

## Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

QAGE: What is your age?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
16 - 17	5	1	2	1	-	2	1	2	2	2
	*	*	*	*	-	*	*	1%	*	*
18 - 24	514	166	198	132	17	250	184	79	229	279
	22%km	23%	24%	21%	24%	18%	29%Tk	28%Tl	18%	28%Tm
25 - 34	770	240	307	216	8	483	220	68	446	318
	34%j	33%j	36%Tj	34%j	11%	35%k	35%l	24%	35%	32%
35 - 44	576	180	214	165	17	394	123	59	362	211
	25%Cn	25%	25%	26%	23%	29%TC	20%	21%	28%Tn	21%
45 - 54	216	82	65	57	12	137	52	27	124	88
	9%h	11%h	8%	9%	16%h	10%	8%	9%	10%	9%
55 - 64	118	37	35	34	12	61	31	25	69	45
	5%	5%	4%	5%	16%Tgh	4%	5%	9%TkC	5%	5%
65 +	87	28	22	29	8	47	13	26	47	40
	4%hC	4%	3%	5%h	11%Tgh	3%	2%	9%TKC	4%	4%
NET: 16-34	1288	407	507	349	25	735	404	149	678	598
	56%km	55%j	60%Tj	55%j	34%	53%	65%Tk	52%	53%	61%Tm
NET: 35-54	792	262	278	223	29	531	175	86	486	299
	35%Cn	36%	33%	35%	38%	39%TC	28%	30%	38%Tn	30%
NET: 55+	204	64	57	63	20	108	45	51	116	85
	9%hk	9%	7%	10%h	27%Tgh	8%	7%	18%TKC	9%	9%

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

## 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Hearing - Poor hearing, partial hearing, or are deaf	251 11%	78 11%	96 11%	67 11%	10 14%	149 11%	70 11%	32 11%	144 11%	105 11%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	368 16%	136 19% <b>Tj</b>	138 16%	88 14%	6 8%	219 16%	99 16%	50 17%	207 16%	159 16%
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	294 13%	84 11%	123 15%	80 13%	7 9%	180 13%	80 13%	34 12%	168 13%	125 13%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	243 11% <b>C</b>	78 11%	100 12% <b>j</b>	63 10%	2 3%	168 12% <b>TC</b>	49 8%	27 9%	143 11%	99 10%
Breathing - Breathlessness or chest pains	341 15%	110 15%	125 15%	97 15%	9 12%	195 14%	103 17%	43 15%	185 14%	154 16%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	345 15% <b>j</b>	114 16%	141 17% <b>j</b>	84 13%	6 8%	217 16% <b>j</b>	97 16%	31 11%	179 14%	162 16%
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	369 16% <b>j</b>	128 17%	122 15%	112 18%	7 9%	237 17% <b>j</b>	101 16% <b>kl</b>	31 11%	215 17%	151 15%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	587 26% <b>j</b>	184 25%	216 26%	173 27%	14 18%	350 25%	174 28%	63 22%	330 26%	251 26%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	135 6% <b>j</b>	45 6%	44 5%	44 7%	2 3%	86 6%	32 5%	17 6%	79 6%	54 5%
Prefer not to say	130 6% <b>j</b>	39 5%	53 6%	30 5%	8 10%	70 5%	44 7%	17 6%	65 5%	64 7%
Don't know	28 1% <b>km</b>	8 1%	8 1%	8 1%	4 5% <b>Tgh</b>	9 1%	17 3% <b>Tk</b>	3 1%	9 1%	19 2% <b>Tm</b>
Nothing	681 30% <b>hCln</b>	217 30%	223 27%	204 32% <b>h</b>	36 48% <b>Tghi</b>	469 34% <b>TC</b>	147 23%	65 23%	425 33% <b>Tn</b>	248 25%
NET: Any limiting characteristic	1445 63% <b>km</b>	468 64% <b>j</b>	557 66% <b>Tj</b>	392 62% <b>j</b>	27 36%	827 60% <b>j</b>	417 67% <b>Tk</b>	201 70% <b>TL</b>	781 61% <b>j</b>	650 66% <b>Tm</b>

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### 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 landline service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
The service not performing as it should	635	-	-	635	-	390	166	78	362	266
		28% <sup>g</sup> <sub>h</sub>	-	100% <sup>T</sup> <sub>g</sub> <sup>h</sup>	-	28%	27%	27%	28%	27%
A billing, pricing or payment issue	540	540	-	-	-	340	137	63	306	228
		24% <sup>h</sup> <sub>h</sub>	74% <sup>T</sup> <sub>h</sub>	-	-	25%	22%	22%	24%	23%
A problem relating to the installation or set up of your service	450	-	450	-	-	256	145	49	239	210
		20% <sup>g</sup> <sub>h</sub>	53% <sup>T</sup> <sub>g</sub>	-	-	19%	23% <sup>T</sup> <sub>k</sub>	17%	19%	21%
A problem with a repair to the service	392	-	392	-	-	245	102	45	229	161
		17% <sup>g</sup> <sub>h</sub>	47% <sup>T</sup> <sub>g</sub>	-	-	18%	16%	16%	18%	16%
Dissatisfaction with customer service from a previous occasion or contact	193	193	-	-	-	98	54	41	105	88
		8% <sup>h</sup> <sub>h</sub> <sup>j</sup> <sub>k</sub>	26% <sup>T</sup> <sub>h</sub>	-	-	7%	9%	14% <sup>T</sup> <sub>k</sub>	8%	9%
Or something else	74	-	-	-	74	44	20	10	39	29
		3% <sup>g</sup> <sub>h</sub>	-	-	100% <sup>T</sup> <sub>h</sub>	3%	3%	4%	3%	3%
<b>SUMMARY:</b>										
Billing and Customer service	733	733	-	-	-	439	191	104	411	316
		32% <sup>h</sup> <sub>h</sub>	100% <sup>T</sup> <sub>h</sub>	-	-	32%	31%	36%	32%	32%
Repairs and Installation	842	-	842	-	-	501	247	94	468	371
		37% <sup>g</sup> <sub>h</sub>	100% <sup>T</sup> <sub>g</sub>	-	-	36%	40%	33%	37%	38%
Service Issues	635	-	-	635	-	390	166	78	362	266
		28% <sup>g</sup> <sub>h</sub>	-	100% <sup>T</sup> <sub>g</sub>	-	28%	27%	27%	28%	27%
Something else	74	-	-	-	74	44	20	10	39	29
		3% <sup>g</sup> <sub>h</sub>	-	-	100% <sup>T</sup> <sub>h</sub>	3%	3%	4%	3%	3%

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	739	739	-	-	-	439	191	109	410	324
Weighted Base	733	733	***	**	**	439	191	104	411	316
Effective base	678	678	-	-	-	402	176	101	377	297
Bill was a lot higher than expected	216	216	-	-	-	137	57	21	114	102
	29%	29%	-	-	-	31%	30%	20%	28%	32%
Payment issues (including setting up/making a payment, non-direct debit charges)	136	136	-	-	-	87	34	14	81	54
	19%	19%	-	-	-	20%	18%	14%	20%	17%
Bill contained items I shouldn't have been charged for	119	119	-	-	-	86	24	9	82	35
	16%	16%	-	-	-	20%Tc	12%		20%Tn	11%
Bill was inaccurate	117	117	-	-	-	85	23	10	78	37
	16%	16%	-	-	-	19%Tc	12%	10%	19%Tn	12%
The format of the bill	94	94	-	-	-	56	28	10	46	46
	13%	13%	-	-	-	13%	15%	10%	11%	15%
Getting a refund, credit note or cashback	86	86	-	-	-	59	20	8	53	33
	12%	12%	-	-	-	13%	10%	8%	13%	10%
Took too long to resolve issue	63	63	-	-	-	35	15	12	39	24
	9%	9%	-	-	-	8%	8%	12%	9%	8%
Gave incorrect information	48	48	-	-	-	31	7	9	28	21
	7%	7%	-	-	-	7%	4%	9%	7%	6%
Unable to get through to relevant person	47	47	-	-	-	27	11	9	25	22
	6%	6%	-	-	-	6%	6%	9%	6%	7%
Rude/dismissive	46	46	-	-	-	22	10	13	20	26
	6%	6%	-	-	-	5%	5%	13%Tc	5%	8%
Unable to get through to anyone	40	40	-	-	-	26	9	5	23	17
	5%	5%	-	-	-	6%	5%	4%	6%	5%
Didn't do what they said they would do	38	38	-	-	-	20	13	5	19	19
	5%	5%	-	-	-	4%	7%	5%	5%	6%
Costs of international and roaming calls	8	8	-	-	-	8	-	-	4	4
	1%	1%	-	-	-	2%	-	-	1%	1%
Costs of going above data allowance	5	5	-	-	-	5	-	-	5	*
	1%	1%	-	-	-	1%	-	-	1%	*
Pre-pay credit lost or not credited to card	4	4	-	-	-	3	*	-	3	1
	1%	1%	-	-	-	1%	*	-	1%	*
A different issue	18	18	-	-	-	10	4	4	9	9
	2%	2%	-	-	-	2%	2%	4%	2%	3%

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## 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 landline service in past 6 months - Service issue complaint**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	629	-	-	629	-	380	175	74	352	271
Weighted Base	635	-**	-**	635	-**	390	166	78*	362	266
Effective base	581	-	-	581	-	354	157	71	328	247
Complete loss of service	276	-	-	276	-	160	79	38	161	111
	43%	-	-	43%	-	41%	47%	48%	45%	42%
Poor line quality	225	-	-	225	-	128	60	36	127	98
	35%	-	-	35%	-	33%	36%	46% <b>TL</b>	35%	37%
Service is not consistently available	191	-	-	191	-	129	42	20	111	76
	30%	-	-	30%	-	33%	25%	26%	31%	29%
Connection speed slower than advertised or led to expect	71	-	-	71	-	43	19	8	40	29
	11%	-	-	11%	-	11%	11%	11%	11%	11%
Problems with voice over internet (VOIP) telephone calls	39	-	-	39	-	29	7	3	25	13
	6%	-	-	6%	-	7%	4%	4%	7%	5%
Poor picture quality	22	-	-	22	-	15	6	1	15	6
	4%	-	-	4%	-	4%	4%	1%	4%	2%
Unable to get certain channels/content	21	-	-	21	-	16	4	1	15	7
	3%	-	-	3%	-	4%	3%	1%	4%	2%
Problems with calls being disconnected during a call or not connected at all	13	-	-	13	-	11	3	-	11	3
	2%	-	-	2%	-	3%	2%	-	3%	1%
Unable to access 5G service	13	-	-	13	-	11	2	-	9	4
	2%	-	-	2%	-	3%	1%	-	3%	1%
Poor indoor reception/coverage	8	-	-	8	-	6	2	-	5	4
	1%	-	-	1%	-	2%	1%	-	1%	1%
Unable to access 4G service	7	-	-	7	-	5	2	-	3	4
	1%	-	-	1%	-	1%	1%	-	1%	1%
Text or voice mails delivered late	5	-	-	5	-	4	1	-	3	2
	1%	-	-	1%	-	1%	1%	-	1%	1%
Poor outside reception/coverage	5	-	-	5	-	3	2	-	4	*
	1%	-	-	1%	-	1%	1%	-	1%	*
A different issue (please describe it briefly in your own words)	5	-	-	5	-	2	1	2	3	3
	1%	-	-	1%	-	1%	1%	3%	1%	1%

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	843	-	843	-	-	502	248	93	463	377
Weighted Base	842	-.**	842	-.**	-.**	501	247	94*	468	371
Effective base	772	-	772	-	-	459	226	87	424	345
Switching issues (e.g. problems trying to switch or problems porting your number)	158 19%	-	158 19%	-	-	97 19%	51 20%	11 12%	93 20%	65 18%
Time taken to install the service	157 19%	-	157 19%	-	-	100 20%	43 17%	14 15%	88 19%	69 19%
Arranging an installation	146 17%	-	146 17%	-	-	86 17%	42 17%	18 20%	82 18%	62 17%
Time taken to repair a fault	135 16%	-	135 16%	-	-	80 16%	42 17%	13 14%	76 16%	60 16%
Arranging an appointment for an engineer visit	121 14% <b>Cn</b>	-	121 14%	-	-	87 17% <b>TC</b>	24 10%	10 10%	84 18% <b>Th</b>	36 10%
Missed/moved repair appointment	106 13%	-	106 13%	-	-	73 15% <b>T</b>	24 10%	9 9%	62 13%	44 12%
Missed/ moved installation appointment	104 12%	-	104 12%	-	-	62 12%	29 12%	14 15%	52 11%	52 14%
Damage to property during repair	102 12% <b>C</b>	-	102 12%	-	-	73 15% <b>TC</b>	21 9%	8 9%	63 13%	40 11%
Complaining about an engineer	100 12%	-	100 12%	-	-	67 13%	22 9%	11 12%	57 12%	42 11%
Damage to property during installation	100 12%	-	100 12%	-	-	64 13%	30 12%	5 6%	52 11%	47 13%
A different issue	14 2% <b>k</b>	-	14 2%	-	-	4 1%	1 1%	8 9% <b>TKC</b>	4 1%	9 2%

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	73	-	-	-	73	43	20	10	37	29
Weighted Base	74*	-.**	-.**	-.**	74*	44*	20**	10**	39*	29**
Effective base	68	-	-	-	68	40	18	10	35	27
Complaining about the terms of your contract	22 29%	-	-	-	22 29%	15 33%	5 22%	3 28%	16 41%	5 19%
Switching issues (e.g. problems trying to switch or problems porting your number)	17 23%	-	-	-	17 23%	10 22%	8 38%	-	8 19%	5 16%
Change to your package or service (upgrading or downgrading your service)	16 22%	-	-	-	16 22%	11 25%	3 15%	2 21%	9 23%	6 21%
Service not performing as advertised or as told in store/over the phone	13 18%	-	-	-	13 18%	7 17%	5 25%	1 8%	6 14%	5 17%
Keeping your mobile phone number when changing suppliers	1 1%	-	-	-	1 1%	1 1%	-	-	* 1%	* 1%
A different issue (please describe it briefly in your own words)	14 18%	-	-	-	14 18%	7 15%	3 12%	4 43%	5 14%	8 29%

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Only/mainly on the phone	699	234	225	214	25	418	171	110	384	309
	31%h	32%h	27%	34%h	34%	30%	27%	38%TK	30%	32%
Only/mainly via email	322	99	126	89	8	190	99	32	192	128
	14%	14%	15%	14%	10%	14%	16%	11%	15%	13%
Only/mainly via mobile app	296	83	113	92	9	211	65	20	185	107
	13%Cl	11%	13%	15%	12%	15%TC	10%	7%	14%Tn	11%
Only/mainly via webchat	252	102	74	69	7	150	69	32	138	111
	11%h	14%Th	9%	11%	10%	11%	11%	11%	11%	11%
Only/mainly by social media	185	48	82	50	4	118	50	17	104	80
	8%	7%	10%Tg	8%	6%	9%	8%	6%	8%	8%
Only/mainly via web form	180	60	80	35	5	111	50	18	104	76
	8%k	8%	9%Ti	6%	7%	8%	8%	6%	8%	8%
Only/mainly in store	174	52	71	46	5	90	60	25	90	83
	8%k	7%	8%	7%	6%	7%	10%Tk	9%	7%	8%
Only/mainly by letter	139	45	55	36	2	63	49	26	66	71
	6%km	6%	7%	6%	3%	5%	8%Tk	9%Tk	5%	7%km
Only/mainly via another contact method	15	2	10	1	2	12	2	1	10	5
	1%	*	1%Tg	*	3%Tg	1%	*	*	1%	1%
Don't know	22	7	6	2	7	10	8	4	8	10
	1%im	1%	1%	*	10%Tgh	1%	1%	1%	1%	1%

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	422	149	150	103	21	422	-	-	371	50
	<b>18%Cln</b>	20%	18%	16%	<b>28%Thl</b>	<b>31%TCI</b>	-	-	<b>29%Tn</b>	5%
9 - (9)	225	76	81	59	9	225	-	-	181	44
	<b>10%Cln</b>	10%	10%	9%	12%	<b>16%TCI</b>	-	-	<b>14%Tn</b>	4%
8 - (8)	404	123	150	124	7	404	-	-	268	132
	<b>18%Cln</b>	17%	18%	<b>20%j</b>	9%	<b>29%TCI</b>	-	-	<b>21%Tn</b>	13%
7 - (7)	323	91	121	104	7	323	-	-	180	143
	<b>14%Cln</b>	12%	14%	<b>16%g</b>	10%	<b>24%TCI</b>	-	-	14%	15%
6 - (6)	251	77	95	75	4	-	251	-	92	156
	<b>11%klm</b>	11%	11%	12%	6%	-	<b>40%TKl</b>	-	7%	<b>16%Tm</b>
5 - (5)	247	78	100	59	11	-	247	-	77	164
	<b>11%klm</b>	11%	12%	9%	14%	-	<b>40%TKl</b>	-	6%	<b>17%Tm</b>
4 - (4)	126	36	52	33	5	-	126	-	37	88
	<b>6%klm</b>	5%	6%	5%	7%	-	<b>20%TKl</b>	-	3%	<b>9%Tm</b>
3 - (3)	111	38	39	32	2	-	-	111	31	78
	<b>5%kCm</b>	5%	5%	5%	3%	-	-	<b>39%TKC</b>	2%	<b>8%Tm</b>
2 - (2)	78	33	24	19	1	-	-	78	15	62
	<b>3%kCm</b>	5%	3%	3%	2%	-	-	<b>27%TKC</b>	1%	<b>6%Tm</b>
1 - Extremely dissatisfied (1)	97	32	30	28	7	-	-	97	29	65
	<b>4%kCm</b>	4%	4%	4%	<b>9%Th</b>	-	-	<b>34%TKC</b>	2%	<b>7%Tm</b>
NET: Dissatisfied (1-3)	286	104	94	78	10	-	-	286	75	204
	<b>13%kCm</b>	14%	11%	12%	14%	-	-	<b>100%TKC</b>	6%	<b>21%Tm</b>
NET: Neutral (4-6)	624	191	247	166	20	-	624	-	206	408
	<b>27%klm</b>	26%	29%	26%	27%	-	<b>100%TKl</b>	-	16%	<b>42%Tm</b>
NET: Satisfied (7-10)	1374	439	501	390	44	1374	-	-	999	370
	<b>60%Cln</b>	60%	60%	61%	59%	<b>100%TCI</b>	-	-	<b>78%Tn</b>	38%
Mean score	<b>6.82Cln</b>	6.82	6.82	6.80	6.87	<b>8.54TCI</b>	<b>6.20I</b>	2.05	<b>7.79Tn</b>	5.59
Standard error	0.05	0.10	0.08	0.10	0.35	0.03	0.03	0.05	0.06	0.08

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1262	410	463	352	37	982	208	72	1262	-
Weighted Base	1280	411	468	362	39*	999	206	75*	1280	-**
Effective base	1164	377	424	328	35	907	189	68	1164	-
10 - Extremely satisfied (10)	371	134	135	86	17	371	-	-	371	-
	<b>29%CI</b>	<b>32%I</b>	29%	24%	<b>42%I</b>	<b>37%TC</b>	-	-	29%	-
9 - (9)	181	60	66	48	7	181	-	-	181	-
	<b>14%CI</b>	15%	14%	13%	18%	<b>18%TC</b>	-	-	14%	-
8 - (8)	268	85	90	88	5	268	-	-	268	-
	<b>21%CI</b>	21%	19%	24%	12%	<b>27%TC</b>	-	-	21%	-
7 - (7)	180	46	67	63	5	180	-	-	180	-
	<b>14%gCI</b>	11%	14%	<b>17%g</b>	13%	<b>18%TC</b>	-	-	14%	-
6 - (6)	92	27	33	32	-	-	92	-	92	-
	<b>7%kl</b>	7%	7%	9%	-	-	<b>45%TKI</b>	-	7%	-
5 - (5)	77	20	35	18	3	77	-	-	77	-
	<b>6%kl</b>	5%	8%	5%	9%	-	<b>37%TKI</b>	-	6%	-
4 - (4)	37	13	13	10	1	37	-	-	37	-
	<b>3%kl</b>	3%	3%	3%	3%	-	<b>18%TKI</b>	-	3%	-
3 - (3)	31	8	11	11	-	-	-	31	31	-
	<b>2%kC</b>	2%	2%	3%	-	-	-	<b>41%TKC</b>	2%	-
2 - (2)	15	6	7	3	-	-	-	15	15	-
	<b>1%kl</b>	1%	1%	1%	-	-	-	<b>20%TKC</b>	1%	-
1 - Extremely dissatisfied (1)	29	13	11	4	1	29	-	-	29	-
	<b>2%kC</b>	3%	2%	1%	3%	-	-	<b>39%TKC</b>	2%	-
NET: Dissatisfied (1-3)	75	27	29	17	1	-	-	75	75	-
	<b>6%kC</b>	7%	6%	5%	3%	-	-	<b>100%TKC</b>	6%	-
NET: Neutral (4-6)	206	60	81	61	5	-	206	-	206	-
	<b>16%kl</b>	15%	17%	17%	12%	-	<b>100%TKI</b>	-	16%	-
NET: Satisfied (7-10)	999	324	358	284	33	999	-	-	999	-
	<b>78%CI</b>	79%	77%	78%	85%	<b>100%TC</b>	-	-	78%	-
Mean score	<b>7.79CI</b>	7.88	7.73	7.72	8.30	<b>8.74TCI</b>	<b>5.27I</b>	2.03	7.79	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/I - T/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

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	465	167	162	118	18	439	18	9	409	56
	<b>20%Cl</b>	23%	19%	19%	24%	<b>32%TCI</b>	3%	3%	<b>32%Tn</b>	6%
9 - (9)	313	113	113	81	7	268	35	9	214	97
	<b>14%Cl</b>	15%	13%	13%	9%	<b>20%TCI</b>	6%	3%	<b>17%Tn</b>	10%
8 - (8)	406	99	169	127	10	310	75	21	245	157
	<b>18%Cl</b>	14%	<b>20%Tg</b>	<b>20%g</b>	14%	<b>23%TCI</b>	<b>12%k</b>	7%	19%	16%
7 - (7)	308	99	105	98	6	185	100	23	149	157
	<b>13%Cl</b>	13%	12%	15%	8%	<b>13%l</b>	<b>16%TI</b>	8%	12%	<b>16%Tm</b>
6 - (6)	221	62	96	51	13	68	131	22	81	135
	<b>10%Cl</b>	8%	<b>11%l</b>	8%	<b>17%Tg</b>	5%	<b>21%TKI</b>	8%	6%	<b>14%Tm</b>
5 - (5)	219	66	80	67	6	47	144	28	82	134
	<b>10%Cl</b>	9%	9%	11%	8%	3%	<b>23%TKI</b>	<b>10%k</b>	6%	<b>14%Tm</b>
4 - (4)	107	34	32	35	6	22	52	33	32	72
	<b>5%Cl</b>	5%	4%	5%	8%	2%	<b>8%Tk</b>	<b>11%TK</b>	3%	<b>7%Tm</b>
3 - (3)	92	27	40	25	-	15	38	38	27	64
	<b>4%Cl</b>	4%	5%	4%	-	1%	<b>6%Tk</b>	<b>13%TKC</b>	2%	<b>7%Tm</b>
2 - (2)	52	30	10	12	-	2	12	37	6	46
	<b>2%hkm</b>	<b>4%Thi</b>	1%	2%	-	*	<b>2%k</b>	<b>13%TKC</b>	*	<b>5%Tm</b>
1 - Extremely dissatisfied (1)	79	29	25	19	6	5	12	62	27	51
	<b>3%kCl</b>	4%	3%	3%	<b>8%Thi</b>	*	<b>2%k</b>	<b>22%TKC</b>	2%	<b>5%Tm</b>
Not applicable	23	7	10	3	3	13	6	4	9	13
	<b>1%</b>	1%	1%	*	<b>4%Tgh</b>	1%	1%	1%	1%	1%
NET: Dissatisfied (1-3)	223	86	76	55	6	23	62	138	59	161
	<b>10%Cl</b>	<b>12%T</b>	9%	9%	8%	2%	<b>10%k</b>	<b>48%TKC</b>	5%	<b>16%Tm</b>
NET: Neutral (4-6)	547	162	207	153	25	136	328	83	195	341
	<b>24%Cl</b>	22%	25%	24%	<b>33%g</b>	10%	<b>53%TKI</b>	<b>29%TK</b>	15%	<b>35%Tm</b>
NET: Satisfied (7-10)	1492	478	549	424	40	1202	228	61	1017	466
	<b>65%Cl</b>	65%	65%	<b>67%j</b>	54%	<b>87%TCI</b>	<b>37%k</b>	21%	<b>79%Tn</b>	47%
Mean score	<b>7.15Cl</b>	7.14	7.20	7.13	6.96	<b>8.35TCI</b>	<b>5.93l</b>	4.08	<b>7.99Tn</b>	6.08
Standard error	0.05	0.10	0.08	0.09	0.32	0.05	0.08	0.16	0.06	0.08

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	690	235	222	208	25	407	174	109	372	313
Weighted Base	699	234	225	214	25**	418	171	110	384	309
Effective base	644	217	207	196	24	383	158	102	350	289
10 - Extremely satisfied (10)	107	33	39	27	8	104	1	2	95	12
	15%Cl	14%	18%	13%	30%	25%TCI	1%	2%	25%Tn	4%
9 - (9)	89	24	32	29	5	81	6	2	70	20
	13%Cl	10%	14%	13%	18%	19%TCI	4%	2%	18%Tn	6%
8 - (8)	125	49	38	33	4	99	18	7	83	42
	18%Cl	21%	17%	15%	17%	24%TCI	11%	6%	22%Tn	14%
7 - (7)	96	27	31	37	1	63	24	9	50	45
	14%	12%	14%	17%	5%	15%	14%	8%	13%	14%
6 - (6)	69	23	21	24	1	29	36	4	25	45
	10%klm	10%	9%	11%	3%	7%	21%TKI	3%	6%	14%Tm
5 - (5)	48	18	14	16	-	14	28	6	18	29
	7%klm	8%	6%	7%	-	3%	16%TKI	5%	5%	9%Tm
4 - (4)	53	25	12	15	1	12	25	15	12	40
	8%klm	11%Th	5%	7%	5%	3%	15%TKI	14%TKI	3%	13%Tm
3 - (3)	39	12	14	11	3	5	12	23	10	28
	6%klm	5%	6%	5%	10%	1%	7%k	21%TKI	3%	9%Tm
2 - (2)	28	7	11	9	1	2	11	14	9	18
	4%klm	3%	5%	4%	3%	1%	6%k	13%TKI	2%	6%Tm
1 - Extremely dissatisfied (1)	42	13	12	15	2	8	7	27	12	30
	6%klm	6%	5%	7%	10%	2%	4%	25%TKI	3%	10%Tm
Not applicable	3	1	1	-	-	-	1	1	1	1
	*	1%	1%	-	-	-	1%	1%k	*	*
NET: Dissatisfied (1-3)	109	33	36	34	6	15	30	64	31	76
	16%klm	14%	16%	16%	23%	4%	17%k	58%TKI	8%	25%Tm
NET: Neutral (4-6)	170	67	47	55	2	56	90	24	55	114
	24%klm	29%	21%	25%	8%	13%	52%TKI	22%k	14%	37%Tm
NET: Satisfied (7-10)	417	134	141	125	18	346	50	20	297	119
	60%Cl	57%	63%	58%	69%	83%TCI	29%kI	18%	77%Tn	38%
Mean score	6.65Cl	6.56	6.81	6.51	7.11	7.96TCI	5.36I	3.62	7.66Tn	5.42
Standard error	0.10	0.17	0.18	0.18	0.64	0.10	0.15	0.24	0.12	0.14

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	399	150	142	92	15	375	13	11	343	55
	<b>17%Cl</b>	<b>20%Tl</b>	17%	15%	20%	<b>27%TCI</b>	2%	4%	<b>27%Tn</b>	6%
9 - (9)	293	86	112	85	9	259	27	7	212	81
	<b>13%Cl</b>	12%	13%	13%	13%	<b>19%TCI</b>	4%	3%	<b>17%Tn</b>	8%
8 - (8)	388	114	145	122	7	314	64	10	252	134
	<b>17%Cl</b>	16%	17%	<b>19%j</b>	9%	<b>23%TCI</b>	<b>10%k</b>	3%	<b>20%Tn</b>	14%
7 - (7)	305	85	119	90	12	193	98	13	158	143
	<b>13%l</b>	12%	14%	14%	16%	<b>14%l</b>	<b>16%l</b>	5%	12%	15%
6 - (6)	251	93	84	70	5	104	120	28	107	143
	<b>11%km</b>	13%	10%	11%	6%	8%	<b>19%TKl</b>	10%	8%	<b>15%Tm</b>
5 - (5)	208	63	75	56	13	50	129	29	81	121
	<b>9%km</b>	9%	9%	9%	<b>17%Tgh</b>	4%	<b>21%TKl</b>	<b>10%k</b>	6%	<b>12%Tm</b>
4 - (4)	161	55	55	49	2	36	88	38	43	117
	<b>7%km</b>	8%	7%	8%	3%	3%	<b>14%Tk</b>	<b>13%Tk</b>	3%	<b>12%Tm</b>
3 - (3)	105	24	50	28	3	24	46	34	37	66
	<b>5%gkm</b>	3%	<b>6%Tg</b>	4%	3%	2%	<b>7%Tk</b>	<b>12%TKC</b>	3%	<b>7%Tm</b>
2 - (2)	68	22	23	23	-	5	20	43	20	45
	<b>3%km</b>	3%	3%	4%	-	*	<b>3%k</b>	<b>15%TKC</b>	2%	<b>5%Tm</b>
1 - Extremely dissatisfied (1)	87	37	28	17	6	5	13	69	21	66
	<b>4%kCm</b>	<b>5%l</b>	3%	3%	<b>8%l</b>	*	<b>2%k</b>	<b>24%TKC</b>	2%	<b>7%Tm</b>
Not applicable	20	5	9	2	4	10	5	4	7	12
	<b>1%</b>	1%	1%	*	<b>5%Tgh</b>	1%	1%	1%	1%	1%
NET: Dissatisfied (1-3)	260	82	101	69	8	34	80	145	77	177
	<b>11%km</b>	11%	12%	11%	11%	2%	<b>13%k</b>	<b>51%TKC</b>	6%	<b>18%Tm</b>
NET: Neutral (4-6)	621	211	215	175	20	189	336	95	231	381
	<b>27%km</b>	29%	25%	28%	26%	14%	<b>54%TKl</b>	<b>33%TKl</b>	18%	<b>39%Tm</b>
NET: Satisfied (7-10)	1384	435	518	388	43	1140	202	42	965	412
	<b>61%Cl</b>	59%	61%	61%	58%	<b>83%TCI</b>	<b>32%k</b>	15%	<b>75%Tn</b>	42%
Mean score	<b>6.88Cl</b>	6.90	6.90	6.85	6.85	<b>8.09TCI</b>	<b>5.62l</b>	3.80	<b>7.74Tn</b>	5.80
Standard error	0.05	0.10	0.09	0.10	0.32	0.05	0.08	0.15	0.06	0.08

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	395	132	135	111	16	375	12	8	356	39
	17% <i>Cln</i>	18%	16%	17%	21%	27% <i>TCI</i>	2%	3%	28% <i>Tn</i>	4%
9 - (9)	277	99	101	72	4	248	18	11	195	82
	12% <i>Cln</i>	13%	12%	11%	5%	18% <i>TCI</i>	3%	4%	15% <i>Tn</i>	8%
8 - (8)	388	110	155	110	13	316	64	7	246	139
	17% <i>Cln</i>	15%	18%	17%	17%	23% <i>TCI</i>	10% <i>l</i>	3%	19% <i>Tn</i>	14%
7 - (7)	305	98	103	96	8	204	83	18	165	138
	13% <i>l</i>	13%	12%	15%	11%	15% <i>TI</i>	13% <i>l</i>	6%	13%	14%
6 - (6)	256	81	96	77	2	102	123	32	123	132
	11% <i>ijkm</i>	11% <i>j</i>	11% <i>j</i>	12% <i>j</i>	3%	7%	20% <i>TKl</i>	11% <i>k</i>	10%	13% <i>Tm</i>
5 - (5)	218	67	88	46	17	53	143	22	76	137
	10% <i>ikm</i>	9%	10% <i>l</i>	7%	23% <i>Tgh</i>	4%	23% <i>TKl</i>	8% <i>k</i>	6%	14% <i>Tm</i>
4 - (4)	163	48	64	49	2	29	95	39	56	106
	7% <i>km</i>	6%	8%	8%	3%	2%	15% <i>Tk</i>	14% <i>Tk</i>	4%	11% <i>Tm</i>
3 - (3)	119	35	47	36	2	22	50	47	29	89
	5% <i>klm</i>	5%	6%	6%	3%	2%	8% <i>Tk</i>	16% <i>TKC</i>	2%	9% <i>Tm</i>
2 - (2)	60	19	21	16	5	8	20	32	11	45
	3% <i>klm</i>	3%	2%	3%	6%	1%	3% <i>k</i>	11% <i>TKC</i>	1%	5% <i>Tm</i>
1 - Extremely dissatisfied (1)	86	35	27	20	5	7	14	66	20	66
	4% <i>kCln</i>	5%	3%	3%	7%	*	2% <i>k</i>	23% <i>TKC</i>	2%	7% <i>Tm</i>
Not applicable	17	11	4	1	1	12	2	4	6	10
	1% <i>l</i>	1% <i>Tl</i>	*	*	2%	1%	*	1%	*	1%
NET: Dissatisfied (1-3)	266	88	94	72	12	37	84	145	59	199
	12% <i>klm</i>	12%	11%	11%	16%	3%	13% <i>k</i>	51% <i>TKC</i>	5%	20% <i>Tm</i>
NET: Neutral (4-6)	637	196	248	172	21	183	361	93	254	375
	28% <i>klm</i>	27%	30%	27%	28%	13%	58% <i>TKl</i>	33% <i>k</i>	20%	38% <i>Tm</i>
NET: Satisfied (7-10)	1364	439	495	389	40	1142	178	44	961	397
	60% <i>Cln</i>	60%	59%	61%	54%	83% <i>TCI</i>	28% <i>l</i>	15%	75% <i>Tn</i>	40%
Mean score	6.84 <i>Cln</i>	6.87	6.82	6.89	6.52	8.08 <i>TCI</i>	5.49 <i>l</i>	3.85	7.76 <i>Tn</i>	5.68
Standard error	0.05	0.09	0.08	0.10	0.33	0.05	0.07	0.15	0.06	0.08

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	459	162	143	138	17	428	19	12	391	66
	<b>20%hCln</b>	<b>22%h</b>	17%	<b>22%h</b>	22%	<b>31%TC</b>	3%	4%	<b>31%Th</b>	7%
9 - (9)	358	112	150	87	10	301	46	12	252	106
	<b>16%hCln</b>	15%	<b>18%TI</b>	14%	11%	<b>22%TC</b>	7%	4%	<b>20%Th</b>	11%
8 - (8)	424	129	163	124	8	295	98	31	247	173
	<b>19%hCln</b>	18%	19%	19%	11%	<b>21%TC</b>	16%	11%	19%	18%
7 - (7)	286	85	111	80	11	157	107	21	128	152
	<b>13%hCln</b>	12%	13%	13%	14%	11%	<b>17%Tk</b>	7%	10%	<b>16%Tm</b>
6 - (6)	246	85	85	66	9	93	119	33	91	149
	<b>11%hCln</b>	12%	10%	10%	12%	7%	<b>19%TKl</b>	<b>12%k</b>	7%	<b>15%Tm</b>
5 - (5)	198	55	77	60	7	42	110	46	63	132
	<b>9%hCln</b>	7%	9%	9%	9%	3%	<b>18%Tk</b>	<b>16%TK</b>	5%	<b>13%Tm</b>
4 - (4)	123	34	44	39	6	21	65	37	36	86
	<b>5%hCln</b>	5%	5%	6%	8%	2%	<b>10%Tk</b>	<b>13%TK</b>	3%	<b>9%Tm</b>
3 - (3)	75	31	28	15	1	11	37	27	31	44
	<b>3%hCln</b>	4%	3%	2%	2%	1%	<b>6%Tk</b>	<b>9%TK</b>	2%	<b>4%Tm</b>
2 - (2)	42	15	17	9	1	7	10	24	16	25
	<b>2%hCln</b>	2%	2%	1%	1%	1%	<b>2%k</b>	<b>9%TKC</b>	1%	<b>3%Tm</b>
1 - Extremely dissatisfied (1)	53	18	19	11	5	9	9	35	14	39
	<b>2%hCln</b>	2%	2%	2%	<b>6%TI</b>	1%	1%	<b>12%TKC</b>	1%	<b>4%Tm</b>
Not applicable	20	6	6	7	1	10	4	6	11	8
	<b>1%</b>	1%	1%	1%	2%	1%	1%	<b>2%TKC</b>	1%	1%
NET: Dissatisfied (1-3)	170	64	64	35	7	27	56	86	62	108
	<b>7%hCln</b>	<b>9%h</b>	8%	6%	9%	2%	<b>9%k</b>	<b>30%TKC</b>	5%	<b>11%Tm</b>
NET: Neutral (4-6)	567	175	207	164	21	156	294	117	190	367
	<b>25%hCln</b>	24%	25%	26%	28%	11%	<b>47%TK</b>	<b>41%TK</b>	15%	<b>37%Tm</b>
NET: Satisfied (7-10)	1527	488	566	428	46	1181	270	76	1018	499
	<b>67%hCln</b>	67%	67%	67%	61%	<b>86%TCI</b>	<b>43%kl</b>	27%	<b>80%Th</b>	51%
Mean score	<b>7.30Cln</b>	7.32	7.25	7.38	7.04	<b>8.32TCI</b>	<b>6.13l</b>	4.90	<b>8.03Tn</b>	6.36
Standard error	0.05	0.09	0.08	0.09	0.31	0.05	0.08	0.15	0.06	0.07

