

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 1

QAGE: What is your age?

Base: All complained about landline service in past 6 months

	Supplier							BT						EE						PLUSNET															
								Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
16-17	1	1	-	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
18-24	115	65	42**	134	75	97	30	37	47	25	6	53	44	18	52	63	26	24	15	-	32	27	6	28	37	2	2	1	1	3	3	-	2	4	4
25-34	175	89	10	211	89	125	68	59	61	55	-	103	56	16	94	81	28	40	20	1	56	28	5	52	37	3	3	4	-	4	4	2	4	6	
35-44	136	47	11	139	81	113	42	42	47	47	-	80	26	21	78	56	14	18	13	2	33	14	-	30	17	2	7	2	-	9	1	1	9	2	
45-54	64	18	7	48	28	38	9	28	18	14	4	36	17	11	37	25	5	9	4	-	10	5	3	6	12	2	2	3	-	4	2	1	4	3	
55-64	35	6	2	17	21	30	7	8	13	11	3	17	9	9	18	15	-	3	3	-	2	3	1	3	3	1	1	-	-	1	1	-	2	2	
65+	27	9	6	11	10	16	10	5	8	11	3	16	3	8	15	12	4	1	2	2	3	2	4	2	7	1	-	3	2	6	-	-	6	-	
NET: 16-34	291	155	16	346	165	223	98	96	109	80	6	156	100	35	147	144	54	64	36	1	89	55	11	81	74	5	5	5	1	7	7	2	6	10	
NET: 35-54	200	65	18	187	109	153	51	70	65	61	4	125	43	32	115	81	19	27	17	2	43	19	3	36	29	4	9	5	-	13	3	3	13	5	
NET: 55+	62	15	8	28	31	46	17	13	21	22	6	33	12	17	33	27	4	4	5	2	5	5	5	5	10	2	1	3	2	6	1	1	6	2	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 2

QAGE: What is your age?

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK				VIRGIN MEDIA				VODAFONE																							
	Issue						Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
16-17	1	1	-	1	1	1	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
18-24	115	65	6	134	75	97	30	44	49	37	4	72	45	17	64	67	26	31	16	2	29	23	23	22	52	28	35	31	3	51	32	14	45	51	8	13	9	-	13	15	2	17	13	
25-34	175	89	10	211	89	125	68	64	89	54	4	137	56	18	131	79	27	33	29	-	47	31	11	44	45	41	48	33	3	80	34	11	75	44	17	34	17	-	53	12	3	43	25	
35-44	136	47	11	139	81	115	42	46	49	41	3	102	29	8	100	39	21	39	18	3	54	19	8	52	29	43	37	28	7	70	27	18	57	58	10	17	11	4	31	10	1	28	13	
45-54	64	18	7	48	28	38	9	10	21	13	4	35	10	3	32	15	12	5	11	-	19	5	4	16	12	19	7	10	2	21	12	5	17	21	6	1	2	-	8	1	-	5	4	
55-64	35	6	2	17	21	30	7	3	6	4	4	9	5	3	12	5	9	4	6	2	15	3	3	16	5	14	5	9	2	16	7	7	15	14	3	2	2	-	2	4	1	5	2	
65+	27	9	6	11	10	16	10	5	2	3	1	6	4	1	6	5	3	4	3	-	4	2	4	5	5	9	1	5	1	7	-	9	8	8	6	3	5	2	-	5	2	3	4	6
NET: 16-34	291	155	16	346	165	223	98	109	138	91	8	210	101	35	195	147	53	64	46	2	76	54	35	66	98	69	84	64	6	131	67	25	121	95	25	47	26	-	66	27	5	60	38	
NET: 35-54	200	65	18	187	109	153	51	56	70	54	7	137	39	11	132	54	33	44	29	3	73	24	12	68	41	62	44	38	9	91	39	23	74	79	16	18	13	4	39	11	1	33	17	
NET: 55+	62	15	8	28	31	46	17	8	8	7	5	15	9	4	18	10	12	8	9	2	19	5	7	21	10	23	6	14	3	23	7	16	23	22	6	7	4	-	7	6	4	9	8	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/gh - i/jk/l - m/n - op/q/r - s/t/u - vw - AB/CD - E/FG - HI - JK/LM - N/O/P - QR  
Overlap formulae used \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier		BT											EE											PLUSNET										
		Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved			
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
Hearing - Poor hearing, partial hearing, or are deaf	58	22	8	63	32	47	19	17	24	14	3	33	20	5	35	23	6	8	7	1	8	9	5	13	9	3	2	1	2	5	1	2	5	3
Eyesight - Poor vision, colour blindness, partial sight, or are blind	91	31	4	85	59	65	30	42	30	17	2	50	22	19	50	41	11	9	10	1	20	9	2	18	13	2	1	1	-	1	2	1	1	3
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65	28	10	74	42	51	33	35	24	14	2	37	20	8	35	30	10	8	10	-	16	8	4	18	10	2	6	2	-	6	4	-	5	5
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	59	34	4	69	29	40	10	25	20	12	2	40	13	6	30	29	9	19	6	-	23	6	5	20	14	1	2	1	-	2	2	-	1	3
Breathing - Breathlessness or chest pains	81	32	2	91	37	73	21	29	28	21	3	41	28	12	43	38	11	11	9	1	16	11	5	16	16	-	-	2	-	1	1	-	1	1
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	67	43	7	89	52	75	22	26	23	16	2	40	20	7	32	35	17	14	11	1	25	12	6	23	20	1	5	1	-	4	2	1	4	3
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	94	37	4	88	54	55	34	37	31	23	3	56	31	7	47	47	12	13	11	1	19	13	5	20	17	2	1	1	-	4	-	-	3	1
Your mental health - Anxiety, depression, or trauma-related conditions, for example	144	71	7	140	78	106	48	52	49	39	4	81	44	19	80	62	28	18	23	2	35	27	9	37	34	2	-	5	-	3	3	1	4	3
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	29	11	-	26	17	34	20	11	8	9	1	15	10	4	17	11	6	3	2	-	4	3	4	4	7	-	-	-	-	-	-	-	-	-
Prefer not to say	22	15	3	36	20	22	14	4	10	7	1	16	4	2	11	11	6	5	3	1	9	5	1	8	7	-	1	1	1	3	-	-	2	1

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

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

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	111**	15**	13**	3**	26**	11**	5**	25**	17*	
Don't know	4	4	2	8	3	8	1	1	-	2	1	1	3	-	2	2	2	2	-	-	3	-	1	1	3	2	-	-	-	-	1	1	1	1	1
	1%	2%	5%	1%	1%	2%	1%	1%	-	1%	6%	*	2%	-	1%	1%	3%	2%	-	-	2%	-	5%	1%	3%	18%	-	-	-	-	-	9%	20%	4%	6%
Nothing	188	71	9	161	77	122	48	60	60	62	6	123	42	23	109	76	19	34	16	2	46	22	3	37	34	2	4	3	-	8	1	-	7	2	
	34%	30%	21%	29%	25%	29%	29%	34%	31%	38%	38%	39%	27%	27%	37%	30%	25%	36%	28%	40%	34%	28%	16%	30%	30%	18%	27%	23%	-	31%	9%	-	28%	12%	
NET: Any limiting characteristic	339	145	28	356	205	270	103	114	125	92	8	174	106	59	173	163	50	54	39	2	79	52	14	76	69	7	10	9	2	15	9	4	15	13	
	61%	62%	67%	63%	67%	64%	62%	64%	64%	56%	50%	55%	68%	70%	59%	65%	65%	57%	67%	40%	58%	66%	74%	62%	61%	64%	67%	69%	67%	58%	82%	80%	60%	78%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 4

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

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK					VIRGIN MEDIA					VODAFONE																						
	Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*
Hearing - Poor hearing, partial hearing, or are deaf	58	22	8	63	32	47	19	19	25	16	3	36	20	7	36	26	6	12	14	-	21	7	4	19	13	20	13	13	1	30	6	11	24	22	7	9	3	-	13	5	1	10	9
Eyesight - Poor vision, colour blindness, partial sight, or are blind	91	31	4	85	59	65	30	29	36	19	1	51	25	9	50	34	19	23	16	1	32	19	8	33	26	22	21	21	1	42	16	7	34	31	8	14	8	-	23	6	1	19	11
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	65	28	10	74	42	51	23	17	36	19	2	49	19	6	46	28	10	16	16	-	27	10	5	25	17	17	18	14	2	26	13	12	25	26	4	11	8	-	16	6	1	14	9
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	59	34	4	69	29	40	10	18	36	15	-	48	13	8	43	25	9	10	10	-	21	5	3	18	11	14	10	16	-	24	10	6	24	16	2	4	4	-	10	-	-	8	2
Breathing - Breathlessness or chest pains	81	32	2	91	37	73	21	30	35	23	3	59	24	8	55	35	10	14	13	-	21	11	5	20	17	24	22	26	1	36	25	12	36	37	4	12	5	-	15	4	2	9	12
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	67	43	7	89	52	75	22	28	38	22	1	59	24	6	56	32	13	20	19	-	31	16	5	23	28	27	31	15	2	41	25	9	33	40	7	12	3	-	20	2	-	10	12
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	94	37	4	88	54	55	34	32	25	23	1	63	18	7	60	26	12	22	19	1	29	18	7	29	25	17	20	17	1	34	14	7	31	24	12	12	10	-	25	9	-	21	13
Your mental health - Anxiety, depression, or trauma-related conditions, for example	144	71	7	140	78	106	48	40	60	37	3	93	37	10	87	52	21	29	25	3	42	22	14	44	34	30	32	42	2	61	35	10	48	56	16	22	10	-	31	14	3	28	20
Other illnesses/ conditions which impact or limit your/ daily activities/ the work you do	29	11	-	26	17	34	20	7	12	7	-	20	3	3	16	9	2	7	8	-	11	4	2	11	6	13	7	13	1	23	7	4	19	15	8	6	6	-	12	6	2	11	9

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - AB/C/D - E/F/G - HI - JK/L/M - N/O/P - QR  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

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Supplier	SKY										TALK TALK					VIRGIN MEDIA					VODAFONE																						
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Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*
Prefer not to say	22	15	3	36	20	22	14	12	14	8	2	18	15	3	21	15	6	10	4	-	6	8	6	6	14	9	6	5	2	10	11	1	12	9	4	7	2	1	8	2	4	5	9
	4%	6%	7%	6%	7%	5%	8%	7%	6%	5%	10%	5%	10%	6%	6%	7%	6%	9%	5%	-	4%	10%	11%	4%	9%	6%	4%	4%	11%	4%	10%	2%	6%	5%	9%	10%	5%	25%	7%	5%	40%	5%	14%
Don't know	4	4	2	8	3	8	1	1	4	1	2	2	6	-	2	6	1	1	1	-	1	-	2	-	3	2	2	4	-	4	4	-	3	4	1	-	-	-	-	1	-	-	1
	1%	2%	5%	1%	1%	2%	1%	1%	2%	1%	10%	1%	4%	-	1%	3%	1%	1%	1%	-	1%	-	4%	-	2%	1%	1%	3%	-	2%	4%	-	1%	2%	2%	-	-	-	-	2%	-	2%	
Nothing	188	71	9	161	77	122	48	47	52	51	11	118	32	11	111	49	30	22	22	3	55	15	7	49	28	50	33	29	10	78	24	20	66	54	9	23	13	3	34	14	-	35	12
	34%	30%	21%	29%	25%	29%	29%	27%	24%	24%	55%	33%	21%	22%	32%	23%	31%	19%	26%	43%	33%	18%	13%	32%	19%	32%	25%	25%	56%	32%	21%	31%	30%	28%	19%	32%	30%	75%	30%	32%	-	26%	19%
NET: Any limiting characteristic	339	145	28	356	205	270	103	113	146	92	5	224	96	36	211	141	61	83	57	4	106	60	39	100	104	93	93	78	6	153	74	43	137	129	33	42	28	-	70	27	6	62	41
	61%	62%	67%	63%	67%	64%	62%	65%	68%	61%	25%	62%	64%	72%	61%	67%	62%	72%	68%	57%	63%	72%	72%	65%	70%	60%	69%	67%	33%	62%	65%	67%	63%	66%	70%	58%	65%	-	63%	61%	60%	61%	65%

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 5

Base: All complained about landline service in past 6 months

Supplier		BT													EE					PLUSNET															
		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved								
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
The service not performing as it should	163	58	13	152	84	116	43	-	-	163	-	100	38	25	88	72	-	-	58	-	29	27	2	26	32	-	-	13	-	9	4	-	9	4	
A billing, pricing or payment issue	136	54	8	124	71	116	34	136	-	-	-	81	36	19	83	52	54	-	-	-	37	11	6	31	23	8	-	-	5	-	3	5	3	5	3
A problem with a repair to the service	104	50	6	84	53	71	32	-	104	-	-	55	34	15	53	50	-	50	-	26	18	6	30	20	-	6	-	3	2	1	4	2	4	2	
A problem relating to the installation or set up of your service	91	45	9	132	63	63	40	-	91	-	-	46	32	13	42	49	-	45	-	31	13	1	22	23	-	9	-	6	3	-	4	5	4	5	
Disatisfaction with customer service from a previous occasion or contact	43	23	3	49	27	38	13	43	-	-	-	23	12	8	21	22	23	-	-	11	8	4	11	12	3	-	-	-	2	1	1	2	2	2	
Or something else	16	5	3	20	7	18	4	-	-	-	16	9	3	4	8	7	-	-	-	5	3	2	2	3	-	-	-	3	-	-	2	1	1	1	
SUMMARY:																																			
Billing and Customer service	179	77	11	173	98	154	47	179	-	-	-	104	48	27	104	74	77	-	-	-	48	19	10	42	35	11	-	-	5	2	4	6	5	5	5
Repairs and Installation	195	95	15	216	116	134	72	-	195	-	-	101	66	28	95	99	-	95	-	-	57	31	7	52	43	-	15	-	9	5	1	8	7	7	7
Service Issues	163	58	13	152	84	116	43	-	-	163	-	100	38	25	88	72	-	-	58	-	29	27	2	26	32	-	13	-	9	4	-	9	4	4	4
Something else	16	5	3	20	7	18	4	-	-	-	16	9	3	4	8	7	-	-	-	5	3	2	2	3	-	-	-	3	3	-	2	1	1	1	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 6

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

Base: All complained about landline service in past 6 months

Supplier	SKY											TALK TALK					VIRGIN MEDIA					VODAFONE																								
	Issue							Satisfaction				Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved																		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)			
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*			
The service not performing as it should	163	58	13	152	84	116	43	-	-	152	-	98	37	17	94	57	-	-	84	-	42	28	14	41	43	-	-	116	72	29	15	65	49	-	-	43	-	30	12	1	29	14				
A billing, pricing or payment issue	25%	23%	19%	22%	23%	27%	26%	-	-	100% <sup>sig</sup>	-	27%	25%	34%	27%	27%	-	-	-	-	25%	34%	26%	26%	29%	-	-	100% <sup>sig</sup>	29%	26%	23%	30%	25%	-	-	-	-	100% <sup>sig</sup>	-	-	-	27%	27%	10%	28%	22%
A problem with a repair to the service	136	54	8	124	71	116	34	124	-	-	-	83	34	7	68	54	71	-	-	44	16	11	37	33	116	-	-	71	27	18	64	51	34	-	-	-	-	22	10	2	19	15				
A problem relating to the installation or set up of your service	25%	23%	19%	22%	23%	27%	20%	72% <sup>sig</sup>	-	-	-	23%	23%	14%	20%	26%	72% <sup>sig</sup>	-	-	-	26%	19%	20%	24%	22%	75% <sup>sig</sup>	-	-	29%	24%	28%	29%	26%	72% <sup>sig</sup>	-	-	-	-	20%	23%	20%	19%	24%			
Disatisfaction with customer service on a previous occasion or contact	104	50	6	84	53	71	32	-	84	-	-	58	20	6	53	31	-	53	-	33	10	10	34	19	-	71	-	45	17	9	38	32	-	-	32	-	27	5	-	22	10					
Or something else	19%	21% <sup>sig</sup>	14%	15%	17%	17%	19%	-	39% <sup>sig</sup>	-	-	16%	13%	12%	15%	15%	-	46% <sup>sig</sup>	-	20%	12%	19%	22%	13%	-	53% <sup>sig</sup>	-	18%	15%	14%	17%	16%	-	-	46% <sup>sig</sup>	-	-	24%	11%	-	22%	16%				
SUMMARY:	91	45	9	132	63	63	40	-	132	-	-	80	41	11	84	47	-	63	-	35	22	6	27	36	-	63	-	33	21	9	27	36	-	-	40	-	24	10	6	23	17					
Billing and Customer service	16%	19%	21%	24% <sup>sig</sup>	21% <sup>sig</sup>	15%	24% <sup>sig</sup>	-	61% <sup>sig</sup>	-	-	22%	28%	22%	24%	22%	-	54% <sup>sig</sup>	-	21%	27% <sup>sig</sup>	11%	17%	24%	-	-	47% <sup>sig</sup>	-	13%	19%	14%	12%	18%	-	-	50% <sup>sig</sup>	-	21%	23%	60%	23%	27%				
Repairs and Installation	43	23	3	49	27	38	13	49	-	-	-	31	10	8	34	15	27	-	-	9	5	13	12	15	38	-	-	16	14	8	17	21	13	-	-	13	-	6	6	1	7	6				
Service issues	8%	10%	7%	9%	9%	9%	8%	28% <sup>sig</sup>	-	-	-	9%	7%	16% <sup>sig</sup>	10%	7%	28% <sup>sig</sup>	-	-	5%	6%	24% <sup>sig</sup>	8%	10%	25% <sup>sig</sup>	-	-	7%	12%	13%	8%	11%	28% <sup>sig</sup>	-	-	-	-	5%	14%	10%	7%	10%				
Something else	16	5	3	20	7	18	4	-	-	20	100%	12	7	1	12	7	-	-	7	5	2	-	4	3	-	-	-	18	8	5	5	7	7	-	-	4	3	1	-	2	1					
BT	3%	2%	7%	4%	2%	4%	2%	-	-	-	100%	3%	5%	2%	3%	3%	-	-	100%	3%	2%	-	3%	2%	-	-	100%	3%	4%	8%	3%	4%	8%	3%	4%	100%	3%	2%	-	2%	2%					

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/ly - x/g/h/ - j/k/ - m/n - o/p/q/ - s/t/u - vw - AB/CD - E/FG - HI - JK/LUM - N/O/P - QR  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								BT					EE					PLUSNET																
	Issue								Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved													
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	179	77*	11**	173	98*	154	47*	179	-**	-**	-**	104	48*	27**	104	74*	77*	-**	-**	-**	48*	19**	10**	42*	35*	11**	-**	-**	-**	5**	2**	4**	6**	5*	
Bill was lot higher than expected	54	18	3	53	29	48	9	54	-	-	-	33	15	6	29	25	18	-	-	-	10	4	4	9	9	3	-	-	-	3	-	-	3	-	
Bill was inaccurate	40	14	2	19	14	22	8	40	-	-	-	27	8	5	27	12	14	-	-	-	8	2	4	9	12	5	2	-	-	2	-	-	2	-	
Bill contained items I shouldn't have been charged for	34	15	2	31	14	17	5	34	-	-	-	21	10	3	24	10	15	-	-	-	10	3	2	8	7	2	-	-	2	-	-	2	-		
Payment issues (including setting up/making a payment, non-direct debit charges)	32	16	3	26	21	31	12	32	-	-	-	21	9	2	22	10	16	-	-	-	14	-	2	10	6	3	-	-	1	-	2	1	2		
The format of the bill	26	11	2	15	19	20	5	26	-	-	-	12	11	3	13	13	11	-	-	-	7	3	1	6	5	2	-	-	1	-	1	1	1	1	
Getting a refund, credit note or cashback	16	10	-	19	15	27	4	16	-	-	-	11	3	2	13	3	10	-	-	-	8	1	1	8	2	-	-	-	-	-	-	-	-	-	
Took too long to resolve issue	15	7	2	14	8	13	5	15	-	-	-	8	4	3	9	6	7	-	-	-	3	3	1	4	3	2	-	-	-	-	-	1	1	1	
Rude/dismissive	12	4	1	9	8	9	3	12	-	-	-	7	3	2	3	9	4	-	-	-	1	-	3	2	2	1	-	-	-	-	-	-	-	-	
Unable to get through to relevant person	11	7	-	13	3	9	5	11	-	-	-	7	2	2	5	6	7	-	-	-	3	2	2	3	4	-	-	-	-	-	-	-	-	-	
Gave incorrect information	11	10	-	13	6	8	3	11	-	-	-	6	1	4	5	6	10	-	-	-	6	2	2	7	11	-	-	-	-	-	-	-	-	-	
Unable to get through to anyone	9	7	-	12	3	7	3	9	-	-	-	7	2	-	5	4	7	-	-	-	3	3	1	1	6	-	-	-	-	-	-	-	-	-	
Didn't do what they said they would do	6	4	-	11	4	12	2	6	-	-	-	3	2	1	2	4	4	-	-	-	6	-	10*	2*	17**	-	-	-	-	-	-	-	-	-	-
Costs of international and roaming calls	3	1	-	2	-	-	1	3	-	-	-	3	-	-	2	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	
Costs of going above data allowance	2	2	-	-	-	-	2	2	-	-	-	2	-	-	2	-	2	-	-	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-	
Pre-pay credit lost or not credited to card	1	4	-	1	-	-	1	1	-	-	-	1	-	-	1	4	4	-	-	-	3	1	-	4	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/p - g/h/i/j - k/l/m - n/o - xy/za - B/C/D - E/F - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										BT						EE						PLUSNET											
	Issue					Satisfaction					Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved							
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	179	77*	11**	173	98*	154	47*	179	-**	-**	-**	104	48*	27**	104	74*	77*	-**	-**	-**	48*	19**	10**	42*	35*	11**	-**	-**	-**	5**	2**	4**	6**	5*
A different issue	2	-	-	3	4	9	1	2	-	-	-	1	-	1	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	2%	4%	6% <b>skate</b>	2%	1%	-	-	-	1%	-	4%	1%	1%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 8

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

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

	Supplier										SKY				TALK TALK				VIRGIN MEDIA				VODAFONE																				
	Issue										Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	179	77*	11**	173	98*	154	47*	173	**	**	**	114	44*	15**	102	69*	98*	**	**	**	53*	21**	24**	49*	48*	154	**	**	**	87*	41*	26**	81*	72*	47*	**	**	**	28**	16**	3**	26**	21**
Bill was a lot higher than expected	54	18	3	53	29	48	9	53	-	-	-	35	16	2	28	25	29	-	-	-	17	7	5	15	14	30	11	7	24	24	9	-	-	-	-	-	-	7	2	-	4	5	
Bill was inaccurate	40	14	2	19	14	22	8	19	-	-	-	17	2	-	14	5	14	-	-	-	11	2	1	8	6	22	-	-	15	7	8	-	-	-	-	-	-	3	4	1	4	4	
Bill contained items I shouldn't have been charged for	34	15	2	31	14	17	5	31	-	-	-	25	5	1	21	9	14	-	-	-	9	2	3	7	7	17	-	-	13	3	1	13	4	5	-	-	-	5	-	-	5	-	
Payment issues (including setting up/making a payment, non-direct debit charges)	32	16	3	26	21	31	12	26	-	-	-	18	6	2	14	12	21	-	-	-	12	5	4	11	9	31	-	-	17	10	4	19	12	12	-	-	-	9	3	-	7	5	
The format of the bill	26	11	2	15	19	20	5	15	-	-	-	11	3	1	7	7	19	-	-	-	11	5	3	8	11	20	-	-	14	4	2	12	8	5	-	-	-	3	2	-	2	3	
Getting a refund, credit note or cashback	16	10	-	19	15	27	4	19	-	-	-	12	6	1	9	10	15	-	-	-	10	4	1	9	6	27	-	-	20	4	3	15	11	4	-	-	-	2	1	1	3	1	
Took too long to resolve issue	15	7	2	14	8	13	5	14	-	-	-	11	2	1	11	3	8	-	-	-	3	-	5	4	4	13	-	-	6	4	3	4	9	5	-	-	-	3	2	-	5	-	
Rude/dismissive	12	4	1	9	8	9	3	9	-	-	-	10	5	7	11	4	8	-	-	-	6	-	21*	8	8	8	-	-	7	10	12*	5	13*	11*	-	-	-	11*	13*	-	19*	-	
Unable to get through to relevant person	11	7	-	13	3	9	5	13	-	-	-	9	2	2	10	3	3	-	-	-	2	-	1	1	2	9	-	-	3	4	2	3	6	6	5	-	-	-	2	2	1	2	3
Gave incorrect information	11	10	-	13	6	8	3	13	-	-	-	11	1	1	10	3	6	-	-	-	2	1	3	4	2	8	-	-	5	3	-	3	5	3	-	-	-	2	1	-	1	2	
Unable to get through to anyone	9	7	-	12	3	7	3	12	-	-	-	9	1	2	8	4	3	-	-	-	2	1	-	1	2	7	-	-	3	2	2	4	3	3	-	-	-	1	2	-	2	1	
Didn't do what they said they would do	6	4	-	11	4	12	2	11	-	-	-	7	3	1	7	4	4	-	-	-	1	2	1	1	3	12	-	-	5	5	2	5	7	2	-	-	-	1	1	-	2	-	
Costs of international and roaming calls	3	1	-	2	-	-	1	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Costs of going above data allowance	2	1	-	-	-	-	2	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	3%	-	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/w/f/y - x/g/h - j/k - m/n - op/q/r - s/t/u - vw - AB/CD - E/FG - HI - JK/LM - N/O/P - QR  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue				Satisfaction				Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	179	77*	11**	173	98*	154	47*	173	-**	-**	-**	114	44*	15**	102	69*	98*	-**	-**	-**	53*	21**	24**	49*	48*	154	-**	-**	-**	87*	41*	26**	81*	72*	47*	-**	-**	-**	28**	16**	3**	26**	21**
Pre-pay credit lost or not credited to card	1	4	-	1	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue	2	-	-	3	4	9	1	3	-	-	1	2	-	1	2	4	-	-	-	4	-	-	4	-	-	9	-	-	-	5	1	3	4	5	1	-	-	-	-	1	-	-	1
	1%	-	-	2%	4%	6% <b>ab</b>	2%	2%	-	-	1%	5%	-	1%	3%	4%	-	-	-	8%	-	-	6% <b>ab</b>	-	-	6%	-	-	-	6%	2%	12%	5%	7%	2%	-	-	-	-	6%	-	-	5%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 9

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

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

Supplier	BT												EE						PLUSNET															
	Issue				Satisfaction				Complaint completely resolved				Issue				Satisfaction				Complaint completely resolved													
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	163	58*	13**	152	84*	116	43*	-**	-**	163	-**	100	38*	25**	88*	72*	-**	-**	58*	-**	29**	27**	2**	26**	32*	-**	-**	13**	-**	9**	4**	-**	9**	4*
Poor line quality	67	15	6	53	31	33	11	-	-	67	-	38	17	12	39	28	-	-	15	-	7	8	-	6	9	-	-	6	2	4	-	3	3	
Complete loss of service	66	20	4	63	44	64	14	-	-	66	-	35	19	12	31	34	-	-	20	-	9	11	-	9	11	-	-	4	4	-	4	4		
Service is not consistently available	48	21	5	43	26	33	17	-	-	48	-	34	8	6	27	19	-	-	21	-	10	10	1	7	14	-	-	5	5	-	5	-		
Connection speed slower than advertised or led to expect	15	7	2	22	9	11	3	-	-	15	-	10	3	2	8	7	-	-	7	-	5	1	1	3	4	-	-	2	2	-	1	1		
Problems with voice over internet (VOIP) telephone calls	10	3	-	14	4	5	-	-	-	10	-	8	1	1	6	4	-	-	3	-	17%	4%	50%	12%	13%	-	-	15%	-	-	-	12%	25%	
Unable to get certain channels/content	4	1	-	6	5	5	-	-	-	4	-	4	-	-	3	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	
Poor picture quality	3	3	-	9	3	4	-	-	-	3	-	3	-	-	2	1	-	-	3	-	2	1	-	3	-	-	-	-	-	-	-	-	-	
Problems with calls being disconnected during a call or not connected at all	2	6	-	3	-	-	5	-	-	2	-	1	1	3	2	-	-	-	6	-	5	1	-	4	2	-	-	-	-	-	-	-	-	
Unable to access 4G service	1	1	-	1	-	-	4	-	-	1	-	-	1	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	1	4	-	1	-	-	4	-	-	1	-	-	1	-	1	-	-	-	4	-	3	1	-	3	1	-	-	-	-	-	-	-	-	-
Unable to access 5G service	1	2	-	4	-	-	6	-	-	1	-	1	-	-	1	-	-	-	2	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	-	2	-	2	-	-	5	-	-	-	-	-	-	-	-	-	-	-	2	-	3	4%	-	4%	3%	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	-	1	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	1	-	-	2	-	2	-	-	-	1	-	1	-	-	1	-	-	-	2	-	3	-	-	4%	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 10

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

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

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																			
	Issue				Satisfaction				Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	163	58*	13**	152	84*	116	43*	-**	-**	152	-**	98*	37*	17**	94*	57*	-**	-**	84*	-**	42*	28**	14**	41*	43*	-**	-**	116	-**	72*	29**	15**	65*	49*	-**	-**	43*	-**	30*	12**	1**	29**	14**	
Poor line quality	67	15	6	53	31	33	11	-	-	53	-	33	11	9	35	18	-	-	31	-	17	9	5	13	18	-	-	33	-	18	9	6	14	19	-	-	11	-	6	4	1	7	4	
Complete loss of service	66	20	4	63	44	64	14	-	-	63	-	37	19	7	42	20	-	-	44	-	20	16	8	24	20	-	-	64	-	41	14	9	38	25	-	-	14	-	12	2	-	11	3	
Service is not consistently available	48	21	5	43	26	33	17	-	-	43	-	30	7	6	27	15	-	-	26	-	14	10	2	13	13	-	-	33	-	19	10	4	16	16	-	-	17	-	14	3	-	12	5	
Connection speed slower than advertised or led to expect	15	7	2	22	9	11	3	-	-	22	-	13	6	3	12	9	-	-	9	-	3	5	1	4	5	-	-	11	-	8	2	1	8	3	-	-	3	-	2	1	-	3	-	
Problems with voice over internet (VOIP) telephone calls	10	3	-	14	4	5	-	-	-	14	-	10	3	1	9	5	-	-	4	-	2	2	-	3	1	-	-	5	-	4	-	1	4	1	-	-	-	-	-	-	-	-		
Unable to get certain channels/content	4	1	-	6	5	5	-	-	-	6	-	5	1	-	4	2	-	-	5	-	3	2	-	5	-	-	-	5	-	3	1	1	2	3	-	-	-	-	-	-	-	-	-	
Poor picture quality	3	2*	-	4*	6*	4*	-	-	-	4*	-	5*	3*	-	4*	4*	-	-	6*	-	7*	7*	-	11**	-	-	-	4*	-	4*	3*	7*	3*	6*	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	2	6	-	3	-	5	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Unable to access 4G service	1	1	-	1	-	4	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor outside reception/coverage	1	4	-	1	-	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to access 5G service	1	2	-	4	-	6	-	-	-	4	-	4	-	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	-	2	-	2	-	5	-	-	-	2	-	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Text or voice mails delivered late	-	1	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	1	-	-	2	-	2	-	-	-	2	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	1	2	-	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	BT												EE												PLUSNET											
	Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)		
Total	195	95*	15**	216	116	134	72*	-**	195	-**	-**	101	66*	281**	95*	57*	99*	-**	95*	-**	-**	57*	31*	7**	52*	43*	-**	15**	-**	-**	9**	5**	1**	8**	7*	
Time taken to repair a fault	37	23	2	26	18	21	15	-	37	-	-	18	16	3	22	15	-	23	-	-	11	9	3	15	8	-	2	-	-	2	-	-	2	-		
19%	24%	13%	12%	16%	16%	21%	-	19%	-	-	18%	24%	11%	23%	15%	-	24%	-	-	19%	29%	43%	29%	19%	-	13%	-	-	22%	-	-	25%	-			
Arranging an appointment for an engineer visit	31	14	1	26	17	26	8	-	31	-	-	20	6	5	20	11	-	14	-	-	10	2	2	10	4	-	1	-	-	1	-	-	1	-		
16%	15%	7%	12%	15%	19%	11%	-	16%	-	-	20%	9%	18%	21%	11%	-	15%	-	-	18%	6%	29%	19%	9%	-	7%	-	-	11%	-	-	13%	-			
Arranging an installation	30	13	5	45	13	21	14	-	30	-	-	16	11	3	12	18	-	13	-	-	10	3	-	9	4	-	5	-	-	3	2	-	3	2		
15%	14%	33%	21%	11%	16%	19%	-	15%	-	-	16%	17%	11%	13%	18%	-	14%	-	-	18%	10%	-	17%	9%	-	33%	-	-	33%	40%	-	38%	29%			
Time taken to install the service	29	22	1	53	22	21	9	-	29	-	-	15	9	5	14	15	-	22	-	-	15	7	-	13	9	-	1	-	-	-	1	-	-	1		
15%	23%	7%	23%	19%	16%	13%	-	15%	-	-	15%	14%	18%	15%	15%	-	23%	-	-	26%	23%	-	25%	21%	-	7%	-	-	-	20%	-	-	-	14%		
Missed/moved repair appointment	29	11	1	24	13	22	6	-	29	-	-	16	11	2	9	20	-	11	-	-	6	3	2	7	4	-	1	-	-	-	1	-	1	-		
15%	12%	7%	11%	11%	16%	8%	-	15%	-	-	16%	17%	7%	9%	20%	-	12%	-	-	11%	10%	29%	13%	9%	-	7%	-	-	-	100%	-	13%	-			
Damage to property during repair	25	14	2	22	18	18	7	-	25	-	-	19	5	1	16	9	-	14	-	-	7	6	1	9	5	-	2	-	-	-	2	-	-	2		
13%	15%	13%	10%	16%	13%	10%	-	13%	-	-	19%	8%	4%	17%	9%	-	15%	-	-	12%	19%	14%	17%	12%	-	13%	-	-	-	40%	-	-	29%			
Switching issues (e.g. problems trying to switch or problems porting your number)	24	17	3	54	27	15	15	-	24	-	-	15	7	2	13	11	-	17	-	-	14	3	-	9	8	-	3	-	-	-	3	-	1	2		
12%	18%	20%	25%	23%	11%	21%	-	12%	-	-	15%	11%	7%	14%	11%	-	18%	-	-	25%	10%	-	17%	19%	-	20%	-	-	33%	-	-	13%	29%			
Missed/ moved installation appointment	23	13	1	30	8	18	11	-	23	-	-	8	8	7	7	16	-	13	-	-	10	3	-	7	6	-	1	-	-	1	-	-	-	1		
12%	14%	7%	14%	7%	13%	15%	-	12%	-	-	8%	12%	25%	7%	16%	-	14%	-	-	18%	10%	-	13%	14%	-	7%	-	-	11%	-	-	-	14%			
Complaining about an engineer	20	11	-	26	10	21	13	-	20	-	-	12	5	3	10	10	-	11	-	-	6	4	1	6	5	-	-	-	-	-	-	-	-	-		
10%	12%	-	12%	9%	16%	18%	-	10%	-	-	12%	8%	11%	11%	10%	-	12%	-	-	11%	13%	14%	12%	12%	-	-	-	-	-	-	-	-	-			
Damage to property during installation	13	16	-	32	17	14	11	-	13	-	-	8	5	-	7	6	-	16	-	-	12	3	1	7	9	-	-	-	-	-	-	-	-	-		
7%	17%	-	15%	15%	10%	15%	-	7%	-	-	8%	8%	-	7%	6%	-	17%	-	-	21%	10%	14%	13%	21%	-	-	-	-	-	-	-	-	-			
A different issue	5	2	-	3	1	1	2	-	5	-	-	1	-	4	1	3	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-			
3%	2%	-	1%	1%	1%	3%	-	3%	-	-	1%	-	14%	1%	3%	-	2%	-	-	4%	-	-	4%	-	-	-	-	-	-	-	-	-	-			

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 12

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

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

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved																		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	195	95*	15**	216	116	134	72*	**	216	**	**	138	61*	17**	137	78*	**	116	**	**	68*	32*	16**	61*	55*	**	134	**	**	78*	38*	18**	65*	68*	**	72*	**	**	51*	15**	6**	45*	27**
Time taken to repair a fault	37	23	2	26	18	21	15	-	26	-	-	18	6	2	13	13	-	18	-	-	9	4	5	12	6	-	21	-	-	13	6	2	10	11	-	15	-	-	11	4	-	7	8
Arranging an appointment for an engineer visit	31	14	1	26	17	26	8	-	26	-	-	20	5	1	21	5	-	17	-	-	16	1	-	13	4	-	26	-	-	15	9	2	14	12	-	8	-	-	7	1	-	6	2
Arranging an installation	30	13	5	45	13	21	14	-	45	-	-	26	13	6	28	16	-	13	-	-	7	4	2	7	6	-	21	-	-	13	3	5	11	10	-	14	-	-	10	3	1	11	3
Time taken to install the service	29	22	1	53	22	21	9	-	53	-	-	38	13	2	35	18	-	22	-	-	14	7	1	10	12	-	21	-	-	13	5	3	8	13	-	9	-	-	5	2	2	6	3
Missed/moved repair appointment	29	11	1	24	13	22	6	-	24	-	-	18	5	1	18	6	-	13	-	-	11	1	1	10	3	-	22	-	-	16	3	3	13	9	-	6	-	-	6	-	-	5	1
Damage to property during repair	25	14	2	22	18	18	7	-	22	-	-	16	5	1	15	7	-	18	-	-	11	3	4	10	8	-	18	-	-	13	3	2	10	8	-	7	-	-	7	-	-	4	3
Switching issues (e.g. problems trying to switch or problems porting your number)	24	17	3	54	27	15	15	-	54	-	-	35	16	3	35	19	-	27	-	-	13	11	3	13	14	-	15	-	-	8	7	-	9	6	-	15	-	-	8	5	2	9	6
Missed/ moved installation appointment	23	13	1	30	8	18	11	-	30	-	-	22	6	2	21	9	-	8	-	-	4	3	1	1	7	-	18	-	-	10	7	1	9	9	-	11	-	-	8	2	1	6	5
Complaining about an engineer	20	11	-	26	10	21	13	-	26	-	-	18	6	2	15	11	-	10	-	-	4	2	4	6	4	-	21	-	-	16	4	1	12	8	-	13	-	-	11	2	-	9	4
Damage to property during installation	13	16	-	32	17	14	11	-	32	-	-	22	9	1	21	10	-	17	-	-	13	3	1	7	10	-	14	-	-	6	7	1	3	11	-	11	-	-	6	3	2	5	6
A different issue	5	2	-	3	1	1	2	-	3	-	-	2	1	-	2	1	-	1	-	-	-	-	1	-	1	-	1	-	-	-	-	1	-	-	2	-	-	-	2	-	-	2	-

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/ly - x/g/h/ - jkl - m/n - op/q/r - s/t/u - vw - AB/CD - E/FG - HI - JK/L/M - N/O/P - Q/R  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT						EE						PLUSNET														
	Issue							Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	16**	5**	3**	20**	7**	18**	4**	-**	-**	-**	16**	9**	3**	4**	8**	7**	-**	-**	-**	5**	3**	2**	4**	2**	3**	-**	-**	-**	3**	-**	-**	2**	1*	
Complaining about the terms of your contract	6	-	-	6	3	4	1	-	-	-	6	3	2	1	4	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Switching issues (e.g. problems trying to switch or problems porting your number)	3	-	-	7	-	2	3	-	-	-	3	2	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Change to your package or service (upgrading or downgrading your service)	1	1	1	4	1	8	1	-	-	-	1	1	-	-	1	-	-	-	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	
Service not performing as advertised or as told in store/over the phone	6	20%	33%	20%	14%	44%	25%	-	-	-	6%	11%	-	-	13%	-	-	-	-	20%	33%	-	-	50%	-	-	-	33%	33%	-	-	50%	-	
Keeping your mobile phone number when changing suppliers	1	1	1	3	1	6	1	-	-	-	1	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-	-	1	-	-	-	-	1	100%
A different issue (please describe it briefly in your own words)	5	1	1	3	2	1	-	-	-	-	5	2	-	3	2	3	-	-	-	1	-	1	-	1	-	-	-	1	1	-	-	1	-	
	31%	20%	33%	15%	29%	6%	-	-	-	31%	22%	-	75%	25%	43%	-	-	-	20%	-	50%	-	-	33%	-	-	33%	33%	-	-	50%	-	-	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue				Satisfaction				Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	16**	5**	3**	20**	7**	18**	4**	-**	-**	-**	20**	12**	7**	1**	12**	7**	-**	-**	-**	7**	5**	2**	-**	4**	3**	-**	-**	-**	18**	8**	5**	5**	7**	7**	-**	-**	-**	4**	3**	1**	-**	2**	1**
Complaining about the terms of your contract	6	-	-	6	3	4	1	-	-	-	6	5	1	-	5	1	-	-	-	3	3	-	-	3	-	-	-	-	4	1	1	2	1	2	-	-	-	1	1	-	-	1	-
Switching issues (e.g. problems trying to switch or problems porting your number)	3	-	-	7	-	2	3	-	-	-	7	4	3	-	5	1	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	3	2	1	-	1	1	
Change to your package or service (upgrading or downgrading your service)	1	1	1	4	1	8	1	-	-	-	4	2	1	1	2	2	-	-	-	1	1	-	-	-	1	-	-	8	5	2	1	5	2	-	-	-	1	1	-	-	-	1	
Service not performing as advertised or as told in store/over the phone	6	20%	33%	20%	14%	44%	25%	-	-	-	20%	17%	14%	100%	17%	29%	-	-	-	14%	20%	-	-	-	33%	-	-	44%	63%	40%	20%	71%	29%	-	-	-	25%	33%	-	-	-	-	100%
Keeping your mobile phone number when changing suppliers	1	1	1	3	1	6	1	-	-	-	3	2	1	-	2	1	-	-	-	1	-	1	-	-	1	-	-	6	2	3	1	1	2	-	-	-	1	1	-	-	-	1	-
A different issue (please describe it briefly in your own words)	6	20%	33%	15%	14%	33%	25%	-	-	-	15%	17%	14%	-	17%	14%	-	-	-	14%	-	50%	-	-	33%	-	-	33%	25%	60%	20%	14%	29%	-	-	-	25%	33%	-	-	-	-	50%

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier										BT					EE					PLUSNET															
										Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)		
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
Only/mainly on the phone	194	51	14	148	96	144	43	63	58	66	7	108	50	36	101	91	21	17	12	1	22	22	7	21	30	3	3	6	2	12	21	1	11	3	
	35% <b>bdj</b>	22%	33%	26%	31% <b>bd</b>	34% <b>bd</b>	26%	35%	30%	40% <b>bd</b>	44%	34%	32%	43%	34%	36%	27%	18%	21%	20%	16%	28% <b>bd</b>	37%	17%	27%	27%	20%	46%	67%	46%	9%	20%	44%	18%	
Only/mainly via email	74	38	6	75	47	57	30	28	24	20	2	37	27	10	40	33	14	14	10	-	25	12	1	22	16	3	2	1	-	4	1	1	5	1	
	13%	16%	14%	13%	15%	14%	18%	16%	12%	12%	13%	12%	17%	12%	14%	13%	18%	15%	17%	-	18%	15%	5%	18%	14%	27%	13%	8%	-	15%	9%	20%	20%	6%	
Only/mainly via webchat	69	19	5	54	44	35	21	27	21	20	1	41	20	8	43	25	7	4	6	2	16	2	1	11	8	2	2	1	-	3	-	2	2	3	
	12% <b>bd</b>	8%	12%	10%	16% <b>bd</b>	8%	13%	15%	11%	12%	6%	13%	13%	10%	15%	10%	9%	4%	10%	40%	22% <b>bd</b>	3%	5%	9%	7%	18%	13%	8%	-	12%	-	40%	8%	18%	
Only/mainly via mobile app	64	43	5	85	32	52	20	14	28	21	1	43	16	5	38	26	15	15	12	1	28	13	2	27	16	-	4	1	-	3	2	-	3	2	
	12%	18% <b>ae</b>	12%	15%	10%	12%	12%	8%	15% <b>bd</b>	13%	6%	16%	10%	6%	13%	10%	19%	16%	21%	20%	20%	16%	11%	22%	14%	-	27%	8%	-	12%	18%	-	12%	12%	
Only/mainly via web form	39	16	6	53	20	28	7	16	13	9	1	28	8	3	20	19	5	10	1	-	7	8	1	5	11	1	3	1	1	2	4	-	1	5	
	7%	7%	14% <b>bd</b>	10% <b>bd</b>	7%	7%	4%	9%	7%	6%	6%	9%	5%	4%	7%	8%	6%	11%	2%	-	5%	10%	5%	4%	10%	9%	20%	8%	33%	8%	36%	-	4%	29%	
Only/mainly in store	36	23	1	48	23	31	15	11	16	8	1	14	14	8	20	16	4	10	9	-	15	6	2	14	9	1	-	-	-	-	1	-	-	1	-
	7%	10%	2%	9%	8%	7%	9%	6%	8%	5%	6%	4%	9%	10%	7%	6%	5%	11%	16% <b>bd</b>	-	11%	8%	11%	11%	8%	9%	-	-	-	-	20%	-	-	6%	
Only/mainly via social media	35	20	1	49	26	38	18	6	18	10	1	21	9	5	17	7	5	11	4	-	13	6	1	9	11	-	-	1	-	-	-	-	1	-	
	6%	9%	2%	9%	9%	9%	11%	3%	9% <b>bd</b>	6%	6%	7%	6%	6%	7%	6%	6%	12%	7%	-	9%	8%	5%	7%	10%	-	-	8%	-	4%	-	-	4%	-	
Only/mainly by letter	35	22	3	35	15	24	9	12	14	9	-	18	9	8	14	20	6	12	4	-	8	10	4	10	12	1	1	1	-	1	2	-	2	1	
	6%	9% <b>bd</b>	7%	6%	5%	6%	5%	7%	7%	6%	-	6%	6%	10%	5%	8%	8%	13%	7%	-	6%	13%	21%	8%	11%	9%	7%	8%	-	4%	18%	-	8%	6%	
Only/mainly via another contact method	1	3	-	4	1	6	2	-	1	-	-	-	1	-	1	-	-	2	-	1	3	-	-	3	-	-	-	-	-	-	-	-	-	-	
	*	1% <b>bd</b>	-	1%	*	1% <b>bd</b>	1%	-	1%	-	-	-	1%	-	*	-	-	2%	-	20%	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
Don't know	6	-	1	5	1	7	1	2	2	-	2	4	1	1	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	
	1%	-	2% <b>bd</b>	1%	*	2% <b>bd</b>	1%	1%	-	13%	2%	1%	1%	*	2%	-	-	-	-	-	-	-	-	-	-	-	-	8%	-	9%	-	-	6%		

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 16

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

Base: All complained about landline service in past 6 months

Supplier										SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																			
										Issue					Satisfaction					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved									
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
Only/mainly on the phone	194	51	14	148	96	144	43	51	48	44	5	92	37	19	89	58	30	36	26	4	59	24	13	53	42	56	39	43	6	81	32	31	71	72	11	21	11	-	33	8	2	26	17	
	15%bkd	22%	33%	26%	31%b	34%bkd	26%	29%	22%	29%	25%	25%	25%	38%	26%	27%	31%	31%	31%	57%	35%	29%	24%	34%	28%	36%	29%	37%	33%	33%	28%	48%bkd	33%	37%	23%	29%	26%	-	29%	18%	20%	25%	27%	
Only/mainly via email	74	38	6	75	47	57	30	14	38	21	2	48	23	4	54	21	18	12	16	1	23	15	9	22	25	18	22	15	2	41	10	6	32	25	10	13	7	-	18	11	1	17	13	
	13%	16%	14%	13%	15%	14%	18%	8%	18%a	14%	10%	13%	15%	8%	16%	10%	18%	10%	19%	14%	14%	18%	17%	14%	17%	12%	16%	13%	11%	17%a	9%	9%	15%	13%	21%	18%	16%	-	16%	25%	10%	17%	21%	
Only/mainly via wechat	69	19	5	54	44	35	21	22	13	17	2	38	14	2	31	23	18	14	11	1	23	11	10	19	25	17	9	8	1	18	12	5	19	16	7	9	4	1	9	7	5	9	11	
	12%a	8%	12%	10%	14%bkd	8%	13%	11%a	6%	11%	10%	10%	9%	4%	9%	11%	18%	12%	13%	14%	14%	13%	19%	12%	17%	11%	7%	7%	6%	7%	11%	8%	9%	8%	15%	13%	9%	25%	8%	16%	50%	9%	17%	
Only/mainly via mobile app	64	43	5	85	32	52	20	25	29	26	5	65	15	5	58	25	10	13	9	-	23	5	4	18	14	18	19	14	1	32	16	4	31	19	5	6	9	-	17	3	-	11	9	
	12%	18%bkd	12%	15%	10%	12%	12%	14%	13%	17%	25%	9%bkd	10%	10%	17%	12%	10%	10%	11%	11%	-	14%	6%	7%	12%	9%	12%	14%	12%	6%	13%	14%	6%	16%	10%	11%	8%	21%	-	15%	7%	-	11%	14%
Only/mainly via web form	39	16	6	55	20	28	7	20	28	9	1	36	16	6	36	22	3	12	4	1	10	7	3	10	10	11	10	7	-	15	8	5	18	10	1	3	2	1	6	1	-	7	-	
	7%	7%	14%y	10%y	7%	7%	4%	12%	13%a	6%	5%	10%	11%	12%	10%	10%	3%	10%a	5%	14%	6%	8%	6%	6%	7%	7%	7%	7%	6%	-	6%	7%	8%	8%	5%	2%	4%	5%	25%	5%	2%	-	7%	-
Only/mainly in store	36	23	1	48	23	31	15	14	18	14	2	28	17	3	26	21	6	10	7	-	10	6	7	11	12	9	12	9	1	18	8	5	10	21	6	7	2	-	8	7	-	10	5	
	7%	10%	2%	9%	8%	7%	9%	8%	8%	9%	10%	8%	12%	6%	8%	10%	6%	9%	8%	-	6%	7%	13%	7%	8%	6%	9%	8%	6%	7%	7%	8%	5%	11%a	13%	10%	5%	-	7%	16%	-	10%	8%	
Only/mainly by social media	35	20	1	49	26	38	18	15	24	9	1	35	12	2	28	21	9	9	8	-	11	11	4	11	15	10	12	14	2	23	12	3	20	16	4	8	6	-	14	2	2	16	2	
	6%	9%	2%	9%	9%	9%	11%	9%	11%	6%	5%	10%	8%	4%	8%	10%	9%	8%	10%	-	7%	13%	7%	7%	10%	6%	9%	12%	11%	9%	11%	5%	9%	8%	9%	11%	14%	-	13%	5%	20%	16%a	3%	
Only/mainly by letter	35	22	3	35	15	24	9	11	11	12	1	14	13	8	17	18	3	10	2	-	8	3	4	10	5	11	7	5	1	11	11	2	11	12	2	5	2	-	4	5	-	4	5	
	6%	9%a	7%	6%	5%	6%	5%	6%	5%	8%	5%	4%	9%a	16%a	5%	9%	3%	9%	2%	-	5%	4%	7%	6%	3%	7%	5%	4%	6%	4%	10%	3%	5%	6%	4%	7%	5%	-	4%	11%	-	4%	8%	
Only/mainly via another contact method	1	3	-	4	1	6	2	-	4	-	-	4	-	-	3	1	-	-	1	-	1	-	-	1	-	1	4	-	1	4	1	1	4	2	1	-	-	1	2	-	1	1		
	*	1%a	-	1%	*	1%a	1%	-	2%	-	-	1%	-	-	1%	*	-	-	1%	-	1%	-	-	1%	-	1%	3%	-	6%	2%	1%	2%	1%	2%	1%	-	25%	2%	-	1%	2%			
Don't know	6	-	1	5	1	7	1	1	3	-	1	2	2	1	3	1	1	-	-	-	1	-	-	-	1	3	-	1	3	2	3	2	3	-	-	-	-	1	1	-	-	1	-	
	1%	-	1%a	1%	*	1%a	1%	1%	1%	-	5%	1%	1%	2%	1%	*	1%	-	-	-	-	1%	-	-	1%	2%	-	-	1%	3%	3%	1%	2%	-	-	-	25%	1%	-	-	1%	-		

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/ij - xg/hj - jkl - m/n - op/qi - s/tu - vw - AB/C/D - E/F/G - HI - JK/L/M - N/O/P - QR  
Overlap formulae used \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ocom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint completely resolved									Issue				Satisfaction			Complaint completely resolved				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin (f)	Vodafone (g)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
10 - Extremely satisfied (10)	82	41	9	130	47	63	41	33	28	15	6	82	-	-	70	11	15	15	10	1	41	-	-	35	6	1	2	4	2	9	-	-	7	2	
9 - (9)	15%	17%	21%	23% <b>sd</b>	15%	15%	25% <b>sd</b>	18%	14%	9%	38%	26% <b>nm</b>	-	-	24% <b>nm</b>	4%	19%	16%	17%	20%	30% <b>f</b>	-	-	29% <b>f</b>	5%	9%	13%	31%	67%	35%	-	-	28%	12%	
8 - (8)	42	24	5	65	31	42	16	15	14	13	-	42	-	-	32	10	9	11	4	-	24	-	-	16	8	2	1	2	-	5	-	-	5	-	
7 - (7)	8%	10%	12%	12% <b>n</b>	10%	10%	10%	8%	7%	8%	-	13% <b>nm</b>	-	-	11% <b>nm</b>	4%	12%	12%	7%	-	18% <b>f</b>	-	-	13%	7%	18%	7%	15%	-	19%	-	-	20%	-	
6 - (6)	102	44	8	91	47	79	36	33	29	39	1	102	-	-	72	29	13	20	11	-	44	-	-	26	18	1	4	2	1	8	-	-	7	1	
5 - (5)	18%	19%	19%	16%	15%	19%	22%	18%	15%	24% <b>nm</b>	6%	22% <b>nm</b>	-	-	24% <b>nm</b>	12%	17%	21%	19%	-	22% <b>f</b>	-	-	21%	16%	9%	27%	15%	33%	31%	-	-	28%	6%	
4 - (4)	88	28	4	76	43	61	19	23	30	33	2	88	-	-	48	40	11	11	4	2	28	-	-	15	13	1	2	1	-	4	-	-	3	1	
3 - (3)	16%	12%	10%	14%	14%	14%	11%	13%	15%	20%	13%	13% <b>nm</b>	-	-	16%	16%	14%	12%	7%	40%	19% <b>f</b>	-	-	12%	12%	9%	13%	8%	-	15%	-	-	12%	6%	
2 - (2)	61	33	5	68	29	39	17	21	28	12	-	-	61	-	22	39	7	14	11	1	-	33	-	-	14	19	2	2	-	5	-	-	2	3	
1 - Extremely dissatisfied (1)	11%	14%	12%	12%	10%	9%	10%	12%	14% <b>n</b>	7%	-	-	39% <b>km</b>	-	-	15% <b>nm</b>	9%	15%	19%	20%	-	42% <b>h</b>	-	-	11%	17%	18%	7%	15%	-	-	45%	-	8%	18%
NET: Dissatisfied (1-3)	64	26	5	51	39	44	21	22	23	17	2	-	64	-	21	42	7	12	7	-	26	-	-	5	21	-	3	2	-	-	5	-	-	5	-
NET: Neutral (4-6)	12%	11%	12%	9%	13%	10%	13%	12%	12%	10%	13%	-	41% <b>nm</b>	-	-	7%	9%	13%	12%	-	33% <b>h</b>	-	-	4%	19% <b>f</b>	-	20%	15%	-	-	45%	-	-	29%	-
NET: Satisfied (7-10)	30	20	1	30	15	30	6	5	15	9	1	-	30	-	6	24	5	5	9	1	20	-	-	7	13	-	1	-	-	30	1	-	1	-	
Standard error	5%	9%	2%	5%	5%	7%	4%	3%	8% <b>n</b>	6%	6%	-	19% <b>km</b>	-	-	2%	6%	5%	16% <b>n</b>	20%	-	25% <b>h</b>	-	-	6%	12%	-	7%	-	-	9%	-	-	6%	-
	36	9	3	15	21	26	3	10	12	13	1	-	36	-	8	26	4	5	-	-	-	9	-	-	1	8	3	-	-	-	3	-	-	3	-
	18	3	-	20	13	20	2	6	7	5	-	-	43% <b>h</b>	-	3%	5%	5%	-	-	-	-	47%	-	-	1%	7% <b>f</b>	27%	-	-	-	60%	-	-	18%	-
	3%	1%	-	4%	4% <b>b</b>	5% <b>h</b>	1%	3%	4%	3%	-	-	18	-	4	14	-	2	1	-	-	3	-	-	-	3	-	-	-	-	-	-	-	-	-
	30	7	2	15	20	18	5	11	9	7	3	-	30	-	12	17	6	-	2%	2%	-	7	-	-	-	3%	4	1	-	-	-	2	1	1	
	8%	3% <b>d</b>	5%	3%	7% <b>h</b>	4%	3%	6%	5%	4%	19%	-	10% <b>h</b>	-	4%	7%	-	2%	-	-	-	27%	-	-	2%	4%	9%	7%	-	-	40%	-	4%	6%	
	84	19	5	50	54	64	10	27	28	25	4	-	84	-	24	57	10	7	2	-	-	19	-	-	4	15	4	1	-	-	5	1	4	-	
	15% <b>h</b> <b>dp</b>	8%	12%	9%	18% <b>h</b> <b>dp</b>	15% <b>h</b> <b>dp</b>	6%	15%	14%	15%	25%	-	100% <b>h</b>	-	8%	23% <b>n</b>	13%	7%	3%	-	-	100%	-	-	3%	13% <b>f</b>	36%	7%	-	-	100%	-	5	4%	24%
	155	79	11	149	83	113	44	48	66	38	3	-	155	-	49	105	19	31	27	2	-	79	-	-	26	53	2	5	4	-	11	-	2	9	
	28%	34% <b>d</b>	26%	27%	27%	27%	27%	27%	34% <b>n</b>	23%	19%	-	100% <b>h</b>	-	17%	42% <b>n</b>	25%	33%	47% <b>n</b>	40%	-	100% <b>h</b>	-	-	22%	47% <b>f</b>	18%	33%	31%	-	100%	-	8%	53%	
	314	137	26	362	168	245	112	104	101	100	9	314	-	-	222	90	48	57	29	3	137	-	-	92	45	5	9	9	3	26	-	-	22	4	
	57%	58%	62%	65% <b>sd</b>	55%	58%	67% <b>sd</b>	58%	52%	61%	56%	100% <b>h</b>	-	-	75% <b>nm</b>	36%	62%	60%	50%	60%	100% <b>f</b>	-	-	75% <b>f</b>	40%	45%	60%	69%	100%	100%	-	88%	24%		
Mean score	6.53	6.90 <b>e</b>	7.07	7.48 <b>sd</b>	6.44	6.58	7.37 <b>sd</b>	6.70	6.41	6.50	6.38	8.38 <b>im</b>	5.20 <b>m</b>	2.07	7.47 <b>o</b>	5.46	6.84	7.04	6.76	6.80	8.57 <b>c</b>	5.16	2.11	7.79 <b>f</b>	5.95	5.91	6.73	7.92	9.33	8.73	5.36	2.20	8.20	5.41	
Standard error	0.11	0.15	0.39	0.10	0.15	0.13	0.18	0.20	0.18	0.19	0.89	0.06	0.06	0.10	0.14	0.15	0.30	0.22	0.30	0.97	0.10	0.09	0.21	0.19	0.21	0.91	0.63	0.54	0.67	0.22	0.20	0.49	0.39	0.58	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 18

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

Base: All complained about landline service in past 6 months

	Supplier							SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																					
	Supplier							Issue		Satisfaction			Complaint completely resolved		Issue		Satisfaction			Complaint completely resolved		Issue		Satisfaction			Complaint completely resolved																	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72*	43*	4**	112	44*	10**	102	63*	
10 - Extremely satisfied (10)	82	41	9	130	47	63	41	42	48	35	5	130	-	-	114	16	16	17	13	1	47	-	-	43	4	29	16	15	3	63	-	-	58	5	11	19	9	2	41	-	-	36	5	
9 - (9)	15%	17%	21%	23% <b>ae</b>	15%	15%	25% <b>ae</b>	24%	22%	23%	25%	36%	-	-	33%	8%	16%	15%	15%	14%	28%	-	-	28%	3%	19%	12%	13%	17%	26%	-	-	37%	3%	23%	26%	21%	50%	37%	-	-	35%	8%	
8 - (8)	42	24	5	65	31	42	16	24	23	13	5	65	-	-	53	12	9	13	8	1	31	-	-	26	5	11	14	15	2	42	-	-	34	8	5	7	4	-	16	-	-	13	3	
7 - (7)	8%	10%	12%	12%	10%	10%	10%	14%	11%	9%	25%	18%	-	-	15%	6%	9%	11%	10%	14%	18%	-	-	17%	3%	7%	10%	13%	11%	17%	-	-	16%	4%	11%	10%	9%	-	14%	-	-	13%	5%	
6 - (6)	102	44	8	91	47	79	36	29	36	26	-	91	-	-	65	25	12	20	12	3	47	-	-	29	18	28	27	23	1	79	-	-	49	29	7	19	9	1	36	-	-	17	19	
5 - (5)	18%	19%	19%	16%	15%	19%	22%	17%	17%	17%	-	25%	-	-	19%	12%	12%	17%	14%	43%	26%	-	-	19%	12%	18%	20%	20%	6%	32%	-	-	22%	15%	15%	26%	21%	25%	32%	-	-	17%	30%	
4 - (4)	88	28	4	76	43	61	19	19	31	24	2	76	-	-	45	31	16	18	9	-	43	-	-	22	21	19	21	19	2	61	-	-	27	33	5	6	8	-	19	-	-	15	4	
3 - (3)	16%	12%	10%	14%	14%	14%	11%	11%	14%	16%	10%	21%	-	-	13%	15%	16%	16%	11%	-	23%	-	-	14%	14%	12%	16%	16%	11%	32%	-	-	12%	17%	11%	8%	19%	-	17%	-	-	15%	6%	
2 - (2)	61	33	5	68	29	39	17	18	27	20	3	-	68	-	23	43	8	10	11	-	29	-	-	13	16	14	10	15	-	39	-	-	15	24	6	4	7	-	-	17	-	6	11	
1 - Extremely dissatisfied (1)	11%	14%	12%	12%	10%	9%	10%	10%	13%	13%	15%	-	46%	-	7%	20%	8%	9%	13%	-	35%	-	-	8%	11%	9%	7%	13%	-	35%	-	-	7%	12%	13%	6%	16%	-	-	39%	-	6%	17%	
NET: Dissatisfied (1-3)	64	26	5	51	39	44	21	13	23	12	3	-	51	-	18	33	10	16	12	1	39	-	-	7	31	10	20	16	5	3	44	-	-	13	27	7	9	4	1	-	31%	-	10	10
NET: Neutral (4-6)	12%	11%	12%	9%	13%	10%	13%	8%	11%	8%	15%	-	34%	-	5%	16%	10%	14%	14%	14%	47%	-	-	5%	21%	13%	12%	4%	17%	39%	-	-	6%	14%	15%	13%	9%	25%	-	48%	-	10%	16%	
NET: Satisfied (7-10)	30	20	1	30	15	30	6	13	11	5	1	-	30	-	12	18	3	6	5	1	15	-	-	2	13	7	12	9	2	30	-	-	10	19	3	2	1	-	6	-	-	2	4	
Mean score	5%	9%	2%	5%	5%	7%	4%	8%	5%	3%	5%	-	20%	-	3%	9%	3%	5%	6%	14%	18%	-	-	1%	9%	5%	9%	8%	11%	27%	-	-	5%	10%	6%	3%	2%	-	-	14%	-	2%	6%	
Standard error	36	9	3	15	21	26	3	4	6	5	-	-	15	-	6	9	9	7	5	-	21	-	-	8	13	10	10	5	1	26	-	-	5	21	1	1	1	-	-	3	-	2	1	
	7%	4%	7%	3%	7%	6%	2%	2%	3%	3%	-	-	30%	-	2%	4%	9%	6%	6%	-	30%	-	-	5%	9%	6%	7%	4%	6%	41%	-	-	2%	11%	2%	1%	2%	-	-	20%	-	2%	2%	
	18	3	-	20	13	20	2	7	6	6	1	-	20	-	4	15	7	3	3	-	13	-	-	2	11	11	6	3	-	20	-	-	4	16	2	-	-	-	-	2	-	-	2	
	3%	1%	-	4%	4%	5%	1%	4%	3%	4%	5%	-	40%	-	1%	7%	7%	3%	4%	-	21%	-	-	1%	7%	7%	4%	3%	-	31%	-	-	2%	8%	4%	-	-	-	-	20%	-	-	3%	
	30	7	2	15	20	18	5	4	5	6	-	-	15	-	5	9	8	6	6	-	20	-	-	3	17	5	2	7	4	18	-	-	3	14	-	5	-	-	-	5	-	1	4	
	5%	3%	5%	3%	7%	4%	3%	2%	2%	4%	-	-	35%	-	1%	4%	8%	5%	7%	-	21%	-	-	2%	13%	3%	1%	6%	22%	23%	-	-	1%	7%	-	7%	-	-	-	50%	-	1%	6%	
	84	19	5	50	54	64	10	15	17	17	1	-	50	-	15	33	24	16	14	-	54	-	-	13	41	26	18	15	5	61	-	-	12	51	3	6	1	-	-	10	-	3	7	
	15%	8%	12%	9%	18%	15%	6%	9%	8%	11%	5%	-	100%	-	4%	18%	24%	14%	17%	-	100%	-	-	8%	58%	17%	13%	13%	26%	100%	-	-	6%	36%	6%	8%	2%	-	-	100%	-	3%	11%	
	155	79	11	149	83	113	44	44	61	37	7	-	149	-	53	94	21	32	28	2	83	-	-	22	60	41	38	29	5	113	-	-	38	70	16	15	12	1	-	44	-	18	25	
	28%	34%	26%	36%	27%	27%	27%	25%	28%	24%	35%	-	100%	-	15%	45%	21%	28%	33%	29%	100%	-	-	14%	40%	27%	28%	25%	26%	100%	-	-	17%	36%	34%	21%	28%	25%	-	100%	-	18%	40%	
	314	137	26	362	168	245	112	114	138	98	12	362	-	-	277	84	53	68	42	5	168	-	-	120	48	87	78	72	8	245	-	-	168	75	28	51	30	3	112	-	-	81	31	
	57%	58%	62%	65%	55%	58%	67%	66%	64%	64%	60%	100%	-	-	89%	40%	54%	59%	50%	71%	100%	-	-	32%	77%	56%	58%	62%	44%	100%	-	-	38%	77%	60%	71%	70%	75%	100%	-	-	79%	49%	
	6.53	6.90	7.07	7.18	6.44	6.58	7.37	7.26	7.17	7.08	7.40	8.69	6.20	2.00	8.00	5.91	6.20	6.64	6.36	7.43	8.49	5.17	2.02	7.75	5.08	6.59	6.57	6.73	5.56	6.44	5.08	2.13	7.74	5.35	7.15	7.39	7.51	8.25	8.71	5.25	1.80	8.03	6.35	
	0.11	0.15	0.39	0.10	0.15	0.13	0.18	0.19	0.16	0.20	0.54	0.06	0.06	0.11	0.11	0.16	0.29	0.24	0.29	0.81	0.09	0.08	0.12	0.18	0.20	0.21	0.21	0.23	0.78	0.07	0.07	0.10	0.15	0.17	0.34	0.30	0.28	1.18	0.11	0.10	0.29	0.20	0.30	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							Complaint completely resolved				EE							Complaint completely resolved				PLUSNET							Complaint completely resolved			
								Issue				Satisfaction									Satisfaction					Issue				Satisfaction										
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)						
Total	295	122	25**	345	155	218	102	104	95*	88*	8**	222	49*	24**	295	-**	42*	52*	26**	2**	92*	26**	4**	122	-**	6**	8**	9**	2**	22**	2**	1**	25**	-						
10 - Extremely satisfied (10)	70	35	7	114	43	58	36	30	24	12	4	70	-	-	70	-	14	12	8	1	35	-	-	35	-	1	2	3	1	7	-	-	7	-						
	24%	29%	28%	33%	28%	27%	35%	29%	25%	14%	50%	32%	-	-	24%	-	33%	23%	31%	50%	38%	-	-	29%	-	17%	25%	33%	50%	32%	-	-	28%	-						
9 - (9)	32	16	5	53	26	34	13	12	10	10	-	32	-	-	32	-	5	8	3	-	16	-	-	16	-	2	1	2	-	5	-	-	5	-						
	11%	13%	20%	15%	17%	16%	13%	12%	11%	11%	-	14%	-	-	11%	-	12%	15%	12%	-	17%	-	-	13%	-	33%	13%	22%	-	23%	-	-	20%	-						
8 - (8)	72	26	7	65	29	49	17	26	16	29	1	72	-	-	72	-	8	12	6	-	26	-	-	26	-	1	3	2	1	7	-	-	7	-						
	24%	21%	28%	19%	19%	22%	17%	25%	17%	33%	13%	32%	-	-	24%	-	19%	23%	23%	-	28%	-	-	21%	-	17%	38%	22%	50%	32%	-	-	28%	-						
7 - (7)	48	15	3	45	22	27	15	15	15	17	1	48	-	-	48	-	6	7	1	1	15	-	-	15	-	1	1	-	3	-	-	3	-							
	16%	12%	12%	13%	14%	12%	15%	14%	16%	19%	13%	22%	-	-	16%	-	14%	13%	4%	50%	16%	-	-	12%	-	17%	13%	11%	-	14%	-	-	12%	-						
6 - (6)	22	14	2	23	13	15	6	8	9	5	-	22	-	-	22	-	3	7	4	-	14	-	-	14	-	1	1	-	2	-	-	2	-							
	7%	11%	8%	7%	8%	7%	6%	8%	9%	6%	-	15%	-	-	7%	-	7%	13%	15%	-	54%	-	-	11%	-	17%	-	11%	-	100%	-	-	8%	-						
5 - (5)	21	5	-	18	7	13	10	6	8	6	1	21	-	-	21	-	2	2	1	-	5	-	-	5	-	-	-	-	-	-	-	-	-	-						
	7%	4%	-	5%	5%	6%	10%	6%	8%	7%	13%	13%	-	-	7%	-	5%	4%	4%	-	19%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-					
4 - (4)	6	7	-	12	2	10	2	1	3	2	-	6	-	-	6	-	1	3	3	-	7	-	-	7	-	-	-	-	-	-	-	-	-	-	-					
	2%	6%	-	3%	1%	5%	2%	1%	3%	2%	-	12%	-	-	2%	-	2%	6%	12%	-	27%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-					
3 - (3)	8	1	-	6	8	5	2	-	3	5	-	8	-	-	8	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-					
	3%	1%	-	2%	5%	2%	2%	-	3%	6%	-	38%	-	-	3%	-	-	2%	-	-	-	25%	-	1%	-	-	-	-	-	-	-	-	-	-	-					
2 - (2)	4	-	-	4	2	4	-	1	2	1	-	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	1%	-	-	1%	1%	2%	-	1%	2%	1%	-	17%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
1 - Extremely dissatisfied (1)	12	3	1	5	3	3	1	5	5	1	-	12	-	-	12	-	3	-	-	-	-	-	3	-	-	-	1	-	-	-	-	-	1	-						
	4%	2%	4%	1%	2%	1%	1%	5%	5%	1%	13%	-	-	-	4%	-	7%	-	-	-	-	-	3%	-	-	-	13%	-	-	-	-	-	100%	-	4%					
NET: Dissatisfied (1-3)	24	4	1	15	13	12	3	6	10	7	1	24	-	-	24	-	3	1	-	-	-	4	-	4	-	-	1	-	-	-	-	1	-	1	-					
	8%	3%	4%	4%	8%	6%	3%	6%	11%	8%	13%	13%	-	-	8%	-	7%	2%	-	-	100%	-	4%	-	-	-	13%	-	-	-	-	100%	-	4%	-					
NET: Neutral (4-6)	49	26	2	53	22	38	18	15	20	13	1	49	-	-	49	-	6	12	8	-	26	-	26	-	-	1	-	1	-	-	2	-	2	-						
	17%	21%	8%	15%	14%	17%	18%	14%	21%	15%	13%	17%	-	-	17%	-	14%	23%	31%	-	100%	-	21%	-	-	17%	-	11%	-	-	100%	-	8%	-						
NET: Satisfied (7-10)	222	92	22	277	120	168	81	83	65	68	6	222	-	-	222	-	33	39	18	2	92	-	92	-	-	5	7	8	2	22	-	22	-							
	75%	75%	88%	80%	77%	77%	75%	80%	68%	77%	75%	100%	-	-	75%	-	79%	75%	69%	100%	100%	-	75%	-	-	83%	88%	89%	100%	100%	-	-	88%	-						
Mean score	7.47	7.79	8.20	8.09a	7.75	7.74	8.03a	7.79	7.23	7.35	7.63	8.86i	5.33	1.83	7.47	-	7.76	7.77	7.81	8.50	8.77	5.27	1.50	7.79	-	8.17	7.63	8.56	9.00	8.73	6.00	1.00	8.20	-						

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 20

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

	SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																				
	Supplier						Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved																		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	295	122	25**	345	155	218	102	137	94*	12**	277	53*	15**	345	-**	49*	61*	41*	4**	120	22**	13**	155	-**	81*	65*	65*	7**	168	38*	12**	218	-**	26**	45*	29**	2**	81*	18**	3**	102	-**		
10 - Extremely satisfied (10)	70	35	7	114	43	58	36	37	44	29	4	114	-	114	-	14	16	12	1	43	-	-	43	-	28	14	13	3	58	-	-	58	-	9	18	7	2	36	-	-	36	-		
9 - (9)	32	16	5	53	26	34	13	20	19	10	4	53	-	53	-	7	11	7	1	26	-	-	26	-	9	12	12	1	34	-	-	34	-	3	6	4	-	13	-	-	13	-		
8 - (8)	72	26	7	65	29	49	17	20	26	19	-	65	-	65	-	10	9	8	2	29	-	-	29	-	16	16	16	1	49	-	-	49	-	2	10	5	-	17	-	-	17	-		
7 - (7)	24%	21%	28%	15%	17%	16%	13%	20%	14%	11%	33%	41%	-	33%	-	29%	26%	29%	25%	36%	-	-	28%	-	35%	22%	20%	43%	35%	-	-	27%	-	35%	40%	24%	100%	44%	-	-	35%	-		
6 - (6)	48	15	3	45	22	27	15	7	18	18	2	45	-	45	-	9	11	4	-	22	-	-	22	-	7	9	10	1	27	-	-	27	-	4	5	6	-	15	-	-	15	-		
5 - (5)	21	5	-	18	7	13	10	2	11	4	1	18	-	18	-	4	3	-	-	7	-	-	7	-	7	5	1	1	-	13	-	-	13	-	5	3	2	-	10	-	-	10	-	
4 - (4)	7	4	-	12	2	10	2	6	3	2	1	12	-	12	-	1	1	-	-	2	-	-	2	-	4	3	3	-	10	-	-	10	-	-	1	1	-	2	-	-	2	-		
3 - (3)	8	1	-	6	8	5	2	3	3	-	-	6	-	6	-	3	3	2	-	-	-	-	8	-	1	1	3	-	-	5	-	-	1	3	-	-	-	-	2	-	-	2	-	
2 - (2)	4	-	-	4	2	4	-	1	2	1	-	4	-	4	-	2	-	-	-	-	-	-	2	-	2	2	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	
1 - Extremely dissatisfied (1)	12	3	1	5	3	3	1	2	1	2	-	12	-	12	-	2	1	-	-	-	-	-	3	-	2	1	-	-	-	-	3	-	-	1	-	-	-	-	-	1	-	-	1	-
NET: Dissatisfied (1-3)	24	4	1	15	13	12	3	6	6	3	-	15	-	15	-	7	4	2	-	-	-	13	13	-	5	4	3	-	12	-	-	12	-	1	1	-	-	-	3	-	-	3	-	
NET: Neutral (4-6)	49	26	2	53	22	38	18	12	24	15	2	53	-	53	-	4	10	8	-	22	-	-	22	-	16	10	11	1	38	-	-	38	-	7	5	6	-	18	-	-	18	-		
NET: Satisfied (7-10)	222	92	22	277	120	168	81	84	107	76	10	277	-	277	-	78	77	76	100%	100%	-	-	120	-	120	-	60	51	51	6	168	-	-	168	-	18	39	22	2	81	-	-	81	-
Mean score	7.47	7.79	8.20	8.00a	7.75	7.74	8.03a	8.14	7.93	7.91	8.25	8.05b	5.21	2.07	8.00	7.57	7.74	7.90	8.75	8.75	5.50	2.38	7.75	-	7.77	7.63	7.75	8.43	8.73P	5.13	2.17	7.74	-	7.73	8.33	7.69	10.00	8.86	5.22	2.33	8.03	-		

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



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier														BT						EE						PLUSNET							
	Issue							Satisfaction			Complaint completely resolved		Issue							Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Media (f)	Virgin (g)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	95**	13**	3**	26**	11**	5**	25**	17*
10 - Extremely satisfied (10)	101	46	10	133	53	77	38	43	31	23	4	89	8	4	82	19	19	18	8	1	44	2	-	37	9	2	2	4	2	9	1	-	9	1
9 - (9)	79	32	7	79	43	49	21	25	31	23	-	65	11	3	57	21	11	15	6	-	27	3	2	23	8	2	3	2	-	6	1	-	6	1
8 - (8)	104	36	5	90	54	82	34	28	36	37	3	77	20	7	65	38	9	18	8	1	28	8	-	20	16	2	1	2	-	4	1	-	4	1
7 - (7)	74	37	4	80	38	55	21	24	26	23	1	42	26	6	33	40	13	11	12	1	20	15	2	15	22	-	1	3	-	2	2	-	2	2
6 - (6)	55	23	7	54	23	38	20	14	26	14	1	17	32	6	15	40	7	11	5	-	8	14	1	9	14	1	3	2	1	3	4	-	2	5
5 - (5)	50	24	1	58	30	46	11	16	15	19	-	9	33	8	19	30	4	9	10	1	5	16	3	8	16	-	1	-	-	1	-	-	-	1
4 - (4)	23	17	1	20	21	20	12	3	9	9	2	7	6	10	7	15	6	5	5	1	4	11	2	4	13	1	-	-	-	1	-	1	-	1
3 - (3)	23	4	2	18	19	21	4	6	9	8	-	2	8	13	5	17	1	3	-	-	4	-	-	1	3	-	2	-	-	2	-	-	2	-
2 - (2)	17	6	-	8	9	9	4	12	1	4	-	2	4	11	1	16	3	2	1	-	-	3	3	-	6	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	22	8	5	15	11	20	-	8	8	3	3	2	4	16	8	14	4	2	2	-	-	3	5	3	5	3	2	-	-	1	-	4	2	3
Not applicable	5	2	-	6	4	5	1	-	3	-	2	1	3	-	3	2	-	1	1	-	1	-	-	2	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	62	18	7	41	39	50	8	26	18	15	3	6	16	40	14	47	8	7	3	-	-	10	8	4	14	3	4	-	-	1	2	4	2	5
NET: Neutral (4-6)	128	64	9	132	74	104	43	33	50	42	3	33	71	24	41	85	17	25	20	2	17	41	6	21	43	2	4	2	1	4	4	1	2	7
NET: Satisfied (7-10)	358	151	26	382	188	263	114	120	124	106	8	273	65	20	237	118	52	62	34	3	119	28	4	95	56	6	7	11	2	21	5	-	21	5
Mean score	7.06	7.09	6.98	7.39def	6.89	6.93	7.46def	7.11	7.10	7.02	6.29	8.24im	6.17m	4.26	7.95o	6.04	7.16	7.26	6.77	6.80	8.34C	6.17m	4.00	7.98F	6.15	6.09	6.20	8.23	8.67	8.23	6.45	1.60	8.16	5.24
Standard error	0.11	0.16	0.45	0.10	0.15	0.12	0.17	0.20	0.17	0.18	0.93	0.10	0.16	0.30	0.12	0.16	0.30	0.24	0.30	1.07	0.14	0.23	0.66	0.19	0.22	1.12	0.79	0.43	1.33	0.42	0.65	0.60	0.50	0.66

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 22

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

Base: All complained about landline service in past 6 months

	Supplier	SKY										TALK TALK										VIRGIN MEDIA										VODAFONE													
		Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved															
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total		553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
10 - Extremely satisfied	(10)	101	46	10	133	53	77	38	39	53	36	5	130	2	1	127	6	16	23	13	1	52	-	1	47	6	38	16	20	3	71	4	2	62	15	12	15	10	1	37	1	-	34	4	
9 -	(9)	18%	20%	24%	24% <sup>ab</sup>	17%	18%	23%	23%	25%	24%	25%	30% <sup>ab</sup>	1%	2%	37% <sup>ab</sup>	3%	16%	20%	15%	14%	31% <sup>ab</sup>	-	2%	30% <sup>ab</sup>	4%	25% <sup>ab</sup>	12%	17%	17%	29% <sup>ab</sup>	4%	3%	26%	21%	23%	25%	33% <sup>ab</sup>	3%	-	18	3	-	11	10
8 -	(8)	79	32	7	79	43	49	21	32	25	19	3	69	8	2	53	26	15	18	8	2	35	5	3	27	16	18	18	12	1	46	3	-	36	13	8	5	8	-	16	7%	-	11	16%	
7 -	(7)	14%	16%	17%	14%	14%	12%	13%	18%	12%	13%	15%	19% <sup>ab</sup>	5%	4%	15%	12%	15%	16%	10%	2%	21% <sup>ab</sup>	6%	6%	17%	11%	12%	13%	10%	6%	19% <sup>ab</sup>	3%	-	17%	7%	19%	-	16%	7%	-	23%	17%			
6 -	(6)	104	36	5	90	54	82	34	19	46	22	3	71	14	5	57	32	14	22	17	1	38	13	3	27	27	22	26	32	2	60	18	4	44	35	6	19	9	-	31	3	-	23	11	
5 -	(5)	19%	15%	12%	18%	18%	19%	20%	11%	21%	14%	15%	20% <sup>ab</sup>	9%	10%	17%	15%	14%	19%	20%	14%	23% <sup>ab</sup>	16%	6%	17%	18%	14%	19%	28%	11%	24%	16%	6%	20%	18%	13%	26%	21%	-	28%	7%	-	23%	17%	
4 -	(4)	74	37	4	80	38	55	21	27	26	25	2	51	25	4	39	40	11	12	15	-	22	13	3	20	18	21	17	16	1	34	15	6	27	28	4	11	5	1	13	6	2	12	9	
3 -	(3)	13%	16%	10%	14%	12%	13%	13%	16%	12%	16%	10%	14%	17%	8%	11%	19% <sup>ab</sup>	11%	10%	16%	-	13%	16%	6%	13%	12%	14%	13%	14%	6%	14%	13%	9%	12%	14%	9%	15%	12%	25%	12%	14%	20%	12%	14%	
2 -	(2)	55	23	7	54	23	38	20	12	21	17	4	15	34	5	34	28	11	9	1	2	6	13	4	9	13	12	16	7	3	15	20	3	12	24	7	10	2	1	5	13	2	9	11	
1 - Extremely dissatisfied	(1)	10%	10%	17% <sup>ab</sup>	10%	8%	9%	12%	7%	10%	11%	20%	4%	23%	10%	7%	13% <sup>ab</sup>	11%	8%	1%	29%	4%	16%	7%	6%	9%	8%	12%	6%	17%	6%	18% <sup>ab</sup>	5%	6%	12%	15%	14%	5%	25%	4%	30% <sup>ab</sup>	4%	20%	9%	17%
NET: Dissatisfied	(1-3)	50	24	1	58	30	46	11	18	24	15	1	14	41	3	22	36	9	9	11	1	4	19	7	10	20	15	18	10	3	11	26	9	19	26	2	4	4	1	3	8	-	4	6	
NET: Neutral	(4-6)	9%	10%	2%	10%	10%	11%	7%	10%	11%	10%	5%	4%	28% <sup>ab</sup>	6%	6%	17% <sup>ab</sup>	9%	8%	13%	14%	2%	23% <sup>ab</sup>	13%	6%	19% <sup>ab</sup>	10%	13%	9%	17%	4%	23% <sup>ab</sup>	14%	9%	13%	4%	6%	9%	25%	3%	18% <sup>ab</sup>	-	4%	10%	
NET: Satisfied	(7-10)	23	17	1	20	21	20	12	10	3	5	2	3	13	4	9	11	5	7	9	-	4	10	7	3	18	6	8	5	1	3	11	6	4	15	5	3	4	-	2	7	3	5	7	
Mean score		4%	7% <sup>cd</sup>	2%	4%	7% <sup>cd</sup>	5%	7% <sup>cd</sup>	6% <sup>cd</sup>	1%	3%	10%	1%	9%	8%	1%	3%	5%	5%	6%	11%	-	2%	12% <sup>ab</sup>	13%	4%	6%	4%	6%	1%	12	8	6	15	-	4	-	-	2	2	-	2	2		
Standard error		0.17	0.16	0.05	0.10	0.15	0.12	0.17	0.19	0.15	0.19	0.46	0.08	0.14	0.39	0.11	0.15	0.27	0.34	0.26	0.72	0.14	0.20	0.35	0.18	0.21	0.22	0.20	0.24	0.74	0.10	0.18	0.32	0.15	0.18	0.34	0.24	0.33	1.08	0.15	0.26	0.64	0.20	0.27	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/ef/gh - x/y/z/h - i/jk - m/n - o/p/q/r - s/tu - vw - AB/C/D - E/F/G - HI - JK/L/M - N/O/P - QR  
Overlap formulae used. \* - small base. \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT					EE					PLUSNET																
	Issue							Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved													
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	194	51*	14**	148	96*	144	43*	63*	58*	66*	7**	108	50*	36*	101	91*	21**	17**	12**	7**	22**	22**	7**	21**	30*	3**	3**	6**	2**	12**	1**	11**	3*	
10 - Extremely satisfied (10)	22	5	6	31	16	14	8	7	7	5	3	22	-	-	21	1	2	2	1	-	4	1	-	4	1	-	1	3	2	2	6	-	5	1
9 - (9)	18	6	4	20	13	17	11	4	6	7	1	17	1	-	12	6	4	1	1	-	6	-	-	5	1	1	1	2	-	4	-	4	-	
8 - (8)	36	7	1	26	16	25	10	13	13	9	1	28	5	3	24	12	4	2	1	-	6	1	-	5	2	1	-	-	-	1	-	1	-	
7 - (7)	31	11	1	20	12	16	5	11	8	11	1	22	7	2	20	11	4	6	1	-	3	7	1	2	9	-	-	1	-	-	1	-		
6 - (6)	16%	22%	7%	14%	13%	11%	12%	17%	14%	17%	14%	10%	14%	6%	20%	12%	19%	35%	8%	-	14%	32%	14%	10%	30%	-	-	17%	-	-	8%	-	9%	-
5 - (5)	25	7	-	11	10	12	4	10	7	8	-	9	14	2	5	20	4	1	2	-	1	5	1	1	6	-	-	-	-	-	-	-	-	
4 - (4)	15	3	-	7	10	14	-	5	3	7	-	5	9	1	7	7	1	-	2	-	-	2	1	1	2	-	-	-	-	-	-	-	-	
3 - (3)	8%	6%	-	5%	10%	10%	-	8%	5%	11%	-	5%	18%	3%	7%	8%	5%	-	17%	-	-	9%	14%	5%	7%	-	-	-	-	-	-	-	-	
2 - (2)	15	4	1	10	8	13	2	5	2	8	-	2	7	6	2	13	1	1	1	1	-	3	1	1	3	-	1	-	-	1	-	-	1	
1 - Extremely dissatisfied (1)	9	5	-	6	4	18	1	2	4	2	1	1	2	6	3	5	1	2	2	-	1	2	2	1	4	-	-	-	-	-	-	-	-	
Not applicable	5%	10%	-	4%	4%	13%	2%	3%	7%	3%	14%	1%	4%	17%	3%	5%	5%	12%	17%	-	5%	9%	29%	5%	13%	-	-	-	-	-	-	-	-	
NET: Dissatisfied (1-3)	11	3	-	5	3	3	2	3	3	5	-	1	3	7	4	7	-	2	1	-	1	1	1	1	2	-	-	-	-	-	-	-	-	
NET: Neutral (4-6)	6%	6%	-	3%	3%	2%	5%	5%	5%	8%	-	1%	6%	19%	4%	8%	-	12%	8%	-	5%	5%	14%	5%	7%	-	-	-	-	-	-	-	-	
NET: Satisfied (7-10)	11	-	1	11	4	12	-	3	4	4	-	1	2	8	2	9	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	1	
Mean score	6%	-	7%	7%	4%	8%	-	5%	7%	6%	-	1%	4%	22%	2%	10%	-	-	-	-	-	-	-	-	33%	-	-	-	-	-	100%	-	33%	
Standard error	1	-	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	31	8	1	22	11	23	3	8	11	11	1	3	7	21	9	21	1	4	3	-	2	3	3	2	6	1	-	-	-	-	1	-	1	
	16%	16%	7%	15%	11%	23%	7%	13%	19%	17%	14%	3%	14%	16%	9%	23%	5%	24%	25%	-	9%	14%	43%	10%	20%	33%	-	-	-	-	100%	-	33%	
	55	14	1	28	28	39	6	20	12	23	-	16	30	9	14	40	6	2	5	1	1	10	3	3	11	-	1	-	-	-	1	-	1	
	28%	27%	7%	19%	29%	27%	14%	32%	21%	35%	-	15%	60%	25%	14%	44%	29%	12%	42%	100%	5%	45%	43%	14%	37%	-	33%	-	-	-	100%	-	33%	
	107	29	12	97	57	72	34	35	34	32	6	89	13	5	77	30	14	11	4	-	19	9	1	16	13	2	2	6	2	12	-	11	1	
	55%	57%	86%	66%	59%	50%	75%	56%	59%	48%	86%	82%	26%	14%	76%	33%	67%	65%	33%	-	86%	41%	14%	76%	43%	67%	67%	100%	100%	100%	100%	100%	100%	33%
	6.38	6.49	8.29	6.93*	6.80*	6.05	7.74	6.46	6.51	6.02	8.14	7.81	5.38	3.40	7.42	5.30	6.29	5.67	4.00	7.91	5.77	4.29	7.57	5.73	6.00	7.67	9.17	10.00	9.25	4.00	1.00	9.18	5.00	
	0.18	0.33	0.71	0.23	0.26	0.23	0.32	0.31	0.36	0.32	0.96	0.17	0.26	0.38	0.23	0.25	0.41	0.63	0.72	-	0.44	0.40	0.68	0.51	0.37	2.52	1.86	0.48	0.00	0.28	-	0.30	2.65	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 24

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

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

	Supplier							SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																					
								Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved																	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	194	51*	14**	148	96*	144	43*	51*	48*	44*	5**	92*	37*	19**	89*	58*	30*	36*	26**	4**	59*	24**	13**	53*	42*	56*	39*	43*	6**	81*	32*	31*	71*	72*	11**	21**	11**	-**	33*	8**	2**	26**	17**	
10 - Extremely satisfied	22	5	6	31	16	14	8	10	13	7	1	31	-	-	27	4	6	5	4	1	15	-	1	14	2	6	5	3	-	13	1	-	13	1	1	4	3	-	7	-	1	6	2	
9 -	18	6	4	20	13	17	11	4	8	6	2	17	2	1	18	2	4	6	2	1	11	1	1	8	5	6	5	6	-	16	1	-	13	4	3	4	4	-	10	1	-	9	2	
8 -	36	7	1	26	16	25	10	11	6	8	1	18	6	2	16	10	6	6	3	1	14	2	-	13	3	10	5	9	1	21	3	1	16	9	4	5	1	-	10	-	-	6	4	
7 -	31	11	1	20	12	16	5	6	6	8	-	13	4	3	9	10	2	2	8	-	7	4	1	6	6	4	7	5	-	9	5	2	7	9	-	4	1	-	4	1	-	2	3	
6 -	25	7	-	11	10	12	4	3	4	4	-	5	6	-	6	5	2	3	5	-	3	6	1	4	6	4	4	3	1	10	2	-	6	6	1	1	2	-	1	3	-	2	2	
5 -	15	3	-	7	10	14	-	2	3	2	-	5	2	-	1	6	5	3	2	-	3	7	-	4	5	6	5	3	-	7	5	2	5	9	-	-	-	-	-	-	-	-	-	
4 -	15	4	1	10	8	13	2	7	2	1	-	3	5	2	4	6	1	5	1	1	4	4	-	3	5	10	-	3	-	2	5	6	1	12	1	1	-	1	1	-	1	1		
3 -	9	5	-	6	4	18	1	1	3	1	1	2	1	3	1	5	2	2	-	-	-	4	-	4	7	3	8	-	1	8	9	6	12	1	-	-	-	-	1	-	-	1	-	
2 -	11	3	-	5	3	3	2	2	1	2	-	-	4	1	3	2	1	2	-	-	-	3	-	3	-	2	-	1	1	1	-	2	-	2	-	2	-	2	-	1	1	-	2	2
1 - Extremely dissatisfied	11	-	1	11	4	12	-	4	2	5	-	3	3	5	4	7	1	2	1	-	2	2	-	1	3	3	3	3	3	1	1	10	4	8	-	-	-	-	-	-	-	-	-	-
Not applicable	1	-	-	1	-	-	-	8	4	11	-	3	8	26	4	12	3	6	4	-	3	-	15	2	7	5	8	7	50	15	3	32	6	11	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	31	8	1	22	11	33	3	7	6	8	1	5	8	9	8	14	4	6	1	-	2	-	9	1	10	10	8	11	4	3	10	20	10	22	1	2	-	-	2	1	-	3	-	18
NET: Neutral	55	14	1	28	28	39	6	12	9	7	-	8	16	4	11	17	8	11	8	1	10	17	1	11	16	20	9	9	1	19	12	8	12	27	2	2	2	-	2	4	-	3	3	
NET: Satisfied	107	29	12	97	57	72	34	31	33	29	4	79	12	6	70	26	18	19	17	3	47	7	3	41	16	26	22	23	1	59	10	3	49	23	8	17	9	-	31	2	1	23	11	
Mean score	6.38	6.49	8.29	6.93f	6.80f	6.05	7.74bde	6.66	7.33	6.68	7.80	6.14h	5.25	4.21	7.79m	4.58	6.93	6.42	7.04	7.75	7.81	5.83	4.00	7.85w	5.55	6.07	6.38	6.12	3.17	7.58FG	5.68G	3.06	7.20t	4.97	7.45	7.52	8.45	-	8.42	5.38	6.00	8.42	6.71	
Standard error	0.18	0.33	0.71	0.23	0.26	0.23	0.32	0.40	0.38	0.43	1.24	0.22	0.40	0.63	0.27	0.36	0.48	0.47	0.40	1.31	0.28	0.28	0.83	0.28	0.40	0.35	0.44	0.41	1.25	0.22	0.39	0.35	0.30	0.29	0.67	0.51	0.45	-	0.23	0.80	4.00	0.29	0.62	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/w/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R  
Overlap formulae used. \* small base; \*\* very small base (under 30) (ineligible for sig testing)  
JB30619 - Prepared by BVA BDRC on behalf of Ofcom

\* = Less than 5

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier										BT					EE					PLUSNET														
	Issue						Satisfaction				Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved						
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
10 - Extremely satisfied (10)	84	44	6	112	47	62	41	37	29	14	4	79	29	14	4	71	13	20	11	12	1	40	4	-	35	9	1	2	3	-	6	-	5	1	
9 - (9)	58	28	11	86	41	47	18	13	25	19	1	52	5	1	41	17	10	12	6	-	24	4	-	18	10	4	4	2	1	9	2	-	8	3	
8 - (8)	92	37	4	103	34	80	33	29	27	36	-	73	16	3	58	33	13	17	5	2	25	12	-	21	16	-	3	1	-	3	1	-	3	1	
7 - (7)	80	40	4	73	38	54	20	24	28	24	4	51	27	2	42	37	9	21	10	-	24	15	1	17	23	1	-	2	1	2	1	1	3	1	
6 - (6)	61	19	5	56	43	48	18	28	19	13	1	25	25	11	24	37	3	10	6	-	6	11	2	6	13	1	1	3	-	1	3	1	1	4	
5 - (5)	55	31	7	41	32	37	14	15	23	17	-	13	36	6	22	32	9	12	8	2	11	19	1	14	17	1	3	2	1	4	3	-	2	5	
4 - (4)	43	15	1	38	24	29	10	7	15	20	1	8	21	14	13	30	3	4	8	-	5	9	1	5	10	1	-	-	-	-	1	-	-	1	
3 - (3)	28	6	-	22	21	20	6	7	14	6	1	9	11	8	12	15	2	3	1	-	1	4	1	2	4	-	-	-	-	-	-	-	-	-	
2 - (2)	21	5	-	12	9	20	1	8	7	6	-	1	5	15	5	14	4	-	1	-	-	-	5	2	3	-	-	-	-	-	-	-	-	-	
1 - Extremely dissatisfied (1)	27	7	3	12	14	22	4	11	7	7	2	1	6	20	6	21	2	4	1	-	1	1	6	1	6	1	2	-	-	1	-	2	2	1	
Not applicable	4	3	1	6	2	3	1	-	1	1	2	2	1	1	1	3	2	1	-	-	1	1	2	1	2	1	-	-	-	-	1	-	-	1	-
NET: Dissatisfied (1-3)	76	18	3	46	44	62	11	26	28	19	3	11	22	43	23	50	8	7	3	-	1	5	12	5	13	1	2	-	-	1	-	2	2	1	
NET: Neutral (4-6)	159	65	13	135	99	114	42	50	57	52	19	46	82	31	59	99	15	26	22	2	22	39	4	25	40	3	4	5	1	5	6	2	3	10	
NET: Satisfied (7-10)	314	149	25	374	160	243	112	103	109	93	9	255	50	9	212	100	52	61	33	3	113	35	1	91	58	6	9	8	2	20	4	1	19	6	
Mean score	6.60	7.03ae	7.10	7.25ae	6.55	6.62	7.38ae	6.74	6.59	6.46	6.57	7.84im	6.49m	3.65	7.47o	5.63	7.31	6.91	6.86	7.20	6.07c	6.16	2.76	7.74f	6.27	6.90	6.87	7.54	7.00	7.92	6.60	3.80	7.71	6.24	
Standard error	0.11	0.16	0.39	0.10	0.15	0.13	0.18	0.20	0.18	0.19	0.86	0.11	0.16	0.27	0.13	0.16	0.30	0.23	0.31	0.97	0.15	0.21	0.50	0.20	0.22	0.91	0.76	0.53	1.15	0.44	0.50	1.24	0.52	0.55	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 26

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

**Base: All complained about landline service in past 6 months**

	Supplier														SKY				TALK TALK				VIRGIN MEDIA				VODAFONE																		
	Issue							Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72*	43*	4**	112	44*	10**	102	63*		
10 - Extremely satisfied	84	44	6	112	47	62	41	33	43	31	5	106	3	3	102	9	13	21	11	2	42	2	3	39	8	34	14	12	2	60	2	-	49	13	16	16	9	-	38	2	1	35	6		
9 -	15%	19%	14%	20% <sup>ab</sup>	15%	15%	25% <sup>ab</sup>	19%	20%	20%	25%	29%	2%	6%	30%	4%	13%	18%	13%	29%	25%	2%	6%	25%	5%	22%	10%	10%	11%	24%	2%	-	22%	7%	34%	22%	21%	-	34%	5%	10%	34%	10%		
8 -	58	28	11	86	41	47	18	27	30	26	3	75	9	2	64	22	14	18	8	1	36	2	3	29	12	13	16	15	3	41	5	1	33	14	6	7	5	-	18	-	-	14	4		
7 -	10%	12%	9%	15%	13%	11%	11%	16%	14%	17%	15%	21%	6%	4%	19%	10%	14%	16%	10%	14%	21%	2%	6%	19%	8%	8%	12%	13%	17%	17%	4%	2%	15%	7%	13%	10%	12%	-	16%	-	-	14%	6%		
6 -	92	37	4	103	34	80	33	29	45	27	2	90	12	1	73	30	13	12	9	-	24	8	2	17	17	26	27	24	3	59	17	4	53	26	5	13	14	1	20	4	-	30	13		
5 -	17%	16%	10%	18%	11%	19%	20%	17%	21%	18%	10%	25%	8%	2%	23%	14%	13%	10%	11%	-	19%	10%	4%	11%	11%	17%	20%	21%	17%	26%	15%	6%	26%	13%	11%	18%	13%	25%	26%	9%	-	20%	21%		
4 -	80	40	4	73	38	54	20	20	29	22	2	38	32	3	40	32	12	13	11	2	29	5	4	22	16	14	20	19	1	40	11	3	24	29	4	13	2	1	15	5	-	9	11		
3 -	14%	17%	10%	13%	12%	13%	12%	12%	13%	14%	10%	10%	21%	6%	12%	15%	12%	11%	13%	29%	17%	6%	7%	14%	11%	9%	15%	16%	6%	19%	10%	5%	11%	15%	9%	7%	18%	5%	25%	13%	11%	-	9%	17%	
2 -	61	19	5	56	43	48	18	22	19	13	2	22	28	6	25	31	12	13	18	-	20	21	2	22	21	16	17	14	1	19	24	5	19	27	5	7	6	-	9	9	-	8	10		
1 - Extremely dissatisfied	11%	8%	12%	10%	14%	11%	11%	13%	9%	9%	10%	6%	19%	12%	7%	15%	12%	11%	21%	-	12%	25%	4%	14%	14%	10%	13%	12%	6%	8%	19%	8%	9%	14%	11%	10%	14%	-	8%	7%	10%	14%	-	8%	16%
NET: Dissatisfied	55	31	7	41	32	37	14	13	14	10	4	8	24	9	13	27	10	13	8	1	5	23	4	12	19	12	12	9	4	13	19	5	14	22	6	2	4	2	2	10	2	10	3		
NET: Neutral	10%	13%	17%	7%	10%	9%	8%	8%	6%	7%	20%	2%	16%	18%	4%	13%	10%	11%	10%	14%	3%	26%	7%	8%	13%	8%	9%	8%	22%	5%	17%	8%	6%	11%	13%	3%	9%	50%	2%	2%	23%	20%	10%	5%	
NET: Satisfied	43	15	1	38	24	29	10	9	14	8	-	2%	17%	8%	3%	14%	8%	8%	8%	-	7	8	9	6	18	16	6	6	1	7	15	7	9	18	4	5	1	-	1	8	1	1	9		
Standard error	0.11	0.16	0.39	0.10	0.15	0.13	0.18	0.18	0.16	0.19	0.51	0.09	0.15	0.38	0.11	0.16	0.27	0.24	0.26	1.21	0.15	0.20	0.38	0.18	0.21	0.23	0.21	0.23	0.71	0.11	0.19	0.29	0.16	0.19	0.34	0.30	0.30	0.75	0.14	0.28	0.90	0.20	0.30		

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R  
 Overlap formulae used. \* small base; \*\* very small base (under 30) (ineligible for sig testing)  
 JB30619 - Prepared by BVA BDRC on behalf of Ofcom

\* = Less than .5

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about landline service in past 6 months**

	Supplier										BT						EE						PLUSNET													
	Issue						Satisfaction				Complaint completely resolved		Issue						Satisfaction				Complaint completely resolved		Issue						Satisfaction				Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)		
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*		
10 - Extremely satisfied (10)	85	41	10	116	43	59	34	29	29	23	4	79	3	3	75	10	20	10	10	1	38	3	-	33	8	2	2	5	1	10	-	-	9	1		
9 - (9)	56	29	6	73	42	50	22	22	17	17	-	50	4	2	41	15	9	14	6	-	26	3	-	20	9	2	2	2	-	6	-	-	6	-		
8 - (8)	91	37	8	99	52	65	32	25	33	30	3	75	14	2	58	32	6	22	9	-	29	8	-	21	16	1	3	3	1	6	2	-	5	3		
7 - (7)	82	35	2	65	37	64	24	28	24	28	2	51	26	5	49	32	14	13	7	1	24	10	1	16	19	-	2	-	-	2	-	-	1	1		
6 - (6)	72	21	4	62	37	40	14	29	27	16	-	27	33	12	30	42	4	7	9	1	5	16	-	8	13	-	1	3	-	-	4	-	1	3		
5 - (5)	50	23	1	55	24	50	16	15	22	11	2	10	34	6	17	32	6	7	9	1	7	15	1	6	17	1	-	-	-	-	1	-	-	1	-	
4 - (4)	38	24	2	43	19	35	7	7	15	16	-	8	21	9	9	29	8	11	4	1	5	15	4	12	12	1	1	-	-	1	1	-	-	2	-	
3 - (3)	32	10	4	17	26	26	8	8	13	10	1	7	12	13	9	22	3	5	2	-	1	6	3	1	9	2	1	-	1	1	1	2	-	-	4	-
2 - (2)	18	5	1	14	7	12	2	5	7	5	1	1	4	13	2	15	2	3	-	-	2	3	1	1	4	-	1	-	-	-	1	-	-	1	-	
1 - Extremely dissatisfied (1)	26	7	3	14	14	17	6	9	8	7	2	3	4	19	5	20	4	2	1	-	1	1	5	2	5	1	2	-	-	1	-	2	2	1	1	
Not applicable	3	3	1	3	4	4	1	2	-	-	1	3	-	-	-	3	1	1	1	-	1	-	2	2	1	1	-	-	-	-	1	-	-	1	-	
NET: Dissatisfied (1-3)	76	22	8	45	47	55	16	22	28	22	4	11	20	45	16	57	9	10	3	-	2	9	11	4	18	3	4	-	1	2	2	4	2	6		
NET: Neutral (4-6)	160	68	7	160	80	125	37	51	64	43	2	45	88	27	56	103	18	25	22	3	17	46	5	26	42	2	2	3	-	-	6	1	1	6		
NET: Satisfied (7-10)	314	142	26	353	174	238	112	104	103	98	9	255	47	12	223	89	49	59	32	2	117	24	1	90	52	5	9	10	2	24	2	-	21	5		
Mean score	6.63	6.88	6.98	7.13	6.97	6.60	6.33	6.80	6.50	6.63	6.33	7.03	6.55	3.82	7.67	5.46	6.97	6.78	6.96	6.40	6.11	5.63	2.82	7.69	6.01	6.20	6.20	8.46	7.00	8.46	5.40	2.40	8.29	5.12		
Standard error	0.11	0.16	0.46	0.10	0.15	0.12	0.19	0.19	0.18	0.20	0.85	0.11	0.15	0.27	0.12	0.15	0.31	0.24	0.29	1.03	0.15	0.22	0.41	0.20	0.22	1.06	0.82	0.45	2.08	0.42	0.62	0.60	0.51	0.61		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 28

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

Base: All complained about landline service in past 6 months

	Supplier										SKY				TALK TALK				VIRGIN MEDIA				VODAFONE				Complaint completely resolved																			
	Issue										Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved																	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)			
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*			
10 - Extremely satisfied	85	41	10	116	43	59	34	35	43	33	5	111	3	2	106	10	13	15	14	1	40	2	1	39	4	30	13	13	3	58	-	1	53	6*	8	16	10	-	32	2	-	32	2			
9 -	15%	17%	24%	21% <b>ab</b>	14%	14%	20%	20%	20%	22%	25%	31% <b>ab</b>	2%	4%	31% <b>ab</b>	5%	13%	13%	17%	14%	24% <b>ab</b>	2%	2%	25% <b>ab</b>	3%	19% <b>ab</b>	10%	11%	17%	24% <b>ab</b>	4%	2%	24% <b>ab</b>	3%	17%	22%	23%	-	29% <b>ab</b>	5%	-	31% <b>ab</b>	3%			
8 -	56	29	6	73	42	50	22	29	27	16	1	68	2	3	57	16	12	20	9	1	32	5	5	26	16	14	17	18	1	46	4	-	34	16	8	8	5	1	20	2	-	9	13			
7 -	10%	12%	14%	13%	14%	12%	13%	17%	13%	11%	5%	19% <b>ab</b>	1%	6%	17% <b>ab</b>	8%	12%	17%	11%	14%	19% <b>ab</b>	6%	9%	17%	11%	9%	13%	16%	6%	19% <b>ab</b>	4%	-	16% <b>ab</b>	8%	17%	11%	12%	25%	18% <b>ab</b>	5%	-	20	2	-	9	13
6 -	91	37	8	99	52	65	32	27	42	27	3	80	18	1	65	34	20	20	10	2	40	10	2	30	22	21	22	19	3	52	12	1	38	25	7	16	9	-	30	1	1	23	9			
5 -	16%	16%	19%	18%	17%	15%	19%	16%	19%	18%	15%	22% <b>ab</b>	12%	2%	19% <b>ab</b>	16%	20%	17%	12%	29%	24% <b>ab</b>	12%	4%	19%	15%	14%	16%	16%	17%	21% <b>ab</b>	11% <b>ab</b>	2%	17%	13%	15%	22%	21%	-	27% <b>ab</b>	2%	10%	23%	14%			
4 -	82	35	2	65	37	64	24	18	23	20	4	42	19	4	25	39	10	15	12	-	28	6	3	25	12	29	17	18	-	44	17	3	36	28	4	11	9	-	18	5	1	16	8			
3 -	15%	15%	5%	12%	12%	15%	14%	10%	11%	13%	20%	12%	13%	8%	7%	10%	10%	13%	14%	-	17% <b>ab</b>	7%	6%	15% <b>ab</b>	8%	19%	13%	16%	-	13% <b>ab</b>	15% <b>ab</b>	5%	17%	14%	9%	15%	21%	-	16%	11%	10%	16%	13%			
2 -	72	21	4	62	37	40	14	16	25	21	-	30	26	6	39	22	10	14	12	1	13	20	4	14	22	9	17	13	1	16	18	6	16	24	8	2	4	-	4	9	1	7	7			
1 - Extremely dissatisfied	13%	9%	10%	11%	12%	9%	8%	9%	12%	14%	-	8%	17% <b>ab</b>	12%	21%	10%	10%	12%	14%	14%	8%	24% <b>ab</b>	7%	9%	15%	6%	19% <b>ab</b>	11%	6%	7%	12%	12%	9%	9%	-	12% <b>ab</b>	3%	9%	-	4%	20% <b>ab</b>	10%	-	7%	11%	
Not applicable	50	23	1	55	24	50	16	16	24	10	5	14	36	5	19	36	7	11	6	-	6	15	3	9	15	19	15	10	6	11	32	7	17	30	4	6	3	3	6	10	-	7	8			
NET: Dissatisfied	9%	10%	2%	10%	8%	12%	10%	9%	11%	7%	25%	4%	24% <b>ab</b>	10%	6%	17% <b>ab</b>	7%	9%	7%	-	4%	18% <b>ab</b>	6%	6%	10%	12%	11%	9%	33%	4%	28% <b>ab</b>	11%	8%	15% <b>ab</b>	9%	8%	7%	75%	5%	23% <b>ab</b>	-	7%	13%			
NET: Neutral	38	24	2	43	19	35	7	17	15	11	-	8	29	6	22	21	2	8	8	1	2	10	7	1	18	12	14	8	1	7	14	14	9	24	2	4	1	-	6	1	4	3				
NET: Satisfied	7%	10% <b>ab</b>	5%	8%	6%	8%	4%	10%	7%	7%	-	2%	19% <b>ab</b>	12% <b>ab</b>	6%	10%	2%	7%	10% <b>ab</b>	14%	1%	12% <b>ab</b>	13% <b>ab</b>	1%	12% <b>ab</b>	8%	10%	7%	6%	3%	14% <b>ab</b>	22% <b>ab</b>	4%	12% <b>ab</b>	4%	6%	2%	-	-	14% <b>ab</b>	10%	-	4%	5%		
Standard error	0.11	0.16	0.46	0.10	0.15	0.12	0.19	0.19	0.16	0.19	0.57	0.09	0.15	0.38	0.12	0.16	0.28	0.22	0.28	1.19	0.14	0.22	0.37	0.17	0.21	0.21	0.20	0.24	0.69	0.12	0.17	0.26	0.15	0.17	0.36	0.31	0.32	1.00	0.14	0.30	0.89	0.20	0.33			

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier								BT					EE					PLUSNET															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Media (f)	Virgin (g)	Vodafone (p)	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved									
									Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
10 - Extremely satisfied (10)	95	51	11	123	56	86	40	39	28	24	4	86	6	3	77	17	19	18	13	1	44	7	-	43	8	2	2	5	2	11	-	-	10	1
9 - (9)	80	34	11	94	56	55	25	22	14%	15%	25%	27% <b>ab</b>	4%	4%	26% <b>ac</b>	7%	25%	19%	22%	20%	34% <b>cd</b>	9%	-	35% <b>de</b>	7%	18%	13%	38%	67%	42%	-	-	40%	6%
8 - (8)	113	38	6	104	50	74	31	30	44	37	2	66	13	1	58	22	10	17	7	-	25	8	1	19	15	1	7	3	-	8	3	-	6	5
7 - (7)	20%	16%	14%	19%	16%	18%	19%	17%	23%	23%	13%	23%	27%	13%	23%	18%	13%	18%	12%	-	18%	10%	5%	16%	13%	9%	47%	23%	-	31%	27%	-	24%	29%
6 - (6)	73	28	2	71	33	64	14	24	25	23	1	46	22	5	32	38	6	11	11	-	11	15	2	11	17	-	2	-	-	1	1	-	1	1
5 - (5)	12%	12%	9%	13%	11%	11%	8%	13%	13%	14%	6%	15%	14%	6%	11%	15%	8%	12%	19%	-	8%	15%	11%	9%	15%	-	13%	-	-	4%	9%	-	4%	6%
4 - (4)	58	31	1	62	36	39	21	23	17	16	2	17	30	11	14	42	11	12	6	2	14	15	2	10	21	-	1	-	-	1	-	-	1	1
3 - (3)	10%	13%	2%	11%	12%	9%	13%	13%	9%	10%	13%	5%	13%	13%	5%	17%	14%	13%	10%	40%	10%	19%	11%	8%	13%	-	8%	-	-	9%	-	-	-	6%
2 - (2)	63	22	6	36	25	35	13	18	26	17	2	12	36	15	25	38	5	13	4	-	8	10	4	6	16	2	2	2	-	-	5	1	2	4
1 - Extremely dissatisfied (1)	11%	9%	14%	6%	8%	8%	8%	10%	13%	10%	13%	4%	23%	18%	8%	15%	6%	14%	7%	-	6%	13%	21%	5%	14%	18%	13%	15%	-	-	45%	20%	8%	24%
Not applicable	29	16	1	31	17	23	8	7	9	13	-	3	13	13	6	23	5	1	10	-	3	13	-	8	8	1	-	-	-	1	-	-	-	1
NET: Dissatisfied (1-3)	5%	7%	2%	6%	6%	5%	5%	4%	5%	8%	-	7%	8%	15%	2%	9%	6%	1%	17%	-	2%	16%	17%	7%	7%	9%	-	-	-	9%	-	-	6%	6%
NET: Neutral (4-6)	13	2	1	16	18	21	4	5	3	4	1	3	3	7	4	9	1	1	-	-	2	-	2	-	1	-	-	-	-	1	-	-	-	1
NET: Satisfied (7-10)	2%	1%	2%	3%	3%	5%	2%	3%	2%	2%	6%	1%	2%	8%	1%	4%	1%	1%	-	6%	3%	26%	3%	4%	5%	-	-	-	-	20%	-	-	-	-
Mean score	7.19	7.28	7.55	7.44	7.15	7.21	7.50	7.34	7.13	7.13	6.60	6.24	6.30	4.99	7.94	6.30	7.08	7.55	7.07	7.60	6.14	6.37	4.79	6.71	6.45	7.27	8.38	9.33	8.85	6.27	3.60	8.20	6.59	
Standard error	0.10	0.15	0.41	0.10	0.14	0.12	0.18	0.17	0.16	0.17	0.81	0.10	0.15	0.26	0.12	0.14	0.31	0.20	0.31	0.75	0.16	0.23	0.61	0.22	0.19	0.91	0.77	0.53	0.67	0.36	0.57	1.33	0.52	0.62

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier								SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																								
	Issue								Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*					
10 - Extremely satisfied	95	51	11	123	56	86	40	38	41	39	5	118	3	2	107	16	20	17	18	1	50	1	5	45	11	36	19	28	3	80	4	2	75	10	11	18	11	-	38	2	-	36	4					
9 -	17%	22%	26%	22%	18%	20%	24%	22%	19%	26%	25%	33%	2%	4%	31%	8%	20%	15%	21%	14%	30%	1%	9%	29%	7%	23%	14%	24%	17%	33%	4%	3%	34%	5%	23%	25%	26%	-	34%	5%	-	35%	6%					
8 -	80	34	11	94	56	55	25	32	38	21	3	85	7	2	72	22	16	26	11	3	42	10	4	38	18	18	19	17	1	45	6	4	35	20	6	13	5	1	22	2	1	15	10					
7 -	14%	14%	26%	17%	18%	13%	15%	18%	18%	14%	15%	23%	5%	4%	21%	10%	16%	22%	13%	43%	25%	12%	7%	25%	12%	12%	14%	15%	6%	18%	5%	6%	16%	10%	13%	18%	12%	25%	20%	5%	10%	15%	16%					
6 -	113	38	6	104	50	74	31	28	47	28	1	73	26	5	68	35	17	17	16	-	32	12	6	21	29	33	18	19	4	57	16	1	39	33	8	13	10	-	24	6	1	18	13					
5 -	20%	16%	14%	19%	16%	18%	19%	16%	22%	18%	5%	20%	17%	10%	20%	17%	17%	15%	19%	-	19%	14%	11%	14%	19%	21%	13%	16%	22%	23%	16%	17%	18%	17%	18%	23%	-	21%	14%	10%	18%	21%						
4 -	73	28	2	71	33	64	14	22	26	19	4	40	28	3	32	38	10	13	9	1	18	13	2	17	16	17	27	17	3	27	26	11	25	38	3	8	2	1	8	6	-	8	6					
3 -	13%	12%	5%	13%	11%	15%	8%	13%	12%	13%	20%	11%	19%	6%	9%	15%	10%	11%	11%	14%	11%	15%	4%	11%	11%	11%	15%	17%	21%	23%	17%	11%	19%	17%	11%	15%	25%	7%	14%	-	8%	10%						
2 -	58	31	1	62	36	39	21	22	21	16	3	25	31	6	31	30	7	20	9	-	14	17	5	12	23	13	15	10	1	13	17	0	12	25	9	4	7	1	13	8	-	10	11					
1 - Extremely dissatisfied	10%	11%	2%	11%	12%	9%	13%	13%	10%	11%	15%	7%	21%	12%	9%	14%	7%	12%	11%	-	8%	20%	9%	8%	15%	8%	11%	9%	6%	5%	15%	14%	6%	13%	19%	18%	6%	16%	25%	12%	18%	-	10%	17%				
NET: Dissatisfied	63	22	6	36	25	35	13	9	15	12	-	9	21	6	9	26	7	5	12	1	1	16	8	6	19	10	12	10	3	10	15	10	9	25	4	6	2	1	4	6	3	5	7					
NET: Neutral	11%	9%	14%	6%	8%	8%	8%	5%	7%	8%	-	2%	14%	12%	3%	12%	7%	4%	14%	14%	1%	19%	15%	4%	13%	6%	9%	9%	17%	4%	13%	16%	4%	13%	16%	9%	8%	5%	25%	4%	14%	30%	5%	11%				
NET: Satisfied	29	16	1	31	17	23	8	8	10	10	3	5	19	7	11	20	6	8	2	1	3	8	6	3	14	7	10	5	1	6	9	8	7	15	2	5	1	-	2	5	1	4	4					
Mean score	7.19	7.28	7.55	7.44	7.15	7.21	7.50	7.45	7.39	7.53	7.20	8.41m	6.03l	4.59	8.10m	6.38	7.01	7.17	7.26	7.57	8.25m	6.23l	5.19	7.96m	6.35	7.37	6.89	7.48B	6.67	8.31FG	6.04G	5.02	8.08l	6.29	7.30	7.61	7.61	6.75	8.40C	5.70	4.75	8.11R	6.56					
Standard error	0.10	0.15	0.41	0.10	0.14	0.12	0.18	0.18	0.16	0.18	0.57	0.09	0.15	0.38	0.11	0.16	0.27	0.21	0.25	0.87	0.15	0.20	0.38	0.18	0.19	0.19	0.20	0.22	0.62	0.11	0.19	0.30	0.14	0.16	0.35	0.27	0.35	0.85	0.15	0.34	1.01	0.21	0.30					

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier											BT						EE						PLUSNET										
	Issue						Satisfaction			Complaint completely resolved		Issue						Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	95**	13**	3**	26**	11**	5**	25**	17*
10 - Extremely satisfied (10)	91	41	11	126	50	69	41	38	26	23	4	80	7	4	78	13	15	15	10	1	40	1	-	35	6	3	2	4	2	10	1	-	10	1
9 - (9)	83	27	9	85	46	55	24	22	32	28	1	66	16	1	51	31	7	14	6	-	24	3	-	20	7	3	4	2	-	7	1	1	7	2
8 - (8)	100	43	4	91	51	87	29	31	40	27	2	76	17	7	62	38	14	19	10	-	28	13	2	24	19	1	1	2	-	4	-	-	3	1
7 - (7)	92	35	2	67	36	53	17	29	33	29	1	46	39	7	47	44	11	16	7	-	25	10	-	17	18	-	-	1	1	1	-	-	2	
6 - (6)	50	15%	5%	12%	12%	13%	10%	16%	17%	18%	6%	15%	15%	8%	16%	17%	14%	17%	12%	20%	18%	13%	-	14%	16%	-	-	8%	33%	4%	9%	-	-	12%
5 - (5)	47	24	4	47	34	34	13	18	18	9	2	9	25	13	16	30	8	9	6	1	7	17	-	10	14	-	2	2	-	-	4	-	1	3
4 - (4)	24	15	4	27	21	33	8	6	9	9	-	7	11	6	6	18	3	5	7	-	2	10	3	2	13	2	2	-	-	2	1	1	1	3
3 - (3)	18	6	2	21	14	20	4	4	5	8	1	3	5	10	3	14	2	2	2	-	5	1	2	4	-	2	-	-	-	2	-	-	2	2
2 - (2)	21	6	-	15	10	9	1	8	8	5	-	1	7	13	4	17	2	3	1	-	3	3	3	-	6	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	16	6	4	16	9	11	7	5	5	4	2	2	2	12	3	13	5	-	1	-	-	6	3	3	2	2	-	-	1	-	3	2	2	2
Not applicable	3	2	-	6	2	8	1	-	-	1	2	1	-	2	1	2	-	-	2%	-	-	32%	-	-	3%	18%	13%	-	-	4%	-	60%	8%	12%
NET: Dissatisfied (1-3)	55	18	6	52	33	40	12	17	18	17	3	6	14	25	10	44	9	5	4	-	8	10	5	5	13	2	4	-	-	1	2	3	2	4
NET: Neutral (4-6)	129	69	10	134	87	110	42	42	46	38	3	39	62	28	46	80	19	26	21	3	19	44	6	20	49	2	4	4	-	3	6	1	3	7
NET: Satisfied (7-10)	366	146	26	369	183	264	111	120	131	107	8	268	79	19	238	126	47	64	33	2	117	27	2	96	50	7	7	9	3	22	3	1	20	6
Mean score	7.08	7.03	7.02	7.27%	6.90	7.01	7.40%	7.17	7.05	7.04	6.64	6.14m	6.32m	4.45	7.93%	6.10	6.89	7.25	6.86	6.80	6.22C	6.31m	3.39	7.90F	6.09	6.82	6.00	7.92	9.00	8.35	5.64	3.20	8.16	5.35
Standard error	0.10	0.15	0.46	0.10	0.14	0.12	0.19	0.18	0.17	0.18	0.87	0.10	0.16	0.29	0.11	0.16	0.30	0.21	0.31	0.86	0.14	0.20	0.58	0.19	0.21	1.09	0.85	0.54	1.00	0.45	0.68	1.56	0.54	0.65

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 32

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

Base: All complained about landline service in past 6 months

	SUPPLIER										SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																			
	Supplier										Issue		Satisfaction			Complaint completely resolved		Issue		Satisfaction			Complaint completely resolved		Issue		Satisfaction			Complaint completely resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*		
10 - Extremely satisfied	91	41	11	126	50	69	41	36	48	36	6	124	1	1	119	7	16	16	17	1	45	3	2	40	10	34	16	17	2	66	1	2	63	6	12	18	10	1	38	3	-	40	1		
9 -	16%	17%	26%	22%	16%	16%	21%	22%	24%	30%	30%	34%	1%	2%	34%	3%	16%	14%	20%	14%	27%	4%	4%	26%	7%	22%	12%	15%	11%	27%	1%	3%	29%	3%	26%	25%	23%	25%	34%	7%	-	39%	2%		
8 -	83	27	9	85	46	55	24	36	30	16	3	77	7	1	59	26	15	21	9	1	38	5	3	33	13	24	17	11	3	49	4	2	38	15	6	11	7	-	23	1	-	14	10		
7 -	15%	11%	21%	15%	15%	13%	14%	21%	14%	11%	15%	21%	5%	2%	17%	12%	15%	18%	11%	14%	23%	6%	6%	21%	9%	16%	13%	9%	17%	20%	4%	3%	17%	8%	13%	15%	16%	-	21%	2%	-	14%	16%		
6 -	100	43	4	91	51	87	29	20	45	25	1	71	17	3	63	28	9	24	16	2	38	11	2	29	22	22	31	32	2	66	15	6	48	38	7	13	9	-	25	3	1	18	11		
5 -	18%	18%	10%	16%	17%	21%	17%	12%	21%	16%	5%	20%	11%	6%	18%	13%	9%	21%	19%	29%	23%	13%	4%	19%	15%	14%	23%	28%	11%	27%	13%	9%	22%	19%	15%	18%	21%	-	22%	7%	10%	18%	17%		
4 -	92	35	2	67	36	53	17	22	19	22	4	34	28	5	32	34	12	13	10	1	21	11	4	15	21	17	16	19	1	26	26	1	29	24	2	7	8	-	12	5	-	9	8		
3 -	15%	15%	5%	12%	12%	13%	10%	13%	9%	14%	20%	9%	15%	10%	9%	15%	12%	11%	12%	14%	13%	13%	7%	10%	14%	11%	12%	16%	6%	11%	23%	2%	13%	12%	4%	10%	10%	-	11%	11%	-	9%	13%		
2 -	58	30	2	60	32	43	21	19	16	24	1	28	25	7	28	32	16	7	8	1	10	16	6	12	20	16	18	9	-	16	21	6	12	30	9	8	3	1	10	9	2	8	13		
1 - Extremely dissatisfied	10%	13%	5%	11%	10%	10%	13%	11%	7%	10%	5%	8%	17%	14%	8%	15%	10%	6%	10%	14%	6%	19%	11%	8%	13%	10%	13%	8%	-	7%	19%	9%	6%	19%	11%	7%	25%	9%	20%	20%	8%	23%	0%	23%	0%
NET: Dissatisfied	47	24	4	47	34	34	13	18	19	7	3	11	31	5	11	34	10	13	10	1	6	20	8	10	23	11	13	5	5	8	18	8	11	22	4	5	2	2	1	12	-	4	8		
NET: Neutral	8%	10%	10%	8%	11%	8%	8%	10%	9%	5%	15%	3%	21%	10%	3%	10%	10%	11%	12%	14%	4%	24%	15%	6%	15%	7%	10%	4%	28%	3%	16%	13%	5%	11%	9%	7%	5%	50%	1%	27%	-	4%	13%		
NET: Satisfied	24	15	4	27	21	33	8	6	11	9	1	6	19	2	12	15	4	8	9	-	3	9	9	3	18	9	12	10	2	7	11	15	5	26	1	3	4	-	2	5	1	5	3		
Mean score	3%	6%	10%	5%	7%	8%	5%	3%	5%	6%	5%	2%	13%	4%	3%	7%	4%	7%	11%	-	2%	11%	17%	2%	12%	6%	9%	9%	11%	3%	10%	23%	2%	13%	2%	4%	9%	-	2%	11%	10%	5%	5%		
Standard error	0.10	0.15	0.06	0.10	0.14	0.12	0.19	0.18	0.17	0.20	0.56	0.09	0.16	0.38	0.12	0.16	0.27	0.23	0.24	0.65	0.14	0.21	0.35	0.18	0.19	0.21	0.19	0.22	0.67	0.11	0.17	0.32	0.14	0.16	0.38	0.31	0.29	1.19	0.14	0.32	0.84	0.20	0.31		

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about landline service in past 6 months**

	Supplier										BT						EE						PLUSNET											
	Supplier						Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
10 - Extremely satisfied (10)	85	38	10	118	54	71	38	33	25	24	3	81	1	3	71	14	15	12	10	1	36	2	6	32	6	2	2	4	2	10	-	-	9	1
9 - (9)	73	35	7	80	37	58	20	21	29	22	1	65	6	2	58	15	12	13	10	-	28	7	-	23	12	1	2	4	-	6	1	-	5	2
8 - (8)	96	36	6	93	46	68	29	35	28	33	-	72	21	3	61	34	14	15	7	-	28	8	-	21	15	2	2	2	-	6	-	-	6	-
7 - (7)	88	32	4	82	42	54	30	31	34	20	3	47	34	7	40	47	10	16	4	2	20	11	1	12	20	1	3	-	-	1	3	-	1	3
6 - (6)	168	146	10*	158	148	138	189	176	178	128	199	158	128	88	140	198	128	178	78	40*	158	148	58	108	188	98	20*	-	-	4*	27*	-	4*	18*
5 - (5)	54	32	2	62	31	47	14	13	20	20	1	14	29	11	23	31	6	19	6	1	12	18	2	11	21	1	-	-	1	1	-	1	-	2
4 - (4)	39	16	3	27	17	31	10	9	18	11	1	9	16	14	11	25	7	4	5	-	2	13	1	7	9	1	-	2	-	-	2	1	1	2
3 - (3)	25	13	1	14	15	18	2	8	8	9	-	7	9	9	5	20	1	9	2	1	2	6	5	6	7	-	1	-	-	1	-	-	1	-
2 - (2)	14	5	1	8	10	12	2	7	5	2	-	2	4	8	5	9	2	-	3	-	1	2	2	1	2	2	-	-	-	1	-	-	1	-
1 - Extremely dissatisfied (1)	20	4	3	21	12	9	4	5	8	5	2	1	3	16	4	16	3	-	1	-	-	-	4	1	3	1	2	-	-	1	-	2	1	1
Not applicable	4*	2*	2*	7*	4*	2*	2*	3*	4*	3*	13*	*	2*	15**	1*	6**	4*	-	2*	-	-	-	21*	1*	3*	9*	13*	-	-	4*	-	40*	2*	6*
NET: Dissatisfied (1-3)	59	22	5	43	37	39	8	20	21	16	2	10	16	33	14	45	6	9	6	1	3	8	11	8	14	1	4	-	-	2	1	2	2	3
NET: Neutral (4-6)	147	69	9	141	84	123	40	38	58	46	5	37	75	35	48	95	19	30	19	1	20	43	6	25	44	3	2	3	1	1	5	3	1	8
NET: Satisfied (7-10)	342	141	27	373	179	251	117	120	116	99	7	265	62	15	230	110	51	56	31	3	112	28	1	88	53	6	9	10	2	23	4	-	21	6
Mean score	6.87	6.99	7.10	7.25**	6.82	6.95	7.39**	7.04	6.70	6.94	6.21	6.08**	5.86**	4.24	5.80	7.16	6.96	6.84	6.60	6.60	6.10**	5.90	3.39	7.68*	6.23	6.80	6.13	8.08	8.67	8.38	5.60	3.40	8.17	5.59
Standard error	0.10	0.15	0.44	0.10	0.15	0.12	0.17	0.18	0.17	0.19	0.80	0.10	0.15	0.27	0.12	0.15	0.28	0.21	0.34	1.12	0.15	0.22	0.45	0.20	0.21	0.90	0.81	0.62	1.33	0.45	0.58	1.03	0.53	0.59

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 34

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

Base: All complained about landline service in past 6 months

	SKY																	TALK TALK							VIRGIN MEDIA							VODAFONE													
	Supplier							Issue			Satisfaction			Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved											
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*		
10 - Extremely satisfied	85	15%	16%	24%	21%	18%	23%	20%	19%	25%	32%	1%	-	107	11	18	19	16	1	48	3	3	44	10	31	18	20	2	67	2	2	61	9	10	21	7	-	37	1	-	33	5			
9 -	73	13%	15%	17%	14%	12%	15%	16%	13%	5%	20%	6%	-	64	16	9	17	9	2	31	3	3	21	16	20	19	16	3	52	5	1	38	20	3	8	8	1	19	1	-	14	6			
8 -	96	17%	15%	14%	17%	15%	14%	18%	18%	20%	20%	10%	8%	69	24	18	14	12	2	37	8	1	30	16	22	22	21	3	51	15	2	42	25	8	12	8	1	25	3	1	20	9			
7 -	88	16%	14%	10%	15%	14%	17%	12%	15%	15%	15%	16%	10%	41	40	9	15	18	-	24	16	2	23	19	16	22	16	-	37	14	3	26	26	11	8	11	-	19	11	-	17	13			
6 -	54	10%	14%	5%	11%	10%	11%	8%	7%	11%	16%	15%	15%	20	37	5	24	15	9	-	11	15	5	12	19	20	13	1	16	23	8	18	28	3	7	3	1	7	7	-	7	7			
5 -	54	10%	9%	10%	9%	12%	11%	10%	12%	10%	6%	10%	10%	12	30	10	16	36	11	16	8	1	6	21	9	10	25	12	18	12	3	9	23	13	10	34	4	6	5	1	4	12	-	5	10
4 -	39	7%	7%	7%	5%	6%	7%	6%	2%	4%	8%	3%	5%	6	20	1	8	19	10	4	3	-	2	8	7	1	16	10	13	6	2	4	17	10	7	23	7	3	-	-	7	3	4	6	
3 -	25	5%	13	1	14	15	18	2	5	3	6	-	-	3	5	6	5	9	5	4	1	2	4	9	4	11	9	5	4	5	7	6	6	12	-	1	1	-	-	2	-	2	-		
2 -	14	3%	2%	2%	1%	3%	3%	1%	1%	1	4	1	-	2	1	5	2	6	2	7	1	-	2	3	5	2	8	8	-	3	1	-	3	9	2	9	-	2	9	-	2	1	1		
1 - Extremely dissatisfied	20	4%	2%	3%	2%	1%	1%	1%	1%	1	3	5	13	8	12	7	3	2	-	2	-	10	4	8	3	3	2	1	2	-	7	4	5	1	3	-	-	-	-	4	-	4	-		
Not applicable	5	1%	1%	2%	1%	4	5	9	1	2	2	-	-	2	1	3	1	2	1	3	-	3	2	-	4	1	3	2	2	4	3	4	5	1	-	-	-	-	1	-	-	1	-		
NET: Dissatisfied	59	11%	9%	12%	8%	12%	9%	5%	9%	5%	11%	5%	2	8	11	24	15	27	14	15	7	1	6	7	24	10	27	20	8	9	2	7	10	22	12	26	1	6	1	-	-	2	6	1	7
NET: Neutral	147	27%	29%	21%	25%	28%	29%	24%	21%	28%	25%	30%	30%	28	87	16	48	91	29	35	19	1	19	44	21	23	60	42	44	31	6	29	63	31	35	85	14	16	8	2	11	26	3	16	23
NET: Satisfied	342	62%	60%	64%	66%	59%	59%	70%	69%	66%	64%	65%	314	50	9	281	91	54	65	55	5	140	30	9	118	61	89	81	73	8	207	36	8	167	80	32	49	34	2	100	16	1	84	33	
Mean score	6.87	6.99	7.10	7.25	6.82	6.95	7.39	7.32	7.29	7.10	7.30	8.28	8.31	3.92	8.05	5.98	6.57	6.77	7.15	7.43	8.12	5.90	4.24	7.79	5.84	6.91	6.91	7.13	6.44	8.14	5.79	4.30	7.86	5.97	7.13	7.44	7.65	7.00	8.43	5.82	2.80	8.12	6.27		
Standard error	0.10	0.15	0.44	0.10	0.15	0.12	0.17	0.19	0.16	0.20	0.50	0.09	0.15	0.35	0.11	0.16	0.28	0.34	0.25	0.95	0.15	0.20	0.36	0.18	0.20	0.21	0.19	0.22	0.71	0.12	0.17	0.29	0.15	0.16	0.32	0.30	0.26	0.91	0.14	0.24	0.71	0.18	0.30		

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier																BT					EE					PLUSNET								
	Issue																Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved					
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
10 - Extremely satisfied (10)	68	36	7	122	48	60	34	23	25	17	3	65	2	1	58	10	15	11	9	1	35	1	-	30	6	1	2	2	2	7	-	-	6	1	
9 - (9)	54	34	3	85	39	52	25	21	19	13	1	42	6	6	34	20	12	14	8	-	28	5	1	19	15	1	1	1	-	3	-	-	3	-	
8 - (8)	95	35	9	88	48	71	28	24	37	33	1	67	22	6	55	38	11	18	5	1	25	9	1	21	14	3	4	2	-	5	4	-	6	3	
7 - (7)	87	35	5	77	37	57	18	28	30	27	2	53	27	7	48	38	7	16	11	1	22	13	-	19	16	1	2	2	-	2	2	1	2	3	
6 - (6)	168	158	12%	148	128	148	118	168	158	178	138	178	178	88	168	158	98	178	198	208	168	168	-	168	148	98	138	158	-	88	168	208	88	188	
5 - (5)	71	24	2	61	24	41	21	25	26	19	1	30	32	9	33	38	8	9	7	-	10	12	2	8	16	-	-	1	1	2	-	1	1		
4 - (4)	52	23	3	42	28	32	12	20	21	10	1	18	29	5	24	28	5	13	5	-	6	17	-	9	14	1	1	1	-	1	2	-	1	2	
3 - (3)	35	18	2	27	26	26	9	8	14	12	1	11	13	11	11	23	4	6	6	2	3	11	4	6	12	1	1	-	-	1	-	1	-	2	
2 - (2)	22	7	1	12	20	23	3	6	8	8	-	7	7	8	6	14	2	2	3	-	3	2	2	1	6	1	-	-	-	-	1	-	-	1	-
1 - Extremely dissatisfied (1)	15	10	2	9	8	16	4	9	4	2	-	4	5	6	5	10	5	2	3	-	-	8	4	2	8	-	1	1	-	-	2	-	-	2	-
Not applicable	36	5	3	22	17	22	5	8	10	16	2	5	9	22	9	27	4	-	1	-	-	4	4	1	4	1	2	-	-	1	-	2	2	1	
NET: Dissatisfied (1-3)	73	22	6	43	45	61	12	23	22	26	2	16	21	26	20	51	11	4	7	-	3	9	10	4	18	2	3	1	-	1	2	3	2	4	
NET: Neutral (4-6)	158	65	7	130	78	99	42	53	61	41	3	59	74	25	68	89	17	28	18	2	19	40	6	23	42	2	2	2	1	4	2	1	2	5	
NET: Satisfied (7-10)	304	140	24	372	172	240	105	96	111	90	7	227	57	20	195	106	45	59	33	3	110	28	2	89	51	6	9	7	2	17	6	1	17	7	
Mean score	6.53	6.91	6.73	7.32a	6.63	6.67	7.28a	6.59	6.63	6.34	6.50	7.06m	6.71m	4.22	7.28o	5.69	6.90	7.09	6.66	6.60	6.08C	5.69	3.50	7.73F	6.05	6.30	6.29	7.20	8.67	7.86	6.00	3.20	7.71	5.44	
Standard error	0.11	0.16	0.46	0.10	0.16	0.13	0.19	0.19	0.17	0.21	0.93	0.12	0.17	0.31	0.14	0.16	0.33	0.21	0.33	1.17	0.15	0.23	0.57	0.19	0.23	0.92	0.84	0.77	1.33	0.50	0.76	1.11	0.57	0.65	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 36

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

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK												VIRGIN MEDIA												VODAFONE											
	Issue				Satisfaction				Complaint completely resolved				Issue				Satisfaction				Complaint completely resolved				Issue				Satisfaction				Complaint completely resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)					
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72*	43*	4**	112	44*	10**	102	63*					
10 - Extremely satisfied	68	36	7	122	48	60	34	37	47	23	5	115	5	2	111	10	16	17	14	1	44	2	2	41	7	30	17	11	2	59	-	1	53	7	10	14	9	1	33	1	-	29	5					
9 -	12%	15%	17%	22%ab	16%	14%	20%	21%	22%	22%	25%	32%	3%	4%	32%	5%	16%	15%	17%	14%	20%	2%	4%	26%	5%	19%	13%	9%	11%	24%	6%	2%	24%	4%	21%	19%	21%	25%	29%	2%	-	28%	-					
8 -	54	34	3	85	39	52	25	27	38	19	1	77	5	3	63	22	13	15	9	2	33	3	3	27	12	15	17	18	2	45	6	1	35	17	7	11	7	-	24	1	-	16	9					
7 -	10%	14%	7%	15%	13%	12%	15%	16%	18%	13%	5%	21%	3%	6%	18%	10%	13%	13%	11%	29%	20%	4%	6%	17%	8%	10%	13%	16%	11%	18%	5%	2%	16%	9%	15%	15%	16%	-	21%	2%	-	16%	14%					
6 -	95	35	9	88	48	71	28	22	35	29	2	66	18	4	55	32	11	22	12	3	28	14	6	26	22	23	22	24	2	50	18	3	40	29	9	11	8	-	23	4	1	20	8					
5 -	17%	15%	21%	18%	16%	17%	17%	13%	16%	19%	10%	18%	12%	8%	16%	15%	11%	19%	14%	43%	17%	17%	11%	17%	15%	15%	16%	21%	11%	20%	18%	5%	18%	15%	19%	15%	19%	-	21%	9%	10%	20%	13%					
4 -	87	35	5	77	37	57	18	23	28	22	4	43	30	4	40	37	11	15	11	-	24	9	4	17	19	22	21	11	3	32	16	7	32	24	4	7	6	1	13	4	1	12	6					
3 -	16%	15%	12%	14%	12%	14%	11%	13%	13%	14%	20%	12%	7%	8%	12%	15%	11%	13%	13%	-	14%	11%	7%	11%	13%	14%	16%	9%	17%	13%	16%	11%	15%	12%	9%	10%	14%	25%	12%	9%	10%	12%	10%					
2 -	71	24	2	61	24	41	21	18	22	20	1	23	23	9	27	33	11	11	2	-	12	10	2	8	16	16	18	7	-	17	16	8	13	29	7	8	5	1	8	12	1	10	11					
1 - Extremely dissatisfied	13%	10%	5%	11%	8%	10%	13%	10%	10%	13%	5%	6%	13%	18%	8%	8%	16%	11%	3%	-	7%	12%	4%	5%	11%	10%	13%	6%	-	7%	14%	13%	6%	14%	15%	11%	12%	25%	7%	47%	10%	10%	17%					
NET: Dissatisfied	52	23	3	42	28	32	12	16	18	7	1	11	24	7	17	25	7	12	9	-	8	14	6	11	17	9	9	11	3	14	17	1	14	17	4	3	4	1	4	7	1	5	6					
NET: Satisfied	9%	10%	7%	7%	9%	8%	7%	9%	8%	5%	5%	3%	16%	14%	5%	12%	7%	10%	11%	-	5%	17%	11%	7%	11%	6%	7%	9%	17%	6%	15%	2%	6%	9%	9%	4%	9%	25%	4%	16%	10%	5%	10%					
NET: Neutral	35	18	2	27	26	26	9	6	10	9	2	6	20	1	11	16	10	9	6	1	3	12	11	6	20	4	14	7	1	6	13	7	5	19	2	6	1	-	2	7	-	3	6					
NET: Not applicable	6%	8%	5%	5%	9%	6%	5%	3%	5%	6%	10%	2%	13%	2%	3%	8%	10%	8%	7%	14%	2%	14%	20%	4%	13%	3%	10%	6%	6%	2%	12%	11%	2%	10%	4%	8%	2%	-	2%	16%	-	3%	10%					
NET: Mean score	22	7	1	12	20	23	3	4	6	2	-	4	6	2	4	8	7	8	5	-	2	12	6	4	16	11	5	7	-	6	10	7	7	15	-	3	-	-	3	-	1	2	-					
NET: Standard error	4%	3%	2%	2%	7%	5%	2%	2%	3%	1%	-	1%	4%	1%	1%	2%	1%	3%	4	-	1%	14%	11%	3%	11%	7%	4%	6%	-	2%	9%	11%	3%	8%	-	4%	-	-	7%	-	1%	2%	-					
NET: Mean score	15	10	2	9	8	16	4	3	3	3	-	4	3	2	4	5	1	3	4	-	2	3	3	4	4	7	3	6	-	1	8	7	3	13	1	3	-	1	1	2	2	2	2					
NET: Standard error	3%	4%	5%	2%	3%	4%	2%	2%	1%	2%	-	1%	2%	4%	1%	2%	1%	3%	5%	-	1%	4%	6%	3%	3%	5%	2%	5%	-	*	7%	11%	1%	7%	2%	4%	-	1%	2%	20%	2%	3%						
NET: Mean score	36	5	3	22	17	22	5	10	5	5	2	3	5	14	5	16	7	2	8	-	2	4	11	3	14	9	3	7	3	1	3	18	4	17	1	2	2	-	1	3	1	4	4					
NET: Standard error	7%	2%	7%	4%	6%	5%	3%	6%	2%	3%	10%	1%	4%	3%	1%	8%	7%	2%	10%	-	1%	5%	20%	2%	9%	6%	2%	6%	17%	*	3%	20%	2%	5%	2%	3%	5%	-	1%	7%	10%	1%	6%					
NET: Mean score	18	8	5	16	10	22	7	7	4	3	2	10	4	2	8	7	4	2	14	-	10	-	-	8	2	8	5	7	2	14	4	4	12	10	2	4	1	-	3	1	3	4	4					
NET: Standard error	3%	3%	12%ab	3%	3%	5%	4%	4%	2%	2%	10%	3%	3%	4%	2%	3%	4%	2%	5%	-	6%	-	-	5%	1%	5%	4%	6%	11%	6%	4%	6%	6%	5%	4%	6%	2%	-	3%	2%	30%	3%	6%					
NET: Mean score	73	22	6	43	45	61	12	17	14	10	2	11	14	18	13	29	15	13	17	-	6	19	20	11	34	27	11	20	3	8	21	32	14	45	2	8	2	-	2	7	3	4	8					
NET: Standard error	13%	9%	14%	8%	15%	14%	7%	10%	6%	7%	10%	3%	9%	16%	4%	14%	15%	11%	20%	-	4%	23%	37%	7%	23%	18%	8%	17%	17%	3%	19%	50%	6%	23%	4%	11%	5%	-	2%	16%	30%	4%	13%					
NET: Mean score	158	65	7	130	78	99	42	40	50	36	4	40	73	17	55	74	28	32	17	1	23	36	19	25	53	29	41	25	4	37	46	16	32	64	13	17	10	2	14	26	2	18	23					
NET: Standard error	29%	28%	17%	23%	26%	23%	25%	23%	23%	24%	20%	11%	49%	14%	16%	35%	29%	28%	20%	14%	14%	49%	35%	16%	36%	19%	11%	22%	22%	15%	41%	25%	15%	33%	28%	24%	23%	50%	13%	59%	20%	18%	37%					
NET: Mean score	304	140	24	372	172	240	105	199	148	103	12	301	58	13	269	101	51	69	46	6	129	28	15	111	60	90	77	64	9	186	42	12	160	77	30	43	30	2	93	10	2	77	28					
NET: Standard error	55%	60%	57%	66%ae	56%	57%	63%	63%	69%	68%	60%	83%	39%	26%	78%	68%	52%	59%	55%	86%	77%	34%	28%	72%	40%	58%	57%	55%	50%	76%	37%	19%	73%	39%	64%	60%	70%	50%	83%	23%	20%	75%	44%					
NET: Mean score	6.53	6.91	6.73	7.32ab	6.63	6.67	7.29ae	7.17	7.45	7.35	6.89	8.27M	5.88I	4.67	6.05H	4.13	6.52	6.84	6.32	8.00	6.01tu	5.37u	4.52	7.69w	5.56	6.75	6.81	6.48	6.06	7.95FG	5.56G	3.77	7.71I	5.59	7.47	7.06	7.50	7.00	8.26C	5.30	4.43	7.91R	6.29					
NET: Standard error	0.11	0.16	0.46	0.10	0.16	0.13	0.19	0.20	0.16	0.19	0.69	0.10	0.16	0.42	0.11	0.17	0.28	0.22	0.33	0.72	0.16	0.25	0.37	0.19	0.21	0.23	0.20	0.26	0.77	0.13	0.20	0.34	0.15	0.19	0.33	0.31	0.35	1.08	0.17	0.31	1.04	0.21	0.33					

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I - J/K/L/M - N/O/P - Q/R  
Overlap formulae used. \* small base; \*\* very small base (under 30) (ineligible for sig testing)  
JB30619 - Prepared by BVA BDRC on behalf of Ofcom

\* = Less than 5



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier							BT				EE				PLUSNET																		
	Supplier							Issue				Satisfaction				Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved									
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
10 - Extremely satisfied (10)	95	45	12	126	65	79	43	39	29	23	4	86	6	3	82	13	19	14	11	1	42	3	-	38	7	3	3	4	2	10	2	-	10	2
9 - (9)	74	31	7	90	48	25	25	23	30	20	1	57	14	3	47	26	10	15	6	-	23	8	-	20	11	2	2	3	-	7	-	-	6	1
8 - (8)	104	39	4	91	53	71	32	30	38	35	1	75	21	8	68	36	11	23	5	-	31	7	1	22	17	-	3	1	-	3	1	-	3	1
7 - (7)	91	33	5	73	33	66	16	25	32	32	2	44	36	11	37	53	12	12	8	1	19	14	-	15	18	1	-	3	1	3	2	-	3	2
6 - (6)	50	35	4	70	26	38	20	21	23	13	1	24	26	8	30	27	6	17	10	2	15	15	5	9	26	1	1	2	-	3	1	-	4	4
5 - (5)	51	25	3	40	28	50	16	19	16	14	2	9	30	12	16	34	3	11	10	1	4	18	3	10	15	1	2	-	1	2	-	-	3	3
4 - (4)	26	7	3	31	21	24	2	7	8	11	-	6	8	12	8	16	3	1	3	-	1	6	-	1	6	2	1	-	1	-	2	1	2	
3 - (3)	22	10	1	10	13	16	2	5	8	7	2	4	9	9	3	19	5	2	3	-	1	6	3	5	5	-	1	-	-	1	-	-	1	1
2 - (2)	13	4	-	7	9	11	4	4	7	2	-	4	3	6	2	11	3	-	1	-	-	1	3	-	-	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	17	5	3	16	7	14	6	6	4	5	2	3	2	12	2	15	4	-	1	-	-	1	4	1	4	1	2	-	1	-	2	2	1	1
Not applicable	2	1	-	7	2	5	-	3	2	3	13	1	1	14	1	5	1	-	2	-	1	21	-	1	4	9	13	-	-	-	4	-	40	8
NET: Dissatisfied (1-3)	52	19	4	33	29	41	12	15	19	14	4	11	14	27	7	45	12	2	5	-	1	8	10	6	13	1	3	-	1	1	2	2	2	
NET: Neutral (4-6)	135	67	10	141	75	112	38	47	47	38	3	39	64	32	54	77	12	29	23	3	20	39	8	20	47	4	4	2	-	2	5	3	1	9
NET: Satisfied (7-10)	364	148	28	380	199	264	116	26	24	23	19	12	41	38	18	31	16	31	40	60	15	49	42	16	42	36	27	15	-	8	45	60	4	53
Mean score	7.08	7.17	7.31	7.42	7.20	6.98	7.54	7.21	7.08	7.01	6.33	6.07	6.32	4.82	7.98	6.05	7.11	7.47	6.79	6.80	6.27	6.09	3.79	7.98	6.31	6.82	6.47	8.31	9.00	8.38	6.64	3.20	8.20	6.00
Standard error	0.10	0.15	0.42	0.10	0.14	0.12	0.18	0.18	0.16	0.18	0.84	0.11	0.15	0.28	0.11	0.15	0.31	0.18	0.31	0.86	0.14	0.22	0.51	0.19	0.21	0.92	0.82	0.43	1.00	0.43	0.64	0.97	0.52	0.58

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.

