

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
BT	1083 17.05% _{cfp}	544 17.79%	534 16.33%	115 13.99%	163 15.70%	155 15.35%	150 14.53%	183 18.50% _{cf}	152 19.42% _{cd}	165 24.46% _{Tcd}	284 17.58%	319 16.58%	150 17.91%	246 16.35%	602 17.04%	480 17.08%	782 15.10%	301 25.71% _{tp}
Virgin Media	946 14.90% _{bq}	521 17.04% _{Tb}	424 12.97%	136 16.51% _g	137 13.22%	149 14.74%	170 16.40% _{dg}	128 12.97%	126 16.09%	100 14.93%	239 14.84%	271 14.11%	222 16.95% _{Tk}	214 14.20%	511 15.48%	435 17.10% _{Tq}	886 5.14%	60 17.10% _{Tq}
Sky	945 14.89% _{kn}	447 14.62%	498 15.22%	105 12.79%	140 13.45%	161 15.93%	187 18.11% _{Tcdhi}	147 14.81%	110 14.07%	96 14.23%	247 15.34% _k	244 12.66%	219 16.77% _{Tk}	235 15.61% _k	491 13.88%	454 16.15% _{Tn}	772 14.91%	173 14.82%
TalkTalk	445 7.01% _{cdp}	205 6.69%	240 7.35%	40 4.90%	34 3.27%	63 6.23% _d	61 5.86% _d	70 7.09% _d	77 9.83% _{Tcd}	100 14.89% _{Tcd}	92 5.68%	138 7.20%	86 6.57%	129 8.56% _{Tj}	230 6.51%	215 7.63%	341 6.58%	104 8.89% _{tp}
Vodafone	420 6.61% _{hi}	212 6.94%	206 6.29%	66 7.96% _{hi}	88 8.48% _{Thi}	74 7.33% _{hi}	73 7.08% _{hi}	63 6.34% _i	33 4.22%	23 3.42%	121 7.48%	125 6.50%	82 6.24%	92 6.14%	246 6.94%	174 6.18%	346 6.68%	73 6.27%
EE	319 5.03% _{fmo}	155 5.07%	164 5.03%	84 10.16% _{Tdelgh}	47 4.48%	40 3.93%	30 2.93%	43 4.34%	44 5.58% _f	33 4.84% _f	104 6.44% _{Tkm}	93 4.84%	66 5.04%	57 3.76%	197 5.57% _{To}	122 4.35%	257 4.96%	62 5.33%
Plusnet	243 3.83% _{cdp}	108 3.54%	134 4.10%	15 1.80%	28 2.66%	35 3.50% _c	31 3.03%	50 5.07% _{Tcdf}	42 5.41% _{Tcdf}	42 6.19% _{Tcdf}	56 3.48%	75 3.88%	54 4.12%	59 3.90%	131 3.70%	112 4.00%	173 3.34%	70 6.02% _{tp}
Now TV Broadband	73 1.15% _j	36 1.19%	37 1.13%	5 0.67%	6 0.59%	11 1.04%	15 1.41%	15 1.55% _d	9 1.17%	12 1.78% _d	10 0.60%	27 1.38% _j	14 1.10%	22 1.49% _j	36 1.03%	37 1.31%	56 1.08%	17 1.49%
Utility warehouse	29 0.45% _p	10 0.34%	18 0.56%	-	1 0.13%	3 0.32%	6 0.54% _c	6 0.59% _c	7 0.88% _{cd}	6 0.86% _{cd}	7 0.43%	5 0.28%	6 0.49%	10 0.66%	12 0.35%	16 0.58%	16 0.30%	13 1.11% _{tp}
KCOM / Karoo / Kingston Communications	20 0.32%	8 0.26%	12 0.37%	3 0.33%	4 0.40%	1 0.12%	5 0.50%	2 0.20%	3 0.38%	2 0.29%	3 0.20%	9 0.45%	3 0.26%	5 0.32%	12 0.33%	8 0.29%	19 0.37%	1 0.08%
Zen Internet	13 0.20%	7 0.24%	5 0.16%	1 0.08%	2 0.22%	1 0.13%	3 0.29%	2 0.23%	3 0.37%	1 0.15%	5 0.34%	3 0.17%	3 0.24%	1 0.06%	9 0.25%	4 0.14%	10 0.19%	3 0.26%
Community Fibre	8 0.13%	6 0.18%	3 0.09%	1 0.12%	1 0.14%	1 0.13%	-	1 0.07%	3 0.40% _{TI}	1 0.14%	1 0.04%	3 0.14%	4 0.31%	1 0.08%	3 0.09%	5 0.16%	8 0.16%	-
Origin	8 0.13% _p	3 0.10%	5 0.17%	3 0.37%	-	2 0.21%	2 0.17%	1 0.07%	1 0.10%	-	-	6 0.31% _{Tj}	-	2 0.16%	6 0.17%	2 0.08%	3 0.06%	5 0.46% _{tp}

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Gender		Age							Social Grade					Area type			
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3288	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Three	8	4	4	3	2	1	-	3	-	-	2	4	-	2	6	2	8	1
	0.13%	0.13%	0.13%	0.34%	0.15%	0.10%	-	0.29%	-	-	0.15%	0.19%	-	0.14%	0.17%	0.07%	0.15%	0.05%
Hyperoptic	8	7	1	1	-	1	4	-	-	2	1	5	-	2	5	2	8	-
	0.12%b	0.22%b	0.03%	0.15%	-	0.10%	0.35%T	-	-	0.26%	0.05%	0.24%	-	0.14%	0.15%	0.08%	0.15%	-
Onestream	7	5	2	-	1	1	-	3	2	-	1	4	-	2	5	2	4	3
	0.11%	0.15%	0.05%	-	0.08%	0.13%	-	0.30%	0.24%	-	0.06%	0.21%	-	0.14%	0.14%	0.07%	0.08%	0.24%
Brisk	5	4	1	1	1	1	-	-	1	1	1	1	1	2	2	3	5	-
	0.07%	0.12%	0.03%	0.10%	0.07%	0.10%	-	-	0.12%	0.17%	0.05%	0.05%	0.08%	0.13%	0.05%	0.11%	0.09%	-
Wightfibre	3	1	2	-	-	-	-	3	-	-	-	1	-	2	1	2	2	1
	0.05%	0.03%	0.08%	-	-	-	-	0.34%T	-	-	-	0.06%	-	0.14%	0.03%	0.08%	0.05%	0.08%
Home Telecom	3	1	2	-	-	1	-	-	1	1	1	1	-	1	2	1	3	-
	0.05%	0.04%	0.06%	-	-	0.11%	-	-	0.12%	0.13%	0.05%	0.06%	-	0.06%	0.06%	0.03%	0.06%	-
VFast	3	1	1	-	-	1	-	1	-	-	-	-	3	-	3	1	1	1
	0.04%	0.04%	0.04%	-	-	0.13%	-	0.13%	-	-	-	-	0.20%T	-	0.09%	0.02%	0.11%	-
IDNet	2	1	1	-	-	-	-	1	-	1	1	1	-	2	-	1	1	1
	0.04%	0.03%	0.05%	-	-	-	-	0.15%	-	0.12%	0.05%	0.08%	-	0.06%	-	0.03%	0.07%	0.07%
Pop Telecom	2	1	1	-	-	-	-	-	1	2	2	-	-	2	-	2	2	-
	0.04%	0.04%	0.03%	-	-	-	-	-	0.06%	0.26%T	0.11%	-	0.04%	-	0.05%	0.02%	0.04%	-
The Phone Co-op	2	1	1	-	-	-	-	1	1	1	1	1	-	2	-	2	2	-
	0.03%	0.03%	0.03%	-	-	-	-	0.14%	0.13%	0.06%	0.06%	-	-	0.06%	-	0.04%	0.04%	-
Fibrus	2	-	2	-	-	-	-	1	1	-	-	-	2	-	2	1	1	1
	0.03%	-	0.06%	-	-	-	-	0.09%	0.14%	-	-	-	0.13%	-	0.07%	0.02%	0.07%	0.07%
The Co-op	2	1	1	-	-	-	1	-	1	-	1	1	-	2	-	2	2	-
	0.03%	0.03%	0.03%	-	-	-	0.11%	-	0.10%	-	0.05%	0.06%	-	0.05%	-	0.04%	0.04%	-
See The Light	2	1	1	-	-	-	1	-	1	-	-	-	1	1	-	2	2	-
	0.03%	0.03%	0.03%	-	-	-	0.08%	-	0.13%	-	-	-	0.07%	0.07%	-	0.04%	0.04%	-
Gigaclear	2	1	1	-	-	-	-	1	1	-	-	-	2	-	2	2	2	-
	0.03%	0.03%	0.02%	-	-	-	-	0.09%	0.10%	-	-	-	0.11%	-	0.06%	0.03%	0.03%	-
SSE	2	1	1	-	-	-	1	-	1	-	1	-	1	-	1	1	1	1
	0.03%	0.02%	0.03%	-	-	-	0.09%	-	0.08%	-	0.04%	-	0.07%	-	0.02%	0.02%	0.02%	0.05%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Shell Energy Broadband	2 0.02%	1 0.02%	1 0.03%	-	-	-	-	1 0.10%	1 0.08%	-	1 0.04%	-	-	1 0.06%	1 0.02%	1 0.03%	1 0.01%	1 0.08%
Direct Save Telecom	1 0.02%	-	1 0.03%	-	-	-	-	-	1 0.14%T	-	-	-	-	1 0.07%	-	1 0.04%	1 0.02%	-
Cuckoo Broadband	1 0.01%	-	1 0.03%	1 0.10%	-	-	-	-	-	-	1 0.05%	-	-	-	1 0.02%	-	1 0.02%	-
Other answers	47 0.75%	23 0.75%	25 0.75%	7 0.83%	6 0.60%	5 0.53%	6 0.60%	6 0.57%	6 0.77%	11 1.65%Tdefg	10 0.60%	19 1.00%	7 0.54%	11 0.76%	29 0.82%	18 0.66%	35 0.67%	12 1.07%
Don't have a landline telephone/line rental service	1623 25.57%ahilq	720 23.55%	896 27.42%Ta	203 24.64%hi	364 34.99%Tcefg hi	291 28.85%Thi	286 27.67%shi	255 25.81%hi	151 19.35%i	73 10.87%	400 24.79%	536 27.85%Tj	295 22.56%	393 26.10%l	935 26.45%	688 24.46%	1366 26.37%Tq	257 22.02%
Don't know	71 1.11%afgilo q	23 0.75%	42 1.29%a	34 4.17%Tdefgh i	14 1.35%lgi	10 0.99%	3 0.30%	3 0.32%	4 0.56%	2 0.23%	23 1.41%lm	32 1.66%Tim	6 0.46%	10 0.66%	55 1.55%To	16 0.57%	64 1.23%	7 0.59%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
BT	1083 17.05% ^r	902 16.86%	95 17.95%	46 15.58%	39 22.09%	95 17.95%	38 14.87%	105 15.01%	80 15.31%	92 16.49%	78 16.77%	46 15.58%	127 21.30% ^{Tfgh ikmn}	134 16.20%	149 17.04%	100 18.11%	39 22.09% ^{gh}	941 17.65% ^{Tr}	136 14.25%
Virgin Media	946 14.90% ^c	823 15.40% ^{Tc koq}	82 15.63% ^c	19 6.48%	21 11.73% ^c	82 15.63% ^k	46 18.21% ^{kklo}	113 16.23% ^{klo}	84 16.19% ^{ko}	104 18.55% ^{Tkln op}	81 17.39% ^{klo}	19 6.48%	73 12.27% ^k	137 16.63% ^{klo}	119 13.63% ^{kk}	65 11.83% ^{kk}	21 11.73% ^{kk}	765 14.35%	171 18.00% ^{Tq}
Sky	945 14.89% ^{h m}	779 14.57%	77 14.58%	57 19.20% ^{Ta}	32 18.09%	77 14.58%	42 16.41%	102 14.67%	62 11.84%	99 17.64% ^{hm}	68 14.60%	57 19.20% ^{Thm}	88 14.74%	103 12.50%	135 15.39%	81 14.68%	32 18.09% ^{hm}	801 15.02%	140 14.65%
TalkTalk	445 7.01% ^r	374 6.99%	27 5.19%	31 10.41% ^{Tab}	13 7.12%	27 5.19%	17 6.52%	56 7.95%	37 7.15%	33 5.88%	36 7.86%	31 10.41% ^{Tein}	45 7.48%	61 7.38%	51 5.79%	39 7.05%	13 7.12%	387 7.26% ^{Tr}	48 5.02%
Vodafone	420 6.61% ^q	361 6.75%	32 6.06%	21 7.03%	6 3.26%	32 6.06%	16 6.39%	39 5.60%	32 6.21%	34 6.05%	30 6.44%	21 7.03%	37 6.18%	71 8.61% ^{Tgp}	67 7.59% ^p	35 6.34%	6 3.26%	325 6.08%	90 9.48% ^{Tq}
EE	319 5.03% ^q	265 4.95%	32 6.10%	16 5.33%	6 3.62%	32 6.10%	9 3.58%	40 5.67%	19 3.59%	36 6.42% ^h	19 4.11%	16 5.33%	32 5.32%	49 5.91%	38 4.31%	24 4.39%	6 3.62%	253 4.73%	65 6.79% ^{Tq}
Plusnet	243 3.83% ^r	202 3.78%	20 3.79%	18 5.89%	4 2.16%	20 3.79%	12 4.54%	23 3.36%	16 3.04%	13 2.40%	16 3.53%	18 5.89% ^{him}	24 4.06%	25 3.04%	44 5.01% ^{li}	28 5.07% ^{li}	4 2.16%	223 4.19% ^{Tr}	17 1.75%
Now TV Broadband	73 1.15%	66 1.23%	7 1.24%	1 0.36%	-	7 1.24%	4 1.43%	5 0.74%	6 1.06%	4 0.70%	7 1.57%	1 0.36%	11 1.79%	7 0.80%	14 1.55%	9 1.65%	-	62 1.16%	11 1.16%
Utility warehouse	29 0.45%	26 0.49%	-	3 0.85% ^b	-	-	-	2 0.35%	4 0.69% ^m	4 0.80% ^{em}	-	3 0.85% ^{ejm}	5 0.89% ^{ejm}	-	6 0.74% ^m	4 0.71% ^m	-	25 0.46%	3 0.30%
KCOM / Karoo / Kingston Communications	20 0.32%	20 0.38%	-	-	-	-	-	-	20 3.86% ^{Tefgijkl mnop}	-	-	-	-	-	-	-	-	19 0.35%	1 0.13%
Zen Internet	13 0.20%	10 0.18%	2 0.47%	1 0.22%	-	2 0.47%	-	-	1 0.28%	1 0.14%	-	1 0.22%	3 0.57%	2 0.21%	1 0.16%	1 0.14%	-	13 0.24%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Community Fibre	8 0.13%	8 0.16%	-	-	-	-	-	-	-	-	-	-	-	8 1.02% o	-	-	-	6 0.11%	3 0.29%
Origin	8 0.13% aq	5 0.09%	1 0.14%	3 1.01% Ta	-	1 0.14%	-	-	1 0.14%	-	-	3 1.01% Tgijm	1 0.20%	-	2 0.19%	1 0.19%	-	5 0.09%	3 0.32%
Three	8 0.13%	8 0.15%	-	-	-	-	1 0.29%	-	1 0.28%	2 0.33%	-	-	-	2 0.19%	3 0.30%	-	-	7 0.14%	1 0.09%
Hyperoptic	8 0.12% q	8 0.14%	-	-	-	-	-	1 0.15%	1 0.20%	-	-	-	-	6 0.67% Tn	-	-	-	4 0.07%	4 0.40% Tq
Onestream	7 0.11%	6 0.11%	1 0.25%	-	-	1 0.25%	-	1 0.14%	1 0.17%	-	-	-	1 0.17%	-	1 0.10%	2 0.36%	-	6 0.11%	1 0.11%
Brisk	5 0.07%	5 0.09%	-	-	-	-	-	2 0.26%	2 0.42% T	1 0.14%	-	-	-	-	-	-	-	4 0.07%	-
Wightfibre	3 0.05%	3 0.06%	-	-	-	-	-	-	-	-	-	-	-	-	3 0.38% T	-	-	3 0.06%	-
Home Telecom	3 0.05%	3 0.05%	-	-	-	-	-	1 0.16%	1 0.17%	-	-	-	-	1 0.11%	-	-	-	3 0.05%	-
VFast	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	1 0.21%	-	1 0.15%	-	-	3 0.05%	-
IDNet	2 0.04%	1 0.03%	1 0.15%	-	-	1 0.15%	-	-	-	1 0.32% T	-	-	-	-	-	-	-	2 0.04%	-
Pop Telecom	2 0.04%	2 0.03%	-	-	-	0.09%	-	-	-	-	-	-	-	1 0.10%	1 0.16%	-	-	2 0.04%	-
The Phone Co-op	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	1 0.11%	1 0.12%	-	-	2 0.04%	-
Fibrus	2 0.03%	-	-	-	2 1.07% Tab	-	-	-	-	-	-	-	-	-	-	-	2 1.07% Teghi jmmo	2 0.04%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
The Co-op	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.34%T	-	2 0.04%	-
See The Light	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.33%T	-	2 0.03%	-
Gigaclear	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	-	2 0.27%T	-	-	-	-	-	2 0.03%	-
SSE	2 0.03%	1 0.02%	1 0.12%	-	-	1 0.12%	-	-	-	-	-	-	-	-	1 0.11%	-	-	2 0.03%	-
Shell Energy Broadband	2 0.02%	1 0.02%	-	1 0.20%	-	-	-	-	-	1 0.20%T	1 0.20%	-	-	-	-	-	-	2 0.03%	-
Direct Save Telecom	1 0.02%	1 0.02%	-	-	-	-	-	-	1 0.20%T	-	-	-	-	-	-	-	-	1 0.02%	-
Cuckoo Broadband	1 0.01%	1 0.02%	-	-	-	-	-	-	-	-	-	1 0.14%T	-	-	-	-	-	1 0.02%	-
Other answers	47 0.75%a	33 0.61%	10 1.89%Ta	4 1.43%	1 0.30%	10 1.89%Tghjlm	2 0.92%	3 0.42%	2 0.32%	3 0.60%	1 0.20%	4 1.43%ghlm	2 0.29%	2 0.21%	10 1.13%lm	8 1.45%ghlm	1 0.30%	38 0.71%	8 0.88%
Don't have a landline telephone/line rental service	1623 25.57%al	1358 25.41%	136 25.90%	78 26.00%	51 28.77%	136 25.90%	65 25.55%	201 28.78%Til	145 27.78%il	124 22.25%	124 26.77%	78 26.00%	129 21.55%	203 24.59%	225 25.73%	142 25.76%	51 28.77%al	1381 25.90%	225 23.67%
Don't know	71 1.11%q	65 1.22%	2 0.46%	-	3 1.79%c	2 0.46%	3 1.30%	4 0.52%	7 1.30%k	8 1.42%jk	1 0.21%	-	15 2.58%Tegjk n	15 1.80%egjkn	4 0.48%	8 1.44%jk	3 1.79%jk	42 0.79%	26 2.71%Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
BT	1083	1083	100.00%	-	-	-	-	-	-	-	-	-	-	-
	17.05%	23.26%	100.00%	-	-	-	-	-	-	-	-	-	-	-
Virgin Media	946	946	-	-	-	-	-	-	100.00%	-	-	-	-	-
	14.90%	20.32%	-	-	-	-	-	-	100.00%	-	-	-	-	-
Sky	945	945	-	-	-	-	100.00%	-	-	-	-	-	-	-
	14.89%	20.31%	-	-	-	-	100.00%	-	-	-	-	-	-	-
TalkTalk	445	445	-	-	-	-	-	100.00%	-	-	-	-	-	-
	7.01%	9.56%	-	-	-	-	-	100.00%	-	-	-	-	-	-
Vodafone	420	420	-	-	-	-	-	-	100.00%	-	-	-	-	-
	6.61%	9.01%	-	-	-	-	-	-	100.00%	-	-	-	-	-
EE	319	319	-	100.00%	-	-	-	-	-	-	-	-	-	-
	5.03%	6.86%	-	100.00%	-	-	-	-	-	-	-	-	-	-
Plusnet	243	243	-	-	100.00%	-	-	-	-	-	-	-	-	-
	3.83%	5.22%	-	-	100.00%	-	-	-	-	-	-	-	-	-
Now TV Broadband	73	73	-	-	-	-	-	-	-	-	100.00%	-	-	-
	1.15%	1.57%	-	-	-	-	-	-	-	-	100.00%	-	-	-
Utility warehouse	29	29	-	-	-	-	-	-	-	-	-	-	100.00%	29
	0.45%	0.62%	-	-	-	-	-	-	-	-	-	-	100.00%	100.00%
KCOM / Karoo / Kingston Communications	20	20	-	-	-	-	-	-	-	-	100.00%	-	-	-
	0.32%	0.43%	-	-	-	-	-	-	-	-	100.00%	-	-	-
Zen Internet	13	13	-	-	-	-	-	-	-	-	-	-	-	-
	0.20%	0.27%	-	-	-	-	-	-	-	-	-	-	-	-
Community Fibre	8	8	-	-	-	-	-	-	-	-	-	-	-	-
	0.13%	0.18%	-	-	-	-	-	-	-	-	-	-	-	-
Origin	8	8	-	-	-	-	-	-	-	-	-	-	-	-
	0.13%	0.18%	-	-	-	-	-	-	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 3

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

Base: All respondents

	Q.1 Landline supplier													
	Total (n)	Total landline (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broadband (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	..*	945	445	946	420	20**	73*	2**	29**
Three	8	8	-	-	-	-	-	-	-	-	-	-	-	-
Hyperoptic	8	8	-	-	-	-	-	-	-	-	-	-	-	-
Onestream	7	7	-	-	-	-	-	-	-	-	-	-	-	-
Brisk	5	5	-	-	-	-	-	-	-	-	-	-	-	-
Wightfibre	3	3	-	-	-	-	-	-	-	-	-	-	-	-
Home Telecom	3	3	-	-	-	-	-	-	-	-	-	-	-	-
VFast	3	3	-	-	-	-	-	-	-	-	-	-	-	-
IDNet	2	2	-	-	-	-	-	-	-	-	-	-	-	-
Pop Telecom	2	2	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2	2	-	-	-	-	-	-	-	-	-	-	-	-
Fibrus	2	2	-	-	-	-	-	-	-	-	-	-	-	-
The Co-op	2	2	-	-	-	-	-	-	-	-	-	-	-	-
See The Light	2	2	-	-	-	-	-	-	-	-	-	-	-	-
Gigaclear	2	2	-	-	-	-	-	-	-	-	-	-	-	-
SSE	2	2	-	-	-	-	-	-	-	-	-	-	-	-

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Shell Energy Broadband	2 0.02%	2 0.03%	-	-	-	-	-	-	-	-	-	-	2 100.00%	-
Direct Save Telecom	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Cuckoo Broadband	1 0.01%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	47 0.75%bfh	47 1.02%Tbfghi	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a landline telephone/line rental service	1623 25.57%abcdghik	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	71 1.11%abfghi	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
BT	1083 17.05% <i>crxy</i>	1068 17.05% <i>crxy</i>	28 79.37% <i>Tnpqrst</i> uwyzA	299 23.90% <i>Tnqrsuw</i> xyzA	58 16.10% <i>crxy</i>	29 8.72%	214 15.79% <i>crxy</i>	110 20.64% <i>Tnrsuxy</i> A	85 15.70% <i>crxy</i>	-	143 17.83% <i>crxy</i>	18 8.37%	37 9.06%	19 13.41%	214 15.71% <i>crxy</i>
Virgin Media	946 14.90% <i>ppqw</i>	934 14.92% <i>ppqw</i>	1 3.73%	126 10.12% <i>ey</i>	34 9.52% <i>ey</i>	47 14.03% <i>ey</i>	356 26.30% <i>Tnopqt</i> uwyz	84 15.69% <i>pqy</i>	89 16.47% <i>ppqw</i>	3 42.08%	96 12.03% <i>ey</i>	33 15.66% <i>pqy</i>	21 5.20%	15 10.55% <i>ey</i>	359 26.38% <i>Tnopqtuwxzy</i>
Sky	945 14.89% <i>ppqrszw</i> A	941 15.02% <i>Topqrszw</i> A	1 2.16%	156 12.51% <i>ir</i>	40 11.14% <i>r</i>	20 6.08%	173 12.77% <i>ir</i>	80 15.04% <i>or</i>	79 14.54% <i>or</i>	1 20.07%	92 11.43% <i>r</i>	24 11.40% <i>r</i>	238 57.98% <i>Tnopqrst</i> uwzA	12 8.69%	174 12.81% <i>r</i>
TalkTalk	445 7.01% <i>crnp</i>	431 6.87% <i>py</i>	1 3.15%	62 4.95% <i>ey</i>	31 8.57% <i>py</i>	22 6.51% <i>y</i>	100 7.37% <i>py</i>	54 10.13% <i>Tnpuw</i> yA	36 6.61% <i>y</i>	-	55 6.87% <i>y</i>	21 9.85% <i>py</i>	7 1.77%	16 11.71% <i>Tnpuy</i>	100 7.34% <i>py</i>
Vodafone	420 6.61% <i>ppstu</i> A	418 6.68% <i>ppstu</i> A	-	13 1.02%	21 5.91% <i>p</i>	35 10.46% <i>Tnopqstu</i> yzA	64 4.72% <i>p</i>	21 3.94% <i>p</i>	23 4.25% <i>p</i>	-	177 22.13% <i>Tnopqrst</i> uwyzA	16 7.35% <i>p</i>	18 4.35% <i>p</i>	5 3.52% <i>p</i>	64 4.70% <i>p</i>
EE	319 5.03% <i>stwxyz</i> A	314 5.02% <i>stwxyz</i> A	-	195 15.58% <i>Tnoqrstu</i> wyzA	12 3.44%	11 3.18%	30 2.20%	14 2.60%	19 3.54% <i>aw</i>	1 15.71%	13 1.66%	3 1.39%	10 2.52%	2 1.32%	31 2.27% <i>sw</i>
Plusnet	243 3.83% <i>y</i>	238 3.79% <i>y</i>	-	48 3.87% <i>y</i>	23 6.35% <i>Tnswuy</i> yA	22 6.66% <i>Tnpsuw</i> yA	43 3.21% <i>y</i>	32 5.94% <i>Tnswuy</i> yA	15 2.69% <i>y</i>	-	21 2.62% <i>y</i>	6 3.04% <i>y</i>	3 0.74%	6 4.10% <i>y</i>	43 3.19% <i>y</i>
Now TV Broadband	73 1.15%	72 1.16%	-	11 0.87%	5 1.44%	5 1.35%	10 0.74%	8 1.43%	4 0.67%	-	5 0.67%	6 2.84% <i>Tnpsuw</i> A	10 2.49% <i>Tnpsuw</i> A	1 0.45%	10 0.73%
Utility warehouse	29 0.45%	28 0.44%	-	4 0.28%	1 0.39%	1 0.23%	4 0.27%	2 0.39%	1 0.14%	-	3 0.32%	1 0.47%	1 0.29%	-	4 0.27%
KCOM / Karoo / Kingston Communications	20 0.32%	20 0.32%	-	2 0.18%	4 1.01% <i>Tnps</i> A	-	3 0.22%	4 0.70%	2 0.37%	-	2 0.28%	-	2 0.49%	1 0.88%	3 0.21%
Zen Internet	13 0.20%	13 0.20%	-	-	2 0.51% <i>p</i>	3 0.90% <i>Tnptw</i>	4 0.33% <i>p</i>	-	2 0.45% <i>p</i>	-	1 0.09%	-	-	-	4 0.32%
Community Fibre	8 0.13%	8 0.13%	-	2 0.18%	-	1 0.30%	1 0.10%	-	3 0.54% <i>Tnw</i>	-	-	-	-	-	1 0.10%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Origin	8 0.13%	8 0.12%	-	2 0.18%	-	3 0.91%TnpswA	-	1 0.15%	1 0.17%	-	1 0.09%	-	-	-	-
Three	8 0.13%	8 0.13%	-	-	-	2 0.55%pewA	-	-	6 1.18%TnpgstwyA	-	-	-	-	-	-
Hyperoptic	8 0.12%	8 0.12%	-	-	-	-	3 0.22%	-	-	-	-	2 0.86%Tnptuw	-	-	3 0.22%
Onestream	7 0.11%	7 0.11%	-	-	1 0.34%p	2 0.57%Tnp	1 0.07%	-	1 0.16%	-	1 0.16%	-	1 0.18%	-	1 0.07%
Brisk	5 0.07% ⁿ	4 0.06%	-	2 0.17%	-	1 0.23%	-	-	1 0.15%	-	-	-	-	-	-
Wightfibre	3 0.05%	3 0.05%	-	1 0.07%	-	-	-	1 0.23%	-	-	-	-	-	-	-
Home Telecom	3 0.05% ⁿ	2 0.03%	-	-	-	-	1 0.07%	1 0.17%	-	-	-	-	-	-	1 0.07%
VFast	3 0.04%	3 0.04%	-	-	-	-	1 0.09%	1 0.25%Tn	-	-	-	-	-	-	1 0.09%
IDNet	2 0.04%	2 0.04%	-	-	-	-	1 0.11%	-	-	-	-	-	-	-	1 0.11%
Pop Telecom	2 0.04% ⁿ	1 0.02%	-	-	-	1 0.14%	-	-	1 0.16%	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.03%	-	-	-	-	1 0.07%	-	-	-	-	-	-	-	1 0.07%
Fibrus	2 0.03%	2 0.03%	-	-	-	1 0.26%Tn	1 0.08%	-	-	-	-	-	-	-	1 0.08%
The Co-op	2 0.03%	2 0.03%	-	-	1 0.31%TnsA	-	-	-	1 0.14%	-	-	-	-	-	-
See The Light	2 0.03%	2 0.03%	-	-	-	-	2 0.14%T	-	-	-	-	-	-	-	2 0.14%T
Gigaclear	2 0.03%	2 0.03%	-	-	1 0.24%Tn	-	-	-	-	-	1 0.09%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
SSE	2 0.03%	2 0.03%	-	-	-	-	-	1 0.18%	-	-	1 0.08%	-	-	-	-
Shell Energy Broadband	2 0.02%	2 0.02%	-	-	-	1 0.18%	-	1 0.18%	-	-	-	-	-	-	-
Direct Save Telecom	1 0.02%	1 0.02%	-	-	-	-	-	1 0.21%Tn	-	-	-	-	-	-	-
Cuckoo Broadband	1 0.01%	1 0.01%	-	-	-	1 0.25%Tn	-	-	-	-	-	-	-	-	-
Other answers	47 0.75%	47 0.76%	1 2.15%	6 0.49%	5 1.32%	5 1.39%u	7 0.54%	4 0.83%	1 0.23%	-	6 0.75%	3 1.41%	2 0.49%	4 2.96%Tnpstwy A	7 0.54%
Don't have a landline telephone/line rental service	1623 25.57%otwy	1615 25.78%TostwyA	3 9.44%	316 25.26%oty	109 30.13%TostwyA	120 35.87%Tnopstw yA	320 23.65%oy	107 20.07%y	169 31.27%Tnopstw yA	2 22.14%	179 22.35%y	79 37.00%Tnopstw yA	58 13.98%	56 40.21%Tnopqst wyA	322 23.64%oy
Don't know	71 1.11%np	56 0.89%kp	-	5 0.37%	12 3.29%Tnpstuw yA	4 1.23%	13 0.96%	7 1.24%p	3 0.56%	-	4 0.52%	1 0.36%	2 0.44%	3 2.19%pw	13 0.95%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 6
Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please select the one you use most often.
Base: All respondents

	Q.3 Broadband supplier										Q.4 Pay TV supplier										Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulner-able (v)	Potenti-ally vulner-able (w)	Least vulner-able (x)	Yes (y)	No (z)	
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037	
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129	
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828	
BT	1083 17.05% cdfghikm qrs	1063 17.58% T cdfghik m	897 78.89% Ta	33 7.83% df	14 3.78% h	100.00%	40 3.44% h	22 3.89% h	23 1.71%	12 2.42%	-	4 3.97%	1 16.77%	1 2.33%	544 17.45% q rs	250 70.59% T oqrstu	265 15.47% rs	7 5.05% s	14 1.58%	22 13.36% r s	48 52.29% T oqrst	148.7% v	108 18.56% T	537 16.49%	332 17.71%	354 16.90%	698
Virgin Media	946 14.90% b cdfghikm pqrsu	936 15.47% Tb cdfghikm	7 0.62%	8 1.98% bdf	-	-	7 0.56%	4 0.70%	900 66.30% Ta bcdghikm	10 1.95% bdf	-	-	-	779 24.96% Tp qrsu	8 2.14%	78 4.53% pu	6 4.20%	686 79.32% To pqrsu	5 2.78%	12 2.35%	125 17.16%	437 15.11%	286 14.24%	282 14.09%	633 15.33%		
Sky	945 14.89% b cdfghikm prstu	942 15.57% Tb cdfghikm	9 0.83% h	9 2.18% bdh	-	-	901 76.82% Ta bcdghikm	6 1.16% dh	3 0.23%	5 1.03% h	-	3 2.77% dh	-	1 2.23% d h	811 25.97% Tp rstu	8 2.25% s	796 46.52% To prstu	3 2.02% s	2 0.28%	2 1.23%	10 1.93% s	106 14.47%	451 15.57%	284 14.15%	290 14.51%	628 15.21%	
TalkTalk	445 7.01% bc dfhikop qstux	441 7.29% Tb cdfhik	1 0.08%	4 0.93% bdf h	2 0.61%	-	2 0.19%	424 76.54% Ta bcdhikm	1 0.09%	5 1.01% bdfh	-	-	-	179 5.72% pq stu	2 0.60%	64 3.73% p su	96 67.28% To pqrsu	7 0.81%	2 1.19%	4 0.79%	50 6.81%	242 8.35% Tx	102 5.09%	157 7.84%	278 6.72%		
Vodafone	420 6.61% bc dfghikoq s	408 6.74% bc dfghik	15 1.36%	3 0.75%	3 0.72%	-	12 0.99%	4 0.64%	11 0.81%	358 70.46% Tabcd fghikm	-	1 1.18%	-	132 4.22% s	19 5.49% s	76 4.46% s	7 4.96%	23 2.66%	9 5.60%	29 5.53% s	53 7.29%	183 6.32%	140 6.95%	115 5.74%	292 7.08%		
EE	319 5.03% bd fghikoq sx	307 5.07% bd fghik h	20 1.74% g	243 57.19% Ta bdfghikm	3 0.87%	-	18 1.55% g	2 0.36%	11 0.80%	6 1.12%	-	-	-	99 3.16% s	26 7.44% To qs	56 3.26% s	5 3.16%	11 1.29%	102 61.27% T opqrsu	129 24.66% To pqrs	53 7.29% Tw	146 5.06%	78 3.90%	94 4.71%	211 5.10%		
Plusnet	243 3.83% bc fghioqs u	243 4.02% Tb cdfghi	1 0.12%	1 0.25%	231 64.60% Tabcf ghikm	-	2 0.18%	1 0.20%	2 0.17%	2 0.39%	-	-	-	37 1.19% s	7 1.90% s	23 1.34% s	2 1.54%	3 0.36%	3 1.86% s	10 1.89% s	24 3.34%	123 4.25%	73 3.64%	94 4.70% Tz	146 3.54%		