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	437	154	145	120	18	410	17	9	395	42
	19% <b>Cln</b>	21%	17%	19%	24%	30% <b>Tk</b>	3%	3%	31% <b>Tn</b>	4%
9 - (9)	336	117	129	82	8	290	39	8	225	109
	15% <b>Cln</b>	16%	15%	13%	11%	21% <b>TCl</b>	6%	3%	18% <b>Tn</b>	11%
8 - (8)	400	101	173	119	7	308	72	21	249	150
	18% <b>gCln</b>	14%	21% <b>Tg</b>	19% <b>g</b>	10%	22% <b>Tk</b>	11%	7%	19% <b>Tn</b>	15%
7 - (7)	302	93	101	99	9	160	123	19	149	151
	13% <b>klm</b>	13%	12%	16%	13%	12% <b>l</b>	20% <b>Tkl</b>	7%	12%	15% <b>Tm</b>
6 - (6)	243	85	76	77	5	100	110	33	97	143
	11% <b>klm</b>	12%	9%	12%	7%	7%	18% <b>Tkl</b>	12% <b>k</b>	8%	15% <b>Tm</b>
5 - (5)	199	69	78	38	14	40	124	36	59	134
	9% <b>iklm</b>	9% <b>l</b>	9% <b>l</b>	6%	18% <b>Tgh</b>	3%	20% <b>Tkl</b>	12% <b>Tk</b>	5%	14% <b>Tm</b>
4 - (4)	126	30	48	45	3	29	64	33	36	88
	6% <b>gklm</b>	4%	6%	7% <b>g</b>	4%	2%	10% <b>Tk</b>	11% <b>Tk</b>	3%	9% <b>Tm</b>
3 - (3)	85	29	35	20	1	16	40	30	28	56
	4% <b>klm</b>	4%	4%	3%	2%	1%	6% <b>Tk</b>	10% <b>Tkl</b>	2%	6% <b>Tm</b>
2 - (2)	64	19	27	17	1	9	20	35	18	44
	3% <b>klm</b>	3%	3%	3%	1%	1%	3% <b>k</b>	12% <b>Tkl</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied (1)	69	28	24	13	5	5	10	54	18	51
	3% <b>klCln</b>	4%	3%	2%	6% <b>l</b>	*	2% <b>k</b>	19% <b>Tkl</b>	1%	5% <b>Tm</b>
Not applicable	21	8	6	5	3	8	5	9	6	14
	1% <b>klm</b>	1%	1%	1%	4% <b>Tgh</b>	1%	1%	3% <b>Tkl</b>	*	1% <b>km</b>
NET: Dissatisfied (1-3)	218	76	85	50	7	29	70	119	63	152
	10% <b>klm</b>	10%	10%	8%	9%	2%	11% <b>k</b>	42% <b>Tkl</b>	5%	15% <b>Tm</b>
NET: Neutral (4-6)	568	184	203	160	22	169	298	102	192	365
	25% <b>klm</b>	25%	24%	25%	29%	12%	48% <b>Tkl</b>	35% <b>Tkl</b>	15%	37% <b>Tm</b>
NET: Satisfied (7-10)	1476	465	548	420	43	1168	251	57	1018	452
	65% <b>Cln</b>	63%	65%	66%	58%	85% <b>TCl</b>	40% <b>kl</b>	20%	80% <b>Tn</b>	46%
Mean score	7.13 <b>Cln</b>	7.14	7.09	7.18	7.02	8.26 <b>TCl</b>	5.92 <b>l</b>	4.27	7.98 <b>Tn</b>	6.04
Standard error	0.05	0.09	0.08	0.09	0.32	0.05	0.08	0.16	0.06	0.08

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	420	149	145	111	15	402	10	8	364	55
	18% <i>Cln</i>	20%	17%	17%	20%	29% <i>TCl</i>	2%	3%	28% <i>Tn</i>	6%
9 - (9)	309	91	123	87	8	273	30	6	228	81
	14% <i>Cln</i>	12%	15%	14%	10%	20% <i>TCl</i>	5%	2%	18% <i>Tn</i>	8%
8 - (8)	378	121	132	114	10	296	70	12	256	120
	17% <i>Cln</i>	17%	16%	18%	14%	22% <i>TCl</i>	11% <i>l</i>	4%	20% <i>Tn</i>	12%
7 - (7)	337	112	121	95	8	203	115	19	164	168
	15% <i>l</i>	15%	14%	15%	11%	15% <i>l</i>	18% <i>Tl</i>	7%	13%	17% <i>Tm</i>
6 - (6)	237	60	91	78	8	77	128	32	95	139
	10% <i>gk</i>	8%	11%	12% <i>g</i>	11%	6%	20% <i>Tl</i>	11% <i>k</i>	7%	14% <i>Tm</i>
5 - (5)	227	72	90	55	11	51	131	45	62	161
	10% <i>km</i>	10%	11%	9%	14%	4%	21% <i>Tk</i>	16% <i>Tl</i>	5%	16% <i>Tm</i>
4 - (4)	140	43	62	31	4	24	79	37	37	98
	6% <i>km</i>	6%	7%	5%	6%	2%	13% <i>Tk</i>	13% <i>Tl</i>	3%	10% <i>Tm</i>
3 - (3)	83	28	27	27	1	19	31	33	23	60
	4% <i>klm</i>	4%	3%	4%	2%	1%	5% <i>Tk</i>	12% <i>Tl</i>	2%	6% <i>Tm</i>
2 - (2)	50	20	16	12	2	8	12	30	13	36
	2% <i>klm</i>	3%	2%	2%	3%	1%	2% <i>k</i>	11% <i>Tl</i>	1%	4% <i>Tm</i>
1 - Extremely dissatisfied (1)	77	28	29	18	3	9	10	58	24	52
	3% <i>kl</i>	4%	3%	3%	4%	1%	2%	20% <i>Tl</i>	2%	5% <i>Tm</i>
Not applicable	26	8	5	8	4	11	10	5	14	11
	1%	1%	1%	1%	5% <i>Tgh</i>	1%	2%	2%	1%	1%
NET: Dissatisfied (1-3)	211	76	72	56	7	36	53	121	60	148
	9% <i>klm</i>	10%	8%	9%	9%	3%	9% <i>k</i>	42% <i>Tl</i>	5%	15% <i>Tm</i>
NET: Neutral (4-6)	604	175	243	163	23	152	337	114	194	399
	26% <i>klm</i>	24%	29% <i>g</i>	26%	31%	11%	54% <i>Tl</i>	40% <i>Tl</i>	15%	41% <i>Tm</i>
NET: Satisfied (7-10)	1444	474	522	407	41	1175	224	45	1012	424
	63% <i>Cln</i>	65%	62%	64%	55%	85% <i>TCl</i>	36% <i>l</i>	16%	79% <i>Tn</i>	43%
Mean score	7.04 <i>Cln</i>	7.05	7.00	7.11	6.91	8.19 <i>TCl</i>	5.84 <i>l</i>	4.10	7.93 <i>Tn</i>	5.93
Standard error	0.05	0.09	0.08	0.09	0.31	0.05	0.07	0.14	0.06	0.07

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	383	130	139	98	16	365	12	6	337	45
	17%Cl	18%	17%	15%	21%	27%TCI	2%	2%	26%Tn	5%
9 - (9)	291	96	116	73	6	252	24	15	200	91
	13%Cl	13%	14%	12%	8%	18%TCI	4%	5%	16%Tn	9%
8 - (8)	376	101	147	119	8	267	87	21	225	145
	16%gl	14%	18%	19%g	11%	19%TCI	14%	8%	18%	15%
7 - (7)	317	98	117	91	11	188	104	25	170	144
	14%l	13%	14%	14%	15%	14%l	17%TI	9%	13%	15%
6 - (6)	249	86	95	64	4	103	114	32	106	142
	11%km	12%	11%	10%	6%	8%	18%TKI	11%k	8%	15%Tm
5 - (5)	190	65	75	44	6	61	106	22	81	107
	8%km	9%	9%	7%	8%	4%	17%TKI	8%k	6%	11%Tm
4 - (4)	138	34	58	40	6	32	73	32	42	93
	6%gkm	5%	7%	6%	8%	2%	12%TK	11%TK	3%	9%Tm
3 - (3)	84	29	32	23	-	21	39	25	23	58
	4%dkm	4%	4%	4%	-	2%	6%TK	9%TK	2%	6%Tm
2 - (2)	59	24	18	17	-	14	24	21	20	39
	3%km	3%	2%	3%	-	1%	4%TK	7%TKC	2%	4%Tm
1 - Extremely dissatisfied (1)	114	39	26	41	7	14	27	73	26	86
	5%hkm	5%h	3%	6%h	10%h	1%	4%k	26%TKC	2%	9%Tm
Not applicable	83	32	18	24	9	56	15	13	50	32
	4%hC	4%h	2%	4%	12%Tgh	4%	2%	4%	4%	3%
NET: Dissatisfied (1-3)	257	92	77	81	7	49	89	119	69	183
	11%hkm	13%h	9%	13%h	10%	4%	14%TK	42%TKC	5%	19%Tm
NET: Neutral (4-6)	577	184	228	149	16	197	293	87	228	343
	25%km	25%	27%	23%	22%	14%	47%TKI	30%TKI	18%	35%Tm
NET: Satisfied (7-10)	1367	425	519	381	41	1073	227	67	933	425
	60%Cl	58%	62%	60%	56%	78%TCI	36%l	24%	73%Tn	43%
Mean score	6.89Cl	6.85	7.00	6.78	6.81	7.99TCI	5.67l	4.27	7.73Tn	5.83
Standard error	0.05	0.10	0.08	0.11	0.35	0.05	0.08	0.17	0.06	0.08

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
10 - Extremely satisfied (10)	468	173	158	118	18	434	21	13	400	67
	<b>20%Cl</b>	<b>24%Th</b>	19%	19%	25%	<b>32%TCI</b>	3%	4%	<b>31%Tn</b>	7%
9 - (9)	328	113	125	82	7	275	45	8	229	98
	<b>14%Cl</b>	15%	15%	13%	10%	<b>20%TCI</b>	<b>7%Cl</b>	3%	<b>18%Tn</b>	10%
8 - (8)	396	107	157	120	12	295	77	24	244	150
	<b>17%gCl</b>	15%	<b>19%g</b>	<b>19%g</b>	17%	<b>21%TCI</b>	12%	8%	<b>19%Tn</b>	15%
7 - (7)	318	89	110	112	7	168	117	33	159	157
	<b>14%kl</b>	12%	13%	<b>18%Tgh</b>	9%	12%	<b>19%TKl</b>	11%	12%	<b>16%Tm</b>
6 - (6)	249	87	88	69	6	93	127	29	99	146
	<b>11%kl</b>	12%	10%	11%	8%	7%	<b>20%TKl</b>	<b>10%k</b>	8%	<b>15%Tm</b>
5 - (5)	205	60	84	50	10	51	118	36	68	133
	<b>9%kl</b>	8%	10%	8%	14%	4%	<b>19%TKl</b>	<b>13%TKl</b>	5%	<b>14%Tm</b>
4 - (4)	117	37	42	35	3	20	56	41	35	78
	<b>5%kl</b>	5%	5%	5%	5%	1%	<b>9%TKl</b>	<b>14%TKC</b>	3%	<b>8%Tm</b>
3 - (3)	70	17	31	20	2	13	37	20	15	55
	<b>3%kl</b>	2%	4%	3%	3%	1%	<b>6%TKl</b>	<b>7%TKl</b>	1%	<b>6%Tm</b>
2 - (2)	47	15	19	11	1	11	11	25	9	37
	<b>2%kl</b>	2%	2%	2%	1%	1%	<b>2%K</b>	<b>9%TKC</b>	1%	<b>4%Tm</b>
1 - Extremely dissatisfied (1)	69	28	21	15	5	6	8	55	17	50
	<b>3%kCl</b>	4%	2%	2%	<b>7%Th</b>	*	<b>1%k</b>	<b>19%TKC</b>	1%	<b>5%Tm</b>
Not applicable	18	7	7	3	1	10	6	2	5	11
	<b>1%kl</b>	1%	1%	*	2%	1%	1%	1%	*	1%
NET: Dissatisfied (1-3)	186	61	71	45	9	29	57	100	41	143
	<b>8%kl</b>	8%	8%	7%	11%	2%	<b>9%k</b>	<b>35%TKC</b>	3%	<b>15%Tm</b>
NET: Neutral (4-6)	571	184	214	154	20	164	301	106	202	356
	<b>25%kl</b>	25%	25%	24%	27%	12%	<b>48%TKl</b>	<b>37%TKl</b>	16%	<b>36%Tm</b>
NET: Satisfied (7-10)	1509	482	550	433	45	1172	260	78	1032	472
	<b>66%Cl</b>	66%	65%	68%	60%	<b>85%TCI</b>	<b>42%kl</b>	27%	<b>81%Tn</b>	48%
Mean score	<b>7.23Cl</b>	7.30	7.19	7.23	7.00	<b>8.29TCI</b>	<b>6.10l</b>	4.60	<b>8.06Tn</b>	6.17
Standard error	0.05	0.09	0.08	0.09	0.32	0.05	0.08	0.16	0.06	0.08

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Courtesy and politeness of advisors	1527	488	566	428	46	1181	270	76	1018	499
		67%	67%	67%	61%	86%TCI	43%CI	27%	80%Tn	51%
Willingness to help resolve your issue	1509	482	550	433	45	1172	260	78	1032	472
		66%CI	65%	68%	60%	85%TCI	42%CI	27%	81%Tn	48%
Ease of finding provider contact details	1492	478	549	424	40	1202	228	61	1017	466
		65%CI	65%	67%CI	54%	87%TCI	37%CI	21%	79%Tn	47%
Advisor doing what they said they would do	1476	465	548	420	43	1168	251	57	1018	452
		65%CI	63%	66%	58%	85%TCI	40%CI	20%	80%Tn	46%
Logging of query details to avoid having to repeat yourself	1444	474	522	407	41	1175	224	45	1012	424
		63%CI	65%	64%	55%	85%TCI	36%CI	16%	79%Tn	43%
The time taken to handle your issue	1384	435	518	388	43	1140	202	42	965	412
		61%CI	59%	61%	58%	83%TCI	32%CI	15%	75%Tn	42%
Offering compensation or a goodwill payment	1367	425	519	381	41	1073	227	67	933	425
		60%CI	58%	62%	60%	78%TCI	36%CI	24%	73%Tn	43%
Getting the issue resolved to your satisfaction	1364	439	495	389	40	1142	178	44	961	397
		60%CI	60%	59%	61%	83%TCI	28%CI	15%	75%Tn	40%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Completely resolved	1280	411	468	362	39	999	206	75	1280	-
		56% <b>Cln</b>	56%	57%	52%	73% <b>TCl</b>	33% <b>l</b>	26%	100% <b>Tn</b>	-
Partly resolved	818	271	312	216	19	329	361	128	-	818
		36% <b>km</b>	37%	34%	25%	24%	58% <b>Tkl</b>	45% <b>Tl</b>	-	83% <b>Tm</b>
Not resolved at all	164	45	59	50	10	41	47	76	-	164
		7% <b>km</b>	6%	7%	8%	13% <b>g</b>	8% <b>l</b>	27% <b>TlC</b>	-	17% <b>Tm</b>
Don't know	22	6	3	7	7	5	10	7	-	-
		1% <b>hkmn</b>	1%	*	1%	9% <b>Tghl</b>	*	2% <b>kl</b>	2% <b>Tl</b>	-

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

### 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Yes	1105	357	408	303	36	892	162	51	1105	-
	48% <b>Cln</b>	49%	49%	48%	48%	65% <b>TCl</b>	26% <b>kl</b>	18%	86% <b>Tn</b>	-
No	169	52	56	59	2	104	44	21	169	-
	7% <b>ln</b>	7%	7%	9% <b>T</b>	3%	8%	7%	7%	13% <b>Tn</b>	-
Don't know	6	3	4	-	*	3	-	3	6	-
	*	*	*	-	*	*	-	1% <b>TlC</b>	*n	-

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1262	410	463	352	37	982	208	72	1262	-
Weighted Base	1280	411	468	362	39*	999	206	75*	1280	-**
Effective base	1164	377	424	328	35	907	189	68	1164	-
Yes	1105	357	408	303	36	892	162	51	1105	-
	86% <b>C</b>	87%	87%	84%	93%	89% <b>TC</b>	78%	68%	86%	-
No	169	52	56	59	2	104	44	21	169	-
	13% <b>k</b>	13%	12%	16%	6%	10%	22% <b>Tk</b>	28% <b>Tl</b>	13%	-
Don't know	6	3	4	-	*	3	-	3	6	-
	* <b></b>	1%	1%	-	1%	* <b></b>	-	4% <b>TkC</b>	* <b></b>	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Issue				Satisfaction			Complaint completely resolved		
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	2284	733	842	635	74	1374	624	286	1280	982
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Table 25

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	2284	733	842	635	74	1374	624	286	1280	982
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Issue				Satisfaction			Complaint completely resolved		
	Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	2284	733	842	635	74	1374	624	286	1280	982
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

## Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**Q15: What is your current employment status?**

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Employed or self-employed (full-time - 30hrs/wk+)	1349	431	496	392	30	921	304	123	892	451
		59% <b>Clm</b>	59% <b>Clj</b>	62% <b>Clj</b>	41%	67% <b>TCk</b>	49%	43%	70% <b>Tn</b>	46%
Employed or self-employed (part-time - 8-29 hrs/wk+)	419	134	156	115	14	222	139	59	176	238
		18% <b>klm</b>	18%	18%	19%	16%	22% <b>Tk</b>	20%	14%	24% <b>Tm</b>
Full-time responsibility for the home/family	244	82	108	49	5	104	96	45	92	150
		11% <b>klm</b>	11% <b>Clj</b>	13% <b>Tl</b>	7%	8%	15% <b>Tk</b>	16% <b>Tk</b>	7%	15% <b>Tm</b>
Student / under education	99	31	31	32	6	38	42	19	31	65
		4% <b>klm</b>	4%	4%	8%	3%	7% <b>Tk</b>	7% <b>k</b>	2%	7% <b>Tm</b>
Not working	96	32	30	23	10	53	25	17	46	45
		4%	4%	4%	14% <b>Tgh</b>	4%	4%	6%	4%	5%
Retired	77	23	23	24	8	36	18	23	44	33
		3% <b>k</b>	3%	4%	10% <b>Tgh</b>	3%	3%	8% <b>TkC</b>	3%	3%
NET: Employed	1768	565	651	507	45	1143	444	182	1067	689
		77% <b>Clm</b>	77% <b>Clj</b>	80% <b>Clj</b>	60%	63% <b>TCk</b>	71% <b>kl</b>	63%	63% <b>Tn</b>	70%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved		
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001	
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982	
Effective base	2099	678	772	581	68	1255	577	268	1164	915	
Up to 10,399 Pounds	219	87	73	48	11	102	71	46	111	103	
		10% <b>kg</b>	12% <b>Thl</b>	9%	8%	15% <b>l</b>	7%	11% <b>k</b>	16% <b>TL</b>	9%	11%
10,400-15,599 Pounds	230	78	89	59	3	131	70	29	114	115	
		10% <b>km</b>	11%	11%	9%	4%	10%	11%	10%	9%	12% <b>Tm</b>
15,600-25,999 Pounds	367	110	147	98	12	202	116	50	179	188	
		16% <b>km</b>	15%	18%	15%	16%	15%	19% <b>kl</b>	17%	14%	19% <b>Tm</b>
26,000-36,399 Pounds	428	145	147	122	13	236	133	60	225	199	
		19% <b>km</b>	20%	17%	19%	18%	17%	21% <b>k</b>	21%	18%	20%
36,400-51,999 Pounds	427	130	177	113	8	254	124	49	250	176	
		19%	18%	21% <b>Th</b>	18%	10%	18%	20%	17%	19%	18%
52,000+	543	161	190	175	17	416	85	42	377	161	
		24% <b>Clm</b>	22%	23%	28% <b>Tgh</b>	23%	30% <b>TC</b>	14%	15%	29% <b>Tn</b>	16%
Don't know	30	9	10	6	4	14	10	6	10	17	
		1% <b>km</b>	1%	1%	6% <b>Tghl</b>	1%	2%	2%	1%	6% <b>km</b>	2%
Would rather not say	39	13	9	12	5	20	15	4	15	23	
		2% <b>km</b>	2%	1%	2%	7% <b>Tghl</b>	1%	2%	1%	2%	2%

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

## Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**Q17: Where do you live?**

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
East Midlands	161	47	62	44	8	87	46	28	89	69
	7%	6%	7%	7%	11%	6%	7%	10%k	7%	7%
East of England	149	52	55	35	7	79	48	23	80	67
	7%	7%	7%	6%	10%	6%	8%	8%	6%	7%
London	689	218	256	204	11	445	166	77	407	274
	30% <b>Cn</b>	30% <b>j</b>	30% <b>j</b>	32% <b>j</b>	15%	32% <b>Tk</b>	27%	27%	32%	28%
North East	128	45	54	26	3	82	25	21	86	42
	6% <b>kn</b>	6%	6%	4%	4%	6%	4%	7%	7% <b>Tn</b>	4%
North West	251	89	82	75	6	143	81	27	123	126
	11% <b>kn</b>	12%	10%	12%	8%	10%	13%	10%	10%	13% <b>Tm</b>
Scotland	110	39	30	36	5	62	37	11	58	52
	5% <b>kn</b>	5%	4%	6%	6%	5%	6%	4%	5%	5%
South East	211	63	70	70	7	129	58	24	123	87
	9%	9%	8%	11%	10%	9%	9%	8%	10%	9%
South West	115	40	49	20	6	65	32	18	58	56
	5% <b>kn</b>	5% <b>j</b>	6% <b>j</b>	3%	8% <b>jl</b>	5%	5%	6%	5%	6%
Ulster / Northern Ireland	27	11	7	6	4	19	5	4	21	6
	1% <b>kn</b>	1%	1%	1%	5% <b>Tgh</b>	1%	1%	1%	2% <b>Tn</b>	1%
Wales	79	19	30	25	5	44	19	16	34	44
	3% <b>kn</b>	3%	4%	4%	6%	3%	3%	5%	3%	4% <b>Tm</b>
West Midlands	218	61	93	57	7	130	65	23	122	93
	10%	8%	11%	9%	10%	9%	10%	8%	10%	10%
Yorks & Humber	145	48	54	38	6	88	42	15	79	65
	6%	7%	6%	6%	8%	6%	7%	5%	6%	7%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Woman	1067	345	375	305	43	651	287	130	589	464
	47%	47%	45%	48%	58%h	47%	46%	45%	46%	47%
Man	1194	382	458	323	31	719	329	147	687	502
	52%	52%	54%j	51%	42%	52%	53%	51%	54%	51%
Non-binary	17	5	9	3	-	3	8	6	2	15
	1%km	1%	1%	1%	-	*	1%k	2%l	*	2%Tm
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-
Prefer not to say	6	2	-	3	-	1	1	3	3	1
	*k	*	-	1%h	-	*	*	1%TK	*	*

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Yes	2197	702	812	614	68	1337	602	258	1250	931
	96% <i>ln</i>	96%	96%	97%	92%	97% <i>Tl</i>	97% <i>kl</i>	90%	98% <i>Tn</i>	95%
No	68	22	23	18	5	27	16	25	27	40
	3% <i>km</i>	3%	3%	3%	6%	2%	3%	9% <i>Tlc</i>	2%	4% <i>Tm</i>
Prefer not to say	20	9	7	2	1	11	5	3	4	12
	1% <i>m</i>	1%	1%	*	2%	1%	1%	1%	*	1% <i>km</i>

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
A	499	150	191	152	6	366	85	49	374	122
		22% <b>Cln</b>	20% <b>j</b>	23% <b>j</b>	24% <b>j</b>	27% <b>Tk</b>	14%	17%	29% <b>Tn</b>	12%
B	595	181	220	181	14	368	169	57	323	271
		26% <b>kl</b>	25%	26%	29%	27% <b>kl</b>	27% <b>kl</b>	20%	25%	28%
C1	418	150	142	106	20	247	118	53	206	206
		18% <b>km</b>	20%	17%	17%	18%	19%	18%	16%	21% <b>Tm</b>
C2	422	131	180	95	16	222	150	51	207	212
		18% <b>klm</b>	18%	21% <b>Tl</b>	15%	22%	16%	24% <b>Tkl</b>	18%	22% <b>Tm</b>
D	167	53	50	52	12	78	49	39	77	89
		7% <b>km</b>	7%	6%	8%	16% <b>Tgh</b>	6%	8%	14% <b>Tkl</b>	9% <b>Tm</b>
E	183	68	59	49	6	93	52	37	92	83
		8% <b>k</b>	9%	7%	8%	7%	8%	13% <b>Tkc</b>	7%	8%
NET: AB	1095	330	411	333	20	734	254	106	698	392
		48% <b>Cln</b>	45% <b>j</b>	49% <b>j</b>	52% <b>Tgl</b>	53% <b>Tk</b>	41%	37%	55% <b>Tn</b>	40%
NET: ABC1	1512	481	553	439	40	981	372	159	904	598
		66% <b>Cln</b>	66%	69% <b>j</b>	54%	71% <b>Tk</b>	60%	56%	71% <b>Tn</b>	61%
NET: C2DE	772	252	289	196	34	393	252	127	376	384
		34% <b>km</b>	34%	34%	31%	29%	40% <b>Tk</b>	44% <b>Tkl</b>	29%	39% <b>Tm</b>
NET: DE	350	121	110	101	18	171	102	76	169	172
		15% <b>hkm</b>	17%	13%	16%	12%	16% <b>k</b>	27% <b>Tkl</b>	13%	18% <b>Tm</b>

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



### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
A city or large town (including suburbs)	1555	523	570	424	38	1022	371	162	979	563
		68% <b>C</b> <b>m</b>	71% <b>T</b> <b>j</b>	68% <b>j</b>	67% <b>j</b>	74% <b>T</b> <b>C</b>	59%	57%	77% <b>T</b> <b>n</b>	57%
A small town	541	156	206	150	28	260	186	94	215	321
		24% <b>k</b> <b>m</b>	21%	25%	24%	19%	30% <b>T</b> <b>k</b>	33% <b>T</b> <b>k</b>	17%	33% <b>T</b> <b>m</b>
A village, hamlet or isolated dwelling in the countryside	187	54	65	60	8	91	66	30	85	97
		8% <b>k</b> <b>m</b>	7%	8%	10%	7%	11% <b>T</b> <b>k</b>	10% <b>k</b>	7%	10% <b>T</b> <b>m</b>
Prefer not to say	1	-	1	*	-	-	1	-	-	1
	*	-	*	*	-	-	*	-	-	*
NET: Urban	2095	679	776	574	66	1283	557	256	1195	884
		92% <b>C</b> <b>m</b>	93%	92%	90%	93% <b>T</b> <b>C</b>	89%	90%	93% <b>T</b> <b>n</b>	90%
NET: Rural	187	54	65	60	8	91	66	30	85	97
		8% <b>k</b> <b>m</b>	7%	8%	10%	7%	11% <b>T</b> <b>k</b>	10% <b>k</b>	7%	10% <b>T</b> <b>m</b>

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Small (1-2 people)	698	240	250	184	23	378	197	123	378	309
	31%	33%	30%	29%	31%	28%	32%	43%TK	30%	32%
Medium (3-4 people)	1177	366	447	328	37	775	290	113	691	479
	52%Clm	50%	53%	52%	49%	56%TC	46%	40%	54%Tn	49%
Large (5+ people)	409	127	145	123	14	221	138	50	212	193
	18%	17%	17%	19%	19%	16%	22%Tk	18%	17%	20%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
1	662	215	271	163	14	391	193	78	359	296
	29%kl	29%	32%Tl	26%	18%	28%	31%	27%	28%	30%
2	631	184	233	197	17	434	141	56	406	224
	28%Clm	25%	28%	31%Tg	22%	32%TC	23%	20%	32%Tn	23%
3	173	58	58	57	-	106	52	15	95	77
	8%l	8%j	7%j	9%j	-	8%	8%	5%	7%	8%
4	48	17	11	17	3	23	18	7	23	25
	2%kl	2%	1%	3%	4%h	2%	3%	2%	2%	3%
5+	22	8	8	5	1	11	4	8	14	8
	1%	1%	1%	1%	2%	1%	1%	3%TKC	1%	1%
No children in household	747	250	261	197	39	410	215	122	383	352
	33%km	34%	31%	31%	53%Tgh	30%	34%k	43%TKC	30%	36%Tm

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
None	22	5	8	9	-	9	8	5	9	13
	1%	1%	1%	1%	-	1%	1%	2%	1%	1%
1	517	177	194	137	9	270	155	92	261	250
	23% <b>km</b>	24% <b>j</b>	23% <b>j</b>	22%	12%	20%	25% <b>k</b>	32% <b>lk</b>	20%	25% <b>lm</b>
2	1248	393	460	358	37	831	287	130	773	464
	55% <b>Clm</b>	54%	55%	56%	50%	60% <b>TC</b>	46%	46%	60% <b>Tn</b>	47%
3	275	86	104	75	11	151	94	29	132	141
	12% <b>km</b>	12%	12%	12%	14%	11%	15% <b>Tk</b>	10%	10%	14% <b>Tm</b>
4	116	38	33	34	11	66	40	9	53	62
	5% <b>km</b>	5%	4%	5%	15% <b>Tgh</b>	5%	6%	3%	4%	6% <b>Tm</b>
5+	106	34	44	22	6	47	39	20	51	52
	5% <b>k</b>	5%	5%	3%	9% <b>l</b>	3%	6% <b>Tk</b>	7% <b>k</b>	4%	5%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Most vulnerable	573	203	205	145	20	291	197	85	284	282
		<b>25%km</b>	<b>28%hl</b>			21%	<b>32%Tk</b>	<b>30%kl</b>	22%	<b>29%Tm</b>
Potentially vulnerable	946	296	359	267	25	554	271	121	520	422
	<b>41%</b>	40%	43%	42%	33%	40%	43%	42%	41%	43%
Least vulnerable	695	211	260	204	20	494	131	70	452	239
	<b>30%Clm</b>	29%	31%	32%	27%	<b>36%TC</b>	21%	24%	<b>35%Tn</b>	24%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2284	739	843	629	73	1364	634	286	1262	1001
Weighted Base	2284	733	842	635	74*	1374	624	286	1280	982
Effective base	2099	678	772	581	68	1255	577	268	1164	915
Universal Credit (and household has other earnings)	446	138	170	128	10	275	125	46	253	192
	20%	19%	20%	20%	14%	20%	20%	16%	20%	20%
Employment and Support Allowance (ESA)	361	114	159	82	6	254	78	29	235	125
	16% <sup>l</sup> C <sup>l</sup> n	16%	19% <sup>l</sup> i	13%	8%	18% <sup>l</sup> T <sup>l</sup> C	13%	10%	18% <sup>l</sup> T <sup>l</sup> n	13%
Personal Independence Payment (PIP)	320	91	123	103	4	195	90	35	192	128
	14% <sup>l</sup> j	12%	15% <sup>l</sup> j	16% <sup>l</sup> j	6%	14%	14%	12%	15%	13%
Pensions Credit (Guaranteed Credit)	283	80	123	76	4	192	62	29	185	98
	12% <sup>l</sup> C <sup>l</sup> n	11%	15% <sup>l</sup> T <sup>l</sup> j	12%	5%	14% <sup>l</sup> T <sup>l</sup> C	10%	10%	14% <sup>l</sup> T <sup>l</sup> n	10%
Income Support	263	90	100	70	4	173	68	22	146	116
	12% <sup>l</sup> j	12%	12%	11%	5%	13% <sup>l</sup> k	11%	8%	11%	12%
Universal Credit (and household has no other earnings)	236	84	94	53	5	152	62	22	127	107
	10%	12%	11%	8%	7%	11%	10%	8%	10%	11%
Carer's allowance	218	65	97	53	3	124	69	25	113	104
	10%	9%	11% <sup>l</sup> T	8%	5%	9%	11%	9%	9%	11%
Pensions Credit (no Guaranteed Credit)	168	39	84	44	1	124	28	16	103	65
	7% <sup>l</sup> g <sup>l</sup> C	5%	10% <sup>l</sup> T <sup>l</sup> g <sup>l</sup> i	7%	2%	9% <sup>l</sup> T <sup>l</sup> C	4%	6%	8%	7%
Income-based Jobseeker's Allowance	167	44	63	57	3	117	37	14	106	58
	7% <sup>l</sup> n	6%	8%	9% <sup>l</sup> g	5%	9% <sup>l</sup> T <sup>l</sup> i	6%	5%	8% <sup>l</sup> n	6%
NET: Any benefit	1411	445	573	366	27	825	402	183	761	643
	62% <sup>l</sup> jk <sup>l</sup> m	61% <sup>l</sup> j	68% <sup>l</sup> T <sup>l</sup> g <sup>l</sup> i	58% <sup>l</sup> j	37%	60%	64%	64%	59%	65% <sup>l</sup> T <sup>l</sup> m
Other	48	12	18	12	5	22	17	9	26	16
	2% <sup>l</sup> k	2%	2%	2%	7% <sup>l</sup> T <sup>l</sup> g <sup>l</sup> h	2%	3%	3%	2%	2%
None of these	833	280	253	257	43	528	210	95	497	326
	36% <sup>l</sup> h <sup>l</sup> n	38% <sup>l</sup> h	30%	40% <sup>l</sup> T <sup>l</sup> h	58% <sup>l</sup> T <sup>l</sup> g <sup>l</sup> h	38% <sup>l</sup> T <sup>l</sup> C	34%	33%	39% <sup>l</sup> T <sup>l</sup> n	33%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
16 - 17	6	2	3	2	-	4	2	1	3	3
	*	*	*	*	*	*	*	*	*	*
18 - 24	596	172	171	232	21	278	240	78	291	296
	17% <sup>eh</sup>	17%	19% <sup>cc</sup>	16%	18%	14%	24% <sup>Teg</sup>	16%	15%	20% <sup>Th</sup>
25 - 34	1051	296	303	430	22	653	306	92	608	430
	30% <sup>dg</sup>	29% <sup>cd</sup>	34% <sup>Tacd</sup>	29% <sup>d</sup>	19%	32% <sup>Tg</sup>	31% <sup>g</sup>	19%	31%	28%
35 - 44	879	272	241	346	21	568	206	105	536	340
	25% <sup>fi</sup>	27% <sup>cd</sup>	27% <sup>cd</sup>	24%	17%	28% <sup>Tfg</sup>	21%	22%	28% <sup>Tf</sup>	22%
45 - 54	401	139	74	168	20	242	89	71	224	173
	12% <sup>bf</sup>	14% <sup>Tb</sup>	8%	11% <sup>b</sup>	17% <sup>b</sup>	12% <sup>f</sup>	9%	15% <sup>Tf</sup>	12%	11%
55 - 64	330	85	58	167	21	158	96	76	160	167
	9% <sup>beh</sup>	8%	7%	11% <sup>Tab</sup>	17% <sup>Tab</sup>	8%	10%	16% <sup>Tef</sup>	8%	11% <sup>Th</sup>
65 +	219	50	36	119	14	110	53	56	115	101
	6% <sup>abe</sup>	5%	4%	8% <sup>Tab</sup>	12% <sup>Tab</sup>	5%	5%	12% <sup>Tef</sup>	6%	7%
NET: 16-34	1653	470	476	664	44	935	547	171	901	729
	47% <sup>cdg</sup>	46%	54% <sup>Tacd</sup>	45%	36%	46% <sup>gg</sup>	55% <sup>Teg</sup>	36%	47%	48%
NET: 35-54	1280	411	315	513	41	810	295	175	760	513
	37% <sup>fi</sup>	40% <sup>Tbc</sup>	36%	35%	34%	40% <sup>Tf</sup>	30%	37% <sup>ff</sup>	39% <sup>Tf</sup>	34%
NET: 55+	549	135	94	285	35	268	148	132	275	268
	16% <sup>abeh</sup>	13%	11%	20% <sup>Tab</sup>	29% <sup>Tabc</sup>	13%	15%	28% <sup>Tef</sup>	14%	18% <sup>Th</sup>

