

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 1
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|------------------------|---------------------|---------------------|------------------------|-----------------------|----------------------|----------------------|------------------------|------------------------|------------------------|-----------------------|----------------------|-----------------------|---------------------|----------------------|----------------------|----------------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| BT | 1289 | 659 | 623 | 156 | 168 | 154 | 217 | 220 | 266 | 108 | 389 | 384 | 241 | 276 | 772 | 516 | 889 | 400 |
| | 20.23% ^{demo} | 21.20% | 19.23% | 17.70% | 15.84% | 15.58% | 19.82% ^{de} | 23.95% ^{Tcde} | 26.41% ^{Tcde} | 25.73% ^{Tcde} | 22.43% ^{Tlm} | 21.36% ^{lm} | 18.60% | 17.82% | 21.89% ^{To} | 18.18% | 17.29% | 32.54% ^{Tp} |
| Skynet | 1115 | 550 | 564 | 137 | 172 | 175 | 214 | 181 | 169 | 67 | 293 | 270 | 265 | 287 | 563 | 552 | 907 | 209 |
| | 17.50% ^{kn} | 17.71% | 17.41% | 15.55% | 16.16% | 17.76% | 19.52% | 19.78% ^c | 16.76% | 15.98% | 16.90% | 15.04% | 20.47% ^{Tjk} | 18.55% ^k | 15.96% | 19.43% ^{Tn} | 17.63% | 16.97% |
| Virgin Media | 1029 | 488 | 540 | 128 | 176 | 165 | 170 | 140 | 162 | 87 | 282 | 282 | 226 | 240 | 564 | 465 | 969 | 60 |
| | 16.15% ^{cq} | 15.70% | 16.65% | 14.59% | 16.54% | 16.68% | 15.53% | 15.31% | 16.15% | 20.66% ^{Tcfg} | 16.25% | 15.71% | 17.44% | 15.48% | 15.97% | 16.37% | 18.84% ^{Tq} | 4.88% |
| TalkTalk | 549 | 260 | 284 | 62 | 73 | 85 | 74 | 91 | 105 | 59 | 140 | 153 | 104 | 152 | 294 | 255 | 441 | 108 |
| | 8.62% ^{cf} | 8.38% | 8.77% | 7.05% | 6.82% | 8.58% | 6.72% | 9.97% ^{df} | 10.48% ^{Tcdf} | 14.10% ^{Tcdf} | 8.11% | 8.53% | 8.02% | 9.80% | 8.32% | 8.99% | 8.57% | 8.83% |
| Plusnet | 369 | 186 | 182 | 19 | 51 | 60 | 69 | 66 | 77 | 27 | 101 | 94 | 86 | 88 | 195 | 174 | 255 | 114 |
| | 5.80% ^{cp} | 5.98% | 5.63% | 2.20% | 4.84% ^c | 6.05% ^c | 6.32% ^c | 7.14% ^c | 7.62% ^{Tcd} | 6.47% ^c | 5.85% | 5.21% | 6.66% | 5.70% | 5.52% | 6.14% | 4.96% | 9.29% ^{Tp} |
| Vodafone | 330 | 186 | 145 | 66 | 77 | 56 | 56 | 31 | 38 | 7 | 95 | 106 | 68 | 62 | 201 | 130 | 272 | 59 |
| | 5.19% ^{bgim} | 5.98% ^{Tb} | 4.46% | 7.51% ^{Tghi} | 7.27% ^{Tghi} | 5.63% ^{egi} | 5.07% ⁱ | 3.37% | 3.81% ⁱ | 1.59% | 5.48% | 5.89% ^{lm} | 5.24% | 3.99% | 5.69% | 4.56% | 5.28% | 4.80% |
| EE | 246 | 117 | 129 | 58 | 45 | 38 | 37 | 18 | 32 | 19 | 73 | 67 | 41 | 65 | 140 | 106 | 190 | 56 |
| | 3.86% ^g | 3.78% | 3.97% | 6.57% ^{Telgh} | 4.21% ^g | 3.86% ^g | 3.38% | 1.91% | 3.21% | 4.43% ^g | 4.19% | 3.73% | 3.19% | 4.21% | 3.96% | 3.75% | 3.69% | 4.58% |
| Now TV Broadband | 100 | 48 | 52 | 4 | 13 | 17 | 22 | 23 | 14 | 6 | 27 | 15 | 20 | 38 | 42 | 58 | 89 | 11 |
| | 1.57% ^{ckn} | 1.54% | 1.60% | 0.41% | 1.22% | 1.77% ^c | 2.03% ^c | 2.54% ^{Tc} | 1.37% | 1.52% | 1.58% | 0.82% | 1.51% | 2.46% ^{Tk} | 1.20% | 2.02% ^{Tn} | 1.72% | 0.90% |
| Shell Energy Broadband | 51 | 29 | 22 | 1 | 4 | 7 | 10 | 9 | 12 | 8 | 12 | 17 | 9 | 13 | 29 | 22 | 42 | 9 |
| | 0.80% ^c | 0.94% | 0.67% | 0.14% | 0.34% | 0.71% | 0.87% | 1.02% ^c | 1.22% ^c | 0.69% | 0.86% ^{Tcd} | 0.69% | 0.71% | 0.81% | 0.76% | 0.76% | 0.81% | 0.75% |
| Post Office | 42 | 16 | 25 | 19 | 8 | 10 | 1 | - | 2 | 2 | 15 | 12 | 10 | 4 | 27 | 15 | 37 | 4 |
| | 0.65% ^{fg} | 0.52% | 0.78% | 2.13% ^{Tdfgh} | 0.71% ^g | 1.06% ^{fgh} | 0.06% | - | 0.19% | 0.55% ^g | 0.85% | 0.68% | 0.80% | 0.28% | 0.77% | 0.52% | 0.73% | 0.34% |
| Utility warehouse | 26 | 5 | 21 | 2 | 2 | 2 | 7 | 4 | 9 | 2 | 5 | 12 | 2 | 7 | 17 | 9 | 18 | 9 |
| | 0.41% ^a | 0.17% | 0.65% ^{Ta} | 0.18% | 0.22% | 0.16% | 0.59% | 0.42% | 0.90% ^{Te} | 0.36% | 0.28% | 0.68% | 0.19% | 0.44% | 0.48% | 0.33% | 0.34% | 0.71% |
| KCOM / Karoo / Kingston Communications | 26 | 7 | 19 | 1 | 2 | 9 | 5 | 5 | 3 | 1 | 2 | 10 | 9 | 5 | 12 | 14 | 24 | 2 |
| | 0.41% ^{aj} | 0.23% | 0.59% | 0.11% | 0.20% | 0.90% ^{Tc} | 0.41% | 0.58% | 0.34% | 0.20% | 0.13% | 0.53% | 0.69% ^j | 0.35% | 0.33% | 0.50% | 0.46% | 0.20% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

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Absolutes/col percents

Table 1
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|----------------------|--------------|------------|------------|------------|------------|------------|--------------|------------|--------------|--------------|--------------|---------------|------------|------------|------------|------------|-------------|--------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| John Lewis Broadband | 12 0.19%p | 3 0.09% | 9 0.29% | - | 2 0.22% | - | 1 0.10% | 3 0.37% | 5 0.52%Te | - | - | 9 0.52%Tjm | 2 0.17% | 1 0.04% | 9 0.27% | 3 0.10% | 4 0.09% | 8 0.62%Tp |
| Zen Internet | 10 0.15% | 6 0.18% | 4 0.13% | - | 1 0.12% | 1 0.10% | 1 0.06% | 4 0.43% | 2 0.20% | 1 0.24% | 7 0.40%Tk | - | 2 0.18% | 1 0.04% | 7 0.20% | 3 0.10% | 8 0.15% | 2 0.17% |
| Hyperoptic | 10 0.15% | 4 0.13% | 6 0.17% | - | 1 0.08% | 2 0.23% | 6 0.59%Th | - | - | - | 1 0.05% | 4 0.22% | - | 5 0.30% | 5 0.14% | 5 0.16% | 10 0.18% | - |
| SSE | 7 0.12% | 3 0.09% | 5 0.14% | 1 0.17% | 1 0.10% | 2 0.22% | - | - | 3 0.27% | - | 1 0.03% | 3 0.17% | - | 4 0.25% | 3 0.10% | 4 0.14% | 4 0.08% | 3 0.25% |
| Ovo | 5 0.08% | 3 0.11% | 2 0.06% | - | - | - | 3 0.24% | 1 0.06% | 2 0.17% | * 0.08% | 2 0.12% | 1 0.08% | - | 2 0.12% | 3 0.10% | 2 0.06% | 4 0.07% | 2 0.13% |
| Origin | 5 0.08%p | 5 0.15% | 1 0.02% | - | - | - | 2 0.20% | - | 3 0.29% | - | 2 0.13% | 1 0.05% | - | 2 0.14% | 3 0.09% | 2 0.08% | 2 0.04% | 3 0.24% |
| Community Fibre | 5 0.08% | 2 0.06% | 3 0.09% | 1 0.06% | - | 1 0.09% | 1 0.05% | 1 0.14% | 2 0.15% | - | 1 0.06% | 2 0.09% | 1 0.10% | 1 0.06% | 3 0.07% | 2 0.08% | 5 0.10% | - |
| Onestream | 3 0.05% | 2 0.08% | 1 0.03% | 1 0.07% | - | 2 0.18% | - | 1 0.12% | - | - | - | 2 0.09% | - | 2 0.12% | 2 0.05% | 2 0.06% | 3 0.06% | 1 0.04% |
| See The Light | 3 0.05% | 1 0.02% | 3 0.08% | - | 1 0.05% | 1 0.09% | 1 0.07% | * 0.04% | - | 1 0.13% | 1 0.03% | 1 0.03% | 2 0.17% | - | 1 0.03% | 2 0.08% | 3 0.06% | - |
| The Phone Co-op | 3 0.04%p | 1 0.04% | 1 0.04% | - | - | - | - | 1 0.06% | 1 0.09% | 1 0.26% | 1 0.06% | 1 0.06% | 1 0.04% | - | 2 0.06% | 1 0.02% | * 0.01% | 2 0.17%p |
| Three | 2 0.04% | 1 0.05% | 1 0.03% | 1 0.16% | - | - | 1 0.08% | - | - | - | 1 0.05% | - | - | 1 0.09% | 1 0.02% | 1 0.05% | 1 0.02% | 1 0.11% |
| Cuckoo Broadband | 2 0.03% | 2 0.07% | - | - | 1 0.05% | - | 2 0.14% | - | - | - | - | 2 0.12% | - | - | 2 0.06% | - | 2 0.04% | - |
| Direct Save Telecom | 2 0.03% | * 0.01% | 1 0.04% | - | - | * 0.04% | * 0.04% | - | 1 0.08% | - | * 0.02% | - | * 0.03% | 1 0.05% | * 0.01% | 1 0.04% | 2 0.03% | - |
| Wightfibre | 1 0.02% | 1 0.02% | 1 0.02% | - | - | - | 1 0.07% | - | 1 0.06% | - | - | 1 0.08% | - | - | 1 0.04% | - | 1 0.03% | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
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If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|---|--------------------------------|---------------------------|---------------|-------------------------------|-------------------------------|-------------------------------|------------------------------|-----------------------------|--------------------------|-------------|---------------------------|-----------------------------|---------------|-----------------------------|---------------------------|---------------|-----------------------------|---------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| IDNet | 1 0.01% | 1 0.03% | - | - | - | - | - | - | - | 1 0.13% | - | 1 0.05% | - | - | 1 0.03% | - | - | 1 0.07% |
| The Co-op | 1 0.01% | 1 0.01% | 1 0.02% | - | - | - | - | 1 0.06% | 1 0.03% | - | 1 0.03% | - | 1 0.02% | - | 1 0.02% | - | 1 0.01% | 1 0.04% |
| Home Telecom | 1 0.01% | - | 1 0.02% | - | - | - | - | - | 1 0.06% | - | - | - | 1 0.04% | - | - | 1 0.02% | 1 0.01% | - |
| Other answers | 31 0.48% ^{bp} | 22 0.70% ^{Tb} | 9 0.27% | - | 9 0.85% ^{cg} | 6 0.56% | 6 0.53% | 1 0.09% | 8 0.81% ^{cg} | 1 0.26% | 15 0.86% Tm | 6 0.31% | 7 0.55% | 3 0.19% | 21 0.58% | 10 0.35% | 20 0.38% | 11 0.88% |
| Don't have a landline telephone/line rental service | 1009 15.83% ^{ghiq} | 466 14.98% | 537 16.57% | 180 20.45% ^{Tghi} | 235 22.13% ^{Tfgh} | 190 19.20% ^{Tghi} | 181 16.50% ^{ghi} | 114 12.45% ^{hi} | 87 8.61% | 22 5.29% | 248 14.34% | 299 16.65% | 187 16.44% | 274 17.71% ^{jl} | 548 15.51% | 461 16.22% | 873 16.98% ^{Tq} | 136 11.03% |
| Don't know | 85 1.34% ^{eghio} | 33 1.08% | 51 1.56% | 44 4.98% ^{Tdefg} | 21 2.01% ^{eghi} | 5 0.56% | 11 0.98% ^{gh} | 2 0.16% | 2 0.17% | 1 0.13% | 18 1.06% | 42 2.33% ^{Tjlm} | 10 0.79% | 15 0.95% | 60 1.71% ^{To} | 25 0.88% | 68 1.31% | 18 1.45% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey

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Absolutes/col percents

Table 2
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|------------------------|-----------------|------------------|----------------|-----------------|-----------------|------------------|-----------------|------------------|------------------------|-------------------|-------------------|------------------|--------------------|------------------|------------------|------------------|-----------------|------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| BT | 1289 20.23%a | 1031 19.29% | 125 23.57%a | 69 22.90% | 63 32.98%Tab | 125 23.57%gim | 46 18.32% | 118 16.73% | 94 18.14% | 96 17.35% | 86 18.71% | 69 22.90%g | 117 19.57% | 145 17.27% | 195 22.35%gim | 134 24.55%Tgh | 63 32.98%Tef | 1192 21.82%Tr | 91 10.76% |
| Sky | 1115 17.50% | 930 17.40% | 99 18.60% | 41 13.57% | 45 23.72%Tac | 99 18.60% | 40 15.88% | 129 18.31% | 96 18.44% | 113 20.33%km | 83 18.08% | 41 13.57% | 115 19.19% | 128 15.29% | 141 16.17% | 85 15.58% | 45 23.72%Tkm | 968 17.72% | 131 15.40% |
| Virgin Media | 1029 16.15%b | 917 17.16%Tbc | 67 12.62% | 26 8.51% | 19 10.00% | 67 12.62% | 49 19.14%eko | 108 15.31%k | 69 13.21% | 129 23.19%Teg | 81 17.72%klop | 26 8.51% | 85 14.11%k | 165 19.63%Teh | 168 19.25%Teh | 65 11.92% | 19 10.00% | 872 15.95% | 145 17.05% |
| TalkTalk | 549 8.62% | 458 8.57% | 44 8.27% | 37 12.36%Tad | 10 5.13% | 44 8.27% | 20 7.74% | 80 11.31%Thop | 32 6.25% | 46 8.26% | 47 10.19% | 37 12.36%Thm | 61 10.25%ho | 66 7.91% | 71 8.17% | 35 6.36% | 10 5.13% | 460 8.43% | 87 10.20% |
| Plusnet | 369 5.80%am | 293 5.47% | 36 6.86% | 34 11.12%Tad | 7 3.47% | 36 6.86%am | 13 5.08% | 45 6.38%am | 25 4.78% | 32 5.72% | 34 7.51%mn | 34 11.12%Tigh | 43 7.24%mn | 30 3.51% | 36 4.16% | 35 6.36%am | 7 3.47% | 337 6.17%Tr | 31 3.68% |
| Vodafone | 330 5.19%ai | 262 4.89% | 35 6.61% | 22 7.24% | 12 6.24% | 35 6.61%ai | 15 5.75%ai | 37 5.20%ai | 28 5.30%ai | 13 2.42% | 29 6.39%ai | 22 7.24%ai | 27 4.56% | 37 4.42% | 50 5.75%ai | 25 4.67% | 12 6.24%ai | 249 4.55% | 79 9.36%Tq |
| EE | 246 3.86%dn | 205 3.84%Td | 17 3.11% | 23 7.63%Tabd | 1 0.55% | 17 3.11% | 17 6.74%Tehj | 29 4.07%p | 14 2.69% | 19 3.34% | 14 2.98% | 23 7.63%Tegh | 29 4.85%np | 45 5.39%Thnp | 20 2.30% | 19 3.52% | 1 0.55% | 188 3.43% | 57 6.75%Tq |
| Now TV Broadband | 100 1.57% | 89 1.66% | 5 0.99% | 5 1.63% | 1 0.36% | 5 0.99% | 2 0.73% | 22 3.12%Tehi | 4 0.82% | 5 0.86% | 5 1.15% | 5 1.63% | 10 1.66% | 14 1.70% | 16 1.79% | 11 1.98% | 1 0.36% | 86 1.58% | 13 1.58% |
| Shell Energy Broadband | 51 0.80% | 44 0.83% | 4 0.77% | 2 0.64% | 1 0.27% | 4 0.77% | 5 2.14%Til | 7 1.02% | 7 1.37% | 1 0.25% | 5 1.14% | 2 0.64% | 2 0.35% | 6 0.75% | 7 0.76% | 3 0.58% | 1 0.27% | 47 0.87% | 4 0.43% |

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|--|--------------|-------------|--------------|------------|------------|--------------|----------------|----------------|-----------------------------|-------------------|-------------------|------------|---------------------|----------------|----------------|----------------|----------------|-------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Post Office | 42 0.65%q | 39 0.74% | * 0.07% | 2 0.65% | - | * 0.07% | 1 0.45% | 9 1.21%ej | 1 0.24% | 2 0.43% | - | 2 0.65% | 4 0.67% | 11 1.37%Tej | 5 0.55% | 6 1.05% | - | 22 0.40% | 17 2.04%Tq |
| Utility warehouse | 26 0.41% | 21 0.39% | 3 0.51% | 3 0.89% | - | 3 0.51% | 1 0.47% | 3 0.44% | 1 0.19% | 4 0.69% | 1 0.13% | 3 0.89% | 2 0.37% | 2 0.28% | 3 0.37% | 3 0.64% | - | 25 0.46% | 1 0.13% |
| KCOM / Karoo / Kingston Communications | 26 0.41% | 26 0.49% | - | - | - | - | - | - | 26 5.03%Telgijk Imnop | - | - | - | - | - | - | - | - | 26 0.47% | - |
| John Lewis Broadband | 12 0.19% | 11 0.21% | - | 1 0.36% | - | - | - | - | - | - | 1 0.13% | 1 0.36% | - | 3 0.34% | 5 0.52% | 3 0.56% | - | 12 0.22% | - |
| Zen Internet | 10 0.15% | 9 0.17% | - | 1 0.27% | - | - | - | 2 0.22% | * 0.10% | - | - | 1 0.27% | 2 0.29% | 3 0.35% | 1 0.11% | 1 0.24% | - | 10 0.18% | - |
| Hyperoptic | 10 0.15%q | 9 0.16% | 1 0.16% | - | - | 1 0.16% | - | - | 2 0.43% | - | - | - | - | 6 0.76%Tn | - | - | - | 6 0.10% | 4 0.47%q |
| SSE | 7 0.12% | 7 0.14% | - | - | - | - | 1 0.46% | - | 1 0.14% | - | - | - | - | - | 4 0.50%T | 1 0.22% | - | 7 0.14% | - |
| Ovo | 5 0.08% | 5 0.10% | - | - | - | - | - | - | 1 0.24% | 1 0.10% | - | - | 1 0.20% | - | 1 0.07% | 2 0.32% | - | 5 0.10% | - |
| Origin | 5 0.08% | 5 0.10% | - | - | - | - | 1 0.26% | - | 1 0.29% | - | - | - | - | 1 0.10% | 2 0.26% | - | - | 5 0.10% | - |
| Community Fibre | 5 0.08%q | 5 0.09% | - | - | - | - | - | - | - | - | - | - | - | 5 0.58%T | - | - | - | 2 0.04% | 3 0.32%q |
| Onestream | 3 0.05% | 3 0.06% | - | - | * 0.25% | - | - | 1 0.16% | - | - | 1 0.12% | - | - | 1 0.16% | - | - | * 0.25% | 2 0.04% | 1 0.16% |
| See The Light | 3 0.05% | 3 0.06% | - | - | - | - | - | - | - | 1 0.11% | - | 1 0.16% | - | * 0.05% | 1 0.25% | - | - | 3 0.06% | - |
| The Phone Co-op | 3 0.04% | 2 0.04% | 1 0.10% | - | - | 1 0.10% | - | 1 0.08% | - | - | - | - | * 0.06% | * 0.06% | 1 0.07% | - | - | 3 0.05% | - |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 2
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---|---------------------|--------------------|-------------------|--------------|--------------|-------------------|----------------|----------------|-------------------------|-------------------|-------------------|--------------|---------------------|---------------------|----------------|---------------------|-----------------------|---------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Three | 2 0.04% | 2 0.04% | - | - | - | - | - | - | 2 0.44%T | - | - | - | - | - | - | - | - | 2 0.04% | - |
| Cuckoo Broadband | 2 0.03% | 2 0.04% | - | - | - | - | - | - | 1 0.10% | - | - | - | - | - | 2 0.18% | - | - | 2 0.03% | 1 0.06% |
| Direct Save Telecom | 2 0.03% | 1 0.02% | 1 0.08% | - | - | 1 0.08% | - | - | - | 1 0.15% | - | - | - | - | - | 1 0.07% | - | 2 0.03% | - |
| Wightfibre | 1 0.02% | 1 0.03% | - | - | - | - | - | - | - | - | - | - | - | 1 0.16% | - | - | - | 1 0.02% | - |
| IDNet | 1 0.01% | 1 0.02% | - | - | - | - | - | - | - | 1 0.12% | - | 1 0.06% | - | - | - | - | - | 1 0.02% | - |
| The Co-op | 1 0.01% | 1 0.01% | 1 0.10% | - | - | 1 0.10% | - | 1 0.04% | - | - | - | - | - | - | - | - | - | 1 0.02% | - |
| Home Telecom | 1 0.01% | 1 0.01% | - | - | - | - | - | - | - | - | - | - | 1 0.07% | - | - | - | - | 1 0.01% | - |
| Other answers | 31 0.48% | 21 0.40% | 4 0.68% | 1 0.27% | 5 2.41%Ta | 4 0.68% | - | 2 0.29% | 1 0.25% | 3 0.50% | 1 0.08% | 1 0.27% | 1 0.12% | 10 1.14%Tn | 1 0.14% | 4 0.65% | 5 2.41%Tgh 1jln | 22 0.41% | 6 0.71% |
| Don't have a landline telephone/line rental service | 1009 15.83% k | 863 16.15% c | 87 16.36% c | 31 10.10% | 28 14.61% | 87 16.36% k | 38 14.99% | 99 14.05% | 107 20.66% Tgijkn | 84 15.17% | 65 14.20% | 31 10.10% | 94 15.65% k | 138 16.40% k | 134 15.43% | 104 19.04% gk | 28 14.61% | 853 15.61% | 147 17.32% |
| Don't know | 85 1.34% q | 77 1.44% | 3 0.52% | 6 1.85% | - | 3 0.52% | 5 1.85% | 14 2.05% | 5 0.90% | 7 1.23% | 6 1.22% | 6 1.85% | 4 0.64% | 21 2.51% Teln | 8 0.90% | 8 1.45% | - | 52 0.95% | 30 3.59% Tq |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 3
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------------|-----------------------|---------------------|-------------|-------------|--------------|-----------------|-------------|---------------|------------------|--------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| BT | 1289 | 1289 | 1289 | - | - | - | - | - | - | - | - | - | - | - |
| | 20.23% | 24.42% | 100.00% | - | - | - | - | - | - | - | - | - | - | - |
| Sky | 1115 | 1115 | - | - | - | - | 1115 | - | - | - | - | - | - | - |
| | 17.50% | 21.13% | - | - | - | - | 100.00% | - | - | - | - | - | - | - |
| Virgin Media | 1029 | 1029 | - | - | - | - | - | 1029 | - | - | - | - | - | - |
| | 16.15% | 19.50% | - | - | - | - | - | 100.00% | - | - | - | - | - | - |
| TalkTalk | 549 | 549 | - | - | - | - | 549 | - | - | - | - | - | - | - |
| | 8.62% | 10.41% | - | - | - | - | 100.00% | - | - | - | - | - | - | - |
| Plusnet | 369 | 369 | - | - | 369 | - | - | - | - | - | - | - | - | - |
| | 5.80% | 7.00% | - | - | 100.00% | - | - | - | - | - | - | - | - | - |
| Vodafone | 330 | 330 | - | - | - | - | - | - | 330 | - | - | - | - | - |
| | 5.19% | 6.26% | - | - | - | - | - | - | 100.00% | - | - | - | - | - |
| EE | 246 | 246 | - | 246 | - | - | - | - | - | - | - | - | - | - |
| | 3.86% | 4.66% | - | 100.00% | - | - | - | - | - | - | - | - | - | - |
| Now TV Broadband | 100 | 100 | - | - | - | - | - | - | - | - | - | 100 | - | - |
| | 1.57% | 1.89% | - | - | - | - | - | - | - | - | - | 100.00% | - | - |
| Shell Energy Broadband | 51 | 51 | - | - | - | - | - | - | - | - | - | - | 51 | - |
| | 0.80% | 0.97% | - | - | - | - | - | - | - | - | - | - | 100.00% | - |
| Post Office | 42 | 42 | - | - | - | 42 | - | - | - | - | - | - | - | - |
| | 0.65% | 0.79% | - | - | - | 100.00% | - | - | - | - | - | - | - | - |
| Utility warehouse | 26 | 26 | - | - | - | - | - | - | - | - | - | - | - | 26 |
| | 0.41% | 0.50% | - | - | - | - | - | - | - | - | - | - | - | 100.00% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 3
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|--------------------------|---------------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total landline (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| KCOM / Karoo / Kingston Communications | 26 0.41% ^b | 26 0.49% ^{bf} | - | - | - | - | - | - | - | - | 26 100.00% | - | - | - |
| John Lewis Broadband | 12 0.19% | 12 0.23% | - | - | - | - | - | - | - | - | - | - | - | - |
| Zen Internet | 10 0.15% | 10 0.19% | - | - | - | - | - | - | - | - | - | - | - | - |
| Hyperoptic | 10 0.15% | 10 0.18% | - | - | - | - | - | - | - | - | - | - | - | - |
| SSE | 7 0.12% | 7 0.14% | - | - | - | - | - | - | - | - | - | - | - | - |
| Ovo | 5 0.08% | 5 0.10% | - | - | - | - | - | - | - | - | - | - | - | - |
| Origin | 5 0.08% | 5 0.10% | - | - | - | - | - | - | - | - | - | - | - | - |
| Community Fibre | 5 0.08% | 5 0.09% | - | - | - | - | - | - | - | - | - | - | - | - |
| Onestream | 3 0.05% | 3 0.07% | - | - | - | - | - | - | - | - | - | - | - | - |
| See The Light | 3 0.05% | 3 0.06% | - | - | - | - | - | - | - | - | - | - | - | - |
| The Phone Co-op | 3 0.04% | 3 0.05% | - | - | - | - | - | - | - | - | - | - | - | - |
| Three | 2 0.04% | 2 0.04% | - | - | - | - | - | - | - | - | - | - | - | - |
| Cuckoo Broadband | 2 0.03% | 2 0.04% | - | - | - | - | - | - | - | - | - | - | - | - |
| Direct Save Telecom | 2 0.03% | 2 0.03% | - | - | - | - | - | - | - | - | - | - | - | - |

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 3
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|--------------------------------------|-----------------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Wightfibre | 1 0.02% | 1 0.03% | - | - | - | - | - | - | - | - | - | - | - | - |
| IDNet | 1 0.01% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - |
| The Co-op | 1 0.01% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - |
| Home Telecom | 1 0.01% | 1 0.01% | - | - | - | - | - | - | - | - | - | - | - | - |
| Other answers | 31 0.48% ^{bf} | 31 0.58% ^{Tbfh} | - | - | - | - | - | - | - | - | - | - | - | - |
| Don't have a landline telephone/line rental service | 1009 15.83% ^{abcdtghikl} | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Don't know | 85 1.34% ^{abfgh} | - | - | - | - | - | - | - | - | - | - | - | - | - |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 4
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------------|---------------------------|---------------------------|--------------------------------|---------------------------------|---------------------------|----------------|--------------------------|--------------------------|--------------------------|----------------------------------|--------------------------------|------------------|--------------------------------|---------------------------------|-----------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| BT | 1289 20.23%vyz | 1275 20.22%vyz | 193 82.87%Tnpqrs tuvwxzA | 255 22.79%uvwyzA | 82 19.12%vz | 9 18.51%z | 215 20.83%vyz | 110 20.10%vz | 101 16.81%vz | 44 10.02% | 137 18.02%vz | 24 18.51%vz | 14 11.60% | 27 6.53% | 12 11.36% |
| Sky | 1115 17.50%opqwx yA | 1106 17.55%opqwx yA | 2 0.78% | 159 14.23%ov | 50 11.80%ov | 6 11.55%o | 199 19.31%opqwx yA | 111 20.20%opqwx yA | 104 17.37%oqvzyA | 21 4.83%o | 110 14.43%ov | 11 8.61%o | 8 7.13%o | 294 70.32%Tnopqrs tuvwxzA | 7 6.36%o |
| Virgin Media | 1029 16.15%opqz | 1022 16.21%opqz | 2 0.67% | 141 12.61%oz | 48 11.33%oz | 5 10.38%oz | 182 17.65%opqz | 79 14.44%oz | 108 18.08%opqz | 236 54.06%Tnopqr stuvwxyzA | 110 14.46%oz | 27 21.10%opqz | 17 14.09%oz | 10 2.32% | 18 17.29%oz |
| TalkTalk | 549 8.62%opz | 540 8.57%opz | 4 1.87% | 72 6.41%o | 41 9.61%oz | 4 8.50%o | 107 10.34%opvz | 60 10.86%opvz | 70 11.75%Tnopvwy z | 28 6.44%o | 61 7.96%oz | 17 13.63%opvz | 5 4.28% | 15 3.64% | 14 13.29%opyz |
| Plusnet | 369 5.80%opvz | 365 5.78%opvz | 5 2.18% | 44 3.92% | 44 10.20%Tnopsu vwz | 5 10.18%ovz | 58 5.63%vz | 40 7.22%opvz | 27 4.56% | 11 2.44% | 34 4.43% | 6 4.57% | 42 35.38%Tnopqrs tuvwxzA | 9 2.16% | 12 11.73%Tnopsuvwz |
| Vodafone | 330 5.19%ps | 329 5.22%ps | 8 3.48% | 16 1.44% | 24 5.74%ps | 4 7.94%p | 29 2.81% | 18 3.22%p | 19 3.23%p | 15 3.51%p | 154 20.25%Tnopqst uvxyzA | 4 3.21% | 4 3.53% | 13 3.06% | 1 0.70% |
| EE | 246 3.86%stuw | 246 3.91%stuvw | 3 1.37% | 162 14.49%Tnoqrst uvwxyzA | 11 2.49% | - | 22 2.13% | 9 1.72% | 9 1.43% | 8 1.79% | 107 1.07% | 3 1.98% | 1 0.77% | 11 2.52% | - |
| Now TV Broadband | 100 1.57%pw | 99 1.57%pw | 2 0.81% | 8 0.75% | 5 1.19% | - | 16 1.54%w | 11 2.05%w | 18 2.93%Tnppvz | 2 0.38% | 3 0.33% | 5 3.63%ppvwz | 5 4.06%pvwz | 2 0.55% | 4 4.36%pvwz |
| Shell Energy Broadband | 51 0.80%ss | 50 0.80%ss | - | 11 0.95% | 3 0.63% | - | 3 0.25% | 10 1.84%Tnsz | 6 1.01% | 2 0.56% | 7 0.88% | * 0.37% | 1 0.89% | - | 2 1.53%z |
| Post Office | 42 0.65% | 41 0.65% | 4 1.70%uv | 6 0.53% | 12 2.72%Tnpsuvwz | - | 7 0.64% | 6 1.12% | 1 0.17% | * 0.11% | 3 0.45% | - | - | 1 0.28% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 4
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|-------------------------|------------------|---------------|------------|-------------------------|----------------------------------|----------------------------|----------------------------|--------------------------|------------------|--------------|-------------------------|----------------------------|------------|---------------------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Utility warehouse | 26 0.41% | 26 0.42% | - | 6 0.52% | 3 0.61% | - | 3 0.25% | 1 0.26% | 2 0.29% | 1 0.14% | 1 0.08% | - | - | 3 0.65% | - |
| KCOM / Karoo / Kingston Communications | 26 0.41% | 26 0.41% | - | 6 0.56% | 4 0.90% | - | 4 0.42% | 4 0.71% | 1 0.09% | - | 5 0.63% | 1 0.41% | - | 1 0.22% | 1 0.97% |
| John Lewis Broadband | 12 0.19% | 12 0.19% | - | * 0.03% | 3 0.63% ^p | - | 1 0.05% | 4 0.72% ^{Tnps} | - | - | 3 0.34% | - | 1 0.48% | 1 0.34% | - |
| Zen Internet | 10 0.15% | 10 0.16% | - | 1 0.09% | 2 0.56% | - | 2 0.21% | - | 1 0.18% | * 0.07% | 1 0.13% | 1 0.98% ^t | - | - | - |
| Hyperoptic | 10 0.15% | 10 0.15% | - | 1 0.08% | - | - | 9 0.84% ^{Tnpw} | - | - | - | - | - | - | - | - |
| SSE | 7 0.12% | 7 0.12% | - | 1 0.13% | * 0.10% | - | - | 1 0.26% | 1 0.21% | * 0.07% | - | - | 1 1.02% ^{Tnsw} | - | - |
| Ovo | 5 0.08% | 5 0.08% | - | 3 0.23% | 1 0.13% | - | - | * 0.06% | - | - | 1 0.16% | 1 0.46% | - | - | - |
| Origin | 5 0.08% | 5 0.08% | - | 1 0.06% | - | - | - | - | 1 0.14% | 1 0.34% | - | - | - | - | 2 2.19% ^{Tnpqstuwz} |
| Community Fibre | 5 0.08% | 5 0.08% | - | 1 0.09% | - | 1 1.02% ^{su} | - | 1 0.20% | - | - | 2 0.30% | - | - | - | - |
| Onestream | 3 0.05% | 3 0.06% | - | - | - | 1 2.69% ^{Tnoppstvwz} | 1 0.05% | - | 2 0.27% | - | - | - | - | - | - |
| See The Light | 3 0.05% ⁿ | 3 0.04% | - | - | - | - | 1 0.08% | 0.07% | - | - | - | - | 1 0.48% ^p | 1 0.22% | - |
| The Phone Co-op | 3 0.04% ⁿ | 2 0.03% | - | - | - | - | 1 0.10% | - | - | * 0.09% | - | - | - | - | 1 0.54% ^{np} |
| Three | 2 0.04% | 2 0.04% | - | - | - | - | - | - | 2 0.38% ^{Tn} | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 4
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|-------------------|---------------|---------------------|--------------------|---------------------------|-----------------|------------------|-------------------|------------------|-----------------|-----------------|----------------|-------------|---------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Cuckoo Broadband | 2 0.03% | 2 0.03% | - | - | 1 0.13% | - | - | - | - | 2 0.36%Tn | - | - | - | - | - |
| Direct Save Telecom | 2 0.03% | 2 0.03% | - | - | 1 0.18% | - | - | 1 0.15% | - | - | - | - | - | - | - |
| Wightfibre | 1 0.02% | 1 0.02% | - | 1 0.07% | - | - | - | - | - | - | - | - | - | - | - |
| IDNet | 1 0.01% | 1 0.01% | - | - | 1 0.21%Tn | - | - | - | - | - | - | - | - | - | - |
| The Co-op | 1 0.01% | 1 0.01% | - | - | - | - | - | - | - | - | 1 0.07% | - | - | - | - |
| Home Telecom | 1 0.01% | 1 0.01% | - | - | - | - | 1 0.06% | - | - | - | - | - | - | - | - |
| Other answers | 31 0.48% | 31 0.48% | 2 0.77% | 1 0.09% | 1 0.19% | 3 5.61%Tnpqstu vwyz | 6 0.61% | 3 0.63% | 3 0.44% | - | 5 0.66% | 1 0.61% | - | - | 3 2.91%Tnpqsuvz |
| Don't have a landline telephone/line rental service | 1009 15.83%otz | 1004 15.93%otz | 8 3.50% | 211 18.88%Tnotwz | 86 20.18%Tnotwz | 11 22.16%oz | 158 15.30%oz | 66 11.98%oz | 115 19.17%otwz | 64 14.60%oz | 109 14.33%oz | 27 20.92%otz | 18 14.90%oz | 28 6.76% | 26 24.94%Tnostwz |
| Don't know | 85 1.34%n | 71 1.13% | - | 12 1.06% | 6 1.34% | 1 1.47% | 9 0.88% | 12 2.18%nv | 9 1.48% | 1 0.19% | 8 1.01% | 1 1.01% | 2 1.41% | 2 0.42% | 2 1.82% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 5
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | |
|-----------------|-------------------------------------|------------------------------|------------------------------|------------------------------|-------------------------------|-----------------|-------------------------------|------------------------------|------------------------------|------------------------------|------------------|-------------------|------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------------------------------------|------------------------|---------------------|-------------------------------|----------------------|---------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| BT | 1289 20.23% cdfghijkl qrs | 1264 20.79% cdfghijkl | 1119 86.19% Tacdghijkl | 17 6.10% dfgh | 11 2.55% | 5 15.00% | 39 3.10% | 13 2.20% | 28 2.04% | 11 3.01% | - | 2 1.37% | 1 1.21% | - | 674 19.61% qrs | 337 77.13% Tqrs | 316 16.81% rs | 4 2.52% | 15 1.62% | 197 17.89% | 735 21.66% T | 255 19.56% | 412 20.48% | 843 20.52% |
| Sky | 1115 17.50% bcdghijkl prs | 1099 18.08% Tbcdghijkl | 8 0.61% | 13 4.67% bdgh | 1 0.19% | 1 3.02% | 1050 84.04% Tabcdghijkl | 10 1.73% bdh | 7 0.51% | 7 1.80% dh | - | 1 1.28% | - | - | 988 28.77% Tprs | 5 1.24% | 988 51.42% Tprs | 4 2.39% | 9 1.00% | 183 15.96% | 611 18.00% | 234 17.94% | 338 16.79% | 735 17.90% |
| Virgin Media | 1029 16.15% bcdghijkl pqrs | 1024 16.85% Tbcdghijkl | 8 0.64% | 8 2.79% bfgh | 4 0.86% | 2 6.85% | 4 0.31% | 4 0.71% | 981 71.77% Tabcdghijkl | 11 3.04% bfgh | - | - | - | - | 819 23.86% Tqrs | 9 2.14% | 72 3.80% | 3 1.86% | 734 80.87% Topqr | 175 15.96% | 550 16.20% | 223 17.13% | 330 16.40% | 651 15.86% |
| TalkTalk | 549 8.62% bcdghijkl pqsv | 543 8.94% Tbcdghijkl | 9 0.71% | 5 1.83% dh | 1 0.17% | 5 15.18% | 9 0.72% | 505 83.37% Tabcdghijkl | 6 0.46% | 3 0.72% | - | - | - | - | 231 6.73% ppqs | 13 2.99% s | 82 4.37% s | 123 72.38% Tops | 11 1.18% | 108 9.86% v | 317 9.34% Tv | 83 6.35% | 182 9.06% | 342 8.33% |
| Plusnet | 369 5.80% bcdghijkl qsv | 367 6.04% Tbcdghijkl | 4 0.28% | 1 0.39% | 353 85.40% Tabcdfghijkl | - | 1 0.08% | - | 6 0.46% | 2 0.52% | - | - | - | 76 2.22% s | 7 1.50% | 53 2.80% os | 4 2.63% | 8 0.83% | 68 6.16% | 214 6.30% | 69 5.33% | 128 6.37% | 229 5.59% | |
| Vodafone | 330 5.19% bcdghijkl k | 319 5.24% Tbcdghijkl | 12 0.90% | 5 1.66% | 2 0.43% | 3 8.03% | 5 0.43% | 9 1.56% f | 12 0.91% | 269 72.47% Tabcdghijkl | - | - | - | - | 143 4.15% s | 16 3.74% | 92 4.86% s | 9 5.16% | 22 2.47% | 55 5.05% | 175 5.16% | 77 5.90% | 100 4.96% | 218 5.31% |
| EE | 246 3.86% bcdghijkl fghos | 235 3.87% Tbcdghijkl | 18 1.35% | 170 59.86% Tabcdghijkl | 3 0.77% | 2 4.74% | 25 2.03% gh | 2 0.30% | 7 0.55% | 8 2.05% gh | - | - | 1 1.27% | - | 108 3.15% s | 15 3.39% | 67 3.58% s | 5 2.75% | 14 1.53% | 59 5.37% Tu | 122 3.61% | 36 2.77% | 64 3.19% | 169 4.13% |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 5
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | |
|--|-----------------------------------|-------------------------------|------------|-----------------|-------------|-----------------|------------------|---------------|------------------|--------------|------------------|--------------------------------|--------------------------------|-----------------------|------------------|-------------------|-------------|-------------------------------------|------------------|------------------------------------|-------------------------------|----------------------|-------------------|-------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Potentially vulnerable (Using Q21) | | | Yes (w) | No (x) |
| | | | | | | | | | | | | | | | | | | | | Most vulnerable (t) | Least vulnerable (u) | Least vulnerable (v) | | |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Now TV Broadband | 100 1.57% bd fghio pq | 98 1.62% bd fgh i | - | - | - | - | 2 0.13% | - | - | - | - | 94 83.21% Tabcd fghil | - | - | 8 0.24% | - | 7 0.37% | - | - | 13 1.16% | 55 1.61% | 26 1.97% | 30 1.51% | 69 1.67% |
| Shell Energy Broadband | 51 0.80% bf hoqs | 47 0.78% bfh | - | - | 1 0.22% | - | - | - | - | - | - | - | 46 79.60% Tabcd fghik | - | 6 0.16% | - | 4 0.22% | 1 0.87% s | - | 7 0.64% | 29 0.87% | 8 0.65% | 14 0.67% | 36 0.86% |
| Post Office | 42 0.65% bu x | 42 0.69% b | 2 0.12% | 3 0.92% b | 2 0.57% | 15 47.19% | 10 0.81% b | * 0.08% | 5 0.40% | 3 0.77% | - | - | 1 2.13% cbg | - | 31 0.90% q | 4 0.84% | 10 0.51% | 8 4.51% To pqs | 10 1.07% v | 17 1.56% Tu | 13 0.38% | 6 0.50% | 22 1.07% Tx | 17 0.42% |
| Utility warehouse | 26 0.41% bh o | 26 0.43% bfh | - | - | - | - | - | 1 0.21% | - | - | - | - | 24 87.36% | 6 0.18% | - | 6 0.32% | - | - | - | 1 0.08% | 20 0.60% T | 3 0.22% | 11 0.55% | 15 0.37% |
| KCOM / Karoo / Kingston Communications | 26 0.41% bh | 26 0.42% bh | - | - | - | - | - | - | - | - | 26 75.03% | - | - | 13 0.39% | - | 13 0.71% os | - | - | - | 7 0.62% | 17 0.51% | 2 0.15% | 8 0.41% | 13 0.33% |
| John Lewis Broadband | 12 0.19% o | 12 0.20% | - | - | * 0.09% | - | - | - | - | - | - | - | - | 2 0.06% | 2 0.50% oq | - | - | - | - | 1 0.13% | 6 0.17% | 4 0.35% | 2 0.10% | 10 0.24% |
| Zen Internet | 10 0.15% o | 10 0.16% | - | - | - | - | - | - | - | - | - | - | - | 1 0.03% | - | 1 0.05% | - | - | - | 2 0.14% | 5 0.15% | 3 0.24% | 2 0.09% | 8 0.20% |
| Hyperoptic | 10 0.15% a | 7 0.11% | - | - | - | - | - | - | - | - | - | - | - | 6 0.17% | - | 3 0.18% | - | - | - | 2 0.20% | 4 0.13% | 3 0.22% | 3 0.13% | 5 0.11% |
| SSE | 7 0.12% o | 7 0.12% | - | - | - | - | - | - | - | - | - | - | - | 1 0.02% | - | 1 0.03% | - | - | - | 2 0.17% | 5 0.14% | 1 0.05% | 3 0.17% | 4 0.10% |
| Ovo | 5 0.08% | 5 0.09% | - | - | - | - | - | - | - | - | - | - | - | 2 0.06% | - | 2 0.10% | - | - | - | 2 0.16% | 2 0.06% | 1 0.11% | 3 0.16% | 2 0.05% |
| Origin | 5 0.08% | 5 0.09% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.13% | 1 0.04% | - | 2 0.11% | 3 0.07% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 5
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|---------------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|--------|---------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Community Fibre | 5 | 5 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | 2 | 2 | - | * | 4 |
| | 0.08% | 0.08% | - | - | - | - | - | - | - | - | - | - | - | - | 0.04% | - | 0.05% | - | - | 0.17% | 0.05% | - | 0.02% | 0.11% |
| Onestream | 3 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | * | 2 | - | 1 | 2 |
| | 0.05% | 0.06% | - | - | - | - | - | - | - | - | - | - | - | - | 0.02% | - | 0.03% | - | - | 0.04% | 0.07% | - | 0.05% | 0.06% |
| See The Light | 3 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | 3 | - | 3 | - | - | 1 | 2 | 1 | 1 | 2 |
| | 0.05% | 0.05% | - | - | - | - | - | - | - | - | - | - | - | - | 0.08% | - | 0.14% | - | - | 0.09% | 0.05% | 0.04% | 0.04% | 0.06% |
| The Phone Co-op | 3 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | * | 1 | - | 3 |
| | 0.04% | 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.05% | 0.01% | 0.08% | - | 0.06% |
| Three | 2 | 2 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | - | - | 1 | 1 | 1 | - |
| | 0.04% | 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | 0.03% | - | - | - | - | - | 0.04% | 0.07% | 0.07% | - |
| Cuckoo Broadband | 2 | 2 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | - | - | - | - | 1 | 2 | 1 | 2 |
| | 0.03% | 0.03% | - | - | - | - | - | - | - | - | - | - | - | - | 0.05% | - | - | - | - | - | 0.02% | 0.12% | 0.03% | 0.04% |
| Direct Save Telecom | 2 | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | * | * | - | 2 |
| | 0.03% | 0.03% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.08% | 0.01% | 0.03% | - | 0.04% |
| Wightfibre | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | - | 1 | - | 1 | - |
| | 0.02% | 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | 0.02% | - | 0.03% | - | - | - | 0.04% | - | 0.07% | - |
| IDNet | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | * | 1 |
| | 0.01% | 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.03% | - | 0.02% | 0.01% |
| The Co-op | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | * | 1 | 1 | * |
| | 0.01% | 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.01% | 0.04% | 0.03% | 0.01% |
| Home Telecom | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | 1 |
| | 0.01% | 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.02% | - | - | 0.01% |
| Other answers | 31 | 29 | - | - | 1 | - | 2 | - | 2 | 4 | - | - | * | - | 7 | - | 4 | - | 1 | 3 | 13 | 12 | 6 | 23 |
| | 0.48%bo | 0.48%b | - | - | 0.15% | - | 0.13% | - | 0.13% | 1.03%bfgh | - | - | 0.63%b | - | 0.20% | - | 0.21% | - | 0.13% | 0.23% | 0.37% | 0.91% | 0.30% | 0.56% |

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

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 5
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | | |
|---|--|---------------------------|--------------|--------------------------------|-------------|-----------------|-------------|---------------|-------------------------------------|-------------------|------------------|-------------------|---------------------|-----------------------|------------------|-------------|-------------------------------------|---------------|------------------|-------------------------------|----------------------------|----------------------|---------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Don't have a landline telephone/line rental service | 1009 15.83% a bd fg gppq rsu | 853 14.02% bd fg | 108 8.33% | 60 21.27% Ta bd fj | 32 7.74% | - | 96 7.67% | 57 9.43% | 303 22.19% T ab df g | 53 14.18% b | 8 24.13% | 15 13.62% | 8 14.08% | 3 12.64% | 286 8.33% | 27 6.29% | 164 8.70% | 8 4.93% | 79 8.69% | 173 15.76% | 473 13.93% u | 242 18.54% T | 325 16.15% | 645 15.70% |
| Don't know | 85 1.34% af hoqu | 37 0.60% | 11 0.87% | 1 0.51% | 4 0.85% | - | 7 0.54% | 3 0.43% | 8 0.59% | 1 0.40% | - | 1 0.52% | 1 1.09% | - | 19 0.56% | 1 0.23% | 13 0.69% | - | 5 0.60% | 18 1.63% u | 14 0.42% | 10 0.75% | 21 1.02% | 52 1.27% |

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



Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Table 6
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
 If you have more than one mobile phone network provider, please select the one you use most often.**
Base: All respondents

Absolutes/col percents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | Area type | | | |
|-----------------|-------------------|----------------|----------------|-------------------|-------------------|-------------------|------------------|-------------------|-------------------|-------------------|----------------|-------------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| EE | 1117 17.53%gm | 512 16.48% | 599 18.47% | 159 18.13% | 202 18.99%g | 171 17.35% | 204 18.58%g | 133 14.46% | 185 18.39%g | 63 14.90% | 311 17.92% | 330 18.38% | 237 18.32% | 239 15.45% | 641 18.15% | 476 16.75% | 881 17.13% | 236 19.18% |
| O2 | 1032 16.20%c | 495 15.91% | 537 16.56% | 95 10.77% | 174 16.31%c | 194 19.66%Tcf | 166 15.16%c | 153 16.63%c | 173 17.20%c | 78 18.55%c | 273 15.74% | 281 15.64% | 226 17.46% | 253 16.31% | 554 15.69% | 478 16.83% | 827 16.09% | 205 16.68% |
| Vodafone | 761 11.95%hmop | 389 12.52% | 371 11.45% | 123 13.95%h | 137 12.90%h | 130 13.13%h | 126 11.52% | 96 10.42% | 91 9.07% | 59 13.97%h | 204 11.76% | 258 14.37%Tjlm | 144 11.15% | 155 10.04% | 462 13.09%To | 300 10.54% | 584 11.36% | 177 14.44%Tp |
| Three | 599 9.40%hinq | 310 9.98% | 287 8.86% | 80 9.11%i | 132 12.42%Tghi | 113 11.42%Tghi | 108 9.86%i | 76 8.30%i | 72 7.14% | 18 4.26% | 154 8.87% | 145 8.09% | 130 10.03% | 170 10.99%k | 299 8.47% | 300 10.55%Tn | 514 10.00%Tq | 85 6.89% |
| Tesco Mobile | 550 8.63%acde | 229 7.38% | 319 9.84%Ta | 54 6.16% | 48 4.53% | 54 5.45% | 94 8.57%de | 101 11.01%Tcde | 133 13.26%Tcde | 65 15.46%Todef | 145 8.38% | 151 8.38% | 111 8.56% | 143 9.25% | 296 8.38% | 254 8.93% | 424 8.25% | 125 10.21% |
| Virgin Media | 436 6.84%q | 220 7.09% | 213 6.58% | 74 8.43% | 69 6.52% | 57 5.77% | 67 6.15% | 72 7.84% | 68 6.77% | 28 6.58% | 140 8.10%Tm | 117 6.53% | 92 7.11% | 86 5.56% | 258 7.30% | 178 6.27% | 392 7.62%Tq | 44 3.59% |
| giffgaff | 426 6.69%hi | 191 6.14% | 231 7.13% | 90 10.19%Telgh | 85 7.96%hi | 68 6.91%i | 74 6.77%i | 50 5.42% | 47 4.64% | 13 3.15% | 103 5.95% | 125 6.95% | 83 6.38% | 116 7.49% | 228 6.46% | 198 6.98% | 347 6.75% | 79 6.45% |
| Sky | 418 6.57% | 212 6.81% | 207 6.38% | 62 7.08% | 60 5.60% | 60 6.07% | 96 8.79%Tdegh | 54 5.88% | 60 5.92% | 27 6.40% | 118 6.83% | 100 5.59% | 90 6.93% | 110 7.11% | 219 6.20% | 200 7.03% | 344 6.69% | 74 6.06% |
| BT Mobile | 232 3.65%be | 137 4.41%Tb | 95 2.93% | 38 4.34%e | 33 3.14% | 20 2.03% | 30 2.72% | 47 5.12%Tef | 49 4.84%ef | 15 3.61% | 82 4.73%TI | 59 3.31% | 37 2.88% | 54 3.47% | 141 4.01% | 91 3.20% | 185 3.60% | 47 3.84% |
| Lebara | 143 2.25%h | 77 2.48% | 66 2.04% | 17 1.88% | 25 2.35% | 28 2.79%h | 30 2.71% | 19 2.02% | 13 1.29% | 13 3.07%h | 41 2.36% | 38 2.13% | 27 2.10% | 37 2.38% | 79 2.24% | 64 2.25% | 117 2.27% | 26 2.13% |
| ID Mobile | 127 1.99% | 58 1.88% | 69 2.12% | 14 1.55% | 19 1.77% | 25 2.49% | 22 1.97% | 21 2.33% | 22 2.21% | 5 1.14% | 36 2.09% | 33 1.85% | 26 2.00% | 32 2.05% | 69 1.97% | 58 2.03% | 106 2.06% | 21 1.74% |
| Plusnet | 118 1.85%dp | 51 1.64% | 66 2.03% | 21 2.37%d | 6 0.61% | 15 1.55% | 16 1.49% | 26 2.80%d | 24 2.35%d | 10 2.31%d | 33 1.90% | 36 1.98% | 20 1.52% | 30 1.92% | 69 1.94% | 49 1.74% | 83 1.61% | 35 2.88%Tp |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 6
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|-------------------|----------------|--------------|---------------|-----------------|------------------|---------------|--------------|----------------|-----------------|---------------|--------------|-------------|-------------|-------------|-------------|-------------|---------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Smarty | 103 1.61%bc | 62 1.99% | 41 1.26% | 6 0.69% | 21 1.96%c | 20 2.07%c | 20 1.79% | 23 2.51%Tch | 9 0.87% | 4 0.93% | 23 1.30% | 27 1.50% | 24 1.88% | 29 1.85% | 50 1.40% | 53 1.87% | 83 1.61% | 20 1.62% |
| Lycamobile | 49 0.77%hq | 29 0.92% | 21 0.64% | 10 1.13%h | 18 1.70%Tfghi | 12 1.18%hi | 4 0.36% | 4 0.45% | 2 0.16% | - | 14 0.81% | 10 0.56% | 8 0.64% | 17 1.09% | 24 0.68% | 25 0.89% | 49 0.95%Tq | 1 0.05% |
| Talk mobile | 48 0.75%l | 26 0.84% | 22 0.67% | 4 0.49% | 7 0.69% | 5 0.52% | 9 0.80% | 8 0.83% | 13 1.26% | 2 0.50% | 14 0.79% | 17 0.92% | 4 0.28% | 14 0.91% | 30 0.86% | 18 0.62% | 39 0.75% | 9 0.76% |
| Voxi | 36 0.57% | 13 0.41% | 22 0.68% | 12 1.38%Tghi | 11 1.00%gh | 5 0.53% | 6 0.53% | 1 0.10% | 2 0.17% | - | 12 0.69% | 10 0.57% | 5 0.41% | 9 0.57% | 22 0.63% | 14 0.50% | 30 0.58% | 6 0.52% |
| Asda Mobile | 36 0.57%bn | 25 0.80%b | 12 0.36% | 1 0.07% | 2 0.21% | 2 0.21% | 9 0.78% | 7 0.78% | 12 1.15%Tcde | 4 0.96%c | 6 0.35% | 7 0.41% | 8 0.61% | 15 0.96% | 14 0.38% | 23 0.80% | 28 0.54% | 9 0.69% |
| 1p Mobile | 18 0.28% | 11 0.34% | 8 0.23% | 1 0.13% | 1 0.05% | 2 0.16% | 4 0.32% | 4 0.45% | 4 0.36% | 3 0.81%cd | 3 0.20% | 4 0.24% | 4 0.31% | 6 0.40% | 8 0.22% | 10 0.36% | 13 0.25% | 5 0.41% |
| Utility Warehouse | 13 0.21%a | 1 0.04% | 12 0.38%Ta | - | 2 0.23% | - | 3 0.30% | 2 0.20% | 6 0.57%Te | - | 5 0.27% | 6 0.32% | 1 0.07% | 2 0.13% | 10 0.29% | 3 0.10% | 10 0.19% | 3 0.28% |
| Talk Talk | 11 0.17% | 5 0.16% | 6 0.17% | - | - | - | 1 0.05% | 6 0.61%Tde | 2 0.21% | 2 0.55%ede | 1 0.05% | 6 0.34% | 2 0.18% | 1 0.08% | 7 0.20% | 4 0.13% | 11 0.20% | - |
| CMLink | 6 0.10% | 2 0.06% | 4 0.13% | 4 0.51%T | 1 0.11% | - | 1 0.05% | - | - | - | 1 0.07% | 5 0.28%T | - | - | 6 0.18% | - | 5 0.10% | 1 0.09% |
| CTExcel | 3 0.04% | 1 0.03% | 2 0.05% | 3 0.31%T | - | - | - | - | - | - | - | 2 0.12% | - | - | 3 0.08% | - | 3 0.05% | - |
| T-Mobile | 2 0.04% | 2 0.07% | - | - | 1 0.12% | 1 0.11% | - | - | - | - | - | 1 0.07% | - | 1 0.07% | 1 0.04% | 1 0.04% | 2 0.05% | - |
| Ecotalk | 2 0.03% | 1 0.04% | 1 0.02% | - | - | - | 1 0.06% | 1 0.06% | 1 0.06% | - | 1 0.04% | - | 1 0.04% | 1 0.04% | 1 0.02% | 1 0.04% | 2 0.03% | - |
| RWG Mobile | 1 0.02% | 1 0.04% | - | - | 1 0.04% | 1 0.09% | - | - | - | - | - | 1 0.08% | - | - | 1 0.04% | - | 1 0.03% | - |
| Other answers | 18 0.28% | 9 0.27% | 9 0.27% | 5 0.52% | 1 0.11% | 1 0.06% | 2 0.17% | 4 0.40% | 3 0.29% | 3 0.70%e | 3 0.15% | 4 0.21% | 4 0.31% | 7 0.48% | 6 0.18% | 11 0.40% | 15 0.29% | 3 0.25% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 6
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | Social Grade | | | | | Area type | | | |
|------------------------------|---------------------------|-------------|---------------|-------------------------|--------------|--------------|--------------|--------------------------|-----------------------------|-----------------------------|------------|-------------|-------------|--------------------------|-------------|-------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Don't have a personal mobile | 44 0.69% ^{ce} | 25 0.82% | 18 0.57% | - | 2 0.19% | 1 0.07% | 4 0.34% | 8 0.92% ^{ce} | 18 1.83% ^{Tdef} | 11 2.55% ^{Tdef} | 7 0.39% | 13 0.71% | 13 1.01% | 12 0.75% | 20 0.55% | 25 0.87% | 31 0.61% | 13 1.04% |
| Don't know | 23 0.37% | 16 0.53% | 7 0.21% | 7 0.82% ^h | 5 0.48% | 4 0.41% | 2 0.17% | 4 0.43% | - | 1 0.30% | 4 0.23% | 8 0.46% | 1 0.06% | 10 0.66% ^l | 12 0.35% | 11 0.39% | 21 0.41% | 2 0.20% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 7
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-----------------|-----------------------------|----------------------------|----------------------------|---------------------------|-----------------------------|------------------------------|----------------------------|----------------------------|-----------------------------|------------------------------|-----------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|----------------------------|------------------------------|-----------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| EE | 1117 17.53% ^d | 949 17.75% ^d | 83 15.70% | 66 21.81% ^d | 19 9.77% | 83 15.70% | 47 18.71% ^p | 125 17.72% ^p | 84 16.16% | 130 23.33% ^{Teg} | 92 20.15% ^p | 66 21.81% ^{inp} | 93 15.57% | 149 17.76% ^p | 134 15.39% | 94 17.27% ^p | 19 9.77% | 964 17.66% | 140 16.51% |
| O2 | 1032 16.20% ^c | 847 15.85% ^c | 96 18.05% ^c | 32 10.66% | 57 29.73% ^{Tab} | 96 18.05% ^{hik} | 40 15.97% | 114 16.17% ⁱ | 63 12.10% | 64 11.51% | 88 19.16% ^{hik} | 32 10.66% | 111 18.46% ^{hik} | 151 18.00% ^{hik} | 140 16.04% ⁱ | 77 14.08% | 57 29.73% ^{Tef} | 911 16.69% ^{Tr} | 110 12.95% |
| Vodafone | 761 11.95% ⁱ | 641 11.99% | 66 12.40% | 29 9.67% | 25 13.27% ^c | 66 12.40% ⁱ | 26 10.12% | 83 11.73% ⁱ | 73 13.99% ^{ij} | 37 6.63% | 42 9.26% | 29 9.67% | 59 9.91% | 101 11.97% ⁱ | 144 16.49% ^{Tig} | 77 14.18% ^{ij} | 25 13.27% ⁱ | 647 11.84% | 110 13.00% |
| Three | 599 9.40% ^q | 499 9.34% | 58 10.93% | 27 9.03% | 14 7.45% | 58 10.93% | 27 10.57% | 71 10.05% | 51 9.81% | 55 9.80% | 35 7.71% | 27 9.03% | 50 8.36% | 82 9.75% | 84 9.59% | 45 8.27% | 14 7.45% | 482 8.82% | 111 13.02% ^{Tq} |
| Tesco Mobile | 550 8.63% ^{ai} | 434 8.11% | 62 11.68% ^{Ta} | 31 10.34% | 22 11.73% | 62 11.68% ^{Thim} | 23 9.11% | 57 8.15% | 35 6.71% | 33 5.96% | 40 8.70% | 31 10.34% ⁱ | 61 10.12% ^{im} | 54 6.48% | 83 9.55% ⁱ | 47 8.66% | 22 11.73% ^{im} | 514 9.42% ^{Tr} | 30 3.48% |
| Virgin Media | 436 6.84% ^{be} | 392 7.34% ^{Tb} | 22 4.08% | 13 4.25% | 9 4.71% | 22 4.08% | 25 9.94% ^{eko} | 47 6.73% | 35 6.71% | 53 9.45% ^{Teko} | 28 6.11% | 13 4.25% | 50 8.34% ^{eko} | 71 8.46% ^{eko} | 59 6.81% | 24 4.40% | 9 4.71% | 371 6.79% | 63 7.45% |
| giffgaff | 426 6.69% ^q | 357 6.68% | 33 6.22% | 27 8.77% | 10 5.20% | 33 6.22% | 16 6.49% | 39 5.56% | 51 9.89% ^{Tgmn} | 40 7.14% | 32 6.99% | 27 8.77% ⁿ | 46 7.63% | 50 5.95% | 44 5.06% | 38 7.05% | 10 5.20% | 328 6.00% | 94 11.07% ^{Tq} |
| Sky | 418 6.57% ⁿ | 345 6.45% | 26 4.80% | 25 8.24% | 23 12.01% ^{Tab} | 26 4.80% | 13 5.03% | 40 5.68% | 39 7.56% ⁿ | 47 8.47% ^{en} | 32 7.10% | 25 8.24% ⁿ | 48 8.08% ⁿ | 48 5.67% | 38 4.37% | 39 7.18% | 23 12.01% ^{Telg} | 371 6.79% | 46 5.39% |
| BT Mobile | 232 3.65% | 191 3.57% | 26 4.91% | 11 3.62% | 4 2.29% | 26 4.91% | 9 3.53% | 19 2.66% | 29 5.51% ^{Tgi} | 15 2.73% | 13 2.92% | 11 3.62% | 18 3.03% | 38 4.52% | 28 3.26% | 22 3.97% | 4 2.29% | 206 3.77% | 26 3.10% |
| Lebara | 143 2.25% | 123 2.31% | 11 2.15% | 8 2.57% | 1 0.42% | 11 2.15% | 8 3.01% | 19 2.67% | 9 1.75% | 8 1.36% | 7 1.60% | 8 2.57% | 19 3.14% | 13 1.54% | 30 3.44% ^{im} | 11 2.03% | 1 0.42% | 123 2.26% | 20 2.34% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 7
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-------------------|---------------------------|--------------|--------------|------------|------------|-------------------------|----------------|--------------------------|--------------------------|---------------------------|-------------------------|-------------------------|--------------------|-------------------------------|----------------|-------------------------------|----------------|--------------|---------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| ID Mobile | 127 1.99% ^l | 111 2.08% | 6 1.11% | 9 3.08% | 1 0.48% | 6 1.11% | 4 1.42% | 15 2.10% ^l | 16 3.07% ^l | 17 3.13% ^{el} | 10 2.10% | 9 3.08% ^l | 3 0.57% | 16 1.94% | 18 2.01% | 12 2.26% ^l | 1 0.48% | 111 2.03% | 16 1.85% |
| Plusnet | 118 1.85% | 102 1.91% | 11 2.02% | 3 1.08% | 2 0.90% | 11 2.02% | 1 0.33% | 14 2.02% | 10 2.00% | 14 2.59% ^m | 10 2.20% | 3 1.08% | 12 1.92% | 7 0.88% | 13 1.45% | 21 3.82% ^{Tfkm n} | 2 0.90% | 102 1.87% | 12 1.42% |
| Smarty | 103 1.61% | 85 1.59% | 10 1.93% | 6 2.03% | 1 0.47% | 10 1.93% | 4 1.48% | 18 2.55% ^m | 5 0.90% | 14 2.55% ^m | 7 1.56% | 6 2.03% | 7 1.15% | 8 0.96% | 13 1.51% | 9 1.73% | 1 0.47% | 91 1.66% | 11 1.28% |
| Lycamobile | 49 0.77% ^q | 43 0.80% | 3 0.48% | 4 1.24% | - | 3 0.48% | - | 2 0.25% | 2 0.31% | 8 1.37% ^o | 7 1.43% ^o | 4 1.24% ^o | 2 0.33% | 17 1.99% ^{Tghl o} | 7 0.78% | - | - | 25 0.46% | 24 2.84% ^{Tq} |
| Talk mobile | 48 0.75% | 39 0.74% | 7 1.28% | 1 0.27% | 1 0.51% | 7 1.28% ^h | 2 0.73% | 10 1.47% ^h | * 0.05% | 1 0.24% | 2 0.53% | 1 0.27% | 3 0.57% | 6 0.74% | 6 0.67% | 8 1.42% ^h | 1 0.51% | 46 0.84% | 2 0.27% |
| Voxi | 36 0.57% | 33 0.62% | 2 0.39% | 1 0.45% | - | 2 0.39% | 3 1.11% | 6 0.85% | 4 0.76% | 6 1.07% | 1 0.17% | 1 0.45% | 1 0.11% | 4 0.43% | 5 0.55% | 4 0.82% | - | 29 0.54% | 4 0.48% |
| Asda Mobile | 36 0.57% | 29 0.55% | 3 0.54% | 4 1.31% | - | 3 0.54% | - | 5 0.72% | 3 0.49% | 4 0.64% | * 0.10% | 4 1.31% | 3 0.55% | 2 0.28% | 10 1.13% | 2 0.41% | - | 30 0.55% | 2 0.22% |
| 1p Mobile | 18 0.28% | 16 0.30% | - | 1 0.20% | 1 0.77% | - | 2 0.80% | 2 0.33% | - | 2 0.36% | 1 0.16% | 1 0.20% | 2 0.27% | 2 0.29% | 4 0.42% | 1 0.22% | 1 0.77% | 17 0.31% | 1 0.11% |
| Utility Warehouse | 13 0.21% | 13 0.24% | - | * 0.16% | - | - | - | 2 0.27% | - | 2 0.38% | - | * 0.16% | 3 0.49% | 2 0.28% | 2 0.23% | 2 0.28% | - | 12 0.22% | 1 0.13% |
| Talk Talk | 11 0.17% | 10 0.19% | - | - | 1 0.27% | - | - | 2 0.32% | - | 1 0.21% | 1 0.12% | - | 1 0.21% | 3 0.33% | 1 0.12% | 1 0.16% | 1 0.27% | 8 0.15% | 2 0.26% |
| CMLink | 6 0.10% ^q | 5 0.09% | 1 0.14% | 1 0.23% | - | 1 0.14% | - | 1 0.17% | - | * 0.08% | - | 1 0.23% | - | 2 0.28% | - | 1 0.14% | - | - | 6 0.73% ^{Tq} |
| CTExcel | 3 0.04% | 1 0.03% | 1 0.23% | - | - | 1 0.23% | - | - | - | - | * 0.10% | - | - | 1 0.12% | - | - | - | - | 3 0.32% ^{Tq} |
| T-Mobile | 2 0.04% | 2 0.04% | - | - | - | - | - | 1 0.18% | - | - | 1 0.23% | - | - | - | - | - | - | 2 0.04% | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Prepared by Yonder



Reasons to Complain Survey
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Absolutes/col percents

Table 7
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

| | Country | | | | Region | | | | | | | | | | Ethnicity | | | | |
|------------------------------|--------------|-------------|--------------|------------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|------------|-------------|------------|----------------|----------------|----------------|-------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Ecotalk | 2 0.03% | 1 0.02% | - | 1 0.17% | - | - | - | - | 1 0.12% | - | - | 1 0.17% | - | - | - | 1 0.11% | - | 2 0.03% | - |
| RWG Mobile | 1 0.02% | 1 0.02% | - | * 0.16% | - | - | - | - | - | 1 0.16% | - | * 0.16% | - | - | - | - | - | - | 1 0.16%q |
| Other answers | 18 0.28%q | 16 0.30% | 2 0.31% | - | - | 2 0.31% | 1 0.26% | 3 0.44% | 3 0.61% | - | 2 0.50% | - | - | 3 0.36% | * 0.04% | 4 0.65% | - | 10 0.19% | 8 0.88%Tq |
| Don't have a personal mobile | 44 0.69% | 39 0.73% | 3 0.57% | 2 0.67% | - | 3 0.57% | 1 0.36% | 4 0.58% | 5 0.94% | 4 0.63% | 4 0.94% | 2 0.67% | 5 0.89% | 4 0.49% | 8 0.91% | 4 0.73% | - | 43 0.78% | 1 0.15% |
| Don't know | 23 0.37% | 23 0.43% | 1 0.10% | - | - | 1 0.10% | 3 1.01% | 4 0.62% | 3 0.55% | 1 0.19% | 1 0.14% | - | 2 0.30% | 4 0.51% | 4 0.51% | 1 0.17% | - | 18 0.33% | 5 0.56% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 8
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------|------------------------------------|----------------------------------|------------------------------------|-------------------------------------|--------------------------------|-----------------|-----------------------------------|--------------------------------|------------------------------------|----------------------------------|-----------------|-----------------------------------|---------------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| EE | 1117 17.53% ^{adlfghik} | 894 16.94% ^{cdlghik} | 255 19.75% ^{Tadlghik} | 162 65.74% ^{Tabdfghikl} | 44 11.86% ⁱ | 6 14.14% | 159 14.25% ⁱ | 72 13.04% ⁱ | 141 13.69% ⁱ | 16 4.87% | 6 23.84% | 8 8.36% | 11 20.76% ⁱ | 6 21.94% |
| O2 | 1032 16.20% ^{cil} | 865 16.39% ^{cil} | 215 16.68% ^{cil} | 22 8.93% | 58 15.75% ^{cil} | 7 15.83% | 199 17.88% ^{cil} | 107 19.44% ^{cil} | 182 17.70% ^{cil} | 29 8.78% | 4 16.76% | 16 15.97% | 3 4.98% | 3 9.76% |
| Vodafone | 761 11.95% ^{ckf} | 645 12.22% ^{ckf} | 137 10.65% ^{ck} | 8 3.32% | 34 9.13% ^{ck} | 3 8.16% | 110 9.85% ^{ck} | 61 11.04% ^{ck} | 110 10.70% ^{ck} | 154 46.67% ^{Tabcdfg} | 5 18.36% | 3 2.51% | 7 13.17% ^{ck} | 1 2.26% |
| Three | 599 9.40% ^{ac} | 475 9.00% ^c | 101 7.81% ^c | 9 3.48% | 27 7.39% | 1 2.39% | 104 9.33% ^c | 70 12.81% ^{Tabcdi} | 108 10.52% ^{ci} | 19 5.85% | 1 2.09% | 18 17.57% ^{Tabcdfi} | 6 11.86% ^c | 2 6.68% |
| Tesco Mobile | 550 8.63% ^c | 472 8.94% ^{ci} | 110 8.57% ^c | 9 3.84% | 40 10.75% ^{ci} | 6 14.76% | 111 9.95% ^{ci} | 60 10.87% ^{ci} | 79 7.71% | 18 5.35% | 4 14.92% | 11 11.32% ^c | 10 19.80% ^{Tabcfhi} | 1 5.49% |
| Virgin Media | 436 6.84% ^{bdf} | 371 7.04% ^{bcd} | 44 3.39% | 8 3.17% | 11 2.87% | 1 1.18% | 21 1.89% | 28 5.11% ^f | 236 22.89% ^{Tabcdfigi} | 15 4.63% ^f | - | 2 1.67% | 2 4.80% | 1 2.24% |
| giffgaff | 426 6.69% ^{afh} | 335 6.34% ^{fh} | 82 6.33% | 11 4.31% | 44 11.78% ^{Tabcfh} | 12 27.84% | 50 4.51% | 41 7.46% ^f | 48 4.70% | 24 7.41% | 4 14.62% | 5 5.08% | 3 5.27% | 3 9.91% |
| Sky | 418 6.57% ^{bdgh} | 388 7.36% ^{Tbdghi} | 27 2.12% | 11 4.28% ^h | 9 2.45% | 1 2.78% | 294 26.38% ^{Tabcdghi} | 15 2.77% ^h | 10 0.94% | 13 3.87% ^h | 1 3.60% | 2 2.32% | - | 3 10.33% |
| BT Mobile | 232 3.65% ^{dfgh} | 224 4.25% ^{Tcdfgh} | 193 14.94% ^{Tacdfighi} | 3 1.30% ^{fh} | 5 1.37% ^{fh} | 4 9.49% | 2 0.16% | 4 0.79% | 2 0.15% | 8 2.45% ^{fh} | - | 2 1.88% ^{fh} | - | - |
| Lebara | 143 2.25% ^{cf} | 109 2.06% ^f | 27 2.07% ^f | - | 15 3.95% ^{acfh} | 1 1.73% | 4 0.39% | 15 2.81% ^{cf} | 17 1.69% ^f | 14 4.19% ^{Tacfh} | - | 12 11.78% ^{Tabcdfigh} | 4 7.66% ^{Tabcfh} | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 8
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
If you have more than one mobile phone network provider, please select the one you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------|-----------------------|---------------------|-------------|------------|----------------------|-----------------|-------------|------------------|------------------|---------------|-----------------|--------------------|-----------------------------|--------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utili-ity Ware-house (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| iD Mobile | 127 1.99%f | 99 1.88%f | 24 1.83% | 3 1.02% | 6 1.57% | - | 11 0.98% | 17 3.15%af | 27 2.61%f | 4 1.24% | 1 2.01% | 5 4.62%f | * 0.92% | - |
| Plusnet | 118 1.85%bf | 99 1.87%bf | 14 1.06% | 1 0.37% | 42 11.30%Tabcfghi | - | 8 0.75% | 5 0.92% | 17 1.61% | 4 1.26% | - | 5 4.80%bcfg | 1 2.06% | - |
| Smarty | 103 1.61%abf | 75 1.42%f | 12 0.90% | - | 12 3.26%Tabcfli | - | 7 0.58% | 14 2.48%bcfl | 18 1.72%f | 1 0.22% | 1 3.81% | 4 4.48%abcfl | 2 3.09%cfli | - |
| Lycamobile | 49 0.77% | 38 0.71% | 9 0.71% | - | 5 1.36% | - | 6 0.51% | 4 0.76% | 5 0.50% | 4 1.18% | - | - | - | - |
| Talk mobile | 48 0.75% | 40 0.76% | 6 0.45% | 1 0.25% | 4 1.10% | - | 8 0.68% | 11 2.09%Tabfh | 6 0.57% | 2 0.45% | - | - | 2 3.57%Tabcfhi | * 1.40% |
| Voxi | 36 0.57%a | 23 0.43% | 7 0.58% | - | 3 0.86% | - | 4 0.34% | 1 0.21% | 1 0.13% | 2 0.46% | - | 4 3.83%Tabcfghi | - | - |
| Asda Mobile | 36 0.57% | 26 0.49% | 9 0.68% | - | 2 0.51% | - | 4 0.33% | 4 0.71% | 7 0.65% | - | - | - | - | - |
| 1p Mobile | 18 0.28% | 14 0.26% | 4 0.31% | - | 5 1.29%Taifgh | - | 1 0.07% | 1 0.12% | 2 0.16% | - | - | 1 0.83% | * 0.77% | - |
| Utility Warehouse | 13 0.21% | 10 0.19% | - | - | - | - | - | - | 2 0.21% | - | - | - | - | 8 29.98% |
| Talk Talk | 11 0.17% | 11 0.20% | 1 0.08% | - | 1 0.16% | - | 2 0.15% | 6 1.12%Tabfh | - | 1 0.32% | - | - | - | - |
| CMLink | 6 0.10% | 4 0.07% | - | - | - | - | 1 0.06% | 1 0.14% | - | 1 0.31% | - | - | - | - |
| CTExcel | 3 0.04%a | * 0.01% | - | - | - | - | * 0.04% | - | - | - | - | - | - | - |
| T-Mobile | 2 0.04% | 2 0.04% | - | - | - | - | - | 1 0.19% | 1 0.12% | - | - | - | - | - |
| Ecotalk | 2 0.03% | 1 0.02% | - | - | - | - | - | 1 0.09% | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 8
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
 If you have more than one mobile phone network provider, please select the one you use most often.**
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------------------|-----------------------|---------------------|-------------|--------|----------------|-----------------|------------|---------------|------------------|--------------|-----------------|---------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| RWG Mobile | 1 0.02% | 1 0.02% | - | - | - | - | - | - | 1 0.09% | - | - | - | - | - |
| Other answers | 18 0.28%a | 11 0.21% | 3 0.23% | - | - | - | 1 0.10% | 1 0.27% | 2 0.24% | - | - | 2 2.20%Tabcdfghi | - | - |
| Don't have a personal mobile | 44 0.69% | 40 0.76% | 12 0.94% | - | 1 0.29% | 1 1.69% | 9 0.80% | 7 1.28% | 6 0.62% | 1 0.35% | - | 1 0.76% | 1 1.30% | - |
| Don't know | 23 0.37%a | 9 0.17% | 2 0.17% | - | 4 1.01%abfh | - | - | 2 0.32% | 1 0.08% | 1 0.15% | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 9
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
 If you have more than one mobile phone network provider, please select the one you use most often.**
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------|---------------------|------------------|-----------------|-----------------|-----------------|----------------|-----------------|------------------|-----------------|------------------|-----------------|---------------|--------------|------------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| EE | 1117 | 1117 | - | 1117 | - | - | - | - | - | - | - | - | - | - | - |
| | 17.53% vwxyzA | 17.72% yzA | - | 100.00% xyzA | - | - | - | - | - | - | - | - | - | - | - |
| O2 | 1032 | 1032 | - | - | - | - | 1032 | - | - | - | - | - | - | - | - |
| | 16.20% vwxyzA | 16.37% yzA | - | - | - | - | 100.00% xyzA | - | - | - | - | - | - | - | - |
| Vodafone | 761 | 761 | - | - | - | - | - | - | - | - | 761 | - | - | - | - |
| | 11.95% vwxyzA | 12.08% yzA | - | - | - | - | - | - | - | - | 100.00% xyzA | - | - | - | - |
| Three | 599 | 599 | - | - | - | - | - | - | 599 | - | - | - | - | - | - |
| | 9.40% vwxyzA | 9.50% zA | - | - | - | - | - | - | 100.00% xyzA | - | - | - | - | - | - |
| Tesco Mobile | 550 | 550 | - | - | - | - | - | 550 | - | - | - | - | - | - | - |
| | 8.63% vwxyzA | 8.72% A | - | - | - | - | - | 100.00% xyzA | - | - | - | - | - | - | - |
| Virgin Media | 436 | 436 | - | - | - | - | - | - | - | 436 | - | - | - | - | - |
| | 6.84% vwxyzA | 6.91% A | - | - | - | - | - | - | - | 100.00% xyzA | - | - | - | - | - |
| giffgaff | 426 | 426 | - | - | 426 | - | - | - | - | - | - | - | - | - | - |
| | 6.69% vwxyzA | 6.76% A | - | - | 100.00% xyzA | - | - | - | - | - | - | - | - | - | - |
| Sky | 418 | 418 | - | - | - | - | - | - | - | - | - | - | - | 418 | - |
| | 6.57% vwxyzA | 6.64% A | - | - | - | - | - | - | - | - | - | - | - | 100.00% wxyzA | - |
| BT Mobile | 232 | 232 | 232 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 3.65% z | 3.69% vwz | 100.00% xyzA | - | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 9
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
 If you have more than one mobile phone network provider, please select the one you use most often.**
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------|---------------------|------------------|---------------|--------|---------------|---------------------------|--------|------------------|-----------|------------------|--------------|---------------------------|---------------------------|---------|----------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Lebara | 143 | 143 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 2.25%opqstuv wz | 2.27%opqstuv | 2.27%opqstuv | - | - | - | - | - | - | - | - | - | - | - | - | - |
| iD Mobile | 127 | 127 | - | - | - | - | - | - | - | - | - | 127 | - | - | - |
| 1.99%pqstuvw z | 2.02%pqstuvw | 2.02%pqstuvw | - | - | - | - | - | - | - | - | - | 100.00%Tnopqrstuv wyzA | - | - | - |
| Plusnet | 118 | 118 | - | - | - | - | - | - | - | - | - | - | 118 | - | - |
| 1.85%pqstuvw z | 1.87%pqstuvw | 1.87%pqstuvw | - | - | - | - | - | - | - | - | - | - | 100.00%Tnopqrstuv wxzA | - | - |
| Smarty | 103 | 103 | - | - | - | - | - | - | - | - | - | - | - | - | 103 |
| 1.61%pqstuvw z | 1.63%pqstuvw | 1.63%pqstuvw | - | - | - | - | - | - | - | - | - | - | - | - | 100.00%Tnopqrstuvwxy |
| Lycamobile | 49 | 49 | - | - | - | 49 | - | - | - | - | - | - | - | - | - |
| 0.77%psw | 0.78%psw | 0.78%psw | - | - | - | 100.00%Tnopqstuvw xyzA | - | - | - | - | - | - | - | - | - |
| Talk mobile | 48 | 48 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0.75%psw | 0.76%psw | 0.76%psw | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Voxi | 36 | 36 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0.57%ps | 0.58%ps | 0.58%ps | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Asda Mobile | 36 | 36 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0.57%ps | 0.58%ps | 0.58%ps | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 1p Mobile | 18 | 18 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0.28% | 0.29% | 0.29% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Utility Warehouse | 13 | 13 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0.21% | 0.21% | 0.21% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Talk Talk | 11 | 11 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0.17% | 0.17% | 0.17% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| OMLink | 6 | 6 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 0.10% | 0.10% | 0.10% | - | - | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 9
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
 If you have more than one mobile phone network provider, please select the one you use most often.**
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------------------|-----------------------------|------------------|---------------|--------|---------------|-----------------|--------|------------------|-----------|------------------|---------------|---------------|--------------|---------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| CTExcel | 3 0.04% | 3 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| T-Mobile | 2 0.04% | 2 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Ecotalk | 2 0.03% | 2 0.03% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| RWG Mobile | 1 0.02% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Other answers | 18 0.28% | 18 0.28% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Don't have a personal mobile | 44 0.69% ^{npsw} | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Don't know | 23 0.37% ⁿ | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 10
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
 If you have more than one mobile phone network provider, please select the one you use most often.**
 Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|-----------------|-----------------------------------|----------------------------------|-------------------------------|-------------------------------------|-----------------------------------|-----------------|-------------------------------------|------------------------------|-------------------------------------|-------------------------------------|------------------|------------------------|-------------------------------|-----------------------|-------------------------------|------------------|--------------------------------|------------------------|--------------------------------|-------------------------------------|----------------------------|----------------------|--------------------------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| EE | 1117 17.53% d ghis | 1067 17.55% d ghi | 262 20.18% T adlghik | 181 63.95% T abdfghi kl | 48 11.70% i | 4 12.28% | 205 16.43% d gi | 72 11.96% i | 198 14.50% i | 25 6.77% | 8 24.18% | 12 10.22% | 12 20.93% i | 6 20.91% | 592 17.24% s | 82 18.73% | 345 18.34% s | 22 12.64% | 132 14.57% | 176 15.99% | 598 17.63% | 237 18.19% | 337 16.75% | 731 17.79% |
| O2 | 1032 16.20% c ii | 996 16.38% c ii | 214 16.50% c i | 24 8.43% | 65 15.81% c i | 10 29.98% | 226 18.06% c ii | 119 19.68% T acl | 244 17.88% c ii | 42 11.22% | 4 11.10% | 19 17.07% c i | 3 5.44% | * | 569 16.57% | 60 13.67% | 338 17.94% | 30 17.54% | 135 14.91% | 161 14.65% | 547 16.11% | 239 18.32% | 312 15.51% | 685 16.69% |
| Vodafone | 761 11.95% c fk | 722 11.88% c fk | 132 10.15% c | 10 3.66% | 37 8.90% c | 4 11.59% | 125 9.97% c | 63 10.48% c k | 149 10.94% c k | 163 44.01% T abodfgh kl | 5 14.10% | 4 3.71% | 5 9.13% | 1 2.16% | 420 12.22% | 42 9.67% | 242 12.86% | 26 15.53% | 106 11.68% | 137 12.44% | 386 11.38% | 173 13.30% | 223 11.06% | 514 12.51% |
| Three | 599 9.40% c | 562 9.25% c | 108 8.30% | 13 4.50% | 32 7.70% | * 0.97% | 106 8.46% | 87 14.32% T abcdfhi | 140 10.23% c | 24 6.36% | 1 1.60% | 15 13.28% c i | 7 12.26% c | 2 8.25% | 306 8.91% | 36 8.21% | 152 8.09% | 25 14.82% T o | 86 9.52% | 102 9.30% | 317 9.35% | 120 9.20% | 185 9.18% | 380 9.25% |
| Tesco Mobile | 550 8.63% c h iv | 522 8.59% c h i | 125 9.67% c h i | 13 4.58% | 44 10.72% c h i | 3 8.16% | 121 9.66% c h i | 65 10.77% c h i | 92 6.76% | 18 4.91% | 4 11.46% | 11 9.80% | 10 16.55% T a chi | 1 5.23% | 290 8.45% | 35 8.08% | 166 8.80% | 13 7.87% | 75 8.31% | 85 7.77% | 332 9.77% T v | 84 6.44% | 180 8.92% | 356 8.67% |
| Virgin Media | 436 6.84% b c dfq | 430 7.07% T b cdf | 45 3.43% f | 3 0.97% | 9 2.21% | 4 12.56% | 24 1.93% | 35 5.85% b c df | 277 20.25% T a bcdgijkl | 16 4.36% c f | 1 4.28% | 2 2.19% | 2 4.20% | 1 2.13% | 297 8.64% T q | 29 6.66% q | 55 2.94% | 8 4.60% | 201 22.12% T o pqr | 82 7.50% | 220 6.49% | 96 7.36% | 161 8.02% T x | 263 6.42% |
| giffgaff | 426 6.69% a f oqu | 395 6.50% f | 76 5.87% | 15 5.33% | 46 11.25% T a bcdfghi | 5 15.06% | 63 5.00% | 43 7.15% | 80 5.84% | 23 6.23% | 5 13.51% | 8 7.34% | 5 8.62% | 3 9.45% | 180 5.25% q | 32 7.33% q | 76 4.02% | 14 8.11% q | 58 6.36% q | 103 9.41% T u | 196 5.77% | 91 7.02% | 150 7.46% | 262 6.37% |
| Sky | 418 6.57% b c dghilps | 411 6.76% T b cdghil | 29 2.26% h | 7 2.50% h | 10 2.36% h | 1 3.64% | 310 24.78% T a bcdghikl | 15 2.44% h | 12 0.87% | 13 3.61% h | 3 7.99% | 2 2.04% | - | 3 9.85% | 360 10.47% T p rs | 4 0.97% | 340 18.08% T o prs | 6 3.34% s | 9 1.02% | 89 8.13% | 221 6.51% | 77 5.89% | 145 7.22% | 250 6.09% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

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**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?
 If you have more than one mobile phone network provider, please select the one you use most often.**
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | |
|---------------|---------------------------|-----------------------|-----------------------------|-----------------|---------------------------|-----------------|-------------|------------------------|-------------------|-------------------|------------------|-----------------------------|------------------------|-------------------------|---------------------|-----------------------|-------------|-------------------------------------|-------------------|----------------------|-------------------------------|-----------------------|-------------|--------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (l) | Now Broad-band (k) | Shell Energy (l) | Util-ity Ware-house (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vul-nerable (t) | Poten-tially vul-nerable (u) | Least vul-nerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| BT Mobile | 232 3.65%fg hiqs | 232 3.81%T fghi | 191 14.75%Ta cdfghikl | 4 1.51% f | 11 2.64%fg h | 1 3.54% | 4 0.29% | 3 0.48% | 7 0.54% | 5 1.32% f | - | 2 1.66% | - | - | 137 3.99%q rs | 90 20.65%To qrs | 34 1.80% | 1 0.70% | 12 1.30% | 42 3.81% | 134 3.95% | 36 2.80% | 81 4.03% | 144 3.49% |
| Lebara | 143 2.25%fo q | 137 2.26% f | 23 1.79% f | 2 0.79% | 17 4.12%Tabcf | - | 6 0.47% | 16 2.64% f | 32 2.38% f | 14 3.78% cf | - | 13 11.47%Ta bcdfghi | 4 6.70%Tabcf h | - | 40 1.17% | 4 0.87% | 17 0.89% | 4 2.25% | 16 1.75% | 17 1.55% | 78 2.31% | 32 2.43% | 40 1.98% | 96 2.34% |
| ID Mobile | 127 1.99% f | 125 2.06% f | 23 1.76% | 3 0.89% | 9 2.10% | - | 11 0.87% | 19 3.15% f | 38 2.78% f | 7 1.89% | 1 1.54% | 5 4.08% f | 1 2.32% | - | 60 1.74% | 7 1.55% | 27 1.41% | 5 2.88% | 22 2.37% | 23 2.09% | 71 2.09% | 23 1.79% | 46 2.28% | 79 1.92% |
| Plusnet | 118 1.85% bf opq | 116 1.92% bf | 14 1.07% | 4 1.55% | 46 11.11%Tabcf ghi | - | 9 0.76% | 5 0.83% | 17 1.28% | 4 1.12% | - | 5 4.64% bf ghi | 3 4.76% bfgh | - | 37 1.06% | - | 21 1.13% | - | 12 1.32% p | 12 1.11% | 61 1.81% | 42 3.21% Tt | 38 1.87% | 75 1.82% |
| Smarty | 103 1.61% fo q | 96 1.57% f | 14 1.06% | - | 13 3.15% Tabcf i | - | 9 0.74% | 15 2.40% cf i | 27 1.97% cf | 1 0.37% | 1 2.93% | 3 2.50% c | 2 2.70% c | - | 33 0.97% q | 2 0.55% | 10 0.51% | 4 2.63% q | 16 1.80% oq | 15 1.36% | 61 1.78% | 15 1.16% | 36 1.77% | 62 1.52% |
| Lycamobile | 49 0.77% f | 45 0.74% f | 8 0.59% | 2 0.55% | 6 1.45% f | - | 2 0.15% | 9 1.53% af | 8 0.58% | 5 1.27% f | - | - | 1 1.44% f | - | 25 0.72% | 3 0.61% | 14 0.74% | 2 1.05% | 5 0.55% | 15 1.36% | 24 0.72% | 7 0.55% | 12 0.59% | 37 0.91% |
| Talk mobile | 48 0.75% | 45 0.75% | 6 0.45% | 2 0.64% | 4 0.99% | - | 8 0.60% | 10 1.70% Ta | 10 0.73% | 2 0.65% | - | - | 2 3.12% Ta bf | 1.33% | 28 0.82% | 4 0.93% | 10 0.55% | 6 3.26% To qs | 8 0.89% | 4 0.40% | 30 0.88% | 10 0.74% | 13 0.62% | 35 0.86% |
| Voxi | 36 0.57% ao u | 32 0.52% | 4 0.31% | - | 4 0.90% | - | 4 0.31% | 4 0.71% | 5 0.36% | 3 0.77% | 1 4.01% | 5 4.76% Tabcd fghi | - | - | 12 0.34% | 1 0.33% | 8 0.41% | 1 0.68% | 1 0.14% | 10 0.90% u | 11 0.34% | 8 0.59% | 10 0.48% | 27 0.65% |
| Asda Mobile | 36 0.57% oq v | 35 0.57% | 9 0.67% | * 0.16% | 2 0.58% | - | 4 0.30% | 4 0.64% | 9 0.69% | - | 1 3.30% | - | - | - | 11 0.33% | 2 0.41% | 4 0.20% | - | 6 0.64% | 3 0.23% | 32 0.94% Tv | - | 8 0.38% | 23 0.56% |
| 1p Mobile | 18 0.28% o | 16 0.26% | 4 0.28% | - | 5 1.15% Tafh | - | 2 0.12% | 1 0.11% | 2 0.17% | - | - | 1 1.26% f | * 0.67% | - | 3 0.09% | - | 2 0.11% | - | 1 0.10% | 3 0.31% | 11 0.34% | 1 0.06% | 5 0.25% | 12 0.28% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 10
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Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|------------------------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|----------------|------------------|--------------------|------------------|-------------------------|------------------|--------|-----------|---------------|-------------------------------------|----------------------|------------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-afone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Ware-house (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Utility Warehouse | 13 | 13 | - | - | - | - | - | - | 2 | - | - | - | - | 11 | 4 | 4 | - | - | 1 | 10 | - | 3 | 10 | |
| | 0.21% | 0.22% | - | - | - | - | - | - | 0.18% | - | - | - | - | 39.33% | 0.12% | 0.22% | - | - | 0.06% | 0.31% | - | 0.14% | 0.25% | |
| Talk Talk | 11 | 11 | 1 | - | 1 | - | 2 | 7 | - | 1 | - | - | - | 5 | 1 | 2 | 2 | - | 1 | 8 | - | 2 | 8 | |
| | 0.17% | 0.17% | 0.04% | - | 0.14% | - | 0.14% | 1.10%Tabfh | - | 0.28% | - | - | - | 0.14% | 0.13% | 0.12% | 1.17%Toqs | - | 0.10% | 0.22% | - | 0.11% | 0.20% | |
| CMLink | 6 | 5 | - | - | - | - | 1 | 1 | 1 | - | 1 | - | - | - | - | - | - | - | 1 | 3 | 1 | 2 | 4 | |
| | 0.10% | 0.09% | - | - | - | - | 0.06% | - | 0.05% | 0.27% | - | - | - | 0.95%Tabfg | - | - | - | - | 0.11% | 0.09% | 0.06% | 0.12% | 0.09% | |
| CTExcel | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | - | - | 3 | |
| | 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.15% | - | - | - | 0.07% | |
| T-Mobile | 2 | 2 | - | - | - | - | - | 1 | 1 | - | - | - | - | 2 | - | - | 1 | 1 | - | 1 | 1 | 1 | 1 | |
| | 0.04% | 0.04% | - | - | - | - | - | 0.17% | 0.09% | - | - | - | - | 0.07% | - | - | 0.61%To | 0.14% | - | 0.03% | 0.10% | 0.05% | 0.03% | |
| Ecotalk | 2 | 1 | - | - | - | - | - | 1 | - | - | - | - | - | 1 | - | 1 | - | - | - | 1 | 1 | 1 | 1 | |
| | 0.03% | 0.02% | - | - | - | - | - | 0.08% | - | - | - | - | - | 0.02% | - | 0.03% | - | - | - | 0.03% | 0.05% | 0.03% | 0.03% | |
| RWG Mobile | 1 | 1 | - | - | - | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | 1 | - | - | 1 | |
| | 0.02% | 0.02% | - | - | - | - | - | - | 0.07% | - | - | - | - | 0.42%Tabf | - | - | - | - | - | 0.04% | - | - | 0.03% | |
| Other answers | 18 | 15 | 2 | - | * | - | 1 | 1 | 4 | 1 | - | 2 | - | 3 | - | 3 | - | - | 4 | 8 | 3 | 2 | 15 | |
| | 0.28%ao | 0.24% | 0.16% | - | 0.10% | - | 0.09% | 0.24% | 0.30% | 0.17% | - | 1.94%Tabcd | - | 0.09% | - | 0.17% | - | - | 0.34% | 0.24% | 0.21% | 0.08% | 0.37% | |
| Don't have a personal mobile | 44 | 41 | 10 | - | 1 | 1 | 10 | 7 | 7 | 2 | - | 1 | 1 | 19 | 2 | 12 | 1 | 5 | 8 | 25 | 6 | 18 | 24 | |
| | 0.69% | 0.67% | 0.77% | - | 0.26% | 2.22% | 0.84% | 1.16% | 0.49% | 0.48% | - | 0.67% | 1.13% | 0.55% | 0.51% | 0.61% | 0.33% | 0.52% | 0.74% | 0.75% | 0.47% | 0.88% | 0.59% | |
| Don't know | 23 | 9 | 2 | - | 3 | - | - | 2 | 1 | 1 | - | - | - | 1 | 1 | 1 | - | - | 2 | 7 | 1 | 4 | 11 | |
| | 0.37%ao | 0.14% | 0.17% | - | 0.68%afh | - | - | 0.40% | 0.06% | 0.14% | - | - | - | 0.04% | 0.14% | 0.04% | - | - | 0.18% | 0.20% | 0.09% | 0.20% | 0.27% | |

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Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

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Table 11
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|------------------------|------------------------|-------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------|------------------------|------------------------|-----------------------|--------------------|-----------|----------------------|----------------------|----------------------|----------------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Virgin Media | 1367 | 655 | 707 | 187 | 245 | 249 | 234 | 176 | 186 | 90 | 374 | 385 | 285 | 323 | 759 | 608 | 1294 | 83 |
| | 21.46% _h q | 21.08% | 21.82% | 21.31% | 23.00% _h | 25.25% _{Tgh} | 21.34% | 19.19% | 18.49% | 21.28% | 21.56% | 21.45% | 22.06% | 20.85% | 21.50% | 21.40% | 24.98% _{Tq} | 6.72% |
| BT | 1298 | 656 | 636 | 160 | 189 | 154 | 219 | 213 | 263 | 100 | 387 | 386 | 240 | 286 | 773 | 526 | 905 | 393 |
| | 20.38% _{deop} | 21.12% | 19.61% | 18.15% | 17.75% | 15.57% | 19.99% _e | 23.27% _{Tode} | 26.15% _{Tode} | 23.81% _{code} | 22.33% _{Tlm} | 21.47% | 18.54% | 18.45% | 21.89% _{To} | 18.49% | 17.61% | 31.96% _{Tp} |
| Sky | 1250 | 597 | 653 | 165 | 200 | 195 | 248 | 192 | 181 | 69 | 322 | 308 | 307 | 313 | 630 | 620 | 1019 | 231 |
| | 19.62% _{kn} | 19.20% | 20.15% | 18.75% | 18.82% | 19.70% | 22.65% _{Thi} | 20.92% | 17.98% | 16.43% | 18.58% | 17.14% | 20.23% | 20.23% | 17.85% | 21.82% _{Tn} | 19.81% | 18.81% |
| TalkTalk | 605 | 304 | 297 | 58 | 96 | 95 | 85 | 99 | 112 | 60 | 143 | 169 | 114 | 180 | 312 | 293 | 492 | 114 |
| | 9.50% _c | 9.77% | 9.16% | 6.61% | 9.04% | 9.65% _c | 7.75% | 10.81% _{cf} | 11.13% _{cf} | 14.19% _{Tdef} | 8.26% | 9.40% | 8.79% | 11.60% _{Tj} | 8.84% | 10.32% | 9.56% | 9.25% |
| Plusnet | 413 | 204 | 207 | 27 | 57 | 69 | 78 | 70 | 79 | 34 | 105 | 113 | 100 | 95 | 218 | 195 | 288 | 125 |
| | 6.48% _{cp} | 6.57% | 6.39% | 3.01% | 5.35% _c | 6.94% _c | 7.11% _c | 7.66% _c | 7.89% _{cd} | 7.99% _c | 6.05% | 6.30% | 7.71% | 6.16% | 6.18% | 6.86% | 5.60% | 10.18% _{Tp} |
| Vodafone | 371 | 186 | 185 | 73 | 85 | 64 | 65 | 32 | 42 | 9 | 107 | 124 | 73 | 67 | 231 | 140 | 301 | 70 |
| | 5.82% _{ghimo} | 5.97% | 5.70% | 8.26% _{Tghi} | 8.01% _{Tghi} | 6.51% _{ghi} | 5.95% _{gi} | 3.52% | 4.21% | 2.14% | 6.19% _m | 6.90% _m | 5.66% | 4.30% | 6.55% _{To} | 4.92% | 5.85% | 5.72% |
| EE | 284 | 131 | 152 | 52 | 50 | 51 | 41 | 28 | 40 | 20 | 68 | 86 | 51 | 78 | 154 | 130 | 228 | 56 |
| | 4.45% | 4.22% | 4.69% | 5.94% _g | 4.70% | 5.15% | 3.78% | 3.11% | 4.00% | 4.83% | 3.92% | 4.79% | 3.97% | 5.06% | 4.36% | 4.56% | 4.42% | 4.57% |
| Now Broadband | 113 | 55 | 59 | 7 | 22 | 18 | 24 | 21 | 15 | 5 | 34 | 20 | 21 | 38 | 54 | 59 | 100 | 13 |
| | 1.77% _k | 1.75% | 1.81% | 0.84% | 2.11% | 1.80% | 2.15% | 2.32% _c | 1.54% | 1.22% | 1.97% | 1.12% | 1.62% | 2.43% _k | 1.54% | 2.06% | 1.95% | 1.05% |
| Shell Energy Broadband | 58 | 30 | 28 | 4 | 5 | 8 | 12 | 9 | 13 | 7 | 15 | 19 | 12 | 13 | 34 | 24 | 49 | 9 |
| | 0.91% | 0.97% | 0.87% | 0.43% | 0.50% | 0.81% | 1.09% | 0.98% | 1.32% | 1.64% _c | 0.88% | 1.03% | 0.92% | 0.81% | 0.96% | 0.86% | 0.96% | 0.73% |
| KCOM / Karoo | 34 | 12 | 22 | 2 | 7 | 10 | 5 | 6 | 3 | 1 | 4 | 14 | 9 | 7 | 18 | 16 | 30 | 4 |
| | 0.53% | 0.37% | 0.69% | 0.26% | 0.65% | 1.02% | 0.41% | 0.71% | 0.28% | 0.20% | 0.25% | 0.78% | 0.71% | 0.42% | 0.52% | 0.55% | 0.58% | 0.34% |
| Post Office | 32 | 9 | 23 | 11 | 9 | 5 | 1 | 3 | 1 | 2 | 17 | 6 | 3 | 6 | 23 | 8 | 31 | 1 |
| | 0.50% _{aq} | 0.28% | 0.72% _a | 1.29% _{Tfh} | 0.86% _{fh} | 0.51% | 0.06% | 0.34% | 0.07% | 0.43% | 0.98% _{TI} | 0.36% | 0.20% | 0.38% | 0.66% | 0.30% | 0.61% _{Tq} | 0.06% |
| Utility Warehouse | 28 | 3 | 25 | 2 | 3 | 2 | 9 | 4 | 8 | 1 | 7 | 11 | 2 | 8 | 18 | 10 | 19 | 9 |
| | 0.43% _a | 0.10% | 0.76% _{Ta} | 0.18% | 0.27% | 0.16% | 0.87% | 0.42% | 0.77% | 0.14% | 0.39% | 0.61% | 0.19% | 0.49% | 0.50% | 0.35% | 0.37% | 0.71% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Gender | | Age | | | | | | | | Social Grade | | | | | | Area type | |
|----------------------|----------------|---------------|-------------|-------------|-------------|-------------|-------------|------------|--------------|------------------|----------------|---------------|------------|---------------|-------------|---------------|---------------|--------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Three Broadband | 28 0.43%bkn | 23 0.73%Tb | 5 0.15% | 1 0.16% | 5 0.42% | 5 0.51% | 10 0.88% | 4 0.40% | 1 0.15% | 2 0.45% | 6 0.34% | 2 0.12% | 5 0.35% | 15 0.97%Tk | 8 0.23% | 20 0.69%Tn | 25 0.49% | 2 0.18% |
| Hyperoptic | 25 0.40% | 11 0.35% | 15 0.45% | 6 0.63%h | 5 0.48% | 7 0.67%h | 7 0.63%h | 1 0.15% | - | - | 9 0.50% | 10 0.53% | 1 0.07% | 6 0.41% | 18 0.52% | 7 0.26% | 25 0.49%Tq | - |
| Community Fibre | 23 0.37% | 7 0.22% | 15 0.48% | 5 0.55% | 4 0.40% | 4 0.41% | 4 0.39% | 2 0.23% | 3 0.33% | 1 0.13% | 9 0.49% | 2 0.13% | 1 0.10% | 11 0.72%kl | 11 0.31% | 12 0.44% | 23 0.45% | * 0.04% |
| Zen Internet | 17 0.26% | 8 0.25% | 9 0.28% | * 0.03% | 3 0.28% | 2 0.16% | 1 0.13% | 5 0.53% | 4 0.39% | 2 0.46% | 11 0.62%Tkm | 1 0.06% | 4 0.34% | 1 0.04% | 12 0.34% | 5 0.18% | 10 0.20% | 7 0.54% |
| John Lewis Broadband | 12 0.18%p | 3 0.09% | 9 0.28% | - | 2 0.22% | - | 1 0.10% | 3 0.32% | 5 0.52%Te | - | - | 9 0.50%Tjm | 2 0.17% | 1 0.04% | 9 0.25% | 3 0.10% | 4 0.09% | 7 0.59%Tp |
| SSE | 11 0.17% | 7 0.22% | 4 0.13% | 1 0.17% | 4 0.37% | 3 0.28% | - | - | 3 0.27% | - | 1 0.03% | 3 0.14% | - | 8 0.50%Tj | 3 0.09% | 8 0.27% | 8 0.15% | 3 0.25% |
| See The Light | 6 0.09% | 3 0.09% | 3 0.10% | - | 2 0.14% | 2 0.21% | 1 0.13% | - | 1 0.04% | 1 0.13% | 1 0.03% | 2 0.09% | 3 0.25% | 1 0.04% | 2 0.06% | 4 0.14% | 6 0.12% | - |
| Onestream | 6 0.09% | 4 0.12% | 2 0.06% | 1 0.07% | - | 4 0.42%T | - | 1 0.12% | - | - | - | 4 0.22% | - | 2 0.11% | 4 0.06% | 2 0.10% | 5 0.10% | 1 0.04% |
| Fibrus | 5 0.09%p | 3 0.08% | 3 0.09% | 2 0.22% | 3 0.32%T | - | - | - | - | - | 2 0.12% | * 0.03% | 2 0.15% | 1 0.06% | 3 0.07% | 3 0.10% | * 0.01% | 5 0.40%Tp |
| Ovo | 5 0.08% | 3 0.11% | 2 0.06% | - | - | - | 3 0.24% | 1 0.06% | 2 0.17% | * 0.08% | 2 0.12% | 1 0.08% | - | 2 0.12% | 3 0.10% | 2 0.06% | 4 0.07% | 2 0.13% |
| Gigaclear | 5 0.08%p | 5 0.17%b | - | - | 1 0.11% | - | - | 1 0.09% | 3 0.32%T | - | 2 0.09% | * 0.02% | - | 3 0.20% | 2 0.06% | 3 0.11% | * 0.01% | 5 0.39%Tp |
| Youfibre | 4 0.07% | 3 0.09% | 2 0.05% | - | - | - | - | 2 0.17% | 1 0.16% | 2 0.29% | - | 3 0.15% | - | 2 0.11% | 3 0.08% | 2 0.06% | 3 0.05% | 2 0.15% |
| Origin | 4 0.07%p | 3 0.10% | 1 0.04% | - | - | - | 2 0.20% | - | 2 0.21% | - | 2 0.13% | 1 0.05% | - | 1 0.08% | 3 0.09% | 1 0.04% | 1 0.02% | 4 0.29%Tp |
| City Fibre | 4 0.06% | 1 0.03% | 3 0.09% | - | 1 0.10% | - | - | - | - | 3 0.72%Tcefgh | - | 1 0.06% | - | 3 0.20% | 1 0.03% | 3 0.11% | 4 0.08% | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 11
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|------------------|--------------|-------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|-------------|-------------|------------|-------------|-------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Trooli | 3 0.05% | 3 0.11% | - | - | - | 3 0.33%T | - | - | - | - | - | - | 3 0.25%T | - | - | 3 0.12% | - | 3 0.27%Tp |
| FibreNest | 3 0.05% | - | 3 0.10% | - | 3 0.30%T | - | - | - | - | - | 1 0.07% | - | 2 0.15% | - | 1 0.03% | 2 0.07% | 3 0.06% | - |
| The Phone Co-op | 3 0.04%p | 1 0.04% | 1 0.04% | - | - | - | - | 1 0.06% | 1 0.09% | 1 0.26% | 1 0.06% | 1 0.06% | 1 0.04% | - | 2 0.06% | 1 0.02% | * 0.01% | 2 0.17%p |
| WightFibre | 3 0.04% | 2 0.06% | 1 0.02% | - | - | - | 1 0.07% | 1 0.13% | 1 0.06% | - | - | 3 0.14% | - | - | 3 0.07% | - | 3 0.05% | - |
| ASK4 Internet | 2 0.03% | 1 0.04% | 1 0.03% | 2 0.25%T | - | - | - | - | - | - | 1 0.06% | 1 0.06% | - | - | 2 0.06% | - | 2 0.04% | - |
| Cuckoo Broadband | 2 0.03% | 2 0.07% | - | - | 1 0.05% | - | 2 0.14% | - | - | - | - | 2 0.12% | - | - | 2 0.06% | - | 2 0.04% | - |
| Direct Save | 2 0.03% | * 0.01% | 1 0.04% | - | - | * 0.04% | * 0.04% | - | 1 0.08% | - | - | * 0.02% | 1 0.03% | 1 0.05% | * 0.01% | 1 0.04% | 2 0.03% | - |
| County Broadband | 1 0.02% | 1 0.04% | * 0.01% | - | - | - | - | - | 1 0.15% | - | 1 0.07% | - | - | * 0.02% | 1 0.03% | * 0.01% | - | 1 0.12%p |
| Home Telecom | 1 0.02% | - | 1 0.04% | 1 0.10% | - | - | - | - | 1 0.06% | - | 1 0.05% | - | - | 1 0.04% | 1 0.02% | 1 0.02% | 1 0.03% | - |
| Supanet | 1 0.02% | 1 0.04% | - | - | - | - | 1 0.08% | * 0.05% | - | - | - | - | * 0.04% | 1 0.05% | - | 1 0.05% | 1 0.02% | * 0.04% |
| IDNet | 1 0.01% | 1 0.03% | - | - | - | - | - | * 0.04% | - | 1 0.13% | - | 1 0.05% | - | - | 1 0.03% | - | - | 1 0.07% |
| O2 Broadband | 1 0.01% | - | 1 0.03% | - | - | 1 0.09% | - | - | - | - | - | 1 0.05% | - | - | 1 0.02% | - | 1 0.02% | - |
| Pop Telecom | 1 0.01% | - | 1 0.02% | - | 1 0.05% | - | - | - | - | - | 1 0.03% | - | - | - | 1 0.02% | - | 1 0.01% | - |
| Other answers | 47 0.73% | 29 0.92% | 18 0.55% | 7 0.75% | 6 0.55% | 6 0.61% | 9 0.86% | 6 0.66% | 9 0.88% | 4 0.94% | 15 0.88% | 13 0.73% | 12 0.93% | 6 0.41% | 28 0.80% | 18 0.64% | 33 0.64% | 14 1.13% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 11

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Gender | | Age | | | | | | | | Social Grade | | | | Area type | | | |
|---|-------------|---------------|------------|----------------------|----------------|-----------|-----------|-----------|-----------|---------|--------------|--------------|--------|--------|-------------|----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Not applicable - I don't have a fixed broadband service | 165 | 92 | 72 | 29 | 27 | 28 | 28 | 28 | 18 | 6 | 38 | 46 | 29 | 52 | 84 | 81 | 126 | 39 |
| | 2.58% | 2.97% | 2.22% | 3.29% | 2.52% | 2.85% | 2.59% | 3.11% | 1.75% | 1.49% | 2.20% | 2.54% | 2.22% | 3.37% | 2.37% | 2.85% | 2.45% | 3.13% |
| Don't know | 127 | 50 | 74 | 77 | 28 | 3 | 4 | 6 | 6 | 3 | 47 | 49 | 11 | 20 | 96 | 30 | 103 | 24 |
| | 1.99% lo | 1.62% efgh | 2.30% i | 8.76% Tdefg hi | 2.62% efghi | 0.35% | 0.39% | 0.63% | 0.58% | 0.62% | 2.73% Tlm | 2.73% Tlm | 0.81% | 1.28% | 2.73% To | 1.07% | 2.00% | 1.95% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|------------------------|--------------------------|-----------------------|--------------------|---------------------|--------------------------|---------------------------|---------------------|-----------------------------|------------------------|--------------------------------|----------------------|------------------------------|--------------------|------------------------------|----------------------|-----------------------------|--------------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Virgin Media | 1367 21.46% dkp | 1209 22.61% Tcd | 98 18.52% c | 33 11.04% | 26 13.80% | 98 18.52% k | 63 24.87% kop | 152 21.55% kp | 94 18.17% k | 165 29.72% Teg hkinop | 108 23.66% kop | 33 11.04% | 115 19.14% k | 212 25.26% Teh klop | 202 23.20% kop | 97 17.80% k | 26 13.80% | 1151 21.07% | 204 23.98% |
| BT | 1298 20.38% ir | 1030 19.27% | 129 24.23% a | 75 24.80% a | 64 33.44% Tab m | 129 24.23% ghi m | 45 17.59% | 123 17.50% | 93 17.89% | 88 15.74% | 90 19.68% | 75 24.80% ghi m | 120 20.00% | 147 17.46% | 186 21.34% i | 139 25.63% Tfg him | 64 33.44% Tef ghijlmn | 1196 21.90% Tr | 95 11.24% |
| Sky | 1250 19.62% em | 1038 19.41% | 109 20.45% | 51 16.75% | 53 27.68% Tac | 109 20.45% m | 48 18.88% | 150 21.23% m | 99 18.97% | 123 22.11% m | 88 19.26% | 51 16.75% | 128 21.44% m | 130 15.48% | 170 19.51% | 102 18.76% | 53 27.68% Thj kmno | 1089 19.94% | 146 17.16% |
| TalkTalk | 605 9.50% o | 502 9.39% | 54 10.10% | 38 12.47% d | 12 6.18% | 54 10.10% | 21 8.17% | 92 13.02% Thim nop | 36 6.87% | 46 8.32% | 53 11.51% ho | 38 12.47% hop | 67 11.24% ho | 77 9.13% | 76 8.75% | 35 6.37% | 12 6.18% | 512 9.37% | 88 10.40% |
| Plusnet | 413 6.48% am nr | 326 6.10% | 42 7.94% | 36 11.76% Tad | 9 4.80% | 42 7.94% mn | 14 5.53% | 52 7.34% mn | 33 6.30% m | 34 6.20% m | 35 7.57% mn | 36 11.76% Tlgh imnp | 47 7.85% mn | 26 3.11% | 39 4.43% | 47 8.60% mn | 9 4.80% | 384 7.04% Tr | 27 3.23% |
| Vodafone | 371 5.82% ai q | 293 5.49% | 39 7.31% | 26 8.65% a | 13 6.57% | 39 7.31% i | 14 5.55% | 32 4.59% | 36 6.97% i | 16 2.94% | 27 5.84% | 26 8.65% gi | 34 5.75% i | 43 5.11% | 62 7.09% i | 29 5.25% | 13 6.57% | 295 5.39% | 75 8.81% Tq |
| EE | 284 4.45% dp q | 246 4.60% d | 15 2.74% | 21 7.05% bd | 2 1.06% | 15 2.74% | 18 7.21% eghp | 25 3.60% | 17 3.29% | 24 4.28% | 19 4.22% | 21 7.05% eghp | 34 5.75% ep | 46 5.45% ep | 38 4.40% | 23 4.28% | 2 1.06% | 223 4.07% | 57 6.66% Tq |
| Now Broadband | 113 1.77% | 99 1.85% | 8 1.50% | 6 1.89% | 1 0.36% | 8 1.50% | 3 1.21% | 20 2.78% | 6 1.06% | 6 1.12% | 7 1.55% | 6 1.89% | 11 1.90% | 16 1.95% | 16 1.81% | 14 2.51% | 1 0.36% | 97 1.77% | 16 1.91% |
| Shell Energy Broadband | 58 0.91% | 51 0.95% | 5 0.90% | 2 0.64% | 1 0.27% | 5 0.90% | 3 1.31% | 7 1.02% | 7 1.36% | 3 0.56% | 5 1.03% | 2 0.64% | 5 0.83% | 8 0.95% | 8 0.89% | 5 0.91% | 1 0.27% | 52 0.94% | 7 0.80% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|----------------------|-----------|-------------|--------------|-----------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|-------------|----------------------|----------------|----------------|----------------|-----------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| KOOM / Karoo | 34 | 34 | - | - | - | - | - | - | 34 | - | - | - | - | - | - | - | - | 33 | 1 |
| | 0.53% | 0.64%T | - | - | - | - | - | - | 6.55%Telgijk lmmnop | - | - | - | - | - | - | - | - | 0.61% | 0.06% |
| Post Office | 32 | 30 | * | 1 | - | * | 1 | 6 | 2 | 3 | - | 1 | - | 13 | 3 | 3 | - | 20 | 12 |
| | 0.50%q | 0.57% | 0.07% | 0.36% | - | 0.07% | 0.45% | 0.81% | 0.42% | 0.53% | - | 0.36% | - | 1.54%Tej n | 0.33% | 0.47% | - | 0.37% | 1.38%Tq |
| Utility Warehouse | 28 | 22 | 3 | 3 | - | 3 | 1 | 3 | 1 | 4 | 1 | 3 | 5 | 2 | 2 | 3 | - | 27 | 1 |
| | 0.43% | 0.41% | 0.51% | 1.06% | - | 0.51% | 0.47% | 0.36% | 0.19% | 0.69% | 0.13% | 1.06% | 0.76% | 0.28% | 0.26% | 0.64% | - | 0.49% | 0.13% |
| Three Broadband | 28 | 26 | 2 | - | - | 2 | - | 3 | 6 | 2 | 1 | - | 1 | 4 | 6 | 2 | - | 21 | 2 |
| | 0.43% | 0.48% | 0.34% | - | - | 0.34% | - | 0.43% | 1.17%T | 0.36% | 0.24% | - | 0.15% | 0.52% | 0.73% | 0.36% | - | 0.39% | 0.24% |
| Hyperoptic | 25 | 23 | 2 | - | - | 2 | - | 1 | 6 | 1 | - | - | 1 | 13 | 1 | - | - | 15 | 10 |
| | 0.40%q | 0.43% | 0.46% | - | - | 0.46% | - | 0.16% | 1.17%Tgij no | 0.13% | - | - | 0.09% | 1.56%Tgij lno | 0.16% | - | - | 0.28% | 1.18%Tq |
| Community Fibre | 23 | 23 | * | - | - | * | - | - | - | - | - | - | - | 22 | 1 | - | - | 16 | 6 |
| | 0.37%q | 0.43% | 0.09% | - | - | 0.09% | - | - | - | - | - | - | - | 2.59%Tefg hijkino | 0.13% | - | - | 0.29% | 0.76% |
| Zen Internet | 17 | 15 | 1 | 1 | - | 1 | - | 2 | 1 | 1 | - | 1 | 3 | 3 | 2 | 3 | - | 17 | - |
| | 0.26% | 0.28% | 0.19% | 0.37% | - | 0.19% | - | 0.22% | 0.27% | 0.15% | - | 0.37% | 0.57% | 0.35% | 0.18% | 0.56% | - | 0.31% | - |
| John Lewis Broadband | 12 | 11 | - | 1 | - | - | - | - | - | - | 1 | 1 | - | 3 | 4 | 3 | - | 12 | - |
| | 0.18% | 0.20% | - | 0.36% | - | - | - | - | - | - | 0.13% | 0.36% | - | 0.34% | 0.47% | 0.56% | - | 0.21% | - |
| SSE | 11 | 10 | 1 | - | - | 1 | 1 | - | 1 | - | - | - | - | 3 | 4 | 1 | - | 8 | 3 |
| | 0.17% | 0.19% | 0.11% | - | - | 0.11% | 0.46% | - | 0.14% | - | - | - | - | 0.39% | 0.45% | 0.22% | - | 0.14% | 0.38% |
| See The Light | 6 | 6 | - | - | - | - | - | - | - | - | 1 | - | 1 | 1 | * | 3 | - | 5 | 1 |
| | 0.09% | 0.11% | - | - | - | - | - | - | - | - | 0.11% | - | 0.23% | 0.07% | 0.05% | 0.57%T | - | 0.10% | 0.07% |
| Onestream | 6 | 5 | - | - | * | - | 1 | - | - | - | 1 | - | - | 1 | 2 | - | * | 2 | 4 |
| | 0.09%q | 0.10% | - | - | 0.25% | - | - | 0.16% | - | - | 0.12% | - | - | 0.16% | 0.26% | - | 0.25% | 0.04% | 0.43%Tq |

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|------------------|-------------|-------------|--------------|------------|----------------|--------------|--------------------|----------------|------------------------|-------------------|-------------------|------------|--------------------|-------------|----------------|----------------|----------------------------|------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Fibrus | 5 0.09% | - | - | - | 5 2.84%Tabc | - | - | - | - | - | - | - | - | - | - | - | 5 2.84%Telg hijklmno | 5 0.10% | - |
| Ovo | 5 0.08% | 5 0.10% | - | - | - | - | - | 1 0.24% | 1 0.10% | - | - | - | 1 0.20% | - | 1 0.07% | 2 0.32% | - | 5 0.10% | - |
| Gigaclear | 5 0.08% | 5 0.10% | - | - | - | - | - | - | - | - | - | - | 1 0.07% | - | - | 5 0.88%Tgmn | - | 5 0.10% | - |
| Youfibre | 4 0.07% | 4 0.08% | - | - | - | - | 3 1.14%Teghimno | - | - | - | - | - | 2 0.25% | - | - | - | - | 4 0.08% | - |
| Origin | 4 0.07% | 4 0.07% | - | 1 0.20% | - | - | 1 0.26% | - | - | - | - | 1 0.20% | - | 1 0.10% | 2 0.26% | - | - | 4 0.08% | - |
| City Fibre | 4 0.06% | 3 0.06% | 1 0.20% | - | - | 1 0.20% | - | - | - | - | - | - | - | - | 3 0.35%T | - | - | 4 0.07% | - |
| Trooli | 3 0.05% | 3 0.06% | - | - | - | - | - | - | - | - | - | - | - | - | 3 0.38%T | - | - | 3 0.06% | - |
| FibreNest | 3 0.05%q | 3 0.06% | - | - | - | - | 1 0.49%T | - | - | - | - | - | - | - | - | 2 0.36%T | - | 1 0.02% | 2 0.23%q |
| The Phone Co-op | 3 0.04% | 2 0.04% | 1 0.10% | - | - | 1 0.10% | - | 1 0.08% | - | - | - | - | 1 0.06% | 1 0.06% | 1 0.07% | - | - | 3 0.05% | - |
| WightFibre | 3 0.04% | 3 0.05% | - | - | - | - | - | - | - | - | - | - | - | 3 0.29%T | - | - | - | 3 0.05% | - |
| ASK4 Internet | 2 0.03% | 1 0.02% | 1 0.22% | - | - | 1 0.22% | - | 1 0.15% | - | - | - | - | - | - | - | - | - | 1 0.02% | 1 0.12% |
| Cuckoo Broadband | 2 0.03% | 2 0.04% | - | - | - | - | - | 1 0.10% | - | - | - | - | - | - | 2 0.18% | - | - | 2 0.03% | 1 0.06% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 12
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|---|----------------|----------------|--------------|------------|------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|------------|-------------|------------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Direct Save | 2 0.03% | 1 0.02% | * 0.08% | - | - | * 0.08% | - | - | - | 1 0.15% | - | - | - | - | - | - | - | 2 0.03% | - |
| County Broadband | 1 0.02% | 1 0.03% | - | - | - | - | - | - | - | - | - | - | 1 0.25%T | - | - | - | - | 1 0.03% | - |
| Home Telecom | 1 0.02% | 1 0.03% | - | - | - | - | - | - | - | - | - | - | - | 1 0.07% | 1 0.10% | - | - | 1 0.03% | - |
| Supanet | 1 0.02% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | 1 0.10% | - | * 0.09% | - | 1 0.02% | - |
| IDNet | 1 0.01% | 1 0.02% | - | - | - | - | - | - | - | 1 0.12% | - | - | * 0.06% | - | - | - | - | 1 0.02% | - |
| O2 Broadband | 1 0.01% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.16%T | - | 1 0.02% | - |
| Pop Telecom | 1 0.01% | 1 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.10% | - | 1 0.01% | - |
| Other answers | 47 0.73% | 40 0.75% | 4 0.67% | 1 0.43% | 2 0.67% | 4 0.67% | 1 0.58% | 3 0.42% | 10 1.90%Tgl | 5 0.93% | 2 0.36% | 1 0.43% | 2 0.37% | 7 0.79% | 6 0.64% | 5 0.85% | 2 0.87% | 40 0.73% | 5 0.60% |
| Not applicable - I don't have a fixed broadband service | 165 2.58%q | 147 2.75% | 15 2.79% | 2 0.66% | 1 0.46% | 15 2.79% | 8 3.13% | 15 2.19% | 22 4.15%Tknop | 22 3.90%knop | 14 2.99% | 2 0.66% | 15 2.55% | 27 3.21%kn | 16 1.85% | 8 1.51% | 1 0.46% | 131 2.39% | 31 3.68% |
| Don't know | 127 1.99%be | 117 2.19%Tb | 3 0.48% | 5 1.50% | 3 1.42% | 3 0.48% | 7 2.71%el | 17 2.41%el | 15 2.81%el | 11 2.06%el | 7 1.47% | 5 1.50% | 3 0.49% | 33 3.97%Tejln | 12 1.38% | 12 2.17%el | 3 1.42% | 68 1.25% | 55 6.48%Tq |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 13