Base: All complained about landline service in past 6 months

	Supplier										SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																		
	Issue										Satisfaction		Complaint completely resolved		Issue					Satisfaction		Complaint completely resolved		Issue					Satisfaction		Complaint completely resolved													
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (a)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
10 - Extremely satisfied	95	45	12	126	65	79	43	42	48	31	5	122	3	1	110	16	24	22	16	3	56	3	6	52	13	34	18	24	3	72	4	3	68	10	14	20	9	-	42	1	-	36	7	
9 -	17%	19%	29%	22%	21%	19%	26%	24%	22%	20%	25%	34%	2%	2%	32%	8%	24%	19%	19%	43%	33%	4%	11%	34%	9%	22%	13%	21%	17%	29%	4%	5%	31%	5%	30%	28%	21%	-	38%	2%	-	35%	11%	
8 -	7	31	7	90	48	48	25	36	27	25	2	78	11	1	70	20	12	20	14	2	38	6	4	29	19	20	21	6	1	44	4	-	34	14	7	13	4	1	22	3	-	17	8	
7 -	13%	13%	17%	16%	16%	11%	15%	12%	13%	16%	10%	22%	7%	2%	20%	9%	12%	17%	17%	29%	23%	7%	7%	19%	13%	19%	10%	5%	6%	18%	4%	-	16%	7%	15%	18%	9%	25%	20%	7%	-	17%	13%	
6 -	104	39	4	91	53	71	32	21	41	23	6	68	15	8	57	33	17	22	14	-	38	13	2	29	24	23	20	24	4	53	16	2	37	33	6	12	14	-	27	5	-	23	9	
5 -	19%	17%	10%	16%	17%	17%	19%	12%	19%	15%	30%	19%	10%	16%	17%	16%	17%	19%	17%	-	23%	16%	4%	19%	16%	15%	15%	21%	22%	22%	14%	3%	17%	17%	13%	17%	32%	-	24%	11%	-	23%	14%	
4 -	91	33	5	73	33	66	16	18	30	24	1	43	24	6	42	31	12	10	11	-	16	10	7	12	21	19	18	27	2	34	25	7	41	24	5	5	6	-	9	7	-	8	8	
3 -	15%	14%	12%	13%	11%	15%	10%	10%	14%	16%	5%	12%	16%	12%	15%	12%	9%	13%	-	10%	12%	13%	8%	14%	12%	12%	13%	21%	11%	14%	22%	11%	19%	12%	11%	7%	14%	-	8%	16%	-	8%	13%	
2 -	58	35	4	70	26	38	20	24	24	21	1	24	11	5	27	41	6	10	9	1	8	16	2	7	15	16	12	10	-	17	15	6	11	25	9	4	5	2	7	9	4	10	10	
1 - Extremely dissatisfied	10%	15%	10%	12%	8%	9%	12%	14%	11%	14%	5%	7%	18%	10%	8%	19%	6%	9%	11%	14%	5%	19%	4%	5%	13%	10%	10%	9%	9%	-	7%	13%	9%	5%	13%	19%	6%	12%	50%	6%	30%	40%	10%	16%
NET: Dissatisfied	51	25	3	40	28	50	16	11	16	11	2	13	24	3	15	25	8	12	7	1	6	14	8	14	13	14	25	7	4	15	23	12	11	38	3	8	4	1	4	12	-	5	10	
NET: Neutral	26	11%	7%	7%	9%	12%	10%	4%	16%	6%	4%	12%	8%	10%	8%	14%	4%	17%	15%	9%	9%	19%	6%	22%	6%	20%	19%	5%	22%	6%	20%	19%	5%	19%	6%	11%	9%	25%	4%	27%	-	4%	27%	
NET: Satisfied	22	7	3	31	21	24	2	9	12	8	2	4	19	8	10	21	6	8	7	-	3	10	8	6	15	8	10	5	1	4	11	9	7	15	2	-	-	-	-	-	-	-	2	-
Standard error	0.10	0.15	0.42	0.10	0.14	0.12	0.18	0.18	0.16	0.18	0.56	0.09	0.15	0.40	0.11	0.16	0.27	0.22	0.26	0.78	0.12	0.22	0.40	0.17	0.20	0.21	0.19	0.22	0.69	0.11	0.19	0.31	0.13	0.17	0.31	0.33	0.29	0.87	0.14	0.29	0.80	0.19	0.33	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier	BT													EE						PLUSNET														
	Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved									
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	117	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
Advisor doing what they said they would do	366	146	26	369	183	264	111	120	131	107	8	268	79	19	238	126	47	64	33	2	117	27	2	96	50	7	7	9	3	22	3	1	20	6
Willingness to help resolve your issue	364	148	28	380	199	264	116	117	129	110	8	262	77	25	234	128	52	64	30	2	115	32	1	95	53	6	8	11	3	23	5	-	22	6
Courtesy and politeness of advisors	361	151	30	392	195	279	110	119	128	106	8	271	68	22	235	122	47	65	36	3	109	36	6	90	61	6	11	10	3	25	4	1	21	9
Ease of finding provider contact details	358	151	26	382	188	263	114	120	124	106	8	273	65	20	237	118	52	62	34	3	119	28	4	95	56	6	7	11	2	21	5	-	21	5
Lagging of query details to avoid having to repeat yourself	342	141	27	373	179	251	117	120	116	99	7	265	62	15	230	110	51	56	31	3	112	28	1	89	53	6	9	10	2	23	4	-	21	6
The time taken to handle your issue	314	149	25	374	160	243	112	103	109	93	9	255	50	9	212	100	52	61	33	3	113	35	1	91	58	6	9	8	2	20	4	1	19	6
Getting the issue resolved to your satisfaction	57*	63%	60%	67% <sup>ab</sup>	52%	58%	67% <sup>ab</sup>	58%	56%	57%	56%	61% <sup>ab</sup>	32% <sup>ab</sup>	11%	72% <sup>ab</sup>	40%	68%	64%	57%	60%	62%	44%	5%	75% <sup>ab</sup>	51%	55%	60%	62%	67%	77%	36%	20%	76%	35%
Offering compensation or a goodwill payment	314	142	26	353	174	238	112	104	103	98	9	255	47	12	223	89	49	59	32	2	117	24	1	90	52	5	9	10	2	24	2	-	21	5
	57*	60%	62%	63% <sup>ab</sup>	57%	56%	67% <sup>ab</sup>	58%	53%	60%	56%	61% <sup>ab</sup>	30% <sup>ab</sup>	14%	76% <sup>ab</sup>	35%	64%	62%	55%	40%	65%	30%	5%	74% <sup>ab</sup>	46%	45%	60%	77%	67%	92%	18%	-	84%	29%
	304	140	24	372	172	240	105	96	111	90	7	227	57	20	195	106	45	59	33	3	110	28	2	89	51	6	9	7	2	17	6	1	17	7
	53%	60%	57%	66% <sup>ab</sup>	56%	57%	63%	54%	57%	55%	44%	72% <sup>ab</sup>	17% <sup>ab</sup>	24%	69% <sup>ab</sup>	42%	58%	62%	57%	60%	60%	35%	11%	73% <sup>ab</sup>	45%	55%	60%	54%	67%	65%	55%	20%	68%	41%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 40

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

Base: All complained about landline service in past 6 months

	Supplier										SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																	
	Issue										Satisfaction					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved												
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*
Advisor doing what they said they would do	366	146	26	369	183	264	111	114	142	99	14	306	53	10	273	95	52	74	52	5	142	30	11	117	66	97	80	79	8	207	46	11	178	83	27	49	34	1	98	12	1	81	30
Willingness to help resolve your issue	364	148	28	380	199	264	116	117	146	103	14	311	53	16	279	100	65	74	55	5	148	32	19	122	77	96	77	81	10	203	49	12	180	81	32	50	33	1	100	16	-	84	32
Courtesy and politeness of advisors	361	151	30	392	195	279	110	120	152	107	13	316	64	12	279	111	63	73	54	5	142	36	17	121	74	104	83	81	11	209	52	18	174	101	28	52	28	2	92	16	2	77	33
Ease of finding provider contact details	358	151	26	382	188	263	114	117	150	102	13	321	49	12	276	104	56	75	53	4	147	31	10	121	67	99	77	80	7	211	40	12	169	91	30	50	32	2	99	13	2	80	34
Logging of query details to avoid having to repeat yourself	342	141	27	373	179	251	117	120	142	98	13	314	50	9	281	91	54	65	55	5	140	30	9	118	61	89	81	73	8	207	36	8	167	80	32	49	34	2	100	15	1	84	33
The time taken to handle your issue	314	149	25	374	160	243	112	109	147	106	12	309	56	9	279	93	52	64	39	5	131	17	12	107	53	87	77	70	9	200	35	8	159	82	31	49	30	2	100	11	1	78	34
Getting the issue resolved to your satisfaction	314	142	26	353	174	238	112	109	135	96	13	301	42	10	253	99	55	70	45	4	140	23	11	120	54	94	69	68	7	200	33	5	161	75	27	51	33	1	100	10	2	80	32
Offering compensation or a goodwill payment	304	140	24	372	172	240	105	109	148	103	12	301	58	13	269	101	51	69	46	6	129	28	15	111	60	90	77	64	9	186	42	12	160	77	30	43	30	2	93	10	2	77	28
	55%	62%	57%	66% <sup>u</sup>	56%	57%	63%	63%	69%	68%	60%	63% <sup>u</sup>	39%	26%	78% <sup>u</sup>	48%	52%	59%	55%	86%	77% <sup>u</sup>	34%	28%	72% <sup>u</sup>	40%	58%	57%	55%	50%	76% <sup>u</sup>	37%	19%	73% <sup>u</sup>	39%	64%	60%	70%	50%	83% <sup>u</sup>	23%	20%	75% <sup>u</sup>	44%

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

Table 41

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

Base: All complained about landline service in past 6 months

Supplier	BT														EE														PLUSNET													
	Issue							Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)								
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79**	19**	122	113	11**	95**	15**	13**	3**	26**	11**	5**	25**	17*							
Completely resolved	295	122	25	345	155	218	102	104	95	88	8	222	49	24	295	-	42	52	26	2	92	26	4	122	-	6	8	9	2	22	2	1	25	-								
	53%	52%	60%	61% <b>abef</b>	51%	52%	61% <b>ac</b>	58%	49%	54%	50%	71% <b>klm</b>	32%	29%	100%	-	55%	55%	45%	40%	67% <b>bc</b>	33%	21%	100% <b>ef</b>	-	55%	53%	69%	67%	85%	18%	20%	100%	-								
Partly resolved	211	100	13	181	118	162	50	65	90	54	2	83	98	30	-	211	27	42	28	3	43	47	10	-	100	3	5	4	1	4	6	3	-	13								
	38% <b>d</b>	43% <b>de</b>	31%	32%	39%	38% <b>d</b>	30%	36%	46% <b>li</b>	33%	13%	26%	63% <b>klm</b>	36%	-	64% <b>l</b>	35%	44%	48%	60%	31%	59% <b>bd</b>	53%	-	88% <b>de</b>	27%	33%	31%	33%	15%	55%	60%	-	76%								
Not resolved at all	41	13	4	30	31	34	13	9	9	18	5	7	7	27	-	41	8	1	4	-	2	6	5	-	13	2	2	-	-	3	1	-	4	-								
	7%	6%	10%	5%	10% <b>d</b>	8%	8%	5%	5%	11% <b>ghj</b>	31%	2%	5%	22% <b>kl</b>	-	10% <b>kl</b>	10% <b>kl</b>	1%	7%	-	1%	8% <b>d</b>	26%	-	12% <b>de</b>	18%	13%	-	-	27%	20%	-	24%	-								
Don't know	6	-	-	5	1	8	1	1	1	3	1	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
	1%	-	-	1%	*	2% <b>h</b>	1%	1%	1%	2%	6%	1%	1%	4% <b>l</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier		SKY										TALK TALK					VIRGIN MEDIA					VODAFONE																					
		Issue										Satisfaction					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved											
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (v)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*
Completely resolved	295	122	25	345	155	218	102	102	137	94	12	277	53	15	345	-	49	61	41	4	120	22	13	155	-	81	65	65	7	168	38	12	218	-	26	45	29	2	81	18	3	102	-
	53%	52%	60%	61%abef	51%	52%	61%af	59%	63%	62%	60%	77%ad	36%	30%	100%af	-	50%	53%	49%	57%	71%tu	27%	24%	100%aw	-	53%	49%	56%	39%	69%FG	34%G	19%	100%h	-	55%	63%	67%	50%	72%Q	41%	30%	100%R	-
Partly resolved	211	100	13	181	118	162	50	62	64	49	6	72	84	25	-	181	40	43	33	2	40	50	28	-	118	59	58	40	5	69	61	32	-	162	18	18	13	1	27	20	3	-	50
	38%cd	43%de	31%	32%	39%	38%cd	30%	36%	30%	32%	30%	20%	56%j	50%	-	86%kn	41%	37%	39%	29%	24%	60%a	52%a	-	79%lv	38%	43%	34%	28%	28%	54%ht	50%a	-	83%h	38%	25%	30%	25%	24%	45%kn	30%	-	79%Q
Not resolved at all	41	13	4	30	31	34	13	7	14	8	1	12	10	8	-	30	8	12	10	1	8	10	13	-	31	13	10	9	2	6	9	19	-	34	3	9	1	-	4	5	4	-	13
	7%	6%	10%	5%	10%cd	8%	8%	4%	6%	5%	5%	3%	7%	15%bc	-	14%kl	8%	10%	12%	14%	5%	12%a	24%a	-	21%a	8%	7%	8%	11%	2%	8%	30%bc	-	17%bc	8%	13%	2%	-	4%	11%	40%	-	21%Q
Don't know	6	-	-	5	1	8	1	2	1	1	1	1	2	2	-	-	1	-	-	-	-	1	-	-	-	2	1	2	4	2	5	1	-	-	-	-	1	-	1	-	-	-	-
	1%	-	-	1%	*	2%h	1%	1%	*	1%	5%	1%	1%	4%	-	-	1%	-	-	-	-	1%	-	-	-	1%	1%	2%	22%	1%	4%a	2%	-	-	-	-	-	-	25%	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier							BT							EE							PLUSNET													
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79**	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
Yes	242	100	21	310	135	186	90	89	73	72	8	193	33	16	242	-	35	42	23	-	77	21	2	100	-	4	8	8	1	19	1	1	21	-
	44%	43%	50%	55% <b>kldef</b>	44%	44%	54% <b>kldef</b>	50% <b>h</b>	37%	44%	50%	61% <b>klm</b>	21%	19%	82% <b>o</b>	-	45%	44%	40%	-	56% <b>l</b>	27%	11%	82% <b>f</b>	-	36%	53%	62%	33%	73%	9%	20%	84%	-
No	50	20	4	34	20	31	12	14	20	16	-	27	16	7	50	-	7	9	3	1	13	5	2	20	-	2	-	1	1	3	1	-	4	-
	9%	9%	10%	6%	7%	7%	7%	8%	10%	10%	-	9%	10%	8%	17% <b>o</b>	-	9%	9%	5%	20%	9%	6%	11%	16% <b>f</b>	-	18%	-	8%	33%	12%	9%	-	16%	-
Don't know	3	2	-	1	-	1	-	1	2	-	-	2	-	1	3	-	-	1	-	1	2	-	-	2	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	*	-	*	-	1%	1%	-	-	1%	-	1%	1%	-	-	1%	-	20%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier		SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																					
		Issue					Satisfaction					Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved															
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (v)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*		
Yes	242	100	21	310	135	186	90	94	126	79	11	256	43	11	310	-	39	57	35	4	104	20	11	135	-	71	54	54	7	147	33	6	186	-	21	42	25	2	75	14	1	90	-		
	44%	43%	50%	55%abef	44%	44%	54%abef	54%	58%	52%	55%	71%kl	29%	22%	90%lm	-	40%	49%	42%	57%	62%klm	24%	20%	87%vw	-	46%	40%	47%	39%	60%FG	21%G	9%	85%kl	-	45%	58%	58%	50%	67%Q	32%	10%	88%R	-		
No	50	20	4	34	20	31	12	7	11	15	1	21	10	3	34	-	10	4	6	-	16	2	2	20	-	10	10	11	-	21	5	5	31	-	5	3	4	-	6	4	2	12	-		
	9%	9%	10%	6%	7%	7%	7%	4%	5%	10%kl	5%	6%	7%	6%	10%lm	-	10%op	3%	7%	-	10%kl	2%	4%	13%vw	-	6%	7%	9%	-	9%	4%	8%	14%kl	-	11%	4%	9%	-	5%	9%	20%	12%kl	-		
Don't know	3	2	-	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	
	1%	1%	-	*	-	*	-	1%	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	2%	-	*	-	-	-	-	-	-	-	-	-	-	-

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	BT															EE						PLUSNET													
	Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	295	122	25**	345	155	218	102	104	95*	88*	8**	222	49*	24**	295	-**	42*	52*	26**	2**	92*	26**	4**	122	-**	6**	8**	9**	2**	22**	2**	1**	25**	-*	
Yes	242	100	21	310	135	186	90	89	73	72	8	193	33	16	242	-	35	42	23	-	77	21	2	100	-	4	8	8	1	19	1	1	21	-	
	82%	82%	84%	90% <b>ab</b>	87%	85%	88%	86%	77%	82%	100%	87%	67%	67%	82%	-	83%	81%	88%	-	84%	81%	50%	82%	-	67%	100%	89%	50%	86%	50%	100%	84%	-	
No	50	20	4	34	20	31	12	14	20	16	-	27	16	7	50	-	7	9	3	1	13	5	2	20	-	2	-	1	1	3	1	-	4	-	
	17% <b>cd</b>	16%	16%	10%	13%	14%	12%	13%	21%	18%	-	12%	33% <b>kl</b>	29%	17%	-	17%	17%	12%	50%	14%	19%	50%	16%	-	33%	-	11%	50%	14%	50%	-	16%	-	
Don't know	3	2	-	1	-	1	-	1	2	-	-	2	-	1	3	-	-	1	-	1	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	1%	2%	-	*	-	*	-	1%	2%	-	-	1%	-	4%	1%	-	-	2%	-	50%	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue				Satisfaction				Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved															
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (v)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	295	122	25**	345	155	218	102	102	137	94*	12**	277	53*	15**	345	-**	49*	61*	41*	4**	120	22**	13**	155	-**	81*	65*	65*	7**	168	38*	12**	218	-**	26**	45*	29**	2**	81*	18**	3**	102	-**
Yes	242	100	21	310	135	186	90	94	126	79	11	256	43	11	310	-	39	57	35	4	104	20	11	135	-	71	54	54	7	147	33	6	186	-	21	42	25	2	75	14	1	90	-
	82%	82%	84%	90%ab	87%	85%	88%	92%	92%	84%	92%	92%	81%	73%	90%	-	80%	93%ab	85%	100%	87%	91%	85%	87%	-	88%	83%	83%	100%	88%	87%	50%	85%	-	81%	93%	86%	100%	92%	78%	33%	88%	-
No	50	20	4	34	20	31	12	7	11	15	1	21	10	3	34	-	10	4	6	-	16	2	2	20	-	10	10	11	-	21	5	5	31	-	5	3	4	-	6	4	2	12	-
	17%cd	16%	16%	10%	13%	14%	12%	7%	8%	16%ca	8%	8%	19%a	20%	10%	-	20%ab	7%	15%	-	13%	9%	15%	13%	-	12%	15%	17%	-	13%	13%	42%	14%	-	19%	7%	14%	-	7%	22%	67%	12%	-
Don't know	3	2	-	1	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	
	1%	2%	-	*	-	*	-	1%	-	-	-	-	-	7%	*	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	8%	*	-	-	-	-	-	-	-	-	-	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

Table 47

Base: All complained about landline service in past 6 months

Supplier	BT														EE														PLUSNET													
	Issue							Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)								
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*								
Employed or self-employed (full-time - 30hrs/wk+)	353	122	17	335	162	244	94	111	123	112	7	223	90	40	214	138	37	54	30	1	80	35	7	78	44	4	7	6	-	13	2	2	13	4								
Employed or self-employed (part-time - 8-29 hrs/wk+)	91	56	9	106	62	67	37	28	34	26	3	42	32	17	35	54	19	24	13	-	28	24	4	22	34	3	2	3	1	5	3	1	5	4								
Full-time responsibility for the home/family	41	30	7	64	41	51	18	16	18	6	1	16	16	9	15	25	10	14	5	1	19	10	1	15	15	1	5	1	-	2	4	1	1	6								
Student / under education	26	7	3	22	16	19	5	9	9	7	1	12	6	8	6	20	2	1	4	-	4	3	-	2	5	1	1	1	-	1	2	-	1	2								
Not working	22	12	2	22	12	24	5	10	4	7	1	10	7	5	11	9	6	1	3	2	5	4	3	4	8	2	-	-	-	1	-	1	1	1								
Retired	20	8	4	12	12	17	7	5	7	5	3	11	4	5	14	6	3	1	3	1	1	3	4	1	7	-	-	2	2	4	-	-	4	-								
NET: Employed	444	178	26	441	224	311	131	139	157	138	10	265	122	57	249	192	56	78	43	1	108	59	11	100	78	7	9	9	1	18	5	3	18	8								
	80% <b>cl</b>	76%	62%	79% <b>cl</b>	73%	74%	79% <b>cl</b>	78%	81%	85%	63%	84% <b>cl</b>	79%	68%	84% <b>cl</b>	76%	73%	82%	74%	20%	79%	75%	58%	82% <b>cl</b>	69%	64%	60%	69%	33%	69%	45%	60%	72%	47%								

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 48

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

Supplier										SKY					TALK TALK					VIRGIN MEDIA					VODAFONE																		
										Issue					Satisfaction					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved								
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	553	235	42*	561	305	422	173	216	152	20**	362	149	50*	345	211	98*	116	84**	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
Employed or self-employed (full-time - 30hrs/wk+)	353	122	17	335	162	244	97	138	92	8	240	71	24	245	89	52	59	47	4	117	28	17	104	58	100	70	66	8	160	56	28	145	95	29	36	28	1	71	21	2	70	24	
	64%ba	52%	40%	60%ba	53%	58%	56%	64%	61%	40%	66%ba	48%	48%	71%ba	42%	53%	51%	56%	57%	70%ba	34%	31%	67%ba	39%	65%ba	52%	57%	44%	65%ba	50%	44%	67%ba	48%	62%	50%	65%	25%	63%	48%	20%	69%ba	38%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	91	56	9	106	62	67	35	36	31	4	61	34	11	46	59	27	19	14	2	24	23	15	20	41	19	27	21	42	17	8	33	34	7	20	7	3	23	12	2	18	18		
	16%	24%ba	21%	19%	20%	16%	20%	17%	20%	20%	17%	23%	22%	13%	28%ba	28%ba	16%	17%	29%	14%	28%	28%	13%	28%	12%	20%	18%	17%	17%	15%	13%	15%	17%	15%	28%	16%	75%	21%	27%	20%	18%	29%	
Full-time responsibility for the home/family	41	30	7	64	41	51	25	24	14	1	32	22	10	25	38	11	23	7	-	8	22	11	15	26	14	23	11	3	23	18	10	20	31	5	7	6	-	9	7	2	6	12	
	7%	13%ba	17%ba	11%ba	13%ba	12%ba	14%	11%	9%	5%	9%	15%	20%	7%	18%ba	11%	20%ba	8%	-	5%	27%ba	20%	10%	26%	17%	9%	17%ba	9%	17%	9%	16%	16%	9%	16%ba	11%	10%	14%	-	8%	16%	20%	6%	19%ba
Student / under education	26	7	3	22	16	19	6	7	7	2	8	12	2	9	11	4	5	7	-	5	6	5	2	14	5	5	6	3	5	11	3	6	12	3	1	1	-	3	2	-	4	1	
	5%	3%	7%	4%	5%	3%	3%	3%	5%	10%	2%	3%ba	4%	3%	5%	4%	4%	8%	-	3%	7%	9%	1%	3%ba	3%	4%	5%	17%	2%	10%ba	5%	3%	6%	6%	1%	2%	-	3%	5%	-	4%	2%	
Not working	22	12	2	22	12	24	5	8	5	4	15	5	2	14	8	2	6	3	1	8	2	2	6	6	8	7	6	3	10	9	5	7	14	2	3	-	4	-	1	1	4		
	4%	5%	5%	4%	4%	6%	3%	4%	3%	20%	4%	3%	4%	4%	4%	2%	5%	4%	14%	5%	2%	4%	4%	4%	5%	5%	5%	17%	4%	8%	8%	3%	7%	4%	4%	-	4%	-	10%	1%	6%		
Retired	20	8	4	12	12	17	5	3	3	1	6	5	1	6	6	2	4	6	-	6	2	4	8	4	8	2	6	1	5	2	10	7	10	1	5	1	-	2	2	3	3	4	
	4%	3%	10%ba	2%	4%	4%	3%	1%	2%	5%	2%	3%	2%	2%	3%	2%	3%	7%	-	4%	2%	7%	5%	3%	5%	1%	5%	6%	2%	2%	10%ba	3%	5%	2%	7%	2%	-	2%	5%	30%	3%	6%	
NET: Employed	444	178	26	441	224	311	132	174	123	12	301	105	35	291	148	79	78	61	6	141	51	32	124	99	119	97	87	8	202	73	36	178	129	36	56	35	4	94	33	4	88	42	
	80%ba	76%	62%	79%ba	73%	74%	76%	81%	81%	60%	83%ba	70%	70%	84%ba	70%	81%ba	67%	73%	86%	84%ba	61%	59%	86%ba	66%	77%	72%	75%	44%	82%ba	65%	56%	82%ba	66%	77%	78%	81%	100%	84%	75%	40%	86%ba	67%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier																BT						EE						PLUSNET											
	Issue								Satisfaction			Complaint completely resolved					Issue				Satisfaction			Complaint completely resolved					Issue				Satisfaction			Complaint completely resolved				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)						
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*						
Up to 10,399 Pounds	50	27	1	62	32	33	14	22	13	12	3	16	17	17	22	25	14	4	6	3	14	9	4	10	17	-	1	-	-	1	-	-	1	-						
10,400-15,999 Pounds	41	34	5	64	42	34	17	11	20	9	1	22	14	5	23	18	10	15	9	-	17	14	3	15	19	-	1	4	-	5	-	-	5	-						
15,600-25,999 Pounds	80	34	9	94	53	67	29	26	28	23	3	40	24	16	39	41	12	13	8	1	18	12	4	18	16	2	5	1	1	6	2	1	5	4						
26,000-36,399 Pounds	99	45	11	100	62	97	26	36	31	26	2	49	32	14	44	51	12	22	11	-	24	17	4	23	23	4	3	2	2	6	4	1	4	7						
36,400-51,999 Pounds	128	43	10	92	50	72	29	39	51	36	2	73	41	14	75	53	11	20	11	1	25	16	2	25	18	2	4	4	-	6	3	1	6	4						
52,000+	141	44	4	134	59	102	47	41	47	50	3	104	24	13	89	51	15	18	11	-	33	10	1	28	16	2	1	1	-	1	1	2	2	2						
Don't know	7	2	-	9	2	7	2	1	3	2	1	4	1	2	6	6	1	-	1	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-						
Would rather not say	11	6	2	6	5	10	2	3	2	5	1	6	2	3	3	7	2	3	1	-	4	1	1	4	2	1	-	1	-	1	1	-	2	-						
	2%	3%	5%	1%	2%	2%	1%	2%	1%	3%	6%	2%	1%	4%	1%	3%	3%	3%	2%	-	3%	1%	5%	3%	2%	9%	-	8%	-	4%	9%	-	8%	-						

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK						VIRGIN MEDIA						VODAFONE																		
	Issue						Satisfaction						Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved												
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84**	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72**	43*	4**	112	44*	10**	102	63*
Up to 10,399 Pounds	50	27	1	62	32	33	14	22	20	16	4	30	23	9	34	28	14	13	4	1	15	8	9	17	15	12	13	7	1	17	11	5	16	15	5	7	2	-	11	2	1	8	6
10,400-15,999 Pounds	41	34	5	64	42	34	17	24	24	15	1	41	18	5	27	37	14	16	12	-	16	14	12	21	21	15	7	11	1	20	12	2	18	16	6	8	3	-	11	3	3	9	8
15,600-25,999 Pounds	80	34	9	94	53	67	29	27	35	30	2	56	31	7	53	41	13	27	11	2	27	17	9	21	32	24	27	13	3	37	17	13	26	40	7	14	8	-	16	12	1	13	16
26,000-36,999 Pounds	95	45	11	100	62	97	26	32	37	28	3	60	25	15	62	37	19	20	22	1	31	22	9	26	35	36	29	28	4	52	30	15	53	42	7	11	7	1	16	9	1	15	11
36,400-51,999 Pounds	125	43	10	92	50	72	29	25	44	21	2	61	24	7	65	26	14	20	16	-	29	13	8	23	27	27	20	13	3	38	17	17	29	42	11	7	11	-	17	11	1	18	11
52,000+	141	44	4	134	59	102	47	39	50	39	6	109	20	5	99	32	20	19	18	2	45	7	7	44	15	34	25	39	4	72	18	12	66	36	9	25	12	1	40	5	2	38	9
Don't know	7	2	-	9	2	7	2	2	5	1	1	4	3	2	4	5	2	-	-	-	1	1	-	1	1	3	-	3	1	3	4	-	3	2	1	-	-	1	-	1	1	-	
Would rather not say	11	6	2	6	5	10	2	2	1	2	1	1	5	-	1	5	2	1	1	1	4	1	-	2	3	3	4	2	1	6	4	-	7	3	1	-	-	1	1	-	-	2	
	2%	3%	5% <sup>del</sup>	1%	2%	2%	1%	1%	*	1%	5%	+	1%	-	+	1%	2%	1%	1%	14%	2%	1%	-	1%	2%	2%	3%	2%	6%	2%	4%	-	3%	2%	2%	-	-	25%	1%	2%	-	-	3%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Supplier								BT					EE					PLUSNET																
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	16**	137	79*	19**	122	113	11**	95**	13**	3**	26**	11**	5**	25**	17*	
East Midlands	42	16	6	29	22	37	13	10	14	14	4	23	11	8	23	18	5	9	2	-	7	6	3	7	9	-	3	2	1	3	3	-	3	3	
East of England	39	13	4	37	20	22	11	13	13	10	3	21	12	6	23	16	2	8	3	-	7	5	1	8	5	-	2	1	1	4	-	-	3	1	
London	160	83	5	171	101	117	59	56	52	51	1	94	45	21	82	75	26	35	21	1	58	24	1	54	29	-	1	2	-	3	-	2	3	2	
North East	27	17	2	37	15	26	6	11	14	2	-	13	8	6	16	11	9	2	6	-	10	7	-	10	7	-	-	-	-	1	-	1	-	1	
North West	52	17	4	66	36	47	24	19	18	15	-	43	5	7	5	48	24	2	6	-	7	9	-	8	6	-	-	-	4	-	20	-	4	6	
Scotland	38	5	2	26	16	11	4	13	10	14	1	16	16	6	19	19	1	1	3	-	2	3	-	2	3	-	-	2	-	2	-	2	-	2	-
South East	54	18	5	51	26	39	15	17	20	16	1	30	15	9	28	25	7	7	3	1	9	5	4	9	9	-	2	1	2	2	2	1	2	3	
South West	26	12	1	33	10	27	5	7	13	6	-	15	5	6	15	11	5	5	-	2	4	3	5	3	9	-	1	-	-	1	-	-	1	-	
Ulster / Northern Ireland	7	2	2	6	4	4	2	4	-	2	1	6	1	-	6	1	-	1	-	1	1	1	-	1	1	1	1	1	-	2	-	-	2	-	
Wales	21	6	3	20	10	12	5	5	7	5	4	13	2	6	8	13	1	3	2	-	4	1	1	2	4	-	2	1	-	2	1	-	2	1	
West Midlands	56	28	5	49	25	49	12	16	23	17	-	34	15	7	34	22	12	11	5	-	15	10	3	12	16	1	2	2	-	1	3	1	1	4	
Yorks & Humber	31	18	3	36	20	31	10	8	11	11	1	19	8	4	14	17	5	7	6	-	11	7	-	9	9	1	2	-	2	1	-	3	-		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 52

Q17: Where do you live?

Base: All complained about landline service in past 6 months

Supplier	SKY												TALK TALK				VIRGIN MEDIA				VODAFONE																						
	Issue						Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved													
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service Issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service Issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service Issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service Issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83**	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72*	43*	4**	112	44**	10**	102	63*
East Midlands	42	16	6	29	22	37	13	10	10	9	-	15	9	5	17	12	8	11	3	-	14	4	4	16	6	13	12	9	3	17	12	8	16	19	3	7	3	-	9	3	1	7	6
East of England	39	13	4	37	20	22	11	14	14	7	2	14	16	7	21	16	7	5	8	-	10	5	5	6	14	10	7	5	-	17	3	2	11	9	3	7	1	-	7	4	-	6	5
London	160	83	5	171	101	117	59	49	70	50	2	122	36	13	112	56	33	38	27	3	58	26	17	56	45	44	38	32	3	73	27	17	63	53	12	26	19	2	42	13	4	42	17
North East	27	17	2	37	15	26	6	9	16	11	1	29	3	5	29	8	4	9	2	-	10	3	2	10	5	10	7	7	2	17	5	4	17	9	4	2	-	-	2	3	1	2	4
North West	52	17	4	66	36	47	24	23	21	19	3	36	23	7	33	33	11	15	9	1	17	14	5	14	21	20	13	14	-	27	11	9	24	23	7	7	10	-	17	7	-	12	12
Scotland	38	5	2	26	16	11	4	11	7	6	2	17	7	2	15	11	5	7	4	-	12	4	-	6	10	2	2	6	1	7	3	1	7	4	3	1	-	2	2	-	2	2	
South East	54	18	5	51	26	39	15	6	3	4	10	5	5	4	5	8	5	6	5	-	7	5	-	4	7	12	12	15	-	18	14	7	18	21	4	7	4	-	11	3	1	11	4
South West	26	12	1	33	10	27	5	16	13	3	1	21	9	3	17	16	-	4	5	1	4	3	3	3	7	8	9	5	4	16	8	3	14	12	2	3	-	2	3	-	3	2	
Ulster / Northern Ireland	7	2	2	6	4	4	2	2	3	-	1	5	1	-	5	1	1	2	1	-	-	2	2	3	1	1	-	2	1	1	-	3	1	3	1	-	2	-	-	2	-		
Wales	21	6	3	20	10	12	5	4	8	8	-	12	6	2	11	8	3	4	3	-	4	4	2	5	5	4	3	5	-	8	3	1	4	8	2	3	-	-	2	3	-	5	
West Midlands	56	28	5	49	25	49	12	12	23	11	3	30	15	4	29	19	6	10	9	-	11	8	6	12	13	16	19	11	3	20	17	3	26	21	3	6	2	1	11	1	-	7	5
Yorks & Humber	31	18	3	36	20	31	10	11	15	8	2	24	11	1	21	15	9	5	6	-	11	4	5	9	11	13	12	5	1	15	10	6	17	14	3	3	3	1	7	3	-	8	1

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/ij - w/h/i - jkl - m/n - op/q/r - s/t/u - vw - AB/CD - E/FG - HI - JK/LM - N/O/P - QR  
 Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

Base: All complained about landline service in past 6 months

Supplier	BT													EE													PLUSNET														
	Issue							Satisfaction						Complaint completely resolved		Issue				Satisfaction					Complaint completely resolved				Issue				Satisfaction					Complaint completely resolved			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)							
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*							
Woman	232	116	19	274	143	202	88	75	75	73	9	132	64	36	127	101	44	37	31	4	68	42	6	64	52	4	6	8	1	12	6	1	12	7							
	42%	49%	45%	49%	47%	48%	53%	42%	38%	45%	56%	42%	41%	43%	43%	40%	57%	39%	53%	80%	50%	53%	32%	52%	46%	36%	40%	62%	33%	46%	55%	20%	48%	41%							
Man	312	119	21	285	157	218	77	101	117	87	7	180	89	43	168	143	33	58	27	1	69	37	13	58	61	7	7	5	2	13	4	4	12	9							
	56%	51%	50%	51%	51%	52%	46%	56%	60%	53%	44%	57%	57%	51%	57%	57%	43%	61%	47%	20%	50%	47%	68%	48%	54%	64%	47%	38%	67%	50%	36%	80%	48%	53%							
Non-binary	7	-	2	1	5	1	-	2	3	2	-	1	2	4	7	-	-	-	-	-	-	-	-	-	-	-	2	-	-	1	1	-	1	1							
	1%	-	5% <sup>abdfp</sup>	* <sup>2%<sup>bd</sup></sup>	2% <sup>bd</sup>	* <sup>2%<sup>bd</sup></sup>	-	1%	2%	1%	-	* <sup>1%</sup>	1%	5%	3%	-	-	-	-	-	-	-	-	-	-	-	13%	-	-	4%	9%	-	4%	6%							
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
Prefer not to say	2	-	-	1	-	1	1	1	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							
	*	-	-	*	-	*	1%	1%	-	1%	-	*	-	1%	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-							

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

Base: All complained about landline service in past 6 months

Supplier		SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																			
		Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved																	
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)
Total	553	235	42*	561	305	422	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
Woman	232	116	19	274	143	202	89	101	74	10	183	66	25	160	110	47	53	38	5	79	38	26	70	73	66	62	62	12	115	61	26	101	96	26	39	20	3	59	22	7	53	34	
	42%	49%	45%	49%	47%	48%	51%	47%	49%	50%	51%	44%	50%	46%	52%	48%	46%	45%	71%	47%	46%	48%	45%	49%	43%	46%	53%	67%	47%	54%	41%	46%	49%	55%	54%	47%	75%	53%	50%	70%	52%	54%	
Man	312	119	21	285	157	218	83	115	77	10	179	82	24	184	100	50	60	45	2	88	42	27	84	72	87	71	54	6	130	50	38	116	99	21	33	22	1	53	22	2	48	29	
	56%	51%	50%	51%	51%	52%	48%	53%	51%	50%	49%	55%	48%	53%	47%	51%	52%	54%	29%	52%	51%	50%	54%	48%	56%	53%	47%	33%	53%	44%	59%	53%	51%	45%	46%	51%	25%	47%	50%	20%	47%	46%	
Non-binary	7	2	1	5	1	-	1	-	-	-	-	1	-	-	1	1	3	1	-	1	3	1	1	4	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-		
	1%	1%	1%	1%	1%	-	1%	-	-	-	-	1%	-	-	1%	1%	3%	1%	-	1%	4%	2%	1%	3%	-	1%	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	2	-	1	1	1	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	1	-	-	1	1	-	
	0%	-	1%	1%	1%	-	-	-	1%	-	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	1%	-	-	-	1%	-	-	1%	-	-	10%	1%	-	

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier		BT												EE						PLUSNET															
		Issue				Satisfaction			Complaint completely resolved					Issue				Satisfaction			Complaint completely resolved														
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	533	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
Yes	526	225	41	545	285	408	165	172	183	156	15	302	151	73	289	234	73	90	58	4	133	76	16	117	108	11	15	12	3	26	10	5	25	16	
	95%	96%	98%	97%	93%	97%	99%	96%	94%	96%	94%	96%	97%	97%	87%	93%	95%	95%	100%	80%	97%	96%	84%	96%	96%	100%	100%	92%	100%	100%	91%	100%	100%	100%	94%
No	19	7	1	13	16	12	1	5	8	5	1	6	2	11	5	13	3	4	-	-	2	2	3	3	4	-	-	1	-	1	-	-	-	-	1
	3%	3%	2%	2%	3%	3%	1%	3%	4%	3%	6%	2%	1%	13%	2%	5%	4%	4%	-	-	1%	3%	16%	2%	4%	-	-	8%	-	9%	-	-	-	-	6%
Prefer not to say	8	3	-	3	4	2	-	2	4	2	-	6	2	-	1	5	1	1	-	1	2	1	-	2	1	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	1%	1%	*	-	1%	2%	1%	-	2%	1%	-	*	2%	1%	1%	-	20%	1%	1%	-	2%	1%	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier		SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																		
		Issue				Satisfaction			Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved															
		BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (a)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*
Yes	526	225	41	545	285	408	165	165	214	148	18	352	148	45	339	202	90	109	81	5	163	74	48	148	136	149	128	113	18	241	106	61	210	191	47	72	42	4	111	44	10	101	63
	95%	96%	98%	97%	93%	97%	99%	95%	99%	97%	90%	97%	99%	90%	98%	96%	92%	94%	96%	71%	97%	89%	89%	95%	91%	97%	96%	97%	100%	98%	94%	95%	96%	97%	100%	100%	100%	98%	100%	99%	100%	99%	100%
No	19	7	1	13	16	12	1	5	2	4	2	9	1	3	6	7	7	5	3	1	4	7	5	6	10	3	6	3	-	3	6	3	7	5	-	-	1	-	-	-	1	-	
	3%	3%	2%	2%	5%	3%	1%	3%	1%	3%	10%	2%	1%	6%	2%	3%	7%	4%	4%	14%	2%	8%	9%	4%	7%	2%	4%	3%	-	1%	5%	3%	3%	-	-	2%	-	2%	-	-	1%	-	
Prefer not to say	8	3	-	3	4	2	-	3	-	-	-	1	-	2	-	2	1	2	-	1	1	2	1	1	3	2	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	
	1%	1%	-	1%	1%	*	-	2%	-	-	-	*	-	4%	-	1%	1%	2%	-	14%	1%	2%	2%	1%	2%	1%	-	-	-	*	1%	-	*	-	-	-	-	-	-	-	-		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier																BT						EE						PLUSNET					
																	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
A	122	40	3	138	53	73	52	36	46	40	-	84	24	14	86	36	12	12	16	-	25	12	3	30	10	2	1	-	-	3	-	-	3	-
	22%	17%	7%	25% <b>ns</b>	17%	17%	31% <b>ns</b>	20%	24%	25%	-	27%	15%	17%	29%	14%	16%	13%	28%	-	18%	15%	16%	25%	9%	18%	7%	-	-	12%	-	-	12%	-
B	154	71	9	137	91	95	44	46	55	50	3	91	44	19	77	77	16	34	21	-	43	24	4	34	37	1	3	4	1	8	-	1	6	3
	28%	30%	21%	24%	30%	23%	27%	26%	28%	31%	19%	29%	28%	23%	26%	31%	21%	30%	36%	-	31%	30%	21%	28%	33%	9%	20%	31%	33%	31%	-	20%	24%	18%
C1	104	48	10	102	53	79	25	40	34	26	4	58	31	15	46	56	20	19	9	-	28	15	5	25	23	2	3	4	1	4	6	-	5	5
	19%	20%	24%	18%	17%	19%	15%	22%	17%	16%	25%	16%	22%	18%	16%	22%	26%	20%	16%	-	20%	19%	26%	20%	20%	18%	20%	31%	33%	15%	55%	-	20%	29%
C2	97	47	11	103	54	95	22	28	39	27	3	46	39	12	51	46	19	23	4	1	30	14	3	22	25	4	5	2	-	5	3	3	6	5
	18%	20%	30%	18%	18%	13%	13%	16%	20%	17%	19%	15%	25%	23%	17%	18%	18%	25%	23%	7%	20%	22%	18%	16%	18%	22%	36%	33%	15%	-	19%	3	24%	29%
D	33	13	4	41	24	42	11	10	12	6	5	13	7	13	15	17	4	4	4	1	4	8	1	7	6	-	2	2	-	3	1	-	2	2
	6%	6%	10%	7%	8%	10%	7%	6%	6%	4%	31%	4%	5%	15%	5%	7%	5%	4%	7%	20%	3%	10%	5%	6%	5%	-	13%	15%	-	12%	9%	-	8%	12%
E	43	16	5	40	30	38	12	19	9	14	1	22	10	11	20	20	6	3	4	3	7	6	3	4	12	2	1	1	1	3	1	1	3	2
	8%	7%	12%	7%	10%	9%	7%	11%	5%	9%	6%	7%	6%	13%	7%	8%	8%	3%	7%	60%	5%	8%	16%	3%	11%	18%	7%	8%	33%	12%	9%	20%	12%	12%
NET: AB	276	111	12	275	144	168	96	82	101	90	3	175	68	33	163	113	28	46	37	-	68	36	7	64	47	3	4	4	1	11	-	1	9	3
	50%	47%	29%	49%	47%	40%	58%	46%	52%	55%	19%	56%	44%	39%	55%	45%	36%	48%	64%	-	50%	46%	37%	52%	42%	27%	27%	31%	33%	42%	-	20%	36%	18%
NET: ABC1	380	159	22	377	197	247	121	122	135	116	7	233	99	48	209	169	48	65	46	-	96	51	12	89	70	5	7	8	2	15	6	1	14	8
	69%	68%	52%	67%	65%	59%	72%	68%	69%	71%	44%	74%	64%	57%	71%	67%	62%	68%	79%	-	70%	65%	63%	73%	62%	45%	47%	62%	67%	58%	55%	20%	56%	47%
NET: CZDE	173	76	20	184	108	175	45	57	60	47	9	81	56	36	86	83	29	30	12	5	41	28	7	33	43	6	8	5	1	11	5	4	11	9
	31%	32%	48%	33%	35%	41%	27%	32%	31%	29%	56%	26%	30%	43%	29%	33%	38%	32%	21%	100%	30%	35%	37%	27%	38%	55%	53%	38%	33%	42%	45%	80%	44%	53%
NET: DE	76	29	9	81	54	80	23	29	21	20	6	35	17	24	35	37	10	7	8	4	11	14	4	11	18	2	3	3	1	6	2	1	5	4
	14%	12%	21%	14%	18%	17%	14%	16%	11%	12%	38%	11%	11%	17%	12%	15%	13%	7%	14%	80%	8%	11%	21%	9%	16%	18%	20%	23%	33%	23%	18%	20%	20%	24%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 58

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

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK					VIRGIN MEDIA					VODAFONE																							
	Issue										Complaint completely resolved					Issue					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved								
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72**	43*	4**	112	44*	10**	102	63*	
A	122	40	3	138	53	73	52	40	54	41	3	105	20	13	106	30	14	25	13	1	42	7	4	41	12	29	20	22	2	50	11	12	54	18	13	23	16	-	40	11	1	41	11	
	22%cl	17%	7%	25%bccl	17%	17%	31%bccl	23%	25%	27%	15%	29%cl	13%	26%cl	31%cl	14%	14%	22%	15%	14%	25%cl	8%	7%	26%cl	8%	19%	15%	19%	11%	20%cl	10%	19%	25%cl	9%	28%	32%	37%	-	36%	25%	10%	40%cl	17%	
B	154	71	9	137	91	95	44	41	54	40	2	93	39	5	83	54	29	30	29	3	48	29	14	47	44	35	30	25	5	58	24	13	51	43	12	19	13	-	28	13	3	24	20	
	28%	30%	21%	24%	30%	23%	27%	24%	25%	26%	10%	26%cl	29%cl	10%	24%	26%	30%	26%	35%	43%	29%	35%	26%	30%	30%	23%	22%	22%	28%	24%	21%	20%	23%	23%	26%	26%	30%	-	25%	30%	30%	24%	32%	
C1	104	48	10	102	53	79	25	35	33	27	7	64	27	11	55	45	17	23	13	-	32	11	10	15	38	29	28	18	4	41	26	12	45	33	10	6	7	2	20	5	-	17	8	
	19%	20%	24%	18%	17%	19%	15%	20%	15%	18%	35%	18%	18%	22%	16%	21%	17%	20%	15%	-	19%	13%	19%	10%	26%cl	19%	21%	16%	22%	17%	23%	19%	21%	17%	21%cl	17%	8%	16%	50%	18%	11%	-	17%	13%
C2	97	47	11	103	54	95	22	28	49	21	5	58	37	8	58	44	23	16	13	2	22	19	13	22	31	32	37	22	4	56	27	12	36	57	5	13	3	1	12	9	1	9	13	
	18%	20%	26%	18%	18%	23%	13%	16%	23%cl	14%	25%	16%	23%	16%	17%	21%	23%	14%	15%	29%	13%	23%	24%	14%	21%	21%	28%	19%	22%	23%	24%	19%	17%	25%cl	11%	18%	7%	25%	11%	20%	10%	9%	21%cl	
D	33	13	4	41	24	42	11	12	13	13	3	20	13	8	20	21	6	9	9	-	9	8	7	10	14	17	5	18	2	23	13	6	19	23	5	4	2	-	6	3	2	5	6	
	6%	6%	10%	7%	8%	10%cl	7%	7%	6%	9%	15%	6%	9%	16%cl	6%	10%	6%	8%	11%	-	5%	10%	13%	6%	9%	11%cl	4%	16%cl	11%	9%	12%	9%	9%	12%	11%	6%	5%	-	5%	7%	20%	5%	10%	
E	43	16	5	40	30	38	12	17	13	10	-	22	13	5	23	17	9	13	7	1	15	9	6	20	10	12	14	11	1	17	12	9	13	22	2	7	2	1	6	3	3	6	5	
	8%	7%	12%	7%	10%	9%	7%	10%	6%	7%	-	6%	9%	10%	7%	8%	9%	11%	8%	14%	9%	11%	11%	13%	7%	8%	10%	9%	6%	7%	11%	14%	6%	11%	4%	10%	5%	25%	5%	7%	30%	6%	8%	
NET: AB	276	111	12	275	144	168	96	81	108	81	5	198	59	18	189	84	43	55	42	4	90	36	18	88	56	64	50	47	7	108	35	25	105	61	25	42	29	-	68	24	4	65	31	
	50%cl	47%cl	29%	48%cl	47%cl	40%	58%bccl	47%	50%	53%	25%	55%cl	40%	36%	55%cl	40%	44%	47%	50%	57%	54%cl	43%	33%	57%cl	38%	42%	37%	41%	39%	44%cl	31%	39%	48%cl	31%	53%	58%	67%	-	61%	55%	40%	64%	49%	
NET: ABC1	380	159	22	372	197	247	121	116	141	108	12	262	86	29	244	129	60	78	55	4	122	47	28	103	94	93	78	65	11	149	61	37	150	94	35	48	35	2	88	29	4	82	39	
	69%cl	68%cl	52%	67%cl	65%	59%	73%cl	67%	65%	71%	60%	72%cl	58%	58%	71%cl	61%	61%	67%	65%	57%	73%cl	57%	52%	66%	63%	60%	58%	56%	61%	61%	54%	58%	60%cl	48%	74%	67%	84%cl	50%	79%	66%	40%	80%cl	62%	
NET: C2DE	173	76	20	184	108	175	45	57	75	44	8	100	63	21	101	82	38	38	29	3	46	36	26	52	55	61	56	51	7	96	52	27	68	102	12	24	7	2	24	15	6	20	24	
	31%	32%	48%cl	33%	35%	41%abdy	27%	33%	35%	29%	40%	28%	42%cl	42%cl	29%	39%cl	38%	33%	35%	43%	27%	43%cl	48%cl	34%	37%	40%	42%	44%	39%	39%	46%	42%	31%	52%cl	26%	33%cl	16%	50%	21%	34%	60%	20%	38%cl	
NET: DE	76	29	9	81	54	80	23	29	26	23	3	42	26	13	43	38	15	22	16	1	24	17	13	30	24	29	19	29	3	40	25	15	32	45	7	11	4	1	12	6	5	11	11	
	14%	12%	21%	14%	18%	19%cl	14%	17%	12%	15%	15%	12%	17%	16%cl	12%	18%	15%	19%	19%	14%	14%	20%	24%	19%	16%	19%	14%	15%cl	17%	16%	22%	23%	15%	23%cl	15%	15%	9%	25%	11%	14%	50%	11%	17%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier	BT																EE																PLUSNET															
	Issue								Satisfaction				Complaint completely resolved				Issue								Satisfaction				Complaint completely resolved				Issue								Satisfaction				Complaint completely resolved			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)														
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*														
A city or large town (including suburbs)	380	156	19	389	207	276	119	136	133	105	6	231	97	52	229	148	54	64	37	1	99	51	6	97	59	8	6	4	1	15	1	3	15	4														
A small town	122	59	16	126	78	116	34	32	49	35	6	57	47	18	43	78	20	27	12	-	31	19	9	22	37	3	7	5	1	6	8	2	5	11														
A village, hamlet or isolated dwelling in the countryside	51	19	7	46	20	29	13	11	13	23	4	26	11	14	23	26	3	4	8	4	7	8	4	3	16	-	2	4	1	5	2	-	5	2														
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-														
NET: Urban	502	215	35	515	285	392	153	168	182	140	12	288	144	70	272	226	74	91	49	1	130	70	15	119	96	11	13	9	2	21	9	5	20	15														
NET: Rural	51	19	7	46	20	29	13	11	13	23	4	26	11	14	23	26	3	4	8	4	7	8	4	3	16	-	2	4	1	5	2	-	5	2														
	9%	8%	17%ef	8%	7%	7%	8%	6%	7%	14%gh	25%	8%	7%	17%hi	8%	10%	4%	4%	14%xy	80%	5%	10%	21%	2%	14%zE	-	13%	31%	33%	19%	18%	-	20%	12%														

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier		SKY										TALK TALK					VIRGIN MEDIA					VODAFONE																						
		Issue										Issue					Issue					Issue																						
		Satisfaction					Complaint completely resolved					Satisfaction					Complaint completely resolved					Satisfaction					Complaint completely resolved																	
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
A city or large town (including suburbs)	380	156	19	389	207	276	119	123	152	107	7	272	90	27	269	117	71	79	53	4	128	49	30	120	87	98	85	77	16	174	66	36	153	118	33	48	34	4	92	23	4	80	38	
		69%	65%	45%	69%	68%	65%	72%	71%	70%	70%	35%	75%	60%	54%	78%	55%	72%	68%	63%	57%	76%	59%	56%	77%	58%	64%	63%	66%	89%	71%	58%	56%	70%	60%	70%	67%	79%	100%	82%	52%	40%	78%	60%
A small town	122	59	16	126	78	116	34	36	45	33	12	65	40	21	51	74	19	31	25	3	32	25	21	31	47	43	38	33	2	60	35	21	51	63	10	16	8	-	15	14	5	17	17	
	22%	25%	38%	22%	26%	27%	20%	21%	21%	22%	60%	18%	27%	42%	15%	35%	19%	27%	30%	43%	19%	30%	39%	20%	32%	28%	28%	28%	11%	24%	31%	33%	23%	32%	21%	22%	19%	-	13%	32%	50%	17%	27%	
A village, hamlet or isolated dwelling in the countryside	51	19	7	46	20	29	13	14	19	12	1	25	19	2	25	20	8	6	6	-	8	9	3	4	15	13	10	6	-	11	11	7	14	14	4	8	1	-	5	7	1	5	8	
	9%	8%	17%	8%	7%	7%	8%	8%	9%	8%	5%	7%	12%	4%	7%	9%	8%	5%	7%	-	5%	11%	6%	3%	10%	8%	7%	5%	-	4%	10%	11%	6%	7%	9%	11%	2%	-	4%	10%	10%	5%	13%	
Prefer not to say	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
NET: Urban	502	215	35	515	285	392	153	159	197	140	19	337	130	48	320	191	90	110	78	7	160	74	51	151	134	141	123	110	18	234	101	57	204	181	43	64	42	4	107	37	9	97	55	
	91%	91%	83%	92%	92%	93%	92%	92%	91%	92%	95%	93%	87%	96%	93%	91%	92%	95%	93%	100%	95%	89%	94%	97%	90%	92%	92%	95%	100%	96%	89%	89%	94%	92%	91%	89%	98%	100%	96%	84%	90%	95%	87%	
NET: Rural	51	19	7	46	20	29	13	14	19	12	1	25	19	2	25	20	8	6	6	-	8	9	3	4	15	13	10	6	-	11	11	7	14	14	4	8	1	-	5	7	1	5	8	
	9%	8%	17%	8%	7%	7%	8%	8%	9%	8%	5%	7%	12%	4%	7%	9%	8%	5%	7%	-	5%	11%	6%	3%	10%	8%	7%	5%	-	4%	10%	11%	6%	7%	9%	11%	2%	-	4%	10%	10%	5%	13%	

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier														BT						EE						PLUSNET								
	Issue							Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	5**	3**	26**	11**	5**	25**	17*
Small (1-2 people)	169	85	11	168	110	122	43	55	57	47	10	93	41	35	89	75	29	36	17	3	42	31	12	35	50	3	2	4	2	10	1	-	10	1	
	31%	36%	26%	30%	36%	29%	26%	31%	29%	29%	63%	30%	26%	42%	30%	30%	38%	38%	29%	60%	31%	39%	63%	29%	44%	27%	13%	31%	67%	38%	9%	-	40%	6%	
Medium (3-4 people)	297	103	25	293	134	216	91	98	106	88	5	181	79	37	161	136	30	49	23	1	68	30	5	62	41	6	11	7	1	13	9	3	11	14	
	54%	44%	60%	52%	44%	51%	55%	54%	54%	31%	31%	58%	51%	44%	55%	54%	39%	52%	40%	20%	50%	38%	26%	51%	36%	55%	73%	54%	33%	50%	82%	60%	44%	82%	
Large (5+ people)	87	47	6	100	61	84	32	26	32	28	1	40	35	12	45	41	18	10	18	1	27	18	2	25	22	2	2	2	-	3	1	2	4	2	
	16%	20%	14%	18%	20%	20%	19%	15%	16%	17%	6%	13%	23%	14%	15%	18%	23%	11%	11%	20%	20%	23%	11%	20%	19%	18%	13%	15%	-	12%	9%	40%	16%	12%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier	SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																			
	Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83**	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72*	43*	4**	112	44*	10**	102	63*
Small (1-2 people)	169	85	11	168	110	122	43	53	63	48	4	101	48	19	103	64	41	43	24	2	52	33	25	54	55	52	34	34	2	53	37	32	58	61	15	21	7	-	24	15	4	22	21
	31%	36%	26%	30%	36%	29%	26%	31%	29%	32%	20%	28%	32%	38%	30%	30%	42%	37%	29%	29%	31%	40%	46%	35%	37%	34%	25%	29%	11%	22%	33%	50%	27%	31%	32%	29%	16%	-	21%	34%	40%	22%	33%
Medium (3-4 people)	297	103	25	293	134	216	91	90	119	74	10	200	73	20	186	104	39	50	42	3	90	30	14	73	61	71	74	59	12	141	49	26	121	92	24	35	28	4	70	16	5	63	27
	54%	44%	60%	52%	44%	51%	55%	52%	55%	49%	50%	55%	49%	40%	54%	49%	40%	43%	50%	43%	54%	36%	26%	47%	41%	46%	55%	51%	67%	58%	43%	41%	56%	47%	51%	49%	65%	100%	63%	36%	50%	62%	43%
Large (5+ people)	87	47	6	100	61	84	32	30	34	30	6	61	28	11	56	43	18	23	18	2	26	20	15	28	33	31	26	23	4	51	27	6	39	43	8	16	8	-	18	13	1	17	15
	16%	20%	14%	18%	20%	20%	19%	17%	16%	20%	30%	17%	19%	22%	16%	20%	18%	20%	21%	29%	15%	24%	28%	18%	22%	20%	19%	20%	22%	21%	24%	9%	18%	22%	17%	22%	19%	-	16%	30%	10%	17%	24%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	533	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*
1	164	72	11	153	94	130	45	58	59	45	2	83	58	23	83	81	23	31	17	1	39	28	5	34	38	2	7	2	-	6	3	2	5	6
	30%	31%	26%	27%	31%	31%	27%	32%	30%	28%	13%	26%	37%	27%	28%	32%	30%	33%	29%	20%	28%	35%	26%	28%	34%	18%	47%	15%	-	23%	27%	40%	20%	35%
2	145	51	10	169	77	116	50	43	54	47	1	102	30	13	87	58	14	25	12	-	33	15	3	35	16	2	4	3	1	6	3	1	6	4
	26%	22%	24%	30%	25%	27%	30%	24%	28%	29%	6%	32%	19%	15%	29%	23%	18%	26%	21%	-	24%	19%	16%	29%	14%	18%	27%	23%	33%	23%	27%	20%	24%	24%
3	35	19	4	48	27	23	16	11	11	13	-	18	13	4	19	16	9	4	6	-	12	6	1	12	7	2	-	2	-	2	1	1	2	2
	6%	8%	10%	9%	9%	5%	10%	6%	6%	8%	-	6%	8%	5%	6%	6%	12%	4%	10%	-	9%	8%	5%	10%	6%	18%	-	15%	-	8%	9%	20%	8%	12%
4	14	6	-	12	4	9	3	6	6	2	-	6	5	3	10	4	1	1	3	1	5	1	-	3	3	-	-	-	-	-	-	-	-	-
	3%	3%	-	2%	1%	2%	2%	3%	3%	1%	-	2%	3%	4%	3%	2%	1%	1%	5%	20%	4%	1%	-	2%	3%	-	-	-	-	-	-	-	-	-
5+	5	1	-	5	6	4	1	2	1	1	1	2	1	2	3	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	1%	*	-	1%	2%	1%	1%	1%	1%	1%	6%	1%	1%	2%	1%	*	-	-	2%	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-
No children in household	190	86	17	174	97	140	51	59	64	55	12	103	48	39	93	92	30	34	19	3	47	29	10	37	49	5	4	6	2	12	4	1	12	5
	34%	37%	40%	31%	32%	33%	31%	33%	33%	34%	75%	33%	31%	46%	32%	37%	39%	36%	33%	60%	34%	37%	53%	30%	43%	45%	27%	46%	67%	46%	36%	20%	48%	29%

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier																SKY				TALK TALK				VIRGIN MEDIA				VODAFONE				Complaint completely resolved												
	Issue						Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved																	
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (g)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)		
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83**	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72*	43*	4**	112	44*	10**	102	63*		
1	164	72	11	153	94	130	45	47	67	34	5	98	41	14	93	57	31	41	20	2	58	19	17	46	48	44	51	33	2	72	42	16	68	59	12	19	13	1	36	8	1	27	17		
	30%	31%	26%	27%	31%	31%	27%	27%	31%	22%	25%	27%	28%	28%	27%	27%	32%	35%	24%	29%	35%	23%	31%	30%	32%	29%	38%	28%	11%	29%	37%	25%	31%	30%	26%	26%	30%	25%	32%	18%	10%	26%	27%		
2	145	51	10	169	77	116	50	45	68	52	4	119	38	12	120	48	24	25	27	1	47	17	13	44	33	39	30	39	8	79	26	11	71	45	15	22	11	2	35	12	3	32	18		
	26%	22%	24%	30%	25%	27%	30%	26%	31%	34%	20%	33%	26%	24%	37%	23%	24%	22%	32%	14%	28%	20%	24%	28%	22%	25%	22%	34%	44%	32%	23%	17%	33%	23%	32%	31%	26%	50%	31%	27%	30%	31%	29%		
3	35	19	4	48	27	23	16	15	15	18	-	31	13	4	26	22	8	10	9	-	17	7	3	15	12	10	9	4	-	16	7	-	12	11	5	8	3	-	10	5	1	10	6		
	6%	8%	10%	9%	9%	5%	10%	9%	7%	12%	-	9%	9%	8%	8%	10%	8%	9%	11%	-	10%	8%	6%	10%	8%	6%	7%	3%	-	7%	6%	6%	6%	11%	11%	7%	-	9%	11%	10%	10%	10%			
4	14	6	-	12	4	9	3	5	2	4	1	6	5	1	4	8	1	-	2	1	-	3	1	-	4	1	3	1	4	1	6	2	1	4	5	-	-	3	-	2	1	-	2	1	
	3%	3%	-	2%	1%	2%	2%	3%	1%	3%	5%	2%	3%	2%	1%	4%	1%	-	2%	14%	-	4%	2%	-	3%	6%	2%	1%	3%	6%	2%	2%	2%	2%	3%	-	-	2%	2%	-	2%	2%	-	2%	2%
5+	5	1	-	5	6	4	1	2	2	1	-	3	-	2	4	1	1	5	-	-	1	2	3	2	4	3	-	1	-	4	-	-	2	2	-	-	1	-	-	1	-	1	-	1	-
	1%	*	-	1%	2%	1%	1%	1%	1%	1%	-	1%	-	2%	1%	*	1%	4%	-	-	1%	2%	3%	1%	3%	2%	-	1%	-	2%	-	-	1%	1%	-	-	2%	-	-	2%	-	1%	-	1%	-
No children in household	190	86	17	174	97	140	51	59	62	43	10	105	52	17	98	75	33	35	26	3	45	35	17	48	48	55	43	35	7	68	36	36	61	74	15	23	12	1	29	17	5	30	21		
	34%	37%	40%	31%	32%	33%	31%	34%	29%	28%	50%	29%	35%	34%	28%	36%	34%	30%	31%	43%	27%	42%	31%	31%	32%	36%	32%	30%	39%	28%	32%	50%	28%	38%	32%	32%	28%	25%	26%	39%	50%	29%	33%		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
None	1	5	1	6	7	4	1	-	-	1	-	1	-	-	-	-	1	4	-	-	1	4	-	1	4	-	1	-	-	-	1	-	-	1	-
	*	2%a	2%a	1%	2%	1%	1%	-	-	1%	-	*	-	-	*	-	1%	4%	-	-	1%	5%b	-	1%	4%	-	-	-	-	-	4%	-	-	4%	-
1	122	54	9	138	77	75	37	44	44	31	3	61	33	28	57	62	13	26	14	1	30	16	8	24	30	2	3	4	-	5	3	1	5	4	
	22%	23%	21%	25%f	25%g	18%	22%	25%	23%	19%	19%	19%	21%	33%k	18%	25%	17%	27%	24%	20%	22%	20%	42%	20%	25%	27%	18%	20%	31%	-	19%	27%	20%	20%	24%
2	320	113	20	301	160	227	93	100	109	100	11	198	79	43	188	129	45	41	24	3	78	27	8	71	42	6	6	5	3	15	3	2	14	6	
	58%h	48%	48%	54%	52%	54%	56%	56%	56%	61%	69%	63%l	51%	51%	64%o	51%	68%p	43%	41%	60%	57%q	34%	42%	58%r	37%	55%	40%	38%	100%	58%	27%	40%	56%	35%	
3	61	44	7	63	38	60	19	21	24	15	1	32	23	6	29	32	11	18	14	1	19	23	2	19	25	2	2	3	-	3	3	1	3	4	
	11%	19%ade	17%	11%	12%	14%	11%	12%	12%	9%	6%	10%	15%	7%	10%	13%	14%	19%	24%	20%	14%	23%	11%	16%	22%	18%	13%	23%	-	12%	27%	20%	12%	12%	24%
4	26	12	3	24	14	30	10	7	8	10	1	14	10	2	10	16	4	4	4	-	5	7	-	4	8	1	1	1	-	1	2	-	-	3	
	5%	5%	7%	4%	5%	7%	6%	4%	4%	6%	6%	4%	6%	2%	3%	6%	5%	4%	7%	-	4%	9%	-	3%	7%	9%	7%	8%	-	4%	18%	-	-	18%	
5+	23	7	2	29	11	26	6	7	10	6	-	8	10	5	10	13	3	2	2	-	4	2	1	3	4	-	2	-	-	1	-	1	2	-	
	4%	3%	5%	5%	4%	6%	4%	4%	5%	4%	-	3%	6%h	6%	3%	5%	4%	2%	3%	-	3%	3%	5%	2%	4%	-	13%	-	-	4%	-	20%	-	-	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK					VIRGIN MEDIA					VODAFONE																							
	Issue					Satisfaction					Complaint completely resolved			Issue					Satisfaction					Complaint completely resolved																				
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)	
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*	
None	1	5	1	6	7	4	1	1	1	4	-	3	3	-	4	2	2	3	2	-	2	-	5	-	7	1	2	1	-	1	2	1	2	2	1	-	-	-	-	1	-	-	1	-
1	122	54	9	138	77	75	37	45	51	40	2	82	38	18	76	61	27	31	18	1	34	28	15	39	38	28	25	20	2	32	27	16	34	40	13	16	8	-	20	12	5	20	17	
2	22%	23%	21%	25%	25%	18%	22%	26%	24%	26%	10%	23%	26%	9%	22%	29%	28%	27%	21%	14%	20%	34%	28%	25%	26%	18%	19%	17%	11%	13%	24%	25%	16%	20%	28%	22%	19%	-	18%	27%	50%	20%	27%	
3	320	113	20	301	160	227	93	90	118	86	7	211	72	18	207	92	49	65	43	3	101	35	24	89	70	84	71	65	7	148	46	33	129	95	25	42	23	3	71	19	3	60	32	
4	48%	48%	48%	54%	52%	54%	56%	52%	55%	57%	35%	59%	48%	36%	60%	44%	50%	56%	51%	43%	60%	42%	44%	57%	47%	55%	53%	56%	39%	60%	41%	52%	50%	48%	53%	58%	53%	75%	63%	43%	30%	59%	51%	
5+	61	41	7	63	36	60	19	18	29	13	3	35	22	6	29	33	12	7	15	2	19	11	6	15	21	21	19	17	3	38	14	8	30	29	4	8	6	1	11	7	1	13	6	
5+	11%	10%	17%	11%	12%	14%	11%	10%	13%	9%	15%	10%	15%	12%	8%	15%	12%	6%	10%	29%	11%	13%	11%	10%	14%	14%	14%	15%	17%	16%	12%	13%	14%	15%	9%	11%	14%	25%	10%	16%	10%	13%	10%	
5+	26	12	3	24	14	30	10	8	7	4	5	19	5	-	13	11	5	5	4	-	5	5	4	8	6	12	7	7	4	14	13	3	13	16	3	2	5	-	6	3	1	5	5	
5+	5%	5%	7%	4%	5%	7%	6%	5%	3%	3%	25%	5%	3%	-	4%	5%	5%	4%	5%	-	3%	6%	7%	5%	4%	8%	5%	6%	22%	6%	12%	5%	6%	8%	6%	3%	12%	-	5%	7%	10%	5%	8%	
5+	23	7	2	29	11	26	6	11	10	5	3	12	9	8	16	12	3	5	2	1	7	4	-	4	7	8	10	6	2	12	11	3	10	14	1	4	1	-	4	2	-	4	2	
5+	4%	3%	5%	5%	4%	6%	4%	6%	5%	3%	15%	3%	6%	16%	5%	6%	3%	4%	2%	14%	4%	5%	-	3%	5%	5%	7%	5%	11%	5%	10%	5%	5%	7%	2%	6%	2%	-	4%	5%	-	4%	3%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier							BT							EE							PLUSNET														
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved			
BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)		
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	5**	3**	26**	11**	5**	25**	17*
Most vulnerable	110	63	8	160	85	106	44	43	38	25	4	43	41	26	52	55	23	16	20	4	28	27	8	28	35	2	3	3	-	6	1	1	5	3	
	20%	27%	19%	29% <sup>a</sup>	28%	25%	27%	14%	19%	15%	25%	14%	26%	31%	18%	22%	30%	17%	34%	80%	20%	34% <sup>b</sup>	42%	23%	31%	18%	20%	23%	-	23%	9%	20%	20%	18%	
Potentially vulnerable	245	104	25	214	133	174	60	79	86	73	7	137	76	32	132	113	30	51	23	-	62	35	7	54	50	5	10	7	3	15	8	2	14	11	
	44% <sup>c</sup>	44%	60% <sup>d</sup>	38%	44%	41%	36%	44%	44%	45%	44%	44%	49%	38%	45%	45%	39%	54%	40%	-	45%	44%	37%	44%	44%	45%	67%	54%	100%	58%	73%	40%	56%	65%	
Least vulnerable	180	60	7	172	80	125	58	124	35	21	19*	124	35	21	108	71	21	25	13	1	41	16	3	36	24	3	2	2	-	4	1	2	4	3	
	33% <sup>e</sup>	26%	17%	31%	26%	30%	31% <sup>f</sup>	30%	34%	36%	19%	39% <sup>g</sup>	23%	25%	28%	27%	26%	22%	20%	30%	20%	16%	30%	21%	27%	13%	15%	-	15%	9%	40%	16%	18%		

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier	SKY											TALK TALK						VIRGIN MEDIA						VODAFONE																			
	Issue				Satisfaction				Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved																
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47*	72*	43*	4**	112	44*	10**	102	63*
Most vulnerable	110	63	8	160	85	106	44	57	54	44	5	89	55	16	85	74	27	33	23	2	39	26	20	40	45	40	38	21	7	58	36	12	49	54	12	21	11	-	28	14	2	22	22
	20%	27%	19%	29%	28%	25%	27%	33%	25%	29%	25%	25%	37%	32%	25%	35%	28%	28%	27%	29%	23%	31%	37%	26%	30%	26%	28%	18%	39%	24%	32%	19%	22%	28%	26%	29%	26%	-	25%	32%	20%	22%	35%
Potentially vulnerable	245	104	25	214	133	174	60	60	88	60	6	139	55	20	133	80	40	54	37	2	69	40	24	60	72	65	58	47	4	96	45	33	86	85	21	21	17	1	37	18	5	36	24
	44%	44%	60%	38%	44%	41%	36%	35%	41%	39%	30%	38%	37%	40%	39%	38%	41%	47%	44%	29%	41%	48%	44%	39%	48%	42%	43%	41%	22%	39%	40%	52%	39%	43%	45%	29%	40%	25%	33%	41%	50%	35%	38%
Least vulnerable	180	60	7	172	80	125	58	52	68	45	7	129	31	12	122	47	27	28	23	2	55	15	10	52	28	43	34	43	5	82	24	19	73	52	12	30	15	1	46	10	2	43	15
	33%	26%	17%	31%	26%	30%	35%	30%	31%	30%	35%	36%	21%	24%	35%	22%	28%	24%	27%	29%	33%	18%	19%	34%	19%	28%	25%	37%	28%	33%	21%	30%	33%	27%	26%	42%	35%	25%	41%	23%	20%	42%	24%

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



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (p)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (x)	Repairs and Installation (y)	Service issues (z)	Something else (A)	Satisfied (B)	Neutral (C)	Dissatisfied (D)	Yes (E)	No (F)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	553	235	42*	561	305	422	166	179	195	163	16**	314	155	84*	295	252	77*	95*	58*	5**	137	79*	19**	122	113	11**	15**	13**	3**	26**	11**	5**	25**	17*	
Universal Credit (and household has other earnings)	96	51	5	107	71	87	37	29	40	26	1	55	31	10	52	44	22	17	10	2	38	12	1	29	22	2	2	1	-	3	1	1	2	3	
Employment and Support Allowance (ESA)	63	43	-	100	57	72	32	27	22	14	-	40	17	6	39	24	15	16	12	-	32	11	-	30	13	-	-	-	-	-	-	-	-	-	
Pensions Credit (Guaranteed Credit)	61	22	6	66	46	56	25	20	26	15	-	36	15	10	39	22	6	11	4	1	14	7	1	10	12	1	3	1	1	4	2	-	2	4	
Personal Independence Payment (PIP)	61	28	6	78	48	64	37	19	28	13	1	32	22	7	32	29	4	16	8	-	16	9	3	15	13	2	1	3	-	4	2	-	6	-	
Income Support	54	34	5	66	41	42	27	18	20	14	2	33	15	6	22	31	10	17	7	-	21	10	3	16	18	2	1	2	-	3	1	1	3	2	
Universal Credit (and household has no other earnings)	52	30	3	63	38	41	12	22	20	8	2	31	18	3	23	29	10	11	9	-	22	5	3	12	18	-	3	-	-	2	1	1	2	2	
Carer's allowance	45	33	3	54	36	43	14	16	15	13	1	20	20	5	22	23	10	11	12	-	18	13	2	17	16	-	1	2	-	3	-	-	3	3	
Pensions Credit (no Guaranteed Credit)	35	22	2	51	23	23	12	6	19	10	-	26	4	5	22	13	7	8	7	-	14	8	-	10	12	1	1	-	-	2	-	-	2	-	
Income-based Jobseeker's Allowance	22	12	1	50	30	34	17	7	8	7	-	15	4	3	10	11	1	8	3	-	8	3	1	8	4	-	1	-	-	1	-	-	-	1	-
NET: Any benefit	300	152	24	355	218	271	106	99	121	74	6	156	97	47	146	152	51	63	35	3	91	52	9	80	72	6	10	7	1	12	9	3	12	12	
Other	9	5	-	12	6	14	3	1	5	3	-	4	4	1	6	3	3	1	1	-	3	2	-	3	2	-	-	-	-	-	-	-	-	-	-
None of these	246	78	18	197	82	138	57	79	71	86	10	154	56	36	144	98	23	31	22	2	43	25	10	39	39	5	5	6	2	14	2	2	13	5	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about landline service in past 6 months

Supplier	SKY										TALK TALK						VIRGIN MEDIA						VODAFONE																				
	Issue					Satisfaction					Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved														
	BT (a)	EE (b)	Plusnet (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Vodafone (y)	Billing and Customer service (x)	Repairs and Installation (g)	Service issues (h)	Something else (i)	Satisfied (j)	Neutral (k)	Dissatisfied (l)	Yes (m)	No (n)	Billing and Customer service (o)	Repairs and Installation (p)	Service issues (q)	Something else (r)	Satisfied (s)	Neutral (t)	Dissatisfied (u)	Yes (v)	No (w)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (J)	Repairs and Installation (K)	Service issues (L)	Something else (M)	Satisfied (N)	Neutral (O)	Dissatisfied (P)	Yes (Q)	No (R)
Total	553	235	42*	561	305	422	166	173	216	152	20**	362	149	50*	345	211	98*	116	84*	7**	168	83*	54*	155	149	154	134	116	18**	245	113	64*	218	196	47**	72*	43*	4**	112	44*	10**	102	63*
Universal Credit (and household has other earnings)	96	51	5	107	71	87	37	33	37	35	2	68	27	12	73	34	25	28	16	2	38	25	8	33	38	26	29	27	5	54	23	10	39	48	8	18	11	-	28	7	2	24	13
Employment and Support Allowance (ESA)	63	43	-	100	57	72	32	28	53	16	3	74	18	8	67	33	16	21	19	1	35	16	6	31	26	26	26	19	1	53	13	6	53	18	5	19	8	-	25	6	1	21	11
Pensions Credit (Guaranteed Credit)	61	22	6	66	46	56	25	13	35	16	2	49	12	5	49	17	15	16	15	-	33	10	3	26	20	20	18	18	-	34	14	8	29	27	7	11	7	-	20	4	1	23	2
Personal Independence Payment (PIP)	61	28	6	78	48	64	37	20	29	28	1	52	18	8	53	25	13	14	21	-	30	10	8	26	22	23	22	17	2	37	19	8	35	29	9	15	13	-	24	11	2	23	14
Income Support	54	34	5	66	41	42	27	22	24	19	1	45	17	4	41	25	11	19	11	-	25	11	5	22	19	16	17	9	-	29	9	4	26	16	12	8	7	-	20	7	-	18	9
Universal Credit (and household has no other earnings)	52	30	3	63	38	41	12	21	22	18	2	44	14	5	39	24	14	14	10	-	20	8	10	20	17	16	19	6	-	29	12	-	24	17	2	7	3	-	9	2	1	7	5
Carer's allowance	45	33	3	54	36	43	14	14	29	10	1	34	13	7	31	22	11	19	5	1	21	11	4	13	23	12	18	13	-	23	13	7	21	22	5	5	4	-	13	1	-	12	2
Pensions Credit (no Guaranteed Credit)	35	22	2	51	23	23	12	13	23	14	1	38	7	6	31	20	5	14	4	-	15	6	2	15	8	6	11	6	-	17	5	1	11	12	2	7	3	-	10	2	-	9	3
Income-based Jobseeker's Allowance	22	12	1	60	30	34	17	10	19	13	2	30	12	2	35	14	6	12	11	1	18	5	7	16	14	17	11	6	-	23	10	1	21	12	3	6	8	-	14	3	-	15	2
NET: Any benefit	300	152	24	355	218	271	106	109	146	93	7	226	92	37	214	139	69	92	53	4	109	65	44	99	118	87	100	77	7	163	73	35	143	126	31	46	29	-	75	25	6	67	39
Other	9	5	-	12	6	14	3	3	1	3	2	5	4	3	6	4	3	2	1	-	3	-	3	3	3	4	4	3	3	6	6	2	4	-	3	-	-	2	1	-	2	1	
None of these	246	118	18	197	82	138	57	63	67	55	12	131	55	11	126	69	27	22	30	3	56	18	8	53	29	64	30	36	8	77	34	27	70	66	16	23	14	4	35	18	4	33	23
y	44% <sup>h</sup>	33%	43% <sup>h</sup>	35% <sup>h</sup>	27%	33%	34%	36%	31%	36%	60%	36%	37%	22%	37%	33%	28%	19%	36% <sup>h</sup>	43%	33% <sup>h</sup>	22%	15%	34% <sup>h</sup>	19%	42% <sup>h</sup>	22%	31%	44%	31%	30%	42%	32%	34%	34%	32%	33%	100%	31%	41%	40%	32%	37%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QAGE: What is your age?

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

	Supplier							BT					EE					PLUSNET																	
								Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved								
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	638	376	183	740	541	762	243	197	157	265	197**	351	197	90*	379	253	117	115	136	81*	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*	
16-17	1	-	2	1	1	1	1	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	1	1	1	-	-	1	1	1
18-24	114	67	26	130	97	122	40	34	42	34	4	54	46	14	67	45	21	14	31	1	37	22	8	30	35	9	3	14	-	9	9	8	12	14	20*
25-34	186	149	32	214	147	242	93	64	41	77	4	109	60	17	109	76	40	65	41	3	102	39	8	90	59	9	10	11	2	17	9	6	14	18	
35-44	152	79	47	208	130	195	55	32%	26%	29%	21%	32%	26%	19%	29%	30%	34%	30%	38%	41%	41%	24%	40%	39%	20%	9%	10%	11%	2%	14%	23%	25%	13%	25**	
45-54	72	31	32	82	72	90	22	23	13	32	4	45	15	12	47	25	18	5	8	-	21	7	3	22	9	8	6	16	2	25	5	2	20	10	
55-64	55	29	25	64	53	80	26	12	9	31	3	19	20	16	25	29	7	6	16	-	11	13	5	16	13	4	3	15	3	19	4	2	17	8	
65+	58	21	19	41	41	32	6	13	13	29	3	23	16	19	31	26	6	3	12	-	14	1	6	10	11	3	3	11	2	16	3	-	15	3	
NET: 16-34	301	216	60	345	245	365	134	98	84	111	8	164	106	31	177	121	61	79	72	4	139	61	16	120	94	19	13	26	2	27	19	14	26	33	
NET: 35-54	224	110	79	290	202	285	77	74	51	94	5	145	55	24	146	77	43	27	36	4	84	20	6	78	32	18	18	41	2	57	14	8	52	25	
NET: 55+	113	50	44	105	94	112	32	25	22	60	6	42	36	35	56	55	13	9	28	-	25	14	11	26	24	7	6	26	5	35	7	2	32	11	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QAGE: What is your age?

Table 2

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

	Supplier							SKY						TALK TALK						VIRGIN MEDIA															
								Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved					
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78**	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379	
16-17	1	-	2	1	1	1	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-	-
18-24	114	67	26	130	97	122	40	35	32	54	9	66	45	19	65	63	24	32	41	-	49	37	11	47	48	38	28	52	4	49	59	14	45	75	
25-34	186	149	32	214	147	242	93	57	69	84	4	145	57	12	132	81	40	39	65	3	79	52	16	75	69	62	66	109	5	147	68	27	130	105	
35-44	152	79	47	208	130	195	55	29*	33**	27%	13%	139	44	25	125	83	26%	28%	28%	19%	27%	32**	18%	27%	27%	26%	33%	33%	21%	114	30%	23%	155*	28%	
45-54	72	31	32	82	72	90	22	30	13	35	4	52	18	12	43	38	22	18	29	3	40	16	16	40	32	32	15	39	4	49	21	20	44	45	
55-64	55	29	25	64	53	80	26	13	15	30	6	40	19	5	41	23	22	9	19	3	27	12	14	26	27	24	11	41	4	32	23	25	25	54	
65+	58	21	19	41	41	32	6	10	8	19	4	27	9	5	21	20	6	2	30	3	19	13	9	18	22	10	1	19	2	13	7	12	17	15	
NET: 16-34	301	216	60	345	245	365	134	92	101	139	13	211	103	31	197	145	65	71	106	3	128	89	28	122	118	100	95	161	9	197	127	41	176	180	
NET: 35-54	224	110	79	290	202	285	77	85	71	125	9	191	62	37	168	121	60	59	76	7	118	48	36	114	87	101	67	108	9	163	72	50	153	130	
NET: 55+	113	50	44	105	94	112	32	23	23	49	10	67	28	10	62	43	28	11	49	6	46	25	23	44	49	34	12	60	6	45	30	37	42	69	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QAGE: What is your age?

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
												154	59*	30*		
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
16-17	1	-	2	1	1	1	1	1	-	-	-	1	-	-	-	1
	*	-	1% <b>bc</b>	*	*	*	*	2%	-	-	-	2%	-	-	-	2%
18-24	114	67	26	130	97	122	40	10	17	13	-	18	17	5	22	18
	18%	18%	14%	18%	18%	16%	16%	16%	20%	15%	-	12%	29%	17%	14%	20%
25-34	186	149	32	214	147	242	93	23	33	35	2	64	23	6	65	28
	29% <b>f</b>	40% <b>acdef</b>	17%	29% <b>f</b>	27% <b>f</b>	32% <b>f</b>	38% <b>acdef</b>	37%	39%	41%	20%	42% <b>km</b>	39%	20%	42%	32%
35-44	152	79	47	208	130	195	55	16	18	17	4	41	8	6	38	17
	24%	21%	26%	28% <b>d</b>	24%	26%	23%	25%	21%	20%	40%	43% <b>kl</b>	14%	20%	25%	19%
45-54	72	31	32	82	72	90	22	8	7	4	3	11	7	4	10	12
	11%	8%	17% <b>abce</b>	11%	13% <b>b</b>	12%	9%	13%	8%	5%	30%	7%	12%	13%	6%	14%
55-64	55	29	25	64	53	80	26	5	6	14	1	16	3	7	17	9
	9%	8%	14% <b>ab</b>	9%	10%	10%	11%	8%	7%	16%	10%	10%	5%	13% <b>l</b>	11%	10%
65+	58	21	19	41	41	32	6	-	4	2	-	3	1	2	2	3
	9% <b>bcde</b>	6%	10% <b>bcde</b>	6%	8% <b>bc</b>	4%	2%	-	5%	2%	-	2%	2%	7%	1%	3%
NET: 16-34	301	216	60	345	245	365	134	34	50	48	2	83	40	11	87	47
	47% <b>f</b>	57% <b>acdef</b>	33%	47% <b>f</b>	45% <b>f</b>	48% <b>f</b>	55% <b>acdef</b>	54%	59%	56%	20%	54%	68% <b>km</b>	37%	56%	53%
NET: 35-54	224	110	79	290	202	285	77	24	25	21	7	52	15	10	48	29
	35%	29%	43% <b>abz</b>	39% <b>bcz</b>	37% <b>b</b>	37% <b>b</b>	32%	38%	29%	25%	70%	34%	25%	33%	31%	33%
NET: 55+	113	50	44	105	94	112	32	5	10	16	1	19	4	9	19	12
	18%	13%	24% <b>acdef</b>	14%	17%	15%	13%	8%	12%	19%	10%	12%	7%	20% <b>kl</b>	12%	14%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							EE							PLUSNET													
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
								Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatis fied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatis fied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatis fied (G)	Yes (H)	No (I)	
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*	
Hearing - Poor hearing, partial hearing, or are deaf	64	38	13	64	53	63	20	24	15	22	3	39	19	6	43	21	13	13	11	1	17	16	5	18	20	2	5	6	-	9	2	2	8	5	
Eyesight - Poor vision, colour blindness, partial sight, or are blind	73	55	18	94	80	105	39	26	18	28	1	46	22	5	45	28	21	17	16	1	37	12	6	31	24	6	4	7	1	7	6	5	9	9	
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	63	47	21	66	57	71	27	27	11	25	-	33	23	7	34	28	10	11	25	1	28	15	4	29	18	5	4	12	-	15	4	2	16	5	
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	51	29	10	56	47	39	19	20	14	16	1	31	14	6	32	18	8	13	8	-	16	10	3	15	14	2	2	6	-	6	-	4	2	7	
Breathing - Breathlessness or chest pains	78	54	22	99	62	88	29	30	14	34	-	45	27	6	47	31	15	17	21	1	35	7	12	31	23	1	9	11	1	16	5	1	12	10	
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	78	43	12	96	66	94	28	36	14	27	1	46	21	11	44	33	14	13	15	1	31	10	2	25	18	4	4	4	-	3	5	4	5	6	
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	89	54	10	101	78	96	37	32	26	31	-	50	29	10	48	41	15	21	17	1	32	18	4	34	20	2	5	3	-	4	4	2	2	8	
Your mental health - Anxiety, depression, or trauma-related conditions, for example	190	95	40	224	167	195	68	71	40	74	5	113	54	23	122	68	32	27	34	2	59	26	10	59	36	11	8	20	1	23	10	7	22	17	
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	45	19	18	59	59	70	19	19	8	17	1	22	19	4	21	24	6	5	7	1	14	5	-	11	8	5	4	7	2	12	1	5	10	7	
Prefer not to say	22	20	10	40	24	47	12	6	8	8	-	8	11	3	11	10	4	9	7	-	14	6	-	11	8	2	3	4	1	7	2	1	3	6	
Don't know	4	4	1	4	4	5	5	-	1	3	-	-	4	-	-	3	1	2	1	-	3	-	1	3	1	-	1	-	-	1	-	-	1	1	
	1%	1%	2%	1%	*	1%	2%	-	1%	1%	-	-	1%	-	-	1%	1%	2%	1%	-	1%	-	3%	1%	1%	-	3%	-	-	3%	-	-	-	1%	1%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								BT					EE					PLUSNET															
									Issue			Satisfaction		Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved										
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44**	37*	93*	9**	119	40*	24**	110	69*
Nothing	254	125	73	265	185	275	80	64	68	112	10	147	66	41	163	88	40	34	47	4	90	26	9	79	45	16	11	42	4	50	15	8	50	21
	40%	33%	40%	36%	34%	36%	33%	32%	43%	42%	53%	42%	34%	46%	43%	35%	34%	30%	35%	50%	36%	27%	27%	35%	30%	36%	30%	45%	44%	42%	38%	33%	45%	30%
NET: Any limiting characteristic	358	227	99	431	331	435	146	127	80	142	9	196	116	46	205	152	72	70	81	4	141	63	23	131	96	26	22	47	4	62	22	15	57	41
	56%	60%	54%	58%	61%	57%	60%	64%	51%	54%	47%	56%	59%	51%	54%	60%	62%	61%	60%	50%	57%	66%	70%	58%	64%	59%	59%	51%	44%	52%	55%	63%	52%	59%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
								Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatis fied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatis fied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatis fied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Hearing - Poor hearing, partial hearing, or are deaf	64	38	13	64	53	63	20	20	21	21	2	35	15	14	33	30	12	19	19	3	31	11	11	26	26	19	15	28	1	34	18	11	30	32
Eyesight - Poor vision, colour blindness, partial sight, or are blind	73	55	18	94	80	105	39	23	29	41	1	64	20	10	54	40	29	23	27	1	39	31	10	41	38	35	26	43	1	57	32	16	52	53
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	63	47	21	66	57	71	27	17	20	27	2	36	21	9	32	34	19	18	19	1	37	12	8	32	25	26	18	24	3	35	24	12	33	38
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	51	29	10	56	47	39	19	7	29	18	2	34	13	9	33	23	17	19	10	1	26	15	6	22	24	12	12	14	1	26	11	2	27	11
Breathing - Breathlessness or chest pains	78	54	22	99	62	88	29	25	26	44	4	61	26	12	57	41	17	18	26	1	30	23	9	34	28	29	24	33	2	47	29	12	39	49
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	78	43	12	96	66	94	28	12	26	43	5	57	24	15	48	47	18	23	25	-	38	18	10	27	38	33	27	33	1	51	30	13	44	49
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	89	54	10	101	78	96	37	23	30	45	3	59	26	16	50	49	28	22	25	3	47	20	11	38	40	28	21	46	1	48	38	10	46	47
Your mental health - Anxiety, depression, or trauma-related conditions, for example	190	95	40	224	167	195	68	68	59	89	8	129	66	29	128	95	52	36	75	4	88	52	27	89	77	56	41	97	1	100	63	32	97	97
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	45	19	18	59	59	70	19	12	16	30	1	34	17	8	33	25	16	12	30	1	30	18	11	27	32	23	11	34	2	40	15	15	30	40
Prefer not to say	22	20	10	40	24	47	12	16	8	15	1	21	11	8	24	16	4	10	8	2	15	6	3	9	13	14	10	20	3	21	17	9	18	29
Don't know	4	4	1	4	1	5	5	-	1	3	-	3	-	1	4	-	-	1	-	-	-	1	-	-	1	1	-	2	2	-	3	2	-	4
	1%	1%	1%	1%	*	1%	2%	-	1%	1%	-	1%	-	1%	1%	-	-	1%	-	-	-	1%	-	-	*	*	-	1%	8%	-	1%	1%	-	1%

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								SKY					TALK TALK					VIRGIN MEDIA															
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Nothing	254	125	73	265	185	275	80	65	57	125	18	186	62	17	167	97	51	35	92	7	99	55	31	108	74	85	62	117	11	157	69	49	140	129
	40% <b>kl</b>	33%	40%	36%	34%	36%	33%	33%	29%	40% <b>B</b>	56% <b>AB</b>	40% <b>C</b>	32%	22%	39% <b>H</b>	31%	33%	25%	40% <b>kl</b>	44%	34%	34%	36%	39% <b>no</b>	29%	36%	36%	36%	46%	39% <b>kl</b>	30%	38%	38%	34%
NET: Any limiting characteristic	358	227	99	431	331	435	146	119	129	170	13	259	120	52	232	196	98	95	131	7	178	100	53	163	166	135	102	190	8	227	140	68	213	217
	56%	60%	54%	58%	61%	57%	60%	60% <b>D</b>	66% <b>CO</b>	54%	41%	55%	62%	67%	54%	63% <b>H</b>	64%	67% <b>U</b>	57%	44%	61%	62%	61%	58%	65%	57%	59%	58%	33%	56%	61%	53%	57%	57%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Hearing - Poor hearing, partial hearing, or are deaf	64	38	13	64	53	63	20	4	9	4	3	13	6	1	13	7
Eyesight - Poor vision, colour blindness, partial sight, or are blind	73	55	18	94	80	105	39	6%	11%	5%	30%	8%	10%	3%	8%	8%
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	63	47	21	66	57	71	27	12	14	13	-	29	6	4	28	11
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	51	29	10	56	47	39	19	19%	16%	15%	-	19%	10%	13%	18%	13%
Breathing - Breathlessness or chest pains	78	54	22	99	62	88	29	11	10	5	1	12	8	7	12	15
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	78	43	12	96	66	94	28	17%	12%	6%	10%	8%	14%	23%	8%	17%
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	89	54	10	101	78	96	37	4	10	5	-	12	3	4	12	6
Your mental health - Anxiety, depression, or trauma-related conditions, for example	190	95	40	224	167	195	68	6%	12%	6%	-	8%	5%	13%	8%	7%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	45	19	18	59	59	70	19	21	27	18	2	40	18	10	43	25
Prefer not to say	22	20	10	40	24	47	12	33%	32%	21%	20%	26%	31%	33%	28%	28%
Don't know	4	4	1	4	1	5	5	6	4	6	3	10	5	4	11	8
	2%	1%	1%	1%	*	1%	2%	10%	5%	7%	30%	6%	8%	13%	7%	9%
								4	3	4	1	6	3	3	4	8
								6%	4%	5%	10%	4%	5%	10%	3%	9%
								-	2%	2%	10%	1%	4%	-	5	-
								-	2%	2%	10%	1%	7%	-	3%	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						Issue				VODAFONE Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Nothing	254	125	73	265	185	275	80	21	22	34	3	59	16	5	61	19
	40% <b>hd</b>	33%	40%	36%	34%	36%	33%	33%	26%	40%	30%	38% <b>km</b>	27%	17%	40% <b>kn</b>	22%
NET: Any limiting characteristic	358	227	99	431	331	435	146	38	58	45	5	88	36	22	84	61
	56%	60%	54%	58%	61%	57%	60%	60%	68% <b>l</b>	53%	50%	57%	61%	73%	55%	69% <b>ln</b>

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 7

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

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

	Supplier							BT				EE				PLUSNET																		
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved												
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
The service not performing as it should	265	136	93	313	231	329	85	-	-	265	-	156	73	36	159	103	-	-	136	-	96	31	9	77	58	-	-	93	-	61	19	13	58	33
A billing, pricing or payment issue	152	86	33	160	121	186	42	152	-	-	-	85	50	17	93	58	86	-	-	-	58	20	8	58	28	33	-	-	21	8	4	19	13	
A problem relating to the installation or set up of your service	82	65	19	120	74	95	55	-	-	82	-	40	26	16	43	39	-	-	65	-	47	14	4	40	25	-	19	-	11	5	3	14	5	
A problem with a repair to the service	75	50	18	75	67	79	30	-	-	75	-	37	26	12	48	27	-	-	50	-	29	15	6	27	23	-	18	-	14	3	1	7	11	
Disatisfaction with customer service from a previous occasion or contact	45	31	11	40	32	49	21	45	-	-	-	19	19	7	24	20	31	-	-	-	12	13	6	17	14	11	-	-	5	4	2	6	5	
Or something else	19	8	9	32	16	24	10	-	-	19	100%	14	3	2	12	6	-	-	-	8	6	2	-	5	2	-	-	-	9	7	1	1	6	2
SUMMARY:																																		
Billing and Customer service	197	117	44	200	153	235	63	197	-	-	-	104	69	24	117	78	117	-	-	-	70	33	14	75	42	44	-	-	26	12	6	25	18	
Repairs and installation	157	115	37	195	141	174	85	-	-	157	-	77	52	28	91	66	-	-	115	-	76	29	10	67	48	-	37	-	25	8	4	21	16	
Service issues	265	136	93	313	231	329	85	-	-	265	-	156	73	36	159	103	-	-	136	-	96	31	9	77	58	-	93	-	61	19	13	58	33	
Something else	19	8	9	32	16	24	10	-	-	19	100%	14	3	2	12	6	-	-	-	8	6	2	-	5	2	-	-	9	7	1	1	6	2	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/z - g/h/lj - kl/m - n/o - p/q/rs - tu/v - wx - AB/C/D - E/F/G - H/I  
Overlap formulae used \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 8

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

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

	Supplier							SKY				TALK TALK				VIRGIN MEDIA																		
								Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved												
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
The service not performing as it should	265	136	93	313	231	329	85	-	-	313	-	196	83	34	173	139	-	-	231	-	113	79	39	119	110	-	-	329	-	157	114	58	152	174
A billing, pricing or payment issue	152	86	33	160	121	186	42	160	-	-	-	103	37	20	94	66	121	-	-	-	70	29	22	68	51	186	-	-	114	42	30	102	80	
A problem relating to the installation or set up of your service	82	65	19	120	74	95	55	-	120	-	-	80	28	12	76	42	-	74	-	-	45	21	8	36	38	-	95	-	60	24	11	52	42	
A problem with a repair to the service	13%	27%	10%	18%	14%	12%	23%	100%	86%	ACD	-	17%	15%	15%	18%	14%	-	52%	ACD	-	15%	13%	9%	13%	15%	-	55%	ACD	15%	10%	9%	14%	11%	
Disatisfaction with customer service from a previous occasion or contact	7%	8%	6%	5%	6%	6%	9%	20%	BCD	-	-	4%	7%	8%	5%	6%	21%	ACD	-	-	6%	6%	6%	6%	6%	21%	ACD	-	3%	9%	13%	4%	9%	
Or something else	19	8	9	32	16	24	10	-	-	-	32	23	8	1	16	15	-	-	-	16	13	2	1	12	3	-	-	-	24	13	4	7	8	12
SUMMARY:	3%	2%	5%	4%	3%	3%	4%	-	-	-	100%	5%	4%	1%	4%	5%	-	-	-	100%	4%	1%	1%	4%	1%	-	-	-	100%	3%	2%	5%	2%	3%
Billing and Customer service	197	117	44	200	153	235	63	200	-	-	-	123	51	26	115	85	153	-	-	-	88	38	27	84	66	235	-	-	127	62	46	117	114	
Repairs and installation	157	115	37	195	141	174	85	-	195	-	-	127	51	17	123	70	-	141	-	-	78	43	20	65	75	-	174	-	108	49	17	94	79	
Service issues	265	136	93	313	231	329	85	-	-	313	-	196	83	34	173	139	-	-	231	-	113	79	39	119	110	-	-	329	-	157	114	58	152	174
Something else	19	8	9	32	16	24	10	-	-	-	32	23	8	1	16	15	-	-	-	16	13	2	1	12	3	-	-	-	24	13	4	7	8	12
	3%	2%	5%	4%	3%	3%	4%	-	-	-	100%	5%	4%	1%	4%	5%	-	-	-	100%	4%	1%	1%	4%	1%	-	-	-	100%	3%	2%	5%	2%	3%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/z - g/h/lj - kl/m - n/o - p/q/rs - tu/v - wx - AB/C/D - E/FG - HI  
 Overlap formulae used \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
The service not performing as it should	265	136	93	313	231	329	85	-	-	85	-	57	21	7	52	33
	42%	36%	51%abc	42%bc	43%bc	43%bc	35%	-	-	100%gh	-	37%	36%	23%	34%	38%
A billing, pricing or payment issue	152	86	33	160	121	186	42	42	-	-	-	24	12	6	26	16
	24%z	23%	18%	22%	22%	24%z	17%	67%hi	-	-	-	16%	20%	20%	17%	18%
A problem relating to the installation or set up of your service	82	65	19	120	74	95	55	-	55	-	-	36	10	9	35	20
	13%	17%bc	10%	16%cd	14%	12%	23%abcd	-	65%gi	-	-	23%	17%	30%	23%	23%
A problem with a repair to the service	75	50	18	75	67	79	30	-	20	-	-	17	10	3	20	9
	12%	13%	10%	10%	12%	10%	12%	-	35%gj	-	-	11%	17%	10%	13%	10%
Disatisfaction with customer service from a previous occasion or contact	45	31	11	40	32	49	21	21	-	-	-	13	3	5	13	8
	7%	8%	6%	5%	6%	6%	9%	33%hi	-	-	-	8%	5%	17%	8%	9%
Or something else	19	8	9	32	16	24	10	-	-	-	10	7	3	-	8	2
	3%	2%	5%	4%	3%	3%	4%	-	-	-	100%	5%	5%	-	5%	2%
SUMMARY:																
Billing and Customer service	197	117	44	200	153	235	63	63	-	-	-	37	15	11	39	24
	31%	31%	24%	27%	28%	31%	26%	100%hi	-	-	-	24%	25%	37%	25%	27%
Repairs and Installation	157	115	37	195	141	174	85	-	85	-	-	53	20	12	55	29
	25%	31%abc	20%	26%	26%	23%	35%abcd	-	100%gi	-	-	34%	34%	40%	36%	33%
Service Issues	265	136	93	313	231	329	85	-	-	85	-	57	21	7	52	33
	42%	36%	51%abc	42%bc	43%bc	43%bc	35%	-	-	100%gh	-	37%	36%	23%	34%	38%
Something else	19	8	9	32	16	24	10	-	-	-	10	7	3	-	8	2
	3%	2%	5%	4%	3%	3%	4%	-	-	-	100%	5%	5%	-	5%	2%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT					EE					PLUSNET																
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved										
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	197	117	44*	200	153	235	63*	197	-**	-**	-**	104	69*	24**	117	78*	117	-**	-**	-**	70*	33*	14**	75*	42*	44*	-**	-**	-**	26**	12**	6**	25**	18**
Bill was lot higher than expected	64	31	10	74	51	94	19	64	-	-	32	28	4	34	30	31	-	-	-	22	6	3	20	11	10	-	-	-	6	4	-	5	4	
Bill was inaccurate	33	21	6	34	36	43	10	33	-	-	20	9	4	21	12	21	-	-	-	14	3	4	12	9	6	-	-	-	4	2	-	5	-	
Payment issues (including setting up/making a payment, non-direct debit charges)	30	23	10	36	38	34	12	30	-	-	20	10	-	22	8	23	-	-	-	17	5	1	20	3	10	-	-	5	2	3	4	6		
Bill contained items I shouldn't have been charged for	28	15	6	24	23	25	8	28	-	-	19	4	5	21	7	15	-	-	-	11	3	1	10	5	6	-	-	4	2	-	5	1		
Getting a refund, credit note or cashback	26	18	9	31	22	26	5	26	-	-	14	8	4	17	9	18	-	-	-	10	5	3	10	8	9	-	-	4	3	2	2	6		
The format of the bill	18	13	4	17	15	18	12	18	-	-	9	5	4	10	8	13	-	-	-	10	3	-	7	6	4	-	-	3	1	-	2	2		
Took too long to resolve issue	17	8	2	15	13	21	9	17	-	-	6	9	2	13	3	8	-	-	-	4	3	1	4	4	2	-	-	1	1	-	1	1		
Unable to get through to relevant person	12	6	3	10	7	12	4	12	-	-	5	5	2	9	2	6	-	-	-	2	2	2	1	5	3	-	-	1	2	-	2	1		
Unable to get through to anyone	11	8	6	10	6	13	5	11	-	-	7	4	-	5	6	8	-	-	-	5	2	1	5	3	6	-	-	3	2	1	3	3		
Gave incorrect information	7	10	3	11	5	15	2	7	-	-	4	2	1	4	3	10	-	-	-	5	3	2	5	5	3	-	-	1	2	-	-	3		
Didn't do what they said they would do	7	10	1	7	8	17	6	7	-	-	-	4	3	-	7	10	-	-	-	3	3	4	4	6	1	-	-	1	-	-	-	1		
Rude/dismissive	6	5	1	10	5	10	2	6	-	-	3	2	1	3	3	5	-	-	-	4	3	1	2	3	1	-	-	-	-	1	1	-	4	
Costs of international and roaming calls	2	4	-	1	-	-	4	2	-	-	2	-	-	2	-	4	-	-	-	4	-	-	4	-	-	-	-	-	-	-	-	-	-	
Costs of going above data allowance	2	3	-	-	-	-	2	2	-	-	2	-	-	2	-	3	-	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	
Pre-pay credit lost or not credited to card	5	1	3	3	4	15	-	5	-	-	1	2	2	2	2	1	-	-	-	5	-	-	5	-	-	-	-	-	-	-	-	-	-	
A different issue	5	1	3	3	4	15	-	5	-	-	1	2	2	2	2	1	-	-	-	7	-	-	7	-	-	-	-	2	1	-	3	-		
	3%	1%	7% <b>bc</b>	2%	3%	6% <b>bc</b>	-	3%	-	-	1%	3%	8%	2%	3%	1%	-	-	-	-	3%	-	-	2%	-	7%	-	-	8%	8%	-	12%	-	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	SKY											TALK TALK											VIRGIN MEDIA											
	Issue					Satisfaction			Complaint completely resolved			Issue					Satisfaction			Complaint completely resolved			Issue					Satisfaction			Complaint completely resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	197	117	44*	200	153	235	63*	200	-**	-**	-**	123	51*	26**	115	85*	153	-**	-**	-**	88*	38*	27**	84*	66*	235	-**	-**	-**	127	62*	46*	117	114
Bill was lot higher than expected	64	31	10	74	51	94	19	74	-	-	-	46	16	12	46	28	51	-	-	-	28	13	10	24	26	94	-	-	-	53	22	19	45	47
Bill was inaccurate	33	21	6	34	36	43	10	34	-	-	-	22	10	2	24	10	36	-	-	-	21	7	8	20	15	43	-	-	-	29	9	5	30	12
Payment issues (including setting up/making a payment, non-direct debit charges)	30	23	10	36	38	34	12	36	-	-	-	24	6	6	21	15	38	-	-	-	24	9	5	23	15	34	-	-	-	24	7	3	24	9
Bill contained items I shouldn't have been charged for	28	15	6	24	23	25	8	24	-	-	-	13	8	3	15	9	23	-	-	-	14	3	6	15	6	25	-	-	-	18	3	4	15	10
Getting a refund, credit note or cashback	26	18	9	31	22	26	5	31	-	-	-	23	6	2	19	12	22	-	-	-	16	6	-	17	4	26	-	-	-	16	6	4	12	14
The format of the bill	18	13	4	17	15	18	12	17	-	-	-	14	3	-	7	10	15	-	-	-	11	3	1	11	3	18	-	-	-	13	3	2	10	7
Took too long to resolve issue	17	8	2	15	13	21	9	15	-	-	-	8	4	3	8	7	13	-	-	-	9	-	4	7	6	21	-	-	-	1	11	9	4	17
Unable to get through to relevant person	12	6	3	10	7	12	4	10	-	-	-	5	3	2	7	3	7	-	-	-	4	2	1	2	5	12	-	-	-	3	2	7	4	8
Unable to get through to anyone	11	8	6	10	6	13	5	10	-	-	-	4	5	1	5	5	6	-	-	-	4	1	1	3	3	13	-	-	-	3	4	6	5	8
Gave incorrect information	7	10	3	11	5	15	2	11	-	-	-	7	2	2	8	3	5	-	-	-	4	1	-	3	2	15	-	-	-	4	7	4	5	10
Didn't do what they said they would do	7	10	1	7	8	17	6	7	-	-	-	3	3	1	3	4	8	-	-	-	3	4	1	3	4	17	-	-	-	5	5	7	5	12
Rude/dismissive	6	5	1	10	5	10	2	10	-	-	-	6	2	2	4	6	5	-	-	-	3	2	-	3	2	10	-	-	-	3	3	4	3	7
Costs of international and roaming calls	2	4	-	1	-	-	4	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costs of going above data allowance	2	3	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pre-pay credit lost or not credited to card	5	5	-	1	-	-	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	5	1	3	3	4	15	-	3	-	-	-	2	1	-	1	2	4	-	-	-	4	-	-	4	-	15	-	-	-	7	2	6	5	10
	3%	1%	7% <b>bc</b>	2%	3%	6% <b>bc</b>	-	2%	-	-	2%	2%	-	1%	2%	3%	-	-	-	5%	-	-	5%	-	6%	-	6%	-	-	6%	3%	13%	4%	9%

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	197	117	44*	200	153	235	63*	63*	-**	-**	-**	37*	15**	11**	39*	24**
Bill was a lot higher than expected	64	31	10	74	51	94	19	19	-	-	-	9	7	3	13	6
	32%	26%	23%	37%	33%	40%	30%	30%	-	-	-	24%	47%	27%	33%	25%
Bill was inaccurate	33	21	6	34	36	43	10	10	-	-	-	6	2	2	4	6
	17%	18%	14%	17%	24%	18%	16%	16%	-	-	-	16%	13%	18%	10%	25%
Payment issues (including setting up/making a payment, non-direct debit charges)	30	23	10	36	38	34	12	12	-	-	-	8	3	1	5	7
	15%	20%	23%	18%	25%	14%	19%	19%	-	-	-	22%	20%	9%	13%	29%
Bill contained items I shouldn't have been charged for	28	15	6	24	23	25	8	8	-	-	-	5	1	2	4	4
	14%	13%	14%	12%	15%	11%	13%	13%	-	-	-	14%	7%	18%	10%	17%
Getting a refund, credit note or cashback	26	18	9	31	22	26	5	5	-	-	-	4	-	1	2	3
	13%	15%	20%	16%	14%	11%	8%	8%	-	-	-	11%	-	9%	5%	13%
The format of the bill	18	13	4	17	15	18	12	12	-	-	-	8	3	1	9	3
	9%	11%	9%	9%	10%	8%	19%	19%	-	-	-	22%	20%	9%	23%	13%
Took too long to resolve issue	17	8	2	15	13	21	9	9	-	-	-	5	2	2	6	3
	9%	7%	5%	8%	8%	9%	14%	14%	-	-	-	14%	13%	18%	15%	13%
Unable to get through to relevant person	12	6	3	10	7	12	4	4	-	-	-	3	2	1	2	2
	6%	5%	7%	5%	5%	5%	6%	6%	-	-	-	8%	-	9%	5%	8%
Unable to get through to anyone	11	8	6	10	6	13	5	5	-	-	-	4	-	1	3	2
	6%	7%	14%	5%	4%	6%	8%	8%	-	-	-	11%	-	9%	8%	8%
Gave incorrect information	7	10	3	11	5	15	2	2	-	-	-	1	-	1	1	1
	4%	9%	7%	6%	3%	6%	3%	3%	-	-	-	3%	-	9%	3%	4%
Didn't do what they said they would do	7	10	1	7	8	17	6	6	-	-	-	3	1	2	4	2
	4%	9%	2%	4%	5%	7%	10%	10%	-	-	-	8%	7%	18%	10%	8%
Rude/dismissive	6	5	1	10	5	10	2	2	-	-	-	2	-	-	2	-
	3%	4%	2%	5%	3%	4%	3%	3%	-	-	-	5%	-	-	5%	-
Costs of international and roaming calls	2	4	-	1	-	-	4	4	-	-	-	2	1	1	2	2
	1%	3%	-	1%	-	-	6%	6%	-	-	-	5%	7%	9%	5%	8%
Costs of going above data allowance	2	3	-	-	-	-	2	2	-	-	-	-	2	-	2	-
	1%	3%	-	-	-	-	3%	3%	-	-	-	-	13%	-	5%	-
Pre-pay credit lost or not credited to card	-	5	-	1	-	-	1	1	-	-	-	1	-	-	-	1
	-	4%	-	1%	-	-	2%	2%	-	-	-	3%	-	-	-	4%
A different issue	5	1	3	3	4	15	-	-	-	-	-	-	-	-	-	-
	3%	1%	7%	2%	3%	6%	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							EE							PLUSNET																	
								Issue			Satisfaction				Complaint completely resolved		Issue							Satisfaction			Complaint completely resolved												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)					
Total	265	136	93*	313	231	329	85*	..**	..**	265	..**	..**	265	..**	..**	156	73*	36*	159	103	..**	..**	136	..**	..**	96*	31*	9**	77*	58*	..**	..**	93*	..**	61*	19**	13**	58*	33*
Connection speed slower than advertised or led to expect	140	60	41	168	118	160	37	-	-	140	-	-	140	-	-	91	31	18	81	59	-	-	60	-	-	40	14	6	27	32	-	-	41	-	29	8	4	22	18
Complete loss of service	89	35	36	101	91	127	29	-	-	89	-	-	89	-	-	47	27	15	56	31	-	-	35	-	-	28	6	1	24	11	-	-	36	-	24	7	5	26	10
Service is not consistently available	83	35	27	96	85	123	31	-	-	83	-	-	83	-	-	46	24	13	44	38	-	-	35	-	-	22	9	4	20	15	-	-	27	-	16	6	5	20	6
Problems with voice over internet (VOIP) telephone calls	30	26	10	44	24	28	11	-	-	30	-	-	30	-	-	19	6	5	16	14	-	-	26	-	-	17	8	1	9	17	-	-	10	-	3	4	3	4	6
Poor line quality	11	2	1	12	7	4	1	-	-	11	-	-	11	-	-	6	3	2	7	4	-	-	2	-	-	1	1	-	-	2	-	-	1	-	-	-	1	-	
Poor picture quality	3	4	-	4	4	6	-	-	-	3	-	-	3	-	-	3	-	-	3	-	-	-	4	-	-	4	-	-	1	3	-	-	-	-	-	-	-	-	
Problems with calls being disconnected during a call or not connected at all	2	12	5	-	-	-	4	-	-	2	-	-	2	-	-	1	1	-	2	-	-	-	12	-	-	12	-	-	9	3	-	-	-	-	-	-	-	-	
Unable to access 5G service	2	8	-	4	-	-	4	-	-	2	-	-	2	-	-	2	-	-	8	-	-	-	8	-	-	6	1	1	5	3	-	-	-	-	-	-	-	-	
Unable to get certain channels/content	1	5	-	8	6	8	-	-	-	1	-	-	1	-	-	1	-	-	5	-	-	-	5	-	-	5	-	-	3	2	-	-	-	-	-	-	-	-	
Poor indoor reception/coverage	1	5	-	1	-	-	6	-	-	1	-	-	1	-	-	1	-	-	5	-	-	-	5	-	-	4	1	-	3	2	-	-	-	-	-	-	-	-	
Poor outside reception/coverage	1	6	-	3	-	-	-	-	-	1	-	-	1	-	-	6	-	-	6	-	-	-	6	-	-	6	-	-	4	2	-	-	-	-	-	-	-	-	
Unable to access 4G service	1	2	-	2	-	-	2	-	-	1	-	-	1	-	-	2	-	-	2	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	
Text or voice mails delivered late	-	2	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	-	2	-	-	1	1	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	2	4	2	6	3	3	1	-	-	2	-	-	2	-	-	1	1	-	4	-	-	4	-	-	2	2	-	1	3	-	-	2	-	2	-	2	-	1	1
	1%	3%	2%	2%	1%	1%	1%	-	-	1%	-	-	1%	-	1%	1%	1%	-	3%	-	-	2%	6%	-	-	1%	5%	-	1%	5%	-	2%	-	3%	-	2%	-	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - ab/cd/ef/z - gh/ij - klm - n/o - p/q/rs - tuv - wx - ABCD - EFG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 14