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	O.3 Broadband supplier													O.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)	
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	508	143	865	167	522	729	2895	2011	2001	4129
Now TV Broadband	73	72	-	-	-	-	-	-	-	1	-	70	-	-	4	-	4	-	-	-	-	8	43	17	25	46	
	1.15% dfghopq su	1.19% bcdhfg hi	-	-	-	-	-	-	-	0.27%	-	72.28% fghim	-	-	0.13%	-	0.25%	-	-	-	-	1.08%	1.48% Tx	0.82%	1.24%	1.11%	
Utility warehouse	29	29	-	-	-	-	1	-	-	-	-	-	-	28	8	-	7	-	-	-	-	-	19	8	8	20	
	0.45% bf ho	0.47% bfh	-	-	-	-	0.10%	-	-	-	-	-	-	71.29% bcdhfg ik	0.27%	-	0.39%	-	-	-	-	-	0.67% Tv	0.40%	0.42%	0.49%	
KCOM / Karoo / Kingston Communications	20	19	-	-	-	-	-	-	-	-	19	-	-	-	10	-	10	-	-	-	-	2	11	6	11	9	
	0.32% h	0.31% h	-	-	-	-	-	-	-	-	63.25%	-	-	-	0.31%	-	0.57% Tos	-	-	-	-	0.24%	0.38%	0.31%	0.53%	0.23%	
Zen Internet	13	13	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	2	7	4	8	
	0.20% ow	0.21% ow	-	-	-	-	-	-	-	-	-	-	-	0.02%	-	-	-	-	-	-	-	0.24%	0.08%	0.33%	0.22%	0.20%	
Community Fibre	8	8	-	-	-	-	-	-	-	-	-	-	-	2	1	1	-	-	-	-	1	-	3	3	2	6	
	0.13% o	0.14% o	-	-	-	-	-	-	-	-	-	-	-	0.06%	0.37%	0.04%	-	-	-	0.25%	-	0.10%	0.10%	0.14%	0.11%	0.15%	
Origin	8	8	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	1	6	2	1	7	
	0.13% o	0.14% o	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	0.06%	-	-	-	-	-	0.10%	0.20%	0.10%	0.07%	0.17%	
Three	8	6	1	-	-	-	1	-	-	-	-	-	-	2	-	1	1	-	-	-	1	3	1	1	5		
	0.13% a	0.10% a	0.07% a	-	-	-	0.11% a	-	-	-	-	-	-	0.08%	-	0.05%	0.41%	-	-	-	-	0.18%	0.12%	0.04%	0.06%	0.12%	
Hyperoptic	8	8	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	-	-	-	2	-	4	2	5	
	0.12% o	0.13% o	-	-	-	-	-	-	-	-	-	-	-	0.06%	-	0.73% oqs	-	-	-	-	-	0.31% w	-	0.22% w	0.10%	0.11%	
Onestream	7	7	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	5	1	4	3	
	0.11% o	0.12% o	-	-	-	-	-	-	-	-	-	-	-	0.02%	-	0.04%	-	-	-	-	-	-	0.18%	0.04%	0.19%	0.08%	
Brisk	5	5	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	2	1	1	3	
	0.07% o	0.08% o	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	0.06%	-	-	-	-	-	-	0.06%	0.05%	0.05%	0.07%	
Wightfibre	3	3	-	-	-	-	-	-	-	-	-	-	-	3	-	2	-	-	-	-	-	-	2	-	2	1	
	0.05% o	0.06% o	-	-	-	-	-	-	-	-	-	-	-	0.11%	-	0.14%	-	-	-	-	-	-	0.09%	-	0.12%	0.02%	
Home Telecom	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	3	
	0.05% o	0.05% o	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.06%	0.05%	-	0.07%	
VFast	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	3	
	0.04% o	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.05%	-	-	0.06%	

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
IDNet	2	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	2	-	2	-
Pop Telecom	2	2	-	-	-	-	-	-	-	-	-	-	-	-	0.05%	-	-	-	-	-	-	-	0.08%	-	0.11%z	-
The Phone Co-op	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-
Fibrus	2	2	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	1	-	-	-	-	-	0.08%	-	0.11%z	-
The Co-op	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-
See The Light	2	2	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	1	-	-	-	-	-	0.07%	-	0.05%	-
Gigaclear	2	2	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	1	-	-	-	-	-	0.04%	-	0.02%	-
SSE	2	2	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	1	-	-	-	-	-	0.03%	-	0.04%	-
Shell Energy Broadband	2	2	-	-	-	-	-	-	-	-	-	-	2	1	-	-	-	-	-	-	-	0.13%	0.02%	-	0.08%	-
Direct Save Telecom	1	1	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	-	-	-	-	-	-	0.05%	-	0.05%	-
Cuckoo Broadband	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-
Other answers	47	37	1	-	-	-	2	1	3	3	-	-	-	-	19	-	16	1	1	-	-	8	19	11	24	23
Don't have a landline telephone/line rental service	1623	1440	183	118	102	-	181	85	396	102	11	19	4	9	468	31	302	13	115	20	51	174	629	639	505	1055
	25.57%a	23.80%b	16.09%	27.81%b	28.47%abfghi	-	15.47%	15.33%	29.16%T	20.04%f	36.75%	19.07%	51.60%	24.15%	15.00%pu	8.69%	17.65%op	9.17%	13.31%p	11.91%	9.72%	23.83%	21.72%	31.77%T	25.21%	25.55%
	bfjopq	fgi	h	fgi	abfghi	-	rsu	vw	abfgik	tu	rsu	vw	tu	vw	rsu	vw	rsu	vw	rsu	vw	rsu	vw	rsu	vw	rsu	vw

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (n)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Don't know	71	34	1	5	3	-	6	5	7	3	-	1	1	-	12	2	6	1	2	1	3	11	12	14	14	37
	1.11%ab	0.56%b	0.09%	1.07%b	0.96%b	-	0.51%	0.89%b	0.50%	0.64%	-	0.73%	13.18%	-	0.39%	0.53%	0.32%	0.99%	0.26%	0.80%	0.62%	1.45%w	0.42%	0.68%	0.69%	0.91%
	yz																									

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

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

Absolutes/col percents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
O2	1355 21.34%mq	643 21.04%	709 21.70%	162 19.63%	209 20.12%	244 24.16%Tod	220 21.28%	213 21.56%	165 21.19%	142 21.07%	364 22.55%km	423 22.01%km	288 22.01%km	280 18.63%	787 22.25%	568 20.20%	1139 21.99%Tq	216 18.47%
EE	1250 19.69%lm	618 20.20%	627 19.19%	161 19.55%	207 19.89%	210 20.83%	185 17.93%	202 20.44%	149 19.13%	135 20.05%	335 20.77%km	383 19.90%	266 20.35%	266 17.67%	718 20.30%	532 18.92%	996 19.24%	253 21.68%
Vodafone	801 12.62%l	390 12.76%	409 12.52%	124 15.07%Teghi	150 14.40%	115 11.38%	132 12.78%	115 11.63%	89 11.42%	76 11.29%	210 13.05%l	261 13.55%l	133 10.16%	197 13.09%l	471 13.32%	330 11.72%	645 12.46%	156 13.32%
Three	541 8.52%ghi	279 9.12%	257 7.86%	84 10.20%ghi	126 12.12%TTghi	111 10.96%Tghi	96 9.27%ghi	58 5.90%l	43 5.50%	23 3.45%	142 8.82%	151 7.65%	117 8.91%	131 8.73%	293 8.29%	248 8.81%	458 8.84%	83 7.10%
Tesco Mobile	534 8.41%acdejk n	228 7.46%	306 9.36%Ta	35 4.20%	42 4.07%	57 5.64%	90 8.70%cde	99 9.99%cde	102 13.04%Tdef	109 16.26%Tdefg	116 7.17%	132 6.84%	128 9.76%jk	159 10.56%Tjk	247 6.99%	287 10.19%Tn	433 8.36%	101 8.62%
Sky	411 6.48%	187 6.11%	223 6.83%	67 8.15%	61 5.86%	59 5.86%	74 7.20%	59 6.00%	46 5.85%	45 6.65%	94 5.84%	126 6.55%	95 7.25%	96 6.40%	220 6.23%	191 6.80%	336 6.49%	75 6.42%
giffgaff	362 5.70%hi	159 5.20%	200 6.11%	53 6.39%hi	89 8.57%Tefghi	60 5.96%hi	56 5.41%h	54 5.48%h	26 3.27%	24 3.62%	81 5.04%	116 6.04%	72 5.48%	93 6.17%	197 5.58%	165 5.85%	301 5.82%	61 5.19%
Lebara	333 5.25%l	166 5.44%	166 5.09%	58 7.05%Tel	47 5.77%l	47 4.64%	52 5.06%	37 5.79%l	37 4.74%	22 3.26%	87 5.37%	112 5.80%	65 5.00%	70 4.64%	135 5.61%	135 4.81%	267 5.15%	67 5.71%
ID Mobile	213 3.35%b	119 3.91%Tb	93 2.83%	20 2.46%	33 3.20%	36 3.60%	41 3.35%	35 4.10%	23 2.90%	25 3.76%	58 3.59%	59 3.06%	50 3.84%	46 3.04%	117 3.30%	96 3.42%	180 3.47%	33 2.84%
Smarty	140 2.20%l	61 2.00%	78 2.38%	15 1.82%	20 1.94%	21 2.11%	23 2.23%	30 3.01%l	8 2.94%l	31 1.15%	31 1.93%	36 1.88%	30 2.30%	43 2.84%	67 1.90%	73 2.58%	112 2.16%	28 2.42%
Talk mobile	73 1.15%	39 1.28%	34 1.04%	5 0.59%	7 0.68%	11 1.08%	18 1.74%cd	9 0.91%	13 1.64%cd	11 1.57%	14 0.88%	24 1.25%	14 1.08%	21 1.39%	38 1.08%	35 1.25%	59 1.15%	14 1.18%
Asda Mobile	44 0.70%cdjp	24 0.79%	20 0.61%	1 0.09%	1 0.12%	6 0.63%	14 1.36%Tod	6 0.56%	13 1.67%Tdegl	3 0.46%	5 0.31%	19 0.97%kj	7 0.56%	13 0.88%j	24 0.67%	21 0.73%	27 0.53%	17 1.43%Tp
Voxi	38 0.59%l	18 0.59%	20 0.60%	12 1.50%Tefghi	12 1.13%Tfhi	4 0.37%	3 0.34%	5 0.48%	2 0.20%	-	13 0.78%	11 0.55%	8 0.59%	7 0.46%	23 0.65%	15 0.52%	33 0.65%	4 0.37%
1p Mobile	36 0.56%	18 0.59%	18 0.54%	4 0.52%	5 0.50%	3 0.33%	6 0.59%	3 0.33%	8 1.05%	6 0.82%	9 0.53%	15 0.76%	4 0.33%	23 0.56%	13 0.45%	26 0.50%	10 0.85%	

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Gender		Age							Social Grade					Area type			
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Lycamobile	25 0.40%knq	15 0.49%	10 0.31%	6 0.68%	5 0.48%	2 0.21%	4 0.35%	5 0.51%	1 0.08%	3 0.45%	6 0.39%	2 0.11%	6 0.46%	11 0.72%Tk	8 0.24%	17 0.60%Tn	24 0.47%	1 0.08%
Utility Warehouse	16 0.26%ap	4 0.13%	12 0.38%	-	2 0.18%	1 0.14%	3 0.25%	2 0.24%	6 0.78%Tce	2 0.29%	2 0.10%	4 0.21%	3 0.19%	8 0.55%Tj	6 0.16%	11 0.38%	10 0.19%	7 0.56%Tp
Talk Talk	11 0.17%	4 0.13%	7 0.20%	-	-	2 0.23%	1 0.14%	3 0.31%	1 0.14%	3 0.41%cd	2 0.11%	1 0.07%	6 0.44%TK	2 0.12%	3 0.09%	8 0.27%	7 0.14%	3 0.30%
Virgin Media	7 0.11%	3 0.09%	4 0.12%	1 0.09%	-	-	4 0.34%T	1 0.07%	2 0.24%	-	1 0.05%	1 0.06%	3 0.18%	2 0.05%	5 0.18%	6 0.11%	1 0.09%	1 0.09%
Spusu	6 0.09%	4 0.12%	2 0.07%	-	-	2 0.17%	-	1 0.10%	2 0.27%	1 0.15%	2 0.11%	2 0.11%	1 0.08%	4 0.11%	2 0.07%	6 0.11%	-	-
RWG Mobile	5 0.08%	4 0.14%	1 0.03%	-	-	2 0.22%	-	2 0.22%	1 0.11%	-	2 0.10%	2 0.11%	-	1 0.09%	4 0.11%	1 0.05%	5 0.10%	-
CMLink	4 0.06%	1 0.05%	2 0.07%	1 0.10%	3 0.28%T	-	-	-	-	-	1 0.05%	2 0.08%	-	1 0.09%	2 0.07%	1 0.05%	4 0.07%	-
Talk Home	3 0.05%	1 0.03%	2 0.06%	1 0.13%	1 0.07%	-	-	-	1 0.14%	-	2 0.11%	-	1 0.08%	-	2 0.05%	1 0.04%	2 0.04%	1 0.09%
Honest Mobile	2 0.04%	2 0.08%	-	-	1 0.07%	1 0.11%	-	1 0.06%	-	-	1 0.08%	1 0.06%	-	2 0.07%	-	2 0.05%	2 0.05%	-
Ecotalk	1 0.02%	-	0.04%	-	-	-	1 0.13%T	-	-	-	-	-	1 0.11%	-	-	1 0.05%	1 0.03%	-
The Phone Co-op	1 0.02%	1 0.03%	-	-	-	-	-	-	1 0.14%T	-	-	1 0.06%	-	-	1 0.03%	-	1 0.02%	-
Other answers	7 0.12%	3 0.08%	5 0.15%	-	-	3 0.28%	1 0.08%	1 0.11%	2 0.21%	1 0.16%	2 0.09%	2 0.11%	-	4 0.26%	4 0.10%	4 0.14%	6 0.13%	1 0.08%
NET: O2/Virgin Mobile	1362 21.45%mq	646 21.13%	713 21.82%	163 19.72%	209 20.12%	244 24.16%Tcd	224 21.62%	214 21.63%	167 21.43%	142 21.07%	364 22.59%um	424 22.07%um	290 22.19%um	283 18.80%	789 22.31%	573 20.38%	1145 22.10%Tq	217 18.56%
Don't have a personal mobile	42 0.67%del	19 0.63%	23 0.71%	2 0.19%	-	-	4 0.34%	4 0.43%de	14 1.75%Todefg	19 2.89%Todefg	8 0.52%	14 0.75%l	2 0.17%	17 1.16%TI	23 0.65%	20 0.70%	33 0.64%	9 0.79%
Don't know	87 1.37%dlp	46 1.50%	40 1.22%	13 1.59%cd	6 0.55%	11 1.08%	12 1.13%	17 1.76%cd	13 1.68%cd	15 2.24%Td	28 1.71%l	25 1.29%	9 0.69%	26 1.71%l	52 1.48%	35 1.23%	59 1.13%	28 2.42%Tp

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region							Ethnicity						
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
O2	1955 21.34% k	1145 21.42% c	105 19.96% c	42 14.11%	63 35.20% Tabc	105 19.96% k	48 19.09%	140 20.12% k	120 23.14% k	107 19.23%	89 19.22%	42 14.11%	130 21.85% k	211 25.52% Tefg ijkno	187 21.35% k	110 19.99% k	63 35.20% Tefg hijkimo	1144 21.46%	201 21.13%
EE	1250 19.69% d p	1068 19.98% d	87 16.56% d	79 26.41% Tabd	16 8.83%	87 16.56% p	56 22.11% p	134 19.21% p	93 17.84% p	151 27.01% Tegh jlmnop	77 16.71% p	79 26.41% Tegh jlmnp	116 19.45% p	162 19.64% p	162 18.45% p	117 21.12% p	16 8.83%	1076 20.17% T	164 17.25%
Vodafone	801 12.62% c kq	687 12.85% c	67 12.76% c	22 7.49%	25 13.83% c	67 12.76% k	25 9.99%	89 12.80% k	58 11.06%	61 10.85%	56 11.98% k	22 7.49%	72 12.03% k	119 14.39% k	135 15.42% Thi k	73 13.15% k	25 13.83% k	635 11.90%	154 16.13% Tq
Three	541 8.52% lo q	453 8.47%	45 8.45%	33 10.98%	11 6.11%	45 8.45%	22 8.69%	70 10.09% lo	51 9.75% lo	41 7.32%	45 9.81% lo	33 10.98% lo	34 5.66%	76 9.25% lo	79 9.07% lo	34 6.07%	11 6.11%	421 7.90%	111 11.67% Tq
Tesco Mobile	534 8.41% am r	431 8.05%	53 10.11%	28 9.33%	22 12.46% Ta	53 10.11% im	16 6.11%	63 9.01% m	47 8.99% m	36 6.43%	42 9.13% m	28 9.33% m	67 11.23% Tlim	42 5.13%	73 8.39% m	44 8.01% m	22 12.46% Tlim	501 9.39% Tr	26 2.71%
Sky	411 6.48% smr	341 6.37%	32 6.00%	23 7.54%	16 9.27%	32 6.00%	21 8.14% m	37 5.24%	32 6.23%	40 7.23% m	39 8.35% gm	23 7.54% m	49 8.19% gm	36 4.31%	51 5.81%	36 6.60%	16 9.27% gm	368 6.91% Tr	42 4.39%
giffgaff	362 5.70% q	312 5.84%	27 5.14%	12 4.11%	10 5.78%	27 5.14%	21 8.35% ko	39 5.57%	37 7.07%	29 5.27%	23 4.99%	12 4.11%	38 6.34%	46 5.52%	54 6.12%	26 4.67%	10 5.78%	290 5.44%	70 7.31% Tq
Lebara	333 5.25% dp q	277 5.19% d	30 5.64% d	23 7.74% Td	3 1.87%	30 5.64% p	19 7.32% p	39 5.57% p	21 4.02%	28 5.05%	27 5.90% p	23 7.74% Thinp	26 4.28%	48 5.77% p	38 4.35%	32 5.82% p	3 1.87%	245 4.59%	84 8.84% Tq
ID Mobile	213 3.35% lr	176 3.28%	24 4.46%	10 3.52%	3 1.88%	24 4.46% l	6 2.22%	27 3.89% l	17 3.26%	19 3.46%	23 5.03% Tlim	10 3.52%	11 1.86%	22 2.69%	25 2.85%	25 4.47% l	3 1.88%	194 3.64% Tr	17 1.83%
Smarty	140 2.20% m	122 2.27%	12 2.29%	5 1.73%	1 0.66%	12 2.29%	9 3.41% m	16 2.36%	10 1.96%	15 2.73% m	13 2.74%	5 1.73%	13 2.14%	10 1.20%	17 1.97%	18 3.32% m	1 0.66%	124 2.32%	16 1.73%
Talk mobile	73 1.15%	60 1.13%	6 1.14%	5 1.61%	2 1.13%	6 1.14%	2 0.83%	7 1.05%	6 1.22%	5 0.92%	9 1.89%	5 1.61%	6 1.02%	10 1.20%	10 1.13%	5 0.87%	2 1.13%	64 1.20%	9 0.99%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Asda Mobile	44 0.70%am	28 0.53%	13 2.47% ^{Tad}	3 0.91%	-	13 2.47% ^{Ttjgijmn} op	-	4 0.56%	5 1.05% ^m	2 0.38%	2 0.47%	3 0.91%	4 0.63%	1 0.15%	5 0.62%	4 0.78%	-	39 0.72%	2 0.26%
Voxi	38 0.59%	32 0.60%	4 0.71%	2 0.64%	-	4 0.71%	-	6 0.89%	4 0.69%	1 0.16%	2 0.53%	2 0.64%	3 0.42%	11 1.28% ^{Tin}	2 0.21%	4 0.72%	-	28 0.53%	10 1.00%
1p Mobile	36 0.56%	29 0.53%	2 0.36%	4 1.25%	2 0.96%	2 0.36%	1 0.52%	3 0.44%	3 0.54%	2 0.42%	2 0.48%	4 1.25%	3 0.53%	2 0.30%	7 0.80%	4 0.74%	2 0.96%	35 0.65% ^T	1 0.11%
Lycamobile	25 0.40% ^q	21 0.40%	2 0.29%	1 0.48%	1 0.44%	2 0.29%	-	3 0.40%	1 0.13%	2 0.39%	-	1 0.48%	3 0.55%	6 0.76% ^o	6 0.72%	-	1 0.44%	16 0.30%	9 0.95% ^{Tq}
Utility Warehouse	16 0.26%	14 0.27%	-	2 0.63%	-	-	-	2 0.23%	1 0.20%	3 0.61% ^m	-	2 0.63% ^m	1 0.15%	-	4 0.51%	3 0.54% ^m	-	14 0.26%	2 0.25%
Talk Talk	11 0.17%	8 0.14%	2 0.41%	-	1 0.45%	2 0.41%	-	-	1 0.19%	1 0.26%	1 0.24%	-	1 0.18%	1 0.10%	1 0.14%	1 0.19%	1 0.45%	9 0.18%	1 0.13%
Virgin Media	7 0.11%	7 0.13%	-	-	-	-	-	1 0.11%	1 0.26%	1 0.19%	-	-	-	2 0.21%	2 0.22%	-	-	6 0.12%	1 0.08%
Spusu	6 0.09%	5 0.09%	1 0.19%	-	-	1 0.19%	1 0.39%	-	-	-	1 0.25%	-	1 0.17%	1 0.12%	-	1 0.12%	-	4 0.08%	2 0.18%
RWG Mobile	5 0.08% ^q	4 0.08%	-	1 0.38%	-	-	-	-	1 0.19%	-	-	1 0.38%	-	1 0.10%	1 0.16%	1 0.16%	-	2 0.03%	4 0.37% ^{Tq}
CMLink	4 0.06%	3 0.06%	1 0.16%	-	-	1 0.16%	-	-	-	-	-	-	-	3 0.36% ^T	-	-	-	-	4 0.40% ^{Tq}
Talk Home	3 0.05%	3 0.05%	-	-	-	-	-	-	1 0.15%	-	-	-	-	1 0.13%	-	1 0.19%	-	3 0.05%	-
Honest Mobile	2 0.04%	2 0.03%	-	1 0.24%	-	-	-	1 0.16%	-	-	-	1 0.24%	-	1 0.08%	-	-	-	2 0.05%	-
Ecotalk	1 0.02%	1 0.03%	-	-	-	-	-	-	-	1 0.20% ^T	-	-	-	-	-	-	-	1 0.03%	-
The Phone Co-op	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	1 0.12%	-	-	1 0.02%	-

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country				Region										Ethnicity				
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Other answers	7 0.12%	7 0.14%	-	-	-	-	-	1 0.16%	1 0.13%	-	-	-	1 0.16%	3 0.32%	-	2 0.37%	-	5 0.09%	3 0.28%
NET: O2/Virgin Mobile	1362 21.45% k	1152 21.55% c	105 19.96% c	42 14.11%	63 35.20% Tabc	105 19.96% k	48 19.09%	141 20.22% k	122 23.40% k	109 19.43%	89 19.22%	42 14.11%	130 21.85% k	213 25.83% Tefg ijko	189 21.56% k	110 19.99% k	63 35.20% Tefg hijklmno	1150 21.57%	202 21.21%
Don't have a personal mobile	42 0.67%	36 0.68%	4 0.81%	2 0.60%	-	4 0.81%	1 0.31%	8 1.19%	2 0.48%	3 0.50%	6 1.27%	2 0.60%	6 0.95%	5 0.56%	3 0.36%	3 0.50%	-	40 0.75% T	2 0.25%
Don't know	87 1.37%	73 1.37%	11 2.08% c	1 0.30%	2 1.13%	11 2.08% k	6 2.53% gk	5 0.78%	9 1.65%	8 1.39%	5 1.03%	1 0.30%	13 2.21% gkm	7 0.90%	11 1.22%	9 1.61%	2 1.13%	68 1.27%	17 1.76%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
O2	1355 21.34%cdf	1022 21.95%cdf	214 19.76%cd	30 9.34%	43 17.86%cd	-	173 18.30%cd	100 22.47%cd	356 37.68%Tabcdgfi k	64 15.25%cd	3 14.58%	10 13.66%	-	4 12.57%
EE	1250 19.69%fghi	930 19.97%fghi	299 27.59%Tadfighik	195 60.99%Tabdfighi k	48 19.90%eghi	-	156 16.53%ij	62 13.91%ij	126 13.37%ij	13 3.04%	2 11.20%	11 14.79%ij	-	4 12.37%
Vodafone	801 12.62%cfh	618 13.27%Tcdfh	143 13.19%cfh	13 4.17%	21 8.61%cd	-	92 9.69%cd	55 12.37%cd	96 10.18%cd	177 42.25%Tabcdfgh k	2 11.21%	5 7.37%	-	3 8.91%
Three	541 8.52%ai	369 7.92%	85 7.85%	19 6.00%	15 5.99%	-	79 8.32%	36 8.03%	89 9.42%ij	23 5.49%	2 9.95%	4 4.98%	-	1 2.68%
Tesco Mobile	534 8.41%ci	420 9.03%Tci	110 10.18%Tci	14 4.35%	32 13.03%Tacfi	-	80 8.49%ci	54 12.16%Tacfi	84 8.86%ci	21 5.01%	4 18.70%	8 10.44%	1 61.45%	2 7.33%
Sky	411 6.48%bcdgh	352 7.56%Tbcdghij	37 3.44%	10 3.25%	3 1.25%	-	238 25.23%Tabcdghik	7 1.64%	21 2.26%	18 4.27%cdgh	2 10.05%	10 13.99%Tabcdghij	-	1 4.18%
giffgaff	362 5.70%afh	241 5.18%h	58 5.38%	12 3.90%	23 9.45%Tabdfhi	-	40 4.27%	31 6.97%fh	34 3.64%	21 5.10%	4 18.20%	5 7.11%	-	1 4.88%
Lebara	333 5.25%abf	210 4.51%bf	29 2.69%	11 3.32%	22 9.13%Tabcfgh	-	20 2.15%	22 4.88%bf	47 4.95%bf	35 8.32%Tabcdfgh	-	5 6.18%f	1 38.55%	1 2.70%
ID Mobile	213 3.35%abc	133 2.87%bc	18 1.65%	3 0.93%	6 2.66%	-	24 2.57%	21 4.71%abcf	33 3.52%bc	16 3.73%bc	-	6 8.27%Tabcdf	-	1 3.50%
Smarty	140 2.20%acf	81 1.73%	19 1.73%	2 0.58%	6 2.36%	-	12 1.29%	16 3.68%Tabcfhi	15 1.56%	5 1.18%	1 6.11%	1 0.86%	-	-
Talk mobile	73 1.15%af	45 0.97%	9 0.85%	1 0.27%	1 0.46%	-	5 0.54%	8 1.76%fh	5 0.58%	8 1.84%fh	-	1 1.28%	-	1 3.41%
Asda Mobile	44 0.70%	30 0.64%	5 0.43%	-	1 0.40%	-	3 0.27%	6 1.38%bcf	7 0.72%	6 1.31%cf	-	3 4.11%Tabcdfh	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Voxi	38 0.59%a	20 0.43%	2 0.20%	1 0.28%	5 1.95%Tabfgh	-	4 0.47%	1 0.13%	4 0.44%	2 0.48%	-	-	-	-
1p Mobile	36 0.56%b	25 0.53%b	1 0.08%	1 0.33%	7 2.86%Tabcfghii	-	2 0.22%	3 0.68%b	7 0.72%b	2 0.43%	-	-	-	-
Lycamobile	25 0.40%	16 0.35%	3 0.26%	1 0.36%	2 0.86%h	-	5 0.56%h	-	-	2 0.48%h	-	3 4.15%Tabcfghi	-	-
Utility Warehouse	16 0.26%	13 0.27%	2 0.18%	-	-	-	-	-	1 0.10%	-	-	-	-	10 34.39%
Talk Talk	11 0.17%	7 0.16%	-	-	-	-	1 0.08%	5 1.23%Tabfh	-	1 0.26%	-	-	-	-
Virgin Media	7 0.11%	5 0.11%	-	1 0.34%	-	-	1 0.15%	-	3 0.31%	-	-	-	-	-
Spusu	6 0.09%	3 0.06%	2 0.15%	-	-	-	-	-	1 0.11%	-	-	-	-	-
RWG Mobile	5 0.08%	3 0.07%	1 0.10%	-	1 0.36%	-	-	-	-	1 0.32%	-	-	-	-
CMLink	4 0.06%	1 0.03%	1 0.13%	-	-	-	-	-	-	-	-	-	-	-
Talk Home	3 0.05%	2 0.05%	-	1 0.33%Ta	-	-	-	-	-	-	-	-	-	-
Honest Mobile	2 0.04%	2 0.04%	-	-	1 0.26%	-	-	-	-	-	-	-	-	-
Ecotalk	1 0.02%	1 0.03%	-	-	1 0.57%Tabfh	-	-	-	-	-	-	-	-	-
The Phone Co-op	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	7 0.12%	6 0.14%	2 0.18%	-	-	-	3 0.28%	-	-	1 0.26%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
NET: O2/Virgin Mobile	1362	1027	214	31	43	-	174	100	359	64	3	10	-	4
	21.45% ^{cfi}	22.06% ^{bcfi}	19.76% ^c	9.68% ^c	17.86% ^c	-	18.45% ^c	22.47% ^{ci}	37.99% ^{Tabodfjgk}	15.25% ^c	14.58% ^c	13.66% ^c	-	12.57% ^c
Don't have a personal mobile	42	40	6	3	3	-	4	12	8	1	-	1	-	-
	0.67% ^c	0.86% ^T	0.54% ^c	0.91% ^c	1.42% ^c	-	0.38% ^c	2.73% ^{Tabthi}	0.86% ^c	0.28% ^c	-	0.89% ^c	-	-
Don't know	87	60	36	1	2	-	2	6	7	3	-	1	-	1
	1.37% ^f	1.29% ^f	3.36% ^{Tacdfghi}	0.35% ^c	0.63% ^c	-	0.21% ^c	1.26% ^f	0.71% ^c	0.71% ^c	-	1.92% ^f	-	3.06% ^c

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														NET: O2/ Virgin Mobile (A)	
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff- gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda- fone (w)	ID Mobile (x)	Sky (y)	Smarty (z)		
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356	
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362	
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282	
O2	1355 21.34% opqrtuw xyz	1355 21.63% Topqrtuwxyz	-	-	-	-	1355 100.00% Tnopqrtuwxy zA	-	-	-	-	-	-	-	-	1355 99.50% Tnopqrtuwxyz
EE	1250 19.69% oqrstuw xyzA	1250 19.95% Toqrstuwxyz A	-	1250 100.00% Tnoqrstuwxy zA	-	-	-	-	-	-	-	-	-	-	-	-
Vodafone	801 12.62% opqrstu xyzA	801 12.78% Topqrstuwxyz A	-	-	-	-	-	-	-	-	801 100.00% Tnopqrstuxy zA	-	-	-	-	-
Three	541 8.52% ppqrstwx zA	541 8.64% TppqrstwxzA	-	-	-	1 0.22%	-	-	541 100.00% Tnopqrstwx zA	-	-	-	-	-	-	-
Tesco Mobile	534 8.41% pprsuwxy zA	534 8.52% TpprsuwxyzA	-	-	-	-	-	534 100.00% Tnopprsuwxy zA	-	-	-	-	-	-	-	-
Sky	411 6.48% ppqrstuw zA	411 6.56% TppqrstuwzA	-	-	-	-	-	-	-	-	-	411 100.00% Tnopqrstuw zA	-	-	-	-
giffgaff	362 5.70% prstuwxy zA	362 5.78% TprstuwxyzA	-	-	362 100.00% Tnoprstuwxy zA	-	-	-	-	-	-	-	-	-	-	-
Lebara	333 5.25% ppqstuwxy zA	333 5.32% TppqstuwxyzA	-	-	-	333 100.00% Tnopqstuwxy zA	-	-	1 0.13%	-	-	-	-	-	-	-
ID Mobile	213 3.35% ppqrstuw zA	213 3.40% TppqrstuwxyzA	-	-	-	-	-	-	-	-	213 100.00% Tnopqrstuw zA	-	-	-	-	-
Smarty	140 2.20% ppqrstuw yA	140 2.23% TppqrstuwxyzA	-	-	-	-	-	-	-	-	-	-	-	140 100.00% Tnopqrstuw yA	-	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Talk mobile	73	73	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.15% pqstuwY	1.17% pqstuwY	-	-	-	-	-	-	-	-	-	-	-	-	-
Asda Mobile	44	44	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.70% pswA	0.70% pswA	-	-	-	-	-	-	-	-	-	-	-	-	-
Voxi	38	38	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.59% pswA	0.60% pswA	-	-	-	-	-	-	-	-	-	-	-	-	-
1p Mobile	36	36	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.56% pswA	0.57% pswA	-	-	-	-	-	-	-	-	-	-	-	-	-
Lycamobile	25	25	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.40% psA	0.40% psA	-	-	-	-	-	-	-	-	-	-	-	-	-
Utility Warehouse	16	16	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.26%	0.26%	-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Talk	11	11	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.17%	0.17%	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media	7	7	-	-	-	-	-	-	-	7	-	-	-	-	7
	0.11%	0.11%	-	-	-	-	-	-	-	100.00%	-	-	-	-	0.50% Tnps
Spusu	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.09% n	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RWG Mobile	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.08%	0.08%	-	-	-	-	-	-	-	-	-	-	-	-	-
CMLink	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.06%	0.06%	-	-	-	-	-	-	-	-	-	-	-	-	-
Talk Home	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Honest Mobile	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecolak	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.02%	0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.02%	0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Other answers	7 0.12%	7 0.12%	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: O2/Virgin Mobile	1362 21.45% opqrtuwxyz	1362 21.74% Topqrtuwxyz	-	-	-	-	1355 100.00% Tnopqrtuwxyz	-	-	7 100.00%	-	-	-	-	1362 100.00% Tnopqrtuwxyz
Don't have a personal mobile	42 0.67% npwA	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	87 1.37% npqrstuwY	56 0.90% pstuwA	35 100.00% TnpqrstuwxyzA	-	-	-	-	-	-	-	-	-	-	-	-