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------------|-----------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|-----------------|-------------------------------|------------------------------|-----------------------------|-------------------------|-----------------|------------------------|-----------------------------|--------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Ujili-ity Ware-house (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Virgin Media | 1367 21.46%abcdgfi kl | 1056 20.00%bcdgijkl | 28 2.16% <i>f</i> | 7 3.04% <i>f</i> | 6 1.71% <i>f</i> | 5 13.02% | 7 0.63% | 6 1.14% | 981 95.33%Tabcdgfi kl | 12 3.77% <i>fg</i> | - | - | - | - |
| BT | 1298 20.38%cdgfhik l | 1179 22.34%Tcdgghi kl | 1119 86.80%Tacdghik kl | 18 7.14%dfghk | 4 0.97% <i>f</i> | 2 3.79% | 8 0.71% | 9 1.67% | 8 0.80% | 12 3.55% <i>fh</i> | - | - | - | - |
| Sky | 1250 19.62%bcdghik l | 1147 21.74%Tbcdghik l | 39 3.00% <i>dh</i> | 25 10.31%bdgihkl | 1 0.29% <i>f</i> | 10 24.26% | 1050 94.19%Tabcdghik kl | 9 1.65% <i>h</i> | 4 0.37% | 5 1.62% <i>h</i> | - | 2 1.65% | - | - |
| TalkTalk | 605 9.50%bcdghik l | 546 10.34%Tbcdghik l | 13 1.03% | 2 0.73% | - | * 1.11% | 10 0.94% | 505 91.88%Tabcdghik kl | 4 0.42% | 9 2.86% <i>bdfh</i> | - | - | - | 1 4.79% |
| Plusnet | 413 6.48%bcdghik | 378 7.16%Tbcdghik | 11 0.82% <i>f</i> | 3 1.30% <i>f</i> | 353 95.52%Tabcdghik kl | 2 5.68% | 1 0.07% | 1 0.13% | 4 0.35% | 2 0.54% | - | - | 1 1.81% <i>fg</i> | - |
| Vodafone | 371 5.82%bdfghk | 317 6.01%bdfghk | 11 0.87% | 8 3.10% <i>bdfg</i> | 2 0.53% | 3 6.85% | 7 0.60% | 3 0.49% | 11 1.10% | 269 81.36%Tabcdgfhkl | - | - | - | - |
| EE | 284 4.45%bdfghi | 222 4.20%bdfghi | 17 1.34% | 170 68.97%Tabdfghik kl | 1 0.30% <i>f</i> | 3 6.25% | 13 1.19% | 5 0.94% | 8 0.77% | 5 1.42% | - | - | - | - |
| Now Broadband | 113 1.77%bdfghi | 97 1.84%bdfghi | 2 0.12% | - | - | - | 1 0.13% | - | - | - | - | 94 94.32%Tabcdgfhil | - | - |
| Shell Energy Broadband | 58 0.91% <i>bfgh</i> | 49 0.94% <i>bfgh</i> | 1 0.05% | 1 0.30% | - | 1 2.98% | - | - | - | - | - | - | 46 90.97%Tabcdgfhik | - |
| KCOM / Karoo | 34 0.53% <i>bfh</i> | 26 0.49% <i>bfh</i> | - | - | - | - | - | - | * 0.03% | - | 26 97.69% | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 13
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|----------------------|---------------------------|---------------------------|------------|------------|--------------|-----------------|------------|-------------------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Post Office | 32 0.50% | 32 0.60% ^{Tf} | 5 0.37% | 2 0.61% | - | 15 36.06% | 1 0.09% | 5 0.88% ^f | 2 0.21% | 3 0.77% | - | - | - | - |
| Utility Warehouse | 28 0.43% ^b | 24 0.46% ^b | - | - | - | - | - | - | - | - | - | - | - | 24 91.65% |
| Three Broadband | 28 0.43% ^{ab} | 8 0.15% | 1 0.07% | - | - | - | - | - | 0.04% | - | - | - | - | - |
| Hyperoptic | 25 0.40% ^a | 9 0.18% | 1 0.08% | - | - | - | - | - | 1 0.08% | 1 0.19% | - | - | - | - |
| Community Fibre | 23 0.37% ^{ab} | 9 0.16% | - | - | - | - | - | - | 1 0.05% | - | - | - | - | - |
| Zen Internet | 17 0.26% | 12 0.23% | 2 0.12% | - | 1 0.16% | - | - | - | - | - | - | - | - | - |
| John Lewis Broadband | 12 0.18% | 12 0.22% | - | - | - | - | - | - | - | - | - | - | - | - |
| SSE | 11 0.17% | 11 0.21% | 4 0.30% | - | - | - | - | - | - | - | - | - | - | - |
| See The Light | 6 0.09% | 3 0.06% | - | - | - | - | - | - | - | - | - | - | - | - |
| Onestream | 6 0.09% | 6 0.11% | 2 0.18% | - | - | - | - | - | - | - | - | - | - | - |
| Fibrus | 5 0.09% ^a | 2 0.04% | - | - | - | - | - | - | - | - | - | - | - | - |
| Ovo | 5 0.08% | 5 0.10% | - | - | - | - | - | - | - | - | - | - | - | - |
| Gigaclear | 5 0.08% ^a | 1 0.02% | 1 0.10% | - | - | - | - | - | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 13

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------|-----------------------|---------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Youfibre | 4 | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - |
| | 0.07%a | 0.02% | 0.10% | - | - | - | - | - | - | - | - | - | - | - |
| Origin | 4 | 4 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.07% | 0.07% | - | - | - | - | - | - | - | - | - | - | - | - |
| City Fibre | 4 | 1 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.06%a | 0.02% | - | - | - | - | - | - | - | - | - | - | - | - |
| Trooli | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.05% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| FibreNest | 3 | 2 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.05% | 0.04% | - | - | - | - | - | - | - | - | - | - | - | - |
| The Phone Co-op | 3 | 3 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.04% | 0.05% | - | - | - | - | - | - | - | - | - | - | - | - |
| WightFibre | 3 | 1 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.04% | 0.03% | - | - | - | - | - | - | - | - | - | - | - | - |
| ASK4 Internet | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.03% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Cuckoo Broadband | 2 | 2 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.03% | 0.04% | - | - | - | - | - | - | - | - | - | - | - | - |
| Direct Save | 2 | 2 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.03% | 0.03% | - | - | - | - | - | - | - | - | - | - | - | - |
| County Broadband | 1 | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - |
| | 0.02% | 0.02% | 0.09% | - | - | - | - | - | - | - | - | - | - | - |
| Home Telecom | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.02% | 0.01% | - | - | - | - | - | - | - | - | - | - | - | - |
| Supanet | 1 | 1 | - | - | - | - | - | 1 | - | - | - | - | - | - |
| | 0.02% | 0.02% | - | - | - | - | - | 0.15% | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 13

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|--------------|----------------|--------------|-----------------|-------------|---------------|------------------|----------------|-----------------|-------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| IDNet | 1 0.01% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - |
| O2 Broadband | 1 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Pop Telecom | 1 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Other answers | 47 0.73%afh | 21 0.40% | 5 0.42% | - | - | - | - | - | - | 1 0.35% | - | 2 2.51%abcdfgh | - | 1 3.56% |
| Not applicable - I don't have a fixed broadband service | 165 2.58%abdfgh | 38 0.71% | 10 0.76% | 5 2.07%adfh | - | - | 5 0.41% | 4 0.80% | 2 0.21% | 3 0.85% | 1 2.31% | 2 1.52% | 2 4.50%abdfgh | - |
| Don't know | 127 1.99%abdfgh | 49 0.93%h | 15 1.18%h | 6 2.43%agh | 2 0.42% | - | 12 1.05% | 2 0.27% | 3 0.25% | 9 2.71%adgh | - | - | 1 2.73%gh | - |

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

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 14

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------------|---------------------------|---------------------------|---------------------------------|---------------------------------|---------------------------|------------------|--------------------------|--------------------------|---------------------|----------------------------------|---------------------------------|--------------------------|--------------------------------|---------------------------------|-----------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | ID Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Virgin Media | 1367 21.46%optz | 1359 21.57%optz | 7 3.20% | 198 17.75%oz | 80 18.73%oz | 8 16.08%oz | 244 23.68%optz | 92 16.80%oz | 140 23.36%optz | 277 63.54%Tnopqr stuvwxyzA | 149 19.63%oz | 38 29.85%Topqtw yz | 17 14.79%oz | 12 2.84% | 27 26.30%oz |
| BT | 1298 20.38%vyz | 1286 20.40%vyz | 191 82.36%Tnopqs tuvwxyzA | 262 23.45%Tnquvw yzA | 76 17.88%vz | 8 15.53% | 214 20.76%vyz | 125 22.83%vwyz | 108 18.00%vz | 45 10.23% | 132 17.31%vz | 23 17.99%vz | 14 11.81% | 29 7.00% | 14 13.36% |
| Sky | 1250 19.62%oqrwx yA | 1239 19.66%oqrwx yA | 4 1.55% | 205 18.39%orvxyA | 63 14.67%ov | 2 3.78% | 226 21.88%oqrwx yA | 121 21.96%oqrwx yA | 106 17.66%orvxy | 24 5.52%o | 125 16.37%ovy | 11 8.51%o | 9 8.01%o | 310 74.02%Tnopqs tuvwxyzA | 9 9.02%o |
| TalkTalk | 605 9.50%opz | 596 9.45%opz | 3 1.26% | 72 6.48%o | 43 10.14%opz | 9 18.76%opwyz | 119 11.54%Tnopyz | 65 11.86%opyz | 87 14.48%Tnopwyz | 35 8.13%oz | 63 8.33%oz | 19 14.99%opwyz | 5 4.28% | 15 3.53% | 15 14.17%opyz |
| Plusnet | 413 6.48%pvz | 409 6.49%pvz | 11 4.70% | 48 4.33% | 46 10.90%Tnopsu vwz | 6 12.14%pvz | 65 6.33%vz | 44 8.06%pvwz | 32 5.31%vz | 9 2.10% | 37 4.83%v | 9 6.82%vz | 46 38.90%Tnopqs tuvwxyzA | 10 2.33% | 13 12.69%Tnopsuvwz |
| Vodafone | 371 5.82%opstz | 369 5.85%opstz | 5 2.11% | 25 2.25% | 23 5.42%p | 5 9.58%op | 42 4.03%p | 18 3.32% | 24 3.94% | 16 3.71% | 163 21.44%Tnopqst uvwxyzA | 7 5.52% | 4 3.53% | 13 3.20% | 1 1.33% |
| EE | 284 4.46%stuvwz | 284 4.50%stuvwz | 4 1.84% | 181 16.24%Tnoqrst uvwxyzA | 15 3.54%vw | 2 3.18% | 24 2.32% | 13 2.37% | 13 2.13% | 3 0.63% | 10 1.36% | 3 1.98% | 4 3.73%v | 7 1.70% | - |
| Now Broadband | 113 1.77%w | 112 1.78%w | 2 0.81% | 12 1.03% | 8 1.95% | - | 19 1.87%w | 11 2.02%w | 15 2.51%pvwz | 2 0.57% | 4 0.55% | 5 3.63%pvwz | 5 4.44%opvwz | 2 0.55% | 3 2.75%w |
| Shell Energy Broadband | 58 0.91%s | 58 0.91%s | - | 12 1.09% | 5 1.18% | 1 1.71%z | 3 0.31% | 10 1.75%sz | 7 1.19% | 2 0.56% | 5 0.70% | 1 1.07% | 3 2.35%osz | - | 2 1.53%z |
| KCOM / Karoo | 34 0.53% | 34 0.54% | - | 8 0.74% | 5 1.08% | - | 4 0.37% | 4 0.71% | 1 0.09% | 1 0.33% | 5 0.63% | 1 0.41% | - | 3 0.65% | 1 0.97% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 14

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If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|----------------------|---------------------|--------------------|---------------|--------------------|-----------------------|-----------------------------|--------|-----------------------|--------------------------|---------------------|---------------------|--------------------|----------------------------|---------|-----------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Post Office | 32 | 31 | 1 | 4 | 5 | - | 10 | 3 | * | 4 | 4 | - | - | 1 | - |
| | 0.50% | 0.49% | 0.48% | 0.35% | 1.12%u | - | 0.92% | 0.47% | 0.05% | 0.92% | 0.48% | - | - | 0.28% | - |
| Utility Warehouse | 28 | 28 | - | 6 | 3 | - | * | 1 | 2 | 1 | 1 | - | - | 3 | - |
| | 0.43% | 0.44% ^s | - | 0.52% | 0.61% | - | 0.04% | 0.26% | 0.38% | 0.14% | 0.08% | - | - | 0.65% | - |
| Three Broadband | 28 | 28 | - | 3 | 1 | - | 1 | - | 14 | 1 | * | * | 1 | - | 1 |
| | 0.43% | 0.44% | - | 0.30% | 0.15% | - | 0.14% | - | 2.28% ^{Tnopqst} | 0.34% | 0.04% | 0.35% | 0.51% | - | 0.72% |
| | | | | | | | | | vwz | | | | | | |
| Hyperoptic | 25 | 25 | - | 4 | 3 | - | 8 | * | 4 | 1 | 1 | - | - | 2 | 2 |
| | 0.40% | 0.40% | - | 0.32% | 0.70% | - | 0.77% | 0.07% | 0.69% | 0.18% | 0.14% | - | - | 0.37% | 1.89% ^{Tntw} |
| Community Fibre | 23 | 23 | - | 7 | - | 3 | - | 1 | 3 | 3 | 3 | 1 | - | - | - |
| | 0.37% | 0.37% | - | 0.63% ^s | - | 6.63% ^{Tnopqstuvw} | - | 0.20% | 0.50% | 0.61% ^s | 0.34% | 1.18% ^s | - | - | - |
| | | | | | | yzA | | | | | | | | | |
| Zen Internet | 17 | 17 | - | 1 | 3 | - | 4 | - | 1 | * | 2 | 1 | 2 | - | - |
| | 0.26% | 0.27% | - | 0.09% | 0.73% | - | 0.34% | - | 0.23% | 0.07% | 0.21% | 0.98% ^t | 1.98% ^{Tnpstuvwz} | - | - |
| John Lewis Broadband | 12 | 12 | - | * | 3 | - | 1 | 4 | - | - | 2 | - | 1 | 1 | - |
| | 0.18% | 0.19% | - | 0.03% | 0.63% ^p | - | 0.05% | 0.72% ^{Tnps} | - | - | 0.29% | - | 0.48% | 0.34% | - |
| SSE | 11 | 11 | - | 1 | 3 | - | 1 | 1 | 1 | * | - | - | 1 | - | - |
| | 0.17% | 0.17% | - | 0.13% | 0.77% ^{Tnsw} | - | 0.06% | 0.26% | 0.21% | 0.07% | - | - | 1.02% ^{sw} | - | - |
| See The Light | 6 | 5 | - | - | * | - | 2 | * | - | - | 1 | - | 1 | 1 | - |
| | 0.09% | 0.09% | - | - | 0.10% | - | 0.19% | 0.07% | - | - | 0.15% | - | 0.48% ^p | 0.22% | - |
| Onestream | 6 | 6 | - | - | - | 2 | 1 | - | 2 | - | - | - | - | - | - |
| | 0.09% | 0.09% | - | - | - | 4.50% ^{Tnopqst} | 0.05% | - | 0.27% | - | - | - | - | - | - |
| | | | | | | uwz | | | | | | | | | |
| Fibrus | 5 | 5 | - | - | * | - | - | - | - | 2 | 3 | - | - | - | - |
| | 0.09% | 0.09% | - | - | 0.11% | - | - | - | - | 0.45% ^{Tn} | 0.39% ^{Tn} | - | - | - | - |
| Ovo | 5 | 5 | - | 3 | 1 | - | - | * | - | - | 1 | - | - | - | - |
| | 0.08% | 0.08% | - | 0.23% | 0.13% | - | - | 0.06% | - | - | 0.16% | 0.46% | - | - | - |
| Gigaclear | 5 | 5 | - | 1 | 1 | - | * | - | - | - | - | - | - | 1 | - |
| | 0.08% | 0.08% | - | 0.10% | 0.34% | - | 0.05% | - | - | - | - | 0.31% | - | 0.32% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 14

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------|-------------------------|------------------|---------------|------------|---------------|-----------------|------------|------------------|------------|--------------------------|--------------------------|-----------------------------|---------------------------------|--------------------------|----------------------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Youfibre | 4 0.07% ⁿ | 4 0.06% | - | - | - | - | - | 1 0.22% | - | - | - | - | 2 1.29% ^{Tnpqsuvwz} | - | 1 1.02% ^{Tnpsuw} |
| Origin | 4 0.07% | 4 0.07% | - | 1 0.11% | - | - | - | - | 1 0.14% | - | - | - | - | - | 2 2.19% ^{Tnpqstuvwz} |
| City Fibre | 4 0.06% | 4 0.06% | - | - | - | - | - | - | - | - | 3 0.40% ^{Tn} | - | - | - | 1 1.01% ^{Tnpstu} |
| Trooli | 3 0.05% | 3 0.05% | - | - | - | - | 1 0.14% | - | - | - | 2 0.24% | - | - | - | - |
| FibreNest | 3 0.05% | 3 0.05% | - | - | - | - | - | - | - | - | - | - | - | - | 2 1.90% ^{Tnpqstuvwz} |
| The Phone Co-op | 3 0.04% ⁿ | 2 0.03% | - | - | - | - | 1 0.10% | - | - | * 0.09% | - | - | - | - | 1 0.54% ^{np} |
| WightFibre | 3 0.04% | 3 0.04% | - | 1 0.07% | - | - | - | - | - | - | - | 1 0.91% ^{Tnsuw} | - | - | - |
| ASK4 Internet | 2 0.03% | 2 0.03% | - | - | - | - | 1 0.21% | - | - | - | - | - | - | - | - |
| Cuckoo Broadband | 2 0.03% | 2 0.03% | - | - | 1 0.13% | - | - | - | - | 2 0.36% ^{Tn} | - | - | - | - | - |
| Direct Save | 2 0.03% | 2 0.03% | - | - | 1 0.18% | - | - | 1 0.15% | - | - | - | - | - | - | - |
| County Broadband | 1 0.02% | 1 0.02% | * 0.13% | - | - | - | - | - | - | - | - | - | - | 1 0.28% ^{Tn} | - |
| Home Telecom | 1 0.02% | 1 0.02% | - | 1 0.08% | - | - | 1 0.06% | - | - | - | - | - | - | - | - |
| Supanet | 1 0.02% | 1 0.02% | - | * 0.04% | - | - | - | - | - | - | 1 0.11% | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 14

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|------------------|---------------|----------------|-------------------|-----------------|----------------|------------------|-------------------------|------------------|----------------|-------------------------|--------------|------------|-----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | ID Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| IDNet | 1 0.01% | 1 0.01% | - | - | 1 0.21%Tn | - | - | - | - | - | - | - | - | - | - |
| O2 Broadband | 1 0.01% | 1 0.01% | - | - | - | - | 1 0.08% | - | - | - | - | - | - | - | - |
| Pop Telecom | 1 0.01% | 1 0.01% | - | 1 0.05% | - | - | - | - | - | - | - | - | - | - | - |
| Other answers | 47 0.73% | 47 0.74% | 3 1.22% | 8 0.75% | 5 1.24% | - | 4 0.39% | 4 0.64% | 3 0.51% | * 0.11% | 5 0.62% | 4 3.53%Tnpstuv wz | 1 1.17% | - | 2 1.86%vz |
| Not applicable - I don't have a fixed broadband service | 165 2.58%ovz | 163 2.58%ovz | - | 31 2.79%ovz | 19 4.39%Tnovxz | 3 6.66%ovxyz | 25 2.47%ovz | 13 2.37%ovz | 29 4.83%Tnosvxy z | 2 0.42% | 22 2.85%ovz | - | * 0.25% | - | 6 5.76%ovxyz |
| Don't know | 127 1.99%ns | 111 1.76% | 1 0.34% | 19 1.66% | 13 2.98%ns | 1 1.47% | 11 1.07% | 14 2.61% | 7 1.24% | 4 0.92% | 18 2.34% | 2 1.51% | 1 0.98% | 7 1.73% | 1 0.99% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 15
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | |
|-----------------|-----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|-----------------|-----------------------------------|---------------|-----------------------------------|--------------|------------------|-------------------|------------------|-----------------------|----------------------------|----------------------------|-----------------------------|----------------------------|----------------------------|-------------------------------------|----------------------------|-------------------------|-------------------------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Virgin Media | 1367 21.46% cdfgikl pqru | 1367 22.48% Tbcdf gikl | - | - | - | - | - | - | 1367 100.00% Tabcd fgikl | - | - | - | - | - | 934 27.18% Tp qr | 13 2.97% | 90 4.80% | 2 1.38% | 827 91.14% T opqr | 260 23.68% u | 686 20.21% | 313 24.01% T u | 440 21.86% | 871 21.20% |
| BT | 1298 20.38% dfghikl qrst | 1298 21.35% Tcdgh ghikl | 1298 100.00% Tacd fghikl | - | - | - | - | - | - | - | - | - | - | - | 683 19.89% q rs | 361 82.59% T odrs | 303 16.09% rs | 5 3.10% | 13 1.45% | 193 17.60% | 726 21.39% t | 256 19.68% | 419 20.82% | 852 20.74% |
| Sky | 1250 19.62% bcdghikl prs | 1250 20.56% Tbcdg hikl | - | - | - | - | 1250 100.00% Tabcd ghikl | - | - | - | - | - | - | - | 1095 31.87% Tp rs | 6 1.33% | 1067 56.70% To prs | 8 4.51% ps | 10 1.11% | 188 17.15% | 693 20.43% t | 262 20.14% | 391 19.42% | 810 19.73% |
| TalkTalk | 605 9.50% bcdfhiklo pqsv | 605 9.96% Tbcdf hikl | - | - | - | - | 605 100.00% Tabcd fhikl | - | - | - | - | - | - | - | 247 7.18% pq s | 9 1.97% | 98 5.22% p s | 128 75.15% To pqs | 8 0.83% | 111 10.12% | 341 10.05% v | 99 7.63% | 194 9.61% | 384 9.36% |
| Plusnet | 413 6.48% bcdfghikop qs | 413 6.79% Tbcfg hikl | - | - | 413 100.00% Tabcf ghikl | - | - | - | - | - | - | - | - | 91 2.64% s | 7 1.49% | 68 3.60% os | 6 3.59% s | 5 0.50% | 74 6.71% | 241 7.09% | 75 5.75% | 151 7.48% | 249 6.06% | |
| Vodafone | 371 5.82% bcdfghkos | 371 6.10% Tbcdf ghk | - | - | - | - | - | - | 371 100.00% Tabcd fghkl | - | - | - | - | 141 4.11% s | 16 3.64% s | 98 5.19% os | 9 5.27% s | 15 1.61% | 58 5.26% | 196 5.77% | 97 7.42% T | 117 5.80% | 245 5.98% | |
| EE | 284 4.45% bd fghikoq svw | 284 4.67% Tbdfg hik | - | 284 100.00% Tabdf ghikl | - | - | - | - | - | - | - | - | - | 97 2.84% s | 14 3.30% s | 59 3.14% s | 5 3.09% | 11 1.26% | 62 5.62% v | 151 4.46% | 42 3.22% | 66 3.26% | 204 4.96% Tw | |

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

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 15

Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|------------------------|-----------------------------------|----------------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|---------------|------------------|----------------------------------|---------------------------------|-----------------------|------------------|-------------------|------------------------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|-------------|-------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Now Broadband | 113 1.77% bd fghioq s | 113 1.86% bdfgh j | - | - | - | - | - | - | - | - | - | 113 100.00% Tabcd fghil | - | - | 10 0.28% | - | 8 0.44% | - | - | 15 1.39% | 56 1.66% | 34 2.59% | 37 1.86% | 74 1.80% |
| Shell Energy Broadband | 58 0.91% bf ghoqs | 58 0.96% bdfgh j | - | - | - | - | - | - | - | - | - | - | 58 100.00% Tabcd fghik | - | - | 6 0.32% | 1 0.87% s | - | - | 6 0.58% | 35 1.05% | 12 0.91% | 17 0.83% | 39 0.95% |
| KCOM / Karoo | 34 0.53% bf h | 34 0.56% bfh j | - | - | - | - | - | - | - | 34 100.00% | - | - | - | 15 0.43% | - | 15 0.78% os | - | - | 8 0.74% | 20 0.60% | 5 0.39% | 12 0.58% | 18 0.43% | |
| Post Office | 32 0.50% bf h | 32 0.52% bfh j | - | - | - | 32 100.00% | - | - | - | - | - | - | - | 20 0.58% | 3 0.58% | 7 0.36% | 5 2.69% To qs | 6 0.66% | 11 0.98% u | 12 0.34% | 6 0.44% | 13 0.66% | 16 0.39% | |
| Utility Warehouse | 28 0.43% bf ho | 28 0.46% bfh j | - | - | - | - | - | - | - | - | - | - | 28 100.00% | 9 0.28% | - | 9 0.48% | - | - | 1 0.08% | 22 0.66% T | 2 0.13% | 10 0.50% | 18 0.43% | |
| Three Broadband | 28 0.43% bf hoqx | 28 0.45% bfh j | - | - | - | - | - | - | - | - | - | - | - | 4 0.12% | - | 1 0.05% | 1 0.37% | * | 4 0.37% | 18 0.52% | 4 0.33% | 13 0.66% x | 9 0.23% | |
| Hyperoptic | 25 0.40% ou | 25 0.42% bh j | - | - | - | - | - | - | - | - | - | - | - | 8 0.23% | 1 0.17% | 4 0.23% | - | 1 0.07% | 6 0.53% | 7 0.21% | 12 0.91% Tu | 4 0.20% | 19 0.47% | |
| Community Fibre | 23 0.37% oq | 23 0.38% j | - | - | - | - | - | - | - | - | - | - | - | 4 0.10% | - | 1 0.05% | - | - | 3 0.29% | 11 0.31% | 6 0.43% | 10 0.50% | 13 0.31% | |
| Zen Internet | 17 0.26% o | 17 0.28% j | - | - | - | - | - | - | - | - | - | - | - | 2 0.05% | - | 2 0.10% | - | - | 2 0.14% | 9 0.25% | 7 0.52% | 5 0.25% | 12 0.29% | |
| John Lewis Broadband | 12 0.18% o | 12 0.19% j | - | - | - | - | - | - | - | - | - | - | - | 2 0.06% | 2 0.50% oq | - | - | - | 1 0.09% | 6 0.17% | 4 0.35% | 2 0.09% | 10 0.24% | |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

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| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|-----------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|--------|---------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| SSE | 11 | 11 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | 5 | 5 | 1 | 4 | 7 |
| | 0.17% | 0.18% | - | - | - | - | - | - | - | - | - | - | - | - | 0.02% | - | 0.03% | - | - | 0.43% | 0.14% | 0.05% | 0.18% | 0.18% |
| See The Light | 6 | 6 | - | - | - | - | - | - | - | - | - | - | - | - | 4 | - | 4 | - | - | 1 | 4 | 1 | 1 | 4 |
| | 0.09% | 0.10% | - | - | - | - | - | - | - | - | - | - | - | - | 0.12% | - | 0.22% | - | - | 0.09% | 0.11% | 0.04% | 0.07% | 0.10% |
| Onestream | 6 | 6 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 1 | 1 | - | - | * | 5 | - | 1 | 5 |
| | 0.09% | 0.09% | - | - | - | - | - | - | - | - | - | - | - | - | 0.04% | 0.20% | 0.03% | - | - | 0.04% | 0.14% | - | 0.05% | 0.12% |
| Fibrus | 5 | 5 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 3 | 1 | 4 |
| | 0.09% | 0.09% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.03% | 0.20% | 0.07% | 0.10% |
| Ovo | 5 | 5 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 2 | - | - | 2 | 2 | 1 | 3 | 2 |
| | 0.08% | 0.09% | - | - | - | - | - | - | - | - | - | - | - | - | 0.06% | - | 0.10% | - | - | 0.16% | 0.06% | 0.11% | 0.16% | 0.05% |
| Gigaclear | 5 | 5 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | * | 3 | 1 | 2 | 3 |
| | 0.08% | 0.09% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.04% | 0.10% | 0.11% | 0.10% | 0.08% |
| Youfibre | 4 | 4 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | 4 | - | 2 | 2 |
| | 0.07% | 0.07% | - | - | - | - | - | - | - | - | - | - | - | - | 0.04% | 0.28% | - | - | - | - | 0.13% | - | 0.11% | 0.05% |
| Origin | 4 | 4 | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | 1 | 1 | - | 1 | 4 |
| | 0.07% | 0.07% | - | - | - | - | - | - | - | - | - | - | - | - | 0.02% | - | 0.03% | - | - | 0.06% | 0.04% | - | 0.04% | 0.09% |
| City Fibre | 4 | 4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 3 | 1 | 3 | 1 |
| | 0.06% | 0.07% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.09% | 0.08% | 0.15% | 0.03% |
| Trooli | 3 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | 3 | - | 3 | - | - | 3 | - | 1 | 1 | 3 |
| | 0.05% | 0.05% | - | - | - | - | - | - | - | - | - | - | - | - | 0.08% | - | 0.14% | - | - | 0.25%Tu | - | 0.04% | 0.03% | 0.07% |
| FibreNest | 3 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 3 | 1 | 2 |
| | 0.05% | 0.05% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.24%Tu | 0.06% | 0.05% |
| The Phone Co-op | 3 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | * | 1 | - | 3 |
| | 0.04% | 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.05% | 0.01% | 0.08% | - | 0.06% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m - T/o/p/q/r/s - T/t/u/v - T/w/x
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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 15
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | |
|------------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|--------|------------|-------------------------------------|------------------|---------------------|--------------------------------|----------------------|-------------|-------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| WightFibre | 3 0.04% | 3 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.02% | - | 1 0.03% | - | - | - | 1 0.04% | 1 0.09% | 1 0.07% | 1 0.03% |
| ASK4 Internet | 2 0.03% | 2 0.04% | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.03% | - | 1 0.06% | - | - | - | 1 0.03% | - | - | 2 0.05% |
| Cuckoo Broadband | 2 0.03% | 2 0.03% | - | - | - | - | - | - | - | - | - | - | - | - | 2 0.05% | - | - | - | - | - | 1 0.02% | 2 0.12% | 1 0.03% | 2 0.04% |
| Direct Save | 2 0.03% | 2 0.03% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.08% | * 0.01% | * 0.03% | - | 2 0.04% |
| County Broadband | 1 0.02% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.03% | - | 1 0.06% | - | - | - | * 0.01% | 1 0.09% | 1 0.06% | * 0.01% |
| Home Telecom | 1 0.02% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.02% | 1 0.06% | - | 1 0.01% |
| Supanet | 1 0.02% | 1 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | * 0.01% | - | * 0.02% | - | - | 1 0.07% | * 0.01% | - | - | 1 0.03% |
| IDNet | 1 0.01% | 1 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.03% | - | * 0.02% | 1 0.01% |
| O2 Broadband | 1 0.01% | 1 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.03% | - | - | 1 0.02% |
| Pop Telecom | 1 0.01% | 1 0.01% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 0.04% | 1 0.03% | - |
| Other answers | 47 0.73%bf hos | 47 0.77%bfh | - | - | - | - | - | - | - | - | - | - | - | - | 8 0.23% | - | 7 0.40% | - | - | 5 0.46% | 25 0.74% | 10 0.74% | 13 0.62% | 29 0.71% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 15
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If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | |
|---|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|---------------|------------------|--------------------|------------------|-----------------------|------------------|--------|---------|-------------------------------------|------------------|---------------------|--------------------------------|----------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Not applicable - I don't have a fixed broadband service | 165 | - | - | - | - | - | - | - | - | - | - | - | - | - | 21 | - | 13 | - | 9 | 44 | 78 | 24 | 50 | 107 |
| | 2.58%abcd | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.62% | - | 0.67% | - | 0.97% | 4.03%Tu | 2.29% | 1.83% | 2.47% | 2.62% |
| Don't know | 127 | - | - | - | - | - | - | - | - | - | - | - | - | - | 20 | 4 | 12 | - | 3 | 32 | 26 | 16 | 27 | 78 |
| | 1.99%abcd | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.57% | 0.98% | 0.65% | - | 0.35% | 2.91%uv | 0.78% | 1.21% | 1.33% | 1.91% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 16
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|--------------------------------------|-----------------------------|---------------|-------------------------------|---------------------------|-----------------------------|-------------------------------|-----------------------------|--------------------------|----------------------------|-----------------------------|---------------------------|------------------------------|-----------------------------|----------------------------|-----------------------------|-----------------------------|-----------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Sky | 1883 29.55% ^{bhik} np | 968 31.16% ^{Tb} | 911 28.10% | 243 27.60% | 300 28.18% | 318 32.18% ^{hi} | 378 34.47% ^{Tcdh} | 279 30.45% ^{ai} | 266 26.41% | 100 23.61% | 528 30.45% ^{ak} | 459 25.54% | 444 34.32% ^{Tkm} | 452 29.21% ^{uk} | 987 27.95% | 896 31.53% ^{Tn} | 1482 28.82% | 401 32.62% ^{Tp} |
| Virgin Media | 908 14.25% ^q | 418 13.45% | 487 15.02% | 132 15.02% | 149 13.99% | 150 15.16% | 144 13.16% | 116 12.70% | 142 14.13% | 74 17.66% ^{fg} | 251 14.51% | 255 14.18% | 184 14.20% | 218 14.07% | 506 14.34% | 401 14.13% | 847 16.48% ^{Tq} | 60 4.91% |
| BT | 436 6.85% ^{befmo} | 256 8.24% ^{Tb} | 179 5.53% | 98 11.12% ^{Telgh} | 88 8.23% ^{ef} | 49 4.95% | 50 4.57% | 53 5.80% | 70 6.99% ^f | 29 6.82% | 150 8.65% Tm | 131 7.30% ^m | 95 7.36% ^m | 60 3.90% | 281 7.96% ^{To} | 156 5.47% | 339 6.59% | 97 7.93% |
| TalkTalk | 171 2.68% ^j | 85 2.73% | 86 2.65% | 33 3.73% | 28 2.65% | 29 2.91% | 23 2.10% | 20 2.17% | 27 2.65% | 11 2.69% | 31 1.81% | 50 2.78% | 38 2.93% | 51 3.32% ^j | 81 2.30% | 89 3.14% | 143 2.78% | 28 2.24% |
| Freesat | 9 0.13% | 6 0.19% | 3 0.08% | - | 3 0.25% | 0.05% | 3 0.26% | 1 0.09% | - | 2 0.40% | 3 0.19% | 4 0.21% | - | 1 0.03% | 7 0.20% | 2 0.06% | 6 0.11% | 3 0.25% |
| Freeview | 4 0.06% | - | 4 0.11% | - | 1 0.13% | 2 0.21% | - | - | - | - | 2 0.12% | 1 0.08% | - | - | 4 0.10% | - | 4 0.07% | - |
| Plusnet | 3 0.04% | 2 0.05% | 1 0.03% | 2 0.19% | - | - | 1 0.06% | * 0.03% | - | - | - | - | 3 0.21% ^T | - | - | 3 0.09% | 2 0.03% | 1 0.08% |
| Three | 2 0.03% | 1 0.04% | 1 0.03% | - | - | - | 1 0.08% | 1 0.14% | - | - | 1 0.05% | - | - | 1 0.09% | 1 0.02% | 1 0.05% | 2 0.04% | - |
| Polish TV (non-specific) | 1 0.02% | 1 0.05% | - | - | 1 0.13% | - | - | - | - | - | - | - | - | 1 0.09% | - | 1 0.05% | 1 0.03% | - |
| Other answers | 19 0.30% | 13 0.40% | 6 0.20% | 2 0.23% | - | 11 1.08% ^{Tdfg} | 1 0.06% | - | 4 0.35% | 2 0.53% ^{dg} | 4 0.24% | 5 0.29% | 5 0.39% | 9 0.30% | 10 0.27% | 14 0.34% | 5 0.26% | 5 0.45% |
| Invalid - Streaming service / on-demand / non-TV package | 66 1.04% ^c | 25 0.81% | 39 1.21% | 2 0.28% | 4 0.42% | 12 1.23% | 17 1.59% ^{cd} | 12 1.35% ^c | 10 0.95% | 8 1.83% ^{cd} | 11 0.61% | 17 0.97% | 12 0.89% | 26 1.71% ^{TJ} | 28 0.80% | 38 1.34% | 56 1.08% | 11 0.85% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 16
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|------------------------|-------------|----------------------|------------------------|------------------------|---------------------|---------------------|-----------------------|------------------------|---------------------|---------------------|----------------------|-----------|----------------------|-------------|-------------|--------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Not applicable - I don't have a pay TV service | 2715 | 1266 | 1438 | 281 | 451 | 404 | 473 | 431 | 482 | 194 | 716 | 810 | 481 | 707 | 1526 | 1189 | 2132 | 583 |
| | 42.61% _{aclp} | 40.73% | 44.37% _{Ta} | 31.93% | 42.37% _c | 40.92% _c | 43.14% _c | 46.98% _{Tce} | 47.90% _{Tcde} | 45.96% _c | 41.33% _l | 45.09% _{Tl} | 37.22% | 45.68% _{Tj} | 43.24% | 41.83% | 41.46% | 47.44% _{Tp} |
| Don't know | 155 | 66 | 87 | 87 | 39 | 13 | 6 | 3 | 6 | 2 | 35 | 64 | 32 | 24 | 99 | 56 | 116 | 40 |
| | 2.44% _{efghi} | 2.14% | 2.68% | 9.90% _{Tdefg} | 3.64% _{Tefgh} | 1.31% _{eg} | 0.51% | 0.28% | 0.62% | 0.49% | 2.04% | 3.56% _{Tjm} | 2.47% | 1.54% | 2.82% | 1.97% | 2.25% | 3.24% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 17
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If you use more than one company, please select the one which you use most often.
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|---------------------|-----------------------|--------------|-----------------------|----------------------|---------------------|-----------------------|---------------------|------------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|-----------------------|-----------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Sky | 1883 | 1526 | 164 | 120 | 73 | 164 | 76 | 206 | 155 | 159 | 136 | 120 | 183 | 200 | 258 | 154 | 73 | 1627 | 233 |
| | 29.55% ^a | 28.54% | 30.93% | 39.52% ^{Tab} | 38.00% ^{Ta} | 30.93% ^m | 29.83% | 29.18% ^m | 29.89% ^m | 28.65% | 29.63% | 39.52% ^{Tef} | 30.46% ^m | 23.79% | 29.63% ^m | 28.32% | 38.00% ^{Tgi} | 29.79% | 27.49% |
| Virgin Media | 908 | 815 | 56 | 20 | 17 | 56 | 43 | 105 | 54 | 102 | 75 | 20 | 77 | 158 | 137 | 63 | 17 | 757 | 144 |
| | 14.25% ^b | 15.24% ^{Tbc} | 10.48% | 6.67% | 9.07% | 10.48% | 16.94% ^{ehk} | 14.90% ^k | 10.47% | 18.43% ^{Teh} | 16.47% ^{ehkp} | 6.67% | 12.83% ^k | 18.76% ^{Teh} | 15.74% ^{ehk} | 11.54% ^k | 9.07% | 13.87% | 16.92% |
| BT | 436 | 354 | 44 | 19 | 20 | 44 | 23 | 48 | 36 | 45 | 23 | 19 | 24 | 64 | 45 | 46 | 20 | 367 | 69 |
| | 6.85% ^l | 6.62% | 8.21% | 6.33% | 10.35% | 8.21% ^l | 9.18% ^{ln} | 6.87% | 6.93% | 8.05% ^l | 4.93% | 6.33% | 4.02% | 7.61% ^l | 5.14% | 8.48% ^{ln} | 10.35% ^{ln} | 6.72% | 8.07% |
| TalkTalk | 171 | 141 | 16 | 10 | 4 | 16 | 6 | 24 | 11 | 9 | 11 | 10 | 26 | 26 | 17 | 10 | 4 | 129 | 39 |
| | 2.68% ^q | 2.63% | 3.03% | 3.27% | 2.11% | 3.03% | 2.19% | 3.40% | 2.16% | 1.69% | 2.38% | 3.27% | 4.33% ^{Tino} | 3.15% | 1.98% | 1.81% | 2.11% | 2.35% | 4.55% ^{Tq} |
| Freesat | 9 | 8 | - | 1 | - | - | - | - | * | - | 2 | 1 | 2 | - | 2 | 1 | - | 8 | * |
| | 0.13% | 0.15% | - | 0.18% | - | - | - | - | 0.09% | - | 0.46% | 0.18% | 0.37% | - | 0.25% | 0.20% | - | 0.15% | 0.06% |
| Freeview | 4 | 4 | - | - | - | - | - | - | - | 1 | - | - | - | 2 | - | - | - | 4 | - |
| | 0.06% | 0.07% | - | - | - | - | - | - | - | 0.25% | - | - | - | 0.25% | - | - | - | 0.06% | - |
| Plusnet | 3 | 2 | - | * | - | - | 2 | - | - | - | 1 | * | - | - | - | - | - | 3 | - |
| | 0.04% | 0.04% | - | 0.10% | - | - | 0.66% ^{Tmn} | - | - | - | 0.15% | 0.10% | - | - | - | - | - | 0.05% | - |
| Three | 2 | 2 | - | - | - | - | - | - | 1 | - | - | - | - | - | - | 1 | - | 2 | - |
| | 0.03% | 0.04% | - | - | - | - | - | - | 0.17% | - | - | - | - | - | - | 0.24% ^T | - | 0.04% | - |
| Polish TV (non-specific) | 1 | 1 | - | - | - | - | - | - | - | 1 | - | - | - | - | - | - | - | 1 | - |
| | 0.02% | 0.03% | - | - | - | - | - | - | - | 0.31% ^T | - | - | - | - | - | - | - | 0.03% | - |
| Other answers | 19 | 15 | 2 | 2 | - | 2 | - | 2 | 1 | 3 | 2 | 2 | 3 | 2 | - | - | - | 14 | 5 |
| | 0.30% | 0.28% | 0.44% | 0.61% | - | 0.44% | - | 0.25% | 0.43% | 0.19% | 0.58% | 0.61% | 0.37% | 0.31% | 0.26% | - | - | 0.26% | 0.59% |
| Invalid - Streaming service / on-demand / non-TV package | 66 | 59 | 3 | 3 | * | 3 | 2 | 8 | 8 | 6 | 8 | 3 | 8 | 7 | 10 | 1 | * | 59 | 7 |
| | 1.04% | 1.11% | 0.62% | 1.03% | 0.22% | 0.62% | 0.74% | 1.12% | 1.63% ^o | 1.09% | 1.74% ^o | 1.03% | 1.38% | 0.82% | 1.19% | 0.26% | 0.22% | 1.08% | 0.82% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

.YONDER

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Absolutes/col percents

Table 17

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Base: All respondents

| | Country | | | | | Region | | | | | | | Ethnicity | | | | | | |
|--|-------------|-------------|--------------|-------------|-------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-------------|--------------------|---------------|----------------|----------------|----------------|-------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Not applicable - I don't have a pay TV service | 2715 | 2273 | 242 | 124 | 76 | 242 | 95 | 288 | 231 | 219 | 186 | 124 | 270 | 348 | 379 | 256 | 76 | 2393 | 299 |
| | 42.61% r | 42.52% a | 45.51% b | 41.00% c | 39.83% d | 45.51% e | 37.54% f | 40.81% g | 44.54% h | 39.46% i | 40.72% j | 41.00% k | 45.05% l | 41.41% m | 43.54% n | 47.00% o | 39.83% p | 43.82% q | 35.26% r |
| Don't know | 155 | 146 | 4 | 4 | 1 | 4 | 7 | 24 | 19 | 12 | 12 | 4 | 7 | 33 | 20 | 12 | 1 | 98 | 53 |
| | 2.44% q | 2.74% be | 0.78% b | 1.29% c | 0.41% d | 0.78% e | 2.92% e | 3.47% el | 3.69% elp | 2.18% e | 2.64% e | 1.29% e | 1.18% e | 3.89% Telp | 2.27% e | 2.15% e | 0.41% e | 1.79% e | 6.25% Tq |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 18
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--------------------------|-----------------------|------------------------|------------------------|---------------------|--------------------|-----------------|-----------------------|------------------------|------------------------|----------------------|-----------------|---------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Sky | 1883 | 1706 | 316 | 67 | 53 | 10 | 968 | 82 | 72 | 92 | 13 | 7 | 4 | 6 |
| | 29.55% bdghkl | 32.33% Tbdghkl | 24.55% dghkl | 27.41% dghkl | 14.28% h | 23.22% | 86.80% Tabcdgh | 14.98% h | 6.96% | 27.69% sdghkl | 50.88% | 6.92% | 7.97% | 23.16% |
| Virgin Media | 908 | 823 | 15 | 14 | 8 | 10 | 9 | 11 | 734 | 22 | - | - | - | - |
| | 14.25% bcdfgik | 15.60% Tbcdfgik | 1.14% | 5.65% bdfgk | 2.05% | 23.40% | 0.81% | 1.96% | 71.34% Tabcdfgi | 6.79% bdfgk | - | - | - | - |
| BT | 436 | 408 | 337 | 15 | 7 | 4 | 5 | 13 | 9 | 16 | - | - | - | - |
| | 6.85% dfghk | 7.73% Tdfghk | 26.12% Tacdfghi | 6.01% dfghk | 1.77% f | 8.81% | 0.48% | 2.38% fh | 0.91% | 4.94% dfh | - | - | - | - |
| TalkTalk | 171 | 162 | 4 | 5 | 4 | 8 | 4 | 123 | 3 | 9 | - | - | 1 | - |
| | 2.68% bfh | 3.07% Tbfh | 0.33% | 1.90% bfh | 1.21% | 18.48% | 0.37% | 22.48% Tabcdfhi | 0.31% | 2.66% bfh | - | - | 2.90% bfh | - |
| Freesat | 9 | 8 | 1 | 1 | - | - | 1 | - | - | 1 | - | 1 | - | - |
| | 0.13% | 0.14% | 0.12% | 0.47% | - | - | 0.10% | - | - | 0.31% | - | 1.28% Tabfgh | - | - |
| Freeview | 4 | 2 | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | 0.06% | 0.04% | - | 0.57% Tabh | - | - | 0.04% | - | - | - | - | - | - | - |
| Plusnet | 3 | 2 | - | - | 2 | - | - | - | - | - | - | - | - | - |
| | 0.04% | 0.04% | - | - | 0.54% Tabfh | - | - | - | - | - | - | - | - | - |
| Three | 2 | 1 | - | - | - | - | - | - | - | - | - | - | - | - |
| | 0.03% | 0.02% | - | - | - | - | - | - | - | - | - | - | - | - |
| Polish TV (non-specific) | 1 | 1 | - | - | - | - | - | - | - | 1 | - | - | - | - |
| | 0.02% | 0.03% | - | - | - | - | - | - | - | 0.43% Ta | - | - | - | - |
| Other answers | 19 | 16 | - | 5 | 3 | - | - | 2 | 1 | - | - | - | - | - |
| | 0.30% | 0.30% | - | 1.91% Tabfgh | 0.84% bf | - | - | 0.29% | 0.11% | 0.31% | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 18
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|------------------|--------------------------|---------------------------|-----------------|--------------|---------------------|------------------|-------------------|-----------------|--------------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Invalid - Streaming service / on-demand / non-TV package | 66 1.04%af | 47 0.90% | 9 0.74% | 5 1.89%f | 3 0.73% | - | 4 0.40% | 4 0.82% | 5 0.52% | 7 2.19%afh | 2 6.68% | 5 5.46%Tabdfgh | - | 1 2.26% |
| Not applicable - I don't have a pay TV service | 2715 42.61%afh | 2005 37.99%fh | 583 45.27%afh | 114 46.18%afh | 285 77.12%Tabcfgh i | 11 26.10% | 108 9.72% | 308 56.13%Tabcfh | 190 18.46%f | 172 52.13%Tafh | 11 42.44% | 86 86.34%Tabcfgh i | 45 89.13%Tabcfgh i | 18 69.09% |
| Don't know | 155 2.44%algh | 96 1.81% | 22 1.74% | 20 8.01%Tabdfghi k | 5 1.45% | - | 14 1.27% | 5 0.97% | 14 1.39% | 8 2.55% | - | - | - | 1 5.49% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 19
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|----------------------|----------------------|--------------------------------|---------------------|----------------|------------------------|------------------------|---------------------|-------------------|---------------------------------|---------------------|----------------|-----------------|---------------------------------|----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | ID Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Sky | 1883 29.55%oqvvyA | 1870 29.67%oqvvyA | 34 5.06% | 345 30.91%oqvvyA | 76 17.73% | 14 2.19%vA | 338 32.72%TnoquvxyA | 166 30.15%oqvvyA | 152 25.42%oqvA | 55 12.68% | 242 31.78%oqvvyA | 27 20.88%A | 21 17.97% | 340 81.37%Tnopqrs tuvvxyA | 10 9.32% |
| Virgin Media | 908 14.25%opz | 903 14.33%opz | 12 5.06% | 132 11.85%oz | 58 13.54%oz | 5 10.12%z | 135 13.12%oz | 75 13.72%oz | 86 14.44%oz | 201 46.08%Tnopqr stuvxyZA | 106 13.92%oz | 22 16.92%oz | 12 10.19%z | 9 2.21% | 16 15.89%oz |
| BT | 436 6.85%yz | 434 6.88%yz | 90 38.78%Tnpqrst uvwxzyA | 82 7.32%yz | 32 7.50%yz | 3 5.36%y | 60 5.78%yz | 35 6.42%yz | 36 5.99%yz | 29 6.67%yz | 42 5.54%yz | 7 5.32%yz | - | 4 1.02% | 2 2.36% |
| TalkTalk | 171 2.68% | 170 2.70% | 1 0.51% | 22 1.93% | 14 3.24% | 2 3.64% | 30 2.90% | 13 2.44% | 25 4.22%Tnopyz | 8 1.80% | 26 3.48%o | 5 3.86%o | - | 6 1.36% | 4 4.38%oy |
| Freesat | 9 0.13% | 9 0.14% | - | 2 0.18% | - | - | 2 0.15% | - | 2 0.27% | 2 0.36% | 1 0.08% | - | 1 1.08%Tnt | - | - |
| Freeview | 4 0.06% | 4 0.06% | - | 1 0.13% | - | - | - | - | - | 2 0.38%Tn | - | - | - | - | - |
| Plusnet | 3 0.04% | 3 0.04% | - | 2 0.15% | - | - | - | * 0.05% | 1 0.12% | - | - | - | - | - | - |
| Three | 2 0.03% | 2 0.03% | - | - | - | - | - | - | 2 0.37%Tn | - | - | - | - | - | - |
| Polish TV (non-specific) | 1 0.02% | 1 0.02% | - | - | - | - | - | - | - | - | 1 0.19%Tn | - | - | - | - |
| Other answers | 19 0.30% | 19 0.30% | - | 6 0.55% | 1 0.29% | 1 2.78%Tnotuvw z | 5 0.48% | - | 2 0.27% | 1 0.12% | 1 0.07% | - | 2 1.72%Tntwz | - | 1 0.58% |
| Invalid - Streaming service / on-demand / non-TV package | 66 1.04% | 66 1.05% | 2 1.00% | 13 1.18% | 6 1.41% | - | 8 0.78% | 8 1.42% | 5 0.80% | 2 0.40% | 15 1.91%Tn | * 0.35% | - | 2 0.44% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 19

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.

Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|----------------|-------------------|-----------------------------|----------------|-----------------|--------------------|-----------------|------------------|-----------------|----------------|------------------------------|--------------|------------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Not applicable - I don't have a pay TV service | 2715 42.61%vz | 2683 42.57%vz | 92 39.42%vz | 472 42.24%vz | 232 54.30%Tnopst uvwz | 24 48.20%vz | 438 42.48%vz | 229 41.64%vz | 278 46.49%vz | 133 30.44%z | 309 40.57%vz | 64 50.24%vz | 81 68.61%Tnopqr stuvwz | 55 13.22% | 64 62.76%Tnopstuvwz |
| Don't know | 155 2.44%nz | 140 2.22%z | 2 0.67% | 40 3.57%Tnosvz | 8 1.99% | 1 1.70% | 16 1.59% | 23 4.15%Tnosuvz | 10 1.62% | 5 1.06% | 18 2.40%z | 3 2.43% | 1 0.43% | 2 0.38% | 5 4.71%ovz |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 20

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.

Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | Q.4 Pay TV supplier | | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | |
|--------------------------|---------------------------------|----------------------------|----------------------------|----------------------|---------------------|-----------------|-----------------------------|-----------------------------|----------------------------|-----------------------|------------------|---------------------|------------------|-----------------------|------------------------|--------|-----------------------------|-------------------------------------|-------------------|---------------------|-------------------------------|----------------------|---------------|----------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (e) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | ally vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Sky | 1883 29.55% bcdghkl rs | 1858 30.56% Tbcdghkl | 303 23.33% dghkl | 59 20.83% hk | 68 16.40% hk | 7 21.22% | 1067 85.39% Tabcdghkl | 98 16.22% hk | 90 6.61% | 98 26.34% dghkl | 15 43.39% | 8 7.39% | 6 10.48% | 9 32.39% | 1883 54.81% Tprs | - | 1883 100.00% Tprs | - | - | 315 28.70% | 1015 29.91% | 410 31.44% | 565 28.07% | 1240 30.19% |
| Virgin Media | 908 14.25% cdfgikl pqr | 896 14.73% Tbcdgikl | 13 1.02% | 11 4.03% bdfg | 5 1.11% | 6 18.74% | 10 0.81% | 8 1.24% | 827 60.53% Tabcdgikl | 15 3.95% bdfg | - | - | - | 908 26.43% Tpqr | - | - | - | 908 100.00% T opqr | 173 15.77% | 475 14.00% | 187 14.34% x | 317 15.76% T | 555 13.51% | |
| BT | 436 6.85% cdfghklqrs | 432 7.11% Tdfghkl | 361 27.77% Tacdghikl | 14 5.08% dfghk | 7 1.57% f | 3 7.91% | 6 0.46% | 9 1.42% | 13 0.95% | 16 4.28% fgh | - | - | - | 436 12.71% Tqrs | 436 100.00% Tqrs | - | - | - | 79 7.18% | 244 7.19% | 88 6.75% | 124 6.16% | 304 7.41% | |
| TalkTalk | 171 2.68% bfhpqs | 171 2.81% Tbfh | 5 0.41% | 5 1.86% bh | 6 1.48% b | 5 14.40% | 8 0.61% | 128 21.18% Tabcdfhikl | 2 0.17% | 9 2.42% bfh | - | - | 1 2.54% bh | 171 4.97% Tpqs | - | - | 171 100.00% T opqs | - | 53 4.86% Tu | 81 2.39% | 24 1.82% | 63 3.12% | 96 2.34% | |
| Freesat | 9 0.13% | 9 0.14% | 1 0.11% | 1 0.41% h | - | - | 2 0.13% | - | - | 2 0.41% h | - | 1 1.13% Tabgh | - | 9 0.25% | - | - | - | - | - | * 0.04% | 4 0.11% | 3 0.26% | 3 0.13% | 6 0.14% |
| Freeview | 4 0.06% x | 4 0.06% | - | 1 0.49% Tabh | - | - | - | - | - | - | - | - | - | 4 0.10% | - | - | - | - | - | * 0.04% | 1 0.04% | 2 0.13% | 3 0.15% | * 0.01% |
| Plusnet | 3 0.04% | 3 0.04% | - | - | 3 0.65% Tabfh | - | - | - | - | - | - | - | - | 3 0.08% | - | - | - | - | - | 2 0.15% | * 0.01% | - | 1 0.03% | 2 0.05% |
| Three | 2 0.03% | 2 0.04% | - | - | - | - | - | - | - | - | - | - | - | 2 0.06% | - | - | - | - | - | - | 1 0.04% | 1 0.07% | 1 0.07% | - |
| Polish TV (non-specific) | 1 0.02% | 1 0.02% | - | - | - | - | - | - | - | 1 0.38% Ta | - | - | - | - | 1 0.04% | - | - | - | - | - | 1 0.04% | - | - | 1 0.03% |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 20

Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.

Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|------------------------|---------------------|----------------------|---------------------|---------------------|-----------------|---------|---------------------|---------------------|---------------------|---------------------|------------------------|---------------------|-----------------------|---------------------|--------|---------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Other answers | 19 | 19 | - | 5 | 3 | - | 2 | 4 | 1 | 1 | - | - | - | - | 19 | - | - | - | - | 6 | 9 | 3 | 8 | 9 |
| | 0.30% | 0.31% | - | 1.66% ^{Ta} | 0.75% ^{bh} | - | 0.13% | 0.68% ^{bh} | 0.04% | 0.27% | - | - | - | - | 0.55% ^{Tq} | - | - | - | - | 0.59% | 0.25% | 0.25% | 0.39% | 0.22% |
| Invalid - Streaming service / on-demand / non-TV package | 66 | 64 | 11 | 5 | 3 | - | 7 | 8 | 9 | 7 | 2 | 5 | - | 1 | - | - | - | - | - | 16 | 36 | 11 | 28 | 36 |
| | 1.04% ^{oq} | 1.05% | 0.84% | 1.64% | 0.75% | - | 0.55% | 1.27% | 0.68% | 1.88% ^f | 5.13% | 4.82% ^{Tabdf} | - | 2.16% | - | - | - | - | - | 1.41% | 1.05% | 0.84% | 1.40% | 0.89% |
| Not applicable - I don't have a pay TV service | 2715 | 2527 | 579 | 162 | 313 | 12 | 139 | 346 | 411 | 213 | 16 | 98 | 51 | 17 | - | - | - | - | - | 422 | 1482 | 559 | 858 | 1768 |
| | 42.61% ^a | 41.57% ^f | 44.62% ^{ah} | 57.03% ^T | 75.86% ^T | 37.72% | 11.11% | 57.18% ^T | 30.08% ^f | 57.36% ^T | 47.47% ^T | 86.66% ^T | 86.98% ^T | 60.23% | - | - | - | - | - | 38.38% | 43.68% ^t | 42.88% | 42.60% | 43.05% |
| Don't know | 155 | 94 | 25 | 20 | 6 | - | 9 | 5 | 13 | 10 | 1 | - | - | 1 | - | - | - | - | - | 31 | 44 | 16 | 43 | 89 |
| | 2.44% ^{af} | 1.55% ^f | 1.91% ^f | 6.98% ^{Ta} | 1.43% | - | 0.76% | 0.80% | 0.93% | 2.70% ^{fg} | 4.01% | - | - | 5.23% | - | - | - | - | - | 2.86% ^{uv} | 1.29% | 1.24% | 2.12% | 2.16% |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 21
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|-----------------------------|------------------------|--------------|---------------|----------------------|----------------------|---------------------|----------------|---------------------|----------------------|---------------------|---------------|---------------|-----------------|---------------|--------------|--------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| NET: Had reason to complain | 2011 | 1063 | 943 | 399 | 467 | 379 | 319 | 208 | 164 | 74 | 595 | 611 | 372 | 432 | 1206 | 804 | 1682 | 329 |
| | 31.56% lmoq | 34.19% Tb | 29.08% hi | 45.34% Tefg hi | 43.88% Tefg hi | 38.42% Tfgh i | 29.16% gghi | 22.67% gh | 16.29% i | 17.67% i | 34.35% Tlm | 34.02% Tlm | 28.78% i | 27.90% i | 34.18% To | 28.30% i | 32.70% Tq | 26.77% i |
| Landline phone | 364 | 217 | 146 | 51 | 96 | 68 | 52 | 34 | 43 | 20 | 128 | 87 | 76 | 73 | 215 | 149 | 297 | 67 |
| | 5.71% bg | 6.99% Tb | 4.51% i | 5.84% i | 9.02% Tcgh i | 6.84% gh | 4.70% i | 3.70% i | 4.25% i | 4.84% i | 7.38% Tkm | 4.82% i | 5.89% i | 4.70% i | 6.08% i | 5.24% i | 5.77% i | 5.45% i |
| Mobile phone | 766 | 424 | 340 | 193 | 211 | 155 | 99 | 55 | 35 | 19 | 237 | 239 | 153 | 138 | 476 | 291 | 650 | 116 |
| | 12.03% bfgh imoq | 13.63% Tb | 10.50% i | 21.93% Tefg hi | 19.80% Tefg hi | 15.70% Tfghi | 9.01% gghi | 5.95% h | 3.53% i | 4.55% i | 13.66% Tm | 13.29% m | 11.82% m | 8.91% i | 13.47% To | 10.23% i | 12.65% Tq | 9.44% i |
| Fixed broadband internet | 1248 | 660 | 585 | 215 | 296 | 236 | 216 | 138 | 106 | 41 | 364 | 374 | 224 | 286 | 738 | 510 | 1039 | 209 |
| | 19.59% bg lmoq | 21.24% Tb | 18.04% i | 24.44% Tfgh i | 27.81% Tfgh i | 23.86% Tghi | 19.73% gghi | 15.07% ghi | 10.50% i | 9.83% i | 20.98% l | 20.84% l | 17.29% i | 18.48% i | 20.91% To | 17.94% i | 20.20% Tq | 17.04% i |
| Pay TV | 327 | 219 | 108 | 48 | 95 | 71 | 54 | 25 | 29 | 5 | 110 | 77 | 79 | 61 | 187 | 140 | 293 | 34 |
| | 5.13% bg lmoq | 7.06% Tb | 3.32% i | 5.45% ghi | 8.91% Tcgh i | 7.14% Tghi | 4.96% gghi | 2.76% i | 2.91% i | 1.16% i | 6.36% Tkm | 4.27% i | 6.10% k m | 3.95% i | 5.30% i | 4.93% i | 5.70% Tq | 2.77% i |
| None of these | 4359 | 2044 | 2299 | 481 | 595 | 608 | 776 | 709 | 842 | 347 | 1138 | 1185 | 919 | 1116 | 2323 | 2036 | 3459 | 900 |
| | 68.42% acde jknp | 65.76% i | 70.92% Ta | 54.66% i | 55.98% i | 61.58% cd | 70.84% cde | 77.33% Tcde f | 83.71% Tcde fg | 82.33% Tcde f | 65.65% i | 65.98% i | 71.10% Tjk | 72.10% Tjk | 65.82% i | 71.65% Tn | 67.27% i | 73.23% Tp |
| Don't know | 2 | 2 | - | - | 2 | - | - | - | - | - | - | - | 2 | - | - | 2 | 2 | - |
| | 0.02% i | 0.05% i | - i | - i | 0.14% i | - i | - i | - i | - i | - i | - i | - i | 0.12% i | - i | - i | 0.05% i | 0.03% i | - i |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 22
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-----------------------------|--------------------------|---------------------|---------------------|---------------|---------------|--------------------------|-------------------------------|----------------------|------------------------------|----------------------|--------------------|--------------------|---------------------------|-----------------------------------|--------------------|---------------------|--------------------|----------------------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | York-shire & Humber-side (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| NET: Had reason to complain | 2011 31.56% elq | 1718 32.13% b | 137 25.85% | 97 32.06% | 58 30.57% | 137 25.85% | 87 34.16% el | 236 33.47% elo | 157 30.23% | 178 31.94% l | 135 29.53% | 97 32.06% | 151 25.15% | 372 44.33% Tef ghijklnop | 254 29.14% | 149 27.32% | 58 30.57% | 1556 28.48% | 443 52.21% Tq |
| Landline phone | 364 5.71% q | 316 5.91% | 23 4.36% | 15 4.93% | 9 4.92% | 23 4.36% | 17 6.78% | 39 5.57% | 24 4.70% | 38 6.80% | 22 4.89% | 15 4.93% | 26 4.37% | 82 9.78% Tegh jklno | 40 4.57% | 27 4.92% | 9 4.92% | 282 5.17% | 81 9.56% Tq |
| Mobile phone | 766 12.03% b eq | 675 12.62% Tb | 43 8.14% | 31 10.23% | 17 9.12% | 43 8.14% | 33 12.97% | 86 12.15% | 63 12.10% | 76 13.59% e | 45 9.89% | 31 10.23% | 61 10.13% | 172 20.51% Tefg hijklnop | 86 9.89% | 53 9.81% | 17 9.12% | 539 9.87% | 218 25.70% Tq |
| Fixed broadband internet | 1248 19.59% q | 1049 19.63% | 92 17.33% | 65 21.45% | 41 21.66% | 92 17.33% | 49 19.34% | 141 19.97% | 103 19.85% | 121 21.62% lo | 79 17.26% | 65 21.45% | 97 16.10% | 204 24.28% Tej lno | 167 19.11% | 89 16.42% | 41 21.66% | 1001 18.32% | 244 28.74% Tq |
| Pay TV | 327 5.13% hl q | 288 5.38% | 22 4.05% | 9 3.03% | 9 4.45% | 22 4.05% | 28 10.97% Tegh jklno | 30 4.20% | 15 2.91% | 38 6.87% hklno | 23 5.06% | 9 3.03% | 18 3.08% | 78 9.30% Tegh jklno | 35 4.05% | 22 4.05% | 9 4.45% | 257 4.70% | 70 8.19% Tq |
| None of these | 4359 68.42% m r | 3627 67.84% | 394 74.15% Ta | 206 67.94% | 133 69.43% | 394 74.15% Tg m | 167 65.84% m | 467 66.31% m | 362 69.77% m | 378 68.06% m | 322 70.47% m | 206 67.94% m | 449 74.85% Tg im | 468 55.67% | 618 70.86% m | 395 72.68% gm | 133 69.43% m | 3905 71.49% Tr | 406 47.79% |
| Don't know | 2 0.02% | 2 0.03% | - | - | - | - | - | 2 0.22% T | - | - | - | - | - | - | - | - | - | 2 0.03% | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 23
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------------------|----------------------------|----------------------------|-----------------------------|------------------------------|----------------------------|-----------------|--------------------------|------------------------------|------------------------------|-------------------------------|-----------------|-------------------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| NET: Had reason to complain | 2011 31.56% bk | 1720 32.59% Tbdk | 358 27.76% k | 103 41.77% Tabdfk | 97 26.28% k | 31 74.70% | 349 31.31% k | 193 35.19% bdk | 387 37.64% Tabdfk | 134 40.50% Tabdfk | 5 17.54% | 14 14.42% | 15 28.55% | 5 19.06% |
| Landline phone | 364 5.71% | 363 6.88% T | 92 7.15% T | 14 5.68% | 21 5.66% | 6 14.10% | 64 5.72% | 57 10.31% Tabdfk | 75 7.32% | 26 7.74% | - | 2 2.42% | 2 3.28% | - |
| Mobile phone | 766 12.03% b | 654 12.39% b | 118 9.17% | 65 26.33% Tabdfghk | 34 9.15% | 13 32.06% | 144 12.88% b | 65 11.84% | 126 12.29% b | 70 21.26% Tabdfghkl | - | 5 5.18% | 3 5.43% | 4 14.63% |
| Fixed broadband internet | 1248 19.59% k | 1058 20.06% bk | 229 17.78% k | 39 15.76% | 66 17.96% k | 12 28.49% | 199 17.87% k | 144 26.18% Tabcdfk | 245 23.84% Tabcdfk | 77 23.21% k | 5 17.54% | 7 6.57% | 12 22.78% k | 1 4.43% |
| Pay TV | 327 5.13% d | 316 6.00% Tbd | 51 3.93% | 16 6.32% d | 9 2.40% | 7 17.16% | 87 7.84% Tabdk | 32 5.88% d | 95 9.23% Tabdgikl | 16 4.90% | - | 1 1.07% | - | 1 4.43% |
| None of these | 4359 68.42% achi | 3557 67.41% chi | 931 72.24% Tacghi | 143 58.23% | 272 73.72% acghi | 11 25.30% | 766 68.69% chi | 356 64.81% | 642 62.36% | 197 59.50% | 22 82.46% | 85 85.58% Tabcdfghi | 36 71.45% | 21 80.94% |
| Don't know | 2 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 24
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------------------|----------------------|---------------------|------------------------------|---------------------|-----------------|-----------------------------|--------------------------|---------------------------|------------------------------|----------------------------|----------------------------|-----------------|-------------------------------|--------------------|----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (a) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| NET: Had reason to complain | 2011 31.56%sty | 2006 31.82%Tpsty | 93 39.84%Tnpsty | 322 28.83%y | 138 32.35%ty | 27 54.02%Tnpqst wxyzA | 294 28.52%y | 135 24.56% | 243 40.64%Tnpqst yz | 163 37.31%Tnpsty | 273 35.85%Tnpsty | 39 31.04%y | 19 16.30% | 135 32.37%ty | 32 31.28%y |
| Landline phone | 364 5.71%wy | 362 5.74%wy | 36 15.33%Tnpqstu wxyzA | 52 4.66%y | 23 5.50%y | 4 8.92%y | 46 4.42%y | 26 4.75%y | 38 6.32%y | 50 11.58%Tnpqstu wxy | 29 3.79% | 4 3.23% | - | 38 9.04%Tnpstwy | 5 5.03%y |
| Mobile phone | 766 12.03%stxyA | 766 12.15%TstxyA | 42 18.11%Tnpqst xyA | 134 11.99%txyA | 46 10.76%yA | 10 21.09%stxyA | 92 8.93% | 37 6.78% | 123 20.55%Tnpqst wxyzA | 53 12.17%txyA | 128 16.83%Tnpqstx yA | 6 4.36% | 4 3.22% | 60 14.40%stxyA | 3 3.25% |
| Fixed broadband internet | 1248 19.59%pt | 1244 19.74%Tpt | 62 26.46%Tnpsty | 182 16.34% | 87 20.38%t | 16 32.29%pty | 203 19.65%t | 70 12.72% | 143 23.81%Tnpsty | 106 24.34%Tnpsty | 156 20.51%pt | 35 27.35%pty | 17 14.03% | 80 19.18%t | 26 25.63%pt |
| Pay TV | 327 5.13% | 327 5.19% | 20 8.75%Tnpstwx | 47 4.17% | 25 5.77% | 6 12.90%TpswxyA | 50 4.82% | 26 4.77% | 38 6.32% | 36 8.29%Tnpstwx | 29 3.81% | 3 2.26% | 2 1.66% | 34 8.16%Tnpstwx | 2 2.06% |
| None of these | 4359 68.42%noruvw | 4298 68.18%oruvw | 140 60.16% | 795 71.17%noruvw | 288 67.65%ru | 23 45.98% | 738 71.48%Tnoruv w | 415 75.44%Tnoqr vwz | 355 59.36% | 273 62.69% | 488 64.15%r | 88 68.96%r | 99 83.70%Tnopqr suvwxzA | 283 67.63%ru | 70 68.72%r |
| Don't know | 2 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 25
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | | |
|-----------------------------|---------------------------------------|------------------------------------|-------------------------------------|--|---------------------------------|-----------------|------------------------------------|------------------------------------|-------------------------------------|--|------------------|--------------------------------------|---------------------------|-----------------------|-----------------------------------|----------------------------------|-------------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------|----------------|----------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| NET: Had reason to complain | 2011 31.56% ^b ku | 1934 31.81% ^b k | 362 27.85% ^k | 103 36.17% ^b k | 118 28.53% ^k | 22 68.67% | 371 29.71% ^k | 201 33.19% ^b k | 503 36.79% ^T abdfk | 144 38.77% ^T abdfk | 9 25.23% | 20 17.27% | 16 27.81% | 5 18.17% | 1252 36.44% ^T q | 201 46.15% ^T oq | 589 31.29% | 85 49.89% ^T oqs | 363 39.95% ^T oq | 435 39.57% ^T uv | 993 29.25% | 415 31.86% | 656 32.60% | 1256 30.58% |
| Landline phone | 364 5.71% ^v | 363 5.96% ^T | 91 7.00% | 15 5.27% | 21 5.15% | 7 21.77% | 70 5.61% | 58 9.63% ^{Ta} dfhik | 76 5.55% | 14 3.75% | - 0.84% | 3 2.66% | 2 2.87% | - | 285 8.28% ^T q | 72 16.48% ^{To} qs | 112 5.94% | 30 17.72% ^{To} qs | 70 7.76% ^T v | 96 8.70% ^{Tu} v | 187 5.51% | 55 4.23% | 126 6.24% | 225 5.47% |
| Mobile phone | 766 12.03% ^a bku | 698 11.48% ^b bk | 115 8.83% | 63 22.35% ^{Ta} bdfghikl | 36 8.79% | 6 18.99% | 150 12.04% ^b bk | 57 9.47% | 159 11.63% ^b k | 78 21.02% ^{Ta} bdfghikl | - 0.84% | 5 4.18% | 4 7.58% | 4 13.94% | 502 14.61% ^T q | 91 20.88% ^T oqs | 250 13.27% | 32 18.48% ^T qs | 124 13.63% | 201 18.29% ^T uv | 342 10.08% | 157 12.04% | 241 11.97% | 477 11.61% |
| Fixed broadband internet | 1248 19.59% ^c kqu | 1240 20.40% ^T cfk | 241 18.55% | 38 13.32% | 84 20.27% ^c k | 14 44.12% | 220 17.61% | 144 23.74% ^T bcfk | 339 24.77% ^T abcfk | 81 21.76% ^c k | 9 25.23% | 12 10.22% | 13 22.77% ^k | 1 4.23% | 731 21.28% ^T q | 123 28.16% ^T oq | 324 17.21% | 48 27.93% ^T q | 225 24.83% ^T oq | 256 23.29% ^T u | 625 18.41% | 261 20.04% | 410 20.34% | 780 18.99% |
| Pay TV | 327 5.13% ^d | 325 5.35% ^{Td} | 61 4.72% | 13 4.49% | 11 2.60% | 4 13.44% | 92 7.38% ^{Ta} bdgkl | 21 7.53% ^{Ta} bdgkl | 103 7.53% ^{Ta} bdgkl | 16 4.44% | - 0.84% | 1 0.95% | - | 1 4.23% | 324 9.44% ^T q | 48 10.89% ^T | 152 8.05% ^T | 19 11.17% ^T q | 106 11.71% ^{To} | 70 6.41% ^v | 177 5.20% | 53 4.05% | 88 4.36% | 218 5.31% |
| None of these | 4359 68.42% ^h ioprst | 4145 68.19% ^h i | 937 72.15% ^T acghi | 181 63.83% | 295 71.47% ^h i | 10 31.33% | 879 70.29% ^h i | 404 66.81% | 864 63.21% | 227 61.23% | 25 74.77% | 94 82.73% ^T abcdfgh | 42 72.19% | 23 81.83% | 2183 63.56% ^p rs | 235 53.85% | 1293 68.71% ^o prs | 85 50.11% | 545 60.05% ^r | 664 60.43% | 2401 70.75% ^T t | 886 68.03% ^t | 1357 67.40% | 2849 69.39% |
| Don't know | 2 0.02% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 0.12% | - | 2 0.04% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 26
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|------------------------|-------------|----------|------------|------------|--------------|-------------|-----------|-----------|-----------|--------------|----------|----------|----------|--------|-----------|----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Landline phone | | | | | | | | | | | | | | | | | | |
| Total | 5362 | 2642 | 2704 | 700 | 828 | 798 | 915 | 803 | 920 | 399 | 1484 | 1497 | 1106 | 1274 | 2982 | 2380 | 4269 | 1093 |
| Had reason to complain | 364 | 217 | 146 | 51 | 96 | 68 | 52 | 34 | 43 | 20 | 128 | 87 | 76 | 73 | 215 | 149 | 297 | 67 |
| | 6.78%bgh | 8.22%Tb | 5.41% | 7.34%g | 11.58%Tc fgh | 8.46%gh | 5.63% | 4.23% | 4.65% | 5.11% | 8.62%Tkm | 5.79% | 6.88% | 5.71% | 7.20% | 6.26% | 6.95% | 6.12% |
| Mobile phone | | | | | | | | | | | | | | | | | | |
| Total | 6327 | 3083 | 3223 | 879 | 1062 | 987 | 1092 | 909 | 988 | 411 | 1726 | 1784 | 1280 | 1537 | 3510 | 2817 | 5111 | 1216 |
| Had reason to complain | 766 | 424 | 340 | 193 | 211 | 155 | 99 | 55 | 35 | 19 | 237 | 239 | 153 | 138 | 476 | 291 | 650 | 116 |
| | 12.11%b fgh | 13.74%Tb | 10.56% | 21.93%Tefg | 19.84%Tefg | 15.71%Tfghi | 9.04%ghi | 6.00%h | 3.59% | 4.67% | 13.72%Tm | 13.38% m | 11.94% m | 8.98% | 13.55%To | 10.32% | 12.73%Tq | 9.54% |
| Fixed broadband | | | | | | | | | | | | | | | | | | |
| Total | 6206 | 3016 | 3169 | 850 | 1037 | 959 | 1067 | 889 | 989 | 415 | 1695 | 1751 | 1264 | 1496 | 3446 | 2761 | 5016 | 1190 |
| Had reason to complain | 1248 | 660 | 585 | 215 | 296 | 236 | 216 | 138 | 106 | 41 | 364 | 374 | 224 | 286 | 738 | 510 | 1039 | 209 |
| | 20.11%bghi | 21.89%Tb | 18.45% | 25.27%Tfgh | 28.53%Tfgh | 24.56%Tghi | 20.26%ghi | 15.56%hi | 10.69% | 9.98% | 21.45%l | 21.38%l | 17.69% | 19.13% | 21.42%To | 18.47% | 20.70%Tq | 17.59% |
| Pay TV | | | | | | | | | | | | | | | | | | |
| Total | 3590 | 1817 | 1764 | 596 | 609 | 571 | 606 | 474 | 515 | 220 | 1006 | 969 | 800 | 814 | 1975 | 1615 | 2955 | 635 |
| Had reason to complain | 327 | 219 | 107 | 48 | 95 | 71 | 54 | 25 | 29 | 5 | 110 | 77 | 79 | 61 | 187 | 140 | 293 | 34 |
| | 9.10%bghi | 12.08%Tb | 6.08% | 8.03%i | 15.57%Tc fgh | 12.35%Tcghi | 8.92%i | 5.35% | 5.69% | 2.22% | 10.92%Tm | 7.92% | 9.86% | 7.50% | 9.45% | 8.67% | 9.90%Tq | 5.36% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 27
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|------------------------|---------------|-------------|--------------|-----------|--------|--------------|---------------------|----------------|------------------------------|--------------------|--------------------|-----------|--------------|------------------------|----------------|----------------|-----------------|-----------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | York-shire & Humber-side (h) | West Mid-lands (i) | East Mid-lands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Landline phone | | | | | | | | | | | | | | | | | | | |
| Total | 5362 | 4483 | 444 | 272 | 163 | 444 | 216 | 606 | 412 | 472 | 392 | 272 | 506 | 702 | 737 | 440 | 163 | 4610 | 702 |
| Had reason to complain | 364 | 316 | 23 | 15 | 9 | 23 | 17 | 39 | 24 | 38 | 22 | 15 | 26 | 82 | 40 | 27 | 9 | 282 | 81 |
| | 6.78%q | 7.05% | 5.21% | 5.49% | 5.76% | 5.21% | 7.98% | 6.48% | 5.93% | 8.01% | 5.70% | 5.49% | 5.19% | 11.70%Tegh jkln | 5.41% | 6.08% | 5.76% | 6.12% | 11.57%Tq |
| Mobile phone | | | | | | | | | | | | | | | | | | | |
| Total | 6327 | 5307 | 528 | 301 | 191 | 528 | 253 | 700 | 514 | 553 | 453 | 301 | 594 | 836 | 864 | 540 | 191 | 5420 | 848 |
| Had reason to complain | 766 | 675 | 43 | 31 | 17 | 43 | 33 | 86 | 63 | 76 | 45 | 31 | 61 | 172 | 86 | 53 | 17 | 539 | 218 |
| | 12.11%b eq | 12.71%Tb | 8.19% | 10.30% | 9.12% | 8.19% | 13.02% | 12.22% | 12.22% | 13.68%e | 9.98% | 10.30% | 10.22% | 20.61%Tefg hijklnop | 9.98% | 9.88% | 9.12% | 9.95% | 25.74%Tq |
| Fixed broadband | | | | | | | | | | | | | | | | | | | |
| Total | 6206 | 5199 | 516 | 301 | 190 | 516 | 246 | 689 | 498 | 534 | 444 | 301 | 584 | 813 | 855 | 536 | 190 | 5332 | 818 |
| Had reason to complain | 1248 | 1049 | 92 | 65 | 41 | 92 | 49 | 141 | 103 | 121 | 79 | 65 | 97 | 204 | 167 | 89 | 41 | 1001 | 244 |
| | 20.11%q | 20.19% | 17.83% | 21.59% | 21.76% | 17.83% | 19.96% | 20.42% | 20.71% | 22.70%lo | 17.79% | 21.59% | 16.52% | 25.08%Tej lno | 19.47% | 16.68% | 21.76% | 18.77% | 29.83%Tq |
| Pay TV | | | | | | | | | | | | | | | | | | | |
| Total | 3590 | 3014 | 286 | 175 | 115* | 286 | 156 | 409 | 279 | 331 | 263 | 175 | 321 | 485 | 482 | 287 | 115* | 3010 | 543 |
| Had reason to complain | 327 | 287 | 22 | 9 | 9 | 22 | 28 | 30 | 15 | 38 | 23 | 9 | 18 | 78 | 35 | 22 | 9 | 257 | 70 |
| | 9.10%q | 9.54% | 7.52% | 5.23% | 7.42% | 7.52% | 17.78%Tegh jklno | 7.23% | 5.41% | 11.56%shkl | 8.79% | 5.23% | 5.75% | 16.04%Tegh jklno | 7.33% | 7.68% | 7.42% | 8.53% | 12.82%Tq |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 28
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------------|-----------------------|---------------------|----------------|----------------------|---------------|-----------------|----------------|----------------------|----------------------|-----------------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Landline phone | | | | | | | | | | | | | | |
| Total | 5362 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Had reason to complain | 364 6.78% | 363 6.88%T | 92 7.15% | 14 5.68% | 21 5.66% | 6 14.10% | 64 5.72% | 57 10.31%Tabdfk | 75 7.32% | 26 7.74% | - | 2 2.42% | 2 3.28% | - |
| Mobile phone | | | | | | | | | | | | | | |
| Total | 6327 | 5237 | 1277 | 246 | 368 | 41** | 1106 | 542 | 1023 | 329 | 26** | 99* | 50* | 26** |
| Had reason to complain | 766 12.11%b | 654 12.49%b | 118 9.26% | 65 26.33%Tabdfghk | 34 9.18% | 13 32.61% | 144 12.98%b | 65 11.99% | 126 12.37%b | 70 21.34%Tabdfghkl | - | 5 5.22% | 3 5.50% | 4 14.63% |
| Fixed broadband | | | | | | | | | | | | | | |
| Total | 6206 | 5239 | 1279 | 241 | 369 | 42** | 1111 | 545 | 1027 | 328 | 26** | 98* | 49* | 26** |
| Had reason to complain | 1248 20.11%k | 1058 20.20%bk | 229 17.92%k | 39 16.09% | 66 17.98%k | 12 28.49% | 199 17.94%k | 144 26.39%Tabcdfk | 245 23.89%Tabcdfk | 77 23.41%k | 5 17.96% | 7 6.67% | 12 23.86%k | 1 4.43% |
| Pay TV | | | | | | | | | | | | | | |
| Total | 3590 | 3225 | 696 | 128* | 82* | 31** | 1002 | 236 | 834 | 151* | 13** | 8** | 6** | 8** |
| Had reason to complain | 327 9.10% | 316 9.80%Tb | 51 7.29% | 15 11.92% | 9 10.86% | 7 23.22% | 87 8.72% | 32 13.66%Tb | 95 11.39%Tb | 16 10.73% | - | 1 13.08% | - | 1 15.48% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 29
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------------|---------------------|------------------|-----------------|------------|---------------|-----------------|---------|------------------|-------------------|------------------|-----------------|---------------|--------------|--------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Landline phone | | | | | | | | | | | | | | | |
| Total | 5362 | 5299 | 224 | 906 | 340 | 38** | 874 | 484 | 484 | 372 | 652 | 101* | 100* | 390 | 77* |
| Had reason to complain | 364 | 362 | 36 | 52 | 23 | 4 | 46 | 26 | 38 | 50 | 29 | 4 | - | 38 | 5 |
| | 6.78%wy | 6.83%wy | 15.89%Tnpqstuxy | 5.75%y | 6.89%y | 11.45% | 5.22%y | 5.39%y | 7.82%wy | 13.56%Tnpqstuxy | 4.43% | 4.08% | - | 9.70%Tnpstwy | 6.71%y |
| Mobile phone | | | | | | | | | | | | | | | |
| Total | 6327 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Had reason to complain | 766 | 766 | 42 | 134 | 46 | 10 | 92 | 37 | 123 | 53 | 128 | 6 | 4 | 60 | 3 |
| | 12.11%stxyA | 12.15%stxyA | 18.11%TnpqstxyA | 11.99%tbyA | 10.76%yA | 21.09%stxyA | 8.93% | 6.78% | 20.55%TnpqstvxyzA | 12.17%txyA | 16.83%TnpqstxyA | 4.36% | 3.22% | 14.40%stxyA | 3.25% |
| Fixed broadband | | | | | | | | | | | | | | | |
| Total | 6206 | 6141 | 232 | 1086 | 408 | 46** | 1007 | 537 | 570 | 434 | 740 | 127* | 118* | 418 | 97* |
| Had reason to complain | 1248 | 1244 | 62 | 182 | 87 | 16 | 203 | 70 | 143 | 106 | 156 | 35 | 17 | 80 | 26 |
| | 20.11%pt | 20.26%Tpt | 26.46%Tnpty | 16.80% | 21.32%t | 34.60% | 20.15%t | 13.03% | 25.02%Tnpty | 24.44%pty | 21.11%pt | 27.35%pty | 14.06% | 19.18%t | 27.20%pty |
| Pay TV | | | | | | | | | | | | | | | |
| Total | 3590 | 3554 | 138* | 632 | 189 | 26** | 586 | 313 | 316 | 301 | 438 | 63* | 37** | 361 | 38** |
| Had reason to complain | 327 | 327 | 20 | 46 | 25 | 6 | 50 | 26 | 38 | 36 | 29 | 3 | 2 | 34 | 2 |
| | 9.10% | 9.19% | 14.68%pw | 7.32% | 13.02%pw | 24.91% | 8.49% | 8.38% | 11.99%w | 11.98%w | 6.63% | 4.57% | 5.30% | 9.45% | 5.54% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 30
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?
Base: All respondents who have service

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | |
|------------------------|------------------------|---------------------|--------|----------|-------------|-----------------|----------|---------------|------------------|----------------|------------------|--------------------|------------------|-----------------------|---------------------|----------|---------|---------------|------------------|-------------------------------------|----------------------------|----------------------|-------------------------------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Landline phone | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 5362 | 5227 | 1190 | 223 | 381 | 32** | 1154 | 548 | 1064 | 318 | 26** | 98* | 50* | 24** | 3149 | 409 | 1719 | 162 | 829 | 926 | 2921 | 1061 | 1688 | 3461 |
| Had reason to complain | 364 | 363 | 91 | 15 | 21 | 7 | 70 | 58 | 76 | 14 | * | 3 | 2 | - | 285 | 72 | 112 | 30 | 70 | 96 | 187 | 55 | 126 | 225 |
| | 6.78% | 6.94%T | 7.63% | 6.70% | 5.58% | 21.77% | 6.07% | 10.64%Ta | 7.13% | 4.37% | 1.11% | 3.08% | 3.34% | - | 9.04%T | 17.59%To | 6.51% | 18.64%To | 8.50% | 10.33%Tu | 6.40% | 5.19% | 7.44% | 6.49% |
| Mobile phone | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 6327 | 6039 | 1288 | 284 | 412 | 31** | 1239 | 598 | 1360 | 369 | 34** | 112* | 58* | 28** | 3416 | 434 | 1871 | 170 | 903 | 1091 | 3368 | 1297 | 1996 | 4082 |
| Had reason to complain | 766 | 698 | 115 | 63 | 36 | 6 | 150 | 57 | 159 | 78 | * | 5 | 4 | 4 | 502 | 91 | 250 | 32 | 124 | 201 | 342 | 157 | 241 | 477 |
| | 12.11%a | 11.56%bk | 8.89% | 22.35%Ta | 8.82% | 19.42% | 12.14%bk | 9.58% | 11.69%b | 21.12%Ta | 0.84% | 4.21% | 7.67% | 13.94% | 14.69%T | 20.98%T | 13.35% | 18.54%T | 13.70% | 18.42%T | 10.16% | 12.10% | 12.07% | 11.68% |
| Fixed broadband | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 6206 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3413 | 436 | 1870 | 171 | 899 | 1055 | 3316 | 1279 | 1964 | 3999 |
| Had reason to complain | 1248 | 1240 | 241 | 38 | 84 | 14 | 220 | 144 | 339 | 81 | 9 | 12 | 13 | 1 | 731 | 123 | 324 | 48 | 225 | 256 | 625 | 261 | 410 | 780 |
| | 20.11%c | 20.40%T | 18.55% | 13.32% | 20.27%c | 44.12% | 17.61% | 23.74%T | 24.77%T | 21.76%c | 25.23% | 10.22% | 22.77%k | 4.23% | 21.41%T | 28.16%T | 17.33% | 27.93%T | 25.08%T | 24.27%T | 18.84% | 20.42% | 20.85% | 19.50% |
| Pay TV | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 3590 | 3488 | 708 | 117* | 97* | 20** | 1104 | 251 | 946 | 151* | 16** | 10** | 8** | 10** | 3435 | 436 | 1883 | 171 | 908 | 662 | 1876 | 733 | 1127 | 2302 |
| Had reason to complain | 327 | 325 | 61 | 12 | 11 | 4 | 92 | 21 | 103 | 16 | * | 1 | - | 1 | 324 | 48 | 152 | 19 | 106 | 70 | 176 | 53 | 87 | 218 |
| | 9.10% | 9.31%T | 8.66% | 10.60% | 11.13% | 21.57% | 8.35% | 8.35% | 10.88% | 10.89% | 1.77% | 11.11% | - | 11.24% | 9.44%T | 10.89% | 8.05% | 11.17% | 11.71%T | 10.64% | 9.39% | 7.19% | 7.75% | 9.46% |

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

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 31
Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|---|-----------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--------|--------|---------|--------|-----------|----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 331 | 190 | 141 | 45 | 87 | 57 | 46 | 34 | 42 | 20 | 112 | 88 | 66 | 65 | 200 | 131 | 269 | 62 |
| Weighted base | 364 | 217 | 146 | 51* | 96* | 68* | 52* | 34** | 43* | 20** | 128* | 87* | 76* | 73* | 215 | 149* | 297 | 67* |
| Effective base | 247 | 141 | 106 | 34 | 68 | 38 | 35 | 25 | 35 | 16 | 85 | 70 | 53 | 42 | 154 | 94 | 200 | 47 |
| The service not performing as it should, for example, poor call/line quality, loss of service | 167 | 101 | 67 | 20 | 42 | 27 | 21 | 19 | 27 | 11 | 65 | 34 | 34 | 33 | 100 | 68 | 133 | 34 |
| | 46.05% | 46.26% | 45.75% | 39.31% | 43.57% | 40.64% | 40.71% | 55.64% | 62.99%T | 54.62% | 51.14% | 39.63% | 45.18% | 45.67% | 46.49% | 45.42% | 45.00% | 50.74% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem | 121 | 76 | 45 | 14 | 42 | 32 | 9 | 8 | 9 | 6 | 48 | 20 | 26 | 27 | 68 | 53 | 104 | 18 |
| | 33.37%fk | 34.91% | 31.07% | 27.55% | 44.13%Tfh | 47.62%Tfh | 17.32% | 24.24% | 21.82% | 30.21% | 37.43% | 23.22% | 34.08% | 37.57% | 31.69% | 35.79% | 34.94% | 26.39% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 116 | 67 | 49 | 21 | 39 | 19 | 20 | 7 | 8 | 1 | 43 | 26 | 20 | 27 | 69 | 47 | 97 | 18 |
| | 31.86% | 30.93% | 33.24% | 41.33%h | 40.22%h | 28.65% | 39.55% | 21.16% | 18.08% | 6.58% | 33.77% | 29.55% | 26.62% | 36.73% | 32.07% | 31.56% | 32.86% | 27.43% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive | 92 | 58 | 34 | 19 | 33 | 23 | 7 | 4 | 3 | 2 | 28 | 21 | 28 | 15 | 49 | 43 | 81 | 11 |
| | 25.19%h | 26.47% | 23.29% | 36.44%fh | 34.86%Tfh | 34.09%h | 13.85% | 12.63% | 7.52% | 8.62% | 21.62% | 24.41% | 36.58%T | 20.51% | 22.75% | 28.72% | 27.19% | 16.35% |
| Dissatisfaction with customer service from a previous occasion or contact | 72 | 42 | 31 | 12 | 27 | 9 | 12 | 1 | 6 | 4 | 31 | 16 | 12 | 13 | 47 | 26 | 56 | 16 |
| | 19.88% | 19.10% | 21.03% | 23.02% | 28.63%T | 13.93% | 23.67% | 4.14% | 14.99% | 17.34% | 23.87% | 18.57% | 16.24% | 18.21% | 21.73% | 17.20% | 19.02% | 23.65% |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 31
Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|---------------------------------|--------------------|----------|------------|-----------|-----------|-----------|-----------|-----------|---------------------|--------------|--------|--------|--------|--------|-----------|----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 364 | 217 | 146 | 51* | 96* | 68* | 52* | 34** | 43* | 20** | 128* | 87* | 76* | 73* | 215 | 149* | 297 | 67* |
| Something else (please specify) | 17 | 15 | 2 | - | 3 | 1 | 5 | 1 | 5 | 2 | 2 | 6 | 5 | 4 | 8 | 9 | 14 | 4 |
| | 4.81% ^b | 6.94% | 1.65% | - | 3.08% | 2.10% | 10.51% | 4.12% | 10.98% ^c | 7.88% | 1.80% | 6.78% | 7.07% | 5.40% | 3.81% | 6.25% | 4.66% | 5.48% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 32
Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---|---------------------|-------------|--------------|-----------|--------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-----------|---------------------|---------------------|----------------|----------------|----------------|-----------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 331 | 279 | 27 | 16 | 9 | 27 | 13 | 29 | 27 | 30 | 22 | 16 | 22 | 71 | 39 | 26 | 9 | 265 | 66 |
| Weighted base | 364 | 316 | 23** | 15** | 9** | 23** | 17** | 39** | 24** | 38** | 22** | 15** | 26** | 82* | 40* | 27** | 9** | 282 | 81* |
| Effective base | 247 | 209 | 20 | 12 | 7 | 20 | 11 | 18 | 20 | 22 | 18 | 12 | 18 | 57 | 31 | 19 | 7 | 206 | 44 |
| The service not performing as it should, for example, poor call/line quality, loss of service | 167 | 148 | 9 | 6 | 4 | 9 | 9 | 18 | 7 | 14 | 13 | 6 | 17 | 36 | 18 | 16 | 4 | 136 | 31 |
| | 46.05% | 46.86% | 39.95% | 42.95% | 38.81% | 39.95% | 51.20% | 45.41% | 29.37% | 36.93% | 58.67% | 42.95% | 65.31% | 44.14% | 44.64% | 59.92% | 38.81% | 48.25% | 38.41% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem | 121 | 109 | 8 | 4 | 2 | 8 | 5 | 16 | 9 | 11 | 5 | 4 | 6 | 36 | 12 | 8 | 2 | 85 | 37 |
| | 33.37% ^q | 34.38% | 32.40% | 23.99% | 16.76% | 32.40% | 31.28% | 41.38% | 35.83% | 29.25% | 22.07% | 23.99% | 21.44% | 43.56% | 31.34% | 31.28% | 16.76% | 29.95% | 45.27% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 116 | 100 | 6 | 6 | 4 | 6 | 1 | 9 | 6 | 15 | 13 | 6 | 11 | 34 | 6 | 4 | 4 | 81 | 34 |
| | 31.86% ⁿ | 31.58% | 26.50% | 42.41% | 37.58% | 26.50% | 8.04% | 23.65% | 25.39% | 39.54% | 58.96% | 42.41% | 40.55% | 41.01% ⁿ | 15.44% | 16.15% | 37.58% | 28.81% | 42.47% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive | 92 | 83 | 3 | 5 | 1 | 3 | 6 | 7 | 5 | 8 | 5 | 5 | 11 | 24 | 13 | 4 | 1 | 64 | 28 |
| | 25.19% ^q | 26.12% | 14.91% | 31.48% | 9.38% | 14.91% | 34.98% | 17.44% | 18.49% | 21.72% | 22.48% | 31.48% | 42.92% | 28.91% | 32.54% | 14.78% | 9.38% | 22.50% | 34.57% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 32

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?

Base: All who had a reason to complain about landline phone provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---|--------------|--------------|--------------|-------------|-------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-------------|--------------------|--------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 364 | 316 | 23** | 15** | 9** | 23** | 17** | 39** | 24** | 38** | 22** | 15** | 26** | 82* | 40* | 27** | 9** | 282 | 81* |
| Dissatisfaction with customer service from a previous occasion or contact | 72 19.88% | 61 19.26% | 3 14.21% | 4 24.42% | 4 47.22% | 3 14.21% | 2 11.80% | 9 24.12% | 4 16.53% | 3 8.74% | 3 12.04% | 4 24.42% | 7 26.05% | 24 28.84% | 4 10.87% | 4 16.74% | 4 47.22% | 54 19.25% | 18 22.06% |
| Something else (please specify) | 17 4.81% | 16 5.10% | 1 2.77% | - | 1 7.98% | 1 2.77% | 3 16.48% | * 1.21% | 6 25.19% | 1 2.94% | 2 7.82% | - | * 1.52% | 1 0.65% | 3 7.16% | - | 1 7.98% | 17 6.01% | 1 0.65% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 33
Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|--------------|-------------|--------------|-----------------|--------------|---------------|------------------|--------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 331 | 330 | 93 | 16 | 19 | 5 | 57 | 47 | 66 | 19 | - | 2 | 1 | - |
| Weighted base | 364 | 363 | 92* | 14** | 21** | 6** | 64* | 57* | 75* | 26** | -** | 2** | 2** | -** |
| Effective base | 247 | 246 | 73 | 13 | 15 | 4 | 44 | 39 | 52 | 10 | - | 2 | 1 | - |
| The service not performing as it should, for example, poor call/line quality, loss of service | 167 46.05% | 167 45.96% | 42 45.73% | 4 30.81% | 9 42.59% | 4 69.17% | 32 50.34% | 23 40.29% | 34 44.73% | 12 47.35% | - | 2 77.95% | 2 100.00% | - |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem | 121 33.37% | 121 33.42% | 34 36.95% | 5 32.39% | 4 19.50% | 1 9.26% | 15 24.15% | 23 40.63% | 23 30.92% | 16 62.98% | - | - | - | - |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 116 31.86% | 116 31.91% | 25 26.90% | 4 27.86% | 8 38.40% | 3 44.33% | 21 32.78% | 20 35.55% | 29 38.21% | 6 24.16% | - | 1 22.05% | - | - |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive | 92 25.19% | 92 25.24% | 20 21.51% | 3 21.87% | 4 19.31% | 3 52.91% | 16 25.02% | 17 30.76% | 19 25.47% | 9 35.27% | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 33

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?**Base: All who had a reason to complain about landline phone provider**

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|--------------|-------------|--------------|-----------------|--------------|---------------|----------------------------|--------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 364 | 363 | 92* | 14** | 21** | 6** | 64* | 57* | 75* | 26** | -** | 2** | 2** | -** |
| Dissatisfaction with customer service from a previous occasion or contact | 72 19.88% | 72 19.91% | 18 19.92% | 2 17.73% | 5 22.47% | * 6.49% | 11 17.07% | 8 14.08% | 23 30.17% ^{Ta} | 4 13.95% | - | - | - | - |
| Something else (please specify) | 17 4.81% | 17 4.82% | 5 4.89% | 2 17.80% | 1 6.79% | - | 3 5.18% | 1 2.11% | 4 5.38% | - | - | 1 22.05% | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 34
Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|--------------|---------------|----------------|--------------|------------------|--------------|------------------|--------------|---------------|-------------|--------------|-------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 331 | 328 | 30 | 55 | 19 | 5 | 46 | 26 | 28 | 39 | 32 | 3 | - | 32 | 3 |
| Weighted base | 364 | 362 | 36** | 52* | 23** | 4** | 46* | 26** | 38** | 50** | 29** | 4** | ** | 38** | 5** |
| Effective base | 247 | 245 | 24 | 45 | 15 | 5 | 35 | 20 | 23 | 24 | 24 | 2 | - | 26 | 2 |
| The service not performing as it should, for example, poor call/line quality, loss of service | 167 46.05% | 166 45.81% | 15 41.51% | 27 52.02% | 9 39.67% | 1 13.18% | 18 40.07% | 13 49.71% | 15 40.22% | 28 56.40% | 16 54.87% | 1 15.76% | - | 16 42.60% | 2 45.50% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem | 121 33.37% | 121 33.37% | 25 69.61% | 16 30.87% | 5 20.30% | 2 45.31% | 15 33.08% | 5 19.63% | 10 26.17% | 22 42.85% | 6 21.24% | - | - | 10 25.58% | 2 43.13% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 116 31.86% | 115 31.86% | 8 23.24% | 14 26.97% | 14 57.94% | 1 33.57% | 18 38.94% | 6 24.12% | 14 36.18% | 19 38.36% | 10 35.74% | 3 64.10% | - | 6 16.79% | 1 11.36% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive | 92 25.19% | 92 25.31% | 13 35.38% | 14 25.94% | 6 26.15% | 2 54.69% | 12 25.55% | 3 10.43% | 17 44.65% | 9 18.23% | 6 20.38% | - | - | 9 22.98% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 34

Q.6 What was the issue/s you had reason to complain about in connection with your home landline?**Base: All who had a reason to complain about landline phone provider**

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|------------------|---------------|-------------|---------------|-----------------|--------------|------------------|-------------|------------------|--------------|---------------|--------------|-------------|-------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 364 | 362 | 36** | 52* | 23** | 4** | 46* | 26** | 38** | 50** | 29** | 4** | ** | 38** | 5** |
| Dissatisfaction with customer service from a previous occasion or contact | 72 19.88% | 72 19.97% | 9 24.76% | 8 14.47% | 2 9.99% | 1 32.13% | 10 22.41% | 5 20.01% | 8 21.45% | 9 18.32% | 6 19.27% | 1 20.14% | - | 9 23.26% | 3 56.87% |
| Something else (please specify) | 17 4.81% | 17 4.83% | - | 2 4.58% | - | - | 3 5.84% | 3 11.33% | 5 12.73% | 2 3.76% | - | - | - | 3 7.34% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 35
Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|---|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|---------|---------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 331 | 329 | 88 | 15 | 19 | 5 | 64 | 48 | 63 | 15 | 1 | 3 | 1 | - | 242 | 57 | 98 | 24 | 63 | 86 | 178 | 43 | 126 | 193 |
| Weighted base | 364 | 363 | 91* | 15** | 21** | 7** | 70* | 58* | 76* | 14** | *** | 3** | 2** | -** | 285 | 72* | 112* | 30** | 70* | 96* | 187 | 55* | 126* | 225 |
| Effective base | 247 | 246 | 70 | 13 | 15 | 4 | 49 | 31 | 49 | 11 | 1 | 2 | 1 | - | 184 | 47 | 68 | 20 | 50 | 64 | 129 | 36 | 96 | 144 |
| The service not performing as it should, for example, poor call/line quality, loss of service | 167 | 167 | 42 | 5 | 11 | - | 36 | 23 | 36 | 6 | - | 2 | 2 | - | 121 | 24 | 52 | 10 | 36 | 48 | 82 | 30 | 56 | 109 |
| | 46.05% | 45.92% | 45.84% | 34.45% | 50.49% | - | 51.40% | 39.14% | 47.21% | 41.14% | - | 82.30% | 100.00% | - | 42.59% | 33.52% | 46.18% | 31.83% | 50.77% | 50.09% | 44.06% | 54.55% | 44.25% | 48.67% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem | 121 | 121 | 35 | 4 | 6 | 3 | 20 | 26 | 25 | 3 | - | - | - | - | 110 | 33 | 44 | 9 | 23 | 31 | 60 | 23 | 39 | 77 |
| | 33.37% | 33.45% | 38.02% | 24.30% | 25.96% | 39.31% | 28.97% | 44.12% | 33.06% | 19.47% | - | - | - | - | 38.58%T | 46.55%T | 39.19% | 30.58% | 32.91% | 32.48% | 32.28% | 41.00% | 31.06% | 34.11% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 116 | 116 | 29 | 1 | 7 | * | 19 | 22 | 30 | 7 | * | 1 | - | - | 96 | 26 | 31 | 12 | 27 | 30 | 59 | 16 | 36 | 77 |
| | 31.86% | 31.94% | 32.32% | 7.72% | 30.85% | 5.50% | 26.81% | 38.04% | 38.91% | 50.92% | 100.00% | 17.70% | - | - | 33.88% | 36.78% | 27.65% | 39.37% | 38.45% | 31.51% | 31.54% | 28.43% | 28.38% | 34.30% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive | 92 | 92 | 24 | 3 | 4 | 2 | 20 | 13 | 21 | 4 | - | - | - | - | 87 | 29 | 31 | 8 | 19 | 27 | 51 | 10 | 38 | 51 |
| | 25.19% | 25.26% | 26.35% | 22.38% | 18.96% | 31.45% | 28.26% | 21.80% | 27.86% | 32.02% | - | - | - | - | 30.67%T | 39.88%T | 27.82% | 27.84% | 27.00% | 27.86% | 27.31% | 17.85% | 30.17% | 22.59% |

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 35
Q.6 What was the issue/s you had reason to complain about in connection with your home landline?
Base: All who had a reason to complain about landline phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|---|------------------------|---------------------|--------------|-------------|-------------|-----------------|--------------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|---------------------|--------------|--------------|---------------|------------------|-------------------------------------|----------------------------|----------------------|--------------------------------|--------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 364 | 363 | 91* | 15** | 21** | 7** | 70* | 58* | 76* | 14** | *** | 3** | 2** | -** | 285 | 72* | 112* | 30** | 70* | 96* | 187 | 55* | 126* | 225 |
| Dissatisfaction with customer service from a previous occasion or contact | 72 19.88%g | 72 19.83%g | 18 20.19% | * 2.11% | 5 22.06% | 4 60.69% | 13 19.19% | 4 7.11% | 24 31.56%T | 3 20.31% | - | - | - | - | 58 20.52% | 11 14.82% | 22 19.92% | 4 12.03% | 22 30.92%T | 18 18.56% | 41 22.05% | 11 20.20% | 29 23.11% | 39 17.31% |
| Something else (please specify) | 17 4.81% | 17 4.82% | 4 4.14% | 2 16.64% | 1 6.66% | - | 3 4.71% | 1 2.05% | 4 5.35% | - | - | 1 17.70% | - | - | 11 3.95% | - | 7 6.43% | - | 4 5.75% | 2 1.73% | 8 4.50% | 6 11.36%t | 10 7.65% | 8 3.51% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 36
Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|-------------------------------|-----------|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|-----------|---------|--------|--------|-----------|----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 331 | 190 | 141 | 45 | 87 | 57 | 46 | 34 | 42 | 20 | 112 | 88 | 66 | 65 | 200 | 131 | 269 | 62 |
| Weighted base | 364 | 217 | 146 | 51* | 96* | 68* | 52* | 34** | 43* | 20** | 128* | 87* | 76* | 73* | 215 | 149* | 297 | 67* |
| Effective base | 247 | 141 | 106 | 34 | 68 | 38 | 35 | 25 | 35 | 16 | 85 | 70 | 53 | 42 | 154 | 94 | 200 | 47 |
| NET: Yes | 284 | 177 | 107 | 40 | 83 | 58 | 35 | 26 | 29 | 13 | 109 | 60 | 59 | 56 | 169 | 115 | 235 | 49 |
| | 78.22%k | 81.38% | 73.51% | 77.52% | 86.30%fh | 85.91% | 68.26% | 77.89% | 67.89% | 63.84% | 85.12%k | 69.78% | 77.86% | 76.50% | 78.92% | 77.20% | 79.28% | 73.52% |
| Yes - to my landline provider | 257 | 160 | 97 | 31 | 68 | 56 | 35 | 26 | 28 | 12 | 104 | 55 | 46 | 52 | 159 | 98 | 209 | 48 |
| | 70.60% | 73.43% | 66.39% | 60.69% | 70.68% | 82.95%c | 68.26% | 77.89% | 66.40% | 56.93% | 81.41%TkI | 63.23% | 59.82% | 71.66% | 74.07% | 65.61% | 70.45% | 71.27% |
| Yes - to Ofcom | 63 | 44 | 20 | 20 | 29 | 13 | 1 | 1 | - | - | 20 | 11 | 18 | 14 | 31 | 32 | 61 | 2 |
| | 17.45%fhq | 20.12% | 13.47% | 39.19%Tlh | 29.74%Tfh | 18.63%fh | 2.08% | 3.26% | - | - | 15.60% | 12.96% | 23.94% | 19.24% | 14.54% | 21.65% | 20.73%Tq | 2.89% |
| Yes - other (please specify) | 4 | 4 | - | - | - | 1 | 1 | - | 1 | 1 | * | 2 | 1 | 1 | 2 | 2 | 1 | 3 |
| | 1.09%p | 1.83% | - | - | - | 1.15% | 2.23% | - | 1.50% | 6.91% | 0.23% | 2.22% | 1.46% | 0.88% | 1.04% | 1.18% | 0.47% | 3.84%p |
| No | 77 | 38 | 38 | 9 | 13 | 10 | 16 | 8 | 13 | 7 | 19 | 24 | 16 | 17 | 43 | 33 | 59 | 18 |
| | 21.07% | 17.66% | 26.13% | 18.43% | 13.70% | 14.09% | 31.74%d | 22.11% | 30.88%d | 36.16% | 14.88% | 27.82%j | 21.45% | 23.50% | 20.11% | 22.45% | 19.84% | 26.48% |
| Don't know | 3 | 2 | 1 | 2 | - | - | - | - | 1 | - | - | 2 | 1 | - | 2 | 1 | 3 | - |
| | 0.72% | 0.96% | 0.36% | 4.05% | - | - | - | - | 1.23% | - | - | 2.40% | 0.69% | - | 0.97% | 0.35% | 0.88% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 37
Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | | |
|-------------------------------|-----------|-------------|--------------|-----------|--------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-----------|-------------|------------|----------------|----------------|----------------|-----------|---------------------|--|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | Ni (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) | |
| Unweighted base | 331 | 279 | 27 | 16 | 9 | 27 | 13 | 29 | 27 | 30 | 22 | 16 | 22 | 71 | 39 | 26 | 9 | 265 | 66 | |
| Weighted base | 364 | 316 | 23** | 15** | 9** | 23** | 17** | 39** | 24** | 38** | 22** | 15** | 26** | 82* | 40* | 27** | 9** | 282 | 81* | |
| Effective base | 247 | 209 | 20 | 12 | 7 | 20 | 11 | 18 | 20 | 22 | 18 | 12 | 18 | 57 | 31 | 19 | 7 | 206 | 44 | |
| NET: Yes | 284 | 247 | 18 | 12 | 8 | 18 | 9 | 34 | 17 | 24 | 14 | 12 | 25 | 75 | 32 | 18 | 8 | 208 | 77 | |
| | 78.22%q | 78.04% | 77.00% | 78.09% | 87.37% | 77.00% | 49.67% | 86.64% | 68.39% | 64.19% | 64.35% | 78.09% | 93.51% | 91.17%T | 79.13% | 66.34% | 87.37% | 73.57% | 94.37%Tq | |
| Yes - to my landline provider | 257 | 220 | 16 | 12 | 8 | 16 | 8 | 31 | 16 | 18 | 14 | 12 | 25 | 64 | 30 | 16 | 8 | 190 | 66 | |
| | 70.60%q | 69.74% | 70.73% | 78.09% | 87.37% | 70.73% | 44.64% | 78.25% | 64.51% | 47.33% | 64.35% | 78.09% | 93.51% | 77.73% | 74.45% | 59.46% | 87.37% | 67.41% | 81.71% | |
| Yes - to Ofcom | 63 | 63 | 1 | - | - | 1 | 5 | 9 | 3 | 9 | 3 | - | 2 | 24 | 3 | 4 | - | 35 | 29 | |
| | 17.45%q | 19.81%T | 3.50% | - | - | 3.50% | 26.94% | 23.84% | 11.38% | 25.08% | 14.19% | - | 8.48% | 29.00%Tn | 7.72% | 15.19% | - | 12.27% | 35.46%Tq | |
| Yes - other (please specify) | 4 | 3 | 1 | - | 1 | 1 | - | 1 | - | - | - | - | 1 | * | - | - | 1 | 4 | - | |
| | 1.09% | 0.81% | 2.77% | - | 8.28% | 2.77% | - | 2.84% | - | - | - | - | 4.38% | 0.36% | - | - | 8.28% | 1.41% | - | |
| No | 77 | 67 | 5 | 3 | 1 | 5 | 9 | 5 | 8 | 14 | 5 | 3 | 2 | 7 | 8 | 9 | 1 | 72 | 5 | |
| | 21.07%r | 21.14% | 23.00% | 21.91% | 12.63% | 23.00% | 50.33% | 13.36% | 31.61% | 35.81% | 24.00% | 21.91% | 6.49% | 8.83% | 20.87% | 33.66% | 12.63% | 25.51%Tr | 5.63% | |
| Don't know | 3 | 3 | - | - | - | - | - | - | - | 3 | - | - | - | - | - | - | - | 3 | - | |
| | 0.72% | 0.82% | - | - | - | - | - | - | - | 11.66% | - | - | - | - | - | - | - | 0.92% | - | |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 38
Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------------------|-----------------------|---------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|---------------|-----------------|------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 331 | 330 | 93 | 16 | 19 | 5 | 57 | 47 | 66 | 19 | - | 2 | 1 | - |
| Weighted base | 364 | 363 | 92* | 14** | 21** | 6** | 64* | 57* | 75* | 26** | *** | 2** | 2** | ** |
| Effective base | 247 | 246 | 73 | 13 | 15 | 4 | 44 | 39 | 52 | 10 | - | 2 | 1 | - |
| NET: Yes | 284 | 284 | 72 | 12 | 16 | 6 | 48 | 43 | 58 | 23 | - | 1 | 2 | - |
| | 78.22% | 78.18% | 77.79% | 86.91% | 75.29% | 100.00% | 75.80% | 76.50% | 76.89% | 88.88% | - | 22.05% | 100.00% | - |
| Yes - to my landline provider | 257 | 256 | 67 | 11 | 11 | 3 | 44 | 38 | 54 | 22 | - | 1 | 2 | - |
| | 70.60% | 70.55% | 72.29% | 81.74% | 54.49% | 44.33% | 69.15% | 67.89% | 71.19% | 85.50% | - | 22.05% | 100.00% | - |
| Yes - to Ofcom | 63 | 63 | 10 | 2 | 4 | 5 | 7 | 10 | 13 | 12 | - | - | - | - |
| | 17.45% | 17.48% | 11.02% | 13.74% | 20.80% | 93.51% | 10.54% | 17.97% | 16.84% | 46.69% | - | - | - | - |
| Yes - other (please specify) | 4 | 4 | 2 | - | - | - | - | 1 | 1 | - | - | - | - | - |
| | 1.09% | 1.10% | 2.26% | - | - | - | - | 1.96% | 1.03% | - | - | - | - | - |
| No | 77 | 77 | 20 | 2 | 5 | - | 15 | 13 | 17 | 1 | - | 2 | - | - |
| | 21.07% | 21.10% | 22.21% | 13.09% | 24.71% | - | 24.20% | 22.57% | 23.11% | 2.98% | - | 77.95% | - | - |
| Don't know | 3 | 3 | - | - | - | - | - | 1 | - | 2 | - | - | - | - |
| | 0.72% | 0.72% | - | - | - | - | - | 0.93% | - | 8.13% | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 39
Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-------------------------------|---------------------|------------------|---------------|--------|---------------|-----------------|----------|------------------|-----------|------------------|---------------|---------------|--------------|---------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 331 | 328 | 30 | 55 | 19 | 5 | 46 | 26 | 28 | 39 | 32 | 3 | - | 32 | 3 |
| Weighted base | 364 | 362 | 36** | 52* | 23** | 4** | 46* | 26** | 38** | 50** | 29** | 4** | ** | 38** | 5** |
| Effective base | 247 | 245 | 24 | 45 | 15 | 5 | 35 | 20 | 23 | 24 | 24 | 2 | - | 26 | 2 |
| NET: Yes | 284 | 284 | 30 | 43 | 17 | 4 | 43 | 14 | 25 | 43 | 18 | 3 | - | 29 | 5 |
| | 78.22% | 78.42% | 83.98% | 82.31% | 71.65% | 100.00% | 94.60%Tn | 52.71% | 67.29% | 84.63% | 62.55% | 79.86% | - | 77.67% | 100.00% |
| Yes - to my landline provider | 257 | 256 | 23 | 42 | 15 | 4 | 40 | 13 | 22 | 38 | 16 | 3 | - | 26 | 5 |
| | 70.60% | 70.77% | 64.35% | 81.09% | 63.83% | 81.54% | 86.68%Tn | 51.48% | 57.94% | 75.01% | 56.37% | 79.86% | - | 68.94% | 100.00% |
| Yes - to Ofcom | 63 | 63 | 12 | 2 | 5 | 1 | 8 | 2 | 7 | 20 | 2 | - | - | 3 | - |
| | 17.45%p | 17.53%p | 34.34% | 2.96% | 22.03% | 18.46% | 18.41%p | 8.43% | 19.32% | 40.34% | 7.28% | - | - | 8.73% | - |
| Yes - other (please specify) | 4 | 4 | - | 1 | 1 | - | 1 | - | 1 | - | - | - | - | - | - |
| | 1.09% | 1.10% | - | 2.06% | 4.74% | - | 2.52% | - | 1.69% | - | - | - | - | - | - |
| No | 77 | 76 | 6 | 9 | 7 | - | 2 | 12 | 12 | 8 | 9 | 1 | - | 8 | - |
| | 21.07% <u>s</u> | 21.01% <u>s</u> | 16.02% | 17.69% | 28.35% | - | 5.40% | 47.29% | 32.71% | 15.37% | 30.25% | 20.14% | - | 22.33% | - |
| Don't know | 3 | 2 | - | - | - | - | - | - | - | - | 2 | - | - | - | - |
| | 0.72% <u>n</u> | 0.57% | - | - | - | - | - | - | - | - | 7.20% | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 40
Q.7 And have you gone ahead and made a complaint about your landline service or supplier?
Base: All who had a reason to complain about landline phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|-------------------------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|---------------------|--------|---------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 331 | 329 | 88 | 15 | 19 | 5 | 64 | 48 | 63 | 15 | 1 | 3 | 1 | - | 242 | 57 | 98 | 24 | 63 | 86 | 178 | 43 | 126 | 193 |
| Weighted base | 364 | 363 | 91* | 15** | 21** | 7** | 70* | 58* | 76* | 14** | *** | 3** | 2** | -** | 285 | 72* | 112* | 30** | 70* | 96* | 187 | 55* | 126* | 225 |
| Effective base | 247 | 246 | 70 | 13 | 15 | 4 | 49 | 31 | 49 | 11 | 1 | 2 | 1 | - | 184 | 47 | 68 | 20 | 50 | 64 | 129 | 36 | 96 | 144 |
| NET: Yes | 284 | 284 | 76 | 13 | 16 | 5 | 53 | 44 | 60 | 11 | * | 1 | 2 | - | 228 | 62 | 94 | 16 | 56 | 74 | 151 | 42 | 95 | 178 |
| | 78.22% | 78.26% | 83.17% | 87.54% | 75.74% | 71.19% | 75.81% | 75.35% | 78.54% | 79.55% | 100.00% | 37.44% | 100.00% | - | 80.10% | 86.09% | 84.23% | 52.84% | 79.12% | 77.44% | 80.52% | 76.46% | 75.44% | 79.30% |
| Yes - to my landline provider | 257 | 256 | 69 | 12 | 11 | * | 48 | 42 | 57 | 9 | * | 1 | 2 | - | 201 | 56 | 83 | 11 | 50 | 59 | 143 | 40 | 86 | 163 |
| | 70.60% | 70.63% | 76.15% | 81.39% | 53.48% | 5.50% | 68.65% | 72.86% | 74.67% | 67.34% | 100.00% | 37.44% | 100.00% | - | 70.47% | 77.84% | 74.26% | 36.66% | 71.46% | 61.76% | 76.21% ^T | 72.72% | 68.22% | 72.69% |
| Yes - to Ofcom | 63 | 63 | 13 | 1 | 5 | 5 | 11 | 11 | 16 | 3 | - | - | - | - | 62 | 19 | 24 | 5 | 14 | 24 | 30 | 7 | 23 | 34 |
| | 17.45% | 17.49% | 13.90% | 6.15% | 22.26% | 65.69% | 15.45% | 18.24% | 21.14% | 22.36% | - | - | - | - | 21.91% ^T | 26.30% | 21.42% | 17.16% | 20.27% | 25.58% | 15.87% | 12.78% | 18.61% | 15.03% |
| Yes - other (please specify) | 4 | 4 | 2 | - | - | - | - | 1 | 1 | - | - | - | - | - | 4 | 1 | 1 | 1 | 1 | - | 2 | 1 | 3 | 1 |
| | 1.09% | 1.10% | 2.30% | - | - | - | - | 1.91% | 1.03% | - | - | - | - | - | 1.29% | 1.60% | 0.57% | 3.68% | 1.10% | - | 1.17% | 2.09% | 2.31% | 0.48% |
| No | 77 | 76 | 15 | 2 | 5 | 2 | 17 | 14 | 16 | 1 | - | 2 | - | - | 55 | 10 | 18 | 12 | 15 | 22 | 36 | 11 | 30 | 44 |
| | 21.07% | 21.02% | 16.83% | 12.46% | 24.26% | 28.81% | 24.19% | 23.74% | 21.46% | 5.49% | - | 62.57% | - | - | 19.17% | 13.91% | 15.77% | 40.28% | 20.88% | 22.56% | 19.48% | 19.77% | 24.14% | 19.77% |
| Don't know | 3 | 3 | - | - | - | - | - | 1 | - | 2 | - | - | - | - | 2 | - | - | 2 | - | - | - | 2 | 1 | 2 |
| | 0.72% | 0.72% | - | - | - | - | - | 0.90% | - | 14.96% | - | - | - | - | 0.73% | - | - | 6.88% | - | - | - | 3.78% ^u | 0.42% | 0.93% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 41
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|-------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 79 | 37 | 42 | 9 | 15 | 11 | 15 | 8 | 14 | 7 | 21 | 27 | 14 | 17 | 48 | 31 | 62 | 17 |
| Weighted base | 77* | 38** | 38** | 9** | 13** | 10** | 16** | 8** | 13** | 7** | 19** | 24** | 16** | 17** | 43* | 33** | 59* | 18** |
| Effective base | 59 | 29 | 30 | 6 | 11 | 9 | 11 | 6 | 11 | 5 | 15 | 22 | 10 | 13 | 36 | 23 | 48 | 12 |
| It's not worth the hassle | 22 28.27% | 9 23.39% | 13 33.17% | 6 58.28% | 3 20.19% | * 3.83% | 5 28.86% | 2 20.14% | 7 52.07% | - | 5 25.81% | 8 32.14% | 6 35.05% | 3 19.05% | 13 29.35% | 9 26.87% | 16 27.26% | 6 31.61% |
| They wouldn't do anything anyway | 21 27.55% | 8 21.64% | 13 33.48% | - | 6 42.15% | 1 13.41% | 9 56.36% | * 5.77% | 5 35.04% | - | 3 16.34% | 6 25.94% | 5 30.95% | 7 39.05% | 9 21.71% | 12 35.09% | 15 25.35% | 6 34.84% |
| The problem resolved itself | 12 15.52% | 5 11.78% | 7 19.27% | - | 2 12.76% | 1 11.02% | 2 11.56% | 2 29.74% | 3 22.14% | 2 28.55% | 3 13.61% | 4 15.24% | - | 6 32.83% | 6 14.52% | 6 16.80% | 10 17.03% | 2 10.49% |
| I didn't have the time | 10 13.26% | 6 16.78% | 4 9.72% | 2 26.30% | 1 10.22% | 3 30.20% | 3 21.08% | - | - | - | 1 3.08% | 3 12.67% | 5 32.32% | 1 7.22% | 4 8.44% | 7 19.48% | 9 16.03% | 1 4.06% |
| I could not get through to my provider | 9 11.95% | 5 12.20% | 4 11.71% | 1 10.96% | 4 27.94% | - | 2 11.48% | 1 17.80% | 1 9.29% | - | 3 13.69% | 5 19.36% | - | 2 10.98% | 7 16.86% | 2 5.62% | 8 13.28% | 1 7.55% |
| I did not know where to go/ who to complain to | 9 11.90% | 6 15.07% | 3 8.72% | 2 25.36% | 2 12.36% | 3 26.88% | 3 15.46% | - | - | - | 3 18.23% | 3 12.91% | 2 9.80% | 1 5.43% | 7 15.26% | 3 7.57% | 7 11.40% | 2 13.55% |
| I/ someone else sorted the problem out | 7 9.71% | 5 12.23% | 3 7.17% | - | - | 2 16.24% | 1 3.44% | 2 25.01% | 3 19.83% | 1 11.21% | 4 21.06% | 2 6.41% | - | 2 10.99% | 6 12.87% | 2 5.62% | 4 6.89% | 3 19.05% |
| Other (please specify) | 12 15.30% | 4 10.21% | 8 20.41% | - | 1 8.46% | 1 6.08% | 3 19.71% | 1 7.31% | 2 13.70% | 4 60.24% | 1 7.58% | 1 6.13% | 5 32.29% | 4 20.59% | 3 6.77% | 9 26.30% | 8 14.12% | 3 19.21% |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 42
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|--|--------------|--------------|--------------|-------------|--------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-------------|--------------------|-------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 79 | 68 | 6 | 3 | 2 | 6 | 6 | 5 | 9 | 12 | 6 | 3 | 3 | 7 | 10 | 10 | 2 | 72 | 7 |
| Weighted base | 77* | 67* | 5** | 3** | 1** | 5** | 9** | 5** | 8** | 14** | 5** | 3** | 2** | 7** | 8** | 9** | 1** | 72* | 5** |
| Effective base | 59 | 52 | 4 | 2 | 2 | 4 | 6 | 4 | 6 | 9 | 5 | 2 | 3 | 6 | 9 | 7 | 2 | 54 | 6 |
| It's not worth the hassle | 22 28.27% | 19 27.90% | 2 34.18% | - | 1 100.00% | 2 34.18% | 4 51.88% | 2 43.73% | 1 13.45% | 4 26.23% | 2 40.46% | - | 1 49.36% | 1 8.09% | 3 32.99% | 1 10.29% | 1 100.00% | 21 28.88% | 1 18.60% |
| They wouldn't do anything anyway | 21 27.55% | 16 23.62% | 2 44.65% | 3 89.94% | - | 2 44.65% | 3 37.71% | 1 20.40% | 1 11.82% | 4 30.84% | 1 17.31% | 3 89.94% | 1 49.36% | * | 4 46.99% | * | 4.04% | 19 26.85% | 2 38.51% |
| The problem resolved itself | 12 15.52% | 11 16.67% | - | - | 1 63.17% | - | 1 14.27% | - | - | 2 12.84% | 2 30.34% | - | - | 3 34.72% | 2 28.31% | 2 18.39% | 1 63.17% | 12 16.50% | - |
| I didn't have the time | 10 13.26% | 9 13.50% | * 6.66% | 1 23.81% | - | * 6.66% | 1 14.27% | - | 4 50.98% | 1 7.23% | - | 1 23.81% | 1 33.50% | 2 26.72% | - | 4.04% | - | 8 11.66% | 2 38.43% |
| I could not get through to my provider | 9 11.95% | 9 13.05% | - | - | * 36.83% | - | 2 28.45% | 1 21.59% | 1 13.45% | 1 7.20% | 1 22.68% | - | - | - | 1 6.69% | 1 14.85% | * 36.83% | 9 11.94% | 1 12.17% |
| I did not know where to go/ who to complain to | 9 11.90% | 9 13.64% | - | - | - | - | 3 29.55% | 1 20.40% | - | 4 26.47% | 1 17.31% | - | - | - | 1 11.72% | - | - | 8 11.30% | 1 21.32% |
| I/ someone else sorted the problem out | 7 9.71% | 7 11.13% | - | - | - | - | - | 1 14.28% | 1 12.20% | 1 6.11% | - | - | - | 2 34.22% | - | 2 27.02% | - | 7 10.32% | - |
| Other (please specify) | 12 15.30% | 10 15.35% | 1 21.18% | * 10.06% | - | 1 21.18% | 2 18.57% | - | 1 11.55% | 4 31.41% | - | * 10.06% | * 17.14% | - | - | 3 35.69% | - | 11 15.48% | 1 12.35% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 43
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|-------------|-------------|--------------|-----------------|-------------|---------------|------------------|---------------|-----------------|------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 79 | 79 | 22 | 4 | 5 | - | 15 | 11 | 17 | 2 | - | 1 | - | - |
| Weighted base | 77* | 77* | 20** | 2** | 5** | -** | 15** | 13** | 17** | 1** | -** | 2** | -** | -** |
| Effective base | 59 | 59 | 17 | 4 | 4 | - | 10 | 9 | 15 | 2 | - | 1 | - | - |
| It's not worth the hassle | 22 28.27% | 22 28.27% | 5 22.60% | - | 1 22.89% | - | 3 19.29% | 4 34.64% | 8 46.51% | * 45.16% | - | - | - | - |
| They wouldn't do anything anyway | 21 27.55% | 21 27.55% | 4 18.73% | 1 35.29% | 2 47.94% | - | 6 40.92% | 1 9.27% | 7 38.22% | - | - | - | - | - |
| The problem resolved itself | 12 15.52% | 12 15.52% | 1 6.96% | 1 31.75% | - | - | 2 12.93% | 5 35.53% | 3 19.20% | - | - | - | - | - |
| I didn't have the time | 10 13.26% | 10 13.26% | 2 9.17% | - | - | - | 5 33.11% | 1 9.05% | 2 11.58% | - | - | - | - | - |
| I could not get through to my provider | 9 11.95% | 9 11.95% | 1 5.07% | * 18.09% | - | - | 1 3.61% | 1 10.46% | 6 33.85% | - | - | - | - | - |
| I did not know where to go/ who to complain to | 9 11.90% | 9 11.90% | 6 29.47% | - | 1 22.89% | - | 1 3.61% | - | 1 5.34% | * 54.84% | - | - | - | - |
| I/ someone else sorted the problem out | 7 9.71% | 7 9.71% | 3 15.56% | 1 32.96% | 1 18.24% | - | - | - | 1 4.75% | - | 2 100.00% | - | - | - |
| Other (please specify) | 12 15.30% | 12 15.30% | 4 20.61% | - | 1 10.94% | - | 4 23.01% | 3 19.59% | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 44
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|-------------|---------------|-----------------|-------------|------------------|-------------|------------------|--------------|---------------|--------------|-------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 79 | 78 | 6 | 14 | 4 | - | 4 | 11 | 9 | 8 | 11 | 1 | - | 8 | - |
| Weighted base | 77* | 76* | 6** | 9** | 7** | -** | 2** | 12** | 12** | 8** | 9** | 1** | -** | 8** | -** |
| Effective base | 59 | 58 | 5 | 11 | 3 | - | 4 | 8 | 7 | 7 | 8 | 1 | - | 6 | - |
| It's not worth the hassle | 22 28.27% | 22 28.47% | 2 34.68% | 4 46.79% | - | - | - | 6 45.55% | 1 6.78% | 2 29.19% | 5 59.22% | - | - | 1 6.59% | - |
| They wouldn't do anything anyway | 21 27.55% | 21 27.75% | - | 1 7.02% | 2 32.53% | - | - | 4 33.95% | 8 61.26% | 3 36.90% | 3 29.53% | - | - | 1 12.65% | - |
| The problem resolved itself | 12 15.52% | 11 14.90% | - | 1 6.29% | - | - | - | 2 14.96% | 1 8.88% | 3 35.77% | 4 41.34% | - | - | 1 16.75% | - |
| I didn't have the time | 10 13.26% | 10 13.36% | 2 26.49% | 1 12.57% | - | - | - | - | 2 14.19% | - | 2 18.29% | - | - | 4 48.87% | - |
| I could not get through to my provider | 9 11.95% | 9 12.04% | 1 18.18% | 2 20.62% | 1 20.11% | - | - | 1 9.94% | - | 2 23.96% | 1 14.13% | - | - | 1 6.59% | - |
| I did not know where to go/ who to complain to | 9 11.90% | 9 11.99% | 1 22.41% | - | 2 36.11% | - | 1 16.98% | 1 9.57% | 1 7.50% | - | - | - | - | 3 34.38% | - |
| I/ someone else sorted the problem out | 7 9.71% | 7 9.78% | 2 32.93% | - | 1 11.25% | - | 1 38.23% | 2 15.17% | - | - | 1 6.43% | 1 100.00% | - | - | - |
| Other (please specify) | 12 15.30% | 12 15.41% | - | 2 21.34% | - | - | 1 44.79% | 2 16.40% | 5 43.43% | 1 4.72% | 1 10.05% | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 45
Q.8 Why didn't you make a complaint about your landline service or supplier?
Base: All who didn't complain about landline phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|---------------------------|---------------------|-------------|-------------|-------------|-----------------|-------------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|-------------|-------------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|-------------|--------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 79 | 78 | 15 | 4 | 5 | 1 | 18 | 12 | 16 | 2 | - | 1 | - | - | 50 | 8 | 19 | 9 | 14 | 22 | 41 | 10 | 35 | 42 |
| Weighted base | 77* | 76* | 15** | 2** | 5** | 2** | 17** | 14** | 16** | 1** | -** | 2** | -** | -** | 55* | 10** | 18** | 12** | 15** | 22** | 36* | 11** | 30** | 44* |
| Effective base | 59 | 58 | 11 | 4 | 4 | 1 | 13 | 10 | 14 | 2 | - | 1 | - | - | 39 | 7 | 13 | 7 | 12 | 16 | 31 | 8 | 26 | 32 |
| It's not worth the hassle | 22 28.27% | 21 27.93% | 2 14.31% | * 19.54% | 1 22.89% | 2 100.00% | 3 19.28% | 3 22.45% | 8 49.74% | * 45.16% | - | - | - | - | 15 27.66% | 2 16.23% | 4 25.22% | 2 16.39% | 7 47.66% | 6 26.31% | 13 35.29% | 3 25.38% | 9 29.14% | 13 28.85% |
| They wouldn't do anything anyway | 21 27.55% | 21 27.68% | 1 8.59% | 1 36.43% | 2 47.94% | - | 6 37.85% | 4 25.74% | 7 40.87% | - | - | - | - | - | 14 26.09% | 1 9.82% | 5 28.35% | 2 19.53% | 6 39.90% | 6 29.37% | 9 25.11% | 2 16.74% | 7 24.49% | 14 30.78% |
| The problem resolved itself | 12 15.52% | 12 15.59% | - | 1 31.19% | - | - | 2 11.76% | 5 37.69% | 3 20.53% | - | - | - | - | - | 8 14.92% | - | 2 11.30% | 3 23.02% | 3 22.70% | 15.29% | 14.33% | 30.91% | 19.88% | 13.18% |
| I didn't have the time | 10 13.26% | 10 12.86% | 1 7.57% | - | - | - | 5 30.12% | 1 8.36% | 2 12.38% | - | - | - | - | - | 9 15.87% | 1 11.56% | 5 28.94% | 1 9.50% | 1 8.39% | 3 13.81% | 4 11.09% | 2 20.32% | 1 3.03% | 9 19.50% |
| I could not get through to my provider | 9 11.95% | 9 12.01% | 1 8.96% | - | - | - | 2 9.95% | 1 9.66% | 5 29.25% | - | - | - | - | - | 9 16.17% | 1 10.37% | 1 3.15% | 1 10.98% | 6 40.02% | 3 12.90% | 6 17.49% | - | 2 8.06% | 7 15.10% |
| I did not know where to go/ who to complain to | 9 11.90% | 9 11.96% | 5 32.44% | - | 1 22.89% | - | 2 9.59% | - | 1 5.71% | * 54.84% | - | - | - | - | 9 15.94% | 5 49.55% | 3 15.91% | - | 1 6.31% | 3 13.79% | 4 10.26% | - | 1 3.07% | 7 15.54% |
| I/ someone else sorted the problem out | 7 9.71% | 7 9.75% | 3 20.82% | 1 32.37% | 1 18.24% | - | - | - | 1 5.08% | - | - | 2 100.00% | - | - | 3 5.16% | 2 18.70% | 1 5.34% | - | - | 1 2.80% | 5 14.11% | 2 15.52% | 2 6.95% | 5 11.99% |
| Other (please specify) | 12 15.30% ^x | 12 15.37% | 4 23.79% | - | 1 10.94% | - | 4 20.94% | 3 18.09% | - | - | - | - | - | - | 7 13.14% | - | 5 26.42% | 3 20.57% | - | 6 27.22% | 5 12.94% | 1 5.05% | 8 28.02% | 3 7.25% |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 46
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|-----------------|---------------|---------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|----------------|---------------|-----------------|--------------|---------------|---------------|-----------------|--------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 677 | 370 | 305 | 158 | 187 | 144 | 90 | 46 | 34 | 18 | 217 | 204 | 141 | 115 | 421 | 256 | 579 | 98 |
| Weighted base | 766 | 424 | 340 | 193 | 211 | 155 | 99* | 55* | 35** | 19** | 237 | 239 | 153 | 138* | 476 | 291 | 650 | 116* |
| Effective base | 499 | 279 | 219 | 115 | 138 | 111 | 65 | 35 | 25 | 13 | 168 | 142 | 107 | 86 | 308 | 192 | 435 | 66 |
| The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality | 360 47.02% | 203 48.00% | 156 45.79% | 81 41.88% | 107 50.95% | 81 52.34% | 39 39.70% | 29 52.37% | 10 29.58% | 13 67.24% | 115 48.61% | 116 48.79% | 61 39.80% | 68 49.25% | 232 48.70% | 129 44.28% | 297 45.61% | 64 54.93% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 279 36.40% | 156 36.75% | 123 36.22% | 68 35.19% | 91 43.21% | 52 33.69% | 34 34.47% | 18 32.15% | 14 39.18% | 2 12.55% | 94 39.86% | 81 33.85% | 59 38.61% | 45 32.43% | 175 36.84% | 104 35.68% | 247 38.05%T | 31 27.16% |
| Dissatisfaction with customer service from a previous occasion or contact | 166 21.70% | 90 21.18% | 77 22.52% | 42 21.62% | 44 20.70% | 34 21.74% | 25 24.91% | 7 13.50% | 10 27.96% | 5 28.52% | 52 21.89% | 48 20.02% | 32 20.83% | 35 25.28% | 100 20.95% | 67 22.94% | 134 20.59% | 32 27.95% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 129 16.86%kq | 82 19.32% | 46 13.54% | 41 21.24% | 45 21.55%f | 27 17.24% | 10 9.91% | 6 10.09% | 1 2.29% | - | 53 22.21%Tk | 27 11.10% | 26 17.24% | 24 17.20% | 79 16.63% | 50 17.22% | 119 18.37%Tq | 10 8.36% |
| A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number | 121 15.73% | 79 18.57% | 42 12.31% | 34 17.59% | 37 17.52% | 32 20.72% | 10 9.71% | 5 9.54% | 3 7.93% | - | 28 11.98% | 38 16.06% | 37 24.06%Tjm | 17 12.37% | 67 14.03% | 54 18.51% | 110 16.96% | 10 8.82% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 46
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| Total (T) | Gender | | Age | | | | | | | | Social Grade | | | | | Area type | | |
|---------------------------------|-------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|-----------|--------------|-----------|-----------|-------------|-------------|--------------|--------------|-------|
| | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) | |
| Weighted base | 424 | 340 | 193 | 211 | 155 | 99* | 55* | 35** | 19** | 237 | 239 | 153 | 138* | 476 | 291 | 650 | 116* | |
| Something else (please specify) | 41 | 20 | 5 | 8 | 4 | 13 | 1 | 6 | 5 | 11 | 9 | 10 | 12 | 20 | 22 | 33 | 8 | |
| | 5.39% | 4.69% | 2.67% | 3.78% | 2.42% | 12.81% | Tcde | 2.01% | 16.25% | 25.87% | 4.52% | 3.71% | 6.54% | 8.52% | 4.11% | 7.48% | 5.10% | 7.05% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 47
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|----------------|---------------|--------------|--------------|--------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|--------------|--------------------|---------------|-----------------------|----------------|----------------|---------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 677 | 587 | 47 | 29 | 14 | 47 | 26 | 67 | 67 | 73 | 38 | 29 | 50 | 142 | 65 | 59 | 14 | 483 | 186 |
| Weighted base | 766 | 675 | 43* | 31** | 17** | 43* | 33** | 86* | 63* | 76* | 45** | 31** | 61* | 172 | 86* | 53* | 17** | 539 | 218 |
| Effective base | 499 | 433 | 34 | 23 | 10 | 34 | 22 | 51 | 50 | 52 | 28 | 23 | 40 | 105 | 48 | 43 | 10 | 359 | 135 |
| The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality | 360 47.02%h | 322 47.69% | 19 44.40% | 15 49.72% | 4 22.72% | 19 44.40% | 14 42.52% | 47 54.72%h | 19 29.67% | 35 45.68% | 19 42.11% | 15 49.72% | 32 52.25%h | 77 44.79% | 57 66.34%Thi mo | 23 42.51% | 4 22.72% | 248 46.06% | 107 49.12% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 279 36.40% | 248 36.77% | 14 32.62% | 5 15.01% | 12 69.50% | 14 32.62% | 11 34.61% | 22 25.54% | 19 30.07% | 29 38.92% | 13 28.24% | 5 15.01% | 20 33.09% | 74 43.20%g | 33 37.96% | 27 49.68%g | 12 69.50% | 189 35.01% | 88 40.18% |
| Dissatisfaction with customer service from a previous occasion or contact | 166 21.70% | 144 21.36% | 10 22.96% | 6 20.05% | 6 34.96% | 10 22.96% | 9 25.97% | 19 22.77% | 14 22.40% | 19 25.29% | 7 16.39% | 6 20.05% | 9 15.00% | 43 24.89% | 14 16.46% | 9 17.37% | 6 34.96% | 120 22.22% | 45 20.48% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 129 16.86% | 112 16.65% | 8 19.06% | 7 22.94% | 2 8.66% | 8 19.06% | 9 26.17% | 19 21.97% | 13 20.83% | 11 14.91% | 4 8.79% | 7 22.94% | 14 22.67% | 31 17.77% | 8 9.36% | 4 7.71% | 2 8.66% | 93 17.18% | 33 15.29% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 47
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|---------------|---------------|--------------|------------|-------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|------------|---------------------|--------------|----------------|---------------------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 766 | 675 | 43* | 31** | 17** | 43* | 33** | 86* | 63* | 76* | 45** | 31** | 61* | 172 | 86* | 53* | 17** | 539 | 218 |
| A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number | 121 15.73% | 108 16.06% | 5 10.58% | 2 7.27% | 5 30.71% | 5 10.58% | 6 17.75% | 15 17.25% | 11 18.01% | 6 8.34% | 7 15.69% | 2 7.27% | 6 10.33% | 32 18.48% | 12 13.42% | 13 25.00% ⁱ | 5 30.71% | 79 14.68% | 40 18.11% |
| Something else (please specify) | 41 5.39% | 35 5.22% | 3 7.65% | 2 7.84% | * 2.27% | 3 7.65% | 1 1.94% | 1 1.41% | 6 9.92% | 3 3.34% | 1 3.01% | 2 7.84% | 5 8.46% | 7 3.83% | 8 9.28% | 3 6.54% | * 2.27% | 34 6.25% | 8 3.49% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 48
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|----------------------------|---------------------------|---------------------------|--------------|-----------------|--------------|-----------------------------|---------------------------|--------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 677 | 567 | 113 | 60 | 30 | 10 | 122 | 47 | 102 | 68 | - | 5 | 3 | 2 |
| Weighted base | 766 | 654 | 118* | 65* | 34** | 13** | 144* | 65* | 126* | 70* | ** | 5** | 3** | 4** |
| Effective base | 499 | 423 | 86 | 48 | 24 | 6 | 85 | 37 | 78 | 52 | - | 4 | 3 | 2 |
| The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality | 360 47.02% | 304 46.55% | 54 45.37% | 22 34.61% | 17 50.72% | 2 17.97% | 75 52.37% | 30 45.45% | 69 54.64% ^c | 31 43.81% | - | 2 47.86% | 1 20.51% | 1 29.37% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 279 36.40% | 240 36.70% | 53 44.61% ^h | 24 36.70% | 14 41.63% | 8 56.19% | 47 33.03% | 22 33.54% | 35 27.99% | 29 40.77% | - | 2 42.37% | 2 54.23% | - |
| Dissatisfaction with customer service from a previous occasion or contact | 166 21.70% | 149 22.79% | 24 20.52% | 14 21.06% | 3 7.56% | 4 26.38% | 29 20.03% | 24 37.07% ^{Taf} | 29 23.32% | 18 25.80% | - | - | - | 3 70.63% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 129 16.86% | 122 18.63% ^T | 21 17.42% | 18 27.66% ^T | 5 14.47% | 1 10.14% | 22 15.52% | 16 24.61% | 25 19.71% | 14 19.67% | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 48

Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?**Base: All who had a reason to complain about mobile phone provider**

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|--------------|--------------|--------------|-----------------|--------------|---------------|------------------|--------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 766 | 654 | 118* | 65* | 34** | 13** | 144* | 65* | 126* | 70* | -** | 5** | 3** | 4** |
| A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number | 121 15.73% | 113 17.35%T | 16 13.35% | 13 20.25% | 6 19.07% | * 3.46% | 26 18.29% | 12 18.72% | 20 15.69% | 16 22.08% | - - | * 5.94% | - - | - - |
| Something else (please specify) | 41 5.39% | 32 4.97% | 7 6.19% | 2 3.16% | * 1.01% | * 2.30% | 9 6.00% | - - | 9 7.35% | 2 2.31% | - - | 1 19.78% | 1 25.27% | - - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 49
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|-----------------|---------------|---------------|----------------|---------------|------------------|---------------|------------------|-----------------|---------------|--------------|--------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 677 | 676 | 40 | 127 | 38 | 9 | 84 | 30 | 101 | 47 | 106 | 4 | 6 | 51 | 4 |
| Weighted base | 766 | 766 | 42* | 134* | 46** | 10** | 92* | 37** | 123* | 53* | 128* | 6** | 4** | 60* | 3** |
| Effective base | 499 | 499 | 31 | 94 | 28 | 7 | 65 | 20 | 76 | 35 | 77 | 3 | 4 | 40 | 3 |
| The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality | 360 47.02%z | 360 46.99%z | 18 42.91% | 62 46.29% | 16 34.89% | 4 41.87% | 46 49.66%z | 17 46.66% | 66 53.92%z | 27 50.44% | 66 51.81%z | - - | 3 76.36% | 17 28.52% | 3 100.00% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 279 36.40% | 279 36.43% | 20 47.81%p | 38 28.03% | 20 43.50% | 2 14.48% | 36 38.78% | 11 28.94% | 45 36.78% | 28 51.98%Tnp | 46 36.18% | 3 62.28% | 1 29.54% | 21 34.81% | - - |
| Dissatisfaction with customer service from a previous occasion or contact | 166 21.70%p | 166 21.72%p | 11 26.96% | 17 13.00% | 8 17.96% | 4 34.35% | 19 20.34% | 4 12.02% | 31 25.01%p | 13 24.81% | 42 32.82%Tnp | 1 14.55% | * 7.71% | 11 18.50% | - - |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 129 16.86%w | 129 16.87%w | 13 31.08%Tnw | 29 21.64%w | 4 9.62% | 4 35.90% | 16 17.09%w | 7 19.60% | 25 20.40%w | 13 24.38%w | 8 6.59% | - - | - - | 9 15.63% | - - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 49
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|--------------|---------------|-----------------|--------------|------------------|--------------|------------------|---------------|---------------|--------------|--------------|-------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 766 | 766 | 42* | 134* | 46** | 10** | 92* | 37** | 123* | 53* | 128* | 6** | 4** | 60* | 3** |
| A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number | 121 15.73% | 121 15.74% | 7 17.34% | 15 11.53% | 8 17.83% | 2 24.03% | 15 15.82% | 4 11.11% | 19 15.64% | 9 17.78% | 21 16.22% | 1 23.17% | - | 10 16.42% | * 10.41% |
| Something else (please specify) | 41 5.39% | 41 5.40% | * 1.16% | 9 6.97% | 1 1.61% | - | 6 6.56% | 5 12.09% | 3 2.45% | 2 3.88% | 7 5.11% | - | * 7.71% | 5 8.87% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 50
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|------------------------|---------------------|---------------|--------------|--------------|-----------------|--------------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|---------------------|---------------|---------------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 677 | 616 | 116 | 59 | 34 | 6 | 127 | 48 | 123 | 73 | 1 | 5 | 5 | 2 | 422 | 89 | 200 | 28 | 101 | 173 | 333 | 110 | 219 | 416 |
| Weighted base | 766 | 698 | 115* | 63* | 36** | 6** | 150* | 57* | 159* | 78* | *** | 5** | 4** | 4** | 502 | 91* | 250 | 32** | 124* | 201 | 342 | 157* | 241 | 477 |
| Effective base | 499 | 460 | 91 | 48 | 26 | 5 | 92 | 37 | 91 | 55 | 1 | 4 | 4 | 2 | 320 | 72 | 150 | 22 | 76 | 122 | 253 | 87 | 162 | 306 |
| The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality | 360 47.02%p | 325 46.54% | 48 42.10% | 23 36.72% | 18 49.92% | 4 58.36% | 71 47.37% | 23 39.47% | 92 57.60%T | 34 43.66% | - | 2 43.03% | 1 31.15% | 1 29.37% | 222 44.31% | 32 34.98% | 114 45.45% | 16 49.49% | 60 48.50% | 84 41.74% | 166 48.53% | 83 52.84% | 106 44.10% | 233 48.91% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 279 36.40% | 255 36.50% | 53 45.90%T | 16 24.85% | 15 41.79% | 1 23.62% | 53 35.43% | 23 40.68% | 49 30.68% | 28 35.89% | - | 2 46.29% | 2 53.02% | - | 186 37.13% | 43 47.69%T | 84 33.68% | 15 46.48% | 40 32.16% | 85 42.17% | 115 33.61% | 53 33.75% | 86 35.57% | 174 36.47% |
| Dissatisfaction with customer service from a previous occasion or contact | 166 21.70%x | 157 22.53% | 32 28.27% | 9 13.97% | 4 10.31% | 3 41.64% | 25 16.53% | 20 35.67%T | 32 20.10% | 27 34.43% | * | - | - | 3 70.63% | 130 25.85%T | 24 26.00% | 67 26.97% | 10 32.44% | 28 22.96% | 46 23.02% | 72 21.04% | 38 23.92% | 67 27.81%T | 86 18.02% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 129 16.86% | 125 17.86%T | 24 20.70% | 15 22.94% | 3 9.63% | - | 23 15.29% | 12 21.63% | 34 21.44% | 13 16.28% | - | - | - | - | 108 21.57%T | 25 27.09%T | 42 16.75% | 11 33.40% | 31 25.18%T | 37 18.38% | 55 16.07% | 25 15.89% | 43 17.80% | 82 17.16% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 50
Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider?
Base: All who had a reason to complain about mobile phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|---------|---------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 766 | 698 | 115* | 63* | 36** | 6** | 150* | 57* | 159* | 78* | *** | 5** | 4** | 4** | 502 | 91* | 250 | 32** | 124* | 201 | 342 | 157* | 241 | 477 |
| A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number | 121 | 115 | 20 | 14 | 6 | - | 29 | 5 | 23 | 14 | - | * | - | - | 104 | 25 | 44 | 7 | 26 | 43 | 54 | 16 | 42 | 69 |
| | 15.73% | 16.53% | 17.87% | 22.71% | 17.75% | - | 19.05% | 8.72% | 14.69% | 17.42% | - | 6.49% | - | - | 20.81%T | 27.30%T | 17.54% | 21.66% | 20.85% | 21.34%v | 15.79% | 10.20% | 17.49% | 14.54% |
| Something else (please specify) | 41 | 39 | 7 | 4 | 1 | * | 11 | 1 | 9 | 3 | - | 1 | 1 | - | 26 | 2 | 17 | - | 7 | 7 | 24 | 10 | 15 | 24 |
| | 5.39% | 5.55% | 5.87% | 6.22% | 2.10% | 5.09% | 7.19% | 1.05% | 5.60% | 3.83% | - | 21.61% | 15.83% | - | 5.27% | 2.27% | 6.77% | - | 6.05% | 3.29% | 7.13% | 6.06% | 6.19% | 5.01% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 51
Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|-----------------------------------|------------------|----------------|---------------|----------------|-----------------|----------------|--------------|--------------|--------------|--------------|---------------|---------------|----------------|--------------|---------------|---------------|---------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 677 | 370 | 305 | 158 | 187 | 144 | 90 | 46 | 34 | 18 | 217 | 204 | 141 | 115 | 421 | 256 | 579 | 98 |
| Weighted base | 766 | 424 | 340 | 193 | 211 | 155 | 99* | 55* | 35** | 19** | 237 | 239 | 153 | 138* | 476 | 291 | 650 | 116* |
| Effective base | 499 | 279 | 219 | 115 | 138 | 111 | 65 | 35 | 25 | 13 | 168 | 142 | 107 | 86 | 308 | 192 | 435 | 66 |
| NET: Yes | 546 71.22% | 308 72.66% | 237 69.58% | 133 69.20% | 155 73.53% | 114 73.49% | 65 65.94% | 40 74.05% | 24 67.76% | 14 73.21% | 176 74.28% | 158 66.30% | 117 76.57% | 95 68.55% | 334 70.27% | 212 72.76% | 471 72.39% | 75 64.63% |
| Yes - to my mobile phone provider | 494 64.46% | 279 65.78% | 214 62.91% | 113 58.39% | 135 64.29% | 104 67.04% | 64 64.42% | 40 74.05% | 24 67.76% | 14 73.21% | 163 68.95% | 147 61.51% | 97 63.66% | 87 62.73% | 310 65.21% | 184 63.22% | 424 65.21% | 70 60.23% |
| Yes - to Ofcom | 88 11.54%bfgk | 61 14.44%Tb | 27 8.01% | 25 12.93%fg | 38 17.95%Tfg | 23 15.01%fg | 2 1.87% | - | 1 1.68% | - | 31 12.99% | 16 6.55% | 26 17.32%Tk | 16 11.28% | 46 9.76% | 42 14.45% | 82 12.60% | 6 5.58% |
| Yes - other (please specify) | 3 0.33% | 1 0.22% | 2 0.46% | - | * 0.16% | 2 1.04% | - | 1 1.04% | - | - | - | * 0.14% | 1 0.80% | 1 0.69% | * 0.07% | 2 0.75% | 3 0.39% | - |
| No | 203 26.49%d | 101 23.96% | 100 29.48% | 58 30.19% | 42 19.79% | 41 26.51% | 31 31.70% | 14 25.95% | 11 32.24% | 5 26.79% | 56 23.53% | 76 31.68% | 33 21.70% | 38 27.88% | 131 27.63% | 72 24.63% | 165 25.39% | 38 32.68% |
| Don't know | 18 2.29% | 14 3.39% | 3 0.95% | 1 0.61% | 14 6.67%Tce | - | 2 2.37% | - | - | - | 5 2.19% | 5 2.02% | 3 1.73% | 5 3.57% | 10 2.10% | 8 2.60% | 14 2.22% | 3 2.70% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 52
Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|-----------------------------------|----------------------------|----------------|--------------|--------------|--------------|---------------------------|----------------|----------------|-----------------------------|---------------------------|-------------------|--------------|---------------|------------------|---------------------------|----------------|----------------|---------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | Ni (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 677 | 587 | 47 | 29 | 14 | 47 | 26 | 67 | 67 | 73 | 38 | 29 | 50 | 142 | 65 | 59 | 14 | 483 | 186 |
| Weighted base | 766 | 675 | 43* | 31** | 17** | 43* | 33** | 86* | 63* | 76* | 45** | 31** | 61* | 172 | 86* | 53* | 17** | 539 | 218 |
| Effective base | 499 | 433 | 34 | 23 | 10 | 34 | 22 | 51 | 50 | 52 | 28 | 23 | 40 | 105 | 48 | 43 | 10 | 359 | 135 |
| NET: Yes | 546 71.22%h | 481 71.26%h | 29 65.89% | 20 65.91% | 16 92.23% | 29 65.89% | 22 65.84% | 64 75.30%h | 35 56.19% | 50 65.86% | 29 64.89% | 20 65.91% | 46 75.57% | 141 81.60%Thi | 55 63.41% | 39 73.32% | 16 92.23% | 381 70.64% | 160 73.47% |
| Yes - to my mobile phone provider | 494 64.46%i | 436 64.58% | 26 60.54% | 18 58.98% | 14 79.07% | 26 60.54% | 20 59.31% | 61 71.71%hi | 33 52.21% | 38 50.30% | 26 56.82% | 18 58.98% | 44 72.26%l | 126 73.37%Thi | 51 59.31% | 37 69.16% | 14 79.07% | 344 63.77% | 146 66.70% |
| Yes - to Ofcom | 88 11.54% | 78 11.50% | 3 6.15% | 4 11.49% | 5 26.69% | 3 6.15% | 5 14.09% | 11 12.29% | 6 9.40% | 13 17.39% | 4 8.07% | 4 11.49% | 5 8.19% | 26 14.98% | 7 7.77% | 2 4.17% | 5 26.69% | 64 11.94% | 24 11.03% |
| Yes - other (please specify) | 3 0.33% | 3 0.37% | - | - | - | - | - | - | - | - | 0.55% | - | - | 2 1.04% | - | - | - | 1 0.24% | 1 0.56% |
| No | 203 26.49% ^m | 180 26.68% | 13 30.46% | 8 27.28% | 1 7.77% | 13 30.46% ^m | 11 34.16% | 21 24.70% | 27 43.36% ^{Tgm} | 22 28.78% ^m | 15 33.63% | 8 27.28% | 15 24.43% | 25 14.22% | 30 34.66% ^m | 14 26.68% | 1 7.77% | 149 27.57% | 53 24.49% |
| Don't know | 18 2.29% | 14 2.06% | 2 3.66% | 2 6.81% | - | 2 3.66% | - | - | - | 4 5.36% | 1 1.48% | 2 6.81% | - | 7 4.18% | 2 1.93% | - | - | 10 1.80% | 4 2.04% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 53
Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------------------------|-----------------------|---------------------|--------------|--------------|--------------|-----------------|---------------|------------------|------------------|--------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 677 | 567 | 113 | 60 | 30 | 10 | 122 | 47 | 102 | 68 | - | 5 | 3 | 2 |
| Weighted base | 766 | 654 | 118* | 65* | 34** | 13** | 144* | 65* | 126* | 70* | ** | 5** | 3** | 4** |
| Effective base | 499 | 423 | 86 | 48 | 24 | 6 | 85 | 37 | 78 | 52 | - | 4 | 3 | 2 |
| NET: Yes | 546 71.22% | 483 73.92%T | 78 66.11% | 49 75.59% | 20 60.52% | 12 91.02% | 107 74.19% | 53 81.25% | 96 75.85% | 56 80.25% | - | 3 64.27% | 2 74.73% | 4 100.00% |
| Yes - to my mobile phone provider | 494 64.46% | 432 65.99% | 71 60.36% | 43 66.85% | 17 49.32% | 12 91.02% | 90 62.95% | 43 66.24% | 89 70.15% | 54 76.77% | - | 3 64.27% | 2 74.73% | 4 100.00% |
| Yes - to Ofcom | 88 11.54% | 88 13.47%T | 13 11.20% | 8 13.06% | 4 11.20% | - | 21 14.42% | 17 26.38%Tabh | 13 10.52% | 11 16.27% | - | - | - | - |
| Yes - other (please specify) | 3 0.33% | 3 0.39% | * 0.29% | - | - | - | - | 1 1.89% | * 0.30% | - | - | - | 1 20.51% | - |
| No | 203 26.49%a | 154 23.59% | 35 29.49% | 16 24.41% | 12 34.56% | 1 8.98% | 33 22.91% | 12 18.75% | 26 20.93% | 13 18.08% | - | 2 35.73% | 1 25.27% | - |
| Don't know | 18 2.29% | 16 2.49% | 5 4.40% | - | 2 4.92% | - | 4 2.90% | - | 4 3.22% | 1 1.68% | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 54
Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------------------------|---------------------|------------------|---------------|---------|---------------|-----------------|---------|------------------|-----------|------------------|---------------|---------------|--------------|----------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 677 | 676 | 40 | 127 | 38 | 9 | 84 | 30 | 101 | 47 | 106 | 4 | 6 | 51 | 4 |
| Weighted base | 766 | 766 | 42* | 134* | 46** | 10** | 92* | 37** | 123* | 53* | 128* | 6** | 4** | 60* | 3** |
| Effective base | 499 | 499 | 31 | 94 | 28 | 7 | 65 | 20 | 76 | 35 | 77 | 3 | 4 | 40 | 3 |
| NET: Yes | 546 | 546 | 34 | 89 | 23 | 10 | 71 | 29 | 93 | 41 | 88 | 3 | 2 | 43 | 3 |
| | 71.22% | 71.27% | 81.71% | 66.61% | 50.65% | 93.63% | 76.90% | 77.70% | 75.23% | 78.16% | 68.37% | 62.28% | 56.12% | 70.70% | 100.00% |
| Yes - to my mobile phone provider | 494 | 494 | 30 | 84 | 20 | 7 | 67 | 26 | 86 | 33 | 84 | 3 | 2 | 32 | 3 |
| | 64.46% | 64.50% | 71.47% | 63.00% | 44.30% | 69.93% | 72.82%z | 69.98% | 70.16% | 62.39% | 65.38% | 62.28% | 56.12% | 53.71% | 100.00% |
| Yes - to Ofcom | 88 | 88 | 10 | 8 | 3 | 5 | 10 | 3 | 17 | 11 | 8 | - | - | 12 | - |
| | 11.54%p | 11.55%p | 23.97%Tnpw | 5.70% | 6.35% | 45.41% | 10.48% | 7.72% | 14.19% | 20.09%pw | 6.20% | - | - | 20.17%pw | - |
| Yes - other (please specify) | 3 | 3 | - | - | - | - | - | 1 | - | 2 | - | - | - | - | - |
| | 0.33% | 0.33% | - | - | - | - | - | 1.52% | - | 3.04%Tn | 0.27% | - | - | - | - |
| No | 203 | 203 | 8 | 45 | 18 | 1 | 21 | 7 | 28 | 7 | 41 | 1 | 2 | 16 | - |
| | 26.49% | 26.51% | 18.29% | 33.39%v | 39.90% | 6.37% | 23.10% | 17.84% | 22.38% | 12.90% | 31.63%v | 14.55% | 43.88% | 25.84% | - |
| Don't know | 18 | 17 | - | - | 4 | - | - | 2 | 3 | 5 | - | 1 | - | 2 | - |
| | 2.29%en | 2.23% | - | - | 9.45% | - | - | 4.46% | 2.39% | 8.94%Tnpw | - | 23.17% | - | 3.47% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 55
Q.10 And did you go ahead and make a complaint about your mobile service or supplier?
Base: All who had a reason to complain about mobile phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|-----------------------------------|------------------------|---------------------|--------------|--------------|--------------|-----------------|---------------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|---------------|---------------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|----------------|-----------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 677 | 616 | 116 | 59 | 34 | 6 | 127 | 48 | 123 | 73 | 1 | 5 | 5 | 2 | 422 | 89 | 200 | 28 | 101 | 173 | 333 | 110 | 219 | 416 |
| Weighted base | 766 | 698 | 115* | 63* | 36** | 6** | 150* | 57* | 159* | 78* | *** | 5** | 4** | 4** | 502 | 91* | 250 | 32** | 124* | 201 | 342 | 157* | 241 | 477 |
| Effective base | 499 | 460 | 91 | 48 | 26 | 5 | 92 | 37 | 91 | 55 | 1 | 4 | 4 | 2 | 320 | 72 | 150 | 22 | 76 | 122 | 253 | 87 | 162 | 306 |
| NET: Yes | 546 71.22% | 509 72.97%T | 79 68.75% | 46 72.72% | 21 57.21% | 6 94.91% | 112 74.63% | 45 78.67% | 125 78.83% | 56 71.89% | - | 3 60.97% | 4 84.17% | 4 100.00% | 395 76.67%T | 71 78.37% | 186 74.27% | 26 81.66% | 98 79.60% | 135 67.22% | 254 74.29% | 112 71.67% | 188 78.08%T | 329 69.05% |
| Yes - to my mobile phone provider | 494 64.46% | 457 65.54% | 76 66.63% | 41 64.70% | 17 46.78% | 3 46.03% | 95 63.25% | 42 74.06% | 113 71.11% | 51 64.83% | - | 3 60.97% | 4 84.17% | 4 100.00% | 336 66.90% | 61 66.59% | 162 64.67% | 22 69.09% | 88 71.24% | 117 58.35% | 228 66.61% | 111 70.47% | 172 71.34%T | 299 62.80% |
| Yes - to Ofcom | 88 11.54%v | 88 12.62%T | 18 15.50% | 7 10.53% | 4 10.43% | 3 48.89% | 21 14.04% | 7 11.93% | 22 13.66% | 7 9.28% | - | - | - | - | 85 16.97%T | 24 26.04%T | 37 14.74% | 7 21.61% | 18 14.39% | 32 16.01%v | 45 13.13%v | 6 4.09% | 29 12.00% | 51 10.74% |
| Yes - other (please specify) | 3 0.33% | 3 0.36% | * 0.30% | - | - | - | - | 1 2.14% | * 0.24% | - | - | - | 1 12.85% | - | 1 0.14% | * 0.38% | - | - | * 0.31% | 1 0.64% | - | - | 2 0.81% | 1 0.12% |
| No | 203 26.49%a | 174 24.96% | 33 28.63% | 17 27.28% | 13 36.38% | * 5.09% | 37 24.53% | 12 21.33% | 31 19.48% | 20 26.03% | - | 2 39.03% | 1 15.83% | - | 107 21.27% | 20 21.63% | 60 23.90% | 6 18.34% | 19 15.76% | 58 29.10% | 85 24.77% | 42 26.63% | 47 19.54% | 142 29.72%Tw |
| Don't know | 18 2.29%ux | 14 2.07% | 3 2.62% | - | 2 6.42% | - | 1 0.84% | - | 3 1.68% | 2 2.08% | * 100.00% | - | - | - | 10 2.05% | - | 5 1.82% | - | 6 4.64% | 7 3.68% | 3 0.94% | 3 1.71% | 6 2.38% | 6 1.23% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 56
Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|---------------|--------------|--------------|----------------|--------------|--------------|--------------|-------------|-------------|--------------|--------------|--------------|-------------|--------------|--------------|--------------|--------------|--------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 200 | 97 | 102 | 52 | 40 | 44 | 32 | 13 | 13 | 6 | 59 | 74 | 35 | 32 | 133 | 67 | 164 | 36 |
| Weighted base | 203 | 101* | 100* | 58* | 42** | 41* | 31** | 14** | 11** | 5** | 56* | 76* | 33** | 38** | 131* | 72* | 165 | 38** |
| Effective base | 143 | 71 | 71 | 37 | 26 | 35 | 23 | 10 | 11 | 5 | 46 | 48 | 24 | 27 | 92 | 51 | 118 | 25 |
| It's not worth the hassle | 68 33.57% | 32 31.61% | 36 35.97% | 18 31.74% | 16 38.01% | 12 29.38% | 10 30.82% | 4 31.23% | 6 53.91% | 2 29.93% | 18 32.26% | 25 32.61% | 9 27.82% | 16 42.33% | 43 32.46% | 26 35.61% | 56 33.91% | 12 32.12% |
| I didn't have the time | 48 23.65% | 28 27.39% | 19 18.93% | 21 35.52% | 6 14.74% | 11 26.05% | 7 21.52% | 2 11.34% | 1 8.10% | 1 23.86% | 14 25.57% | 20 26.15% | 8 23.28% | 6 16.28% | 34 25.91% | 14 19.52% | 39 23.44% | 9 24.60% |
| They wouldn't do anything anyway | 46 22.72% | 17 16.58% | 28 28.00% | 9 15.20% | 10 23.66% | 7 17.73% | 13 42.55% | 4 27.97% | 2 14.27% | 1 23.86% | 14 25.69% | 13 17.84% | 7 22.37% | 11 28.33% | 28 21.17% | 18 25.57% | 39 23.50% | 7 19.33% |
| The problem resolved itself | 45 22.21%p | 17 16.81% | 28 27.95% | 12 20.40% | 6 14.49% | 10 24.04% | 8 26.39% | 4 25.07% | 3 27.26% | 2 46.21% | 15 26.90% | 13 17.67% | 4 13.48% | 12 31.89% | 28 21.58% | 17 23.36% | 30 18.15% | 15 39.93% |
| I did not know where to go/ who to complain to | 26 12.65%e | 10 9.92% | 16 15.58% | 15 25.45%Te | 4 9.96% | 1 3.50% | 1 2.58% | 4 24.96% | 1 8.19% | - | 7 12.82% | 13 17.18% | 5 14.03% | 1 2.32% | 20 15.33% | 6 7.74% | 25 15.02% | 1 2.33% |
| I/ someone else sorted the problem out | 20 9.75% | 14 14.07% | 6 5.51% | 4 7.43% | 4 8.54% | 6 14.15% | 3 10.03% | 2 16.86% | 1 5.04% | - | 4 7.67% | 7 9.08% | 3 10.18% | 5 13.73% | 11 8.48% | 9 12.09% | 18 10.62% | 2 5.99% |
| I could not get through to my provider | 18 8.63% | 8 8.04% | 9 9.33% | 3 5.84% | 3 6.37% | 3 6.79% | 2 6.24% | 3 22.76% | 2 20.62% | 1 22.34% | 3 5.49% | 10 13.47% | 2 7.00% | 2 5.08% | 13 10.09% | 4 5.97% | 16 9.46% | 2 5.01% |
| Other (please specify) | 14 6.82% | 6 5.56% | 8 8.17% | 1 1.28% | - | 1 1.97% | 10 30.78% | - | 3 23.18% | - | 3 6.18% | 2 2.56% | 6 16.90% | 3 7.40% | 5 4.10% | 8 11.80% | 12 7.52% | 1 3.76% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 57
Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|--------------|--------------|--------------|-------------|-------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-------------|--------------|-------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 200 | 175 | 15 | 8 | 2 | 15 | 11 | 20 | 28 | 25 | 15 | 8 | 12 | 26 | 19 | 19 | 2 | 144 | 55 |
| Weighted base | 203 | 180 | 13** | 8** | 1** | 13** | 11** | 21** | 27** | 22** | 15** | 8** | 15** | 25** | 30** | 14** | 1** | 149 | 53* |
| Effective base | 143 | 123 | 12 | 7 | 2 | 12 | 10 | 15 | 20 | 15 | 12 | 7 | 10 | 20 | 13 | 15 | 2 | 100 | 42 |
| It's not worth the hassle | 68 33.57% | 60 33.22% | 3 22.27% | 5 59.15% | - 30.89% | 3 22.27% | 3 27.77% | 6 26.43% | 10 36.63% | 2 11.17% | 11 75.54% | 5 59.15% | 8 52.04% | 9 37.26% | 6 20.56% | 4 29.59% | - 30.89% | 53 35.33% | 16 29.29% |
| I didn't have the time | 48 23.65% | 43 23.90% | 1 4.50% | 4 52.13% | - | 1 4.50% | 3 26.62% | 4 20.99% | 8 27.56% | 5 20.72% | 3 19.44% | 4 52.13% | 2 14.80% | 6 25.73% | 12 39.35% | - 2.56% | - | 37 25.00% | 11 20.33% |
| They wouldn't do anything anyway | 46 22.72% | 40 22.45% | 3 21.50% | 3 34.08% | - | 3 21.50% | 4 31.83% | 4 20.59% | 3 11.39% | 7 30.29% | 4 24.88% | 3 34.08% | 2 12.68% | 5 19.04% | 8 28.34% | 4 28.08% | - | 35 23.86% | 10 18.17% |
| The problem resolved itself | 45 22.21% | 42 23.12% | 1 8.45% | 2 27.79% | - | 1 8.45% | 4 33.88% | 2 8.35% | 5 16.82% | 1 4.44% | 4 27.13% | 2 27.79% | 9 57.61% | 4 17.48% | 6 20.75% | 7 51.70% | - | 28 18.84% | 17 31.98% |
| I did not know where to go/ who to complain to | 26 12.65% | 22 12.29% | 2 12.15% | 1 12.05% | 1 69.11% | 2 12.15% | 1 7.18% | 5 24.20% | 3 9.88% | 5 23.68% | - 2.06% | 1 12.05% | 1 5.95% | 3 13.70% | 4 12.76% | - | 1 69.11% | 12 8.04% | 14 25.71% |
| I/ someone else sorted the problem out | 20 9.75% | 16 8.64% | 4 32.25% | - | - | 4 32.25% | 1 11.38% | - | 2 9.00% | 1 5.87% | - 2.34% | - | 2 10.80% | 4 14.73% | 4 11.91% | 1 9.97% | - | 13 8.62% | 7 13.08% |
| I could not get through to my provider | 18 8.63% | 18 9.73% | - | - | - | - | - | 3 15.80% | 3 9.93% | 4 17.49% | - | - | 1 6.25% | 3 12.65% | 2 7.77% | 1 9.29% | - | 15 9.91% | 3 5.23% |
| Other (please specify) | 14 6.82% | 12 6.46% | 1 9.04% | 1 12.09% | - | 1 9.04% | 1 11.00% | - | 2 6.46% | 4 17.57% | - | 1 12.09% | 1 3.84% | 3 12.59% | - | 1 8.10% | - | 11 7.46% | 3 5.16% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 58

Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|--------------|-------------|--------------|-----------------|--------------|---------------|------------------|--------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 200 | 155 | 33 | 17 | 14 | 2 | 37 | 10 | 22 | 14 | - | 2 | 1 | - |
| Weighted base | 203 | 154 | 35** | 16** | 12** | 1** | 33** | 12** | 26** | 13** | -** | 2** | 1** | -** |
| Effective base | 143 | 114 | 23 | 13 | 10 | 2 | 26 | 9 | 18 | 9 | - | 2 | 1 | - |
| It's not worth the hassle | 68 33.57% | 52 33.90% | 4 10.71% | 7 44.37% | 7 57.58% | * 25.64% | 15 44.37% | 6 47.62% | 5 20.26% | 3 23.56% | - | 2 100.00% | - | - |
| I didn't have the time | 48 23.65% | 40 25.86% | 14 40.14% | 2 15.19% | 2 14.87% | - | 6 18.99% | 2 17.09% | 10 37.16% | 1 8.31% | - | 2 100.00% | 1 100.00% | - |
| They wouldn't do anything anyway | 46 22.72%a | 29 18.96% | 10 28.38% | 2 12.78% | 4 33.48% | * 25.64% | 6 18.65% | 1 5.38% | 4 14.50% | 1 5.22% | - | - | - | - |
| The problem resolved itself | 45 22.21% | 36 23.53% | 8 21.85% | 5 30.62% | 6 50.61% | 1 74.36% | 6 18.98% | 4 34.04% | 4 16.06% | 2 18.89% | - | - | - | - |
| I did not know where to go/ who to complain to | 26 12.65% | 16 10.06% | - | * 2.69% | * 2.66% | - | 3 10.14% | 2 15.87% | 3 10.69% | 5 38.22% | - | - | - | - |
| I/ someone else sorted the problem out | 20 9.75% | 16 10.25% | 8 21.54% | 2 14.64% | - | - | 2 6.92% | 1 9.49% | 1 5.16% | 1 9.33% | - | - | - | - |
| I could not get through to my provider | 18 8.63% | 11 7.05% | 2 5.02% | * 2.95% | - | - | 1 1.75% | 2 14.62% | 6 23.82% | - | - | - | - | - |
| Other (please specify) | 14 6.82% | 13 8.29% | 2 5.05% | - | 1 7.29% | * 25.64% | 5 15.12% | - | 4 14.66% | - | - | 1 55.36% | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 59
Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|----------------|---------------|-----------------|--------------|------------------|--------------|------------------|--------------|---------------|--------------|-------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 200 | 200 | 9 | 49 | 14 | 1 | 22 | 7 | 28 | 9 | 28 | 1 | 4 | 16 | - |
| Weighted base | 203 | 203 | 8** | 45* | 18** | 1** | 21** | 7** | 28** | 7** | 41** | 1** | 2** | 16** | ** |
| Effective base | 143 | 143 | 7 | 39 | 11 | 1 | 18 | 5 | 20 | 8 | 19 | 1 | 4 | 13 | - |
| It's not worth the hassle | 68 33.57% | 68 33.57% | 2 22.29% | 17 38.72% | 3 18.91% | - | 12 57.51% | 3 42.59% | 20 35.64% | 1 18.73% | 9 21.66% | - | 1 31.55% | 6 36.24% | - |
| I didn't have the time | 48 23.65% | 48 23.65% | 2 20.30% | 7 14.69% | 5 29.99% | - | 5 22.49% | 2 24.48% | 5 17.09% | 4 60.22% | 13 33.06% | - | - | 3 17.68% | - |
| They wouldn't do anything anyway | 46 22.72% | 46 22.72% | 2 29.07% | 7 15.35% | 6 35.20% | 1 100.00% | 5 24.97% | 2 31.84% | 9 32.54% | 2 23.03% | 7 16.66% | - | 1 17.57% | 2 11.07% | - |
| The problem resolved itself | 45 22.21% | 45 22.21% | 2 23.78% | 16 35.98%Tn | 3 16.08% | - | 4 18.76% | 1 13.41% | 6 20.17% | 1 8.65% | 9 22.14% | - | 1 19.88% | 4 25.01% | - |
| I did not know where to go/ who to complain to | 26 12.65%p | 26 12.65%p | 2 25.14% | 1 2.91% | 5 28.95% | - | 2 10.58% | 1 18.09% | 2 8.64% | 2 23.03% | 7 16.74% | 1 100.00% | - | 1 6.02% | - |
| I/ someone else sorted the problem out | 20 9.75% | 20 9.75% | 1 11.37% | 4 8.90% | 1 7.58% | - | 1 4.90% | 2 28.26% | 2 5.91% | - | 3 7.81% | - | - | 3 22.10% | - |
| I could not get through to my provider | 18 8.63% | 18 8.63% | 1 7.85% | 5 10.32% | 3 15.26% | - | 2 10.90% | - | 4 16.00% | - | 2 5.45% | - | - | 1 3.70% | - |
| Other (please specify) | 14 6.82% | 14 6.82% | - | 2 3.48% | - | - | 3 12.97% | - | 3 10.77% | - | 3 8.09% | - | 1 48.58% | 1 7.41% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 60
Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|----------------------------|---------------------|-------------|-------------|-------------|-----------------|--------------|---------------|------------------|----------------|------------------|--------------------|------------------|------------------------|------------------|--------------|--------------|---------------|-------------------------------------|----------------------|------------------------------|--------------------------------|---------------|--------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 200 | 171 | 33 | 17 | 16 | 1 | 41 | 11 | 25 | 17 | - | 2 | 1 | - | 101 | 21 | 54 | 6 | 18 | 56 | 100 | 25 | 50 | 136 |
| Weighted base | 203 | 174 | 33** | 17** | 13** | *** | 37* | 12** | 31** | 20** | -** | 2** | 1** | -** | 107* | 20** | 60* | 6** | 19** | 58* | 85* | 42** | 47* | 142* |
| Effective base | 143 | 122 | 24 | 14 | 12 | 1 | 30 | 9 | 16 | 11 | - | 2 | 1 | - | 77 | 17 | 39 | 6 | 16 | 42 | 77 | 19 | 40 | 94 |
| It's not worth the hassle | 68 33.57% | 60 34.43% | 4 11.17% | 5 31.15% | 7 50.92% | * 100.00% | 17 46.37% | 6 51.07% | 10 31.88% | 3 14.74% | - | 2 100.00% | - | - | 29 27.52% | 2 11.43% | 22 36.38% | 1 14.82% | 4 18.81% | 15 25.69% | 36 42.10%T | 12 28.06% | 25 52.75%T | 42 29.38% |
| I didn't have the time | 48 23.65% ^u | 42 24.28% | 9 28.22% | 2 8.74% | 2 13.15% | - | 6 16.49% | 2 17.05% | 10 31.57% | 6 31.08% | - | 2 100.00% | 1 100.00% | - | 24 22.63% | 6 27.95% | 9 15.55% | 1 20.03% | 8 42.07% | 15 25.05% | 11 13.01% | 14 33.20% | 12 26.03% | 33 23.63% |
| They wouldn't do anything anyway | 46 22.72% ^o | 40 23.23% | 8 24.91% | 3 16.05% | 4 32.81% | * 100.00% | 9 23.35% | 1 5.36% | 9 30.44% | 2 8.50% | - | - | - | 17 15.91% | 5 22.86% | 9 15.61% | 1 11.34% | 2 12.81% | 22 37.54%T | 14 16.26% | 9 20.55% | 13 26.92% | 30 21.00% | |
| The problem resolved itself | 45 22.21% | 42 24.13% | 9 27.62% | 8 45.86% | 6 44.76% | - | 8 20.42% | 3 20.95% | 4 13.72% | 5 23.59% | - | - | - | 27 25.45% | 5 24.00% | 17 27.65% | 4 60.84% | 2 12.35% | 13 21.66% | 25 29.94%T | 5 10.95% | 14 30.16% | 29 20.35% | |
| I did not know where to go/ who to complain to | 26 12.65% ^{au} | 16 8.91% | 3 9.32% | * 2.46% | 1 10.72% | - | 2 5.99% | - | 3 9.13% | 4 18.47% | - | - | - | 9 8.36% | 1 6.25% | 5 7.79% | 1 19.13% | 2 9.93% | 14 23.92% ^{Tu} | 2 2.89% | 6 13.87% | 2 3.65% | 20 14.45% | |
| I/ someone else sorted the problem out | 20 9.75% | 17 9.73% | 6 19.16% | 3 16.20% | - | - | 2 6.17% | 2 19.00% | 1 4.41% | 1 5.84% | - | - | - | 13 12.32% | 4 19.18% | 6 9.51% | 1 20.03% | 1 7.00% | 4 7.34% | 8 9.76% | 6 14.44% | 2 4.03% | 18 12.41% | |
| I could not get through to my provider | 18 8.63% ^a | 11 6.25% | 2 5.34% | - | - | - | 2 5.89% | 4 30.57% | 3 10.40% | - | - | - | - | 10 9.33% | 2 8.89% | 3 5.02% | 1 14.82% | 4 22.33% | 4 6.51% | 13 15.18%T | - | 7 14.16% | 9 6.28% | |
| Other (please specify) | 14 6.82% | 14 7.78% | 2 5.37% | - | 1 6.44% | * 100.00% | 5 13.48% | - | 4 12.53% | - | - | 1 55.36% | - | 9 8.30% | - | 5 8.33% | - | 4 19.91% | 5 7.93% | 8 8.89% | 1 2.75% | 4 8.74% | 10 6.86% | |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 61
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|-----------------|---------------|-----------------|-----------------|------------------|----------------|---------------|-------------------|---------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|---------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 1180 | 620 | 557 | 192 | 282 | 227 | 190 | 137 | 103 | 49 | 349 | 345 | 228 | 258 | 694 | 486 | 982 | 198 |
| Weighted base | 1248 | 660 | 585 | 215 | 296 | 236 | 216 | 138 | 106* | 41* | 364 | 374 | 224 | 286 | 738 | 510 | 1039 | 209 |
| Effective base | 859 | 464 | 394 | 141 | 201 | 167 | 134 | 101 | 83 | 37 | 269 | 253 | 168 | 174 | 521 | 339 | 710 | 149 |
| The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised | 831 66.57%a | 409 62.00% | 420 71.73%Ta | 134 62.16% | 187 63.14% | 143 60.54% | 152 70.53% | 113 81.41%Tcde | 75 70.76% | 28 67.21% | 235 64.73% | 262 69.86% | 142 63.70% | 191 66.84% | 497 67.33% | 334 65.46% | 687 66.11% | 144 68.83% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 315 25.24%i | 180 27.24% | 135 23.11% | 45 20.86%i | 91 30.78%Tci | 68 28.96%i | 56 25.93%i | 31 22.17%i | 22 20.52%i | 2 5.98% | 90 24.85% | 82 21.88% | 60 26.81% | 83 28.90% | 172 23.35% | 143 27.98% | 272 26.18% | 43 20.57% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 186 14.94%fg | 105 15.90% | 81 13.93% | 43 19.78%fgh | 74 25.08%Tefg | 34 14.37%fg | 15 6.89% | 7 5.00% | 9 8.20% | 5 13.12% | 60 16.40% | 58 15.38% | 39 17.38% | 30 10.61% | 117 15.88% | 69 13.58% | 156 14.99% | 31 14.72% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 156 12.54%gq | 90 13.61% | 67 11.39% | 29 13.33%g | 60 20.21%Tefg | 24 10.14% | 17 7.64% | 7 5.03% | 15 14.05%g | 6 14.02% | 54 14.85% | 38 10.28% | 29 12.83% | 35 12.31% | 92 12.53% | 64 12.54% | 146 14.08%Tq | 10 4.89% |

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 61
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|---|--------------------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------------------|----------------------------|--------------|-------------|--------------|--------------|--------------|--------------|---------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 1248 | 660 | 585 | 215 | 296 | 236 | 216 | 138 | 106* | 41* | 364 | 374 | 224 | 286 | 738 | 510 | 1039 | 209 |
| Dissatisfaction with customer service from a previous occasion or contact | 156 12.52% | 94 14.17% | 62 10.55% | 33 15.46% | 43 14.43% | 26 10.89% | 22 10.20% | 13 9.66% | 14 12.90% | 6 13.53% | 51 13.96% | 36 9.58% | 27 12.21% | 42 14.78% | 87 11.74% | 70 13.65% | 132 12.73% | 24 11.46% |
| Something else (please specify) | 25 1.98% ^d | 15 2.35% | 9 1.57% | 4 1.71% | 1 0.34% | 4 1.81% | 4 1.84% | 2 1.36% | 6 6.11% ^{Td} | 3 8.28% ^{Tdef} | 5 1.42% | 8 2.08% | 5 2.24% | 7 2.35% | 13 1.76% | 12 2.30% | 19 1.84% | 6 2.68% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 62
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|----------------|----------------|--------------|--------------|--------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|--------------|---------------------|---------------|----------------|----------------|----------------|---------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 1180 | 989 | 94 | 60 | 37 | 94 | 44 | 134 | 108 | 109 | 81 | 60 | 87 | 183 | 152 | 91 | 37 | 959 | 218 |
| Weighted base | 1248 | 1049 | 92* | 65* | 41* | 92* | 49* | 141* | 103* | 121* | 79* | 65* | 97* | 204 | 167 | 89* | 41* | 1001 | 244 |
| Effective base | 859 | 713 | 71 | 45 | 31 | 71 | 32 | 97 | 81 | 79 | 56 | 45 | 61 | 136 | 111 | 63 | 31 | 696 | 161 |
| The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised | 831 66.57%h | 707 67.39%h | 59 64.37% | 38 58.94% | 26 62.67% | 59 64.37% | 31 63.32% | 105 74.88%h | 58 56.25% | 79 65.38% | 48 60.18% | 38 58.94% | 61 62.77% | 139 68.36% | 124 74.72%h | 62 68.88% | 26 62.67% | 669 66.89% | 158 64.82% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 315 25.24%n | 265 25.23% | 22 23.44% | 18 27.08% | 11 26.60% | 22 23.44% | 16 32.41% | 47 33.26%mo | 25 24.33% | 36 29.51%no | 21 27.07% | 18 27.08% | 34 35.51%mo | 42 20.55% | 28 16.54% | 16 18.03% | 11 26.60% | 238 23.79% | 77 31.49%Tq |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 186 14.94% | 157 14.99% | 10 10.83% | 10 15.27% | 9 22.34% | 10 10.83% | 6 11.84% | 18 12.83% | 16 15.34% | 19 15.56% | 13 15.84% | 10 15.27% | 15 15.44% | 33 16.04% | 20 12.03% | 19 20.82% | 9 22.34% | 149 14.84% | 38 15.54% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 62
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Country | | | | Region | | | | | | | | | | Ethnicity | | | | |
|--|----------------|---------------|--------------|-------------|-------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-------------|------------------------|--------------|----------------|----------------|----------------|---------------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minor-ity ethnic (r) |
| Weighted base | 1248 | 1049 | 92* | 65* | 41* | 92* | 49* | 141* | 103* | 121* | 79* | 65* | 97* | 204 | 167 | 89* | 41* | 1001 | 244 |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 156 12.54%q | 138 13.17% | 10 11.21% | 3 5.14% | 5 10.95% | 10 11.21% | 4 9.14% | 14 9.65% | 13 12.25% | 17 13.62% | 16 20.28%k | 3 5.14% | 14 14.15% | 30 14.66% | 21 12.45% | 11 11.99% | 5 10.95% | 112 11.17% | 44 17.92%Tq |
| Dissatisfaction with customer service from a previous occasion or contact | 156 12.52% | 133 12.65% | 10 11.37% | 8 11.65% | 5 13.02% | 10 11.37% | 7 13.62% | 14 9.61% | 11 10.35% | 22 18.13% | 6 7.28% | 8 11.65% | 23 24.28%Tgh jno | 29 14.26% | 15 8.88% | 7 7.71% | 5 13.02% | 120 11.96% | 37 14.99% |
| Something else (please specify) | 25 1.98% | 21 1.96% | 1 1.49% | 3 4.19% | - | 1 1.49% | 2 4.31% | 1 0.70% | 4 4.03% | * 0.37% | 1 1.08% | 3 4.19% | * 0.48% | 4 2.00% | 5 3.27% | 2 2.28% | - | 22 2.21% | 3 1.04% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 63

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|---------------|--------------|--------------|-----------------|---------------|----------------|------------------|-----------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 1180 | 992 | 216 | 39 | 69 | 9 | 184 | 135 | 222 | 77 | 5 | 8 | 11 | 1 |
| Weighted base | 1248 | 1058 | 229 | 39** | 66* | 12** | 199 | 144 | 245 | 77* | 5** | 7** | 12** | 1** |
| Effective base | 859 | 724 | 157 | 28 | 52 | 7 | 135 | 100 | 157 | 54 | 5 | 7 | 10 | 1 |
| The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised | 831 66.57% | 694 65.59% | 137 59.88% | 22 56.15% | 45 67.86% | 7 57.19% | 123 61.96% | 104 72.17%b | 173 70.55%b | 48 62.72% | 5 100.00% | 5 76.07% | 7 63.27% | 1 100.00% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 315 25.24% | 270 25.50% | 57 24.74% | 13 33.63% | 17 26.20% | 6 48.39% | 49 24.36% | 38 26.15% | 68 27.67% | 13 17.26% | - | 3 42.16% | 2 16.51% | - |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 186 14.94%h | 165 15.61%h | 37 16.05% | 10 25.86% | 8 12.79% | 4 32.38% | 38 18.84%h | 22 15.40% | 23 9.20% | 21 27.91%Tah | - | - | 1 9.82% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 63

Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|------------------|------------|--------------|-----------------|--------------|---------------|------------------|--------------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 1248 | 1058 | 229 | 39** | 66* | 12** | 199 | 144 | 245 | 77* | 5** | 7** | 12** | 1** |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 156 12.54% | 147 13.91%T | 46 20.14%Tah | 2 4.68% | 7 10.36% | * 3.90% | 28 14.26% | 16 10.96% | 25 10.30% | 21 27.08%Tadlgh | 1 29.25% | - | - | - |
| Dissatisfaction with customer service from a previous occasion or contact | 156 12.52% | 139 13.13% | 42 18.43%Tafi | 3 7.51% | 7 9.96% | 3 27.51% | 19 9.63% | 24 16.44% | 29 11.91% | 5 5.99% | - | 1 14.90% | 2 20.22% | - |
| Something else (please specify) | 25 1.98% | 20 1.87% | 4 1.96% | - | * 0.69% | 1 5.57% | 3 1.32% | 1 0.79% | 8 3.21% | - | - | * 5.12% | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 64
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|------------------|--------------------|----------------|---------------|----------------|----------------|------------------|----------------|------------------|-----------------|---------------|--------------|--------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 1180 | 1174 | 52 | 176 | 82 | 16 | 196 | 73 | 126 | 93 | 154 | 27 | 18 | 75 | 22 |
| Weighted base | 1248 | 1244 | 62* | 182 | 87* | 16** | 203 | 70* | 143* | 106* | 156 | 35** | 17** | 80* | 26** |
| Effective base | 859 | 855 | 39 | 126 | 61 | 10 | 144 | 52 | 94 | 70 | 104 | 20 | 15 | 55 | 16 |
| The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised | 831 66.57%o | 829 66.62%o | 30 48.40% | 127 69.62%o | 54 61.69% | 8 47.38% | 138 67.96%o | 54 76.88%oz | 101 70.68%o | 68 64.04% | 111 71.13%oz | 23 66.10% | 10 61.42% | 44 55.37% | 19 73.14% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 315 25.24%w | 314 25.26%w | 16 25.88% | 50 27.41% | 26 29.82% | 4 27.88% | 49 23.91% | 13 18.09% | 33 23.33% | 38 35.68%Tntw | 27 17.18% | 12 33.48% | 3 17.95% | 22 27.36% | 7 27.53% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 186 14.94% | 186 14.92% | 20 32.26%Tnpstu | 19 10.60% | 17 19.58% | 5 28.57% | 24 11.87% | 5 7.10% | 22 15.49% | 17 15.94% | 28 18.09% | 7 21.55% | 3 15.52% | 15 18.79% | 1 2.26% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 64
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
 Base: All who had a reason to complain about fixed broadband provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|-------------------------------|--------------|--------------------|-----------------|--------------|------------------|--------------|----------------------|---------------|---------------|--------------|-------------|-------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 1248 | 1244 | 62* | 182 | 87* | 16** | 203 | 70* | 143* | 106* | 156 | 35** | 17** | 80* | 26** |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 156 12.54% | 156 12.57% | 18 29.86% Tnpstu vwz | 21 11.27% | 18 20.34% sw | 5 33.24% | 18 9.11% | 5 7.48% | 20 14.14% | 12 11.74% | 14 9.14% | 6 17.81% | 1 6.45% | 9 11.41% | 4 13.68% |
| Dissatisfaction with customer service from a previous occasion or contact | 156 12.52% | 156 12.55% | 11 17.73% | 21 11.28% | 16 18.73% tw | 4 26.85% | 23 11.18% | 4 5.67% | 23 16.19% | 22 20.47% Tntw | 13 8.07% | 3 9.30% | * 2.83% | 8 10.20% | 3 9.69% |
| Something else (please specify) | 25 1.98% | 24 1.95% | - | 4 2.17% | * 0.50% | * 1.38% | 1 0.56% | * 0.53% | 3 2.34% | 6 5.92% Tns | 2 1.59% | 2 4.33% | 1 4.23% | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 65
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|------------------------|---------------------|---------------|---------------|--------------|-----------------|---------------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|---------------|----------------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 1180 | 1172 | 224 | 39 | 85 | 10 | 205 | 143 | 306 | 86 | 9 | 13 | 13 | 1 | 655 | 104 | 292 | 45 | 203 | 245 | 621 | 212 | 405 | 726 |
| Weighted base | 1248 | 1240 | 241 | 38* | 84* | 14** | 220 | 144 | 339 | 81* | 9** | 12** | 13** | 1** | 731 | 123* | 324 | 48* | 225 | 256 | 625 | 261 | 410 | 780 |
| Effective base | 859 | 852 | 159 | 30 | 62 | 8 | 153 | 103 | 218 | 67 | 8 | 11 | 11 | 1 | 481 | 79 | 218 | 37 | 141 | 168 | 451 | 170 | 280 | 545 |
| The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised | 831 66.57%p | 824 66.39% | 144 59.93% | 22 57.36% | 55 65.16% | 5 37.67% | 139 63.02% | 98 68.26% | 248 73.23%T | 52 64.56% | 8 96.67% | 10 86.42% | 9 67.84% | 1 100.00% | 471 64.46%p | 62 50.47% | 207 63.91%p | 31 65.93% | 164 72.80%o | 160 62.52% | 420 67.14% | 178 68.25% | 281 68.66% | 509 65.26% |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 315 25.24% | 315 25.37% | 63 26.29% | 8 20.92% | 24 28.67% | 6 44.69% | 48 21.86% | 36 25.26% | 91 26.88% | 19 23.01% | - | 3 23.92% | 2 14.46% | - | 192 26.26% | 40 32.81% | 78 23.99% | 10 21.92% | 58 25.81% | 90 35.32%T | 147 23.59% | 53 20.11% | 116 28.25% | 185 23.76% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 186 14.94%h | 186 15.03%h | 44 18.44%h | 10 25.39%h | 9 10.86% | 3 23.77% | 44 20.21%T | 20 13.94% | 34 9.99% | 13 16.04% | - | - | 2 14.94% | - | 126 17.27%T | 35 28.53%T | 64 19.68%T | 7 14.65% | 19 8.41% | 47 18.33% | 91 14.62% | 40 15.25% | 65 15.99% | 115 14.76% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 65
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|--|----------------------------|---------------------|---------------------------|------------|--------------|-----------------|--------------|---------------|------------------|---------------------------|------------------|--------------------|------------------|------------------------|----------------------------|-----------------------------|--------------|---------------|-------------------------------------|---------------------------|------------------------------|-------------------------------|---------------------------|--------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vul-nerable (t) | Potenti-ally vul-nerable (u) | Least vul-nerable (v) | Yes (w) | No (x) |
| Weighted base | 1248 | 1240 | 241 | 38* | 84* | 14** | 220 | 144 | 339 | 81* | 9** | 12** | 13** | 1** | 731 | 123* | 324 | 48* | 225 | 256 | 625 | 261 | 410 | 780 |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 156 12.54% | 156 12.61% | 42 17.56% ^h | 1 3.56% | 10 12.42% | 4 29.53% | 28 12.86% | 18 12.21% | 34 10.06% | 16 19.22% ^h | 2 18.95% | - | 1 6.34% | - | 118 16.20% ^s | 33 27.19% ^{oqs} | 53 16.25% | 8 16.27% | 25 10.88% | 43 16.93% ^u | 68 10.85% | 35 13.43% | 55 13.37% | 96 12.37% |
| Dissatisfaction with customer service from a previous occasion or contact | 156 12.52% ^x | 155 12.48% | 42 17.26% ^a | 2 5.14% | 6 7.33% | 2 14.60% | 22 10.20% | 22 15.39% | 42 12.35% | 7 8.82% | - | 1 8.46% | 3 24.05% | - | 92 12.57% | 22 17.90% ^q | 31 9.50% | 7 14.17% | 31 13.85% | 47 18.37% ^T | 67 10.75% | 32 12.23% ^x | 67 16.42% ^T | 82 10.56% |
| Something else (please specify) | 25 1.98% | 25 1.99% | 6 2.39% | - | 1 0.81% | 1 4.71% | 3 1.20% | 1 0.79% | 10 2.81% | 1 1.70% | - | * 2.90% | - | - | 11 1.46% | 1 0.62% | 4 1.24% | - | 6 2.60% | 1 0.45% | 18 2.84% | 3 1.20% | 9 2.22% | 15 1.90% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 66
Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--------------------------------------|-----------|----------|------------|-------------|-----------|-----------|-----------|-----------|-----------|--------------|--------|--------|--------|--------|-----------|----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 1180 | 620 | 557 | 192 | 282 | 227 | 190 | 137 | 103 | 49 | 349 | 345 | 228 | 258 | 694 | 486 | 982 | 198 |
| Weighted base | 1248 | 660 | 585 | 215 | 296 | 236 | 216 | 138 | 106* | 41* | 364 | 374 | 224 | 286 | 738 | 510 | 1039 | 209 |
| Effective base | 859 | 464 | 394 | 141 | 201 | 167 | 134 | 101 | 83 | 37 | 269 | 253 | 168 | 174 | 521 | 339 | 710 | 149 |
| NET: Yes | 949 | 506 | 441 | 159 | 219 | 176 | 165 | 108 | 87 | 34 | 275 | 289 | 169 | 217 | 564 | 386 | 774 | 175 |
| | 76.08%p | 76.66% | 75.36% | 73.88% | 74.07% | 74.84% | 76.54% | 78.33% | 82.66% | 82.17% | 75.64% | 77.05% | 75.46% | 75.84% | 76.36% | 75.67% | 74.56% | 83.63%Tp |
| Yes - to my fixed broadband provider | 896 | 471 | 423 | 138 | 207 | 165 | 163 | 104 | 85 | 34 | 260 | 272 | 154 | 210 | 532 | 364 | 735 | 161 |
| | 71.82%c | 71.32% | 72.30% | 64.04% | 70.11% | 69.96% | 75.43%c | 75.51% | 80.25%c | 82.17%c | 71.56% | 72.67% | 69.01% | 73.22% | 72.12% | 71.37% | 70.82% | 76.75% |
| Yes - to Ofcom | 70 | 52 | 18 | 26 | 25 | 11 | 2 | 1 | 4 | - | 23 | 17 | 18 | 12 | 40 | 30 | 57 | 13 |
| | 5.62%bfg | 7.89%Tb | 3.09% | 11.99%Tefgi | 8.58%Tlg | 4.76% | 1.11% | 0.80% | 4.08% | - | 6.44% | 4.48% | 8.10% | 4.15% | 5.45% | 5.88% | 5.51% | 6.20% |
| Yes - other (please specify) | 12 | 10 | 2 | 1 | 1 | 2 | 1 | 4 | 3 | - | 3 | 4 | * | 4 | 7 | 5 | 6 | 5 |
| | 0.94%bp | 1.54% | 0.27% | 0.59% | 0.27% | 0.89% | 0.53% | 2.82%cd | 2.41% | - | 0.75% | 1.20% | 0.21% | 1.42% | 0.98% | 0.89% | 0.62% | 2.56%Tp |
| No | 284 | 145 | 139 | 55 | 73 | 53 | 48 | 30 | 18 | 7 | 84 | 82 | 54 | 64 | 166 | 118 | 252 | 32 |
| | 22.77%q | 21.98% | 23.71% | 25.64% | 24.65% | 22.48% | 22.21% | 21.67% | 16.85% | 17.83% | 22.97% | 22.02% | 24.30% | 22.30% | 22.49% | 23.18% | 24.25%Tq | 15.41% |
| Don't know | 14 | 9 | 5 | 1 | 4 | 6 | 3 | - | 1 | - | 5 | 3 | 1 | 5 | 9 | 6 | 12 | 2 |
| | 1.15% | 1.35% | 0.93% | 0.48% | 1.28% | 2.68% | 1.25% | - | 0.50% | - | 1.39% | 0.93% | 0.24% | 1.86% | 1.15% | 1.15% | 1.19% | 0.96% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 67
Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|--------------------------------------|-----------|-------------|--------------|---------------------|--------|--------------|----------------|----------------|------------------------------|-------------------|----------------------|-----------------------|-----------------------|------------|-----------------------|----------------|---------------------|-----------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | York-shire & Humber-side (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 1180 | 989 | 94 | 60 | 37 | 94 | 44 | 134 | 108 | 109 | 81 | 60 | 87 | 183 | 152 | 91 | 37 | 959 | 218 |
| Weighted base | 1248 | 1049 | 92* | 65* | 41* | 92* | 49* | 141* | 103* | 121* | 79* | 65* | 97* | 204 | 167 | 89* | 41* | 1001 | 244 |
| Effective base | 859 | 713 | 71 | 45 | 31 | 71 | 32 | 97 | 81 | 79 | 56 | 45 | 61 | 136 | 111 | 63 | 31 | 696 | 161 |
| NET: Yes | 949 | 795 | 65 | 54 | 36 | 65 | 38 | 100 | 74 | 91 | 53 | 54 | 81 | 157 | 135 | 67 | 36 | 757 | 189 |
| | 76.08% | 75.73% | 70.71% | 82.59% | 86.77% | 70.71% | 77.25% | 70.81% | 71.75% | 74.67% | 66.81% | 82.59% | 83.55% ^{ij} | 77.14% | 81.03% ^j | 74.96% | 86.77% ^j | 75.63% | 77.60% |
| Yes - to my fixed broadband provider | 896 | 750 | 59 | 54 | 33 | 59 | 38 | 90 | 71 | 80 | 50 | 54 | 78 | 147 | 134 | 63 | 33 | 715 | 178 |
| | 71.82% | 71.50% | 64.39% | 82.59% ^b | 79.35% | 64.39% | 77.25% | 63.64% | 68.97% | 66.21% | 63.02% | 82.59% ^{egj} | 80.66% ^{egj} | 72.12% | 80.33% ^{Teg} | 70.61% | 79.35% | 71.43% | 73.06% |
| Yes - to Ofcom | 70 | 61 | 7 | - | 2 | 7 | 2 | 11 | 7 | 8 | 7 | - | 6 | 14 | 4 | 3 | 2 | 49 | 21 |
| | 5.62% | 5.82% | 7.33% | - | 5.54% | 7.33% | 5.07% | 7.47% | 6.31% | 6.47% | 8.35% | - | 6.49% | 6.71% | 2.29% | 3.83% | 5.54% | 4.91% | 8.62% |
| Yes - other (please specify) | 12 | 9 | 2 | - | 1 | 2 | - | 2 | - | 3 | - | - | 1 | 3 | - | - | 1 | 9 | 3 |
| | 0.94% | 0.86% | 2.12% | - | 1.88% | 2.12% | - | 1.25% | 0.33% | 2.25% | - | - | 1.19% | 1.27% | - | 0.53% | 1.88% | 0.87% | 1.25% |
| No | 284 | 244 | 25 | 9 | 5 | 25 | 11 | 39 | 29 | 28 | 25 | 9 | 15 | 44 | 31 | 22 | 5 | 232 | 52 |
| | 22.77% | 23.25% | 27.56% | 14.30% | 13.23% | 27.56% | 22.75% | 28.07% | 28.25% | 23.20% | 31.21% ^{kl} | 14.30% | 15.06% | 21.55% | 18.35% | 25.04% | 13.23% | 23.20% | 21.28% |
| Don't know | 14 | 11 | 2 | 2 | - | 2 | - | 2 | - | 3 | 2 | 2 | 1 | 3 | 1 | - | - | 12 | 3 |
| | 1.15% | 1.03% | 1.73% | 3.11% | - | 1.73% | - | 1.12% | - | 2.13% | 1.98% | 3.11% | 1.38% | 1.31% | 0.62% | - | - | 1.16% | 1.12% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 68

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?**Base: All who had a reason to complain about fixed broadband provider**

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--------------------------------------|-----------------------|---------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 1180 | 992 | 216 | 39 | 69 | 9 | 184 | 135 | 222 | 77 | 5 | 8 | 11 | 1 |
| Weighted base | 1248 | 1058 | 229 | 39** | 66* | 12** | 199 | 144 | 245 | 77* | 5** | 7** | 12** | 1** |
| Effective base | 859 | 724 | 157 | 28 | 52 | 7 | 135 | 100 | 157 | 54 | 5 | 7 | 10 | 1 |
| NET: Yes | 949 | 826 | 181 | 29 | 54 | 9 | 157 | 111 | 183 | 63 | 4 | 5 | 9 | - |
| | 76.08% | 78.06%T | 78.76% | 75.50% | 81.34% | 75.93% | 78.62% | 77.53% | 74.68% | 81.57% | 87.83% | 70.99% | 76.17% | - |
| Yes - to my fixed broadband provider | 896 | 776 | 172 | 27 | 53 | 6 | 142 | 101 | 178 | 56 | 4 | 5 | 9 | - |
| | 71.82% | 73.29%T | 75.20% | 69.43% | 80.09% | 47.44% | 71.29% | 70.51% | 72.71% | 73.39% | 87.83% | 70.99% | 76.17% | - |
| Yes - to OIcom | 70 | 69 | 14 | 4 | 1 | 3 | 16 | 10 | 7 | 12 | - | - | - | - |
| | 5.62% | 6.50%Th | 6.28% | 10.18% | 1.24% | 28.49% | 7.94%h | 6.95% | 2.82% | 15.72%Tabdh | - | - | - | - |
| Yes - other (please specify) | 12 | 11 | 2 | - | - | - | 4 | 1 | 1 | * | - | - | - | - |
| | 0.94% | 0.99% | 0.99% | - | - | - | 2.10% | 1.03% | 0.32% | 0.61% | - | - | - | - |
| No | 284 | 219 | 46 | 8 | 12 | 3 | 43 | 32 | 54 | 14 | 1 | 2 | 3 | 1 |
| | 22.77%a | 20.73% | 19.87% | 21.58% | 18.66% | 24.07% | 21.38% | 22.11% | 22.06% | 18.43% | 12.17% | 29.01% | 23.83% | 100.00% |
| Don't know | 14 | 13 | 3 | 1 | - | - | - | 1 | 8 | - | - | - | - | - |
| | 1.15% | 1.21% | 1.36% | 2.91% | - | - | - | 0.37% | 3.26%Taf | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 69

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------------------------|---------------------|------------------|----------------|---------|---------------|-----------------|--------|------------------|-----------|------------------|---------------|---------------|--------------|-------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 1180 | 1174 | 52 | 176 | 82 | 16 | 196 | 73 | 126 | 93 | 154 | 27 | 18 | 75 | 22 |
| Weighted base | 1248 | 1244 | 62* | 182 | 87* | 16** | 203 | 70* | 143* | 106* | 156 | 35** | 17** | 80* | 26** |
| Effective base | 859 | 855 | 39 | 126 | 61 | 10 | 144 | 52 | 94 | 70 | 104 | 20 | 15 | 55 | 16 |
| NET: Yes | 949 | 946 | 53 | 138 | 63 | 14 | 155 | 52 | 109 | 88 | 121 | 21 | 9 | 59 | 24 |
| | 76.08% | 76.05% | 85.88% | 75.51% | 72.93% | 88.46% | 76.37% | 73.94% | 76.51% | 82.85% | 77.24% | 59.12% | 54.49% | 73.00% | 93.18% |
| Yes - to my fixed broadband provider | 896 | 893 | 49 | 128 | 59 | 12 | 150 | 52 | 105 | 82 | 113 | 21 | 9 | 50 | 24 |
| | 71.82% | 71.78% | 80.44% | 70.09% | 67.86% | 78.18% | 73.81% | 73.94% | 73.32% | 77.19% | 72.64% | 59.12% | 54.49% | 61.78% | 93.18% |
| Yes - to Ofcom | 70 | 70 | 12 | 4 | 4 | 5 | 7 | - | 9 | 9 | 7 | - | - | 10 | - |
| | 5.62% | 5.64% | 19.89%Tnpqstuw | 2.10% | 5.07% | 32.89% | 3.63% | - | 6.54% | 8.33%pt | 4.50% | - | - | 12.41%Trpst | - |
| Yes - other (please specify) | 12 | 12 | - | 6 | - | 1 | 3 | - | - | - | 1 | - | - | * | - |
| | 0.94% | 0.95% | - | 3.32%Tn | - | 8.34% | 1.53% | - | - | - | 0.52% | - | - | 0.58% | - |
| No | 284 | 284 | 9 | 44 | 23 | 2 | 44 | 18 | 31 | 16 | 34 | 13 | 8 | 22 | 2 |
| | 22.77% | 22.83% | 14.12% | 23.87% | 26.67% | 11.54% | 21.68% | 26.06% | 21.98% | 14.63% | 21.47% | 36.35% | 45.51% | 27.00% | 6.82% |
| Don't know | 14 | 14 | - | 1 | - | - | 4 | - | 2 | 3 | 2 | 2 | - | - | - |
| | 1.15% | 1.11% | - | 0.62% | 0.40% | - | 1.95% | - | 1.51% | 2.53% | 1.29% | 4.53% | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 70
Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--------------------------------------|------------------------|---------------------|--------|----------------------|-------------|-----------------|---------|---------------|--------------------|--------------|------------------|-------------------|------------------|-----------------------|--------------------|----------------------|---------|----------------------|-------------------------------------|----------------------|----------------------------|--------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 1180 | 1172 | 224 | 39 | 85 | 10 | 205 | 143 | 306 | 86 | 9 | 13 | 13 | 1 | 655 | 104 | 292 | 45 | 203 | 245 | 621 | 212 | 405 | 726 |
| Weighted base | 1248 | 1240 | 241 | 38* | 84* | 14** | 220 | 144 | 339 | 81* | 9** | 12** | 13** | 1** | 731 | 123* | 324 | 48* | 225 | 256 | 625 | 261 | 410 | 780 |
| Effective base | 859 | 852 | 159 | 30 | 62 | 8 | 153 | 103 | 218 | 67 | 8 | 11 | 11 | 1 | 481 | 79 | 218 | 37 | 141 | 168 | 451 | 170 | 280 | 545 |
| NET: Yes | 949 | 945 | 192 | 26 | 64 | 11 | 165 | 109 | 252 | 63 | 6 | 7 | 10 | - | 571 | 99 | 259 | 37 | 169 | 206 | 474 | 199 | 324 | 592 |
| | 76.08% | 76.16% | 79.71% | 69.65% | 76.67% | 77.79% | 75.09% | 76.16% | 74.34% | 77.82% | 74.30% | 58.76% | 79.13% | - | 78.06% | 80.50% | 79.93% | 76.78% | 74.79% | 80.58% | 75.86% | 76.26% | 79.15% | 75.98% |
| Yes - to my fixed broadband provider | 896 | 893 | 185 | 25 | 62 | 5 | 148 | 104 | 244 | 58 | 6 | 7 | 10 | - | 525 | 90 | 240 | 29 | 159 | 185 | 450 | 193 | 298 | 568 |
| | 71.82% | 71.97% | 76.93% | 66.45% | 74.37% | 34.16% | 67.23% | 72.34% | 71.97% | 71.31% | 74.30% | 58.76% | 79.13% | - | 71.88% | 73.09% | 74.12% | 61.03% | 70.46% | 72.13% | 72.06% | 74.02% | 72.74% | 72.86% |
| Yes - to Ofcom | 70 | 69 | 12 | 5 | 2 | 6 | 14 | 9 | 13 | 6 | - | - | - | - | 62 | 18 | 23 | 8 | 13 | 30 | 29 | 9 | 30 | 36 |
| | 5.62% | 5.57% | 5.15% | 13.53% ^{dh} | 2.30% | 43.62% | 6.46% | 6.26% | 3.72% | 7.67% | - | - | - | - | 8.50% ^T | 14.69% ^{To} | 7.16% | 15.75% ^{Ts} | 5.90% | 11.80% ^{Tu} | 4.62% | 3.56% | 7.21% | 4.56% |
| Yes - other (please specify) | 12 | 12 | 4 | - | - | - | 4 | 1 | 1 | * | - | - | - | - | 4 | 1 | 2 | - | 1 | 2 | 7 | 3 | 8 | 4 |
| | 0.94% | 0.95% | 1.47% | - | - | - | 1.90% | 1.03% | 0.23% | 0.58% | - | - | - | - | 0.62% | 1.21% | 0.69% | - | 0.35% | 0.71% | 1.05% | 1.11% | 1.86% | 0.53% |
| No | 284 | 281 | 48 | 10 | 20 | 3 | 52 | 34 | 78 | 18 | 2 | 5 | 3 | 1 | 150 | 24 | 62 | 11 | 50 | 50 | 147 | 58 | 79 | 181 |
| | 22.77% | 22.68% | 19.83% | 27.35% | 23.33% | 22.21% | 23.53% | 23.47% | 23.13% | 22.18% | 25.70% | 41.24% | 20.87% | 100.00% | 20.55% | 19.50% | 19.10% | 23.22% | 22.12% | 19.42% | 23.49% | 22.20% | 19.40% | 23.21% |
| Don't know | 14 | 14 | 1 | 1 | - | - | 3 | 1 | 9 | - | - | - | - | - | 10 | - | 3 | - | 7 | - | 4 | 4 | 6 | 6 |
| | 1.15% | 1.16% | 0.46% | 2.99% | - | - | 1.38% | 0.37% | 2.53% ^T | - | - | - | - | - | 1.38% | - | 0.97% | - | 3.09% ^T | - | 0.65% | 1.54% | 1.44% | 0.81% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 71
Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|---------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 305 | 152 | 152 | 60 | 78 | 59 | 44 | 32 | 22 | 10 | 93 | 91 | 59 | 62 | 184 | 121 | 266 | 39 |
| Weighted base | 284 | 145 | 139 | 55* | 73* | 53* | 48* | 30** | 18** | 7** | 84* | 82* | 54* | 64* | 166 | 118* | 252 | 32** |
| Effective base | 217 | 117 | 100 | 43 | 53 | 46 | 30 | 23 | 19 | 9 | 67 | 68 | 42 | 42 | 135 | 83 | 191 | 27 |
| It's not worth the hassle | 112 39.44% | 53 36.36% | 59 42.51% | 21 37.67% | 30 40.58% | 25 47.02% | 19 38.91% | 11 37.80% | 7 38.27% | - | 28 33.00% | 36 43.51% | 19 35.27% | 29 46.17% | 63 38.22% | 49 41.16% | 98 38.74% | 14 44.90% |
| The problem was resolved | 100 35.20% | 57 39.23% | 43 31.07% | 14 25.51% | 24 32.52% | 18 33.56% | 19 38.76% | 15 49.94% | 6 34.81% | 5 63.47% | 33 39.90% | 26 30.97% | 16 29.99% | 25 38.93% | 59 35.46% | 41 34.82% | 89 35.24% | 11 34.86% |
| They wouldn't do anything anyway | 71 24.99%a | 28 19.06% | 43 31.26%a | 15 27.70% | 26 35.06% | 11 20.42% | 11 23.63% | 4 13.57% | 2 13.94% | 1 19.85% | 22 26.28% | 17 21.10% | 14 25.79% | 18 27.64% | 39 23.71% | 32 26.79% | 65 25.65% | 6 19.87% |
| I didn't have the time | 47 16.44% | 21 14.13% | 26 18.89% | 12 22.34% | 12 16.69% | 14 26.05% | 6 12.04% | 3 8.84% | - | - | 16 19.13% | 14 16.92% | 10 18.86% | 7 10.23% | 30 18.03% | 17 14.20% | 40 15.90% | 7 20.66% |
| I could not get through to my provider | 24 8.62%al | 8 5.22% | 17 12.19% | 6 11.24% | 11 15.56% | 2 3.96% | 2 5.09% | 2 5.86% | 1 3.61% | - | 11 12.92%l | 8 9.71%l | - | 6 8.90% | 19 11.33% | 6 4.81% | 23 9.10% | 2 4.79% |
| I did not know where to go/ who to complain to | 19 6.82% | 8 5.66% | 11 8.06% | 6 11.71% | 6 7.80% | 3 5.82% | 2 3.54% | * 1.08% | 2 12.06% | - | 10 11.46% | 4 5.07% | 5 8.39% | 1 1.68% | 14 8.28% | 6 4.77% | 19 7.48% | 1 1.69% |
| I/ someone else sorted the problem out | 17 6.05% | 9 6.19% | 8 5.92% | 4 8.11% | 4 6.06% | 4 8.13% | 2 4.12% | 2 6.77% | - | - | 6 6.71% | 6 6.97% | 2 4.26% | 4 5.54% | 11 6.84% | 6 4.95% | 12 4.91% | 5 14.99% |
| Other (please specify) | 18 6.24% | 11 7.50% | 7 4.94% | 3 5.78% | 3 3.59% | 2 3.52% | 3 5.54% | 2 6.04% | 4 24.53% | 1 16.68% | 3 3.24% | 8 9.11% | 6 10.60% | 2 2.75% | 10 6.15% | 8 6.36% | 16 6.42% | 2 4.80% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 72
Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|---------------|--------------|--------------|-------------|-------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-------------|--------------------|--------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 305 | 262 | 28 | 9 | 6 | 28 | 14 | 40 | 39 | 26 | 25 | 9 | 16 | 41 | 34 | 27 | 6 | 253 | 52 |
| Weighted base | 284 | 244 | 25** | 9** | 5** | 25** | 11** | 39** | 29* | 28** | 25** | 9** | 15** | 44** | 31** | 22** | 5** | 232 | 52* |
| Effective base | 217 | 183 | 22 | 7 | 6 | 22 | 10 | 25 | 31 | 19 | 18 | 7 | 12 | 28 | 25 | 20 | 6 | 180 | 37 |
| It's not worth the hassle | 112 39.44% | 92 37.59% | 12 48.13% | 5 48.50% | 4 66.32% | 12 48.13% | 2 17.72% | 15 37.91% | 8 28.79% | 5 19.34% | 13 53.91% | 5 48.50% | 8 56.34% | 19 42.15% | 10 31.61% | 11 50.37% | 4 66.32% | 93 39.88% | 19 37.48% |
| The problem was resolved | 100 35.20% | 91 37.31% | 6 23.29% | 2 23.25% | 1 16.58% | 6 23.29% | 5 42.03% | 15 39.03% | 6 19.46% | 8 27.61% | 12 48.51% | 2 23.25% | 3 23.57% | 20 46.63% | 16 52.25% | 6 25.19% | 1 16.58% | 81 34.69% | 19 37.47% |
| They wouldn't do anything anyway | 71 24.99% | 61 25.19% | 9 33.75% | - | 1 17.87% | 9 33.75% | 2 17.59% | 13 32.59% | 7 24.63% | 7 23.68% | 1 5.88% | - | 3 17.57% | 17 38.22% | 6 20.89% | 6 25.02% | 1 17.87% | 51 21.91% | 20 38.78% |
| I didn't have the time | 47 16.44% | 41 16.60% | 6 24.41% | - | - | 6 24.41% | 3 24.29% | 5 13.64% | 8 28.81% | 1 4.79% | 4 14.71% | - | 3 22.91% | 9 20.37% | 3 9.46% | 4 17.28% | - | 38 16.39% | 9 16.64% |
| I could not get through to my provider | 24 8.62% | 22 8.84% | 1 5.90% | - | 1 25.85% | 1 5.90% | 1 7.76% | 8 21.48% | 4 14.48% | 3 11.52% | 1 2.61% | - | 3 21.56% | - | 1 3.21% | - | 1 25.85% | 20 8.48% | 5 9.23% |
| I did not know where to go/ who to complain to | 19 6.82% | 18 7.56% | - | - | 1 17.10% | - | - | 4 10.96% | 4 12.67% | 2 7.51% | - | - | 1 4.35% | 3 6.20% | 2 6.36% | 3 13.46% | 1 17.10% | 15 6.55% | 4 8.04% |
| I/ someone else sorted the problem out | 17 6.05% | 16 6.68% | * 1.23% | 1 6.28% | - | * 1.23% | 1 11.46% | - | 2 5.40% | 4 13.67% | 2 6.95% | 1 6.28% | 3 7.54% | 5 14.97% | - | - | - | 12 5.35% | 5 9.20% |
| Other (please specify) | 18 6.24% | 15 6.03% | 1 3.84% | 2 21.96% | - | 1 3.84% | - | 3 6.50% | 4 13.88% | 3 10.59% | * 1.84% | 2 21.96% | 1 9.56% | 2 4.48% | * 1.31% | 1 4.07% | - | 17 7.51% | * 0.56% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 73
Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|---------------|-------------|--------------|-----------------|--------------|---------------|------------------|---------------|-----------------|-------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 305 | 235 | 50 | 10 | 14 | 2 | 48 | 27 | 57 | 18 | 1 | 2 | 3 | 1 |
| Weighted base | 284 | 219 | 46* | 8** | 12** | 3** | 43* | 32** | 54* | 14** | 1** | 2** | 3** | 1** |
| Effective base | 217 | 169 | 34 | 7 | 11 | 1 | 35 | 18 | 44 | 15 | 1 | 2 | 3 | 1 |
| It's not worth the hassle | 112 39.44% | 85 38.59% | 13 28.57% | 4 45.32% | 6 49.14% | * | 13 30.65% | 9 28.68% | 26 48.85% | 7 51.93% | 1 100.00% | - | 3 100.00% | 1 100.00% |
| The problem was resolved | 100 35.20% | 80 36.65% | 13 28.00% | 3 39.27% | 4 32.17% | 2 83.82% | 20 47.20% | 11 35.29% | 21 38.34% | 4 29.50% | - | - | 2 63.53% | - |
| They wouldn't do anything anyway | 71 24.99% | 49 22.53% | 12 27.24% | 1 14.79% | 2 18.72% | * | 7 15.63% | 10 30.26% | 12 22.24% | 4 26.12% | - | - | 1 35.96% | - |
| I didn't have the time | 47 16.44% | 34 15.63% | 4 8.37% | 2 22.67% | 2 18.13% | - | 9 21.15% | 2 6.94% | 12 21.83% | 2 14.58% | - | 1 65.26% | - | - |
| I could not get through to my provider | 24 8.62% | 19 8.78% | 6 13.13% | - | - | - | 3 7.41% | 4 13.21% | 4 7.18% | 2 14.38% | - | - | - | - |
| I did not know where to go/ who to complain to | 19 6.82% | 13 5.93% | 4 8.13% | - | - | - | 2 5.60% | 1 2.06% | 4 8.01% | 1 8.26% | - | - | 1 27.57% | - |
| I/ someone else sorted the problem out | 17 6.05% | 14 6.47% | 6 14.16%TI | - | 2 14.72% | - | * | 1 1.84% | 1 2.46% | 3 19.53% | - | - | 1 36.47% | - |
| Other (please specify) | 18 6.24% | 15 6.70% | 3 5.84% | - | 1 6.51% | - | 4 10.36% | * | 5 9.62% | * | - | 1 34.74% | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 74
Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|--------------|---------------|-----------------|--------------|------------------|--------------|------------------|--------------|---------------|--------------|-------------|-------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 305 | 305 | 11 | 41 | 27 | 3 | 54 | 21 | 30 | 17 | 36 | 9 | 7 | 23 | 3 |
| Weighted base | 284 | 284 | 9** | 44** | 23** | 2** | 44* | 18** | 31** | 16** | 34** | 13** | 8** | 22** | 2** |
| Effective base | 217 | 217 | 8 | 28 | 22 | 2 | 40 | 15 | 23 | 12 | 20 | 8 | 6 | 18 | 3 |
| It's not worth the hassle | 112 39.44% | 112 39.44% | 3 32.19% | 15 34.57% | 9 40.87% | * | 18 41.93% | 6 30.70% | 15 48.00% | 6 41.51% | 14 41.84% | 4 34.33% | 6 74.88% | 6 25.42% | - |
| The problem was resolved | 100 35.20% | 100 35.20% | 1 12.56% | 17 39.87% | 4 16.35% | - | 17 38.63% | 6 31.33% | 12 36.95% | 8 50.51% | 11 32.32% | 8 60.66% | 2 30.71% | 7 34.07% | 1 48.34% |
| They wouldn't do anything anyway | 71 24.99% | 71 24.99% | 3 33.57% | 10 23.51% | 6 28.03% | - | 8 18.56% | 3 19.14% | 12 39.12% | 3 22.14% | 16 46.25% | 2 14.22% | 1 12.25% | 2 7.67% | 1 33.67% |
| I didn't have the time | 47 16.44% | 47 16.44% | 2 21.49% | 8 17.40% | 6 26.83% | - | 6 12.51% | 2 9.99% | 4 14.09% | 3 21.06% | 5 13.57% | 1 8.20% | 1 14.68% | 5 22.29% | 1 48.34% |
| I could not get through to my provider | 24 8.62% | 24 8.62% | 1 13.92% | 6 13.96% | 3 12.46% | 1 41.69% | 3 7.39% | 2 8.67% | 3 8.20% | 1 3.87% | 3 9.59% | 1 8.20% | - | 1 4.19% | - |
| I did not know where to go/ who to complain to | 19 6.82% | 19 6.82% | 1 5.94% | 2 5.45% | 3 14.45% | - | 2 4.95% | 1 6.64% | 4 12.69% | 1 3.40% | 2 6.48% | 2 14.00% | - | 1 4.32% | - |
| I/ someone else sorted the problem out | 17 6.05% | 17 6.05% | 1 6.96% | - | 5 20.38% | 1 46.39% | 4 8.57% | 1 6.92% | 2 5.38% | - | 1 4.36% | - | - | 2 8.45% | - |
| Other (please specify) | 18 6.24% | 18 6.24% | - | 1 2.79% | - | - | 4 8.22% | 3 17.72% | 4 13.10% | 1 8.79% | 2 5.20% | - | - | 2 8.16% | 1 17.99% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 75
Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?
Base: All who didn't complain about fixed broadband provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|--|------------------------|---------------------|---------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|--------|---------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 305 | 302 | 48 | 13 | 25 | 1 | 59 | 35 | 80 | 20 | 3 | 5 | 3 | 1 | 158 | 23 | 66 | 13 | 52 | 60 | 163 | 54 | 99 | 188 |
| Weighted base | 284 | 281 | 48* | 10** | 20** | 3** | 52* | 34** | 78* | 18** | 2** | 5** | 3** | 1** | 150 | 24** | 62* | 11** | 50* | 50* | 147 | 58* | 79* | 181 |
| Effective base | 217 | 215 | 33 | 9 | 20 | 1 | 43 | 23 | 57 | 16 | 2 | 5 | 3 | 1 | 116 | 17 | 48 | 10 | 38 | 45 | 114 | 41 | 71 | 138 |
| It's not worth the hassle | 112 | 110 | 13 | 6 | 10 | - | 15 | 12 | 35 | 8 | 1 | 1 | 3 | 1 | 54 | 6 | 22 | 1 | 24 | 19 | 66 | 20 | 37 | 71 |
| | 39.44% | 39.11% | 28.06% | 60.21% | 51.41% | - | 28.64% | 36.89% | 45.11% | 42.53% | 25.28% | 20.60% | 100.00% | 100.00% | 36.16% | 23.93% | 35.90% | 6.15% | 47.51% | 38.56% | 44.89% | 34.28% | 46.15% | 39.48% |
| The problem was resolved | 100 | 100 | 12 | 4 | 6 | - | 25 | 13 | 30 | 5 | * | 1 | 2 | - | 55 | 6 | 24 | 7 | 17 | 13 | 52 | 29 | 25 | 65 |
| | 35.20% | 35.55% | 25.12% | 37.85% | 29.07% | - | 48.17%b | 40.02% | 38.85% | 25.73% | 12.94% | 15.64% | 63.53% | - | 36.55% | 25.61% | 38.15% | 63.43% | 33.48% | 25.41% | 35.60% | 49.97%T | 31.79% | 36.06% |
| They wouldn't do anything anyway | 71 | 70 | 11 | 2 | 4 | 3 | 9 | 12 | 21 | 4 | - | 1 | 1 | - | 32 | 4 | 12 | 3 | 14 | 14 | 42 | 9 | 22 | 39 |
| | 24.99% | 24.92% | 23.96% | 16.49% | 18.41% | 100.00% | 18.31% | 34.78% | 26.80% | 19.72% | - | 15.64% | 35.96% | - | 21.53% | 15.36% | 19.33% | 22.67% | 27.49% | 28.43% | 28.73% | 15.54% | 28.06% | 21.54% |
| I didn't have the time | 47 | 45 | 6 | 1 | 5 | - | 12 | 4 | 10 | 3 | 1 | 1 | - | - | 28 | 4 | 12 | 1 | 11 | 10 | 26 | 10 | 14 | 30 |
| | 16.44% | 15.99% | 12.43% | 8.45% | 27.10% | - | 23.68% | 11.85% | 12.46% | 15.03% | 61.78% | 26.05% | - | - | 18.88% | 17.81% | 20.09% | 6.34% | 21.97% | 19.39% | 17.64% | 16.77% | 18.16% | 16.80% |
| I could not get through to my provider | 24 | 24 | 7 | - | - | - | 5 | 3 | 5 | 3 | - | - | - | - | 14 | 6 | 4 | - | 5 | 4 | 12 | 6 | 6 | 17 |
| | 8.62% | 8.70% | 15.64% | - | - | - | 9.95% | 7.75% | 6.65% | 15.99% | - | - | - | - | 9.51% | 23.87% | 6.15% | - | 9.53% | 7.39% | 8.11% | 10.45% | 7.66% | 9.31% |
| I did not know where to go/ who to complain to | 19 | 18 | 5 | - | - | - | 2 | 1 | 5 | 1 | - | 1 | 1 | - | 7 | 2 | 2 | 1 | 2 | 3 | 10 | 3 | 7 | 11 |
| | 6.82% | 6.48% | 10.31% | - | - | - | 4.61% | 1.94% | 6.55% | 5.80% | - | 23.85% | 27.57% | - | 4.44% | 9.53% | 2.77% | 5.93% | 4.04% | 6.23% | 7.13% | 5.97% | 8.55% | 6.11% |
| I/ someone else sorted the problem out | 17 | 17 | 6 | - | 2 | - | * | 1 | 4 | 2 | - | - | 1 | - | 8 | 5 | 1 | 1 | 2 | 6 | 8 | 1 | 6 | 11 |
| | 6.05% | 6.12% | 12.56%f | - | 9.33% | - | 0.48% | 1.73% | 5.37% | 8.76% | - | - | 36.47% | - | 5.47% | 21.53% | 1.56% | 5.27% | 3.01% | 12.15%v | 5.48% | 1.24% | 7.76% | 5.92% |
| Other (please specify) | 18 | 18 | 5 | - | 1 | - | 4 | 1 | 5 | * | - | 1 | - | - | 10 | - | 6 | * | 4 | 3 | 8 | 2 | 7 | 11 |
| | 6.24% | 6.30% | 10.44% | - | 4.13% | - | 8.23% | 2.07% | 6.64% | 1.87% | - | 13.87% | - | - | 6.59% | - | 9.62% | 2.70% | 7.29% | 6.00% | 5.34% | 4.26% | 8.20% | 6.20% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 76
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|-----------------|--------------|---------------|---------------|----------------|---------------|--------------|--------------|--------------|-------------|---------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 295 | 192 | 103 | 41 | 87 | 61 | 47 | 28 | 25 | 6 | 102 | 68 | 66 | 59 | 170 | 125 | 268 | 27 |
| Weighted base | 327 | 219 | 108* | 48* | 95* | 71* | 54* | 25** | 29** | 5** | 110* | 77* | 79* | 61* | 187 | 140* | 293 | 34** |
| Effective base | 227 | 147 | 81 | 32 | 70 | 46 | 34 | 21 | 21 | 5 | 78 | 54 | 53 | 43 | 132 | 96 | 208 | 20 |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 124 38.00% | 81 36.98% | 43 40.06% | 15 32.20% | 39 41.16% | 32 44.89% | 26 48.27% | 4 15.50% | 6 18.98% | 2 50.23% | 46 42.06% | 29 37.56% | 25 31.83% | 24 39.18% | 75 40.21% | 49 35.04% | 108 36.87% | 16 47.69% |
| The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content | 110 33.73%dp | 69 31.40% | 41 38.49% | 14 28.29% | 17 17.76% | 27 38.42%d | 18 32.51% | 16 62.64% | 17 57.61% | 2 49.77% | 37 33.43% | 33 43.27% | 21 26.45% | 19 31.69% | 70 37.47% | 40 28.74% | 92 31.55% | 18 52.46% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 81 24.83%fk | 60 27.19% | 22 20.04% | 16 34.40%f | 34 35.83%Tf | 22 31.39%f | 5 8.72% | 4 15.44% | - | - | 33 29.76%k | 10 13.39% | 21 26.48% | 17 28.19% | 43 23.04% | 38 27.23% | 76 26.08% | 5 14.12% |
| Dissatisfaction with customer service from a previous occasion or contact | 61 18.78% | 41 18.76% | 20 18.82% | 8 16.24% | 21 22.05% | 14 19.50% | 12 22.21% | 3 9.87% | 4 15.08% | - | 18 16.73% | 11 14.07% | 17 21.06% | 16 25.43% | 29 15.64% | 32 22.97% | 58 19.81% | 3 9.93% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 76
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|---------------------------|--------------|---------------|--------------|---------------------------|---------------------------|-------------------------|--------------|--------------|------------|--------------|--------------|-------------------------|--------------|--------------|--------------------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 327 | 219 | 108* | 48* | 95* | 71* | 54* | 25** | 29** | 5** | 110* | 77* | 79* | 61* | 187 | 140* | 293 | 34** |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 60 18.40% ^f | 44 19.89% | 17 15.37% | 9 19.77% | 24 24.98% ^f | 18 25.85% ^f | 4 6.50% | 4 15.98% | 1 4.20% | - | 23 20.79% | 10 12.78% | 12 15.12% | 16 25.39% | 33 17.50% | 27 19.60% | 58 19.68% | 3 7.43% |
| Something else (please specify) | 14 4.37% ⁿ | 8 3.87% | 6 5.40% | - | - | 3 3.80% | 5 8.85% ^d | 2 7.64% | 5 16.68% | - | 1 0.69% | 3 3.46% | 7 9.30% ^j | 4 5.80% | 3 1.83% | 11 7.77% ⁿ | 14 4.88% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 77
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|---------------|---------------|--------------|-------------|-------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-------------|--------------|--------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 295 | 253 | 24 | 8 | 10 | 24 | 19 | 26 | 18 | 30 | 22 | 8 | 14 | 68 | 33 | 23 | 10 | 235 | 59 |
| Weighted base | 327 | 288 | 22** | 9** | 9** | 22** | 28** | 30** | 15** | 38** | 23** | 9** | 18** | 78* | 35** | 22** | 9** | 257 | 70* |
| Effective base | 227 | 196 | 18 | 7 | 8 | 18 | 15 | 22 | 14 | 23 | 16 | 7 | 11 | 56 | 25 | 16 | 8 | 181 | 45 |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 124 38.00% | 106 36.94% | 9 40.05% | 4 45.94% | 5 60.08% | 9 40.05% | 15 54.67% | 14 48.46% | 5 34.66% | 7 18.14% | 14 61.33% | 4 45.94% | 8 43.42% | 28 35.34% | 9 24.33% | 6 28.00% | 5 60.08% | 98 38.20% | 26 37.53% |
| The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content | 110 33.73% | 101 34.98% | 5 25.53% | 2 20.17% | 2 26.89% | 5 25.53% | 7 23.91% | 10 33.76% | 4 28.72% | 13 35.17% | 7 31.50% | 2 20.17% | 12 62.92% | 22 27.87% | 13 37.14% | 12 56.53% | 2 26.89% | 85 33.00% | 25 35.94% |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 81 24.83% | 74 25.82% | 4 17.33% | 2 18.50% | 1 17.18% | 4 17.33% | 5 19.01% | 4 14.61% | 5 30.70% | 7 17.84% | 3 14.92% | 2 18.50% | 7 39.50% | 20 25.68% | 15 41.26% | 8 35.77% | 1 17.18% | 60 23.23% | 22 30.95% |
| Dissatisfaction with customer service from a previous occasion or contact | 61 18.78% | 54 18.76% | 3 14.75% | 2 27.08% | 2 20.72% | 3 14.75% | 5 18.71% | 8 26.04% | 2 16.29% | 8 21.56% | 5 20.16% | 2 27.08% | 2 12.17% | 18 22.99% | 5 13.11% | 1 3.95% | 2 20.72% | 44 17.20% | 17 24.75% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 77
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|--------------|--------------|--------------|-------------|-------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-------------|---------------------|---------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 327 | 288 | 22** | 9** | 9** | 22** | 28** | 30** | 15** | 38** | 23** | 9** | 18** | 78* | 35** | 22** | 9** | 257 | 70* |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 60 18.40% | 54 18.60% | 5 21.46% | 1 15.39% | 1 7.18% | 5 21.46% | 4 14.49% | 2 5.33% | 2 15.31% | 5 13.66% | 5 20.02% | 1 15.39% | 1 7.36% | 27 34.12%T | 6 15.61% | 2 10.09% | 1 7.18% | 41 15.97% | 19 27.53% |
| Something else (please specify) | 14 4.37% | 13 4.63% | - | - | 1 11.59% | - | 1 4.41% | 2 5.99% | 3 18.10% | 1 2.42% | - | - | 2 9.06% | 2 2.45% | 1 4.04% | 2 7.49% | 1 11.59% | 13 4.92% | 2 2.40% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 78

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?**Base: All who had a reason to complain about pay TV provider**

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|--------------|-------------|--------------|-----------------|--------------|---------------|------------------|--------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 295 | 283 | 50 | 12 | 6 | 5 | 80 | 29 | 81 | 17 | - | 1 | - | 1 |
| Weighted base | 327 | 316 | 51* | 16** | 9** | 7** | 87* | 32** | 95* | 16** | -** | 1** | -** | 1** |
| Effective base | 227 | 218 | 41 | 10 | 5 | 4 | 58 | 24 | 62 | 14 | - | 1 | - | 1 |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 124 38.00% | 120 37.99% | 21 41.35% | 4 26.21% | 5 60.52% | - | 39 44.22% | 9 29.19% | 34 35.61% | 6 34.65% | - | 1 100.00% | - | 1 100.00% |
| The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content | 110 33.73% | 106 33.57% | 17 33.08% | 3 17.17% | 1 16.39% | 3 47.73% | 29 33.56% | 13 39.98% | 34 35.50% | 6 36.59% | - | - | - | - |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 81 24.83%h | 80 25.40%h | 12 23.00% | 8 50.35% | 4 39.60% | 3 43.17% | 20 23.28% | 11 34.52% | 15 15.27% | 7 45.14% | - | - | - | - |
| Dissatisfaction with customer service from a previous occasion or contact | 61 18.78% | 59 18.77% | 7 14.17% | 4 27.34% | 1 16.27% | 1 18.74% | 11 12.89% | 9 26.86% | 23 24.20% | 2 13.82% | - | - | - | - |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 78

Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?**Base: All who had a reason to complain about pay TV provider**

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|--------------|-------------|--------------|-----------------|--------------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 327 | 316 | 51* | 16** | 9** | 7** | 87* | 32** | 95* | 16** | -** | 1** | -** | 1** |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 60 18.40% | 60 18.90% | 11 20.94% | 5 32.72% | 2 23.21% | 1 17.42% | 15 17.01% | 7 22.77% | 12 12.24% | 7 42.67% | - | - | - | - |
| Something else (please specify) | 14 4.37% | 14 4.52% | 2 3.45% | - | - | - | 6 6.37% | - | 7 7.35% | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 79
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|------------------|---------------|--------------|---------------|-----------------|---------------|------------------|--------------|------------------|---------------|---------------|--------------|--------------|-------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 295 | 295 | 18 | 42 | 20 | 6 | 48 | 21 | 33 | 26 | 32 | 3 | 2 | 32 | 3 |
| Weighted base | 327 | 327 | 20** | 47* | 25** | 6** | 50* | 26** | 38** | 36** | 29** | 3** | 2** | 34** | 2** |
| Effective base | 227 | 227 | 15 | 35 | 14 | 5 | 35 | 17 | 24 | 20 | 25 | 2 | 2 | 26 | 3 |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 124 38.00% | 124 38.00% | 6 30.61% | 23 50.24% | 7 28.66% | 3 45.50% | 16 32.97% | 7 28.44% | 15 39.15% | 18 49.55% | 10 34.27% | - | - | 12 35.15% | 1 27.74% |
| The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content | 110 33.73% | 110 33.73% | 6 29.96% | 9 19.95% | 9 35.15% | 2 35.16% | 22 44.23%p | 13 50.87% | 12 31.28% | 11 31.21% | 10 34.84% | * | 1 64.33% | 10 28.90% | * |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 81 24.83% | 81 24.83% | 10 48.70% | 10 22.13% | 4 17.42% | 1 13.30% | 11 22.67% | 2 9.38% | 11 29.52% | 14 37.98% | 7 23.59% | - | - | 9 27.37% | 1 50.33% |
| Dissatisfaction with customer service from a previous occasion or contact | 61 18.78% | 61 18.78% | 5 23.46% | 10 21.85% | 7 26.83% | 2 32.64% | 8 16.01% | 2 7.45% | 6 14.65% | 9 25.58% | 6 21.42% | - | - | 6 16.76% | 1 27.74% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 79
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|--------------|---------------|-----------------|-------------|------------------|-------------|------------------|---------------|---------------|--------------|-------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 327 | 327 | 20** | 47* | 25** | 6** | 50* | 26** | 38** | 36** | 29** | 3** | 2** | 34** | 2** |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 60 18.40% | 60 18.40% | 3 15.60% | 14 29.15% | 5 18.61% | 2 31.31% | 6 11.40% | 5 18.00% | 8 22.09% | 6 16.08% | 7 23.40% | 2 54.83% | - | 4 11.56% | - |
| Something else (please specify) | 14 4.37% | 14 4.37% | 1 4.85% | - | 1 3.75% | - | 2 4.90% | 2 8.52% | 1 2.02% | 2 4.63% | - | 1 33.09% | 1 35.67% | 2 6.48% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 80
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Q.3 Broadband supplier | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | | |
|--|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|---------------------|------------------|-----------------------|------------------|--------|-------------------------------------|---------------|------------------|-------------------------------|----------------------------|----------------------|----------|---------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 295 | 293 | 59 | 12 | 7 | 4 | 84 | 20 | 87 | 16 | 1 | 1 | - | 1 | 292 | 45 | 138 | 18 | 91 | 65 | 168 | 40 | 92 | 188 |
| Weighted base | 327 | 325 | 61* | 13** | 11** | 4** | 92* | 21** | 103* | 16** | *** | 1** | -** | 1** | 324 | 48* | 152 | 19** | 106* | 70* | 177 | 53* | 88* | 218 |
| Effective base | 227 | 225 | 47 | 10 | 6 | 3 | 62 | 16 | 66 | 13 | 1 | 1 | - | 1 | 225 | 37 | 103 | 14 | 71 | 48 | 129 | 34 | 70 | 148 |
| A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill | 124 | 123 | 26 | 3 | 3 | - | 40 | 6 | 34 | 8 | - | 1 | - | 1 | 123 | 17 | 65 | 8 | 33 | 28 | 64 | 23 | 24 | 92 |
| | 38.00%w | 37.90% | 42.08% | 27.18% | 31.33% | - | 43.12% | 30.49% | 33.18% | 48.87% | - | 100.00% | - | 100.00% | 37.85% | 34.98% | 42.84% | 40.72% | 31.49% | 39.67% | 36.50% | 44.43% | 27.42% | 42.12%w |
| The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content | 110 | 109 | 18 | - | 2 | - | 35 | 7 | 41 | 6 | * | - | - | 110 | 17 | 48 | 7 | 39 | 23 | 59 | 20 | 39 | 64 | |
| | 33.73% | 33.61% | 28.53% | - | 18.97% | - | 38.42% | 31.75% | 40.13% | 36.87% | 100.00% | - | - | 34.01% | 36.18% | 31.47% | 35.74% | 36.34% | 33.03% | 33.26% | 37.88% | 44.44%T | 29.60% | |
| A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive | 81 | 80 | 17 | 5 | 4 | 2 | 27 | 3 | 17 | 4 | - | - | - | 80 | 18 | 34 | 4 | 24 | 19 | 48 | 12 | 10 | 65 | |
| | 24.83%w | 24.72% | 27.10% | 38.51% | 36.27% | 42.74% | 29.44% | 16.25% | 16.99% | 25.07% | - | - | - | 24.78% | 38.27%T | 22.46% | 20.36% | 22.84% | 27.49% | 27.13% | 21.91% | 11.51% | 29.69%Tw | |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 80
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|--|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|--------|---------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 327 | 325 | 61* | 13** | 11** | 4** | 92* | 21** | 103* | 16** | *** | 1** | -** | 1** | 324 | 48* | 152 | 19** | 106* | 70* | 177 | 53* | 88* | 218 |
| Dissatisfaction with customer service from a previous occasion or contact | 61 | 61 | 10 | * | 1 | 2 | 16 | 4 | 22 | 6 | - | - | - | - | 61 | 8 | 24 | 4 | 24 | 19 | 31 | 7 | 19 | 37 |
| | 18.78% | 18.89% | 16.82% | 2.47% | 13.43% | 38.78% | 17.33% | 20.23% | 21.28% | 33.68% | - | - | - | - | 18.83% | 17.44% | 16.17% | 21.56% | 22.77% | 27.58% | 17.48% | 14.14% | 21.63% | 16.81% |
| A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem | 60 | 60 | 14 | 5 | 2 | 1 | 11 | 7 | 18 | 3 | - | - | - | 60 | 12 | 24 | 5 | 20 | 14 | 37 | 3 | 17 | 43 | |
| | 18.40%v | 18.51% | 22.20% | 41.19% | 19.16% | 18.48% | 11.66% | 31.01% | 17.71% | 18.08% | - | - | - | 18.55% | 24.39% | 15.64% | 27.17% | 18.55% | 19.67% | 20.87%v | 5.64% | 19.14% | 19.55% | |
| Something else (please specify) | 14 | 14 | 2 | - | - | - | 6 | - | 7 | - | - | - | - | 14 | 1 | 8 | - | 6 | 3 | 7 | 3 | 7 | 7 | |
| | 4.37% | 4.40% | 2.85% | - | - | - | 6.04% | - | 6.78% | - | - | - | - | 4.41% | 1.61% | 4.99% | - | 5.62% | 3.73% | 3.85% | 5.64% | 8.03% | 3.33% | |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 81
Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|------------------------------|------------------|------------------|---------------|-----------------|------------------|-----------------|--------------|--------------|--------------|------------|--------------|-----------|-----------|-----------|-------------|-------------|-----------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 295 | 192 | 103 | 41 | 87 | 61 | 47 | 28 | 25 | 6 | 102 | 68 | 66 | 59 | 170 | 125 | 268 | 27 |
| Weighted base | 327 | 219 | 108* | 48* | 95* | 71* | 54* | 25** | 29** | 5** | 110* | 77* | 79* | 61* | 187 | 140* | 293 | 34** |
| Effective base | 227 | 147 | 81 | 32 | 70 | 46 | 34 | 21 | 21 | 5 | 78 | 54 | 53 | 43 | 132 | 96 | 208 | 20 |
| NET: Yes | 228 | 154 | 74 | 34 | 70 | 55 | 34 | 13 | 18 | 4 | 79 | 49 | 55 | 45 | 128 | 99 | 208 | 20 |
| | 69.65% | 70.11% | 68.72% | 71.03% | 73.75% | 78.43% | 61.69% | 51.11% | 62.47% | 77.72% | 71.70% | 64.45% | 69.07% | 73.25% | 68.72% | 70.90% | 70.98% | 58.23% |
| Yes - to my Pay TV provider | 192 | 123 | 68 | 30 | 49 | 44 | 34 | 13 | 18 | 4 | 70 | 44 | 40 | 38 | 114 | 77 | 172 | 19 |
| | 58.56% | 56.15% | 63.48% | 62.16% | 52.05% | 62.20% | 61.69% | 51.11% | 62.47% | 77.72% | 63.27% | 57.85% | 50.48% | 61.41% | 61.05% | 55.25% | 58.87% | 55.94% |
| Yes - to Ofcom | 51 | 44 | 7 | 8 | 25 | 16 | - | 1 | - | - | 19 | 7 | 17 | 9 | 25 | 26 | 51 | - |
| | 15.70% bf | 20.18% Tb | 6.55% | 17.39% f | 26.83% Tf | 23.36% f | - | 4.36% | - | - | 16.91% | 8.76% | 21.54% | 14.66% | 13.57% | 18.54% | 17.52% T | - |
| Yes - other (please specify) | 3 | 3 | - | - | - | 3 | - | - | - | - | * | 1 | 2 | - | 1 | 2 | 2 | 1 |
| | 0.95% | 1.41% | - | - | - | 4.40% T | - | - | - | - | 0.37% | 1.01% | 2.42% | - | 0.64% | 1.37% | 0.79% | 2.28% |
| No | 92 | 61 | 30 | 13 | 21 | 14 | 19 | 12 | 11 | 1 | 30 | 26 | 21 | 14 | 56 | 36 | 78 | 13 |
| | 27.99% | 27.98% | 28.02% | 27.16% | 22.36% | 19.32% | 35.41% | 48.89% | 37.53% | 22.28% | 27.02% | 33.99% | 27.17% | 23.27% | 29.88% | 25.47% | 26.68% | 39.23% |
| Don't know | 8 | 4 | 4 | 1 | 4 | 2 | 2 | - | - | - | 1 | 1 | 3 | 2 | 3 | 5 | 7 | 1 |
| | 2.36% | 1.91% | 3.26% | 1.81% | 3.89% | 2.25% | 2.90% | - | - | - | 1.28% | 1.56% | 3.76% | 3.48% | 1.40% | 3.64% | 2.34% | 2.54% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 82
Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|------------------------------|-----------|-------------|--------------|-----------|--------|--------------|----------------|----------------|------------------------------|-------------------|-------------------|-----------|--------------|------------|----------------|----------------|-----------------|-----------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | York-shire & Humber-side (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 295 | 253 | 24 | 8 | 10 | 24 | 19 | 26 | 18 | 30 | 22 | 8 | 14 | 68 | 33 | 23 | 10 | 235 | 59 |
| Weighted base | 327 | 288 | 22** | 9** | 9** | 22** | 28** | 30** | 15** | 38** | 23** | 9** | 18** | 78* | 35** | 22** | 9** | 257 | 70* |
| Effective base | 227 | 196 | 18 | 7 | 8 | 18 | 15 | 22 | 14 | 23 | 16 | 7 | 11 | 56 | 25 | 16 | 8 | 181 | 45 |
| NET: Yes | 228 | 200 | 14 | 6 | 8 | 14 | 20 | 16 | 8 | 15 | 22 | 6 | 14 | 61 | 27 | 15 | 8 | 179 | 49 |
| | 69.65% | 69.50% | 64.70% | 68.74% | 88.41% | 64.70% | 72.37% | 55.63% | 53.21% | 40.25% | 95.47% | 68.74% | 77.47% | 78.50% | 77.54% | 67.60% | 88.41% | 69.54% | 70.58% |
| Yes - to my Pay TV provider | 192 | 171 | 11 | 4 | 5 | 11 | 20 | 13 | 7 | 14 | 20 | 4 | 14 | 46 | 23 | 14 | 5 | 152 | 39 |
| | 58.56% | 59.48% | 51.14% | 48.57% | 57.24% | 51.14% | 72.37% | 45.36% | 45.00% | 37.47% | 86.70% | 48.57% | 73.48% | 58.96% | 65.60% | 61.92% | 57.24% | 59.33% | 56.16% |
| Yes - to Ofcom | 51 | 45 | 3 | 2 | 1 | 3 | 2 | 4 | 1 | 2 | 2 | 3 | 24 | 5 | 1 | 1 | 1 | 37 | 14 |
| | 15.70% | 15.67% | 13.56% | 20.17% | 17.18% | 13.56% | 8.94% | 14.19% | 8.21% | 3.61% | 8.77% | 20.17% | 15.33% | 31.03%T | 15.38% | 5.68% | 17.18% | 14.56% | 20.03% |
| Yes - other (please specify) | 3 | 2 | - | - | 1 | - | - | - | - | - | - | - | - | 2 | - | - | 1 | 3 | - |
| | 0.95% | 0.67% | - | - | 13.99% | - | - | - | - | - | - | - | - | 2.45% | - | - | 13.99% | 1.21% | - |
| No | 92 | 80 | 8 | 3 | 1 | 8 | 7 | 12 | 7 | 21 | 1 | 3 | 4 | 15 | 8 | 7 | 1 | 74 | 17 |
| | 27.99% | 27.82% | 35.30% | 31.26% | 11.59% | 35.30% | 24.52% | 39.04% | 46.79% | 54.69% | 4.53% | 31.26% | 19.56% | 18.64% | 22.46% | 29.88% | 11.59% | 28.68% | 24.92% |
| Don't know | 8 | 8 | - | - | - | - | 1 | 2 | - | 2 | - | - | 1 | 2 | - | 1 | - | 5 | 3 |
| | 2.36% | 2.68% | - | - | - | - | 3.11% | 5.33% | - | 5.06% | - | - | 2.97% | 2.86% | - | 2.51% | - | 1.78% | 4.51% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 83

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?**Base: All who had a reason to complain about pay TV provider**