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA															
								Issue			Satisfaction				Complaint completely resolved									Issue			Satisfaction				Complaint completely resolved						
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)			
Total	265	136	93*	313	231	329	85*	..**	..**	313	..**	..**	313	..**	..**	173	139	..**	..**	231	..**	..**	329	..**	..**	329	..**	..**	329	..**	..**	329	..**	..**	329	..**	..**
Connection speed slower than advertised or led to expect	140	60	41	168	118	160	37	-	-	168	-	-	168	-	-	101	48	19	87	80	-	-	118	-	-	118	-	-	118	-	-	118	-	-	118	-	-
Complete loss of service	89	35	36	101	91	127	29	-	-	101	-	-	101	-	-	60	27	14	62	38	-	-	91	-	-	91	-	-	91	-	-	91	-	-	91	-	-
Service is not consistently available	83	35	27	96	85	123	31	-	-	96	-	-	96	-	-	59	23	14	49	46	-	-	85	-	-	85	-	-	85	-	-	85	-	-	85	-	-
Problems with voice over internet (VOIP) telephone calls	30	26	10	44	24	28	11	-	-	44	-	-	44	-	-	31	10	3	23	21	-	-	24	-	-	24	-	-	24	-	-	24	-	-	24	-	-
Poor line quality	11	2	1	12	7	4	1	-	-	12	-	-	12	-	-	5	5	2	6	6	-	-	7	-	-	7	-	-	7	-	-	7	-	-	7	-	-
Poor picture quality	3	4	-	4	4	6	-	-	-	4	-	-	4	-	-	2	2	-	2	2	-	-	4	-	-	4	-	-	4	-	-	4	-	-	4	-	-
Problems with calls being disconnected during a call or not connected at all	2	12	-	2	-	-	4	-	-	2	-	-	2	-	-	5	-	-	4	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Unable to access 5G service	2	8	-	4	-	-	4	-	-	4	-	-	4	-	-	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	1	5	-	8	6	8	-	-	-	8	-	-	8	-	-	5	2	1	4	4	-	-	6	-	-	6	-	-	6	-	-	6	-	-	6	-	-
Poor indoor reception/coverage	1	5	-	1	-	-	6	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Poor outside reception/coverage	1	6	-	3	-	-	3	-	-	3	-	-	3	-	-	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Unable to access 4G service	1	2	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Text or voice mails delivered late	-	2	-	2	-	-	1	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	2	4	2	6	3	3	1	-	-	6	-	-	6	-	-	6	-	-	5	1	-	-	3	-	-	3	-	-	3	-	-	3	-	-	3	-	-
	1%	3%	2%	2%	1%	1%	1%	-	-	2%	-	-	2%	-	-	3%	-	-	3%	1%	-	-	2%	-	-	2%	-	-	2%	-	-	2%	-	-	2%	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - ABC/D - EFG - HI  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Complaint completely resolved				
								Issue				Satisfaction				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	265	136	93*	313	231	329	85*	-**	-**	85*	-**	57*	21**	7**	52*	33*
Connection speed slower than advertised or led to expect	140	60	41	168	118	160	37	-	-	37	-	24	10	3	23	14
	53%	44%	44%	54%	51%	49%	44%	-	-	44%	-	42%	48%	43%	44%	42%
Complete loss of service	89	35	36	101	91	127	29	-	-	29	-	18	8	3	17	12
	34%	26%	39%b	32%	39%b	39%b	34%	-	-	34%	-	32%	38%	43%	33%	36%
Service is not consistently available	83	35	27	96	85	123	31	-	-	31	-	16	11	4	13	18
	31%	26%	29%	31%	37%b	37%b	36%	-	-	36%	-	28%	52%	57%	25%	55%in
Problems with voice over internet (VOIP) telephone calls	30	26	10	44	24	28	11	-	-	11	-	6	3	2	7	4
	11%	19%ade	11%	14%a	10%	9%	13%	-	-	13%	-	11%	14%	23%	13%	12%
Poor line quality	11	2	1	12	7	4	1	-	-	1	-	-	1	-	-	1
	4%a	1%	1%	4%a	3%	1%	1%	-	-	1%	-	-	5%	-	-	3%
Poor picture quality	3	4	-	4	4	6	-	-	-	-	-	-	-	-	-	-
	1%	3%	-	1%	2%	2%	-	-	-	-	-	-	-	-	-	-
Problems with calls being disconnected during a call or not connected at all	2	12	-	5	-	-	4	-	-	4	-	3	1	-	3	1
	1%	9%ade	-	2%a	-	-	5%ade	-	-	5%	-	5%	5%	-	6%	3%
Unable to access 5G service	2	8	-	4	-	-	4	-	-	4	-	4	-	-	4	-
	1%	6%ade	-	1%a	-	-	5%ade	-	-	5%	-	7%	-	-	8%	-
Unable to get certain channels/content	1	5	-	8	6	8	-	-	-	-	-	-	-	-	-	-
	*	4%a	-	3%a	3%a	2%a	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	1	5	-	1	-	-	6	-	-	6	-	3	3	-	4	2
	*	4%ade	-	*	-	-	7%ade	-	-	7%	-	5%	14%	-	8%	6%
Poor outside reception/coverage	1	6	-	3	-	-	-	-	-	-	-	-	-	-	-	-
	*	4%ade	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
Unable to access 4G service	1	2	-	2	-	-	2	-	-	2	-	1	1	-	1	1
	*	1%a	-	1%	-	-	2%ade	-	-	2%	-	2%	5%	-	2%	3%
Text or voice mails delivered late	-	2	-	2	-	-	1	-	-	1	-	1	-	-	1	-
	-	1%a	-	1%	-	-	1%a	-	-	1%	-	2%	-	-	2%	-
A different issue (please describe it briefly in your own words)	2	4	2	6	3	3	1	-	-	1	-	1	-	-	1	-
	1%	3%	2%	2%	1%	1%	1%	-	-	1%	-	2%	-	-	2%	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	157	115	37*	195	141	174	85*	-**	157	-**	-**	77*	52*	281**	91*	66*	-**	115	-**	-**	-**	76*	29**	10**	67*	48*	-**	37*	-**	-**	25**	8**	4**	21**	16**
Time taken to repair a fault	32	23	6	27	24	30	11	-	32	-	-	13	13	6	23	9	-	23	-	-	-	13	7	3	10	13	-	6	-	-	5	-	1	2	4
	20%	20%	16%	14%	17%	17%	13%	-	20%	-	-	17%	25%	21%	25%	14%	-	20%	-	-	-	17%	24%	30%	15%	27%	-	16%	-	-	20%	-	25%	10%	25%
Time taken to install the service	30	16	8	40	23	30	21	-	30	-	-	15	10	5	13	17	-	16	-	-	-	13	3	-	11	5	-	8	-	-	3	4	1	6	2
	19%	14%	22%	21%	16%	17%	25%	-	19%	-	-	19%	19%	18%	14%	26%	-	14%	-	-	-	17%	10%	-	16%	10%	-	22%	-	-	12%	50%	25%	29%	13%
Missed/ moved installation appointment	24	19	6	22	11	25	15	-	24	-	-	9	11	4	11	13	-	19	-	-	-	13	4	2	12	7	-	6	-	-	3	3	-	5	1
	15% <sup>nf</sup>	17% <sup>nf</sup>		16%	11%	8%	14%	-	15%	-	-	12%	21%	14%	12%	20%	-	17%	-	-	-	17%	14%	20%	18%	15%	-	16%	-	-	12%	38%	-	24%	6%
Arranging an installation	24	21	1	46	23	35	16	-	24	-	-	10	8	6	12	12	-	21	-	-	-	17	4	-	14	7	-	1	-	-	-	1	-	-	1
	15% <sup>nf</sup>	18% <sup>nf</sup>	3%	24% <sup>nf</sup>	16% <sup>nf</sup>	20% <sup>nf</sup>	10% <sup>nf</sup>	-	15%	-	-	13%	15%	21%	13%	18%	-	18%	-	-	-	22%	14%	-	21%	15%	-	3%	-	-	-	-	25%	-	6%
Arranging an appointment for an engineer visit	23	11	8	27	22	28	11	-	23	-	-	14	7	2	17	6	-	11	-	-	-	9	2	-	7	4	-	8	-	-	8	-	-	5	3
	15%	10%	22%	14%	16%	16%	13%	-	15%	-	-	18%	13%	7%	19%	9%	-	10%	-	-	-	12%	7%	-	10%	8%	-	22%	-	-	32%	-	-	24%	19%
Switching issues (e.g. problems trying to switch or problems porting your number)	19	21	7	46	22	29	16	-	19	-	-	7	7	5	11	8	-	21	-	-	-	19	2	-	16	5	-	7	-	-	6	1	-	7	-
	12%	18%	19%	24% <sup>nf</sup>	16%	17%	19%	-	12%	-	-	9%	13%	18%	12%	12%	-	18%	-	-	-	25%	7%	-	24%	10%	-	19%	-	-	24%	13%	-	33%	-
Missed/moved repair appointment	17	12	2	15	19	19	8	-	17	-	-	9	7	1	8	9	-	12	-	-	-	7	4	1	7	5	-	2	-	-	1	1	-	-	2
	11%	10%	5%	8%	13%	11%	9%	-	11%	-	-	12%	13%	4%	9%	14%	-	10%	-	-	-	9%	14%	10%	10%	10%	-	5%	-	-	4%	13%	-	-	13%
Damage to property during repair	15	17	4	24	12	17	5	-	15	-	-	9	5	1	7	8	-	17	-	-	-	9	4	4	8	9	-	4	-	-	3	1	-	1	3
	10%	15% <sup>nf</sup>	11%	12%	9%	10%	6%	-	10%	-	-	12%	10%	4%	8%	12%	-	15%	-	-	-	12%	14%	40%	12%	19%	-	11%	-	-	12%	13%	-	5%	19%
Complaining about an engineer	12	11	3	16	12	22	8	-	12	-	-	8	4	-	7	5	-	11	-	-	-	7	3	1	7	4	-	3	-	-	2	1	-	1	2
	8%	10%	8%	8%	9%	13%	9%	-	8%	-	-	10%	8%	-	8%	8%	-	10%	-	-	-	9%	10%	10%	10%	8%	-	8%	-	-	8%	13%	-	5%	13%
Damage to property during installation	11	15	-	30	14	27	8	-	11	-	-	5	5	1	5	6	-	15	-	-	-	9	5	1	7	8	-	-	-	-	-	-	-	-	-
	7%	13% <sup>nf</sup>		15% <sup>nf</sup>	10% <sup>nf</sup>	16% <sup>nf</sup>	9%	-	7%	-	-	6%	10%	4%	5%	9%	-	13%	-	-	-	12%	17%	10%	10%	17%	-	-	-	-	-	-	-	-	-
A different issue	8	4	1	3	4	5	2	-	8	-	-	3	-	5	4	4	-	4	-	-	-	3	-	1	3	1	-	1	-	-	-	1	-	-	1
	5%	3%	3%	2%	3%	3%	2%	-	5%	-	-	4%	-	18%	4%	6%	-	3%	-	-	-	4%	-	10%	4%	2%	-	3%	-	-	-	-	25%	-	6%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue			Satisfaction				Complaint completely resolved									Issue			Satisfaction				Complaint completely resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	157	115	37*	195	141	174	85*	-**	195	-**	-**	127	51*	171**	123	70*	-**	141	-**	-**	78*	43*	20**	65*	75*	-**	174	-**	-**	108	48*	17**	94*	79*
Time taken to repair a fault	32	23	6	27	24	30	11	-	27	-	-	14	11	2	18	9	-	24	-	-	12	7	5	14	10	-	30	-	-	20	9	1	19	11
	20%	20%	16%	14%	17%	17%	13%	-	14%	-	-	11%	22%	12%	15%	13%	-	17%	-	-	15%	16%	25%	22%	13%	-	17%	-	-	19%	18%	6%	20%	14%
Time taken to install the service	30	16	8	40	23	30	21	-	40	-	-	29	8	3	26	14	-	23	-	-	15	7	1	11	12	-	30	-	-	19	9	2	16	14
	19%	14%	22%	21%	16%	17%	25%	-	21%	-	-	23%	16%	18%	21%	20%	-	16%	-	-	19%	16%	5%	17%	16%	-	17%	-	-	18%	18%	12%	17%	18%
Missed/ moved installation appointment	24	19	6	22	11	25	15	-	22	-	-	16	2	4	15	7	-	11	-	-	8	-	3	5	6	-	25	-	-	21	4	-	16	9
	15% <b>sd</b>	17% <b>sd</b>		16%	11%	8%	14%	-	11%	-	-	13%	4%	24%	12%	10%	-	8%	-	-	10% <b>sd</b>	-	15%	8%	8%	-	14%	-	-	19%	8%	-	17%	11%
Arranging an installation	24	21	1	46	23	35	16	-	46	-	-	36	6	4	32	13	-	23	-	-	14	7	2	10	13	-	35	-	-	26	5	4	24	11
	15% <b>sd</b>	18% <b>sd</b>	3%	31% <b>sd</b>	16% <b>sd</b>	20% <b>sd</b>	19% <b>sd</b>	-	24%	-	-	24%	12%	24%	20%	19%	-	16%	-	-	18%	16%	10%	15%	17%	-	20%	-	-	24%	10%	24%	26%	14%
Arranging an appointment for an engineer visit	23	11	8	27	22	28	11	-	27	-	-	21	6	-	18	9	-	22	-	-	12	7	3	10	12	-	28	-	-	16	11	1	17	11
	15%	10%	22%	14%	16%	16%	13%	-	14%	-	-	17%	12%	-	15%	13%	-	16%	-	-	15%	16%	15%	15%	16%	-	16%	-	-	15%	22%	6%	18%	14%
Switching issues (e.g. problems trying to switch or problems porting your number)	19	21	7	46	22	29	16	-	46	-	-	30	10	6	31	15	-	22	-	-	17	4	1	13	9	-	29	-	-	18	8	3	13	15
	12%	18%	19%	31% <b>sd</b>	16%	17%	19%	-	24%	-	-	24%	20%	35%	25%	21%	-	16%	-	-	22%	9%	5%	20%	12%	-	17%	-	-	17%	16%	18%	14%	19%
Missed/moved repair appointment	17	12	2	15	19	19	8	-	15	-	-	11	3	1	10	5	-	19	-	-	14	3	2	8	11	-	19	-	-	15	4	-	11	8
	11%	10%	5%	8%	13%	11%	9%	-	8%	-	-	9%	6%	6%	8%	7%	-	13%	-	-	18%	7%	10%	12%	15%	-	11%	-	-	14%	8%	-	12%	10%
Damage to property during repair	15	17	4	24	12	17	5	-	24	-	-	18	5	1	13	11	-	12	-	-	8	3	1	6	6	-	17	-	-	10	7	-	8	9
	10%	15% <b>sd</b>	11%	12%	9%	10%	6%	-	12%	-	-	14%	10%	6%	11%	16%	-	9%	-	-	10%	7%	5%	9%	8%	-	10%	-	-	9%	14%	-	9%	11%
Complaining about an engineer	12	11	3	16	12	22	8	-	16	-	-	13	2	1	9	7	-	12	-	-	3	6	3	2	9	-	22	-	-	16	4	2	12	10
	8%	10%	8%	8%	9%	13%	9%	-	8%	-	-	10%	4%	6%	7%	10%	-	9%	-	-	4%	13% <b>sd</b>	15%	3%	12%	-	13%	-	-	15%	8%	12%	13%	13%
Damage to property during installation	11	15	-	30	14	27	8	-	30	-	-	21	9	-	18	10	-	14	-	-	6	6	2	5	9	-	27	-	-	18	7	2	11	15
	7%	13% <b>sd</b>		15% <b>sd</b>	10% <b>sd</b>	16% <b>sd</b>	9%	-	15%	-	-	17%	18%	-	15%	14%	-	10%	-	-	8%	14%	10%	8%	12%	-	16%	-	-	17%	14%	12%	12%	19%
A different issue	8	4	1	3	4	5	2	-	3	-	-	1	2	-	3	-	-	4	-	-	3	-	1	2	2	-	5	-	-	1	1	3	2	3
	5%	3%	3%	2%	3%	3%	2%	-	2%	-	-	1%	4%	-	2%	-	-	3%	-	-	4%	-	5%	3%	3%	-	3%	-	-	1%	2%	18%	2%	4%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

**Repairs and Installation**

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

	Supplier							VODAFONE				Complaint completely resolved				
								Issue				Satisfaction				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	157	115	37*	195	141	174	85*	-**	85*	-**	-**	53*	20**	12**	55*	29**
Time taken to repair a fault	32	23	6	27	24	30	11	-	11	-	-	6	4	1	8	2
	20%	20%	16%	14%	17%	17%	13%	-	13%	-	-	11%	20%	8%	15%	7%
Time taken to install the service	30	16	8	40	23	30	21	-	21	-	-	14	2	5	13	8
	19%	14%	22%	21%	16%	17%	25%	-	25%	-	-	26%	10%	42%	24%	28%
Missed/ moved installation appointment	24	19	6	22	11	25	15	-	15	-	-	10	3	2	7	8
	15% <sup>ed</sup>	17% <sup>ed</sup>	16%	11%	8%	14%	18% <sup>ed</sup>	-	18%	-	-	19%	15%	17%	13%	28%
Arranging an installation	24	21	1	46	23	35	16	-	16	-	-	11	3	2	12	4
	15% <sup>ed</sup>	18% <sup>ed</sup>	3%	24% <sup>ed</sup>	16% <sup>ed</sup>	20% <sup>ed</sup>	19% <sup>ed</sup>	-	19%	-	-	21%	15%	17%	22%	14%
Arranging an appointment for an engineer visit	23	11	8	27	22	28	11	-	11	-	-	8	3	-	9	2
	15%	10%	22%	14%	16%	16%	13%	-	13%	-	-	15%	15%	-	16%	7%
Switching issues (e.g. problems trying to switch or problems porting your number)	19	21	7	46	22	29	16	-	16	-	-	10	4	2	10	6
	12%	18%	19%	24% <sup>ed</sup>	16%	17%	19%	-	19%	-	-	19%	20%	17%	18%	21%
Missed/moved repair appointment	17	12	2	15	19	19	8	-	8	-	-	4	3	1	5	3
	11%	10%	5%	8%	13%	11%	9%	-	9%	-	-	8%	15%	8%	9%	10%
Damage to property during repair	15	17	4	24	12	17	5	-	5	-	-	1	4	-	3	2
	10%	15% <sup>ed</sup>	11%	12%	9%	10%	6%	-	6%	-	-	2%	20%	-	5%	7%
Complaining about an engineer	12	11	3	16	12	22	8	-	8	-	-	7	1	-	8	-
	8%	10%	8%	8%	9%	13%	9%	-	9%	-	-	13%	5%	-	15%	-
Damage to property during installation	11	15	-	30	14	27	8	-	8	-	-	7	-	1	5	3
	7%	13% <sup>ed</sup>	-	15% <sup>ed</sup>	10% <sup>ed</sup>	16% <sup>ed</sup>	9%	-	9%	-	-	13%	-	8%	9%	10%
A different issue	8	4	1	3	4	5	2	-	2	-	-	1	-	1	1	1
	5%	3%	3%	2%	3%	3%	2%	-	2%	-	-	2%	-	8%	2%	3%

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							EE							PLUSNET													
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	19**	8**	9**	32*	16**	24**	10**	-**	-**	-**	19**	14**	3**	2**	12**	6**	-**	-**	-**	8**	6**	2**	2**	5**	2**	-**	-**	-**	-**	9**	7**	1**	1**	6**	2**
Change to your package or service (upgrading or downgrading your service)	7	2	2	7	5	7	3	-	-	-	7	5	1	1	5	2	-	-	-	2	2	-	-	1	-	-	-	-	2	2	-	-	1	1	
	37%	25%	22%	22%	31%	29%	30%	-	-	-	37%	36%	33%	50%	42%	33%	-	-	-	25%	33%	33%	-	20%	-	-	-	22%	29%	-	-	17%	50%		
Service not performing as advertised or as told in store/over the phone	3	-	3	5	3	7	2	-	-	-	3	2	1	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	2	1		
	16%	-	33%	16%	19%	29%	20%	-	-	-	16%	14%	33%	-	25%	-	-	-	-	-	-	-	-	-	-	-	-	33%	43%	-	-	33%	50%		
Complaining about the terms of your contract	3	-	1	10	3	2	2	-	-	-	3	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-		
	16%	-	11%	31%	19%	8%	20%	-	-	-	16%	21%	-	-	17%	17%	-	-	-	-	-	-	-	-	-	-	-	11%	14%	-	-	17%	-		
Switching issues (e.g. problems trying to switch or problems porting your number)	2	2	1	4	1	2	1	-	-	-	2	2	-	-	1	1	-	-	-	2	1	1	-	2	-	-	-	1	1	-	-	-	1		
	11%	25%	11%	13%	6%	8%	10%	-	-	-	11%	14%	-	-	8%	17%	-	-	-	25%	17%	50%	-	40%	-	-	-	11%	14%	-	-	-	50%		
Keeping your mobile phone number when changing suppliers	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	3	1	-	3	1	-	-	-	-	-	-	-	-		
	-	50%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50%	50%	50%	-	60%	50%	-	-	-	-	-	-	-	-		
A different issue (please describe it briefly in your own words)	4	2	3	9	4	6	3	-	-	-	4	2	1	1	1	2	-	-	-	2	1	1	-	1	1	-	-	3	1	1	1	2	-		
	21%	25%	33%	28%	25%	25%	30%	-	-	-	21%	14%	33%	50%	8%	33%	-	-	-	25%	17%	50%	-	20%	50%	-	-	33%	14%	100%	100%	33%	-		

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



**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue			Satisfaction				Complaint completely resolved									Issue			Satisfaction			Complaint completely resolved				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	19**	8**	9**	32*	16**	24**	10**	-**	-**	-**	32*	23**	8**	1**	16**	15**	-**	-**	-**	16**	13**	2**	1**	12**	3**	-**	-**	-**	24**	13**	4**	7**	8**	12**
Change to your package or service (upgrading or downgrading your service)	7	2	2	7	5	7	3	-	-	-	7	6	1	-	4	3	-	-	-	5	5	-	-	5	-	-	-	7	5	-	2	3	3	
Service not performing as advertised or as told in store/over the phone	3	-	3	5	3	7	2	-	-	-	5	4	1	-	3	2	-	-	-	3	1	2	-	1	1	-	-	7	3	2	2	1	4	
Complaining about the terms of your contract	3	-	1	10	3	2	2	-	-	-	10	7	3	-	5	4	-	-	-	3	3	-	-	3	-	-	-	2	1	-	1	-	2	
Switching issues (e.g. problems trying to switch or problems porting your number)	2	2	1	4	1	2	1	-	-	-	4	3	-	1	3	1	-	-	-	1	1	-	-	-	1	-	-	2	-	2	-	-	1	
Keeping your mobile phone number when changing suppliers	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	4	2	3	9	4	6	3	-	-	-	9	6	3	-	4	5	-	-	-	4	3	-	1	3	1	-	-	6	4	-	2	4	2	
	21%	25%	33%	28%	25%	25%	30%	-	-	-	28%	26%	38%	-	25%	33%	-	-	-	25%	23%	-	100%	25%	33%	-	-	25%	31%	-	29%	50%	17%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Complaint completely resolved				
								Issue				Satisfaction				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	19**	8**	9**	32*	16**	24**	10**	-**	-**	-**	10**	7**	3**	-**	8**	2**
Change to your package or service (upgrading or downgrading your service)	7	2	2	7	5	7	3	-	-	-	3	3	-	-	2	1
	37%	25%	22%	22%	31%	29%	30%	-	-	-	30%	43%	-	-	25%	50%
Service not performing as advertised or as told in store/over the phone	3	-	3	5	3	7	2	-	-	-	2	2	-	-	1	1
	16%	-	33%	16%	19%	29%	20%	-	-	-	20%	29%	-	-	13%	50%
Complaining about the terms of your contract	3	-	1	10	3	2	2	-	-	-	2	1	1	-	2	-
	16%	-	11%	31%	19%	8%	20%	-	-	-	20%	14%	33%	-	25%	-
Switching issues (e.g. problems trying to switch or problems porting your number)	2	2	1	4	1	2	1	-	-	-	1	1	-	-	-	1
	11%	25%	11%	13%	6%	8%	10%	-	-	-	10%	14%	-	-	-	50%
Keeping your mobile phone number when changing suppliers	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	50%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	4	2	3	9	4	6	3	-	-	-	3	1	2	-	3	-
	21%	25%	33%	28%	25%	25%	30%	-	-	-	30%	14%	67%	-	38%	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT				EE				PLUSNET																		
								Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
Only/mainly on the phone	283	132	101	340	246	354	81	78	64	134	7	145	87	51	158	121	48	27	55	2	85	33	14	84	47	18	20	60	3	71	21	9	70	29
	44%ab	35%	55%abcedef	46%bz	45%bz	46%bz	33%	40%	41%	51%g	37%	41%	44%	57%h	42%	48%	41%a	23%	40%a	25%	34%	35%	42%	38%	31%	41%	54%	65%h	33%	60%	53%	38%	64%a	42%
Only/mainly via webchat	90	43	18	75	100	83	31	32	15	42	1	51	28	11	56	34	13	9	18	3	30	9	4	28	15	3	2	11	2	10	3	5	7	10
	14%	11%	10%	10%	18%abcedf	11%	16%	10%	16%	5%	5%	15%	14%	12%	15%	13%	11%	8%	13%	38%	12%	9%	12%	13%	10%	7%	5%	12%	22%	8%	8%	21%	6%	14%
Only/mainly via email	72	53	22	76	55	68	31	20	23	26	3	53	16	3	54	18	14	27	12	-	36	13	4	32	21	7	7	5	3	18	2	2	14	8
	11%	14%	12%	10%	10%	9%	13%	10%	15%	10%	16%	15%ab	8%	3%	11%a	7%	12%	23%ab	9%	-	15%	14%	12%	14%	14%	16%bc	15%bc	5%	33%	15%	5%	8%	13%	12%
Only/mainly via mobile app	64	55	14	92	44	59	47	19	20	21	4	43	17	4	40	24	17	19	20	-	35	17	4	33	23	9	2	2	1	8	5	1	7	7
	10%	15%ad	8%	12%cd	8%	13%cd	19%adef	10%	13%	8%	21%	10%	13%	4%	11%	9%	15%	17%	15%	-	14%	18%	12%	15%	15%	20%a	5%	2%	11%	7%	13%	4%	6%	10%
Only/mainly via web form	43	14	9	46	25	39	13	18	7	17	1	20	16	7	20	22	4	6	4	-	12	1	1	8	6	2	2	5	-	7	2	-	7	2
	7%b	4%	5%	6%	5%	5%	5%	9%	4%	6%	5%	6%	8%	8%	5%	9%	3%	5%	3%	-	5%	1%	3%	4%	4%	5%	5%	5%	-	6%	5%	-	6%	3%
Only/mainly by social media	31	32	6	41	23	51	11	14	8	8	1	12	17	2	16	15	9	10	12	1	19	10	3	13	19	2	1	3	-	1	2	3	1	5
	5%	9%ad	3%	6%	4%	7%	5%	7%b	5%	3%	5%	3%	9%ab	2%	4%	6%	8%	9%	9%	13%	8%	11%	9%	6%	13%ab	5%	3%	3%	-	1%	5%	13%	1%	7%b
Only/mainly by letter	23	16	-	22	21	17	9	7	8	8	-	9	10	4	19	4	8	4	4	-	9	4	3	7	9	-	-	-	-	-	-	-	-	-
	4%b	4%b	-	3%b	4%b	2%b	4%b	4%	5%	3%	-	3%	5%	4%	5%a	2%	7%	3%	3%	-	4%	4%	9%	3%	6%	-	-	-	-	-	-	-	-	-
Only/mainly in store	23	25	9	40	18	39	15	6	9	7	1	15	4	4	13	10	4	11	9	1	18	7	-	15	10	2	2	5	-	1	4	4	1	7
	4%	7%ad	5%	5%	3%	5%	6%	3%	6%	3%	5%	4%	2%	4%	3%	4%	3%	10%	7%	13%	7%	7%	-	7%	7%	5%	5%	5%	-	1%	10%b	17%	1%	10%b
Only/mainly via another contact method	5	2	3	3	4	5	2	2	1	2	-	1	1	3	1	4	-	1	-	1	2	-	-	2	-	1	-	2	-	3	-	-	3	-
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	-	1%	-	13%	1%	-	-	1%	-	2%	-	2%	-	3%	-	-	3%	-
Don't know	4	3	1	5	5	8	3	1	2	-	1	2	1	1	2	1	-	1	2	-	2	1	-	2	-	-	1	-	-	1	-	-	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	5%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	-	3%	-	-	1%	-	-	-	1%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	SKY										TALK TALK										VIRGIN MEDIA														
	Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved							
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379	
Only/mainly on the phone	283	132	101	340	246	354	81	90	69	168	13	212	85	43	189	150	68	51	120	7	125	75	46	133	109	111	51	183	9	168	102	84	167	185	
	44%ab	35%	55%abcedef	46%bz	45%bz	46%bz	33%	45%	35%	54%b	41%	45%	44%	55%	44%	49%	44%	36%	52%b	44%	43%	46%	53%	48%	43%	47%bc	29%	56%bcd	38%	41%	45%	66%bcde	45%	49%	
Only/mainly via webchat	90	43	18	75	100	83	31	15	14	43	3	53	15	7	41	34	24	23	51	2	57	27	16	48	51	26	15	42	-	48	22	13	39	44	
	14%	11%	10%	10%	18%abcedef	11%	8%	7%	14%ab	9%	11%	8%	10%	11%	10%	11%	16%	16%	22%	13%	20%	17%	18%	17%	20%	11%	16%	9%	13%	-	12%	10%	10%	11%	12%
Only/mainly via email	72	53	22	76	55	68	31	27	23	24	2	45	24	7	46	30	19	18	15	3	30	14	11	27	28	26	17	23	2	41	19	8	31	35	
	11%	13%bc	12%	10%	10%	9%	13%	23%	12%	8%	6%	10%	12%	9%	11%	10%	15%bc	13%bc	6%	19%	10%	9%	13%	10%	11%	11%	11%	10%	7%	8%	10%	8%	6%	8%	9%
Only/mainly via mobile app	64	56	14	92	44	59	47	23	23	37	5	62	25	5	59	33	14	11	18	1	24	16	4	24	20	27	31	35	5	60	33	5	62	34	
	10%	15%abcd	8%	12%cd	8%	13%cd	19%abcd	12%	12%	12%	12%	13%	13%	6%	14%	11%	9%	8%	8%	6%	8%	10%	5%	9%	8%	11%	11%	11%	21%	15%vw	14%vw	4%	12%bc	9%	
Only/mainly via web form	43	14	9	46	25	39	13	13	19	13	1	26	14	6	29	17	8	6	10	1	14	6	5	15	10	7	18	13	1	20	10	9	20	19	
	7%b	4%	5%	6%	5%	5%	13%	7%	10%cd	4%	3%	6%	7%	8%	7%	6%	5%	4%	4%	6%	5%	4%	6%	5%	4%	3%	18%	10%bc	4%	4%	5%	4%	7%	5%	5%
Only/mainly by social media	31	32	6	41	23	51	11	9	21	9	2	33	7	1	26	15	7	12	4	-	18	4	1	10	13	14	18	17	2	32	16	3	22	27	
	5%	9%abcd	3%	6%	4%	7%	5%	5%	11%abc	3%	6%	7%	4%	1%	6%	5%	5%	9%bc	2%	-	6%	2%	1%	4%	5%	6%	6%	10%bc	5%	8%	7%	2%	6%	7%	
Only/mainly by letter	23	16	-	22	21	17	9	8	10	3	1	8	11	3	10	12	5	10	6	-	10	8	3	9	11	5	8	3	1	6	10	1	5	12	
	4%f	4%f	-	3%f	4%f	2%f	4%f	4%bc	5%bc	1%	3%	2%	3%	6%g	4%	4%	3%	7%g	3%	-	3%	5%	3%	3%	4%	4%	2%	5%g	1%	4%	1%	4%h	1%	3%	
Only/mainly in store	23	25	9	40	18	39	15	12	13	15	-	26	10	4	25	14	6	8	4	-	11	7	-	10	8	16	13	9	1	24	13	2	20	18	
	4%	7%abcd	5%	5%	3%	5%	6%	6%	7%	5%	-	6%	5%	5%	5%	5%	4%	6%	2%	-	4%	4%	-	4%	3%	7%bc	7%bc	3%	4%	6%	2%	2%	5%	5%	
Only/mainly via another contact method	5	2	3	3	4	5	2	1	1	1	-	1	1	1	-	3	-	2	1	1	2	2	-	3	1	-	3	2	-	3	1	1	4	1	
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	-	1%	1%	-	3%	1%	-	1%	1%	1%	1%	1%	
Don't know	4	3	1	5	5	8	3	2	2	-	1	3	1	1	2	1	2	-	1	1	1	3	1	1	3	3	3	-	3	3	3	2	1	4	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Only/mainly on the phone	283	132	101	340	246	354	81	19	31	29	2	50	20	11	44	37
	44%bz	35%	55%abcde	46%bz	45%bz	46%bz	33%	30%	36%	34%	20%	32%	34%	37%	29%	42%n
Only/mainly via webchat	90	43	18	75	100	83	31	5	8	16	2	16	10	5	19	12
	14%bc	11%	10%	10%	18%abcde	11%	13%	8%	9%	19%	20%	10%	17%	17%	12%	14%
Only/mainly via email	72	53	22	76	55	68	31	11	9	10	1	25	4	2	23	8
	11%	14%bc	12%	10%	10%	9%	13%	17%	11%	12%	10%	16%	7%	7%	15%	9%
Only/mainly via mobile app	64	56	14	92	44	98	47	11	12	21	3	31	11	5	36	11
	10%	15%acdf	8%	12%bc	8%	13%cd	19%acde	17%	14%	25%	30%	20%	19%	17%	23%bc	13%
Only/mainly via web form	43	14	9	46	25	39	13	1	7	5	-	10	3	-	10	3
	7%bd	4%	5%	6%	5%	5%	5%	2%	8%	6%	-	6%	5%	-	6%	3%
Only/mainly by social media	31	32	6	41	23	51	11	5	5	1	-	6	3	2	8	3
	5%	9%acdf	3%	6%	4%	7%	5%	3%	6%	1%	-	4%	5%	7%	5%	3%
Only/mainly by letter	23	16	-	22	21	17	9	2	7	-	-	3	5	1	4	4
	4%g	4%g	-	3%g	4%g	2%g	4%g	3%	8%g	-	-	2%	8%g	3%	3%	5%
Only/mainly in store	23	25	9	40	18	39	15	6	6	3	-	8	3	4	7	8
	4%	7%acg	5%	5%	3%	5%	6%	10%	7%	4%	-	5%	5%	13%	5%	9%
Only/mainly via another contact method	5	2	3	3	4	5	2	1	-	-	1	2	-	-	1	1
	1%	1%	2%	1%	1%	1%	1%	2%	-	-	10%	1%	-	-	1%	1%
Don't know	4	3	1	5	5	8	3	2	-	-	1	3	-	-	2	1
	1%	1%	1%	1%	1%	1%	1%	3%	-	-	10%	2%	-	-	1%	1%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT				EE				PLUSNET																			
	BT	EE	Plusnet	Sky	TalkTalk	Virgin Media	Vodafone	Issue				Complaint completely resolved		Issue				Complaint completely resolved		Issue				Complaint completely resolved											
								Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	
(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)		
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*	
10 - Extremely satisfied (10)	82	76	36	148	81	97	41	27	23	24	8	82	-	-	77	5	25	28	22	1	76	-	-	68	8	6	3	23	4	36	-	-	33	3	
	13%	20% <b>ade</b>	20% <b>ae</b>	20% <b>ade</b>	15%	13%	17%	14%	15%	9%	42%	23% <b>im</b>	-	-	20% <b>ae</b>	2%	21%	24%	16%	13%	31% <b>uw</b>	-	-	30% <b>kw</b>	5%	14%	8%	25% <b>ib</b>	44%	30% <b>af</b>	-	-	30% <b>kw</b>	4%	
9 - (9)	66	32	25	68	52	61	29	21	11	33	1	66	-	-	54	11	9	9	13	1	32	-	-	28	4	7	5	12	1	25	-	-	22	3	
	10%	9%	14% <b>ae</b>	9%	10%	8%	12%	11%	7%	12%	5%	19% <b>im</b>	-	-	14% <b>ae</b>	4%	8%	8%	10%	13%	13% <b>uw</b>	-	-	13% <b>uw</b>	3%	16%	14%	13%	11%	21% <b>af</b>	-	-	20% <b>ki</b>	4%	
8 - (8)	108	75	40	128	90	128	46	29	25	52	2	108	-	-	86	21	22	21	31	1	75	-	-	55	20	7	14	18	1	40	-	-	28	12	
	17%	20%	22%	17%	17%	17%	19%	15%	16%	20%	11%	31% <b>im</b>	-	-	23% <b>im</b>	8%	19%	18%	23%	13%	30% <b>uw</b>	-	-	23% <b>im</b>	13%	16%	19% <b>ib</b>	19%	11%	35% <b>af</b>	-	-	25%	17%	
7 - (7)	95	65	18	125	69	119	38	27	18	47	3	95	-	-	57	38	14	18	30	3	65	-	-	27	37	6	3	8	1	18	-	-	9	9	
	15%	17% <b>af</b>	10%	17% <b>af</b>	13%	16% <b>ib</b>	16%	14%	11%	16%	16%	22% <b>im</b>	-	-	15%	15%	12%	16%	22% <b>im</b>	38%	30% <b>uw</b>	-	-	12%	25% <b>uw</b>	12%	14%	8%	9%	11%	13% <b>af</b>	-	-	8%	13%
6 - (6)	84	36	15	78	61	86	24	32	22	29	1	-	84	-	42	41	10	13	12	1	-	36	-	16	20	6	3	6	-	-	15	-	6	8	
	13%	10%	8%	11%	11%	11%	10%	16%	14%	11%	5%	-	43% <b>im</b>	-	11%	16%	9%	11%	9%	13%	-	43% <b>im</b>	-	7%	13% <b>uw</b>	7%	14%	8%	6%	-	-	38% <b>af</b>	-	5%	12%
5 - (5)	72	40	14	63	59	79	24	22	15	33	2	-	72	-	25	45	13	10	16	1	-	40	-	16	23	3	4	6	1	-	14	-	5	8	
	11%	11%	8%	9%	11%	10%	10%	11%	10%	12%	11%	-	37% <b>im</b>	-	7%	18% <b>im</b>	11%	9%	12%	13%	-	42% <b>im</b>	-	7%	15% <b>uw</b>	7%	11%	6%	11%	-	35% <b>af</b>	-	5%	12%	
4 - (4)	41	19	11	52	42	64	11	15	15	11	-	-	41	-	8	32	10	6	3	-	19	-	7	12	3	1	7	-	-	11	-	4	7		
	6%	5%	6%	7%	8%	9% <b>ib</b>	5%	8%	10% <b>ib</b>	4%	-	-	21% <b>im</b>	-	2%	13% <b>im</b>	9%	5%	2%	-	20% <b>im</b>	-	3%	8% <b>uw</b>	3%	7%	3%	8%	-	28% <b>af</b>	-	4%	10%		
3 - (3)	37	13	8	29	41	39	9	10	11	16	-	-	-	37	9	28	6	6	1	-	-	-	2	11	3	2	3	-	-	-	8	1	6		
	6%	3%	4%	4%	9% <b>ib</b>	5%	4%	5%	7%	6%	-	-	41% <b>im</b>	-	2%	11% <b>im</b>	5%	5%	1%	-	-	-	1%	3%	7% <b>uw</b>	7%	5%	3%	-	-	33%	1%	9% <b>af</b>		
2 - (2)	23	6	6	21	18	30	6	3	9	9	2	-	-	23	8	15	2	1	3	-	-	6	-	1	5	1	1	3	1	-	6	-	5		
	4%	2%	3%	3%	3%	4% <b>ib</b>	2%	2%	9% <b>ib</b>	3%	11%	-	-	26% <b>im</b>	2%	6% <b>im</b>	2%	1%	2%	-	-	16% <b>im</b>	-	1	3% <b>uw</b>	2%	3%	3%	11%	-	25%	-	7% <b>af</b>		
1 - Extremely dissatisfied (1)	30	14	10	28	28	59	15	11	8	11	-	-	-	30	13	17	6	3	5	-	-	18	-	4	10	2	1	7	-	-	10	-	2	3	
	5%	4%	5%	4%	5%	8% <b>ib</b>	6%	6%	5%	4%	-	-	33% <b>im</b>	-	3%	7%	5%	3%	4%	-	-	42% <b>im</b>	-	2%	7% <b>uw</b>	5%	3%	8%	-	-	42%	2%	2%		
NET: Dissatisfied (1-3)	90	33	24	78	87	128	30	24	28	36	2	-	90	30	60	14	10	9	-	-	33	-	7	26	6	4	13	1	-	-	24	3	19		
	14% <b>ib</b>	9%	13%	11%	16% <b>ib</b>	17% <b>ib</b>	12%	12%	18%	14%	11%	-	100% <b>im</b>	-	8%	24% <b>im</b>	12%	9%	7%	-	-	100% <b>im</b>	-	3%	17% <b>uw</b>	14%	11%	14%	11%	-	100%	3%	28% <b>ib</b>		
NET: Neutral (4-6)	197	95	40	193	162	229	59	69	52	73	3	-	197	75	118	33	29	31	2	-	95	-	39	55	12	8	19	1	-	40	-	15	23		
	31% <b>af</b>	25%	22%	26%	30% <b>af</b>	30% <b>af</b>	24%	35%	33%	28%	16%	-	100% <b>im</b>	-	20%	47% <b>im</b>	28%	25%	23%	25%	-	100% <b>im</b>	-	17%	37% <b>uw</b>	27%	22%	20%	11%	-	100% <b>af</b>	-	14%	33% <b>ib</b>	
NET: Satisfied (7-10)	351	248	119	469	292	405	154	104	77	156	14	351	-	-	274	75	70	76	96	6	248	-	178	69	26	25	61	7	119	-	-	92	27		
	55%	66% <b>ade</b>	65% <b>ade</b>	63% <b>ade</b>	54%	53%	63% <b>ade</b>	53%	49%	59%	74%	100% <b>im</b>	-	-	72% <b>im</b>	30%	60%	66%	71%	75%	100% <b>im</b>	-	78% <b>im</b>	46%	59%	68%	66%	78%	100% <b>af</b>	-	-	84% <b>uw</b>	39%		
Mean score	6.52	7.07 <b>ade</b>	7.02 <b>ade</b>	6.54 <b>ade</b>	6.46	6.27	6.88 <b>ade</b>	6.54	6.25	6.57	7.68	8.38 <b>im</b>	5.22 <b>m</b>	2.08	7.41 <b>o</b>	5.19	6.82	7.22	7.15	7.38	8.48 <b>uw</b>	5.18 <b>v</b>	1.97	7.93 <b>v</b>	5.81	6.75	7.00	7.03	7.89	8.68 <b>af</b>	5.10	1.92	8.15 <b>l</b>	5.33	
Standard error	0.10	0.12	0.20	0.09	0.11	0.10	0.16	0.18	0.21	0.15	0.61	0.06	0.05	0.09	0.12	0.14	0.24	0.22	0.19	0.56	0.07	0.08	0.16	0.14	0.19	0.38	0.37	0.29	0.93	0.10	0.13	0.18	0.19	0.32	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
								Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
(a)	(b)	(f)	(c)	(d)	(e)	(z)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
10 - Extremely satisfied	82	76	36	148	81	97	41	33	48	56	11	148	-	-	137	10	30	17	32	2	81	-	-	71	9	35	31	27	4	97	-	86	11	
	13%	20%ade	20%ae	20%ade	15%	13%	17%	17%	25%a	18%	34%AC	32%FG	-	-	32%	3%	20%	12%	14%	13%	28%im	-	-	25%	4%	15%g	18%r	8%	17%	24%uw	-	23%w	3%	
9 -	66	32	25	68	52	61	29	19	20	23	6	68	-	-	61	7	15	14	19	4	52	-	-	45	7	18	24	17	2	61	-	53	8	
	10%	9%	14%e	9%	10%	8%	12%	10%	10%	7%	19%C	14%FG	-	-	14%	2%	10%	10%	8%	25%	18%im	-	-	10%	3%	8%	14%pp	5%	8%	15%uw	-	14%w	2%	
8 -	108	75	40	128	90	128	46	36	30	59	3	128	-	-	94	34	17	29	38	6	90	-	-	56	34	37	26	61	4	128	-	88	38	
	17%	20%	22%	17%	17%	17%	19%	18%	15%	19%	9%	37%FG	-	-	25%	11%	11%	11%	16%	38%	31%im	-	-	20%im	13%	16%	15%	19%	17%	32%uw	-	25%w	10%	
7 -	95	65	18	125	69	119	38	35	29	58	3	125	-	-	62	63	26	18	24	1	69	-	-	40	29	37	27	52	3	119	-	65	53	
	15%	17%j	10%	17%j	13%	16%j	16%	18%	15%	19%	9%	32%FG	-	-	15%	13%	17%	13%	10%	6%	22%im	-	-	14%	11%	16%	16%	16%	13%	23%uw	-	18%	14%	
6 -	84	36	15	78	61	86	24	21	20	32	5	-	78	-	28	49	12	20	29	-	-	61	-	-	15	45	22	19	43	2	-	86	33	
	13%	10%	8%	11%	11%	11%	10%	11%	10%	10%	16%	-	40%EG	-	7%	16%h	8%	14%	13%	-	-	38%km	-	-	5%	18%a	9%	11%	13%	8%	-	38%lv	-	9%
5 -	72	40	14	63	59	79	24	14	19	27	3	-	63	-	18	44	14	17	28	-	-	59	-	-	24	34	24	17	37	1	-	79	18	
	11%	11%	8%	9%	11%	10%	10%	7%	10%	9%	9%	-	33%EG	-	4%	14%h	9%	12%	12%	-	-	30%km	-	-	9%	13%	10%	10%	11%	4%	-	34%lv	-	5%
4 -	41	19	11	52	42	64	11	16	12	24	-	-	52	-	15	37	12	6	22	2	-	42	-	-	14	25	16	13	34	1	-	64	15	
	6%	5%	6%	7%	8%	6%	5%	8%	6%	8%	-	-	27%EG	-	4%	12%h	8%	4%	10%	13%	-	26%km	-	-	5%	10%a	7%	7%	10%	4%	-	28%lv	-	4%
3 -	37	13	8	29	41	39	9	10	6	13	-	-	29	-	4	25	11	11	19	-	-	41	-	-	7	33	14	5	19	1	-	39	3	
	6%	3%	4%	4%	8%bcx	5%	4%	5%	3%	4%	-	-	37%EG	-	1%	8%h	7%	8%	8%	-	-	47%im	-	-	3%	13%a	6%	3%	6%	4%	-	30%lv	-	1%
2 -	23	6	6	21	18	30	6	5	7	8	1	-	21	-	1	20	6	6	5	1	-	18	-	-	2	16	10	5	15	-	-	30	5	
	4%	2%	3%	3%	3%	4%	2%	3%	4%	3%	3%	-	27%EG	-	+	6%h	4%	4%	2%	6%	-	21%im	-	-	1%	6%a	4%	3%	5%	-	-	23%lv	-	1%
1 - Extremely dissatisfied	30	14	10	28	28	59	15	11	4	13	-	-	28	-	7	20	10	3	15	-	-	28	-	-	6	22	7	24	6	-	59	5	51	
	5%	4%	5%	4%	5%	8%abx	6%	6%	2%	4%	-	-	34%EG	-	2%	6%h	7%	2%	6%	-	-	32%im	-	-	2%	8%a	4%	7%	25%	-	-	45%lv	-	1%
NET: Dissatisfied	90	33	24	78	87	128	30	26	17	34	1	-	78	-	12	65	27	20	39	1	-	87	-	-	15	71	45	17	58	7	-	128	13	
	14%de	9%	13%	11%	16%bc	17%bc	12%	13%	9%	11%	3%	-	100%EG	-	3%	21%h	18%	14%	17%	6%	-	100%im	-	-	5%	28%a	10%a	10%	18%a	29%	-	100%lv	-	4%
NET: Neutral	197	95	40	193	162	229	59	51	51	83	8	-	193	-	61	130	38	43	79	2	-	162	-	-	53	104	62	49	114	4	-	229	66	
	31%cd	25%	22%	26%	30%j	30%j	24%	26%	26%	27%	25%	-	100%EG	-	14%	42%h	25%	30%	34%	13%	-	100%km	-	-	19%	41%a	26%	28%	35%p	17%	-	100%lv	-	18%
NET: Satisfied	351	248	119	469	292	405	154	123	127	196	23	469	-	-	354	414	88	78	113	13	292	-	-	212	79	127	108	157	13	405	-	292	110	
	55%	66%ade	65%ade	63%ade	54%	53%	63%ade	62%	65%	63%	72%	100%FG	-	-	83%	37%	58%	55%	49%	81%	100%im	-	-	76%a	31%	54%	62%r	48%	54%	100%uv	-	75%w	29%	
Mean score	6.52	7.07ade	7.07ade	6.54ade	6.46	6.27	6.88de	6.72	7.19	6.82	6.80AC	6.81FG	5.13G	2.01	6.07I	5.41	6.52	6.60	6.26	7.56	6.80im	5.12m	2.15	6.64o	5.20	6.24	6.93pp	5.97	5.88	6.34uv	5.10v	1.84	7.72x	4.89
Standard error	0.10	0.12	0.20	0.09	0.11	0.10	0.16	0.18	0.17	0.14	0.37	0.05	0.06	0.10	0.10	0.13	0.22	0.20	0.17	0.57	0.07	0.06	0.09	0.13	0.15	0.18	0.19	0.14	0.69	0.06	0.05	0.08	0.10	0.12

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

		Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied	(10)	82 13%	76 20%ade	36 20%ade	148 20%ade	81 15%	97 13%	41 17%	7 11%	17 20%	14 16%	3 30%	41 27%im	-	-	39 25%en	2 2%
9 -	(9)	66 10%	32 9%	25 14%ade	68 9%	52 10%	61 8%	29 12%	9 14%	13 15%	7 8%	-	29 19%im	-	-	23 15%	6 7%
8 -	(8)	108 17%	75 20%	40 22%	128 17%	90 17%	128 17%	46 19%	10 16%	14 16%	20 24%	2 20%	46 30%im	-	-	36 22%en	10 11%
7 -	(7)	95 15%	65 17%ade	18 10%	125 17%ade	69 13%	119 15%	38 16%	11 17%	9 11%	16 19%	2 20%	38 25%im	-	-	22 14%	16 18%
6 -	(6)	84 13%	35 10%	15 8%	78 11%	61 11%	86 11%	24 10%	4 6%	8 9%	10 12%	2 20%	-	24 41%im	-	16 10%	8 9%
5 -	(5)	72 11%	40 11%	14 8%	63 9%	59 11%	79 10%	24 10%	8 13%	9 11%	6 7%	1 10%	-	24 41%im	-	11 7%	13 15%
4 -	(4)	41 6%	19 5%	11 6%	52 7%	42 8%	64 8%bu	11 5%	3 5%	3 4%	5 6%	-	-	11 19%im	-	4 3%	7 8%
3 -	(3)	37 6%	13 3%	8 4%	29 4%	41 8%bu	39 5%	9 4%	3 5%	4 5%	2 2%	-	-	-	9 30%im	1 1%	8 9%en
2 -	(2)	23 4%	6 2%	6 3%	21 3%	18 3%	30 4%bu	6 2%	3 5%	2 2%	1 1%	-	-	-	6 20%im	1 1%	5 6%en
1 - Extremely dissatisfied	(1)	30 5%	14 4%	10 5%	28 4%	28 5%	59 8%abu	15 6%	5 8%	6 7%	4 5%	-	-	-	15 20%im	1 1%	13 15%en
NET: Dissatisfied	(1-3)	89 14%bu	33 9%	24 13%	78 11%	87 16%bu	128 17%bu	30 12%	11 17%	12 14%	7 8%	-	-	30 100%im	3 2%	26 30%en	
NET: Neutral	(4-6)	197 31%ct	95 25%	40 22%	193 26%	162 30%u	229 30%u	59 24%	15 24%	20 24%	21 25%	3 30%	-	59 100%im	-	31 20%	28 32%en
NET: Satisfied	(7-10)	351 55%	248 66%ade	119 65%ade	469 63%ade	292 54%	405 53%	154 63%ade	37 59%	53 62%	57 67%	7 70%	154 100%im	-	-	120 78%en	34 39%
Mean score		6.52	7.07ade	7.08ade	6.94ade	6.46	6.27	6.86ade	6.41	6.93	7.02	7.70	6.47im	6.22m	1.80	7.87o	5.16
Standard error		0.10	0.12	0.20	0.09	0.11	0.10	0.16	0.34	0.29	0.25	0.58	0.09	0.10	0.16	0.15	0.28

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT				EE				PLUSNET																				
	Issue							Complaint completely resolved				Issue				Complaint completely resolved																				
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	379	224	110	427	280	371	154	117	91*	159	12**	274	75*	30*	379	-**	75*	67*	77*	5**	178	39*	7**	224	-**	25**	21**	58*	6**	92*	15**	3**	110	-**		
10 - Extremely satisfied (10)	77	68	33	137	71	86	39	25	22	24	6	77	-	-	77	-	22	25	20	1	68	-	-	68	-	6	3	21	3	33	-	-	33	-		
	20%	30%	30%	32%	25%	23%	25%	21%	24%	15%	50%	28% <u>kl</u>	-	-	20%	-	29%	37%	26%	20%	38% <u>kl</u>	-	-	30%	-	24%	14%	36%	50%	36%	-	-	30%	-		
9 - (9)	54	28	22	61	45	53	23	15	9	29	1	54	-	-	54	-	8	8	11	1	28	-	-	28	-	6	5	11	-	22	-	-	22	-		
	14%	13%	20%	14%	16%	14%	15%	13%	10%	18%	8%	20% <u>kl</u>	-	-	14%	-	11%	12%	14%	20%	16% <u>kl</u>	-	-	13%	-	24%	24%	19%	-	24%	-	-	20%	-		
8 - (8)	86	55	28	94	56	88	36	25	17	42	2	86	-	-	86	-	17	15	22	1	55	-	-	55	-	5	8	14	1	28	-	-	28	-		
	23%	25%	25%	23%	20%	24%	23%	21%	19%	26%	17%	31% <u>kl</u>	-	-	23%	-	23%	22%	29%	20%	31% <u>kl</u>	-	-	25%	-	20%	38%	24%	17%	30%	-	-	25%	-		
7 - (7)	57	27	9	62	40	65	22	20	12	24	1	57	-	-	57	-	9	7	10	1	27	-	-	27	-	2	2	4	1	9	-	-	9	-		
	15%	12%	8%	15%	14%	18% <u>kl</u>	14%	17%	13%	15%	8%	21% <u>kl</u>	-	-	15%	-	12%	10%	13%	20%	15% <u>kl</u>	-	-	12%	-	8%	10%	7%	17%	10%	-	-	8%	-		
6 - (6)	42	16	6	28	15	33	16	17	9	15	1	-	42	-	42	-	5	6	5	-	-	16	-	16	-	2	1	3	-	-	6	-	6	-		
	11% <u>kl</u>	7%	5%	7%	5%	9%	10%	15%	10%	9%	8%	-	56% <u>kl</u>	-	11%	-	7%	9%	6%	-	-	41% <u>kl</u>	-	7%	-	8%	5%	5%	-	-	40%	-	5%	-		
5 - (5)	25	16	5	18	24	18	11	5	7	12	1	-	25	-	25	-	4	3	8	1	-	16	-	16	-	1	1	2	1	-	5	-	5	-		
	7%	7%	5%	4%	9% <u>kl</u>	5%	7%	4%	8%	8%	8%	-	33% <u>kl</u>	-	7%	-	5%	4%	10%	20%	-	41% <u>kl</u>	-	7%	-	4%	5%	3%	17%	-	33%	-	5%	-		
4 - (4)	8	7	4	15	14	15	4	5	3	-	-	-	8	-	8	-	5	2	-	-	-	7	-	7	-	2	-	2	-	4	-	4	-	4	-	
	2%	3%	4%	4%	5% <u>kl</u>	4%	3%	4%	3%	-	-	-	11% <u>kl</u>	-	2%	-	7%	3%	-	-	-	18% <u>kl</u>	-	3%	-	8%	-	3%	-	-	27%	-	4%	-	4%	-
3 - (3)	9	2	1	4	7	3	1	2	3	4	-	-	9	-	9	-	1	1	-	-	-	2	-	2	-	1	-	-	-	-	1	-	1	-	1	-
	2%	1%	1%	1%	3%	1%	1%	2%	3%	3%	-	-	30% <u>kl</u>	-	2%	-	1%	1%	-	-	-	14%	-	2%	-	4%	-	-	-	-	33%	-	1%	-	1%	-
2 - (2)	8	1	-	1	2	5	1	-	5	3	-	-	8	-	8	-	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	2% <u>kl</u>	+	+	+	1%	1%	1%	-	9% <u>kl</u>	2%	-	-	27% <u>kl</u>	-	2%	-	1%	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	13	4	2	7	6	5	1	3	4	6	-	-	13	-	13	-	3	-	1	-	-	4	-	4	-	-	1	1	-	-	-	2	-	2	-	
	3%	2%	2%	2%	2%	1%	1%	3%	4%	4%	-	-	43% <u>kl</u>	-	3%	-	4%	-	1%	-	-	2%	-	2%	-	-	5%	2%	-	-	67%	-	2%	-	2%	-
NET: Dissatisfied (1-3)	30	7	3	12	15	13	3	5	12	13	-	-	30	-	30	-	5	1	1	-	-	7	-	7	-	1	1	1	-	-	3	-	3	-	3	-
	8% <u>kl</u>	3%	3%	3%	5%	4%	2%	4%	13% <u>kl</u>	8%	-	-	100% <u>kl</u>	-	8%	-	7%	1%	1%	-	-	100%	-	3%	-	4%	5%	2%	-	-	100%	-	3%	-	3%	-
NET: Neutral (4-6)	75	39	15	61	53	66	31	27	19	27	2	-	75	-	75	-	14	11	13	1	-	39	-	39	-	5	2	7	1	-	15	-	15	-	15	-
	20% <u>kl</u>	17%	14%	14%	19%	18%	20%	23%	21%	17%	17%	-	100% <u>kl</u>	-	20%	-	19%	16%	17%	20%	-	39% <u>kl</u>	-	17%	-	20%	10%	12%	17%	-	100%	-	14%	-	14%	-
NET: Satisfied (7-10)	274	178	92	354	212	292	120	85	60	119	10	274	-	-	274	-	56	55	63	4	178	-	178	-	178	-	19	18	50	5	92	-	92	-	92	-
	72%	79%	84% <u>kl</u>	83% <u>kl</u>	76%	79% <u>kl</u>	78%	73%	66%	75%	83%	100% <u>kl</u>	-	-	72%	-	75%	82%	82%	80%	100% <u>kl</u>	-	79%	-	79%	-	76%	86%	86%	83%	100%	-	84%	-	84%	-
Mean score	7.41	7.93a	8.18ade	8.07ade	7.64	7.73a	7.87a	7.53	7.09	7.42	8.58	8.85lm	5.45m	1.87	7.41	-	7.59	8.25	8.00	7.80	8.77lu	5.23	1.71	7.93	-	7.84	7.86	8.38	8.33	8.86	5.13	1.67	8.15	-		

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY				TALK TALK				VIRGIN MEDIA																			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Complaint completely resolved		Issue				Complaint completely resolved		Issue				Complaint completely resolved											
								Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)	
Total	379	224	110	427	280	371	154	115	123	173	16**	354	61**	12**	427	-**	84**	65**	119	12**	212	53**	15**	280	-**	117	94**	152	8**	292	66**	13**	371	-**	
10 - Extremely satisfied (10)	77	68	33	137	71	86	39	33	46	50	8	137	-	-	137	-	27	15	28	1	71	-	-	71	-	31	26	26	3	86	-	-	86	-	
	20%	30%	30%	32%	25%	23%	25%	29%	37%	29%	50%	39%	-	-	32%	23%	24%	8%	33%	-	-	25%	-	26%	28%	17%	38%	29%	-	-	23%	-	-	23%	-
9 - (9)	54	28	22	61	45	53	23	16	19	22	4	61	-	-	61	-	11	13	17	4	45	-	-	45	-	17	22	13	1	53	-	-	53	-	
	14%	13%	20%	14%	16%	14%	15%	14%	15%	13%	25%	17%	-	-	14%	-	13%	20%	14%	33%	21%	-	-	16%	-	15%	23%	9%	13%	18%	-	-	14%	-	
8 - (8)	86	55	28	94	56	88	36	29	19	43	3	94	-	-	94	-	12	14	24	6	56	-	-	56	-	23	18	43	4	88	-	-	88	-	
	23%	25%	25%	23%	20%	24%	23%	25%	15%	25%	19%	27%	-	-	22%	-	14%	22%	20%	50%	35%	-	-	20%	-	20%	19%	28%	50%	35%	-	-	24%	-	
7 - (7)	57	27	9	62	40	65	22	17	14	31	-	62	-	-	62	-	17	5	18	-	40	-	-	40	-	22	15	28	-	65	-	-	65	-	
	15%	12%	8%	15%	14%	18%	14%	15%	11%	18%	-	18%	-	-	15%	-	20%	8%	15%	-	18%	-	-	14%	-	19%	16%	18%	-	22%	-	-	18%	-	
6 - (6)	42	16	6	28	15	33	16	6	10	12	-	28	-	-	28	-	4	5	6	-	15	-	-	15	-	13	5	15	-	33	-	-	33	-	
	11%	7%	5%	7%	5%	9%	10%	5%	8%	7%	-	46%	-	-	7%	-	5%	8%	5%	-	28%	-	-	5%	-	11%	5%	10%	-	30%	-	-	9%	-	
5 - (5)	25	16	5	18	24	18	11	4	9	4	1	18	-	-	18	-	5	8	11	-	24	-	-	24	-	3	3	12	-	18	-	-	18	-	
	7%	7%	5%	4%	9%	5%	7%	3%	7%	2%	6%	30%	-	-	4%	-	6%	12%	9%	-	45%	-	-	9%	-	3%	3%	8%	-	27%	-	-	5%	-	
4 - (4)	8	7	4	15	14	15	4	7	3	5	-	15	-	-	15	-	3	1	9	1	14	-	-	14	-	3	3	9	-	15	-	-	15	-	
	2%	3%	4%	4%	5%	4%	3%	6%	2%	3%	-	25%	-	-	4%	-	4%	2%	8%	8%	26%	-	-	5%	-	3%	3%	6%	-	23%	-	-	4%	-	
3 - (3)	9	2	1	4	7	3	1	1	1	2	-	4	-	-	4	-	3	1	3	-	7	-	-	7	-	2	-	1	-	3	-	-	3	-	
	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%	-	33%	-	-	1%	-	4%	2%	3%	-	47%	-	-	3%	-	2%	-	1%	-	23%	-	-	1%	-	
2 - (2)	8	1	-	1	2	5	1	-	-	1	-	1	-	-	1	-	2	-	-	-	2	-	-	2	-	2	1	2	-	5	-	-	5	-	
	2%	+	+	+	1%	1%	1%	-	-	1%	-	8%	-	-	+	-	-	3%	-	-	13%	-	-	1%	-	2%	1%	1%	-	38%	-	-	1%	-	
1 - Extremely dissatisfied (1)	13	4	2	7	6	5	1	2	2	3	-	7	-	-	7	-	2	1	3	-	6	-	-	6	-	1	1	3	-	5	-	-	5	-	
	3%	2%	2%	2%	2%	1%	1%	2%	2%	2%	-	58%	-	-	2%	-	2%	2%	3%	-	40%	-	-	2%	-	1%	1%	2%	-	38%	-	-	1%	-	
NET: Dissatisfied (1-3)	30	7	3	12	15	13	3	3	3	6	-	12	-	-	12	-	5	4	6	-	15	-	-	15	-	5	2	6	-	13	-	-	13	-	
	8%	3%	3%	3%	5%	4%	2%	3%	2%	3%	-	100%	-	-	3%	-	6%	6%	5%	-	100%	-	-	5%	-	4%	2%	4%	-	100%	-	-	4%	-	
NET: Neutral (4-6)	75	39	15	61	53	66	31	17	22	21	1	61	-	-	61	-	12	14	26	1	53	-	-	53	-	19	11	36	-	66	-	-	66	-	
	20%	17%	14%	14%	19%	18%	20%	15%	18%	12%	6%	100%	-	-	14%	-	14%	22%	22%	8%	100%	-	-	19%	-	16%	12%	24%	-	100%	-	-	18%	-	
NET: Satisfied (7-10)	274	178	92	354	212	292	120	95	98	146	15	354	-	-	354	-	67	47	87	11	212	-	-	212	-	93	81	110	8	292	-	-	292	-	
	72%	79%	84%	83%	76%	79%	78%	83%	80%	84%	94%	100%	-	-	83%	-	80%	72%	73%	92%	100%	-	-	76%	-	79%	86%	72%	100%	100%	-	-	79%	-	
Mean score	7.41	7.93a	8.15ade	8.07ade	7.64	7.73a	7.87a	7.95	8.15	7.99	9.06	8.77F	5.21	1.75	8.07	-	7.81	7.63	7.48	8.17	6.88I	5.02	2.07	7.64	-	7.84r	6.16r	7.32	8.88	6.85u	5.27	1.85	7.73	-	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/z - gh/ij - klm - n/o - p/q/rs - tu/v - wx - ABC/D - EFG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

		Supplier						Issue				VODAFONE Satisfaction			Complaint completely resolved		
		BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total		379	224	110	427	280	371	154	39*	55*	52*	8**	120	31*	3**	154	..**
10 - Extremely satisfied	(10)	77 20%	68 30%a	33 30%a	137 32%a	71 25%	86 23%	39 25%	6 15%	16 29%	14 27%	3 38%	39 33%k	-	-	39 25%	-
9 -	(9)	54 14%	28 13%	22 20%	61 14%	45 16%	53 14%	23 15%	7 18%	11 20%	5 10%	-	23 19%l	-	-	23 15%	-
8 -	(8)	86 23%	55 25%	28 25%	94 22%	56 20%	88 24%	36 23%	8 21%	11 20%	17 33%	-	36 30%k	-	-	36 23%	-
7 -	(7)	57 15%	27 12%	9 8%	62 14%	40 14%	65 18%	22 14%	6 15%	6 11%	8 15%	2 25%	22 18%k	-	-	22 14%	-
6 -	(6)	42 11%cd	16 7%	6 5%	28 7%	15 5%	33 9%	16 10%	4 10%	5 9%	5 10%	2 25%	-	16 13%l	-	16 10%	-
5 -	(5)	25 7%	16 7%	5 5%	18 4%	24 9%	18 5%	11 7%	6 15%h	3 5%	1 2%	1 13%	-	11 9%k	-	11 7%	-
4 -	(4)	8 2%	7 3%	4 4%	15 4%	14 5%	15 4%	4 3%	1 3%	2 4%	1 2%	-	-	4 3%k	-	4 3%	-
3 -	(3)	9 2%	2 1%	1 1%	4 1%	7 3%	3 1%	1 1%	-	-	1 2%	-	-	-	1 33%	1 1%	-
2 -	(2)	8 2%k	1 +	-	1 +	2 1%	5 1%	1 1%	-	1 2%	-	-	-	-	1 33%	1 1%	-
1 - Extremely dissatisfied	(1)	13 3%	4 2%	2 2%	7 2%	6 2%	5 1%	1 1%	1 3%	-	-	-	-	-	1 33%	1 1%	-
NET: Dissatisfied	(1-3)	30 8%bcd	7 3%	3 3%	12 3%	15 5%	13 4%	3 2%	1 3%	1 2%	-	-	-	-	3 100%	3 2%	-
NET: Neutral	(4-6)	75 20%c	39 17%	15 14%	61 14%	53 19%	66 18%	31 20%	11 28%	10 18%	7 13%	3 38%	-	31 100%k	-	31 20%	-
NET: Satisfied	(7-10)	274 72%	178 79%	92 84%a	354 83%ad	212 76%	292 79%a	120 78%	27 69%	44 80%	44 85%	5 63%	120 100%k	-	-	120 78%	-
Mean score		7.41	7.93a	8.18ade	8.07ade	7.64	7.73a	7.87a	7.38	8.07	8.06	7.63	8.66k	5.39	2.00	7.87	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT					EE					PLUSNET																
	Issue							Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved													
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
10 - Extremely satisfied (10)	113	95	43	155	105	130	55	36	24	47	6	94	15	4	95	18	25	36	33	1	89	5	1	80	15	6	7	27	3	40	2	1	33	10
9 - (9)	98	50	37	90	67	85	34	29	22	45	2	81	13	4	73	24	17	20	12	1	44	5	1	39	11	13	6	18	-	34	1	2	29	7
8 - (8)	106	61	36	127	98	144	53	32	26	45	3	81	20	5	69	37	23	12	25	1	50	9	2	36	25	6	10	17	3	27	5	4	24	12
7 - (7)	100	54	21	109	76	97	28	36	23	39	2	53	37	10	53	46	14	12	25	3	34	16	4	23	31	8	3	9	1	7	12	2	15	10
6 - (6)	63	37	14	64	44	75	25	20	19	23	1	18	39	6	26	35	9	10	17	1	16	17	4	15	21	3	5	5	1	6	4	4	6	7
5 - (5)	53	37	13	78	55	84	19	9	12	26	1	12	34	7	28	24	14	13	10	-	6	26	5	13	23	5	1	6	1	4	7	2	6	7
4 - (4)	46	20	6	34	34	37	7	11	14	20	1	8	19	19	16	30	7	7	5	1	5	11	4	8	12	-	3	3	-	-	4	2	-	6
3 - (3)	23	11	6	28	21	32	10	10	4	9	-	3	10	10	4	16	5	4	2	-	2	4	5	5	6	1	-	5	-	1	2	3	1	4
2 - (2)	8	3	1	17	16	24	5	-	4	3	1	-	2	6	2	6	2	-	1	-	-	1	2	2	1	-	1	-	-	-	1	-	-	1
1 - Extremely dissatisfied (1)	23	7	4	31	21	45	6	12	3	8	-	-	5	15	7	16	1	1	5	-	1	1	5	2	5	1	1	2	-	-	1	3	-	3
Not applicable	5	1	2	7	4	6	1	2	1	-	2	1	3	1	3	-	-	-	1	-	1	-	-	1	-	1	-	1	-	-	1	1	-	2
NET: Dissatisfied (1-3)	54	21	11	76	58	104	21	22	11	20	1	3	17	34	16	38	8	5	8	-	3	6	12	9	12	2	2	7	-	1	4	6	1	8
NET: Neutral (4-6)	162	94	33	176	133	196	51	40	50	69	3	38	92	32	70	90	30	30	32	2	27	54	13	36	56	8	9	14	2	10	15	8	12	20
NET: Satisfied (7-10)	417	260	137	481	346	456	170	133	95	176	13	309	85	23	290	125	79	80	95	6	217	35	8	178	82	33	26	71	7	108	20	9	97	39
Mean score	7.10e	7.46acde	7.71acde	7.09b	7.00	6.75	7.42de	7.08	6.96	7.16	7.82	6.20im	6.21im	4.42	7.77o	6.11	7.32	7.70	7.39	7.25	6.41uv	6.00v	4.61	6.11x	6.53	7.63	7.43	7.83	8.00	6.66f	6.08	5.57	6.45l	6.67
Standard error	0.09	0.12	0.16	0.09	0.11	0.10	0.15	0.18	0.18	0.14	0.58	0.08	0.15	0.28	0.11	0.15	0.21	0.21	0.20	0.65	0.11	0.19	0.43	0.14	0.18	0.31	0.37	0.24	0.60	0.13	0.32	0.56	0.15	0.30

Proportions/Means: Columns Tested (5% risk level) - ab/cd/ef/z - gh/ij - klm - n/o - p/q/rs - tuv - w/x - ABCD - EFG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 32

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

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

	SKY														TALK TALK														VIRGIN MEDIA																				
	Supplier							Issue							Satisfaction							Complaint completely resolved							Issue							Satisfaction							Complaint completely resolved						
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)															
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379															
10 - Extremely satisfied (10)	113	95	43	155	105	130	55	32	52	63	8	147	6	2	136	18	29	31	41	4	96	6	3	88	17	40	38	48	4	115	7	8	98	32															
9 - (9)	98	50	37	90	67	85	34	26	22	37	5	78	9	3	73	17	22	16	26	3	47	17	3	43	23	23	24	37	1	74	9	2	60	25															
8 - (8)	106	61	36	127	98	144	53	37	38	51	1	103	16	8	82	45	20	24	50	4	65	27	6	52	46	44	33	63	4	111	26	7	93	49															
7 - (7)	100	54	21	109	76	97	28	31	22	51	3	79	26	4	61	47	24	18	34	-	45	25	6	36	38	35	16	44	2	51	38	8	48	49															
6 - (6)	63	37	14	64	44	75	25	16	20	23	5	19	41	4	30	33	10	8	16	1	16	21	7	20	24	18	14	40	3	25	45	5	26	45															
5 - (5)	53	37	13	78	55	84	19	21	20	34	3	21	50	7	16	62	14	13	27	1	12	31	12	21	32	24	23	35	2	12	55	17	18	64															
4 - (4)	46	20	6	34	34	37	7	12	6	15	1	8	19	7	8	26	10	14	9	1	7	14	13	5	28	14	6	16	1	8	21	8	8	28															
3 - (3)	23	11	6	28	21	32	10	9	6	13	-	8	11	9	7	21	7	6	8	-	1	11	9	4	17	11	9	12	-	2	17	13	8	24															
2 - (2)	8	3	1	17	16	24	5	4	2	10	1	-	7	10	5	12	1	5	9	1	-	7	9	4	12	6	3	14	1	2	4	18	4	20															
1 - Extremely dissatisfied (1)	23	7	4	31	21	45	6	12	4	13	2	2	5	24	4	27	7	5	8	1	1	2	18	4	16	20	6	17	5	1	6	41	6	40															
Not applicable	5	1	2	7	4	6	1	-	3	3	1	4	3	-	5	1	-	1	3	-	2	1	1	3	1	-	2	3	1	4	1	1	2	3															
NET: Dissatisfied (1-3)	54	21	11	76	58	104	21	25	12	36	3	10	23	43	16	60	15	16	25	2	2	20	36	12	45	37	18	43	6	5	27	72	18	84															
NET: Neutral (4-6)	162	94	33	176	133	196	51	49	46	72	9	48	110	18	54	121	43	35	52	3	35	66	32	46	84	56	43	91	6	45	121	30	52	127															
NET: Satisfied (7-10)	417	260	137	481	346	456	170	126	134	202	19	407	57	17	352	127	95	89	151	11	253	75	18	219	124	142	111	192	11	351	80	25	299	155															
Mean score	7.10e	7.46acde	7.71acde	7.09b	7.00	6.75	7.42db	6.82	7.53AC	6.99	7.13	6.23FG	5.66G	3.81	6.12I	5.68	6.99	6.96	7.01	7.31	6.30lm	6.15m	4.23	7.96o	6.00	6.61	7.17pr	6.70	5.83	6.26uv	5.79w	3.72	7.90x	5.68															
Standard error	0.09	0.12	0.16	0.09	0.11	0.10	0.15	0.18	0.16	0.14	0.48	0.08	0.14	0.32	0.10	0.14	0.20	0.22	0.16	0.72	0.10	0.17	0.28	0.13	0.16	0.18	0.19	0.14	0.68	0.08	0.13	0.25	0.11	0.14															

Proportions/Means: Columns Tested (5% risk level) - ab/cd/ef/z - gh/ij - klm - n/o - p/q/rs - tu/v - wx - ABCD - EFG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied (10)	113	95	43	155	105	130	55	11	27	15	2	51	3	1	45	10
	18%	25% <b>ade</b>	23% <b>ae</b>	21%	19%	17%	23%	17%	32% <b>h</b>	18%	20%	33% <b>km</b>	5%	3%	29% <b>on</b>	11%
9 -	98	50	37	90	67	85	34	15	7	12	-	30	4	-	28	6
	15% <b>ae</b>	13%	20% <b>bcde</b>	12%	12%	11%	14%	24% <b>h</b>	8%	14%	-	19% <b>km</b>	7%	-	18% <b>oo</b>	7%
8 -	106	61	36	127	98	144	53	12	13	26	2	42	9	2	40	13
	17%	16%	20%	17%	18%	19%	22%	19%	15%	31% <b>h</b>	20%	27% <b>km</b>	15%	7%	26% <b>oo</b>	15%
7 -	100	54	21	109	76	97	28	5	10	10	3	19	8	1	15	13
	16%	14%	11%	15%	14%	13%	12%	8%	12%	12%	30%	12%	14%	3%	10%	15%
6 -	63	37	14	64	44	75	25	4	9	9	3	7	15	3	14	11
	10%	10%	8%	9%	8%	10%	10%	6%	11%	11%	30%	5%	25% <b>l</b>	10%	9%	13%
5 -	53	37	13	78	55	84	19	7	8	4	-	3	13	3	7	12
	8%	10%	7%	11%	10%	11%	8%	11%	9%	5%	-	2%	22% <b>km</b>	10% <b>l</b>	5%	14% <b>on</b>
4 -	46	20	6	34	34	37	7	3	3	1	-	-	4	3	1	6
	7% <b>ae</b>	5%	3%	5%	6%	5%	3%	5%	4%	1%	-	-	7% <b>km</b>	10% <b>l</b>	1%	7% <b>on</b>
3 -	23	11	6	28	21	32	10	5	2	3	-	2	2	6	3	7
	4%	3%	3%	4%	4%	4%	4%	8%	2%	4%	-	1%	3%	20% <b>kl</b>	2%	8% <b>on</b>
2 -	8	3	1	17	16	24	5	1	2	2	-	-	-	5	1	4
	1%	1%	1%	2%	3% <b>ab</b>	3% <b>ab</b>	2%	2%	2%	2%	-	-	-	17% <b>kl</b>	1%	5% <b>on</b>
1 - Extremely dissatisfied (1)	23	7	4	31	21	48	6	-	3	3	-	-	1	5	-	5
	4%	2%	2%	4% <b>b</b>	4%	6% <b>abde</b>	2%	-	4%	4%	-	-	2%	17% <b>kl</b>	-	6% <b>on</b>
Not applicable	5	1	2	7	4	8	1	-	1	-	-	-	-	1	-	1
	1%	*	1%	1%	1%	1%	*	-	1%	-	-	-	-	3% <b>l</b>	-	1%
NET: Dissatisfied (1-3)	54	21	11	76	58	104	21	6	7	8	-	2	3	16	4	16
	8%	6%	6%	10% <b>b</b>	11% <b>b</b>	14% <b>abde</b>	9%	10%	8%	9%	-	1%	5%	53% <b>kl</b>	3%	19% <b>on</b>
NET: Neutral (4-6)	162	94	33	176	133	196	51	14	20	14	3	10	32	9	22	29
	25% <b>f</b>	25%	18%	24%	25%	26% <b>f</b>	21%	22%	24%	16%	30%	6%	54% <b>km</b>	30% <b>l</b>	14%	33% <b>on</b>
NET: Satisfied (7-10)	417	260	137	481	346	456	170	43	57	63	7	142	24	4	128	42
	65% <b>ae</b>	69% <b>ae</b>	75% <b>acde</b>	65% <b>ae</b>	64%	60%	70% <b>ae</b>	68%	67%	74%	70%	92% <b>km</b>	41% <b>km</b>	13%	83% <b>oo</b>	48%
Mean score	7.10 <b>e</b>	7.46 <b>acde</b>	7.71 <b>acde</b>	7.08 <b>e</b>	7.00	6.75	7.42 <b>de</b>	7.37	7.45	7.41	7.50	6.62 <b>l</b>	6.31	3.83	6.19 <b>o</b>	6.13
Standard error	0.09	0.12	0.16	0.09	0.11	0.10	0.15	0.29	0.27	0.25	0.48	0.12	0.24	0.45	0.14	0.27

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**Q108: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Ease of getting through to the right person (PHONE).**

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

	Supplier							BT					EE					PLUSNET																	
								Issue			Satisfaction		Complaint completely resolved		Issue					Satisfaction		Complaint completely resolved													
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	283	132	101	340	246	354	81*	78*	64*	134	7**	145	87*	51*	158	121	48*	27**	55*	21**	85*	33*	14**	84*	47*	18**	20**	60*	3**	71*	21**	9**	70*	29**	
10 - Extremely satisfied (10)	38	26	25	56	25	32	10	10	6	18	4	34	4	-	33	5	11	6	9	-	25	1	-	24	2	5	5	13	2	22	3	-	21	4	
9 - (9)	42	17	23	38	29	25	13	13	7	22	-	37	4	1	31	10	8	5	4	-	17	-	-	16	1	5	5	13	-	21	1	1	20	2	
8 - (8)	35	20	17	56	34	60	11	8	11	16	-	25	8	2	27	8	4	5	10	1	19	-	1	14	6	1	4	12	-	14	2	1	14	7	
7 - (7)	41	26	11	52	44	44	18	11	9	20	1	28	12	1	25	15	8	3	15	-	12	12	2	14	12	3	2	6	-	6	5	-	8	3	
6 - (6)	29	9	12	38	30	30	8	8	10	11	-	13	14	2	10	19	3	2	3	1	5	4	-	3	5	2	2	8	-	6	4	2	6	6	
5 - (5)	26	12	4	32	22	51	7	5	5	15	1	4	17	5	9	16	4	2	6	-	2	10	-	7	5	1	-	2	1	-	4	-	3	1	
4 - (4)	16	10	1	21	16	29	-	5	3	8	-	3	11	2	8	8	5	1	4	-	2	2	6	1	9	-	1	-	-	1	-	-	4	3	
3 - (3)	16	8	5	16	12	23	6	2	5	9	-	8	8	3	13	13	5	1	2	-	2	2	4	3	5	1	-	4	-	2	3	1	4	4	
2 - (2)	20	2	2	8	15	18	2	7	4	8	1	1	5	14	7	13	-	2	-	-	-	2	-	1	1	-	-	2	-	-	-	2	-	1	1
1 - Extremely dissatisfied (1)	15	1	-	23	19	41	6	8	3	7	-	-	3	15	4	14	-	-	1	-	-	2	-	1	-	-	-	-	-	-	-	-	-	-	3
Not applicable	2	1	1	-	-	1	-	1	1	-	-	1	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	54	11	7	47	46	82	14	17	12	24	1	1	16	37	14	40	5	3	3	-	2	4	5	4	7	1	-	6	-	-	2	5	1	5	5
NET: Neutral (4-6)	71	31	17	91	68	110	15	18	18	34	1	20	42	9	27	43	12	5	13	1	9	16	6	11	19	3	3	10	1	7	8	2	10	7	17
NET: Satisfied (7-10)	156	89	76	202	132	161	52	42	33	76	5	124	28	4	116	38	31	19	38	1	73	13	3	68	21	14	16	44	2	63	11	2	59	16	
Mean score	6.40e	7.16ade	z	7.85abode	6.69de	6.22e	5.75	6.22	6.30	6.49	7.71	6.14im	6.51m	2.88	7.41o	5.07	7.15	7.37	7.07	7.00	6.25u	5.64	4.21	7.98x	5.74	8.00	8.26	7.65	8.33	8.61	6.67	4.67	8.34	6.79	
Standard error	0.16	0.20	0.21	0.14	0.17	0.15	0.29	0.34	0.32	0.23	1.21	0.13	0.24	0.30	0.19	0.24	0.35	0.48	0.29	1.00	0.19	0.29	0.50	0.22	0.30	0.48	0.38	0.28	1.67	0.16	0.44	0.88	0.20	0.44	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA													
	Issue										Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved										
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	283	132	101	340	246	354	81*	90*	69*	168	13**	212	85*	43*	189	150	68**	51*	120	71**	125	75*	46*	133	109	111	51*	183	9**	168	102	84*	167	185
10 - Extremely satisfied (10)	38	26	25	56	25	32	10	11	19	25	1	54	2	-	49	7	9	5	11	-	22	2	1	19	6	9	7	16	-	30	1	1	28	4
9 - (9)	42	17	23	38	29	25	13	6	10	18	4	34	4	-	33	5	4	7	17	1	21	6	2	23	6	10	9	6	-	22	1	2	17	8
8 - (8)	35	20	17	56	34	60	11	18	10	25	3	48	6	2	41	15	8	8	15	3	26	6	2	25	8	20	10	29	1	50	5	5	40	20
7 - (7)	41	26	11	52	44	44	18	15	9	28	-	34	15	3	26	25	13	7	23	1	32	11	1	25	19	11	7	24	2	30	14	-	28	11*
6 - (6)	29	9	12	38	30	30	8	9	9	19	1	19	17	2	20	18	5	6	19	-	10	10	1	12	17	5	2	23	-	12	13	5	14	16
5 - (5)	26	12	4	32	22	51	7	8	3	18	3	9	19	4	8	24	8	5	9	-	8	9	5	10	11	20	10	21	-	13	33	5	18	33
4 - (4)	16	10	1	21	16	29	-	7	5	9	-	6	9	6	15	6	-	-	8	2	2	11	3	5	11	11	1	15	2	5	11	13	6	23
3 - (3)	16	8	5	16	12	23	6	5	2	9	-	3	5	8	2	14	5	3	4	-	2	2	8	6	6	5	1	17	-	2	11	10	5	18
2 - (2)	20	2	2	8	15	18	2	2	-	6	-	2	5	1	2	6	5	3	7	-	-	7	8	5	10	3	3	10	2	3	3	12	5	12
1 - Extremely dissatisfied (1)	15	1	-	23	19	41	6	9	2	11	1	3	3	17	2	21	5	7	7	-	2	2	15	3	15	17	-	22	2	1	9	31	5	35
Not applicable	2	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	
NET: Dissatisfied (1-3)	54	11	7	47	46	82	14	16	4	26	1	8	13	26	6	41	15	13	18	-	4	11	31	14	31	25	4	49	4	6	23	53	15	65
NET: Neutral (4-6)	71	31	17	91	68	110	15	24	17	46	4	34	45	12	34	57	19	11	36	2	20	39	9	27	39	36	13	59	2	30	57	23	38	72
NET: Satisfied (7-10)	156	89	76	202	132	161	52	50	48	96	8	170	27	5	149	52	34	27	66	5	101	25	6	92	39	50	33	75	3	132	21	8	113	48
Mean score	6.40e	7.16ade	z	6.69de	6.22e	5.75	6.68e	6.26	7.54AC	6.54	7.08	7.86FG	6.53G	3.16	7.90I	5.15	5.96	6.06	6.40	6.86	7.66Im	6.65m	3.24	7.11o	5.18	5.67	7.10pr	5.52	4.00	7.61uv	4.67v	3.10	7.05x	4.59
Standard error	0.16	0.20	0.21	0.14	0.17	0.15	0.29	0.28	0.28	0.20	0.70	0.14	0.22	0.34	0.14	0.21	0.33	0.41	0.23	0.77	0.16	0.25	0.37	0.20	0.26	0.27	0.32	0.20	0.91	0.15	0.19	0.26	0.18	0.19

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	283	132	101	340	246	354	81*	19**	31*	29**	2**	50*	20**	11**	44*	37*
10 - Extremely satisfied	38	26	25	56	25	32	10	2	4	3	1	10	-	-	8	2
	13%	20% <b>de</b>	25% <b>adef</b>	16% <b>de</b>	10%	9%	12%	11%	13%	10%	50%	20%	-	-	18%	5%
9 -	42	17	23	38	29	25	13	5	4	4	-	12	-	1	9	4
	15% <b>ae</b>	13% <b>ae</b>	23% <b>bcde</b>	11%	12% <b>g</b>	7%	16% <b>e</b>	26%	13%	14%	-	24%	-	9%	20%	11%
8 -	35	20	17	56	34	60	11	3	7	1	-	8	2	1	9	2
	12%	15%	17%	16%	14%	17%	14%	16%	23%	3%	-	16%	10%	9%	20%	5%
7 -	41	26	11	52	44	44	18	3	6	8	1	14	4	-	10	8
	14%	20% <b>ae</b>	11%	15%	18%	12%	22% <b>def</b>	16%	19%	28%	50%	28%	20%	-	23%	22%
6 -	29	9	12	38	30	30	8	2	2	4	-	3	4	1	4	4
	10%	7%	12%	11%	12%	8%	10%	11%	6%	14%	-	6%	20%	9%	9%	11%
5 -	26	12	4	32	22	51	7	1	3	3	-	2	5	-	2	5
	9%	9%	4%	9%	9%	14% <b>acdf</b>	9%	5%	10%	10%	-	4%	25%	-	5%	14%
4 -	16	10	1	21	16	29	-	-	-	-	-	-	-	-	-	-
	6% <b>z</b>	8% <b>z</b>	1%	6% <b>z</b>	7% <b>z</b>	8% <b>z</b>	-	-	-	-	-	-	-	-	-	-
3 -	16	8	5	16	12	23	6	1	2	3	-	1	4	1	2	4
	6%	6%	5%	5%	5%	6%	7%	5%	6%	10%	-	2%	20%	9%	5%	11%
2 -	20	2	2	8	15	18	2	-	2	-	-	-	-	2	-	2
	7% <b>ab</b>	2%	2%	2%	6% <b>bc</b>	5%	2%	-	6%	-	-	-	-	18%	-	5%
1 - Extremely dissatisfied	18	1	-	23	19	41	6	2	1	3	-	-	1	5	-	6
	6% <b>ad</b>	1%	-	7% <b>def</b>	8% <b>def</b>	11% <b>abcd</b>	7% <b>def</b>	11%	3%	10%	-	-	5%	45%	-	16% <b>n</b>
Not applicable	2	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-	-	*	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	54	11	7	47	46	82	14	3	5	6	-	1	5	8	2	12
	19% <b>def</b>	8%	7%	14%	19% <b>def</b>	23% <b>def</b>	17%	16%	16%	21%	-	2%	25%	73%	5%	12% <b>n</b>
NET: Neutral	71	31	17	91	68	110	15	3	5	7	-	5	9	1	6	9
	25%	23%	17%	27% <b>f</b>	28% <b>f</b>	31% <b>f</b>	19%	16%	16%	24%	-	10%	45%	9%	14%	24%
NET: Satisfied	156	89	76	202	132	161	52	13	21	16	2	44	6	2	36	16
	55% <b>ae</b>	67% <b>ade</b>	75% <b>acde</b>	59% <b>e</b>	54% <b>g</b>	45%	64% <b>e</b>	68%	68%	55%	100%	88%	30%	18%	82% <b>no</b>	43%
Mean score	6.40 <b>e</b>	7.16 <b>ade</b>	7.85 <b>abcde</b>	6.89 <b>de</b>	6.22 <b>e</b>	5.75	6.89 <b>e</b>	6.95	6.84	6.24	8.50	8.02	5.30	3.18	7.80 <b>o</b>	5.38
Standard error	0.16	0.20	0.21	0.14	0.17	0.15	0.29	0.63	0.45	0.50	1.50	0.22	0.42	0.91	0.27	0.47

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	BT										EE										PLUSNET															
	Supplier					Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*		
10 - Extremely satisfied (10)	89	70	33	116	63	96	41	34	21	29	5	83	5	1	81	7	23	23	22	2	67	1	2	59	11	6	3	21	3	32	1	-	26	7		
9 - (9)	73	58	30	93	74	79	29	19	22	31	1	60	10	3	54	18	19	24	15	-	54	3	1	44	14	6	8	15	1	29	1	-	26	4		
8 - (8)	100	54	29	116	69	110	49	26	21	50	3	85	13	2	73	26	14	14	24	2	44	9	1	36	17	6	5	15	3	26	2	1	18	10		
7 - (7)	101	49	26	102	65	105	30	28	20	50	3	73	23	5	60	41	16	13	17	3	35	12	2	25	24	7	3	15	1	19	5	2	19	6		
6 - (6)	62	40	16	85	72	78	24	16	13	21	2	30	41	1	35	27	9	11	20	-	17	21	2	22	18	6	3	6	1	4	10	2	5	11		
5 - (5)	75	39	10	80	46	81	24	20	22	31	2	15	49	11	31	42	15	10	14	-	16	21	2	19	20	3	3	4	-	4	5	1	7	3		
4 - (4)	42	37	14	52	46	66	12	13	10	19	-	9	24	9	12	30	13	14	9	1	9	19	9	9	27	4	8	4	-	3	8	3	3	10		
3 - (3)	31	12	7	46	40	42	12	11	9	11	-	2	15	14	15	16	4	2	6	-	3	7	2	5	7	2	3	2	-	1	3	2	5	11		
2 - (2)	24	5	5	16	22	42	5	6	11	7	2	1	8	15	6	18	-	1	4	2	2	2	1	2	3	1	-	4	-	-	3	2	1	3	3	
1 - Extremely dissatisfied (1)	30	11	12	27	40	60	15	16	7	16	-	2	8	29	11	28	4	3	4	-	-	-	11	2	28	9	3	3	6	-	1	2	9	3	9	
Not applicable	2	1	1	7	4	3	2	-	1	-	1	1	1	-	1	-	-	-	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-
NET: Dissatisfied (1-3)	94	28	24	89	102	144	32	31	27	34	2	5	31	58	32	62	8	6	14	-	5	9	14	9	19	6	6	12	-	2	8	14	6	17		
NET: Neutral (4-6)	179	116	40	217	164	225	60	59	45	71	4	44	114	21	78	99	37	35	43	1	42	61	13	50	65	13	12	14	1	11	23	6	15	24		
NET: Satisfied (7-10)	363	231	118	427	271	390	149	107	84	160	12	301	51	11	268	92	72	74	78	7	200	25	6	164	66	25	19	66	8	106	9	3	89	27		
Mean score	6.52e	7.03ade	6.92de	6.76de	6.24	6.18	6.83de	6.50	6.41	6.56	7.22	8.01lm	5.41lm	3.18	7.36o	5.26	7.03	7.23	6.83	7.63	8.03uv	5.53v	3.88	7.77x	5.95	6.57	6.27	7.20	8.44	8.28P	5.10	3.17	7.81l	5.57		
Standard error	0.10	0.12	0.20	0.09	0.12	0.10	0.17	0.19	0.21	0.15	0.60	0.09	0.14	0.24	0.12	0.16	0.23	0.22	0.21	0.68	0.12	0.17	0.48	0.14	0.20	0.39	0.45	0.28	0.47	0.16	0.33	0.49	0.21	0.35		

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/z - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - ABC/D - E/FG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	SKY														TALK TALK														VIRGIN MEDIA													
	Supplier							Issue				Satisfaction			Complaint completely resolved		Issue							Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved						
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)								
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379								
10 - Extremely satisfied (10)	89	70	33	116	63	96	41	25	41	42	8	113	3	-	107	8	24	14	22	3	60	2	1	55	8	31	29	32	4	92	3	1	79	17								
9 - (9)	14%	19% <sup>abcde</sup>	18% <sup>cd</sup>	16% <sup>cd</sup>	12% <sup>cd</sup>	13%	17% <sup>def</sup>	13%	21% <sup>abc</sup>	13%	25%	24% <sup>FG</sup>	2%	-	25%	3%	16%	10%	10%	19%	21% <sup>lm</sup>	1%	1%	20% <sup>kn</sup>	3%	13%	17% <sup>qr</sup>	10%	17%	23% <sup>stu</sup>	1%	1%	21% <sup>vw</sup>	4%								
8 - (8)	73	58	30	93	74	79	29	28	19	42	4	86	4	3	77	16	25	25	24	-	65	6	3	55	19	25	29	23	2	74	2	3	58	20								
7 - (7)	11%	15% <sup>ce</sup>	16% <sup>cd</sup>	13%	14%	10%	12%	14%	10%	13%	13%	18% <sup>FG</sup>	2%	4%	18%	5%	16%	18% <sup>hi</sup>	10%	-	22% <sup>lm</sup>	4%	3%	20% <sup>kn</sup>	7%	11%	17% <sup>qr</sup>	7%	8%	18% <sup>stu</sup>	1%	2%	16% <sup>vw</sup>	5%								
6 - (6)	100	54	29	116	69	110	49	31	33	48	4	103	10	3	88	28	10	18	35	6	58	10	1	45	23	33	22	51	4	94	13	3	79	29								
5 - (5)	16%	14%	16%	16%	13%	14%	20% <sup>def</sup>	16%	17%	15%	13%	22% <sup>FG</sup>	5%	4%	22%	9%	7%	13%	15% <sup>hi</sup>	38%	20% <sup>lm</sup>	6%	1%	16% <sup>kn</sup>	9%	14%	13%	16%	17%	23% <sup>stu</sup>	6%	2%	21% <sup>vw</sup>	8%								
4 - (4)	101	49	26	102	65	105	30	29	28	44	1	70	28	4	56	45	16	16	31	2	38	24	3	29	35	33	24	45	3	73	29	3	54	50								
3 - (3)	16%	13%	16%	14%	12%	14%	12%	15%	14%	14%	3%	15% <sup>FG</sup>	15% <sup>FG</sup>	5%	13%	15%	10%	11%	13%	13%	15% <sup>lm</sup>	15% <sup>lm</sup>	3%	10%	14%	14%	14%	14%	13%	15% <sup>stu</sup>	15% <sup>stu</sup>	2%	15%	13%								
2 - (2)	62	40	16	85	72	78	24	16	22	34	3	34	48	3	37	48	25	16	29	2	35	32	5	39	32	22	18	38	-	27	41	10	35	42								
1 - Extremely dissatisfied (1)	75	39	10	80	46	81	24	21	20	32	7	34	37	9	30	50	9	20	17	-	14	24	8	19	26	21	21	37	2	16	57	8	29	50								
NET: Dissatisfied (1-3)	12% <sup>cd</sup>	10%	5%	11% <sup>cd</sup>	9%	11% <sup>cd</sup>	10%	11%	10%	10%	22% <sup>cd</sup>	7%	19% <sup>ef</sup>	12%	7%	16% <sup>gh</sup>	6%	14% <sup>gh</sup>	7%	-	5%	15% <sup>hi</sup>	9%	7%	10%	9%	12%	11%	8%	4%	25% <sup>ij</sup>	6%	8%	13% <sup>kl</sup>								
NET: Neutral (4-6)	42	37	14	52	46	66	12	12	13	26	1	10	32	10	11	41	10	6	30	-	9	27	10	16	30	25	10	30	1	20	34	12	17	47								
NET: Satisfied (7-10)	31	12	7	46	40	42	12	6%	7%	8%	3%	2%	17% <sup>ef</sup>	13% <sup>ef</sup>	3%	13% <sup>gh</sup>	7%	4%	13% <sup>gh</sup>	-	3%	17% <sup>hi</sup>	11% <sup>hi</sup>	6%	12% <sup>ij</sup>	11%	6%	9%	4%	5%	15% <sup>kl</sup>	9%	5%	12% <sup>lm</sup>								
Mean score	6.52 <sup>de</sup>	7.03 <sup>abcde</sup>	6.92 <sup>abcde</sup>	6.76 <sup>abcde</sup>	6.24	6.18	6.83 <sup>abcde</sup>	6.67	7.12 <sup>cd</sup>	6.56	7.06	7.90 <sup>FG</sup>	5.29 <sup>G</sup>	3.53	7.83 <sup>I</sup>	5.28	6.34	6.41	6.05	6.69	7.78 <sup>lm</sup>	5.15 <sup>m</sup>	3.13	7.36 <sup>o</sup>	5.06	6.15	6.88 <sup>pr</sup>	5.86	5.91	7.94 <sup>uv</sup>	4.96 <sup>v</sup>	2.91	7.53 <sup>x</sup>	4.89								
Standard error	0.10	0.12	0.20	0.09	0.12	0.10	0.17	0.18	0.17	0.14	0.46	0.09	0.13	0.25	0.10	0.13	0.23	0.22	0.17	0.77	0.12	0.16	0.25	0.14	0.16	0.18	0.19	0.15	0.70	0.09	0.12	0.20	0.11	0.13								

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied	89	70	33	116	63	96	41	11	20	8	2	37	1	3	37	3
	14%	19% <i>ade</i>	18% <i>cd</i>	16% <i>cd</i>	12%	13%	17% <i>cd</i>	17%	24% <i>kl</i>	9%	20%	24% <i>kl</i>	2%	10%	24% <i>ko</i>	3%
9 -	73	58	30	93	74	79	29	6	13	10	-	27	1	1	25	4
	11%	15% <i>de</i>	16% <i>de</i>	13%	14%	10%	12%	10%	15%	12%	-	18% <i>klm</i>	2%	3%	16% <i>ko</i>	5%
8 -	100	54	29	116	69	110	49	13	15	20	1	41	8	-	41	8
	16%	14%	16%	16%	13%	14%	20% <i>de</i>	21%	18%	24%	10%	27% <i>klm</i>	14% <i>m</i>	-	27% <i>ko</i>	9%
7 -	101	49	26	102	65	105	30	5	9	12	4	21	7	2	14	16
	16%	13%	14%	14%	12%	14%	12%	8%	11%	14%	40%	14% <i>kl</i>	12%	7%	9%	13% <i>klm</i>
6 -	62	40	16	85	72	78	24	5	7	11	1	9	14	1	13	11
	10%	11%	9%	11%	13%	10%	10%	8%	8%	13%	10%	6%	24% <i>klm</i>	3%	8%	13%
5 -	75	39	10	80	46	81	24	7	7	8	2	9	12	3	11	13
	12% <i>f</i>	10%	5%	11% <i>f</i>	9%	11% <i>f</i>	10%	11%	8%	9%	20%	6%	20% <i>kl</i>	10%	7%	15%
4 -	42	37	14	52	46	66	12	3	4	5	-	4	7	1	5	7
	7%	10% <i>kl</i>	8%	7%	9%	9%	5%	5%	5%	6%	-	3%	12% <i>kl</i>	3%	3%	8%
3 -	31	12	7	46	40	42	12	4	4	4	-	2	4	6	3	9
	5%	3%	4%	6% <i>bc</i>	7% <i>b</i>	6%	5%	6%	5%	5%	-	2%	7% <i>kl</i>	20% <i>kl</i>	2%	10% <i>n</i>
2 -	24	5	5	16	22	42	5	3	1	1	-	-	1	4	2	3
	4% <i>bc</i>	1%	3%	2%	4% <i>bc</i>	6% <i>bc</i>	2%	5%	1%	1%	-	-	2%	11% <i>kl</i>	1%	3%
1 - Extremely dissatisfied	39	11	12	27	40	60	15	4	5	6	-	2	4	9	1	14
	6% <i>klm</i>	3%	7% <i>bc</i>	4%	7% <i>bc</i>	8% <i>bc</i>	6% <i>bc</i>	6%	6%	7%	-	1%	7% <i>kl</i>	30% <i>klm</i>	1%	15% <i>n</i>
Not applicable	2	1	1	7	4	3	2	2	-	-	-	2	-	-	2	-
	*	*	1%	1%	1%	*	1%	3%	-	-	-	1%	-	-	1%	-
NET: Dissatisfied	94	28	24	89	102	144	32	11	10	11	-	4	9	19	6	26
	15% <i>bc</i>	7%	13% <i>bc</i>	12% <i>bc</i>	19% <i>bc</i>	19% <i>abcd</i>	13% <i>bc</i>	17%	12%	13%	-	3%	15% <i>kl</i>	63% <i>klm</i>	4%	30% <i>n</i>
NET: Neutral	179	116	40	217	164	225	60	15	18	24	3	22	33	5	29	31
	28%	31% <i>f</i>	22%	29% <i>f</i>	30% <i>f</i>	30% <i>f</i>	25%	24%	21%	28%	30%	14%	50% <i>klm</i>	17%	19%	35% <i>n</i>
NET: Satisfied	363	231	118	427	271	390	149	35	57	50	7	126	17	6	117	31
	57% <i>klde</i>	61% <i>klde</i>	64% <i>klde</i>	58% <i>klde</i>	50%	51%	61% <i>klde</i>	56%	67%	59%	70%	82% <i>klm</i>	29%	20%	76% <i>ko</i>	35%
Mean score	6.52 <i>de</i>	7.03 <i>ade</i>	6.92 <i>de</i>	6.76 <i>de</i>	6.24	6.18	6.53 <i>de</i>	6.59	7.20	6.59	7.20	7.97 <i>lm</i>	6.46 <i>lm</i>	3.77	7.82 <i>o</i>	5.09
Standard error	0.10	0.12	0.20	0.09	0.12	0.10	0.17	0.36	0.29	0.27	0.55	0.15	0.26	0.55	0.16	0.28

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d/m/f/z - g/h/lj - kl/m - n/o  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 40

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

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

	BT											EE											PLUSNET													
	Supplier						Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*		
10 - Extremely satisfied (10)	91	64	39	124	81	86	49	36	19	31	5	84	5	2	89	2	24	21	17	2	63	1	-	59	5	7	4	26	2	39	-	-	35	4		
9 - (9)	14%	17%	21%	17%	15%	11%	20%	18%	12%	12%	26%	24%	3%	2%	23%	1%	21%	18%	13%	25%	25%	1%	-	26%	3%	16%	11%	28%	22%	33%	-	-	32%	6		
8 - (8)	84	50	23	105	56	92	32	24	13	45	2	80	4	-	70	14	12	16	21	1	46	4	-	44	5	5	6	10	2	22	1	-	22	1		
7 - (7)	13%	13%	13%	14%	10%	12%	13%	12%	8%	17%	11%	23%	2%	-	18%	6%	10%	14%	15%	13%	19%	4%	-	20%	3%	11%	16%	11%	22%	18%	3%	-	20%	1%		
6 - (6)	107	73	38	129	82	119	42	31	30	44	2	88	15	4	76	30	24	23	25	1	60	10	3	45	28	11	7	17	3	28	9	1	23	14		
5 - (5)	17%	19%	21%	17%	15%	16%	17%	16%	19%	17%	11%	25%	8%	4%	20%	12%	21%	20%	18%	13%	28%	11%	9%	20%	19%	23%	19%	18%	33%	24%	23%	4%	21%	20%		
4 - (4)	80	59	22	98	73	100	38	21	19	36	4	50	28	2	48	32	18	15	24	2	42	13	4	33	26	5	6	10	1	18	4	-	12	10		
3 - (3)	12%	16%	12%	13%	13%	13%	16%	11%	12%	14%	21%	15%	14%	2%	13%	13%	15%	13%	18%	25%	17%	14%	12%	15%	17%	11%	16%	11%	15%	10%	-	11%	14%			
2 - (2)	67	42	12	76	57	73	23	20	21	25	1	27	37	3	26	30	13	11	16	2	19	22	1	16	26	5	3	4	-	5	5	2	5	7		
1 - Extremely dissatisfied (1)	11%	11%	7%	10%	11%	10%	9%	10%	13%	9%	5%	8%	19%	3%	15%	11%	11%	10%	12%	25%	8%	23%	3%	7%	17%	11%	8%	4%	-	4%	13%	8%	5%	10%		
Not applicable	80	28	11	73	56	98	22	22	24	33	1	12	53	15	33	46	7	11	10	-	7	17	4	11	17	4	5	2	-	2	6	3	3	7		
NET: Dissatisfied (1-3)	13%	7%	6%	10%	10%	13%	9%	11%	15%	12%	5%	3%	27%	17%	9%	18%	6%	10%	7%	-	3%	18%	12%	5%	11%	9%	14%	2%	-	2%	15%	13%	3%	10%		
NET: Neutral (4-6)	38	24	10	48	37	50	13	12	9	17	-	3	28	7	13	22	7	6	11	-	6	17	1	9	15	2	2	6	-	1	6	3	4	6		
NET: Satisfied (7-10)	6%	6%	5%	6%	7%	7%	5%	6%	6%	6%	-	1%	14%	8%	3%	9%	6%	5%	8%	-	2%	14%	3%	4%	10%	5%	5%	6%	-	1%	15%	13%	4%	9%		
Mean score	3.5	19	6	37	33	38	6	12	12	10	1	5	16	14	8	27	7	6	6	-	4	7	8	2	16	2	1	3	-	2	4	-	3	3		
Standard error	22	5	8	19	27	38	8	4	4	12	2	1	5	16	5	17	-	3	2	2	-	3	2	1	4	1	1	5	1	-	2	6	1	5		
	3%	1%	4%	3%	5%	5%	3%	2%	3%	5%	11%	*	9%	18%	1%	7%	-	3%	1%	-	-	9%	6%	3%	2%	3%	5%	11%	-	5%	25%	1%	7%			
	32	11	13	28	36	65	10	14	6	12	-	-	5	27	9	23	5	3	3	-	-	1	10	3	8	2	2	9	-	1	3	9	1	12		
	5%	3%	7%	4%	5%	4%	-	7%	4%	5%	-	-	3%	10%	2%	8%	4%	3%	2%	-	-	1%	10%	1%	5%	5%	10%	-	1%	8%	38%	1%	17%			
	2	1	1	3	3	3	-	1	-	-	1	1	-	-	1	-	-	-	1	-	1	-	-	1	-	-	-	1	-	-	-	-	1	-		
	*	*	1%	*	1%	*	-	1%	-	-	5%	*	1%	-	-	-	-	-	1%	-	*	-	-	*	-	-	-	1%	-	-	-	-	1%	-		
	89	35	27	84	96	141	24	30	22	34	3	6	26	57	22	67	12	12	11	-	4	11	20	6	28	5	4	17	1	3	9	15	5	20		
	14%	9%	15%	11%	18%	19%	10%	15%	14%	13%	16%	2%	13%	63%	6%	26%	10%	10%	8%	-	2%	12%	61%	3%	19%	11%	11%	18%	11%	3%	23%	63%	5%	29%		
	185	94	33	197	150	221	58	54	54	75	2	42	118	25	74	107	27	28	37	2	32	56	6	36	58	11	10	12	-	8	17	8	12	20		
	23%	25%	18%	27%	28%	29%	24%	27%	34%	28%	11%	12%	60%	26%	20%	42%	23%	24%	27%	25%	13%	59%	18%	16%	39%	25%	27%	13%	-	7%	43%	33%	11%	29%		
	362	246	122	456	292	397	161	112	81	156	13	302	52	8	283	78	78	75	87	6	211	28	7	181	64	28	23	63	8	107	14	1	92	29		
	57%	65%	67%	62%	54%	52%	66%	57%	52%	59%	68%	86%	26%	9%	75%	31%	67%	65%	64%	75%	85%	29%	21%	81%	43%	64%	67%	68%	89%	90%	35%	4%	84%	42%		
	6.63e	7.07ade	6.97de	6.91ade	6.39	6.22	7.09ade	6.67	6.45	6.67	7.22	8.19im	5.43m	3.20	7.63o	5.16	7.12	7.09	6.98	7.88	8.11uv	5.58v	3.64	7.96x	5.77	6.95	6.76	6.98	7.89	8.38F	5.30	2.83	8.16l	5.26		
	0.10	0.12	0.21	0.09	0.12	0.10	0.16	0.19	0.19	0.15	0.64	0.08	0.13	0.24	0.11	0.15	0.22	0.22	0.19	0.58	0.11	0.19	0.43	0.13	0.18	0.37	0.41	0.32	0.81	0.16	0.36	0.42	0.19	0.34		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 41

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

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

	SKY														TALK TALK														VIRGIN MEDIA													
	Supplier							Issue				Satisfaction			Complaint completely resolved		Issue							Satisfaction			Complaint completely resolved		Issue							Satisfaction			Complaint completely resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)								
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379								
10 - Extremely satisfied (10)	91	64	39	124	81	86	49	29	40	46	9	122	2	-	117	6	25	19	33	4	75	4	2	70	11	24	26	33	3	84	2	-	81	5								
9 - (9)	14%	17%	21%	17%	15%	11%	20%	15%	21%	15%	28%	26%	1%	-	27%	2%	16%	13%	14%	25%	26%	2%	2%	25%	4%	10%	15%	10%	13%	21%	21%	1%	-	22%	1%							
8 - (8)	84	50	23	105	56	92	32	30	26	45	4	99	5	1	86	19	12	13	27	4	48	6	2	50	6	33	26	30	3	85	3	4	68	22								
7 - (7)	13%	13%	13%	14%	10%	12%	13%	15%	13%	14%	13%	21%	3%	1%	20%	6%	8%	9%	12%	25%	16%	4%	2%	18%	2%	14%	15%	9%	13%	21%	1%	3%	18%	6%								
6 - (6)	107	73	38	129	82	119	42	33	39	51	6	111	15	3	92	37	22	21	35	4	70	11	1	59	23	44	30	40	5	101	15	3	79	39								
5 - (5)	17%	19%	21%	17%	15%	16%	17%	17%	20%	16%	19%	24%	8%	4%	22%	12%	14%	15%	15%	25%	24%	7%	1%	22%	9%	19%	17%	12%	21%	21%	7%	2%	25%	10%								
4 - (4)	80	59	22	98	73	100	38	26	23	48	1	64	21	3	54	44	16	24	33	-	50	19	4	34	39	29	19	50	2	67	30	3	56	42								
3 - (3)	12%	16%	12%	13%	13%	13%	16%	13%	12%	15%	3%	14%	16%	4%	13%	14%	10%	17%	14%	-	17%	12%	5%	12%	15%	12%	11%	15%	8%	17%	15%	2%	15%	11%								
2 - (2)	67	42	12	76	57	73	23	20	23	32	1	29	39	8	31	44	19	18	19	1	23	29	5	23	33	21	16	34	2	35	37	1	31	41								
1 - Extremely dissatisfied (1)	11%	11%	7%	10%	11%	10%	9%	10%	12%	10%	3%	6%	20%	10%	7%	14%	12%	13%	8%	6%	8%	18%	6%	8%	8%	13%	9%	9%	10%	8%	9%	16%	1%	8%	11%							
NET: Dissatisfied (1-3)	80	28	11	73	56	98	22	20	17	29	7	24	44	5	24	49	17	13	26	-	15	38	3	19	36	17	26	51	4	16	70	12	31	63								
NET: Neutral (4-6)	19%	7%	6%	10%	10%	13%	9%	10%	9%	9%	22%	5%	23%	6%	6%	16%	11%	9%	11%	-	5%	23%	3%	7%	14%	7%	15%	16%	17%	4%	31%	9%	8%	17%	17%							
NET: Satisfied (7-10)	38	24	10	48	37	50	13	12	11	22	3	12	28	8	8	40	13	6	18	-	4	25	8	12	25	20	7	23	-	4	37	9	8	42								
Mean score	6.63e	7.07ade	6.97ade	6.51ade	6.39	6.22	7.09ade	6.71	7.26AC	6.75	7.55	8.13FG	5.42G	3.22	8.05I	5.34	6.34	6.30	6.42	7.38	8.01Im	5.27m	3.01	7.77o	4.96	6.22	6.79pr	5.92	6.29	7.99uv	5.14v	2.60	7.72x	4.78								
Standard error	0.10	0.12	0.21	0.09	0.12	0.10	0.16	0.18	0.16	0.14	0.40	0.08	0.13	0.24	0.09	0.13	0.22	0.23	0.18	0.80	0.11	0.15	0.25	0.12	0.16	0.19	0.19	0.15	0.60	0.08	0.12	0.19	0.11	0.13								

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/w/f/z - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - ABC/D - EFG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied (10)	91 14%	64 17% <b>ce</b>	39 21% <b>ade</b>	124 17% <b>ce</b>	81 15%	86 11%	49 20% <b>ace</b>	9 14%	23 27%	15 18%	2 20%	46 30% <b>klm</b>	3 5%	-	44 29% <b>no</b>	5 6%
9 - (9)	84 13%	50 13%	23 13%	105 14% <b>cd</b>	56 10%	92 12%	32 13%	14 22% <b>li</b>	10 12%	8 9%	-	29 19% <b>klm</b>	2 3%	1 3%	27 18% <b>no</b>	4 5%
8 - (8)	107 17%	73 19%	38 21%	129 17%	82 15%	119 16%	42 17%	8 13%	16 19%	16 19%	2 20%	34 22% <b>klm</b>	7 12%	1 3%	32 21%	10 11%
7 - (7)	80 12%	59 16%	22 12%	98 13%	73 13%	100 13%	38 16%	9 14%	13 15%	16 19%	-	26 17%	11 19% <b>klm</b>	1 3%	21 14%	17 19%
6 - (6)	67 11%	42 11%	12 7%	76 10%	57 11%	73 10%	23 9%	3 5%	8 9%	10 12%	2 20%	10 6%	12 20% <b>klm</b>	1 3%	17 11%	6 7%
5 - (5)	80 13% <b>kl</b>	28 7%	11 6%	73 10%	56 10%	98 13% <b>kl</b>	22 9%	8 13%	4 5%	7 8%	3 30%	9 6%	11 19% <b>klm</b>	2 7%	5 3%	17 19% <b>kl</b>
4 - (4)	38 6%	24 6%	10 5%	48 6%	37 7%	50 7%	13 5%	4 6%	2 2%	6 7%	1 10%	-	10 17% <b>klm</b>	3 10% <b>klm</b>	4 3%	9 10% <b>klm</b>
3 - (3)	35 5%	19 5%	6 3%	37 5%	33 6%	38 5%	6 2%	2 3%	2 2%	2 2%	-	-	2 3%	4 13% <b>klm</b>	3 2%	3 3%
2 - (2)	22 3% <b>kl</b>	5 1%	8 4% <b>kl</b>	19 3%	27 5% <b>kl</b>	38 5% <b>kl</b>	8 3%	3 5%	4 5%	1 1%	-	-	-	8 27% <b>klm</b>	1 1%	7 8% <b>kl</b>
1 - Extremely dissatisfied (1)	32 5%	11 3%	13 7% <b>kl</b>	28 4%	36 7% <b>kl</b>	65 9% <b>kl</b>	10 4%	3 5%	3 4%	4 5%	-	-	1 2%	9 30% <b>klm</b>	-	10 11% <b>kl</b>
Not applicable	2	1	1	3	3	3	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	89 14% <b>kl</b>	35 9%	27 15%	84 11%	96 18% <b>kl</b>	141 19% <b>kl</b>	24 10%	8 13%	9 11%	7 8%	-	3 2%	21 35% <b>klm</b>	4 3%	20 23% <b>kl</b>	
NET: Neutral (4-6)	185 29% <b>kl</b>	94 25%	33 18%	197 27% <b>kl</b>	150 28% <b>kl</b>	221 29% <b>kl</b>	58 24%	15 24%	14 16%	23 27%	6 60%	19 12%	33 56% <b>klm</b>	6 20%	26 17%	32 36% <b>kl</b>
NET: Satisfied (7-10)	362 57%	246 65% <b>kl</b>	122 67% <b>kl</b>	456 62% <b>kl</b>	292 54%	397 52%	161 66% <b>kl</b>	40 63%	62 73%	55 65%	4 40%	135 88% <b>klm</b>	23 39% <b>klm</b>	10 30%	124 81% <b>kl</b>	36 41%
Mean score	<b>6.63</b> <b>kl</b>	<b>7.07</b> <b>kl</b>	<b>6.97</b> <b>kl</b>	<b>6.91</b> <b>kl</b>	6.39	6.22	<b>7.09</b> <b>kl</b>	6.86	7.44	6.98	6.70	<b>6.31</b> <b>klm</b>	<b>6.02</b> <b>klm</b>	2.97	<b>6.05</b> <b>kl</b>	5.40
Standard error	0.10	0.12	0.21	0.09	0.12	0.10	0.16	0.33	0.27	0.26	0.68	0.12	0.24	0.40	0.15	0.28

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/kl/fz - g/h/ij - kl/m - n/o  
Overlap formulae used. \* - small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 43

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

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

	BT											EE								PLUSNET														
	Supplier						Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved										
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
10 - Extremely satisfied (10)	144	90	62	180	113	136	67	53	27	58	6	120	14	10	119	25	24	28	36	2	84	6	-	80	10	9	9	40	4	56	6	-	50	12
9 - (9)	111	59	29	103	108	101	36	30	24	55	2	83	24	4	76	34	21	16	20	2	52	5	2	42	16	6	6	14	3	24	3	2	21	7
8 - (8)	98	65	32	147	76	140	49	25	28	42	3	58	26	14	60	38	18	21	23	3	51	10	4	34	31	9	8	15	-	21	6	5	18	14
7 - (7)	100	52	16	98	64	102	31	29	30	40	1	51	39	10	51	48	14	18	20	-	28	18	6	27	25	7	0	2	1	9	5	2	9	7
6 - (6)	68	40	12	74	43	82	18	28	14	25	1	18	35	15	29	37	17	10	12	1	16	20	4	17	23	7	3	2	-	3	5	4	2	10
5 - (5)	53	28	8	46	53	66	20	14	15	22	2	11	32	10	22	30	11	8	9	-	8	17	3	9	19	2	-	6	2	1	5	2	6	2
4 - (4)	26	21	6	28	20	45	7	8	7	11	-	5	14	7	5	21	5	5	11	-	6	12	3	4	12	1	1	3	1	1	1	4	1	3
3 - (3)	11	8	9	24	26	30	7	4	4	1	2	2	3	6	5	6	4	3	1	-	1	3	4	2	6	1	3	5	-	7	2	-	8	
2 - (2)	9	4	2	15	11	17	5	-	5	4	-	1	4	4	4	5	1	2	1	-	-	3	1	1	3	-	1	1	1	-	1	1	-	2
1 - Extremely dissatisfied (1)	10	5	2	15	16	32	2	4	2	4	-	-	4	0	5	2	2	1	2	-	-	-	5	3	1	-	-	-	-	-	-	-	2	-
Not applicable	8	4	5	10	11	11	1	2	1	3	2	2	2	4	3	4	-	3	1	-	2	1	1	2	2	1	-	4	-	4	1	-	3	2
NET: Dissatisfied (1-3)	30	17	13	54	53	79	14	8	11	9	2	3	11	16	14	16	7	6	4	-	1	6	10	5	12	2	4	7	-	-	8	5	-	12
NET: Neutral (4-6)	147	89	26	148	116	193	45	50	36	58	3	34	81	32	56	88	33	23	32	1	30	49	10	34	54	10	4	11	1	5	11	10	9	15
NET: Satisfied (7-10)	453	266	139	528	361	479	183	137	109	195	12	312	103	38	306	145	77	83	99	7	215	39	12	183	82	31	29	71	8	110	20	9	98	40
Mean score	7.56e	7.57e	7.97abcde	7.52e	7.32e	7.01	7.74de	7.64	7.25	7.67	7.71	6.48im	6.58	6.02	6.77	6.77	7.38	7.61	7.64	8.50	6.43uv	6.16v	5.06	6.23x	6.59	7.56	7.65	8.22	8.67	6.99f	6.46	5.50	6.80l	6.81
Standard error	0.09	0.11	0.17	0.08	0.11	0.09	0.14	0.15	0.18	0.13	0.60	0.08	0.14	0.28	0.10	0.14	0.20	0.20	0.19	0.46	0.10	0.20	0.45	0.13	0.17	0.31	0.37	0.25	0.67	0.12	0.40	0.50	0.15	0.32

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/z - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - ABC/D - EFG - HI  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 44

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
10 - Extremely satisfied (10)	144	90	62	180	113	136	67	40	46	85	9	167	8	5	150	29	34	24	51	4	88	21	4	87	26	42	37	51	6	123	7	6	111	25
9 - (9)	111	59	29	103	108	101	36	30	30	35	8	83	16	4	71	32	30	28	46	4	82	22	4	71	35	29	26	45	1	86	10	5	68	33
8 - (8)	98	65	32	147	76	140	49	41	37	65	4	108	27	12	96	50	17	20	37	2	47	24	5	44	31	44	30	63	3	97	34	9	80	57
7 - (7)	100	52	16	98	64	102	31	25	27	43	3	60	33	5	46	51	20	15	25	4	28	30	6	24	38	26	24	48	4	45	46	11	42	59
6 - (6)	68	40	12	74	43	83	18	26	21	23	4	26	39	9	29	45	13	10	20	-	21	13	9	18	25	24	19	37	2	30	30	13	26	54
5 - (5)	53	28	8	46	53	66	20	11	13	21	1	7	32	7	8	38	14	17	21	1	6	29	18	9	44	23	12	29	2	12	38	16	18	46
4 - (4)	26	21	6	28	20	45	7	7	6	14	1	4	18	6	8	20	8	6	6	-	6	6	8	6	14	12	10	21	2	5	27	13	9	35
3 - (3)	8	8	9	24	26	30	7	7	7	10	-	4	9	11	6	18	7	10	9	-	2	13	11	9	16	13	5	12	-	2	17	11	9	21
2 - (2)	9	4	2	15	11	17	5	6	3	5	1	2	4	9	3	12	1	6	4	-	1	3	7	-	11	5	5	6	1	1	4	12	2	14
1 - Extremely dissatisfied (1)	10	5	2	15	16	32	2	3	3	9	-	3	5	7	5	10	4	4	7	1	2	-	14	2	13	14	5	11	2	1	2	29	2	30
Not applicable	8	4	5	10	11	11	1	4	2	3	1	5	2	3	5	4	5	1	5	-	9	1	1	10	1	3	1	6	1	3	5	3	4	5
NET: Dissatisfied (1-3)	30	17	13	54	53	79	14	16	13	24	1	9	18	27	14	40	12	20	20	1	5	16	32	11	40	32	15	29	3	4	23	52	13	65
NET: Neutral (4-6)	147	89	26	148	116	193	45	44	40	58	6	37	89	22	45	103	35	33	47	1	33	48	35	33	83	59	41	87	6	47	104	42	53	135
NET: Satisfied (7-10)	453	266	139	528	361	479	183	136	140	228	24	418	84	26	363	162	101	87	159	14	245	97	19	226	130	141	117	207	14	351	97	31	301	174
Mean score	7.56e	7.57e	7.97abcde	7.52e	7.32e	7.01	7.74de	7.39	7.56	7.53	8.06	6.46FG	6.16G	5.17	8.30I	6.44	7.39	6.94	7.46	7.88	6.41lm	6.84m	4.59	6.28o	6.32	6.83	7.26	7.01	6.74	6.37uv	6.01v	4.40	6.10x	5.97
Standard error	0.09	0.11	0.17	0.08	0.11	0.09	0.14	0.16	0.16	0.13	0.36	0.08	0.15	0.32	0.09	0.13	0.20	0.22	0.16	0.58	0.10	0.17	0.28	0.12	0.16	0.17	0.18	0.13	0.25	0.10	0.13	0.25	0.10	0.13

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied	144	90	62	180	113	136	67	15	27	23	2	60	3	4	51	15
	23%e	24%e	34%abcde	24%e	21%	18%	28%de	24%	32%	27%	20%	39%lm	5%	13%	33%o	17%
9 -	111	59	29	103	108	101	36	9	13	13	1	28	6	2	28	8
	17%e	16%	16%	14%	20%e	13%	15%	14%	15%	15%	10%	18%	10%	7%	18%	9%
8 -	98	65	32	147	76	140	49	12	16	18	3	39	9	1	40	9
	15%	17%	17%	20%ad	14%	18%cd	20%cd	19%	19%	21%	30%	25%km	15%	3%	26%o	10%
7 -	100	52	16	98	64	102	31	9	8	12	2	10	17	4	16	15
	16%f	14%	9%	13%	12%	13%	12%	14%	9%	14%	20%	6%	23%a	13%	10%	12%
6 -	68	40	12	74	43	82	18	3	6	8	1	12	5	1	9	9
	11%	11%	7%	10%	8%	11%	7%	5%	7%	9%	10%	8%	8%	3%	6%	10%
5 -	53	28	8	46	53	66	20	7	7	5	1	3	13	4	3	17
	8%	7%	4%	6%	10%ef	9%	8%	11%	8%	6%	10%	2%	22%a	13%a	2%	19%a
4 -	26	21	6	28	20	45	7	3	1	3	-	-	4	3	3	4
	4%	6%	3%	4%	4%	6%	3%	5%	1%	4%	-	-	7%a	10%a	2%	5%
3 -	11	8	9	24	26	30	7	2	3	2	-	1	2	4	2	5
	2%	2%	5%a	3%	5%ab	4%a	3%	3%	4%	2%	-	1%	3%	13%a	1%	6%
2 -	9	4	2	15	11	17	5	2	3	-	-	-	-	5	1	4
	1%	1%	1%	2%	2%	2%	2%	3%	4%	-	-	-	-	17%a	1%	5%a
1 - Extremely dissatisfied	10	5	2	15	16	32	2	1	1	-	-	-	-	2	-	2
	2%	1%	1%	2%	3%	4%abcde	1%	2%	1%	-	-	-	-	7%a	-	2%
Not applicable	8	4	5	10	11	11	1	-	-	1	-	1	-	-	1	-
	1%	1%	3%	1%	2%	1%	1%	-	-	1%	-	1%	-	-	1%	-
NET: Dissatisfied	30	17	13	54	53	79	14	5	7	2	-	1	2	11	3	11
	5%	5%	7%	7%a	10%ab	10%abcde	6%	8%	8%	2%	-	1%	3%	37%a	2%	13%a
NET: Neutral	147	89	26	148	116	193	45	13	14	16	2	15	22	8	15	30
	23%f	24%f	14%	20%	21%f	25%efg	19%	21%	16%	19%	20%	10%	37%a	27%a	10%	34%a
NET: Satisfied	453	266	139	528	361	479	183	45	64	66	8	137	35	11	135	47
	71%e	71%e	76%de	71%e	67%	63%	75%de	71%	75%	78%	80%	89%lm	59%lm	37%	85%o	53%
Mean score	7.56e	7.57e	7.97abcde	7.52e	7.52e	7.01	7.74de	7.40	7.79	7.93	7.80	8.65lm	8.64m	5.20	8.39o	6.58
Standard error	0.09	0.11	0.17	0.08	0.11	0.09	0.14	0.30	0.25	0.20	0.51	0.12	0.23	0.54	0.13	0.26

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 46

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

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

	BT											EE											PLUSNET											
	Supplier						Issue					Satisfaction			Complaint completely resolved			Issue					Satisfaction			Complaint completely resolved								
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*	
10 - Extremely satisfied (10)	115	84	47	142	98	52	41	24	46	4	105	6	4	102	12	25	25	32	2	78	4	2	70	14	7	4	33	3	43	2	2	37	10	
9 - (9)	97	62	34	114	67	36	31	22	42	2	76	18	3	70	27	21	15	26	-	54	5	3	50	12	7	9	16	2	30	3	1	28	6	
8 - (8)	113	64	34	125	103	38	33	31	46	3	87	22	4	74	38	14	21	25	4	49	13	2	36	27	9	8	15	2	25	7	2	19	15	
7 - (7)	86	48	11	109	73	98	27	24	36	2	49	31	6	20	15%	12%	18%	18%	50%	32	15	1	16%	18%	20%	22%	16%	22%	21%	18%	8%	17%	22%	
6 - (6)	68	39	14	68	41	75	20	17	21	30	18	44	6	29	37	14	9	15	1	16	21	2	21	18	2	3	9	-	3	9	2	2	11	
5 - (5)	52	40	14	62	55	67	19	13	12	23	10	33	9	23	29	18	10	12	-	11	24	5	13	27	8	3	3	-	5	9	-	8	6	
4 - (4)	20	14	8	8	10%	9%	7%	8%	9%	21%	3%	17%	10%	6%	11%	15%	9%	9%	-	4%	25%	15%	6%	18%	18%	8%	3%	-	4%	23%	-	7%	9%	
3 - (3)	37	12	5	24	33	30	12	13	10	14	2	21	14	11	26	5	6	1	-	2	5	5	5	7	1	1	3	3	-	2	3	-	4	4
2 - (2)	15	4	3	21	17	23	8	5	5	4	1	5	10	5	10	1	1	2	-	1	2	1	1	2	-	2	1	-	1	2	-	3	3	
1 - Extremely dissatisfied (1)	23	6	2	24	20	51	8	10	4	9	-	2	21	7	36	3	1	2	-	-	-	6	2	4	2	1	5	-	1	-	7	-	8	
Not applicable	12	3	3	12	7	15	2	3	1	5	2	5	5	2	9	-	2	1	-	2	-	1	1	2	1	-	2	-	3	-	3	-	3	
NET: Dissatisfied (1-3)	75	22	16	69	70	104	28	19	27	1	2	28	45	23	52	9	8	5	-	3	7	12	8	13	3	4	9	-	1	3	12	-	15	
NET: Neutral (4-6)	140	93	38	169	123	196	60	37	36	63	4	30	87	56	82	34	27	31	1	30	51	12	37	56	13	7	17	1	9	23	6	12	23	
NET: Satisfied (7-10)	411	258	126	490	341	447	153	129	101	170	317	77	17	298	110	74	78	99	7	213	37	8	178	79	27	26	65	8	106	14	6	95	31	
Mean score	7.09e	6.99e	6.99e	7.17e	6.93	6.71	7.11e	7.09	7.03	7.12	6.44m	6.04m	3.9e	7.85o	5.91	7.27	7.34	7.71	8.13	8.35uv	6.14v	4.69	6.13x	6.50	7.02	7.16	7.76	8.33	8.66F	6.10	4.17	6.51l	6.09	
Standard error	0.10	0.11	0.19	0.09	0.11	0.10	0.16	0.19	0.19	0.15	0.08	0.14	0.29	0.11	0.16	0.22	0.21	0.18	0.48	0.11	0.18	0.50	0.13	0.18	0.37	0.39	0.28	0.65	0.15	0.31	0.63	0.15	0.35	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 47

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

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA														
	Issue					Satisfaction					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379	
10 - Extremely satisfied (10)	115	84	47	142	98	124	52	35	40	56	11	137	4	1	131	10	34	24	36	4	88	6	4	83	15	43	32	44	5	119	3	2	106	18	
9 - (9)	18%	22%ab	26%abcd	19%	18%	16%	21%	18%	21%	18%	34%AC	29%FG	2%	1%	31%	3%	22%	17%	16%	25%	30%lm	4%	5%	30%	6%	18%	18%	13%	21%	29%	1%	2%	23%	5%	
8 - (8)	15%	16%	19%de	15%	12%	12%	15%	14%	15%	16%	22%FG	4%	5%	20%	9%	10%	11%	15%	13%	19%	19%lm	6%	1%	17%	8%	11%	17%	10%	25%	22%	3%	1%	20%	5%	
7 - (7)	113	64	34	125	103	130	38	25	41	57	2	99	24	2	82	43	23	34	41	5	68	33	2	62	39	39	39	51	1	98	23	9	73	55	
6 - (6)	18%	17%	19%	17%	19%	17%	16%	13%	21%AD	18%	6%	21%FG	12%G	3%	19%	14%	15%	24%	18%	31%	23%lm	20%lm	2%	22%	15%	17%	22%	16%	4%	24%lm	10%	7%	20%	15%	
5 - (5)	86	48	11	109	73	98	27	36	28	43	2	69	33	7	57	52	20	14	38	1	38	30	5	35	38	29	12	56	1	49	44	5	52	46	
4 - (4)	13%	7%	13%e	6%	12%ef	11%ef	11%	18%	14%	14%	6%	15%	17%	9%	13%	17%	13%	10%	16%	6%	13%	10%lm	6%	13%	15%	12%	7%	12%kl	4%	12%kl	10%kl	4%	14%	12%	
3 - (3)	68	39	14	68	41	75	20	18	18	27	5	28	24	6	30	30	13	11	16	1	13	20	8	14	26	20	18	35	2	23	46	6	23	50	
2 - (2)	11%	10%	8%	9%	8%	10%	12%	9%	9%	9%	16%	6%	15%EG	8%	7%	12%GH	8%	8%	7%	6%	4%	12%kl	9%	5%	10%	9%	10%	11%	8%	6%	20%kl	5%	6%	13%w	
1 - Extremely dissatisfied (1)	52	40	14	62	55	67	19	21	13	26	2	14	41	7	12	49	14	17	23	1	10	33	12	13	41	19	17	29	2	9	43	15	13	52	
Not applicable	20	14	8%	8%	10%	9%	8%	11%	7%	8%	6%	3%	21%EG	9%	3%	16%GH	9%	12%	10%	6%	3%	20%kl	14%kl	5%	7%	10%	8%	10%	9%	8%	2%	19%kl	12%kl	4%	14%w
NET: Dissatisfied (1-3)	37	12	5	24	33	30	12	8	5	10	1	3	9	12	6	18	9	7	16	1	6	8	19	9	22	8	4	18	-	2	11	17	4	25	
NET: Neutral (4-6)	15	4	3	21	17	23	8	5	6	9	1	3	4	14	5	15	6	5	4	-	-	3	14	-	17	4	4	14	1	-	9	14	2	20	
NET: Satisfied (7-10)	23	6	8	24	20	51	8	8	1	15	-	2	7	15	4	20	6	5	8	1	2	1	17	4	15	23	6	19	3	1	8	42	7	44	
Mean score	4%	2%	4%ab	3%	4%	7%abcd	3%	4%ab	1%	5%bc	-	**	4%G	15%G	-	**	4%G	15%G	-	6%	1%	1%	10%	1%	3%	1%	3%	6%	13%	**	3%kl	13%kl	2%	12%w	
Standard error	12	3	3	12	7	15	2	5	2	4	1	5	5	2	4	7	3	2	2	-	5	2	-	6	1	3	1	10	1	6	6	3	5	8	
	2%	1%	2%	2%	1%	2%	1%	3%	1%	1%	3%	1%	3%	3%	1%	2%	2%	1%	1%	-	2%	1%	-	2%	1%	1%	1%	3%	4%	1%	3%	2%	1%	2%	
	75	22	16	69	70	104	28	21	12	34	2	8	20	41	15	53	23	17	28	2	8	12	50	13	54	35	14	51	4	3	28	73	13	89	
	12%	6%	9%	9%b	13%bc	14%bc	12%	11%	6%	11%	6%	2%	10%E	53%EF	4%	17%GH	15%	12%	12%	13%	3%	7%kl	57%kl	5%	21%kl	15%kl	8%	16%kl	17%	1%	12%kl	57%kl	4%	23%w	
	140	93	38	169	123	196	60	51	42	68	8	49	99	21	53	115	34	35	52	2	29	69	25	34	87	59	46	85	6	42	119	35	47	145	
	22%	25%	21%	23%	23%	26%	25%	26%	22%	22%	25%	10%	15%FG	27%G	12%	37%GH	22%	25%	23%	13%	10%	43%klm	29%kl	12%	34%kl	25%	26%	26%	25%	10%	52%klv	27%kl	13%	38%w	
	411	258	126	490	341	447	153	123	139	207	21	407	69	14	355	134	93	87	149	12	250	79	12	227	112	138	113	183	13	354	76	17	306	137	
	64%bc	69%bc	69%bc	66%bc	63%	59%	63%	62%	71%a	66%	66%	87%FG	36%G	18%	83%	43%	61%	62%	65%	75%	86%lm	49%lm	14%	83%kl	44%	59%	65%kl	56%	54%	87%klv	33%kl	13%	82%kl	36%	
	7.09e	7.47acde	7.49de	7.17e	6.93	6.71	7.11e	6.91	7.46a	7.09	7.84	6.29FG	5.76G	3.86	6.16I	5.82	6.89	6.91	6.93	7.50	6.24lm	6.28lm	3.79	6.04o	5.79	6.63	7.22pq	6.48	6.70	8.37uv	5.59v	3.39	8.07x	5.38	
	0.10	0.11	0.19	0.09	0.11	0.10	0.16	0.18	0.16	0.14	0.42	0.08	0.14	0.29	0.09	0.14	0.22	0.21	0.16	0.65	0.11	0.15	0.26	0.12	0.16	0.18	0.18	0.15	0.67	0.08	0.13	0.22	0.10	0.13	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied (10)	115	84	47	142	98	124	52	12	20	17	3	50	2	-	47	5
	18%	22% <b>ac</b>	26% <b>ade</b>	19%	18%	16%	21%	19%	24%	20%	30%	32% <b>km</b>	3%	-	31% <b>no</b>	6%
9 - (9)	97	62	34	114	67	95	36	8	12	16	-	35	-	1	29	6
	15%	16%	19% <b>de</b>	15%	12%	12%	15%	13%	14%	19%	-	23% <b>km</b>	-	3%	19% <b>no</b>	7%
8 - (8)	113	64	34	125	103	130	38	11	11	15	1	34	4	-	27	11
	18%	17%	19%	17%	19%	17%	16%	17%	13%	18%	10%	22% <b>km</b>	7%	-	18%	13%
7 - (7)	86	48	11	109	73	98	27	5	12	9	1	14	12	1	19	8
	13% <b>c</b>	13% <b>c</b>	6%	15% <b>d</b>	13% <b>d</b>	13% <b>d</b>	11%	8%	14%	11%	10%	9%	30% <b>km</b>	3%	12%	9%
6 - (6)	68	39	14	68	41	75	20	7	11	9	2	10	17	2	14	15
	11%	10%	8%	9%	8%	10%	8%	11%	13%	11%	20%	6%	29% <b>km</b>	7%	9%	17%
5 - (5)	52	40	14	62	55	67	19	5	7	5	2	5	11	3	4	15
	8%	11%	8%	8%	10%	9%	8%	8%	8%	6%	20%	3%	19% <b>km</b>	10%	3%	17% <b>no</b>
4 - (4)	20	14	10	39	27	54	12	5	2	4	1	2	7	3	5	7
	3%	4%	5%	5%	5%	7% <b>ab</b>	5%	8%	2%	5%	10%	1%	12% <b>km</b>	10% <b>km</b>	3%	8%
3 - (3)	37	12	5	24	33	30	12	5	3	4	-	1	6	5	5	7
	6% <b>c</b>	3%	3%	3%	6% <b>bc</b>	4%	5%	8%	4%	5%	-	2%	10% <b>km</b>	17% <b>km</b>	3%	8%
2 - (2)	15	4	3	21	17	23	8	2	3	3	-	-	-	8	1	7
	2%	1%	2%	3%	3% <b>b</b>	3% <b>b</b>	3%	3%	4%	4%	-	-	-	27% <b>km</b>	1%	7%
1 - Extremely dissatisfied (1)	23	6	8	24	20	51	8	3	4	1	-	1	-	7	1	7
	4%	2%	4% <b>b</b>	3%	4%	7% <b>abced</b>	3%	5%	5%	1%	-	1%	-	23% <b>km</b>	1%	8% <b>no</b>
Not applicable	12	3	3	12	7	15	2	-	-	2	-	2	-	-	2	-
	2%	1%	2%	2%	1%	2%	1%	-	-	2%	-	1%	-	-	1%	-
NET: Dissatisfied (1-3)	75	22	16	69	70	104	28	10	10	8	-	2	6	20	7	21
	12% <b>b</b>	6%	9%	9% <b>b</b>	13% <b>bc</b>	14% <b>bc</b>	12% <b>ab</b>	16%	12%	9%	-	1%	10% <b>km</b>	67% <b>km</b>	5%	24% <b>no</b>
NET: Neutral (4-6)	140	93	38	169	123	196	60	17	20	18	5	17	35	8	23	37
	22%	25%	21%	23%	23%	26%	25%	27%	24%	21%	50%	11%	59% <b>km</b>	27% <b>km</b>	15%	42% <b>no</b>
NET: Satisfied (7-10)	411	258	126	490	341	447	153	36	55	57	5	133	18	2	122	30
	64% <b>de</b>	69% <b>de</b>	69% <b>de</b>	66% <b>d</b>	63%	59%	63%	57%	65%	67%	50%	86% <b>km</b>	31% <b>km</b>	7%	79% <b>no</b>	34%
Mean score	7.09 <b>e</b>	7.47 <b>acde</b>	7.49 <b>de</b>	7.17 <b>e</b>	6.93	6.71	7.11 <b>e</b>	6.73	7.15	7.36	7.10	6.43 <b>km</b>	6.75 <b>km</b>	3.10	6.04 <b>o</b>	5.49
Standard error	0.10	0.11	0.19	0.09	0.11	0.10	0.16	0.34	0.28	0.26	0.72	0.13	0.21	0.37	0.16	0.27

