	15% ^w	12%	8%	13% ^{Xy}	7%	15% ^{XA}	10%	
Virgin Media / Mobile	134	72	61	10	23	23	26	23	22	7	113	15	4	2	36	35	30	32	71	63	44	84	18	74	29	118	15	28	96	
	5%	5%	4%	3%	5%	5%	5%	5%	5%	3%	5%	6%	2%	3%	5%	4%	5%	5%	4%	5%	4%	5%	4%	5%	6%	5% ^X	3%	4%	5%	
Vodafone	430	231	199	81	58	63	81	51	61	35	368	35	16	11	133	138	70	90	271	160	165	244	64	227	82	346	84	124	297	
	15% ^r	17%	14%	23% ^{Xdegh}	12%	14%	17%	12%	14%	17%	16%	13%	10%	17%	17% ^r	16%	12%	13%	17% ^{Xor}	13%	17%	14%	13%	14%	17%	15%	14%	16%	15%	
Other provider	218	111	105	34	33	35	32	33	37	14	182	20	10	5	50	69	46	52	119	98	66	143	49	121	30	175	43	53	148	
	8%	8%	7%	9%	7%	8%	7%	8%	8%	7%	8%	8%	6%	8%	7%	8%	8%	8%	7%	8%	7%	8%	10%	8%	6%	8%	7%	7%	8%	

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Yes (t)	No (u)	Most vulnerable (v)	Potential y vulnerable (w)	Least vulnerable (x)	Urban (y)	Rural (z)	Yes (A)	No (B)	
Unweighted base	2087	1078	1001	91	217	291	372	446	458	212	1733	181	126	47	650	566	341	529	1216	870	739	1272	317	1216	393	1604	483	542	1467	
Weighted base	2093	1071	1014	127**	261	314	381	393	408	210*	1715	184	147*	47*	595	580	431	486	1175	917	762	1249	319	1205	377	1610	483	559	1460	
BT	573	287	284	21	71	80	99	117	138	47	452	60	44	17	172	153	129	119	325	248	214	333	78	332	103	385	188	140	410	
	27% _x	27%	28%	16%	27%	25%	26%	30%	34% _{Xef}	22%	26%	33%	30%	35%	29%	26%	30%	25%	28%	27%	28%	27%	25%	28%	27%	24%	39% _{Xx}	25%	28%	
EE	58	26	32	3	3	6	10	15	13	7	47	6	4	*	19	16	10	13	35	22	17	40	7	35	13	44	14	18	38	
	3%	2%	3%	2%	1%	2%	3%	4%	3%	4%	3%	3%	3%	1%	3%	3%	2%	3%	3%	2%	2%	3%	2%	3%	4%	3%	3%	3%	3%	
giffgaff	6	1	5	-	2	-	2	-	1	1	6	-	-	1	3	3	*	-	6	*	2	2	-	4	2	4	2	3	3	
	*	*	*	-	1%	-	1%	-	*	*	*	-	-	1%	1%	*	*	-	*	*	*	*	-	*	*	*	*	*	*	*
O2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	90	40	50	1	7	14	16	24	20	8	71	9	7	3	22	26	19	23	48	42	24	64	13	50	19	59	30	17	71	
	4%	4%	5%	1%	3%	4%	4%	6%	5%	4%	4%	5%	5%	6%	4%	5%	5%	5%	4%	5%	3%	5%	4%	4%	5%	4%	6%	3%	5%	
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	515	260	253	37	78	83	112	86	80	40	416	44	42	14	140	129	105	142	269	247	189	306	95	295	87	406	109	151	353	
	25% _h	24%	25%	29%	30% _h	26%	29% _{Xh}	22%	20%	19%	24%	24%	29%	30%	23%	22%	24%	29% _{Xnq}	23%	27%	25%	24%	30%	29%	23%	25%	23%	27%	24%	
TalkTalk	203	105	98	24	19	26	26	36	42	29	182	13	5	2	40	60	52	50	100	102	68	125	47	113	27	153	50	51	147	
	10%	10%	10%	19%	7%	8%	7%	9%	10%	14%	11% _X	7%	4%	4%	7%	10% _q	12% _m	10%	9%	11%	9%	10%	15% _{Xw}	9%	7%	9%	10%	9%	10%	
Tesco Mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Three	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media / Mobile	353	172	179	14	48	54	67	59	72	40	296	36	13	8	91	109	58	94	201	152	152	189	50	215	57	326	27	100	240	
	17% _{ty}	16%	18%	11%	18%	17%	18%	15%	18%	19%	17%	20%	9%	16%	15%	19%	13%	19% _r	17%	17%	20% _{Xt}	15%	16%	18%	15%	20% _{Xy}	6%	18%	16%	
Vodafone	81	44	38	4	12	17	23	14	11	2	72	6	3	1	24	30	15	12	54	27	21	60	9	48	20	68	14	19	55	
	4%	4%	4%	3%	4%	5%	6% _h	4%	3%	1%	4%	3%	2%	3%	4%	5%	4%	2%	5%	3%	3%	5%	3%	4%	5%	4%	3%	3%	4%	
Other provider	213	135	77	24	21	35	41	31	35	172	11	28	2	83	55	43	33	138	75	75	131	20	112	48	165	48	60	144		
	10% _{bfpr}	13% _{Xb}	8%	19%	8%	11%	7%	11%	8%	17% _{fh}	10%	6%	19% _{Xjil}	3%	14% _{Xpr}	9%	10%	7%	12% _{npr}	8%	10%	10%	6%	9%	13%	10%	10%	11%	10%	

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	2585	1326	1247	179	365	383	448	490	500	220	2139	234	150	62	787	715	416	666	1502	1082	907	1573	404	1492	485	2049	536	701	1786	
Weighted base	2590	1286	1292	216*	424	413	454	425	443	215*	2119	243	167*	61*	690	751	532	615	1441	1148	910	1562	408	1479	477	2051	539	694	1799	
BT	644	319	323	53	97	94	100	115	143	43	500	72	50	21	188	182	141	133	370	274	248	371	102	373	107	439	205	172	442	
EE	116	58	58	5	14	13	21	36	19	8	88	8	19	2	42	29	18	26	71	44	28	82	16	61	33	81	36	31	80	
giffgaff	5	1	4	-	2	-	2	-	1	*	4	-	-	1	3	2	-	-	5	-	2	1	-	4	1	3	2	3	2	
O2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	101	43	57	2	8	16	16	25	24	10	83	7	7	3	24	29	23	25	53	48	30	69	13	61	19	69	32	20	79	
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	643	310	331	60	106	99	130	94	91	64	528	54	45	16	181	165	122	175	347	297	226	388	106	351	132	517	127	186	445	
TalkTalk	256	131	125	31	40	39	33	40	44	29	225	20	9	3	53	76	64	63	129	127	83	159	57	136	37	202	54	67	184	
Tesco Mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Three	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media / Mobile	559	289	264	52	118	96	99	73	78	43	470	60	18	11	140	179	98	141	319	240	209	319	82	321	107	530	29	145	386	
Vodafone	101	49	52	9	17	20	27	14	13	1	84	11	3	3	27	33	22	19	60	41	28	71	12	57	24	82	19	28	66	
Other provider	165	86	79	4	23	35	27	29	31	16	137	11	16	2	32	56	44	34	88	77	56	102	21	115	17	129	36	41	115	

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 17
Q3. Please indicate which company you pay for this service, not the brand of your set top box or handset.
pay TV Service
Base: All respondents asked

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	1303	709	589	92	190	192	225	246	255	103	1075	108	86	34	432	345	202	323	777	525	475	772	200	726	267	1053	250	379	879	
Weighted base	1303	699	599	77*	213	205	229	223	242	115**	1051	111*	104*	37**	391	344	257	310	735	567	463	784	190	724	280*	1038	265	370	893	
BT	129	69	60	13	20	15	23	26	24	7	108	8	8	5	48	33	26	22	81	48	38	84	22	69	29	104	25	37	86	
	10%	10%	10%	17%e	9%	7%	10%	12%	10%	6%	10%	8%	8%	13%	12%	9%	10%	7%	11%	8%	8%	11%	12%	10%	10%	10%	9%	10%	10%	
EE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
giffgaff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
O2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	747	406	339	36	131	117	136	129	133	64	584	59	78	25	229	183	157	177	413	333	245	469	110	401	176	565	182	213	514	
	57%isx	58%	57%	47%	62%	57%	59%	58%	55%	56%	56%	53%	75%Xj	67%	59%	53%	61%	57%	56%	59%	53%	60%	58%	55%	63%	54%	69%Xx	57%	58%	
TalkTalk	70	35	35	10	7	10	8	10	18	8	62	5	3	1	18	25	11	16	43	27	29	40	9	39	11	56	15	19	50	
	5%	5%	6%	13%Xdefg	3%	5%	4%	5%	8%	7%	6%	4%	2%	4%	5%	7%	4%	5%	6%	5%	6%	5%	5%	5%	4%	5%	5%	5%	5%	
Tesco Mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Three	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media / Mobile	268	137	131	15	42	40	46	46	51	28	228	30	5	5	72	73	48	75	145	123	120	139	43	159	45	246	23	75	183	
	21%kty	20%	22%	19%	20%	19%	20%	21%	24%	22%k	27%k	5%	14%	18%	21%	19%	24%	20%	22%	26%Xt	18%	23%	22%	16%	24%Xy	9%	20%	21%		
Vodafone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other provider	89	53	35	3	13	24	15	11	15	8	70	9	10	1	23	31	15	20	54	35	30	53	6	56	20	68	21	26	60	
	7%u	8%	6%	4%	6%	12%X	7%	5%	6%	7%	7%	8%	10%	2%	6%	9%	6%	7%	7%	6%	6%	7%	3%	8%u	7%	7%	8%	7%	7%	

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 18
LSUM. Landline Provider SUMMARY TABLE
Base: All Landline respondents asked

	L. Summary			
	Overall Satisfaction	Value Satisfaction	Reliability Satisfaction	Clarity Satisfaction
Unweighted base	2087	221	2087	2087
Weighted base	2093	228	2093	2093
Very satisfied	805 38%	77 34%	1059 51%	972 46%
Fairly satisfied	806 39%	79 35%	697 33%	696 33%
Neither satisfied nor dissatisfied	360 17%	42 18%	225 11%	225 11%
Fairly dissatisfied	60 3%	22 10%	27 1%	50 2%
Very dissatisfied	32 2%	4 2%	21 1%	22 1%
NET: Satisfied	1612 77%	156 68%	1756 84%	1669 80%
NET: Dissatisfied	92 4%	26 11%	48 2%	72 3%
Don't know	30 1%	4 2%	64 3%	127 6%
Mean	1.11	0.91	1.35	1.30
Standard deviation	0.90	1.04	0.81	0.85
Standard error	0.02	0.07	0.02	0.02

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 19
L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>
Base: All Landline respondents

Total (X)	Landline providers								Landline bundle		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)	
Unweighted base	2087	533	163	232	329	239	331	102	158	1866	221
Weighted base	2093	573	58	90	515	203	353	81*	219*	1865	228*
Very satisfied	805 38%f	208 36%f	30 51%Xadef	42 47%Xadf	195 38%f	74 37%	97 28%	31 38%f	128 58%Xadefs	708 38%	97 43%
Fairly satisfied	806 39%c	236 41%c	23 39%	28 31%	204 40%	74 37%	149 42%c	31 39%	61 28%	737 40%	69 30%
Neither satisfied nor dissatisfied	360 17%b	100 17%b	3 5%	16 18%b	90 17%b	38 19%b	77 22%Xb	14 17%b	22 10%	311 17%	49 21%
Fairly dissatisfied	60 3%	11 2%	2 3%	1 1%	16 3%	6 3%	18 5%Xac	1 1%	5 2%	57 3%	3 1%
Very dissatisfied	32 2%	12 2%	-	1 1%	4 1%	5 3%	7 2%	-	2 1%	27 1%	5 2%
NET: Satisfied	1612 77%f	444 78%f	53 90%Xacdef	70 78%	399 77%f	149 73%	246 70%	63 77%	189 86%f	1445 77%	167 73%
NET: Dissatisfied	92 4%	23 4%	2 3%	2 2%	20 4%	11 6%	25 7%Xcs	1 1%	7 3%	83 4%	8 4%
Don't know	30 1%	6 1%	1 2%	2 2%	7 1%	5 2%	4 1%	4 4%Xaf	2 1%	26 1%	4 2%
Mean	1.11f	1.09f	1.42Xacdef	1.24Xf	1.12f	1.04	0.89	1.20f	1.41Xadef	1.11	1.12
Standard deviation	0.90	0.89	0.72	0.88	0.86	0.97	0.94	0.78	0.84	0.89	0.95
Standard error	0.02	0.04	0.06	0.06	0.05	0.06	0.05	0.08	0.07	0.02	0.06

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 20
L1. In terms of your landline service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Landline>
Base: All Landline respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Yes (t)	No (u)	Most vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	2087	1078	1001	91	217	291	372	446	458	212	1733	181	126	47	650	566	341	529	1216	870	739	1272	317	1216	393	1604	483	542	1467
Weighted base	2093	1071	1014	127**	261	314	381	393	408	210*	1715	184	147*	47*	595	580	431	486	1175	917	762	1249	319	1205	377	1610	483	559	1460
Very satisfied	805	433	370	67	68	101	120	146	186	117	659	67	64	16	246	201	170	186	447	357	319	468	101	461	162	623	183	226	551
	38%defu	40%	37%	53%	26%	32%	32%	37% ^d	45% ^{Xdefg}	56% ^{Xdefg}	38%	36%	43%	34%	41%	35%	40%	38%	38% ^{ln}	39%	42%	37%	32%	38%	43% ^u	39%	38%	41%	38%
Fairly satisfied	806	380	425	40	127	127	146	145	154	67	669	72	45	20	213	230	170	193	443	363	254	513	144	465	132	605	201	201	574
	39% ^{es}	35%	42% ^{Xa}	31%	49% ^{XfghB}	40%	38%	37%	38%	32%	39%	39%	31%	43%	36%	40%	40%	40%	38%	40%	33%	41% ^{Xs}	45% ^X	39%	35%	38%	42%	36%	39%
Neither satisfied nor dissatisfied	360	195	161	18	47	67	77	78	51	20	292	34	25	8	112	110	65	72	222	137	134	209	56	205	63	291	69	94	257
	17% ^{hr}	18%	16%	14%	18%	21% ^{hB}	20% ^{hB}	20% ^{hB}	13%	10%	17%	19%	17%	18%	19%	19%	15%	15%	19%	15%	18%	17%	18%	17%	18%	14%	14%	17%	18%
Fairly dissatisfied	60	33	27	-	5	6	24	12	8	5	44	6	9	1	12	19	8	21	31	29	31	26	12	37	8	45	15	26	31
	3% ^{IA}	3%	3%	-	2%	2%	6% ^{Xdeh}	3%	2%	2%	3%	3%	6%	2%	2%	3%	2%	4% ^{Xr}	3%	3%	4%	2%	4%	3%	2%	3%	3%	5% ^A	2%
Very dissatisfied	32	16	16	-	4	6	6	8	8	*	22	3	5	1	8	7	9	9	14	17	14	15	3	21	6	23	9	5	25
	2%	1%	2%	-	2%	2%	2%	2%	2%	*	1%	2%	3%	3%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%
NET: Satisfied	1612	812	795	107	196	228	266	291	340	184	1327	139	109	36	459	431	341	379	890	720	574	981	245	926	294	1228	384	427	1125
	77% ^f	76%	78%	84%	75%	73%	70%	74%	83% ^{Xdefg}	88% ^{Xdefg}	77%	76%	74%	77%	77%	74%	79%	78%	76%	79%	75%	79%	77%	77%	78%	76%	79%	76%	77%
NET: Dissatisfied	92	48	43	-	9	13	30	19	16	5	67	9	13	3	19	26	17	30	45	46	45	41	15	57	14	68	24	31	57
	4% ^t	5%	4%	-	3%	4%	8% ^{Xh}	5%	4%	2%	4%	5%	9%	5%	3%	4%	4%	6%	4%	5%	6% ^t	3%	5%	5%	4%	4%	5%	6%	4%
Don't know	30	15	15	3	9	6	7	4	1	-	28	2	-	-	4	14	8	5	17	13	10	18	4	18	6	23	7	7	21
	1% ^h	1%	1%	2%	4% ^{Xh}	2%	2%	1%	*	-	2%	1%	-	-	1%	2% ^q	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean	1.11 ^f	1.12	1.11	1.39	1.00	1.01	0.94	1.06	1.23 ^{Xdefg}	1.42 ^{Xdefg}	1.13	1.06	1.05	1.02	1.15	1.06	1.15	1.10	1.10	1.12	1.11	1.13	1.04	1.10	1.17	1.11	1.12	1.12	1.11
Standard deviation	0.90	0.92	0.88	0.73	0.82	0.90	0.96	0.93	0.89	0.76	0.88	0.92	1.06	0.95	0.88	0.89	0.89	0.93	0.89	0.91	0.96	0.85	0.85	0.91	0.90	0.90	0.90	0.92	0.89
Standard error	0.02	0.03	0.03	0.08	0.06	0.05	0.05	0.04	0.04	0.05	0.02	0.07	0.09	0.14	0.03	0.04	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.03	0.05	0.02	0.04	0.04	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 21

L2. How satisfied are you with the overall VALUE FOR MONEY of your service from <Landline>?

Base: All Landline respondents not having the service in a bundle

	Total (X)	Landline providers								Landline bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	221	93	17	29	25	15	15	15	12	-	221
Weighted base	228*	98*	6**	11**	37**	11**	11**	13**	41**	-**	228*
Very satisfied	77 34%a	18 19%	1 13%	5 43%	6 15%	3 27%	4 37%	4 28%	37 90%	-	77 34%
Fairly satisfied	79 35%	40 41%X	3 54%	4 35%	15 39%	4 34%	6 50%	6 48%	2 5%	-	79 35%
Neither satisfied nor dissatisfied	42 18%	24 24%X	* 7%	2 19%	8 23%	2 18%	1 12%	2 17%	1 4%	-	42 18%
Fairly dissatisfied	22 10%	10 10%	1 12%	* 2%	7 20%	2 17%	- -	1 7%	1 2%	-	22 10%
Very dissatisfied	4 2%	2 2%X	1 9%	- -	1 2%	- -	* 1%	- -	- -	-	4 2%
NET: Satisfied	156 68%a	59 59%	4 67%	9 78%	20 55%	7 61%	10 87%	10 76%	38 94%	-	156 68%
NET: Dissatisfied	26 11%	13 13%X	1 22%	* 2%	8 23%	2 17%	* 1%	1 7%	1 2%	-	26 11%
Don't know	4 2%	3 3%X	* 4%	- -	- -	* 4%	- -	- -	- -	-	4 2%
Mean	0.91a	0.65	0.51	1.18	0.45	0.74	1.23	0.96	1.83	-	0.91
Standard deviation	1.04	1.00	1.28	0.87	1.06	1.10	0.73	0.90	0.58	-	1.04
Standard error	0.07	0.11	0.32	0.16	0.21	0.30	0.19	0.23	0.17	-	0.07

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	221	112	108	22	40	42	30	38	32	17	187	21	10	3	73	57	39	52	130	91	60	147	42	110	53	171	50	49	163
Weighted base	228*	122**	105*	18**	36**	39*	28**	46**	24**	38**	184*	21**	19**	4**	83**	60*	50**	35*	143*	85*	57*	158*	30**	105*	76**	170*	58**	40*	177*
Very satisfied	77 34%r	57 47%	20 19%	4 25%	8 22%	14 35%	8 28%	16 36%	2 9%	25 64%	57 31%	4 20%	14 74%	2 42%	46 55%	15 25%	6 11%	10 29%r	61 43%r	16 19%	23 41%	52 33%	8 27%	25 24%	42 55%	53 31%	24 42%	15 38%	56 32%
Fairly satisfied	79 35%	27 23%	51 48%	5 28%	19 55%	12 32%	7 24%	14 31%	16 65%	6 15%	66 36%	10 46%	1 7%	2 58%	17 20%	26 44%X	18 37%	17 50%X	43 30%	36 42%X	19 34%	56 35%	13 43%	45 43%	18 24%	65 38%	14 25%	14 35%	61 35%
Neither satisfied nor dissatisfied	42 18%	20 16%	22 21%	7 37%	5 13%	10 25%	5 20%	6 14%	3 24%	3 8%	34 18%	6 26%	2 13%	-	11 13%	9 14%	19 37%	4 11%	20 14%	22 26% <i>Xp</i>	12 20%	23 14%	5 17%	17 16%	11 15%	30 18%	12 21%	7 17%	34 19%
Fairly dissatisfied	22 10% <i>s</i>	13 10%	9 9%	1 8%	1 4%	2 5%	6 23%	6 12%	* 1%	5 13%	20 11%	2 8%	1 4%	-	7 8%	7 12%	5 10%	3 8%	14 10%	8 9%	1 2%	21 13%	2 8%	14 13%	3 4%	17 10%	5 9%	3 8%	19 11%
Very dissatisfied	4 2%	3 3%	1 1%	- 5%	2 5%	1 2%	* 1%	1 2%	- *	4 2%	- 2%	- 2%	- 2%	-	1 1%	1 2%	2 4%	* 1%	2 1%	2 2%	1 2%	3 2%	- 3%	4 3%	* 2%	4 2%	- -	- -	4 2%
NET: Satisfied	156 68% <i>r</i>	84 69%	71 67%	10 53%	27 77%	26 67%	14 52%	30 67%	18 75%	30 79%	123 67%	14 66%	16 81%	4 100%	63 75%	41 69%	24 49%	28 79% <i>r</i>	104 73%	52 61%	43 74%	108 68%	21 70%	70 67%	60 79%	117 69%	39 67%	29 74%	118 66%
NET: Dissatisfied	26 11% <i>s</i>	16 13%	10 10%	1 8%	3 9%	3 8%	7 24%	7 15%	* 1%	5 13%	23 13%	2 8%	1 6%	-	8 9%	8 14%	7 14%	3 8%	16 11%	10 12%	2 4%	24 15%	2 8%	17 17%	3 4%	21 12%	5 9%	3 8%	23 13%
Don't know	4 2%	2 2%	2 2%	* 3%	* 1%	- -	1 4%	2 5%	- -	2 -	4 -	- -	- -	-	2 2%	1 2%	- -	1 2%	3 2%	1 1%	1 1%	3 2%	1 5%	1 1%	2 2%	2 1%	2 4%	1 1%	2 1%
Mean	0.91r	1.02	0.77	0.71	0.85	0.93	0.59	0.89	0.83	1.30	0.85	0.78	1.48	1.42	1.23	0.80	0.42	1.01r	1.05	0.66	1.11	0.86	0.94	0.71	1.32	0.86	1.03	1.06	0.84
Standard deviation	1.04	1.15	0.89	0.96	0.99	1.02	1.19	1.13	0.61	1.09	1.05	0.88	1.02	0.58	1.04	1.03	0.96	0.89	1.05	0.97	0.94	1.09	0.90	1.08	0.91	1.05	1.02	0.95	1.07
Standard error	0.07	0.11	0.09	0.21	0.16	0.16	0.22	0.19	0.11	0.26	0.08	0.19	0.32	0.33	0.12	0.14	0.15	0.13	0.09	0.10	0.12	0.09	0.14	0.10	0.13	0.08	0.15	0.14	0.08

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 23
L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?
Base: All Landline respondents

	Total (X)	Landline providers								Landline bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	2087	533	163	232	329	239	331	102	158	1866	221
Weighted base	2093	573	58	90	515	203	353	81*	219*	1865	228*
Very satisfied	1059 51%	305 53%	33 56%	54 61% <i>X</i> <i>def</i> s	248 48%	94 46%	171 48%	35 43%	118 54%	957 51%	102 45%
Fairly satisfied	697 33% <i>c</i>	188 33% <i>c</i>	21 35% <i>c</i>	21 24%	176 34% <i>c</i>	73 36% <i>c</i>	115 33% <i>c</i>	27 33%	77 35%	617 33%	80 35%
Neither satisfied nor dissatisfied	225 11% <i>b</i>	53 9% <i>b</i>	2 3%	8 9% <i>b</i>	68 13% <i>b</i>	24 12% <i>b</i>	47 13% <i>b</i>	10 13% <i>b</i>	14 6%	199 11%	26 11%
Fairly dissatisfied	27 1%	6 1%	1 2%	2 2%	5 1%	2 1%	9 3% <i>X</i>	*	*	22 1%	5 2%
Very dissatisfied	21 1%	7 1%	-	1 1%	6 1%	3 1%	3 1%	-	2 1%	12 1%	9 4% <i>X</i> <i>h</i>
NET: Satisfied	1756 84% <i>s</i>	494 86% <i>s</i>	53 91% <i>X</i> <i>def</i> s	76 84%	424 82%	166 82%	286 81%	62 76%	195 89% <i>s</i>	1574 84%	182 80%
NET: Dissatisfied	48 2%	13 2%	1 2%	2 3%	11 2%	5 3%	12 3%	*	3 1%	34 2%	14 6% <i>X</i> <i>h</i>
Don't know	64 3%	13 2%	2 4%	4 5%	12 2%	7 4%	8 2%	9 11% <i>X</i> <i>def</i>	8 4%	58 3%	6 3%
Mean	1.35	1.39	1.51 <i>X</i> <i>def</i>	1.49 <i>X</i> <i>def</i>	1.30	1.29	1.28	1.33	1.46	1.38	1.17
Standard deviation	0.81	0.80	0.66	0.80	0.83	0.84	0.86	0.74	0.71	0.78	1.01
Standard error	0.02	0.04	0.05	0.05	0.05	0.06	0.05	0.08	0.06	0.02	0.07

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 24
L3. How satisfied are you with the RELIABILITY of your landline service from <Landline>?
 Base: All Landline respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2087	1078	1001	91	217	291	372	446	458	212	1733	181	126	47	650	566	341	529	1216	870	739	1272	317	1216	393	1604	483	542	1467
Weighted base	2093	1071	1014	127**	261	314	381	393	408	210*	1715	184	147**	47*	595	580	431	486	1175	917	762	1249	319	1205	377	1610	483	559	1460
Very satisfied	1059	558	499	45	86	132	163	216	272	145	854	96	84	24	309	283	218	248	591	466	398	633	135	624	212	791	268	289	750
	51%defu	52%	49%	35%	33%	42%	43%df	55%def	67%Xdefg	69%Xdefg	50%	52%	57%	52%	52%	49%	51%	51%	50%	51%	52%	51%	42%	52%ku	56%ku	49%	56%	48%	51%
Fairly satisfied	697	340	355	55	116	116	139	118	104	49	569	68	41	19	196	191	150	159	388	309	242	423	129	396	102	543	154	200	476
	33%h	32%	35%	43%	45%XghB	37%hB	36%hB	30%	25%	24%	33%	37%	28%	41%	33%	33%	35%	33%	33%	34%	32%	34%	40%Xvw	33%	27%	34%	32%	36%	33%
Neither satisfied nor dissatisfied	225	124	98	24	38	40	51	38	25	9	190	14	19	3	71	68	33	53	140	86	84	127	38	118	42	185	41	58	159
	11%h	12%	10%	19%	15%hB	13%hB	13%hB	10%	6%	4%	11%	8%	13%	6%	12%	12%	8%	11%	12%	9%	11%	10%	12%	10%	11%	11%	8%	10%	11%
Fairly dissatisfied	27	7	19	1	2	4	6	8	2	3	24	1	1	*	9	7	6	5	16	11	11	13	4	15	8	24	3	9	18
	1%	1%	2%X	1%	1%	1%	2%	2%	*	1%	1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%
Very dissatisfied	21	11	10	-	4	2	7	3	2	4	19	1	1	-	2	6	7	6	8	13	7	13	4	12	3	16	5	7	14
	1%	1%	1%	-	2%	1%	2%	1%	*	2%	1%	1%	1%	-	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET: Satisfied	1756	898	854	100	202	249	301	334	375	194	1424	164	124	44	505	474	368	407	979	776	641	1056	264	1020	314	1333	422	469	1225
	84%def	84%	84%	78%	78%	79%	79%	85%	92%Xdefg	93%Xdef	83%	89%	85%	93%	85%	82%	86%	84%	83%	85%	84%	85%	83%	85%	83%	83%	87%	84%	84%
NET: Dissatisfied	48	18	30	1	6	6	13	12	3	6	44	2	2	*	11	13	14	10	24	24	18	26	8	27	10	40	8	15	32
	2%h	2%	3%	1%	2%	2%	4%h	3%	1%	3%	3%	1%	1%	1%	2%	2%	3%	2%	2%	3%	2%	2%	2%	2%	3%	3%	2%	3%	2%
Don't know	64	30	33	3	14	19	15	9	4	-	58	4	2	-	8	24	16	16	32	32	20	41	10	39	10	52	12	16	44
	3%h	3%	3%	2%	5%hB	6%XghB	4%h	2%	1%	-	3%	2%	1%	-	1%	4%smq	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
Mean	1.35df	1.37	1.34	1.15	1.12	1.27	1.21	1.40df	1.59Xdefg	1.57Xdef	1.34	1.42	1.45	1.37	1.33	1.36	1.36	1.35	1.36	1.37	1.37	1.25	1.38	1.40	1.33	1.44	1.32	1.36	
Standard deviation	0.81	0.80	0.82	0.76	0.82	0.79	0.89	0.82	0.66	0.79	0.82	0.72	0.79	0.65	0.78	0.82	0.83	0.81	0.80	0.82	0.81	0.80	0.81	0.80	0.82	0.76	0.82	0.81	
Standard error	0.02	0.02	0.03	0.08	0.06	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.07	0.10	0.03	0.04	0.05	0.04	0.02	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.04	0.04	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 25
L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.
Base: All Landline respondents

	Total (X)	Landline providers								Landline bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	2087	533	163	232	329	239	331	102	158	1866	221
Weighted base	2093	573	58	90	515	203	353	81*	219*	1865	228*
Very satisfied	972 46% ^s	264 46%	32 55% ^X _{defs}	47 52% ^{ds}	219 42%	85 42%	157 45%	29 36%	138 63% ^X _{defs}	868 47%	104 46%
Fairly satisfied	696 33% ^c	200 35% ^c	19 33% ^c	21 23%	178 35% ^c	75 37% ^c	126 36% ^c	29 36% ^c	47 22%	621 33%	75 33%
Neither satisfied nor dissatisfied	225 11% ^b	57 10%	3 4%	12 13% ^b	64 12% ^b	24 12% ^b	42 12% ^b	6 8%	18 8%	201 11%	24 10%
Fairly dissatisfied	50 2%	19 3%	1 2%	3 3%	11 2%	2 1%	9 3%	2 3%	2 1%	46 2%	4 2%
Very dissatisfied	22 1%	7 1%	-	1 1%	7 1%	3 1%	3 1%	1 2%	1 *	14 1%	8 3% ^h
NET: Satisfied	1669 80%	465 81% ^s	51 88% ^X _{cds}	68 75%	397 77%	161 79%	283 80%	59 72%	186 85%	1489 80%	179 79%
NET: Dissatisfied	72 3%	26 5%	1 2%	3 4%	18 3%	5 3%	12 3%	4 4%	3 1%	60 3%	12 5%
Don't know	127 6%	26 4%	3 6%	7 8%	37 7%	13 6%	15 4%	13 16% ^X _{abcdef}	13 6%	113 6%	14 6%
Mean	1.30	1.27	1.49 ^X _{adefs}	1.33	1.23	1.25	1.26	1.21	1.55 ^{de} _{fs}	1.30	1.23
Standard deviation	0.85	0.87	0.70	0.91	0.87	0.84	0.84	0.89	0.73	0.84	0.97
Standard error	0.02	0.04	0.06	0.06	0.05	0.06	0.05	0.10	0.06	0.02	0.07

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 26
L4. How satisfied are you with the clarity of the line when making or receiving calls on your landline from <Landline>.
 Base: All Landline respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2087	1078	1001	91	217	291	372	446	458	212	1733	181	126	47	650	566	341	529	1216	870	739	1272	317	1216	393	1604	483	542	1467
Weighted base	2093	1071	1014	127**	261	314	381	393	408	210*	1715	184	147*	47*	595	580	431	486	1175	917	762	1249	319	1205	377	1610	483	559	1460
Very satisfied	972	521	447	60	78	120	139	212	226	137	792	85	70	25	301	248	201	222	548	423	375	579	116	301	180	756	216	265	674
	46%defu	49%	44%	47%	30%	38%	36%	54%Xdef	55%Xdef	65%Xdef	46%	46%	48%	55%	51%	43%	47%	46%	47%fn	46%	49%	46%	36%	49%Xu	48%u	47%	45%	47%	46%
Fairly satisfied	696	324	373	44	107	106	142	110	134	54	562	64	55	16	189	189	153	165	378	318	241	419	142	375	120	501	195	180	492
	33%gvx	30%	37%Xa	34%	41%XgB	34%	37%eg	28%	33%	26%	33%	35%	37%	34%	32%	33%	36%	34%	32%	35%	32%	34%	44%Xw	31%	32%	31%	40%Xx	32%	34%
Neither satisfied nor dissatisfied	225	126	97	15	36	45	47	42	30	10	187	17	18	3	76	68	34	47	144	81	74	133	37	121	41	189	36	59	157
	11%hry	12%	10%	12%	14%hB	14%hB	12%h	11%	7%	5%	11%	9%	12%	7%	13%	12%	8%	10%	12%	9%	10%	11%	12%	10%	11%	12%	7%	11%	11%
Fairly dissatisfied	50	21	27	2	4	10	16	6	7	5	44	6	-	*	10	20	8	13	30	20	22	24	5	30	9	43	7	16	31
	2%	2%	3%	1%	2%	3%	4%X	1%	2%	2%	3%	3%	-	1%	3%	3%q	2%	3%	3%	2%	3%	2%	2%	2%	2%	3%	2%	3%	2%
Very dissatisfied	22	12	10	-	3	1	6	5	3	4	18	1	1	2	2	6	7	7	8	14	10	11	7	10	1	18	5	8	14
	1%	1%	1%	-	1%	*	2%	1%	1%	2%	1%	1%	1%	4%	*	1%	2%	1%	1%	2%	1%	2%	2%	1%	*	1%	1%	1%	1%
NET: Satisfied	1669	845	820	104	185	226	281	321	360	191	1354	149	125	41	490	437	354	387	926	741	616	998	257	963	300	1257	411	445	1166
	80%defrx	79%	81%	82%	71%	72%	74%	82%def	88%Xdefg	91%Xdef	79%	81%	85%	89%	82%fn	75%	82%fn	80%	79%fn	81%fn	81%	80%	81%	80%	80%	78%	85%Xx	80%	80%
NET: Dissatisfied	72	33	37	2	7	11	22	11	10	9	62	7	1	2	12	26	14	20	38	34	32	35	12	40	10	60	12	25	45
	3%	3%	4%	1%	3%	4%	6%h	3%	3%	4%	4%	4%	1%	5%	5%q	3%	4%	3%	4%	4%	3%	4%	3%	4%	3%	4%	2%	4%	3%
Don't know	127	66	60	6	32	32	31	18	8	-	112	11	4	-	18	49	28	32	67	60	40	84	13	82	26	103	23	30	91
	6%hBm	6%	6%	5%	12%XghB	10%XghB	8%hB	5%B	2%	-	7%	6%	2%	-	3%	9%Xmq	6%	7%fm	6%fm	7%fm	5%	7%	4%	7%	7%	6%	5%	5%	6%
Mean	1.30defu	1.31	1.28	1.35	1.10	1.19	1.12	1.38def	1.43Xdef	1.50Xdef	1.29	1.30	1.35	1.35	1.23	1.33	1.28	1.29n	1.30	1.31	1.31	1.15	1.34Xu	1.34	1.28	1.33	1.28	1.30	
Standard deviation	0.85	0.86	0.84	0.75	0.83	0.85	0.93	0.85	0.77	0.85	0.86	0.85	0.74	0.95	0.79	0.89	0.84	0.88	0.85	0.86	0.88	0.82	0.87	0.84	0.80	0.87	0.77	0.89	0.84
Standard error	0.02	0.03	0.03	0.08	0.06	0.05	0.05	0.04	0.04	0.06	0.02	0.07	0.07	0.14	0.03	0.04	0.05	0.04	0.02	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.04	0.04	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 27
M1. Which of these best describes the mobile phone package you personally use most often?
Base: All Mobile respondents

	Mobile										Mobile bundle		Mobile service package		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Sky (h)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)
Unweighted base	2863	510	290	406	231	222	196	310	177	521	668	2195	585	2261	17
Weighted base	2863	605	198	510	214*	335	134	430	113	325	459	2404	561	2286	16**
Prepay / pay as you go - using top-ups	561	111	105	84	68	49	10	89	8	37	43	518	561	-	-
	20%fhjkn	18%fhj	53%Xacdefghj	17%fh	32%Xaceftj	15%	8%	21%fhj	7%	12%	9%	22%Xk	100%Xn	-	-
Monthly contract / SIM only - paying monthly	2286	489	92	423	146	286	121	342	105	281	411	1874	-	2286	-
	80%bdlm	81%bd	47%	83%bd	68%b	85%bd	90%Xabcdg	79%b	93%Xabcdg	87%Xabdg	90%Xl	78%	100%Xm	-	-
Don't know	16	5	1	2	-	*	2	-	-	6	5	11	-	-	16
	1%n	1%	*	*	-	*	2%Xeg	-	-	2%Xeg	1%	*	-	-	100%