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Hearing - Poor hearing, partial hearing, or are deaf	314	97	91	113	12	179	86	49	174	137
	9% <b>ca</b>	10%	10% <b>ca</b>	8%	10%	9%	9%	10%	9%	9%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	455	146	126	177	6	275	126	53	255	199
	13% <b>ca</b>	14% <b>d</b>	14% <b>d</b>	12% <b>d</b>	5%	14%	13%	11%	13%	13%
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	342	117	87	130	8	185	108	48	177	163
	10%	11% <b>ca</b>	10%	9%	7%	9%	11%	10%	9%	11%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	247	69	95	78	6	151	64	32	146	96
	7% <b>ca</b>	7%	11% <b>Tacd</b>	5%	5%	7%	6%	7%	8%	6%
Breathing - Breathlessness or chest pains	430	133	111	175	10	252	128	50	236	192
	12%	13%	13%	12%	9%	13%	13%	10%	12%	13%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	424	143	115	157	10	245	120	59	214	204
	12% <b>ch</b>	14% <b>ca</b>	13%	11%	8%	12%	12%	12%	11%	14% <b>Th</b>
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	465	139	136	183	8	261	147	58	240	220
	13% <b>d</b>	14% <b>d</b>	15% <b>d</b>	12%	7%	13%	15%	12%	12%	15%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	986	316	234	413	23	555	293	138	565	418
	28% <b>ca</b>	31% <b>Tbd</b>	26%	28% <b>d</b>	19%	28%	30%	29%	29%	28%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	288	89	59	131	10	159	82	46	141	145
	8% <b>bh</b>	9%	7%	9%	8%	8%	8%	10%	7%	10% <b>Th</b>
Prefer not to say	174	53	47	67	7	86	59	29	81	89
	5% <b>eh</b>	5%	5%	5%	6%	4%	6%	6%	4%	6% <b>Th</b>
Don't know	23	2	6	12	3	6	13	4	10	11
	1% <b>ca</b>	*	1%	1% <b>a</b>	3% <b>Tab</b>	*	1% <b>ca</b>	1%	1%	1%
Nothing	1274	344	296	575	59	790	316	168	772	486
	37% <b>abfj</b>	34%	34%	39% <b>Tab</b>	49% <b>Tabc</b>	39% <b>Tf</b>	32%	35%	40% <b>Tf</b>	32%
NET: Any limiting characteristic	2012	618	535	809	50	1131	603	277	1075	924
	58% <b>cdeh</b>	61% <b>Tcd</b>	60% <b>cd</b>	55% <b>d</b>	42%	56%	61% <b>Td</b>	58%	55%	61% <b>Th</b>

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
The service not performing as it should	1462	-	-	1462	-	832	428	202	793	658
		42% <i>abcd</i>	-	100% <i>Tabd</i>	-	41%	43%	42%	41%	44%
A billing, pricing or payment issue	791	791	-	-	-	478	205	108	463	320
		23% <i>bcd</i>	78% <i>Tbcd</i>	-	-	24%	21%	23%	24%	21%
A problem relating to the installation or set up of your service	498	-	498	-	-	305	128	65	287	208
		14% <i>acd</i>	56% <i>Tacd</i>	-	-	15%	13%	14%	15%	14%
A problem with a repair to the service	386	-	386	-	-	220	123	43	222	163
		11% <i>acd</i>	44% <i>Tacd</i>	-	-	11%	12%	9%	11%	11%
Dissatisfaction with customer service from a previous occasion or contact	225	225	-	-	-	95	83	47	107	116
		6% <i>bcdeh</i>	22% <i>Tbcd</i>	-	-	5%	8% <i>Te</i>	10% <i>Te</i>	6%	8% <i>Th</i>
Or something else	120	-	-	-	120	83	23	14	65	46
		3% <i>abcd</i>	-	-	100% <i>Tabc</i>	4% <i>Tf</i>	2%	3%	3%	3%
<b>SUMMARY:</b>										
Billing and Customer service	1016	1016	-	-	-	573	288	155	570	436
		25% <i>bcd</i>	100% <i>Tbcd</i>	-	-	28%	29%	32%	29%	29%
Repairs and Installation	885	-	885	-	-	525	251	108	509	370
		25% <i>acd</i>	100% <i>Tacd</i>	-	-	26%	25%	23%	26%	25%
Service Issues	1462	-	-	1462	-	832	428	202	793	658
		42% <i>abcd</i>	-	100% <i>Tabd</i>	-	41%	43%	42%	41%	44%
Something else	120	-	-	-	120	83	23	14	65	46
		3% <i>abcd</i>	-	-	100% <i>Tabc</i>	4% <i>Tf</i>	2%	3%	3%	3%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1009	1009	-	-	-	575	280	154	572	427
Weighted Base	1016	1016	-**	-**	-**	573	288	155	570	436
Effective base	915	915	-	-	-	520	254	141	516	390
Bill was a lot higher than expected	356	356	-	-	-	200	103	53	192	160
	35%	35%	-	-	-	35%	36%	34%	34%	37%
Bill was inaccurate	181	181	-	-	-	115	44	22	118	61
	18% <i>i</i>	18%	-	-	-	20% <i>T</i>	15%	14%	21% <i>Ti</i>	14%
Payment issues (including setting up/making a payment, non-direct debit charges)	175	175	-	-	-	117	41	17	114	60
	17% <i>g</i>	17%	-	-	-	20% <i>Tg</i>	14%	11%	20% <i>Ti</i>	14%
Getting a refund, credit note or cashback	135	135	-	-	-	86	33	16	78	56
	13%	13%	-	-	-	15%	12%	10%	14%	13%
Bill contained items I shouldn't have been charged for	128	128	-	-	-	83	24	21	85	42
	13% <i>f</i>	13%	-	-	-	15% <i>Tf</i>	8%	14%	15% <i>Ti</i>	10%
The format of the bill	94	94	-	-	-	64	20	9	52	39
	9%	9%	-	-	-	11% <i>T</i>	7%	6%	9%	9%
Took too long to resolve issue	86	86	-	-	-	31	34	22	44	41
	8% <i>e</i>	8%	-	-	-	5%	12% <i>Te</i>	14% <i>Te</i>	8%	10%
Unable to get through to anyone	58	58	-	-	-	28	19	11	27	30
	6%	6%	-	-	-	5%	7%	7%	5%	7%
Unable to get through to relevant person	55	55	-	-	-	23	16	16	30	24
	5% <i>e</i>	5%	-	-	-	4%	6%	10% <i>Te</i>	5%	5%
Didn't do what they said they would do	53	53	-	-	-	16	20	18	16	36
	5% <i>e</i> <i>h</i>	5%	-	-	-	3%	7% <i>e</i>	11% <i>Te</i>	3%	8% <i>Th</i>
Gave incorrect information	52	52	-	-	-	25	17	10	26	26
	5%	5%	-	-	-	4%	6%	7%	5%	6%
Rude/dismissive	40	40	-	-	-	20	10	10	17	22
	4%	4%	-	-	-	3%	4%	6%	3%	5%
Costs of international and roaming calls	9	9	-	-	-	7	1	1	7	1
	1%	1%	-	-	-	1%	*	*	1%	*
Costs of going above data allowance	6	6	-	-	-	4	1	-	6	-
	1%	1%	-	-	-	1%	1%	-	1% <i>i</i>	-
Pre-pay credit lost or not credited to card	4	4	-	-	-	4	-	-	3	1
	*	*	-	-	-	1%	-	-	1%	*
A different issue	33	33	-	-	-	16	7	10	15	18
	3%	3%	-	-	-	3%	3%	6% <i>Te</i>	3%	4%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1452	-	-	1452	-	836	420	196	790	650
Weighted Base	1462	-.**	-.**	1462	-.**	832	428	202	793	658
Effective base	1323	-	-	1323	-	757	385	181	717	595
Connection speed slower than advertised or led to expect	740	-	-	740	-	418	215	107	373	363
	51%			51%		50%	50%	53%	47%	55%
Complete loss of service	514	-	-	514	-	271	152	91	299	208
	35%			35%		33%	35%	45%	38%	32%
Service is not consistently available	486	-	-	486	-	259	147	81	240	241
	33%			33%		31%	34%	40%	30%	37%
Problems with voice over internet (VOIP) telephone calls	168	-	-	168	-	101	48	20	84	84
	12%			12%		12%	11%	10%	11%	13%
Poor line quality	41	-	-	41	-	21	13	7	23	17
	3%			3%		2%	3%	3%	3%	3%
Unable to get certain channels/content	27	-	-	27	-	19	5	2	15	12
	2%			2%		2%	1%	1%	2%	2%
Poor picture quality	20	-	-	20	-	14	4	2	12	7
	1%			1%		2%	1%	1%	2%	1%
Problems with calls being disconnected during a call or not connected at all	17	-	-	17	-	15	2	-	14	3
	1%			1%		2%	*	-	2%	*
Unable to access 5G service	14	-	-	14	-	13	*	*	13	1
	1%			1%		2%	*	*	2%	*
Poor indoor reception/coverage	9	-	-	9	-	7	3	-	7	2
	1%			1%		1%	1%	-	1%	*
Poor outside reception/coverage	8	-	-	8	-	6	1	-	6	2
	1%			1%		1%	*	-	1%	*
Unable to access 4G service	6	-	-	6	-	4	2	-	4	2
	*			*		*	*	-	1%	*
Text or voice mails delivered late	4	-	-	4	-	4	-	-	2	2
	*			*		*	-	-	*	*
A different issue (please describe it briefly in your own words)	19	-	-	19	-	14	3	2	13	6
	1%			1%		2%	1%	1%	2%	1%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	904	-	904	-	-	544	252	108	516	383
Weighted Base	885	-.**	885	-.**	-.**	525	251	108*	509	370
Effective base	815	-	815	-	-	490	228	97	466	344
Time taken to install the service	167	-	167	-	-	105	44	18	93	74
	19%	-	19%	-	-	20%	17%	16%	18%	20%
Arranging an installation	166	-	166	-	-	112	33	21	105	60
	19% <sup>T</sup>	-	19%	-	-	21% <sup>T</sup>	13%	20%	21%	16%
Switching issues (e.g. problems trying to switch or problems porting your number)	155	-	155	-	-	97	38	20	95	59
	18%	-	18%	-	-	19%	15%	18%	19%	16%
Time taken to repair a fault	150	-	150	-	-	80	52	18	96	53
	17%	-	17%	-	-	15%	21%	16%	19%	14%
Arranging an appointment for an engineer visit	130	-	130	-	-	86	38	6	85	45
	15% <sup>g</sup>	-	15%	-	-	16% <sup>g</sup>	15% <sup>g</sup>	5%	17%	12%
Missed/ moved installation appointment	120	-	120	-	-	77	28	15	69	51
	14%	-	14%	-	-	15%	11%	13%	14%	14%
Damage to property during installation	105	-	105	-	-	66	32	6	51	50
	12% <sup>g</sup>	-	12%	-	-	13%	13%	6%	10%	13%
Damage to property during repair	91	-	91	-	-	57	29	5	45	46
	10% <sup>g</sup>	-	10%	-	-	11%	11%	5%	9%	12%
Missed/moved repair appointment	89	-	89	-	-	59	25	5	48	41
	10%	-	10%	-	-	11% <sup>g</sup>	10%	5%	9%	11%
Complaining about an engineer	82	-	82	-	-	57	19	6	46	36
	9%	-	9%	-	-	11%	8%	6%	9%	10%
A different issue	27	-	27	-	-	11	4	13	15	12
	3% <sup>e</sup>	-	3%	-	-	2%	1%	12% <sup>T</sup> <sup>d</sup>	3%	3%

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Table 7

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	118	-	-	-	118	83	23	12	67	42
Weighted Base	120	-.**	-.**	-.**	120	83*	23**	14**	65*	46*
Effective base	109	-	-	-	109	76	21	12	61	40
Change to your package or service (upgrading or downgrading your service)	34 28%	-	-	-	34 28%	28 33%	3 11%	4 28%	21 32%	11 25%
Service not performing as advertised or as told in store/over the phone	24 20%	-	-	-	24 20%	15 18%	6 27%	2 18%	12 18%	9 20%
Complaining about the terms of your contract	22 19%	-	-	-	22 19%	17 20%	4 18%	1 9%	13 20%	8 18%
Switching issues (e.g. problems trying to switch or problems porting your number)	13 11%	-	-	-	13 11%	9 11%	3 12%	1 9%	6 9%	6 13%
Keeping your mobile phone number when changing suppliers	2 2%	-	-	-	2 2%	1 2%	* 2%	- -	1 2%	* 1%
A different issue (please describe it briefly in your own words)	31 26%	-	-	-	31 26%	18 22%	7 32%	5 37%	17 26%	12 26%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Only/mainly on the phone	1559	438	312	765	45	853	434	272	842	703
		45%be	43%b	52%Tabd	37%	42%	44%	57%Tel	43%	47%
Only/mainly via webchat	431	120	81	219	10	259	114	58	235	195
		12%b	12%	15%Tab	9%	13%	11%	12%	12%	13%
Only/mainly via mobile app	412	116	118	152	26	264	122	26	261	149
		12%cg	11%	13%c	10%	21%Tabc	13%Tg	12%g	13%Ti	10%
Only/mainly via email	367	122	114	117	14	241	92	34	224	141
		11%cg	12%c	13%Tc	8%	11%	12%Tfg	9%	7%	12%Ti
Only/mainly via web form	198	57	67	70	4	109	58	31	111	86
		6%c	6%	8%Tc	5%	5%	6%	7%	6%	6%
Only/mainly by social media	194	60	74	53	7	119	61	13	98	93
		6%cg	6%c	8%Tac	4%	6%g	6%g	3%	5%	6%
Only/mainly in store	165	53	59	50	3	102	45	18	90	72
		5%c	5%c	7%Tc	3%	5%	5%	4%	5%	5%
Only/mainly by letter	105	33	46	24	2	42	49	14	56	48
		3%ce	3%c	5%Tac	2%	2%	5%Te	3%	3%	3%
Only/mainly via another contact method	23	5	8	8	2	12	5	6	12	12
		1%	1%	1%	2%	1%	1%	1%	1%	1%
Don't know	28	10	6	5	8	14	9	6	9	11
		1%ch	1%	1%	*	6%Tabc	1%	1%	*	1%

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

### 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	544	158	163	187	35	544	-	-	497	45
	16% <i>cfj</i>	16%	18% <i>Tc</i>	13%	29% <i>Tabc</i>	27% <i>Tfg</i>	-	-	26% <i>Ti</i>	3%
9 - (9)	330	98	94	124	15	330	-	-	283	46
	9% <i>fji</i>	10%	11%	8%	12%	16% <i>Tfg</i>	-	-	15% <i>Ti</i>	3%
8 - (8)	605	160	149	279	18	605	-	-	440	161
	17% <i>fji</i>	16%	17%	19% <i>Ta</i>	15%	30% <i>Tfg</i>	-	-	23% <i>Ti</i>	11%
7 - (7)	534	158	120	241	15	534	-	-	290	243
	15% <i>fji</i>	16%	14%	17%	13%	27% <i>Tfg</i>	-	-	15%	16%
6 - (6)	394	114	103	165	12	-	394	-	163	225
	11% <i>degh</i>	11%	12%	11%	10%	-	40% <i>Teg</i>	-	8%	15% <i>Th</i>
5 - (5)	351	98	88	155	9	-	351	-	111	232
	10% <i>degh</i>	10%	10%	11%	8%	-	35% <i>Teg</i>	-	6%	15% <i>Th</i>
4 - (4)	246	75	60	108	3	-	246	-	65	175
	7% <i>degh</i>	7% <i>d</i>	7%	7% <i>d</i>	2%	-	25% <i>Teg</i>	-	3%	12% <i>Th</i>
3 - (3)	176	56	42	76	1	-	-	176	28	147
	5% <i>degh</i>	6% <i>d</i>	5%	5%	1%	-	-	37% <i>Tei</i>	1%	10% <i>Th</i>
2 - (2)	115	30	33	47	5	-	-	115	21	94
	3% <i>efh</i>	3%	4%	3%	4%	-	-	24% <i>Tei</i>	1%	6% <i>Th</i>
1 - Extremely dissatisfied (1)	187	69	33	79	7	-	-	187	40	142
	5% <i>befh</i>	7% <i>Tb</i>	4%	5%	6%	-	-	39% <i>Tei</i>	2%	9% <i>Th</i>
NET: Dissatisfied (1-3)	479	155	108	202	14	-	-	479	88	383
	14% <i>efh</i>	15%	12%	14%	11%	-	-	100% <i>Tei</i>	5%	25% <i>Th</i>
NET: Neutral (4-6)	991	288	251	428	23	-	991	-	339	632
	28% <i>degh</i>	28%	28%	29% <i>d</i>	20%	-	100% <i>Teg</i>	-	17%	42% <i>Th</i>
NET: Satisfied (7-10)	2013	573	525	832	83	2013	-	-	1510	495
	58% <i>fji</i>	56%	59%	57%	69% <i>Tac</i>	100% <i>Tfg</i>	-	-	78% <i>Ti</i>	33%
Mean score	6.61 <i>cfj</i>	6.51	6.82 <i>Tac</i>	6.50	7.34 <i>Tabc</i>	8.44 <i>Tfg</i>	5.15 <i>g</i>	1.98	7.76 <i>Ti</i>	5.19
Standard error	0.04	0.08	0.08	0.07	0.25	0.03	0.03	0.04	0.05	0.06

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1945	572	516	790	67	1522	340	83	1945	-
Weighted Base	1937	570	509	793	65*	1510	339	88*	1937	-**
Effective base	1760	516	466	717	61	1377	307	76	1760	-
10 - Extremely satisfied (10)	497	146	150	174	26	497	-	-	497	-
	26% <i>cdfg</i>	26%	30% <i>Tc</i>	22%	41% <i>Tac</i>	33% <i>Tfg</i>	-	-	26%	-
9 - (9)	283	80	85	108	10	283	-	-	283	-
	15% <i>fg</i>	14%	17%	14%	16%	19% <i>Tfg</i>	-	-	15%	-
8 - (8)	440	121	97	207	16	440	-	-	440	-
	23% <i>hfg</i>	21%	19%	26% <i>Tab</i>	25%	29% <i>Tfg</i>	-	-	23%	-
7 - (7)	290	95	63	128	4	290	-	-	290	-
	15% <i>dfg</i>	17% <i>d</i>	12%	16% <i>d</i>	6%	19% <i>Tfg</i>	-	-	15%	-
6 - (6)	163	55	40	65	3	-	163	-	163	-
	8% <i>eg</i>	10%	8%	8%	4%	-	48% <i>Teg</i>	-	8%	-
5 - (5)	111	25	33	48	4	-	111	-	111	-
	6% <i>eg</i>	4%	7%	6%	7%	-	33% <i>Teg</i>	-	6%	-
4 - (4)	65	25	14	25	1	-	65	-	65	-
	3% <i>e</i>	4%	3%	3%	1%	-	19% <i>Teg</i>	-	3%	-
3 - (3)	28	9	6	12	-	-	-	28	28	-
	1% <i>ef</i>	2%	1%	1%	-	-	-	31% <i>Tef</i>	1%	-
2 - (2)	21	3	10	8	-	-	-	21	21	-
	1% <i>e</i>	1%	2% <i>Te</i>	1%	-	-	-	23% <i>Tef</i>	1%	-
1 - Extremely dissatisfied (1)	40	11	10	18	-	-	-	40	40	-
	2% <i>ef</i>	2%	2%	2%	-	-	-	45% <i>Tef</i>	2%	-
NET: Dissatisfied (1-3)	88	23	27	38	-	-	-	88	88	-
	5% <i>ef</i>	4%	5%	5%	-	-	-	100% <i>Tef</i>	5%	-
NET: Neutral (4-6)	339	105	88	138	8	-	339	-	339	-
	17% <i>eg</i>	18%	17%	17%	12%	-	100% <i>Teg</i>	-	17%	-
NET: Satisfied (7-10)	1510	441	395	617	57	1510	-	-	1510	-
	78% <i>fg</i>	77%	77%	78%	88%	100% <i>Tfg</i>	-	-	78%	-
Mean score	7.76 <i>fg</i>	7.74	7.84	7.65	8.58 <sup>T</sup> <i>abc</i>	8.65 <sup>T</sup> <i>fg</i>	5.29 <sup>g</sup>	1.86	7.76	-

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	674	177	201	266	29	607	46	21	556	116
	19% <sup>fg</sup>	17%	23% <sup>Tac</sup>	18%	24%	30% <sup>Tfg</sup>	5%	4%	29% <sup>Tf</sup>	8%
9 - (9)	458	140	113	193	12	387	56	15	343	112
	13% <sup>fg</sup>	14%	13%	13%	10%	19% <sup>Tfg</sup>	6% <sup>g</sup>	3%	18% <sup>Tf</sup>	7%
8 - (8)	622	177	157	272	17	479	109	34	398	221
	18% <sup>fg</sup>	17%	18%	19%	14%	24% <sup>Tfg</sup>	11% <sup>g</sup>	7%	21% <sup>Tf</sup>	15%
7 - (7)	490	159	103	213	15	290	164	36	254	232
	14% <sup>bg</sup>	16% <sup>b</sup>	12%	15%	13%	14% <sup>g</sup>	17% <sup>Tg</sup>	7%	13%	15%
6 - (6)	325	89	86	135	15	104	191	30	136	180
	9% <sup>egh</sup>	9%	10%	9%	12%	5%	19% <sup>Teg</sup>	6%	7%	12% <sup>Th</sup>
5 - (5)	341	90	95	147	9	71	218	52	108	227
	10% <sup>eh</sup>	9%	11%	10%	7%	4%	22% <sup>Teg</sup>	11% <sup>e</sup>	6%	15% <sup>Th</sup>
4 - (4)	188	58	50	75	5	37	93	58	49	137
	5% <sup>eh</sup>	6%	6%	5%	4%	2%	9% <sup>Te</sup>	12% <sup>Te</sup>	3%	9% <sup>Th</sup>
3 - (3)	133	49	31	54	-	20	59	54	35	97
	4% <sup>deh</sup>	5% <sup>d</sup>	3% <sup>d</sup>	4% <sup>d</sup>	-	1%	6% <sup>Te</sup>	11% <sup>Ter</sup>	2%	6% <sup>Th</sup>
2 - (2)	76	14	17	41	4	2	21	52	18	58
	2% <sup>deh</sup>	1%	2%	3% <sup>a</sup>	4%	*	2% <sup>ee</sup>	11% <sup>Tef</sup>	1%	4% <sup>Th</sup>
1 - Extremely dissatisfied (1)	150	60	23	58	9	5	23	122	25	120
	4% <sup>befh</sup>	6% <sup>Tb</sup>	3%	4%	8% <sup>b</sup>	*	2% <sup>ee</sup>	25% <sup>Ter</sup>	1%	8% <sup>Th</sup>
Not applicable	27	3	9	10	5	13	10	5	15	7
	1% <sup>a</sup>	*	1%	1%	4% <sup>Tabc</sup>	1%	1%	1%	1%	*
NET: Dissatisfied (1-3)	359	123	70	152	13	27	103	229	78	276
	10% <sup>befh</sup>	12% <sup>Tb</sup>	8%	10%	11%	1%	10% <sup>ee</sup>	48% <sup>Ter</sup>	4%	18% <sup>Th</sup>
NET: Neutral (4-6)	853	237	231	357	28	212	502	140	292	545
	24% <sup>eh</sup>	23%	26%	24%	24%	11%	51% <sup>Teg</sup>	29% <sup>Te</sup>	15%	36% <sup>Th</sup>
NET: Satisfied (7-10)	2244	652	575	944	73	1762	376	106	1552	682
	64% <sup>fg</sup>	64%	65%	61%	61%	88% <sup>Tfg</sup>	38% <sup>fg</sup>	22%	80% <sup>Tf</sup>	45%
Mean score	7.05 <sup>fg</sup>	6.92	7.25 <sup>Tac</sup>	7.03	7.04	8.30 <sup>Tfg</sup>	5.95 <sup>g</sup>	4.07	7.98 <sup>Tf</sup>	5.90
Standard error	0.04	0.08	0.08	0.06	0.26	0.04	0.06	0.13	0.05	0.07

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1537	432	313	749	43	856	423	258	845	678
Weighted Base	1559	438	312	765	45*	853	434	272	842	703
Effective base	1404	393	284	687	40	778	387	239	766	626
10 - Extremely satisfied (10)	208	53	51	95	9	193	13	2	179	29
	<b>13%fg</b>	12%	16%	12%	19%	<b>23%Tfg</b>	3%	1%	<b>21%TI</b>	4%
9 - (9)	183	50	45	83	5	161	16	6	144	38
	<b>12%fg</b>	11%	15%	11%	12%	<b>19%Tfg</b>	4%	2%	<b>17%TI</b>	5%
8 - (8)	236	66	54	109	7	191	31	14	169	67
	<b>15%fg</b>	15%	17%	14%	16%	<b>22%Tfg</b>	7%	5%	<b>20%TI</b>	9%
7 - (7)	231	62	43	121	5	155	70	6	134	95
	<b>15%g</b>	14%	14%	16%	12%	<b>18%Tg</b>	<b>16%g</b>	2%	16%	13%
6 - (6)	158	35	34	87	2	69	75	14	70	87
	<b>10%egh</b>	8%	11%	11%	4%	8%	<b>17%Teg</b>	5%	8%	<b>12%Th</b>
5 - (5)	162	49	29	79	6	39	102	21	57	104
	<b>10%eh</b>	11%	9%	10%	12%	5%	<b>24%Teg</b>	8%	7%	<b>15%Th</b>
4 - (4)	97	35	12	47	4	20	47	30	30	68
	<b>6%eh</b>	<b>8%b</b>	4%	6%	8%	2%	<b>11%Te</b>	<b>11%Te</b>	4%	<b>10%Th</b>
3 - (3)	88	22	14	52	-	9	37	42	20	68
	<b>6%eh</b>	5%	5%	7%	-	1%	<b>8%Te</b>	<b>15%Te</b>	2%	<b>10%Th</b>
2 - (2)	72	19	13	36	4	7	22	43	22	48
	<b>5%eh</b>	4%	4%	5%	8%	1%	<b>5%e</b>	<b>16%Te</b>	3%	<b>7%Th</b>
1 - Extremely dissatisfied (1)	118	47	12	56	4	6	21	92	16	101
	<b>8%beh</b>	<b>11%Tb</b>	4%	<b>7%b</b>	8%	1%	<b>5%e</b>	<b>34%Te</b>	2%	<b>14%Th</b>
Not applicable	5	1	3	*	-	1	3	1	3	1
	*c	*	<b>1%Tc</b>	*	-	*	1%	1%	*	*
NET: Dissatisfied (1-3)	278	87	40	144	7	22	79	177	57	217
	<b>18%beh</b>	<b>20%b</b>	13%	<b>19%b</b>	17%	3%	<b>18%e</b>	<b>65%Te</b>	7%	<b>31%Th</b>
NET: Neutral (4-6)	417	118	75	213	11	129	224	65	156	258
	<b>27%eh</b>	27%	24%	28%	24%	15%	<b>51%Teg</b>	<b>24%e</b>	19%	<b>37%Th</b>
NET: Satisfied (7-10)	859	231	193	408	26	701	129	29	626	228
	<b>55%fg</b>	53%	<b>62%Tac</b>	53%	59%	<b>82%Tfg</b>	<b>30%g</b>	11%	<b>74%TI</b>	32%
Mean score	<b>6.38fg</b>	6.15	<b>6.91T ac</b>	6.28	6.54	<b>7.91Tfg</b>	<b>5.38g</b>	3.13	<b>7.52TI</b>	5.03
Standard error	0.07	0.14	0.14	0.10	0.45	0.06	0.10	0.14	0.08	0.10

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	498	151	148	171	27	475	17	6	439	56
		14% <sup>cf</sup> gi	15% <sup>c</sup>	17% <sup>Tc</sup>	12%	23% <sup>Tac</sup>	24% <sup>Tfg</sup>	2%	23% <sup>TI</sup>	4%
9 - (9)	420	122	129	159	9	378	27	14	325	92
		12% <sup>fg</sup>	12%	15% <sup>Tcd</sup>	11%	19% <sup>Tfg</sup>	3%	3%	17% <sup>TI</sup>	6%
8 - (8)	530	138	126	245	21	456	63	12	386	139
		15% <sup>fg</sup>	14%	17% <sup>Ta</sup>	18%	23% <sup>Tfg</sup>	6% <sup>g</sup>	2%	20% <sup>TI</sup>	9%
7 - (7)	488	138	114	221	15	339	129	21	266	219
		14% <sup>g</sup>	14%	13%	15%	17% <sup>Tfg</sup>	13% <sup>g</sup>	4%	14%	14%
6 - (6)	372	121	88	155	9	140	209	23	182	188
		11% <sup>egh</sup>	12%	11%	7%	7%	21% <sup>Teg</sup>	5%	9%	12% <sup>Th</sup>
5 - (5)	366	97	104	151	15	105	217	44	146	214
		11% <sup>eh</sup>	10%	12%	10%	5%	22% <sup>Teg</sup>	9% <sup>e</sup>	8%	14% <sup>Th</sup>
4 - (4)	263	79	58	123	3	63	148	52	70	189
		8% <sup>deh</sup>	8% <sup>d</sup>	7%	8% <sup>d</sup>	3%	15% <sup>Teg</sup>	11% <sup>Te</sup>	4%	13% <sup>Th</sup>
3 - (3)	192	53	48	86	5	28	89	75	54	135
		6% <sup>eh</sup>	5%	5%	6%	1%	9% <sup>Te</sup>	16% <sup>TeI</sup>	3%	9% <sup>Th</sup>
2 - (2)	126	33	30	60	3	7	49	70	26	99
		4% <sup>eh</sup>	3%	3%	4%	*	5% <sup>Te</sup>	15% <sup>TeI</sup>	1%	7% <sup>Th</sup>
1 - Extremely dissatisfied (1)	208	75	31	92	9	12	38	158	33	171
		6% <sup>befh</sup>	7% <sup>Tb</sup>	4%	6% <sup>b</sup>	1%	4% <sup>e</sup>	33% <sup>TeI</sup>	2%	11% <sup>Th</sup>
Not applicable	20	8	7	1	4	12	4	4	9	7
		1% <sup>c</sup>	1% <sup>c</sup>	1% <sup>c</sup>	*	1%	*	1%	*	*
NET: Dissatisfied (1-3)	526	161	110	238	17	47	176	303	113	406
		15% <sup>befh</sup>	16% <sup>b</sup>	12%	16% <sup>b</sup>	2%	18% <sup>Te</sup>	63% <sup>TeI</sup>	6%	27% <sup>Th</sup>
NET: Neutral (4-6)	1001	297	250	428	27	308	574	119	398	592
		29% <sup>eh</sup>	29%	28%	29%	15%	58% <sup>Teg</sup>	25% <sup>e</sup>	21%	39% <sup>Th</sup>
NET: Satisfied (7-10)	1937	550	518	796	73	1647	237	53	1416	506
		56% <sup>fg</sup>	54%	59% <sup>T</sup>	54%	82% <sup>Tfg</sup>	24% <sup>g</sup>	11%	73% <sup>TI</sup>	33%
Mean score	6.52 <sup>cf</sup> gi	6.46	6.81 <sup>Tac</sup>	6.36	6.88 <sup>c</sup>	7.94 <sup>Tfg</sup>	5.23 <sup>g</sup>	3.20	7.58 <sup>TI</sup>	5.17
Standard error	0.04	0.09	0.08	0.07	0.26	0.04	0.06	0.11	0.05	0.07

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	517	151	146	193	27	496	17	4	484	32
	15% <b>cf</b>	15%	16% <b>c</b>	13%	23% <b>Tac</b>	25% <b>Tf</b>	2%	1%	25% <b>Ti</b>	2%
9 - (9)	447	135	107	190	15	416	23	8	366	78
	13% <b>fg</b>	13%	12%	13%		21% <b>Tf</b>	2%	2%	19% <b>Ti</b>	5%
8 - (8)	584	173	164	225	22	489	79	16	405	176
	17% <b>fg</b>	17%	18%	15%	19%	24% <b>Tf</b>	8% <b>g</b>	3%	21% <b>Ti</b>	12%
7 - (7)	462	123	112	217	11	307	140	15	257	202
	13% <b>g</b>	12%	13%	15% <b>T</b>	9%	15% <b>Tg</b>	14% <b>g</b>	3%	13%	13%
6 - (6)	350	100	100	142	8	147	182	20	150	197
	10% <b>egh</b>	10%	11%	10%	7%	7% <b>g</b>	18% <b>Teg</b>	4%	8%	13% <b>Th</b>
5 - (5)	386	97	104	169	17	85	253	48	134	245
	11% <b>eh</b>	10%	12%	12%	14%	4%	26% <b>Teg</b>	10% <b>e</b>	7%	16% <b>Th</b>
4 - (4)	220	71	43	102	4	29	151	40	54	161
	6% <b>beh</b>	7%	5%	7%	4%	1%	15% <b>Teg</b>	8% <b>e</b>	3%	11% <b>Th</b>
3 - (3)	176	59	48	66	3	22	85	68	35	138
	5% <b>eh</b>	6%	5%	5%	2%	1%	9% <b>Te</b>	14% <b>Te</b>	2%	9% <b>Th</b>
2 - (2)	129	28	30	66	5	9	29	92	21	104
	4% <b>eh</b>	3%	3%	5% <b>Ta</b>	4%	*	3% <b>e</b>	19% <b>Te</b>	1%	7% <b>Th</b>
1 - Extremely dissatisfied (1)	199	76	30	89	5	5	28	166	25	173
	6% <b>beh</b>	7% <b>Tb</b>	3%	6% <b>b</b>	4%	*	3% <b>e</b>	35% <b>Te</b>	1%	11% <b>Th</b>
Not applicable	13	5	2	3	3	8	4	1	5	5
	*	*	*	*	2% <b>Tbc</b>	*	*	*	*	*
NET: Dissatisfied (1-3)	504	163	108	221	13	36	142	326	81	414
	14% <b>beh</b>	16% <b>b</b>	12%	15%	11%	2%	14% <b>e</b>	68% <b>Te</b>	4%	27% <b>Th</b>
NET: Neutral (4-6)	956	267	247	413	29	261	586	108	338	603
	27% <b>egh</b>	26%	28%	28%	24%	13%	59% <b>Teg</b>	23% <b>e</b>	17%	40% <b>Th</b>
NET: Satisfied (7-10)	2010	581	528	825	76	1708	259	43	1512	487
	58% <b>fg</b>	57%	60%	56%	63%	85% <b>Tf</b>	26% <b>g</b>	9%	78% <b>Ti</b>	32%
Mean score	6.63 <b>cf</b>	6.56	6.84 <b>Tac</b>	6.50	7.13 <b>Tac</b>	8.12 <b>Tf</b>	5.36 <b>g</b>	2.98	7.83 <b>Ti</b>	5.11
Standard error	0.04	0.09	0.08	0.07	0.24	0.04	0.06	0.10	0.05	0.06

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	777	220	190	333	34	685	60	32	636	139
	22%fgj	22%	21%	23%	28%	34%Tfg	6%	7%	33%TI	9%
9 - (9)	538	151	139	229	20	428	87	23	369	165
	15%fgj	15%	16%	16%	16%	21%Tfg	9%g	5%	19%TI	11%
8 - (8)	611	169	158	267	17	419	139	53	377	229
	18%fgj	17%	18%	18%	14%	21%Tfg	14%	11%	19%TI	15%
7 - (7)	474	131	129	199	14	239	191	44	220	249
	14%egh	13%	15%	14%	12%	12%	19%Teg	9%	11%	16%Th
6 - (6)	346	121	84	132	10	123	165	58	133	208
	10%eh	12%Tc	10%	9%	8%	6%	17%Teg	12%e	7%	14%Th
5 - (5)	274	80	70	115	8	48	167	59	77	192
	8%eh	8%	8%	8%	6%	2%	17%Teg	12%Te	4%	13%Th
4 - (4)	154	44	36	70	4	25	86	44	38	114
	4%eh	4%	4%	5%	4%	1%	9%Te	9%Te	2%	8%Th
3 - (3)	111	38	32	39	3	12	51	48	33	77
	3%eh	4%	4%	3%	3%	1%	5%Te	10%Te	2%	5%Th
2 - (2)	64	16	24	22	2	6	19	40	13	51
	2%eh	2%	3%T	2%	2%	*	2%e	8%Te	1%	3%Th
1 - Extremely dissatisfied (1)	85	31	16	35	3	6	14	66	17	67
	2%efh	3%	2%	2%	3%	*	1%e	14%Te	1%	4%Th
Not applicable	49	15	7	22	5	22	13	14	25	19
	1%	1%	1%	1%	4%Tab	1%	1%	3%Te	1%	1%
NET: Dissatisfied (1-3)	261	84	72	96	8	24	84	153	63	195
	7%eh	8%	8%	7%	7%	1%	8%e	32%Te	3%	13%Th
NET: Neutral (4-6)	774	245	191	317	22	196	418	160	247	515
	22%eh	24%	22%	22%	18%	10%	42%Teg	33%Te	13%	34%Th
NET: Satisfied (7-10)	2399	671	615	1028	85	1771	477	152	1602	781
	69%afgj	66%	70%	70%a	71%	88%Tfg	48%fg	32%	83%TI	52%
Mean score	7.40fgj	7.30	7.37	7.47	7.68	8.47Tfg	6.34g	5.08	8.22TI	6.38
Standard error	0.04	0.08	0.08	0.06	0.22	0.04	0.07	0.13	0.04	0.06