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------------------|-----------------------|---------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 295 | 283 | 50 | 12 | 6 | 5 | 80 | 29 | 81 | 17 | - | 1 | - | 1 |
| Weighted base | 327 | 316 | 51* | 16** | 9** | 7** | 87* | 32** | 95* | 16** | -** | 1** | -** | 1** |
| Effective base | 227 | 218 | 41 | 10 | 5 | 4 | 58 | 24 | 62 | 14 | - | 1 | - | 1 |
| NET: Yes | 228 | 223 | 31 | 12 | 8 | 4 | 68 | 18 | 65 | 13 | - | 1 | - | - |
| | 69.65% | 70.35% | 61.03% | 79.55% | 93.82% | 61.91% | 78.21% | 55.13% | 68.94% | 79.11% | - | 100.00% | - | - |
| Yes - to my Pay TV provider | 192 | 187 | 27 | 7 | 5 | 4 | 54 | 18 | 59 | 11 | - | 1 | - | - |
| | 58.56% | 59.15% | 53.63% | 46.45% | 61.17% | 52.27% | 61.24% | 55.13% | 62.31% | 68.01% | - | 100.00% | - | - |
| Yes - to Ofcom | 51 | 50 | 7 | 9 | 3 | 1 | 17 | 1 | 8 | 4 | - | - | - | - |
| | 15.70% | 15.95%h | 13.73% | 60.51% | 32.66% | 9.63% | 19.88% | 4.36% | 8.43% | 23.00% | - | - | - | - |
| Yes - other (please specify) | 3 | 3 | - | - | - | - | 2 | - | 1 | - | - | - | - | - |
| | 0.95% | 0.98% | - | - | - | - | 2.66% | - | 0.82% | - | - | - | - | - |
| No | 92 | 87 | 19 | 3 | - | 3 | 19 | 13 | 28 | 1 | - | - | - | 1 |
| | 27.99% | 27.39% | 36.94% | 20.45% | - | 38.09% | 21.79% | 38.88% | 29.41% | 8.14% | - | - | - | 100.00% |
| Don't know | 8 | 7 | 1 | - | 1 | - | - | 2 | 2 | 2 | - | - | - | - |
| | 2.36% | 2.26% | 2.04% | - | 6.18% | - | - | 5.99% | 1.66% | 12.75% | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 84
Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------------------|---------------------|------------------|---------------|--------|---------------|-----------------|--------|------------------|-----------|------------------|---------------|---------------|--------------|---------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 295 | 295 | 18 | 42 | 20 | 6 | 48 | 21 | 33 | 26 | 32 | 3 | 2 | 32 | 3 |
| Weighted base | 327 | 327 | 20** | 47* | 25** | 6** | 50* | 26** | 38** | 36** | 29** | 3** | 2** | 34** | 2** |
| Effective base | 227 | 227 | 15 | 35 | 14 | 5 | 35 | 17 | 24 | 20 | 25 | 2 | 2 | 26 | 3 |
| NET: Yes | 228 | 228 | 13 | 36 | 15 | 6 | 41 | 19 | 25 | 28 | 15 | 1 | 1 | 22 | 1 |
| | 69.65% | 69.65% | 64.06% | 77.57% | 60.94% | 89.56% | 82.22% | 73.65% | 65.20% | 78.76% | 52.20% | 45.17% | 35.67% | 64.69% | 49.67% |
| Yes - to my Pay TV provider | 192 | 192 | 12 | 34 | 12 | 5 | 31 | 17 | 20 | 24 | 15 | 1 | 1 | 14 | 1 |
| | 58.56% | 58.56% | 57.90% | 72.64% | 49.94% | 76.81% | 62.45% | 63.36% | 53.72% | 66.23% | 52.20% | 45.17% | 35.67% | 41.84% | 49.67% |
| Yes - to Ofcom | 51 | 51 | 4 | 4 | 3 | 1 | 9 | 3 | 6 | 10 | 2 | - | - | 11 | - |
| | 15.70% | 15.70% | 17.56% | 7.56% | 11.00% | 12.76% | 18.29% | 10.30% | 16.52% | 26.81% | 7.71% | - | - | 31.50% | - |
| Yes - other (please specify) | 3 | 3 | - | 1 | - | - | 2 | - | - | - | - | - | - | - | - |
| | 0.95% | 0.95% | - | 1.67% | - | - | 4.68% | Tn | - | - | - | - | - | - | - |
| No | 92 | 92 | 4 | 10 | 10 | 1 | 9 | 7 | 13 | 8 | 12 | - | 1 | 12 | 1 |
| | 27.99% | 27.99% | 18.64% | 22.43% | 39.06% | 10.44% | 17.78% | 26.35% | 34.80% | 21.24% | 40.70% | - | 64.33% | 35.31% | 50.33% |
| Don't know | 8 | 8 | 4 | - | - | - | - | - | - | - | 2 | 2 | - | - | - |
| | 2.36% | 2.36% | 17.30% | - | - | - | - | - | - | - | 7.11% | 54.83% | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 85
Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|------------------------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|---------------|------------------|--------------------|------------------|-----------------------|---------------------|--------|---------|---------------|------------------|-------------------------------------|----------------------------|----------------------|--------------------------------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 295 | 293 | 59 | 12 | 7 | 4 | 84 | 20 | 87 | 16 | 1 | 1 | - | 1 | 292 | 45 | 138 | 18 | 91 | 65 | 168 | 40 | 92 | 188 |
| Weighted base | 327 | 325 | 61* | 13** | 11** | 4** | 92* | 21** | 103* | 16** | *** | 1** | -** | 1** | 324 | 48* | 152 | 19** | 106* | 70* | 177 | 53* | 88* | 218 |
| Effective base | 227 | 225 | 47 | 10 | 6 | 3 | 62 | 16 | 66 | 13 | 1 | 1 | - | 1 | 225 | 37 | 103 | 14 | 71 | 48 | 129 | 34 | 70 | 148 |
| NET: Yes | 228 | 226 | 36 | 10 | 9 | 2 | 70 | 10 | 73 | 13 | * | 1 | - | - | 225 | 29 | 114 | 9 | 74 | 50 | 126 | 38 | 63 | 155 |
| | 69.65% | 69.48% | 59.44% | 80.82% | 88.26% | 38.78% | 75.40% | 49.37% | 70.79% | 78.77% | 100.00% | 100.00% | - | - | 69.50% | 60.98% | 74.99% | 48.11% | 69.32% | 70.52% | 71.63% | 72.67% | 72.19% | 71.05% |
| Yes - to my Pay TV provider | 192 | 190 | 30 | 8 | 7 | 2 | 54 | 10 | 66 | 12 | * | 1 | - | - | 190 | 19 | 97 | 8 | 65 | 39 | 106 | 37 | 56 | 131 |
| | 58.56%p | 58.59% | 48.95% | 64.15% | 67.60% | 38.78% | 58.07% | 49.37% | 63.67% | 70.69% | 100.00% | 100.00% | - | - | 58.58%p | 40.37% | 64.15%p | 44.24% | 61.37%p | 55.08% | 60.30% | 71.07% | 63.32% | 60.10% |
| Yes - to Ofcom | 51 | 50 | 10 | 4 | 2 | - | 19 | 1 | 12 | 3 | - | - | - | - | 50 | 12 | 22 | 3 | 14 | 20 | 23 | 5 | 14 | 31 |
| | 15.70% | 15.53% | 15.59% | 33.11% | 20.66% | - | 20.12% | 6.70% | 11.38% | 17.06% | - | - | - | - | 15.56% | 24.21% | 14.52% | 17.33% | 12.87% | 28.33%T | 13.27% | 9.50% | 15.46% | 14.07% |
| | | | | | | | | | | | | | | | | | | | | uv | | | | |
| Yes - other (please specify) | 3 | 3 | - | - | - | - | 2 | - | 1 | - | - | - | - | - | 3 | - | 2 | - | 1 | - | 1 | - | - | 3 |
| | 0.95% | 0.95% | - | - | - | - | 2.52% | - | 0.76% | - | - | - | - | - | 0.96% | - | 1.54% | - | 0.73% | - | 0.67% | - | - | 1.42% |
| No | 92 | 92 | 22 | 2 | 1 | 3 | 22 | 10 | 27 | 3 | - | - | - | 1 | 91 | 17 | 35 | 10 | 29 | 21 | 46 | 14 | 23 | 59 |
| | 27.99% | 28.15% | 35.72% | 19.18% | 11.74% | 61.22% | 23.66% | 47.99% | 26.51% | 17.90% | - | - | - | 100.00% | 28.12% | 35.69% | 23.36% | 51.89% | 27.25% | 29.48% | 26.30% | 27.33% | 26.19% | 27.20% |
| Don't know | 8 | 8 | 3 | - | - | - | 1 | 1 | 3 | 1 | - | - | - | - | 8 | 2 | 2 | - | 4 | - | 4 | - | 1 | 4 |
| | 2.36% | 2.37% | 4.84% | - | - | - | 0.94% | 2.64% | 2.69% | 3.33% | - | - | - | - | 2.38% | 3.33% | 1.64% | - | 3.42% | - | 2.07% | - | 1.62% | 1.75% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 86
Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|--------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|--------------|-------------|-------------|--------------|--------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 85 | 56 | 29 | 9 | 20 | 15 | 15 | 13 | 11 | 2 | 28 | 24 | 18 | 15 | 52 | 33 | 75 | 10 |
| Weighted base | 92* | 61* | 30** | 13** | 21** | 14** | 19** | 12** | 11** | 1** | 30** | 26** | 21** | 14** | 56* | 36** | 78* | 13** |
| Effective base | 65 | 43 | 22 | 7 | 15 | 13 | 11 | 10 | 9 | 2 | 20 | 20 | 14 | 12 | 40 | 25 | 57 | 8 |
| I didn't have the time | 26 28.60% | 24 38.85%T | 2 7.74% | - | 8 38.54% | 5 38.41% | 6 31.99% | 6 49.44% | - | * 45.58% | 4 14.27% | 14 52.70% | 5 25.40% | 3 19.24% | 18 32.21% | 8 22.94% | 20 25.53% | 6 46.56% |
| It's not worth the hassle | 26 28.17% | 13 20.73% | 13 43.33% | 4 27.92% | 4 17.50% | 2 18.18% | 7 34.11% | 4 32.74% | 5 44.19% | * 45.58% | 9 29.65% | 6 24.79% | 4 18.63% | 6 45.66% | 15 27.38% | 10 29.41% | 22 27.86% | 4 29.99% |
| The problem resolved itself | 26 27.95% | 17 28.37% | 8 27.10% | 6 47.51% | 5 25.94% | 2 12.97% | 2 9.70% | 6 47.56% | 4 39.87% | - | 11 35.30% | 4 16.63% | 8 36.86% | 3 19.91% | 15 26.58% | 11 30.10% | 22 28.48% | 3 24.85% |
| They wouldn't do anything anyway | 13 14.74% | 8 13.28% | 5 17.71% | 2 18.41% | 4 18.34% | * 3.36% | 5 27.23% | 1 7.95% | 1 4.77% | - | 5 16.35% | 1 3.06% | 7 30.54% | 1 8.96% | 6 10.14% | 8 21.93% | 12 15.76% | 1 8.76% |
| I/ someone else sorted the problem out | 9 9.94% | 8 12.48% | 1 4.77% | - | 3 12.89% | 3 25.44% | 3 15.07% | - | - | - | 4 13.31% | 3 13.20% | 1 6.71% | * 1.76% | 7 13.26% | 2 4.74% | 9 11.64% | - |
| I could not get through to my provider | 4 4.77% | 3 4.88% | 1 4.54% | 1 10.51% | 1 2.63% | - | 1 6.29% | - | 1 11.17% | - | - | 2 6.84% | 1 5.64% | 1 9.62% | 2 3.19% | 3 7.23% | 4 5.58% | - |
| I did not know where to go/ who to complain to | 3 3.43% | 2 3.61% | 1 3.06% | - | 2 7.67% | - | 1 4.80% | - | - | 1 54.42% | 1 4.65% | 1 2.13% | - | 1 8.45% | 2 3.47% | 1 3.37% | 3 4.02% | - |
| Other (please specify) | 2 2.48% | 1 1.73% | 1 4.00% | - | - | 1 5.61% | - | 1 7.90% | 1 4.77% | - | 1 2.57% | 1 2.61% | 1 3.84% | - | 1 2.59% | 1 2.31% | 2 2.03% | 1 5.10% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 87
Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|---------------------------|--------------|--------------|-------------|--------------|--------------|----------------|----------------|------------------------|-------------------|-------------------|-------------|--------------|-------------|----------------|----------------|----------------|---------------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 85 | 75 | 7 | 2 | 1 | 7 | 5 | 11 | 7 | 14 | 1 | 2 | 4 | 16 | 10 | 7 | 1 | 68 | 16 |
| Weighted base | 92* | 80* | 8** | 3** | 1** | 8** | 7** | 12** | 7** | 21** | 1** | 3** | 4** | 15** | 8** | 7** | 1** | 74* | 17** |
| Effective base | 65 | 57 | 5 | 2 | 1 | 5 | 5 | 9 | 5 | 11 | 1 | 2 | 3 | 13 | 9 | 4 | 1 | 53 | 12 |
| I didn't have the time | 26 28.60% | 20 24.76% | 5 61.27% | 2 59.18% | - | 5 61.27% | 3 37.49% | 5 42.46% | 5 74.38% | 3 15.66% | - | 2 59.18% | * 11.11% | 1 9.64% | 2 21.81% | * 4.54% | - | 25 34.32% ^T | 1 5.15% |
| It's not worth the hassle | 26 28.17% | 22 27.00% | 3 39.39% | 1 40.82% | - | 3 39.39% | - | 4 32.30% | 1 17.70% | 4 20.33% | - | 1 40.82% | 3 70.05% | 5 31.67% | 4 50.22% | 1 19.25% | - | 23 31.08% | 3 16.66% |
| The problem resolved itself | 26 27.95% ^q | 25 31.24% | 1 7.44% | - | - | 1 7.44% | 3 44.52% | 4 36.79% | * 3.53% | 4 17.50% | 1 100.00% | - | - | 7 44.77% | 2 19.35% | 5 71.74% | - | 16 21.84% | 9 51.79% |
| They wouldn't do anything anyway | 13 14.74% | 11 13.45% | 1 7.45% | 1 40.82% | 1 100.00% | 1 7.45% | - | 1 9.26% | 2 25.62% | 3 16.53% | - | 1 40.82% | * 11.11% | 3 17.86% | * 5.79% | 1 14.71% | 1 100.00% | 11 15.27% | 2 12.91% |
| I/ someone else sorted the problem out | 9 9.94% | 9 11.36% | - | - | - | - | - | 1 10.49% | * 3.53% | 4 20.52% | - | - | - | 2 15.48% | 1 13.79% | - | - | 7 9.81% | 2 10.79% |
| I could not get through to my provider | 4 4.77% | 4 5.45% | - | - | - | - | 1 17.99% | - | 1 6.54% | - | - | - | - | 1 8.31% | 1 7.02% | - | - | 2 3.31% | 2 11.10% |
| I did not know where to go/ who to complain to | 3 3.43% | 3 3.92% | - | - | - | - | - | 1 9.26% | - | 1 2.91% | - | - | - | * 2.16% | 1 7.02% | 1 9.01% | - | 3 3.51% | 1 3.21% |
| Other (please specify) | 2 2.48% | 2 2.83% | - | - | - | - | - | 1 6.63% | 1 7.42% | - | - | - | 1 18.85% | - | - | * 4.54% | - | 2 3.08% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 88

Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|-------------|-------------|--------------|-----------------|-------------|---------------|------------------|---------------|-----------------|------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 85 | 81 | 20 | 4 | - | 1 | 19 | 12 | 22 | 2 | - | - | - | 1 |
| Weighted base | 92* | 87* | 19** | 3** | ..* | 3** | 19** | 13** | 28** | 1** | ..* | ..* | ..* | 1** |
| Effective base | 65 | 62 | 16 | 3 | - | 1 | 12 | 10 | 18 | 2 | - | - | - | 1 |
| I didn't have the time | 26 28.60% | 25 28.28% | 7 35.32% | 1 36.55% | - | - | 8 44.06% | 1 11.59% | 7 24.65% | - | - | - | - | - |
| It's not worth the hassle | 26 28.17% | 24 27.95% | 5 27.45% | 1 28.69% | - | - | 3 13.68% | 3 22.90% | 12 41.22% | - | - | - | - | 1 100.00% |
| The problem resolved itself | 26 27.95% | 24 27.64% | 2 9.25% | - | - | 3 100.00% | 2 9.56% | 7 58.25% | 10 34.52% | 1 54.42% | - | - | - | - |
| They wouldn't do anything anyway | 13 14.74% | 13 15.10% | 4 21.68% | 1 24.86% | - | - | 4 22.20% | 1 4.51% | 2 5.97% | 1 45.58% | - | - | - | 1 100.00% |
| I/ someone else sorted the problem out | 9 9.94% | 9 10.49% | 2 10.28% | - | - | - | 3 16.07% | 1 9.63% | 3 10.38% | - | - | - | - | - |
| I could not get through to my provider | 4 4.77% | 4 5.03% | - | - | - | - | 1 2.92% | - | 4 13.62% | - | - | - | - | - |
| I did not know where to go/ who to complain to | 3 3.43% | 3 3.62% | 1 5.70% | * 9.90% | - | - | 1 6.03% | - | 1 2.18% | - | - | - | - | - |
| Other (please specify) | 2 2.48% | 2 2.62% | 1 7.72% | - | - | - | 1 2.75% | * 2.38% | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 89
Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|-------------|---------------|----------------|-------------|------------------|-------------|------------------|--------------|---------------|--------------|-------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 85 | 85 | 4 | 11 | 6 | 1 | 11 | 6 | 11 | 5 | 12 | - | 1 | 12 | 1 |
| Weighted base | 92* | 92* | 4** | 10** | 10** | 1** | 9** | 7** | 13** | 8** | 12** | ** | 1** | 12** | 1** |
| Effective base | 65 | 65 | 4 | 10 | 5 | 1 | 6 | 5 | 8 | 5 | 9 | - | 1 | 9 | 1 |
| I didn't have the time | 26 28.60% | 26 28.60% | 2 46.59% | 4 38.47% | 3 30.80% | - | 1 8.99% | - | 5 40.35% | 1 16.32% | 4 35.07% | - | 1 100.00% | 5 38.72% | - |
| It's not worth the hassle | 26 28.17% | 26 28.17% | - | 3 30.80% | 3 34.50% | 1 100.00% | 2 20.71% | 1 12.41% | 4 28.61% | 4 53.69% | 4 32.98% | - | - | 1 9.06% | - |
| The problem resolved itself | 26 27.95% | 26 27.95% | - | 3 24.45% | 3 28.36% | - | 2 21.19% | 3 36.92% | 2 11.64% | 4 46.31% | 7 63.25% | - | - | 3 27.57% | - |
| They wouldn't do anything anyway | 13 14.74% | 13 14.74% | 2 53.41% | 1 7.57% | - | - | 2 17.77% | - | 5 36.42% | - | 3 22.60% | - | - | 1 8.86% | - |
| If someone else sorted the problem out | 9 9.94% | 9 9.94% | - | - | - | - | 3 39.28% | 1 13.09% | - | - | - | - | - | 2 20.27% | 1 100.00% |
| I could not get through to my provider | 4 4.77% | 4 4.77% | - | - | - | - | - | 3 37.58% | - | - | 1 10.24% | - | - | 1 4.62% | - |
| I did not know where to go/ who to complain to | 3 3.43% | 3 3.43% | - | 1 3.02% | 1 6.34% | - | 1 6.70% | - | - | - | - | - | - | 2 13.48% | - |
| Other (please specify) | 2 2.48% | 2 2.48% | - | 1 6.52% | - | - | 1 9.31% | - | 1 5.81% | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 90
Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

| | Q.3 Broadband supplier | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | | |
|--|------------------------|---------------------|-------------|-------------|--------------|-----------------|-------------|---------------|------------------|--------------|------------------|---------------------|------------------|-----------------------|------------------|-------------|-------------------------------------|---------------|------------------|--------------------------------|----------------------------|----------------------|-------------|--------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 85 | 85 | 22 | 3 | 1 | 2 | 22 | 10 | 21 | 3 | - | - | - | 1 | 84 | 15 | 36 | 9 | 24 | 18 | 49 | 12 | 26 | 52 |
| Weighted base | 92* | 92* | 22** | 2** | 1** | 3** | 22** | 10** | 27** | 3** | -** | -** | -** | 1** | 91* | 17** | 35** | 10** | 29** | 21** | 46* | 14** | 23** | 59* |
| Effective base | 65 | 65 | 18 | 2 | 1 | 2 | 15 | 8 | 17 | 2 | - | - | - | 1 | 65 | 12 | 25 | 7 | 21 | 15 | 37 | 9 | 21 | 40 |
| I didn't have the time | 26 28.60% | 26 28.60% | 7 31.30% | 1 37.62% | 1 100.00% | - | 4 20.20% | 4 38.07% | 9 32.60% | - | - | - | - | - | 26 28.70% | 7 40.02% | 8 23.60% | 4 38.77% | 7 24.86% | 7 32.44% | 13 27.09% | 4 31.16% | 6 24.76% | 19 32.42% |
| It's not worth the hassle | 26 28.17% | 26 28.17% | 6 27.64% | - | - | - | 4 17.13% | 3 28.56% | 12 43.78% | - | - | - | - | 1 100.00% | 26 28.27% | 3 17.40% | 8 21.86% | 1 8.75% | 14 49.14% | 5 25.23% | 13 28.67% | 2 16.40% | 7 31.48% | 19 31.31% |
| The problem resolved itself | 26 27.95%x | 26 27.95% | 3 15.77% | - | - | 2 69.82% | 8 34.40% | 4 36.33% | 7 24.88% | 2 79.60% | - | - | - | - | 26 28.05% | 3 19.75% | 7 19.77% | 5 55.50% | 10 33.66% | 3 15.27% | 16 35.08% | 3 23.90% | 8 33.41% | 11 18.58% |
| They wouldn't do anything anyway | 13 14.74% | 13 14.74% | 3 13.65% | - | - | 1 30.18% | 6 26.12% | 1 5.62% | 2 6.12% | 1 20.40% | - | - | - | 1 100.00% | 13 14.79% | 1 6.12% | 9 26.63% | 1 5.73% | 2 8.49% | 4 18.86% | 8 17.67% | 1 9.50% | 2 8.57% | 11 18.11% |
| I/ someone else sorted the problem out | 9 9.94% | 9 9.94% | 2 8.79% | 1 49.50% | - | - | 3 14.03% | - | 3 10.63% | - | - | - | - | - | 9 9.97% | 1 8.19% | 8 21.77% | - | - | - | 5 11.06% | 4 27.50% | 1 5.27% | 8 12.76% |
| I could not get through to my provider | 4 4.77% | 4 4.77% | 1 6.24% | - | - | - | 1 2.55% | - | 2 8.93% | - | - | - | - | - | 4 4.78% | - | 1 1.57% | - | 4 13.14% | 1 6.59% | 3 6.45% | - | 3 11.30% | 2 2.98% |
| I did not know where to go/ who to complain to | 3 3.43% | 3 3.43% | - | - | - | - | 2 10.17% | - | 1 2.23% | - | - | - | - | - | 3 3.10% | - | 2 6.27% | - | 1 2.10% | 1 5.79% | 2 4.18% | - | 2 6.60% | 2 2.74% |
| Other (please specify) | 2 2.48% | 2 2.48% | 1 6.60% | - | - | - | 1 2.40% | * 2.97% | - | - | - | - | - | - | 2 2.49% | 1 8.52% | 1 1.48% | * | - | - | 2 3.24% | 1 5.31% | 1 2.28% | 2 2.94% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 154
Q.19a What is your gender?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|---------------------------|--------------------------|----------------------|----------------------|-----------------------|-----------------------|-----------------------|-----------|------------------------|-----------------------|--------------|------------------------|-----------------------|---------------------|---------------------|-----------|----------|----------------------|----------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Female | 3241 | 5 | 3234 | 472 | 567 | 473 | 550 | 422 | 550 | 206 | 786 | 978 | 647 | 829 | 1765 | 1476 | 2575 | 665 |
| | 50.87% ^a gijp | 0.17% | 99.78% ^{Ta} | 53.73% ^{eg} | 53.29% ^{eg} | 47.91% | 50.22% | 46.02% | 54.70% ^{Teg} | 48.82% | 45.38% | 54.44% ^{Tjl} | 50.04% ^j | 53.56% ^j | 49.99% | 51.96% | 50.08% | 54.16% ^{Tp} |
| Male | 3102 | 3095 | 6 | 398 | 484 | 510 | 545 | 494 | 455 | 215 | 935 | 813 | 640 | 713 | 1748 | 1354 | 2548 | 554 |
| | 48.68% ^b hkkq | 99.59% ^{Tb} | 0.20% | 45.30% | 45.52% | 51.71% ^{cdh} | 49.71% | 53.88% ^{Tcdh} | 45.24% | 50.89% | 53.95% ^{Tklm} | 45.26% | 49.52% ^k | 46.07% | 49.53% | 47.64% | 49.54% ^{Tq} | 45.10% |
| Prefer to use my own term | 25 | 8 | 1 | 8 | 10 | 3 | 1 | 1 | 1 | 1 | 12 | 3 | 5 | 5 | 15 | 10 | 18 | 7 |
| | 0.39% ^b | 0.24% ^b | 0.02% | 0.94% ^{Tlgh} | 0.92% ^{Tlgh} | 0.35% | 0.06% | 0.10% | 0.06% | 0.29% | 0.67% ^k | 0.17% | 0.41% | 0.33% | 0.41% | 0.36% | 0.36% | 0.55% |
| Prefer not to say | 3 | - | - | * | 3 | * | - | - | - | - | - | 2 | * | 1 | 2 | 1 | 1 | 2 |
| | 0.05% ^p | - | - | 0.03% | 0.27% ^T | 0.03% | - | - | - | - | - | 0.13% | 0.02% | 0.05% | 0.07% | 0.04% | 0.02% | 0.19% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 155
Q.19a What is your gender?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---------------------------|-----------------------------|-----------------------------|-----------------------------|---------------|--------------|--------------------------------------|----------------------------|----------------|----------------------------|----------------------------|----------------------------|-------------------------|-----------------------------|---------------|----------------------------|----------------|----------------|----------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Female | 3241 50.87% ^e | 2760 51.62% ^b | 242 45.50% | 147 48.50% | 93 48.53% | 242 45.50% | 115 45.50% | 360 51.08% | 278 53.49% ^e | 298 53.63% ^e | 244 53.35% ^e | 147 48.50% | 326 54.45% ^{ef} | 406 48.32% | 465 53.30% ^e | 268 49.17% | 93 48.53% | 2771 50.72% | 439 51.67% |
| Male | 3102 48.68% ^a | 2563 47.94% | 288 54.18% ^{Ta} | 153 50.45% | 98 51.47% | 288 54.18% ^{Thi jln} | 137 53.97% ^l | 340 48.26% | 241 46.38% | 254 45.59% | 213 46.65% | 153 50.45% | 271 45.17% | 430 51.15% | 402 46.18% | 275 50.60% | 98 51.47% | 2673 48.93% | 404 47.62% |
| Prefer to use my own term | 25 0.39% | 20 0.38% | 2 0.32% | 3 1.06% | - | 2 0.32% | 1 0.40% | 5 0.66% | 1 0.13% | 4 0.77% | - | 3 1.06% ^l | - | 4 0.47% | 5 0.52% | 1 0.18% | - | 19 0.35% | 6 0.70% |
| Prefer not to say | 3 0.05% ^q | 3 0.06% | - | - | - | - | - | 0.12% | - | - | - | - | 2 0.39% ^T | 1 0.07% | - | - | 0.04% | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 156
Q.19a What is your gender?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---------------------------|------------------------------|------------------------------|---------------|---------------|--------------------------|-----------------|-----------------------------|---------------------------|-----------------------------|--------------------------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Female | 3241 50.87% ^{kl} | 2653 50.28% ^{kl} | 624 48.42% | 128 51.83% | 182 49.39% | 25 60.99% | 568 50.95% ^{kl} | 282 51.34% | 540 52.52% ^{kl} | 143 43.34% | 18 70.31% | 52 52.08% | 21 41.90% | 21 79.79% |
| Male | 3102 48.68% | 2603 49.32% | 658 51.08% | 119 48.17% | 184 49.93% | 16 37.45% | 546 49.00% | 261 47.50% | 485 47.09% | 187 56.66% ^{Tafgh} | 7 27.06% | 48 47.92% | 30 58.10% | 5 20.21% |
| Prefer to use my own term | 25 0.39% | 18 0.35% | 4 0.32% | - | 3 0.68% ^{fl} | 1 1.56% | - | 6 1.16% ^{Taf} | 4 0.39% | - | 1 2.63% | - | - | - |
| Prefer not to say | 3 0.05% | 3 0.05% | 2 0.18% | - | - | - | 1 0.05% | - | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 157
Q.19a What is your gender?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---------------------------|---------------------|------------------|---------------------------|------------------|-----------------|-----------------|-----------------|----------------------------|----------------|------------------|----------------|---------------|----------------|----------------|---------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Female | 3241 50.87%o | 3216 51.02%o | 95 40.80% | 598 53.53%oA | 228 53.50%oA | 21 41.80% | 538 52.09%oA | 320 58.25%Tnosuv wzA | 287 47.95% | 215 49.24% | 370 48.60% | 69 54.09%o | 66 55.79%oA | 208 49.65% | 41 39.82% |
| Male | 3102 48.68%t | 3060 48.54%t | 137 58.92%Tnpqst xy | 513 45.95% | 194 45.45% | 29 58.20% | 494 47.82%t | 228 41.41% | 308 51.40%t | 218 49.97%t | 390 51.18%t | 58 45.91% | 51 43.29% | 209 49.91%t | 62 60.18%Tnpqsty |
| Prefer to use my own term | 25 0.39% | 25 0.40% | 1 0.28% | 3 0.26% | 4 1.05% s | - | 1 0.09% | 2 0.35% | 4 0.65% | 3 0.80% | 2 0.22% | - | 1 0.92% | 2 0.44% | - |
| Prefer not to say | 3 0.05% n | 3 0.05% | - | 3 0.26% Tn | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 158
Q.19a What is your gender?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|---------------------------|------------------------|---------------------|---------------|---------------|-----------------|-----------------|---------------|---------------|------------------|---------------|------------------|-------------------|------------------|-----------------------|--------------------------|----------------------------|-------------------------|-------------------------|--------------------------|-------------------------------------|----------------------------|--------------------------|--------------------------------|----------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Female | 3241 50.87% pv | 3094 50.90% | 634 48.88% | 151 53.38% | 207 50.13% | 23 73.02% | 657 52.57% | 298 49.16% | 706 51.67% | 183 49.41% | 22 63.91% | 59 51.77% | 28 47.53% | 25 88.69% | 1680 48.92% p | 178 40.73% | 915 48.62% p | 86 50.28% | 487 53.64% o pq | 607 55.22% T uv | 1722 50.74% v | 593 45.54% | 1049 52.13% | 2087 50.83% |
| Male | 3102 48.68% t | 2959 48.67% | 656 50.54% | 132 46.42% | 202 48.81% | 8 24.93% | 591 47.28% | 303 50.09% | 656 48.03% | 187 50.42% | 12 34.07% | 55 48.23% | 31 52.47% | 3 11.31% | 1741 50.69% T s | 259 59.27% T oqrs | 962 51.11% T s | 80 46.95% | 417 45.94% | 486 44.22% | 1664 49.02% t | 704 54.07% T tu | 944 46.90% | 2015 49.07% |
| Prefer to use my own term | 25 0.39% qu x | 23 0.38% | 5 0.41% | - | 4 1.06% f | 1 2.05% | 2 0.15% | 5 0.75% | 4 0.28% | 1 0.17% | 1 2.02% | - | - | - | 11 0.31% q | - | 2 0.11% | 5 2.77% To pqs | 4 0.42% | 5 0.48% | 8 0.24% | 5 0.39% | 20 0.97% Tx | 4 0.09% |
| Prefer not to say | 3 0.05% | 3 0.05% | 2 0.18% | 1 0.20% | - | - | - | - | * | - | - | - | - | - | 3 0.08% | - | 3 0.15% | - | - | 1 0.08% | - | - | - | 1 0.01% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 159
Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | | Area type | | |
|-------------------|-----------|----------|------------|------------|------------|-----------|------------|-----------|-----------|--------------|--------|--------|--------|--------|----------|-----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Yes | 6191 | 3026 | 3164 | 832 | 1017 | 957 | 1080 | 901 | 989 | 416 | 1694 | 1746 | 1249 | 1503 | 3440 | 2751 | 4991 | 1201 |
| | 97.18%cd | 97.35% | 97.60% | 94.64% | 95.57% | 96.96%c | 98.57%Tcde | 98.21%cd | 98.27%Tcd | 98.64%cd | 97.74% | 97.21% | 96.56% | 97.04% | 97.47% | 96.82% | 97.05% | 97.72% |
| No | 59 | 30 | 13 | 22 | 22 | 12 | * | 1 | - | 1 | 13 | 16 | 18 | 12 | 29 | 30 | 48 | 11 |
| | 0.92%bfgh | 0.95%b | 0.41% | 2.53%Tfghi | 2.09%Tfghi | 1.20%fgh | 0.03% | 0.10% | - | 0.29% | 0.75% | 0.91% | 1.39% | 0.75% | 0.83% | 1.04% | 0.93% | 0.89% |
| Prefer not to say | 121 | 53 | 65 | 25 | 25 | 18 | 15 | 16 | 17 | 5 | 26 | 34 | 27 | 34 | 60 | 61 | 104 | 17 |
| | 1.90% | 1.70% | 1.99% | 2.84% | 2.34% | 1.84% | 1.40% | 1.69% | 1.73% | 1.07% | 1.51% | 1.88% | 2.06% | 2.21% | 1.70% | 2.14% | 2.02% | 1.39% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 160
Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|-------------------|-----------------------------|-----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|----------------------------|----------------------------|-----------------------------|----------------------------|-----------------------------|----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Yes | 6191 97.18% _m | 5199 97.26% _m | 509 95.77% _m | 296 97.79% _m | 187 98.04% _m | 509 95.77% _m | 248 97.91% _m | 678 96.26% _m | 511 96.38% _{em} | 540 97.16% _m | 448 98.04% _m | 296 97.79% _m | 589 98.24% _{em} | 798 95.00% _m | 848 97.33% _m | 538 98.90% _{Te} | 187 98.04% _m | 5356 98.05% _T | 822 96.79% _m |
| No | 59 0.92% _{oq} | 52 0.97% _m | 4 0.66% _m | 3 1.06% _m | - | 4 0.66% _m | 2 0.60% _m | 10 1.40% _o | 7 1.27% _o | 4 0.67% _m | 4 0.88% _m | 3 1.06% _m | 2 0.30% _m | 20 2.39% _{Te} | 4 0.47% _m | - | - | 44 0.80% _m | 15 1.76% _{Tq} |
| Prefer not to say | 121 1.90% _{hq} | 95 1.77% _m | 19 3.57% _{Ta} | 3 1.15% _m | 4 1.96% _m | 19 3.57% _{Th} | 4 1.49% _m | 16 2.34% _h | 2 0.35% _m | 12 2.18% _h | 5 1.08% _m | 3 1.15% _m | 9 1.46% _m | 22 2.61% _h | 19 2.20% _h | 6 1.03% _m | 4 1.96% _m | 63 1.15% _m | 12 1.45% _m |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 161

Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------|-----------------------|---------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Yes | 6191 | 5128 | 1261 | 242 | 357 | 36 | 1081 | 536 | 998 | 319 | 25 | 97 | 51 | 26 |
| | 97.18% | 97.18% | 97.87% | 98.16% | 96.76% | 86.10% | 96.95% | 97.52% | 97.02% | 96.53% | 95.85% | 97.45% | 99.07% | 100.00% |
| No | 59 | 47 | 7 | - | 8 | 5 | 11 | 5 | 6 | 4 | - | - | - | - |
| | 0.92% | 0.89% | 0.55% | - | 2.09%Tabh | 12.34% | 0.96% | 0.96% | 0.61% | 1.14% | - | - | - | - |
| Prefer not to say | 121 | 102 | 20 | 5 | 4 | 1 | 23 | 8 | 24 | 8 | 1 | 3 | * | - |
| | 1.90% | 1.94% | 1.58% | 1.84% | 1.15% | 1.56% | 2.09% | 1.51% | 2.37% | 2.34% | 4.15% | 2.55% | 0.93% | - |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 162
Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------------|---------------|----------------|---------------|--------------------------|-----------------------------|---------------------------|-----------------------------|------------------|---------------------------------|---------------|--------------------------|--------------------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Yes | 6191 97.18% _u | 6126 97.19% _u | 229 98.43% | 1088 97.43% | 409 95.98% | 48 96.65% | 1009 97.72% _u | 531 96.58% | 572 95.60% | 421 96.62% | 752 98.71% _{Tnqtuv} | 126 99.15% | 113 95.89% | 408 97.49% | 99 97.01% |
| No | 59 0.92% | 59 0.93% | 3 1.19% | 8 0.73% | 7 1.60% | 2 3.35% _{sw} | 5 0.50% | 5 0.90% | 7 1.25% | 6 1.42% | 3 0.46% | - - | 1 0.92% | 8 1.97% _{sw} | - - |
| Prefer not to say | 121 1.90% _w | 118 1.88% _w | 1 0.39% | 21 1.84% | 10 2.42% | - - | 18 1.78% | 14 2.52% _{wz} | 19 3.16% _{nowz} | 9 1.96% | 6 0.83% | 1 0.85% | 4 3.19% _{wz} | 2 0.54% | 3 2.99% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 163
Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|-------------------|------------------------|---------------------|----------------|---------------|---------------|-----------------|----------------|---------------|------------------|----------------|------------------|--------------------|------------------|-----------------------|------------------|---------------|----------------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|----------------|------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Yes | 6191 97.18% | 5919 97.35%T | 1271 97.90% | 277 97.64% | 399 96.54% | 31 97.95% | 1219 97.49% | 590 97.40% | 1325 96.94% | 364 97.99% | 33 96.81% | 112 99.21% | 58 99.19% | 28 100.00% | 3347 97.46% | 430 98.46% | 1841 97.77% | 163 95.73% | 877 96.62% | 1058 96.24% | 3326 98.00%T | 1279 98.20%T | 1949 96.81% | 4062 98.92%Tw |
| No | 59 0.92%au x | 52 0.86% | 7 0.51% | 1 0.41% | 8 1.97%ab | - | 10 0.78% | 7 1.17% | 13 0.94% | 3 0.73% | - | - | - | - | 32 0.93% | 3 0.73% | 13 0.68% | 4 2.07% | 13 1.39% | 18 1.63%Tu | 22 0.66% | 7 0.57% | 37 1.86%Tx | 18 0.43% |
| Prefer not to say | 121 1.90%au wx | 109 1.79% | 21 1.59% | 6 1.95% | 6 1.49% | 1 2.05% | 22 1.72% | 9 1.44% | 29 2.12% | 5 1.28% | 1 3.19% | 1 0.79% | * | - | 55 1.61% | 4 0.81% | 29 1.55% | 4 2.21% | 18 1.99% | 23 2.13% | 46 1.34% | 16 1.23% | 27 1.33%wx | 27 0.65% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 164
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|---|----------------------|----------------|----------------|-------------------|---------------|-----------------|-----------------|---------------------|-----------------------|-----------------------|---------------|------------------|---------------|-------------------|---------------|------------------|----------------|---------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| NET: Any | 2013 31.60%cdjln | 948 30.50% | 1051 32.41% | 245 27.83% | 258 24.28% | 285 28.82%cd | 362 33.08%cd | 315 34.38%cd | 358 35.61%Tcde | 190 44.96%Tcde fgh | 441 25.43% | 547 30.43%jkl | 334 25.83% | 692 44.69%Tjkl | 987 27.97% | 1026 36.11%Tn | 1602 31.14% | 412 33.52% |
| Hearing? Poor hearing, partial hearing, or are deaf | 389 6.10%bcdef | 231 7.43%Tb | 158 4.88% | 35 3.93% | 28 2.66% | 39 3.91% | 40 3.62% | 61 6.68%cd | 105 10.44%Tcde fgh | 81 19.32%Tcde fgh | 105 6.03% | 99 5.49% | 83 6.44% | 103 6.62% | 203 5.75% | 186 6.54% | 297 5.78% | 92 7.47% |
| Eyesight? Poor vision, colour blindness, partial sight, or are blind | 300 4.71%d | 162 5.22% | 136 4.18% | 69 7.80%Tdefgh | 34 3.23% | 47 4.80% | 42 3.87% | 38 4.17% | 44 4.40% | 25 5.88%d | 81 4.70% | 95 5.28% | 52 3.99% | 72 4.66% | 176 5.00% | 124 4.36% | 241 4.68% | 60 4.85% |
| 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 | 559 8.77%acdejkln | 237 7.63% | 319 9.84%Ta | 17 1.97% | 33 3.15% | 63 6.36%cd | 116 10.58%cd | 102 11.10%Tcde f | 142 14.16%Tcde fgh | 85 20.19%Tcde fgh | 104 5.99% | 113 6.32% | 71 5.52% | 270 17.47%Tjkl | 217 6.15% | 342 12.03%Tn | 438 8.52% | 121 9.85% |
| Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc. | 213 3.34%cd | 98 3.14% | 114 3.53% | 11 1.29% | 11 1.01% | 21 2.14% | 47 4.29%cd | 47 5.17%Tcde | 46 4.58%Tcde | 29 6.87%Tcde | 39 2.23% | 41 2.31% | 31 2.38% | 102 6.58%Tjkl | 80 2.27% | 133 4.67%Tn | 161 3.13% | 52 4.21% |
| Breathing? Breathlessness or chest pains | 333 5.23%cd | 161 5.19% | 167 5.14% | 18 2.06% | 26 2.42% | 32 3.23% | 51 4.63%cd | 58 6.35%cd | 90 8.95%Tcde f | 58 13.79%Tcde fgh | 66 3.82% | 74 4.11% | 53 4.07% | 140 9.06%Tjkl | 140 3.97% | 193 6.79%Tn | 267 5.19% | 66 5.36% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 164
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|--------------------------|----------------|-----------------|------------------|--------------------|-----------------|--------------------|-------------------|-----------------|----------------|-------------------|------------------|------------------|-------------------|------------------|-----------------|----------------|-----------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration | 202 3.17%hikln | 91 2.92% | 106 3.28% | 27 3.10%h | 38 3.58%hi | 39 3.99%hi | 51 4.67%Thi | 28 3.06%h | 13 1.27% | 5 1.26% | 47 2.70% | 36 2.02% | 28 2.14% | 91 5.90%Tjkl | 83 2.35% | 119 4.19%Tn | 167 3.25% | 35 2.84% |
| Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc. | 191 3.00%hil | 93 2.99% | 87 2.67% | 49 5.57%Tfghi | 53 5.01%Tfghi | 39 3.95%ghi | 29 2.69%hi | 19 2.05%hi | 2 0.16% | - | 49 2.85%l | 56 3.12%l | 18 1.41% | 68 4.37%Tjl | 105 2.98% | 86 3.02% | 159 3.09% | 32 2.61% |
| Your mental health? Anxiety, depression, or trauma-related conditions, for example | 821 12.89%ahij In | 321 10.33% | 487 15.01%Ta | 117 13.29%hi | 168 15.81%Thi | 141 14.33%hi | 206 18.81%Tcegh | 119 12.93%hi | 63 6.30%l | 7 1.63% | 148 8.55% | 213 11.83%jl | 115 8.92% | 345 22.30%Tjkl | 361 10.22% | 461 16.21%Tn | 677 13.17% | 144 11.76% |
| Other illnesses/ conditions which impact or limit your daily activities or the work you can do | 550 8.64%acdjk lnp | 233 7.50% | 316 9.75%Ta | 31 3.56% | 37 3.47% | 73 7.43%cd | 134 12.20%Tcde | 129 14.09%Tcde | 101 10.08%cd | 45 10.58%cd | 103 5.96% | 120 6.66% | 77 5.98% | 250 16.16%Tjkl | 223 6.32% | 328 11.53%Tn | 423 8.23% | 127 10.36%Tp |
| Nothing - no impairments or conditions impact or limit your daily activities or the work you can do | 4106 64.45%imo | 2015 64.83% | 2087 64.39% | 577 65.67%l | 743 69.88%Tfghi | 653 66.12%l | 687 62.69%l | 581 63.35%l | 635 63.13%l | 229 54.43% | 1243 71.73%Tkm | 1176 65.47%lm | 899 69.54%Tkm | 788 50.86% | 2419 68.54%To | 1687 59.36% | 3325 64.65% | 782 63.61% |
| Don't know | 70 1.10%bghi | 49 1.57%Tb | 21 0.66% | 16 1.84%ghi | 24 2.28%Tfghi | 19 1.88%Tghi | 10 0.88%gh | 1 0.09% | 1 0.06% | - | 20 1.14% | 24 1.35% | 9 0.66% | 18 1.14% | 44 1.24% | 26 0.92% | 64 1.24% | 6 0.53% |
| Prefer not to say | 181 2.85%hijn | 96 3.10% | 82 2.54% | 41 4.66%Tghi | 38 3.55%hi | 31 3.18%hi | 37 3.34%hi | 20 2.18% | 12 1.20% | 3 0.61% | 30 1.71% | 50 2.76% | 51 3.96%Tj | 51 3.30%j | 79 2.24% | 102 3.60%Tn | 153 2.97% | 29 2.34% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 165
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
 Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|---|------------------|-------------|----------------|-----------|--------|-----------------------------|--|--------------------|----------------------------|-------------------|--------------------|------------|--------------|------------|---------------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| NET: Any | 2013 | 1680 | 191 | 92 | 51 | 191 | 105 | 232 | 173 | 148 | 163 | 92 | 211 | 210 | 281 | 158 | 51 | 1839 | 169 |
| | 31.60% mr | 31.42% | 35.86% d | 30.36% | 26.78% | 35.86% imo | 41.54% Tgi k m n o p | 32.92% im | 33.27% im | 26.58% | 35.60% im | 30.36% | 35.13% im | 24.96% | 32.24% m | 29.00% | 26.78% | 33.67% Tr | 19.89% |
| Hearing? Poor hearing, partial hearing, or are deaf | 389 | 332 | 27 | 17 | 14 | 27 | 18 | 42 | 26 | 26 | 41 | 17 | 42 | 31 | 76 | 29 | 14 | 358 | 31 |
| | 6.10% mr | 6.20% | 5.02% | 5.52% | 7.32% | 5.02% | 7.22% m | 6.01% | 4.96% | 4.73% | 8.91% Tehi m | 5.52% | 7.04% m | 3.70% | 8.73% Tehi mo | 5.30% | 7.32% | 6.55% Tr | 3.66% |
| Eyesight? Poor vision, colour blindness, partial sight, or are blind | 300 | 250 | 24 | 19 | 8 | 24 | 13 | 52 | 21 | 30 | 27 | 19 | 29 | 37 | 25 | 17 | 8 | 254 | 46 |
| | 4.71% n | 4.67% | 4.46% | 6.14% | 4.12% | 4.46% | 5.13% | 7.37% Thmn o | 4.00% | 5.38% n | 5.93% n | 6.14% n | 4.90% | 4.35% | 2.82% | 3.07% | 4.12% | 4.65% | 5.40% |
| 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 | 559 | 448 | 73 | 25 | 13 | 73 | 36 | 44 | 53 | 40 | 45 | 25 | 54 | 58 | 77 | 42 | 13 | 531 | 27 |
| | 8.77% ag r | 8.39% | 13.70% Tacd | 8.22% | 6.69% | 13.70% Tgi klm nop | 14.18% Tgim nop | 6.31% | 10.23% g | 7.12% | 9.88% | 8.22% | 8.97% | 6.86% | 8.82% | 7.70% | 6.69% | 9.72% Tr | 3.22% |
| Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc. | 213 | 174 | 15 | 13 | 10 | 15 | 19 | 18 | 26 | 14 | 17 | 13 | 12 | 22 | 36 | 10 | 10 | 206 | 6 |
| | 3.34% r | 3.26% | 2.85% | 4.29% | 5.32% | 2.85% | 7.62% Tegi lmo | 2.50% | 5.08% Tgil mo | 2.49% | 3.67% | 4.29% | 1.98% | 2.65% | 4.13% | 1.90% | 5.32% lo | 3.78% Tr | 0.69% |
| Breathing? Breathlessness or chest pains | 333 | 272 | 26 | 22 | 13 | 26 | 25 | 36 | 28 | 16 | 24 | 22 | 37 | 42 | 39 | 25 | 13 | 314 | 19 |
| | 5.23% ir | 5.10% | 4.81% | 7.36% | 6.64% | 4.81% | 9.93% Tegh ijmno | 5.15% | 5.40% | 2.93% | 5.26% | 7.36% i | 6.19% i | 4.95% | 4.42% | 4.66% | 6.64% i | 5.75% Tr | 2.23% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 165
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Country | | | | | Region | | | | | | | | Ethnicity | | | | | |
|--|-----------------------------|--------------------------|----------------------------|--------------------------|----------------------------|-----------------------------|------------------------------|----------------------------|-----------------------------|------------------------------|---------------------------|----------------------------|----------------------------|------------------------------|---------------------------|-----------------------------|------------------------------|-----------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration | 202 3.17% _o | 163 3.05% | 21 3.98% | 13 4.39% | 5 2.38% | 21 3.98% _o | 12 4.82% _o | 27 3.89% _o | 21 4.02% _o | 11 2.05% | 15 3.28% | 13 4.39% _o | 14 2.25% | 28 3.38% | 26 3.00% | 8 1.52% | 5 2.38% | 178 3.26% | 24 2.78% |
| Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc. | 191 3.00% | 165 3.08% | 11 2.05% | 15 4.81% _d | 1 0.54% | 11 2.05% | 4 1.68% | 28 3.95% _p | 18 3.44% | 13 2.31% | 11 2.51% | 15 4.81% _p | 19 3.18% | 27 3.27% | 31 3.55% | 13 2.36% | 1 0.54% | 165 3.02% | 23 2.76% |
| Your mental health? Anxiety, depression, or trauma-related conditions, for example | 821 12.89% _m | 686 12.82% | 87 16.31% _{Td} | 33 10.86% | 16 8.63% | 87 16.31% _{Tmo} | 49 19.20% _{Tgi} | 87 12.39% | 75 14.43% _m | 65 11.73% | 69 15.12% _m | 33 10.86% | 77 12.78% | 85 10.15% | 118 13.55% | 60 11.07% | 16 8.63% | 748 13.70% _{Tr} | 71 8.38% |
| Other illnesses/ conditions which impact or limit your daily activities or the work you can do | 550 8.64% _{ir} | 452 8.45% | 53 9.88% | 27 8.92% | 19 10.10% | 53 9.88% _i | 34 13.29% _{Tghi} | 51 7.26% | 37 7.07% | 33 5.92% | 46 10.03% _i | 27 8.92% | 62 10.42% _{im} | 57 6.81% | 79 9.09% | 52 9.65% _i | 19 10.10% | 522 9.55% _{Tr} | 28 3.35% |
| Nothing - no impairments or conditions impact or limit your daily activities or the work you can do | 4106 64.45% _f | 3447 64.48% | 321 60.49% | 200 66.02% | 138 72.07% _b | 321 60.49% | 142 55.83% | 452 64.12% _f | 321 61.88% | 383 68.79% _{Tef} | 281 61.45% | 200 66.02% _f | 371 61.93% | 579 68.87% _{Tef} | 551 63.18% | 368 67.73% _{ef} | 138 72.07% _{efh} | 3474 63.61% | 622 73.27% _{Tq} |
| Don't know | 70 1.10% _q | 67 1.25% _T | 1 0.19% | 2 0.74% | * 0.14% | 1 0.19% | 3 1.10% | 8 1.10% | 13 2.49% _{Tejl} | 7 1.19% | 1 0.23% | 2 0.74% | 3 0.52% | 9 1.03% | 14 1.62% _{ee} | 10 1.76% _{ej} | * 0.14% | 47 0.86% | 23 2.76% _{Tq} |
| Prefer not to say | 181 2.85% _q | 153 2.85% | 18 3.45% | 9 2.88% | 2 1.01% | 18 3.45% | 4 1.53% | 13 1.86% | 12 2.36% | 19 3.44% | 12 2.71% | 9 2.88% | 15 2.42% | 43 5.14% _{Tlgh} | 26 2.97% | 8 1.51% | 2 1.01% | 102 1.87% | 35 4.08% _q |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Prepared by Yonder



Reasons to Complain Survey
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Absolutes/col percents

Table 166
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|---------------|--------------|---------------|-----------------|---------------|---------------|------------------|------------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| NET: Any | 2013 31.60% | 1668 31.60% | 412 31.99% | 64 26.11% | 128 34.71% | 22 51.71% | 338 30.31% | 182 33.20% | 330 32.08% | 100 30.23% | 8 31.54% | 30 30.40% | 14 26.52% | 11 41.69% |
| Hearing? Poor hearing, partial hearing, or are deaf | 389 6.10% | 349 6.61%T | 84 6.55% | 17 6.82% | 32 8.59%k | 4 8.55% | 65 5.80% | 42 7.63%k | 59 5.69% | 33 9.95%Tafhk | 1 2.37% | 1 1.41% | 3 6.69% | 4 16.60% |
| Eyesight? Poor vision, colour blindness, partial sight, or are blind | 300 4.71%d | 256 4.85%d | 54 4.19% | 18 7.23%d | 8 2.27% | 10 24.72% | 63 5.61%d | 29 5.35%d | 47 4.60% | 18 5.43% | 2 8.83% | 3 3.45% | - | 1 4.79% |
| 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 | 559 8.77% | 489 9.27%Tc | 111 8.64% | 12 4.79% | 38 10.35%c | 4 9.23% | 109 9.79%c | 48 8.67% | 108 10.51%c | 34 10.16% | 2 7.08% | 10 10.09% | 4 7.81% | 1 2.07% |
| Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc. | 213 3.34% | 188 3.57% | 41 3.18% | 2 1.00% | 13 3.63% | 1 2.42% | 38 3.38% | 22 4.02% | 46 4.48%c | 15 4.42%c | 1 5.13% | 1 1.21% | 1 2.49% | - |
| Breathing? Breathlessness or chest pains | 333 5.23% | 291 5.51% | 60 4.66% | 14 5.69% | 14 3.73% | 1 1.31% | 61 5.47% | 35 6.43% | 78 7.61%Tabdi | 11 3.40% | 3 10.46% | 6 6.16% | 3 6.31% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 166
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|---------------|-----------------|---------------|-----------------|---------------|---------------|------------------|---------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration | 202 3.17%i | 159 3.02% | 33 2.52% | 14 5.70%abfi | 9 2.43% | * 0.91% | 30 2.67% | 19 3.37% | 44 4.23%ai | 3 0.96% | 1 5.13% | 2 1.71% | - | - |
| Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc. | 191 3.00%a | 144 2.73% | 33 2.59% | 8 3.24% | 12 3.28% | 7 15.79% | 28 2.48% | 11 2.09% | 29 2.82% | 7 2.24% | 1 5.13% | 2 2.40% | 1 1.89% | 3 10.42% |
| Your mental health? Anxiety, depression, or trauma-related conditions, for example | 821 12.89%a | 622 11.79% | 165 12.82% | 22 9.12% | 43 11.62% | 4 10.31% | 127 11.43% | 64 11.62% | 127 12.37% | 33 9.84% | 4 15.87% | 12 12.40% | 2 4.02% | 4 16.87% |
| Other illnesses/ conditions which impact or limit your daily activities or the work you can do | 550 8.64%i | 449 8.51%i | 124 9.65%i | 15 6.01% | 31 8.26% | 1 1.26% | 90 8.10% | 47 8.58% | 95 9.25%i | 15 4.69% | 3 11.90% | 9 8.90% | 1 2.84% | 3 11.35% |
| Nothing - no impairments or conditions impact or limit your daily activities or the work you can do | 4106 64.45% | 3409 64.60% | 843 65.37% | 169 68.85% | 229 62.10% | 17 41.76% | 735 65.89% | 342 62.26% | 651 63.29% | 218 65.96% | 13 51.37% | 69 68.77% | 36 69.65% | 15 58.31% |
| Don't know | 70 1.10%a | 51 0.96% | 10 0.80% | 6 2.40%i | 3 0.72% | 3 6.54% | 8 0.73% | 4 0.72% | 10 0.97% | - | 4 15.57% | - | - | - |
| Prefer not to say | 181 2.85%b | 150 2.83%b | 24 1.85% | 7 2.64% | 9 2.47% | - | 34 3.06% | 21 3.83%b | 38 3.66%b | 13 3.80% | * 1.52% | 1 0.83% | 2 3.83% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 167
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|------------------|------------------|---------------|---------------|-----------------|---------------|------------------|---------------|-------------------|----------------|---------------|--------------|----------------|-----------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (g) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-alone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| NET: Any | 2013 31.60% | 1992 31.59% | 81 34.93% | 337 30.20% | 150 35.22% | 12 24.21% | 312 30.25% | 180 32.67% | 185 30.86% | 161 37.06%Tnpw | 223 29.25% | 46 36.05% | 38 32.00% | 145 34.73% | 36 34.70% |
| Hearing? Poor hearing, partial hearing, or are deaf | 389 6.10% | 385 6.11% | 23 9.83%Tnpuz | 60 5.39% | 25 5.90% | 1 2.86% | 65 6.33% | 45 8.28%u | 25 4.17% | 28 6.49% | 46 6.09% | 6 4.44% | 7 6.26% | 21 4.93% | 12 11.77%Tnpuz |
| Eyesight? Poor vision, colour blindness, partial sight, or are blind | 300 4.71% | 296 4.69% | 17 7.25%y | 66 5.88% | 21 4.95% | 3 7.01% | 41 3.96% | 31 5.61% | 27 4.54% | 23 5.35% | 30 3.92% | 7 5.29% | 2 1.37% | 22 5.21% | 2 1.57% |
| Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty | 559 8.77% | 552 8.75% | 29 12.32% | 86 7.73% | 44 10.32% | 3 5.85% | 81 7.89% | 46 8.35% | 48 8.03% | 50 11.53%p | 68 8.98% | 10 7.85% | 10 8.48% | 49 11.78%ps | 7 6.78% |
| Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc. | 213 3.34% | 212 3.36% | 11 4.64% | 32 2.86% | 17 3.94% | 3 5.59% | 32 3.11% | 14 2.52% | 14 2.40% | 22 5.11% | 25 3.28% | 2 1.42% | 5 3.97% | 20 4.85% | 7 6.38% |
| Breathing? Breathlessness or chest pains | 333 5.23% | 327 5.18% | 16 6.95% | 54 4.86% | 17 3.87% | - | 50 4.86% | 38 6.84% | 24 3.94% | 29 6.73% | 41 5.40% | 2 1.91% | 3 2.28% | 27 6.56% | 12 11.45%Tnpqrswxy |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 167
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|------------------|---------------|----------------|----------------|------------------|-----------------|------------------|-----------------|---------------|--------------|-------------------|---------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration | 202 3.17% | 201 3.19% | 11 4.84%x | 36 3.24% | 14 3.24% | * | 41 3.99% | 11 1.92% | 25 4.19%x | 15 3.38% | 22 2.95% | - | 1 0.92% | 12 2.90% | 4 3.67% |
| Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc. | 191 3.00%t | 188 2.98% | 7 2.89% | 34 3.03% | 20 4.73%t | 1 2.78% | 26 2.49% | 8 1.39% | 22 3.60%t | 20 4.64%t | 22 2.83% | 3 2.47% | 1 1.25% | 11 2.65% | 4 3.95% |
| Your mental health? Anxiety, depression, or trauma-related conditions, for example | 821 12.89% | 817 12.96% | 26 11.33% | 131 11.71% | 62 14.62% | 6 11.19% | 120 11.63% | 62 11.30% | 85 14.28% | 62 14.19% | 95 12.49% | 20 16.00% | 18 15.40% | 72 17.31%Trpst | 22 21.16%Tnopstw |
| Other illnesses/ conditions which impact or limit your daily activities or the work you can do | 550 8.64% | 545 8.65% | 22 9.53% | 105 9.36% | 34 7.95% | 3 7.00% | 84 8.11% | 42 7.66% | 52 8.75% | 38 8.67% | 52 6.76% | 14 11.01% | 11 9.66% | 44 10.46% | 15 14.26%w |
| Nothing - no impairments or conditions impact or limit your daily activities or the work you can do | 4106 64.45% | 4071 64.58% | 144 61.74% | 731 65.42% | 262 61.35% | 37 75.79% | 685 66.39%z | 356 64.76% | 380 63.42% | 263 60.45% | 514 67.45%vz | 79 61.96% | 75 63.44% | 250 59.81% | 62 60.88% |
| Don't know | 70 1.10%n | 65 1.02% | 2 1.05% | 21 1.84%Tntvw | 3 0.81% | - | 15 1.45% | 1 0.23% | 6 1.06% | 1 0.13% | 4 0.46% | 1 0.46% | - | 10 2.42%Tntvw | * 0.44% |
| Prefer not to say | 181 2.85% | 176 2.80% | 5 2.27% | 28 2.54% | 11 2.61% | - | 20 1.91% | 13 2.35% | 28 4.67%Tnps | 10 2.36% | 22 2.84% | 2 1.54% | 5 4.56% | 13 3.05% | 4 3.99% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 168
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|---|-------------------------|---------------------|--------------------|--------------|----------------------------|-----------------|--------------------|--------------------|--------------------|----------------------------|------------------|--------------------|------------------|-----------------------|-------------------|---------------|---------------|------------------|-------------------------------------|--------------------------|----------------------------|-------------------------------|-----------------------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| NET: Any | 2013 31.60% c | 1937 31.86% c | 419 32.28% c | 66 23.14% | 151 36.48% c | 13 41.57% | 391 31.28% c | 194 31.98% c | 440 32.19% c | 117 31.49% c | 12 34.38% | 37 33.12% | 17 28.82% | 10 36.00% | 1085 31.58% | 124 28.41% | 565 30.02% | 63 36.82% | 317 34.95% o | 434 39.53% T uv | 1130 33.29% T v | 287 22.06% | 2013 100.00% Tx | - |
| Hearing? Poor hearing, partial hearing, or are deaf | 389 6.10% cv x | 378 6.22% c | 75 5.81% | 8 2.83% | 39 9.35% Ta bcfhk | 3 8.89% | 72 5.79% | 46 7.67% c | 74 5.38% | 37 9.86% Ta bcfhk | 1 1.82% | 3 2.74% | 5 9.01% c | 2 7.87% | 218 6.35% | 28 6.46% | 116 6.17% | 13 7.45% | 59 6.53% | 78 7.06% v | 229 6.74% Tv | 55 4.21% | 389 19.32% Tx | - |
| Eyesight? Poor vision, colour blindness, partial sight, or are blind | 300 4.71% x | 290 4.77% c | 62 4.76% | 12 4.17% | 14 3.32% | 6 20.06% | 75 5.97% | 27 4.48% | 60 4.36% | 24 6.54% | 2 5.84% | 6 5.23% | 1 0.89% | - | 191 5.57% T | 29 6.56% | 93 4.95% | 14 8.41% T | 50 5.52% | 73 6.60% Tu v | 146 4.29% | 50 3.81% | 300 14.90% Tx | - |
| 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 | 559 8.77% vx | 540 8.88% | 111 8.56% | 15 5.32% | 42 10.24% c | 4 14.03% | 118 9.40% | 52 8.63% | 123 8.98% | 32 8.69% | 2 7.19% | 11 9.77% | 4 6.46% | 1 4.30% | 317 9.24% | 32 7.32% | 168 8.91% | 17 10.10% | 99 10.87% | 128 11.64% T v | 342 10.09% Tv | 57 4.38% | 559 27.76% Tx | - |
| Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc. | 213 3.34% qv x | 211 3.47% T | 39 2.97% | 5 1.76% | 16 3.78% | 1 1.71% | 37 2.95% | 24 4.02% | 59 4.28% | 17 4.60% | 2 5.70% | 1 1.07% | 1 2.18% | - | 112 3.27% q | 14 3.22% | 47 2.50% | 6 3.49% | 45 4.94% To q | 48 4.35% v | 132 3.88% Tv | 24 1.84% | 213 10.57% Tx | - |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 168
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | |
|---|------------------------|---------------------|---------------|----------------|---------------|-----------------|---------------|---------------|------------------|---------------|------------------|--------------------|------------------|-----------------------|------------------|----------------|-----------------|-------------------------------------|------------------|---------------------|-------------------------------|----------------------|-----------------|-------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Breathing? Breathlessness or chest pains | 333 5.23%vx | 324 5.33% | 61 4.68% | 10 3.47% | 17 4.23% | 1 1.71% | 64 5.09% | 38 6.35% | 92 6.71%Ta | 14 3.73% | 3 8.04% | 7 6.30% | 5 8.36% | - | 190 5.53% | 15 3.50% | 92 4.86% | 13 7.36% | 68 7.49%To | 72 6.52%v | 193 5.68%v | 43 3.30% | 333 16.54%Tx | - |
| Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration | 202 3.17%vx | 189 3.11% | 31 2.40% | 9 3.32% | 11 2.69% | 1 4.36% | 38 3.05% | 14 2.28% | 59 4.29%Ta | 9 2.48% | 2 5.70% | 2 2.04% | 1 1.21% | 1 2.32% | 114 3.32% | 12 2.65% | 55 2.95% | 7 4.34% | 40 4.36% | 55 4.96%Tu | 100 2.93% | 23 1.74% | 202 10.04%Tx | - |
| Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc. | 191 3.00%ux | 178 2.92% | 35 2.70% | 10 3.68% | 15 3.61% | 2 5.92% | 36 2.87% | 13 2.10% | 37 2.73% | 13 3.53% | 1 3.94% | 3 2.66% | 2 2.86% | 3 12.25% | 100 2.91% | 7 1.60% | 51 2.73% | 10 6.02%To | 30 3.31% | 51 4.60%Tu | 86 2.54% | 29 2.20% | 191 9.49%Tx | - |
| Your mental health? Anxiety, depression, or trauma-related conditions, for example | 821 12.89%v | 789 12.98% | 167 12.85% | 31 10.86% | 51 12.44% | 4 11.21% | 161 12.85% | 73 12.07% | 189 13.84% | 41 11.00% | 8 23.28% | 14 12.15% | 3 5.62% | 6 20.29% | 419 12.20% | 46 10.59% | 225 11.97% | 16 9.60% | 124 13.61% | 202 18.37%T | 435 12.80%v | 111 8.53% | 821 40.80%Tx | - |
| Other illnesses/ conditions which impact or limit your daily activities or the work you can do | 550 8.64%vx | 537 8.83%T | 120 9.24% | 19 6.62% | 34 8.31% | - | 109 8.71% | 52 8.62% | 128 9.35% | 22 5.85% | 4 10.90% | 11 9.78% | 3 5.21% | 2 8.58% | 306 8.90% | 29 6.62% | 165 8.79% | 16 9.29% | 90 9.91% | 113 10.28%v | 328 9.67%Tv | 69 5.31% | 550 27.34%Tx | - |
| Nothing - no impairments or conditions impact or limit your daily activities or the work you can do | 4106 64.45%t | 3920 64.48% | 852 65.60% | 204 71.76%T | 249 60.28% | 16 50.20% | 810 64.80% | 384 63.50% | 871 63.69% | 245 66.17% | 18 52.49% | 74 65.50% | 39 66.74% | 18 64.00% | 2214 64.45%r | 304 69.66%T | 1240 65.86%r | 96 56.40% | 555 61.12% | 614 55.91% | 2185 64.38%t | 986 75.70%Tu | - | 4106 100.00%Tw |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 168
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|-------------------|------------------------|---------------------|--------|---------|-------------|-----------------|---------|---------------|------------------|----------------|------------------|--------------------|------------------|-------------------------|------------------|--------|---------|---------------|-------------------------------------|----------------------|------------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Ware-house (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Don't know | 70 | 57 | 3 | 7 | 3 | 1 | 16 | 4 | 16 | 1 | 4 | - | - | - | 36 | 3 | 21 | 4 | 6 | 21 | 23 | 5 | - | - |
| | 1.10%ab | 0.94%b | 0.25% | 2.51%ab | 0.64% | 2.48% | 1.24%b | 0.65% | 1.14%b | 0.33% | 11.96% | - | - | - | 1.06% | 0.67% | 1.10% | 2.07% | 0.67% | 1.88%Tu | 0.69% | 0.35% | - | - |
| | uwvx | | | gi | | | | | | | | | | | | | | | | v | | | | |
| Prefer not to say | 181 | 165 | 24 | 7 | 11 | 2 | 33 | 23 | 41 | 7 | * | 2 | 3 | - | 100 | 6 | 57 | 8 | 30 | 29 | 56 | 25 | - | - |
| | 2.85%ab | 2.72% | 1.87% | 2.59% | 2.61% | 5.74% | 2.68% | 3.88%b | 2.98% | 2.01% | 1.17% | 1.39% | 4.44% | - | 2.91% | 1.26% | 3.02% | 4.71%p | 3.26% | 2.68% | 1.64% | 1.89% | - | - |
| | uw | | | | | | | | | | | | | | | | | | | | | | | |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 169
**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents**

| | Gender | | Age | | | | | | | | Social Grade | | | | | Area type | | |
|---|--------------------------------|-----------------------------|-----------------------------|--------------------------------|-------------------------------|-------------------------------|------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-----------------------------|------------------------------|-------------------------------|-----------------------------|-----------------------------|----------------|---------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Up to £199 per week / Up to £10,399 per year | 498 7.81% ^{djkljn} | 226 7.29% | 270 8.33% | 73 8.34% ^d | 52 4.93% | 66 6.67% | 104 9.52% ^{de} | 82 8.93% ^d | 92 9.18% ^d | 28 6.56% | 53 3.04% | 94 5.21% ^j | 53 4.07% | 299 19.31% ^{Tjkl} | 146 4.14% | 352 12.37% ^{Tn} | 417 8.10% | 81 6.59% |
| From £200 to £299 per week / From £10,400 to £15,599 per year | 685 10.75% ^{adejl} | 288 9.27% | 395 12.18% ^{Ta} | 90 9.01% | 76 7.16% | 69 7.00% | 110 10.06% ^{de} | 110 11.98% ^{de} | 168 16.71% ^{Tode} | 72 17.14% ^{Tcdef} | 97 5.61% | 187 10.44% ^{jl} | 95 7.32% | 305 19.73% ^{Tjkl} | 285 8.07% | 400 14.08% ^{Tn} | 535 10.40% | 150 12.21% |
| From £300 to £499 per week / From £15,600 to £25,999 per year | 1504 23.61% ^{cdjl} | 713 22.94% | 786 24.26% | 109 12.36% | 209 19.65% ^c | 222 22.49% ^c | 242 22.13% ^c | 275 29.98% ^{Tcde} | 296 29.42% ^{Tode} | 151 35.86% ^{Tcde} | 327 18.86% | 503 22.02% ^{Tj} | 251 19.37% | 424 27.36% ^{Tjl} | 830 23.52% | 674 23.72% | 1216 23.64% | 289 23.50% |
| From £500 to £699 per week / From £26,000 to £36,399 per year | 1546 24.27% ^{bcmo} | 811 26.08% ^{Tb} | 733 22.60% | 125 14.16% | 265 24.92% ^c | 280 28.35% ^{Tc} | 275 25.07% ^c | 227 24.80% ^c | 271 26.96% ^c | 103 24.53% ^c | 475 27.44% Tm | 470 26.15% ^m | 328 25.33% ^m | 274 17.66% | 945 26.78% ^{To} | 601 21.15% | 1234 24.00% | 312 25.42% |
| From £700 to £999 per week / From £36,400 to £51,999 per year | 880 13.81% ^{himo} | 437 14.04% | 442 13.64% | 120 13.69% ^{hi} | 191 17.97% ^{Tcgh} | 178 18.02% ^{Togh} | 173 15.80% ^{ghi} | 110 11.94% ^{hi} | 81 8.08% | 26 6.23% | 301 17.38% ^{Tkm} | 229 12.75% ^m | 263 20.32% ^{Tkm} | 87 5.60% | 530 15.02% ^{To} | 349 12.30% | 733 14.25% | 147 11.96% |
| £1,000 per week and above / £52,000 per year and above | 683 10.71% ^{bgkmo} | 384 12.36% ^{Tb} | 297 9.16% | 176 20.03% ^{Tefg} | 173 16.23% ^{Tefg} | 121 12.30% ^{ghi} | 124 11.31% ^{ghi} | 61 6.64% ^{hi} | 21 2.13% | 6 1.44% | 329 18.98% ^{Tklm} | 157 8.74% ^m | 179 13.82% ^{Tkm} | 18 1.16% | 486 13.77% ^{To} | 197 6.92% | 545 10.60% | 137 11.19% |
| Don't know | 216 3.39% ^{aeafh} | 87 2.80% | 124 3.82% | 103 11.73% ^{Tdefg} | 45 4.22% ^{efghi} | 19 1.88% | 20 1.82% | 13 1.45% | 14 1.40% | 2 0.43% | 46 2.63% | 75 4.16% ^j | 43 3.30% | 53 3.41% | 120 3.41% | 95 3.36% | 177 3.45% | 38 3.13% |
| Prefer not to say | 360 5.65% ^{ek} | 162 5.23% | 195 6.01% | 94 10.70% ^{Tdefg} | 52 4.92% | 33 3.30% | 47 4.30% | 39 4.28% | 62 6.12% ^e | 33 7.82% ^{efg} | 105 6.05% | 82 4.55% | 84 6.47% ^k | 89 5.77% | 187 5.29% | 173 6.09% | 286 5.57% | 74 5.99% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 170
Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---|-------------------------------------|-----------------------------|---------------------------|---------------------------|-----------------------------------|-----------------------------|----------------------------|-----------------------------|-------------------------------|--------------------------------------|--------------------------------------|-----------------------------|------------------------------|--|--------------------------------------|------------------------------|---|------------------------------|----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Up to £199 per week / Up to £10,399 per year | 498 7.81% ^{dp} | 433 8.09% ^d | 36 6.82% | 23 7.76% ^d | 5 2.82% | 36 6.82% | 28 10.89% ^{op} | 60 8.52% ^p | 50 9.64% ^{op} | 65 11.65% ^{Tejm nop} | 30 6.56% | 23 7.76% ^p | 47 7.78% ^p | 57 6.72% | 66 7.59% ^p | 31 5.68% | 5 2.82% | 415 7.60% | 74 8.70% |
| From £200 to £299 per week / From £10,400 to £15,599 per year | 685 10.75% ^{c kq} | 586 10.96% | 65 12.27% ^c | 21 6.88% | 13 6.86% | 65 12.27% ^k | 30 11.73% | 70 10.00% | 61 11.68% | 47 8.48% | 63 13.88% ^{iknp} | 21 6.88% | 60 10.05% | 106 12.67% ^{ikp} | 83 9.55% | 64 11.82% ^k | 13 6.86% | 568 10.39% | 111 13.13% ^q |
| From £300 to £499 per week / From £15,600 to £25,999 per year | 1504 23.61% ^{d mpr} | 1271 23.78% ^d | 124 23.37% | 79 26.10% ^d | 30 15.68% | 124 23.37% | 59 23.36% | 180 25.53% ^{mp} | 140 27.05% ^{simp} | 114 20.46% | 136 29.65% ^{Tim nop} | 79 26.10% ^p | 160 26.65% ^{imp} | 170 20.17% | 192 22.06% | 121 22.19% | 30 15.68% | 1331 24.37% ^{Tr} | 164 19.29% |
| From £500 to £699 per week / From £26,000 to £36,399 per year | 1546 24.27% ^r | 1316 24.61% | 126 23.73% | 71 23.31% | 34 17.69% | 126 23.73% | 71 28.07% ^p | 169 24.01% | 128 24.74% | 136 24.46% | 105 22.87% | 71 23.31% | 157 26.27% ^p | 183 21.76% | 211 24.17% | 155 28.58% ^{Tmp} | 34 17.69% | 1372 25.11% ^{Tr} | 168 19.76% |
| From £700 to £999 per week / From £36,400 to £51,999 per year | 880 13.81% | 725 13.55% | 76 14.37% | 44 14.58% | 35 18.12% | 76 14.37% | 29 11.24% | 86 12.18% | 60 11.52% | 105 18.87% ^{Tlg hjm} | 55 11.96% | 44 14.58% | 66 10.99% | 117 13.97% | 132 15.13% | 76 13.93% | 35 18.12% ^{hl} | 760 13.92% | 116 13.61% |
| £1,000 per week and above / £52,000 per year and above | 683 10.71% ^{ah ij} | 530 9.91% | 58 10.99% | 35 11.63% | 59 30.83% ^{Tab c} | 58 10.99% ^{hij} | 20 7.95% | 60 8.55% | 30 5.82% | 39 6.94% | 30 6.45% | 35 11.63% ^{hij} | 60 9.98% ^h | 127 15.15% ^{Tlg hijlo} | 116 13.27% ^{Tghi jo} | 49 8.93% | 59 30.83% ^{Tef ghijklmno} | 571 10.46% | 107 12.64% |
| Don't know | 216 3.39% ^q | 188 3.52% | 11 1.98% | 12 4.05% | 5 2.64% | 11 1.98% | 6 2.27% | 40 5.65% ^{Tehn} | 12 2.26% | 19 3.34% | 19 4.10% | 12 4.05% | 22 3.62% | 33 3.95% | 19 2.23% | 19 3.50% | 5 2.64% | 155 2.83% | 54 6.31% ^{Tq} |
| Prefer not to say | 360 5.65% ^q | 298 5.57% | 34 6.47% | 17 5.68% | 10 5.36% | 34 6.47% | 11 4.48% | 39 5.57% | 38 7.30% | 32 5.80% | 21 4.53% | 17 5.68% | 28 4.67% | 47 5.60% | 52 6.00% | 29 5.37% | 10 5.36% | 291 5.33% | 56 6.56% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
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Absolutes/col percents

Table 171
Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|-----------------|----------------|---------------------------|-----------------|-----------------|--------------------|-------------------|----------------|-----------------|----------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Up to £199 per week / Up to £10,399 per year | 498 7.81%af | 390 7.39%af | 82 6.37%af | 26 10.41%af | 30 8.08%af | 8 19.91%af | 62 5.60%af | 62 11.23%Tabfh | 69 6.69%af | 26 7.85%af | 1 4.71%af | 9 8.58%af | 5 8.89%af | * 1.25%af |
| From £200 to £299 per week / From £10,400 to £15,599 per year | 685 10.75% | 583 11.04% | 147 11.40% | 30 12.19% | 44 11.96% | 8 18.37% | 113 10.09% | 73 13.29%hi | 96 9.31% | 26 8.01% | 4 17.15% | 16 16.31%hi | 10 19.26%hi | 3 10.57% |
| From £300 to £499 per week / From £15,600 to £25,999 per year | 1504 23.61% | 1278 24.22%Th | 304 23.59% | 53 21.58% | 124 33.66%Tabcfhi k | 7 15.76% | 264 23.67% | 159 28.95%Tabfh | 217 21.10% | 75 22.60% | 9 34.59% | 18 18.28% | 15 29.36% | 7 27.86% |
| From £500 to £699 per week / From £26,000 to £36,399 per year | 1546 24.27% | 1323 25.06%T | 348 27.02%Tg | 59 24.01% | 80 21.75% | 7 15.93% | 282 25.26% | 118 21.48% | 273 26.50% | 95 28.82%gk | 7 28.66% | 17 16.81% | 10 19.64% | 11 43.33% |
| From £700 to £999 per week / From £36,400 to £51,999 per year | 880 13.81% | 739 14.01% | 172 13.32% | 30 12.28% | 50 13.60% | 5 11.79% | 173 15.48%g | 61 11.20% | 157 15.26% | 42 12.58% | 4 14.89% | 20 20.40%gl | 3 5.57% | 2 8.19% |
| £1,000 per week and above / £52,000 per year and above | 683 10.71%dg | 554 10.49%dg | 133 10.36%dg | 19 7.87% | 22 5.97% | 2 5.75% | 134 12.05%dg | 35 6.36% | 137 13.31%Tadg | 44 13.18%dg | - | 13 12.75% | 3 5.45% | - |
| Don't know | 216 3.39%abd | 127 2.40% | 31 2.38% | 9 3.72%d | 3 0.78% | 2 5.98% | 29 2.58% | 17 3.09%d | 23 2.20% | 9 2.68% | - | 1 0.53% | 1 2.44% | 2 8.80% |
| Prefer not to say | 360 5.65% | 284 5.39% | 72 5.56% | 20 7.93% | 16 4.21% | 3 6.50% | 59 5.26% | 24 4.41% | 58 5.64% | 14 4.29% | - | 6 6.35% | 5 9.39% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 172
Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|-----------------------------|-----------------------------|---------------------------|----------------------------|-----------------------------|-----------------------------------|-----------------------------|---------------------------------|---------------------------|----------------------------|---------------------------|---------------------------|--------------------------------------|------------------------------|-------------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Up to £199 per week / Up to £10,399 per year | 498 7.81% | 488 7.75% | 15 6.35% | 82 7.33% | 45 10.57%vz | 3 5.46% | 90 8.76% | 37 6.76% | 42 7.06% | 26 5.91% | 65 8.55% | 8 6.22% | 7 6.25% | 25 5.88% | 9 9.23% |
| From £200 to £299 per week / From £10,400 to £15,599 per year | 685 10.75% | 677 10.74% | 34 14.69% ^s | 113 10.14% | 54 12.65% | 7 13.37% | 95 9.25% | 70 12.80% | 61 10.22% | 40 9.28% | 81 10.62% | 11 8.88% | 14 11.52% | 47 11.13% | 11 10.85% |
| From £300 to £499 per week / From £15,600 to £25,999 per year | 1504 23.61% | 1492 23.68% | 59 25.34% | 254 22.76% | 120 28.07% ^{sw} | 14 28.94% | 219 21.18% | 157 28.55% ^{Trnpsw} | 152 25.36% | 108 24.71% | 161 21.21% | 27 21.44% | 23 19.15% | 97 23.27% | 27 26.04% |
| From £500 to £699 per week / From £26,000 to £36,399 per year | 1546 24.27% ^q | 1532 24.31% ^q | 58 25.13% | 263 23.58% | 82 19.33% | 6 12.35% | 269 26.09% ^q | 135 24.61% | 137 22.90% | 119 27.26% ^q | 191 25.05% | 38 29.72% ^q | 32 27.10% | 102 24.47% | 24 23.59% |
| From £700 to £999 per week / From £36,400 to £51,999 per year | 880 13.81% | 875 13.87% | 22 9.31% | 164 14.70% | 49 11.48% | 13 26.67% ^{tNoqtu vA} | 160 15.53% ^{ot} | 61 11.13% | 79 13.21% | 55 12.70% | 110 14.42% | 20 15.36% | 16 13.62% | 73 17.45% ^{ooqt} | 10 9.91% |
| £1,000 per week and above / £52,000 per year and above | 683 10.71% ^t | 681 10.81% ^t | 25 10.60% | 134 12.02% ^t | 40 9.49% | 4 7.91% | 112 10.87% | 40 7.26% | 68 11.34% ^t | 51 11.64% | 88 11.56% ^t | 14 10.65% | 24 20.15% ^{Tnopqs tuvzA} | 43 10.31% | 9 8.74% |
| Don't know | 216 3.39% ⁿ | 209 3.31% | 10 4.21% ^y | 45 4.05% ^y | 8 1.84% | 3 5.30% ^y | 26 2.47% | 14 2.49% | 18 3.04% | 19 4.25% ^y | 23 2.98% | 5 3.97% | - | 11 2.53% | 6 5.41% ^y |
| Prefer not to say | 360 5.65% ⁿ | 349 5.53% | 10 4.37% | 61 5.42% | 28 6.57% | - | 60 5.85% | 35 6.40% | 41 6.88% | 19 4.25% | 43 5.61% | 5 3.77% | 3 2.22% | 21 4.97% | 6 6.23% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 173

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?
Base: All respondents**

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|---|----------------------------|--------------------------|---------------------|----------------------------|-------------------------------|-----------------|----------------------|----------------------------|----------------------------|-----------------------------|------------------|--------------------|---------------------------|-----------------------|-------------------------|--------------------|---------------------|--------------------------|-------------------------------------|----------------------|----------------------------|-------------------------------|---------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Up to £199 per week / Up to £10,399 per year | 498 7.81% foquvx | 448 7.36% bf | 76 5.84% | 39 13.64% Ta bdth | 34 8.12% | 1 2.23% | 65 5.17% | 67 11.10% Ta bfh | 99 7.27% | 31 8.22% | 3 7.62% | 11 9.81% | 4 6.60% | * | 233 6.79% | 26 6.02% | 115 6.12% | 31 18.02% To pq | 57 6.28% | 498 45.30% Tuv | - | - | 250 12.40% Tx | 232 5.65% |
| From £200 to £299 per week / From £10,400 to £15,599 per year | 685 10.75% o qvx | 645 10.60% | 140 10.80% | 36 12.60% | 45 10.85% | 10 31.64% | 114 9.15% | 70 11.56% | 123 9.00% | 49 13.09% h | 5 14.70% | 19 16.43% f | 12 20.59% T abdh | 3 10.07% | 324 9.43% | 37 8.53% | 162 8.59% | 25 14.89% o | 96 10.55% | 129 11.72% v | 556 16.38% Tv | - | 297 14.73% Tx | 363 8.83% |
| From £300 to £499 per week / From £15,600 to £25,999 per year | 1504 23.61% k ovx | 1457 23.97% T | 308 23.69% | 62 21.97% | 139 33.69% T abcfhik | 6 18.62% | 294 23.50% | 169 28.00% T ahik | 298 21.79% | 71 19.05% | 10 29.03% | 16 14.59% | 16 28.32% k | 8 28.88% | 765 22.26% | 104 23.85% | 414 22.00% | 36 20.85% | 199 21.93% | 297 27.00% T | 1208 35.59% Tv | - | 565 28.04% T | 890 21.68% |
| From £500 to £699 per week / From £26,000 to £36,399 per year | 1546 24.27% l vw | 1504 24.74% T | 342 26.38% k | 64 22.72% | 98 23.69% | 7 21.64% | 324 25.93% | 139 22.90% | 343 25.09% | 87 23.38% | 9 27.07% | 19 16.48% | 12 20.16% | 9 33.35% | 886 25.78% T r | 130 29.90% T | 489 25.99% | 32 18.77% | 228 25.13% | 114 10.37% tv | 1171 34.51% T | 261 20.03% t | 433 21.51% Tx | 1076 26.20% Tw |
| From £700 to £999 per week / From £36,400 to £51,999 per year | 880 13.81% l w | 856 14.09% T g | 172 13.22% | 32 11.35% | 50 12.21% | 4 13.93% | 194 15.53% g | 67 11.01% | 218 15.94% T g | 50 13.61% | 5 14.88% | 23 20.29% cg | 4 7.36% | 4 16.24% | 531 15.47% T | 57 12.96% | 302 16.07% T | 22 12.98% | 144 15.83% | 62 5.61% | 459 13.52% t u | 359 27.58% Tt | 167 8.28% | 697 16.98% Tw |
| £1,000 per week and above / £52,000 per year and above | 683 10.71% d gluw | 666 10.95% T dg | 138 10.62% dg | 22 7.60% | 24 5.70% | - | 153 12.25% cdg | 40 6.56% | 178 13.01% T acdg | 63 17.03% Ta bcdlg | 2 5.86% | 17 15.37% cd | 5 9.11% | - | 441 12.83% T r | 56 12.85% | 257 13.65% Tr | 12 7.21% | 112 12.30% | - | - | 683 52.39% Tt u | 141 7.00% | 528 12.86% Tw |
| Don't know | 216 3.39% ao tuwx | 180 2.97% | 40 3.09% | 8 2.65% | 8 2.05% | * 1.19% | 39 3.10% | 22 3.69% | 41 2.97% | 8 2.28% | - | 2 1.42% | 2 3.58% | 3 10.28% | 97 2.83% | 10 2.19% | 53 2.83% | 6 3.30% | 29 3.19% | - | - | - | 76 3.80% | 114 2.77% |
| Prefer not to say | 360 5.65% ao tuwx | 324 5.33% | 82 6.35% | 21 7.46% i | 15 3.69% | 3 10.76% | 67 5.38% | 31 5.18% | 68 4.94% | 12 3.34% | * 0.84% | 6 5.60% | 2 4.28% | - | 158 4.61% | 16 3.69% | 89 4.75% | 7 3.98% | 43 4.78% | - | - | - | 85 4.23% | 207 5.03% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 174
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|-------------------------------|---------------------|---------------|-----------------------------|------------------------------|------------------------------|------------------------------|------------------------|-----------------------------|-------------------------------|--------------|---------------------|-----------|------------------------|-------------|----------------------|---------------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| NET: Any | 1772 | 837 | 925 | 195 | 307 | 340 | 364 | 249 | 212 | 106 | 328 | 393 | 266 | 785 | 721 | 1051 | 1463 | 310 |
| | 27.82% _{chjk} ln | 26.94% | 28.55% | 22.16% | 28.87% _{ch} | 34.47% _{Todg} hi | 33.21% _{Tcgh} i | 27.11% _{ch} | 21.07% | 25.04% | 18.92% | 21.89% | 20.54% | 50.73% _{Tjkl} | 20.43% | 36.99% _{Tn} | 28.44% | 25.21% |
| Personal Independence Payment (PIP) | 634 | 286 | 343 | 29 | 69 | 114 | 167 | 143 | 102 | 10 | 89 | 127 | 88 | 330 | 216 | 418 | 488 | 145 |
| | 9.95% _{cdijk} lnp | 9.19% | 10.59% | 3.35% | 6.48% _{ci} | 11.57% _{cdi} hi | 15.24% _{Tcde} hi | 15.54% _{Tcde} | 10.10% _{cdi} | 2.40% | 5.12% | 7.09% _{kj} | 6.81% | 21.29% _{Tjkl} | 6.12% | 14.70% _{Tn} | 9.50% | 11.82% _{Tp} |
| Universal Credit (and household has other earnings) | 432 | 196 | 234 | 68 | 126 | 110 | 80 | 37 | 11 | 1 | 80 | 124 | 72 | 155 | 204 | 228 | 362 | 70 |
| | 6.78% _{ghijn} | 6.31% | 7.23% | 7.70% _{ghi} hi | 11.81% _{Tcfg} hi | 11.14% _{Tcfgh} i | 7.32% _{ghi} | 4.00% _{hi} | 1.14% | 0.12% | 4.62% | 6.93% _{kj} | 5.58% | 10.04% _{Tjkl} | 5.79% | 8.01% _{Tn} | 7.03% | 5.73% |
| Employment and Support Allowance (ESA) | 328 | 179 | 148 | 23 | 43 | 54 | 103 | 85 | 18 | 2 | 51 | 45 | 27 | 206 | 96 | 233 | 266 | 63 |
| | 5.15% _{chijk} ln | 5.76% | 4.56% | 2.66% _i | 4.00% _{hi} | 5.51% _{chi} | 9.41% _{Tcdeh} i | 9.24% _{Tcdeh} | 1.81% | 0.44% | 2.94% | 2.49% | 2.06% | 13.31% _{Tjkl} | 2.71% | 8.19% _{Tn} | 5.17% | 5.09% |
| Carer's allowance | 289 | 126 | 161 | 22 | 46 | 66 | 69 | 52 | 19 | 15 | 45 | 59 | 47 | 137 | 104 | 185 | 235 | 53 |
| | 4.53% _{chjkn} | 4.06% | 4.97% | 2.52% | 4.30% _h | 6.68% _{Todhi} | 6.32% _{Tch} | 5.63% _{ch} | 1.87% | 3.63% | 2.58% | 3.30% | 3.67% | 8.87% _{Tjkl} | 2.95% | 6.51% _{Tn} | 4.58% | 4.35% |
| Pensions Credit (Guaranteed Credit) | 250 | 128 | 122 | 37 | 33 | 33 | 12 | 14 | 73 | 48 | 50 | 49 | 30 | 121 | 99 | 151 | 211 | 39 |
| | 3.93% _{fgjkl} n | 4.13% | 3.76% | 4.23% _{fg} | 3.12% _{fg} | 3.34% _{fg} | 1.14% | 1.51% | 7.24% _{Tcde} fg | 11.34% _{Tcdef} gh | 2.88% | 2.73% | 2.34% | 7.83% _{Tjkl} | 2.80% | 5.33% _{Tn} | 4.11% | 3.16% |
| Other | 245 | 102 | 142 | 14 | 28 | 40 | 51 | 22 | 49 | 41 | 53 | 61 | 40 | 91 | 114 | 131 | 207 | 38 |
| | 3.84% _{acgn} | 3.27% | 4.37% | 1.65% | 2.64% | 4.09% _c | 4.62% _{cdg} | 2.36% | 4.88% _{cdg} | 9.62% _{Tcdef} gh | 3.04% | 3.41% | 3.08% | 5.89% _{Tjkl} | 3.23% | 4.61% _{Tn} | 4.02% | 3.11% |
| Income Support | 171 | 100 | 71 | 48 | 44 | 42 | 19 | 7 | 6 | 5 | 44 | 39 | 26 | 62 | 83 | 88 | 161 | 10 |
| | 2.68% _{bgqh} | 3.20% _{Tb} | 2.19% | 5.47% _{Tlghi} | 4.16% _{Tlghi} | 4.22% _{Tlghi} | 1.73% _h | 0.76% | 0.57% | 1.25% | 2.52% | 2.18% | 2.00% | 4.02% _{Tjkl} | 2.35% | 3.10% | 3.13% _{Tq} | 0.79% |
| Universal Credit (and household has no other earnings) | 170 | 87 | 82 | 11 | 33 | 50 | 45 | 25 | 7 | - | 19 | 14 | 17 | 120 | 33 | 137 | 147 | 23 |
| | 2.67% _{chijk} ln | 2.78% | 2.52% | 1.27% _i | 3.11% _{chi} | 5.02% _{Tcghi} | 4.10% _{Tchi} | 2.70% _{hi} | 0.65% | - | 1.09% | 0.78% | 1.30% | 7.76% _{Tjkl} | 0.93% | 4.82% _{Tn} | 2.86% | 1.85% |
| Income-based Jobseeker's Allowance | 64 | 41 | 23 | 21 | 18 | 9 | 6 | 7 | 2 | 1 | 23 | 12 | 11 | 18 | 35 | 29 | 55 | 9 |
| | 1.00% _{bh} | 1.32% _{Tb} | 0.71% | 2.37% _{Tefgh} i | 1.73% _{Tfhi} | 0.90% | 0.56% | 0.74% | 0.22% | 0.14% | 1.34% | 0.67% | 0.85% | 1.15% | 1.00% | 1.01% | 1.06% | 0.76% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 174
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 | | | | | | | Social Grade | | | | | | Area type | | |
|--|------------|----------|------------|------------|-----------|-----------|-----------|-----------|------------|--------------|-----------|----------|----------|--------|----------|-----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Pensions Credit (no Guaranteed Credit) | 52 | 29 | 23 | 6 | 12 | 10 | 2 | 2 | 11 | 9 | 16 | 10 | 9 | 16 | 27 | 25 | 47 | 5 |
| | 0.82%fg | 0.92% | 0.72% | 0.64% | 1.16%fg | 1.02%fg | 0.18% | 0.22% | 1.06%fg | 2.22%Tcfg | 0.95% | 0.58% | 0.71% | 1.03% | 0.76% | 0.88% | 0.92% | 0.38% |
| None of these | 4411 | 2185 | 2219 | 604 | 727 | 614 | 711 | 664 | 782 | 308 | 1369 | 1340 | 993 | 709 | 2709 | 1702 | 3533 | 878 |
| | 69.24%efmo | 70.29% | 68.44% | 68.72%e | 68.39%e | 62.20% | 64.89% | 72.36%ef | 77.73%Tcde | 73.14%ef | 79.00%Tkm | 74.61%Tm | 76.75%Tm | 45.80% | 76.76%To | 59.88% | 68.70% | 71.46% |
| Prefer not to say | 188 | 86 | 98 | 80 | 29 | 33 | 21 | 5 | 12 | 8 | 36 | 63 | 35 | 54 | 99 | 89 | 147 | 41 |
| | 2.95%ghj | 2.77% | 3.01% | 9.12%Tdefg | 2.74%gh | 3.34%gh | 1.90%g | 0.53% | 1.20% | 1.82%g | 2.08% | 3.50%j | 2.71% | 3.48%j | 2.80% | 3.13% | 2.86% | 3.33% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 175
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|-------------|-------------|--------------|--------------|--------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|---------------|--------------|---------------|----------------|----------------|----------------|--------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| NET: Any | 1772 | 1496 | 143 | 86 | 47 | 143 | 86 | 215 | 151 | 155 | 129 | 86 | 185 | 221 | 218 | 136 | 47 | 1488 | 272 |
| | 27.82%q | 27.99% | 26.83% | 28.52% | 24.62% | 26.83% | 34.12% mno | 30.50% n | 29.09% | 27.90% | 28.12% | 28.52% | 30.90% n | 26.29% | 25.04% | 24.97% | 24.62% | 27.24% | 32.05% Tq |
| Personal Independence Payment (PIP) | 634 | 509 | 61 | 42 | 22 | 61 | 30 | 80 | 56 | 49 | 51 | 42 | 59 | 48 | 83 | 53 | 22 | 588 | 40 |
| | 9.95% am | 9.53% | 11.50% | 13.84% Ta | 11.26% | 11.50% m | 11.72% m | 11.30% m | 10.84% m | 8.88% m | 11.13% m | 13.84% Tim | 9.90% m | 5.71% | 9.51% m | 9.77% m | 11.26% m | 10.76% Tr | 4.68% |
| Universal Credit (and household has other earnings) | 432 | 381 | 21 | 18 | 12 | 21 | 26 | 71 | 35 | 44 | 23 | 18 | 50 | 49 | 52 | 30 | 12 | 351 | 79 |
| | 6.78% be | 7.13% Tb | 3.99% | 5.91% | 6.17% | 3.99% | 10.42% Tej | 10.14% Tejm | 6.83% | 7.96% e | 5.11% | 5.91% | 8.40% e | 5.81% | 5.91% | 5.43% | 6.17% | 6.43% | 9.29% Tq |
| Employment and Support Allowance (ESA) | 328 | 269 | 30 | 17 | 12 | 30 | 17 | 37 | 20 | 23 | 29 | 17 | 25 | 50 | 41 | 27 | 12 | 285 | 38 |
| | 5.15% | 5.02% | 5.72% | 5.72% | 6.36% | 5.72% | 6.83% | 5.23% | 3.89% | 4.10% | 6.24% | 5.72% | 4.23% | 5.90% | 4.68% | 4.98% | 6.36% | 5.22% | 4.50% |
| Carer's allowance | 289 | 254 | 15 | 12 | 8 | 15 | 10 | 43 | 26 | 30 | 20 | 12 | 39 | 25 | 41 | 20 | 8 | 249 | 40 |
| | 4.53% m | 4.74% | 2.91% | 4.06% | 3.98% | 2.91% | 4.09% | 6.06% em | 4.96% | 5.47% m | 4.28% | 4.06% | 6.46% Tem | 2.95% | 4.75% | 3.63% | 3.98% | 4.56% | 4.71% |
| Pensions Credit (Guaranteed Credit) | 250 | 207 | 21 | 17 | 4 | 21 | 13 | 22 | 17 | 19 | 24 | 17 | 17 | 43 | 33 | 19 | 4 | 200 | 50 |
| | 3.93% q | 3.87% | 4.04% | 5.71% | 2.34% | 4.04% | 5.27% | 3.06% | 3.25% | 3.48% | 5.34% | 5.71% | 2.81% | 5.10% | 3.77% | 3.48% | 2.34% | 3.66% | 5.89% Tq |
| Other | 245 | 197 | 28 | 17 | 3 | 28 | 10 | 19 | 22 | 15 | 14 | 17 | 30 | 25 | 41 | 22 | 3 | 215 | 30 |
| | 3.84% | 3.68% | 5.33% | 5.57% | 1.60% | 5.33% gj | 3.89% | 2.73% | 4.25% | 2.61% | 2.95% | 5.57% | 5.05% | 2.95% | 4.66% | 4.01% | 1.60% | 3.94% | 3.48% |
| Income Support | 171 | 151 | 12 | 3 | 4 | 12 | 10 | 19 | 13 | 14 | 11 | 3 | 19 | 38 | 17 | 12 | 4 | 103 | 67 |
| | 2.68% q | 2.83% | 2.32% | 0.92% | 2.34% | 2.32% | 3.91% k | 2.68% | 2.47% | 2.49% | 2.33% | 0.92% | 3.11% | 4.53% Tkn | 1.93% | 2.15% | 2.34% | 1.88% | 7.93% Tq |
| Universal Credit (and household has no other earnings) | 170 | 144 | 21 | 3 | 2 | 21 | 6 | 17 | 18 | 16 | 9 | 3 | 14 | 31 | 18 | 15 | 2 | 134 | 33 |
| | 2.67% q | 2.69% | 4.03% c | 1.07% | 0.82% | 4.03% k | 2.35% | 2.45% | 3.53% | 2.88% | 2.06% | 1.07% | 2.27% | 3.64% | 2.03% | 2.74% | 0.82% | 2.45% | 3.85% |
| Income-based Jobseeker's Allowance | 64 | 60 | 1 | 1 | 2 | 1 | 4 | 10 | 9 | 8 | 2 | 1 | 3 | 16 | 8 | 2 | 2 | 44 | 19 |
| | 1.00% q | 1.12% | 0.17% | 0.18% | 1.26% | 0.17% | 1.55% | 1.36% | 1.65% eo | 1.39% | 0.33% | 0.18% | 0.50% | 1.93% Tej | 0.91% | 0.29% | 1.26% | 0.80% | 2.18% Tq |
| Pensions Credit (no Guaranteed Credit) | 52 | 46 | 5 | 2 | - | 5 | 1 | 10 | 1 | 5 | 2 | 2 | 3 | 18 | 3 | 3 | - | 36 | 16 |
| | 0.82% q | 0.85% | 0.88% | 0.55% | - | 0.88% | 0.28% | 1.44% h | 0.13% | 0.86% | 0.49% | 0.55% | 0.50% | 2.11% Thln | 0.35% | 0.59% | - | 0.66% | 1.90% Tq |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 175
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-------------------|-----------------------------|----------------|---------------|---------------|---------------|---------------|----------------|----------------|------------------------|-------------------|-------------------|---------------|--------------------|-----------------------------|-----------------------------|----------------------------|----------------------------|------------------------------|---------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| None of these | 4411 69.24% ^f | 3688 68.98% | 373 70.29% | 207 68.52% | 142 74.50% | 373 70.29% | 159 62.68% | 471 66.91% | 355 68.29% | 384 68.99% | 317 69.34% | 207 68.52% | 401 66.86% | 575 66.49% | 632 72.56% ^{fg} | 394 72.35% ^f | 142 74.50% ^f | 3849 70.47% ^{Tr} | 526 61.99% |
| Prefer not to say | 188 2.95% ^q | 162 3.03% | 15 2.88% | 9 2.96% | 2 0.89% | 15 2.88% | 8 3.21% | 18 2.60% | 14 2.62% | 17 3.11% | 12 2.55% | 9 2.96% | 13 2.24% | 44 5.22% ^{Tghl} | 21 2.41% | 15 2.68% | 2 0.89% | 125 2.29% | 51 5.97% ^{Tq} |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 176

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

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|---------|---------------|--------------|-----------------|---------|---------------|------------------|---------------|-----------------|-------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| NET: Any | 1772 | 1484 | 341 | 82 | 96 | 21 | 332 | 146 | 304 | 84 | 9 | 25 | 9 | 4 |
| | 27.82% | 28.13% | 26.46% | 33.18% | 25.97% | 50.05% | 29.79% | 26.67% | 29.54% | 25.37% | 35.64% | 25.44% | 17.98% | 16.84% |
| Personal Independence Payment (PIP) | 634 | 529 | 130 | 20 | 33 | 3 | 131 | 42 | 122 | 25 | 1 | 10 | 1 | 3 |
| | 9.95% | 10.02% | 10.08% | 8.31% | 8.85% | 6.66% | 11.78%g | 7.57% | 11.82%g | 7.42% | 5.33% | 10.51% | 2.30% | 10.30% |
| Universal Credit (and household has other earnings) | 432 | 333 | 81 | 21 | 24 | 1 | 56 | 29 | 83 | 22 | 2 | 4 | 3 | 2 |
| | 6.78%af | 6.31% | 6.31% | 8.55% | 6.51% | 3.38% | 5.07% | 5.23% | 8.11%af | 6.56% | 6.18% | 3.80% | 6.34% | 8.20% |
| Employment and Support Allowance (ESA) | 328 | 278 | 58 | 12 | 17 | 5 | 66 | 24 | 66 | 17 | 3 | 4 | - | - |
| | 5.15% | 5.26% | 4.50% | 4.75% | 4.53% | 10.91% | 5.93% | 4.32% | 6.38% | 5.13% | 10.46% | 3.65% | - | - |
| Carer's allowance | 289 | 258 | 52 | 10 | 19 | 2 | 66 | 25 | 51 | 14 | 5 | 10 | - | - |
| | 4.53% | 4.88%T | 4.05% | 4.21% | 5.17% | 4.42% | 5.94%T | 4.51% | 4.99% | 4.28% | 19.38% | 10.32%Tabgl | - | - |
| Pensions Credit (Guaranteed Credit) | 250 | 230 | 51 | 15 | 9 | 7 | 55 | 20 | 50 | 15 | 1 | 3 | - | - |
| | 3.93% | 4.35%T | 4.00% | 6.00% | 2.40% | 17.47% | 4.96% | 3.58% | 4.91% | 4.62% | 4.90% | 2.67% | - | - |
| Other | 245 | 207 | 50 | 5 | 18 | - | 44 | 23 | 39 | 9 | 1 | 5 | 4 | 1 |
| | 3.84% | 3.92% | 3.90% | 2.22% | 4.81% | - | 3.98% | 4.10% | 3.81% | 2.64% | 4.71% | 4.99% | 7.00% | 4.30% |
| Income Support | 171 | 158 | 35 | 17 | 6 | - | 31 | 13 | 33 | 20 | - | - | 1 | - |
| | 2.68% | 2.99%T | 2.71% | 6.74%Tabdfghk | 1.49% | - | 2.77% | 2.45% | 3.18% | 6.19%Tabdfghk | - | - | 1.03% | - |
| Universal Credit (and household has no other earnings) | 170 | 126 | 32 | 9 | 5 | 1 | 30 | 14 | 20 | 5 | - | 1 | 3 | - |
| | 2.67%a | 2.39% | 2.45% | 3.65% | 1.37% | 1.31% | 2.73% | 2.52% | 1.96% | 1.53% | - | 1.10% | 5.58% | - |
| Income-based Jobseeker's Allowance | 64 | 63 | 16 | 6 | - | 4 | 9 | 5 | 11 | 10 | - | - | - | 2 |
| | 1.00% | 1.20%T | 1.28% | 2.50%df | - | 10.28% | 0.77% | 0.97% | 1.04% | 3.07%Tadfh | - | - | - | 5.95% |
| Pensions Credit (no Guaranteed Credit) | 52 | 50 | 4 | 3 | 4 | 4 | 11 | 12 | 6 | 6 | - | - | 1 | - |
| | 0.82%b | 0.95%Tb | 0.30% | 1.08% | 0.97% | 10.05% | 0.99% | 2.14%Tabh | 0.58% | 1.92%b | - | - | 1.30% | - |
| None of these | 4411 | 3643 | 913 | 154 | 264 | 21 | 753 | 383 | 695 | 235 | 16 | 73 | 42 | 22 |
| | 69.24% | 69.03% | 70.85%c | 62.58% | 71.41% | 49.95% | 67.51% | 69.77% | 67.54% | 71.10% | 60.77% | 72.86% | 82.02%cfh | 83.16% |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 176

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

Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------|-----------------------|---------------------|--------|--------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Prefer not to say | 188 | 150 | 35 | 10 | 10 | - | 30 | 20 | 30 | 12 | 1 | 2 | - | - |
| | 2.95% | 2.84% | 2.70% | 4.24% | 2.62% | - | 2.70% | 3.56% | 2.92% | 3.54% | 3.60% | 1.71% | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d/e/f/g/h/i/j/k/l/m

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 177
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

| | O.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|-------------------|--------------------------|---------------|------------------|--------------------------|------------------|------------------|-----------------|-------------------------|---------------|---------------|---------------------|---------------------|----------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| NET: Any | 1772 27.82%tw | 1756 27.86%tw | 87 37.50%Tnpstwx y | 295 26.37% | 135 31.68%tw | 14 27.78% | 268 25.99% | 126 22.94% | 187 31.17%tw | 148 33.96%Tnpstwy | 182 23.86% | 32 25.27% | 27 22.76% | 137 32.86%Tnpstw | 38 36.73%stw |
| Personal Independence Payment (PIP) | 634 9.95% | 630 9.99% | 27 11.49% | 102 9.12% | 47 10.99% | 1 2.86% | 104 10.04% | 46 8.36% | 71 11.86% | 45 10.33% | 62 8.19% | 10 8.11% | 11 9.13% | 58 13.88%Tnpstw | 16 16.03%tw |
| Universal Credit (and household has other earnings) | 432 6.78% | 431 6.84% | 23 10.02%ty | 70 6.23% | 33 7.66% | 4 8.48% | 80 7.76%ty | 26 4.66% | 56 9.29%Tnty | 27 6.20% | 51 6.65% | 7 5.68% | 2 2.08% | 22 5.34% | 14 13.62%Tnptwxyz |
| Employment and Support Allowance (ESA) | 328 5.15% | 328 5.20% | 19 8.32%psw | 45 4.06% | 23 5.47% | 3 5.90% | 45 4.33% | 26 4.78% | 37 6.23% | 34 7.74%Tnpstw | 29 3.78% | 7 5.59% | 3 2.40% | 32 7.54%psw | 13 12.74%Tnpqstuw |
| Carer's allowance | 289 4.53% | 287 4.56% | 17 7.37%t | 45 4.07% | 20 4.80% | 1 2.86% | 53 5.09% | 16 2.95% | 29 4.89% | 22 5.12% | 32 4.22% | 2 1.87% | 6 4.96% | 24 5.70% | 6 6.14% |
| Pensions Credit (Guaranteed Credit) | 250 3.93% | 245 3.89% | 17 7.24%Tnstwx A | 51 4.52% | 22 5.21% | 6 12.95%Tnpstvw xA | 31 3.01% | 15 2.71% | 23 3.82% | 18 4.12% | 24 3.14% | 1 0.71% | 4 3.62% | 22 5.19% | 1 0.90% |
| Other | 245 3.84% | 240 3.81% | 13 5.77% | 47 4.20% | 20 4.68% | - | 36 3.47% | 15 2.76% | 20 3.37% | 17 3.89% | 25 3.30% | 5 3.78% | 5 4.05% | 15 3.64% | 4 4.31% |
| Income Support | 171 2.68% s | 171 2.71% s | 17 7.12%Tnpstuw y | 27 2.41% | 20 4.68%Tnpst | 1 2.86% | 14 1.31% | 9 1.60% | 15 2.43% | 26 6.05%Tnpstuw y | 18 2.31% | 3 2.67% | 1 0.78% | 15 3.50% s | 2 1.96% |
| Universal Credit (and household has no other earnings) | 170 2.67% p | 168 2.67% p | 9 3.93% p | 18 1.60% | 11 2.65% | * 0.44% | 36 3.47% p | 8 1.46% | 18 2.95% | 18 4.08% p t | 15 2.03% | 5 3.84% | 5 4.57% p | 14 3.33% | 2 1.53% |
| Income-based Jobseeker's Allowance | 64 1.00% | 63 1.00% | 9 3.70%Tnpstuw z | 10 0.91% | 7 1.61% | - | 13 1.26% | 2 0.36% | 6 1.06% | 6 1.49% | 6 0.75% | - | - | 4 0.99% | - |
| Pensions Credit (no Guaranteed Credit) | 52 0.82% | 51 0.81% | 3 1.46% | 6 0.55% | 1 0.35% | - | 7 0.67% | 7 1.23% | 4 0.70% | 4 0.91% | 5 0.61% | 1 0.82% | 2 1.78% | 8 2.01% Tnp | - |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 177
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-------------------|---------------------|--------------------|---------------|-------------------|---------------|-----------------|--------------------|----------------------|---------------|------------------|----------------------|---------------|-------------------|---------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| None of these | 4411 69.24%ouv | 4367 69.27%ouuv | 141 60.47% | 791 70.79%ouvz | 278 65.19% | 35 71.20% | 738 71.52%oquvz | 406 73.93%Tnoquvz | 389 65.00% | 279 64.09% | 558 73.22%Tnoquvz | 91 71.71% | 90 76.38%oquvz | 270 64.63% | 65 63.27% |
| Prefer not to say | 188 2.95%n | 181 2.87% | 5 2.03% | 32 2.83% | 13 3.13% | 1 1.02% | 26 2.48% | 17 3.13% | 23 3.83% | 8 1.94% | 22 2.92% | 4 3.02% | 1 0.86% | 11 2.51% | - |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 178
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|--|------------------------|---------------------|----------|---------|-------------|-----------------|----------|---------------|------------------|----------------|------------------|--------------------|------------------|-----------------------|------------------|---------|---------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|----------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| NET: Any | 1772 | 1718 | 366 | 84 | 107 | 14 | 359 | 161 | 408 | 100 | 11 | 27 | 9 | 5 | 1034 | 151 | 534 | 64 | 274 | 610 | 947 | 120 | 996 | 716 |
| | 27.82%v | 28.26%T | 28.17% | 29.64%l | 25.80% | 43.12% | 28.74%l | 26.65% | 29.82%l | 26.83% | 33.30% | 23.56% | 16.25% | 18.38% | 30.11%T | 34.56%T | 28.36% | 37.60%T | 30.15% | 55.55%T | 27.90%v | 9.23% | 49.49%T | 17.43% |
| Personal Independence Payment (PIP) | 634 | 620 | 136 | 16 | 36 | 3 | 145 | 41 | 159 | 37 | 3 | 10 | 1 | 3 | 386 | 45 | 213 | 14 | 109 | 129 | 407 | 54 | 483 | 138 |
| | 9.95%c | 10.19%T | 10.46%cg | 5.53% | 8.67% | 9.10% | 11.63%cg | 6.74% | 11.66%cg | 9.93% | 9.32% | 9.27% | 2.01% | 12.14% | 11.23%T | 10.37% | 11.33% | 8.12% | 11.98% | 11.72%v | 12.00%Tv | 4.18% | 23.99%Tx | 3.36% |
| Universal Credit (and household has other earnings) | 432 | 420 | 96 | 23 | 25 | 2 | 66 | 39 | 113 | 31 | 2 | 4 | 3 | 2 | 238 | 34 | 115 | 17 | 68 | 177 | 214 | 17 | 177 | 238 |
| | 6.78%fv | 6.90%f | 7.43% | 8.00% | 6.07% | 6.64% | 5.28% | 6.37% | 8.26%Tf | 8.44% | 7.20% | 3.35% | 5.55% | 7.82% | 6.92% | 7.76% | 6.11% | 9.95% | 7.44% | 16.10%Tu | 6.30%v | 1.27% | 8.77%Tx | 5.79% |
| Employment and Support Allowance (ESA) | 328 | 316 | 61 | 15 | 20 | 3 | 78 | 21 | 75 | 16 | 3 | 4 | 1 | 1 | 212 | 33 | 110 | 8 | 57 | 105 | 192 | 12 | 246 | 72 |
| | 5.15%vx | 5.19% | 4.68% | 5.22% | 4.80% | 8.50% | 6.24%g | 3.43% | 5.52% | 4.40% | 8.04% | 3.22% | 1.21% | 2.32% | 6.17%T | 7.60%T | 5.86% | 4.55% | 6.33% | 9.59%Tu | 5.66%v | 0.95% | 12.23%Tx | 1.76% |
| Carer's allowance | 289 | 285 | 59 | 13 | 21 | 2 | 71 | 26 | 54 | 14 | 5 | 11 | - | - | 177 | 24 | 99 | 9 | 42 | 104 | 149 | 14 | 151 | 128 |
| | 4.53%vx | 4.69%T | 4.55% | 4.59% | 5.16% | 6.74% | 5.70% | 4.36% | 3.92% | 3.79% | 14.89% | 9.97%Tabgh | - | - | 5.14%T | 5.61% | 5.24% | 5.22% | 4.64% | 9.43%Tu | 4.38%v | 1.11% | 7.50%Tx | 3.11% |
| Pensions Credit (Guaranteed Credit) | 250 | 243 | 55 | 9 | 8 | 3 | 53 | 31 | 61 | 14 | 1 | 3 | - | - | 162 | 32 | 65 | 19 | 46 | 99 | 124 | 17 | 136 | 108 |
| | 3.93%vx | 3.99% | 4.23% | 3.08% | 1.92% | 7.91% | 4.21% | 5.17%d | 4.44%d | 3.69% | 3.76% | 2.35% | - | - | 4.73%Tq | 7.28%To | 3.45% | 11.03%To | 5.12% | 9.05%Tu | 3.66%v | 1.30% | 6.73%Tx | 2.63% |
| Other | 245 | 239 | 48 | 12 | 22 | - | 48 | 22 | 58 | 9 | 2 | 5 | 3 | 1 | 110 | 12 | 63 | 3 | 32 | 62 | 148 | 25 | 135 | 106 |
| | 3.84%ov | 3.94% | 3.71% | 4.26% | 5.26% | - | 3.87% | 3.62% | 4.26% | 2.54% | 5.37% | 4.66% | 4.55% | 4.10% | 3.20% | 2.77% | 3.35% | 1.60% | 3.51% | 5.62%Tv | 4.37%Tv | 1.89% | 6.68%Tx | 2.58% |
| Income Support | 171 | 167 | 39 | 13 | 4 | - | 32 | 14 | 49 | 12 | - | - | 1 | - | 134 | 40 | 51 | 6 | 37 | 81 | 68 | 14 | 84 | 78 |
| | 2.68%uv | 2.74% | 3.02% | 4.44%dk | 1.08% | - | 2.52% | 2.35% | 3.57%d | 3.23% | - | - | 0.90% | - | 3.91%Tq | 9.18%To | 2.70% | 3.30% | 4.10%T | 7.40%Tu | 2.01% | 1.06% | 4.17%Tx | 1.90% |
| Universal Credit (and household has no other earnings) | 170 | 162 | 33 | 7 | 7 | 1 | 37 | 13 | 39 | 6 | - | 2 | 3 | 1 | 87 | 8 | 46 | 4 | 25 | 89 | 71 | 5 | 102 | 58 |
| | 2.67%uv | 2.66% | 2.57% | 2.47% | 1.59% | 1.71% | 2.94% | 2.11% | 2.87% | 1.63% | - | 1.83% | 5.78%d | 2.32% | 2.54% | 1.91% | 2.42% | 2.40% | 2.74% | 8.14%Tu | 2.08%v | 0.36% | 5.08%Tx | 1.41% |