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 28
M1. Which of these best describes the mobile phone package you personally use most often?
 Base: All Mobile respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	England	Scotland	Wales	Northern Ireland	AB	C1	C2	DE	ABC1	C2DE	Yes	No	Most vulnerable	Least vulnerable	Urban	Rural	Yes	No	
	(X)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(B)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(x)	(y)	(z)	(A)	
Unweighted base	2863	1427	1424	294	424	425	489	510	508	213	2385	260	152	66	855	807	458	742	1662	1200	994	1734	489	1632	505	2286	577	796	1964
Weighted base	2863	1388	1464	358	478	447	485	436	448	211*	2369	264	166*	64*	761	845	582	675	1606	1256	995	1721	503	1602	491	2275	588	798	1964
Prepay / pay as you go - using top-ups	561	304	254	65	79	85	87	79	93	72	471	62	22	6	147	142	98	174	289	272	207	323	124	304	74	440	121	172	369
	20%bn	22%Xb	17%	18%	17%	19%	18%	18%	21%	34%Xodefg20%	23%lh	13%	10%	19%	17%	17%	26%Xmnoqr18%	22%Xno	21%	19%	25%Xvw	19%	15%	19%	21%	22%	19%		
Monthly contract / SIM only - paying monthly	2286	1071	1207	288	398	358	398	353	355	137	1887	198	144	57	606	698	482	500	1303	981	786	1390	375	1290	416	1826	460	623	1583
	80%aBpu	77%	82%Xa	80%B	83%B	80%B	82%B	81%B	79%B	65%	80%	75%	87%kj	89%j	80%	83%pr	83%pr	74%	81%p	78%p	79%	81%	75%	81%u	85%u	80%	78%	78%	81%
Don't know	16	13	3	5	1	3	*	5	1	2	12	4	-	1	8	6	2	1	13	3	1	9	4	8	1	10	7	3	13
	1%b	1%	*	1%	*	1%	*	1%	*	1%	1%	1%	-	1%	1%	1%	*	*	1%	*	1%	1%	1%	1%	*	*	1%	*	1%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 29
MSUM. Mobile Provider SUMMARY TABLE
Base: All Mobile respondents asked

	M. Summary		Reception/ Signal Satisfaction
	Overall Satisfaction	Value Satisfaction	
Unweighted base	2863	2195	2863
Weighted base	2863	2404	2863
Very satisfied	1392 49%	1049 44%	1059 37%
Fairly satisfied	1104 39%	912 38%	1258 44%
Neither satisfied nor dissatisfied	249 9%	266 11%	266 9%
Fairly dissatisfied	82 3%	136 6%	192 7%
Very dissatisfied	23 1%	34 1%	77 3%
NET: Satisfied	2496 87%	1960 82%	2317 81%
NET: Dissatisfied	106 4%	170 7%	270 9%
Don't know	12 *	7 *	10 *
Mean	1.32	1.17	1.06
Standard deviation	0.81	0.93	0.99
Standard error	0.02	0.02	0.02

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Mobile									Mobile bundle		Mobile service package			
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Sky (h)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)
Unweighted base	2863	510	290	406	231	222	196	310	177	521	668	2195	585	2261	17
Weighted base	2863	605	198	510	214*	335	134	430	113	325	459	2404	561	2286	16**
Very satisfied	1392 49%ef	273 45%	121 61%Xacefg	243 48%	137 64%Xacefg	128 38%	52 39%	200 46%	63 56%aef	175 54%Xaef	242 53%	1150 48%	260 46%	1127 49%	6 35%
Fairly satisfied	1104 39%	250 41%	67 34%	190 37%	65 30%	151 45%bdhj	57 43%	173 40%	36 32%	115 35%	158 34%	946 39%	218 39%	887 39%	-
Neither satisfied nor dissatisfied	249 9%bn	60 10%bd	7 4%	54 11%bd	6 3%	31 9%b	14 11%bd	43 10%bd	8 7%	27 8%b	41 9%	208 9%	72 13%Xn	173 8%	4 26%
Fairly dissatisfied	82 3%b	12 2%	1 *	17 3%b	4 2%	20 6%Xabj	3 2%	14 3%	5 5%bj	5 2%	14 3%	68 3%	9 2%	74 3%	-
Very dissatisfied	23 1%	4 1%	1 *	5 1%	2 1%	5 1%	6 5%Xabcghj	* *	* *	- -	3 1%	20 1%	3 1%	20 1%	-
NET: Satisfied	2496 87%f	524 87%	189 95%Xacefghj	433 85%	202 95%Xacef	279 83%	109 81%	372 86%	99 88%	290 89%f	400 87%	2096 87%	477 85%	2013 88%X	6 35%
NET: Dissatisfied	106 4%bj	17 3%	2 1%	22 4%bj	6 3%	25 8%Xabj	9 7%Xabj	14 3%	6 5%bj	5 2%	17 4%	88 4%	12 2%	94 4%	-
Don't know	12 *n	5 1%	-	1 *	-	-	1 1%	* 1%	1 1%	3 1%	1 *	11 *	-	6 *	6 39%
Mean	1.32ef	1.29ef	1.56Xacefghj	1.27f	1.55Xacefg	1.13	1.10	1.30f	1.39ef	1.43Xacef	1.36	1.31	1.29	1.33	1.14
Standard deviation	0.81	0.79	0.63	0.86	0.71	0.91	1.00	0.79	0.84	0.71	0.82	0.81	0.79	0.82	1.04
Standard error	0.02	0.03	0.04	0.04	0.05	0.06	0.07	0.04	0.06	0.03	0.03	0.02	0.03	0.02	0.37

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 31
M2. In terms of your mobile phone service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Mobile>?
 Base: All Mobile respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2863	1427	1424	294	424	425	489	510	508	213	2385	260	152	66	855	807	458	742	1662	1200	994	1734	489	1632	505	2286	577	796	1964
Weighted base	2863	1388	1464	358	478	447	485	436	448	211*	2369	264	166*	64*	761	845	582	675	1606	1256	995	1721	503	1602	491	2275	588	798	1964
Very satisfied	1392	689	698	154	191	184	215	237	263	146	1165	118	78	31	392	399	272	328	791	599	481	854	215	784	285	1124	268	391	948
	49%deu	50%	48%	43%	40%	41%	44%	54%Xdef	59%Xcdef	69%Xcdefg	49%	45%	47%	48%	52%	47%	47%	49%	49%	48%	48%	50%	43%	49%	54%u	49%	46%	49%	48%
Fairly satisfied	1104	527	574	154	222	179	201	155	147	47	909	105	65	25	285	348	235	236	634	471	386	661	204	645	170	868	236	307	761
	39%hbP	38%	39%	43%B	46%XghB	40%hB	41%hB	36%B	33%	22%	38%	40%	39%	39%	38%	41%p	40%	35%	22%	39%	39%	38%	40%	40%X	35%	38%	40%	39%	39%
Neither satisfied nor dissatisfied	249	110	139	41	38	49	51	31	27	12	194	32	17	7	53	58	61	77	111	138	78	150	64	108	36	187	62	65	175
	9%hqv	8%	9%	12%	8%	11%h	11%h	7%	6%	6%	8%	12%	10%	10%	7%	7%	11%q	11%Xmnq	7%	11%Xmnq	8%	9%	13%Xv	7%	7%	8%	11%	8%	9%
Fairly dissatisfied	82	43	38	5	21	26	10	8	8	4	70	5	6	1	24	31	8	20	54	28	41	35	15	47	15	66	17	22	57
	3%t	3%	3%	1%	4%h	6%Xcfgh	2%	2%	2%	2%	3%	2%	4%	2%	3%	4%	1%	3%	3%	2%	4%Xt	2%	3%	3%	3%	3%	3%	3%	3%
Very dissatisfied	23	11	12	3	4	4	8	1	3	-	20	3	-	-	2	6	5	10	8	15	6	14	5	12	2	21	2	9	15
	1%	1%	1%	1%	1%	1%	2%	*	1%	-	1%	1%	-	-	*	1%	1%	1%q	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET: Satisfied	2496	1216	1272	309	413	363	416	392	410	193	2074	224	143	55	677	748	507	563	1425	1070	868	1515	419	1429	436	1992	504	699	1708
	87%epu	88%	87%	86%	86%	81%	86%	90%e	91%Xdef	92%e	88%	85%	86%	87%	89%p	89%p	87%	84%	92%pr	85%	87%	88%	83%	89%Xu	89%	88%	86%	88%	87%
NET: Dissatisfied	106	55	50	8	25	30	18	10	11	4	90	8	6	1	26	37	13	30	62	43	47	49	20	59	18	86	19	31	72
	4%t	4%	3%	2%	5%gh	7%Xgh	4%	2%	2%	2%	4%	3%	4%	2%	3%	4%	2%	4%r	4%	3%	5%	3%	4%	4%	4%	4%	3%	4%	4%
Don't know	12	8	4	-	2	4	*	4	1	1	11	*	-	1	4	3	*	4	7	5	2	6	1	6	1	10	2	3	9
	*	1%	*	-	*	1%	*	1%	1%	*	*	*	-	1%	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*
Mean	1.32deu	1.33	1.31	1.26	1.21	1.16	1.25	1.43Xdef	1.48Xcdef	1.60Xcdef	1.33	1.26	1.29	1.34	1.38	1.31	1.31	1.27	1.34	1.29	1.30	1.35	1.21	1.34u	1.39u	1.33	1.28	1.32	1.31
Standard deviation	0.81	0.82	0.81	0.78	0.84	0.91	0.85	0.74	0.74	0.69	0.82	0.83	0.80	0.75	0.77	0.81	0.79	0.89	0.79	0.84	0.83	0.79	0.85	0.79	0.79	0.82	0.80	0.83	0.81
Standard error	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.03	0.05	0.02	0.05	0.06	0.09	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.02	0.04	0.02	0.03	0.03	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Mobile										Mobile bundle		Mobile service package		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Sky (h)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)
Unweighted base	2195	368	287	405	231	216	74	249	46	319	-	2195	516	1668	11
Weighted base	2404	517	195	509	214*	333	47*	359	22*	209	**	2404	518	1874	11**
Very satisfied	1049	191	130	173	128	148	21	110	8	140	-	1049	240	808	1
	44%acg	37%	66%Xacefgh	34%	60%Xacegh	45%cg		31%	35%	67%Xacefgh	-	44%	46%	43%	12%
Fairly satisfied	912	193	52	229	74	130	17	162	6	49	-	912	175	735	1
	38%bj	37%bj	27%	45%Xbj	35%	39%bj		45%Xbj	29%	23%	-	38%	34%	39%X	9%
Neither satisfied nor dissatisfied	266	82	13	65	7	24	3	52	6	15	-	266	72	189	4
	11%bdn	16%Xbdej	6%	13%bd	3%	7%		15%bdej	25%Xbcdefj	7%	-	11%	14%	10%	40%
Fairly dissatisfied	136	38	1	40	2	27	1	24	1	4	-	136	24	113	-
	6%bj	7%bdj	*	8%bdj	1%	8%bdj		7%bdj	4%b	2%	-	6%	5%	6%	-
Very dissatisfied	34	8	-	3	2	4	4	10	1	1	-	34	7	27	-
	1%	2%	-	1%	1%	1%		9%Xabcdegj	3%bc	3%bcj	*	1%	1%	1%	-
NET: Satisfied	1960	384	182	402	202	278	38	272	14	189	-	1960	415	1543	2
	82%agh	74%	93%Xacefgh	79%	95%Xacefgh	84%ah		81%	76%	90%Xacgh	-	82%	80%	82%	21%
NET: Dissatisfied	170	46	1	43	4	31	5	34	2	5	-	170	31	139	-
	7%bj	9%bdj	*	8%bdj	2%	9%bdj		11%bdj	10%bdj	7%b	-	7%	6%	7%	-
Don't know	7	5	-	-	-	-	1	-	1	1	-	7	1	2	4
	*n	1%X	-	-	-	-	1%cg	-	3%Xbcdegj	*	-	*	*	*	39%
Mean	1.17acg	1.02	1.59Xacefgh	1.04	1.52Xacefgh	1.18g	1.07	0.94	0.92	1.55Xacefgh	-	1.17	1.19	1.17	0.54
Standard deviation	0.93	0.99	0.63	0.91	0.71	0.96	1.20	0.99	1.07	0.74	-	0.93	0.93	0.94	0.87
Standard error	0.02	0.05	0.04	0.05	0.05	0.07	0.14	0.06	0.16	0.04	-	0.02	0.04	0.02	0.31

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 33
M3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Mobile>?
 Base: All Mobile respondents not having the service in a bundle

	Gender			Age							Nation				Social-Economic Group							Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	2195	1081	1105	241	323	326	362	389	393	161	1827	200	116	52	618	635	363	579	1253	942	773	1318	379	1252	379	1744	451	590	1535	
Weighted base	2404	1149	1246	300	405	380	400	355	379	185*	1991	223	133*	56*	599	721	509	575	1320	1084	835	1445	432	1357	406	1913	490	646	1678	
Very satisfied	1049 44%e	506 44%	537 43%	114 38%	160 40%	144 38%	162 40%	165 47%e	198 52%xcdef	105 57%xcdef	875 44%	85 38%	62 47%	26 47%	262 44%	288 40%	224 44%	275 48%xnq	550 42%	499 46%	367 44%	645 45%	171 40%	600 44%	193 47%	849 44%	200 41%	287 44%	722 43%	
Fairly satisfied	912 38%hpr	416 36%	494 40%	139 46%h	160 39%	150 39%	152 38%	131 37%	122 32%	58 31%	759 38%	82 37%	49 37%	21 38%	234 39%p	302 42%pr	202 40%pr	174 30%	535 41%xpr	376 35%p	320 38%	543 38%	178 41%	521 38%	143 35%	715 37%	196 40%	253 39%	634 38%	
Neither satisfied nor dissatisfied	266 11%	138 12%	127 10%	30 10%	49 12%	42 11%	49 12%	43 12%	36 10%	16 9%	216 11%	32 15%	13 10%	4 8%	55 9%	85 12%	54 11%	72 13%	140 11%	126 12%	86 10%	166 12%	52 12%	147 11%	38 9%	211 11%	54 11%	58 9%	199 12%	
Fairly dissatisfied	136 6%	63 5%	74 6%	9 3%	27 7%	32 8%xcog	31 8%g	13 4%	18 5%	6 3%	102 5%	22 10%xi	9 6%	4 7%	35 6%	38 5%	24 5%	40 7%	73 6%	64 6%	52 6%	68 5%	27 6%	69 5%	25 6%	102 5%	34 7%	34 5%	96 6%	
Very dissatisfied	34 1%	19 2%	14 1%	6 2%	7 2%g	9 2%g	6 2%g	-	5 1%	-	34 2%	-	-	-	12 2%	6 1%	4 1%	12 2%	18 1%	16 1%	9 1%	19 1%	4 1%	15 1%	8 2%	29 2%	4 1%	13 2%	20 1%	
NET: Satisfied	1960 82%jp	922 80%	1031 83%	253 85%	320 79%	294 77%	314 78%	297 84%	320 84%ee	163 88%	1634 82%j	167 75%	111 84%	48 85%	496 83%	590 82%	426 84%	450 78%	1085 82%	875 81%p	687 82%	1188 82%	349 81%	1122 83%	335 83%	1564 82%	396 81%	540 84%	1356 81%	
NET: Dissatisfied	170 7%g	82 7%	88 7%	16 5%	34 8%g	41 11%Xg	37 9%g	13 4%	23 6%	6 3%	136 7%	22 10%	9 6%	4 7%	47 8%	44 6%	28 6%	51 9%r	91 7%	79 7%	61 7%	87 6%	31 7%	84 6%	32 8%	132 7%	38 8%	47 7%	116 7%	
Don't know	7 *	7 1%b	-	-	2 *	3 1%	-	3 1%	-	-	6 *	2 1%	-	-	2 *	3 *	1 *	2 *	4 *	3 *	* *	4 *	-	4 *	-	6 *	2 *	1 *	7 *	
Mean	1.17e	1.16	1.18	1.15	1.09	1.03	1.08	1.27Xdef	1.29Xdef	1.41Xdef	1.18	1.04	1.24	1.25	1.17	1.15	1.22	1.16	1.16	1.18	1.18	1.20	1.12	1.20	1.20	1.18	1.13	1.19	1.16	
Standard deviation	0.93	0.95	0.92	0.88	0.97	1.02	0.99	0.81	0.92	0.79	0.94	0.96	0.88	0.89	0.96	0.89	0.87	1.02	0.92	0.95	0.93	0.91	0.91	0.90	0.97	0.94	0.93	0.95	0.93	
Standard error	0.02	0.03	0.03	0.06	0.05	0.06	0.05	0.04	0.05	0.06	0.02	0.07	0.08	0.12	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.05	0.03	0.05	0.02	0.04	0.04	0.02	

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Mobile										Mobile bundle		Mobile service package		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Sky (h)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)
Unweighted base	2863	510	290	406	231	222	196	310	177	521	668	2195	585	2281	17
Weighted base	2863	605	198	510	214*	335	134	430	113	325	459	2404	561	2286	16**
Very satisfied	1059 37%en	223 37%e	80 40%e	180 35%e	106 50%Xacefh	80 24%	41 31%	186 43%ef	39 35%e	123 38%e	181 39%	878 37%	253 45%Xn	801 35%	5 28%
Fairly satisfied	1258 44%rn	264 44%	84 43%	219 43%	90 42%	172 51%Xg	59 44%	174 40%	50 44%	147 45%	189 41%	1070 44%	214 38%	1041 46%Xm	2 15%
Neither satisfied nor dissatisfied	266 9%	53 9%	16 8%	57 11%	10 4%	29 9%	14 10%	45 10%	15 14%d	28 9%	51 11%	216 9%	56 10%	207 9%	3 20%
Fairly dissatisfied	192 7%	43 7%	14 7%	37 7%	6 3%	42 12%Xdghj	9 7%	18 4%	4 4%	18 6%	25 5%	167 7%	29 5%	164 7%	-
Very dissatisfied	77 3%	18 3%	3 1%	17 3%	2 1%	12 4%	9 7%Xabdgi	7 2%	3 3%	5 2%	13 3%	64 3%	8 1%	69 3%	-
NET: Satisfied	2317 81%	487 80%	164 83%	399 78%	196 92%Xacefh	252 75%	101 75%	360 84%ef	89 79%	270 83%ef	370 80%	1948 81%	468 83%	1843 81%	7 43%
NET: Dissatisfied	270 9%	62 10%	17 9%	55 11%	8 4%	54 16%Xbdghj	18 14%dgj	24 6%	8 7%	24 7%	38 8%	231 10%	37 7%	233 10%X	-
Don't know	10 n	3 1%	-	-	-	-	1 1%c	1 *	1 1%	3 1%X	1 *	9 *	1 *	3 *	6 37%
Mean	1.06fn	1.05e	1.13ef	0.99	1.36Xacefhj	0.80	0.86	1.20cef	1.04e	1.13ef	1.09	1.06	1.21Xn	1.03	1.11
Standard deviation	0.99	1.01	0.95	1.03	0.79	1.05	1.15	0.89	0.96	0.91	0.99	0.99	0.92	1.00	0.91
Standard error	0.02	0.04	0.06	0.05	0.05	0.07	0.08	0.05	0.07	0.04	0.04	0.02	0.04	0.02	0.30

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender			Age						Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2863	1427	1424	294	424	425	489	510	508	213	2385	260	152	66	855	807	458	742	1662	1200	994	1734	489	1632	505	2286	577	796	1964
Weighted base	2863	1388	1464	358	478	447	485	436	448	211*	2369	264	166*	64*	761	845	582	675	1606	1256	995	1721	503	1602	491	2275	588	798	1964
Very satisfied	1059	552	503	116	134	132	165	174	211	125	881	99	51	29	305	280	217	257	585	474	387	639	151	621	187	883	176	290	736
	37%bdenuy40%	34%	34%	32%	28%	30%	34%	40%de	47%Xcdef	60%Xcdefg	37%	37%	30%	46%	40%ln	33%	37%	38%	36%ln	38%	39%	37%	30%	39%Xu	38%	39%Xy	30%	36%	37%
Fairly satisfied	1258	592	665	154	244	215	226	186	176	57	1041	114	82	21	331	420	236	270	751	506	407	774	238	689	230	998	260	368	847
	44%hBpr	43%	45%	43%B	51%XghB	48%hB	47%hB	43%B	39%B	27%	44%	43%	50%	32%	43%	50%Xopqr	41%	40%	47%Xpr	40%	41%	45%	47%	43%	47%	44%	44%	46%	43%
Neither satisfied nor dissatisfied	266	110	153	57	43	47	40	33	35	11	224	26	9	7	67	61	69	69	128	138	88	159	63	139	30	191	76	61	193
	9%nx	8%	10%	16%XfghB	9%	11%	8%	8%	8%	5%	9%	10%	6%	11%	9%	7%	12%nq	10%	8%	11%Xnq	9%	9%	13%w	9%	6%	8%	13%Xx	8%	10%
Fairly dissatisfied	192	91	101	26	39	25	45	28	16	13	151	16	20	5	35	56	49	53	91	101	71	112	32	108	34	142	50	57	125
	7%h	7%	7%	7%	8%h	6%	9%Xh	6%	4%	6%	6%	12%	8%	5%	7%	8%m	8%	6%	8%Xm	7%	7%	6%	7%	7%	7%	6%	9%	7%	6%
Very dissatisfied	77	36	41	4	15	24	9	12	10	3	64	9	4	1	20	24	11	22	44	33	38	33	19	39	9	53	24	20	54
	3%tx	3%	3%	1%	3%	5%Xcfh	2%	3%	2%	1%	3%	3%	2%	1%	3%	3%	2%	3%	4%	3%	4%Xt	2%	4%	2%	2%	2%	4%	3%	3%
NET: Satisfied	2317	1144	1168	270	379	348	391	361	387	182	1922	213	133	50	636	701	453	527	1336	980	795	1413	389	1310	418	1881	436	658	1583
	81%pry	82%	80%	76%	79%	78%	81%	83%	86%Xcdef	86%	81%	81%	80%	78%	84%pr	83%pr	78%	78%	83%Xopr	78%	80%	82%	77%	82%	85%u	83%Xy	74%	82%	81%
NET: Dissatisfied	270	128	142	30	54	49	54	40	26	16	215	25	23	6	54	80	60	75	135	135	110	145	51	147	43	195	75	78	179
	9%hx	9%	10%	8%	11%h	11%h	11%h	9%	6%	7%	9%	14%	10%	7%	10%	10%	10%	11%m	8%	11%	11%	10%	8%	9%	9%	9%	13%Xx	10%	9%
Don't know	10	8	2	-	2	3	-	2	-	2	9	*	-	1	4	3	*	3	6	3	2	4	*	6	*	8	1	1	9
	*	1%	*	-	*	1%	-	*	-	1%	*	*	-	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean	1.06bdeuy	1.11	1.02	0.98	0.93	0.92	1.02	1.11de	1.25Xcdefg	1.39Xcdefg	1.07	1.06	0.94	1.14	1.14	1.04	1.03	1.02	1.09	1.03	1.04	1.09	0.93	1.09Xu	1.13u	1.11Xy	0.87	1.07	1.07
Standard deviation	0.99	0.98	0.99	0.94	0.99	1.06	0.98	0.99	0.91	0.94	0.98	1.01	1.02	1.02	0.94	0.96	1.00	1.05	0.96	1.03	1.05	0.94	1.01	0.98	0.93	0.96	1.06	0.98	0.99
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.04	0.04	0.04	0.06	0.02	0.06	0.08	0.13	0.03	0.03	0.05	0.04	0.02	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.04	0.03	0.02

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 36
IN1. Which of these fixed broadband services does your household have?
Base: All Internet respondents

	Total (X)	Broadband								Broadband bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	2585	570	219	263	400	292	475	145	221	2119	466
Weighted base	2590	644	116*	101	643	256	559	101	170	2097	493
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	662 26%f	178 28%f	32 27%f	45 45%Xabdef	189 29%f	72 28%f	50 9%	23 23%f	73 43%Xabdef	538 26%	124 25%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	1372 53%cfi	362 56%cfg	73 63%cfg	47 47%f	386 60%Xcfg	149 58%cfg	213 38%	65 64%Xcfg	77 45%	1150 55%Xi	222 45%
Ultrafast broadband - the download speed is 100MB/second or higher	385 15%abcdesgh	58 9%cde	6 5%	2 2%	30 5%	9 4%	260 47%Xabcdesg	6 6%c	14 8%cd	280 13%	105 21%Xh
Don't know	171 7%	46 7%	6 5%	7 7%	39 6%	26 10%g	35 6%	6 6%	6 3%	129 6%	41 8%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 37
IN1. Which of these fixed broadband services does your household have?
Base: All Internet respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2585	1326	1247	179	365	383	448	490	500	220	2139	234	150	62	787	715	416	666	1502	1082	907	1573	404	1492	485	2049	536	701	1786
Weighted base	2590	1286	1292	216*	424	413	454	425	443	215*	2119	243	167*	61*	690	751	532	615	1441	1148	910	1562	408	1479	477	2051	539	694	1799
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	662	315	342	65	86	99	102	102	129	80	548	68	38	8	176	196	149	141	372	290	217	417	96	384	122	493	169	160	488
	26% _{cdx}	24%	26%	30%	20%	24%	22%	24%	29% _d	37% _{Xdefg}	26%	28% _l	23%	13%	26%	26%	28%	23%	26%	25% _p	24%	27%	24%	26%	26%	24%	31% _{Xx}	23%	27%
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	1372	696	672	99	225	237	247	237	231	97	1111	121	106	35	386	390	268	327	776	595	489	827	224	779	262	1077	295	384	940
	53%	54%	52%	46%	53%	57%	54%	56%	52%	45%	52%	50%	63%	57%	56%	52%	50%	53%	54%	52%	54%	53%	55%	53%	55%	53%	55%	55%	52%
Ultrafast broadband - the download speed is 100MB/second or higher	385	221	161	37	89	58	72	60	49	20	321	36	13	14	92	117	72	104	209	177	149	223	50	222	81	349	36	104	253
	15% _{bhy}	17% _{Xb}	12%	17%	21% _{XeghB}	14%	16%	14%	11%	9%	15%	15%	8%	23% _k	13%	16%	14%	17%	14%	15%	16%	14%	12%	15%	17%	17% _{Xy}	7%	15%	14%
Don't know	171	54	117	16	24	19	33	27	34	18	139	18	11	4	36	49	43	43	85	86	56	94	38	94	12	132	39	46	118
	7% _{aw}	4%	9% _{Xa}	7%	6%	5%	7%	6%	8%	9%	7%	7%	6%	6%	5%	7%	8%	7%	6%	7%	6%	6%	9% _w	6% _w	3%	6%	7%	7%	7%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

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

	IN_Summary			
	Overall Satisfaction	Value Satisfaction	Speed Satisfaction	Reliability Satisfaction
Unweighted base	2585	466	2585	2585
Weighted base	2590	493	2590	2590
Very satisfied	958 37%	112 23%	950 37%	979 38%
Fairly satisfied	1173 45%	194 39%	1131 44%	1111 43%
Neither satisfied nor dissatisfied	271 10%	105 21%	274 11%	253 10%
Fairly dissatisfied	134 5%	62 13%	155 6%	163 6%
Very dissatisfied	47 2%	19 4%	61 2%	77 3%
NET: Satisfied	2130 82%	306 62%	2081 80%	2090 81%
NET: Dissatisfied	181 7%	80 16%	215 8%	239 9%
Don't know	7 *	2 *	20 1%	8 *
Mean	1.11	0.65	1.07	1.07
Standard deviation	0.91	1.08	0.96	1.00
Standard error	0.02	0.05	0.02	0.02

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 39
IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?
Base: All Internet respondents

	Total (X)	Broadband								Broadband bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	2585	570	219	263	400	292	475	145	221	2119	466
Weighted base	2590	644	116*	101	643	256	559	101	170	2097	493
Very satisfied	958 37%ei	229 36%	54 46%e	46 46%Xaefs	249 39%	78 30%	195 35%	34 34%	73 43%e	827 39%Xi	130 26%
Fairly satisfied	1173 45%h	303 47%	45 39%	44 43%	278 43%	121 47%	259 46%	50 49%	73 43%	924 44%	248 50%
Neither satisfied nor dissatisfied	271 10%h	79 12%	10 9%	7 7%	68 11%	29 11%	51 9%	13 13%	13 8%	198 9%	74 15%Xh
Fairly dissatisfied	134 5%ac	20 3%	4 4%	2 2%	38 6%	20 8%ac	41 7%Xac	4 4%	6 4%	100 5%	34 7%
Very dissatisfied	47 2%	13 2%	3 3%	2 2%	10 2%	6 3%	9 2%	* *	4 2%	41 2%	6 1%
NET: Satisfied	2130 82%i	532 83%	99 85%	90 89%Xadef	527 82%	199 78%	454 81%	83 83%	147 86%	1752 84%Xi	379 77%
NET: Dissatisfied	181 7%c	33 5%	8 6%	4 4%	48 7%	26 10%ac	50 9%ac	4 4%	10 6%	141 7%	41 8%
Don't know	7 *	* *	* *	- *	* *	2 1%	3 1%	- -	1 *	7 *	* *
Mean	1.11ei	1.11	1.22	1.30Xadefs	1.12	0.96	1.06	1.12	1.21e	1.15Xi	0.94
Standard deviation	0.91	0.88	0.95	0.82	0.93	0.98	0.94	0.80	0.90	0.91	0.90
Standard error	0.02	0.04	0.06	0.05	0.05	0.06	0.04	0.07	0.06	0.02	0.04

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 40
IN2. In terms of your fixed broadband service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Broadband>?
 Base: All Internet respondents

	Gender			Age						Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2585	1326	1247	179	365	383	448	490	500	220	2139	234	150	62	787	715	416	666	1502	1082	907	1573	404	1492	485	2049	536	701	1786
Weighted base	2590	1286	1292	216*	424	413	454	425	443	215*	2119	243	167*	61*	690	751	532	615	1441	1148	910	1562	408	1479	477	2051	539	694	1799
Very satisfied	958 37%def	502 39%	454 35%	75 34%	119 28%	128 31%	129 28%	173 41%def	212 48%Xcdefg	123 57%Xcdefg	772 36%	88 36%	72 43%	26 42%	258 37%	264 35%	206 39%	228 37%	522 36%	434 38%	338 37%	584 37%	136 33%	546 37%	200 42%	762 37%	196 36%	246 35%	676 38%
Fairly satisfied	1173 45%hB	552 43%	617 48%X	93 43%	220 52%XghB	207 50%hB	223 49%hB	184 43%	173 39%	72 34%	978 46%	107 44%	68 40%	20 33%	320 46%	360 48%	233 44%	260 42%	679 47%	494 43%	389 43%	744 48%X	180 44%	707 48%X	194 41%	920 45%	253 47%	313 45%	811 45%
Neither satisfied nor dissatisfied	271 10%bhv	150 12%	117 9%	35 16%hB	48 11%h	57 14%Xh	52 11%h	39 9%	28 6%	13 6%	220 10%	27 11%	12 7%	12 20%Xik	67 10%	81 11%	53 10%	71 12%	147 10%	124 11%	100 11%	144 9%	59 14%Xv	134 9%	45 10%	222 11%	49 9%	82 12%	184 10%
Fairly dissatisfied	134 5%e	58 4%	75 6%	13 6%	28 7%e	8 2%	36 8%XeB	22 5%e	24 5%e	4 2%	104 5%	16 7%	12 7%	2 3%	31 4%	37 5%	29 5%	37 6%	68 5%	66 6%	55 6%	70 4%	23 6%	72 5%	29 6%	112 5%	22 4%	37 5%	94 5%
Very dissatisfied	47 2%lvx	20 2%	27 2%	1 *	7 2%	10 3%	13 3%	7 2%	5 1%	4 2%	39 2%	4 2%	3 2%	1 1%	13 2%	7 1%	10 2%	17 3%n	20 1%	27 2%	28 3%xt	17 1%	11 3%	19 1%	9 2%	30 1%	17 3%x	15 2%	28 2%
NET: Satisfied	2130 82%fpsu	1054 82%	1070 83%	168 78%	339 80%	335 81%	352 78%	357 84%	385 87%Xcdf	195 91%cdf	1750 83%	196 81%	139 83%	46 75%	578 84%	624 83%	439 83%	489 79%	1202 83%	928 81%	727 80%	1328 85%Xs	316 77%	1253 85%Xu	394 83%	1682 82%	449 83%	559 81%	1487 83%
NET: Dissatisfied	181 7%etv	77 6%	103 8%	13 6%	35 8%	18 4%	50 11%XeB	29 7%	29 7%	7 3%	143 7%	20 8%	16 9%	3 4%	44 6%	45 6%	39 7%	54 9%	88 6%	93 8%	84 9%xt	87 6%	33 8%	44 6%	37 8%	142 7%	40 7%	53 8%	122 7%
Don't know	7 *	5 *	2 *	- -	3 1%	2 1%	* *	* *	1 -	- -	6 -	- -	- -	1 1%	2 *	2 *	1 *	1 *	4 *	2 *	* *	3 *	* *	2 *	* *	6 *	1 *	1 *	6 *
Mean	1.11dfsu	1.14	1.08	1.06	0.99	1.06	0.92	1.16df	1.27Xcdefg	1.43Xcdefg	1.11	1.07	1.15	1.12	1.13	1.12	1.12	1.05	1.12	1.09	1.05	1.16Xs	1.00	1.14Xu	1.15	1.11	1.09	1.06	1.12
Standard deviation	0.91	0.90	0.93	0.88	0.90	0.87	0.99	0.91	0.89	0.82	0.91	0.94	0.98	0.94	0.90	0.86	0.93	0.99	0.88	0.96	1.00	0.85	0.97	0.87	0.95	0.91	0.95	0.94	0.90
Standard error	0.02	0.02	0.03	0.07	0.05	0.04	0.05	0.04	0.04	0.06	0.02	0.06	0.08	0.12	0.03	0.03	0.05	0.04	0.02	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.04	0.04	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 41
IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?
Base: All Internet respondents not having the service in a bundle

	Total (X)	Broadband								Broadband bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	466	88	34	54	38	55	98	36	63	-	466
Weighted base	493	145*	19**	21*	68*	54*	156*	19*	11**	-**	493
Very satisfied	112 23%	24 16%	3 16%	9 45% <i>Xaef</i>	17 25%	10 18%	35 23%	7 37% <i>Xa</i>	6 54%	-	112 23%
Fairly satisfied	194 39%	68 47% <i>f</i>	9 44%	7 33%	30 44%	24 44%	48 31%	6 33%	3 24%	-	194 39%
Neither satisfied nor dissatisfied	105 21%	28 19%	4 19%	3 14%	13 19%	12 22%	42 27%	3 14%	1 11%	-	105 21%
Fairly dissatisfied	62 13%	21 14%	3 17%	1 6%	5 7%	5 10%	23 15%	2 13%	1 9%	-	62 13%
Very dissatisfied	19 4%	4 3%	1 3%	* 2%	4 6%	1 3%	8 5%	- -	* 1%	-	19 4%
NET: Satisfied	306 62%	92 63%	12 61%	16 78% <i>Xf</i>	47 69%	34 63%	83 53%	13 70%	9 78%	-	306 62%
NET: Dissatisfied	80 16%	25 17%	4 20%	2 8%	9 13%	7 12%	31 20%	2 13%	1 11%	-	80 16%
Don't know	2 *	- -	- -	- -	- -	1 3% <i>X</i>	- -	* 3% <i>af</i>	* *	-	2 *
Mean	0.65	0.59	0.54	1.13 <i>Xaef</i>	0.76	0.68	0.51	0.97	1.20	-	0.65
Standard deviation	1.08	1.02	1.07	1.02	1.08	0.99	1.14	1.05	1.10	-	1.08
Standard error	0.05	0.11	0.18	0.14	0.18	0.13	0.12	0.18	0.14	-	0.05

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 42
IN3. How satisfied are you with the overall VALUE FOR MONEY of your service from <Broadband>?
 Base: All Internet respondents not having the service in a bundle