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	645	196	163	254	32	606	25	14	566	76
	19% <b>fg</b>	19%	18%	17%	27% <b>Tbc</b>	30% <b>Tfg</b>	3%	3%	29% <b>Tf</b>	5%
9 - (9)	502	137	133	212	20	436	52	13	379	120
	14% <b>fg</b>	13%	15%	15%		22% <b>Tfg</b>	5% <b>g</b>		20% <b>Tf</b>	8%
8 - (8)	605	157	183	250	15	461	121	22	375	224
	17% <b>fg</b>	15%	21% <b>Tacd</b>	17%	12%	23% <b>Tfg</b>	12% <b>g</b>	5%	19% <b>Tf</b>	15%
7 - (7)	460	136	109	207	9	262	171	28	255	204
	13% <b>g</b>	13%	12%	14% <b>d</b>	7%	13% <b>g</b>	17% <b>Teg</b>	6%	13%	14%
6 - (6)	338	90	93	145	11	110	197	31	133	199
	10% <b>egh</b>	9%	11%	10%	9%	5%	20% <b>Teg</b>	7%	7%	13% <b>Th</b>
5 - (5)	302	92	75	123	12	59	192	51	84	214
	9% <b>eh</b>	9%	8%	8%	10%	3%	19% <b>Teg</b>	11% <b>e</b>	4%	14% <b>Th</b>
4 - (4)	178	59	41	73	5	30	100	48	43	134
	5% <b>eh</b>	6%	5%	5%	4%	2%	10% <b>Te</b>	10% <b>Te</b>	2%	9% <b>Th</b>
3 - (3)	154	49	35	68	2	14	66	74	39	112
	4% <b>eh</b>	5%	4%	5%	2%	1%	7% <b>Te</b>	15% <b>Te</b>	2%	7% <b>Th</b>
2 - (2)	94	25	26	39	4	4	26	64	16	75
	3% <b>eh</b>	2%	3%	3%	3%	*	3% <b>e</b>	13% <b>Te</b>	1%	5% <b>Th</b>
1 - Extremely dissatisfied (1)	148	60	21	63	4	6	21	121	27	120
	4% <b>befh</b>	6% <b>Tb</b>	2%	4% <b>b</b>	4%	*	2% <b>e</b>	25% <b>Te</b>	1%	8% <b>Th</b>
Not applicable	58	16	7	28	6	23	21	13	21	32
	2% <b>befh</b>	2%	1%	2% <b>b</b>	5% <b>Tabc</b>	1%	2% <b>e</b>	3% <b>e</b>	1%	2% <b>h</b>
NET: Dissatisfied (1-3)	396	134	82	171	10	24	113	259	82	307
	11% <b>befh</b>	13% <b>Tb</b>	9%	12%	8%	1%	11% <b>e</b>	54% <b>Te</b>	4%	20% <b>Th</b>
NET: Neutral (4-6)	818	240	209	341	28	200	488	130	259	547
	23% <b>eh</b>	24%	24%	23%	24%	10%	49% <b>Teg</b>	27% <b>e</b>	13%	36% <b>Th</b>
NET: Satisfied (7-10)	2211	626	587	923	75	1765	369	77	1574	624
	63% <b>fg</b>	62%	66% <b>Ta</b>	63%	63%	88% <b>Tfg</b>	37% <b>g</b>	16%	81% <b>Tf</b>	41%
Mean score	7.03 <b>fg</b>	6.89	7.20 <b>Tac</b>	6.98	7.42	8.37 <b>Tfg</b>	5.87 <b>g</b>	3.73	8.05 <b>Tf</b>	5.73
Standard error	0.04	0.08	0.08	0.07	0.24	0.04	0.06	0.12	0.05	0.07

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	559	163	161	209	26	529	23	6	495	61
	16% <sup>c</sup> <sub>fg</sub>	16%	18% <sup>c</sup>	14%	22% <sup>c</sup>	26% <sup>T</sup> <sub>fg</sub>	2%	1%	26% <sup>T</sup> <sub>h</sub>	4%
9 - (9)	453	123	124	194	12	397	43	13	341	110
	13% <sup>c</sup> <sub>fg</sub>	12%	14%	13%	10%	20% <sup>T</sup> <sub>fg</sub>	4%	3%	18% <sup>T</sup> <sub>h</sub>	7%
8 - (8)	568	156	150	241	21	455	96	18	385	180
	16% <sup>c</sup> <sub>fg</sub>	15%	17%	16%	18%	23% <sup>T</sup> <sub>fg</sub>	10% <sup>g</sup>	4%	20% <sup>T</sup> <sub>h</sub>	12%
7 - (7)	469	140	117	200	12	294	149	27	269	197
	13% <sup>c</sup> <sub>g</sub>	14%	13%	14%	10%	15% <sup>T</sup> <sub>g</sub>	15% <sup>g</sup>	6%	14%	13%
6 - (6)	375	105	115	143	12	140	197	38	153	213
	11% <sup>c</sup> <sub>gh</sub>	10%	13% <sup>T</sup> <sub>c</sub>	10%	10%	7%	20% <sup>T</sup> <sub>eg</sub>	8%	8%	14% <sup>T</sup> <sub>h</sub>
5 - (5)	330	92	83	144	12	82	202	47	103	223
	9% <sup>c</sup> <sub>eh</sub>	9%	9%	10%	10%	4%	20% <sup>T</sup> <sub>eg</sub>	10% <sup>e</sup>	5%	15% <sup>T</sup> <sub>h</sub>
4 - (4)	206	68	49	84	5	46	118	42	60	143
	6% <sup>c</sup> <sub>eh</sub>	7%	6%	6%	4%	2%	12% <sup>T</sup> <sub>eg</sub>	9% <sup>T</sup> <sub>e</sub>	3%	10% <sup>T</sup> <sub>h</sub>
3 - (3)	171	47	36	86	3	17	73	81	39	131
	5% <sup>c</sup> <sub>eh</sub>	5%	4%	6% <sup>T</sup>	2%	1%	7% <sup>T</sup> <sub>e</sub>	17% <sup>T</sup> <sub>eh</sub>	2%	9% <sup>T</sup> <sub>h</sub>
2 - (2)	113	41	15	54	4	8	37	67	27	85
	3% <sup>c</sup> <sub>beh</sub>	4% <sup>b</sup>	2%	4% <sup>b</sup>	3%	*	4% <sup>e</sup>	14% <sup>T</sup> <sub>eh</sub>	1%	6% <sup>T</sup> <sub>h</sub>
1 - Extremely dissatisfied (1)	151	58	29	60	3	7	26	118	23	126
	4% <sup>c</sup> <sub>efh</sub>	6% <sup>T</sup> <sub>b</sub>	3%	4%	3%	*	3% <sup>e</sup>	25% <sup>T</sup> <sub>eh</sub>	1%	8% <sup>T</sup> <sub>h</sub>
Not applicable	87	24	7	47	9	39	27	21	43	39
	3% <sup>c</sup> <sub>be</sub>	2% <sup>b</sup>	1%	3% <sup>T</sup> <sub>b</sub>	8% <sup>T</sup> <sub>abc</sub>	2%	3%	4% <sup>T</sup> <sub>e</sub>	2%	3%
NET: Dissatisfied (1-3)	435	146	79	200	10	32	137	266	89	342
	12% <sup>c</sup> <sub>beh</sub>	14% <sup>T</sup> <sub>b</sub>	9%	14% <sup>b</sup>	8%	2%	14% <sup>e</sup>	56% <sup>T</sup> <sub>eh</sub>	5%	23% <sup>T</sup> <sub>h</sub>
NET: Neutral (4-6)	911	265	246	371	29	267	517	127	316	580
	26% <sup>c</sup> <sub>eh</sub>	26%	28%	25%	24%	13%	52% <sup>T</sup> <sub>eg</sub>	26% <sup>e</sup>	16%	38% <sup>T</sup> <sub>h</sub>
NET: Satisfied (7-10)	2050	581	552	844	72	1675	310	64	1489	549
	59% <sup>c</sup> <sub>fg</sub>	57%	62% <sup>T</sup> <sub>ac</sub>	58%	60%	83% <sup>T</sup> <sub>fg</sub>	31% <sup>g</sup>	13%	77% <sup>T</sup> <sub>h</sub>	36%
Mean score	6.81 <sup>a</sup> <sub>fg</sub>	6.65	7.07 <sup>T</sup> <sub>ac</sub>	6.72	7.23 <sup>a</sup>	8.14 <sup>T</sup> <sub>fg</sub>	5.61 <sup>g</sup>	3.58	7.84 <sup>T</sup> <sub>h</sub>	5.50
Standard error	0.04	0.08	0.08	0.07	0.23	0.04	0.06	0.11	0.05	0.06

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	494	147	158	168	21	455	30	9	445	48
		14% <sup>c</sup> <sub>f</sub> <sup>g</sup>	14% <sup>c</sup>	18% <sup>T</sup> <sub>c</sub>	12%	23% <sup>T</sup> <sub>f</sub> <sup>g</sup>	3%	2%	23% <sup>T</sup> <sub>h</sub>	3%
9 - (9)	383	118	129	126	9	332	38	12	289	91
		11% <sup>c</sup> <sub>f</sub> <sup>g</sup>	12% <sup>c</sup>	15% <sup>T</sup> <sub>c</sub> <sup>d</sup>	9%	17% <sup>T</sup> <sub>f</sub> <sup>g</sup>	4%	3%	15% <sup>T</sup> <sub>h</sub>	6%
8 - (8)	463	132	133	182	16	350	89	24	311	147
		13% <sup>f<sup>g</sup></sup>	13%	15%	12%	17% <sup>T</sup> <sub>f</sub> <sup>g</sup>	9% <sup>g</sup>	5%	16% <sup>T</sup> <sub>h</sub>	10%
7 - (7)	391	119	113	148	11	263	109	18	239	149
		11% <sup>g</sup>	12%	13%	10%	13% <sup>T</sup> <sub>f</sub> <sup>g</sup>	11% <sup>g</sup>	4%	12% <sup>T</sup> <sub>h</sub>	10%
6 - (6)	322	97	83	130	12	139	160	23	135	181
		9% <sup>e</sup> <sub>g</sub> <sup>h</sup>	10%	9%	9%	7%	16% <sup>T</sup> <sub>e</sub> <sup>g</sup>	5%	7%	12% <sup>T</sup> <sub>h</sub>
5 - (5)	316	88	88	127	13	115	164	37	132	180
		9% <sup>e</sup> <sub>h</sub>	9%	10%	9%	6%	17% <sup>T</sup> <sub>e</sub> <sup>g</sup>	8%	7%	12% <sup>T</sup> <sub>h</sub>
4 - (4)	209	62	51	92	4	65	105	39	67	140
		6% <sup>e</sup> <sub>h</sub>	6%	6%	3%	3%	11% <sup>T</sup> <sub>e</sub>	8% <sup>T</sup> <sub>e</sub>	3%	9% <sup>T</sup> <sub>h</sub>
3 - (3)	157	40	27	85	4	44	74	39	47	107
		5% <sup>e</sup> <sub>h</sub>	4%	3%	6% <sup>T</sup> <sub>a</sub> <sup>b</sup>	2%	8% <sup>T</sup> <sub>e</sub>	8% <sup>T</sup> <sub>e</sub>	2%	7% <sup>T</sup> <sub>h</sub>
2 - (2)	141	43	27	71	*	31	58	51	40	101
		4% <sup>e</sup> <sub>h</sub>	4% <sup>d</sup>	3%	5% <sup>b</sup> <sub>d</sub>	2%	6% <sup>T</sup> <sub>e</sub>	11% <sup>T</sup> <sub>e</sub> <sup>f</sup>	2%	7% <sup>T</sup> <sub>h</sub>
1 - Extremely dissatisfied (1)	385	112	52	208	12	64	118	203	80	300
		11% <sup>e</sup> <sub>h</sub>	11% <sup>b</sup>	6%	14% <sup>T</sup> <sub>a</sub> <sup>b</sup>	3%	12% <sup>e</sup>	42% <sup>T</sup> <sub>e</sub>	4%	20% <sup>T</sup> <sub>h</sub>
Not applicable	221	57	23	124	17	154	45	21	151	64
		6% <sup>b</sup> <sub>f</sub>	6% <sup>b</sup>	3%	8% <sup>T</sup> <sub>a</sub> <sup>b</sup>	8% <sup>T</sup> <sub>f</sub> <sup>g</sup>	5%	4%	8% <sup>T</sup> <sub>h</sub>	4%
NET: Dissatisfied (1-3)	684	196	106	365	17	140	250	294	167	509
		20% <sup>e</sup> <sub>h</sub>	19% <sup>b</sup>	12%	25% <sup>T</sup> <sub>a</sub> <sup>b<sup>d</sup></sup>	7%	25% <sup>T</sup> <sub>e</sub>	61% <sup>T</sup> <sub>e</sub> <sup>f</sup>	9%	34% <sup>T</sup> <sub>h</sub>
NET: Neutral (4-6)	847	246	222	349	30	319	428	100	335	501
		24% <sup>e</sup> <sub>h</sub>	24%	25%	24%	16%	43% <sup>T</sup> <sub>e</sub> <sup>g</sup>	21% <sup>e</sup>	17%	33% <sup>T</sup> <sub>h</sub>
NET: Satisfied (7-10)	1732	517	534	625	56	1401	267	64	1285	436
		50% <sup>c</sup> <sub>f</sub> <sup>g</sup>	51% <sup>c</sup>	60% <sup>T</sup> <sub>a</sub> <sup>c<sup>d</sup></sup>	43%	70% <sup>T</sup> <sub>f</sub> <sup>g</sup>	27% <sup>g</sup>	13%	66% <sup>T</sup> <sub>h</sub>	29%
Mean score		6.23 <sup>c</sup> <sub>f</sub> <sup>g</sup>	6.27 <sup>c</sup>	6.88 <sup>T</sup> <sub>a</sub> <sup>c</sup>	5.75	7.59 <sup>T</sup> <sub>f</sub> <sup>g</sup>	5.05 <sup>g</sup>	3.13	7.42 <sup>T</sup> <sub>h</sub>	4.77
Standard error		0.05	0.09	0.08	0.28	0.05	0.08	0.12	0.06	0.07

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



## Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 19

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
10 - Extremely satisfied (10)	711	189 20%Tfg	207 23%TAc	279 19%	36 30%TAc	653 32%Tfg	46 5%	12 2%	621 32%TI	89 6%
9 - (9)	486	149 14%Tfg	116 13%	202 14%	19 16%	413 21%Tfg	55 6%	18 4%	360 19%TI	123 8%
8 - (8)	582	160 17%Tfg	143 16%	263 18%	15 13%	427 21%Tfg	130 13%	24 5%	373 19%TI	205 14%
7 - (7)	473	133 14%g	119 13%	212 14%T	9 8%	269 13%g	168 17%Teg	36 7%	244 13%	223 15%
6 - (6)	359	103 10%eh	98 10%	145 10%	13 11%	120 6%	195 20%Teg	44 9%e	144 7%	208 14%Th
5 - (5)	298	82 9%eh	84 8%	122 8%	10 8%	57 3%	188 19%Teg	53 11%e	93 5%	200 13%Th
4 - (4)	189	60 5%eh	50 6%	77 5%	2 2%	35 2%	95 10%Te	59 12%Te	34 2%	155 10%Th
3 - (3)	134	40 4%beh	22 4%	67 5%b	4 4%	13 1%	58 6%Te	62 13%Tel	21 1%	112 7%Th
2 - (2)	76	31 2%eh	18 2%	26 2%	2 2%	4 *	24 2%e	48 10%Tel	14 1%	60 4%Th
1 - Extremely dissatisfied (1)	138	54 4%beh	21 5%Tb	57 4%	6 5%	6 *	18 2%e	114 24%Tel	18 1%	119 8%Th
Not applicable	37	15 1%	6 1%	12 1%	4 3%Tbc	15 1%	14 1%	9 2%e	16 1%	16 1%
NET: Dissatisfied (1-3)	348	124 10%beh	61 7%	151 10%b	12 10%	23 1%	101 10%e	225 47%Tel	53 3%	291 19%Th
NET: Neutral (4-6)	846	245 24%eh	232 26%	344 24%	25 21%	213 11%	478 48%Teg	156 33%Te	271 14%	563 37%Th
NET: Satisfied (7-10)	2251	631 65%Tfg	586 62%	955 65%	79 66%	1763 88%Tfg	399 40%g	90 19%	1597 82%TI	640 42%
Mean score	7.12aTfg	6.94	7.32TAc	7.10	7.50a	8.38Tfg	6.04g	4.01	8.18TI	5.79
Standard error	0.04	0.08	0.08	0.06	0.24	0.04	0.06	0.12	0.04	0.06

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Courtesy and politeness of advisors	2399	671	615	1028	85	1771	477	152	1602	781
	65% <i>f g </i>	66%	70%	70% <i>a</i>	71%	88% <i>T g</i>	48% <i>g</i>	32%	83% <i>T </i>	52%
Willingness to help resolve your issue	2251	631	586	955	79	1763	399	90	1597	640
	65% <i>f g </i>	62%	66%	65%	66%	88% <i>T g</i>	40% <i>g</i>	19%	82% <i>T </i>	42%
Ease of finding provider contact details	2244	652	575	944	73	1762	376	106	1552	682
	64% <i>f g </i>	64%	65%	65%	61%	88% <i>T g</i>	38% <i>g</i>	22%	80% <i>T </i>	45%
Advisor doing what they said they would do	2211	626	587	923	75	1765	369	77	1574	624
	63% <i>f g </i>	62%	66% <i>Ta</i>	63%	63%	88% <i>T g</i>	37% <i>g</i>	16%	81% <i>T </i>	41%
Logging of query details to avoid having to repeat yourself	2050	581	552	844	72	1675	310	64	1489	549
	59% <i>f g </i>	57%	62% <i>Tac</i>	58%	60%	83% <i>T g</i>	31% <i>g</i>	13%	77% <i>T </i>	36%
Getting the issue resolved to your satisfaction	2010	581	528	825	76	1708	259	43	1512	487
	58% <i>f g </i>	57%	60%	56%	63%	85% <i>T g</i>	26% <i>g</i>	9%	78% <i>T </i>	32%
The time taken to handle your issue	1937	550	518	796	73	1647	237	53	1416	506
	56% <i>f g </i>	54%	59% <i>T</i>	54%	61%	82% <i>T g</i>	24% <i>g</i>	11%	73% <i>T </i>	33%
Offering compensation or a goodwill payment	1732	517	534	625	56	1401	267	64	1285	436
	50% <i>c f g </i>	51% <i>c</i>	60% <i>Tac </i>	43%	47%	70% <i>T g</i>	27% <i>g</i>	13%	66% <i>T </i>	29%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Completely resolved	1937	570	509	793	65	1510	339	88	1937	-
		56%fg	56%	58%	54%	75%Tfg	34%g		100%Tl	
Partly resolved	1162	325	318	487	32	454	527	181	-	1162
		33%eh	32%	36%	26%	23%	53%Teg	38%Te	-	77%Th
Not resolved at all	348	111	52	171	14	41	105	203	-	348
		10%beh	11%b	6%	12%Tb	12%b	2%	11%e	42%Tel	23%Th
Don't know	36	10	5	12	9	9	20	7	-	-
		1%ehi	1%	1%	1%	8%Tabc	*	2%Te	2%e	

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Yes	1532	472	409	596	55	1265	221	46	1532	-
		44% <i>cf</i> <i>g</i>	46% <i>c</i>	46% <i>c</i>		63% <i>Tf</i> <i>g</i>	22% <i>g</i>	10%	79% <i>T</i> <i>h</i>	-
No	390	91	99	191	9	235	113	41	390	-
		11% <i>a</i>	9%	11%	13% <i>Ta</i>	7%	12%	11%	9%	20% <i>T</i> <i>h</i>
Don't know	15	7	2	5	*	10	5	*	15	-
		* <i>i</i>	1%	*	*	*	*	*	1% <i>T</i> <i>h</i>	-

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1945	572	516	790	67	1522	340	83	1945	-
Weighted Base	1937	570	509	793	65*	1510	339	88*	1937	-**
Effective base	1760	516	466	717	61	1377	307	76	1760	-
Yes	1532	472	409	596	55	1265	221	46	1532	-
		<b>79%<i>c</i>f<sub>g</sub></b>	<b>83%<i>T</i>c</b>	<b>80%<i>c</i></b>		<b>84%<i>T</i>f<sub>e</sub></b>	<b>65%<i>g</i></b>		79%	-
No	390	91	99	191	9	235	113	41	390	-
		<b>20%<i>a</i>e</b>	16%	<b>24%<i>T</i>a</b>	14%	16%	<b>33%<i>T</i>e</b>	<b>47%<i>T</i>e<sub>f</sub></b>	20%	-
Don't know	15	7	2	5	*	10	5	*	15	-
	<b>1%</b>	1%	*	1%	1%	1%	1%	1%	1%	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Issue				Satisfaction			Complaint completely resolved		
	Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	3483	1016	885	1462	120	2013	991	479	1937	1510
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Table 25

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	3483	1016	885	1462	120	2013	991	479	1937	1510
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Issue				Satisfaction			Complaint completely resolved		
	Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	3483	1016	885	1462	120	2013	991	479	1937	1510
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



### 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved		
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502	
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510	
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368	
Employed or self-employed (full-time - 30hrs/wk+)	2113	613	537	914	50	1346	529	238	1299	805	
		61%dfg	60%d	61%d	62%d	67%Tfg	53%	50%	67%TI	53%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	556	163	150	218	25	272	204	80	257	289	
		16%keh	16%	17%	15%	14%	21%Te	17%	13%	19%Th	
Full-time responsibility for the home/family	254	68	90	88	8	111	99	45	109	146	
		7%ceh	7%	10%Tac	6%	5%	10%Te	9%e	6%	10%Th	
Student / under education	124	33	42	42	6	52	54	18	55	65	
		4%keh	3%	5%Tc	3%	3%	5%Te	4%	3%	4%h	
Not working	224	85	38	87	14	131	55	38	119	96	
		6%b	8%Tbc	4%	6%	7%	6%	8%	6%	6%	
Retired	212	54	28	113	17	102	50	60	99	110	
		6%beh	5%b	3%	8%Tab	14%Tabc	5%	5%	13%Tef	5%	7%Th
NET: Employed	2669	776	687	1132	75	1618	733	318	1555	1094	
		77%dfg	76%d	76%d	77%d	62%	60%Tfg	74%g	66%	60%TI	72%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Up to 10,399 Pounds	235	74	59	85	17	120	77	39	115	117
	7% <sup>eh</sup>	7%	7%	6%	14% <sup>Tabc</sup>	6%	8%	8%	6%	8% <sup>Th</sup>
10,400-15,599 Pounds	304	101	78	116	9	154	110	41	148	153
	9% <sup>eh</sup>	10%	9%	8%	7%	8%	11% <sup>Te</sup>	8%	8%	10% <sup>Th</sup>
15,600-25,999 Pounds	488	147	113	208	19	263	158	67	258	227
	14%	15%	13%	14%	16%	13%	16% <sup>Te</sup>	14%	13%	15%
26,000-36,399 Pounds	689	218	178	271	22	374	202	113	353	331
	20% <sup>eh</sup>	21%	20%	19%	18%	19%	20%	24% <sup>Te</sup>	18%	22% <sup>Th</sup>
36,400-51,999 Pounds	732	204	201	311	15	435	189	107	393	335
	21% <sup>d</sup>	20%	23% <sup>d</sup>	21% <sup>d</sup>	13%	22%	19%	22%	20%	22%
52,000+	923	243	229	427	23	620	210	92	618	298
	26% <sup>afgi</sup>	24%	26%	29% <sup>Tad</sup>	20%	31% <sup>Tfg</sup>	21%	19%	32% <sup>Tl</sup>	20%
Don't know	37	9	9	14	5	13	19	6	18	13
	1% <sup>ee</sup>	1%	1%	1%	4% <sup>Tabc</sup>	1%	2% <sup>Td</sup>	1%	1%	1%
Would rather not say	75	19	17	30	9	35	26	14	36	35
	2% <sup>ee</sup>	2%	2%	2%	8% <sup>Tabc</sup>	2%	3%	3%	2%	2%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
East Midlands	273	79	71	113	11	154	76	42	149	121
	8%	8%	8%	8%	9%	8%	8%	9%	8%	8%
East of England	224	64	48	105	7	108	77	39	97	125
	6% <sup>eh</sup>	6%	5%	7%	6%	5%	8% <sup>e</sup>	8% <sup>e</sup>	5%	8% <sup>Th</sup>
London	759	216	211	312	21	470	225	64	458	294
	22% <sup>gl</sup>	21%	24%	21%	18%	23% <sup>Tg</sup>	23% <sup>g</sup>	13%	24% <sup>Tl</sup>	19%
North East	174	55	56	59	4	110	39	25	114	59
	5% <sup>ci</sup>	5%	6% <sup>Tc</sup>	4%	4%	5%	4%	5%	6% <sup>Tl</sup>	4%
North West	426	128	124	167	7	235	120	71	228	197
	12% <sup>cd</sup>	13% <sup>d</sup>	14% <sup>d</sup>	11%	6%	12%	12%	15%	12%	13%
Scotland	210	73	37	91	9	115	60	35	105	104
	6% <sup>b</sup>	7% <sup>b</sup>	4%	6% <sup>b</sup>	8%	6%	6%	7%	5%	7%
South East	389	102	94	183	10	221	117	52	200	185
	11%	10%	11%	13% <sup>T</sup>	8%	11%	12%	11%	10%	12%
South West	222	74	52	83	13	134	56	32	125	97
	6%	7%	6%	6%	11% <sup>c</sup>	7%	6%	7%	6%	6%
Ulster / Northern Ireland	45	8	12	19	5	27	16	1	29	15
	1% <sup>g</sup>	1%	1%	1%	4% <sup>Tabc</sup>	1%	2% <sup>g</sup>	*	2%	1%
Wales	143	40	38	59	6	75	43	25	74	66
	4%	4%	4%	4%	5%	4%	4%	5%	4%	4%
West Midlands	366	104	86	160	16	219	95	52	214	146
	11%	10%	10%	11%	13%	11%	10%	11%	11%	10%
Yorks & Humber	252	72	57	112	11	145	67	41	144	101
	7%	7%	6%	8%	9%	7%	7%	8%	7%	7%

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

**Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Woman	1680	516	400	699	65	958	486	235	922	740
	48% <sup>b</sup>	51% <sup>b</sup>	45%	48%	54%	48%	49%	49%	48%	49%
Man	1782	492	479	757	54	1050	496	236	1010	756
	51% <sup>a</sup>	48%	54% <sup>Ta</sup>	52%	45%	52%	50%	49%	52%	50%
Non-binary	13	5	3	5	-	2	6	5	2	11
	* <sup>eh</sup>	1%	*	*	-	*	1% <sup>e</sup>	1% <sup>Te</sup>	*	1% <sup>Th</sup>
Prefer to use my own term	1	-	-	1	-	1	-	-	1	-
	*	-	-	*	-	*	-	-	*	-
Prefer not to say	7	2	3	1	1	2	2	3	2	4
	*	*	*	*	1% <sup>c</sup>	*	*	1%	*	*

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Yes	3386	988	858	1427	113	1981	951	454	1902	1450
		97% <sup>dTfg</sup>	97%	98% <sup>d</sup>	94%	98% <sup>Tfg</sup>	96%	95%	98% <sup>Tf</sup>	96%
No	72	21	18	29	4	22	29	21	26	46
		2% <sup>eh</sup>	2%	2%	3%	1%	3% <sup>Te</sup>	4% <sup>Te</sup>	1%	3% <sup>Th</sup>
Prefer not to say	25	7	8	7	3	10	11	4	9	13
		1% <sup>e</sup>	1%	1%	*	*	1%	1%	*	1%

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

## 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
A	522	154	160	198	10	388	99	35	390	127
		15%fg	18%Tcd	14%	9%	19%Tfg	10%	7%	20%TI	8%
B	969	246	265	442	16	548	281	140	542	422
		28%ad	24%ad	30%ad	30%Tad	13%	27%	28%	29%	28%
C1	748	223	165	330	30	406	222	120	401	339
		21%bc	22%	19%	23%b	25%	20%	22%	25%e	21%
C2	661	194	175	264	28	355	217	89	308	340
		19%ceh	19%	20%	18%	23%	18%	22%Te	19%	16%
D	248	88	49	95	16	134	77	37	121	127
		7%bh	9%Tb	5%	6%	14%Tbc	7%	8%	8%	6%
E	335	112	71	133	20	181	95	59	175	154
		10%	11%b	8%	9%	16%Tbc	9%	10%	12%e	9%
NET: AB	1491	400	425	640	26	936	380	175	931	549
		43%adfgi	39%ad	48%Tad	44%ad	22%	46%Tfg	38%	37%	48%TI
NET: ABC1	2239	623	590	970	56	1342	602	295	1333	889
		64%adfi	61%ad	67%ad	66%Tad	47%	67%Tfg	61%	62%	69%TI
NET: C2DE	1244	393	295	492	64	671	389	184	604	621
		36%ceh	39%Tbc	33%	34%	53%Tabc	33%	39%Te	38%e	31%
NET: DE	583	200	119	228	36	316	172	96	296	281
		17%bh	20%Tbc	13%	16%	30%Tabc	16%	17%	20%e	15%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
A city or large town (including suburbs)	2189	655	580	889	65	1345	587	257	1306	863
		63% <i>cf</i> g	64% <i>d</i>	66% <i>cd</i>		67% <i>Tf</i> g	59%	54%	67% <i>Tf</i>	57%
A small town	968	279	231	413	44	499	318	150	478	481
		28% <i>eh</i>	28%	28%	37% <i>Tab</i>	25%	32% <i>Te</i>	31% <i>e</i>	25%	32% <i>Th</i>
A village, hamlet or isolated dwelling in the countryside	317	78	73	157	9	165	81	70	151	161
		9% <i>eh</i>	8%	8%	11% <i>Ta</i>	8%	8%	15% <i>Tef</i>	8%	11% <i>Th</i>
Prefer not to say	9	3	1	3	2	4	4	1	2	5
	* <i>h</i>	*	*	*	2% <i>Tabc</i>	*	*	*	*	*
NET: Urban	3157	935	812	1302	109	1845	905	407	1784	1344
		91% <i>cf</i> g	92% <i>c</i>	92% <i>c</i>	89%	92% <i>Tg</i>	91% <i>g</i>	85%	92% <i>Tf</i>	89%
NET: Rural	317	78	73	157	9	165	81	70	151	161
		9% <i>eh</i>	8%	8%	11% <i>Ta</i>	8%	8%	15% <i>Tef</i>	8%	11% <i>Th</i>

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Small (1-2 people)	1214	375	278	513	48	658	348	208	645	555
		35% <sup>b</sup>	37% <sup>b</sup>	31%	35%	33%	35%	44% <sup>f</sup>	33%	37% <sup>h</sup>
Medium (3-4 people)	1768	498	470	748	52	1081	484	203	1029	723
		51% <sup>g</sup>	49%	53%	51%	54% <sup>f</sup>	49% <sup>g</sup>	42%	53% <sup>f</sup>	48%
Large (5+ people)	501	142	137	202	19	275	158	68	263	232
		14%	15%	14%	16%	14%	16%	14%	14%	15%

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



### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
1	941	279	244	390	29	576	246	119	540	388
	27%	27%	28%	27%	24%	29%Tf	25%	25%	28%	26%
2	823	229	258	315	21	527	213	82	500	320
	24%cpj	23%	29%Tacd	22%	18%	26%Tfg	22%	17%	26%Tf	21%
3	221	65	69	86	2	129	67	26	123	97
	6%cd	6%cd	8%cd	6%	2%	6%	7%	5%	6%	6%
4	66	21	12	30	3	33	25	8	30	33
	2%	2%	1%	2%	3%	2%	2%	2%	2%	2%
5+	22	5	8	9	-	9	8	5	8	13
	1%	*	1%	1%	-	*	1%	1%	*	1%
No children in household	1410	417	295	634	65	739	431	240	735	658
	40%beh	41%b	33%	43%Tb	54%Tbc	37%	44%Te	50%Tef	38%	44%Th

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
None	18	5	3	7	2	5	10	2	3	14
	1% <sup>ceh</sup>	1%	*	*	2% <sup>Tbc</sup>	*	1% <sup>Te</sup>	*	*	1% <sup>Th</sup>
1	747	240	202	283	23	395	230	123	384	351
	21% <sup>ceh</sup>	24% <sup>c</sup>	23% <sup>c</sup>	19%	19%	20%	23% <sup>Te</sup>	26% <sup>Te</sup>	20%	23% <sup>Th</sup>
2	1976	579	504	840	53	1233	502	240	1182	780
	57% <sup>dfg</sup>	57% <sup>d</sup>	57% <sup>d</sup>	57% <sup>d</sup>	44%	61% <sup>Tfg</sup>	51%	50%	61% <sup>Tf</sup>	52%
3	443	124	97	199	23	235	148	59	225	212
	13% <sup>ceh</sup>	12%	11%	14%	19% <sup>ab</sup>	12%	15% <sup>Te</sup>	12%	12%	14% <sup>h</sup>
4	189	42	44	90	13	95	62	32	87	99
	5% <sup>ceh</sup>	4%	5%	6% <sup>a</sup>	11% <sup>Tab</sup>	5%	6%	7%	4%	7% <sup>Th</sup>
5+	111	27	34	44	6	49	38	23	56	54
	3% <sup>e</sup>	3%	4%	3%	5%	2%	4% <sup>e</sup>	5% <sup>Te</sup>	3%	4%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Most vulnerable	655	193	174	258	29	336	215	104	320	329
	19% <sup>eh</sup>	19%	20%	18%	24%	17%	22% <sup>Te</sup>	22% <sup>e</sup>	17%	22% <sup>Th</sup>
Potentially vulnerable	1464	442	378	600	45	825	434	206	769	683
	42% <sup>h</sup>	43%	43%	41%	38%	41%	44%	43%	40%	45% <sup>Th</sup>
Least vulnerable	1252	353	307	560	31	806	298	149	794	449
	36% <sup>dfg</sup>	35%	35%	38% <sup>Td</sup>	26%	40% <sup>Tf</sup>	30%	31%	41% <sup>Ti</sup>	30%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	3483	1009	904	1452	118	2038	975	470	1945	1502
Weighted Base	3483	1016	885	1462	120	2013	991	479	1937	1510
Effective base	3161	915	815	1323	109	1842	888	430	1760	1368
Universal Credit (and household has other earnings)	619	193	159	236	31	377	169	73	350	262
	18% <sup>c</sup>	19%	18%	16%	26% <sup>Tbc</sup>	19%	17%	15%	18%	17%
Personal Independence Payment (PIP)	398	111	122	155	10	215	116	67	220	175
	11%	11%	14% <sup>Tc</sup>	11%	8%	11%	12%	14%	11%	12%
Employment and Support Allowance (ESA)	364	109	128	119	9	261	78	25	250	110
	10% <sup>c</sup> <sup>g</sup>	11% <sup>c</sup>	14% <sup>Tac</sup>	8%	7%	13% <sup>Tf</sup>	8%	5%	13% <sup>Ti</sup>	7%
Universal Credit (and household has no other earnings)	315	117	91	100	7	198	82	36	180	130
	9% <sup>c</sup>	12% <sup>Tc</sup>	10% <sup>c</sup>	7%	5%	10%	8%	7%	9%	9%
Carer's allowance	295	63	107	115	11	174	94	28	165	128
	8% <sup>ag</sup>	6%	12% <sup>Tac</sup>	8%	9%	9% <sup>g</sup>	9% <sup>g</sup>	6%	8%	8%
Pensions Credit (Guaranteed Credit)	260	76	100	80	4	168	77	15	168	90
	7% <sup>cg</sup>	7%	11% <sup>Tac</sup>	5%	4%	8% <sup>Tg</sup>	8% <sup>g</sup>	3%	9% <sup>Ti</sup>	6%
Income Support	250	84	91	71	5	160	73	17	153	95
	7% <sup>cg</sup>	8% <sup>c</sup>	10% <sup>Tcd</sup>	5%	4%	8% <sup>Tg</sup>	7% <sup>g</sup>	4%	8%	6%
Income-based Jobseeker's Allowance	161	48	58	52	3	115	37	9	107	54
	5% <sup>cg</sup>	5%	7% <sup>Tc</sup>	4%	3%	6% <sup>Tf</sup>	4%	2%	6% <sup>Ti</sup>	4%
Pensions Credit (no Guaranteed Credit)	153	41	62	46	3	100	39	14	96	56
	4% <sup>c</sup>	4%	7% <sup>Tac</sup>	3%	3%	5%	4%	3%	5%	4%
NET: Any benefit	1661	503	494	607	57	956	493	213	923	720
	48% <sup>c</sup>	50% <sup>c</sup>	56% <sup>Tac</sup>	41%	48%	47%	50%	44%	48%	48%
Other	60	20	13	22	5	29	19	12	30	25
	2%	2%	2%	1%	5% <sup>Tbc</sup>	1%	2%	2%	2%	2%
None of these	1780	500	381	841	58	1036	485	258	992	772
	51% <sup>b</sup>	49% <sup>b</sup>	43%	58% <sup>Tab</sup>	49%	51%	49%	54%	51%	51%

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

## Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**QAGE: What is your age?**