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/m/f/z - g/h/lj - kl/m - n/o  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										BT						EE						PLUSNET													
	Issue					Satisfaction					Complaint completely resolved		Issue					Satisfaction					Complaint completely resolved		Issue					Satisfaction					Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)		
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*		
10 - Extremely satisfied (10)	90	75	42	138	79	104	48	33	22	31	4	87	2	1	82	7	22	23	28	2	67	5	3	66	9	8	5	26	3	40	2	-	35	7		
9 - (9)	14%	20%ade	23%ade	19%ade	15%	14%	20%ade	17%	14%	12%	21%	25%im	1%	1%	22%ke	3%	19%	20%	21%	25%	27%uv	5%	9%	23%ke	6%	18%	14%	28%	33%	34%af	5%	-	32%ke	10%		
8 - (8)	83	51	32	96	67	93	37	20	20	43	-	69	12	2	63	20	14	18	17	2	47	4	-	40	10	6	6	17	3	29	3	-	26	6		
7 - (7)	13%	14%	17%	13%	12%	12%	15%	10%	13%	16%	-	20%im	6%	2%	17%ke	8%	12%	16%	13%	25%	19%uv	4%	-	18%ke	7%	14%	16%	18%	33%	24%af	8%	-	24%ke	9%		
6 - (6)	115	68	30	115	77	120	41	32	31	50	2	86	25	4	82	33	19	23	26	-	52	13	3	40	28	7	10	11	2	20	7	3	21	9		
5 - (5)	16%	16%	16%	16%	14%	16%	17%	16%	20%	19%	11%	25%im	13%	4%	22%ke	13%	16%	20%	19%	-	21%	14%	9%	18%	19%	16%	27%af	12%	22%	17%	18%	13%	19%	13%		
4 - (4)	88	58	18	109	77	97	26	31	17	36	4	53	29	6	54	34	20	14	22	2	40	17	1	32	25	8	2	8	-	11	3	4	8	10		
3 - (3)	14%	15%	10%	14%	14%	13%	11%	16%	11%	14%	21%	15%im	15%	7%	14%	13%	17%	12%	16%	26%	15%uv	13%	3%	14%	17%	18%	5%	9%	-	9%	8%	17%	7%	14%		
2 - (2)	84	33	15	79	44	76	30	22	28	33	1	30	41	13	35	46	12	8	13	-	14	18	1	15	18	5	4	-	6	7	2	5	9			
1 - Extremely dissatisfied (1)	13%ade	9%	8%	11%	8%	10%	12%	11%	18%	12%	5%	9%	21%ke	14%	9%	18%im	10%	7%	10%	-	6%	19%uv	3%	-	7%	12%	11%	11%	6%	-	5%	18%im	8%	5%	13%im	
NET: Dissatisfied (1-3)	53	37	14	68	61	78	24	12	13	25	3	12	35	6	19	34	12	9	15	1	12	18	7	10	27	6	2	5	1	7	4	3	7	5		
NET: Neutral (4-6)	8%	10%	8%	9%	11%	10%	10%	6%	8%	9%	16%	3%	18%im	7%	5%	13%im	10%	8%	11%	13%	5%	19%im	21%im	4%	18%im	14%	5%	5%	11%	6%	10%	13%	6%	7%		
NET: Satisfied (7-10)	33	19	11	40	34	55	13	13	8	12	-	5	22	6	11	21	11	5	3	-	4	11	4	9	10	2	4	5	-	1	7	3	3	8		
Mean score	37	15	2	33	28	43	5	12	7	18	-	4	17	16	15	22	2	8	4	1	6	5	4	2	13	-	1	1	-	2	2	-	2	2		
Standard error	23	9	5	17	20	28	10	6%	4%	7%	-	1%	9%	18%im	4%	9%	2%	7%	3%	13%	2%	5%	12%im	1%	1%	3%	1%	-	3%	1%	-	5%	1%	3%		
NET: Dissatisfied	19	6	7	26	34	50	6	9	5	5	-	1	2	16	4	15	2	2	2	-	1	-	5	2	3	4	1	2	4	-	-	-	7	-		
NET: Neutral	3%	2%	4%	4%	4%	4%	2%	5%	3%	2%	-	*	1%	13%im	1%	1%	2%	2%	1%	-	*	-	15%im	1%	3%	2%	5%	4%	-	-	-	29%	-	10%im		
NET: Satisfied	13	5	7	22	20	18	3	4	1	4	4	2	5	6	4	8	1	-	4	-	4	-	1	4	1	-	1	6	-	5	1	1	5	2		
NET: Dissatisfied	79	30	14	76	82	121	21	30	17	31	1	7	26	46	29	50	6	15	8	1	8	9	13	8	22	2	3	9	-	6	8	-	13			
NET: Neutral	12%ade	8%	8%	10%	15%bcdf	16%bcdf	9%	15%	11%	12%	5%	2%	13%im	11%im	8%	20%im	5%	13%im	6%	13%	3%	9%im	19%im	4%	15%im	5%	8%	10%	-	-	15%im	33%	-	19%im		
NET: Satisfied	170	89	40	187	139	209	67	47	49	70	4	47	98	25	65	101	35	22	31	1	30	47	12	34	55	13	10	16	1	14	18	8	15	22		
Mean score	59%	67%ade	67%ade	61%ade	55%	54%	63%ade	59%	57%	60%	53%	29%ade	68%	13%	28%	37%	64%	68%	68%	75%	63%uv	41%uv	21%	79%ke	48%	66%	67%	67%	89%	84%af	38%	29%	82%im	46%		
Standard error	0.10	0.12	0.19	0.09	0.12	0.10	0.16	0.19	0.19	0.14	0.60	0.09	0.14	0.26	0.11	0.15	0.21	0.23	0.19	0.89	0.12	0.20	0.49	0.14	0.18	0.33	0.41	0.29	0.53	0.14	0.37	0.56	0.16	0.34		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	SKY														TALK TALK														VIRGIN MEDIA													
	Supplier							Issue				Satisfaction			Complaint completely resolved		Issue							Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved						
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)								
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379								
10 - Extremely satisfied (10)	90	75	42	138	79	104	48	34	41	55	8	132	5	1	126	11	23	20	32	4	70	7	2	62	17	32	34	35	3	99	4	1	92	12								
9 - (9)	14%	20%ade	23%ade	19%ade	15%	14%	20%ade	17%	21%	18%	25%	28%FG	3%	1%	30%G	4%	15%	14%	14%	25%	24%im	4%	2%	22%en	7%	14%	20%r	11%	13%	24%uv	2%	1%	25%ax	3%								
8 - (8)	83	51	32	96	67	93	37	25	28	38	5	83	11	2	73	23	16	15	34	2	55	8	4	50	17	31	28	32	2	87	2	4	66	26								
7 - (7)	13%	14%	17%	13%	12%	12%	15%	13%	14%	12%	16%	18%FG	6%	3%	17%G	7%	10%	11%	15%	13%	19%im	5%	5%	18%en	7%	13%	18%r	10%	8%	21%uv	1%	3%	18%ax	7%								
6 - (6)	115	68	30	115	77	120	41	32	30	50	3	107	7	1	81	34	14	22	34	7	60	16	1	48	29	36	28	51	5	91	25	4	75	43								
5 - (5)	18%	18%	16%	16%	14%	16%	17%	16%	15%	16%	9%	23%FG	4%	1%	19%G	11%	9%	16%	15%	44%	21%im	10%	1%	17%en	11%	15%	16%	16%	21%	22%uv	11%	3%	20%ax	11%								
4 - (4)	88	58	18	109	77	97	26	25	34	42	5	68	33	5	60	46	25	25	27	-	46	30	1	47	29	29	19	49	-	61	29	7	52	43								
3 - (3)	14%	15%	10%	14%	14%	13%	11%	13%	17%	13%	16%	14%	12%G	6%	14%	15%	16%	18%	12%	-	15%im	15%im	1%	17%	11%	12%	11%	15%	-	15%uv	13%uv	5%	14%	11%								
2 - (2)	84	33	15	79	44	76	30	23	22	29	5	29	43	7	31	47	17	15	12	-	20	18	6	18	25	19	20	34	3	28	44	4	29	45								
1 - Extremely dissatisfied (1)	13%ade	9%	8%	11%	8%	10%	12%	12%	11%	9%	16%	6%	22%EG	9%	7%	15%H	11%	11%	5%	-	7%	11%	7%	6%	10%	8%	11%	10%	13%	7%	19%uv	3%	8%	12%								
NET: Dissatisfied (1-3)	53	37	14	68	61	78	24	17	15	33	3	16	45	7	20	48	19	17	24	1	20	32	9	19	42	23	20	33	2	15	50	13	21	55								
NET: Neutral (4-6)	8%	10%	8%	9%	11%	10%	10%	9%	8%	11%	9%	3%	23%EG	9%	5%	16%H	12%	12%	10%	6%	7%	20%H	10%	7%	17%uv	10%	11%	10%	8%	4%	22%uv	10%uv	6%	15%uv								
NET: Satisfied (7-10)	33	19	11	40	34	55	13	13	11	15	1	11	20	9	9	31	11	7	15	1	3	20	11	8	24	16	10	27	2	17	31	7	16	39								
Mean score	37	15	2	33	28	43	5	8	7	17	1	5	13	15	6	27	5	8	15	-	1	16	11	6	21	14	5	23	1	2	16	25	5	38								
Standard error	0.10	0.12	0.19	0.09	0.12	0.10	0.16	0.18	0.16	0.15	0.37	0.08	0.14	0.26	0.10	0.14	0.22	0.21	0.19	0.62	0.11	0.17	0.26	0.13	0.17	0.19	0.19	0.15	0.64	0.08	0.13	0.21	0.11	0.13								

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied	90	75	42	138	79	104	48	12	20	13	3	46	2	-	42	6
	14%	20% <b>ade</b>	23% <b>ade</b>	19% <b>ade</b>	15%	14%	20% <b>ae</b>	19%	24%	15%	30%	30% <b>km</b>	3%	-	27% <b>on</b>	7%
9 -	83	51	32	96	67	93	37	11	11	15	-	33	3	1	29	7
	13%	14%	17%	13%	12%	12%	15%	17%	13%	18%	-	21% <b>km</b>	5%	3%	19% <b>oo</b>	8%
8 -	115	68	30	115	77	120	41	12	10	15	4	35	3	3	33	8
	18%	18%	16%	16%	14%	16%	17%	19%	12%	18%	40%	23% <b>nl</b>	5%	10%	21% <b>oo</b>	9%
7 -	88	58	18	106	77	97	26	3	10	13	-	17	8	1	15	11
	14%	15%	10%	14%	14%	13%	11%	5%	12%	13%	-	11%	14%	3%	10%	13%
6 -	84	33	15	79	44	76	30	7	14	7	2	10	18	2	16	14
	13% <b>hd</b>	9%	8%	11%	8%	10%	12%	11%	16%	8%	20%	6%	31% <b>km</b>	7%	10%	16%
5 -	53	37	14	68	61	78	24	8	9	7	-	7	12	5	9	15
	8%	10%	8%	9%	11%	10%	10%	13%	11%	8%	-	5%	20% <b>ka</b>	17% <b>ka</b>	6%	17% <b>ka</b>
4 -	33	19	11	40	34	55	13	3	5	4	1	2	6	5	5	8
	5%	5%	6%	5%	6%	7%	5%	5%	6%	5%	10%	1%	10% <b>ka</b>	17% <b>ka</b>	3%	9%
3 -	37	15	2	33	28	43	5	-	3	2	-	-	2	3	1	4
	6% <b>dz</b>	4%	1%	4% <b>dz</b>	5% <b>dz</b>	6% <b>dz</b>	2%	-	4%	2%	-	-	3% <b>ka</b>	10% <b>ka</b>	1%	5% <b>ka</b>
2 -	23	9	5	17	20	28	10	5	1	4	-	2	3	5	2	8
	4%	2%	3%	2%	4%	4%	4%	8% <b>hd</b>	2%	5%	-	1%	5%	17% <b>ka</b>	1%	9% <b>ka</b>
1 - Extremely dissatisfied	19	6	7	26	34	50	6	2	2	2	-	-	1	5	-	6
	3%	2%	4%	4%	6% <b>abce</b>	7% <b>abce</b>	2%	3%	2%	2%	-	-	2%	17% <b>ka</b>	-	7% <b>ka</b>
Not applicable	13	5	7	22	20	18	3	-	-	3	-	2	1	-	2	1
	2%	1%	4%	3%	4% <b>hd</b>	2%	1%	-	-	4%	-	1%	2%	-	1%	1%
NET: Dissatisfied	79	30	14	76	82	121	21	7	6	8	-	2	6	13	3	18
	12% <b>hd</b>	8%	8%	10%	15% <b>bcdfz</b>	16% <b>bcdfz</b>	9%	11%	7%	9%	-	1%	10% <b>ka</b>	43% <b>kl</b>	2%	20% <b>ka</b>
NET: Neutral	170	89	40	187	139	209	67	18	28	18	3	19	36	12	30	37
	27%	24%	22%	25%	26%	27%	28%	29%	33%	21%	30%	12%	61% <b>ka</b>	40% <b>kl</b>	19%	42% <b>ka</b>
NET: Satisfied	376	252	122	455	300	414	152	38	51	56	7	131	16	5	119	32
	59%	67% <b>ade</b>	67% <b>ade</b>	61% <b>ade</b>	55%	54%	63% <b>ae</b>	60%	60%	66%	70%	85% <b>km</b>	27%	17%	77% <b>oo</b>	36%
Mean score	6.82 <sup>ae</sup>	7.24 <sup>ade</sup>	7.38 <sup>ade</sup>	7.02 <sup>de</sup>	6.55	6.47	7.15 <sup>de</sup>	7.02	7.19	7.13	7.80	6.31 <sup>km</sup>	6.72 <sup>km</sup>	4.03	6.01 <sup>o</sup>	5.62
Standard error	0.10	0.12	0.19	0.09	0.12	0.10	0.16	0.33	0.26	0.26	0.63	0.14	0.25	0.43	0.15	0.27

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



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 52

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

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

	Supplier											BT				EE				PLUSNET															
	Issue						Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved							
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*	
10 - Extremely satisfied (10)	88	79	24	124	67	88	37	35	22	28	3	76	8	4	81	7	24	26	27	2	72	6	1	65	14	4	5	12	3	21	2	1	21	3	
9 - (9)	14%	21% <sup>abdef</sup>	13%	17% <sup>abde</sup>	12%	12%	15%	18%	14%	11%	16%	22% <sup>klm</sup>	4%	4%	21% <sup>ko</sup>	3%	23%	23%	20%	25%	29% <sup>klm</sup>	6%	3%	29% <sup>klm</sup>	9%	9%	14%	13%	33%	18%	5%	4%	19%	4%	
8 - (8)	74	43	23	89	45	76	29	17	25	29	3	65	7	2	54	20	17	14	12	-	40	2	1	38	5	5	10	7	1	21	-	2	16	7	
7 - (7)	12%	11%	13%	12%	8%	10%	12%	9%	16%	11%	16%	19% <sup>klm</sup>	4%	2%	14% <sup>ko</sup>	8%	15%	12%	9%	-	16% <sup>klm</sup>	2%	3%	17% <sup>klm</sup>	3%	3%	22%	8%	11%	18% <sup>klm</sup>	-	8%	15%	10%	
6 - (6)	95	56	15	94	69	97	35	28	26	38	3	62	25	8	70	24	11	22	21	2	43	12	1	34	22	6	3	6	-	12	3	-	12	3	
5 - (5)	15% <sup>klm</sup>	13% <sup>klm</sup>	8%	13%	13%	13%	14% <sup>klm</sup>	14%	17%	14%	16%	16% <sup>klm</sup>	13%	9%	16% <sup>klm</sup>	9%	9%	19% <sup>klm</sup>	15%	25%	17% <sup>klm</sup>	13%	3%	15%	15%	14%	8%	6%	-	10%	8%	-	11%	4%	
4 - (4)	77	39	11	83	50	90	30	30	19	25	3	51	22	4	48	28	11	12	14	2	27	9	3	19	20	2	3	4	2	6	3	2	9	2	
3 - (3)	12%	10%	6%	11% <sup>klm</sup>	9%	12% <sup>klm</sup>	15%	12%	9%	16%	16%	15% <sup>klm</sup>	11%	4%	13% <sup>klm</sup>	11%	9%	10%	10%	25%	11%	9%	9%	8%	13%	5%	8%	4%	22%	5%	8%	8%	8%	8%	
2 - (2)	66	39	15	73	41	62	23	23	14	29	-	25	20	2	28	38	10	14	14	1	21	16	2	16	22	7	4	3	1	6	7	2	7	7	
1 - Extremely dissatisfied (1)	10%	10%	8%	10%	8%	8%	9%	12%	9%	11%	-	7%	20% <sup>klm</sup>	2%	7%	15% <sup>klm</sup>	9%	12%	10%	13%	8%	17% <sup>klm</sup>	6%	7%	15% <sup>klm</sup>	16% <sup>klm</sup>	11%	3%	11%	5%	18% <sup>klm</sup>	8%	6%	6%	10%
NET: Dissatisfied (1-3)	50	39	17	69	58	67	26	11	12	25	2	19	24	7	30	20	16	12	11	-	15	21	3	17	21	4	2	11	-	10	6	1	9	8	
NET: Neutral (4-6)	8%	10%	9%	9%	11%	9%	11%	6%	8%	9%	11%	5%	12% <sup>klm</sup>	8%	8%	8%	14%	10%	8%	-	6%	22% <sup>klm</sup>	9%	8%	14% <sup>klm</sup>	9%	5%	12%	-	8%	15%	4%	8%	12%	
NET: Satisfied (7-10)	39	20	12	39	31	51	15	10	14	14	1	12	16	11	13	25	9	5	6	-	5	12	3	6	14	5	1	6	-	4	8	-	2	10	
Mean score	6.39 <sup>de</sup>	6.54 <sup>def</sup>	6.19	6.52 <sup>de</sup>	6.58	6.51	6.52 <sup>de</sup>	6.52	6.64	6.06	7.31	7.63 <sup>lm</sup>	6.36 <sup>lm</sup>	3.67	7.34 <sup>o</sup>	4.97	6.58	7.30 <sup>p</sup>	6.65	7.25	7.84 <sup>uv</sup>	6.52 <sup>v</sup>	3.39	7.60 <sup>x</sup>	5.74	6.21	7.03 <sup>C</sup>	6.56	8.43	7.42 <sup>F</sup>	4.89	3.57	7.55 <sup>I</sup>	4.53	
Standard error	0.12	0.14	0.25	0.11	0.14	0.11	0.18	0.21	0.22	0.19	0.62	0.12	0.19	0.32	0.13	0.18	0.27	0.22	0.26	0.90	0.15	0.23	0.48	0.18	0.22	0.44	0.48	0.39	0.65	0.28	0.39	0.64	0.26	0.36	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	SKY										TALK TALK										VIRGIN MEDIA														
	Supplier					Issue					Satisfaction					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved				
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379	
10 - Extremely satisfied (10)	88	79	24	124	67	88	37	29	44	45	6	118	6	-	114	9	24	17	23	3	60	5	2	60	7	25	31	29	3	84	3	1	77	11	
9 - (9)	14%	21% <b>def</b>	13%	17% <b>def</b>	12%	12%	15%	15%	23% <b>AC</b>	14%	19%	25% <b>def</b>	3%	-	27%	3%	16%	12%	10%	19%	21%	3%	2%	21%	3%	11%	18% <b>def</b>	9%	13%	21%	1%	1%	21%	3%	
8 - (8)	74	43	23	89	45	76	29	30	25	33	1	76	10	3	65	24	14	15	15	1	39	5	1	34	10	28	29	17	2	64	9	3	60	15	
7 - (7)	12%	11%	13%	12%	8%	10%	12%	15%	13%	11%	3%	16%	5%	4%	15%	8%	9%	11%	6%	6%	19%	3%	1%	12%	4%	12%	17%	5%	8%	16%	4%	2%	16%	4%	
6 - (6)	95	56	15	94	69	97	35	29	28	35	2	78	13	3	69	25	20	18	26	5	50	15	4	42	27	24	28	42	3	75	17	5	53	41	
5 - (5)	19%	13%	8%	13%	13%	13%	19%	15%	14%	11%	0%	17%	7%	4%	16%	8%	13%	13%	11%	31%	17%	9%	5%	15%	21%	10%	16%	13%	13%	19%	7%	4%	14%	11%	
4 - (4)	77	39	11	83	50	90	30	21	28	33	1	86	25	2	90	33	12	15	23	-	28	17	5	28	21	27	24	37	2	67	21	2	57	33	
3 - (3)	13%	10%	6%	11%	9%	12%	15%	11%	14%	11%	3%	12%	3%	3%	12%	11%	8%	11%	10%	-	10%	10%	6%	10%	8%	11%	14%	11%	8%	17%	2%	2%	15%	9%	
2 - (2)	66	39	15	73	41	62	23	18	20	29	6	33	32	8	29	43	9	18	13	1	21	14	6	15	25	21	12	28	1	25	33	4	24	36	
1 - Extremely dissatisfied (1)	10%	10%	8%	10%	8%	8%	9%	9%	10%	9%	19%	7%	17%	10%	7%	14%	6%	13%	6%	6%	7%	9%	7%	10%	9%	9%	7%	9%	4%	6%	14%	3%	4%	6%	9%
NET: Dissatisfied (1-3)	50	39	17	69	58	67	26	17	20	28	4	26	35	8	19	50	17	23	18	-	27	24	7	25	33	22	15	25	5	18	43	6	28	36	
NET: Neutral (4-6)	8%	10%	9%	9%	11%	9%	11%	9%	10%	9%	13%	6%	18%	10%	4%	16%	11%	16%	8%	-	9%	15%	8%	9%	13%	9%	9%	8%	21%	4%	19%	5%	8%	9%	
NET: Satisfied (7-10)	39	20	12	39	31	51	15	9	10	19	1	11	19	9	16	23	10	9	11	1	8	18	5	7	24	18	7	26	-	16	28	7	14	37	
Mean score	6.39	6.54	6.19	6.52	6.58	6.52	6.47	6.47	6.27	6.09	6.40	7.63	6.22	6.34	7.68	6.01	6.01	6.22	5.24	7.00	6.35	6.60	6.38	7.06	6.51	6.83	6.91	6.20	6.54	6.69	6.48	7.33	6.43		
Standard error	0.12	0.14	0.25	0.11	0.14	0.11	0.18	0.21	0.17	0.17	0.56	0.11	0.17	0.27	0.12	0.15	0.26	0.23	0.22	0.87	0.15	0.21	0.28	0.18	0.17	0.20	0.21	0.18	0.69	0.12	0.16	0.21	0.13	0.15	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/w/f/z - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - ABC/D - EFG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied (10)	88	79	24	124	67	88	37	8	17	10	2	35	2	-	34	3
	14%	21% <i>abdef</i>	13%	17% <i>de</i>	12%	12%	15%	13%	20%	12%	20%	23% <i>klm</i>	3%	-	22% <i>no</i>	3%
9 -	74	43	23	89	45	76	29	8	11	10	-	27	2	-	23	6
	12%	11%	13%	12% <i>d</i>	8%	10%	12%	13%	13%	12%	-	18% <i>klm</i>	3%	-	15%	7%
8 -	95	56	15	94	69	97	35	12	10	11	2	31	3	1	27	8
	15% <i>d</i>	15% <i>d</i>	8%	13%	13%	13%	14% <i>d</i>	19%	12%	13%	20%	20% <i>klm</i>	5%	3%	18%	9%
7 -	77	39	11	83	50	90	30	9	11	9	1	17	10	3	18	11
	12% <i>d</i>	10%	6%	11% <i>d</i>	9%	12% <i>d</i>	12% <i>d</i>	14%	13%	11%	10%	11%	17%	10%	12%	13%
6 -	66	39	15	73	41	62	23	5	7	8	3	12	11	-	17	6
	10%	10%	8%	10%	8%	8%	9%	8%	8%	9%	30%	8%	19% <i>klm</i>	-	11%	7%
5 -	50	39	17	69	58	67	26	7	11	8	-	8	12	6	7	19
	8%	10%	9%	9%	11%	9%	11%	11%	13%	9%	-	5%	20% <i>klm</i>	20% <i>klm</i>	5%	22% <i>klm</i>
4 -	39	20	12	39	31	51	15	3	4	7	1	8	6	1	7	8
	6%	5%	7%	5%	6%	7%	6%	5%	5%	8%	10%	5%	10%	3%	5%	9%
3 -	23	9	7	37	34	37	9	2	2	4	1	3	3	3	3	6
	4%	2%	4%	5% <i>b</i>	6% <i>ab</i>	5% <i>b</i>	4%	3%	2%	5%	10%	2%	5%	10% <i>klm</i>	2%	7%
2 -	17	16	4	33	31	36	8	1	4	3	-	3	2	3	4	4
	3%	4%	2%	4%	6%	5%	3%	2%	5%	4%	-	2%	3%	10% <i>klm</i>	3%	5%
1 - Extremely dissatisfied (1)	69	24	20	56	71	116	20	5	5	10	-	3	5	12	6	14
	11% <i>klm</i>	6%	11%	8%	13% <i>abce</i>	15% <i>abce</i>	8%	8%	6%	12%	-	2%	8%	40% <i>klm</i>	4%	16% <i>klm</i>
Not applicable	40	12	35	43	44	42	11	3	3	5	-	7	3	1	8	3
	6% <i>b</i>	3%	19% <i>abced</i>	6%	8% <i>b</i>	6%	5%	5%	4%	6%	-	5%	5%	3%	5%	3%
NET: Dissatisfied (1-3)	109	49	31	126	136	189	37	8	11	17	1	9	10	18	13	24
	17%	13%	17%	17%	25% <i>abcefd</i>	25% <i>abcefd</i>	15%	13%	13%	20%	10%	6%	17% <i>klm</i>	60% <i>klm</i>	8%	27% <i>klm</i>
NET: Neutral (4-6)	155	98	44	181	130	180	64	15	22	23	4	28	29	7	31	33
	24%	26%	24%	24%	24%	24%	26%	24%	26%	27%	40%	18%	49% <i>klm</i>	23%	20%	38% <i>klm</i>
NET: Satisfied (7-10)	334	217	73	390	231	351	131	37	49	40	5	110	17	4	102	28
	52% <i>def</i>	58% <i>def</i>	40%	53% <i>def</i>	43%	46%	54% <i>def</i>	50%	59%	47%	50%	71% <i>klm</i>	29%	13%	66% <i>klm</i>	32%
Mean score	6.38 <i>de</i>	6.84 <i>def</i>	6.19	6.52 <i>de</i>	5.78	5.81	6.52 <i>de</i>	6.68	6.80	6.06	6.80	7.63 <i>l</i>	5.36	3.10	7.38 <i>o</i>	5.04
Standard error	0.12	0.14	0.25	0.11	0.14	0.11	0.18	0.34	0.30	0.33	0.73	0.19	0.30	0.43	0.20	0.29

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/m/f/z - g/h/lj - kl/m - n/o  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.

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

	Supplier										BT					EE					PLUSNET													
	BT					EE					PLUSNET					Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved				
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
10 - Extremely satisfied (10)	116	79	53	174	111	131	64	38	28	45	5	105	8	3	103	13	23	26	28	2	75	4	-	70	9	10	7	32	4	49	3	1	42	11
9 - (9)	18%	21%	29%abde	24%ac	21%	17%	26%ac	19%	18%	17%	26%	30%ab	4%	3%	27%	5%	20%	23%	21%	25%	30%ab	4%	-	31%ac	6%	23%	19%	34%	44%	41%ef	8%	4%	38%ef	16%
8 - (8)	103	69	31	96	69	95	29	29	25	48	1	81	16	6	76	26	27	19	21	2	61	5	3	54	14	5	8	16	2	28	2	1	27	4
7 - (7)	16%	15%	19%cd	17%	13%	13%	12%	15%	16%	18%	5%	23%lm	8%	7%	20%	10%	23%	17%	15%	25%	25%lm	5%	9%	24%lm	9%	11%	22%	17%	22%	24%lm	5%	4%	25%lm	6%
6 - (6)	102	55	35	127	100	121	46	27	23	48	4	74	25	3	72	30	14	13	28	-	48	5	2	34	20	10	7	17	1	22	9	4	19	16
5 - (5)	16%	15%	19%	17%	18%	16%	19%	14%	15%	18%	21%	21%lm	13%lm	3%	19%lm	12%	12%	11%	21%lm	-	19%lm	5%	6%	15%	13%	23%	19%	18%	11%	18%	23%	17%	17%	23%
4 - (4)	90	52	21	106	61	107	26	25	27	37	1	48	34	8	44	45	13	19	18	2	31	17	4	23	29	7	5	8	1	12	6	3	14	6
3 - (3)	14%	14%	11%	14%	11%	14%	11%	13%	17%	14%	5%	14%	17%	9%	12%	13%lm	11%	17%	13%	25%	13%	18%	12%	10%	10%lm	16%	14%	9%	11%	10%	15%	13%	13%	9%
2 - (2)	74	54	7	71	55	77	23	27	16	28	3	24	37	13	37	35	17	17	19	1	22	28	4	22	32	4	1	2	-	2	4	1	1	5
1 - Extremely dissatisfied (1)	12%	14%ac	4%	10%f	10%f	10%f	9%f	14%	10%	11%	16%	7%	13%ac	14%ac	10%	14%	15%	15%	14%	13%	9%	29%kl	12%	10%	21%lm	9%	3%	2%	-	2%	10%kl	4%	1%	7%kl
Not applicable	60	25	6	50	53	74	24	18	17	22	8	10	40	10	26	33	8	9	7	1	2	18	5	9	16	2	1	3	-	-	2	4	2	4
NET: Dissatisfied (1-3)	31	18	8	46	29	42	13	9	10	12	-	4	14	13	5	26	7	7	4	-	5	9	4	6	12	2	3	3	-	2	5	1	1	7
NET: Neutral (4-6)	5%	5%	4%	6%	5%	6%	5%	5%	6%	5%	-	1%	7%ac	14%ac	1%	10%ac	6%	6%	3%	-	2%	9%kl	12%kl	3%	8%lm	5%	8%	3%	-	2%	13%kl	4%	1%	10%kl
NET: Satisfied (7-10)	21	11	8	25	24	37	7	6	3	12	-	2	8	11	4	17	3	2	6	-	2	7	2	2	9	2	2	3	1	1	4	3	1	6
Mean score	12	4	2	14	15	23	4	5	3	4	-	-	5	7	3	9	2	1	1	-	-	2	2	-	4	-	1	1	-	-	1	1	-	1
Standard error	20	7	7	25	21	46	6	8	4	7	1	1	5	14	6	34	2	2	3	-	-	-	7	3	5	1	1	5	-	-	3%	4%	-	1%
	3%	3%	4%	3%	4%	5%	3%	3%	2%	5%	-	1%	4%ac	12%ac	1%	7%ac	3%	2%	4%	-	1%	7%kl	6%kl	1%	6%lm	5%	5%	3%	11%	1%	10%kl	13%	1%	13%kl
	9	2	5	6	3	9	1	5	1	2	1	2	5	2	3	5	1	-	1	-	2	-	-	2	-	1	1	3	-	3	2	-	3	2
	1%	1%	3%bcd	1%	1%	1%	*	3%	1%	1%	5%	1%	3%ac	2%	1%	2%	1%	-	1%	-	1%	-	-	1%	-	2%	3%	3%	-	3%	5%	-	3%	3%
	53	22	17	64	60	106	17	19	10	23	1	3	18	32	13	40	7	5	10	-	2	9	11	4	18	3	4	9	1	1	7	9	1	14
	8%	6%	9%	9%	11%b	14%abc	7%	10%	6%	9%	5%	1%	9%ac	36%ac	3%	15%ac	6%	4%	7%	-	1%	9%kl	33%kl	2%	12%lm	7%	11%	10%	11%	1%	18%kl	38%	1%	20%kl
	165	97	21	167	137	193	60	54	43	62	6	38	91	36	68	94	32	33	30	2	29	55	13	37	60	8	5	8	-	4	11	6	4	16
	26%f	26%f	11%	23%f	25%f	25%f	25%f	27%	27%	23%	32%	11%	40%ac	40%ac	18%	37%ac	27%	29%	22%	25%	12%	58%kl	39%kl	17%	40%lm	18%	14%	9%	-	3%	28%kl	25%	4%	23%kl
	411	255	140	503	341	454	165	119	103	178	11	308	83	20	295	114	77	77	95	6	215	31	9	181	72	32	27	73	8	111	20	9	102	37
	64%	68%ac	77%abcde	68%ac	63%	60%	68%ac	60%	66%	67%	58%	88%lm	42%lm	22%	78%lm	45%	66%	67%	70%	75%	87%lm	33%	27%	81%lm	48%	73%	73%	78%	89%	93%lm	50%	38%	93%lm	54%
	7.17e	7.44de	7.72acde	7.29e	7.05e	6.75	7.42e	7.06	7.17	7.23	7.33	6.38lm	6.14lm	4.60	7.96o	5.97	7.42	7.42	7.46	7.88	6.41uv	5.93v	4.64	6.23x	6.26	7.51	7.36	7.90	8.44	6.84F	6.11	4.92	6.75I	6.28
	0.09	0.11	0.18	0.09	0.11	0.10	0.15	0.18	0.18	0.14	0.58	0.08	0.15	0.27	0.10	0.15	0.21	0.20	0.19	0.67	0.10	0.18	0.46	0.12	0.18	0.34	0.42	0.27	0.77	0.13	0.41	0.59	0.14	0.35

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - ABC/D - EFG - HI  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**Q101: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.**

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
10 - Extremely satisfied (10)	116	79	53	174	111	131	64	37	55	73	9	163	10	1	156	17	29	25	49	8	96	12	3	95	16	38	43	43	7	121	8	2	112	19
9 - (9)	103	69	31	96	69	95	29	29	20	40	7	85	7	4	69	27	22	17	28	2	56	12	1	45	23	33	23	35	4	83	11	1	72	23
8 - (8)	102	55	35	127	100	121	46	30	36	56	5	95	26	6	81	46	26	28	44	2	70	26	4	68	30	40	24	56	1	88	28	5	66	53
7 - (7)	90	52	21	106	61	107	26	31	28	46	1	69	33	4	58	48	20	15	25	1	32	24	5	24	36	27	19	58	3	59	39	9	58	47
6 - (6)	74	54	7	71	55	77	23	19	26	22	4	28	30	4	20	30	13	15	11	0	11	15	6	9	14	11	11	13	15	15	7	16	12	
5 - (5)	60	25	6	50	53	74	24	14	8	27	1	10	32	8	17	33	11	20	21	1	10	29	14	12	41	21	24	27	2	16	48	10	16	55
4 - (4)	31	18	8	46	29	42	13	16	10	18	2	8	24	14	7	39	7	7	15	-	5	12	12	8	21	14	8	20	-	10	22	10	6	36
3 - (3)	21	11	8	25	24	37	7	8	6	11	-	4	13	8	4	21	10	-	13	1	2	9	13	4	19	10	5	20	2	2	15	20	4	33
2 - (2)	12	4	2	14	15	23	4	3	3	7	1	2	5	7	3	11	5	6	4	-	1	4	10	2	13	12	3	7	1	1	6	16	4	18
1 - Extremely dissatisfied (1)	20	7	7	25	21	46	6	11	2	11	3	2	3	20	3	21	7	5	8	1	1	1	19	1	18	19	6	19	2	1	5	40	3	43
Not applicable	9	2	5	6	3	9	1	2	1	2	1	3	1	2	3	2	1	1	1	-	2	1	-	2	1	3	2	3	1	3	3	3	3	4
NET: Dissatisfied (1-3)	53	22	17	64	60	106	17	22	11	29	2	8	21	35	10	53	22	11	25	2	4	14	42	8	50	41	14	46	5	4	26	76	11	94
NET: Neutral (4-6)	165	97	21	167	137	193	60	49	44	67	7	46	95	26	50	116	33	44	59	1	32	73	32	38	98	53	49	88	3	47	114	32	49	139
NET: Satisfied (7-10)	411	255	140	503	341	454	165	127	139	215	22	412	76	15	364	138	97	85	146	13	254	74	13	232	105	138	109	192	15	351	86	17	308	142
Mean score	7.17e	7.44de	7.72acde	7.29e	7.05e	6.75	7.42e	6.95	7.61A	7.26	7.74	6.38FG	5.96G	3.95	6.31I	5.89	6.95	6.99	7.07	8.13	6.38Im	6.37m	3.89	6.22o	5.79	6.59	7.23pf	6.60	7.00	6.28uv	5.88v	3.41	6.13x	5.43
Standard error	0.09	0.11	0.18	0.09	0.11	0.10	0.15	0.18	0.16	0.14	0.44	0.08	0.14	0.30	0.09	0.14	0.21	0.20	0.16	0.70	0.10	0.16	0.26	0.11	0.16	0.19	0.19	0.14	0.66	0.08	0.13	0.21	0.10	0.13

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - ABC/D - EFG - HI  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE				Satisfaction			Complaint completely resolved	
	BT	EE	PLUSNET	Sky	TalkTalk	Virgin Media	Vodafone	Billing and Customer service	Repairs and Installation	Service issues	Something else	Satisfied	Neutral	Dissatisfied	Yes	No
	(a)	(b)	(f)	(c)	(d)	(e)	(z)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
10 - Extremely satisfied	116	79	53	174	111	131	64	16	27	19	2	59	3	2	55	9
	18%	21%	29% <b>abcd</b>	24% <b>ac</b>	21%	17%	26% <b>ac</b>	25%	32%	22%	20%	38% <b>lm</b>	5%	7%	36% <b>n</b>	10%
9 -	103	69	31	96	69	95	29	8	8	12	1	27	-	2	23	6
	16% <b>de</b>	18% <b>cd</b>	17%	13%	13%	12%	12%	13%	9%	14%	10%	18% <b>kl</b>	-	7% <b>l</b>	15%	7%
8 -	102	55	35	127	100	121	46	13	16	16	1	36	9	1	37	9
	16%	15%	19%	17%	18%	16%	19%	21%	19%	19%	10%	23% <b>km</b>	15%	3%	24% <b>ko</b>	10%
7 -	90	52	21	106	61	107	26	9	6	10	1	12	11	3	14	11
	14%	14%	11%	14%	11%	14%	11%	14%	7%	12%	10%	8%	10% <b>kl</b>	10%	9%	13%
6 -	74	54	7	71	55	77	23	3	8	9	3	9	13	1	10	13
	12% <b>kl</b>	14% <b>cd</b>	4%	10% <b>f</b>	10% <b>f</b>	10% <b>f</b>	9% <b>f</b>	5%	9%	11%	30%	6%	22% <b>lm</b>	3%	6%	15% <b>n</b>
5 -	60	25	6	50	53	74	24	5	6	12	1	7	12	5	7	17
	9% <b>f</b>	7%	3%	7%	10% <b>cf</b>	10% <b>cf</b>	10% <b>f</b>	8%	7%	14%	10%	5%	20% <b>klm</b>	17% <b>kl</b>	5%	19% <b>n</b>
4 -	31	18	8	46	29	42	13	4	7	2	-	2	8	3	4	9
	5%	5%	4%	6%	5%	6%	5%	6%	8%	2%	-	1%	14% <b>klm</b>	10% <b>kl</b>	3%	10% <b>n</b>
3 -	21	11	8	25	24	37	7	2	3	1	1	1	3	3	2	5
	3%	3%	4%	3%	4%	5%	3%	3%	4%	1%	10%	1%	5% <b>kl</b>	10% <b>kl</b>	1%	6%
2 -	12	4	2	14	15	23	4	2	2	-	-	-	-	4	1	3
	2%	1%	1%	2%	3%	3% <b>bc</b>	2%	3%	2%	-	-	-	-	13% <b>kl</b>	1%	3%
1 - Extremely dissatisfied	20	7	7	25	21	46	6	1	2	3	-	-	-	6	-	6
	3%	2%	4%	3%	4%	6% <b>abcd</b>	2%	2%	2%	4%	-	-	-	20% <b>kl</b>	-	7% <b>n</b>
Not applicable	9	2	5	6	3	9	1	-	-	1	-	1	-	-	1	-
	1%	1%	3% <b>abcd</b>	1%	1%	1%	1%	-	-	1%	-	1%	-	-	1%	-
NET: Dissatisfied	53	22	17	64	60	106	17	5	7	4	1	1	3	13	3	14
	8%	6%	9%	9%	11% <b>b</b>	14% <b>abcd</b>	7%	8%	8%	5%	10%	1%	5% <b>kl</b>	43% <b>kl</b>	2%	16% <b>n</b>
NET: Neutral	165	97	21	167	137	193	60	12	21	23	4	18	33	9	21	39
	26% <b>f</b>	26% <b>f</b>	11%	23% <b>f</b>	25% <b>f</b>	25% <b>f</b>	25% <b>f</b>	19%	25%	27%	40%	12%	56% <b>klm</b>	50% <b>kl</b>	14%	44% <b>n</b>
NET: Satisfied	411	255	140	503	341	454	165	46	57	57	5	134	23	8	129	35
	64%	68% <b>ac</b>	77% <b>abcd</b>	68% <b>ac</b>	63%	60%	68% <b>ac</b>	73%	67%	67%	50%	87% <b>lm</b>	39%	27%	84% <b>no</b>	40%
Mean score	7.17 <b>e</b>	7.44 <b>de</b>	7.72 <b>acde</b>	7.29 <b>e</b>	7.65 <b>e</b>	6.75	7.42 <b>e</b>	7.44	7.45	7.43	7.00	6.63 <b>lm</b>	6.07 <b>m</b>	4.43	6.30 <b>o</b>	5.90
Standard error	0.09	0.11	0.18	0.09	0.11	0.10	0.15	0.30	0.27	0.25	0.71	0.13	0.22	0.53	0.15	0.27

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	BT											EE											PLUSNET											
	Supplier						Issue					Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved							
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
Courtesy and politeness of advisors	453	266	139	528	361	479	183	137	109	195	12	312	103	38	306	145	77	83	99	7	215	39	12	183	82	31	29	71	8	110	20	9	98	40
Ease of finding provider contact details	417	260	137	481	346	456	170	133	95	176	13	309	85	23	290	125	79	80	95	6	217	35	8	178	82	33	26	71	7	108	20	9	97	39
Advisor doing what they said they would do	411	258	126	490	341	447	153	129	101	170	11	317	77	17	298	110	74	78	99	7	213	37	8	178	79	27	26	65	8	106	14	6	95	31
Willingness to help resolve your issue	411	255	140	503	341	454	165	119	103	178	11	308	83	20	295	114	77	77	95	6	215	31	9	181	111	32	27	73	8	111	20	9	102	37
Logging of query details to avoid having to repeat yourself	376	252	122	455	300	414	152	116	90	160	10	295	68	13	281	94	75	78	93	6	206	39	7	170	72	29	23	62	8	100	15	7	90	32
The time taken to handle your issue	363	231	118	427	271	390	149	107	84	160	12	301	51	11	268	92	72	74	78	7	200	25	6	164	66	25	19	66	8	106	9	3	89	27
Getting the issue resolved to your satisfaction	362	246	122	456	292	397	161	112	81	156	13	302	52	8	283	78	78	75	87	6	211	28	7	181	64	28	23	63	8	107	14	1	92	29
Offering compensation or a goodwill payment	334	217	73	390	231	351	131	110	92	120	12	254	62	18	253	79	63	74	74	6	182	29	6	156	61	17	21	29	6	60	8	5	58	15

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	SKY													TALK TALK													VIRGIN MEDIA																
	Supplier				Issue				Satisfaction					Complaint completely resolved				Issue				Satisfaction					Complaint completely resolved				Issue				Satisfaction					Complaint completely resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)									
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379									
Courtesy and politeness of advisors	453	266	139	528	361	479	183	136	140	228	24	418	84	26	363	162	101	87	159	14	245	97	19	226	130	141	117	207	14	351	97	31	301	174									
Ease of finding provider contact details	417	260	137	481	346	456	170	126	134	202	19	407	57	17	352	127	95	89	151	11	253	75	18	219	124	142	111	192	11	351	80	25	299	155									
Advisor doing what they said they would do	411	258	126	490	341	447	153	123	139	207	21	407	69	14	355	134	93	87	149	12	250	79	12	227	112	138	113	183	13	354	76	17	306	137									
Willingness to help resolve your issue	411	255	140	503	341	454	165	127	139	215	22	412	76	15	361	138	97	85	146	13	254	74	13	232	105	138	109	192	15	351	86	17	308	142									
Logging of query details to avoid having to repeat yourself	376	252	122	455	300	414	152	116	133	185	21	390	55	9	340	114	78	82	127	13	231	61	8	207	92	128	109	167	10	338	60	16	255	124									
The time taken to handle your issue	363	231	118	427	271	390	149	113	121	176	17	372	45	10	328	97	75	73	112	11	221	42	8	184	85	122	104	151	13	333	47	10	270	116									
Getting the issue resolved to your satisfaction	362	246	122	456	292	397	161	118	128	190	20	396	53	7	349	106	75	77	128	12	243	40	9	213	79	130	101	153	13	337	50	10	284	108									
Offering compensation or a goodwill payment	334	217	73	390	231	351	131	109	125	146	10	328	54	8	298	91	70	65	87	9	177	42	12	164	65	104	112	125	10	290	50	11	247	100									

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							VODAFONE								
								Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
Courtesy and politeness of advisors	453	266	139	528	361	479	183	45	64	66	8	137	35	11	135	47
	71%e	71%e	76%de	71%e	67%	63%	75%de	71%	75%	78%	80%	89%lm	59%lm	37%	88%o	53%
Ease of finding provider contact details	417	260	137	481	346	456	170	43	57	63	7	142	24	4	128	42
	65%e	69%e	75%acde	65%e	64%	60%	70%e	68%	67%	74%	70%	92%lm	41%lm	13%	83%o	48%
Advisor doing what they said they would do	411	258	126	490	341	447	153	36	55	57	5	133	18	2	122	30
	64%e	69%e	69%e	66%e	63%	59%	63%	57%	65%	67%	50%	86%lm	31%lm	7%	79%o	34%
Willingness to help resolve your issue	411	255	140	503	341	454	165	46	57	57	5	134	23	8	129	35
	64%	65%e	71%bcde	63%e	63%	60%	65%e	73%	67%	67%	50%	87%lm	39%	27%	84%o	40%
Lagging of query details to avoid having to repeat yourself	376	252	122	455	300	414	152	38	51	56	7	131	16	5	119	32
	59%	67%ade	67%de	61%de	55%	54%	63%e	60%	60%	66%	70%	85%lm	27%	17%	77%o	36%
The time taken to handle your issue	363	231	118	427	271	390	149	35	57	50	7	126	17	6	117	31
	57%de	61%de	64%de	58%de	50%	51%	61%de	56%	67%	59%	70%	82%lm	29%	20%	76%o	35%
Getting the issue resolved to your satisfaction	362	246	122	456	292	397	161	40	62	55	4	135	23	3	124	36
	57%	65%ade	67%ade	62%de	54%	52%	66%ade	63%	73%	65%	40%	88%lm	39%lm	10%	81%o	41%
Offering compensation or a goodwill payment	334	217	73	390	231	351	131	37	49	40	5	110	17	4	102	28
	52%def	58%def	40%	52%ade	43%	46%	54%def	59%	58%	47%	50%	71%lm	29%	13%	66%o	32%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 61

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

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
Completely resolved	379	224	110	427	280	371	154	117	91	159	12	274	75	30	379	-	75	67	77	5	178	39	7	224	-	25	21	58	6	92	15	3	110	-
	59% <b>td</b>	60% <b>td</b>	60% <b>td</b>	58% <b>td</b>	52%	49%	63% <b>td</b>	59%	58%	60%	63%	78% <b>td</b>	38%	33%	100% <b>td</b>	-	64%	58%	57%	63%	72% <b>td</b>	41% <b>td</b>	21%	100% <b>td</b>	-	57%	57%	62%	67%	77% <b>td</b>	38%	13%	100% <b>td</b>	-
Partly resolved	194	127	49	249	186	284	69	61	55	74	4	73	96	25	-	194	33	42	50	2	62	50	15	-	127	15	12	20	2	22	19	8	-	49
	30%	34%	27%	34%	34%	37% <b>td</b>	28%	31%	35%	28%	21%	21%	49% <b>td</b>	28%	-	77% <b>td</b>	28%	37%	37%	25%	25%	53% <b>td</b>	45% <b>td</b>	-	85% <b>td</b>	34%	32%	22%	22%	18%	48% <b>td</b>	33%	-	71% <b>td</b>
Not resolved at all	59	23	20	60	68	95	19	17	11	29	2	2	22	35	-	59	9	6	8	-	7	5	11	-	23	3	4	13	-	5	4	11	-	20
	9%	6%	11% <b>td</b>	8%	11% <b>td</b>	12% <b>td</b>	8%	9%	7%	11%	11%	1%	11% <b>td</b>	19% <b>td</b>	-	23% <b>td</b>	8%	5%	6%	-	3%	5%	11% <b>td</b>	-	12% <b>td</b>	7%	11%	14%	-	4%	10%	46%	-	19% <b>td</b>
Don't know	6	2	4	4	7	12	1	2	-	3	1	2	4	-	-	-	-	-	1	1	1	1	-	-	1	-	2	1	-	2	2	-	-	-
	1%	1%	2% <b>td</b>	1%	1%	2%	*	1%	-	1%	5%	1%	2%	-	-	-	-	-	1%	13%	*	1%	-	-	-	2%	-	2%	11%	-	5% <b>td</b>	8%	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Completely resolved	379	224	110	427	280	371	154	115	123	173	16	354	61	12	427	-	84	65	119	12	212	53	15	280	-	117	94	152	8	292	66	13	371	-
	59% <b>td</b>	60% <b>td</b>	60% <b>td</b>	58% <b>td</b>	52%	49%	63% <b>td</b>	58%	63%	55%	50%	75% <b>fg</b>	32% <b>g</b>	15%	100%	-	55%	46%	52%	75%	73% <b>lm</b>	33% <b>m</b>	17%	100% <b>o</b>	-	50%	54%	46%	33%	72% <b>uv</b>	29% <b>v</b>	10%	100% <b>w</b>	-
Partly resolved	194	127	49	249	186	284	69	65	64	108	12	100	113	36	-	249	48	59	77	2	73	79	34	-	186	80	71	127	6	102	130	52	-	284
	30%	34%	27%	34%	34%	37% <b>td</b>	28%	33%	33%	35%	38%	21%	59% <b>td</b>	46% <b>td</b>	-	81% <b>n</b>	31%	42%	33%	13%	25%	49% <b>kl</b>	39% <b>l</b>	-	73% <b>n</b>	34%	41%	39%	25%	25%	57% <b>tv</b>	41% <b>t</b>	-	75% <b>uw</b>
Not resolved at all	59	23	20	60	68	95	19	20	6	31	3	14	17	29	-	60	18	16	33	1	6	25	37	-	68	34	8	47	6	8	27	60	-	95
	9%	6%	11% <b>td</b>	8%	13% <b>td</b>	12% <b>td</b>	8%	10% <b>td</b>	3%	10% <b>td</b>	9%	3%	9% <b>td</b>	37% <b>td</b>	-	19% <b>n</b>	12%	11%	14%	6%	2%	15% <b>kl</b>	43% <b>l</b>	-	27% <b>n</b>	14% <b>td</b>	5%	19% <b>td</b>	25%	2%	12% <b>td</b>	47% <b>td</b>	-	15% <b>uw</b>
Don't know	6	2	4	4	7	12	1	-	2	1	1	1	2	1	-	-	3	1	2	1	1	5	1	-	-	4	1	3	4	3	6	3	-	-
	1%	1%	2% <b>td</b>	1%	1%	2%	*	-	1%	*	3% <b>td</b>	*	1%	1%	-	-	2%	1%	1%	6%	*	3% <b>kl</b>	1%	-	-	2%	1%	1%	17%	1%	3%	2%	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							VODAFONE							Complaint completely resolved		
							Issue				Satisfaction					
BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
Completely resolved	379	224	110	427	280	371	154	39	55	52	8	120	31	3	154	-
	59% <i>de</i>	60% <i>de</i>	60% <i>de</i>	58% <i>de</i>	52%	49%	63% <i>de</i>	62%	65%	61%	80%	78% <i>lm</i>	53% <i>lm</i>	10%	100% <i>en</i>	-
Partly resolved	194	127	49	249	186	284	69	17	23	27	2	32	27	10	-	69
	30%	34%	27%	34%	34%	37% <i>efz</i>	28%	27%	27%	32%	20%	21%	46% <i>kl</i>	33%	-	78% <i>ln</i>
Not resolved at all	59	23	20	60	68	95	19	7	6	6	-	2	1	16	-	19
	9%	6%	11% <i>de</i>	8%	13% <i>de</i>	12% <i>de</i>	8%	11%	7%	7%	-	1%	2%	53% <i>lm</i>	-	22% <i>ln</i>
Don't know	6	2	4	4	7	12	1	-	1	-	-	-	-	1	-	-
	1%	1%	2% <i>de</i>	1%	1%	2%	*	-	1%	-	-	-	-	3% <i>kl</i>	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								BT						EE						PLUSNET														
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*	
Yes	279	189	87	360	214	293	125	91	67	110	11	224	43	12	279	-	61	56	69	3	155	28	6	189	-	21	15	46	5	73	12	2	87	-	
	44%	50%	48%	49%	40%	38%	51%	46%	43%	42%	58%	64%	22%	13%	74%	-	52%	49%	51%	38%	63%	29%	18%	84%	-	48%	41%	49%	56%	61%	30%	8%	79%	-	
No	98	32	20	65	65	73	29	25	24	48	1	49	31	18	98	-	13	10	8	1	21	11	-	32	-	3	5	11	1	16	3	1	32	20	-
	15%	9%	11%	9%	12%	10%	12%	13%	15%	18%	5%	14%	16%	20%	26%	-	11%	9%	6%	13%	8%	12%	-	14%	-	7%	14%	12%	11%	13%	8%	4%	18%	18%	-
Don't know	2	3	3	2	1	5	-	1	-	1	-	1	1	-	2	-	1	1	-	1	2	-	1	3	-	1	1	1	-	3	-	-	3	3	-
	*	1%	2%	*	*	1%	-	1%	-	*	-	*	1%	-	1%	-	1%	1%	-	1%	1%	-	3%	1%	-	2%	3%	1%	-	3%	-	-	3%	-	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								SKY					TALK TALK					VIRGIN MEDIA															
									Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved						
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Yes	279	189	87	360	214	293	125	103	103	140	14	309	45	6	360	-	68	52	84	10	170	34	10	214	-	97	77	112	7	242	42	9	293	-
	44%	50%	48%	49%	40%	38%	51%	52%	53%	45%	44%	66%	23%	8%	84%	-	44%	37%	36%	44%	58%	21%	11%	76%	-	41%	44%	34%	29%	60%	18%	7%	79%	-
No	98	32	20	65	65	73	29	11	19	33	2	44	15	6	65	-	16	13	34	2	41	19	5	65	-	17	17	38	1	47	22	4	73	-
	15%	9%	11%	9%	12%	10%	12%	6%	10%	11%	6%	9%	8%	8%	15%	-	10%	9%	15%	13%	14%	12%	6%	23%	-	7%	10%	12%	4%	12%	10%	3%	20%	-
Don't know	2	3	3	2	1	5	-	1	1	-	-	1	1	-	2	-	-	-	1	-	1	-	-	1	-	3	-	2	-	3	2	-	5	-
	*	1%	2%	*	*	1%	-	1%	1%	-	-	*	1%	-	*	-	-	-	*	-	*	-	-	*	-	1%	-	1%	-	1%	1%	-	1%	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Yes	279	189	87	360	214	293	125	32	46	41	6	102	21	2	125	-
	44% <i>ae</i>	50% <i>ade</i>	48% <i>ce</i>	49% <i>de</i>	40%	38%	51% <i>ade</i>	51%	54%	48%	60%	66% <i>lm</i>	36% <i>lm</i>	7%	81% <i>en</i>	-
No	98	32	20	65	65	73	29	7	9	11	2	18	10	1	29	-
	15% <i>abe</i>	9%	11%	9%	12%	10%	12%	11%	11%	13%	20%	12%	17%	3%	19% <i>ce</i>	-
Don't know	2	3	3	2	1	5	-	-	-	-	-	-	-	-	-	-
	*	1%	2% <i>ade</i>	*	*	1%	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT						EE						PLUSNET															
								Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	379	224	110	427	280	371	154	117	91*	159	12**	274	75*	30*	379	-**	75*	67*	77*	5**	178	39*	7**	224	-**	25**	21**	58*	6**	92*	15**	3**	110	-**	
Yes	279	189	87	360	214	293	125	91	67	110	11	224	43	12	279	-	61	56	69	3	155	28	6	189	-	21	15	46	5	73	12	2	87	-	
	74%	84% <sup>ad</sup>	79%	84% <sup>ad</sup>	76%	79%	81%	78%	74%	69%	92%	82% <sup>lm</sup>	57%	40%	74%	-	81%	84%	90%	92%	60%	87%	72%	86%	84%	-	84%	71%	79%	83%	79%	80%	67%	79%	-
No	98	32	20	65	65	73	29	25	24	48	1	49	31	18	98	-	13	10	8	1	21	11	-	32	-	3	5	11	1	16	3	1	20	-	
	26% <sup>bcde</sup>	14%	18%	15%	23% <sup>bc</sup>	20%	19%	21%	26%	30%	8%	18%	41% <sup>kl</sup>	60% <sup>kl</sup>	26%	-	17%	15%	10%	20%	12%	28% <sup>kl</sup>	-	14%	-	12%	24%	19%	17%	17%	20%	33%	18%	-	
Don't know	2	3	3	2	1	5	-	1	-	1	-	1	1	-	2	-	1	1	-	1	2	-	1	3	-	1	1	1	1	3	-	3	-	3	-
	1%	1%	3% <sup>abcd</sup>	*	*	1%	-	1%	-	1%	-	*	1%	-	1%	-	1%	1%	-	20%	1%	-	14%	1%	-	4%	5%	2%	-	3%	-	-	3%	-	

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								SKY						TALK TALK						VIRGIN MEDIA													
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	379	224	110	427	280	371	154	115	123	173	16**	354	61**	12**	427	-**	84**	65*	119	12**	212	53*	15**	280	-**	117	94*	152	8**	292	66*	13**	371	-**
Yes	279	189	87	360	214	293	125	103	103	140	14	309	45	6	360	-	68	52	84	10	170	34	10	214	-	97	77	112	7	242	42	9	293	-
	74%	84% <sup>ad</sup>	79%	84% <sup>ad</sup>	76%	79%	81%	90% <sup>c</sup>	84%	81%	88%	87%	74%	50%	84%	-	81%	80%	71%	83%	80%	64%	67%	76%	-	83%	82%	74%	88%	83%	64%	69%	79%	-
No	98	32	20	65	65	73	29	11	19	33	2	44	15	6	65	-	16	13	34	2	41	19	5	65	-	17	17	38	1	47	22	4	73	-
	26% <sup>bce</sup>	14%	18%	15%	23% <sup>bce</sup>	20%	19%	10%	15%	19% <sup>a</sup>	13%	12%	25% <sup>c</sup>	50%	15%	-	19%	20%	29%	17%	19%	36% <sup>a</sup>	33%	23%	-	15%	18%	25% <sup>ap</sup>	13%	16%	33% <sup>a</sup>	31%	20%	-
Don't know	2	3	3	2	1	5	-	1	1	-	-	1	1	-	2	-	-	-	1	-	1	-	-	1	-	3	-	2	-	3	2	-	5	-
	1%	1%	3% <sup>abcd</sup>	*	*	1%	-	1%	1%	-	-	*	2%	-	*	-	-	-	1%	-	*	-	-	*	-	3%	-	1%	-	1%	3%	-	1%	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						Issue				VODAFONE Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	379	224	110	427	280	371	154	39*	55*	52*	8**	120	31*	3**	154
Yes	279	189	87	360	214	293	125	32	46	41	6	102	21	2	125	-
	74%	84% <sup>ns</sup>	79%	84% <sup>ns</sup>	76%	79%	81%	82%	84%	79%	75%	85% <sup>ns</sup>	68%	67%	81%	-
No	98	32	20	65	65	73	29	7	9	11	2	18	10	1	29	-
	26% <sup>ns</sup>	14%	18%	15%	23% <sup>ns</sup>	20%	19%	18%	16%	21%	25%	15%	32% <sup>ns</sup>	33%	19%	-
Don't know	2	3	3	2	1	5	-	-	-	-	-	-	-	-	-	-
	1%	1%	3% <sup>ns</sup>	*	*	1%	-	-	-	-	-	-	-	-	-	-

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

	Supplier							BT				EE				PLUSNET																			
								Issue				Complaint completely resolved		Issue				Complaint completely resolved		Issue				Complaint completely resolved											
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37**	93*	9**	119	40*	24**	110	69**	
Employed or self-employed (full-time - 30hrs/wk+)	388	231	87	474	307	462	145	118	88	174	8	227	122	39	244	144	68	76	83	4	166	49	16	148	82	22	18	44	3	61	17	9	59	27	
	61%#	61%#	48%	64%#	57%#	61%#	60%#	60%	56%	66%	42%	65%#	62%#	43%	64%	57%	58%	66%	61%	50%	67%#	52%	48%	66%#	55%	50%	49%	47%	33%	51%	43%	38%	54%	39%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	94	56	39	112	92	126	45	30	26	35	3	51	29	14	47	45	17	18	19	2	35	16	5	32	24	9	8	20	2	20	14	5	19	18	
	15%	15%	21%#	15%	17%	19%	15%	17%	13%	16%	16%	15%	15%	16%	12%	18%	15%	16%	14%	25%	14%	17%	15%	14%	16%	20%	22%	22%	22%	17%	35%#	21%	17%	26%	
Full-time responsibility for the home/family	43	39	18	46	40	62	15	13	17	12	1	19	16	8	25	18	11	15	13	-	19	16	4	19	20	5	4	8	1	9	4	5	7	11	
	7%	10%#	10%	6%	7%	8%	6%	7%	13%#	5%	5%	5%	8%	9%	7%	7%	9%	13%	10%	-	8%	7%#	12%	8%	13%	11%	11%	9%	11%	8%	10%	21%	6%	15%#	
Student / under education	21	10	8	24	18	27	17	6	12	2	1	8	7	6	11	10	4	1	5	-	5	5	-	2	7	1	2	5	-	4	2	2	2	6	
	3%	3%	4%	3%	3%	4%	2%#	3%	3%#	1%	5%	2%	4%	2%#	3%	4%	3%	1%	4%	-	2%	5%	-	1%	2%#	2%	5%	5%	-	3%	5%	8%	2%	2%	3%#
Not working	40	19	12	48	46	48	11	16	5	16	3	25	9	6	26	11	10	1	6	2	14	4	1	14	5	4	3	5	-	9	1	2	9	3	
	6%	5%	7%	6%	9%#	6%	5%	8%	3%	6%	16%	7%	5%	7%	7%	4%	9%#	1%	4%	25%	6%	4%	3%	6%	3%	9%	8%	5%	-	8%	3%	8%	8%	4%	
Retired	52	21	19	36	38	37	10	14	9	26	3	21	14	17	26	25	7	4	10	-	9	5	7	9	12	3	2	11	3	16	2	1	14	4	
	8%#	6%	10%#	5%	7%	5%	4%	7%	6%	10%	16%	6%	7%	19%#	7%	10%	6%	3%	7%	-	4%	5%	21%#	4%	8%	7%	5%	12%	33%	13%	5%	4%	13%	6%	
NET: Employed	482	287	126	586	399	588	190	148	114	209	11	278	151	53	291	189	85	94	102	6	201	65	21	180	106	31	26	64	5	81	31	14	78	45	
	76%	76%	69%	79%#	74%	77%#	78%#	75%	72%	79%	58%	79%#	77%#	59%	77%	75%	72%	82%	75%	75%	81%#	68%	64%	80%#	71%	70%	70%	69%	56%	68%	78%	58%	71%	65%	

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

	SKY														TALK TALK														VIRGIN MEDIA													
	Supplier							Issue							Complaint completely resolved		Issue							Complaint completely resolved		Issue							Complaint completely resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)								
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379								
Employed or self-employed (full-time - 30hrs/wk+)	388	231	87	474	307	462	145	126	126	209	13	326	106	42	304	169	81	93	127	6	192	68	47	190	116	146	106	200	10	276	116	70	249	208								
Employed or self-employed (part-time - 8-29 hrs/wk+)	94	56	39	112	92	126	45	28	30	47	7	56	41	15	47	64	35	22	32	3	38	42	12	33	58	38	31	53	4	54	53	19	60	62								
Full-time responsibility for the home/family	43	39	18	46	40	62	15	10	17	17	2	18	18	10	14	32	12	11	17	-	17	15	8	14	26	17	20	22	3	29	25	8	27	35								
Student / under education	21	10	8	24	18	27	17	7	5	9	3	10	12	2	10	13	5	7	6	-	7	10	1	7	9	6	7	13	1	12	12	3	10	16								
Not working	40	19	12	48	46	48	11	19	10	15	4	33	10	5	30	17	13	5	25	3	22	14	10	22	23	17	10	19	2	22	15	11	14	23								
Retired	52	21	19	36	38	37	10	10	7	16	3	26	6	4	22	14	7	3	24	4	16	13	9	14	22	11	-	22	4	12	8	17	11	26								
NET: Employed	482	287	126	586	399	588	190	154	156	256	20	382	147	57	351	233	116	115	159	9	230	110	59	223	174	184	137	253	14	330	169	89	309	270								
	76%	76%	69%	79% <sup>df</sup>	74%	77% <sup>df</sup>	78% <sup>df</sup>	77%	80% <sup>df</sup>	82% <sup>df</sup>	63%	81%	76%	73%	82% <sup>df</sup>	75%	76%	82% <sup>df</sup>	69%	56%	79% <sup>df</sup>	68%	68%	80% <sup>df</sup>	69%	78%	79%	77%	58%	81% <sup>df</sup>	74%	70%	83% <sup>df</sup>	71%								

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Employed or self-employed (full-time - 30hrs/wk+)	388	231	87	474	307	462	145	40	46	54	5	108	27	10	106	38
	61% <i>f</i>	61% <i>f</i>	48%	64% <i>d,f</i>	57% <i>d</i>	61% <i>f</i>	60% <i>f</i>	63%	54%	64%	50%	70% <i>k,m</i>	46%	33%	69% <i>n</i>	43%
Employed or self-employed (part-time - 8-29 hrs/wk+)	94	56	39	112	92	126	45	9	19	12	5	24	12	9	22	23
	15%	15%	21% <i>a,c</i>	15%	17%	17%	19%	14%	22%	14%	50%	16%	20%	30%	14%	26% <i>n</i>
Full-time responsibility for the home/family	43	39	18	46	40	62	15	3	8	4	-	4	8	3	4	11
	7%	10% <i>a,c</i>	10%	6%	7%	8%	6%	5%	9%	5%	-	3%	14% <i>k</i>	10%	3%	12% <i>n</i>
Student / under education	21	10	8	24	18	27	17	5	7	5	-	7	8	2	12	5
	3%	3%	4%	3%	3%	4%	7%	8%	8%	6%	-	5%	13% <i>k</i>	7%	8%	6%
Not working	40	19	12	48	45	48	11	6	2	3	-	7	1	3	7	4
	6%	5%	7%	6%	9% <i>b</i>	6%	5%	10%	2%	4%	-	5%	2%	10%	5%	5%
Retired	52	21	19	36	38	37	10	-	3	7	-	4	3	3	3	7
	8% <i>c,e</i>	6%	10% <i>a,c,e</i>	5%	7%	5%	4%	-	4%	8% <i>g</i>	-	3%	5%	10%	2%	8% <i>n</i>
NET: Employed	482	287	126	586	399	588	190	49	65	66	10	132	39	19	128	61
	76%	76%	69%	79% <i>d,f</i>	74%	77% <i>d</i>	78% <i>d</i>	78%	76%	78%	100%	86% <i>k,m</i>	66%	63%	83% <i>n</i>	69%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							EE							PLUSNET												
	Issue							Satisfaction			Complaint completely resolved		Issue							Satisfaction			Complaint completely resolved											
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
Up to 10,399 Pounds	48	28	14	47	29	44	28	16	10	18	4	25	15	8	27	19	13	7	7	1	13	10	5	17	11	4	4	3	3	12	1	1	9	4
10,400-15,999 Pounds	43	51	18	62	67	64	23	16	8	17	2	19	17	7	23	20	19	14	18	-	34	14	3	29	22	5	2	10	1	11	6	1	9	9
15,600-25,999 Pounds	80	61	24	118	98	92	29	31	17	31	1	37	29	14	39	41	18	22	19	2	45	12	4	38	23	6	5	12	1	16	3	5	15	9
26,000-36,399 Pounds	139	70	32	145	114	151	45	39	35	49	6	71	39	19	73	56	23	27	19	1	47	16	7	38	32	9	5	18	-	18	9	5	14	18
36,400-51,999 Pounds	126	71	41	164	107	171	43	44	29	52	1	71	40	15	71	55	14	23	33	1	44	19	8	40	31	10	9	20	2	24	10	7	24	14
52,000+	195	85	42	182	110	211	68	49	51	92	3	123	49	23	137	56	28	19	36	2	60	19	6	58	27	9	11	21	1	32	7	3	30	12
Don't know	7	4	1	10	3	9	1	2	2	3	-	1	5	1	3	2	-	1	2	1	2	2	-	-	2	-	-	1	-	-	1	-	1	-
Would rather not say	10	6	11	12	13	20	6	-	5	3	2	4	3	3	6	4	2	2	2	-	3	3	-	4	2	1	1	8	1	6	3	2	8	3

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								SKY					TALK TALK				VIRGIN MEDIA																
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved								
								Billing and Customer service (A)	Repairs and Installat ion (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisf ied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installat ion (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisf ied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installat ion (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisf ied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Up to 10,399 Pounds	48	28	14	47	29	44	28	14	10	18	5	19	19	9	19	28	11	9	9	-	10	14	5	14	15	13	11	18	2	26	12	6	19	25
10,400-15,999 Pounds	43	51	18	62	67	64	23	19	18	22	3	34	20	8	24	38	18	19	29	1	32	26	9	40	27	24	16	23	1	28	27	9	25	36
15,600-25,999 Pounds	80	61	24	118	98	92	29	30	25	56	7	71	38	9	65	52	31	26	39	2	46	38	18	45	52	28	18	42	4	49	30	13	49	42
26,000-36,399 Pounds	139	70	32	145	114	151	45	43	40	57	5	83	35	27	81	64	23	30	58	3	59	41	14	48	64	59	32	57	3	72	49	30	66	62
36,400-51,999 Pounds	126	71	41	164	107	171	43	39	55	68	2	115	36	13	98	66	34	24	46	3	62	22	23	52	54	44	43	78	6	87	47	37	76	94
52,000+	195	85	42	182	110	211	68	46	43	86	7	135	41	6	128	52	33	28	44	5	75	20	15	73	35	59	50	98	4	133	48	30	126	85
Don't know	7	4	1	10	3	9	1	5	3	1	1	5	1	4	6	4	-	1	2	-	2	1	-	2	1	-	1	5	3	2	7	-	4	3
Would rather not say	10	6	11	12	13	20	6	4	1	5	2	7	3	2	6	5	3	4	4	2	6	4	3	6	6	8	3	8	1	8	9	3	6	12
	2%	2%	6%	2%	2%	3%	2%	2%	1%	2%	6%	1%	2%	3%	1%	2%	2%	3%	2%	13%	2%	2%	3%	2%	2%	3%	2%	2%	4%	2%	4%	2%	2%	3%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfaction			Yes (n)	No (o)
												Satisfied (k)	Neutral (l)	Dissatisfied (m)		
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
Up to 10,399 Pounds	48	28	14	47	29	44	28	6	12	9	1	16	7	5	13	15
	8%	7%	8%	6%	5%	6%	17% <b>cd</b>	10%	14%	11%	10%	10%	12%	17%	8%	17% <b>n</b>
10,400-15,999 Pounds	43	51	18	62	67	64	23	6	9	8	-	15	4	4	17	6
	7%	14% <b>ae</b>	10%	8%	12% <b>ace</b>	8%	9%	10%	11%	9%	-	10%	7%	13%	11%	7%
15,600-25,999 Pounds	80	61	24	118	98	92	29	5	11	10	3	12	11	6	17	12
	13%	16%	13%	16% <b>ce</b>	18% <b>ae</b>	12%	12%	8%	13%	12%	30%	8%	19% <b>n</b>	20% <b>n</b>	11%	14%
26,000-36,399 Pounds	129	70	32	145	114	151	45	16	13	14	2	28	12	5	28	17
	20%	19%	17%	20%	21%	20%	19%	25%	15%	16%	20%	18%	20%	17%	18%	19%
36,400-51,999 Pounds	126	71	41	164	107	171	43	13	18	11	1	30	8	5	29	14
	20%	19%	22%	22%	20%	22%	18%	21%	21%	13%	10%	19%	14%	17%	19%	16%
52,000+	195	85	42	182	110	211	68	15	20	31	2	49	15	4	47	20
	31% <b>abcd</b>	23%	23%	25%	20%	28% <b>d</b>	28% <b>d</b>	24%	24%	36%	20%	32% <b>n</b>	25%	13%	31%	23%
Don't know	7	4	1	10	3	9	1	1	-	-	-	1	-	-	-	1
	1%	1%	1%	1%	1%	1%	*	2%	-	-	-	1%	-	-	-	1%
Would rather not say	10	6	11	12	13	20	6	1	2	2	1	3	2	1	3	3
	2%	2%	6% <b>abcd</b>	2%	2%	3%	2%	2%	2%	2%	10%	2%	3%	3%	2%	3%

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

	Supplier							BT				Complaint completely resolved				EE				Complaint completely resolved				PLUSNET				Complaint completely resolved						
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Issue				Satisfaction			Issue				Satisfaction			Issue				Satisfaction			Yes (H)	No (I)				
								Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)			Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
East Midlands	52	19	6	44	46	79	17	12	14	24	2	32	13	7	32	19	8	7	3	1	9	7	3	11	7	-	1	4	1	4	1	1	4	2
East of England	48	26	14	39	42	46	12	12	12	23	1	21	18	9	25	23	5	8	12	1	19	4	3	15	11	2	1	9	2	9	4	1	10	4
London	131	98	36	175	125	148	63	51	27	19	3	84	38	9	87	43	28	32	37	1	71	19	8	65	33	12	9	14	1	18	11	7	18	17
North East	26	17	11	42	39	34	10	8	9	9	-	15	6	5	20	6	6	5	6	-	13	3	1	14	3	4	-	6	1	9	1	1	8	3
North West	75	37	21	89	72	100	28	19	28	27	1	39	28	8	41	34	13	8	15	1	24	10	3	23	14	6	7	8	-	14	2	5	12	9
Scotland	37	22	12	44	36	45	16	8	8	20	1	16	16	5	18	19	11	3	8	-	15	4	3	10	12	7	1	3	1	9	1	2	8	4
South East	86	25	30	75	49	80	33	24	19	41	2	44	28	14	49	36	4	7	14	-	16	7	2	14	11	5	9	16	-	21	9	-	18	11
South West	50	29	12	49	29	39	13	20	9	19	2	29	14	7	30	20	11	8	9	1	19	8	2	19	10	2	3	7	-	6	5	1	8	4
Ulster / Northern Ireland	13	5	1	10	4	1	1	5	2	6	-	9	3	1	10	3	1	2	1	1	4	1	-	3	2	-	-	1	-	-	1	-	1	-
Wales	34	15	7	40	18	15	9	9	9	14	2	15	9	7	15	19	6	6	6	-	9	6	3	7	11	-	2	5	-	6	-	1	6	1
West Midlands	50	40	18	78	40	107	23	19	13	16	2	28	13	8	33	16	15	19	14	1	30	14	5	28	21	4	1	12	1	11	5	2	7	11
Yorks & Humber	36	31	15	55	35	65	18	10	7	16	3	15	11	10	19	15	9	10	11	1	19	12	-	15	15	2	3	8	2	12	-	3	10	3

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

	Supplier							SKY					TALK TALK				VIRGIN MEDIA																	
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved										
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
East Midlands	52	19	6	44	46	79	17	13	11	20	-	25	13	6	22	22	13	9	21	3	29	13	4	28	18	27	19	29	4	40	22	17	36	42
East of England	48	26	14	39	42	46	12	12	8	16	3	15	18	6	14	25	10	14	17	1	23	10	9	18	24	16	6	24	-	21	16	9	15	29
London	131	98	36	175	125	148	63	40	47	79	9	113	53	9	109	64	37	31	56	1	74	37	14	72	49	35	49	62	2	82	48	18	74	74
North East	26	17	11	42	39	34	10	14	13	15	-	30	8	4	30	12	8	16	15	-	25	9	5	20	19	12	10	9	3	19	9	6	19	14
North West	75	37	21	89	72	100	28	22	27	38	2	53	23	13	47	42	23	24	23	2	37	20	15	35	37	36	22	42	-	51	25	24	49	50
Scotland	37	22	12	44	36	45	16	20	5	16	3	24	15	5	21	23	16	7	11	2	23	3	10	18	17	12	9	22	2	25	10	10	22	23
South East	86	25	30	75	49	80	33	18	22	32	3	54	14	7	41	34	13	9	24	3	21	19	9	24	25	24	17	39	-	42	29	9	35	43
South West	50	29	12	49	29	39	13	14	15	16	4	35	9	5	31	18	7	4	17	1	14	9	6	11	18	15	9	12	3	21	9	9	16	23
Ulster / Northern Ireland	13	5	1	10	10	4	1	1	4	3	2	5	5	-	6	4	-	5	5	-	4	6	-	6	4	-	-	2	2	3	1	-	2	2
Wales	34	15	7	40	18	15	9	12	9	17	2	21	12	7	23	15	8	2	8	-	8	7	3	10	7	5	6	4	-	7	7	1	8	7
West Midlands	50	49	18	78	40	107	23	20	20	34	4	58	10	10	50	28	8	11	20	1	17	16	7	22	17	31	17	54	5	55	36	16	57	47
Yorks & Humber	36	31	15	55	35	65	18	14	14	27	-	36	13	6	33	22	10	9	14	2	17	13	5	16	19	22	10	30	3	39	17	9	38	25

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
East Midlands	52	19	6	44	46	79	17	4	8	5	-	10	6	1	14	3
East of England	48	26	14	39	42	46	12	5	2	5	-	9	2	1	4	8
London	131	98	36	175	125	148	63	16	26	18	3	43	17	3	46	17
North East	26	17	11	42	39	34	10	3	5	2	-	5	3	2	5	5
North West	4%	5%	6%	6%	6%	4%	4%	5%	6%	2%	-	3%	5%	7%	3%	6%
Scotland	75	37	21	89	72	100	28	11	5	10	2	19	7	2	22	6
South East	12%	10%	11%	12%	13%	13%	12%	17%h	6%	12%	20%	12%	12%	7%	14%	7%
South West	37	22	12	44	36	45	16	5	3	8	-	9	5	2	10	5
Ulster / Northern Ireland	6%	6%	7%	6%	7%	6%	7%	8%	4%	9%	-	6%	8%	7%	6%	6%
Wales	86	25	30	75	49	80	33	8	9	14	2	16	8	9	12	21
West Midlands	50	29	12	49	29	39	13	2	4	6	1	9	4	-	10	3
Yorks & Humber	13	5	1	10	10	4	1	-	1	-	-	1	-	-	-	1
	34	18	7	40	18	15	9	-	3	5	1	5	1	3	4	5
	8%	10%	10%	11%	11%	7%	9%	6%	12%	9%	10%	12%	5%	7%	10%	10%
	36	31	15	55	35	65	18	5	9	4	-	10	3	5	13	5
	6%	8%	8%	7%	6%	9%	7%	8%	11%	5%	-	6%	5%	17%	8%	6%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

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

	Supplier								BT						EE						PLUSNET														
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*	
Woman	294	187	84	352	282	374	121	100	73	110	11	160	84	43	172	118	54	57	71	5	129	45	13	123	63	18	13	47	6	60	18	6	57	27	
	46%	50%	46%	48%	52% <b>a</b>	49%	50%	51% <b>a</b>	46%	42%	58%	46%	46%	48%	45%	47%	46%	50%	52%	63%	52%	47%	39%	42%	55% <b>a</b>	42%	41%	35%	51%	67%	50%	45%	25%	52%	39%
Man	344	186	96	379	257	385	119	97	84	155	8	191	106	47	207	135	62	58	63	3	117	49	20	100	85	26	23	44	3	59	21	16	53	39	
	54% <b>a</b>	49%	52%	51%	48%	51%	49%	49%	54%	58% <b>a</b>	42%	54%	54%	52%	55%	53%	53%	50%	46%	38%	47%	52%	61%	45%	57% <b>a</b>	59%	62%	47%	33%	50%	53%	67%	48%	57%	
Non-binary	-	2	1	6	2	2	1	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	-	2	-	-	-	1	-	-	1	-	-	1	-
	-	1%	1%	1% <b>a</b>	*	*	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	*	1%	-	1%	-	-	-	1%	-	-	-	4%	-	-	1%
Prefer to use my own term	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	1	2	2	-	1	2	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1	1	-	1	1	1	-	2	
	-	*	1% <b>a</b>	*	-	*	1% <b>a</b>	-	-	-	-	-	-	-	-	-	1%	-	-	-	*	-	-	*	-	-	-	3%	1%	-	3%	4%	-	-	3%

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

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

	Supplier								SKY						TALK TALK						VIRGIN MEDIA													
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Woman	294	187	84	352	282	374	121	99	77	159	17	220	86	46	207	143	87	64	121	10	157	86	39	148	130	122	84	157	11	188	121	65	166	202
	46%	50%	46%	48%	52% <sup>ka</sup>	49%	50%	50% <sup>b</sup>	39%	51% <sup>b</sup>	53%	47%	45%	59% <sup>ef</sup>	48%	46%	57%	45%	52%	63%	54%	53%	45%	53%	51%	52%	48%	48%	46%	46%	53%	51%	45%	53% <sup>aw</sup>
Man	344	186	96	379	257	385	119	97	117	151	14	247	102	30	218	160	65	77	109	6	135	76	46	132	122	112	88	172	13	216	107	62	203	176
	54% <sup>ka</sup>	49%	52%	51%	48%	51%	49%	49%	60% <sup>aa</sup>	48%	44%	52% <sup>gc</sup>	53% <sup>gc</sup>	38%	51%	52%	42%	55% <sup>gg</sup>	47%	38%	46%	47%	53%	47%	48%	48%	51%	52%	54%	53%	47%	48%	55% <sup>ka</sup>	46%
Non-binary	-	2	1	6	2	2	1	3	1	2	-	-	5	1	5	1	1	-	1	-	-	-	2	-	2	1	1	-	-	1	-	1	1	1
	-	1%	1%	1% <sup>ka</sup>	+	+	+	2%	1%	1%	-	-	9%	1%	2% <sup>aw</sup>	2%	-	-	-	-	-	-	2%	-	1%	+	1%	-	-	+	-	1%	+	+
Prefer to use my own term	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	+	-	-	-	-	-	+	-	+	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	1	2	2	-	1	2	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	1
	-	+	1% <sup>aa</sup>	+	-	+	1% <sup>aa</sup>	1%	-	-	3% <sup>bc</sup>	+	-	1%	-	+	-	-	-	-	-	-	-	-	-	-	-	1%	-	+	-	+	+	+

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Woman	294	187	84	352	282	374	121	31	43	42	5	73	36	12	73	48
	46%	50%	46%	48%	52%	49%	50%	49%	51%	49%	50%	47%	61%	40%	47%	55%
Man	344	186	96	379	257	385	119	31	40	43	5	80	23	16	81	37
	54%	49%	52%	51%	48%	51%	49%	49%	47%	51%	50%	52%	39%	53%	53%	42%
Non-binary	-	2	1	6	2	2	1	-	1	-	-	-	-	1	-	1
	-	1%	1%	1%	*	*	*	-	1%	-	-	-	-	3%	-	1%
Prefer to use my own term	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	1	2	2	-	1	2	1	1	-	-	1	-	1	-	2
	-	*	1%	*	-	*	1%	2%	1%	-	-	1%	-	3%	-	2%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT					EE					PLUSNET																
								Issue			Satisfaction		Complaint completely resolved		Issue					Satisfaction		Complaint completely resolved												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44**	37*	93*	9**	119	40*	24**	110	69*
Yes	623	361	180	720	524	740	234	193	152	259	19	349	191	83	374	244	114	109	131	7	238	90	33	218	141	44	36	92	8	118	38	24	110	66
	98%	96%	98%	97%	97%	97%	96%	98%	97%	98%	100%	99% <b>†</b>	97%	92%	99%	96%	97%	95%	98%	88%	96%	95%	100%	97%	94%	100%	97%	99%	88%	99%	95%	100%	100% <b>†</b>	96%
No	9	13	2	14	14	19	5	3	2	4	-	-	3	6	3	5	5	-	-	8	5	-	6	7	-	-	1	1	1	1	1	-	-	2
	1%	3% <b>†</b>	1%	2%	3%	2%	2%	2%	1%	2%	-	-	2%	2%	1%	2%	4%	4%	-	3%	5%	-	3%	5%	-	-	4%	1%	11%	1%	3%	-	-	3%
Prefer not to say	6	2	1	6	3	3	4	1	3	2	-	2	3	1	2	3	-	1	-	1	2	-	-	2	-	-	1	-	-	1	-	-	1	1
	1%	1%	1%	1%	1%	*	2% <b>†</b>	1%	2%	1%	-	1%	2%	1%	1%	1%	-	1%	-	13%	1%	-	-	1%	-	-	3%	-	-	3%	-	-	-	1%

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								SKY					TALK TALK					VIRGIN MEDIA																
	Issue								Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved													
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379	
Yes	623	361	180	720	524	740	234	193	193	305	29	463	185	72	418	299	149	134	227	14	289	154	81	277	240	229	168	320	23	395	219	126	362	366	
	98%	96%	98%	97%	97%	97%	96%	97%	99% <b>CD</b>	97% <b>D</b>	91%	99% <b>FG</b>	96%	92%	98%	97%	97%	95%	98%	88%	99% <b>lm</b>	95%	93%	99% <b>no</b>	94%	97%	97%	97%	96%	98%	96%	98%	98%	97%	
No	9	13	2	14	14	19	5	4	2	7	1	3	7	4	6	8	3	6	4	1	3	6	5	3	11	6	4	8	1	3	8	2	7	12	
	1%	3% <b>a</b>	1%	2%	3%	2%	2%	2%	1%	2%	3%	1%	4% <b>E</b>	5% <b>E</b>	1%	3%	2%	4%	2%	3%	1%	4%	6% <b>a</b>	1%	4% <b>on</b>	3%	2%	2%	4%	2%	3%	2%	2%	3%	
Prefer not to say	6	2	1	6	3	3	4	3	-	1	2	3	1	2	3	2	1	1	-	1	-	2	1	-	3	-	2	1	-	1	2	-	2	1	
	1%	1%	1%	1%	1%	1%	2%	2%	-	1%	1%	1%	1%	3%	1%	1%	1%	1%	-	6%	-	1%	1%	-	1%	-	1%	1%	1%	-	1%	1%	-	1%	1%

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



**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Yes	623	361	180	720	524	740	234	59	82	83	10	150	57	27	151	82
	98%	96%	98%	97%	97%	97%	96%	94%	96%	98%	100%	97%	97%	90%	98%	93%
No	9	13	2	14	14	19	5	2	3	-	-	2	-	3	2	3
	1%	3%	1%	2%	3%	2%	2%	3%	4%	-	-	1%	-	10%	1%	3%
Prefer not to say	6	2	1	6	3	3	4	2	-	2	-	2	2	-	1	3
	1%	1%	1%	1%	1%	*	2%	3%	-	2%	-	1%	3%	-	1%	3%

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT										EE										PLUSNET									
								Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*			
A	99	61	11	119	81	97	57	31	22	43	3	66	24	9	78	20	23	19	18	1	41	11	9	43	18	4	4	3	-	9	2	-	10	1*			
	16% <i>kl</i>	16% <i>kl</i>	6%	16% <i>kl</i>	15% <i>kl</i>	13% <i>kl</i>	23% <i>kl</i>	16%	12%	16%	16%	19% <i>kl</i>	12%	10%	21% <i>kl</i>	8%	20%	17%	13%	13%	17%	12%	17% <i>kl</i>	19%	12%	9%	11%	3%	-	8%	5%	-	9%	1*			
B	206	111	56	202	126	195	62	49	59	96	2	106	66	34	120	84	25	34	51	1	78	25	8	68	42	10	11	33	2	35	13	8	35	20			
	32% <i>kl</i>	30% <i>kl</i>	31% <i>kl</i>	27%	23%	26%	25%	38% <i>kl</i>	36% <i>kl</i>	11%	30%	34%	38%	32%	33%	32%	21%	30%	38% <i>kl</i>	13%	31%	26%	24%	30%	28%	23%	30%	35%	22%	29%	33%	33%	32%	29%			
C1	114	75	42	171	118	181	47	39	29	45	1	58	38	18	75	38	22	22	30	1	51	16	8	41	33	7	9	25	1	32	6	4	30	11			
	18%	20%	23%	24% <i>kl</i>	22%	24% <i>kl</i>	19%	20%	18%	17%	5%	17%	19%	20%	20%	15%	19%	19%	17%	13%	21%	17%	24%	18%	22%	16%	24%	27%	11%	27%	15%	17%	27%	16%			
C2	117	61	44	116	115	167	43	32	31	47	7	64	42	11	55	62	22	24	13	2	38	21	2	33	28	19	7	19	1	24	13	7	20	23			
	18%	16%	24% <i>kl</i>	16%	21% <i>kl</i>	22% <i>kl</i>	18%	16%	20%	18%	37%	18%	21%	12%	15%	22% <i>kl</i>	19% <i>kl</i>	24% <i>kl</i>	10%	25%	15%	22% <i>kl</i>	6%	15%	19%	30% <i>kl</i>	19%	20%	11%	20%	33%	29%	18%	33% <i>kl</i>			
D	43	28	13	54	42	51	15	19	8	13	3	22	15	6	19	24	12	10	15	1	21	13	4	19	19	4	2	5	2	9	2	2	4	9			
	7%	10% <i>kl</i>	7%	7%	8%	7%	6%	10% <i>kl</i>	5%	5%	16%	6%	8%	7%	5%	9% <i>kl</i>	10%	9%	11%	13%	8%	14%	12%	8%	13%	9%	5%	5%	22%	8%	5%	8%	4%	13% <i>kl</i>			
E	59	30	17	78	59	71	19	27	8	21	3	35	12	12	32	25	13	6	9	2	19	9	2	20	10	2	4	8	3	10	4	3	11	5			
	9%	8%	9%	11%	11%	9%	8%	14% <i>kl</i>	5%	8%	16%	10%	6%	13% <i>kl</i>	8%	10%	11%	5%	7%	25%	8%	9%	6%	9%	7%	5%	11%	9%	33%	8%	10%	13%	10%	7%			
NET: AB	305	172	67	321	207	292	119	80	81	139	5	172	90	43	198	104	48	53	69	2	119	36	17	111	60	14	15	36	2	44	15	8	45	21			
	48% <i>kl</i>	46% <i>kl</i>	37%	43% <i>kl</i>	38%	38%	49% <i>kl</i>	41%	52% <i>kl</i>	52% <i>kl</i>	26%	49%	46%	48%	52% <i>kl</i>	41%	41%	46%	51%	25%	48%	38%	52%	50%	40%	32%	41%	39%	22%	37%	38%	33%	41%	30%			
NET: ABC1	419	247	109	492	325	473	166	119	110	184	6	230	128	61	273	142	70	75	99	3	170	52	25	152	93	21	24	61	3	76	21	12	75	32			
	66% <i>kl</i>	66%	60%	60% <i>kl</i>	60%	62%	67% <i>kl</i>	60%	70%	69% <i>kl</i>	32%	66%	65%	68%	72% <i>kl</i>	56%	60%	65%	73% <i>kl</i>	38%	69% <i>kl</i>	55%	76% <i>kl</i>	68%	62%	48%	65%	66% <i>kl</i>	33%	64%	53%	50%	68% <i>kl</i>	46%			
NET: CZDE	219	129	74	248	216	289	77	78	47	81	13	121	69	29	106	111	47	40	37	5	78	43	8	72	57	23	13	32	6	43	19	12	35	37			
	34%	34%	40%	34%	40% <i>kl</i>	38%	32%	40% <i>kl</i>	30%	31%	68%	34%	35%	32%	28%	44% <i>kl</i>	40% <i>kl</i>	35%	27%	63%	31%	45% <i>kl</i>	24%	32%	38%	52% <i>kl</i>	35%	34%	67%	36%	48%	50%	32%	34% <i>kl</i>			
NET: DE	102	68	30	132	101	122	34	46	16	34	6	57	27	18	51	49	25	16	24	3	40	22	6	39	29	6	6	13	5	19	6	5	15	14			
	16%	18%	16%	18%	19%	16%	14%	21% <i>kl</i>	10%	13%	32%	16%	14%	20%	13%	19% <i>kl</i>	21%	14%	18%	38%	16%	23%	18%	17%	19%	14%	16%	14%	56%	16%	15%	21%	14%	20%			

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
A	99	61	11	119	81	97	57	29	42	47	1	92	21	6	89	29	27	20	32	2	65	12	4	57	23	31	31	33	2	76	16	5	68	28
	16% <b>ab</b>	16% <b>ab</b>	6%	16% <b>ab</b>	15% <b>ab</b>	13% <b>ab</b>	23% <b>ab</b>	15%	22% <b>ab</b>	15%	3%	20% <b>ab</b>	11%	8%	21% <b>ab</b>	9%	18%	14%	14%	13%	22% <b>ab</b>	7%	5%	20% <b>ab</b>	9%	13%	18%	10%	8%	19% <b>ab</b>	7%	4%	18% <b>ab</b>	7%
B	206	111	56	202	126	195	62	52	57	89	4	133	51	18	124	78	28	42	54	2	65	39	22	59	67	56	45	91	3	102	56	37	94	100
	32% <b>ab</b>	30% <b>ab</b>	31% <b>ab</b>	27%	23%	26%	26%	26%	29% <b>ab</b>	28%	13%	28%	26%	23%	29%	25%	18%	30% <b>ab</b>	23%	13%	22%	24%	25%	21%	26%	24%	26%	28%	13%	25%	24%	29%	25%	26%
C1	114	75	42	171	118	181	47	49	36	75	11	100	46	25	84	87	37	30	47	4	60	36	22	62	54	52	33	87	9	86	62	33	83	95
	18%	20%	23%	24% <b>ab</b>	22%	24% <b>ab</b>	19%	25%	18%	24%	3% <b>ab</b>	21%	24%	5% <b>ab</b>	20%	20% <b>ab</b>	24%	21%	20%	25%	21%	22%	25%	22%	21%	22%	19%	26%	38%	21%	27%	26%	22%	25%
C2	117	61	44	116	115	167	43	29	31	49	7	64	41	11	57	56	30	33	49	3	53	41	21	49	62	58	37	68	4	84	51	32	71	91
	18%	16%	24% <b>ab</b>	16%	21% <b>ab</b>	22% <b>ab</b>	18%	15%	16%	16%	22%	14%	21% <b>ab</b>	14%	13%	18%	20%	23%	21%	19%	18%	25%	24%	18%	24%	25%	21%	21%	17%	21%	22%	25%	19%	24%
D	43	28	13	54	42	51	15	14	10	26	4	32	15	7	26	28	15	10	15	2	21	13	8	24	18	21	10	18	2	27	17	7	27	24
	7%	10% <b>ab</b>	7%	7%	8%	7%	6%	7%	5%	8%	13%	7%	8%	9%	6%	9%	10%	7%	6%	13%	7%	8%	9%	9%	7%	9%	6%	5%	8%	7%	7%	5%	7%	6%
E	59	30	17	78	59	71	19	27	19	27	5	48	19	11	47	31	16	6	34	3	28	21	10	29	30	17	18	32	4	30	27	14	28	41
	9%	8%	9%	11%	11%	9%	8%	14%	10%	9%	16%	10%	10%	14%	11%	10%	10% <b>ab</b>	4%	15% <b>ab</b>	19%	10%	13%	11%	10%	12%	7%	10%	10%	17%	7%	12%	11%	8%	11%
NET: AB	305	172	67	321	207	292	119	81	99	136	5	225	72	24	213	107	55	62	86	4	130	51	26	116	90	87	76	124	5	178	72	42	162	128
	48% <b>def</b>	46% <b>def</b>	37%	43% <b>ab</b>	38%	38%	49% <b>def</b>	41% <b>AD</b>	51% <b>AD</b>	43% <b>AD</b>	16%	48% <b>FG</b>	37%	31%	50% <b>HI</b>	35%	36%	44%	37%	25%	45% <b>lm</b>	31%	30%	41%	35%	37%	44%	38%	21%	44% <b>lm</b>	31%	33%	44% <b>lm</b>	34%
NET: ABC1	419	247	109	492	325	473	166	130	135	211	16	325	118	49	297	194	92	92	133	8	190	87	48	178	144	139	109	211	14	264	134	75	245	223
	66% <b>ab</b>	66%	60%	60% <b>ab</b>	60%	62%	60% <b>ab</b>	65%	69% <b>ab</b>	67% <b>ab</b>	50%	69% <b>ab</b>	61%	63%	70%	63%	60%	65%	58%	50%	65% <b>ab</b>	54%	55%	64%	57%	59%	63%	64%	58%	65%	59%	59%	60% <b>ab</b>	59%
NET: CZDE	219	129	74	248	216	289	77	70	60	102	16	144	75	29	130	115	61	49	98	8	102	75	39	102	110	96	65	118	10	141	95	53	126	156
	34%	34%	40%	34%	40% <b>ab</b>	38%	32%	35%	31%	33%	3% <b>ab</b>	31%	39% <b>ab</b>	37%	30%	37%	40%	35%	42%	50%	35%	40% <b>ab</b>	45%	36%	43%	41%	37%	36%	42%	35%	41%	41%	34%	41% <b>ab</b>
NET: DE	102	68	30	132	101	122	34	41	29	53	9	80	34	18	73	59	31	16	49	5	49	34	18	53	48	38	28	50	6	57	44	21	55	65
	16%	18%	16%	18%	19%	16%	14%	21%	15%	17%	28%	17%	18%	23%	17%	19%	20% <b>ab</b>	11%	21% <b>ab</b>	31%	17%	21%	21%	10%	19%	16%	16%	15%	25%	14%	19%	16%	15%	17%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
A	99	61	11	119	81	97	57	13	25	18	1	42	11	4	45	11
	16% <b>f</b>	16% <b>f</b>		16% <b>f</b>	15% <b>f</b>	13% <b>f</b>	23% <b>abdefg</b>	21%	29%	21%	10%	27%	19%	13%	29% <b>an</b>	13%
B	206	111	56	202	126	195	62	19	18	23	2	32	24	6	36	26
	32% <b>cdde</b>	30% <b>d</b>	31% <b>d</b>		23%	26%	26%	30%	21%	27%	20%	21%	41% <b>l</b>	20%	23%	30%
C1	114	75	42	171	118	181	47	14	11	20	2	31	9	7	29	18
	18%	20%	23%	23% <b>cd</b>	22%	24% <b>g</b>	19%	22%	13%	24%	20%	20%	15%	23%	19%	20%
C2	117	61	44	116	115	167	43	7	20	14	2	32	7	4	27	16
	18% <b>f</b>	16% <b>f</b>	24% <b>cdde</b>	16% <b>f</b>	21% <b>f</b>	22% <b>bcde</b>	18% <b>f</b>	11%	24%	16%	20%	21%	12%	13%	18%	18%
D	43	38	13	54	42	51	15	3	2	7	3	7	3	5	7	8
	7%	10% <b>de</b>		7%	8%	7%	6%	5%	2%	8%	30%	5%	5%	17% <b>l</b>	5%	9%
E	59	30	17	78	59	71	19	7	9	3	-	10	5	4	10	9
	9%	8%	9%	11%	11%	9%	8%	11%	11%	4%	-	6%	8%	13%	6%	10%
NET: AB	305	172	67	321	207	292	119	32	43	41	3	74	35	10	81	37
	48% <b>cddef</b>	46% <b>cddef</b>	37%	43% <b>de</b>	38%	38%	49% <b>cddef</b>	51%	51%	48%	30%	48%	59% <b>klm</b>	33%	53%	42%
NET: ABC1	419	247	109	492	325	473	166	46	54	61	5	105	44	17	110	55
	66% <b>d</b>	66% <b>d</b>	60%	66% <b>d</b>	60%	62%	68% <b>d</b>	73%	64%	72%	50%	68%	75%	57%	71%	63%
NET: CZDE	219	129	74	248	216	289	77	17	31	24	5	49	15	13	44	33
	34%	34%	40%	34%	40% <b>de</b>	38%	32%	27%	36%	28%	50%	32%	25%	43%	29%	38%
NET: DE	102	68	30	132	101	122	34	10	11	10	3	17	8	9	17	17
	16%	18%	16%	18%	19%	16%	14%	16%	13%	12%	30%	11%	14%	20% <b>l</b>	11%	19%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
A city or large town (including suburbs)	389	232	81	466	339	510	156	126	99	153	11	233	113	43	248	138	72	70	88	2	165	52	15	147	84	25	18	35	3	52	19	10	48	31
A small town	167	102	64	205	153	215	70	50	38	73	6	80	64	23	89	77	27	36	38	1	60	33	9	56	45	16	14	29	5	38	15	11	38	25
A village, hamlet or isolated dwelling in the countryside	26*	27*	35**	28*	28*	28*	29*	25*	24*	28*	32*	23*	32**	26*	23*	30*	23*	31*	28*	13*	24*	35*	27*	25*	30*	36*	38*	31*	56*	32*	38*	46*	35*	36*
Prefer not to say	1	-	-	2	3	1	1	1	-	-	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	3	5	29	1	29	6	3	24	13
NET: Urban	556	334	145	671	492	725	226	176	137	226	17	313	177	66	337	215	99	106	126	3	225	85	24	203	129	41	32	64	8	90	34	21	86	56
NET: Rural	81	42	38	67	47	34	16	20	20	39	2	38	19	24	42	37	18	9	10	5	23	10	9	21	21	3	5	29	1	29	6	3	24	13
	13%cdet	11%e	21%hcdet	9%e	9%e	4%	7%	10%	13%	15%	11%	11%	10%	27%h	11%	15%	18%v	8%	7%	63%	9%	11%	27%h	9%	14%	7%	14%	31%AB	11%	24%	15%	13%	22%	19%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/z - g/h/lj - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/CD - E/FG - HI  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	SKY												TALK TALK								VIRGIN MEDIA													
	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved								
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
A city or large town (including suburbs)	389	232	81	466	339	510	156	134	125	192	15	304	127	35	291	174	97	86	146	10	200	91	48	192	142	151	129	215	15	290	135	85	267	236
A small town	167	102	64	205	153	215	70	56	53	82	14	125	48	32	100	104	43	41	64	5	69	54	30	74	78	68	39	100	8	100	81	34	93	118
A village, hamlet or isolated dwelling in the countryside	26%	27%	35%	28%	28%	28%	29%	28%	27%	26%	44%	27%	25%	41%	23%	34%	28%	29%	28%	31%	24%	33%	34%	26%	31%	29%	22%	30%	33%	25%	35%	27%	25%	31%
Prefer not to say	81	42	38	67	47	34	16	10	17	38	2	39	18	10	35	31	13	13	20	1	22	16	9	13	34	15	6	13	-	14	11	9	11	23
NET: Urban	556	334	145	671	492	725	226	190	178	274	29	429	175	67	391	278	140	127	210	15	269	145	78	266	220	219	168	315	23	390	216	119	360	354
NET: Rural	81	42	38	67	47	34	16	10	17	38	2	39	18	10	35	31	13	13	20	1	22	16	9	13	34	15	6	13	-	14	11	9	11	23

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
A city or large town (including suburbs)	389	232	81	466	339	510	156	42	58	50	6	109	34	13	108	47
	61% <b>f</b>	62% <b>f</b>	44%	63% <b>f</b>	63% <b>f</b>	67% <b>ca</b> f	64% <b>f</b>	67%	68%	59%	60%	71% <b>km</b>	58%	43%	70% <b>kn</b>	53%
A small town	167	102	64	205	153	215	70	17	24	25	4	35	22	13	38	32
	26%	27%	35% <b>a</b>	28%	28%	28%	29%	27%	28%	29%	40%	23%	37% <b>kl</b>	43% <b>lm</b>	25%	36%
A village, hamlet or isolated dwelling in the countryside	81	42	38	67	47	34	16	3	3	10	-	9	3	4	8	8
	13% <b>cd</b> e	11% <b>e</b>	21% <b>ab</b> cd	9% <b>e</b>	9% <b>e</b>	4%	7%	5%	4%	12% <b>h</b>	-	6%	5%	13%	5%	9%
Prefer not to say	1	-	-	2	2	3	1	1	-	-	-	1	-	-	-	1
	*	-	-	*	*	*	*	2%	-	-	-	1%	-	-	-	1%
NET: Urban	556	334	145	671	492	725	226	59	82	75	10	144	56	26	146	79
	87% <b>d</b>	89% <b>d</b>	79%	91% <b>a</b> f	91% <b>a</b> f	95% <b>ab</b> cdf	93% <b>a</b> f	94%	96% <b>i</b>	88%	100%	94%	95%	87%	95%	90%
NET: Rural	81	42	38	67	47	34	16	3	3	10	-	9	3	4	8	8
	13% <b>cd</b> e	11% <b>e</b>	21% <b>ab</b> cd	9% <b>e</b>	9% <b>e</b>	4%	7%	5%	4%	12% <b>h</b>	-	6%	5%	13%	5%	9%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								BT					EE					PLUSNET															
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
Small (1-2 people)	237	144	84	254	195	239	76	73	58	99	7	121	70	46	131	102	54	32	56	2	86	43	15	86	57	23	14	39	8	62	14	8	56	25
	37%	38%	46% <b>actdel</b>	34%	36%	31%	31%	37%	37%	37%	37%	34%	36%	51% <b>del</b>	35%	40%	46%	28%	41% <b>del</b>	25%	35%	45%	45%	38%	38%	52%	38%	42%	89%	52%	35%	33%	51%	36%
Medium (3-4 people)	312	186	79	377	269	405	134	99	77	125	11	179	98	35	196	114	51	69	63	3	134	39	13	113	72	16	17	45	1	46	19	14	44	35
	49%	49%	43%	51%	50%	53% <b>del</b>	55% <b>del</b>	50%	49%	47%	58%	51% <b>del</b>	50%	39%	52%	45%	44%	60% <b>del</b>	46%	38%	54% <b>del</b>	41%	39%	50%	48%	36%	46%	48%	11%	39%	48%	58%	40%	51%
Large (5+ people)	89	46	20	109	77	118	33	25	22	41	1	51	29	9	52	37	12	14	17	3	28	13	5	25	21	5	6	9	-	11	7	2	10	9
	14%	12%	11%	15%	14%	15%	14%	13%	14%	15%	5%	15%	15%	10%	14%	15%	10%	12%	13%	38%	11%	14%	15%	11%	14%	11%	16%	10%	-	9%	18%	8%	9%	13%

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								SKY					TALK TALK				VIRGIN MEDIA																
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved											
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Small (1-2 people)	237	144	84	254	195	239	76	80	62	101	11	155	72	27	145	108	49	46	94	6	102	63	30	97	95	82	44	102	11	113	69	57	108	128
	37%	38%	46%	34%	36%	31%	31%	40%	32%	32%	34%	33%	37%	35%	34%	35%	32%	33%	41%	38%	35%	39%	34%	37%	37%	35%	25%	31%	46%	28%	30%	45%	29%	34%
Medium (3-4 people)	312	186	79	377	269	405	134	93	107	164	13	256	86	35	228	147	80	71	110	8	152	71	46	139	128	114	98	185	8	228	125	52	208	190
	49%	49%	43%	51%	50%	53%	55%	47%	55%	52%	41%	55%	45%	45%	53%	48%	52%	50%	48%	50%	52%	44%	53%	50%	50%	49%	56%	56%	33%	56%	55%	42%	56%	50%
Large (5+ people)	89	46	20	109	77	118	33	27	26	48	8	58	35	16	54	54	24	24	27	2	38	28	11	44	31	39	32	42	5	64	35	19	55	61
	14%	12%	11%	15%	14%	15%	14%	14%	13%	15%	25%	12%	18%	21%	13%	17%	16%	17%	12%	13%	13%	17%	13%	16%	12%	17%	18%	13%	21%	16%	15%	15%	15%	16%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Small (1-2 people)	237	144	84	254	195	239	76	15	26	32	3	38	20	18	36	40
	<b>37%<sub>bc</sub></b>	<b>38%<sub>bc</sub></b>	<b>46%<sub>abcd</sub></b>	34%	36%	31%	31%	24%	31%	38%	30%	25%	34%	<b>60%<sub>kl</sub></b>	23%	<b>45%<sub>lm</sub></b>
Medium (3-4 people)	312	186	79	377	269	405	134	41	43	43	7	96	30	8	97	36
	49%	49%	43%	51%	50%	<b>53%<sub>cd</sub></b>	<b>55%<sub>cd</sub></b>	65%	51%	51%	70%	<b>62%<sub>klm</sub></b>	<b>51%<sub>klm</sub></b>	27%	<b>63%<sub>ko</sub></b>	41%
Large (5+ people)	89	46	20	109	77	118	33	7	16	10	-	20	9	4	21	12
	14%	12%	11%	15%	14%	15%	14%	11%	19%	12%	-	13%	15%	13%	14%	14%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT							EE							PLUSNET												
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
1	159	118	40	214	162	204	56	51	38	67	3	93	45	21	102	55	36	44	37	1	78	27	13	69	49	11	11	17	1	20	10	10	21	19
	25%	31% <sup>ab</sup>	22%	29%	30% <sup>cd</sup>	27%	23%	26%	24%	25%	16%	27%	23%	23%	27%	22%	31%	38%	27%	13%	31%	28%	39%	31%	33%	25%	30%	18%	11%	17%	25%	42%	19%	28%
2	140	77	31	192	128	181	66	44	41	52	3	87	39	14	90	50	21	31	24	1	55	16	6	47	30	8	8	15	-	22	6	3	24	7
	22%	20%	17%	26% <sup>ab</sup>	24%	24% <sup>cd</sup>	27% <sup>cd</sup>	22%	26%	20%	16%	25%	20%	16%	24%	20%	18%	27%	18%	13%	22%	17%	18%	21%	20%	18%	22%	16%	-	18%	15%	13%	22% <sup>cd</sup>	10%
3	51	27	11	43	27	44	15	16	14	20	1	28	19	4	29	21	9	6	11	1	22	5	-	20	7	3	2	6	-	5	4	2	6	5
	8% <sup>cd</sup>	7%	6%	6%	5%	6%	6%	8%	9%	8%	5%	8%	10%	4%	8%	8%	8%	5%	8%	13%	9%	5%	-	9%	5%	7%	5%	6%	-	4%	10%	8%	5%	7%
4	11	4	3	13	15	15	5	2	1	8	-	8	3	-	8	3	-	1	1	2	2	2	-	3	1	-	2	1	-	2	1	-	1	2
	2%	1%	2%	2%	3%	2%	2%	1%	1%	3%	-	2%	2%	-	2%	1%	-	1%	1%	25%	1%	2%	-	1%	1%	-	5%	1%	-	2%	3%	-	1%	3%
5+	2	1	1	6	1	8	1	1	1	-	-	1	1	-	1	1	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-
	*	*	1%	1%	*	1%	*	1%	1%	-	-	*	1%	-	*	*	-	1%	-	-	-	1%	-	-	1%	-	-	1%	-	-	3%	-	-	-
No children in household	275	149	97	272	208	310	100	83	62	118	12	134	90	51	149	123	51	32	63	3	91	44	14	85	62	22	14	53	8	70	18	9	58	36
	43% <sup>cd</sup>	40%	53% <sup>abcd</sup>	37%	38%	41%	41%	42%	39%	45%	63%	38%	46%	57% <sup>ab</sup>	39%	49% <sup>cd</sup>	44% <sup>cd</sup>	28%	48% <sup>cd</sup>	38%	37%	46%	42%	38%	41%	50%	38%	57%	89%	59%	45%	38%	53%	52%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
1	159	118	40	214	162	204	56	59	54	89	12	147	44	23	125	87	47	44	68	3	94	44	24	85	76	56	51	92	5	117	63	24	106	93
	25%	31% <sup>ab</sup>	22%	29%	30% <sup>cd</sup>	27%	23%	30%	28%	28%	38%	31% <sup>f</sup>	23%	29%	29%	28%	31%	31%	29%	19%	32%	27%	28%	30%	24%	29%	28%	21%	29%	28%	19%	29%	25%	
2	140	77	31	192	128	181	66	40	65	82	5	131	44	17	123	68	45	41	39	3	77	32	19	70	58	55	50	71	5	105	56	20	94	86
	22%	20%	17%	26% <sup>ab</sup>	24%	24% <sup>cd</sup>	27% <sup>ef</sup>	20%	33% <sup>AB</sup>	26%	16%	28%	23%	22%	29% <sup>cd</sup>	22%	29% <sup>cd</sup>	25%	17%	19%	26%	20%	22%	25%	23%	23%	29%	22%	21%	26% <sup>cd</sup>	24%	16%	25%	23%
3	51	27	11	43	27	44	15	12	12	19	-	27	13	3	22	21	4	12	11	-	13	8	6	15	12	16	14	14	-	25	10	9	23	21
	8% <sup>cd</sup>	7%	6%	6%	5%	6%	6%	6%	6%	6%	-	6%	7%	4%	5%	7%	3%	2% <sup>cd</sup>	5%	-	4%	5%	7%	5%	5%	7%	8%	4%	-	6%	4%	7%	6%	6%
4	11	4	3	13	15	15	5	5	2	5	1	6	6	1	7	6	6	1	8	-	3	8	4	5	8	7	4	3	1	7	5	3	3	11
	2%	1%	2%	2%	3%	2%	2%	3%	1%	2%	3%	1%	3%	1%	2%	2%	4%	1%	3%	-	1%	5% <sup>ab</sup>	5% <sup>ab</sup>	2%	3%	3%	2%	1%	4%	2%	2%	2%	1%	3% <sup>cd</sup>
5+	2	1	1	6	1	8	1	1	2	3	-	1	4	1	1	5	-	1	-	-	-	1	-	-	1	2	2	4	-	5	-	3	4	4
	*	*	1%	1%	*	1%	*	1%	1%	1%	-	*	2% <sup>cd</sup>	1%	*	2% <sup>cd</sup>	-	1%	-	-	-	1%	-	-	1%	1%	1%	1%	-	1%	-	2% <sup>cd</sup>	1%	1%
No children in household	275	149	97	272	208	310	100	83	60	115	14	157	82	33	149	122	51	42	105	10	105	69	34	105	99	99	53	145	13	146	95	69	141	164
	43% <sup>cd</sup>	40%	53% <sup>abcd</sup>	37%	38%	41%	41%	42% <sup>cd</sup>	31%	37%	44%	33%	42% <sup>cd</sup>	42%	35%	39%	33%	30%	45% <sup>cd</sup>	63%	36%	43%	39%	38%	39%	42% <sup>cd</sup>	30%	44% <sup>cd</sup>	54%	36%	41%	54% <sup>cd</sup>	38%	43%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
1	159	118	40	214	162	204	56	25	15	14	2	35	13	8	35	20
	25%	31% <b>af</b>	22%	29%	30% <b>z</b>	27%	23%	40% <b>hi</b>	18%	16%	20%	23%	22%	27%	23%	23%
2	140	77	31	192	128	181	66	15	26	21	4	52	12	2	50	16
	22%	20%	17%	26% <b>bf</b>	24%	24% <b>z</b>	27% <b>z</b>	24%	31%	25%	40%	34% <b>m</b>	20%	7%	32% <b>o</b>	18%
3	51	27	11	43	27	44	15	2	9	4	-	9	5	1	9	6
	8% <b>d</b>	7%	6%	6%	5%	6%	6%	3%	11%	5%	-	6%	8%	3%	6%	7%
4	11	4	3	13	15	15	5	-	1	4	-	3	1	1	3	2
	2%	1%	2%	2%	3%	2%	2%	-	1%	5%	-	2%	2%	3%	2%	2%
5+	2	1	1	6	1	8	1	-	1	-	-	1	-	-	1	-
	*	*	1%	1%	*	1%	*	-	1%	-	-	1%	-	-	1%	-
No children in household	275	149	97	272	208	310	100	21	33	42	4	54	28	18	56	44
	43% <b>c</b>	40%	53% <b>bude</b>	37%	38%	41%	41%	33%	39%	49%	40%	35%	47%	60% <b>a</b>	36%	50% <b>n</b>

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT					EE					PLUSNET																
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved										
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
None	2	3	2	5	2	3	2	-	1	1	-	-	1	-	2	2	2	-	1	-	1	2	-	3	-	1	-	1	-	1	1	-	1	-
	*	1%	1%	1%	*	*	1%	-	1%	*	-	-	1%	1%	-	1%	2%	-	1%	-	*	2%	-	1%	-	2%	-	1%	-	3%	4%	-	-	1%
1	143	97	51	164	131	139	39	54	38	49	2	71	45	27	79	60	34	26	37	-	60	28	9	55	41	14	11	21	5	33	12	6	32	16
	22%	26%	28%	22%	24%	18%	16%	27%	24%	18%	11%	20%	23%	30%	21%	24%	29%	23%	27%	-	24%	29%	27%	25%	27%	32%	30%	23%	56%	28%	30%	25%	29%	23%
2	377	207	86	420	292	426	152	115	86	161	11	224	110	43	242	134	67	67	68	5	149	45	13	134	73	21	16	46	3	64	12	10	61	25
	59%	55%	47%	57%	54%	56%	45%	58%	57%	61%	58%	63%	56%	48%	63%	53%	57%	58%	50%	63%	60%	47%	39%	60%	49%	48%	43%	49%	33%	54%	30%	42%	55%	36%
3	66	43	25	94	67	115	29	17	16	30	3	33	25	8	34	32	7	13	20	3	25	9	9	19	23	7	6	15	1	12	11	6	13	16
	10%	11%	14%	13%	12%	15%	12%	9%	10%	11%	16%	9%	13%	9%	9%	13%	6%	11%	15%	38%	10%	9%	22%	8%	15%	16%	16%	16%	11%	10%	28%	25%	12%	23%
4	31	17	13	37	32	46	14	4	8	16	3	13	12	6	12	18	5	5	7	-	10	5	2	11	6	1	2	10	-	8	4	1	3	10
	5%	5%	7%	5%	6%	6%	6%	2%	5%	6%	16%	4%	6%	7%	3%	7%	4%	4%	5%	-	4%	5%	6%	5%	4%	2%	5%	11%	-	7%	10%	4%	3%	14%
5+	19	9	2	20	17	33	7	7	4	8	-	10	4	5	12	7	2	4	3	-	3	6	-	2	7	-	2	-	-	2	-	-	1	1
	3%	2%	1%	3%	3%	4%	3%	4%	3%	3%	-	3%	2%	6%	3%	3%	2%	3%	2%	-	1%	6%	-	1%	5%	-	5%	-	-	2%	-	-	1%	1%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK					VIRGIN MEDIA															
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379	
None	2	3	2	5	2	3	2	1	-	2	2	1	4	-	1	4	-	2	-	-	1	1	-	-	2	2	2	-	1	-	2	1	-	-	3
1	*	1%	1%	1%	*	1%	1%	1%	-	1%	6%ABE	*	2%	-	*	1%	-	1%	-	-	*	1%	-	-	1%	1%	1%	-	*	*	-	-	-	-	1%
1	143	97	51	164	131	139	39	51	41	65	7	95	45	24	85	78	45	38	46	2	66	40	25	62	67	37	38	58	6	66	51	22	62	76	
	22%	26%	28%	22%	24%	18%	16%	26%	21%	21%	22%	20%	23%	31%	25%	29%	29%	27%	20%	13%	23%	25%	29%	22%	26%	16%	22%	18%	25%	16%	22%	17%	17%	20%	
2	377	207	86	420	292	426	152	108	121	181	10	292	97	31	266	153	67	72	145	8	160	86	46	153	136	148	95	174	9	243	107	76	218	201	
	59%	55%	47%	57%	54%	56%	63%	54%	62%	58%	31%	63%	50%	40%	62%	50%	44%	51%	63%	50%	55%	53%	53%	55%	54%	63%	55%	53%	38%	60%	47%	50%	59%	53%	
3	66	43	25	94	67	115	29	29	20	39	6	50	24	10	46	47	24	16	24	3	38	19	10	38	28	29	22	59	5	61	38	16	58	54	
	10%	11%	14%	13%	12%	15%	12%	15%	10%	12%	19%	11%	16%	13%	11%	15%	16%	11%	10%	19%	13%	12%	12%	14%	12%	13%	13%	18%	21%	15%	17%	13%	16%	14%	
4	31	17	13	37	32	46	14	8	7	17	5	24	6	7	20	16	11	8	12	1	20	9	3	18	13	13	8	23	2	18	19	9	18	28	
	5%	5%	7%	5%	6%	6%	6%	4%	4%	5%	16%ABE	5%	3%	9%	5%	5%	7%	6%	5%	6%	7%	6%	3%	6%	5%	6%	5%	7%	8%	4%	8%	7%	5%	5%	7%
5+	19	9	2	20	17	33	7	3	6	9	2	7	7	6	9	11	6	5	4	2	7	7	3	9	8	6	11	14	2	15	13	5	15	17	
	3%	2%	1%	3%	3%	4%	3%	2%	3%	3%	6%	1%	4%	8%	2%	4%	4%	4%	2%	13%	2%	4%	3%	3%	8%	3%	6%	6%	4%	4%	6%	4%	4%	4%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
None	2	3	2	5	2	3	2	-	1	1	-	1	1	-	-	2
	*	1%	1%	1%	*	*	1%	-	1%	1%	-	1%	2%	-	-	2%
1	143	97	51	164	131	139	39	10	17	12	-	20	10	9	21	18
	22%	26%	28%	22%	24%	18%	16%	16%	20%	14%	-	13%	17%	30%	14%	20%
2	377	207	86	420	292	426	152	38	49	57	8	105	33	14	102	49
	59%	55%	47%	57%	54%	56%	63%	60%	58%	67%	80%	69%	56%	47%	66%	56%
3	66	43	29	94	67	115	29	11	7	9	2	19	6	4	17	12
	10%	11%	16%	13%	12%	15%	12%	17%	8%	11%	20%	12%	10%	13%	11%	14%
4	31	17	13	37	32	46	14	2	8	4	-	6	7	1	9	5
	5%	5%	7%	5%	6%	6%	6%	3%	9%	5%	-	4%	12%	3%	6%	6%
5+	19	9	2	20	17	33	7	2	3	2	-	3	2	2	5	2
	3%	2%	1%	3%	3%	4%	3%	3%	4%	2%	-	2%	3%	7%	3%	2%

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT						EE						PLUSNET														
								Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44*	37*	93*	9**	119	40*	24**	110	69*
Most vulnerable	97	78	31	145	116	149	55	33	19	41	4	51	33	13	53	42	21	29	25	3	44	23	11	40	38	9	7	12	3	21	7	3	17	13
	15%	21%	17%	20%	21%	20%	23%	17%	12%	15%	21%	15%	17%	14%	14%	17%	18%	25%	18%	38%	18%	24%	33%	18%	25%	20%	19%	13%	33%	18%	18%	13%	15%	19%
Potentially vulnerable	267	170	75	314	257	302	98	89	66	102	10	137	88	42	145	122	54	57	58	1	119	38	13	105	65	16	16	41	2	45	17	13	39	35
	42%	45%	41%	42%	48%	40%	40%	45%	42%	38%	53%	39%	45%	47%	38%	48%	46%	50%	43%	13%	47%	40%	39%	47%	43%	36%	43%	44%	22%	38%	43%	54%	35%	51%
Least vulnerable	257	118	65	259	152	282	83	73	65	116	3	158	68	31	172	83	40	26	49	3	80	29	9	75	43	18	13	31	3	47	12	6	45	18
	40%	31%	36%	35%	28%	37%	34%	37%	43%	44%	16%	47%	35%	34%	45%	33%	34%	23%	36%	38%	32%	31%	27%	33%	29%	41%	35%	33%	32%	39%	30%	25%	41%	26%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								SKY							TALK TALK							VIRGIN MEDIA												
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379	
Most vulnerable	97	78	31	145	116	149	55	40	31	65	9	71	49	25	66	79	40	40	34	2	48	48	20	58	57	43	41	59	6	79	46	24	66	82	
	15%	21%	17%	20%	21%	20%	23%	20%	16%	21%	28%	15%	25%	32%	15%	26%	28%	15%	13%	16%	30%	23%	21%	22%	18%	24%	18%	20%	20%	19%	20%	18%	22%		
Potentially vulnerable	267	170	75	314	257	302	98	84	96	122	12	204	80	30	177	136	66	60	126	5	139	79	39	119	136	98	62	135	7	147	101	54	137	158	
	42%	45%	41%	42%	48%	40%	40%	42%	49%	39%	38%	43%	41%	38%	41%	44%	43%	43%	55%	31%	48%	49%	45%	43%	54%	42%	36%	41%	41%	29%	36%	44%	42%	37%	42%
Least vulnerable	257	118	65	259	152	282	83	67	64	120	8	182	60	17	172	85	44	36	65	7	97	30	25	95	54	86	67	122	7	169	66	47	158	124	
	40%	31%	36%	35%	28%	37%	34%	34%	33%	38%	25%	39%	31%	22%	40%	28%	29%	26%	26%	44%	33%	19%	29%	34%	21%	37%	39%	37%	29%	42%	29%	37%	43%	33%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)
	Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154
Most vulnerable	97	78	31	145	116	149	55	10	25	18	2	30	14	11	32	23
	15%	21% <sup>ka</sup>	17%	20% <sup>ka</sup>	21% <sup>ka</sup>	20% <sup>ka</sup>	23% <sup>ka</sup>	16%	29%	21%	20%	19%	24%	37% <sup>ka</sup>	21%	26%
Potentially vulnerable	267	170	75	314	257	302	98	34	33	26	5	63	24	11	64	34
	42%	45%	41%	42%	48% <sup>g</sup>	40%	40%	54% <sup>l</sup>	39%	31%	50%	41%	41%	37%	42%	39%
Least vulnerable	257	118	65	259	152	282	83	17	25	39	2	57	19	7	55	27
	40% <sup>ka</sup>	31%	36%	35% <sup>ka</sup>	28%	37% <sup>ka</sup>	34%	27%	29%	46% <sup>gh</sup>	20%	37%	32%	23%	36%	31%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT					EE					PLUSNET																
								Issue			Satisfaction		Complaint completely resolved		Issue					Satisfaction		Complaint completely resolved												
	BT (a)	EE (b)	Plusnet (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)
Total	638	376	183	740	541	762	243	197	157	265	19**	351	197	90*	379	253	117	115	136	8**	248	95*	33*	224	150	44**	37*	93*	9**	119	40*	24**	110	69*
Universal Credit (and household has other earnings)	117	70	23	131	123	122	42	44	25	41	7	72	31	14	68	47	19	21	28	2	48	17	5	39	31	7	3	13	-	15	5	3	15	7
Carer's allowance	61	28	7	64	46	58	26	15	20	24	2	33	26	2	34	27	6	11	10	1	19	7	2	18	10	2	1	4	-	4	2	1	5	1
Personal Independence Payment (PIP)	59	51	25	89	70	83	37	17	19	23	-	30	21	8	32	25	15	19	17	-	32	12	7	33	18	6	7	12	-	18	4	3	17	8
Universal Credit (and household has no other earnings)	55	40	18	69	62	61	20	22	12	15	-	36	15	4	38	16	14	11	14	1	27	10	3	20	20	4	6	8	-	11	4	3	10	7
Employment and Support Allowance (ESA)	54	50	11	81	58	82	39	16	15	21	2	35	17	2	37	15	19	17	14	-	38	9	3	38	12	4	3	4	-	7	2	2	7	4
Income Support	43	23	9	62	39	49	24	15	15	12	1	25	15	3	30	13	7	6	10	-	17	5	1	16	7	3	4	1	1	5	4	-	4	5
Pensions Credit (Guaranteed Credit)	41	27	11	58	56	50	26	10	13	18	-	22	16	3	24	16	10	12	5	-	19	8	-	14	13	4	2	5	-	6	4	1	6	5
Income-based Jobseeker's Allowance	26	20	4	41	25	33	13	9	8	9	-	19	5	2	16	10	3	7	10	-	14	5	1	14	6	3	1	-	-	1	1	2	1	3
Pensions Credit (no Guaranteed Credit)	23	27	5	33	31	30	14	7	10	5	1	16	6	1	20	3	4	11	12	-	23	2	2	17	10	2	1	2	-	3	2	-	5	
NET: Any benefit	285	211	74	354	298	348	132	97	74	102	12	155	97	33	167	114	69	70	68	4	133	59	19	123	88	19	19	35	1	44	17	13	39	33
Other	17	4	3	9	8	13	2	8	3	5	1	7	7	3	8	7	1	-	2	1	3	1	-	3	1	1	-	2	-	2	1	-	3	-
None of these	342	161	107	379	238	404	111	96	81	159	6	191	96	55	206	134	47	45	66	3	112	35	14	98	61	24	18	57	8	74	22	11	69	36
	54% <b>tbl</b>	43%	58% <b>tbl</b>	51% <b>tbl</b>	44%	53% <b>tbl</b>	46%	49%	52%	60% <b>tbl</b>	32%	54%	49%	61%	54%	53%	40%	39%	49%	38%	45%	37%	42%	44%	41%	55%	49%	61%	89%	62%	55%	46%	63%	52%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							SKY							TALK TALK							VIRGIN MEDIA												
	Issue							Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved									
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	638	376	183	740	541	762	243	200	195	313	32*	469	193	78*	427	309	153	141	231	16**	292	162	87*	280	254	235	174	329	24**	405	229	128	371	379
Universal Credit (and household has other earnings)	117	70	23	131	123	122	42	39	36	51	5	82	34	15	78	52	30	32	55	6	67	39	17	66	55	39	31	45	7	69	37	16	62	59
Carer's allowance	61	28	7	64	46	58	26	10	24	26	4	45	13	6	58	26	16	13	17	-	25	14	7	24	21	9	24	24	1	30	19	9	28	29
Personal Independence Payment (PIP)	59	51	25	89	70	83	37	21	27	38	3	54	25	10	61	28	23	15	30	2	37	17	16	33	37	25	27	28	3	35	27	21	33	50
Universal Credit (and household has no other earnings)	55	40	18	69	62	61	20	24	19	22	4	46	16	7	41	28	23	16	22	1	36	19	7	34	28	18	23	20	-	34	17	10	27	32
Employment and Support Allowance (ESA)	54	50	11	81	58	82	39	17	32	29	3	66	13	2	57	24	19	20	18	1	38	12	8	36	21	29	28	24	1	55	18	9	53	28
Income Support	43	23	9	62	39	49	24	15	26	20	1	38	16	8	34	28	11	15	13	-	23	14	2	19	19	22	15	12	-	35	13	1	31	17
Pensions Credit (Guaranteed Credit)	41	27	11	58	56	50	26	11	24	21	2	37	18	3	41	17	18	20	17	1	40	13	3	35	21	21	20	9	-	36	12	2	32	18
Income-based Jobseeker's Allowance	26	20	4	41	25	33	13	8	15	17	1	28	11	2	30	11	5	8	11	1	21	2	2	20	5	14	13	6	-	23	10	-	19	14
Pensions Credit (no Guaranteed Credit)	23	22	5	33	31	30	14	6	12	14	1	22	6	5	22	11	8	15	8	-	19	10	2	13	18	10	12	8	-	17	11	2	16	14
NET: Any benefit	285	211	74	354	298	348	132	97	102	140	15	214	98	42	204	149	85	92	112	9	163	91	44	148	146	108	106	124	10	194	103	51	179	163
Other	17	4	3	9	8	13	2	1	2	6	-	5	2	2	5	3	3	2	3	-	4	3	1	4	4	3	4	3	3	6	3	4	5	7
None of these	342	161	107	379	238	404	111	102	91	169	17	251	94	34	219	158	66	47	118	7	126	69	43	130	105	124	65	203	12	206	123	75	188	211
	54% <b>hd</b>	43%	58% <b>hd</b>	51% <b>hd</b>	44%	53% <b>hd</b>	46%	51%	47%	54%	53%	54%	49%	44%	51%	51%	43%	33%	51% <b>hd</b>	44%	43%	43%	49%	46%	41%	53% <b>hd</b>	37%	62% <b>hd</b>	50%	51%	54%	59%	51%	56%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							Issue				VODAFONE Satisfaction			Complaint completely resolved	
	BT (a)	EE (b)	PLUSNET (f)	Sky (c)	TalkTalk (d)	Virgin Media (e)	Vodafone (z)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfaction			Yes (n)	No (o)
												Satisfied (k)	Neutral (l)	Dissatisfied (m)		
Total	638	376	183	740	541	762	243	63*	85*	85*	10**	154	59*	30*	154	88*
Universal Credit (and household has other earnings)	117	70	23	131	123	122	42	10	17	12	3	32	8	2	27	15
Carer's allowance	61	28	7	64	46	58	26	7	11	6	2	16	9	1	17	9
Personal Independence Payment (PIP)	59	51	25	89	70	83	37	10	12	13	2	24	9	4	23	14
Universal Credit (and household has no other earnings)	9%	11%	10%	9%	11%	8%	8%	11%	8%	6%	10%	9%	5%	10%	8%	8%
Employment and Support Allowance (ESA)	54	50	11	81	58	82	39	11	18	9	1	31	6	2	31	8
Income Support	43	23	9	62	39	49	24	9	9	4	2	18	5	1	17	7
Pensions Credit (Guaranteed Credit)	7%	6%	5%	8%	7%	6%	10%	14%	11%	5%	20%	12%	8%	3%	11%	8%
Income-based Jobseeker's Allowance	26	20	4	41	25	33	13	4	6	1	2	11	1	1	10	3
Pensions Credit (no Guaranteed Credit)	23	27	5	33	31	30	14	5	6	2	1	12	1	1	10	3
NET: Any benefit	45%	56%	40%	48%	55%	46%	54%	59%	65%	42%	40%	55%	54%	50%	54%	55%
Other	17	4	3	9	8	13	2	1	1	-	-	1	1	-	2	-
None of these	342	161	107	379	238	404	111	26	30	49	6	69	27	15	71	40

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QAGE: What is your age?