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	466	231	231	77	124	79	63	53	51	19	391	45	20	10	131	131	81	123	262	204	155	287	84	259	84	394	72	124	325
Weighted base	493	227	261	96*	136*	89*	67*	44*	40**	22**	408	53*	19**	12**	109*	155*	121*	108*	264	229	161*	302	86*	272	84*	418	75**	125*	343
Very satisfied	112 23%	53 23%	59 23%	19 20%	26 19%	23 26%	16 24%	7 15%	10 24%	11 52%	93 23%	11 21%	5 27%	2 18%	24 22%	35 22%	33 27%	20 19%	59 22%	53 23%	38 23%	69 23%	18 21%	71 26%	20 24%	97 23%	15 20%	28 23%	71 21%
Fairly satisfied	194 39%	75 33%	118 45% <i>Xa</i>	39 41%	55 41%	34 39%	26 39%	18 41%	18 44%	3 14%	168 41%	16 30%	7 39%	3 22%	39 36%	66 43%	44 36%	45 42%	105 40%	89 39%	61 38%	122 40%	37 44%	106 39%	31 37%	171 41%	23 31%	49 39%	135 40%
Neither satisfied nor dissatisfied	105 21% <i>e</i>	51 22%	52 20%	22 23%	34 25%	10 12%	14 22%	13 30% <i>e</i>	5 14%	6 29%	83 20%	16 30%	2 12%	4 34%	29 26%	31 20%	25 21%	20 18%	60 23%	45 20%	31 19%	66 22%	12 15%	68 25%	15 18%	85 20%	20 26%	29 23%	75 22%
Fairly dissatisfied	62 13% <i>bv</i> <i>x</i>	37 16%	23 9%	13 13%	18 13%	13 15%	8 12%	5 11%	4 9%	1 5%	49 12%	7 13%	4 21%	2 13%	15 14%	19 13%	15 12%	12 11%	35 13%	27 12%	25 15%	33 11%	14 17% <i>v</i>	19 7%	15 18% <i>v</i>	45 11%	17 22%	11 9%	49 14%
Very dissatisfied	19 4%	12 5%	7 3%	2 2%	3 2%	6 7%	2 4%	1 3%	3 9%	-	13 3%	4 7%	-	2 13%	2 1%	4 2%	4 4%	9 8% <i>Xmq</i>	5 2%	13 6%	7 4%	10 3%	2 2%	8 3%	3 4%	18 4%	* 5%	7 5%	10 3%
NET: Satisfied	306 62%	128 56%	177 68% <i>X</i>	58 61%	81 59%	58 65%	42 63%	25 57%	27 69%	14 66%	261 64%	27 51%	13 66%	5 40%	63 58%	101 65%	76 63%	65 61%	164 62%	142 62%	98 61%	191 63%	56 65%	177 65%	51 61%	267 64% <i>X</i>	38 51%	78 62%	206 60%
NET: Dissatisfied	80 16% <i>bv</i>	49 21% <i>b</i>	30 11%	15 15%	21 16%	20 22%	10 16%	6 14%	7 17%	1 5%	62 15%	11 20%	4 21%	3 26%	17 16%	23 15%	19 16%	21 20%	40 15%	40 18%	32 20%	43 14%	16 19%	27 10%	18 21% <i>v</i>	63 15%	17 23%	18 14%	59 17%
Don't know	2 *	* *	2 1%	* *	- -	1 2%	- -	- -	- *	- -	2 *	- -	- -	- *	* -	- -	- -	2 2%	* *	2 1%	* *	2 *	1 2%	* -	- -	2 *	- -	- -	2 1%
Mean	0.65	0.53	0.77 <i>X</i>	0.63	0.60	0.63	0.68	0.55	0.67	1.13	0.68	0.45	0.72	0.18	0.63	0.70	0.71	0.52	0.67	0.62	0.61	0.69	0.67	0.78 <i>X</i>	0.60	0.68	0.47	0.65	0.61
Standard deviation	1.08	1.16	0.99	1.02	1.02	1.23	1.08	0.99	1.20	1.03	1.06	1.16	1.11	1.31	1.02	1.03	1.11	1.18	1.02	1.14	1.13	1.05	1.07	1.00	1.14	1.08	1.06	1.09	1.06
Standard error	0.05	0.08	0.07	0.12	0.09	0.14	0.14	0.14	0.17	0.24	0.05	0.17	0.25	0.41	0.09	0.09	0.12	0.11	0.06	0.08	0.09	0.06	0.12	0.06	0.12	0.05	0.13	0.10	0.06

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 43
IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?
Base: All Internet respondents

	Total (X)	Broadband								Broadband bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	2585	570	219	263	400	292	475	145	221	2119	466
Weighted base	2590	644	116*	101	643	256	559	101	170	2097	493
Very satisfied	950 37%ei	246 38%e	55 47%es	44 43%Xes	226 35%e	63 25%	217 39%e	31 30%	70 41%e	817 39%Xi	133 27%
Fairly satisfied	1131 44%	271 42%	39 34%	40 40%	287 45%	131 51%Xabc	239 43%	52 52%bc	72 42%	907 43%	224 46%
Neither satisfied nor dissatisfied	274 11%h	67 10%	12 10%	8 8%	70 11%	35 14%	55 10%	11 11%	15 9%	206 10%	68 14%
Fairly dissatisfied	155 6%h	29 4%	7 6%	6 6%	42 7%	19 8%	35 6%	5 5%	11 7%	113 5%	41 8%
Very dissatisfied	61 2%	17 3%	4 3%	2 2%	18 3%	6 2%	10 2%	2 1%	2 1%	46 2%	15 3%
NET: Satisfied	2081 80%i	517 80%	94 81%	84 83%	513 80%	194 76%	456 82%	83 82%	141 83%	1723 82%Xi	358 73%
NET: Dissatisfied	215 8%h	46 7%	11 9%	8 8%	60 9%	26 10%	45 8%	7 7%	13 8%	159 8%	57 12%Xh
Don't know	20 1%h	14 2%Xd	-	1 1%h	-	2 1%	3 1%	-	1 *	9 *	11 2%Xh
Mean	1.07ei	1.11e	1.16	1.17e	1.03	0.88	1.11e	1.04	1.15e	1.12Xi	0.87
Standard deviation	0.96	0.96	1.03	0.96	0.99	0.95	0.94	0.88	0.92	0.94	1.02
Standard error	0.02	0.04	0.07	0.06	0.05	0.06	0.04	0.07	0.06	0.02	0.05

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 44
IN4. How satisfied are you with the SPEED OF SERVICE while online from <Broadband>?
 Base: All Internet respondents

	Gender			Age						Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (l)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2585	1326	1247	179	365	383	448	490	500	220	2139	234	150	62	787	715	416	666	1502	1082	907	1573	404	1492	485	2049	536	701	1786
Weighted base	2590	1286	1292	216*	424	413	454	425	443	215*	2119	243	167*	61*	690	751	532	615	1441	1148	910	1562	408	1479	477	2051	539	694	1799
Very satisfied	950 37%de	485 38%	463 36%	66 31%	125 30%	121 29%	148 33%	179 42%Xdef	211 48%Xcdef	100 46%cdef	763 36%	89 37%	72 43%	26 42%	244 35%	266 35%	208 39%	230 37%	510 35%	438 38%	346 38%	570 36%	129 32%	562 38%	186 39%	765 37%	185 34%	239 34%	675 38%
Fairly satisfied	1131 44%h	544 42%	581 45%	93 43%	199 47%h	210 51%Xgh	201 44%h	176 41%	164 37%	87 40%	945 45%	100 41%	65 39%	20 33%	311 45%	343 46%	220 41%	257 42%	654 45%	477 42%	370 41%	720 46%Xs	189 46%	642 43%	209 44%	882 43%	249 46%	308 44%	771 43%
Neither satisfied nor dissatisfied	274 11%	150 12%	121 9%	27 13%	49 11%	51 12%	46 10%	40 9%	36 8%	24 11%	228 11%	25 10%	13 8%	9 14%	71 10%	75 10%	60 11%	67 10%	147 11%	127 10%	92 10%	156 10%	37 9%	173 12%X	39 8%	224 11%	50 9%	78 11%	193 11%
Fairly dissatisfied	155 6%	65 5%	90 7%	13 6%	38 9%XeB	16 4%	38 8%eB	21 5%	25 6%	3 2%	117 6%	21 8%	13 8%	4 7%	45 6%	47 6%	28 5%	34 6%	92 6%	63 5%	60 7%	84 5%	34 8%	77 5%	29 6%	127 6%	28 5%	41 6%	111 6%
Very dissatisfied	61 2%nqtv	28 2%	31 2%	7 3%	9 2%	12 3%	18 4%Xh	7 2%	6 1%	1 *	49 2%	8 3%	3 2%	1 2%	15 2%	8 1%	13 3%	24 4%Xnq	24 2%	37 3%Xnq	31 3%Xt	26 2%	20 5%Xv	20 1%	12 3%	45 2%	16 3%	25 4%XA	33 2%
NET: Satisfied	2081 80%	1029 80%	1044 81%	159 73%	325 77%	331 80%	349 77%	355 84%cd	375 85%Xcdf	186 87%ec	1708 81%	190 78%	137 82%	46 75%	555 80%	609 81%	428 80%	487 79%	1165 81%	915 80%	716 79%	1290 83%X	317 78%	1204 81%	394 83%	1647 80%	434 81%	547 79%	1446 80%
NET: Dissatisfied	215 8%Btv	93 7%	121 9%	21 10%B	47 11%B	28 7%	56 12%XeghB	28 7%	31 7%	4 2%	166 8%	28 12%	16 9%	6 10%	60 9%	55 7%	42 8%	58 9%	116 8%	100 9%	91 10%t	110 7%	54 13%Xv	98 7%	42 9%	172 8%	44 8%	65 9%	144 8%
Don't know	20 1%btvx	14 1%	6 *	9 4%Xefgh	3 1%	2 1%	2 *	2 *	1 *	- *	17 1%	- 1%	2 1%	1 1%	3 *	11 1%	2 *	4 1%	14 1%	5 1%t	11 *	5 *	5 *	3 1%	9 *	11 2%Xx	3 *	17 1%	
Mean	1.07dfu	1.09	1.05	0.95	0.94	1.00	0.94	1.18Xcdef	1.24Xcdef	1.31Xcdef	1.07	1.00	1.15	1.07	1.05	1.10	1.10	1.04	1.08	1.07	1.04	1.11	0.91	1.12Xu	1.11u	1.07	1.06	1.01	1.09
Standard deviation	0.96	0.95	0.98	1.02	0.99	0.92	1.06	0.91	0.92	0.77	0.95	1.05	0.97	1.04	0.96	0.90	0.97	1.03	0.93	1.00	1.03	0.91	1.08	0.91	0.97	0.96	0.96	1.01	0.95
Standard error	0.02	0.03	0.03	0.08	0.05	0.05	0.05	0.04	0.04	0.05	0.02	0.07	0.08	0.13	0.03	0.03	0.05	0.04	0.02	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.04	0.04	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 45
IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?
Base: All Internet respondents

	Total (X)	Broadband								Broadband bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	2585	570	219	263	400	292	475	145	221	2119	466
Weighted base	2590	644	116*	101	643	256	559	101	170	2097	493
Very satisfied	979 38%ei	258 40%e	56 48%ef	50 49%Xadefs	241 38%	78 30%	189 34%	35 34%	71 42%e	843 40%Xi	136 28%
Fairly satisfied	1111 43%	271 42%	40 35%	38 38%	293 46%	113 44%	241 43%	43 43%	71 42%	890 42%	221 45%
Neither satisfied nor dissatisfied	253 10%ch	62 10%	9 7%	6 6%	58 9%	32 12%c	59 11%	13 13%c	15 9%	190 9%	63 13%
Fairly dissatisfied	163 6%ah	27 4%	8 7%	5 5%	35 5%	24 9%a	48 9%Xa	7 7%	8 5%	119 6%	43 9%
Very dissatisfied	77 3%h	24 4%	3 2%	2 2%	17 3%	8 3%	17 3%	2 2%	4 2%	49 2%	28 6%Xh
NET: Satisfied	2090 81%efi	529 82%e	97 83%	88 87%Xefs	534 83%e	191 75%	430 77%	78 77%	142 84%	1734 83%Xi	356 72%
NET: Dissatisfied	239 9%h	50 8%	11 9%	7 7%	52 8%	32 13%	65 12%	9 9%	12 7%	168 8%	71 14%Xh
Don't know	8 *	2 *	- -	- -	- -	1 *	4 1%	* *	1 *	6 *	3 1%
Mean	1.07efi	1.11ef	1.20	1.27Xadefs	1.10e	0.90	0.97	1.00	1.17e	1.13Xi	0.80
Standard deviation	1.00	0.99	1.01	0.94	0.95	1.04	1.04	0.98	0.94	0.96	1.11
Standard error	0.02	0.04	0.07	0.06	0.05	0.06	0.05	0.08	0.06	0.02	0.05

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 46
IN5. How satisfied are you with the RELIABILITY of your fixed broadband service from <Broadband>?
 Base: All Internet respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2585	1326	1247	179	365	383	448	490	500	220	2139	234	150	62	787	715	416	666	1502	1082	907	1573	404	1492	485	2049	536	701	1786
Weighted base	2590	1286	1292	216*	424	413	454	425	443	215*	2119	243	167*	61*	690	751	532	615	1441	1148	910	1562	408	1479	477	2051	539	694	1799
Very satisfied	979	522	455	67	122	125	139	182	214	130	800	81	75	23	266	281	219	212	547	431	337	609	119	576	207	771	208	237	713
	38%bdefuz	41%B	35%	31%	29%	30%	31%	43%def	48%Xcdef	61%Xcdefg	38%	33%	45%	38%	39%	37%	41%	34%	38%	38%p	37%	39%	28%	39%u	43%u	38%	39%	34%	40%Xz
Fairly satisfied	1111	512	592	91	199	206	205	170	171	67	909	106	66	30	312	326	211	262	638	473	352	707	196	641	187	886	224	297	759
	43%aBs	40%	46%Xa	42%	47%hB	50%XghB	45%B	40%	39%	31%	43%	44%	40%	49%	45%	43%	40%	43%	44%	41%	39%	45%Xs	48%	43%	39%	43%	42%	43%	42%
Neither satisfied nor dissatisfied	253	126	125	28	47	55	49	38	29	8	207	32	11	2	56	70	53	74	126	127	99	136	39	151	41	197	56	83	164
	10%h	10%	10%	13%B	11%B	13%XhB	11%B	9%	7%	4%	10%	13%	7%	3%	8%	9%	10%	12%	9%	11%	11%	9%	9%	10%	9%	10%	10%	12%X	9%
Fairly dissatisfied	163	82	80	14	38	15	37	30	24	5	135	16	7	5	44	48	33	37	93	70	78	78	37	77	31	137	25	51	107
	6%etv	6%	6%	6%	9%e	4%	8%e	7%	5%	3%	6%	7%	4%	8%	6%	6%	6%	6%	6%	6%	9%Xt	5%	9%v	5%	6%	7%	5%	7%	6%
Very dissatisfied	77	38	38	16	16	9	23	2	6	4	60	8	7	1	12	23	15	27	34	42	42	30	16	30	11	52	24	22	50
	3%ghtvx	3%	3%	7%Xegh	4%g	2%	5%Xgh	*	1%	2%	3%	3%	4%	2%	2%	3%	3%	4%Xmq	2%	4%	5%Xt	2%	4%	2%	2%	3%	4%	2%	3%
NET: Satisfied	2090	1034	1047	159	321	331	344	352	385	198	1709	187	141	53	577	608	430	474	1185	904	689	1316	315	1217	394	1657	432	534	1472
	81%dfpsz	80%	81%	73%	76%	80%	76%	83%df	87%Xcdef	92%Xcdefg	81%	77%	84%	87%	84%p	81%	81%	77%	82%p	79%	76%	84%Xs	77%	82%X	83%	81%	80%	77%	82%z
NET: Dissatisfied	239	120	118	30	53	24	60	32	29	10	195	24	15	6	56	71	48	64	127	112	119	107	53	107	42	190	50	73	158
	9%ehtv	9%	9%	14%ehB	13%XehB	6%	13%XeghB	8%	7%	5%	9%	10%	9%	8%	9%	9%	9%	10%	9%	10%	13%Xt	7%	13%Xv	7%	9%	9%	11%	11%	9%
Don't know	8	6	3	-	3	3	-	3	*	-	8	-	-	1	1	2	1	4	3	5	3	2	2	3	-	7	1	3	5
	*	*	*	-	1%	1%	-	1%	*	-	*	-	-	1%	*	*	*	1%	*	*	*	*	*	*	-	*	*	*	*
Mean	1.07cdfpsuz	1.09	1.04	0.83	0.89	1.03	0.88	1.18Xcdef	1.27Xcdefg	1.46Xcdefg	1.07	0.97	1.16	1.15	1.12p	1.06	1.10	0.97	1.09p	1.03p	0.95	1.15Xs	0.90	1.12Xu	1.15u	1.07	1.05	0.98	1.10z
Standard deviation	1.00	1.01	0.98	1.16	1.04	0.89	1.09	0.91	0.90	0.85	0.99	1.02	1.03	0.94	0.93	1.00	1.00	1.05	0.97	1.03	1.11	0.91	1.05	0.93	0.98	0.98	1.04	1.02	0.99
Standard error	0.02	0.03	0.03	0.09	0.05	0.05	0.05	0.04	0.04	0.06	0.02	0.07	0.08	0.12	0.03	0.04	0.05	0.04	0.02	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.05	0.04	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 47
PTSUM. Pay TV Provider SUMMARY TABLE
Base: All TV respondents respondents asked

	PT. Summary	
	Overall Satisfaction	Value Satisfaction
Unweighted base	1303	415
Weighted base	1303	399
Very satisfied	502 39%	73 18%
Fairly satisfied	573 44%	161 40%
Neither satisfied nor dissatisfied	172 13%	90 23%
Fairly dissatisfied	40 3%	55 14%
Very dissatisfied	12 1%	16 4%
NET: Satisfied	1075 83%	234 59%
NET: Dissatisfied	51 4%	72 18%
Don't know	5 *	3 1%
Mean	1.17	0.55
Standard deviation	0.83	1.07
Standard error	0.02	0.05

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 48
PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?
Base: All TV respondents

	Total (X)	Pay TV					Pay TV bundle	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)
Unweighted base	1303	230	579	102	303	89	888	415
Weighted base	1303	129	747	70*	268	89*	904	399
Very satisfied	502 39%ac	40 31%	316 42%ac	16 23%	94 35%c	36 40%c	347 38%	155 39%
Fairly satisfied	573 44%	64 50%	323 43%	33 47%	119 44%	33 37%	411 45%	163 41%
Neither satisfied nor dissatisfied	172 13%	19 15%	80 11%	19 27%xabd	40 15%	14 16%	111 12%	61 15%
Fairly dissatisfied	40 3%	3 2%	21 3%	1 2%	11 4%	3 4%	26 3%	14 3%
Very dissatisfied	12 1%	2 1%	5 1%	1 2%	2 1%	1 1%	8 1%	4 1%
NET: Satisfied	1075 83%c	105 81%c	640 86%Xcd	49 69%	213 79%	69 78%	758 84%	318 80%
NET: Dissatisfied	51 4%	5 4%	26 3%	3 4%	13 5%	4 5%	34 4%	17 4%
Don't know	5 *	* *	* *	- -	3 1%b	2 2%b	2 *	3 1%
Mean	1.17c	1.08	1.24Xacd	0.86	1.10c	1.14	1.18	1.14
Standard deviation	0.83	0.82	0.80	0.87	0.86	0.91	0.82	0.87
Standard error	0.02	0.05	0.03	0.09	0.05	0.10	0.03	0.04

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 49
PT1. How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider <TV>?
 Base: All TV respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	1303	709	589	92	190	192	225	246	255	103	1075	108	86	34	432	345	202	323	777	525	475	772	200	726	267	1053	250	379	879
Weighted base	1303	699	599	77*	213	205	229	223	242	115**	1051	111*	104*	37**	391	344	257	310	735	567	463	784	190	724	280*	1038	265	370	893
Very satisfied	502 39%df	270 39%	232 39%	29 38%	65 31%	74 36%	71 31%	80 36%	115 48%Xd	68 59%	411 39%	42 38%	38 37%	11 29%	149 38%	122 35%	105 41%	126 41%	271 37%	230 41%	179 39%	310 39%	61 32%	294 41%	110 39%	419 40%X	83 31%	144 39%	341 38%
Fairly satisfied	573 44%	299 43%	272 45%	28 37%	107 50%	99 48%	112 49%	94 42%	96 40%	37 32%	456 43%	51 46%	42 41%	23 63%	172 44%	158 46%	117 45%	126 41%	330 45%	243 43%	202 44%	351 45%	86 46%	323 45%	114 41%	451 43%	122 46%	161 43%	399 45%
Neither satisfied nor dissatisfied	172 13%hv	99 14%	71 12%	16 21%h	26 12%	24 12%	37 16%h	40 18%h	19 8%	10 9%	134 13%	15 14%	21 20%	2 6%	52 13%	50 14%	27 11%	43 14%	101 14%	70 12%	60 13%	92 12%	31 16%	79 11%	47 17%	127 12%	45 17%	48 13%	118 13%
Fairly dissatisfied	40 3%	22 3%	18 3%	2 2%	10 5%	5 3%	8 3%	6 3%	8 3%	-	36 3%	2 2%	2 2%	-	14 4%	10 3%	6 2%	10 3%	24 3%	16 3%	14 3%	22 3%	7 4%	19 3%	8 3%	32 3%	7 3%	14 4%	24 3%
Very dissatisfied	12 1%k	9 1%	3 *	1 1%	1 1%	3 2%	* *	3 1%	3 1%	-	11 1%	* *	-	1 2%	3 1%	2 1%	2 1%	4 1%	5 1%	6 1%	6 1%	6 2%	4 1%	6 1%	1 *	6 1%	6 2%	2 1%	7 1%
NET: Satisfied	1075 83%	569 81%	504 84%	57 75%	172 81%	173 84%	184 80%	173 78%	211 87%Xcg	105 91%	867 82%	94 84%	80 78%	34 92%	321 82%	280 81%	221 86%	252 81%	601 82%	473 83%	381 82%	660 84%	148 78%	617 85%Xu	224 80%	870 84%X	205 77%	305 82%	741 83%
NET: Dissatisfied	51 4%	31 4%	21 3%	3 4%	12 5%	9 4%	8 4%	9 4%	11 4%	-	46 4%	2 2%	2 2%	1 2%	17 4%	12 4%	8 3%	14 4%	29 4%	22 4%	20 4%	28 4%	11 6%	25 3%	8 3%	38 4%	13 5%	16 4%	31 3%
Don't know	5 *	1 *	4 1%	* *	3 2%X	-	-	-	1 *	-	4 *	-	* *	1 1%	3 *	* *	1 *	3 *	2 *	2 *	3 *	* *	2 *	1 *	3 *	2 1%	1 *	4 *	
Mean	1.17uy	1.15	1.20	1.08	1.07	1.14	1.08	1.09	1.30Xdfg	1.50	1.17	1.20	1.13	1.19	1.16	1.13	1.23	1.16	1.14	1.19	1.16	1.20	1.03	1.22Xu	1.17	1.20Xy	1.02	1.16	1.17
Standard deviation	0.83	0.86	0.80	0.89	0.83	0.84	0.79	0.87	0.84	0.65	0.85	0.76	0.80	0.68	0.84	0.81	0.79	0.88	0.83	0.84	0.86	0.81	0.90	0.81	0.82	0.81	0.90	0.84	0.81
Standard error	0.02	0.03	0.03	0.09	0.06	0.06	0.05	0.06	0.05	0.06	0.03	0.07	0.09	0.12	0.04	0.04	0.06	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.05	0.03	0.06	0.04	0.03

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 50

PT2. How satisfied are you with the overall VALUE FOR MONEY of your service from <TV>?

Base: All TV respondents not having the service in a bundle

	Total (X)	Pay TV					Pay TV bundle	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)
Unweighted base	415	29	260	23	31	72	-	415
Weighted base	399	13**	272	19**	17**	78*	-**	399
Very satisfied	73 18%	3 19%	42 15%	3 16%	2 10%	23 30%Xb	-	73 18%
Fairly satisfied	161 40%	6 46%	101 37%	12 63%	7 43%	35 45%	-	161 40%
Neither satisfied nor dissatisfied	90 23%	3 23%	70 26%	3 14%	4 25%	11 14%	-	90 23%
Fairly dissatisfied	55 14%	1 8%	45 16%	1 7%	3 19%	5 7%	-	55 14%
Very dissatisfied	16 4%	-	14 5%	-	* 1%	2 3%	-	16 4%
NET: Satisfied	234 59%b	9 66%	143 53%	15 79%	9 53%	58 75%Xb	-	234 59%
NET: Dissatisfied	72 18%	1 8%	58 21%	1 7%	3 19%	8 10%	-	72 18%
Don't know	3 1%	* 2%	* *	- -	* 2%	2 2%	-	3 1%
Mean	0.55b	0.79	0.42	0.88	0.45	0.94Xb	-	0.55
Standard deviation	1.07	0.90	1.09	0.76	0.96	1.00	-	1.07
Standard error	0.05	0.17	0.07	0.16	0.18	0.12	-	0.05

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	415	230	182	38	66	70	65	75	76	25	337	31	37	10	143	124	70	77	267	147	142	252	53	220	98	311	104	121	282	
Weighted base	399	225	171	32**	72*	70*	58*	72**	71*	25**	304	29**	53**	13**	121*	125*	86*	66*	245	152	131*	247	45*	218	95*	283	116*	106*	282	
Very satisfied	73 18%	37 17%	35 21%	5 17%	13 18%	9 13%	11 19%	9 12%	13 17%	13 53%	57 19%	7 25%	7 13%	2 17%	23 19%	20 16%	17 20%	12 19%	43 18%	30 19%	30 23%	40 16%	5 12%	48 22%	16 16%	61 22% ^X	12 10%	25 24%	46 16%	
Fairly satisfied	161 40%	83 37%	76 45%	15 48%	26 37%	31 44%	31 54% ^X	25 34%	26 36%	8 31%	126 41% ^X	10 34%	19 35%	7 54%	43 36%	54 44%	37 42%	26 40%	97 40%	63 41%	64 49% ^X	89 36%	18 39%	88 40%	37 39%	111 39%	50 43%	44 42%	116 41%	
Neither satisfied nor dissatisfied	90 23% ^{isvz}	59 26%	31 18%	5 17%	15 22%	18 26%	8 13%	21 29%	20 28%	3 13%	63 21%	5 19%	22 42%	-	37 31%	21 16%	19 22%	13 20%	58 24% ⁿ	33 21%	16 13%	69 28% ^{Xs}	14 31%	38 17%	29 31%	55 19%	36 31%	13 12%	74 26% ^z	
Fairly dissatisfied	55 14%	35 15%	21 12%	4 12%	12 17%	7 9%	6 10%	15 20%	12 16%	1 3%	45 15% ^X	5 15%	3 5%	3 27%	15 13%	22 18%	8 9%	10 16%	37 15%	18 12%	15 12%	37 15%	6 12%	34 16%	10 11%	41 15%	14 12%	22 21% ^{XA}	32 11%	
Very dissatisfied	16 4%	11 5%	5 3%	1 5%	3 4%	6 8%	2 3%	3 4%	1 2%	*	12 4%	2 7%	2 3%	-	2 1%	7 6%	5 6%	2 3%	9 3%	8 5%	4 3%	11 4%	2 5%	8 4%	3 4%	12 4%	4 3%	1 1%	12 4%	
NET: Satisfied	234 59% ^t	120 53%	111 65% ^X	21 65%	39 55%	40 57%	42 73% ^{Xh}	33 47%	38 53%	21 84%	183 60% ^X	17 59%	25 48%	9 71%	66 55%	75 60%	54 62%	39 59%	141 57%	93 61%	94 72% ^{Xt}	129 52%	23 51%	136 62%	52 55%	172 61% ^X	62 53%	69 65%	162 57%	
NET: Dissatisfied	72 18%	45 20%	26 15%	5 17%	15 21%	12 17%	8 14%	17 24%	13 18%	1 3%	57 19% ^X	7 22%	5 9%	3 27%	17 14%	29 23%	13 15%	13 19%	46 19%	26 17%	19 14%	48 19%	8 18%	42 19%	13 14%	54 19%	18 15%	23 22%	44 16%	
Don't know	3 1%	1 *	2 1%	*	2 3%	-	-	*	-	-	2 1%	-	*	1 2%	*	*	1 2%	1 *	2 1%	2 1%	2 1%	1 *	2 1%	-	2 1%	-	2 1%	*	1 1%	2 1%
Mean	0.55	0.45	0.68	0.62	0.49	0.44	0.76	0.31	0.50	1.35	0.56	0.54	0.49	0.62	0.58	0.48	0.61	0.56	0.53	0.59	0.79 ^{Xt}	0.45	0.40	0.62	0.54	0.60 ^X	0.45	0.66	0.54	
Standard deviation	1.07	1.09	1.04	1.07	1.11	1.10	0.99	1.06	1.03	0.83	1.08	1.23	0.92	1.11	0.98	1.13	1.10	1.09	1.06	1.09	1.02	1.07	1.04	1.11	1.01	1.11	1.01	1.10	1.04	1.04
Standard error	0.05	0.07	0.08	0.18	0.14	0.13	0.12	0.12	0.12	0.17	0.06	0.22	0.15	0.37	0.08	0.10	0.13	0.12	0.07	0.09	0.09	0.07	0.14	0.08	0.10	0.06	0.09	0.10	0.06	0.06

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 52
B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?
Base: All Bundle respondents

Total (X)	Bundle providers								Services included				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (l)	Other providers (g)	Landline (h)	Mobile (i)	Broadband (j)	Pay TV (k)	
Unweighted base	2201	506	193	207	399	236	387	113	184	1866	668	2119	888
Weighted base	2163	512	100*	79	594	200	407	86*	201*	1865	459	2097	904
Very satisfied	722 33%f	165 32%	56 55% <i>Xadefl</i>	37 47% <i>Xadef</i>	193 32%	59 29%	113 28%	32 37%	75 37%	627 34%	178 39% <i>k</i>	709 34%	298 33%
Fairly satisfied	1091 50% <i>bc</i>	265 52% <i>bc</i>	34 34%	32 41%	303 51% <i>bc</i>	105 52% <i>bc</i>	217 53% <i>bc</i>	41 48%	103 51%	942 51%	217 47%	1049 50%	463 51%
Neither satisfied nor dissatisfied	234 11%	56 11%	8 8%	7 8%	70 12%	17 9%	46 11%	10 12%	19 10%	195 10%	46 10%	227 11%	99 11%
Fairly dissatisfied	90 4%	18 4%	2 2%	2 3%	27 5%	13 6% <i>g</i>	24 6% <i>g</i>	3 3%	1 *	76 4%	15 3%	86 4%	41 5%
Very dissatisfied	21 1%	7 1% <i>d</i>	1 1%	* 1%	* *	4 2% <i>d</i>	5 1% <i>d</i>	- *	3 1%	20 1% <i>k</i>	3 1%	21 1%	4 *
NET: Satisfied	1813 84%	430 84%	90 89%	69 88%	496 83%	164 82%	330 81%	73 85%	178 89%	1569 84%	395 86%	1758 84%	761 84%
NET: Dissatisfied	111 5%	25 5%	2 2%	3 3%	28 5%	17 8% <i>g</i>	29 7%	3 3%	3 2%	96 5%	18 4%	107 5%	45 5%
Don't know	5 *	- *	* *	* 1% <i>a</i>	* *	2 1%	2 1%	- *	* *	5 *	1 *	5 *	- *
Mean	1.11 <i>f</i>	1.10	1.42 <i>Xadef</i>	1.31 <i>Xadef</i>	1.11	1.02	1.01	1.19	1.23 <i>f</i>	1.12	1.20 <i>k</i>	1.12	1.12
Standard deviation	0.83	0.83	0.77	0.79	0.79	0.92	0.87	0.77	0.74	0.83	0.80	0.83	0.80
Standard error	0.02	0.04	0.06	0.06	0.04	0.06	0.04	0.07	0.05	0.02	0.03	0.02	0.03

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 53
B1. In terms of your overall package of services, how satisfied are you with the OVERALL SERVICE PROVIDED by <BundleProvider>?
 Base: All Bundle respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (j)	Scotland (i)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2201	1131	1062	119	258	315	395	451	459	204	1822	193	134	52	689	599	350	562	1288	912	774	1344	341	1274	413	1724	477	606	1514
Weighted base	2163	1098	1058	150*	299	331	392	387	409	196*	1774	191	150*	48*	617	607	422	517	1224	939	781	1293	334	1232	399	1692	471	609	1483
Very satisfied	722	357	364	43	83	91	116	136	177	76	592	61	53	16	188	186	158	190	374	348	264	440	104	432	131	570	152	208	486
	33%eq	33%	34%	28%	28%	27%	30%	35%	43%Xdef	39%	33%	32%	35%	33%	30%	31%	37%	37%q	31%	37%Xnq	34%	34%	31%	35%X	33%	34%	32%	34%	33%
Fairly satisfied	1091	570	516	91	157	172	194	199	174	104	894	94	77	25	339	318	204	230	657	434	371	675	170	612	205	854	237	299	758
	50%hpr	52%	49%	60%	53%h	52%h	50%	52%h	43%	53%	50%	49%	52%	52%	55%pr	52%p	48%	45%	54%Xpr	46%	48%	52%	51%	50%	51%	50%	50%	49%	51%
Neither satisfied nor dissatisfied	234	122	110	13	38	55	49	34	35	10	190	30	8	5	56	73	40	64	129	105	89	126	40	133	41	185	49	65	165
	11%	11%	10%	9%	13%	16%XghB	13%	9%	8%	5%	11%	16%Kk	6%	9%	9%	12%	10%	12%	11%	11%	11%	10%	12%	11%	10%	11%	10%	11%	11%
Fairly dissatisfied	90	33	57	3	16	9	26	15	17	4	75	3	10	2	28	23	16	23	51	39	43	40	18	39	19	64	27	33	54
	4%tv	3%	5%Xa	2%	5%	3%	7%Xe	4%	4%	2%	4%	2%	7%	4%	5%	4%	4%	4%	4%	4%	6%t	3%	5%	3%	5%	4%	6%	5%	4%
Very dissatisfied	21	12	9	*	3	3	5	1	7	2	17	3	1	1	5	5	3	8	10	11	12	9	2	14	2	15	6	4	15
	1%	1%	1%	*	1%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
NET: Satisfied	1813	927	880	133	240	262	310	335	351	181	1486	155	131	41	527	503	362	420	1031	782	636	1115	274	1044	336	1424	390	507	1244
	84%ef	84%	83%	89%	80%	79%	79%	87%ef	86%ef	92%def	84%	81%	87%	85%	85%	83%	86%	81%	84%	83%	81%	86%Xs	82%	85%	84%	84%	83%	83%	84%
NET: Dissatisfied	111	45	67	3	19	12	32	16	24	6	92	6	11	3	33	28	19	30	61	5	55	49	20	53	21	79	33	36	69
	5%tv	4%	6%X	2%	6%	4%	8%Xe	4%	6%	3%	5%	3%	7%	6%	5%	5%	5%	6%	5%	5%	7%Xt	6%	6%	4%	5%	5%	7%	6%	5%
Don't know	5	4	2	-	2	2	*	1	-	-	5	-	-	-	*	2	*	2	3	3	-	3	1	2	*	5	*	*	5
	*	*	*	-	1%	1%	*	def	-	-	-	-	-	-	*	*	*	*	*	*	-	*	*	*	*	*	*	*	*
Mean	1.11f	1.12	1.11	1.15	1.02	1.03	1.00	1.18def	1.21Xdef	1.27def	1.11	1.08	1.15	1.11	1.10	1.09	1.18	1.11	1.09	1.14	1.07	1.16X	1.07	1.14X	1.12	1.13	1.07	1.11	1.11
Standard deviation	0.83	0.80	0.86	0.68	0.84	0.79	0.90	0.77	0.89	0.73	0.83	0.81	0.84	0.84	0.80	0.81	0.81	0.89	0.80	0.86	0.90	0.78	0.84	0.82	0.81	0.81	0.87	0.84	0.82
Standard error	0.02	0.02	0.03	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.02	0.06	0.07	0.12	0.03	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.04	0.03	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 54
B2. How satisfied are you with the overall VALUE FOR MONEY of your service from <BundleProviderText>?
Base: All Bundle respondents

	Total (X)	Bundle providers								Services included			
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (l)	Other providers (g)	Landline (h)	Mobile (i)	Broadband (j)	Pay TV (k)
Unweighted base	2201	506	193	207	399	236	387	113	184	1866	668	2119	888
Weighted base	2163	512	100*	79	594	200	407	86*	201*	1865	459	2097	904
Very satisfied	524 24%adfk	104 20%	31 31%bd	26 33%Xadf	106 18%	58 29%adf	78 19%	32 37%Xadf	77 38%Xadf	475 25%Xk	133 29%jk	495 24%k	172 19%
Fairly satisfied	915 42%h	204 40%	49 49%	38 49%af	273 46%	89 44%	155 38%	41 47%	88 44%	757 41%	193 42%	897 43%	385 43%
Neither satisfied nor dissatisfied	388 18%cd	100 20%cd	11 11%	10 12%	115 19%l	30 15%	97 24%Xbcelg	7 8%	20 10%	338 18%	81 18%	378 18%	198 22%Xhij
Fairly dissatisfied	234 11%c	81 16%Xbcelg	5 5%	4 5%	69 12%c	12 6%	52 13%cel	5 5%	11 6%	207 11%	35 8%	231 11%l	105 12%i
Very dissatisfied	96 4%c	23 4%c	4 4%	* *	32 5%c	9 5%c	23 6%c	1 1%	4 2%	84 4%	17 4%	92 4%	44 5%
NET: Satisfied	1440 67%afk	308 60%	80 80%Xadf	64 82%Xadf	379 64%	146 73%af	233 57%	73 85%Xadef	166 82%Xadf	1232 66%k	326 71%k	1391 66%k	557 62%
NET: Dissatisfied	330 15%cd	104 20%Xcelg	9 9%	4 5%	101 17%cd	21 11%	75 18%celg	6 7%	15 7%	290 16%	52 11%	323 15%l	149 16%i
Don't know	5 *	- -	* *	* 1%ad	- -	2 1%	2 1%	* *	* *	4 *	* *	5 *	1 *
Mean	0.71afk	0.56	0.98adf	1.10Xadf	0.59	0.88adf	0.53	1.14Xadef	1.12Xadf	0.72k	0.85Xhjk	0.70k	0.59
Standard deviation	1.08	1.11	1.00	0.83	1.07	1.05	1.11	0.89	0.93	1.10	1.04	1.08	1.07
Standard error	0.02	0.05	0.07	0.06	0.05	0.07	0.06	0.08	0.07	0.03	0.04	0.02	0.04