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

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

Absolutes/col percents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Warehouse (m)	Total pay TV (n)	BT (o)	Sky (p)	Talk-Talk (q)	Virgin Media (r)	EE (s)	NET: BT/EE (u)	Most vulner-able (v)	Potenti-ally vulner-able (w)	Least vulner-able (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Q2	1355 21.34% itu	1313 21.70% T ci	224 19.68% i	48 11.35% ci	67 18.77% ci	100.00%	232 19.82% i	125 22.51% ci	459 33.78% T abcdgij km	69 13.59%	5 15.93%	17 16.98%	-	6 15.76%	24.74% T pqtu	17.32%	20.73% T u	21.13%	36.73% T opqru	13.03%	15.95%	20.31%	20.45%	22.80%	20.12%	21.92%
EE	1250 19.69% ghis	1200 19.83% f ghi	318 27.94% T adfgihk m	234 55.09% T abdfghi km	74 20.61% ghil	-	198 16.85% i	74 13.37% i	203 14.93% i	25 4.91%	4 13.88%	14 14.11% i	1 16.77%	4 9.19%	594 19.03% s	106 29.89% T oqrs	334 19.54% s	26 18.48%	118 13.66%	92 54.99% T opqrs	198 37.92% T opqrs	130 17.87%	571 19.71%	415 20.66%	386 19.29%	819 19.83%
Vodafone	801 12.62% c fhkt	776 12.83% T cfhk	136 12.00% c	23 5.46%	34 9.58% c	-	118 10.08% c	68 12.20% c	144 10.61% c	208 40.87% Ta bcdgfhkm	2 7.48%	5 5.23% c	1 8.03%	2 6.36%	396 12.70% T u	56 15.84% T u	208 12.17% T	19 13.25% T	103 11.92% T	9 5.30%	65 12.47% T	97 13.35%	369 12.76%	255 12.71%	244 12.19%	530 12.85%
Three	541 8.52% ad wy	503 8.32% d	88 7.73%	33 7.84%	19 5.28%	-	96 8.18%	50 9.06% d	126 9.28% d	35 6.97%	2 5.32%	5 4.91%	1 16.95%	2 5.09%	267 8.55%	25 7.04%	151 8.80%	14 10.05%	74 8.54%	13 7.67%	38 7.24%	79 10.89% Tw	221 7.65%	182 9.03%	149 7.42%	372 9.00% y
Tesco Mobile	534 8.41% it uz	510 8.42% i	113 9.97% Ta ci	27 6.45%	43 12.02% T acfh	-	97 8.24% i	57 10.36% ci	110 8.09% i	25 4.82%	4 12.48%	9 8.89%	1 11.34%	3 7.48%	264 8.46% Tu	28 7.77% Tu	135 7.89% T	14 9.64% T	82 9.51% Tu	4 2.16%	31 5.98% T	60 8.22%	273 9.44% Tx	149 7.43%	207 10.36% Tz	319 7.73%
Sky	411 6.48% bc dghisux	405 6.69% T cdghi	31 2.69% d	15 3.50% d	3 0.78%	-	269 22.91% Ta bcdghikm	10 1.84%	33 2.44%	14 2.83% d	5 17.81%	10 10.51% T bcdgh	-	3 8.38% b dgh	340 10.91% T rstu	14 3.96%	305 17.80% To	4 2.58%	19 2.19%	5 3.00%	19 3.65%	54 7.45% Tx	200 6.90% x	105 5.20%	135 6.73%	265 6.41%
giffgaff	362 5.70% ac fhoqs	335 5.54% c f	67 5.88% c	11 2.69%	36 9.99% T abcf	-	51 4.35%	37 6.72% c f	60 4.39%	28 5.45% c	4 12.14%	7 7.04% c	-	1 3.62%	137 4.39% q	26 7.44% oq	64 3.74%	8 5.32%	36 4.14%	11 6.70%	38 7.20% oq	57 7.84% Tw	159 5.50%	99 4.91%	134 6.68% Tz	209 5.07%
Lebara	333 5.25% ab cfoq	309 5.10% bc f	35 3.11%	12 2.71%	29 8.18% T abcf	-	25 2.14%	31 5.52% bc f	80 5.91% bc f	41 9.07% Ta	3 8.52%	9 9.28% bc	1 7.11%	2 6.20%	104 3.32% q	13 3.78%	40 2.33%	10 7.19% oq	37 4.32% q	5 3.07%	19 3.55%	29 4.01%	158 5.47%	101 5.05%	93 4.67%	226 5.46%
ID Mobile	213 3.35% co pqu	203 3.35% c	30 2.62%	5 1.16%	8 2.22%	-	29 2.46%	30 5.38% Ta bcd	54 4.00% cf	23 4.60% bcf	-	6 6.21% c	1 15.80%	1 2.60%	78 2.49%	5 1.37%	39 2.29%	4 2.96%	29 3.33% u	3 1.72%	8 1.48%	16 2.23%	93 3.23%	91 4.50% Tv	55 2.75%	154 3.72% T

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Smarty	140	124	20	3	8	-	17	22	25	9	1	2	2	-	47	4	25	4	12	-	4	15	67	42	56	84
	2.20%	2.05%	1.80%	0.80%	2.28%	-	1.46%	3.90%	1.80%	1.68%	4.08%	1.69%	23.99%	-	1.51%	1.21%	1.45%	3.09%	1.44%	-	0.82%	2.11%	2.31%	2.08%	2.78%	2.02%
Talk mobile	73	72	10	2	5	-	8	10	9	10	1	3	-	1	24	1	17	2	4	1	2	4	30	32	28	45
	1.15%	1.19%	0.91%	0.45%	1.45%	-	0.69%	1.84%	0.70%	1.96%	2.37%	2.74%	-	2.54%	0.78%	0.29%	0.97%	1.07%	0.46%	0.52%	0.36%	0.57%	1.02%	1.61%	1.40%	1.09%
Asda Mobile	44	41	7	1	2	-	4	7	8	6	-	3	-	-	13	-	5	-	6	1	1	7	28	5	11	29
	0.70%	0.68%	0.61%	0.22%	0.50%	-	0.34%	1.25%	0.59%	1.08%	-	3.09%	-	-	0.41%	-	0.29%	-	0.68%	0.55%	0.18%	0.94%	0.96%	0.23%	0.54%	0.71%
Voxi	38	34	4	1	6	-	4	3	11	2	-	1	-	-	10	2	4	-	4	-	2	7	11	15	11	27
	0.59%	0.57%	0.38%	0.21%	1.67%	-	0.38%	0.48%	0.81%	0.39%	-	1.17%	-	-	0.33%	0.61%	0.23%	-	0.44%	-	0.42%	0.94%	0.38%	0.73%	0.53%	0.66%
1p Mobile	36	33	-	1	9	-	3	4	8	4	-	-	-	-	10	-	3	1	6	-	-	-	22	8	7	25
	0.56%	0.55%	-	0.24%	2.39%	-	0.26%	0.78%	0.57%	0.70%	-	-	-	-	0.31%	-	0.17%	0.72%	0.68%	-	-	-	0.77%	0.41%	0.36%	0.60%
Lycamobile	25	24	4	2	5	-	6	1	1	2	-	4	-	-	4	1	3	-	-	1	2	5	10	6	14	11
	0.40%	0.40%	0.31%	0.42%	1.32%	-	0.55%	0.14%	0.08%	0.40%	-	4.25%	-	-	0.14%	0.25%	0.16%	-	-	0.69%	0.39%	0.72%	0.35%	0.30%	0.70%	0.27%
Utility Warehouse	16	16	3	1	-	-	-	-	1	-	-	-	-	-	1	-	1	-	-	-	-	1	11	4	6	10
	0.26%	0.27%	0.23%	0.23%	-	-	-	-	0.06%	-	-	-	-	-	0.04%	-	0.08%	-	-	-	-	0.12%	0.37%	0.20%	0.28%	0.24%
Talk Talk	11	9	-	-	-	-	1	7	1	1	-	-	-	-	2	-	1	1	-	-	-	2	4	4	3	8
	0.17%	0.16%	-	-	-	-	0.07%	1.21%	0.06%	0.22%	-	-	-	-	0.06%	-	0.05%	0.77%	-	-	-	0.28%	0.14%	0.17%	0.15%	0.18%
Virgin Media	7	7	-	-	-	-	2	1	3	-	-	-	-	-	6	-	3	-	3	-	-	2	2	3	2	5
	0.11%	0.11%	-	-	-	-	0.21%	0.14%	0.21%	-	-	-	-	-	0.19%	-	0.19%	-	0.33%	-	-	0.25%	0.05%	0.17%	0.08%	0.13%
Spusu	6	6	3	-	1	-	-	-	2	-	-	-	-	-	3	1	-	-	2	-	1	1	1	3	4	2
	0.09%	0.10%	0.23%	-	0.32%	-	-	-	0.15%	-	-	-	-	-	0.10%	0.28%	-	-	0.23%	-	0.19%	0.14%	0.02%	0.16%	0.20%	0.04%
RWG Mobile	5	5	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	2	2	2	4
	0.08%	0.09%	0.09%	-	0.25%	-	-	-	0.06%	0.27%	-	1.17%	-	-	-	-	-	-	-	-	-	-	0.07%	0.11%	0.08%	0.09%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
CMLink	4	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	3	-	-	4
	0.06% _{la}	0.02%	0.12%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.11%	0.10%	-	-	0.09%
Talk Home	3	3	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2	1	2	1	
	0.05%	0.05%	0.09%	0.25%	-	-	-	-	0.06%	-	-	-	-	-	-	-	-	-	-	-	-	0.07%	0.04%	0.11%	0.02%	
Honest Mobile	2	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	
	0.04%	0.04%	-	-	0.38% _{Tabfh}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.12%	-	0.06%
Ecotalk	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	0.02%	0.02%	-	-	0.39% _{Tabfh}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.03%
The Phone Co-op	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	
	0.02%	0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.04%	-	-	0.05%	
Other answers	7	6	1	-	-	-	3	-	1	1	-	-	-	-	3	1	2	-	-	-	1	2	4	2	1	6
	0.12% _{ca}	0.09%	0.08%	-	-	-	0.23%	-	0.08%	0.22%	-	-	-	-	0.09%	0.26%	0.11%	-	-	-	0.18%	0.25%	0.12%	0.10%	0.05%	0.15%
NET: O2/Virgin Mobile	1362	1320	224	48	67	*	235	126	461	69	5	17	-	6	778	61	358	30	321	22	83	150	594	462	404	911
	21.45% _{ca}	21.81% _T	19.68% _{ci}	11.35% _{ci}	18.77%	100.00%	20.03% _{ci}	22.66% _{ci}	34.00% _{Tabcdh}	13.59%	15.93%	16.98%	-	15.76%	24.93% _T	17.32% _u	20.91% _{tu}	21.13%	37.06% _T	13.03%	15.95%	20.56%	20.50%	22.98% _w	20.20%	22.05%
Don't have a personal mobile	42	41	5	3	3	-	4	14	9	1	-	1	-	-	16	1	5	3	7	1	2	1	24	7	19	21
	0.67% _{qz}	0.68%	0.42%	0.69%	0.96%	-	0.31%	2.47% _{Ta}	0.68%	0.23%	-	0.67%	-	-	0.50%	0.17%	0.30%	2.28% _{To}	0.77%	0.61%	0.31%	0.16%	0.82% _x	0.34%	0.95% _z	0.50%
Don't know	87	68	35	1	2	-	6	5	9	4	-	2	-	1	29	9	13	2	5	-	9	9	39	19	31	47
	1.37% _{ca}	1.13% _f	3.09% _{Ta}	0.23% _{cd}	0.66% _{ghi}	-	0.47%	0.83%	0.65%	0.75%	-	2.04% _c	-	2.27%	0.93% _{st}	2.52% _{oq}	0.74%	1.47%	0.62%	-	1.71%	1.23%	1.33%	0.92%	1.53%	1.14%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area Type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1427	3348	2660	4857	1153	
Virgin Media	1357	697	659	188	246	237	243	187	145	111	332	414	305	307	745	612	1269	89
	21.38% ^{bghiq}	22.79% ^{Tb}	20.15%	22.82% ^{hi}	23.65% ^{ghi}	23.50% ^{ghi}	23.48% ^{ghi}	18.94%	18.59%	16.54%	20.56%	21.51%	23.35%	20.39%	21.08%	21.76%	24.50% ^{Tq}	7.57%
Sky	1173	538	635	135	196	216	221	174	129	103	309	322	260	272	640	532	970	203
	18.47% ^{ai}	17.58%	19.43%	16.34%	18.87%	21.38% ^{Tcghi}	21.34% ^{Tcghi}	17.55%	16.56%	15.25%	19.13%	17.26%	19.88%	18.09%	18.11%	18.92%	18.73%	17.33%
BT	1137	552	581	129	176	152	159	192	160	168	308	335	243	252	643	494	826	312
	17.91% ^{efp}	18.05%	17.78%	15.70%	16.92%	15.09%	15.40%	19.41% ^{ef}	20.52% ^{Tcdef}	25.02% ^{Tcdef}	19.11%	17.40%	18.56%	16.72%	18.18%	17.58%	15.94%	26.65% ^{TP}
TalkTalk	555	251	300	60	61	86	72	87	88	101	117	169	108	162	285	269	438	117
	8.73% ^{djfn}	8.20%	9.18%	7.34%	5.87%	8.49% ^d	6.92%	8.77% ^d	11.27% ^{Tcdf}	15.03% ^{Tcdefg}	7.23%	8.77%	8.24%	10.73% ^{Tj}	8.07%	9.57% ^{Tn}	8.45%	9.98%
Vodafone	508	261	244	73	104	93	90	75	44	29	133	154	102	119	287	221	421	87
	8.00% ^{hi}	8.55%	7.47%	8.88% ^{hi}	10.03% ^{Thi}	9.23% ^{hi}	8.66% ^{hi}	7.60% ⁱ	5.62%	4.31%	8.26%	8.01%	7.80%	7.91%	8.12%	7.86%	8.12%	7.48%
EE	425	209	214	77	63	62	54	61	62	45	123	136	88	77	259	165	344	80
	6.69% ^{fmo}	6.85%	6.56%	9.29% ^{Tdefg}	6.05%	6.17%	5.26%	6.16%	8.01% ^f	6.70%	7.64% ^{lm}	7.07% ^m	6.75%	5.12%	7.33% ^{To}	5.88%	6.65%	6.85%
Plusnet	358	151	203	25	53	43	51	72	64	50	80	124	71	83	204	154	260	98
	5.64% ^{acp}	4.93%	6.22% ^a	3.07%	5.08% ^c	4.29%	4.90%	7.31% ^{Todef}	8.18% ^{Todef}	7.40% ^{Todef}	4.96%	6.43%	5.45%	5.51%	5.76%	5.48%	5.02%	8.38% ^{TP}
Now Broadband	97	49	48	7	16	14	18	20	11	13	21	32	19	25	53	44	72	25
	1.53%	1.61%	1.47%	0.79%	1.50%	1.39%	1.70%	2.01% ^c	1.40%	1.91%	1.28%	1.68%	1.47%	1.67%	1.50%	1.58%	1.39%	2.18% ^p
Community Fibre	45	19	26	5	15	6	5	7	5	2	14	14	7	11	27	17	45	-
	0.70% ^q	0.61%	0.80%	0.61%	1.49% ^{Tli}	0.63%	0.46%	0.67%	0.58%	0.26%	0.84%	0.71%	0.50%	0.71%	0.77%	0.61%	0.86% ^{Tq}	-
Hyperoptic	44	27	17	7	18	7	3	3	-	2	19	17	-	7	37	7	44	-
	0.69% ^{hloq}	0.87%	0.52%	0.82% ^h	1.68% ^{Tefghi}	0.70% ^h	0.71% ^h	0.26%	0.06%	0.26%	1.19% ^{Tlm}	0.91% ^l	0.04%	0.44% ^l	1.03% ^{To}	0.25%	0.84% ^{Tq}	-
Utility Warehouse	39	12	27	-	6	9	5	9	6	9	10	9	11	19	20	24	15	15
	0.61% ^{acp}	0.38%	0.82% ^{Ta}	-	0.61% ^c	0.32%	0.88% ^c	0.55% ^c	1.13% ^{ce}	0.86% ^c	0.53%	0.52%	0.71%	0.53%	0.71%	0.47%	1.24% ^{TP}	-
Three Broadband	36	22	8	2	5	7	11	1	2	6	16	2	12	14	31	5	5	5
	0.57% ^{dhl}	0.71%	0.44%	0.93% ^{dh}	0.16%	0.54%	0.66%	1.15% ^{Tdh}	0.10%	0.34%	0.35%	0.84% ^{dl}	0.15%	0.82% ^{dl}	0.62%	0.51%	0.60%	0.42%
KCOM / Karoo	30	14	16	5	6	2	8	2	4	2	7	12	6	5	18	12	28	2
	0.47%	0.46%	0.49%	0.56%	0.62%	0.22%	0.81%	0.20%	0.57%	0.29%	0.41%	0.61%	0.48%	0.36%	0.52%	0.41%	0.53%	0.21%

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

Prepared by Yonder



Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Zen Internet	25 0.39%	15 0.50%	9 0.28%	1 0.08%	3 0.29%	3 0.30%	8 0.78%Tc	3 0.35%	4 0.57%	2 0.29%	12 0.73%Tm	5 0.27%	4 0.32%	4 0.23%	17 0.48%	8 0.27%	17 0.32%	8 0.67%
Youfibre	18 0.28%	10 0.31%	8 0.26%	4 0.50%	2 0.18%	4 0.41%	3 0.27%	3 0.28%	2 0.29%	-	5 0.29%	3 0.14%	7 0.50%	4 0.26%	7 0.21%	11 0.38%	18 0.35%q	-
Onestream	16 0.25%	11 0.35%	5 0.14%	1 0.13%	4 0.35%	3 0.31%	-	6 0.59%Th	3 0.33%	-	4 0.27%	5 0.26%	1 0.11%	5 0.35%	9 0.27%	7 0.24%	12 0.24%	4 0.33%
Fibrus	16 0.25%p	8 0.28%	7 0.22%	1 0.14%	3 0.27%	2 0.21%	3 0.25%	3 0.30%	3 0.40%	1 0.13%	4 0.26%	1 0.07%	3 0.24%	7 0.45%k	6 0.16%	10 0.36%	9 0.17%	7 0.58%Tp
Toob	15 0.24%	9 0.29%	6 0.19%	1 0.09%	4 0.37%	3 0.29%	2 0.17%	3 0.27%	1 0.14%	2 0.30%	5 0.28%	5 0.26%	3 0.21%	3 0.19%	9 0.27%	6 0.20%	15 0.29%	-
Gigaclear	11 0.17%p	5 0.17%	6 0.17%	-	-	1 0.14%	2 0.24%	4 0.37%	1 0.10%	3 0.38%Td	4 0.23%	4 0.19%	1 0.10%	2 0.14%	7 0.21%	3 0.12%	3 0.06%	8 0.67%Tp
Origin	11 0.17%p	4 0.14%	7 0.20%	3 0.37%	2 0.24%	2 0.21%	2 0.17%	1 0.07%	1 0.10%	-	1 0.05%	6 0.31%	-	4 0.26%	7 0.19%	4 0.14%	5 0.10%	5 0.46%Tp
Brisk	9 0.13%	5 0.18%	3 0.10%	1 0.10%	1 0.07%	2 0.20%	2 0.21%	-	2 0.22%	1 0.17%	3 0.16%	2 0.11%	2 0.15%	2 0.13%	5 0.14%	4 0.14%	7 0.13%	2 0.17%
Shell Energy Broadband	8 0.13%	3 0.09%	6 0.17%	1 0.17%	1 0.13%	-	1 0.06%	2 0.16%	3 0.33%	1 0.12%	2 0.14%	-	2 0.18%	4 0.24%k	2 0.06%	6 0.22%	6 0.11%	3 0.23%
Trooli	8 0.13%p	4 0.15%	4 0.11%	1 0.18%	1 0.11%	1 0.12%	2 0.17%	1 0.12%	-	1 0.19%	1 0.06%	1 0.06%	3 0.24%	3 0.18%	2 0.08%	6 0.21%	2 0.04%	6 0.52%Tp
See The Light	8 0.13%	4 0.12%	4 0.13%	-	2 0.23%	4 0.37%T	1 0.08%	-	1 0.13%	-	2 0.11%	1 0.06%	2 0.19%	3 0.17%	3 0.08%	5 0.18%	7 0.14%	1 0.05%
WightFibre	6 0.10%p	3 0.09%	4 0.11%	-	-	1 0.13%	2 0.17%	3 0.34%T	-	-	-	3 0.15%	-	3 0.23%	3 0.08%	3 0.12%	2 0.05%	4 0.33%Tp
Starlink	6 0.10%p	1 0.03%	5 0.16%	3 0.31%	-	1 0.10%	1 0.07%	1 0.10%	1 0.12%	-	2 0.12%	1 0.05%	1 0.05%	3 0.17%	3 0.08%	3 0.11%	-	3 0.52%Tp
IDNet	6 0.09%	2 0.05%	4 0.13%	-	2 0.24%	-	-	3 0.25%	-	1 0.12%	1 0.05%	3 0.16%	1 0.08%	1 0.06%	4 0.11%	2 0.07%	5 0.10%	1 0.07%
Hey Broadband	6 0.09%	2 0.07%	4 0.11%	-	1 0.10%	-	2 0.20%	2 0.15%	-	1 0.16%	1 0.06%	2 0.11%	2 0.14%	1 0.06%	3 0.09%	3 0.09%	5 0.09%	1 0.08%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Ogi	5 0.08%	3 0.10%	2 0.06%	-	-	-	3 0.33%T	1 0.08%	1 0.11%	-	1 0.05%	2 0.11%	-	2 0.13%	3 0.08%	2 0.07%	4 0.07%	1 0.10%
Grain Connect	4 0.07%	2 0.07%	2 0.07%	-	-	-	3 0.25%T	1 0.06%	-	1 0.18%	-	3 0.14%	-	2 0.12%	3 0.07%	2 0.06%	4 0.08%	-
Direct Save	4 0.07%	1 0.02%	3 0.10%	1 0.09%	-	1 0.14%	-	-	1 0.14%	1 0.13%	2 0.14%	1 0.04%	-	1 0.07%	3 0.09%	1 0.04%	4 0.08%	-
FibreNest	4 0.06%	1 0.03%	3 0.09%	-	2 0.16%	2 0.22%	-	-	-	-	1 0.06%	1 0.05%	1 0.10%	1 0.04%	2 0.06%	2 0.07%	3 0.06%	1 0.06%
BeFibre	4 0.06%	1 0.04%	3 0.08%	-	-	1 0.11%	1 0.10%	1 0.08%	1 0.12%	-	1 0.06%	1 0.06%	1 0.08%	1 0.05%	2 0.06%	2 0.06%	2 0.04%	2 0.14%
Zoomm	3 0.05%	2 0.06%	2 0.05%	-	-	2 0.19%	-	1 0.05%	1 0.14%	-	2 0.12%	1 0.06%	1 0.04%	-	3 0.08%	1 0.02%	2 0.04%	2 0.13%
Pop Telecom	3 0.05%	1 0.04%	2 0.06%	-	-	-	-	-	-	3 0.42%Tdefg	2 0.11%	-	-	1 0.04%	2 0.05%	2 0.06%	3 0.06%	-
Voneus	3 0.05%	-	3 0.10%	-	-	1 0.13%	-	1 0.11%	-	1 0.11%	2 0.11%	1 0.07%	-	-	3 0.09%	-	-	3 0.27%Tp
SSE	3 0.05%	1 0.02%	2 0.07%	-	-	-	2 0.23%T	-	1 0.08%	-	1 0.04%	1 0.08%	1 0.07%	-	2 0.06%	1 0.03%	2 0.06%	1 0.05%
Home Telecom	3 0.05%	1 0.04%	2 0.06%	-	-	1 0.11%	-	-	1 0.12%	1 0.13%	1 0.05%	1 0.06%	-	1 0.06%	2 0.03%	1 0.03%	3 0.06%	-
GoFibre	3 0.04%	3 0.09%	-	-	1 0.08%	-	-	-	1 0.15%	1 0.12%	2 0.10%	1 0.06%	-	-	3 0.08%	-	3 0.05%	-
Cuckoo Broadband	3 0.04%	1 0.04%	2 0.05%	1 0.10%	-	1 0.08%	1 0.10%	-	-	-	1 0.05%	-	-	2 0.12%	1 0.02%	2 0.07%	3 0.05%	-
Your Co-op	3 0.04%	2 0.05%	1 0.03%	-	-	-	1 0.11%	1 0.08%	1 0.10%	-	1 0.05%	2 0.10%	-	-	3 0.08%	-	3 0.05%	-
VFast	3 0.04%	1 0.04%	1 0.04%	-	-	1 0.13%	-	1 0.13%	-	-	-	-	3 0.20%T	-	-	3 0.09%	1 0.02%	1 0.11%
Truespeed	2 0.04%	1 0.03%	1 0.04%	-	-	-	2 0.24%T	-	-	-	-	2 0.13%	-	-	2 0.07%	-	2 0.05%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Gender		Age							Social Grade					Area type			
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Rocket Fibre	2 0.04%	2 0.08%	-	-	-	1 0.10%	-	1 0.13%	-	-	-	-	1 0.08%	1 0.09%	-	2 0.08%	1 0.03%	1 0.09%
Swish Fibre	2 0.04%	1 0.04%	1 0.03%	-	1 0.10%	-	-	1 0.13%	-	-	1 0.07%	-	1 0.10%	-	1 0.03%	1 0.04%	1 0.02%	1 0.09%
O2 Broadband	2 0.04%	1 0.02%	2 0.05%	2 0.19%	-	-	-	-	1 0.08%	-	-	2 0.08%	-	1 0.04%	2 0.05%	1 0.02%	2 0.04%	-
Lightening Fibre	2 0.03%	-	2 0.07%	-	1 0.09%	-	-	-	-	1 0.18%	-	2 0.11%	-	-	2 0.06%	-	1 0.02%	1 0.11%
Smarty	2 0.03%	2 0.07%	-	-	-	1 0.10%	1 0.10%	-	-	-	1 0.06%	-	-	1 0.07%	1 0.03%	1 0.04%	-	2 0.17%Tp
The Phone Co-op	2 0.03%	1 0.03%	1 0.03%	-	-	-	-	-	1 0.14%	1 0.13%	1 0.06%	1 0.06%	-	-	2 0.06%	-	2 0.04%	-
Wildanet	2 0.03%	-	2 0.06%	-	1 0.10%	1 0.08%	-	-	-	-	-	2 0.10%	-	-	2 0.05%	-	1 0.02%	1 0.09%
B4RN	2 0.03%	1 0.02%	1 0.03%	1 0.09%	-	-	-	1 0.10%	-	-	1 0.05%	-	-	1 0.07%	1 0.02%	1 0.04%	-	2 0.15%Tp
WeFibre	2 0.03%	-	2 0.05%	-	-	2 0.16%T	-	-	-	-	-	-	-	2 0.11%	-	2 0.06%	-	2 0.14%Tp
Glide Broadband	1 0.02%	1 0.04%	-	1 0.15%T	-	-	-	-	-	-	1 0.08%	-	-	-	1 0.04%	-	1 0.02%	-
County Broadband	1 0.02%	1 0.03%	-	1 0.12%	-	-	-	-	-	-	1 0.06%	-	-	-	1 0.03%	-	1 0.02%	-
Supanet	1 0.01%	1 0.03%	-	-	-	-	-	-	1 0.12%	-	-	-	1 0.07%	-	-	1 0.03%	-	1 0.08%p
City Fibre	1 0.01%	1 0.03%	-	1 0.11%	-	-	-	-	-	-	-	-	1 0.07%	-	1 0.03%	-	1 0.02%	-
Post Office	-	-	-	-	1 0.04%	-	-	-	-	-	1 0.02%	-	-	-	-	-	-	-
Other answers	52 0.82%p	31 1.00%	21 0.66%	5 0.65%	7 0.72%	7 0.67%	10 1.01%	7 0.70%	5 0.62%	10 1.51%T	13 0.78%	15 0.77%	10 0.77%	15 0.96%	27 0.77%	25 0.88%	36 0.70%	16 1.36%Tp

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Gender		Age							Social Grade						Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Not applicable - I don't have a fixed broadband service	155 2.44% ^{sin}	74 2.43%	80 2.45%	23 2.81% ^l	21 2.06% ⁱ	19 1.91%	32 3.07% ^{ai}	38 3.80% ^{Tdehi}	17 2.15% ^{ki}	5 0.74%	31 1.92%	40 2.06%	24 1.82%	61 4.03% ^{Tjkl}	71 1.99%	84 3.00% ^{Tn}	122 2.36%	33 2.82%
Don't know	98 1.54% ^{afghil}	34 1.10%	60 1.85% ^{ca}	53 6.47% ^{Tdefgh}	16 1.56% ^{fghi}	12 1.15%	5 0.44%	6 0.59%	4 0.55%	2 0.32%	27 1.66% ^l	38 1.95% ^l	9 0.67%	25 1.65% ^l	64 1.82%	34 1.20%	85 1.65%	12 1.07%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 12

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

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

Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Virgin Media	1357 21.38% ^c koq	1188 22.21% ^{Tc}	110 20.85% ^c	29 9.80%	31 17.31% ^c	110 20.85% ^k	58 22.72% ^k	169 24.15% ^{kop}	120 23.05% ^{ko}	140 25.08% ^{Tklo} p	113 24.45% ^{ko}	29 9.80%	117 19.65% ^k	193 23.35% ^{ko}	181 20.67% ^k	97 17.50% ^k	31 17.31% ^k	1108 20.78%	236 24.79% ^{Tq}
Sky	1173 18.47% ^a hm	961 17.98%	99 18.83%	68 22.84% ^{Ta}	44 24.76% ^{Ta}	99 18.83%	49 19.25%	123 17.59%	77 14.76%	115 20.65% ^{hm}	82 17.80%	68 22.84% ^{Thm}	106 17.75%	126 15.25%	177 20.24% ^{hm}	106 19.15%	44 24.76% ^{Tghjlm}	999 18.72%	167 17.53%
BT	1137 17.91% ^r	938 17.56%	105 19.95%	48 16.20%	45 25.48% ^{Tac}	105 19.95%	41 16.19%	124 17.70%	80 15.39%	100 17.87%	82 17.76%	48 16.20%	124 20.71% ^{hn}	141 17.08%	141 16.13%	106 19.12%	45 25.48% ^{Tghjkmn}	990 18.56% ^{Tr}	142 14.87%
TalkTalk	555 8.73%	467 8.73%	39 7.45%	35 11.61% ^{bd}	14 7.71%	39 7.45%	21 8.16%	64 9.16%	49 9.36%	42 7.53%	47 10.07%	35 11.61% ^{ein}	54 8.97%	77 9.33%	63 7.24%	51 9.19%	14 7.71%	470 8.81%	76 7.95%
Vodafone	508 8.00%	422 7.90%	50 9.43%	25 8.28%	11 6.36%	50 9.43%	22 8.72%	56 7.99%	40 7.70%	42 7.56%	34 7.41%	25 8.28%	46 7.71%	65 7.86%	75 8.52%	42 7.65%	11 6.36%	415 7.79%	86 9.02%
EE	425 6.69%	352 6.58%	40 7.67%	24 7.95%	8 4.74%	40 7.67%	18 6.96%	50 7.12%	36 6.95%	44 7.90% ^{un}	26 5.56%	24 7.95%	44 7.36%	61 7.40%	45 5.08%	29 5.25%	8 4.74%	346 6.48%	77 8.07%
Plusnet	358 5.64% ^{im} r	295 5.52%	28 5.25%	28 9.51% ^{Tabd}	7 3.87%	28 5.25%	18 7.15% ^{im}	36 5.12%	23 4.48%	18 3.31%	31 6.83% ^{im}	28 9.51% ^{Teghilm}	33 5.58%	32 3.89%	61 6.99% ^{im}	42 7.60% ^{Thim}	7 3.87%	329 6.16% ^{Tr}	26 2.75%
Now Broadband	97 1.53%	87 1.63%	7 1.24%	4 1.29%	-	7 1.24%	5 1.86%	6 0.90%	7 1.40%	6 1.13%	12 2.64% ^{gp}	4 1.29%	13 2.24% ^p	10 1.17%	16 1.83%	11 2.00%	-	83 1.56%	14 1.49%
Community Fibre	45 0.70% ^{gl} nq	45 0.83% ^{Tb}	-	-	-	-	-	-	-	-	-	-	-	43 5.17% ^{Tefghijknop}	1 0.08%	1 0.20%	-	30 0.57%	13 1.35% ^{Tq}
Hyperoptic	44 0.69% ^{iq}	41 0.76%	3 0.55%	-	-	3 0.55%	-	5 0.68%	4 0.77%	1 0.22%	-	-	1 0.17%	23 2.83% ^{Tefghijknop}	6 0.64%	1 0.16%	-	29 0.54%	15 1.54% ^{Tq}