Table 1

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

	BT/EE										BT										EE												
	Supplier					Issue					Satisfaction					Complaint completely resolved		Issue					Satisfaction					Complaint completely resolved					
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	231**	409	166	44*	376	238	120	113	101	91**	231	87*	251**	218	124	97*	84**	81*	141**	178	79*	191**	158	114
16-17	2	2	-	1	4	2	2	-	-	-	1	1	-	2	-	2	-	-	-	1	1	-	2	-	-	-	-	-	-	-	-	-	-
18-24	145	78	67	124	89	91	54	43	42	6	82	52	11	74	67	30	22	25	11	46	29	3	40	38	24	21	17	5	36	23	8	34	29
25-34	241	115	126	233	120	160	84	81	68	8	158	71	12	155	86	39	41	32	3	75	36	4	77	38	45	40	36	5	83	35	8	78	48
35-44	156	99	97	207	53	100	57	47	49	3	121	28	9	99	56	35	34	28	2	75	15	9	67	31	22	13	21	1	46	11	-	32	25
45-54	46	30	16	94	12	63	11	18	12	5	26	11	0	27	19	9	9	9	3	20	4	6	18	12	2	9	3	2	6	7	3	9	7
55-64	21	14	7	67	7	64	9	7	4	1	16	3	2	13	8	5	6	3	-	11	1	2	9	8	4	1	1	1	1	1	1	4	3
65+	8	5	3	48	6	45	-	1	7	-	5	2	1	6	5	-	1	4	-	3	1	1	5	2	-	-	3	-	2	1	-	1	2
NET: 16-34	388	195	193	358	213	253	140	124	110	14	241	124	23	231	153	71	63	57	4	122	66	7	119	76	69	61	53	10	119	58	16	112	77
NET: 35-54	202	129	73	301	67	163	68	65	61	6	147	37	18	126	64	59	56	56	44%	53	19	15	85	63	24	22	24	3	52	18	3	41	32
NET: 55+	29	19	10	115	13	109	9	8	11	1	21	5	3	19	10	5	7	7	-	14	2	3	14	5	4	1	4	1	7	3	-	5	5

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 2

QAGE: What is your age?

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

	Supplier					SKY								TALK TALK								VIRGIN MEDIA											
						Issue				Satisfaction				Complaint completely resolved		Issue				Satisfaction				Complaint completely resolved		Issue				Satisfaction			
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
16-17	2	2	-	1	4	2	-	-	1	-	-	1	-	-	1	1	1	2	-	1	1	2	1	3	1	1	-	-	2	-	-	-	2
18-24	145	78	67	124	89	91	50	38	29	7	68	44	12	70	49	29	32	27	1	36	37	16	34	53	23	38	27	3	44	32	15	30	60
25-34	241	115	126	233	120	160	84	56	86	7	158	58	17	149	82	41	47	31	1	71	36	13	68	51	55	55	47	3	100	50	10	89	67
35-44	156	99	97	207	53	100	85	53	61	8	140	44	23	132	74	14	21	15	5	40	12	3	38	16	26	39	32	3	71	29	9	54	46
45-54	46	30	16	94	12	63	55	10	24	5	62	24	8	61	33	3	5	3	1	6	4	2	8	4	27	11	24	1	27	21	15	33	29
55-64	21	14	7	67	7	64	32	10	16	9	38	16	13	40	27	-	2	5	-	2	2	3	2	5	28	12	20	4	28	19	17	26	37
65+	8	5	3	48	6	45	18	9	18	3	32	9	7	31	17	-	3	3	-	3	2	1	1	4	18	4	18	5	23	8	14	27	17
NET: 16-34	388	195	193	358	213	253	134	94	116	14	226	103	29	219	132	71	80	60	2	108	74	31	103	107	79	94	74	6	146	82	25	119	129
NET: 35-54	202	129	73	301	67	163	140	63	85	13	202	68	31	193	107	17	26	18	6	46	16	5	46	20	53	50	56	4	98	41	24	87	75
NET: 55+	29	19	10	115	13	109	49	36	36	33	41	35	39	40	38	19	23	21	75	27	13	13	15	30	31	33	21	33	27	31	53	54	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						BT/EE				Complaint completely resolved		BT				Complaint completely resolved		EE				Complaint completely resolved										
	BT (a)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue	Satisfaction			Yes (n)	No (o)	Issue	Satisfaction			Yes (w)	No (x)	Issue	Satisfaction			Yes (N)	No (O)										
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)				Something else (j)	Satisfied (k)	Neutral (l)				Dissatisfied (m)	Billing and Customer service (p)	Repairs and Installation (q)			Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	14**	178	79*	19**	158	114					
Hearing - Poor hearing, partial hearing, or are deaf	71	36	35	55	33	61	25	25	19	2	45	20	6	41	29	14	13	9	-	21	12	3	21	14	11	12	10	2	24	8	3	20	15
Eyesight - Poor vision, colour blindness, partial sight, or are blind	91	50	41	92	49	83	29	32	28	2	56	27	8	49	42	12	17	20	1	31	14	5	29	21	17	15	8	1	25	13	3	20	21
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	76	41	35	75	34	70	23	29	22	2	46	21	9	42	34	11	17	13	-	25	11	5	22	19	12	12	9	2	21	10	4	20	15
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	61	34	27	64	40	35	22	22	16	1	42	15	4	35	26	14	11	8	1	26	6	2	21	13	8	11	8	-	16	9	2	14	13
Breathing - Breathlessness or chest pains	91	55	36	83	51	68	31	35	25	-	56	27	8	48	42	17	22	16	-	33	15	7	26	28	14	13	9	-	23	12	1	22	14
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	95	53	42	86	53	68	32	38	21	4	55	32	8	57	37	19	23	10	1	33	16	4	37	16	13	15	11	3	22	16	4	20	21
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	109	62	47	97	58	61	33	36	39	1	75	32	2	67	41	20	19	23	-	45	17	-	41	20	13	17	16	1	30	15	2	26	21
Your mental health - Anxiety, depression, or trauma-related conditions, for example	172	102	70	212	82	143	72	47	46	7	96	59	17	93	79	43	30	26	3	53	37	12	55	47	29	17	20	4	43	22	5	38	32
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	62	41	21	59	26	34	19	18	23	2	36	21	5	32	30	12	11	16	2	25	13	3	25	16	7	7	7	-	11	8	2	7	14
Prefer not to say	23	14	9	33	14	24	11	7	4	1	14	7	2	13	9	9	2	2	1	8	4	2	9	5	2	5	2	-	6	3	-	4	4

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 3

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

Supplier	BT/EE															BT									EE									
	Issue						Satisfaction			Complaint completely resolved						Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114	
Don't know	10	-	10	5	3	2	4	3	2	1	4	4	2	7	3	-	-	-	-	-	-	-	-	-	-	4	3	2	1	4	4	2	7	3
	2% <b>xy</b>	-	4% <b>xyz</b>	1%	1%	*	2%	2%	1%	4%	1%	2%	5%	2%	1%	-	-	-	-	-	-	-	-	-	4%	4%	2%	7%	2%	5%	11%	4%	3%	
Nothing	202	125	77	317	66	174	69	63	63	7	163	29	10	150	50	43	41	37	4	102	17	6	93	32	26	22	26	3	61	12	4	57	18	
	33% <b>xyz</b>	36% <b>xyz</b>	28%	41% <b>xyz</b>	23%	33%	32%	32%	35%	30%	40% <b>lm</b>	17%	23%	40%	21%	36%	36%	37%	44%	44% <b>tu</b>	20%	24%	43% <b>vw</b>	26%	27%	26%	32%	21%	34% <b>kl</b>	15%	21%	36% <b>no</b>	16%	
NET: Any limiting characteristic	384	204	180	419	210	325	133	124	113	14	228	126	30	206	176	68	70	62	4	121	66	17	116	87	65	54	51	10	107	60	13	90	89	
	62% <b>xyz</b>	59%	65% <b>xyz</b>	54%	72% <b>xyz</b>	62% <b>xyz</b>	61%	63%	62%	61%	56%	76% <b>kl</b>	68%	55%	74% <b>lm</b>	57%	62%	61%	44%	52%	76% <b>tu</b>	68%	53%	70% <b>vw</b>	67%	64%	63%	71%	60%	76% <b>kl</b>	68%	57%	78% <b>no</b>	

Proportions/Mean: Columns Tested (5% risk level) - aly/z/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 4

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

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

Supplier	SKY										TALK TALK										VIRGIN MEDIA												
	Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved				
	BT/EE (a)	BT (v)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
Hearing - Poor hearing, partial hearing, or are deaf	71	36	35	55	33	61	24	14	16	1	37	12	6	40	15	8	10	15	-	21	10	2	18	15	22	17	22	-	32	20	9	32	27
Eyesight - Poor vision, colour blindness, partial sight, or are blind	91	50	41	92	49	83	35	26	29	2	57	28	7	58	34	10	17	20	2	27	12	10	31	18	24	29	28	2	48	23	12	41	41
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	76	41	35	75	34	70	25	17	29	4	49	21	5	44	31	8	16	10	-	21	9	4	22	12	18	27	23	2	32	19	19	27	43
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	61	34	27	64	40	35	25	21	17	1	39	17	8	40	24	9	17	14	-	18	12	10	27	12	14	10	10	1	20	7	8	14	21
Breathing - Breathlessness or chest pains	91	55	36	83	51	68	32	24	25	2	50	24	9	50	32	16	17	18	-	28	15	8	33	18	30	16	19	3	34	21	13	29	39
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	95	53	42	86	53	68	37	20	26	3	50	26	10	47	38	18	16	19	-	23	22	8	30	23	20	27	18	3	46	16	6	32	34
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	109	62	47	97	58	61	44	22	26	5	61	24	12	57	37	19	22	17	-	29	19	10	28	28	17	22	18	4	33	20	8	26	32
Your mental health - Anxiety, depression, or trauma-related conditions, for example	172	102	70	212	82	143	97	48	59	8	123	64	25	130	80	26	30	25	1	45	26	11	45	37	45	48	46	4	80	46	17	62	79
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	62	41	21	59	26	34	25	10	22	2	39	14	6	36	22	7	7	12	-	15	11	-	17	9	14	7	11	2	15	12	7	15	19
Prefer not to say	23	14	9	33	14	24	9	11	10	3	22	8	3	20	12	6	4	4	-	7	5	2	7	7	11	5	5	3	17	6	1	11	11

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 4

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

Supplier	SKY												TALK TALK						VIRGIN MEDIA														
	Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved											
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
Don't know	10	-	10	5	3	2	1	2	1	1	2	2	1	2	3	-	1	1	1	2	-	1	1	1	1	-	-	1	-	2	-	2	-
Nothing	202	125	77	317	66	174	133	67	96	21	216	67	34	205	108	18	22	22	4	47	17	2	37	28	61	45	61	7	107	40	27	96	76
NET: Any limiting characteristic	384	204	180	419	210	325	181	96	128	14	258	119	42	256	160	64	84	59	3	103	72	35	107	100	105	110	102	8	171	102	52	150	171
	62%	59%	65%	54%	72%	62%	56%	55%	54%	36%	52%	61%	53%	53%	57%	73%	76%	69%	38%	65%	77%	88%	70%	74%	59%	69%	61%	42%	58%	68%	65%	58%	68%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 5

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

Supplier	BT/EE													BT													EE												
	Issue						Satisfaction			Complaint completely resolved				Issue						Satisfaction			Complaint completely resolved				Issue						Satisfaction			Complaint completely resolved			
	BT (a)	BT (v)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)						
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97**	84*	81*	14**	178	79*	19**	158	114						
The service not performing as it should	182	101	81	235	86	168	-	-	182	-	131	45	6	113	69	-	-	101	-	76	25	-	68	33	-	-	81	-	55	20	6	45	36						
A billing, pricing or payment issue	151	82	69	253	59	133	151	-	-	-	99	40	12	99	52	82	-	-	-	54	20	8	60	22	69	-	-	45	20	4	39	30							
A problem with a repair to the service	99	59	40	82	47	74	-	99	-	-	67	22	10	65	33	-	59	-	-	44	8	7	37	22	-	-	40	-	23	14	3	28	11						
A problem relating to the installation or set up of your service	98	54	44	94	64	86	-	98	-	-	67	13*	23*	17*	14*	-	54	-	-	35	15	4	31	22	-	-	44	-	32	10	2	28	16						
Disatisfaction with customer service from a previous occasion or contact	66	38	28	71	29	45	66	-	-	-	37	25	4	29	35	38	-	-	-	20	15	3	18	20	28	-	-	17	10	1	11	15							
Or something else	23	9	14	39	8	19	-	-	23	100%	8	9	6	11	11	-	-	-	9	2	4	3	4	5	-	-	-	14	6	5	3	7	6						
SUMMARY:	4%	3%	5%	5%	3%	4%	-	-	100%	2%	5%	14%	3%	5%	-	-	-	100%	1%	5%	12%	2%	4%	-	-	-	100%	3%	6%	16%	4%	5%							
Billing and Customer service	217	120	97	324	88	178	217	-	-	-	136	65	16	128	87	120	-	-	-	74	35	11	78	42	97	-	-	62	30	5	50	45							
Repairs and Installation	197	113	84	176	111	160	-	197	-	-	134	47	16	124	71	-	113	-	-	79	23	11	68	44	-	-	84	-	55	24	5	56	27						
Service Issues	182	101	81	235	86	168	-	182	-	-	131	45	6	113	69	-	-	101	-	76	25	-	68	33	-	-	81	-	55	20	6	45	36						
Something else	23	9	14	39	8	19	-	-	23	100%	8	9	6	11	11	-	-	-	9	2	4	3	4	5	-	-	-	14	6	5	3	7	6						
	4%	3%	5%	5%	3%	4%	-	-	100%	2%	5%	14%	3%	5%	-	-	-	100%	1%	5%	12%	2%	4%	-	-	-	100%	3%	6%	16%	4%	5%							

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

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 6

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

Supplier							SKY							TALK TALK							VIRGIN MEDIA													
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
BT/EE (a)	BT (v)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
The service not performing as it should	182	101	81	235	86	168	-	-	235	-	154	59	22	149	84	-	-	86	-	45	32	9	50	35	-	-	168	-	89	52	27	84	80	
A billing, pricing or payment issue	151	82	69	253	59	133	253	-	-	-	164	67	22	158	94	59	-	-	-	28%	34%	23%	33%	26%	-	-	168	-	30%	35%	34%	32%	31%	
A problem with a repair to the service	99	59	40	82	47	74	-	82	-	-	58	16	8	51	31	-	47	-	-	33	8	6	30	17	-	-	74	-	46	21	7	37	36	
A problem relating to the installation or set up of your service	98	54	44	94	64	86	-	94	-	-	65	22	7	67	27	-	64	-	-	27	26	11	25	38	-	-	86	-	52	25	9	48	38	
Disatisfaction with customer service from a previous occasion or contact	66	38	28	71	29	45	71	-	-	-	34	22	15	37	33	29	-	-	-	15	8	6	11	16	45	-	-	18	16	11	17	28		
Or something else	23	9	14	39	8	19	-	-	39	100%	23	10	6	21	14	-	-	8	100%	5	3	-	5	2	-	-	-	19	11	5	3	6	12	
SUMMARY:																																		
Billing and Customer service	217	120	97	324	88	178	324	-	-	-	198	89	37	195	127	88	-	-	-	49	25	14	42	44	178	-	-	97	47	34	84	92		
Repairs and Installation	197	113	84	176	111	160	-	176	-	-	123	38	15	118	58	-	111	-	-	60	34	17	55	55	-	-	160	-	98	46	16	85	74	
Service Issues	182	101	81	235	86	168	-	-	235	-	154	59	22	149	84	-	-	86	-	45	32	9	50	35	-	-	168	-	89	52	27	84	80	
Something else	23	9	14	39	8	19	-	-	39	100%	23	10	6	21	14	-	-	8	100%	5	3	-	5	2	-	-	-	19	11	5	3	6	12	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 7

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

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint**

	Supplier						BT/EE						BT						EE															
	Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved												
	BT/EE (a)	BT (v)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	217	120	97*	324	88*	178	217	-**	-**	-**	136	65*	16**	128	87*	120	-**	-**	-**	74*	35*	11**	78*	42*	97*	-**	-**	-**	62*	30*	5**	50*	45*	
Bill was lot higher than expected	62	36	26	133	21	70	62	-	-	-	37	17	8	40	22	36	-	-	-	22	8	6	25	11	26	-	-	-	15	9	2	15	11	
	29%	30%	27%	41% <sup>kyaz</sup>	24%	39% <sup>kyaz</sup>	29%	-	-	-	27%	26%	50%	31%	25%	30%	23%	55%	-	30%	23%	55%	32%	26%	27%	-	-	-	24%	30%	40%	30%	24%	
Bill was inaccurate	49	25	24	67	18	27	49	-	-	-	33	12	4	33	16	25	-	-	-	16	6	3	18	16	24	-	-	-	17	6	1	15	9	
	23%	21%	25%	21%	20%	15%	23%	-	-	-	24%	18%	25%	26%	18%	22%	17%	27%	-	22%	17%	27%	23%	17%	25%	-	-	-	27%	20%	20%	30%	20%	
Getting a refund, credit note or cashback	33	15	18	29	10	19	33	-	-	-	24	8	1	23	10	15	-	-	-	11	3	1	13	10	2	18	-	-	-	13	5	-	10	8
	15% <sup>ky</sup>	13%	19% <sup>ky</sup>	9%	11%	11%	15%	-	-	-	18%	12%	6%	18%	11%	13%	-	-	-	15%	9%	9%	17%	5%	19%	-	-	-	21%	17%	-	20%	18%	
Payment issues (including setting up/making a payment, non-direct debit charges)	30	16	14	37	19	29	30	-	-	-	19	11	-	24	6	16	-	-	-	11	5	-	15	1	14	-	-	-	8	6	-	9	5	
	14%	13%	14%	11%	22% <sup>ky</sup>	16%	14%	-	-	-	14%	17%	-	15% <sup>ky</sup>	7%	13%	-	-	-	15%	14%	-	15% <sup>ky</sup>	2%	14%	-	-	-	13%	20%	-	18%	11%	
Bill contained items I shouldn't have been charged for	30	15	15	42	12	22	30	-	-	-	17	10	3	16	14	15	-	-	-	9	4	2	10	5	15	-	-	-	8	6	1	6	9	
	14%	13%	15%	13%	14%	12%	14%	-	-	-	13%	15%	19%	13%	16%	13%	-	-	-	12%	11%	18%	13%	12%	15%	-	-	-	13%	20%	20%	12%	20%	
Took too long to resolve issue	28	18	10	21	9	13	28	-	-	-	15	12	1	13	15	18	-	-	-	8	9	1	10	8	10	-	-	-	7	3	-	3	7	
	13% <sup>ky</sup>	15% <sup>ky</sup>	10%	10%	7%	13%	13%	-	-	-	11%	18%	6%	10%	17%	15%	-	-	-	14	20% <sup>ky</sup>	9%	13%	8	10%	-	-	-	11%	10%	-	6%	16%	
The format of the bill	25	15	10	29	14	12	25	-	-	-	22	2	1	18	7	15	-	-	-	14	1	-	11	4	10	-	-	-	8	1	1	7	3	
	12%	13%	10%	9%	10% <sup>ky</sup>	7%	12%	-	-	-	15% <sup>ky</sup>	7%	6%	14%	8%	13%	-	-	-	15% <sup>ky</sup>	3%	-	14%	10%	10%	-	-	-	13%	3%	20%	14%	7%	
Unable to get through to relevant person	21	9	12	20	9	15	21	-	-	-	13	7	1	8	9	9	-	-	-	5	4	-	5	4	12	-	-	-	8	3	1	3	9	
	10%	8%	12% <sup>ky</sup>	6%	10%	8%	10%	-	-	-	10%	11%	6%	6%	15% <sup>ky</sup>	8%	-	-	-	7%	11%	-	6%	10%	12%	-	-	-	13%	10%	20%	6%	20% <sup>ky</sup>	
Gave incorrect information	20	8	12	16	6	10	20	-	-	-	14	6	-	11	9	8	-	-	-	4	4	-	6	2	12	-	-	-	10	2	-	5	7	
	9%	7%	12% <sup>ky</sup>	5%	7%	6%	9%	-	-	-	10%	9%	-	9%	10%	7%	-	-	-	5%	11%	-	8%	5%	12%	-	-	-	16%	7%	-	10%	16%	
Unable to get through to anyone	17	12	5	16	9	13	17	-	-	-	11	5	1	9	7	12	-	-	-	7	4	1	6	7	5	-	-	-	4	1	-	3	1	
	8%	10%	5%	5%	10%	7%	8%	-	-	-	8%	8%	6%	7%	8%	10%	-	-	-	9%	11%	9%	8%	14%	5%	-	-	-	6%	3%	-	6%	2%	
Rude/dismissive	12	7	5	14	5	15	12	-	-	-	6	5	1	4	7	7	-	-	-	3	3	1	3	4	5	-	-	-	3	2	-	1	3	
	6%	6%	5%	4%	6%	8%	6%	-	-	-	4%	8%	6%	3%	8%	6%	-	-	-	4%	9%	9%	4%	10%	5%	-	-	-	5%	7%	-	2%	7%	
Didn't do what they said they would do	8	5	3	15	6	11	8	-	-	-	4	4	-	2	6	5	-	-	-	3	2	-	1	4	3	-	-	-	1	2	-	1	2	
	4%	4%	3%	5%	7%	6%	4%	-	-	-	3%	6%	-	2%	7% <sup>ky</sup>	4%	-	-	-	4%	6%	-	1%	10% <sup>ky</sup>	3%	-	-	-	2%	7%	-	2%	4%	
Pre-pay credit lost or not credited to card	3	2	1	1	-	-	3	-	-	-	3	-	-	2	1	2	-	-	-	2	-	-	1	1	1	-	-	-	1	-	-	1	-	
	1%	2%	1%	-	-	-	1%	-	-	-	2%	-	-	2%	1%	2%	-	-	-	3%	-	-	1%	2%	1%	-	-	-	2%	-	-	2%	-	
Costs of going above data allowance	3	1	2	-	-	-	3	-	-	-	3	-	-	-	-	1	-	-	-	1	-	-	1	2	2	-	-	-	2	-	-	2	-	
	1% <sup>ky</sup>	1%	2% <sup>ky</sup>	-	-	-	1%	-	-	-	2%	-	-	-	-	1%	-	-	-	1%	-	-	1%	2%	2%	-	-	-	3%	-	-	4%	-	
Costs of international and roaming calls	1	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	
	*	1%	-	-	-	-	*	-	-	-	1%	-	-	1%	-	1%	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
 Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

	Supplier						BT/EE						BT						EE														
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	217	120	97*	324	88*	178	217	-**	-**	-**	136	65*	16**	128	87*	120	-**	-**	-**	74*	35*	11**	78*	42*	97*	-**	-**	-**	62*	30*	5**	50*	45*
A different issue	2	2	-	10	1	9	2	-	-	-	-	2	-	-	2	2	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-
	1%	2%	-	3%	1%	5%	1%	-	-	-	-	-	13%	-	2%	2%	-	-	-	-	-	18%	-	5%	-	-	-	-	-	-	-	-	-

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 8

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

Supplier	SKY											TALK TALK											VIRGIN MEDIA										
	Issue						Satisfaction			Complaint completely resolved		Issue						Satisfaction			Complaint completely resolved		Issue						Satisfaction			Complaint completely resolved	
	BT/EE (a)	BT (v)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	217	120	97*	324	88*	178	324	-**	-**	-**	198	89*	37*	195	127	88*	-**	-**	-**	49*	25**	14**	42*	44*	178	-**	-**	-**	97*	47*	34*	84*	92*
Bill was lot higher than expected	62	36	26	133	21	70	133	-	-	-	79	43	11	79	54	21	-	-	-	12	5	4	12	5	70	-	-	-	38	16	16	30	40
Bill was inaccurate	49	25	24	67	18	27	67	-	-	-	48	12	7	49	18	18	-	-	-	12	4	2	7	11	27	-	-	-	18	5	4	13	13
Getting a refund, credit note or cashback	23%	21%	25%	21%	20%	15%	21%	-	-	-	24%	13%	19%	25%	14%	20%	-	-	-	24%	16%	16%	14%	17%	25%	-	-	-	19%	11%	12%	15%	14%
Payment issues (including setting up/making a payment, non-direct debit charges)	30	15	18	29	10	19	29	-	-	-	10%	7%	8%	10%	8%	11%	-	-	-	7	3	-	19	4	19	-	-	-	14	3	2	10	9
Bill contained items I shouldn't have been charged for	30	16	14	37	10	29	37	-	-	-	28	7	2	25	12	19	-	-	-	14	4	1	12	7	29	-	-	-	18	9	2	14	14
Took too long to resolve issue	14%	13%	14%	11%	12%	16%	11%	-	-	-	14%	8%	5%	13%	9%	22%	-	-	-	29%	16%	7%	29%	16%	16%	-	-	-	19%	19%	6%	17%	15%
The format of the bill	28	18	10	21	9	13	21	-	-	-	9	8	4	14	6	9	-	-	-	5	3	1	5	4	13	-	-	-	5	5	3	2	11
Unable to get through to relevant person	12%	13%	10%	9%	10%	7%	9%	-	-	-	5%	9%	11%	7%	5%	10%	-	-	-	10%	12%	7%	12%	9%	7%	-	-	-	5%	11%	9%	2%	12%
Gave incorrect information	21	9	10	20	9	15	20	-	-	-	12%	6%	3%	10%	6%	16%	-	-	-	16%	20%	7%	21%	11%	7%	-	-	-	9%	4%	3%	8%	5%
Unable to get through to anyone	20	8	12	16	6	10	16	-	-	-	6%	7%	5%	6%	7%	10%	-	-	-	8%	8%	21%	14%	7%	15	-	-	-	8%	4%	15%	5%	12%
Rude/dismissive	9%	7%	12%	16	5	7%	6%	-	-	-	3%	6%	16%	4%	6%	7%	-	-	-	3	1	2	1	4	10	-	-	-	2	4	4	3	7
Didn't do what they said they would do	17	12	5	16	9	13	16	-	-	-	8	7	1	10	6	9	-	-	-	6	-	3	4	4	13	-	-	-	4	4	5	6	7
Pre-pay credit lost or not credited to card	8%	10%	5%	5%	10%	7%	5%	-	-	-	4%	8%	3%	5%	5%	10%	-	-	-	12%	-	21%	10%	9%	7%	-	-	-	4%	9%	15%	7%	8%
Costs of going above data allowance	12	7	5	14	5	15	14	-	-	-	7	3	4	6	8	5	-	-	-	2	1	2	1	3	15	-	-	-	4	5	6	4	11
Costs of international and roaming calls	6%	6%	5%	4%	6%	8%	4%	-	-	-	4%	3%	11%	3%	6%	6%	-	-	-	4%	4%	14%	2%	7%	8%	-	-	-	4%	11%	18%	5%	12%
	8	5	3	15	6	11	15	-	-	-	6	5	4	7	8	6	-	-	-	2	3	1	1	4	11	-	-	-	6	5	-	4	7
	4%	4%	3%	5%	7%	6%	5%	-	-	-	3%	6%	11%	4%	6%	7%	-	-	-	4%	12%	7%	2%	9%	6%	-	-	-	6%	11%	-	5%	8%
	3	2	1	1	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	2%	1%	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	2	3	6	3	15	-	-	-	4	5	6	4	11
	1	1	-	-	-	-	-	-	-	-	3%	6%	11%	3%	6%	6%	-	-	-	4%	4%	14%	2%	7%	8%	-	-	-	4%	11%	18%	5%	12%
	*	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

Supplier	SKY												TALK TALK						VIRGIN MEDIA														
	Issue					Satisfaction			Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved					
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	217	120	97*	324	88*	178	324	-**	-**	-**	198	89*	37*	195	127	88*	-**	-**	-**	49*	25**	16**	42*	44*	178	-**	-**	-**	97*	47*	34*	84*	92*
A different issue	2	2	-	10	1	9	10	-	-	-	7	2	1	4	6	1	-	-	-	1	-	-	1	-	9	-	-	-	6	1	2	7	2
	1%	2%	-	3%	1%	5%	3%	-	-	-	4%	2%	3%	2%	5%	1%	-	-	-	2%	-	-	2%	-	5%	-	-	-	6%	2%	6%	8%	2%

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 9

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

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint**

Supplier	BT/EE												BT						EE															
	Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved												
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	182	101	81*	235	86*	168	-**	-**	182	-**	131	45*	6**	113	86*	69*	-**	-**	101	-**	76*	25**	-**	68*	33*	-**	-**	81*	-**	55*	20**	6**	45*	36*
Unable to get certain channels/content	78	44	34	76	35	57	-	-	78	-	62	16	-	52	26	-	-	44	-	35	9	-	31	13	-	27	7	-	27	7	-	21	13	
Complete loss of service	62	35	27	87	29	58	-	-	62	-	45	15	2	35	27	-	-	35	-	29	6	-	24	11	-	16	9	2	16	9	2	11	16	
Service is not consistently available	55	28	27	79	35	66	-	-	55	-	39	14	2	36	19	-	-	28	-	22	6	-	19	9	-	17	8	2	17	8	2	17	10	
Poor picture quality	49	26	23	52	22	21	-	-	49	-	36	10	3	22	27	-	-	26	-	20	6	-	14	12	-	16	4	3	16	4	3	8	15	
Connection speed slower than advertised or led to expect	11	6	5	21	9	15	-	-	11	-	10	1	-	9	2	-	-	6	-	5	1	-	6	5	-	5	-	-	5	-	-	3	2	
Poor outside reception/coverage	5	1	4	-	-	-	-	-	5	-	5	-	-	4	1	-	-	1	-	1	-	-	1	-	-	4	-	-	4	-	-	3	1	
Problems with calls being disconnected during a call or not connected at all	5	2	3	1	-	-	-	-	5	-	5	-	-	5	-	-	-	2	-	2	-	-	2	-	-	3	-	-	3	-	-	3	-	
Poor line quality	5	3	2	11	4	4	-	-	5	-	3	2	-	2	3	-	-	3	-	2	1	-	2	1	-	1	1	-	1	1	-	-	2	
Problems with voice over internet (VOIP) telephone calls	5	3	2	8	6	4	-	-	5	-	4	1	-	4	1	-	-	3	-	2	1	-	3	-	-	2	-	-	2	-	-	1	1	
Text or voice mails delivered late	4	2	2	1	-	-	-	-	4	-	4	-	-	4	-	-	-	2	-	2	-	-	2	-	-	2	-	-	2	-	-	2	-	
Poor indoor reception/coverage	4	1	3	1	-	-	-	-	4	-	3	1	-	3	1	-	-	1	-	1	-	-	1	-	-	3	2	1	-	2	1	-	2	1
Unable to access 5G service	4	1	3	2	-	-	-	-	4	-	4	-	-	4	-	-	-	1	-	1	-	-	1	-	-	3	3	-	3	-	-	3	-	
Unable to access 4G service	3	1	2	2	-	-	-	-	3	-	3	-	-	3	-	-	-	1	-	1	-	-	1	-	-	2	2	-	2	-	-	2	-	
A different issue (please describe it briefly in your own words)	2	-	2	6	-	4	-	-	2	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2	2	-	2	-	-	1	1	
	1%	-	2%	3%	-	2%	-	-	1%	-	2%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	2%	4%	-	4%	-	-	2%	3%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint**

Supplier	SKY												TALK TALK						VIRGIN MEDIA															
	Issue				Satisfaction			Complaint completely resolved					Issue			Satisfaction			Complaint completely resolved															
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	182	101	81*	235	86*	168	-**	-**	235	-**	154	59*	22**	149	84*	-**	-**	86*	-**	45*	32*	9**	50*	35*	-**	-**	168	-**	89*	52*	27**	84*	80*	
Unable to get certain channels/content	78	44	34	76	35	57	-	-	76	-	49	19	8	48	27	-	-	35	-	18	15	2	20	14	-	-	57	-	33	19	5	28	29	
Complete loss of service	62	35	27	87	29	58	-	-	87	-	59	19	9	60	26	-	-	29	-	15	12	2	19	26	-	-	58	-	28	18	12	30	27	
Service is not consistently available	34	35	33%	37%	34%	35%	-	-	37%	-	38%	32%	41%	40%	31%	-	-	34%	-	33%	38%	22%	38%	26%	-	-	35%	-	31%	35%	44%	36%	34%	
Poor picture quality	49	26	23	52	22	21	-	-	52	-	33	14	5	30	22	-	-	22	-	10	8	4	15	7	-	-	21	-	14	4	3	11	9	
Connection speed slower than advertised or led to expect	11	6	5	21	9	15	-	-	21	-	21%	24%	23%	20%	26%	-	-	26%	-	22%	25%	44%	30%	20%	-	-	13%	-	16%	8%	11%	13%	11%	
Poor outside reception/coverage	5	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Problems with calls being disconnected during a call or not connected at all	5	2	3	1	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Poor line quality	5	3	2	11	4	4	-	-	11	-	8	3	-	8	3	-	-	4	-	2	2	-	4	-	-	-	4	-	2	1	1	2	2	
Problems with voice over internet (VOIP) telephone calls	5	3	2	8	6	4	-	-	8	-	5	5%	-	5	3	-	-	6	-	3	3	-	6	-	-	-	4	-	3	-	1	3	1	
Text or voice mails delivered late	4	2	2	1	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Poor indoor reception/coverage	4	1	3	1	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to access 5G service	4	1	3	2	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to access 4G service	3	1	2	2	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	2	-	2	6	-	4	-	-	6	-	2	3	1	1	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	2%	3%	-	2%	-	-	3%	-	1%	5%	5%	1%	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and installation complaint**

Supplier	BT/EE											BT						EE															
	Issue					Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved						
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	197	113	84*	176	111	160	-**	197	-**	-**	134	47*	161**	124	71*	-**	113	-**	-**	79*	23**	11**	68*	44*	-**	84*	-**	-**	55*	24**	11**	56*	27**
Time taken to repair a fault	37	25	12	34	19	30	-	37	-	-	25	8	4	23	14	-	25	-	-	19	2	4	16	9	-	12	-	-	6	6	-	7	5
	19%	22%	14%	19%	17%	19%	-	19%	-	-	19%	17%	25%	19%	20%	-	22%	-	-	24%	9%	36%	24%	20%	-	14%	-	-	11%	25%	-	13%	19%
Time taken to install the service	36	21	15	34	18	24	-	36	-	-	28	6	2	22	13	-	21	-	-	14	5	2	13	7	-	15	-	-	14	1	-	9	6
	18%	19%	18%	19%	16%	15%	-	18%	-	-	21%	13%	13%	18%	18%	-	19%	-	-	18%	22%	18%	19%	16%	-	18%	-	-	25%	4%	-	16%	22%
Arranging an installation	36	19	17	35	20	30	-	36	-	-	27	8	1	23	13	-	19	-	-	12	6	1	10	9	-	17	-	-	15	2	-	13	4
	18%	17%	20%	20%	18%	19%	-	18%	-	-	20%	17%	6%	19%	18%	-	17%	-	-	15%	26%	9%	15%	20%	-	20%	-	-	27%	8%	-	23%	15%
Arranging an appointment for an engineer visit	34	22	12	31	12	27	-	34	-	-	24	6	4	24	10	-	22	-	-	16	4	2	14	8	-	12	-	-	8	2	2	10	2
	17%	19%	14%	18%	11%	17%	-	17%	-	-	18%	13%	25%	19%	14%	-	19%	-	-	20%	17%	18%	21%	18%	-	14%	-	-	15%	8%	40%	18%	7%
Switching issues (e.g. problems trying to switch or problems porting your number)	34	19	15	28	27	26	-	34	-	-	28	6	-	24	10	-	19	-	-	15	4	-	13	6	-	15	-	-	13	2	-	11	4
	17%	17%	18%	16%	24%	16%	-	17%	-	-	21%	13%	-	19%	14%	-	17%	-	-	19%	17%	-	19%	14%	-	18%	-	-	24%	8%	-	20%	15%
Missed/moved repair appointment	30	19	11	24	13	9	-	30	-	-	21	5	4	17	12	-	19	-	-	14	3	2	10	9	-	11	-	-	7	2	2	7	3
	15% <sup>d</sup>	17% <sup>d</sup>	13% <sup>d</sup>	14% <sup>d</sup>	12%	6%	-	15%	-	-	16%	11%	25%	14%	17%	-	17%	-	-	18%	13%	18%	15%	20%	-	13%	-	-	13%	8%	40%	13%	11%
Damage to property during repair	30	18	12	14	14	16	-	30	-	-	21	6	3	20	10	-	18	-	-	14	2	2	12	6	-	12	-	-	7	4	1	8	4
	15% <sup>b</sup>	16% <sup>b</sup>	14%	8%	13%	10%	-	15%	-	-	16%	13%	19%	16%	14%	-	16%	-	-	18%	9%	18%	18%	14%	-	14%	-	-	13%	17%	20%	14%	15%
Complaining about an engineer	26	14	12	17	13	18	-	26	-	-	17	7	2	17	8	-	14	-	-	9	5	-	9	5	-	12	-	-	8	2	2	8	3
	13%	12%	14%	10%	12%	11%	-	13%	-	-	13%	15%	13%	14%	11%	-	12%	-	-	11%	22%	-	13%	11%	-	14%	-	-	15%	8%	40%	14%	11%
Damage to property during installation	24	13	11	20	17	20	-	24	-	-	15	6	3	14	9	-	13	-	-	9	3	1	8	4	-	11	-	-	6	3	2	6	5
	12%	12%	13%	11%	15%	13%	-	12%	-	-	11%	13%	19%	11%	13%	-	12%	-	-	11%	13%	9%	12%	9%	-	13%	-	-	11%	13%	40%	11%	19%
Missed/moved installation appointment	22	14	8	28	16	23	-	22	-	-	17	4	1	15	7	-	14	-	-	11	2	1	8	6	-	8	-	-	6	2	-	7	1
	11%	12%	10%	16%	14%	14%	-	11%	-	-	13%	9%	6%	12%	10%	-	12%	-	-	14%	9%	9%	12%	14%	-	10%	-	-	11%	8%	-	13%	4%
A different issue	3	2	1	3	-	5	-	3	-	-	1	1	1	2	1	-	2	-	-	1	-	1	2	-	-	1	-	-	1	-	-	1	1
	2%	2%	1%	2%	-	3%	-	2%	-	-	1%	2%	6%	2%	1%	-	2%	-	-	1%	-	9%	3%	-	-	1%	-	-	-	4%	-	-	4%

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
 Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and installation complaint

	Supplier											SKY						TALK TALK						VIRGIN MEDIA										
	Issue					Satisfaction			Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved							
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	197	113	84*	176	111	160	-**	176	-**	-**	123	38*	15**	118	58*	-**	111	-**	-**	60*	38*	34*	17**	55*	55*	-**	160	-**	-**	98*	46*	16**	85*	74*
Time taken to repair a fault	37	25	12	34	19	30	-	34	-	-	22	8	4	24	10	-	19	-	-	13	3	3	15	4	-	30	-	-	22	6	2	15	15	
	19%	22%	14%	19%	17%	19%	-	19%	-	-	18%	21%	27%	20%	17%	-	17%	-	-	22%	9%	18%	17% <b>o</b>	7%	-	19%	-	-	22%	13%	13%	18%	20%	
Time taken to install the service	36	21	15	34	18	24	-	34	-	-	24	9	1	24	10	-	18	-	-	11	7	-	9	8	-	24	-	-	18	5	1	14	10	
	18%	19%	18%	19%	16%	15%	-	19%	-	-	20%	24%	7%	20%	17%	-	16%	-	-	18%	21%	-	16%	15%	-	15%	-	-	18%	11%	6%	16%	14%	
Arranging an installation	36	19	17	35	20	30	-	35	-	-	28	5	2	28	7	-	20	-	-	10	7	3	8	11	-	30	-	-	24	3	3	20	10	
	18%	17%	20%	20%	18%	19%	-	20%	-	-	23%	13%	13%	24%	12%	-	18%	-	-	17%	21%	18%	15%	20%	-	19%	-	-	24% <b>o</b>	7%	19%	24%	14%	
Arranging an appointment for an engineer visit	34	22	12	31	12	27	-	31	-	-	27	3	1	21	10	-	12	-	-	9	2	1	8	4	-	27	-	-	18	7	2	16	11	
	17%	19%	14%	18%	11%	17%	-	18%	-	-	22%	8%	7%	18%	17%	-	11%	-	-	15%	6%	6%	15%	7%	-	17%	-	-	18%	15%	13%	19%	15%	
Switching issues (e.g. problems trying to switch or problems porting your number)	34	19	15	28	27	26	-	28	-	-	22	6	-	22	6	-	27	-	-	12	12	3	10	16	-	26	-	-	15	7	3	16	10	
	17%	17%	18%	16%	24%	16%	-	16%	-	-	18%	16%	-	19%	10%	-	24%	-	-	20%	35%	18%	18%	29%	-	16%	-	-	16%	15%	19%	19%	14%	
Missed/moved repair appointment	30	19	11	24	13	9	-	24	-	-	19	4	1	15	9	-	13	-	-	11	2	-	7	6	-	9	-	-	8	1	-	6	3	
	15% <b>d</b>	17% <b>d</b>	13% <b>d</b>	14% <b>d</b>	12%	6%	-	14%	-	-	15%	11%	7%	13%	16%	-	12%	-	-	18%	6%	-	13%	11%	-	6%	-	-	8%	2%	-	7%	4%	
Damage to property during repair	30	18	12	14	14	16	-	14	-	-	11	2	1	8	6	-	14	-	-	12	-	2	8	6	-	16	-	-	12	2	2	8	8	
	15% <b>b</b>	16% <b>b</b>	14%	8%	13%	10%	-	8%	-	-	9%	5%	7%	10%	7%	-	13%	-	-	20% <b>a</b>	-	12%	15%	11%	-	10%	-	-	12%	4%	13%	9%	11%	
Complaining about an engineer	26	14	12	17	13	18	-	17	-	-	14	2	1	13	4	-	13	-	-	8	3	2	9	4	-	18	-	-	11	6	1	10	8	
	13%	12%	14%	10%	12%	11%	-	10%	-	-	11%	5%	7%	11%	7%	-	12%	-	-	13%	9%	12%	16%	7%	-	11%	-	-	11%	13%	6%	12%	11%	
Damage to property during installation	24	13	11	20	17	20	-	20	-	-	13	6	1	13	7	-	17	-	-	6	7	4	6	10	-	20	-	-	11	6	3	6	14	
	12%	12%	13%	11%	15%	13%	-	11%	-	-	11%	16%	7%	11%	12%	-	15%	-	-	10%	21%	24%	11%	18%	-	13%	-	-	11%	13%	19%	7%	15% <b>o</b>	
Missed/moved installation appointment	22	14	8	28	16	23	-	28	-	-	22	2	4	21	7	-	16	-	-	7	7	2	8	8	-	23	-	-	15	7	1	15	8	
	11%	12%	10%	16%	14%	14%	-	16%	-	-	18%	5%	27%	18%	12%	-	14%	-	-	12%	21%	12%	15%	15%	-	14%	-	-	15%	15%	6%	18%	11%	
A different issue	3	2	1	3	-	5	-	3	-	-	-	2	1	1	2	-	-	-	-	-	-	-	-	-	-	5	-	-	1	3	1	2	2	
	2%	2%	1%	2%	-	3%	-	2%	-	-	5% <b>c</b>	7%	-	1%	3%	-	-	-	-	-	-	-	-	-	-	3%	-	-	1%	7%	6%	2%	3%	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
 Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint**

	Supplier							BT/EE					BT					EE															
	Issue							Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved												
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	23**	9**	14**	39*	8**	19**	-**	-**	-**	23**	8**	9**	6**	11**	11**	-**	-**	-**	9**	2**	4**	3**	4**	5**	-**	-**	-**	14**	6**	5**	3**	7**	6**
Change to your package or service (upgrading or downgrading your service)	8	2	6	16	2	8	-	-	-	8	2	4	2	2	6	-	-	-	2	-	1	1	-	2	-	-	-	6	2	3	1	2	4
Service not performing as advertised or as told in store/over the phone	6	3	3	7	3	3	-	-	-	6	3	3	-	3	2	-	-	-	3	-	3	-	1	2	-	-	-	3	3	-	-	2	-
Complaining about the terms of your contract	6	4	2	9	2	1	-	-	-	6	2	1	3	4	2	-	-	-	4	2	-	2	3	1	-	-	-	2	-	1	1	1	1
Switching issues (e.g. problems trying to switch or problems porting your number)	2	-	2	3	-	2	-	-	-	2	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	1	2	-	
Keeping your mobile phone number when changing suppliers	1	-	1	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	1
A different issue (please describe it briefly in your own words)	4*	11*	-	23*	13*	32*	-	-	-	4*	-	-	17*	-	9*	-	-	-	11*	-	-	33*	-	20*	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint**

	Supplier						SKY						TALK TALK						VIRGIN MEDIA															
	Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved												
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	23**	9**	14**	39*	8**	19**	-**	-**	-**	39*	23**	10**	6**	21**	14**	-**	-**	-**	8**	5**	3**	-**	5**	2**	-**	-**	-**	19**	11**	5**	3**	6**	12**	
Change to your package or service (upgrading or downgrading your service)	8	2	6	16	2	8	-	-	-	16	9	6	1	8	5	-	-	-	2	1	1	-	1	1	-	-	-	8	6	2	-	3	5	
Service not performing as advertised or as told in store/over the phone	6	3	3	7	3	3	-	-	-	7	4	2	1	4	2	-	-	-	3	3	-	-	2	-	-	-	3	1	1	1	1	1	8	
Complaining about the terms of your contract	6	4	2	9	2	1	-	-	-	9	6	2	1	5	4	-	-	-	2	1	1	-	1	1	-	-	1	1	-	-	-	-	1	8
Switching issues (e.g. problems trying to switch or problems porting your number)	2	-	2	3	-	2	-	-	-	3	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	-	2	17
Keeping your mobile phone number when changing suppliers	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	1	1	-	9	1	6	-	-	-	9	5	-	4	5	4	-	-	-	1	1	-	-	1	-	-	-	6	2	2	2	2	4	4	
	4%	11%	-	23%	13%	32%	-	-	-	23%	22%	-	67%	24%	29%	-	-	-	13%	20%	-	-	20%	-	-	-	32%	18%	40%	67%	33%	33%	33%	

Proportions/Means: Columns Tested (5% risk level) - alyz/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base, \*\* very small base (under 30) (ineligible for sig testing)



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 15

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

Supplier							BT/EE							BT							EE												
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84**	81*	14**	178	79*	19**	158	114
Only/mainly on the phone	189	117	72	364	71	221	66	57	58	8	115	53	21	119	70	39	36	36	6	69	31	17	67	50	27	21	22	2	46	22	4	52	20
	31%ac	34%az	26%	47%ayzc	24%	42%ayzt	30%	29%	32%	35%	28%	32%	48%ka	32%	29%	33%	32%	36%	67%	30%	36%	68%	31%	40%	28%	25%	27%	14%	26%	28%	21%	33%io	18%
Only/mainly via email	98	55	43	81	45	54	32	31	31	4	72	24	2	63	35	22	19	13	1	42	12	1	37	18	10	12	18	3	30	12	1	26	17
	16%bd	16%bd	16%bd	10%	15%bd	10%	15%	16%	17%	17%	18%im	14%	5%	17%	15%	18%	17%	13%	17%	18%	14%	4%	17%	15%	10%	14%	22%ig	21%	17%	15%	5%	16%	15%
Only/mainly via mobile app	80	40	40	103	32	66	32	22	25	1	61	16	3	53	26	15	11	14	-	31	8	1	27	13	17	11	11	1	30	8	2	26	13
	13%	12%	14%	13%	11%	13%	15%	11%	14%	4%	15%	10%	7%	14%	11%	13%	10%	14%	-	13%	9%	4%	12%	10%	18%	13%	14%	7%	17%	10%	11%	16%	11%
Only/mainly via webchat	69	38	31	81	36	63	32	15	18	4	48	18	3	39	28	16	10	11	1	27	9	2	26	11	16	5	7	3	21	9	1	13	17
	11%	11%	11%	10%	12%	12%	15%ba	8%	10%	17%	12%	11%	7%	10%	12%	13%	9%	11%	11%	12%	10%	8%	12%	9%	15%ca	6%	9%	21%	12%	11%	5%	8%	15%
Only/mainly via social media	55	28	27	47	26	43	16	24	15	-	37	15	3	30	25	10	13	5	-	19	7	2	20	8	6	11	10	-	18	8	1	10	17
	9%ba	8%	10%ba	6%	9%	8%	7%	12%	8%	-	9%	9%	7%	8%	11%	8%	12%	5%	-	8%	8%	8%	9%	6%	6%	13%	12%	-	10%	10%	5%	6%	15%na
Only/mainly via web form	53	28	25	43	23	33	15	19	17	2	28	17	8	30	23	8	10	10	-	19	9	-	20	8	7	9	7	2	9	8	8	10	15
	9%ba	8%	9%ba	6%	8%	6%	7%	10%	9%	9%	7%	10%	18%ka	8%	10%	7%	9%	10%	-	8%	10%	-	9%	6%	7%	11%	9%	14%	5%	10%	42%	6%	13%
Only/mainly in store	43	19	24	24	31	18	15	15	11	2	22	18	3	23	20	7	6	6	-	10	8	1	11	8	8	9	5	2	12	10	2	12	12
	7%bd	6%	9%bd	3%	11%bd	3%	7%	8%	6%	9%	5%	11%ka	7%	6%	8%	6%	5%	6%	-	4%	9%	4%	5%	6%	8%	11%	6%	14%	7%	13%	11%	8%	11%
Only/mainly by letter	23	14	9	24	19	23	7	12	4	-	17	5	1	13	9	3	8	3	-	10	3	1	8	6	4	4	1	-	7	2	-	5	3
	4%	4%	3%	3%	6%ba	4%	3%	6%	2%	-	4%	3%	2%	3%	4%	3%	7%	3%	-	4%	3%	4%	4%	5%	4%	5%	1%	-	4%	3%	-	3%	3%
Only/mainly via another contact method	5	3	2	4	5	1	-	2	2	1	5	-	-	4	1	-	-	2	1	3	-	-	2	1	-	2	-	-	2	-	-	2	-
	1%	1%	1%	1%	2%ba	1%	-	1%	4%	4%	1%	-	-	1%	1%	-	-	2%	11%	1%	-	-	1%	1%	-	2%	-	-	1%	-	-	1%	-
Don't know	4	1	3	3	5	3	2	-	1	1	4	-	-	2	1	-	-	1	-	1	-	-	-	1	2	-	-	1	3	-	-	2	-
	1%	*	1%	*	2%ba	1%	1%	-	1%	4%	1%	-	-	1%	*	-	-	1%	-	*	-	-	-	1%	2%	-	-	7%	2%	-	-	1%	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier		SKY											TALK TALK						VIRGIN MEDIA															
		Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction		Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved				
		BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
Only/mainly on the phone	189	117	72	364	71	221	163	62	120	19	226	91	47	221	138	19	29	21	2	35	24	12	41	30	82	44	87	8	104	73	44	105	112	
	31%ac	34%az	26%	47%ayzc	24%	42%ayzc	50%Q	35%	51%R	49%	45%	46%	50%T	46%	49%	22%	26%	24%	25%	22%	26%	30%	27%	22%	46%pc	28%	52%q	42%	35%	49%t	55%v	41%	43%	
Only/mainly via email	98	55	43	81	45	54	35	25	18	3	59	20	2	56	24	15	11	18	1	26	16	3	25	20	20	21	13	-	39	8	7	33	20	
	16%bd	16%bd	16%bd	10%	15%bd	10%	11%	14%Q	8%	8%	12%V	10%V	3%	12%	8%	17%	10%	13%	13%	16%	17%	8%	16%	15%	11%	13%	8%	-	13%u	5%	9%	13%	8%	
Only/mainly via mobile app	80	40	40	103	32	66	42	23	33	5	76	20	7	70	33	10	13	6	3	21	9	2	21	11	22	23	17	4	48	12	6	37	28	
	13%	12%	14%	13%	11%	13%	13%	13%	14%	13%	15%	10%	9%	14%	12%	11%	12%	7%	38%	13%	10%	5%	14%	8%	12%	14%	10%	21%	10%uv	8%	8%	14%	11%	
Only/mainly via webchat	69	38	31	81	36	63	34	19	21	7	49	19	13	47	32	11	12	13	-	17	13	6	17	19	21	21	19	2	36	18	9	34	29	
	11%	11%	11%	10%	12%	12%	10%	11%	9%	18%	10%	10%	16%	10%	11%	13%	11%	15%	-	11%	14%	15%	11%	14%	12%	13%	11%	11%	12%	12%	11%	13%	11%	
Only/mainly via social media	55	28	27	47	26	43	16	15	16	-	31	12	4	28	19	6	11	8	-	13	7	6	12	14	17	16	9	1	24	14	5	15	26	
	9%b	8%	10%b	6%	9%	8%	5%	9%	7%	-	6%	6%	5%	6%	7%	7%	10%	9%	13%	8%	7%	15%	8%	10%	10%	10%	5%	5%	8%	9%	6%	6%	10%	
Only/mainly via web form	53	28	25	43	23	33	17	11	12	3	23	16	4	27	16	10	10	3	-	13	7	3	10	12	5	14	14	-	20	9	4	19	14	
	9%b	8%	9%b	6%	8%	6%	5%	6%	5%	8%	5%	8%	5%	6%	6%	11%	9%	3%	-	8%	7%	8%	7%	9%	3%	14	14	-	7%	6%	5%	7%	5%	
Only/mainly in store	43	19	24	24	31	18	8	9	7	-	13	10	1	14	10	8	13	10	-	17	11	3	15	16	6	9	2	1	10	7	1	7	11	
	7%bd	6%	9%bd	3%	11%bd	3%	2%	5%	3%	-	3%	5%	1%	3%	4%	9%	12%	12%	-	11%	12%	8%	10%	12%	3%	6%	1%	5%	3%	5%	1%	3%	4%	
Only/mainly by letter	23	14	9	24	19	23	5	10	8	1	15	8	1	14	10	7	10	2	-	10	5	4	8	10	4	11	7	1	12	8	3	8	15	
	4%	4%	3%	3%	6%b	4%	2%	6%P	3%	3%	3%	4%	1%	3%	4%	8%	9%	2%	-	6%	5%	10%	5%	7%	2%	11	7%	4%	5%	4%	5%	4%	3%	6%
Only/mainly via another contact method	5	3	2	4	5	1	2	2	-	-	3	-	1	3	1	1	1	3	-	3	2	-	2	3	-	1	-	-	1	-	-	1	-	
	1%	1%	1%	1%	2%b	1%	1%	1%	-	-	1%	-	1%	1%	1%	1%	1%	3%	-	2%	2%	-	1%	2%	-	1%	-	-	1%	-	-	1%	-	
Don't know	4	1	3	3	5	3	2	-	-	1	3	-	1	3	1	1	1	2	1	4	-	1	1	1	1	1	-	-	2	1	1	1	-	3
	1%	*	1%	*	2%b	1%	1%	-	-	1%Q	1%	-	-	1%	-	1%	1%	2%	13%	3%	-	3%	1%	1%	1%	1%	-	-	21%	*	1%	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 17

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

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

	Supplier						BT/EE										BT										EE									
							Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved		
	BT (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)			
Total	619	343	276	774	293	525	217	197	182	231**	409	166	44*	376	238	120	113	101	91**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114			
10 - Extremely satisfied (10)	129	66	63	155	59	76	43	37	45	4	129	-	-	109	19	21	21	23	11	66	-	-	59	7	22	16	22	3	63	-	-	50	12			
9 - (9)	79	47	32	84	32	44	25	28	25	1	79	-	-	63	15	11	16	19	1	47	-	-	38	8	14	12	6	-	32	-	-	25	7			
8 - (8)	111	70	41	134	35	94	35	40	36	-	111	-	-	80	30	21	27	22	-	70	-	-	53	17	14	13	14	-	41	-	-	27	13			
7 - (7)	90	48	42	125	33	81	33	29	25	3	90	-	-	46	44	21	15	12	-	48	-	-	26	22	12	14	13	3	42	-	-	20	22			
6 - (6)	70	35	44	78	35	69	31	25	18	5	70	-	-	39	39	16	8	8	3	-	35	-	-	19	16	15	17	10	2	-	44	-	20	23		
5 - (5)	56	33	23	73	23	48	24	12	18	2	56	-	-	39	14	7	12	-	-	33	-	-	12	10	5	6	2	-	23	-	-	5	18			
4 - (4)	31	19	12	45	36	33	10	10	9	2	31	-	-	20	5	8	5	1	-	19	-	-	6	13	5	2	4	1	-	12	-	5	7			
3 - (3)	17	9	8	27	13	22	6	8	2	1	17	-	-	5	12	4	5	-	-	-	9	1	8	2	3	2	1	-	-	8	-	4	4			
2 - (2)	10	6	4	20	12	24	2	4	2	2	10	-	-	2	8	2	3	-	1	-	6	1	5	2	1	2	1	-	-	4	-	1	3			
1 - Extremely dissatisfied (1)	17	10	7	33	15	34	8	4	2	3	17	-	-	17	4	12	7	-	2	-	10	3	7	3	1	2	1	-	-	21	-	1	3			
NET: Dissatisfied (1-3)	44	25	19	80	40	80	16	16	6	6	44	-	-	11	32	11	11	-	3	-	25	5	20	5	5	6	3	-	-	19	-	6	12			
NET: Neutral (4-6)	166	87	79	196	94	150	65	47	45	9	166	-	-	67	98	35	23	25	4	87	-	-	37	50	30	24	20	5	-	79	-	30	48			
NET: Satisfied (7-10)	409	231	178	498	159	295	136	134	131	8	409	-	-	298	108	74	79	76	2	231	-	-	176	54	62	55	55	6	178	-	-	122	54			
Mean score	7.28cd	7.25cd	7.27cd	7.00cd	6.61	6.49	7.11	7.26	7.60g	5.57	6.60lm	6.23m	2.00	7.99o	6.08	6.93	7.20	7.81pq	5.00	6.57j	5.18	1.96	8.00x	5.85	7.33	7.35	7.35	5.93	6.65L	5.41	2.05	7.98O	6.32			
Standard error	0.09	0.12	0.14	0.09	0.16	0.11	0.16	0.16	0.16	0.62	0.06	0.06	0.13	0.10	0.15	0.22	0.23	0.18	1.09	0.07	0.08	0.18	0.13	0.21	0.23	0.23	0.26	0.77	0.09	0.08	0.21	0.16	0.21			

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						SKY					TALK TALK					VIRGIN MEDIA																
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved										
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	39*	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
10 - Extremely satisfied (10)	129	66	63	155	59	76	65	37	45	8	155	-	-	141	14	13	24	20	2	59	-	-	50	8	26	27	20	3	76	-	-	63	13
	21%cd	19%	23%cd	20%cd	20%cd	14%	20%	21%	19%	21%	31%UV	-	-	29%IX	5%	15%	22%	23%	25%	37%km	-	-	33%io	6%	15%	17%	12%	16%	26%km	-	-	24%ix	5%
9 - (9)	79	47	32	84	32	44	31	20	26	7	84	-	-	75	9	14	8	8	2	32	-	-	23	8	12	18	11	3	44	-	-	38	5
	13%cd	14%cd	12%	11%	11%	8%	10%	11%	11%	18%	17%UV	-	-	16%IX	3%	16%	7%	9%	25%	20%km	-	-	15%io	6%	7%	11%	7%	16%	15%km	-	-	15%ix	2%
8 - (8)	111	70	41	134	35	94	55	31	44	4	134	-	-	103	30	9	18	7	1	35	-	-	18	16	32	27	32	3	94	-	-	57	36
	18%cd	20%cd	15%	17%cd	12%	18%cd	17%	18%	19%	10%	27%UV	-	-	21%IX	11%	10%	16%	8%	13%	22%km	-	-	12%	12%	18%	17%	19%	18%	32%km	-	-	22%ix	14%
7 - (7)	90	48	42	125	33	81	47	35	39	4	125	-	-	77	48	13	10	10	-	33	-	-	17	16	27	26	2	81	-	-	35	45	
	15%	14%	15%	16%cd	11%	15%	15%	20%	17%	10%	25%UV	-	-	16%IX	17%	15%	9%	12%	-	21%km	-	-	11%	12%	15%	16%	15%	11%	27%km	-	-	14%ix	17%
6 - (6)	70	35	44	78	35	69	33	17	23	5	-	78	-	31	46	9	15	8	3	-	35	-	18	17	20	21	27	1	-	69	-	28	39
	11%	10%	16%abv	10%	12%	13%	10%	10%	10%	13%	-	40%TV	-	6%	16%W	10%	14%	9%	38%	-	37%km	-	12%	13%	11%	13%	16%	5%	-	46%UV	-	11%	15%
5 - (5)	56	33	23	73	23	48	35	14	20	4	-	73	-	31	40	5	9	9	-	-	23	-	5	17	17	14	14	3	-	48	-	14	34
	9%	10%	8%	9%	8%	9%	11%	8%	9%	10%	-	37%TV	-	6%	14%W	6%	8%	10%	-	-	24%km	-	3%	13%n	10%	9%	8%	16%	-	32%UV	-	5%	13%W
4 - (4)	31	19	12	45	36	33	21	7	16	1	-	45	-	15	30	11	10	15	-	-	36	-	11	25	10	11	11	1	-	33	-	6	25
	5%	6%	4%	6%	12%ayzab	6%	6%	4%	7%	3%	-	23%TV	-	3%	11%W	13%	9%	17%	-	-	18%km	-	7%	18%n	6%	7%	7%	5%	-	22%UV	-	2%	10%W
3 - (3)	17	9	8	27	13	22	15	3	7	2	-	-	27	4	22	5	5	3	-	-	-	13	4	9	9	2	9	2	-	-	22	8	13
	3%	3%	3%	3%	4%	4%	5%	2%	3%	5%	-	-	34%TU	1%	8%W	6%	5%	3%	-	-	-	13%a	3%	7%	5%	1%	5%cd	11%	-	-	28%UV	3%	5%
2 - (2)	10	6	4	20	12	24	5	8	5	2	-	-	20	2	17	4	4	4	-	-	-	12	4	8	9	7	8	3	-	-	24	5	19
	2%	2%	1%	3%	4%a	5%abv	2%	5%a	2%	5%	-	-	25%TU	*	6%W	5%	4%	5%	-	-	-	10%a	3%	6%	5%	4%	5%	-	-	-	30%UV	2%	7%W
1 - Extremely dissatisfied (1)	17	10	7	33	15	34	17	4	10	2	-	-	33	4	27	5	8	2	-	-	-	15	2	16	7	10	1	-	-	34	5	29	
	3%	3%	3%	4%	5%	6%abv	5%	2%	4%	5%	-	-	41%TU	1%	10%W	6%	7%	2%	-	-	-	13%a	1%	15%	9%	4%	6%	5%	-	-	43%UV	2%	11%W
NET: Dissatisfied (1-3)	44	25	19	80	40	80	37	15	22	6	-	-	80	10	66	14	17	9	-	-	-	40	10	29	34	16	27	3	-	-	80	18	61
	7%	7%	7%	10%a	14%ayz	15%ayzab	11%	9%	9%	15%	-	-	100%TU	2%	23%W	16%	15%	10%	-	-	-	100%a	7%	21%n	19%n	10%	16%	16%	-	-	100%UV	7%	24%W
NET: Neutral (4-6)	166	87	79	196	94	150	89	38	59	10	-	196	-	77	116	25	34	32	3	-	94	-	34	59	47	46	52	5	-	150	-	48	98
	27%	25%	29%	25%	32%b	29%	27%	22%	25%	26%	-	100%TV	-	16%	41%W	28%	31%	37%	38%	-	100%km	-	22%	43%n	26%	29%	31%	26%	-	100%UV	-	19%	58%W
NET: Satisfied (7-10)	409	231	178	498	159	295	198	123	154	23	498	-	-	396	101	49	60	45	5	159	-	-	108	48	97	98	89	11	295	-	-	193	99
	66%cd	67%cd	64%cd	64%cd	54%	56%	61%	70%	66%	59%	100%UV	-	-	82%IX	36%	56%	54%	52%	63%	100%km	-	-	71%io	35%	54%	61%	53%	58%	100%UV	-	-	75%ix	38%
Mean score	7.28cd	7.25cd	7.27cd	7.00cd	6.61	6.49	6.87	7.23	7.03	6.90	6.54UV	6.17V	1.92	6.01X	5.37	6.48	6.59	6.63	8.00	6.74km	4.99m	1.95	6.78n	5.40	6.29	6.86p	6.35	6.68	6.39uv	6.24v	1.85	7.62x	5.38
Standard error	0.09	0.12	0.14	0.09	0.16	0.11	0.14	0.18	0.16	0.44	0.05	0.06	0.10	0.09	0.14	0.29	0.26	0.29	0.63	0.09	0.09	0.13	0.19	0.22	0.21	0.20	0.20	0.62	0.07	0.06	0.09	0.14	0.16

Proportions/Means: Columns Tested (5% risk level) - alyz/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier						BT/EE				Complaint completely resolved		BT				Complaint completely resolved		EE				Complaint completely resolved										
							Issue						Satisfaction			Issue				Satisfaction													
	BT (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	376	218	158	483	152	259	128	124	113	111**	298	67*	11**	376	-**	78*	68*	68*	4**	176	37*	5**	218	-**	50*	56*	45*	7**	122	30*	6**	158	-**
10 - Extremely satisfied (10)	109	59	50	141	50	63	35	33	39	2	109	-	-	109	-	19	20	19	1	59	-	-	59	-	16	13	20	1	50	-	-	50	-
9 - (9)	63	38	25	75	23	38	18	22	22	1	63	-	-	63	-	8	12	17	1	38	-	-	38	-	10	10	5	-	25	-	-	25	-
8 - (8)	80	53	27	103	18	57	21	31	28	-	80	-	-	80	-	16	19	18	-	53	-	-	53	-	5	12	10	-	27	-	-	27	-
7 - (7)	46	26	20	77	17	35	23	15	6	2	46	-	-	46	-	23%	28%	26%	-	26	-	-	26	-	9	7	2	2	20	-	-	20	-
6 - (6)	39	19	20	31	16	25	15	13	9	2	-	39	-	39	-	9	4	5	1	-	19	-	19	-	6	9	4	1	-	20	-	20	-
5 - (5)	17	12	5	31	5	14	8	3	6	-	17	-	17	-	7	-	5	-	-	12	-	-	12	-	1	3	1	-	5	-	5	-	
4 - (4)	11	6	5	15	11	6	6	3	2	-	11	-	11	-	4	2	-	-	-	6	-	-	6	-	2	1	2	-	5	-	5	-	
3 - (3)	5	1	4	4	4	8	1	2	1	1	5	-	5	-	1	1	-	-	-	1	1	1	1	-	1	1	1	1	1	1	4	4	
2 - (2)	2	1	1	2	4	5	1	-	1	2	2	-	2	-	1	-	-	-	-	-	-	20%	1	-	-	-	-	-	1	-	1	1	1
1 - Extremely dissatisfied (1)	4	3	1	4	2	5	-	2	-	2	-	-	4	-	2	-	-	-	1	-	-	3	-	-	-	-	-	1	-	-	1	-	
NET: Dissatisfied (1-3)	11	5	6	10	10	15	2	4	1	4	-	-	11	-	1	3	-	-	-	-	5	-	5	-	1	1	1	3	-	-	6	6	
NET: Neutral (4-6)	67	37	30	77	34	45	29	19	17	2	-	67	-	67	-	20	6	10	1	-	37	-	37	-	9	13	7	1	-	30	-	30	-
NET: Satisfied (7-10)	298	176	122	396	108	193	97	101	95	5	298	-	298	-	57	59	58	2	176	-	-	176	-	176	-	40	42	37	3	122	-	122	-
Mean score	7.99d	8.09d	7.98	8.01d	7.69	7.62	7.81	8.02	8.40a	5.64	8.79i	5.42	2.09	7.99	-	7.63	8.13	8.38p	6.50	8.74h	5.35	1.60	8.00	-	8.10	7.88	8.42	5.14	8.86l	5.50	2.50	7.98	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Supplier						SKY						TALK TALK						VIRGIN MEDIA														
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	376	218	158	483	152	259	195	118	149	21**	396	77*	10**	483	-**	42*	55*	50*	5**	108	34*	10**	152	-**	84*	85*	84*	6**	193	48*	18**	259	-**
10 - Extremely satisfied (10)	109	59	50	141	50	63	60	34	39	8	141	-	-	141	-	10	21	18	1	50	-	-	50	-	21	24	16	2	63	-	-	63	-
9 - (9)	63	38	25	75	23	38	28	16	25	6	75	-	-	75	-	11	4	6	2	23	-	-	23	-	12	14	11	1	38	-	-	38	-
8 - (8)	80	53	27	103	18	57	42	24	34	3	103	-	-	103	-	5	7	5	1	18	-	-	18	-	18	15	23	1	57	-	-	57	-
7 - (7)	46	26	20	77	17	35	22	25	28	3	77	-	-	77	-	6	6	5	-	17	-	-	17	-	10	10	15	-	35	-	-	35	-
6 - (6)	39	19	20	31	16	25	12	9	9	1	-	31	-	31	-	6	6	5	1	-	19	-	18	-	9	10	8	1	-	28	-	28	-
5 - (5)	17	12	5	31	5	14	18	5	8	-	31	-	-	31	-	-	3	2	-	-	5	-	5	-	6	4	4	-	14	-	-	14	-
4 - (4)	11	6	5	15	11	6	10	2	3	-	15	-	-	15	-	-	5	4	-	-	3	-	3	-	7	5	5	-	15	-	-	15	-
3 - (3)	5	1	4	4	4	8	2	-	1	1	-	4	-	4	-	1	3	-	-	-	-	4	-	3	1	3	1	-	-	8	-	8	-
2 - (2)	2	1	1	2	4	5	2	1	1	-	2	-	2	2	-	2	2	2	-	-	-	4	-	4	1	2	2	-	-	5	-	5	-
1 - Extremely dissatisfied (1)	4	3	1	4	2	5	1	2	1	-	4	-	4	4	-	1	1	-	-	-	-	3	-	2	-	2	2	1	-	5	-	5	-
NET: Dissatisfied (1-3)	11	5	6	10	10	15	3	3	3	1	-	10	-	10	-	4	4	2	-	-	-	10	-	6	5	6	1	-	-	18	-	18	-
NET: Neutral (4-6)	67	37	30	77	34	45	40	16	20	1	-	77	-	77	-	6	13	14	1	-	34	-	34	-	17	17	13	1	-	48	-	48	-
NET: Satisfied (7-10)	298	176	122	396	108	193	152	99	126	19	396	-	396	396	-	32	38	34	4	108	-	-	108	-	61	63	65	4	193	-	-	193	-
Mean score	7.99d	8.09d	7.98	8.01d	7.69	7.62	7.95	7.98	8.02	8.62	8.71u	5.21	2.00	8.01	-	7.74	7.65	7.62	8.40	8.98	5.21	2.20	7.69	-	7.58	7.73	7.55	7.67	8.67u	5.46	2.17	7.62	-

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* - small base. \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier							BT/EE					BT					EE															
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved				
							Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
10 - Extremely satisfied (10)	154	88	66	167	71	82	44	52	54	4	143	7	4	127	27	23	30	32	3	80	5	3	75	13	21	22	22	1	63	2	1	52	14
9 - (9)	95	52	43	100	41	64	35	28	29	3	84	9	2	70	22	19	17	15	1	48	4	-	41	10	16	11	14	2	36	5	2	29	12
8 - (8)	109	57	52	148	49	103	43	29	33	4	78	26	5	69	39	24	17	14	2	43	11	3	36	21	19	12	19	2	35	15	2	33	18
7 - (7)	88	56	32	95	33	71	26	37	22	3	58	29	1	51	37	16	21	18	1	38	17	1	34	22	10	16	4	2	20	12	-	17	15
6 - (6)	14%	16%	12%	12%	11%	14%	12%	19%	12%	13%	22	35	6	28	35	13%	19%	18%	11%	16%	20%	4%	16%	18%	10%	10%	5%	14%	11%	15%	-	11%	13%
5 - (5)	63	32	11	78	22	46	25	20	17	1	22	35	6	28	35	13	8	11	-	13	16	3	16	16	12	12	6	1	9	19	3	12	19
4 - (4)	10%	9%	11%	10%	8%	9%	12%	10%	9%	4%	9	35	8	16	35	13	9	8	-	3	23	4	9	21	7	6	7	2	6	12	4	7	14
3 - (3)	20	10	10	40	17	30	8	6	4	2	4	10	6	2	18	4	4	1	1	5	4	1	9	4	4	2	3	1	3	5	2	1	9
2 - (2)	3%	3%	4%	5%	6%	6%	4%	3%	2%	9%	1%	6%	14%	1%	8%	3%	4%	1%	11%	* 6%	16%	*	7%	4%	4%	2%	4%	7%	2%	6%	11%	1%	8%
1 - Extremely dissatisfied (1)	9	6	3	34	11	26	5	3	1	-	2	6	1	2	7	3	2	1	-	2	3	1	-	6	2	1	-	-	3	-	-	2	1
Not applicable	1%	1%	1%	2%	2%	3%	3%	3%	1%	-	* 4%	10%	10%	1%	5%	1%	4%	-	-	-	2%	3%	4%	5%	2%	1%	1%	2	1	5	4	2	8
NET: Dissatisfied (1-3)	30	15	15	76	27	71	13	10	4	3	4	14	12	7	23	6	7	1	1	2	6	7	3	12	7	3	3	2	2	8	5	4	11
NET: Neutral (4-6)	135	72	63	183	69	128	53	41	36	5	35	80	20	88	30	21	20	1	17	44	11	46	26	46	23	20	16	4	18	36	9	20	42
NET: Satisfied (7-10)	446	253	193	510	194	320	148	146	138	14	363	71	12	317	125	82	85	79	7	209	37	7	186	66	66	61	59	7	154	34	5	131	59
Mean score	7.63bcd	7.68bcd	7.68bcd	7.19d	7.46d	6.77	7.44	7.63	7.97g	6.77	8.50lm	8.18m	5.14	8.32o	6.55	7.43	7.61	8.06p	7.44	8.51u	6.18	5.08	8.34x	6.51	7.45	7.67	7.86	6.31	8.47l	6.18	5.21	8.29O	6.59
Standard error	0.09	0.11	0.13	0.09	0.15	0.11	0.15	0.15	0.60	0.08	0.15	0.41	0.09	0.15	0.20	0.21	0.18	1.03	0.10	0.20	0.57	0.12	0.20	0.23	0.22	0.25	0.72	0.13	0.22	0.62	0.14	0.22	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 22

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

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

	Supplier							SKY				TALK TALK				VIRGIN MEDIA																	
	Issue							Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved													
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billng and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billng and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billng and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	81**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
10 - Extremely satisfied (10)	154	88	66	167	71	82	65	45	48	9	156	9	2	152	15	18	27	23	3	66	3	2	55	15	29	25	25	3	70	7	5	62	20
9 - (9)	95	52	43	100	41	64	20%	26%	20%	23%	87	9	4	80	19	14	12	14	1	35	4	2	24	15	20	25	16	3	58	4	2	45	18
8 - (8)	109	57	52	148	49	103	13%	13%	12%	21%	118	24	6	96	52	15	21	12	1	29	15	5	26	23	22	38	40	3	74	24	5	62	39
7 - (7)	88	56	32	95	33	71	18%	22%	20%	8%	24%	12%	8%	20%	18%	17%	19%	14%	13%	18%	16%	13%	17%	17%	12%	38	40	3	74	24	5	62	39
6 - (6)	88	56	32	95	33	71	30	26	35	4	9	21	5	57	37	11	14	7	1	14	18	1	13	20	27	17	26	1	42	25	4	38	32
5 - (5)	63	32	11	78	22	46	14%	16%	12%	10%	14%	11%	6%	12%	13%	13%	13%	8%	13%	9%	15%	3%	9%	15%	15%	15%	15%	5%	42	25	5%	15%	12%
4 - (4)	20	10	10	40	17	30	10%	9%	11%	10%	32	41	5	36	42	9	10	2	1	5	15	2	11	11	14	15	17	2	21	23	4	9	37
3 - (3)	9	6	3	34	11	26	14	45	6	29	7	23	10	21	27	5	6	6	-	2	8	7	6	11	17	3	8	2	6	17	7	6	22
2 - (2)	15	5	10	15	5	17	6%	3%	5%	5%	7	16	11	10	24	2	5	4	-	2	6	3	3	8	7	10	9	-	6	12	8	9	17
1 - Extremely dissatisfied (1)	2%	1%	4%	2%	2%	3%	4%	5%	5%	-	1%	8%	14%	2%	4%	2%	5%	5%	-	1%	6%	8%	2%	6%	4%	6%	5%	-	2%	8%	10%	3%	7%
Not applicable	6	4	2	27	11	28	8	2	5	-	3	11	2	12	1	2	2	-	-	1	4	1	4	7	3	7	-	3	5	9	3	14	
NET: Dissatisfied (1-3)	1%	1%	1%	3%	1%	3%	2%	1%	2%	-	5	20	2	19	3	5	3	-	-	2	9	1	9	14	6	6	2	2	3	23	10	18	
NET: Neutral (4-6)	8	3	5	5	3	6	5%	2%	3%	5%	20%	25%	1%	7%	3%	5%	3%	-	-	2%	2%	1%	7%	8%	4%	4%	11%	1%	2%	25%	4%	7%	
NET: Satisfied (7-10)	30	15	15	76	27	71	1%	1%	1%	-	2%	-	-	1%	1%	-	-	-	-	1%	-	-	3%	2%	1%	1%	1%	5%	1%	-	3%	1%	2%
Mean score	7.63bcd	7.68bcd	7.58bcd	7.19d	7.46d	6.77	6.98	7.55p	7.21	7.28	6.49	6.78v	6.78v	6.83x	6.84	7.25	7.18	7.30	8.13	6.72lm	6.02m	4.38	6.13o	6.32	6.43	6.67	6.84	6.67	6.40uv	6.85v	3.95	7.68x	5.87
Standard error	0.09	0.11	0.13	0.09	0.15	0.11	0.14	0.17	0.16	0.40	0.08	0.14	0.30	0.09	0.15	0.25	0.24	0.29	0.69	0.12	0.20	0.46	0.17	0.22	0.21	0.19	0.19	0.68	0.11	0.17	0.32	0.14	0.16

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 23

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

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

	Supplier											BT/EE			BT				EE														
	Issue											Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved									
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Something else (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	189	117	72*	364	71*	221	66*	57*	58*	8**	115	53*	21**	119	70*	39*	36*	36*	6**	69*	31*	17**	67*	50*	27**	21**	22**	2**	46*	22**	4**	52*	20**
10 - Extremely satisfied	32	16	16	53	12	20	9	13	10	-	28	3	1	30	2	5	8	3	-	14	2	-	15	1	4	5	7	-	14	1	1	15	1
9 -	23	14	9	40	11	23	4	9	9	1	21	2	-	19	4	3	6	5	-	13	1	-	12	2	1	3	4	1	8	1	-	7	2
8 -	45	32	13	59	7	32	17	13	15	-	37	6	2	34	11	12	8	12	-	26	4	2	24	8	5	5	3	-	11	2	-	10	3
7 -	34	17	17	62	8	27	10	6	14	4	18	13	3	20	14	4	2	8	3	9	6	2	7	10	6	4	6	1	9	7	1	13	4
6 -	18	9	9	35	7	23	15	11	12	50*	16	25*	16*	17	20	10	6	23**	50*	13*	19*	12*	10*	20*	22*	19*	27*	50*	20*	32*	25*	20*	20*
5 -	10	8	8	13	10	10	14	5	9	13*	6	10*	5*	6	11	4	-	4	1	4	4	1	2	7	5	3	1	-	3	6	-	5	4
4 -	13	12	1	41	10	21	6	6	-	1	1	9	3	4	3	1	5	6	-	1	8	3	3	9	1	-	-	-	1	1	-	1	-
3 -	8	4	4	18	5	21	4	2	2	-	2	3	3	-	8	1	2	1	-	1	1	2	-	4	3	-	1	-	1	2	1	-	4
2 -	10	8	2	22	2	14	4	3	3	-	1	6	3	2	8	2	3	3	-	1	5	2	1	7	2	-	-	-	1	1	1	1	1
1 - Extremely dissatisfied	3	2	1	12	7	13	2	1	-	-	1	2	1	2	2	2	-	-	-	-	-	2	1	1	-	1	-	-	1	-	-	1	-
Not applicable	2	2	-	21	2	20	1	-	-	1	2	-	2	1	1	1	-	-	1	-	-	2	1	1	-	-	-	-	-	-	-	-	-
NET: Dissatisfied	15	12	3	55	11	53	7	4	3	1	1	7	7	4	11	5	3	3	1	1	5	6	3	9	2	1	-	-	2	1	1	2	1
NET: Neutral	39	25	14	94	22	65	19	11	7	2	10	22	7	10	28	10	8	5	2	6	13	6	5	20	9	3	2	-	4	9	1	6	8
NET: Satisfied	134	79	55	214	38	102	40	41	48	5	104	24	6	103	31	24	24	28	3	62	13	4	58	21	16	17	20	2	42	11	2	45	10
Mean score	7.28bcd	7.06d	7.60bcd	6.60d	6.55d	5.79	6.80	7.57	7.89g	6.13	6.25	6.11	4.75	6.08e	5.91	6.79	7.40	7.33	5.50	6.17h	6.00	4.44	6.06a	5.78	6.81	7.86	8.27	8.00	8.37	6.27	6.00	8.12	6.25
Standard error	0.16	0.21	0.23	0.14	0.32	0.19	0.28	0.29	0.24	0.83	0.13	0.26	0.56	0.16	0.25	0.38	0.40	0.30	0.96	0.17	0.36	0.58	0.23	0.29	0.40	0.42	0.35	1.00	0.21	0.40	1.58	0.22	0.49

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA												
	Issue					Satisfaction					Complaint completely resolved		Issue					Satisfaction					Complaint completely resolved										
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	189	117	72*	364	71*	221	163	62*	120	19**	226	91*	47*	221	138	19**	29**	21**	2**	35*	24**	12**	41*	30*	82*	44*	87*	8**	104	73*	44*	105	112
10 - Extremely satisfied (10)	32	16	16	53	12	20	24	11	18	-	52	1*	-	48	5	2	3	6	1	11	1	-	40	2	4	7	8	1	19	1	-	18	1
9 - (9)	23	14	9	40	11	23	14	9	12	5	35	3	2	30	10	3	5	3	-	8	2	1	8	3	8	6	8	1	20	3	-	15	8
8 - (8)	45	32	13	59	7	32	24	14	20	1	46	9	4	42	17	3	3	1	-	6	1	-	4	3	10	9	12	1	26	5	1	24	7
7 - (7)	34	17	17	62	8	27	23	12	25	2	52	9	1	41	20	3	4	1	-	4	3	1	7	1	10	7	10	-	11	14	2	11	16
6 - (6)	18	9	9	35	7	23	14%	19%	21%	11%	23%LU	10%	2%	19%	14%	16%	14%	5%	-	11%	13%	8%	17%	3%	12%	16%	11%	-	11%	15%	5%	10%	14%
5 - (5)	13	12	1	41	10	21	18	2	17	4	12	22	7	14	25	3	4	3	-	4	6	-	5	5	7	5	7	2	7	14	-	10	10
4 - (4)	8	4	4	18	5	21	9	1	5	3	6	9	3	9	7	1	1	3	-	1	3	1	-	5	12	4	5	-	7	7	7	3	18
3 - (3)	10	8	2	22	2	14	15	1	5	1	6	11	5	9	13	1	1	-	-	-	-	2	-	2	3	1	9	1	1	7	6	3	10
2 - (2)	3	2	1	12	7	13	8	2	2	-	1	5	6	3	9	2	4	1	-	-	2	5	1	6	8	-	5	-	2	1	10	2	11
1 - Extremely dissatisfied (1)	2	2	-	21	2	26	13	3	3	2	5	2	14	7	14	-	1	1	-	1	-	1	1	14	-	11	1	2	7	17	8	18	
Not applicable	1	1	-	1	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-
NET: Dissatisfied (1-3)	15	12	3	55	11	53	36	6	10	3	12	19	25	19	36	3	6	2	-	1	2	8	2	25	1	25	2	5	15	33	13	39	
NET: Neutral (4-6)	39	25	14	94	22	65	42	10	34	8	28	51	15	40	50	5	8	8	1	5	15	2	10	12	25	14	23	3	22	35	8	23	41
NET: Satisfied (7-10)	134	79	55	214	38	102	85	46	75	8	185	22	7	161	52	11	15	11	1	29	7	2	29	9	32	29	38	3	76	23	3	68	32
Mean score	7.28bcd	7.08d	7.68bcd	6.60d	6.55d	5.79	6.19	7.31P	6.91P	5.79	7.72LW	6.34V	3.72	7.37X	5.42	6.53	6.24	6.86	8.00	8.09	5.79	3.58	7.59o	5.13	5.12	7.25Pp	5.66	5.88	7.42LW	6.30W	2.52	6.99x	4.64
Standard error	0.16	0.21	0.23	0.14	0.32	0.19	0.22	0.30	0.21	0.60	0.14	0.20	0.37	0.16	0.22	0.58	0.51	0.63	2.00	0.36	0.40	0.71	0.35	0.50	0.32	0.30	0.31	1.08	0.22	0.25	0.27	0.26	0.24

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						BT/EE						BT						EE														
							Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved				
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
10 - Extremely satisfied (10)	136	69	67	130	45	66	46	44	42	4	129	5	2	114	22	20	27	20	2	66	2	1	60	9	26	17	22	2	63	3	1	54	13
9 - (9)	82	46	36	105	48	63	32	27	22	1	77	3	-	59	20	17	15	14	-	45	1	-	35	10	15	12	8	1	32	4	-	24	10
8 - (8)	96	55	41	133	43	74	28	32	33	3	82	14	-	66	30	17	17	20	1	50	5	-	42	13	11	15	13	2	32	9	-	24	17
7 - (7)	76	47	29	110	29	85	21	28	26	1	49	22	5	42	34	13	17	17	-	30	14	3	26	21	8	11	9	1	19	8	2	16	13
6 - (6)	12%	14%	11%	14%	10%	15%	10%	14%	14%	4%	12%	13%	11%	11%	14%	11%	15%	17%	-	13%	16%	12%	12%	17%	8%	13%	11%	7%	11%	10%	11%	10%	11%
5 - (5)	77	41	36	71	33	64	29	19	26	3	32	39	7	34	43	19	7	15	-	18	21	2	19	22	10	12	11	3	14	17	5	15	21
4 - (4)	53	28	25	68	27	49	23	15	10	5	15	35	3	24	28	11	9	5	3	8	18	2	12	16	12	6	5	2	7	17	1	12	12
3 - (3)	41	20	21	47	29	31	16	12	11	2	8	25	8	18	23	7	9	4	-	4	13	3	12	8	9	3	7	2	4	12	5	6	15
2 - (2)	25	14	11	39	15	30	10	9	6	-	9	14	2	10	15	7	3	4	-	4	9	1	6	8	3	6	2	-	5	5	1	4	7
1 - Extremely dissatisfied (1)	11	8	3	30	7	27	3	5	3	-	4	4	3	3	8	1	5	2	-	3	2	3	2	2	2	-	1	-	1	2	-	1	2
Not applicable	2	1	1	5	3	1	-	2	-	-	1	-	1	1	-	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	56	36	20	105	36	92	22	18	12	4	16	22	18	18	28	16	11	6	3	9	13	14	11	25	6	7	6	1	7	9	4	7	13
NET: Neutral (4-6)	171	89	82	186	89	144	68	46	47	10	55	98	18	76	94	37	25	24	3	30	52	7	43	46	31	21	23	7	25	46	11	33	48
NET: Satisfied (7-10)	390	217	173	478	165	288	127	131	123	9	337	46	7	281	106	67	76	71	3	191	22	4	163	53	60	55	52	6	146	24	3	118	53
Mean score	7.14bcd	7.05d	7.24bcd	6.82d	6.73	6.39	6.99	7.25	7.37	5.87	8.13lm	6.53m	3.93	7.61o	6.07	6.73	7.19	7.45p	5.11	8.00u	5.38	3.36	7.74x	5.82	7.31	7.33	7.27	6.36	8.20l	5.70	4.72	7.910	6.33
Standard error	0.10	0.13	0.14	0.09	0.15	0.12	0.17	0.17	0.17	0.63	0.10	0.15	0.39	0.11	0.16	0.24	0.24	0.20	1.22	0.13	0.19	0.53	0.15	0.23	0.25	0.24	0.28	0.68	0.15	0.23	0.55	0.17	0.22

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 26

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

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

	Supplier										SKY				TALK TALK				VIRGIN MEDIA														
	Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved						
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
10 - Extremely satisfied (10)	136	69	67	130	45	66	55	31	38	6	129	1%	-	117	12	10	19	13	3	43	2	-	36	8	20	23	20	3	65	-	1	48	18
9 - (9)	82	46	36	105	48	63	43	28	26	8	100	4	1	90	15	19	17	11	1	42	4	2	37	11	24	20	16	3	55	5	3	46	17
8 - (8)	96	55	41	133	43	74	42	37	50	4	113	15	5	95	37	13	13	17	-	29	12	2	18	25	17	25	28	4	58	14	2	47	25
7 - (7)	76	47	29	110	29	85	47	25	32	6	75	33	2	63	46	5	17	5	2	17	11	1	11	18	31	25	29	-	56	26	3	48	36
6 - (6)	12%	14%	11%	14%	10%	15%	15%	14%	14%	15%	12%	12%	3%	13%	16%	6%	15%	6%	25%	11%	12%	3%	7%	13%	17%	16%	17%	-	13%	12%	4%	19%	14%
5 - (5)	77	41	36	71	33	64	26	20	22	3	32	37	2	42	29	7	7	18	1	9	19	5	19	14	14	21	26	3	26	32	6	25	36
4 - (4)	53	28	25	68	27	49	35	8	20	5	23	37	8	28	39	7	12	8	-	5	17	5	15	11	16	19	11	3	14	27	8	18	30
3 - (3)	41	20	21	47	29	31	25	7	13	2	11	28	8	12	34	11	10	8	-	6	17	6	8	20	16	2	12	1	11	17	3	7	24
2 - (2)	25	14	11	39	15	30	14	10	15	-	6	21	12	13	25	8	4	2	1	3	8	4	3	12	10	12	8	-	6	13	11	6	23
1 - Extremely dissatisfied (1)	11	8	3	30	7	27	17	5	6	2	4	10	16	12	16	2	4	1	-	1	2	4	2	5	12	6	8	1	2	11	14	4	23
Not applicable	2	1	1	5	3	1	1	2	1	1	1	2	2	1	4	2	-	1	-	2	1	-	2	1	-	1	-	1	-	-	-	1	-
NET: Dissatisfied (1-3)	56	36	20	105	36	92	50	18	33	4	14	39	52	35	67	14	16	5	1	6	11	19	6	29	40	24	26	2	9	29	54	19	72
NET: Neutral (4-6)	171	89	82	186	89	144	86	35	55	10	66	102	18	82	102	25	29	34	1	20	53	16	42	45	46	42	49	7	51	76	17	50	90
NET: Satisfied (7-10)	390	217	173	478	165	288	187	121	146	24	417	53	8	365	110	47	66	46	6	131	29	5	102	62	92	93	93	10	234	45	9	189	96
Mean score	7.14bcd	7.05d	7.24bcd	6.82d	6.73	6.39	6.59	7.26P	6.80	6.92	6.05UV	6.19V	3.06	7.66X	5.42	6.55	6.63	6.94	7.75	6.12lm	6.65m	3.78	7.66o	5.75	6.01	6.72p	6.43	7.40uv	6.53v	3.15	7.40x	5.38	
Standard error	0.10	0.13	0.14	0.09	0.15	0.12	0.15	0.18	0.17	0.42	0.08	0.14	0.25	0.10	0.15	0.29	0.26	0.25	0.88	0.16	0.20	0.39	0.18	0.22	0.21	0.20	0.20	0.61	0.11	0.16	0.27	0.14	0.17

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier											BT/EE			BT				EE														
	Issue						Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved														
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
10 - Extremely satisfied (10)	121	66	55	138	56	73	40	37	42	2	119	2	-	107	14	19	22	24	1	64	2	-	61	5	21	15	18	1	55	-	-	46	9
9 - (9)	88	58	30	118	30	57	30	28	29	1	82	5	1	68	19	16	18	23	1	54	3	1	46	11	22	10	6	-	28	2	-	22	8
8 - (8)	105	55	50	136	41	98	26	46	33	-	86	18	1	78	27	14	26	15	-	47	8	-	42	13	12	20	18	-	39	10	1	36	14
7 - (7)	90	49	41	101	43	75	35	26	24	5	58	28	4	42	27	24	13	12	-	33	15	1	25	24	11	13	12	5	25	13	3	22	18
6 - (6)	73	43	30	65	31	51	35	18	15	5	29	37	7	28	44	21	11	9	2	19	20	4	21	22	14	7	6	3	10	17	3	7	22
5 - (5)	60	27	33	77	27	52	20	19	18	3	19	35	6	19	39	6	10	10	1	7	18	2	8	19	14	9	8	2	12	17	4	11	20
4 - (4)	34	22	12	47	22	34	16	10	7	1	8	20	6	11	23	11	7	3	1	4	15	3	7	15	5	3	4	-	4	5	3	4	8
3 - (3)	18	7	11	38	12	21	4	5	6	3	4	12	2	8	10	2	2	2	1	2	3	2	4	3	2	3	4	2	2	9	-	4	7
2 - (2)	13	5	8	25	15	28	5	4	4	-	2	7	4	4	4	1	2	2	-	1	2	2	2	3	4	2	2	-	1	5	2	2	6
1 - Extremely dissatisfied (1)	16	11	5	27	12	35	6	4	3	3	1	2	13	5	11	6	2	1	2	-	1	10	2	9	-	2	2	1	1	1	3	3	2
Not applicable	3	3	2	3	4	7	3	2	2	13*	*	1*	30**	1*	5**	5*	2*	1*	22*	-	1*	40*	1*	7**	-	2*	2*	7*	1*	1*	1*	2*	2*
NET: Dissatisfied (1-3)	47	23	24	90	39	84	15	13	13	6	7	21	19	17	30	9	6	5	3	3	6	14	8	15	6	7	8	3	4	15	5	9	15
NET: Neutral (4-6)	167	92	75	189	80	137	71	47	40	9	56	92	19	58	106	38	28	22	4	30	53	9	36	56	33	19	18	5	26	39	10	22	50
NET: Satisfied (7-10)	404	228	176	493	170	303	131	137	128	8	345	53	6	300	102	73	79	74	2	198	28	2	174	53	58	58	54	6	147	25	4	126	49
Mean score	7.19bcd	7.25cd	7.14d	6.98d	6.73	6.50	7.03	7.32	7.46	5.43	6.49lm	6.63m	3.82	7.94o	6.01	6.90	7.41	7.70p	5.00	6.25u	5.75	3.28	6.01x	5.90	7.19	7.20	7.15	5.71	6.40k	5.49	4.53	7.85o	6.13
Standard error	0.09	0.13	0.14	0.09	0.15	0.12	0.16	0.16	0.17	0.54	0.09	0.14	0.36	0.11	0.14	0.22	0.21	0.22	1.05	0.11	0.19	0.48	0.13	0.20	0.23	0.25	0.27	0.60	0.14	0.21	0.51	0.17	0.21

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 28

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

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

	Supplier										SKY						TALK TALK						VIRGIN MEDIA										
	Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved								
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88**	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
10 - Extremely satisfied (10)	121	66	55	138	56	73	56	34	39	9	135	3	-	131	7	12	23	18	3	53	2	1	48	7	25	21	24	3	67	6	-	63	10
9 - (9)	88	58	30	118	30	57	47	24	42	5	111	3	2	98	19	11	13	4	2	28	1	1	20	10	19	19	16	3	48	7	2	44	13
8 - (8)	105	55	50	136	41	98	48	38	45	5	119	16	1	105	31	13	17	11	-	29	10	2	21	20	29	34	32	3	84	10	4	68	28
7 - (7)	90	49	41	101	43	75	40	27	29	5	69	27	5	59	41	14	15	13	5	17	25	1	19	24	21	24	29	1	50	23	2	31	43
6 - (6)	73	43	30	65	31	51	25	17	20	3	30	30	5	28	37	7	8	16	-	12	15	4	18	12	19	15	16	1	21	20	4	17	33
5 - (5)	60	27	33	77	27	52	38	14	22	3	18	56	3	24	51	7	9	10	1	9	15	3	16	10	17	16	14	5	13	31	8	13	37
4 - (4)	34	22	12	47	22	34	23	8	11	5	9	31	7	22	23	8	10	4	-	1	14	7	6	16	9	12	13	-	3	21	10	9	25
3 - (3)	18	7	11	38	12	21	22	5	11	-	4	23	11	10	28	4	4	3	1	3	7	2	-	12	8	7	5	1	2	14	5	2	18
2 - (2)	13	5	8	25	15	28	8	7	9	1	1	4	20	5	19	5	6	4	-	2	5	8	1	14	13	4	10	1	5	7	16	5	23
1 - Extremely dissatisfied (1)	16	11	5	27	12	35	17	1	7	2	1	1	25	1	25	5	5	2	-	1	-	11	-	11	18	7	9	1	1	5	29	7	28
Not applicable	3	3	2	3	4	7	1	1	1	-	1	-	1	-	2	1	1	-	-	4	-	-	3	-	-	-	-	-	1	-	-	-	-
NET: Dissatisfied (1-3)	47	23	24	90	39	84	47	13	27	3	6	28	56	16	72	14	15	9	1	6	12	21	1	37	39	19	24	3	8	26	50	14	69
NET: Neutral (4-6)	167	92	75	189	80	137	86	39	53	11	57	117	15	74	111	22	27	30	1	22	44	14	40	38	45	43	43	6	37	78	22	39	95
NET: Satisfied (7-10)	404	228	176	493	170	303	191	123	155	24	434	51	8	393	98	50	68	46	6	127	38	5	108	61	94	98	101	10	249	46	8	206	94
Mean score	7.19bcd	7.26cd	7.14d	6.98d	6.73	6.50	6.72	7.33p	7.08	7.03	6.461uv	6.58v	2.94	6.00x	5.31	6.48	6.82	6.78	7.88	6.16lm	6.70m	3.55	7.89o	5.51	6.20	6.76	6.58	6.58	7.97uv	6.47v	3.05	7.77x	5.24
Standard error	0.09	0.13	0.14	0.09	0.15	0.12	0.15	0.17	0.16	0.43	0.07	0.12	0.24	0.09	0.14	0.29	0.26	0.26	0.93	0.16	0.19	0.40	0.16	0.23	0.22	0.19	0.20	0.63	0.10	0.17	0.26	0.13	0.16

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 29

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

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

	Supplier													BT/EE					BT					EE									
	Issue													Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved						
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installati on (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfi ed (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
10 - Extremely satisfied	155	92	63	189	55	96	44	55	51	5	143	10	2	134	21	27	32	30	3	84	6	2	80	12	17	23	21	2	59	4	-	54	9
9 -	107	54	53	132	44	79	39	32	33	3	93	11	3	75	30	17	15	21	1	48	4	2	38	15	22	17	12	2	45	7	1	37	15
8 -	106	64	42	164	45	85	34	37	32	3	78	23	5	64	42	22	25	16	1	47	13	4	43	21	12	12	16	2	31	10	1	21	21
7 -	87	46	41	87	36	64	29	29	25	4	50	32	5	48	39	17	16	12	1	31	12	3	28	18	12	13	13	3	19	20	2	20	21
6 -	62	31	31	61	39	50	31	15	15	1	21	37	4	26	36	15	7	8	1	9	21	1	15	16	16	8	7	-	12	10	3	11	20
5 -	41	22	19	47	17	52	14	17	9	1	7	25	9	10	29	7	11	4	-	3	16	3	7	15	7	6	5	1	4	9	6	3	14
4 -	25	15	10	31	13	38	11	7	5	2	9	14	2	7	17	8	4	3	-	3	10	2	2	13	3	3	2	2	6	4	-	5	4
3 -	11	4	7	25	18	23	5	3	3	-	-	7	4	3	8	1	2	1	-	-	2	2	-	4	4	1	2	-	-	5	2	3	4
2 -	6	3	3	14	9	12	3	1	2	-	1	4	1	2	4	1	-	2	-	1	2	-	1	2	2	1	-	-	2	1	1	2	2
1 - Extremely dissatisfied	14	9	5	16	9	17	5	-	5	4	3	2	9	4	10	5	-	2	2	2	1	6	2	10	7	-	3	2	1	8	6	9	9
Not applicable	2	3	2	8	3	3	2	1	2	17%	1%	1%	20%	1%	4%	1	2	22%	22%	1%	1%	24%	1%	6%	-	-	4%	14%	1%	1%	16%	1%	3%
NET: Dissatisfied	31	16	15	55	36	52	13	4	10	4	4	13	14	9	22	7	2	5	2	3	5	8	3	13	6	2	5	2	1	8	6	6	9
NET: Neutral	128	68	60	139	69	140	56	39	29	4	37	76	15	43	82	30	22	15	1	15	47	6	24	44	26	17	14	3	22	29	9	19	38
NET: Satisfied	455	256	199	572	180	324	146	153	141	15	364	76	15	321	132	83	88	79	6	210	35	11	189	66	63	65	62	9	154	41	4	132	66
Mean score	7.68cd	7.71cd	7.72cd	7.63cd	7.05	7.02	7.40	7.91b	7.84	6.61	8.50lm	8.51lm	5.05	8.38o	6.61	7.38	7.91	7.98	6.89	8.55u	6.22	5.28	8.42x	6.46	7.44	7.92	7.67	6.43	8.44l	6.41	4.74	8.25o	6.77
Standard error	0.09	0.12	0.13	0.08	0.15	0.11	0.15	0.14	0.16	0.66	0.08	0.15	0.42	0.10	0.15	0.21	0.18	0.22	1.21	0.11	0.21	0.63	0.12	0.22	0.22	0.21	0.25	0.80	0.13	0.22	0.54	0.16	0.20

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA														
	BT/EE					Virgin Media					Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved		Issue			Satisfaction		Complaint completely resolved					
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(aa)	(ab)	(ac)	(ad)	(ae)	(af)	(ag)	(ah)	(ai)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	81**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258		
10 - Extremely satisfied (10)	155	92	63	189	55	96	83	44	54	8	174	5%	6%	164	24	15	20	18	2	49	3	3	45	10	32	28	32	4	82	9	5	71	24		
9 - (9)	107	54	53	132	44	79	48	32	43	9	110	11	11	94	38	14	14	14	2	39	4	1	33	10	29	23	24	3	68	9	2	58	21		
8 - (8)	106	64	42	164	45	85	62	39	56	7	122	34	8	108	54	18	13	14	-	29	13	3	21	24	34	21	28	2	62	19	4	48	34		
7 - (7)	87	46	41	87	36	64	39	16	29	3	49	34	4	41	46	9	17	10	-	17	17	2	12	27	10	29	23	2	27	31	6	27	37		
6 - (6)	146	139	158	215	122	122	122	99	122	8%	10%	12%	5%	8%	10%	10%	15%	12%	-	11%	15%	5%	8%	15%	6%	17%	12%	11%	9%	21%	8%	10%	10%	14%	
5 - (5)	62	31	31	61	39	50	23	15	19	4	19	39	3	28	32	12	14	11	2	10	23	6	18	21	20	17	12	1	22	21	7	16	32		
4 - (4)	106	96	115	88	13%	10%	7%	9%	8%	10%	9	29	9	16	30	5	7	4	1	1%	13	3	6	11	10	20	15	7	14	27	11	15	37		
3 - (3)	25	15	10	31	13	38	17	7	6	1	7	22	2	16	15	5	5	3	-	3	7	3	5	8	18	13	7	-	9	17	12	9	29		
2 - (2)	4%	4%	4%	4%	4%	7%	5%	4%	3%	3%	1%	11%	3%	3%	5%	6%	5%	3%	-	2%	7%	8%	3%	6%	10%	8%	4%	-	3%	11%	15%	3%	11%		
1 - Extremely dissatisfied (1)	11	4	7	25	18	23	11	8	6	-	2	10	13	7	17	2	9	7	-	2	10	6	5	12	11	3	9	-	4	10	9	4	18		
Not applicable	2%	1%	3%	6%	4%	4%	3%	5%	3%	-	*	5%	10%	1%	6%	2%	8%	8%	-	1%	11%	15%	3%	9%	6%	3%	5%	-	1%	7%	11%	2%	7%		
NET: Dissatisfied (1-3)	6	3	3	14	9	12	5	5	4	-	3	3	8	4	9	4	3	2	-	2	2	5	1	8	3	1	8	-	-	2	10	2	9		
NET: Neutral (4-6)	14	9	5	16	9	17	8	2	5	1	-	4	12	2	13	4	4	1	-	1%	-	8	1	13	7	8	5	4	-	2	3	12	5	12	
NET: Satisfied (7-10)	2%	3%	2%	2%	3%	3%	2%	1%	2%	3%	-	2%	10%	1%	5%	3%	2%	-	-	1%	2%	13%	1%	6%	2%	2%	1%	5%	1%	2%	15%	2%	5%		
Mean score	7.68	7.71	7.68	7.63	7.05	7.02	7.51	7.68	7.72	7.83	6.55	6.14	5.12	6.29	6.55	7.02	6.84	7.29	7.86	6.55	6.84	6.02	6.40	6.09	6.93	7.05	7.06	7.26	6.17	6.12	6.44	6.97	6.08		
Standard error	0.09	0.12	0.13	0.08	0.15	0.11	0.13	0.17	0.14	0.35	0.07	0.14	0.36	0.09	0.14	0.27	0.25	0.26	0.80	0.15	0.19	0.45	0.17	0.21	0.20	0.18	0.20	0.48	0.11	0.17	0.30	0.13	0.15		

Proportions/Means: Columns Tested (5% risk level) - a/yz/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base, \*\* very small base (under 30) (ineligible for sig testing)



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 31

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

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

	Supplier											BT/EE			BT				EE															
	Issue						Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved															
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installati on (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfi ed (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114	
10 - Extremely satisfied (10)	131	76	55	165	60	88	40	39	49	3	121	8	2	111	20	19	25	31	1	71	5	-	70	6	21	14	18	2	50	3	2	41	14	
9 - (9)	100	56	44	124	35	69	36	33	29	2	88	8	4	78	20	19	17	20	-	51	3	2	41	14	17	16	9	2	37	5	2	37	6	
8 - (8)	115	60	55	133	53	88	43	44	25	3	91	22	2	68	47	22	24	12	2	45	13	2	36	24	21	20	13	1	46	9	-	32	23	
7 - (7)	99	57	42	102	42	76	39	31	26	3	56	43	2	60	38	27	14	15	1	36	21	-	37	20	12	17	11	2	20	20	2	23	18	
6 - (6)	52	28	24	64	29	52	18	14	18	2	20	27	5	20	32	11	9	8	-	12	14	2	12	16	7	5	10	2	8	13	3	8	16	
5 - (5)	52	30	22	54	29	42	18	18	12	4	20	26	6	21	30	8	12	8	2	11	15	4	16	14	10	6	4	2	9	11	2	5	16	
4 - (4)	20	8	12	46	14	36	4	5	9	2	3	14	3	4	16	2	2	3	1	-	6	2	1	7	2	3	6	1	3	8	1	3	9	
3 - (3)	22	15	7	25	12	20	8	11	2	1	4	11	9	6	15	5	9	1	-	2	7	6	3	12	3	2	1	1	-	4	3	3	3	
2 - (2)	7	3	4	20	6	21	3	-	4	-	-	6	1	-	7	2	-	1	-	-	2	1	-	3	1	-	3	-	-	4	-	-	4	
1 - Extremely dissatisfied (1)	15	8	7	32	10	22	8	-	4	3	3	2	10	3	12	7	-	1	2	1	1	6	1	7	3	-	3	1	2	1	4	2	5	
Not applicable	2	2	3	4	3	4	9	-	4	13	1	1	23**	1	5	1	1	1	22%	*	1%	24%	*	6**	3%	-	4%	7%	1%	21%	1%	4%	1%	4%
NET: Dissatisfied (1-3)	44	26	18	77	28	63	19	11	10	4	5	19	20	9	24	12	9	3	2	3	10	13	4	22	7	2	7	2	2	9	7	5	12	
NET: Neutral (4-6)	124	66	58	164	72	130	40	37	39	8	43	67	14	45	78	21	23	19	3	23	35	8	29	37	19	14	20	5	20	32	6	16	41	
NET: Satisfied (7-10)	445	249	196	524	190	321	158	147	129	11	356	79	10	317	125	87	80	78	4	203	42	4	184	64	71	67	51	7	153	37	6	133	61	
Mean score	7.46bcd	7.48bd	7.43cd	7.23cd	7.12	6.86	7.34	7.61	7.61	6.04	6.32	6.12m	6.12m	4.48	6.32	7.20	7.52	7.97p	5.44	6.36u	6.17	4.00	6.19	6.19	7.52	7.72	7.15	6.43	6.27l	6.06	5.11	6.16o	6.47	
Standard error	0.09	0.12	0.14	0.09	0.14	0.11	0.16	0.14	0.17	0.59	0.08	0.16	0.42	0.09	0.15	0.21	0.20	0.21	1.04	0.11	0.21	0.51	0.12	0.22	0.23	0.19	0.29	0.72	0.13	0.23	0.70	0.15	0.22	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 32

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

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

	Supplier										SKY				TALK TALK				VIRGIN MEDIA															
	Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved							
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
10 - Extremely satisfied (10)	131	76	55	165	60	88	69	43	44	9	158	5	2	148	16	17	18	22	3	55	2	3	45	14	28	32	24	4	79	5	4	69	19	
9 - (9)	100	56	44	124	35	69	47	26	44	7	106	14	4	91	33	10	17	7	1	28	4	3	24	11	24	19	21	5	59	9	1	50	17	
8 - (8)	115	60	55	133	53	88	43	39	47	4	115	16	2	95	37	15	24	13	1	37	15	1	32	21	29	28	27	4	68	17	3	54	32	
7 - (7)	99	57	42	102	42	76	46	21	31	4	66	35	1	61	41	15	14	12	1	17	22	3	17	23	23	21	32	-	46	25	5	34	42	
6 - (6)	165	179	155	129	145	145	145	129	135	10%	213	120	1%	135	145	17%	129	145	13%	11%	23%	8%	11%	17%	13%	12%	19%	-	81%	42%	6%	12%	16%	
5 - (5)	52	28	24	64	29	52	30	8	22	4	21	39	4	30	33	7	10	11	1	8	15	6	13	15	18	18	15	1	21	25	6	19	32	
4 - (4)	20	8	12	46	14	36	25	7	10	4	7	34	5	19	27	5	5	4	-	3	7	4	3	11	12	8	15	1	5	21	10	3	30	3
3 - (3)	22	15	7	25	12	20	12	6	7	-	3	14	8	7	17	3	6	3	-	3	6	3	2	10	6	8	5	1	5	9	6	6	14	6
2 - (2)	7	3	4	20	6	21	8	6	6	-	-	3	17	4	14	1	4	1	-	-	1	5	2	4	8	3	10	-	-	8	13	3	18	3
1 - Extremely dissatisfied (1)	15	8	7	32	10	22	18	3	8	3	3	4	25	6	25	4	4	2	-	1	-	9	-	9	11	4	6	1	1	4	17	7	15	7
Not applicable	6	2	4	9	3	11	2	2	3	2	4	-	5	3	6	3	-	-	-	1	1	1	1	2	2	3	6	-	4	2	5	4	7	4
NET: Dissatisfied (1-3)	44	26	18	77	28	63	38	15	21	3	6	21	50	17	56	8	14	6	-	4	7	17	4	23	25	15	21	2	6	21	35	16	47	16
NET: Neutral (4-6)	124	66	58	164	72	130	79	30	45	10	43	105	16	68	94	20	24	26	2	17	43	12	29	42	47	42	37	4	33	71	25	32	94	34
NET: Satisfied (7-10)	445	249	196	524	190	321	205	129	166	24	445	70	9	395	127	57	73	54	6	137	43	10	118	69	104	100	104	13	252	56	13	207	110	
Mean score	7.46sd	7.48sd	7.42sd	7.23sd	7.12	6.86	6.98	7.51P	7.36	7.19	8.41W	6.77V	3.21	8.07X	5.85	7.08	7.01	7.22	8.13	8.34W	6.16m	4.51	7.99o	6.19	6.68	7.11	6.76	7.42	8.19w	6.73v	3.93	7.91x	5.81	
Standard error	0.09	0.12	0.14	0.09	0.14	0.11	0.15	0.18	0.16	0.45	0.07	0.14	0.30	0.09	0.16	0.27	0.24	0.25	0.69	0.14	0.18	0.48	0.16	0.22	0.20	0.19	0.20	0.61	0.10	0.17	0.30	0.13	0.16	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										BT/EE			BT				EE															
	Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved															
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installati on (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfi ed (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97**	84*	81*	14**	178	79*	19**	158	114
10 - Extremely satisfied (10)	130	72	58	150	57	68	42	41	43	4	123	7	-	111	19	21	25	25	1	69	3	-	65	7	21	16	18	3	54	4	-	46	12
9 - (9)	98	55	43	118	41	79	34	38	26	-	85	12	1	69	28	17	23	15	-	49	6	-	38	16	22	15	11	-	36	6	1	31	12
8 - (8)	112	62	50	121	48	82	36	40	34	2	91	18	3	74	37	24	18	18	2	50	10	2	45	17	12	22	16	-	41	8	1	29	20
7 - (7)	84	42	42	115	28	63	28	24	28	4	52	25	7	47	36	15	12	14	1	30	9	3	26	16	13	12	14	3	22	16	4	21	20
6 - (6)	56	27	29	71	34	63	21	16	15	4	24	29	3	24	32	11	7	7	2	11	15	1	12	15	10	9	8	2	13	14	2	12	17
5 - (5)	59	38	21	57	31	43	21	17	18	3	15	39	5	21	37	16	12	9	1	9	26	3	16	22	5	5	9	2	6	13	2	5	15
4 - (4)	34	21	13	41	12	39	13	11	10	-	10	19	5	17	17	4	9	8	-	8	10	3	11	10	9	2	2	-	2	9	2	6	7
3 - (3)	17	8	9	28	14	24	9	4	3	1	3	10	4	2	14	5	2	1	-	1	5	2	1	7	4	2	2	1	2	5	2	1	7
2 - (2)	11	6	5	23	9	21	6	4	-	1	2	2	7	4	7	3	3	-	-	1	1	4	1	5	3	1	-	1	1	1	3	3	2
1 - Extremely dissatisfied (1)	13	8	5	31	12	32	5	2	2	4	-	5	8	4	4	3	2	1	2	-	2	6	1	7	2	-	1	2	-	3	2	2	2
Not applicable	5	4	1	19	7	11	2	-	3	-	4	-	1	3	2	1	-	3	-	3	-	1	2	2	1	-	-	1	-	-	-	1	-
NET: Dissatisfied (1-3)	41	22	19	82	35	77	20	10	5	6	5	17	19	10	30	11	7	2	2	2	8	12	3	19	9	3	3	4	3	9	7	7	11
NET: Neutral (4-6)	149	86	63	169	77	145	55	44	43	7	49	87	13	62	86	31	28	24	3	28	51	7	39	47	24	16	19	4	21	36	6	23	39
NET: Satisfied (7-10)	424	231	193	504	174	292	140	143	131	10	351	62	11	301	120	77	78	72	4	198	28	5	174	56	63	65	59	6	153	34	6	127	64
Mean score	7.36sd	7.33sd	7.40sd	7.11d	6.99d	6.58	7.15	7.55	7.61g	5.74	6.29lm	6.91lm	4.16	6.01o	6.36	7.11	7.41	7.65	5.78	6.29lu	5.82	3.75	6.04k	6.07	7.20	7.74	7.57	5.71	6.31l	6.01	4.68	7.97o	6.67
Standard error	0.09	0.13	0.14	0.09	0.15	0.12	0.16	0.15	0.15	0.63	0.08	0.16	0.38	0.10	0.15	0.22	0.22	0.21	1.02	0.11	0.21	0.50	0.13	0.22	0.25	0.20	0.22	0.83	0.12	0.24	0.57	0.17	0.20

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA													
	Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved							
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	81**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
10 - Extremely satisfied (10)	130	72	58	150	57	68	62	37	44	7	141	5	4	136	13	14	22	19	2	47	7	3	48	9	21	26	18	3	62	3	3	53	15	
9 - (9)	98	55	43	118	41	79	44	38	34	2	108	9	1	93	25	15	17	9	-	37	4	-	26	14	27	27	20	5	69	9	1	56	23	
8 - (8)	112	62	50	121	48	82	48	33	33	7	99	16	6	84	36	17	15	15	1	29	16	3	22	26	28	28	24	2	68	13	1	53	27	
7 - (7)	84	42	42	115	28	63	42	20	46	7	77	34	4	72	43	5	16	5	2	17	9	2	14	14	13	19	30	1	43	16	4	27	35	
6 - (6)	14%	12%	15%	15%	10%	12%	13%	11%	12%	18%	15%	13%	5%	15%	15%	6%	14%	6%	25%	11%	10%	5%	9%	10%	7%	12%	13%	5%	15%	11%	5%	10%	14%	
5 - (5)	59	38	21	57	31	43	27	11	17	2	19	34	4	30	26	9	12	10	-	8	17	6	17	13	13	19	10	1	12	25	6	10	33	
4 - (4)	34	21	13	41	12	39	26	7	8	-	11	21	9	10	30	6	2	4	-	1	6	5	1	11	15	11	10	3	7	23	9	9	30	
3 - (3)	17	8	9	28	14	24	14	5	7	2	3	16	9	9	18	3	8	3	-	1	9	4	5	9	10	3	11	-	2	12	10	3	20	
2 - (2)	11	6	5	23	9	21	9	7	6	1	3	4	16	3	20	4	2	3	-	3	3	3	1	8	8	3	9	1	2	5	14	9	12	
1 - Extremely dissatisfied (1)	13	8	5	31	12	32	16	3	10	2	1	9	21	7	22	3	5	4	-	2	-	2	1	18	4	9	1	3	5	24	9	23	3	
Not applicable	5	4	1	19	7	11	7	1	6	5	11	5	3	9	9	1	1	4	1	6	1	-	2	3	1	3	6	1	3	4	4	6	5	5
NET: Dissatisfied (1-3)	41	22	19	82	35	77	39	15	23	5	7	29	46	19	60	10	15	10	-	7	12	16	7	27	36	10	29	2	7	22	48	21	55	
NET: Neutral (4-6)	149	86	63	169	77	145	82	32	49	6	55	98	16	70	97	26	25	24	2	16	45	16	33	43	52	47	41	5	43	83	19	43	98	
NET: Satisfied (7-10)	424	231	193	504	174	292	196	128	157	23	425	64	15	385	117	51	70	48	5	130	36	8	110	63	89	100	92	11	242	41	9	189	100	
Mean score	7.36cd	7.32cd	7.40cd	7.11d	6.99d	6.58	6.89	7.51P	7.14	6.97	6.25UV	6.62V	3.62	7.98X	5.68	6.91	7.02	6.96	7.71	6.10lm	6.14lm	4.38	7.90o	6.00	6.22	7.13pp	6.41	6.89	7.80uv	6.51V	3.25	7.56x	5.61	
Standard error	0.09	0.13	0.14	0.09	0.15	0.12	0.15	0.18	0.16	0.44	0.08	0.15	0.31	0.09	0.15	0.27	0.24	0.29	0.64	0.16	0.21	0.43	0.17	0.23	0.21	0.18	0.20	0.68	0.11	0.17	0.28	0.15	0.16	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										BT/EE			BT				EE																
	Issue					Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved																
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installati on (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfi ed (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97**	84*	81*	14**	178	79*	19**	158	114	
10 - Extremely satisfied	122	63	59	137	54	60	43	43	34	2	112	8	2	106	16	22	25	15	1	61	2	-	57	6	21	18	19	1	51	6	2	49	10	
	20% <b>bd</b>	18% <b>bd</b>	21% <b>bd</b>	18% <b>bd</b>	18% <b>bd</b>	11%	20%	22%	19%	9%	27% <b>klm</b>	5%	5%	28% <b>o</b>	7%	18%	22%	15%	11%	26% <b>klm</b>	2%	-	26% <b>klm</b>	5%	22%	21%	23%	7%	29% <b>klm</b>	8%	11%	31% <b>klm</b>	9%	
9 -	79	49	30	97	48	62	29	28	22	-	69	9	1	60	17	13	18	18	-	42	6	1	38	10	16	10	4	-	27	3	-	22	7	
	13%	14%	11%	13%	16%	12%	13%	14%	12%	-	17% <b>klm</b>	5%	2%	16% <b>o</b>	7%	11%	16%	18%	-	18% <b>klm</b>	7%	4%	17% <b>klm</b>	8%	16%	12%	5%	-	15% <b>klm</b>	4%	-	14% <b>klm</b>	6%	
8 -	112	60	52	121	32	71	39	40	29	4	89	18	5	74	38	22	23	13	2	51	8	1	41	19	17	17	16	2	38	10	4	33	19	
	18% <b>cd</b>	17% <b>cd</b>	19% <b>cd</b>	16%	11%	14%	18%	20%	16%	17%	22% <b>klm</b>	11%	11%	20%	16%	18%	20%	13%	22%	22% <b>klm</b>	9%	4%	19%	15%	18%	20%	20%	14%	21%	13%	21%	21%	17%	
7 -	80	42	38	83	40	66	29	24	25	2	51	27	2	48	32	19	9	14	-	29	11	2	24	18	10	15	11	2	22	16	-	24	14	
	13%	12%	14%	11%	14%	12%	13%	12%	14%	9%	12%	27% <b>klm</b>	5%	13%	13%	16%	8%	14%	-	13%	13%	8%	11%	15%	10%	18%	14%	14%	12%	20%	-	15%	15%	12%
6 -	56	26	30	69	29	49	19	16	19	2	28	25	3	27	29	10	7	9	-	13	13	-	16	10	9	9	10	2	15	12	3	11	19	
	9%	8%	11%	9%	10%	9%	9%	8%	10%	9%	7%	15% <b>klm</b>	7%	7%	12% <b>klm</b>	8%	6%	9%	-	6%	15% <b>klm</b>	-	7%	8%	9%	11%	12%	14%	8%	15%	16%	7%	17% <b>klm</b>	
5 -	64	36	28	63	21	47	22	19	18	5	21	38	5	25	37	14	12	9	1	11	21	4	16	20	8	7	9	4	10	17	1	9	17	
	10%	10%	10%	8%	7%	9%	10%	10%	10%	22%	5%	23% <b>klm</b>	11%	7%	16% <b>klm</b>	12%	11%	9%	11%	5%	24% <b>klm</b>	16%	7%	16% <b>klm</b>	8%	8%	11%	29%	6%	22% <b>klm</b>	5%	6%	15% <b>klm</b>	
4 -	32	27	5	36	16	30	12	8	10	2	9	19	4	14	18	10	8	7	2	9	16	2	14	13	2	-	3	-	3	2	-	5		
	5% <b>kl</b>	8% <b>kl</b>	2%	5% <b>kl</b>	5% <b>kl</b>	6% <b>kl</b>	6%	4%	5%	9%	2%	11% <b>klm</b>	9% <b>kl</b>	4%	8% <b>kl</b>	8%	7%	7%	22%	4%	18% <b>klm</b>	8%	6%	10%	2%	-	4%	-	-	4% <b>kl</b>	11%	-	4% <b>kl</b>	
3 -	16	8	8	35	21	35	7	7	2	-	5	8	3	1	15	2	4	2	-	2	5	1	1	7	5	3	-	-	3	3	2	-	8	
	3%	2%	3%	5%	7% <b>kl</b>	7% <b>kl</b>	3%	4%	1%	-	1%	5% <b>kl</b>	7% <b>kl</b>	*	6% <b>kl</b>	2%	4%	2%	-	1%	6% <b>kl</b>	4%	*	7	5	3	-	-	2%	4%	11%	-	7% <b>kl</b>	
2 -	19	8	11	29	10	25	7	5	5	2	7	6	6	5	14	3	2	2	1	2	1	5	1	4	3	3	1	5	5	1	4	7		
	3%	2%	4%	4%	3%	5%	3%	3%	3%	9%	2%	4%	14% <b>klm</b>	1%	6% <b>kl</b>	3%	2%	2%	11%	1%	1%	20%	*	6% <b>kl</b>	4%	4%	4%	7%	3%	6%	5%	3%	6%	
1 - Extremely dissatisfied	24	12	12	57	15	47	8	4	8	4	6	6	12	7	16	4	2	4	2	2	2	8	3	16	4	2	4	2	4	4	4	9	7	
	4%	3%	4%	7% <b>kl</b>	5%	9% <b>kl</b>	4%	2%	4%	17%	1%	4%	27% <b>klm</b>	2%	7% <b>kl</b>	3%	2%	4%	22%	1%	2%	32%	1%	7% <b>kl</b>	4%	2%	5%	14%	2%	5%	21%	3%	6%	
Not applicable	15	12	3	47	7	33	2	3	10	-	12	2	1	9	6	1	3	8	-	9	2	1	7	5	1	-	2	3	-	2	1	1		
	2% <b>kl</b>	3%	1%	6% <b>kl</b>	2%	6% <b>kl</b>	1%	2%	5% <b>kl</b>	-	3%	1%	2%	2%	3%	1%	3%	8% <b>kl</b>	-	4%	2%	4%	-	3%	4%	1%	-	2%	-	2%	-	-	1%	1%
NET: Dissatisfied	59	28	31	121	46	107	22	16	15	6	18	20	21	13	45	9	8	8	3	6	8	14	5	23	13	8	7	3	12	12	7	8	22	
	10%	8%	11%	16% <b>kl</b>	19% <b>kl</b>	20% <b>kl</b>	10%	8%	8%	26%	4%	12% <b>klm</b>	49% <b>klm</b>	3%	19% <b>kl</b>	8%	7%	8%	33%	3%	9% <b>kl</b>	56%	2%	19% <b>kl</b>	13%	10%	9%	21%	7%	15% <b>kl</b>	37%	5%	11% <b>kl</b>	
NET: Neutral	152	89	63	168	66	126	53	43	47	9	58	82	12	66	84	34	27	25	3	33	50	6	46	43	19	16	22	6	25	32	6	20	41	
	25%	26%	23%	22%	23%	24%	24%	22%	26%	39%	14%	49% <b>klm</b>	27% <b>kl</b>	18%	10% <b>kl</b>	28%	24%	25%	33%	14%	57% <b>klm</b>	24%	21%	35% <b>klm</b>	20%	19%	27%	43%	14%	41% <b>klm</b>	32%	13%	36% <b>klm</b>	
NET: Satisfied	393	214	179	438	174	259	140	135	110	8	321	62	10	288	103	76	75	60	3	183	27	4	160	53	64	60	50	5	138	35	6	128	50	
	63% <b>bd</b>	62% <b>bd</b>	65% <b>bd</b>	57% <b>bd</b>	59% <b>bd</b>	49%	65%	69%	60%	35%	78% <b>klm</b>	37%	23%	77% <b>klm</b>	43%	63%	66%	59%	33%	79% <b>klm</b>	31%	16%	43%	43%	66%	71%	62%	36%	78% <b>klm</b>	44%	32%	81% <b>klm</b>	44%	
Mean score	7.09 <b>bd</b>	7.07 <b>bd</b>	7.11 <b>bd</b>	6.72 <b>d</b>	6.81 <b>d</b>	6.18	7.07	7.36	7.05	5.17	7.84 <b>klm</b>	6.80 <b>klm</b>	4.07	7.88 <b>o</b>	5.87	6.99	7.37	7.04	4.78	8.02 <b>kl</b>	5.66	3.33	7.81 <b>kl</b>	5.75	7.18	7.35	7.06	5.43	7.85 <b>kl</b>	5.96	5.00	7.97 <b>o</b>	5.99	
Standard error	0.10	0.14	0.15	0.10	0.16	0.13	0.17	0.17	0.19	0.60	0.10	0.17	0.44	0.11	0.16	0.22	0.23	0.25	1.09	0.13	0.21	0.51	0.14	0.23	0.27	0.25	0.28	0.71	0.17	0.26	0.71	0.17	0.24	

Proportions/Means: Columns Tested (5% risk level) - alyz/b/c/d - gh/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										SKY					TALK TALK					VIRGIN MEDIA												
	Issue					Satisfaction					Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved				
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
10 - Extremely satisfied (10)	122	63	59	137	54	60	57	43	32	5	129	7	1	122	14	10	22	20	2	45	5	4	12	15	23	20	2	57	2	1	49	11	
9 - (9)	79	49	30	97	48	62	32	24	35	6	82	7	-	82	14	18	23	7	-	38	9	1	30	18	25	18	17	2	56	2	4	44	18
8 - (8)	112	60	52	121	32	71	44	33	38	6	107	12	2	90	31	14	11	5	2	24	8	-	17	15	20	27	20	4	51	16	4	39	29
7 - (7)	80	42	38	83	40	66	34	19	28	2	55	27	1	49	34	16	12	12	-	18	16	6	21	19	22	21	21	2	46	19	1	35	31
6 - (6)	56	26	30	69	29	49	27	14	25	3	37	31	1	35	33	8	11	8	2	9	15	4	16	12	16	17	15	1	23	25	1	16	32
5 - (5)	64	36	28	63	21	47	33	10	18	2	18	43	2	33	29	7	8	5	1	5	12	4	9	12	14	17	14	2	15	28	4	20	26
4 - (4)	32	27	5	36	16	30	17	10	8	1	7	22	7	14	22	6	9	1	-	3	10	3	2	14	10	13	7	-	9	16	5	8	20
3 - (3)	16	8	8	35	21	35	16	7	12	-	7	15	13	10	25	3	6	12	-	5	11	5	8	13	13	10	12	-	11	14	10	7	28
2 - (2)	19	8	11	29	10	25	14	7	7	1	6	9	14	9	18	1	3	6	-	4	3	3	4	5	8	3	14	-	2	7	16	5	20
1 - Extremely dissatisfied (1)	24	12	12	57	15	47	29	7	16	5	9	15	33	10	45	4	5	6	-	2	3	10	1	13	21	9	15	2	2	16	29	11	36
Not applicable	15	12	3	47	7	32	21	2	16	8	33	8	6	29	18	1	1	4	1	6	1	-	4	3	14	2	13	4	23	5	5	25	7
NET: Dissatisfied (1-3)	59	28	31	121	46	107	59	21	35	6	22	39	60	29	88	8	14	24	-	11	17	18	13	21	42	22	41	2	15	37	55	23	84
NET: Neutral (4-6)	102	89	63	165	19	148	188	126	156	15	4	209†	75	6	24	28	14	3	7	38	11	82	27	38	40	47	36	3	47	69	10	44	78
NET: Satisfied (7-10)	393	214	179	438	174	259	167	119	133	19	381	53	4	343	93	58	68	44	4	125	38	11	108	64	82	89	78	10	210	39	10	167	89
Mean score	7.09bd	7.07bd	7.11bd	6.72d	6.81d	6.18	6.43	7.24P	6.73	6.61	6.01W	6.24V	2.39	7.75X	5.05	6.99	7.00	6.32	7.57	6.01W	6.86m	4.45	7.67o	5.90	5.92	6.58p	5.98	6.80	7.89uv	6.00v	2.96	7.32z	5.11
Standard error	0.10	0.14	0.15	0.10	0.16	0.13	0.17	0.20	0.18	0.56	0.09	0.16	0.22	0.11	0.17	0.25	0.25	0.34	0.75	0.18	0.24	0.47	0.19	0.24	0.23	0.20	0.24	0.73	0.12	0.19	0.29	0.16	0.17