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

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

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2201	1131	1062	119	258	315	395	451	459	204	1822	193	134	52	689	599	350	562	1288	912	774	1344	341	1274	413	1724	477	606	1514
Weighted base	2163	1098	1058	150*	299	331	392	387	409	196*	1774	191	150*	48*	617	607	422	517	1224	939	781	1293	334	1232	399	1692	471	609	1483
Very satisfied	524 24% ^{fA}	255 23%	268 25%	63 42% ^{Xefg}	75 25%	80 24%	70 18%	83 22%	104 25% ^f	48 25%	436 25%	43 25%	32 22%	14 29%	137 22%	142 23%	120 28%	127 24%	278 23%	246 26%	202 26%	310 24%	81 24%	299 24%	89 22%	430 25%	94 20%	170 28%	336 23%
Fairly satisfied	915 42% ^s	466 42%	447 42%	60 40%	128 43%	144 43%	152 39%	159 41%	172 42%	100 51%	743 42%	80 42%	68 45%	24 50%	267 43%	258 42%	185 44%	205 40%	524 43%	390 42%	292 37%	597 46% ^{Xs}	129 39%	543 44% ^X	182 46%	709 42%	207 44%	244 40%	643 43%
Neither satisfied nor dissatisfied	388 18% ^b	216 20%	168 16%	16 11%	44 15%	63 19%	92 23% ^{Xd}	73 19%	75 18%	25 13%	330 19%	26 13%	25 17%	7 14%	99 16%	102 17%	74 17%	113 22% ^{Xq}	202 16%	186 20%	143 18%	216 17%	71 21%	207 17%	63 16%	300 18%	88 19%	108 18%	263 18%
Fairly dissatisfied	234 11% ^{or}	114 10%	120 11%	11 7%	36 12%	27 8%	49 12%	58 15% ^{Xe}	39 10%	15 8%	182 10%	33 17% ^{Xi}	17 11%	3 6%	90 15% ^{Xopr}	73 12% ^{or}	26 6%	45 9%	163 13% ^{Xopr}	71 8%	88 11%	132 10%	37 11%	123 10%	55 14%	182 11%	52 11%	48 8%	181 12% ^{Xz}
Very dissatisfied	96 4% ^t	42 4%	55 5%	* 5%	14 5%	15 4%	29 7% ^{Xg}	13 3%	18 4%	7 4%	78 4%	10 5%	8 5%	1 1%	24 4%	30 5%	16 4%	26 5%	54 4%	42 4%	55 7% ^{Xt}	35 3%	17 5%	58 5%	10 3%	66 4%	30 6%	38 6%	55 4%
NET: Satisfied	1440 67% ^f	721 66%	715 68%	123 82% ^{fg}	203 68% ^f	224 68% ^f	222 57%	243 63%	276 68% ^f	149 76% ^{fg}	1179 66%	123 64%	100 67%	38 79%	403 65%	399 66%	305 72% ^{Xp}	332 64%	802 66%	636 68% ^p	494 63%	907 70% ^{Xs}	210 63%	842 68% ^X	271 68%	1139 67%	301 64%	415 68%	979 66%
NET: Dissatisfied	330 15% ^{ort}	156 14%	175 17%	11 7%	49 16%	42 13%	78 20% ^{Xe}	71 18%	57 14%	22 11%	259 15%	43 22% ^{Xil}	24 16%	4 7%	114 19% ^{or}	103 17% ^{or}	42 10%	71 14%	217 18% ^{Xor}	113 12%	142 18% ^{Xt}	167 13%	54 16%	181 15%	65 16%	248 15%	82 17%	86 14%	237 16%
Don't know	5 * ^b	5 *	* *	- -	2 1%	3 1%	- -	* *	- -	- -	5 *	- -	- -	- -	2 *	- *	2 *	1 *	2 *	3 *	3 *	3 *	* *	3 *	- -	5 *	- -	* *	5 *
Mean	0.71 ^f	0.71	0.71	1.17 ^{Xdefg}	0.73 ^f	0.75 ^f	0.47	0.63	0.75 ^f	0.85 ^f	0.72	0.59	0.67	0.99	0.65	0.67	0.87 ^{Xmnpq}	0.70	0.66	0.78 ^{Xp}	0.64	0.79 ^{Xs}	0.66	0.73	0.71	0.74	0.60	0.76	0.69
Standard deviation	1.08	1.05	1.12	0.90	1.11	1.05	1.14	1.08	1.08	1.00	1.08	1.16	1.09	0.90	1.10	1.11	1.01	1.09	1.10	1.06	1.18	1.01	1.11	1.08	1.04	1.07	1.12	1.13	1.07
Standard error	0.02	0.03	0.03	0.08	0.07	0.06	0.06	0.05	0.05	0.07	0.03	0.08	0.09	0.12	0.04	0.05	0.05	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.05	0.03	0.05	0.05	0.03

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 56
BM1. Which, if any, of these other services are you the primary or joint decision maker when deciding which provider to use?
 Base: All respondents

	Gender			Age						Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Gas supplier	2206	1084	1111	164	346	375	411	345	379	187	1849	188	137	32	607	623	438	538	1230	976	775	1331	354	1252	395	1856	351	626	1500
		73%clnuy	74%	41%	69%c	81%Xcd	82%Xcdg	76%c	81%Xcd	84%Xcd	74%l	69%l	78%l	48%	76%n	70%	72%	75%n	73%q	74%	73%	74%	66%	75%Xu	77%u	78%xy	57%	74%	73%
Electricity supplier	2591	1266	1313	198	395	424	474	434	448	218	2122	242	165	62	705	728	532	624	1433	1156	912	1566	422	1482	467	2043	548	734	1765
		86%cdinu	86%	49%	79%c	91%Xcd	95%Xcde	96%Xcde	96%Xcde	96%Xcde	85%	89%	94%xi	93%	89%nq	82%	87%n	88%n	85%n	87%q	86%	87%	78%	89%Xu	91%Xu	86%	88%	86%	86%
Bank current account	2736	1309	1417	287	445	435	470	429	454	216	2245	260	168	63	727	801	568	640	1528	1207	953	1659	467	1569	487	2161	575	738	1895
		91%ciuz	89%	93%xa	71%	89%c	93%c	94%Xcd	95%Xcd	97%Xcde	97%Xcd	95%xi	95%	95%	91%	90%	93%	90%	91%	91%p	90%	93%k	87%	94%Xu	95%Xu	90%	93%	87%	92%kz
None of these	76	41	32	48	14	8	1	4	1	-	73	2	*	*	13	35	11	17	48	28	26	36	22	23	2	55	21	19	56
		3%fghw	3%	2%	12%xdefghB3%fh	2%	*	1%	*	-	3%k	1%	*	*	2%	4%Xq	2%	2%	2%	2%	2%	2%	4%vw	1%	*	2%	3%	2%	3%

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 57
BM2. Which bank do you use for your MAIN current account?
 Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts

	Gender		Age								Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentialy vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2752	1364	1377	245	391	408	474	502	509	223	2278	257	152	65	830	770	448	703	1600	1151	969	1665	450	1593	500	2185	567	745	1900
Weighted base	2736	1309	1417	287	445	435	470	429	454	216*	2245	260	168*	63*	727	801	568	640	1528	1207	953	1659	467	1569	487	2161	575	738	1895
Bank of Scotland	81 3% _i	37 3%	44 3%	14 5%	25 6% _{Xfg}	12 3%	7 1%	6 1%	13 3%	4 2%	9 *	71 27% _{Xikl}	-	-	18 2%	28 4%	17 3%	17 3%	46 3%	35 3%	26 3%	50 3%	17 4%	49 3%	12 2%	67 3%	14 2%	25 3%	51 3%
Barclays	366 13% _{gjl}	160 12%	206 15%	42 15%	71 16% _g	77 18% _{XghB}	64 14%	41 10%	53 12%	18 8%	341 15% _{Xjl}	5 2%	19 11% _j	2 3%	101 14%	126 16% _r	66 12%	73 11%	227 15% _r	139 12%	133 14%	215 13%	72 15%	209 13%	51 10%	295 14%	72 12%	111 15%	249 13%
Co-op bank	46 2%	25 2%	20 1%	2 1%	2 1%	6 1%	8 2%	16 4% _{Xd}	9 2%	3 2%	40 2%	6 2%	1 1%	-	8 1%	11 1%	11 2%	17 3% _{Xq}	18 1%	28 2%	23 2%	22 1%	9 2%	30 2%	3 1%	38 2%	8 1%	16 2%	29 2%
First Direct	115 4% _{dpruz}	56 4%	60 4%	3 1%	9 2%	13 3%	20 4%	28 7% _{Xcde}	25 5% _{ccd}	17 8% _{cd}	98 4%	9 3%	5 3%	4 6%	50 7% _{Xopr}	40 5% _{pr}	15 3%	10 2%	90 6% _{Xopr}	25 2%	30 3%	80 5%	5 1%	64 4% _u	42 9% _{Xuv}	82 4%	33 6%	13 2%	99 5% _{Xz}
Halifax	311 11% _j	150 11%	161 11%	28 10%	39 9%	48 11%	80 17% _{Xdegh}	37 9%	49 11%	30 14%	266 12% _j	12 5%	25 15% _j	8 12%	80 11%	80 10%	70 12%	80 13%	160 10%	151 12%	98 10%	201 12%	54 12%	174 11%	63 13%	233 11%	78 14%	88 12%	216 11%
HSBC	231 8% _{fhjls}	123 9%	107 8%	29 10%	53 12% _{Xfgh}	46 10% _{fh}	25 5%	29 7%	26 6%	24 11%	200 9% _{jl}	5 2%	27 16% _{Xjl}	-	66 9%	80 10%	39 7%	46 10%	146 10%	85 7%	64 7%	156 9%	43 8%	125 8%	49 10%	188 9%	43 8%	50 7%	163 9%
Lloyds	370 14% _{kl}	163 12%	206 15%	39 14%	68 15%	52 12%	64 14%	51 12%	72 16%	24 11%	325 14% _{Xjl}	8 3%	37 22% _{Xjl}	1 1%	102 14%	90 11%	102 18% _{Xnpq}	77 12%	192 13%	178 15% _p	113 12%	248 15%	71 15%	216 14%	57 12%	286 13%	85 15%	89 12%	266 14%
Nationwide	298 11%	145 11%	151 11%	24 8%	40 9%	63 14% _{Xdf}	38 8%	62 14% _{Xdf}	55 12%	17 8%	250 11%	25 10%	12 7%	12 18%	76 10%	83 10%	66 12%	73 11%	159 10%	139 12%	102 11%	182 11%	46 10%	174 11%	54 11%	232 11%	66 12%	74 10%	207 11%
NatWest	292 11% _j	131 10%	161 11%	24 8%	53 12%	39 9%	56 12%	45 10%	51 11%	24 11%	262 12% _{Xj}	8 3%	20 12% _j	2 3%	69 10%	76 9%	68 12%	78 9%	145 12%	147 12%	100 11%	175 11%	41 9%	161 10%	59 12%	238 11%	54 9%	89 12%	194 10%
RBS	55 2% _i	29 2%	26 2%	3 1%	14 3%	4 1%	9 2%	14 2%	9 3% _e	2 1%	23 1%	32 12% _{Xikl}	-	-	15 2%	18 2%	12 2%	11 2%	32 2%	23 2%	25 3%	29 2%	8 2%	35 2%	12 2%	44 2%	11 2%	19 3%	32 2%
Santander	345 13% _{de}	179 14%	164 12%	49 17% _{de}	31 7%	40 9%	53 11%	74 17% _{Xdef}	60 13% _d	38 18% _{de}	288 13%	32 12%	15 9%	10 16%	91 13%	108 13%	64 11%	82 13%	199 13%	146 12%	139 15% _X	189 11%	65 14%	198 13%	52 11%	281 13%	64 11%	88 12%	248 13%
TSB	89 3% _i	43 3%	44 3%	13 4%	19 4%	18 4%	10 2%	10 2%	13 3%	6 3%	59 11% _{Xikl}	28 1%	1 -	-	23 3%	23 3%	13 2%	29 5% _{Xr}	46 3%	42 4%	35 4%	47 3%	15 3%	49 3%	17 3%	73 3%	16 3%	24 3%	62 3%
Ulster Bank	14 1% _{IA}	4 *	9 1%	-	1 *	4 1%	2 *	3 1%	4 1%	-	1 *	-	-	13 20% _{Xijk}	2 *	3 *	1 *	8 1% _{Xqr}	5 *	9 1%	9 *	5 *	3 1%	6 *	3 1%	10 *	4 1% _{XA}	9 *	5 *
Yorkshire Building Society	9 *	4 *	5 *	3 1%	-	3 1%	1 *	-	-	2 1%	9 *	-	-	-	3 *	3 *	3 *	3 *	3 *	6 *	4 *	2 *	1 *	8 *	-	7 *	2 *	3 *	6 *
Other	114 4% _{hi}	60 5%	54 4%	16 5%	19 4%	11 3%	33 7% _{Xeh}	19 4%	11 2%	6 3%	76 3%	19 7% _{Xi}	6 3%	13 20% _{Xijk}	26 4%	31 4%	21 4%	35 5%	57 4%	55 5%	53 6% _{Xt}	57 3%	18 4%	71 5%	14 3%	89 4%	24 4%	42 6% _X	68 4%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 58
BM3. In terms of your main current account, how satisfied are you with the OVERALL SERVICE PROVIDED by <Bank>?
Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Bank current accounts

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	2752	1364	1377	245	391	408	474	502	509	223	2278	257	152	65	830	770	448	703	1600	1151	969	1665	450	1593	500	2185	567	745	1900	
Weighted base	2736	1309	1417	287	445	435	470	429	454	216*	2245	260	168*	63*	727	801	568	640	1528	1207	953	1659	467	1569	487	2161	575	738	1895	
Very satisfied	1244	568	672	137	187	175	179	203	244	120	1029	116	70	30	310	366	254	313	676	588	453	749	188	754	209	994	251	355	838	
	45%ef	43%	47%	48%	42%	40%	38%	47%f	54%Xdef	56%def	46%	45%	41%	47%	43%	46%	45%	49%	44%	47%	47%	45%	40%	48%Xu	43%	46%	44%	48%	44%	
Fairly satisfied	1140	538	597	134	205	192	222	160	156	71	950	103	62	25	312	330	258	240	642	498	368	716	225	634	199	884	256	284	814	
	42%hps	41%	42%	47%h	46%ghB	44%h	47%XghB	37%	34%	33%	42%	40%	37%	40%	43%	41%	45%p	38%	42%	41%p	39%	43%	48%Xv	40%	41%	41%	44%	39%	43%	
Neither satisfied nor dissatisfied	257	145	112	15	38	44	53	48	39	19	187	35	31	4	77	85	40	55	162	95	91	147	36	130	62	202	54	67	182	
	9%biv	11%Xb	8%	5%	9%	10%	11%	11%	9%	9%	8%	14%Xi	19%Xi	6%	11%	11%	7%	9%	11%	8%	10%	9%	8%	13%v	9%	9%	9%	9%	10%	
Fairly dissatisfied	63	35	28	1	8	17	11	15	7	4	52	5	2	3	19	17	8	19	36	27	25	32	12	32	10	53	10	20	41	
	2%	3%	2%	*	2%	4%Xc	2%	4%c	2%	2%	2%	2%	1%	5%	3%	2%	1%	3%r	2%	2%	3%	2%	3%	2%	2%	2%	2%	3%	2%	
Very dissatisfied	28	19	7	1	5	6	4	2	8	2	24	*	3	1	9	2	8	10	11	17	13	12	4	15	6	25	3	10	16	
	1%bn	1%	1%	*	1%	1%	1%	2%	2%	1%	1%	*	2%	1%	2%	1%	1%n	1%n	1%n	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	
NET: Satisfied	2384	1106	1270	271	392	367	400	363	400	191	1979	219	131	55	622	696	512	553	1318	1066	821	1465	413	1388	408	1878	506	640	1652	
	87%ak	85%	90%Xa	94%Xefg	88%	84%	85%	85%	88%	89%	88%Xk	84%	78%	87%	86%	87%	90%	87%	86%	88%p	86%	88%	88%X	84%	87%	88%	87%	87%	87%	
NET: Dissatisfied	91	54	35	1	13	23	15	18	15	5	76	6	4	5	28	19	15	29	46	44	38	44	17	47	16	78	13	30	58	
	3%b	4%	2%	*	3%	5%Xc	3%	4%c	3%	2%	3%	2%	3%	7%	4%	2%	3%	5%	3%	4%	4%	3%	4%	3%	4%	2%	4%	4%	3%	
Don't know	4	4	1	-	2	1	1	*	-	-	4	-	*	-	*	2	*	2	2	2	2	2	1	3	*	3	1	1	4	
	*	*	*	-	*	*	*	*	-	-	*	-	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean	1.28aef	1.23	1.34Xa	1.41ef	1.26	1.18	1.20	1.27	1.37Xef	1.41ef	1.30	1.26	1.16	1.24	1.23	1.30	1.31	1.30	1.27	1.30	1.29	1.30	1.24	1.33X	1.22	1.28	1.29	1.30	1.28	
Standard deviation	0.81	0.86	0.75	0.62	0.79	0.87	0.79	0.84	0.84	0.79	0.80	0.78	0.88	0.94	0.84	0.76	0.77	0.86	0.80	0.82	0.85	0.77	0.78	0.79	0.84	0.82	0.75	0.85	0.79	
Standard error	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.02	0.05	0.07	0.12	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.02	0.04	0.02	0.03	0.03	0.02	

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 59
BM4. Do you use the same provider for both gas and electricity?
Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and Electricity supplier

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2169	1096	1062	114	284	343	406	412	423	187	1829	184	129	27	666	580	357	566	1246	923	760	1332	344	1253	405	1803	366	590	1491
Weighted base	2174	1068	1096	149*	336	371	408	345	379	187**	1819	188	135*	32**	601	610	433	530	1211	963	767	1313	340	1243	393	1827	347	612	1482
Yes	1933	944	980	122	293	336	370	316	327	169	1635	170	122	5	523	535	402	472	1058	875	684	1161	297	1116	346	1634	299	542	1319
	89%	88%	89%	82%	87%	90%	91%	92%h	86%	91%	90%X	90%	90%	17%	87%	88%	93%Xmnq	89%	87%	91%X	89%	88%	87%	90%	88%	89%	86%	89%	89%
No	235	123	111	24	40	35	38	29	52	18	177	18	13	26	77	72	29	57	149	86	78	151	43	126	45	187	48	70	158
	11%ior	11%	10%	16%	12%	9%	9%	8%	14%g	9%	10%	10%	10%	83%	13%o	12%o	7%	11%r	12%o	9%	10%	11%	13%	10%	12%	10%	14%	11%	11%
Don't know	6	2	4	2	3	1	-	-	-	-	6	-	-	-	1	3	2	*	4	2	4	1	-	*	2	6	-	1	5
	*tv	*	*	2%	1%	*	-	-	-	-	*	-	-	-	*	1%	*	*	*	*	1%	*	-	*	*	*	-	*	*

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 60
BM5. Which supplier do you use for gas and electricity?
 Base: All respondents who use the same provider for both gas and electricity

	Gender			Age							Nation				Social-Economic Group							Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	1943	972	961	95	250	308	371	379	370	170	1656	165	116	6	579	524	330	510	1103	840	683	1188	309	1129	361	1622	321	528	1335	
Weighted base	1933	944	980	122**	293	336	370	316	327	169*	1635	170	122*	5**	523	535	402	472	1058	875	684	1161	297	1116	346	1634	299	542	1319	
British Gas	454 23%hn	235 25%	217 22%	34 28%	79 27%h	82 24%	74 20%	74 23%	58 18%	54 32%h	400 24%	28 16%	25 20%	2 29%	142 27%ln	98 18%	96 24%	118 25%ln	240 23%ln	214 25%ln	157 23%	279 24%	80 27%	258 23%	81 23%	389 24%	65 22%	131 24%	311 24%	
Bulb	91 5%	37 4%	52 5%	4 3%	19 7%	15 5%	18 5%	14 4%	20 6%	1 1%	74 5%	13 8%	5 4%	-	19 4%	34 6%q	15 4%	23 5%	53 5%	38 4%	25 4%	60 5%	11 4%	51 5%	17 5%	75 5%	16 5%	23 5%	63 5%	
Co-op Energy / The Co-operative Energy	22 1%bnprtvA2%Xb	20	1	20 16%	1	1	-	-	-	*	21 1%	-	*	-	22 4%Xnopqr	-	-	-	22 2%Xnopr	-	20 3%Xt	1	1	1	-	21 1%	*	20 4%XA	2	
EDF	208 11%	91 10%	116 12%	14 11%	26 9%	30 9%	46 12%	37 12%	37 11%	20 12%	175 11%	26 15%k	7 6%	-	49 9%	60 11%	49 12%	51 11%	109 10%	99 11%	74 11%	126 11%	33 11%	122 11%	36 10%	177 11%	31 10%	52 10%	149 11%	
E.ON UK	309 16%ss	129 14%	178 18%Xa	17 14%	59 20%	64 19%	56 15%	42 13%	53 16%	19 11%	282 16%	23 13%	25 20%	-	66 13%	95 18%q	66 16%	82 17%	161 15%	148 17%	85 12%	199 17%ss	58 20%	182 16%	51 15%	256 16%	53 18%	92 17%	207 16%	
First Utility	6 b	5 1%	1	*	-	-	2	2	-	2	5	1	-	3	1	*	2	3	3	3	3	1	3	2	6	*	1	5		
Npower	3	1	3	-	1	2	-	-	1	-	3	-	-	1	-	2	1	1	3	1	1	1	1	1	3	-	1	3		
Octopus	276 14%jprz	128 14%	146 15%	8 6%	40 14%	39 12%	49 13%	52 16%	64 19%Xe	26 15%	240 15%j	13 8%	23 19%j	-	96 18%pr	73 14%	59 15%	47 10%	169 16%np	107 12%p	89 13%	178 15%	37 12%	159 14%	57 17%	230 14%	46 16%	54 10%	208 16%Xz	
OVO Energy	122 6%	58 6%	64 7%	5 4%	19 6%	16 5%	22 6%	25 8%	13 7%	13 7%	103 6%	8 5%	10 8%	-	29 6%	37 4%	31 9%Xnq	53 7%	68 5%	44 8%Xn	74 6%	66 6%	44 4%	74 7%	23 7%	105 6%	17 6%	35 6%	86 6%	
Power NI	1	1	-	-	1	-	-	-	-	-	-	-	10%	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	
Sainsbury's Energy	19 1%	8 1%	11 1%	1 1%	*	1	4	6	5	2	15	3	1	-	5	7	5	2	12	7	6	11	3	12	2	15	4	4	14	
Scottish Power	108 6%iu	59 6%	49 5%	3 2%	11 4%	22 7%	28 8%	18 6%	16 5%	10 6%	71 4%	32 19%Xik	5 4%	-	30 6%	39 7%	16 4%	23 5%	69 6%	39 4%	40 6%	67 6%	9 3%	69 6%	25 7%	96 6%	12 4%	31 6%	69 5%	
SSE	71 4%h	29 3%	41 4%	6 5%	16 5%h	16 5%	14 4%	7 2%	5 2%	7 4%	56 3%	6 3%	6 5%	3 61%	10 2%	21 4%	19 5%	21 4%	31 3%	40 5%	35 5%	34 3%	11 4%	41 4%	11 3%	61 4%	10 3%	21 4%	47 4%	
Utilita Energy	41 2%tvA	24 3%	17 2%	1 1%	7 2%	12 4%	10 3%	6 2%	5 2%	-	34 2%	7 4%	-	-	5 1%	9 2%	7	20 4%Xmnqr	14 1%	27 3%Xq	27 4%Xt	11	18 6%Xw	16 1%	2	38 2%	4 1%	24 4%XA	14	
Utility Warehouse	29 1%	13 1%	16 2%	3 2%	3 1%	4 1%	8 2%	3 1%	6 2%	1	26 2%	* 2%	2	-	7 1%	13 2%	2	8 2%	19 2%	9 1%	8 1%	18 2%	-	19 2%u	6 2%	22 1%	7 2%	9 2%	18 1%	
Other	171 9%bd	103 11%b	67 7%	5 4%	12 4%	32 10%d	39 11%d	32 10%d	35 11%d	15 9%	147 9%	10 6%	14 11%	-	39 7%	62 12%Xq	28 7%	42 9%	101 10%	70 8%	68 10%	97 8%	23 9%	104 10%	33 10%	139 8%	32 11%	45 8%	120 9%	
Don't know	3	2	1	2	-	-	-	-	1	-	2	1	-	-	1	1	-	2	1	2	2	1	-	2	-	3	-	-	3	

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 61
BM6. In terms of your gas and electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?
Base: All respondents who use the same provider for both gas and electricity

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	1943	972	961	95	250	308	371	379	370	170	1656	165	116	6	579	524	330	510	1103	840	683	1188	309	1129	361	1622	321	528	1335
Weighted base	1933	944	980	122**	293	336	370	316	327	169*	1635	170	122*	5**	523	535	402	472	1058	875	684	1161	297	1116	346	1634	299	542	1319
Very satisfied	627	307	318	68	79	84	100	99	131	66	550	43	32	3	173	158	141	155	331	297	257	348	93	365	102	543	84	194	418
	32%left	33%	32%	56%	27%	25%	27%	31%	40%Xd	39%e	34%	25%	26%	51%	33%	29%	35%	33%	31%	34%	38%xt	30%	31%	33%	30%	33%	28%	36%	32%
Fairly satisfied	791	376	411	26	137	147	147	132	128	73	652	82	54	3	221	224	168	178	445	346	247	513	122	470	146	669	123	203	545
	41%sa	40%	42%	22%	47%	44%	40%	42%	39%	44%	40%	48%	44%	49%	42%	42%	42%	36%	42%	40%	36%	44%xs	41%	42%	42%	41%	41%	37%	41%
Neither satisfied nor dissatisfied	316	167	149	16	41	61	71	60	46	22	267	30	19	-	79	93	56	88	172	144	113	186	52	181	58	266	51	84	222
	16%	18%	15%	13%	14%	18%	19%	19%	14%	13%	16%	18%	16%	-	15%	17%	14%	19%	16%	16%	16%	17%	16%	17%	16%	17%	16%	17%	16%
Fairly dissatisfied	107	39	65	9	15	21	27	15	15	6	94	6	7	-	25	35	20	28	60	47	37	61	17	56	15	84	23	36	68
	6%	4%	7%X	7%	5%	6%	7%	5%	5%	3%	6%	3%	6%	-	5%	6%	5%	6%	6%	5%	5%	5%	6%	5%	4%	5%	8%	7%	5%
Very dissatisfied	86	52	35	2	19	23	25	9	6	2	67	9	10	-	25	23	16	22	48	38	30	51	13	41	24	69	17	24	62
	4%bbhv	5%	4%	2%	6%h	7%gh	7%gh	3%	2%	1%	4%	5%	8%	-	5%	4%	4%	5%	5%	4%	4%	4%	4%	4%	4%	4%	6%	5%	5%
NET: Satisfied	1419	683	729	94	216	231	248	231	260	139	1202	125	86	5	395	381	310	333	776	643	504	861	215	835	248	1212	207	397	963
	73%f	72%	74%	77%	74%	69%	67%	73%	79%Xef	82%ef	74%	74%	70%	100%	75%	71%	77%	71%	73%	73%ep	74%	74%	72%	75%	72%	74%	69%	73%	73%
NET: Dissatisfied	194	91	100	11	34	44	51	24	21	8	161	15	17	-	50	58	36	50	108	86	66	112	30	97	39	154	40	61	130
	10%hv	10%	10%	9%	12%	13%gh	14%Xgh	8%	6%	5%	10%	9%	14%	-	10%	11%	9%	11%	10%	10%	10%	10%	10%	10%	11%	9%	13%	11%	10%
Don't know	4	2	2	-	2	-	1	2	-	-	4	-	-	-	2	*	*	1	2	2	2	-	2	-	1	3	1	-	3
	*	*	*	-	1%	-	*	1%	-	-	-	-	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean	0.92efy	0.90	0.93	1.21	0.83	0.74	0.74	0.95ef	1.11Xdefg	1.15ef	0.93	0.84	0.74	1.51	0.94	0.86	0.99	0.88	0.90	0.93	0.97	0.89	0.95X	0.83	0.94	0.79	0.93	0.90	
Standard deviation	1.05	1.08	1.03	1.06	1.09	1.11	1.13	0.98	0.94	0.87	1.05	1.02	1.15	0.55	1.05	1.05	1.03	1.08	1.05	1.06	1.07	1.03	1.05	1.01	1.12	1.04	1.11	1.09	1.05
Standard error	0.02	0.03	0.03	0.11	0.07	0.06	0.06	0.05	0.05	0.07	0.03	0.08	0.11	0.23	0.04	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.06	0.03	0.06	0.05	0.03

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 62
BM7. Which supplier do you use for gas?
 Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity

	Gender			Age						Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (j)	Scotland (i)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	263	143	119	35	47	40	38	33	53	17	208	19	15	21	95	68	33	67	163	100	87	164	50	137	46	214	49	80	175
Weighted base	273	141*	132*	42**	53*	39*	41**	29**	52*	18**	214	18**	15**	26**	84*	88*	36**	66*	172*	101*	91*	169*	57**	137*	49*	221	52*	84*	181
British Gas	142	78	64	18	33	21	16	15	32	7	128	8	6	-	48	40	20	35	88	54	46	92	28	76	22	125	18	44	94
	52%y	55%	48%	43%	61%	54%	39%	52%	61%	42%	60%X	46%	39%	-	57%	45%	55%	53%	51%	53%	51%	54%	49%	56%	45%	56%xy	34%	53%	52%
Bulb	3	2	1	-	1	-	-	-	1	-	2	-	1	-	1	1	-	1	2	1	1	3	1	1	3	-	-	-	3
	1%	1%	1%	1%	2%	1%	-	-	2%	-	1%	-	8%	-	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	-	-	-	1%
Co-op Energy / The Co-operative Energy	3	1	2	2	1	1	-	-	-	2	1	-	-	1	1	-	1	2	1	1	2	1	2	1	3	*	2	1	
	1%	1%	1%	4%	2%	1%	-	-	-	1%	4%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
EDF	12	10	2	4	1	*	2	2	2	1	10	-	2	-	4	4	-	4	8	4	6	6	3	5	4	11	1	2	10
	4%b	7%	1%	10%	2%	1%	4%	8%	3%	5%	5%	-	12%	-	5%	5%	-	6%	5%	4%	6%	4%	6%	4%	7%	5%	2%	2%	6%
E.ON UK	25	16	9	14	1	1	4	2	1	1	23	1	1	-	2	14	5	5	16	10	9	14	9	10	5	23	2	11	14
	9%hm	12%	7%	34%	2%	4%	10%	7%	2%	6%	11%	6%	9%	-	2%	16%hm	14%	7%	9%hm	9%	9%	8%	16%	8%	10%	10%	5%	14%	8%
First Utility	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	*	-	*	-	*	-	*	-	-	-
	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	*	-	*	-	*	-	*	-	-	-
Npower	3	*	2	-	2	*	-	-	-	-	3	-	-	-	3	-	-	-	3	-	-	3	2	1	-	2	*	-	3
	1%	*	2%	-	4%	1%	-	-	-	-	1%	-	-	-	3%	-	-	-	2%	-	-	2%	4%	1%	-	1%	1%	-	2%
Octopus	5	1	4	1	-	1	2	-	1	-	5	-	-	-	2	*	3	2	3	3	1	1	3	-	4	1	3	2	
	2%	1%	3%	3%	-	3%	4%	-	2%	-	2%	-	-	-	2%	1%	4%	1%	3%	3%	*	2%	2%	-	2%	2%	4%	1%	
OVO Energy	11	9	2	1	2	2	1	2	-	2	6	2	3	-	4	2	2	2	6	4	2	8	2	5	2	7	4	2	8
	4%	6%	2%	3%	4%	6%	2%	9%	-	12%	3%	9%	22%	-	5%	2%	6%	4%	4%	4%	3%	5%	3%	3%	5%	3%	8%	3%	5%
Power NI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sainsbury's Energy	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	1	-
	*	-	*	1%	-	-	-	-	-	-	*	-	-	-	1%	-	-	-	*	-	1%	-	1%	-	-	*	-	1%	-
Scottish Power	8	*	8	-	3	-	4	*	-	-	8	-	-	-	4	4	-	4	4	1	5	1	4	3	8	*	3	3	
	3%a	*	6%xa	-	7%	-	11%	1%	-	-	4%	-	-	-	4%	12%	-	2%	4%	2%	3%	3%	3%	6%	4%	*	3%	2%	
SSE	13	7	7	*	3	4	2	-	*	4	1	*	12	5	5	-	3	10	3	2	10	2	6	4	13	-	4	10	
	5%i	5%	5%	*	6%	11%h	5%	-	*	22%	1%	*	46%	6%	6%	-	5%	6%	3%	2%	6%	3%	5%	8%	6%	-	5%	5%	
Utilita Energy	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-	*	-	-	-	
	*	*	-	-	-	1%	-	-	-	*	-	-	-	-	-	-	1%	-	*	-	-	-	-	-	*	-	-	-	
Utility Warehouse	*	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*	-	-	-	
	*	-	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*	-	-	-	
Other	39	13	25	-	5	9	7	15	2	20	6	1	12	14	11	4	9	25	14	16	23	5	23	7	16	23	9	28	
	14%dix	10%	19%	-	14%d	22%	23%	30%Xd	12%	9%	34%	4%	45%	17%	12%	12%	14%	15%	13%	18%	13%	8%	17%	13%	7%	44%Xx	11%	15%	
Don't know	7	2	5	-	6	1	1	-	-	4	-	1	2	1	4	-	2	5	2	3	3	2	1	1	6	2	2	5	
	3%v	1%	4%	-	10%X	3%	2%	-	-	2%	-	5%	9%	1%	4%	-	4%	3%	2%	4%	2%	4%	1%	2%	3%	3%	3%	3%	

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 63
BM8. In terms of your gas service , how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?
 Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Gas supplier and who don't use the same provider for both gas and electricity

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	263	143	119	35	47	40	38	33	53	17	208	19	15	21	95	68	33	67	163	100	87	164	50	137	46	214	49	80	175
Weighted base	273	141*	132*	42**	53*	39*	41**	29**	52*	18**	214	18**	15**	26**	84*	88*	36**	66*	172*	101*	91*	169*	57**	137*	49*	221	52*	84*	181
Very satisfied	80	36	44	16	13	7	14	3	22	6	66	6	1	7	26	21	12	22	47	34	29	47	17	47	11	62	18	25	53
	29%	26%	33%	38%	23%	17%	34%	9%	43% ^{Xe}	36%	31%	35%	6%	26%	31%	24%	33%	33%	27%	33%	32%	28%	29%	34%	22%	28%	35%	30%	29%
Fairly satisfied	122	59	63	23	23	17	13	18	18	10	95	6	6	15	35	47	14	26	82	40	37	79	24	55	25	97	25	36	82
	45%	42%	48%	56%	43%	44%	31%	63%	54%	44%	32%	38%	58%	41%	53%	40%	40%	40%	47%	40%	41%	47%	43%	40%	51%	44%	48%	43%	46%
Neither satisfied nor dissatisfied	41	30	11	1	10	12	6	4	5	1	32	3	6	1	12	17	3	10	28	13	16	23	4	26	7	36	5	11	27
	15% ^b	21% ^b	8%	4%	20%	30% ^{Xh}	16%	15%	10%	8%	15%	15%	38%	2%	14%	19%	8%	15%	16%	13%	18%	14%	7%	19%	14%	16%	10%	14%	15%
Fairly dissatisfied	18	7	11	1	4	1	6	2	4	-	14	1	1	1	8	2	6	2	10	8	4	12	8	5	5	16	2	6	12
	7% ^v	5%	8%	3%	8%	2%	15%	8%	7%	-	7%	6%	8%	5%	9%	3%	17%	3%	6%	8% ^p	5%	7%	14%	3%	11%	7%	3%	7%	6%
Very dissatisfied	3	3	-	-	1	*	-	-	2	*	3	*	-	-	2	-	-	1	2	1	3	1	1	-	*	3	*	1	2
	1%	2%	-	-	2%	1%	-	-	3%	2%	1%	2%	-	-	2%	-	-	2%	1%	1%	3%	*	2%	-	1%	1%	1%	1%	1%
NET: Satisfied	202	95	107	39	36	24	26	21	40	16	161	12	7	22	60	68	26	48	128	74	66	127	41	102	36	159	43	61	135
	74%	68%	81% ^{Xa}	94%	67%	61%	65%	72%	78%	90%	75%	68%	44%	84%	72%	77%	73%	73%	75%	73%	73%	75%	72%	75%	73%	72%	82%	73%	75%
NET: Dissatisfied	21	10	11	1	5	1	6	2	5	*	17	2	1	1	10	2	6	3	12	9	7	13	10	5	6	19	2	7	14
	8% ^v	7%	8%	3%	9%	3%	15%	8%	10%	2%	8%	8%	5%	12% ^q	3%	17%	5%	7%	9% ^p	8%	8%	17%	3%	12%	3%	9%	4%	9%	8%
Don't know	9	6	3	-	2	2	2	2	1	-	3	2	1	2	2	1	1	4	3	5	1	6	2	4	*	7	2	4	4
	3% ⁱ	4%	2%	-	4%	5%	4%	5%	2%	-	2%	10%	9%	9%	2%	2%	2%	7%	2%	5%	1%	4%	4%	3%	1%	3%	3%	5%	4%
Mean	0.97	0.87	1.09	1.28	0.83	0.78	0.88	0.78	1.09	1.22	0.98	1.02	0.46	1.15	0.91	0.99	0.91	1.07	0.95	1.01	0.96	0.98	0.85	1.09 ^X	0.84	0.93	1.16	0.98	0.97
Standard deviation	0.92	0.96	0.87	0.68	0.95	0.82	1.07	0.74	1.07	0.78	0.93	1.04	0.79	0.72	1.03	0.74	1.07	0.92	0.89	0.97	0.98	0.89	1.10	0.83	0.93	0.94	0.82	0.94	0.92
Standard error	0.06	0.08	0.08	0.11	0.14	0.13	0.18	0.14	0.15	0.19	0.07	0.25	0.21	0.16	0.11	0.09	0.19	0.12	0.07	0.10	0.11	0.07	0.16	0.07	0.14	0.07	0.12	0.11	0.07