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Utility Warehouse	39 0.61% m	34 0.64%	1 0.17%	3 1.14%	-	1 0.17%	-	5 0.69% m	5 1.01% jm	7 1.19% ejm	-	3 1.14% jm	5 0.89% jkm	-	8 0.96% jkm	4 0.71% m	-	35 0.65%	3 0.30%
Three Broadband	36 0.57%	29 0.55%	5 0.85%	2 0.80%	-	5 0.85%	1 0.28%	6 0.82%	3 0.61%	3 0.49%	3 0.65%	2 0.80%	3 0.42%	6 0.69%	5 0.57%	1 0.10%	-	27 0.50%	9 1.00%
KCOM / Karoo	30 0.47%	30 0.56% T	-	-	-	-	-	-	30 5.78% Tefgijkl mnop	-	-	-	-	-	-	-	-	29 0.54%	1 0.13%
Zen Internet	25 0.39%	19 0.35%	4 0.82%	1 0.22%	1 0.47%	4 0.82%	1 0.51%	1 0.16%	1 0.28%	1 0.14%	2 0.39%	1 0.22%	6 1.04% Tgm	2 0.21%	3 0.32%	2 0.28%	1 0.47%	25 0.46% T	-
Youfibre	18 0.28%	18 0.34%	-	-	-	-	4 1.61% Teikl mn	4 0.55% mm	2 0.47% n	1 0.15%	3 0.68% mn	-	2 0.29%	-	-	2 0.33%	-	17 0.32%	1 0.10%
Onestream	16 0.25%	12 0.23%	3 0.66%	-	1 0.29%	3 0.66%	2 0.81% i	2 0.24%	1 0.17%	-	1 0.24%	-	2 0.35%	1 0.09%	1 0.10%	3 0.49%	1 0.29%	13 0.24%	3 0.34%
Fibrus	16 0.25% a	3 0.06%	-	-	13 7.15% Tabc	-	-	3 0.43%	-	-	-	-	-	-	-	-	13 7.15% Tefgh ijklmno	16 0.29%	-
Toob	15 0.24%	15 0.28%	-	-	-	-	-	-	-	-	-	-	-	-	14 1.57% Teghi ijklno	1 0.24%	-	12 0.22%	3 0.37%
Gigaclear	11 0.17%	11 0.20%	-	-	-	-	-	-	-	1 0.31%	-	3 0.50%	-	6 0.64% Tgm	1 0.14%	-	-	9 0.18%	1 0.15%
Origin	11 0.17%	7 0.13%	1 0.14%	3 1.01% Ta	-	1 0.14%	-	-	1 0.14%	-	1 0.11%	3 1.01% Tgm	1 0.20%	-	4 0.42%	1 0.19%	-	7 0.13%	3 0.32%
Brisk	9 0.13%	9 0.16%	-	-	-	-	-	4 0.51% Tmn	4 0.81% Telmn o	1 0.14%	-	-	-	-	-	-	-	7 0.13%	1 0.10%
Shell Energy Broadband	8 0.13%	8 0.14%	-	1 0.20%	-	-	-	1 0.09%	1 0.28%	-	1 0.20%	1 0.20%	1 0.18%	1 0.11%	1 0.15%	1 0.26%	-	8 0.16%	-

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 12

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

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

Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Troil	8 0.13%	8 0.15%	-	-	-	-	-	-	-	-	-	-	1 0.25%	-	7 0.76%Tgimo	-	-	8 0.15%	-
See The Light	8 0.13%	8 0.15%	-	-	-	-	-	-	1 0.11%	2 0.38%	-	-	-	1 0.11%	5 0.83%Teghlmn	-	-	8 0.15%	-
WightFibre	6 0.10%	6 0.12%	-	-	-	-	-	-	-	-	-	-	-	6 0.73%Tgim	-	-	-	5 0.09%	2 0.18%
Starlink	6 0.10%a	1 0.02%	1 0.17%	4 1.40%Tab	-	1 0.17%	-	-	1 0.20%	-	-	4 1.40%Teghijlmno	-	-	-	-	-	6 0.11%	-
IDNet	6 0.09%	4 0.08%	1 0.15%	-	1 0.49%	1 0.15%	-	1 0.15%	-	1 0.32%	-	-	2 0.27%	-	-	-	1 0.49%mn	4 0.08%	2 0.17%
Hey Broadband	6 0.09%	6 0.11%	-	-	-	-	-	-	-	-	-	-	-	1 0.13%	5 0.53%T	-	-	6 0.11%	-
Ogi	5 0.08%a	-	-	5 1.67%Tab	-	-	-	-	-	-	-	5 1.67%Tefghijlmno	-	-	-	-	-	5 0.09%	-
Grain Connect	4 0.07%	4 0.08%	-	-	-	-	3 1.02%Tegijlmno	-	2 0.34%T	-	-	-	-	-	-	-	-	3 0.06%	1 0.15%
Direct Save	4 0.07%	4 0.08%	-	-	-	-	-	-	1 0.20%	-	-	-	-	1 0.11%	1 0.16%	1 0.13%	-	3 0.05%	1 0.15%
FibreNest	4 0.06%	3 0.05%	-	1 0.35%	-	-	-	-	1 0.12%	-	1 0.35%	1 0.21%	-	1 0.11%	-	-	-	4 0.07%	-
BeFibre	4 0.06%	4 0.07%	-	-	-	-	-	-	2 0.38%T	2 0.36%T	-	-	-	-	-	-	-	4 0.07%	-
Zzoomm	3 0.05%	3 0.07%	-	-	-	-	-	-	3 0.62%Tgmn	-	-	-	-	-	-	-	-	3 0.07%	-
Pop Telecom	3 0.05%	3 0.05%	0.09%	-	-	0.09%	-	-	-	-	-	-	-	1 0.13%	1 0.10%	1 0.16%	-	3 0.06%	-

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Voneus	3 0.05%	3 0.06%	-	-	-	-	-	2 0.27%T	-	-	-	-	1 0.22%	-	-	-	-	3 0.06%	-
SSE	3 0.05%	2 0.05%	1 0.12%	-	-	1 0.12%	-	1 0.21%	-	-	-	-	-	-	1 0.11%	-	-	3 0.06%	-
Home Telecom	3 0.05%	3 0.05%	-	-	-	-	-	1 0.16%	1 0.17%	-	-	-	-	1 0.11%	-	-	-	3 0.05%	-
GoFibre	3 0.04%	-	3 0.53%Ta	-	-	3 0.53%Tmn	-	-	-	-	-	-	-	-	-	-	-	3 0.05%	-
Cuckoo Broadband	3 0.04%	3 0.05%	-	-	-	-	-	1 0.15%	-	-	-	-	1 0.14%	-	-	1 0.19%	-	3 0.05%	-
Your Co-op	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	3 0.48%Tn	-	3 0.05%	-
VFast	3 0.04%	3 0.05%	-	-	-	-	-	-	-	-	-	-	1 0.21%	-	1 0.15%	-	-	3 0.05%	-
Truespeed	2 0.04%	2 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.45%T	-	2 0.05%	-
Rocket Fibre	2 0.04%	2 0.04%	-	-	-	-	-	-	1 0.19%	-	-	-	-	-	1 0.15%	-	-	2 0.04%	-
Swish Fibre	2 0.04%q	2 0.04%	-	-	-	-	-	-	-	-	-	-	1 0.18%	-	1 0.14%	-	-	1 0.02%	1 0.13%
O2 Broadband	2 0.04%	-	2 0.43%Ta	-	-	2 0.43%T	-	-	-	-	-	-	-	-	-	-	-	2 0.04%	-
Lightening Fibre	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	2 0.25%T	-	-	2 0.04%	-
Smarty	2 0.03%	-	1 0.20%a	1 0.32%Ta	-	1 0.20%	-	-	-	-	-	1 0.32%T	-	-	-	-	-	1 0.02%	1 0.11%
The Phone Co-op	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	1 0.11%	1 0.12%	-	-	2 0.04%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Wildanet	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	2 0.34%T	-	2 0.04%	-
B4RN	2 0.03%	2 0.03%	-	-	-	-	1 0.40%T	1 0.11%	-	-	-	-	-	-	-	-	-	2 0.03%	-
WeFibre	2 0.03%	1 0.02%	-	1 0.26%Ta	-	-	1 0.33%T	-	-	-	-	1 0.26%T	-	-	-	-	-	2 0.03%	-
Glide Broadband	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	1 0.21%T	-	-	-	-	1 0.02%	-
County Broadband	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	1 0.16%T	-	-	-	-	-	1 0.10%q
Supanet	1 0.01%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	-	1 0.16%T	-	1 0.02%	-
City Fibre	1 0.01%	1 0.02%	-	-	-	-	-	-	1 0.16%T	-	-	-	-	-	-	-	-	1 0.02%	-
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	0.05%	-	-	-	-	0.01%
Other answers	52 0.82%l	43 0.81%	4 0.77%	5 1.53%	-	4 0.77%	1 0.27%	3 0.40%	7 1.42%l	4 0.71%	5 1.17%l	5 1.53%l	1 0.13%	4 0.50%	9 1.04%l	9 1.66%Tglm	-	45 0.85%	6 0.59%
Not applicable - I don't have a fixed broadband service	155 2.44%	129 2.41%	15 2.84%	10 3.20%	1 0.81%	15 2.84%	6 2.47%	19 2.66%	13 2.43%	13 2.29%	10 2.24%	10 3.20%	12 1.99%	19 2.30%	19 2.11%	19 3.43%	1 0.81%	128 2.39%	23 2.39%
Don't know	98 1.54%q	91 1.70%T	4 0.85%	1 0.44%	1 0.57%	4 0.85%	3 1.28%	15 2.19%k	10 1.88%	10 1.87%	3 0.62%	1 0.44%	12 2.02%	18 2.13%j	11 1.25%	9 1.61%	1 0.57%	54 1.02%	37 3.89%Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier												Shell Energy Broad-band (l)	Utility Warehouse (m)
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)		
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Virgin Media	1357	955	23	11	2	-	3	1	900	11	-	-	-	-
	21.38%abcdfgik	20.51%bcdfgik	2.14%fg	3.42%fg	0.97%	-	0.33%	0.26%	95.14%Tabcdfgik	2.61%fg	-	-	-	-
Sky	1173	985	40	18	2	-	901	2	7	12	-	-	-	1
	18.47%bcdghik	21.17%Tbcdghik	3.73%dgh	5.68%dghk	0.89%	-	95.31%Tabcdghik	0.49%	0.70%	2.77%gh	-	-	-	4.07%
BT	1137	953	897	20	1	-	9	1	7	15	-	-	-	-
	17.91%cdfgghik	20.48%Tcdfgghik	82.86%Tacdfgghik	6.20%dfghk	0.55%	-	0.99%	0.21%	0.75%	3.68%cdfigh	-	-	-	-
TalkTalk	555	465	22	2	1	-	6	424	4	4	-	-	-	-
	8.73%bcdfhik	9.98%Tbcdfhik	1.99%fh	0.63%	0.45%	-	0.68%	95.41%Tabcdfhik	0.41%	0.85%	-	-	-	-
Vodafone	508	403	12	6	2	-	5	5	10	358	-	1	-	-
	8.00%bcdfigh	8.66%Tbcdfigh	1.14%	1.78%f	0.82%	-	0.56%	1.15%	1.05%	85.35%Tabcdfigh	-	1.89%	-	-
EE	425	302	33	243	1	-	9	4	8	3	-	-	-	-
	6.69%bcdfighik	6.49%bcdfighik	3.07%dfghi	76.06%Tabcdfighik	0.44%	-	0.98%	0.89%	0.89%	0.76%	-	-	-	-
Plusnet	358	253	14	3	231	-	-	2	-	3	-	-	-	-
	5.64%bcdfghik	5.43%bcdfghii	1.25%fh	0.97%fh	95.08%Tabcdfighik	-	-	0.49%fh	-	0.61%fh	-	-	-	-
Now Broadband	97	78	4	-	-	-	3	-	-	1	-	70	-	-
	1.53%bcfghi	1.68%bcdfighi	0.36%	-	-	-	0.28%	-	-	0.27%	-	96.19%Tabcdfighi	-	-
Community Fibre	45	10	1	-	-	-	-	-	-	-	-	-	-	-
	0.70%abfh	0.20%	0.10%	-	-	-	-	-	-	-	-	-	-	-
Hyperoptic	44	13	4	1	1	-	-	-	-	-	-	-	-	-
	0.69%afh	0.29%	0.36%	0.28%	0.36%	-	-	-	-	-	-	-	-	-
Utility Warehouse	39	29	1	-	-	-	1	-	-	-	-	-	-	28
	0.61%bfh	0.63%bfh	0.08%	-	-	-	0.09%	-	-	-	-	-	-	95.93%
Three Broadband	36	6	-	-	-	-	-	-	-	-	-	-	-	-
	0.57%abfh	0.13%	-	0.64%abfh	-	-	-	-	-	-	-	-	-	-
KCOM / Karoo	30	19	-	-	-	-	-	-	-	-	19	-	-	-
	0.47%bfh	0.41%b	-	-	-	-	-	-	-	-	94.80%	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (l)	Now TV (k)	Shell Energy Broad-band (j)	Uti-ity Ware-house (m)
Weighted base	6349	4655	1083	319	243	..*	945	445	946	420	20**	73*	2**	29**
Zen Internet	25 0.39%	15 0.32%	2 0.20%	-	-	-	-	-	-	-	-	-	-	-
Youfibre	18 0.28%a	4 0.08%	-	-	-	-	2 0.23%	-	-	-	-	-	-	-
Onestream	16 0.25%	9 0.20%	-	-	1 0.46%bfh	-	-	-	-	1 0.27%	-	-	-	-
Fibrus	16 0.25%a	4 0.08%	-	-	-	-	-	-	-	-	-	-	-	-
Toob	15 0.24%a	4 0.09%	1 0.10%	1 0.43%	-	-	1 0.06%	-	-	-	-	-	-	-
Gigaclear	11 0.17%a	2 0.05%	-	-	-	-	-	-	-	-	-	-	-	-
Origin	11 0.17%	8 0.18%	-	-	-	-	-	-	-	-	-	-	-	-
Brisk	9 0.13%	5 0.10%	-	-	-	-	-	-	-	-	-	-	-	-
Shell Energy Broadband	8 0.13%a	3 0.06%	1 0.13%	-	-	-	-	-	-	-	-	-	2 100.00%	-
Trooil	8 0.13%a	-	-	-	-	-	-	-	-	-	-	-	-	-
See The Light	8 0.13%a	2 0.05%	1 0.06%	-	-	-	-	-	-	-	-	-	-	-
WightFibre	6 0.10%	5 0.11%	2 0.16%	-	-	-	-	-	-	-	-	-	-	-
Starlink	6 0.10%	3 0.06%	2 0.17%	-	-	-	-	-	-	1 0.24%	-	-	-	-
IDNet	6 0.09%	3 0.07%	1 0.08%	-	-	-	-	-	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Hey Broadband	6 0.09%	5 0.10%	2 0.15%	-	-	-	-	-	-	-	-	-	-	-
Ogi	5 0.08%a	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-
Grain Connect	4 0.07%a	1 0.03%	-	-	-	-	-	-	-	-	-	-	-	-
Direct Save	4 0.07%a	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
FibreNest	4 0.06%	-	-	-	-	-	-	-	-	-	-	-	-	-
BeFibre	4 0.06%a	1 0.02%	-	-	-	-	-	-	-	1 0.25%a	-	-	-	-
Zoomm	3 0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-
Pop Telecom	3 0.05%	2 0.05%	-	-	-	-	-	-	-	-	-	-	-	-
Voneus	3 0.05%a	1 0.02%	1 0.07%	-	-	-	-	-	-	-	-	-	-	-
SSE	3 0.05%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-
Home Telecom	3 0.05%	3 0.06%	-	-	-	-	-	-	-	-	-	-	-	-
GoFibre	3 0.04%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-
Cuckoo Broadband	3 0.04%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Your Co-op	3 0.04%	3 0.06%	-	-	-	-	-	-	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Uti-ity Ware-house (m)
Weighted base	6349	4655	1083	319	243	..*	945	445	946	420	20**	73*	2**	29**
VFast	3 0.04%	3 0.06%	-	-	-	-	-	-	-	-	-	-	-	-
Truespeed	2 0.04%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Rocket Fibre	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-
Swish Fibre	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-
O2 Broadband	2 0.04%	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-
Lightening Fibre	2 0.03%	1 0.02%	1 0.09%	-	-	-	-	-	-	-	-	-	-	-
Smarty	2 0.03%	1 0.02%	-	1 0.30%Ta	-	-	-	-	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.04%	-	-	-	-	-	-	-	-	-	-	-	-
Wildanet	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-
B4RN	2 0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-
WeFibre	2 0.03%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Glide Broadband	1 0.02%	1 0.03%	-	-	-	-	1 0.13%T	-	-	-	-	-	-	-
County Broadband	1 0.02%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Supanet	1 0.01%	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Table 13

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

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

Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KOOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
City Fibre	1	-	-	-	-	-	-	-	-	-	-	-	-	-
0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Office	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0.01%	0.01%	0.03%	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	52	18	2	-	-	-	1	-	-	-	-	-	-	-
0.82%abfh	0.38%	0.21%	-	-	-	-	0.21%	-	-	-	-	-	-	-
Not applicable - I don't have a fixed broadband service	155	32	9	4	-	-	1	7	4	1	-	-	-	-
2.44%abdfghi	0.68%f	0.85%f	1.19%f	-	-	0.14%	0.23%	0.74%	0.94%f	5.20%	-	-	-	-
Don't know	98	31	7	8	-	-	2	3	3	6	-	1	-	-
1.54%abfh	0.66%f	0.61%	2.42%abdfgh	-	-	0.22%	0.66%	0.33%	1.39%fh	-	1.92%df	-	-	-

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 14

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

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

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Virgin Media	1357 21.38% ^{opqwy}	1342 21.43% ^{opqwy}	1 3.73%	203 16.22% ^{oy}	60 16.47% ^{oy}	80 24.06% ^{opqwy}	459 33.84% ^{Tnopqrt uwxyz}	110 20.58% ^{opy}	126 23.28% ^{opqwy}	3 42.08%	144 17.98% ^{oy}	54 25.52% ^{opqwy}	33 8.06%	25 17.51% ^{oy}	461 33.88% ^{Tnopqrtuwxyz}
Sky	1173 18.47% ^{opqpw}	1168 18.64% ^{Topqw}	1 2.16%	198 15.81% ^{or}	51 14.09% ^{or}	25 7.51%	232 17.16% ^{or}	97 18.09% ^{or}	96 17.74% ^{or}	2 35.78%	118 14.76% ^{or}	29 13.54% ^{or}	269 65.32% ^{Tnopqrs tuwxzA}	17 12.26%	235 17.25% ^{or}
BT	1137 17.91% ^{ry}	1124 17.95% ^{ry}	29 82.12% ^{Tnpqrst uwxyzA}	318 25.42% ^{Tnqrsu xyzA}	67 18.47% ^{ry}	35 10.60%	224 16.52% ^{ry}	113 21.25% ^{Tnrsuxy A}	88 16.25% ^{ry}	-	136 17.04% ^{ry}	30 14.01% ^{ry}	31 7.45%	20 14.63% ^{ry}	224 16.44% ^{ry}
TalkTalk	555 8.73% ^{npqy}	540 8.61% ^{py}	1 3.15%	74 5.93% ^{ry}	37 10.29% ^{py}	31 9.18% ^{py}	125 9.21% ^{py}	57 10.76% ^{py}	50 9.29% ^{py}	11.62%	68 8.45% ^{py}	30 14.00% ^{TnpswyA}	10 2.48%	22 15.45% ^{TnpsuwyA}	126 9.22% ^{py}
Vodafone	508 8.00% ^{pstyA}	506 8.08% ^{pstyA}	-	25 2.00%	28 7.65% ^{py}	41 12.30% ^{Tnopqstu yA}	69 5.10% ^p	25 4.59% ^p	35 6.55% ^{py}	-	208 25.93% ^{Tnopqrs tuxyzA}	23 10.97% ^{opstuyA}	14 3.49%	9 6.09% ^p	69 5.07% ^p
EE	425 6.69% ^{qrsWXYZA}	421 6.71% ^{qrsWXYZA}	-	234 18.72% ^{Tnoqrstu wxyzA}	11 3.16%	12 3.45%	48 3.56%	27 5.13% ^w	33 6.15% ^{swxA}	-	23 2.89%	5 2.35%	15 3.61%	3 2.43%	48 3.54%
Plusnet	358 5.64% ^{uy}	350 5.58% ^{uy}	-	74 5.90% ^{uy}	38 9.88% ^{Tnpsuwy A}	29 8.78% ^{TnsuwyA}	67 4.96% ^y	43 8.06% ^{TnsuwyA}	19 3.49% ^y	-	34 4.28% ^y	8 3.74% ^y	3 0.68%	8 5.84% ^y	67 4.33% ^y
Now Broadband	97 1.53% ^w	97 1.54% ^w	1 2.69%	14 1.10%	7 1.89%	9 2.71% ^{puw}	17 1.22%	9 1.62%	5 0.88%	-	5 0.64%	6 2.84% ^{puw}	10 2.49% ^{pw}	2 1.18%	17 1.21%
Community Fibre	45 0.70%	45 0.71%	-	5 0.39%	6 1.62% ^{Tnpt}	6 1.80% ^{Tnpt}	9 0.68%	2 0.29%	5 0.95%	10.52%	5 0.65%	2 1.10%	2 0.38%	1 0.78%	10 0.73% ^{ss}
Hyperoptic	44 0.69%	44 0.70%	-	6 0.51%	1 0.24%	6 1.66% ^{Tnpty}	9 0.67%	1 0.16%	4 0.78%	-	5 0.64%	2 0.86%	1 0.24%	2 1.37%	9 0.67%
Utility Warehouse	39 0.61%	38 0.60%	-	4 0.28%	1 0.39%	2 0.72%	6 0.45%	3 0.54%	2 0.36%	-	2 0.31%	1 0.47%	3 0.79%	-	6 0.45%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 14

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

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

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Three Broadband	36 0.57%psA	36 0.58%psA	-	1 0.12%	2 0.56%SA	7 2.14%TnpstwyA	1 0.06%	2 0.32%	14 2.67%TnpqstwyA	-	3 0.37%	1 0.48%	-	3 2.41%TnpstwyA	1 0.06%
KCOM / Karoo	30 0.47%	30 0.48%	-	4 0.33%	4 1.01%	3 0.77%	5 0.35%	4 0.70%	2 0.30%	-	2 0.26%	-	5 1.30%TnpswA	1 0.88%	5 0.35%
Zen Internet	25 0.39%	25 0.39%	-	6 0.45%	3 0.76%t	3 0.90%t	6 0.47%	-	2 0.45%	-	2 0.23%	1 0.61%	-	1 0.81%t	6 0.47%
Youfibre	18 0.28%	18 0.29%	-	2 0.20%	1 0.24%	2 0.71%	2 0.16%	1 0.20%	3 0.53%	-	1 0.19%	-	2 0.38%	1 0.81%	2 0.16%
Onestream	16 0.25%	16 0.26%	-	-	2 0.64%p	3 0.79%p	3 0.21%	1 0.13%	1 0.25%	-	2 0.31%	1 0.65%p	1 0.18%	1 0.55%p	3 0.20%
Fibrus	16 0.25%	16 0.25%	-	1 0.04%	2 0.51%p	1 0.26%	4 0.33%	3 0.57%pw	2 0.40%	-	-	-	1 0.15%	1 0.93%pw	4 0.33%
Toob	15 0.24%	15 0.24%	-	4 0.34%	-	2 0.68%	2 0.17%	1 0.10%	1 0.18%	-	1 0.14%	-	2 0.38%	-	2 0.17%
Gigaclear	11 0.17%	11 0.17%	1 A	-	4 1.24%Tnpstwy	1 0.32%	2 0.16%	-	-	-	2 0.20%	-	-	-	2 0.16%
Origin	11 0.17%	10 0.16%	-	4 0.28%	1 0.30%SA	3 0.91%TnswA	-	1 0.15%	1 0.17%	-	1 0.09%	-	-	-	-
Brisk	9 0.13%n	8 0.12%	-	3 0.26%	-	1 0.23%	1 0.07%	1 0.14%	1 0.15%	-	1 0.13%	-	-	-	1 0.07%
Shell Energy Broadband	8 0.13%	8 0.13%	-	1 0.11%	-	1 0.18%	-	1 0.18%	1 0.26%	-	1 0.08%	1 0.62%SA	-	2 1.43%TnpqswyA	-
Trooli	8 0.13%	8 0.13%	-	5 0.38%Tn	-	-	1 0.06%	-	-	-	1 0.15%	1 0.59%	-	-	1 0.06%
See The Light	8 0.13%	8 0.13%	-	2 0.16%	-	1 0.26%	4 0.27%	1 0.12%	-	-	-	-	1 0.20%	-	4 0.27%
WightFibre	6 0.10%	6 0.10%	-	1 0.07%	2 0.46%TnsA	-	-	1 0.23%	-	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 14
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Starlink	6	6	-	1	-	3	1	-	-	-	1	-	-	-	1
	0.10%	0.10%	-	0.08%	-	0.96%TnpstuWA	0.08%	-	-	-	0.11%	-	-	-	0.07%
IDNet	6	6	-	-	-	-	1	1	-	-	-	1	-	2	1
	0.09%	0.09%	-	-	-	-	0.11%	0.16%	-	-	-	0.49%p	-	1.15%Tnpqsuwy	0.11%
Hey Broadband	6	6	-	-	2	-	1	1	-	-	-	1	1	-	1
	0.09%	0.09%	-	-	0.42%p	-	0.09%	0.19%	-	-	-	0.40%p	0.26%	-	0.09%
Ogi	5	5	-	2	-	-	-	2	-	-	-	-	-	1	-
	0.08%	0.08%	-	0.18%	-	-	-	0.36%TnsA	-	-	-	-	-	0.60%TnswA	-
Grain Connect	4	4	-	-	1	2	-	1	-	-	-	-	-	-	-
	0.07%	0.07%	-	-	0.33%psA	0.53%TnpswA	-	0.26%	-	-	-	-	-	-	-
Direct Save	4	4	-	1	-	-	-	2	-	-	-	-	1	-	-
	0.07%	0.07%	-	0.11%	-	-	-	0.38%TnsA	-	-	-	-	0.17%	-	-
FibreNest	4	4	-	-	-	-	1	1	1	-	1	-	-	-	1
	0.06%	0.06%	-	-	-	-	0.05%	0.24%	0.19%	-	0.12%	-	-	-	0.05%
BeFibre	4	4	-	1	-	1	1	1	-	-	-	-	-	-	1
	0.06%	0.06%	-	0.09%	-	0.28%	0.08%	0.14%	-	-	-	-	-	-	0.08%
Zoomm	3	3	-	1	-	1	-	-	-	-	1	1	-	-	-
	0.05%	0.06%	-	0.08%	-	0.32%SA	-	-	-	-	0.07%	0.41%TnsA	-	-	-
Pop Telecom	3	2	-	1	-	-	-	-	1	-	-	-	-	-	-
	0.05% _n	0.04%	-	0.09%	-	0.14%	-	-	0.16%	-	-	-	-	-	-
Voneus	3	3	-	1	-	-	1	-	1	-	-	-	-	-	1
	0.05%	0.05%	-	0.06%	-	-	0.08%	-	0.25%	-	-	-	-	-	0.08%
SSE	3	3	-	-	-	-	-	1	1	-	1	-	-	-	-
	0.05%	0.05%	-	-	-	-	-	0.18%	0.27%Tn	-	0.08%	-	-	-	-
Home Telecom	3	2	-	-	-	-	1	1	-	-	-	-	-	-	1
	0.05% _n	0.03%	-	-	-	-	0.07%	0.17%	-	-	-	-	-	-	0.07%
GoFibre	3	3	-	-	-	1	1	-	-	-	-	1	-	-	1
	0.04%	0.04%	-	-	-	0.36%Tnp	0.06%	-	-	-	-	0.37%Tnp	-	-	0.06%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 14

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

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

Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Cuckoo Broadband	3 0.04%	3 0.04%	-	2 0.15%	-	1 0.25%	-	-	-	-	-	-	-	-	-
Your Co-op	3 0.04%	3 0.04%	-	-	1 0.31%TnsA	-	-	-	1 0.14%	-	1 0.10%	-	-	-	-
VFast	3 0.04%	3 0.04%	-	-	-	-	1 0.09%	1 0.25%Tn	-	-	-	-	-	-	1 0.09%
Truespeed	2 0.04%	2 0.04%	-	-	-	-	1 0.11%	-	-	-	-	1 0.49%Tnp	-	-	1 0.11%
Rocket Fibre	2 0.04%	2 0.04%	-	-	1 0.29%Tn	-	-	-	1 0.25%Tn	-	-	-	-	-	-
Swish Fibre	2 0.04%	2 0.04%	-	-	-	-	-	1 0.20%	-	-	-	-	-	-	-
O2 Broadband	2 0.04%	2 0.04%	-	-	-	-	1 0.05%	-	-	-	-	-	-	2 1.15%Tnppstuw yA	1 0.05%
Lightening Fibre	2 0.03%	2 0.03%	-	1 0.10%	-	-	-	-	-	-	-	-	1 0.23%	-	-
Smarty	2 0.03%	2 0.03%	-	1 0.08%	-	-	-	-	1 0.19%	-	-	-	-	-	-
The Phone Co-op	2 0.03%	2 0.03%	-	-	-	-	1 0.07%	-	-	-	-	-	-	-	1 0.07%
Wildanet	2 0.03%	2 0.03%	-	-	-	-	-	-	-	-	1 0.14%	1 0.37%TnpsA	-	-	-
B4RN	2 0.03%	2 0.03%	-	-	1 0.28%Tn	-	-	-	-	-	-	-	1 0.18%	-	-
WeFibre	2 0.03%	2 0.03%	-	2 0.13%	-	-	-	-	-	-	-	-	-	-	-
Glide Broadband	1 0.02%	1 0.02%	-	-	-	-	-	-	1 0.23%Tn	-	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 14
Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.
If you have more than one household broadband internet connection, please select the one you use most often.
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
County Broadband	1 0.02%	1 0.02%	-	-	-	-	1 0.07%	-	-	-	-	-	-	-	1 0.07%
Supanet	1 0.01%	1 0.01%	-	1 0.07%	-	-	-	-	-	-	-	-	-	-	-
City Fibre	1 0.01%	1 0.01%	-	-	-	-	-	1 0.16%Tn	-	-	-	-	-	-	-
Post Office	-	-	-	-	-	-	1 0.03%	-	-	-	-	-	-	-	1 0.03%
Other answers	52 0.82%	52 0.83%	1 2.15%	7 0.54%	6 1.63%pt	4 1.20%	9 0.69%	1 0.24%	3 0.56%	-	7 0.87%	4 1.97%pt	2 0.46%	2 1.11%	9 0.69%
Not applicable - I don't have a fixed broadband service	155 2.44%syA	154 2.46%syA	-	28 2.27%	12 3.35%syA	10 2.96%y	22 1.59%	10 1.96%	26 4.83%TnpstwA	-	15 1.91%	7 3.15%y	4 0.86%	12 8.46%TnpqrstwyA	22 1.58%
Don't know	98 1.54%ny	82 1.31%	-	12 0.95%	13 3.50%Tnpstwxy A	7 2.08%xy	14 1.02%	7 1.36%	9 1.68%y	-	7 0.85%	-	1 0.27%	3 2.20%xy	14 1.01%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	New Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Virgin Media	1357 21.38% bcdfgikm pqrstuw	1357 22.43% Tbcdfgikm	-	-	-	-	-	1357 100.00% Tabcd fgikm	-	-	-	-	-	-	927 29.71% Tp qrstu	7 1.98%	111 6.51% pr tu	1 0.65%	806 93.16% To pqrstu	4 2.46%	11 2.14%	159 21.74%	585 20.19%	460 22.87% w	407 20.33%	894 21.65%
Sky	1173 18.47% bcdghikm prstu	1173 19.38% Tbcdghikm	-	-	-	-	1173 100.00% Tabcd ghikm	-	-	-	-	-	-	-	959 30.74% Tp rstu	10 2.93% s	939 54.87% To prstu	3 2.08%	6 0.65%	10 6.27% s	21 4.00% s	129 17.63%	518 17.91%	394 19.59%	355 17.76%	780 18.90%
BT	1137 17.91% cdghikm qrst	1137 18.80% Tcdghikm	1137 100.00% Tacd fghikm	-	-	-	-	-	-	-	-	-	-	543 17.41% q rst	280 79.01% T oqrstu	245 14.31% rs	3 2.39%	6 0.72%	16 9.64% rs	296 56.82% T oqrst	128 17.51%	552 19.06% T	346 17.21%	380 19.00%	729 17.66%	
TalkTalk	555 8.73% bcd dfhikop qrst	555 9.16% Tbcd fghik	-	-	-	-	555 100.00% Tabcd fghikm	-	-	-	-	-	-	-	211 6.77% pq st	2 0.44%	80 4.69% p st	116 80.90% To pqstu	6 0.65%	-	2 0.30%	64 8.76%	280 9.68% Tx	147 7.29%	180 8.98%	356 8.63%
Vodafone	508 8.00% bcd dfghikop qrst	508 8.40% Tbcd fghik	-	-	-	-	-	508 100.00% Tabcd fghikm	-	-	-	-	-	-	144 4.62% s	17 4.77% s	97 5.68% os	4 2.48%	21 2.41%	4 2.56%	21 4.06%	59 8.08%	227 7.83%	173 8.62%	154 7.67%	343 8.30%
EE	425 6.69% bcd fghikoq s	425 7.02% Tbd fghik	-	425 100.00% Tbd fghikm	-	-	-	-	-	-	-	-	-	-	119 3.82% s	24 6.82% os	77 4.51% os	8 5.62% s	8 0.90%	127 75.99% T opqrs	151 28.94% To pqrs	55 7.48%	203 7.00%	127 6.31%	121 6.04%	291 7.04%
Plusnet	358 5.64% bcd fghikop qrst	358 5.92% Tbd fghik	-	-	358 100.00% Tbd fghikm	-	-	-	-	-	-	-	-	-	54 1.73% s	5 1.52%	41 2.38% os	1 0.77%	4 0.51%	1 0.42%	6 1.17%	31 4.18%	173 5.99%	119 5.91%	135 6.73% Tz	216 5.24%