Proportions/Means: Columns Tested (5% risk level) - alyz/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						BT/EE					BT					EE																	
	Issue						Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved														
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installati on (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfi ed (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114	
10 - Extremely satisfied (10)	146	77	69	185	67	85	50	47	47	2	134	11	1	125	21	24	29	23	1	74	3	-	68	9	26	18	24	1	60	8	1	57	12	
	<b>24%</b>	<b>22%</b>	<b>25%</b>	<b>24%</b>	<b>23%</b>	16%	23%	24%	26%	9%	<b>33%</b>	7%	2%	<b>33%</b>	9%	20%	26%	23%	11%	<b>32%</b>	3%	-	<b>31%</b>	7%	27%	21%	30%	7%	<b>34%</b>	10%	5%	<b>36%</b>	10%	
9 - (9)	111	64	47	117	33	78	36	34	38	3	98	13	-	80	28	19	18	26	1	57	7	-	51	12	17	16	12	2	41	6	-	29	16	
	<b>18%</b>	<b>19%</b>	<b>17%</b>	15%	11%	15%	17%	17%	21%	13%	<b>24%</b>	8%	-	<b>21%</b>	12%	16%	16%	26%	11%	<b>25%</b>	8%	-	<b>23%</b>	10%	18%	19%	15%	14%	<b>23%</b>	8%	-	18%	14%	
8 - (8)	90	53	37	133	46	96	27	34	29	-	72	15	3	63	27	15	19	19	-	42	9	2	38	15	12	15	10	-	30	6	1	35	12	
	15%	15%	13%	17%	16%	18%	12%	17%	16%	-	<b>18%</b>	9%	7%	17%	11%	13%	17%	19%	-	18%	10%	8%	17%	12%	12%	18%	12%	-	<b>17%</b>	8%	5%	16%	11%	
7 - (7)	75	38	37	103	36	76	21	26	23	5	43	28	4	40	35	13	12	12	1	22	13	3	19	19	8	14	11	4	21	15	1	21	16	
	12%	11%	13%	13%	12%	14%	10%	13%	13%	22%	11%	<b>23%</b>	9%	11%	15%	11%	11%	12%	11%	10%	15%	12%	9%	15%	8%	17%	14%	29%	12%	19%	5%	13%	14%	
6 - (6)	57	32	25	72	41	35	25	20	10	2	29	24	4	24	16	9	6	6	1	17	13	2	16	16	9	11	4	1	12	11	2	8	17	
	9%	9%	9%	9%	<b>14%</b>	7%	<b>12%</b>	10%	5%	9%	7%	<b>14%</b>	9%	6%	<b>14%</b>	13%	8%	6%	11%	7%	<b>15%</b>	8%	7%	13%	9%	13%	5%	7%	7%	14%	11%	5%	<b>15%</b>	8
5 - (5)	55	31	24	56	23	49	22	15	15	3	10	41	4	16	39	12	10	8	1	6	24	1	14	17	10	5	7	2	4	17	3	2	22	
	9%	9%	9%	7%	8%	9%	10%	8%	8%	13%	2%	<b>25%</b>	<b>9%</b>	4%	<b>16%</b>	10%	9%	8%	11%	3%	<b>28%</b>	4%	6%	<b>14%</b>	10%	6%	9%	14%	2%	<b>22%</b>	16%	1%	<b>19%</b>	19%
4 - (4)	41	22	19	35	13	28	17	11	10	3	14	17	10	15	26	10	9	2	1	8	9	5	7	15	7	2	8	2	6	8	5	8	11	
	7%	6%	7%	5%	4%	5%	8%	6%	5%	13%	3%	<b>10%</b>	<b>23%</b>	4%	<b>11%</b>	<b>8%</b>	<b>8%</b>	2%	11%	3%	<b>10%</b>	20%	3%	<b>12%</b>	7%	2%	<b>10%</b>	14%	3%	<b>10%</b>	26%	5%	10%	
3 - (3)	15	8	7	29	9	26	7	4	4	-	3	9	3	6	8	3	3	2	-	2	5	1	3	5	4	1	2	-	1	4	2	3	3	
	2%	2%	3%	4%	3%	<b>5%</b>	3%	2%	2%	-	1%	<b>5%</b>	<b>7%</b>	2%	3%	3%	3%	2%	-	1%	<b>6%</b>	4%	1%	4%	4%	1%	2%	-	1%	<b>5%</b>	11%	2%	3%	3%
2 - (2)	12	8	4	17	8	19	4	4	1	3	-	6	6	1	11	2	3	1	2	-	3	5	-	6	2	1	-	1	-	3	1	1	3	
	2%	2%	1%	2%	3%	4%	2%	2%	1%	13%	-	<b>4%</b>	<b>14%</b>	*	<b>5%</b>	2%	3%	1%	22%	-	<b>3%</b>	20%	-	<b>6%</b>	2%	1%	-	1	-	<b>4%</b>	5%	1%	3%	3%
1 - Extremely dissatisfied (1)	12	8	4	24	13	27	6	1	3	2	3	-	9	4	7	-	-	1	1	2	-	6	2	6	2	1	2	1	1	-	3	2	1	1
	2%	2%	1%	3%	<b>4%</b>	<b>5%</b>	3%	1%	2%	9%	1%	-	<b>20%</b>	1%	3%	6	-	1%	11%	1%	-	6	2	1%	6	-	1%	2%	7%	1%	-	16%	1%	1%
Not applicable	5	2	3	3	4	3	2	1	2	-	3	2	-	2	3	-	1	1	-	1	1	-	2	2	2	-	1	-	2	1	-	2	1	
	1%	1%	1%	**	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	1%	-	**	1%	-	-	2%	2%	-	1%	-	1%	1%	-	1%	1%	1%
NET: Dissatisfied (1-3)	39	24	15	70	30	72	17	9	8	5	6	15	18	11	26	11	6	4	3	4	8	12	5	19	6	3	4	2	2	7	6	6	7	
	6%	7%	5%	9%	<b>10%</b>	<b>14%</b>	8%	5%	4%	22%	1%	<b>9%</b>	<b>41%</b>	3%	<b>11%</b>	9%	5%	4%	33%	2%	<b>9%</b>	48%	2%	<b>15%</b>	6%	4%	5%	14%	1%	<b>9%</b>	32%	4%	6%	6%
NET: Neutral (4-6)	153	85	68	163	77	115	64	46	35	8	53	82	18	55	98	38	28	16	3	31	46	8	37	48	26	18	19	5	22	36	10	18	50	
	25%	25%	25%	21%	26%	22%	<b>29%</b>	23%	19%	35%	13%	<b>49%</b>	<b>41%</b>	15%	<b>41%</b>	<b>32%</b>	25%	16%	33%	13%	<b>53%</b>	32%	17%	<b>39%</b>	27%	21%	23%	36%	12%	<b>46%</b>	53%	11%	<b>44%</b>	49%
NET: Satisfied (7-10)	422	232	190	538	182	335	134	141	137	10	347	67	8	308	111	71	78	80	3	195	32	5	176	55	63	63	57	7	152	35	3	132	56	
	68%	68%	69%	<b>70%</b>	62%	64%	62%	<b>72%</b>	<b>75%</b>	43%	<b>85%</b>	<b>40%</b>	18%	<b>82%</b>	47%	59%	69%	<b>79%</b>	33%	<b>84%</b>	37%	20%	<b>81%</b>	44%	65%	75%	70%	50%	<b>85%</b>	44%	16%	<b>84%</b>	49%	
Mean score	<b>7.44d</b>	<b>7.38d</b>	<b>7.50d</b>	<b>7.37d</b>	7.11	6.86	7.21	7.60	<b>7.76g</b>	5.61	<b>8.35m</b>	<b>6.09m</b>	4.00	<b>8.19o</b>	6.27	6.97	7.53	<b>7.83p</b>	5.11	<b>8.33u</b>	5.94	3.72	<b>8.17v</b>	5.98	7.51	7.70	7.55	5.93	<b>8.30l</b>	6.26	4.37	<b>8.21O</b>	6.58	
Standard error	0.09	0.13	0.14	0.09	0.15	0.11	0.17	0.15	0.16	0.59	0.09	0.16	0.36	0.10	0.15	0.23	0.21	0.20	1.06	0.12	0.21	0.48	0.13	0.22	0.24	0.22	0.27	0.70	0.13	0.24	0.55	0.16	0.20	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/d/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	SKY														TALK TALK														VIRGIN MEDIA													
	Supplier						Issue				Satisfaction				Complaint completely resolved		Issue				Satisfaction				Complaint completely resolved		Issue				Satisfaction				Complaint completely resolved							
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)									
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	81**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258									
10 - Extremely satisfied (10)	146	77	69	185	67	85	71	52	52	10	174	8	3	4%	166	18	25	22	2	53	13	3	2	53	13	30	27	25	3	75	7	3	72	13								
9 - (9)	111	64	47	117	33	78	47	21	43	6	102	10	5	6%	87	29	13	13	6	1	23	10	-	21	12	24	25	24	5	68	8	2	57	20								
8 - (8)	90	53	37	133	46	96	53	31	42	7	111	20	2	9%	94	39	12	17	15	2	39	18	27	14%	15%	17%	25%	20%	20%	18%	17%	16%	75	17	4	53	41					
7 - (7)	75	38	37	103	36	76	38	28	34	3	62	38	3	5%	51	51	11	11	13	3	1	20	12	4	23	13	20	23	31	2	40	31	5	36	37							
6 - (6)	12%	11%	13%	13%	12%	14%	12%	16%	14%	8%	22	44	6	11%	15%	13%	13%	10%	10%	15%	10%	11%	14%	18%	11%	14%	14%	18%	11%	14%	23%	6%	14%	14%								
5 - (5)	57	32	25	72	41	35	31	13	24	4	22	44	6	8%	28	44	12	17	10	2	2	16	23	2	18	23	10	10	16	2	16	19	4	9	28							
4 - (4)	55	31	24	56	23	49	33	6	14	3	10	42	4	2%	27	10	5	8	-	-	1	12	10	9	14	18	19	9	3	11	30	8	8	41								
3 - (3)	41	22	19	35	13	28	19	8	6	2	8	19	8	3%	21	2	7	4	-	-	3	9	1	4	9	9	13	6	-	5	18	5	5	22								
2 - (2)	15	8	7	29	9	26	13	5	11	-	5	9	15	1%	22	2	4	3	-	-	2	4	3	1	1	6	10	6	9	1	2	10	14	5	21							
1 - Extremely dissatisfied (1)	12	8	4	17	8	19	5	8	3	1	4	3	10	6%	11	3	4	1	-	-	3	5	2	2	6	8	3	8	-	3	5	11	6	13								
Not applicable	2%	2%	1%	2%	3%	4%	2%	5%	3%	3%	1%	2%	19%	1%	4%	3%	4%	1%	-	-	1%	4%	8%	1%	4%	4%	2%	5%	-	1%	3%	14%	2%	5%								
NET: Dissatisfied (1-3)	39	24	15	70	30	72	32	15	19	4	9	15	46	15	51	10	14	6	-	-	5	8	17	5	22	30	14	27	1	5	19	48	17	55								
NET: Neutral (4-6)	153	85	68	163	77	115	83	27	44	9	40	105	18	69	92	24	29	22	2	20	44	13	31	46	37	42	31	5	32	66	17	22	91									
NET: Satisfied (7-10)	422	232	190	538	182	335	209	132	171	26	65%	54%	23%	14%	33%	54	66	56	6	133	40	9	115	65	110	103	109	13	258	63	14	218	111									
Mean score	7.414d	7.38d	7.50d	7.37d	7.11	6.86	7.14	7.62p	7.53	7.26	6.471d	6.03v	3.71	6.16x	6.07	7.01	6.98	7.31	8.00	6.461m	6.58m	4.26	7.96o	6.23	6.71	7.02	6.78	7.53	6.221v	6.87v	3.62	6.00x	5.71									
Standard error	0.09	0.13	0.14	0.09	0.15	0.11	0.14	0.18	0.15	0.44	0.07	0.13	0.31	0.09	0.15	0.28	0.26	0.25	0.57	0.15	0.22	0.43	0.17	0.22	0.21	0.19	0.20	0.47	0.10	0.17	0.30	0.14	0.16									

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

SUMMARY : Satisfied

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

Supplier	BT/EE										BT										EE												
	Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved				
	BT/EE (a)	BT (v)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97**	84*	81*	14**	178	79*	19**	158	114
Courtesy and politeness of advisors	455	256	199	572	180	324	146	153	141	15	364	76	15	321	132	83	88	79	6	210	35	11	189	66	63	65	62	9	154	41	4	132	66
Ease of finding provider contact details	446	253	193	510	194	320	148	146	138	14	363	71	12	317	125	82	85	79	7	209	37	7	186	66	66	61	59	7	154	34	5	131	59
Advisor doing what they said they would do	445	249	196	524	190	321	158	147	129	11	356	79	10	317	125	87	80	78	4	203	42	4	184	64	71	67	51	7	153	37	6	133	61
Logging of query details to avoid having to repeat yourself	424	231	193	504	174	292	140	143	131	10	351	62	11	301	120	77	78	72	4	198	28	5	174	56	63	65	59	6	153	34	6	127	64
Willingness to help resolve your issue	422	232	190	538	182	335	134	141	137	10	347	67	8	308	111	71	78	80	3	195	32	5	176	55	63	63	57	7	152	35	3	132	56
Getting the issue resolved to your satisfaction	404	228	176	493	170	303	131	137	128	8	345	53	6	300	102	73	79	74	2	198	28	2	174	43	58	58	54	6	147	25	4	126	49
Offering compensation or a goodwill payment	393	214	179	438	174	259	140	135	110	8	321	62	10	288	103	76	75	60	3	183	27	4	160	53	64	60	50	5	138	35	6	128	50
The time taken to handle your issue	390	217	173	478	165	288	127	131	123	9	337	46	7	281	106	67	76	71	3	191	22	4	163	43	60	55	52	6	146	24	3	118	53

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 40

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

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

Supplier	SKY													TALK TALK							VIRGIN MEDIA												
	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved							
	BT/EE (a)	BT (v)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
Courtesy and politeness of advisors	455	256	199	572	180	324	232	131	182	27	455	88	29	407	162	56	64	56	4	134	37	9	111	68	105	101	107	11	239	68	17	204	116
Ease of finding provider contact details	446	253	193	510	194	320	196	131	159	24	430	63	17	385	123	58	74	56	6	144	40	10	118	73	98	105	107	10	244	60	16	207	109
Advisor doing what they said they would do	445	249	196	524	190	321	205	129	166	24	445	70	9	395	127	57	73	54	6	137	43	10	118	69	104	100	104	13	252	56	13	207	110
Logging of query details to avoid having to repeat yourself	424	231	193	504	174	292	196	128	157	23	425	64	15	385	117	51	70	48	5	130	36	8	110	63	89	100	92	11	242	43	9	189	100
Willingness to help resolve your issue	422	232	190	538	182	335	209	132	171	26	449	76	13	399	137	54	66	56	6	133	40	9	115	65	110	103	109	13	258	63	14	218	111
Getting the issue resolved to your satisfaction	404	228	176	493	170	303	191	123	155	24	434	51	8	393	98	50	68	46	6	127	38	5	108	61	94	98	101	10	249	46	8	206	94
Offering compensation or a goodwill payment	393	214	179	438	174	259	167	119	133	19	381	53	4	343	93	58	68	44	4	125	38	11	108	64	82	89	78	10	210	39	10	167	89
The time taken to handle your issue	390	217	173	478	165	288	187	121	146	24	417	53	8	365	110	47	66	46	6	131	29	5	102	62	92	93	93	10	234	45	9	189	96

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							BT/EE							BT							EE												
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
Completely resolved	376	218	158	483	152	259	128	124	113	11	298	67	11	376	-	78	68	68	4	176	37	5	218	-	50	56	45	7	122	30	6	158	-
	61%cd	64%cd	57%cd	62%cd	52%	49%	59%	63%	62%	48%	73%klm	40%	25%	100%no	-	65%	60%	67%	44%	76%tu	43%	20%	100%wx	-	52%	67%G	56%	50%	69%K	38%	32%	100%O	-
Partly resolved	195	100	95	213	115	196	71	59	58	7	98	85	12	-	195	33	34	30	3	50	44	6	-	100	38	25	28	4	48	41	6	-	95
	32%	29%	34%cl	28%	39%ayb	37%ayb	33%	30%	32%	30%	24%	51%klm	27%	-	62%no	28%	30%	30%	33%	22%	51%kl	24%	-	81%w	39%	30%	35%	29%	27%	52%kl	32%	-	83%N
Not resolved at all	43	24	19	70	21	62	16	12	11	4	10	13	20	-	43	9	10	3	2	4	6	14	-	24	7	2	8	2	6	7	6	-	19
	7%	7%	7%	9%	7%	12%ayb	7%	6%	6%	17%	2%	8%k	45%klm	-	18%no	8%	9%	3%	22%	2%	7%l	56%	-	19%w	7%	2%	10%kl	14%	3%	9%	32%	-	17%N
Don't know	5	1	4	8	5	8	2	2	-	1	3	1	1	-	-	-	1	-	-	1	-	-	-	-	2	1	-	1	2	1	1	-	-
	1%	*	1%	1%	2%	2%	1%	1%	-	4%	1%	1%	2%	-	-	-	1%	-	-	*	-	-	-	-	2%	1%	-	7%	1%	1%	5%	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							SKY						TALK TALK						VIRGIN MEDIA													
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)
619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
376	218	158	483	152	259	195	118	149	21	396	77	10	483	-	42	55	50	5	108	34	10	152	-	84	85	84	6	193	48	18	259	-
	61%cd	64%cd	57%cd	62%cd	52%	49%	60%	67%	63%	54%	80%UV	39%	13%	100%W	48%	50%	58%	63%	68%km	36%	25%	100%kn	-	47%	53%	50%	32%	65%uv	32%	23%	100%w	-
195	100	95	213	115	196	94	48	63	8	91	97	25	-	213	41	47	25	2	43	52	20	-	115	68	60	59	9	82	85	29	-	196
32%	29%	34%cd	28%	39%ayb	37%ayb	29%	27%	27%	21%	18%	49%TV	31%T	-	75%W	47%k	42%	29%	25%	27%	55%kl	50%k	-	85%kn	38%	38%	35%	47%	28%	57%uv	36%	-	76%w
43	24	19	70	21	62	33	10	21	6	10	19	41	-	70	3	8	10	-	5	7	9	-	21	24	14	21	3	17	13	32	-	62
7%	7%	7%	9%	7%	12%aycd	10%	6%	9%	15%cd	2%	10%T	51%TU	-	25%W	3%	7%	12%k	-	3%	7%	22%kl	-	15%kn	13%	9%	13%	16%	6%	9%	40%uv	-	24%w
5	1	4	8	5	8	2	-	2	4	1	3	4	-	-	2	1	1	1	3	1	1	-	-	2	1	4	1	3	4	1	-	-
1%	*	1%	1%	2%	2%	1%	-	1%	10%cd	*	3%T	5%T	-	-	2%	1%	1%	13%	2%	1%	3%	-	-	1%	1%	2%	5%	1%	3%	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						BT/EE						BT						EE														
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installati on (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfi ed (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87**	25**	218	124	97*	84**	81**	14**	178	79*	19**	158	114
Yes	322	188	134	399	129	207	113	102	98	9	260	52	10	322	-	71	55	59	3	153	31	4	188	-	42	47	39	6	107	21	6	134	-
	52%cd	55%cd	49%cd	52%cd	44%	39%	52%	52%	54%	39%	64%klm	31%	23%	86%op	-	59%	49%	58%	33%	66%tu	36%	16%	86%vw	-	43%	56%	48%	43%	60%kl	27%	32%	85%no	-
No	48	28	20	80	23	51	13	19	15	1	34	13	1	48	-	6	12	9	1	22	5	1	28	-	7	7	6	-	12	8	-	20	-
	8%	8%	7%	10%	8%	10%	6%	10%	8%	4%	8%	8%	2%	13%o	-	5%	11%	9%	11%	10%	6%	4%	13%o	-	7%	8%	7%	-	7%	10%	-	13%o	-
Don't know	6	2	4	4	-	1	2	3	-	1	4	2	-	6	-	1	1	-	-	1	1	-	2	-	1	2	-	1	3	1	-	4	-
	1%	1%	1%	1%	-	*	1%	2%	-	4%	1%	1%	-	2%	-	1%	1%	-	-	*	1%	-	1%	-	1%	2%	-	7%	2%	1%	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							SKY							TALK TALK							VIRGIN MEDIA													
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)		Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
619	343	276	774	293	525		324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
322	188	134	399	129	207		165	104	112	18	345	50	4	399	-	34	46	44	5	94	28	7	129	-	71	68	63	5	165	32	10	207	-	
	52%cd	52%cd	49%cd	52%cd	44%	39%	51%	59%kl	48%	46%	69%klv	26%lv	5%	83%kl	-	39%	41%	51%	63%	59%klm	30%	18%	85%no	-	40%	43%	38%	26%	50%klm	22%	13%	80%kl	-	
48	28	20	80	23	51		29	12	36	3	49	25	6	80	-	8	9	6	-	14	6	3	23	-	13	17	20	1	27	16	8	51	-	
	8%	8%	7%	10%	8%	10%	9%	7%	15%pq	8%	10%	13%	8%	17%kl	-	9%	8%	7%	-	9%	6%	8%	15%no	-	7%	11%	12%	5%	9%	11%	10%	20%kl	-	
6	2	4	4	-	1		1	2	1	-	2	2	-	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-
	1%	1%	1%	-	*		*	1%	*	-	*	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	*	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

Supplier							BT/EE						BT						EE																
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved						
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)		Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)		Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)		Billing and Customer service (G)	Repairs and Installati on (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfi ed (M)	Yes (N)	No (O)
Total	376	218	158	483	152	259	128	124	113	11**	298	67*	11**	376	-**		78*	68*	68*	4**	176	37*	5**	218	-**		50*	56*	45*	7**	122	30*	6**	158	-**
Yes	322	188	134	399	129	207	113	102	98	9	260	52	10	322	-		71	55	59	3	153	31	4	188	-		42	47	39	6	107	21	6	134	-
	86%	86%	85%	83%	85%	80%	88%	82%	87%	82%	87%	78%	91%	86%	-		91%	81%	87%	75%	87%	84%	80%	86%	-		84%	84%	87%	86%	88%	70%	100%	85%	-
No	48	28	20	80	23	51	13	19	15	1	34	13	1	48	-		6	12	9	1	22	5	1	28	-		7	7	6	-	12	8	-	20	-
	13%	13%	13%	17%	15%	20%	10%	15%	13%	9%	11%	19%	9%	13%	-		8%	18%	13%	25%	13%	14%	20%	13%	-		14%	13%	13%	-	10%	27%	-	13%	-
Don't know	6	2	4	4	-	1	2	3	-	1	4	2	-	6	-		1	1	-	-	1	1	-	2	-		1	2	-	1	3	1	-	4	-
	2%	1%	3%	1%	-	*	2%	2%	-	9%	1%	3%	-	2%	-		1%	1%	-	-	1%	3%	-	1%	-		2%	4%	-	14%	2%	3%	-	3%	-

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

Supplier							SKY						TALK TALK						VIRGIN MEDIA															
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)		Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	
Total	376	218	158	483	152	259	195	118	149	21**	396	77*	10**	483	-**	42*	55*	50*	5**	108	34*	10**	152	-**	84*	85*	84*	6**	193	48*	18**	259	-**	
Yes	322	188	134	399	129	207	165	104	112	18	345	50	4	399	-	34	46	44	5	94	28	7	129	-	71	68	63	5	165	32	10	207	-	
	86%	86%	85%	83%	85%	80%	85% <b>U</b>	88% <b>U</b>	75%	86%	87% <b>U</b>	65%	40%	83%	-	81%	84%	88%	100%	87%	82%	70%	85%	-	85%	80%	75%	83%	85% <b>U</b>	67%	56%	80%	-	
No	48	28	20	80	23	51	29	12	36	3	49	25	6	80	-	8	9	6	-	14	6	3	23	-	13	17	20	1	27	16	8	51	-	
	13%	13%	13%	17%	15%	20% <b>U</b>	15%	10%	24% <b>U</b>	14%	12%	32% <b>U</b>	60%	17%	-	19%	16%	12%	-	13%	18%	30%	15%	-	15%	20%	24%	17%	14%	33% <b>U</b>	44%	20%	20%	-
Don't know	6	2	4	4	-	1	1	2	1	-	2	2	-	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	
	2%	1%	3%	1%	-	*	1%	2%	1%	-	1%	3%	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

Supplier	BT/EE												BT						EE														
	Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved											
	BT (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84**	81*	14**	178	79*	19**	158	114
Employed or self-employed (full-time - 30hrs/wk+)	385	226	159	502	165	292	135	128	113	9	281	82	22	271	111	79	78	65	4	167	45	14	157	68	56	50	48	5	114	37	8	114	43
Employed or self-employed (part-time - 8-29 hrs/wk+)	118	57	61	112	54	80	47	30	34	7	64	45	9	51	66	23	17	14	3	28	24	5	31	26	24	13	20	4	36	21	4	20	40
Full-time responsibility for the home/family	66	32	34	49	45	56	15	25	23	3	39	21	6	27	38	5	11	14	2	19	11	2	14	18	10	14	9	1	20	10	4	13	20
Student / under education	17	7	10	31	12	26	7	4	4	2	5	9	3	7	10	4	2	1	-	2	4	1	2	5	3	2	3	2	3	5	2	5	5
Not working	24	14	10	34	12	23	11	8	3	2	13	8	3	11	13	8	3	3	-	10	2	2	7	7	3	5	-	2	3	6	1	4	6
Retired	9	7	2	46	5	48	2	2	5	-	7	1	1	9	-	1	2	4	-	5	1	1	7	-	1	-	1	-	2	-	-	2	-
NET: Employed	503	283	220	614	219	372	182	158	147	16	345	127	31	322	177	102	95	79	7	195	69	19	188	94	80	63	68	9	150	58	12	134	83
	81%cd	83%cd	80%cd	79%cd	75%	71%	84%cd	80%	81%	70%	84%cd	77%	70%	86%cd	74%	85%	84%	78%	78%	84%	79%	76%	86%cd	76%	82%	75%	84%	64%	84%cd	73%	63%	85%cd	73%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

	Supplier						SKY						TALK TALK						VIRGIN MEDIA															
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
Employed or self-employed (full-time - 30hrs/wk+)	385	226	159	502	165	292	195	124	163	20	352	106	44	345	152	48	58	54	5	110	39	16	109	53	100	84	103	5	189	74	29	177	111	
	62%cd	66%acd	58%	65%acd	56%	56%	60%	70%ps	69%ps	51%	71%lUV	54%	55%	71%k	54%	55%	52%	63%	63%	69%lm	41%	40%	72%o	39%	56%	53%	61%	26%	64%lud	49%	36%	68%k	43%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	118	57	61	112	54	80	57	24	24	7	61	37	14	64	47	16	21	17	-	21	23	10	24	30	21	31	25	3	38	29	13	29	50	
	19%b	17%	22%bm	14%	18%	15%	18%b	14%	10%	18%	12%	19%b	18%	13%	17%	18%	19%	20%	-	13%	24%k	25%	16%	22%	12%	19%	15%	16%	13%	19%	16%	11%	19%w	
Full-time responsibility for the home/family	66	32	34	49	45	56	20	12	14	3	28	15	6	18	30	18	19	7	1	16	22	7	13	32	20	27	7	2	26	21	9	17	39	
	11%b	9%	12%b	8%	15%ayb	11%b	6%	7%	8%	8%	6%	8%	8%	4%	11%w	20%b	17%	8%	13%	10%	23%k	18%	9%	28%b	11%w	17%w	4%	11%	9%	14%	11%	7%	15%w	
Student / under education	17	7	10	31	12	26	11	6	13	1	11	16	4	11	19	3	6	2	1	4	5	3	2	10	13	9	3	1	12	11	3	6	19	
	3%	2%	4%	4%	4%	5%w	3%	3%	6%	3%	2%	4%b	5%	2%	7%w	3%	5%	2%	13%	3%	5%	8%	1%	7%w	7%w	6%	2%	5%	4%	7%	4%	2%	7%w	
Not working	24	14	10	34	12	23	23	3	3	5	15	13	6	14	20	3	6	2	1	6	4	2	4	7	5	4	9	5	8	7	8	5	17	
	4%	4%	4%	4%	4%	4%	7%cd	2%	1%	13%cd	3%	7%b	9%b	3%	7%w	3%	5%	2%	13%	4%	4%	5%	3%	7	5%	3%	3%	5%	26%	3%	5%	10%b	2%	7%w
Retired	9	7	2	46	5	48	18	7	18	3	31	9	6	31	15	-	1	4	-	2	1	2	-	4	19	5	21	3	22	8	18	25	22	
	1%	2%	1%	6%ajpc	2%	9%aydc	6%	4%	8%	8%	6%	5%	8%	6%	5%	-	1%	5%b	-	1%	1%	5%	-	9%b	11%b	3%	13%b	16%	7%	5%	23%k	10%	9%	
NET: Employed	503	283	220	614	219	372	252	148	187	27	413	143	58	409	199	64	79	71	5	131	62	26	133	83	121	115	128	8	227	103	42	206	161	
	81%cd	83%cd	80%cd	79%cd	75%	71%	78%	84%b	80%	69%	83%lUV	73%	73%	85%k	70%	72%	71%	83%	63%	82%lm	66%	65%	88%o	61%	68%	72%	76%	42%	77%w	69%w	53%	80%k	62%	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	BT/EE													BT						EE														
	Issue						Satisfaction			Complaint completely resolved				Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved					
	BT (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114	
Up to 10,399 Pounds	50	28	22	49	25	33	16	20	9	5	25	17	8	23	25	12	9	6	1	14	9	5	11	16	4	11	3	4	11	8	3	12	9	
10,400-15,999 Pounds	59	27	32	55	41	46	24	16	16	3	36	19	4	31	26	10	9	7	1	18	8	1	16	11	14	7	9	2	18	11	3	15	15	
15,600-25,999 Pounds	92	43	49	88	53	69	37	33	18	4	51	34	7	45	46	17	19	6	1	24	16	3	23	20	20	14	12	3	27	18	4	22	26	
26,000-36,399 Pounds	114	66	48	134	51	116	39	33	36	6	64	37	13	64	50	23	20	19	4	38	20	8	39	27	16	13	17	2	26	17	5	25	23	
36,400-51,999 Pounds	114	59	55	102	47	98	44	34	35	1	78	28	8	66	48	24	17	18	-	44	10	5	36	23	20	17	17	1	34	18	3	30	25	
52,000+	170	109	61	241	69	148	49	57	62	2	144	23	3	137	33	30	37	40	2	88	19	2	87	22	19	20	22	-	56	4	1	50	11	
Don't know	6	2	4	3	3	4	3	1	1	1	3	3	-	3	3	2	-	-	-	-	2	-	2	-	1	1	1	1	1	3	1	-	1	3
Would rather not say	14	9	5	16	4	11	5	3	5	1	8	5	1	7	7	2	2	5	-	5	3	1	4	5	3	1	-	1	3	2	-	3	2	
	2%	3%	2%	2%	1%	2%	2%	2%	3%	4%	2%	3%	2%	2%	3%	2%	2%	5%	-	2%	3%	4%	2%	4%	3%	1%	-	7%	2%	3%	-	2%	2%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							SKY							TALK TALK							VIRGIN MEDIA															
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved				
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)		Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)		Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)		Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283		88*	111	86*	8**	159	94*	40*	152	136		178	160	168	19**	295	150	80*	259	258	
Up to 10,399 Pounds	50	28	22	49	25	33	21	12	9	7	25	18	6	22	25		3	14	7	1	9	12	4	13	12		10	11	7	5	18	8	7	12	21	
10,400-15,999 Pounds	59	27	32	55	41	46	31	10	11	3	28	19	8	26	29		15	17	7	2	21	17	3	15	26		11	22	11	2	24	16	6	20	25	
15,600-25,999 Pounds	92	43	49	88	53	69	37	22	27	2	51	32	5	47	40		15	20	17	1	22	23	8	27	25		23	25	19	2	32	26	11	32	35	
26,000-36,399 Pounds	114	66	48	134	51	116	63	28	37	6	81	41	12	87	46		20	20	11	-	25	17	9	25	26		38	34	39	5	61	34	21	50	64	
36,400-51,999 Pounds	114	59	55	102	47	98	73	48	57	10	129	37	22	116	69		14	17	16	-	26	14	7	26	21		44	22	32	-	61	26	11	52	45	
52,000+	170	109	201	241	69	148	91	54	86	10	173	45	23	171	69		20	19	27	3	54	9	6	45	69		46	43	56	3	94	34	20	91	57	
Don't know	6	2	4	3	3	4	1	1	1	-	2	-	1	3	-		-	1	1	1	1	-	2	-	2	2	-	1	1	1	1	3	-	-	4	
Would rather not say	14	9	5	16	4	11	7	1	7	1	9	4	3	11	5		1	3	-	-	1	2	1	1	3	3	4	3	3	1	4	3	4	2	7	
	2%	3%	2%	2%	1%	2%	2%	1%	3%	3%	2%	2%	4%	2%	2%		1%	3%	-	-	1%	2%	3%	1%	2%	2%	2%	2%	2%	2%	5%	1%	2%	9%	1%	3%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

Supplier	BT/EE													BT													EE												
	Issue							Satisfaction			Complaint completely resolved			Issue							Satisfaction			Complaint completely resolved			Issue							Satisfaction			Complaint completely resolved		
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)						
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114						
East Midlands	30	18	12	54	23	38	11	11	8	-	14	15	1	13	17	6	7	5	-	8	9	1	6	12	5	4	3	-	6	6	-	7	5						
East of England	41	21	20	46	16	34	6	17	16	2	26	11	4	24	16	4	10	7	-	14	4	3	14	7	2	7	9	2	12	7	1	10	9						
London	200	105	95	196	98	149	60	67	66	7	143	47	10	133	64	38	32	34	1	81	21	3	70	35	22	35	32	6	62	26	7	63	29						
North East	38	23	15	27	17	30	19	7	12	-	29	6	3	27	11	9	5	9	-	17	4	2	17	6	10	2	3	-	12	2	1	10	5						
North West	77	49	28	103	28	54	24	23	23	7	46	20	11	46	29	12	17	15	5	33	9	7	32	17	12	6	8	2	13	11	4	16	12						
Scotland	40	21	19	28	14	27	22	8	8	2	31	4	5	21	18	10	6	4	1	15	2	4	10	10	12	2	4	1	16	2	1	11	8						
South East	47	27	20	93	28	52	12	18	16	1	32	12	3	30	17	7	9	10	1	16	10	1	18	9	5	9	6	-	16	2	2	12	8						
South West	29	18	11	58	11	35	13	12	4	-	15	13	1	15	14	10	6	2	-	10	7	1	10	8	3	6	2	-	5	6	-	5	6						
Ulster / Northern Ireland	8	5	3	13	6	4	4	2	1	1	5	3	-	3	5	3	1	1	-	3	2	-	3	2	1	1	-	1	2	1	-	-	3						
Wales	17	9	8	32	9	11	6	5	5	1	9	6	2	6	11	4	3	2	-	4	4	1	4	5	2	2	3	1	5	2	1	2	6						
West Midlands	60	33	27	71	26	55	23	17	19	1	41	17	2	36	22	12	10	10	1	22	10	1	24	9	11	7	9	-	19	7	1	14	13						
Yorks & Humber	32	14	18	53	17	36	17	10	4	1	18	12	2	18	14	5	7	2	-	8	5	1	10	4	12	3	2	1	10	7	1	8	10						

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

	Supplier							SKY					TALK TALK					VIRGIN MEDIA															
								Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved									
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88**	111	86*	8**	159	94**	40*	152	136	178	160	168	19**	295	150	80*	259	258
East Midlands	30	18	12	54	23	38	24	10	18	2	35	10	9	34	19	5	10	7	1	10	10	3	12	11	15	12	9	2	23	8	7	18	19
East of England	5%	5%	4%	7%	8%	7%	7%	6%	8%	5%	7%	5%	11%	7%	7%	6%	9%	8%	13%	6%	11%	8%	8%	8%	8%	8%	5%	11%	8%	5%	9%	7%	19%
East of England	41	21	20	46	16	34	16	8	19	3	22	16	8	21	24	5	6	5	-	7	5	4	5	10	11	8	14	1	17	11	6	18	15
East of England	7%	6%	7%	6%	5%	6%	5%	5%	8%	8%	4%	8%	10%	4%	8%	6%	5%	6%	-	4%	5%	10%	3%	7%	6%	5%	8%	5%	6%	7%	8%	7%	6%
London	200	105	95	196	98	149	69	56	62	9	143	40	13	139	55	33	34	29	2	61	27	10	59	38	41	55	51	2	95	37	17	85	61
London	32%	31%	28%	25%	32%	28%	21%	32%	26%	23%	27%	20%	18%	27%	19%	38%	31%	34%	25%	38%	29%	25%	39%	28%	23%	24%	30%	11%	32%	25%	21%	23%	24%
North East	38	23	15	27	17	30	12	8	7	-	24	2	1	20	7	8	4	4	1	11	2	4	10	6	10	9	8	3	15	10	5	12	18
North East	6%	4%	3%	5%	6%	6%	4%	5%	3%	-	3%	1%	1%	4%	2%	9%	4%	5%	13%	7%	2%	10%	7%	4%	6%	6%	5%	16%	5%	7%	6%	5%	7%
North West	77	49	28	103	28	54	46	24	28	5	63	25	15	61	41	6	12	9	1	20	5	3	17	11	20	20	14	-	23	21	10	26	28
North West	12%	14%	10%	13%	10%	10%	14%	14%	12%	13%	13%	13%	19%	13%	14%	7%	11%	10%	13%	13%	5%	8%	11%	8%	11%	13%	8%	-	8%	14%	13%	10%	11%
Scotland	40	21	19	28	14	27	12	3	11	2	16	10	2	19	9	4	8	2	-	5	9	-	5	8	13	6	8	-	20	5	2	14	13
Scotland	6%	6%	7%	4%	5%	5%	4%	2%	5%	5%	3%	5%	3%	4%	3%	5%	7%	2%	-	3%	10%	-	3%	6%	7%	4%	5%	-	7%	3%	3%	5%	5%
South East	47	27	20	93	28	52	38	16	31	8	62	22	9	54	37	9	9	9	1	7	13	8	11	16	17	12	21	2	26	17	9	22	29
South East	8%	8%	7%	12%	10%	10%	12%	9%	13%	11%	12%	11%	11%	11%	13%	10%	8%	10%	13%	4%	14%	20%	7%	12%	10%	8%	13%	11%	9%	11%	11%	8%	11%
South West	29	18	11	58	11	35	29	13	12	4	33	22	3	35	22	3	5	2	1	8	3	-	8	3	14	9	10	2	20	10	5	15	20
South West	5%	5%	4%	7%	4%	7%	9%	7%	5%	10%	7%	11%	4%	7%	8%	3%	5%	2%	13%	5%	3%	-	5%	2%	8%	6%	6%	11%	7%	7%	6%	8%	
Ulster / Northern Ireland	8	5	3	13	6	4	4	6	1	2	10	2	1	9	4	2	4	-	-	2	2	2	2	4	2	2	2	-	1	1	2	1	3
Ulster / Northern Ireland	1%	1%	1%	2%	2%	1%	1%	3%	*	5%	2%	1%	1%	2%	1%	2%	4%	-	-	1%	2%	5%	1%	3%	1%	1%	-	-	*	1%	3%	*	1%
Wales	17	9	8	32	9	11	16	4	12	-	18	9	5	19	13	1	6	2	-	4	4	3	5	4	6	1	3	1	5	4	2	5	6
Wales	3%	3%	3%	4%	3%	2%	5%	2%	5%	-	4%	5%	6%	4%	5%	1%	5%	2%	-	3%	4%	3%	3%	3%	3%	3%	1%	2%	5%	3%	3%	2%	2%
West Midlands	60	33	27	71	26	55	31	17	19	4	41	20	10	37	34	8	8	10	-	14	9	3	10	16	17	18	16	4	29	18	8	24	30
West Midlands	10%	10%	10%	9%	9%	10%	10%	10%	8%	10%	8%	10%	13%	8%	12%	9%	7%	12%	-	9%	10%	8%	7%	12%	10%	11%	10%	21%	10%	12%	10%	9%	12%
Yorks & Humber	32	14	18	53	17	36	27	11	15	-	31	18	4	35	18	4	5	7	1	10	5	2	8	9	12	8	14	2	21	8	7	19	16
Yorks & Humber	5%	4%	7%	7%	6%	7%	8%	6%	6%	-	6%	9%	5%	7%	6%	5%	5%	8%	13%	6%	5%	5%	5%	7%	7%	5%	8%	11%	7%	5%	9%	7%	6%

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

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

Supplier	BT/EE												BT						EE															
	Issue						Satisfaction			Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved							
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84**	81*	14**	178	79*	19**	158	114	
Woman	281	142	139	329	135	240	102	78	86	15	186	77	18	173	106	51	44	40	7	100	33	9	91	50	51	34	46	8	86	44	9	82	56	
	45%	41%	50% <sup>ayz</sup>	43%	46%	46%	47%	40%	47%	65%	45%	46%	41%	46%	45%	43%	39%	40%	78%	43%	38%	36%	42%	40%	53%	40%	57% <sup>hih</sup>	57%	48%	56%	47%	52%	49%	
Man	334	198	136	440	153	278	112	119	96	7	220	89	25	201	131	66	69	61	2	129	54	15	125	73	46	50	35	5	91	35	10	76	58	
	54% <sup>z</sup>	58% <sup>ayz</sup>	49%	57% <sup>z</sup>	52%	53%	52%	60%	53%	30%	54%	54%	57%	53%	55%	55%	61%	60%	22%	56%	62%	60%	57%	59%	47%	60% <sup>z</sup>	43%	36%	51%	44%	53%	48%	51%	
Non-binary	1	1	-	3	3	6	1	-	-	-	-	-	1	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	
	*	*	-	*	1%	1%	*	-	-	-	-	-	2%	*	1%	-	-	-	-	-	-	4%	-	1%	-	-	-	-	-	-	-	-	-	-
Prefer to use my own term	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	3	2	1	2	1	1	2	-	1	3	-	-	2	2	2	2	-	1	2	2	-	2	-	-	-	-	-	1	1	-	-	-	-	
	*	1%	*	*	*	*	1%	-	4%	1%	-	-	1%	-	2%	-	-	-	1%	-	-	1%	-	1%	-	-	-	7%	1%	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

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

Supplier	SKY												TALK TALK						VIRGIN MEDIA															
	Issue						Satisfaction			Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved							
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
Woman	281	142	139	329	135	240	138	74	98	19	207	88	34	198	128	38	53	39	5	73	48	14	71	62	84	79	66	11	135	71	34	116	118	
	45%	41%	50% <sup>ayz</sup>	43%	46%	46%	43%	42%	42%	49%	42%	45%	43%	41%	45%	43%	48%	45%	63%	46%	51%	35%	47%	46%	47%	49%	39%	58%	46%	47%	43%	45%	46%	
Man	334	198	136	440	153	278	184	101	136	19	290	106	44	284	151	48	55	47	3	86	44	23	81	69	93	78	99	8	158	76	44	141	135	
	54% <sup>z</sup>	58% <sup>ayz</sup>	49%	57% <sup>ayz</sup>	52%	53%	57%	57%	58%	49%	58%	54%	55%	59%	53%	55%	50%	55%	38%	54%	47%	58%	53%	51%	52%	49%	59%	42%	54%	51%	55%	54%	52%	
Non-binary	1	1	-	3	3	6	2	1	-	-	1	2	-	1	2	2	1	-	-	-	2	1	-	3	-	1	2	3	-	2	3	1	2	4
	*	*	-	*	1%	1%	1%	1%	-	-	*	1%	-	*	1%	2%	1%	-	-	-	2%	1%	-	2%	-	1%	1%	2%	-	1%	2%	1%	1%	2%
Prefer to use my own term	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-
	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-
Prefer not to say	3	2	1	2	1	1	-	-	1	1	-	-	2	2	1	-	1	-	-	-	-	1	-	1	-	1	-	1	-	1	-	1	-	1
	*	1%	*	*	*	*	-	-	*	3% <sup>ayz</sup>	-	-	3% <sup>ayz</sup>	-	1%	-	1%	-	-	-	-	1%	-	1%	-	1%	-	-	-	-	-	1%	-	*

Proportions/Means: Columns Tested (5% risk level) - alyz/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						BT/EE							BT							EE												
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
Yes	596	336	260	762	273	498	210	193	177	16	396	158	42	365	228	119	110	99	8	227	84	25	214	121	91	83	78	8	169	74	17	151	107
	96% <sup>z</sup>	98% <sup>z</sup>	94%	98% <sup>z</sup>	93%	95%	97%	98%	97%	70%	97%	95%	95%	97%	96%	99%	97%	98%	89%	98%	97%	100%	98%	98%	94%	99%	96%	57%	95%	94%	89%	96%	94%
No	17	6	11	9	18	23	5	4	5	3	9	7	1	8	8	1	3	2	-	3	3	-	3	3	4	1	3	3	6	4	1	5	5
	3% <sup>b</sup>	2%	4% <sup>b</sup>	1%	6% <sup>z</sup>	4% <sup>z</sup>	2%	2%	3%	13%	2%	4%	2%	2%	3%	1%	3%	2%	-	1%	3%	-	1%	2%	4%	1%	4%	21%	3%	5%	5%	3%	4%
Prefer not to say	6	1	5	3	2	4	2	-	-	4	4	1	1	3	2	-	-	-	1	1	-	-	1	-	2	-	-	3	3	1	1	2	2
	1% <sup>y</sup>	*	2% <sup>b</sup>	*	1%	1%	1%	-	-	17%	1%	1%	2%	1%	1%	-	-	-	11%	*	-	-	*	-	2%	-	-	21%	2%	1%	5%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
 Overlap formulae used. \* = small base, \*\* = very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						SKY								TALK TALK								VIRGIN MEDIA										
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
Yes	596	336	260	762	273	498	318	174	233	37	494	191	77	480	274	82	100	83	8	152	87	34	146	122	169	149	163	17	279	142	77	251	239
	96% <sup>az</sup>	98% <sup>abcd</sup>	94%	98% <sup>abcd</sup>	93%	95%	98%	99%	99% <sup>LS</sup>	95%	99% <sup>UV</sup>	97%	96%	99% <sup>XY</sup>	97%	93%	90%	97%	100%	96% <sup>lm</sup>	93%	85%	96% <sup>no</sup>	90%	95%	93%	97%	89%	95%	95%	96%	97% <sup>xy</sup>	93%
No	17	6	11	9	18	23	5	2	1	1	3	5	1	3	6	6	9	3	-	7	6	5	6	12	8	9	4	2	14	8	1	8	15
	3% <sup>bd</sup>	2%	4% <sup>b</sup>	1%	6% <sup>ab</sup>	4% <sup>de</sup>	2%	1%	*	3%	1%	3%	1%	1%	2%	7%	8%	3%	-	4%	6%	13%	4%	9%	4%	6%	2%	11%	5%	5%	1%	3%	6%
Prefer not to say	6	1	5	3	2	4	1	-	1	1	1	-	2	-	3	-	2	-	-	-	1	1	-	2	1	2	1	-	2	-	2	-	4
	1% <sup>xy</sup>	*	2% <sup>bd</sup>	*	1%	1%	*	-	*	3% <sup>STU</sup>	*	-	2% <sup>UV</sup>	-	1% <sup>W</sup>	-	2%	-	-	-	1%	3% <sup>lm</sup>	-	1%	1%	1%	1%	-	1%	-	3%	-	2% <sup>w</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						BT/EE							BT							EE												
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	BT (a)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84**	81*	14**	178	79*	19**	158	114
A	156	86	70	149	75	98	45	44	63	4	127	19	10	124	31	27	21	37	1	69	14	3	68	18	18	23	26	3	58	5	7	56	13
B	169	105	64	230	64	141	57	63	47	2	114	46	9	98	69	29	45	29	2	72	27	6	64	40	28	18	18	-	42	19	3	34	29
C1	107	57	50	162	54	109	34	40	27	6	62	35	10	54	52	22	21	13	1	33	19	5	32	25	12	19	14	5	29	16	5	22	27
C2	101	54	47	127	58	89	47	28	22	4	64	30	7	59	42	23	15	14	2	33	15	6	33	21	24	13	8	2	31	15	1	28	21
D	168	168	178	168	208	178	23%	14%	12%	17%	16%	18%	16%	16%	18%	19%	13%	14%	22%	14%	17%	24%	15%	17%	25%	15%	10%	14%	14%	17%	19%	5%	16%
E	36	13	23	48	23	48	11	9	14	2	16	17	3	15	20	3	7	2	1	6	5	2	6	7	8	2	12	1	10	12	1	9	13
NET: AB	50	28	22	57	19	40	5	26	19	5	26	19	5	26	19	16	4	6	2	18	7	3	15	13	7	9	3	3	8	12	2	11	11
NET: ABC1	325	191	134	379	139	239	102	107	110	6	241	65	19	222	100	56	66	66	3	141	41	9	132	58	46	41	44	3	100	24	10	90	42
NET: CZDE	432	248	184	541	193	348	136	147	137	12	303	100	29	276	152	78	87	79	4	174	60	14	164	83	58	60	58	8	129	40	15	112	69
NET: DE	187	95	92	233	100	177	81	50	45	11	106	66	15	100	86	42	26	22	5	57	27	11	54	41	39	24	23	6	49	39	4	46	45

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						SKY										TALK TALK										VIRGIN MEDIA									
							Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved		
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)			
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258			
A	156	86	70	149	75	98	44	51	51	3	114	24	11	115	33	16	27	31	1	56	13	6	54	20	33	34	31	-	69	20	9	67	29			
	25% <b>bf</b>	25% <b>bd</b>	25% <b>bd</b>	19%	26% <b>bf</b>	19%	14%	29% <b>pf</b>	22% <b>pf</b>	8%	23% <b>lu</b>	12%	14%	24% <b>u</b>	12%	18%	24%	36% <b>ig</b>	13%	35% <b>lm</b>	14%	15%	36% <b>g</b>	15%	19%	21%	18%	18%	23% <b>ku</b>	13%	11%	26% <b>u</b>	11%			
B	169	105	64	230	64	141	99	39	84	8	157	52	21	146	83	29	14	19	2	38	20	6	38	25	50	36	52	3	88	31	22	73	68			
	27% <b>z</b>	31% <b>az</b>	23%	30% <b>az</b>	22%	27%	31% <b>o</b>	22%	36% <b>o</b>	21%	32%	27%	26%	30%	29%	33% <b>hh</b>	13%	22%	25%	24%	21%	15%	25%	18%	28%	23%	31%	16%	30% <b>ku</b>	21%	28%	28%	26%			
C1	107	57	50	162	54	109	75	31	43	13	91	52	19	92	68	15	28	10	1	25	16	13	25	28	37	30	37	5	52	42	15	43	64			
	17%	17%	18%	21%	18%	21%	23%	18%	18%	13% <b>hd</b>	18%	27% <b>z</b>	24%	19%	24%	17%	29% <b>z</b>	12%	13%	16%	17%	13% <b>lu</b>	16%	21%	21%	19%	22%	26%	18%	28% <b>u</b>	19%	17%	25% <b>u</b>			
C2	101	54	47	127	58	89	58	39	35	4	75	36	16	72	53	16	24	17	1	22	26	10	21	37	32	54	20	3	45	33	11	39	48			
	16%	16%	17%	16%	20%	17%	18%	17%	15%	10%	15%	18%	20%	15%	19%	18%	22%	20%	13%	14%	23% <b>z</b>	25%	14%	29% <b>z</b>	18%	23% <b>z</b>	12%	16%	15%	22%	14%	15%	19%			
D	36	13	23	49	23	48	23	11	11	4	34	8	7	28	21	7	10	5	1	10	11	2	8	15	15	14	16	3	25	14	9	23	25			
	6% <b>z</b>	4%	8% <b>ay</b>	6%	8% <b>ay</b>	9% <b>ay</b>	7%	6%	5%	10%	7%	4%	9%	6%	7%	8%	9%	6%	13%	6%	12%	5%	5%	11%	8%	9%	10%	16%	8%	9%	11%	9%	10%			
E	50	28	22	57	19	40	25	14	11	7	27	24	6	30	25	5	8	4	2	8	8	3	6	11	11	12	12	5	16	10	14	14	24			
	8%	8%	8%	7%	6%	8%	8%	8%	5%	18% <b>pf</b>	5%	12% <b>z</b>	8%	6%	9%	6%	7%	5%	25%	5%	9%	8%	4%	8%	6%	8%	7%	26%	5%	7%	18% <b>ku</b>	5%	9%			
NET: AB	325	191	134	379	139	239	143	90	135	11	271	76	32	261	116	45	41	50	3	94	33	12	92	45	83	70	83	3	157	51	31	140	97			
	53% <b>of</b>	56% <b>bcdf</b>	49%	49%	47%	46%	44%	51% <b>o</b>	57% <b>pf</b>	28%	54% <b>lu</b>	39%	40%	54% <b>u</b>	41%	51% <b>h</b>	37%	58% <b>h</b>	38%	59% <b>lm</b>	35%	30%	61% <b>g</b>	33%	47%	44%	49%	16%	53% <b>ku</b>	34%	39%	54% <b>u</b>	38%			
NET: ABC1	432	248	184	541	193	348	218	121	178	24	362	128	51	353	184	60	69	60	4	119	49	25	117	73	120	100	120	8	209	93	46	183	161			
	70%	72%	67%	70%	66%	66%	67%	69%	76% <b>pf</b>	62%	73%	65%	64%	73% <b>u</b>	65%	68%	62%	70%	50%	75% <b>u</b>	52%	63%	77% <b>u</b>	54%	67%	63%	71%	42%	71% <b>ku</b>	62%	58%	71% <b>u</b>	62%			
NET: CZDE	187	95	92	233	100	177	106	55	57	15	136	68	29	130	99	28	42	26	4	40	45	15	35	63	58	60	48	11	86	57	34	76	97			
	30%	28%	33%	30%	34%	34%	33% <b>hn</b>	31%	24%	38%	27%	35%	36%	27%	35% <b>u</b>	32%	38%	30%	50%	25%	48% <b>u</b>	38%	23%	46% <b>u</b>	33%	38%	29%	58%	29%	38%	43% <b>u</b>	29%	36%			
NET: DE	86	41	45	106	42	88	48	25	22	11	61	32	13	58	46	12	18	9	3	18	19	5	14	26	26	26	28	8	41	24	23	37	49			
	14%	12%	16%	14%	14%	17%	15%	14%	9%	27% <b>o</b>	12%	16%	16%	12%	16%	14%	16%	10%	38%	11%	20%	13%	9%	17% <b>u</b>	15%	16%	17%	42%	14%	16%	27% <b>ku</b>	14%	19%			

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							BT/EE						BT						EE															
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Other (e)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114	
A city or large town (including suburbs)	435	243	192	507	195	318	146	140	137	12	309	104	22	297	135	83	78	77	5	179	54	10	171	72	63	62	60	7	130	50	12	126	63	
	70% <b>d</b>	71% <b>d</b>	70% <b>d</b>	66%	67%	61%	67%	71%	75%	52%	76% <b>klm</b>	63%	50%	79% <b>o</b>	57%	69%	69%	76%	56%	77% <b>tu</b>	62%	40%	78% <b>o</b>	58%	65%	74%	74%	50%	73%	63%	63%	80% <b>NO</b>	55%	
A small town	136	72	64	211	73	161	53	42	33	8	71	48	17	58	77	28	23	17	4	36	25	11	35	36	25	19	16	4	35	23	6	23	41	
	22%	21%	23%	27% <b>ca</b>	25%	31% <b>ay</b>	24%	21%	18%	35%	17%	29% <b>k</b>	39% <b>ka</b>	15%	32% <b>kl</b>	23%	20%	17%	44%	16%	29% <b>tu</b>	44%	16%	36%	29% <b>uw</b>	26%	23%	20%	29%	20%	29%	32%	15%	36% <b>kl</b>
A village, hamlet or isolated dwelling in the countryside	47	28	19	54	24	43	18	15	12	2	28	14	5	21	26	9	12	7	-	16	8	4	12	16	9	3	5	2	12	6	1	9	10	
	8%	8%	7%	7%	8%	8%	8%	8%	7%	9%	7%	8%	11%	8%	11% <b>kl</b>	8%	11%	7%	-	7%	9%	16%	6%	13% <b>uw</b>	9%	4%	6%	14%	7%	8%	5%	6%	9%	
Prefer not to say	1	-	1	2	1	3	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
	*	-	*	*	*	1%	-	-	-	4%	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7%	1%	-	-	-	-	
NET: Urban	571	315	256	718	268	479	199	182	170	20	380	152	39	355	212	111	101	94	9	215	79	21	206	108	88	81	76	11	165	73	18	149	104	
	92%	92%	93%	93%	91%	91%	92%	92%	93%	87%	93%	92%	89%	94% <b>o</b>	89%	93%	89%	93%	100%	93%	91%	84%	94% <b>o</b>	87%	91%	96%	94%	79%	93%	92%	95%	94%	91%	
NET: Rural	47	28	19	54	24	43	18	15	12	2	28	14	5	21	26	9	12	7	-	16	8	4	12	16	9	3	5	2	12	6	1	9	10	
	8%	8%	7%	7%	8%	8%	8%	8%	7%	9%	7%	8%	11%	8%	11% <b>kl</b>	8%	11%	7%	-	7%	9%	16%	6%	13% <b>uw</b>	9%	4%	6%	14%	7%	8%	5%	6%	9%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							SKY						TALK TALK						VIRGIN MEDIA															
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)		Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
A city or large town (including suburbs)	435	243	192	507	195	318	212	121	151	23	347	115	45	341	162	63	65	61	6	118	54	23	117	75	104	100	104	10	198	79	41	180	131	
	70% <b>d</b>	71% <b>d</b>	70% <b>d</b>	66%	67%	61%	65%	69%	64%	59%	70% <b>LUW</b>	59%	56%	71% <b>X</b>	57%	72%	59%	71%	75%	74% <b>klm</b>	57%	58%	77% <b>no</b>	55%	58%	58%	63%	62%	53%	67% <b>tuw</b>	53%	51%	69% <b>x</b>	51%
A small town	136	72	64	211	73	161	91	45	63	12	119	65	27	112	97	19	32	21	1	31	31	11	31	41	57	49	49	6	74	59	28	63	98	
	22%	21%	23%	27% <b>ca</b>	25%	31% <b>ayw</b>	28%	26%	27%	31%	24%	33% <b>l</b>	34%	23%	34% <b>W</b>	22%	29%	24%	13%	19%	33% <b>k</b>	28%	20%	30%	32%	31%	29%	32%	25%	39% <b>lt</b>	35%	24%	38% <b>w</b>	35%
A village, hamlet or isolated dwelling in the countryside	47	28	19	54	24	43	21	10	19	4	32	16	6	29	23	6	14	4	-	9	9	6	4	20	16	10	15	2	22	11	10	16	27	
	8%	8%	7%	7%	8%	8%	6%	6%	8%	10%	6%	8%	8%	8%	8%	7%	13%	5%	-	6%	10%	15% <b>ka</b>	3%	15% <b>na</b>	9%	6%	9%	11%	7%	7%	13%	6%	10%	
Prefer not to say	1	-	1	2	1	3	-	-	2	-	-	-	2	1	1	-	-	-	1	1	-	-	-	-	1	1	-	1	1	1	-	-	2	
	*	-	*	*	*	1%	-	-	1%	-	-	-	2% <b>lc</b>	*	*	-	-	-	13%	1%	-	-	-	-	-	1%	1%	-	5%	*	1%	1%	-	1%
NET: Urban	571	315	256	718	268	479	303	166	214	35	466	180	72	453	259	82	97	82	7	149	85	34	148	116	161	149	153	16	272	138	69	243	229	
	92%	92%	93%	93%	91%	91%	94%	94%	91%	90%	94%	92%	90%	94%	92%	93%	94%	95%	88%	94%	90%	85%	97% <b>na</b>	85%	90%	90%	93%	91%	84%	92%	92%	86%	94% <b>x</b>	89%
NET: Rural	47	28	19	54	24	43	21	10	19	4	32	16	6	29	23	6	14	4	-	9	9	6	4	20	16	10	15	2	22	11	10	16	27	
	8%	8%	7%	7%	8%	8%	6%	6%	8%	10%	6%	8%	8%	8%	8%	7%	13%	5%	-	6%	10%	15% <b>ka</b>	3%	15% <b>na</b>	9%	6%	9%	11%	7%	7%	13%	6%	10%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							BT/EE						BT						EE														
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97**	84*	81*	14**	178	79*	19**	158	114
Small (1-2 people)	160	90	70	229	84	182	69	46	38	7	91	53	16	95	63	39	27	22	2	56	25	9	57	33	30	19	16	5	35	28	7	38	30
	26%	26%	25%	30%	29%	35%	32%	23%	21%	30%	22%	32%	36%	25%	26%	33%	24%	22%	22%	24%	29%	36%	26%	27%	31%	23%	20%	36%	20%	35%	37%	24%	26%
Medium (3-4 people)	338	190	148	428	155	260	114	103	111	10	241	78	19	212	124	62	58	65	5	137	41	12	121	68	52	45	46	5	104	37	7	91	56
	55%	55%	54%	53%	50%	53%	52%	61%	43%	59%	47%	43%	56%	56%	52%	52%	51%	64%	56%	59%	47%	48%	56%	55%	54%	54%	57%	36%	58%	47%	37%	58%	49%
Large (5+ people)	121	63	58	117	54	83	34	48	33	6	77	35	9	69	51	19	28	14	2	38	21	4	40	23	15	20	19	4	39	14	5	29	28
	20%	18%	21%	15%	18%	16%	20%	18%	26%	19%	21%	20%	18%	18%	21%	16%	25%	14%	22%	16%	24%	16%	18%	19%	15%	24%	23%	29%	22%	18%	26%	18%	23%

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* = small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							SKY							TALK TALK							VIRGIN MEDIA												
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Virgin Media (e)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258
Small (1-2 people)	160	90	70	229	84	182	112	46	60	11	131	68	30	138	88	26	31	24	3	34	38	12	35	47	73	54	51	4	94	56	32	84	96
	26%	26%	25%	30%	29%	35% <b>ay</b>	35% <b>h</b>	26%	26%	28%	26%	35% <b>T</b>	35% <b>T</b>	29%	31%	30%	28%	28%	38%	21%	40% <b>h</b>	30%	23%	35% <b>n</b>	41% <b>r</b>	34%	30%	21%	32%	37%	40%	32%	37%
Medium (3-4 people)	338	190	148	428	155	260	163	105	137	23	297	94	37	279	145	46	57	49	3	95	38	22	89	64	77	78	93	12	156	68	36	133	122
	55%	55%	54%	55% <b>d</b>	53%	50%	50%	60% <b>p</b>	58%	59%	60% <b>UV</b>	48%	46%	58%	51%	52%	51%	57%	38%	60% <b>u</b>	40%	55%	59%	47%	43%	49%	55% <b>q</b>	63%	53%	45%	45%	51%	47%
Large (5+ people)	121	63	58	117	54	83	49	25	38	5	70	34	13	66	50	16	23	13	2	30	18	6	28	25	28	28	24	3	45	26	12	42	40
	20% <b>ca</b>	18%	21% <b>ca</b>	15%	18%	16%	15%	14%	16%	13%	14%	17%	16%	14%	18%	18%	21%	15%	25%	19%	19%	15%	18%	18%	16%	18%	14%	16%	15%	17%	15%	16%	16%

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/l/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										BT/EE						BT						EE										
	Issue					Satisfaction					Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved			Issue			Satisfaction			Complaint completely resolved				
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87**	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
1	177	98	79	218	90	138	64	66	44	3	104	58	15	94	82	34	38	25	1	58	31	9	52	45	30	28	19	2	46	27	6	42	37
	29%	29%	29%	28%	31%	26%	29%	34%	24%	13%	25%	35%	34%	25%	34%	28%	34%	25%	11%	25%	36%	36%	24%	36%	31%	33%	23%	14%	26%	34%	32%	27%	32%
2	187	113	74	209	87	121	56	61	68	2	145	35	7	134	53	34	37	41	1	86	23	4	80	33	22	24	27	1	59	12	3	54	20
	30%	33%	27%	27%	30%	23%	26%	31%	37%	9%	35%	21%	16%	30%	22%	28%	33%	41%	11%	37%	26%	16%	37%	27%	23%	29%	33%	7%	33%	15%	16%	34%	18%
3	60	27	33	48	21	37	13	20	19	8	41	15	4	32	26	4	13	6	4	17	8	2	17	10	9	7	13	4	24	7	2	15	16
	10%	8%	12%	6%	7%	7%	6%	10%	10%	35%	10%	9%	9%	9%	11%	3%	12%	6%	44%	7%	9%	8%	8%	8%	9%	8%	16%	29%	13%	9%	11%	9%	14%
4	19	13	6	17	3	5	8	4	6	1	12	5	2	13	6	6	3	4	-	9	3	1	9	4	2	1	2	1	3	2	1	4	2
	3%	4%	2%	2%	1%	1%	4%	2%	3%	4%	3%	3%	5%	3%	3%	5%	3%	4%	-	4%	3%	4%	4%	4%	2%	1%	2%	7%	2%	3%	5%	3%	2%
5+	4	3	1	10	0	4	1	2	1	-	4	-	-	4	-	1	2	-	-	3	-	-	3	-	-	-	1	-	1	-	-	1	-
	1%	1%	*	1%	3%	1%	*	1%	1%	-	1%	-	-	1%	-	1%	2%	-	-	1%	-	-	1%	-	-	-	1%	-	1%	-	-	1%	-
No children in household	172	89	83	272	83	220	75	44	44	9	103	53	16	99	71	41	20	25	3	58	22	9	57	32	34	24	19	6	45	31	7	42	39
	28%	26%	30%	35%	28%	42%	25%	32%	36%	26%	25%	32%	36%	26%	30%	34%	18%	25%	33%	25%	25%	36%	26%	26%	35%	29%	23%	43%	25%	39%	37%	27%	34%

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						SKY									TALK TALK									VIRGIN MEDIA									
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installati on (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfi ed (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installati on (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfi ed (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installati on (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfi ed (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88**	111	86*	8**	159	94**	40*	152	136	178	160	168	19**	295	150	80*	259	258	
1	177	98	79	218	90	138	91	56	61	10	156	41	21	131	83	32	30	26	2	42	37	11	51	36	42	51	42	3	83	47	8	65	71	
	29%	29%	29%	28%	31%	26%	28%	32%	26%	26%	31% <u>LU</u>	21%	26%	27%	29%	36%	27%	30%	25%	26%	39% <u>L</u>	28%	34%	26%	24%	32%	25%	16%	28% <u>w</u>	31% <u>w</u>	10%	25%	28%	
2	187	113	74	209	87	121	73	48	78	10	155	43	11	159	49	26	34	25	2	60	18	9	46	41	40	34	45	2	79	28	14	74	47	
	30% <u>d</u>	33% <u>bd</u>	27%	27%	30% <u>d</u>	23%	23%	27%	33% <u>P</u>	26%	31% <u>LUV</u>	22%	14%	33% <u>X</u>	17%	30%	31%	29%	25%	38% <u>L</u>	19%	23%	30%	30%	22%	21%	27%	11%	27%	19%	18%	29% <u>x</u>	18%	
3	60	27	33	48	21	37	22	9	17	-	31	12	5	25	23	5	9	6	1	9	8	4	12	9	12	13	11	1	25	8	4	24	13	
	10% <u>bd</u>	8%	12% <u>bd</u>	6%	7%	7%	7%	5%	7%	-	6%	6%	8%	5%	8%	6%	8%	7%	13%	6%	9%	10%	8%	7%	7%	8%	7%	5%	8%	5%	5%	9%	5%	
4	19	13	6	17	3	5	9	3	5	-	7	9	1	5	12	2	-	1	-	1	-	2	1	2	-	2	1	2	2	1	-	-	4	
	3% <u>d</u>	4% <u>d</u>	2%	2%	1%	1%	3%	2%	2%	-	1%	5% <u>L</u>	1%	1%	4% <u>W</u>	2%	-	1%	-	1%	-	5% <u>M</u>	1%	1%	1%	-	1%	5%	1%	1%	1%	-	-	2% <u>w</u>
5+	4	3	1	10	9	4	5	3	2	-	2	3	5	2	8	2	6	1	-	4	3	2	4	5	1	1	1	1	-	2	2	-	4	
	1%	1%	*	1%	3% <u>ayd</u>	1%	2%	2%	1%	-	*	2%	6% <u>TU</u>	*	3% <u>W</u>	2%	5%	1%	-	3%	3%	5%	3%	4%	1%	1%	1%	5%	-	1% <u>L</u>	3% <u>L</u>	-	-	2% <u>w</u>
No children in household	172	89	83	272	83	220	124	57	72	19	147	88	17	161	108	21	32	27	3	43	28	12	38	43	81	61	67	11	106	63	51	96	119	
	28%	26%	30%	35% <u>ayd</u>	28%	42% <u>ayzbd</u>	38%	32%	31%	49% <u>R</u>	30%	45% <u>T</u>	46% <u>T</u>	33%	38%	24%	29%	31%	38%	27%	30%	30%	25%	32%	46%	38%	40%	58%	36%	42%	64% <u>LU</u>	37%	46% <u>w</u>	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
 Overlap formulae used. \* - small base, \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	BT/EE														BT						EE												
	Issue						Satisfaction			Complaint completely resolved					Issue						Satisfaction			Complaint completely resolved									
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114
None	7	4	3	2	8	4	2	3	2	-	3	4	-	2	5	1	2	1	-	1	3	-	1	3	1	1	1	-	2	1	-	1	2
	1%	1%	1%	*	3%#	1%	1%	2%	1%	-	1%	2%	-	1%	2%	1%	2%	1%	-	*	3%	-	*	2%	1%	1%	1%	-	1%	1%	-	1%	2%
1	127	70	57	132	69	99	50	33	37	7	78	35	14	68	56	31	21	16	2	46	15	9	40	30	19	12	21	5	32	20	5	28	26
	21%	20%	21%	17%	24%#	19%	23%	17%	20%	30%	19%	21%	32%#	18%	24%	26%	19%	16%	22%	20%	17%	36%	18%	24%	20%	14%	26%	36%	18%	25%	26%	18%	23%
2	354	202	152	481	144	306	124	114	107	9	256	78	20	241	112	66	66	65	5	148	43	11	140	61	58	48	42	4	108	35	9	101	51
	57%#	59%#	55%	62%#	49%	58%#	57%	58%	59%	39%	62%#	47%	45%	64%#	47%	55%	58%	64%	56%	64%#	49%	44%	64%#	49%	60%	57%	52%	29%	61%#	44%	47%	64%#	45%
3	71	44	27	99	40	68	19	26	24	2	36	31	4	38	33	9	18	16	1	24	17	3	25	19	10	8	8	1	12	14	1	13	14
	11%	13%	10%	13%	14%	13%	9%	13%	13%	9%	9%	15%#	9%	10%	14%	8%	15%#	16%	11%	10%	13%#	12%	11%	15%	10%	10%	10%	7%	7%	15%#	5%	8%	12%
4	38	15	23	41	17	28	17	10	7	4	23	11	4	15	22	10	3	1	1	8	5	2	6	9	7	7	6	3	15	6	2	9	13
	6%#	4%	8%#	5%	6%	5%	8%	5%	4%	17%	6%	7%	9%	4%	9%#	9%#	3%	1%	11%	3%	6%	8%	3%	7%	7%	8%	7%	21%	8%	8%	11%	6%	11%
5+	22	8	14	19	15	20	5	11	5	1	13	7	2	12	10	3	3	2	-	4	4	-	6	2	2	8	3	1	9	3	2	6	8
	4%	2%	5%#	2%	5%#	4%	2%	6%	3%	4%	3%	4%	5%	3%	4%	3%	3%	2%	-	2%	5%	-	3%	2%	2%	10%#	4%	7%	5%	4%	11%	4%	7%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier						SKY							TALK TALK							VIRGIN MEDIA													
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
None	7	4	3	2	8	4	1	-	-	-	2	-	-	1	1	3	3	2	-	3	4	1	1	7	3	1	-	-	3	1	-	2	2	
	1%	1%	1%	*	3%nd	1%	*	-	-	-	*	-	-	*	*	3%	3%	2%	-	2%	4%	3%	1%	5%nd	2%	1%	-	-	1%	1%	-	1%	1%	
1	127	70	57	132	69	99	66	30	28	8	76	41	15	77	55	23	26	17	3	26	31	12	29	38	32	34	28	5	57	30	12	40	58	
	21%	20%	21%	17%	24%nd	19%	20%nd	17%	12%	21%	15%	21%	19%	16%	19%	26%	23%	20%	38%	16%	33%k	30%	19%	28%	18%	21%	17%	26%	19%	20%	15%	15%	22%nd	
2	354	202	152	481	144	306	188	111	166	16	330	105	46	312	164	42	51	48	3	85	38	21	86	56	103	95	103	5	178	86	42	163	139	
	57%k	59%k	55%	62%nd	49%	58%nd	58%k	63%k	71%nd	41%	66%nd	54%	58%	65%	58%	48%	46%	56%	38%	52%k	40%	53%	57%nd	41%	58%	59%	61%	26%	60%	57%	53%	63%k	54%	
3	71	44	27	99	40	68	45	20	25	9	54	33	12	54	43	9	18	12	1	26	11	3	21	19	23	14	25	6	34	17	17	34	32	
	11%	13%	10%	13%	14%	13%	14%	11%	11%	13%k	11%	13%k	15%	11%	15%	10%	16%	14%	13%	16%	12%	6%	14%	14%	13%	13%	9%	15%	33%	12%	11%	13%nd	13%	12%
4	38	15	23	41	17	28	16	9	11	5	24	13	4	24	17	7	6	4	-	9	6	2	9	8	11	5	9	3	12	10	6	9	18	
	6%k	4%	8%k	5%	6%	5%	5%	5%	5%	13%nd	5%	7%	5%	5%	6%	8%	5%	5%	-	6%	6%	5%	6%	6%	6%	6%	3%	5%	16%	4%	7%	8%	3%	7%
5+	22	8	14	19	15	20	8	6	4	1	12	4	3	15	3	4	7	3	1	10	4	1	6	8	6	11	3	-	11	6	3	11	9	
	4%	2%	5%k	2%	5%k	4%	2%	3%	2%	3%	2%	2%	4%	3%	1%	5%	6%	3%	13%	6%	4%	3%	4%	6%	3%	7%k	2%	-	4%	4%	4%	4%	3%	

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base. \*\* - very small base (under 30) (ineligible for sig testing)

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							BT/EE							BT							EE												
							Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)	
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97**	84*	81*	14**	178	79**	19**	158	114
Most vulnerable	149	73	76	133	80	99	51	51	37	10	86	47	16	67	79	29	26	16	2	43	21	9	31	41	22	25	21	8	43	26	7	36	38
	24% <b>bd</b>	21%	28% <b>bd</b>	17%	27% <b>bd</b>	19%	24%	26%	20%	43%	21%	28%	36% <b>k</b>	18%	33% <b>n</b>	24%	23%	16%	22%	19%	24%	36%	14%	33% <b>kw</b>	23%	30%	26%	57%	24%	33%	37%	23%	33%
Potentially vulnerable	241	129	112	317	115	215	91	78	64	8	146	76	19	142	97	47	44	33	5	81	38	10	84	45	44	34	31	3	65	38	9	58	52
	39%	38%	41%	41%	39%	41%	42%	40%	35%	35%	36%	46% <b>k</b>	43%	38%	41%	39%	39%	33%	56%	35%	44%	40%	39%	36%	45%	40%	38%	21%	37%	48%	47%	37%	46%
Least vulnerable	209	130	79	305	91	196	67	64	75	3	166	35	8	157	52	40	41	47	2	102	23	5	97	33	27	23	28	1	64	12	3	60	19
	34% <b>z</b>	38% <b>z</b>	29%	39% <b>az</b>	31%	37% <b>z</b>	31%	32%	41% <b>z</b>	13%	41% <b>lm</b>	21%	18%	42% <b>z</b>	22%	33%	36%	47% <b>p</b>	22%	46% <b>z</b>	26%	20%	46% <b>z</b>	27%	28%	27%	35%	7%	36% <b>z</b>	15%	16%	38% <b>z</b>	17%

Proportions/Means: Columns Tested (5% risk level) - a/y/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier							SKY						TALK TALK						VIRGIN MEDIA															
							Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)		Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258	
Most vulnerable	149	73	76	133	80	99	60	33	31	9	71	46	16	68	62	23	37	18	2	37	33	10	34	45	29	31	32	7	47	31	21	39	60	
	24% <b>bd</b>	21%	28% <b>bd</b>	17%	27% <b>bd</b>	19%	19%	19%	13%	23%	14%	23% <b>t</b>	20%	14%	22% <b>w</b>	26%	33%	21%	25%	23%	35% <b>n</b>	25%	22%	33% <b>n</b>	29%	16%	19%	19%	37%	16%	21%	20% <b>st</b>	15%	23% <b>w</b>
Potentially vulnerable	241	129	112	317	115	215	136	72	93	16	200	87	30	189	124	35	45	33	2	56	40	19	61	54	73	75	61	6	122	67	26	102	107	
	39%	38%	41%	41%	39%	41%	42%	41%	40%	41%	40%	44%	38%	39%	44%	40%	41%	38%	25%	35%	43%	48%	40%	40%	41%	47%	36%	32%	41%	45%	33%	39%	41%	
Least vulnerable	209	130	79	305	91	196	120	69	103	13	216	59	30	212	92	29	25	34	3	64	19	8	56	32	70	51	71	4	121	46	29	116	80	
	34% <b>z</b>	38% <b>n</b>	29%	39% <b>am</b>	31%	37% <b>t</b>	37%	39%	44%	33%	43% <b>n</b>	30%	38%	46% <b>x</b>	33%	33%	23%	40% <b>n</b>	38%	40% <b>om</b>	20%	20%	37% <b>co</b>	24%	39%	32%	42%	21%	41% <b>n</b>	31%	36%	45% <b>va</b>	31%	

Proportions/Mean: Columns Tested (5% risk level) - a/y/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	BT/EE														BT														EE													
	Issue						Satisfaction				Complaint completely resolved				Issue						Satisfaction				Complaint completely resolved				Issue						Satisfaction				Complaint completely resolved			
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	Billing and Customer service (G)	Repairs and Installation (H)	Service issues (I)	Something else (J)	Satisfied (K)	Neutral (L)	Dissatisfied (M)	Yes (N)	No (O)									
Total	619	343	276	774	293	525	217	197	182	23**	409	166	44*	376	238	120	113	101	9**	231	87*	25**	218	124	97*	84*	81*	14**	178	79*	19**	158	114									
Universal Credit (and household has other earnings)	139	73	66	128	66	80	40	48	43	8	88	42	9	80	59	24	25	21	3	48	19	6	44	29	16	23	22	5	40	23	3	36	30									
Employment and Support Allowance (ESA)	128	70	58	83	54	74	33	53	40	2	100	23	5	87	41	13	34	22	1	57	10	3	53	17	20	19	18	1	43	13	2	34	24									
Pensions Credit (Guaranteed Credit)	99	55	44	47	44	45	24	43	31	1	70	24	5	65	34	16	26	13	-	40	15	-	39	16	8	17	18	1	30	9	5	26	18									
Income Support	89	48	41	53	40	47	23	42	22	2	63	20	6	57	30	11	24	13	-	37	11	-	36	12	12	18	9	2	26	9	6	21	18									
Personal Independence Payment (PIP)	89	47	42	98	61	58	22	32	33	2	50	33	6	58	30	10	19	16	2	31	14	2	34	13	12	13	17	-	19	10	4	24	17									
Carer's allowance	78	43	35	50	38	42	26	25	22	5	51	22	5	46	32	15	13	12	3	28	12	3	28	15	11	12	10	2	23	10	2	18	17									
Universal Credit (and household has no other earnings)	61	37	24	43	51	44	22	20	17	2	43	13	5	33	28	13	12	11	1	28	6	3	22	15	9	8	6	1	15	7	2	11	13									
Income-based Jobseeker's Allowance	56	33	23	30	30	39	16	24	15	1	41	12	3	32	23	9	16	8	-	26	7	-	23	9	7	8	7	1	15	5	3	9	14									
Pensions Credit (no Guaranteed Credit)	40	27	22	38	32	32	14	16	18	1	33	14	2	27	22	7	10	9	1	18	9	-	17	10	7	6	9	-	15	5	2	10	12									
NET: Any benefit	400	210	190	349	224	281	130	139	116	15	252	121	27	227	170	65	79	60	6	137	62	11	129	80	65	60	56	9	115	59	16	98	90									
Other	15	10	5	17	1	10	9	1	4	1	10	4	1	11	3	7	1	2	-	6	4	-	8	3	2	-	2	1	4	-	1	3	1									
None of these	208	127	81	414	67	237	80	58	63	7	150	42	16	142	65	50	34	40	3	91	22	14	85	42	30	24	23	4	59	20	2	57	23									
	34%nc	37%nc	29%	53%aync	23%	45%aync	37%	29%	35%	30%	37%	25%	36%	38%	27%	42%	30%	40%	33%	39%	25%	56%	39%	34%	31%	29%	28%	29%	33%	25%	11%	36%	20%									

Proportions/Means: Columns Tested (5% risk level) - aly/z/b/c/d - g/h/i - k/l/m - n/o - p/q/r/s - t/u/v - w/x - G/H/I/J - K/L/M - N/O  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	SKY												TALK TALK												VIRGIN MEDIA											
	Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved		
	BT/EE (a)	BT (y)	EE (z)	Sky (b)	TalkTalk (c)	Virgin Media (d)	Billing and Customer service (P)	Repairs and Installation (Q)	Service issues (R)	Something else (S)	Satisfied (T)	Neutral (U)	Dissatisfied (V)	Yes (W)	No (X)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)			
Total	619	343	276	774	293	525	324	176	235	39*	498	196	80*	483	283	88*	111	86*	8**	159	94*	40*	152	136	178	160	168	19**	295	150	80*	259	258			
Universal Credit (and household has other earnings)	139	73	66	128	66	80	55	36	32	5	76	40	12	76	51	20	26	20	-	34	26	6	32	34	18	28	30	4	51	21	8	43	36			
Employment and Support Allowance (ESA)	128	70	58	83	54	74	30	29	22	2	66	15	2	55	28	14	17	22	1	34	13	7	37	16	24	28	21	1	49	18	7	40	31			
Pensions Credit (Guaranteed Credit)	99	55	44	47	44	45	11	21	14	1	39	8	-	39	8	13	12	18	1	28	13	3	33	11	15	22	8	-	29	13	3	27	18			
Income Support	89	48	41	53	40	47	21	16	15	1	34	16	3	34	18	15	11	21	13%	18	14	8	22	8	12	14	18	3	32	13	2	28	19			
Personal Independence Payment (PIP)	89	47	42	98	61	58	32	24	27	5	58	32	8	60	38	13	24	23	1	36	18	7	40	18	19	17	17	5	30	15	13	28	30			
Carer's allowance	78	43	35	50	38	42	11	18	18	3	30	16	4	30	20	8	15	14	1	21	8	9	24	13	12	16	14	-	24	10	8	20	22			
Universal Credit (and household has no other earnings)	61	37	24	43	51	44	18	11	12	2	31	8	4	29	14	20	14	16	1	27	19	5	22	27	11	20	12	1	30	8	6	17	25			
Income-based Jobseeker's Allowance	56	33	23	30	30	39	9	10	9	2	24	4	2	20	9	10	12	8	-	17	9	4	18	11	17	12	9	1	26	7	6	25	14			
Pensions Credit (no Guaranteed Credit)	40	27	22	38	32	32	9	12	11	1	28	8	2	28	10	11	12	8	1	17	13	2	16	14	7	17	8	-	20	11	1	15	17			
NET: Any benefit	400	210	190	349	224	281	135	100	103	11	218	101	30	210	136	65	89	65	5	114	79	31	113	106	48	108	80	10	164	79	38	138	137			
Other	15	10	5	17	2	10	8	2	6	1	7	7	3	10	5	-	2	-	-	1	1	-	1	1	3	3	3	1	4	2	4	8	2			
None of these	208	127	81	414	67	237	184	75	127	28	273	93	48	266	145	23	20	21	3	44	14	9	38	29	2	2	2	5	1	1	5	3	1			
	34%	37%	29%	55%	23%	45%	57%	43%	54%	72%	55%	47%	60%	55%	51%	26%	18%	24%	38%	28%	15%	23%	25%	21%	52%	31%	51%	47%	43%	47%	49%	44%	47%			

Proportions/Means: Columns Tested (5% risk level) - aly/z/b/c/d - P/Q/R/S - T/U/V - W/X - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QAGE: What is your age?

Table 1

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

	Supplier								EE					GIFFGAFF					Lebara																
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	309	64*	39*	46*	26**	113	41*	13**	104	62*
16-17	1	-	3	1	-	-	3	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2	1	-	-	1	1	1	2	1
18-24	169	60	33	165	42	66	112	113	66	45	55	3	84	67	18	89	78	16	24	17	3	37	20	3	26	32	9	11	7	6	25	6	2	20	13
25-34	234	96	47	301	50	102	184	213	88	66	69	11	156	57	21	140	93	30	29	32	5	65	27	4	59	36	13	15	19	-	31	14	2	29	17
35-44	180	66	40	222	51	87	113	152	57	38	79	6	120	43	17	107	72	23	20	16	7	39	23	4	40	25	18	6	9	7	31	7	2	26	14
45-54	82	15	17	90	12	27	43	60	33	18	34	7	46	26	10	41	38	2	4	8	1	13	2	-	8	7	3	5	2	10	5	2	9	8	
55-64	48	18	19	59	13	27	29	28	21	5	17	5	30	13	5	34	14	3	3	3	9	12	4	2	10	8	10	2	4	3	12	5	2	15	4
65+	25	1	8	30	4	13	6	15	13	3	6	3	13	6	6	8	5	4	4	4	35%	7%	5%	15%	7%	7%	16%	5%	9%	17%	11%	12%	15%	14%	6%
NET: 16-34	404	156	83	467	92	168	299	326	155	111	124	14	240	124	40	230	171	46	53	49	8	102	47	7	85	68	24	27	26	6	57	21	5	51	31
NET: 35-54	262	81	57	312	63	114	156	212	90	56	103	13	166	69	27	148	110	25	24	24	8	52	25	4	48	32	25	9	14	9	41	12	4	35	22
NET: 55+	73	19	27	89	17	40	35	43	34	8	23	8	43	19	11	47	25	3	3	3	10	13	4	2	10	9	15	3	6	3	15	8	4	18	9
	10%	7%	16%abdf	10%	10%	11%ahf	7%	7%	11%ah	5%	9%	13%ah	10%	9%	14%	11%	8%	4%	4%	4%	38%	8%	5%	15%	7%	8%	13%ag	8%	13%	17%	13%	20%	31%	17%	15%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QAQE: What is your age?

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

	Supplier								O2						Complaint completely resolved				SKY						Complaint completely resolved				TESCO MOBILE						Complaint completely resolved									
									Issue				Satisfaction		Satisfied		Neutral		Dissatisfied		Yes		No		Issue		Satisfaction		Satisfied		Neutral		Dissatisfied		Yes		No		Issue		Satisfaction		Satisfied	
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)									
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54**	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120									
16-17	1	-	3	1	-	-	3	-	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-						
18-24	169	60	33	165	42	66	112	113	67	44	50	4	90	46	29	82	83	12	11	19	-	23	15	4	18	24	17	22	24	3	32	28	6	32	34									
25-34	234	96	47	301	50	102	184	213	109	81	103	8	194	79	28	173	123	13	22	14	1	36	10	4	36	14	36	34	29	3	74	20	8	61	41									
35-44	180	66	40	222	51	87	113	152	75	59	81	7	152	41	29	138	82	13	17	17	4	36	12	3	31	20	28	30	26	3	61	13	13	56	31									
45-54	82	15	17	90	12	27	43	60	39	15	32	4	59	22	9	55	34	8	2	2	-	9	2	1	10	2	14	6	7	-	23	3	1	20	7									
55-64	48	18	19	59	13	27	29	28	24	10	19	6	32	17	10	29	28	5	2	5	1	5	8	-	7	6	9	3	7	8	18	3	6	19	6									
65+	25	1	8	30	4	13	6	15	13	6	10	1	21	5	4	6	8	3	1	-	-	2	-	2	2	2	7	1	3	2	11	1	1	12	1									
NET: 16-34	404	156	83	467	92	168	299	326	176	126	153	12	284	126	57	256	206	25	33	33	1	59	25	8	54	38	53	56	53	6	106	48	14	93	75									
NET: 35-54	262	81	57	312	63	114	156	212	144	74	113	11	211	63	38	193	116	21	19	19	4	45	14	4	41	22	42	36	33	3	84	16	14	76	38									
NET: 55+	73	19	27	89	17	40	35	43	37	16	29	7	53	22	14	50	37	8	3	5	1	7	8	2	9	8	16	4	10	10	29	4	7	31	7									
	10%	7%	16%abdf	10%	10%	11%cdh	7%	7%	11%	7%	10%	13%cd	10%	10%	13%	10%	10%	15%	5%	9%	17%	6%	17%kl	14%	9%	12%	14%op	4%	10%	53%	13%	6%	20%vw	10%wx	6%									

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QAQE: What is your age?

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

	Supplier								THREE															VODAFONE														
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved													
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)												
Total	739	256	167	868	172	322	490	581	203	105	153	297**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228												
16-17	1	-	3	1	-	-	3	-	1	2	-	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-											
18-24	169	60	33	165	42	66	112	113	38	29	36	9	54	42	16	51	59	39	31	40	3	59	46	8	61	51												
25-34	234	96	47	301	50	102	184	213	84	37	54	9	94	69	21	100	81	74	54	78	7	136	52	25	125	84												
35-44	180	66	40	222	51	87	113	152	41	31	38	3	60	35	18	67	46	53	34	54	11	101	35	16	97	54												
45-54	82	15	17	90	12	27	43	60	24	4	11	4	23	11	9	21	21	23	9	24	4	40	15	5	38	22												
55-64	48	18	19	59	13	27	29	28	11	2	13	3	14	7	8	13	16	11	2	13	2	19	4	5	18	9												
65+	25	1	8	30	4	13	6	15	4	-	1	1	4	-	2	4	2	7	-	5	3	7	2	6	7	8												
NET: 16-34	404	156	83	467	92	168	299	326	123	68	90	18	148	114	37	151	143	113	85	118	10	195	98	33	186	135												
NET: 35-54	262	81	57	312	63	114	156	212	65	35	49	7	83	46	27	88	67	76	43	78	15	141	50	21	135	76												
NET: 55+	73	19	27	89	17	40	35	43	15	2	14	4	18	7	10	17	18	18	2	18	5	26	6	11	25	17												
	10%	7%	16%	10%	10%	12%	7%	7%	7%	2%	9%	14%	7%	4%	11%	7%	8%	9%	2%	8%	17%	7%	4%	17%	7%	7%												

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								EE					GIFFGAFF					Lebara																
	Issue								Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved													
	EE (a)	GIFFGAFF (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Hearing - Poor hearing, partial hearing, or are deaf	62	28	12	94	15	21	43	55	26	14	19	3	42	11	9	36	23	3	15	8	2	20	7	1	16	12	3	6	3	-	5	6	1	4	7
Eyesight - Poor vision, colour blindness, partial sight, or are blind	105	36	24	146	31	47	73	79	34	35	35	1	63	31	11	61	44	12	15	9	-	27	7	2	22	14	9	6	5	4	18	5	1	15	9
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	87	29	15	97	28	27	45	44	26	29	29	3	52	27	9	49	36	8	14	4	3	18	7	4	16	13	4	8	3	-	7	6	2	5	9
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	60	15	6	75	23	35	32	36	16	25	19	-	29	23	8	33	26	5	7	1	2	11	3	1	9	6	4	1	1	-	2	4	-	3	2
Breathing - Breathlessness or chest pains	100	34	20	111	22	36	55	69	26	28	40	6	62	28	10	55	43	8	11	13	2	19	12	3	24	10	5	4	10	1	12	7	1	12	7
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	97	35	18	107	26	65	66	75	28	32	34	3	62	28	7	54	42	10	12	10	3	24	10	1	21	14	8	5	3	2	10	7	1	8	9
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	113	41	24	127	30	49	61	76	39	28	43	3	67	36	10	58	54	16	12	12	1	25	13	3	22	19	10	7	4	3	15	6	3	13	10
Your mental health - Anxiety, depression, or trauma-related conditions, for example	214	81	43	260	48	96	161	179	74	47	83	10	123	67	24	111	100	25	17	31	8	55	23	3	49	31	15	12	11	5	27	13	3	28	15
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	56	21	10	58	13	44	37	55	22	11	19	4	28	18	10	26	29	5	7	5	4	17	3	1	16	4	3	4	2	1	7	1	2	7	3
Prefer not to say	50	15	7	37	10	21	27	34	26	10	11	3	30	15	5	27	22	6	2	5	2	8	6	1	7	6	1	3	2	1	5	2	-	5	2

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	EE													GIFFGAFF						Lebara															
	Issue								Satisfaction			Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Don't know	10	7	4	5	2	1	5	6	6	1	2	1	3	6	1	4	5	1	3	1	2	4	3	-	-	6	2	1	-	1	3	1	-	3	1
Nothing	240	49	69	287	55	73	172	194	92	49	83	16	170	51	19	151	87	17	10	13	9	31	15	3	26	23	29	14	19	7	52	12	5	45	24
NET: Any limiting characteristic	439	185	87	539	105	227	286	347	155	115	154	15	246	140	53	243	192	50	65	57	13	124	52	9	110	74	32	21	25	9	53	26	8	51	35
	59%	72% <sup>abdef</sup>	52%	62% <sup>ab</sup>	61%	70% <sup>abdef</sup>	58%	60%	56%	66% <sup>ngj</sup>	62% <sup>ij</sup>	43%	55%	66% <sup>nk</sup>	68% <sup>kl</sup>	57%	63%	68%	82%	75%	50%	74%	68%	69%	77%	68%	50%	54%	54%	50%	47%	63%	62%	49%	56%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								O2				SKY				TESCO MOBILE																		
	Issue								Complaint completely resolved				Issue				Complaint completely resolved																		
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	68**	219	68*	35*	200	120
Hearing - Poor hearing, partial hearing, or are deaf	62	28	12	94	15	21	43	55	35	31	27	1	64	23	7	46	48	3	7	4	1	9	3	3	10	5	6	6	8	1	11	8	2	9	11
Eyesight - Poor vision, colour blindness, partial sight, or are blind	105	36	24	146	31	47	73	79	65	41	40	-	91	41	14	77	69	10	11	9	1	24	5	2	23	8	15	21	11	-	35	7	5	28	19
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	87	29	15	97	28	27	45	44	35	26	33	3	63	20	14	47	48	6	9	12	1	17	9	2	15	13	7	15	5	-	19	2	6	15	12
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	60	15	6	75	23	35	32	36	29	27	18	1	50	16	9	40	32	6	9	8	-	18	5	-	13	10	11	11	12	1	23	9	3	22	12
Breathing - Breathlessness or chest pains	100	34	20	111	22	36	55	69	42	35	34	-	61	35	15	58	53	7	5	9	1	14	7	1	12	10	13	13	10	-	27	8	1	22	14
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	97	35	18	107	26	65	66	75	46	27	31	3	69	28	10	52	52	7	11	7	1	15	10	1	14	12	20	24	19	2	42	15	8	34	31
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	113	41	24	127	30	49	61	76	41	34	51	1	75	33	19	73	53	8	8	14	-	22	5	3	19	11	13	18	17	1	35	7	7	31	18
Your mental health - Anxiety, depression, or trauma-related conditions, for example	214	81	43	260	48	96	161	179	104	63	89	4	157	65	38	149	106	17	12	18	1	32	15	1	26	22	39	28	27	2	62	25	9	47	48
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	56	21	10	58	13	44	37	55	24	8	24	2	35	10	13	26	30	5	4	4	-	9	4	-	9	4	16	10	16	2	29	6	9	30	12
Prefer not to say	50	15	7	37	10	21	27	34	14	8	11	4	29	5	3	21	16	4	4	2	-	3	5	2	3	7	9	3	8	1	13	4	4	12	9

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier	O2													SKY						TESCO MOBILE															
	Issue								Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved														
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Don't know	10	7	4	5	2	1	5	6	-	3	1	1	3	1	1	3	1	2	-	-	-	-	2	-	-	1	1	-	-	1	-	-	-	-	1
Nothing	240	49	69	287	55	73	172	194	102	66	102	17	196	60	31	186	99	12	23	16	4	39	12	4	36	19	24	17	21	11	57	11	5	59	14
NET: Any limiting characteristic	439	185	87	539	105	227	286	347	211	139	181	8	320	145	74	289	243	36	28	39	2	69	28	8	64	41	78	76	66	7	148	53	26	129	96
	59%	72% <sup>abdef</sup>	52%	62% <sup>bc</sup>	61%	70% <sup>abdef</sup>	58%	60%	65% <sup>g</sup>	64% <sup>g</sup>	61% <sup>g</sup>	27%	58%	69% <sup>h</sup>	68%	58%	68%	67%	51%	68%	33%	62%	60%	57%	62%	60%	70%	79%	69%	37%	68%	78%	74%	65%	80% <sup>ix</sup>

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				Complaint completely resolved		VODAFONE				Complaint completely resolved							
	Issue								Satisfaction				Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Hearing - Poor hearing, partial hearing, or are deaf	62	28	12	94	15	21	43	55	16	13	13	1	25	14	4	25	18	18	12	23	2	33	15	7	30	25
Eyesight - Poor vision, colour blindness, partial sight, or are blind	105	36	24	146	31	47	73	79	29	20	22	2	37	26	10	34	39	36	16	25	2	50	21	8	46	33
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	87	29	15	97	28	27	45	44	19	12	12	2	22	17	6	25	20	8	14	17	5	26	12	6	30	14
Dexterity - Limited ability to reach/difficulty opening things with your hands/difficulty using a telephone handset, television remote control, computer keyboard, etc.	60	15	6	75	23	35	32	36	10	13	8	1	16	15	1	21	10	7	17	10	2	26	8	2	25	11
Breathing - Breathlessness or chest pains	100	34	20	111	22	36	55	69	24	10	20	1	27	20	8	27	27	29	19	20	1	38	23	8	41	27
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	97	35	18	107	26	65	66	75	31	17	16	2	32	28	6	36	30	25	25	24	1	36	25	14	39	34
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	113	41	24	127	30	49	61	76	30	9	21	1	30	25	6	31	29	27	19	28	2	43	25	8	45	29
Your mental health - Anxiety, depression, or trauma-related conditions, for example	214	81	43	260	48	96	161	179	70	30	51	10	78	61	22	75	84	83	30	55	11	101	54	24	99	76
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	56	21	10	58	13	44	37	55	18	5	11	3	19	11	7	18	19	18	17	16	4	28	16	11	27	28
Prefer not to say	50	15	7	37	10	21	27	34	13	3	8	3	11	11	5	9	17	12	8	12	2	18	11	5	19	14

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE											VODAFONE										
									Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)				
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228				
Don't know	10	7	4	5	2	1	5	6	2	-	2	1	2	1	2	3	2	2	-	3	1	3	3	3	-	5	1			
	1%	3%bc	2%bc	1%	1%	*	1%	1%	1%	-	1%	3%	1%	1%	3%	1%	1%	1%	-	1%	3%a	1%	2%	-	1%	*				
Nothing	240	49	69	287	55	73	172	194	75	34	55	8	92	52	28	101	69	65	37	81	11	135	41	18	125	68				
	32%ca	19%	41%abca	33%ca	32%ca	23%	35%ca	33%	37%	32%	36%	28%	37%	31%	38%	39%a	30%	31%	28%	38%	37%	37%a	27%	28%	36%	30%				
NET: Any limiting characteristic	439	185	87	539	105	227	286	347	113	68	88	17	144	103	39	143	140	128	85	118	16	206	99	42	197	145				
	59%	72%abdey	52%	62%e	61%	70%abdey	58%	60%	56%	65%	58%	59%	58%	62%	53%	56%	61%	62%	65%	55%	53%	57%	64%	65%	57%	64%				

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d/ef/yz - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 7

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

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

	Supplier								EE						GIFFGAFF				Lebara																
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74**	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
The service not performing as it should	250	76	46	295	57	96	153	214	-	-	250	-	154	70	26	144	104	-	-	76	-	47	24	5	37	37	-	-	46	-	31	9	6	26	19
A billing, pricing or payment issue	222	54	52	244	38	82	165	144	222	-	-	-	142	62	18	130	89	54	-	-	-	40	12	2	37	17	52	-	-	-	34	17	1	33	19
A problem relating to the installation or set up of your service	109	54	27	134	33	69	69	84	-	109	-	-	63	34	12	65	44	-	54	-	-	34	19	1	31	21	-	27	-	-	19	5	3	17	10
A problem with a repair to the service	66	26	12	82	22	27	36	46	-	66	-	-	40	22	4	37	29	-	26	-	-	18	8	-	12	14	-	12	-	-	6	6	-	7	5
Dissatisfaction with customer service from a previous occasion or contact	57	20	12	83	16	29	38	63	57	-	-	-	23	18	16	28	29	20	-	-	-	8	9	3	10	10	12	-	-	-	10	1	1	6	6
Or something else	35	26	18	30	6	19	29	30	-	-	-	35	27	6	2	21	11	-	-	-	26	20	4	2	16	10	-	-	-	18	13	3	2	15	3
SUMMARY:																																			
Billing and Customer service	279	74	64	227	54	111	203	207	279	-	-	-	165	80	34	158	118	74	-	-	-	48	21	5	47	27	64	-	-	-	44	18	2	39	25
Repairs and Installation	175	80	39	216	55	96	105	130	-	175	-	-	103	56	16	102	73	-	80	-	-	52	27	1	43	35	-	39	-	-	25	11	3	24	15
Service Issues	250	76	46	295	57	96	153	214	-	-	250	-	154	70	26	144	104	-	-	76	-	47	24	5	37	37	-	-	46	-	31	9	6	26	19
Something else	35	26	18	30	6	19	29	30	-	-	-	35	27	6	2	21	11	-	-	-	26	20	4	2	16	10	-	-	-	18	13	3	2	15	3

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 8

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

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

Supplier	O2													SKY				TESCO MOBILE																	
	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved																		
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54**	55*	57**	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
The service not performing as it should	250	76	46	295	57	96	153	214	-	-	-	-	178	72	45	165	126	-	-	57	-	38	13	6	29	28	-	-	96	-	58	25	13	56	39
A billing, pricing or payment issue	222	54	52	244	38	82	165	144	244	-	-	-	168	53	23	155	89	38	-	-	-	25	12	1	26	12	82	-	-	59	16	7	56	26	
A problem relating to the installation or set up of your service	109	54	27	134	33	69	69	84	-	134	-	-	88	36	10	80	53	-	33	-	-	21	9	3	23	10	-	69	-	50	11	8	39	30	
A problem with a repair to the service	66	26	12	82	22	27	36	46	-	82	-	-	51	19	12	48	33	-	22	-	-	14	7	1	15	7	-	27	-	19	6	2	17	10	
Dissatisfaction with customer service from a previous occasion or contact	57	20	12	83	16	29	38	63	83	-	-	-	46	23	14	37	46	16	-	-	-	9	4	3	7	9	29	-	-	19	7	3	18	11	
Or something else	35	26	18	30	6	19	29	30	-	-	30	-	17	8	5	14	12	-	-	-	6	4	2	-	4	2	-	-	19	14	3	2	14	4	
SUMMARY:	279	74	64	227	54	111	203	207	327	-	-	-	214	76	37	192	135	54	-	-	-	34	16	4	33	21	111	-	-	78	23	10	74	37	
Repairs and Installation	175	80	39	216	55	96	105	130	-	216	-	-	139	55	22	128	86	-	55	-	-	35	16	4	32	17	-	96	-	69	17	10	56	40	
Service Issues	250	76	46	295	57	96	153	214	-	-	295	-	178	72	45	165	126	-	-	57	-	38	13	6	29	28	-	96	-	58	25	13	56	39	
Something else	35	26	18	30	6	19	29	30	-	-	30	-	17	8	5	14	12	-	-	-	6	4	2	-	4	2	-	-	19	14	3	2	14	4	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

Table 9

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

	Supplier								THREE				VODAFONE				Complaint completely resolved									
	Issue								Satisfaction				Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
The service not performing as it should	250	76	46	295	57	96	153	214	-	-	153	-	67	61	25	62	89	-	-	214	-	134	55	25	131	80
A billing, pricing or payment issue	222	54	52	244	38	82	165	144	165	-	-	-	90	43	32	92	73	144	-	-	-	89	38	17	88	52
A problem relating to the installation or set up of your service	109	54	27	134	33	69	69	84	-	69	-	-	44	21	4	42	26	-	84	-	-	25	22	26	25	23
A problem with a repair to the service	66	26	12	82	22	27	36	46	-	36	-	-	20	13	3	30	6	-	46	-	-	35	11	-	31	15
Dissatisfaction with customer service from a previous occasion or contact	57	20	12	83	16	29	38	63	38	-	-	-	14	16	8	17	20	63	-	-	-	28	22	13	30	33
Or something else	35	26	18	30	6	19	29	30	-	-	-	29	14	13	2	13	14	-	-	-	30	20	6	4	15	15
SUMMARY:																										
Billing and Customer service	229	74	64	327	54	111	203	207	203	-	-	-	104	59	40	109	93	207	-	-	-	117	60	30	118	85
Repairs and Installation	175	80	39	216	55	96	105	130	-	105	-	-	64	34	7	72	32	-	130	-	-	91	33	6	82	48
Service Issues	250	76	46	295	57	96	153	214	-	-	153	-	67	61	25	62	89	-	-	214	-	134	55	25	131	80
Something else	35	26	18	30	6	19	29	30	-	-	-	29	14	13	2	13	14	-	-	-	30	20	6	4	15	15

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 10

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

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

	Supplier										EE						GiffGaff						Lebara												
											Issue			Satisfaction			Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved										
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	279	74*	64*	327	54*	111	203	207	279	**	**	**	165	80*	34*	158	118	74*	**	**	**	48*	21**	5**	47*	27**	64*	**	**	**	44*	18**	2**	39*	25**
Bill was a lot higher than expected	64	13	9	72	9	24	50	45	64	-	-	-	36	19*	9	30	32	13	-	-	-	9	4	-	9	4	9	-	-	-	6	2	1	5	4
Bill was inaccurate	46	11	14	57	12	20	36	35	46	-	-	-	30	13	3	31	15	11	-	-	-	7	3	1	6	5	11	-	-	-	8	3	-	6	5
Bill contained items I shouldn't have been charged for	42	4	8	57	8	13	18	22	42	-	-	-	27	12	3	22	19	4	-	-	-	3	1	-	3	1	8	-	-	-	6	1	1	5	3
Getting a refund, credit note or cashback	39	11	8	35	7	12	19	19	39	-	-	-	24	15	-	23	15	11	-	-	-	8	3	-	9	2	8	-	-	-	6	1	1	5	3
Payment issues (including setting up/making a payment, non-direct debit charges)	37	13	11	58	4	21	36	29	37	-	-	-	27	7	3	26	11	13	-	-	-	11	2	-	10	3	11	-	-	-	7	4	-	10	1
Costs of international and roaming calls	30	8	9	33	6	7	21	26	30	-	-	-	21	6	3	21	9	8	-	-	-	5	2	1	4	4	9	-	-	-	6	3	-	5	4
Costs of going above data allowance	27	5	3	37	4	12	26	33	27	-	-	-	20	6	1	17	10	5	-	-	-	4	1	-	5	-	3	-	-	-	2	1	-	1	2
The format of the bill	24	2	-	38	4	9	17	24	24	-	-	-	16	6	2	13	11	2	-	-	-	2	-	-	1	-	-	-	-	-	-	-	-	-	-
Took too long to resolve issue	21	4	4	28	3	11	15	20	21	-	-	-	10	9	2	14	7	4	-	-	-	2	2	-	2	2	4	-	-	-	3	-	1	3	1
Gave incorrect information	17	4	1	22	4	8	6	12	17	-	-	-	5	4	8	4	13	4	-	-	-	3	-	1	3	1	1	-	-	-	1	-	-	-	1
Didn't do what they said they would do	17	4	2	18	6	10	14	24	17	-	-	-	5	6	6	11	6	4	-	-	-	1	3	-	6	4	2	-	-	-	2	-	-	-	2
Pre-pay credit lost or not credited to card	15	5	8	15	2	5	12	11	15	-	-	-	11	3	1	13	2	5	-	-	-	4	1	-	2	3	8	-	-	-	4	4	-	6	2
Unable to get through to anyone	14	5	5	23	3	12	8	8	14	-	-	-	5	5	1	6	8	5	-	-	-	2	2	1	4	1	5	-	-	-	4	1	-	2	3
Rude/dismissive	10	4	3	16	4	5	7	11	10	-	-	-	4	1	5	3	7	4	-	-	-	2	2	-	1	3	3	-	-	-	2	1	-	-	3
Unable to get through to relevant person	9	4	1	18	2	6	4	13	9	-	-	-	6	1	2	6	3	4	-	-	-	1	2	1	2	2	1	-	-	-	1	-	-	1	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier										EE						GiffGaff						Lebara													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	279	74*	64*	327	54*	111	203	207	279	-**	-**	-**	165	80*	34*	158	118	74*	-**	-**	-**	48*	21**	5**	47*	27**	64*	-**	-**	-**	44*	18**	2**	39*	25**
A different issue	9	-	3	7	1	3	7	5	9	-	-	-	6	1	2	6	3	-	-	-	-	-	-	-	-	-	3	-	-	-	1	2	-	1	2
	3%	-	5%	2%	2%	3%	3%	2%	3%	-	-	-	4%	1%	6%	4%	3%	-	-	-	-	-	-	-	-	-	5%	-	-	-	2%	11%	-	3%	8%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2						SKY						TESCO MOBILE												
											Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	279	74*	64*	327	54*	111	203	207	327	**	**	**	214	76*	37*	192	135	54*	**	**	**	34*	16**	4**	33*	21**	111	**	**	**	78*	23**	10**	74*	37*
Bill was lot higher than expected	64	13	9	72	9	24	50	45	72	-	-	-	51	15	6	42	30	9	-	-	-	5	4	-	4	5	24	-	-	-	18	3	3	16	8
Bill was inaccurate	46	11	11	57	12	20	36	35	57	-	-	-	35	16	6	38	19	12	-	-	-	7	5	-	10	2	20	-	-	-	14	3	3	16	4
Bill contained items I shouldn't have been charged for	42	4	8	57	8	13	18	22	57	-	-	-	39	9	9	33	24	8	-	-	-	6	2	-	6	2	13	-	-	-	9	3	1	9	4
Getting a refund, credit note or cashback	39	11	8	35	7	12	19	19	35	-	-	-	23	8	4	16	19	7	-	-	-	3	4	-	4	3	12	-	-	-	10	2	-	7	5
Payment issues (including setting up/making a payment, non-direct debit charges)	37	13	11	58	4	21	36	29	58	-	-	-	40	12	6	33	25	4	-	-	-	3	1	-	3	1	21	-	-	-	17	2	2	18	3
Costs of international and roaming calls	30	8	9	33	6	7	21	26	33	-	-	-	26	5	2	22	11	6	-	-	-	5	-	1	3	3	7	-	-	-	6	1	-	5	2
Costs of going above data allowance	27	5	3	37	4	12	26	33	37	-	-	-	26	9	2	23	14	4	-	-	-	2	2	-	3	1	12	-	-	-	9	1	2	6	6
The format of the bill	24	2	-	38	4	9	17	38	24	-	-	-	30	5	3	24	14	4	-	-	-	3	1	-	3	1	9	-	-	-	6	3	-	5	4
Took too long to resolve issue	21	4	4	28	3	11	15	20	28	-	-	-	17	6	5	10	18	3	-	-	-	1	1	1	2	1	11	-	-	-	9	1	1	8	3
Gave incorrect information	17	4	1	22	4	8	6	12	22	-	-	-	15	6	1	13	9	4	-	-	-	3	-	1	3	1	8	-	-	-	5	2	1	5	3
Didn't do what they said they would do	17	4	2	18	6	10	14	24	18	-	-	-	7	6	5	6	12	6	-	-	-	1	3	2	1	5	10	-	-	-	6	3	1	5	5
Pre-pay credit lost or not credited to card	15	5	8	15	2	5	12	11	15	-	-	-	12	3	-	9	6	2	-	-	-	2	-	-	2	-	5	-	-	-	4	1	-	5	-
Unable to get through to anyone	14	5	5	23	3	12	8	8	23	-	-	-	15	6	2	12	11	3	-	-	-	2	1	-	1	2	12	-	-	-	8	4	-	8	4
Rude/dismissive	10	4	3	16	4	5	7	11	10	-	-	-	9	2	5	9	7	4	-	-	-	3	1	-	4	-	5	-	-	-	3	1	1	3	2
Unable to get through to relevant person	9	4	1	18	2	6	4	13	18	-	-	-	11	3	4	8	10	2	-	-	-	1	1	-	1	1	6	-	-	-	5	-	1	3	3

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier										O2						SKY						TESCO MOBILE													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	279	74*	64*	327	54*	111	203	207	327	-**	-**	-**	214	76*	37*	192	135	54*	-**	-**	-**	34*	16**	4**	192	21**	111	-**	-**	-**	78*	23**	10**	74*	37*
A different issue	9	-	3	7	1	3	7	5	7	-	-	-	3	3	1	5	2	1	-	-	-	1	-	-	1	-	3	-	-	-	3	-	-	2	1
	3%	-	5%	2%	2%	3%	3%	2%	2%	-	-	-	1%	4%	3%	3%	1%	2%	-	-	-	3%	-	-	3%	-	3%	-	-	-	4%	-	-	3%	3%

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				VODAFONE													
									Issue				Satisfaction				Complaint completely resolved									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	279	74*	64*	327	54*	111	203	207	203	-**	-**	-**	104	59*	40*	109	93*	207	-**	-**	-**	117	60*	30*	118	85*
Bill was a lot higher than expected	64	13	9	72	9	24	50	45	50	-	-	-	29	12	9	31	19	45	-	-	-	31	9	5	29	16
	23%	18%	14%	22%	17%	22%	25%	22%	25%	-	-	-	28%	20%	23%	28%	20%	22%	-	-	-	26%	15%	17%	25%	19%
Bill was inaccurate	46	11	11	57	12	20	36	35	36	-	-	-	18	8	10	14	22	35	-	-	-	21	10	4	19	15
	16%	15%	17%	17%	22%	18%	18%	17%	18%	-	-	-	17%	14%	25%	13%	24%	17%	-	-	-	18%	17%	13%	16%	18%
Bill contained items I shouldn't have been charged for	42	4	8	57	8	13	18	22	18	-	-	-	11	3	4	7	11	22	-	-	-	12	6	4	11	11
	15%	5%	13%	17%	15%	12%	9%	11%	9%	-	-	-	11%	5%	10%	6%	12%	11%	-	-	-	10%	10%	13%	9%	13%
Getting a refund, credit note or cashback	39	11	8	35	7	12	19	19	19	-	-	-	8	8	3	7	12	19	-	-	-	14	3	2	12	6
	14%	15%	13%	11%	13%	11%	9%	9%	9%	-	-	-	8%	14%	8%	6%	13%	9%	-	-	-	12%	5%	7%	10%	7%
Payment issues (including setting up/making a payment, non-direct debit charges)	37	13	11	58	4	21	36	29	36	-	-	-	18	11	7	19	17	29	-	-	-	21	3	5	18	10
	13%	18%	17%	18%	7%	19%	18%	14%	18%	-	-	-	17%	19%	18%	17%	18%	14%	-	-	-	18%	5%	17%	15%	12%
Costs of international and roaming calls	30	8	9	33	6	7	21	26	21	-	-	-	10	8	3	8	13	26	-	-	-	18	6	2	19	7
	11%	11%	14%	10%	11%	6%	10%	13%	10%	-	-	-	10%	14%	8%	7%	14%	13%	-	-	-	15%	10%	7%	16%	8%
Costs of going above data allowance	27	5	3	37	4	12	26	33	26	-	-	-	11	12	3	16	10	33	-	-	-	22	8	3	24	9
	10%	7%	5%	11%	7%	13%	16%	13%	13%	-	-	-	11%	20%	8%	15%	11%	16%	-	-	-	19%	13%	10%	20%	11%
The format of the bill	24	2	-	38	4	9	17	9	9	-	-	-	7	-	2	8	1	17	-	-	-	13	9	1	13	3
	9%	3%	-	12%	7%	4%	8%	4%	4%	-	-	-	7%	-	5%	9%	1%	8%	-	-	-	11%	5%	3%	11%	4%
Took too long to resolve issue	21	4	4	28	3	11	15	20	15	-	-	-	6	4	5	5	10	20	-	-	-	10	9	1	12	8
	8%	5%	6%	9%	6%	10%	7%	10%	7%	-	-	-	6%	7%	13%	5%	11%	10%	-	-	-	9%	15%	3%	10%	9%
Gave incorrect information	17	4	1	22	4	8	6	12	6	-	-	-	1	2	3	2	4	12	-	-	-	4	7	1	4	8
	6%	5%	2%	7%	7%	7%	3%	6%	3%	-	-	-	1%	3%	8%	2%	4%	6%	-	-	-	3%	12%	3%	3%	9%
Didn't do what they said they would do	17	4	2	18	6	10	14	24	14	-	-	-	5	7	2	7	6	24	-	-	-	10	7	7	11	13
	6%	5%	3%	6%	11%	9%	7%	12%	7%	-	-	-	5%	12%	5%	6%	6%	12%	-	-	-	9%	12%	23%	9%	15%
Pre-pay credit lost or not credited to card	15	5	8	15	2	5	12	11	12	-	-	-	5	5	2	7	5	11	-	-	-	7	3	1	7	4
	5%	7%	13%	5%	4%	5%	6%	5%	6%	-	-	-	5%	8%	5%	6%	5%	5%	-	-	-	6%	5%	3%	6%	5%
Unable to get through to anyone	14	5	5	23	3	12	8	8	8	-	-	-	1	5	2	2	6	8	-	-	-	2	3	3	3	5
	5%	7%	8%	7%	6%	11%	4%	4%	4%	-	-	-	1%	6%	5%	2%	6%	4%	-	-	-	2%	5%	10%	3%	6%
Rude/dismissive	10	4	3	16	4	5	7	11	7	-	-	-	1	4	2	2	5	11	-	-	-	7	-	4	6	5
	4%	5%	5%	5%	7%	5%	3%	5%	3%	-	-	-	1%	5%	5%	2%	5%	5%	-	-	-	6%	-	13%	5%	6%
Unable to get through to relevant person	9	4	1	18	2	6	4	13	4	-	-	-	2	2	2	2	2	13	-	-	-	6	4	3	7	6
	3%	5%	2%	6%	4%	5%	2%	6%	2%	-	-	-	-	3%	5%	2%	2%	6%	-	-	-	5%	7%	10%	6%	7%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

		THREE															VODAFONE										
		Supplier				Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved					
		EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	279	74*	64*	327	54*	111	203	207	203	-**	327	-**	54*	104	59*	40*	109	93*	207	-**	-**	-**	117	60*	30*	118	85*
A different issue	9	-	3	7	1	3	7	5	7	-	-	-	2	2	3	2	5	5	-	-	-	1	4	-	2	3	
	3%	-	5%	2%	2%	3%	3%	2%	3%	-	-	-	2%	3%	8%	2%	5%	2%	-	-	-	1%	7%	-	2%	4%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										EE				GiffGaff				Lebara																	
	Issue										Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved															
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	250	76*	46*	295	57*	96*	153	214	-**	-**	250	-**	-**	250	-**	-**	250	76*	46*	295	57*	96*	153	214	-**	-**	250	76*	46*	295	57*	96*	153	214	-**	-**
Service is not consistently available	72	19	6	105	16	27	50	62	-	-	72	-	-	72	-	-	72	19	6	105	16	27	50	62	-	-	72	19	6	105	16	27	50	62	-	-
Complete loss of service	71	16	11	90	11	31	40	49	-	-	71	-	-	71	-	-	71	16	11	90	11	31	40	49	-	-	71	16	11	90	11	31	40	49	-	-
Unable to access 5G service	66	15	11	90	16	18	48	59	-	-	66	-	-	66	-	-	66	15	11	90	16	18	48	59	-	-	66	15	11	90	16	18	48	59	-	-
Poor indoor reception/coverage	65	18	9	67	15	26	58	61	-	-	65	-	-	65	-	-	65	18	9	67	15	26	58	61	-	-	65	18	9	67	15	26	58	61	-	-
Problems with calls being disconnected during a call or not connected at all	51	12	7	46	8	12	20	40	-	-	51	-	-	51	-	-	51	12	7	46	8	12	20	40	-	-	51	12	7	46	8	12	20	40	-	-
Unable to access 4G service	46	25	7	72	14	27	35	52	-	-	46	-	-	46	-	-	46	25	7	72	14	27	35	52	-	-	46	25	7	72	14	27	35	52	-	-
Poor outside reception/coverage	41	17	7	65	12	23	43	32	-	-	41	-	-	41	-	-	41	17	7	65	12	23	43	32	-	-	41	17	7	65	12	23	43	32	-	-
Text or voice mails delivered late	23	8	2	29	9	13	12	27	-	-	23	-	-	23	-	-	23	8	2	29	9	13	12	27	-	-	23	8	2	29	9	13	12	27	-	-
Connection speed slower than advertised or led to expect	10	-	-	-	3	-	-	4	-	-	10	-	-	10	-	-	10	-	-	-	-	-	-	4	-	-	10	-	-	-	-	-	-	-	-	
Unable to get certain channels/content	6	-	-	-	1	-	-	-	-	-	6	-	-	6	-	-	6	-	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	
Problems with voice over internet (VOIP) telephone calls	5	-	-	-	4	-	-	-	-	-	5	-	-	5	-	-	5	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	
Poor picture quality	3	-	-	-	4	-	-	-	-	-	3	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	
Poor line quality	1	-	-	-	2	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	4	4	6	5	-	-	5	3	-	-	4	-	-	4	-	-	4	4	6	5	-	-	5	3	-	-	4	4	6	5	-	-	5	3	-	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								O2					SKY					TESCO MOBILE																
									Issue			Satisfaction		Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved												
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	250	76*	46*	295	57*	96*	153	214	-**	-**	295	-**	178	72*	45*	165	126	-**	-**	57*	-**	38*	13**	6**	29**	28**	-**	-**	96*	-**	58*	25**	13**	56*	39*
Service is not consistently available	72	19	6	105	16	27	50	62	-	-	105	-	53	30	22	55	49	-	-	16	-	10	4	2	6	10	-	-	27	-	18	6	3	19	7
Complete loss of service	71	16	11	90	11	31	40	49	-	-	90	-	53	19	18	51	39	-	-	11	-	6	2	3	6	5	-	-	31	-	17	7	7	17	14
Unable to access 5G service	66	15	11	90	16	18	48	59	-	-	90	-	59	19	12	44	44	-	-	16	-	13	3	-	10	6	-	-	18	-	12	5	1	10	8
Poor indoor reception/coverage	65	18	9	67	15	26	58	61	-	-	67	-	36	17	14	31	35	-	-	15	-	10	4	1	7	8	-	-	26	-	15	7	4	12	13
Problems with calls being disconnected during a call or not connected at all	51	12	7	46	8	12	20	40	-	-	46	-	27	11	8	22	23	-	-	8	-	6	2	-	5	3	-	-	12	-	6	4	2	7	4
Unable to access 4G service	46	25	7	72	14	27	35	52	-	-	72	-	47	12	13	41	31	-	-	14	-	11	2	1	8	6	-	-	27	-	16	9	2	16	11
Poor outside reception/coverage	41	17	7	65	12	23	43	32	-	-	65	-	29	18	18	22	42	-	-	12	-	7	5	-	5	7	-	-	23	-	13	6	4	10	12
Text or voice mails delivered late	23	8	2	29	9	13	12	27	-	-	29	-	20	6	3	17	11	-	-	9	-	4	4	1	1	8	-	-	13	-	7	4	2	7	6
Connection speed slower than advertised or led to expect	10	-	-	3	-	-	-	4	-	-	3	-	-	-	-	-	9	-	-	16	-	11	31	17	3	29	-	-	14	-	12	16	15	13	15
Unable to get certain channels/content	6	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-	8	-	-	10	-	-	-	-	-	-	-	-	-	
Problems with voice over internet (VOIP) telephone calls	5	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	4	-	-	3	1	-	-	-	-	-	-	-	-	
Poor picture quality	3	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	2	2	-	2	2	-	-	-	-	-	-	-	-	
Poor line quality	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-	5	15	-	7	7	-	-	-	-	-	-	-	-	
A different issue (please describe it briefly in your own words)	4	4	6	5	-	-	5	3	-	-	5	-	2	-	3	1	4	-	-	4	-	3	-	17	3	4	-	-	-	-	-	-	-	-	
	2%	5%	13%	2%	-	-	3%	1%	-	-	2%	-	1%	-	7%	1%	3%	-	-	7%	-	3%	-	17%	3%	4%	-	-	-	-	-	-	-	-	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about mobile phone service in past 6 months - Service issue complaint**

	Supplier								THREE					VODAFONE												
	Issue								Satisfaction			Complaint completely resolved		Issue					Satisfaction		Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	250	76*	46*	295	57*	96*	153	214	-**	-**	153	-**	67*	61*	25**	62*	89*	-**	-**	214	-**	134	55*	25**	131	80*
Service is not consistently available	72	19	6	105	16	27	50	62	-	-	50	-	23	17	10	18	32	-	-	62	-	38	13	11	41	20
Complete loss of service	28%	25%	13%	36%	28%	28%	33%	29%	-	-	33%	-	34%	28%	40%	29%	36%	-	-	29%	-	28%	24%	44%	31%	25%
Unable to access 5G service	71	16	11	90	11	31	40	49	-	-	40	-	15	18	7	19	19	-	-	49	-	28	14	7	32	17
Poor indoor reception/coverage	28%	21%	24%	31%	19%	32%	26%	23%	-	-	26%	-	22%	30%	28%	31%	21%	-	-	23%	-	21%	25%	28%	24%	21%
Problems with calls being disconnected during a call or not connected at all	66	15	11	90	16	18	48	59	-	-	48	-	23	17	8	21	27	-	-	59	-	40	12	7	37	21
Unable to access 4G service	26%	20%	24%	31%	28%	19%	31%	28%	-	-	31%	-	34%	28%	32%	34%	30%	-	-	28%	-	30%	22%	28%	28%	26%
Poor outside reception/coverage	65	18	9	67	15	26	58	61	-	-	58	-	21	26	11	20	38	-	-	61	-	33	18	10	33	28
Text or voice mails delivered late	26%	24%	20%	23%	28%	27%	30%	29%	-	-	38%	-	31%	43%	44%	32%	43%	-	-	29%	-	25%	33%	40%	25%	35%
Connection speed slower than advertised or led to expect	51	12	7	46	8	12	20	40	-	-	20	-	9	8	3	6	14	-	-	40	-	20	11	9	21	19
Unable to get certain channels/content	20%	16%	15%	16%	14%	13%	13%	19%	-	-	13%	-	13%	13%	12%	10%	16%	-	-	19%	-	15%	20%	36%	16%	24%
Problems with voice over internet (VOIP) telephone calls	46	25	7	72	14	27	35	52	-	-	35	-	13	18	4	12	23	-	-	52	-	30	16	6	26	26
Poor picture quality	18%	13%	15%	24%	25%	18%	23%	24%	-	-	23%	-	19%	30%	16%	19%	26%	-	-	24%	-	22%	29%	24%	20%	13%
Poor line quality	41	17	7	65	12	23	43	32	-	-	43	-	16	19	8	15	28	-	-	32	-	15	13	4	16	16
A different issue (please describe it briefly in your own words)	16%	22%	15%	22%	21%	24%	28%	15%	-	-	28%	-	24%	31%	32%	24%	31%	-	-	15%	-	11%	24%	16%	12%	20%
	23	8	2	29	9	13	12	27	-	-	12	-	6	5	1	6	5	-	-	27	-	15	9	3	15	12
	9%	11%	4%	10%	16%	14%	8%	13%	-	-	8%	-	9%	8%	4%	10%	6%	-	-	13%	-	11%	16%	12%	11%	15%
	10	-	-	-	3	-	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	3	1	-	4	-
	4%	-	-	-	1%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	2%	-	2%	2%	-	3%	-
	6	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	-	-	-	2	-	-	3	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	-	1	2
	+	-	-	-	4%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	2%	-	1%	3%
	4	4	6	5	-	-	5	3	-	-	5	-	2	2	1	2	3	-	-	3	-	2	-	1	2	-
	2%	5%	13%	2%	-	-	3%	1%	-	-	3%	-	3%	3%	4%	3%	3%	-	-	1%	-	1%	-	4%	2%	-

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about mobile phone service in past 6 months - Repair and installation complaint

	Supplier										EE				GiffGaff				Lebara															
											Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)
Total	175	80*	39*	216	55*	96*	105	130	-**	175	-**	103	56*	16**	102	73*	-**	80*	-**	-**	52*	27**	1**	43*	35*	-**	39*	-**	-**	25**	11**	3**	24**	15**
Switching issues (e.g. problems trying to switch or problems porting your number)	94	53	1	132	21	68	66	78	-	94	-	52	31	11	54	40	-	53	-	-	34	18	1	30	21	-	1	-	-	1	-	-	1	-
	54% <b>key</b>	66% <b>key</b>	3%	61% <b>key</b>	38% <b>key</b>	71% <b>key</b>	62% <b>key</b>	60% <b>key</b>	-	54%	-	50%	55%	69%	53%	55%	-	66%	-	-	65%	67%	100%	70%	60%	-	3%	-	-	4%	-	-	4%	-
Time taken to install the service	9	-	-	14	-	-	3	-	9	-	-	8	1	-	7	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5% <b>bcdf</b>	-	-	25% <b>abcdfgh</b>	-	-	26%	-	5%	-	-	8%	2%	-	7%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damage to property during repair	7	-	-	3	-	-	3	-	7	-	-	5	2	-	4	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4% <b>bcdf</b>	-	-	2% <b>b</b>	-	-	2% <b>b</b>	-	4%	-	-	5%	4%	-	4%	4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed/ moved installation appointment	7	-	-	5	-	-	5	-	7	-	-	5	2	-	6	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4% <b>bcdf</b>	-	-	11% <b>bcdefgh</b>	-	-	4% <b>bc</b>	-	4%	-	-	5%	4%	-	6%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arranging an installation	7	-	26	10	-	-	4	-	7	-	-	6	1	-	5	2	-	-	-	-	-	-	-	-	-	-	26	-	-	18	5	3	16	10
	4% <b>bcdf</b>	-	67% <b>abcdfgh</b>	18% <b>abcdfgh</b>	-	-	3% <b>b</b>	-	4%	-	-	6%	2%	-	5%	3%	-	-	-	-	-	-	-	-	-	-	67%	-	-	72%	45%	100%	67%	67%
Time taken to repair a fault	7	-	-	6	-	-	3	-	7	-	-	6	1	-	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4% <b>bcdf</b>	-	-	11% <b>bcdefgh</b>	-	-	2% <b>b</b>	-	4%	-	-	6%	2%	-	3%	5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed/moved repair appointment	5	-	-	2	-	-	3	-	5	-	-	5	-	-	4	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3% <b>b</b>	-	-	4% <b>b</b>	-	-	2% <b>b</b>	-	3%	-	-	5%	-	-	4%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Complaining about an engineer	5	-	-	5	-	-	3	-	5	-	-	4	1	-	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3% <b>b</b>	-	-	9% <b>abcdfgh</b>	-	-	2% <b>b</b>	-	3%	-	-	4%	2%	-	3%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Arranging an appointment for an engineer visit	4	-	-	3	-	-	3	-	4	-	-	3	1	-	3	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2% <b>b</b>	-	-	5% <b>bcdfgh</b>	-	-	2% <b>b</b>	-	2%	-	-	3%	2%	-	3%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damage to property during installation	3	-	-	3	-	-	1	-	3	-	-	2	1	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	5% <b>bcdfgh</b>	-	-	1%	-	2%	-	-	2%	2%	-	1%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A different issue	53	27	12	84	11	28	39	37	-	53	-	29	19	5	27	26	-	27	-	-	18	9	-	13	14	-	12	-	-	6	6	-	7	5
	30%	34%	31%	39% <b>key</b>	20%	29%	37% <b>key</b>	28%	-	30%	-	28%	34%	31%	26%	36%	-	34%	-	-	35%	33%	-	30%	40%	-	31%	-	-	24%	55%	-	29%	33%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Base: All complained about mobile phone service in past 6 months - Repair and installation complaint

	Supplier										O2				SKY				TESCO MOBILE																
											Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved								
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	175	80*	39*	216	55*	96*	105	130	-**	216	-**	139	55*	22**	128	86*	-**	55*	-**	-**	35*	16**	4**	38*	17**	-**	96*	-**	-**	69*	17**	10**	56*	40*	
Switching issues (e.g. problems trying to switch or problems porting your number)	94	53	1	132	21	68	66	78	-	132	-	86	36	10	78	53	-	21	-	-	12	7	2	13	8	-	68	-	-	49	11	8	38	30	
	54% <b>key</b>	66% <b>key</b>	3%	61% <b>key</b>	38% <b>key</b>	71% <b>key</b>	63% <b>key</b>	60% <b>key</b>	-	61%	-	62%	65%	45%	61%	62%	-	38%	-	-	34%	44%	50%	34%	47%	-	71%	-	-	71%	65%	80%	68%	75%	
Time taken to install the service	9	-	-	14	-	-	3	-	-	-	-	-	-	-	-	-	-	14	-	-	12	1	1	11	3	-	-	-	-	-	-	-	-	-	
	5% <b>bcdf</b>	-	-	25% <b>bcdfgh</b>	-	-	26%	-	-	-	-	-	-	-	-	-	-	25%	-	-	34%	6%	25%	29%	18%	-	-	-	-	-	-	-	-	-	
Damage to property during repair	7	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	2	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	4% <b>bcdf</b>	-	-	2% <b>b</b>	-	-	2% <b>b</b>	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	25%	-	6%	-	-	-	-	-	-	-	-	-	-
Missed/ moved installation appointment	7	-	-	5	-	-	5	-	-	-	-	-	-	-	-	-	-	6	-	-	4	1	1	4	2	-	-	-	-	-	-	-	-	-	-
	4% <b>bcdf</b>	-	-	11% <b>bcdefg</b>	-	-	4% <b>bc</b>	-	-	-	-	-	-	-	-	-	-	11%	-	-	11%	6%	25%	11%	12%	-	-	-	-	-	-	-	-	-	-
Arranging an installation	7	-	26	10	-	-	4	-	-	-	-	-	-	-	-	-	-	10	-	-	7	2	1	8	2	-	-	-	-	-	-	-	-	-	-
	4% <b>bcdf</b>	-	67% <b>abcdfy</b>	18% <b>abcdfh</b>	-	-	3% <b>b</b>	-	-	-	-	-	-	-	-	-	-	18%	-	-	20%	13%	25%	21%	12%	-	-	-	-	-	-	-	-	-	-
Time taken to repair a fault	7	-	-	6	-	-	3	-	-	-	-	-	-	-	-	-	-	6	-	-	3	3	-	4	2	-	-	-	-	-	-	-	-	-	-
	4% <b>bcdf</b>	-	-	11% <b>bcdefh</b>	-	-	2% <b>b</b>	-	-	-	-	-	-	-	-	-	-	11%	-	-	9%	19%	-	11%	12%	-	-	-	-	-	-	-	-	-	-
Missed/moved repair appointment	5	-	-	2	-	-	3	-	-	-	-	-	-	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	3% <b>b</b>	-	-	4% <b>b</b>	-	-	2% <b>b</b>	-	-	-	-	-	-	-	-	-	-	4%	-	-	6%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-
Complaining about an engineer	5	-	-	5	-	-	3	-	-	-	-	-	-	-	-	-	-	5	-	-	3	2	-	4	1	-	-	-	-	-	-	-	-	-	-
	3% <b>b</b>	-	-	9% <b>abcdfh</b>	-	-	2% <b>b</b>	-	-	-	-	-	-	-	-	-	-	9%	-	-	9%	13%	-	11%	6%	-	-	-	-	-	-	-	-	-	-
Arranging an appointment for an engineer visit	4	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	2	1	-	3	-	-	-	-	-	-	-	-	-	-	-
	2% <b>b</b>	-	-	5% <b>bcdfh</b>	-	-	3% <b>b</b>	-	-	-	-	-	-	-	-	-	-	3%	-	-	5%	6%	-	8%	-	-	-	-	-	-	-	-	-	-	-
Damage to property during installation	3	-	-	3	-	-	1	-	-	-	-	-	-	-	-	-	-	3	-	-	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-
	2% <b>b</b>	-	-	5% <b>bcdfh</b>	-	-	1% <b>b</b>	-	-	-	-	-	-	-	-	-	-	3%	-	-	9%	-	-	5%	6%	-	-	-	-	-	-	-	-	-	-
A different issue	53	27	12	84	11	28	39	37	-	84	-	53	19	12	50	33	-	11	-	-	7	4	-	7	4	-	28	-	-	20	6	2	18	10	
	30%	34%	31%	39% <b>h</b>	20%	29%	37% <b>h</b>	28%	-	39%	-	38%	35%	55%	39%	38%	-	20%	-	-	20%	25%	-	18%	24%	-	29%	-	-	29%	35%	20%	32%	25%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				VODAFONE														
									Issue				Complaint completely resolved		Issue				Complaint completely resolved								
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	175	80*	39*	216	55*	96*	105	130	-**	105	-**	-**	64*	34*	7**	72*	32*	-**	130	-**	-**	-**	91*	33*	6**	82*	48*
Switching issues (e.g. problems trying to switch or problems porting your number)	94	53	1	132	21	68	66	78	-	66	-	-	41	21	4	41	24	-	78	-	-	-	50	22	6	46	32
	54%ey	66%ey	3%	61%ey	38%e	71%aey	63%ey	60%	-	63%	-	-	64%	62%	57%	57%	75%	-	60%	-	-	-	55%	67%	100%	56%	67%
Time taken to install the service	9	-	-	-	14	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	2	-	1	2	1
	5%bcd	-	-	-	25%abcd	-	-	2%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	2%	-	17%	2%	2%
Damage to property during repair	7	-	-	-	1	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	3	-	-	1	2
	4%bcd	-	-	-	2%b	-	-	2%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-	1%	4%
Missed/moved installation appointment	7	-	-	-	6	-	-	5	-	-	-	-	-	-	-	-	-	-	5	-	-	-	3	1	1	2	3
	4%bcd	-	-	-	11%bcd	-	-	4%	-	-	-	-	-	-	-	-	-	-	4%	-	-	-	3%	3%	17%	2%	6%
Arranging an installation	7	-	26	-	10	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-	-	-	4	-	-	4	-
	4%bcd	-	67%abcdy	-	18%abcd	-	-	3%	-	-	-	-	-	-	-	-	-	-	3%	-	-	-	4%	-	-	5%	-
Time taken to repair a fault	7	-	-	-	6	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	3	-	-	2	1
	4%bcd	-	-	-	11%bcd	-	-	2%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-	2%	2%
Missed/moved repair appointment	5	-	-	-	2	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	2	1	-	1	2
	3%b	-	-	-	4%b	-	-	2%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	2%	3%	-	1%	4%
Complaining about an engineer	5	-	-	-	5	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	3	-	-	3	-
	3%b	-	-	-	9%abcd	-	-	2%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-	4%	-
Arranging an appointment for an engineer visit	4	-	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-	3	-	-	3	-
	2%b	-	-	-	5%bcd	-	-	2%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-	4%	-
Damage to property during installation	3	-	-	-	3	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-
	2%	-	-	-	5%bcd	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	1%	-
A different issue	53	27	12	84	11	28	39	37	-	39	-	-	23	13	3	31	8	-	37	-	-	-	27	10	-	26	11
	30%	34%	31%	39%y	20%	29%	37%y	28%	-	37%	-	-	36%	38%	43%	43%	25%	-	28%	-	-	-	30%	30%	-	32%	23%

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



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about mobile phone service in past 6 months - Something else complaint**

Supplier	EE										GIFFGAFF										Lebara														
	Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	35*	26**	18**	30*	6**	19**	29**	30*	-**	-**	-**	35*	27**	6**	2**	21**	11**	-**	-**	-**	26**	20**	4**	2**	16**	10**	-**	-**	-**	18**	13**	3**	2**	15**	3**
Switching issues (e.g. problems trying to switch or problems porting your number)	9	2	2	6	1	1	5	3	-	-	-	9	6	1	2	7	2	-	-	-	2	2	-	-	2	-	-	-	-	2	2	-	-	2	-
Change to your package or service (upgrading or downgrading your service)	8	8	7	13	-	9	8	8	-	-	-	8	6	1	1	6	2	-	-	-	8	7	-	1	6	2	-	-	-	7	6	1	-	7	-
Keeping your mobile phone number when changing suppliers	5	3	2	3	-	1	4	5	-	-	-	5	4	1	-	4	1	-	-	-	3	-	3	-	1	2	-	-	2	1	1	-	2	-	
Complaining about the terms of your contract	2	3	-	-	2	1	2	5	-	-	-	2	2	-	-	2	-	-	-	-	3	2	-	1	1	2	-	-	-	-	-	-	-	-	-
Service not performing as advertised or as told in store/over the phone	6	12%	-	-	33%	5%	7%	13%	-	-	-	6%	7%	-	-	10%	-	-	-	-	12%	10%	-	50%	6%	20%	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	2	6	1	1	1	2	5	4	-	-	-	2	2	-	-	1	-	-	-	-	6	5	1	-	3	3	-	-	1	1	-	-	1	-	
	6%	23%	6%	3%	17%	11%	17%	13%	-	-	-	6%	7%	-	-	5%	-	-	-	-	23%	25%	25%	-	19%	30%	-	-	6%	8%	-	-	7%	-	
	14	4	6	7	2	5	5	10	-	-	-	14	9	4	1	4	8	-	-	-	4	4	-	-	3	1	-	-	6	3	1	2	3	3	
	40%	15%	33%	23%	33%	26%	17%	33%	-	-	-	40%	33%	67%	50%	19%	73%	-	-	-	15%	20%	-	-	19%	10%	-	-	33%	23%	33%	100%	20%	100%	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - pq/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about mobile phone service in past 6 months - Something else complaint**