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 64
BM9. Which supplier do you use for electricity?
 Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (j)	Scotland (i)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
	Unweighted base	666	341	323	58	96	88	106	127	138	53	500	75	35	56	215	190	89	171	405	260	231	407	106	392	121	436	230	200
Weighted base	658	323	334	76**	102*	88*	103*	117*	121	49*	486	72*	43**	56*	182*	193	130*	152	375	282	228	405	125*	366	121*	409	249*	192	447
British Gas	77	43	34	16	14	11	9	13	10	4	71	4	1	1	23	30	13	12	53	24	26	49	15	43	16	50	27	29	48
Bulb	34	21	13	2	13	4	3	8	4	1	27	6	2	-	10	13	3	7	24	10	11	19	5	22	5	20	14	11	22
Co-op Energy / The Co-operative Energy	3	1	2	2	1	-	-	-	1	-	2	-	*	-	2	1	-	1	2	1	-	2	1	1	-	2	1	2	1
EDF	83	33	50	8	11	15	13	14	18	4	77	4	2	-	14	25	20	24	39	44	32	44	10	46	16	63	20	30	53
E.ON UK	97	57	41	5	10	16	14	20	26	6	81	8	9	-	36	22	16	24	57	40	33	61	14	56	18	61	36	21	70
First Utility	1	-	1	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1	-	1	-	-	1	-	1	-
Npower	4	2	2	1	2	-	1	1	-	-	3	-	1	-	3	-	-	1	3	1	1	3	1	1	2	4	*	2	2
Octopus	46	17	28	2	12	5	12	2	7	6	39	4	4	-	15	11	12	9	26	20	16	29	6	24	12	21	24	10	36
OVO Energy	35	17	17	5	2	6	3	10	6	3	28	3	3	-	9	9	8	9	18	17	17	17	6	23	4	22	13	8	27
Power NI	38	20	18	1	5	8	9	6	5	4	2	-	-	37	10	7	6	15	18	21	12	26	7	21	10	25	14	16	21
Sainsbury's Energy	1	1	1	1	-	-	-	-	-	-	1	1	-	-	1	1	-	-	1	-	1	1	1	-	-	1	1	1	-
Scottish Power	85	35	50	21	10	5	18	8	13	9	59	22	4	-	16	11	35	23	28	58	21	61	31	49	3	48	37	23	61
SSE	57	27	29	6	11	7	8	8	11	4	39	10	3	5	17	29	3	8	46	11	18	38	6	32	14	36	21	14	42
Utilita Energy	9	4	5	2	1	3	-	1	3	-	7	2	-	-	1	1	2	5	2	7	1	6	2	6	1	7	2	5	4
Utility Warehouse	16	15	1	-	-	-	*	13	2	1	2	1	13	-	14	2	-	1	16	1	1	15	1	3	13	2	15	1	16
Other	52	24	29	2	6	5	10	12	13	3	36	6	1	9	10	22	10	9	32	19	24	28	15	30	6	35	18	17	30
Don't know	19	5	14	2	4	3	3	*	5	2	12	2	-	5	2	8	2	7	10	9	11	7	3	8	3	13	6	3	14

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 65
BM10. In terms of your electricity service, how satisfied are you with the OVERALL SERVICE PROVIDED by <Supplier>?
 Base: All respondents who are the primary or joint decision maker when deciding which provider to use for Electricity and who don't use the same provider for both gas and electricity

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	666	341	323	58	96	88	106	127	138	53	500	75	35	56	215	190	89	171	405	260	231	407	106	392	121	436	230	200	446
Weighted base	658	323	334	76**	102*	88*	103*	117*	121	49*	486	72*	43**	56*	182*	193	130*	152	375	282	228	405	125*	366	121*	409	249*	192	447
Very satisfied	197 30%ei	105 32%	91 27%	12 15%	26 26%	14 16%	28 27%	53 45%Xdef	42 35%e	22 46%Xde	130 27%	22 30%	24 55%	21 37%	60 33%	49 25%	33 26%	53 35%r	109 29%	86 31%	70 31%	125 25%	31 30%	12 35%	42 28%	114 33%	83 28%	55 28%	137 31%
Fairly satisfied	280 43%a	119 37%	162 48%Xa	48 63%	46 44%	44 49%	38 37%	37 32%	49 40%	19 36%	212 43%	32 44%	9 22%	28 49%	62 34%	92 48%mq	69 53%am	56 37%	155 41%	126 45%p	86 38%	184 45%	62 49%	158 43%	41 34%	170 41%	111 44%	80 42%	191 43%
Neither satisfied nor dissatisfied	115 17%t	61 19%	53 16%	11 15%	20 20%	17 19%	21 20%	15 12%	23 19%	8 16%	89 18%	11 16%	9 20%	6 11%	35 19%	40 21%	16 12%	24 16%	75 20%	40 14%	53 23%Xt	51 13%	21 17%	62 17%	22 18%	77 19%	38 15%	40 21%	71 16%
Fairly dissatisfied	54 8%	30 9%	24 7%	5 7%	6 6%	12 14%B	14 13%B	10 9%	6 5%	-	45 9%	6 8%	1 3%	1 3%	23 13%	10 5%	9 7%	12 8%	33 9%en	22 8%	14 6%	38 9%	7 6%	29 8%	15 12%	39 10%	15 6%	13 7%	40 9%
Very dissatisfied	9 1%	6 2%	2 1%	-	2 2%	2 2%	3 3%	2 2%	-	* 1%	7 1%	1 2%	-	-	2 1%	2 1%	4 3%	3 1%	6 2%	4 2%	5 2%	3 3%	3 1%	* 1%	7 2%	2 1%	3 2%	4 2%	
NET: Satisfied	477 72%x	223 69%	253 76%	60 79%	72 70%	57 65%	66 64%	90 77%	90 75%	41 83%ef	342 70%	54 74%	33 76%	48 86%Xi	123 67%	141 73%	103 79%	110 72%	264 70%	212 75%p	156 68%	308 76%	92 74%	270 74%	83 69%	283 69%	193 78%	135 70%	328 73%
NET: Dissatisfied	63 10%	36 11%	27 8%	5 7%	8 8%	14 16%hB	16 16%hB	12 10%	6 5%	* 1%	53 11%	7 10%	1 3%	1 3%	24 13%	12 6%	11 8%	16 11%	35 9%	27 10%	18 8%	43 11%	11 9%	32 9%	15 13%	46 11%X	17 7%	17 9%	44 10%
Don't know	3 *	2 1%	1 *	-	2 2%	-	* *	* *	1 1%	-	3 1%	-	-	-	* *	* *	1 1%	2 *	1 *	2 1%	1 1%	3 1%	1 1%	2 1%	* *	2 1%	1 *	-	3 1%
Mean	0.92eik	0.89	0.95	0.87	0.87	0.62	0.73	1.10e	1.05ef	1.28Xdef	0.85	0.92	1.28	1.21Xi	0.87	0.91	0.95	0.95	0.89	0.95	0.96	0.96	0.88	0.95	0.91	0.85	1.04	0.88	0.94
Standard deviation	0.96	1.03	0.89	0.74	0.95	0.98	1.08	1.03	0.87	0.78	0.97	0.99	0.90	0.74	1.03	0.87	0.89	1.04	0.95	0.97	0.97	0.96	0.94	0.93	1.03	0.99	0.89	0.96	0.96
Standard error	0.04	0.06	0.05	0.10	0.10	0.10	0.11	0.09	0.07	0.11	0.04	0.11	0.15	0.10	0.07	0.06	0.09	0.08	0.05	0.06	0.06	0.05	0.09	0.05	0.09	0.05	0.06	0.07	0.05

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 66
QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the Landline provider

Total (X)	Landline providers								Landline bundle		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)	
Unweighted base	97	24	4	8	15	14	24	1	7	87	10
Weighted base	92*	23**	2**	2**	20**	11**	25**	1**	7**	83*	8**
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	37	8	1	1	8	8	8	-	4	35	2
	40%	34%	53%	47%	38%	66%	32%	-	60%	42%	21%
Too expensive/ not good value for money	25	4	-	1	5	1	13	-	1	22	3
	27%	18%	-	40%	26%	7%	51%	-	12%	26%	39%
Poor customer service/ unhelpful	18	9	-	*	1	1	6	-	2	17	2
	20%	38%	-	10%	4%	12%	22%	-	25%	20%	22%
I have to pay for something I don't use/ have to have a landline	18	8	1	*	2	1	5	-	-	14	4
	20%h	35%	47%	23%	12%	10%	21%	-	-	17%	51%
Difficult to contact anyone at the company	7	*	-	-	-	1	1	-	5	5	2
	7%	2%	-	-	-	8%	3%	-	66%	6%	20%
I have problems with other services from my provider / the quality of my landline affects other services	2	-	-	*	-	1	1	-	-	2	-
	2%	-	-	13%	-	8%	2%	-	-	2%	-
Problems left unresolved/ takes a long time to fix	16	2	*	*	5	3	3	-	2	15	*
	17%	10%	16%	13%	27%	25%	11%	-	24%	19%	1%
Price keeps increasing	4	1	-	*	*	1	2	-	-	4	-
	4%	3%	-	10%	1%	5%	8%	-	-	5%	-
Problems with payment/ billing	2	-	-	-	-	-	2	-	1	2	-
	3%	-	-	-	-	-	7%	-	12%	3%	-
General negative comments	*	-	25%	-	-	-	-	-	-	*	-
	-	-	-	-	-	-	-	-	-	-	-
Receive lots of unwanted communication	3	-	-	-	1	1	-	-	-	3	-
	3%	-	-	-	6%	10%	-	-	-	3%	-
Unhappy with charges / hidden charges	10	1	-	-	3	1	1	1	3	10	-
	11%	5%	-	-	14%	12%	6%	100%	36%	12%	-
They do not value loyalty	2	-	-	-	2	-	-	-	-	2	-
	3%	-	-	-	12%	-	-	-	-	3%	-
I am considering leaving	3	*	*	-	-	1	1	-	-	3	*
	4%	2%	25%	-	-	13%	4%	-	-	4%	1%
Not a trustworthy company	4	1	-	*	-	-	1	-	1	4	-
	4%	7%	-	10%	-	-	4%	-	12%	4%	-
Other	12	1	-	-	1	1	9	-	-	12	-
	13%	5%	-	-	4%	12%	35%	-	-	15%	-

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

Prepared by Yonder

.YONDER

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 66
QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the Landline provider

Total (X)	Landline providers									Landline bundle	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)	
Weighted base	92*	23**	2**	2**	20**	11**	25**	1**	7**	83*	8**
Don't know / no reason	3 4%	-	-	-	2 10%	1 5%	-	-	1 11%	3 3%	1 9%

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

Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 67
QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the Landline provider

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	97	53	44	-	10	14	27	23	16	7	74	10	10	3	27	27	15	28	54	43	43	50	16	59	17	70	27	31	62
Weighted base	92*	48*	43*	**	9**	13**	30**	19**	16**	5**	67*	9**	13**	3**	19**	26**	17**	30**	45*	46*	45*	41*	15**	57*	14**	68*	24**	31**	57*
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	37	21	16	-	3	7	13	5	8	2	29	5	3	-	6	12	7	12	18	19	20	16	7	26	2	32	5	11	24
	40%	44%	36%	-	36%	51%	42%	27%	46%	44%	43%	56%	25%	-	32%	45%	44%	40%	39%	41%	44%	38%	44%	45%	16%	47%	23%	35%	43%
Too expensive/ not good value for money	25	13	12	-	1	1	10	7	4	1	20	-	5	-	2	7	4	11	9	16	10	13	3	16	4	17	7	9	15
	27%	27%	27%	-	16%	11%	33%	34%	27%	23%	30%	-	38%	-	10%	27%	26%	39%	20%	34%	21%	32%	17%	28%	28%	26%	31%	28%	26%
Poor customer service/ unhelpful	18	10	8	-	2	2	4	4	6	-	15	1	1	1	5	5	5	3	11	8	10	8	2	10	5	14	5	1	14
	20%	21%	20%	-	27%	17%	14%	20%	37%	-	22%	15%	9%	43%	28%	20%	28%	11%	24%	17%	22%	20%	13%	18%	33%	21%	19%	4%	25%
I have to pay for something I don't use/ have to have a landline	18	8	10	-	4	2	3	7	2	1	12	3	2	1	5	3	4	6	8	10	8	10	2	10	5	12	6	4	14
	20%	17%	23%	-	43%	16%	10%	36%	12%	12%	18%	29%	17%	34%	25%	13%	25%	19%	18%	21%	19%	23%	14%	17%	38%	18%	24%	14%	24%
Difficult to contact anyone at the company	7	2	4	-	1	-	2	2	2	-	4	-	3	-	2	4	-	1	6	1	3	4	-	6	1	6	1	3	4
	7%	5%	10%	-	15%	-	5%	9%	14%	-	6%	-	22%	-	8%	17%	-	3%	13%	2%	7%	9%	-	10%	9%	9%	3%	8%	8%
I have problems with other services from my provider / the quality of my landline affects other services	2	2	-	-	*	-	-	1	1	-	2	-	-	-	1	1	*	1	1	1	-	2	-	2	-	2	*	*	2
	2%	4%	-	-	3%	-	-	3%	6%	-	3%	-	-	-	2%	6%	1%	1%	3%	-	4%	-	3%	-	2%	1%	1%	1%	3%
Problems left unresolved/ takes a long time to fix	16	11	4	-	1	1	6	3	4	*	8	4	2	1	4	3	2	6	7	9	12	3	5	8	1	13	3	6	8
	17%	23%	10%	-	15%	11%	19%	15%	27%	1%	13%	47%	13%	43%	21%	11%	15%	21%	15%	19%	27%	8%	34%	14%	4%	19%	11%	20%	15%
Price keeps increasing	4	3	1	-	-	1	2	*	-	-	3	-	1	-	1	-	-	2	2	2	1	3	2	1	1	3	1	2	2
	4%	6%	2%	-	-	5%	3%	11%	2%	-	4%	-	7%	-	6%	3%	-	6%	4%	4%	2%	7%	11%	2%	8%	4%	5%	6%	3%
Problems with payment/ billing	2	1	2	-	-	1	1	-	1	-	1	1	-	1	1	-	-	1	1	1	2	-	1	2	-	2	1	1	-
	3%	1%	4%	-	-	5%	3%	-	7%	-	1%	9%	-	43%	6%	-	-	5%	2%	3%	5%	-	4%	3%	-	2%	3%	5%	-
General negative comments	*	-	*	-	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	*	-	-	*	-	*	-	*	-	-
	*	-	1%	-	-	3%	-	-	-	-	4%	-	-	-	2%	-	-	1%	-	1%	-	-	1%	-	1%	-	1%	-	1%
Receive lots of unwanted communication	3	1	1	-	-	-	1	-	1	2	-	1	-	1	-	-	2	1	2	2	2	1	-	2	1	2	1	2	1
	3%	2%	3%	-	-	-	6%	-	27%	3%	-	5%	-	3%	-	-	6%	1%	4%	4%	4%	1%	-	3%	4%	3%	2%	6%	1%
Unhappy with charges / hidden charges	10	4	7	-	-	*	4	3	2	5	2	4	-	1	4	2	4	5	5	6	4	3	7	-	5	5	6	4	
	11%	7%	15%	-	-	4%	14%	15%	6%	35%	7%	18%	30%	-	3%	17%	10%	12%	11%	11%	14%	10%	18%	-	7%	22%	18%	7%	
They do not value loyalty	2	*	2	-	-	-	2	-	2	-	*	-	-	*	-	-	2	*	2	2	2	*	-	2	*	*	2	2	*
	3%	1%	5%	-	-	-	15%	-	15%	-	*	-	17%	-	1%	-	7%	1%	5%	5%	1%	-	4%	2%	*	9%	7%	*	
I am considering leaving	3	2	1	-	1	*	*	*	1	-	1	2	-	-	*	-	2	*	3	3	2	1	1	2	-	1	2	1	2
	4%	5%	2%	-	12%	3%	*	2%	9%	-	2%	19%	-	2%	-	14%	1%	1%	6%	5%	3%	10%	3%	-	2%	7%	2%	4%	
Not a trustworthy company	4	1	3	-	-	-	1	1	2	-	2	-	1	1	2	1	-	*	3	*	3	1	-	3	*	3	*	1	1
	4%	2%	6%	-	-	-	3%	3%	14%	-	3%	-	6%	43%	13%	3%	-	1%	7%	1%	6%	3%	-	6%	2%	5%	2%	5%	2%

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

Prepared by Yonder



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 67
QD1. You said earlier you were dissatisfied with the overall service from your landline provider. Why do you say that?
 Base: All respondents dissatisfied with the overall service provided by the Landline provider

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Weighted base	92*	48*	43*	-**	9**	13**	30**	19**	16**	5**	67*	9**	13**	3**	19**	26**	17**	30**	45*	46*	45*	41*	15**	57*	14**	68*	24**	31**	57*	
Other	12 13%	4 9%	8 19%	-	1 10%	1 6%	2 7%	4 23%	4 25%	-	10 15%	1 15%	-	1 23%	2 9%	4 15%	1 8%	5 18%	5 12%	7 15%	6 14%	6 15%	3 23%	7 12%	*	2%	10 14%	3 11%	2 5%	11 19%
Don't know / no reason	3 4%	3 6%	1 1%	-	1 12%	1 6%	-	1 3%	1 5%	-	3 5%	-	-	-	1 8%	-	1 6%	1 3%	1 3%	2 4%	1 2%	1 1%	-	3 6%	-	2 4%	1 4%	3 9%	1 1%	

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 68
QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the mobile service provider

	Mobile										Mobile bundle		Mobile service package		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Sky (h)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)
Unweighted base	96	15	3	18	8	15	9	11	9	8	25	71	15	81	-
Weighted base	106*	17**	2**	22**	6**	25**	9**	14**	6**	5**	17**	88*	12**	94*	-**
Poor mobile reception/ coverage - unspecified	44	2	2	8	2	15	7	5	3	1	8	36	4	40	-
Too expensive/ not good value for money	21	3	-	3	3	4	1	5	*	1	2	19	5	15	-
Poor customer service/ unhelpful	15	2	-	6	-	1	2	3	1	*	3	13	3	12	-
Poor mobile reception/ coverage - at home	12	5	-	-	*	3	1	1	1	*	3	9	1	11	-
Problems with payment/ billing	5	-	-	1	-	-	-	3	-	-	-	5	1	3	-
Poor mobile reception/ coverage - in my area	13	2	-	4	1	3	2	-	-	1	2	11	1	13	-
Problems left unresolved/ takes a long time to fix	6	2	-	1	-	-	3	1	*	1	5	-	6	-	
Overseas call centre	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Difficult to contact anyone at the company	6	-	-	2	-	1	-	2	*	1	1	5	2	4	-
Poor coverage / signal indoors	1	-	-	-	-	1	-	-	-	-	-	1	-	1	-
Speed isn't as advertised/ slow	1	*	-	-	-	-	-	1	-	-	1	*	1	-	
Price keeps increasing	7	3	-	-	-	2	-	2	-	1	-	7	2	6	-
They offer poor deals/ I have seen better deals elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am considering leaving	8	2	-	3	1	-	1	-	*	*	2	7	1	7	-
They do not value loyalty	2	2	-	-	-	-	-	-	-	-	-	2	-	2	-
Unhappy with my package (other / non-specific)	4	-	-	2	-	2	-	-	-	1	-	4	-	4	-

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 68
QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the mobile service provider

	Mobile										Mobile bundle		Mobile service package		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Sky (h)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)
Weighted base	106*	17**	2**	22**	6**	25**	9**	14**	6**	5**	17**	88*	12**	94*	**
Poor Internet connection / does not work properly / I cannot use the Internet	19 18%	2 10%	-	7 33%	-	5 18%	3 28%	1 4%	1 18%	1 26%	6 35%	13 15%	-	19 20%	-
Other	16 15%	1 9%	-	3 16%	1 21%	2 9%	1 13%	5 32%	1 11%	1 21%	5 30%	11 12%	1 10%	15 16%	-
Don't know/ no reason	2 2%	-	-	-	1 15%	-	-	-	1 14%	-	1 4%	1 1%	-	2 2%	-
NET: Any coverage issues/problems	67 64%	5 33%	2 100%	16 71%	5 80%	20 79%	8 85%	6 44%	3 50%	3 59%	11 63%	56 64%	8 68%	59 63%	-

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 69
QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?
 Base: All respondents dissatisfied with the overall service provided by the mobile service provider

	Gender			Age						Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (j)	Scotland (i)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	96	51	44	6	20	28	14	11	14	3	81	9	4	2	25	28	12	31	53	43	42	47	23	52	14	76	20	27	66
Weighted base	106*	55*	50*	8**	25**	30**	18**	10**	11**	4**	90*	8**	6**	1**	26**	37**	13**	30**	62*	43**	47*	49*	20**	59*	18**	86*	19**	31**	72*
Poor mobile reception/ coverage - unspecified	44	22	22	3	11	14	7	3	3	3	38	6	-	-	6	21	6	12	27	17	16	24	10	25	4	35	9	7	36
Too expensive/ not good value for money	42%	40%	44%	43%	41%	46%	37%	36%	29%	71%	42%	72%	-	-	22%	57%	44%	39%	43%	40%	34%	49%	48%	43%	24%	41%	45%	23%	50% ^X
Poor customer service/ unhelpful	21	11	8	2	2	8	4	1	2	1	19	1	1	-	11	1	1	8	12	9	8	10	2	9	7	19	2	5	15
Poor mobile reception/ coverage - at home	19%	20%	16%	20%	10%	27%	24%	13%	16%	29%	21%	8%	21%	-	43%	1%	5%	27%	19%	21%	18%	21%	12%	16%	38%	22%	10%	16%	20%
Problems with payment/ billing	15	7	8	1	4	5	-	2	4	-	15	1	-	-	3	6	3	3	9	6	8	6	3	10	1	14	1	6	10
Problems left unresolved/ takes a long time to fix	15%	13%	16%	14%	14%	16%	-	16%	39%	-	16%	7%	-	-	11%	17%	24%	10%	15%	14%	17%	12%	17%	7%	17%	5%	18%	14%	
Overseas call centre	12	6	6	-	3	4	1	4	-	-	12	-	-	-	6	2	3	1	8	4	7	3	1	4	5	6	6	4	8
Difficult to contact anyone at the company	11% ^x	10%	13%	-	12%	12%	7%	43%	-	-	13%	-	-	-	23%	4%	23%	4%	12%	10%	15%	6%	7%	7%	27%	7%	30%	12%	11%
Speed isn't as advertised/ slow	5	3	1	1	2	-	-	1	-	-	3	-	-	1	3	-	-	5	-	-	2	2	1	1	2	5	-	1	2
Price keeps increasing	4%	6%	2%	14%	9%	-	-	10%	-	-	4%	-	-	81%	4%	9%	-	-	7%	-	5%	6%	2%	13%	5%	-	4%	3%	
They offer poor deals/ I have seen better deals elsewhere	13	6	8	2	4	2	2	1	-	-	9	1	4	-	7	2	2	2	10	4	5	7	1	9	3	11	2	7	7
I am considering leaving	13%	10%	16%	25%	16%	8%	14%	18%	6%	-	9%	11%	66%	-	28%	7%	16%	5%	16%	9%	10%	15%	7%	15%	16%	13%	13%	22%	9%
Unhappy with my package (other / non-specific)	6	4	3	1	1	2	-	1	1	-	2	1	2	-	4	1	-	1	5	1	4	2	1	4	1	4	2	4	3
They do not value loyalty	6%	7%	5%	11%	5%	8%	-	12%	5%	-	3%	18%	38%	-	17%	2%	-	4%	8%	3%	9%	4%	6%	7%	4%	5%	12%	12%	4%
I am considering leaving	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
They do not value loyalty	6	4	2	2	1	1	-	2	-	-	5	*	1	-	3	1	-	2	4	2	2	4	2	2	6	*	2	4	
Unhappy with my package (other / non-specific)	6%	7%	5%	25%	3%	3%	-	24%	-	-	6%	4%	13%	-	11%	4%	-	6%	7%	4%	5%	8%	10%	4%	11%	7%	2%	7%	6%
Price keeps increasing	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	1	-	1	-	1	-	-	1
They offer poor deals/ I have seen better deals elsewhere	1%	1%	-	-	3%	-	-	-	-	-	1%	-	-	-	3%	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	1%
I am considering leaving	1	*	1	-	*	-	-	*	1	-	1	1	-	-	1	-	*	1	*	1	*	-	1	-	1	1	1	-	1
They do not value loyalty	1%	1%	2%	-	1%	-	-	3%	5%	-	1%	7%	-	-	2%	-	1%	2%	1%	2%	1%	-	2%	-	1%	3%	-	-	2%
Unhappy with my package (other / non-specific)	7	2	5	1	4	3	-	-	-	-	7	-	-	-	4	3	-	-	7	-	-	7	1	2	2	5	2	2	6
Price keeps increasing	7%	4%	10%	7%	15%	10%	-	-	-	-	8%	-	-	-	16%	9%	-	-	12%	-	-	14%s	6%	4%	14%	6%	10%	6%	8%
They offer poor deals/ I have seen better deals elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I am considering leaving	8	-	8	1	4	-	-	2	2	-	8	*	-	-	3	*	4	2	3	5	2	7	2	4	2	8	1	4	5
They do not value loyalty	8%	-	17% ^{Xa}	14%	15%	-	-	20%	15%	-	9%	4%	-	-	10%	1%	29%	5%	5%	13%	4%	13%	9%	7%	13%	9%	4%	12%	5%
Unhappy with my package (other / non-specific)	2	2	-	-	-	2	-	-	-	-	2	-	-	-	-	-	2	-	2	2	-	-	-	-	2	2	-	-	2
Price keeps increasing	2%	3%	-	-	-	11%	-	-	-	-	2%	-	-	-	-	-	6%	-	4%	4%	-	-	-	-	11%	2%	-	-	3%
They offer poor deals/ I have seen better deals elsewhere	4	2	2	1	-	-	-	2	2	-	4	-	-	-	2	1	-	2	2	2	2	-	2	2	2	2	2	-	4
Unhappy with my package (other / non-specific)	4%	4%	3%	7%	-	-	-	18%	15%	-	4%	-	-	-	7%	1%	-	5%	4%	4%	3%	4%	-	4%	10%	2%	12%	-	5%

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 69
QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the mobile service provider

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (j)	Scotland (i)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Weighted base	106*	55*	50*	8**	25**	30**	18**	10**	11**	4**	90*	8**	6**	1**	26**	37**	13**	30**	62*	43**	47*	49*	20**	59*	18**	86*	19**	31**	72*
Poor Internet connection / does not work properly / I cannot use the Internet	19	7	12	-	7	4	6	2	1	-	15	2	2	*	10	4	5	10	9	11	8	5	13	1	16	3	8	11	
Other	16	8	6	-	2	5	4	2	2	1	15	1	1	-	4	5	1	7	8	8	11	4	2	10	3	15	1	8	7
Don't know/ no reason	2	1	1	-	1	-	-	-	1	-	2	-	-	-	-	1	1	-	2	-	2	-	1	1	1	1	-	2	
NET: Any coverage issues/problems	67	34	32	5	13	22	15	3	5	4	56	7	4	*	13	26	8	20	39	28	29	32	11	41	9	56	11	16	49
	64%	63%	64%	63%	52%	72%	84%	36%	45%	100%	62%	89%	62%	19%	52%	70%	61%	68%	62%	65%	61%	66%	54%	70%	51%	65%	56%	53%	68%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

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

Total (X)	Broadband									Broadband bundle	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)	
Unweighted base	163	27	13	9	30	29	36	7	12	127	36
Weighted base	181	33**	8**	4**	48**	26**	50*	4**	10**	141*	41**
Speed isn't as advertised/ slow	66 37%	14 44%	2 33%	2 67%	18 38%	10 37%	16 32%	1 27%	2 19%	49 35%	17 42%
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	116 64%	17 52%	3 38%	3 86%	29 61%	17 65%	35 71%	3 71%	9 88%	89 63%	27 66%
Too expensive/ not good value for money	29 16%	7 23%	1 11%	-	5 10%	8 30%	7 14%	-	1 8%	21 15%	7 18%
Poor customer service/ unhelpful	34 19%	6 18%	-	1 14%	1 2%	9 35%	16 32% ^X	-	2 18%	22 16%	12 29%
Poor/ bad Wi-Fi signal/ doesn't reach all parts of the house/ need boosters	33 18%	2 5%	3 37%	* 7%	11 24%	1 5%	11 23%	2 42%	2 24%	24 17%	8 21%
Problems left unresolved/ takes a long time to fix	30 17%	10 29%	1 11%	-	7 15%	2 7%	8 16%	-	3 26%	25 18%	5 13%
Difficult to contact anyone at the company	17 10%	1 3%	1 13%	* 10%	2 5%	4 17%	6 12%	-	3 27%	10 7%	7 18%
Problems with payment/ billing	1 *	-	-	1 14%	-	-	-	-	* 1%	1 *	* *
Price keeps increasing	6 3%	-	-	-	2 4%	2 9%	2 3%	-	-	6 4%	-
Locked into a contract and can't get out	7 4%	-	-	-	2 5%	1 3%	3 7%	-	-	5 3%	2 4%
They do not value loyalty	-	-	-	-	-	-	-	-	-	-	-
Overseas call centre	1 *	-	-	-	-	-	1 1%	-	-	1 *	-
I am considering leaving	3 2%	-	-	-	-	* 2%	2 3%	-	1 7%	3 2%	* *
Their service has declined during the pandemic	-	-	-	-	-	-	-	-	-	-	-
They offer poor deals/ I have seen better deals elsewhere	* *	-	-	-	-	-	* 1%	-	-	-	* 1%
Not a trustworthy company	9 5%	4 12%	* 5%	-	-	3 11%	2 4%	* 7%	-	9 6%	* 1%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 70

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

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

Total (X)	Broadband									Broadband bundle	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)	
Weighted base	181	33**	8**	4**	48**	26**	50*	4**	10**	141*	41**
Too pushy with their sales	4 2%	3 8%	* 5%	-	-	1 2%	-	-	-	4 3%	-
Issues with setup/ admin/ account management	1 1%	-	-	-	1 2%	-	-	-	-	1 1%	-
No/ limited options for broadband service/ provider	4 2%	3 8%	* 5%	-	1 3%	-	-	-	-	3 2%	1 3%
Unhappy with charges / hidden charges	3 2%	-	-	-	1 2%	2 7%	-	-	-	2 1%	1 3%
Other	20 11%	6 17%	2 29%	-	2 4%	4 16%	6 13%	-	-	17 12%	3 8%
Don't know/ no reason	* *	* 1%	-	-	-	-	-	-	-	* *	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 71
QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the Broadband provider

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	163	74	88	13	32	16	41	33	23	5	130	18	11	4	44	39	29	51	83	80	70	86	35	81	32	127	36	47	110
Weighted base	181	77*	103*	13**	35**	18**	50*	29**	7**	143*	20**	16**	3**	44*	45**	39**	54*	88*	93*	84*	87*	33**	90*	37**	142*	40**	53*	122*	
Speed isn't as advertised/ slow	66 37%	29 38%	37 36%	6 45%	6 16%	11 59%	25 51%	7 25%	10 34%	2 22%	54 38%	8 37%	4 28%	-	16 37%	10 21%	21 49%	26 39%	40 29%	33 44%	30 40%	13 34%	26 38%	14 29%	19 37%	18 47%	18 34%	45 37%	
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	116 64%	47 61%	69 68%	10 78%	24 68%	10 57%	32 65%	18 62%	16 56%	5 74%	89 62%	16 77%	10 64%	1 40%	22 51%	29 65%	28 72%	37 68%	51 58%	65 70%	51 61%	59 67%	24 38%	57 29%	22 37%	96 34%	20 47%	30 34%	81 67%
Too expensive/ not good value for money	29 16%	14 19%	14 14%	1 11%	6 17%	4 22%	8 17%	5 12%	3 11%	1 11%	21 15%	5 23%	3 19%	-	8 18%	7 15%	5 13%	9 17%	14 16%	14 15%	14 17%	15 17%	5 16%	17 19%	6 15%	20 14%	9 23%	10 18%	17 14%
Poor customer service/ unhelpful	34 19%b	19 25%	13 13%	4 27%	11 32%	4 21%	5 11%	4 14%	6 21%	-	29 20%	4 18%	1 5%	1 39%	8 17%	12 27%	7 19%	7 13%	20 22%	14 16%	14 16%	18 21%	7 22%	19 21%	4 11%	31 22%	3 7%	6 11%	25 21%
Poor/ bad Wi-Fi signal/ doesn't reach all parts of the house/ need boosters	33 18%	14 18%	19 19%	4 29%	7 20%	2 12%	14 28%	6 20%	-	-	27 19%	3 13%	2 16%	1 40%	11 25%	9 21%	7 19%	5 10%	20 23%	13 14%	11 14%	18 21%	5 16%	18 20%	9 25%	26 18%	7 17%	13 25%	20 16%
Problems left unresolved/ takes a long time to fix	30 17%	17 22%	13 13%	2 17%	8 24%	1 3%	8 17%	3 12%	5 18%	2 26%	23 16%	5 23%	2 11%	1 39%	7 15%	9 21%	6 16%	8 15%	16 18%	14 15%	20 24%	9 11%	9 27%	12 13%	5 13%	22 15%	8 21%	9 16%	20 17%
Difficult to contact anyone at the company	17 10%	7 9%	9 9%	* 3%	2 5%	3 17%	4 9%	4 14%	4 13%	-	12 8%	4 18%	2 11%	-	4 9%	6 14%	4 9%	4 7%	10 12%	7 8%	5 6%	10 11%	3 10%	8 8%	5 14%	16 11%	1 4%	3 6%	14 12%
Problems with payment/ billing	1 *	* *	1 1%	-	* *	-	-	1 2%	-	-	1 *	-	-	-	-	-	-	1 1%	-	1 1%	-	1 1%	1 2%	* *	-	1 *	-	1 1%	* *
Price keeps increasing	6 3%	2 2%	4 4%	-	1 2%	1 4%	2 6%	2 7%	2 7%	-	6 4%	-	-	-	4 10%X	-	2 5%	1 2%	4 5%	2 2%	3 4%	3 3%	-	2 3%	-	6 4%	-	3 6%	3 2%
Locked into a contract and can't get out	7 4%A	-	5 5%	-	-	2 10%	1 2%	2 6%	2 8%	-	4 3%	-	2 14%	-	2 4%	-	2 5%	3 6%	2 2%	5 5%	2 3%	3 3%	2 5%	4 4%	-	4 3%	2 6%	5 9%	2 1%
They do not value loyalty	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Overseas call centre	1 *	1 1%	-	-	-	-	-	1 2%	-	-	1 *	-	-	-	1 1%	-	-	1 1%	-	-	-	-	-	1 1%	-	1 1%	-	-	1 *
I am considering leaving	3 2%	2 3%	1 1%	-	1 3%	-	* 3%	1 3%	-	1 9%	3 2%	-	-	-	1 3%	1 1%	1 3%	* *	2 2%	1 1%	-	2 2%	* *	3 3%	-	3 2%	-	2 3%	
Their service has declined during the pandemic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
They offer poor deals/ I have seen better deals elsewhere	* *	* *	-	-	* 1%	-	-	-	-	-	* *	-	-	-	-	-	-	* 1%	-	* *	-	* *	-	-	-	* *	-	* 1%	-

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

Prepared by Yonder



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 71
QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the Broadband provider

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (l)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Weighted base	181	77*	103*	13**	35**	18**	50*	29**	29**	7**	143*	20**	16**	3**	44*	45**	39**	54*	88*	93*	84*	87*	33**	90*	37**	142*	40**	53*	122*
Not a trustworthy company	9	2	8	-	1	1	4	2	1	-	8	-	-	1	1	2	4	2	3	7	6	3	*	4	1	6	4	2	7
Too pushy with their sales	4	-	4	-	-	-	3	1	-	-	4	-	-	-	-	1	3	*	1	3	3	1	*	1	-	1	3	*	3
Issues with setup/admin/account management	1	-	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1
No/ limited options for broadband service/provider	4	1	3	-	-	1	3	*	-	-	4	-	-	-	-	4	*	-	4	3	3	*	-	1	2	3	*	4	
Unhappy with charges / hidden charges	3	*	3	-	-	1	-	2	-	-	3	-	-	-	*	1	-	1	2	1	-	3	-	2	-	3	-	-	3
Other	20	10	10	1	4	2	5	4	4	-	16	2	-	2	9	2	4	5	11	9	8	10	3	6	5	11	9	1	18
Don't know/ no reason	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-	*	*	*	-	*	-	*	-	*	-	-	*
	*	1%	-	-	1%	-	-	-	-	-	*	-	-	-	-	-	-	1%	-	*	-	*	-	*	-	*	-	-	*