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

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 178
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|------------------------|---------------------|--------|---------|-------------|-----------------|---------|---------------|------------------|---------------|------------------|--------------------|------------------|------------------------|------------------|---------|---------|---------------|-------------------------------------|----------------------|------------------------------|--------------------------------|---------|----------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Income-based Jobseeker's Allowance | 64 | 64 | 15 | 8 | 1 | 1 | 11 | 3 | 15 | 9 | - | - | - | 2 | 52 | 15 | 14 | 9 | 14 | 22 | 30 | 5 | 31 | 28 |
| | 1.00%vx | 1.05% | 1.15% | 2.97%Ta | 0.35% | 1.71% | 0.87% | 0.43% | 1.08% | 2.37%Tadg | - | - | - | 5.68% | 1.52%Tq | 3.51%To | 0.72% | 5.22%To | 1.58% | 1.97%Tu | 0.87% | 0.36% | 1.52%Tx | 0.69% |
| | | | | dgh | | | | | | | | | | | q | | qs | | v | | | | | |
| Pensions Credit (no Guaranteed Credit) | 52 | 51 | 8 | 1 | 4 | 4 | 11 | 8 | 9 | 4 | - | - | 1 | - | 41 | 5 | 16 | 10 | 11 | 20 | 28 | 4 | 27 | 24 |
| | 0.82%x | 0.84% | 0.62% | 0.52% | 0.86% | 13.45% | 0.89% | 1.39% | 0.66% | 1.02% | - | - | 1.13% | - | 1.20%T | 1.08% | 0.86% | 5.74%To | 1.16% | 1.79%Tu | 0.83% | 0.30% | 1.36%Tx | 0.57% |
| | | | | | | | | | | | | | | | | | pqs | | v | | | | | |
| None of these | 4411 | 4208 | 901 | 190 | 294 | 16 | 865 | 423 | 925 | 261 | 22 | 85 | 49 | 22 | 2319 | 277 | 1303 | 98 | 616 | 455 | 2404 | 1177 | 956 | 3318 |
| | 69.24%o | 69.21% | 69.40% | 66.97% | 71.15% | 51.14% | 69.24% | 69.89% | 67.64% | 70.45% | 63.94% | 74.93% | 83.75%T | 79.74% | 67.53%r | 63.43% | 69.24%p | 57.50% | 67.81%r | 41.40% | 70.83%T | 90.31%T | 47.47% | 80.81%Tw |
| | prt | | | | | | | | | | | | abcfghi | | | | r | | t | | tu | | | |
| Prefer not to say | 188 | 154 | 31 | 10 | 13 | 2 | 25 | 21 | 35 | 10 | 1 | 2 | - | 1 | 81 | 9 | 45 | 8 | 18 | 34 | 43 | 6 | 61 | 72 |
| | 2.95%ao | 2.53% | 2.42% | 3.39% | 3.05% | 5.74% | 2.01% | 3.46% | 2.54% | 2.73% | 2.76% | 1.51% | - | 1.89% | 2.36% | 2.00% | 2.41% | 4.90% | 2.04% | 3.05%uv | 1.28%v | 0.47% | 3.04%x | 1.76% |
| | uvx | | | | | | | | | | | | | | | | | | | | | | | |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 179
Financial Vulnerability Index (Using Q21)
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|---------------------------------------|---------------------------------|---------------------|---------------------|------------------------------|------------------------------|-----------------------------|----------------------|----------------------------|-----------------------------|-----------------------------|-----------------------|----------------------|--------------------|-----------------------|---------------------|---------------------|---------------------|---------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Most vulnerable | 1099 17.25% aghi jklnq | 486 15.64% | 608 18.75% Ta | 210 23.90% Tdfg hi | 182 17.09% hi | 239 24.21% Tdfg hi | 212 19.37% ghi | 124 13.52% i | 104 10.33% i | 28 6.56% | 164 9.49% | 246 13.67% j | 190 14.69% j | 499 32.22% Tjkl | 410 11.61% | 689 24.24% Tn | 929 18.06% Tq | 170 13.84% |
| Potentially vulnerable | 3394 53.27% cdej p | 1667 53.63% | 1720 53.07% | 268 30.45% | 482 45.30% c | 483 48.95% c | 578 52.74% cd | 581 63.33% Tcde f | 689 68.52% Tcde fg | 313 74.16% Tcde fg | 851 49.09% | 1026 57.09% Tj | 687 53.11% | 831 53.65% j | 1876 53.16% | 1517 53.40% | 2693 52.36% | 701 57.06% Tp |
| Least vulnerable | 1303 20.45% bghi mo | 705 22.70% Tb | 595 18.35% | 204 23.22% ghi | 303 28.47% Tcef ghi | 214 21.67% ghi | 238 21.77% ghi | 160 17.43% hi | 137 13.63% | 46 11.03% | 567 32.74% Tklm | 369 20.53% m | 290 22.43% m | 77 4.95% | 936 26.53% To | 367 12.90% | 1057 20.56% | 245 19.98% |
| Don't know/ Prefer not to give income | 576 9.03% aefg | 250 8.03% | 319 9.83% a | 197 22.42% Tdefg hi | 97 9.14% efg | 51 5.18% | 67 6.12% | 53 5.73% | 76 7.52% | 35 8.25% e | 151 8.69% | 156 8.71% | 126 9.77% | 142 9.19% | 307 8.70% | 269 9.45% | 463 9.01% | 112 9.12% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 180
Financial Vulnerability Index (Using Q21)
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---------------------------------------|------------------------------|----------------------|--------------------|--------------------|--------------------------|----------------------------|----------------------------|----------------------|----------------------------|------------------------------|-----------------------------|---------------------|---------------------|------------------------------|------------------------------|---------------------------|----------------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Most vulnerable | 1099 17.25% cdekopq | 976 18.26% Tbc | 71 13.29% | 36 11.89% | 16 8.37% | 71 13.29% | 60 23.72% Tek nop | 131 18.60% ekp | 104 20.07% eko | 129 23.12% Tek lnop | 82 17.98% p | 36 11.89% | 102 16.99% p | 158 18.77% eko | 136 15.56% p | 75 13.77% | 16 8.37% | 833 15.25% | 254 29.90% Tq |
| Potentially vulnerable | 3394 53.27% cd mpr | 2854 53.38% d | 292 54.89% d | 173 57.23% d | 75 39.28% | 292 54.89% mp | 137 54.17% mp | 376 53.39% mp | 283 54.43% mp | 291 52.36% mp | 280 61.19% Tgi mnp | 173 57.23% mp | 332 55.41% mp | 384 45.65% | 452 51.90% mp | 319 58.58% Tmn p | 75 39.28% | 3034 55.53% Tr | 341 40.17% |
| Least vulnerable | 1303 20.45% a ghijr | 1030 19.27% | 124 23.37% | 64 21.14% | 85 44.35% Tab c | 124 23.37% fgh ij | 39 15.36% | 118 16.79% | 83 15.95% | 86 15.38% | 56 12.20% | 64 21.14% j | 116 19.32% kj | 219 26.02% Tfg hijo | 212 24.32% Tfg hijo | 102 18.79% j | 85 44.35% Tef ghijklmno | 1150 21.06% Tr | 145 17.06% |
| Don't know/ Prefer not to give income | 576 9.03% q | 486 9.09% | 45 8.45% | 29 9.73% | 15 8.00% | 45 8.45% | 17 6.75% | 79 11.21% | 50 9.56% | 51 9.14% | 39 8.63% | 29 9.73% | 50 8.29% | 80 9.56% | 72 8.22% | 48 8.87% | 15 8.00% | 446 8.16% | 109 12.87% Tq |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 181
Financial Vulnerability Index (Using Q21)
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---------------------------------------|-----------------------|---------------------|----------------|--------------------|---------------|-----------------|----------------|----------------|------------------|----------------|-----------------|----------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Most vulnerable | 1099 17.25% | 908 17.20% | 197 15.25% | 59 23.98%Tabfhk | 68 18.31% | 17 41.02% | 183 16.42% | 108 19.73%b | 175 17.04% | 55 16.79% | 7 26.08% | 13 12.73% | 7 13.75% | 1 3.49% |
| Potentially vulnerable | 3394 53.27% | 2907 55.08%T | 735 57.04%T | 122 49.73% | 214 57.91% | 13 31.01% | 611 54.78% | 317 57.71% | 550 53.43% | 175 53.00% | 17 66.45% | 55 54.70% | 29 57.82% | 20 76.72% |
| Least vulnerable | 1303 20.45%g | 1052 19.93%g | 255 19.77%g | 36 14.63% | 69 18.79% | 6 15.49% | 234 20.95%g | 83 15.07% | 223 21.69%cg | 77 23.24%cg | 2 7.47% | 26 25.69%cg | 8 16.61% | 3 10.98% |
| Don't know/ Prefer not to give income | 576 9.03%ad | 411 7.79% | 102 7.94% | 29 11.66%d | 18 4.99% | 5 12.47% | 87 7.84% | 41 7.49% | 81 7.84% | 23 6.97% | - | 7 6.88% | 6 11.83% | 2 8.80% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 182
Financial Vulnerability Index (Using Q21)
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---------------------------------------|---------------------|---------------------|--------------------|--------------------|---------------------|------------------------|----------------------|--------------------------------|------------------|-------------------|---------------------|---------------|-----------------------------------|----------------------|-------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Most vulnerable | 1099 17.25% | 1089 17.27% | 42 18.01% | 176 15.74% | 103 24.24% wy | 15 30.42% Tnpstu | 161 15.60% | 85 15.53% | 102 17.07% | 82 18.92% | 137 17.94% | 23 18.07% | 12 10.38% | 89 21.34% psty | 15 14.60% |
| Potentially vulnerable | 3394 53.27% q | 3361 53.33% q | 134 57.72% q | 598 53.57% q | 196 45.91% | 24 49.71% | 547 52.96% q | 332 60.33% Tnpqsu vwz | 317 52.99% | 220 50.58% | 386 50.70% | 71 55.83% | 61 51.94% | 221 52.82% | 61 58.99% q |
| Least vulnerable | 1303 20.45% t | 1296 20.55% t | 36 15.68% | 237 21.22% t | 91 21.44% t | 7 14.57% | 239 23.12% Tot | 84 15.26% | 120 20.02% | 96 22.00% t | 173 22.76% ot | 23 18.37% | 42 35.46% Tnopqr stuvwzA | 77 18.34% | 15 14.76% |
| Don't know/ Prefer not to give income | 576 9.03% ny | 558 8.85% y | 20 8.58% y | 106 9.47% y | 36 8.41% y | 3 5.30% | 86 8.32% y | 49 8.89% y | 59 9.92% y | 37 8.50% y | 65 8.60% y | 10 7.73% | 3 2.22% | 31 7.50% | 12 11.65% y |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 183
Financial Vulnerability Index (Using Q21)
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|---------------------------------------|--|-----------------------------------|----------------------------|--------------------------------|----------------------------|-----------------|---------------------------------|----------------------------|----------------------------------|------------------------------------|------------------|------------------------------------|------------------|-----------------------|---------------------------------|---------------|----------------------------|-----------------------------------|-------------------------------------|--------------------------------|-------------------------------|------------------------------------|---------------------------------|-----------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Most vulnerable | 1099 17.25% ^a buvx | 1023 16.82% | 193 14.90% | 62 21.77% ^b f | 74 17.84% | 11 33.94% | 188 15.07% | 111 18.37% | 260 19.04% ^a bf | 58 15.58% | 8 24.04% | 15 13.47% | 6 10.85% | 1 3.33% | 630 18.34% ^T q | 79 18.08% | 315 16.75% | 53 31.32% ^T opqs | 173 19.09% | 1099 100.00% ^{Tuv} | - | - | 434 21.58% ^T x | 614 14.96% |
| Potentially vulnerable | 3394 53.27% ^h tv | 3290 54.11% ^T h | 726 55.91% ^h | 151 53.33% | 241 58.29% ^h | 12 36.16% | 693 55.46% ^h | 341 56.33% ^h | 686 50.17% | 196 52.75% | 20 60.08% | 56 49.71% | 35 60.92% | 22 80.49% | 1832 53.34% | 244 55.90% | 1015 53.91% | 81 47.53% | 475 52.35% | - | 3394 100.00% ^{Tv} | - | 1130 56.11% ^T | 2185 53.21% |
| Least vulnerable | 1303 20.45% ^c gtuw | 1263 20.78% ^T cg | 256 19.75% | 42 14.79% | 75 18.13% | 6 17.95% | 262 20.99% ^c g | 99 16.43% | 313 22.89% ^T cg | 97 26.06% ^T abcdg | 5 15.05% | 34 29.80% ^T abcdg | 12 20.38% | 2 5.91% | 717 20.88% ^r | 88 20.13% | 410 21.76% ^r | 24 13.87% | 187 20.58% | - | - | 1303 100.00% ^T tu | 287 14.28% | 986 24.02% ^{Tw} |
| Don't know/ Prefer not to give income | 576 9.03% ^{ad} iopqtuv x | 504 8.29% | 123 9.44% ^d | 29 10.11% | 24 5.74% | 4 11.95% | 106 8.48% | 54 8.87% | 108 7.91% | 21 5.61% | * 0.84% | 8 7.02% | 5 7.86% | 3 10.28% | 256 7.44% | 26 5.88% | 143 7.58% | 12 7.28% | 72 7.98% | - | - | - | 162 8.03% | 320 7.81% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 184
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|------------------------|------------------------|----------------------|----------------------|-------------------------|------------------------|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|----------------------|----------------------|------------------------|----------------------|----------------------|--------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Most vulnerable | 1812 | 761 | 1045 | 233 | 236 | 288 | 291 | 234 | 363 | 165 | 258 | 440 | 274 | 841 | 697 | 1114 | 1494 | 318 |
| | 28.44% _{adjk} | 24.48% | 32.23% _{Ta} | 26.50% | 22.21% | 29.22% _d | 26.59% | 25.56% | 36.10% _{Tcde} | 39.15% _{Tcde} | 14.87% | 24.48% _{kj} | 21.16% _j | 54.30% _{Tjkl} | 19.76% | 39.22% _{Tn} | 29.04% | 25.90% |
| Potentially vulnerable | 2947 | 1503 | 1440 | 252 | 483 | 457 | 530 | 511 | 506 | 208 | 829 | 921 | 658 | 539 | 1750 | 1197 | 2331 | 617 |
| | 46.26% _{bcmo} | 48.37% _{Tb} | 44.42% | 28.69% | 45.43% _c | 46.33% _c | 48.35% _c | 55.75% _{Tode} | 50.27% _{Tc} | 49.26% _c | 47.86% _m | 51.27% _{Tm} | 50.88% _{Tm} | 34.82% | 49.59% _{To} | 42.13% | 45.33% | 50.19% _{TP} |
| Least vulnerable | 1206 | 667 | 534 | 261 | 298 | 204 | 228 | 127 | 73 | 16 | 534 | 333 | 269 | 71 | 867 | 339 | 995 | 211 |
| | 18.93% _{bg} | 21.45% _{Tb} | 16.47% | 29.68% _{Tefg} | 28.05% _{Tefg} | 20.62% _{ghi} | 20.77% _{ghi} | 13.88% _{hi} | 7.21% _i | 3.73% | 30.82% _{Tklm} | 18.53% _m | 20.77% _m | 4.55% | 24.57% _{To} | 11.94% | 19.36% | 17.16% |
| Not assigned | 406 | 177 | 223 | 133 | 46 | 38 | 47 | 44 | 65 | 33 | 112 | 103 | 93 | 98 | 215 | 191 | 323 | 83 |
| | 6.37% _{def} | 5.70% | 6.89% | 15.13% _{Tdefg} | 4.31% | 3.83% | 4.30% | 4.81% | 6.41% _{de} | 7.86% _{defg} | 6.46% | 5.72% | 7.18% | 6.33% | 6.08% | 6.72% | 6.27% | 6.75% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 185
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|------------------------|-----------------------------|-----------------------|--------------------|--------------------|--------------------------|---------------------------|---------------------|-----------------------------|------------------------|----------------------|-----------------------------|---------------------|----------------------|-------------------------------------|---------------------------|----------------------|----------------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Most vulnerable | 1812 28.44% dkopq | 1583 29.61% Tcd | 139 26.13% d | 63 20.66% | 28 14.53% | 139 26.13% p | 80 31.74% kop | 228 32.43% Tek nop | 158 30.35% kop | 172 30.85% kop | 153 33.36% Tek nop | 63 20.66% | 187 31.18% kop | 249 29.61% kop | 230 26.40% p | 126 23.20% p | 28 14.53% | 1464 26.80% | 331 38.93% Tq |
| Potentially vulnerable | 2947 46.26% m r | 2466 46.12% | 251 47.22% | 157 51.97% d | 74 38.54% | 251 47.22% m | 119 46.93% m | 320 45.43% m | 254 48.85% mp | 270 48.58% mp | 223 48.73% mp | 157 51.97% mp | 284 47.37% m | 315 37.47% | 399 45.78% m | 282 51.88% Tmp | 74 38.54% | 2647 48.45% Tr | 285 33.58% |
| Least vulnerable | 1206 18.93% a ghij | 965 18.05% | 107 20.17% | 57 18.91% | 77 40.25% Tab c | 107 20.17% ghi j | 41 16.17% | 103 14.60% | 68 13.17% | 79 14.14% | 60 13.04% | 57 18.91% | 108 18.10% | 221 26.27% Tef ghijkl j | 187 21.46% ghi j | 98 18.03% | 77 40.25% Tef ghijklmno | 1025 18.76% | 170 20.03% |
| Not assigned | 406 6.37% lq | 333 6.22% | 34 6.48% | 26 8.46% | 13 6.68% | 34 6.48% l | 13 5.16% | 53 7.54% l | 40 7.63% l | 36 6.43% l | 22 4.87% | 26 8.46% l | 20 3.35% | 56 6.65% l | 55 6.36% l | 37 6.89% l | 13 6.68% | 327 5.99% | 63 7.47% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 186
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------------|-------------------------------|-----------------------------|--------------------------------|---------------|---|-----------------|-----------------------------|---------------------------------|----------------------------|----------------------------------|-----------------|----------------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Most vulnerable | 1812 28.44% ^b | 1516 28.73% ^b | 333 25.82% | 80 32.56% | 96 25.98% | 13 32.03% | 304 27.22% | 196 35.77% ^{Tabdfi} | 319 30.98% ^b | 83 25.02% | 9 35.92% | 25 25.40% | 19 37.32% | 6 21.40% |
| Potentially vulnerable | 2947 46.26% | 2511 47.59% ^T | 649 50.35% ^{Taghl} | 110 44.81% | 210 56.83% ^{Tacfghi kl} | 19 46.67% | 540 48.43% | 242 43.97% | 458 44.49% | 148 44.89% | 15 56.61% | 44 43.72% | 18 34.93% | 21 78.60% |
| Least vulnerable | 1206 18.93% ^{adg} | 954 18.07% ^g | 227 17.57% | 38 15.33% | 51 13.91% | 4 9.73% | 215 19.27% ^{dg} | 80 14.55% | 195 18.99% | 86 26.01% ^{Tabcdfgh} | 2 7.47% | 24 23.99% ^{dg} | 8 15.46% | - |
| Not assigned | 406 6.37% ^{ad} | 296 5.61% | 81 6.25% | 18 7.30% | 12 3.28% | 5 11.57% | 57 5.08% | 31 5.71% | 57 5.54% | 14 4.09% | - | 7 6.88% | 6 12.29% ^{dfli} | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 187
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------------|---------------------|------------------|---------------|----------------|------------------|-----------------|----------------|------------------|----------------|------------------|------------------|---------------|----------------|---------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Most vulnerable | 1812 28.44%n | 1782 28.27% | 73 31.50% | 293 26.25% | 141 33.13%npw | 15 29.57% | 286 27.67% | 164 29.88% | 163 27.17% | 123 28.21% | 197 25.84% | 32 25.39% | 29 24.80% | 133 31.77% | 31 30.48% |
| Potentially vulnerable | 2947 46.26% | 2931 46.50%T | 100 43.11% | 530 47.44% | 181 42.45% | 20 40.56% | 486 47.11% | 277 50.34%q | 281 46.98% | 190 43.55% | 346 45.42% | 65 50.85% | 55 46.67% | 192 45.98% | 49 47.44% |
| Least vulnerable | 1206 18.93%t | 1198 19.01%t | 43 18.33% | 222 19.86%t | 76 17.79% | 14 28.17%t | 199 19.24%t | 72 13.10% | 111 18.51%t | 101 23.14%t | 173 22.74%Tnt | 18 13.89% | 31 26.31%tx | 74 17.64% | 15 14.53% |
| Not assigned | 406 6.37%n | 392 6.23% | 16 7.06% | 72 6.46% | 28 6.64% | 1 1.70% | 62 5.98% | 37 6.67% | 44 7.34% | 22 5.09% | 46 6.00% | 13 9.87%y | 3 2.22% | 19 4.61% | 8 7.55% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 188
Financial Vulnerability Index (Using Working status, SEG and standard income)
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|------------------------|---------------------------------------|----------------------------------|----------------------------|-----------------------------------|---|-----------------|----------------------------|-------------------------------------|----------------------------------|-------------------------------------|------------------|------------------------------------|------------------|-------------------------|-----------------------------|---------------|----------------------------|-----------------------------------|-------------------------------------|----------------------------------|-----------------------------------|-----------------------------------|---------------------------------|----------------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Ware-house (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vul-erable (t) | Potenti ally vul-erable (u) | Least vul-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Most vulnerable | 1812 28.44% ^a bquvx | 1701 27.98% | 333 25.64% | 97 34.37% ^a bdfl | 101 24.44% | 15 46.27% | 326 26.08% | 205 33.89% ^T abdfl | 400 29.26% | 89 24.01% | 11 31.57% | 31 27.23% | 19 33.37% | 6 22.72% | 965 28.10% ^q | 110 25.24% | 482 25.60% | 74 43.50% ^T opqs | 286 31.54% ^o pq | 930 84.61% ^T uv | 795 23.43% ^v | 12 0.96% | 747 37.09% ^T x | 997 24.27% |
| Potentially vulnerable | 2947 46.26% ^r tv | 2860 47.04% ^T h | 632 48.68% ^h | 126 44.59% | 243 58.81% ^T abcdg kl | 12 37.00% | 612 49.00% ^h | 265 43.85% | 602 44.05% | 174 46.96% | 19 56.82% | 43 38.48% | 23 40.15% | 21 77.28% | 1585 46.13% ^r | 205 47.01% | 902 47.94% ^r | 64 37.29% | 399 43.93% | 121 11.00% | 2477 72.99% ^T tv | 279 21.38% ^t | 897 44.55% | 1967 47.91% ^T w |
| Least vulnerable | 1206 18.93% ^d luw | 1160 19.08% ^d | 240 18.46% ^d | 40 14.06% | 50 12.19% | 3 8.22% | 244 19.53% ^d | 97 16.07% | 288 21.04% ^c dg | 97 26.18% ^T abcdfg | 4 11.60% | 32 28.22% ^T abcdg | 11 19.66% | - | 702 20.44% ^T | 99 22.57% | 400 21.25% ^T | 25 14.39% | 171 18.84% | 36 3.32% | 111 3.27% | 1006 77.22% ^T tu | 263 13.06% | 910 22.15% ^T w |
| Not assigned | 406 6.37% ^{ai} oqluvwx | 358 5.90% ⁱ | 94 7.22% ⁱ | 20 6.99% ⁱ | 19 4.56% | 3 8.50% | 67 5.40% | 37 6.19% ⁱ | 77 5.65% | 11 2.85% | - | 7 6.07% | 4 6.82% | - | 183 5.33% | 23 5.18% | 98 5.21% | 8 4.82% | 52 5.69% | 12 1.08% ^u | 10 0.31% | 6 0.44% | 107 5.30% | 233 5.66% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 189
How many people under the age of 18 live in your household?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--------------------|------------------------------|-------------|---------------------|-----------------------------|------------------------------|-------------------------------|-------------------------|-----------------------------|------------------------------|------------------------------|---------------------|----------------------|------------------------|----------------------|----------------------|----------------------|---------------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| None | 4382 | 2133 | 2236 | 503 | 614 | 387 | 659 | 816 | 986 | 416 | 1183 | 1288 | 807 | 1104 | 2470 | 1911 | 3470 | 911 |
| | 68.77% ^{cd} lp | 68.62% | 69.00% | 57.24% ^e | 57.71% ^e | 39.22% | 60.13% ^e | 88.97% ^{Tcde} f | 97.98% ^{Tcde} fg | 98.73% ^{Tcde} fg | 68.25% ^l | 71.67% ^{TI} | 62.44% | 71.30% ^{TI} | 69.99% ^{To} | 67.27% | 67.48% | 74.18% ^{TP} |
| 1 | 947 | 492 | 451 | 224 | 170 | 212 | 252 | 73 | 12 | 4 | 274 | 280 | 206 | 187 | 554 | 393 | 790 | 157 |
| | 14.87% ^{ghim} | 15.83% | 13.91% | 25.45% ^{Tdgh} i | 15.98% ^{ghi} | 21.44% ^{Tdgh} i | 23.00% ^{Tdghi} | 8.00% ^{hi} | 1.18% | 1.06% | 15.81% ^m | 15.59% ^m | 15.96% ^m | 12.06% | 15.70% | 13.84% | 15.36% | 12.81% |
| 2 | 761 | 371 | 386 | 100 | 200 | 279 | 149 | 24 | 8 | 1 | 212 | 173 | 208 | 169 | 385 | 376 | 634 | 127 |
| | 11.95% ^{ghik} n | 11.94% | 11.89% | 11.42% ^{ghi} | 18.77% ^{Tcfg} hi | 28.29% ^{Tcdf} ghi | 13.59% ^{ghi} | 2.56% ^{hi} | 0.84% | 0.21% | 12.21% ^k | 9.65% | 16.06% ^{Tjkm} | 10.88% | 10.90% | 13.24% ^{Tn} | 12.33% | 10.35% |
| 3 | 211 | 77 | 134 | 31 | 59 | 88 | 32 | 2 | - | - | 50 | 42 | 54 | 66 | 92 | 119 | 184 | 27 |
| | 3.32% ^{caghi} nq | 2.48% | 4.13% ^{Ta} | 3.48% ^{ghi} | 5.53% ^{Tfghi} | 8.87% ^{Tcdfg} hi | 2.96% ^{ghi} | 0.21% | - | - | 2.88% | 2.34% | 4.15% ^k | 4.24% ^k | 2.61% | 4.20% ^{Tn} | 3.58% ^{Tq} | 2.24% |
| 4 | 52 | 27 | 25 | 16 | 15 | 15 | 3 | 2 | - | - | 12 | 10 | 13 | 18 | 22 | 31 | 49 | 4 |
| | 0.82% ^{hq} | 0.88% | 0.78% | 1.87% ^{Tfghi} | 1.46% ^{Tfghi} | 1.49% ^{Tfghi} | 0.32% | 0.25% | - | - | 0.70% | 0.53% | 1.01% | 1.14% | 0.62% | 1.08% | 0.95% | 0.31% |
| 5 | 8 | 2 | 6 | 1 | 2 | 5 | - | - | - | - | - | 1 | 4 | 3 | 1 | 7 | 7 | 1 |
| | 0.13% ⁿ | 0.07% | 0.18% | 0.14% | 0.18% | 0.50% ^{TI} | - | - | - | - | - | 0.07% | 0.31% ^j | 0.18% | 0.04% | 0.24% | 0.13% | 0.12% |
| 6+ | 9 | 6 | 4 | 3 | 4 | 2 | - | - | - | - | 3 | 3 | 1 | 3 | 5 | 4 | 9 | - |
| | 0.14% | 0.18% | 0.11% | 0.39% | 0.38% | 0.18% | - | - | - | - | 0.15% | 0.15% | 0.07% | 0.19% | 0.15% | 0.14% | 0.18% | - |
| Mean | 0.54 ^{ghiknq} | 0.52 | 0.55 | 0.69 ^{Tghi} | 0.80 ^{Tfghi} | 1.14 ^{Tcdfgh} i | 0.60 ^{Tghi} | 0.15 ^{hi} | 0.03 | 0.01 | 0.53 ^k | 0.46 | 0.67 ^{Tjkm} | 0.53 ^k | 0.49 | 0.59 ^{Tn} | 0.56 ^{Tq} | 0.42 |
| Standard deviation | 0.93 | 0.92 | 0.95 | 1.02 | 1.13 | 1.13 | 0.85 | 0.47 | 0.21 | 0.14 | 0.89 | 0.87 | 1.00 | 0.98 | 0.88 | 0.99 | 0.96 | 0.80 |
| Standard error | 0.01 | 0.02 | 0.02 | 0.04 | 0.03 | 0.04 | 0.03 | 0.02 | 0.01 | 0.01 | 0.02 | 0.02 | 0.03 | 0.03 | 0.01 | 0.02 | 0.01 | 0.02 |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 190
How many people under the age of 18 live in your household?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|--------------------|------------------------------------|----------------------------|---------------|---------------|-------------------------|----------------------------------|----------------------------|---------------------------------------|----------------------------|---|----------------------------|----------------------------------|----------------------------------|---------------------------------------|----------------------------------|----------------------------------|--------------------------|-----------------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| None | 4382 68.77% ^a imr | 3642 68.12% | 388 72.95% | 221 73.15% | 131 68.44% | 388 72.95% ^g im | 177 69.62% ⁱ | 466 66.13% | 360 69.26% ^h | 340 61.21% | 317 69.24% ^j | 221 73.15% ^k im | 423 70.59% ^l im | 544 64.69% | 624 71.61% ⁿ im | 392 72.05% ^o im | 131 68.44% | 3923 71.82% ^q Tr | 408 48.01% |
| 1 | 947 14.87% ^o q | 801 14.98% | 77 14.44% | 39 12.76% | 31 16.29% | 77 14.44% | 46 18.30% ^{lo} | 107 15.12% | 78 14.96% | 111 20.01% ^l Tek Imno | 73 16.00% | 39 12.76% | 73 12.26% | 123 14.63% | 127 14.61% | 62 11.39% | 31 16.29% | 746 13.66% | 197 23.14% ^{Tq} |
| 2 | 761 11.95% ^q | 644 12.05% | 60 11.36% | 36 12.02% | 20 10.61% | 60 11.36% | 22 8.48% | 84 11.96% | 59 11.33% | 71 12.72% | 52 11.36% | 36 12.02% | 73 12.12% | 132 15.73% ^T Th n | 89 10.23% | 63 11.54% | 20 10.61% | 599 10.96% | 158 18.64% ^{Tq} |
| 3 | 211 3.32% ^{be} q | 195 3.65% ^{Tb} | 4 0.66% | 5 1.58% | 8 4.28% ^b | 4 0.66% | 8 3.03% ^{ee} | 39 5.60% ^T ejk mn | 18 3.44% ^{ee} | 28 5.04% ^T ekn | 11 2.32% | 5 1.58% | 25 4.15% ^{ee} | 26 3.11% ^{ee} | 18 2.11% | 22 4.03% ^{ee} | 8 4.28% ^{ee} | 143 2.63% | 68 8.00% ^{Tq} |
| 4 | 52 0.82% ^q | 48 0.91% | 3 0.49% | 1 0.49% | - | 3 0.49% | 1 0.57% | 8 1.14% | 5 1.02% | 4 0.68% | 5 1.08% | 1 0.49% | 2 0.35% | 8 1.01% | 9 1.02% | 5 1.00% | - | 38 0.69% | 15 1.74% ^{Tq} |
| 5 | 8 0.13% | 7 0.14% | - | - | 1 0.38% | - | - | - | - | 2 0.34% | - | - | 3 0.46% | - | 3 0.31% | - | 1 0.38% | 8 0.15% | - |
| 6+ | 9 0.14% ^q | 9 0.16% | * 0.09% | - | - | * 0.09% | - | * 0.05% | - | - | - | - | * 0.07% | 7 0.83% ^T | 1 0.12% | - | - | 5 0.10% | 4 0.47% ^q |
| Mean | 0.54 ^{beq} | 0.55 ^{Tb} | 0.42 | 0.43 | 0.52 | 0.42 | 0.47 | 0.61 ^{ekn} | 0.52 | 0.65 ^T efhj kno | 0.50 | 0.43 | 0.53 | 0.65 ^T efhj kno | 0.48 | 0.51 | 0.52 | 0.48 | 0.94 ^{Tq} |
| Standard deviation | 0.93 | 0.95 | 0.77 | 0.80 | 0.89 | 0.77 | 0.82 | 0.99 | 0.90 | 0.97 | 0.86 | 0.80 | 0.95 | 1.09 | 0.91 | 0.92 | 0.89 | 0.89 | 1.13 |
| Standard error | 0.01 | 0.01 | 0.03 | 0.05 | 0.06 | 0.03 | 0.05 | 0.04 | 0.04 | 0.04 | 0.04 | 0.05 | 0.04 | 0.04 | 0.03 | 0.04 | 0.06 | 0.01 | 0.04 |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 191
How many people under the age of 18 live in your household?
Base: All respondents

| | O.1 Landline supplier | | | | | | | | | | | | | |
|--------------------|-----------------------|---------------------|---------------------|-------------------|---------------------|-----------------|----------------------|---------------------|------------------|---------------------|-----------------|----------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| None | 4382 68.77%cfi | 3628 68.75%cfi | 926 71.82%Tactfi | 152 61.77% | 287 77.73%Tactfi | 28 67.20% | 689 61.78% | 405 73.76%Tactfi | 717 69.69%cfi | 194 58.65% | 17 64.83% | 72 72.68%ci | 41 79.66%cfi | 20 76.52% |
| 1 | 947 14.87%d | 791 14.98%d | 185 14.37%d | 38 15.45%d | 25 6.89% | 6 13.96% | 217 19.44%Tabdghl | 67 12.11%d | 131 12.73%d | 78 23.70%Tabcdgh | 3 12.61% | 20 20.29%d | 4 6.95% | 5 19.82% |
| 2 | 761 11.95% | 627 11.88% | 138 10.68% | 41 16.72%abgk | 48 12.95% | 8 18.83% | 148 13.28% | 56 10.17% | 125 12.12% | 36 11.03% | 6 22.56% | 6 6.35% | 6 11.44% | 1 3.66% |
| 3 | 211 3.32% | 181 3.44% | 34 2.66% | 6 2.59% | 9 2.43% | - | 48 4.35% | 20 3.61% | 40 3.89% | 17 5.26%b | - | 1 0.68% | 1 1.95% | - |
| 4 | 52 0.82% | 42 0.80% | 5 0.41% | 9 3.48%Tabdfgh | - | - | 12 1.08% | 2 0.35% | 11 1.02% | 4 1.24% | - | - | - | - |
| 5 | 8 0.13%a | 3 0.05% | - | - | - | - | - | - | 3 0.25%a | - | - | - | - | - |
| 6+ | 9 0.14% | 5 0.10% | 1 0.07% | - | - | - | 1 0.08% | - | 3 0.29% | * 0.13% | - | - | - | - |
| Mean | 0.54bdg | 0.53bdg | 0.46 | 0.71Tabdgkl | 0.40 | 0.52 | 0.64Tabdgk | 0.45 | 0.56bd | 0.67Tabdgkl | 0.58 | 0.35 | 0.36 | 0.27 |
| Standard deviation | 0.93 | 0.92 | 0.86 | 1.06 | 0.80 | 0.80 | 0.97 | 0.84 | 0.99 | 0.98 | 0.85 | 0.63 | 0.77 | 0.53 |
| Standard error | 0.01 | 0.01 | 0.02 | 0.07 | 0.04 | 0.14 | 0.03 | 0.04 | 0.03 | 0.05 | 0.16 | 0.06 | 0.10 | 0.11 |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 192
How many people under the age of 18 live in your household?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------|---------------------|------------------|---------------|-----------------|------------------|------------------------------|-----------------|---------------------------|-----------------|------------------|----------------|----------------|----------------------------|-----------------------------|---------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| None | 4382 68.77%nrwz | 4325 68.61%rz | 147 63.41% | 758 67.85%rz | 310 72.66%orz | 23 47.60% | 719 69.65%rz | 408 74.22%Tnopru wz | 396 66.20%rz | 300 68.82%rz | 495 65.03%r | 90 70.55%rz | 97 82.26%Tnoprs uvwz | 247 59.00% | 73 70.89%r |
| 1 | 947 14.87% | 945 15.00%T | 40 17.23% | 181 16.17%q | 49 11.38% | 15 30.56%Tnpqst uvwyzA | 147 14.21% | 81 14.66% | 91 15.25% | 62 14.24% | 125 16.44%q | 20 15.39% | 12 9.96% | 64 15.35% | 13 12.33% |
| 2 | 761 11.95%t | 757 12.00%t | 38 16.29%t | 136 12.15% | 50 11.61% | 5 10.46% | 120 11.64% | 46 8.34% | 78 13.03%t | 47 10.84% | 99 13.05%t | 16 12.52% | 9 7.78% | 81 19.44%Tnpqst uvwxy | 10 10.24% |
| 3 | 211 3.32% | 208 3.30% | 4 1.53% | 32 2.91% | 12 2.77% | 6 11.38%Tnopqst xy | 34 3.30% | 12 2.12% | 26 4.40%y | 17 3.99% | 32 4.23%y | 2 1.53% | - | 24 5.67%Tnoply | 6 6.17%y |
| 4 | 52 0.82% | 51 0.81% | 4 1.54% | 10 0.87% | 4 0.93% | - | 10 0.94% | 2 0.43% | 7 1.12% | 5 1.07% | 7 0.94% | - | - | 1 0.34% | * 0.37% |
| 5 | 8 0.13% | 8 0.13% | - | - | 3 0.65%Tnp | - | 2 0.21% | 1 0.23% | - | 2 0.43% | - | - | - | - | - |
| 6+ | 9 0.14% | 9 0.15% | - | 1 0.05% | - | - | 1 0.05% | - | - | 3 0.61%Tn | 2 0.31% | - | - | 1 0.20% | - |
| Mean | 0.54ty | 0.54ty | 0.61ty | 0.53ty | 0.50y | 0.86pqtxy | 0.53ty | 0.41 | 0.59ty | 0.58ty | 0.61Tnty | 0.45 | 0.26 | 0.74Tnpqstux y | 0.53y |
| Standard deviation | 0.93 | 0.93 | 0.92 | 0.89 | 0.94 | 1.02 | 0.93 | 0.80 | 0.95 | 1.05 | 1.02 | 0.77 | 0.59 | 1.05 | 0.94 |
| Standard error | 0.01 | 0.01 | 0.06 | 0.03 | 0.05 | 0.15 | 0.03 | 0.03 | 0.04 | 0.05 | 0.04 | 0.07 | 0.05 | 0.05 | 0.09 |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 193
How many people under the age of 18 live in your household?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--------------------|---------------------------|-------------------------|--------------------|---------------------|------------------------------|-----------------|------------------------------|----------------------------|-------------------------|----------------------------|------------------|------------------------|-------------------|-----------------------|-------------------------|---------------------------|-------------------------|---------------|-------------------------------------|--------------------------|----------------------------|--------------------------------|---------------------|---------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (n) | BT (o) | Sky (p) | Talk-Talk (q) | Virgin Media (r) | Most vulnerable (s) | Potentially vulnerable (t) | Least vulnerable (u) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| None | 4382 68.77% iopqtx | 4167 68.55% i | 905 69.70% i | 193 68.00% i | 319 77.24% T abcfhi | 19 58.90% | 780 62.41% | 444 73.40% T afhi | 931 68.12% f i | 219 58.92% | 24 69.64% | 86 76.32% f i | 47 80.81% a | 19 66.87% | 2147 62.52% p | 244 55.85% | 1158 61.49% | 109 64.09% | 613 67.50% o | 497 45.21% t | 2498 73.61% T t | 993 76.20% T x | 1488 73.90% T | 2738 66.69% |
| 1 | 947 14.87% vd | 906 14.90% d | 196 15.07% d | 42 14.68% d | 32 7.82% | 3 10.14% | 236 18.86% T abdghi | 83 13.70% d | 186 13.59% d | 74 19.95% T adghi | 4 11.44% | 20 17.49% d | 4 6.08% | 8 29.64% | 615 17.91% T s | 103 23.51% T ors | 355 18.85% T s | 26 15.09% | 125 13.80% | 170 15.50% | 535 15.76% v | 158 12.14% | 274 13.59% | 638 15.54% |
| 2 | 761 11.95% g uww | 743 12.22% T g | 158 12.14% | 35 12.30% | 49 11.95% | 8 26.47% | 168 13.42% gk | 54 8.96% | 174 12.75% g | 60 16.29% T agk | 6 18.92% | 6 5.60% | 7 11.40% | 1 3.49% | 490 14.27% T o | 78 17.91% T | 259 13.74% T | 27 15.57% | 120 13.20% | 254 23.08% Tu v | 320 9.43% | 115 8.84% | 177 8.79% | 534 13.01% Tw |
| 3 | 211 3.32% u | 199 3.27% | 34 2.61% | 5 1.68% | 12 2.99% | - | 52 4.16% | 20 3.28% | 55 4.05% | 14 3.77% | - | 1 0.60% | 1 1.71% | - | 137 3.99% Tp | 8 1.87% | 91 4.86% To | 6 3.31% | 32 3.48% | 123 11.23% Tu v | 41 1.21% | 32 2.43% u | 60 2.99% | 145 3.54% |
| 4 | 52 0.82% bu v | 48 0.79% b | 3 0.27% | 8 2.79% Tabdg | - | 1 4.49% | 14 1.09% b | 4 0.65% | 14 1.04% b | 4 0.96% | - | - | - | - | 36 1.05% | 3 0.66% | 17 0.91% | 3 1.94% | 13 1.40% | 42 3.85% Tuv | - | 3 0.19% u | 10 0.49% | 39 0.95% |
| 5 | 8 0.13% | 7 0.11% | 3 0.21% | - | - | - | - | 3 0.19% | - | - | - | - | - | - | 4 0.12% | - | 1 0.08% | - | 3 0.29% | 8 0.73% Tuv | - | - | 2 0.09% | 5 0.12% |
| 6+ | 9 0.14% | 9 0.15% | - | 2 0.54% b | - | - | 1 0.07% | - | 4 0.26% | * 0.11% | - | - | - | - | 5 0.15% | 1 0.21% | 1 0.07% | - | 3 0.33% | 4 0.40% u | - | 3 0.21% u | 3 0.15% | 6 0.15% |
| Mean | 0.54dgk uww | 0.54dgk | 0.49k | 0.60dgk | 0.41 | 0.81 | 0.63Tab dgkl | 0.44 | 0.58bdg k | 0.68Tab dgkl | 0.49 | 0.30 | 0.34 | 0.37 | 0.64T | 0.70T | 0.65T | 0.64 | 0.60 | 1.17Tuv | 0.38 | 0.39 | 0.43 | 0.58Tw |
| Standard deviation | 0.93 | 0.93 | 0.85 | 1.13 | 0.81 | 1.12 | 0.96 | 0.84 | 0.99 | 0.97 | 0.80 | 0.60 | 0.75 | 0.56 | 0.99 | 0.98 | 0.98 | 0.99 | 1.02 | 1.32 | 0.71 | 0.80 | 0.85 | 0.96 |
| Standard error | 0.01 | 0.01 | 0.02 | 0.07 | 0.04 | 0.21 | 0.03 | 0.03 | 0.03 | 0.05 | 0.14 | 0.05 | 0.09 | 0.11 | 0.02 | 0.05 | 0.02 | 0.08 | 0.04 | 0.04 | 0.01 | 0.02 | 0.02 | 0.02 |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 194
How many people aged 18 and over live in your household?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--------------------|-------------------------------------|----------------|----------------|--------------------------------------|-----------------------------------|-------------------------------|-------------------------------------|-----------------------------|-------------------------------------|-------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|----------------|----------------|------------------------------|-----------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| 1 | 1605 25.20%cdj q | 749 24.09% | 855 26.37% | 89 10.12% | 189 17.79% ^c | 246 24.89% ^{cd} | 303 27.65% ^{cd} | 243 26.46% ^{cd} | 360 35.73% ^{Tcde} fg | 176 41.78% ^{Tcde} fg | 373 21.52% ^l | 537 29.90% ^{Tj} | 169 13.10% | 526 33.96% ^{Tjkl} | 910 25.78% | 695 24.47% | 1353 26.31% ^{Tq} | 252 20.54% |
| 2 | 3278 51.46% ^{cfkm} p | 1621 52.14% | 1645 50.76% | 277 31.52% | 622 58.45% ^{Tcf} | 592 59.99% ^{Tcfg} | 502 45.86% ^c | 489 53.34% ^{cf} | 567 56.36% ^{Tcf} | 229 54.23% ^{cf} | 913 52.68% ^{km} | 867 48.26% | 796 61.54% ^{Tjkm} | 703 45.38% | 1780 50.43% | 1498 52.74% | 2573 50.03% | 706 57.45% ^{Tp} |
| 3 | 918 14.41% ^{ehi} | 471 15.16% | 445 13.73% | 263 29.86% ^{Tdef} ghi | 132 12.39% ^{hi} | 112 11.38% ^{hi} | 206 18.79% ^{Tdeg} hi | 131 14.23% ^{hi} | 60 6.01% | 14 3.37% | 272 15.71% | 235 13.08% | 210 16.21% ^{km} | 201 12.99% | 507 14.37% | 411 14.46% | 722 14.04% | 196 15.96% |
| 4 | 394 6.19% ^{ehiq} | 186 5.99% | 204 6.30% | 163 18.49% ^{Tdefg} hi | 80 7.48% ^{ehi} | 29 2.89% ⁱ | 58 5.32% ^{ehi} | 48 5.18% ^{ehi} | 16 1.63% | 1 0.33% | 112 6.46% | 111 6.18% | 89 6.88% | 82 5.31% | 223 6.32% | 171 6.02% | 338 6.57% ^{Tq} | 56 4.58% |
| 5 | 119 1.87% ^{eghio} q | 56 1.80% | 62 1.91% | 61 6.95% ^{Tdefgh} hi | 24 2.24% ^{eghi} | 5 0.50% | 23 2.10% ^{eghi} | 5 0.58% ^h | - - | 1 0.29% | 47 2.72% ^{Tl} | 31 1.75% | 15 1.19% | 25 1.64% | 79 2.23% | 41 1.44% | 107 2.08% ^{Tq} | 12 1.00% |
| 6+ | 56 0.88% ^{gh} | 26 0.83% | 30 0.92% | 27 3.06% ^{Tefgh} i | 18 1.65% ^{Tefgh} i | 3 0.35% | 3 0.29% | 2 0.21% | 3 0.27% | - - | 16 0.91% | 15 0.83% | 14 1.07% | 11 0.72% | 31 0.87% | 25 0.88% | 50 0.97% | 6 0.48% |
| Mean | 2.11 ^{eghikm} | 2.13 | 2.10 | 2.93 ^{Tdefgh} i | 2.24 ^{Tefghi} | 1.95 ^{hi} | 2.09 ^{ehi} | 2.01 ^{hi} | 1.75 ⁱ | 1.63 | 2.20 ^{Tkm} | 2.05 | 2.26 ^{Tkm} | 1.98 | 2.12 | 2.11 | 2.12 | 2.10 |
| Standard deviation | 1.01 | 1.00 | 1.02 | 1.33 | 1.07 | 0.76 | 0.96 | 0.84 | 0.68 | 0.60 | 1.04 | 1.03 | 0.93 | 1.00 | 1.04 | 0.98 | 1.05 | 0.85 |
| Standard error | 0.01 | 0.02 | 0.02 | 0.05 | 0.03 | 0.02 | 0.03 | 0.03 | 0.02 | 0.03 | 0.02 | 0.02 | 0.03 | 0.02 | 0.02 | 0.02 | 0.01 | 0.02 |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 195
How many people aged 18 and over live in your household?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--------------------|----------------------------|---------------------|---------------------------|--------------------|----------------------|-------------------------------|----------------------|--------------------|---------------------------|-------------------------------|---------------------|---------------------|---------------------|-----------------------------|---------------------|---------------------|----------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| 1 | 1605 25.20% d ipr | 1344 25.13% d | 172 32.32% Tac d | 62 20.51% | 28 14.63% | 172 32.32% Tij kinop | 50 19.54% | 166 23.51% p | 143 27.58% fik p | 105 18.84% | 116 25.30% ip | 62 20.51% | 153 25.57% ip | 250 29.77% Tig ikp | 227 26.03% ip | 134 24.68% ip | 28 14.63% | 1446 26.46% Tr | 149 17.51% |
| 2 | 3278 51.46% m r | 2732 51.11% | 256 48.12% | 174 57.34% b | 117 61.09% Tab | 256 48.12% m | 133 52.38% m | 380 53.98% m | 280 53.90% m | 303 54.39% m | 239 52.22% m | 174 57.34% em | 309 51.48% m | 349 41.49% | 444 50.90% m | 297 54.66% m | 117 61.09% Tel mn | 2935 53.73% Tr | 317 37.39% |
| 3 | 918 14.41% q | 768 14.37% | 74 13.92% | 45 14.75% | 31 16.37% | 74 13.92% | 40 15.75% | 104 14.79% | 67 12.91% | 81 14.50% | 59 12.93% | 45 14.75% | 93 15.54% | 129 15.31% | 128 14.64% | 68 12.44% | 31 16.37% | 718 13.14% | 188 22.16% Tq |
| 4 | 394 6.19% be q | 346 6.47% b | 20 3.79% | 16 5.22% | 12 6.43% | 20 3.79% | 18 7.29% | 36 5.15% | 21 3.98% | 29 5.17% | 37 8.06% eh | 16 5.22% | 34 5.64% | 80 9.55% Tegh iki | 56 6.42% | 35 6.45% | 12 6.43% | 281 5.14% | 106 12.51% Tq |
| 5 | 119 1.87% q | 107 2.01% | 8 1.51% | 4 1.39% | - - | 8 1.51% | 9 3.71% jnop | 16 2.34% | 8 1.62% | 25 4.46% Tehj klmnop | 5 0.99% | 4 1.39% | 8 1.33% | 19 2.25% | 11 1.21% | 6 1.14% | - - | 57 1.04% | 61 7.16% Tq |
| 6+ | 56 0.88% q | 49 0.91% | 2 0.34% | 2 0.80% | 3 1.49% | 2 0.34% | 3 1.34% ht | 2 0.23% | - - | 15 2.64% Tegh jino | 2 0.50% | 2 0.80% | 3 0.43% | 14 1.62% Tgh | 7 0.81% | 3 0.63% | 3 1.49% ht | 26 0.47% | 28 3.28% Tq |
| Mean | 2.11 beh q | 2.13 b | 1.96 | 2.12 b | 2.21 b | 1.96 | 2.29 Tegh jino | 2.10 e | 1.98 | 2.32 Tegh kino | 2.09 | 2.12 e | 2.08 | 2.19 Teh | 2.09 e | 2.07 | 2.21 eh | 2.02 | 2.69 Tq |
| Standard deviation | 1.01 | 1.02 | 0.96 | 0.90 | 0.88 | 0.96 | 1.12 | 0.91 | 0.84 | 1.24 | 0.93 | 0.90 | 0.97 | 1.19 | 0.97 | 0.94 | 0.88 | 0.89 | 1.44 |
| Standard error | 0.01 | 0.01 | 0.04 | 0.05 | 0.06 | 0.04 | 0.07 | 0.03 | 0.04 | 0.05 | 0.04 | 0.05 | 0.04 | 0.04 | 0.03 | 0.04 | 0.06 | 0.01 | 0.05 |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 196
How many people aged 18 and over live in your household?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--------------------|-------------------------------|----------------------------------|------------------------------|-----------------------------|---------------------------------|-----------------|----------------------------------|---------------------------------|---------------------------------|-------------------------------|-----------------|---------------------------|---------------------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| 1 | 1605 25.20% ^a h | 1260 23.88% ^h | 301 23.32% | 47 19.09% | 110 29.82% ^a bcdh | 16 37.97% | 226 20.22% | 184 33.48% ^a bcdh | 199 19.34% | 77 23.27% | 3 11.58% | 28 28.36% | 29 57.41% ^a bcdg hik | 10 36.48% |
| 2 | 3278 51.46% | 2769 52.48% ^T | 682 52.88% | 128 51.90% | 214 57.81% ^T ghil | 15 35.14% | 628 56.32% ^T aghil | 271 49.28% | 515 50.00% | 161 48.74% | 19 71.24% | 52 51.69% | 20 38.40% | 15 57.57% |
| 3 | 918 14.41% ^d g | 764 14.48% ^d g | 197 15.29% ^d g | 45 18.30% ^d g | 32 8.61% ^l | 9 20.82% | 191 17.12% ^T adg | 47 8.53% ^l | 156 15.15% ^d g | 61 18.32% ^d g | 2 6.91% | 12 12.50% ^l | - | - |
| 4 | 394 6.19% ^d f | 336 6.37% ^d f | 78 6.04% | 21 8.47% ^d f | 11 3.08% | 3 6.07% | 48 4.31% | 39 7.01% ^d f | 97 9.41% ^T abdf | 20 6.13% | 3 10.28% | 7 7.45% | 2 4.19% | 2 5.95% |
| 5 | 119 1.87% | 104 1.97% | 23 1.79% | 2 0.95% | 3 0.69% | - | 18 1.62% | 7 1.33% | 46 4.50% ^T abcdfg | 4 1.34% | - | - | - | - |
| 6+ | 56 0.88% | 43 0.81% | 9 0.69% | 3 1.29% | - | - | 4 0.40% | 2 0.36% | 16 1.60% ^T adf | 7 2.20% ^T abdfg | - | - | - | - |
| Mean | 2.11 ^d g | 2.13 ^T d ^g | 2.12 ^d g | 2.25 ^d g | 1.87 ^l | 1.95 | 2.12 ^d g | 1.95 ^l | 2.36 ^T abdfgkl | 2.24 ^d g | 2.16 | 1.99 ^l | 1.51 | 1.75 |
| Standard deviation | 1.01 | 1.00 | 0.95 | 1.02 | 0.74 | 0.92 | 0.86 | 0.94 | 1.21 | 1.24 | 0.77 | 0.84 | 0.72 | 0.75 |
| Standard error | 0.01 | 0.01 | 0.03 | 0.07 | 0.04 | 0.16 | 0.03 | 0.04 | 0.04 | 0.07 | 0.15 | 0.08 | 0.09 | 0.15 |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 197
How many people aged 18 and over live in your household?
Base: All respondents

| | O.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------|------------------------|------------------------|-----------------------|-----------------|--------------------------|------------------------------|-------------------|-----------------------|-----------------------|--------------------------|------------------------|----------------------------|--------------------------|------------------|----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| 1 | 1605 25.20%z | 1585 25.14%z | 46 19.91% | 282 25.21% | 128 30.13%Tnorvx z | 6 13.10% | 272 26.35%z | 136 24.73% | 155 25.85% | 97 22.37% | 191 25.09% | 22 17.41% | 37 31.16%orxz | 85 20.35% | 32 31.43%xz |
| 2 | 3278 51.46%qv | 3245 51.48%qv | 128 55.09%q | 602 53.92%qv | 194 45.61% | 24 49.34% | 565 54.76%Tnqv | 280 50.99% | 303 50.60% | 199 45.74% | 393 51.66% | 63 49.48% | 53 44.57% | 223 53.37% | 54 52.78% |
| 3 | 918 14.41% <u>s</u> | 908 14.40% <u>s</u> | 38 16.41% <u>s</u> | 149 13.30% | 64 15.08% <u>s</u> | 8 16.67% | 110 10.62% | 94 17.03% <u>s</u> | 87 14.56% <u>s</u> | 80 18.40%Tnps | 116 15.23% <u>s</u> | 22 17.36% | 13 11.44% | 76 18.25%Tnps | 9 8.90% |
| 4 | 394 6.19% | 393 6.23% | 17 7.15% | 67 6.03% | 24 5.56% | 6 12.82% | 59 5.72% | 31 5.64% | 36 6.06% | 27 6.24% | 40 5.32% | 16 12.70%Tnpqstu vwz | 8 6.60% | 24 5.76% | 7 6.58% |
| 5 | 119 1.87% <u>p</u> | 118 1.87% <u>p</u> | 3 1.19% | 10 0.86% | 12 2.85% <u>p</u> | 1 1.04% | 18 1.72% | 7 1.26% | 10 1.60% | 24 5.54%Tnopstu wz | 13 1.74% | 3 2.55% | 7 6.24%Tnopstu wzA | 8 1.91% | * 0.31% |
| 6+ | 56 0.88% | 55 0.87% | 1 0.25% | 7 0.67% | 3 0.77% | 3 7.03%Tnopqst uvwxyzA | 9 0.84% | 2 0.35% | 8 1.34% | 7 1.72% | 7 0.97% | 1 0.50% | - | 1 0.35% | - |
| Mean | 2.11 <u>s</u> | 2.12 <u>s</u> | 2.16 | 2.07 | 2.08 | 2.66Tnopqstu wyzA | 2.05 | 2.09 | 2.11 | 2.32Tnpqstu A | 2.11 | 2.35Tnpqstu A | 2.12 | 2.17A | 1.92 |
| Standard deviation | 1.01 | 1.01 | 0.89 | 0.96 | 1.06 | 1.46 | 0.97 | 0.91 | 1.02 | 1.17 | 1.05 | 1.02 | 1.12 | 0.91 | 0.83 |
| Standard error | 0.01 | 0.01 | 0.06 | 0.03 | 0.05 | 0.21 | 0.03 | 0.04 | 0.04 | 0.06 | 0.04 | 0.09 | 0.10 | 0.04 | 0.08 |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 198
How many people aged 18 and over live in your household?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--------------------|-------------------------------------|--------------------------|--------------------------|----------------------|----------------------------|-----------------|-----------------------------|-----------------------------|----------------------------|---------------------------|------------------|--------------------|------------------------------------|-------------------------|--------------------------|--------------------|--------------------------|---------------|-------------------------------------|----------------------------|------------------------------|--------------------------------|-------------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (l) | Now Broad-band (k) | Shell Energy (j) | Util-ity Ware-house (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| 1 | 1605 25.20% a bfhopsq x | 1503 24.72% f h | 291 22.41% | 77 27.12% f | 128 30.93% T abfh | 9 27.84% | 245 19.63% | 201 33.17% T abfhi | 298 21.79% | 95 25.49% f | 3 8.87% | 33 29.35% f | 33 55.94% T abcdfgh ik | 9 32.53% | 624 18.17% | 81 18.63% | 329 17.49% | 40 23.41% | 166 18.25% | 335 30.48% T u | 831 24.48% | 352 27.03% | 609 30.27% T x | 944 22.98% |
| 2 | 3278 51.46% l tw | 3178 52.27% T l | 695 53.55% l | 137 48.43% | 226 54.74% l | 12 39.08% | 704 56.33% T achil | 312 51.48% l | 688 50.32% l | 181 48.75% | 24 72.06% | 58 51.08% | 21 35.30% | 15 53.36% | 1839 53.55% T s | 249 57.09% T | 1019 54.11% T | 94 54.89% | 455 50.18% | 357 32.45% T iv | 1983 58.43% T | 681 52.25% t | 975 48.41% | 2178 53.04% Tw |
| 3 | 918 14.41% a gluv | 861 14.15% g l | 208 16.01% d gl | 43 15.10% g | 45 10.89% l | 8 26.23% | 224 17.93% T dghi | 48 7.94% | 181 13.22% g | 61 16.57% dg | 2 5.31% | 14 12.34% l | 1 2.13% | 2 8.43% | 609 17.73% T | 56 12.87% | 376 19.97% T op | 22 13.14% | 149 16.44% | 172 15.64% v | 458 13.49% | 155 11.89% | 288 14.32% | 586 14.26% |
| 4 | 394 6.19% d f u | 377 6.20% d f | 75 5.78% | 21 7.30% d | 13 3.20% | 2 6.85% | 56 4.52% | 37 6.06% | 122 8.93% T bdf | 25 6.85% d | 5 13.76% | 7 6.57% | 2 3.67% | 2 5.68% | 257 7.47% T q | 35 7.97% | 122 6.50% | 10 6.04% | 87 9.56% T oq | 128 11.65% T v | 113 3.34% | 88 6.77% u | 105 5.22% | 272 6.63% |
| 5 | 119 1.87% d u w | 113 1.85% d | 22 1.72% | 1 0.40% | 1 0.23% | - | 16 1.29% | 6 0.93% | 61 4.47% T bcdfgi | 2 0.48% | - | 1 0.66% | 2 2.96% d | - | 84 2.46% T q | 14 3.13% q | 24 1.27% | 3 1.47% | 44 4.89% T o q | 70 6.38% T v | 9 0.26% | 22 1.72% u | 24 1.21% | 88 2.15% w |
| 6+ | 56 0.88% a f uv | 49 0.81% f | 7 0.53% | 5 1.66% d f | - | - | 4 0.31% | 3 0.42% | 18 1.28% d f | 7 1.85% b d f | - | - | - | - | 22 0.63% | 1 0.32% | 12 0.66% | 2 1.05% | 6 0.68% | 37 3.40% T u v | - | 4 0.33% u | 11 0.57% | 39 0.94% |
| Mean | 2.11dgl uvw | 2.11dgl | 2.12dgl | 2.11dgl | 1.87l | 2.12 | 2.12dgl | 1.91l | 2.29Tab cdifgkl | 2.17dgl | 2.24 | 1.98l | 1.62 | 1.87 | 2.25T | 2.21 | 2.22T | 2.14 | 2.35Toq r | 2.45Tuv | 1.96 | 2.05u | 2.01 | 2.16Tw |
| Standard deviation | 1.01 | 1.00 | 0.92 | 1.04 | 0.74 | 0.91 | 0.84 | 0.90 | 1.18 | 1.19 | 0.81 | 0.86 | 0.93 | 0.80 | 0.99 | 0.97 | 0.93 | 1.15 | 1.10 | 1.49 | 0.73 | 0.94 | 0.94 | 1.03 |
| Standard error | 0.01 | 0.01 | 0.03 | 0.06 | 0.04 | 0.17 | 0.02 | 0.04 | 0.03 | 0.06 | 0.14 | 0.08 | 0.11 | 0.16 | 0.02 | 0.05 | 0.02 | 0.09 | 0.04 | 0.04 | 0.01 | 0.03 | 0.02 | 0.02 |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 199
Gender
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|-------------------|----------------|---------------|---------------|---------------|--------------|---------------|-----------|----------------|---------------|--------------|---------------|--------------|-------------|--------------|-----------|----------|--------------|--------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Male | 3108 | 3108 | - | 401 | 490 | 509 | 543 | 494 | 457 | 215 | 936 | 814 | 648 | 711 | 1749 | 1359 | 2555 | 553 |
| | 48.79% mq | 100.00% Tb | - | 45.56% | 46.06% | 51.54% cdh | 49.55% | 53.88% Tcdh | 45.43% | 50.89% | 54.00% Tkm | 45.28% | 50.09% k | 45.92% | 49.56% | 47.82% | 49.69% Tq | 44.98% |
| Female | 3241 | - | 3241 | 470 | 568 | 475 | 553 | 422 | 548 | 206 | 789 | 977 | 644 | 831 | 1766 | 1476 | 2574 | 667 |
| | 50.88% agjp | - | 100.00% Ta | 53.40% g | 53.40% eg | 48.08% | 50.45% | 46.02% | 54.51% Teg | 48.82% | 45.50% | 54.39% Tj | 49.82% j | 53.70% Tj | 50.03% | 51.93% | 50.06% | 54.29% Tp |
| Other | 18 | - | - | 9 | 3 | 3 | - | 1 | 1 | 1 | 9 | 4 | 1 | 5 | 12 | 6 | 11 | 7 |
| | 0.28% ab | - | - | 1.01% Tfgh | 0.28% | 0.35% | - | 0.10% | 0.06% | 0.29% | 0.49% | 0.20% | 0.07% | 0.33% | 0.34% | 0.21% | 0.22% | 0.55% |
| Prefer not to say | 3 | - | - | * | 3 | * | - | - | - | - | - | 2 | * | 1 | 2 | 1 | 1 | 2 |
| | 0.05% p | - | - | 0.03% | 0.27% T | 0.03% | - | - | - | - | - | 0.13% | 0.02% | 0.05% | 0.07% | 0.04% | 0.02% | 0.19% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 200
Gender
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-------------------|-----------------------------|------------------------------|-----------------------------|--------------------------|--------------|------------------------------|------------------------------|----------------|-----------------------------|----------------------------|-----------------------------|---------------------------|-----------------------------|---------------|-----------------------------|----------------|----------------|----------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Male | 3108 48.79% ^a | 2569 48.06% ^a | 288 54.18% ^{Ta} | 153 50.45% | 98 51.47% | 288 54.18% ^{Thi} | 139 54.98% ^{hil} | 341 48.42% | 240 46.17% | 257 46.28% | 213 46.48% | 153 50.45% | 271 45.17% | 431 51.33% | 404 46.35% | 273 50.19% | 98 51.47% | 2681 49.09% | 402 47.35% |
| Female | 3241 50.88% ^b | 2760 51.63% ^{Tb} | 242 45.50% | 147 48.50% | 93 48.53% | 242 45.50% | 113 44.75% | 360 51.08% | 279 53.83% ^{ef} | 295 53.05% ^e | 245 53.52% ^{ee} | 147 48.50% | 326 54.45% ^{ef} | 407 48.43% | 465 53.30% ^{ef} | 270 49.58% | 93 48.53% | 2767 50.65% | 443 52.16% |
| Other | 18 0.28% | 13 0.25% | 2 0.32% | 3 1.06% ^{Ta} | - | 2 0.32% | * 0.15% | 4 0.50% | - | 4 0.67% | - | 3 1.06% ^{Thl} | - | 1 0.17% | 3 0.35% | 1 0.18% | - | 14 0.25% | 4 0.49% |
| Prefer not to say | 3 0.05% ^q | 3 0.06% | - | - | - | - | * 0.12% | - | - | - | - | - | 2 0.39% ^T | 1 0.07% | - | * 0.04% | - | * 0.04% | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 201
Gender
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------------|---------------|---------------|---------------|-----------------|---------------|---------------------------|----------------------------|-----------------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Male | 3108 48.79% | 2609 49.44% | 659 51.12% | 117 47.70% | 186 50.32% | 16 39.01% | 550 49.35% | 260 47.43% | 488 47.41% | 186 56.21% Tagh | 7 27.06% | 48 47.92% | 29 57.40% | 5 20.21% |
| Female | 3241 50.88% ⁱ | 2654 50.29% ⁱ | 623 48.36% | 129 52.30% | 182 49.39% | 25 60.99% | 564 50.60% | 284 51.74% | 540 52.45% ⁱ | 145 43.79% | 19 72.94% | 52 52.08% | 22 42.60% | 21 79.79% |
| Other | 18 0.28% ^a | 11 0.22% | 4 0.34% | - | 1 0.29% | - | - | 5 0.83% ^{Taf} | 1 0.14% | - | - | - | - | - |
| Prefer not to say | 3 0.05% | 3 0.05% | 2 0.18% | - | - | - | 1 0.05% | - | - | - | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 202
Gender
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-------------------|---------------------|------------------|--------------------|-----------------|-----------------|-----------------|-----------------|-----------------------|-----------------|------------------|----------------|---------------|----------------|----------------|-------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Male | 3108 48.79%t | 3066 48.64%t | 137 58.92%Tnpxy | 512 45.87% | 191 44.74% | 29 58.20% | 495 47.92%t | 229 41.76% | 310 51.83%pt | 220 50.54%t | 389 51.12%t | 58 45.91% | 51 43.29% | 212 50.59%t | 62 60.18%Tnpxy |
| Female | 3241 50.88%o | 3216 51.03%o | 95 40.80% | 599 53.61%oA | 231 54.21%oA | 21 41.80% | 537 51.99%oA | 319 58.02%TnouvwzA | 287 47.95% | 213 48.95% | 371 48.74% | 69 54.09%o | 66 55.79%oA | 207 49.41% | 41 39.82% |
| Other | 18 0.28% | 18 0.29% | 1 0.28% | 3 0.26% | 4 1.05%Tns | - | 1 0.09% | 1 0.22% | 1 0.23% | 2 0.51% | 1 0.14% | - | 1 0.92% | - | - |
| Prefer not to say | 3 0.05%n | 3 0.05% | - | 3 0.26%Tn | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 203
Gender
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|-------------------|------------------------|---------------------|---------------|---------------|---------------|-----------------|---------------|---------------|------------------|----------------|------------------|--------------------|------------------|------------------------|---------------------|----------------|----------------|---------------|----------------------|-------------------------------------|------------------------------|-----------------------|--------------------------------|----------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-atone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Male | 3108 48.79%t | 2966 48.78% | 656 50.56% | 131 46.26% | 204 49.43% | 9 26.98% | 597 47.74% | 304 50.18% | 655 47.94% | 186 50.02% | 12 34.07% | 55 48.23% | 30 51.86% | 3 11.31% | 1750 50.96%T | 256 58.67%T | 988 51.44%T | 85 49.72% | 418 46.05% | 486 44.24% | 1667 49.12%t | 705 54.15%T | 948 47.09% | 2015 49.07% |
| Female | 3241 50.88%o pqv | 3095 50.91% | 636 48.96% | 152 53.54% | 207 50.13% | 23 73.02% | 653 52.26% | 297 49.07% | 707 51.74% | 185 49.81% | 22 65.93% | 59 51.77% | 28 48.14% | 25 88.69% | 1677 48.83%p | 179 41.04% | 911 48.38%p | 86 50.28% | 487 53.64%o pq | 608 55.31%T | 1720 50.68%v | 595 45.66% | 1051 52.18% | 2087 50.83% |
| Other | 18 0.28%oq x | 16 0.26% | 4 0.30% | - | 2 0.44%f | - | - | 5 0.75%af | 4 0.30% | 1 0.17% | - | - | - | - | 4 0.13% | 1 0.29% | * 0.02% | - | 3 0.31% | 4 0.37% | 7 0.20% | 3 0.19% | 15 0.73%Tx | 3 0.08% |
| Prefer not to say | 3 0.05% | 3 0.05% | 2 0.18% | 1 0.20% | - | - | - | - | * 0.02% | - | - | - | - | - | 3 0.08% | - | 3 0.15% | - | - | 1 0.08% | - | - | - | 1 0.01% |

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



Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 204
Age
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | | Area type | | |
|-----------------|---------------------------------|---------------------|---------------------|-----------------------------|--------------------------|------------------------------|---------------------------|-----------------------------|-------------------------------|------------------------------|-----------------------|----------------------|----------------------|-----------------------|----------------------|----------------------|----------------------|---------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| 16-17 | 114 1.79% cdefgh ilop | 50 1.61% | 59 1.82% | 114 13.00% Tdefghi | - | - | - | - | - | - | 45 2.61% Tim | 41 2.26% l | 9 0.73% | 19 1.23% | 86 2.43% To | 28 1.00% | 82 1.60% | 32 2.61% p |
| 18-24 | 765 12.01% defg hilmoq | 351 11.28% | 411 12.67% | 765 87.00% Tdefghi | - | - | - | - | - | - | 316 18.25% Tklm | 252 14.02% Tim | 112 8.67% m | 85 5.47% | 568 16.10% To | 197 6.93% | 677 13.17% Tq | 88 7.16% |
| 25-34 | 1064 16.70% cefg himq | 490 15.76% | 568 17.52% | - | 1064 100.00% Tcefg | - | - | - | - | - | 286 16.52% m | 311 17.30% m | 260 20.13% Tjm | 206 13.33% | 597 16.91% | 467 16.42% | 927 18.03% Tq | 136 11.09% |
| 35-44 | 987 15.50% cdfg hijnq | 509 16.37% | 475 14.64% | - | - | 987 100.00% Tcdfghi | - | - | - | - | 219 12.63% | 278 15.45% j | 245 18.93% Tjk | 246 15.89% j | 496 14.06% | 491 17.27% Tn | 846 16.46% Tq | 141 11.48% |
| 45-54 | 1096 17.20% cddeg hijn | 543 17.46% | 553 17.05% | - | - | - | 1096 100.00% Tcddeg | - | - | - | 218 12.60% | 297 16.55% j | 228 17.64% j | 352 22.72% Tjkl | 516 14.61% | 580 20.41% Tn | 877 17.06% | 218 17.77% |
| 55-64 | 917 14.40% bcde fhiknp | 494 15.90% Tb | 422 13.02% | - | - | - | - | 917 100.00% Tdefhi | - | - | 252 14.55% | 215 11.96% | 199 15.39% k | 252 16.25% k | 467 13.23% | 451 15.86% Tn | 664 12.91% | 253 20.62% Tp |
| 65+ | 1428 22.41% cdef glp | 672 21.61% | 754 23.27% | - | - | - | - | - | 1006 100.00% Tcd efg | 422 100.00% Tcde fg | 396 22.84% l | 404 22.47% l | 239 18.52% | 389 25.11% Tl | 800 22.66% | 628 22.11% | 1068 20.77% | 360 29.28% Tp |
| NET: 18-34 | 1829 28.70% aefg himq | 840 27.04% | 979 30.19% Ta | 765 87.00% Tef ghi | 1064 100.00% Tcefg | - | - | - | - | - | 603 34.77% Tim | 563 31.32% Tm | 372 28.80% m | 291 18.80% | 1165 33.01% To | 664 23.35% | 1604 31.20% Tq | 224 18.25% |
| NET: 35-54 | 2083 32.69% cdgh ijnq | 1052 33.83% | 1027 31.70% | - | - | 987 100.00% Tcd ghi | 1096 100.00% Tcdghi | - | - | - | 437 25.23% | 575 32.00% j | 473 36.57% Tjk | 598 38.61% Tjk | 1012 28.67% | 1071 37.68% Tn | 1723 33.51% Tq | 359 29.24% |
| NET: 55+ | 2345 36.81% cdef klp | 1166 37.51% | 1177 36.30% | - | - | - | - | 917 100.00% Tcd ef | 1006 100.00% Tcd ef | 422 100.00% Tcde f | 648 37.39% | 619 34.43% | 438 33.90% | 640 41.35% Tkl | 1267 35.88% | 1079 37.96% | 1732 33.69% | 613 49.89% Tp |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 204
Age
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | Social Grade | | | | | Area type | | | |
|---------------|------------------|-------------|---------------|--------------|--------------|--------------|--------------|--------------|-----------------|------------------|-----------|-----------|-----------|-----------|-------------|-------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Average age | 47.33cdejk np | 47.76 | 47.03 | 21.02 | 30.03c | 39.83cd | 49.83Tcde | 59.57Tcdef | 69.11Tcdef g | 78.33Tcdef gh | 45.87 | 46.13 | 46.81 | 50.80Tjkl | 46.00 | 48.99Tn | 46.16 | 52.23Tp |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 205
Age
Base: All respondents

| | Country | | | | Region | | | | | | | | | | Ethnicity | | | | |
|-----------------|----------------------------|----------------------|--------------------|---------------|----------------------|-----------------------|----------------------|---------------------|------------------------|----------------------------------|---------------------|-----------------|----------------------|-----------------------------|-----------------------|---------------------|--------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| 16-17 | 114 1.79%q | 105 1.95% | 3 0.59% | 7 2.20% | - | 3 0.59% | 1 0.44% | 16 2.29%e | 9 1.79% | 14 2.59%ep | 7 1.54% | 7 2.20% | 6 0.96% | 25 3.02%Teff op | 19 2.24%e | 6 1.09% | - | 62 1.14% | 52 6.12%Tq |
| 18-24 | 765 12.01%cd klnpq | 675 12.63%Tcd | 59 11.12%d | 23 7.58% | 8 4.04% | 59 11.12%lp | 41 16.01%kln p | 86 12.16%lp | 77 14.88%kln p | 95 17.00%Teg jkinp | 50 10.98%lp | 23 7.58% | 40 6.73% | 137 16.31%Tejk lnp | 81 9.32%lp | 68 12.58%lp | 8 4.04% | 490 8.97% | 263 30.93%Tq |
| 25-34 | 1064 16.70%q | 895 16.75% | 81 15.28% | 56 18.53% | 31 16.29% | 81 15.28% | 32 12.56% | 119 16.94% | 79 15.19% | 112 20.06%f | 76 16.70% | 56 18.53% | 90 15.04% | 144 17.16% | 152 17.39% | 91 16.81% | 31 16.29% | 849 15.53% | 198 23.32%Tq |
| 35-44 | 987 15.50%q | 834 15.60% | 82 15.35% | 43 14.07% | 29 15.19% | 82 15.35% | 38 14.97% | 115 16.34% | 82 15.89% | 69 12.37% | 69 15.07% | 43 14.07% | 103 17.18%l | 142 16.90%l | 145 16.69% | 70 12.94% | 29 15.19% | 815 14.92% | 163 19.23%Tq |
| 45-54 | 1096 17.20%a r | 875 16.37% | 115 21.72%Ta | 65 21.51%a | 40 20.96% | 115 21.72%Tgm n | 41 16.20% | 104 14.81% | 88 16.87% | 96 17.24% | 74 16.23% | 65 21.51%gmn | 113 18.88% | 132 15.66% | 128 14.72% | 99 18.17% | 40 20.96% | 976 17.86%Tr | 109 12.84% |
| 55-64 | 917 14.40% m r | 776 14.51% | 61 11.54% | 37 12.19% | 43 22.72%Tab c | 61 11.54% | 41 16.11% | 114 16.13% m | 78 15.01% | 67 11.98% | 80 17.44%eim | 37 12.19% | 102 17.03%eim | 98 11.71% | 119 13.67% | 77 14.21% | 43 22.72%Teh ikmno | 869 15.91%Tr | 43 5.07% |
| 65+ | 1428 22.41% m r | 1186 22.19% | 130 24.40% | 72 23.91% | 40 20.80% | 130 24.40% | 60 23.70% | 150 21.32% | 106 20.39% | 104 18.77% | 101 22.04% | 72 23.91% | 145 24.19% | 162 19.24% | 226 25.97%Thi m | 132 24.20% | 40 20.80% | 1402 25.66%Tr | 21 2.49% |
| NET: 18-34 | 1829 28.70% d lpq | 1571 29.38% Td | 140 26.40% | 79 26.12% | 39 20.34% | 140 26.40% | 72 28.57% | 205 29.10%lp | 156 30.07%lp | 206 37.06% Tef ghjkinop | 127 27.68% | 79 26.12% | 130 21.77% | 281 33.46% Tek lnp | 233 26.71% | 160 29.39%lp | 39 20.34% | 1339 24.51% | 461 54.25% Tq |
| NET: 35-54 | 2083 32.69% a | 1709 31.97% | 197 37.07% a | 108 35.58% | 69 36.15% | 197 37.07% i | 79 31.17% | 219 31.15% | 170 32.75% | 165 29.61% | 143 31.30% | 108 35.58% | 216 36.05% i | 274 32.56% | 274 31.41% | 169 31.11% | 69 36.15% | 1791 32.78% | 272 32.07% |
| NET: 55+ | 2345 36.81% i mr | 1962 36.70% | 191 35.95% | 109 36.10% | 83 43.52% | 191 35.95% | 101 39.81% im | 264 37.46% im | 184 35.39% | 171 30.75% | 181 39.48% im | 109 36.10% | 247 41.22% Tim | 260 30.95% | 346 39.65% im | 209 38.41% im | 83 43.52% im | 2271 41.57% Tr | 64 7.57% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 205
Age
Base: All respondents

| | Country | | | | | Region | | | | | | | | Ethnicity | | | | | |
|---------------|--------------|-------------|--------------|-----------|---------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|----------------|------------|----------------|----------------|----------------|-----------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Average age | 47.33a mr | 47.05 | 48.30 | 48.64 | 50.38Ta | 48.30im | 47.49i | 46.71i | 46.33 | 44.13 | 47.96im | 48.64im | 49.87Tghi m | 44.55 | 48.90Thim | 48.01im | 50.38Tghi m | 49.61Tr | 33.32 |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 206
Age
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------|-----------------------|---------------------|---------------------|-----------------------|---------------------|-----------------|-----------------|---------------------|--------------------|------------------------|-----------------|------------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| 16-17 | 114 1.79%a | 80 1.51% | 17 1.32% | 12 4.99%Tabdfhi | 3 0.87% | - | 15 1.36% | 13 2.35% | 15 1.42% | 3 0.96% | - | - | - | - |
| 18-24 | 765 12.01%adgkl | 576 10.91%cdk | 139 10.76%cd | 45 18.47%Tabdfghk | 16 4.36% | 19 44.87% | 122 10.90%cd | 49 8.93%cd | 114 11.04%dk | 63 19.01%Tabdfghk | 1 3.60% | 4 3.64% | 1 2.44% | 2 5.95% |
| 25-34 | 1064 16.70%abg | 807 15.29%b | 168 13.07% | 45 18.19% | 51 13.94% | 8 18.22% | 172 15.41% | 73 13.22% | 176 17.10%b | 77 23.40%Tabdfghi | 2 8.23% | 13 13.00% | 4 7.17% | 2 8.91% |
| 35-44 | 987 15.50%ab | 792 15.01%b | 154 11.93% | 38 15.47% | 60 16.17% | 10 25.00% | 175 15.72%b | 85 15.43% | 165 16.00%b | 56 16.81% | 9 34.15% | 17 17.48% | 7 13.81% | 2 5.94% |
| 45-54 | 1096 17.20%g | 904 17.13%g | 217 16.85% | 37 15.06% | 69 18.76% | 1 1.65% | 214 19.17%g | 74 13.39% | 170 16.53% | 56 16.82% | 5 17.33% | 22 22.26%g | 10 18.80% | 7 24.65% |
| 55-64 | 917 14.40%ci | 802 15.19%Tci | 220 17.05%Tci | 18 7.11% | 66 17.74%ci | - | 181 16.27%ci | 91 16.65%ci | 140 13.65%c | 31 9.35% | 5 20.28% | 23 23.33%Tchi | 9 18.34%c | 4 14.55% |
| 65+ | 1428 22.41%i | 1317 24.95%Tfi | 374 29.03%Tacfhi | 51 20.70% | 104 28.16%Tfi | 4 10.25% | 236 21.16%i | 165 30.03%Tacfhi | 250 24.26%i | 45 13.64% | 4 16.41% | 20 20.29% | 20 39.44%Tacfhi | 11 40.00% |
| NET: 18-34 | 1829 28.70%abdgl | 1383 26.20%dgl | 307 23.83%kl | 90 36.66%Tabdfghkl | 68 18.30% | 26 63.10% | 293 26.32%dl | 122 22.15%kl | 290 28.14%bdgkl | 140 42.41%Tabdfghkl | 3 11.83% | 17 16.64% | 5 9.61% | 4 14.86% |
| NET: 35-54 | 2083 32.69%b | 1696 32.14%b | 371 28.78% | 75 30.54% | 129 34.92% | 11 26.65% | 389 34.89%bg | 158 28.82% | 335 32.53% | 111 33.63% | 13 51.48% | 40 39.74%b | 17 32.61% | 8 30.59% |
| NET: 55+ | 2345 36.81%ci | 2118 40.14%Tci | 594 46.08%Tacfhi | 68 27.81% | 170 45.90%Tacfhi | 4 10.25% | 417 37.44%ci | 256 46.68%Tacfhi | 390 37.91%ci | 76 23.00% | 10 36.69% | 43 43.62%ci | 29 57.79%Tacfhi | 14 54.55% |
| Average age | 47.33ci | 48.76Tci | 50.72Tacfhi | 43.23 | 51.88Tacfhi | 33.25 | 48.00ci | 50.97Tacfhi | 48.04ci | 41.34 | 49.55 | 51.30ci | 56.57Tabcfhi | 55.58 |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 207
Age
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------|---------------------|--------------------|----------------------------|------------------|-----------------------------|-------------------------------|--------------------|--------------------------------|---------------------------|-------------------|--------------------|-----------------|---------------------------|-------------------|---------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| 16-17 | 114 1.79% | 112 1.78% | 4 1.75% | 21 1.85% | 9 2.13% | 2 3.05% | 19 1.87% | 16 2.85%w | 15 2.56% | 6 1.28% | 8 1.04% | - | 5 3.84%wz | 4 0.94% | 2 1.82% |
| 18-24 | 765 12.01%stA | 760 12.06%stA | 34 14.68%stA | 139 12.43%stA | 81 18.88%Tnpstu A | 8 17.07%stA | 75 7.30% | 38 7.00% | 65 10.82% s | 69 15.74%TnstA | 115 15.06%TnstA | 14 10.72% | 16 13.80%stA | 58 13.94%stA | 4 4.07% |
| 25-34 | 1064 16.70%ty | 1057 16.76%ty | 33 14.37%ty | 202 18.09%ty | 85 19.86%ty | 18 36.60%Tnopqs twxyz | 174 16.81%ty | 48 8.76% | 132 22.06%Tnostv yz | 69 15.91%ty | 137 18.02%ty | 19 14.83%y | 6 5.48% | 60 14.23%ty | 21 20.30%ty |
| 35-44 | 987 15.50%ot | 983 15.59%ot | 20 8.64% | 171 15.34%ot | 68 16.00%ot | 12 23.60%ot | 194 18.80%Tnotv | 54 9.79% | 113 18.83%otv | 57 13.08% | 130 17.02%ot | 25 19.33%ot | 15 12.98% | 60 14.31% | 20 19.90%ot |
| 45-54 | 1096 17.20% | 1090 17.29% | 30 12.81% | 204 18.23% | 74 17.39% | 4 8.10% | 166 16.09% | 94 17.08% | 108 18.04% | 67 15.46% | 126 16.57% | 22 16.98% | 16 13.85% | 96 23.01%Tnosw | 20 19.10% |
| 55-64 | 917 14.40%p | 905 14.36%p | 47 20.22%Tnpquw z | 133 11.88% | 50 11.66% | 4 8.41% | 153 14.78% | 101 18.38%Tnpquw | 76 12.71% | 72 16.51%p | 96 12.56% | 21 16.84% | 26 21.78%Tnpquw z | 54 12.89% | 23 22.45%Tnpquwz |
| 65+ | 1428 22.41%nqruA | 1397 22.17%qruA | 64 27.52%qruwA | 248 22.19%qru | 60 14.07% | 2 3.18% | 251 24.34%qruwA | 199 36.14%Tnopqr suvwxzA | 90 14.99% | 96 22.01%qru | 150 19.73%qr | 27 21.28%r | 33 28.26%qruA | 87 20.68%qru | 13 12.37% |
| NET: 18-34 | 1829 28.70%sty | 1817 28.82%sty | 68 29.06%t | 341 30.52%sty | 165 38.74%Tnopst xyzA | 26 53.67%Tnopst uvwxyzA | 249 24.12%t | 87 15.76% | 197 32.88%Tsty | 138 31.65%sty | 252 33.08%Tnsty | 32 25.56%t | 23 19.28% | 118 28.17%t | 25 24.37% |
| NET: 35-54 | 2083 32.69%ot | 2072 32.88%Tot | 50 21.45% | 375 33.56%ot | 142 33.39%o | 16 31.70% | 360 34.89%otv | 148 26.87% | 221 36.86%otv | 124 28.54% | 256 33.59%ot | 46 36.32%o | 32 26.83% | 156 37.32%otv | 40 38.99%ot |
| NET: 55+ | 2345 36.81%nqruw | 2302 36.53%qruw | 111 47.74%Tnpqrs uwz | 381 34.07%qru | 110 25.74% | 6 11.58% | 404 39.12%ppquw | 300 54.52%Tnpqrs uvwxyzA | 166 27.70% | 168 38.52%qru | 246 32.26%qr | 48 38.13%qru | 59 50.05%Tnpqrs uwz | 140 33.57%qr | 36 34.82%r |
| Average age | 47.33nqruw | 47.24qruw | 49.64qruw | 46.71qru | 42.35r | 35.10 | 48.63Tnpqruw | 54.15Tnpqrs uvwxyzA | 43.99r | 46.78qru | 45.74qr | 47.62qr | 51.15Tnpqruv w | 47.22qru | 46.78qr |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 208
Age
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|-----------------|-------------------------------|----------------------------|----------------------------|--------------------------|--------------------------|-----------------|--------------------------|----------------------------|---------------------------|---|------------------|--------------------|-----------------------------|-------------------------|----------------------------|--------------------|---------------------------|---------------|-------------------------------------|-------------------------|------------------------------|--------------------------------|-------------------------|--------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Ware-house (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| 16-17 | 114 1.79% adu | 96 1.57% d | 21 1.60% | 11 3.77% Ta | 1 0.23% | - | 12 1.00% | 17 2.79% ad | 29 2.13% d | 3 0.85% | - | - | - | - | 54 1.58% | 8 1.91% | 23 1.24% | 4 2.16% | 19 2.08% | 39 3.54% Tu | 8 0.24% | 25 1.89% u | 35 1.74% | 71 1.74% |
| 18-24 | 765 12.01% a dguw | 678 11.15% d g | 139 10.69% d g | 42 14.64% d g | 26 6.18% | 11 35.73% | 152 12.19% d g | 41 6.81% | 158 11.57% d g | 69 18.72% Ta bd fghkl | 2 6.77% | 7 6.50% | 4 6.54% | 2 5.68% | 455 13.24% T oqs | 89 20.49% T | 219 11.66% | 29 17.07% | 113 12.46% | 171 15.59% Tu | 260 7.65% | 180 13.79% u | 210 10.41% | 506 12.33% |
| 25-34 | 1064 16.70% b uw | 1009 16.60% | 189 14.54% | 50 17.64% | 57 13.78% | 9 28.76% | 200 16.02% | 96 15.88% | 245 17.90% b | 85 22.97% T abd gl | 7 20.47% | 22 19.82% | 5 9.10% | 3 10.38% | 570 16.59% | 88 20.05% | 300 15.92% | 28 16.50% | 149 16.39% | 182 16.54% | 482 14.20% | 303 23.24% T tu | 258 12.83% | 743 18.10% T w |
| 35-44 | 987 15.50% b pu | 956 15.72% b | 154 11.84% | 51 17.94% b | 69 16.58% b | 5 15.68% | 195 15.56% b | 95 15.73% b | 249 18.23% T ab | 64 17.33% b | 10 29.57% | 18 15.76% | 8 13.78% | 2 5.66% | 558 16.25% p | 49 11.19% | 318 16.88% p | 29 16.83% | 150 16.48% p uv | 239 21.75% T | 483 14.24% | 214 16.42% | 285 14.13% | 653 15.90% |
| 45-54 | 1096 17.20% p g | 1063 17.48% T | 219 16.87% | 41 14.59% | 78 18.85% | 1 2.16% | 248 19.86% T ag | 85 14.02% | 234 17.10% | 65 17.57% | 5 13.31% | 24 20.87% | 12 20.44% | 9 34.25% | 600 17.47% p | 50 11.48% | 378 20.06% T ops | 23 13.49% | 144 15.88% | 212 19.32% | 578 17.03% | 238 18.30% | 362 18.00% | 687 16.73% |
| 55-64 | 917 14.40% i tv | 883 14.53% i chi | 213 16.44% T | 28 10.05% | 70 17.01% ci | 3 9.80% | 192 15.36% i | 99 16.38% c | 176 12.88% | 32 8.71% | 6 19.05% | 21 18.80% c | 9 15.44% | 4 13.87% | 471 13.72% | 53 12.18% | 279 14.84% | 20 11.66% | 116 12.83% | 124 11.29% | 581 17.12% T tv | 160 12.27% | 315 15.67% | 581 14.15% |
| 65+ | 1428 22.41% i oqtvx | 1396 22.95% T fhi | 363 28.00% T afhi | 61 21.37% i hi | 113 27.37% T hi | 3 7.86% | 250 20.01% i | 172 28.38% T afhi | 276 20.18% i | 51 13.85% | 4 10.83% | 21 18.25% | 20 34.71% T acthik | 8 30.17% | 727 21.15% q | 99 22.70% | 365 19.41% | 38 22.30% | 217 23.86% q | 132 11.98% | 1002 29.53% T tv | 184 14.09% | 548 27.21% T x | 865 21.06% |
| NET: 18-34 | 1829 28.70% a bdgluw | 1687 27.74% d gl | 328 25.23% | 92 32.28% b dgl | 82 19.96% | 21 64.49% | 353 28.21% d gl | 137 22.69% | 403 29.47% b dgl | 155 41.69% T abcd fgh kl | 9 27.24% | 30 26.32% | 9 15.63% | 4 16.05% | 1025 29.83% q oqs | 177 40.55% T | 519 27.58% | 57 33.57% | 262 28.86% | 353 32.13% T u | 741 21.85% | 482 37.03% T tu | 468 23.24% | 1249 30.43% T w |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 208
Age
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|---------------|------------------------|---------------------|---------|---------|-------------|-----------------|---------|---------------|------------------|---------------|------------------|--------------------|------------------|-----------------------|------------------|--------|---------|---------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| NET: 35-54 | 2083 | 2019 | 373 | 92 | 146 | 6 | 443 | 180 | 483 | 129 | 15 | 41 | 20 | 11 | 1158 | 99 | 695 | 52 | 294 | 451 | 1061 | 452 | 647 | 1340 |
| pu | 32.69%b | 33.20%T | 28.72% | 32.53% | 35.43%b | 17.84% | 35.42%b | 29.76% | 35.34%b | 34.90% | 42.88% | 36.63% | 34.22% | 39.90% | 33.72%p | 22.67% | 36.94%T | 30.32% | 32.36%p | 41.06%T | 31.26% | 34.72% | 32.14% | 32.62% |
| NET: 55+ | 2345 | 2279 | 577 | 89 | 183 | 6 | 442 | 271 | 452 | 84 | 10 | 42 | 29 | 12 | 1198 | 152 | 645 | 58 | 333 | 256 | 1583 | 343 | 863 | 1446 |
| loqtvx | 36.81%h | 37.48%T | 44.45%T | 31.41%i | 44.38%T | 17.66% | 35.37%i | 44.76%T | 33.06%i | 22.56% | 29.88% | 37.05%i | 50.15%T | 44.04% | 34.88% | 34.88% | 34.25% | 33.95% | 36.70% | 23.26% | 46.65%T | 26.36% | 42.88%T | 35.21% |
| Average age | 47.33ch | 47.79Tc | 50.03T | 44.84 | 51.28Ta | 34.81 | 47.24i | 50.47Ta | 46.20i | 41.65 | 45.19 | 48.15i | 53.81Ta | 52.92 | 46.63p | 44.37 | 46.97p | 45.50 | 47.27p | 42.41 | 51.62Tv | 43.35 | 50.04Tx | 46.55 |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 209
Social Grade
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | Social Grade | | | | | Area type | | | |
|-----------------|--------------------------------|---------------------|---------------------|------------------------------|-----------------------|----------------------------|----------------------------|-----------------------|-----------------------------|----------------------------|--------------------------|-------------------------|-------------------------|-------------------------|-----------------------|-----------------------|----------------------|---------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| A | 439 6.89% bfehk lmo | 252 8.11% Tb | 184 5.67% | 128 14.60% Tdefg hi | 82 7.70% efh | 47 4.79% | 51 4.69% | 53 5.82% | 51 5.05% | 26 6.06% | 439 25.31% Tkilm | - | - | - | 439 12.43% To | - | 357 6.94% | 82 6.65% |
| B | 1294 20.31% befk lmo | 684 22.00% Tb | 605 18.66% | 233 26.52% Tdef gh | 204 19.21% f | 172 17.38% | 167 15.24% | 199 21.66% ef | 208 20.68% f | 111 26.43% Tdef h | 1294 74.69% Tkilm | - | - | - | 1294 36.67% To | - | 1061 20.62% | 234 19.02% |
| C1 | 1797 28.20% agjl mo | 814 26.17% | 977 30.15% Ta | 292 33.25% Tefg i | 311 29.21% g | 278 28.11% g | 297 27.14% | 215 23.41% | 290 28.78% g | 114 27.07% | - | 1797 100.00% Tjlm | - | - | 1797 50.90% To | - | 1475 28.68% | 322 26.20% |
| C2 | 1293 20.30% chij kmnp | 648 20.84% | 644 19.87% | 122 13.82% | 260 24.47% Tchi | 245 24.79% Tchi | 228 20.82% cci | 199 21.69% chi | 176 17.49% | 64 15.06% | - | - | 1293 100.00% Tjkm | - | - | 1293 45.51% Tn | 1007 19.58% | 286 23.29% Tp |
| D | 827 12.98% chij kln | 396 12.74% | 427 13.18% | 73 8.27% | 152 14.27% chi | 166 16.78% Tchi | 188 17.19% Tchi | 136 14.82% chi | 91 9.05% i | 22 5.11% | - | - | - | 827 53.42% Tjkl | - | 827 29.11% Tn | 672 13.06% | 156 12.66% |
| E | 721 11.32% acde jklm | 315 10.13% | 404 12.47% Ta | 31 3.53% | 55 5.13% | 80 8.15% cd | 163 14.92% Tcde | 116 12.60% cde | 191 18.95% Tcde fg | 85 20.27% Tdefg | - | - | - | 721 46.58% Tjkl | - | 721 25.38% Tn | 572 11.12% | 150 12.18% |
| NET: AB | 1733 27.20% befk lmo | 936 30.11% Tb | 789 24.33% | 362 41.12% Tdef ghi | 286 26.91% ef | 219 22.17% | 218 19.93% | 252 27.48% ef | 259 25.73% f | 137 32.49% Tef h | 1733 100.00% Tkilm | - | - | - | 1733 49.10% To | - | 1418 27.57% | 315 25.67% |
| NET: ABC1 | 3530 55.40% efgl moq | 1749 56.28% | 1766 54.47% | 654 74.37% Tdef ghi | 597 56.12% efg | 496 50.28% | 516 47.07% | 467 50.89% | 548 54.51% f | 251 59.56% efg | 1733 100.00% Tlm | 1797 100.00% Tlm | - | - | 3530 100.00% To | - | 2892 56.24% Tq | 637 51.87% |
| NET: C2DE | 2841 44.60% cjkp | 1359 43.72% | 1476 45.53% | 225 25.63% | 467 43.88% c | 491 49.72% Todi i | 580 52.93% Tcdh | 451 49.11% Todi | 458 45.49% c | 171 40.44% c | - | - | 1293 100.00% Tjk | 1548 100.00% Tjk | - | 2841 100.00% Tn | 2250 43.76% | 591 48.13% Tp |
| NET: DE | 1548 24.30% acdj kln | 711 22.88% | 831 25.65% Ta | 104 11.80% | 206 19.40% c | 246 24.93% cd | 352 32.11% Tcde i | 252 27.42% Tcd | 282 28.00% Tcd | 107 25.38% cd | - | - | - | 1548 100.00% Tjkl | - | 1548 54.49% Tn | 1243 24.18% | 305 24.84% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 210
Social Grade
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|-----------------|------------------------|----------------------|--------------------|--------------------|---------------------------|---------------------|--------------------|------------------------------|------------------------|--------------------------------|----------------------------|---------------------|---------------------|-------------------------------|---------------------|---------------------|-----------------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| A | 439 6.89%q | 358 6.69% | 38 7.13% | 17 5.73% | 26 13.40%Tabc | 38 7.13% | 14 5.38% | 53 7.57% | 39 7.43% | 33 5.96% | 24 5.30% | 17 5.73% | 31 5.10% | 82 9.72%Tijl no | 56 6.43% | 27 4.89% | 26 13.40%Tefg hijklno | 356 6.52% | 82 9.61%Tq |
| B | 1294 20.31%j q | 1061 19.85% | 102 19.19% | 68 22.57% | 63 32.80%Tab c | 102 19.19% | 53 20.99% | 120 17.04% | 97 18.71% | 133 23.83%gjl | 70 15.30% | 68 22.57%j | 106 17.75% | 188 22.35%gj | 186 21.32%j | 108 19.92% | 63 32.80%Tef ghijklmno | 1074 19.66% | 214 25.19%Tq |
| C1 | 1797 28.20% q | 1504 28.13% | 166 31.16% | 73 24.24% | 54 28.08% | 166 31.16% i | 74 29.27% | 204 28.88% i | 140 26.90% | 122 22.00% | 131 28.62% i | 73 24.24% | 175 29.18% i | 248 29.53% i | 235 26.93% | 176 32.29% ik | 54 28.08% | 1508 27.61% | 269 31.65% q |
| C2 | 1293 20.30% pr | 1108 20.72% d | 95 17.80% | 66 21.84% d | 25 13.00% | 95 17.80% | 47 18.52% | 133 18.87% | 120 23.03% p | 150 26.95% Tef glnnop | 99 21.68% p | 66 21.84% p | 123 20.49% p | 159 18.96% | 168 19.32% | 109 19.97% | 25 13.00% | 1160 21.23% Tr | 120 14.11% |
| D | 827 12.98% imp | 711 13.30% d | 55 10.44% | 47 15.46% d | 14 7.25% | 55 10.44% | 35 13.87% | 129 18.33% Tei mnop | 71 13.69% mp | 55 9.91% | 69 15.12% imp | 47 15.46% imp | 89 14.88% imp | 79 9.46% | 117 13.43% mp | 66 12.04% | 14 7.25% | 707 12.94% | 111 13.10% |
| E | 721 11.32% pr | 604 11.30% d | 76 14.27% d | 31 10.16% | 10 5.47% | 76 14.27% gmp | 30 11.97% p | 66 9.31% | 53 10.24% | 63 11.35% p | 64 13.98% gp | 31 10.16% | 75 12.59% p | 84 9.98% | 109 12.56% p | 59 10.89% | 10 5.47% | 658 12.04% Tr | 54 6.35% |
| NET: AB | 1733 27.20% ajlq | 1419 26.55% | 140 26.33% | 86 28.30% | 88 46.20% Tab c | 140 26.33% | 67 26.37% | 173 24.61% | 136 26.14% | 166 29.78% jl | 94 20.60% | 86 28.30% j | 137 22.85% | 269 32.07% Tgh jlo | 242 27.76% j | 135 24.81% | 88 46.20% Tef ghijklmno | 1430 26.17% | 295 34.80% Tq |
| NET: ABC1 | 3530 55.40% ajq | 2923 54.68% | 305 57.48% | 159 52.54% | 142 74.28% Tab c | 305 57.48% j | 141 55.64% | 377 53.49% | 275 53.04% | 288 51.79% | 225 49.22% | 159 52.54% | 312 52.03% | 518 61.60% Tgh ijkln | 477 54.68% j | 311 57.10% j | 142 74.28% Tef ghijklmno | 2938 53.78% | 564 66.44% Tq |
| NET: C2DE | 2841 44.60% mpr | 2423 45.32% Td | 226 42.52% d | 144 47.46% d | 49 25.72% | 226 42.52% p | 112 44.36% p | 328 46.51% mp | 244 46.96% mp | 268 48.21% mp | 232 50.78% Tem op | 144 47.46% mp | 288 47.97% mp | 323 38.40% p | 395 45.32% mp | 233 42.90% p | 49 25.72% | 2525 46.22% Tr | 285 33.56% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 210
Social Grade
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---------------|------------------------------------|-----------------------------|----------------------------|---------------------------|--------------|----------------------------|---------------------------|------------------------------|----------------------------|----------------------------|------------------------------|---------------------------|------------------------------|---------------|-----------------------------|----------------------------|----------------|------------------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| NET: DE | 1548 24.30% ^d mpr | 1315 24.60% ^d | 131 24.72% ^d | 78 25.62% ^d | 24 12.72% | 131 24.72% ^p | 65 25.83% ^p | 195 27.64% ^{imp} | 124 23.94% ^p | 118 21.26% ^p | 133 29.10% ^{Tim} | 78 25.62% ^p | 165 27.48% ^{imp} | 163 19.44% | 227 26.00% ^{mp} | 125 22.93% ^p | 24 12.72% | 1365 24.99% ^{Tr} | 165 19.45% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 211
Social Grade
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------|-------------------------------|------------------------------|----------------------------------|-----------------------------|----------------------------|-----------------|-------------------------------|-----------------------------|----------------------------|-----------------------------|-----------------|---------------------------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| A | 439 6.89% | 373 7.07% ^f | 99 7.69% | 26 10.71% ^{Tdf} | 17 4.70% | 8 20.37% | 61 5.48% | 35 6.35% | 79 7.69% | 30 9.15% ^f | - | 4 4.26% | 1 2.46% | 1 3.56% |
| B | 1294 20.31% | 1093 20.71% | 290 22.47% | 46 18.79% | 84 22.73% | 6 15.16% | 232 20.79% | 106 19.22% | 202 19.67% | 65 19.60% | 2 8.66% | 23 23.21% | 11 21.16% | 4 14.83% |
| C1 | 1797 28.20% ^{afk} | 1456 27.58% ^{fk} | 384 29.78% ^{fk} | 67 27.26% ^k | 94 25.34% | 12 29.32% | 270 24.24% | 153 27.92% ^k | 282 27.43% ^k | 106 32.04% ^{fk} | 10 36.46% | 15 14.83% | 17 33.92% ^k | 12 46.38% |
| C2 | 1293 20.30% | 1096 20.77% | 241 18.66% | 41 16.75% | 86 23.32% | 10 24.81% | 265 23.74% ^{Tabc} | 104 18.87% | 226 21.92% | 68 20.52% | 9 34.23% | 20 19.57% | 9 17.89% | 2 9.15% |
| D | 827 12.98% | 677 12.84% | 145 11.24% | 39 15.81% | 49 13.19% | 2 5.02% | 158 14.17% | 75 13.58% | 121 11.75% | 46 13.78% | 4 13.44% | 19 19.39% ^{db} | 6 10.90% | 6 21.79% |
| E | 721 11.32% ⁱ | 582 11.03% ⁱ | 131 10.17% ⁱ | 26 10.68% ⁱ | 40 10.72% ⁱ | 2 5.32% | 129 11.59% ⁱ | 77 14.05% ^{abi} | 119 11.55% ⁱ | 16 4.91% | 2 7.21% | 19 18.73% ^{Tabi} | 7 13.67% ⁱ | 1 4.30% |
| NET: AB | 1733 27.20% | 1466 27.78% | 389 30.16% ^T | 73 29.50% | 101 27.43% | 15 35.53% | 293 26.27% | 140 25.57% | 282 27.37% | 95 28.75% | 2 8.66% | 27 27.47% | 12 23.62% | 5 18.39% |
| NET: ABC1 | 3530 55.40% ^{fk} | 2922 55.36% ^{fk} | 772 59.93% ^{Tadfgkh} | 140 56.76% ^k | 195 52.77% | 27 64.86% | 563 50.50% | 294 53.49% | 564 54.79% ^k | 201 60.79% ^{fk} | 12 45.12% | 42 42.30% | 29 57.54% | 17 64.77% |
| NET: C2DE | 2841 44.60% ^b | 2356 44.64% ^b | 516 40.07% | 106 43.24% | 174 47.23% ^b | 15 35.14% | 552 49.50% ^{Tabi} | 255 46.51% ^b | 465 45.21% ^b | 130 39.21% | 14 54.88% | 58 57.70% ^{Tabchi} | 22 42.46% | 9 35.23% |
| NET: DE | 1548 24.30% ^{bi} | 1259 23.86% ^b | 276 21.41% | 65 26.49% | 88 23.91% | 4 10.34% | 287 25.76% ^{bi} | 152 27.63% ^{bi} | 240 23.29% | 62 18.70% | 5 20.65% | 38 38.13% ^{Tabdfhi} | 13 24.57% | 7 26.08% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 212
Social Grade
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------|----------------------|----------------------|------------------------------|--------------------|----------------------|------------------------------|--------------------|--------------------|-------------------------|---------------------|-------------------------------|-------------------|--------------|--------------------|-------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| A | 439 6.89%x | 437 6.93%x | 25 10.61% lx | 77 6.89% | 29 6.77% | 7 14.28% bx | 75 7.24% x | 30 5.43% | 44 7.30% x | 35 8.11% x | 59 7.71% x | 2 1.67% | 4 3.10% | 26 6.10% | 6 5.42% |
| B | 1294 20.31% | 1285 20.39% | 57 24.66% | 234 20.92% | 74 17.40% | 7 14.04% | 198 19.20% | 115 20.98% | 110 18.36% | 105 24.12% q | 145 19.04% | 34 26.83% q | 29 24.81% | 93 22.18% | 17 16.61% |
| C1 | 1797 28.20% | 1776 28.17% | 59 25.60% | 330 29.56% | 125 29.29% | 10 20.58% | 281 27.23% | 151 27.39% | 145 24.27% | 117 26.91% | 258 33.90% Tnostu vz | 33 26.14% | 36 30.22% | 100 24.00% | 27 26.27% |
| C2 | 1293 20.30% | 1279 20.29% | 37 16.04% | 237 21.21% | 83 19.36% | 8 16.76% | 226 21.87% | 111 20.14% | 130 21.65% | 92 21.10% | 144 18.93% | 26 20.37% | 20 16.65% | 90 21.42% | 24 23.73% |
| D | 827 12.98% | 820 13.01% | 25 10.62% | 122 10.95% | 71 16.56% pw | 13 27.35% Tnopsv wz | 130 12.58% | 84 15.25% pw | 102 17.08% Tnopsw | 53 12.08% | 81 10.58% | 19 14.96% | 15 13.13% | 50 12.00% | 16 16.05% |
| E | 721 11.32% nv | 706 11.20% v | 29 12.47% | 117 10.47% | 45 10.62% | 3 6.98% | 123 11.89% v | 59 10.80% | 68 11.33% | 33 7.67% | 75 9.83% | 13 10.03% | 14 12.10% | 60 14.30% vw | 12 11.93% |
| NET: AB | 1733 27.20% | 1722 27.32% | 82 35.27% Tnqstu wA | 311 27.81% | 103 24.16% | 14 28.32% | 273 26.43% | 145 26.42% | 154 25.67% | 140 32.23% Tq | 204 26.75% | 36 28.50% | 33 27.91% | 118 28.28% | 23 22.02% |
| NET: ABC1 | 3530 55.40% u | 3498 55.49% u | 141 60.86% u | 641 57.37% u | 228 53.45% | 24 48.90% | 554 53.66% | 296 53.81% | 299 49.93% | 258 59.14% u | 462 60.65% Tnqstu zA | 69 54.64% | 69 58.13% | 219 52.28% | 50 48.29% |
| NET: C2DE | 2841 44.60% w | 2806 44.51% w | 91 39.14% | 476 42.63% | 198 46.55% w | 25 51.10% | 478 46.34% w | 254 46.19% w | 300 50.07% Tnopww | 178 40.86% | 300 39.35% | 58 45.36% | 49 41.87% | 200 47.72% w | 53 51.71% w |
| NET: DE | 1548 24.30% pw | 1526 24.22% pw | 54 23.10% | 239 21.41% | 116 27.19% pww | 17 34.33% | 253 24.47% | 143 26.05% w | 170 28.41% Tnpww | 86 19.76% | 155 20.41% | 32 24.99% | 30 25.23% | 110 26.30% w | 29 27.98% |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 213
Social Grade
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|-----------------|-------------------------|----------------------|-------------------------|---------------|---------------------|-----------------|------------------------|---------------------|----------------------|--------------------------|------------------|-------------------------|------------------|-----------------------|--------------------|------------------------|----------------------|---------------|-------------------------------------|----------------------|----------------------------|-------------------------------|----------------------|------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| A | 439 6.89%df tuw | 414 6.82%af | 110 8.44%Ta df | 19 6.61% | 17 4.14% | 3 9.76% | 67 5.35% | 35 5.70% | 103 7.52%df | 34 9.08%df | 2 5.86% | 7 6.46% | 1 2.50% | 2 8.43% | 281 8.19%T q | 58 13.21%To qs | 127 6.76% | 16 9.64% | 80 8.76% | 52 4.76% | 192 5.66% | 155 11.91%Ti u | 106 5.26% | 321 7.83%Tw |
| B | 1294 20.31%r tw | 1233 20.28% | 277 21.37% | 49 17.31% | 88 21.26% | 14 43.38% | 255 20.41% | 109 17.95% | 271 19.81% | 74 19.82% | 2 6.65% | 27 23.78% | 14 23.79% | 4 16.02% | 689 20.07%r | 92 21.13%r | 400 21.27%r | 15 8.77% | 172 18.94%r | 112 10.20% | 659 19.41%t | 412 31.63%T tu | 335 16.62% | 922 22.45%Tw |
| C1 | 1797 28.20%f koqt | 1702 27.99%f k | 386 29.71%f k | 86 30.36%k | 113 27.40% | 6 20.35% | 308 24.64% | 169 27.90% | 385 28.19%k fk | 124 33.42%a fk | 14 41.21% | 20 17.87% | 19 31.80% | 11 39.65% | 905 26.35%q | 131 30.04%q | 459 24.37% | 50 29.24% | 255 28.07% | 246 22.35% | 1026 30.22%T t | 369 28.31%t | 547 27.15% | 1176 28.65% |
| C2 | 1293 20.30%t w | 1254 20.62%T | 240 18.47% | 51 18.11% | 100 24.13%b | 3 8.25% | 307 24.53%T abg | 114 18.79% | 285 20.87% | 73 19.71% | 9 27.14% | 21 18.54% | 12 20.32% | 2 8.72% | 768 18.73%T | 95 21.80% | 444 23.57%T | 38 22.20% | 184 20.22% | 190 17.29% | 687 20.24% | 290 22.26%t | 334 16.59% | 899 21.90%Tw |
| D | 827 12.98%b v | 795 13.07% | 154 11.87% | 41 14.39% | 54 13.04% | 4 11.29% | 172 13.77% | 96 15.83%b | 173 12.62% | 45 12.08% | 5 13.62% | 16 14.31% | 5 7.96% | 6 20.77% | 445 12.96%p | 40 9.22% | 256 13.60%p | 27 16.07%p | 117 12.92% | 200 18.24%T uv | 484 14.25%T v | 67 5.15% | 258 12.80% | 529 12.88% |
| E | 721 11.32%i opuvx | 682 11.21%i | 132 10.14%i | 37 13.21%i | 41 10.03% | 2 6.96% | 141 11.29%i | 84 13.84%b i | 150 10.99%i | 22 5.88% | 2 5.52% | 22 19.04%T abdfhi | 8 13.62%i | 2 6.42% | 346 10.06%p | 20 4.62% | 196 10.42%p | 24 14.08%p | 101 11.09%p | 298 27.16%T uv | 347 10.23%v | 10 0.73% | 434 21.57%Tx | 259 6.30% |
| NET: AB | 1733 27.20%r tuw | 1648 27.10% | 387 29.81%T ag | 68 23.92% | 105 25.39% | 17 53.15% | 322 25.76% | 143 23.65% | 374 27.33% | 107 28.90% | 4 12.51% | 34 30.24% | 15 26.30% | 7 24.45% | 971 28.26%r | 150 34.33%T oqrs | 528 28.03%r | 31 18.41% | 251 27.70%r | 164 14.96% | 851 25.06%t | 567 43.55%T tu | 441 21.89% | 1243 30.27%Tw |
| NET: ABC1 | 3530 55.40%f qtw | 3349 55.09%f | 773 59.52%T adfgk | 154 54.28% | 218 52.80% | 23 73.50% | 630 50.41% | 312 51.55% | 759 55.52%f | 231 62.32%T adfgkh | 18 53.73% | 54 48.11% | 34 58.10% | 18 64.09% | 1876 54.61%q | 281 64.37%T oqrs | 987 52.40% | 81 47.65% | 506 55.77% | 410 37.31% | 1876 55.29%t | 936 71.86%T tu | 987 49.04% | 2419 58.92%Tw |
| NET: C2DE | 2841 44.60%b ipvx | 2730 44.91%b i | 526 40.48% | 130 45.72% | 195 47.20%b i | 8 26.50% | 620 49.59%T abhi | 293 48.45%b i | 608 44.48%i | 140 37.68% | 16 46.27% | 59 51.89%b i | 24 41.90% | 10 35.91% | 1559 45.39%p | 156 35.63% | 896 47.60%T op | 89 52.35%p | 401 44.23%p | 689 62.69%T uv | 1517 44.71%v | 367 28.14% | 1026 50.96%T x | 1687 41.08% |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 213
Social Grade
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | |
|---------------|------------------------|----------------------|--------|----------------------|-------------|-----------------|----------------------|---------------------|------------------|--------------|------------------|---------------------|------------------|-----------------------|---------------------|--------|---------------------|-------------------------------------|---------------------|---------------------|--------------------------------|----------------------|---------------------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| NET: DE | 1548 | 1476 | 286 | 78 | 95 | 6 | 313 | 180 | 323 | 67 | 7 | 38 | 13 | 8 | 791 | 60 | 452 | 51 | 218 | 499 | 831 | 77 | 692 | 788 |
| | 24.30% ^{ai} | 24.28% ^{ai} | 22.01% | 27.61% ^{ai} | 23.07% | 18.25% | 25.06% ^{ai} | 29.67% ^T | 23.61% | 17.96% | 19.14% | 33.35% ^T | 21.58% | 27.19% | 23.02% ^p | 13.83% | 24.02% ^p | 30.15% ^o | 24.00% ^p | 45.40% ^T | 24.48% ^v | 5.88% | 34.37% ^T | 19.18% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 214
GO Region
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|------------------------|------------------------|---------------------|------------|------------------------|-----------------------|---------------------|-----------------------|----------------------|---------------------|------------------------|-----------------------|----------------------|-----------------------|---------------------|----------------------|---------------------|----------------------|----------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Scotland | 531 | 288 | 242 | 62 | 81 | 82 | 115 | 61 | 101 | 29 | 140 | 166 | 95 | 131 | 305 | 226 | 419 | 113 |
| | 8.34% ^b | 9.26% ^{Tb} | 7.46% | 7.07% | 7.63% | 8.26% | 10.53% ^{Tcg} | 6.68% | 10.00% ^g | 6.88% | 8.07% | 9.21% | 7.31% | 8.48% | 8.65% | 7.95% | 8.14% | 9.17% |
| North East | 254 | 139 | 113 | 42 | 32 | 38 | 41 | 41 | 45 | 15 | 67 | 74 | 47 | 65 | 141 | 112 | 207 | 47 |
| | 3.98% | 4.49% | 3.50% | 4.74% | 2.99% | 3.85% | 3.75% | 4.45% | 4.51% | 3.48% | 3.86% | 4.13% | 3.63% | 4.23% | 4.00% | 3.96% | 4.03% | 3.79% |
| North West | 705 | 341 | 360 | 102 | 119 | 115 | 104 | 114 | 105 | 45 | 173 | 204 | 133 | 195 | 377 | 328 | 625 | 80 |
| | 11.06% ^q | 10.98% | 11.10% | 11.58% | 11.22% | 11.66% | 9.53% | 12.39% | 10.43% | 10.75% | 10.01% | 11.33% | 10.28% | 12.58% | 10.68% | 11.53% | 12.15% ^{Tq} | 6.50% |
| Yorkshire & Humberside | 519 | 240 | 279 | 87 | 79 | 82 | 88 | 78 | 75 | 30 | 136 | 140 | 120 | 124 | 275 | 244 | 412 | 107 |
| | 8.15% | 7.71% | 8.62% | 9.84% | 7.41% | 8.36% | 7.99% | 8.49% | 7.49% | 7.22% | 7.83% | 7.77% | 9.25% | 8.03% | 7.80% | 8.58% | 8.02% | 8.69% |
| West Midlands | 556 | 257 | 295 | 109 | 112 | 69 | 96 | 67 | 79 | 25 | 166 | 122 | 150 | 118 | 288 | 268 | 492 | 65 |
| | 8.73% ^{kq} | 8.28% | 9.10% | 12.39% ^{Tefg} | 10.49% ^{egi} | 6.97% | 8.75% | 7.26% | 7.88% | 5.95% | 9.56% ^k | 6.81% | 11.59% ^{Tkm} | 7.64% | 8.16% | 9.44% | 9.56% ^{Tq} | 5.25% |
| East Midlands | 457 | 213 | 245 | 57 | 76 | 69 | 74 | 80 | 68 | 33 | 94 | 131 | 99 | 133 | 225 | 232 | 326 | 132 |
| | 7.18% ^{jnp} | 6.84% | 7.55% | 6.51% | 7.18% | 6.98% | 6.78% | 8.69% | 6.74% | 7.83% | 5.44% | 7.29% | 7.67% ^j | 8.60% ^{Tj} | 6.38% | 8.17% ^{Tn} | 6.33% | 10.73% ^{Tp} |
| Wales | 303 | 153 | 147 | 30 | 56 | 43 | 65 | 37 | 45 | 27 | 86 | 73 | 66 | 78 | 159 | 144 | 186 | 116 |
| | 4.75% ^p | 4.91% | 4.53% | 3.37% | 5.27% | 4.31% | 5.94% ^c | 4.02% | 4.48% | 6.48% ^c | 4.94% | 4.08% | 5.11% | 5.01% | 4.50% | 5.05% | 3.62% | 9.48% ^{Tp} |
| Eastern | 599 | 271 | 326 | 46 | 90 | 103 | 113 | 102 | 98 | 47 | 137 | 175 | 123 | 165 | 312 | 288 | 427 | 172 |
| | 9.41% ^{cjp} | 8.71% | 10.07% | 5.25% | 8.47% ^c | 10.43% ^c | 10.33% ^c | 11.13% ^c | 9.78% ^c | 11.04% ^c | 7.91% | 9.74% | 9.50% | 10.64% ^j | 8.84% | 10.12% | 8.31% | 14.02% ^{Tp} |
| London | 840 | 431 | 407 | 162 | 144 | 142 | 132 | 98 | 118 | 44 | 269 | 248 | 159 | 163 | 518 | 323 | 818 | 22 |
| | 13.19% ^{gmoq} | 13.88% | 12.55% | 18.47% ^{Tdef} | 13.55% | 14.38% ^g | 12.01% | 10.73% | 11.74% | 10.33% | 15.55% ^{Tlm} | 13.81% ^{um} | 12.32% | 10.55% | 14.67% ^{To} | 11.35% | 15.91% ^{Tq} | 1.79% |
| South East | 871 | 404 | 465 | 101 | 152 | 145 | 128 | 119 | 140 | 86 | 242 | 235 | 168 | 227 | 477 | 395 | 697 | 174 |
| | 13.68% | 12.99% | 14.33% | 11.45% | 14.25% | 14.73% | 11.71% | 12.99% | 13.90% | 20.51% ^{Tcde} | 13.96% | 13.06% | 13.02% | 14.63% | 13.50% | 13.90% | 13.56% | 14.17% |
| South West | 544 | 273 | 270 | 74 | 91 | 70 | 99 | 77 | 98 | 34 | 135 | 176 | 109 | 125 | 311 | 233 | 405 | 139 |
| | 8.54% ^p | 8.79% | 8.32% | 8.46% | 8.60% | 7.13% | 9.02% | 8.43% | 9.75% | 7.96% | 7.79% | 9.78% | 8.40% | 8.06% | 8.80% | 8.21% | 7.87% | 11.33% ^{Tp} |
| Northern Ireland | 191 | 98 | 93 | 8 | 31 | 29 | 40 | 43 | 33 | 7 | 88 | 54 | 25 | 24 | 142 | 49 | 128 | 63 |
| | 3.00% ^{clmop} | 3.16% | 2.86% | 0.88% | 2.93% ^c | 2.94% ^c | 3.66% ^c | 4.73% ^{Tcl} | 3.29% ^c | 1.57% | 5.10% ^{Tklm} | 2.99% ^{am} | 1.92% | 1.57% | 4.02% ^{To} | 1.73% | 2.50% | 5.10% ^{Tp} |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 215
GO Region
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|------------------------|--|-----------------------|------------------------|------------------------|--------|------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------|-------------------------------------|--------------|------------|----------------|----------------|----------------|--------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Scotland | 531 8.34% acd fg hijk lmnop | - | 531 100.00% Tacd | - | - | 531 100.00% Tghijk lmnop | - | - | - | - | - | - | - | - | - | - | - | 488 8.94% Tr | 38 4.43% |
| North East | 254 3.98% bc de ghijk lmnop | 254 4.74% Tbcd | - | - | - | 254 100.00% Teghijk lmnop | - | - | - | - | - | - | - | - | - | - | - | 235 4.31% Tr | 17 2.05% |
| North West | 705 11.06% b cde fghijk lmnop | 705 13.18% Tbcd | - | - | - | - | 705 100.00% Tefghijk lmnop | - | - | - | - | - | - | - | - | - | - | 596 10.90% | 100 11.82% |
| Yorkshire & Humberside | 519 8.15% bc de fghijk lmnop | 519 9.71% Tbcd | - | - | - | - | - | 519 100.00% Tefghijk lmnop | - | - | - | - | - | - | - | - | - | 456 8.34% | 62 7.34% |
| West Midlands | 556 8.73% b cde fgh ijklmno pq | 556 10.40% Tbcd | - | - | - | - | - | - | 556 100.00% Tefghijk lmnop | - | - | - | - | - | - | - | - | 434 7.94% | 117 13.82% Tq |
| East Midlands | 457 7.18% bc de fghijk lmnop | 457 8.56% Tbcd | - | - | - | - | - | - | - | 457 100.00% Tefghijk lmnop | - | - | - | - | - | - | - | 410 7.50% T | 47 5.53% |
| Wales | 303 4.75% ab cde fghijk lmnop | - | - | 303 100.00% Tabd | - | - | - | - | - | - | - | 303 100.00% Tefghijk lmnop | - | - | - | - | - | 282 5.15% Tr | 19 2.20% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 215
GO Region
Base: All respondents

| | Country | | | | Region | | | | | | | | | | Ethnicity | | | | |
|------------------|---|-----------------------|--------------|-----------|------------------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|-----------|------------------------------------|------------------------------------|------------------------------------|----------------|------------------------------------|---------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Eastern | 599 9.41% b cdefgh ijk mno pr | 599 11.21% Tbcd | - | - | - | - | - | - | - | - | - | - | 599 100.00% Tefghij kmnop | - | - | - | - | 556 10.18% Tr | 38 4.45% |
| London | 840 13.19% b cdefghi jkl nopq | 840 15.72% Tbcd | - | - | - | - | - | - | - | - | - | - | - | 840 100.00% Tefghij knop | - | - | - | 528 9.67% | 296 34.87% Tq |
| South East | 871 13.68% b cdefghi jkl mopr | 871 16.30% Tbcd | - | - | - | - | - | - | - | - | - | - | - | 871 100.00% Tefghij kimop | - | - | - | 794 14.54% Tr | 67 7.90% |
| South West | 544 8.54% b cdefgh ijk lmn pr | 544 10.18% Tbcd | - | - | - | - | - | - | - | - | - | - | - | - | 544 100.00% Tefghij kimnp | - | - | 497 9.10% Tr | 46 5.40% |
| Northern Ireland | 191 3.00% abc ef ghijkl mnor | - | - | - | 191 100.00% Tabc | - | - | - | - | - | - | - | - | - | - | - | 191 100.00% Tefg hijklmno | 187 3.42% Tr | 2 0.19% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 216
GO Region
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|------------------------|-----------------------|--------------------|--------------------|---------------------|------------------|-----------------|-----------------|------------------|--------------------|----------------|-----------------|---------------------|-----------------------------|-----------------------|
| | Total (T) | Total landline (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Scotland | 531 8.34% | 442 8.37%h | 125 9.71%h | 17 6.72% | 36 9.87% | * 0.91% | 99 8.86% | 44 8.00% | 67 6.52% | 35 10.63%h | - | 5 5.25% | 4 7.99% | 3 10.33% |
| North East | 254 3.98% | 211 4.00% | 46 3.60% | 17 6.95%Tabf | 13 3.49% | 1 2.74% | 40 3.61% | 20 3.57% | 49 4.72% | 15 4.41% | - | 2 1.87% | 5 10.62%Tabdfgk | 1 4.47% |
| North West | 705 11.06%b | 591 11.20%b | 118 9.14% | 29 11.66% | 45 12.17% | 9 20.53% | 129 11.57% | 80 14.51%Tabh | 108 10.48% | 37 11.09% | - | 22 22.07%Tabcdfh | 7 14.04% | 3 11.87% |
| Yorkshire & Humberside | 519 8.15%a | 407 7.72% | 94 7.31% | 14 5.68% | 25 6.72% | 1 2.97% | 96 8.59% | 32 5.90% | 69 6.67% | 28 8.33% | 26 100.00% | 4 4.25% | 7 13.96%g | 1 3.66% |
| West Midlands | 556 8.73%i | 465 8.81%i | 96 7.49% | 19 7.54% | 32 8.62%i | 2 5.75% | 113 10.14%i | 46 8.36%i | 129 12.53%Tabgi | 13 4.08% | - | 5 4.82% | 1 2.73% | 4 14.60% |
| East Midlands | 457 7.18% | 387 7.33% | 86 6.64% | 14 5.54% | 34 9.30% | - | 83 7.42% | 47 8.49% | 81 7.88% | 29 8.84% | - | 5 5.29% | 5 10.23% | 1 2.25% |
| Wales | 303 4.75%h | 266 5.05%Tfh | 69 5.38%h | 23 9.38%Tabfh | 34 9.11%Tabfh | 2 4.75% | 41 3.68% | 37 6.81%Tfh | 26 2.50% | 22 6.63%h | - | 5 4.96% | 2 3.81% | 3 10.17% |
| Eastern | 599 9.41% | 502 9.51% | 117 9.10% | 29 11.80% | 43 11.75% | 4 9.58% | 115 10.32% | 61 11.19% | 85 8.22% | 27 8.28% | - | 10 9.99% | 2 4.11% | 2 8.45% |
| London | 840 13.19%bd | 681 12.91%bd | 145 11.26% | 45 18.39%Tabdfgi | 30 7.99% | 11 27.55% | 128 11.52% | 66 12.11% | 165 16.03%Tabdf | 37 11.25% | - | 14 14.35% | 6 12.35% | 2 8.80% |
| South East | 871 13.68%cd | 729 13.82%cd | 195 15.11%ccd | 20 8.12% | 36 9.83% | 5 11.56% | 141 12.64% | 71 12.97% | 168 16.30%Tacd | 50 15.17%cd | - | 16 15.66% | 7 12.93% | 3 12.19% |
| South West | 544 8.54%h | 433 8.20%h | 134 10.36%Tafgh | 19 7.78% | 35 9.37% | 6 13.64% | 85 7.60% | 35 6.30% | 65 6.30% | 25 7.68% | - | 11 10.79% | 3 6.22% | 3 13.21% |
| Northern Ireland | 191 3.00%ch | 163 3.09%ch | 63 4.89%Tacdgh | 1 0.43% | 7 1.80% | - | 45 4.07%cggh | 10 1.79% | 19 1.86% | 12 3.61%cd | - | 1 0.70% | 1 1.00% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 217
GO Region
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|------------------------|---------------------|------------------|------------------|-----------------|-----------------|--------------------------|-------------------|------------------|-----------------|------------------|--------------------|-------------------|-----------------------|-------------------|-------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Scotland | 531 | 528 | 26 | 83 | 33 | 3 | 96 | 62 | 58 | 22 | 66 | 6 | 11 | 26 | 10 |
| | 8.34%v | 8.37%v | 11.21%vz | 7.47% | 7.75% | 5.16% | 9.29%v | 11.29%Tnpvz | 9.70%v | 4.97% | 8.65%v | 4.64% | 9.10% | 6.10% | 10.01% |
| North East | 254 | 250 | 9 | 47 | 16 | - | 40 | 23 | 27 | 25 | 26 | 4 | 1 | 13 | 4 |
| | 3.98% | 3.97% | 3.85% | 4.25% | 3.86% | - | 3.92% | 4.20% | 4.48% | 5.78%y | 3.37% | 2.84% | 0.72% | 3.05% | 3.67% |
| North West | 705 | 696 | 19 | 125 | 39 | 2 | 114 | 57 | 71 | 47 | 83 | 15 | 14 | 40 | 18 |
| | 11.06% | 11.04% | 8.06% | 11.18% | 9.19% | 3.63% | 11.04% | 10.44% | 11.83% | 10.88% | 10.85% | 11.66% | 12.05% | 9.57% | 17.53%oq |
| Yorkshire & Humberside | 519 | 511 | 29 | 84 | 51 | 2 | 63 | 35 | 51 | 35 | 73 | 16 | 10 | 39 | 5 |
| | 8.15% <u>s</u> | 8.11% <u>s</u> | 12.32%Tnpst | 7.51% | 12.04%Tnpst | 3.27% | 6.09% | 6.34% | 8.51% | 8.00% | 9.54% <u>s</u> | 12.55% <u>st</u> | 8.78% | 9.39% | 4.55% |
| West Midlands | 556 | 552 | 15 | 130 | 40 | 8 | 64 | 33 | 55 | 53 | 37 | 17 | 14 | 47 | 14 |
| | 8.73% <u>stw</u> | 8.75% <u>stw</u> | 6.52% | 11.62%Tnstw | 9.32% <u>w</u> | 15.43% <u>stw</u> | 6.20% | 6.04% | 9.11% <u>w</u> | 12.05%Tnstw | 4.84% | 13.68% <u>stw</u> | 12.20% <u>stw</u> | 11.27% <u>stw</u> | 13.83% <u>stw</u> |
| East Midlands | 457 | 452 | 13 | 92 | 32 | 7 | 88 | 40 | 35 | 28 | 42 | 10 | 10 | 32 | 7 |
| | 7.18% | 7.18% | 5.75% | 8.25% | 7.50% | 13.30% | 8.49% <u>w</u> | 7.24% | 5.89% | 6.41% | 5.56% | 7.56% | 8.54% | 7.76% | 6.95% |
| Wales | 303 | 301 | 11 | 66 | 27 | 4 | 32 | 31 | 27 | 13 | 29 | 9 | 3 | 25 | 6 |
| | 4.75% <u>s</u> | 4.77% <u>s</u> | 4.71% | 5.91% <u>sv</u> | 6.22% <u>s</u> | 7.61% | 3.12% | 5.70% <u>s</u> | 4.56% | 2.95% | 3.84% | 7.33% <u>s</u> | 2.76% | 5.96% <u>s</u> | 5.98% |
| Eastern | 599 | 592 | 18 | 93 | 46 | 2 | 111 | 61 | 50 | 50 | 59 | 3 | 12 | 48 | 7 |
| | 9.41% <u>x</u> | 9.40% <u>x</u> | 7.81% | 8.36% | 10.73% <u>x</u> | 3.98% | 10.72% <u>x</u> | 11.04% <u>x</u> | 8.39% | 11.47% <u>x</u> | 7.80% | 2.69% | 9.75% <u>x</u> | 11.58% <u>x</u> | 6.70% |
| London | 840 | 832 | 38 | 149 | 50 | 17 | 151 | 54 | 82 | 71 | 101 | 16 | 7 | 48 | 8 |
| | 13.19% <u>ty</u> | 13.20% <u>ty</u> | 16.35% <u>ty</u> | 13.36% | 11.72% | 33.86%Tnopqs tuvwxyzA | 14.65% <u>ty</u> | 9.91% | 13.69% | 16.31% <u>ty</u> | 13.21% | 12.85% | 6.30% | 11.40% | 7.88% |
| South East | 871 | 859 | 28 | 134 | 44 | 7 | 140 | 83 | 84 | 59 | 144 | 18 | 13 | 38 | 13 |
| | 13.68% <u>z</u> | 13.63% <u>z</u> | 12.24% | 12.01% | 10.34% | 13.76% | 13.54% <u>z</u> | 15.15% <u>z</u> | 13.96% <u>z</u> | 13.62% | 18.87%Tnopqs uz | 13.80% | 10.72% | 9.11% | 12.85% |
| South West | 544 | 539 | 22 | 94 | 38 | - | 77 | 47 | 45 | 24 | 77 | 12 | 21 | 39 | 9 |
| | 8.54% | 8.55% <u>v</u> | 9.29% | 8.41% | 9.00% | - | 7.42% | 8.57% | 7.52% | 5.49% | 10.13% <u>v</u> | 9.67% | 17.61%Tnopqs tuvwz | 9.33% | 9.15% |
| Northern Ireland | 191 | 191 | 4 | 19 | 10 | - | 57 | 22 | 14 | 9 | 25 | 1 | 2 | 23 | 1 |
| | 3.00% <u>p</u> | 3.03% <u>p</u> | 1.88% | 1.67% | 2.33% | - | 5.51%Tnopquv x | 4.08% <u>p</u> | 2.38% | 2.07% | 3.33% <u>p</u> | 0.71% | 1.47% | 5.49%Tnpquv | 0.88% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Prepared by Yonder



Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 218
GO Region
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|------------------------|------------------------|---------------------|---------------------|----------------------|---------------------|-----------------|---------------------|---------------------|----------------------|---------------------|------------------|---------------------|------------------|-----------------------|---------------------|---------------------|---------------------|----------------------|-------------------------------------|----------------------|----------------------------|--------------------------------|---------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Scotland | 531 | 514 | 129 | 15 | 42 | * | 109 | 54 | 98 | 39 | - | 8 | 5 | 3 | 282 | 44 | 164 | 16 | 56 | 71 | 292 | 124 | 191 | 321 |
| | 8.34%st | 8.45% | 9.92%ch | 5.14% | 10.21%c | 1.20% | 8.69% | 8.87% | 7.20% | 10.46%c | - | 7.03% | 8.20% | 9.85% | 8.21% _s | 10.00% _s | 8.73% | 9.45% | 6.14% | 6.42% | 8.59% | 9.53%t | 9.46% | 7.83% |
| North East | 254 | 239 | 45 | 18 | 14 | 1 | 48 | 21 | 63 | 14 | - | 3 | 3 | 1 | 149 | 23 | 76 | 6 | 43 | 60 | 137 | 39 | 105 | 142 |
| | 3.98% _x | 3.93% | 3.44% | 6.45% _b | 3.39% | 3.59% | 3.83% | 3.42% | 4.61% | 3.80% | - | 2.72% | 5.71% | 4.26% | 4.34% | 5.33% | 4.02% | 3.25% | 4.73% | 5.47% _{Tv} | 4.05% | 2.99% | 5.23% _{Tx} | 3.45% |
| North West | 705 | 672 | 123 | 25 | 52 | 6 | 150 | 92 | 152 | 32 | - | 20 | 7 | 3 | 385 | 48 | 206 | 24 | 105 | 131 | 376 | 118 | 232 | 452 |
| | 11.06% _v | 11.06% | 9.50% | 8.93% | 12.51% | 17.82% | 11.97% | 15.16% _T | 11.11% | 8.72% | - | 17.33% _b | 12.29% | 9.08% | 11.20% | 11.09% | 10.92% | 14.03% | 11.56% | 11.93% | 11.09% | 9.08% | 11.52% | 11.00% |
| Yorkshire & Humberside | 519 | 483 | 93 | 17 | 33 | 2 | 99 | 36 | 94 | 36 | 34 | 6 | 7 | 1 | 260 | 36 | 155 | 11 | 54 | 104 | 283 | 83 | 173 | 321 |
| | 8.15% _{as} | 7.94% | 7.15% | 6.03% | 7.92% | 6.91% | 7.88% | 5.90% | 6.90% | 9.76% | 100.00% | 4.87% | 12.15% | 3.49% | 7.58% | 8.24% | 8.24% | 6.57% | 5.99% | 9.48% _v | 8.33% | 6.36% | 8.58% | 7.82% |
| West Midlands | 556 | 523 | 88 | 24 | 34 | 3 | 123 | 46 | 165 | 16 | - | 6 | 3 | 4 | 318 | 45 | 159 | 9 | 102 | 129 | 291 | 86 | 148 | 383 |
| | 8.73% _{bi} | 8.60% _{bi} | 6.74% | 8.38% | 8.35% | 9.28% | 9.84% _{bi} | 7.65% | 12.09% _{Ta} | 4.41% | - | 5.52% | 5.35% | 13.92% | 9.27% | 10.26% | 8.46% | 5.51% | 11.29% _T | 11.70% _{Tu} | 8.58% | 6.57% | 7.34% | 9.32% _w |
| East Midlands | 457 | 437 | 90 | 19 | 35 | - | 88 | 53 | 108 | 27 | - | 7 | 5 | 1 | 251 | 23 | 136 | 11 | 75 | 82 | 280 | 56 | 163 | 281 |
| | 7.18% _v | 7.19% | 6.94% | 6.81% | 8.38% | - | 7.05% | 8.70% | 7.92% | 7.20% | - | 6.27% | 8.08% | 2.14% | 7.31% | 5.16% | 7.20% | 6.38% | 8.30% | 7.48% _v | 8.25% _{Tv} | 4.28% | 8.09% | 6.85% |
| Wales | 303 | 296 | 75 | 21 | 36 | 1 | 51 | 38 | 33 | 26 | - | 6 | 2 | 3 | 172 | 19 | 120 | 10 | 20 | 36 | 173 | 64 | 92 | 200 |
| | 4.75% _{hs} | 4.87% _h | 5.78% _h | 7.52% _{fh} | 8.62% _{Ta} | 3.42% | 4.06% | 6.23% _h | 2.44% | 7.05% _{fh} | - | 5.05% | 3.34% | 11.58% | 4.99% _s | 4.39% | 6.35% _{To} | 5.80% _s | 2.22% | 3.28% | 5.10% _t | 4.91% | 4.56% | 4.87% |
| Eastern | 599 | 581 | 120 | 34 | 47 | - | 128 | 67 | 115 | 34 | - | 11 | 5 | 5 | 314 | 24 | 183 | 26 | 77 | 102 | 332 | 116 | 211 | 371 |
| | 9.41% _p | 9.56% | 9.24% | 12.16% | 11.39% | - | 10.28% | 11.13% | 8.39% | 9.28% | - | 10.08% | 8.56% | 16.48% | 9.14% _p | 5.52% | 9.70% _p | 15.22% _{To} | 8.47% | 9.27% | 9.79% | 8.89% | 10.46% | 9.04% |
| London | 840 | 780 | 147 | 46 | 26 | 13 | 130 | 77 | 212 | 43 | - | 16 | 8 | 2 | 453 | 64 | 200 | 26 | 158 | 158 | 384 | 219 | 210 | 579 |
| | 13.19% _{ca} | 12.83% _d | 11.30% _d | 16.14% _{df} | 6.33% | 40.72% | 10.41% _d | 12.67% _d | 15.53% _T | 11.58% _d | - | 14.50% _d | 13.65% | 8.39% | 13.18% _q | 14.66% _q | 10.62% | 15.53% | 17.37% _T | 14.35% _u | 11.30% _u | 16.78% _T | 10.42% | 14.09% _{Tw} |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 218
GO Region
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|------------------|------------------------|---------------------|-------------|--------|-------------|-----------------|-------------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|------------------|---------|---------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| South East | 871 | 843 | 186 | 38 | 39 | 3 | 170 | 76 | 202 | 62 | - | 16 | 8 | 2 | 462 | 45 | 258 | 17 | 137 | 136 | 452 | 212 | 281 | 551 |
| | 13.68%d | 13.87%d | 14.33%d | 13.51% | 9.35% | 9.06% | 13.60% | 12.60% | 14.79%d | 16.65%d | - | 13.95% | 13.32% | 8.23% | 13.45% | 10.26% | 13.72% | 10.10% | 15.11%p | 12.34% | 13.33% | 16.26%T | 13.95% | 13.41% |
| South West | 544 | 524 | 139 | 23 | 47 | 3 | 102 | 35 | 97 | 29 | - | 14 | 5 | 3 | 275 | 46 | 154 | 10 | 63 | 75 | 319 | 102 | 158 | 368 |
| | 8.54%g | 8.62%g | 10.74%Ta | 8.21% | 11.33%gh | 8.01% | 8.17% | 5.72% | 7.09% | 7.70% | - | 12.07%g | 8.47% | 12.59% | 8.01% | 10.56% | 8.18% | 5.78% | 6.91% | 6.82% | 9.39%Tt | 7.84% | 7.84% | 8.97% |
| Northern Ireland | 191 | 188 | 64 | 2 | 9 | - | 53 | 12 | 26 | 13 | - | 1 | 1 | - | 114 | 20 | 73 | 4 | 17 | 16 | 75 | 85 | 51 | 138 |
| | 3.00%chtu | 3.08%ch | 4.92%Tacdgh | 0.72% | 2.22% | - | 4.23%Tacdgh | 1.95% | 1.93% | 3.38% | - | 0.61% | 0.87% | - | 3.31%st | 4.53%st | 3.86%Ts | 2.37% | 1.91% | 1.46% | 2.21% | 6.51%Tu | 2.54% | 3.35% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 219
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|-----------------|-------------------------------|----------------|----------------|------------------------------|-----------------------------|---------------------|-----------------------|----------------------|----------------------|-----------------------|------------------------|----------------------|--------------------|-----------------------|----------------------|----------------------|----------------------|---------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Yes | 3982 62.50% fghi moq | 1970 63.39% | 1999 61.68% | 697 79.25% Tdef ghi | 769 72.28% Tefg hi | 605 61.25% fi | 601 54.86% | 520 56.71% | 572 56.80% | 219 51.86% | 1247 71.94% Tkim | 1183 65.83% Tm | 828 64.01% m | 725 46.81% | 2429 68.83% To | 1553 54.64% | 3280 63.79% Tq | 701 57.09% |
| No | 2389 37.50% cdjk np | 1138 36.61% | 1242 38.32% | 182 20.75% | 295 27.72% c | 383 38.75% cd | 494 45.14% Tcde | 397 43.29% Tcd | 435 43.20% Tcd | 203 48.14% Tcde | 486 28.06% | 614 34.17% j | 465 35.99% j | 823 53.19% Tjkl | 1100 31.17% | 1289 45.36% Tn | 1862 36.21% | 527 42.91% Tp |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 220
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-----------------|----------------------------|---------------------|----------------------|---------------|---------------------|---------------------------|---------------------|---------------------|----------------------------|---------------------|---------------------|--------------------|--------------------------------|----------------------------------|--------------------|--------------------|-----------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Yes | 3982 62.50% b elq | 3354 62.74% b | 302 56.84% | 191 63.25% | 134 70.29% Tb | 302 56.84% | 149 58.92% | 465 66.05% el | 318 61.22% l | 336 60.51% l | 271 59.35% | 191 63.25% l | 313 52.25% | 612 72.88% Tef ghijklno | 549 63.01% l | 339 62.30% l | 134 70.29% Tef ijl | 3304 60.48% | 638 75.11% Tq |
| No | 2389 37.50% d mpr | 1992 37.26% | 229 43.16% Tad | 111 36.75% | 57 29.71% | 229 43.16% Tgm p | 104 41.08% mp | 239 33.95% m | 201 38.78% m | 220 39.49% mp | 186 40.65% mp | 111 36.75% m | 286 47.75% Tgh ikmnop | 228 27.12% | 322 36.99% m | 205 37.70% m | 57 29.71% | 2159 39.52% Tr | 211 24.89% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 221
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------|------------------------------|------------------------------|-----------------------------|----------------------------------|-----------------------------|-----------------|-----------------------------|-----------------------------|-----------------------------|----------------------------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Yes | 3982 62.50% | 3281 62.18% | 800 62.07% | 174 70.74% ^{Tabdfgl} | 213 57.65% | 31 75.41% | 680 61.00% | 326 59.30% | 646 62.78% | 235 71.06% ^{Tabdfgh} | 11 43.93% | 59 59.31% | 27 53.92% | 18 67.33% |
| No | 2389 37.50% ^{ci} | 1996 37.82% ^{ci} | 489 37.93% ^{ci} | 72 29.26% | 156 42.35% ^{ci} | 10 24.59% | 435 39.00% ^{ci} | 224 40.70% ^{ci} | 383 37.22% ^{ci} | 96 28.94% | 15 56.07% | 41 40.69% | 23 46.08% ^{ci} | 9 32.67% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 222
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------|---------------------|-------------------|----------------------------|-----------------|------------------|-----------------|----------------|---------------------|---------------------|-------------------|----------------|-----------------|--------------------------|----------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Yes | 3982 62.50%ty | 3961 62.84%Tty | 167 71.84%Tnqstw xyz | 715 64.00%ty | 252 59.12% | 37 74.55%y | 638 61.86%y | 311 56.60% | 404 67.43%Tnqtxy | 295 67.74%qtxy | 468 61.40% | 71 56.07% | 60 51.18% | 254 60.82% | 62 60.29% |
| No | 2389 37.50%nou | 2343 37.16%ou | 65 28.16% | 402 36.00% | 174 40.88%ouv | 13 25.45% | 394 38.14%o | 239 43.40%Tnopuv | 195 32.57% | 141 32.26% | 294 38.60%o | 56 43.93%ouv | 58 48.82%Tnoprs uv | 164 39.18%o | 41 39.71% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 223
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|-----------------|------------------------|---------------------|---------------|----------------|--------------------|-----------------|----------------|--------------------|------------------|----------------|------------------|--------------------|-------------------|------------------------|---------------------|----------------|--------------------|-------------------|-------------------------------------|----------------------|------------------------------|--------------------------------|--------------------|------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Yes | 3982 62.50%g tuw | 3800 62.50%g | 818 63.02% | 193 68.04%d | 240 58.09% | 24 74.02% | 778 62.28% | 350 57.76% | 870 63.62%g | 257 69.16%T | 18 53.83% | 67 58.92% | 29 49.93% | 19 68.04% | 2266 65.97%T | 328 75.07%T | 1217 64.65% | 110 64.32% | 584 64.37% | 566 51.50% | 2019 59.49%t | 1034 79.39%T | 1017 50.53% | 2797 68.12%Tw |
| No | 2389 37.50% opvx | 2280 37.50%i | 480 36.98% | 91 31.96% | 173 41.91% c | 8 25.98% | 472 37.74%i | 256 42.24% T | 497 36.38% | 114 30.84% | 16 46.17% | 46 41.08% | 29 50.07% c | 9 31.96% | 1169 34.03% p | 109 24.93% | 666 35.35% p | 61 35.68% p | 323 35.63% p | 533 48.50% T | 1375 40.51% T | 269 20.61% | 996 49.47% T | 1309 31.88% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 224
Opinion Influencer
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|-----------------|--|---------------------------------|----------------------------------|--|--|---|--|---|---|---|---|-----------------------------|-----------------------------|--|---------------------------------|----------------------------------|---------------------------------|----------------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Yes | 658 10.33% b ^{gh} i ^{moq} | 406 13.07% ^T b | 246 7.60% | 200 22.72% ^T d ^{ef} g ^{hi} | 166 15.60% ^T f ^g | 118 11.96% ^T g ^{hi} | 78 7.10% ^h | 53 5.80% ^h | 25 2.52% | 18 4.20% | 268 15.49% ^T k ^{lm} | 200 11.12% ^m | 120 9.25% ^m | 70 4.52% | 468 13.27% ^T o | 190 6.67% | 569 11.07% ^T q | 89 7.21% |
| No | 5713 89.67% ^a c ^{dj} r ^p | 2702 86.93% | 2995 92.40% ^T a | 680 77.28% | 898 84.40% ^c | 869 88.04% ^{cd} | 1018 92.90% ^T d ^{de} | 864 94.20% ^T d ^{de} | 981 97.48% ^T d ^{de} | 404 95.80% ^T d ^{de} | 1465 84.51% | 1597 88.88% ^j | 1174 90.75% ^j | 1478 95.48% ^T j ^{kl} | 3061 86.73% | 2652 93.33% ^T n | 4573 88.93% | 1140 92.79% ^T p |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 225
Opinion Influencer
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-----------------|--|----------------|---------------|---------------|---------------|--------------------|--------------------|--------------------|------------------------|--------------------|------------------------------|--------------------|-------------------------|--|------------------------------|--------------------|--------------------|--------------------------|------------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Yes | 658 10.33% l m n o p q r | 566 10.58% | 46 8.65% | 25 8.14% | 22 11.30% | 46 8.65% | 30 11.75% | 79 11.16% | 47 9.01% | 57 10.19% | 32 6.91% | 25 8.14% | 45 7.56% | 156 18.61% T e f g h i j k l m n o p q r | 60 6.90% | 60 11.10% | 22 11.30% | 453 8.29% | 202 23.81% T q r |
| No | 5713 89.67% m | 4780 89.42% | 485 91.35% | 278 91.86% | 170 88.70% | 485 91.35% m | 224 88.25% m | 626 88.84% m | 472 90.99% m | 499 89.81% m | 426 93.09% T g m | 278 91.86% m | 554 92.44% T m | 684 81.39% m o | 811 93.10% T l g | 484 88.90% m | 170 88.70% m | 5009 91.71% T r | 647 76.19% r |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.



Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 226
Opinion Influencer
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------|-------------------------------|------------------------------|------------------------------|----------------------------------|-----------------------------|-----------------|------------------------------|-----------------------------|-----------------------------|-----------------------------------|-----------------|--------------------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Yes | 658 10.33% ^k | 597 11.30% ^{Tk} | 146 11.32% ^k | 46 18.82% ^{Tabdfghk} | 31 8.42% ^k | 16 39.12% | 112 10.08% ^k | 62 11.22% ^k | 102 9.95% ^k | 74 22.43% ^{Tabdfghkl} | - | 2 1.68% | 1 2.68% | 1 3.90% |
| No | 5713 89.67% ^{aci} | 4681 88.70% ^{ci} | 1143 88.68% ^{ci} | 200 81.18% | 338 91.58% ^{ci} | 25 60.88% | 1003 89.92% ^{ci} | 488 88.78% ^{ci} | 927 90.05% ^{ci} | 256 77.57% | 26 100.00% | 98 98.32% ^{Tabcdg} | 50 97.32% ^{ci} | 25 96.10% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 227
Opinion Influencer
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------|------------------------------------|-----------------------------------|--|-----------------------------------|---------------------------------|---|------------------------------------|----------------------------------|----------------------------------|---|----------------------------------|--|--|---------------------------------|---|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (g) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Yes | 658 10.33% <small>csxyA</small> | 654 10.37% <small>sxyA</small> | 66 28.26% <small>Tnpqstu vwxyzA</small> | 109 9.74% <small>xyA</small> | 48 11.34% <small>xyA</small> | 15 30.59% <small>Tnpqstu wxyzA</small> | 86 8.31% <small>yA</small> | 46 8.35% <small>yA</small> | 61 10.20% <small>xyA</small> | 74 16.88% <small>Tnpstuw xyA</small> | 75 9.80% <small>xyA</small> | 3 2.65% | 1 1.10% | 48 11.54% <small>xyA</small> | 2 1.66% |
| No | 5713 89.67% <small>orv</small> | 5650 89.63% <small>orv</small> | 167 71.74% | 1008 90.26% <small>orv</small> | 378 88.66% <small>or</small> | 34 69.41% | 946 91.69% <small>Tnorv</small> | 504 91.65% <small>orv</small> | 538 89.80% <small>orv</small> | 362 83.12% <small>o</small> | 687 90.20% <small>orv</small> | 124 97.35% <small>Tnopqr uvwz</small> | 117 98.90% <small>Tnopqr stuvwz</small> | 370 88.46% <small>or</small> | 101 98.34% <small>Tnopqrstuvwz</small> |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 228
Opinion Influencer
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | | |
|-----------------|-------------------------|---------------------|----------------------|------------------------|--------------------|--------------------|---------------------|--------------------|---------------------|--------------------|-------------------|---------------------|-------------------|-----------------------|---------------------|--------------------|-------------------------------------|--------------------|--------------------|--------------------------------|----------------------------|----------------------|---------------------|---------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Yes | 658 10.33% lu | 626 10.30% l | 155 11.92% kl | 45 15.70% dfghkl | 34 8.12% k | 18 55.50% Ta | 115 9.24% k | 62 10.27% k | 122 8.92% k | 60 16.16% Ta | 1 1.59% k | 2 1.48% k | 1 2.34% k | 3 12.14% k | 496 14.13% T | 118 26.96% T | 213 11.33% T | 34 19.91% T | 114 12.60% T | 165 14.98% Tu | 302 8.89% u | 148 11.33% u | 212 10.53% u | 415 10.10% u |
| No | 5713 89.67% loprt | 5454 89.70% i | 1143 88.08% kl | 239 84.30% i | 380 91.88% c | 14 44.50% Ta | 1134 90.76% k | 543 89.73% k | 1245 91.08% b | 311 83.84% k | 33 98.41% k | 111 96.52% T | 57 97.66% T | 24 87.86% k | 2949 85.87% p | 319 73.04% k | 1669 88.67% o | 137 80.09% k | 793 87.40% p | 934 85.02% k | 3092 91.11% T | 1155 88.67% t | 1801 89.47% k | 3692 89.90% k |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 229
Tenure
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|---|-------------------------|----------------------|----------------------|-------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|----------------------|----------------------|----------------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| NET: Homeowners | 4128 | 2073 | 2047 | 450 | 595 | 570 | 707 | 676 | 781 | 348 | 1290 | 1147 | 949 | 742 | 2437 | 1691 | 3228 | 901 |
| | 64.80% ^b cde | 66.68% ^{Tb} | 63.15% | 51.19% | 55.98% | 57.71% ^c | 64.55% ^{cde} | 73.74% ^{Tode} | 77.64% ^{Tode} | 82.56% ^{Tode} | 74.45% ^{Tkm} | 63.84% ^m | 73.41% ^{Tkm} | 47.91% | 69.05% ^{To} | 59.51% | 62.77% | 73.30% ^{Tp} |
| Owned outright - without mortgage | 2301 | 1192 | 1104 | 200 | 156 | 123 | 284 | 483 | 730 | 325 | 754 | 600 | 485 | 461 | 1354 | 946 | 1731 | 569 |
| | 36.11% ^b cde | 38.35% ^{Tb} | 34.04% | 22.74% ^{de} | 14.65% | 12.45% | 25.92% ^{de} | 52.67% ^{Tode} | 72.50% ^{Tode} | 77.13% ^{Tode} | 43.53% ^{Tklm} | 33.40% | 37.49% ^{km} | 29.79% | 38.37% ^{To} | 33.30% | 33.67% | 46.34% ^{Tp} |
| Owned with a mortgage or loan | 1828 | 890 | 943 | 250 | 440 | 447 | 423 | 193 | 52 | 23 | 536 | 547 | 464 | 281 | 1083 | 745 | 1496 | 331 |
| | 28.69% ^{ghim} | 28.33% | 29.11% | 28.44% ^{ghi} | 41.33% ^{Tcgh} | 45.26% ^{Tcgh} | 38.63% ^{Tcgh} | 21.06% ^{hi} | 5.14% | 5.43% | 30.91% Tm | 30.45% ^m | 35.91% ^{Tjkm} | 18.12% | 30.68% ^{To} | 26.22% | 29.10% | 26.96% |
| NET: Renters | 2132 | 984 | 1137 | 374 | 440 | 406 | 383 | 238 | 223 | 69 | 404 | 611 | 330 | 787 | 1015 | 1117 | 1826 | 307 |
| | 33.47% ^{aghi} | 31.65% | 35.07% ^{Ta} | 42.57% ^{Tfgh} | 41.35% ^{Tfgh} | 41.08% ^{Tfgh} | 34.98% ^{ghi} | 25.91% ⁱ | 22.18% ⁱ | 16.29% | 23.33% | 34.00% ^{jl} | 25.52% | 50.85% ^{Tjkl} | 28.76% | 39.32% ^{Tn} | 35.51% ^{Tq} | 24.95% |
| NET: Rent from Council/ Housing Association | 1319 | 591 | 719 | 216 | 207 | 249 | 251 | 175 | 172 | 51 | 192 | 325 | 201 | 602 | 517 | 802 | 1117 | 203 |
| | 20.71% ^{ahij} | 19.03% | 22.19% ^{Ta} | 24.52% ^{Tdgh} | 19.45% ⁱ | 25.19% ^{Tdgh} | 22.88% ^{hi} | 19.02% ⁱ | 17.10% ⁱ | 12.07% | 11.07% | 18.10% ^j | 15.51% ^j | 38.87% ^{Tjkl} | 14.65% | 28.24% ^{Tn} | 21.72% ^{Tq} | 16.49% |
| Rented from the council | 828 | 382 | 445 | 100 | 130 | 168 | 170 | 111 | 123 | 27 | 93 | 186 | 137 | 413 | 279 | 549 | 689 | 139 |
| | 13.00% ^{ijkl} | 12.29% | 13.74% | 11.35% ⁱ | 12.18% ⁱ | 17.02% ^{Tcdg} | 15.50% ^{Tci} | 12.14% ⁱ | 12.23% ⁱ | 6.35% | 5.35% | 10.37% ^j | 10.57% ^j | 26.66% ^{Tjkl} | 7.91% | 19.33% ^{Tn} | 13.41% | 11.32% |
| Rented from a housing association | 491 | 210 | 274 | 116 | 77 | 81 | 81 | 63 | 49 | 24 | 99 | 139 | 64 | 189 | 238 | 253 | 427 | 64 |
| | 7.71% ^{ahjln} | 6.74% | 8.46% ^{aa} | 13.17% ^{Tdefg} | 7.27% | 8.18% ^h | 7.37% ^h | 6.88% | 4.87% | 5.72% | 5.71% | 7.73% ^{kl} | 4.94% | 12.21% ^{Tjkl} | 6.74% | 8.90% ^{Tn} | 8.31% ^{Tq} | 5.17% |
| Rented from someone else | 813 | 392 | 417 | 159 | 233 | 157 | 133 | 63 | 51 | 18 | 212 | 286 | 129 | 186 | 498 | 315 | 709 | 104 |
| | 12.76% ^{ghil} | 12.62% | 12.87% | 18.05% ^{Tfgh} | 21.90% ^{Tefg} | 15.88% ^{Tfgh} | 12.10% ^{ghi} | 6.89% | 5.08% | 4.22% | 12.26% | 15.90% ^{Tjlm} | 10.01% | 11.98% | 14.11% ^{To} | 11.08% | 13.79% ^{Tq} | 8.47% |
| Rent free | 110 | 52 | 58 | 55 | 28 | 12 | 5 | 3 | 2 | 5 | 39 | 39 | 14 | 19 | 77 | 33 | 89 | 22 |
| | 1.73% ^{fg} ho | 1.67% | 1.78% | 6.24% ^{Tdefg} | 2.68% ^{Tefgh} | 1.21% ^h | 0.47% | 0.36% | 0.18% | 1.15% ^h | 2.23% ^l | 2.16% ^l | 1.07% | 1.24% | 2.19% ^{To} | 1.16% | 1.73% | 1.75% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 230
Tenure
Base: All respondents

| | Country | | | | Region | | | | | | | | | | Ethnicity | | | | |
|---|------------------------------|-----------------------|---------------------------|----------------------|---------------------------|-------------------------------|------------------------------|----------------------|------------------------------|------------------------------|---------------------|---------------------------------|----------------------|----------------------------------|----------------------|---------------------|-----------------------------------|----------------------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | York-shire & Humber-side (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| NET: Homeowners | 4128 64.80% a bemr | 3413 63.84% | 316 59.57% | 234 77.37% Tab | 165 86.11% Tab c | 316 59.57% m | 150 59.08% | 454 64.44% m | 349 67.17% em | 394 70.86% Tef gm | 303 66.18% m | 234 77.37% Tef ghjlmno | 393 65.54% m | 439 52.27% | 571 65.47% m | 361 66.37% em | 165 86.11% Tef ghijklmno | 3710 67.93% Tr | 394 46.42% |
| Owned outright - without mortgage | 2301 36.11% r | 1913 35.78% | 175 32.94% | 124 41.06% b | 89 46.36% Tab | 175 32.94% | 88 34.73% | 236 33.53% | 197 37.87% | 195 34.99% | 165 36.02% | 124 41.06% egm | 236 39.30% m | 274 32.63% | 325 37.28% | 198 36.36% | 89 46.36% Tef gijmno | 2129 38.97% Tr | 155 18.27% |
| Owned with a mortgage or loan | 1828 28.69% a m | 1500 28.06% | 141 26.62% | 110 36.31% Tab | 76 39.75% Tab | 141 26.62% m | 62 24.35% | 218 30.91% m | 152 29.29% m | 199 35.87% Tef hlmn | 138 30.15% m | 110 36.31% Tef lmn | 157 26.24% m | 165 19.65% | 246 28.19% m | 163 30.01% m | 76 39.75% Tef ghjlmno | 1582 28.95% | 239 28.15% |
| NET: Renters | 2132 33.47% c dikpq | 1839 34.39% Tcd | 205 38.60% Tcd | 63 20.79% | 26 13.57% | 205 38.60% Thi kop | 101 39.85% iko p | 235 33.31% ikp | 165 31.83% kp | 149 26.81% p | 152 33.33% kp | 63 20.79% | 198 33.07% ikp | 382 45.41% Teg hijklnop | 285 32.72% ikp | 171 31.43% kp | 26 13.57% | 1667 30.52% | 435 51.21% Tq |
| NET: Rent from Council/ Housing Association | 1319 20.71% c dkpq | 1129 21.12% cd | 136 25.62% Tac d | 38 12.49% | 16 8.46% | 136 25.62% Thi jknop | 70 27.52% Thi jknop | 151 21.45% kp | 102 19.60% kp | 101 18.19% p | 89 19.39% kp | 38 12.49% | 132 21.98% kp | 227 26.97% Tgh ijklnop | 161 18.51% kp | 97 17.84% p | 16 8.46% | 1018 18.64% | 282 33.17% Tq |
| Rented from the council | 828 13.00% c dkopq | 705 13.18% cd | 88 16.58% Tcd | 24 7.87% | 12 6.25% | 88 16.58% Tik nop | 44 17.47% ikn op | 84 11.98% | 64 12.24% p | 61 10.98% | 63 13.69% kop | 24 7.87% | 84 13.96% kop | 156 18.59% Tgh iklnop | 100 11.42% | 49 9.05% | 12 6.25% | 660 12.08% | 159 18.78% Tq |
| Rented from a housing association | 491 7.71% dp q | 425 7.95% d | 48 9.03% cd | 14 4.62% | 4 2.21% | 48 9.03% kp | 25 10.06% kp | 67 9.47% kp | 38 7.35% p | 40 7.21% p | 26 5.70% | 14 4.62% | 48 8.03% p | 70 8.38% p | 62 7.09% p | 48 8.79% p | 4 2.21% | 358 6.56% | 122 14.40% Tq |
| Rented from someone else | 813 12.76% c dikpq | 709 13.27% Tcd | 69 12.99% d | 25 8.30% | 10 5.11% | 69 12.99% ip | 31 12.32% p | 84 11.86% p | 64 12.23% p | 48 8.62% | 64 13.94% ikp | 25 8.30% | 66 11.09% p | 155 18.44% Teg hiklop | 124 14.21% ikp | 74 13.59% ikp | 10 5.11% | 649 11.88% | 153 18.04% Tq |
| Rent free | 110 1.73% q | 94 1.77% | 10 1.83% | 6 1.84% | 1 0.32% | 10 1.83% | 3 1.08% | 16 2.25% j | 5 1.00% | 13 2.33% j | 2 0.49% | 6 1.84% | 8 1.38% | 19 2.32% j | 16 1.81% | 12 2.20% | 1 0.32% | 85 1.56% | 20 2.37% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 231
Tenure
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|-----------------------|-------------------|----------------------|-----------------|---------------------|----------------|------------------|------------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| NET: Homeowners | 4128 64.80% | 3601 68.23%T | 941 73.00%Tactfghi | 156 63.26% | 258 69.99% | 18 42.97% | 751 67.35% | 359 65.44% | 703 68.27%T | 209 63.30% | 16 60.63% | 66 65.79% | 35 68.70% | 17 62.67% |
| Owned outright - without mortgage | 2301 36.11% | 2095 39.70%Tcfi | 597 46.29%Tactfghi | 77 31.36% | 171 46.28%Tactfhi | 10 23.98% | 383 34.38% | 213 38.84% | 405 39.33%fi | 103 31.16% | 12 46.12% | 42 42.22% | 21 42.16% | 10 37.93% |
| Owned with a mortgage or loan | 1828 28.69% | 1506 28.53% | 344 26.72% | 79 31.90% | 88 23.70% | 8 18.98% | 368 32.97%Tabdgi | 146 26.61% | 298 28.94% | 106 32.14%d | 4 14.50% | 23 23.57% | 14 26.54% | 7 24.74% |
| NET: Renters | 2132 33.47%ab | 1588 30.09%b | 314 24.36% | 90 36.58%b | 110 29.76% | 24 57.03% | 343 30.76%b | 184 33.46%b | 310 30.12%b | 117 35.52%b | 10 39.37% | 31 31.56% | 15 30.37% | 8 31.38% |
| NET: Rent from Council/ Housing Association | 1319 20.71%ab | 1031 19.53%b | 195 15.11% | 61 24.63%b | 66 17.88% | 21 50.89% | 242 21.67%b | 114 20.83%b | 210 20.39%b | 68 20.66%b | 6 24.09% | 17 16.79% | 8 16.55% | 5 19.48% |
| Rented from the council | 828 13.00%ab | 660 12.51%b | 112 8.69% | 32 12.82% | 49 13.37%b | 16 38.47% | 158 14.14%b | 63 11.53% | 157 15.22%ab | 37 11.11% | 6 24.09% | 10 10.11% | 5 8.84% | 4 13.27% |
| Rented from a housing association | 491 7.71%adh | 371 7.02%h | 83 6.42% | 29 11.80%Tabdh | 17 4.51% | 5 12.42% | 84 7.54% | 51 9.30%dh | 53 5.17% | 32 9.56%dh | - | 7 6.69% | 4 7.72% | 2 6.21% |
| Rented from someone else | 813 12.76%abfh | 557 10.55% | 119 9.24% | 29 11.95% | 44 11.89% | 3 6.14% | 101 9.08% | 69 12.63% | 100 9.72% | 49 14.86%abfh | 4 15.28% | 15 14.77% | 7 13.82% | 3 11.90% |
| Rent free | 110 1.73%d | 89 1.68%d | 34 2.64%Tacd | - 0.16% | 1 0.25% | - | 21 1.89% | 6 1.09% | 17 1.61% | 4 1.18% | - | 3 2.65%d | - 0.93% | 2 5.95% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 232
Tenure
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|---------------------|-----------------------------|-------------------------|-------------------------------|-------------------------------|--------------------|-----------------------------|---------------------------|------------------|---------------------|-----------------|----------------------------|------------------|--------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| NET: Homeowners | 4128 64.80%qr | 4085 64.81%qr | 176 75.76%Tnpqr wzA | 721 64.55%qr | 205 48.05%r | 9 18.95% | 708 68.81%Tnqr | 402 73.15%Tnpqr | 355 59.21%qr | 298 68.38%qr | 485 63.63%qr | 94 74.27%qr | 89 75.19%Tnpqr wA | 274 65.45%qr | 57 55.98%r |
| Owned outright - without mortgage | 2301 36.11%npqr | 2265 35.93%pqr | 131 56.31%Tnpqr uvwzA | 342 30.63%r | 108 25.22%r | 2 5.02% | 371 35.96%pqr | 276 50.19%Tnpqr uvwzA | 178 29.77%r | 173 39.59%pqr | 266 34.98%qr | 51 40.40%qr | 57 48.59%Tnpqr uvwzA | 140 33.54%qr | 33 31.80%r |
| Owned with a mortgage or loan | 1828 28.69%oqt | 1820 28.88%Toqt | 45 19.44% | 379 33.92%Tnoqr w | 97 22.83% | 7 13.93% | 337 32.65%Tnoqr | 126 22.96% | 176 29.44%oqt | 125 28.78%o | 218 28.65%o | 43 33.87%oqr | 31 26.60% | 133 31.91%oqr | 25 24.18% |
| NET: Renters | 2132 33.47%ostxy | 2109 33.46%ostxy | 54 23.08% | 380 34.00%otxy | 216 50.57%Tnopst uvwxyz | 37 75.85%Tnopst tuwxyzA | 309 29.93% | 139 25.31% | 233 38.89%Tnostv xy | 129 29.61% | 266 34.99%otxy | 30 23.46% | 25 21.07% | 135 32.36%oty | 45 43.39%ostvxy |
| NET: Rent from Council/ Housing Association | 1319 20.71%sty | 1303 20.67%sy | 37 15.86% | 258 23.08%ostvy | 138 32.33%Tnopst uvwxyz | 22 43.68%Tnopst uvwxyz | 185 17.90%y | 92 16.83% | 142 23.67%ostvy | 75 17.25% | 149 19.60%y | 18 14.38% | 11 8.93% | 90 21.44%y | 30 28.77%ostvxy |
| Rented from the council | 828 13.00%y | 818 12.98%y | 23 10.07% | 156 13.98%y | 85 19.88%Tnopst vwy | 19 38.03%Tnopst tuwxyz | 116 11.26%y | 58 10.57%y | 92 15.28%sty | 50 11.44%y | 89 11.68%y | 15 11.43%y | 4 3.70% | 59 14.18%y | 20 19.84%ostwy |
| Rented from a housing association | 491 7.71% | 485 7.69% | 13 5.80% | 102 9.10%x | 53 12.46%Tnostvw xyz | 3 5.65% | 69 6.64% | 34 6.26% | 50 8.39% | 25 5.81% | 60 7.91% | 4 2.95% | 6 5.23% | 30 7.26% | 9 8.93% |
| Rented from someone else | 813 12.76%ot | 806 12.79%ot | 17 7.22% | 122 10.92% | 78 18.24%Tnopst vz | 16 32.17%Tnopst uvwxyzA | 124 12.03% | 47 8.48% | 91 15.22%opt | 54 12.36% | 117 15.39%Tnopst | 12 9.08% | 14 12.13% | 46 10.92% | 15 14.62% |
| Rent free | 110 1.73% | 109 1.73% | 3 1.16% | 16 1.45% | 6 1.37% | 3 5.20% | 15 1.46% | 8 1.54% | 11 1.90% | 9 2.02% | 11 1.38% | 3 2.27% | 4 3.75% | 9 2.18% | 1 0.63% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 233
Tenure
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | |
|---|--------------------------------|----------------------------|------------------------------|-----------------------------|------------------------------|-------------------|------------------------------|---------------------------|---------------------|------------------------------|-------------------|---------------------------|---------------------|-------------------------|---------------------------|--------------------------|-------------------------|-------------------------------------|-------------------------|--------------------------|--------------------------------|--------------------------|---------------------------|---------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Ware-house (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Poten-tially vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| NET: Homeowners | 4128 64.80% r tw | 4006 65.89% T c | 927 71.40% T acfgkh | 166 58.50% g | 287 69.45% c | 18 56.58% g | 834 66.72% c | 376 62.08% g | 882 64.54% g | 243 65.54% g | 21 61.71% g | 68 60.04% g | 34 59.07% g | 17 60.55% g | 2292 66.74% T r | 309 70.82% T r | 1256 66.71% r | 95 55.68% r | 610 67.19% r | 497 45.23% t | 2286 67.36% T tu | 989 75.94% T tu | 1126 55.92% T tu | 2860 69.65% T tw |
| Owned outright - without mortgage | 2301 36.11% c ftvw | 2234 36.74% T cfl | 568 43.73% T acfgkh | 84 29.58% g | 181 43.78% T acfgkh | 5 14.78% g | 415 33.21% g | 221 36.53% g | 478 34.98% g | 114 30.78% g | 15 44.70% g | 45 39.57% g | 22 38.52% g | 10 35.08% g | 1242 36.16% g | 179 41.12% o qr | 657 34.89% g | 49 28.59% g | 346 38.13% r | 267 24.30% tv | 1410 41.56% T tv | 417 31.99% t | 677 33.61% T tu | 1561 38.03% T tw |
| Owned with a mortgage or loan | 1828 28.69% t uw | 1772 29.15% T uw | 359 27.67% g | 82 28.92% g | 106 25.67% g | 13 41.80% g | 419 33.51% T abdjkl | 155 25.54% g | 404 29.56% g | 129 34.76% T abdjkl | 6 17.00% g | 23 20.47% g | 12 20.56% g | 7 25.47% g | 1050 30.58% T qr | 130 29.70% g | 599 31.82% T g | 46 27.10% g | 264 29.06% g | 230 20.93% g | 876 25.80% t tu | 573 43.95% T tu | 449 22.31% T tu | 1298 31.62% T tw |
| NET: Renters | 2132 33.47% a bopquvx | 1970 32.41% b | 338 26.03% g | 116 40.81% T abdf | 122 29.63% g | 14 43.42% g | 391 31.26% b | 222 36.68% a bdf | 464 33.96% b | 125 33.75% b | 13 38.29% g | 43 37.63% b | 22 37.15% g | 9 33.78% g | 1075 31.29% g | 118 27.01% g | 584 31.02% g | 73 42.84% T opqs | 286 31.51% g | 588 53.55% T uv | 1059 31.21% v | 285 21.90% g | 853 42.35% T x | 1181 28.76% T x |
| NET: Rent from Council/ Housing Association | 1319 20.71% a bdpuvx | 1223 20.11% b | 205 15.82% g | 78 27.57% T abdfik | 68 16.36% g | 11 36.00% g | 265 21.16% b | 140 23.07% b d | 291 21.28% b | 65 17.61% g | 8 24.27% g | 18 16.10% g | 12 19.92% g | 5 18.57% g | 720 20.96% p | 67 15.36% g | 401 21.28% p | 45 26.13% p | 201 22.11% p | 438 39.85% T uv | 638 18.81% v | 113 8.67% g | 602 29.92% T x | 649 15.81% T x |
| Rented from the council | 828 13.00% b puvx | 780 12.82% b | 121 9.30% g | 46 16.11% b i | 50 12.02% g | 6 19.74% g | 170 13.56% b | 82 13.50% b bi | 212 15.53% Ta | 36 9.65% g | 6 18.50% g | 10 8.92% g | 6 10.57% g | 4 12.65% g | 476 13.87% p | 33 7.49% g | 263 13.98% p | 30 17.87% p | 148 16.27% T p | 307 27.96% T uv | 379 11.18% v | 66 5.05% g | 391 19.43% T Tx | 390 9.50% T x |
| Rented from a housing association | 491 7.71% ad hvx | 443 7.28% adh | 85 6.51% g | 33 11.46% Ta bdh | 18 4.34% g | 5 16.25% g | 95 7.60% g | 58 9.57% ab dh | 79 5.76% g | 30 7.95% g | 2 5.76% g | 8 7.19% g | 5 9.35% g | 2 5.91% g | 244 7.10% g | 34 7.87% g | 137 7.30% g | 14 8.26% g | 53 5.84% g | 131 11.88% Tu v | 259 7.63% v | 47 3.63% g | 211 10.49% T Tx | 259 6.31% T x |
| Rented from someone else | 813 12.76% a bfqcs | 748 12.30% b f | 133 10.21% g | 38 13.24% g | 55 13.28% g | 2 7.43% g | 126 10.10% g | 82 13.61% g | 173 12.68% g | 60 16.14% b f | 5 14.03% g | 24 21.52% T abfh | 10 17.24% g | 4 15.21% g | 355 10.33% g | 51 11.65% g | 183 9.74% g | 28 16.70% oq s | 85 9.40% g | 151 13.70% g | 421 12.40% g | 172 13.23% g | 250 12.43% g | 532 12.95% g |
| Rent free | 110 1.73% g | 103 1.70% g | 33 2.57% Ta | 2 0.69% g | 4 0.92% g | - - g | 25 2.01% g | 8 1.24% g | 20 1.50% g | 3 0.71% g | - - g | 3 2.34% g | 2 3.77% g | 2 5.68% g | 68 1.97% g | 9 2.17% g | 43 2.27% g | 3 1.48% g | 12 1.30% g | 13 1.22% g | 48 1.43% g | 28 2.15% g | 35 1.73% g | 65 1.59% g |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 234
What is the highest educational level that you have achieved to date?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|-----------------------|----------------|-----------------|----------------------|----------------------|--------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------|------------------|--------------------|------------------|------------------|-----------------|-----------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| No formal education | 32 0.50%kn | 12 0.39% | 20 0.62% | 2 0.25% | 2 0.22% | 4 0.44% | 9 0.84% | 1 0.14% | 11 1.10%Tdg | 2 0.39% | 4 0.23% | 4 0.20% | 6 0.49% | 18 1.18%Tjk | 8 0.21% | 25 0.87%Tn | 26 0.50% | 6 0.51% |
| Primary | 44 0.69%jn | 25 0.81% | 19 0.58% | 6 0.64% | 5 0.49% | 6 0.58% | 8 0.70% | 4 0.40% | 10 1.04% | 6 1.34% | 1 0.06% | 6 0.35% | 9 0.71%j | 27 1.77%Tjkl | 7 0.21% | 37 1.29%Tn | 39 0.76% | 5 0.40% |
| Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc. | 3213 50.43%cdjknp | 1526 49.09% | 1682 51.89%T | 338 38.41% | 376 35.37% | 473 47.95%cd | 616 56.22%Tode | 546 59.55%Tode | 619 61.50%Tode | 244 57.95%Tode | 531 30.67% | 836 46.54%j | 784 60.64%Tjk | 1061 68.53%Tjkl | 1367 38.74% | 1845 64.94%Tn | 2534 49.28% | 679 55.24%Tp |
| University degree or equivalent professional qualification, NVQ level 4, etc. | 2088 32.77%chmno | 1053 33.89% | 1025 31.62% | 238 27.01% | 449 42.23%Tcofghi | 349 35.31%ch | 351 32.05%ch | 293 31.94%h | 273 27.13% | 135 32.08% | 736 42.48%TKlm | 650 36.16%Tlm | 373 28.85%lm | 329 21.23% | 1386 39.26%To | 702 24.70% | 1701 33.09% | 386 31.43% |
| Higher university degree, doctorate, MBA, NVQ level 5, etc. | 744 11.67%fghilmoq | 387 12.46% | 355 10.96% | 108 12.24%gij | 196 18.45%Tcofghi | 143 14.49%TIghi | 103 9.41% | 72 7.80% | 92 9.10% | 31 7.26% | 382 22.05%TKlm | 193 10.76%lm | 85 6.56% | 83 5.39% | 575 16.30%To | 168 5.92% | 637 12.38%Tq | 107 8.71% |
| Still in full time education | 197 3.09%aefghilmo | 72 2.31% | 120 3.69%Ta | 170 19.30%Tdefghi | 21 2.00%efghi | 3 0.28% | 3 0.26% | - | - | - | 66 3.79%lm | 95 5.27%Tlm | 25 1.91%lm | 12 0.75% | 160 4.54%To | 36 1.28% | 156 3.03% | 41 3.33% |
| Don't know | 9 0.14% | 7 0.22% | 2 0.07% | 4 0.41% | 2 0.19% | - | 2 0.16% | - | - | 2 0.39% | 2 0.10% | 2 0.11% | 1 0.09% | 4 0.27% | 4 0.11% | 5 0.19% | 7 0.14% | 2 0.14% |
| Prefer not to answer | 45 0.71%h | 26 0.83% | 19 0.58% | 15 1.73%Tfgh | 11 1.06%gh | 9 0.94%h | 4 0.37% | 2 0.19% | 1 0.11% | 2 0.57% | 11 0.62% | 11 0.62% | 10 0.74% | 14 0.88% | 22 0.62% | 23 0.82% | 42 0.82% | 3 0.24% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 235
What is the highest educational level that you have achieved to date?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|-------------------------|-----------------------|---------------------|--------------------|--------------------|----------------------------|--------------------------|----------------------|----------------------------|------------------------------|---------------------------|------------------------------|----------------------|-----------------------------|----------------------|---------------------|----------------------------|----------------------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| No formal education | 32 0.50% | 30 0.56% | 1 0.27% | 1 0.20% | - | 1 0.27% | 5 1.97% mn | 1 0.09% | 1 0.16% | 3 0.45% | 6 1.29% Tgn | 1 0.20% | 6 0.94% | 3 0.40% | 1 0.11% | 5 0.95% n | - | 25 0.46% | 6 0.70% |
| Primary | 44 0.69% | 34 0.64% | 1 0.22% | 9 2.88% Tabd | - | 1 0.22% | 2 0.69% | 3 0.39% | 6 1.09% | 5 0.84% | 3 0.64% | 9 2.88% Tegi jlmnop | 3 0.49% | 6 0.71% | 6 0.74% | 1 0.19% | - | 38 0.70% | 4 0.48% |
| Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc. | 3213 50.43% dempr | 2758 51.59% Tbd | 233 43.92% | 146 48.14% | 76 39.72% | 233 43.92% | 140 55.23% emp | 375 53.18% emp | 286 55.02% emp | 323 58.16% Tek mnop | 256 56.00% Tem p | 146 48.14% m | 326 54.31% emp | 340 40.50% | 439 50.34% emp | 273 50.25% mp | 76 39.72% | 2922 53.49% Tr | 270 31.79% |
| University degree or equivalent professional qualification, NVQ level 4, etc. | 2088 32.77% afhq | 1712 32.02% | 203 38.30% Ta | 95 31.40% | 77 40.50% Ta | 203 38.30% Tth ij | 63 24.88% | 238 33.80% fh | 135 26.10% | 169 30.36% | 137 29.85% | 95 31.40% | 191 31.92% | 306 36.36% Tth ij | 300 34.45% fh | 173 31.73% | 77 40.50% Tth ij | 1751 32.06% | 310 36.55% Tq |
| Higher university degree, doctorate, MBA, NVQ level 5, etc. | 744 11.67% ajq | 601 11.25% | 64 12.01% | 45 14.78% | 34 17.73% Ta | 64 12.01% l | 28 11.21% | 69 9.85% | 69 13.37% ij | 39 7.06% | 38 8.28% | 45 14.78% ijl | 56 9.27% | 136 16.22% Tgi jln | 99 11.32% l | 66 12.21% l | 34 17.73% Tgi jln | 579 10.60% | 161 18.97% Tq |
| Still in full time education | 197 3.09% q | 163 3.06% | 24 4.57% | 7 2.18% | 2 1.20% | 24 4.57% g | 14 5.66% Tgln p | 12 1.74% | 19 3.69% | 14 2.54% | 15 3.36% | 7 2.18% | 13 2.14% | 29 3.51% | 23 2.65% | 23 4.16% g | 2 1.20% | 107 1.96% | 87 10.25% Tq |
| Don't know | 9 0.14% | 6 0.11% | 3 0.62% Ta | - | - | 3 0.62% T | - | 1 0.16% | - | - | 1 0.27% | - | 1 0.24% | 1 0.11% | - | 1 0.20% | - | 7 0.13% | 2 0.21% |
| Prefer not to answer | 45 0.71% q | 42 0.78% | * | 1 0.42% | 2 0.84% | * | 1 0.36% | 6 0.78% | 3 0.58% | 3 0.59% | 1 0.31% | 1 0.42% | 4 0.69% | 18 2.18% Tehi jno | 3 0.40% | 2 0.31% | 2 0.84% | 32 0.59% | 9 1.05% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 236
What is the highest educational level that you have achieved to date?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-------------------------|--------------------------|----------------------------|----------------------------|------------------------|-----------------|---------------------------|------------------------|------------------------|-----------------------------|-----------------|-----------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| No formal education | 32 0.50% | 26 0.49% | 7 0.51% | 2 0.63% | - 0.10% | - | 10 0.88% | 3 0.62% | 2 0.24% | 1 0.32% | - | - | 1 1.13% | - |
| Primary | 44 0.69% | 37 0.70% | 5 0.40% | 1 0.36% | 2 0.61% | - | 12 1.12% | 5 0.89% | 9 0.91% | 2 0.55% | - | - | - | - |
| Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc. | 3213 50.43% <i>l</i> | 2708 51.32% <i>Tl</i> | 656 50.89% <i>l</i> | 120 48.86% <i>l</i> | 184 49.79% <i>l</i> | 9 21.74% | 627 56.23% <i>Tabi</i> | 280 51.03% <i>l</i> | 539 52.38% <i>l</i> | 127 38.51% | 18 70.34% | 53 52.97% <i>l</i> | 30 58.55% <i>l</i> | 15 55.92% |
| University degree or equivalent professional qualification, NVQ level 4, etc. | 2088 32.77% | 1710 32.41% | 402 31.22% | 72 29.19% | 130 35.19% | 18 42.96% | 333 29.83% | 188 34.19% | 353 34.31% | 113 34.26% | 7 26.06% | 33 33.00% | 13 24.88% | 11 39.98% |
| Higher university degree, doctorate, MBA, NVQ level 5, etc. | 744 11.67% <i>f</i> | 617 11.70% <i>f</i> | 176 13.62% <i>Tafgh</i> | 31 12.75% | 46 12.43% | 7 17.93% | 103 9.25% | 50 9.08% | 102 9.91% | 66 19.67% <i>Tabdfgh</i> | - | 14 14.02% | 7 13.01% | 1 4.10% |
| Still in full time education | 197 3.09% <i>ah</i> | 137 2.60% <i>h</i> | 38 2.93% <i>h</i> | 15 6.14% <i>Tabdfhk</i> | 5 1.24% | 5 11.12% | 26 2.32% | 19 3.44% <i>h</i> | 14 1.38% | 13 4.08% <i>dh</i> | 1 3.60% | - | 1 2.44% | - |
| Don't know | 9 0.14% | 9 0.17% | - | 1 0.44% <i>b</i> | 2 0.64% <i>Tb</i> | - | 1 0.05% | 1 0.20% | 1 0.12% | 3 0.82% <i>Tabf</i> | - | - | - | - |
| Prefer not to answer | 45 0.71% | 32 0.61% | 5 0.42% | 4 1.64% <i>df</i> | - | 3 6.25% | 4 0.33% | 3 0.54% | 8 0.75% | 5 1.59% <i>df</i> | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 237
What is the highest educational level that you have achieved to date?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|-------------------------------|----------------|------------------|--------------------------|---------------------------|------------------------------|----------------|-------------------------|------------------|--------------------|-----------------|----------------------------|----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| No formal education | 32 0.50% | 31 0.50% | 1 0.48% | 7 0.66% | 3 0.61% | - | 3 0.28% | 6 1.06% | 2 0.31% | 1 0.12% | 2 0.29% | 3 2.07%Tnswv | 1 0.49% | 3 0.83% | - |
| Primary | 44 0.69% | 42 0.66% | - | 6 0.54% | * 0.10% | 3 5.59%Tnopqst uwz | 6 0.60% | 2 0.39% | 6 1.01% | 5 1.23% | 2 0.32% | 2 1.25% | 2 1.71%q | 3 0.74% | 2 1.84%q |
| Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc. | 3213 50.43%or | 3182 50.47%or | 95 40.91% | 542 48.55%r | 200 46.88%r | 13 26.76% | 555 53.82%Tnopqr vx | 332 60.36%Tnopqr suvwx | 290 48.43%r | 203 46.61%r | 397 52.17%orx | 51 40.43% | 65 55.19%orx | 236 56.35%Tnopqr uvx | 56 54.69%or |
| University degree or equivalent professional qualification, NVQ level 4, etc. | 2088 32.77%t | 2067 32.79%t | 84 36.03%t | 388 34.74%t | 142 33.34% | 24 48.48%stwz | 322 31.24% | 148 26.87% | 196 32.70% | 146 33.40% | 237 31.07% | 54 42.70%Tnstwz | 43 36.25% | 121 28.84% | 34 33.63% |
| Higher university degree, doctorate, MBA, NVQ level 5, etc. | 744 11.67%ty | 741 11.75%ty | 50 21.39%Tnpqst uvwxyzA | 118 10.55% | 57 13.44%ty | 9 18.15%ty | 109 10.60% | 41 7.45% | 75 12.54%ty | 71 16.33%Tnpsty z | 100 13.09%ty | 14 10.82% | 5 4.42% | 44 10.51% | 9 9.10% |
| Still in full time education | 197 3.09% | 193 3.06% | 3 1.20% | 43 3.86% | 21 4.96%Tnosv | 1 1.02% | 26 2.54% | 16 2.99% | 23 3.82% | 8 1.73% | 20 2.67% | 3 2.75% | 2 1.94% | 10 2.35% | - |
| Don't know | 9 0.14%n | 8 0.13% | - | 1 0.10% | 1 0.26% | - | 1 0.05% | 1 0.26% | 2 0.34% | 2 0.44% | - | - | - | - | - |
| Prefer not to answer | 45 0.71%n | 39 0.63% | - | 11 1.01% | 2 0.41% | - | 9 0.88% | 3 0.61% | 5 0.85% | 1 0.13% | 3 0.39% | - | - | 2 0.39% | 1 0.75% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 238
What is the highest educational level that you have achieved to date?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|---|-------------------------------------|------------------------------|-----------------------------------|------------------------------------|-----------------------------|-----------------|------------------------------------|-----------------------------|-----------------------------|--------------------------------------|------------------|---------------------------------|------------------|-----------------------|------------------------------------|-----------------------------------|------------------------------------|---------------------------------|-------------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------------------|------------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| No formal education | 32 0.50%v | 29 0.47% | 7 0.53% | * 0.13% | * 0.09% | - | 10 0.78% | 6 0.93% | 4 0.30% | 1 0.29% | - | - | 1 0.99% | - | 17 0.50% | - | 15 0.79% | - | 2 0.26% | 14 1.27% _v | 15 0.45% _v | - | 16 0.77% | 16 0.38% |
| Primary | 44 0.69% _x | 42 0.69% | 6 0.50% | - | 2 0.55% | - | 14 1.15% | 7 1.10% | 9 0.67% | 3 0.79% | - | - | - | - | 29 0.83% | 3 0.67% | 19 1.00% | 2 1.40% | 5 0.50% | 11 0.97% _v | 23 0.69% | 3 0.22% | 25 1.24% _{Tx} | 15 0.36% |
| Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc. | 3213 50.43% _{ai} pvx | 3075 50.58% _{ai} | 654 50.38% _{ai} | 142 49.91% _{ai} | 204 49.49% _{ai} | 12 38.58% | 696 55.71% _T abgi | 303 50.04% _{ai} | 709 51.86% _{ai} | 141 38.01% | 22 64.21% | 52 45.92% | 28 47.93% | 15 53.77% | 1798 52.36% _T p | 183 41.96% | 1042 55.37% _T opr | 76 44.83% | 473 52.06% _p | 630 57.31% _T v | 1815 53.49% _T v | 480 36.80% | 1098 54.55% _T x | 2012 49.00% |
| University degree or equivalent professional qualification, NVQ level 4, etc. | 2088 32.77% _{ao} qtw | 2011 33.08% _T | 413 31.79% | 86 30.24% | 148 35.85% | 14 43.72% | 389 31.09% | 210 34.64% | 462 33.76% | 126 33.97% | 9 25.58% | 38 33.40% | 21 35.77% | 11 38.11% | 1068 31.09% _q | 139 31.83% | 545 28.97% | 64 37.74% _q | 311 34.28% _q | 277 25.17% | 1116 32.89% _t | 544 41.73% _T tu | 606 30.11% | 1393 33.93% _{Tw} |
| Higher university degree, doctorate, MBA, NVQ level 5, etc. | 744 11.67% _f quw | 714 11.74% _f | 178 13.70% _T alg | 36 12.56% _f | 51 12.46% _f | 1 2.26% | 101 8.07% | 57 9.37% | 148 10.82% _f | 76 20.42% _{Tabcd} fgh | - | 21 18.25% _f gh | 8 13.18% | 2 8.12% | 404 11.76% _q oqrs | 91 20.81% _T oqrs | 191 10.14% | 15 8.65% | 102 11.24% | 110 10.01% | 353 10.40% | 238 18.29% _T tu | 203 10.09% | 516 12.57% _{Tw} |
| Still in full time education | 197 3.09% _{ad} hsuw | 166 2.74% | 32 2.43% | 11 3.86% _d | 4 1.06% | 5 15.45% | 36 2.88% | 19 3.16% | 26 1.89% | 20 5.50% _T abdfh | 3 10.21% | 3 2.44% | 1 2.14% | - | 95 2.77% _s | 18 4.19% _s | 58 3.10% _s | 6 1.37% | 12 3.68% | 49 4.49% _{Tu} | 60 1.78% | 37 2.83% | 45 2.25% | 140 3.40% _w |
| Don't know | 9 0.14% _x | 8 0.13% | - | 1 0.38% | 2 0.51% _b | - | 1 0.04% | 1 0.18% | 1 0.09% | 2 0.55% _b | - | - | - | - | 4 0.13% | - | 1 0.03% | 3 1.50% _{To} pqs | 1 0.15% | 5 0.06% | - | 6 0.29% _x | 1 0.04% | |
| Prefer not to answer | 45 0.71% _{au} vx | 35 0.57% | 9 0.67% | 8 2.91% _{Tabdf} ghi | - | - | 3 0.27% | 3 0.57% | 8 0.61% | 2 0.47% | - | - | - | - | 19 0.55% | 2 0.54% | 12 0.61% | 4 2.21% _{To} qs | 1 0.14% | 8 0.73% _u | 5 0.15% | 2 0.13% | 14 0.69% | 13 0.32% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 239
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | Social Grade | | | | Area type | | | | |
|--|--------------------------------|-----------------------------|------------------------------|--------------------------------|-----------------------------|-------------------------------|--------------------------------|-----------------------------|-----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------------------|-----------------------------|------------------------------|------------------------------|-----------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Yes - responsible for half or more of the items bought | 5748 90.22% ^{acnq} | 2713 87.29% | 3025 93.32% ^{Ta} | 572 65.07% | 991 93.13% ^{Tc} | 943 95.51% ^{Tcdi} | 1060 96.78% ^{Todg} | 861 93.84% ^{Tc} | 938 93.21% ^{Tc} | 383 90.90% ^c | 1542 88.97% | 1610 89.64% | 1158 89.54% | 1438 92.86% ^{Tjkl} | 3152 89.31% | 2596 91.35% ^{Tn} | 4667 90.75% ^{Tq} | 1081 88.02% |
| No - not responsible for most of the items bought | 623 9.78% ^{bddef} | 395 12.71% ^{Tb} | 216 6.68% | 307 34.93% ^{Tdefg} | 73 6.87% ^{ef} | 44 4.49% | 35 3.22% | 56 6.16% ^f | 68 6.79% ^{fh} | 38 9.10% ^{ef} | 191 11.03% ^m | 186 10.36% ^m | 135 10.46% ^m | 111 7.14% | 377 10.69% ^{To} | 246 8.65% | 476 9.25% | 147 11.98% ^{tp} |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 240
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

| | Country | | | | Region | | | | | | | | | | Ethnicity | | | | |
|--|---------------------|---------------------|--------------------|--------------------|----------------------|----------------------|--------------------|--------------------|----------------------------|---------------------|--------------------|--------------------|---------------------|--------------------|----------------------|--------------------|--------------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Yes - responsible for half or more of the items bought | 5748 90.22% a | 4800 89.78% a | 492 92.67% a | 272 89.93% a | 184 96.17% Tac | 492 92.67% sin | 233 91.80% a | 632 89.70% a | 472 90.97% a | 485 87.14% a | 406 88.71% a | 272 89.93% a | 553 92.28% in | 756 89.93% a | 770 88.35% a | 494 90.73% a | 184 96.17% Tgh ijkmno | 4988 91.32% Tr | 714 84.11% a |
| No - not responsible for most of the items bought | 623 9.78% d | 546 10.22% Td | 39 7.33% a | 30 10.07% d | 7 3.83% a | 39 7.33% a | 21 8.20% a | 73 10.30% p | 47 9.03% p | 72 12.86% Tel | 52 11.29% p | 30 10.07% p | 46 7.72% a | 85 10.07% p | 101 11.65% elp | 50 9.27% p | 7 3.83% a | 474 8.68% a | 135 15.89% Tq |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 241
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|----------------|---------------|---------------|-----------------|------------------|---------------|------------------|---------------|-----------------|--------------|-----------------------------|------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Uni-ity Ware-house (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Yes - responsible for half or more of the items bought | 5748 90.22% | 4789 90.75%T | 1175 91.14% | 217 87.97% | 325 87.99% | 39 94.25% | 1029 92.25%Td | 504 91.76% | 921 89.47% | 297 89.83% | 25 96.40% | 92 92.22% | 45 87.98% | 25 96.44% |
| No - not responsible for most of the items bought | 623 9.78%af | 488 9.25% | 114 8.86% | 30 12.03% | 44 12.01%f | 2 5.75% | 86 7.75% | 45 8.24% | 108 10.53% | 34 10.17% | 1 3.60% | 8 7.78% | 6 12.02% | 1 3.56% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 242

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|---------------|----------------|---------------|-----------------|---------------|------------------|---------------|------------------|---------------|---------------|---------------|---------------|---------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Yes - responsible for half or more of the items bought | 5748 90.22% | 5692 90.30% | 216 92.93% | 1000 89.55% | 376 88.19% | 44 90.04% | 931 90.21% | 499 90.75% | 545 90.99% | 402 92.34% | 683 89.68% | 117 92.19% | 102 86.10% | 387 92.56% | 98 95.29%y |
| No - not responsible for most of the items bought | 623 9.78% | 611 9.70% | 16 7.07% | 117 10.45% | 50 11.81% | 5 9.96% | 101 9.79% | 51 9.25% | 54 9.01% | 33 7.66% | 79 10.32% | 10 7.81% | 16 13.90%A | 31 7.44% | 5 4.71% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 243
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|--|----------------------------|-----------------------------|----------------|---------------|---------------------------|-----------------|-----------------------------|---------------|----------------------------|---------------|------------------|-------------------|------------------|-----------------------|------------------|---------------|----------------|---------------|-------------------------------------|---------------------|-----------------------------|-------------------------------|----------------|----------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Yes - responsible for half or more of the items bought | 5748 90.22% | 5518 90.76% ^T | 1186 91.35% | 256 90.32% | 363 87.95% | 32 100.00% | 1154 92.37% ^T | 554 91.56% | 1212 88.63% | 333 89.63% | 33 95.65% | 105 93.14% | 54 93.42% | 28 100.00% | 3114 90.66% | 400 91.65% | 1712 90.94% | 158 92.85% | 807 88.90% | 996 90.60% | 3138 92.45% ^T | 1170 89.77% | 1817 90.23% | 3718 90.54% |
| No - not responsible for most of the items bought | 623 9.78% ^{af} | 561 9.24% | 112 8.65% | 27 9.68% | 50 12.04% ^f | - | 95 7.63% | 51 8.44% | 155 11.37% ^a | 38 10.37% | 1 4.35% | 8 6.86% | 4 6.58% | - | 321 9.34% | 36 8.35% | 171 9.06% | 12 7.15% | 101 11.10% | 103 9.40% | 256 7.55% | 133 10.23% ^u | 197 9.77% | 388 9.46% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 244
How many cars are there in your household?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | Social Grade | | | | | Area type | | | |
|--------------------------|--------------------------------|------------------------------|-----------------------------|--------------------------------|-------------------------------|------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-----------------------------|-------------------------------|-------------------------------|------------------------------|-----------------------------|------------------------------|------------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| No cars in the household | 1337 20.99% ^{agjl} | 609 19.59% | 724 22.33% ^{Ta} | 198 22.51% ^g | 244 22.97% ^{gi} | 238 24.07% ^{Tgi} | 226 20.62% ^g | 151 16.43% | 208 20.68% ^g | 73 17.23% | 253 14.57% | 404 22.46% ^{jl} | 162 12.52% | 519 33.54% ^{Tjkl} | 656 18.59% | 681 23.97% ^{Tn} | 1230 23.91% ^{Tq} | 108 8.75% |
| NET: Any | 5034 79.01% ^{bemo} | 2499 80.41% ^{Tb} | 2518 77.67% | 681 77.49% | 819 77.03% | 750 75.93% | 870 79.38% | 767 83.57% ^{Tcde} | 798 79.32% | 349 82.77% ^{de} | 1480 85.43% ^{Tkm} | 1393 77.54% ^m | 1131 87.48% ^{Tkm} | 1029 66.46% | 2873 81.41% ^{To} | 2160 76.03% | 3913 76.09% | 1121 91.25% ^{Tp} |
| 1 | 2584 40.57% ^{cd} | 1293 41.61% | 1285 39.65% | 202 22.95% | 385 36.16% ^c | 410 41.51% ^{cd} | 437 39.85% ^c | 398 43.41% ^{cd} | 502 49.87% ^{Tcde} | 252 59.72% ^{Tcde} | 697 40.23% | 751 41.80% | 511 39.54% | 625 40.37% | 1448 41.03% | 1136 39.99% | 2114 41.11% | 470 38.28% |
| 2 | 1864 29.26% ^{hikm} | 929 29.89% | 927 28.59% | 288 32.77% ^{Tfhi} | 350 32.93% ^{Tfhi} | 283 28.68% ⁱ | 301 27.43% ⁱ | 302 32.93% ^{Tfhi} | 255 25.32% | 85 20.25% | 600 34.61% ^{Tkm} | 475 26.43% ^m | 489 37.80% ^{Tkm} | 301 19.44% | 1075 30.45% ^T | 790 27.79% | 1388 26.99% | 477 38.78% ^{Tp} |
| 3+ | 585 9.18% ^{ehimo} | 277 8.91% | 306 9.43% | 191 21.77% ^{Tdefg} | 85 7.95% ^{hi} | 57 5.75% ⁱ | 133 12.10% ^{Tdegh} | 66 7.24% ^{hi} | 42 4.13% | 12 2.80% | 184 10.59% Tm | 167 9.31% ^m | 131 10.14% ^m | 103 6.66% | 351 9.94% ^{To} | 234 8.24% | 411 7.99% | 174 14.19% ^{Tp} |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 245
How many cars are there in your household?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|--------------------------|---------------------------------|-----------------------|---------------------|----------------------|----------------------|------------------------------|-----------------------------|------------------------------|----------------------------|-----------------------------|----------------------------|----------------------------------|----------------------------|----------------------------------|----------------------------|----------------------------|----------------------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| No cars in the household | 1337 20.99% dijkino pq | 1167 21.83% Tcd | 129 24.28% cd | 28 9.29% | 13 6.95% | 129 24.28% ijk Inop | 65 25.56% ijk Inop | 160 22.68% ijk Inop | 108 20.86% kp | 94 16.98% kp | 74 16.10% kp | 28 9.29% | 100 16.74% kp | 326 38.78% Tef ghijklno | 153 17.52% kp | 87 15.99% kp | 13 6.95% | 1059 19.38% | 257 30.27% Tq |
| NET: Any | 5034 79.01% a mr | 4179 78.17% | 402 75.72% | 274 90.71% Tab | 178 93.05% Tab | 402 75.72% m | 189 74.44% m | 545 77.32% m | 411 79.14% m | 462 83.02% Tef gm | 384 83.90% Tef gm | 274 90.71% Tef ghijlmno | 499 83.26% Tef gm | 514 61.22% | 719 82.48% Tef gm | 457 84.01% Tef gm | 178 93.05% Tef ghijlmno | 4404 80.62% Tr | 592 69.73% |
| 1 | 2584 40.57% i mr | 2151 40.24% | 238 44.75% d | 133 43.86% d | 63 32.78% | 238 44.75% imp | 114 44.77% imp | 276 39.19% | 238 45.84% Tgi mp | 197 35.34% | 203 44.42% imp | 133 43.86% imp | 267 44.48% imp | 292 34.78% | 346 39.67% | 219 40.31% | 63 32.78% | 2292 41.96% Tr | 277 32.60% |
| 2 | 1864 29.26% b efm | 1553 29.04% b | 128 24.17% | 113 37.34% Tab | 70 36.76% Tab | 128 24.17% m | 52 20.52% | 218 30.93% efm | 142 27.37% m | 198 35.53% Tef hlm | 151 33.10% efm | 113 37.34% Tef hlm | 170 28.36% lm | 157 18.69% | 282 32.33% efm m | 183 33.60% Tef m | 70 36.76% Tef hm | 1632 29.87% T | 221 26.05% |
| 3+ | 595 9.18% hq | 475 8.89% | 36 6.80% | 29 9.51% | 45 23.51% Tabc | 36 6.80% | 23 9.15% | 51 7.19% | 31 5.92% | 68 12.16% Tegh jm | 29 6.37% | 29 9.51% | 62 10.42% hj | 65 7.75% | 91 10.48% hj | 55 10.10% h | 45 23.51% Tefg hijklmno | 480 8.79% | 94 11.08% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 246
How many cars are there in your household?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--------------------------|-----------------------|---------------------|----------------------|------------------|---------------|-----------------|--------------------|---------------------|----------------------|---------------------|-----------------|---------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| No cars in the household | 1337 20.99%abf | 985 18.66%bf | 192 14.87% | 65 26.28%abfi | 74 20.00%b | 20 49.02% | 170 15.21% | 142 25.84%Tabthi | 204 19.85%bf | 58 17.45% | 2 7.66% | 22 22.10% | 10 19.40% | 1 4.79% |
| NET: Any | 5034 79.01%g | 4293 81.34%Tcg | 1097 85.13%Tacdgh | 181 73.72% | 295 80.00% | 21 50.98% | 946 84.79%Tacgh | 407 74.16% | 825 80.15%g | 273 82.55%cg | 24 92.34% | 78 77.90% | 41 80.60% | 25 95.21% |
| 1 | 2584 40.57% | 2186 41.43%Th | 534 41.39% | 98 39.79% | 152 41.20% | 8 19.50% | 486 43.61%h | 235 42.86% | 391 38.04% | 146 44.07% | 9 36.14% | 39 39.47% | 28 53.97%h | 13 49.46% |
| 2 | 1864 29.26% | 1623 30.76%Tgi | 439 34.04%Tacgi | 64 26.04% | 120 32.41% | 9 21.31% | 359 32.21%Tgi | 144 26.31% | 307 29.80% | 82 24.75% | 15 56.20% | 37 36.69%i | 14 26.63% | 11 40.27% |
| 3+ | 585 9.18%gkl | 483 9.15%gkl | 125 9.70%gkl | 19 7.89% | 24 6.39% | 4 10.17% | 100 8.96%gkl | 27 4.99% | 127 12.31%Tadfgkl | 45 13.73%Tadfgkl | - | 2 1.74% | - | 1 5.49% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 247
How many cars are there in your household?
Base: All respondents

| | O.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------------|---------------------|------------------|-------------------|----------|-------------------------|-------------------------|----------|--------------------|-----------|----------------------|---------------|---------------|----------------------|-------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| No cars in the household | 1337 | 1313 | 32 | 231 | 156 | 21 | 192 | 104 | 133 | 93 | 144 | 24 | 16 | 67 | 18 |
| | 20.99%noz | 20.83%oz | 13.69% | 20.72%o | 36.58%Tnopst uvwxyzA | 43.11%Tnopst uvwxyzA | 18.57% | 18.90% | 22.24%oz | 21.45%o | 18.88% | 18.52% | 13.43% | 16.01% | 17.51% |
| NET: Any | 5034 | 4990 | 201 | 885 | 270 | 28 | 841 | 446 | 466 | 342 | 618 | 104 | 102 | 351 | 85 |
| | 79.01%qr | 79.17%Tqr | 86.31%Tnpqru v | 79.28%qr | 63.42% | 56.89% | 81.43%qr | 81.10%qr | 77.76%qr | 78.55%qr | 81.12%qr | 81.48%qr | 86.57%qr | 83.99%Tnqru | 82.49%qr |
| 1 | 2584 | 2549 | 102 | 459 | 140 | 17 | 429 | 213 | 254 | 166 | 317 | 42 | 50 | 172 | 43 |
| | 40.57%q | 40.44%q | 43.83%q | 41.13%q | 32.84% | 34.23% | 41.56%q | 38.68% | 42.45%q | 38.06% | 41.63%q | 32.71% | 42.04% | 41.08%q | 42.36% |
| 2 | 1864 | 1860 | 82 | 338 | 103 | 8 | 328 | 161 | 161 | 107 | 241 | 47 | 31 | 139 | 35 |
| | 29.26%q | 29.50%Tq | 35.32%qrurv | 30.30%q | 24.19% | 15.68% | 31.74%qv | 29.29% | 26.95% | 24.57% | 31.65%qv | 37.08%qrv | 26.18% | 33.33%qrv | 34.53% |
| 3+ | 585 | 582 | 17 | 88 | 27 | 3 | 84 | 72 | 50 | 69 | 60 | 15 | 22 | 40 | 6 |
| | 9.18% | 9.23% | 7.17% | 7.85% | 6.38% | 6.99% | 8.13% | 13.13%Tnopqsu w | 8.37% | 15.92%Tnopqsu wzA | 7.84% | 11.69% | 18.35%Tnopqsu wzA | 9.58% | 5.61% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 248
How many cars are there in your household?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|--------------------------|----------------------------------|-------------------------|---------------------------|-------------------------|--------------------|-----------------|--------------------------|--------------------------|-------------------------|-----------------------|------------------|--------------------|----------------------|-----------------------|-----------------------|----------------------|------------------------|---------------------|-------------------------------------|----------------------|----------------------------|-------------------------------|---------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-atone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| No cars in the household | 1337 20.99%a bfpopquv x | 1211 19.91%b f | 191 14.74% acdfh | 86 30.28%T abdfhi | 80 19.46%b | 13 39.72% | 193 15.41% | 165 27.33%T abdfhi | 299 21.89%b f | 65 17.62% | 4 12.53% | 29 25.73%b f | 13 21.86% | - | 577 16.81%q | 58 13.37% | 270 14.36% | 47 27.74%o pq | 192 21.19%o pq | 368 33.48%T uv | 650 19.16%v | 193 14.80% | 523 25.96%T x | 736 17.92% |
| NET: Any | 5034 79.01% c glw | 4869 80.09%T cg | 1107 85.26%T acdghk | 198 69.72% g | 333 80.54% c | 19 60.28% | 1057 84.59%T acghk | 440 72.67% g | 1068 78.11% c | 306 82.38% c | 30 87.47% | 84 74.27% | 46 78.14% | 28 100.00% | 2858 83.19%T rs | 378 86.63%T rs | 1612 85.64%T ors | 123 72.26% | 715 78.81% | 731 66.52% | 2743 80.84%T t | 1110 85.20%T tu | 1491 74.04% | 3370 82.08%T w |
| 1 | 2584 40.57% h stv | 2502 41.15%T h | 536 41.33% | 114 40.12% | 176 42.68% | 6 19.94% | 530 42.40% h | 266 43.95% h | 513 37.57% | 161 43.42% | 12 34.44% | 42 36.87% | 32 54.74%T ahk | 14 49.47% | 1366 39.76% | 183 41.96% | 760 40.39% | 71 41.82% | 335 36.87% | 366 33.34% | 1583 46.66%T tv | 448 34.37% | 819 40.66% | 1695 41.29% |
| 2 | 1864 29.26% g tuw | 1819 29.91%T g | 448 34.49%T acghil | 75 26.46% | 121 29.39% | 13 40.34% | 407 32.56%T g | 141 23.29% | 394 28.82% g | 97 26.27% | 18 53.04% | 40 34.99% g | 12 20.45% | 10 36.87% | 1108 32.26%T s | 157 36.06%T s | 633 33.63%T s | 46 26.71% | 261 28.77% | 249 22.69% | 931 27.44% t | 498 38.19%T tu | 514 25.52% | 1277 31.11%T w |
| 3+ | 585 9.18% cg kruw | 549 9.03% cg k | 123 9.44% cg k | 9 3.14% | 35 8.47% c | - | 120 9.63% cg k | 33 5.43% | 160 11.73%T acgkl | 47 12.69%T acgk | - | 3 2.41% | 2 2.96% | 4 13.66% | 384 11.18%T r | 38 8.60% | 219 11.62%T r | 6 3.73% | 120 13.17%T pr | 115 10.49% u | 229 6.74% | 165 12.64%T u | 158 7.87% | 398 9.68% w |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 249
To which of the following ethnic groups do you consider you belong?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|----------------------|--------------------------------|-------------------|-------------------|------------------------------|----------------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|-----------------------|-----------------------|---------------------|----------------------|---------------------|----------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| White | 5462 85.74% cdejknp | 2681 86.27% | 2767 85.36% | 552 62.82% | 849 79.78% c | 815 82.56% c | 976 89.05% Tode | 869 94.75% Tode | 983 97.71% Tode | 419 99.26% Tode | 1430 82.51% | 1508 83.95% | 1160 89.67% Tjk | 1365 88.16% Tjk | 2938 83.24% | 2525 88.85% Tn | 4294 83.50% | 1168 95.10% Tp |
| NET: BAME | 849 13.33% fghi lmoq | 402 12.94% | 443 13.66% | 315 35.77% Tdef ghi | 198 18.62% Tfgh i | 163 16.54% Tfghi | 109 9.95% ghi | 43 4.69% hi | 18 1.79% | 3 0.74% | 295 17.05% Tlm | 269 14.96% Tlm | 120 9.26% | 165 10.67% | 564 15.98% To | 285 10.03% | 795 15.46% Tq | 54 4.39% |
| Mixed | 148 2.33% ghio | 75 2.41% | 70 2.16% | 47 5.35% Tdfgh i | 34 3.17% fghi | 37 3.75% Tfghi | 18 1.60% hi | 7 0.75% | 5 0.51% | 1 0.14% | 45 2.60% | 51 2.84% l | 20 1.51% | 32 2.10% | 96 2.72% To | 52 1.83% | 129 2.51% Tq | 19 1.57% |
| Asian | 391 6.13% ghimo q | 193 6.22% | 197 6.07% | 135 15.38% Tdefg hi | 97 9.08% Tfghi | 77 7.80% Tfghi | 54 4.97% ghi | 18 2.00% hi | 8 0.80% | 1 0.24% | 144 8.29% Tklm | 108 5.99% | 66 5.13% | 73 4.72% | 251 7.12% To | 139 4.91% | 373 7.26% Tq | 18 1.44% |
| Black | 142 2.22% hiq | 72 2.30% | 70 2.16% | 35 3.95% Tghi | 32 2.98% ghi | 30 3.02% ghi | 27 2.43% hi | 13 1.37% | 5 0.48% | 2 0.36% | 51 2.92% T | 35 1.93% | 24 1.83% | 33 2.11% | 85 2.42% | 56 1.98% | 141 2.73% Tq | 1 0.09% |
| Chinese | 135 2.12% aefgh ilmoq | 38 1.22% | 97 3.00% Ta | 92 10.49% Tdefg hi | 29 2.75% efghi | 6 0.62% h | 0.50% | 2 0.23% | - | - | 52 2.99% Tlm | 68 3.81% Tlm | 8 0.64% | 7 0.43% | 120 3.41% To | 15 0.52% | 124 2.41% Tq | 11 0.89% |
| Other ethnic group | 33 0.52% bhjn | 25 0.79% Tb | 9 0.27% | 5 0.60% h | 7 0.63% h | 13 1.35% Tghi | 5 0.44% | 3 0.34% | - | - | 4 0.24% | 7 0.38% | 2 0.15% | 20 1.31% Tjkl | 11 0.31% | 22 0.78% Tn | 28 0.55% | 5 0.39% |
| Prefer not to answer | 59 0.93% j | 25 0.80% | 32 0.97% | 12 1.41% i | 17 1.60% Thi | 9 0.90% | 11 1.00% | 5 0.56% | 5 0.50% | - | 8 0.45% | 20 1.10% | 14 1.07% | 18 1.18% j | 27 0.78% | 32 1.13% | 53 1.03% | 6 0.52% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 250
To which of the following ethnic groups do you consider you belong?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|----------------------|--------------------------------------|-----------------------|---------------------|---------------------|---------------------------|---------------------------|---------------------------|------------------------------|--------------------------|---------------------------------------|---------------------------|----------------------------|----------------------------|---------------------------------------|---------------------------|---------------------------|--|-----------------------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | Ni (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| White | 5462 85.74% imr | 4506 84.28% | 488 91.91% Ta | 282 93.03% Ta | 187 97.88% Tab c | 488 91.91% Tgi m | 235 92.84% Tgi m | 596 84.52% im | 456 87.76% im | 434 77.99% im | 410 89.56% Tgi m | 282 93.03% Tgh im | 556 92.78% Tgh im | 528 62.83% | 794 91.15% Tgi m | 497 91.40% Tgi m | 187 97.88% Teh fghijklm no | 5462 100.00% Tr | - |
| NET: BAME | 849 13.33% b cdefkl nopq | 791 14.80% Tbcd | 38 7.08% d | 19 6.16% d | 2 0.86% | 38 7.08% p | 17 6.85% p | 100 14.25% efk lnop | 62 12.01% ek np | 117 21.10% Tef ghijkl nop | 47 10.26% lp | 19 6.16% p | 38 6.30% p | 296 35.24% Tefg hijkl nop | 67 7.70% p | 46 8.43% p | 2 0.86% | - | 849 100.00% Tq |
| Mixed | 148 2.33% q | 135 2.52% | 8 1.50% | 5 1.72% | * | 8 1.50% | 4 1.42% | 16 2.32% | 11 2.11% | 13 2.29% | 7 1.60% | 5 1.72% | 12 2.00% | 47 5.62% Tefg hijkl nop | 14 1.58% | 11 1.97% | * | - | 148 17.45% Tq |
| Asian | 391 6.13% bc defjkl nopq | 369 6.90% Tbcd | 13 2.40% | 8 2.52% | 1 0.69% | 13 2.40% | 4 1.50% | 47 6.72% efkl nop | 28 5.44% efl op | 86 15.47% Tefg hijkl nop | 17 3.61% l | 8 2.52% | 7 1.20% | 131 15.62% Tefg hijkl nop | 35 3.98% l | 14 2.56% | 1 0.69% | - | 391 46.02% Tq |
| Black | 142 2.22% bc eknq | 138 2.58% Tbcd | 3 0.59% | * | - | 3 0.59% | 1 0.47% | 15 2.07% k | 5 1.03% | 8 1.48% | 9 2.03% | * | 13 2.13% k | 71 8.49% Tefg hijkl nop | 8 0.88% | 8 1.39% | - | - | 142 16.69% Tq |
| Chinese | 135 2.12% lq | 118 2.20% | 14 2.58% | 4 1.28% | - | 14 2.58% l | 9 3.46% lnp | 13 1.87% | 13 2.48% l | 10 1.86% | 8 1.78% | 4 1.28% | 3 0.50% | 40 4.76% Tgij kl nop | 10 1.10% | 12 2.14% l | - | - | 135 15.92% Tq |
| Other ethnic group | 33 0.52% q | 32 0.60% | - | 1 0.48% | - | - | - | 9 1.27% Tein | 5 0.95% l | - | 6 1.23% ein | 1 0.48% | 3 0.46% | 6 0.75% | 1 0.14% | 2 0.36% | - | - | 33 3.92% Tq |
| Prefer not to answer | 59 0.93% qr | 49 0.92% | 5 1.01% | 2 0.80% | 2 1.27% | 5 1.01% | 1 0.31% | 9 1.23% | 1 0.23% | 5 0.92% | 1 0.18% | 2 0.80% | 6 0.92% | 16 1.93% Thjo | 10 1.15% | 1 0.18% | 2 1.27% | - | - |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 251
To which of the following ethnic groups do you consider you belong?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|----------------------|-----------------------|---------------------|-----------------------|----------------------|---------------------|-----------------|-----------------|------------------|------------------|----------------------|-----------------|----------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KOOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| White | 5462 85.74%ci | 4558 86.37%Tci | 1192 92.46%Taclghi | 188 76.17% | 337 91.19%Tacghi | 22 52.19% | 968 86.79%ci | 460 83.84%ci | 872 84.69%ci | 249 75.21% | 26 98.48% | 86 86.52%ci | 47 92.89%ci | 25 95.70% |
| NET: BAME | 849 13.33%abd | 672 12.73%bd | 91 7.09% | 57 23.28%Tabdfghi | 31 8.46% | 17 41.56% | 131 11.72%b | 87 15.76%abdf | 145 14.07%bd | 79 24.04%Tabdfghi | - | 13 13.48%b | 4 7.11% | 1 4.30% |
| Mixed | 148 2.33%ab | 110 2.08%b | 13 1.00% | 4 1.71% | 3 0.80% | 2 4.42% | 25 2.25%b | 22 4.05%Tabd | 23 2.19% | 12 3.73%bd | - | 3 3.24% | - | 1 4.30% |
| Asian | 391 6.13%b | 319 6.05%b | 44 3.42% | 14 5.83% | 15 4.05% | 11 26.75% | 69 6.22%b | 42 7.65%b | 87 8.45%Tabd | 23 6.82%b | - | 5 5.21% | - | - |
| Black | 142 2.22% | 117 2.21% | 22 1.69% | 13 5.19%Tabdf | 5 1.43% | - | 24 2.12% | 13 2.39% | 28 2.71% | 7 2.11% | - | 4 3.88% | 1 2.90% | - |
| Chinese | 135 2.12%abfh | 101 1.91%bfh | 9 0.70% | 25 10.11%Tabdfghk | 4 1.17% | 4 10.39% | 8 0.69% | 9 1.67% | 7 0.65% | 30 8.96%Tabdfghk | - | 1 0.61% | 1 2.44% | - |
| Other ethnic group | 33 0.52% | 25 0.48% | 3 0.27% | 1 0.44% | 4 1.02%gh | - | 5 0.44% | - | 1 0.07% | 8 2.41%Tabfgh | - | 1 0.53% | 1 1.07%g | - |
| Prefer not to answer | 59 0.93% | 48 0.90% | 6 0.46% | 1 0.56% | 1 0.35% | 3 6.25% | 17 1.49%b | 2 0.40% | 13 1.24% | 2 0.75% | 1.52% | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 252
To which of the following ethnic groups do you consider you belong?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|----------------------|---------------------|-------------------|------------------|--------------------------|------------------------------|-------------------------------|--------------------|--------------------------------|--------------------------|------------------------|--------------------------|-----------------|------------------|------------------|----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| White | 5462 85.74%qru | 5402 85.70%qru | 206 88.66%qru | 964 86.35%qru | 328 76.92%r | 25 51.06% | 911 88.31%Tnqru | 514 93.62%Tnopqr suvwxyz | 482 80.50%r | 371 85.12%qr | 647 84.95%qr | 111 87.28%qr | 102 86.50%qr | 371 88.64%qru | 91 88.64%qr |
| NET: BAME | 849 13.33%st | 843 13.37%st | 26 11.34%t | 140 12.55%t | 94 22.04%Tnopst vwxyzA | 24 48.94%Tnopqs tuvxyzA | 110 10.66%t | 30 5.38% | 111 18.46%Tnopst z | 63 14.52%t | 110 14.50%st | 16 12.37%t | 12 10.25% | 46 10.95%t | 11 10.56% |
| Mixed | 148 2.33%p | 147 2.32%p | 6 2.71% | 15 1.34% | 24 5.52%Tnpsvzw | 2 3.44% | 23 2.22% | 18 3.29%p | 16 2.73% | 8 1.86% | 19 2.56% | 4 2.83% | 1 1.09% | 4 1.04% | 1 0.75% |
| Asian | 391 6.13%pt | 389 6.18%pt | 11 4.71%t | 51 4.60%t | 38 8.96%Tnpst | 7 14.08%pst | 53 5.16%t | 8 1.45% | 49 8.14%pst | 38 8.68%pst | 56 7.30%pt | 12 9.53%pt | 9 7.39%t | 27 6.44%t | 6 6.12%t |
| Black | 142 2.22%tw | 141 2.24%tw | 6 2.63%t | 31 2.82%tw | 6 1.31% | 7 14.52%Tnopqst uvwxyzA | 19 1.85% | 2 0.44% | 32 5.38%Tnpqst wxy | 9 1.96% | 6 0.80% | - | * | 11 2.65%tw | 2 1.61% |
| Chinese | 135 2.12%stv | 133 2.10%stv | 2 0.67% | 38 3.37%Tnstuvw xz | 24 5.63%Tnostuv xz | 3 6.83%ostuvxz | 12 1.13% | 1 0.21% | 7 1.23% | 2 0.42% | 27 3.55%Tnostuvw z | - | 2 1.53% | 3 0.72% | 2 2.08%t |
| Other ethnic group | 33 0.52% | 33 0.53% | 1 0.61% | 5 0.42% | 3 0.63% | 5 10.08%Tnopqst uvwxyzA | 3 0.30% | - | 6 0.98% | 7 1.60%Tnpstvw z | 2 0.29% | - | - | 0.09% | - |
| Prefer not to answer | 59 0.93% | 59 0.93% | - | 12 1.10% | 4 1.03% | - | 11 1.04% | 5 1.00% | 6 1.04% | 2 0.36% | 4 0.55% | * | 4 3.25%Tnowwz | 2 0.41% | 1 0.80% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 253
To which of the following ethnic groups do you consider you belong?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|----------------------|------------------------------|----------------------------|-------------------------------|---------------------------------|------------------------------|------------------------|--------------------------|------------------------------|---------------------------|-----------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|-------------------------|--------------------------|-------------------------|-------------------------|-------------------------------------|----------------------------|--------------------------|--------------------------------|--------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| White | 5462 85.74% c irtx | 5263 86.58% T chi | 1196 92.14% T acfhgk | 223 78.46% T acfhgk | 384 93.05% T acfhgk | 20 63.11% T i | 1089 87.14% c i | 512 84.54% T i | 1151 84.22% c i | 295 79.41% T i | 33 97.25% T i | 97 85.62% T i | 52 88.41% T i | 27 95.90% T i | 2912 84.78% r | 367 84.08% r | 1627 86.43% o | 129 75.39% T r | 757 83.43% r | 833 75.80% T t | 3034 89.39% T t | 1150 88.29% T t | 1839 91.36% T x | 3474 84.62% T x |
| NET: BAME | 849 13.33% a bduw | 763 12.55% b d | 95 7.35% T bdf | 57 19.95% T bdf | 27 6.64% T bdf | 12 36.89% T d | 146 11.66% b d | 88 14.59% b d | 204 14.89% a bdf | 75 20.17% T bdfh | 1 1.59% T d | 16 14.38% b d | 7 11.59% T d | 1 4.10% T d | 490 14.26% q | 69 15.70% T oq | 233 12.40% T oq | 39 22.63% T oq | 144 15.83% q | 254 23.10% T uv | 341 10.05% T uv | 145 11.12% T uv | 169 8.39% T uv | 622 15.15% T w |
| Mixed | 148 2.33% au | 132 2.18% T au | 22 1.68% T au | 7 2.61% T au | 4 0.90% T au | 1 4.49% T au | 26 2.11% T au | 18 3.02% d au | 36 2.61% T au | 9 2.34% T au | - - T au | 3 2.86% T au | 1 0.89% T au | 1 4.10% T au | 71 2.08% T au | 14 3.15% T au | 34 1.79% T au | 7 3.84% T au | 17 1.91% T au | 47 4.31% T uv | 63 1.85% T uv | 23 1.74% T uv | 36 1.81% T uv | 107 2.62% T w |
| Asian | 391 6.13% ab duw | 358 5.88% b d | 34 2.59% T bd | 17 6.04% b d | 13 3.20% T bd | 5 16.23% T bd | 77 6.18% b d | 37 6.15% b d | 120 8.78% T bd | 26 7.12% b d | - - T bd | 8 7.09% b d | 3 5.09% T bd | - - T bd | 251 7.30% T p | 20 4.48% T pq | 114 6.06% T pq | 20 11.46% T pq | 96 10.55% T pq | 119 10.81% T v | 144 4.24% T v | 68 5.23% T v | 78 3.87% T v | 273 6.65% w |
| Black | 142 2.22% w | 131 2.16% T w | 23 1.79% T w | 12 4.08% b d | 4 0.94% T bd | 1 2.48% T bd | 25 2.01% T bd | 18 3.03% T bd | 34 2.46% T bd | 8 2.24% T bd | 1 1.59% T bd | 4 3.42% T bd | 1 2.54% T bd | - - T bd | 88 2.55% T bd | 15 3.44% T bd | 46 2.46% T bd | 9 5.10% T s | 16 1.80% T s | 33 2.97% T s | 67 1.97% T s | 27 2.07% T s | 21 1.02% T s | 116 2.82% T w |
| Chinese | 135 2.12% ab fghquw | 109 1.79% b f | 12 0.90% T bf | 19 6.58% T a bdfghk | 4 1.04% T bf | 4 13.69% T bf | 12 0.99% T bf | 5 0.79% T bf | 11 0.82% T bf | 30 7.96% T abdfghk | - - T bf | 1 0.54% T bf | 1 2.14% T bf | - - T bf | 60 1.75% T s | 16 3.67% o q | 27 1.44% T s | 4 2.23% T s | 13 1.41% T s | 45 4.06% T v | 51 1.51% T v | 23 1.77% T v | 27 1.32% T v | 104 2.52% T w |
| Other ethnic group | 33 0.52% T x | 33 0.54% T x | 5 0.38% T x | 2 0.63% T x | 2 0.56% T x | - - T x | 4 0.36% T x | 10 1.60% T a bfh | 3 0.23% T x | 2 0.50% T x | - - T x | 1 0.47% T x | 1 0.93% T x | - - T x | 20 0.58% T x | 4 0.96% T x | 12 0.64% T x | - - T x | 1 0.16% T x | 10 0.95% T x | 17 0.49% T x | 4 0.30% T x | 7 0.37% T x | 23 0.55% T x |
| Prefer not to answer | 59 0.93% uw x | 53 0.88% T x | 7 0.51% T x | 5 1.60% T x | 1 0.31% T x | - - T x | 15 1.20% T x | 5 0.87% T x | 12 0.89% T x | 2 0.42% T x | * 1.17% T x | - - T x | - - T x | - - T x | 33 0.96% T x | 1 0.22% T x | 22 1.17% T x | 3 1.98% p | 7 0.74% T x | 12 1.10% T x | 19 0.56% T x | 8 0.59% T x | 5 0.25% T x | 10 0.23% T x |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 254
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|-------------------|------------------------|---------------------|------------|------------------------|-------------------------|------------------------|-----------------------|------------------------|------------------------|------------------------|---------------------|---------------------|---------------------|--------|-----------|----------|---------------------|----------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Christian | 2812 | 1357 | 1450 | 211 | 316 | 381 | 480 | 488 | 643 | 293 | 758 | 760 | 606 | 688 | 1518 | 1294 | 2229 | 583 |
| | 44.14%cd | 43.66% | 44.73% | 24.03% | 29.68% ^c | 38.63% ^{cd} | 43.85% ^{cd} | 53.16% ^{Tode} | 63.91% ^{Tode} | 69.47% ^{Tode} | 43.76% | 42.31% | 46.88% ^k | 44.42% | 43.02% | 45.54% | 43.35% | 47.46% ^{TP} |
| NET: Other | 531 | 271 | 258 | 149 | 132 | 91 | 77 | 35 | 32 | 16 | 166 | 141 | 108 | 116 | 308 | 224 | 492 | 40 |
| | 8.34% ^{ghiq} | 8.71% | 7.97% | 16.94% ^{Tdef} | 12.43% ^{Tefgh} | 9.24% ^{ghi} | 6.98% ^{ghi} | 3.82% | 3.15% | 3.70% | 9.60% | 7.86% | 8.32% | 7.50% | 8.72% | 7.87% | 9.56% ^{Tq} | 3.24% |
| Muslim | 238 | 139 | 99 | 79 | 76 | 49 | 27 | 4 | 2 | 1 | 78 | 57 | 56 | 48 | 134 | 104 | 233 | 5 |
| | 3.74% ^{bghiq} | 4.47% ^{Tb} | 3.06% | 8.98% ^{Tefgh} | 7.16% ^{Tfghi} | 4.98% ^{fghi} | 2.50% ^{ghi} | 0.45% | 0.15% | 0.13% | 4.49% | 3.15% | 4.30% | 3.11% | 3.80% | 3.65% | 4.53% ^{Tq} | 0.42% |
| Hindu | 74 | 36 | 37 | 24 | 14 | 15 | 10 | 5 | 6 | - | 30 | 19 | 10 | 15 | 49 | 25 | 66 | 8 |
| | 1.16% ⁱ | 1.17% | 1.13% | 2.72% ^{Tfghi} | 1.32% | 1.48% ⁱ | 0.90% | 0.56% | 0.61% | 0.12% | 1.74% ^{TI} | 1.06% | 0.77% | 0.97% | 1.39% | 0.88% | 1.29% | 0.62% |
| Jewish | 47 | 24 | 23 | 10 | 10 | 4 | 4 | 8 | 8 | 4 | 12 | 13 | 12 | 10 | 25 | 22 | 45 | 2 |
| | 0.74% ^q | 0.78% | 0.70% | 1.11% | 0.95% | 0.37% | 0.33% | 0.86% | 0.80% | 0.97% | 0.68% | 0.75% | 0.93% | 0.64% | 0.71% | 0.77% | 0.87% ^{Tq} | 0.19% |
| Sikh | 34 | 13 | 21 | 5 | 5 | 7 | 12 | 4 | - | - | 10 | 8 | 5 | 11 | 18 | 16 | 29 | 5 |
| | 0.53% ^h | 0.42% | 0.64% | 0.55% ^h | 0.51% | 0.71% ^h | 1.12% Th | 0.47% | - | - | 0.59% | 0.44% | 0.39% | 0.69% | 0.51% | 0.56% | 0.57% | 0.37% |
| Buddhist | 40 | 22 | 18 | 10 | 7 | 4 | 6 | 5 | 5 | 4 | 12 | 14 | 7 | 7 | 26 | 14 | 36 | 4 |
| | 0.63% | 0.71% | 0.56% | 1.12% | 0.65% | 0.37% | 0.52% | 0.53% | 0.50% | 0.98% | 0.69% | 0.80% | 0.57% | 0.43% | 0.74% | 0.49% | 0.70% | 0.33% |
| Other | 98 | 36 | 61 | 22 | 20 | 13 | 18 | 9 | 11 | 6 | 25 | 30 | 18 | 26 | 55 | 43 | 82 | 16 |
| | 1.54% ^a | 1.16% | 1.87% | 2.46% ^g | 1.84% | 1.33% | 1.62% | 0.95% | 1.10% | 1.50% | 1.42% | 1.68% | 1.37% | 1.66% | 1.55% | 1.53% | 1.60% | 1.30% |
| None | 2915 | 1425 | 1479 | 489 | 578 | 497 | 525 | 387 | 326 | 112 | 780 | 859 | 557 | 719 | 1639 | 1276 | 2323 | 592 |
| | 45.75% ^{ghi} | 45.85% | 45.64% | 55.65% ^{Tfgh} | 54.30% ^{Tfgh} | 50.36% ^{Tghi} | 47.95% ^{ghi} | 42.22% ^{hi} | 32.39% ⁱ | 26.57% | 45.01% | 47.79% ^l | 43.07% | 46.44% | 46.42% | 44.91% | 45.17% | 48.17% |
| Prefer not to say | 113 | 55 | 54 | 30 | 38 | 17 | 13 | 7 | 5 | 1 | 28 | 37 | 22 | 25 | 65 | 48 | 99 | 14 |
| | 1.77% ^{ghi} | 1.78% | 1.66% | 3.38% ^{Tfghi} | 3.59% ^{Tefgh} | 1.77% ^{hi} | 1.22% | 0.80% | 0.54% | 0.27% | 1.63% | 2.04% | 1.73% | 1.64% | 1.84% | 1.68% | 1.92% | 1.13% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 255
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-----------------|--|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------------|-----------------------------|-------------------------------------|-----------------------------------|---|-----------------------------|------------------------------------|-------------------------------------|---|-----------------------------|-----------------------------|------------------------------|------------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Christian | 2812 44.14% ⁱ | 2327 43.53% | 230 43.20% | 126 41.49% | 130 68.06% ^{Tab} | 230 43.20% ⁱ | 114 45.09% ⁱ | 332 47.08% ⁱ | 223 42.99% ⁱ | 199 35.86% | 207 45.23% ⁱ | 126 41.49% | 247 41.19% | 359 42.72% ⁱ | 401 46.03% ⁱ | 245 45.00% ⁱ | 130 68.06% ^{Tef} | 2596 47.52% ^{Tr} | 214 25.16% |
| NET: Other | 531 8.34% ^{abd} eflnpq | 499 9.33% ^{Tbcd} | 15 2.85% | 15 4.91% | 3 1.39% | 15 2.85% | 11 4.32% | 66 9.33% ^{efkl} np | 37 7.08% ^{ep} | 100 17.93% ^{Tefg} hijklnop | 26 5.61% ^{jp} | 15 4.91% | 25 4.14% | 148 17.56% ^{Tefg} hijklnop | 53 6.07% ^{ep} | 35 6.35% ^{ep} | 3 1.39% | 166 3.04% | 362 42.59% ^{Tq} |
| Muslim | 238 3.74% ^{abc} dejklno pq | 230 4.30% ^{Tbcd} | 6 1.13% | 2 0.65% | - | 6 1.13% | 3 1.22% | 42 6.03% ^{Tefj} klno | 19 3.69% ^{ekl} nop | 72 13.01% ^{Tefg} hijklmnop | 7 1.60% | 2 0.65% | 6 1.05% | 62 7.40% ^{Tefh} ijklno | 13 1.50% | 4 0.75% | - | 27 0.50% | 211 24.82% ^{Tq} |
| Hindu | 74 1.16% ^{abe} ga | 69 1.28% ^b | - | 4 1.40% ^b | 1 0.69% | - | 1 0.41% | 2 0.27% | 1 0.24% | 5 0.92% | 4 0.88% | 4 1.40% ^e | 2 0.28% | 36 4.27% ^{Tefg} hijklnop | 15 1.70% ^{eghl} | 3 0.53% | 1 0.69% | 2 0.05% | 72 8.44% ^{Tq} |
| Jewish | 47 0.74% | 44 0.82% | - | 3 1.03% ^b | - | - | 1 0.44% | 6 0.87% | 1 0.27% | - | 2 0.35% | 3 1.03% ^{ei} | 6 0.95% ⁱ | 20 2.33% ^{Tehi} jn | 2 0.21% | 7 1.22% ^{ein} | - | 37 0.68% | 8 0.89% |
| Sikh | 34 0.53% ^q | 34 0.63% ^T | - | - | - | - | 2 0.85% | 1 0.21% | 4 0.85% | 9 1.58% ^{Tegl} o | 4 0.84% | - | - | 9 1.09% ^{elo} | 4 0.45% | - | - | 1 0.02% | 33 3.84% ^{Tq} |
| Buddhist | 40 0.63% ^q | 38 0.71% | 1 0.10% | 2 0.52% | - | 1 0.10% | 2 0.89% | 4 0.53% | 3 0.48% | 2 0.33% | 3 0.69% | 2 0.52% | 3 0.43% | 13 1.57% ^{Te} | 4 0.50% | 5 0.83% | - | 23 0.42% | 17 2.05% ^{Tq} |
| Other | 98 1.54% ^q | 84 1.57% | 9 1.62% | 4 1.31% | 1 0.69% | 9 1.62% | 1 0.50% | 10 1.42% | 8 1.55% | 12 2.09% | 6 1.26% | 4 1.31% | 9 1.43% | 7 0.89% | 15 1.71% | 16 3.03% Tm | 1 0.69% | 76 1.38% | 22 2.54% ^{Tq} |
| None | 2915 45.75% ^d mp | 2419 45.26% ^d | 279 52.48% ^{Tad} | 159 52.67% ^{Tad} | 57 29.78% | 279 52.48% ^{Tgi} mp | 126 49.87% ^{mp} | 294 41.75% ^{mp} | 252 48.59% ^{gmp} | 247 44.33% ^{mp} | 222 48.62% ^{mp} | 159 52.67% ^{Tgi} mp | 316 52.76% ^{Tgi} mnp | 299 35.62% | 404 46.35% ^{mp} | 258 47.46% ^{mp} | 57 29.78% | 2661 48.71% ^{Tr} | 250 29.39% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 255
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|-------------------|---------------------------|--------------|--------------|------------|------------|--------------|----------------|----------------|----------------------------|-------------------|-------------------|------------|--------------|---|----------------|----------------|----------------|-------------|---------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Prefer not to say | 113 1.77% ^q | 101 1.88% | 8 1.46% | 3 0.92% | 1 0.78% | 8 1.46% | 2 0.73% | 13 1.84% | 7 1.34% | 10 1.88% | 2 0.53% | 3 0.92% | 12 1.92% | 34 4.10% ^{Tefg hijklno} | 14 1.56% | 6 1.19% | 1 0.78% | 40 0.73% | 24 2.86% ^{Tq} |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 256
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------|-------------------------------|-------------------------------|--------------------------------|------------------------------|---------------------------------|-----------------|----------------------------|-------------------------------|------------------------------|-------------------------------|-----------------|--------------|-------------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Christian | 2812 44.14% ^l | 2432 46.08% ^{Tdi} | 648 50.29% ^{Tacdi} | 98 39.71% | 149 40.24% | 12 28.82% | 525 47.05% ^l | 253 46.07% ^l | 486 47.25% ^{di} | 118 35.59% | 14 53.81% | 39 39.53% | 31 60.11% ^{Tcdik} | 15 58.56% |
| NET: Other | 531 8.34% ^{bd} | 446 8.45% ^{bd} | 76 5.91% | 22 8.89% | 18 4.97% | 9 22.26% | 91 8.14% | 61 11.11% ^{Tabdl} | 103 10.00% ^{bdl} | 45 13.72% ^{Tabdf} | * 1.38% | 6 6.07% | * 0.70% | 2 9.11% |
| Muslim | 238 3.74% ^b | 205 3.89% ^b | 32 2.48% | 10 4.25% | 7 1.93% | 4 10.05% | 41 3.71% | 26 4.79% ^{bd} | 51 4.93% ^{bd} | 22 6.79% ^{Tabdf} | - | 3 3.06% | - | - |
| Hindu | 74 1.16% | 61 1.15% | 12 0.96% | 3 1.31% | 1 0.37% | 1 2.97% | 10 0.92% | 13 2.30% ^{Tabdf} | 15 1.46% | 3 0.91% | - | 2 1.60% | - | - |
| Jewish | 47 0.74% | 43 0.82% | 7 0.53% | 2 0.63% | 4 1.03% | 2 4.42% | 11 1.01% | 9 1.71% ^{Tabh} | 4 0.44% | 2 0.63% | - | 1 1.05% | - | - |
| Sikh | 34 0.53% ^b | 28 0.53% ^b | 1 0.07% | - | - | 1 2.13% | 11 0.97% ^b | 3 0.50% | 7 0.72% ^b | 3 1.01% ^b | - | - | - | - |
| Buddhist | 40 0.63% ^a | 28 0.52% | 4 0.33% | 3 1.20% | 1 0.32% | - | 4 0.39% | 6 1.09% | 5 0.44% | 3 1.06% | - | - | * 0.70% | - |
| Other | 98 1.54% | 82 1.54% | 20 1.54% | 4 1.50% | 5 1.33% | 1 2.69% | 13 1.14% | 4 0.72% | 21 2.01% | 11 3.31% ^{Tafg} | * 1.38% | * 0.37% | - | 2 9.11% |
| None | 2915 45.75% ^{abh} | 2313 43.82% | 550 42.65% | 125 50.75% ^{bgh} | 201 54.41% ^{Tabfgh} | 20 47.81% | 475 42.62% | 228 41.52% | 418 40.61% | 159 48.09% ^h | 11 43.30% | 52 52.09% | 20 39.19% | 9 32.33% |
| Prefer not to say | 113 1.77% | 87 1.65% | 15 1.15% | 2 0.66% | 1 0.39% | * 1.11% | 25 2.20% ^d | 7 1.30% | 22 2.14% | 9 2.60% ^d | * 1.52% | 2 2.32% | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 257
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-------------------|---------------------|-------------------|------------------------------|------------------|---------------------------|--------------------------------|-----------------|------------------------------|--------------------|------------------|-----------------|-------------------|-----------------|--------------------|-------------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Christian | 2812 44.14%qA | 2780 44.10%qA | 128 55.16%Tnpqsu vwxyA | 491 43.96%qA | 144 33.74% | 18 36.67% | 478 46.32%qA | 300 54.52%Tnpqsu vwxyA | 243 40.60%A | 196 45.04%qA | 328 43.13%qA | 52 40.89% | 45 38.32% | 203 48.61%quA | 28 27.74% |
| NET: Other | 531 8.34%pst | 528 8.38%pst | 19 8.36% | 66 5.88% | 47 11.14%pst | 14 28.21%Tnopqst uvwxyzA | 66 6.38% | 24 4.41% | 68 11.43%Tnpst | 49 11.17%pst | 73 9.64%pst | 12 9.20% | 15 12.40%pst | 44 10.41%pst | 8 7.59% |
| Muslim | 238 3.74%t | 237 3.76%t | 8 3.38%t | 32 2.89%t | 20 4.72%t | 7 13.72%Tnopqst wzA | 27 2.65% | 6 1.01% | 39 6.58%Tnpstz | 28 6.52%Tnpst | 36 4.75%st | 6 4.45%t | 6 5.49%t | 13 3.22%t | 2 2.27% |
| Hindu | 74 1.16%u | 74 1.18%u | 2 0.79% | 7 0.63% | 3 0.61% | 3 6.20%Tnopqst uA | 8 0.74% | 2 0.35% | 1 0.17% | 9 2.04%ptu | 14 1.78%ptu | 6 4.39%Tnpqstu | 3 2.46%tu | 13 3.15%Tnpqstu | - |
| Jewish | 47 0.74% | 46 0.73% | 3 1.20% | 3 0.28% | 4 0.83% | 1 2.86%ptv | 11 1.02% | * 0.06% | 7 1.19%t | - | 5 0.70% | - | 2 1.29%tv | 8 1.80%Tnpvt | - |
| Sikh | 34 0.53% | 34 0.54% | - | 1 0.11% | 2 0.41% | - | 8 0.82%p | 1 0.10% | 9 1.47%Tnpt | 1 0.27% | 5 0.61% | - | - | * 0.12% | 4 3.84%Tnopqstvwz |
| Buddhist | 40 0.63% | 40 0.63% | 1 0.49% | 7 0.62% | 5 1.17% | - | 4 0.34% | 5 0.98% | 3 0.46% | 3 0.66% | 4 0.52% | - | - | 3 0.78% | 1 1.04% |
| Other | 98 1.54% | 97 1.54% | 6 2.50% | 15 1.35% | 15 3.41%Tnpw | 3 5.42% s | 8 0.80% | 11 1.91% | 9 1.56% | 7 1.68% | 10 1.27% | * 0.37% | 4 3.16% s | 6 1.36% | * 0.44% |
| None | 2915 45.75%otz | 2884 45.75%otz | 84 36.25% | 541 48.44%otz | 225 52.65%Tnostu vz | 17 35.12% | 468 45.34%o | 220 40.07% | 269 44.88% | 187 42.93% | 350 45.97%o | 63 49.55%o | 55 46.84% | 168 40.08% | 64 62.05%Tnoprstuvwz |
| Prefer not to say | 113 1.77% | 111 1.77% | 1 0.23% | 19 1.73% | 11 2.47% | - | 20 1.96% | 5 1.00% | 19 3.09%Tnotvwz | 4 0.86% | 10 1.26% | * 0.35% | 3 2.44% | 4 0.91% | 3 2.62% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 258
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|-----------------|-----------------------------|---------------------|-------------------------|--------------------|-----------------------------|-----------------|---------------------|--------------------|--------------------|----------------------|------------------|----------------------------|-------------------|-------------------------|---------------------|-------------------|--------------------|-------------------|-------------------------------------|----------------------|------------------------------|--------------------------------|--------------------|--------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utili-ty Ware-house (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Potenti-ally vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Christian | 2812 44.14% t | 2706 44.51% i | 634 48.83% acdhik | 117 41.22% | 171 41.37% | 14 45.26% | 589 47.13% ik | 289 47.77% k | 582 42.60% l | 131 35.28% | 17 49.46% | 39 34.68% | 30 50.74% i | 16 56.29% | 1631 47.47% r | 209 47.80% | 922 48.98% r | 65 38.29% | 421 46.38% | 407 37.03% | 1640 48.32% t | 546 41.93% t | 887 44.06% | 1854 45.15% |
| NET: Other | 531 8.34% bd uvw | 498 8.19% bd | 63 4.87% | 26 9.04% bd | 19 4.57% | 8 26.60% | 97 7.79% b | 57 9.44% bd | 143 10.49% T | 48 13.05% Ta | * | 8 6.72% | 2 3.57% | 2 8.69% | 325 9.47% T | 45 10.21% | 147 7.82% | 27 15.64% T | 102 11.21% T | 162 14.73% Tu | 233 6.85% | 73 5.62% | 145 7.21% | 348 8.48% |
| Muslim | 238 3.74% bd uvw | 229 3.76% bd | 20 1.56% | 13 4.46% bd | 4 1.02% | 4 12.92% | 41 3.28% bd | 24 3.96% bd | 80 5.87% Ta | 24 6.57% Tabdf | - | 4 3.11% | - | - | 155 4.53% Tq | 19 4.40% | 68 3.63% | 15 8.98% To | 50 5.55% T | 107 9.72% Tu | 73 2.14% | 27 2.08% | 44 2.18% | 176 4.28% Tw |
| Hindu | 74 1.16% ab | 66 1.09% | 7 0.57% | 2 0.63% | 1 0.33% | 1 3.89% | 15 1.20% | 13 2.20% Ta | 18 1.35% | 2 0.55% | - | 2 1.41% | - | - | 46 1.33% | 4 0.86% | 24 1.29% | 3 1.86% | 15 1.60% | 10 0.87% | 39 1.14% | 17 1.31% | 16 0.79% | 50 1.22% |
| Jewish | 47 0.74% | 45 0.74% | 8 0.63% | 1 0.24% | 4 1.01% | 2 6.27% | 11 0.90% | 6 0.93% | 7 0.48% | 3 0.86% | - | 1 0.92% | - | - | 31 0.90% | 4 1.00% | 17 0.88% | 4 2.40% Ts | 5 0.51% | 15 1.33% Tu | 18 0.53% | 6 0.46% | 11 0.56% | 32 0.78% |
| Sikh | 34 0.53% | 33 0.54% | 3 0.19% | 1 0.30% | 1 0.29% | - | 12 1.00% Tb | 3 0.46% | 10 0.70% | 4 0.96% | - | - | - | - | 25 0.74% | - | 12 0.64% | 3 1.55% p | 9 1.00% | 7 0.60% | 18 0.52% | 5 0.41% | 10 0.50% | 23 0.56% |
| Buddhist | 40 0.63% ao x | 33 0.54% | 4 0.27% | 4 1.37% bf | 3 0.76% | - | 3 0.26% | 7 1.14% bf | 8 0.58% | 2 0.49% | - | 1 0.95% | * | - | 14 0.41% | 1 0.24% | 7 0.38% | - | 6 0.65% | 7 0.68% | 23 0.67% | 6 0.50% | 16 0.79% | 17 0.42% |
| Other | 98 1.54% x | 92 1.52% | 21 1.65% | 6 2.04% | 5 1.16% | 1 3.52% | 14 1.15% | 5 0.75% | 21 1.52% | 13 3.63% Ta | * | * | - | 2 8.69% | 54 1.56% q | 16 3.70% To | 19 1.00% | 1 0.85% | 17 1.89% | 17 1.52% | 63 1.86% v | 11 0.86% | 48 2.39% Tx | 50 1.21% |
| None | 2915 45.75% g oqsu | 2773 45.61% g | 583 44.88% | 140 49.22% g | 222 53.71% T abfgh | 8 25.88% | 540 43.21% | 246 40.62% | 618 45.19% | 184 49.63% g | 16 48.32% | 64 56.55% T abfgh | 27 45.69% | 10 35.03% | 1423 41.43% | 180 41.35% | 775 41.14% | 75 43.76% | 374 41.23% | 508 46.20% | 1484 43.72% | 671 51.49% T tu | 967 48.04% T | 1869 45.53% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 258
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|-------------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|---------------|------------------|--------------------|------------------|------------------------|------------------|--------|---------|---------------|-------------------------------------|----------------------|------------------------------|--------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vul-nerable (t) | Potenti-ally vul-nerable (u) | Least vul-nerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Prefer not to say | 113 | 103 | 19 | 1 | 1 | 1 | 23 | 13 | 23 | 8 | * | 2 | - | - | 56 | 3 | 39 | 4 | 11 | 22 | 38 | 12 | 14 | 35 |
| wx | 1.77% | 1.69% | 1.43% | 0.52% | 0.35% | 2.26% | 1.88% | 2.17% | 1.71% | 2.05% | 1.17% | 2.04% | - | - | 1.63% | 0.64% | 2.06% | 2.31% | 1.18% | 2.04% | 1.11% | 0.96% | 0.70% | 0.85% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 259
Which of the following best describes where you live?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | Social Grade | | | | | Area type | | | |
|--------------------------------|---------------|----------------|---------------|----------------|----------------|----------------|---------------|----------------|----------------|----------------|---------------|-------------|---------------|-------------|--------------|--------------|---------------|---------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| NET: Urban | 5142 | 2555 | 2574 | 759 | 927 | 846 | 877 | 664 | 754 | 314 | 1418 | 1475 | 1007 | 1243 | 2892 | 2250 | 5142 | - |
| | 80.72% loq | 82.22% Tb | 79.42% i | 86.34% Tigh | 87.19% Tigh | 85.72% Tigh | 80.07% ghi | 72.39% i | 74.94% i | 74.50% i | 81.80% l | 82.08% l | 77.87% l | 80.29% l | 81.94% To | 79.19% To | 100.00% Tq | - |
| Urban - Population over 10,000 | 2842 | 1535 | 1299 | 510 | 544 | 476 | 472 | 326 | 385 | 129 | 848 | 824 | 508 | 662 | 1672 | 1170 | 2842 | - |
| | 44.61% loq | 49.38% Tb | 40.08% i | 57.97% Tdef | 51.18% Tigh | 48.23% Tghi | 43.11% gi | 35.48% i | 38.26% i | 30.61% i | 48.96% Tim | 45.86% l | 39.25% l | 42.77% l | 47.38% To | 41.17% To | 55.27% Tq | - |
| Town and Fringe | 2300 | 1021 | 1275 | 249 | 383 | 370 | 405 | 339 | 369 | 185 | 569 | 651 | 499 | 581 | 1220 | 1080 | 2300 | - |
| | 36.10% q | 32.84% acjn | 39.35% Ta | 28.37% q | 36.01% c | 37.49% c | 36.96% c | 36.91% c | 36.68% c | 43.89% Tcde | 32.84% fgh | 36.22% f | 38.62% j | 37.52% j | 34.56% j | 38.02% Tn | 44.73% Tq | - |
| NET: Rural | 1229 | 553 | 667 | 120 | 136 | 141 | 218 | 253 | 252 | 108 | 315 | 322 | 286 | 305 | 637 | 591 | - | 1229 |
| | 19.28% np | 17.78% np | 20.58% Ta | 13.66% np | 12.81% np | 14.28% np | 19.93% cde | 27.61% Tcde | 25.06% Tcde | 25.50% Tcde | 18.20% f | 17.92% f | 22.13% Tjk | 19.71% f | 18.06% f | 20.81% Tn | - | 100.00% Tp |
| Village | 1056 | 461 | 585 | 108 | 128 | 122 | 192 | 210 | 208 | 87 | 272 | 275 | 247 | 263 | 546 | 510 | - | 1056 |
| | 16.57% np | 14.84% np | 18.06% Ta | 12.26% np | 12.06% np | 12.33% np | 17.56% cde | 22.86% Tcde | 20.72% Tcde | 20.68% Tcde | 15.67% f | 15.28% f | 19.10% Tjk | 16.96% f | 15.47% f | 17.93% Tn | - | 85.92% Tp |
| Hamlet & Isolated Dwelling | 173 | 91 | 82 | 12 | 8 | 19 | 26 | 44 | 44 | 20 | 44 | 47 | 39 | 43 | 91 | 82 | - | 173 |
| | 2.71% cdp | 2.94% cdp | 2.52% cdp | 1.40% cdp | 0.75% cdp | 1.95% cd | 2.36% cd | 4.74% Tcdef | 4.34% Tcdef | 4.82% Tcdef | 2.53% cd | 2.63% cd | 3.03% cd | 2.75% cd | 2.58% cd | 2.88% cd | - | 14.08% Tp |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 260
Which of the following best describes where you live?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--------------------------------|----------------------------|-----------------------|---------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------------|----------------------|----------------------|----------------------|-----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| NET: Urban | 5142 80.72% cdklpqq | 4409 82.47% Tcd | 419 78.80% cd | 186 61.51% | 128 67.23% | 419 78.80% jkl | 207 81.66% jkl | 625 88.67% Tef | 412 79.44% jkl | 492 88.40% Tef | 326 71.18% k | 186 61.51% | 427 71.26% k | 818 97.38% Tef | 697 80.03% jkl | 405 74.42% k | 128 67.23% | 4294 78.61% | 795 93.65% Tq |
| Urban - Population over 10,000 | 2842 44.61% cdklpnoq | 2442 45.68% Tcd | 256 48.13% cd | 77 25.38% | 68 35.44% c | 256 48.13% jkl | 110 43.51% jkl | 302 42.89% jkl | 220 42.31% jkl | 284 51.08% Tgh | 156 34.03% k | 77 25.38% | 186 30.98% | 696 82.78% Tef | 298 34.19% k | 191 35.06% k | 68 35.44% k | 2221 40.66% | 588 69.24% Tq |
| Town and Fringe | 2300 36.10% b emr | 1967 36.80% Tb | 163 30.67% | 109 36.13% | 61 31.78% | 163 30.67% m | 97 38.15% m | 323 45.78% Teh | 193 37.13% m | 208 37.32% em | 170 37.15% m | 109 36.13% m | 241 40.28% em | 123 14.60% | 399 45.84% Teh | 214 39.36% em | 61 31.78% m | 2073 37.95% Tr | 207 24.42% |
| NET: Rural | 1229 19.28% a gimr | 937 17.53% | 113 21.20% | 116 38.49% Tab | 63 32.77% Tab | 113 21.20% gim | 47 18.34% gim | 80 11.33% m | 107 20.56% gim | 65 11.60% m | 132 28.82% Tef | 116 38.49% Tef | 172 28.74% Tefg | 22 2.62% | 174 19.97% gim | 139 25.58% Tgi | 63 32.77% Tef | 1168 21.39% Tr | 54 6.35% |
| Village | 1056 16.57% a gimr | 843 15.78% | 76 14.29% | 98 32.52% Tab | 38 19.86% d | 76 14.29% im | 38 15.03% m | 76 10.78% m | 100 19.22% gim | 54 9.66% m | 123 26.79% Tef | 98 32.52% Tef | 153 25.56% Tefg | 22 2.62% | 161 18.52% gim | 117 21.45% Teg | 38 19.86% gim | 1000 18.32% Tr | 49 5.80% |
| Hamlet & Isolated Dwelling | 173 2.71% ag mnr | 93 1.75% | 37 6.91% Ta | 18 5.98% Ta | 25 12.91% Tabc | 37 6.91% Tghi | 8 3.32% gm | 4 0.55% | 7 1.33% m | 11 1.95% m | 9 2.02% m | 18 5.98% Tghi | 19 3.18% gm | - | 13 1.45% m | 22 4.12% ghm | 25 12.91% Tefg | 168 3.07% Tr | 5 0.55% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 261
Which of the following best describes where you live?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--------------------------------|-----------------------|---------------------|---------------------------|-----------------|-----------------------|-----------------|--------------------|-----------------|---------------------------|---------------------|-----------------|-------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| NET: Urban | 5142 80.72%abd | 4202 79.62%bd | 889 68.99% | 190 77.12%b | 255 69.11% | 37 89.84% | 907 81.30%bd | 441 80.25%bd | 969 94.17%Tabcdg ii | 272 82.17%bd | 24 90.61% | 89 88.91%abcd | 42 81.95% | 18 66.72% |
| Urban - Population over 10,000 | 2842 44.61%abdf | 2279 43.18%bdf | 496 38.47% | 106 43.23%d | 119 32.26% | 24 57.87% | 437 39.16%d | 236 42.93%d | 555 53.97%Tabcdg k | 175 52.85%Tabdfg | 14 53.96% | 40 39.98% | 24 46.93% | 7 27.34% |
| Town and Fringe | 2300 36.10%bi | 1923 36.44%bi | 393 30.52% | 83 33.88% | 136 36.85%b | 13 31.97% | 470 42.15%Tabci | 205 37.32%bi | 414 40.21%Tabi | 97 29.32% | 10 36.65% | 49 48.93%Tabci | 18 35.02% | 10 39.38% |
| NET: Rural | 1229 19.28%h | 1075 20.38%Thk | 400 31.01%Tacfghi k | 56 22.68%hk | 114 30.89%Taifghik | 4 10.16% | 209 18.70%h | 108 19.75%h | 60 5.83% | 59 17.83%h | 2 9.39% | 11 11.09% | 9 18.05%h | 9 33.28% |
| Village | 1056 16.57%h | 931 17.65%Th | 326 25.31%Taifghik | 55 22.20%Thk | 90 24.37%Taifhik | 4 8.90% | 190 17.05%h | 105 19.14%h | 60 5.80% | 52 15.58%h | 2 9.39% | 10 10.39% | 7 12.76% | 9 33.28% |
| Hamlet & Isolated Dwelling | 173 2.71%fgh | 144 2.73%fgh | 74 5.71%Tacfghi | 2 0.68% | 24 6.52%Taifghik | 1 1.26% | 18 1.64%h | 3 0.62%h | * 0.03% | 7 2.25%h | - | 1 0.70% | 3 5.28%cgh | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 262
Which of the following best describes where you live?
Base: All respondents