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
16 - 17	6	2	1	3	-	3	3	1	1	5
	*	*	*	*	-	*	*	*	*	1%
18 - 24	397	143	132	104	18	208	143	46	195	190
	18%km	17%	23%Tei	15%	18%	15%	24%Tk	19%	15%	21%Tm
25 - 34	703	249	201	235	19	463	191	50	434	261
	32%ej	29%	35%ej	35%ej	19%	34%Ti	33%	20%	33%	30%
35 - 44	542	203	156	163	20	377	111	54	338	201
	25%C	24%	27%	24%	21%	27%TC	19%	22%	26%	23%
45 - 54	246	127	37	70	12	147	67	32	152	93
	11%k	15%Ti	6%	10%j	12%	11%	11%	13%	12%	11%
55 - 64	187	85	32	50	20	99	47	40	100	86
	8%fk	10%f	6%	7%	20%Tei	7%	8%	16%TkC	8%	10%
65 +	131	48	21	52	10	80	25	26	82	48
	6%f	6%	4%	8%f	10%f	6%	4%	10%TKC	6%	5%
NET: 16-34	1106	394	334	341	37	673	337	96	631	456
	50%ejj	46%	58%Teij	51%j	37%	49%i	57%TKi	39%	48%	52%
NET: 35-54	788	330	193	232	32	524	179	85	490	294
	36%C	39%	33%	34%	33%	38%TC	30%	35%	38%	33%
NET: 55+	317	133	53	102	30	180	72	66	182	133
	14%kf	15%f	9%	15%f	30%Tei	13%	12%	27%TKC	14%	15%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Hearing - Poor hearing, partial hearing, or are deaf	194 9%	75 9%	54 9%	62 9%	3 3%	121 9%	51 9%	22 9%	123 9%	68 8%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	294 13%	99 12%	92 16%e	96 14%	7 7%	177 13%	86 15%	31 12%	172 13%	121 14%
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	240 11%e	73 8%	72 12%e	85 13%e	10 10%	143 10%	66 11%	31 12%	128 10%	111 13%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	186 8%	69 8%	62 11%T]	52 8%	3 3%	111 8%	48 8%	27 11%	109 8%	77 9%
Breathing - Breathlessness or chest pains	266 12%	102 12%	78 13%	79 12%	6 6%	153 11%	78 13%	34 14%	148 11%	116 13%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	273 12%	104 12%	81 14%	79 12%	10 10%	161 12%	83 14%	30 12%	147 11%	122 14%
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	295 13%	115 13%	82 14%	85 13%	13 13%	180 13%	81 14%	34 14%	163 13%	122 14%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	607 27%k	252 29%	159 27%	174 26%	21 21%	347 25%	189 32%Tk	71 29%	342 26%	259 29%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	171 8%	67 8%	34 6%	63 9%l	6 6%	103 8%	49 8%	19 8%	97 7%	72 8%
Prefer not to say	95 4%	33 4%	28 5%	26 4%	8 8%	63 5%	24 4%	8 3%	53 4%	38 4%
Don't know	16 1%	4 *	5 1%	3 *	3 4%Tel	6 *	7 1%	3 1%	9 1%	7 1%
Nothing	825 37%fCn	325 38%	193 33%	259 38%	48 49%Tf	563 41%TC	173 30%	89 36%	525 40%Tn	291 33%
NET: Any limiting characteristic	1275 58%km	495 58%j	353 61%j	388 57%j	39 39%	744 54%	383 65%Tk	148 60%	716 55%	548 62%Tm

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

### Ofcom - Complaints Handling Tracker - 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 cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
The service not performing as it should	675	-	-	675	-	424	182	69	405	262
		<b>31%efj</b>	-	<b>100%Tefj</b>	-	31%	31%	28%	31%	30%
A billing, pricing or payment issue	653	653	-	-	-	415	170	68	393	256
		<b>30%fj</b>	<b>76%Tfj</b>	-	-	30%	29%	27%	30%	29%
A problem relating to the installation or set up of your service	310	-	310	-	-	200	82	28	196	113
		<b>14%ejj</b>	<b>53%Tejj</b>	-	-	14%	14%	11%	15%	13%
A problem with a repair to the service	270	-	270	-	-	185	59	27	162	107
		<b>12%ejj</b>	<b>47%Tejj</b>	-	-	13%	10%	11%	12%	12%
Dissatisfaction with customer service from a previous occasion or contact	205	205	-	-	-	98	67	41	97	104
		<b>9%fjkm</b>	<b>24%Tfj</b>	-	-	7%	<b>11%k</b>	<b>16%Tl</b>	7%	<b>12%Tm</b>
Or something else	99	-	-	-	99	56	27	16	49	41
		<b>4%efj</b>	-	-	<b>100%Tefj</b>	4%	5%	6%	4%	5%
<b>SUMMARY:</b>										
Billing and Customer service	857	857	-	-	-	513	236	108	490	360
		<b>39%fj</b>	<b>100%Tfj</b>	-	-	37%	40%	44%	38%	41%
Repairs and Installation	580	-	580	-	-	384	141	55	358	220
		<b>26%ejj</b>	<b>100%Tejj</b>	-	-	28%	24%	22%	27%	25%
Service Issues	675	-	-	675	-	424	182	69	405	262
		<b>31%efj</b>	-	<b>100%Tefj</b>	-	31%	31%	28%	31%	30%
Something else	99	-	-	-	99	56	27	16	49	41
		<b>4%efj</b>	-	-	<b>100%Tefj</b>	4%	5%	6%	4%	5%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	807	807	-	-	-	480	226	101	449	350
Weighted Base	857	857	***	**	**	513	236	108*	490	360
Effective base	604	604	-	-	-	358	167	79	337	262
Bill was a lot higher than expected	332 39%	332 39%	-	-	-	194 38%	100 42%	38 36%	188 38%	144 40%
Bill was inaccurate	170 20% <b>Cn</b>	170 20%	-	-	-	120 23% <b>TC</b>	32 14%	18 17%	115 23% <b>Tn</b>	55 15%
Payment issues (including setting up/making a payment, non-direct debit charges)	111 13% <b>k</b>	111 13%	-	-	-	79 15% <b>Tl</b>	26 11%	6 5%	72 15%	39 11%
Bill contained items I shouldn't have been charged for	111 13% <b>k</b>	111 13%	-	-	-	71 14%	24 10%	16 15%	72 15%	39 11%
Getting a refund, credit note or cashback	86 10% <b>k</b>	86 10%	-	-	-	60 12%	18 8%	7 7%	54 11%	31 9%
The format of the bill	78 9% <b>ln</b>	78 9%	-	-	-	61 12% <b>TC</b>	14 6%	3 3%	53 11%	24 7%
Took too long to resolve issue	64 7% <b>k</b>	64 7%	-	-	-	29 6%	25 10% <b>k</b>	11 10%	34 7%	28 8%
Unable to get through to relevant person	61 7% <b>k</b>	61 7%	-	-	-	35 7%	16 7%	10 9%	29 6%	32 9%
Unable to get through to anyone	51 6% <b>k</b>	51 6%	-	-	-	25 5%	18 8%	8 7%	28 6%	21 6%
Gave incorrect information	48 6% <b>k</b>	48 6%	-	-	-	17 3%	15 6%	15 14% <b>Tk</b>	20 4%	26 7%
Rude/dismissive	45 5% <b>km</b>	45 5%	-	-	-	19 4%	12 5%	14 13% <b>Tlk</b>	16 3%	28 8% <b>Tm</b>
Didn't do what they said they would do	42 5% <b>k</b>	42 5%	-	-	-	18 4%	16 7%	8 7%	17 4%	25 7%
Pre-pay credit lost or not credited to card	3 *	3 *	-	-	-	3 1%	-	-	3 1%	* *
Costs of going above data allowance	1 *	1 *	-	-	-	1 *	-	-	1 *	- -
Costs of international and roaming calls	* *	* *	-	-	-	* *	-	-	* *	- -
A different issue	27 3% <b>k</b>	27 3%	-	-	-	18 4%	4 2%	4 4%	14 3%	13 4%

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



### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	671	-	-	671	-	419	188	64	396	268
Weighted Base	675	-.**	-.**	675	-.**	424	182	69*	405	262
Effective base	496	-	-	496	-	306	139	51	291	199
Complete loss of service	243 36%	-	-	243 36%	-	154 36%	61 33%	28 41%	155 38%	84 32%
Service is not consistently available	236 35%	-	-	236 35%	-	143 34%	63 34%	29 43%	128 32%	101 39%
Unable to get certain channels/content	231 34%	-	-	231 34%	-	148 35%	63 35%	20 28%	139 34%	90 34%
Poor picture quality	140 21%	-	-	140 21%	-	90 21%	36 20%	14 21%	78 19%	61 23%
Connection speed slower than advertised or led to expect	65 10%	-	-	65 10%	-	44 10%	15 8%	5 8%	38 9%	25 10%
Poor line quality	27 4%	-	-	27 4%	-	18 4%	8 4%	1 1%	19 5%	8 3%
Problems with voice over internet (VOIP) telephone calls	22 3% <b>C</b>	-	-	22 3%	-	20 5% <b>T</b>	2 1%	1 1%	16 4%	7 3%
Unable to access 5G service	5 1%	-	-	5 1%	-	5 1%	-	-	5 1%	-
Unable to access 4G service	5 1%	-	-	5 1%	-	5 1%	-	-	5 1%	-
Problems with calls being disconnected during a call or not connected at all	4 1%	-	-	4 1%	-	4 1%	-	-	4 1%	-
Poor indoor reception/coverage	3 *	-	-	3 *	-	3 1%	* *	-	3 1%	* *
Text or voice mails delivered late	3 *	-	-	3 *	-	3 1%	-	-	3 1%	-
Poor outside reception/coverage	2 *	-	-	2 *	-	2 *	-	-	2 *	* *
A different issue (please describe it briefly in your own words)	15 2% <b>km</b>	-	-	15 2%	-	5 1%	6 3%	4 5%	3 1%	12 5% <b>Tm</b>

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	644	-	644	-	-	415	165	64	382	258
Weighted Base	580	-.**	580	-.**	-.**	384	141	55*	358	220
Effective base	459	-	459	-	-	296	118	45	272	185
Arranging an installation	112	-	112	-	-	86	18	8	80	31
	19% <b>Cn</b>	-	19%	-	-	22% <b>Tk</b>	13%	15%	22% <b>Tn</b>	14%
Time taken to repair a fault	110	-	110	-	-	74	24	12	72	38
	19%	-	19%	-	-	19%	17%	22%	20%	17%
Time taken to install the service	104	-	104	-	-	74	26	3	68	35
	18% <b>l</b>	-	18%	-	-	19% <b>l</b>	18%	6%	19%	16%
Switching issues (e.g. problems trying to switch or problems porting your number)	98	-	98	-	-	70	24	4	67	30
	17%	-	17%	-	-	18%	17%	7%	19%	14%
Arranging an appointment for an engineer visit	97	-	97	-	-	77	15	6	64	33
	17% <b>C</b>	-	17%	-	-	20% <b>Tk</b>	10%	10%	18%	15%
Missed/ moved installation appointment	86	-	86	-	-	62	14	9	60	26
	15%	-	15%	-	-	16%	10%	17%	17%	12%
Damage to property during installation	70	-	70	-	-	41	21	7	37	33
	12%	-	12%	-	-	11%	15%	13%	10%	15%
Missed/moved repair appointment	68	-	68	-	-	54	11	3	42	26
	12%	-	12%	-	-	14% <b>T</b>	8%	6%	12%	12%
Complaining about an engineer	62	-	62	-	-	45	13	4	43	19
	11%	-	11%	-	-	12%	9%	8%	12%	9%
Damage to property during repair	57	-	57	-	-	44	8	6	33	24
	10%	-	10%	-	-	11%	5%	10%	9%	11%
A different issue	11	-	11	-	-	1	7	3	4	6
	2% <b>k</b>	-	2%	-	-	*	5% <b>Tk</b>	6% <b>k</b>	1%	3%

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Table 7

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

**Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	89	-	-	-	89	47	27	15	43	39
Weighted Base	99*	-.**	-.**	-.**	99*	56*	27**	16**	49*	41**
Effective base	68	-	-	-	68	37	19	11	33	30
Change to your package or service (upgrading or downgrading your service)	40 40%	-	-	-	40 40%	22 39%	15 55%	3 16%	18 37%	16 40%
Complaining about the terms of your contract	20 20%	-	-	-	20 20%	13 23%	4 16%	3 19%	11 22%	9 23%
Service not performing as advertised or as told in store/over the phone	19 19%	-	-	-	19 19%	11 19%	6 21%	3 17%	10 20%	5 13%
Switching issues (e.g. problems trying to switch or problems porting your number)	8 8%	-	-	-	8 8%	7 13%	* 1%	* 3%	6 12%	2 4%
Keeping your mobile phone number when changing suppliers	* *	-	-	-	* *	* 1%	- -	- -	- -	* 1%
A different issue (please describe it briefly in your own words)	22 22%	-	-	-	22 22%	11 20%	2 6%	9 59%	11 23%	11 27%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved				
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)			
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915			
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883			
Effective base	1623	604	459	496	68	996	441	186	932	673			
Only/mainly on the phone	947	396	184	322	45	554	257	136	550	384			
		43% <b>fk</b>	46% <b>Tf</b>	32%	48% <b>Tf</b>	45% <b>f</b>			40%	44%	55% <b>TkC</b>	42%	44%
Only/mainly via mobile app	287	111	75	86	14	211	56	20	187	98			
		13% <b>Cl</b>	13%	13%	14%	15% <b>Tk</b>	10%	8%	14%	11%			
Only/mainly via email	250	99	80	64	7	179	59	12	164	83			
		11% <b>ln</b>	12%	14% <b>li</b>	9%	7%	13% <b>Tl</b>	10% <b>li</b>	5%	13% <b>ln</b>	9%		
Only/mainly via webchat	242	96	63	67	16	145	62	35	136	102			
		11%	11%	10%	16%	11%	11%	14%	10%	12%			
Only/mainly by social media	154	52	55	46	1	97	43	15	80	73			
		7%	6%	9% <b>Tej</b>	7%	1%	7%	7%	6%	6%	8%		
Only/mainly via web form	136	45	44	42	6	75	46	15	81	55			
		6%	5%	8%	6%	6%	5%	8%	6%	6%			
Only/mainly in store	89	29	36	23	2	48	36	5	47	42			
		4%	3%	6% <b>Tel</b>	3%	2%	3%	6% <b>Tkl</b>	2%	4%	5%		
Only/mainly by letter	80	18	37	23	3	48	25	7	41	39			
		4% <b>se</b>	2%	6% <b>Tei</b>	3%	3%	4%	4%	3%	4%			
Only/mainly via another contact method	12	4	6	2	*	10	1	2	9	4			
		1%	*	1%	*	1%	*	1%	1%	*			
Don't know	12	6	*	1	4	10	1	1	7	3			
		1%	1%	*	*	4% <b>Tefi</b>	1%	*	1%	*			

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	419	161	115	124	19	419	-	-	371	47
		19% <b>Cln</b>	20%	18%		30% <b>TC</b>			29% <b>Tn</b>	5%
9 - (9)	233	82	66	69	16	233	-	-	202	30
		11% <b>Cln</b>	10%	10%	17%	17% <b>TC</b>			15% <b>Tn</b>	3%
8 - (8)	380	144	103	124	10	380	-	-	273	104
		17% <b>Cln</b>	17%	18%	10%	28% <b>TC</b>			21% <b>Tn</b>	12%
7 - (7)	343	126	101	106	10	343	-	-	193	149
		16% <b>Cln</b>	15%	16%	10%	25% <b>TC</b>			15%	17%
6 - (6)	246	92	65	75	13	-	246	-	103	139
		11% <b>kln</b>	11%	11%	13%		42% <b>Tkl</b>		8%	16% <b>Tm</b>
5 - (5)	204	89	46	59	11	-	204	-	76	124
		9% <b>kln</b>	10%	9%	11%		35% <b>Tkl</b>		6%	14% <b>Tm</b>
4 - (4)	137	55	30	48	3	-	137	-	41	94
		6% <b>kln</b>	6%	7%	3%		23% <b>Tkl</b>		3%	11% <b>Tm</b>
3 - (3)	80	39	12	22	6	-	-	80	18	59
		4% <b>fkc</b>	5% <b>f</b>	3%	6%			32% <b>Tkc</b>	1%	7% <b>Tm</b>
2 - (2)	66	19	24	18	4	-	-	66	10	54
		3% <b>kCm</b>	2%	4%	4%			27% <b>Tkc</b>	1%	6% <b>Tm</b>
1 - Extremely dissatisfied (1)	102	50	18	28	6	-	-	102	14	83
		5% <b>kCm</b>	6% <b>f</b>	4%	6%			41% <b>Tkc</b>	1%	9% <b>Tm</b>
NET: Dissatisfied (1-3)	247	108	55	69	16	-	-	247	42	196
		11% <b>kCm</b>	13%	10%	16%			100% <b>Tkc</b>	3%	22% <b>Tm</b>
NET: Neutral (4-6)	587	236	141	182	27	-	587	-	221	357
		27% <b>kln</b>	28%	27%	27%		100% <b>Tkl</b>		17%	40% <b>Tm</b>
NET: Satisfied (7-10)	1376	513	384	424	56	1376	-	-	1039	330
		62% <b>Cln</b>	60%	66% <b>Te</b>	57%	100% <b>TC</b>			80% <b>Tn</b>	37%
Mean score	6.90 <b>Cln</b>	6.77	7.09 <b>e</b>	6.92	6.78	8.53 <b>TCI</b>	5.18 <b>I</b>	1.91	7.92 <b>Tn</b>	5.45
Standard error	0.05	0.09	0.10	0.10	0.29	0.03	0.03	0.05	0.06	0.08

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

### 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1270	449	382	396	43	995	226	49	1270	-
Weighted Base	1302	490	358	405	49*	1039	221	42*	1302	-**
Effective base	932	337	272	291	33	734	163	36	932	-
10 - Extremely satisfied (10)	371 <b>29%CI</b>	143 29%	104 29%	107 26%	17 35%	371 <b>36%TCI</b>	-	-	371	-
9 - (9)	202 <b>15%CI</b>	72 15%	51 14%	65 16%	13 26%	202 <b>19%TCI</b>	-	-	202	-
8 - (8)	273 <b>21%CI</b>	101 21%	71 20%	94 23%	7 14%	273 <b>26%TCI</b>	-	-	273	-
7 - (7)	193 <b>15%CI</b>	60 12%	62 17%	68 17%	4 9%	193 <b>19%TCI</b>	-	-	193	-
6 - (6)	103 <b>8%k</b>	38 8%	33 9%	29 7%	4 8%	-	103 <b>47%TKI</b>	-	103	-
5 - (5)	76 <b>6%k</b>	40 <b>8%TI</b>	15 4%	21 5%	-	-	76 <b>35%TKI</b>	-	76	-
4 - (4)	41 <b>3%k</b>	22 4%	9 3%	10 2%	-	-	41 <b>19%TKI</b>	-	41	-
3 - (3)	18 <b>1%k</b>	7 1%	3 1%	5 1%	3 <b>6%TI</b>	-	-	18 <b>42%TKC</b>	18	-
2 - (2)	10 <b>1%k</b>	2 *	4 1%	4 1%	* 1%	-	-	10 <b>25%TKC</b>	10	-
1 - Extremely dissatisfied (1)	14 <b>1%k</b>	4 1%	7 2%	3 1%	1 2%	-	-	14 <b>33%TKC</b>	14	-
NET: Dissatisfied (1-3)	42 <b>3%kC</b>	13 3%	13 4%	12 3%	4 9%	-	-	42 <b>100%TKC</b>	42	-
NET: Neutral (4-6)	221 <b>17%kI</b>	100 <b>20%T</b>	57 16%	60 15%	4 8%	-	221 <b>100%TKI</b>	-	221	-
NET: Satisfied (7-10)	1039 <b>80%CI</b>	376 77%	288 81%	334 82%	41 84%	1039 <b>100%TCI</b>	-	-	1039	-
Mean score	<b>7.92CI</b>	7.88	7.91	7.95	8.25	<b>8.72CI</b>	<b>5.28I</b>	2.09	7.92	-

Proportions/Means: Columns Tested (5% risk level) - T/e/t/i/j - T/k/C/I - T/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

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	461	166	134	139	22	425	26	10	399	61
	<b>21%Cl</b>	19%	23%	21%	22%	<b>31%TCl</b>	4%	4%	<b>31%Tn</b>	7%
9 - (9)	290	112	77	81	18	254	25	11	220	65
	<b>13%Cl</b>	13%	13%	12%	19%	<b>18%TCl</b>	4%	4%	<b>17%Tn</b>	7%
8 - (8)	418	148	122	139	10	318	81	19	264	152
	<b>19%Cl</b>	17%	<b>21%j</b>	<b>21%j</b>	10%	<b>23%TCl</b>	<b>14%l</b>	8%	20%	17%
7 - (7)	281	92	82	97	10	189	79	13	161	117
	<b>13%l</b>	11%	14%	14%	10%	<b>14%l</b>	<b>13%l</b>	5%	12%	13%
6 - (6)	215	96	50	58	11	86	114	16	88	126
	<b>10%km</b>	11%	9%	9%	12%	6%	<b>19%Tk</b>	6%	7%	<b>14%Tm</b>
5 - (5)	193	84	40	56	14	38	130	25	73	116
	<b>9%km</b>	10%	7%	8%	<b>14%f</b>	3%	<b>22%Tk</b>	<b>10%k</b>	6%	<b>13%Tm</b>
4 - (4)	113	58	18	31	6	20	63	29	28	79
	<b>5%fkm</b>	<b>7%Tf</b>	3%	5%	6%	1%	<b>11%Tk</b>	<b>12%Tk</b>	2%	<b>9%Tm</b>
3 - (3)	92	32	28	31	-	19	44	28	28	64
	<b>4%km</b>	4%	5%	5%	-	1%	<b>7%Tk</b>	<b>11%Tk</b>	2%	<b>7%Tm</b>
2 - (2)	50	23	9	16	1	5	13	32	8	40
	<b>2%km</b>	3%	2%	2%	1%	*	<b>2%k</b>	<b>13%TkC</b>	1%	<b>5%Tm</b>
1 - Extremely dissatisfied (1)	80	41	15	18	6	6	13	61	22	55
	<b>4%kCl</b>	5%	3%	3%	6%	*	<b>2%k</b>	<b>25%TkC</b>	2%	<b>6%Tm</b>
Not applicable	19	5	4	9	1	16	*	2	11	8
	<b>1%C</b>	1%	1%	1%	1%	<b>1%C</b>	*	1%	1%	1%
NET: Dissatisfied (1-3)	221	96	53	66	6	30	70	122	58	159
	<b>10%km</b>	11%	9%	10%	7%	2%	<b>12%k</b>	<b>49%TkC</b>	4%	<b>18%Tm</b>
NET: Neutral (4-6)	522	237	109	144	31	145	307	70	190	321
	<b>24%fkm</b>	<b>28%Tf</b>	19%	21%	<b>32%f</b>	10%	<b>52%Tk</b>	<b>28%k</b>	15%	<b>36%Tm</b>
NET: Satisfied (7-10)	1450	519	415	456	60	1186	210	53	1044	396
	<b>66%eCl</b>	61%	<b>72%Te</b>	<b>68%e</b>	60%	<b>86%TCl</b>	<b>36%l</b>	22%	<b>80%Tn</b>	45%
Mean score	<b>7.16eCl</b>	6.93	<b>7.42Te</b>	7.21	7.17	<b>8.28TCl</b>	<b>5.86l</b>	4.05	<b>8.01Tn</b>	5.95
Standard error	0.05	0.09	0.09	0.09	0.27	0.05	0.08	0.18	0.06	0.08

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	845	330	192	286	37	480	241	124	486	350
Weighted Base	947	396	184	322	45**	554	257	136*	550	384
Effective base	656	264	138	225	30	374	185	98	375	274
10 - Extremely satisfied (10)	130	51	32	46	1	125	4	*	117	11
		14% <b>Cl</b>	13%	17%	3%	23% <b>Cl</b>	2%	*	21% <b>Tn</b>	3%
9 - (9)	105	35	27	33	10	92	10	4	78	28
		11% <b>Cl</b>	9%	15%	10%	17% <b>Cl</b>	4%	3%	14% <b>Tn</b>	7%
8 - (8)	154	60	39	52	3	122	23	9	111	42
		16% <b>Cl</b>	15%	21%	16%	22% <b>Cl</b>	9%	6%	20% <b>Tn</b>	11%
7 - (7)	151	55	32	59	5	111	35	5	94	56
		16% <b>l</b>	14%	17%	18%	20% <b>tl</b>	13% <b>l</b>	4%	17%	14%
6 - (6)	93	36	19	34	3	28	54	11	44	49
		10% <b>kl</b>	9%	11%	8%	5%	21% <b>tkl</b>	8%	8%	13% <b>tl</b>
5 - (5)	101	42	12	38	9	30	58	14	37	59
		11% <b>klm</b>	11%	7%	12%	5%	22% <b>tkl</b>	10%	7%	15% <b>tm</b>
4 - (4)	56	29	7	15	5	18	25	13	19	34
		6% <b>klm</b>	7%	4%	5%	3%	10% <b>tkl</b>	10% <b>kl</b>	3%	9% <b>tm</b>
3 - (3)	56	31	4	18	3	12	28	16	19	36
		6% <b>klm</b>	8% <b>l</b>	2%	6%	2%	11% <b>tkl</b>	12% <b>tkl</b>	4%	9% <b>tm</b>
2 - (2)	37	23	6	8	-	4	11	22	8	29
		4% <b>klm</b>	6%	3%	3%	1%	4% <b>kl</b>	17% <b>tkC</b>	1%	8% <b>tm</b>
1 - Extremely dissatisfied (1)	62	36	6	15	5	11	10	41	20	41
		7% <b>klm</b>	9% <b>tl</b>	3%	5%	2%	4%	30% <b>tkC</b>	4%	11% <b>tm</b>
Not applicable	3	-	*	3	-	3	-	*	3	-
	*	-	*	1%	-	*	-	*	1%	-
NET: Dissatisfied (1-3)	155	90	16	42	7	27	49	80	48	106
		16% <b>klm</b>	23% <b>tl</b>	9%	13%	5%	19% <b>kl</b>	59% <b>tkC</b>	9%	28% <b>tm</b>
NET: Neutral (4-6)	249	106	38	87	18	75	137	37	100	141
		26% <b>klm</b>	27%	21%	27%	14%	53% <b>tkl</b>	28% <b>kl</b>	18%	17% <b>tm</b>
NET: Satisfied (7-10)	540	200	130	191	19	450	72	18	400	137
		57% <b>klm</b>	50%	71% <b>tel</b>	59%	81% <b>tkl</b>	28% <b>l</b>	14%	73% <b>Tn</b>	36%
Mean score	6.48e <b>Cl</b>	6.04	7.25 <b>Te</b>	6.67e	5.87	7.74 <b>Cl</b>	5.39 <b>l</b>	3.44	7.37 <b>Tn</b>	5.25
Standard error	0.09	0.15	0.17	0.15	0.43	0.09	0.13	0.22	0.11	0.14

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



### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	363	138	101	107	16	356	5	2	311	49
	<b>16%Cl</b>	16%	17%	16%	16%	<b>26%TCl</b>	1%	1%	<b>24%Tn</b>	6%
9 - (9)	296	119	86	74	18	275	15	5	240	54
	<b>13%Cl</b>	14%	15%	11%	18%	<b>20%TCl</b>	3%	2%	<b>18%Tn</b>	6%
8 - (8)	358	106	106	134	12	297	50	12	244	111
	<b>16%Cl</b>	12%	<b>18%e</b>	<b>20%Te</b>	12%	<b>22%TCl</b>	8%	5%	<b>19%Tn</b>	13%
7 - (7)	313	121	85	95	12	209	95	9	176	135
	<b>14%l</b>	14%	15%	14%	12%	<b>15%l</b>	<b>16%l</b>	3%	13%	15%
6 - (6)	227	73	65	80	10	96	117	14	118	106
	<b>10%kl</b>	9%	11%	12%	10%	7%	<b>20%Tk</b>	6%	9%	12%
5 - (5)	197	88	42	53	13	61	111	25	82	112
	<b>9%km</b>	10%	7%	8%	14%	4%	<b>19%Tk</b>	<b>10%k</b>	6%	<b>13%Tm</b>
4 - (4)	140	70	23	42	5	35	82	23	38	99
	<b>6%fk</b>	<b>8%Tf</b>	4%	6%	5%	3%	<b>14%Tk</b>	<b>9%k</b>	3%	<b>11%Tm</b>
3 - (3)	112	41	34	37	*	21	58	34	34	76
	<b>5%km</b>	5%	6%	5%	*	2%	<b>10%Tk</b>	<b>14%Tk</b>	3%	<b>9%Tm</b>
2 - (2)	84	43	18	19	4	11	30	44	27	54
	<b>4%km</b>	5%	3%	3%	4%	1%	<b>5%k</b>	<b>18%TkC</b>	2%	<b>6%Tm</b>
1 - Extremely dissatisfied (1)	109	55	16	32	6	10	21	78	28	80
	<b>5%fk</b>	<b>6%Tf</b>	3%	5%	6%	1%	<b>4%k</b>	<b>32%TkC</b>	2%	<b>9%Tm</b>
Not applicable	12	3	5	2	2	4	4	4	4	7
	1%	*	1%	*	2%	*	1%	<b>2%k</b>	*	1%
NET: Dissatisfied (1-3)	305	139	67	88	11	42	108	155	89	210
	<b>14%km</b>	<b>16%Tf</b>	12%	13%	11%	3%	<b>18%Tk</b>	<b>63%TkC</b>	7%	<b>24%Tm</b>
NET: Neutral (4-6)	564	231	130	174	28	193	310	61	238	317
	<b>26%km</b>	27%	22%	26%	29%	14%	<b>53%Tk</b>	<b>25%k</b>	18%	<b>36%Tm</b>
NET: Satisfied (7-10)	1330	484	378	410	58	1138	165	27	971	349
	<b>60%eCl</b>	57%	<b>65%Te</b>	61%	58%	<b>83%TCl</b>	<b>28%l</b>	11%	<b>75%Tn</b>	40%
Mean score	<b>6.76eCl</b>	6.52	<b>7.08Te</b>	6.79	6.83	<b>8.02TCl</b>	<b>5.29l</b>	3.20	<b>7.63Tn</b>	5.50
Standard error	0.06	0.10	0.10	0.10	0.28	0.05	0.08	0.15	0.06	0.08

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	382	143	104	115	21	369	12	*	352	30
	<b>17%Cl</b>	17%	18%	17%	21%	<b>27%Cl</b>	2%	*	<b>27%Tn</b>	3%
9 -	308	117	76	102	13	284	17	6	249	57
	<b>14%Cl</b>	14%	13%	15%	13%	<b>21%Cl</b>	3%	2%	<b>19%Tn</b>	6%
8 -	387	127	123	126	12	332	49	7	286	99
	<b>18%Cl</b>	15%	<b>21%Te</b>	19%	12%	<b>24%TCI</b>	<b>8%l</b>	3%	<b>22%Tn</b>	11%
7 -	300	110	86	92	12	197	90	13	159	138
	<b>14%l</b>	13%	15%	14%	12%	<b>14%kl</b>	<b>15%l</b>	5%	12%	<b>16%T</b>
6 -	203	78	54	63	8	89	97	17	84	117
	<b>9%km</b>	9%	9%	9%	8%	6%	<b>17%Tkl</b>	7%	6%	<b>13%Tm</b>
5 -	218	94	50	63	11	55	147	16	69	143
	<b>10%km</b>	11%	9%	9%	11%	4%	<b>25%Tk</b>	6%	5%	<b>16%Tm</b>
4 -	137	59	33	35	9	22	88	27	54	79
	<b>6%km</b>	7%	6%	5%	9%	2%	<b>15%Tk</b>	<b>11%Tk</b>	4%	<b>9%Tm</b>
3 -	98	50	19	28	2	12	61	26	23	75
	<b>4%km</b>	6%	3%	4%	3%	1%	<b>10%Tk</b>	<b>10%Tk</b>	2%	<b>8%Tm</b>
2 -	81	30	20	28	3	8	18	55	15	64
	<b>4%km</b>	3%	3%	4%	3%	1%	<b>3%k</b>	<b>22%TKC</b>	1%	<b>7%Tm</b>
1 - Extremely dissatisfied (1)	90	51	12	22	6	3	7	80	10	78
	<b>4%TKCm</b>	<b>6%TK</b>	2%	3%	6%	*	<b>1%k</b>	<b>32%TKC</b>	1%	<b>9%Tm</b>
Not applicable	7	1	3	1	2	5	-	2	2	4
	*	*	1%	*	<b>2%Tel</b>	*	-	1%	*	*
NET: Dissatisfied (1-3)	269	130	51	78	11	23	86	160	48	217
	<b>12%TKm</b>	<b>15%TK</b>	9%	12%	11%	2%	<b>15%k</b>	<b>65%TKC</b>	4%	<b>25%Tm</b>
NET: Neutral (4-6)	558	230	137	161	29	166	332	60	207	339
	<b>25%km</b>	27%	24%	24%	29%	12%	<b>57%TKl</b>	<b>24%kl</b>	16%	<b>38%Tm</b>
NET: Satisfied (7-10)	1377	496	389	435	57	1183	169	26	1046	324
	<b>62%eCl</b>	58%	<b>67%Te</b>	<b>64%e</b>	58%	<b>86%TCI</b>	<b>29%l</b>	10%	<b>80%Tn</b>	37%
Mean score	<b>6.89eCl</b>	6.65	<b>7.15Te</b>	<b>6.99e</b>	6.83	<b>8.19TCI</b>	<b>5.45l</b>	3.08	<b>7.95Tn</b>	5.38
Standard error	0.05	0.09	0.09	0.10	0.29	0.05	0.07	0.14	0.06	0.08

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	506	200	133	152	21	460	29	17	427	76
	<b>23%Cl</b>	23%	23%	23%	21%	<b>33%TCI</b>	5%	7%	<b>33%Tn</b>	9%
9 - (9)	366	132	96	117	21	309	34	23	262	102
	<b>17%Cl</b>	15%	17%	17%	21%	<b>22%TCI</b>	6%	9%	<b>20%Tn</b>	12%
8 - (8)	428	162	108	143	15	315	92	21	269	153
	<b>19%Cl</b>	19%	19%	21%	16%	<b>23%TCI</b>	<b>16%</b>	9%	21%	17%
7 - (7)	261	94	73	86	9	138	108	15	121	140
	<b>12%Cl</b>	11%	13%	13%	9%	10%	<b>18%TKI</b>	6%	9%	<b>16%Tm</b>
6 - (6)	194	76	54	55	9	66	113	16	82	108
	<b>9%Cl</b>	9%	9%	8%	9%	5%	<b>19%TKI</b>	6%	6%	<b>12%Tm</b>
5 - (5)	153	63	38	40	12	31	91	31	48	102
	<b>7%Cl</b>	7%	7%	6%	<b>12%Cl</b>	2%	<b>15%TK</b>	<b>12%TKI</b>	4%	<b>12%Tm</b>
4 - (4)	104	53	29	20	3	25	63	16	41	62
	<b>5%Cl</b>	<b>6%TKI</b>	5%	3%	3%	2%	<b>11%TK</b>	<b>7%K</b>	3%	<b>7%Tm</b>
3 - (3)	77	32	22	23	-	8	34	35	19	54
	<b>3%Cl</b>	4%	4%	3%	-	1%	<b>6%TK</b>	<b>14%TKI</b>	1%	<b>6%Tm</b>
2 - (2)	42	14	12	16	-	7	10	26	10	29
	<b>2%Cl</b>	2%	2%	2%	-	*	<b>2%K</b>	<b>10%TKI</b>	1%	<b>3%Tm</b>
1 - Extremely dissatisfied (1)	53	25	10	15	3	3	11	39	10	41
	<b>2%Cl</b>	3%	2%	2%	3%	*	<b>2%K</b>	<b>16%TKI</b>	1%	<b>5%Tm</b>
Not applicable	28	7	6	9	6	14	5	9	12	15
	<b>1%Cl</b>	1%	1%	1%	<b>6%TKI</b>	1%	1%	<b>4%TKI</b>	1%	2%
NET: Dissatisfied (1-3)	172	72	43	53	3	18	54	100	39	124
	<b>8%Cl</b>	8%	7%	8%	3%	1%	<b>9%TK</b>	<b>40%TKI</b>	3%	<b>14%Tm</b>
NET: Neutral (4-6)	451	191	120	115	24	122	266	62	172	273
	<b>20%Cl</b>	<b>22%TKI</b>	21%	17%	24%	9%	<b>45%TKI</b>	<b>25%K</b>	13%	<b>31%Tm</b>
NET: Satisfied (7-10)	1561	587	410	498	65	1222	262	76	1079	472
	<b>71%Cl</b>	69%	71%	74%	66%	<b>89%TCI</b>	<b>45%TKI</b>	31%	<b>83%Tn</b>	53%
Mean score	<b>7.47Cl</b>	7.37	7.49	7.57	7.61	<b>8.49TCI</b>	<b>6.17I</b>	4.86	<b>8.23Tn</b>	6.40
Standard error	0.05	0.09	0.09	0.09	0.24	0.04	0.08	0.19	0.05	0.08