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ly Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Now Broadband	97	97	-	-	-	-	-	-	-	-	-	97	-	-	10	-	10	-	-	-	-	9	55	28	34	62
	1.53% ^{bc}	1.61% ^{Tbcd}	-	-	-	-	-	-	-	-	-	100.00% ^{Tabcd}	-	-	0.32%	-	0.58% ^{os}	-	-	-	-	1.17%	1.89% ^T	1.41%	1.69%	1.51%
Community Fibre	45	45	-	-	-	-	-	-	-	-	-	-	-	-	7	1	6	-	-	-	1	7	11	19	13	31
	0.70% ^{bf}	0.74% ^{bfgh}	-	-	-	-	-	-	-	-	-	-	-	-	0.22%	0.37%	0.33%	-	-	-	0.25%	0.93%	0.37%	0.96% ^w	0.67%	0.74%
Hyperoptic	44	44	-	-	-	-	-	-	-	-	-	-	-	-	6	-	4	1	-	-	-	7	7	27	7	34
	0.69% ^{bf}	0.72% ^{bfh}	-	-	-	-	-	-	-	-	-	-	-	-	0.20%	-	0.25%	0.73% ^s	-	-	-	0.90% ^w	0.25%	1.35% ^{Tw}	0.34%	0.83% ^y
Utility Warehouse	39	39	-	-	-	-	-	-	-	-	-	-	-	39	10	-	8	-	-	-	-	-	24	13	10	28
	0.61% ^{bf}	0.64% ^{bfh}	-	-	-	-	-	-	-	-	-	-	-	100.00% ^{Ta}	0.32%	-	0.49% ^s	-	-	-	-	-	0.83% ^v	0.63% ^v	0.50%	0.67%
Three Broadband	36	36	-	-	-	-	-	-	-	-	-	-	-	-	7	-	6	-	-	-	-	5	15	10	14	20
	0.57% ^{bf}	0.60% ^{bfh}	-	-	-	-	-	-	-	-	-	-	-	-	0.23%	-	0.37%	-	-	-	-	0.65%	0.51%	0.50%	0.71%	0.47%
KCOM / Karoo	30	30	-	-	-	-	-	-	-	-	30	-	-	-	13	-	13	-	-	-	-	1	16	11	14	16
	0.47% ^{bf}	0.50% ^{bfh}	-	-	-	-	-	-	-	-	100.00%	-	-	-	0.43%	-	0.78% ^{Tos}	-	-	-	-	0.19%	0.57%	0.56%	0.69%	0.40%
Zen Internet	25	25	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	-	-	-	-	2	7	14	9	15
	0.39% ^{bf}	0.41% ^{bfh}	-	-	-	-	-	-	-	-	-	-	-	-	0.09%	-	0.12%	-	-	-	-	0.24%	0.25%	0.70% ^{Tw}	0.47%	0.37%
Youfibre	18	18	-	-	-	-	-	-	-	-	-	-	-	-	6	1	5	-	-	-	1	5	9	4	8	10
	0.28%	0.30%	-	-	-	-	-	-	-	-	-	-	-	-	0.19%	0.34%	0.28%	-	-	-	0.23%	0.67%	0.31%	0.20%	0.42%	0.23%
Onestream	16	16	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	1	-	-	-	1	10	3	6	10
	0.25% ^o	0.27%	-	-	-	-	-	-	-	-	-	-	-	-	0.09%	-	0.11%	0.76% ^{os}	-	-	-	0.15%	0.35%	0.16%	0.29%	0.24%
Fibrus	16	16	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	-	2	8	3	5	11
	0.25% ^o	0.28%	-	-	-	-	-	-	-	-	-	-	-	-	0.10%	-	0.18%	-	-	-	-	0.23%	0.28%	0.14%	0.28%	0.26%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier														Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vuln-erable (v)	Poten- tially vuln-erable (w)	Least vuln-erable (x)	Yes (y)	No (z)	
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129	
TooB	15	15	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1	1	-	-	-	1	9	3	6	8	
	0.24%	0.25%	-	-	-	-	-	-	-	-	-	-	-	-	0.08%	-	0.06%	0.72%	coqs	-	-	-	0.11%	0.32%	0.15%	0.30%	0.20%
Gigaclear	11	11	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	-	-	4	5	3	8	
	0.17%	0.18%	-	-	-	-	-	-	-	-	-	-	-	-	0.10%	-	0.18%	-	-	-	-	-	0.14%	0.25%	0.14%	0.19%	
Origin	11	11	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	2	6	3	3	8	
	0.17%	0.18%	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	0.06%	-	-	-	-	0.25%	0.21%	0.14%	0.13%	0.20%	
Brisk	9	9	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	4	3	3	5	
	0.13%	0.14%	-	-	-	-	-	-	-	-	-	-	-	-	0.07%	-	0.12%	-	-	-	-	-	0.13%	0.14%	0.14%	0.12%	
Shell Energy Broadband	8	8	-	-	-	-	-	-	-	-	-	-	8	-	2	-	1	-	-	-	-	-	8	-	2	6	
	0.13%	0.14%	-	-	-	-	-	-	-	-	-	-	100.00%	-	0.06%	-	0.05%	-	-	-	-	-	0.29%	Tx	-	0.12%	
Trool	8	8	-	-	-	-	-	-	-	-	-	-	-	-	5	-	5	-	-	-	-	2	2	4	1	7	
	0.13%	0.13%	-	-	-	-	-	-	-	-	-	-	-	-	0.17%	-	0.31%	T	-	-	-	0.29%	0.08%	0.18%	0.06%	0.17%	
See The Light	8	8	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	-	2	3	3	3	5	
	0.13%	0.13%	-	-	-	-	-	-	-	-	-	-	-	-	0.09%	-	0.16%	-	-	-	-	0.22%	0.12%	0.14%	0.13%	0.13%	
WightFibre	6	6	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	-	-	-	-	1	4	-	4	3	
	0.10%	0.11%	-	-	-	-	-	-	-	-	-	-	-	-	0.11%	-	0.14%	-	-	-	-	0.17%	0.15%	-	0.19%	0.06%	
Starlink	6	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	-	-	-	2	2	-	6	
	0.10%	a	-	-	-	-	-	-	-	-	-	-	-	-	0.06%	-	0.06%	-	-	-	-	-	0.05%	0.10%	-	0.15%	
IDNet	6	6	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	3	3	5	1	
	0.09%	z	-	-	-	-	-	-	-	-	-	-	-	-	0.05%	-	-	-	-	-	-	-	0.11%	0.13%	0.25%	Tz	
Hey Broadband	6	6	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	4	1	3	2	
	0.09%	a	-	-	-	-	-	-	-	-	-	-	-	-	0.07%	-	0.13%	-	-	-	-	-	0.12%	0.05%	0.17%	0.06%	
Ogi	5	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	4	-	-	-	-	-	3	2	2	3	
	0.08%	a	-	-	-	-	-	-	-	-	-	-	-	-	0.12%	-	0.22%	T	-	-	-	-	0.09%	0.11%	0.10%	0.07%	
Grain Connect	4	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	1	-	-	-	1	1	2	1	1	4	
	0.07%	a	-	-	-	-	-	-	-	-	-	-	-	-	0.06%	0.18%	0.08%	-	-	-	0.12%	0.16%	0.06%	0.07%	0.03%	0.09%	

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Direct Save	4	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	-	2	-	4
	0.07%	0.07%	-	-	-	-	-	-	-	-	-	-	-	-	0.05%	-	0.08%	-	-	-	-	0.15%w	-	0.11%	-	0.10%
FibreNest	4	4	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1	3	2	2	
	0.06%	0.07%	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	-	-	-	-	-	0.02%	0.16%	0.08%	0.06%	
BeFibre	4	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	3	1	2	2	
	0.06%	-	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	0.06%	-	-	-	-	0.10%	0.05%	0.09%	0.05%	
Zoomm	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	1	2	2	
	0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.09%	0.04%	0.08%	0.05%	
Pop Telecom	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	
	0.05%	0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.11%	-	0.17%Tz	-	
Voneus	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	1	2	
	0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.12%	0.04%	0.04%	0.06%	
SSE	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	2	1	
	0.05%	0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.13%	0.07%	-	0.08%	
Home Telecom	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	3	
	0.05%	0.05%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.06%	0.05%	-	0.07%	
GoFibre	3	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	3	-	3	
	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	0.05%	-	-	-	-	-	0.14%	-	0.07%	
Cuckoo Broadband	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	2	1	
	0.04%	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.15%	0.06%	-	0.09%	
Your Co-op	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	
	0.04%	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.09%	-	0.06%	
VFast	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	3	
	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.05%	-	-	0.06%	
Truespeed	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	
	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.05%	0.07%	0.03%	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Rocket Fibre	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2
Swish Fibre	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0.04%	-	-	2
O2 Broadband	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	
Lightening Fibre	2	0.04%	-	-	-	-	-	-	-	-	-	-	-	-	0.04%	-	0.07%	-	-	-	-	-	0.02%	1	-	2
Smarty	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	-	-	
The Phone Co-op	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	
Wildanet	2	0.03%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.04%	0.05%	0.05%	0.02%	
B4RN	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1	1	
WeFibre	2	-	-	-	-	-	-	-	-	-	-	-	-	-	0.02%	-	0.04%	-	-	-	-	-	0.04%	0.05%	0.02%	
Glide Broadband	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	1	-	2	
County Broadband	1	0.02%	-	-	-	-	-	-	-	-	-	-	-	-	0.04%	-	0.07%	-	-	-	-	0.12%	0.03%	-	0.08%	
Supanet	1	1	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	0.06%	-	-	-	-	-	-	1	-	
City Fibre	1	0.01%	-	-	-	-	-	-	-	-	-	-	-	-	0.03%	-	0.05%	-	-	-	-	0.17% ^{Tw}	-	-	0.06%	
	1	0.01%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Post Office	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	52	52	-	-	-	-	-	-	-	-	-	-	-	-	16	-	12	-	-	-	-	6	23	11	22	29
	0.82% ^{bf}	0.86% ^{bfghil}	-	-	-	-	-	-	-	-	-	-	-	-	0.51% ^s	-	0.70% ^{ss}	-	-	-	-	0.88%	0.81%	0.56%	1.09%	0.71%
Not applicable - I don't have a fixed broadband service	155	-	-	-	-	-	-	-	-	-	-	-	-	-	18	2	10	-	3	2	4	35	65	38	50	95
	2.44% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	-	-	0.56%	0.70%	0.57%	-	0.40%	0.94%	0.78%	4.81% ^{Tw}	2.26%	1.89%	2.50%	2.30%
	ghioqpsu	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	x	-	-	-	-	
Don't know	98	-	-	-	-	-	-	-	-	-	-	-	-	-	17	3	4	4	5	2	5	13	24	13	23	51
	1.54% ^{abcd}	-	-	-	-	-	-	-	-	-	-	-	-	-	0.56% ^q	0.95% ^q	0.22%	2.88% ^{oq}	0.59%	1.14% ^q	1.01% ^q	1.72% ^{wx}	0.84%	0.65%	1.13%	1.24%
	ghioqswxz	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	s	-	-	-	-	-	-	-	-	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Sky	1711	880	830	229	265	278	316	262	191	170	495	473	384	358	969	743	1371	340
	26.96%bkm	28.79%Tb	25.38%	27.80%	25.52%	27.60%	30.54%Tdghi	26.43%	24.49%	25.31%	30.72%Tkml	24.60%	29.39%Tkm	23.82%	27.39%	26.41%	26.47%	29.11%
Virgin Media	865	451	413	121	131	141	160	123	114	78	213	241	205	205	455	411	814	52
	13.63%bnq	14.74%Tb	12.63%	14.64%	12.57%	13.95%	15.43%ki	12.39%	14.58%	11.54%	13.24%	12.55%	15.71%Tk	13.64%	12.86%	14.60%	15.71%Tq	4.41%
BT	355	186	167	75	81	57	48	34	27	33	102	96	95	61	199	156	286	69
	5.59%ghm	6.10%	5.12%	9.06%Tefghi	7.77%Tghi	5.64%gh	4.67%	3.44%	3.47%	4.91%	6.35%km	5.00%	7.28%Tkm	4.06%	5.82%	5.55%	5.52%	5.92%
EE	167	86	81	51	31	28	14	18	16	9	59	50	34	24	109	58	144	23
	2.63%lmo	2.81%	2.47%	6.15%Tdefgh	2.97%fi	2.76%fi	1.34%	1.84%	2.09%	1.35%	3.64%Tm	2.61%	2.58%	1.61%	3.08%To	2.06%	2.78%	1.94%
TalkTalk	143	54	89	33	22	18	18	16	10	26	40	48	22	33	88	55	125	18
	2.25%ah	1.76%	2.73%Ta	3.99%Tdefgh	2.14%	1.77%	1.75%	1.65%	1.25%	3.85%Tdefgh	2.45%	2.50%	1.68%	2.21%	2.48%	1.97%	2.41%	1.56%
Freeview	10	8	2	2	1	1	1	4	-	1	2	3	2	3	5	6	8	3
	0.17%b	0.28%b	0.06%	0.30%	0.11%	0.10%	0.13%	0.39%	-	0.09%	0.11%	0.17%	0.16%	0.23%	0.14%	0.20%	0.15%	0.24%
Freesat	7	4	4	1	1	-	2	-	-	3	1	2	-	4	3	4	3	4
	0.11%p	0.12%	0.11%	0.13%	0.12%	-	0.16%	-	-	0.43%Teg	0.05%	0.12%	-	0.27%	0.09%	0.14%	0.07%	0.31%Tp
Three	2	1	1	-	-	2	-	-	-	2	-	-	-	-	2	-	2	-
	0.03%	0.03%	0.02%	-	-	0.16%T	-	-	-	0.10%	-	-	-	-	0.05%	-	0.03%	-
Plusnet	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	1	1	-
	0.01%	-	-	-	-	0.09%	-	-	-	-	-	-	-	0.06%	-	0.02%	0.02%	-
Other answers	26	19	8	5	3	3	4	7	4	1	7	10	4	5	17	9	22	5
	0.41%b	0.61%Tb	0.23%	0.62%	0.28%	0.26%	0.37%	0.71%	0.49%	0.15%	0.42%	0.54%	0.29%	0.35%	0.49%	0.32%	0.42%	0.40%
Invalid - Streaming service / on-demand / non-TV package	72	40	32	2	10	13	13	18	13	4	13	20	24	14	33	38	60	12
	1.13%c	1.31%	0.97%	0.25%	0.92%	1.24%c	1.22%c	1.87%Tci	1.61%c	0.59%	0.82%	1.04%	1.86%Tjm	0.94%	0.94%	1.37%	1.16%	0.99%
NET: BTEE	522	272	248	125	112	85	62	52	43	42	161	146	129	85	308	214	430	92
	8.22%ghim	8.91%	7.59%	15.21%Tdefgh	10.74%Tghi	8.40%fgh	6.01%	5.28%	5.56%	6.27%	9.99%Tkm	7.61%km	9.85%Tkm	5.67%	8.70%	7.61%	8.30%	7.86%

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Gender		Age								Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Not applicable - I don't have a pay TV service	2834	1268	1552	225	465	455	454	497	396	341	641	928	509	756	1569	1265	2219	615
	44.64% ^{acjlp}	41.48%	47.50% ^{Ta}	27.35%	44.73% ^c	45.15% ^c	43.90% ^c	50.25% ^{Tcdef}	50.72% ^{Tcdef}	50.75% ^{Tcdef}	39.76%	48.22% ^{Tjl}	38.95%	50.24% ^{Tjl}	44.36%	44.99%	42.84%	52.60% ^{Tp}
Don't know	156	60	91	80	30	14	5	10	10	7	38	51	27	40	89	67	126	29
	2.45% ^{aefghi}	1.97%	2.80% ^a	9.72% ^{Tdefgh}	2.87% ^{efghi}	1.36% ^f	0.46%	1.04%	1.30%	1.03%	2.34%	2.65%	2.10%	2.63%	2.51%	2.38%	2.44%	2.51%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 17
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Sky	1711 26.96% a	1401 26.20% a	147 27.89% b	105 35.11% Tab	59 33.28% Ta	147 27.89% b	74 28.97% f	184 26.30% g	139 26.72% h	159 28.40% i	120 25.98% j	105 35.11% Tegh ijlmo	152 25.53% l	195 23.64% m	245 27.95% n	133 24.03% o	59 33.28% Timo	1430 26.81% q	268 28.16% r
Virgin Media	865 13.63% c dkop	764 14.29% Tcd	75 14.19% cd	13 4.45% c	13 7.47% d	75 14.19% kp	43 16.95% kklop	109 15.64% kklop	77 14.78% kkop	96 17.22% Tkin op	74 15.97% kklop	13 4.45% k	68 11.45% kk	131 15.87% kkno	108 12.35% kk	57 10.35% k	13 7.47% p	720 13.49% q	139 14.55% r
BT	355 5.59% iq	302 5.65% i	29 5.50% j	13 4.19% j	11 6.23% k	29 5.50% k	11 4.43% k	43 6.16% l	27 5.28% l	20 3.62% l	35 7.61% ll	13 4.19% l	27 4.53% ll	64 7.77% Tikln	43 4.94% l	31 5.54% l	11 6.23% l	285 5.34% l	67 7.03% l
EE	167 2.63% no q	137 2.56% n	13 2.47% n	13 4.48% Ta	4 2.19% n	13 2.47% n	3 1.16% n	19 2.69% n	9 1.78% n	23 4.17% Thjn o	7 1.43% n	13 4.48% Thjn o	19 3.26% lno	36 4.39% Tthjn o	13 1.54% n	7 1.19% n	4 2.19% n	113 2.12% l	53 5.53% Tq
TalkTalk	143 2.25% q	125 2.34% q	8 1.54% q	6 1.97% q	4 2.08% q	8 1.54% q	14 3.01% q	16 3.06% q	13 2.41% q	10 2.12% q	6 1.97% q	13 2.23% q	21 2.58% q	19 2.20% q	11 1.96% q	4 2.08% q	109 2.04% q	30 3.19% lq	3 0.22% q
Freeview	10 0.17% r	9 0.17% r	- -	- -	1 0.65% r	- -	2 0.26% r	- -	- -	1 0.20% r	- -	- -	4 0.75% Tim	1 0.07% r	1 0.12% r	- -	1 0.65% r	8 0.16% r	7 0.22% r
Freesat	7 0.11% r	5 0.09% r	2 0.40% r	- -	- -	2 0.40% r	- -	1 0.17% r	- -	- -	- -	- -	1 0.14% r	3 0.34% r	- -	- -	- -	1 0.13% r	- -
Three	2 0.03% r	1 0.02% r	1 0.12% r	- -	- -	1 0.12% r	- -	- -	- -	1 0.18% r	- -	- -	- -	- -	- -	- -	- -	2 0.03% r	- -
Plusnet	1 0.01% r	1 0.02% r	- -	- -	- -	- -	1 0.13% r	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 0.02% r	- -
Other answers	26 0.41% r	21 0.40% r	3 0.62% r	1 0.22% r	1 0.51% r	3 0.62% r	2 0.33% r	2 0.39% r	1 0.19% r	1 0.32% r	1 0.22% r	1 0.15% r	4 0.51% r	8 0.89% T	2 0.32% r	1 0.51% r	25 0.46% r	2 0.17% r	
Invalid - Streaming service / on-demand / non-TV package	72 1.13% r	62 1.16% r	7 1.31% r	2 0.62% r	1 0.64% r	7 1.31% r	2 0.94% r	5 0.77% r	7 1.41% r	4 0.65% r	6 1.40% r	2 0.62% r	7 1.12% r	10 1.25% r	11 1.29% r	8 1.50% r	1 0.64% r	57 1.07% r	15 1.54% r

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 17
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.
If you use more than one company, please select the one which you use most often.
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
NET: BT/EE	522 8.22% ^q	439 8.21%	42 7.96%	26 8.68%	15 8.42%	42 7.96%	14 5.59%	62 8.85%	37 7.05%	44 7.79%	42 9.04%	26 8.68%	46 7.78%	100 12.16% ^{Tefgh ilno}	57 6.48%	37 6.73%	15 8.42%	398 7.46%	120 12.56% ^{Tq}
Not applicable - I don't have a pay TV service	2834 44.64% ^m	2382 44.55%	237 45.03%	135 45.38%	80 44.87%	237 45.03%	108 42.55%	298 42.64%	227 43.67%	230 41.18%	202 43.58%	135 45.38%	286 47.99% ^{im}	341 41.26%	401 45.73%	289 52.27% ^{Tefg hijmn}	80 44.87%	2473 46.38% ^{Tr}	332 34.88%
Don't know	156 2.45% ^{be}	136 2.55% ^b	5 0.93%	11 3.57% ^b	4 2.08%	5 0.93%	5 1.99%	20 2.93% ^e	15 2.92% ^e	11 1.98%	7 1.56%	11 3.57% ^e	17 2.66% ^e	22 2.66% ^e	23 2.65% ^e	15 2.75% ^e	4 2.08%	104 1.96%	45 4.74% ^{Tq}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Sky	1711	1404	265	56	23	-	796	64	78	23	10	4	-	7
	26.96% ^{ubcdghik}	30.16% ^{Tbodghik}	24.45% ^{cdghik}	17.49% ^{dghk}	9.46%	-	84.22% ^{Tabcdgkhi}	14.36% ^h	8.20%	18.22% ^{dghk}	48.92%	5.76%	-	23.50%
Virgin Media	865	748	14	11	3	-	2	7	686	23	-	-	-	-
	13.63% ^{ubcdfgik}	16.07% ^{Tbcdfgik}	1.26% ^f	3.48% ^{bf}	1.29% ^f	-	0.26%	1.58% ^f	72.56% ^{Tabcdfgik}	5.48% ^{bcdfg}	-	-	-	-
BT	355	322	26	7	7	-	8	2	8	19	-	-	-	-
	5.59% ^{fghik}	6.92% ^{Tdfghik}	23.13% ^{Tacdffghik}	8.27% ^{Tdfghik}	2.77% ^{dgh}	-	0.85%	0.48%	0.80%	4.64% ^{fgh}	-	-	-	-
EE	167	146	22	102	3	-	2	5	2	9	-	-	-	-
	2.63% ^{fgh}	3.13% ^{Tbfgh}	2.06% ^{fgh}	32.02% ^{Tabdfghik}	1.28% ^f	-	0.22%	0.44%	0.49%	2.23% ^{fgh}	-	-	-	-
TalkTalk	143	128	7	5	2	-	3	96	6	7	-	-	-	-
	2.25% ^{bfh}	2.76% ^{Tbfh}	0.67%	1.41% ^f	0.90%	-	0.31%	21.63% ^{Tabcdfhik}	0.63%	1.69% ^f	-	-	-	-
Freeview	10	10	1	-	1	-	1	2	-	3	-	-	1	-
	0.17%	0.21%	0.12%	-	0.46% ^h	-	0.11%	0.42%	-	0.82% ^{Tabfh}	-	-	61.45%	-
Freesat	7	7	4	1	-	-	-	1	-	1	-	-	-	-
	0.11%	0.15%	0.37% ^T	0.26%	-	-	-	0.23%	-	0.28%	-	-	-	-
Three	2	1	-	-	-	-	-	-	-	-	-	-	-	-
	0.03%	0.02%	-	-	-	-	-	-	-	-	-	-	-	-
Plusnet	1	1	-	-	1	-	-	-	-	-	-	-	-	-
	0.01%	0.02%	-	-	0.36% ^{Ta}	-	-	-	-	-	-	-	-	-
Other answers	26	19	3	-	-	-	-	6	1	1	-	-	-	2
	0.41%	0.41%	0.27%	-	-	-	-	1.44% ^{Tabcfh}	0.15%	0.25%	-	-	-	5.76%
Invalid - Streaming service / on-demand / non-TV package	72	53	19	4	6	-	1	4	2	8	1	4	-	-
	1.13% ^{fgh}	1.14% ^{fgh}	1.73% ^{fgh}	1.32% ^{fgh}	2.32% ^{fgh}	-	0.11%	0.93% ^f	0.24%	1.90% ^{fgh}	5.17%	6.06% ^{Tabcfghik}	-	-
NET: BT/EE	522	468	273	129	10	-	10	4	12	29	-	-	-	-
	8.22% ^{dffghik}	10.05% ^{Tdffghik}	25.19% ^{Tadffghik}	40.29% ^{Tabdffghik}	4.05% ^{fgh}	-	1.06%	0.92%	1.29%	6.87% ^{fghik}	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Uti-ity Ware-house (m)
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Not applicable - I don't have a pay TV service	2834	1728	473	108	193	-	122	253	148	252	9	61	1	20
	44.64%acfh	37.12%fh	43.68%acfh	33.74%fh	79.34%Tabcfghi	-	12.93%	56.85%Tabcfh	15.62%	59.96%Tabcfh	45.91%	82.81%Tabcfghi	38.55%	70.75%
Don't know	156	88	24	6	4	-	10	7	12	19	-	4	-	-
	2.45%afh	1.90%f	2.26%f	2.00%	1.82%	-	1.01%	1.63%	1.30%	4.52%Tabfgh	-	5.37%afh	-	-

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

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

Absolutes/col percents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Sky	1711 26.96%qrzx	1704 27.19%Tqrzx	7 20.96%	334 26.76%qrzx	64 17.68%r	40 11.93%	355 26.18%qrzx	135 25.28%qr	151 27.85%qrzx	3 46.30%	208 26.00%qrzx	39 18.41%r	305 74.08%Tnopqrs tuwxzA	25 17.69%	358 26.28%qrzx
Virgin Media	865 13.63%ppy	856 13.66%ppy	1 3.73%	118 9.46%y	36 9.90%y	37 11.22%y	318 23.46%Tnopqr uvwxyz	82 15.42%ppy	74 13.66%py	3 42.08%	103 12.88%py	29 13.54%y	19 4.60%	12 8.92%	321 23.55%Tnopqrstu vwxyz
BT	355 5.59%xy	351 5.60%xy	7 19.53%Tnpqrstu wxyzA	106 8.49%Tnrstuxy zA	26 7.30%sxxyA	13 4.02%	61 4.53%	28 5.17%	25 4.62%	-	56 7.02%sxxyA	5 2.27%	14 3.41%	4 3.06%	61 4.51%
EE	167 2.63%stwA	166 2.65%stwA	-	82 7.34%Tnqrstu xyzA	11 3.09%stwz	5 1.54%	22 1.60%	4 0.68%	13 2.37%t	-	9 1.10%	3 1.35%	5 1.22%	-	22 1.60%
TalkTalk	143 2.25%n	138 2.20%	-	26 2.11%	8 2.10%	10 3.08%y	30 2.23%	14 2.58%	14 2.66%	-	19 2.37%	4 2.00%	4 0.90%	4 3.16%	30 2.22%
Freeview	10 0.17%	10 0.17%	-	-	1 0.20%	-	1 0.08%	2 0.29%	-	-	5 0.61%TnpsA	-	-	-	1 0.08%
Freesat	7 0.11%	7 0.11%	-	2 0.15%	-	-	1 0.09%	1 0.20%	-	-	1 0.16%	1 0.34%	-	-	1 0.09%
Three	2 0.03%	2 0.03%	-	-	-	1 0.30%Tn	-	-	1 0.12%	-	-	-	-	-	-
Plusnet	1 0.01%	1 0.01%	-	-	-	-	-	-	1 0.16%Tn	-	-	-	-	-	-
Other answers	26 0.41%	26 0.42%	-	7 0.56%	2 0.66%	2 0.49%	5 0.40%	3 0.54%	1 0.26%	-	4 0.47%	-	-	1 0.77%	5 0.40%
Invalid - Streaming service / on-demand / non-TV package	72 1.13%y	72 1.15%y	1 2.51%xy	19 1.49%y	5 1.31%y	7 2.15%xy	14 1.01%y	9 1.59%y	4 0.79%	-	9 1.09%y	-	-	-	14 1.01%y

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
NET: BT/EE	522 8.22%stbyzA	517 8.25%stbyzA	7 19.53%TnrstuwxyzA	198 15.83%TnrstuwxyzA	38 10.38%rstxyzA	19 5.56%	83 6.14%	31 5.84%	38 6.99%	-	65 8.12%xyz	8 3.62%	19 4.63%	4 3.06%	83 6.11%
Not applicable - I don't have a pay TV service	2834 44.64%psyA	2793 44.59%psyA	19 53.27%y	519 41.52%y	195 53.81%TnpstwyA	205 61.54%TnpstwyA	524 38.68%y	244 45.61%syA	246 45.55%syA	1 11.62%	365 45.59%syA	128 60.27%TnpstwyA	64 15.48%	90 64.66%TnpstwyA	525 38.54%y
Don't know	156 2.45%ny	140 2.24%y	-	27 2.13%y	14 3.95%nsyA	12 3.72%syA	24 1.74%	14 2.65%y	11 1.97%	-	22 2.73%y	4 1.82%	2 0.51%	2 1.74%	24 1.73%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Table 20

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

Absolutes/col percents

	Q.3 Broadband supplier														Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Uji-ly Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97**	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Sky	1711 26.96% cdghikp rstu	1688 27.90% T bcdghik	245 21.53% d ghk	77 18.18% d h	41 11.38%	-	939 80.08% T abcdghikm	80 14.48% h	111 8.20%	97 19.11% d hk	13 44.34%	10 10.19%	8 21.83% h	8 21.83% h	1711 54.85% Tp rstu	1 0.23%	1711 100.00% T tu	-	-	-	1 0.16%	177 24.29%	760 26.23%	615 30.58% T vw	515 25.74%	1150 27.86% T
Virgin Media	865 13.63% b cdfgikm pqrstu	857 14.18% T b cdfgikm	6 0.55%	8 1.84% b f	4 1.25%	-	6 0.48%	6 1.02%	806 59.40% T a bcdfgikm	21 4.10% b d f g k	-	-	-	-	865 27.74% T p q r t u	-	-	-	865 100.00% T opqr tu	-	-	116 15.93%	402 13.89%	266 13.21%	249 12.45%	586 14.19%
BT	355 5.59% d f ghikqrs t	348 5.76% T d f ghik	280 24.65% T a odfghikm	24 5.70% d f ghk	5 1.51% g	-	10 0.89%	2 0.28%	7 0.52%	17 3.33% f g h	-	-	-	-	355 11.37% T q r s t u	355 100.00% T o	1 0.05%	-	-	-	355 68.01% T o	53 7.29% T	166 5.74%	109 5.44%	107 5.36%	241 5.85%
EE	167 2.63% b d f ghiopq s	162 2.68% b d f ghi	16 1.41% g h	127 1.89% b d f ghikm	1 0.20%	-	10 0.89% g	-	4 0.30%	4 0.84% g	-	-	-	-	-	-	-	-	167 100.00% T opqrsu	167 31.99% T o	33 4.46% T w	64 2.21%	44 2.21%	52 2.57%	106 2.56%	
TalkTalk	143 2.25% b d f h ipqrsu x	139 2.30% b d f h	3 0.30%	8 1.89% b d f h	1 0.31%	-	3 0.25%	116 20.87% T a bcdhikm	1 0.07%	4 0.70% h	-	-	-	-	143 4.58% T p q r s t u	-	-	143 100.00% T opqrs tu	-	-	27 3.67% T x	70 2.42% x	32 1.57%	46 2.31%	92 2.22%	
Freeview	10 0.17%	10 0.17%	1 0.11%	-	1 0.31% h	-	1 0.09%	2 0.34% h	-	3 0.68% T a f h	-	-	1 11.34%	-	10 0.34% T q	-	-	-	-	-	-	1 0.14%	2 0.07%	6 0.28%	6 0.29%	5 0.12%
Freesat	7 0.11%	7 0.12%	4 0.36% T a f h	1 0.19%	1 0.29%	-	-	-	-	1 0.24%	-	-	-	-	7 0.23% T	-	-	-	-	-	-	-	5 0.18%	2 0.10%	-	6 0.14%
Three	2 0.03% a	1 0.02%	-	-	-	-	-	-	-	-	-	-	-	-	2 0.05%	-	-	-	-	-	-	-	2 0.06%	-	-	1 0.02%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 20
Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	New Broad-band (k)	Shell Energy (l)	Util-ly Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Plusnet	1	1	-	-	0.24%Ta	-	-	-	-	-	-	-	-	0.03%	-	-	-	-	-	-	-	0.03%	-	-	0.04%	-
Other answers	26	23	3	1	-	-	6	1	1	-	-	-	-	26	-	-	-	-	-	-	-	4	12	7	13	14
	0.41%dfh	0.39%fh	0.26%	0.26%	-	-	1.13%Tabdh	0.10%	0.21%	-	-	-	-	0.84%Tqsu	-	-	-	-	-	-	-	0.52%	0.41%	0.35%	0.63%	0.33%
Invalid - Streaming service / on-demand / non-TV package	72	69	20	5	7	-	3	4	8	9	1	6	-	-	-	-	-	-	-	-	-	8	34	23	26	45
	1.13%fh	1.15%fh	1.72%fh	1.07%fh	2.06%fh	-	0.26%	0.74%	0.63%	1.76%fh	3.45%	6.17%Tabcd	-	-	-	-	-	-	-	-	-	1.06%	1.18%	1.16%	1.30%	1.08%
NET: BT/EE	522	511	296	151	6	-	21	2	11	21	-	-	-	355	355	1	-	-	167	522	86	230	154	159	347	
	8.22%dfghikqrs	8.44%Tdfghikm	26.07%Tadfhikm	35.56%Tabdfghikm	1.70%g	-	1.78%gh	0.28%	0.82%	4.17%dfghk	-	-	-	11.37%Tqrs	100.00%To	0.05%	-	-	100.00%Toqrs	100.00%Toqrs	11.75%Tw	7.95%	7.85%	7.94%	8.41%	
Not applicable - I don't have a pay TV service	2834	2635	539	165	291	*	189	326	398	330	16	80	6	29	-	-	-	-	-	-	-	292	1344	879	945	1802
	44.64%acthuvwz	43.54%cfh	47.43%Tadh	38.80%fh	81.19%Tabcdgh	100.00%	16.08%	58.73%Tabcdh	29.33%fh	64.90%Tabcdgh	52.21%	82.46%Tabcdgh	77.84%	73.89%Tabcdh	-	-	-	-	-	-	39.98%	46.41%Tvw	43.70%	47.24%Tz	43.65%	
Don't know	156	110	19	9	5	-	11	13	20	21	-	1	-	-	-	-	-	-	-	-	-	20	34	28	42	82
	2.45%afhopsuwz	1.82%fh	1.67%	2.20%	1.49%	-	0.98%	2.41%fh	1.45%	4.13%Tabcdh	-	1.18%	-	-	-	-	-	-	-	-	2.77%w	1.17%	1.39%	2.11%	1.99%	