| | O.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------------------|---------------------|-------------------|-------------------|------------------|-----------------------|-------------------------------|------------------|-----------------------------|----------------------|------------------------------|-------------------|----------------|----------------------------|---------------------------|----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| NET: Urban | 5142 80.72%wy | 5090 80.75%wy | 185 79.70% | 881 78.90%y | 347 81.41%y | 49 98.78%Tnopqs tuwxyzA | 827 80.15%y | 424 77.17% | 514 y | 392 85.87%Tnpstw twyzA | 584 76.71% | 106 83.21%y | 83 70.01% | 344 82.19%y | 83 80.59% |
| Urban - Population over 10,000 | 2842 44.61%ty | 2818 44.70%tyz | 118 50.59%ptyz | 470 42.06%t | 219 51.44%Tnpstwyz | 37 74.71%Tnopqs tuwxyzA | 461 44.64%ty | 188 34.18% | 302 50.51%Tnptwyz | 238 54.53%Tnpstw yzA | 322 42.27%t | 59 46.26%t | 39 32.71% | 164 39.25% | 43 41.57% |
| Town and Fringe | 2300 36.10%q | 2272 36.05%q | 68 29.11% | 411 36.84%q | 128 29.97% | 12 24.07% | 366 35.51% | 236 42.99%Tnopqr suwv | 212 35.36% | 154 35.35% | 262 34.43% | 47 36.94% | 44 37.30% | 180 42.94%Tnoqrs uw | 40 39.02% |
| NET: Rural | 1229 19.28%ruv | 1213 19.25%ruv | 47 20.30%rv | 236 21.10%ruv | 79 18.59%rv | 1 1.22% | 205 19.85%ruv | 125 22.63%ruv | 85 14.13%r | 44 10.12% | 177 23.29%Truv | 21 16.79%r | 35 29.99%Tnpqrs uvxz | 74 17.81%rv | 20 19.41%rv |
| Village | 1056 16.57%rv | 1042 16.53%rv | 37 15.80%rv | 209 18.71%ruv | 69 16.27%rv | 1 1.22% | 173 16.73%rv | 107 19.41%ruv | 81 13.50%rv | 35 8.12% | 147 19.26%ruv | 16 12.51% | 28 23.66%ruvx | 69 16.51%rv | 13 13.02% |
| Hamlet & Isolated Dwelling | 173 2.71%u | 171 2.72%u | 10 4.50%uz | 27 2.39%u | 10 2.32%u | - | 32 3.12%u | 19 3.42%u | 4 0.63% | 9 2.00% | 31 4.03%Tnuz | 5 4.28%u | 7 6.33%Tnpuvz | 5 1.30% | 7 6.40%puvz |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 263
Which of the following best describes where you live?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--------------------------------|---------------------------------------|-----------------------------------|---|----------------------------------|--|-------------------|-------------------------------------|---------------------------------|---|----------------------------------|-------------------|---------------------------------|--------------------------------|-----------------------|-----------------------------------|----------------------------------|----------------------------------|--------------------------------|-------------------------------------|---------------------------------|----------------------------------|---------------------------------|---------------------------------|-----------------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (l) | Now Broadband (k) | Shell Energy (j) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| NET: Urban | 5142 80.72% ^b dqu | 4913 80.82% ^b d | 905 69.75% d | 228 80.21% ^b d | 288 69.71% d | 31 97.78% d | 1019 81.51% ^b d | 492 81.22% ^b d | 1284 93.96% ^T abcdfjg l | 301 81.07% ^b d | 30 87.86% d | 100 88.54% ^b d | 49 84.56% ^b d | 19 68.28% d | 2839 82.66% ^T pq | 339 77.69% d | 1482 78.71% d | 143 83.87% d | 847 93.35% ^T opqr | 929 84.52% ^T u | 2693 79.34% u | 1057 81.16% u | 1602 79.55% u | 3325 80.97% u |
| Urban - Population over 10,000 | 2842 44.61% ^a bdfqvw | 2691 44.26% ^b df | 484 37.27% d | 137 48.13% ^b df | 132 31.85% d | 25 79.93% d | 477 38.16% ^d d | 257 42.42% ^d d | 770 56.34% ^T abcdfjg k | 180 48.44% ^b df | 19 56.27% d | 51 45.33% ^d d | 30 50.90% ^b d | 8 29.92% d | 1558 45.37% ^q d | 203 46.57% ^q d | 752 39.94% d | 83 48.72% d | 505 55.60% ^T opq | 538 49.00% ^T u | 1397 41.17% u | 652 50.06% ^T u | 828 41.15% u | 1880 45.78% ^{Tw} u |
| Town and Fringe | 2300 36.10% ^b v | 2223 36.56% ^T b | 422 32.48% d | 91 32.09% d | 156 37.86% d | 6 17.86% d | 542 43.35% ^T abchi | 235 38.79% ^b d | 514 37.62% ^b d | 121 32.64% d | 11 31.59% d | 49 43.22% ^b d | 20 33.66% d | 11 38.36% d | 1281 37.29% ^p d | 136 31.12% d | 730 38.77% ^T p | 60 35.15% d | 343 37.75% ^p d | 390 35.52% d | 1296 38.17% ^T v | 405 31.10% d | 773 38.40% ^T x | 1445 35.19% d |
| NET: Rural | 1229 19.28% ^h ost | 1166 19.18% ^h d | 393 30.25% ^T acdfghik l | 56 19.79% ^h d | 125 30.29% ^{Ta} cfghikl | 1 2.22% d | 231 18.49% ^h d | 114 18.78% ^h d | 83 6.04% d | 70 18.93% ^h d | 4 12.14% d | 13 11.46% d | 9 15.44% ^h d | 9 31.72% d | 596 17.34% ^s s | 97 22.31% ^{oo} os | 401 21.29% ^T os | 28 16.13% ^s d | 60 6.65% d | 170 15.48% d | 701 20.66% ^T t | 245 18.84% d | 412 20.45% d | 782 19.03% d |
| Village | 1056 16.57% ^h ost | 1008 16.57% ^h d | 327 25.21% ^T afghikl | 53 18.74% ^h d | 98 23.69% ^{Ta} fhik | 1 2.22% d | 210 16.80% ^h d | 109 17.93% ^h d | 80 5.89% d | 59 15.88% ^h d | 4 12.14% d | 11 9.83% d | 7 11.80% d | 9 31.72% d | 532 15.50% ^{ss} s | 89 20.31% ^{oo} os | 348 18.48% ^T os | 28 16.13% ^s d | 60 6.62% d | 148 13.43% d | 606 17.85% ^T t | 206 15.81% d | 346 17.19% d | 679 16.53% d |
| Hamlet & Isolated Dwelling | 173 2.71% ^{aaf} ghos | 158 2.61% ^{fg} h | 65 5.04% ^{Ta} cfgh | 3 1.04% ^h d | 27 6.60% ^{Tacfg} h | - - d | 21 1.69% ^h d | 5 0.85% d | 2 0.15% d | 11 3.05% ^{gh} d | - - d | 2 1.63% ^h d | 2 3.65% ^h d | - - d | 63 1.84% ^{ss} s | 9 2.01% ^{ss} s | 53 2.81% ^{oos} os | - - d | * 0.03% d | 23 2.05% d | 95 2.81% d | 39 3.03% d | 66 3.26% d | 103 2.51% d |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 264
Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|----------------------------------|------------------------|------------------------|-------------------------------|--------------------------------|--------------------------------|-------------------------------|-------------------------------|---------------------------------|---------------------------------|------------------------|------------------------|--------------------------|--------------------------|------------------------|------------------------|------------------------|-----------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| NET: Working | 56.30% 56.30% bchi moq | 61.04% 61.04% Tb | 51.85% 51.85% Tb | 46.82% 46.82% chi hi | 82.93% 82.93% Tcfg hi | 84.61% 84.61% Tcfg hi | 75.26% 75.26% Tcgh i | 53.46% 53.46% chi | 12.47% 12.47% i | 4.10% 4.10% i | 58.39% 58.39% m | 60.07% 60.07% Tm | 68.15% 68.15% Tjkm | 39.68% 39.68% m | 59.25% 59.25% To | 52.64% 52.64% o | 57.62% 57.62% Tq | 50.75% 50.75% q |
| NET: Employed | 50.96% 50.96% bcgh imoq | 54.67% 54.67% Tb | 47.50% 47.50% Tb | 44.41% 44.41% chi hi | 76.88% 76.88% Tcfg hi | 77.29% 77.29% Tcfg hi | 67.63% 67.63% Tcgh i | 46.92% 46.92% hi | 9.22% 9.22% i | 2.65% 2.65% i | 53.21% 53.21% m | 55.60% 55.60% Tm | 59.46% 59.46% Tjm | 35.96% 35.96% m | 54.43% 54.43% To | 46.65% 46.65% o | 52.52% 52.52% Tq | 44.41% 44.41% q |
| Working full time - working 30 hours per week or more | 41.10% 41.10% bcgh imoq | 48.93% 48.93% Tb | 33.66% 33.66% Tb | 34.95% 34.95% chi hi | 65.79% 65.79% Tcfg hi | 65.00% 65.00% Tcfg hi | 56.17% 56.17% Tcgh i | 34.27% 34.27% hi | 3.78% 3.78% i | 0.36% 0.36% i | 45.13% 45.13% Tm | 45.67% 45.67% Tm | 47.76% 47.76% Tm | 25.71% 25.71% m | 45.41% 45.41% To | 35.75% 35.75% o | 43.08% 43.08% Tq | 32.79% 32.79% q |
| Working part-time - working between 8 and 29 hours per week | 9.86% 9.86% ahijn p | 5.74% 5.74% Ta | 13.84% 13.84% Ta | 9.46% 9.46% hi | 11.09% 11.09% hi | 12.28% 12.28% Thi | 11.46% 11.46% hi | 12.65% 12.65% Thi | 5.43% 5.43% hi | 2.29% 2.29% i | 14.0% 14.0% m | 9.92% 9.92% m | 11.70% 11.70% Tj | 10.25% 10.25% m | 9.02% 9.02% m | 10.91% 10.91% Tn | 9.44% 9.44% n | 11.62% 11.62% n |
| NET: Self-employed | 5.34% 5.34% bchim | 6.37% 6.37% Tb | 4.35% 4.35% Tb | 2.41% 2.41% chi | 6.06% 6.06% chi | 7.32% 7.32% Tchi | 7.63% 7.63% Tchi | 6.54% 6.54% chi | 3.25% 3.25% chi | 1.44% 1.44% i | 5.18% 5.18% m | 4.47% 4.47% m | 8.69% 8.69% Tjkm | 3.73% 3.73% m | 4.82% 4.82% o | 5.99% 5.99% o | 5.10% 5.10% n | 6.34% 6.34% n |
| Self-employed - working 30 hours per week or more | 3.30% 3.30% bchim n | 4.27% 4.27% Tb | 2.37% 2.37% Tb | 1.60% 1.60% chi | 4.54% 4.54% Tchi | 4.93% 4.93% Tchi | 5.30% 5.30% Tchi | 3.21% 3.21% hi | 1.08% 1.08% i | 0.26% 0.26% i | 3.04% 3.04% m | 2.66% 2.66% m | 6.07% 6.07% Tjkm | 2.04% 2.04% m | 2.84% 2.84% o | 3.87% 3.87% o | 3.30% 3.30% n | 3.33% 3.33% n |
| Self-employed - working between 8 and 29 hours per week | 2.04% 2.04% cp | 2.10% 2.10% o | 1.98% 1.98% o | 0.81% 0.81% chi | 1.52% 1.52% chi | 2.40% 2.40% c | 2.33% 2.33% c | 3.32% 3.32% Tcdi | 2.18% 2.18% c | 1.19% 1.19% i | 2.15% 2.15% m | 1.82% 1.82% m | 2.63% 2.63% m | 1.68% 1.68% m | 1.98% 1.98% o | 2.11% 2.11% o | 1.80% 1.80% n | 3.02% 3.02% Tp |
| NET: Not working | 43.70% 43.70% ade klnp | 38.96% 38.96% Tb | 48.15% 48.15% Ta | 53.18% 53.18% Tdef g | 17.07% 17.07% chi | 15.39% 15.39% chi | 24.74% 24.74% cde fg | 46.54% 46.54% def fg | 87.53% 87.53% Tcde fgh | 95.90% 95.90% Tcde fgh | 41.61% 41.61% i | 39.93% 39.93% i | 31.85% 31.85% j | 60.32% 60.32% Tjkl | 40.75% 40.75% o | 47.36% 47.36% Tn | 2179 2179 p | 605 605 p |
| Not working but seeking work or temporarily unemployed or sick | 3.74% 3.74% hijkl n | 3.94% 3.94% Tb | 3.56% 3.56% Tb | 3.77% 3.77% chi hi | 4.29% 4.29% chi hi | 4.69% 4.69% chi hi | 5.83% 5.83% Thi | 4.27% 4.27% hi | 1.01% 1.01% i | - - i | 1.24% 1.24% m | 0.95% 0.95% m | 2.20% 2.20% k | 11.07% 11.07% Tjkl | 1.09% 1.09% o | 7.03% 7.03% Tn | 3.90% 3.90% n | 3.10% 3.10% n |
| Not working and not seeking work | 4.49% 4.49% cdhij kln | 4.55% 4.55% Tb | 4.45% 4.45% Tb | 1.15% 1.15% chi | 2.65% 2.65% chi | 4.16% 4.16% chi | 8.75% 8.75% Tcdeh i | 9.74% 9.74% Tcdeh i | 1.78% 1.78% i | 0.90% 0.90% i | 0.60% 0.60% m | 1.14% 1.14% m | 2.00% 2.00% j | 14.84% 14.84% Tjkl | 0.87% 0.87% o | 8.99% 8.99% Tn | 4.57% 4.57% n | 4.20% 4.20% n |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 264
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|---|----------------------------------|---------------------|--------------------|------------------------------|----------------------|--------------------|----------------------|----------------------------|------------------------------|------------------------------|-----------------------|----------------------|--------------------|-----------------------|---------------------|---------------------|--------------------|---------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Student | 468 7.34% adefg hilmopq | 189 6.09% | 271 8.35% Ta | 418 47.58% Tdefg hi | 38 3.62% efghi | 5 0.51% h | 5 0.44% | 1 0.09% | - | - | 164 9.44% Tlm | 219 12.17% Tlm | 42 3.27% | 43 2.77% | 382 10.83% To | 85 3.00% | 405 7.88% Tq | 62 5.06% |
| Retired on a state pension only | 376 5.91% acdef gklmp | 111 3.58% | 265 8.16% Ta | - | - | - | - | 1 0.14% | 259 25.78% Tode fg | 116 27.42% Tcdef g | 28 1.62% | 44 2.43% | 48 3.68% j | 257 16.60% Tjkl | 72 2.03% | 305 10.72% Tn | 286 5.56% | 90 7.34% p |
| Retired with a private pension | 1090 17.11% bcde flmp | 601 19.32% Tb | 488 15.06% | - | - | 1 0.06% | 10 0.94% cde | 218 23.79% Tcde f | 576 57.25% Tcde fgh | 285 67.59% Tcde fgh | 447 25.79% Tkml | 369 20.52% Tlm | 187 14.43% m | 88 5.68% | 816 23.11% To | 274 9.66% | 794 15.43% | 296 24.12% Tp |
| House person, housewife, househusband, etc. | 325 5.11% achij kn | 46 1.48% | 278 8.57% Ta | 6 0.68% | 69 6.50% chi | 59 5.97% chi | 96 8.78% Tcehi | 78 8.50% Tchi | 17 1.71% i | - | 50 2.90% | 49 2.73% | 81 6.28% jk | 145 9.37% Tjkl | 99 2.81% | 226 7.96% Tn | 259 5.03% | 67 5.42% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 265
Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|-------------------------------|-----------------------------|---------------|---------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|------------------------------|-----------------------------|-----------------------------|------------------------------|----------------------------|------------------------------|----------------------------|---------------------------|------------------------------|------------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| NET: Working | 3587 56.30% ^q | 2991 55.95% | 296 55.76% | 175 57.98% | 124 64.80% ^{Ta} | 296 55.76% | 127 50.28% | 408 57.96% | 286 55.14% | 316 56.83% | 239 52.23% | 175 57.98% | 324 54.11% | 499 59.43% ^{fj} | 480 55.08% | 311 57.09% | 124 64.80% ^{Tih} | 3028 55.44% | 525 61.87% ^{Tq} |
| NET: Employed | 3247 50.96% ^q | 2699 50.49% | 270 50.87% | 162 53.48% | 115 60.28% ^{Ta} | 270 50.87% | 115 45.19% | 373 52.88% | 256 49.23% | 298 53.50% | 218 47.59% | 162 53.48% | 290 48.45% | 457 54.36% ^{fjn} | 413 47.37% | 281 51.71% | 115 60.28% ^{Tih} | 2723 49.84% | 495 58.33% ^{Tq} |
| Working full time - working 30 hours per week or more | 2618 41.10% ^{ahq} | 2144 40.10% | 233 43.94% | 141 46.51% | 101 52.59% ^{Ta} | 233 43.94% ^{hn} | 97 38.30% | 302 42.81% ^{hn} | 190 36.51% | 242 43.52% ^{hn} | 172 37.66% | 141 46.51% ^{hjl} | 224 37.32% | 380 45.19% ^{Thj} | 316 36.25% | 222 40.73% | 101 52.59% ^{Tig} | 2201 40.30% | 394 46.38% ^{Tq} |
| Working part-time - working between 8 and 29 hours per week | 628 9.86% ^b | 556 10.39% ^{Tb} | 37 6.93% | 21 6.97% | 15 7.69% | 37 6.93% | 17 6.89% | 71 10.07% | 66 12.72% ^{Telk} | 55 9.97% | 45 9.93% | 21 6.97% | 67 11.12% ^e | 77 9.17% | 97 11.12% ^e | 60 10.98% ^e | 15 7.69% | 521 9.54% | 102 11.96% |
| NET: Self-employed | 340 5.34% ^{air} | 292 5.46% | 26 4.89% | 14 4.50% | 9 4.52% | 26 4.89% | 13 5.09% | 36 5.08% | 31 5.91% | 19 3.33% | 21 4.64% | 14 4.50% | 34 5.66% | 43 5.07% | 67 7.71% ^{Ti} | 29 5.38% | 9 4.52% | 306 5.60% ^{Tr} | 30 3.54% |
| Self-employed - working 30 hours per week or more | 210 3.30% | 182 3.41% | 16 3.09% | 8 2.67% | 4 1.87% | 16 3.09% | 7 2.91% | 20 2.91% | 25 4.79% | 14 2.47% | 15 3.25% | 8 2.67% | 17 2.75% | 26 3.11% | 46 5.25% ^{Tio} | 13 2.31% | 4 1.87% | 186 3.40% | 23 2.71% |
| Self-employed - working between 8 and 29 hours per week | 130 2.04% ^r | 110 2.05% | 10 1.79% | 6 1.83% | 5 2.65% | 10 1.79% | 6 2.19% | 15 2.17% | 6 1.12% | 5 0.86% | 6 1.39% | 6 1.83% | 17 2.91% ^{ei} | 16 1.96% | 21 2.45% | 17 3.06% ^{ei} | 5 2.65% | 120 2.20% ^r | 7 0.83% |
| NET: Not working | 2784 43.70% ^d | 2355 44.05% ^d | 235 44.24% | 127 42.02% | 67 35.20% | 235 44.24% | 126 49.72% ^{mp} | 296 42.04% | 233 44.86% ^p | 240 43.17% | 218 47.77% ^{mp} | 127 42.02% | 275 45.89% ^p | 341 40.57% | 392 44.92% ^p | 233 42.91% | 67 35.20% | 2434 44.56% ^{Tr} | 324 38.13% |
| Not working but seeking work or temporarily unemployed or sick | 238 3.74% | 212 3.97% | 17 3.17% | 5 1.73% | 4 2.11% | 17 3.17% | 13 5.18% | 25 3.57% | 21 4.08% | 33 5.97% ^{Tkn} | 16 3.60% | 5 1.73% | 24 4.04% | 33 3.94% | 28 3.23% | 18 3.25% | 4 2.11% | 195 3.57% | 40 4.73% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 265
Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---|------------------|----------------|---------------|---------------|--------------|---------------|----------------|----------------|------------------------|-------------------|-------------------|---------------|--------------------|---------------------------|-----------------|----------------|----------------|------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Not working and not seeking work | 286 4.49%gr | 230 4.30% | 31 5.85% | 20 6.64% | 5 2.80% | 31 5.85%gi | 14 5.36% | 20 2.78% | 29 5.60%gi | 16 2.85% | 29 6.43%gi | 20 6.64%gi | 22 3.63% | 35 4.20% | 41 4.70% | 24 4.48% | 5 2.80% | 265 4.86%Tr | 18 2.11% |
| Student | 468 7.34%dl | 410 7.67%cd | 39 7.31%cd | 15 5.10% | 3 1.77% | 39 7.31%p | 26 10.14%lp | 56 7.99%lp | 40 7.68%p | 45 8.05%lp | 30 6.47%p | 15 5.10% | 28 4.75% | 94 11.14%Tejkl Inop | 55 6.26%p | 37 6.81%p | 3 1.77% | 240 4.39% | 218 25.68%Tq |
| Retired on a state pension only | 376 5.91%dp | 317 5.93%cd | 34 6.46%cd | 21 6.94%cd | 4 2.01% | 34 6.46%p | 12 4.57% | 45 6.32%p | 22 4.32% | 31 5.60% | 31 6.80%p | 21 6.94%p | 41 6.86%p | 46 5.45% | 57 6.49%p | 33 6.03% | 4 2.01% | 364 6.66%Tr | 10 1.23% |
| Retired with a private pension | 1090 17.11%am | 899 16.82% | 92 17.34% | 55 18.17% | 44 22.86% | 92 17.34% | 48 18.80% | 117 16.54% | 92 17.76% | 78 14.05% | 79 17.19% | 55 18.17% | 116 19.37%im | 112 13.36% | 163 18.75%am | 94 17.36% | 44 22.86%im | 1078 19.73%Tr | 12 1.43% |
| House person, housewife, househusband, etc. | 325 5.11%mr | 286 5.35% | 22 4.12% | 10 3.45% | 7 3.65% | 22 4.12% | 14 5.67%am | 34 4.84%am | 28 5.42%am | 37 6.64%am | 33 7.28%am | 10 3.45% | 43 7.25%Tkm | 21 2.48% | 48 5.49%am | 27 4.99%am | 7 3.65% | 293 5.36%r | 25 2.94% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 266
Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
|--|-----------------------|---------------------|------------------|----------------|----------------|-----------------|---------------------|-------------------|------------------|---------------------------|-----------------|---------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | | |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| NET: Working | 3587 56.30%abgl | 2915 55.24%gl | 681 52.80% | 131 53.21% | 208 56.28%l | 25 60.91% | 643 57.69%bgl | 273 49.78% | 562 54.63% | 228 68.87%Tabcdg hl | 13 51.03% | 61 60.74%l | 20 40.08% | 16 59.99% |
| NET: Employed | 3247 50.96%abgl | 2640 50.03%bg | 605 46.91% | 123 49.89% | 189 51.22% | 25 60.91% | 606 54.35%Tabgl | 248 45.09% | 510 49.56% | 199 60.14%Tabcdgh l | 8 32.35% | 52 51.99% | 18 35.78% | 13 49.70% |
| Working full time - working 30 hours per week or more | 2618 41.10%abg | 2115 40.07%bg | 456 35.41% | 106 43.14% | 151 41.00% | 20 46.94% | 509 45.61%Tabghl | 193 35.12% | 406 39.42% | 160 48.38%Tabghl | 7 27.52% | 45 44.64% | 15 28.55% | 12 45.19% |
| Working part-time - working between 8 and 29 hours per week | 628 9.86% | 526 9.96% | 148 11.51% | 17 6.74% | 38 10.22% | 6 13.97% | 97 8.74% | 55 9.96% | 104 10.15% | 39 11.77% | 1 4.84% | 7 7.35% | 4 7.23% | 1 4.51% |
| NET: Self-employed | 340 5.34%f | 274 5.20%f | 76 5.89%f | 8 3.33% | 19 5.06% | - | 37 3.34% | 26 4.69% | 52 5.06% | 29 8.72%Tacfgh | 5 18.67% | 9 8.75%f | 2 4.30% | 3 10.29% |
| Self-employed - working 30 hours per week or more | 210 3.30% | 169 3.21% | 45 3.46% | 4 1.51% | 10 2.57% | - | 27 2.45% | 14 2.61% | 37 3.58% | 17 5.26%cf | 5 18.67% | 5 5.01% | 1 2.13% | - |
| Self-employed - working between 8 and 29 hours per week | 130 2.04%f | 105 1.99%f | 31 2.43%f | 4 1.82% | 9 2.48%f | - | 10 0.89% | 11 2.09% | 15 1.48% | 11 3.46%l | - | 4 3.74%f | 1 2.17% | 3 10.29% |
| NET: Not working | 2784 43.70%i | 2362 44.76%Ti | 608 47.20%Tii | 115 46.79%i | 161 43.72%i | 16 39.09% | 472 42.31%i | 276 50.22%Tafi | 467 45.37%i | 103 31.13% | 13 48.97% | 39 39.26% | 31 59.92%Tadfik | 11 40.01% |
| Not working but seeking work or temporarily unemployed or sick | 238 3.74%a | 178 3.37% | 39 3.06% | 9 3.85% | 13 3.62% | 1 1.18% | 36 3.25% | 16 2.90% | 37 3.60% | 6 1.67% | 3 10.89% | 6 5.72% | 3 6.40% | - |
| Not working and not seeking work | 286 4.49%i | 231 4.38%i | 57 4.39%i | 9 3.80% | 15 4.14% | - | 57 5.10%i | 33 5.95%i | 43 4.16%i | 4 1.32% | - | 7 7.30%i | 3 5.97%i | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 266
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|---------------------|----------------------------|------------------|-----------------|----------------|----------------------|------------------|---------------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Student | 468 7.34%abdfk | 323 6.12%d | 70 5.45%d | 44 17.70%Tabdfghi kl | 8 2.23% | 12 27.66% | 54 4.85% | 32 5.83%d | 64 6.18%d | 34 10.28%abdfghk | 1 3.60% | 1 0.88% | 2 3.26% | - - |
| Retired on a state pension only | 376 5.91%i | 340 6.43%Ti | 83 6.45%i | 13 5.48% | 23 6.29% | 1 1.69% | 73 6.55%i | 64 11.67%Tabcdfhi | 59 5.74% | 10 2.89% | 2 6.85% | 6 6.02% | 1 2.30% | 1 4.30% |
| Retired with a private pension | 1090 17.11%i | 1016 19.26%Tfi | 297 23.04%Tacfik | 34 13.96% | 84 22.79%Tcfi | 4 8.56% | 180 16.15%i | 108 19.61%i | 199 19.34%i | 35 10.70% | 4 17.04% | 12 12.38% | 20 40.03%Tabcdfg hik | 9 33.44% |
| House person, housewife, househusband, etc. | 325 5.11% | 275 5.20% | 62 4.81% | 5 2.00% | 17 4.65% | - | 71 6.41%c | 23 4.27% | 65 6.35%c | 14 4.27% | 3 10.60% | 7 6.97% | 1 1.95% | 1 2.27% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 267
Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

| | Total (T) | O.2 Mobile supplier | | | | | | | | | | | | | |
|--|-------------------|---------------------|-----------------------------|--------------------|-----------------|--------------------------------|-----------------|--------------------------------|--------------------|------------------|-----------------|---------------|---------------|-----------------|----------------|
| | | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| NET: Working | 3587 56.30%t | 3565 56.56%Tt | 123 52.88% | 662 59.24%t | 244 57.33%t | 39 79.07%Tnopqs tuvvwxyz | 598 57.93%t | 242 44.04% | 365 60.99%Tt | 250 57.45%t | 460 60.35%Tt | 65 51.08% | 66 55.96%t | 232 55.57%t | 64 62.60%t |
| NET: Employed | 3247 50.96%t | 3227 51.19%Tt | 109 47.07% | 613 54.88%Tnt | 218 51.22%t | 33 67.26%otx | 540 52.35%t | 220 40.00% | 324 54.09%t | 230 52.70%t | 409 53.68%t | 58 45.45% | 57 48.10% | 220 52.56%t | 58 56.08%t |
| Working full time - working 30 hours per week or more | 2618 41.10%ot | 2600 41.24%ot | 68 29.05% | 510 45.70%Tnotx | 175 41.10%ot | 24 49.40%ot | 438 42.41%ot | 161 29.29% | 275 45.92%Tnotx | 183 42.07%ot | 334 43.89%ot | 43 33.66% | 48 40.92%t | 183 43.79%ot | 44 43.36%ot |
| Working part-time - working between 8 and 29 hours per week | 628 9.86% | 627 9.95% | 42 18.02%Tnpqstu vwyz | 102 9.17% | 43 10.11% | 9 17.86% | 103 9.94% | 59 10.71% | 49 8.17% | 46 10.62% | 74 9.78% | 15 11.79% | 8 7.19% | 37 8.77% | 13 12.72% |
| NET: Self-employed | 340 5.34% | 338 5.37% | 13 5.81% | 49 4.36% | 26 6.11% | 6 11.81%tz | 58 5.58% | 22 4.05% | 41 6.91%z | 21 4.76% | 51 6.67%z | 7 5.63% | 9 7.86%z | 13 3.01% | 7 6.52% |
| Self-employed - working 30 hours per week or more | 210 3.30%z | 209 3.32%z | 7 3.22% | 30 2.72% | 18 4.32%z | 6 11.22%Tnpstvz | 38 3.72%z | 11 1.94% | 25 4.18%z | 14 3.12% | 33 4.31%tz | 3 2.56% | 7 5.61%tz | 6 1.39% | 4 4.20% |
| Self-employed - working between 8 and 29 hours per week | 130 2.04% | 129 2.05% | 6 2.59% | 18 1.65% | 8 1.79% | - 0.59% | 19 1.86% | 12 2.10% | 16 2.73% | 7 1.64% | 18 2.36% | 4 3.07% | 3 2.25% | 7 1.62% | 2 2.32% |
| NET: Not working | 2784 43.70%nrw | 2738 43.44%r | 110 47.12%r | 455 40.76%r | 182 42.67%r | 10 20.93% | 434 42.07%r | 308 55.96%Tnpqrs uvwxyzA | 234 39.01%r | 185 42.55%r | 302 39.65%r | 62 48.92%r | 52 44.04%r | 186 44.43%r | 38 37.40% |
| Not working but seeking work or temporarily unemployed or sick | 238 3.74% | 236 3.74% | 9 3.89% | 45 4.01% | 16 3.78% | 1 2.97% | 31 3.03% | 19 3.38% | 25 4.20% | 10 2.36% | 29 3.79% | 6 5.07% | 2 1.36% | 20 4.78% | 7 6.40% |
| Not working and not seeking work | 286 4.49% | 284 4.51% | 12 5.29% | 42 3.74% | 17 4.04% | 3 5.90% | 43 4.12% | 21 3.79% | 26 4.42% | 19 4.37% | 29 3.81% | 8 5.94% | 4 3.67% | 28 6.58%p | 8 7.42% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 267
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|-----------------------|-----------------------|---------------------------------|----------------------|---------------------------------|-----------------|----------------------|----------------------------------|------------------|---------------------|--------------------|---------------------|---------------------|-------------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-atone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Student | 468 7.34% o | 459 7.29% o | 7 3.01% | 85 7.62% o | 56 13.11% Tnopstu vwzA | 3 7.03% | 59 5.75% | 37 6.82% | 44 7.43% o | 34 7.87% o | 55 7.27% o | 11 8.28% | 7 6.18% | 20 4.82% | 5 4.48% |
| Retired on a state pension only | 376 5.91% nq | 363 5.75% | 14 5.93% | 63 5.66% | 14 3.32% | - | 75 7.24% qw | 49 9.00% TnpquwA | 27 4.46% | 22 5.05% | 32 4.17% | 5 3.57% | 9 7.79% | 27 6.42% | 2 1.92% |
| Retired with a private pension | 1090 17.11% qru | 1076 17.07% qru | 59 25.31% Tnpqrs uvwzA | 188 16.86% qru | 49 11.52% | 1 2.00% | 177 17.17% qru | 150 27.23% Tnpqrs uvwzA | 71 11.84% | 75 17.12% qru | 121 15.85% r | 28 22.35% qru | 24 20.47% qru | 66 15.68% r | 13 12.88% |
| House person, housewife, househusband, etc. | 325 5.11% p | 320 5.08% p | 9 3.69% | 32 2.87% | 29 6.91% p | 1 3.03% | 49 4.77% | 32 5.74% p | 40 6.66% p | 25 5.77% p | 36 4.77% | 5 3.71% | 5 4.58% | 26 6.15% p | 4 4.31% |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 268
Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|---|--------------------------------|---------------------------|---------------------|--------------------|--------------------|-----------------|------------------------|----------------------------|--------------------|-------------------------------|------------------|--------------------|-------------------|-----------------------|----------------------|----------------------|----------------------|---------------|--------------------------|-------------------------------------|----------------------------|----------------------|--------------------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| NET: Working | 3587 56.30%g tuw | 3462 56.94%T bg | 697 53.66% | 160 56.30% | 240 58.05%g | 22 69.00% | 742 59.33%T bg | 307 50.79% | 788 57.65%g | 249 66.99%T abcdgh l | 18 51.48% | 67 59.52% | 27 46.54% | 19 67.50% | 2016 58.71%T s | 274 62.88%T s | 1126 59.82%T s | 94 55.16% | 497 54.73% | 521 47.38% | 1833 54.01% t | 992 76.15%T tu | 839 41.66% | 2580 62.83%T w |
| NET: Employed | 3247 50.96%g tuw | 3144 51.71%T bg | 631 48.61% | 149 52.41% | 217 52.61% | 22 69.00% | 694 55.53%T abgl | 278 45.87% | 719 52.61%g | 216 58.14%T abgl | 13 37.14% | 59 51.80% | 23 39.58% | 15 55.80% | 1878 54.67%T s | 266 60.93%T os | 1044 55.47%T s | 90 52.91% | 456 50.20% | 452 41.10% | 1648 48.57% t | 926 71.10%T tu | 741 36.79% | 2355 57.35%T w |
| Working full time - working 30 hours per week or more | 2618 41.10%b gtuw | 2533 41.66%T bg | 475 36.63% | 120 42.43% | 174 42.14% | 17 52.94% | 583 46.65%T abg | 223 36.84% | 576 42.16%b | 174 46.79%b | 10 28.59% | 50 44.54% | 19 33.25% | 14 51.50% | 1542 44.88%T s | 203 46.58%T s | 892 47.39%T os | 70 41.28% | 357 39.32% | 309 28.14% | 1297 38.23% t | 842 64.61%T tu | 562 27.91% | 1931 47.02%T w |
| Working part-time - working between 8 and 29 hours per week | 628 9.86%q v | 611 10.05% | 155 11.98% Ta | 28 9.98% | 43 10.47% | 5 16.06% | 111 8.88% | 55 9.03% | 143 10.45% | 42 11.35% | 3 8.56% | 8 7.26% | 4 6.32% | 1 4.30% | 336 9.79% q | 63 14.34% To | 152 8.08% | 20 11.63% | 99 10.88% q | 142 12.96% T uv | 351 10.34% v | 85 6.49% | 179 8.88% | 424 10.33% |
| NET: Self-employed | 340 5.34% fo p | 318 5.23% f | 66 5.06% | 11 3.90% | 23 5.45% | - | 48 3.80% | 30 4.92% | 69 5.04% | 33 8.85% T abcdgh | 5 14.34% | 9 7.72% | 4 6.96% | 3 11.69% | 138 4.03% p | 9 1.95% | 82 4.35% p | 4 2.26% | 41 4.53% p | 69 6.28% | 184 5.43% | 66 5.05% | 98 4.88% | 225 5.48% |
| Self-employed - working 30 hours per week or more | 210 3.30% ap | 193 3.18% | 38 2.91% | 4 1.46% | 11 2.76% | - | 34 2.70% | 19 3.10% | 47 3.46% | 19 5.06% c | 5 14.34% | 5 4.42% | 2 3.56% | - | 97 2.83% p | 4 0.83% | 64 3.42% p | 1 0.66% | 27 2.95% p | 42 3.83% | 110 3.25% | 47 3.59% | 53 2.63% | 144 3.51% |
| Self-employed - working between 8 and 29 hours per week | 130 2.04% fo q | 125 2.05% f | 28 2.15% | 7 2.44% | 11 2.69% f | - | 14 1.10% | 11 1.83% | 22 1.58% | 14 3.79% T afh | - | 4 3.30% | 2 3.40% | 3 11.69% | 41 1.20% | 5 1.12% | 18 0.93% | 3 1.59% | 14 1.58% | 27 2.45% | 74 2.18% | 19 1.46% | 45 2.24% | 81 1.97% |
| NET: Not working | 2784 43.70% a fiopqvx | 2618 43.06% i fi | 601 46.34% a | 124 43.70% i | 173 41.95% i | 10 31.00% | 508 40.67% i | 298 49.21% T adhi | 579 42.35% i | 122 33.01% | 16 48.52% | 46 40.48% | 31 53.46% i | 9 32.50% | 1418 41.29% | 162 37.12% | 756 40.18% | 76 44.84% | 411 45.27% o pq | 578 52.62% T uv | 1561 45.99% T v | 311 23.85% | 1174 58.34% T x | 1526 37.17% |

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

Reasons to Complain Survey

ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 268
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|-------------------------|-----------------------|--------------------------|--------------------------|------------------------|-----------------|---------------|--------------------------|------------------|------------------------|------------------|--------------------|---------------------------|-----------------------|------------------|--------------|---------------|-----------------------|-------------------------------------|----------------------|----------------------------|--------------------------------|-----------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (l) | Now Broad-band (k) | Shell Energy (j) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Not working but seeking work or temporarily unemployed or sick | 238 3.74%pu vx | 226 3.72% | 38 2.94% | 14 5.08% | 13 3.24% | * 1.55% | 47 3.72% | 19 3.12% | 56 4.09% | 8 2.23% | 3 8.36% | 7 6.16% | 2 3.22% | - | 124 3.61%p | 5 1.04% | 71 3.78%p | 7 4.08%p | 37 4.09%p | 100 9.06%Tu v | 91 2.69%v | 13 1.00% | 135 6.72%Tx | 92 2.23% |
| Not working and not seeking work | 286 4.49%ip vx | 270 4.44%i | 58 4.49%i | 10 3.56% | 16 3.88% | - | 60 4.83%i | 36 5.99%i | 59 4.35%i | 6 1.73% | 1 1.75% | 8 7.31%i | 4 6.43%i | 1 2.32% | 135 3.94% | 10 2.29% | 87 4.63% | 5 3.14% | 33 3.60% | 103 9.38%Tu v | 146 4.30%v | 7 0.50% | 225 11.16%Tx | 48 1.16% |
| Student | 468 7.34%ab dlquw | 376 6.18%d | 66 5.12% | 36 12.58%Ta bdlghk | 11 2.74% | 7 21.59% | 61 4.91% | 34 5.63% | 96 7.02%d | 39 10.59%T abdlg | 3 10.21% | 5 4.29% | 2 4.24% | - | 233 6.80%q | 36 8.15% | 110 5.83% | 19 11.42%oq | 67 7.37% | 137 12.50%Tu v | 120 3.53% | 82 6.32%u | 125 6.19% | 316 7.70% |
| Retired on a state pension only | 376 5.91%iv x | 360 5.93%i | 83 6.43%i | 14 4.79% | 24 5.92% | 1 2.22% | 74 5.90% | 67 11.09%Ta bodfhi | 66 4.85% | 11 2.89% | 1 3.49% | 7 5.83% | 3 5.60% | 1 4.10% | 186 5.42% | 20 4.54% | 101 5.36% | 18 10.72%To pqs | 47 5.15% | 89 8.11%Tv | 240 7.06%Tv | 11 0.85% | 179 8.91%Tx | 188 4.59% |
| Retired with a private pension | 1090 17.11%i qtv | 1066 17.54%T fi | 291 22.39%T acfhik | 44 15.34% | 91 22.06%Ta fhik | 2 5.65% | 187 14.96% | 112 18.49%i | 217 15.84%i | 41 10.92% | 6 16.56% | 12 10.74% | 19 32.27%T acfgfhik | 7 23.92% | 567 16.51%q | 79 18.03% | 284 15.07% | 23 13.28% | 176 19.34%oq | 40 3.66% | 798 23.52%T tv | 176 13.48%t | 381 18.91%T | 700 17.05% |
| House person, housewife, househusband, etc. | 325 5.11%vx | 319 5.25%T | 64 4.97% | 7 2.34% | 17 4.12% | - | 79 6.35%c | 30 4.89% | 85 6.20%c | 17 4.66% | 3 8.14% | 7 6.15% | 1 1.71% | 1 2.17% | 173 5.03% | 13 3.08% | 104 5.51% | 4 2.19% | 52 5.71% | 109 9.91%Tu v | 166 4.89%v | 22 1.71% | 130 6.44%Tx | 182 4.44% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 269
Do you work in any of the following occupations?
Base: All respondents who work

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|---|--------------------------|----------------|-----------------|-----------------------|----------------|------------------|-----------------|----------------|--------------|------------|-----------------|-------------------|--------------|--------------|-----------------|---------------|----------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 3580 | 1864 | 1706 | 376 | 836 | 855 | 790 | 544 | 152 | 27 | 1020 | 1081 | 896 | 583 | 2101 | 1479 | 2956 | 624 |
| Weighted base | 3587 | 1897 | 1681 | 412 | 882 | 835 | 825 | 490 | 125 | 17** | 1012 | 1079 | 881 | 614 | 2091 | 1496 | 2963 | 624 |
| Effective base | 2526 | 1335 | 1184 | 278 | 600 | 603 | 536 | 391 | 116 | 22 | 760 | 763 | 644 | 373 | 1521 | 1008 | 2087 | 439 |
| NET: Public Sector | 1158 32.29%ahlm oq | 520 27.39% | 638 37.99%Ta | 146 35.41%h | 300 34.02%h | 264 31.60% | 268 32.46%h | 151 30.70% | 28 22.69% | 9.77% | 36.24%Tlm | 39.59%Tlm | 24.52% | 24.11% | 37.97%To | 24.35% | 33.30%Tq | 27.49% |
| A nationalised industry/state corporation | 115 3.20%knq | 73 3.83% | 42 2.50% | 36 8.81%Tdefg h | 26 2.98% | 24 2.83% | 17 2.04% | 10 2.04% | 2 1.30% | - | 30 2.97% | 21 1.96% | 35 3.96%k | 29 4.64%k | 51 2.45% | 63 4.24%Tn | 105 3.53%Tq | 10 1.60% |
| Central government or civil service (including Courts service and Bank of England) | 161 4.49%blmoq | 108 5.70%Tb | 53 3.14% | 32 7.81%Tef | 42 4.79% | 27 3.27% | 33 4.05% | 21 4.34% | 5 3.60% | - | 91 9.03%Tklm | 37 3.43%lm | 26 2.94% | 7 1.08% | 128 6.14%To | 33 2.17% | 146 4.94%Tq | 15 2.34% |
| Local government or council (including fire services, police and local authority controlled schools/colleges) | 388 10.82%aclmo | 156 8.21% | 232 13.82%Ta | 21 5.06% | 77 8.69% | 111 13.30%Tcd | 103 12.52%cd | 64 13.14%cd | 10 8.26% | 1 7.98% | 101 9.94%lm | 194 17.99%Tjlm | 56 6.30% | 38 6.13% | 295 14.10%To | 93 6.23% | 318 10.72% | 70 11.26% |
| A university, or other grant funded establishment (include opted-out schools) | 111 3.09%o | 53 2.82% | 57 3.41% | 12 3.00% | 35 4.01% | 23 2.73% | 26 3.10% | 12 2.49% | 2 1.92% | - | 44 4.35%Tlm | 35 3.21% | 20 2.27% | 12 1.97% | 79 3.76%To | 32 2.14% | 98 3.30% | 13 2.06% |
| A health authority or NHS Trust | 282 7.86%ao | 85 4.46% | 197 11.75%Ta | 36 8.73% | 85 9.65% | 57 6.82% | 65 7.93% | 31 6.42% | 7 5.67% | - | 78 7.74% | 113 10.45%Tlm | 57 6.43% | 34 5.55% | 191 9.14%To | 91 6.07% | 243 8.19% | 39 6.28% |
| The armed forces | 14 0.38% | 10 0.53% | 3 0.21% | - | 7 0.75% | 3 0.41% | 4 0.43% | - | - | - | 1 0.10% | 3 0.32% | 4 0.45% | 5 0.85% | 4 0.21% | 9 0.61% | 11 0.39% | 2 0.34% |
| Other public sector occupation (Please specify as much detail as possible) | 88 2.46%a | 35 1.84% | 53 3.18%Ta | 8 2.00% | 28 3.16% | 19 2.25% | 20 2.38% | 11 2.28% | 2 1.95% | 1.79% | 21 2.12% | 24 2.22% | 19 2.16% | 24 3.89% | 45 2.17% | 43 2.87% | 66 2.22% | 23 3.62% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 269
Do you work in any of the following occupations?
Base: All respondents who work

| | Gender | | Age | | | | | | | | Social Grade | | | | | Area type | | |
|---|------------|----------|------------|-----------|-----------|-----------|-----------|------------|------------|---------|--------------|--------|-----------|-----------|----------|-----------|-----------|-----------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 3587 | 1897 | 1681 | 412 | 882 | 835 | 825 | 490 | 125 | 17** | 1012 | 1079 | 881 | 614 | 2091 | 1496 | 2963 | 624 |
| NET: Private Sector | 2429 | 1377 | 1042 | 266 | 582 | 571 | 557 | 340 | 97 | 16 | 645 | 652 | 665 | 466 | 1297 | 1132 | 1976 | 452 |
| | 67.71%bjkn | 72.61%Tb | 62.01% | 64.59% | 65.98% | 68.40% | 67.54% | 69.30% | 77.31%Tcdf | 90.23% | 63.76% | 60.41% | 75.48%Tjk | 75.89%Tjk | 62.03% | 75.65%Tn | 66.70% | 72.51%Tp |
| | p | | | | | | | | | | | | | | | | | |
| A charity, voluntary organisation or trust | 147 | 53 | 94 | 13 | 34 | 29 | 32 | 34 | 6 | - | 45 | 42 | 32 | 28 | 87 | 60 | 125 | 22 |
| | 4.11%a | 2.81% | 5.59%Ta | 3.07% | 3.90% | 3.48% | 3.84% | 6.86%Todef | 4.65% | - | 4.43% | 3.94% | 3.66% | 4.51% | 4.17% | 4.01% | 4.21% | 3.60% |
| Self-employed (Private sector) | 444 | 275 | 168 | 32 | 93 | 107 | 98 | 73 | 35 | 7 | 122 | 105 | 144 | 73 | 227 | 217 | 342 | 103 |
| | 12.39%bckn | 14.48%Tb | 10.01% | 7.88% | 10.51% | 12.80%c | 11.84% | 14.87%cd | 27.80%Tcde | 39.56% | 12.03% | 9.77% | 16.31%Tjk | 11.94% | 10.87% | 14.51%Tn | 11.53% | 16.45%Tp |
| | p | | | | | | | | fg | | | | | | | | | |
| None of the above/ I work in the Private sector | 1837 | 1049 | 780 | 221 | 455 | 435 | 428 | 233 | 56 | 9 | 479 | 504 | 489 | 365 | 983 | 855 | 1510 | 327 |
| | 51.22%bjkn | 55.31%Tb | 46.41% | 53.65% | 51.57% | 52.12% | 51.86% | 47.58% | 44.87% | 50.67% | 47.30% | 46.70% | 55.52%Tjk | 59.45%Tjk | 46.99% | 57.13%Tn | 50.96% | 52.46% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 270
Do you work in any of the following occupations?
Base: All respondents who work

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|---|---------------------|--------------------|--------------------|--------------------|--------------------|---------------------------|---------------------|--------------------|-----------------------------|------------------------------|-------------------|----------------------------|--------------------|--------------------|--------------------|--------------------------|---------------------------|--------------------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | Ni (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber-side (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Unweighted base | 3580 | 3009 | 281 | 168 | 122 | 281 | 135 | 394 | 305 | 337 | 254 | 168 | 316 | 495 | 448 | 325 | 122 | 3054 | 490 |
| Weighted base | 3587 | 2991 | 296 | 175 | 124* | 296 | 127* | 408 | 286 | 316 | 239 | 175 | 324 | 499 | 480 | 311 | 124* | 3028 | 525 |
| Effective base | 2526 | 2110 | 202 | 120 | 94 | 202 | 96 | 272 | 225 | 244 | 184 | 120 | 213 | 361 | 298 | 231 | 94 | 2161 | 343 |
| NET: Public Sector | 1158 32.29% m | 931 31.11% a | 109 36.88% b | 72 41.28% Ta | 46 36.96% d | 109 36.88% ejm | 50 39.05% fjm | 126 30.85% g | 87 30.38% h | 120 37.84% ijmn | 65 27.13% j | 72 41.28% Tgh jmn | 103 31.84% l | 139 27.77% m | 140 29.17% n | 102 32.73% o | 46 36.96% p | 966 31.89% q | 183 34.75% r |
| A nationalised industry/state corporation | 115 3.20% | 100 3.33% | 8 2.66% | 6 3.47% | 1 0.84% | 8 2.66% | 7 5.37% | 8 1.93% | 10 3.36% | 24 7.69% Tegh ijnop | 6 2.69% | 6 3.47% | 6 1.78% | 22 4.45% m | 9 1.96% | 7 2.30% | 1 0.84% | 89 2.95% | 25 4.70% |
| Central government or civil service (including Courts service and Bank of England) | 161 4.49% | 132 4.41% | 18 6.00% | 5 3.08% | 6 4.85% | 18 6.00% ln | 10 8.14% ln | 15 3.67% | 16 5.43% | 20 6.25% ln | 9 3.77% | 5 3.08% | 7 2.12% | 31 6.15% ln | 12 2.52% | 12 3.99% | 6 4.85% | 133 4.40% | 27 5.08% |
| Local government or council (including fire services, police and local authority controlled schools/colleges) | 388 10.82% am | 298 9.96% a | 46 15.45% Ta | 30 17.34% Ta | 14 11.13% | 46 15.45% Tgj mo | 14 10.72% | 38 9.23% | 30 10.58% | 33 10.35% | 20 8.27% | 30 17.34% Tgj mo | 44 13.43% am | 38 7.60% | 56 11.66% | 26 8.49% | 14 11.13% | 334 11.02% | 52 9.85% |
| A university, or other grant funded establishment (include opted-out schools) | 111 3.09% | 99 3.31% | 7 2.22% | 3 1.62% | 2 1.81% | 7 2.22% | 6 4.58% | 12 2.85% | 10 3.33% | 9 2.78% | 10 4.29% | 3 1.62% | 10 3.21% | 12 2.49% | 20 4.08% | 10 3.38% | 2 1.81% | 91 3.02% | 18 3.45% |
| A health authority or NHS Trust | 282 7.86% m | 224 7.48% a | 23 7.61% b | 18 10.40% c | 17 14.07% Td | 23 7.61% e | 13 10.24% f | 37 9.16% g | 15 5.32% h | 26 8.24% i | 13 5.34% j | 18 10.40% km | 32 9.80% lm | 26 5.25% m | 28 5.89% n | 33 10.62% hmn n | 17 14.07% Thjm n | 233 7.71% q | 45 8.53% r |
| The armed forces | 14 0.38% | 14 0.45% | - | - | - | - | - | - | - | - | 3 1.38% Tgm | - | 1 0.26% l | - | 7 1.47% Tgm | 2 0.77% o | - | 12 0.39% q | 2 0.33% r |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 270
Do you work in any of the following occupations?
Base: All respondents who work

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|------------------------------|------------------------------|---------------|--------------------------|--------------|---------------|----------------|-----------------------------|-----------------------------|-------------------|-------------------------------|----------------------------|----------------------------|------------------------------|-----------------------------|---------------------------|-------------------------|----------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 3587 | 2991 | 296 | 175 | 124* | 296 | 127* | 408 | 286 | 316 | 239 | 175 | 324 | 499 | 480 | 311 | 124* | 3028 | 525 |
| Other public sector occupation (Please specify as much detail as possible) | 88 2.46% ^a | 65 2.17% | 9 2.93% | 9 5.38% ^{Ta} | 5 4.26% | 9 2.93% | - | 16 4.02% | 7 2.35% | 8 2.52% | 3 1.38% | 9 5.38% ^{Tijl} | 4 1.23% | 9 1.82% | 8 1.58% | 10 3.19% | 5 4.26% ^f | 73 2.41% | 15 2.82% |
| NET: Private Sector | 2429 67.71% ^{kc} | 2061 68.89% ^{Tc} | 187 63.12% | 103 58.72% | 78 63.04% | 187 63.12% | 78 60.95% | 282 69.15% ^{kg} | 199 69.62% ^{kh} | 196 62.16% | 174 72.87% ^{cefi} | 103 58.72% | 221 68.16% | 361 72.23% ^{Tef} | 340 70.83% ^{ik} | 209 67.27% | 78 63.04% | 2063 68.11% | 343 65.25% |
| A charity, voluntary organisation or trust | 147 4.11% | 122 4.07% | 15 5.22% | 6 3.46% | 4 3.10% | 15 5.22% | 7 5.30% | 9 2.16% | 13 4.65% | 7 2.24% | 16 6.66% ^{gil} | 6 3.46% | 6 1.87% | 26 5.15% ^l | 21 4.40% | 17 5.50% ^{gl} | 4 3.10% | 132 4.35% | 16 2.96% |
| Self-employed (Private sector) | 444 12.39% | 390 13.04% ^T | 28 9.32% | 16 8.97% | 11 8.85% | 28 9.32% | 20 15.75% | 45 11.13% | 36 12.44% | 28 9.00% | 30 12.44% | 16 8.97% | 42 12.92% | 76 15.19% ^{ei} | 73 15.25% ⁱ | 40 12.78% | 11 8.85% | 375 12.37% | 66 12.52% |
| None of the above/ I work in the Private sector | 1837 51.22% ^f | 1549 51.78% | 144 48.58% | 81 46.29% | 63 51.09% | 144 48.58% | 51 39.90% | 228 55.85% ^f | 150 52.53% ^f | 161 50.93% | 128 53.76% ^f | 81 46.29% | 173 53.38% ^f | 259 51.89% ^f | 246 51.18% | 152 48.99% | 63 51.09% | 1556 51.39% | 261 49.76% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 271
Do you work in any of the following occupations?
Base: All respondents who work

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|---------------|------------------|--------------|-----------------|--------------------|---------------|------------------|--------------|-----------------|---------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 3580 | 2885 | 714 | 124 | 213 | 20 | 622 | 285 | 526 | 218 | 12 | 59 | 23 | 14 |
| Weighted base | 3587 | 2915 | 681 | 131* | 208 | 25** | 643 | 273 | 562 | 228 | 13** | 61* | 20** | 16** |
| Effective base | 2526 | 2053 | 515 | 91 | 149 | 14 | 460 | 203 | 366 | 149 | 7 | 41 | 19 | 10 |
| NET: Public Sector | 1158 32.29% | 952 32.66% | 205 30.10% | 46 35.40% | 66 31.54% | 9 36.18% | 248 38.61%Tabgh | 78 28.59% | 174 30.98% | 72 31.50% | 4 33.15% | 24 40.35% | 9 46.46% | 6 37.61% |
| A nationalised industry/state corporation | 115 3.20% | 103 3.55%Tb | 15 2.18% | 5 3.73% | 11 5.08% | 2 6.05% | 33 5.13%Tabh | 14 4.95%b | 13 2.33% | 9 4.11% | 2 15.26% | - | - | - |
| Central government or civil service (including Courts service and Bank of England) | 161 4.49% | 138 4.73% | 33 4.80% | 7 5.24% | 9 4.12% | 2 6.23% | 42 6.47%T | 8 3.01% | 21 3.67% | 8 3.41% | - | 6 10.49%gh | 3 13.35% | - |
| Local government or council (including fire services, police and local authority controlled schools/colleges) | 388 10.82% | 329 11.29% | 82 11.99% | 11 8.51% | 21 9.94% | 4 15.57% | 75 11.69% | 28 10.09% | 67 11.91% | 28 12.16% | 2 17.89% | 6 9.57% | 2 11.49% | 1 3.74% |
| A university, or other grant funded establishment (include opted-out schools) | 111 3.09% | 85 2.91% | 24 3.57% | 2 1.64% | 8 4.08% | - | 19 2.93% | 10 3.50% | 9 1.67% | 4 1.81% | - | 5 8.37%ahi | 1 5.55% | 1 3.77% |
| A health authority or NHS Trust | 282 7.86%b | 223 7.65%b | 37 5.38% | 11 8.58% | 13 6.15% | 2 8.32% | 64 9.91%abg | 13 4.82% | 49 8.73% | 20 8.89% | - | 6 9.59% | 1 6.27% | 3 20.95% |
| The armed forces | 14 0.38% | 11 0.37% | 2 0.34% | 1 0.49% | - | - | 2 0.31% | 2 0.63% | 3 0.48% | - | - | 1 2.33%Ta | - | - |
| Other public sector occupation (Please specify as much detail as possible) | 88 2.46%a | 63 2.16% | 12 1.83% | 9 7.20%Tabghi | 5 2.17% | - | 14 2.17% | 4 1.58% | 12 2.20% | 3 1.12% | - | - | 2 9.81% | 1 9.14% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 271
Do you work in any of the following occupations?
Base: All respondents who work

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---|-----------------------|---------------------|---------|---------|--------------|-----------------|---------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 3587 | 2915 | 681 | 131* | 208 | 25** | 643 | 273 | 562 | 228 | 13** | 61* | 20** | 16** |
| NET: Private Sector | 2429 | 1963 | 476 | 85 | 142 | 16 | 395 | 195 | 388 | 156 | 9 | 36 | 11 | 10 |
| | 67.71%f | 67.34%f | 69.90%f | 64.60% | 68.46% | 63.82% | 61.39% | 71.41%f | 69.02%f | 68.50% | 66.85% | 59.65% | 53.54% | 62.39% |
| A charity, voluntary organisation or trust | 147 | 118 | 17 | 6 | 14 | 2 | 20 | 11 | 30 | 10 | - | 4 | 1 | - |
| | 4.11%b | 4.06%b | 2.53% | 4.47% | 6.63%b | 9.44% | 3.07% | 3.95% | 5.39%b | 4.53% | - | 7.20% | 3.00% | - |
| Self-employed (Private sector) | 444 | 372 | 99 | 19 | 19 | - | 50 | 31 | 84 | 39 | 5 | 9 | 2 | 3 |
| | 12.39%f | 12.76%f | 14.55%f | 14.30%f | 8.91% | - | 7.81% | 11.20% | 14.88%f | 17.07%df | 36.59% | 15.29% | 10.73% | 19.52% |
| None of the above/ I work in the Private sector | 1837 | 1473 | 359 | 60 | 110 | 14 | 325 | 154 | 274 | 107 | 4 | 22 | 8 | 7 |
| | 51.22% | 50.52% | 52.82% | 45.83% | 52.92% | 54.38% | 50.50% | 56.26%k | 48.75% | 46.90% | 30.26% | 37.15% | 39.81% | 42.87% |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 272
Do you work in any of the following occupations?
Base: All respondents who work

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|------------------|---------------|---------------|---------------|-----------------|-----------------|--------------------|-----------------|------------------|----------------|-------------------------|--------------|----------------------------|-------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (g) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 3580 | 3556 | 124 | 649 | 246 | 36 | 611 | 247 | 351 | 231 | 473 | 65 | 73 | 220 | 70 |
| Weighted base | 3587 | 3565 | 123* | 662 | 244 | 39** | 598 | 242 | 365 | 250 | 460 | 65* | 66* | 232 | 64* |
| Effective base | 2526 | 2507 | 88 | 459 | 176 | 23 | 443 | 158 | 252 | 159 | 332 | 46 | 52 | 165 | 46 |
| NET: Public Sector | 1158 32.29%q | 1154 32.36%q | 41 33.20% | 213 32.19% | 62 25.21% | 15 39.45% | 182 30.49% | 87 36.09%q | 101 27.73% | 89 35.36%q | 139 30.31% | 29 44.49%qu | 20 30.17% | 107 46.07%Tnopqs uwy | 21 32.85% |
| A nationalised industry/state corporation | 115 3.20% | 115 3.22% | 7 5.32% | 18 2.78% | 6 2.41% | 6 14.80% | 16 2.64% | 10 4.09% | 8 2.08% | 12 4.88% | 11 2.45% | 5 7.98%uwy | - | 15 6.29%Tnpsuw | * 0.52% |
| Central government or civil service (including Courts service and Bank of England) | 161 4.49% | 160 4.50% | 9 7.65% | 24 3.70% | 6 2.56% | - | 24 4.07% | 9 3.86% | 26 7.02%Tnqw | 11 4.57% | 15 3.28% | 1 1.67% | 3 5.06% | 26 11.19%TnpqstvwxA | - |
| Local government or council (including fire services, police and local authority controlled schools/colleges) | 388 10.82% | 386 10.83% | 8 6.23% | 78 11.80% | 20 8.13% | 4 10.42% | 55 9.12% | 38 15.69%Tnoqsw | 35 9.46% | 28 11.27% | 41 8.95% | 13 20.02%Tnoqsu w | 10 14.83% | 26 11.13% | 13 19.65%oqsuw |
| A university, or other grant funded establishment (include opted-out schools) | 111 3.09% | 109 3.06% | 3 2.37% | 18 2.67% | 6 2.32% | 1 3.29% | 31 5.24%Tnpu | 4 1.86% | 7 1.94% | 6 2.32% | 12 2.57% | 2 2.77% | 1 1.84% | 8 3.43% | 1 2.32% |
| A health authority or NHS Trust | 282 7.88% | 282 7.91% | 12 9.98% | 52 7.93% | 19 7.59% | 2 4.08% | 37 6.23% | 17 6.90% | 18 5.06% | 24 9.44% | 47 10.28%su | 7 10.98% | 6 8.44% | 24 10.27%u | 4 5.93% |
| The armed forces | 14 0.38% | 14 0.38% | - | 3 0.47% | 2 0.83% | 3 6.86% | 1 0.24% | - | 2 0.50% | - | 2 0.38% | - | - | - | 1 1.27% |
| Other public sector occupation (Please specify as much detail as possible) | 88 2.46% | 88 2.46% | 2 1.65% | 19 2.83% | 3 1.38% | - | 18 2.95% | 9 3.70% | 6 1.67% | 7 2.87% | 11 2.41% | 1 1.07% | - | 9 3.75% | 2 3.16% |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 272
Do you work in any of the following occupations?
Base: All respondents who work

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---|---------------------|------------------|----------------|----------------|---------------------|-----------------|----------------|------------------|--------------------|------------------|----------------|---------------|---------------|---------------|--------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 3587 | 3565 | 123* | 662 | 244 | 39** | 598 | 242 | 365 | 250 | 460 | 65* | 66* | 232 | 64* |
| NET: Private Sector | 2429 67.71%z | 2412 67.64%z | 82 66.80%z | 449 67.81%z | 183 74.79%Tntvxz | 24 60.55% | 416 69.51%z | 155 63.91% | 264 72.27%xz | 162 64.64% | 320 69.69%z | 36 55.51% | 46 69.83%z | 125 53.93% | 43 67.15% |
| A charity, voluntary organisation or trust | 147 4.11% | 146 4.09% | 8 6.19% | 32 4.89% | 7 3.01% | 1 1.49% | 25 4.26% | 7 2.81% | 19 5.09% | 8 3.35% | 22 4.71% | 2 2.45% | 1 1.29% | 6 2.53% | 3 4.57% |
| Self-employed (Private sector) | 444 12.39%p | 442 12.39%p | 20 16.47%pz | 62 9.41% | 37 15.14%pz | 8 21.41% | 69 11.48% | 23 9.43% | 62 17.09%Tnpstz | 34 13.63% | 63 13.68% | 7 11.02% | 9 14.04% | 19 8.12% | 11 17.48% |
| None of the above/ I work in the Private sector | 1837 51.22%z | 1824 51.16%z | 54 44.13% | 354 53.51%z | 138 56.65%z | 15 37.65% | 321 53.77%z | 125 51.67% | 183 50.09% | 119 47.66% | 236 51.30% | 27 42.04% | 36 54.50% | 101 43.28% | 29 45.09% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 273
Do you work in any of the following occupations?
Base: All respondents who work

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|---|------------------------|---------------------|--------|---------|-------------|-----------------|---------|---------------|------------------|--------------|------------------|-------------------|------------------|-----------------------|---------------------|--------|---------|---------------|------------------|-------------------------------------|----------------------------|----------------------|--------------------------------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 3580 | 3443 | 724 | 164 | 251 | 18 | 709 | 321 | 740 | 244 | 17 | 69 | 32 | 16 | 1875 | 262 | 1033 | 96 | 459 | 540 | 1957 | 846 | 909 | 2521 |
| Weighted base | 3587 | 3462 | 697 | 160 | 240 | 22** | 742 | 307 | 788 | 249 | 18** | 67* | 27** | 19** | 2016 | 274 | 1126 | 94* | 497 | 521 | 1833 | 992 | 839 | 2580 |
| Effective base | 2526 | 2426 | 500 | 120 | 173 | 13 | 522 | 215 | 519 | 175 | 9 | 47 | 26 | 11 | 1334 | 202 | 728 | 74 | 316 | 343 | 1390 | 647 | 626 | 1805 |
| NET: Public Sector | 1158 | 1129 | 206 | 65 | 80 | 8 | 282 | 81 | 252 | 85 | 5 | 24 | 12 | 6 | 699 | 85 | 400 | 33 | 161 | 166 | 574 | 339 | 284 | 819 |
| | 32.29%g | 32.62%g | 29.62% | 40.81%T | 33.17% | 36.42% | 37.97%T | 26.26% | 31.93% | 34.17% | 28.31% | 35.20% | 42.72% | 31.86% | 34.15%T | 30.98% | 35.54%T | 35.47% | 32.47% | 31.92% | 31.33% | 34.13% | 33.89% | 31.73% |
| A nationalised industry/state corporation | 115 | 109 | 14 | 11 | 13 | 4 | 26 | 16 | 15 | 8 | 2 | - | - | - | 86 | 11 | 49 | 11 | 13 | 30 | 46 | 21 | 31 | 79 |
| | 3.20%hu | 3.14% | 2.03% | 6.74%Ta | 5.39%b | 17.17% | 3.46% | 5.36%bh | 1.87% | 3.02% | 11.61% | - | - | - | 4.25%T | 4.08% | 4.37%T | 11.16%To | 2.58% | 5.82%Tu | 2.53% | 2.13% | 3.70% | 3.06% |
| Central government or civil service (including Courts service and Bank of England) | 161 | 157 | 29 | 12 | 9 | - | 47 | 7 | 29 | 10 | - | 7 | 3 | - | 97 | 11 | 62 | 7 | 17 | 17 | 70 | 64 | 34 | 114 |
| | 4.49% | 4.54% | 4.12% | 7.73%gh | 3.93% | - | 6.31%Ta | 2.39% | 3.66% | 3.89% | - | 11.13%T | 12.78% | - | 4.82% | 4.18% | 5.47% | 7.11% | 3.32% | 3.22% | 3.82% | 6.47%Tt | 4.11% | 4.41% |
| Local government or council (including fire services, police and local authority controlled schools/colleges) | 388 | 383 | 78 | 18 | 24 | 4 | 85 | 30 | 94 | 29 | 2 | 3 | 3 | 1 | 211 | 22 | 125 | 7 | 53 | 68 | 194 | 112 | 87 | 290 |
| | 10.82% | 11.07%T | 11.15% | 11.10% | 9.91% | 19.25% | 11.43% | 9.70% | 11.94% | 11.51% | 13.62% | 4.38% | 10.38% | 3.17% | 10.45% | 7.98% | 11.10% | 6.94% | 10.76% | 13.14% | 10.58% | 11.31% | 10.41% | 11.25% |
| A university, or other grant funded establishment (include opted-out schools) | 111 | 105 | 27 | 7 | 13 | - | 22 | 8 | 14 | 5 | - | 5 | 2 | 1 | 59 | 10 | 39 | 3 | 8 | 6 | 63 | 31 | 17 | 88 |
| | 3.09%ht | 3.04%h | 3.81%h | 4.21% | 5.31%h | - | 2.96% | 2.60% | 1.73% | 2.01% | - | 8.03%ah | 7.44% | 3.20% | 2.93% | 3.59% | 3.43% | 2.88% | 1.60% | 1.07% | 3.42%t | 3.10%t | 1.99% | 3.41% |
| A health authority or NHS Trust | 282 | 277 | 45 | 13 | 16 | - | 72 | 11 | 75 | 31 | 1 | 6 | 1 | 3 | 181 | 23 | 94 | 3 | 59 | 27 | 146 | 86 | 86 | 181 |
| | 7.86%gt | 8.00%g | 6.40% | 8.17% | 6.53% | - | 9.69%g | 3.52% | 9.56%g | 12.31%Ta | 3.08% | 9.55% | 4.72% | 17.75% | 8.98%T | 8.42% | 8.37% | 3.41% | 11.80%Tr | 5.24% | 7.9% | 8.64% | 10.27%Tx | 7.03% |
| The armed forces | 14 | 13 | 2 | 1 | - | - | 2 | 2 | 5 | - | - | 1 | - | - | 11 | 1 | 3 | 2 | 5 | 4 | 1 | 8 | 3 | 9 |
| | 0.38%u | 0.37% | 0.33% | 0.41% | - | - | 0.27% | 0.56% | 0.60% | - | - | 2.10% | - | - | 0.53% | 0.48% | 0.26% | 1.84%Tq | 0.95% | 0.85%u | 0.08% | 0.78%u | 0.34% | 0.35% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 273
Do you work in any of the following occupations?
Base: All respondents who work

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|--|------------------------|---------------------|---------------------|--------|-----------------------|-----------------|---------------------|---------------------|---------------------|---------------------|------------------|-------------------|------------------|-----------------------|---------------------|--------|---------|---------------|--------------------|-------------------------------------|----------------------------|----------------------|--------------------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 3587 | 3462 | 697 | 160 | 240 | 22** | 742 | 307 | 788 | 249 | 18** | 67* | 27** | 19** | 2016 | 274 | 1126 | 94* | 497 | 521 | 1833 | 992 | 839 | 2580 |
| Other public sector occupation (Please specify as much detail as possible) | 88 | 85 | 12 | 4 | 5 | - | 29 | 7 | 20 | 4 | - | - | 2 | 1 | 44 | 6 | 29 | 2 | 7 | 13 | 54 | 17 | 26 | 57 |
| | 2.46% | 2.46% | 1.78% | 2.46% | 2.10% | - | 3.87% ^{Ta} | 2.14% | 2.58% | 1.43% | - | - | 7.39% | 7.75% | 2.18% | 2.25% | 2.53% | 2.13% | 1.46% | 2.59% | 2.94% | 1.71% | 3.06% | 2.21% |
| NET: Private Sector | 2429 | 2333 | 490 | 95 | 160 | 14 | 460 | 227 | 536 | 164 | 13 | 44 | 16 | 13 | 1328 | 189 | 726 | 61 | 336 | 354 | 1259 | 653 | 555 | 1761 |
| | 67.71% ^c | 67.38% ^f | 70.38% ^c | 59.19% | 66.83% | 63.58% | 62.03% | 73.74% ^T | 68.07% ^f | 65.83% | 71.69% | 64.80% | 57.28% | 68.14% | 65.85% | 69.02% | 64.46% | 64.53% | 67.53% | 68.08% | 68.67% | 65.87% | 66.11% | 68.27% |
| A charity, voluntary organisation or trust | 147 | 142 | 19 | 6 | 17 | - | 22 | 10 | 44 | 11 | - | 5 | 1 | - | 61 | 5 | 30 | 2 | 25 | 10 | 79 | 46 | 37 | 105 |
| | 4.11% ^{oq} | 4.10% | 2.76% | 3.98% | 7.06% ^{Tabf} | - | 2.97% | 3.29% | 5.59% ^{bf} | 4.59% | - | 7.15% | 2.26% | - | 3.04% | 1.75% | 2.67% | 2.00% | 4.94% ^o | 1.89% | 4.33% ^t | 4.68% ^t | 4.37% | 4.08% |
| Self-employed (Private sector) | 444 | 418 | 89 | 18 | 22 | - | 62 | 35 | 101 | 47 | 5 | 10 | 4 | 4 | 214 | 28 | 108 | 7 | 66 | 92 | 245 | 82 | 125 | 296 |
| | 12.39% ^a | 12.07% ^f | 12.71% ^f | 10.97% | 9.16% | - | 8.39% | 11.31% | 12.78% ^f | 18.91% ^T | 27.86% | 15.48% | 13.24% | 19.33% | 10.63% | 10.21% | 9.58% | 7.87% | 13.27% | 17.77% ^T | 13.35% ^w | 8.25% | 14.89% ^T | 11.48% |
| None of the above/ I work in the Private sector | 1837 | 1773 | 383 | 71 | 121 | 14 | 376 | 182 | 392 | 105 | 8 | 28 | 11 | 9 | 1052 | 157 | 588 | 51 | 245 | 252 | 935 | 525 | 393 | 1360 |
| | 51.22% ⁱ | 51.21% ⁱ | 54.91% ^c | 44.24% | 50.60% | 63.58% | 50.67% | 59.14% ^T | 49.69% | 42.33% | 43.83% | 42.17% | 41.79% | 48.81% | 52.18% | 57.06% | 52.21% | 54.67% | 49.31% | 48.43% | 50.99% | 52.93% | 46.85% | 52.72% ^{Tw} |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 274
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--|--------------------------------------|----------------|----------------|------------------------------------|--------------------------------------|--------------------------------------|-------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|-----------------------------|------------------------------|-------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| No children aged 18 or under | 4556 71.51% ^{defl} op | 2198 70.73% | 2342 72.25% | 726 82.59% ^{Tdef} | 622 58.49% ^{ee} | 371 37.60% | 624 56.94% ^{ee} | 809 88.21% ^{Tcde} f | 985 97.89% ^{Tcde} fg | 418 99.21% ^{Tcde} fg | 1261 72.74% ^l | 1348 75.05% ^{TI} | 824 63.72% | 1123 72.53% ^l | 2609 73.92% ^{To} | 1947 68.52% | 3602 70.04% | 954 77.66% ^{TP} |
| NET: Yes | 1790 28.10% ^{cg} knq | 895 28.79% | 892 27.53% | 143 16.25% ^{ghi} | 435 40.86% ^{Tcgh} i | 613 62.08% ^{Tcdf} i | 471 42.97% ^{Tcgh} i | 107 11.67% ^{hi} | 20 1.98% | 2 0.51% | 466 26.88% | 435 24.23% | 466 36.06% ^{Tjkm} | 423 27.31% | 901 25.53% | 889 31.29% ^{Tn} | 1519 29.53% ^{Tq} | 272 22.10% |
| NET: Any 5-18 | 1467 23.02% ^{cg} jknq | 708 22.79% | 755 23.30% | 56 6.37% ^{hi} | 280 26.32% ^{Tcgh} i | 541 54.80% ^{Tcdf} ghi | 462 42.16% ^{Tcdg} hi | 106 11.55% ^{chi} | 20 1.98% | 2 0.51% | 352 20.31% | 356 19.82% | 380 29.41% ^{Tjkm} | 379 24.45% ^{jk} | 708 20.06% | 759 26.71% ^{Tn} | 1225 23.82% ^{Tq} | 242 19.70% |
| NET: Any 11-18 | 1016 15.94% ^{cdgh} in | 496 15.95% | 518 15.98% | 38 4.30% ^{hi} | 109 10.27% ^{chi} | 345 34.92% ^{Tcdg} hi | 408 37.22% ^{Tcdg} hi | 99 10.76% ^{chi} | 17 1.70% ⁱ | * 0.11% | 256 14.75% | 264 14.70% | 232 17.93% ^{jk} | 264 17.07% | 520 14.72% | 496 17.46% ^{Tn} | 839 16.31% | 177 14.43% |
| Yes - children aged under 5 years old | 573 8.99% ^{ghik} mnq | 295 9.50% | 278 8.57% | 102 11.65% ^{Tigh} i | 280 26.29% ^{Tcef} ghi | 172 17.41% ^{Tcigh} i | 17 1.59% ^{ghi} | 2 0.17% | - | - | 171 9.85% ^{km} | 118 6.57% | 169 13.04% ^{Tjkm} | 116 7.47% | 289 8.18% | 284 10.00% ^{Tn} | 512 9.95% ^{Tq} | 61 4.98% |
| Yes - children aged 5 to 10 years old | 750 11.78% ^{cg} jknq | 364 11.72% | 385 11.87% | 25 2.81% ^{hi} | 235 22.05% ^{Tcgh} hi | 350 35.50% ^{Tcdf} ghi | 118 10.77% ^{cg} hi | 17 1.90% ^h | 3 0.34% | 2 0.40% | 178 10.29% | 157 8.73% | 234 18.07% ^{Tjkm} | 181 11.72% ^{ck} | 335 9.49% | 415 14.61% ^{Tn} | 633 12.31% ^{Tq} | 117 9.52% |
| Yes - children aged 11 to 15 years old | 717 11.25% ^{cdgh} ijn | 349 11.23% | 366 11.28% | 22 2.54% ^{hi} | 96 9.02% ^{cg} ghi | 294 29.73% ^{Tcdf} i | 252 23.01% ^{Tcdgh} i | 49 5.34% ^{chi} | 4 0.39% | - | 170 9.82% | 194 10.79% | 171 13.23% ^{Tj} | 182 11.72% | 364 10.31% | 353 12.41% ^{Tn} | 602 11.70% ^T | 115 9.37% |
| Yes - children aged 16 to 18 years old | 492 7.72% ^{cdhik} n | 228 7.35% | 262 8.10% | 27 3.02% ⁱ | 30 2.82% ⁱ | 111 11.20% ^{Tcdg} hi | 242 22.09% ^{Tcdg} hi | 66 7.24% ^{cdhi} | 16 1.55% ⁱ | * 0.11% | 139 8.00% | 109 6.05% | 98 7.56% | 146 9.46% ^{Tk} | 247 7.01% | 244 8.60% ⁿ | 403 7.84% | 88 7.20% |
| Refused | 25 0.39% ^{bo} | 15 0.48% | 7 0.22% | 10 1.16% ^{Tigh} | 7 0.65% | 3 0.32% | 1 0.09% | 1 0.12% | 1 0.12% | 1 0.28% | 7 0.38% | 13 0.72% Tm | 3 0.22% | 2 0.15% | 19 0.55% ^o | 5 0.19% | 22 0.42% | 3 0.24% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 275
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|--|------------------------------|----------------------------|---------------|---------------|----------------------------|-----------------------------|----------------------------|----------------------------|-----------------------------|-------------------------------|-----------------------------|-----------------------------|--------------------------|------------------------------|------------------------------|-----------------------------|-----------------------------|------------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| No children aged 18 or under | 4556 71.51% _{ai} | 3814 71.34% | 393 73.94% | 222 73.32% | 127 66.63% | 393 73.94% _{ai} | 176 69.30% | 492 69.86% | 376 72.41% _{ai} | 362 65.07% | 331 72.26% _{ai} | 222 73.32% _{ai} | 427 71.25% | 589 70.06% | 659 75.66% _{Tgi} | 402 73.98% _{ai} | 127 66.63% | 3988 73.01% _{Tr} | 518 61.00% |
| NET: Yes | 1790 28.10% _{nq} | 1509 28.22% | 138 25.93% | 81 26.68% | 63 33.07% | 138 25.93% | 78 30.57% | 208 29.57% _n | 142 27.29% | 191 34.28% _{Teh} | 127 27.74% | 81 26.68% | 170 28.36% | 244 29.00% | 209 24.03% | 140 25.81% | 63 33.07% _n | 1461 26.74% | 324 38.11% _{Tq} |
| NET: Any 5-18 | 1467 23.02% _q | 1223 22.88% | 118 22.29% | 72 23.67% | 54 28.20% | 118 22.29% | 70 27.80% _{ai} | 167 23.72% | 112 21.52% | 114 20.55% | 103 22.43% | 72 23.67% | 152 25.43% | 200 23.83% | 183 21.05% | 121 22.18% | 54 28.20% | 1222 22.38% | 240 28.32% _{Tq} |
| NET: Any 11-18 | 1016 15.94% | 836 15.63% | 86 16.18% | 50 16.68% | 43 22.76% _{Ta} | 86 16.18% | 50 19.91% | 117 16.63% | 71 13.69% | 78 14.10% | 75 16.31% | 50 16.68% | 99 16.48% | 133 15.88% | 126 14.51% | 85 15.70% | 43 22.76% _{Thi} | 853 15.62% | 160 18.86% _{Tq} |
| Yes - children aged under 5 years old | 573 8.99% _{nq} | 504 9.42% _{Tb} | 34 6.34% | 20 6.75% | 15 7.98% | 34 6.34% | 16 6.20% | 74 10.45% _{en} | 52 9.99% _n | 104 18.75% _{Tefg} | 36 7.87% | 20 6.75% | 43 7.23% | 84 9.99% _{en} | 56 6.46% | 39 7.08% | 15 7.98% | 440 8.06% | 130 15.32% _{Tq} |
| Yes - children aged 5 to 10 years old | 750 11.78% _q | 648 12.13% | 54 10.21% | 30 9.91% | 18 9.27% | 54 10.21% | 32 12.44% | 85 12.02% | 66 12.72% | 59 10.54% | 46 10.15% | 30 9.91% | 85 14.24% | 128 15.22% _{Tei} | 94 10.73% | 54 9.97% | 18 9.27% | 614 11.25% | 133 15.71% _{Tq} |
| Yes - children aged 11 to 15 years old | 717 11.25% _{ai} | 600 11.22% | 57 10.65% | 30 9.91% | 30 15.78% | 57 10.65% | 39 15.53% _{ai} | 78 11.07% | 55 10.53% | 46 8.27% | 55 11.97% | 30 9.91% | 66 10.93% | 105 12.47% _{ai} | 95 10.89% | 62 11.40% | 30 15.78% _{ai} | 597 10.93% | 117 13.81% _{Tq} |
| Yes - children aged 16 to 18 years old | 492 7.72% _{nq} | 395 7.40% | 51 9.55% | 25 8.25% | 21 10.77% | 51 9.55% | 17 6.68% | 61 8.65% | 31 6.05% | 45 8.10% | 30 6.48% | 25 8.25% | 59 9.86% _h | 58 6.86% | 60 6.91% | 34 6.33% | 21 10.77% | 419 7.66% | 73 8.60% |
| Refused | 25 0.39% _q | 23 0.44% | 1 0.13% | - | 1 0.30% | 1 0.13% | - | 4 0.57% | 2 0.29% | 4 0.64% | - | - | 2 0.39% | 8 0.94% _T | 3 0.31% | 1 0.22% | 1 0.30% | 13 0.25% | 8 0.89% _q |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 276
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|--------------------------|---------------------------|--------------------------|--------------------------|----------------------------|-----------------|------------------------------|----------------------------|-------------------------|------------------------------|-----------------|------------------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| No children aged 18 or under | 4556 71.51% <i>fi</i> | 3750 71.05% <i>fi</i> | 954 74.00% <i>afi</i> | 168 68.19% | 284 76.84% <i>Tacfi</i> | 29 68.77% | 719 64.46% | 419 76.37% <i>Tacfi</i> | 740 71.87% <i>fi</i> | 205 62.00% | 17 64.83% | 72 72.35% | 41 79.66% <i>fi</i> | 22 82.47% |
| NET: Yes | 1790 28.10% <i>bg</i> | 1507 28.56% <i>bdg</i> | 329 25.49% | 74 30.18% | 86 23.16% | 13 30.12% | 393 35.20% <i>Tabdghi</i> | 130 27.76% | 286 27.76% | 124 37.47% <i>Tabdghi</i> | 9 35.17% | 28 27.65% | 10 20.34% | 5 17.53% |
| NET: Any 5-18 | 1467 23.02% | 1228 23.28% | 277 21.52% | 57 23.20% | 70 18.92% | 8 18.82% | 302 27.05% <i>Tabdg</i> | 109 19.83% | 242 23.47% | 98 29.58% <i>Tabdg</i> | 9 35.17% | 24 23.89% | 10 20.34% | 5 17.53% |
| NET: Any 11-18 | 1016 15.94% | 858 16.26% <i>dg</i> | 203 15.73% | 31 12.55% | 43 11.77% | 7 15.78% | 211 18.90% <i>Tacdgi</i> | 70 12.76% | 184 17.92% <i>dg</i> | 64 19.29% <i>dg</i> | 8 28.92% | 16 16.35% | 6 11.95% | 2 7.12% |
| Yes - children aged under 5 years old | 573 8.99% <i>b</i> | 481 9.12% <i>b</i> | 90 6.97% | 32 12.91% <i>bghk</i> | 31 8.53% | 5 12.60% | 142 12.70% <i>Tabghk</i> | 42 7.57% | 80 7.76% | 43 13.15% <i>Tabghk</i> | - | 4 4.27% | 5 9.63% | - |
| Yes - children aged 5 to 10 years old | 750 11.78% <i>b</i> | 611 11.58% <i>b</i> | 119 9.23% | 37 15.23% <i>b</i> | 41 11.23% | 5 13.10% | 153 13.70% <i>ab</i> | 60 10.96% | 118 11.46% | 47 14.30% <i>b</i> | 7 25.22% | 9 9.26% | 4 8.39% | 3 10.41% |
| Yes - children aged 11 to 15 years old | 717 11.25% <i>l</i> | 601 11.39% <i>l</i> | 133 10.31% <i>l</i> | 24 9.85% <i>l</i> | 32 8.77% <i>l</i> | 2 4.09% | 152 13.64% <i>Tabdl</i> | 54 9.88% <i>l</i> | 136 13.23% <i>l</i> | 46 13.87% <i>l</i> | 7 26.72% | 6 5.59% | - | - |
| Yes - children aged 16 to 18 years old | 492 7.72% <i>g</i> | 409 7.76% <i>g</i> | 104 8.06% <i>g</i> | 11 4.52% | 22 5.86% | 5 11.69% | 100 8.93% <i>g</i> | 27 4.83% | 89 8.69% <i>g</i> | 24 7.18% | 1 2.20% | 12 11.79% <i>cg</i> | 6 11.95% <i>g</i> | 2 7.12% |
| Refused | 25 0.39% | 20 0.39% | 7 0.51% | 4 1.63% <i>Tadfg</i> | - | - | 4 0.34% | - | 4 0.37% | 2 0.53% | - | - | - | - |

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

Reasons to Complain Survey
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Absolutes/col percents

Table 277
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|------------------|------------------------------|------------------|---------------------|------------------------------|------------------|---------------------|-----------------|------------------|---------------------|--------------------|---------------------|----------------------|---------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| No children aged 18 or under | 4556 71.51%nz | 4497 71.34%z | 154 66.39% | 781 69.90%z | 324 75.89%opruwz | 29 58.31% | 729 70.62%z | 427 77.73%Tnoprs | 410 68.42% | 321 73.56%z | 523 68.69% | 93 72.93% | 101 85.31%Tnoprs | 260 62.23% | 74 72.13% |
| NET: Yes | 1790 28.10%ty | 1783 28.29%Ty | 78 33.61%qy | 329 29.45%ty | 102 23.82% | 21 41.69%qy | 298 28.89%ty | 121 21.96% | 189 31.49%qy | 114 26.17%y | 235 30.88%qy | 34 27.07%y | 17 14.69% | 156 37.27%Tnpqst | 28 27.12% |
| NET: Any 5-18 | 1467 23.02%y | 1460 23.16%y | 48 20.64% | 273 24.42%ty | 87 20.47% | 7 14.89% | 240 23.23%y | 105 19.13% | 151 25.21%ty | 100 22.90% | 203 26.68%Tnqy | 34 26.80%y | 16 13.96% | 121 28.94%Tnoqy | 25 24.45% |
| NET: Any 11-18 | 1016 15.94% | 1012 16.06% | 30 13.07% | 181 16.17% | 64 15.10% | 5 10.97% | 163 15.80% | 86 15.61% | 100 16.73% | 63 14.35% | 147 19.34%Try | 29 23.19%ovv | 11 9.18% | 78 18.53%y | 19 18.91% |
| Yes - children aged under 5 years old | 573 8.99%tx | 570 9.04%tx | 41 17.70%Tnpqstu vwxyA | 95 8.51%tx | 33 7.82%x | 14 27.73%Tnpqstu vwxyA | 102 9.83%txy | 25 4.55% | 60 10.08%txy | 41 9.51%tx | 67 8.86%tx | 2 1.81% | 4 3.35% | 59 14.06%Tnpqstwx | 6 5.46% |
| Yes - children aged 5 to 10 years old | 750 11.78%qt | 743 11.79%qt | 21 9.01% | 150 13.43%qtx | 35 8.30% | 3 5.65% | 143 13.83%qtx | 35 6.37% | 88 14.67%qtx | 48 10.98%t | 102 13.35%qtx | 8 5.93% | 9 7.37% | 71 16.86%Tnoqt | 14 13.50%t |
| Yes - children aged 11 to 15 years old | 717 11.25% | 715 11.35% | 21 8.92% | 129 11.53% | 46 10.85% | 5 10.97% | 109 10.54% | 59 10.76% | 71 11.89% | 37 8.49% | 116 15.27%Tnopst | 23 18.41%Tnostv | 8 6.85% | 63 15.05%Tnsvy | 11 10.40% |
| Yes - children aged 16 to 18 years old | 492 7.72%y | 489 7.77%y | 20 8.52% | 90 8.06%y | 32 7.53% | 3 6.64% | 79 7.65% | 45 8.15%y | 45 7.53% | 33 7.68% | 64 8.38%y | 16 12.90%y | 3 2.32% | 30 7.14% | 10 9.50%y |
| Refused | 25 0.39% | 23 0.37% | - | 7 0.65% | 1 0.30% | - | 5 0.50% | 2 0.31% | 1 0.09% | 1 0.27% | 3 0.44% | - | - | 2 0.50% | 1 0.75% |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 278
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|--|---|-----------------------------------|---------------------------------|-----------------------------|-----------------------------------|-----------------|---------------------------------------|------------------------------------|-----------------------------------|---------------------------------------|------------------|--------------------------------|--------------------------------|-----------------------|----------------------------------|----------------------------------|---------------------------------|---------------|-------------------------------------|----------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| No children aged 18 or under | 4556 71.51% ^a fioppqtx | 4312 70.93% ^f i | 938 72.27% ^f i | 198 69.79% | 316 76.44% ^T afi | 21 66.22% | 813 65.04% | 461 76.18% ^T afhi | 971 71.02% ^f i | 233 62.91% | 24 69.64% | 87 77.08% ^f i | 47 80.81% ^f i | 20 72.54% | 2265 65.94% ^p | 263 60.19% | 1219 64.75% | 114 66.60% | 644 70.92% ^o pq | 577 52.49% t | 2507 73.87% ^T t | 1023 78.50% ^T tu | 1546 76.77% ^T x | 2843 69.24% |
| NET: Yes | 1790 28.10% ^g uvw | 1746 28.73% ^T dg | 353 27.16% | 82 28.79% | 97 23.56% | 11 33.78% | 434 34.70% ^T abdghkl | 143 23.66% | 391 28.63% ^g | 137 36.95% ^T abdghkl | 10 30.36% | 26 22.92% | 11 19.19% | 8 27.46% | 1157 33.69% ^T s | 171 39.27% ^T os | 656 34.85% ^T s | 57 33.40% | 261 28.77% | 519 47.23% ^T uv | 883 26.01% ^v | 280 21.46% | 456 22.66% | 1257 30.62% ^T w |
| NET: Any 5-18 | 1467 23.02% ^u vw | 1430 23.53% ^T dg | 295 22.74% | 62 21.98% | 77 18.61% | 4 11.03% | 333 26.65% ^T adg | 120 19.85% | 343 25.13% ^d g | 109 29.48% ^T abdg | 10 30.36% | 22 19.18% | 11 19.19% | 8 27.46% | 926 26.97% ^T s | 136 31.24% ^T s | 519 27.57% ^T | 44 25.83% | 220 24.27% | 464 42.26% ^T uv | 688 20.26% | 231 17.70% | 370 18.37% | 1043 25.40% ^T w |
| NET: Any 11-18 | 1016 15.94% ^d uvw | 994 16.34% ^T d | 220 16.94% ^d | 40 14.00% | 48 11.62% | 3 9.84% | 229 18.31% ^T dg | 81 13.38% | 243 17.78% ^d g | 68 18.35% ^d | 8 23.97% | 14 12.53% | 7 11.85% | 4 15.21% | 658 19.15% ^T | 96 21.89% ^T | 372 19.76% ^T | 30 17.34% | 159 17.56% | 321 29.20% ^T uv | 461 13.59% | 178 13.64% | 270 13.39% | 714 17.38% ^T w |
| Yes - children aged under 5 years old | 573 8.99% ^{gu} vw | 557 9.16% ^g | 107 8.24% | 32 11.23% ^g | 35 8.53% | 8 24.46% | 159 12.70% ^{Ta} bdghk | 37 6.18% | 104 7.62% | 49 13.28% ^{Tabgh} k | - 4.18% | 5 9.82% | 6 9.82% | - - | 379 11.03% ^T s | 62 14.11% ^T s | 215 11.44% ^T s | 19 11.22% | 76 8.37% | 198 18.05% ^{Tu} v | 273 8.04% ^v | 69 5.33% | 148 7.37% | 383 9.33% ^w |
| Yes - children aged 5 to 10 years old | 750 11.78% ^b uvw | 725 11.92% ^b | 128 9.88% | 40 13.96% | 44 10.56% | 2 4.83% | 170 13.63% ^b | 63 10.34% | 184 13.47% ^b | 53 14.22% ^b | 7 20.96% | 9 8.17% | 4 7.34% | 3 12.25% | 469 13.64% ^T | 66 15.14% | 253 13.44% ^T | 24 14.27% | 119 13.11% | 282 25.71% ^{Tu} v | 327 9.64% ^v | 91 7.01% | 172 8.56% | 540 13.14% ^T w |
| Yes - children aged 11 to 15 years old | 717 11.25% ^d luvw | 702 11.54% ^T dl | 149 11.50% ^l | 31 10.78% ^l | 32 7.82% | 3 9.84% | 163 13.05% ^d kl | 61 10.14% ^l dkl | 183 13.37% ^T dkl | 44 11.90% ^l | 8 22.28% | 6 5.55% | 1 1.39% | - - | 477 13.89% ^T | 72 16.54% ^T | 260 13.79% ^T | 22 12.89% | 123 13.53% | 243 22.13% ^{Tu} v | 319 9.40% | 118 9.02% | 166 8.26% | 527 12.83% ^T w |
| Yes - children aged 16 to 18 years old | 492 7.72% ^{gu} | 480 7.89% ^g | 116 8.96% ^{cg} | 13 4.75% | 27 6.48% | - - | 110 8.77% ^g | 32 5.21% | 113 8.25% ^g | 37 9.91% ^{cg} | 1 1.69% | 9 7.88% | 6 10.46% | 4 15.21% | 304 8.84% ^T | 33 7.56% ^T | 188 9.96% ^{To} | 14 8.09% | 68 7.53% | 163 14.80% ^{Tu} v | 197 5.82% | 103 7.88% ^u | 138 6.83% | 344 8.37% ^T w |
| Refused | 25 0.39% ^{au} x | 21 0.34% | 7 0.57% | 4 1.42% ^{Tadfg} | - - | - - | 3 0.26% | 1 0.16% | 5 0.35% | 1 0.14% | - - | - - | - - | - - | 13 0.37% | 2 0.54% | 8 0.40% | - - | 3 0.32% | 3 0.28% | 4 0.12% | 1 0.04% | 12 0.57% ^x | 6 0.14% |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 279
Which of the following ITV regions do you live in?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | Social Grade | | | | | Area type | | | |
|-----------------|--------------------------------|----------------------------|---------------|-------------------------------|------------------------------|------------------------------|----------------------------|-----------------------------|----------------------------|------------------------------|------------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|-----------------------------|------------------------------|-----------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Anglia | 659 10.34% ^{ccjnp} | 295 9.49% | 362 11.16% | 53 5.98% | 126 11.87% ^c | 128 13.01% ^{Tch} | 121 11.05% ^c | 94 10.28% ^c | 95 9.42% ^c | 42 9.87% ^c | 138 7.97% | 178 9.92% | 138 10.67% ^j | 205 13.22% ^{Tjk} | 316 8.96% | 343 12.06% ^{Tn} | 479 9.31% | 180 14.69% ^{Tp} |
| Border | 64 1.01% ^p | 37 1.19% | 27 0.85% | 4 0.40% | 13 1.18% | 7 0.74% | 16 1.50% ^c | 5 0.57% | 14 1.35% | 6 1.36% | 13 0.76% | 18 1.01% | 14 1.08% | 19 1.23% | 31 0.89% | 33 1.16% | 41 0.80% | 23 1.88% ^{Tp} |
| Central | 805 12.64% ⁿ | 394 12.66% | 409 12.62% | 121 13.75% | 132 12.43% | 113 11.46% | 148 13.48% | 123 13.42% | 124 12.36% | 44 10.40% | 213 12.30% | 202 11.23% | 203 15.69% ^{Tjkm} | 187 12.11% | 415 11.75% | 390 13.74% ⁿ | 670 13.02% | 136 11.03% |
| Granada | 642 10.08% ^q | 303 9.75% | 336 10.35% | 74 8.40% | 111 10.43% | 103 10.41% | 99 9.05% | 112 12.24% ^{Tc} | 102 10.13% | 41 9.76% | 155 8.93% | 181 10.09% | 112 8.63% | 194 12.56% ^{Tj} | 336 9.52% | 306 10.77% | 567 11.03% ^{Tq} | 75 6.11% |
| London | 1198 18.81% ^{moq} | 586 18.85% | 610 18.83% | 224 25.45% ^{Tdef} | 193 18.12% | 183 18.55% | 180 16.41% | 149 16.19% | 194 19.26% | 77 18.17% | 380 21.91% ^{Tlm} | 348 19.37% ^m | 224 17.31% | 247 15.94% | 728 20.62% ^{To} | 471 16.57% | 1115 21.69% ^{Tq} | 83 6.75% |
| Meridian | 608 9.54% | 290 9.34% | 314 9.70% | 69 7.90% | 102 9.61% | 107 10.84% | 91 8.32% | 91 9.87% | 83 8.21% | 65 15.31% ^{Tode} | 175 10.09% | 178 9.93% | 109 8.42% | 145 9.40% | 353 10.01% | 254 8.95% | 485 9.42% | 123 10.02% |
| STV | 479 7.52% ^{cb} | 265 8.54% ^{Tb} | 212 6.54% | 51 5.80% | 74 6.92% | 76 7.67% | 100 9.09% ^c | 58 6.37% | 92 9.18% ^{ccg} | 28 6.75% | 128 7.40% | 140 7.78% | 96 7.39% | 116 7.47% | 268 7.59% | 211 7.43% | 378 7.35% | 101 8.25% |
| Tyne Tees | 246 3.85% | 131 4.23% | 113 3.50% | 30 3.41% | 28 2.68% | 39 3.91% | 41 3.78% | 42 4.61% ^d | 48 4.73% ^d | 17 4.06% | 61 3.51% | 69 3.82% | 48 3.68% | 69 4.43% | 129 3.67% | 116 4.09% | 200 3.89% | 45 3.70% |
| Wales | 305 4.78% ^p | 153 4.93% | 148 4.58% | 35 4.00% | 56 5.22% | 42 4.22% | 65 5.94% | 37 4.02% | 44 6.23% | 26 4.92% | 85 4.28% | 77 5.07% | 66 4.97% | 77 4.97% | 162 4.59% | 143 5.02% | 189 3.68% | 115 9.39% ^{Tp} |
| West | 246 3.86% ^{gm} | 107 3.46% | 137 4.24% | 62 7.10% ^{Tefgh} | 64 5.99% ^{Tefgh} | 28 2.86% | 29 2.66% | 23 2.49% | 29 2.93% | 10 2.43% | 78 4.51% ^m | 75 4.20% ^m | 56 4.34% ^m | 36 2.34% | 154 4.35% | 92 3.25% | 199 3.87% | 47 3.81% |
| Westcountry | 324 5.08% ^{jp} | 160 5.16% | 162 5.01% | 42 4.76% | 49 4.64% | 44 4.41% | 62 5.69% | 44 4.81% | 63 6.29% | 19 4.53% | 68 3.92% | 104 5.79% ^j | 67 5.17% | 85 5.49% | 172 4.87% | 152 5.34% | 233 4.54% | 90 7.35% ^{Tp} |
| Yorkshire | 607 9.52% ^p | 288 9.26% | 319 9.83% | 106 12.09% ^{Tdh} | 87 8.19% | 90 9.09% | 103 9.37% | 95 10.38% | 85 8.48% | 40 9.55% | 152 8.79% | 173 9.65% | 137 10.62% | 144 9.27% | 326 9.23% | 281 9.88% | 459 8.93% | 148 12.02% ^{Tp} |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 279
Which of the following ITV regions do you live in?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | Area type | | | | |
|---------------|----------------|----------|------------|-----------|------------|------------|------------|---------------|------------|--------------|---------------|------------|--------|-----------|-------------|----------|-----------|-------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| UTV | 188 | 98 | 91 | 8 | 29 | 28 | 40 | 43 | 33 | 7 | 87 | 53 | 25 | 24 | 139 | 49 | 127 | 62 |
| | 2.96% clmop | 3.14% | 2.80% | 0.96% | 2.71% c | 2.83% c | 3.66% c | 4.73% Tcdi | 3.29% c | 1.57% | 5.00% TkIm | 2.92% m | 1.92% | 1.57% | 3.94% To | 1.73% | 2.47% | 5.01% Tp |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 280
Which of the following ITV regions do you live in?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|-----------------|---|------------------------|-----------------------|------------|------------|----------------------------------|--------------------|---------------------------------------|------------------------|--|---------------------------------------|-----------------|--|--|--|------------------------------|----------------|---------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Anglia | 659 10.34% bcd efgh ijklm nop | 656 12.26% Tbcd | 3 0.65% | - | - | 3 0.65% | 1 0.44% | 1 0.13% | - | 1 0.18% | 84 18.30% Tefgh ijklm nop | - | 503 83.96% Tefg hijklm nop | 1 0.15% | 60 6.94% efgh ijklm nop | 4 0.71% | - | 604 11.07% Tr | 49 5.78% |
| Border | 64 1.01% ah imno | 32 0.60% | 32 6.03% Tacd | - | - | 32 6.03% Tghijkl mnop | - | 31 4.36% Tghijkl mnop | - | 1 0.14% | - | - | - | - | 1 0.09% | - | - | 60 1.10% | 2 0.29% |
| Central | 805 12.64% bcd efgh ijklm nop | 788 14.75% Tbcd | 16 3.00% c | - | 1 0.47% | 16 3.00% ghkl mn | 1 0.57% | 7 1.02% h | - | 477 85.77% Tef ghijklm nop | 280 61.13% Tefghkl mnop | - | 2 0.30% | 2 0.22% | 9 1.01% | 11 1.97% hklm | 1 0.47% | 678 12.41% | 123 14.49% |
| Granada | 642 10.08% bcd efgh ijklm nop | 638 11.94% Tbcd | 1 0.28% | 2 0.80% | - | 1 0.28% | - | 616 87.36% Tefh ijklm nop | 2 0.39% | 6 1.08% lm | 10 2.17% efhl mno | 2 0.80% m | - | 5 0.52% | * 0.06% | - | - | 560 10.25% | 76 8.98% |
| London | 1198 18.81% bcd efgh ijklm nop | 1195 22.35% Tbcd | 2 0.37% | - | 1 0.76% | 2 0.37% | 6 2.20% eghk | 3 0.50% | - | 6 1.08% h | 5 1.17% h | - | 88 14.66% efg hijkl | 835 99.39% Tefg hijklm nop | 248 28.40% Tefg hijkl | 4 0.72% | 1 0.76% | 836 15.31% | 344 40.57% Tq |
| Meridian | 608 9.54% bcd efgh ijklm nop | 608 11.37% Tbcd | - | - | - | - | - | - | - | 3 0.49% | 9 1.97% eghklm | - | 3 0.45% | 1 0.07% | 543 62.36% Tefg hijklm nop | 49 9.04% efghijk lm | - | 567 10.38% Tr | 32 3.76% |
| STV | 479 7.52% bcd efgh ijklm nop | 8 0.14% | 472 88.78% Tacd | - | - | 472 88.78% Tghijkl mnop | - | - | - | 3 0.51% | - | - | - | - | 4 0.41% | 1 0.21% | - | 450 8.25% Tr | 25 2.94% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 280
Which of the following ITV regions do you live in?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|---------------|---|-----------------------|--------------|-----------------------|-----------------------|--------------|-----------------------------------|-------------------------------|-----------------------------------|---------------------------------|---------------------------------|-----------------------------------|---------------------|------------|----------------|------------------------------------|-----------------------------------|--------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Tyne Tees | 246 3.85% deg hijk lmnopr | 245 4.59% Tbcd | - 0.09% | - | - | - 0.09% | 235 92.57% Tegh ijklmnop | 3 0.38% | 8 1.49% eijlmno | - | - | - | - | - | - | - | - | 231 4.24% Tr | 13 1.57% |
| Wales | 305 4.78% ab defghij lmnopr | 5 0.09% | 1 0.23% | 299 98.71% Tabd | - | 1 0.23% | - | 3 0.41% | - | - | - | 299 98.71% Tefghij lmnop | - | 2 0.18% | - | - | - | 280 5.12% Tr | 23 2.68% |
| West | 246 3.86% abc defhijkl mnopq | 243 4.54% Tbcd | 1 0.23% | 1 0.31% | 1 0.58% | 1 0.23% | - | 31 4.35% efhijklm np | - | 55 9.83% Tefghijk lmnp | - | 1 0.31% | - | - | - | 157 28.95% Tefg hijklmnp | 1 0.58% | 178 3.26% | 64 7.49% Tq |
| Westcountry | 324 5.08% abc defghij klmnopr | 323 6.05% Tbcd | - | 1 0.17% | - | - | - | - | - | 5 0.84% gm | - | 1 0.17% | - | - | 2 0.27% | 316 58.03% Tefghij klmnop | - | 300 5.49% Tr | 23 2.68% |
| Yorkshire | 607 9.52% bc cdefgi klmnop | 605 11.31% Tbcd | 2 0.34% | - | - | 2 0.34% | 11 4.22% egik lmnop | 11 1.50% lmno | 509 98.12% Tefgijk lmnop | - | 69 15.15% Tefgikl mnop | - | 4 0.63% | - | - | 1 0.19% | - | 533 9.77% | 72 8.48% |
| UTV | 188 2.96% ab cdefghij klmnop | 1 0.01% | - | - | 188 98.19% Tabc | - | - | - | - | - | - | - | - | - | - | 1 0.12% | 188 98.19% Tefg hijklmno | 184 3.36% Tr | 2 0.27% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 281
Which of the following ITV regions do you live in?
Base: All respondents

| | O.1 Landline supplier | | | | | | | | | | | | | |
|-----------------|-----------------------|---------------------|-----------------|--------------------|------------------|-----------------|-------------------|-------------------|----------------------|---------------|-----------------|---------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Anglia | 659 10.34%h | 543 10.29%h | 125 9.69% | 30 12.20% | 48 13.09%h | 2 5.34% | 128 11.44%h | 69 12.53%h | 85 8.23% | 35 10.59% | - | 10 10.30% | 2 4.11% | 2 6.73% |
| Border | 64 1.01%h | 59 1.11%h | 21 1.61%Th | 4 1.78%h | 8 2.25%Th | - | 10 0.91% | 6 1.12%h | 2 0.19% | 3 0.79% | - | 1 1.29% | 2 4.19%Tafh | - |
| Central | 805 12.64% | 678 12.85%b | 140 10.85% | 25 10.19% | 46 12.43% | 3 7.48% | 167 14.96%Tabi | 74 13.53% | 171 16.64%Tabci | 30 9.18% | - | 8 7.85% | 5 9.46% | 4 14.60% |
| Granada | 642 10.08%b | 530 10.05%b | 106 8.22% | 20 8.04% | 42 11.44% | 4 8.69% | 115 10.29% | 105 13.79%Tabi | 105 10.19% | 28 8.48% | - | 22 22.07%Tabcdfh | 7 13.85% | 3 11.87% |
| London | 1198 18.81%df | 992 18.80%df | 225 17.49%df | 61 24.78%Tabdfg | 46 12.37% | 16 38.03% | 178 15.94% | 88 15.96% | 255 24.80%Tabdfgi | 59 17.71% | - | 18 17.98% | 9 16.70% | 5 19.32% |
| Meridian | 608 9.54%c | 505 9.57%c | 142 11.00%c | 11 4.46% | 29 7.73% | 2 5.33% | 94 8.45% | 50 9.16% | 101 9.85%c | 41 12.33%c | - | 14 13.81%c | 5 9.58% | 1 5.63% |
| STV | 479 7.52% | 399 7.57% | 111 8.63% | 13 5.21% | 33 8.98% | 2 3.60% | 92 8.26% | 41 7.54% | 68 6.60% | 23 7.02% | - | 4 3.96% | 3 6.44% | 3 10.33% |
| Tyne Tees | 246 3.85% | 204 3.87% | 46 3.60% | 16 6.44% | 13 3.49% | 1 2.74% | 37 3.32% | 20 3.66% | 45 4.37% | 13 3.83% | - | 2 1.87% | 7 14.66%Tabdfghi | 2 8.13% |
| Wales | 305 4.78%h | 269 5.10%Th | 69 5.39%h | 23 9.38%Tabfh | 34 9.11%Tabfh | 2 4.75% | 43 3.82% | 36 6.55%fh | 26 2.50% | 24 7.36%fh | - | 5 4.96% | 2 3.81% | 3 10.17% |
| West | 246 3.86% | 194 3.67% | 42 3.29% | 10 3.91% | 9 2.37% | 7 16.64% | 39 3.47% | 15 2.65% | 42 4.11% | 14 4.37% | - | 6 6.09% | - | 1 4.61% |
| Westcountry | 324 5.08%h | 259 4.90%h | 85 6.61%Tah | 10 4.02% | 25 6.76%h | 2 4.42% | 57 5.13%h | 22 3.96% | 30 2.92% | 14 4.20% | - | 5 4.88% | 3 5.21% | 2 8.60% |
| Yorkshire | 607 9.52% | 484 9.18% | 115 8.91% | 23 9.16% | 30 8.19% | 1 2.97% | 110 9.91% | 43 7.76% | 81 7.86% | 35 10.54% | 26 100.00% | 4 4.25% | 6 10.99% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 281
Which of the following ITV regions do you live in?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---------------|-----------------------|---------------------|-------------|--------|--------------|-----------------|-----------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| UTV | 188 | 160 | 61 | 1 | 7 | - | 46 | 10 | 18 | 12 | - | 1 | 1 | - |
| | 2.96%ch | 3.04%ch | 4.71%Taodgh | 0.43% | 1.80% | - | 4.13%Togh | 1.79% | 1.75% | 3.61%c | - | 0.70% | 1.00% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 282
Which of the following ITV regions do you live in?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------|---------------------|------------------|---------------------|--------------------|---------------------|-----------------------------|-----------------|-------------------|----------------|---------------------|---------------------|------------------|-----------------------------|--------------------|--------------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Anglia | 659 10.34%x | 653 10.36%x | 22 9.48%x | 107 9.60%x | 47 10.94%x | 7 14.79%x | 123 11.93%x | 72 13.11%wx | 58 9.72%x | 44 9.99%x | 69 9.05%x | 3 2.38% | 14 12.18%x | 46 11.01%x | 8 7.84% |
| Border | 64 1.01% | 62 0.98% | 3 1.46% | 9 0.76% | 4 0.90% | - | 16 1.56% | 6 1.17% | 2 0.41% | 1 0.20% | 9 1.25% | - | 1 0.46% | 6 1.52% | 2 1.76% |
| Central | 805 12.64%w | 798 12.66%w | 23 9.86% | 175 15.66%Tnstw | 54 12.55% | 8 16.97% | 113 10.92% | 53 9.64% | 81 13.58%w | 64 14.78%tw | 65 8.59% | 23 18.46%ostw | 20 16.63%w | 70 16.63%Tnostw | 13 12.35% |
| Granada | 642 10.08% | 634 10.07% | 14 5.97% | 109 9.79% | 34 7.99% | 2 3.63% | 113 10.97% | 55 10.00% | 64 10.72% | 47 10.84% | 70 9.23% | 15 11.66% | 11 9.14% | 31 7.44% | 20 19.53%Tnopqrstuvwz |
| London | 1198 18.81%ty | 1180 18.72%ty | 48 20.48%ty | 218 19.52%ty | 67 15.80% | 18 36.61%Tnpqst uwyzA | 216 20.95%ty | 75 13.72% | 109 18.18%y | 102 23.51%TnqlyA | 146 19.21%ty | 26 20.22%y | 12 9.76% | 73 17.54% | 13 12.24% |
| Meridian | 608 9.54%pz | 603 9.56%pz | 21 9.04% | 82 7.30% | 40 9.50%z | 3 6.18% | 95 9.25%z | 65 11.81%pz | 55 9.24%z | 42 9.57%z | 106 13.92%Tnpsuz | 9 7.18% | 12 9.80% | 19 4.63% | 10 9.80% |
| STV | 479 7.52% | 478 7.58% | 21 9.21% | 75 6.69% | 29 6.87% | 5 10.93% | 83 8.05% | 55 10.09%Tp vz | 53 8.90% | 22 5.11% | 56 7.37% | 6 4.64% | 11 9.10% | 22 5.29% | 10 10.01% |
| Tyne Tees | 246 3.85% | 241 3.83% | 9 3.85% | 45 4.02% | 16 3.83% | 1 1.72% | 41 3.94% | 24 4.36% | 26 4.32% | 18 4.24% | 28 3.67% | 4 2.84% | 1 0.72% | 12 2.79% | 4 3.67% |
| Wales | 305 4.78%s | 303 4.81%s | 11 4.89% | 65 5.86%s | 27 6.22%s | 4 7.61% | 32 3.07% | 31 5.70%s | 27 4.56% | 13 2.95% | 31 4.12% | 9 7.33%s | 3 2.76% | 27 6.38%sv | 6 5.98% |
| West | 246 3.86%s | 244 3.87%s | 15 6.47%st | 50 4.44%s | 20 4.74%s | - | 25 2.39% | 20 2.91% | 20 3.27% | 21 4.75%s | 33 4.39%s | 5 4.17% | 6 5.14% | 17 4.11% | 6 5.61% |
| Westcountry | 324 5.06%v | 321 5.10%v | 8 3.36% | 62 5.58%v | 18 4.12% | - | 40 3.91% | 29 5.27% | 30 4.96% | 10 2.34% | 42 5.52%v | 8 6.59%v | 13 11.08%Tnopqrs tuwv | 28 6.79%sv | 5 5.31% |
| Yorkshire | 607 9.52% | 598 9.48% | 34 14.42%TnprstA | 102 9.10% | 60 14.05%TnprstA | 1 1.55% | 79 7.65% | 45 8.14% | 60 10.00% | 42 9.66% | 79 10.35% | 18 13.80%s | 14 11.75% | 43 10.39% | 5 5.01% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 282
Which of the following ITV regions do you live in?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---------------|---------------------|------------------|---------------|-------------|---------------|----------------|--------------------|------------------|-------------|------------------|--------------|---------------|--------------|-------------------|------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| UTV | 188 2.96%p | 188 2.99%p | 3 1.49% | 19 1.67% | 11 2.49% | - | 56 5.40%Tnopquv | 22 4.08%p | 13 2.13% | 9 2.07% | 25 3.33%p | 1 0.71% | 2 1.47% | 23 5.49%Tnopuv | 1 0.88% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 283
Which of the following ITV regions do you live in?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | |
|-----------------|------------------------|---------------------|-----------------|---------------|----------------|-----------------|-----------------|----------------|------------------|-----------------|------------------|--------------------|------------------|-----------------------|------------------|--------------|----------------|-------------------------------------|------------------|---------------------|-------------------------------|----------------------|----------------|----------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Anglia | 659 10.34% | 637 10.48%h | 138 10.61% | 36 12.74% | 49 11.77% | - | 142 11.33% | 78 12.96%h | 119 8.68% | 41 10.96% | - | 12 10.35% | 3 5.61% | 4 14.85% | 369 10.75%g | 34 7.76% | 222 11.79%p | 26 15.15%ps | 78 8.55% | 122 11.14% | 360 10.60% | 124 9.55% | 210 10.43% | 427 10.40% |
| Border | 64 1.01%hs | 63 1.03%h | 23 1.73%Ta | 3 1.21%h | 9 2.28%Tafh | - | 11 0.85%h | 7 1.17%h | 1 0.07% | 4 1.05%h | - | 1 1.14%h | 2 3.67%Th | - | 34 1.00%g | 6 1.47%g | 25 1.33%g | 1 0.37% | 2 0.19% | 7 0.66% | 39 1.14% | 13 1.01% | 18 0.87% | 45 1.09% |
| Central | 805 12.64%l | 774 12.73%l | 142 10.94% | 34 11.92% | 51 12.25% | 2 5.74% | 182 14.59%b | 77 12.69% | 224 16.38%Ta | 31 8.47% | - | 11 9.79% | 6 9.74% | 4 13.92% | 462 13.44% | 58 13.20% | 239 12.69% | 18 10.52% | 143 15.78%T | 162 14.72%w | 463 13.64%Tv | 115 8.85% | 244 12.14% | 529 12.88% |
| Granada | 642 10.08%c | 616 10.13%c | 110 8.50% | 16 5.60% | 48 11.66%c | 3 7.91% | 134 10.76%c | 90 14.84%T | 152 11.13%c | 26 7.01% | - | 20 17.33%T | 7 12.11% | 3 9.08% | 344 10.00% | 44 10.07% | 182 9.69% | 15 8.89% | 100 11.04% | 110 9.98% | 355 10.45% | 109 8.36% | 214 10.62% | 415 10.11% |
| London | 1198 18.81%a | 1120 18.43%df | 217 16.71%df | 69 24.18%T | 44 10.61% | 14 42.80% | 190 15.17%df | 95 15.76%df | 320 23.39%T | 68 18.35%df | - | 19 16.55% | 13 21.78%df | 5 18.42% | 643 18.73%q | 79 18.12% | 294 15.59% | 35 20.26% | 228 25.14%T | 227 20.67%u | 556 16.38% | 290 22.29%T | 331 16.46% | 798 19.43%w |
| Meridian | 608 9.54%ot | 585 9.61% | 129 9.95% | 20 7.13% | 30 7.36% | 2 6.98% | 117 9.34% | 55 9.11% | 131 9.61% | 45 12.00% | - | 15 13.47% | 6 9.65% | 1 1.98% | 297 8.66% | 33 7.53% | 162 8.61% | 11 6.27% | 91 10.00% | 79 7.15% | 337 9.92%t | 150 11.50%T | 204 10.11% | 378 9.20% |
| STV | 479 7.52%t | 464 7.64% | 111 8.57% | 13 4.71% | 39 9.42%c | 2 4.72% | 102 8.19% | 50 8.30% | 93 6.83% | 27 7.26% | - | 7 5.89% | 4 6.84% | 3 9.85% | 254 7.41% | 35 8.09% | 148 7.85% | 16 9.45% | 53 5.88% | 64 5.80% | 258 7.59% | 119 9.16%Tt | 172 8.53% | 290 7.05% |
| Tyne Tees | 246 3.85%x | 231 3.80% | 45 3.44% | 17 6.06% | 15 3.66% | 3 9.86% | 44 3.48% | 19 3.21% | 56 4.13% | 13 3.48% | - | 3 2.72% | 5 9.24%Ta | 2 7.75% | 142 4.13% | 19 4.43% | 74 3.94% | 7 4.16% | 39 4.34% | 53 4.78%w | 140 4.13% | 36 2.74% | 105 5.19%Tx | 137 3.35% |
| Wales | 305 4.78%hs | 298 4.90%h | 75 5.80%h | 21 7.32%h | 36 8.62%Ta | 1 3.42% | 52 4.18%h | 36 6.00%h | 33 2.44% | 29 7.71%Tafh | - | 6 5.05% | 2 3.34% | 3 11.58% | 172 5.02%g | 20 4.55%g | 120 6.36%To | 10 5.80%g | 20 2.22% | 41 3.73% | 171 5.05% | 63 4.87% | 93 4.63% | 201 4.90% |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
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Absolutes/col percents