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

### Ofcom - Complaints Handling Tracker - 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 cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	449	171	128	128	22	423	17	9	388	59
	<b>20%<i>Cln</i></b>	20%	22%	19%	22%	<b>31%<i>TCl</i></b>	3%	4%	<b>30%<i>Tn</i></b>	7%
9 - (9)	336	123	83	111	18	287	38	11	247	86
	<b>15%<i>Cln</i></b>	14%	14%	16%	18%	<b>21%<i>TCl</i></b>	6%	4%	<b>19%<i>Tn</i></b>	10%
8 - (8)	383	126	122	123	12	316	59	7	257	122
	<b>17%<i>Cln</i></b>	15%	<b>21%<i>Te</i></b>	18%	12%	<b>23%<i>TCl</i></b>	<b>10%<i>l</i></b>	3%	<b>20%<i>Tn</i></b>	14%
7 - (7)	306	124	74	99	9	187	110	8	170	135
	<b>14%<i>l</i></b>	14%	13%	15%	9%	<b>14%<i>l</i></b>	<b>19%<i>Tl</i></b>	3%	13%	15%
6 - (6)	193	79	40	64	9	67	109	17	84	106
	<b>9%<i>km</i></b>	9%	7%	10%	9%	5%	<b>18%<i>Tkl</i></b>	7%	6%	<b>12%<i>Tm</i></b>
5 - (5)	166	68	52	39	7	43	98	24	57	107
	<b>8%<i>km</i></b>	8%	9%	6%	7%	3%	<b>17%<i>Tkl</i></b>	<b>10%<i>kl</i></b>	4%	<b>12%<i>Tm</i></b>
4 - (4)	127	59	24	36	9	19	88	21	39	85
	<b>6%<i>km</i></b>	7%	4%	5%	9%	1%	<b>15%<i>Tkl</i></b>	<b>8%<i>kl</i></b>	3%	<b>10%<i>Tm</i></b>
3 - (3)	76	31	25	19	1	12	40	24	21	53
	<b>3%<i>km</i></b>	4%	4%	3%	1%	1%	<b>7%<i>Tkl</i></b>	<b>10%<i>Tkl</i></b>	2%	<b>6%<i>Tm</i></b>
2 - (2)	59	23	15	21	-	-	15	44	11	45
	<b>3%<i>km</i></b>	3%	3%	3%	-	-	<b>3%<i>k</i></b>	<b>18%<i>TkC</i></b>	1%	<b>5%<i>Tm</i></b>
1 - Extremely dissatisfied (1)	87	47	11	22	7	8	11	67	18	66
	<b>4%<i>ftCm</i></b>	<b>5%<i>Tl</i></b>	2%	3%	<b>7%<i>f</i></b>	1%	<b>2%<i>k</i></b>	<b>27%<i>TkC</i></b>	1%	<b>8%<i>Tm</i></b>
Not applicable	29	7	7	12	4	13	3	14	11	18
	<b>1%<i>Cm</i></b>	1%	1%	2%	<b>4%<i>e</i></b>	1%	*	<b>6%<i>TkC</i></b>	1%	<b>2%<i>Tm</i></b>
NET: Dissatisfied (1-3)	222	101	50	62	9	20	66	136	50	164
	<b>10%<i>km</i></b>	12%	9%	9%	9%	1%	<b>11%<i>k</i></b>	<b>55%<i>TkC</i></b>	4%	<b>19%<i>Tm</i></b>
NET: Neutral (4-6)	486	206	115	139	25	130	295	62	180	299
	<b>22%<i>km</i></b>	24%	20%	21%	26%	9%	<b>50%<i>Tkl</i></b>	<b>25%<i>kl</i></b>	14%	<b>34%<i>Tm</i></b>
NET: Satisfied (7-10)	1473	544	407	461	61	1214	224	36	1062	402
	<b>67%<i>km</i></b>	63%	<b>70%<i>te</i></b>	68%	62%	<b>88%<i>TCl</i></b>	<b>38%<i>l</i></b>	14%	<b>82%<i>Tn</i></b>	46%
Mean score	7.17	6.97	7.38	7.25	7.16	8.36	5.83	3.60	8.05	5.91
Standard error	0.05	0.09	0.09	0.09	0.29	0.04	0.08	0.17	0.06	0.09

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	403	152	115	119	18	375	17	11	354	48
	<b>18%Cl</b>	18%	20%	18%	18%	<b>27%TCI</b>	3%	4%	<b>27%Tn</b>	5%
9 - (9)	336	122	114	92	8	303	30	3	253	82
	<b>15%Cl</b>	14%	<b>20%TeI</b>	14%	8%	<b>22%TCI</b>	<b>5%I</b>		<b>19%Tn</b>	9%
8 - (8)	353	132	106	100	15	284	54	14	235	114
	<b>16%Cl</b>	15%	18%	15%	16%	<b>21%TCI</b>	9%	6%	<b>18%Tn</b>	13%
7 - (7)	305	99	69	121	16	203	88	14	177	128
	<b>14%Cl</b>	12%	12%	<b>18%TeI</b>	16%	<b>15%I</b>	<b>15%I</b>	6%	14%	14%
6 - (6)	219	86	51	71	10	78	128	12	91	125
	<b>10%Cl</b>	10%	9%	11%	11%	6%	<b>22%TKI</b>	5%	7%	<b>14%Tm</b>
5 - (5)	176	72	48	51	6	54	105	17	78	95
	<b>8%Cl</b>	8%	8%	7%	6%	4%	<b>18%TKI</b>	7%	6%	<b>11%Tm</b>
4 - (4)	126	67	27	29	3	30	68	28	33	91
	<b>6%Cl</b>	<b>8%TI</b>	5%	4%	3%	2%	<b>12%TKI</b>	<b>11%TKI</b>	3%	<b>10%Tm</b>
3 - (3)	84	39	17	25	4	9	47	28	22	59
	<b>4%Cl</b>	4%	3%	4%	4%	1%	<b>8%TKI</b>	<b>11%TKI</b>	2%	<b>7%Tm</b>
2 - (2)	68	27	18	20	3	9	14	45	15	52
	<b>3%Cl</b>	3%	3%	3%	3%	1%	<b>2%K</b>	<b>18%TKC</b>	1%	<b>6%Tm</b>
1 - Extremely dissatisfied (1)	94	48	12	28	6	6	22	66	22	67
	<b>4%Cl</b>	<b>6%I</b>	2%	4%	6%	*	<b>4%K</b>	<b>26%TKC</b>	2%	<b>8%Tm</b>
Not applicable	49	15	5	19	10	26	13	9	23	23
	<b>2%I</b>	2%	1%	<b>3%I</b>	<b>10%TeI</b>	2%	2%	4%	2%	3%
NET: Dissatisfied (1-3)	245	113	46	73	13	24	83	138	59	179
	<b>11%Cl</b>	<b>13%TI</b>	8%	11%	13%	2%	<b>14%TKI</b>	<b>56%TKC</b>	5%	<b>20%Tm</b>
NET: Neutral (4-6)	520	225	126	151	19	162	301	57	201	311
	<b>24%Cl</b>	26%	22%	22%	19%	12%	<b>51%TKI</b>	<b>23%KI</b>	15%	<b>35%Tm</b>
NET: Satisfied (7-10)	1397	505	403	433	57	1164	190	42	1018	371
	<b>63%Cl</b>	59%	<b>69%TeI</b>	64%	58%	<b>85%TCI</b>	<b>32%I</b>	17%	<b>78%Tn</b>	42%
Mean score	<b>7.02eCl</b>	6.79	<b>7.39TeI</b>	7.03	6.86	<b>8.20TCI</b>	<b>5.67I</b>	3.61	<b>7.91Tn</b>	5.76
Standard error	0.05	0.09	0.09	0.10	0.29	0.05	0.08	0.17	0.06	0.08

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	368	136	123	97	12	344	20	5	320	46
	<b>17%Cln</b>	16%	<b>21%Tel</b>	14%	12%	<b>25%TCI</b>	3%	2%	<b>25%Tn</b>	5%
9 - (9)	279	98	80	89	12	253	22	4	221	55
	<b>13%Cln</b>	11%	14%	13%	13%	<b>18%TCI</b>	4%	2%	<b>17%Tn</b>	6%
8 - (8)	336	117	103	99	17	281	46	9	231	102
	<b>15%Cln</b>	14%	18%	15%	17%	<b>20%TCI</b>	8%	4%	<b>18%Tn</b>	12%
7 - (7)	255	98	67	83	6	166	82	6	146	109
	<b>12%Cl</b>	11%	12%	12%	6%	<b>12%Cl</b>	<b>14%Cl</b>	2%	11%	12%
6 - (6)	201	73	51	69	8	101	94	6	94	103
	<b>9%Clm</b>	9%	9%	10%	8%	<b>7%Cl</b>	<b>16%TKl</b>	2%	7%	<b>12%Tm</b>
5 - (5)	188	83	44	54	8	56	121	11	90	94
	<b>8%Clm</b>	10%	8%	8%	8%	4%	<b>21%TKl</b>	4%	7%	<b>11%Tm</b>
4 - (4)	110	46	36	25	3	25	65	20	38	70
	<b>5%Clm</b>	5%	6%	4%	3%	2%	<b>11%TKl</b>	<b>8%Kl</b>	3%	<b>8%Tm</b>
3 - (3)	109	44	27	38	-	26	47	35	28	81
	<b>5%Clm</b>	5%	5%	<b>6%Clj</b>	-	2%	<b>8%TKl</b>	<b>14%TKC</b>	2%	<b>9%Tm</b>
2 - (2)	85	35	18	29	3	17	26	43	24	57
	<b>4%Clm</b>	4%	3%	4%	3%	1%	<b>4%Kl</b>	<b>17%TKC</b>	2%	<b>6%Tm</b>
1 - Extremely dissatisfied (1)	159	75	24	47	12	21	44	93	31	124
	<b>7%TKl</b>	<b>9%Clf</b>	4%	7%	<b>12%Clf</b>	2%	<b>8%Kl</b>	<b>38%TKC</b>	2%	<b>14%TKl</b>
Not applicable	122	51	7	46	18	86	20	15	79	42
	<b>5%ClC</b>	<b>6%Clf</b>	1%	<b>7%Clf</b>	<b>18%TKClf</b>	<b>6%ClC</b>	3%	6%	6%	5%
NET: Dissatisfied (1-3)	353	154	69	115	15	64	117	171	83	262
	<b>16%TKl</b>	<b>18%Clf</b>	12%	<b>17%Clf</b>	15%	5%	<b>20%TKl</b>	<b>69%TKC</b>	6%	<b>30%TKl</b>
NET: Neutral (4-6)	498	202	131	147	18	182	280	36	222	268
	<b>23%TKl</b>	24%	23%	22%	18%	13%	<b>48%TKl</b>	15%	17%	<b>30%TKl</b>
NET: Satisfied (7-10)	1238	450	373	368	48	1044	170	25	918	312
	<b>56%TKl</b>	52%	<b>64%TKl</b>	54%	48%	<b>76%TKl</b>	<b>29%Cl</b>	10%	<b>71%TKl</b>	35%
Mean score	<b>6.66eCln</b>	6.43	<b>7.07TKl</b>	6.58	6.52	<b>7.94TKl</b>	<b>5.30Cl</b>	2.83	<b>7.68TKl</b>	5.22
Standard error	0.06	0.10	0.10	0.11	0.35	0.06	0.09	0.15	0.07	0.09

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 19

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
10 - Extremely satisfied (10)	491	180	146	143	22	454	28	9	431	57
	<b>22%Cln</b>	21%	25%	21%	22%	<b>35%TCl</b>	5%	4%	<b>33%Tn</b>	7%
9 - (9)	335	125	78	115	17	290	34	11	246	85
	<b>15%Cln</b>	15%	14%	17%	17%	<b>21%TCl</b>	6%	4%	<b>19%Tn</b>	10%
8 - (8)	377	142	101	118	16	306	61	10	247	128
	<b>17%Cln</b>	17%	17%	18%	16%	<b>22%TCl</b>	<b>10%l</b>	4%	<b>19%Tn</b>	14%
7 - (7)	295	98	85	102	10	171	111	13	150	143
	<b>13%lm</b>	11%	15%	15%	10%	<b>12%kl</b>	<b>19%Tl</b>	5%	12%	<b>16%Tm</b>
6 - (6)	202	79	47	65	11	72	114	17	75	126
	<b>9%km</b>	9%	8%	10%	11%	5%	<b>19%Tkl</b>	7%	6%	<b>14%Tm</b>
5 - (5)	174	88	35	42	9	32	122	20	67	105
	<b>8%km</b>	<b>10%Tf</b>	6%	6%	9%	2%	<b>21%Tkl</b>	<b>8%k</b>	5%	<b>12%Tm</b>
4 - (4)	109	49	33	22	5	25	60	23	35	71
	<b>5%klm</b>	<b>6%l</b>	6%	3%	5%	2%	<b>10%Tkl</b>	<b>9%Tkl</b>	3%	<b>8%Tm</b>
3 - (3)	84	36	17	30	1	13	30	41	18	63
	<b>4%klm</b>	4%	3%	4%	1%	1%	<b>5%kl</b>	<b>17%Tkl</b>	1%	<b>7%Tm</b>
2 - (2)	55	19	20	13	3	10	13	32	17	38
	<b>2%klm</b>	2%	3%	2%	3%	1%	<b>2%kl</b>	<b>13%Tkl</b>	1%	<b>4%Tm</b>
1 - Extremely dissatisfied (1)	77	40	11	20	6	3	9	65	13	58
	<b>3%TlCm</b>	<b>5%l</b>	2%	3%	<b>6%l</b>	*	<b>2%kl</b>	<b>26%Tkl</b>	1%	<b>7%Tm</b>
Not applicable	12	2	6	4	-	2	3	7	3	9
	<b>1%klm</b>	*	1%	1%	-	*	1%	<b>3%Tkl</b>	*	<b>1%lm</b>
NET: Dissatisfied (1-3)	216	94	49	63	10	25	53	138	48	159
	<b>10%klm</b>	11%	8%	9%	10%	2%	<b>9%kl</b>	<b>56%Tkl</b>	4%	<b>18%Tm</b>
NET: Neutral (4-6)	485	216	116	129	24	129	297	60	178	302
	<b>22%klm</b>	<b>25%Tf</b>	20%	19%	25%	9%	<b>50%Tkl</b>	<b>24%kl</b>	14%	<b>34%Tm</b>
NET: Satisfied (7-10)	1498	545	410	479	64	1221	235	43	1073	414
	<b>68%eCln</b>	64%	<b>71%e</b>	<b>71%e</b>	65%	<b>89%TCl</b>	<b>40%l</b>	17%	<b>82%Tn</b>	47%
Mean score	<b>7.28eCln</b>	7.06	<b>7.42e</b>	<b>7.38e</b>	7.18	<b>8.40TCl</b>	<b>6.03l</b>	3.75	<b>8.14Tn</b>	6.01
Standard error	0.05	0.09	0.09	0.09	0.28	0.05	0.08	0.17	0.06	0.08

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Courtesy and politeness of advisors	1561	587	410	498	65	1222	262	76	1079	472
		71% <i>Cln</i>	69%	71%	74%	66%	89% <i>TCl</i>	45% <i>l</i>	83% <i>Tn</i>	53%
Willingness to help resolve your issue	1498	545	410	479	64	1221	235	43	1073	414
		69% <i>Cln</i>	64%	71% <i>e</i>	71% <i>e</i>	65%	89% <i>TCl</i>	40% <i>l</i>	82% <i>Tn</i>	47%
Advisor doing what they said they would do	1473	544	407	461	61	1214	224	36	1062	402
		67% <i>Cln</i>	63%	70% <i>e</i>	68%	62%	88% <i>TCl</i>	38% <i>l</i>	82% <i>Tn</i>	46%
Ease of finding provider contact details	1450	519	415	456	60	1186	210	53	1044	396
		66% <i>Cln</i>	61%	72% <i>Te</i>	68% <i>e</i>	60%	86% <i>TCl</i>	36% <i>l</i>	80% <i>Tn</i>	45%
Logging of query details to avoid having to repeat yourself	1397	505	403	433	57	1164	190	42	1018	371
		63% <i>Cln</i>	59%	69% <i>Te</i>	64%	58%	85% <i>TCl</i>	32% <i>l</i>	78% <i>Tn</i>	42%
Getting the issue resolved to your satisfaction	1377	496	389	435	57	1183	169	26	1046	324
		62% <i>Cln</i>	58%	67% <i>Te</i>	64% <i>e</i>	58%	86% <i>TCl</i>	29% <i>l</i>	80% <i>Tn</i>	37%
The time taken to handle your issue	1330	484	378	410	58	1138	165	27	971	349
		60% <i>Cln</i>	57%	65% <i>Te</i>	61%	58%	83% <i>TCl</i>	28% <i>l</i>	75% <i>Tn</i>	40%
Offering compensation or a goodwill payment	1238	450	373	368	48	1044	170	25	918	312
		56% <i>Cln</i>	52%	64% <i>Te j</i>	54%	48%	76% <i>TCl</i>	29% <i>l</i>	71% <i>Tn</i>	35%

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



### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Completely resolved	1302	490	358	405	49	1039	221	42	1302	-
		59% <b>Cln</b>	57%	62%	60%	76% <b>TCl</b>	38% <b>l</b>	17%	100% <b>Tn</b>	-
Partly resolved	678	273	182	198	26	291	304	83	-	678
		31% <b>km</b>	32%	31%	29%	21%	52% <b>Tkl</b>	34% <b>k</b>	-	77% <b>Tm</b>
Not resolved at all	205	87	38	65	15	39	53	113	-	205
		9% <b>km</b>	10% <b>l</b>	7%	10%	15% <b>f</b>	3%	9% <b>kl</b>	46% <b>TlC</b>	23% <b>Tm</b>
Don't know	25	7	2	7	9	7	10	9	-	-
		1% <b>kmn</b>	1%	*	1%	9% <b>Tefl</b>	1%	2% <b>k</b>	4% <b>Tl</b>	-

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Yes	1076	416	305	313	42	903	150	23	1076	-
		48%	53%T	46%	43%	66%TCI	26%I	9%	83%Tn	-
No	216	72	48	90	7	130	66	19	216	-
		10%e	8%	13%TeI	7%	9%	11%	8%	17%Tn	-
Don't know	10	3	5	3	*	6	4	-	10	-
	*	*	1%	*	*	*	1%	-	1%Tn	-

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1270	449	382	396	43	995	226	49	1270	-
Weighted Base	1302	490	358	405	49*	1039	221	42*	1302	-**
Effective base	932	337	272	291	33	734	163	36	932	-
Yes	1076	416	305	313	42	903	150	23	1076	-
		<b>83%Cl</b>	<b>85%fl</b>	<b>85%il</b>		<b>87%TC</b>	68%	54%	83%	-
No	216	72	48	90	7	130	66	19	216	-
		<b>17%ke</b>	15%	13%	<b>22%Tel</b>	13%	<b>30%Tk</b>	<b>46%Tl</b>	17%	-
Don't know	10	3	5	3	*	6	4	-	10	-
	<b>1%</b>	1%	1%	1%	1%	1%	2%	-	1%	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	2211	857	580	675	99	1376	587	247	1302	883
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	2211	857	580	675	99	1376	587	247	1302	883
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	2211	857	580	675	99	1376	587	247	1302	883
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Employed or self-employed (full-time - 30hrs/wk+)	1374	509	370	449	46%	952	303	119	924	435
		62% <b>CIn</b>	59% <b>j</b>	64% <b>j</b>	66% <b>TeI</b>	69% <b>TC</b>	52%	48%	71% <b>Tn</b>	49%
Employed or self-employed (part-time - 8-29 hrs/wk+)	340	146	91	86	18	176	119	44	170	167
		15% <b>kIm</b>	17% <b>kI</b>	16%	13%	13%	20% <b>Tk</b>	18%	13%	19% <b>Tm</b>
Full-time responsibility for the home/family	182	67	63	43	9	95	63	24	63	117
		8% <b>kIm</b>	8%	11% <b>Ti</b>	6%	7%	11% <b>Tk</b>	10%	5%	13% <b>Tm</b>
Student / under education	90	35	23	28	4	34	44	12	28	59
		4% <b>kIm</b>	4%	4%	4%	2%	7% <b>Tk</b>	5%	2%	7% <b>Tm</b>
Not working	95	51	15	15	15	41	34	20	35	59
		4% <b>kIm</b>	6% <b>TfI</b>	3%	2%	3%	6% <b>k</b>	8% <b>Tk</b>	3%	7% <b>Tm</b>
Retired	130	49	18	54	8	78	24	28	81	48
		6% <b>kf</b>	6% <b>f</b>	3%	8% <b>TfI</b>	8% <b>f</b>	6%	4%	11% <b>TkC</b>	6%
NET: Employed	1714	655	461	534	64	1128	422	164	1094	602
		78% <b>CIn</b>	76% <b>j</b>	80% <b>j</b>	79% <b>j</b>	64%	82% <b>TC</b>	72%	66%	84% <b>Tn</b>

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Up to 10,399 Pounds	147	54	45	29	19	74	51	22	65	78
	<b>7%km</b>	6%	<b>8%kl</b>	4%	<b>20%Tefj</b>	5%	<b>9%Tk</b>	9%	5%	<b>9%Tm</b>
10,400-15,599 Pounds	180	81	51	39	9	94	63	22	83	95
	<b>8%klm</b>	<b>9%kl</b>	9%	6%	9%	7%	<b>11%Tk</b>	9%	6%	<b>11%Tm</b>
15,600-25,999 Pounds	277	107	83	79	7	149	103	25	141	131
	<b>13%klm</b>	13%	14%	12%	7%	11%	<b>18%Tk</b>	10%	11%	<b>15%Tm</b>
26,000-36,399 Pounds	407	170	101	119	17	234	125	49	235	169
	<b>18%</b>	20%	17%	18%	18%	17%	21%	20%	18%	19%
36,400-51,999 Pounds	486	192	126	150	18	325	106	55	290	190
	<b>22%kl</b>	22%	22%	22%	18%	<b>24%TC</b>	18%	22%	22%	22%
52,000+	656	230	165	238	23	471	123	62	458	195
	<b>30%Clm</b>	27%	28%	<b>35%Tefj</b>	23%	<b>34%TC</b>	21%	25%	<b>35%Tn</b>	22%
Don't know	13	5	3	3	2	6	4	3	7	6
	<b>1%</b>	1%	*	1%	2%	*	1%	1%	1%	1%
Would rather not say	45	18	7	17	3	23	13	10	25	19
	<b>2%</b>	2%	1%	3%	3%	2%	2%	<b>4%kl</b>	2%	2%

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
East Midlands	151	62	37	46	6	92	35	24	87	62
	7%	7%	6%	7%	6%	7%	6%	10%	7%	7%
East of England	135	43	31	55	7	67	45	23	65	67
	6%km	5%	5%	8%Te	7%	5%	8%k	9%k	5%	8%Tm
London	601	197	189	194	21	421	134	46	400	193
	27%eCln	23%	33%Te	29%e	22%	31%TC	23%	19%	31%Tn	22%
North East	97	41	27	26	3	72	16	9	61	35
	4%C	5%	5%	4%	3%	5%TC	3%	4%	5%	4%
North West	273	112	75	75	12	159	73	41	158	114
	12%	13%	13%	11%	12%	12%	12%	17%	12%	13%
Scotland	95	43	17	31	4	60	28	7	57	38
	4%	5%	3%	5%	4%	4%	5%	3%	4%	4%
South East	242	91	50	84	17	149	65	29	132	105
	11%	11%	9%	12%	17%cf	11%	11%	12%	10%	12%
South West	150	70	38	33	9	86	54	10	85	63
	7%sl	8%sl	7%	5%	9%	6%	9%TKl	4%	7%	7%
Ulster / Northern Ireland	32	11	15	2	4	22	7	4	19	13
	1%	1%	3%Ti	*	4%cl	2%	1%	2%	1%	2%
Wales	77	37	13	27	1	42	24	12	43	35
	3%	4%	2%	4%	1%	3%	4%	5%	3%	4%
West Midlands	210	83	56	60	11	121	62	27	106	103
	9%mp	10%	10%	9%	11%	9%	11%	11%	8%	12%Tm
Yorks & Humber	146	67	33	44	3	85	46	15	90	56
	7%	8%	6%	6%	3%	6%	8%	6%	7%	6%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Woman	966	376	255	283	52	592	270	104	554	400
	44%	44%	44%	42%	52%	43%	46%	42%	43%	45%
Man	1226	474	319	387	45	779	310	137	744	469
	55%	55%	55%	57%	46%	57%	53%	55%	57%	53%
Non-binary	12	6	4	3	-	4	7	2	4	9
	1%km	1%	1%	*	-	*	1%k	1%	*	1%
Prefer to use my own term	*	-	*	-	-	-	-	*	-	*
	*	-	*	-	-	-	-	*	-	*
Prefer not to say	6	1	1	2	2	1	-	5	1	5
	*km	*	*	*	2%Tel	*	-	2%TKG	*	1%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Yes	2148	833	560	664	91	1347	565	236	1283	841
		97% <sup>n</sup>	97% <sup>j</sup>	97%	98% <sup>Tj</sup>	98% <sup>Tk</sup>	96%	95%	99% <sup>Tn</sup>	95%
No	51	21	17	9	5	24	21	5	18	32
		2% <sup>m</sup>	2%	3%	1%	5% <sup>l</sup>	2%	4% <sup>Tk</sup>	2%	1%
Prefer not to say	12	3	3	3	3	5	1	6	1	11
		1% <sup>m</sup>	*	*	*	3% <sup>Tefl</sup>	*	*	2% <sup>TkC</sup>	*

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915	
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883	
Effective base	1623	604	459	496	68	996	441	186	932	673	
A	446	132	150	156	7	338	73	34	336	105	
		20%e Cln	15%	26%Tej	23%Tij	7%	25%TC	13%	14%	26%Tn	12%
B	628	255	132	222	19	418	147	63	379	245	
		28%f	30%f	23%	33%Tij	19%	30%TC	25%	25%	29%	28%
C1	450	186	110	124	30	243	150	57	234	210	
		20%km	22%	19%	18%	31%Tfi	18%	26%Tk	23%	18%	24%Tm
C2	369	157	105	96	12	208	116	45	195	169	
		17%km	18%	18%	14%	12%	15%	20%Tk	18%	15%	19%Tm
D	154	62	40	41	11	93	38	22	79	74	
		7%	7%	7%	6%	11%	7%	6%	9%	6%	8%
E	165	65	44	35	20	76	63	26	79	80	
		7%km	8%	8%	5%	20%Tefi	6%	11%Tk	11%k	6%	9%Tm
NET: AB	1074	387	282	378	26	756	220	97	715	351	
		49%e Cln	45%j	49%j	56%Tefi	26%	55%TC	37%	39%	55%Tn	40%
NET: ABC1	1523	573	391	502	56	1000	370	154	949	561	
		69% Cln	67%	67%	74%Tefi	57%	73%TC	63%	62%	73%Tn	63%
NET: C2DE	688	284	189	173	42	377	217	94	353	323	
		31%km	33%j	33%j	26%	43%Ti	27%	37%Tk	38%Tk	27%	37%Tm
NET: DE	318	127	84	77	31	169	101	49	158	154	
		14%ikm	15%	14%	11%	31%Tefi	12%	17%k	20%Tk	12%	17%Tm

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
A city or large town (including suburbs)	1439	554	387	441	57	965	339	135	934	489
	65% <b>Cln</b>	65%	67%	65%	58%	70% <b>Tk</b>	58%	54%	72% <b>Tn</b>	55%
A small town	602	241	154	177	30	318	200	84	291	307
	27% <b>km</b>	28%	26%	26%	31%	23%	34% <b>Tk</b>	34% <b>Tk</b>	22%	35% <b>Tm</b>
A village, hamlet or isolated dwelling in the countryside	163	61	39	53	10	91	48	24	76	84
	7% <b>km</b>	7%	7%	8%	10%	7%	8%	10%	6%	9% <b>Tm</b>
Prefer not to say	7	1	1	4	2	2	1	4	2	4
	*k	*	*	1%	2% <b>ef</b>	*	*	2% <b>TkC</b>	*	*
NET: Urban	2041	795	540	618	87	1283	539	219	1225	796
	92% <b>kn</b>	93%	93%	92%	88%	93% <b>kl</b>	92%	88%	94% <b>Tn</b>	90%
NET: Rural	163	61	39	53	10	91	48	24	76	84
	7% <b>km</b>	7%	7%	8%	10%	7%	8%	10%	6%	9% <b>Tm</b>

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Table 34

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Small (1-2 people)	667	302	161	177	27	366	208	93	372	286
		30% <b>k</b>	35% <b>f</b>	28%	26%	27%	35% <b>Tk</b>	38% <b>l</b>	29%	32%
Medium (3-4 people)	1191	423	321	391	57	802	274	115	736	442
		54% <b>e</b>	49%	55%	58% <b>T</b>	58% <b>Tk</b>	47%	46%	57% <b>Tm</b>	50%
Large (5+ people)	352	132	98	107	15	208	105	40	194	155
	16%	15%	17%	16%	15%	15%	18%	16%	15%	18%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
1	619	238	184	174	23	410	153	55	350	258
	28%	28%	32% <b>Tf</b>	26%	23%	30% <b>Tl</b>	26%	22%	27%	29%
2	590	199	154	216	21	429	123	39	421	167
	27% <b>Cl</b>	23%	27%	32% <b>Te</b>	22%	31% <b>Tk</b>	21%	16%	32% <b>Tn</b>	19%
3	151	57	39	50	4	97	38	16	83	67
	7%	7%	7%	7%	5%	7%	6%	6%	6%	8%
4	43	22	7	13	1	19	20	4	14	28
	2% <b>km</b>	3%	1%	2%	1%	1%	3% <b>Tk</b>	2%	1%	3% <b>Tm</b>
5+	27	11	10	5	1	7	8	12	7	20
	1% <b>km</b>	1%	2%	1%	1%	1%	1%	5% <b>Tk</b>	1%	2% <b>Tm</b>
No children in household	781	330	186	216	48	414	245	122	426	343
	35% <b>km</b>	39% <b>Tf</b>	32%	32%	49% <b>Tf</b>	30%	42% <b>Tk</b>	49% <b>Tk</b>	33%	39% <b>Tm</b>

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
None	13	7	3	3	-	9	4	*	5	9
	1%	1%	1%	1%	-	1%	1%	*	*	1%
1	402	175	108	96	23	227	127	48	212	188
	18% <b>km</b>	20% <b>l</b>	19%	14%	23%	17%	22% <b>Tk</b>	19%	16%	21% <b>Tm</b>
2	1327	492	348	449	38	882	310	136	831	482
	60% <b>Cn</b>	57% <b>j</b>	60% <b>j</b>	67% <b>Tefj</b>	38%	64% <b>TC</b>	53%	55%	64% <b>Tn</b>	55%
3	281	112	66	81	23	152	91	39	150	126
	13% <b>k</b>	13%	11%	12%	23% <b>Tefj</b>	11%	15% <b>Tk</b>	16%	12%	14%
4	120	48	27	32	13	66	39	15	61	58
	5%	6%	5%	5%	13% <b>Tefj</b>	5%	7%	6%	5%	7%
5+	67	23	28	13	3	41	17	9	44	21
	3%	3%	5% <b>Tl</b>	2%	3%	3%	3%	4%	3%	2%

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



### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915	
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883	
Effective base	1623	604	459	496	68	996	441	186	932	673	
Most vulnerable	418	163	122	106	27	218	142	58	197	214	
		19% <b>km</b>	19%	21% <b>kl</b>	16%	27% <b>kl</b>	16%	24% <b>Tk</b>	23% <b>kl</b>	15%	24% <b>Tm</b>
Potentially vulnerable	898	357	244	259	38	545	261	92	509	376	
	41%	42%	42%	38%	38%	40%	44%	37%	39%	43%	
Least vulnerable	837	314	204	290	29	584	167	85	566	268	
	38% <b>kn</b>	37%	35%	43% <b>Tefj</b>	30%	42% <b>TC</b>	29%	35%	43% <b>Tn</b>	30%	

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2211	807	644	671	89	1361	606	244	1270	915
Weighted Base	2211	857	580	675	99*	1376	587	247	1302	883
Effective base	1623	604	459	496	68	996	441	186	932	673
Universal Credit (and household has other earnings)	382 17%	138 16%	119 21%T	109 16%	16 16%	230 17%	118 20%	35 14%	219 17%	161 18%
Personal Independence Payment (PIP)	287 13%e	88 10%	99 17%Te	86 13%	15 15%	165 12%	91 16%	31 13%	172 13%	114 13%
Employment and Support Allowance (ESA)	287 13%C	94 11%	104 18%Tel	83 12%	6 6%	215 16%TC	57 10%	15 6%	184 14%	100 11%
Income Support	188 9%l	63 7%	64 11%Te	56 8%	6 6%	124 9%l	53 9%	11 5%	117 9%	68 8%
Pensions Credit (Guaranteed Credit)	181 8%eln	48 6%	79 14%Tel	52 8%	3 3%	135 10%Tl	41 7%	6 2%	133 10%Tn	48 5%
Carer's allowance	173 8%e	44 5%	63 11%Te	59 9%e	8 8%	104 8%	49 8%	20 8%	100 8%	73 8%
Universal Credit (and household has no other earnings)	162 7%	59 7%	51 9%	46 7%	6 6%	110 8%	35 6%	17 7%	89 7%	70 8%
Pensions Credit (no Guaranteed Credit)	129 6%el	33 4%	57 10%Tel	37 6%	3 3%	88 6%l	35 6%	6 2%	81 6%	48 5%
Income-based Jobseeker's Allowance	123 6%C	42 5%	43 7%T	33 5%	5 5%	89 6%TC	22 4%	12 5%	78 6%	42 5%
NET: Any benefit	1124 51%elnm	393 46%	367 63%Tel	328 49%	36 37%	681 50%	332 56%Tkl	111 45%	634 49%	476 54%Tm
Other	46 2%k	20 2%	7 1%	15 2%	3 3%	20 1%	16 3%	9 4%k	30 2%	12 1%
None of these	1056 48%fC	451 53%Tl	209 36%	335 50%f	62 63%Tfl	677 49%C	250 42%	130 52%C	647 50%	402 45%

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

## Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**QAGE: What is your age?**

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
16 - 17	10	5	5	-	-	1	6	3	5	5
	*k	*i	1%k	-	-	*	1%k	1%k	*	*
18 - 24	764	268	216	247	33	407	270	87	383	374
	21%km	20%	24%Tej	21%	17%	18%	27%Tk	22%	19%	25%Tm
25 - 34	1222	448	334	395	44	777	332	113	719	488
	34%j	34%j	38%Tij	33%j	23%	35%Ti	34%l	28%	35%	33%
35 - 44	904	307	228	321	48	595	210	100	556	343
	25%eCn	23%	26%	27%e	25%	27%TC	21%	25%	27%Tn	23%
45 - 54	350	152	61	113	24	221	90	39	200	144
	10%k	11%Ti	7%	9%j	12%f	10%	9%	10%	10%	10%
55 - 64	242	97	29	82	35	142	63	37	147	91
	7%k	7%k	3%	7%j	18%Tej	6%	6%	9%Tk	7%	6%
65 +	102	53	12	27	11	60	18	24	60	41
	3%k	4%Ti	1%	2%	5%Ti	3%	2%	6%TK	3%	3%
NET: 16-34	1996	721	554	643	77	1186	608	202	1107	867
	56%klm	54%j	63%Tej	54%j	40%	54%	61%TK	50%	53%	58%Tm
NET: 35-54	1254	459	289	433	72	815	300	139	757	487
	35%k	35%	33%	37%	37%	37%TC	30%	35%	37%Tn	33%
NET: 55+	345	150	41	109	45	202	81	61	207	132
	10%k	11%Ti	5%	9%j	23%Tej	9%	8%	15%TK	10%	9%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Hearing - Poor hearing, partial hearing, or are deaf	328 9%	112 8%	103 12%Teij	103 9%	11 6%	208 9%	86 9%	34 9%	176 8%	147 10%
Eyesight - Poor vision, colour blindness, partial sight, or are blind	540 15%ij	209 16%j	163 18%Tij	157 13%j	12 6%	341 15%	146 15%	53 13%	304 15%	236 16%
Mobility - Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	375 10%e	115 9%	127 14%Teij	117 10%	17 9%	223 10%	105 11%	47 12%	202 10%	167 11%
Dexterity - Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc.	277 8%eij	87 7%	108 12%Teij	76 6%	6 3%	168 8%	85 9%	24 6%	162 8%	108 7%
Breathing - Breathlessness or chest pains	448 12%j	153 11%	123 14%j	160 13%j	13 7%	260 12%	141 14%	48 12%	250 12%	193 13%
Mental abilities - Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	481 13%em	174 13%	149 17%Teij	141 12%	17 9%	284 13%	152 15%T	46 11%	254 12%	220 15%Tm
Social/behavioural - Conditions associated with this (such as autism, attention deficit disorder, etc.)	520 14%j	187 14%j	132 15%j	188 16%j	13 7%	309 14%	153 15%	58 14%	288 14%	225 15%
Your mental health - Anxiety, depression, or trauma-related conditions, for example	1079 30%kfm	424 32%j	237 27%	366 31%j	53 27%	628 29%	327 33%Tk	124 31%	582 28%	482 32%Tm
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	286 8%	109 8%	63 7%	94 8%	20 10%	165 7%	69 7%	52 13%TKC	152 7%	129 9%
Prefer not to say	201 6%	86 6%	42 5%	58 5%	16 8%fi	117 5%	60 6%	24 6%	103 5%	94 6%
Don't know	41 1%k	17 1%	8 1%	10 1%	7 4%Tefi	19 1%	18 2%Tk	4 1%	20 1%	18 1%
Nothing	1160 32%FCn	430 32%	253 29%	395 33%F	82 42%Tefi	784 36%TC	261 26%	116 29%	738 36%Tn	415 28%
NET: Any limiting characteristic	2192 61%km	798 60%j	582 66%Teij	722 61%j	89 46%	1284 58%	650 66%Tk	258 64%k	1210 58%	960 65%Tm