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
NET: Had reason to complain	2155 33.95% ^{bfg} moq	1143 37.39% ^{Tb}	1002 30.65%	419 50.79% ^{Tdefg} hi	477 45.85% ^{Tefgh} i	391 38.81% ^{Tfghi}	308 29.80% ^{ghi}	249 25.15% ⁱ	180 23.12%	131 19.53%	620 38.42% ^{Tklm}	646 33.57%	432 33.01%	458 30.46%	1265 35.78% ^{To}	890 31.64%	1817 35.08% ^{Tq}	338 28.95%
Landline phone	338 5.32% ^{bgmo}	189 6.18% ^{Tb}	145 4.44%	63 7.60% ^{Tfgi}	62 5.99% ^g	62 6.10% ^g	43 4.19%	33 3.35%	44 5.64% ^g	31 4.59%	104 6.46% ^{Tlm}	108 5.62%	61 4.67%	65 4.29%	212 6.00% ^{To}	126 4.47%	278 5.37%	60 5.10%
Mobile phone	853 13.43% ^{bfg} oq	449 14.69% ^{Tb}	400 12.25%	213 25.78% ^{Tefgh} i	159 22.57% ^{Tefgh} i	111 15.74% ^{Tfghi}	39 10.78% ^{ghi}	70 7.03% ⁱ	39 5.05%	27 3.94%	265 16.46% ^{Tklm}	247 12.82%	154 11.77%	187 12.40%	512 14.48% ^{To}	341 12.11%	733 14.15% ^{Tq}	120 10.25%
Fixed broadband internet	1430 22.53% ^{bghim} oq	774 25.33% ^{Tb}	652 19.96%	250 30.33% ^{Tfghi}	308 29.59% ^{Tfghi}	275 27.29% ^{Tfghi}	211 20.44% ^{hi}	180 18.15% ⁱ	122 15.64%	84 12.56%	387 24.02% ^m	447 23.22% ^m	303 23.16% ^m	293 19.50%	834 23.59% ^{To}	596 21.20%	1215 23.46% ^{Tq}	215 18.40%
Pay TV	331 5.22% ^{bghimo} q	190 6.20% ^{Tb}	141 4.30%	81 9.81% ^{Tefghi}	91 8.75% ^{Tefghi}	58 5.76% ^{ghi}	41 3.96% ^g	23 2.28%	23 2.91%	15 2.26%	123 7.61% ^{Tklm}	91 4.73%	60 4.58%	58 3.83%	214 6.04% ^{To}	118 4.18%	286 5.52% ^{Tq}	45 3.87%
None of these	4194 66.05% ^{acde} np	1914 62.61%	2267 69.35% ^{Ta}	406 49.21%	563 54.15% ^c	617 61.19% ^{cd}	726 70.20% ^{Tcde}	741 74.85% ^{Tcdef}	600 76.88% ^{Tcdef}	541 80.47% ^{Tcdef} g	993 61.58%	1278 66.43% ^j	876 66.99% ^j	1047 69.54% ^{Tj}	2271 64.22%	1923 68.36% ^{Tn}	3363 64.92%	831 71.05% ^{tp}

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
NET: Had reason to complain	2155 33.95% b elq	1835 34.32% b	154 29.21%	104 34.89%	63 35.35%	154 29.21%	78 30.88%	253 36.29% e ijn o	176 33.83%	138 36.79% e ijn o	198 29.79%	104 34.89%	178 29.88%	368 44.57% Tefg h j k l m n o p q r	268 30.63%	168 30.49%	63 35.35%	1631 30.59%	504 52.96% Tq
Landline phone	338 5.32% q	298 5.58%	22 4.16%	11 3.68%	7 3.89%	22 4.16%	11 4.52%	30 4.31%	24 4.63%	28 5.00%	18 3.94%	11 3.68%	31 5.18%	72 8.74% Tefgh i j k l o p q r	55 6.24%	29 5.18%	7 3.89%	264 4.95%	69 7.23% Tq
Mobile phone	853 13.43% b eq	729 13.64% b	51 9.65%	49 16.35% b	24 13.54%	51 9.65%	24 9.51%	90 12.88%	70 13.45%	88 15.76% e f j n	52 11.17%	49 16.35% e f j n	71 11.84%	162 19.68% Tefg h j k l m n o p q r	103 11.71%	69 12.55%	24 13.54%	583 10.92%	262 27.55% Tq
Fixed broadband internet	1430 22.53% q	1216 22.75%	109 20.66%	65 21.71%	40 22.74%	109 20.66%	58 22.85%	166 23.84%	112 21.50%	126 22.54%	91 19.69%	65 21.71%	121 20.29%	249 30.18% Tefg h j k l m n o p q r	185 21.15%	107 19.41%	40 22.74%	1106 20.74%	314 32.92% Tq
Pay TV	331 5.22% q	288 5.39%	22 4.10%	16 5.23%	6 3.27%	22 4.10%	13 5.02%	45 6.50% l	31 6.01%	33 5.83%	20 4.28%	16 5.23%	24 3.96%	58 7.03% Teln	38 4.34%	27 4.84%	6 3.27%	253 4.74%	74 7.79% Tq
None of these	4194 66.05% m r	3511 65.68%	373 70.79% Ta	194 65.11%	115 64.65%	373 70.79% Tgim	176 69.12% m	445 63.71% m	344 66.17% m	353 63.21% m	325 70.21% gim	194 65.11% m	418 70.12% Tgim	458 55.43%	608 69.37% Tgim	384 69.51% gim	115 64.65% m	3702 69.41% Tr	448 47.04%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
NET: Had reason to complain	2155 33.95%k	1725 37.06%Tdjk	404 37.29%Tdk	146 45.68%Tabdfghk	71 29.28%	-	356 37.70%Tdk	145 32.58%k	366 38.69%Tdkg	171 40.72%Tdgk	6 31.76%	13 17.87%	-	3 8.72%
Landline phone	338 5.32%	335 7.20%Td	107 9.86%Tadfgh	28 8.74%Td	9 3.57%	-	60 6.36%	27 6.18%	60 6.30%	33 7.85%Td	-	3 3.85%	-	-
Mobile phone	853 13.43%gk	681 14.63%Tdgk	157 14.53%gk	67 21.13%Tabdfghk	24 9.99%	-	134 14.22%gk	43 9.59%	145 15.37%dgk	87 20.81%Tabdfghk	3 16.51%	3 3.53%	-	2 6.70%
Fixed broadband internet	1430 22.53%	1133 24.34%T	242 22.32%	92 28.73%Tbd	51 20.79%	-	248 26.24%Tb	107 23.97%	248 26.22%Tb	102 24.41%	2 10.04%	13 17.87%	-	1 2.01%
Pay TV	331 5.22%	308 6.61%Tgik	81 7.51%Tgik	28 8.63%Tdgik	10 4.08%	-	88 9.30%Tadgik	17 3.91%	65 6.84%Tgik	16 3.87%	1 5.21%	-	-	-
None of these	4194 66.05%abcghi	2930 62.94%c	679 62.71%c	173 54.32%	172 70.72%abcghi	-	589 62.30%c	300 67.42%achi	580 61.31%c	249 59.28%	14 68.24%	60 82.13%Tabcfgh	2 100.00%	26 91.28%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
NET: Had reason to complain	2155 33.95%t	2135 34.07%t	10 27.96%	440 35.24%tx	123 33.98%t	117 34.93%t	461 34.04%t	119 22.26%	211 39.01%Tnstx	3 41.42%	302 37.73%Tntx	60 28.01%	162 39.32%Tntx	49 35.11%t	464 34.08%t
Landline phone	338 5.32%	330 5.27%	3 9.00%	71 5.69%	18 4.86%	12 3.58%	72 5.28%	28 5.23%	20 3.78%	1 15.71%	45 5.59%	11 5.13%	35 8.55%Tnpqrstu A	6 4.09%	73 5.33%
Mobile phone	853 13.43%qt	848 13.53%qt	5 13.86%	175 14.03%qt	30 8.34%	42 12.51%t	193 14.27%qt	31 5.79%	97 17.93%Tnpqrxt z	1 14.81%	138 17.22%Tnqbxz	23 10.74%t	79 19.22%Tnpqrstx zA	13 9.15%	194 14.27%qt
Fixed broadband internet	1430 22.53%t	1420 22.66%Tt	9 25.73%	281 22.48%t	102 28.07%Tnpstux A	72 21.69%	302 22.31%t	89 16.58%	120 22.12%t	1 15.71%	198 24.69%t	42 19.61%	111 26.97%Tntx	36 25.76%t	303 22.28%t
Pay TV	331 5.22%rt	328 5.23%urt	2 5.68%	79 6.29%rtz	19 5.23%	8 2.34%	65 4.83%	18 3.39%	30 5.59%r	1 10.90%	37 4.67%	9 4.15%	46 11.25%Tnpqrstu wzA	2 1.72%	66 4.86%
None of these	4194 66.05%luy	4130 65.93%luy	25 72.04%	809 64.76%	239 66.02%	217 65.07%	894 65.96%u	415 77.74%Tnpqrstu wyzA	330 60.99%	4 58.58%	499 62.27%	153 71.99%puwy	250 60.68%	91 64.89%	898 65.92%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vul-nerable (v)	Poten-tially vul-nerable (w)	Least vul-nerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
NET: Had reason to complain	2155	2076	371	168	90	*	420	183	497	190	9	19	2	5	1235	179	658	69	313	98	276	320	933	680	695	1377
	33.95% ^d kmw	34.32% ^T dkm	32.59% ^d km	39.58% ^T abdjkm	25.22%	100.00%	35.81% ^d km	33.03% ^d km	36.60% ^T bdkm	37.38% ^d km	29.37%	19.19%	18.85%	13.38%	39.57% ^T s	50.37% ^T oqs	38.43% ^T oqs	48.39% ^T oqs	36.20%	58.47% ^T oqs	52.96% ^T oqs	43.93% ^T wx	32.23%	33.82%	34.74%	33.36%
Landline phone	338	332	94	38	8	-	60	31	61	26	-	4	-	221	47	100	16	55	22	70	58	172	73	112	212	
	5.32% ^{dx}	5.49% ^{Td}	8.29% ^{Ta} dfhi	8.97% ^{Ta} dfhi	2.29%	-	5.15% ^d	5.68% ^d	4.48%	5.14% ^d	-	4.07%	-	7.10% ^T q	13.38% ^{To} qs	5.82%	11.42% ^{Tq} s	6.33%	13.38% ^T oqs	13.38% ^{To} qs	7.93% ^{Tx}	5.94% ^{Tx}	3.62%	5.61%	5.14%	
Mobile phone	853	802	145	81	37	-	158	61	176	95	4	4	-	4	491	85	253	29	116	54	139	159	339	259	557	
	13.43% ^{kk} w	13.25% ^{kk}	12.76% ^{kk}	19.01% ^T abdfghk	10.29%	100.00%	13.45% ^{kk}	10.98%	12.94% ^{kk}	18.72% ^T abdfghk	13.24%	4.54%	-	9.65%	15.73% ^T s	24.00% ^T oqs	14.80%	20.23% ^T s	13.45%	32.15% ^T oqs	26.61% ^T wx	21.83% ^T	11.71%	12.86%	12.81%	13.49%
Fixed broadband internet	1430	1405	231	98	60	-	299	128	356	120	4	16	2	1	807	111	432	43	211	57	168	195	623	461	468	909
	22.53% ^d m	23.23% ^T bdm	20.32% ^{km} m	23.08% ^d m	16.82%	100.00%	25.47% ^T abdkm	23.08% ^d m	26.22% ^T abdkm	23.59% ^d m	12.66%	16.12%	18.85%	3.73%	25.85% ^T oqs	31.33% ^T oqs	25.27% ^T oqs	29.90% ^T oqs	24.40%	34.27% ^T oqs	32.27% ^T wx	26.77% ^T	21.50%	22.91%	23.41%	22.03%
Pay TV	331	324	72	32	6	-	99	19	67	21	1	-	-	306	50	167	16	70	18	68	54	159	92	101	213	
	5.22% ^{dg} k	5.35% ^{Td} gk	6.36% ^{dg} k	7.61% ^{Ta} dghik	1.79%	-	8.42% ^{Ta} dghik	3.34%	4.92% ^{dk}	4.21% ^{kk}	3.47%	-	-	-	9.82% ^T qs	14.07% ^{To} qs	9.77% ^T	11.52% ^T	8.14% ^T	10.64% ^T	12.97% ^{To} qs	7.38% ^{Tx}	5.48%	4.55%	5.04%	5.16%
None of these	4194	3974	767	257	268	-	753	371	861	318	21	79	7	33	1886	176	1054	74	552	69	245	409	1962	1331	1306	2752
	66.05% ^a chopqrt uv	65.68% ^c h	67.41% ^c h	60.42%	74.78% ^{Tabcf} ghi	-	64.19%	66.97% ^c	63.40%	62.62%	70.63%	80.81% ^T abcfghi	81.15%	86.62% ^T abcfghi	60.43% ^p rtu	49.63%	61.57% ^p rtu	51.61%	63.80% ^o prtuv	41.53%	47.04%	56.07%	67.77% ^T v	66.18% ^w	65.26%	66.64%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Landline phone																		
Total	4726	2338	2372	621	676	717	748	734	630	600	1213	1388	1013	1112	2601	2125	3814	912
Had reason to complain	338	189	145	63	62	62	43	33	44	31	104	108	61	65	212	126	278	60
	7.15% _{bjmo}	8.09% _{Tb}	6.12%	10.09% _{Tfgi}	9.22% _{Tfgi}	8.58% _{gi}	5.80%	4.52%	7.00% _g	5.15%	8.59% _{Tlm}	7.79%	6.03%	5.80%	8.16% _{To}	5.91%	7.30%	6.54%
Mobile phone																		
Total	6307	3038	3245	823	1040	1008	1030	985	767	653	1604	1909	1306	1487	3513	2793	5146	1160
Had reason to complain	853	449	400	213	235	159	111	70	39	27	265	247	154	187	512	341	733	120
	13.52% _{bfghi}	14.78% _{Tb}	12.34%	25.83% _{Tefgh}	22.57% _{Tefgh}	15.74% _{Tfghi}	10.81% _{ghl}	7.06% _i	5.14%	4.06%	16.55% _{Tklm}	12.92%	11.79%	12.55%	14.58% _{To}	12.19%	14.24% _{Tq}	10.33%
Fixed broadband																		
Total	6194	2983	3188	801	1018	989	1002	952	764	668	1582	1884	1284	1444	3466	2728	5058	1136
Had reason to complain	1430	774	652	250	308	275	211	180	122	84	387	447	303	293	834	596	1215	215
	23.09% _{bgghim}	25.96% _{Tb}	20.46%	31.21% _{Tfghi}	30.21% _{Tfghi}	27.83% _{Tfghi}	21.09% _{hli}	18.87% _i	15.99%	12.65%	24.49% _{um}	23.71% _{um}	23.59% _{um}	20.32%	24.07% _{To}	21.86%	24.03% _{Tq}	18.93%
Pay TV																		
Total	3443	1749	1684	597	565	540	567	474	372	327	958	976	774	735	1934	1509	2900	543
Had reason to complain	328	187	140	81	91	58	40	22	21	15	122	90	58	58	212	115	283	45
	9.51% _{bfghi}	10.67% _{Tb}	8.30%	13.54% _{Tfghi}	16.11% _{Tefgh}	10.74% _{fghi}	7.03%	4.58%	5.61%	4.63%	12.74% _{Tklm}	9.23%	7.44%	7.85%	10.97% _{To}	7.64%	9.75%	8.22%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Landline phone																			
Total	4726	3988	391	221	127	391	189	497	376	434	339	221	468	622	651	410	127	3952	727
Had reason to complain	338	298	22	11	7	22	11	30	24	28	18	11	31	72	55	29	7	264	69
	7.15% ^q	7.48%	5.61%	4.97%	5.46%	5.61%	6.07%	6.06%	6.41%	6.43%	5.38%	4.97%	6.60%	11.55% ^{Tefghijklp}	8.40%	6.98%	5.46%	6.68%	9.48% ^{Tq}
Mobile phone																			
Total	6307	5309	523	297	178	523	253	690	518	556	458	297	591	821	873	550	178	5293	950
Had reason to complain	353	729	51	49	24	51	24	90	70	88	52	49	71	162	103	69	24	583	262
	13.52% ^b	13.73% ^b	9.73%	16.45% ^b	13.54%	9.73%	9.54%	13.04%	13.51%	15.84% ^{efjn}	11.31%	16.45% ^{efjn}	11.95%	19.79% ^{Tefghjln}	11.75%	12.61%	13.54%	11.01%	27.62% ^{Tq}
Fixed broadband																			
Total	6194	5217	512	289	176	512	248	680	508	546	453	289	585	806	858	533	176	5206	930
Had reason to complain	1430	1216	109	65	40	109	58	166	112	126	91	65	121	249	185	107	40	1106	314
	23.09% ^q	23.32%	21.26%	22.43%	22.92%	21.26%	23.43%	24.49%	22.04%	23.06%	20.14%	22.43%	20.71%	30.89% ^{Tefghijklnop}	21.61%	20.10%	22.92%	21.25%	33.73% ^{Tq}
Pay TV																			
Total	3443	2902	283	161	97	283	144	395	286	325	255	161	304	474	464	255	97	2803	606
Had reason to complain	328	285	21	16	6	21	13	45	31	33	20	16	23	57	38	27	6	249	74
	9.51% ^q	9.82%	7.41%	9.68%	6.00%	7.41%	8.88%	11.27%	10.94%	10.03%	7.78%	9.68%	7.43%	11.97% ^{kl}	8.19%	10.48%	6.00%	8.88%	12.25% ^{Tq}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Landline phone														
Total	4726	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Had reason to complain	338 7.15%d	335 7.20%d	107 9.86%Tadfgh	28 8.74%d	9 3.57%	-	60 6.36%	27 6.18%	60 6.30%	33 7.85%d	-	3 3.85%	-	-
Mobile phone														
Total	6307	4615	1077	316	240	**	942	433	938	418	20**	72*	2**	29**
Had reason to complain	853 13.52%gk	681 14.75%Tdgk	157 14.61%gk	67 21.33%Tabdfghk	24 10.13%	-	134 14.27%gk	43 9.85%	145 15.51%dgk	87 20.87%Tabdfghk	3 16.51%	3 3.56%	-	2 6.70%
Fixed broadband														
Total	6194	4623	1074	316	243	**	944	444	939	416	19**	73*	2**	29**
Had reason to complain	1430 23.09%	1133 24.51%T	242 22.51%	92 29.08%Tbd	51 20.79%	-	248 26.28%T	107 24.03%	248 26.42%Tb	102 24.65%	2 10.59%	13 17.87%	-	1 2.01%
Pay TV														
Total	3443	2874	591	207	45*	**	822	188	796	160	10**	8**	1**	8**
Had reason to complain	328 9.51%	306 10.64%Th	80 13.55%Tah	28 13.29%h	10 22.25%Tafghi	-	88 10.70%	17 9.27%	65 8.12%	16 10.15%	1 10.64%	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Landline phone															
Total	4726	4649	32*	934	253	214	1035	427	372	5**	622	134	354	84*	1040
Had reason to complain	338	330	3	71	18	12	72	28	20	1	45	11	35	6	73
	7.15%	7.10%	9.94%	7.61%	6.96%	5.58%	6.91%	6.54%	5.50%	20.18%	7.20%	8.14%	9.93%Tnu	6.84%	6.98%
Mobile phone															
Total	6307	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Had reason to complain	853	848	5	175	30	42	193	31	97	1	138	23	79	13	194
	13.52%qt	13.53%qt	13.86%	14.03%qt	8.34%	12.51%t	14.27%qt	5.79%	17.93%Tnpqtx	14.81%	17.22%Tnqpxz	10.74%t	19.22%Tnpqstx	9.15%	14.27%qt
Fixed broadband															
Total	6194	6111	35*	1221	350	324	1334	523	515	7**	786	206	408	128	1340
Had reason to complain	1430	1420	9	281	102	72	302	89	120	1	198	42	111	36	303
	23.09%t	23.23%Tt	25.73%	23.01%t	29.04%TnpstxA	22.35%	22.67%t	16.91%	23.24%t	15.71%	25.17%t	20.25%	27.20%Tt	28.14%t	22.64%t
Pay TV															
Total	3443	3400	15**	712	162	121	817	282	290	6**	427	85*	348	49*	823
Had reason to complain	328	324	2	77	19	7	65	18	30	1	37	9	46	2	66
	9.51%	9.53%	12.85%	10.87%t	11.64%	5.70%	8.01%	6.43%	10.41%	12.33%	8.61%	10.44%	13.31%TrnstwA	4.87%	8.04%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier														Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions	
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Landline phone																										
Total	4726	4611	954	307	256	***	991	469	962	406	19**	79*	4**	29**	2652	324	1409	130	750	147	471	556	2267	1372	1497	3074
Had reason to complain	338	332	94	38	8	-	60	31	61	26	-	4	-	-	221	47	100	16	55	22	70	58	172	73	112	212
	7.15%dx	7.21%d	9.88%T	12.43%Ta	3.20%	-	6.10%	6.70%	6.33%	6.43%	-	5.03%	-	-	8.35%T	14.65%To	7.06%	12.58%Tq	7.30%	15.18%T	14.82%T	10.41%Tw	7.59%Tx	5.31%	7.51%	6.91%
Mobile phone																										
Total	6307	6009	1132	422	355	***	1169	541	1348	507	30**	97*	8**	39*	3105	354	1706	140	859	166	520	728	2872	2004	1982	4108
Had reason to complain	853	802	145	81	37	*	158	61	176	95	4	4	-	4	491	85	253	29	116	54	139	159	339	259	256	557
	13.52%kw	13.34%k	12.81%k	19.15%T	10.39%	100.00%	13.50%k	11.26%	13.03%k	18.77%T	13.24%	4.57%	-	9.65%	15.81%T	24.04%T	14.84%	20.70%T	13.55%	32.34%T	26.69%T	21.86%T	11.81%	12.90%	12.93%	13.56%
Fixed broadband																										
Total	6194	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3103	352	1702	143	862	165	518	694	2830	1973	1951	4034
Had reason to complain	1430	1405	231	98	60	*	299	128	356	120	4	16	2	1	807	111	432	43	211	57	168	195	623	461	468	909
	23.09%bdm	23.23%bdm	20.32%bm	23.08%dm	16.82%dm	100.00%	25.47%T	23.08%dm	26.22%T	23.59%dm	12.66%	16.12%	18.85%	3.73%	25.99%T	31.56%T	25.42%T	29.90%	24.50%	34.60%T	32.53%T	28.13%T	22.00%	23.35%	24.01%	22.54%
Pay TV																										
Total	3443	3347	578	255	60*	**	981	225	951	169	13**	11**	2**	10**	3120	355	1711	143	865	167	522	430	1517	1109	1030	2282
Had reason to complain	328	320	71	32	6	-	99	19	67	21	1	-	-	-	306	50	167	16	70	18	68	54	157	89	98	212
	9.51%h	9.57%h	12.29%T	12.65%h	10.68%	-	10.07%h	8.25%	7.02%	12.62%h	7.84%	-	-	-	9.82%	14.07%To	9.77%	11.52%	8.14%	10.64%	12.97%T	12.51%T	10.36%	8.05%	9.55%	9.29%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	337	193	141	55	65	54	44	36	46	37	116	100	58	63	216	121	275	62
Weighted base	338	189	145	63*	62*	62*	43*	33*	44*	31*	104	108*	61*	65*	212	126	278	60*
Effective base	316	181	132	51	62	51	42	34	44	36	111	93	55	59	202	114	258	59
The service not performing as it should, for example, poor call/line quality, loss of service	164	90	74	23	24	31	25	20	22	19	49	49	28	38	98	66	126	38
	48.42%p	47.44%	50.91%	35.93%	38.07%	50.65%	57.48% <i>c</i>	61.46% <i>cd</i>	50.65%	60.29% <i>cd</i>	46.76%	45.18%	45.64%	59.16%	45.95%	52.58%	45.18%	63.53% <i>TP</i>
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	107	56	50	22	24	19	15	10	13	5	33	32	20	22	65	42	93	14
	31.53% <i>h</i>	29.54%	34.33%	34.94%	37.85% <i>h</i>	30.30%	35.26%	29.28%	28.41%	15.95%	31.82%	29.31%	32.31%	34.05%	30.54%	33.20%	33.36%	22.99%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	83	52	29	27	11	16	9	4	10	6	25	24	18	16	49	34	75	9
	24.61% <i>q</i>	27.27%	19.83%	43.36% <i>Tdfgi</i>	17.24%	26.80%	20.27%	11.87%	23.82%	17.97%	23.93%	22.14%	30.03%	24.72%	23.02%	27.30%	26.82% <i>q</i>	14.27%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	76	43	34	17	21	18	4	5	6	5	27	23	15	11	50	26	61	16
	22.62% <i>f</i>	22.50%	23.33%	27.67% <i>f</i>	33.30% <i>Th</i>	29.88% <i>f</i>	9.51%	15.23%	13.32%	15.95%	26.10%	21.55%	23.79%	17.68%	23.78%	20.65%	21.84%	26.26%
Dissatisfaction with customer service from a previous occasion or contact	60	33	28	12	18	9	7	5	6	5	21	23	9	7	44	17	48	12
	17.87%	17.23%	19.16%	18.76%	28.67% <i>T</i>	14.37%	15.55%	14.52%	12.55%	15.68%	20.10%	21.19%	14.93%	11.50%	20.66%	13.17%	17.30%	20.56%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

Total (T)	Gender		Age					Social Grade					Area type					
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Weighted base	338	189	145	63*	62*	62*	43*	33*	44*	31*	104	108*	61*	65*	212	126	278	60*
Something else (please specify)	22	16	6	-	1	5	2	4	8	2	8	7	3	4	14	8	17	5
	6.43%	8.23%	4.25%	-	1.73%	7.46% ^c	4.33%	13.45% ^{cd}	18.55% ^{Tcdf}	5.03%	7.22%	6.14%	5.56%	6.46%	6.67%	6.02%	6.12%	7.90%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	Ni (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	337	293	24	12	8	24	12	31	25	28	18	12	30	70	48	31	8	274	59
Weighted base	338	298	22**	11**	7**	22**	11**	30**	24**	28**	18**	11**	31**	72*	55*	29**	7**	264	69*
Effective base	316	275	23	12	8	23	12	29	24	26	17	12	29	65	45	30	8	259	55
The service not performing as it should, for example, poor call/line quality, loss of service	164 48.42% ^m	145 48.69%	10 45.67%	6 51.10%	3 40.93%	10 45.67%	5 46.19%	18 58.59%	16 64.94%	12 43.32%	10 57.24%	6 51.10%	13 41.43%	27 37.35%	32 58.54% ^m	12 43.03%	3 40.93%	134 50.65%	27 33.78%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	107 31.53% ^q	92 30.99%	6 29.33%	5 41.69%	3 45.66%	6 29.33%	6 51.25%	7 24.61%	7 28.21%	10 35.36%	5 27.54%	5 41.69%	10 32.32%	23 32.11%	13 23.91%	11 39.13%	3 45.66%	77 29.08%	30 43.22% ^{Tq}
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	83 24.61%	75 25.08%	5 23.15%	2 15.31%	2 23.76%	5 23.15%	3 25.49%	8 25.35%	4 14.95%	13 47.08%	2 12.75%	2 15.31%	9 28.26%	18 25.54%	12 22.13%	6 20.59%	2 23.76%	61 22.93%	20 29.16%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	76 22.62%	71 23.83%	4 17.36%	1 7.62%	1 10.77%	4 17.36%	1 7.80%	9 30.48%	3 13.60%	6 20.59%	1 8.16%	1 7.62%	9 27.71%	23 32.48% ^T	13 24.04%	5 18.65%	1 10.77%	56 21.02%	20 28.84%
Dissatisfaction with customer service from a previous occasion or contact	60 17.87% ^q	52 17.47%	3 14.42%	5 47.02%	-	3 14.42%	1 10.79%	4 14.35%	5 20.03%	2 6.60%	2 12.10%	5 47.02%	8 27.18%	18 24.35%	7 13.52%	4 15.00%	-	42 15.84%	19 26.94%

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	338	296	22**	11**	7**	22**	11**	30**	24**	28**	18**	11**	31**	72*	55*	29**	7**	264	69*
Something else (please specify)	22 6.43%	19 6.47%	1 6.42%	-	1 14.94%	1 6.42%	-	2 7.06%	4 15.56%	1 3.70%	-	-	3 9.92%	3 4.43%	2 3.16%	4 15.35%	1 14.94%	18 6.67%	4 5.99%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	337	335	110	28	9	-	58	28	58	31	-	3	-	-
Weighted base	338	335	107	28**	9**	**	60*	27**	60*	33**	**	3**	**	**
Effective base	316	314	102	27	8	-	54	26	55	30	-	3	-	-
The service not performing as it should, for example, poor call/line quality, loss of service	164 48.42%	164 48.82%	58 54.15%	12 41.96%	6 67.74%	-	26 42.65%	14 49.95%	27 44.61%	15 44.64%	-	3 100.00%	-	-
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	107 31.53%	107 31.79%	37 34.57%	7 25.33%	2 23.24%	-	20 33.57%	9 33.05%	21 34.85%	7 20.90%	-	1 42.53%	-	-
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	83 24.61%a	80 23.98%	21 19.75%	13 45.20%	5 51.84%	-	15 25.16%	2 6.72%	10 16.53%	12 37.03%	-	1 42.53%	-	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	76 22.62%h	76 22.81%h	25 23.21%	6 22.14%	4 50.63%	-	17 27.85%h	5 18.44%	7 11.18%	10 29.66%	-	2 70.00%	-	-
Disatisfaction with customer service from a previous occasion or contact	60 17.87%	60 18.02%	19 17.52%	5 19.19%	1 12.61%	-	14 22.93%	2 9.05%	9 15.29%	7 20.59%	-	1 42.53%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total landline (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	338	335	107	28**	9**	..*	60*	27**	60*	33**	..*	3**	..*	..*
Something else (please specify)	22	22	8	2	-	-	2	7	-	-	-	-	-	-
	6.43%	6.48%	7.93%	5.69%	-	-	3.82%	6.83%	11.30%	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	337	328	3	71	18	11	73	30	20	1	43	11	32	6	74
Weighted base	338	330	3**	71*	18**	12**	72*	28**	20**	1**	45*	11**	35**	6**	73*
Effective base	316	308	3	66	17	10	69	28	18	1	41	10	30	5	70
The service not performing as it should, for example, poor calltime quality, loss of service	164 48.42%	159 48.15%	3 100.00%	36 51.04%	8 47.50%	7 61.49%	27 37.94%	17 59.55%	8 39.80%	1 100.00%	22 49.74%	5 46.97%	14 39.44%	4 63.20%	28 38.86%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	107 31.53%	105 31.96%	-	25 35.80%	7 39.83%	-	25 35.10%	4 14.17%	10 47.83%	-	18 40.23%	3 29.71%	7 18.64%	1 23.35%	25 34.58%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	83 24.61%	81 24.50%	1 34.23%	21 29.71%	5 30.86%	6 51.04%	14 19.18%	6 22.22%	6 27.09%	-	13 28.74%	2 19.03%	6 16.83%	-	14 18.90%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	76 22.62%	75 22.75%	1 33.93%	20 27.93%	7 42.60%	4 29.33%	14 19.29%	4 13.37%	2 7.87%	-	12 26.64%	-	10 27.54%	2 28.51%	14 19.00%
Dissatisfaction with customer service from a previous occasion or contact	60 17.87%	60 18.30%	-	14 19.82%	3 16.57%	4 37.24%	8 11.62%	4 15.75%	3 16.72%	-	8 18.79%	1 10.46%	12 33.62%	1 9.89%	8 11.44%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	338	330	3**	71*	18**	12**	72*	28**	20**	1**	45*	11**	35**	6**	73*
Something else (please specify)	22 6.43%	21 6.40%	-	5 7.33%	1 4.91%	-	6 7.96%	3 11.55%	-	-	2 4.33%	2 14.31%	1 3.07%	2 26.91%	6 7.84%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	337	332	97	39	9	-	59	31	60	25	-	4	-	-	217	49	97	15	52	22	71	60	174	71	117	209
Weighted base	338	332	94*	38*	8**	-**	60*	31**	61*	26**	-**	4**	-**	-**	221	47*	100*	16**	55*	22**	70*	58*	172	73*	112	212
Effective base	316	311	91	37	9	-	55	29	57	24	-	4	-	-	204	46	90	14	49	21	67	56	164	67	110	197
The service not performing as it should, for example, poor callline quality, loss of service	164	164	51	15	6	-	24	16	28	14	-	4	-	-	101	23	43	8	25	8	31	28	76	43	59	103
	48.42%	49.22%T	53.79%	39.80%	79.14%	-	40.18%	52.03%	45.38%	54.61%	-	100.00%	-	-	45.38%	49.50%	43.71%	49.66%	46.37%	34.32%	44.64%	48.37%	44.33%	58.87%w	52.42%	48.43%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	107	107	29	12	2	-	19	12	22	5	-	1	-	-	80	16	33	7	22	6	21	23	54	20	36	64
	31.53%	32.05%	30.77%	32.21%	24.67%	-	31.88%	39.31%	35.62%	20.58%	-	30.18%	-	-	36.15%T	33.18%	33.00%	45.35%	39.46%	24.71%	30.47%	40.02%	31.53%	27.62%	32.44%	30.31%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	83	79	19	14	3	-	15	3	10	11	-	1	-	-	48	15	20	3	9	11	27	17	48	12	29	51
	24.61%a	23.63%	20.12%	37.60%a	39.59%	-	24.39%	11.04%	15.90%	42.00%	-	30.18%	-	-	21.81%	32.61%	20.35%	21.27%	16.60%	50.65%	38.38%T	28.68%	27.63%	16.03%	25.46%	23.81%
				bh																oq						
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	76	76	24	12	3	-	15	5	9	5	-	2	-	-	53	13	29	4	7	11	24	15	42	12	22	49
	22.62%	22.99%	25.51%	30.56%	37.31%	-	25.53%	16.96%	14.47%	20.14%	-	49.67%	-	-	24.00%r	27.45%	29.13%r	26.97%	12.26%	48.26%	34.11%T	26.52%	24.19%	16.60%	19.44%	23.28%
																				os						