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 72

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the TV provider

	Total (X)	Pay TV					Pay TV bundle	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)
Unweighted base	60	9	27	5	16	3	38	22
Weighted base	51*	5**	26**	3**	13**	4**	34**	17**
Too expensive/ not good value for money	27 53%	1 31%	17 67%	-	7 53%	1 24%	16 47%	11 63%
Poor TV reception	3 5%	* 8%	2 9%	-	-	-	2 5%	1 6%
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/ not enough new content	7 14%	1 13%	4 16%	-	1 9%	1 28%	5 15%	2 13%
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	7 13%	1 22%	4 14%	-	2 15%	-	4 13%	2 13%
Poor customer service/ unhelpful	6 11%	1 14%	1 3%	-	4 33%	-	5 15%	1 5%
The equipment/service is poor / outdated / not fit for purpose	7 14%	1 28%	* 1%	1 29%	5 35%	-	7 21%	-
Speed isn't as advertised/ slow	1 1%	1 14%	-	-	-	-	1 2%	-
Price keeps increasing	12 22%	-	8 32%	1 21%	3 20%	-	8 22%	4 23%
General negative comments	2 3%	-	-	-	2 14%	-	2 5%	* *
I do not have access to channels that I want	-	-	-	-	-	-	-	-
I want to leave / cancel the service / move to a different service / provider	7 14%	* 8%	3 13%	-	3 25%	-	4 12%	3 18%
They offer poor deals/ I have seen better deals elsewhere	1 3%	-	* 1%	-	-	1 24%	-	1 8%
Problems left unresolved/ takes a long time to fix	2 3%	-	-	-	2 11%	-	2 4%	-
I have to pay for something I don't use	5 9%	-	2 8%	* 17%	2 17%	-	5 14%	* 1%
Overseas call centre	-	-	-	-	-	-	-	-

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

Prepared by Yonder

.YONDER

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 72

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the TV provider

	Total (X)	Pay TV					Pay TV bundle	
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)
Weighted base	51*	5**	26**	3**	13**	4**	34**	17**
For the money I'm paying I don't get a lot of TV channels	3 6%	-	-	-	1 9%	2 48%	1 3%	2 12%
They do not value loyalty	1 3%	-	1 6%	-	-	-	1 3%	* 2%
Other	7 13%	-	2 8%	1 50%	3 25%	-	6 17%	1 6%
Don't know/ no reason	2 4%	-	2 9%	-	-	-	2 6%	* 2%

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 73
QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?
 Base: All respondents dissatisfied with the overall service provided by the TV provider

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	60	34	26	4	12	9	10	12	13	-	52	3	4	1	23	13	8	16	36	24	21	36	9	28	15	46	14	19	38
Weighted base	51*	31**	21**	3**	12**	9**	8**	9**	11**	**	46*	2**	2**	1**	17**	12**	8**	14**	29**	22**	20**	28**	11**	25**	8**	38*	13**	16**	31**
Too expensive/ not good value for money	27	18	9	1	7	4	6	4	4	-	25	1	1	-	9	5	4	9	14	13	7	19	7	14	3	18	9	7	17
Poor TV reception	53	59	43	46	64	52	69	51	33	-	53	58	59	-	50	45	53	63	48	59	34	69	65	54	40	48	66	42	54
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/ not enough new content	3	1	1	-	-	-	1	-	1	-	3	-	-	-	1	-	-	1	1	1	1	1	1	*	-	2	1	1	1
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	5	5	6	-	-	-	14	-	13	-	6	-	-	-	9	-	-	8	5	5	6	5	11	2	-	4	8	7	5
Too many repeats/ low quality programming/ too many channels/ poor selection of channels/ not enough new content	7	2	5	1	*	1	2	*	3	-	6	-	1	-	3	-	1	3	3	5	4	2	2	4	1	6	1	3	4
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	14	8	23	22	1	13	28	5	23	-	13	-	46	-	15	-	17	24	9	21	21	7	22	15	14	15	11	18	12
Service I take from them is poor/ bad connection/ doesn't work some of the time/ unreliable	7	3	4	-	2	*	1	1	3	-	5	1	-	1	5	2	-	*	6	*	5	2	1	4	1	5	1	1	4
Poor customer service/ unhelpful	13	10	18	-	16	4	9	7	29	-	11	58	-	100	28	14	-	2	22	2	23	8	6	14	8	14	10	7	14
Poor customer service/ unhelpful	6	3	3	1	2	1	1	*	2	-	5	1	-	-	3	1	2	1	4	2	4	1	3	2	5	1	2	4	
The equipment/service is poor / outdated / not fit for purpose	11	9	15	18	18	7	8	4	14	-	11	24	-	-	16	7	21	4	12	10	8	15	6	10	21	12	8	10	13
The equipment/service is poor / outdated / not fit for purpose	7	4	3	*	2	2	*	2	2	-	6	1	-	-	3	1	-	3	4	3	3	1	4	2	6	1	3	4	
Speed isn't as advertised/ slow	14	13	15	13	18	20	4	6	18	-	13	42	-	-	19	7	-	21	14	13	14	11	9	14	26	15	11	17	14
Speed isn't as advertised/ slow	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	1	1	-	-	-	1
Price keeps increasing	1	2	-	-	-	-	8	-	-	-	1	-	-	-	-	-	8	-	-	3	-	2	-	-	8	2	-	-	2
Price keeps increasing	12	9	3	1	-	2	*	4	4	-	11	1	-	-	5	2	2	3	6	5	6	5	2	6	1	7	5	1	8
General negative comments	22	28	14	18	-	27	4	46	39	-	24	24	-	-	27	13	25	23	21	24	31	19	22	11	17	37	6	27	
General negative comments	2	1	1	-	1	-	-	1	-	-	2	-	-	-	1	-	1	-	1	1	-	2	-	2	*	2	-	-	2
I do not have access to channels that I want	3	3	4	-	9	-	-	9	-	-	4	-	-	-	5	-	13	-	3	5	-	6	-	7	*	5	-	-	6
I do not have access to channels that I want	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I want to leave / cancel the service / move to a different service / provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I want to leave / cancel the service / move to a different service / provider	7	5	2	1	2	-	2	1	1	-	6	1	-	-	1	1	3	2	3	5	1	6	-	7	-	4	3	1	5
I want to leave / cancel the service / move to a different service / provider	14	16	11	46	19	-	-	26	13	-	13	58	-	-	8	10	38	11	9	21	7	21	-	29	-	11	23	8	15
They offer poor deals/ I have seen better deals elsewhere	1	1	-	-	-	-	1	-	-	-	*	1	-	*	-	1	-	*	1	*	1	-	-	1	*	1	-	1	
They offer poor deals/ I have seen better deals elsewhere	3	5	-	-	-	-	17	-	-	-	1	-	54	-	2	-	14	-	1	5	2	4	-	-	17	1	8	-	5
Problems left unresolved/ takes a long time to fix	1	2	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-	1	1	-	2	-	2	-	2	-	-	2
Problems left unresolved/ takes a long time to fix	3	5	-	-	9	-	-	-	5	-	2	24	-	-	3	-	13	-	2	5	-	5	-	6	-	4	-	-	5
I have to pay for something I don't use	5	2	2	-	-	3	-	-	2	-	5	-	-	-	3	*	1	*	3	1	2	3	*	4	*	3	1	3	2
I have to pay for something I don't use	9	6	12	-	-	38	-	-	14	-	10	-	-	-	19	2	11	4	12	6	11	9	5	16	3	9	10	17	7

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

Prepared by Yonder



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 73
QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider. Why do you say that?
Base: All respondents dissatisfied with the overall service provided by the TV provider

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Weighted base	51*	31**	21**	3**	12**	9**	8**	9**	11**	-**	46*	2**	2**	1**	17**	12**	8**	14**	29**	22**	20**	28**	11**	25**	8**	38*	13**	16**	31**
Overseas call centre	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
For the money I'm paying I don't get a lot of TV channels	3	2	1	-	1	-	-	2	-	-	3	-	-	-	1	2	-	-	3	-	2	1	-	2	1	3	-	2	1
	6%	7%	6%	-	10%	-	-	25%	-	-	7%	-	-	-	7%	18%	-	-	11%	-	11%	4%	-	8%	14%	9%	-	13%	4%
They do not value loyalty	1	1	-	-	-	-	*	-	1	-	1	-	-	-	1	-	-	-	1	-	*	1	-	1	*	*	1	-	1
	3%	5%	-	-	-	-	4%	-	10%	-	3%	-	-	-	8%	-	-	-	5%	-	2%	4%	-	4%	4%	1%	9%	-	5%
Other	7	3	4	1	1	-	-	1	3	-	7	-	-	-	3	2	-	2	5	2	*	6	-	5	1	6	1	1	6
	13%	10%	18%	46%	10%	-	-	13%	29%	-	15%	-	-	-	16%	17%	-	14%	17%	9%	2%	22%	-	19%	14%	15%	9%	4%	20%
Don't know/ no reason	2	1	1	-	1	1	-	-	-	-	2	-	-	-	1	1	-	1	1	1	1	-	*	1	-	1	1	1	1
	4%	3%	6%	-	13%	9%	-	-	-	-	5%	-	-	-	10%	13%	-	4%	5%	6%	-	4%	4%	-	4%	6%	9%	3%	

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 74
QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?
 Base: All Landline respondents

	Total (X)	Landline providers								Landline bundle		
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)	
Unweighted base	2087	533	163	232	329	239	331	102	158	1866	221	
Weighted base	2093	573	58	90	515	203	353	81*	219*	1865	228*	
Extremely likely	(10)	327 16%	87 15%	14 25% <i>Xaef</i>	20 23% <i>Xaef</i>	93 18%	23 11%	49 14%	12 15%	28 13%	298 16%	29 13%
	(9)	313 15%	73 13%	11 18%	14 15%	91 18%	28 14%	48 13%	10 12%	38 17%	295 16%	18 8%
	(8)	485 23%	129 22%	14 25%	17 19%	112 22%	42 21%	84 24%	16 19%	70 32%	437 23%	48 21%
	(7)	343 16%	92 16%	8 14%	17 18%	75 14%	38 19%	58 16%	16 20%	40 18%	282 15%	61 27% <i>Xh</i>
	(6)	176 8%	63 11% <i>X</i>	3 6%	7 7%	42 8%	16 8%	25 7%	13 15% <i>Xbcdfg</i>	9 4%	153 8%	23 10%
	(5)	276 13% <i>b</i>	87 15% <i>bc</i>	4 6%	10 11%	63 12%	33 16% <i>b</i>	47 13% <i>b</i>	13 16% <i>b</i>	18 8%	248 13%	28 12%
	(4)	52 2%	8 1%	1 2%	2 2%	18 3%	5 4% <i>a</i>	14 *	*	4 2%	45 2%	7 3%
	(3)	37 2%	11 2%	1 1%	1 1%	6 1%	4 2%	10 3%	1 1%	3 2%	33 2%	4 2%
	(2)	18 1%	4 1%	1 1%	1 1%	5 1%	1 1%	3 1%	-	3 1%	16 1%	2 1%
	(1)	15 1% <i>a</i>	* *	- -	- -	3 *	2% <i>a</i>	6 2% <i>a</i>	-	2 1%	15 1%	-
Completely unlikely	(0)	51 2%	19 3%	2 3%	1 1%	8 2%	8 4%	10 3%	-	3 1%	43 2%	8 4%
NET: Promoters	(9-10)	640 31%	160 28%	25 43% <i>Xaefs</i>	34 38% <i>Xaef</i>	184 36% <i>Xaef</i>	51 25%	97 27%	22 28%	67 30%	593 32%	47 20%
NET: Passives	(7-8)	828 40%	221 39%	22 38%	34 38%	187 36%	80 39%	142 40%	32 39%	110 50%	719 39%	109 48%
NET: Detractors	(0-6)	625 30% <i>b</i>	192 34% <i>Xbc</i>	11 19%	22 24%	145 28% <i>b</i>	71 35% <i>bcg</i>	114 32% <i>b</i>	27 33% <i>b</i>	43 19%	553 30%	73 32%
NPS		14 1% <i>s</i>	-33 -6%	14 24% <i>Xcdsg</i>	13 14% <i>Xds</i>	39 8% <i>Xaefs</i>	-20 -10%	-17 -5%	-5 -6%	24 11% <i>Xefs</i>	41 2% <i>i</i>	-26 -11%
Negative NPS		-14 -1%	33 6% <i>Xbcg</i>	-14 -24%	-13 -14%	-39 -8%	20 10% <i>Xbc</i>	17 5% <i>Xbc</i>	5 6%	-24 -11%	-41 -2%	26 11% <i>X</i>
Mean		7.25e	7.13	7.82 <i>Xaef</i>	7.65 <i>Xaef</i>	7.44ef	6.83	7.02	7.36	7.50	7.29	6.93
Standard deviation		2.23	2.25	2.20	2.04	2.15	2.45	2.37	1.72	2.04	2.23	2.21
Standard error		0.05	0.10	0.17	0.13	0.12	0.16	0.13	0.17	0.16	0.05	0.15

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 75
QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?
Base: All Landline respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	2087	1078	1001	91	217	291	372	446	458	212	1733	181	126	47	650	566	341	529	1216	870	739	1272	317	1216	393	1604	483	542	1467
Weighted base	2093	1071	1014	127**	261	314	381	393	408	210*	1715	184	147**	47*	595	580	431	486	1175	917	762	1249	319	1205	377	1610	483	559	1460
Extremely likely	(10) 327 16%	143 13%	184 18% ^{Xa}	23 18%	33 13%	47 15%	51 13%	48 12%	77 19% ^{Xg}	47 22% ^g	277 16%	25 13%	15 10%	10 21%	87 13%	76 15%	87 18%	163 14%	163 18% ^X	140 14%	181 18%	51 15%	203 16%	45 12%	254 16%	73 15%	106 19%	211 14%	
(9)	313 15%	163 15%	148 15%	14 11%	33 13%	44 14%	55 14%	63 16%	71 17%	34 16%	259 15%	28 15%	17 12%	9 19%	91 13%	69 16%	73 15%	170 14%	143 16%	97 13%	203 16%	34 11%	193 16%	55 15%	246 15%	67 14%	67 12%	225 15%	
(8)	485 23% ^f	258 24%	226 22%	37 29%	66 25% ^f	67 21%	65 21%	110 28% ^{Xf}	104 25% ^f	36 17%	392 23%	36 19%	47 32%	10 21%	139 23%	127 22%	103 24%	114 24%	266 23%	217 24%	186 24%	286 23%	76 24%	269 22%	84 22%	360 22%	125 26%	144 26%	323 22%
(7)	343 16% ^{hsv}	181 17%	161 16%	21 16%	56 21% ^{gh}	46 15%	75 20% ^{gh}	50 13%	51 13%	45 21%	281 16%	35 19%	21 14%	6 12%	106 18%	100 17%	68 16%	69 14%	206 18%	137 15%	101 13%	226 18% ^s	56 17%	181 15%	81 21%	266 16%	77 13%	75 13%	261 18% ^X
(6)	176 8% ⁱ	75 7%	99 10%	10 8%	26 10%	34 11%	36 10%	31 8%	28 7%	12 6%	128 7%	27 15% ^{Xi}	17 11%	4 9%	64 11%	44 8%	34 8%	35 7%	107 9% ⁿ	69 8%	68 9%	99 8%	26 8%	101 8%	36 10%	134 8%	42 9%	56 10%	116 8%
(5)	276 13% ^b	166 16% ^{Xb}	107 11%	18 14%	35 13%	55 18% ^{XB}	49 13%	50 12%	13 6%	239 14%	21 11%	12 8%	4 9%	81 14%	80 14%	49 11%	66 14%	160 14%	116 13%	92 12%	163 13%	51 16%	155 13%	49 13%	226 14%	50 10%	67 12%	204 14%	
(4)	52 2% ^h	20 2%	32 3%	4 3%	4 1%	6 2%	12 3% ^h	13 3% ^h	3 1%	10 5% ^h	43 3%	3 2%	3 2%	2 4%	17 3%	8 2%	11 2%	33 3%	19 2%	24 3%	28 2%	10 3%	32 3%	6 2%	38 2%	14 3%	11 2%	37 3%	
(3)	37 2%	18 2%	19 2%	* 1%	2 1%	3 1%	17 5% ^{Xdeh}	8 2%	4 1%	2 1%	26 2%	4 2%	7 5%	- 1%	5 2% ^q	14 1%	5 1%	12 2%	20 2%	17 2%	18 2%	15 1%	5 2%	22 2%	5 1%	28 2%	9 3%	15 3%	22 2%
(2)	18 1% ^v	7 1%	11 1%	- 1%	1 1%	1 2%	6 1%	6 1%	2 1%	2 1%	16 1%	1 1%	1 1%	* 1%	5 1%	7 1%	4 1%	3 1%	11 1%	7 1%	5 1%	13 1%	5 1%	6 2%	6 1%	14 1%	4 1%	5 1%	13 1%
(1)	15 1%	9 1%	6 1%	- 1%	- 1%	4 1%	1 1%	4 1%	4 1%	1 1%	12 1%	1 1%	1 1%	- 1%	6 1%	2 1%	4 1%	3 1%	8 1%	7 1%	6 1%	8 1%	3 1%	10 1%	1 1%	12 1%	3 1%	5 1%	8 1%
Completely unlikely	(0) 51 2%	30 3%	22 2%	* 2%	5 2%	7 2%	7 3%	11 3%	14 4%	8 4%	41 2%	4 2%	5 3%	1 3%	15 3%	13 2%	11 2%	12 3%	28 3%	23 3%	25 3%	27 2%	3 1%	33 3%	10 3%	34 2%	17 4%	9 2%	40 3%
NET: Promoters	(9-10) 640 31%	306 29%	332 33%	37 29%	66 25%	91 29%	106 28%	111 28%	148 36% ^{Xdfg}	80 38%	536 31%	52 28%	32 22%	19 40%	156 26%	178 31%	145 34%	161 33%	334 28%	305 33% ^X	237 31%	384 31%	85 27%	396 33% ^X	100 26%	499 31%	141 29%	173 31%	436 30%
NET: Passives	(7-8) 828 40% ^v	439 41%	387 38%	58 46%	121 47% ^{Xef}	112 37%	140 41%	160 37%	155 39%	81 39%	673 39%	71 38%	68 34%	16 4%	246 41%	227 39%	171 40%	183 38%	472 40%	354 39%	288 38%	512 41%	132 37%	450 44%	165 39%	625 42%	219 39%	584 40%	
NET: Detractors	(0-6) 625 30%	325 30%	295 29%	33 26%	73 28%	110 35% ^h	134 35% ^{Xhb}	122 31%	105 26%	48 23%	506 29%	61 33%	46 32%	12 26%	193 32%	176 30%	114 27%	142 29%	369 31%	257 28%	238 31%	353 28%	102 32%	359 30%	113 30%	485 30%	140 29%	167 30%	440 30%
NPS	14 1% ^d	-19 2% ^g	37 4% ^{Xa}	4 3%	-7 -3%	-19 -6%	-28 -7%	-11 -3%	43 11% ^{Xdefg}	32 15% ^{Xdefg}	31 2% ^{Xjk}	-9 -5%	-14 -10%	7 14% ^{Xi}	-36 -6%	2 *	30 7% ^{Xn}	18 4% ^{Xn}	-34 -3%	49 5% ^{Xmnpq}	* *	30 2% ^{Xs}	-17 -5%	37 3% ^{Xuw}	-13 -3%	14 1%	1 *	6 1% ^A	-4 *
Negative NPS	-14 -1%	19 2% ^X	-37 -4%	-4 -3%	7 3%	19 6% ^X	28 7% ^{Xdg}	11 3%	-43 -11%	-32 -15%	-31 -2%	9 5% ^l	14 10% ^l	-7 -14%	36 6% ^{Xnopq}	-2 *	-30 -7%	-18 -4%	34 3% ^{Xnop}	-49 -5%	* *	-20 -2%	17 5% ^X	-37 -3%	13 3%	-14 -1%	-1 *	-6 -1%	4 *
Mean	7.25f	7.16	7.34	7.56	7.29	7.14	6.99	7.12	7.47Xf	7.45	7.27	7.16	7.00	7.58	7.11	7.21	7.41	7.32	7.16	7.36	7.23	7.29	7.19	7.29	7.14	7.26	7.20	7.35	7.20
Standard deviation	2.23	2.23	2.23	1.79	1.93	2.21	2.24	2.31	2.33	2.42	2.23	2.14	2.31	2.26	2.19	2.22	2.23	2.27	2.21	2.25	2.37	2.15	2.11	2.28	2.14	2.20	2.33	2.20	2.23

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

Prepared by Yonder



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 75
QN1. Based on your overall experience of using <Landline> for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?
Base: All Landline respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentialy vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Weighted base	2093	1071	1014	127**	261	314	381	393	408	210*	1715	184	147*	47*	595	580	431	486	1175	917	762	1249	319	1205	377	1610	483	559	1460
Standard error	0.05	0.07	0.07	0.19	0.13	0.13	0.12	0.11	0.11	0.17	0.05	0.16	0.21	0.33	0.09	0.09	0.12	0.10	0.06	0.08	0.09	0.06	0.12	0.07	0.11	0.05	0.11	0.09	0.06

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 76
QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?
 Base: All Mobile respondents

	Mobile										Mobile bundle		Mobile service package		
	Total (X)	EE (a)	giffgaff (b)	O2 (c)	Tesco Mobile (d)	Three (e)	Virgin Mobile (f)	Vodafone (g)	Sky (h)	Other providers (i)	Yes (k)	No (l)	Prepay/ pay as you go (m)	Monthly contract/ SIM only (n)	Don't know (o)
Unweighted base	2863	510	290	406	231	222	196	310	177	521	668	2195	585	2261	17
Weighted base	2863	605	198	510	214*	335	134	430	113	325	459	2404	561	2286	16**
Extremely likely	(10) 620 22%ef	117 19%	67 34%Xacefgh	112 22%	62 29%ef	53 15%	20 15%	79 18%	22 20%	88 27%Xaefg	77 17%	543 23%Xk	129 23%	491 21%	1 3%
(9)	470 16%	97 16%	39 20%	75 15%	33 15%	64 19%	26 19%	54 13%	21 19%	61 19%	80 17%	390 16%	85 15%	382 17%	2 15%
(8)	695 24%	157 26%	45 23%	126 25%	65 30%	83 25%	34 26%	91 21%	26 23%	69 21%	106 23%	589 25%	121 22%	571 25%	2 15%
(7)	458 16%l	92 15%	23 12%	79 15%	23 11%	51 15%	22 16%	106 25%Xabcdej	18 16%	44 13%	95 21%Xi	363 15%	88 16%	368 16%	2 13%
(6)	214 7%	44 7%	13 7%	40 8%	14 6%	26 8%	9 7%	39 9%	7 6%	23 7%	35 8%	180 7%	52 9%	161 7%	1 6%
(5)	228 8%b	55 9%b	5 3%	47 9%b	13 6%	28 8%b	9 7%	37 9%b	8 7%	25 8%b	33 7%	195 8%	50 9%	171 7%	7 44%
(4)	62 2%	18 3%	1 1%	9 2%	1 *	12 3%	5 4%b	8 2%	3 2%	6 2%	10 2%	52 2%	13 2%	48 2%	1 4%
(3)	47 2%	9 2%	1 *	5 1%	-	9 3%	5 4%Xbcd	6 1%	6 1%	5 6%Xabcdgj	13 3%	34 1%	8 1%	39 2%	-
(2)	19 1%	5 1%	2 1%	1 *	1 1%	4 1%	-	4 1%	1 1%	2 1%	4 1%	15 1%	3 *	17 1%	-
(1)	16 1%	3 *	-	7 1%	-	1 *	2 2%	1 *	* *	1 *	2 1%	13 1%	2 *	14 1%	-
Completely unlikely	(0) 33 1%	7 1%	2 1%	10 2%	3 1%	3 1%	1 1%	5 1%	* *	1 *	4 1%	29 1%	10 2%	23 1%	-
NET: Promoters	(9-10) 1090 38%g	214 35%	106 53%Xacefgh	186 37%	95 45%g	117 35%	46 35%	133 31%	43 38%	150 46%Xacefg	157 34%	933 39%	214 38%	873 38%	3 19%
NET: Passives	(7-8) 1153 40%bj	249 41%	68 34%	205 40%	88 41%	134 40%	56 42%	197 46%bj	44 39%	113 35%	201 44%	952 40%	209 37%	939 41%	5 28%
NET: Detractors	(0-6) 619 22%bb	141 23%bb	24 12%	119 23%bb	31 14%	84 25%bb	31 23%bb	101 23%bb	26 23%bb	63 19%bb	101 22%	518 22%	138 25%	473 21%	9 54%
NPS	471 16%aeg	73 12%	82 41%Xacefghj	67 13%	64 30%Xacefgh	33 10%	15 11%	32 8%	17 15%g	87 27%Xacefgh	56 12%	415 17%X	76 14%	400 18%X	-6 -35%
Negative NPS	-471 -16%	-73 -12%	-82 -41%	-67 -13%	-64 -30%	-33 -10%	-15 -11%	-32 -8%	-17 -15%	-87 -27%	-56 -12%	-415 -17%	-76 -14%	-400 -18%	6 35%
Mean	7.71	7.60	8.37Xacefghj	7.62	8.17Xacefgh	7.49	7.47	7.49	7.60	7.99Xacefg	7.55	7.74	7.65	7.73	6.51
Standard deviation	2.03	2.05	1.79	2.16	1.81	2.07	2.13	1.97	2.10	1.91	2.00	2.04	2.11	2.01	1.78
Standard error	0.04	0.09	0.10	0.11	0.12	0.14	0.15	0.11	0.16	0.08	0.08	0.04	0.09	0.04	0.43

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

Prepared by Yonder



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 77
QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?
 Base: All Mobile respondents

	Gender		Age							Nation				Social-Economic Group							Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	2863	1427	1424	294	424	425	489	510	508	213	2385	260	152	66	855	807	458	742	1662	1200	994	1734	489	1632	505	2286	577	796	1964	
Weighted base	2863	1388	1464	358	478	447	485	436	448	211*	2369	264	166*	64*	761	845	582	675	1606	1256	995	1721	503	1602	491	2275	588	798	1964	
Extremely likely	(10) 620	259	359	68	103	88	96	90	117	58	523	53	21	23	136	192	133	160	328	293	240	361	124	349	97	509	111	191	411	
	22%ka	19%	24%ka	19%	22%	20%	20%	21%	26%kxf	27%	22%	20%	13%	36%Xijk	18%	23%q	23%	24%lm	20%	23%r	24%	21%	25%	22%	20%	22%	19%	24%	21%	
(9)	470	234	236	37	64	59	88	91	95	38	389	36	35	9	126	130	112	101	256	213	138	308	63	286	77	370	100	109	335	
	16%sa	17%	16%	10%	13%	13%	18%	21%Xcde	21%Xcde	18%	16%	14%	21%	14%	17%	15%	19%	15%	16%	17%p	14%	14%	13%	18%Xu	16%	16%	17%	14%	17%	
(8)	695	358	336	72	130	115	100	116	98	64	568	66	54	7	211	188	141	155	399	296	220	447	107	389	154	543	153	190	479	
	24%l	26%	23%	20%	27%	26%	21%	27%	22%	30%	24%l	25%l	33%l	11%	28%	22%	24%	23%	25%ln	24%	22%	26%	21%	24%	31%Xuv	24%	26%	24%	24%	
(7)	458	243	213	80	77	77	90	55	65	14	389	41	22	6	135	149	81	93	285	173	177	254	75	260	66	362	96	151	294	
	16%Br	17%	15%	22%gB	17%B	17%B	18%gB	13%	14%	7%	16%	16%	13%	10%	18%	18%	14%	14%	18%r	14%	18%	15%	15%	16%	14%	16%	16%	19%	15%	
(6)	214	92	121	53	37	31	47	18	18	11	167	26	13	8	49	73	40	53	122	93	75	127	49	110	35	158	56	164	164	
	7%gh	7%	8%	15%Xdgh	8%h	7%	10%gh	4%	4%	5%	7%	10%	8%	12%	6%	9%	7%	8%	8%	7%	8%	7%	10%	7%	7%	7%	10%	6%	8%X	
(5)	228	112	115	24	41	42	38	42	26	15	186	24	12	6	63	55	47	62	119	110	82	128	50	120	32	189	40	64	158	
	8%	8%	8%	7%	9%	10%	8%	10%	6%	7%	8%	9%	7%	9%	8%	7%	8%	9%	7%	9%	8%	7%	10%	8%	6%	8%	7%	8%	8%	
(4)	62	28	33	8	14	8	13	8	8	3	46	8	5	2	12	21	10	19	33	29	17	43	13	33	11	46	15	15	42	
	2%	2%	2%	2%	3%	2%	3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	2%	
(3)	47	24	23	13	1	9	6	7	9	2	42	3	1	2	10	16	6	15	26	21	17	18	7	19	7	42	5	6	41	
	2%dtv	2%	2%	4%dt	*	2%dt	1%	2%	2%dt	1%	2%	1%	*	3%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	1%	2%	2%	1%	2%X	
(2)	19	8	10	1	5	2	2	4	4	2	17	-	1	1	8	4	4	3	12	7	7	10	4	11	4	15	4	7	9	
	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	
(1)	16	9	6	*	2	9	1	-	1	2	14	-	-	3	7	2	4	10	6	6	7	8	3	12	-	12	3	7	9	
	1%	1%	*	*	2%Xfgh	*	-	*	*	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	
Completely unlikely	(0)	33	21	12	1	4	7	6	5	8	2	27	5	*	6	11	6	10	17	16	15	17	9	14	5	30	3	11	22	
	1%	2%	1%	*	1%	2%	1%	1%	1%	2%	1%	2%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	
NET: Promoters	(9-10) 1090	493	595	105	167	147	183	181	212	95	913	90	56	32	262	322	245	261	583	506	378	669	187	635	174	879	211	300	746	
	38%e	35%	41%ka	29%	35%	33%	38%	41%ce	47%Xdef	45%c	34%	34%	50%j	34%	38%	42%lm	39%	36%	40%	40%	37%	39%	37%	40%	36%	39%	36%	38%	38%	
NET: Passives	(7-8) 1153	601	548	152	206	192	190	172	163	78	957	108	76	13	346	337	222	248	684	470	396	702	182	649	221	904	249	341	773	
	40%bpr	43%kb	37%	43%	43%	39%	39%	36%	37%	40%l	41%l	46%l	21%	46%Xpr	40%	38%	37%	43%mp	37%	40%	40%	36%	41%	45%	40%	40%	42%	43%	39%	
NET: Detractors	(0-6) 619	295	321	100	105	108	112	84	74	37	500	67	34	19	153	186	115	166	339	281	221	351	134	318	96	492	127	157	445	
	22%hv	21%	22%	28%h	22%	24%h	23%h	19%	16%	18%	21%	25%	21%	29%	20%	22%	20%	25%Xr	21%	22%	22%	20%	27%Xv	20%	20%	22%	20%	20%	23%	
NPS	471	198	273	5	62	39	71	15%ce	97	138	58	413	23	22	13	109	136	130	96	245	225	157	318	53	317	79	387	84	144	301
	16%aceju	14%	19%ka	1%	13%c	9%c	15%ce	22%Xdef	31%Xdefg	28%Xcdef	17%Xj	9%	13%	21%j	14%	16%	22%Xmpqr	15%	18%p	16%	18%X	10%	20%Xu	16%	17%	14%	14%	18%	15%	
Negative NPS	-471	-198	-273	-5	-62	-39	-71	-97	-138	-58	-413	-23	-22	-13	-109	-136	-130	-96	-245	-225	-157	-318	-53	-317	-79	-387	-84	-144	-301	
	-16%	-14%	-19%	-1%	-13%	-9%	-15%	-22%	-31%	-28%	-17%	-9%	-13%	-21%	-14%	-16%	-22%	-14%	-15%	-18%	-16%	-18%	-10%	-20%	-16%	-17%	-14%	-18%	-15%	
Mean	7.71e	7.62	7.80X	7.44	7.70	7.47	7.66	7.83e	7.96Xce	8.04ce	7.72	7.57	7.68	7.87	7.67	7.88	7.86	7.64	7.68	7.75p	7.68	7.78	7.58	7.79X	7.77	7.71	7.71	7.73	7.69	
Standard deviation	2.03	2.05	2.01	1.90	1.97	2.21	1.97	1.98	2.10	2.00	2.04	2.05	1.79	2.21	1.92	2.08	1.96	2.16	2.00	2.07	2.12	1.95	2.20	1.97	1.92	2.07	1.88	2.08	2.02	

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

Prepared by Yonder



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 77
QN2. Based on your overall experience of <Mobile> as your mobile service provider, how likely would you be to recommend them to a friend or family member as a mobile service provider?
Base: All Mobile respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Weighted base	2863	1388	1464	358	478	447	485	436	448	2111*	2369	264	166*	64*	761	845	582	675	1606	1256	995	1721	503	1602	491	2275	588	798	1964
Standard error	0.04	0.05	0.05	0.11	0.10	0.11	0.09	0.09	0.09	0.14	0.04	0.13	0.15	0.27	0.07	0.07	0.09	0.08	0.05	0.06	0.07	0.05	0.10	0.05	0.09	0.04	0.08	0.07	0.05

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 78
QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?
Base: All Broadband respondents

	Total (X)	Broadband								Broadband bundle	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (s)	Other providers (g)	Yes (h)	No (i)
Unweighted base	2585	570	219	263	400	292	475	145	221	2119	466
Weighted base	2590	644	116*	101	643	256	559	101	170	2097	493
Extremely likely	(10) 416 16%ei	96 15%	19 16%	24 24%Xaef	118 18%e	27 10%	86 15%	16 16%	30 18%	359 17%Xi	57 12%
	(9) 400 15%	86 13%	19 16%	19 19%a	103 16%	36 14%	88 16%	12 12%	37 22%Xas	338 16%	62 13%
	(8) 598 23%	155 24%	34 29%	23 23%	141 22%	55 21%	130 23%	24 24%	35 21%	493 24%	105 21%
	(7) 438 17%	112 17%	23 20%	15 14%	111 17%	43 17%	91 16%	21 21%	23 13%	341 16%	97 20%
	(6) 242 9%cf	72 11%cf	5 4%	5 5%	62 10%	33 13%cf	38 7%	12 12%c	15 9%	189 9%	53 11%
	(5) 264 10%	81 13%c	8 7%	7 7%	61 10%	30 12%	54 10%	11 11%	13 8%	204 10%	60 12%
	(4) 62 2%a	6 1%	4 3%	3 3%a	13 2%	7 3%	21 4%a	4 4%a	4 2%	44 2%	18 4%
	(3) 55 2%	9 1%	3 2%	2 2%	17 3%	6 2%	14 3%	1 1%	5 3%	41 2%	15 3%
	(2) 34 1%	4 1%	1 1%	1 1%	6 1%	8 3%Xa	13 2%	* 2%	2 1%	23 1%	11 2%
	(1) 23 1%	3 1%	* *	- -	9 1%	* *	6 1%	- -	4 2%	19 1%	4 1%
Completely unlikely	(0) 57 2%d	18 3%d	2 1%	1 1%	3 *	11 4%d	19 3%d	* *	3 2%	46 2%	11 2%
NET: Promoters	(9-10) 816 31%ei	182 28%	38 32%	44 43%Xadef	220 34%e	63 25%	174 31%	28 28%	67 39%Xae	697 33%Xi	119 24%
NET: Passives	(7-8) 1037 40%	267 41%	57 49%	38 38%	253 39%	98 38%	221 40%	45 45%	58 34%	834 40%	202 41%
NET: Detractors	(0-6) 738 28%ch	195 30%c	22 19%	19 19%	171 27%	95 37%Xbcdg	164 29%c	27 27%	45 26%	565 27%	172 35%Xh
NPS	78 3%aei	-13 -2%	16 14%Xafs	24 24%Xadfsfg	50 8%Xaefs	-32 -13%	10 2%	1 1%	22 13%Xafs	132 6%Xi	-54 -11%
Negative NPS	-78 -3%	13 2%fs	-16 -14%	-24 -24%	-50 -8%	32 13%abcfsg	-10 -2%	-1 -1%	-22 -13%	-132 -6%	54 11%
Mean	7.29ei	7.24e	7.59e	7.86Xadef	7.48e	6.81	7.13	7.46e	7.45e	7.38Xi	6.91
Standard deviation	2.24	2.18	2.00	2.04	2.07	2.42	2.45	1.78	2.34	2.22	2.26
Standard error	0.04	0.09	0.14	0.13	0.10	0.14	0.11	0.15	0.16	0.05	0.10

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 79

Q3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?
Base: All Broadband respondents

		Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
		Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Yes (t)	No (u)	Most vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
		(k)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(A)	
Unweighted base		2585	1326	1247	179	365	383	448	490	500	2139	234	150	62	787	715	416	666	1502	1082	907	1573	404	1492	485	2049	536	701	1786	
Weighted base		2590	1286	1292	216*	424	413	454	425	443	215*	2119	243	167*	61*	690	751	532	615	1441	1148	910	1562	408	1479	477	2051	539	694	1799
Extremely likely	(10)	416	182	234	36	58	64	51	61	91	54	346	38	19	14	95	117	91	113	203	161	242	67	249	68	328	88	129	276	
		16%f	14%	18%xa	17%	14%	16%	11%	14%	21%xdfg	25%xdfg	16%	16%	11%	22%	14%	16%	17%	18%	15%	18%	18%	16%	17%	14%	16%	16%	19%	15%	
(9)		400	198	200	31	46	50	75	74	89	35	322	36	29	14	96	136	76	92	231	168	125	259	53	244	73	329	71	104	268
		15%d	15%	16%	15%	11%	12%	17%d	17%d	20%xde	16%	15%	15%	17%	22%	14%	18%	14%	15%	16%	15%	14%	17%	13%	24%	16%	15%	16%	15%	15%
(8)		598	326	271	42	119	107	97	101	95	37	489	50	47	11	150	172	139	138	321	277	194	384	73	358	115	459	139	151	426
		23%bu	25%b	21%	20%	28%x	26%	21%	24%	21%	17%	23%	21%	28%	18%	22%	23%	26%	22%	22%	24%	21%	25%	18%	24%u	24%	22%	26%	22%	24%
(7)		438	227	208	19	84	78	86	66	62	43	352	45	31	11	137	124	83	94	261	177	150	263	67	228	101	351	88	118	305
		17%cv	18%	16%	9%	20%c	19%c	15%	14%	20%c	17%	18%	18%	17%	20%	16%	16%	15%	18%	15%	16%	17%	17%	15%	21%v	17%	16%	17%	17%	17%
(6)		242	106	134	39	31	40	51	44	23	14	203	19	19	1	76	67	51	48	143	99	84	149	49	143	36	180	62	61	175
		9%h	8%	10%	18%xdeb	7%	10%h	11%h	10%h	5%	7%	10%	8%	12%	2%	11%	9%	10%	8%	10%	9%	9%	10%	12%	10%	8%	9%	12%	9%	10%
(5)		264	134	128	26	44	49	46	38	45	15	218	28	13	6	73	74	46	71	147	117	92	157	55	144	39	220	44	65	194
		10%	10%	10%	12%	10%	12%	10%	9%	10%	7%	10%	11%	8%	10%	11%	10%	9%	12%	10%	10%	10%	10%	14%	10%	8%	11%	8%	9%	11%
(4)		62	29	33	2	13	10	14	13	5	4	52	8	2	-	19	16	12	15	35	27	26	32	13	28	13	48	13	21	36
		2%	2%	3%	1%	3%	3%	3%	3%	1%	2%	2%	3%	1%	3%	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	2%	3%	2%	2%
(3)		55	24	30	10	11	4	12	8	9	2	40	8	5	2	14	15	13	13	29	26	21	25	9	28	11	46	10	14	39
		2%	2%	2%	5%e	3%	1%	3%	2%	2%	1%	2%	3%	3%	4%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
(2)		34	16	18	8	3	3	6	6	4	5	29	3	1	*	8	15	4	8	23	12	17	15	12	11	8	28	6	9	25
		1%v	1%	1%	4%	1%	1%	1%	1%	1%	2%	1%	1%	1%	*	1%	2%	1%	1%	2%	1%	2%	1%	3%xv	1%	2%	1%	1%	1%	1%
(1)		23	14	9	*	9	1	4	4	4	1	20	2	1	-	8	4	5	7	12	11	11	9	5	12	3	19	5	9	15
		1%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Completely unlikely	(0)	57	30	26	2	7	5	12	9	16	5	47	7	1	2	16	12	12	17	28	29	29	27	4	32	10	43	13	12	40
		2%	2%	2%	1%	2%	1%	3%	2%	4%x	2%	2%	3%	1%	3%	2%	2%	2%	3%	2%	3%	3%x	2%	1%	2%	2%	2%	2%	2%	2%
NET: Promoters	(9-10)	816	380	434	67	104	114	127	136	180	89	668	74	47	27	191	253	166	205	444	371	286	501	120	493	140	657	159	233	543
		31%d	30%	34%	31%	25%	28%	32%	32%	41%xdfg	41%def	32%	30%	28%	45%	28%	34%q	31%	33%	31%	32%	31%	32%	29%	33%x	29%	32%	29%	34%	30%
NET: Passives	(7-8)	1037	553	480	61	203	186	183	166	157	81	842	95	78	22	287	296	223	232	582	454	344	647	141	586	216	810	227	270	731
		40%bch	43%xb	37%	28%	48%xcgh	45%ch	40%ch	39%	35%	37%	40%	39%	47%	36%	42%	39%	42%	38%	40%	40%	38%	41%	35%	40%	45%u	39%	42%	39%	41%
NET: Detractors	(0-6)	738	353	378	88	117	113	144	124	106	46	609	74	42	12	213	203	143	179	416	322	280	413	147	400	120	584	153	191	525
		28%ht	27%	29%	41%xdeg	38%	27%	32%h	29%	24%	21%	29%	30%	25%	20%	31%	27%	27%	29%	29%	28%	31%	26%	36%xw	27%	25%	28%	28%	28%	29%
NPS		78	27	56	-21	-13	1	-17	12	74	43	58	*	5	15	-22	50	23	26	28	49	6	88	-27	93	20	73	5	42	19
		3%acdefjm2%	4%xa	4%xa	-9%	-3%	*	-4%	3%e	17%xcdefg	20%xcdefg	3%j	*	3%j	25%xjk	-3%	7%xm	4%mq	4%mq	2%mq	4%xm	1%	6%xs	-7%	6%xu	4%	4%xy	1%	6%xa	1%
Negative NPS		-78	-27	-56	21	13	-1	17	-12	-74	-43	-58	*	-5	-15	22	-50	-23	-26	-28	-49	-6	-88	27	-93	-20	-73	-5	-42	-19
		-3%	-2%	-4%	9%defg	3%eg	*	4%eg	-3%	-17%	-20%	-3%	*	-3%	-25%	3%	-7%	-4%	-4%	-2%	-4%	-1%	-6%	7%w	-6%	-4%	-4%	-1%	-6%	-1%
Mean		7.29	7.26	7.34	7.09	7.17	7.37	7.07	7.28	7.51xf	7.65f	7.29	7.13	7.41	7.69	7.14	7.38	7.37	7.28	7.27	7.32	7.16	7.42xs	7.07	7.41xu	7.28	7.29	7.30	7.36	7.26
Standard deviation		2.24	2.22	2.25	2.29	2.18	1.98	2.24	2.24	2.42	2.28	2.24	2.35	1.90	2.28	2.21	2.17	2.21	2.36	2.19	2.29	2.43	2.09	2.27	2.18	2.19	2.24	2.22	2.25	2.22

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

Prepared by Yonder



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 79

QN3. Based on your overall experience of <Broadband> as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?
Base: All Broadband respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Weighted base	2590	1286	1292	216*	424	413	454	425	443	215*	2119	243	167*	61*	690	751	532	615	1441	1148	910	1562	408	1479	477	2051	539	694	1799
Standard error	0.04	0.06	0.06	0.17	0.11	0.10	0.11	0.10	0.11	0.15	0.05	0.15	0.16	0.29	0.08	0.08	0.11	0.09	0.06	0.07	0.08	0.05	0.11	0.06	0.10	0.05	0.10	0.09	0.05

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 80
QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?
Base: All TV respondents

	Total (X)	Pay TV					Pay TV bundle		
		BT (a)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other providers (e)	Yes (f)	No (g)	
Unweighted base	1303	230	579	102	303	89	888	415	
Weighted base	1303	129	747	70*	268	89*	904	399	
Extremely likely	(10)	194 15%	19 15%	112 15%	7 10%	35 13%	21 24%cd	136 15%	58 14%
	(9)	208 16%	16 12%	132 18%	9 13%	41 15%	10 11%	152 17%	56 14%
	(8)	278 21%	28 22%	172 23%	10 14%	47 18%	21 24%	200 22%	78 20%
	(7)	253 19%	30 23%	136 18%	13 18%	60 22%	14 16%	171 19%	82 21%
	(6)	158 12%f	14 11%	93 13%	12 17%	28 11%	11 12%	93 10%	65 16%Xf
	(5)	124 10%	11 8%	60 8%	12 17%Xb	32 12%	10 11%	85 9%	38 10%
	(4)	35 3%	4 3%	18 2%	1 2%	12 4%X	-	28 -3%	7 2%
	(3)	14 1%	1 1%	9 1%	1 1%	3 1%	-	11 1%	3 1%
	(2)	11 1%	2 2%	3 *	2 3%b	4 1%	-	7 1%	4 1%
	(1)	8 1%	* *	5 1%	2 3%Xd	* *	1 1%	6 1%	2 *
Completely unlikely	(0)	21 2%	3 2%	7 1%	3 4%b	7 2%	1 1%	15 2%	6 2%
NET: Promoters	(9-10)	402 31%	35 27%	243 33%	16 23%	76 28%	31 35%	288 32%	113 28%
NET: Passives	(7-8)	531 41%	58 45%c	308 41%	22 31%	107 40%	35 40%	371 41%	160 40%
NET: Detractors	(0-6)	370 28%	35 27%	195 26%	32 45%Xabde	85 32%	23 26%	245 27%	125 31%
NPS		32 2%acd	-1 *	49 7%Xacd	-16 -22%	-9 -3%	8 9%Xa	43 5%Xg	-12 -3%
Negative NPS		-32 -2%	1 *	-49 -7%	16 22%ade	9 3%ae	-8 -9%	-43 -5%	12 3%
Mean		7.35cd	7.25c	7.50cd	6.51	7.11c	7.66c	7.38	7.29
Standard deviation		2.05	2.14	1.92	2.51	2.17	2.03	2.07	2.00
Standard error		0.06	0.14	0.08	0.25	0.12	0.21	0.07	0.10

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 81
QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?
 Base: All TV respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Yes (t)	No (u)	Most vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)		
Unweighted base	1303	709	589	92	190	192	225	246	255	103	1075	108	86	34	432	345	202	323	777	525	475	772	200	726	267	1053	250	379	879	
Weighted base	1303	699	599	77*	213	205	229	223	242	115**	1051	111*	104*	37**	391	344	257	310	735	567	463	784	190	724	280*	1038	265	370	893	
Extremely likely	(10)	194	85	109	17	36	27	35	19	33	26	166	12	10	6	42	57	30	64	99	94	78	109	26	122	31	166	28	73	115
		15%agA	12%	18%Xa	22%g	17%	13%	16%	9%	14%	23%	16%	11%	10%	16%	11%	17%kq	12%	21%Xmoqr	13%	17%o	17%	14%	14%	17%X	11%	16%	10%	20%XA	13%
(9)	208	108	99	9	24	30	38	33	20	52	20	163	16	20	8	56	51	51	50	107	101	64	137	26	115	43	165	42	52	149
		16%	15%	17%	12%	11%	15%	17%	15%	22%Xd	18%	16%	15%	19%	22%	14%	15%	20%	16%	15%	18%	14%	14%	14%	16%	16%	16%	16%	14%	17%
(8)	278	160	118	10	54	43	42	46	55	29	228	27	16	7	95	65	58	59	160	118	94	173	41	167	57	232	46	85	183	
		21%	23%	20%	13%	25%	21%	18%	20%	23%	25%	22%	24%	15%	18%	24%	19%	23%	19%	22%	21%	20%	22%	22%	23%	19%	22%	17%	23%	20%
(7)	253	135	117	12	43	44	56	44	41	12	205	19	24	5	89	59	52	53	148	105	101	142	39	132	63	195	58	65	184	
		19%	19%	19%	16%	20%	21%	25%	20%	17%	11%	20%	17%	23%	23%	17%	20%	17%	20%n	19%	22%	18%	21%	18%	23%	19%	22%	18%	21%	
(6)	158	88	69	21	25	29	24	38	12	10	120	13	21	5	52	59	24	24	111	48	50	98	21	74	49	118	40	39	117	
		12%hprv	13%	12%	27%Xdefh	12%h	14%h	10%	17%h	5%	9%	11%	12%	13%	13%	17%Xopr	9%	8%	15%Xpr	8%	11%	13%	11%	10%	18%v	11%	15%	11%	13%	
(5)	124	71	52	5	19	17	20	26	29	8	96	17	8	3	31	35	24	33	66	57	43	73	22	66	23	101	23	30	90	
		10%	10%	9%	6%	9%	8%	9%	12%	12%	7%	9%	15%	8%	8%	10%	9%	11%	9%	10%	9%	9%	11%	9%	9%	10%	9%	8%	10%	
(4)	35	17	17	-	4	6	6	10	3	6	30	3	*	2	9	7	9	9	16	19	12	21	10	16	6	19	15	10	21	
		3%x	2%	3%	-	2%	3%	4%	1%	5%	3%	3%	*	4%	2%	2%	4%	3%	2%	3%	2%	3%	5%Xv	2%	2%	2%	6%Xx	3%		
(3)	14	9	5	2	-	3	*	2	4	2	10	-	3	-	5	3	1	5	8	5	7	5	-	9	3	10	4	3	9	
		1%	1%	1%	2%	-	1%	*	1%	2%	2%	1%	-	3%	-	1%	1%	*	2%	1%	2%	1%	-	1%	1%	1%	1%	1%	1%	
(2)	11	6	4	-	2	2	3	1	2	-	11	-	-	-	4	2	1	5	5	5	2	9	*	5	2	8	3	2	8	
		1%	1%	1%	-	1%	1%	2%	*	1%	-	1%	-	-	1%	*	*	2%	1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	
(1)	8	7	1	-	2	2	1	*	3	-	7	-	1	-	3	1	2	2	4	4	2	7	-	5	2	7	1	3	5	
		1%b	1%	*	1%	1%	1%	*	1%	-	1%	-	1%	-	1%	*	1%	2	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	
Completely unlikely	(0)	21	13	8	1	4	2	1	4	8	1	16	4	-	2	5	6	4	6	11	10	11	10	4	14	1	15	7	11	
		2%	2%	1%	2%	2%	1%	*	2%	3%	1%	1%	3%	-	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%	
NET: Promoters	(9-10)	402	193	209	26	60	58	74	52	85	47	329	28	30	14	97	108	81	114	205	195	141	247	53	237	75	332	70	125	264
		31%	28%	35%Xa	34%	28%	28%	32%	23%	35%g	41%	31%	26%	29%	38%	25%	31%q	32%	37%Xmq	28%	34%Xm	31%	31%	28%	33%	27%	32%	26%	34%	30%
NET: Passives	(7-8)	531	295	235	22	97	87	99	89	96	42	433	46	40	12	185	124	111	112	308	223	195	316	80	298	120	428	103	150	367
		41%c	42%	39%	29%	45%c	42%	43%	40%	40%	36%	41%	42%	38%	31%	47%np	36%	43%	36%	42%n	39%	42%	42%	42%	41%	43%	41%	39%	40%	41%
NET: Detractors	(0-6)	370	212	156	29	56	61	57	81	61	27	288	36	34	12	109	113	65	84	221	149	126	222	57	188	86	278	92	262	
		28%vx	30%	26%	37%	26%	30%	25%	36%Xfh	25%	23%	27%	33%	33%	31%	28%	33%	25%	27%	30%	26%	27%	28%	30%	26%	31%	27%	35%	26%	29%
NPS		32	-18	52	-2	4	-3	17	-29	24	20	41	-8	-4	2	-11	-4	16	31	-16	47	15	25	-5	48	-11	54	-22	30	1
		2%acejk	-3%	9%Xa	-3%	2%ce	-1%	7%Xcde	-13%	10%Xcde	18%	4%Xjk	-7%	-4%	6%	-3%	-1%	6%Xmn	10%Xmnq	-2%	8%Xmnq	3%	3%	-2%	7%Xuw	-4%	5%Xy	-8%	8%XA	*
Negative NPS		-32	18	-52	2	-4	3	-17	29	-24	-20	-41	8	4	-2	11	4	-16	-31	16	-47	-15	-25	5	-48	11	-54	22	-30	-1
		-2%	3%	-9%	3%	-2%	1%	-7%	13%cdeth	-10%	-18%	-4%	7%	4%	3%	1%	-6%	-10%	-18%	2%o	-8%	-3%	-3%	2%	-7%	4%	-5%	8%	-8%	*
Mean		7.35y	7.21	7.53Xa	7.42	7.39	7.29	7.47	7.03	7.33	7.81	7.39	7.13	7.27	7.34	7.25	7.35	7.40	7.45	7.30	7.42	7.35	7.38	7.25	7.44	7.31	7.44Xy	7.00	7.50	7.31
Standard deviation		2.05	2.09	1.99	2.05	2.05	1.98	1.90	1.95	2.33	1.95	2.06	2.11	1.79	1.93	2.03	1.98	2.26	1.98	2.14	2.12	2.02	2.03	2.10	1.77	2.01	2.15	2.12	1.97	

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

Prepared by Yonder



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 81
QN4. Based on your overall experience of <TV> as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?
Base: All TV respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Weighted base	1303	699	599	77*	213	205	229	223	242	115**	1051	111*	104*	37**	391	344	257	310	735	567	463	784	190	724	280*	1038	265	370	893
Standard error	0.06	0.08	0.08	0.21	0.15	0.14	0.13	0.12	0.15	0.19	0.06	0.20	0.19	0.40	0.09	0.11	0.14	0.13	0.07	0.09	0.10	0.07	0.14	0.08	0.11	0.06	0.14	0.11	0.07

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 82
QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.
For each statement please indicate how much you agree or disagree.

Summary
Base: All respondents

	Statements		
	I try to keep up with technology	My friends tend to come to me if they have questions about technology	I'm as knowledgeable about these technologies as the next person
Unweighted base	3009	3009	3009
Weighted base	3009	3009	3009
Agree strongly	555 18%	285 9%	420 14%
Agree slightly	1205 40%	677 23%	1148 38%
Neither agree nor disagree	667 22%	739 25%	770 26%
Disagree slightly	384 13%	691 23%	474 16%
Disagree strongly	197 7%	617 21%	197 7%
NET: Agree	1761 58%	962 32%	1568 52%
NET: Disagree	581 19%	1308 43%	671 22%
Mean	0.51	-0.23	0.37
Standard deviation	1.13	1.27	1.11
Standard error	0.02	0.02	0.02

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 83
QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.
For each statement please indicate how much you agree or disagree.
I try to keep up with technology
Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Agree strongly	555	371	184	131	115	88	92	71	40	19	476	37	28	15	168	180	103	104	348	206	186	338	87	276	111	468	87	151	385
	18%bhBprv25%xB	25%y	12%	32%XefghB	23%XghB	19%hB	18%hB	16%h	9%	9%	19%	14%	16%	22%	21%pr	20%pr	17%	15%	21%Xpr	16%	18%	19%	16%	17%	22%	20%Xy	14%	18%	19%
Agree slightly	1205	555	646	181	223	215	194	161	159	73	1005	126	53	21	327	226	280	699	507	399	755	227	673	216	986	220	333	839	
	40%h	38%	42%X	45%h	45%gh	46%XghB	39%	35%	34%	33%	40%	46%k	30%	32%	41%	42%	37%	39%	41%	38%	42%X	42%	40%	42%	41%X	35%	39%	41%	
Neither agree nor disagree	667	304	356	70	93	84	117	99	132	71	546	56	52	13	181	170	153	163	350	316	212	408	115	367	115	503	164	187	456
	22%enx	21%	23%	17%	19%	18%	23%	22%	28%Xcde	32%Xcde	22%	20%	29%	20%	23%	19%	25%n	23%	21%	24%n	20%	23%	21%	22%	23%	21%	26%x	22%	
Disagree slightly	384	154	230	19	53	47	64	80	88	33	314	35	29	6	87	112	84	102	199	186	174	194	67	235	51	288	96	115	254
	13%act	11%	15%a	5%	11%c	10%	13%c	18%Xcde	19%Xcde	15%c	13%	13%	16%	9%	11%	13%	14%	14%	12%	14%	16%Xt	11%	12%	14%X	10%	12%	16%	13%	
Disagree strongly	197	80	115	3	15	32	31	42	48	26	153	19	15	11	32	56	44	64	89	108	87	97	44	119	17	144	53	67	116
	7%cdmqtWAs	6%	8%	1%	3%	7%cd	6%cd	9%Xcd	10%Xcdf	12%cd	6%	7%	8%	17%Xj	4%	6%	7%	9%Xmq	5%	8%Xmq	8%Xt	5%	8%w	7%w	3%	6%	9%	8%	
NET: Agree	1761	926	830	312	338	302	286	232	199	92	1480	163	81	36	494	552	329	384	1047	713	584	1093	314	950	327	1453	307	483	1224
	59%bghBkp33%xB	54%	54%	77%Xdefgh	68%XfghB	65%XfghB	57%hB	51%h	43%	41%	59%k	60%k	46%	54%	62%opr	62%opr	54%	54%	62%Xopr	54%	55%	61%Xs	58%	57%	64%v	61%Xy	50%	57%	
NET: Disagree	581	234	345	21	67	79	96	123	136	59	467	54	44	17	120	168	128	166	288	294	261	292	111	355	68	433	149	182	370
	19%acdmqt16%wxA	23%a	23%a	5%	13%c	17%c	19%cd	27%Xcdef	29%Xcdef	27%cd	19%	20%	25%	26%	15%	19%	21%r	23%Xmq	17%	22%Xmq	25%Xt	16%	21%w	21%Xw	13%	18%	24%Xx	21%	
Mean	0.51bghBp	0.67Xb	0.36	1.04Xdefgh	0.74XfghB	0.60ghB	0.50ghB	0.30h	0.12	0.12	0.54	0.47	0.29	0.33	0.64Xopr	0.57pr	0.42	0.36	0.60Xopr	0.39	0.40	0.58Xs	0.46	0.45	0.69Xuv	0.56Xy	0.31	0.45	0.55X
Standard deviation	1.13	1.13	1.11	0.86	1.02	1.11	1.12	1.20	1.13	1.13	1.12	1.09	1.16	1.38	1.06	1.13	1.14	1.16	1.10	1.15	1.19	1.08	1.15	1.14	1.03	1.11	1.15	1.16	1.10
Standard error	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.02	0.07	0.09	0.17	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.04	0.02	0.05	0.04	0.02

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 84
QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.
For each statement please indicate how much you agree or disagree.
My friends tend to come to me if they have questions about technology
Base: All respondents

	Gender		Age							Nation				Social-Economic Group					Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits			
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	221*	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Agree strongly	285	201	84	73	66	55	44	34	8	4	244	19	15	7	81	80	61	63	161	124	94	177	58	144	50	242	43	85	190
	9%bhB	14%Xb	5%	18%Xfgh	13%XghB	12%hB	9%hB	8%h	2%	2%	10%	7%	9%	10%	10%	9%	10%	9%	10%	9%	9%	10%	11%	9%	10%	10%X	7%	10%	9%
Agree slightly	677	388	287	116	168	137	101	85	46	26	560	61	42	14	213	189	110	166	401	276	222	427	107	383	124	565	112	222	447
	23%bhBoy	26%Xb	19%	29%ghB	34%XfghB	29%XfghB	20%h	19%h	10%	12%	22%	22%	24%	22%	27%Xor	21%	18%	23%r	24%no	21%	21%	24%	20%	23%	24%	24%xy	18%	26%X	22%
Neither agree nor disagree	739	365	369	114	115	134	146	88	114	28	599	81	44	15	189	222	164	164	411	328	256	420	143	397	119	575	163	205	505
	25%gB	25%	24%	28%B	23%B	29%XgB	29%XgB	19%	24%B	13%	24%	30%	25%	23%	24%	25%	27%	23%	24%	25%	24%	23%	26%	24%	23%	24%	26%	24%	25%
Disagree slightly	691	276	413	92	99	87	110	111	113	79	579	64	35	13	175	232	133	151	407	283	231	425	124	383	132	541	149	184	484
	23%ae	19%	27%xa	23%	20%	19%	22%	25%	24%	36%Xdefg23	23%	20%	20%		22%	26%xr	22%	21%	24%	21%	22%	24%	23%	23%	26%	23%	24%	22%	24%
Disagree strongly	617	234	377	8	52	53	98	135	187	84	512	49	40	17	137	167	143	170	304	313	253	343	108	364	85	465	152	157	424
	21%acdeq16	16%	25%xa	2%	10%c	11%c	20%cde	30%Xdef	40%Xdefg	38%Xdef	21%	18%	23%	25%	17%	19%	23%mq	24%Xmnq	18%	24%Xmnq	24%xt	19%	20%	22%X	17%	19%	25%ax	18%	21%
NET: Agree	962	589	371	189	233	192	145	119	54	30	804	80	58	21	294	268	171	228	562	400	316	604	165	527	175	808	155	307	637
	32%bghBy	40%Xb	24%	47%XfghB	47%XfghB	41%XfghB	29%hB	26%hB	11%	13%	32%	29%	33%	32%	37%Xnor	30%	28%	32%	33%n	30%	30%	34%	31%	32%	34%	34%xy	25%	36%X	31%
NET: Disagree	1308	510	791	101	151	140	208	246	299	163	1091	112	75	30	312	400	275	321	711	596	484	768	232	748	217	1006	302	340	908
	43%acdex	35%	52%xa	25%	30%	30%	42%cde	54%Xdef	64%Xdefg	74%Xdefg44	41%	42%	45%		39%	45%	45%	45%	42%	45%	46%	43%	43%	45%	43%	42%	49%xx	40%	44%
Mean	-0.23	0.03	-0.47	0.38	0.19	0.12	-0.23	-0.50	-0.91	-0.97	-0.22	-0.23	-0.23	-0.28	-0.09	-0.25	-0.30	-0.28	-0.17	-0.29	-0.31	-0.18	-0.22	-0.26	-0.15	-0.18	-0.41	-0.12	-0.25
	sy	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B
Standard deviation	1.27	1.28	1.20	1.09	1.20	1.18	1.23	1.30	1.09	1.07	1.27	1.18	1.28	1.33	1.26	1.23	1.28	1.29	1.25	1.29	1.28	1.27	1.27	1.27	1.24	1.27	1.23	1.26	1.26
Standard error	0.02	0.03	0.03	0.06	0.06	0.06	0.05	0.06	0.05	0.07	0.03	0.07	0.10	0.16	0.04	0.04	0.06	0.05	0.03	0.04	0.04	0.03	0.06	0.03	0.05	0.03	0.05	0.04	0.03

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 85
QC1. Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services.
For each statement please indicate how much you agree or disagree.
I'm as knowledgeable about these technologies as the next person
Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potential y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Agree strongly	420	283	135	51	72	68	94	63	48	23	336	42	31	12	123	100	91	104	224	196	161	250	70	224	82	348	72	129	260
	14%bhn	19%Xb	9%	13%	15%	15%	19%Xh	14%	10%	11%	13%	15%	17%	18%	16%	11%	15%	15%	13%n	15%	15%	14%	13%	13%	11%	16%	15%	12%	15%
Agree slightly	1148	591	553	199	241	205	163	149	119	73	968	91	67	23	338	380	196	233	718	430	359	722	202	621	230	960	188	324	788
	38%bfghop	40%	36%	49%XfghB	48%XfghB	44%Xfgh	33%h	33%h	25%	33%	39%	33%	38%	34%	43%opr	43%Xopr	32%	33%	43%Xopr	32%	34%	40%Xs	37%	37%	45%Xv	40%Xy	30%	38%	38%
Neither agree nor disagree	770	328	438	101	111	132	132	108	129	57	642	77	35	16	174	199	180	217	373	397	266	450	157	417	117	584	186	216	530
	26%anqx	22%	29%Xa	25%	22%	28%	26%	24%	28%	26%	26%	28%	20%	23%	22%	22%	30%mnq	30%Xmnq	22%	30%Xmnq	25%	25%	23%	25%	24%	30%xx	25%	25%	26%
Disagree slightly	474	193	279	46	50	50	76	94	117	41	395	44	21	13	114	154	101	105	268	206	176	277	73	287	62	344	129	114	337
	16%adex	13%	18%Xa	11%	10%	11%	15%d	21%Xode	25%Xodef	18%d	16%	16%	12%	19%	14%	17%	17%	15%	16%	16%	17%	15%	13%	17%X	12%	14%	21%Xx	13%	16%
Disagree strongly	197	70	126	7	24	11	33	40	56	27	152	19	22	4	45	57	42	53	102	95	94	93	38	122	19	152	45	70	116
	7%acetA	5%	8%Xa	2%	5%	2%	7%ce	9%ce	12%Xodef	12%cde	6%	7%	12%Xi	6%	6%	6%	7%	6%	7%	6%	7%	9%Xt	5%	7%	7%	4%	6%	7%	8%
NET: Agree	1568	874	688	250	313	273	298	211	167	97	1304	132	98	34	461	481	287	338	942	625	520	972	272	845	312	1308	260	452	1068
	52%bghopr	60%Xbvy	45%	62%XghB	63%XfghB	59%XghB	52%h	47%h	36%	44%	52%	49%	55%	52%	56%Xopr	54%pr	47%	47%	56%Xopr	47%	49%	54%X	50%	51%	54%Xuv	55%Xy	42%	53%	52%
NET: Disagree	671	263	404	52	75	61	109	134	172	67	547	63	44	17	159	211	143	158	370	301	270	370	111	409	81	497	174	184	452
	22%adewx	18%	26%Xa	13%	15%	13%	22%cde	30%Xodef	37%Xodef	30%cde	22%	23%	25%	25%	20%	22%	24%	23%	37%	22%	23%	26%Xt	21%	21%	24%Xw	16%	21%	28%Xx	22%
Mean	0.37bghBv	0.56Xb	0.19	0.60XghB	0.57XghB	0.58XghB	0.42ghB	0.22h	-0.03	0.12	0.38	0.34	0.36	0.38	0.48Xpr	0.35	0.32	0.32	0.41n	0.32	0.30	0.42Xs	0.36	0.32	0.57Xuv	0.42Xy	0.18	0.38	0.38
Standard deviation	1.11	1.09	1.09	0.91	1.02	0.94	1.15	1.18	1.18	1.19	1.09	1.13	1.26	1.16	1.09	1.09	1.12	1.12	1.09	1.12	1.18	1.07	1.09	1.13	1.02	1.10	1.11	1.14	1.08
Standard error	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.05	0.08	0.02	0.07	0.10	0.14	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.04	0.02	0.05	0.04	0.02

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 86
QC2. Which, if any, of these do you use the internet for?
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Yes (t)	No (u)	Most vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Online shopping (purchasing goods / services / tickets etc.) or online trading / auctions (e.g. eBay)	2832 94%p	1374 94%	1444 94%	368 91%	463 93%	441 95%	480 96%	429 95%	441 94%	209 94%	2340 94%	257 94%	171 97%	63 95%	761 96%p	838 94%	580 95%p	652 92%	1598 95%p	1233 93%p	1010 96%	1692 94%	495 92%	1574 94%	495 97% <u>Xu</u>	2238 94%	594 96%	793 93%	1937 94%
Online banking	2750 91% <u>pr</u>	1351 92%	1386 91%	366 91%	461 92%	431 92%	461 93%	417 92%	425 91%	189 85%	2271 91%	252 92%	165 93%	63 94%	739 93% <u>pr</u>	827 93% <u>pr</u>	557 91%	626 88%	1566 93% <u>Xpr</u>	1183 89% <u>p</u>	965 91%	1647 92%	477 88%	1523 91%	492 96% <u>Xuv</u>	2175 91%	575 93%	768 90%	1884 92%
Finding / downloading information for work / business / school / college / university	1764 59% <u>hBprsv60%</u> z	882 60%	876 57%	331 82% <u>Xdefgh68%</u> B	339 68% <u>XghB</u>	303 65% <u>XghB</u>	303 61% <u>hB</u>	250 55% <u>hB</u>	158 34%	82 37%	1467 59%	157 57%	102 58%	38 58%	550 69% <u>Xopr</u>	579 65% <u>Xopr</u>	334 55% <u>pr</u>	302 42%	1129 67% <u>Xopr</u>	636 48% <u>p</u>	558 53%	1114 62% <u>Xs</u>	329 61% <u>v</u>	899 54%	370 72% <u>Xuv</u>	1408 59%	356 58%	454 53%	1250 61% <u>Xz</u>
Accessing news	2478 82% <u>bcopru84%</u> z	1235 81%	1233 81%	288 71%	419 84% <u>c</u>	383 82% <u>c</u>	450 90% <u>XdehBIS5%</u>	388 80% <u>c</u>	376 80% <u>c</u>	175 79%	2048 82%	221 81%	150 85%	59 89%	682 86% <u>Xopr</u>	767 86% <u>Xopr</u>	473 78%	554 78%	1449 86% <u>Xopr</u>	1028 78%	845 80%	1519 85% <u>Xs</u>	417 77%	1392 83% <u>u</u>	468 92% <u>Xuv</u>	1965 82%	513 83%	648 76%	1743 85% <u>Xz</u>
Using social networking (such as Facebook, Twitter, Instagram, Snapchat, LinkedIn)	2382 79% <u>ahBm</u>	1083 74%	1287 84% <u>Xa</u>	339 84% <u>hB</u>	423 85% <u>XhB</u>	400 86% <u>XghB</u>	427 86% <u>XghB</u>	358 79% <u>hB</u>	321 69% <u>B</u>	114 51%	1953 78%	230 84%	142 80%	57 86%	598 75%	727 82% <u>mq</u>	484 79%	572 80%	1325 79% <u>m</u>	1056 80%	843 80%	1436 80%	446 83%	1325 79%	416 82%	1892 79%	490 79%	695 82%	1603 78%
None of these	17 1% <u>t</u>	9 1%	8 1%	4 1%	3 1%	2 *	1 *	4 1%	* *	3 1%	17 1%	- -	- -	- -	2 *	5 1%	5 1%	5 1%	7 *	10 1%	6 1%	3 *	3 1%	8 *	* *	13 1%	4 1%	3 *	14 1%

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 87

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

Summary
Base: All respondents

	Statements	
	Finding a cheaper deal is a priority for me	I look out for and use discount codes or discount vouchers whenever I can
Unweighted base	3009	3009
Weighted base	3009	3009
Agree strongly	1103 37%	1092 36%
Agree slightly	1160 39%	1059 35%
Neither agree nor disagree	559 19%	472 16%
Disagree slightly	148 5%	268 9%
Disagree strongly	39 1%	118 4%
NET: Agree	2263 75%	2151 71%
NET: Disagree	187 6%	387 13%
Mean	1.04	0.91
Standard deviation	0.93	1.11
Standard error	0.02	0.02