Supplier	O2											SKY								TESCO MOBILE															
	Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved				Issue				Satisfaction			Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	35*	26**	18**	30*	6**	19**	29**	30*	-**	-**	-**	30*	17**	8**	5**	14**	12**	-**	-**	-**	6**	4**	2**	-**	4**	2**	-**	-**	-**	19**	14**	3**	2**	14**	4**
Switching issues (e.g. problems trying to switch or problems porting your number)	9	2	2	6	1	1	5	3	-	-	-	6	3	2	1	2	3	-	-	-	1	1	-	-	1	-	-	-	1	-	1	-	-	1	1
Change to your package or service (upgrading or downgrading your service)	8	8	7	13	-	9	8	8	-	-	-	13	10	2	1	9	3	-	-	-	-	-	-	-	-	-	-	-	9	7	1	1	8	-	
Keeping your mobile phone number when changing suppliers	5	3	2	3	-	1	4	5	-	-	-	3	3	-	-	2	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-		
Complaining about the terms of your contract	2	3	-	-	2	1	2	5	-	-	-	-	-	-	-	-	-	-	-	-	2	1	1	-	2	-	-	-	1	1	-	-	-	1	
Service not performing as advertised or as told in store/over the phone	6	12%	-	-	33%	5	7%	13%	-	-	-	10%	18%	-	-	14%	8%	-	-	-	33%	25%	50%	-	50%	-	-	5%	7%	-	-	7%	-	25%	
A different issue (please describe it briefly in your own words)	2	6	1	1	1	2	5	4	-	-	-	1	-	1	-	-	-	-	-	-	1	-	1	-	1	-	-	2	1	1	-	1	1	1	
	6%	23%	6%	3%	17%	11%	17%	13%	-	-	-	3%	-	13%	-	-	-	-	-	-	17%	-	50%	-	25%	-	-	11%	7%	33%	-	7%	25%	25%	
	14	4	6	7	2	5	5	10	-	-	-	7	1	3	3	1	5	-	-	-	2	2	-	-	-	2	-	-	5	4	-	1	4	1	
	40%	15%	33%	23%	33%	26%	17%	33%	-	-	-	23%	6%	38%	60%	7%	42%	-	-	-	33%	50%	-	-	-	100%	-	-	26%	29%	-	50%	29%	25%	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

**Base: All complained about mobile phone service in past 6 months - Something else complaint**

	Supplier									THREE						VODAFONE										
										Issue			Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	35*	26**	18**	30*	6**	19**	29**	30*	-**	-**	-**	29**	14**	13**	2**	13**	14**	-**	-**	-**	30*	20**	6**	4**	15**	15**
Switching issues (e.g. problems trying to switch or problems porting your number)	9	2	2	6	1	1	5	3	-	-	-	5	4	1	-	4	1	-	-	-	3	1	1	1	1	2
	26%	8%	11%	20%	17%	5%	17%	10%	-	-	-	17%	29%	8%	-	31%	7%	-	-	-	10%	5%	17%	25%	7%	13%
Change to your package or service (upgrading or downgrading your service)	8	8	7	13	-	9	8	8	-	-	-	8	2	6	-	2	5	-	-	-	8	7	1	-	4	4
	23%	31%	39%	43%	-	47%	28%	27%	-	-	-	28%	14%	46%	-	15%	36%	-	-	-	27%	35%	17%	-	27%	27%
Keeping your mobile phone number when changing suppliers	5	3	2	3	-	1	4	5	-	-	-	4	3	1	-	1	2	-	-	-	5	3	1	1	2	3
	14%	12%	11%	10%	-	5%	14%	17%	-	-	-	14%	21%	8%	-	8%	14%	-	-	-	17%	15%	17%	25%	13%	20%
Complaining about the terms of your contract	2	3	-	-	2	1	2	5	-	-	-	2	-	2	-	1	1	-	-	-	5	3	1	1	2	3
	6%	12%	-	-	33%	5%	7%	17%	-	-	-	7%	-	15%	-	8%	7%	-	-	-	17%	15%	17%	25%	13%	20%
Service not performing as advertised or as told in store/over the phone	2	6	1	1	1	2	5	4	-	-	-	5	4	1	-	4	1	-	-	-	4	4	-	-	2	2
	6%	23%	6%	3%	17%	11%	17%	13%	-	-	-	17%	29%	8%	-	31%	7%	-	-	-	13%	20%	-	-	13%	13%
A different issue (please describe it briefly in your own words)	14	4	6	7	2	5	5	10	-	-	-	5	1	2	2	1	4	-	-	-	10	5	2	3	4	6
	40%	15%	33%	23%	33%	26%	17%	33%	-	-	-	17%	7%	15%	100%	8%	29%	-	-	-	33%	25%	33%	75%	27%	40%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier														EE				Complaint completely resolved				GIFFGAFF				Complaint completely resolved				Lebara				Complaint completely resolved	
	Issue														Satisfaction				Issue				Satisfaction				Issue				Complaint completely resolved					
	EE (a)	GIFFGAFF (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
Only/mainly on the phone	288	45	46	284	59	71	192	187	114	49	109	16	174	84	30	167	117	18	10	14	3	30	12	3	30	15	19	11	11	5	30	13	3	36	10	
Only/mainly via mobile app	97	62	37	133	20	41	71	103	41	22	33	1	71	23	3	67	30	17	18	15	12	44	17	1	35	26	11	9	12	5	26	8	3	27	10	
Only/mainly via email	84	32	17	105	26	46	45	69	28	23	31	2	57	19	8	46	38	11	11	7	3	23	8	1	20	12	9	3	4	1	8	6	3	3	14	
Only/mainly via webchat	66	38	30	89	16	41	74	70	27	13	24	2	44	11	11	44	22	11	14	11	2	27	7	4	24	13	14	5	8	3	20	8	2	19	11	
Only/mainly in store	60	13	6	70	7	40	44	47	20	16	20	4	29	20	11	33	27	2	7	4	-	9	3	1	5	8	3	2	1	-	5	1	-	1	5	
Only/mainly by social media	49	16	6	60	18	34	18	38	18	22	7	2	29	14	6	31	18	5	4	7	-	9	7	-	5	11	1	4	1	-	4	1	1	3	3	
Only/mainly via web form	49	33	18	57	15	32	23	34	18	15	14	2	24	22	3	19	29	8	8	12	5	16	14	3	17	16	6	4	6	2	14	3	1	11	7	
Only/mainly by letter	34	11	2	49	10	14	18	12	11	15	7	1	16	12	6	13	21	2	6	3	-	7	4	-	7	4	-	1	1	-	2	-	-	1	1	
Only/mainly via another contact method	4	-	1	7	-	2	1	8	*	-	1	2	3	1	-	3	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-
Don't know	8	6	4	14	1	1	4	7	1	-	4	3	2	6	-	2	4	-	2	3	1	2	4	-	-	4	1	-	1	2	4	-	-	3	1	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier													O2				SKY				TESCO MOBILE														
	Issue													Satisfaction				Complaint completely resolved				Issue				Satisfaction				Complaint completely resolved						
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
Only/mainly on the phone	288	45	46	284	59	71	192	187	116	50	110	8	176	68	40	171	112	21	14	23	1	39	14	6	37	22	30	10	24	7	44	16	11	48	23	
	39%bcdf	18%	28%	33%cc	34%cc	22%	39%bcdf	32%cc	35%b	23%	37%b	27%	32%	32%	37%	34%	31%	39%	25%	40%	17%	35%	30%	43%	36%	32%	27%kn	10%	25%kn	37%	20%	24%	31%	24%	19%	
Only/mainly via mobile app	97	62	37	133	20	41	71	103	55	26	49	3	96	22	15	87	44	2	9	8	1	12	7	1	13	7	16	11	13	1	31	10	-	30	11	
	13%	24%abcd	22%abcd	15%	12%	13%	14%	18%ac	17%	12%	17%	10%	18%cd	10%	14%	12%	4%	16%g	14%	17%	11%	15%	7%	13%	10%	14%	11%	14%	14%	5%	14%v	15%w	-	15%	9%	
Only/mainly via email	84	32	17	105	26	46	45	69	35	28	38	4	68	24	13	66	39	10	9	7	-	18	7	1	16	10	16	15	13	2	30	11	5	27	18	
	11%	13%	10%	12%	15%cd	14%cd	9%	12%	11%	13%	13%	13%	12%	11%	12%	13%	11%	19%	16%	12%	-	16%	15%	7%	15%	15%	14%	16%	14%	11%	14%	16%	14%	14%	15%	
Only/mainly via webchat	66	38	30	89	16	41	74	76	36	26	26	1	55	22	12	53	36	7	2	6	1	10	5	1	7	9	14	9	17	1	30	8	3	28	13	
	9%	15%ab	13%ab	10%	9%	13%	15%ab	13%ac	11%	12%	9%	3%	10%	10%	11%	11%	10%	13%	4%	11%	17%	9%	11%	7%	7%	13%	13%	9%	18%	5%	14%	12%	9%	14%	11%	
Only/mainly in store	60	13	6	70	7	40	44	47	25	25	16	4	38	22	10	36	34	-	2	5	-	4	2	1	5	2	11	14	10	5	30	6	4	23	16	
	8%e	5%	4%	9%e	4%	12%abefyz	9%ey	8%e	8%	12%ac	5%	13%	7%	10%	9%	7%	9%	-	4%	9%g	-	4%	4%	7%	5%	3%	10%	15%	10%	26%	14%	9%	11%	12%	13%	
Only/mainly by social media	49	16	6	60	18	34	18	38	20	23	14	3	36	19	5	31	27	2	8	6	2	15	3	-	12	6	9	18	7	-	21	8	5	11	23	
	7%cd	6%	4%	7%cd	10%de	11%abdef	4%	7%cd	6%	11%ac	5%	10%	7%	9%	5%	6%	8%	4%	15%	11%	33%	14%	6%	-	12%	9%	8%	19%kn	7%	-	10%	12%	14%	6%	19%w	
Only/mainly via web form	49	33	18	57	15	32	23	34	23	17	17	-	36	15	6	30	27	8	6	-	1	9	4	2	9	6	12	9	9	2	23	5	4	21	11	
	7%	13%abdf	11%df	7%	9%	10%bd	5%	6%	7%	8%	6%	-	7%	7%	6%	6%	8%	15%kl	11%kl	-	17%	8%	9%	14%	9%	9%	11%	9%	9%	11%	11%	7%	11%	11%	9%	
Only/mainly by letter	34	11	2	49	10	14	18	12	15	17	15	2	30	14	5	17	32	3	5	2	-	3	5	2	4	6	3	9	2	-	8	3	3	9	5	
	5%ef	4%	1%	6%ef	6%ef	4%f	4%	2%	5%	8%	5%	7%	5%	7%	5%	3%	9%kl	6%	9%	4%	-	3%	11%kl	14%	4%	9%	3%	9%kl	2%	-	4%	4%	9%	5%	4%	
Only/mainly via another contact method	4	-	1	7	-	2	1	7	2	-	5	-	4	2	1	2	5	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	-	-	2	-
	1%	-	1%	1%	-	1%	*	1%	1%	-	2%	-	1%	1%	1%	*	1%	-	-	-	-	-	-	-	-	-	-	1%	1%	-	-	1%	-	-	1%	-
Don't know	8	6	4	14	1	1	4	7	-	4	5	5	9	3	2	6	3	1	-	-	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	
	1%	7%ic	7%ic	2%	1%	*	1%	1%	-	2%k	2%k	1%k	2%	1%	2%	1%	2%	-	-	-	-	1%	-	-	1%	-	-	-	-	-	5%	-	1%	-	-	

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE					VODAFONE													
	Issue								Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved						
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228	
Only/mainly on the phone	288	45	46	284	59	71	192	187	91	28	61	12	94	65	33	98	93	74	27	78	8	106	53	28	109	77	
	39%bcce	18%	28%	33%cc	34%cc	22%	39%bcce	32%	45%h	27%	40%h	41%	38%	39%	45%	38%	41%	36%ca	21%	36%ca	27%	29%	34%	49%l	32%	34%	
Only/mainly via mobile app	97	62	37	133	20	41	71	103	24	17	26	4	36	24	11	36	34	41	23	36	3	76	23	4	68	35	
	13%	24%abed	22%abed	15%	12%	13%	14%	18%	12%	16%	17%	14%	14%	14%	15%	14%	15%	20%	18%	17%	10%	21%w	15%	6%	20%	15%	
Only/mainly via email	84	32	17	105	26	46	45	69	15	13	16	1	28	14	3	27	16	24	20	24	1	47	18	4	42	26	
	11%	13%	10%	12%	15%gd	14%gd	9%	12%	7%	12%	10%	3%	11%	8%	4%	11%	7%	12%	15%	11%	3%	13%	12%	6%	12%	11%	
Only/mainly via wechat	66	38	30	89	16	41	74	76	34	11	23	6	44	19	11	41	33	30	12	28	6	48	20	8	41	35	
	9%	15%cb	18%abdy	10%	9%	13%	15%ab	13%	17%	10%	15%	21%	18%	11%	15%	16%	14%	14%	9%	13%	20%	13%	13%	12%	12%	15%	
Only/mainly in store	60	13	6	70	7	40	44	47	17	14	11	2	20	15	9	24	19	15	14	17	1	25	12	10	29	16	
	8%ie	5%	4%	8%ie	4%	12%abez	9%ey	8%	8%	13%	7%	7%	8%	9%	12%	9%	8%	7%	11%	8%	3%	7%	8%	15%k	8%	7%	
Only/mainly by social media	49	16	6	60	18	36	18	38	6	7	4	1	8	7	3	11	7	9	14	12	3	24	12	2	26	12	
	7%fd	6%	4%	7%fd	10%de	11%abde	4%	7%	3%	7%	3%	3%	3%	4%	4%	4%	3%	4%	11%p	6%	10%	7%	8%	3%	8%	5%	
Only/mainly via web form	49	33	18	57	15	32	23	34	11	4	8	-	8	11	4	12	11	6	13	12	3	21	8	5	18	15	
	7%	13%abd	11%fd	7%	9%	10%de	5%	6%	5%	4%	5%	-	3%	7%	5%	5%	5%	3%	10%p	6%	10%	6%	5%	8%	5%	7%	
Only/mainly by letter	34	11	2	49	10	14	18	12	4	10	3	1	9	9	-	6	12	4	3	4	1	5	4	3	5	7	
	5%ie	4%	1%	6%ie	6%ie	4%	4%	12%	2%	10%gi	2%	3%	4%	5%im	-	2%	5%	2%	2%	2%	2%	3%	1%	3%	5%	1%	3%
Only/mainly via another contact method	4	-	1	7	-	2	1	8	-	1	-	-	1	-	-	1	-	1	3	2	2	5	3	-	5	3	
	1%	-	1%	1%	-	1%	-	1%	-	1%	-	-	1%	-	-	1%	-	1%	2%	1%	1%	7%pp	1%	2%	-	1%	1%
Don't know	8	6	4	14	1	1	4	7	1	-	1	2	1	3	-	-	3	3	1	1	1	2	1	1	3	2	
	1%	2%	2%	2%	1%	1%	1%	1%	1%	-	1%	7%	1%	2%	-	-	1%	1%	1%	1%	1%	7%pp	1%	1%	1%	1%	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										EE						GiffGaff						Lebara												
	Supplier										Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
10 - Extremely satisfied (10)	131	50	37	171	42	77	71	125	42	34	47	8	131	-	-	120	9	14	11	14	11	50	-	-	41	8	13	4	11	9	37	-	-	34	3
9 - (9)	62	21	18	93	15	38	37	67	21	13	23	5	62	-	-	51	10	6	7	5	3	21	-	-	12	9	7	7	3	1	18	-	-	14	4
8 - (8)	140	49	29	142	26	51	71	95	58	33	42	7	140	-	-	95	45	12	21	14	2	49	-	-	27	21	13	5	9	2	29	-	-	21	8
7 - (7)	116	47	29	142	28	53	70	75	44	23	42	7	116	-	-	59	56	16	13	14	4	47	-	-	29	17	11	9	8	1	29	-	-	14	15
6 - (6)	85	35	17	85	23	27	70	55	31	30	25	2	85	-	-	39	48	12	10	12	1	35	-	-	17	18	8	4	4	1	17	-	-	6	10
5 - (5)	74	30	13	80	16	30	54	66	31	14	27	2	74	-	-	28	44	8	13	6	3	30	-	-	11	18	4	3	4	2	13	-	-	6	7
4 - (4)	50	11	11	46	8	11	34	33	18	12	18	2	50	-	-	10	39	1	4	6	-	11	-	-	3	8	6	4	1	-	11	-	-	4	7
3 - (3)	27	8	1	45	4	17	27	26	10	6	11	-	27	-	-	10	17	3	-	4	1	-	-	8	2	6	1	-	-	-	-	-	1	-	
2 - (2)	17	2	4	20	6	7	13	17	10	4	3	-	17	-	-	5	12	1	1	-	-	-	-	2	1	1	1	1	-	2	-	-	4	2	
1 - Extremely dissatisfied (1)	34	3	8	44	4	11	34	22	14	6	12	2	34	-	-	8	26	1	-	1	1	-	-	3	-	2	-	6	-	-	-	8	6		
NET: Dissatisfied (1-3)	72	13	13	109	14	35	71	55	34	16	26	2	72	-	-	23	55	5	1	5	2	-	-	13	3	3	3	6	2	-	-	13	5	8	
NET: Neutral (4-6)	212	76	41	211	47	68	167	154	80	56	70	6	212	-	-	77	131	21	27	24	4	76	-	-	31	44	18	11	9	3	41	-	-	16	24
NET: Satisfied (7-10)	449	167	113	548	111	219	249	362	165	103	154	27	449	-	-	325	120	48	52	47	20	167	-	-	109	55	44	25	31	13	113	-	-	83	30
Mean score	6.83d	7.21ad	7.17d	6.90d	7.19d	7.21ad	6.37	6.99d	6.66	6.93	6.86	7.49	6.48lm	5.18m	1.91	7.75o	5.55	7.16	7.19	7.03	7.92	6.44f	5.32	2.38	7.79l	6.43	7.36	6.79	6.93	7.89	6.56u	5.15	1.46	7.91x	5.94
Standard error	0.09	0.13	0.19	0.09	0.18	0.14	0.12	0.11	0.15	0.18	0.16	0.40	0.05	0.05	0.10	0.10	0.24	0.21	0.25	0.49	0.09	0.08	0.24	0.16	0.20	0.26	0.38	0.42	0.66	0.11	0.13	0.18	0.22	0.30	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/xyz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - EF/G - H/I  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

Table 26

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

	Supplier													O2					SKY					TESCO MOBILE														
	Issue													Satisfaction					Complaint completely resolved					Issue					Satisfaction					Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)			
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120			
10 - Extremely satisfied (10)	131	50	37	171	42	77	71	125	60	54	50	7	171	-	-	152	19	16	14	11	1	42	-	-	39	3	26	20	26	5	77	-	-	68	9			
9 - (9)	62	21	18	93	15	38	37	67	36	22	32	3	93	-	-	73	19	5	6	3	1	15	-	-	14	1	10	17	4	7	38	-	-	29	9			
8 - (8)	140	49	29	142	26	51	71	95	60	28	48	6	142	-	-	94	47	7	10	9	-	26	-	-	21	5	19	18	14	-	51	-	-	38	13			
7 - (7)	116	47	29	142	28	53	70	75	58	35	48	1	142	-	-	80	62	6	5	15	2	28	-	-	12	16	23	14	14	2	53	-	-	32	21			
6 - (6)	85	35	17	85	23	27	70	55	29	24	32	-	85	-	-	34	51	8	5	6	1	-	23	-	-	11	12	9	6	12	-	27	-	-	15	12		
5 - (5)	74	30	13	80	16	30	54	66	34	18	23	5	-	80	-	29	48	6	6	3	1	-	16	-	-	2	14	7	9	11	3	-	30	-	9	20		
4 - (4)	50	11	11	46	8	11	34	33	13	13	17	3	-	46	-	13	31	2	2	4	-	-	8	-	-	2	2	2	2	-	11	-	-	2	9			
3 - (3)	27	8	1	45	4	17	27	26	15	7	21	2	-	-	45	7	38	1	1	2	-	-	-	4	-	1	3	4	9	1	-	-	17	5	11			
2 - (2)	17	2	4	20	6	7	13	17	5	6	7	2	-	-	20	5	14	2	2	2	-	-	-	6	-	-	3	4	-	-	-	-	7	-	7	-		
1 - Extremely dissatisfied (1)	34	3	8	44	4	11	34	22	17	9	17	1	-	44	12	30	4	4	4	-	-	-	4	-	-	2	2	4	2	4	1	-	-	11	2	9		
NET: Dissatisfied (1-3)	72	13	13	109	14	35	71	65	37	22	45	5	-	109	24	82	4	4	6	-	-	-	14	-	-	3	11	10	10	13	2	-	-	35	7	27		
NET: Neutral (4-6)	212	76	41	211	47	68	167	154	76	55	72	8	-	211	-	76	130	16	16	13	2	-	47	-	-	15	32	23	17	25	3	-	68	-	26	41		
NET: Satisfied (7-10)	449	167	113	548	111	219	249	362	214	139	178	17	548	-	-	399	147	34	35	38	4	111	-	-	86	25	78	69	58	14	219	-	-	167	52			
Mean score	6.83d	7.21ad	7.17d	6.90d	7.19d	7.21ad	6.37	6.99d	6.97	7.11	6.70	6.67	6.53FG	5.18G	2.01	7.88f	5.61	7.35	7.33	6.89	7.33	6.84f	5.32	2.00	6.24o	5.59	7.20	7.35	7.00	7.68	6.63uv	6.24v	2.17	6.18x	5.72			
Standard error	0.09	0.13	0.19	0.09	0.18	0.14	0.12	0.11	0.14	0.17	0.15	0.53	0.05	0.05	0.09	0.10	0.10	0.33	0.32	0.32	0.76	0.12	0.11	0.21	0.19	0.25	0.23	0.25	0.26	0.61	0.08	0.09	0.15	0.13	0.23			

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/xyz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - EF/G - H/I  
 Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE					Complaint completely resolved		VODAFONE					Complaint completely resolved							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Issue				Satisfaction			Yes (n)	No (o)	Issue				Satisfaction			Yes (w)	No (x)		
									Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)			Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)				
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228		
10 - Extremely satisfied (10)	131	50	37	171	42	77	71	125	35	16	15	5	71	-	-	67	4	40	34	42	9	125	-	-	117	8		
	18%	20%	22% <sup>cd</sup>	20% <sup>cd</sup>	24% <sup>ad</sup>	24% <sup>ad</sup>	14%	22%	17%	15%	10%	17%	29% <sup>lm</sup>	-	-	26% <sup>co</sup>	2%	19%	26%	20%	30%	35% <sup>lmn</sup>	-	-	34% <sup>lm</sup>	4%		
9 - (9)	62	21	18	93	15	38	37	67	16	9	11	1	37	-	-	28	9	23	19	22	3	67	-	-	58	9		
	8%	8%	11%	11%	9%	12% <sup>d</sup>	8%	12%	8%	9%	7%	3%	15% <sup>klm</sup>	-	-	11% <sup>co</sup>	4%	11%	15%	10%	10%	19% <sup>lmn</sup>	-	-	17% <sup>lm</sup>	4%		
8 - (8)	140	49	29	142	26	51	71	95	26	20	20	5	71	-	-	52	19	28	23	39	5	95	-	-	58	37		
	19% <sup>cd</sup>	19%	17%	16%	15%	16%	14%	16%	13%	19%	13%	17%	29% <sup>lm</sup>	-	-	20% <sup>co</sup>	8%	14%	18%	18%	17%	26% <sup>lmn</sup>	-	-	17% <sup>lm</sup>	16%		
7 - (7)	116	47	29	142	28	53	70	75	27	19	21	3	70	-	-	42	27	26	15	31	3	75	-	-	54	21		
	16%	18%	17%	16%	16%	16%	14%	13%	13%	18%	14%	10%	29% <sup>lm</sup>	-	-	16%	12%	13%	12%	14%	10%	21% <sup>lmn</sup>	-	-	15% <sup>lm</sup>	9%		
6 - (6)	88	35	17	85	23	27	79	55	30	18	28	3	-	-	-	36	42	19	14	18	4	-	55	-	-	23	32	
	12%	14% <sup>cd</sup>	10%	10%	13%	8%	16% <sup>abde</sup>	9%	15%	17%	18%	10%	-	-	-	14%	18%	9%	11%	8%	13%	-	35% <sup>lm</sup>	-	-	7%	14% <sup>w</sup>	
5 - (5)	74	30	13	80	16	30	54	66	16	10	21	7	-	-	-	17	34	27	14	25	-	-	66	-	-	25	39	
	10%	12%	8%	9%	9%	9%	11%	11%	8%	10%	14%	24%	-	-	-	7%	15% <sup>cd</sup>	13% <sup>cd</sup>	11%	12% <sup>cd</sup>	-	-	43% <sup>lm</sup>	-	-	7%	17% <sup>w</sup>	
4 - (4)	50	11	11	46	8	11	34	33	13	6	12	3	-	-	-	3	30	14	5	12	2	-	33	-	-	5	26	
	7% <sup>cd</sup>	4%	7%	5%	5%	3%	7% <sup>cd</sup>	6%	6%	6%	8%	10%	-	-	-	1%	19% <sup>cd</sup>	7%	4%	6%	7%	-	21% <sup>lm</sup>	-	-	1%	11% <sup>w</sup>	
3 - (3)	27	8	1	45	4	17	27	26	14	3	10	-	-	-	-	4	23	11	4	9	2	-	-	26	-	-	24	11% <sup>w</sup>
	4% <sup>cd</sup>	3%	1%	5% <sup>cd</sup>	2%	5% <sup>cd</sup>	6% <sup>cd</sup>	4%	7%	3%	7%	-	-	-	-	2%	10% <sup>cd</sup>	5%	3%	4%	7%	-	-	40% <sup>lm</sup>	-	-	-	11% <sup>w</sup>
2 - (2)	17	2	4	20	6	7	13	17	8	1	4	-	-	-	-	4	9	11	1	5	-	-	17	-	-	3	14	
	2%	1%	2%	2%	3% <sup>cd</sup>	2%	3%	3%	4%	1%	3%	-	-	-	-	2%	4%	5% <sup>cd</sup>	1%	2%	-	-	26% <sup>lm</sup>	-	-	1%	6% <sup>w</sup>	
1 - Extremely dissatisfied (1)	34	3	8	44	4	11	34	22	18	3	11	2	-	-	-	3	31	8	1	11	2	-	-	22	-	-	3	18
	5% <sup>cd</sup>	1%	5% <sup>cd</sup>	5% <sup>cd</sup>	2%	3%	7% <sup>cd</sup>	4%	8% <sup>ab</sup>	3%	7%	2%	-	-	-	1%	14% <sup>cd</sup>	4%	1%	2% <sup>cd</sup>	7% <sup>cd</sup>	-	-	22% <sup>lm</sup>	-	-	3	18
NET: Dissatisfied (1-3)	73	13	13	109	14	35	74	65	40	7	25	2	-	-	-	11	63	20	6	25	4	-	-	65	-	-	6	58
	10% <sup>cd</sup>	5%	8%	13% <sup>cd</sup>	8%	11% <sup>cd</sup>	15% <sup>abde</sup>	11%	20% <sup>gh</sup>	7%	18% <sup>gh</sup>	7%	-	-	-	4%	28% <sup>lm</sup>	14% <sup>lm</sup>	5%	12% <sup>lm</sup>	13%	-	-	100% <sup>lm</sup>	-	-	2%	22% <sup>w</sup>
NET: Neutral (4-6)	212	76	41	211	47	68	167	154	59	34	61	13	-	-	-	56	106	60	33	55	6	-	154	-	-	53	97	
	29% <sup>bc</sup>	30% <sup>cd</sup>	25%	24%	27%	21%	34% <sup>abde</sup>	27%	29%	32%	40% <sup>cd</sup>	45%	-	-	-	22%	46% <sup>lm</sup>	29%	25%	26%	20%	-	-	100% <sup>lm</sup>	-	-	15%	43% <sup>w</sup>
NET: Satisfied (7-10)	449	167	113	548	111	219	249	362	104	64	67	14	249	97	-	189	59	117	91	134	20	362	-	-	287	75		
	61% <sup>cd</sup>	65% <sup>cd</sup>	68% <sup>cd</sup>	63% <sup>cd</sup>	65% <sup>cd</sup>	68% <sup>cd</sup>	51%	62%	51%	61% <sup>cd</sup>	44%	48%	29% <sup>lm</sup>	100% <sup>lm</sup>	-	74% <sup>cd</sup>	26%	57%	70% <sup>cd</sup>	63%	67%	100% <sup>lm</sup>	-	-	83% <sup>cd</sup>	33%		
Mean score	6.83 <sup>d</sup>	7.21 <sup>ad</sup>	7.17 <sup>d</sup>	6.90 <sup>d</sup>	7.19 <sup>d</sup>	7.21 <sup>ad</sup>	6.37	6.99	6.30	6.96 <sup>gjl</sup>	6.05	6.45	8.44 <sup>lm</sup>	5.27 <sup>m</sup>	1.91	7.59 <sup>o</sup>	4.92	6.67	7.61 <sup>pr</sup>	6.90	7.27	8.67 <sup>uv</sup>	5.14 <sup>v</sup>	2.06	8.17 <sup>x</sup>	5.32		
Standard error	0.09	0.13	0.19	0.09	0.18	0.14	0.12	0.11	0.20	0.21	0.20	0.46	0.07	0.06	0.11	0.13	0.16	0.18	0.19	0.17	0.50	0.06	0.06	0.11	0.10	0.16		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										EE			Complaint completely resolved		GiffGaff				Complaint completely resolved		Lebara				Complaint completely resolved									
											Issue			Satisfaction		Issue				Satisfaction		Issue				Satisfaction									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	425	143	104	499	104	200	256	346	158	102	144	21**	325	77*	23**	425	-**	47*	43*	37*	16**	109	31*	3**	143	-**	39*	24**	26**	15**	83*	16**	5**	104	-**
10 - Extremely satisfied (10)	120	41	34	152	39	68	67	117	40	30	43	7	120	-	-	120	-	11	9	10	11	41	-	-	41	-	11	3	11	9	34	-	-	34	-
9 - (9)	51	12	14	73	14	29	28	58	16	13	18	4	51	-	-	51	-	6	3	2	1	12	-	-	12	-	5	5	3	1	14	-	-	14	-
8 - (8)	95	27	21	94	21	38	52	58	40	22	27	6	95	-	-	95	-	9	10	7	1	27	-	-	27	-	9	4	7	1	21	-	-	21	-
7 - (7)	99	29	14	80	12	32	42	54	22	13	22	2	99	-	-	99	-	9	8	10	2	29	-	-	29	-	6	4	3	1	14	-	-	14	-
6 - (6)	39	17	6	34	11	15	36	23	17	9	12	1	39	-	-	39	-	6	5	6	-	17	-	-	17	-	1	2	2	1	6	-	-	6	-
5 - (5)	28	11	6	29	2	9	17	25	11	5	11	1	28	-	-	28	-	3	6	1	1	11	-	-	11	-	2	2	2	2	6	-	-	6	-
4 - (4)	10	3	4	13	2	2	3	5	2	5	3	-	10	-	-	10	-	6	14	3	6	3	-	-	3	-	5	8	-	13	3	-	4	-	
3 - (3)	10	2	1	7	1	5	4	-	5	1	4	-	10	-	-	10	-	2	-	-	-	-	-	-	2	-	1	-	-	-	-	1	-	1	-
2 - (2)	5	1	2	5	-	-	4	3	1	2	2	-	5	-	-	5	-	1	-	-	-	-	-	-	1	-	1	1	-	-	-	2	-	2	-
1 - Extremely dissatisfied (1)	8	-	2	12	2	2	3	3	4	2	2	-	8	-	-	8	-	2	-	-	-	-	-	-	1	-	-	4	-	-	-	2	-	2	-
NET: Dissatisfied (1-3)	23	3	5	26	3	7	11	6	10	5	8	-	23	-	-	23	-	3	-	-	-	-	-	-	3	-	2	3	-	-	-	5	-	5	-
NET: Neutral (4-6)	77	31	16	76	15	26	56	53	30	19	26	2	77	-	-	77	-	9	13	8	1	31	-	-	31	-	6	5	2	3	-	16	-	16	-
NET: Satisfied (7-10)	325	109	83	399	86	167	189	287	118	78	110	19	325	-	-	325	-	35	30	29	15	109	-	-	109	-	31	16	24	12	83	-	-	83	-
Mean score	7.75	7.79	7.91	7.88	8.24 <sup>ad</sup>	8.18 <sup>ad</sup>	7.69	8.17 <sup>abde</sup>	7.62	7.76	7.77	8.52	8.71 <sup>f</sup>	5.38	2.09	7.75	-	7.62	7.47	7.81	9.13	8.60 <sup>f</sup>	5.45	2.67	7.79	-	7.74	6.88	6.69	8.67	8.82	5.13	1.80	7.91	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

		O2												SKY						TESCO MOBILE																
		Supplier												Complaint completely resolved						Complaint completely resolved																
		Issue				Satisfaction				Complaint completely resolved				Issue				Satisfaction				Complaint completely resolved														
EE	GiffGaff	Lebara	O2	Sky	Tesco Mobile	Three	Vodafone	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	425	143	104	499	104	200	256	346	192	128	165	14**	399	76*	24**	499	-**	33*	38*	29**	4**	86*	15**	3**	104	-**	74*	56*	56*	14**	167	26**	7**	200	-**	
10 - Extremely satisfied (10)	120	41	34	152	39	68	67	117	52	47	47	6	152	-	-	152	-	15	14	10	-	39	-	-	39	-	23	17	23	5	68	-	-	68	-	
9 - (9)	51	12	14	73	14	29	28	58	27	19	25	2	73	-	-	73	-	4	6	3	1	14	-	-	14	-	8	12	2	7	29	-	-	29	-	
8 - (8)	95	27	21	94	21	38	52	58	38	14	38	4	94	-	-	94	-	6	9	6	-	21	-	-	21	-	16	11	11	-	38	-	-	38	-	
7 - (7)	99	29	14	80	12	32	42	54	33	21	25	1	80	-	-	80	-	2	3	6	1	12	-	-	12	-	14	6	11	1	32	-	-	32	-	
6 - (6)	39	17	6	34	11	15	36	23	13	11	10	-	34	-	-	34	-	4	4	2	1	11	-	-	11	-	6	5	4	-	15	-	-	15	-	
5 - (5)	28	11	6	29	2	9	17	25	13	4	11	1	29	-	-	29	-	-	1	-	1	-	2	-	-	2	-	3	2	3	1	9	-	-	9	-
4 - (4)	10	3	4	13	2	2	3	5	3	5	5	-	13	-	-	13	-	2	-	-	-	2	-	-	2	-	1	1	-	-	2	-	-	2	-	
3 - (3)	10	2	1	7	1	5	4	-	6	1	-	-	7	-	-	7	-	6	-	-	-	13%	-	-	2%	-	1%	2%	-	-	8%	-	-	1%	-	
2 - (2)	5	1	2	5	-	4	3	2	-	-	3	-	5	-	-	5	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	
1 - Extremely dissatisfied (1)	8	-	2	12	2	2	3	5	6	1	-	-	12	-	-	12	-	-	1	1	-	-	2	-	-	2	-	2	-	-	2	-	-	2	-	
NET: Dissatisfied (1-3)	23	3	5	26	3	7	11	6	13	7	4	-	24	-	-	24	-	-	1	2	-	-	3	-	-	3	-	3	2	2	-	-	7	-		
NET: Neutral (4-6)	77	31	16	76	15	26	56	53	29	20	26	1	399	-	-	399	-	6	5	2	2	15	-	-	15	-	10	8	7	1	26	-	-	26	-	
NET: Satisfied (7-10)	325	109	83	399	86	167	189	287	150	101	135	13	399	-	-	399	-	27	32	25	2	86	-	-	86	-	61	46	47	13	167	-	-	167	-	
Mean score	7.75	7.79	7.91	7.88	8.24	8.18	7.69	8.17	7.71	7.93	7.98	8.71	8.74	5.28	1.79	7.88	-	8.48	8.34	8.03	6.75	8.93	5.60	1.67	8.24	-	7.95	8.18	8.18	8.93	8.80	5.50	2.43	8.15	-	

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				Complaint completely resolved		VODAFONE				Complaint completely resolved									
	Issue								Satisfaction				Yes		Issue				Satisfaction		Yes		No					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	425	143	104	499	104	200	256	346	109	72*	62*	13**	189	56*	11**	256	-**	118	82*	131	15**	287	53*	6**	346	-**		
10 - Extremely satisfied (10)	120	41	34	152	39	68	67	117	35	14	14	4	67	-	-	67	-	39	31	39	8	117	-	-	117	-		
	28%	29%	33%	30%	38% <sup>cd</sup>	34%	26%	34%	32%	19%	23%	31%	35%	-	-	26%	-	33%	38%	30%	53%	41% <sup>tu</sup>	-	-	34%	-		
9 - (9)	51	12	14	73	14	29	28	58	14	7	7	-	28	-	-	28	-	21	16	18	3	58	-	-	58	-		
	12%	8%	13%	15%	13%	15%	11%	17%	13%	10%	11%	-	15%	-	-	11%	-	18%	20%	14%	20%	20% <sup>tu</sup>	-	-	17%	-		
8 - (8)	95	27	21	94	21	38	52	58	18	16	14	4	52	-	-	52	-	18	14	26	-	58	-	-	58	-		
	22%	19%	20%	19%	20%	19%	20%	17%	17%	22%	23%	31%	28%	-	-	20%	-	15%	17%	20%	-	20% <sup>tu</sup>	-	-	17%	-		
7 - (7)	59	29	14	80	12	32	42	54	18	15	7	2	42	-	-	42	-	19	10	23	2	54	-	-	54	-		
	14%	20%	13%	16%	12%	16%	16%	16%	17%	21%	11%	15%	22%	-	-	16%	-	16%	12%	18%	13%	15% <sup>tu</sup>	-	-	16%	-		
6 - (6)	39	17	6	34	11	15	36	23	11	11	12	2	-	36	-	36	-	6	5	10	2	-	23	-	-	23	-	
	9%	12% <sup>bc</sup>	6%	7%	11%	8%	14% <sup>abcd</sup>	7%	10%	15%	19%	15%	-	84% <sup>kl</sup>	-	14%	-	5%	6%	8%	13%	-	43% <sup>kl</sup>	-	-	7%	-	
5 - (5)	28	11	6	29	2	9	17	25	6	5	5	1	-	17	-	17	-	12	4	9	-	-	25	-	-	25	-	
	7%	8% <sup>xy</sup>	6%	6%	2%	5%	7%	7%	6%	7%	8%	8%	-	30% <sup>kl</sup>	-	7%	-	10%	5%	7%	-	-	47% <sup>kl</sup>	-	-	7%	-	
4 - (4)	10	3	4	13	2	2	3	5	1	1	1	-	-	3	-	3	-	2	1	2	-	-	5	-	-	5	-	
	2%	2%	4%	3%	2%	1%	1%	1%	1%	1%	2%	-	-	5% <sup>kl</sup>	-	1%	-	2%	1%	2%	-	-	9% <sup>kl</sup>	-	-	1%	-	
3 - (3)	10	2	1	7	1	5	4	-	2	1	1	-	-	4	-	4	-	-	-	-	-	-	-	-	-	-	-	
	2%	1%	1%	1%	1%	3%	2%	-	2%	1%	2%	-	-	36%	-	2%	-	-	-	-	-	-	-	-	-	-	-	
2 - (2)	5	1	2	5	-	-	4	3	3	1	-	-	-	4	-	4	-	1	1	1	-	-	-	3	-	-	3	-
	1%	1%	2%	1%	-	-	2%	1%	3%	1%	-	-	-	36%	-	2%	-	1%	1%	1%	-	-	-	50%	-	-	1%	-
1 - Extremely dissatisfied (1)	8	-	2	12	2	2	3	3	1	1	1	-	-	3	-	3	-	-	-	3	-	-	-	3	-	-	3	-
	2%	-	2%	2%	2%	1%	1%	1%	1%	1%	2%	-	-	27%	-	1%	-	-	-	2%	-	-	-	50%	-	-	1%	-
NET: Dissatisfied (1-3)	23	3	5	3	7	11	6	6	6	3	2	-	-	11	-	11	-	1	1	4	-	-	6	-	-	6	-	
	5%	2%	5%	5%	3%	4%	4%	2%	6%	4%	3%	-	-	100%	-	4%	-	1%	1%	3%	-	-	100%	-	-	2%	-	
NET: Neutral (4-6)	77	31	16	76	15	26	56	53	18	17	18	3	-	56	-	56	-	20	10	21	2	-	53	-	-	53	-	
	18%	22% <sup>bc</sup>	15%	15%	14%	13%	22% <sup>bc</sup>	15%	17%	24%	29%	23%	-	100% <sup>kl</sup>	-	22%	-	17%	12%	16%	13%	-	100% <sup>kl</sup>	-	-	15%	-	
NET: Satisfied (7-10)	325	109	83	399	86	167	189	287	85	52	42	10	189	-	-	189	-	97	71	106	13	287	-	-	287	-		
	76%	76%	80%	80%	83%	84% <sup>abcd</sup>	74%	83%	78%	72%	68%	77%	100% <sup>kl</sup>	-	-	74%	-	82%	87%	81%	87%	100% <sup>kl</sup>	-	-	83%	-		
Mean score	7.75	7.79	7.91	7.88	8.24 <sup>abcd</sup>	8.19 <sup>abcd</sup>	7.69	8.17	7.88	7.46	7.56	7.92	8.63 <sup>kl</sup>	5.59	2.09	7.69	-	8.15	8.44	7.93	8.87	8.83 <sup>kl</sup>	5.34	1.50	8.17	-		

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier													EE				GiffGaff				Lebara														
	Supplier													Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved						
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
10 - Extremely satisfied (10)	160	61	37	188	44	89	81	155	60	35	53	12	147	8	5	132	26	18	13	23	7	58	3	-	49	11	17	5	9	6	34	2	1	32	5	
9 - (9)	101	38	22	138	24	50	67	75	40	23	36	2	83	14	4	68	32	9	19	8	2	33	5	-	21	17	8	6	7	1	20	2	-	16	6	
8 - (8)	141	38	35	144	18	67	84	81	45	41	47	8	117	20	4	83	57	12	7	11	8	31	7	-	22	16	11	8	11	5	29	4	2	23	12	
7 - (7)	108	32	20	97	25	29	68	78	39	29	37	3	54	46	8	55	53	8	15	8	1	17	14	1	15	15	8	7	4	1	15	5	-	12	8	
6 - (6)	75	28	14	86	18	27	54	51	14	17	15	9	23	43	9	13	47	11	19	11	4	10	18	8	10	10	18	9	6	6	13	12	-	12	13	
5 - (5)	69	26	18	84	14	24	56	54	34	12	21	2	9	49	11	25	42	2	10	9	5	6	19	1	10	15	7	2	6	3	4	12	2	11	7	
4 - (4)	25	12	6	40	10	15	28	28	10	5	7	3	5	18	2	8	16	4	6	2	-	-	9	3	5	7	1	2	3	-	1	3	2	2	4	
3 - (3)	21	8	6	33	12	15	21	29	7	4	10	-	6	4	11	9	12	3	1	2	2	4	3	1	3	5	4	2	-	2	3	1	4	2		
2 - (2)	11	1	1	17	4	3	9	13	3	2	6	-	-	5	6	2	9	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	1	4
1 - Extremely dissatisfied (1)	22	8	5	30	1	2	20	11	7	6	8	1	1	3	18	7	15	2	2	3	1	2	2	4	-	8	-	1	4	-	-	-	5	1	4	
Not applicable	6	4	3	11	2	1	2	6	3	2	-	1	4	2	-	5	-	2	1	1	-	3	-	1	1	3	1	1	-	2	1	-	2	1	1	
NET: Dissatisfied (1-3)	54	17	12	80	17	20	50	53	17	12	24	1	7	12	35	18	26	5	4	5	3	7	5	5	4	13	4	4	4	-	3	3	6	5	7	
NET: Neutral (4-6)	169	66	38	210	42	66	138	133	75	33	53	8	37	110	22	64	102	20	21	20	5	18	42	6	31	34	15	9	10	4	10	24	4	14	23	
NET: Satisfied (7-10)	510	169	114	567	111	235	300	389	184	128	173	25	401	88	21	338	168	47	54	50	18	139	29	1	107	59	44	26	31	13	98	13	3	83	31	
Mean score	7.36d	7.36d	7.38d	7.25c	7.28	7.71abed	6.92	7.36d	7.33	7.43	7.29	7.76	8.43lm	6.13m	4.54	6.48	7.42	7.25	7.49	7.35	8.30f	5.99	3.58	8.01ll	6.55	7.60	7.03	7.13	8.06	6.36u	6.00	4.00	7.98x	6.41		
Standard error	0.08	0.15	0.18	0.08	0.19	0.12	0.11	0.10	0.14	0.17	0.15	0.40	0.07	0.13	0.33	0.10	0.13	0.27	0.26	0.28	0.50	0.15	0.22	0.63	0.17	0.24	0.27	0.37	0.40	0.46	0.16	0.28	0.86	0.21	0.30	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 32

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

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

	Supplier														O2						SKY						TESCO MOBILE											
															Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved	
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)			
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120			
10 - Extremely satisfied (10)	160	61	37	188	44	89	81	155	64	60	54	10	178	4	6	163	25	14	17	13	-	42	2	-	42	2	33	24	28	4	81	5	3	74	15			
9 - (9)	101	38	22	138	24	50	67	75	63	34	39	2	119	13	6	98	40	7	9	7	1	21	2	1	14	10	15	16	12	7	47	2	1	40	10			
8 - (8)	141	38	35	144	18	67	84	81	55	29	58	2	121	18	5	86	58	4	7	6	1	17	1	-	13	5	20	23	23	1	53	9	5	42	24			
7 - (7)	108	32	20	97	25	29	68	78	44	23	30	-	57	33	7	54	42	6	8	9	2	17	7	1	15	10	11	9	8	1	53	9	5	21	20			
6 - (6)	75	28	14	86	18	27	54	51	39	15	28	4	33	45	7	38	47	6	4	8	-	8	9	1	7	7	14	5	7	1	10	15	2	10	17			
5 - (5)	69	26	18	84	14	24	56	54	26	20	34	4	20	51	13	27	55	3	3	6	2	1	11	2	6	6	7	8	3	4	18	2	8	16				
4 - (4)	25	12	6	40	10	15	28	28	13	13	13	1	8	21	11	9	29	5	3	2	-	3	5	2	3	7	4	6	5	-	3	6	6	3	12			
3 - (3)	21	8	6	33	12	15	21	29	5	11	12	5	2	14	17	9	23	5	3	4	-	1	7	4	3	9	8	4	3	-	3	5	7	1	14			
2 - (2)	11	1	1	17	4	3	9	13	5	7	5	-	1	6	10	2	15	3	-	1	-	-	2	2	-	4	-	1	1	1	-	-	3	2	-			
1 - Extremely dissatisfied (1)	22	8	5	30	1	2	20	11	11	3	16	-	3	2	25	7	22	-	1	-	-	-	-	1	1	-	-	-	1	1	-	-	2	-	2			
Not applicable	6	4	3	11	2	1	2	6	2	1	6	2	6	3	2	6	3	1	-	1	-	-	-	-	7	1	-	-	-	1	5	-	-	-	2			
NET: Dissatisfied (1-3)	54	17	12	80	17	20	50	53	21	21	33	5	6	22	52	18	60	8	4	5	-	1	9	7	4	13	8	5	5	2	3	5	12	3	16			
NET: Neutral (4-6)	169	66	38	210	42	66	138	133	78	48	75	9	61	118	31	74	131	14	10	16	2	12	25	5	16	26	24	18	20	4	17	39	10	21	45			
NET: Satisfied (7-10)	510	169	114	567	111	235	300	389	226	146	181	14	475	68	24	401	165	31	41	35	4	97	12	2	84	27	79	72	71	13	198	24	13	176	58			
Mean score	7.36d	7.36d	7.38d	7.25c	7.28	7.71abed	6.92	7.36d	7.41c	7.40	6.98	7.04	8.41FG	8.78G	4.21	8.14i	6.07	6.96	7.71	7.21	6.83	8.47I	5.41	4.07	8.16c	5.89	7.71	7.73	7.47	8.61uv	6.10v	5.20	8.48x	6.46				
Standard error	0.08	0.15	0.18	0.08	0.19	0.12	0.11	0.10	0.13	0.17	0.15	0.53	0.07	0.13	0.27	0.09	0.13	0.37	0.32	0.31	0.65	0.16	0.29	0.58	0.20	0.28	0.21	0.22	0.23	0.63	0.10	0.22	0.45	0.12	0.22			

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE					VODAFONE													
	Issue								Satisfaction					Complaint completely resolved													
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228	
10 - Extremely satisfied (10)	160	61	37	188	44	89	81	155	35	19	24	3	71	7	3	60	21	49	41	59	6	142	8	5	134	21	
	22%kd	24%zd	22%	22%bd	26%yd	28%cd	17%	27%	17%	18%	16%	10%	29%km	4%	4%	23%kn	9%	24%	32%	28%	20%	39%kt	5%	8%	39%kw	9%	
9 - (9)	101	38	22	138	24	50	67	75	29	16	19	3	58	7	2	53	14	21	18	32	4	71	3	1	55	20	
	14%	15%	13%	16%	14%	16%	14%	13%	14%	15%	12%	10%	23%kl	4%	3%	21%ko	6%	10%	14%	15%	13%	20%ku	2%	2%	16%kv	9%	
8 - (8)	141	38	35	144	18	67	84	81	42	16	22	4	55	21	8	45	39	29	18	30	4	64	12	5	55	26	
	19%ky	15%	21%ly	17%yy	10%	21%ky	17%zy	14%	21%	15%	14%	14%	22%km	13%	11%	18%kn	17%	14%	14%	14%	13%	18%kt	8%	8%	16%kw	11%	
7 - (7)	108	32	20	97	25	29	68	78	21	19	21	7	35	28	5	34	33	25	13	35	5	43	32	3	40	37	
	15%ka	13%	12%	11%	15%	9%	18%kd	13%	10%	18%	14%	7%	14%	17%km	7%	13%	14%	12%	10%	16%	17%	12%	23%ku	5%	12%	12%kv	16%
6 - (6)	75	28	14	86	18	27	54	51	14	11	24	5	12	38	4	24	28	19	13	14	5	20	27	4	29	22	
	10%	11%	8%	10%	10%	8%	11%	9%	7%	10%	16%	17%	5%	23%km	5%	9%	12%	9%	10%	7%	17%	6%	13%ku	6%	8%	10%kv	10%
5 - (5)	69	26	18	84	14	24	56	54	23	13	17	3	10	40	6	23	31	24	11	17	2	11	37	6	15	38	
	9%	10%	11%	10%	8%	7%	11%	9%	11%	12%	11%	10%	4%	24%km	8%	9%	14%	12%	8%	8%	7%	3%	24%ku	9%	4%	17%kv	17%
4 - (4)	25	12	6	40	10	15	28	28	13	5	8	2	4	15	9	7	20	13	5	8	2	2	21	5	6	21	
	3%	5%	4%	5%	6%	5%	6%	5%	6%	5%	5%	7%	2%	9%ka	12%kl	3%	9%ko	6%	4%	4%	7%	1%	14%ku	8%	2%	6%kv	9%
3 - (3)	21	8	6	33	12	15	21	29	9	2	10	-	-	8	13	2	19	13	5	9	2	5	8	16	6	20	
	3%	3%	4%	4%	7%ka	5%	4%	5%	4%	2%	7%	-	-	5%ka	18%kl	1%	8%ko	6%	4%	4%	7%	1%	5%ku	25%ku	2%	9%kv	10%
2 - (2)	11	1	1	17	4	3	9	13	5	1	3	-	1	2	6	2	7	5	4	4	-	-	5	8	1	12	
	1%	*	1%	2%	2%	1%	2%	2%	2%	1%	2%	-	*	1%	8%kl	1%	3%	2%	3%	2%	-	-	3%ku	12%ku	1%	9%kv	10%
1 - Extremely dissatisfied (1)	22	8	5	30	1	2	20	11	12	2	5	1	2	-	18	4	16	6	1	4	-	-	-	11	*	9	
	3%ka	3%kd	3%ke	3%ky	1%	1%	4%ka	2%	6%	2%	3%	3%	1%	-	24%kl	2%	7%ko	3%	1%	2%	-	-	-	17%ku	*	4%kv	10%
Not applicable	6	4	3	11	2	1	2	6	-	1	-	-	1	1	-	2	-	3	1	2	-	4	1	1	4	2	
	1%	2%	2%	1%	1%	*	*	1%	-	1%	-	-	*	1%	-	1%	-	1%	1%	1%	-	1%	1%	2%	1%	1%	
NET: Dissatisfied (1-3)	54	17	12	80	17	20	50	53	26	5	18	1	3	10	37	8	42	24	10	17	2	5	13	25	8	41	
	7%	7%	7%	9%	10%	6%	10%ka	9%	13%ka	5%	12%	3%	1%	6%ka	50%kl	3%	18%ko	12%	8%	8%	7%	1%	6%ku	54%ku	2%	18%kv	10%
NET: Neutral (4-6)	169	66	38	210	42	66	138	133	50	29	49	10	26	93	19	54	79	56	29	39	9	33	85	15	50	81	
	23%	26%	23%	24%	24%	20%	28%ka	23%	25%	28%	32%	34%	10%	56%km	26%kl	21%	35%ko	27%kr	22%	18%	30%	9%	55%ku	23%kl	14%	36%kv	10%
NET: Satisfied (7-10)	510	169	114	567	111	235	300	389	127	70	86	17	219	63	18	192	107	124	90	156	19	320	55	14	284	104	
	69%kd	66%	68%	65%	65%	73%kd	61%	67%	63%	67%	56%	59%	88%km	38%kl	24%	75%ko	47%	60%	69%	73%kp	63%	88%ku	36%kv	22%	82%kw	46%	
Mean score	7.38d	7.38d	7.38d	7.25d	7.28	7.71abd	6.92	7.36	6.87	7.27	6.77	6.86	6.30m	6.10m	4.14	7.78o	6.00	7.00	7.63p	7.66p	7.23	6.88uv	6.63v	4.20	6.33x	6.00	
Standard error	0.08	0.15	0.18	0.08	0.19	0.12	0.11	0.10	0.18	0.21	0.20	0.39	0.11	0.13	0.32	0.13	0.17	0.18	0.21	0.16	0.39	0.08	0.15	0.34	0.10	0.16	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier													EE				GiffGaff				Lebara															
	Supplier													Issue			Satisfaction		Complaint completely resolved		GiffGaff				Issue			Satisfaction		Complaint completely resolved							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	288	45*	46*	284	59*	71*	192	187	114	49*	109	16**	174	84*	30*	167	117	18**	10**	14**	3**	30*	12**	3**	30*	15**	19**	11**	11**	5**	30*	13**	3**	36*	10**		
10 - Extremely satisfied (10)	51	7	13	50	12	17	31	33	17	10	20	4	49	2	-	45	5	1	3	3	-	6	1	-	7	-	8	2	2	1	12	1	-	12	1		
9 - (9)	33	5	1	40	6	8	15	18	19	5	9	-	30	1	2	24	8	2	1	2	-	5	-	-	5	-	-	-	1	-	-	1	-	-	1	-	
8 - (8)	52	9	10	43	8	12	25	31	16	9	21	6	47	5	-	32	20	2	1	4	2	8	1	-	7	2	2	2	4	2	9	1	-	8	2		
7 - (7)	36	6	7	34	8	11	16	25	13	6	16	1	21	14	1	17	19	4	1	1	-	4	2	-	4	2	5	-	2	-	5	2	-	5	2		
6 - (6)	39	9	3	31	9	4	28	24	21	3	12	3	15	22	2	22	17	5	2	2	-	5	4	-	4	5	1	1	-	1	-	2	1	-	2	1	
5 - (5)	28	1	7	24	8	9	26	22	10	7	11	-	7	19	2	11	16	1	-	-	-	-	1	-	-	1	-	2	3	1	1	1	6	-	6	1	
4 - (4)	18	3	3	27	4	5	15	9	6	5	7	-	1	11	6	8	9	2	-	1	-	1	1	1	-	3	1	1	1	-	-	2	1	-	3	-	
3 - (3)	10	1	-	20	2	1	13	10	5	-	4	1	2	6	2	4	6	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
2 - (2)	3	2	-	7	3	1	7	5	4	-	4	6	1	7	7	2	5	-	-	-	33%	-	-	33%	-	7	-	-	-	-	-	-	-	-	-	-	-
1 - Extremely dissatisfied (1)	11	2	1	12	-	2	12	6	4	1	5	1	1	-	10	1	10	-	1	1	-	-	1	1	-	2	-	1	-	-	-	-	-	1	-	1	-
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	31	5	2	35	4	5	34	25	12	4	13	2	4	10	17	8	23	1	2	1	1	2	2	-	2	3	-	2	-	-	-	-	2	-	2	-	
NET: Neutral (4-6)	85	13	13	82	21	18	69	55	37	15	30	3	23	52	10	41	42	8	2	3	-	6	6	1	5	8	4	5	2	2	3	9	1	8	5		
NET: Satisfied (7-10)	172	27	31	167	34	48	87	107	65	30	66	11	147	22	3	118	52	9	6	10	2	23	4	-	23	4	15	4	9	3	27	4	-	26	5		
Mean score	6.88d	6.87	6.87	6.81d	7.02d	7.23d	6.23	6.73	6.89	6.92	6.80	7.31	6.11tm	6.52tm	3.23	7.66o	5.77	6.50	6.90	7.43	6.33	7.77	5.67	2.67	7.73	5.13	7.95	5.82	7.64	7.40	8.43	5.85	2.33	7.58	6.30		
Standard error	0.15	0.37	0.34	0.15	0.30	0.29	0.20	0.18	0.23	0.36	0.24	0.63	0.13	0.18	0.43	0.17	0.23	0.47	1.03	0.68	1.67	0.34	0.71	0.88	0.39	0.58	0.47	0.89	0.56	0.87	0.27	0.48	0.88	0.39	0.65		

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2						SKY						TESCO MOBILE													
											Issue			Satisfaction			Complaint completely resolved								Issue			Satisfaction			Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	288	45*	46*	284	59*	71*	192	187	116	50*	110	8**	176	68*	40*	171	112	21**	14**	23**	1**	39*	14**	6**	37*	22**	30*	10**	24**	7**	44*	16**	11**	48*	23**	
10 - Extremely satisfied (10)	51	7	13	50	12	17	31	33	21	14	14	1	49	-	1	46	4	3	5	4	-	12	-	-	12	-	7	2	6	2	13	1	3	13	4	
9 - (9)	33	5	1	40	6	8	15	18	14	7	19	-	38	2	-	35	5	2	3	1	-	5	-	1	5	1	4	2	-	2	8	-	-	7	1	
8 - (8)	52	9	10	43	8	12	25	31	20	14	17	-	22	3	-	20	13	2	3	3	-	8	-	-	8	-	3	4	5	-	11	1	-	10	2	
7 - (7)	36	6	7	34	8	11	16	25	17	8	9	-	22	9	3	19	15	1	1	5	1	8	-	-	3	5	6	1	4	-	7	4	-	9	2	
6 - (6)	39	9	3	31	9	4	28	24	15	16	8	-	13	13	8	11	13	5	7	22	100%	21%	-	-	8	23%	20%	10%	17%	-	16%	25%	-	19%	9%	
5 - (5)	14	20%	7%	11%	15%	6%	15%	13%	11%	4%	15%	-	7%	22%	3%	9%	13%	24%	-	17%	-	8%	43%	-	11%	23%	10%	-	14%	5%	13%	-	4%	9%		
4 - (4)	28	1	7	24	8	9	26	22	9	4	8	3	8	11	5	12	11	3	-	5	-	2	4	2	3	5	3	-	5	1	3	5	1	4	5	
3 - (3)	18	3	3	27	4	5	15	9	8	5	13	1	4	13	10	5	22	2	1	1	-	-	2	2	-	4	3	1	1	-	-	2	3	1	4	
2 - (2)	10	1	-	20	2	1	13	10	6	4	7	3	4	8	8	6	14	2	-	-	-	-	2	-	1	1	-	-	1	-	-	1	-	-	-	
1 - Extremely dissatisfied (1)	3	2%	-	7%	3%	1%	7%	5%	5%	8%	6%	38%	2%	12%	20%	4%	10%	10%	-	17%	-	10%	-	-	3%	5%	-	-	4%	-	-	4%	9%	2%	4%	
NET: Dissatisfied (1-3)	31	5	2	35	4	5	24	25	14	5	13	3	6	9	20	8	27	3	1	-	-	1	2	1	2	2	1	-	3	1	-	1	4	2	3	
NET: Neutral (4-6)	85	13	13	82	21	18	69	55	30	11	37	4	25	41	16	33	48	10	1	10	-	5	12	4	7	14	9	1	6	2	5	9	4	7	11	
NET: Satisfied (7-10)	172	27	31	167	34	48	87	107	72	34	60	1	145	18	4	130	37	8	12	13	1	33	-	1	28	6	20	9	15	4	39	6	3	39	9	
Mean score	6.88d	6.87	6.87	6.81d	6.81d	7.02d	7.23d	6.23	6.73	6.87	7.28	6.68	4.75	6.88FG	6.46G	3.53	7.86I	5.22	6.29	8.14	7.00	7.00	8.08	5.00	4.83	7.95	5.45	7.30	8.10	6.79	7.14	8.32	5.81	4.91	7.85	5.91
Standard error	0.15	0.37	0.34	0.15	0.30	0.29	0.20	0.18	0.24	0.36	0.24	0.82	0.14	0.21	0.32	0.16	0.23	0.53	0.64	0.39	-	0.29	0.30	0.95	0.35	0.34	0.41	0.55	0.55	1.26	0.23	0.47	1.06	0.29	0.58	

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

Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE					VODAFONE												
	Issue								Satisfaction					Complaint completely resolved												
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	288	45*	46*	284	59*	71*	192	187	91*	28**	61*	12**	94*	65*	33*	98*	93*	74*	27**	78*	8**	106	53*	28**	109	77*
10 - Extremely satisfied (10)	51	7	13	50	12	17	31	33	13	7	10	1	30	1	-	26	5	13	4	13	3	32	-	1	28	5
	18%	16%	28%	18%	20%	24%	16%	18%	14%	25%	16%	8%	32%im	2%	-	27%o	5%	18%	15%	17%	38%	30%u	-	4%	26%a	6%
9 - (9)	33	5	1	40	6	8	15	18	9	3	3	-	12	3	-	13	2	5	5	7	1	16	1	1	13	5
	11%	11%	2%	14%id	10%	11%	8%	10%	10%	11%	5%	-	13%im	5%	-	13%o	2%	7%	19%	9%	13%	15%u	2%	4%	12%	6%
8 - (8)	52	9	10	43	8	12	25	31	9	7	9	-	21	4	-	19	6	11	6	13	1	28	2	1	23	8
	18%	20%	22%	15%	14%	17%	13%	17%	10%	25%	15%	-	22%im	6%	-	19%o	6%	15%	22%	17%	13%	26%u	4%	4%	21%	10%
7 - (7)	36	6	7	34	7	11	16	25	11	2	3	-	10	5	1	10	6	6	4	14	1	14	10	1	17	8
	13%	13%	15%	12%	14%	15%	8%	13%	12%	7%	5%	-	11%	8%	3%	10%	6%	8%	15%	18%	13%	13%	19%	4%	19%	10%
6 - (6)	39	9	3	31	9	4	28	24	13	5	7	3	11	15	2	14	14	12	5	7	-	10	12	2	9	15
	14%	20%	7%	11%	15%	6%	15%	13%	14%	18%	11%	25%	12%	23%im	6%	14%	15%	16%	19%	9%	-	9%	23%u	7%	8%	13%w
5 - (5)	28	1	7	24	8	9	26	22	13	-	10	3	4	17	5	7	19	10	1	11	-	3	17	2	12	9
	10%	2%	15%e	8%	14%u	13%	14%u	12%	14%	-	16%	25%	4%	20%k	15%k	7%	20%e	14%	4%	14%	-	3%	32%u	7%	11%	12%
4 - (4)	18	3	3	27	4	5	15	9	7	1	6	1	2	11	2	2	13	2	1	6	-	-	6	3	2	7
	6%	7%	7%	10%	7%	7%	8%	5%	8%	4%	10%	8%	2%	17%k	6%	2%	14%u	3%	4%	8%	-	-	11%u	11%	2%	9%w
3 - (3)	10	1	-	20	2	1	13	10	7	1	5	-	3	3	7	3	10	5	-	4	1	2	2	4	2	8
	3%	2%	-	7%	3%	1%	7%	5%	8%	4%	8%	-	3%	5%	21%u	3%	11%u	7%	-	5%	13%	2%	4%	21%	2%	10%w
2 - (2)	10	2	1	3	2	2	9	9	3	1	4	1	-	2	7	1	8	7	1	-	1	1	3	5	2	7
	3%	4%	2%	1%	3%	3%	5%	5%	3%	4%	7%	8%	-	3%	21%u	1%	9%u	7%	4%	-	13%	1%	6%	18%	2%	9%w
1 - Extremely dissatisfied (1)	11	2	1	12	-	2	12	6	6	1	4	1	1	2	9	2	10	3	-	3	-	-	-	6	1	5
	4%	4%	2%	4%	-	3%	6%	3%	7%	4%	7%	8%	1%	3%	27%u	2%	11%u	4%	-	4%	-	-	-	21%	1%	6%w
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	1%	-	-	-	-	17%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
NET: Dissatisfied (1-3)	31	5	2	35	4	5	34	25	16	3	13	2	4	7	23	6	28	15	1	7	2	3	5	17	5	20
	11%	11%	4%	12%	7%	7%	18%acch	13%	18%	11%	21%	17%	4%	11%	70%u	6%	30%u	20%	4%	9%	25%	3%	9%	61%	5%	26%w
NET: Neutral (4-6)	85	13	13	82	21	18	69	55	33	6	23	7	17	43	9	23	46	24	7	24	-	13	35	7	23	31
	30%	29%	28%	29%	36%	25%	36%	29%	36%	21%	38%	58%	18%	66%im	27%	23%	49%u	32%	26%	31%	-	12%	66%u	25%	21%	40%u
NET: Satisfied (7-10)	172	27	31	167	34	48	87	107	42	19	25	1	73	13	1	68	19	35	19	47	6	90	13	4	81	26
	60%id	60%	67%id	59%id	58%	68%id	45%	57%	46%	68%	41%	8%	78%im	20%im	3%	69%u	20%	47%	70%	60%	75%	85%u	25%	14%	74%u	34%
Mean score	6.88id	6.87	7.30id	6.81id	7.02id	7.23id	6.23	6.73	6.20	7.39	5.95	5.00	7.98im	6.37im	2.91	7.62o	4.78	6.31	7.48	6.81	7.38	8.20u	5.43	3.64	7.84u	5.47
Standard error	0.15	0.37	0.34	0.15	0.30	0.29	0.20	0.18	0.28	0.47	0.36	0.77	0.21	0.23	0.31	0.23	0.25	0.32	0.38	0.27	1.13	0.17	0.21	0.48	0.20	0.29

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										EE						GiffGaff						Lebara													
	Issue										Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved										
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
10 - Extremely satisfied (10)	133	41	37	162	35	75	59	118	50	24	49	10	122	8	3	111	20	12	11	14	4	37	4	-	29	11	14	7	9	7	36	-	1	35	2	
9 - (9)	79	34	20	119	15	52	53	68	34	19	24	2	72	5	2	57	21	11	8	9	6	31	3	-	26	8	11	3	4	2	19	1	-	13	7	
8 - (8)	110	43	26	138	34	48	75	97	41	44	48	7	116	21	3	85	55	7	17	15	4	34	9	-	29	14	8	10	8	-	24	2	-	18	8	
7 - (7)	140	39	17	166	26	20	15	176	15	25**	19	20	126	10	4	20	18	9	21**	20	15	20	12	-	20	13	13	26	17	-	21**	5	-	17	13	
6 - (6)	104	41	24	108	24	42	71	75	43	28	28	5	69	31	4	60	44	16	11	8	6	30	9	2	24	16	10	3	9	2	18	5	1	11	13	
5 - (5)	69	30	18	75	19	28	52	52	27	14	24	4	16	42	11	31	37	10	10	8	2	8	18	4	14	15	5	4	6	3	2	16	-	6	11	
4 - (4)	45	11	6	63	7	13	31	48	19	11	14	1	12	26	7	14	31	-	6	5	-	5	6	-	5	5	4	-	1	1	2	4	-	4	2	
3 - (3)	32	9	6	39	10	14	30	27	15	5	10	2	2	20	10	11	20	1	4	2	2	3	6	-	4	5	3	3	-	-	2	4	-	1	5	
2 - (2)	18	8	4	27	2	7	19	19	9	5	4	-	3	6	9	7	11	2	2	4	-	2	5	1	1	7	2	1	1	-	1	2	1	2	2	
1 - Extremely dissatisfied (1)	32	9	11	41	2	8	33	23	11	7	13	1	1	7	24	4	28	2	1	5	1	2	3	4	1	8	1	2	6	2	-	1	10	3	8	
Not applicable	5	1	1	6	1	-	2	2	4	1	-	1	4	1	-	3	1	1	-	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1	-	-
NET: Dissatisfied (1-3)	82	26	21	107	14	29	82	69	35	17	27	3	6	33	43	22	59	5	7	11	3	7	14	5	6	20	6	6	7	2	3	7	11	6	15	
NET: Neutral (4-6)	116	10	13	12	8	9	17**	12*	13	10	11	9	1	16**	55**	5	19**	7	9	14	12	4	18**	38*	4	18**	9	15	15	11	3	17**	85*	6	24**	
NET: Satisfied (7-10)	277	27	23	26	28	24	258	266	277	23	30	20	13	53**	195**	20	35**	30	33	25	12	17	49**	38*	20	36**	23	26	17	28	11	32	26	-	20	17
Mean score	6.91	6.93	6.99	6.88	7.15	7.34	6.35	6.91	6.82	6.94	6.92	7.41	6.12	5.58	3.65	7.67	5.85	7.10	6.82	6.74	7.35	7.76	5.59	3.83	7.62	6.04	7.25	6.85	6.69	7.17	6.24	5.10	2.23	7.81	5.68	
Standard error	0.09	0.15	0.21	0.09	0.17	0.13	0.12	0.11	0.15	0.18	0.16	0.42	0.08	0.14	0.30	0.10	0.15	0.26	0.25	0.32	0.46	0.15	0.26	0.71	0.17	0.25	0.30	0.41	0.44	0.73	0.17	0.26	0.79	0.23	0.34	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2				SKY				TESCO MOBILE																	
	Issue										Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
10 - Extremely satisfied	133	41	37	162	35	75	59	118	55	55	45	7	153	3	6	141	21	12	15	8	-	34	1	-	33	2	27	19	25	4	68	3	4	60	15	
9 -	79	34	20	119	15	52	53	68	44	29	44	2	112	5	2	94	25	3	6	6	-	14	1	-	12	3	19	16	10	7	52	-	-	42	10	
8 -	110	43	26	138	34	48	75	97	54	37	43	4	122	13	3	91	47	6	11*	11*	-	29	5	-	25	9	17*	17*	10*	37*	24*	-	-	21*	8*	
7 -	140	43	26	138	34	48	75	97	54	37	43	4	122	13	3	91	47	10	11	12	1	29	5	-	25	9	11	22	14	1	42	5	1	37	11	
6 -	199	17*	16*	16*	20*	15*	17*	17*	17*	17*	15*	13*	22*	6*	3*	18*	13*	19*	20*	21*	17*	26*	11*	-	24*	13*	10*	23*	15*	5*	15*	7*	3*	15*	9*	
5 -	14*	16*	14*	12*	14*	13*	14*	13*	14*	10*	13*	10*	41	42	7	48	42	10	13*	9*	9*	14*	10*	2	12*	12*	14*	8	12	1	15	16	4	17	18	
4 -	82	29	14	90	23	35	65	52	36	24	29	1	7*	30*	6*	10*	12*	9*	7*	23*	17*	11	10	2	11	12	14	8	12	1	15	16	4	17	18	
3 -	69	30	18	75	19	28	52	52	29	16	28	2	22	45	8	22	51	4	5	8	2	4	12	3	5	14	11	7	8	2	7	18	3	12	16	
2 -	9%	12%	11%	9%	11%	9%	11%	9%	9%	7%	9%	7%	4%	21*	7*	4%	14*	7%	9%	14%	33*	4%	20*	21*	5%	21*	10%	7%	8%	11%	3%	26*	9%	6%	13*	19*
1 - Extremely dissatisfied	45	11	6	63	7	13	31	48	27	12	21	3	13	34	16	17	45	4	2	1	-	2	3	2	2	5	3	5	5	-	2	7	4	5	8	
NET: Dissatisfied	32	9	6	39	10	14	30	27	14	10	12	3	8	12	19	15	24	4	4	2	-	1	5	4	3	7	4	3	6	1	4	4	6	2	12	
NET: Neutral	4%	4%	4%	4%	6%	4%	6%	5%	4%	5%	4%	10%	1%	6*	17*	3*	7*	7*	4*	2*	-	1*	11*	29*	4*	3*	6*	5*	2*	6*	17*	1%	10*	1%	10*	
NET: Satisfied	18	8	4	27	2	7	19	19	12	4	10	1	3	13	11	8	18	-	1	1	-	-	2	-	1	2	2	2	2	1	-	4	3	2	4	
NET: Dissatisfied	2%	3%	2%	3%	1%	2%	4%	3%	4%	2%	3%	3%	1%	6*	10*	2%	5*	-	2%	2%	-	-	4*	-	1%	2%	2%	2%	5%	-	6*	9*	1%	1%	3%	
NET: Neutral	32	9	11	41	2	8	33	23	9	7	22	3	3	7	31	3	3	7	31	3	-	-	2	-	-	2	4	1	2	1	-	-	8	2	6	
NET: Satisfied	62*	62*	64*	61*	63*	67*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*	62*
Mean score	6.91d	6.93d	6.99d	6.88d	7.15d	7.34abd	6.35	6.91d	6.88	7.31c	6.62	6.31	6.13f	6.29g	3.64	7.83i	5.63	6.98	7.49	7.05	6.33	6.16i	5.66	4.00	6.00o	5.82	7.32	7.48	7.21	7.37	6.37uv	5.60v	4.26	6.07x	6.15	
Standard error	0.09	0.15	0.21	0.09	0.17	0.13	0.12	0.11	0.14	0.17	0.16	0.59	0.08	0.13	0.25	0.10	0.13	0.34	0.31	0.27	0.49	0.16	0.26	0.48	0.19	0.25	0.23	0.22	0.25	0.66	0.11	0.22	0.49	0.14	0.23	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

		THREE												VODAFONE													
		Supplier				Issue				Satisfaction				Complaint completely resolved		Issue				Satisfaction				Complaint completely resolved			
		EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total		739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
10 - Extremely satisfied	(10)	133	41	37	162	35	75	59	118	29	11	14	5	54	5	-	50	9	39	39	34	6	115	2	1	110	8
		19kd	16%	22kd	19kd	20kd	23kash	12%	20%	14%	10%	9%	17%	22%im	3%	-	20%	4%	19%	30%	16%	20%	32%un	1%	2%	32%	4%
9 -	(9)	79	34	20	119	15	52	53	68	23	16	12	2	44	8	1	38	14	15	16	34	3	64	3	1	52	16
		11%	13%	12%	14%	9%	16kash	11%	12%	11%	15%	8%	7%	18%im	5%	1%	15%	6%	7%	12%	16%	10%	18%un	2%	2%	15%	7%
8 -	(8)	140	43	26	138	34	48	75	97	28	15	27	5	61	11	3	45	27	28	25	41	3	83	12	2	67	29
		19%	17%	16%	16%	20%	15%	15%	17%	14%	14%	18%	17%	24%im	7%	4%	18%	12%	14%	19%	19%	10%	23%un	8%	3%	19%	13%
7 -	(7)	104	41	24	108	24	42	71	75	33	22	16	-	39	29	3	40	31	32	13	25	5	53	17	5	43	32
		14%	16%	14%	12%	14%	13%	14%	13%	16%	21%	10%	-	16%im	17%	4%	16%	14%	15%	10%	12%	17%	15%	11%	8%	12%	14%
6 -	(6)	82	29	14	90	23	35	65	52	20	18	22	5	26	33	6	35	30	23	7	19	3	38	31	3	30	21
		11%	11%	8%	10%	13%	11%	13%	9%	10%	17%	14%	17%	10%	20%im	8%	14%	14%	11%	5%	9%	10%	5%	23%un	5%	9%	9%
5 -	(5)	69	30	18	75	19	28	52	52	21	6	20	5	15	35	2	25	25	15	9	26	2	15	29	8	21	31
		9%	12%	11%	9%	11%	9%	11%	9%	10%	6%	13%	17%	6%	21%im	3%	10%	11%	7%	7%	12%	7%	4%	19%un	12%	6%	14%
4 -	(4)	45	11	6	63	7	13	31	48	7	9	14	1	2	19	10	5	26	21	10	14	3	6	34	8	11	35
		6%	4%	4%	7%	4%	4%	6%	8%	3%	9%	9%	3%	1%	11%im	14%	2%	11%	10%	8%	7%	10%	2%	22%un	12%	3%	15%
3 -	(3)	32	9	6	39	10	14	30	27	14	2	12	2	3	13	14	5	25	11	8	5	3	6	12	9	4	23
		4%	4%	4%	4%	6%	4%	6%	5%	7%	2%	8%	7%	1%	8%im	19%im	2%	11%	5%	6%	2%	10%	2%	8%un	14%	1%	10%
2 -	(2)	18	8	4	27	2	7	19	19	8	4	6	1	3	8	8	4	15	10	3	6	-	-	9	10	5	13
		2%	3%	2%	3%	2%	4%	3%	3%	4%	4%	4%	3%	1%	5%im	11%im	2%	7%	5%	2%	3%	-	-	6%un	15%un	1%	6%
1 - Extremely dissatisfied	(1)	32	9	11	41	2	8	33	23	19	2	10	2	2	5	26	7	26	12	-	9	2	2	4	17	3	19
		4%	4%	7%	5%	1%	2%	7%	4%	9%	2%	7%	7%	1%	3%	20%im	3%	11%	6%	-	4%	7%	1%	3%	26%un	1%	8%
Not applicable		5	1	1	6	1	-	2	2	1	-	-	1	-	1	1	2	-	1	-	1	-	-	1	1	-	1
		1%	*	*	1%	1%	-	*	*	*	-	-	3%	-	1%	1%	1%	-	*	-	*	-	-	1%	*	-	*
NET: Dissatisfied	(1-3)	82	26	21	107	14	29	82	69	41	8	28	5	8	26	48	16	66	33	11	20	5	8	25	36	12	55
		11%	10%	13%	12%	8%	9%	17%kash	12%	20%im	8%	18%im	17%	3%	16%im	65%im	6%	29%	16%im	8%	9%	17%	2%	16%un	35%un	3%	24%
NET: Neutral	(4-6)	196	70	38	228	49	76	148	152	48	33	56	11	43	87	18	65	81	59	26	59	8	39	94	19	62	87
		27%	27%	23%	26%	28%	24%	30%	26%	24%	31%	37%	38%	17%	52%im	24%	25%	30%	29%	20%	28%	27%	11%	61%un	39%	18%	38%
NET: Satisfied	(7-10)	456	159	107	527	108	217	258	358	113	64	69	12	198	53	7	173	81	114	93	134	17	315	34	9	272	85
		62%im	62%im	64%im	61%im	63%im	67%im	53%	62%	56%im	61%im	45%	41%	80%im	32%im	9%	68%	36%	55%	72%im	63%	57%	87%un	22%	14%	79%	37%
Mean score		6.91d	6.93d	6.89d	6.88d	7.15d	7.34ab4d	6.35	6.91	6.35	6.84i	6.03	6.32	7.84im	6.55im	3.07	7.35o	5.21	6.48	7.55pm	6.97	6.57	8.25uv	6.14v	3.50	7.97x	5.35
Standard error		0.09	0.15	0.21	0.09	0.17	0.13	0.12	0.11	0.20	0.21	0.21	0.52	0.12	0.16	0.26	0.14	0.17	0.19	0.21	0.17	0.50	0.09	0.15	0.29	0.11	0.16

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/il - k/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 40

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

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

	Supplier										EE				GiffGaff				Lebara																	
	Supplier										Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
10 - Extremely satisfied	126	49	34	168	38	68	59	119	45	26	47	8	119	4	3	111	13	13	12	19	5	47	2	-	41	7	15	5	7	7	32	-	2	31	3	
9 -	93	30	20	108	14	53	62	72	38	16	33	6	82	9	2	72	8	13	5	4	2	26	4	-	21	9	9	3	7	1	18	2	-	20	-	
8 -	129	36	25	139	32	50	68	96	47	36	40	6	111	14	4	84	45	11	7	12	6	31	5	-	22	13	7	7	10	1	24	1	-	16	9	
7 -	107	47	25	126	21	45	65	83	30	32	39	6	68	35	4	59	48	13	16	15	3	26	19	2	25	22	11	7	6	1	22	3	-	10	15	
6 -	87	34	12	95	17	28	60	48	42	22	21	2	36	47	4	40	46	14	11	6	3	17	15	2	17	17	4	5	3	-	5	6	1	8	3	
5 -	77	22	21	86	20	24	67	54	32	16	26	3	16	53	8	25	50	7	9	5	1	9	12	1	9	12	9	4	4	4	4	5	16	-	7	14
4 -	47	16	11	43	9	15	32	35	13	12	20	2	7	28	12	15	31	2	4	8	2	6	8	2	3	13	4	5	1	1	3	8	-	4	7	
3 -	24	9	7	37	10	14	30	28	13	5	6	-	2	12	10	8	16	2	5	2	-	2	6	1	3	5	3	1	2	1	4	2	2	5	8	
2 -	16	5	2	21	4	10	15	20	8	4	4	-	2	5	9	3	13	-	2	2	1	1	3	1	2	3	-	-	-	2	1	-	1	1	1	
1 - Extremely dissatisfied	25	6	8	38	5	11	30	24	9	4	11	1	-	3	22	3	22	3	-	2	1	1	2	3	-	6	1	2	5	-	-	1	7	3	5	
Not applicable	3	2	2	6	2	4	2	2	3	2	3	1	6	2	-	5	2	1	1	-	-	1	-	1	-	2	1	-	1	-	-	-	-	-	2	-
NET: Dissatisfied	65	20	17	96	19	35	75	72	30	13	21	1	4	20	41	14	51	5	7	6	2	4	11	5	5	14	4	3	7	3	2	5	10	6	11	
NET: Neutral	211	72	44	225	46	67	159	137	87	50	67	7	59	128	24	80	127	23	24	19	6	32	35	5	29	42	17	14	8	5	13	30	1	19	24	
NET: Satisfied	455	162	104	541	105	216	254	370	160	110	159	26	380	62	13	326	45	48	51	18	69%	130	30	2	109	51	42	22	30	10	96	6	2	77	27	
Mean score	6.98d	7.08d	6.98d	6.98d	7.00d	7.21d	6.39	6.57d	6.88	6.95	7.02	7.65	6.19tm	6.85m	3.72	7.86o	5.76	7.08	6.97	7.12	7.27	7.92F	5.75	3.92	7.85l	6.07	7.29	6.59	6.84	6.94	6.11u	5.07	3.15	7.82a	5.56	
Standard error	0.09	0.14	0.20	0.09	0.19	0.14	0.12	0.11	0.15	0.17	0.16	0.37	0.08	0.12	0.29	0.10	0.13	0.26	0.25	0.28	0.48	0.15	0.23	0.67	0.16	0.22	0.29	0.38	0.41	0.72	0.17	0.25	0.93	0.23	0.29	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2						SKY						TESCO MOBILE												
											Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	61**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
10 - Extremely satisfied (10)	126	49	34	168	38	68	59	119	54	54	54	6	160	5	3	147	21	13	13	12	-	37	-	1	37	1	28	17	17	6	66	1	1	65	3
9 - (9)	93	30	20	108	14	53	62	72	48	24	31	5	106	1	1	81	27	4	5	5	-	14	-	-	12	2	17	14	16	6	51	2	-	39	14
8 - (8)	129	36	25	139	32	50	68	96	53	40	45	1	121	16	2	91	47	11	9	7	5	26	5	1	23	9	22	12	16	-	41	8	1	38	12
7 - (7)	107	47	25	126	21	45	65	83	52	26	45	3	83	35	8	78	48	5	8	8	-	16	5	-	11	10	12	21	10	2	33	10	2	24	21
6 - (6)	87	34	12	95	17	28	60	48	44	23	27	2	41	46	9	43	52	3	6	8	-	8	9	-	8	9	13	8	7	-	15	13	-	13	15
5 - (5)	77	22	21	86	20	24	67	54	30	20	34	2	16	61	9	26	58	8	5	6	1	5	15	-	5	15	5	8	9	2	8	13	3	9	15
4 - (4)	47	16	11	43	9	15	32	35	14	9	17	3	9	19	15	13	29	4	1	4	-	2	5	2	1	8	4	6	5	-	1	8	6	5	10
3 - (3)	24	9	7	37	10	14	30	28	14	8	13	2	4	17	16	6	30	3	4	3	-	2	4	4	5	5	3	4	5	2	-	7	7	2	11
2 - (2)	16	5	2	21	4	10	15	20	6	6	5	4	1	9	11	8	13	1	1	2	-	-	2	2	-	4	3	4	3	-	-	4	6	4	6
1 - Extremely dissatisfied (1)	25	6	8	38	5	11	30	24	11	5	21	1	3	1	34	4	32	2	2	1	-	1	4	1	4	4	-	6	1	1	-	9	1	10	10
Not applicable	3	2	2	6	2	4	2	2	1	1	3	1	4	1	1	2	2	-	1	1	-	-	2	2	1	1	1	2	2	-	2	2	-	-	3
NET: Dissatisfied (1-3)	65	20	17	96	19	35	75	72	31	19	39	7	8	27	61	18	75	6	7	6	-	2	7	10	6	13	10	8	14	3	2	11	22	7	27
NET: Neutral (4-6)	211	72	44	225	46	67	159	137	88	52	78	7	66	126	33	82	139	15	12	18	1	15	29	2	14	32	22	22	21	2	24	34	9	27	40
NET: Satisfied (7-10)	455	162	104	541	105	216	254	370	207	144	175	15	470	57	14	397	143	33	35	32	5	93	10	2	83	22	79	64	59	14	191	21	4	166	50
Mean score	6.98d	7.08d	6.98d	6.98d	7.00d	7.21d	6.39	6.57d	7.04	7.32c	6.73	6.31	6.24FG	5.52G	7.00d	7.88f	5.69	6.96	7.11	6.88	7.50	6.21f	5.24	3.29	6.08o	5.34	7.49	7.14	6.87	7.63	6.36uv	5.55v	3.23	6.15x	4.63
Standard error	0.09	0.14	0.20	0.09	0.19	0.14	0.12	0.11	0.13	0.16	0.15	0.57	0.07	0.12	0.23	0.09	0.13	0.35	0.35	0.33	0.50	0.17	0.25	0.71	0.20	0.26	0.23	0.23	0.28	0.65	0.11	0.23	0.37	0.14	0.23

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier										THREE						VODAFONE										
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
10 - Extremely satisfied (10)	126	49	34	168	38	68	59	119	27	13	13	6	57	2	-	54	5	40	35	39	5	118	1	-	114	5
	17% <b>d</b>	19% <b>d</b>	20% <b>d</b>	19% <b>d</b>	22% <b>d</b>	21% <b>d</b>	12%	20%	13%	12%	8%	21%	23% <b>lm</b>	1%	-	21%	2%	19%	27%	18%	17%	33% <b>uv</b>	1%	-	33% <b>uv</b>	2%
9 - (9)	93	30	20	108	14	53	62	72	21	20	20	1	56	6	-	45	17	21	16	29	6	65	6	1	52	20
	13%	12%	12%	12%	8%	16% <b>y</b>	13%	12%	10%	19% <b>xy</b>	13%	3%	22% <b>lm</b>	4%	-	18% <b>o</b>	7%	10%	12%	14%	20%	18% <b>uv</b>	4%	2%	15% <b>o</b>	9%
8 - (8)	129	36	25	139	32	50	68	96	32	13	18	5	53	15	-	47	21	33	23	38	2	85	10	1	67	29
	17%	14%	15%	16%	19%	16%	14%	17%	16%	12%	12%	17%	21% <b>lm</b>	9% <b>m</b>	-	18% <b>o</b>	9%	16%	18%	18%	7%	23% <b>uv</b>	6%	2%	19% <b>o</b>	13%
7 - (7)	107	47	25	126	21	45	65	83	25	16	19	5	39	22	4	38	27	30	18	35	-	53	27	3	50	33
	14%	18%	15%	15%	12%	14%	13%	14%	12%	15%	12%	17%	16% <b>lm</b>	13%	5%	15%	12%	14%	13%	16%	-	15% <b>uv</b>	19% <b>uv</b>	5%	3	50
6 - (6)	87	34	12	96	17	28	60	48	25	17	17	1	19	39	2	26	32	14	13	15	6	17	30	1	22	25
	12%	13% <b>o</b>	7%	11%	10%	9%	12%	8%	12%	16%	11%	3%	8%	23% <b>lm</b>	3%	10%	14%	7%	10%	7%	20% <b>o</b>	5%	19% <b>uv</b>	2%	6%	13% <b>o</b>
5 - (5)	77	22	21	86	20	24	67	54	26	11	23	7	17	43	7	25	41	26	7	17	4	16	31	7	24	27
	10%	9%	13%	10%	12%	7%	14% <b>bc</b>	9%	13%	10%	15%	24%	7%	4%	9%	10%	19% <b>o</b>	13% <b>d</b>	5%	8%	13%	4%	20% <b>uv</b>	11% <b>d</b>	7%	12% <b>uv</b>
4 - (4)	47	16	11	43	9	15	32	35	12	6	14	-	1	23	8	6	23	11	11	12	1	4	26	5	8	27
	6%	6%	7%	5%	5%	7%	6%	6%	6%	6%	9%	-	5	14% <b>b</b>	11% <b>d</b>	2%	10% <b>o</b>	5%	8%	6%	3%	1%	17% <b>d</b>	8% <b>d</b>	4%	2%
3 - (3)	24	9	7	37	10	14	30	28	12	4	13	1	5	11	14	7	23	13	5	10	-	1	13	14	4	22
	3%	4%	4%	4%	6%	4%	6% <b>a</b>	5%	6%	4%	8%	3%	2%	7% <b>k</b>	19% <b>lu</b>	3%	10% <b>o</b>	6%	4%	5%	-	*	8% <b>d</b>	23% <b>lu</b>	1%	10% <b>o</b>
2 - (2)	16	5	2	21	4	10	15	20	7	1	7	-	1	2	12	1	14	6	2	8	4	1	6	13	2	18
	2%	2%	1%	2%	2%	3%	3%	3%	3%	1%	5%	-	1	1%	16% <b>d</b>	+	6% <b>n</b>	3%	2%	4%	13% <b>op</b>	+	4% <b>d</b>	20% <b>lu</b>	1%	8% <b>o</b>
1 - Extremely dissatisfied (1)	25	6	8	38	5	11	30	24	16	4	8	2	1	2	27	6	24	13	-	9	2	1	3	20	2	21
	3%	2%	5%	4%	3%	3%	6% <b>az</b>	4%	8%	4%	5%	7%	+	1%	30% <b>lu</b>	2%	11% <b>o</b>	6% <b>q</b>	-	4% <b>q</b>	7% <b>o</b>	+	2% <b>d</b>	11% <b>lu</b>	1%	9% <b>o</b>
Not applicable	8	2	2	6	2	4	2	2	-	-	1	-	-	2	-	1	1	-	-	2	-	1	1	-	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	3%	-	1%	-	+	+	-	-	1%	-	+	1%	-	+	+
NET: Dissatisfied (1-3)	65	20	17	96	19	35	75	72	25	9	28	3	7	15	53	14	61	32	7	27	6	3	22	47	8	61
	9%	8%	10%	11%	11%	11%	15% <b>ab</b>	12%	17% <b>ah</b>	9%	18% <b>h</b>	10%	3%	9% <b>a</b>	72% <b>lu</b>	5%	27% <b>a</b>	15% <b>o</b>	5%	13% <b>oa</b>	20% <b>o</b>	1%	14% <b>d</b>	72% <b>lu</b>	2%	27% <b>uv</b>
NET: Neutral (4-6)	211	72	44	225	46	67	159	137	63	34	54	8	37	105	17	57	96	51	31	44	11	37	87	13	54	79
	29% <b>c</b>	28% <b>c</b>	26%	27%	21%	32% <b>bc</b>	24%	24%	31%	32%	35%	28%	15%	63% <b>lm</b>	23%	22%	42% <b>a</b>	25%	24%	21%	37% <b>c</b>	10%	56% <b>uv</b>	20% <b>d</b>	16%	35% <b>uv</b>
NET: Satisfied (7-10)	455	162	104	541	105	216	254	370	105	62	70	17	205	45	4	184	70	124	92	141	13	321	44	5	283	87
	62% <b>d</b>	63% <b>d</b>	62% <b>d</b>	62% <b>d</b>	63% <b>d</b>	67% <b>d</b>	52%	64%	52%	59% <b>d</b>	46%	59%	82% <b>lm</b>	27% <b>m</b>	5%	72% <b>o</b>	31%	60%	71% <b>op</b>	66% <b>a</b>	43%	89% <b>uv</b>	29% <b>uv</b>	8%	82% <b>uv</b>	38%
Mean score	6.98 <b>d</b>	7.08 <b>d</b>	6.98 <b>d</b>	6.98 <b>d</b>	7.00 <b>d</b>	7.21 <b>d</b>	6.39	6.97	6.33	6.90 <b>d</b>	6.06	6.79	6.00 <b>lm</b>	6.62 <b>m</b>	2.70	7.53 <b>o</b>	5.15	6.69	7.54 <b>op</b>	6.97	6.33	6.37 <b>uv</b>	5.40 <b>uv</b>	2.88	6.10 <b>o</b>	5.33
Standard error	0.09	0.14	0.20	0.09	0.19	0.14	0.12	0.11	0.19	0.23	0.21	0.49	0.11	0.13	0.21	0.13	0.16	0.19	0.19	0.18	0.55	0.08	0.15	0.24	0.10	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 43

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

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

	Supplier														EE				GiffGaff				Lebara													
	Issue														Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved											
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
10 - Extremely satisfied (10)	170	62	39	187	41	88	80	157	51	37	66	16	151	14	5	135	33	18	15	22	7	58	4	-	51	9	15	5	12	7	37	1	1	36	3	
9 - (9)	109	32	16	142	23	58	67	84	53	20	33	3	88	18	3	76	32	24	19	29	27	35	5	-	36	8	23	13	26	39*	33	2	8	5	6	
8 - (8)	128	44	37	139	35	57	92	98	51	34	37	6	106	16	6	74	54	8	14	15	15	4	34	10	-	25	19	17	8	9	3	34	3	-	27	10
7 - (7)	103	33	28	119	22	33	70	76	31	32	35	5	99	39	5	49	52	12	14	6	1	17	15	1	16	17	11	9	4	4	17	9	2	15	13	
6 - (6)	68	29	9	88	28	31	60	41	31	10	25	2	23	38	7	35	33	11	8	8	2	16	12	1	12	16	3	-	3	3	4	4	1	5	3	
5 - (5)	62	23	20	73	11	20	50	53	24	17	20	1	10	43	9	24	37	9	6	5	3	6	16	1	8	14	7	7	5	1	4	14	2	5	15	
4 - (4)	45	8	6	40	3	15	28	29	18	14	13	-	5	29	11	14	30	2	3	3	-	-	6	2	3	5	3	1	2	-	-	6	-	-	6	6
3 - (3)	16	8	3	33	5	6	21	15	6	2	8	-	3	8	5	7	9	2	4	2	-	2	5	1	4	4	2	-	1	-	-	2	1	2	1	2
2 - (2)	18	3	1	7	2	4	7	9	7	5	6	-	2	5	11	7	11	1	-	2	-	1	1	1	1	2	-	1	-	-	-	1	-	-	1	1
1 - Extremely dissatisfied (1)	16	9	7	22	2	5	11	12	7	4	5	-	-	1	15	3	13	2	3	2	2	4	1	4	2	7	1	3	3	-	1	1	5	3	4	
Not applicable	4	5	1	18	-	5	4	7	-	-	2	2	2	1	1	1	2	1	1	2	1	1	2	2	1	4	-	-	1	-	-	1	-	-	1	-
NET: Dissatisfied (1-3)	50	20	11	62	9	15	39	36	20	11	19	-	5	14	31	17	33	5	7	6	2	7	7	6	7	7	3	4	4	-	2	3	6	5	6	
NET: Neutral (4-6)	175	60	35	201	42	66	138	123	73	41	58	3	38	110	27	73	100	22	17	16	5	22	34	4	23	35	13	8	10	4	8	24	3	10	24	
NET: Satisfied (7-10)	510	171	120	587	121	236	309	415	186	123	171	30	404	87	19	334	171	46	55	52	18	137	33	1	112	57	48	27	31	14	102	14	4	88	32	
Mean score	7.38d	7.37	7.36	7.38d	7.60d	7.78abd	7.08	7.57d	7.27	7.24	7.42	8.70ghj	8.47lm	6.15m	4.45	6.80o	6.51	7.22	7.24	7.57	7.68	8.20F	6.15	3.18	6.44	6.46	7.50	6.82	7.36	8.06	6.34u	5.63	4.38	6.11x	6.15	
Standard error	0.09	0.15	0.18	0.08	0.16	0.12	0.10	0.10	0.14	0.18	0.15	0.26	0.07	0.14	0.32	0.10	0.14	0.27	0.26	0.28	0.53	0.16	0.23	0.66	0.18	0.23	0.26	0.40	0.39	0.42	0.16	0.27	0.91	0.20	0.29	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2					SKY					TESCO MOBILE															
	Issue										Satisfaction		Complaint completely resolved			Issue					Satisfaction		Complaint completely resolved													
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
10 - Extremely satisfied	170	62	39	187	41	88	80	157	64	54	60	9	177	5	5	161	26	17	13	11	-	37	2	2	37	4	28	28	26	6	32%	81	4	3	72	15
9 -	109	32	16	142	23	58	67	84	20%	25%	20%	30%	324% <sup>cd</sup>	2%	5%	32%	7%	31%	24%	19%	-	33%	4%	14%	36%	6%	25%	29%	27%	32%	37%	6%	9%	36%	13%	
8 -	128	44	37	139	35	57	92	98	64	29	43	3	96	33	10	78	61	7	15	13	-	26	8	1	24	11	20	19	18	-	47	8	2	39	18	
7 -	103	33	28	119	22	33	76	46	20%	13%	15%	10%	18%	6%	5%	20%	12%	15%	13%	11%	33%	19%	2%	7%	14%	23%	13%	16%	16%	32%	24%	9%	-	22%	18	
6 -	68	29	9	88	28	31	60	41	20%	10%	10%	10%	18%	16%	9%	16%	17%	13%	27%	23%	-	23%	17%	7%	23%	16%	18%	20%	19%	-	21%	12%	6%	20%	15%	
5 -	62	23	20	73	11	20	50	53	28	19	24	2	17	43	13	22	48	3	2	6	-	3	6	2	2	9	4	8	6	2	8	10	2	12	8	
4 -	45	8	6	40	3	15	28	29	9	12	18	1	6	23	11	12	27	-	2	1	-	-	2	1	-	3	6	4	5	-	1	6	8	2	13	
3 -	16	8	3	33	5	6	21	15	12	9	11	1	2	14	17	10	23	-	3	2	-	2	1	2	2	3	2	2	2	-	-	4	2	2	4	
2 -	18	3	1	7	2	4	7	9	2	2	3	-	-	-	7	2	3	1	1	-	-	-	2	-	-	2	2	1	-	1	-	1	3	-	3	
1 - Extremely dissatisfied	16	9	7	22	2	5	11	12	7	4	11	-	2	1	19	5	17	-	1	1	-	1	-	1	1	1	1	1	2	1	1	-	4	-	5	
Not applicable	4	5	1	18	-	5	4	7	4	3	8	3	7	7	4	5	11	-	-	-	-	-	-	-	-	-	2	3	-	2	3	-	2	3	2	
NET: Dissatisfied	50	20	11	62	9	15	39	36	21	15	25	1	4	15	43	17	43	1	5	3	-	3	3	3	3	6	5	4	4	2	1	5	9	2	12	
NET: Neutral	175	60	35	201	42	66	138	123	75	47	73	6	65	107	29	72	124	23	12	15	2	11	24	7	14	28	21	22	20	3	17	34	15	26	40	
NET: Satisfied	510	171	120	587	121	236	309	415	227	151	189	20	472	82	33	405	181	40	38	39	4	97	20	4	87	34	83	70	69	14	198	29	9	169	66	
Mean score	7.38 <sup>cd</sup>	7.37	7.36	7.38 <sup>cd</sup>	7.60 <sup>cd</sup>	7.78 <sup>abcd</sup>	7.08	7.57 <sup>d</sup>	7.44	7.50	7.20	7.96	8.41 <sup>FG</sup>	8.09 <sup>G</sup>	4.66	8.13 <sup>I</sup>	6.40	7.98	7.49	7.37	7.33	8.36 <sup>I</sup>	6.32	5.86	8.30 <sup>o</sup>	6.53	7.85	7.73	7.75	7.74	8.67 <sup>uv</sup>	8.34 <sup>v</sup>	4.91	8.45 <sup>x</sup>	6.64	
Standard error	0.09	0.15	0.18	0.08	0.16	0.12	0.10	0.10	0.12	0.16	0.14	0.40	0.07	0.12	0.27	0.09	0.12	0.26	0.31	0.27	0.56	0.16	0.25	0.72	0.18	0.25	0.20	0.22	0.23	0.63	0.10	0.23	0.46	0.12	0.22	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				VODAFONE													
	Issue								Satisfaction				Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
10 - Extremely satisfied (10)	170	62	39	187	41	88	80	157	34	14	25	7	67	10	3	58	22	50	38	62	7	146	10	1	138	18
9 - (9)	15%	24%	23%	22%	24%	27%	16%	27%	17%	13%	16%	24%	27%	6%	4%	23%	10%	24%	29%	29%	23%	40%	6%	2%	40%	8%
8 - (8)	109	32	16	142	23	58	67	84	29	19	17	2	58	6	3	52	15	33	16	32	3	69	12	3	57	26
7 - (7)	128	44	37	139	35	57	92	98	42	16	31	3	55	26	11	50	42	28	23	41	6	75	19	4	65	33
6 - (6)	17%	17%	22%	16%	20%	18%	19%	17%	21%	15%	20%	10%	22%	16%	15%	20%	18%	14%	18%	19%	20%	21%	12%	6%	19%	14%
5 - (5)	103	33	28	119	22	33	70	76	31	17	15	7	35	30	5	36	34	28	18	27	3	41	28	7	40	35
4 - (4)	14%	13%	17%	14%	13%	10%	14%	13%	15%	16%	10%	24%	14%	10%	7%	14%	15%	14%	14%	13%	10%	11%	19%	11%	12%	15%
3 - (3)	68	29	9	88	28	31	60	41	22	16	19	3	20	33	6	27	31	7	13	19	2	12	24	5	13	27
2 - (2)	9%	11%	5%	10%	15%	10%	12%	7%	11%	15%	12%	10%	8%	20%	8%	11%	14%	3%	10%	5%	7%	3%	15%	8%	4%	12%
1 - Extremely dissatisfied (1)	62	23	20	73	11	20	50	53	23	9	17	1	10	28	12	21	27	30	9	10	4	7	34	12	16	36
Not applicable	45	8	6	40	3	15	28	29	7	6	15	-	-	18	10	4	23	12	5	11	1	4	17	8	7	22
NET: Dissatisfied (1-3)	16%	3%	4%	5%	2%	5%	6%	5%	3%	6%	10%	-	-	11%	14%	2%	10%	6%	4%	5%	3%	1%	11%	12%	2%	10%
NET: Neutral (4-6)	16	8	3	33	5	6	21	15	8	5	7	1	3	9	9	4	17	5	5	4	1	5	3	7	5	10
NET: Satisfied (7-10)	2%	3%	2%	4%	3%	2%	4%	3%	4%	5%	3%	3%	1%	5%	12%	2%	7%	2%	4%	2%	3%	1%	2%	11%	1%	4%
Mean score	18	3	1	7	2	4	7	9	1	-	5	1	-	2	5	-	7	4	1	3	1	1	2	6	-	9
Standard error	2%	1%	1%	1%	1%	1%	1%	2%	*	-	3%	3%	-	1%	7%	3%	3%	2%	1%	1%	3%	*	1%	9%	-	4%
NET: Dissatisfied (1-3)	16	9	7	22	2	5	11	12	6	2	2	1	-	1	10	3	8	6	1	4	1	-	3	9	2	10
NET: Neutral (4-6)	2%	4%	4%	3%	1%	2%	2%	2%	3%	2%	1%	3%	-	1%	14%	1%	4%	3%	1%	2%	3%	-	2%	14%	1%	4%
NET: Satisfied (7-10)	4	5	1	18	-	5	4	7	-	1	-	-	1	3	-	1	2	4	1	1	1	2	2	3	3	2
Standard error	1%	2%	1%	2%	-	1%	1%	1%	-	1%	-	10%	*	2%	-	*	1%	2%	1%	*	3%	1%	1%	5%	1%	1%
NET: Dissatisfied (1-3)	50	20	11	62	9	15	39	36	15	7	14	3	3	12	24	7	32	15	7	11	3	6	8	22	7	29
NET: Neutral (4-6)	7%	8%	7%	5%	5%	8%	6%	6%	7%	7%	9%	10%	1%	7%	31%	3%	14%	7%	5%	5%	10%	2%	5%	34%	2%	13%
NET: Satisfied (7-10)	175	60	35	201	42	66	138	123	52	31	51	4	30	80	28	52	81	49	27	40	7	23	75	25	36	85
Mean score	24%	23%	21%	23%	24%	20%	25%	21%	26%	30%	33%	14%	12%	45%	38%	20%	30%	24%	21%	19%	23%	6%	49%	38%	10%	37%
Standard error	510	171	120	587	121	236	309	415	136	66	88	19	215	72	22	196	113	139	95	162	19	331	69	15	300	112
NET: Dissatisfied (1-3)	69%	67%	72%	68%	70%	73%	63%	71%	67%	63%	58%	66%	86%	81%	43%	30%	77%	67%	73%	76%	63%	91%	45%	23%	87%	49%
NET: Neutral (4-6)	7.38d	7.37	7.36	7.39d	7.40d	7.38d	7.08	7.57	7.20	7.12	6.85	7.31	6.29m	6.22m	4.91	7.84o	6.26	7.32	7.71	7.77	7.17	6.63uv	6.28v	4.55	6.44x	6.24
NET: Satisfied (7-10)	0.09	0.15	0.18	0.08	0.16	0.12	0.10	0.10	0.16	0.21	0.19	0.49	0.10	0.15	0.30	0.12	0.16	0.17	0.19	0.15	0.48	0.08	0.16	0.31	0.10	0.16

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/i/j - k/l/m - n/o - p/q/r/s - uv/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										EE				GiffGaff				Lebara																	
	Issue										Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved															
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
10 - Extremely satisfied (10)	150	46	38	184	40	88	71	129	56	30	53	11	139	9	2	128	20	13	13	14	6	42	4	-	40	5	12	7	14	5	37	1	-	35	3	
9 - (9)	105	38	15	135	24	50	62	73	40	24	38	3	88	13	4	75	29	12	6	16	4	34	4	-	29	9	7	2	3	3	14	-	1	13	2	
8 - (8)	128	46	31	141	32	47	74	109	41	35	45	7	96	26	6	77	49	14	13	16	3	33	11	2	29	17	14	8	6	3	24	7	-	20	11	
7 - (7)	106	41	30	107	24	40	70	76	39	26	38	5	65	38	5	62	46	11	16	11	3	27	13	1	19	20	14	8	8	-	22	8	-	11	19	
6 - (6)	67	26	15	88	22	23	59	45	28	17	19	3	29	34	4	30	37	9	12	3	2	14	10	2	10	16	3	6	5	1	7	8	-	11	3	
5 - (5)	9	9%	10%	9%	10%	13%	7%	12%	8%	10%	10%	8%	9%	6%	16%	5%	7%	12%	15%	4%	8%	8%	13%	15%	7%	5%	15%	5%	15%	11%	6%	6%	20%	-	11%	5%
4 - (4)	29	10	12	37	7	13	26	34	18	2	9	-	4	21	4	6	22	3	4	3	-	2	8	-	1	9	8	1	1	2	4	7	1	4	8	
3 - (3)	28	7	5	38	3	12	32	23	9	10	9	-	6	11	11	8	20	1	2	2	2	-	6	1	1	6	1	2	2	-	1	2	2	-	5	
2 - (2)	11	3	3	19	1	8	14	10	3	4	4	-	-	5	6	1	10	1	1	1	-	1	2	-	1	2	-	1	1	1	1	-	2	1	2	
1 - Extremely dissatisfied (1)	25	7	9	36	2	10	23	20	10	5	9	1	-	3	22	5	20	2	2	2	1	3	-	4	1	6	3	3	3	-	1	3	5	4	5	
Not applicable	3%	3%	5%	4%	1%	3%	3%	3%	4%	3%	4%	3%	-	1%	23%	1%	7%	3%	3%	3%	4%	2%	-	31%	1%	5%	8%	8%	7%	-	1%	3%	38%	4%	8%	
NET: Dissatisfied (1-3)	64	17	17	93	6	30	69	53	22	19	22	1	6	19	39	14	50	4	5	5	3	4	8	5	3	14	4	6	6	1	3	5	9	5	12	
NET: Neutral (4-6)	172	63	35	198	46	61	137	135	79	39	49	5	47	105	20	66	104	19	27	11	6	25	35	3	22	40	13	8	8	6	12	20	3	19	15	
NET: Satisfied (7-10)	491	171	114	567	120	225	277	387	176	115	174	26	388	86	17	342	144	50	48	57	16	136	32	3	117	51	47	25	31	11	97	16	1	79	35	
Mean score	7.23d	7.26d	7.11d	7.14d	7.55d	7.48d	6.66	7.21d	7.11	7.12	7.33	8.03gh	6.58lm	6.02m	4.03	6.03o	6.07	7.33	6.91	7.59	7.20	6.15	6.05	4.27	6.11	6.11	7.17	6.77	7.24	7.33	6.13u	5.66	2.92	7.08x	5.85	
Standard error	0.09	0.14	0.20	0.09	0.16	0.14	0.12	0.10	0.14	0.18	0.15	0.36	0.08	0.13	0.32	0.10	0.14	0.26	0.24	0.26	0.51	0.15	0.23	0.89	0.15	0.22	0.30	0.42	0.41	0.61	0.18	0.32	0.65	0.23	0.31	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2				SKY				TESCO MOBILE																	
											Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	61**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
10 - Extremely satisfied (10)	150	46	38	184	40	88	71	129	60	57	60	7	175	6	3	160	24	15	12	13	-	39	1	-	37	3	31	22	28	7	82	4	2	74	13	
9 - (9)	105	38	15	135	24	50	62	73	53	38	41	3	124	8	3	99	36	7	10	6	1	23	-	1	15	9	17	14	14	5	48	1	1	36	14	
8 - (8)	128	46	31	141	32	47	74	109	61	29	48	3	111	24	6	92	49	8	12	10	2	26	5	1	22	10	11	21	15	-	38	8	1	30	17	
7 - (7)	106	41	30	107	24	40	70	76	41	25	39	2	66	36	5	58	48	7	7	9	1	12	10	2	10	14	16	14	9	1	26	13	1	23	17	
6 - (6)	67	26	15	88	22	23	53	45	35	25	25	3	31	48	9	41	45	6	5	10	1	6	14	2	11	11	11	7	4	1	9	13	1	15	8	
5 - (5)	76	27	8	73	17	25	52	56	30	11	29	3	20	42	11	22	50	5	4	7	1	3	12	2	4	13	8	9	5	3	8	13	4	9	16	
4 - (4)	29	10	12	37	7	13	26	34	15	9	12	1	4	20	13	9	27	4	1	2	-	2	3	2	2	5	8	3	2	-	2	6	5	4	9	
3 - (3)	28	7	5	38	3	12	32	23	12	11	12	3	7	15	16	6	31	1	2	-	-	-	2	1	2	1	1	1	9	1	-	6	6	3	8	8
2 - (2)	11	3	3	19	1	8	14	10	6	6	7	-	3	4	12	5	14	-	1	-	-	-	-	1	-	1	4	2	2	-	1	2	5	1	7	7
1 - Extremely dissatisfied (1)	25	7	9	36	2	10	23	20	14	5	14	3	4	4	28	5	29	1	1	-	-	-	2	1	1	2	3	4	1	1	2	1	7	2	8	8
Not applicable	12	5	1	10	-	6	7	6	-	-	8	2	3	4	3	2	6	-	-	-	-	-	-	-	-	2	1	2	-	3	1	2	3	3	3	3
NET: Dissatisfied (1-3)	64	17	17	93	6	30	69	53	32	22	33	6	14	23	56	16	74	2	4	-	-	2	4	3	3	7	6	15	2	3	9	15	6	23	3	
NET: Neutral (4-6)	172	63	35	198	46	61	137	135	80	45	66	7	55	110	33	72	122	15	10	19	2	11	29	6	17	29	27	19	11	4	19	32	10	28	33	
NET: Satisfied (7-10)	491	171	114	567	120	225	277	387	215	149	188	15	476	74	17	409	157	37	41	38	4	100	16	4	84	36	75	71	66	13	194	26	5	163	61	
Mean score	7.23d	7.26d	7.11d	7.14d	7.55d	7.48d	6.66	7.21d	7.14	7.45	7.08	6.57	6.34FG	6.84G	3.78	6.16l	5.86	7.54	7.60	7.54	7.17	6.44l	6.00	4.86	6.19o	6.56	7.47	7.51	7.40	7.74	6.54uv	6.89v	3.79	6.27A	6.16	
Standard error	0.09	0.14	0.20	0.09	0.16	0.14	0.12	0.10	0.13	0.17	0.15	0.58	0.08	0.13	0.25	0.09	0.14	0.31	0.30	0.24	0.60	0.14	0.20	0.67	0.19	0.23	0.23	0.23	0.29	0.63	0.11	0.24	0.45	0.14	0.25	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				VODAFONE													
	Issue								Satisfaction				Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
10 - Extremely satisfied (10)	150	46	38	184	40	88	71	129	34	13	21	3	65	5	1	58	13	44	32	46	7	122	7	-	121	7
9 - (9)	105	38	15	135	24	50	62	73	25	15	18	4	53	8	1	45	17	22	18	30	3	63	9	1	57	15
8 - (8)	128	46	31	141	32	47	74	109	35	21	16	2	56	14	4	56	18	40	28	40	1	91	16	2	73	36
7 - (7)	108	41	30	107	24	40	70	76	24	17	22	7	38	29	3	36	34	22	18	33	3	49	24	3	45	31
6 - (6)	67	26	15	88	22	23	59	45	19	14	23	3	21	33	4	26	30	15	14%	15%	10%	13	27	5	18	27
5 - (5)	76	27	8	73	17	25	52	56	16	8	25	3	7	39	6	17	33	21	10	22	3	13	35	8	17	38
4 - (4)	29	10	12	37	7	13	26	34	13	8	5	-	4	16	6	9	17	14	9	9	2	6	21	7	5	28
3 - (3)	28	7	5	38	3	12	32	23	14	5	12	1	2	11	19	3	29	8	5	8	2	2	9	12	3	20
2 - (2)	11	3	3	19	1	8	14	10	4	2	7	1	1	4	9	2	12	6	1	2	1	2	2	6	3	7
1 - Extremely dissatisfied (1)	25	7	9	36	2	10	23	20	17	1	4	1	1	2	20	3	20	3	2	4	2	-	3	17	3	16
Not applicable	12	5	1	10	-	6	7	6	2	1	-	4	1	5	1	1	5	3	-	2	1	1	4	1	3	7
NET: Dissatisfied (1-3)	64	17	17	93	6	30	69	53	35	8	23	3	4	17	48	8	61	26	8	14	5	4	14	35	9	43
NET: Neutral (4-6)	172	63	35	198	46	61	137	135	48	30	53	6	32	89	16	52	80	50	26	49	10	32	83	20	40	93
NET: Satisfied (7-10)	491	171	114	567	120	225	277	387	118	66	77	16	212	56	9	195	82	128	96	149	14	325	56	6	296	89
Mean score	7.23d	7.28d	7.11d	7.18d	7.45d	7.48d	6.66	7.21	6.60	7.00	6.48	6.80	6.17m	6.82m	3.36	7.78o	5.42	6.92	7.53p	7.39p	6.52	6.41uv	6.99v	3.43	6.27x	5.62
Standard error	0.09	0.14	0.20	0.09	0.16	0.14	0.12	0.10	0.20	0.21	0.20	0.48	0.11	0.14	0.27	0.12	0.17	0.19	0.20	0.15	0.54	0.08	0.16	0.28	0.10	0.16

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier													EE				GiffGaff				Lebara																	
	GiffGaff			Lebara			Tesco Mobile			Three			Vodafone			Billing and Customer service		Repairs and Installation		Service issues		Something else		Satisfied		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved	
	(z)	(e)	(y)	(c)	(d)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)						
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*				
10 - Extremely satisfied	116	51	27	164	36	68	66	124	40	25	42	9	108	6	2	96	18	13	16	15	7	48	3	-	41	9	10	5	8	4	27	-	-	25	2				
9 -	97	31	21	119	17	49	53	80	28	29	39	1	87	9	1	72	24	13	9	6	3	26	4	1	24	7	7	3	7	4	19	1	1	19	2				
8 -	152	42	33	143	39	48	79	88	54	37	53	8	128	18	6	92	59	18	11	8	22*	34	6	2	23	19	13	8	10	2	30	3	-	20	13				
7 -	107	38	21	118	26	41	66	73	48	25	30	4	63	40	4	59	48	5	14	13	6	30	8	-	20	17	9	7	3	2	14	7	-	13	8				
6 -	79	27	16	77	15	33	52	51	27	22	25	5	28	44	7	14	16	7*	10	17*	23*	18*	11*	-	14*	16*	14*	18*	7*	11*	12*	17*	-	13*					
5 -	67	29	18	87	19	27	62	63	31	13	22	1	14	43	10	29	36	12	9	6	2	10	19	-	14	13	9	3	3	3	4	13	1	6	12				
4 -	35	18	7	51	8	17	39	42	15	7	13	-	4	22	9	12	22	5	4	7	2	5	8	5	10	8	3	2	2	-	3	4	-	-	7				
3 -	32	6	5	29	4	15	25	23	16	6	8	2	6	14	12	10	22	2	2	2	-	1	4	1	1	5	2	2	1	-	1	3	1	3	2				
2 -	11	4	2	27	5	10	13	14	3	4	4	-	-	8	3	2	9	2	1	1	-	-	4	-	-	4	1	-	-	-	1	-	1	-	2				
1 - Extremely dissatisfied	25	6	11	40	2	5	25	17	9	7	8	1	-	3	22	5	20	2	1	1	2	2	1	3	1	5	3	3	4	1	-	2	9	5	6				
Not applicable	18	4	6	13	1	3	10	6	3	3	3	3	-	1	23*	1*	3*	3*	1*	3*	4*	1*	1*	23*	1*	5*	5*	8*	9*	6*	-	5*	1	-	5	10*			
NET: Dissatisfied	68	16	18	96	11	30	63	54	28	17	20	3	6	25	37	17	51	6	4	5	1	3	9	4	2	14	6	5	6	1	2	5	11	8	10				
NET: Neutral	181	74	41	215	42	77	153	156	73	42	60	6	46	109	26	80	98	23	26	19	6	25	44	5	32	40	17	10	9	5	16	24	1	14	26				
NET: Satisfied	472	162	102	544	118	206	264	365	170	116	164	22	386	73	13	319	149	44	49	51	18	138	21	3	108	52	39	23	28	12	90	11	1	77	25				
Mean score	7.06d	7.15d	6.92	6.97d	7.30d	7.23d	6.53	7.09d	6.86	7.09	7.20	7.52	6.22im	5.76m	3.91	7.75o	6.09	7.04	7.18	7.13	7.44	6.05	5.68	4.25	7.82i	6.25	6.90	6.63	6.98	7.44	6.06u	5.40	2.15	7.72a	5.64				
Standard error	0.09	0.15	0.20	0.09	0.17	0.14	0.12	0.10	0.14	0.18	0.15	0.42	0.07	0.13	0.29	0.10	0.14	0.29	0.24	0.27	0.48	0.15	0.23	0.80	0.17	0.23	0.31	0.41	0.43	0.57	0.17	0.28	0.66	0.23	0.31				

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/i/ - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier														O2				SKY				TESCO MOBILE													
	Issue														Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	61**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
10 - Extremely satisfied	116	51	27	164	36	68	66	124	51	53	52	8	155	6	3	147	17	17	9	10	-	35	1	-	35	1	23	20	21	4	65	1*	2	59	9	
9 -	97	31	21	119	17	49	53	80	50	28	36	5	112	6	1	88	31	3	8	6	-	17	-	-	15	2	20	10	12	7	48	1	-	38	11	
8 -	152	42	33	143	39	48	79	88	51	35	55	2	123	18	2	91	51	10	16	11	2	31	5	3	27	12	19	16	12	1	41	5	2	35	13	
7 -	107	38	21	118	26	41	66	73	51	33	33	1	74	42	2	69	49	8	8	9	1	18	6	2	9	17	15	10	15	1	31	10	-	25	16	
6 -	79	27	16	77	15	33	52	51	32	20	24	1	33	33	11	31	44	6	3	5	1	3	12	-	6	9	8	15	8	1	11	20	2	12	21	
5 -	67	29	18	87	19	27	62	63	40	19	25	3	22	48	17	32	54	2	5	10	2	5	11	3	5	14	10	9	5	3	10	12	5	15	12	
4 -	35	18	7	51	8	17	39	42	15	10	22	4	14	25	12	12	37	5	-	3	-	2	6	-	2	6	4	4	9	-	7	5	5	6	11	
3 -	32	6	5	29	4	15	25	23	7	11	10	1	4	15	10	8	21	1	2	1	-	-	2	2	-	4	4	5	5	1	1	7	7	3	11	
2 -	11	4	2	27	5	10	13	14	13	3	10	1	3	7	17	8	18	1	2	2	-	-	2	3	2	3	3	4	3	-	2	3	5	2	8	
1 - Extremely dissatisfied	25	6	11	40	2	5	25	17	15	3	20	2	3	6	31	8	31	1	1	-	-	-	1	1	2	2	-	1	1	1	-	1	4	4	3	
Not applicable	18	4	6	13	1	10	6	2	2	1	8	2	1	8	3	6	-	1	-	-	-	-	1	-	-	1	-	3	1	5	-	3	3	3	3	5
NET: Dissatisfied	68	16	18	96	11	30	63	54	35	17	40	4	10	28	58	24	70	3	5	3	-	-	5	6	4	7	9	10	9	2	3	11	15	7	22	
NET: Neutral	181	74	41	215	42	77	153	156	87	49	71	8	69	106	40	75	135	13	8	18	3	10	29	3	13	29	22	29	22	4	28	37	12	33	44	
NET: Satisfied	472	162	102	544	118	206	264	365	203	149	176	16	464	72	8	395	148	38	41	36	3	101	12	5	86	32	77	56	60	13	185	17	4	157	49	
Mean score	7.06d	7.15d	6.92	6.97d	7.30d	7.23d	6.53	7.09d	6.89	7.40Ac	6.77	6.86	6.19FG	6.51G	7.03	7.83	7.50	7.50	7.41	7.09	6.50	6.16	5.52	4.71	6.15o	6.01	7.42	7.04	7.14	7.53	6.23uv	6.49v	4.00	7.98x	5.97	
Standard error	0.09	0.15	0.20	0.09	0.17	0.14	0.12	0.10	0.14	0.16	0.16	0.58	0.08	0.14	0.23	0.10	0.13	0.32	0.30	0.29	0.56	0.14	0.26	0.68	0.20	0.22	0.22	0.25	0.26	0.60	0.12	0.22	0.43	0.15	0.23	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				VODAFONE															
	Issue								Satisfaction				Complaint completely resolved				Issue				Satisfaction				Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228		
10 - Extremely satisfied (10)	116	51	27	164	36	68	66	124	30	16	15	5	58	5	3	50	16	43	31	43	7	117	4	3	113	11		
9 - (9)	16%	20%	16%	19%	21%	21%	13%	21%	15%	15%	10%	17%	23%	3%	4%	20%	7%	21%	24%	20%	23%	32%	3%	5%	33%	5%		
8 - (8)	97	31	21	119	17	49	53	80	23	16	14	-	49	4	-	40	12	21	25	34	-	71	8	1	62	18		
7 - (7)	13%	12%	13%	14%	10%	15%	11%	14%	11%	15%	9%	-	20%	2%	-	16%	5%	10%	19%	16%	-	20%	5%	2%	18%	8%		
6 - (6)	152	42	33	143	39	48	79	88	28	19	27	5	61	15	3	57	22	29	18	34	7	77	10	1	62	26		
5 - (5)	21%	16%	20%	16%	23%	15%	16%	15%	14%	18%	18%	17%	24%	9%	4%	22%	10%	14%	14%	16%	23%	21%	6%	2%	18%	11%		
4 - (4)	107	38	21	118	26	41	66	73	26	14	20	6	33	28	5	34	31	25	16	29	3	45	25	3	43	30		
3 - (3)	14%	15%	13%	14%	15%	13%	13%	13%	13%	13%	13%	21%	13%	17%	7%	13%	14%	12%	12%	14%	10%	12%	16%	5%	12%	13%		
2 - (2)	79	27	16	77	15	33	52	51	17	15	17	3	14	35	3	24	27	13	13	22	3	19	26	6	16	32		
1 - Extremely dissatisfied (1)	11%	11%	10%	9%	9%	10%	11%	9%	8%	14%	11%	10%	6%	21%	4%	9%	12%	6%	10%	10%	10%	5%	15%	9%	5%	14%		
Not applicable	67	29	18	87	19	27	62	63	28	8	24	2	16	35	10	22	39	30	10	20	3	22	35	6	24	39		
NET: Dissatisfied (1-3)	9%	11%	11%	10%	11%	8%	13%	11%	14%	8%	16%	7%	6%	22%	14%	9%	17%	14%	8%	9%	10%	6%	23%	9%	7%	17%		
NET: Neutral (4-6)	35	18	7	51	8	17	39	42	15	6	14	4	7	23	9	12	26	15	11	15	1	6	27	9	13	28		
NET: Satisfied (7-10)	5%	7%	4%	6%	5%	5%	8%	7%	7%	6%	9%	14%	3%	14%	12%	5%	11%	7%	8%	7%	3%	2%	18%	14%	4%	12%		
Mean score	32	6	5	29	4	15	25	23	14	3	8	-	4	10	11	5	19	9	2	9	3	2	9	12	4	19		
Standard error	11	4	2	27	5	10	13	14	3	3	7	-	1	3	9	2	11	7	3	3	3	1	5	8	6	7		
	1%	2%	1%	3%	3%	3%	2%	2%	1%	3%	5%	-	*	2%	12%	1%	3%	2%	2%	1%	3%	1%	3%	13%	2%	3%		
	25	6	11	40	2	5	25	17	15	2	7	1	2	2	21	5	20	12	1	3	1	-	4	13	1	15		
	3%	2%	7%	5%	1%	2%	5%	3%	7%	2%	5%	3%	1%	1%	28%	2%	9%	6%	1%	1%	3%	-	5%	20%	*	7%		
	18	4	4	13	1	9	10	6	4	3	-	9	4	6	-	5	5	3	-	2	1	2	1	3	2	3		
	2%	2%	4%	1%	1%	3%	2%	1%	2%	3%	-	10%	2%	4%	-	2%	2%	1%	-	1%	3%	1%	3%	1%	1%	1%		
	68	16	18	86	11	30	63	54	32	8	22	1	7	15	41	12	50	26	6	15	5	3	18	33	11	41		
	9%	6%	11%	11%	6%	9%	13%	9%	10%	8%	14%	3%	3%	9%	35%	5%	22%	14%	5%	7%	7%	1%	13%	31%	3%	18%		
	181	74	41	215	42	77	153	156	60	29	55	9	37	94	22	58	92	58	34	57	7	47	88	21	53	99		
	24%	29%	25%	25%	24%	24%	31%	27%	30%	28%	36%	31%	15%	56%	30%	23%	40%	28%	26%	27%	23%	13%	57%	32%	15%	43%		
	472	162	102	544	118	206	264	365	107	65	76	16	201	52	11	181	81	118	90	140	17	310	47	8	280	85		
	6%	6%	61%	63%	69%	64%	54%	63%	53%	62%	50%	55%	81%	31%	15%	71%	36%	57%	69%	65%	57%	80%	31%	12%	81%	37%		
	7.06d	7.14d	6.92	6.97d	7.30d	7.23d	6.53	7.09	6.42	7.14g	6.24	6.81	7.49m	6.73m	3.58	7.48o	5.48	6.70	7.51p	7.26p	6.76	6.32uv	6.54v	3.79	6.08x	5.67		
	0.09	0.15	0.20	0.09	0.17	0.14	0.12	0.10	0.19	0.23	0.20	0.45	0.12	0.14	0.29	0.13	0.17	0.19	0.20	0.16	0.50	0.09	0.16	0.31	0.11	0.16		

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/i/j - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 52

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

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

	Supplier										EE				GiffGaff				Lebara																	
											Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
10 - Extremely satisfied	122	46	30	165	36	62	53	106	32	33	48	9	111	11	2	102	18	13	15	12	6	44	2	-	39	6	10	4	11	5	28	1	1	27	3	
9 -	83	31	18	110	21	45	53	84	30	28	24	1	71	10	2	57	25	10	7	10	4	26	4	1	20	11	9	3	2	4	16	1	1	13	5	
8 -	125	48	26	148	28	52	71	75	48	35	37	5	105	19	1	71	54	9	20	13	6	37	9	2	28	20	10	6	8	2	25	1	-	15	11	
7 -	92	30	21	105	18	39	50	66	35	24	31	2	60	30	1	59	33	11	10	7	2	21	9	-	14	15	11	7	3	-	14	7	-	13	8	
6 -	62	31	12	74	17	21	49	47	28	14	18	2	21	17	4	26	34	12	9	9	1	14	15	2	13	17	3	4	4	1	3	9	-	4	7	
5 -	78	21	14	81	15	27	73	51	37	15	24	2	26	43	9	35	42	11	5	4	1	7	13	1	10	10	2	4	4	4	6	8	-	8	6	
4 -	37	14	8	43	11	15	33	41	12	9	15	1	9	21	7	16	20	1	9	4	-	3	10	1	4	10	3	4	1	-	3	5	-	4	4	
3 -	20	6	4	39	11	12	29	27	5	5	10	-	4	11	5	8	12	-	2	4	-	2	4	-	3	3	2	-	2	-	1	1	2	1	3	
2 -	31	1	1	27	4	9	14	15	12	4	12	3	5	14	12	11	20	1	-	-	-	1	-	-	1	-	1	-	-	-	-	1	-	1	-	
1 - Extremely dissatisfied	56	13	17	46	8	19	46	43	28	7	20	1	11	12	33	14	42	3	2	6	2	4	5	4	2	11	4	5	7	1	3	5	9	7		
Not applicable	8%	5%	10%	5%	5%	6%	9%	7%	10%	4%	8%	3%	2%	6%	12%	3%	16%	4%	3%	8%	8%	2%	7%	31%	1%	10%	4%	5%	13%	15%	6%	3%	12%	69%	7%	10%
NET: Dissatisfied	107	20	22	112	23	40	89	85	45	16	42	4	20	37	50	33	74	4	4	10	2	7	9	4	6	14	7	5	9	1	4	7	11	9	13	
NET: Neutral	177	66	34	198	43	63	155	139	77	38	57	5	56	101	20	77	96	24	23	17	2	24	38	4	27	37	8	12	9	5	12	22	-	16	17	
NET: Satisfied	422	155	95	528	103	198	227	331	145	120	140	17	347	68	7	289	130	43	52	42	18	128	24	3	101	52	40	20	24	11	83	10	2	68	27	
Mean score	6.66d	7.11ad	6.77d	6.92d	6.92d	7.06d	6.11	6.73d	6.32	7.41g	6.57	7.15	7.88tm	6.51m	2.97	7.44o	5.60	7.11	7.16	6.83	7.77	7.92F	5.68	4.55	7.82l	6.17	7.09	6.19	6.52	7.59	7.96u	5.13	2.62	7.42a	5.72	
Standard error	0.10	0.16	0.23	0.09	0.20	0.15	0.13	0.12	0.17	0.18	0.19	0.58	0.10	0.16	0.28	0.12	0.16	0.27	0.25	0.33	0.55	0.16	0.25	0.95	0.18	0.25	0.36	0.45	0.49	0.64	0.21	0.35	0.87	0.28	0.37	

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier														O2						SKY						TESCO MOBILE											
															Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved		Issue			Satisfaction			Complaint completely resolved	
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)			
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	61**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120			
10 - Extremely satisfied (10)	122	46	30	165	36	62	53	106	55	51	54	5	158	3	4	144	21	13	14	9	-	34	2	-	35	1	26	17	15	4	57	4	1	52	10			
9 - (9)	83	31	18	110	21	45	53	84	43	28	34	5	102	7	1	85	25	5	10	6	-	18	2	1	15	6	14	14	14	3	41	2	2	36	9			
8 - (8)	125	48	26	148	28	52	71	75	61	43	44	-	119	25	4	92	56	7	11	7	3	26	2	-	22	6	17	22	11	2	44	8	-	32	20			
7 - (7)	92	30	21	105	18	39	50	66	42	31	31	1	69	31	5	66	38	4	4	10	-	9	7	2	7	11	12	16	10	1	28	9	2	24	15			
6 - (6)	122	12*	13*	13*	12*	10*	12*	10*	13*	14*	11*	3*	13*	14*	11*	3*	13*	14*	11*	3*	-	8*	15*	14*	7*	7*	13*	17*	10*	5*	13*	13*	6*	12*	13*			
6 - (6)	62	31	12	74	17	21	49	47	27	12	32	3	30	35	9	27	45	3	5	8	1	9	7	1	8	9	9	6	5	1	7	12	2	8	13			
5 - (5)	8*	12**	7*	9*	10*	7*	10*	8*	8*	6*	11**	10*	5*	17**	10*	8*	5*	9*	14*	17*	-	8*	15*	7*	8*	13*	8*	6*	5*	5*	3*	10**	6*	4*	11**	11**		
5 - (5)	78	21	14	81	15	27	73	51	36	19	24	2	23	46	12	26	54	7	4	2	2	4	11	-	6	9	7	7	10	3	11	13	3	14	13			
4 - (4)	11*	8*	8*	9*	9*	8*	10**	9*	11*	9*	8*	7*	11*	9*	8*	7*	13*	7*	4*	33*	-	4*	23**	-	6*	13*	6*	7*	10*	16*	5*	19**	9*	7*	11*	11*		
4 - (4)	37	14	8	43	11	15	33	41	15	10	16	2	9	25	9	13	29	2	2	7	-	4	7	-	2	9	5	3	7	-	5	7	3	6	9			
3 - (3)	5*	5*	5*	5*	6*	5*	7*	7*	5*	5*	5*	7*	2*	12**	8*	3*	8**	4*	12*	-	-	4*	15**	-	2*	13**	5*	3*	7*	-	2*	10**	9**	3*	8*	8*		
3 - (3)	20	6	4	39	11	12	29	27	11	11	15	2	7	18	14	12	27	5	2	4	-	3	4	4	3	8	5	3	3	1	4	3	5	5	6			
2 - (2)	3*	2*	2*	4*	4*	6**	4*	6**	3*	5*	5*	7*	1*	9**	13**	2*	8**	9*	4*	7*	-	3*	9*	29*	3*	12**	5*	3*	3*	5*	2*	4*	14**	3*	5*	5*		
2 - (2)	31	1	1	27	4	9	14	15	10	6	9	2	5	11	11	8	19	1	2	1	-	-	2	2	1	3	3	2	4	-	1	3	5	2	7			
1 - Extremely dissatisfied (1)	4**	*	1*	3**	2*	3**	3**	3**	3*	3*	3*	7*	1*	5**	10**	2*	5**	5**	4**	2**	-	-	4**	14**	-	1*	4**	3*	2*	4*	-	*	4**	14**	1*	6**	3**	
1 - Extremely dissatisfied (1)	56	13	17	46	8	19	46	43	14	3	26	3	3	6	37	7	36	4	1	3	-	2	2	4	3	5	5	3	8	3	3	6	10	5	13			
Not applicable	8*	5*	10**	5*	5*	6*	9**	7*	4*	1*	2**	1*	4*	3**	10**	1*	1*	2*	5*	-	-	2*	4*	29*	3*	7*	5*	3*	8*	16*	1*	9**	23**	3*	11**	3**		
NET: Dissatisfied (1-3)	33	15	16	30	3	21	19	26	13	2	10	5	23	4	3	19	9	3	-	-	-	2	1	-	2	1	8	3	9	1	18	1	2	16	5			
NET: Dissatisfied (1-3)	107	20	22	112	23	40	89	85	35	20	50	7	15	25	62	27	82	10	5	8	-	5	8	10	7	16	13	8	15	4	8	12	20	12	26			
NET: Neutral (4-6)	14**	8*	13*	13**	13*	12*	18**	15**	11*	9*	17**	23**	3*	17**	17**	5*	17**	19**	9*	14**	-	5*	17**	71**	7*	24**	12*	8*	16*	21*	4*	18**	57**	6*	22**	14**		
NET: Neutral (4-6)	177	66	34	198	43	63	155	139	78	41	72	7	62	106	30	66	128	12	11	17	3	17	25	1	16	27	21	16	22	4	23	32	8	28	35			
NET: Satisfied (7-10)	24*	26*	20*	23*	25*	20*	22*	24*	24*	19*	24*	23*	11*	50**	28**	13*	8**	22*	20*	30*	50*	15*	17**	7*	15*	19*	17*	23*	21*	11*	47**	23**	14*	14*	29**	5*		
NET: Satisfied (7-10)	422	155	95	528	103	198	227	331	201	153	163	11	448	66	14	387	140	29	39	32	3	87	13	3	79	24	69	69	50	10	170	23	5	144	54			
Mean score	57**	61**	57**	61**	69**	61**	46*	57**	61**	71**	55*	37*	82**	81**	13*	78**	39*	54*	71*	56*	50*	78**	28*	21*	76**	35*	62*	72**	52*	53*	78**	34**	14*	72**	45*			
Standard error	0.10	0.16	0.23	0.09	0.20	0.15	0.13	0.12	0.14	0.16	0.17	0.66	0.08	0.14	0.25	0.10	0.14	0.41	0.33	0.34	0.61	0.20	0.31	0.71	0.23	0.29	0.26	0.24	0.31	0.77	0.14	0.29	0.46	0.17	0.26			