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	338	332	94*	38*	8**	**	60*	31**	61*	26**	**	4**	**	**	221	47*	100*	16**	55*	22**	70*	58*	172	73*	112	212
Dissatisfaction with customer service from a previous occasion or contact	60	60	12	9	-	-	14	5	10	7	-	1	-	-	38	7	18	4	7	7	14	10	32	10	20	37
	17.87%	18.17%	13.13%	24.35%	-	-	23.11%	15.98%	16.23%	25.96%	-	30.18%	-	-	16.95%	14.16%	18.47%	22.69%	13.10%	31.11%	19.58%	18.13%	18.35%	13.91%	17.47%	17.30%
Something else (please specify)	22	21	8	2	-	-	2	2	8	-	-	-	-	-	14	1	5	1	6	-	1	1	12	8	10	12
	6.43% _u	6.26%	8.02%	4.17%	-	-	3.80%	5.96%	12.33%	-	-	-	-	-	6.29% _u	1.31%	4.90%	5.16%	10.72% _u	-	0.89%	2.08%	7.05%	10.53%	8.66%	5.65%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	337	193	141	55	65	54	44	36	46	37	116	100	58	63	216	121	275	62
Weighted base	338	189	145	63*	62*	62*	43*	33*	44*	31*	104	108*	61*	65*	212	126	278	60*
Effective base	316	181	132	51	62	51	42	34	44	36	111	93	55	59	202	114	258	59
NET: Yes	251	145	102	49	48	48	31	21	29	24	84	81	45	42	165	87	206	46
	74.38%	76.94%	70.41%	77.66%	77.43%	78.37%	72.57%	64.44%	66.73%	77.75%	80.41% ^m	74.70%	73.93%	64.53%	77.51%	69.10%	73.86%	76.82%
Yes - to my landline provider	237	134	99	41	45	44	31	21	29	23	79	77	40	42	155	81	191	46
	69.98%	70.90%	68.04%	65.54%	72.96%	72.14%	72.57%	64.44%	66.73%	75.68%	75.35%	71.01%	64.78%	64.53%	73.14%	64.65%	68.52%	76.82%
Yes - to Ofcom	42	30	11	12	14	10	4	1	-	-	14	13	10	5	27	15	41	1
	12.33% ^{bbhiq}	16.13% ^{Tb}	7.70%	19.63% ^{ghi}	23.19% ^{Tghi}	16.68% ^{lhi}	8.22%	3.30%	-	-	13.37%	11.91%	16.79%	7.13%	12.63%	11.83%	14.65% ^{Tq}	1.48%
Yes - other (please specify)	3	3	-	-	-	2	-	-	1	1	2	-	2	-	2	2	2	1
	0.95%	1.70%	-	-	-	2.55%	-	-	2.27%	2.07%	1.57%	-	2.56%	-	0.77%	1.25%	0.79%	1.68%
No	84	42	42	13	14	13	12	12	15	7	20	26	15	23	46	38	71	14
	24.98%	22.31%	29.09%	20.06%	22.57%	20.44%	27.43%	35.56%	33.27%	22.25%	19.59%	23.98%	24.88%	35.47% ^{Tj}	21.82%	30.32%	25.37%	23.18%
Don't know	2	1	1	1	-	1	-	-	-	-	-	1	1	-	1	1	2	-
	0.64%	0.75%	0.50%	2.27%	-	1.19%	-	-	-	-	-	1.32%	1.20%	-	0.67%	0.58%	0.78%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	337	293	24	12	8	24	12	31	25	28	18	12	30	70	48	31	8	274	59
Weighted base	338	298	22**	11**	7**	22**	11**	30**	24**	28**	18**	11**	31**	72*	55*	29**	7**	264	69*
Effective base	316	275	23	12	8	23	12	29	24	26	17	12	29	65	45	30	8	259	55
NET: Yes	251 74.38%q	220 73.72%	16 71.03%	11 100.00%	5 72.97%	16 71.03%	8 65.53%	20 67.61%	16 65.15%	20 72.06%	15 81.85%	11 100.00%	23 73.79%	57 79.53%	40 74.06%	21 71.67%	5 72.97%	188 71.24%	59 86.12%Tq
Yes - to my landline provider	237 69.98%	207 69.39%	14 62.11%	11 100.00%	5 72.97%	14 62.11%	6 56.50%	17 57.33%	11 46.48%	20 72.06%	15 81.85%	11 100.00%	23 73.79%	54 74.55%	40 72.81%	21 71.67%	5 72.97%	181 68.63%	51 74.55%
Yes - to Ofcom	42 12.33%q	37 12.53%	3 12.35%	2 14.72%	-	3 12.35%	2 19.82%	3 10.28%	3 12.16%	4 13.30%	2 10.87%	2 14.72%	-	13 18.43%	9 16.38%	1 3.85%	-	24 9.18%	17 25.31%Tq
Yes - other (please specify)	3 0.95%q	3 1.08%	-	-	-	-	-	-	2 6.51%	-	-	-	1 3.24%	1 0.89%	-	-	-	1 0.24%	3 3.73%q
No	84 24.98%r	78 26.04%	5 22.46%	-	2 27.03%	5 22.46%	4 34.47%	10 32.39%	8 34.85%	8 27.94%	3 18.15%	-	8 26.21%	14 19.45%	14 25.94%	8 28.33%	2 27.03%	75 28.48%Tr	8 11.82%
Don't know	2 0.64%aq	1 0.25%	1 6.51%	-	-	1 6.51%	-	-	-	-	-	-	-	1 1.02%	-	-	-	1 0.28%	1 2.07%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	337	335	110	28	9	-	58	28	58	31	-	3	-	-
Weighted base	338	335	107	28**	9**	-.**	60*	27**	60*	33**	-.**	3**	-.**	-.**
Effective base	316	314	102	27	8	-	54	26	55	30	-	3	-	-
NET: Yes	251	249	87	21	7	-	46	22	34	25	-	3	-	-
	74.38%h	74.17%h	81.49%Tah	76.42%	79.83%	-	76.78%h	80.59%	57.47%	74.73%	-	100.00%	-	-
Yes - to my landline provider	237	234	86	18	6	-	42	21	30	24	-	3	-	-
	69.98%h	69.73%h	80.89%Tah	65.87%	67.22%	-	69.54%h	76.31%	50.77%	72.74%	-	100.00%	-	-
Yes - to Ofcom	42	42	11	5	2	-	11	2	5	5	-	-	-	-
	12.33%	12.43%	10.27%	17.67%	28.11%	-	18.66%	7.02%	8.19%	16.15%	-	-	-	-
Yes - other (please specify)	3	3	1	-	-	-	-	-	2	-	-	-	-	-
	0.95%	0.96%	0.60%	-	-	-	-	-	2.63%	-	-	-	-	-
No	84	84	20	7	2	-	13	5	24	8	-	-	-	-
	24.98%	25.19%	18.51%	23.58%	20.17%	-	22.00%	19.41%	40.14%Tabf	25.27%	-	-	-	-
Don't know	2	2	-	-	-	-	1	-	1	-	-	-	-	-
	0.64%	0.64%	-	-	-	-	1.22%	-	2.39%	-	-	-	-	-

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	337	328	3	71	18	11	73	30	20	1	43	11	32	6	74
Weighted base	338	330	3**	71*	18**	12**	72*	28**	20**	1**	45*	11**	35**	6**	73*
Effective base	316	308	3	66	17	10	69	28	18	1	41	10	30	5	70
NET: Yes	251 74.38%	244 74.05%	2 68.16%	58 81.40% ^{sA}	16 90.81%	10 82.77%	47 65.61%	22 79.19%	17 81.39%	1 100.00%	30 66.00%	6 51.84%	26 72.65%	4 75.37%	48 66.13%
Yes - to my landline provider	237 69.98%	229 69.55%	2 68.16%	50 70.82%	16 90.81%	9 73.59%	45 63.19%	22 79.19%	16 76.32%	1 100.00%	28 63.38%	6 51.84%	23 66.12%	4 75.37%	46 63.73%
Yes - to Ofcom	42 12.33%	42 12.63%	1 33.93%	9 13.11%	3 18.86%	2 19.76%	9 12.33%	1 2.62%	2 8.61%	-	6 14.30%	1 10.02%	7 19.34%	-	9 12.15%
Yes - other (please specify)	3 0.95%	3 0.97%	-	2 3.10%	-	1 8.39%	-	-	-	-	-	-	-	-	-
No	84 24.98%	83 25.30%	1 31.84%	13 18.60%	2 9.19%	2 17.23%	23 32.39%	6 20.81%	4 18.61%	-	15 34.00%	5 48.16%	9 25.27%	1 24.63%	23 31.91%
Don't know	2 0.64%	2 0.65%	-	-	-	-	1 1.99%	-	-	-	-	-	1 2.09%	-	1 1.96%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Potentially vulnerable (v)	Least vulnerable (w)	Yes (y)	No (z)
Unweighted base	337	332	97	39	9	-	59	31	60	25	-	4	-	217	49	97	15	52	22	71	60	174	71	117	209
Weighted base	338	332	94*	38*	8**	**	60*	31**	61*	26**	-**	4**	-**	221	47*	100*	16**	55*	22**	70*	58*	172	73*	112	212
Effective base	316	311	91	37	9	-	55	29	57	24	-	4	-	204	46	90	14	49	21	67	56	164	67	110	197
NET: Yes	251	248	77	33	4	-	45	22	36	21	-	4	-	164	41	78	12	30	21	62	51	122	58	83	161
	74.38% ^s	74.50% ^h	81.31% ^{ah}	86.06% ^h	54.92% ^h	-	74.30% ^h	70.44% ^h	58.72% ^h	80.28% ^h	-	100.00% ^h	-	74.21% ^{os}	86.49% ^T	78.13% ^{os}	75.55% ^h	54.50% ^h	93.55% ^{os}	88.75% ^T	88.60% ^T	71.13% ^h	79.37% ^h	73.93% ^h	75.93% ^h
Yes - to my landline provider	237	233	75	27	4	-	43	21	32	21	-	4	-	153	40	73	10	26	18	58	45	116	56	80	152
	69.98% ^h	70.03% ^h	79.92% ^T	70.52% ^h	54.92% ^h	-	70.34% ^h	66.96% ^h	51.94% ^h	80.28% ^h	-	100.00% ^h	-	69.11% ^{os}	85.06% ^T	73.75% ^{os}	62.50% ^h	46.96% ^h	80.45% ^{os}	83.58% ^T	77.57% ^T	67.50% ^h	76.32% ^h	71.55% ^h	71.54% ^h
Yes - to Ofcom	42	42	10	9	1	-	8	5	6	-	-	-	-	30	10	12	4	5	6	16	16	20	5	12	26
	12.33% ^h	12.54% ^h	10.78% ^{ah}	23.69% ^T	16.45% ^h	-	13.78% ^h	5.87% ^h	8.25% ^h	22.75% ^h	-	-	-	13.65% ^{os}	20.62% ^h	11.67% ^{os}	23.36% ^h	9.16% ^h	27.09% ^{os}	22.69% ^T	27.77% ^T	11.44% ^h	6.45% ^h	10.27% ^h	12.27% ^h
Yes - other (please specify)	3	3	1	-	-	-	-	2	-	-	-	-	-	2	-	-	-	2	-	-	-	1	2	1	2
	0.95% ^h	0.96% ^h	0.68% ^h	-	-	-	-	2.58% ^h	-	-	-	-	-	0.71% ^h	-	-	-	2.86% ^h	-	-	-	0.37% ^h	2.15% ^h	0.89% ^h	1.04% ^h
No	84	83	18	5	4	-	15	8	5	-	-	-	-	55	6	22	4	24	1	7	7	50	15	29	51
	24.98% ^{uv}	24.85% ^p	18.69% ^h	13.94% ^h	45.08% ^h	-	24.49% ^h	25.03% ^{abc}	41.28% ^T	19.72% ^h	-	-	-	24.81% ^u	11.97% ^p	21.87% ^h	24.45% ^h	42.90% ^{To}	6.45% ^h	10.20% ^h	11.40% ^h	28.87% ^v	20.63% ^h	26.07% ^h	24.07% ^h
Don't know	2	2	-	-	-	-	1	1	-	-	-	-	-	2	1	-	-	1	-	1	-	-	-	-	-
	0.64% ^h	0.65% ^h	-	-	-	-	1.21% ^h	4.53% ^h	-	-	-	-	-	0.97% ^h	1.54% ^h	-	-	2.60% ^h	-	1.05% ^h	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	86	45	41	11	13	11	13	13	16	9	23	26	15	22	49	37	73	13
Weighted base	84*	42*	42*	13**	14**	13**	12**	12**	15**	7**	20**	26**	15**	23**	46*	38*	71*	14**
Effective base	81	43	38	10	13	11	12	13	15	9	22	24	14	21	46	35	68	13
It's not worth the hassle	32	16	16	2	6	5	8	5	3	2	9	11	6	7	20	12	25	7
	38.40%	39.05%	37.75%	19.69%	45.51%	41.51%	65.04%	41.12%	23.83%	32.69%	42.96%	43.74%	36.38%	29.62%	43.40%	32.32%	35.99%	50.71%
The problem resolved itself	18	10	8	5	3	1	-	3	5	1	3	3	4	7	11	15	3	3
	20.77%	23.40%	18.15%	36.62%	24.83%	10.08%	-	23.72%	31.41%	11.26%	16.25%	12.43%	29.32%	28.59%	14.11%	28.88%	20.71%	21.10%
I didn't have the time	16	9	7	7	1	2	4	-	2	-	3	10	1	2	13	3	13	3
	19.50%	21.28%	17.73%	55.14%	7.67%	18.16%	36.29%	-	12.64%	-	13.16%	39.83%	7.93%	9.81%	28.08%	9.06%	18.68%	23.69%
They wouldn't do anything anyway	16	11	5	-	2	3	6	3	1	1	4	3	2	6	7	8	11	4
	18.45%	25.37%	11.54%	-	15.16%	27.54%	48.84%	21.52%	5.89%	11.26%	19.49%	12.16%	14.48%	27.29%	15.39%	22.18%	15.81%	31.95%
I/ someone else sorted the problem out	8	3	5	1	1	3	1	1	-	1	4	1	1	5	2	6	2	2
	9.09%	6.39%	11.79%	7.11%	7.72%	20.50%	10.49%	7.45%	-	14.43%	19.87%	4.81%	7.14%	11.45%	6.22%	7.81%	15.66%	
I could not get through to my provider	7	5	2	-	2	1	2	-	-	1	2	1	-	5	2	5	5	1
	7.97%	11.90%	4.03%	-	15.46%	10.22%	16.57%	-	-	18.83%	7.65%	2.22%	-	20.05%	4.61%	12.04%	7.70%	9.30%
I did not know where to go who to complain to	5	2	2	-	3	-	-	1	1	-	3	-	-	2	3	2	3	1
	5.47%	5.80%	5.14%	-	20.44%	-	-	5.26%	7.64%	-	12.73%	-	-	8.81%	5.61%	5.29%	4.95%	8.10%
Other (please specify)	9	3	6	-	-	-	1	4	3	2	2	2	5	1	3	6	7	2
	10.97%	6.62%	15.31%	-	-	-	8.27%	33.80%	18.59%	22.78%	8.11%	6.75%	31.01%	4.99%	7.35%	15.37%	10.01%	15.86%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity				
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	East-ern (k)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	86	78	6	-	2	6	4	11	9	8	3	8	14	13	8	2	79	6
Weighted base	84*	78*	5**	..	2**	5**	4**	10**	8**	8**	3**	8**	14**	14**	8**	2**	75*	8**
Effective base	81	73	6	-	2	6	4	11	6	7	3	8	12	13	8	2	75	6
It's not worth the hassle	32	27	3	-	2	3	2	4	3	3	1	3	3	5	3	2	29	3
	38.40%	35.25%	64.74%	-	100.00%	64.74%	46.84%	44.24%	33.05%	34.07%	34.01%	36.28%	22.09%	36.09%	42.99%	100.00%	38.74%	40.39%
The problem resolved itself	18	17	1	-	-	1	-	4	3	2	-	2	2	4	-	-	15	2
	20.77%	21.30%	20.38%	-	-	20.38%	-	37.33%	33.08%	27.45%	-	20.33%	17.51%	27.31%	-	-	20.01%	30.59%
I didn't have the time	16	16	1	-	-	1	1	-	1	2	1	2	3	1	5	-	13	3
	19.50%	19.98%	19.30%	-	-	19.30%	26.90%	-	8.54%	23.01%	34.01%	28.20%	20.43%	8.17%	55.52%	-	17.56%	40.00%
They wouldn't do anything anyway	16	15	-	-	1	-	1	4	2	1	1	1	1	1	3	1	16	-
	18.45%	18.71%	-	-	56.43%	-	26.27%	38.01%	25.33%	13.24%	34.01%	13.81%	4.30%	6.08%	35.81%	56.43%	20.71%	-
I/ someone else sorted the problem out	8	6	1	-	-	1	-	1	-	-	1	-	-	2	1	-	7	1
	9.09%	8.28%	25.37%	-	-	25.37%	-	9.01%	-	-	38.97%	11.04%	-	14.65%	15.84%	-	9.02%	10.98%
I could not get through to my provider	7	7	-	-	-	-	-	1	-	2	1	-	1	1	1	-	6	-
	7.97%	8.66%	-	-	-	-	-	8.64%	-	23.10%	34.01%	-	4.11%	7.70%	15.84%	-	7.50%	-
I did not know where to go/ who to complain to	5	5	-	-	-	-	-	-	1	-	1	-	-	-	2	-	5	-
	5.47%	5.94%	-	-	-	-	-	-	11.05%	-	27.02%	12.97%	-	-	21.45%	-	6.14%	-
Other (please specify)	9	9	-	-	-	-	2	-	1	-	-	2	4	-	-	-	9	-
	10.97%	11.93%	-	-	-	-	16.97%	-	12.61%	-	27.07%	31.56%	-	-	-	-	12.31%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (f)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	86	86	21	6	2	-	12	6	25	8	-	-	-	-
Weighted base	84*	84*	20**	7**	2**	**	13**	5**	24**	8**	**	**	**	**
Effective base	81	81	20	6	2	-	11	6	24	8	-	-	-	-
It's not worth the hassle	32 38.40%	32 38.40%	11 56.95%	1 13.58%	1 59.04%	-	3 20.43%	3 62.51%	9 38.23%	2 24.56%	-	-	-	-
The problem resolved itself	18 20.77%	18 20.77%	2 12.28%	3 53.14%	1 59.04%	-	1 9.69%	-	4 16.91%	4 51.68%	-	-	-	-
I didn't have the time	16 19.50%	16 19.50%	7 34.87%	1 16.58%	-	-	2 15.87%	1 20.97%	5 22.02%	-	-	-	-	-
They wouldn't do anything anyway	16 18.45%	16 18.45%	7 33.35%	-	-	-	1 9.16%	2 32.60%	6 25.25%	-	-	-	-	-
I/ someone else sorted the problem out	8 9.09%	8 9.09%	1 4.45%	1 13.58%	-	-	2 15.25%	1 9.68%	1 5.40%	1 11.93%	-	-	-	-
I could not get through to my provider	7 7.97%	7 7.97%	-	-	1 40.96%	-	2 17.96%	-	4 15.18%	-	-	-	-	-
I did not know where to go/ who to complain to	5 5.47%	5 5.47%	1 5.67%	1 13.61%	-	-	1 7.94%	1 11.63%	1 3.88%	-	-	-	-	-
Other (please specify)	9 10.97%	9 10.97%	1 5.26%	1 16.66%	-	-	2 13.42%	2 37.49%	1 3.70%	1 11.83%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Voda-fone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/Virgin Mobile (A)
Unweighted base	86	85	1	13	2	2	26	6	4	14	6	7	2	26
Weighted base	84*	83*	1**	13**	2**	2**	23**	6**	4**	15**	5**	9**	1**	23**
Effective base	81	80	1	12	2	2	25	6	4	13	6	6	2	25
It's not worth the hassle	32 38.40%	32 38.84%	-	1 10.88%	1 53.47%	2 100.00%	12 51.05%	2 39.00%	1 35.76%	7 43.10%	1 25.82%	3 35.64%	1 45.38%	12 51.05%
The problem resolved itself	18 20.77%	17 19.87%	1 100.00%	5 36.43%	1 46.53%	-	2 9.17%	1 13.25%	2 64.24%	2 10.48%	1 17.42%	1 14.43%	-	2 9.17%
I didn't have the time	16 19.50%	16 19.72%	-	2 14.06%	-	1 54.85%	3 12.22%	1 19.25%	-	5 34.29%	-	3 35.78%	-	3 12.22%
They wouldn't do anything anyway	16 18.45%	16 18.66%	-	3 24.55%	-	1 54.85%	3 13.38%	3 49.10%	-	3 21.62%	-	1 12.15%	-	3 13.38%
I/ someone else sorted the problem out	8 9.09%	8 9.20%	-	2 14.97%	-	-	1 5.38%	-	-	2 15.00%	-	1 14.47%	-	3 5.38%
I could not get through to my provider	7 7.97%	7 8.06%	-	-	-	1 54.85%	3 10.83%	-	-	2 11.83%	-	1 14.47%	-	3 10.83%
I did not know where to go/ who to complain to	5 5.47%	5 5.53%	-	1 8.47%	-	1 45.15%	2 6.54%	-	-	-	-	1 11.83%	-	2 6.54%
Other (please specify)	9 10.97%	9 11.09%	-	1 8.30%	-	-	3 14.54%	1 17.89%	-	-	3 56.77%	-	1 54.62%	3 14.54%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)
Unweighted base	86	84	18	6	4	-	13	8	26	6	-	-	-	54	6	21	3	24	2	8	7	52	16	31	52
Weighted base	84*	83*	18**	5**	4**	-**	15**	8**	25**	5**	-**	-**	-**	55*	6**	22**	4**	24**	1**	7**	7**	50*	15**	29**	51*
Effective base	81	79	17	6	4	-	12	7	25	6	-	-	-	51	6	19	3	23	2	8	7	49	15	29	50
It's not worth the hassle	32	32	10	1	1	-	3	4	10	2	-	-	-	18	2	5	1	10	1	4	4	19	7	11	20
	38.40%	39.24%	55.35%	27.10%	28.04%	-	18.27%	54.36%	40.52%	31.99%	-	-	-	32.97%	36.76%	21.75%	27.99%	43.30%	100.00%	49.54%	60.55%	39.18%	45.90%	39.07%	39.38%
The problem resolved itself	18	18	3	2	2	-	3	2	3	2	-	-	-	11	2	2	3	4	1	3	1	10	1	7	10
	20.77%	21.23%	15.87%	46.59%	59.91%	-	19.26%	20.26%	12.46%	29.64%	-	-	-	19.47%	34.33%	7.21%	72.01%	18.31%	100.00%	47.60%	13.88%	19.95%	5.16%	25.22%	19.86%
I didn't have the time	16	15	3	-	1	-	2	2	6	-	-	-	-	12	2	4	1	5	-	2	1	9	4	1	13
	19.50%	17.74%	18.74%	-	20.63%	-	14.18%	26.24%	25.57%	-	-	-	-	22.51%	31.36%	19.32%	27.99%	22.40%	-	25.02%	16.96%	17.51%	25.49%	3.85%	25.90%
They wouldn't do anything anyway	16	16	7	1	-	-	1	2	5	-	-	-	-	10	1	3	1	4	-	1	2	8	4	8	8
	18.45%	18.85%	37.38%	15.88%	-	-	8.19%	22.07%	20.68%	-	-	-	-	18.08%	18.55%	15.77%	27.99%	18.43%	-	14.80%	26.10%	15.94%	24.83%	25.63%	15.79%
I/ someone else sorted the problem out	8	8	2	1	-	-	2	1	1	1	-	-	-	3	-	2	-	1	1	1	-	7	1	4	4
	9.09%	9.29%	11.15%	16.83%	-	-	13.63%	6.55%	5.14%	19.27%	-	-	-	6.02%	-	9.26%	-	5.50%	62.13%	12.56%	-	13.45%	6.61%	12.85%	7.65%
I could not get through to my provider	7	7	-	1	1	-	2	-	3	-	-	-	-	6	-	3	-	3	-	-	1	4	1	3	3
	7.97%	8.14%	-	15.88%	19.45%	-	16.06%	-	11.10%	-	-	-	-	10.93%	-	14.79%	-	11.86%	-	-	16.43%	8.50%	9.45%	10.69%	4.91%
I did not know where to go/ who to complain to	5	5	1	1	-	-	1	1	1	-	-	-	-	3	1	1	-	1	-	1	-	4	1	1	3
	5.47%	5.59%	6.35%	16.87%	-	-	7.10%	7.67%	3.69%	-	-	-	-	5.23%	15.77%	4.83%	-	3.95%	-	12.59%	-	7.17%	6.99%	3.82%	6.84%
Other (please specify)	9	9	1	1	-	-	2	2	2	1	-	-	-	6	-	5	-	1	-	-	-	5	3	3	6
	10.97%	11.21%	5.90%	20.66%	-	-	12.00%	25.38%	6.59%	19.11%	-	-	-	11.42%	-	24.77%	-	3.77%	-	-	-	10.06%	20.78%	11.81%	11.35%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	822	446	373	192	237	143	107	73	42	28	283	217	147	175	500	322	702	120
Weighted base	853	449	400	213	235	159	111	70*	39*	27**	265	247	154	187	512	341	733	120
Effective base	775	422	351	180	226	135	101	70	40	27	270	207	139	164	473	302	660	115
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	417 48.88%	207 46.11%	207 51.72%	103 48.36%	105 44.83%	84 52.92%	60 53.62%	34 48.75%	18 45.18%	13 50.57%	135 50.68%	108 43.68%	75 48.48%	100 53.52%	242 47.30%	175 51.24%	352 47.97%	65 54.44%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	323 37.86%mo	181 40.42%	139 34.79%	75 35.43%	96 41.01%	68 42.69%	39 34.62%	30 42.46%	13 33.02%	2 9.32%	104 39.08%	110 44.51%Tm	52 34.00%	57 30.52%	214 41.70%To	109 32.09%	287 39.20%	36 29.69%
Dissatisfaction with customer service from a previous occasion or contact	146 17.09%	83 18.43%	61 15.22%	37 17.20%	41 17.30%	27 16.74%	23 20.31%	9 13.19%	8 20.19%	2 8.69%	45 16.93%	41 16.52%	28 18.05%	32 17.26%	86 16.73%	60 17.63%	121 16.57%	24 20.26%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	125 14.65%f	68 15.20%	57 14.14%	42 19.74%Tf	30 12.59%f	29 18.22%f	6 5.28%	8 11.41%	6 14.01%	5 19.47%	43 16.21%	34 13.64%	25 16.00%	24 12.63%	77 14.97%	48 14.16%	111 15.13%	14 11.71%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	107 12.57%g	56 12.54%	51 12.71%	41 19.20%Tefg	36 15.34%fg	17 10.70%	6 5.70%	3 4.21%	3 8.06%	1 3.62%	39 14.60%	29 11.86%	20 13.28%	19 10.05%	68 13.28%	39 11.51%	96 13.08%	11 9.48%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

Total (T)	Gender		Age					Social Grade					Area type					
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Weighted base	853	449	400	213	235	159	111	70*	39*	27**	265	247	154	187	512	341	733	120
Something else (please specify)	38	18	20	1	6	5	8	5	7	5	10	9	9	10	19	19	33	5
	4.41% ^c	3.93%	4.98%	0.50%	2.76%	3.18%	6.76% ^c	6.90% ^c	18.93% ^{Tdef}	19.73%	3.77%	3.46%	5.66%	5.55%	3.62%	5.60%	4.44%	4.24%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region							Ethnicity						
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	822	694	53	49	26	53	23	89	70	84	50	49	70	149	91	68	26	590	224
Weighted base	853	729	51*	49*	24**	51*	24**	90*	70*	88*	52*	49*	71*	162	103*	69*	24**	583	262
Effective base	775	654	50	47	25	50	22	83	67	78	47	47	66	141	86	65	25	560	212
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	417 48.86%	356 48.90%	23 45.22%	26 54.13%	11 45.45%	23 45.22%	15 63.75%	52 57.26%	29 41.77%	53 60.42%Thmn	24 45.43%	26 54.13%	33 46.26%	75 46.28%	43 42.10%	33 46.89%	11 45.45%	295 50.65%	116 44.24%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	323 37.86%q	284 38.97%	14 28.08%	17 34.46%	8 31.76%	14 28.08%	12 50.37%	30 32.87%	29 40.85%	26 29.51%	18 35.07%	17 34.46%	26 36.90%	72 44.56%el	43 41.59%	29 41.12%	8 31.76%	198 33.95%	124 47.31%Tq
Disatisfaction with customer service from a previous occasion or contact	146 17.09%	125 17.13%	8 16.18%	8 17.20%	4 17.55%	8 16.18%	4 17.21%	17 18.71%	9 13.02%	15 17.57%	5 9.83%	8 17.20%	13 17.72%	29 17.67%	22 21.29%	11 16.14%	4 17.55%	95 16.38%	50 19.19%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	125 14.65%	109 14.98%	7 14.47%	6 12.13%	2 10.13%	7 14.47%	6 23.54%	11 11.99%	13 19.18%o	12 13.66%	6 10.90%	6 12.13%	10 14.26%	32 19.67%o	15 14.51%	5 6.76%	2 10.13%	77 13.28%	46 17.35%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	107 12.57%	97 13.29%	3 6.21%	4 8.41%	3 12.79%	3 6.21%	3 11.41%	10 11.55%	10 13.69%	12 13.80%	9 17.92%	4 8.41%	8 10.87%	22 13.78%	15 15.02%	7 10.45%	3 12.79%	68 11.75%	36 13.64%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country				Region										Ethnicity				
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	853	729	51*	49*	24**	51*	24**	90*	70*	88*	52*	49*	71*	162	103*	69*	24**	583	262
Something else (please specify)	38 4.41%nr	28 3.83%	6 12.69%Ta	2 3.21%	2 7.05%	6 12.69%Tgimm	2 8.56%	2 2.13%	4 5.76%nr	2 2.59%	3 6.36%nr	2 3.21%	3 4.21%nr	6 3.95%	-	5 7.10%nr	2 7.05%	32 5.49%Tr	6 2.14%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	822	658	152	69	24	-	131	40	142	81	3	2	-	2
Weighted base	853	681	157	67*	24**	**	134	43*	145	87*	3**	3**	**	2**
Effective base	775	620	143	65	23	-	125	37	135	76	3	2	-	2
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas; messages (SMS or IM) or voice mails delivered late, poor call/line quality	417 48.88%a	318 46.66%	74 46.85%	34 50.47%	12 48.15%	-	59 44.00%	18 42.15%	76 52.24%	34 39.44%	1 31.53%	2 62.98%	-	2 100.00%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	323 37.86%	258 37.87%	63 40.07%	22 31.95%	12 49.21%	-	42 31.27%	16 37.95%	53 36.61%	42 48.19%af	3 100.00%	3 100.00%	-	-
Dissatisfaction with customer service from a previous occasion or contact	146 17.09%h	116 17.01%h	32 20.65%h	14 20.53%	2 9.90%	-	24 17.85%	9 21.77%	15 10.42%	13 14.77%	2 68.47%	-	-	-
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	125 14.65%	114 16.69%T	32 20.17%T	9 12.91%	2 8.49%	-	24 17.65%	9 21.96%	22 15.19%	10 11.67%	1 36.99%	2 62.98%	-	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	107 12.57%	95 13.88%T	22 13.67%	11 15.75%	7 28.04%	-	21 15.37%	4 9.69%	16 11.13%	15 16.71%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	853	681	157	67*	24**	..*	134	43*	145	87*	3**	3**	..*	2**
Something else (please specify)	38	28	4	2	1	-	7	2	9	1	-	1	-	-
	4.41%	4.10%	2.53%	3.22%	3.73%	-	5.00%	4.51%	6.52%	0.84%	-	37.02%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	822	817	5	171	30	40	187	32	93	1	130	21	74	13	188
Weighted base	853	848	5**	175	30**	42*	193	31*	97*	1**	138	23**	79*	13**	194
Effective base	775	770	5	161	29	38	176	30	88	1	123	20	70	11	177
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or M) or voice mails delivered late, poor call/line quality	417 48.88%	415 48.94%	2 38.35%	83 47.40%	19 62.08%	19 45.08%	105 54.13%y	13 43.26%	46 47.79%	1 100.00%	64 46.71%	15 66.03%	30 38.47%	7 52.21%	106 54.37%y
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	323 37.86%	323 38.08%	2 38.15%	80 45.58%TnsyA	9 29.50%	13 31.73%	66 34.03%	11 34.07%	49 50.06%TnsyA	-	56 40.60%	6 25.02%	23 29.43%	3 23.84%	66 33.85%
Dissatisfaction with customer service from a previous occasion or contact	146 17.09%	146 17.19%	2 40.99%	32 18.10%	5 15.36%	3 7.73%	30 15.30%	6 20.27%	16 16.67%	-	25 17.83%	4 17.78%	15 19.02%	3 23.84%	30 15.22%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	125 14.65%	125 14.73%sa	2 41.18%	33 18.67%sa	5 18.20%	8 19.96%	20 10.22%	5 16.38%	9 9.24%	-	21 14.89%	1 4.00%	17 22.10%suA	4 28.44%	20 10.17%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	107 12.57%u	106 12.54%u	1 18.96%	19 10.95%	8 25.83%	6 14.54%	23 12.07%	2 6.61%	5 5.38%	-	22 15.69%u	1 5.78%	16 20.81%Tnpu	-	23 12.01%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	853	848	5**	175	30**	42*	193	31*	97*	1**	138	23**	79*	13**	194
Something else (please specify)	38 4.41%nu	35 4.18%	1 20.67%	4 2.47%	2 7.07%	2 4.75%u	11 5.64%u	5 16.97%Tnp <u>suw</u> yA	-	-	5 3.40%	-	4 4.70%u	1 5.09%	11 5.61%u