Table 283
Which of the following ITV regions do you live in?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|---------------|------------------------|---------------------|---------------------|--------------------|---------------------|-----------------|---------------------|---------------|------------------|----------------|------------------|--------------------|------------------|------------------------|--------------------|---------------------|---------------------|--------------------|-------------------------------------|----------------------|------------------------------|-------------------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-atone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Poten-tially vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| West | 246 | 228 | 46 | 15 | 8 | 2 | 47 | 17 | 54 | 16 | - | 7 | 1 | 1 | 146 | 27 | 67 | 12 | 39 | 50 | 117 | 56 | 71 | 164 |
| | 3.86% | 3.76% | 3.51% | 5.40% ^d | 1.97% | 7.18% | 3.78% | 2.78% | 3.92% | 4.22% | - | 6.38% ^d | 1.89% | 4.39% | 4.24% | 6.26% ^{Tq} | 3.59% | 7.10% ^q | 4.26% | 4.59% | 3.43% | 4.27% | 3.50% | 4.00% |
| Westcountry | 324 | 314 | 88 | 15 | 36 | 1 | 61 | 21 | 49 | 17 | - | 7 | 3 | 2 | 156 | 22 | 96 | 3 | 33 | 45 | 200 | 48 | 96 | 217 |
| | 5.08% ^{hv} | 5.16% ^h | 6.78% ^{Ta} | 5.29% | 8.68% ^{Ta} | 4.49% | 4.87% | 3.46% | 3.62% | 4.47% | - | 5.84% | 5.71% | 8.20% | 4.55% | 4.99% | 5.10% | 1.78% | 3.65% | 4.12% | 5.88% ^{TV} | 3.72% | 4.78% | 5.28% |
| Yorkshire | 607 | 564 | 113 | 22 | 39 | 2 | 115 | 47 | 109 | 43 | 34 | 6 | 6 | - | 304 | 42 | 180 | 13 | 65 | 124 | 327 | 93 | 206 | 370 |
| | 9.52% ^{as} | 9.28% | 8.72% | 7.74% | 9.50% | 6.91% | 9.18% | 7.77% | 7.95% | 11.64% | 100.00% | 4.87% | 9.55% | - | 8.85% | 9.54% | 9.57% | 7.89% | 7.16% | 11.28% ^v | 9.63% ^v | 7.17% | 10.24% | 9.01% |
| UTV | 188 | 185 | 62 | 2 | 9 | - | 54 | 12 | 25 | 13 | - | 1 | 1 | - | 111 | 17 | 73 | 4 | 16 | 15 | 73 | 85 | 50 | 136 |
| | 2.96% ^{ht} | 3.04% ^{ch} | 4.74% ^{Ta} | 0.72% | 2.22% | - | 4.29% ^{Ta} | 1.95% | 1.85% | 3.38% | - | 0.61% | 0.87% | - | 3.23% ^s | 3.99% ^s | 3.89% ^{Ts} | 2.37% | 1.79% | 1.38% | 2.15% | 6.51% ^{Tt} | 2.49% | 3.31% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 284
Marital Status
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--|---------------------------------------|------------------------------|-----------------------------|--------------------------------------|--------------------------------------|------------------------------------|-----------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|------------------------------|-------------------------------|-------------------------------|-------------------------------|------------------------------|------------------------------|------------------------------|-----------------------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Single | 2133 33.47% _{fghi} loq | 1075 34.60% | 1045 32.23% | 698 79.34% _{Tdef} ghi | 458 43.10% _{Tefg} hi | 309 31.31% _{fghi} | 321 29.29% _{fghi} | 188 20.51% _{ghi} | 134 13.34% _i | 24 5.72% | 614 35.43% _l | 714 39.75% _{Tjlm} | 290 22.40% | 515 33.25% _l | 1328 37.63% _{To} | 804 28.31% | 1806 35.12% _{Tq} | 327 26.59% |
| NET: Married/ Civil partnership/ co habiting | 3397 53.33% _{bckm} np | 1733 55.75% _{Tb} | 1659 51.18% | 163 18.58% | 583 54.82% _c | 617 62.53% _{Tcdi} | 641 58.47% _{Tc} i | 577 62.91% _{Tcdh} i | 582 57.86% _{Tc} | 234 55.42% _c | 933 53.83% _{km} | 806 44.89% | 911 70.47% _{Tjkm} | 747 48.23% | 1739 49.28% | 1658 58.35% _{Tn} | 2661 51.75% | 736 59.90% _{Tp} |
| Married | 2507 39.34% _{bcdk} mnp | 1305 41.98% _{Tb} | 1199 36.98% | 95 10.77% | 315 29.58% _c | 431 43.67% _{Tcd} | 471 42.97% _{Tcd} f | 459 50.02% _{Tcde} f | 511 50.75% _{Tcde} f | 226 53.57% _{Tcde} f | 736 42.47% _{Tkm} | 569 31.65% | 677 52.38% _{Tjkm} | 525 33.88% | 1305 36.97% | 1202 42.30% _{Tn} | 1944 37.80% | 563 45.81% _{Tp} |
| Civil Partnership | 78 1.22% _{hkn} | 46 1.49% | 31 0.96% | 11 1.31% _h | 26 2.41% _{Tfghi} | 22 2.25% _{Tfghi} | 7 0.67% | 8 0.84% | 2 0.23% | 1 0.19% | 14 0.78% | 12 0.65% | 21 1.66% _k | 31 2.00% _{Tjk} | 25 0.71% | 52 1.85% _{Tn} | 68 1.32% | 10 0.79% |
| Co Habiting | 813 12.76% _{chij} n | 382 12.28% | 429 13.24% | 57 6.50% _i | 243 22.83% _{Tcef} ghi | 164 16.61% _{Tcgh} i | 162 14.83% _{chi} | 111 12.05% _{chi} | 69 6.88% _i | 7 1.66% | 183 10.58% | 226 12.59% | 212 16.43% _{Tjkm} | 191 12.35% | 410 11.60% | 404 14.21% _{Tn} | 650 12.63% | 163 13.31% |
| NET: Widowed/ separated/ divorced | 795 12.47% _{acdej} l | 273 8.80% | 521 16.08% _{Ta} | * 0.05% | 9 0.83% _c | 47 4.75% _{cd} | 134 12.21% _{cde} | 151 16.47% _{Tcde} f | 290 28.80% _{Tcde} fg | 164 38.86% _{Tcde} fgh | 177 10.20% _l | 256 14.25% _{Tjl} | 85 6.58% | 277 17.88% _{Tjkl} | 433 12.26% | 362 12.74% | 635 12.34% | 160 13.02% |
| Widowed | 227 3.57% _{acdef} l | 61 1.97% | 166 5.12% _{Ta} | - - | * 0.04% | 7 0.75% _{cd} | 15 1.37% _{cd} | 27 2.90% _{cdef} fg | 91 9.01% _{Tcde} fgh | 87 20.68% _{Tcdef} gh | 52 2.97% _l | 83 4.60% _{Tjl} | 20 1.52% | 73 4.74% _{Tjl} | 134 3.80% | 93 3.28% | 183 3.56% | 44 3.61% |
| Separated | 87 1.37% _{cd} | 44 1.40% | 44 1.35% | * 0.05% | 5 0.45% | 14 1.43% _{cd} | 21 1.91% _{cd} | 21 2.34% _{Tcd} | 21 2.10% _{cd} | 5 1.08% _c | 23 1.33% | 23 1.30% | 15 1.17% | 26 1.68% | 46 1.31% | 41 1.45% | 68 1.33% | 19 1.55% |
| Divorced | 490 7.53% _{acdej} l | 168 5.42% | 312 9.61% _{Ta} | - - | 4 0.34% | 25 2.56% _{cd} | 98 8.93% _{cde} | 103 11.24% _{Tcde} fg | 178 17.69% _{Tcde} g | 72 17.10% _{Tcdef} fg | 102 5.89% _l | 150 8.35% _{jl} | 50 3.89% | 177 11.46% _{Tjkl} | 252 7.14% | 228 8.02% | 383 7.46% | 96 7.85% |
| Prefer not to answer | 46 0.73% _{fgh} | 26 0.85% | 17 0.51% | 18 2.03% _{Tfghi} | 13 1.25% _{fghi} | 14 1.41% _{Tfghi} | * 0.03% | 1 0.11% | - - | - - | 9 0.55% | 20 1.11% | 7 0.55% | 10 0.64% | 29 0.83% | 17 0.60% | 40 0.79% | 6 0.49% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 285
Marital Status
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--|------------------------------------|-----------------------------|-----------------------------|----------------------------|-----------------------------------|--------------------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------------------------|-------------------------------|-----------------------------|------------------------------------|---|----------------------------------|-----------------------------|---|------------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Single | 2133 33.47% ^d lpq | 1795 33.58% ^d | 204 38.44% ^{Td} | 95 31.39% ^d | 38 19.95% | 204 38.44% ^{Tfi} jinp | 73 28.63% | 243 34.51% ^{lp} | 173 33.36% ^p | 172 30.85% ^p | 139 30.47% ^p | 95 31.39% ^p | 166 27.68% | 382 45.45% ^{Tef} ghijklnop | 273 31.35% ^p | 174 32.05% ^p | 38 19.95% | 1647 30.15% | 460 54.22% ^{Tq} |
| NET: Married/ Civil partnership/ co habiting | 3397 53.33% ^b emr | 2846 53.24% ^b | 248 46.75% | 175 57.84% ^b | 128 66.83% ^{Tab} | 248 46.75% | 146 57.74% ^{em} | 379 53.85% ^{em} | 289 55.68% ^{em} | 330 59.35% ^{Tem} | 243 53.17% ^m | 175 57.84% ^{em} | 344 57.45% ^{em} | 355 42.26% | 464 53.20% ^{em} | 295 54.22% ^{em} | 128 66.83% ^{Teg} hjmno | 3029 55.44% ^{Tr} | 341 40.15% |
| Married | 2507 39.34% ^b emr | 2096 39.21% ^b | 177 33.25% | 126 41.79% ^b | 107 56.02% ^{Tab} c | 177 33.25% | 103 40.61% ^m | 293 41.60% ^{em} | 202 38.99% ^m | 263 47.31% ^{Teh} jlmno | 172 37.61% | 126 41.79% ^{em} | 241 40.22% ^{em} | 270 32.12% | 346 39.65% ^{em} | 206 37.91% | 107 56.02% ^{Tef} ghijklmno | 2222 40.67% ^{Tr} | 271 31.87% |
| Civil Partnership | 78 1.22% ^q | 68 1.27% | 7 1.26% | 2 0.70% | 1 0.36% | 7 1.26% | 3 1.34% | 12 1.70% | 6 1.24% | 6 1.16% | 3 0.76% | 2 0.70% | 2 0.42% | 18 2.18% ^{Tl} | 11 1.25% | 5 0.86% | 1 0.36% | 56 1.03% | 21 2.48% ^{Tq} |
| Co Habiting | 813 12.76% ^m r | 682 12.75% | 65 12.24% | 46 15.36% | 20 10.45% | 65 12.24% ^m | 40 15.80% ^m | 74 10.56% | 80 15.45% ^{gm} | 61 10.88% | 68 14.81% ^m | 46 15.36% ^m | 101 16.82% ^{Tgim} n | 67 7.95% | 107 12.30% ^m | 84 15.46% ^{gm} | 20 10.45% | 751 13.75% ^{Tr} | 49 5.81% |
| NET: Widowed/ separated/ divorced | 795 12.47% ⁱ r | 660 12.34% | 78 14.62% | 33 10.76% | 25 12.92% | 78 14.62% ⁱ | 34 13.51% | 80 11.38% | 56 10.85% | 52 9.40% | 66 14.36% ⁱ | 33 10.76% | 82 13.62% | 89 10.59% | 131 15.04% ^{im} | 69 12.74% | 25 12.92% | 756 13.83% ^{Tr} | 38 4.48% |
| Widowed | 227 3.57% ^r | 193 3.62% | 15 2.88% | 11 3.74% | 7 3.79% | 15 2.88% | 10 4.02% | 26 3.64% | 17 3.29% | 15 2.77% | 18 4.01% | 11 3.74% | 20 3.39% | 31 3.65% | 34 3.92% | 22 3.98% | 7 3.79% | 219 4.00% ^{Tr} | 9 1.00% |
| Separated | 87 1.37% | 74 1.39% | 9 1.70% | 1 0.40% | 3 1.43% | 9 1.70% | 4 1.47% | 10 1.42% | 8 1.63% | 7 1.21% | 8 1.85% | 1 0.40% | 6 1.05% | 11 1.32% | 11 1.27% | 9 1.58% | 3 1.43% | 76 1.40% | 11 1.27% |
| Divorced | 480 7.53% ^r | 392 7.33% | 53 10.04% | 20 6.63% | 15 7.71% | 53 10.04% ^{ghim} | 20 8.01% | 45 6.32% | 31 5.93% | 30 5.43% | 39 8.50% | 20 6.63% | 55 9.18% ^{im} | 47 5.62% | 86 9.84% ^{Tghi} m | 39 7.19% | 15 7.71% | 461 8.43% ^{Tr} | 19 2.21% |
| Prefer not to answer | 46 0.73% ^q | 45 0.84% | 1 0.20% | - | 1 0.30% | 1 0.20% | * 0.12% | 2 0.26% | 1 0.11% | 2 0.40% | 9 2.00% ^{Teghikn} | - | 7 1.25% | 14 1.70% ^{Tegh} kn | 4 0.41% | 5 0.98% | 1 0.30% | 32 0.58% | 10 1.15% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 286
Marital Status
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--|-----------------------|---------------------|-------------------|----------------------|----------------|-----------------|----------------------|--------------------|------------------|------------------|-----------------|----------------|-----------------------------|-------------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Util-ity Ware-house (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Single | 2133 33.47%af | 1644 31.15%f | 405 31.40%f | 103 41.75%Tabdfgh | 107 29.04% | 21 50.60% | 296 26.56% | 177 32.23%f | 320 31.14% | 120 36.17%f | 3 10.64% | 32 32.42% | 21 41.33%f | 2 9.45% |
| NET: Married/ Civil partnership/ co habiting | 3397 53.33%l | 2924 55.41%Tgl | 696 53.98%l | 125 50.86% | 212 57.29%l | 18 43.39% | 685 61.38%Tabcghl | 276 50.17% | 577 56.11%l | 182 55.06%l | 22 82.46% | 51 51.52% | 19 37.45% | 12 44.97% |
| Married | 2507 39.34%g | 2232 42.29%Tgi | 570 44.25%Tcgl | 89 36.18% | 157 42.43%g | 15 35.92% | 538 48.23%Taccgkl | 188 34.15% | 452 43.89%Tgi | 114 34.63% | 16 60.79% | 36 36.10% | 16 31.55% | 7 24.68% |
| Civil Partnership | 78 1.22% | 70 1.32% | 11 0.83% | 6 2.24% | 5 1.27% | 1 2.14% | 18 1.65% | 9 1.64% | 8 0.75% | 12 3.54%Tabh | - 0.70% | 1 0.70% | - - | - - |
| Co Habiting | 813 12.76%ab | 623 11.80%b | 115 8.90% | 31 12.44% | 50 13.59%b | 2 5.33% | 128 11.50% | 79 14.38%b | 118 11.48% | 56 16.89%abfh | 6 21.67% | 15 14.72% | 3 5.90% | 5 20.29% |
| NET: Widowed/ separated/ divorced | 795 12.47%ci | 679 12.87%ci | 179 13.92%ci | 18 7.16% | 50 13.45%c | 3 6.01% | 127 11.39% | 93 16.98%Tacfhi | 125 12.20% | 26 7.95% | 2 6.90% | 16 16.06%ci | 11 21.22%cfi | 12 45.58% |
| Widowed | 227 3.57%ci | 206 3.91%Tci | 44 3.43%c | 1 0.60% | 16 4.40%ci | 1 1.69% | 39 3.51%c | 25 4.62%ci | 54 5.20%Tci | 4 1.10% | - - | 6 6.15%ci | 3 6.71%ci | 4 15.89% |
| Separated | 87 1.37% | 70 1.33% | 21 1.62% | 1 0.53% | 9 2.55% | 1 1.70% | 12 1.09% | 7 1.30% | 13 1.27% | 2 0.59% | - - | 2 2.19% | - - | 1 2.26% |
| Divorced | 480 7.53%h | 403 7.64%h | 114 8.86%h | 15 6.03% | 24 6.49% | 1 2.61% | 76 6.79% | 61 11.06%Tadfhi | 59 5.73% | 21 6.26% | 2 6.90% | 8 7.72% | 7 14.51%fh | 7 27.43% |
| Prefer not to answer | 46 0.73%a | 30 0.56% | 9 0.71% | 1 0.23% | 1 0.22% | - - | 7 0.67% | 3 0.62% | 6 0.55% | 3 0.82% | - - | - - | - - | - - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 287
Marital Status
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--|---------------------|-------------------|-----------------------------|------------------|------------------------------|------------------|-------------------|--------------------------|------------------|------------------|-------------------|------------------|-----------------|-----------------------------|---------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lycamobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Vodafone (w) | iD Mobile (x) | Plusnet (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Single | 2133 33.47%otz | 2113 33.52%otz | 61 26.30% | 373 33.42%tz | 196 45.89%Tnopst uvwxz | 16 31.73% | 320 31.02%z | 150 27.29% | 216 36.04%otz | 148 33.92%z | 276 36.26%ostz | 39 30.39% | 45 38.01%otz | 101 24.19% | 37 36.36%z |
| NET: Married/ Civil partnership/ co habiting | 3397 53.33%q | 3363 53.35%q | 141 60.54%quy | 592 52.98%q | 191 44.85% | 29 58.05% | 554 53.63%q | 311 56.54%q | 298 49.74% | 229 52.57% | 413 54.20%q | 78 61.74%qu | 56 47.63% | 260 62.25%Tnpqsu vwy | 52 51.12% |
| Married | 2507 39.34%qu | 2482 39.37%qu | 122 52.62%Tnpqsu vwyA | 433 38.76%q | 120 28.25% | 22 44.31% | 389 37.72%q | 250 45.52%Tnpqsu w | 209 34.82% | 179 41.13%q | 297 39.01%q | 54 42.66%q | 42 35.71% | 213 50.96%Tnpqsu vwyA | 38 36.60% |
| Civil Partnership | 78 1.22% | 77 1.21% | 3 1.22% | 7 0.64% | 5 1.16% | 1 1.35% | 10 1.00% | 2 0.35% | 13 2.13%pt | 10 2.31%pt | 11 1.40% | - 0.35% | - - | 9 2.20%pt | - - |
| Co Habiting | 813 12.76%oz | 805 12.76%oz | 16 6.70% | 152 13.58%ovz | 66 15.43%ovz | 6 12.40% | 154 14.92%otvz | 59 10.66% | 77 12.79%o | 40 9.13% | 105 13.78%ovz | 24 18.73%otvz | 14 11.93% | 38 9.09% | 15 14.52% |
| NET: Widowed/ separated/ divorced | 795 12.47%w | 783 12.43%w | 31 13.17% | 142 12.74% | 38 8.98% | 3 5.90% | 148 14.38%qw | 87 15.87%Tnqwx | 80 13.31% | 53 12.27% | 72 9.43% | 10 7.87% | 17 14.07% | 52 12.46% | 13 12.51% |
| Widowed | 227 3.57%w | 221 3.51%w | 10 4.31% | 36 3.25% | 11 2.47% | - - | 29 2.81% | 31 5.60%TnqswA | 24 4.03% | 21 4.76%w | 16 2.10% | 3 2.05% | 8 6.37%wA | 20 4.82%w | - - |
| Separated | 87 1.37% | 87 1.39% | 7 3.01%pz | 11 0.99% | 5 1.18% | 1 2.73% | 20 1.95% | 7 1.20% | 13 2.09% | 3 0.80% | 9 1.16% | 1 0.91% | 1 0.53% | 3 0.69% | 4 3.44% |
| Divorced | 480 7.53% | 475 7.53% | 14 5.85% | 95 8.50% | 23 5.33% | 2 3.18% | 99 9.62%Tnqw | 50 9.07% | 43 7.19% | 29 6.70% | 47 6.17% | 6 4.91% | 8 7.18% | 29 6.95% | 9 9.07% |
| Prefer not to answer | 46 0.73%n | 44 0.69% | - - | 10 0.86% | 1 0.29% | 1 4.31%Tnoqtw | 10 0.97%w | 2 0.30% | 5 0.90% | 5 1.25%w | 1 0.11% | - - | * 0.28% | 5 1.09%w | - - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 288
Marital Status
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|--|----------------------------|--------------------------|-----------------------------|-------------------------|-------------------------|------------------------|------------------------------------|---------------------------|-------------------------|---------------------------|------------------------|------------------------|------------------------|------------------------|--------------------------|-------------------------|--------------------------|------------------------|-------------------------|-------------------------------------|------------------------------|--------------------------|--------------------------------|---------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM/ Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Warehouse (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Poten-tially vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Single | 2133 33.47%a bfoqu | 1947 32.03%b f | 380 29.30% bf | 109 38.49%a bf | 131 31.61% bf | 16 48.91% bf | 348 27.85% bf | 192 31.66% f | 464 33.97%b f | 137 36.95%b f | 7 19.56% f | 39 34.85% f | 28 47.85% bd | 2 9.00% f | 1025 29.85%q | 145 33.29% q | 524 27.82% q | 53 31.07% q | 291 32.05% q | 432 39.30% u | 928 27.33% u | 500 38.40% u | 683 33.95% u | 1345 32.76% u |
| NET: Married/ Civil partnership/ co habiting | 3397 53.33% l tw | 3326 54.71% T l | 736 56.73% T l | 141 49.74% T l | 224 54.32% l l | 11 33.43% T l | 752 60.19% T acghil | 311 51.41% l l | 736 53.85% l l | 198 53.29% l l | 26 75.14% T l | 58 50.99% T l | 20 35.16% T l | 14 49.79% T l | 2028 59.04% T l | 256 58.70% T l | 1144 60.79% T l | 96 56.15% T l | 511 56.24% T l | 501 45.61% T l | 1969 58.00% T l | 694 53.28% l l | 986 48.97% T l | 2297 55.95% Tw l |
| Married | 2507 39.34% g tw | 2462 40.49% T g | 578 44.50% T agkil | 109 38.33% T g | 164 39.62% T g | 9 27.75% T g | 577 46.20% T acdghik l | 201 33.13% T l | 551 40.29% g l | 131 35.22% T l | 18 51.75% T l | 36 32.13% T l | 17 29.64% T l | 6 22.02% T l | 1567 45.62% T l | 206 47.25% T l | 875 46.48% T l | 69 40.25% T l | 403 44.41% T l | 370 33.69% T l | 1512 44.56% T l | 446 34.23% T l | 732 36.33% T l | 1691 41.19% Tw l |
| Civil Partnership | 78 1.22% | 73 1.20% | 12 0.95% | 3 1.11% | 4 1.07% | - | 24 1.95% Ta h | 16 2.65% Ta bhi | 9 0.69% | 2 0.56% | - | 1 0.61% | - | - | 60 1.76% T | 7 1.52% | 35 1.87% T | 6 3.27% T | 13 1.42% | 19 1.70% | 43 1.26% | 9 0.72% | 20 1.00% | 51 1.25% |
| Co Habiting | 813 12.76% o t | 791 13.01% T t | 146 11.28% T | 29 10.30% T | 56 13.63% T | 2 5.68% T | 151 12.04% T | 95 15.63% b l | 176 12.87% T | 65 17.51% T abcl | 8 23.39% T | 21 18.24% l | 3 5.52% T | 8 27.77% T | 401 11.67% T | 43 9.94% T | 234 12.44% T | 22 12.63% T | 94 10.41% T | 112 10.23% T | 414 12.19% T | 239 18.33% T tu | 234 11.63% T | 555 13.51% T tu |
| NET: Widowed/ separated/ divorced | 795 12.47% o pqvx | 769 12.64% T | 172 13.22% T | 30 10.62% T | 57 13.87% T | 6 17.66% T | 142 11.33% T | 99 16.29% T afhi | 156 11.40% T | 36 9.68% T | 2 5.30% T | 16 14.16% T | 10 16.99% T | 11 41.21% T | 356 10.36% T | 35 8.01% T | 194 10.33% T | 22 12.77% T | 101 11.07% T | 159 14.47% v | 489 14.42% Tv | 108 8.31% T x | 336 16.68% T | 447 10.88% T |
| Widowed | 227 3.57% iq vx | 221 3.63% l | 45 3.45% l | 6 2.09% T | 20 4.78% l | 1 2.22% T | 40 3.16% T | 25 4.21% l | 60 4.41% l | 4 0.98% T | - | 5 4.28% l | 3 4.29% T | 4 15.15% T | 115 3.36% q | 9 2.13% T | 50 2.65% T | 7 4.25% T | 47 5.23% To pq | 28 2.57% T | 155 4.58% T v | 27 2.08% T | 110 5.45% Tx | 116 2.82% T |
| Separated | 87 1.37% | 82 1.35% | 21 1.60% | 2 0.63% | 10 2.38% | 1 2.23% | 13 1.05% T | 7 1.18% T | 20 1.47% T | 3 0.77% T | - | 1 0.87% T | - | 1 4.48% T | 38 1.11% T | 6 1.27% T | 23 1.20% T | * 0.16% T | 9 0.97% T | 23 2.14% v | 52 1.53% T | 10 0.79% T | 33 1.66% T | 54 1.32% T |
| Divorced | 480 7.53% ho psvx | 465 7.66% h | 106 8.17% h | 22 7.89% T | 28 6.71% T | 4 13.22% T | 89 7.11% T | 66 10.90% Ta dh | 75 5.52% T | 29 7.92% T | 2 5.30% T | 10 9.02% T | 7 12.69% h | 6 21.58% T | 202 5.89% T | 20 4.62% T | 122 6.48% T | 14 8.37% T | 44 4.88% T | 107 9.77% Tv | 282 8.31% Tv | 71 5.44% T | 193 9.57% Tx | 277 6.74% T |

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

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 288
Marital Status
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | | |
|----------------------|------------------------|---------------------|--------|--------|-------------|-----------------|---------|---------------|------------------|----------------|------------------|-------------------|---------------------|-----------------------|------------------|--------|-------------------------------------|---------------|------------------|--------------------------------|----------------------------|----------------------|---------|--------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Prefer not to answer | 46 | 38 | 10 | 3 | 1 | - | 8 | 4 | 11 | * | - | - | - | - | 26 | - | 20 | - | 6 | 7 | 8 | - | 8 | 17 |
| | 0.73% _{au} | 0.62% | 0.75% | 1.15% | 0.20% | - | 0.64% | 0.64% | 0.78% | 0.09% | - | - | - | - | 0.75% | - | 1.06% | - | 0.63% | 0.61% _v | 0.24% | - | 0.41% | 0.42% |

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

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 289
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|-----------------|------------------|--------------|--------------|-------------------------|--------------------|----------------|----------------|--------------|--------------|--------------|----------------|--------------|-----------------|----------------|----------------|----------------|----------------|----------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Glasgow | 249 3.91%g | 138 4.43% | 112 3.45% | 33 3.74% | 37 3.50% | 38 3.82% | 64 5.80%Tdg | 23 2.53% | 41 4.06% | 14 3.31% | 54 3.11% | 44 4.64%j | 68 3.42% | 137 4.38% | 112 3.89% | 199 3.94% | 199 3.88% | 50 4.07% |
| Edinburgh | 242 3.80% | 128 4.12% | 112 3.46% | 28 3.16% | 43 4.07% | 36 3.63% | 50 4.55% | 30 3.32% | 43 4.24% | 12 2.86% | 71 4.13% | 73 4.06% | 42 3.23% | 56 3.59% | 144 4.09% | 97 3.43% | 203 3.95% | 39 3.17% |
| Newcastle | 269 4.23% | 146 4.69% | 123 3.79% | 37 4.17% | 34 3.15% | 40 4.07% | 45 4.13% | 42 4.59% | 52 5.15% | 20 4.65% | 67 3.86% | 79 4.39% | 54 4.19% | 69 4.47% | 146 4.13% | 123 4.34% | 212 4.11% | 58 4.69% |
| Leeds | 250 3.93% | 122 3.93% | 128 3.95% | 43 4.86% | 41 3.85% | 29 2.94% | 48 4.35% | 39 4.20% | 34 3.41% | 17 3.99% | 64 3.67% | 74 4.14% | 61 4.73% | 51 3.29% | 138 3.91% | 112 3.94% | 199 3.87% | 51 4.15% |
| Hull | 105 1.66% | 54 1.72% | 52 1.60% | 15 1.67% | 14 1.30% | 20 2.06% | 15 1.80% | 15 1.65% | 12 1.18% | 10 2.34% | 25 1.43% | 26 1.43% | 25 1.95% | 30 1.92% | 50 1.43% | 55 1.93% | 82 1.59% | 24 1.92% |
| Sheffield | 192 3.01%np | 83 2.68% | 108 3.35% | 25 2.86% | 32 3.02% | 38 3.87% | 29 2.67% | 32 3.47% | 27 2.68% | 8 1.96% | 41 2.35% | 49 2.72% | 36 2.81% | 66 4.26%Tjk | 90 2.54% | 102 3.60%Tn | 141 2.74% | 51 4.15%Tp |
| Manchester | 483 7.59%nq | 231 7.42% | 252 7.77% | 65 7.44% | 87 8.17% | 84 8.53% | 73 6.70% | 78 8.46% | 69 6.87% | 27 6.37% | 112 6.46% | 131 7.27% | 95 7.33% | 146 9.44%Tj | 243 6.87% | 241 8.48%Tn | 424 8.25%Tq | 59 4.83% |
| Liverpool | 257 4.04%o | 129 4.14% | 126 3.89% | 42 4.74% | 44 4.13% | 36 3.64% | 36 3.29% | 38 4.12% | 40 3.99% | 22 5.15% | 89 5.12%Tim | 73 4.04% | 44 3.39% | 52 3.37% | 161 4.57%To | 96 3.38% | 219 4.26% | 38 3.11% |
| Nottingham | 278 4.36%jp | 137 4.42% | 140 4.33% | 37 4.21% | 46 4.30% | 38 3.88% | 41 3.72% | 46 5.04% | 51 5.04% | 19 4.45% | 55 3.17% | 91 5.07%j | 61 4.71% | 71 4.57% | 146 4.14% | 132 4.63% | 208 4.05% | 69 5.66%Tp |
| Birmingham | 512 8.04%egkq | 234 7.54% | 274 8.46% | 103 11.71%Tefg hi | 107 10.04%Teghi | 61 6.14% | 92 8.36% | 57 6.17% | 70 6.94% | 24 5.65% | 161 9.28%km | 119 6.64% | 128 9.91%Tkm | 104 6.72% | 280 7.93% | 232 8.17% | 454 8.83%Tq | 58 4.74% |
| Norwich | 266 4.17%cnjp | 116 3.73% | 150 4.62% | 13 1.51% | 51 4.81%c | 40 4.07%c | 54 4.96%c | 46 5.01%c | 38 3.75%c | 23 5.47%c | 47 2.70% | 67 3.75% | 61 4.74%j | 90 5.84%Tjk | 114 3.23% | 152 5.34%Tn | 153 2.98% | 112 9.14%Tp |
| Milton Keynes | 185 2.91% | 80 2.57% | 106 3.26% | 17 1.93% | 35 3.25% | 43 4.40%Tcg | 29 2.61% | 20 2.20% | 30 3.01% | 11 2.68% | 52 2.97% | 51 2.85% | 40 3.06% | 43 2.78% | 103 2.91% | 83 2.91% | 142 2.76% | 43 3.52% |
| Brighton | 149 2.34% | 79 2.55% | 69 2.12% | 11 1.26% | 22 2.09% | 18 1.82% | 29 2.64% | 29 3.16%c | 25 2.46% | 15 3.54%c | 43 2.46% | 33 1.82% | 38 2.96% | 35 2.27% | 75 2.14% | 73 2.58% | 120 2.34% | 29 2.33% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

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Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 289
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|---------------|-------------------|---------------|---------------|------------------|---------------|-----------------|---------------|-----------------|-----------------|----------------|------------------|---------------|---------------|----------------|-----------------|----------------|------------------|---------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Oxford | 95 1.49%p | 47 1.52%p | 47 1.46% | 21 2.33%h | 16 1.47% | 13 1.34% | 15 1.37% | 13 1.44% | 9 0.85% | 8 2.01% | 25 1.45% | 32 1.76% | 14 1.08% | 24 1.55% | 57 1.60% | 38 1.34% | 58 1.14% | 36 2.94%Tp |
| London | 1466 23.01%fmq | 704 22.67% | 756 23.33% | 242 27.56%Tfg | 247 23.20% | 245 24.83%fi | 216 19.74% | 191 20.78% | 231 22.94% | 94 22.34% | 455 26.25%Tim | 416 23.16% | 275 21.25% | 320 20.69% | 871 24.68%To | 595 20.95% | 1342 26.09%Tq | 125 10.14% |
| Southampton | 235 3.69%l | 114 3.65% | 120 3.71% | 30 3.38% | 43 4.06% | 45 4.53% | 37 3.41% | 29 3.12% | 29 2.93% | 22 5.16% | 67 3.86% | 78 4.32%li | 34 2.64% | 56 3.63% | 145 4.09% | 90 3.18% | 200 3.89% | 35 2.81% |
| Bristol | 250 3.93%m | 126 4.06% | 124 3.83% | 45 5.16% | 44 4.13% | 33 3.38% | 52 4.72% | 29 3.12% | 34 3.38% | 13 3.14% | 64 3.71% | 83 4.61%m | 63 4.85%m | 40 2.61% | 147 4.17% | 103 3.63% | 189 3.67% | 62 5.01% |
| Plymouth | 204 3.21%jp | 104 3.33% | 100 3.07% | 23 2.64% | 29 2.69% | 29 2.89% | 33 2.97% | 34 3.66% | 43 4.30% | 14 3.42% | 40 2.33% | 66 3.67%j | 33 2.59% | 64 4.16%j | 106 3.01% | 98 3.45% | 148 2.88% | 56 4.57%Tp |
| Cardiff | 228 3.57%p | 117 3.76% | 108 3.32% | 27 3.08% | 44 4.12% | 34 3.46% | 52 4.73%g | 24 2.59% | 32 3.22% | 15 3.48% | 63 3.66% | 58 3.21% | 52 4.00% | 55 3.55% | 121 3.43% | 107 3.75% | 155 3.01% | 73 5.94%Tp |
| Belfast | 191 3.00%clmp | 98 3.16% | 93 2.86% | 8 0.88% | 31 2.93%cd | 29 2.94%cd | 40 3.66%cd | 43 4.73%Tci | 33 3.29%cd | 7 1.57% | 88 5.10%TKlm | 54 2.99%cd | 25 1.92% | 24 1.57% | 142 4.02%To | 49 1.73% | 128 2.50% | 63 5.10%Tp |
| None of these | 264 4.14%cdjnp | 121 3.91% | 142 4.38% | 15 1.70% | 18 1.71% | 37 3.75%cd | 42 3.81%cd | 61 6.63%Tdef | 64 6.33%Tdef | 27 6.44%Tde | 51 2.92% | 62 3.48% | 68 5.24%jk | 83 5.35%Tjk | 113 3.20% | 151 5.30%Tn | 165 3.21% | 98 8.01%Tp |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|-----------------|---|------------------------------|-------------------------------|-------------------------|--------|---|---|---|---------------------------------|--|--------------------------|---------------------------------|--------------|------------|----------------|----------------|----------------|----------------------------|---------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Glasgow | 249 3.91% ^{ac} dfghijk lmnop | 2 0.03% | 248 46.64% ^{Tacd} | - | - | 248 46.64% ^{Tfghijk} lmnop | - | 2 0.23% | - | - | - | - | - | - | - | - | - | 228 4.18% ^{Tr} | 17 2.03% |
| Edinburgh | 242 3.80% ^{ac} dfghijk lmnop | 1 0.02% | 241 45.33% ^{Tacd} | - | - | 241 45.33% ^{Tfghijk} lmnop | - | 1 0.16% | - | - | - | - | - | - | - | - | - | 223 4.08% ^{Tr} | 18 2.09% |
| Newcastle | 269 4.23% ^{bc} dehijkl mnop | 267 5.00% ^{Tbcd} | 2 0.33% | - | - | 2 0.33% | 238 93.95% ^{Tegh} ijklmnop | 24 3.37% ^{ehij} klmnop | 5 1.05% ^{ilmno} | - | - | - | - | - | - | - | - | 251 4.60% ^{Tr} | 18 2.08% |
| Leeds | 250 3.93% ^{bc} defgijk lmnop | 250 4.68% ^{Tbcd} | - | - | - | 2 0.98% ^{ilno} | 2 0.26% | 243 46.84% ^{Tefgijk} lmnop | - | - | - | - | 3 0.31% | - | - | - | - | 204 3.74% | 42 5.00% |
| Hull | 105 1.66% ^{bc} eiklmno r | 105 1.97% ^{Tbc} | - | - | - | 3 1.24% ^{eilm} no | 5 0.76% ^{mn} | 91 17.47% ^{Tefgijk} lmnop | - | 6 1.37% ^{eilmno} | - | - | - | - | - | - | - | 100 1.83% ^{Tr} | 5 0.61% |
| Sheffield | 192 3.01% ^{bc} degiklm nop | 192 3.59% ^{Tbcd} | - | - | - | 2 0.64% ^{mn} | - | 144 27.74% ^{Tefg} ijklmnop | 1 0.14% | 45 9.93% ^{Tefgikl} mnop | - | - | - | - | - | - | - | 180 3.30% ^{Tr} | 11 1.35% |
| Manchester | 483 7.59% ^{bc} defhijkl mnopq | 479 8.95% ^{Tbcd} | - | 5 1.65% ^b | - | - | 1 0.24% | 436 61.93% ^{Tefh} ijklmnop | 8 1.46% ^{elmn} o | 30 5.45% ^{efhjk} klmnop | 3 0.68% ^{mn} | 5 1.65% ^{elmn} o | 1 0.10% | - | - | - | - | 394 7.22% | 83 9.80% ^{Tq} |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|---------------|--|--------------------------------|--------------|------------------------------|--------|--------------|--------------------------|--|------------------------------------|---|--|--|--|--|---|-------------------------------|----------------|----------------------------|-----------------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minor-ity ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Liverpool | 257 4.04% ^{abd} efhijlm nop | 218 4.08% ^{abd} | - | 39 12.93% ^{Tabd} | - | - | 2 0.98% ^{fn} | 202 28.62% ^{Tefh ijklmnop} | 2 0.35% | 3 0.46% | 3 0.73% ^{fn} | 39 12.93% ^{Tefh ijklmnop} | 1 0.11% | 4 0.52% | - | 1 0.24% | - | 228 4.18% | 25 2.90% |
| Nottingham | 278 4.36% ^{bc} defghik lmnop | 277 5.18% ^{Tbcd} | 1 0.11% | - | - | 1 0.11% | - | 1 0.16% | 2 0.36% | 9 1.64% ^{egm no} | 252 55.18% ^{Tefghik lmnop} | - | 13 2.10% ^{efghkmn o} | - | - | - | - | 239 4.37% | 38 4.43% |
| Birmingham | 512 8.04% ^{bc} defghikl mnopq | 508 9.49% ^{Tbcd} | - | 5 1.54% ^b | - | - | - | 2 0.23% | 1 0.21% | 474 85.18% ^{Tefg hijklmnop} | 26 5.67% ^{efgh klmnop} | 5 1.54% ^{eglmn} | - | - | 5 0.95% ^{lmn} | - | - | 393 7.20% | 116 13.61% ^{Tq} |
| Norwich | 266 4.17% ^{bc} defghij klnopr | 266 4.97% ^{Tbcd} | - | - | - | - | - | - | - | 6 1.32% ^{eghimo} | - | 255 42.49% ^{Tefghij kmnop} | - | 5 0.58% | - | - | - | 259 4.73% ^{Tr} | 6 0.70% |
| Milton Keynes | 185 2.91% ^{bc} defghik mop | 185 3.47% ^{Tbcd} | - | - | - | - | - | - | - | 75 16.41% ^{Tefghik lmnop} | - | 66 11.09% ^{Tefg hikmnop} | 1 0.09% | 40 4.64% ^{Tefg hikmop} | 3 0.48% | - | - | 169 3.10% | 16 1.88% |
| Brighton | 149 2.34% ^{bc} efghijk lmor | 149 2.78% ^{Tbcd} | - | - | - | - | - | - | - | - | - | - | - | 148 17.02% ^{Tefghij klmop} | - | - | - | 137 2.51% ^{Tr} | 9 1.05% |
| Oxford | 95 1.49% ^{bc} ghijklm r | 95 1.77% ^{Tbc} | - | - | - | - | - | - | 1 0.19% | - | - | - | 1 0.17% | 2 0.24% | 83 9.53% ^{Tefg hijklmnop} | 7 1.37% ^{eghijlm} | - | 91 1.66% ^{Tr} | 3 0.41% |
| London | 1466 23.01% ^{bd} cdefghi jkopq | 1466 27.43% ^{Tbcd} | - | - | - | - | 2 0.98% | 4 0.51% | 12 2.33% ^{egij ko} | 1 0.19% | 1 0.13% | - | 224 37.41% ^{Tef ghijklp} | 830 98.73% ^{Tef ghijklnop} | 391 44.88% ^{Tefg hijklp} | 1 0.27% | - | 1085 19.86% | 363 42.70% ^{Tq} |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|---------------|---|------------------------------|----------------------------|-------------------------------|--------------------------------|-------------------------------------|-------------------------|---------------------------|--------------------------------|-----------------------------|---|-------------------------------------|------------------------------|------------|---|---|--|----------------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of London (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Southampton | 235 3.69% ^{abc} defghij klmpr | 235 4.39% ^{Tbcd} | - | - | - | - | - | - | - | - | - | - | - | - | 173 19.88% ^{Tef} ghijklmop | 62 11.32% ^{Tefghij} klmp | - | 220 4.03% ^{Tr} | 10 1.13% |
| Bristol | 250 3.93% ^{abd} efghij mp | 243 4.54% ^{Tbd} | - | 7 2.44% ^b | - | - | - | - | 3 0.61% | - | 7 2.44% ^{efghij} mn | - | - | * | - | 239 43.94% ^{Tefghij} klmp | - | 227 4.15% ^T | 23 2.76% |
| Plymouth | 204 3.21% ^{abc} defghij klmnp | 204 3.81% ^{Tbcd} | - | * 0.13% | - | - | - | 2 0.29% | - | - | * 0.13% | - | - | - | - | 202 37.18% ^{Tefghij} klmnp | - | 187 3.43% ^T | 16 1.90% |
| Cardiff | 228 3.57% ^{ab} defghij lmnop | 8 0.15% | - | 220 72.66% ^{Tabd} | - | - | - | - | 5 0.92% ^{glm} n | - | 220 72.66% ^{Tefghij} lmnop | - | - | - | - | 3 0.51% | - | 209 3.82% ^{Tr} | 16 1.94% |
| Belfast | 191 3.00% ^{abc} defghijklmno | - | - | - | 191 100.00% ^{Tabc} | - | - | - | - | - | - | - | - | - | - | - | 191 100.00% ^{Tefghijklmno} | 187 3.42% ^{Tr} | 2 0.19% |
| None of these | 264 4.14% ^{ad} fhmpr | 197 3.69% ^d | 40 7.59% ^{Tad} | 26 8.65% ^{Tad} | - | 40 7.59% ^{Tfgh} mnop | 3 1.00% ^m | 27 3.77% ^{mp} | 10 1.90% ^m | 29 5.22% ^{fhmp} | 39 8.59% ^{Tfgh} mnop | 26 8.65% ^{Tfgh} mnop | 39 6.53% ^{Tfhmp} | - | 30 3.48% ^{mp} | 20 3.74% ^{mp} | - | 251 4.59% ^{Tr} | 12 1.44% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 291
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-----------------|-----------------------|---------------------|---------------|--------------------|-----------------|-----------------|-------------------|------------------|----------------------|--------------------|-----------------|---------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Glasgow | 249 3.91% | 211 4.00% | 58 4.46% | 7 2.77% | 14 3.83% | - | 41 3.71% | 24 4.34% | 45 4.37% | 18 5.33% | - | 1 0.51% | 2 4.49% | - |
| Edinburgh | 242 3.80%h | 196 3.71%h | 52 4.00%h | 10 3.95% | 17 4.66%h | * | 47 4.25%h | 20 3.56% | 22 2.13% | 17 5.21%h | - | 3 3.46% | 2 3.50% | 3 10.33% |
| Newcastle | 269 4.23% | 225 4.27% | 54 4.22% | 21 8.34%Tabfghi | 16 4.27% | 1 2.74% | 41 3.63% | 21 3.85% | 46 4.50% | 11 3.48% | - | 3 3.16% | 7 13.26%Tabdfghi | 2 5.89% |
| Leeds | 250 3.93% | 204 3.87% | 44 3.39% | 5 2.11% | 11 2.93% | 4 9.22% | 58 5.18%Tag | 13 2.41% | 44 4.29% | 15 4.45% | - | 2 1.80% | 3 5.07% | 1 2.24% |
| Hull | 105 1.66%abf | 77 1.46%af | 12 0.96% | 2 0.88% | 1 0.37% | - | 6 0.58% | 7 1.24% | 12 1.19% | 5 1.56% | 26 100.00% | 1 0.66% | 3 4.93%bdhf | - |
| Sheffield | 192 3.01%h | 153 2.91%h | 34 2.64% | 8 3.23% | 15 4.19%h | - | 42 3.73%h | 22 3.92%h | 18 1.73% | 10 3.16% | - | 1 1.45% | - | - |
| Manchester | 483 7.59%b | 402 7.62%b | 75 5.84% | 13 5.13% | 31 8.27% | 9 20.53% | 87 7.84% | 55 10.02%Tb | 77 7.51% | 28 8.39% | - | 18 18.54%Tabcdgh | 4 8.57% | 2 6.97% |
| Liverpool | 257 4.04% | 215 4.08% | 45 3.51% | 11 4.30% | 15 4.19% | 2 4.75% | 43 3.84% | 32 5.82%bh | 33 3.20% | 21 6.40%h | - | 7 6.76% | 2 4.50% | * 1.84% |
| Nottingham | 278 4.36% | 226 4.28% | 52 4.07% | 8 3.34% | 20 5.38% | - | 44 3.99% | 19 3.55% | 60 5.81%Ta | 15 4.68% | - | 1 1.13% | 4 7.41% | - |
| Birmingham | 512 8.04%l | 439 8.33%l | 92 7.15%l | 17 6.88% | 26 6.99% | 2 5.75% | 115 10.29%Tabi | 42 7.69%l | 122 11.82%Tabdgkl | 12 3.50% | - | 4 3.98% | 1 1.53% | 4 16.84% |
| Norwich | 266 4.17%h | 233 4.41%h | 62 4.82%hi | 16 6.34%hi | 27 7.19%Tahi | - | 64 5.75%Tahi | 29 5.25%hi | 21 2.01% | 6 1.87% | - | 5 4.67% | 1 2.16% | 1 2.27% |
| Milton Keynes | 185 2.91% | 147 2.78% | 27 2.11% | 5 2.23% | 9 2.52% | 1 1.59% | 26 2.34% | 27 4.89%Tabfh | 24 2.35% | 25 7.50%Tabcdhk | - | - | - | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 291
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|---------------|-----------------------------|-----------------------------|-------------------------------|------------------------------|-------------------------------|-----------------|----------------------------|---------------------------|----------------------------------|--------------------------|-----------------|---------------------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Brighton | 149 2.34% | 129 2.45% | 37 2.89% | 4 1.74% | 6 1.53% | 2 4.25% | 23 2.07% | 19 3.45%h | 15 1.51% | 14 4.31%Th | - | - | 1 2.51% | 3 9.93% |
| Oxford | 95 1.49% | 80 1.52% | 35 2.73%TaIgh | 4 1.43% | 6 1.53% | - | 14 1.23% | 4 0.78% | 9 0.85% | 4 1.08% | - | 3 2.72% | 1 1.03% | - |
| London | 1466 23.01% ^d | 1221 23.13% ^d | 273 21.14% | 66 26.62% ^d | 59 15.93% | 14 33.87% | 236 21.16% | 115 20.85% | 313 30.43% ^{Tabdfgi} | 68 20.49% | - | 25 25.11% | 11 21.74% | 4 15.02% |
| Southampton | 235 3.69% ^c | 183 3.46% | 51 3.99% ^c | 2 0.87% | 11 2.94% | 2 5.42% | 30 2.71% | 14 2.55% | 51 4.96% ^{acfg} | 9 2.58% | - | 5 5.48% ^c | 1 1.01% | * 1.25% |
| Bristol | 250 3.93% ^{fg} | 194 3.68% | 59 4.58% ^{fg} | 14 5.65% ^{fg} | 10 2.79% | 3 6.54% | 30 2.72% | 12 2.17% | 31 3.05% | 17 5.00% | - | 5 5.04% | - | 3 11.96% |
| Plymouth | 204 3.21% | 159 3.00% | 50 3.90% ^h | 4 1.79% | 17 4.49% ^{hi} | 2 4.42% | 36 3.25% | 17 3.08% | 21 2.08% | 4 1.30% | - | 4 3.71% | 3 5.21% | - |
| Cardiff | 228 3.57% | 201 3.81% ^h | 47 3.67% | 19 7.72% ^{Tabfh} | 23 6.24% ^{Tafh} | - | 36 3.21% | 30 5.45% Th | 24 2.36% | 14 4.36% | - | 3 2.57% | 2 3.81% | 1 4.43% |
| Belfast | 191 3.00% ^{ch} | 163 3.09% ^{ch} | 63 4.89% ^{Tacdgh} | 1 0.43% | 7 1.80% | - | 45 4.07% ^{cgh} | 10 1.79% | 19 1.86% | 12 3.61% ^c | - | 1 0.70% | 1 1.00% | - |
| None of these | 264 4.14% ^h | 218 4.14% ^h | 65 5.04% ^{hi} | 10 4.25% | 29 7.96% ^{TaIghi} | - | 50 4.47% ^h | 18 3.35% | 21 2.00% | 6 1.75% | - | 9 8.57% ^{ghi} | 4 8.27% ^{hi} | 3 11.01% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 292
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | O.2 Mobile supplier | | | | | | | | | | | | | | |
|-----------------|---------------------|------------------|---------------|--------------------|---------------------|------------------------------|--------------|------------------|----------------|--------------------|---------------|-----------------|----------------|--------------------|-------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Glasgow | 249 3.91% | 248 3.93% | 9 3.72% | 40 3.62% | 18 4.21% | 1 1.17% | 42 4.04% | 21 3.88% | 33 5.57% | 16 3.57% | 33 4.28% | 3 2.14% | 6 5.41% | 12 2.92% | 3 2.99% |
| Edinburgh | 242 3.80%v | 240 3.81%v | 11 4.94%v | 36 3.22% | 16 3.71%v | 2 3.99% | 50 4.86%v | 33 5.98%Tnpv | 22 3.62%v | 5 1.17% | 26 3.48%v | 3 2.50% | 4 3.69% | 13 3.03% | 3 3.41% |
| Newcastle | 269 4.23% | 266 4.22% | 10 4.09% | 55 4.90% | 18 4.19% | 1 1.72% | 48 4.64% | 25 4.60% | 24 4.02% | 21 4.83% | 26 3.46% | 4 2.84% | 1 1.18% | 12 2.91% | 5 4.82% |
| Leeds | 250 3.93% | 245 3.88% | 6 2.77% | 37 3.31% | 35 8.18%TnopstwA | - | 29 2.79% | 14 2.58% | 34 5.60%est | 17 3.82% | 30 3.92% | 7 5.13% | 5 3.96% | 22 5.25%S | 1 1.09% |
| Hull | 105 1.66% | 105 1.67% | 3 1.35% | 20 1.76% | 7 1.75% | - | 11 1.04% | 11 1.98% | 14 2.27% | 5 1.08% | 19 2.50%S | 3 2.15% | - | 7 1.67% | 1 0.97% |
| Sheffield | 192 3.01% | 192 3.04% | 11 4.68% | 36 3.23% | 15 3.52% | 1 1.55% | 25 2.40% | 15 2.77% | 13 2.18% | 14 3.25% | 31 4.06% | 6 4.99% | 6 4.83% | 11 2.56% | 3 3.10% |
| Manchester | 483 7.59% | 478 7.59% | 13 5.42% | 81 7.21% | 31 7.18% | 1 2.34% | 77 7.48% | 43 7.84% | 53 8.79% | 31 7.01% | 64 8.41% | 15 12.09%z | 9 7.91% | 24 5.77% | 13 12.92%goz |
| Liverpool | 257 4.04% | 253 4.02% | 9 4.09% | 47 4.17% | 15 3.51% | 3 5.23% | 44 4.29% | 19 3.39% | 18 3.04% | 21 4.76% | 20 2.69% | 4 2.82% | 4 3.09% | 17 4.01% | 3 2.85% |
| Nottingham | 278 4.36% | 275 4.36% | 6 2.40% | 58 5.16% | 13 3.16% | 9 19.07%Tnopqst uvwxyz | 50 4.86% | 15 2.73% | 24 4.08% | 20 4.63% | 29 3.84% | 6 4.81% | 5 4.38% | 20 4.81% | 7 6.52% |
| Birmingham | 512 8.04%stw | 508 8.05%stw | 15 6.34% | 117 10.47%Tnstw | 36 8.51%tw | 3 6.31% | 56 5.41% | 26 4.66% | 50 8.42%stw | 53 12.09%Tnostw | 34 4.49% | 17 13.33%stw | 12 10.15%tw | 53 12.69%Tnostw | 15 14.26%Tostw |
| Norwich | 266 4.17% | 263 4.17% | 12 5.16% | 37 3.28% | 20 4.67% | 1 1.22% | 50 4.87% | 32 5.99%px | 20 3.31% | 19 4.35% | 35 4.55% | 1 0.88% | 4 3.18% | 20 4.76% | 2 2.35% |
| Milton Keynes | 185 2.91% | 182 2.88% | 3 1.29% | 33 2.96% | 13 2.98% | - | 37 3.63%z | 17 3.16% | 16 2.71% | 16 3.56% | 20 2.69% | 1 0.82% | 4 3.50% | 5 1.19% | 1 0.63% |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 292
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|---------------|---------------------|-------------------|----------------|------------------|---------------|-------------------------------|-------------------------|------------------|---------------|---------------------|-------------------|---------------|--------------------------|-------------------|-----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-afone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Brighton | 149 2.34% | 147 2.33% | 8 3.58%z | 24 2.14% | 11 2.64% | 1 1.10% | 21 2.05% | 14 2.52% | 11 1.83% | 10 2.35% | 24 3.20%z | 1 0.46% | 2 1.74% | 4 0.99% | 4 4.10% |
| Oxford | 95 1.49% | 94 1.49% | 6 2.47% | 15 1.33% | 5 1.07% | - | 21 1.99% | 8 1.43% | 10 1.72% | 4 0.91% | 16 2.07% | 1 0.82% | 1 0.92% | 3 0.63% | - |
| London | 1466 23.01% | 1450 23.00% | 64 27.73%qy | 257 23.00% | 82 19.16% | 21 43.08%Tnpqst uvwxyzA | 263 25.45%qy | 115 20.95% | 139 23.30% | 121 27.76%TnqlyA | 171 22.43% | 28 21.81% | 18 15.63% | 93 22.16% | 16 16.02% |
| Southampton | 235 3.69%p | 234 3.71%p | 5 2.14% | 25 2.28% | 19 4.44% | 3 6.19% | 39 3.81% | 22 3.95% | 19 3.22% | 14 3.23% | 46 5.98%Tnopuz | 4 3.41% | 5 4.65% | 7 1.77% | 3 3.06% |
| Bristol | 250 3.93% | 247 3.92% | 13 5.75% | 50 4.52% | 16 3.72% | - | 30 2.91% | 16 3.00% | 17 2.88% | 14 3.30% | 43 5.71%Tnsu | 7 5.59% | 6 5.25% | 16 3.82% | 4 3.84% |
| Plymouth | 204 3.21%v | 203 3.22%v | 4 1.78% | 35 3.13%v | 14 3.23% | - | 25 2.43% | 24 4.38%v | 22 3.63%v | 4 1.00% | 21 2.82% | 4 3.33% | 10 8.39%Tnopqsu vw | 17 4.17%v | 5 4.97%v |
| Cardiff | 228 3.57% s | 227 3.60% s | 6 2.68% | 49 4.43% s | 16 3.78% | 3 7.02% | 22 2.17% | 27 4.83% s | 22 3.67% | 13 2.95% | 20 2.67% | 6 5.08% | 4 3.12% | 21 5.13% s | 4 3.59% |
| Belfast | 191 3.00%p | 191 3.03%p | 4 1.88% | 19 1.67% | 10 2.33% | - | 57 5.51%Tnopquv x | 22 4.08%p | 14 2.38% | 9 2.07% | 25 3.33%p | 1 0.71% | 2 1.47% | 23 5.49%Tnpquv | 1 0.88% |
| None of these | 264 4.14% | 258 4.09% | 13 5.74% | 47 4.24% | 17 4.07% | - | 35 3.37% | 30 5.42% v | 23 3.79% | 10 2.30% | 26 3.42% | 5 4.28% | 9 7.56% sv | 18 4.26% | 8 7.63% v |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|-----------------|------------------------|---------------------|-------------|---------------|--------------|-----------------|-----------------|----------------|------------------|----------------|------------------|--------------------|------------------|-------------------------|------------------|-------------|---------------|----------------|-------------------------------------|----------------------|------------------------------|-------------------------------|----------------|---------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-atone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Util-ity Ware-house (m) | Total pay TV (n) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vuln-erable (t) | Poten-tially vuln-erable (u) | Least vuln-erable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Glasgow | 249 3.91% | 242 3.97% | 58 4.46% | 7 2.42% | 18 4.26% | - | 47 3.77% | 28 4.60% | 58 4.28% | 17 4.61% | - | 1 0.98% | 2 3.93% | - | 143 4.16% | 19 4.27% | 77 4.08% | 12 7.14% | 34 3.71% | 37 3.39% | 144 4.24% | 48 3.69% | 80 3.97% | 158 3.84% |
| Edinburgh | 242 3.80%st | 234 3.85% | 53 4.10% | 8 2.72% | 20 4.86% | 1.20% | 51 4.12% | 25 4.18% | 39 2.84% | 20 5.39%h | - | 6 4.91% | 2 4.27% | 3 9.85% | 122 3.55%st | 19 4.39% | 76 4.03% | 6 3.25% | 21 2.29% | 26 2.37% | 129 3.79% | 66 5.08%Tt | 91 4.50% | 144 3.51% |
| Newcastle | 269 4.23%k | 254 4.18% | 53 4.10% | 21 7.55%Ta | 18 4.29% | 1 3.59% | 48 3.80% | 22 3.71% | 57 4.17% | 13 3.63% | - | 4 3.86% | 5 8.02% | 2 5.62% | 154 4.48% | 22 5.15% | 80 4.26% | 7 4.12% | 43 4.69% | 53 4.85% | 151 4.46% | 42 3.25% | 112 5.57%Tx | 154 3.74% |
| Leeds | 250 3.93% | 237 3.90% | 43 3.35% | 13 4.46% | 15 3.64% | 1 3.89% | 53 4.24% | 17 2.87% | 58 4.25% | 19 5.23% | 1 3.44% | 3 2.71% | 3 4.37% | 1 2.13% | 134 3.90% | 11 2.58% | 79 4.20% | 8 4.83% | 35 3.88% | 48 4.40% | 130 3.85% | 42 3.24% | 87 4.31% | 156 3.80% |
| Hull | 105 1.66%ab fx | 93 1.53%bf | 10 0.77% | - | 1 0.33% | - | 8 0.64% | 8 1.30% | 15 1.07% | 5 1.39% | 33 96.56% | 1 0.58% | 3 4.31%bcdfh | - | 48 1.39% | 6 1.46% | 28 1.50% | 2 1.34% | 11 1.19% | 31 2.80%Tu | 56 1.66%v | 9 0.72% | 42 2.08% | 55 1.33% |
| Sheffield | 192 3.01%hs | 180 2.96%h | 33 2.54% | 7 2.64% | 18 4.44%h | 1 3.02% | 49 3.89%h | 21 3.43% | 14 1.98% | 14 3.89% | - | 1 1.28% | - | - | 92 2.67%st | 7 1.53% | 62 3.30%os | 4 2.45% | 14 1.50% | 46 4.19%Tv | 100 2.94% | 30 2.33% | 65 3.22% | 116 2.83% |
| Manchester | 483 7.59%b | 466 7.66%b | 79 6.06% | 13 4.71% | 36 8.67% | 6 17.82% | 103 8.23% | 62 10.22%Ta | 109 8.01% | 31 8.31% | - | 16 14.22%Ta | 4 7.49% | 1 2.08% | 250 7.29% | 34 7.69% | 120 6.40% | 20 11.76%oq | 75 8.22% | 109 9.95%Tu | 244 7.18% | 91 6.98% | 156 7.77% | 309 7.53% |
| Liverpool | 257 4.04% | 243 4.00% | 50 3.84% | 9 3.31% | 18 4.31% | 2 5.90% | 44 3.49% | 40 6.65%Ta | 49 3.6% | 13 3.42% | - | 7 6.22% | 2 3.94% | 2 5.96% | 147 4.28% | 20 4.64% | 86 4.57% | 5 3.10% | 35 3.89% | 33 2.99% | 142 4.19% | 46 3.52% | 87 4.32% | 165 4.01% |
| Nottingham | 278 4.36%v | 262 4.31% | 57 4.40% | 11 3.96% | 19 4.72% | - | 46 3.70% | 26 4.35% | 77 5.66%Ta | 16 4.35% | - | 3 2.24% | 3 4.99% | - | 150 4.36% | 15 3.53% | 77 4.08% | 8 4.54% | 49 5.35% | 42 3.84% | 173 5.09%Tv | 37 2.84% | 97 4.81% | 172 4.20% |
| Birmingham | 512 8.04%bi vw | 485 7.97%bi | 82 6.30% | 21 7.44% | 27 6.44% | 3 9.28% | 126 10.10%Ta | 35 5.86% | 155 11.36%Ta | 17 4.51% | - | 6 5.15% | 3 4.30% | 4 16.06% | 313 9.11%T | 41 9.35% | 164 8.73% | 8 4.64% | 97 10.72%T | 113 10.30%Tv | 280 8.24%v | 75 5.79% | 137 6.78% | 354 8.63%w |

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | |
|---------------|------------------------------------|------------------------------------|-----------------------------------|---------------------------|------------------------------------|-----------------|----------------------------------|----------------------------|---------------------------------------|---------------------------|------------------|---------------------------|---------------------------|-----------------------|----------------------------|--------------------------------|--------------------------------|--------------------------|-------------------------------------|---------------------|----------------------------|---------------------------------|----------------|---------------------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-atone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Norwich | 266 4.17%hs | 258 4.24%h | 67 5.18%h | 13 4.63%h | 28 6.74%Tahi | - | 67 5.33%h | 31 5.12%h | 28 2.08% | 11 2.84% | - | 5 4.67% | 1 1.89% | 1 2.17% | 138 4.02% _s | 15 3.42% | 88 4.67% _s | 12 7.00% _s | 20 2.20% | 48 4.36% | 154 4.53% | 41 3.17% | 105 5.24%Tx | 153 3.73% |
| Milton Keynes | 185 2.91% | 175 2.88% | 32 2.50% | 8 2.86% | 11 2.55% | 1 2.08% | 29 2.32% | 29 4.76%Tabfthk | 37 2.70% | 20 5.49%Tabfk | - | - | - | 2 8.43% | 105 3.05% | 7 1.61% | 55 2.90% | 12 7.14%To | 28 3.13% | 29 2.67% | 105 3.10% | 42 3.22% | 54 2.67% | 129 3.13% |
| Brighton | 149 2.34% | 142 2.34% | 35 2.71% | 8 2.85% | 6 1.45% | 1 3.40% | 28 2.21% | 20 3.24%h | 21 1.52% | 14 3.77%h | - | - | 1 2.20% | 2 6.07% | 68 1.97% | 4 0.97% | 46 2.42% | 3 1.59% | 15 1.68% | 22 1.97% | 84 2.46% | 34 2.58% | 52 2.60% | 89 2.17% |
| Oxford | 95 1.49% | 92 1.52% | 26 1.98% | 6 2.12% | 6 1.47% | - | 21 1.65% | 4 0.70% | 16 1.14% | 7 1.86% | - | 4 3.68%gh | 1 0.90% | - | 53 1.55% | 8 1.81% | 36 1.89% | 1 0.43% | 9 0.98% | 14 1.23% | 47 1.38% | 25 1.92% | 22 1.12% | 62 1.52% |
| London | 1466 23.01% _d quw | 1393 22.92% _d | 273 21.00% _d | 76 26.71% _d | 58 13.94% | 12 38.24% | 261 20.90% _d | 128 21.15% _d | 380 27.81% _T abdfjgi | 79 21.39% _d | - | 27 23.56% _d | 16 27.57% _d | 4 14.32% | 808 23.53% _q | 100 22.66% | 386 20.52% | 38 22.57% | 275 30.33% _T opq | 264 24.00% | 704 20.76% | 361 27.68% _T u | 404 20.08% | 988 24.05% _T w |
| Southampton | 235 3.69% _q | 224 3.68% | 47 3.61% | 6 1.96% | 12 2.90% | 2 7.10% | 39 3.10% | 16 2.65% | 68 4.98% _{Ta} fg | 12 3.22% | - | 5 4.83% | 1 2.15% | * 1.19% | 113 3.29% | 17 3.84% | 51 2.73% | 1 0.61% | 41 4.56% _{qr} | 34 3.10% | 128 3.78% | 53 4.07% | 76 3.79% | 146 3.57% |
| Bristol | 250 3.93% _g | 240 3.95% _g | 64 4.92% _g | 14 5.09% | 16 3.78% | - | 42 3.39% | 14 2.23% | 48 3.52% | 16 4.39% | - | 7 6.47% _g | * 0.80% | 3 11.40% | 129 3.77% | 27 6.08% _{To} q | 65 3.44% | 5 2.69% | 34 3.69% | 31 2.85% | 136 4.00% | 62 4.74% | 78 3.90% | 164 3.99% |
| Plymouth | 204 3.21% _v | 197 3.24% | 54 4.16% _{hi} | 9 3.23% | 23 5.55% _{Ta} ghi | 1 4.49% | 39 3.10% | 16 2.66% | 34 2.49% | 5 1.46% | - | 4 3.27% | 3 5.71% _i | - | 100 2.90% | 16 3.66% | 59 3.13% | 3 1.80% | 20 2.26% | 29 2.67% | 133 3.92% _{Tv} | 24 1.85% | 59 2.94% | 138 3.36% |
| Cardiff | 228 3.57% _{hs} t | 224 3.68% _h | 51 3.93% _h | 17 5.83% _h | 26 6.21% _{Tafh} ghi | - | 44 3.51% | 30 5.00% _h | 30 2.16% | 18 4.90% _h | - | 3 2.69% | 2 3.34% | 1 4.23% | 134 3.90% _s | 13 3.05% | 92 4.87% _{To} s | 8 4.75% | 18 2.00% | 26 2.37% | 132 3.88% _t | 46 3.55% | 64 3.17% | 155 3.78% |
| Belfast | 191 3.00% _{ch} tu | 188 3.08% _{ch} cdgh | 64 4.92% _{Ta} cdgh | 2 0.72% | 9 2.22% | - | 53 4.23% _{Ta} ogh | 12 1.95% | 26 1.93% | 13 3.38% | - | 1 0.61% | 1 0.87% | - | 114 3.31% _s | 20 4.53% _s | 73 3.86% _{Ts} | 4 2.37% | 17 1.91% | 16 1.46% | 75 2.21% | 85 6.51% _{Tt} u | 51 2.54% | 138 3.35% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | |
|---------------|------------------------|---------------------|--------------------|--------------------|--------------------|-----------------|---------|--------------------|------------------|--------------|------------------|-------------------|---------------------|-----------------------|---------------------|--------------------|---------|---------------------|-------------------------------------|---------------------|----------------------------|--------------------------------|---------|--------|-------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) | |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 | |
| None of these | 264 | 252 | 67 | 13 | 30 | - | 54 | 20 | 34 | 9 | - | 9 | 5 | 3 | 121 | 16 | 83 | 3 | 17 | 46 | 147 | 42 | 93 | 162 | |
| | 4.14% _s | 4.14% _h | 5.19% _h | 4.67% _i | 7.25% _i | Tafgh | - | 4.28% _h | 3.34% | 2.45% | 2.56% | - | 8.08% _{gh} | 8.95% _{gh} | 10.50% _h | 3.52% _s | 3.59% | 4.42% _{os} | 1.89% | 1.82% | 4.22% | 4.32% | 3.26% | 4.61% | 3.94% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 294
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | | |
|--------------------|--------------|-------------------------|---------------|----------------------|-------------------------|--------------------------|--------------------------|-----------------------|------------------------|------------------------|-------------------------|----------------------|------------------------|----------------------|------------------------|----------------------|----------------------|--------------|--------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) | |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 | |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 | |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 | |
| Up to £7,000 | (3.5) | 234 | 120 | 114 | 59 | 30 | 32 | 52 | 38 | 18 | 4 | 23 | 54 | 26 | 131 | 77 | 157 | 37 | |
| | | 3.67% ^{hijln} | 3.85% | 3.53% | 6.72% ^{Tdeghi} | 2.86% | 3.28% ^{ai} | 4.79% ^{hi} | 4.09% ^{hi} | 1.77% | 1.04% | 1.33% | 3.02% ^j | 1.99% | 8.47% ^{Tjkl} | 2.19% | 5.52% ^{Tn} | 3.83% | 3.03% |
| £7,001 to £14,000 | (10.5) | 666 | 273 | 390 | 44 | 50 | 78 | 122 | 122 | 178 | 72 | 71 | 143 | 72 | 380 | 214 | 452 | 537 | |
| | | 10.45% ^{acdej} | 8.78% | 12.03% ^{Ta} | 5.03% | 4.69% | 7.87% ^{cd} | 11.16% ^{cde} | 13.29% ^{Tcde} | 17.71% ^{Tcde} | 17.04% ^{Tcdef} | 4.10% | 7.97% ^{jl} | 5.57% | 24.53% ^{Tjkl} | 6.07% | 15.90% ^{Tn} | 10.45% | 10.47% |
| £14,001 to £21,000 | (17.5) | 897 | 396 | 498 | 63 | 113 | 123 | 138 | 151 | 213 | 96 | 135 | 296 | 149 | 317 | 431 | 466 | 726 | |
| | | 14.08% ^{acdj} | 12.74% | 15.36% ^{Ta} | 7.14% | 10.65% ^c | 12.50% ^c | 12.61% ^c | 16.45% ^{cdef} | 21.12% ^{Tcde} | 22.71% ^{Tcdef} | 7.76% | 16.48% ^{Tjl} | 11.53% ^j | 20.48% ^{Tjkl} | 12.20% | 16.41% ^{Tn} | 14.11% | 13.93% |
| £21,001 to £28,000 | (24.5) | 1197 | 583 | 611 | 104 | 201 | 168 | 204 | 206 | 207 | 107 | 312 | 388 | 225 | 699 | 498 | 944 | 254 | |
| | | 18.79% ^c | 18.75% | 18.85% | 11.84% | 18.89% ^c | 17.03% ^c | 18.58% ^c | 22.49% ^{Tce} | 20.57% ^c | 25.46% ^{Tcde} | 17.99% | 21.57% ^{Tjlm} | 17.38% | 17.65% | 19.81% ^{To} | 17.53% | 18.35% | 20.65% |
| £28,001 to £34,000 | (31) | 963 | 488 | 475 | 63 | 177 | 177 | 168 | 131 | 186 | 61 | 284 | 292 | 212 | 174 | 576 | 386 | 781 | |
| | | 15.11% ^{cmo} | 15.69% | 14.64% | 7.22% | 16.63% ^c | 17.91% ^{Tc} | 15.32% ^c | 14.24% ^c | 18.46% ^{Tcg} | 14.51% ^c | 16.38% ^{cm} | 16.27% ^{cm} | 16.40% ^{cm} | 11.26% | 16.32% ^{To} | 13.60% | 15.18% | 14.80% |
| £34,001 to £41,000 | (37.5) | 566 | 291 | 275 | 69 | 82 | 133 | 89 | 91 | 74 | 27 | 193 | 171 | 122 | 81 | 364 | 202 | 455 | |
| | | 8.89% ^{mo} | 9.37% | 8.49% | 7.90% | 7.75% | 13.43% ^{Tcdfig} | 8.16% | 9.88% | 7.40% | 6.46% | 11.11% Tm | 9.53% ^m | 9.42% ^m | 5.21% | 10.31% ^{To} | 7.12% | 8.86% | 9.02% |
| £41,001 to £48,000 | (44.5) | 395 | 201 | 191 | 53 | 112 | 62 | 74 | 52 | 31 | 12 | 134 | 91 | 127 | 44 | 225 | 170 | 325 | |
| | | 6.20% ^{hikm} | 6.47% | 5.90% | 6.04% ^{hi} | 10.57% ^{Tcefgh} | 6.26% ^{hi} | 6.71% ^{hi} | 5.64% ^{hi} | 3.06% | 2.76% | 7.72% ^{Tkm} | 5.06% ^m | 9.79% ^{Tkm} | 2.82% | 6.37% | 6.00% | 6.33% | 5.68% |
| £48,001 to £55,000 | (51.5) | 279 | 134 | 144 | 53 | 63 | 48 | 74 | 25 | 12 | 4 | 103 | 72 | 77 | 27 | 175 | 104 | 232 | |
| | | 4.38% ^{ghimo} | 4.32% | 4.43% | 6.03% ^{Tghi} | 5.94% ^{Tghi} | 4.88% ^{ghi} | 6.75% ^{Tghi} | 2.77% ^{hi} | 1.15% | 0.86% | 5.92% ^{Tkm} | 4.01% ^m | 5.98% ^{Tkm} | 1.74% | 4.95% ^{To} | 3.67% | 4.51% | 3.82% |
| £55,001 to £62,000 | (58.5) | 206 | 103 | 100 | 62 | 51 | 30 | 33 | 18 | 11 | - | 70 | 62 | 67 | 8 | 132 | 75 | 163 | |
| | | 3.24% ^{ghimo} | 3.33% | 3.08% | 7.03% ^{Tefgh} | 4.82% ^{Tghi} | 3.08% ^{hi} | 3.05% ^{hi} | 1.96% ⁱ | 1.14% ⁱ | - | 4.06% ^m | 3.42% ^m | 5.17% ^{Tkm} | 0.49% | 3.74% ^{To} | 2.62% | 3.18% | 3.50% |
| £62,001 to £69,000 | (65.5) | 133 | 76 | 58 | 27 | 42 | 34 | 17 | 13 | 1 | * | 56 | 26 | 44 | 6 | 83 | 51 | 107 | |
| | | 2.09% ^{him} | 2.43% | 1.78% | 3.07% ^{ghi} | 3.93% ^{Tfghi} | 3.44% ^{Tfghi} | 1.52% ^{hi} | 1.41% ^{hi} | 0.06% | 0.12% | 3.26% ^{Tkm} | 1.45% ^m | 3.42% ^{Tkm} | 0.42% | 2.34% | 1.79% | 2.08% | 2.16% |
| £69,001 to £76,000 | (72.5) | 128 | 76 | 53 | 37 | 29 | 29 | 19 | 11 | 3 | 2 | 54 | 30 | 42 | 2 | 84 | 44 | 107 | |
| | | 2.01% ^{bbhimo} | 2.44% | 1.62% | 4.16% ^{Tfghi} | 2.68% ^{ghi} | 2.93% ^{ghi} | 1.74% ^h | 1.18% ^h | 0.27% | 0.38% | 3.11% ^{Tkm} | 1.70% ^m | 3.25% ^{Tkm} | 0.12% | 2.39% ^{To} | 1.55% | 2.08% | 1.72% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 294
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|-------------------------|---------------|-------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|------------|------------|------------|-------------|-------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| £76,001 to £83,000 | (79.5) 103 | 66 | 37 | 37 | 23 | 7 | 28 | 5 | 1 | 3 | 61 | 21 | 14 | 6 | 82 | 21 | 84 | 19 |
| | | 1.62% b | 1.15% c | 4.17% d | 2.13% e | 0.72% f | 2.54% g | 0.55% h | 0.11% i | 0.61% j | 3.52% k | 1.19% l | 1.11% m | 0.41% n | 2.33% o | 0.73% p | 1.64% q | 1.54% r |
| £83,001 or more | (86) 198 | 125 | 73 | 75 | 45 | 28 | 30 | 11 | 8 | 1 | 126 | 47 | 23 | 2 | 173 | 25 | 162 | 36 |
| | | 3.11% b | 2.26% c | 8.54% d | 4.25% e | 2.84% f | 2.77% g | 1.24% h | 0.75% i | 0.20% j | 7.28% k | 2.60% l | 1.80% m | 0.14% n | 4.90% o | 0.90% p | 3.15% q | 2.95% r |
| Prefer not to answer | 405 | 177 | 222 | 133 | 45 | 38 | 47 | 44 | 65 | 33 | 112 | 103 | 93 | 97 | 215 | 190 | 322 | 83 |
| | 6.35% d | 5.70% e | 6.86% f | 15.13% g | 4.21% h | 3.83% i | 4.30% j | 4.81% k | 6.41% l | 7.86% m | 6.46% n | 5.72% o | 7.18% p | 6.26% q | 6.08% r | 6.68% s | 6.25% t | 6.75% u |
| Average income (£000's) | 32.05 b | 33.73 c | 30.42 d | 42.06 e | 37.16 f | 33.67 g | 32.20 h | 27.75 i | 24.31 j | 23.48 k | 40.40 l | 31.20 m | 35.60 n | 20.78 o | 35.70 p | 27.48 q | 32.11 r | 31.77 s |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 295
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | | |
|--------------------|--------------|------------------|------------------|------------------|--------------|----------------|-------------------|------------------|------------------------|-------------------|-------------------|--------------------|---------------------|------------------|-----------------|----------------|-------------------|-----------------------|---------------------|---------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East of England (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) | |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 | |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 | |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 | |
| Up to £7,000 | (3.5) q | 234 3.67%dp | 209 3.90%kd | 15 2.89% | 9 3.05% | 1 0.45% | 15 2.89% | 12 4.65%p | 20 2.88% | 26 4.94%op | 38 6.80%Tej | 15 3.33% | 9 3.05% | 21 3.50% | 38 4.49%p | 27 3.12% | 12 2.20% | 1 0.45% | 171 3.13% | 57 6.72%Tq |
| £7,001 to £14,000 | (10.5) | 666 10.45% | 555 10.38% | 74 13.87%Tacd | 24 7.90% | 14 7.18% | 74 13.87%Tikmp | 28 10.90% | 76 10.77% | 53 10.15% | 49 8.86% | 58 12.61% | 24 7.90% | 71 11.86% | 82 8.62% | 95 10.85% | 53 9.81% | 14 7.18% | 589 10.79% | 71 8.35% |
| £14,001 to £21,000 | (17.5) ip | 897 14.08%dp | 782 14.63%Td | 63 11.93% | 37 12.24% | 15 7.60% | 63 11.93% | 43 16.84%ip | 117 16.56%inp | 85 16.42%ip | 61 10.91% | 84 18.26%Teinop | 37 12.24% | 88 14.65%p | 130 15.50%ip | 107 12.28% | 68 12.50% | 15 7.60% | 780 14.28% | 108 12.67% |
| £21,001 to £28,000 | (24.5) mp | 1197 18.79%dp | 1023 19.13%dp | 91 17.19% | 60 19.82% | 23 12.20% | 91 17.19% | 43 17.10% | 148 21.05%mp | 111 21.40%mp | 107 19.26% | 91 19.83%mp | 60 19.82% | 136 22.61%Tmp | 123 14.67% | 160 18.41% | 103 18.89% | 23 12.20% | 1056 19.32%T | 137 16.16% |
| £28,001 to £34,000 | (31) pr | 963 15.11%dp | 829 15.50%dp | 77 14.55% | 40 13.10% | 17 8.85% | 77 14.55% | 51 20.21%Tgmp | 96 13.67% | 92 17.82%mp | 78 14.10% | 63 13.85% | 40 13.10% | 93 15.48%p | 111 13.23% | 139 15.99%p | 104 19.04%Tgmp | 17 8.85% | 853 15.61%Tr | 104 12.28% |
| £34,001 to £41,000 | (37.5) | 566 8.89% | 467 8.73% | 51 9.61% | 27 8.94% | 21 11.20% | 51 9.61% | 15 5.83% | 64 9.10% | 43 8.20% | 57 10.30% | 33 7.28% | 27 8.94% | 48 8.02% | 76 9.03% | 73 8.34% | 58 10.66% | 21 11.20% | 485 8.88% | 79 9.29% |
| £41,001 to £48,000 | (44.5) h | 395 6.20%h | 324 6.06% | 31 5.80% | 25 8.35% | 15 7.92% | 31 5.80% | 13 5.02% | 43 6.09%h | 15 2.95% | 49 8.85%Thmo | 39 8.60%hm | 25 8.35%h | 36 5.95%h | 44 5.27% | 57 6.56%h | 27 5.00% | 15 7.92%h | 341 6.24% | 53 6.26% |
| £48,001 to £55,000 | (51.5) a | 279 4.38%a | 218 4.08% | 28 5.32% | 20 6.54% | 13 6.71% | 28 5.32% | 8 3.29% | 22 3.19% | 14 2.61% | 40 7.14%Tghjin | 16 3.56% | 20 6.54%gh | 32 3.36% | 43 5.14% | 32 3.69% | 48 4.08% | 22 6.71%h | 237 4.34% | 39 4.64% |
| £55,001 to £62,000 | (58.5) a | 206 3.24%a | 160 2.99% | 16 3.06% | 16 5.24% | 14 7.58%Tab | 16 3.06% | 6 2.37% | 20 2.84% | 12 2.40% | 12 2.20% | 15 3.18% | 16 5.24%il | 14 2.28% | 27 3.23% | 35 4.00% | 19 3.48% | 14 7.58%Tefghijlmo | 171 3.13% | 29 3.42% |
| £62,001 to £69,000 | (65.5) aq | 133 2.09%aq | 100 1.87% | 14 2.65% | 9 2.93% | 10 5.49%Ta | 14 2.65% | 2 0.77% | 14 2.01% | 5 0.99% | 5 0.92% | 4 0.93% | 9 2.93% | 14 2.38% | 23 2.76%il | 18 2.10% | 14 2.49% | 10 5.49%Tfghijn | 104 1.91% | 29 3.40%Tq |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 295
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|---------------------------|-------------------------|--------------|--------------------|-------------|---------------------|--------------------|---------------------|------------------|------------------------|-------------------|-------------------|------------------|--------------------|--------------------------------|--------------------|------------------|--------------------------------|--------------|----------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | Ni (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | East-ern (l) | London (m) | South East (n) | South West (o) | N. Ire-land (p) | White (q) | Minor-ity ethnic (r) |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| £69,001 to £76,000 (72.5) | 128 2.01% ego | 105 1.97% | 4 0.75% | 4 1.40% | 15 7.72% Tabc | 4 0.75% | 10 3.85% egio | 6 0.79% | 12 2.30% | 7 1.28% | 7 1.47% | 4 1.40% | 16 2.73% ego | 19 2.27% | 25 2.84% ego | 4 0.74% | 15 7.72% Tegh ijkimno | 109 2.00% | 18 2.11% |
| £76,001 to £83,000 (79.5) | 103 1.62% ah | 78 1.45% | 16 3.08% Tac | 1 0.21% | 8 4.32% Tac | 16 3.08% Thk | 3 1.28% | 9 1.24% | 2 0.38% | 8 1.51% | 5 1.12% | 1 0.21% | 11 1.78% | 19 2.31% hk | 12 1.42% | 8 1.44% | 8 4.32% Tghi jkno | 82 1.51% | 21 2.43% |
| £83,001 or more (86) | 198 3.11% ij q | 166 3.11% | 15 2.80% | 5 1.81% | 12 6.11% Tac | 15 2.80% | 7 2.71% | 16 2.27% | 9 1.82% | 8 1.43% | 5 1.11% | 5 1.81% | 12 2.04% | 58 6.85% Tefg hijklno | 36 4.15% hij | 15 2.76% | 12 6.11% Tghi jkl | 158 2.89% | 41 4.80% Tq |
| Prefer not to answer | 405 6.35% lq | 332 6.20% | 34 6.48% | 26 8.46% | 13 6.68% | 34 6.48% l | 13 5.16% | 53 7.54% l | 40 7.63% l | 36 6.43% l | 22 4.87% | 26 8.46% l | 20 3.35% | 56 6.65% l | 54 6.24% l | 37 6.89% l | 13 6.68% | 326 5.97% | 63 7.47% |
| Average income (£000's) | 32.05 ag hj | 31.54 | 32.32 | 32.95 | 44.28 Tabc | 32.32 hj | 30.43 | 30.04 | 28.36 | 30.88 h | 28.96 | 32.95 ghj | 30.73 | 35.25 Tefg hijlo | 33.37 ghj l | 32.09 hj | 44.28 Tefg hijkimno | 31.77 | 34.12 Tq |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 296
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

| O.1 Landline supplier | | | | | | | | | | | | | | |
|-----------------------|-----------|---------------------|-----------------|----------------|------------------|---------------------|-------------|----------------|----------------------|---------------|-----------------|---------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Up to £7,000 | (3.5) | 234 3.67%a | 173 3.28% | 34 2.66% | 8 3.13% | 12 3.15% | 8 20.00% | 29 2.64% | 27 4.99%abf | 29 2.79% | 15 4.59% | 4 4.71% | 2 3.71% | - |
| £7,001 to £14,000 | (10.5) | 666 10.45%f | 554 10.49%f | 136 10.58%f | 34 13.89%f | 46 12.44%f | 6 13.21% | 79 7.12% | 104 13.85%Tafi | 28 10.13%f | 4 13.56% | 15 15.12%f | 9 18.59%fi | 3 11.81% |
| £14,001 to £21,000 | (17.5) | 897 14.08% | 754 14.30% | 168 13.06% | 27 10.93% | 57 15.53% | 2 5.85% | 161 14.40% | 105 19.08%Tabcfhi | 147 14.26% | 35 10.61% | 6 24.05% | 16 16.47% | 2 9.44% |
| £21,001 to £28,000 | (24.5) | 1197 18.79% | 1023 19.39%T | 256 19.82% | 41 16.54% | 97 26.13%Tabcfhk | 4 9.83% | 212 18.97% | 116 21.12% | 180 17.45% | 65 19.78% | 4 13.81% | 13 12.76% | 10 20.29% |
| £28,001 to £34,000 | (31) | 963 15.11% | 813 15.41% | 217 16.83% | 43 17.32% | 54 14.49% | 2 4.99% | 168 15.04% | 74 13.44% | 178 17.32% | 45 13.54% | 3 12.48% | 9 8.86% | 5 20.03% |
| £34,001 to £41,000 | (37.5) | 566 8.89% | 481 9.11% | 128 9.94%g | 20 8.06% | 32 8.79% | 9 21.71% | 109 9.76% | 36 6.62% | 81 7.91% | 36 10.75% | 5 17.89% | 10 10.30% | 5 5.99% |
| £41,001 to £48,000 | (44.5) | 395 6.20% | 335 6.35%g | 75 5.79% | 19 7.54% | 23 6.23% | 3 7.11% | 90 8.11%Tag | 23 4.14% | 63 6.09% | 17 5.02% | 3 10.11% | 10 10.23%g | - |
| £48,001 to £55,000 | (51.5) | 279 4.38%b | 229 4.34%b | 41 3.18% | 13 5.38% | 15 4.18% | 2 5.75% | 60 5.39%b | 18 3.33% | 45 4.37% | 18 5.34% | 1 3.40% | 6 5.77% | - |
| £55,001 to £62,000 | (58.5) | 206 3.24%a | 159 3.01% | 35 2.74% | 6 2.52% | 9 2.51% | - | 40 3.57% | 17 3.15% | 34 3.31% | 12 3.50% | - | 3 2.97% | - |
| £62,001 to £69,000 | (65.5) | 133 2.09% | 107 2.03% | 25 1.96% | 11 4.53%Tabdg | 3 0.90% | - | 27 2.44% | 7 1.20% | 22 2.18% | 7 2.21% | - | - | - |
| £69,001 to £76,000 | (72.5) | 128 2.01% | 104 1.98% | 35 2.73%d | 1 0.37% | 2 0.50% | - | 26 2.33% | 8 1.40% | 24 2.29% | 8 2.44% | - | 1 2.44% | - |
| £76,001 to £83,000 | (79.5) | 103 1.62% | 89 1.69% | 21 1.66% | - | 2 0.63% | - | 21 1.84% | 7 1.34% | 23 2.20% | 11 3.24%cd | - | 4 4.08%cd | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 296

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------------|-----------------------|---------------------|----------|---------|--------------|-----------------|-------------|---------------|------------------|--------------|-----------------|------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| £83,001 or more (86) | 198 | 160 | 37 | 6 | 5 | - | 37 | 3 | 43 | 21 | - | 3 | - | - |
| | 3.11%g | 3.04%g | 2.88%g | 2.49% | 1.23% | - | 3.32%g | 0.62% | 4.16%dg | 6.48%Tabdfg | - | 3.03% | - | - |
| Prefer not to answer | 405 | 295 | 80 | 18 | 12 | 5 | 57 | 31 | 57 | 14 | - | 7 | 6 | - |
| | 6.35%ad | 5.59% | 6.18% | 7.30% | 3.28% | 11.57% | 5.08% | 5.71% | 5.54% | 4.09% | - | 6.88% | 12.29%adfi | - |
| Average income (£000's) | 32.05dgl | 31.99dgl | 32.15dgl | 31.17gl | 28.15 | 24.12 | 34.14Tabdgl | 27.15 | 33.43adgl | 35.84Tabcdgl | 26.01 | 31.62g | 24.94 | 25.84 |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 297

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

| | Total (T) | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------|-----------|------------------------|-----------------------|------------------------------|-----------------------|----------------------------|----------------------------|------------------------|-----------------------------|--------------------------|------------------------|-----------------------|-------------------------------|-------------------------|---------------------------|---------------------|
| | | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) | |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 | |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* | |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 | |
| Up to £7,000 | (3.5) | 234 3.67% <i>ev</i> | 229 3.63% | 7 2.99% | 33 2.92% | 30 7.08% <i>Tnptuvz</i> | 46 9.18% <i>tvz</i> | 12 4.44% <i>evz</i> | 19 3.13% | 7 1.62% | 37 4.85% <i>lvz</i> | 3 2.41% | 3 2.85% | 7 1.71% | 7 7.26% <i>ptvz</i> | |
| £7,001 to £14,000 | (10.5) | 666 10.45% | 655 10.39% | 26 11.29% | 112 10.04% | 50 11.69% | 4 7.48% | 106 10.26% | 64 12.96% | 39 8.88% | 68 8.95% | 8 6.54% | 13 10.95% | 36 8.62% | 11 11.10% | |
| £14,001 to £21,000 | (17.5) | 897 14.08% | 887 14.06% | 30 12.95% | 143 12.77% | 63 14.72% | 7 14.72% | 123 11.90% | 100 18.19% <i>Tnpswy</i> | 86 14.35% | 71 16.33% | 89 11.67% | 21 16.15% | 11 9.45% | 67 15.95% | 20 19.24% |
| £21,001 to £28,000 | (24.5) | 1197 18.79% | 1189 18.86% | 51 21.79% | 202 18.06% | 93 21.84% | 5 9.34% | 189 18.30% | 115 20.98% | 112 18.65% | 90 20.69% | 139 18.19% | 17 13.23% | 29 24.38% | 77 18.50% | 18 17.44% |
| £28,001 to £34,000 | (31) | 963 15.11% | 954 15.13% | 31 13.14% | 171 15.35% | 54 12.67% | 8 15.55% | 170 16.48% | 77 14.07% | 87 14.51% | 56 12.93% | 134 17.64% | 31 24.38% <i>Tnopqtuvz</i> | 16 13.30% | 57 13.66% | 14 13.74% |
| £34,001 to £41,000 | (37.5) | 566 8.89% | 564 8.95% | 19 8.38% | 108 9.66% | 36 8.33% | 1 1.55% | 103 9.96% | 47 8.63% | 55 9.12% | 48 10.99% <i>w</i> | 9 7.03% | 11 9.98% | 43 8.92% | 8 7.97% | |
| £41,001 to £48,000 | (44.5) | 395 6.20% <i>q</i> | 390 6.19% <i>q</i> | 6 2.71% | 75 6.71% <i>oq</i> | 14 3.36% | 5 9.23% | 62 5.97% | 37 6.69% <i>q</i> | 45 7.47% <i>oq</i> | 18 4.22% | 53 7.02% <i>oq</i> | 11 8.70% <i>oq</i> | 6 5.23% | 33 7.94% <i>oq</i> | 7 6.66% |
| £48,001 to £55,000 | (51.5) | 279 4.38% <i>t</i> | 279 4.43% <i>t</i> | 8 3.53% | 55 4.94% <i>t</i> | 19 4.43% | 6 11.44% <i>tuwA</i> | 50 4.85% <i>t</i> | 13 2.39% | 20 3.41% | 17 3.88% | 27 3.54% | 4 3.49% | 7 6.15% | 31 7.33% <i>TntuWA</i> | 1 0.59% |
| £55,001 to £62,000 | (58.5) | 206 3.24% <i>t</i> | 204 3.24% <i>t</i> | 7 2.85% | 48 4.30% <i>t</i> | 17 3.97% <i>t</i> | 5 10.20% <i>Tnstvxz</i> | 28 2.74% | 8 1.48% | 19 3.26% | 12 2.64% | 31 4.05% <i>t</i> | 2 1.19% | 5 4.34% | 12 2.80% | 2 2.05% |
| £62,001 to £69,000 | (65.5) | 133 2.09% | 133 2.12% | 3 1.30% | 27 2.45% | 6 1.51% | 1 1.71% | 32 3.05% | 9 1.65% | 10 1.75% | 17 3.82% <i>Tnz</i> | 16 2.11% | - | 1 1.09% | 5 1.09% | 2 1.90% |
| £69,001 to £76,000 | (72.5) | 128 2.01% | 128 2.03% | 13 5.58% <i>Tnpgstwxz</i> | 24 2.17% | 2 0.58% | * | 13 0.89% | 6 1.31% | 21 3.49% <i>Tnqst</i> | 11 2.50% | 18 2.31% | - | 5 4.34% <i>qstx</i> | 8 2.01% | 4 3.48% <i>q</i> |
| £76,001 to £83,000 | (79.5) | 103 1.62% <i>p</i> | 103 1.63% <i>p</i> | 5 2.13% | 9 0.83% | 3 0.63% | - | 18 1.76% | 8 1.51% | 7 1.24% | 12 2.74% <i>pq</i> | 18 2.35% <i>p</i> | 1 0.60% | 6 4.68% <i>Tnpqu</i> | 8 1.87% | - |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 297

What is the combined annual income of your household, prior to tax being deducted?**Base: All respondents**

| | Total (T) | Q.2 Mobile supplier | | | | | | | | | | | | | |
|-------------------------|---------------|---------------------|------------------|-------------|----------------------|------------------------|-------------|---------------------|--------------|---------------------|-----------------------|------------------|---------------------|-------------|---------------|
| | | Total mobile (n) | BT Mobile (o) | EE (p) | giff- gaff (q) | Lyca- mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda- afone (w) | iD Mobile (x) | Plus- net (y) | Sky (z) | Smarty (A) |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| £83,001 or more (86) | 198 3.11% | 197 3.13%t | 10 4.30%t | 38 3.42% | 11 2.57% | 3 7.02%tu | 31 3.01% | 8 1.48% | 10 1.67% | 16 3.67% | 33 4.29%tu | 8 6.44%tu | 2 2.11% | 15 3.64% | 1 1.01% |
| Prefer not to answer | 405 6.35%n | 391 6.21% | 16 7.06% | 71 6.37% | 28 6.64% | 1 1.70% | 62 5.98% | 37 6.67% | 44 7.34% | 22 5.09% | 46 6.00% | 13 9.87%y | 3 2.22% | 19 4.61% | 8 7.55% |
| Average income (£000's) | 32.05qt | 32.12TqtA | 33.45qtA | 33.14qtA | 28.57 | 35.75qt | 32.26qt | 28.74 | 31.62qt | 33.83qtA | 33.66TqtA | 32.62 | 34.53qtA | 33.66qtA | 27.49 |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 298
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

| | Total (T) | Q.3 Broadband supplier | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | | | | |
|--------------------|-----------|---------------------------|---------------------|--------------------|----------------------------|-----------------------------------|-------------|--------------------------|---------------------------|---------------|------------------|-------------------|---------------------|-----------------------|------------------|-------------------|--------------|-------------------------------------|---------------------------|----------------------|--------------------------------|--------------------------|------------------------|-------------------------|--------------------|
| | | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) | |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 | |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 | |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 | |
| Up to £7,000 | (3.5) | 234 3.67%ab oquvx | 200 3.28% | 33 2.56% | 17 6.13%ab fh | 12 2.94% | 2 6.25% | 33 2.65% | 28 4.57%b | 41 3.01% | 13 3.39% | 3 7.62% | 5 4.49% | 3 4.45% | 107 3.10% | 13 3.06% | 50 2.67% | 16 9.24%To pqs | 26 2.89% | 211 19.24%Tu v | 10 0.29% | 2 0.16% | 107 5.32%Tx | 118 2.87% | |
| £7,001 to £14,000 | (10.5) | 666 10.45% opqvx | 632 10.40% f | 136 10.49% f | 44 15.44% T ablfh | 49 11.92% f | 4 11.21% | 93 7.45% | 129 13.99% Ta fh | 129 9.42% | 41 11.05% | 4 11.94% | 16 14.21% f | 9 14.77% f | 3 11.26% | 298 8.67% | 28 6.48% | 144 7.67% | 28 16.55% T opqs | 93 10.28% | 292 26.60% T uv | 359 10.57% v | 1 0.04% | 328 16.30% Tx | 314 7.65% |
| £14,001 to £21,000 | (17.5) | 897 14.08% o qvx | 859 14.14% | 158 12.21% | 34 12.13% | 67 16.14% | 2 6.58% | 167 13.40% | 104 17.23% T ab | 201 14.67% | 51 13.66% | 7 21.76% | 16 14.58% | 11 18.48% | 3 11.32% | 438 12.75% | 53 12.08% | 224 11.88% | 26 15.02% | 132 14.56% | 158 14.40% v | 708 20.85% T v | 5 0.39% | 371 18.45% T x | 499 12.15% |
| £21,001 to £28,000 | (24.5) | 1197 18.79% c v | 1155 19.00% c | 265 20.45% c | 38 13.55% | 110 26.52% T abcfgh k | 8 24.87% | 236 18.89% | 122 20.21% c | 232 16.95% | 62 16.81% | 4 10.61% | 14 12.13% | 13 21.68% | 9 34.14% | 627 18.25% | 90 20.52% | 347 18.41% | 32 18.87% | 150 16.53% | 205 18.67% w v | 862 25.39% T v | 90 6.90% | 371 18.44% | 783 19.07% |
| £28,001 to £34,000 | (31) | 963 15.11% t v | 931 15.32% | 204 15.73% | 48 16.92% | 61 14.66% | 4 12.30% | 189 15.13% | 84 13.89% | 232 16.99% | 48 12.97% | 5 14.65% | 11 9.38% | 5 8.50% | 4 15.70% | 542 15.78% | 66 15.15% | 294 15.62% | 22 13.02% | 154 16.96% | 85 7.76% | 694 20.46% T tv | 159 12.22% t | 282 14.02% | 651 15.85% |
| £34,001 to £41,000 | (37.5) | 566 8.89% tw | 545 8.96% | 124 9.59% | 25 8.87% | 37 8.99% | 6 20.21% | 121 9.71% | 48 7.97% | 107 7.81% | 32 8.64% | 6 17.18% | 10 9.12% | 4 7.37% | 5 19.15% | 323 9.39% | 46 10.58% | 193 10.24% | 10 5.70% | 71 7.87% | 45 4.08% | 344 10.12% T t | 158 12.15% T | 151 7.50% | 403 9.81% Tw |
| £41,001 to £48,000 | (44.5) | 395 6.20% gt w | 382 6.29% g | 71 5.48% | 17 6.15% | 23 5.61% | 2 7.06% | 107 8.56% Ta bg | 24 3.99% | 87 6.37% | 23 6.13% | 3 7.76% | 11 9.72% g | 3 4.88% | - | 237 6.91% T | 26 6.02% | 139 7.38% T | 8 4.93% | 61 6.68% | 33 3.04% | 206 6.06% t u | 141 10.83% T | 76 3.79% | 303 7.39% Tw |
| £48,001 to £55,000 | (51.5) | 279 4.38% tu w | 274 4.50% | 45 3.44% | 16 5.49% | 16 3.89% | - | 65 5.24% | 20 3.34% | 66 4.81% | 21 5.62% | 1 2.61% | 8 6.98% | 3 5.12% | 2 8.43% | 170 4.96% | 18 4.13% | 103 5.50% T | 6 3.60% | 40 4.39% | 25 2.25% | 117 3.44% | 129 9.93% T u | 59 2.93% | 214 5.22% Tw |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 298
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

| | Total (T) | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/ limiting conditions | |
|-------------------------|-----------|----------------------------|----------------------------|---------------------------|--------------------------|-----------------|------------|---------------------------|--------------------------|---------------------------|------------------------------|--------------------|--------------------------|-----------------------|---------------------------|---------------------------|--------------------------|---------------|--------------------|-------------------------------------|----------------------------|-----------------------------|--------------------------------|----------------------------|
| | | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-alone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| £55,001 to £62,000 | (58.5) | 206 3.24% _{tu} | 197 3.24% | 42 3.21% | 7 2.33% | 8 1.99% | 1 3.02% | 42 3.39% | 26 4.22% | 51 3.72% | 11 - | 3 2.62% | - - | - - | 126 3.66% | 16 3.59% | 79 4.22% _T | 1 0.85% | 27 2.95% | 14 1.27% | 36 1.06% | 145 11.09% _{Tt} | 50 2.46% | 149 3.63% _w |
| £62,001 to £69,000 | (65.5) | 133 2.09% _{tu} | 132 2.17% | 33 2.53% | 9 3.10% | 4 0.93% | - - | 32 2.56% | 7 1.09% | 29 2.12% | 9 2.39% | 2 5.86% | 1 1.67% | - 1.44% | 77 2.26% | 14 3.31% | 41 2.18% | 2 1.37% | 20 2.16% | 7 0.67% | 17 0.49% | 97 7.48% _{Tt} | 24 1.21% | 109 2.65% _{Tw} |
| £69,001 to £76,000 | (72.5) | 128 2.01% _{dt} | 121 1.99% _d | 38 2.96% _{Ta} | 1 0.33% | 2 0.45% | - - | 31 2.45% _d | 11 1.77% | 32 2.32% _d | 3 0.71% | - - | 2 3.52% _{cd} | - - | 100 2.90% _T | 22 5.01% _{To} | 49 2.60% | 3 1.49% | 26 2.88% | 8 0.68% | 16 0.49% | 98 7.53% _{Tt} | 24 1.18% | 101 2.45% _{Tw} |
| £76,001 to £83,000 | (79.5) | 103 1.62% _{tu} | 103 1.69% | 23 1.77% | - - | 3 0.73% | - - | 24 1.94% _c | 6 1.00% | 29 2.09% _c | 14 3.80% _{Tabcd} | - - | 4 3.60% _{cd} | - - | 78 2.28% _T | 7 1.57% | 45 2.37% _T | 4 2.61% | 22 2.46% | 1 0.06% | 12 0.36% | 89 6.82% _{Tt} | 25 1.23% | 73 1.78% |
| £83,001 or more | (86) | 198 3.11% _{dg} | 190 3.12% _{dg} | 32 2.47% _g | 7 2.57% _g | 3 0.68% | - - | 41 3.24% _{dg} | 3 0.56% | 56 4.07% _{dg} | 34 9.04% _{Tabcd} | - - | 6 5.43% _{dg} | 2 2.96% | 129 3.76% _T | 14 3.32% | 76 4.06% _T | 3 1.93% | 34 3.69% | 2 0.21% | 5 0.14% | 182 14.01% _{Tt} | 39 1.94% | 156 3.81% _{Tw} |
| Prefer not to answer | | 405 6.35% _{ai} | 357 5.88% _i | 93 7.14% _i | 20 6.99% _i | 19 4.56% | 3 8.50% | 67 5.40% | 37 6.19% _i | 77 5.65% | 11 2.85% | - - | 7 6.07% | 4 6.82% | 183 5.33% | 23 5.18% | 98 5.21% | 8 4.82% | 52 5.69% | 12 1.08% _u | 9 0.28% | 6 0.44% | 106 5.25% | 233 5.66% |
| Average income (£000's) | | 32.05 _{cd} | 32.26 _T | 32.54 _{cd} | 29.31 | 27.61 | 27.25 | 34.30 _{Ta} | 27.84 | 33.63 _{Ta} | 36.30 _{Ta} | 27.55 | 33.62 _{dg} | 28.44 | 34.36 _{Tr} | 35.23 _{Tr} | 35.28 _{To} | 27.05 | 33.49 _r | 19.11 | 27.37 _T | 54.61 _{Tt} | 27.15 | 34.56 _{Tw} |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 299
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

| | Total (T) | Gender | | Age | | | | | | | Social Grade | | | | | Area type | | |
|--------------------------|-------------------------------|----------------------|---------------------|----------------------------|----------------------------|----------------------------|------------------------------|-----------------------|-----------------------|------------------------|-----------------------|----------------------|----------------------|-----------------------|----------------------|---------------------|----------------|---------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| NET: Yes | 1425 22.36% jklnp | 641 20.63% | 769 23.72% Ta | 119 13.58% | 155 14.55% | 188 19.06% cd | 303 27.68% Tcde | 252 27.43% Tcde | 271 26.91% Tcde | 137 32.44% Tcde | 276 15.95% | 323 18.00% | 234 18.12% | 591 38.15% Tjkl | 600 16.99% | 825 29.03% Tn | 1117 21.73% | 307 25.02% Tp |
| Yes - physical condition | 898 14.10% klmp | 407 13.10% | 483 14.89% | 41 4.63% | 56 5.29% | 96 9.76% cd | 184 16.83% Tcde | 182 19.80% Tcde | 214 21.30% Tcde | 124 29.49% Tcdef | 169 9.74% | 193 10.74% | 144 11.13% | 392 25.35% Tjkl | 362 10.25% | 536 18.88% Tn | 691 13.44% | 207 16.85% Tp |
| Yes - mental condition | 632 9.92% ahijkl n | 269 8.67% | 349 10.76% a | 97 11.02% hi | 113 10.63% hi | 113 11.45% hi | 174 15.84% Tcdeg hi | 86 9.43% hi | 42 4.22% i | 6 1.52% | 124 7.13% | 134 7.48% | 93 7.20% | 281 18.14% Tjkl | 258 7.31% | 374 13.16% Tn | 517 7.13% | 115 9.37% |
| Yes - disability | 435 6.82% cdjkl n | 196 6.30% | 231 7.12% | 25 2.90% | 33 3.06% | 51 5.21% cd | 112 10.21% Tcde | 91 9.96% Tcde | 83 8.25% cde | 39 9.24% cde | 80 4.63% | 81 4.49% | 55 4.29% | 218 14.10% Tjkl | 161 4.56% | 274 9.64% Tn | 336 6.53% | 99 8.03% |
| Yes - other | 46 0.72% acjn | 14 0.43% | 32 1.00% Ta | * 0.04% | 4 0.41% | 11 1.10% c | 10 0.92% c | 13 1.41% Tcdh | 3 0.28% | 4 1.07% c | 5 0.28% | 10 0.57% | 9 0.72% | 22 1.40% Tjk | 15 0.43% | 31 1.09% Tn | 36 0.70% | 10 0.81% |
| No | 4804 75.41% bfgh imo | 2399 77.20% Tb | 2401 74.06% | 726 82.52% Tfgh i | 872 82.02% Tfgh i | 778 78.83% Tfgh i | 764 69.74% | 653 71.19% | 727 72.25% | 284 67.31% | 1431 82.58% Tkm | 1428 79.48% Tm | 1027 79.41% Tm | 918 59.30% | 2859 81.01% To | 1945 68.45% | 3907 75.97% | 897 73.03% |
| Prefer not to say | 142 2.23% hij | 67 2.17% | 72 2.22% | 34 3.91% Tghi | 37 3.43% Tghi | 21 2.11% hi | 28 2.58% hi | 13 1.38% | 9 0.85% | 1 0.25% | 25 1.47% | 45 2.52% | 32 2.47% | 40 2.56% | 71 2.00% | 72 2.52% | 118 2.30% | 24 1.95% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 300
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | Ethnicity | | | |
|--------------------------|----------------------------|---------------------|--------------------|---------------|---------------|---------------------------|-------------------------------|--------------------|------------------------|----------------------------|---------------------|-------------------|---------------------|-----------------------------|---------------------|--------------------|-----------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | NI (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humber (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| NET: Yes | 1425 22.36% mr | 1174 21.97% | 139 26.20% | 69 22.65% | 42 22.20% | 139 26.20% im | 78 30.78% Tgh imo | 158 22.45% m | 118 22.82% m | 102 18.29% | 113 24.80% im | 69 22.65% m | 144 24.10% im | 137 16.25% | 208 23.86% im | 116 21.28% m | 42 22.20% | 1336 24.46% Tr | 87 10.26% |
| Yes - physical condition | 898 14.10% mr | 735 13.74% | 88 16.58% | 50 16.45% | 26 13.41% | 88 16.58% m | 52 20.67% Tgh im | 91 12.92% | 72 13.95% m | 66 11.87% | 73 15.87% m | 50 16.45% m | 93 15.54% m | 79 9.44% | 128 14.74% m | 79 14.57% m | 26 13.41% | 861 15.77% Tr | 37 4.33% |
| Yes - mental condition | 632 9.92% r | 530 9.92% | 59 11.16% | 29 9.67% | 13 6.77% | 59 11.16% | 39 15.44% Til mnop | 79 11.17% | 61 11.75% | 46 8.30% | 53 11.57% | 29 9.67% | 51 8.56% | 68 8.10% | 88 10.15% | 45 8.21% | 13 6.77% | 583 10.67% Tr | 48 5.71% |
| Yes - disability | 435 6.82% mr | 352 6.59% | 52 9.83% Tac | 15 5.10% | 15 7.64% | 52 9.83% Tgi kmo | 33 12.98% Tghi kimno | 35 5.02% | 34 6.61% | 29 5.30% | 38 8.25% m | 15 5.10% | 46 7.75% m | 39 4.69% | 65 7.45% | 32 5.85% | 15 7.64% | 420 7.69% Tr | 14 1.69% |
| Yes - other | 46 0.72% | 37 0.69% | 2 0.42% | 4 1.18% | 3 1.73% | 2 0.42% | 1 0.23% | 2 0.22% | 4 0.83% | 3 0.47% | 2 0.36% | 4 1.18% | 6 0.99% | 10 1.21% | 6 0.70% | 4 0.74% | 3 1.73% g | 36 0.67% | 10 1.12% |
| No | 4804 75.41% b elq | 4052 75.79% b | 378 71.10% | 228 75.42% | 146 76.57% | 378 71.10% | 174 68.48% | 531 75.40% | 395 76.07% | 443 79.73% Tef ln | 339 74.16% | 228 75.42% | 437 72.93% | 674 80.26% Tef jln | 640 73.43% | 418 76.81% f | 146 76.57% | 4049 74.13% | 741 87.25% Tq |
| Prefer not to say | 142 2.23% q | 120 2.24% | 14 2.69% | 6 1.92% | 2 1.24% | 14 2.69% | 2 0.74% | 15 2.15% | 6 1.11% | 11 1.98% | 5 1.04% | 6 1.92% | 18 2.97% | 29 3.49% Tfhj | 24 2.71% | 10 1.92% | 2 1.24% | 77 1.41% | 21 2.49% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 301
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|--------------------------|-----------------------|---------------------|----------------|------------------|----------------|-----------------|---------------|-----------------|------------------|-----------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| NET: Yes | 1425 22.36% | 1173 22.23% | 293 22.70% | 41 16.83% | 95 25.78%ci | 2 5.39% | 237 21.26% | 136 24.82%ci | 242 23.54% | 57 17.34% | 7 27.10% | 25 25.25% | 8 15.72% | 5 19.43% |
| Yes - physical condition | 898 14.10%c | 761 14.42%c | 195 15.10%c | 22 8.90% | 60 16.28%c | 2 4.13% | 162 14.54% | 85 15.55%c | 157 15.28%c | 36 10.85% | 4 16.36% | 16 16.25% | 5 9.53% | 2 6.86% |
| Yes - mental condition | 632 9.92%a | 482 9.13% | 115 8.96% | 24 9.57% | 29 7.87% | * 0.91% | 100 8.99% | 60 10.97% | 98 9.57% | 22 6.69% | 3 12.06% | 11 11.06% | 3 5.17% | 3 12.58% |
| Yes - disability | 435 6.82% | 363 6.87% | 96 7.45% | 11 4.33% | 29 7.84% | 1 1.65% | 80 7.17% | 39 7.15% | 74 7.14% | 19 5.66% | 2 7.08% | 5 5.48% | 2 3.06% | 1 2.07% |
| Yes - other | 46 0.72% | 33 0.63% | 5 0.40% | - | 3 0.71% | 1 1.26% | 4 0.37% | 8 1.40%abf | 9 0.88% | 1 0.35% | - | 1 0.76% | - | - |
| No | 4804 75.41% | 3997 75.75% | 970 75.28% | 201 81.52%dgh | 268 72.51% | 39 94.61% | 854 76.62% | 401 72.94% | 763 74.17% | 266 80.46%dg | 19 71.39% | 74 73.92% | 42 83.35% | 21 80.57% |
| Prefer not to say | 142 2.23%a | 106 2.02% | 26 2.02% | 4 1.64% | 6 1.71% | - | 24 2.12% | 12 2.24% | 24 2.29% | 7 2.20% | * 1.52% | 1 0.83% | * 0.93% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 302
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|--------------------------|---------------------|------------------|---------------|------------------|---------------|-----------------|-----------------|------------------|------------------|------------------|-------------------|---------------|--------------|----------------------|------------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| NET: Yes | 1425 22.36% | 1408 22.34% | 61 26.07% | 238 21.28% | 97 22.69% | 8 15.32% | 209 20.27% | 127 23.12% | 135 22.59% | 113 25.83% | 154 20.19% | 29 23.17% | 33 27.63% | 112 26.76%sw | 32 30.88%sw |
| Yes - physical condition | 898 14.10% | 887 14.07% | 43 18.56% | 145 12.96% | 57 13.47% | 4 8.69% | 145 14.01% | 77 14.03% | 80 13.28% | 69 15.83% | 100 13.13% | 14 11.16% | 20 17.09% | 69 16.55% | 21 20.71% |
| Yes - mental condition | 632 9.92% | 627 9.94% | 24 10.34% | 109 9.76% | 47 10.95% | 4 7.71% | 93 9.05% | 46 8.29% | 67 11.13% | 48 10.96% | 75 9.81% | 16 12.77% | 12 10.50% | 47 11.23% | 15 14.38% |
| Yes - disability | 435 6.82% | 432 6.85% | 22 9.52% | 74 6.58% | 29 6.69% | 1 1.30% | 60 5.79% | 35 6.43% | 35 5.78% | 35 8.03% | 45 5.87% | 5 4.07% | 8 6.69% | 46 11.09%Trpstuwx | 13 12.42%suwx |
| Yes - other | 46 0.72% | 46 0.73% | 2 0.81% | 8 0.68% | 5 1.22%sa | - | 2 0.23% | 4 0.67% | 6 1.08% | 5 1.12% | 6 0.76% | 1 0.75% | 1 0.72% | 4 0.95% | 1 0.51% |
| No | 4804 75.41% | 4756 75.45% | 171 73.48% | 864 77.34%yzA | 318 74.66% | 42 84.68% | 797 77.21%yz | 413 75.11% | 441 73.59% | 314 71.96% | 595 78.17%vyzA | 96 75.29% | 80 67.81% | 297 71.05% | 69 67.13% |
| Prefer not to say | 142 2.23% | 139 2.21% | 1 0.45% | 15 1.38% | 11 2.65% | - | 26 2.52% | 10 1.77% | 23 3.83%Tnopw | 10 2.21% | 13 1.64% | 2 1.54% | 5 4.56%op | 9 2.19% | 2 1.98% |

Proportions/Mean: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 303

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | | |
|--------------------------|-----------------------------|---------------------|---------------|--------------------|--------------------|-----------------|---------------|-------------------|------------------|---------------|------------------|--------------------|------------------|-----------------------|--------------------|--------------------|------------------|-------------------------------------|--------------------|---------------------|-------------------------------|----------------------|----------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Voda-fone (i) | KCOM / Karoo (j) | Now Broad-band (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| NET: Yes | 1425 22.36% vx | 1375 22.61% | 296 22.83% | 49 17.34% | 107 26.02% c | 6 18.70% | 274 21.95% | 143 23.58% | 317 23.19% | 67 18.16% | 11 31.90% | 27 24.18% | 9 15.80% | 5 18.17% | 764 22.25% p | 75 17.19% | 415 22.06% | 37 21.47% | 224 24.69% p | 318 28.98% T | 793 23.35% v | 195 14.93% | 1347 66.92% Tx | 54 1.30% |
| Yes - physical condition | 898 14.10% v | 875 14.38% T | 193 14.87% | 30 10.71% | 66 16.01% | 2 6.78% | 183 14.61% | 93 15.43% | 193 14.13% | 43 11.47% | 5 14.32% | 18 15.72% | 6 9.48% | 1 4.30% | 490 14.28% p | 46 10.54% | 271 14.42% | 24 14.05% | 141 15.52% p | 182 16.59% T | 523 15.41% Tv | 120 9.23% | 856 42.53% Tx | 31 0.75% |
| Yes - mental condition | 632 9.92% vx | 601 9.88% | 125 9.61% | 26 9.19% | 36 8.72% | 4 13.12% | 123 9.83% | 55 9.10% | 142 10.39% | 27 7.34% | 7 20.35% | 12 10.26% | 4 6.62% | 4 13.87% | 341 9.93% | 37 8.38% | 185 9.83% | 13 7.35% | 100 10.97% | 169 15.35% Tu | 321 9.46% v | 83 6.41% | 607 30.17% Tx | 16 0.39% |
| Yes - disability | 435 6.82% vx | 421 6.92% | 94 7.23% | 16 5.53% | 31 7.42% | - | 89 7.15% | 44 7.19% | 94 6.89% | 21 5.71% | 2 7.19% | 5 4.83% | 3 5.40% | 1 4.30% | 249 7.24% | 26 5.95% | 141 7.51% | 10 5.81% | 67 7.42% | 94 8.59% Tv | 271 7.98% Tv | 44 3.40% | 426 21.18% Tx | - |
| Yes - other | 46 0.72% vx | 43 0.71% | 5 0.39% | - | 3 0.76% | - | 4 0.33% | 11 1.78% Ta | 11 0.81% | 4 1.13% | - | 1 0.67% | - | - | 18 0.53% | - | 7 0.37% | 2 1.26% p | 8 0.85% | 13 1.15% v | 26 0.76% v | 2 0.13% | 36 1.80% Tx | 8 0.21% |
| No | 4804 75.41% t | 4578 75.30% | 978 75.37% | 229 80.90% d | 299 72.31% | 26 81.30% | 950 76.01% | 446 73.71% | 1022 74.78% | 293 79.04% | 23 66.93% | 84 74.43% | 48 82.30% | 23 81.83% | 2614 76.09% | 361 82.59% T | 1433 76.11% | 130 76.39% | 666 73.34% | 758 69.00% | 2548 75.09% t | 1092 83.82% T | 637 31.62% | 4043 98.47% Tw |
| Prefer not to say | 142 2.23% ao puvwx | 127 2.09% | 23 1.80% | 5 1.76% | 7 1.66% | - | 26 2.04% | 16 2.71% | 28 2.03% | 10 2.80% | * 1.17% | 2 1.39% | 1 1.90% | - | 57 1.66% p | 1 0.22% | 35 1.84% p | 4 2.14% p | 18 1.97% p | 22 2.02% | 53 1.56% | 16 1.24% | 29 1.46% x | 9 0.23% |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 304
Which of the following options best describes how you think of yourself?
Base: All respondents

| | Gender | | | Age | | | | | | | Social Grade | | | | | Area type | | |
|-------------------------|-------------------|----------------|----------------|------------------|------------------|-----------------|-------------------|-------------------|-------------------|-------------------|-----------------|----------------|-------------------|----------------|----------------|----------------|----------------|----------------|
| | Total (T) | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | AB (j) | C1 (k) | C2 (l) | DE (m) | ABC1 (n) | C2DE (o) | Urban (p) | Rural (q) |
| Unweighted base | 6371 | 3120 | 3226 | 798 | 1040 | 1038 | 1052 | 958 | 1010 | 475 | 1750 | 1778 | 1344 | 1499 | 3528 | 2843 | 5160 | 1211 |
| Weighted base | 6371 | 3108 | 3241 | 879 | 1064 | 987 | 1096 | 917 | 1006 | 422 | 1733 | 1797 | 1293 | 1548 | 3530 | 2841 | 5142 | 1229 |
| Effective base | 4577 | 2262 | 2297 | 584 | 747 | 733 | 721 | 695 | 763 | 355 | 1322 | 1271 | 974 | 1025 | 2589 | 1991 | 3716 | 862 |
| Heterosexual/ straight | 5775 90.64%cdk | 2828 90.98% | 2947 90.91% | 741 84.26% | 924 86.91% | 876 88.73%c | 1010 92.17%cde | 857 93.43%Tcde | 958 95.18%Tcde | 409 96.94%Tcde | 1592 91.89%k | 1590 88.49% | 1203 93.04%Tkm | 1389 89.72% | 3182 90.16% | 2592 91.23% | 4644 90.31% | 1130 92.01% |
| Lesbian/ gay woman | 66 1.03%a | - | 65 1.99%Ta | 16 1.80%ehi | 18 1.72%hi | 6 0.62% | 9 0.80% | 10 1.11% | 5 0.53% | 1 0.27% | 13 0.73% | 24 1.35% | 11 0.82% | 18 1.17% | 37 1.04% | 29 1.01% | 55 1.07% | 10 0.85% |
| Gay man | 124 1.95%bilo | 123 3.96%Tb | - | 19 2.11%i | 17 1.63%i | 31 3.17%Ti | 26 2.33%i | 15 1.60%i | 16 1.63%i | 1 0.14% | 36 2.05%i | 47 2.63%Ti | 9 0.73% | 32 2.09%i | 83 2.34%To | 42 1.47% | 102 1.99% | 22 1.82% |
| Bisexual | 255 4.00%aghi | 102 3.28% | 147 4.53%a | 70 8.00%Tefgh | 78 7.29%Tefgh | 44 4.44%eghi | 32 2.96%hi | 17 1.86% | 11 1.11% | 2 0.55% | 57 3.29% | 96 5.34%Tj | 38 2.97% | 63 4.10% | 153 4.33% | 102 3.58% | 216 4.20% | 39 3.15% |
| Prefer to self-describe | 31 0.48%a | 6 0.19% | 16 0.48% | 10 1.18%Tfgh | 7 0.63% | 5 0.51% | 2 0.17% | 1 0.15% | 1 0.11% | 4 1.02%fgh | 12 0.71% | 7 0.39% | 8 0.58% | 4 0.25% | 19 0.55% | 11 0.40% | 26 0.50% | 5 0.41% |
| Prefer not to say | 121 1.90% | 49 1.59% | 68 2.09% | 23 2.65% | 19 1.82% | 25 2.53% | 17 1.57% | 17 1.85% | 14 1.44% | 5 1.07% | 23 1.33% | 33 1.81% | 24 1.85% | 41 2.67%Tj | 56 1.57% | 65 2.30% | 99 1.93% | 22 1.77% |

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i - T/j/k/l/m - T/n/o - T/p/q
 Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 305
Which of the following options best describes how you think of yourself?
Base: All respondents

| | Country | | | | | Region | | | | | | | | | | | Ethnicity | | |
|-------------------------|---------------------|---------------------|---------------|---------------|---------------|--------------------|--------------------|--------------------|----------------------------|--------------------|-------------------|------------------|--------------------|---------------------|------------------|----------------------------|-----------------|----------------------|---------------------|
| | Total (T) | England (a) | Scotland (b) | Wales (c) | Ni (d) | Scotland (e) | North East (f) | North West (g) | Yorkshire & Humberside (h) | West Midlands (i) | East Midlands (j) | Wales (k) | Eastern (l) | London (m) | South East (n) | South West (o) | N. Ireland (p) | White (q) | Minority ethnic (r) |
| Unweighted base | 6371 | 5347 | 518 | 314 | 192 | 518 | 259 | 692 | 541 | 589 | 467 | 314 | 606 | 826 | 800 | 567 | 192 | 5507 | 803 |
| Weighted base | 6371 | 5346 | 531 | 303 | 191 | 531 | 254 | 705 | 519 | 556 | 457 | 303 | 599 | 840 | 871 | 544 | 191 | 5462 | 849 |
| Effective base | 4577 | 3819 | 381 | 232 | 146 | 381 | 186 | 490 | 403 | 428 | 329 | 232 | 437 | 598 | 551 | 413 | 146 | 3975 | 568 |
| Heterosexual/ straight | 5775 90.64% r | 4857 90.86% m | 469 88.30% | 272 89.85% | 176 92.29% | 469 88.30% | 236 93.11% m | 645 91.61% m | 474 91.22% m | 510 91.64% m | 416 90.98% | 272 89.85% | 550 91.67% m | 732 87.10% | 781 89.58% | 514 94.54% Tek mn | 176 92.29% | 5014 91.79% Tr | 749 88.18% |
| Lesbian/ gay woman | 66 1.03% | 53 1.00% | 7 1.31% | 2 0.81% | 3 1.54% | 7 1.31% | 2 0.83% | 9 1.24% | 3 0.59% | 3 0.49% | 4 0.96% | 2 0.81% | 7 1.17% | 12 1.42% | 11 1.26% | 2 0.43% | 3 1.54% | 54 0.99% | 11 1.34% |
| Gay man | 124 1.95% | 103 1.92% | 12 2.31% | 6 1.97% | 3 1.78% | 12 2.31% | 3 1.27% | 6 0.88% | 10 1.90% | 8 1.48% | 12 2.52% | 6 1.97% | 8 1.41% | 29 3.49% Tgl | 17 1.92% | 9 1.73% | 3 1.78% | 110 2.01% | 15 1.74% |
| Bisexual | 255 4.00% q | 212 3.96% | 23 4.34% | 16 5.41% | 4 1.92% | 23 4.34% | 9 3.40% | 23 3.33% | 29 5.63% o | 22 3.97% | 23 5.00% o | 16 5.41% o | 19 3.21% | 38 4.50% | 36 4.12% | 13 2.30% | 4 1.92% | 195 3.58% | 59 6.99% Tq |
| Prefer to self-describe | 31 0.48% | 26 0.49% | 3 0.65% | - | 1 0.51% | 3 0.65% | * 0.15% | 5 0.69% | 2 0.39% | 3 0.51% | - | - | 3 0.51% | 5 0.54% | 8 0.87% | 1 0.18% | 1 0.51% | 29 0.52% | 2 0.24% |
| Prefer not to say | 121 1.90% hq | 95 1.77% | 16 3.09% | 6 1.96% | 4 1.96% | 16 3.09% hjo | 3 1.24% | 16 2.25% h | 1 0.27% | 11 1.91% h | 2 0.54% | 6 1.96% h | 12 2.03% h | 25 2.96% Thjo | 20 2.25% h | 4 0.83% | 4 1.96% h | 60 1.10% | 13 1.51% |

Proportions/Mean: Columns Tested (5% risk level) - T/a/b/c/d - T/e/f/g/h/i/j/k/l/m/n/o/p - T/q/r
Overlap formulae used.

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 306
Which of the following options best describes how you think of yourself?
Base: All respondents

| | Q.1 Landline supplier | | | | | | | | | | | | | |
|-------------------------|-----------------------------|------------------------------|-------------------------------|---------------|-----------------------------|-----------------|-----------------------------|---------------|----------------------------|---------------|-----------------|--------------|-----------------------------|-----------------------|
| | Total (T) | Total land-line (a) | BT (b) | EE (c) | Plus-net (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM /Karoo (j) | Now TV (k) | Shell Energy Broad-band (l) | Utility Warehouse (m) |
| Unweighted base | 6371 | 5241 | 1312 | 229 | 379 | 33 | 1085 | 577 | 972 | 329 | 27 | 104 | 57 | 25 |
| Weighted base | 6371 | 5277 | 1289 | 246 | 369 | 42** | 1115 | 549 | 1029 | 330 | 26** | 100* | 51* | 26** |
| Effective base | 4577 | 3793 | 953 | 171 | 274 | 24 | 801 | 428 | 695 | 224 | 17 | 73 | 45 | 18 |
| Heterosexual/ straight | 5775 90.64% ^d | 4822 91.37% ^{Td} | 1198 92.93% ^{Tad} | 220 89.27% | 320 86.71% | 39 94.55% | 1022 91.66% ^d | 500 90.97% | 943 91.67% ^d | 301 91.16% | 18 70.04% | 95 94.93% | 48 93.85% | 24 91.80% |
| Lesbian/ gay woman | 66 1.03% | 57 1.08% | 12 0.90% | 6 2.32% | 6 1.60% | - | 9 0.79% | 9 1.61% | 7 0.67% | 6 1.71% | 1 4.48% | * 0.43% | 1 2.70% | - |
| Gay man | 124 1.95% | 104 1.98% | 22 1.73% | 2 0.86% | 12 3.12% | - | 28 2.48% | 10 1.84% | 19 1.87% | 5 1.63% | - | - | 1 2.51% | - |
| Bisexual | 255 4.00% ^{ab} | 180 3.41% | 35 2.71% | 12 4.89% | 23 6.25% ^{abfh} | 2 5.45% | 34 3.04% | 18 3.26% | 32 3.15% | 12 3.77% | 6 23.96% | 1 0.94% | - | 2 8.20% |
| Prefer to self-describe | 31 0.48% ^a | 21 0.39% | 4 0.30% | 2 0.83% | 2 0.65% | - | 3 0.30% | 3 0.63% | 5 0.45% | 1 0.16% | - | * 0.34% | - | - |
| Prefer not to say | 121 1.90% | 94 1.78% | 19 1.44% | 5 1.84% | 6 1.67% | - | 19 1.73% | 9 1.69% | 23 2.19% | 5 1.56% | 1.52% | 3 3.37% | * 0.93% | - |

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

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 307
Which of the following options best describes how you think of yourself?
Base: All respondents

| | Q.2 Mobile supplier | | | | | | | | | | | | | | |
|-------------------------|---------------------|-------------------|---------------------|------------------|-----------------------------|------------------------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-----------------|
| | Total (T) | Total mobile (n) | BT Mobile (o) | EE (p) | giff-gaff (q) | Lyca-mobile (r) | O2 (s) | Tesco Mobile (t) | Three (u) | Virgin Media (v) | Voda-fone (w) | iD Mobile (x) | Plus-net (y) | Sky (z) | Smarty (A) |
| Unweighted base | 6371 | 6286 | 228 | 1105 | 433 | 46 | 1034 | 557 | 581 | 409 | 790 | 126 | 126 | 410 | 106 |
| Weighted base | 6371 | 6303 | 232 | 1117 | 426 | 49* | 1032 | 550 | 599 | 436 | 761 | 127* | 118* | 418 | 103* |
| Effective base | 4577 | 4515 | 169 | 782 | 315 | 31 | 755 | 381 | 418 | 295 | 564 | 93 | 94 | 304 | 73 |
| Heterosexual/ straight | 5775 90.64%qrA | 5713 90.63%qrA | 221 95.02%TnqrxA | 1010 90.46%qA | 362 85.00% | 39 79.86% | 932 90.31%qA | 507 92.26%qrA | 550 91.83%qrA | 400 91.79%qrA | 699 91.85%qrA | 112 88.37% | 111 94.14%qrA | 387 92.61%qrA | 84 81.91% |
| Lesbian/ gay woman | 66 1.03% | 66 1.04% | 2 0.93% | 9 0.82% | 6 1.37% | - | 9 0.88% | 6 1.08% | 4 0.73% | 7 1.55% | 7 0.91% | 5 3.67%Tnpsuw | - | 6 1.45% | 1 1.07% |
| Gay man | 124 1.95%t | 123 1.95%t | 3 1.20% | 25 2.23%t | 13 2.97%tv | 1 1.05% | 26 2.55%t | 3 0.47% | 8 1.29% | 3 0.80% | 14 1.85% | 2 1.97% | 1 0.51% | 9 2.08% | 5 5.32%Tntuv |
| Bisexual | 255 4.00%y | 253 4.01%y | 6 2.42% | 44 3.92% | 32 7.51%Tnopst uvwxyz | 9 19.09%Tnopqst uvwxyz | 39 3.75% | 16 2.92% | 22 3.71% | 16 3.77% | 29 3.87% | 5 3.92% | - | 14 3.32% | 8 8.16%oty |
| Prefer to self-describe | 31 0.48% | 30 0.48% | 1 0.28% | 6 0.54% | * 0.11% | - | 6 0.63% | 3 0.60% | 2 0.34% | 3 0.58% | 5 0.65% | 2 1.22% | 1 0.92% | - | 1 0.55% |
| Prefer not to say | 121 1.90%w | 119 1.89%w | - 0.15% | 23 2.03% | 13 3.03%owz | - | 19 1.88% | 15 2.68%owz | 13 2.11% | 7 1.51% | 7 0.86% | 1 0.85% | 5 4.43%owz | 2 0.54% | 3 2.99%o |

Proportions/Means: Columns Tested (5% risk level) - T/n/o/p/q/r/s/t/u/v/w/x/y/z/A
 Overlap formulae used. * small base

Reasons to Complain Survey
ONLINE Fieldwork: 21st to 27th November 2022

Absolutes/col percents

Table 308
Which of the following options best describes how you think of yourself?
Base: All respondents

| | Q.3 Broadband supplier | | | | | | | | | | | | | Q.4 Pay TV supplier | | | | | Financial vulnerability (Using Q21) | | | Impacting/limiting conditions | | |
|--------------------------|------------------------|---------------------|---------------------|--------|--------------------|-----------------|---------------------|---------------|------------------|--------------|------------------|-------------------|---------------------|-----------------------|---------------------|--------|---------------------|---------------|-------------------------------------|---------------------|----------------------------|-------------------------------|---------------------|----------------------|
| | Total (T) | Total broadband (a) | BT (b) | EE (c) | Plusnet (d) | Post Office (e) | Sky (f) | Talk-Talk (g) | Virgin Media (h) | Vodafone (i) | KCOM / Karoo (j) | Now Broadband (k) | Shell Energy (l) | Utility Warehouse (m) | Total pay TV (o) | BT (p) | Sky (q) | Talk-Talk (r) | Virgin Media (s) | Most vulnerable (t) | Potentially vulnerable (u) | Least vulnerable (v) | Yes (w) | No (x) |
| Unweighted base | 6371 | 6071 | 1323 | 275 | 431 | 28 | 1205 | 644 | 1302 | 371 | 35 | 122 | 69 | 26 | 3226 | 419 | 1760 | 166 | 843 | 1117 | 3585 | 1104 | 2134 | 4002 |
| Weighted base | 6371 | 6080 | 1298 | 284 | 413 | 32** | 1250 | 605 | 1367 | 371 | 34** | 113* | 58* | 28** | 3435 | 436 | 1883 | 171 | 908 | 1099 | 3394 | 1303 | 2013 | 4106 |
| Effective base | 4577 | 4364 | 936 | 202 | 308 | 22 | 890 | 463 | 934 | 264 | 23 | 87 | 55 | 18 | 2338 | 322 | 1263 | 130 | 599 | 751 | 2605 | 844 | 1510 | 2916 |
| Heterosexual/ straight w | 5775 | 5523 | 1194 | 257 | 359 | 30 | 1150 | 553 | 1236 | 335 | 26 | 105 | 54 | 25 | 3157 | 399 | 1741 | 156 | 825 | 991 | 3127 | 1160 | 1765 | 3836 |
| | 90.64% ^d | 90.84% ^T | 92.00% ^d | 90.49% | 87.02% | 92.87% | 92.02% ^d | 91.32% | 90.42% | 90.21% | 76.15% | 93.03% | 93.36% | 89.86% | 91.91% ^T | 91.48% | 92.51% ^T | 91.56% | 90.92% | 90.16% | 92.14% ^T | 89.06% | 87.68% | 93.43% ^{Tw} |
| Lesbian/ gay woman | 66 | 63 | 12 | 4 | 5 | - | 8 | 9 | 14 | 5 | 1 | * | 2 | - | 26 | 4 | 12 | 1 | 9 | 10 | 34 | 16 | 28 | 36 |
| | 1.03% ^o | 1.03% | 0.89% | 1.47% | 1.31% | - | 0.67% | 1.46% | 1.03% | 1.26% | 3.44% | 0.38% | 3.63% ^{bf} | - | 0.76% | 0.98% | 0.63% | 0.57% | 0.98% | 0.91% | 1.02% | 1.24% | 1.40% | 0.88% |
| Gay man | 124 | 117 | 21 | 4 | 10 | - | 30 | 8 | 29 | 8 | - | 1 | 1 | - | 66 | 8 | 36 | 4 | 16 | 16 | 52 | 48 | 41 | 79 |
| | 1.95% ^u | 1.93% | 1.63% | 1.34% | 2.51% | - | 2.36% | 1.38% | 2.13% | 2.14% | - | 0.87% | 2.20% | - | 1.91% | 1.77% | 1.94% | 2.28% | 1.76% | 1.49% | 1.53% | 3.65% ^{Tt} | 2.04% | 1.91% |
| Bisexual | 255 | 240 | 45 | 11 | 25 | 2 | 40 | 20 | 53 | 20 | 7 | 4 | - | 3 | 129 | 22 | 65 | 8 | 33 | 56 | 123 | 51 | 131 | 112 |
| | 4.00% ^x | 3.95% | 3.48% | 3.84% | 5.99% ^f | 7.13% | 3.19% | 3.30% | 3.89% | 5.34% | 19.25% | 3.91% | - | 10.14% | 3.74% | 5.01% | 3.48% | 4.60% | 3.68% | 5.07% | 3.61% | 3.90% | 6.52% ^{Tx} | 2.74% |
| Prefer to self-describe | 31 | 27 | 5 | 2 | 5 | - | 3 | 4 | 6 | 1 | - | * | - | - | 8 | * | 2 | - | 5 | 6 | 12 | 9 | 19 | 12 |
| | 0.48% ^{oq} | 0.45% | 0.36% | 0.72% | 1.09% | - | 0.27% | 0.61% | 0.44% | 0.31% | - | 0.30% | - | - | 0.23% | 0.09% | 0.09% | - | 0.59% ^q | 0.55% | 0.35% | 0.70% | 0.96% ^{Tx} | 0.28% |
| Prefer not to say | 121 | 110 | 21 | 6 | 9 | - | 19 | 12 | 29 | 3 | * | 2 | * | - | 50 | 3 | 26 | 2 | 19 | 20 | 46 | 19 | 28 | 31 |
| | 1.90% ^{ao} | 1.80% | 1.63% | 2.15% | 2.08% | - | 1.49% | 1.94% | 2.10% | 0.75% | 1.17% | 1.52% | 0.81% | - | 1.45% | 0.68% | 1.36% | 0.98% | 2.08% | 1.82% | 1.35% | 1.45% | 1.41% ^x | 0.75% |

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