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

## Ofcom - Complaints Handling Tracker - 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 mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
The service not performing as it should	1185	-	-	1185	-	703	331	151	645	525
						32%	34%	37%Tl	31%	35%Tm
A billing, pricing or payment issue	1017	1017	-	-	-	652	262	103	622	388
						30%T	26%	26%	30%Tn	26%
A problem relating to the installation or set up of your service	570	-	570	-	-	366	157	47	344	222
						16%e j	64%Te j	-	17%	15%
A problem with a repair to the service	315	-	315	-	-	199	94	22	196	118
						9%e j	36%Te j	-	9%	8%
Dissatisfaction with customer service from a previous occasion or contact	313	313	-	-	-	153	98	62	150	162
						9%f j kn	24%Tf j	-	7%	11%Tm
Or something else	195	-	-	195	-	130	46	19	113	71
						5%e f	-	-	5%	5%
<b>SUMMARY:</b>										
Billing and Customer service	1331	1331	-	-	-	806	360	165	772	551
						37%f j	100%Tf j	-	37%	37%
Repairs and Installation	885	-	885	-	-	565	251	69	540	340
						25%e j n	100%Te j	-	26%Tn	23%
Service Issues	1185	-	-	1185	-	703	331	151	645	525
						33%e f jm	-	100%Te j	31%	35%Tm
Something else	195	-	-	195	-	130	46	19	113	71
						5%e f	-	-	5%	5%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1319	1319	-	-	-	804	353	162	770	541
Weighted Base	1331	1331	***	**	**	806	360	165	772	551
Effective base	1283	1283	-	-	-	781	344	158	748	527
Bill was a lot higher than expected	289	289	-	-	-	184	70	34	165	121
	22%	22%	-	-	-	23%	20%	21%	21%	22%
Bill was inaccurate	230	230	-	-	-	141	62	27	139	90
	17%	17%	-	-	-	17%	17%	16%	18%	16%
Payment issues (including setting up/making a payment, non-direct debit charges)	209	209	-	-	-	142	44	23	137	72
	16% <b>Cn</b>	16%	-	-	-	18% <b>TC</b>	12%	14%	18% <b>Tn</b>	13%
Bill contained items I shouldn't have been charged for	174	174	-	-	-	114	38	22	96	77
	13%	13%	-	-	-	14%	10%	13%	12%	14%
Getting a refund, credit note or cashback	153	153	-	-	-	96	46	10	84	67
	11% <b>kl</b>	11%	-	-	-	12% <b>kl</b>	13% <b>kl</b>	6%	11%	12%
Costs of going above data allowance	146	146	-	-	-	94	41	11	94	52
	11% <b>kl</b>	11%	-	-	-	12% <b>kl</b>	11%	6%	12%	9%
Costs of international and roaming calls	143	143	-	-	-	98	33	12	88	55
	11%	11%	-	-	-	12% <b>T</b>	9%	8%	11%	10%
Took too long to resolve issue	105	105	-	-	-	56	32	17	56	50
	8%	8%	-	-	-	7%	9%	10%	7%	9%
The format of the bill	101	101	-	-	-	75	17	8	66	35
	8% <b>C</b>	8%	-	-	-	9% <b>TC</b>	5%	5%	9%	6%
Didn't do what they said they would do	93	93	-	-	-	36	34	23	41	51
	7% <b>km</b>	7%	-	-	-	4%	10% <b>Tk</b>	14% <b>Tk</b>	5%	9% <b>Tm</b>
Unable to get through to anyone	77	77	-	-	-	37	27	12	36	41
	6% <b>km</b>	6%	-	-	-	5%	7%	8%	5%	7% <b>Tm</b>
Pre-pay credit lost or not credited to card	76	76	-	-	-	50	22	4	53	23
	6% <b>km</b>	6%	-	-	-	6%	6%	3%	7% <b>Tn</b>	4%
Gave incorrect information	72	72	-	-	-	35	20	17	32	41
	5% <b>km</b>	5%	-	-	-	4%	6%	10% <b>Tk</b>	4%	7% <b>Tm</b>
Rude/dismissive	59	59	-	-	-	30	12	17	26	33
	4% <b>km</b>	4%	-	-	-	4%	3%	10% <b>TkC</b>	3%	6% <b>Tm</b>
Unable to get through to relevant person	54	54	-	-	-	29	12	13	29	25
	4%	4%	-	-	-	4%	3%	8% <b>TkC</b>	4%	5%
A different issue	37	37	-	-	-	17	13	7	20	17
	3%	3%	-	-	-	2%	3%	4%	3%	3%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1187	-	-	1187	-	707	329	151	650	522
Weighted Base	1185	-.**	-.**	1185	-.**	703	331	151	645	525
Effective base	1155	-	-	1155	-	688	321	147	632	509
Service is not consistently available	354	-	-	354	-	192	106	56	182	169
	30%k	-	-	30%	-	27%	32%	37%l	28%	32%
Unable to access 5G service	325	-	-	325	-	208	77	41	171	150
	27%k	-	-	27%	-	30%k	23%	27%	26%	29%
Poor indoor reception/coverage	320	-	-	320	-	160	102	58	148	168
	27%km	-	-	27%	-	23%	31%k	39%l	23%	32%l
Complete loss of service	318	-	-	318	-	170	91	57	172	144
	27%k	-	-	27%	-	24%	27%	38%l	27%	27%
Unable to access 4G service	271	-	-	271	-	154	82	35	133	137
	23%km	-	-	23%	-	22%	25%	23%	21%	26%l
Poor outside reception/coverage	238	-	-	238	-	125	75	38	105	131
	20%km	-	-	20%	-	18%	23%	25%k	16%	25%l
Problems with calls being disconnected during a call or not connected at all	197	-	-	197	-	118	52	28	100	95
	17%	-	-	17%	-	17%	16%	18%	16%	18%
Text or voice mails delivered late	119	-	-	119	-	66	38	15	63	54
	10%	-	-	10%	-	9%	11%	10%	10%	10%
Connection speed slower than advertised or led to expect	18	-	-	18	-	15	3	-	14	5
	2%	-	-	2%	-	2%	1%	-	2%	1%
Problems with voice over internet (VOIP) telephone calls	10	-	-	10	-	10	-	-	6	3
	1%	-	-	1%	-	1%k	-	-	1%	1%
Unable to get certain channels/content	8	-	-	8	-	6	2	-	5	3
	1%	-	-	1%	-	1%	1%	-	1%	1%
Poor picture quality	7	-	-	7	-	5	2	-	3	4
	1%	-	-	1%	-	1%	1%	-	*	1%
Poor line quality	6	-	-	6	-	4	1	1	3	3
	*	-	-	*	-	1%	*	1%	*	1%
A different issue (please describe it briefly in your own words)	29	-	-	29	-	17	4	8	16	13
	2%	-	-	2%	-	2%	1%	5%l	2%	2%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	896	-	896	-	-	578	249	69	545	346
Weighted Base	885	-.**	885	-.**	-.**	565	251	69*	540	340
Effective base	870	-	870	-	-	561	242	67	529	335
Switching issues (e.g. problems trying to switch or problems porting your number)	493	-	493	-	-	309	144	41	290	199
	56%	-	56%	-	-	55%	57%	59%	54%	59%
Arranging an installation	57	-	57	-	-	42	10	5	39	18
	6%	-	6%	-	-	7%	4%	7%	7%	5%
Time taken to install the service	27	-	27	-	-	23	2	2	21	6
	3% <b>C</b>	-	3%	-	-	4% <b>TC</b>	1%	3%	4%	2%
Missed/ moved installation appointment	18	-	18	-	-	12	4	2	13	6
	2%	-	2%	-	-	2%	2%	3%	2%	2%
Time taken to repair a fault	17	-	17	-	-	13	4	-	9	8
	2%	-	2%	-	-	2%	2%	-	2%	2%
Complaining about an engineer	13	-	13	-	-	10	3	-	10	3
	2%	-	2%	-	-	2%	1%	-	2%	1%
Damage to property during repair	12	-	12	-	-	9	2	1	6	6
	1%	-	1%	-	-	2%	1%	1%	1%	2%
Missed/moved repair appointment	10	-	10	-	-	10	1	-	8	3
	1%	-	1%	-	-	2%	*	-	1%	1%
Arranging an appointment for an engineer visit	10	-	10	-	-	8	2	-	9	1
	1% <b>n</b>	-	1%	-	-	1%	1%	-	2%	*
Damage to property during installation	7	-	7	-	-	5	1	1	3	4
	1%	-	1%	-	-	1%	*	1%	1%	1%
A different issue	288	-	288	-	-	178	88	22	177	110
	33%	-	33%	-	-	32%	35%	32%	33%	32%

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



## Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

Table 7

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

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	193	-	-	-	193	129	45	19	112	71
Weighted Base	195	-.**	-.**	-.**	195	130	46*	19**	113	71*
Effective base	186	-	-	-	186	124	44	18	107	69
Change to your package or service (upgrading or downgrading your service)	60 31%	-	-	-	60 31%	44 34%	13 28%	4 20%	41 37%	16 23%
Switching issues (e.g. problems trying to switch or problems porting your number)	31 16%	-	-	-	31 16%	21 16%	6 13%	4 22%	21 18%	9 12%
Keeping your mobile phone number when changing suppliers	24 12%	-	-	-	24 12%	16 12%	7 15%	1 5%	14 12%	9 12%
Service not performing as advertised or as told in store/over the phone	21 11%	-	-	-	21 11%	17 13%	5 10%	-	13 12%	6 9%
Complaining about the terms of your contract	14 7%	-	-	-	14 7%	8 6%	4 9%	2 9%	8 7%	6 9%
A different issue (please describe it briefly in your own words)	55 28% <b>km</b>	-	-	-	55 28%	29 23%	13 28%	12 66%	20 17%	32 45% <b>Tm</b>

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Only/mainly on the phone	1199	495	205	437	62	706	337	156	710	481
	<b>33%fk</b>	<b>37%Tf</b>		<b>37%Tf</b>	<b>32%kf</b>			<b>39%Tl</b>	34%	32%
Only/mainly via mobile app	562	206	134	192	30	388	135	40	362	197
	<b>16%Clm</b>	15%	15%	16%	15%	<b>18%Tc</b>	14%	10%	<b>17%Tn</b>	13%
Only/mainly via webchat	430	176	90	142	23	277	100	53	257	172
	<b>12%Cl</b>	<b>13%Cl</b>	10%	12%	12%	13%	10%	13%	12%	12%
Only/mainly via email	417	147	118	139	13	273	106	38	239	174
	<b>12%Cl</b>	11%	<b>13%Cl</b>	12%	7%	12%	11%	9%	12%	12%
Only/mainly in store	282	93	91	83	15	154	82	46	152	126
	<b>8%kl</b>	7%	<b>10%Tel</b>	7%	8%	7%	8%	<b>11%Tl</b>	7%	8%
Only/mainly via web form	257	92	74	77	14	147	83	27	133	122
	<b>7%klm</b>	7%	8%	6%	7%	7%	8%	7%	6%	<b>8%Tm</b>
Only/mainly by social media	231	69	97	55	11	140	69	22	129	100
	<b>6%kel</b>	5%	<b>11%Tel</b>	5%	6%	6%	7%	5%	6%	7%
Only/mainly by letter	149	42	65	37	5	79	51	18	60	89
	<b>4%eikm</b>	3%	<b>7%Tel</b>	3%	3%	4%	<b>5%kl</b>	5%	3%	<b>6%Tm</b>
Only/mainly via another contact method	22	4	4	10	4	14	7	1	12	7
	<b>1%e</b>	*	1%	1%	<b>2%Tel</b>	1%	1%	*	1%	*
Don't know	46	7	6	15	17	24	18	3	16	17
	<b>1%em</b>	1%	1%	1%	<b>9%Tel</b>	1%	2%	1%	1%	1%

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	693	244	181	212	56	693	-	-	630	60
	19% <b>Cm</b>	18%	20%	18%	29% <b>TeI</b>	31% <b>TCI</b>	-	-	30% <b>Tn</b>	4%
9 - (9)	345	124	96	103	22	345	-	-	275	68
	10% <b>Cm</b>	9%	11%	9%	11%	16% <b>TCI</b>	-	-	13% <b>Tn</b>	5%
8 - (8)	605	227	155	195	28	605	-	-	409	194
	17% <b>Cm</b>	17%	18%	16%	15%	27% <b>TCI</b>	-	-	20% <b>Tn</b>	13%
7 - (7)	560	211	133	193	23	560	-	-	318	239
	16% <b>Cm</b>	16%	15%	16%	12%	25% <b>TCI</b>	-	-	15%	16%
6 - (6)	416	150	117	137	12	-	416	-	183	230
	12% <b>klm</b>	11% <b>j</b>	13% <b>j</b>	12% <b>j</b>	6%	-	42% <b>Tkl</b>	-	9%	15% <b>Tm</b>
5 - (5)	362	134	84	121	23	-	362	-	128	223
	10% <b>klm</b>	10%	10%	10%	12%	-	37% <b>Tkl</b>	-	6%	15% <b>Tm</b>
4 - (4)	210	77	50	73	10	-	210	-	43	161
	6% <b>klm</b>	6%	6%	6%	5%	-	21% <b>Tkl</b>	-	2%	11% <b>Tm</b>
3 - (3)	152	59	24	64	5	-	-	152	30	119
	4% <b>fkCm</b>	4% <b>f</b>	3%	5% <b>TF</b>	3%	-	-	38% <b>TKC</b>	1%	8% <b>Tm</b>
2 - (2)	87	42	19	21	5	-	-	87	21	64
	2% <b>kCm</b>	3% <b>Tf</b>	2%	2%	2%	-	-	21% <b>TKC</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied (1)	165	65	25	66	9	-	-	165	33	129
	5% <b>fkCm</b>	5% <b>f</b>	3%	6% <b>f</b>	5%	-	-	41% <b>TKC</b>	2%	9% <b>Tm</b>
NET: Dissatisfied (1-3)	403	165	69	151	19	-	-	403	85	312
	11% <b>fkCm</b>	12% <b>f</b>	8%	13% <b>TF</b>	10%	-	-	100% <b>TKC</b>	4%	21% <b>Tm</b>
NET: Neutral (4-6)	988	360	251	331	46	-	988	-	354	613
	27% <b>klm</b>	27%	28%	28%	24%	-	100% <b>Tkl</b>	-	17%	41% <b>Tm</b>
NET: Satisfied (7-10)	2204	806	565	703	130	2204	-	-	1632	561
	61% <b>Cm</b>	61%	64% <b>l</b>	59%	67%	100% <b>TCI</b>	-	-	79% <b>Tn</b>	38%
Mean score	6.88 <b>CI</b>	6.80	7.13 <b>TeI</b>	6.73	7.27 <b>TeI</b>	8.53 <b>TCI</b>	5.21 <b>l</b>	1.97	7.90 <b>Tn</b>	5.51
Standard error	0.04	0.07	0.08	0.07	0.19	0.03	0.02	0.04	0.05	0.06

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

## 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2077	770	545	650	112	1645	350	82	2077	-
Weighted Base	2071	772	540	645	113	1632	354	85*	2071	-**
Effective base	2017	748	529	632	107	1597	341	80	2017	-
10 - Extremely satisfied (10)	630	225	160	194	51	630	-	-	630	-
	30% <b>C</b>	29%	30%	30%	45% <b>Tefi</b>	39% <b>TC</b>	-	-	30%	-
9 - (9)	275	100	79	79	17	275	-	-	275	-
	13% <b>C</b>	13%	15%	12%	15%	17% <b>TC</b>	-	-	13%	-
8 - (8)	409	156	100	135	18	409	-	-	409	-
	20% <b>C</b>	20%	19%	21%	16%	25% <b>TC</b>	-	-	20%	-
7 - (7)	318	122	80	104	12	318	-	-	318	-
	15% <b>C</b>	16%	15%	16%	11%	19% <b>TC</b>	-	-	15%	-
6 - (6)	183	65	52	59	8	-	183	-	183	-
	9% <b>k</b>	8%	10%	9%	7%	-	52% <b>TKl</b>	-	9%	-
5 - (5)	128	50	29	40	8	-	128	-	128	-
	6% <b>kl</b>	6%	5%	6%	7%	-	36% <b>TKl</b>	-	6%	-
4 - (4)	43	15	16	12	-	-	43	-	43	-
	2% <b>k</b>	2%	3%	2%	-	-	12% <b>TKl</b>	-	2%	-
3 - (3)	30	18	5	8	-	-	-	30	30	-
	1% <b>kC</b>	2% <b>T</b>	1%	1%	-	-	-	36% <b>TKC</b>	1%	-
2 - (2)	21	10	6	6	-	-	-	21	21	-
	1% <b>k</b>	1%	1%	1%	-	-	-	25% <b>TKC</b>	1%	-
1 - Extremely dissatisfied (1)	33	12	13	8	-	-	-	33	33	-
	2% <b>kC</b>	2%	2%	1%	-	-	-	39% <b>TKC</b>	2%	-
NET: Dissatisfied (1-3)	85	39	23	22	-	-	-	85	85	-
	4% <b>jkC</b>	5% <b>j</b>	4% <b>j</b>	3%	-	-	-	100% <b>TKC</b>	4%	-
NET: Neutral (4-6)	354	129	98	111	16	-	354	-	354	-
	17% <b>kl</b>	17%	18%	17%	14%	-	100% <b>TKl</b>	-	17%	-
NET: Satisfied (7-10)	1632	603	419	512	97	1632	-	-	1632	-
	79% <b>C</b>	78%	78%	79%	86%	100% <b>TC</b>	-	-	79%	-
Mean score	7.90 <b>C</b>	7.82	7.84	7.91	8.58 <b>Tefi</b>	8.75 <b>TC</b>	5.40 <b>l</b>	1.97	7.90	-

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	801 <b>22%Cl</b>	289 22%	207 23%	257 22%	49 25%	739 <b>34%TC</b>	39 4%	23 6%	673 <b>32%Tn</b>	125 8%
9 - (9)	512 <b>14%Cl</b>	194 15%	137 16%	161 14%	20 10%	447 <b>20%TC</b>	50 5%	15 4%	362 <b>18%Tn</b>	148 10%
8 - (8)	613 <b>17%Cl</b>	221 17%	149 17%	208 18%	35 18%	490 <b>22%TC</b>	94 9%	29 7%	370 18%	241 16%
7 - (7)	464 <b>13%Cl</b>	165 12%	125 14%	153 13%	21 11%	258 <b>12%TC</b>	177 18%Tkl	29 7%	247 12%	212 14%Tm
6 - (6)	355 <b>10%Cl</b>	143 11%	75 9%	117 10%	20 10%	121 5%	204 <b>21%TKl</b>	29 7%	154 7%	196 13%Tm
5 - (5)	349 <b>10%Cl</b>	130 10%	76 9%	118 10%	24 12%	65 3%	240 <b>24%TKl</b>	44 11%k	129 6%	211 14%Tm
4 - (4)	162 <b>5%Cl</b>	63 5%	43 5%	48 4%	9 4%	26 1%	97 <b>10%TK</b>	39 10%TK	43 2%	114 8%Tm
3 - (3)	142 <b>4%Cl</b>	53 4%	31 4%	50 4%	8 4%	23 1%	51 <b>5%TK</b>	69 17%TKC	38 2%	101 7%Tm
2 - (2)	59 <b>2%Cl</b>	21 2%	17 2%	20 2%	1 *	4 *	20 <b>2%K</b>	34 9%TKC	10 *	49 3%Tm
1 - Extremely dissatisfied (1)	103 <b>3%Cl</b>	39 3%	17 2%	42 <b>4%f</b>	4 2%	8 *	7 1%	88 22%TKC	23 1%	78 5%Tm
Not applicable	35 <b>1%</b>	12 1%	7 1%	11 1%	6 3%Teff	22 1%	10 1%	4 1%	21 1%	11 1%
NET: Dissatisfied (1-3)	304 <b>8%Cl</b>	114 9%	65 7%	113 10%	13 7%	35 2%	78 <b>8%k</b>	191 47%TKC	71 3%	227 15%Tm
NET: Neutral (4-6)	866 <b>24%Cl</b>	336 25%	195 22%	283 24%	52 27%	212 10%	542 <b>55%TKl</b>	112 28%k	326 16%	522 35%Tm
NET: Satisfied (7-10)	2390 <b>66%Cl</b>	869 65%	618 70%TeI	778 66%	125 64%	1935 <b>88%TCI</b>	359 36%kl	96 24%	1653 <b>80%Tn</b>	726 49%
Mean score	<b>7.29Cl</b>	7.25	<b>7.43TI</b>	7.21	7.37	<b>8.43TCI</b>	<b>5.96kl</b>	4.30	<b>8.09Tn</b>	6.21
Standard error	0.04	0.07	0.08	0.07	0.17	0.03	0.06	0.14	0.04	0.06

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1172	483	199	430	60	693	325	154	696	469
Weighted Base	1199	495	205	437	62*	706	337	156	710	481
Effective base	1144	471	194	420	58	676	318	150	678	459
10 - Extremely satisfied (10)	219	86	48	73	12	209	6	4	194	24
	<b>18%Cl</b>	17%	<b>23%Tl</b>	17%	20%	<b>30%TCl</b>	2%	3%	<b>27%Tn</b>	5%
9 - (9)	127	57	25	42	2	115	7	4	103	23
	<b>11%Cl</b>	11%	12%	10%	4%	<b>16%TCl</b>	2%	3%	<b>14%Tn</b>	5%
8 - (8)	195	66	38	79	12	172	22	1	139	56
	<b>16%Cl</b>	13%	19%	18%	20%	<b>24%TCl</b>	<b>6%l</b>	1%	<b>20%Tn</b>	12%
7 - (7)	145	65	23	54	3	92	47	6	84	61
	<b>12%l</b>	13%	11%	12%	5%	<b>13%l</b>	<b>14%l</b>	4%	12%	13%
6 - (6)	152	75	19	49	9	63	82	7	76	75
	<b>13%klm</b>	<b>15%Tl</b>	9%	11%	14%	9%	<b>24%Tkl</b>	5%	11%	<b>16%Tm</b>
5 - (5)	129	53	17	51	8	28	84	17	58	69
	<b>11%klm</b>	11%	8%	12%	13%	4%	<b>25%Tkl</b>	<b>11%k</b>	8%	<b>14%Tm</b>
4 - (4)	86	31	16	37	2	8	50	28	19	66
	<b>7%klm</b>	6%	8%	8%	3%	1%	<b>15%Tk</b>	<b>18%Tk</b>	3%	<b>14%Tm</b>
3 - (3)	58	26	5	21	6	11	22	25	17	41
	<b>5%klm</b>	5%	2%	5%	<b>9%fl</b>	2%	<b>6%k</b>	<b>16%TKC</b>	2%	<b>8%Tm</b>
2 - (2)	39	17	9	12	2	4	11	24	11	28
	<b>3%klm</b>	3%	4%	3%	3%	1%	<b>3%k</b>	<b>16%TKC</b>	2%	<b>6%Tm</b>
1 - Extremely dissatisfied (1)	48	21	5	18	3	4	4	39	8	40
	<b>4%klCm</b>	4%	3%	4%	5%	1%	1%	<b>25%TKC</b>	1%	<b>8%Tm</b>
Not applicable	2	-	-	-	-	-	2	-	1	-
	*	-	-	-	<b>4%Tefl</b>	-	<b>1%k</b>	-	*	-
NET: Dissatisfied (1-3)	145	63	19	52	11	19	37	88	36	109
	<b>12%klm</b>	13%	9%	12%	17%	3%	<b>11%k</b>	<b>57%TKC</b>	5%	<b>23%Tm</b>
NET: Neutral (4-6)	366	159	51	137	19	99	215	52	153	209
	<b>31%klm</b>	32%	25%	31%	31%	14%	<b>64%Tkl</b>	<b>34%k</b>	22%	<b>44%Tm</b>
NET: Satisfied (7-10)	685	273	134	248	30	588	82	15	520	163
	<b>57%Cl</b>	55%	<b>66%Tel</b>	57%	48%	<b>83%TCl</b>	<b>24%l</b>	10%	<b>73%Tn</b>	34%
Mean score	<b>6.77Cl</b>	6.70	<b>7.18Tel</b>	6.69	6.51	<b>8.12TCl</b>	<b>5.47l</b>	3.40	<b>7.72Tn</b>	5.38
Standard error	0.07	0.12	0.18	0.12	0.35	0.07	0.09	0.18	0.08	0.11

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	652	238	174	195	45	611	26	14	563	85
	<b>18%Cl</b>	18%	20%	16%	<b>23%l</b>	<b>28%Cl</b>	3%	4%	<b>27%Tn</b>	6%
9 - (9)	432	161	110	139	22	399	27	6	325	105
	<b>12%Cl</b>	12%	12%	12%	11%	<b>18%Cl</b>	3%	2%	<b>16%Tn</b>	7%
8 - (8)	604	190	180	209	25	513	79	12	395	205
	<b>17%eCl</b>	14%	<b>20%Tej</b>	<b>18%e</b>	13%	<b>23%Cl</b>	<b>8%l</b>	3%	<b>19%Tn</b>	14%
7 - (7)	491	207	120	141	24	321	147	23	265	223
	<b>14%il</b>	<b>16%TI</b>	14%	12%	12%	<b>15%TI</b>	<b>15%l</b>	6%	13%	15%
6 - (6)	392	143	94	139	16	167	198	28	206	183
	<b>11%klm</b>	11%	11%	12%	8%	8%	<b>20%Tkl</b>	7%	10%	<b>12%Tm</b>
5 - (5)	345	123	70	129	23	88	219	38	138	200
	<b>10%flm</b>	9%	8%	<b>11%f</b>	12%	4%	<b>22%Tkl</b>	<b>9%k</b>	7%	<b>13%Tm</b>
4 - (4)	224	86	54	75	9	44	133	47	63	157
	<b>6%klm</b>	6%	6%	6%	5%	2%	<b>13%Tk</b>	<b>12%Tk</b>	3%	<b>11%Tm</b>
3 - (3)	168	68	38	49	13	28	78	62	45	121
	<b>5%klm</b>	5%	4%	4%	6%	1%	<b>8%Tk</b>	<b>15%Tkl</b>	2%	<b>8%Tm</b>
2 - (2)	104	46	22	33	3	13	48	43	31	71
	<b>3%klm</b>	3%	3%	3%	1%	1%	<b>5%Tk</b>	<b>11%Tkl</b>	1%	<b>5%Tm</b>
1 - Extremely dissatisfied (1)	164	62	21	69	12	10	28	127	29	132
	<b>5%fkCl</b>	<b>5%f</b>	2%	<b>6%Tf</b>	<b>6%f</b>	*	<b>3%k</b>	<b>31%Tkl</b>	1%	<b>9%Tm</b>
Not applicable	19	7	2	6	3	10	5	4	10	5
	1%	1%	*	1%	<b>2%Tf</b>	*	1%	1%	*	*
NET: Dissatisfied (1-3)	436	175	82	152	28	50	155	232	105	325
	<b>12%flm</b>	<b>13%f</b>	9%	<b>13%f</b>	<b>14%f</b>	2%	<b>16%Tk</b>	<b>57%Tkl</b>	5%	<b>22%Tm</b>
NET: Neutral (4-6)	960	352	218	342	48	299	549	112	406	540
	<b>27%klm</b>	26%	25%	<b>29%Tf</b>	25%	14%	<b>56%Tkl</b>	<b>28%k</b>	20%	<b>36%Tm</b>
NET: Satisfied (7-10)	2180	796	583	685	116	1845	280	55	1549	617
	<b>61%Cl</b>	60%	<b>66%Tej</b>	58%	60%	<b>84%Cl</b>	<b>28%l</b>	14%	<b>75%Tn</b>	42%
Mean score	<b>6.86Cl</b>	6.78	<b>7.15Tej</b>	6.72	6.88	<b>8.11Cl</b>	<b>5.43l</b>	3.50	<b>7.76Tn</b>	5.64
Standard error	0.04	0.07	0.08	0.08	0.20	0.04	0.06	0.13	0.05	0.07

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	651 <b>18%Cl</b>	233 18%	169 19%	205 17%	44 23%	625 <b>28%Cl</b>	15 2%	11 3%	589 <b>28%Tn</b>	58 4%
9 - (9)	449 <b>12%Cl</b>	167 13%	108 12%	146 12%	27 14%	413 <b>19%Cl</b>	31 3%	4 1%	342 <b>17%Tn</b>	105 7%
8 - (8)	576 <b>16%Cl</b>	216 16%	148 17%	185 16%	27 14%	493 <b>22%Cl</b>	74 7%	9 2%	387 <b>19%Tn</b>	187 13%
7 - (7)	518 <b>14%Cl</b>	178 13%	142 16%	177 15%	21 11%	340 <b>15%Cl</b>	155 16%	23 6%	293 14%	225 15%
6 - (6)	385 <b>11%klm</b>	161 <b>12%Tj</b>	106 <b>12%ij</b>	105 9%	13 7%	157 7%	208 <b>21%Tk</b>	19 5%	179 9%	199 <b>13%Tm</b>
5 - (5)	379 <b>11%km</b>	148 11%	80 9%	126 11%	26 13%	92 4%	252 <b>25%Tkl</b>	35 9%k	132 6%	238 <b>16%Tm</b>
4 - (4)	211 <b>6%km</b>	66 5%	55 6%	82 <b>7%e</b>	9 5%	33 2%	128 <b>13%Tk</b>	50 <b>12%Tl</b>	56 3%	149 <b>10%Tm</b>
3 - (3)	159 <b>4%km</b>	64 5%	35 4%	54 5%	6 3%	18 1%	73 <b>7%Tk</b>	68 <b>17%Tkl</b>	38 2%	116 <b>8%Tm</b>
2 - (2)	91 <b>3%km</b>	31 2%	19 2%	30 3%	11 <b>6%Tel</b>	8 *	29 <b>3%k</b>	54 <b>14%TlC</b>	20 1%	71 <b>5%Tm</b>
1 - Extremely dissatisfied (1)	149 <b>4%fkCm</b>	59 <b>4%f</b>	19 2%	63 <b>5%Tf</b>	8 4%	7 *	13 <b>1%k</b>	129 <b>32%Tkl</b>	22 1%	125 <b>8%Tm</b>
Not applicable	28 <b>1%e</b>	6 *	6 1%	13 <b>1%e</b>	3 <b>2%e</b>	18 1%	9 1%	2 *	13 1%	11 1%
NET: Dissatisfied (1-3)	399 <b>11%klm</b>	155 <b>12%f</b>	72 8%	147 <b>12%f</b>	24 13%	32 1%	116 <b>12%k</b>	251 <b>62%Tkl</b>	80 4%	312 <b>21%Tm</b>
NET: Neutral (4-6)	975 <b>27%km</b>	375 28%	240 27%	312 26%	48 25%	283 13%	589 <b>60%Tkl</b>	104 <b>26%k</b>	367 18%	587 <b>39%Tm</b>
NET: Satisfied (7-10)	2193 <b>61%Clm</b>	795 60%	566 <b>64%Te</b>	713 60%	119 61%	1871 <b>85%Cl</b>	275 <b>28%kl</b>	47 12%	1611 <b>78%Tn</b>	576 39%
Mean score	<b>6.91Clm</b>	6.87	<b>7.11Tel</b>	6.78	6.99	<b>8.19TCl</b>	<b>5.53kl</b>	3.25	<b>7.90Tn</b>	5.56
Standard error	0.04	0.07	0.08	0.08	0.19	0.04	0.06	0.12	0.04	0.06

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	813	275	195	281	61	741	51	20	677	130
	23% <b>CIn</b>	21%	22%	24%	31% <b>Tefi</b>	34% <b>TC</b>	5%	5%	33% <b>Tn</b>	9%
9 - (9)	524	212	126	162	24	448	60	17	367	156
	15% <b>CIn</b>	16%	14%	14%		20% <b>TC</b>	6%	4%	18% <b>Tn</b>	10%
8 - (8)	634	245	157	206	26	477	122	35	383	251
	18% <b>CIn</b>	18%	18%	17%		22% <b>TC</b>	12%	9%	19%	17%
7 - (7)	491	180	136	146	29	278	176	36	253	233
	14% <b>kIn</b>	14%	15% <b>i</b>	12%	15%	13% <b>j</b>	18% <b>Tk</b>	9%	12%	16% <b>Tm</b>
6 - (6)	353	134	78	122	19	132	187	34	156	191
	10% <b>kIn</b>	10%	9%	10%	10%	6%	19% <b>Tk</b>	8%	8%	13% <b>Tm</b>
5 - (5)	317	130	78	95	13	64	199	54	111	198
	9% <b>kIn</b>	10%	9%	8%	7%	3%	20% <b>Tk</b>	13% <b>TL</b>	5%	13% <b>Tm</b>
4 - (4)	177	58	48	69	2	16	111	50	43	131
	5% <b>jkm</b>	4% <b>j</b>	5% <b>j</b>	6% <b>j</b>	1%	1%	11% <b>Tk</b>	12% <b>Tk</b>	2%	9% <b>Tm</b>
3 - (3)	107	38	29	38	3	17	46	44	36	71
	3% <b>kIn</b>	3%	3%	3%	2%	1%	5% <b>Tk</b>	11% <b>TkC</b>	2%	5% <b>Tm</b>
2 - (2)	52	18	12	20	3	5	13	34	11	39
	1% <b>kIn</b>	1%	1%	2%	1%	*	1% <b>k</b>	8% <b>TkC</b>	1%	3% <b>Tm</b>
1 - Extremely dissatisfied (1)	85	31	20	30	4	8	8	69	20	65
	2% <b>kCIn</b>	2%	2%	3%	2%	*	1%	17% <b>TkC</b>	1%	4% <b>Tm</b>
Not applicable	41	10	6	16	10	16	15	11	14	22
	1% <b>kIn</b>	1%	1%	1%	5% <b>Tefi</b>	1%	1% <b>k</b>	3% <b>TL</b>	1%	1% <b>m</b>
NET: Dissatisfied (1-3)	245	87	60	88	10	31	68	146	67	175
	7% <b>kIn</b>	7%	7%	7%	5%	1%	7% <b>k</b>	36% <b>TkC</b>	3%	12% <b>Tm</b>
NET: Neutral (4-6)	847	323	204	286	34	212	496	138	310	519
	24% <b>jkm</b>	24% <b>j</b>	23%	24% <b>j</b>	17%	10%	50% <b>Tk</b>	34% <b>TL</b>	15%	35% <b>Tm</b>
NET: Satisfied (7-10)	2462	912	615	795	141	1944	409	108	1680	771
	68% <b>CIn</b>	69%	69%	67%	72%	88% <b>TCI</b>	41% <b>kl</b>	27%	81% <b>Tn</b>	52%
Mean score	7.39 <b>CIn</b>	7.38	7.37	7.36	7.85 <b>Tefi</b>	8.44 <b>TCI</b>	6.16 <b>i</b>	4.66	8.13 <b>Tn</b>	6.39
Standard error	0.04	0.06	0.08	0.07	0.16	0.03	0.06	0.14	0.04	0.06