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 88
QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods.
For each statement please indicate how much you agree or disagree
Finding a cheaper deal is a priority for me
Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	y vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Agree strongly	1103 37%ghBmtA6%	524 37%	573 37%	178 44%ghB	227 46%XghB	221 47%XghB	201 40%ghB	135 30%hB	100 22%	40 18%	902 36%	108 40%	61 35%	31 47%	249 31%	350 39%mq	200 33%	303 43%Xmoqr	599 36%qm	503 38%mo	436 41%Xt	607 34%	253 47%Xw	595 36%	161 32%	898 38%	204 33%	370 43%XA	676 33%
Agree slightly	1160 39%B	526 36%	630 41%xa	152 38%B	209 42%eB	158 34%	200 40%B	193 43%eB	195 42%eB	53 24%	968 39%	99 36%	68 39%	25 38%	324 41%	346 39%	227 37%	263 37%	670 40%	490 37%	381 36%	727 41%X	199 37%	648 39%	196 38%	918 38%	242 39%	315 37%	810 40%
Neither agree nor disagree	559 19%bduz	300 20%b	256 17%	70 17% ^d	48 10%	70 15% ^d	85 17% ^d	83 18% ^d	125 27%Xcdefg	78 35%Xcdefg	468 19%	54 20%	30 10%	7 10%	135 17%	153 17%	153 25%Xmnpqr	119 17%	288 17%	272 21%Xp	181 17%	339 19%	75 14%	335 20%Xu	85 17%	430 18%	130 21%	132 15%	416 20%Xz
Disagree slightly	148 5%bcdefnp7%Xbruv	96 3%	52 3%	3 1%	13 3%	12 3%	12 2%	36 8%Xcdef	32 7% ^{cdef}	39 18%Xcdefgh5%	124 5%	8 3%	15 8%	1 2%	78 10%Xnopqr	26 3%	23 4%	21 3%	104 6%Xnpr	44 3%	47 4%	96 5%	8 2%	68 4%u	63 12%Xuv	118 5%	30 5%	31 4%	116 6%X
Disagree strongly	39 1%df	19 1%	19 1%	-	1 *	5 1%	1 *	6 1%	15 3% ^{cdef}	11 5% ^{cdef}	31 1%	4 1%	2 1%	2 3%	9 1%	15 2%	8 1%	7 1%	24 1%	15 1%	11 1%	24 1%	4 1%	26 2%	5 1%	26 1%	13 2%	4 1%	32 2%
NET: Agree	2263 75%ahBoA72%	1050 79%xa	1204 79%xa	330 82%ghB	437 88% ^{efgh} B	379 81%XghB	401 80%XghB	328 72%hB	295 63%B	93 42%	1870 75%	207 76%	129 73%	57 85%	573 72%	696 78%moq	427 70%	566 79%Xmor	1269 75%	993 75%o	817 77%	1333 74%	452 84%Xw	1242 74%	357 70%	1816 76%	447 72%	685 80%XA	1486 72%
NET: Disagree	187 6%bcdefpr8%Xbruz	114 8% ^{bcdefpr}	71 5%	3 1%	14 3%	17 4%	13 3%	43 9%Xcdef	47 10% ^{cdef}	50 22%Xcdefgh6%	155 6%	11 4%	17 10%	3 5%	87 11%Xnopqr	41 5%	31 5%	28 4%	129 8%Xnpr	59 4%	59 6%	120 7%	13 2%	94 6%u	68 13%Xuv	144 6%	43 7%	35 4%	149 7%Xz
Mean	1.04aghBm0.98 twA	1.10xa	1.10xa	1.25XghB	1.30XfghB	1.24XghB	1.18XghB	0.91hB	0.71B	0.33	1.04	1.10	0.97	1.25	0.91	1.11Xmoq	0.96	1.17Xmoqr	1.02m	1.07mo	1.12Xt	1.00	1.27Xw	1.03w	0.87	1.06X	0.96	1.19XA	0.97
Standard deviation	0.93	0.97	0.88	0.77	0.76	0.87	0.81	0.96	0.98	1.11	0.93	0.90	0.99	0.93	0.99	0.91	0.92	0.88	0.95	0.90	0.92	0.93	0.82	0.93	1.03	0.92	0.96	0.86	0.95
Standard error	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.07	0.02	0.06	0.08	0.11	0.03	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.04	0.02	0.04	0.02	0.04	0.03	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 89
QC3. Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods.
For each statement please indicate how much you agree or disagree
I look out for and use discount codes or discount vouchers whenever I can
Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Agree strongly	1092	457	628	217	233	202	184	127	86	43	917	90	59	26	274	357	204	257	631	460	424	609	228	574	175	862	210	351	690
	36% ^A	31% ^B	41% ^{Xa}	54% ^{XfghB}	47% ^{XfghB}	43% ^{XghB}	37% ^{ghB}	28% ^h	18%	20%	37%	33%	33%	39%	35%	40% ^{Xr}	33%	36%	37%	35%	40% ^{Xt}	34%	42% ^{Xv}	34%	34%	37%	34%	41% ^{XA}	34%
Agree slightly	1059	536	522	116	203	166	191	159	171	53	871	108	56	24	270	321	221	246	591	467	348	662	180	622	166	852	207	295	732
	35% ^B	37%	34%	29%	41% ^{XcB}	36% ^B	35%	35%	37% ^B	24%	35%	40%	32%	36%	34%	36%	36%	35%	35%	35%	33%	32%	37% ^X	33%	33%	36%	33%	35%	36%
Neither agree nor disagree	472	234	234	54	37	60	82	79	116	44	388	52	29	4	133	121	103	115	254	218	136	298	73	266	77	363	109	112	345
	16% ^{dis}	16%	15%	13%	7%	13% ^d	16% ^d	17% ^d	25% ^{Xcdefg}	20% ^d	16%	19% ^l	16%	6%	17%	14%	17%	16%	15%	16%	13%	17% ^s	14%	16%	15%	15%	18%	13%	17%
Disagree slightly	268	159	108	17	25	30	27	51	64	54	229	16	14	9	77	63	63	65	140	129	100	158	41	141	63	210	58	65	198
	9% ^{ddf}	11% ^{Xb}	7%	4%	5%	6%	5%	11% ^{cdef}	14% ^{Xcdef}	24% ^{Xcdefgh9}	6%	8%	13%	10%	7%	10%	9%	8%	10%	9%	9%	8%	8%	8%	12%	9%	9%	8%	10%
Disagree strongly	118	78	39	-	1	8	15	38	30	27	89	6	19	4	41	28	20	30	69	50	49	65	16	67	29	83	36	29	86
	4% ^{bcde}	5% ^{Xb}	3%	-	*	2% ^d	3% ^{cd}	8% ^{Xodef}	6% ^{Xcdef}	12% ^{Xcdef}	4%	2%	11% ^{Xij}	6%	5%	3%	3%	4%	4%	4%	5%	4%	3%	4%	6%	3%	6%	3%	4%
NET: Agree	2151	993	1150	332	436	368	375	286	257	96	1788	198	115	50	544	678	424	503	1222	927	772	1271	409	1197	341	1734	417	647	1423
	71% ^{aghBA}	68%	75% ^{Xa}	82% ^{XghB}	87% ^{XefghB}	79% ^{XghB}	75% ^{ghB}	63% ^{hB}	55%	44%	72%	73%	65%	75%	68%	76% ^{Xmopqr70}	71%	73% ^m	70%	73%	71%	75% ^w	72%	67%	73% ^X	67%	76% ^{XA}	69%	
NET: Disagree	387	237	147	17	26	38	42	88	94	81	318	23	33	13	118	91	83	95	208	178	149	224	57	208	92	293	94	93	283
	13% ^{bcdefj}	16% ^{Xb}	10%	4%	5%	8%	9%	19% ^{Xodef}	20% ^{Xcdef}	37% ^{Xcdefgh}	13%	8%	19% ^{kj}	20% ^{kl}	15% ⁿ	10%	14%	13%	12% ⁿ	13%	14%	12%	11%	12%	18% ^{Xuv}	12%	15%	11%	14%
Mean	0.91 ^{aghBA}	0.78	1.04 ^{Xa}	1.32 ^{XfghB}	1.29 ^{XefghB}	1.12 ^{XghB}	1.01 ^{ghB}	0.63 ^B	0.47 ^B	0.14	0.92	0.95	0.69	0.88	0.83	1.03 ^{Xmopqr}	0.86	0.89	0.94 ^m	0.88	0.95	0.89	1.04 ^{Xw}	0.89	0.77	0.94 ^X	0.80	1.03 ^{XA}	0.85
Standard deviation	1.11	1.16	1.04	0.86	0.82	0.98	1.01	1.23	1.13	1.32	1.10	0.99	1.30	1.25	1.16	1.05	1.09	1.12	1.10	1.11	1.15	1.08	1.07	1.09	1.21	1.09	1.17	1.07	1.12
Standard error	0.02	0.03	0.03	0.05	0.04	0.05	0.05	0.05	0.05	0.09	0.02	0.06	0.10	0.15	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.05	0.02	0.05	0.04	0.02

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 90
QC4. What is the total number of people in your household (including yourself and any children)?
Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Yes (t)	No (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Urban (y)	Rural (z)	Yes (A)	No (B)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
1	762	402	355	46	96	98	147	145	144	86	612	79	52	18	170	272	92	228	442	320	300	437	146	419	166	624	138	173	568
	25%bcdeoz7%kb	23%	11%	19%c	21%c	29%Xcde	32%Xcde	31%Xcde	39%Xcde	25%	29%	30%	27%	21%o	31%Xmoqr	15%	32%Xmoqr26%mo	24%o	28%X	24%	27%	25%	41%Xu	32%Xv	26%	22%	20%	28%Xz	
2	1083	501	577	105	120	114	152	196	271	126	888	100	75	20	322	296	241	224	618	465	364	667	58	682	238	805	278	239	811
	36%cddefpu34%z	38%	26%	24%	24%	30%	43%Xcdef	58%Xcdefg	57%Xcdefg36%	37%	43%	30%	41%Xmpq	33%	39%pr	31%	37%np	35%p	34%	37%	11%	41%Xu	47%Xu	34%	45%Xx	28%	40%Xz		
3	543	283	259	85	126	111	101	73	38	8	453	47	24	18	165	135	124	118	301	241	195	321	52	380	41	449	94	202	307
	18%hBnuwA9%	17%	17%	21%hB	25%XghB	24%XghB	20%hB	16%hB	8%	4%	18%	17%	14%	28%k	21%n	15%	20%	16%	18%n	18%	18%	10%	23%Xuw	8%	19%	15%	24%XA	15%	
4	423	206	216	116	96	97	69	31	13	1	361	37	17	8	95	141	107	81	236	188	135	254	154	164	53	341	82	157	256
	14%ghBpvA4%	14%	14%	29%XdfghB	19%XghB	21%XfghB	14%ghB	7%hB	3%	1%	14%	14%	10%	12%	12%	16%p	107	18%mpr	11%	14%	14%p	13%	14%	29%Xww	10%	10%	14%	18%XA	12%
5	123	43	80	23	40	33	21	6	-	-	106	8	8	*	25	30	32	36	55	68	40	72	75	25	8	101	21	53	64
	4%aghtwA3%	5%XA	6%ghB	8%XfghB	7%XghB	4%ghB	1%h	-	-	4%	3%	5%	*	3%	3%	5%	5%	3%	5%Xq	4%	4%	14%Xww	2%	2%	4%	3%	6%XA	3%	
6+	75	29	44	28	21	13	9	3	1	-	73	1	-	2	17	17	14	27	34	41	23	42	55	-	6	69	7	28	45
	2%ghjv	2%	3%	7%XfghB	4%XghB	3%gh	2%h	1%	*	-	3%Xj	*	-	2%	2%	2%	2%	4%Xq	2%	3%	2%	2%	10%Xww	-	1%v	3%X	1%	3%	2%
Mean	2.45ghBjv	2.38	2.51XB	3.20Xefgh	2.88XfghB	2.78XfghB	2.39ghB	2.04hB	1.84B	1.66	2.49Xjk	2.26	2.17	2.39	2.43	2.36	2.67Xmnpq	2.39	2.39	2.52Xnpq	2.38	2.44	3.28Xvw	2.22w	2.06	2.47	2.35	2.75XA	2.32
Standard deviation	1.33	1.28	1.36	1.62	1.45	1.37	1.27	0.99	0.72	0.58	1.36	1.14	1.10	1.30	1.24	1.34	1.27	1.43	1.29	1.36	1.32	1.27	1.86	0.98	1.09	1.36	1.18	1.41	1.27
Standard error	0.02	0.03	0.04	0.09	0.07	0.07	0.06	0.04	0.03	0.04	0.03	0.07	0.09	0.16	0.04	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.08	0.02	0.05	0.03	0.05	0.05	0.03

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 91
QC5. What is the total number of children aged under 18 in your household?
 Base: All respondents

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
0	2188	1104	1072	229	282	236	350	413	458	220	1791	204	145	48	610	640	406	531	1250	937	810	1273	262	1270	440	1722	466	546	1590
z	73%bcdeou	75%Xb	70%	57%	56%	51%	70%cde	91%Xcdef	98%Xdef	100%Xdefg	72%	75%	82%ai	73%	77%cor	72%	66%	75%cor	74%o	71%o	77%xt	71%	48%	76%Xu	86%Xuv	72%	75%	64%	78%Xz
1	412	192	219	114	80	90	91	28	8	1	342	40	21	10	101	141	90	80	242	170	121	266	86	261	37	332	81	142	242
A	14%ghBpsw	13%	14%	28%XdfghB	16%ghB	19%XghB	18%XghB	6%hB	2%	*	14%	15%	12%	15%	13%	16%p	15%	11%	14%	13%p	11%	15%	16%w	16%Xw	7%	14%	13%	17%XA	12%
2	302	129	172	53	94	102	43	8	2	-	267	20	8	7	65	92	88	58	157	145	88	194	122	116	28	245	57	118	168
A9%	10%ghBpwwA	9%	11%	13%ghB	19%XfghB	22%XcghB	9%ghB	2%	*	-	11%	7%	5%	11%	8%	10%	14%Xmpqr	8%	9%	11%p	8%	11%	23%Xvw	7%	5%	10%	9%	14%XA	8%
3	79	30	47	2	32	29	12	4	-	-	68	9	3	-	16	16	19	28	32	46	27	48	48	23	5	67	12	34	37
A	3%ghvA	2%	3%	1%	6%XcghB	6%XcghB	2%h	1%	-	-	3%	3%	2%	-	2%	2%	3%	4%Xnq	2%	4%Xq	3%	3%	9%Xww	1%	1%	3%	2%	4%XA	2%
4+	28	8	19	6	11	9	3	-	-	-	27	*	-	1	2	1	8	16	3	24	10	13	23	-	1	23	4	12	14
A	1%nqv	1%	1%	1%	2%Xgh	2%Xgh	1%	-	-	-	1%	*	-	1%	*	*	1%nq	2%Xmnq	*	2%Xmnq	1%	1%	4%Xww	-	*	1%	1%	1%	1%
Mean	0.46aghBk	0.39	0.52Xa	0.62XghB	0.83XfghB	0.89XcghB	0.45ghB	0.12hB	0.03	*	0.48Xk	0.39	0.26	0.43	0.37	0.43	0.59Xmnq	0.48m	0.40	0.53Xmnq	0.40	0.47	1.06Xw	0.34w	0.22	0.47	0.41	0.62XA	0.37
Standard deviation	0.86	0.79	0.92	0.86	1.13	1.07	0.80	0.44	0.18	0.06	0.89	0.77	0.62	0.83	0.75	0.76	0.98	0.97	0.76	0.98	0.86	0.85	1.25	0.67	0.62	0.87	0.83	0.97	0.79
Standard error	0.02	0.02	0.02	0.05	0.05	0.05	0.04	0.02	0.01	*	0.02	0.05	0.05	0.10	0.03	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.03	0.03	0.02

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 92
QC6. Are any other adults in the household working either full time or part time?
 Base: All respondents asked

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability Potential			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Unweighted base	709	355	351	55	45	39	64	112	273	121	583	64	44	18	213	152	98	245	365	343	291	386	98	428	81	515	194	240	447
Weighted base	703	351	350	71**	39*	44*	65*	105*	248	132*	573	62*	48**	21**	202*	159*	115*	226	361	341	291	378	98*	395	97**	492	212*	236	451
Yes, somebody in the household is working	173	76	97	48	9	6	28	22	46	14	148	13	11	1	29	64	24	54	94	79	78	90	43	80	17	105	68	67	103
	25%h	22%	28%X	67%	24%	13%	43%X	21%	19%	11%	26%	21%	23%	4%	14%	40%X	1%	24%	26%h	23%	27%	24%	44%X	20%	17%	21%	32%	28%	23%
No members of the household are working	515	271	242	17	28	34	37	83	199	118	412	47	37	18	172	89	90	163	261	253	209	284	55	313	80	371	144	163	338
	73%b	77%	69%	24%	72%	77%	57%	79%f	80%X	89%X	72%	77%	77%	88%	85%X	56%	79%h	72%h	72%h	74%h	72%	75%	56%	79%X	83%	75%	68%	69%	75%
Prefer not to say	15	4	11	6	2	4	-	-	3	-	12	1	-	2	1	6	-	9	6	9	4	3	*	2	-	15	-	6	9
	2%v	1%	3%	9%	4%	10%X	h	-	1%	-	2%	2%	-	8%	*	3%	-	4%X	2%	3%	1%	1%	*	*	-	3%	-	2%	2%

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

Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 93
QC7. Do we have your permission to ask you about any issues that impact your daily activities or the work you can do?
Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentialy vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
Yes	2885	1396	1476	372	472	436	486	445	458	217	2382	267	170	66	771	842	583	688	1613	1271	1057	1792	520	1627	492	2283	602	822	1957
	96%ce	95%	96%	92%	95%	94%	97%ce	98%Xcde	98%Xcde	98%	96%	98%	96%	100%	97%	95%	96%	96%	96%	96%	100%X	100%X	96%	97%X	96%	96%	97%	96%	95%
No	124	68	54	32	27	30	13	9	10	5	112	5	7	-	23	48	27	25	71	53	-	-	19	44	18	106	18	30	94
	4%ghstv	5%	4%	8%Xfgh	5%gh	6%Xfgh	3%	2%	2%	2%	4%	2%	4%	-	3%	5%	4%	4%	4%	4%	-	-	4%	3%	4%	4%	3%	4%	5%

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

Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 94
QC8. Which of these, if any, impact or limit your daily activities or the work you can do?
 Base: All respondents asked

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits																
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)															
Unweighted base	2915	1444	1457	310	426	420	491	523	522	223	2424	265	158	68	878	808	467	761	1686	1228	1049	1811	512	1669	513	2324	591	827	1979															
Weighted base	2907	1406	1487	377	474	445	486	449	458	218*	2403	267	170*	66*	773	848	590	695	1621	1285	1057	1792	528	1634	492	2300	608	829	1972															
NET: Yes	1057	515	531	143	135	146	202	182	163	85	870	109	53	25	208	304	184	360	513	544	1057	-	215	623	104	822	235	527	473															
	36% A	dmoq7% A	tw7% A	38% A	29% A	33% A	42% A	Xde A	41% A	de A	36% A	39% A	36% A	41% A	31% A	38% A	27% A	36% A	mq A	31% A	52% A	Xmnoq A	2% A	42% A	Xmnoq A	0% A	Xt A	- A	41% A	w A	38% A	Xw A	21% A	36% A	39% A	64% A	XA A	24% A						
Hearing - Poor hearing, partial hearing, or are deaf	147	75	72	7	9	17	20	27	45	21	114	18	12	3	37	46	29	35	83	64	147	-	29	81	5	23	113	34	55	81														
	5% A	dtA A	5% A	2% A	2% A	4% A	4% A	6% A	d A	10% A	Xcdef A	10% A	5% A	7% A	5% A	5% A	5% A	5% A	5% A	5% A	14% A	Xt A	- A	6% A	5% A	5% A	2% A	11% A	5% A	6% A	7% A	5% A	5% A	6% A	7% A	5% A	5% A							
Eyesight - Poor vision, colour blindness, partial sight, or are blind	132	71	59	34	18	11	11	17	21	21	113	13	3	2	27	53	18	34	80	52	132	-	23	70	19	100	31	51	77															
	5% A	eft A	5% A	4% A	9% A	Xef A	4% A	2% A	2% A	4% A	5% A	9% A	Xdef A	5% A	5% A	3% A	3% A	3% A	5% A	5% A	5% A	12% A	Xt A	- A	4% A	4% A	4% A	4% A	10% A	4% A	5% A	6% A	5% A	6% A	5% A									
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	301	142	157	14	17	41	64	78	60	28	243	28	16	13	58	59	51	133	117	184	301	-	67	193	18	232	69	214	74															
	10% A	cdm A	qt A	0% A	11% A	4% A	4% A	9% A	cd A	13% A	cd A	17% A	Xcde A	13% A	cd A	13% A	cd A	10% A	11% A	9% A	19% A	Xmnoqr A	7% A	14% A	Xmnoq A	28% A	Xt A	- A	13% A	w A	12% A	Xw A	4% A	10% A	11% A	26% A	XA A	4% A						
Dexterity - Limited ability to reach / difficulty opening things with your hands / difficulty using a telephone handset/ television remote control/ computer keyboard etc.	126	53	72	1	5	19	30	26	32	13	94	19	7	7	15	24	25	62	39	87	126	-	28	82	6	84	43	81	39															
	4% A	cdm A	qt A	w% A	xA A	5% A	* A	1% A	4% A	cd A	6% A	cd A	6% A	cd A	7% A	Xcd A	6% A	cd A	4% A	4% A	7% A	Xcd A	16% A	Xcd A	7% A	Xcd A	19% A	Xcd A	7% A	4% A	7% A	4% A	10% A	10% A	XA A	2% A								
Breathing - Breathlessness or chest pains	203	102	101	12	13	22	45	34	47	31	160	20	13	10	34	44	35	91	77	126	203	-	46	126	20	151	52	107	83															
	7% A	d A	mnq A	7% A	7% A	3% A	3% A	5% A	9% A	cd A	8% A	cd A	10% A	Xcde A	14% A	Xcde A	7% A	7% A	8% A	15% A	Xi A	34% A	4% A	4% A	5% A	6% A	13% A	Xmnoqr A	5% A	10% A	Xmnoq A	19% A	Xt A	- A	9% A	w A	8% A	4% A	7% A	9% A	10% A	13% A	XA A	4% A
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	136	77	56	30	21	30	33	11	9	1	114	13	4	6	34	30	20	51	65	71	136	-	31	63	6	110	26	104	23															
	5% A	bghtw A	5% A	4% A	8% A	ghB A	5% A	7% A	XghB A	7% A	XghB A	3% A	2% A	* A	5% A	5% A	5% A	5% A	5% A	7% A	Xnoqr A	4% A	6% A	o A	13% A	Xt A	- A	6% A	w A	4% A	w A	1% A	5% A	4% A	5% A	4% A	10% A	13% A	XA A	1% A				
Social / behavioural - Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	114	71	38	37	26	22	17	9	3	-	103	8	1	2	31	38	9	36	69	46	114	-	21	49	9	102	13	77	35															
	4% A	bghotv A	AS% A	3% A	10% A	XfghB A	6% A	ghB A	5% A	ghB A	4% A	h A	2% A	1% A	- A	4% A	3% A	3% A	4% A	8% A	3% A	11% A	Xt A	- A	4% A	3% A	2% A	4% A	X A	2% A	2% A	9% A	XA A	2% A										

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 94
QC8. Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents asked

	Gender			Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Urban (x)	Rural (y)	Yes (z)	No (A)	
Weighted base	2907	1406	1487	377	474	445	486	449	458	218*	2403	267	170*	66*	773	848	590	695	1621	1285	1057	1792	528	1634	492	2300	608	829	1972
Your mental health - Anxiety, depression, or trauma-related conditions, for example	503	247	249	88	101	90	105	70	39	9	412	55	22	15	85	141	65	212	226	277	503	-	120	293	34	421	82	303	182
Other illnesses / conditions which impact or limit your daily activities or the work you can do	333	157	175	31	22	40	83	74	60	23	272	37	13	11	68	89	50	126	157	177	333	-	66	201	37	245	88	172	140
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	1792	859	931	225	328	283	270	262	293	131	1482	155	115	41	555	527	389	321	1082	709	-	1792	301	990	388	1427	365	283	1460
Prefer not to say	48	24	22	9	7	13	13	4	1	2	43	2	3	-	6	13	16	13	19	29	-	-	11	17	1	41	7	18	30
Don't know	10	7	3	1	4	3	1	1	-	*	8	1	-	1	4	4	1	1	8	2	-	-	1	4	-	10	1	1	9

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



Customer Satisfaction Tracker 2022

ONLINE Fieldwork : 23rd November - 9th December 2022

Table 95
QC10. Which one of these bands describes your total household income before tax or any other deductions are made?
Base: All respondents

	Gender			Age							Nation				Social-Economic Group							Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits	
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (j)	Scotland (i)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Least vulnerable (v)	Urban (x)	Rural (y)	Yes (z)	No (A)		
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047	
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050	
NET: Per week	362	177	186	43	68	69	69	48	47	19	298	26	27	11	50	88	71	153	138	147	203	126	196	40	308	54	144	201		
	12%mqwyA	12%	12%	11%	14%	15%	14%	11%	10%	9%	12%	10%	15%	17%	6%	10%q	12%m	22%Xmnoqr	8%	17%Xmnoqt	4%	11%	23%Xvw	12%	8%	13%xy	9%	17%XA	10%	
Up to £199	86	38	48	10	17	8	19	19	9	3	72	5	8	1	5	19	14	47	25	61	40	42	86	-	-	70	15	43	40	
	3%mqwA	3%	3%	2%	3%	2%	4%	4%	2%	1%	3%	2%	4%	2%	1%	2%	2%	7%Xmnoqr	1%	5%Xmnoq	4%	2%	16%Xvw	-	-	3%	2%	5%XA	2%	
From £200 to £299	92	41	51	7	12	19	18	10	18	6	73	7	4	7	11	19	13	49	30	62	45	44	17	74	-	76	15	47	37	
	3%mqwA	3%	3%	2%	2%	4%	4%	2%	4%	3%	3%	3%	2%	11%Xijk	1%	2%	2%	7%Xmnoqr	2%	5%Xmnoq	4%	2%	3%w	4%Xw	-	3%	2%	6%XA	2%	
From £300 to £499	102	59	43	17	24	14	20	7	14	8	85	7	7	3	12	33	19	38	46	57	38	61	19	83	-	89	13	33	62	
	3%gwm	4%	3%	4%	5%g	3%	4%	2%	3%	4%	3%	3%	4%	5%	2%	4%q	3%	5%Xmqr	3%	4%r	4%	3%	4%w	5%Xw	-	4%	2%	4%	3%	
From £500 to £699	46	24	22	7	8	16	4	5	6	-	35	5	6	-	10	8	13	13	19	27	14	31	4	31	11	39	6	11	35	
	2%	2%	1%	2%	2%	3%Xf	1%	1%	1%	-	1%	2%	3%	-	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	2%
From £700 to £999	16	6	10	1	2	6	4	*	1	1	13	1	2	-	3	5	6	3	7	8	5	10	-	8	7	15	*	6	10	
	1%	*	1%	*	*	1%X	1%	*	*	*	1%	*	1%	*	*	1%	1%	*	*	1%	*	1%	-	1%	1%	1%	*	*	1%	
£1,000 and above	22	9	12	*	5	5	4	5	-	1	20	*	1	-	9	4	6	3	12	9	6	16	-	-	22	17	4	4	18	
	1%v	1%	1%	*	1%	1%h	1%	1%h	-	1%	1%	*	*	-	1%	*	1%	*	1%	1%	1%	1%	-	-	4%Xuv	1%	*	*	1%	
NET: Per year	2359	1157	1189	290	386	359	397	373	365	188	1932	233	141	53	668	719	484	487	1387	971	795	1475	414	1475	470	1853	506	615	1657	
	78%prsz	79%	78%	72%	77%	77%	80%	82%c	78%	85%c	77%	85%xi	80%	80%	84%Xpr	81%pr	79%pr	68%	82%Xpr	73%p	75%	82%xs	77%	88%xu	92%xu	1853	506	615	1657	
Up to £10,399	196	88	106	65	20	22	33	35	16	6	157	21	11	8	15	58	30	93	73	123	80	107	196	-	-	151	45	96	95	
	7%dhmqwA	7%	7%	16%Xdefgh	4%	5%	7%h	8%dh	3%	3%	6%	8%	6%	12%	2%	7%mq	5%r	13%Xmnoqr	4%r	9%Xmoq	8%	6%	36%Xvw	-	-	6%	7%	11%XA	5%	
From £10,400 to £15,999	320	148	170	26	33	34	59	69	68	29	267	26	19	7	37	87	62	133	124	196	167	142	41	278	-	246	73	135	167	
	11%demqtw	9%	11%	8%	7%	7%	12%de	15%Xcde	15%Xcde	13%	11%	9%	11%	11%	5%	10%mq	10%r	19%Xmnoqr	7%r	15%Xmnoqt	6%xt	8%	8%w	17%Xuv	-	10%	12%	16%XA	8%	
From £15,600 to £25,999	729	352	373	69	108	134	115	90	145	69	605	62	48	14	159	271	145	155	430	300	276	429	132	598	-	549	181	207	491	
	24%gmwx	24%	24%	17%	22%	29%Xcdg	23%	20%	31%Xcdfg	31%cg	24%	23%	27%	21%	20%	30%Xmopqr	4%	22%	26%r	23%	26%	24%	24%w	36%Xuv	-	23%	29%Xx	24%	24%	
From £26,000 to £36,399	603	306	295	73	128	92	102	80	80	48	492	76	26	9	171	204	145	83	375	228	176	406	26	459	118	497	106	130	453	
	20%prsz	21%	19%	18%	26%Xgh	20%	20%	18%	17%	22%	20%	28%Xikl	15%	13%	21%p	23%pr	24%pr	12%	22%Xpr	17%p	17%	23%xs	5%	27%Xu	23%u	21%	17%	15%	22%Xz	
From £36,400 to £51,999	325	180	143	37	68	44	43	62	41	31	252	36	28	10	160	67	78	19	227	98	59	248	18	140	167	266	60	33	283	
	11%binprs	12%	9%	9%	14%fh	9%	9%	14%fh	9%	14%	10%	13%	16%	15%	20%Xnopqr	8%p	13%npr	3%	13%Xnpr	7%p	6%	14%xs	3%	8%u	33%Xuv	11%	10%	4%	14%Xz	
£52,000 and above	185	83	102	20	28	33	44	38	15	7	160	12	8	6	126	32	24	4	158	28	36	143	-	-	185	145	41	14	168	
	6%hnpusv	6%	7%	5%	6%	7%h	9%Xh	8%h	3%	3%	6%	4%	5%	8%	16%Xnopqr	4%pr	4%pr	1%	9%Xnopr	2%pr	3%	8%xs	-	-	36%Xuv	6%	7%	2%	8%Xz	
Don't know	82	34	47	38	19	10	6	5	4	*	76	6	*	*	12	41	9	19	54	28	39	24	-	-	-	62	19	26	55	
	3%htuw	2%	3%	9%Xdefgh	4%fgh	2%	1%	1%	1%	*	3%	2%	*	*	2%	5%Xmoqr	1%	3%	3%r	2%	4%t	1%	-	-	-	3%	3%	3%	3%	
Prefer not to say	206	97	108	33	26	28	27	28	50	14	188	8	9	2	64	42	47	53	106	100	76	89	-	-	-	166	41	67	137	
	7%jntuw	7%	7%	8%	5%	6%	5%	6%	11%Xdefg	6%	8%Xj	3%	5%	2%	8%r	5%	8%	7%	6%r	8%r	7%	5%	-	-	-	7%	7%	8%	7%	

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



Customer Satisfaction Tracker 2022 ONLINE Fieldwork : 23rd November - 9th December 2022

Table 96
QBen. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
 Base: All respondents

	Gender		Age							Nation				Social-Economic Group						Impacting/limiting conditions		Financial Vulnerability			Urban/Rural		Benefits		
	Total (X)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (B)	England (i)	Scotland (j)	Wales (k)	Northern Ireland (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Yes (s)	No (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Urban (x)	Rural (y)	Yes (z)	No (A)
Unweighted base	3009	1499	1496	330	448	441	504	529	530	227	2509	270	162	68	900	839	484	785	1739	1269	1049	1811	525	1706	528	2406	603	852	2047
Weighted base	3009	1464	1531	403	499	466	499	454	467	221*	2493	273	177*	66*	794	890	611	713	1685	1323	1057	1792	539	1671	510	2389	620	852	2050
NET: Total in receipt of any kind of benefit	959	456	495	137	171	183	190	137	106	34	785	85	58	30	162	245	147	405	407	551	584	332	299	528	36	776	183	852	-
	32%hBmnoq1%twA	32%	34%hB	34%hB	38%XghB	38%XghB	30%hB	23%	15%	31%	31%	33%	46%Xi	20%	28%mq	24%	57%Xmnoqr4%r	42%Xmnoq5%t	19%	55%Xw	32%w	7%	55%Xw	32%w	36	776	183	852	-
Income Support	46	19	26	11	12	9	10	2	3	-	44	1	-	7	8	6	25	15	31	19	21	18	22	2	42	4	46	-	
	2%qA	1%	2%	3%	2%g	2%	2%	*	1%	-	2%	*	1%	-	1%	1%	4%Xmnoqr1%	2%Xnoq	2%	21	18	22	2	42	4	46	-		
Income-based Jobseeker's Allowance	24	13	12	7	8	2	-	2	1	5	24	-	-	-	5	8	3	8	13	11	11	12	9	15	1	22	2	24	-
	1%A	1%	1%	2%	2%f	*	-	1%	*	2%f	1%	-	-	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	*	3%XA	-
Pensions Credit (Guaranteed Credit)	80	34	45	16	11	12	2	6	20	13	72	2	5	*	14	22	12	31	36	43	36	37	26	43	2	61	19	80	-
	3%fwA	2%	3%	4%f	2%f	2%f	*	1%	4%Xfg	6%fg	3%	1%	3%	1%	2%	2%	4%Xmqr	2%	3%	3%	2%	2%	5%Xw	3%w	*	3%	3%	9%XA	-
Pensions Credit (no Guaranteed Credit)	24	17	8	9	3	3	-	2	6	1	21	2	1	-	5	11	2	6	16	9	7	14	12	10	1	21	4	24	-
	1%A	1%	1%	2%f	1%	1%	-	*	1%f	1%	1%	1%	1%	-	1%	1%	*	1%	1%	1%	1%	1%	2%Xw	1%	*	1%	1%	3%XA	-
Employment and Support Allowance (ESA)	206	103	101	15	28	37	60	52	14	-	151	21	21	13	27	26	15	137	53	152	168	31	73	113	5	165	41	206	-
	7%hBimnoq7%twA	7%	7%	4%	6%B	8%hB	12%XcdhB	12%XcdhB	3%	-	6%	8%	12%i	20%Xj	3%	3%	3%	19%Xmnoqr3%	12%Xmnoq16%t	2%	2%	14%Xw	7%w	1%	1%	7%	7%	24%XA	-
Universal Credit (and household has other earnings)	236	100	135	40	72	52	42	25	5	-	185	24	19	8	34	67	59	76	101	135	115	110	73	145	4	198	39	236	-
	8%hBmqtwA%	9%	10%hB	14%XfghB	11%XghB	8%hB	6%hB	1%	-	7%	9%	11%	12%	4%	8%mq	10%mq	6%	11%Xmq	6%	10%Xmq	11%t	6%	14%Xw	9%w	1%	8%	6%	28%XA	-
Universal Credit (and household has no other earnings)	115	50	64	15	26	27	22	15	8	2	102	9	3	2	11	18	11	75	29	86	77	32	44	56	6	100	16	115	-
	4%hmnoqtW%A	4%	4%	5%h	6%Xh	4%h	3%	2%	1%	4%	3%	2%	3%	1%	2%	2%	11%Xmnoqr2%	7%Xmnoq	7%t	2%	2%	8%Xw	3%	1%	4%	3%	14%XA	-	
Personal Independence Payment (PIP)	373	188	181	46	46	62	101	61	54	2	286	38	29	20	58	79	47	189	136	237	308	53	90	211	16	289	84	373	-
	12%dBimnot3%qtWA	12%	11%B	9%B	13%B	20%Xcdgh14%B	12%B	1%	11%	14%	16%	30%Xj	7%	9%	8%	27%Xmnoqr8%	18%Xmnoq29%t	3%	3%	17%Xw	13%w	3%	12%	12%	14%	44%XA	-		
Carer's allowance	150	66	83	16	26	23	40	29	11	4	135	5	6	4	18	19	27	86	37	113	86	59	49	70	8	112	38	150	-
	5%hjmnoqtV4%wA	5%	5%	4%	5%h	5%	8%XhB	6%h	2%	2%	5%j	2%	4%	5%	2%	2%	4%q	12%Xmnoqr2%	9%Xmnoq	8%t	3%	9%Xw	4%	2%	5%	5%	18%XA	-	
Other	133	68	62	10	14	33	28	15	21	11	109	18	2	4	25	47	16	45	72	61	81	52	39	81	7	108	25	27	-
	4%tWA	5%	4%	3%	3%	7%Xdg	6%	3%	4%	5%	4%	7%k	1%	3%	5%	3%	3%	6%Xmor	4%	5%o	8%t	3%	7%Xw	5%w	1%	5%	4%	3%A	-
None of these	2050	1008	1035	266	328	282	309	316	361	187	1709	187	118	36	633	645	464	308	1278	772	187	1460	240	1143	475	1613	437	-	2050
	68%efpqrz	68%	68%	66%	66%	61%	62%	70%ef	77%Xcdg	85%Xcdg	69%l	69%	67%	54%	80%Xnpqr	72%Xpr	76%Xpr	43%	76%Xnp	58%p	45%	81%xs	45%	68%u	93%Xuv	68%	71%	-	100%Xz

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



Customer Satisfaction Tracker 2022
ONLINE Fieldwork : 23rd November - 9th December 2022

Table 97
Benchmarking. Overall Satisfaction with each service provider
Base: All respondents asked

	Benchmarking - Summary							
	Mobile provider (b)	Main current account provider (f)	Broadband internet provider (c)	Bundle provider (e)	Landline provider (a)	Pay TV provider (d)	Electricity provider (h)	Gas provider (g)
Unweighted base	2863	2752	2585	2201	2087	1303	666	263
Weighted base	2863	2736	2590	2163	2093	1303	658	273
Very satisfied	1392 49%ACDEFGH	1244 45%ACDEGH	958 37%EgH	722 33%	805 38%EgH	502 39%EgH	197 30%	80 29%
Fairly satisfied	1104 39%	1140 42%b	1173 45%ABf	1091 50%ABCDHF	806 39%	573 44%AB	280 43%	122 45%
Neither satisfied nor dissatisfied	249 9%	257 9%	271 10%	234 11%b	360 17%BCdEF	172 13%BcF	115 17%BCEF	41 15%Bf
Fairly dissatisfied	82 3%	63 2%	134 5%ABdF	90 4%bF	60 3%	40 3%	54 8%ABcDEF	18 7%aBdF
Very dissatisfied	23 1%	28 1%	47 2%BdE	21 1%	32 2%	12 1%	9 1%	3 1%
NET: Satisfied	2496 87%ACDEGH	2384 87%ACDEGH	2130 82%AAGH	1813 84%AGH	1612 77%	1075 83%AgH	477 72%	202 74%
NET: Dissatisfied	106 4%	91 3%	181 7%ABDEF	111 5%bf	92 4%	51 4%	63 10%ABDEF	21 8%aBdF
Don't know	12 *	4 *	7 *	5 *	30 1%BCdEF	5 *	3 *	9 3%BCDEFh
Mean	1.32ACDEGH	1.28ACDEGH	1.11H	1.11gH	1.11H	1.17GH	0.92	0.97
Standard deviation	0.81	0.81	0.91	0.83	0.90	0.83	0.96	0.92
Standard error	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.06

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