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				VODAFONE														
	Issue								Satisfaction				Complaint completely resolved														
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228	
10 - Extremely satisfied (10)	122	46	30	165	36	62	53	106	22	16	12	3	49	2	2	43	10	33	31	37	5	102	4	-	100	6	
	17% <sup>kd</sup>	18% <sup>zd</sup>	18% <sup>ed</sup>	19% <sup>bd</sup>	21% <sup>yd</sup>	19% <sup>cd</sup>	11%	18%	11%	15%	8%	10%	20% <sup>km</sup>	1%	3%	17% <sup>no</sup>	4%	16%	24%	17%	17%	28% <sup>tu</sup>	3%	-	29% <sup>vu</sup>	3%	
9 - (9)	83	31	18	110	21	45	53	84	26	12	12	3	45	8	-	37	16	25	27	29	3	78	4	2	66	18	
	11%	12%	11%	13%	12%	14%	11%	14%	13%	11%	8%	10%	18% <sup>km</sup>	5%	-	14% <sup>no</sup>	7%	12%	21% <sup>qu</sup>	14%	10%	22% <sup>tu</sup>	3%	3%	19% <sup>vu</sup>	8%	
8 - (8)	125	48	26	148	28	52	71	75	21	21	25	4	53	17	1	50	21	27	13	31	4	63	10	2	44	30	
	17%	19%	16%	17%	16%	16%	14%	13%	10%	20% <sup>qm</sup>	16%	14%	21% <sup>km</sup>	10% <sup>lm</sup>	1%	20% <sup>no</sup>	9%	13%	10%	14%	13%	17% <sup>tu</sup>	6%	3%	17% <sup>vu</sup>	13%	
7 - (7)	92	30	21	105	18	39	50	66	25	10	14	1	31	16	3	26	23	20	16	25	5	40	24	2	41	25	
	12%	12%	13%	12%	10%	12%	10%	11%	12%	10%	9%	3%	12% <sup>km</sup>	10%	4%	10%	10%	10%	12%	12%	17%	11% <sup>uv</sup>	16% <sup>uv</sup>	3%	2	12%	
6 - (6)	62	31	12	74	17	21	49	47	19	15	15	-	17	30	2	28	19	14	13	17	3	22	23	2	24	23	
	8%	12% <sup>zv</sup>	7%	9%	10%	7%	10%	8%	9%	14%	10%	-	7%	15% <sup>km</sup>	3%	11%	8%	7%	10%	8%	10%	6%	15% <sup>uv</sup>	3%	3%	7%	
5 - (5)	78	21	14	81	15	27	73	51	25	17	24	7	19	45	6	29	42	24	8	19	-	19	28	4	25	23	
	11%	8%	8%	9%	9%	8%	15% <sup>abvzvy</sup>	9%	12%	16%	16%	24%	8%	29% <sup>km</sup>	8%	11%	18% <sup>no</sup>	12%	6%	9%	-	5%	18% <sup>uv</sup>	6%	7%	10%	
4 - (4)	37	14	8	43	11	15	33	41	12	6	13	2	10	16	7	15	18	14	9	16	2	7	24	10	14	27	
	5%	5%	5%	5%	6%	5%	7%	7%	6%	6%	8%	7%	4%	10% <sup>km</sup>	9%	6%	8%	7%	7%	7%	7%	2%	18% <sup>tu</sup>	15% <sup>tu</sup>	4%	12% <sup>uv</sup>	
3 - (3)	20	6	4	39	11	12	29	27	14	4	10	1	9	12	8	10	19	10	8	9	-	4	13	10	4	23	
	3%	2%	2%	4%	6% <sup>az</sup>	4%	6% <sup>az</sup>	5%	7%	4%	7%	3%	4%	7%	11% <sup>lm</sup>	4%	8% <sup>no</sup>	5%	6%	4%	-	1%	8% <sup>tu</sup>	15% <sup>tu</sup>	1%	1%	10% <sup>uv</sup>
2 - (2)	31	1	1	27	4	9	14	15	5	1	8	-	1	5	8	2	12	8	2	5	-	4	5	6	3	12	
	4% <sup>az</sup>	*	1%	3% <sup>z</sup>	2%	3% <sup>z</sup>	3% <sup>z</sup>	3%	2%	1%	5%	-	1	3% <sup>km</sup>	11% <sup>km</sup>	2%	5% <sup>no</sup>	4%	2%	2%	-	1%	3%	9% <sup>tu</sup>	1%	1%	5% <sup>uv</sup>
1 - Extremely dissatisfied (1)	56	13	17	46	8	19	46	43	26	2	15	3	2	8	36	4	42	20	2	17	4	5	14	24	9	34	
	8%	5%	10% <sup>bz</sup>	5%	5%	6%	9% <sup>bz</sup>	7%	13% <sup>ch</sup>	2%	10% <sup>ch</sup>	10%	1%	5% <sup>km</sup>	49% <sup>km</sup>	2%	18% <sup>no</sup>	10% <sup>qu</sup>	2%	8% <sup>qu</sup>	13% <sup>qu</sup>	1%	9% <sup>tu</sup>	17% <sup>tu</sup>	3%	15% <sup>uv</sup>	
Not applicable	33	15	16	30	3	21	19	26	8	1	5	5	13	5	1	12	6	12	6	4	9	4	18	5	3	16	
	4%	6% <sup>zy</sup>	10% <sup>abzb</sup>	3%	2%	7% <sup>zy</sup>	4%	4%	4%	1%	3%	17%	5%	3%	1%	5%	3%	4% <sup>qu</sup>	3%	4%	1%	4%	5%	3%	5%	5%	
NET: Dissatisfied (1-3)	107	20	22	112	23	40	89	85	45	7	33	4	12	25	52	16	73	35	12	31	4	13	32	40	16	69	
	14% <sup>z</sup>	8%	13%	13% <sup>z</sup>	13%	12%	18% <sup>bcz</sup>	15%	22% <sup>ch</sup>	7%	22% <sup>ch</sup>	14%	5%	19% <sup>km</sup>	70% <sup>km</sup>	6%	32% <sup>no</sup>	18% <sup>qu</sup>	9%	14%	13%	4%	21% <sup>tu</sup>	62% <sup>tu</sup>	5%	30% <sup>uv</sup>	
NET: Neutral (4-6)	177	66	34	198	43	63	155	139	56	38	52	9	46	94	15	72	79	52	30	52	5	48	75	16	63	73	
	24%	26%	20%	23%	25%	20%	32% <sup>abvzvy</sup>	24%	28%	36%	34%	31%	18%	56% <sup>km</sup>	20%	28%	35%	25%	23%	24%	17%	13%	48% <sup>uv</sup>	25% <sup>tu</sup>	18%	32% <sup>uv</sup>	
NET: Satisfied (7-10)	422	155	95	528	103	198	227	331	94	59	63	11	178	43	6	156	70	105	87	122	17	283	42	6	251	79	
	57% <sup>kd</sup>	61% <sup>zd</sup>	57% <sup>ed</sup>	61% <sup>bd</sup>	60% <sup>yd</sup>	61% <sup>cd</sup>	46%	57%	46%	56% <sup>qm</sup>	41%	38%	71% <sup>km</sup>	26% <sup>lm</sup>	8%	61% <sup>no</sup>	31%	51%	67% <sup>qu</sup>	57%	57%	78% <sup>uv</sup>	27% <sup>uv</sup>	9%	73% <sup>uv</sup>	35%	
Mean score	6.66 <sup>kd</sup>	7.11 <sup>zd</sup>	6.77 <sup>ed</sup>	6.92 <sup>bd</sup>	6.92 <sup>yd</sup>	7.00 <sup>cd</sup>	6.11	6.73	5.96	6.93 <sup>qm</sup>	5.74	6.04	7.64 <sup>km</sup>	6.42 <sup>lm</sup>	2.67	7.20 <sup>no</sup>	4.92	6.34	7.38 <sup>qu</sup>	6.68	6.69	8.10 <sup>uv</sup>	6.11 <sup>uv</sup>	3.00	7.83 <sup>uv</sup>	5.09	
Standard error	0.10	0.16	0.23	0.09	0.20	0.15	0.13	0.12	0.21	0.22	0.22	0.59	0.13	0.16	0.26	0.14	0.18	0.21	0.21	0.19	0.59	0.11	0.18	0.28	0.12	0.18	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier													EE				GiffGaff				Lebara														
														Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved						
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
10 - Extremely satisfied (10)	162	56	36	197	37	87	86	154	59	31	59	13	150	8	4	142	18	13	22	5	51	5	-	46	9	14	5	11	6	35	1	-	34	2		
9 - (9)	111	36	19	137	20	53	47	84	39	29	38	5	96	12	3	74	36	7	14	9	6	33	3	-	24	12	6	6	4	3	17	1	1	14	5	
8 - (8)	127	44	29	133	28	41	80	89	44	40	39	4	104	20	3	71	80	11	15	14	4	35	8	1	29	15	9	11	8	1	22	7	-	18	11	
7 - (7)	110	34	26	113	25	41	78	66	45	25	34	6	57	48	5	57	52	12	13	5	4	18	16	-	14	19	13	4	6	3	21	5	-	15	11	
6 - (6)	75	27	15	92	23	32	50	55	30	17	28	3	24	45	9	35	43	7	9	9	2	11	15	1	11	15	7	4	4	9	6	-	7	7		
5 - (5)	57	23	18	72	14	29	60	45	24	14	18	1	9	39	9	28	28	11	6	5	1	9	12	2	8	14	8	3	4	3	5	11	2	9	9	
4 - (4)	29	17	8	45	12	17	25	32	11	9	9	-	2	20	7	6	22	5	6	4	2	4	10	3	6	11	5	2	1	-	2	6	-	3	5	
3 - (3)	21	7	5	21	7	8	23	25	9	2	9	1	4	8	9	3	18	3	-	4	-	2	3	2	2	5	2	1	2	-	1	3	1	-	5	5
2 - (2)	13	7	3	19	2	6	14	13	6	3	4	-	1	5	7	5	8	1	3	3	-	2	4	1	2	5	-	-	1	2	-	-	3	-	3	4
1 - Extremely dissatisfied (1)	27	5	7	31	3	6	21	12	11	4	12	-	-	5	22	3	24	1	1	1	2	2	-	3	1	4	-	3	4	-	-	1	6	3	4	
Not applicable	4	-	1	9	1	2	6	5	1	1	-	2	2	2	1	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	-	-
NET: Dissatisfied (1-3)	61	19	15	71	12	20	58	50	26	9	25	1	5	18	28	11	50	5	4	8	2	6	7	6	5	14	2	4	7	2	1	4	10	3	12	
NET: Neutral (4-6)	164	67	41	209	49	78	135	133	65	40	55	4	35	104	25	69	93	23	21	18	5	24	37	6	25	40	20	9	9	3	16	23	2	19	21	
NET: Satisfied (7-10)	510	170	110	580	110	222	291	393	187	125	170	28	407	88	15	344	161	46	55	50	19	137	32	1	113	55	42	26	29	13	95	14	1	81	29	
Mean score	7.31d	7.26d	7.14	7.30d	7.21	7.53d	6.79	7.42d	7.20	7.41	7.29	8.33gth	8.51lm	6.84m	4.05	8.13o	6.21	7.08	7.28	7.39	7.35	8.10f	6.05	3.62	8.02l	6.28	7.27	7.00	6.93	7.50	8.18u	5.73	2.62	7.93w	5.84	
Standard error	0.09	0.15	0.19	0.08	0.18	0.13	0.11	0.10	0.15	0.16	0.16	0.32	0.07	0.13	0.31	0.09	0.14	0.27	0.25	0.29	0.51	0.15	0.23	0.58	0.17	0.23	0.26	0.40	0.42	0.64	0.16	0.29	0.67	0.21	0.31	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2				SKY				TESCO MOBILE																	
											Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	61**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
10 - Extremely satisfied (10)	162	56	36	197	37	87	86	154	67	55	67	8	186	7	4	171	26	12	12	13	-	35	-	2	34	3	34	23	22	8	80	3	4	76	11	
9 - (9)	111	36	19	137	20	53	47	84	54	37	42	4	122	14	1	100	37	4	8	7	1	18	2	-	16	4	19	17	13	4	50	3	-	38	15	
8 - (8)	127	44	29	133	28	41	80	89	17	17	14	13	222	7	1	201	10	7	15	12	17	16	4	-	15	6	17	18	14	21	23	4	-	19	13	
7 - (7)	110	34	26	113	25	41	78	66	16	16	15	3	206	11	2	195	2	19	18	11	33	23	6	-	20	10	10	17	15	-	37	2	2	24	17	
6 - (6)	159	131	160	131	151	131	121	101	15	12	12	10	126	13	7	113	12	20	11	14	-	11	2	-	13	12	17	11	11	2	24	16	1	27	13	
5 - (5)	78	27	15	92	23	32	50	56	38	21	31	2	38	40	14	36	54	9	6	8	-	11	10	2	7	16	12	10	10	-	14	10	2	19	13	
4 - (4)	113	113	91	111	131	101	101	101	12	10	11	7	7	19	13	7	17	11	14	14	-	10	21	14	7	24	11	11	10	-	6	24	6	10	11	
3 - (3)	57	23	18	72	14	29	60	45	29	15	25	3	12	47	13	19	51	2	3	7	2	3	9	2	7	6	7	13	3	9	12	8	9	20		
2 - (2)	8	9	11	8	8	8	9	8	9	7	8	10	2	22	12	4	14	4	5	12	33	3	19	14	7	10	5	7	14	16	4	18	17	5	17	
1 - Extremely dissatisfied (1)	29	17	8	45	12	17	25	32	17	10	16	2	7	25	13	15	28	2	2	7	1	4	6	2	1	11	7	7	3	-	4	6	7	4	13	
Not applicable	4	7	5	5	7	5	5	6	5	5	5	7	1	19	12	3	8	4	4	12	17	4	13	14	1	6	7	3	-	2	6	7	2	11	10	
NET: Dissatisfied (1-3)	21	7	5	21	7	8	23	25	8	4	8	1	1	7	13	5	16	1	6	-	-	5	2	3	4	1	3	4	-	-	5	3	1	7	7	
NET: Neutral (4-6)	3	3	3	2	4	2	5	4	2	2	3	3	*	3	12	1	4	2	11	-	-	11	14	3	6	1	3	4	-	-	7	4	1	6	10	
NET: Satisfied (7-10)	13	7	3	19	2	6	14	13	5	6	6	2	2	5	12	6	12	-	1	1	-	2	-	-	1	1	1	1	3	1	-	3	3	-	5	5
Mean score	7.31d	7.26d	7.14	7.30d	7.21	7.63d	6.79	7.42d	7.31	7.48d	7.14	6.75	8.45FG	6.03G	3.88	8.20l	6.12	7.36	7.16	7.19	6.50	8.16l	5.62	5.14	8.04o	5.93	7.71	7.53	7.26	7.79	8.53uv	5.78v	4.66	8.35w	6.20	
Standard error	0.09	0.15	0.19	0.08	0.18	0.13	0.11	0.10	0.13	0.16	0.15	0.58	0.07	0.13	0.24	0.09	0.30	0.34	0.29	0.85	0.18	0.25	0.75	0.20	0.25	0.22	0.23	0.24	0.66	0.11	0.24	0.45	0.13	0.23		

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

**Q101: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.**

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

	Supplier								THREE				VODAFONE															
	Issue								Satisfaction				Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved						
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228		
10 - Extremely satisfied (10)	162 22%	56 22%	36 22%	197 23% <b>d</b>	37 22%	87 27%	86 18%	154 27%	34 17%	21 20%	25 16%	21%	80 32% <b>lm</b>	4 2%	3%	72 28%	14 6%	52 25%	36 28%	59 28%	7 23%	142 39% <b>uv</b>	9 6%	3 5%	133 38% <b>u</b>	21 9%		
9 - (9)	111 15% <b>d</b>	36 14%	19 11%	137 16% <b>d</b>	20 12%	53 16% <b>d</b>	47 10%	84 14%	22 11%	9 9%	15 10%	3%	39 16% <b>lm</b>	7 4%	1%	34 13%	13 6%	29 14%	20 15%	30 14%	5 17%	72 20% <b>uv</b>	12 8% <b>uv</b>	-	62 18% <b>u</b>	22 10%		
8 - (8)	127 17%	44 17%	29 17%	133 15%	28 16%	41 13%	80 16%	89 15%	35 17%	19 18%	22 14%	14%	58 23% <b>lm</b>	19 11%	4%	59 23%	21 9%	21 10%	21 16%	44 21% <b>p</b>	3 10%	71 20% <b>uv</b>	14 9%	4 6%	61 18%	28 12%		
7 - (7)	110 15%	34 13%	26 16%	113 13%	25 15%	41 13%	78 16%	66 11%	30 15%	17 16%	27 18%	4%	42 17% <b>lm</b>	34 20% <b>lm</b>	3%	36 14%	40 18%	27 13%	14 11%	21 10%	4 13%	34 9%	29 19% <b>uv</b>	3 5%	37 11%	28 12%		
6 - (6)	78 11%	27 11%	15 9%	92 11%	23 13%	32 10%	50 10%	56 10%	18 9%	12 11%	17 11%	3%	16 6%	31 10% <b>lm</b>	3%	23 9%	26 11%	23 11%	9 7%	20 9%	4 13%	22 6%	25 15% <b>u</b>	9 14% <b>u</b>	22 6%	14 14% <b>uv</b>	12 5%	
5 - (5)	57 8%	23 9%	18 11%	72 8%	14 8%	29 9%	60 12% <b>ab</b>	45 8%	22 11%	15 14%	20 13%	3%	8 3%	35 23% <b>ab</b>	14 19% <b>u</b>	17 7%	41 16% <b>u</b>	21 10%	9 6%	13 7%	2 7%	11 3%	27 18% <b>uv</b>	7 11% <b>u</b>	16 5%	29 13% <b>uv</b>	20 9%	
4 - (4)	29 4%	17 7%	8 5%	45 5%	12 7%	17 5%	25 5%	32 6%	10 5%	3 3%	8 5%	14%	4 2%	17 10% <b>ab</b>	4 5%	8 3%	17 7%	11 5%	11 8%	9 4%	1 3%	4 1%	22 14% <b>u</b>	6 9%	9 3%	22 10% <b>uv</b>	20 9%	
3 - (3)	21 3%	7 3%	5 3%	21 3%	7 4%	8 2%	23 5% <b>b</b>	25 4%	11 5%	6 6%	6 4%	-	8 5%	14 19% <b>u</b>	-	2 1%	21 9% <b>u</b>	9 4%	6 5%	9 4%	1 3%	3 1%	10 6% <b>u</b>	12 18% <b>u</b>	2 1%	23 10% <b>uv</b>	20 9%	
2 - (2)	13 2%	7 3%	3 2%	19 2%	2 1%	6 2%	14 3%	13 2%	8 4%	1 1%	5 3%	-	5 3%	9 12% <b>u</b>	-	14 6%	3 1%	6 3%	3 2%	3 1%	1 3%	2 1%	6 2%	8 12% <b>u</b>	8 1%	2 1%	11 5% <b>u</b>	10 4%
1 - Extremely dissatisfied (1)	27 4%	5 2%	7 4%	31 4%	3 2%	6 2%	21 4%	12 2%	11 5%	2 2%	7 5%	3%	-	-	21 8%	3 1%	18 7%	5 2%	1 1%	4 2%	2 7%	-	2 1%	10 15% <b>u</b>	1 *	11 *	11 *	5 2%
Not applicable	4 1%	-	1 1%	8 1%	1 1%	2 1%	6 1%	5 1%	2 1%	-	1 1%	10%	1 *	4 2%	1 1%	2 1%	3 1%	-	-	2 1%	-	1 *	1 *	3 5% <b>u</b>	1 *	1 *	1 *	1 *
NET: Dissatisfied (1-3)	61 8%	19 7%	15 9%	71 8%	12 7%	20 6%	58 12% <b>ab</b>	50 9%	30 15%	9 9%	18 12%	3%	1 *	13 8% <b>u</b>	44 59% <b>u</b>	5 2%	53 21% <b>u</b>	20 10%	10 8%	16 7%	4 13%	5 1%	15 10% <b>u</b>	30 46% <b>u</b>	5 1%	45 16% <b>uv</b>	20 9%	
NET: Neutral (4-6)	164 22%	67 26%	41 25%	209 24%	49 28%	78 24%	135 28% <b>a</b>	133 23%	50 25%	30 29%	45 29%	10 34%	28 11%	86 51% <b>lm</b>	21 28% <b>u</b>	48 19%	84 37% <b>u</b>	55 27%	29 22%	42 20%	7 23%	37 10%	74 48% <b>u</b>	22 34% <b>u</b>	47 14%	83 36% <b>uv</b>	33 14%	
NET: Satisfied (7-10)	510 69% <b>d</b>	170 66%	110 66%	580 67% <b>d</b>	110 64%	222 69% <b>d</b>	291 59%	393 68%	121 60%	66 63%	89 58%	15 52%	219 88% <b>lm</b>	64 38% <b>lm</b>	8 11%	201 79% <b>u</b>	88 39%	129 62%	91 70%	154 72% <b>p</b>	19 63%	319 88% <b>uv</b>	64 42% <b>uv</b>	15 15%	293 85% <b>u</b>	99 43%		
Mean score	7.33 <b>d</b>	7.28 <b>d</b>	7.14	7.53 <b>d</b>	7.21	7.53 <b>d</b>	6.79	7.42	6.70	7.08	6.70	6.88	6.34 <b>m</b>	6.86 <b>m</b>	3.45	7.50 <b>o</b>	5.52	7.20	7.49	7.63	7.07	6.96 <b>uv</b>	6.04 <b>v</b>	4.16	6.39 <b>u</b>	5.97		
Standard error	0.09	0.15	0.19	0.08	0.18	0.13	0.11	0.10	0.19	0.22	0.20	0.48	0.10	0.14	0.28	0.12	0.17	0.18	0.21	0.16	0.50	0.09	0.17	0.31	0.10	0.17		

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/yz - gh/ij - k/lm - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								EE				GiffGaff				Lebara																		
									Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved																
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Ease of finding provider contact details	510	169	114	567	111	235	300	389	184	128	173	25	401	88	21	338	168	47	54	50	18	139	29	1	107	54%	44	26	31	13	98	13	3	83	31
Courtesy and politeness of advisors	510	171	120	587	121	236	309	415	186	123	171	30	404	87	19	334	171	64	55	52	18	137	33	1	112	52%	48	27	31	14	102	14	4	88	32
Willingness to help resolve your issue	510	170	110	580	110	222	291	393	187	125	170	28	407	88	15	344	161	46	55	50	19	137	32	1	113	50%	42	26	29	13	95	14	1	81	29
Advisor doing what they said they would do	491	171	114	567	120	225	277	387	176	115	174	26	388	86	17	342	144	50	48	57	16	136	32	3	117	51%	47	25	31	11	97	16	1	79	35
Legging of query details to avoid having to repeat yourself	472	162	102	544	110	206	264	365	170	116	164	22	386	73	13	319	149	44	49	51	18	138	21	3	108	52%	39	23	28	12	90	11	1	77	25
The time taken to handle your issue	456	159	107	527	108	217	258	358	168	115	149	24	379	65	12	313	140	46	47	46	20	132	25	2	108	49%	43	23	30	11	97	8	2	77	30
Getting the issue resolved to your satisfaction	455	162	104	541	105	216	254	370	160	110	159	26	380	62	13	326	126	45	48	51	18	130	30	2	109	51%	42	22	30	10	96	6	2	77	27
Offering compensation or a goodwill payment	422	155	95	528	103	198	227	331	145	120	140	17	347	68	7	289	130	43	52	42	18	128	24	3	101	52%	40	20	24	11	83	10	2	68	27

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



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier										O2				SKY				TESCO MOBILE																
											Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved		Issue		Satisfaction		Complaint completely resolved								
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Ease of finding provider contact details	510	169	114	567	111	235	300	389	226	146	181	14	475	68	24	401	165	31	41	35	4	97	12	2	84	27	79	72	71	13	198	24	13	176	58
Courtesy and politeness of advisors	510	171	120	587	121	236	309	415	227	151	189	20	472	82	33	405	181	40	38	39	4	97	20	4	87	34	83	70	69	14	198	29	9	169	66
Willingness to help resolve your issue	510	170	110	580	110	222	291	393	220	156	188	16	483	82	15	412	168	37	36	34	3	90	16	4	84	26	81	67	60	14	191	24	7	165	56
Advisor doing what they said they would do	491	171	114	567	120	225	277	387	215	149	188	15	476	74	17	409	157	37	41	38	4	100	16	4	84	36	75	71	66	13	194	26	5	163	61
Legging of query details to avoid having to repeat yourself	472	162	102	544	110	206	264	365	203	149	176	15	464	72	8	395	146	38	41	36	3	101	12	5	86	32	77	56	60	13	185	17	4	157	49
The time taken to handle your issue	456	159	107	527	108	217	258	358	198	143	170	16	455	56	16	378	147	35	39	31	3	92	15	1	82	26	73	70	61	13	191	19	7	160	56
Getting the issue resolved to your satisfaction	455	162	104	541	105	216	254	370	207	144	175	15	470	57	14	397	143	33	35	32	5	93	10	2	83	22	79	64	59	14	191	21	4	166	50
Offering compensation or a goodwill payment	422	155	95	528	103	198	227	331	201	153	163	11	448	66	14	387	140	29	39	32	3	87	13	3	79	24	69	69	50	10	170	23	5	144	54

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE					VODAFONE												
	Issue								Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Ease of finding provider contact details	510 69% <b>z</b>	169 66%	114 68%	567 65%	111 65%	235 73% <b>cd</b>	300 61%	389 67%	127 63%	70 67%	86 56%	17 59%	219 88% <b>klm</b>	63 38% <b>km</b>	18 24%	192 75% <b>o</b>	107 47%	124 60%	90 69%	156 73% <b>p</b>	19 63%	320 89% <b>uv</b>	55 36% <b>w</b>	14 22%	284 82% <b>x</b>	104 46%
Courtesy and politeness of advisors	510 69% <b>cd</b>	171 67%	120 72% <b>cd</b>	587 68%	121 70%	236 73% <b>cd</b>	309 63%	415 71%	136 67%	66 63%	88 58%	19 66%	215 86% <b>klm</b>	72 43%	22 30%	196 77% <b>o</b>	113 50%	139 67%	95 73%	162 76%	19 63%	331 91% <b>uv</b>	69 45% <b>w</b>	15 23%	300 87% <b>x</b>	112 49%
Willingness to help resolve your issue	510 69% <b>cd</b>	170 66%	110 66%	580 67% <b>cd</b>	110 64%	222 69% <b>cd</b>	291 59%	393 68%	121 60%	66 63%	89 58%	15 52%	219 88% <b>klm</b>	64 39% <b>m</b>	8 11%	201 79% <b>o</b>	88 39%	129 62%	91 70%	154 72% <b>p</b>	19 63%	319 88% <b>uv</b>	64 42% <b>w</b>	10 15%	293 85% <b>x</b>	99 43%
Advisor doing what they said they would do	491 66% <b>cd</b>	171 67% <b>cd</b>	114 69% <b>cd</b>	567 65% <b>cd</b>	120 70% <b>cd</b>	225 70% <b>cd</b>	277 57%	387 67%	118 58%	66 63%	77 50%	16 55%	212 85% <b>klm</b>	56 34% <b>m</b>	9 12%	195 76% <b>o</b>	82 36%	128 62%	96 74% <b>p</b>	149 70% <b>q</b>	14 47%	325 90% <b>uv</b>	56 39% <b>w</b>	6 9%	296 86% <b>x</b>	89 39%
Logging of query details to avoid having to repeat yourself	472 64% <b>cd</b>	162 63% <b>cd</b>	102 62%	544 63% <b>cd</b>	118 60% <b>cd</b>	206 64% <b>cd</b>	264 54%	365 63%	107 53%	65 62%	76 50%	16 53%	201 81% <b>klm</b>	52 31% <b>m</b>	11 15%	181 71% <b>o</b>	81 36%	118 57%	80 69% <b>p</b>	140 69%	17 57%	310 80% <b>uv</b>	47 31% <b>w</b>	8 12%	280 81% <b>x</b>	85 37%
The time taken to handle your issue	456 62% <b>cd</b>	159 62% <b>cd</b>	107 68% <b>cd</b>	527 61% <b>cd</b>	108 61% <b>cd</b>	217 67% <b>cd</b>	258 53%	358 62%	113 56% <b>cd</b>	64 61% <b>cd</b>	69 45%	12 41%	198 80% <b>klm</b>	53 32% <b>m</b>	7 9%	173 68% <b>o</b>	81 36%	114 55%	93 72% <b>p</b>	134 63%	17 57%	315 87% <b>uv</b>	34 22% <b>w</b>	9 14%	272 79% <b>x</b>	85 37%
Getting the issue resolved to your satisfaction	455 62% <b>cd</b>	162 63% <b>cd</b>	104 62% <b>cd</b>	541 62% <b>cd</b>	105 61% <b>cd</b>	216 67% <b>cd</b>	254 52%	370 64%	105 52%	62 59%	70 46%	17 59%	205 82% <b>klm</b>	45 27% <b>m</b>	4 5%	184 72% <b>o</b>	70 31%	124 60%	92 71% <b>p</b>	141 66% <b>q</b>	13 43%	321 89% <b>uv</b>	44 29% <b>w</b>	5 8%	283 82% <b>x</b>	87 38%
Offering compensation or a goodwill payment	422 57% <b>cd</b>	155 61% <b>cd</b>	95 57% <b>cd</b>	528 61% <b>cd</b>	103 60% <b>cd</b>	198 61% <b>cd</b>	227 46%	331 57%	94 46%	59 56% <b>cd</b>	63 41%	11 38%	178 71% <b>klm</b>	43 26% <b>m</b>	6 8%	156 61% <b>o</b>	70 31%	105 51%	87 67% <b>p</b>	122 57%	17 57%	283 78% <b>uv</b>	42 27% <b>w</b>	6 9%	251 73% <b>x</b>	79 35%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 61

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

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

Supplier										EE						GIFFGAFF						Lebara													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiFFGAff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Completely resolved	425	143	104	499	104	200	256	346	158	102	144	21	325	77	23	425	-	47	43	37	16	109	31	3	143	-	39	24	26	15	83	16	5	104	-
	58%	56%	62% <sup>kl</sup>	57%	60%	62% <sup>kl</sup>	52%	60% <sup>kl</sup>	57%	58%	58%	60%	72% <sup>klm</sup>	36%	29%	100% <sup>o</sup>	-	64%	54%	49%	62%	65% <sup>kl</sup>	41%	23%	100% <sup>kl</sup>	-	61%	62%	57%	83%	73% <sup>kl</sup>	39%	38%	100% <sup>wx</sup>	-
Partly resolved	237	87	45	270	52	93	159	174	85	60	84	8	107	108	22	-	237	22	32	27	6	47	37	3	-	87	20	13	9	3	26	17	2	-	45
	32%	34%	27%	31%	30%	29%	32%	30%	30%	34%	34%	23%	24%	51% <sup>klm</sup>	28%	-	77% <sup>klm</sup>	30%	40%	36%	23%	28%	49% <sup>kl</sup>	23%	-	31%	33%	20%	17%	23%	41% <sup>kl</sup>	15%	-	-	73% <sup>kl</sup>
Not resolved at all	69	22	17	89	16	27	69	54	33	13	20	3	13	23	33	-	69	5	3	10	4	8	7	7	-	22	5	2	10	-	4	7	6	-	17
	9%	9%	10%	10%	9%	8%	14% <sup>klm</sup>	9%	12%	7%	8%	9%	3%	13% <sup>kl</sup>	42% <sup>kl</sup>	-	27% <sup>kl</sup>	7%	4%	13% <sup>kl</sup>	15%	5%	9%	54%	-	20% <sup>kl</sup>	8%	5%	22% <sup>klp</sup>	-	4%	17% <sup>kl</sup>	46%	-	27% <sup>kl</sup>
Don't know	8	4	1	10	-	2	6	7	3	-	2	3	4	4	-	-	-	-	2	2	-	3	1	-	-	-	-	-	1	-	-	1	-	-	-
	1%	2%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	2%	-	-	-	-	3%	3%	-	2%	1%	-	-	-	-	-	2%	-	2%	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier										O2					SKY					TESCO MOBILE															
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Completely resolved	425	143	104	499	104	200	256	346	192	128	165	14	399	76	24	499	-	33	38	29	4	86	15	3	104	-	74	56	56	14	167	26	7	200	-
	58%	56%	62% <sup>kl</sup>	57%	60%	62% <sup>kl</sup>	52%	60% <sup>kl</sup>	59%	59%	56%	47%	73% <sup>kl</sup>	36% <sup>kl</sup>	22%	100%	-	61%	69%	51%	67%	77% <sup>kl</sup>	32%	21%	100% <sup>kl</sup>	-	67%	58%	58%	74%	76% <sup>kl</sup>	38%	20%	100% <sup>kl</sup>	-
Partly resolved	237	87	45	270	52	93	159	174	112	72	81	5	132	98	40	-	270	15	16	19	2	23	24	5	-	52	26	38	27	2	44	36	13	-	93
	32%	34%	27%	31%	30%	29%	32%	30%	34%	33%	27%	17%	24%	46% <sup>kl</sup>	37% <sup>kl</sup>	-	75% <sup>kl</sup>	28%	29%	33%	33%	21%	24	36%	-	76% <sup>kl</sup>	23%	40% <sup>kl</sup>	28%	11%	20%	53% <sup>kl</sup>	37% <sup>kl</sup>	-	78% <sup>kl</sup>
Not resolved at all	69	22	17	89	16	27	69	54	23	14	45	7	15	32	42	-	89	6	1	9	-	2	8	6	-	16	11	2	12	2	8	5	14	-	27
	9%	9%	10%	10%	9%	8%	14% <sup>kl</sup>	9%	7%	6%	15% <sup>kl</sup>	23% <sup>kl</sup>	3%	19% <sup>kl</sup>	39% <sup>kl</sup>	-	25% <sup>kl</sup>	11%	2%	10% <sup>kl</sup>	-	2%	17% <sup>kl</sup>	43%	-	24% <sup>kl</sup>	10% <sup>kl</sup>	2%	13% <sup>kl</sup>	11%	4%	7%	40% <sup>kl</sup>	-	23% <sup>kl</sup>
Don't know	8	4	1	10	-	2	6	7	-	2	4	4	2	5	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-	-	
	1%	2%	1%	1%	-	1%	1%	1%	-	1%	1%	1%	1%	2%	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	0%	-	1%	1%	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE				VODAFONE				Complaint completely resolved									
	Issue								Satisfaction				Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Completely resolved	425	143	104	499	104	200	256	346	109	72	62	13	189	56	11	256	-	118	82	131	15	287	53	6	346	-
	58%	56%	62% <b>d</b>	57%	60%	62% <b>d</b>	52%	60%	54% <b>k</b>	69% <b>g</b>	41%	45%	76% <b>kn</b>	34% <b>kn</b>	15%	100% <b>o</b>	-	57%	63%	61%	50%	79% <b>lv</b>	34% <b>lv</b>	9%	100% <b>x</b>	-
Partly resolved	237	87	45	270	52	93	159	174	59	25	64	11	56	86	17	-	159	64	43	58	9	70	76	28	-	174
	32%	34%	27%	31%	30%	29%	32%	30%	29%	24%	42% <b>gh</b>	38%	22%	51% <b>km</b>	23%	-	70% <b>n</b>	31%	27%	30%	30%	19%	49% <b>t</b>	43% <b>t</b>	-	76% <b>w</b>
Not resolved at all	69	22	17	89	16	27	69	54	34	7	25	3	3	20	46	-	69	21	5	22	6	5	21	28	-	54
	9%	9%	10%	10%	9%	8%	14% <b>abcc</b>	9%	17% <b>h</b>	7%	16% <b>hi</b>	10%	1%	12% <b>kl</b>	62% <b>ml</b>	-	30% <b>n</b>	10% <b>o</b>	4%	10% <b>q</b>	20% <b>q</b>	1%	14% <b>t</b>	42% <b>tt</b>	-	24% <b>w</b>
Don't know	8	4	1	10	-	2	6	7	1	1	2	2	1	5	-	-	-	4	-	3	-	-	4	3	-	-
	1%	2%	1%	1%	-	1%	1%	1%	*	1%	1%	7%	*	3% <b>k</b>	-	-	-	2%	-	1%	-	-	1% <b>t</b>	5% <b>t</b>	-	-

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* small base. \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier										EE						GFFGAF						Lebara												
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74**	80*	76*	26**	167	76*	131**	143	109	64*	39*	46*	18**	113	41*	131**	104	62*
355	126	93	430	95	184	219	313	122	92	127	14	278	56	21	355	-	43	38	31	14	101	22	3	126	-	33	22	25	13	78	13	2	93	-
48%	49%	55% <sup>cd</sup>	50%	55% <sup>cd</sup>	57% <sup>abcd</sup>	45%	54% <sup>abcd</sup>	44%	53%	51%	40%	62% <sup>lm</sup>	26%	27%	84% <sup>so</sup>	-	58% <sup>cl</sup>	48%	41%	54%	60% <sup>fl</sup>	29%	23%	88% <sup>so</sup>	-	52%	56%	54%	72%	69% <sup>ku</sup>	32%	15%	89% <sup>ks</sup>	-
70	15	10	66	9	16	36	33	36	10	17	7	47	21	2	70	-	3	5	6	1	8	7	-	15	-	6	2	1	1	5	2	3	10	-
9% <sup>cl</sup>	6%	6%	8%	5%	5%	7%	6%	13% <sup>gh</sup>	6%	7%	20% <sup>hij</sup>	10% <sup>km</sup>	10% <sup>km</sup>	3%	10% <sup>so</sup>	-	4%	6%	8%	4%	5%	9%	-	10% <sup>so</sup>	-	9%	5%	2%	6%	4%	5%	23%	10% <sup>ks</sup>	-
Don't know	2	1	3	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	2	-	2	-	-	-	-	1	-	1	-	1	-
-	1% <sup>cd</sup>	1% <sup>cd</sup>	*	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	4%	-	3% <sup>cl</sup>	-	1%	-	-	-	-	6%	-	2%	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/i/j - kl/m - n/o - pq/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier										O2						SKY						TESCO MOBILE													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54**	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
Yes	355	126	93	430	95	184	219	313	163	117	139	11	353	59	18	430	-	30	33	28	4	82	10	3	95	-	67	52	52	13	157	22	5	184	-
	48%	49%	56% <sup>cd</sup>	50%	59% <sup>cd</sup>	57% <sup>abcd</sup>	45%	54% <sup>abcd</sup>	50%	54%	47%	37%	64% <sup>FG</sup>	28% <sup>cd</sup>	17%	86% <sup>kl</sup>	-	56%	60%	49%	67%	74% <sup>kl</sup>	21%	21%	91% <sup>kl</sup>	-	60%	54%	54%	68%	72% <sup>kl</sup>	32%	14%	92% <sup>kl</sup>	-
No	70	15	10	66	9	16	36	33	27	11	26	2	43	17	6	66	-	3	5	1	-	4	5	-	9	-	7	4	4	1	10	4	2	16	-
	9% <sup>cd</sup>	6%	6%	8%	5%	5%	7%	6%	8%	5%	9%	7%	8%	8%	6%	13% <sup>kl</sup>	-	6%	9%	2%	-	4%	11%	-	9% <sup>cd</sup>	-	6%	4%	4%	5%	5%	6%	6%	8% <sup>kl</sup>	-
Don't know	-	2	1	3	-	-	1	-	2	-	-	1	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	1% <sup>cd</sup>	1% <sup>cd</sup>	*	-	-	*	-	2%	-	-	9% <sup>cd</sup>	2%	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - kl/m - n/o - p/q/rs - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE						VODAFONE											
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Yes	355	126	93	430	95	184	219	313	94	60	54	11	168	42	9	219	-	107	75	119	12	266	41	6	313	-
	48%	49%	56% <sup>kd</sup>	50%	55% <sup>kl</sup>	57% <sup>kabli</sup>	45%	54%	46% <sup>kl</sup>	57% <sup>kl</sup>	35%	38%	67% <sup>klm</sup>	25% <sup>kl</sup>	12%	85% <sup>ko</sup>	-	52%	58%	56%	40%	73% <sup>kluv</sup>	27% <sup>lv</sup>	9%	90% <sup>kl</sup>	-
No	70	15	10	66	9	16	36	33	15	12	8	1	20	14	2	36	-	11	7	12	3	21	12	-	33	-
	9% <sup>lc</sup>	6%	6%	8%	5%	5%	7%	6%	7%	11%	5%	3%	8%	8%	3%	14% <sup>lo</sup>	-	5%	5%	6%	10%	6% <sup>lv</sup>	8% <sup>lv</sup>	-	10% <sup>kl</sup>	-
Don't know	-	2	1	3	-	-	1	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	1% <sup>ca</sup>	1% <sup>ca</sup>	*	-	-	*	-	-	-	-	3%	*	-	-	*	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - al/b/c/d/e/ly/z - g/h/ij - k/l/m - n/o - p/q/r/s - tu/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

Supplier										EE						GiffGaff						Lebara													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
425	143	104	499	104	200	256	346	158	102	144	21**	325	77*	23**	425	-**	47*	43*	37*	16**	109	31*	31**	143	-**	39*	24**	26**	15**	83*	16**	5**	104	-**	
355	126	93	430	95	184	219	313	122	92	127	14	278	56	21	355	-	43	38	31	14	101	22	3	126	-	33	22	25	13	101	13	2	93	-	
84%	88%	89%	86%	91% <b>a</b>	92% <b>abd</b>	86%	90% <b>a</b>	77%	90% <b>a</b>	88% <b>a</b>	67%	86% <b>a</b>	73%	91%	84%	-	91%	88%	84%	88%	93% <b>af</b>	71%	100%	88%	-	85%	92%	96%	87%	94%	81%	40%	89%	-	
No	70	15	10	66	9	16	36	36	10	17	7	47	21	2	70	-	3	5	6	1	8	7	-	15	-	6	2	1	1	5	2	3	10	-	
	16% <b>ch</b>	10%	10%	13%	9%	8%	14% <b>a</b>	23% <b>ah</b>	10%	12%	33%	14%	27% <b>ae</b>	9%	16%	-	6%	12%	16%	6%	7%	23% <b>de</b>	-	10%	-	15%	8%	4%	7%	6%	13%	60%	10%	-	
Don't know	-	2	1	3	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	2	-	2	-	-	-	-	1	-	1	-	1	-	
	-	1% <b>af</b>	1% <b>a</b>	1%	-	-	*	-	-	-	-	-	-	-	-	-	2%	-	-	6%	-	6% <b>ac</b>	-	1%	-	-	-	-	-	7%	-	6%	-	1%	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								O2						SKY				TESCO MOBILE																
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	425	143	104	499	104	200	256	346	192	128	165	14**	399	76*	24**	499	-**	33*	38*	29**	4**	86*	15**	31**	104	-**	74*	56*	56*	14**	167	26**	7**	200	-**
Yes	355	126	93	430	95	184	219	313	163	117	139	11	353	59	18	430	-	30	33	28	4	82	10	3	95	-	67	52	52	13	157	22	5	184	-
	84%	88%	89%	86%	91% <sup>ka</sup>	92% <sup>kal</sup>	86%	90% <sup>ka</sup>	85%	91%	84%	79%	88% <sup>kl</sup>	78%	75%	86%	-	91%	87%	97%	100%	95%	67%	100%	91%	-	91%	93%	93%	93%	94%	85%	71%	92%	-
No	70	15	10	66	9	16	36	33	27	11	26	2	43	17	6	66	-	3	5	1	-	4	5	-	9	-	7	4	4	1	10	4	2	16	-
	16% <sup>lh</sup>	10%	10%	13%	9%	8%	14%	10%	14%	9%	16%	14%	11%	22% <sup>li</sup>	25%	13%	-	9%	13%	3%	-	5%	33%	-	9%	-	9%	7%	7%	7%	6%	15%	29%	8%	-
Don't know	-	2	1	3	-	-	1	-	2	-	-	1	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	1% <sup>af</sup>	1%	1%	-	-	*	-	1%	-	-	7%	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE						VODAFONE											
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	425	143	104	499	104	200	256	346	109	72*	62*	13**	189	56*	11**	256	-**	118	82*	131	15**	287	53*	6**	346	-**
Yes	355	126	93	430	95	184	219	313	94	60	54	11	168	42	9	219	-	107	75	119	12	266	41	6	313	-
	84%	88%	89%	86%	91% <b>ab</b>	92% <b>abcd</b>	86%	90%	86%	83%	87%	85%	89% <b>kl</b>	75%	62%	86%	-	91%	91%	91%	80%	93% <b>klm</b>	77%	100%	90%	-
No	70	15	10	66	9	16	36	33	15	12	8	1	20	14	2	36	-	11	7	12	3	21	12	-	33	-
	16% <b>ey</b>	10%	10%	13%	9%	8%	14% <b>c</b>	10%	14%	17%	13%	8%	11%	25% <b>lmn</b>	18%	14%	-	9%	9%	9%	20%	7%	23% <b>l</b>	-	10%	-
Don't know	-	2	1	3	-	-	1	-	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	-	1% <b>a</b>	1% <b>a</b>	1%	-	-	*	-	-	-	-	8%	1%	-	-	*	-	-	-	-	-	-	-	-	-	-

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q14: Is your personal mobile phone on a contract or pay as you go?

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

Supplier														EE			GIFFGAFF				Lebara															
														Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved							
EE (a)	GIFFGAFF (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	322	425	306	74**	80**	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Contract (with monthly bills)	574	103	85	670	137	235	383	432	214	143	190	27	356	158	60	332	240	78*	21	38	32	12	63	32	8	58	44	31	24	22	8	58	22	5	56	28
	78% <sup>kl</sup>	40%	51% <sup>g</sup>	77% <sup>est</sup>	80% <sup>est</sup>	73% <sup>est</sup>	78% <sup>est</sup>	74% <sup>est</sup>	77%	82%	76%	77%	79%	75%	77%	78%	78%	78%	28%	46% <sup>kl</sup>	42%	46%	38%	42%	62%	41%	40%	48%	62%	48%	44%	51%	54%	38%	54%	45%
Pay as you go	160	149	80	194	33	85	103	146	65	29	58	8	91	52	17	91	63	53	39	43	14	100	44	5	84	62	32	15	24	9	53	19	8	47	33	
	22%	58% <sup>kl</sup>	48% <sup>kl</sup>	22%	19%	26%	21%	25%	23%	17%	23%	23%	20%	25%	22%	21%	21%	72% <sup>kl</sup>	49%	57%	54%	60%	58%	38%	59%	57%	50%	38%	52%	50%	47%	46%	62%	45%	53%	
Don't know	5	4	2	4	2	4	3	-	3	2	-	-	2	2	1	2	3	-	3	1	-	4	-	-	1	3	1	-	-	1	2	-	-	1	1	
	1%	2%	1%	*	1%	1%	1%	-	2%	1%	-	-	*	1%	1%	*	1%	-	4%	1%	-	2%	-	-	1%	3%	2%	-	-	6%	2%	-	-	1%	2%	

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q14: Is your personal mobile phone on a contract or pay as you go?

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

Supplier	O2														SKY						TESCO MOBILE														
	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved											
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54**	55**	57**	6**	111	47**	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Contract (with monthly bills)	574	103	85	670	137	235	383	432	266	160	219	25	415	166	89	379	281	44	43	46	4	89	36	12	85	52	77	71	72	15	170	47	18	152	81
	78% <sup>ab</sup>	40%	51% <sup>a</sup>	77% <sup>ac</sup>	80% <sup>ac</sup>	73% <sup>ac</sup>	78% <sup>ac</sup>	74% <sup>ac</sup>	81% <sup>bc</sup>	74%	74%	83%	76%	79%	82%	76%	78%	81%	78%	81%	67%	80%	77%	86%	82%	76%	69%	74%	75%	79%	78% <sup>bc</sup>	69%	51%	76%	68%
Pay as you go	160	149	80	194	33	85	103	146	58	56	75	5	131	44	19	118	76	8	12	11	2	21	11	1	19	14	34	24	23	4	49	20	16	48	37
	22%	58% <sup>ab</sup>	48% <sup>ab</sup>	22%	19%	26%	21%	25%	18%	26% <sup>A</sup>	25% <sup>A</sup>	17%	24%	21%	17%	24%	21%	15%	22%	19%	33%	19%	23%	7%	18%	21%	31%	25%	24%	21%	22%	29%	46% <sup>l</sup>	24%	31%
Don't know	5	4	2	4	2	2	4	3	3	-	1	-	2	1	1	2	2	2	-	-	-	1	-	1	-	2	-	1	1	-	-	1	1	-	2
	1%	2%	1%	*	1%	1%	1%	1%	1%	-	*	-	*	*	1%	1%	1%	4%	-	-	-	1%	-	7%	-	3%	-	1%	1%	-	-	1%	1%	-	2%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q14: Is your personal mobile phone on a contract or pay as you go?

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

	Supplier								THREE						VODAFONE											
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Contract (with monthly bills)	574	103	85	670	137	235	383	432	169	75	119	20	198	134	51	200	177	157	98	152	25	272	109	51	266	163
	78% <b>z</b>	40%	51% <b>u</b>	77% <b>z</b>	80% <b>z</b>	73% <b>z</b>	78% <b>z</b>	74%	83% <b>l</b>	71%	78%	69%	80%	80%	69%	78%	78%	76%	75%	71%	83%	75%	71%	78%	77%	71%
Pay as you go	160	149	80	194	33	85	103	146	33	30	33	7	50	31	22	56	47	49	31	61	5	90	42	14	79	63
	22%	58% <b>ab</b> <b>cd</b> <b>de</b>	48% <b>ab</b> <b>cd</b> <b>de</b>	22%	19%	26%	21%	25%	16%	29% <b>g</b>	22%	24%	20%	19%	30%	22%	21%	24%	24%	29%	17%	25%	27%	22%	23%	28%
Don't know	5	4	2	4	2	2	4	3	1	-	1	2	1	2	1	-	4	1	1	1	-	-	3	-	1	2
	1%	2%	1%	*	1%	1%	1%	1%	*	-	1%	7%	*	1%	1%	-	2% <b>o</b>	*	1%	*	-	-	2% <b>u</b>	-	*	1%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/yz - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

	Supplier								EE					GIFFGAFF				Lebara																	
	Issue								Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved														
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74**	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Employed or self-employed (full-time - 30hrs/wk+)	443	134	88	555	102	179	283	365	149	117	162	15	312	90	41	291	150	39	38	43	14	97	32	5	84	48	35	19	26	8	63	19	6	59	28
Employed or self-employed (part-time - 8-29 hrs/wk+)	114	49	32	127	29	64	86	91	52	25	32	5	55	47	12	51	62	16	18	13	2	29	19	1	25	24	12	11	7	2	24	6	2	20	12
Full-time responsibility for the home/family	69	31	12	77	19	37	53	45	32	12	24	1	26	35	8	23	46	9	12	7	3	16	11	4	15	15	4	3	4	1	7	5	-	5	7
Student / under education	38	12	15	29	6	13	25	24	14	9	13	2	12	18	8	17	21	2	7	3	-	10	2	-	3	8	4	4	4	3	10	5	-	11	4
Not working	56	28	9	47	11	18	35	42	23	11	12	10	33	18	5	31	21	8	4	10	6	13	12	3	16	12	1	2	3	3	5	1	3	4	5
Retired	19	2	11	33	5	11	8	14	9	1	7	2	11	4	4	12	6	-	1	-	1	2	-	-	-	2	8	-	2	1	4	5	2	5	6
NET: Employed	557	183	120	682	131	243	369	456	201	142	194	20	367	137	53	342	212	55	56	56	16	126	51	6	109	72	47	30	33	10	87	25	8	79	40
	75%	71%	72%	79%	76%	75%	75%	78%	72%	81%	78%	57%	82%	65%	68%	80%	69%	74%	70%	74%	62%	75%	67%	46%	76%	66%	73%	77%	72%	56%	77%	61%	62%	76%	65%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

Supplier	O2										SKY										TESCO MOBILE																
	Issue										Satisfaction		Complaint completely resolved		Issue										Satisfaction		Complaint completely resolved										
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120		
Employed or self-employed (full-time - 30hrs/wk+)	443	134	88	555	102	179	283	365	208	136	197	14	382	109	64	351	201	31	38	27	6	76	19	7	79	23	79	34*	60	55	56	8	137	30	12	129	50
Employed or self-employed (part-time - 8-29 hrs/wk+)	114	49	32	127	29	64	86	91	51	33	39	4	70	45	12	65	60	11	6	12	-	15	12	2	10	19	21	21	17	5	41	12	11	34	30		
Full-time responsibility for the home/family	69	31	12	77	19	37	53	45	27	28	20	2	34	29	14	27	50	4	8	7	-	10	8	1	7	12	14	12	10	1	18	16	3	11	26		
Student / under education	38	12	15	29	6	13	25	24	13	6	10	-	15	10	4	15	14	1	1	4	-	3	3	-	3	3	4	3	5	1	5	6	2	8	5		
Not working	56	28	9	47	11	18	35	42	17	8	15	7	26	13	8	20	23	3	1	7	-	6	3	2	4	7	6	5	6	1	10	3	5	9	8		
Retired	19	2	11	33	5	11	8	14	11	5	14	3	21	5	7	21	11	4	1	-	-	1	2	2	1	4	6	-	2	3	8	1	2	9	1		
NET: Employed	557	183	120	682	131	243	369	456	259	169	236	18	452	154	76	416	261	42	44	39	6	91	31	9	89	42	81	76	73	13	178	42	23	163	80		
	75%	71%	72%	79%	76%	75%	75%	78%	79%	78%	80%	60%	82%	72%	70%	83%	73%	78%	80%	68%	100%	84%	66%	64%	80%	62%	73%	79%	76%	68%	81%	62%	66%	82%	67%		

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q15: What is your current employment status?

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

	Supplier								THREE							VODAFONE										
	Issue								Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Employed or self-employed (full-time - 30hrs/wk+)	443	134	88	555	102	179	283	365	120	64	90	9	154	86	43	164	119	130	79	141	15	251	79	35	240	122
	60%	52%	53%	64%cdie	59%	56%	58%	63%	59%	61%	59%	31%	62%kl	51%	58%	64%ko	52%	63%	61%	66%	50%	69%luw	51%	54%	69%kl	54%
Employed or self-employed (part-time - 8-29 hrs/wk+)	114	49	32	127	29	64	91	91	30	22	26	8	40	32	14	40	44	30	26	31	4	52	29	10	52	37
	15%	19%	19%	15%	17%	20%b	18%	16%	15%	21%	17%	28%	16%	19%	19%	16%	19%	14%	20%	14%	13%	14%	19%	15%	14%	16%
Full-time responsibility for the home/family	69	31	12	77	19	37	53	45	21	14	16	2	23	23	7	20	32	10	16	18	1	18	21	6	12	33
	9%	12%	7%	9%	11%	11%	11%	8%	10%	13%	10%	7%	9%	14%	9%	8%	14%kn	5%	12%pe	8%	3%	5%	14%kl	9%	3%	14%kw
Student / under education	38	12	15	29	6	13	24	24	11	2	7	5	12	13	-	10	13	12	4	7	1	11	11	2	10	14
	5%	5%	9%bcie	3%	3%	4%	5%	4%	5%	2%	5%	17%	5%	8%km	-	4%	6%	6%	3%	3%	3%	3%	7%cl	3%	3%	6%
Not working	56	26	9	47	11	18	35	42	16	3	12	4	15	12	8	17	17	20	5	10	7	25	11	6	27	15
	8%	11%bka	5%	5%	6%	6%	7%	7%	8%	3%	8%	14%	6%	7%	11%	7%	7%	10%er	4%	5%	23%pu	7%	7%	9%	8%	7%
Retired	19	2	11	33	5	11	8	14	5	-	2	1	5	1	2	5	3	5	-	7	2	5	3	6	5	7
	3%	1%	7%ads	4%dt	3%	3%z	2%	2%	2%	-	1%	3%	2%	1%	3%	2%	1%	2%	-	3%q	7%q	1%	2%	9%tu	1%	3%
NET: Employed	557	183	120	682	131	243	369	456	150	86	116	17	194	118	57	204	163	160	105	172	19	303	108	45	292	159
	75%	71%	72%	79%z	76%	75%	75%	78%	74%	82%	76%	59%	78%	71%	77%	80%ko	71%	77%	81%z	80%z	63%	84%luw	70%	69%	84%kl	70%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								EE						GIFFGAFF						Lebara														
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Up to 10,399 Pounds	74	43	17	53	16	33	46	42	34	20	16	4	40	25	9	47	26	13	13	9	8	24	15	4	20	22	5	2	7	3	10	4	3	13	3
10,400-15,999 Pounds	74	29	13	86	18	37	57	52	33	16	19	6	39	25	10	35	38	7	11	9	2	19	9	1	15	14	5	5	2	1	8	5	-	7	6
15,600-25,999 Pounds	109	53	29	148	21	43	73	87	39	30	36	4	53	45	11	60	49	18	14	18	3	40	12	1	36	16	10	10	5	4	23	6	-	18	11
26,000-36,999 Pounds	133	46	39	159	33	60	100	101	45	37	48	3	78	44	13	64	69	12	18	11	5	25	20	1	27	19	13	11	12	3	26	13	-	25	14
36,400-51,999 Pounds	118	45	33	163	36	63	98	105	53	33	46	6	89	34	15	75	61	16	5	15	7	30	11	4	29	16	13	6	11	3	24	5	4	19	14
52,000+	177	34	22	231	43	71	95	175	65	33	71	8	136	25	16	127	49	4	17	12	1	24	9	1	15	17	11	3	6	2	15	5	2	16	6
Don't know	15	2	4	9	2	5	7	2	4	3	7	1	5	7	3	6	8	-	1	1	-	2	-	-	-	2	2	1	-	1	3	1	-	3	1
Would rather not say	19	4	10	19	3	10	14	17	6	3	7	3	11	7	1	11	6	2	1	1	-	3	-	1	1	3	5	1	3	1	4	2	4	3	7
	3%	2%	6%	2%	2%	3%	3%	3%	2%	2%	3%	9%	2%	3%	1%	3%	2%	3%	1%	1%	-	2%	-	8%	1%	3%	8%	3%	7%	6%	4%	5%	31%	3%	11%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								O2						SKY						TESCO MOBILE														
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Up to 10,399 Pounds	74	43	17	53	16	33	46	42	11	19	21	2	29	14	10	31	21	7	3	6	-	8	5	3	7	9	11	9	10	3	16	11	6	13	19
	10%b	17%abcedf	10%	6%	9%	10%b	9%b	7%	3%	9%A	7%a	7%	5%	7%	9%	6%	6%	13%	5%	11%	-	7%	11%	21%	7%	13%	10%	9%	10%	16%	7%	16%a	17%	7%	16%w
10,400-15,999 Pounds	74	29	13	86	18	37	57	52	40	18	26	2	56	22	8	43	43	4	7	7	-	11	7	-	8	10	12	10	14	1	19	13	5	22	14
	10%	11%	8%	10%	10%	11%	12%	9%	12%	8%	9%	7%	10%	10%	7%	9%	12%	7%	13%	12%	-	10%	15%	-	8%	15%	11%	10%	15%	5%	9%	19%a	14%	11%	12%
15,600-25,999 Pounds	109	53	29	148	21	43	73	87	60	34	47	7	94	39	15	73	71	9	5	6	1	9	10	2	8	8	8	20	10	5	28	7	8	21	22
	15%	21%acdf	17%	17%	12%	13%	15%	15%	18%	16%	16%	23%	17%	18%	14%	15%	20%a	17%	9%	11%	17%	8%	21%a	14%	8%	10%a	7%	21%g	10%	26%	13%	10%	23%	11%	18%w
26,000-36,999 Pounds	133	46	39	159	33	60	100	101	56	49	51	3	90	44	25	86	71	9	7	10	1	18	11	4	20	13	17	15	25	3	39	18	3	36	24
	18%	18%	23%	18%	19%	19%	20%	17%	17%	23%	17%	10%	16%	21%	23%	17%	20%	17%	13%	21%a	17%	16%	23%	29%	19%	19%	15%	16%	26%	16%	18%	25%a	9%	18%	20%
36,400-51,999 Pounds	118	45	33	163	36	63	98	105	58	45	56	4	94	44	25	86	77	10	15	10	1	27	8	1	26	10	25	18	14	6	52	7	4	44	19
	19%	18%	20%	19%	21%	20%	20%	18%	18%	21%	19%	13%	17%	21%	23%	17%	21%	19%	27%	18%	17%	24%	17%	7%	25%	15%	23%	19%	15%	32%	24%a	10%	11%	22%	16%
52,000+	177	34	22	231	43	71	95	175	91	48	88	4	171	38	22	165	66	12	17	11	3	37	3	3	35	8	32	20	19	-	55	11	5	56	15
	24%a	13%	13%	13%	27%dez	25%ez	22%ez	19%z	30%adef	28%	22%	30%	13%	31%FG	18%	20%	18%	22%	31%	19%	50%	33%a	6%	21%	34%a	12%	29%	21%	20%	-	25%	16%	14%	29%a	13%
Don't know	15	2	4	9	2	5	7	2	5	-	-	4	3	2	5	3	1	-	1	-	-	1	-	-	2	3	1	1	-	4	-	1	4	1	
	2%a	1%	2%a	1%	1%	2%a	1%	*	2%a	-	-	13%ABC	1%	1%	2%	1%	1%	2%	-	2%	-	1%	-	7%	-	3%	3%	1%	1%	-	2%	-	3%	2%	1%
Would rather not say	19	4	10	19	3	10	14	17	6	3	6	4	10	7	2	10	7	2	1	-	-	-	3	-	3	3	3	3	3	1	6	1	3	4	6
	3%	2%	6%abz	2%	2%	3%	3%	3%	2%	1%	2%	13%ABC	2%	3%	2%	2%	2%	4%	2%	-	-	-	6%a	-	-	4%a	3%	3%	3%	5%	3%	1%	9%	2%	5%

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

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Supplier								THREE					VODAFONE												
	Issue								Satisfaction					Complaint completely resolved												
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Up to 10,399 Pounds	74	43	17	53	16	33	46	42	21	10	13	2	23	12	11	23	23	18	11	11	2	26	12	4	25	15
	10%b	17%Subtotal	10%	6%	9%	10%b	9%b	7%	10%	10%	8%	7%	9%	7%	15%	9%	10%	9%	8%	5%	7%	7%	8%	6%	7%	7%
10,400-15,599 Pounds	74	29	13	86	18	37	57	52	23	12	19	3	23	28	6	28	27	19	11	19	3	29	15	8	28	23
	10%	11%	8%	10%	10%	11%	9%	9%	11%	11%	12%	10%	9%	17%k	8%	11%	12%	9%	8%	9%	10%	8%	10%	12%	8%	10%
15,600-25,999 Pounds	109	53	29	148	21	43	73	87	31	13	25	4	39	22	12	39	34	28	19	34	6	40	36	11	37	49
	15%	21%k	17%	17%	12%	13%	15%	15%	15%	12%	16%	14%	16%	13%	16%	15%	15%	14%	15%	16%	16%	11%	23%t	17%	11%	21%w
26,000-36,399 Pounds	133	46	39	159	33	60	100	101	42	25	26	7	55	32	13	50	48	45	22	28	6	56	38	7	55	46
	18%	18%	23%	18%	19%	19%	20%	17%	21%	24%	17%	24%	22%	19%	18%	20%	21%	21%	17%	17%	20%	15%	23%v	11%	16%	20%
36,400-51,999 Pounds	138	45	33	163	36	63	98	105	38	26	32	2	51	31	16	54	44	32	23	46	4	60	36	19	57	46
	19%	18%	20%	19%	21%	20%	18%	18%	19%	25%	21%	7%	20%	19%	22%	21%	19%	15%	18%	21%	13%	17%	17%	23%u	16%	20%
52,000+	177	34	22	231	43	71	95	175	42	15	35	3	48	34	13	52	42	60	39	70	6	140	21	14	134	40
	24%u	13%	13%	27%det	25%ex	22%ex	19%t	30%	21%	14%	23%	10%	19%	20%	18%	20%	18%	29%	30%	33%	6%	39%uv	14%	22%	39%	18%
Don't know	15	2	4	9	2	5	7	2	1	1	1	4	4	3	-	3	3	-	-	1	1	1	1	-	2	-
	2%	1%	2%	1%	1%	2%	1%	*	*	1%	1%	14%	2%	2%	-	1%	1%	-	-	*	3%ps	*	1%	-	1%	-
Would rather not say	19	4	10	19	3	10	14	17	5	3	2	4	6	5	3	7	7	5	5	5	2	10	5	2	8	9
	3%	2%	6%k	2%	2%	3%	3%	3%	2%	3%	1%	14%	2%	3%	4%	3%	3%	2%	4%	2%	7%	3%	3%	3%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

	Supplier										EE				Complaint completely resolved				GIFFGAFF				Complaint completely resolved				Lebara				Complaint completely resolved				
											Issue				Satisfaction			Yes (n)	No (o)	Issue				Satisfaction			Yes (H)	No (I)	Issue				Satisfaction		
	EE (a)	GIFFGAFF (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Billing and Customer service (A)	Repairs and Installation (B)			Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)			Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
East Midlands	45	28	18	60	10	29	30	44	19	8	16	2	24	14	7	19	24	13	5	8	2	18	8	2	15	13	6	5	6	1	17	1	-	14	4
East of England	49	12	17	57	13	21	23	32	15	13	18	3	24	18	7	31	18	4	3	3	2	6	5	1	4	8	7	4	4	2	12	2	3	13	4
London	201	46	35	225	45	66	128	168	76	52	70	3	134	51	16	129	72	10	16	17	3	23	22	1	28	18	12	8	12	3	23	11	1	21	13
North East	41	32	6	55	14	27	25	22	18	9	13	1	31	8	2	27	14	3	4	5	-	8	3	1	7	5	1	3	2	-	5	1	-	5	1
North West	102	31	19	104	19	29	45	65	36	24	36	6	62	30	10	56	45	12	10	5	4	22	7	2	17	12	6	7	4	2	13	3	3	11	8
Scotland	34	14	11	43	8	23	22	40	12	11	11	-	16	13	5	15	18	5	4	3	2	6	7	1	6	8	7	2	1	1	4	6	1	6	5
South East	69	23	6	79	20	37	52	48	28	14	21	6	47	13	9	44	24	4	11	6	2	15	6	2	8	15	3	-	1	2	5	-	1	3	3
South West	41	11	9	49	6	21	28	45	14	13	9	5	24	10	7	23	18	1	3	5	2	8	2	1	6	5	2	1	4	2	5	2	2	6	3
Ulster / Northern Ireland	5	4	3	20	3	3	4	5	4	-	-	1	4	-	1	2	3	2	1	1	-	3	1	-	3	1	2	1	-	-	1	2	-	1	2
Wales	40	9	9	34	4	6	15	17	17	7	14	2	22	13	5	20	20	3	2	3	1	8	-	1	6	2	3	2	1	3	5	4	-	6	3
West Midlands	66	33	18	83	17	37	65	64	27	15	23	1	41	22	3	38	28	9	12	9	3	25	8	-	19	13	9	2	6	1	11	6	1	7	11
Yorks & Humber	46	33	16	59	13	23	53	31	13	9	19	5	20	20	6	21	22	8	9	11	5	25	7	1	24	9	6	4	5	1	12	3	1	11	5

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - EF/G - H/I  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

	Supplier								O2					SKY					TESCO MOBILE																
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved										
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
East Midlands	45	28	18	60	10	29	30	44	30	9	18	3	39	13	8	32	28	3	4	3	-	6	1	3	3	7	8	7	11	3	20	5	4	17	11
East of England	49	12	17	57	13	21	23	32	24	11	17	5	39	9	9	27	29	3	4	5	1	4	7	2	4	9	9	4	6	2	16	4	1	12	9
London	201	46	35	225	45	66	128	168	83	60	79	3	163	39	23	145	79	15	15	13	2	33	9	3	30	15	23	25	18	-	51	10	5	47	19
North East	41	12	6	55	14	27	25	22	22	15	17	1	39	9	7	35	20	3	5	1	9	5	-	12	2	9	10	8	-	21	5	1	18	9	
North West	102	31	19	104	19	29	45	65	36	31	36	1	58	29	17	59	45	4	9	6	-	12	5	2	9	10	14	9	5	1	22	4	3	20	9
Scotland	34	14	11	43	8	23	22	40	20	10	11	2	27	12	4	24	19	4	2	2	-	6	2	-	4	4	5	7	8	3	17	5	1	17	5
South East	69	23	6	79	20	37	52	48	29	16	27	7	42	25	12	35	43	8	3	8	1	12	7	1	12	8	12	11	11	3	18	8	11	21	16
South West	41	11	9	49	6	21	28	45	17	15	17	-	29	15	5	28	21	-	3	2	1	5	1	-	4	2	5	5	9	2	13	5	3	13	8
Ulster / Northern Ireland	5	4	3	20	3	3	4	5	8	7	5	-	7	9	4	13	7	1	2	-	-	2	1	-	2	1	-	1	1	-	2	-	1	2	
Wales	40	9	9	34	4	6	15	17	9	11	14	-	21	7	6	23	10	-	-	4	-	3	-	1	3	1	4	1	1	-	2	4	-	2	4
West Midlands	66	33	18	83	17	37	65	64	28	20	30	5	51	25	7	51	27	6	7	4	-	11	6	-	11	6	14	11	9	3	23	12	2	16	21
Yorks & Humber	46	33	16	59	13	23	53	31	21	11	24	3	33	19	7	27	31	7	1	5	-	8	3	2	10	3	8	5	9	1	15	6	2	16	7

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - EF/G - H/I  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q17: Where do you live?

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

	Supplier								THREE						VODAFONE											
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
East Midlands	45	28	18	60	10	29	30	44	12	5	12	1	18	5	7	17	13	17	14	12	1	30	10	4	21	23
East of England	49	12	17	57	13	21	23	32	6%	5%	8%	3%	7%	3%	3%	12	11	9	6	14	3	15	13	4	18	14
London	201	46	35	225	45	66	128	168	50	28	44	6	73	38	17	73	54	59	46	59	4	108	45	15	104	63
North East	41	12	6	55	14	27	25	22	11	3	8	3	13	9	3	14	10	10	6	4	2	16	5	1	14	8
North West	102	31	19	104	19	29	45	65	25	10	9	1	24	15	6	17	28	28	8	27	2	41	14	10	39	26
Scotland	34	14	11	43	8	23	22	40	10	4	7	1	10	8	4	13	9	20	5	15	-	24	10	6	24	13
South East	69	23	6	79	20	37	52	48	19	9	17	7	25	16	11	28	23	15	10	20	3	26	16	6	28	19
South West	41	11	9	49	6	21	28	45	11	7	9	1	11	11	6	15	13	10	10	21	4	21	17	7	26	17
Ulster / Northern Ireland	5	4	3	20	3	3	4	5	2	2	-	-	3	1	-	2	2	3	1	1	-	4	-	1	3	2
Wales	40	9	9	34	4	6	15	17	8	2	5	-	7	4	4	5	9	5	3	6	3	9	8	-	12	5
West Midlands	66	33	18	83	17	37	65	64	21	16	26	2	28	28	8	30	35	23	13	23	5	43	12	9	38	26
Yorks & Humber	46	33	16	59	13	23	53	31	23	12	12	6	24	24	5	30	21	8	8	12	3	25	4	2	19	12
	6%	13%ab	10%	7%	8%	7%	11%ab	5%	11%	11%	8%	21%	10%	14%	7%	12%	9%	4%	6%	6%	10%	7%	3%	3%	5%	5%

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

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

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

Supplier									EE						GiffGaff						Lebara															
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
Woman	371	137	85	422	81	162	225	269	142	75	130	24	219	113	39	200	165	39	42	42	14	84	44	9	73	62	28	21	24	12	60	21	4	58	26	
	50%	54%	51%	49%	47%	50%	46%	46%	51%	43%	52%	69%	49%	53%	50%	47%	54%	53%	53%	55%	54%	50%	58%	69%	51%	57%	44%	54%	52%	67%	53%	51%	31%	56%	42%	
Man	366	117	81	441	89	156	261	311	136	100	119	11	229	99	38	224	140	33	38	34	12	83	31	3	70	45	36	17	22	6	53	19	9	46	35	
	50%	46%	49%	51%	52%	48%	53%	54%	49%	57%	48%	31%	51%	47%	49%	53%	46%	45%	48%	45%	46%	50%	41%	23%	49%	41%	56%	44%	48%	33%	47%	46%	69%	44%	56%	
Non-binary	-	2	1	3	1	3	4	1	-	-	-	-	-	-	-	-	-	2	-	-	-	-	1	1	-	2	-	1	-	-	1	-	-	-	1	1
	-	1%	1%	*	1%	1%	1%	*	-	-	-	-	-	-	-	-	-	3%	-	-	-	-	1%	8%	-	2%	-	3%	-	-	2%	-	-	-	2%	2%
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	2	-	-	2	1	1	-	-	1	-	1	-	1	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	*	1%	*	-	-	*	-	*	-	*	-	1%	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

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

Supplier		O2										SKY						TESCO MOBILE																	
		Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved									
		EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Woman	371	137	85	422	81	162	225	269	153	102	145	22	253	115	54	231	183	27	22	29	3	48	28	5	41	40	52	46	53	11	114	31	17	99	62
	50%	54%	51%	49%	47%	50%	46%	46%	47%	47%	49%	73%AB	46%	55%cd	50%	46%	51%	50%	40%	51%	50%	43%	60%	36%	39%	59%mn	47%	48%	55%	58%	52%	46%	49%	50%	52%
Man	366	117	81	441	89	156	261	311	171	114	148	8	292	95	54	267	172	26	33	27	3	62	18	9	63	26	58	49	41	8	104	35	17	99	56
	50%	46%	49%	51%	52%	48%	53%	54%	52%cd	53%cd	50%cd	27%	53%ef	45%	50%	54%	48%	48%	60%	47%	50%	56%gh	38%	64%	61%io	38%	52%	51%	43%	42%	47%	51%	49%	50%	47%
Non-binary	-	2	1	3	1	3	4	1	2	-	1	-	2	1	-	1	2	-	-	1	-	1	-	-	-	1	1	-	2	-	1	1	1	1	2
	-	1%a	1%	*	1%a	1%a	1%a	*	1%	-	*	-	*	*	-	*	1%	-	-	2%	-	1%	-	-	-	1%	1%	-	2%	-	*	1%	3%	1%	2%
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	2	-	-	2	1	1	-	-	1	-	1	-	1	-	-	2	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-
	*	-	-	*	1%	*	-	-	*	-	*	-	*	-	1%	-	2%	-	-	-	-	-	2%	-	-	1%	-	1%	-	-	1%	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18a: Which of the following are you?

Base: All complained about mobile phone service in past 6 months

Supplier									THREE						VODAFONE											
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Woman	371	137	85	422	81	162	225	269	101	47	63	14	111	82	32	122	101	91	67	93	18	157	80	32	164	101
	50%	54% <b>z</b>	51%	49%	47%	50%	46%	46%	50%	45%	41%	48%	45%	49%	43%	48%	44%	44%	52%	43%	60%	43%	52%	49%	47%	44%
Man	366	117	81	441	89	156	261	311	99	58	90	14	138	82	41	134	123	115	63	121	12	204	74	33	181	127
	50%	46%	49%	51%	52%	48%	53%	54%	49%	55%	59%	48%	55%	49%	55%	52%	54%	56%	48%	57%	40%	56%	48%	51%	52%	56%
Non-binary	-	2	1	3	1	3	4	1	3	-	-	1	-	3	1	-	4	1	-	-	-	1	-	-	1	-
	-	1% <b>a</b>	1% <b>a</b>	*	1% <b>a</b>	1% <b>a</b>	1% <b>a</b>	*	1%	-	-	3%	-	2% <b>a</b>	1%	-	2% <b>a</b>	*	-	-	-	*	-	-	*	-
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	2	-	-	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	*	1%	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* = small base, \*\* = very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All complained about mobile phone service in past 6 months

Supplier										EE			GIFFGAFF				Lebara																		
										Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved									
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
Yes	717	247	160	839	171	312	472	565	269	171	244	33	438	204	75	419	290	72	77	75	23	162	73	12	138	105	63	36	43	18	109	38	13	100	59
	97%	96%	96%	97%	99% <b>includes</b>	97%	96%	97%	96%	98%	98%	94%	98%	96%	96%	99% <b>includes</b>	95%	97%	96%	99%	88%	97%	96%	92%	97%	96%	98%	92%	93%	100%	96%	93%	100%	96%	95%
No	18	8	6	23	1	8	16	11	7	4	6	1	8	8	2	5	13	2	3	-	3	5	2	1	4	4	1	3	2	-	3	3	-	3	3
	2%	3%	4%	3%	1%	2%	3%	2%	3%	2%	2%	3%	2%	4%	3%	1%	4%	3%	4%	-	12%	3%	3%	8%	3%	4%	2%	8%	4%	-	3%	7%	-	3%	5%
Prefer not to say	4	1	1	6	-	2	2	5	3	-	-	1	3	-	1	3	-	-	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	
	1%	*	1%	1%	-	1%	*	1%	1%	-	-	1%	-	-	1%	1%	-	-	-	1%	-	-	-	1%	-	-	-	-	1%	-	-	-	1%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
 Overlap formulae used: \* - small base; \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All complained about mobile phone service in past 6 months

Supplier										O2						SKY						TESCO MOBILE													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Yes	717	247	160	839	171	312	472	565	313	211	287	28	534	203	102	488	342	53	55	57	6	110	47	14	104	67	108	92	93	19	214	64	34	194	116
	97%	96%	96%	97%	99% <b>klde</b>	97%	96%	97%	96%	98%	97%	93%	97%	96%	94%	98% <b>kl</b>	95%	98%	100%	100%	100%	99%	100%	100%	100%	99%	97%	96%	97%	100%	98%	94%	97%	97%	97%
No	18	8	6	23	1	8	16	11	11	5	6	1	12	7	4	10	13	1	-	-	-	1	-	-	-	1	3	2	3	-	4	3	1	5	3
	2%	3%	4%	3%	1%	2%	3%	2%	3%	2%	2%	3%	2%	3%	4%	2%	4%	2%	-	-	-	1%	-	-	-	1%	3%	2%	3%	-	2%	4%	3%	3%	3%
Prefer not to say	4	1	1	6	-	2	2	5	3	-	2	1	2	1	3	1	4	-	-	-	-	-	-	-	-	-	-	2	-	-	1	1	-	1	1
	1%	*	1%	1%	-	1%	*	1%	1%	-	1%	1%	1%	*	*	1%	1%	-	-	-	-	-	-	-	-	-	-	2%	-	-	*	1%	-	1%	1%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/y/z - g/h/j - kl/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Q18b: Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE						VODAFONE											
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Yes	717	247	160	839	171	312	472	565	198	102	146	26	241	162	69	252	214	203	125	207	30	353	149	63	337	222
	97%	96%	96%	97%	99%	97%	96%	97%	98%	97%	95%	90%	97%	97%	93%	98%	94%	98%	96%	97%	100%	98%	97%	97%	97%	97%
No	18	8	6	23	1	8	16	11	4	3	6	3	8	3	5	4	12	3	3	5	-	6	3	2	7	3
	2%	3%	4%	3%	1%	2%	3%	2%	2%	3%	4%	10%	3%	2%	7%	2%	5%	1%	2%	2%	-	2%	2%	3%	2%	1%
Prefer not to say	4	1	1	6	-	2	2	5	1	-	1	-	-	2	-	-	2	1	2	2	-	3	2	-	2	3
	1%	*	1%	1%	-	1%	*	1%	*	-	1%	-	-	1%	-	1%	*	1%	2%	1%	-	1%	1%	-	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about mobile phone service in past 6 months

	Supplier										EE						GiffGaff						Lebara												
	Issue										Satisfaction			Complaint completely resolved			Issue						Satisfaction			Complaint completely resolved									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
A	134	31	23	161	34	67	59	119	51	33	49	1	97	24	13	95	38	10	12	8	1	22	9	-	19	12	11	5	6	1	17	5	1	17	6
B	194	50	40	256	42	68	114	156	63	48	78	5	124	49	21	104	87	18	10	19	3	29	17	4	32	18	12	15	12	1	28	6	6	28	12
C1	151	56	39	147	37	71	118	111	60	31	48	12	89	52	10	89	61	10	15	21	10	37	18	1	23	31	15	8	8	8	26	11	2	22	17
C2	143	54	30	153	35	57	100	106	59	34	43	7	78	48	17	76	65	17	21	12	4	42	9	3	33	21	12	6	11	1	19	10	1	16	13
D	47	20	16	68	8	22	35	29	20	10	14	3	26	14	7	24	23	7	6	6	1	13	7	-	12	8	8	2	3	3	10	4	2	9	7
E	70	45	19	83	16	37	64	60	26	19	18	7	35	25	10	37	32	12	16	10	7	24	16	5	24	19	6	3	6	4	13	5	1	12	7
NET: AB	328	81	63	417	76	135	173	275	114	81	127	6	221	73	34	199	125	28	22	27	4	51	26	4	51	30	23	20	18	2	45	11	7	45	18
NET: ABC1	479	137	102	564	113	206	291	386	174	112	175	18	310	125	44	288	186	38	37	48	14	88	44	5	74	61	38	28	26	10	71	22	9	67	35
NET: CZDE	260	119	65	304	59	116	199	195	105	63	75	17	139	87	34	137	120	36	43	28	12	79	32	8	69	48	26	11	20	8	42	19	4	37	27
NET: DE	117	65	35	151	24	59	99	89	46	29	32	10	61	39	17	61	55	19	22	16	8	37	23	5	36	27	14	5	9	7	23	9	3	21	14

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/xyz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - EF/G - H/I  
 Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about mobile phone service in past 6 months

	Supplier										O2						SKY						TESCO MOBILE												
											Issue			Satisfaction			Complaint completely resolved								Issue			Satisfaction			Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54**	55*	57*	6**	111	211	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
A	134	31	23	161	34	67	59	119	55	46	59	1	127	21	13	128	33	4	17	11	2	26	4	4	31	3	20	25	22	-	60	3	4	48	19
B	194	50	40	256	42	68	114	156	17%	21% <b>D</b>	26% <b>D</b>	3%	23% <b>F</b>	10%	12%	26% <b>H</b>	9%	7%	31%	19%	33%	23%	9%	29%	30% <b>G</b>	4%	18%	26%	23%	-	27% <b>K</b>	4%	11%	24%	16%
B	194	50	40	256	42	68	114	156	28%	28%	33%	20%	29%	32%	29%	138	117	14	13	15	-	32	9	1	28	14	27	23	17	1	43	15	10	42	26
B	194	50	40	256	42	68	114	156	28%	28%	33%	20%	29%	32%	29%	28%	33%	26%	24%	26%	-	29%	19%	7%	27%	21%	24%	24%	18%	5%	20%	22%	29%	21%	22%
C1	151	56	39	147	37	71	118	111	57	33	53	4	82	42	23	72	74	15	10	9	3	23	10	4	20	17	30	16	16	9	55	13	3	43	28
C1	151	56	39	147	37	71	118	111	17%	15%	18%	13%	15%	20%	21%	14%	21%	28%	18%	16%	50%	21%	21%	29%	19%	25%	27%	17%	17%	47%	25% <b>K</b>	19%	9%	22%	23%
C2	143	54	30	153	35	57	100	106	63	37	49	4	98	43	12	85	64	13	10	11	1	19	15	1	19	16	19	16	17	5	33	17	7	35	21
C2	143	54	30	153	35	57	100	106	19%	17%	17%	13%	18%	20% <b>G</b>	11%	17%	18%	24%	18%	19%	17%	17%	32% <b>K</b>	7%	18%	24%	17%	17%	18%	26%	15%	25%	20%	18%	18%
D	47	20	16	68	8	22	35	29	25	21	15	7	42	15	11	39	29	4	-	4	-	4	2	2	1	7	3	7	0	3	12	8	2	13	8
D	47	20	16	68	8	22	35	29	8%	10% <b>C</b>	5%	23% <b>A</b>	8%	7%	10%	8%	8%	7% <b>H</b>	-	7% <b>H</b>	-	4%	4%	14%	1%	10% <b>K</b>	3%	7%	9% <b>G</b>	16%	5%	12%	6%	7%	7%
E	70	45	19	83	16	37	64	60	34	18	23	8	42	23	18	37	42	4	5	7	-	7	7	2	5	11	12	9	15	1	16	12	9	19	18
E	70	45	19	83	16	37	64	60	10%	8%	8%	27% <b>A</b>	8%	11%	17% <b>E</b>	7%	7%	7%	9%	12%	-	6%	15%	14%	5%	10% <b>K</b>	11%	9%	16%	5%	7%	18% <b>K</b>	20%	10%	15%
NET: AB	328	81	63	417	76	135	173	275	148	107	155	7	284	88	45	266	150	18	30	26	2	58	13	5	59	17	47	48	39	1	103	18	14	90	45
NET: AB	328	81	63	417	76	135	173	275	44% <b>J</b>	48% <b>J</b>	42% <b>J</b>	35%	47% <b>J</b>	45% <b>D</b>	50% <b>D</b>	53% <b>D</b>	23%	33%	55%	46%	33%	57% <b>K</b>	28%	36%	57% <b>K</b>	25%	42%	50%	41%	5%	47% <b>K</b>	26%	40%	45%	38%
NET: ABC1	479	137	102	564	113	206	291	386	205	140	208	11	366	130	68	338	224	33	40	35	5	81	23	9	79	34	77	64	55	10	158	31	17	133	73
NET: ABC1	479	137	102	564	113	206	291	386	61%	73%	61%	37%	67%	62%	62%	68%	62%	61%	73%	61%	83%	73% <b>J</b>	49%	64%	76% <b>K</b>	50%	69%	67%	57%	53%	72% <b>K</b>	46%	49%	67%	61%
NET: CZDE	260	119	65	304	59	116	199	195	122	76	87	19	182	81	41	161	135	21	15	22	1	30	24	5	25	34	34	32	41	9	61	37	18	67	47
NET: CZDE	260	119	65	304	59	116	199	195	37% <b>C</b>	33%	29%	15%	62% <b>A</b>	33%	38%	32%	38%	39%	27%	39%	17%	27%	51% <b>K</b>	36%	24%	31%	33%	43%	47%	28%	54% <b>K</b>	51% <b>K</b>	34%	39%	
NET: DE	117	65	35	151	24	59	99	89	59	39	38	15	84	38	29	76	71	8	5	11	-	11	9	4	6	18	15	16	24	4	28	20	11	32	26
NET: DE	117	65	35	151	24	59	99	89	18%	18%	13%	50% <b>A</b>	15%	18%	17%	15%	20%	15%	9%	19%	-	10%	19%	29%	6%	10% <b>K</b>	14%	17%	13% <b>G</b>	21%	13%	20% <b>K</b>	21% <b>K</b>	16%	22%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE					VODAFONE												
	Issue								Satisfaction					Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved		
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
A	134	31	23	161	34	67	59	119	18	17	22	2	37	15	7	42	17	33	35	48	3	94	19	6	94	24
	18% <b>z</b>	12%	14%	19% <b>z</b>	20% <b>z</b>	21% <b>z</b>	12%	20%	9%	16%	14%	7%	15%	9%	9%	16%	7%	16%	27% <b>q</b>	22%	10%	26% <b>u</b>	12%	9%	27% <b>u</b>	11%
B	194	50	40	256	42	68	114	156	55	26	31	2	58	41	15	62	51	60	31	58	7	97	36	23	93	63
	26% <b>z</b>	20%	24%	29% <b>z</b>	24%	21%	23%	27%	27%	25%	20%	7%	23%	25%	20%	24%	22%	29%	24%	27%	23%	27%	23%	35%	27%	28%
C1	151	56	39	147	37	71	118	111	56	23	31	8	57	43	18	60	58	49	18	37	7	60	35	16	57	51
	20%	22%	23% <b>b</b>	17%	22%	22% <b>b</b>	24% <b>b</b>	19%	28%	22%	20%	28%	23%	26%	24%	23%	25%	24%	14%	17%	23%	17%	23%	25%	16%	22%
C2	143	54	30	153	35	57	106	106	38	25	27	10	100	34	15	46	52	30	29	42	5	68	29	9	53	51
	19%	21%	18%	18%	20%	18%	20%	18%	19%	24%	18%	34%	20%	20%	20%	18%	23%	14%	22%	20%	17%	19%	19%	14%	15%	23% <b>z</b>
D	47	20	16	68	8	22	35	29	8	7	10	1	16	12	7	16	19	14	6	8	1	12	15	2	16	13
	6%	8%	10%	8%	5%	7%	7%	5%	4%	7%	13% <b>z</b>	3%	6%	7%	9%	6%	8%	7%	5%	4%	3%	3%	10% <b>z</b>	3%	5%	6%
E	70	45	19	83	16	37	64	60	28	7	23	6	30	22	12	30	31	21	11	21	7	31	20	9	33	26
	9%	18% <b>z</b>	11%	10%	9%	11%	13% <b>z</b>	10%	14%	7%	15% <b>z</b>	21%	12%	13%	16%	12%	14%	10%	8%	10%	23% <b>z</b>	9%	13%	14%	10%	11%
NET: AB	328	81	63	417	76	135	173	275	73	43	53	4	95	56	22	104	68	93	66	106	10	191	55	29	187	87
	44% <b>z</b>	32%	38%	48% <b>z</b>	44% <b>z</b>	42% <b>z</b>	35%	47%	36%	41%	35%	14%	38%	34%	30%	41%	30%	45%	51%	33%	33%	53% <b>z</b>	36%	45%	45%	54% <b>z</b>
NET: ABC1	479	137	102	564	113	206	291	386	129	66	84	12	152	99	40	164	126	142	84	143	17	251	90	45	244	138
	65% <b>z</b>	54%	61%	65% <b>z</b>	66% <b>z</b>	64% <b>z</b>	59%	66%	64%	63%	55%	41%	61%	59%	54%	64%	55%	69%	65%	67%	57%	69% <b>z</b>	58%	69%	69%	71% <b>z</b>
NET: CZDE	260	119	65	304	59	116	199	195	74	39	69	17	97	68	34	92	102	65	46	71	13	111	64	20	102	90
	35%	46% <b>z</b>	39%	35%	34%	36%	41% <b>z</b>	34%	36%	37%	45%	59%	39%	41%	46%	36%	45% <b>z</b>	31%	35%	33%	43%	31%	42% <b>z</b>	31%	29%	39% <b>z</b>
NET: DE	117	65	35	151	24	59	99	89	36	14	42	7	46	34	19	46	50	35	17	29	8	43	35	11	49	39
	16%	25% <b>z</b>	21%	17%	14%	18%	20% <b>z</b>	15%	18%	13%	27% <b>z</b>	24%	18%	20%	26%	18%	22%	17%	13%	14%	27%	12%	13% <b>z</b>	17%	14%	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q21: Which of these best describes the place you live most of the time?

Base: All complained about mobile phone service in past 6 months

Supplier	EE										GIFFGAFF							Lebara																		
	Issue										Satisfaction			Complaint completely resolved				Issue							Satisfaction			Complaint completely resolved								
	EE (a)	GIffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
A city or large town (including suburbs)	483	151	116	580	120	187	335	427	177	120	167	19	318	122	43	300	177	43	52	45	11	104	43	4	86	64	51	23	32	10	82	24	10	70	45	
A small town	187	84	44	227	37	99	126	123	73	42	61	11	98	66	23	92	94	25	24	23	12	51	25	8	45	36	11	12	13	8	26	15	3	29	15	
A village, hamlet or isolated dwelling in the countryside	67	20	7	59	15	35	27	31	28	13	21	5	33	22	12	33	33	6	4	7	3	11	8	1	12	8	2	4	1	-	5	2	-	5	2	
Prefer not to say	2	1	-	2	-	1	2	-	1	-	1	-	-	2	-	2	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	3%
NET: Urban	670	235	160	807	157	286	461	550	250	162	228	30	416	188	66	392	271	68	76	68	23	155	68	12	131	100	62	35	45	18	108	39	13	99	60	
NET: Rural	67	20	7	59	15	35	27	31	28	13	21	5	33	22	12	33	33	6	4	7	3	11	8	1	12	8	2	4	1	-	5	2	-	5	2	
	91%	8%	4%	7%	9%	11% <del>del</del>	6%	5%	10%	7%	8%	14%	7%	10%	15%	8%	11%	8%	5%	9%	12%	7%	11%	8%	8%	7%	3%	10%	2%	-	4%	5%	-	5%	3%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Table 92

Q21: Which of these best describes the place you live most of the time?

Base: All complained about mobile phone service in past 6 months

Supplier										O2						SKY						TESCO MOBILE													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
483	151	116	580	120	187	335	427	211	157	197	15	388	129	63	363	213	36	39	40	5	83	27	10	83	37	57	62	59	9	143	33	11	129	58	
	65%	59%	69% <sup>cc</sup>	67% <sup>cc</sup>	70% <sup>cc</sup>	58%	68% <sup>cc</sup>	73% <sup>cc</sup>	65%	73% <sup>cc</sup>	67%	50%	71% <sup>cc</sup>	61%	58%	73% <sup>cc</sup>	59%	67%	71%	70%	83%	75% <sup>cc</sup>	57%	71%	80% <sup>cc</sup>	54%	51%	65%	61%	47%	65% <sup>uv</sup>	49%	31%	65% <sup>cc</sup>	48%
187	84	44	227	37	99	126	123	97	45	73	12	129	64	34	108	116	11	12	13	1	21	13	3	12	25	43	24	26	6	59	22	18	50	48	
	25%	33% <sup>abdf</sup>	26%	20% <sup>f</sup>	22%	31% <sup>df</sup>	26%	21%	30% <sup>b</sup>	21%	25%	24%	30%	31%	22%	32% <sup>df</sup>	20%	22%	23%	17%	19%	28%	21%	12%	37% <sup>cc</sup>	39% <sup>cc</sup>	25%	27%	32%	27%	32%	51% <sup>tt</sup>	25%	40% <sup>uv</sup>	
67	20	7	59	15	35	27	31	19	14	24	2	31	17	11	27	29	7	4	4	-	7	7	1	9	6	11	9	11	4	17	12	6	20	14	
	9% <sup>def</sup>	8%	4%	7%	9%	11% <sup>abdef</sup>	6%	5%	8%	6%	8%	7%	6%	8%	10%	5%	8%	13%	7%	7%	-	6%	15%	7%	9%	9%	10%	9%	11%	21%	8%	16% <sup>tt</sup>	17%	10%	12%
2	1	-	2	-	1	2	-	-	-	1	1	1	-	1	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	1	-	
	*	-	*	-	*	*	-	-	-	*	*	-	*	-	*	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-
670	235	160	807	157	286	461	550	308	202	270	27	517	193	97	471	329	47	51	53	6	104	40	13	95	62	100	86	85	15	202	55	29	179	106	
	91%	92%	90% <sup>cc</sup>	93% <sup>cc</sup>	91%	89%	94% <sup>cc</sup>	94%	94%	92%	90%	84% <sup>cc</sup>	91%	89%	94%	92%	87%	93%	93%	100%	94%	85%	93%	91%	91%	90%	90%	89%	79%	92% <sup>uv</sup>	81%	83%	90%	88%	
67	20	7	59	15	35	27	31	19	14	24	2	31	17	11	27	29	7	4	4	-	7	7	1	9	6	11	9	11	4	17	12	6	20	14	
	9% <sup>def</sup>	8%	4%	7%	9%	11% <sup>abdef</sup>	6%	5%	6%	6%	8%	7%	6%	8%	10%	5%	8%	13%	7%	7%	-	6%	15%	7%	9%	9%	10%	9%	11%	21%	8%	16% <sup>tt</sup>	17%	10%	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j] - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

Q21: Which of these best describes the place you live most of the time?

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE				Complaint completely resolved		VODAFONE				Complaint completely resolved							
	Issue								Satisfaction						Issue				Satisfaction							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
A city or large town (including suburbs)	483	151	116	580	120	187	335	427	136	69	108	22	186	104	45	189	143	148	102	158	19	293	189	39	271	150
	65%	59%	69%	67%	70%	58%	68%	73%	67%	66%	71%	76%	75%	62%	61%	78%	63%	71%	78%	74%	63%	81%	62%	60%	78%	66%
A small town	187	84	44	227	37	99	126	123	53	31	37	5	53	52	21	58	66	54	27	35	7	55	51	17	64	58
	25%	33%	26%	26%	22%	31%	21%	21%	26%	30%	24%	17%	21%	31%	28%	23%	29%	26%	21%	16%	23%	15%	33%	26%	18%	25%
A village, hamlet or isolated dwelling in the countryside	67	20	7	59	15	35	27	31	13	5	7	2	9	10	8	9	18	5	1	21	4	14	8	9	11	20
	9%	8%	4%	7%	9%	11%	6%	5%	6%	5%	5%	7%	4%	6%	11%	4%	9%	2%	1%	10%	13%	4%	5%	14%	3%	9%
Prefer not to say	2	1	-	2	-	1	2	-	1	-	1	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	*	-	-	*	-	1%	-	*	1%	-	-	*	-	-	-	-	-	-	-	-	-
NET: Urban	670	235	160	807	157	286	461	550	189	100	145	27	239	156	66	247	209	202	129	193	26	348	146	56	335	208
	91%	92%	90%	93%	91%	89%	94%	95%	93%	95%	95%	93%	90%	93%	89%	95%	92%	93%	90%	87%	90%	98%	95%	86%	92%	91%
NET: Rural	67	20	7	59	15	35	27	31	13	5	7	2	9	10	8	9	18	5	1	21	4	14	8	9	11	20
	9%	8%	4%	7%	9%	11%	6%	5%	6%	5%	5%	7%	4%	6%	11%	4%	9%	2%	1%	10%	13%	4%	5%	14%	3%	9%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QHH1: How many people are there in your household, including yourself and any children?

Base: All complained about mobile phone service in past 6 months

Supplier	EE															GIFFGAF									Lebara										
	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved									
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Small (1-2 people)	262	108	57	274	53	102	159	172	113	56	79	14	151	83	28	133	127	32	29	29	18	65	38	5	62	43	23	10	19	5	31	20	6	30	26
	35% <b>f</b>	42% <b>hcd</b> <b>f</b>	34%	32%	31%	32%	30%		41% <b>i</b>	32%	32%	40%	34%	39%	36%	31%	42% <b>n</b>	43%	36%	38%	69%	39%	50%	38%	43%	39%	36%	26%	41%	28%	27%	49% <b>u</b>	46%	29%	42%
Medium (3-4 people)	358	93	88	447	86	173	264	319	118	93	130	17	233	86	39	220	132	23	34	30	6	67	22	4	49	43	33	22	21	12	68	15	5	63	25
	48% <b>z</b>	36%	53% <b>z</b>	51% <b>z</b>	50% <b>z</b>	54% <b>z</b>	54% <b>z</b>	55% <b>z</b>	42%	53% <b>z</b>	52% <b>z</b>	49%	52% <b>z</b>	41%	50%	52% <b>z</b>	43%	31%	43%	39%	23%	40%	29%	31%	34%	39%	52%	56%	46%	67%	60% <b>z</b>	37%	38%	61% <b>z</b>	40%
Large (5+ people)	119	55	22	147	33	47	67	90	48	26	41	4	65	43	11	72	47	19	17	17	2	35	16	4	32	23	8	7	6	1	14	6	2	11	11
	16%	22% <b>cd</b>	13%	17%	19%	15%	14%	15%	17%	15%	16%	11%	14%	20%	14%	17%	15%	26%	21%	22%	8%	21%	21%	31%	22%	21%	13%	18%	13%	8%	12%	15%	15%	11%	18%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - kl/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QHH1: How many people are there in your household, including yourself and any children?

Base: All complained about mobile phone service in past 6 months

Supplier	O2														SKY						TESCO MOBILE														
	Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved											
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Small (1-2 people)	262	108	57	274	53	102	159	172	108	66	87	13	160	76	38	161	107	18	18	16	1	23	22	8	22	31	40	21	31	10	64	22	16	64	36
	35% <b>f</b>	42% <b>hcd</b> <b>ff</b>	34%	32%	31%	32%	32%	30%	33%	31%	29%	43%	29%	36%	35%	32%	30%	33%	33%	28%	17%	21%	47% <b>ka</b>	57%	21%	46% <b>kn</b>	36% <b>ka</b>	22%	32%	53%	29%	32%	46%	32%	30%
Medium (3-4 people)	358	93	88	447	86	173	264	319	170	113	152	12	297	100	50	246	198	29	29	26	2	66	16	4	59	27	61	58	48	6	126	36	11	110	63
	48% <b>ka</b>	36%	53% <b>ca</b>	51% <b>ca</b>	50% <b>ca</b>	54% <b>ca</b>	54% <b>ca</b>	55% <b>ca</b>	52%	52%	52%	40%	54%	47%	46%	49%	55%	54%	53%	46%	33%	99% <b>ka</b>	34%	29%	57% <b>ca</b>	40%	55%	60%	50%	32%	58% <b>ca</b>	53% <b>ca</b>	31%	55%	53%
Large (5+ people)	119	55	22	147	33	47	67	90	49	37	56	5	91	35	21	92	54	7	8	15	3	22	9	2	23	10	10	17	17	3	29	10	8	26	21
	16%	21% <b>ca</b> <b>ca</b>	13%	17%	19%	15%	14%	15%	15%	17%	19%	17%	17%	17%	19%	18%	15%	13%	15%	28%	50%	20%	19%	14%	22%	15%	9%	18%	18%	18%	13%	15%	23%	13%	18%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - kl/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - E/F/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QHH1: How many people are there in your household, including yourself and any children?

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE										VODAFONE									
									Issue				Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved		
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)		
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228		
Small (1-2 people)	262	108	57	274	53	102	159	172	71	33	40	15	82	43	34	81	75	69	27	64	12	88	58	26	84	84		
	35%	42% <sup>bc</sup>	34%	32%	31%	32%	32%	30%	35%	31%	26%	52%	33%	26%	86% <sup>kl</sup>	32%	33%	33% <sup>cd</sup>	21%	30%	40% <sup>cd</sup>	24%	38% <sup>kl</sup>	40% <sup>cd</sup>	24%	57% <sup>vw</sup>		
Medium (3-4 people)	358	93	88	447	86	173	264	319	105	56	92	11	133	96	35	146	115	108	80	119	12	220	73	26	208	109		
	48% <sup>cd</sup>	36%	53% <sup>cd</sup>	51% <sup>cd</sup>	50% <sup>cd</sup>	54% <sup>cd</sup>	54% <sup>cd</sup>	55%	52%	53%	60%	38%	53%	57%	47%	57%	50%	52%	62% <sup>cd</sup>	56%	40%	61% <sup>vw</sup>	47%	40%	60% <sup>cd</sup>	48%		
Large (5+ people)	119	55	22	147	33	47	67	90	27	16	21	3	34	28	5	29	38	30	23	34	6	54	23	13	54	35		
	16%	21% <sup>cd</sup>	13%	17%	19%	15%	14%	15%	13%	15%	14%	10%	14%	17% <sup>lm</sup>	7%	11%	17%	14%	18%	14%	20%	15%	15%	20%	16%	15%		

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QHH3: And what is the total number of children in the household (under 18)?

Base: All complained about mobile phone service in past 6 months

	Supplier								EE					GIFFGAFF					Lebara																
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved										
	EE (a)	GIFFGAFF (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35**	449	212	78**	425	306	74**	80**	76**	26**	167	76*	13**	143	109	64**	39*	46*	18**	113	41*	13**	104	62*
1	215	64	44	262	51	85	143	174	74	63	73	5	126	68	21	119	93	19	22	21	2	47	15	2	34	29	17	9	16	2	30	11	3	31	13
	29%	25%	26%	30%	30%	26%	29%	30%	27%	36% <sup>kl</sup>	29%	14%	28%	32%	27%	28%	30%	26%	28%	28%	8%	28%	20%	15%	24%	27%	27%	23%	35%	11%	27%	27%	23%	30%	21%
2	162	54	31	213	44	93	111	158	60	37	61	4	107	36	19	99	61	16	22	14	2	35	15	4	28	26	10	11	5	5	25	5	1	20	11
	22%	21%	19%	25%	26%	29% <sup>kl</sup>	23%	27% <sup>kl</sup>	22%	21%	24%	11%	24% <sup>kl</sup>	17%	24%	23%	20%	22%	28%	18%	8%	21%	20%	31%	20%	24%	16%	20% <sup>kl</sup>	11%	28%	22%	12%	8%	19%	18%
3	54	20	7	64	14	22	28	44	18	13	22	1	33	19	2	36	18	7	8	4	1	10	7	3	12	8	2	2	3	-	5	2	-	2	5
	7%	8%	4%	7%	8%	7%	6%	8%	6%	7%	9%	3%	7%	9%	3%	8%	6%	9%	10%	5%	4%	6%	9%	23%	8%	7%	3%	5%	7%	-	4%	5%	-	2%	8%
4	17	7	3	17	4	6	8	14	6	4	5	2	10	6	1	12	5	2	3	1	1	3	4	-	3	4	-	1	2	-	1	-	2	1	2
	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	6%	2%	3%	1%	3%	2%	3%	4%	1%	4%	2%	5%	-	2%	4%	-	3%	4%	-	1%	-	15%	1%	3%
5+	7	1	1	8	3	1	6	5	1	3	2	1	3	2	2	4	3	-	1	-	-	-	-	1	-	1	1	-	-	1	-	-	-	-	1
	1%	*	1%	1%	2%	*	1%	1%	1%	2%	1%	3%	1%	1%	3%	1%	1%	-	1%	-	-	-	-	8%	-	1%	2%	-	-	1%	-	-	-	-	1%
No children in household	284	110	81	304	56	115	194	186	120	55	87	22	170	81	33	155	126	30	24	36	20	72	35	3	66	41	34	16	20	11	51	23	7	50	30
	38% <sup>kl</sup>	43% <sup>kl</sup>	49% <sup>kl</sup>	35% <sup>kl</sup>	33%	36%	40% <sup>kl</sup>	32%	43% <sup>kl</sup>	31%	35%	63% <sup>kl</sup>	38%	38%	42%	36%	41%	41%	30%	47% <sup>kl</sup>	77%	43%	46%	23%	46%	38%	53%	41%	43%	61%	45%	56%	54%	48%	48%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QHH3: And what is the total number of children in the household (under 18)?

Base: All complained about mobile phone service in past 6 months

	Supplier								O2					SKY					TESCO MOBILE																
									Issue				Satisfaction	Complaint completely resolved		Issue				Satisfaction	Complaint completely resolved		Issue				Satisfaction	Complaint completely resolved							
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
1	215	64	44	262	51	85	143	174	104	63	87	8	173	59	30	154	107	20	15	14	2	35	13	3	32	19	29	25	23	8	55	22	8	50	35
	29%	25%	26%	30%	30%	26%	29%	30%	32%	29%	29%	27%	32%	28%	28%	31%	30%	37%	27%	25%	33%	32%	28%	21%	31%	28%	26%	26%	24%	42%	25%	32%	23%	25%	29%
2	162	54	31	213	44	93	111	158	71	60	77	5	154	40	19	127	86	9	19	15	1	34	7	3	34	10	25	41	27	-	72	12	9	65	28
	22%	21%	19%	25%	26%	29% <b>ad</b>	23%	27% <b>ad</b>	22%	28%	26%	17%	28% <b>g</b>	19%	17%	25%	24%	17%	35% <b>pe</b>	26%	17%	31% <b>u</b>	15%	21%	33% <b>o</b>	15%	23%	43% <b>pe</b>	28%	-	33% <b>u</b>	18%	26%	33%	23%
3	54	20	7	64	14	22	28	44	19	18	26	1	40	16	8	41	23	3	3	7	1	9	4	1	11	3	6	5	11	-	12	9	1	11	11
	7%	8%	4%	7%	8%	7%	6%	8%	6%	8%	9%	3%	7%	8%	7%	8%	6%	6%	5%	12%	17%	8%	9%	7%	11%	4%	5%	5%	11%	-	5%	13% <b>u</b>	3%	6%	9%
4	17	7	3	17	4	6	8	14	9	2	5	1	11	2	4	12	4	2	-	2	-	2	2	-	2	2	3	1	2	-	3	1	2	3	3
	2%	3%	2%	2%	2%	2%	2%	2%	3%	1%	2%	3%	2%	1%	4%	2%	1%	4%	-	4%	-	2%	4%	-	2%	4%	3%	1%	2%	-	1%	1%	6%	2%	3%
5+	7	1	1	8	3	1	6	5	1	2	4	1	5	2	1	2	6	-	1	1	1	2	1	-	1	2	-	-	1	-	-	-	-	-	
	1%	*	1%	1%	2%	*	1%	1%	*	1%	1%	3% <b>u</b>	1%	1%	1%	*	2%	-	2%	2%	17%	2	2%	2%	7	1%	3%	-	-	1%	-	-	-	1%	-
No children in household	284	110	81	304	56	115	194	186	123	71	96	14	165	92	47	163	133	20	17	18	1	29	20	7	24	32	48	24	32	11	76	24	15	70	43
	38% <b>f</b>	43% <b>ly</b>	49% <b>ab</b>	35%	33%	36%	40% <b>f</b>	32%	38%	33%	33%	47%	30%	44% <b>l</b>	43% <b>u</b>	33%	37%	37%	31%	32%	17%	26%	43% <b>u</b>	50%	23%	47% <b>u</b>	43% <b>u</b>	25%	33%	58%	35%	35%	43%	35%	36%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base. \*\* - very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QHH3: And what is the total number of children in the household (under 18)?

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE						VODAFONE												
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	249	214	30*	362	154	65*	346	228
1	215	64	44	262	51	85	143	174	63	33	42	5	72	53	18	80	62	68	48	57	1	107	50	17	108	66	
	29%	25%	26%	30%	30%	26%	29%	30%	31%	31%	27%	17%	29%	32%	24%	31%	27%	33%	37%	43%	27%	3%	30%	32%	26%	31%	29%
2	162	54	31	213	44	93	111	158	38	28	39	6	60	36	15	62	49	48	42	58	10	115	32	11	104	54	
	22%	21%	19%	25%	26%	29%	23%	27%	19%	27%	25%	21%	24%	22%	20%	24%	21%	23%	32%	27%	33%	32%	21%	17%	30%	24%	
3	54	20	7	64	14	22	28	44	8	11	9	-	11	15	2	14	14	17	10	15	2	25	14	5	28	16	
	7%	8%	4%	7%	8%	7%	6%	8%	4%	10%	6%	-	4%	9%	3%	5%	6%	8%	8%	8%	7%	7%	7%	9%	8%	8%	7%
4	17	7	3	17	4	6	8	14	5	-	3	-	4	3	1	1	7	5	4	4	3	1	10	2	2	8	6
	2%	3%	2%	2%	2%	2%	2%	2%	2%	-	2%	-	2%	2%	1%	*	3%	2%	2%	3%	2%	3%	3%	1%	3%	2%	3%
5+	7	1	1	8	3	1	6	5	2	1	3	-	4	1	1	1	5	-	2	2	1	3	1	1	3	2	
	1%	*	1%	1%	2%	*	1%	1%	1%	1%	2%	-	2%	1%	1%	*	2%	-	2%	1%	3%	1%	1%	2%	1%	1%	
No children in household	284	110	81	304	56	115	194	186	87	32	57	18	98	59	37	98	91	69	24	78	15	102	55	29	95	84	
	38%	43%	49%	35%	33%	36%	40%	32%	43%	30%	37%	62%	39%	35%	50%	38%	40%	33%	18%	36%	50%	28%	36%	45%	27%	37%	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about mobile phone service in past 6 months

	Supplier								EE						GIFFGAFF						Lebara															
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*	
None	6	1	3	7	1	3	5	7	2	1	2	1	1	4	1	2	4	-	1	-	-	-	1	-	-	-	1	-	2	-	-	2	1	-	1	2
	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	3%	*	2%	1%	*	1%	-	1%	-	3%	-	1%	-	-	1%	-	2%	-	4%	-	2%	2%	-	1%	3%
1	197	84	33	200	33	73	123	124	74	56	58	9	109	62	26	99	97	27	26	21	10	51	29	4	48	35	15	7	8	3	18	12	3	20	13	
	27% <b>z</b>	33% <b>z</b>	20%	23%	19%	23%	25%	21%	27%	32% <b>z</b>	23%	26%	24%	29%	33%	23%	32% <b>n</b>	36%	33%	28%	38%	31%	38%	31%	34%	32%	23%	18%	17%	17%	16%	29%	23%	19%	21%	
2	386	118	86	469	89	173	255	337	149	85	138	14	259	95	32	234	147	34	37	35	12	74	35	9	62	54	32	21	26	7	61	19	6	51	34	
	52%	46%	51%	53% <b>z</b>	52%	54%	52%	53% <b>z</b>	53%	49%	55%	40%	58% <b>n</b>	45%	41%	55%	48%	46%	49%	46%	46%	44%	46%	69%	43%	50%	50%	54%	57%	57%	39%	54%	46%	46%	49%	55%
3	80	23	21	117	34	38	55	66	23	20	31	6	41	28	11	49	31	2	9	8	4	18	8	-	16	6	8	4	4	5	16	5	-	15	6	
	11%	9%	13%	13%	10%	12%	11%	11%	8%	11%	12%	17%	9%	13%	14%	12%	10%	3%	11%	11%	15%	11%	7%	-	11%	6%	13%	10%	9%	28%	14%	12%	-	14%	10%	
4	45	13	19	43	10	21	36	28	18	7	15	5	27	15	3	26	17	4	4	5	-	12	1	-	7	6	6	6	5	2	12	3	4	13	6	
	6%	5%	11% <b>abf</b>	5%	6%	7%	7%	5%	6%	4%	6%	14% <b>h</b>	6%	7%	4%	6%	6%	5%	5%	7%	-	7%	1%	-	5%	6%	9%	15%	11%	11%	11%	7%	31%	13%	10%	
5+	25	17	5	32	5	14	16	19	13	6	6	-	12	8	5	15	10	7	3	7	-	12	5	-	10	7	2	1	1	1	4	1	-	4	1	
	3%	7% <b>abdf</b>	3%	4%	3%	4%	3%	3%	5%	3%	2%	-	3%	4%	6%	4%	3%	9%	4%	9%	-	7%	7%	-	7%	6%	3%	3%	2%	6%	4%	2%	-	4%	2%	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j] - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
 Overlap formulae used. \* - small base. \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
 Fieldwork: 11th November 2024 - 6th January 2025

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about mobile phone service in past 6 months

	Supplier								O2						SKY						TESCO MOBILE															
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	30**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
None	6	1	3	7	1	3	5	7	4	3	-	-	5	1	1	5	2	-	1	-	-	-	1	-	-	1	2	1	1	-	-	1	2	1	2	
1	197	84	33	200	33	73	123	124	67	52	71	10	108	62	30	104	92	11	11	11	-	12	14	7	12	21	21	19	27	6	46	18	9	44	29	
	27% <b>z</b>	33% <b>z</b>	20%	23%	19%	23%	25%	21%	20%	24%	24%	33%	20%	29% <b>z</b>	28%	21%	26%	20%	20%	19%	-	11%	30% <b>z</b>	50%	12%	31% <b>z</b>	19%	20%	28%	32%	21%	26%	26%	22%	24%	
2	386	118	86	469	89	173	255	337	188	112	159	10	332	89	48	292	174	26	32	28	3	68	17	4	65	24	67	51	50	5	128	31	14	111	60	
	52%	46%	51%	54%	52%	54%	52%	58% <b>z</b>	57% <b>z</b>	52%	54% <b>z</b>	33%	51% <b>z</b>	42%	44%	59% <b>z</b>	48%	48%	52%	58%	49%	50%	62% <b>z</b>	36%	29%	63% <b>z</b>	35%	60%	53%	52%	26%	58% <b>z</b>	46%	40%	56%	50%
3	80	23	21	117	34	38	55	66	42	25	43	7	64	37	16	59	56	12	7	13	2	22	11	1	18	16	13	14	9	2	24	9	5	24	14	
	11%	9%	13%	13%	10% <b>z</b>	12%	11%	11%	13%	12%	15%	23%	12%	15% <b>z</b>	15%	12%	16%	22%	13%	23%	33%	20%	23%	7%	17%	24%	12%	15%	9%	11%	11%	13%	14%	12%	12%	
4	45	13	19	43	10	21	36	28	13	13	15	2	22	12	9	19	23	4	2	3	1	7	2	1	7	3	7	5	3	6	10	0	2	11	10	
	6%	5%	11% <b>z</b>	5%	6%	7%	5%	5%	4%	6%	5%	7%	4%	6%	8%	4%	6%	7%	4%	5%	17%	6%	4%	7%	7%	4%	6%	5%	3%	32%	5%	13% <b>z</b>	6%	6%	8%	
5+	25	17	5	32	5	14	16	19	13	11	7	1	17	10	5	20	12	1	2	2	1	2	2	1	2	3	1	6	7	-	11	-	3	9	5	
	3%	7% <b>z</b>	3%	4%	3%	4%	3%	3%	4%	5%	2%	3%	3%	5%	5%	4%	3%	2%	4%	4%	-	2%	4%	7%	2%	4%	1%	6% <b>z</b>	7% <b>z</b>	-	5%	-	9% <b>z</b>	5%	4%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/y/z - g/h/j] - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
 Overlap formulae used. \* - small base. \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QHH4: ADULTS IN HOUSEHOLD - DERIVED FROM TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (QHH1) LESS CHILDREN UNDER 18 (QHH3)

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE						VODAFONE												
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228	
None	6	1	3	7	1	3	5	7	2	2	1	-	1	3	1	-	5	2	2	3	-	2	4	1	3	4	
	1%	*	2%	1%	1%	1%	1%	1%	1%	2%	1%	-	*	2%	1%	-	2%	1%	2%	1%	-	1%	3%	1%	1%	2%	
1	197	84	33	200	33	73	123	124	55	24	33	11	59	37	27	58	62	50	22	44	8	63	42	19	62	60	
	27%	33% <b>bedev</b>	20%	23%	19%	23%	25%	21%	27%	22%	22%	38%	24%	22%	30% <b>klm</b>	23%	27%	24%	17%	21%	27%	17%	27%	29%	18%	26% <b>wx</b>	
2	386	118	86	469	89	173	255	337	100	86	63	83	9	137	84	34	146	109	82	131	84	15	232	76	29	221	114
	52%	46%	51%	54% <b>z</b>	52%	54%	52%	58%	49%	60%	54%	31%	55%	52%	50%	46%	57% <b>nc</b>	53%	63%	61%	50%	64% <b>uv</b>	49%	45%	64% <b>klm</b>	50%	
3	80	23	21	117	34	38	55	66	21	10	19	5	26	22	7	26	28	31	12	19	4	38	17	11	38	33	
	11%	9%	13%	13%	19%	12%	11%	11%	10%	10%	12%	17%	10%	13%	9%	10%	12%	15%	9%	9%	13%	10%	11%	17%	10%	14%	
4	45	13	10	43	10	21	36	28	18	4	11	3	18	13	5	17	18	7	10	8	3	16	12	-	17	11	
	6%	5%	11% <b>abz</b>	5%	6%	7%	7%	5%	9%	4%	7%	10%	7%	8%	7%	7%	8%	3%	8%	4%	10%	4%	8%	-	5%	5%	
5+	25	17	5	32	5	14	16	19	7	2	6	1	8	8	-	9	7	8	2	9	-	11	3	5	10	8	
	3%	7% <b>abz</b>	3%	4%	3%	4%	3%	3%	3%	2%	4%	3%	3%	5%	-	4%	3%	4%	2%	4%	-	3%	2%	8% <b>uv</b>	3%	4%	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - gh/ij - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

**FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD**

Base: All complained about mobile phone service in past 6 months

Supplier									EE						GIFFGAFF						Lebara														
									Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved				
EE (a)	GIFFGAFF (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	131**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Most vulnerable	163	93	37	178	41	77	111	113	66	37	51	9	82	59	22	95	66	34	28	21	10	59	28	6	50	42	9	10	12	6	27	7	3	27	9
	22%	36% <sup>ab</sup>	22%	21%	24%	24%	23%	19%	24%	21%	20%	26%	18%	28%	28%	22%	22%	46% <sup>ac</sup>	35%	28%	38%	35%	37%	46%	35%	39%	14%	26%	26%	33%	24%	17%	23%	26%	15%
Potentially vulnerable	283	93	80	370	70	135	217	236	99	84	91	9	166	90	27	154	128	24	28	31	10	60	30	3	59	33	30	22	21	7	57	20	3	48	32
	38%	36%	48%	43%	41%	42%	44%	41%	35%	48%	36%	26%	37%	42%	35%	36%	42%	32%	35%	41%	38%	36%	39%	23%	41%	30%	47%	36%	46%	39%	50%	49%	23%	46%	52%
Least vulnerable	259	64	36	292	56	95	141	213	104	48	54	13	185	49	25	159	98	14	22	22	6	43	18	3	33	29	18	5	10	3	22	11	3	23	13
	35% <sup>cd</sup>	25%	22%	34% <sup>ae</sup>	31%	30%	29%	37% <sup>cd</sup>	37% <sup>g</sup>	27%	34%	37%	41%	23%	32%	37%	32%	19%	28%	29%	23%	26%	24%	23%	23%	27%	28%	13%	22%	17%	19%	27%	23%	22%	21%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/y/z - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
Overlap formulae used. \* - small base, \*\* - very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

**FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD**

Base: All complained about mobile phone service in past 6 months

Supplier										O2						SKY						TESCO MOBILE													
										Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved		Issue				Satisfaction		Complaint completely resolved			
EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)	
739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120	
163	93	37	178	41	77	111	113	62	49	62	5	111	41	26	98	79	16	7	16	2	24	14	3	23	18	24	24	24	5	47	19	11	44	32	
22%	36% <b>ab</b>	22%	21%	24%	24%	23%	19%	19%	23%	21%	17%	20%	19%	24%	20%	22%	30% <b>ab</b>	13%	28% <b>ab</b>	33%	22%	30%	21%	22%	26%	22%	25%	25%	26%	22%	21%	28%	31%	22%	27%
283	93	80	370	70	135	217	236	140	103	115	12	223	103	44	186	178	19	24	26	1	41	24	5	38	32	38	42	43	12	87	35	13	71	63	
38%	36%	43% <b>ab</b>	43%	42%	42%	44% <b>ab</b>	41%	43%	48%	39%	40%	41%	49% <b>ab</b>	40%	37%	39% <b>ab</b>	35%	44%	46%	17%	37%	51%	36%	37%	26%	34%	44%	45%	63%	40%	51%	37%	36%	53% <b>ab</b>	
259	64	36	292	56	95	141	213	114	61	112	5	200	57	35	200	92	16	23	14	3	45	6	5	43	13	43	26	25	1	75	13	7	77	18	
35% <b>ab</b>	25%	22%	34% <b>ab</b>	31%	30%	29%	37% <b>ab</b>	35% <b>ab</b>	28%	38% <b>ab</b>	17%	34% <b>ab</b>	27%	32%	40% <b>ab</b>	26%	30%	42%	25%	50%	41% <b>ab</b>	13%	36%	41% <b>ab</b>	19%	39%	27%	26%	5%	34% <b>ab</b>	19%	20%	39% <b>ab</b>	15%	

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/f/y/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I  
Overlap formulae used. \* = small base, \*\* = very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

**FINANCIAL VULNERABILITY - DERIVED FROM HOUSEHOLD INCOME (Q16) & ADULTS (QHH4) AND CHILDREN (QHH3) IN HOUSEHOLD**

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE									VODAFONE								
									Issue				Satisfaction			Complaint completely resolved		Issue				Satisfaction			Complaint completely resolved	
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Most vulnerable	163	93	37	178	41	77	111	113	47	22	38	4	54	39	18	54	57	39	33	34	7	58	41	14	55	56
	22%	36%abedev	22%	21%	24%	24%	19%	19%	23%	21%	25%	14%	22%	23%	24%	21%	25%	19%	25%	16%	23%	16%	27%kl	22%	16%	25%vw
Potentially vulnerable	283	93	80	370	70	135	217	236	92	53	63	9	113	73	31	118	95	90	47	88	11	136	72	28	131	102
	38%	36%	48%ay	43%	41%	42%	41%	41%	45%	50%	41%	31%	45%	44%	42%	46%	42%	43%	36%	41%	37%	38%	47%	43%	38%	45%
Least vulnerable	259	64	36	292	56	95	141	213	58	26	49	8	72	47	22	74	66	73	45	86	9	157	35	21	150	61
	35%er	25%	22%	34%er	32%	30%	29%	37%	29%	25%	32%	28%	29%	28%	30%	29%	29%	35%	35%	40%	30%	43%v	23%	32%	43%v	27%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/yz - g/h/ij - k/l/m - n/o - p/q/r/s - tu/v - wx  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about mobile phone service in past 6 months

	Supplier								EE					GiffGaff					Lebara																
	Issue								Satisfaction			Complaint completely resolved		Issue					Satisfaction			Complaint completely resolved													
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	279	175	250	35*	449	212	78*	425	306	74*	80*	76*	26**	167	76*	13**	143	109	64*	39*	46*	18**	113	41*	13**	104	62*
Universal Credit (and household has other earnings)	130	59	22	159	48	62	75	114	56	30	42	2	81	37	12	79	50	18	22	14	5	35	21	3	37	22	7	10	4	1	13	7	2	12	10
Personal Independence Payment (PIP)	102	33	18	88	31	43	56	79	36	28	34	4	58	30	14	66	35	11	11	7	4	23	7	3	18	15	7	5	5	1	9	9	-	7	11
Employment and Support Allowance (ESA)	77	35	20	127	23	56	52	82	23	24	28	2	53	15	9	44	32	4	13	15	3	27	7	1	23	12	10	5	2	3	13	7	-	13	7
Universal Credit (and household has no other earnings)	76	41	12	90	15	43	50	53	27	20	24	5	42	20	14	40	34	11	17	8	5	28	9	4	24	16	3	4	4	1	7	3	2	8	4
Carer's allowance	70	21	10	78	13	25	30	55	24	18	27	1	40	23	7	42	28	5	10	5	1	12	8	1	11	10	4	2	4	-	6	2	2	3	7
Income Support	63	22	8	85	22	38	34	62	24	17	22	-	34	19	10	33	30	4	13	4	1	16	4	2	11	11	3	3	2	-	6	2	-	5	3
Pensions Credit (Guaranteed Credit)	55	17	8	86	21	33	31	55	21	19	15	-	31	17	7	39	15	6	6	4	1	12	4	1	11	6	3	3	1	1	4	3	1	5	3
Pensions Credit (no Guaranteed Credit)	42	16	4	37	11	24	23	25	15	11	16	-	28	9	5	22	20	4	6	6	-	11	3	2	11	5	1	1	2	-	3	1	-	-	3
Income-based Jobseeker's Allowance	34	14	7	50	20	24	30	29	9	11	14	-	22	7	5	21	12	3	7	4	-	7	7	-	6	7	3	4	-	-	4	2	1	3	4
NET: Any benefit	379	175	77	482	107	214	240	318	146	100	123	10	213	116	50	209	165	46	69	47	13	112	53	10	99	74	30	24	18	5	47	24	6	40	26
Other	18	4	7	22	2	4	8	8	6	3	8	1	10	5	3	10	7	2	1	1	-	2	2	-	2	2	3	3	1	-	2	4	1	4	3
None of these	346	77	85	370	63	105	244	257	128	73	121	24	228	92	26	209	134	26	10	28	13	53	21	3	42	33	33	12	27	13	64	14	7	61	24
	47% <sup>cyt</sup>	30%	51% <sup>byz</sup>	43% <sup>wt</sup>	37%	33%	50% <sup>byyz</sup>	44% <sup>wt</sup>	46%	42%	48%	69% <sup>gh</sup>	51% <sup>km</sup>	43%	33%	49%	44%	35% <sup>ld</sup>	13%	37% <sup>ld</sup>	50%	32%	28%	23%	29%	30%	52% <sup>nd</sup>	31%	59% <sup>kd</sup>	72%	57% <sup>km</sup>	34%	54%	59% <sup>kd</sup>	39%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - tu/v - w/x - AB/C/D - EF/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about mobile phone service in past 6 months

Supplier	O2													SKY							TESCO MOBILE														
	Issue							Satisfaction			Complaint completely resolved			Issue				Satisfaction			Complaint completely resolved														
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Billing and Customer service (A)	Repairs and Installation (B)	Service issues (C)	Something else (D)	Satisfied (E)	Neutral (F)	Dissatisfied (G)	Yes (H)	No (I)	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)	Yes (n)	No (o)	Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)	Yes (w)	No (x)
Total	739	256	167	868	172	322	490	581	327	216	295	30*	548	211	109	499	359	54*	55*	57*	6**	111	47*	14**	104	68*	111	96*	96*	19**	219	68*	35*	200	120
Universal Credit (and household has other earnings)	130	59	22	159	48	62	75	114	55	44	56	4	103	36	20	85	72	13	15	19	1	30	17	1	29	19	19	17	25	1	40	14	8	38	24
Personal Independence Payment (PIP)	102	33	18	88	31	43	56	79	39	19	28	2	54	21	13	45	41	6	12	13	-	21	8	2	21	10	14	13	16	-	32	7	4	33	10
Employment and Support Allowance (ESA)	77	35	20	127	23	56	52	82	42	37	44	4	94	20	13	78	47	5	13	5	-	19	4	-	20	3	25	15	16	-	45	7	4	43	13
Universal Credit (and household has no other earnings)	76	41	12	90	15	48	50	53	31	35	22	2	63	17	10	52	37	8	3	4	-	10	5	-	9	6	19	13	14	2	31	11	6	30	17
Carer's allowance	70	21	10	78	13	25	30	55	34	20	23	1	54	17	7	39	39	2	4	7	-	10	2	1	7	6	10	6	9	-	17	8	-	13	12
Income Support	63	22	8	85	22	38	34	62	29	26	29	1	64	16	5	51	34	8	6	8	-	18	4	-	16	6	21	9	8	-	29	7	2	18	20
Pensions Credit (Guaranteed Credit)	55	17	8	86	21	33	31	55	31	30	25	-	61	18	7	51	34	5	9	6	1	18	1	2	18	3	11	11	11	-	24	6	3	20	13
Pensions Credit (no Guaranteed Credit)	42	16	4	37	11	24	23	25	12	13	12	-	29	7	1	24	13	1	6	4	-	7	4	-	7	4	5	9	10	-	19	4	1	14	10
Income-based Jobseeker's Allowance	34	14	7	50	20	24	30	29	17	18	15	-	41	7	2	32	18	5	8	7	-	15	2	3	17	3	9	11	3	1	19	3	2	16	8
NET: Any benefit	379	175	77	482	107	214	240	318	180	145	146	11	304	118	60	262	214	35	34	36	2	69	30	8	64	43	72	68	70	4	141	48	25	127	86
Other	18	4	7	22	2	4	8	8	6	7	8	1	11	6	5	10	11	1	1	-	-	1	-	1	1	1	1	-	3	-	1	2	1	2	2
None of these	346	77	85	370	63	105	244	257	142	66	143	19	236	87	47	229	137	18	20	21	4	41	17	5	39	24	39	28	23	15	77	18	10	71	33
	47%cyt	30%	51%byz	43%yt	37%	33%	50%byyz	44%ytz	43%B	31%	48%B	63%AB	43%	41%	43%	46%	38%	33%	36%	37%	67%	37%	36%	36%	38%	35%	35%	29%	24%	29%	35%	26%	29%	36%	28%

Proportions: Means: Columns Tested (5% risk level) - ab/c/d/ef/yz - g/h/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - AB/C/D - EF/G - H/I  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ocom - Complaints Handling Tracker - 2024**  
Fieldwork: 11th November 2024 - 6th January 2025

QBEN: Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Base: All complained about mobile phone service in past 6 months

	Supplier								THREE					Complaint completely resolved		VODAFONE					Complaint completely resolved					
	EE (a)	GiffGaff (z)	Lebara (e)	O2 (b)	Sky (y)	Tesco Mobile (c)	Three (d)	Vodafone (f)	Issue				Satisfaction			Yes (n)	No (o)	Issue				Satisfaction			Yes (w)	No (x)
									Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (l)	Dissatisfied (m)			Billing and Customer service (p)	Repairs and Installation (q)	Service issues (r)	Something else (s)	Satisfied (t)	Neutral (u)	Dissatisfied (v)		
Total	739	256	167	868	172	322	490	581	203	105	153	29**	249	167	74*	256	228	207	130	214	30*	362	154	65*	346	228
Universal Credit (and household has other earnings)	130	59	22	159	48	62	75	114	31	17	23	4	38	24	13	33	42	40	32	33	9	73	34	7	71	40
Personal Independence Payment (PIP)	102	33	18	88	31	43	56	79	22	9	20	5	27	20	9	24	30	22	27	25	5	50	19	10	52	27
Employment and Support Allowance (ESA)	77	35	20	127	23	56	52	82	13	22	15	2	32	17	3	28	23	28	29	22	3	61	17	4	64	17
Universal Credit (and household has no other earnings)	76	41	12	90	15	48	50	53	21	15	13	1	27	15	8	29	21	16	17	17	3	30	17	6	32	19
Carer's allowance	70	21	10	78	13	25	30	55	11	8	10	1	11	17	2	11	19	20	11	24	-	37	12	6	36	19
Income Support	63	22	8	85	22	38	34	62	12	8	11	3	16	14	4	17	17	25	18	17	2	42	12	8	34	27
Pensions Credit (Guaranteed Credit)	55	17	8	86	21	33	31	55	10	7	14	-	19	12	-	16	15	16	22	16	1	39	12	4	42	13
Pensions Credit (no Guaranteed Credit)	42	16	4	37	11	24	23	25	8	8	6	1	10	11	2	9	14	9	11	5	-	21	3	1	16	9
Income-based Jobseeker's Allowance	34	14	7	50	20	24	30	29	14	7	8	1	13	14	3	17	13	10	10	9	-	22	5	2	23	6
NET: Any benefit	51%	68%abde	46%	50%de	62%ade	66%abde	49%	55%	46%	57%	49%	38%	46%	55%	46%	45%	54%a	52%	71%a	46%	57%	55%	58%	46%	56%	52%
Other	18	4	7	22	2	4	8	8	1	3	1	3	3	3	2	6	2	2	4	1	1	7	-	1	5	3
None of these	346	77	85	370	63	105	244	257	109	42	77	16	133	73	38	138	103	98	31	115	13	157	65	35	146	109
	47%cyt	30%	51%bcyz	43%ct	37%	33%	50%bcyz	44%	54%h	40%	50%	55%	53%	44%	51%	54%	45%	47%q	24%	54%q	43%q	43%	42%	54%	42%	48%

Proportions/Means: Columns Tested (5% risk level) - ab/c/d/e/y/z - g/h/l/l - k/l/m - n/o - p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base, \*\* very small base (under 30) ineligible for sig testing