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	735	264	179	246	46	691	37	8	643	87
	20% <i>Cln</i>	20%	20%	21%	24%	31% <i>TKl</i>	4%	2%	31% <i>Tn</i>	6%
9 - (9)	497	183	124	164	25	440	44	13	365	129
	14% <i>Cln</i>	14%	14%	14%	13%	20% <i>TKl</i>	4%	3%	18% <i>Tn</i>	9%
8 - (8)	609	227	165	194	23	474	113	22	400	207
	17% <i>Cln</i>	17%	19% <i>j</i>	16%	12%	22% <i>TKl</i>	11% <i>kl</i>	6%	19% <i>Tn</i>	14%
7 - (7)	502	178	130	171	23	308	174	20	265	234
	14% <i>klm</i>	13%	15%	14%	12%	14% <i>kl</i>	18% <i>TKl</i>	5%	13%	16% <i>Tm</i>
6 - (6)	349	126	94	110	19	132	190	26	164	178
	10% <i>klm</i>	9%	11%	9%	10%	6%	19% <i>TKl</i>	7%	8%	12% <i>Tm</i>
5 - (5)	335	123	73	117	22	72	216	47	115	213
	9% <i>klm</i>	9%	8%	10%	11%	3%	22% <i>TKl</i>	12% <i>kl</i>	11%	14% <i>Tm</i>
4 - (4)	169	85	36	43	5	29	104	37	41	125
	5% <i>klm</i>	6% <i>Tfl</i>	4%	4%	3%	1%	11% <i>TKl</i>	9% <i>TKl</i>	2%	8% <i>Tm</i>
3 - (3)	150	49	39	53	8	19	62	69	26	122
	4% <i>klm</i>	4%	4%	5%	4%	1%	6% <i>TKl</i>	17% <i>TKl</i>	1%	8% <i>Tm</i>
2 - (2)	69	23	18	25	3	9	19	41	14	55
	2% <i>klm</i>	2%	2%	2%	2%	*	2% <i>kl</i>	10% <i>TKl</i>	1%	4% <i>Tm</i>
1 - Extremely dissatisfied (1)	134	63	22	40	8	10	17	107	25	106
	4% <i>klCln</i>	5% <i>Tfl</i>	3%	3%	4%	*	2% <i>kl</i>	27% <i>TKl</i>	1%	7% <i>Tm</i>
Not applicable	47	10	4	22	12	19	14	13	12	29
	1% <i>klm</i>	1%	*	2% <i>ef</i>	6% <i>Tefl</i>	1%	1%	3% <i>TKl</i>	1%	2% <i>Tm</i>
NET: Dissatisfied (1-3)	353	135	80	118	20	38	98	217	65	283
	10% <i>klm</i>	10%	9%	10%	10%	2%	10% <i>kl</i>	54% <i>TKl</i>	3%	19% <i>Tm</i>
NET: Neutral (4-6)	853	335	202	270	46	233	509	110	321	516
	24% <i>klm</i>	25%	23%	23%	24%	11%	52% <i>TKl</i>	27% <i>kl</i>	15%	35% <i>Tm</i>
NET: Satisfied (7-10)	2343	852	599	775	117	1913	367	63	1673	658
	65% <i>Cln</i>	64%	68% <i>j</i>	65%	60%	87% <i>TKl</i>	37% <i>kl</i>	16%	81% <i>Tn</i>	44%
Mean score	7.15 <i>Cln</i>	7.05	7.25	7.18	7.18	8.32 <i>TKl</i>	5.91 <i>kl</i>	3.71	8.08 <i>Tn</i>	5.87
Standard error	0.04	0.07	0.08	0.07	0.19	0.04	0.06	0.13	0.04	0.07

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	638	224	168	201	44	599	26	13	552	83
	18% <b>CIn</b>	17%	19%	17%	23%	27% <b>TCl</b>	3%	3%	27% <b>Tn</b>	6%
9 - (9)	463	162	127	155	19	424	33	5	355	105
	13% <b>CIn</b>	12%	14%	13%	10%	19% <b>TCl</b>	3% <b>I</b>	1%	17% <b>Tn</b>	7%
8 - (8)	633	221	160	222	30	532	82	19	411	220
	18% <b>CIn</b>	17%	18%	19%	16%	24% <b>TCl</b>	8% <b>I</b>	5%	20% <b>Tn</b>	15%
7 - (7)	491	191	127	149	25	305	170	17	272	217
	14% <b>I</b>	14%	14%	13%	13%	14% <b>I</b>	17% <b>TkI</b>	4%	13%	15%
6 - (6)	352	116	105	112	19	128	195	29	149	197
	10% <b>kIm</b>	9%	12% <b>Te</b>	9%	10%	6%	20% <b>TkI</b>	7%	7%	13% <b>Tm</b>
5 - (5)	374	164	74	117	19	101	221	52	146	221
	10% <b>kIm</b>	12% <b>TfI</b>	8%	10%	10%	5%	22% <b>TkI</b>	13% <b>k</b>	7%	15% <b>Tm</b>
4 - (4)	215	78	43	83	11	46	121	48	65	145
	6% <b>kIm</b>	6%	5%	7% <b>f</b>	6%	2%	12% <b>Tk</b>	12% <b>Tk</b>	3%	10% <b>Tm</b>
3 - (3)	140	58	32	43	7	20	64	56	36	103
	4% <b>kIm</b>	4%	4%	4%	3%	1%	7% <b>Tk</b>	14% <b>TkC</b>	2%	7% <b>Tm</b>
2 - (2)	83	31	19	31	2	8	31	45	21	61
	2% <b>kIm</b>	2%	2%	3%	1%	*	3% <b>k</b>	11% <b>TkC</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied (1)	136	61	21	47	8	7	20	109	31	103
	4% <b>fCIm</b>	5% <b>f</b>	2%	4% <b>f</b>	4%	*	2% <b>k</b>	27% <b>TkC</b>	1%	7% <b>Tm</b>
Not applicable	69	24	8	25	12	34	24	11	33	31
	2% <b>fI</b>	2%	1%	2% <b>f</b>	6% <b>TefI</b>	2%	2%	3%	2%	2%
NET: Dissatisfied (1-3)	360	150	72	121	16	34	116	210	87	267
	10% <b>kIm</b>	11% <b>f</b>	8%	10%	8%	2%	12% <b>Tk</b>	52% <b>TkC</b>	4%	18% <b>Tm</b>
NET: Neutral (4-6)	941	358	222	312	49	275	537	129	360	563
	26% <b>kIm</b>	27%	25%	26%	25%	12%	54% <b>TkI</b>	32% <b>Tk</b>	17%	38% <b>Tm</b>
NET: Satisfied (7-10)	2225	798	582	727	118	1860	311	54	1590	626
	62% <b>CIn</b>	60%	66% <b>TeI</b>	61%	61%	84% <b>TCl</b>	31% <b>I</b>	13%	77% <b>Tn</b>	42%
Mean score	6.98 <b>eCIn</b>	6.84	7.21 <b>TeI</b>	6.94	7.15	8.18 <b>TCl</b>	5.64 <b>I</b>	3.66	7.84 <b>Tn</b>	5.81
Standard error	0.04	0.07	0.08	0.07	0.18	0.04	0.06	0.13	0.05	0.06

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

## 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	611	199	176	198	38	573	27	10	533	75
	17% <b>eCln</b>	15%	20% <b>Te</b>	17%	19%	26% <b>TCI</b>	3%	3%	26% <b>Tn</b>	5%
9 - (9)	438	163	126	126	23	390	39	10	322	115
	12% <b>Cln</b>	12%	14% <b>TI</b>	11%	12%	18% <b>TCI</b>	4%	2%	16% <b>Tn</b>	8%
8 - (8)	573	202	168	177	26	473	91	10	354	218
	16% <b>C</b>	15%	19% <b>TeI</b>	15%	13%	21% <b>TCI</b>	9% <b>I</b>	2%	17% <b>T</b>	15%
7 - (7)	421	164	116	130	11	271	134	16	251	168
	12% <b>j</b>	12% <b>j</b>	13% <b>j</b>	11% <b>j</b>	6%	12% <b>kl</b>	14% <b>TI</b>	4%	12%	11%
6 - (6)	314	116	78	108	12	121	171	21	139	166
	9% <b>klm</b>	9%	9%	9%	6%	6%	17% <b>TKI</b>	5%	7%	11% <b>Tm</b>
5 - (5)	367	151	80	113	23	116	215	35	156	203
	10% <b>km</b>	11%	9%	10%	12%	5%	22% <b>TKI</b>	9% <b>k</b>	8%	14% <b>Tm</b>
4 - (4)	202	65	52	78	7	51	115	37	76	124
	6% <b>km</b>	5%	6%	7%	4%	2%	12% <b>TK</b>	9% <b>TK</b>	4%	8% <b>Tm</b>
3 - (3)	147	52	34	57	4	34	66	47	46	100
	4% <b>km</b>	4%	4%	5%	2%	2%	7% <b>TK</b>	12% <b>TKC</b>	2%	7% <b>Tm</b>
2 - (2)	104	42	17	40	5	17	42	44	30	74
	3% <b>km</b>	3%	2%	3% <b>f</b>	3%	1%	4% <b>TK</b>	11% <b>TKC</b>	1%	5% <b>Tm</b>
1 - Extremely dissatisfied (1)	255	109	27	103	16	34	58	163	53	198
	7% <b>fkm</b>	8% <b>f</b>	3%	9% <b>TF</b>	8% <b>f</b>	2%	6% <b>k</b>	40% <b>TKC</b>	3%	13% <b>Tm</b>
Not applicable	164	69	11	54	30	123	30	11	112	45
	5% <b>Cn</b>	5% <b>f</b>	1%	5% <b>f</b>	15% <b>TFf</b>	6% <b>CI</b>	3%	3%	5% <b>Tn</b>	3%
NET: Dissatisfied (1-3)	505	203	77	201	25	85	167	254	129	372
	14% <b>fkm</b>	15% <b>f</b>	9%	17% <b>TF</b>	13%	4%	17% <b>TK</b>	63% <b>TKC</b>	6%	25% <b>Tm</b>
NET: Neutral (4-6)	882	332	211	299	41	288	501	93	370	493
	25% <b>km</b>	25%	24%	25%	21%	13%	51% <b>TKI</b>	23% <b>kl</b>	18%	33% <b>Tm</b>
NET: Satisfied (7-10)	2043	727	586	632	98	1707	291	45	1459	576
	57% <b>eICln</b>	55%	66% <b>TeIj</b>	53%	50%	77% <b>TCI</b>	29% <b>I</b>	11%	70% <b>Tn</b>	39%
Mean score	6.7	6.56	7.20	6.48	6.81	7.98	5.41	3.11	7.65	5.45
Standard error	0.05	0.08	0.08	0.08	0.23	0.04	0.07	0.13	0.05	0.07

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?  
Willingness to help resolve your issue.**

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
10 - Extremely satisfied (10)	803	285	189	275	54	749	36	18	699	101
	22% <b>Cln</b>	21%	21%	23%	28%	34% <b>TCI</b>	4%	4%	34% <b>Tn</b>	7%
9 - (9)	500	179	136	157	28	439	54	7	356	143
	14% <b>Cln</b>	13%	15%	13%	14%	20% <b>TCI</b>	5% <b>l</b>	2%	17% <b>Tn</b>	10%
8 - (8)	577	197	172	189	20	462	101	15	368	208
	16% <b>Cln</b>	15%	19% <b>TeIj</b>	16% <b>j</b>	10%	21% <b>TCI</b>	10% <b>l</b>	4%	18% <b>Tn</b>	14%
7 - (7)	500	207	116	151	27	281	198	21	260	234
	14% <b>klm</b>	16% <b>T</b>	13%	13%	14%	13% <b>l</b>	20% <b>Tkl</b>	5%	13%	16% <b>Tm</b>
6 - (6)	373	144	87	127	14	144	190	39	160	206
	10% <b>klm</b>	11%	10%	11%	7%	7%	19% <b>Tkl</b>	10% <b>k</b>	8%	14% <b>Tm</b>
5 - (5)	321	126	73	105	18	64	200	57	116	198
	9% <b>klm</b>	9%	8%	9%	9%	3%	20% <b>Tkl</b>	14% <b>Tkl</b>	6%	13% <b>Tm</b>
4 - (4)	182	68	48	56	10	30	113	40	51	127
	5% <b>klm</b>	5%	5%	5%	5%	1%	11% <b>Tk</b>	10% <b>Tkl</b>	2%	9% <b>Tm</b>
3 - (3)	118	46	28	42	3	13	49	57	18	100
	3% <b>klm</b>	3%	3%	4%	2%	1%	5% <b>Tk</b>	14% <b>Tkl</b>	1%	7% <b>Tm</b>
2 - (2)	77	28	17	26	6	8	24	44	16	59
	2% <b>klm</b>	2%	2%	2%	3%	*	2% <b>k</b>	11% <b>Tkl</b>	1%	4% <b>Tm</b>
1 - Extremely dissatisfied (1)	116	43	18	48	7	5	13	99	19	96
	3% <b>fkCln</b>	3%	2%	4% <b>f</b>	4%	*	1% <b>k</b>	25% <b>Tkl</b>	1%	6% <b>Tm</b>
Not applicable	27	8	1	10	8	9	11	7	7	13
	1% <b>fkln</b>	1%	*	1% <b>f</b>	4% <b>Tefl</b>	*	1% <b>k</b>	2% <b>Tkl</b>	*	1% <b>km</b>
NET: Dissatisfied (1-3)	311	117	63	115	16	25	86	200	53	256
	9% <b>klm</b>	9%	7%	10% <b>f</b>	8%	1%	9% <b>k</b>	50% <b>Tkl</b>	3%	17% <b>Tm</b>
NET: Neutral (4-6)	876	338	208	288	42	238	502	136	327	531
	24% <b>klm</b>	25%	23%	24%	22%	11%	51% <b>Tkl</b>	34% <b>Tkl</b>	16%	36% <b>Tm</b>
NET: Satisfied (7-10)	2381	868	613	772	128	1931	389	61	1683	686
	66% <b>Cln</b>	65%	69% <b>TeIj</b>	65%	66%	88% <b>TCI</b>	39% <b>kl</b>	15%	81% <b>Tn</b>	46%
Mean score	7.24 <b>Cln</b>	7.17	7.38	7.20	7.38	8.42 <b>TCI</b>	5.97 <b>l</b>	3.89	8.15 <b>Tn</b>	6.01
Standard error	0.04	0.07	0.08	0.07	0.19	0.03	0.06	0.13	0.04	0.06

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Courtesy and politeness of advisors	2462	912	615	795	141	1944	409	108	1680	771
	68% <i>Cln</i>	69%	69%	67%	72%	88% <i>TCl</i>	41% <i>l</i>		81% <i>Tn</i>	52%
Ease of finding provider contact details	2390	869	618	778	125	1935	359	96	1653	726
	66% <i>Cln</i>	65%	70% <i>TeI</i>	66%	64%	88% <i>TCl</i>	36% <i>l</i>		80% <i>Tn</i>	49%
Willingness to help resolve your issue	2381	868	613	772	128	1931	389	61	1683	686
	66% <i>Cln</i>	65%	69% <i>TeI</i>	65%	66%	88% <i>TCl</i>	39% <i>l</i>		81% <i>Tn</i>	46%
Advisor doing what they said they would do	2343	852	599	775	117	1913	367	63	1673	658
	65% <i>Cln</i>	64%	68% <i>l</i>	65%	60%	87% <i>TCl</i>	37% <i>l</i>		81% <i>Tn</i>	44%
Logging of query details to avoid having to repeat yourself	2225	798	582	727	118	1860	311	54	1590	626
	62% <i>Cln</i>	60%	66% <i>TeI</i>	61%	61%	84% <i>TCl</i>	31% <i>l</i>		77% <i>Tn</i>	42%
Getting the issue resolved to your satisfaction	2193	795	566	713	119	1871	275	47	1611	576
	61% <i>Cln</i>	60%	64% <i>TeI</i>	60%	61%	85% <i>TCl</i>	28% <i>l</i>		78% <i>Tn</i>	39%
The time taken to handle your issue	2180	796	583	685	116	1845	280	55	1549	617
	61% <i>Cln</i>	60%	66% <i>TeI</i>	58%	60%	84% <i>TCl</i>	28% <i>l</i>		75% <i>Tn</i>	42%
Offering compensation or a goodwill payment	2043	727	586	632	98	1707	291	45	1459	576
	57% <i>TeI</i> <i>Cln</i>	55%	66% <i>TeI</i> <i>l</i>	53%	50%	77% <i>TCl</i>	25% <i>l</i>		70% <i>Tn</i>	39%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Completely resolved	2071	772	540	645	113	1632	354	85	2071	-
		58% <b>CIn</b>	61% <b>TfI</b>	54%	58%	74% <b>TCl</b>	36% <b>l</b>	21%	100% <b>Tn</b>	-
Partly resolved	1119	408	292	372	47	504	488	127	-	1119
		31% <b>km</b>	33% <b>j</b>	31% <b>j</b>	24%	23%	49% <b>Tkl</b>	31% <b>k</b>	-	75% <b>Tm</b>
Not resolved at all	368	143	49	153	24	57	125	185	-	368
		10% <b>km</b>	11% <b>f</b>	5%	13% <b>Tf</b>	12% <b>f</b>	3%	13% <b>Tk</b>	46% <b>TlC</b>	25% <b>Tm</b>
Don't know	38	8	5	15	10	10	22	6	-	-
		1% <b>ekmn</b>	1%	1%	1%	5% <b>Tef</b>	*	2% <b>Tk</b>	2% <b>k</b>	-

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Yes	1803	656	483	571	92	1467	267	69	1803	-
		50% <i>C</i> <i>n</i>	49%	55% <i>T</i> <i>e</i> <i>i</i>	48%	67% <i>T</i> <i>C</i> <i>I</i>	27% <i>l</i>	17%	87% <i>T</i> <i>n</i>	-
No	261	113	57	74	17	162	84	16	261	-
		7% <i>n</i>	9% <i>T</i> <i>i</i>	6%	6%	7% <i>n</i>	8% <i>l</i>	4%	13% <i>T</i> <i>n</i>	-
Don't know	7	3	-	-	4	4	3	-	7	-
	*	*	-	-	2% <i>T</i> <i>e</i> <i>f</i> <i>i</i>	*	*	-	* <i>T</i> <i>n</i>	-

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2077	770	545	650	112	1645	350	82	2077	-
Weighted Base	2071	772	540	645	113	1632	354	85*	2071	-**
Effective base	2017	748	529	632	107	1597	341	80	2017	-
Yes	1803	656	483	571	92	1467	267	69	1803	-
		87% <b>eC</b>	85%	90% <b>fj</b>	88% <b>j</b>	90% <b>TC</b>	75%	81%	87%	-
No	261	113	57	74	17	162	84	16	261	-
		13% <b>k</b>	15% <b>fj</b>	10%	12%	10%	24% <b>Tk</b>	19% <b>k</b>	13%	-
Don't know	7	3	-	-	4	4	3	-	7	-
	*	*	-	-	4% <b>fj</b>	*	1%	-	*	-

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Issue				Satisfaction			Complaint completely resolved		
	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Not at all important	-	-	-	-	-	-	-	-	-	-
Not very important	-	-	-	-	-	-	-	-	-	-
Fairly important	-	-	-	-	-	-	-	-	-	-
Very important	-	-	-	-	-	-	-	-	-	-
NET: Important	-	-	-	-	-	-	-	-	-	-
NET: Not important	-	-	-	-	-	-	-	-	-	-
Do not use this service	3595	1331	885	1185	195	2204	988	403	2071	1486
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Table 25

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

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

	Issue				Satisfaction			Complaint completely resolved		
	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
The service has become more important	-	-	-	-	-	-	-	-	-	-
The service has become less important	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Do not use this service	3595	1331	885	1185	195	2204	988	403	2071	1486
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

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

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

	Issue				Satisfaction			Complaint completely resolved		
	Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
More willing to make a complaint	-	-	-	-	-	-	-	-	-	-
Less willing to make a complaint	-	-	-	-	-	-	-	-	-	-
No different	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
Do not use this service	3595	1331	885	1185	195	2204	988	403	2071	1486
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

**Ofcom - Complaints Handling Tracker - 2024**

Fieldwork: 11th November 2024 - 6th January 2025

Table 27

**Q14: Is your personal mobile phone on a contract or pay as you go?****Base: All complained about mobile phone service in past 6 months**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Contract (with monthly bills)	2625	991	647	852	136	1613	717	296	1525	1076
	73%	74%	73%	72%	70%	73%	73%	73%	74%	72%
Pay as you go	943	332	230	326	55	578	263	103	539	392
	26%	25%	26%	28%	28%	26%	27%	25%	26%	26%
Don't know	26	8	8	7	4	12	9	5	7	19
	1% <i>m</i>	1%	1%	1%	2%	1%	1%	1%	*	1% <i>Tm</i>

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480	
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486	
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440	
Employed or self-employed (full-time - 30hrs/wk+)	2147	776	542	741	45%	1461	469	216	1390	746	
		60% <b>C</b> <b>m</b>	58% <b>j</b>	61% <b>j</b>	63% <b>T</b> <b>e</b> <b>i</b>	66% <b>T</b> <b>C</b>	47%	54% <b>C</b>	67% <b>T</b> <b>n</b>	50%	
Employed or self-employed (part-time - 8-29 hrs/wk+)	590	225	159	175	30	322	204	63	295	288	
		16% <b>k</b> <b>m</b>	17%	18%	15%	15%	21% <b>T</b> <b>k</b>	16%	14%	19% <b>T</b> <b>m</b>	
Full-time responsibility for the home/family	341	123	101	106	11	150	148	42	120	219	
		9% <b>k</b> <b>m</b>	9%	11% <b>T</b> <b>j</b>	9%	7%	15% <b>T</b> <b>k</b>	11% <b>k</b>	6%	15% <b>T</b> <b>m</b>	
Student / under education	167	63	36	54	14	80	71	16	80	84	
		5% <b>k</b> <b>m</b>	5%	4%	5%	4%	7% <b>T</b> <b>k</b>	4%	4%	6% <b>T</b> <b>m</b>	
Not working	246	94	39	74	39	133	73	40	128	108	
		7% <b>k</b>	7% <b>k</b>	4%	6%	6%	7%	10% <b>T</b> <b>k</b>	6%	7%	
Retired	104	50	8	34	12	57	23	25	58	41	
		3% <b>k</b>	4% <b>T</b> <b>f</b>	1%	3% <b>f</b>	3%	2%	6% <b>T</b> <b>k</b> <b>C</b>	3%	3%	
NET: Employed	2737	1001	701	916	119	1784	673	280	1685	1034	
		76% <b>C</b> <b>m</b>	75% <b>j</b>	79% <b>T</b> <b>e</b> <b>j</b>	77% <b>j</b>	61%	81% <b>T</b> <b>C</b>	68%	69%	81% <b>T</b> <b>n</b>	70%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Up to 10,399 Pounds	325	123	85	93	24	176	98	51	183	134
	9%k	9%	10%	8%	12%	8%	10%	13%Tl	9%	9%
10,400-15,599 Pounds	365	145	89	112	19	201	126	38	184	176
	10%km	11%	10%	9%	10%	9%	13%Tk	9%	9%	12%Tm
15,600-25,999 Pounds	562	206	143	180	34	324	180	59	294	263
	16%km	15%	16%	15%	17%	15%	18%Tk	15%	14%	18%Tm
26,000-36,399 Pounds	675	242	185	217	31	388	221	67	363	308
	19%km	18%	21%	18%	16%	18%	22%Tk	17%	18%	21%Tm
36,400-51,999 Pounds	682	249	171	231	32	425	169	89	387	291
	19%	19%	19%	20%	16%	19%	17%	22%C	19%	20%
52,000+	839	316	184	311	28	615	148	77	590	244
	23%ffCln	24%j	21%	26%Tfj	15%	28%TC	15%	19%	28%Tn	16%
Don't know	48	16	8	13	12	25	17	7	24	21
	1%	1%	1%	1%	6%Tefi	1%	2%	2%	1%	1%
Would rather not say	98	35	19	28	16	50	31	17	45	49
	3%km	3%	2%	2%	8%Tefi	2%	3%	4%k	2%	3%km

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

### Ofcom - Complaints Handling Tracker - 2024

Fieldwork: 11th November 2024 - 6th January 2025

**Q17: Where do you live?**

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

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
East Midlands	261	107	56	86	12	170	56	35	137	121
	<b>7%<sub>C</sub></b>	8%	6%	7%	6%	<b>8%<sub>C</sub></b>	6%	<b>9%<sub>C</sub></b>	7%	8%
East of England	226	83	54	71	19	128	67	31	125	101
	<b>6%</b>	6%	6%	6%	10%	6%	7%	8%	6%	7%
London	919	332	247	315	25	608	229	82	578	337
	<b>26%<sub>C</sub></b>	<b>25%<sub>C</sub></b>	<b>28%<sub>C</sub></b>	<b>27%<sub>C</sub></b>	13%	<b>28%<sub>T</sub></b>	23%	20%	<b>28%<sub>T</sub></b>	23%
North East	199	76	53	61	8	139	45	15	130	68
	<b>6%<sub>n</sub></b>	6%	6%	5%	4%	<b>6%<sub>T</sub></b>	5%	4%	<b>6%<sub>T</sub></b>	5%
North West	418	162	109	129	18	255	110	53	227	187
	<b>12%</b>	12%	12%	11%	9%	12%	11%	13%	11%	13%
Scotland	192	83	44	56	8	105	64	22	105	82
	<b>5%</b>	6%	5%	5%	4%	5%	<b>6%<sub>k</sub></b>	6%	5%	6%
South East	330	119	71	109	32	190	89	51	179	147
	<b>9%</b>	9%	8%	9%	<b>16%<sub>Tef</sub></b>	9%	9%	<b>13%<sub>Tlc</sub></b>	9%	10%
South West	208	61	57	73	17	114	62	32	120	87
	<b>6%<sub>ek</sub></b>	5%	6%	6%	<b>9%<sub>e</sub></b>	5%	6%	<b>8%<sub>k</sub></b>	6%	6%
Ulster / Northern Ireland	46	23	15	7	2	25	14	7	26	20
	<b>1%</b>	<b>2%<sub>i</sub></b>	<b>2%<sub>i</sub></b>	1%	1%	1%	1%	2%	1%	1%
Wales	139	52	29	49	10	80	42	18	79	57
	<b>4%</b>	4%	3%	4%	5%	4%	4%	4%	4%	4%
West Midlands	381	138	94	131	19	230	121	30	208	168
	<b>11%<sub>i</sub></b>	10%	11%	11%	10%	10%	<b>12%<sub>i</sub></b>	7%	10%	11%
Yorks & Humber	276	96	59	96	25	160	90	27	157	112
	<b>8%</b>	7%	7%	8%	<b>13%<sub>Tef</sub></b>	7%	9%	7%	8%	8%

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Woman	1752	641	414	577	120	1040	520	191	986	741
	49% <b>k</b>	48%	47%	49%	61% <b>Tefl</b>	47%	53% <b>Tk</b>	47%	48%	50%
Man	1823	678	468	603	74	1157	459	207	1080	729
	51% <b>C</b>	51% <b>j</b>	53% <b>j</b>	51% <b>j</b>	38%	53% <b>Tk</b>	46%	51%	52% <b>T</b>	49%
Non-binary	14	9	1	3	1	4	7	3	3	12
	* <b>km</b>	1%	*	*	1%	*	1% <b>l</b>	1%	*	1% <b>Tm</b>
Prefer to use my own term	-	-	-	-	-	-	-	-	-	-
Prefer not to say	6	3	1	2	-	2	2	2	2	4
	*	*	*	*	-	*	*	1%	*	*

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Yes	3482	1290	858	1149	184	2146	952	384	2027	1419
	97% <sup>kn</sup>	97%	97%	97%	95%	97% <sup>tl</sup>	96%	95%	98% <sup>tn</sup>	95%
No	92	32	23	29	8	47	30	15	37	54
	3% <sup>km</sup>	2%	3%	2%	4%	2%	3%	4%	2%	4% <sup>tm</sup>
Prefer not to say	21	8	3	7	2	10	7	4	7	13
	1% <sup>m</sup>	1%	*	1%	1%	*	1%	1%	*	1% <sup>km</sup>

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
A	619	203	183	222	11	468	102	49	466	151
		17%e Cn	15%j	21%Tej	19%ej	21%TC	10%	12%	23%Tn	10%
B	922	342	228	328	25	569	241	112	527	390
		26%j	26%j	26%j	28%j	26%	24%	28%	25%	26%
C1	735	296	154	223	62	427	230	78	390	338
		20%km	22%Tf	17%	19%	19%	23%Tk	19%	19%	23%Tm
C2	680	255	176	212	37	405	209	66	361	307
		19%km	19%	20%	18%	18%	21%Ti	16%	17%	21%Tm
D	247	91	57	79	19	136	76	34	130	116
		7%k	7%	6%	7%	6%	8%	9%	6%	8%
E	392	144	86	121	41	198	129	64	197	184
		11%km	11%	10%	10%	9%	13%Tk	16%Tk	9%	12%Tm
NET: AB	1541	544	412	549	36	1037	344	161	993	541
		43% Cn	41%j	47%Tej	46%Tej	47%TC	35%	40%	48%Tn	36%
NET: ABC1	2276	840	566	773	97	1464	573	238	1383	879
		63% Cn	63%j	64%j	65%j	66%TC	58%	59%	67%Tn	59%
NET: C2DE	1319	490	319	412	97	739	415	165	688	607
		37%km	37%	36%	35%	34%	42%Tk	41%k	33%	41%Tm
NET: DE	638	235	143	200	60	334	206	99	326	301
		18%km	18%	16%	17%	15%	21%Tk	24%Tk	16%	20%Tm

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

## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
A city or large town (including suburbs)	2407	874	614	807	112	1590	586	230	1489	897
		67% <b>Cln</b>	66% <b>j</b>	69% <b>j</b>	68% <b>j</b>	72% <b>TC</b>	59%	57%	72% <b>Tn</b>	60%
A small town	922	362	216	282	62	486	312	124	457	455
		26% <b>km</b>	27%	24%	24%	32% <b>Tk</b>	31% <b>Tk</b>		22%	31% <b>Tm</b>
A village, hamlet or isolated dwelling in the countryside	258	92	54	93	19	125	85	48	124	129
		7% <b>km</b>	7%	6%	8%	6%	9% <b>kl</b>	12% <b>Tl</b>	6%	9% <b>Tm</b>
Prefer not to say	8	2	1	4	1	2	5	1	2	5
	*km	*	*	*	*	*	1% <b>Tk</b>	*	*	*
NET: Urban	3329	1236	830	1088	175	2076	898	355	1945	1352
		93% <b>Cln</b>	93%	94% <b>j</b>	92%	94% <b>TC</b>	91%	88%	94% <b>Tn</b>	91%
NET: Rural	258	92	54	93	19	125	85	48	124	129
		7% <b>km</b>	7%	6%	8%	6%	9% <b>kl</b>	12% <b>Tl</b>	6%	9% <b>Tm</b>

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

## 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Small (1-2 people)	1191	481	260	365	86	664	366	162	634	537
		33% <b>f</b> k <sub>m</sub>	36% <b>T</b> f <sub>i</sub>		44% <b>T</b> e <sub>f</sub> i		37% <b>T</b> k	40% <b>T</b> l	31%	36% <b>T</b> m
Medium (3-4 people)	1828	649	478	619	82	1201	449	178	1102	710
		51% <b>C</b> i <sub>n</sub>	49%	54% <b>T</b> e <sub>j</sub>	52% <b>j</b>		54% <b>T</b> C	45%	44%	53% <b>T</b> n
Large (5+ people)	576	201	147	201	26	339	173	64	335	239
	16%	15%	17%	17%	13%	15%	18%	16%	16%	16%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved		
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480	
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486	
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440	
1	1040	396	276	335	32	641	296	103	609	424	
		29% <b>e</b>	30% <b>f</b>	31% <b>i</b>	28% <b>j</b>				29% <b>m</b>	29% <b>n</b>	
2	853	277	249	292	35	588	184	81	528	323	
		24% <b>e</b> <b>j</b> <b>C</b>	21% <b>f</b>	28% <b>T</b> <b>e</b> <b>j</b>	25% <b>e</b> <b>j</b>	18% <b>j</b>	27% <b>T</b> <b>C</b>	19% <b>C</b>	20% <b>C</b>	25% <b>T</b> <b>n</b>	22% <b>n</b>
3	250	79	70	96	6	143	86	21	153	97	
		7% <b>e</b>	6% <b>f</b>	8% <b>j</b>	8% <b>e</b> <b>j</b>	3% <b>j</b>	7% <b>C</b>	9% <b>T</b> <b>k</b>	5% <b>C</b>	7% <b>m</b>	7% <b>n</b>
4	76	31	15	24	5	43	20	12	42	33	
		2% <b>e</b>	2% <b>f</b>	2% <b>C</b>	2% <b>C</b>	2% <b>C</b>	2% <b>C</b>	3% <b>C</b>	2% <b>m</b>	2% <b>n</b>	
5+	33	6	10	13	4	19	7	6	12	21	
		1% <b>e</b> <b>m</b>	* <b>f</b>	1% <b>C</b>	2% <b>e</b>	1% <b>C</b>	1% <b>C</b>	2% <b>C</b>	1% <b>m</b>	1% <b>T</b> <b>m</b>	
No children in household	1344	542	265	424	113	769	395	180	728	588	
		37% <b>f</b> <b>k</b> <b>m</b>	41% <b>T</b> <b>f</b>	30% <b>f</b>	36% <b>f</b>	58% <b>T</b> <b>e</b> <b>f</b>	35% <b>C</b>	40% <b>k</b>	45% <b>T</b> <b>k</b>	35% <b>m</b>	40% <b>T</b> <b>m</b>

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

### 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
None	34	13	11	9	1	12	16	6	12	22
	1% <b>km</b>	1%	1%	1%	1%	1%	2% <b>Tk</b>	1%	1%	1% <b>Tm</b>
1	869	326	217	270	56	464	278	127	446	413
	24% <b>km</b>	24%	25%	23%	29%	21%	28% <b>Tk</b>	32% <b>Tl</b>	22%	28% <b>Tm</b>
2	1909	707	476	650	75	1279	452	177	1175	718
	53% <b>Cln</b>	53% <b>j</b>	54% <b>j</b>	55% <b>j</b>	39%	58% <b>Tk</b>	46%	44%	57% <b>Tn</b>	48%
3	433	151	99	147	36	247	136	50	240	187
	12% <b>km</b>	11%	11%	12%	19% <b>Tefi</b>	11%	14% <b>k</b>	12%	12%	13%
4	220	80	51	67	22	127	68	26	121	95
	6%	6%	6%	6%	11% <b>Tefi</b>	6%	7%	6%	6%	6%
5+	130	53	31	43	3	74	38	18	78	52
	4%	4%	4%	4%	2%	3%	4%	4%	4%	3%

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

### Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Most vulnerable	808	297	205	258	48	456	249	103	446	354
	22% <b>k</b>	22%	23%	22%	25%	21%	25% <b>Tk</b>	26% <b>k</b>	22%	24%
Potentially vulnerable	1487	539	404	475	69	883	450	154	808	663
	41% <b>km</b>	41%	46% <b>Teij</b>	40%	36%	40%	46% <b>Tk</b>	38%	39%	45% <b>tm</b>
Least vulnerable	1153	442	249	411	50	789	241	122	747	399
	32% <b>Cn</b>	33% <b>lj</b>	28%	35% <b>Tfj</b>	26%	36% <b>TC</b>	24%	30% <b>C</b>	36% <b>Tn</b>	27%

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



## Ofcom - Complaints Handling Tracker - 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**

	Total (T)	Issue				Satisfaction			Complaint completely resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	3595	1319	896	1187	193	2218	976	401	2077	1480
Weighted Base	3595	1331	885	1185	195	2204	988	403	2071	1486
Effective base	3494	1283	870	1155	186	2153	951	391	2017	1440
Universal Credit (and household has other earnings)	658	239	183	211	26	404	188	66	376	277
	18%	18%	21% <b>Tj</b>	18%	13%	18%	19%	16%	18%	19%
Employment and Support Allowance (ESA)	460	145	155	142	18	331	95	33	300	155
	13% <b>Clm</b>	11%	17% <b>Tejj</b>	12%	9%	15% <b>TCi</b>	10%	8%	14% <b>Tn</b>	10%
Personal Independence Payment (PIP)	449	158	122	148	21	268	126	55	262	182
	12%	12%	14%	12%	11%	12%	13%	14%	13%	12%
Universal Credit (and household has no other earnings)	377	133	120	105	19	230	96	51	218	152
	10% <b>kl</b>	10%	14% <b>Tejj</b>	9%	10%	10%	13%	13%	11%	10%
Income Support	325	121	97	100	7	215	79	31	180	144
	9% <b>kl</b>	9% <b>kl</b>	11% <b>Tj</b>	8% <b>kl</b>	4%	10%	8%	8%	9%	10%
Carer's allowance	300	109	78	109	4	183	90	27	160	140
	8% <b>kl</b>	8% <b>kl</b>	9% <b>kl</b>	9% <b>kl</b>	2%	8%	9%	7%	8%	9%
Pensions Credit (Guaranteed Credit)	298	101	104	90	4	200	74	25	197	99
	8% <b>kl</b>	8% <b>kl</b>	12% <b>Tejj</b>	8% <b>kl</b>	2%	9% <b>Ti</b>	7%	6%	10% <b>Tn</b>	7%
Income-based Jobseeker's Allowance	204	69	73	60	2	138	48	19	131	71
	6% <b>kl</b>	5% <b>kl</b>	8% <b>Tejj</b>	5% <b>kl</b>	1%	6%	5%	5%	6%	5%
Pensions Credit (no Guaranteed Credit)	179	55	63	60	1	124	43	12	99	79
	5% <b>kl</b>	4% <b>kl</b>	7% <b>Tejj</b>	5% <b>kl</b>	1%	6% <b>Ti</b>	4%	3%	5%	5%
NET: Any benefit	1960	708	578	602	72	1166	571	223	1084	853
	55% <b>klm</b>	53% <b>kl</b>	65% <b>Tejj</b>	51% <b>kl</b>	37%	53%	58% <b>Tk</b>	55%	52%	57% <b>Tm</b>
Other	76	23	23	23	6	38	23	14	42	32
	2% <b>kl</b>	2%	3%	2%	3%	2%	2%	4% <b>Tk</b>	2%	2%
None of these	1577	607	287	564	119	1007	397	173	954	608
	44% <b>Clm</b>	46% <b>kl</b>	32%	48% <b>Tf</b>	61% <b>Tejj</b>	46% <b>Tk</b>	40%	43%	46% <b>Tn</b>	41%

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