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier														Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	822	773	140	81	35	1	153	56	171	89	4	4	-	4	470	85	239	26	114	53	138	158	333	240	255	530
Weighted base	853	802	145	81*	37*	***	158	61*	176	95*	4**	4**	-**	4**	491	85*	253	29**	116	54*	139	159	339	259	256	557
Effective base	775	728	132	76	33	1	145	51	162	84	4	4	-	4	444	81	226	23	108	49	131	147	315	227	241	498
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, messages (SMS or iM) or voice mails delivered late, poor call/line quality	417	392	61	42	19	*	66	29	99	49	2	2	-	4	226	34	116	13	57	26	60	66	153	145	139	262
	48.88%	48.91%	42.14%	52.29%	51.16%	100.00%	42.11%	48.30%	56.27%T	51.53%	45.58%	55.26%	-	100.00%	46.07%	39.48%	45.91%	44.81%	49.30%	48.32%	42.90%	41.67%	45.26%	56.26%T	54.36%T	46.96%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	323	299	59	21	16	-	55	27	61	39	3	4	-	-	191	37	99	14	41	19	56	57	136	100	89	221
	37.86% ^c	37.32% ^c	40.50% ^c	26.51%	43.69%	-	34.91%	44.52% ^c	34.68%	41.40%	80.66%	81.51%	-	-	39.01%	43.80%	38.92%	46.96%	35.22%	35.22%	40.49%	35.87%	40.16%	38.74%	34.91%	39.74%
Dissatisfaction with customer service from a previous occasion or contact	146	136	25	19	5	*	35	12	19	12	2	1	-	-	85	17	48	8	12	14	31	24	57	51	47	94
	17.09% ^h	16.91% ^h	17.48%	23.12% ^h	13.91%	100.00%	21.87% ^h	19.89%	10.94%	12.63%	50.13%	18.49%	-	-	17.40% ^s	20.50% ^s	18.80% ^s	29.32%	10.18%	25.85% ^s	22.57% ^s	15.25%	16.71%	19.77%	18.49%	16.80%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	125	121	23	18	3	-	24	11	20	12	1	2	-	-	84	19	40	7	17	10	29	26	53	30	31	82
	14.65%	15.05%	15.95%	22.31% ^h	8.72%	-	15.44%	18.31%	11.41%	12.81%	30.79%	36.77%	-	-	17.06% ^T	22.02%	15.68%	24.36%	14.63%	19.49%	21.04% ^T	16.62%	15.67%	11.53%	12.03%	14.74%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	O.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	853	802	145	81*	37*	***	158	61*	176	95*	4**	4**	-**	4**	491	85*	253	29**	116	54*	139	159	339	259	256	557
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	107	103	19	12	7	-	25	9	21	9	-	-	-	-	80	14	35	11	18	11	25	28	39	27	39	60
	12.57%z	12.89%	13.17%	14.98%	18.63%	-	16.09%	14.62%	11.90%	9.69%	-	-	-	-	16.24%T	16.70%	13.80%	36.35%	15.40%	20.78%	18.28%Tx	17.66%T	11.45%	10.33%	15.33%	10.85%
Something else (please specify)	38	35	3	2	1	-	9	3	13	2	-	1	-	-	20	-	12	-	8	-	-	6	21	6	13	22
	4.41%u	4.30%	2.15%	2.29%	2.46%	-	5.41%	5.51%	7.47%Ta	1.89%	-	21.61%	-	-	4.01%u	-	4.77%pu	-	6.53%pu	-	-	3.59%	6.07%x	2.39%	5.15%	3.98%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	822	446	373	192	237	143	107	73	42	28	283	217	147	175	500	322	702	120
Weighted base	853	449	400	213	235	159	111	70*	39*	27**	265	247	154	187	512	341	733	120
Effective base	775	422	351	180	226	135	101	70	40	27	270	207	139	164	473	302	660	115
NET: Yes	600	323	276	139	174	116	79	46	25	22	198	169	106	127	367	234	512	88
	70.38%	71.83%	68.81%	65.19%	74.28% ^c	72.84%	70.80%	65.53%	64.30%	82.56%	74.51%	68.43%	68.98%	68.23%	71.58%	68.57%	69.88%	73.40%
Yes - to my mobile phone provider	571	307	262	126	163	111	78	46	25	22	188	159	100	124	347	224	485	85
	66.93% ^c	68.29%	65.44%	59.12%	69.53% ^c	69.97% ^c	70.07%	65.53%	64.30%	82.56%	70.86%	64.32%	65.06%	66.31%	67.71%	65.75%	66.23%	71.19%
Yes - to Ofcom	49	32	17	14	20	13	1	-	-	-	17	18	10	5	35	15	47	2
	5.76% ^f / ^{gmq}	7.20%	4.19%	6.81% ^f / ^g	8.67% ^f / ^{Tfg}	8.23% ^f / ^g	1.11%	-	-	-	6.33%	7.21% ^m	6.41%	2.49%	6.76%	4.26%	6.45% ^q	1.53%
Yes - other (please specify)	8	4	5	3	1	2	1	-	-	1	-	4	3	1	4	4	7	1
	0.95%	0.80%	1.13%	1.32%	0.45%	1.57%	0.73%	-	-	3.52%	-	1.59% ^j	2.12% ^j	0.49%	0.77%	1.23%	1.00%	0.68%
No	246	124	120	71	58	42	33	24	14	5	68	74	46	58	142	104	215	31
	28.81%	27.69%	30.00%	33.56% ^d	24.54%	26.21%	29.20%	34.47%	35.70%	17.44%	25.49%	30.06%	29.92%	30.98%	27.69%	30.50%	29.31%	25.80%
Don't know	7	2	5	3	3	1	-	-	-	-	-	4	2	1	4	3	6	1
	0.81%	0.48%	1.19%	1.25%	1.17%	0.94%	-	-	-	-	-	1.51%	1.10%	0.80%	0.73%	0.93%	0.81%	0.80%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	822	694	53	49	26	53	23	89	70	84	50	49	70	149	91	68	26	590	224
Weighted base	853	729	51*	49*	24**	51*	24**	90*	70*	88*	52*	49*	71*	162	103*	69*	24**	583	262
Effective base	775	654	50	47	25	50	22	83	67	78	47	47	66	141	86	65	25	560	212
NET: Yes	800	516	35	30	19	35	16	68	45	62	33	30	46	122	76	47	19	399	197
	70.38%	70.82%	68.91%	61.98%	77.13%	68.91%	66.06%	75.23%	64.80%	70.76%	64.10%	61.98%	64.87%	75.25%	74.31%	68.41%	77.13%	68.54%	74.95%
Yes - to my mobile phone provider	571	491	32	29	18	32	14	63	44	60	33	29	46	113	72	47	18	384	183
	66.93%	67.41%	63.21%	60.17%	73.75%	63.21%	57.90%	69.56%	63.23%	67.81%	64.10%	60.17%	64.87%	69.48%	69.75%	68.41%	73.75%	65.91%	69.57%
Yes - to Ofcom	49	43	4	2	1	4	3	4	5	-	2	-	-	16	11	1	1	25	24
	5.76% ^{lq}	5.87%	7.48%	3.31%	3.88%	7.48% ^l	13.29%	4.65%	5.19%	5.17%	-	3.31%	-	9.59% ^{Tjo}	10.67% ^{Tjo}	0.93%	3.88%	4.35%	9.06% ^{Tq}
Yes - other (please specify)	8	7	-	-	1	-	-	1	1	-	-	-	-	4	-	-	1	5	3
	0.95%	1.00%	-	-	3.38%	-	-	1.02%	1.83%	1.21%	-	-	-	2.48%	-	-	3.38%	0.90%	1.09%
No	246	206	16	19	6	16	8	22	25	24	18	19	24	39	24	22	6	178	64
	28.81%	28.23%	31.09%	38.02%	22.87%	31.09%	33.94%	24.77%	35.20%	26.70%	34.49%	38.02%	33.78%	24.29%	23.50%	31.59%	22.87%	30.53%	24.49%
Don't know	7	7	-	-	-	-	-	-	2	1	-	-	1	1	2	-	-	5	1
	0.81%	0.95%	-	-	-	-	-	-	2.54%	1.41%	-	-	1.35%	0.45%	2.19%	-	-	0.93%	0.56%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	822	658	152	69	24	-	131	40	142	81	3	2	-	2
Weighted base	853	681	157	67*	24**	**	134	43*	145	87*	3**	3**	**	2**
Effective base	775	620	143	65	23	-	125	37	135	76	3	2	-	2
NET: Yes	600	497	124	52	19	-	93	30	100	64	3	2	-	1
	70.38%	73.05%T	78.56%T	77.44%	78.66%	-	69.08%	71.18%	68.59%	72.77%	100.00%	62.98%	-	54.33%
Yes - to my mobile phone provider	571	470	119	46	18	-	89	30	92	59	3	2	-	1
	66.93%	68.96%T	75.76%Tah	67.88%	74.15%	-	66.37%	69.42%	63.55%	67.92%	100.00%	62.98%	-	54.33%
Yes - to Ofcom	49	49	13	8	2	-	7	2	11	7	-	-	-	-
	5.76%	7.21%T	8.08%	11.16%	10.05%	-	5.49%	4.52%	7.28%	7.49%	-	-	-	-
Yes - other (please specify)	8	6	1	-	-	-	1	2	2	-	-	-	-	-
	0.95%	0.81%	0.52%	-	-	-	0.68%	3.70%	1.52%	-	-	-	-	-
No	246	178	33	14	5	-	40	12	46	22	-	1	-	1
	28.81%ab	26.15%	20.83%	21.43%	21.34%	-	29.58%	28.82%	31.41%b	25.04%	-	37.02%	-	45.67%
Don't know	7	5	1	1	-	-	2	-	-	2	-	-	-	-
	0.81%	0.80%	0.61%	1.13%	-	-	1.34%	-	-	2.19%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	822	817	5	171	30	40	187	32	93	1	130	21	74	13	188
Weighted base	853	848	5**	175	30**	42*	193	31*	97*	1**	138	23**	79*	13**	194
Effective base	775	770	5	161	29	38	176	30	88	1	123	20	70	11	177
NET: Yes	600	598	4	133	22	26	128	24	79	-	99	10	54	6	128
	70.38%	70.54%	79.33%	76.00% ^{AsA}	72.82%	63.47%	66.09%	77.50%	81.86% ^{TnrsyA}	-	71.78%	45.60%	68.14%	44.26%	65.74%
Yes - to my mobile phone provider	571	569	4	123	20	24	124	24	76	-	95	9	52	6	124
	66.93%	67.07%	79.33%	70.20%	66.70%	56.51%	64.16%	77.50%	78.39% ^{TnrsA}	-	68.69%	38.95%	66.06%	44.26%	63.83%
Yes - to O2com	49	49	1	10	5	3	10	1	3	-	10	-	5	1	10
	5.76%	5.79%	18.96%	5.79%	18.22%	6.96%	4.95%	2.37%	3.47%	-	7.07%	-	6.14%	10.62%	4.92%
Yes - other (please specify)	8	8	-	-	-	-	6	-	-	-	1	2	-	-	6
	0.95%	0.96%	-	-	-	-	2.93% ^{Tnp}	-	-	-	0.66%	6.65%	-	-	2.92% ^{Tnp}
No	246	243	1	41	8	14	66	7	18	1	37	12	22	7	67
	28.81% ^u	28.65% ^u	20.67%	23.57%	27.18%	34.24%	33.91% ^{pu}	22.50%	18.14%	100.00%	26.84%	54.40%	27.72%	55.74%	34.26% ^{pu}
Don't know	7	7	-	1	-	1	-	-	-	-	2	-	3	-	-
	0.81%	0.81%	-	0.44%	-	2.29% ^{AsA}	-	-	-	-	1.35%	-	4.14% ^{TnpsA}	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	822	773	140	81	35	1	153	56	171	89	4	4	-	4	470	85	239	26	114	53	138	158	333	240	255	530
Weighted base	853	802	145	81*	37*	***	158	61*	176	95*	4**	4**	-**	4**	491	85*	253	29**	116	54*	139	159	339	259	256	557
Effective base	775	728	132	76	33	1	145	51	162	84	4	4	-	4	444	81	226	23	108	49	131	147	315	227	241	498
NET: Yes	600	577	108	65	27	*	108	45	116	70	3	3	-	3	367	69	187	27	78	37	106	123	235	192	193	385
	70.38%	72.02%T	74.64%	80.52%T	72.02%	100.00%	68.18%	74.48%	66.27%	73.13%	80.66%	78.39%	-	76.43%	74.82%T	81.07%T	73.81%	92.79%	67.32%	68.77%	76.31%	77.36%T	69.44%	74.28%	75.17%T	69.06%
Yes - to my mobile phone provider	571	549	104	57	27	*	102	42	112	67	3	3	-	3	347	66	181	21	75	30	96	114	223	184	187	364
	66.93%	68.48%T	71.52%	71.21%	72.02%	100.00%	64.58%	68.48%	63.74%	70.46%	80.66%	78.39%	-	76.43%	70.70%T	77.37%T	71.34%T	70.97%	64.50%	55.98%	69.11%T	71.62%	65.93%	71.04%	72.83%T	65.27%
Yes - to Ofcom	49	48	8	10	1	-	9	4	10	7	-	-	-	36	10	12	6	6	9	19	15	18	14	12	33	
	5.76%	5.99%	5.43%	12.03%Ta	3.66%	-	5.40%	6.00%	5.42%	7.80%	-	-	-	7.26%T	11.17%Tq	4.82%	21.82%	5.46%	16.96%T	13.41%To	9.64%T	5.34%	5.58%	4.59%	5.86%	
Yes - other (please specify)	8	8	2	-	-	-	1	2	3	-	-	-	-	5	-	2	-	2	-	-	1	4	3	3	5	
	0.95%	1.01%	1.61%	-	-	-	0.58%	2.59%	1.67%	-	-	-	-	0.96%	-	0.99%	-	1.90%	-	-	0.80%	1.24%	1.02%	1.04%	0.98%	
No	246	217	36	15	10	-	47	16	59	24	1	1	-	1	122	15	65	2	38	16	31	35	103	66	64	167
	28.81%a	27.12%	24.70%	18.53%	27.98%	-	29.75%	25.52%	33.73%aa	24.86%	19.34%	21.61%	-	23.57%	24.81%	18.07%	25.77%	7.21%	32.68%o	29.81%	22.61%	22.16%	30.34%	25.35%	24.83%	30.02%
Don't know	7	7	1	1	-	-	3	-	-	2	-	-	-	2	1	1	-	-	1	1	1	1	1	1	5	
	0.81%	0.86%	0.66%	0.95%	-	-	2.07%	-	-	2.01%	-	-	-	0.37%	0.86%	0.42%	-	-	1.42%	1.08%	0.48%	0.21%	0.37%	-	0.92%	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age						Social Grade						Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	235	125	109	65	56	38	31	25	15	5	70	65	47	53	135	100	205	30
Weighted base	246	124	120	71*	58*	42*	33**	24**	14**	5**	68*	74*	46*	58*	142	104*	215	31**
Effective base	221	118	103	61	53	35	29	24	15	5	67	62	44	50	128	93	192	29
It's not worth the hassle	100	50	49	33	25	15	14	7	5	1	27	30	18	25	56	43	97	3
	40.64%	40.11%	40.57%	46.08%	43.59%	35.96%	43.94%	30.07%	33.36%	15.82%	39.72%	39.92%	39.35%	43.66%	39.83%	41.75%	45.17%T	9.15%
They wouldn't do anything anyway	80	45	34	33	16	6	12	9	2	2	21	21	14	24	42	38	72	8
	32.59%e	35.90%	28.47%	46.29%Tde	27.58%	15.39%	37.90%	36.91%	14.11%	35.06%	31.43%	28.61%	29.86%	41.26%	29.95%	36.20%	33.73%	24.74%
I didn't have the time	55	32	23	15	17	8	10	5	-	-	16	21	10	9	36	19	45	10
	22.35%	25.48%	19.34%	20.52%	30.33%	19.29%	29.58%	21.53%	-	-	23.03%	27.72%	21.39%	15.42%	25.48%	18.07%	21.06%	31.30%
The problem resolved itself	53	29	23	22	13	5	6	3	4	-	17	14	10	12	31	22	42	11
	21.49%	23.72%	19.40%	30.74%T	22.26%	12.79%	17.87%	13.38%	26.37%	-	25.77%	18.40%	21.43%	20.48%	21.91%	20.90%	19.67%	34.11%
I/ someone else sorted the problem out	21	11	11	3	5	5	2	2	4	-	6	5	5	5	11	10	17	4
	8.72%	8.55%	8.99%	4.12%	8.86%	12.66%	7.28%	8.12%	27.10%	-	9.08%	7.19%	10.57%	8.09%	9.58%	7.98%	13.87%	
I could not get through to my provider	15	8	7	4	2	6	1	-	2	-	7	4	3	1	11	4	12	3
	6.29%	6.64%	6.01%	6.08%	3.04%	14.41%T	3.48%	1.94%	12.74%	-	10.89%	5.11%	6.89%	7.87%	4.14%	5.75%	10.05%	
I did not know where to go/ who to complain to	15	6	9	10	1	1	2	1	-	-	7	4	1	3	11	4	14	1
	6.19%	5.18%	7.31%	14.15%Tde	2.13%	1.70%	6.63%	4.33%	-	-	9.83%	5.75%	2.25%	5.65%	7.69%	4.15%	6.64%	3.07%
Other (please specify)	16	5	11	1	2	2	3	3	3	2	2	5	2	7	9	14	2	
	6.38%c	4.14%	8.77%	0.92%	2.72%	4.97%	9.85%	12.14%	21.36%	49.12%	2.27%	7.11%	4.58%	11.70%j	4.80%	8.54%	6.47%	5.79%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of England (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	235	194	17	17	7	17	8	22	25	21	17	17	23	36	21	21	7	178	53
Weighted base	246	206	16**	19**	6**	16**	8**	22**	25**	24**	18**	19**	24**	39*	24**	22**	6**	178	64*
Effective base	221	183	16	16	7	16	8	20	24	20	16	16	22	34	20	7	169	50	
It's not worth the hassle	100 40.64%	85 41.44%	3 16.82%	10 52.93%	2 37.76%	3 16.82%	4 51.81%	9 39.14%	12 50.39%	12 50.41%	8 46.78%	10 52.93%	6 23.63%	12 29.40%	13 55.44%	9 41.54%	2 37.76%	70 39.24%	29 45.42%
They wouldn't do anything anyway	80 32.59%	64 31.24%	7 45.53%	7 38.95%	1 24.47%	7 45.53%	1 15.07%	7 32.60%	7 28.16%	8 35.88%	6 30.87%	7 38.95%	10 40.84%	8 21.02%	7 29.21%	10 44.93%	1 24.47%	59 33.03%	20 30.54%
I didn't have the time	55 22.35%	45 21.90%	7 44.40%	2 12.49%	- 8.80%	7 44.40%	1 9.67%	2 8.41%	1 3.71%	6 23.44%	5 30.07%	2 12.49%	9 36.64%	10 26.01%	4 18.34%	7 32.84%	- 8.80%	42 23.42%	11 17.57%
The problem resolved itself	53 21.49%	41 19.79%	3 19.13%	8 44.75%	1 13.23%	3 19.13%	1 9.93%	6 27.56%	4 16.85%	4 16.33%	2 12.13%	8 44.75%	6 24.71%	10 24.58%	3 12.43%	5 22.98%	1 13.23%	33 18.44%	18 28.46%
I/ someone else sorted the problem out	21 8.72%	16 7.80%	1 9.27%	2 11.06%	2 33.86%	2 9.27%	1 10.28%	2 10.20%	2 9.12%	1 4.39%	3 18.61%	2 11.06%	3 11.52%	1 3.18%	1 4.31%	1 5.87%	2 33.86%	19 10.90%	2 3.20%
I could not get through to my provider	15 6.29%	15 7.11%	-	-	1 15.14%	-	-	4 19.59%	1 4.26%	2 6.97%	1 5.98%	-	4 16.91%	1 2.21%	2 6.66%	-	1 15.14%	13 7.27%	3 3.94%
I did not know where to go/ who to complain to	15 6.19%	11 5.27%	2 12.75%	2 12.67%	-	2 12.75%	2 22.91%	1 4.65%	1 3.74%	-	1 3.96%	2 12.67%	-	3 6.37%	2 10.18%	1 6.09%	-	10 5.50%	5 7.20%
Other (please specify)	16 6.38%	16 7.62%	-	-	-	-	3 31.85%	1 2.95%	3 12.44%	-	1 3.65%	-	2 8.13%	3 7.33%	1 4.09%	3 13.14%	-	14 7.74%	2 2.99%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 58
Q.11 Why didn't you make a complaint about your mobile service or supplier?
Base: All who didn't complain about mobile phone provider

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	235	173	34	14	5	-	38	12	44	21	-	1	-	1
Weighted base	246	178	33*	14**	5**	**	40*	12**	46*	22**	**	1**	**	1**
Effective base	221	163	32	13	5	-	36	11	42	20	-	1	-	1
It's not worth the hassle	100 40.64%ah	63 35.59%h	14 42.07%	4 27.70%	1 21.16%	-	15 38.03%	5 43.69%	11 24.91%	9 41.79%	-	-	-	1 100.00%
They wouldn't do anything anyway	80 32.59%ah	47 26.58%h	11 34.29%h	6 41.95%	1 20.42%	-	12 29.88%	1 9.01%	6 14.15%	7 30.66%	-	-	-	-
I didn't have the time	55 22.35%	41 22.89%	8 23.75%	2 12.90%	1 19.71%	-	8 21.15%	2 17.49%	15 32.05%	3 14.98%	-	-	-	-
The problem resolved itself	53 21.49%	36 19.95%	8 23.75%	5 35.67%	2 41.91%	-	6 16.11%	3 24.72%	8 17.36%	3 13.83%	-	-	-	-
I/ someone else sorted the problem out	21 8.72%	17 9.67%	1 3.63%	1 4.92%	-	-	8 19.66%Ta	1 5.97%	6 13.04%	1 3.67%	-	-	-	-
I could not get through to my provider	15 6.29%	15 8.43%T	3 8.31%	2 13.23%	1 17.96%	-	4 10.73%	-	2 5.42%	3 12.30%	-	-	-	-
I did not know where to go/ who to complain to	15 6.19%	12 6.66%	4 13.38%	1 8.92%	-	-	4 10.62%	1 8.48%	1 2.02%	-	-	-	-	-
Other (please specify)	16 6.38%	11 6.04%	1 3.50%	1 7.35%	-	-	1 1.65%	4 28.89%	3 7.38%	-	-	1 100.00%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	235	232	1	40	8	13	64	7	16	1	34	11	21	8	65
Weighted base	246	243	1**	41*	8**	14**	66*	7**	18**	1**	37*	12**	22**	7**	67*
Effective base	221	219	1	38	8	13	60	7	15	1	32	11	20	7	61
It's not worth the hassle	100 40.64%	99 40.75%	-	16 38.20%	2 25.97%	4 25.83%	32 49.56%	1 19.38%	10 56.50%	-	15 41.48%	6 47.71%	4 20.28%	3 35.61%	32 48.81%
They wouldn't do anything anyway	80 32.59%	80 32.97%	1 100.00%	16 38.84%	4 43.86%	1 9.18%	21 32.75%	3 36.34%	8 44.31%	-	14 39.12%	3 26.78%	1 3.21%	3 36.11%	21 32.25%
I didn't have the time	55 22.35%	55 22.61%	-	11 26.03%	2 25.61%	-	13 20.10%	3 37.82%	6 34.00%	1 100.00%	7 18.43%	5 38.14%	5 22.88%	2 22.48%	14 21.32%
The problem resolved itself	53 21.49%	52 21.37%	-	12 29.64%	1 13.15%	7 48.99%	12 18.88%	-	1 6.68%	-	9 23.68%	3 22.15%	3 14.31%	1 13.63%	12 18.59%
I/ someone else sorted the problem out	21 8.72%	21 8.82%	-	4 8.75%	2 19.29%	2 16.01%	5 8.27%	1 16.28%	-	-	2 5.66%	-	5 21.92%	-	5 8.15%
I could not get through to my provider	15 6.29%	15 6.37%	-	3 6.74%	1 8.50%	-	3 3.96%	-	2 9.13%	-	-	2 16.57%	5 23.98%	3 6.53%	3 3.90%
I did not know where to go/ who to complain to	15 6.19%	15 6.27%	-	4 8.97%	1 11.24%	1 5.69%	4 6.50%	1 14.99%	1 7.33%	-	1 2.87%	1 11.35%	-	1 9.91%	4 6.40%
Other (please specify)	16 6.38%	15 6.02%	-	1 2.31%	-	-	5 6.92%	1 16.52%	-	-	3 7.05%	1 9.18%	2 9.60%	1 18.58%	5 6.81%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

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

Absolutes/col percents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	235	209	36	15	10	-	44	15	57	22	1	1	-	1	117	16	62	2	36	15	31	34	101	61	63	158
Weighted base	246	217	36*	15**	10**	-**	47*	16**	59*	24**	1**	1**	-**	1**	122	15**	65*	2**	38*	16**	31**	35*	103*	66*	64*	167
Effective base	221	197	34	14	10	-	42	14	54	20	1	1	-	1	110	15	58	2	35	14	29	31	96	58	59	149
It's not worth the hassle	100	87	16	4	2	-	18	7	20	13	1	-	-	1	45	7	28	1	9	3	10	18	40	29	27	71
	40.64%	39.98%	46.04%	23.55%	20.07%	-	38.96%	42.96%	34.45%	55.57%	100.00%	-	-	100.00%	36.78%	43.29%	42.32%	70.94%	23.76%	21.80%	32.34%	50.60%	38.86%	44.89%	43.17%	42.34%
They wouldn't do anything anyway	80	70	10	6	2	-	18	3	14	12	-	-	-	29	3	19	1	6	8	10	13	24	24	24	52	
	32.59%	32.34%	27.13%	42.48%	23.20%	-	37.58%	20.24%	23.48%	51.86%	-	-	-	23.51%	17.48%	29.53%	29.06%	15.95%	48.09%	33.08%	37.99%	23.81%	37.22%	37.78%	30.85%	
I didn't have the time	55	51	8	3	3	-	10	3	19	4	-	-	-	29	3	13	1	11	3	6	5	24	19	14	36	
	22.35%	23.50%	22.41%	20.25%	29.45%	-	20.82%	17.97%	32.43%	15.29%	-	-	-	24.13%	18.61%	20.52%	29.06%	30.21%	18.94%	18.78%	15.03%	23.10%	29.26%	21.87%	21.48%	
The problem resolved itself	53	45	9	3	3	-	8	4	10	7	-	-	-	25	6	13	-	6	3	9	6	22	13	10	39	
	21.49%	20.75%	23.87%	17.32%	33.79%	-	16.99%	25.03%	16.08%	29.63%	-	-	-	20.86%	40.67%	19.59%	-	16.73%	16.20%	28.20%	17.14%	21.01%	20.19%	16.41%	23.05%	
I/ someone else sorted the problem out	21	20	2	2	-	-	9	1	6	1	-	-	-	16	1	11	-	4	1	2	1	11	7	6	15	
	8.72%	9.28%	6.22%	10.40%	-	-	18.56%	4.72%	10.37%	3.39%	-	-	-	13.40%	9.74%	16.23%	-	11.12%	4.45%	7.05%	2.02%	10.57%	10.90%	9.61%	9.16%	
I could not get through to my provider	15	15	2	2	1	-	6	-	2	2	-	-	-	8	1	3	-	4	4	4	1	8	5	3	13	
	6.29%	7.11%	4.62%	12.78%	13.55%	-	13.61%	-	4.18%	6.92%	-	-	-	6.24%	4.53%	5.16%	-	9.28%	22.20%	13.53%	2.89%	7.36%	7.16%	4.16%	7.66%	
I did not know where to go/ who to complain to	15	11	2	2	1	-	4	1	1	-	-	-	-	9	2	6	-	1	2	4	2	5	4	-	12	
	6.19%	5.13%	6.39%	16.27%	10.12%	-	7.49%	6.11%	1.56%	-	-	-	-	7.74%	11.51%	8.72%	-	2.42%	15.22%	13.40%	5.48%	4.74%	5.57%	-	7.11%	
Other (please specify)	16	14	2	2	-	-	1	4	4	-	-	1	-	5	-	4	-	1	-	-	1	9	2	4	9	
	6.38%	6.54%	5.96%	16.33%	-	-	1.40%	22.85%	7.57%	-	-	100.00%	-	4.26%	-	6.00%	-	3.33%	-	-	1.87%	8.84%	3.44%	6.03%	5.43%	

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	1407	782	621	227	320	248	207	185	130	90	422	404	293	288	826	581	1183	224
Weighted base	1430	774	652	250	308	275	211	180	122	84*	387	447	303	293	834	596	1215	215
Effective base	1325	744	580	210	303	236	196	174	125	88	405	382	276	270	779	547	1115	212
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	901 62.99% ^a	468 60.40%	430 65.85% ^a	151 60.57%	186 60.52%	167 60.53%	134 63.23%	122 67.83%	85 69.55%	56 66.75%	244 63.00%	266 59.57%	205 67.57% ^k	186 63.44%	510 61.16%	391 65.54%	756 62.19%	145 67.50%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	370 25.84% ^g	213 27.46%	157 24.06%	55 21.82%	90 29.23% ^g	89 32.30% ^{Tcgh}	57 26.80%	34 18.87%	27 22.38%	18 21.73%	102 26.41% ^l	128 28.74% ^l	59 19.52%	80 27.20% ^l	231 27.65%	139 23.30%	323 26.61%	46 21.46%
Dissatisfaction with customer service from a previous occasion or contact	202 14.15%	111 14.37%	91 13.98%	40 16.14%	36 11.57%	36 13.04%	25 12.05%	24 13.42%	27 21.97% ^{Tdef}	14 16.82%	54 13.84%	65 14.58%	36 11.92%	48 16.21%	119 14.24%	84 14.03%	170 13.96%	33 15.25%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	183 12.77% ^g	108 13.96%	75 11.43%	41 16.30% ^g	49 15.93% ^g	34 12.18% ^g	32 14.96% ^g	11 6.32%	14 11.12% ⁱ	3 3.34%	60 15.60% ^T	54 12.10%	32 10.48%	36 12.42%	114 13.72%	68 11.43%	155 12.72%	28 13.05%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	1430	774	652	250	308	275	211	180	122	84*	387	447	303	293	834	596	1215	215
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	180 12.62% ^f	86 11.13%	94 14.46%	37 14.68% ^f	50 16.34% ^{Tf}	30 10.85%	17 7.86%	19 10.47%	18 15.06% ^f	10 11.65%	51 13.12%	61 13.62%	34 11.15%	35 11.92%	112 13.39%	69 11.53%	155 12.74%	26 11.89%
Something else (please specify)	24 1.67% nd	15 1.96%	9 1.33%	2 1.00%	1 0.46%	3 1.23%	6 2.87% nd	4 2.26%	3 2.24%	4 4.39% ^{Tcd}	8 1.96%	8 1.74%	5 1.55%	4 1.31%	15 1.84%	9 1.43%	18 1.48%	6 2.72%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	1407	1181	111	70	45	111	56	167	113	126	88	70	116	233	170	112	45	1132	265
Weighted base	1430	1216	109	65*	40*	109	58*	166	112	126	91*	65*	121	249	185	107	40*	1106	314
Effective base	1325	1112	105	67	44	105	53	157	106	118	83	67	111	219	160	106	44	1076	249
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	901 62.99% ^{kj}	766 62.94%	67 61.81%	44 67.31%	25 60.80%	67 61.81% ^{kj}	29 50.25%	106 63.71% ^{kj}	75 66.55% ^{kj}	78 62.20% ^{kj}	40 43.90%	44 67.31% ^{kj}	73 60.04% ^{kj}	160 64.35% ^{kj}	134 72.32% ^{Tij}	70 65.66% ^{kj}	25 60.80%	697 63.05%	196 62.52%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	370 25.84%	324 26.67%	26 24.24%	12 18.41%	7 17.16%	26 24.24%	18 31.64%	46 27.34%	25 22.34%	34 26.80%	28 30.37%	12 18.41%	33 27.10%	72 28.78%	41 22.04%	29 26.71%	7 17.16%	291 26.28%	76 24.09%
Dissatisfaction with customer service from a previous occasion or contact	202 14.15%	174 14.31%	15 13.83%	9 13.79%	4 10.77%	15 13.83%	10 17.99%	28 16.99%	20 18.03%	14 11.19%	12 13.15%	9 13.79%	15 12.07%	39 15.63%	22 11.96%	13 12.50%	4 10.77%	150 13.60%	52 16.59%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	183 12.77% ^q	157 12.94%	12 10.98%	8 11.86%	6 13.84%	12 10.98%	7 11.26%	23 13.77%	11 10.13%	14 11.00%	14 14.85%	8 11.86%	16 13.45%	38 15.29%	18 9.58%	17 15.90%	6 13.84%	130 11.71%	51 16.25%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	1430	1216	109	65*	40*	109	58*	166	112	126	91*	65*	121	249	185	107	40*	1106	314
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	180 12.62% ^e	162 13.33% ^b	6 5.90%	9 14.54%	2 6.17%	6 5.90%	11 19.56% ^{el}	20 11.99%	13 11.63%	11 8.50%	17 19.06% ^{elo}	9 14.54%	16 12.80%	37 14.74% ^{ee}	28 14.96% ^{ee}	10 9.10%	2 6.17%	133 12.01%	45 14.47%
Something else (please specify)	24 1.67%	17 1.41%	3 3.06%	1 1.00%	3 6.72% ^{Ta}	3 3.06%	1 1.44%	2 1.00%	3 2.52%	2 1.46%	2 2.12%	1 1.00%	2 1.70%	2 0.74%	2 1.25%	2 1.75%	3 6.72% ^{Tgmn}	23 2.05% ^T	1 0.38%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 63
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KOOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	1407	1115	241	87	52	-	247	103	243	98	2	13	-	1
Weighted base	1430	1133	242	92*	51*	**	248	107*	248	102*	2**	13**	**	1**
Effective base	1325	1050	225	82	50	-	233	97	229	93	2	12	-	1
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	901 62.99% ^c	708 62.44% ^c	154 63.75% ^c	45 48.98%	37 74.05% ^{ci}	-	157 63.26% ^c	67 63.04%	158 63.82% ^c	55 54.03%	2 100.00%	8 64.76%	-	1 100.00%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	370 25.84% ^a	276 24.38%	61 25.15%	23 25.21%	7 14.26%	-	61 24.76%	28 26.33%	61 24.70%	21 20.98%	-	3 21.28%	-	-
Dissatisfaction with customer service from a previous occasion or contact	202 14.15% ^{af}	140 12.35% ^f	26 10.61%	12 12.93%	3 6.83%	-	20 8.03%	18 16.81% ^f	35 13.99% ^f	19 18.25% ^f	-	4 29.31%	-	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	183 12.77%	161 14.20% ^T	42 17.27% ^T	23 25.14% ^{Tafghi}	9 18.32%	-	28 11.42%	11 10.38%	32 12.81%	13 12.56%	-	3 21.51%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 63
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband?
Base: All who had a reason to complain about fixed broadband provider

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	1430	1133	242	92*	51*	-**	248	107*	248	102*	2**	13**	-**	1**
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	180 12.62%gh	148 13.07%gh	43 17.77%Tagh	15 15.98%g	4 7.23%	-	28 11.33%	5 4.72%	22 8.73%	24 22.99%Tadfgh	-	4 29.73%	-	-
Something else (please specify)	24 1.67%	20 1.76%	4 1.58%	1 1.06%	-	-	5 1.91%	1 0.97%	7 2.76%	1 0.94%	-	1 6.11%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	1407	1395	9	269	102	73	299	93	113	1	194	40	109	35	300
Weighted base	1430	1420	9**	281	102*	72*	302	89*	120	1**	198	42*	111	36*	303
Effective base	1325	1314	9	255	96	69	280	89	106	1	184	38	100	33	281
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	901 62.99%	894 62.97%	7 79.77%	180 63.95%	66 65.21%	48 66.59%	188 62.28%	50 56.51%	75 63.10%	-	121 61.27%	31 74.80%y	62 56.28%	27 73.80%	188 62.05%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	370 25.84%	367 25.83%	1 8.36%	71 25.09%	23 22.90%	23 31.38%	79 26.04%	28 31.11%	30 25.21%	-	50 25.06%	11 25.51%	25 22.10%	9 24.38%	79 25.95%
Dissatisfaction with customer service from a previous occasion or contact	202 14.15%	202 14.21%	1 11.97%	38 13.64%	16 15.56%	8 10.82%	47 15.50%	15 17.15%	19 15.98%	-	24 12.02%	6 15.46%	12 11.15%	4 12.23%	47 15.44%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	183 12.77%	183 12.87%	-	51 18.07%TrnstuA	13 13.05%	5 7.54%	33 10.99%	8 8.51%	9 7.80%	1 100.00%	39 19.87%Trnstuxy A	3 6.19%	11 9.80%	4 10.07%	34 11.31%e

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET. O2/ Virgin Mobile (A)
Weighted base	1430	1420	9**	281	102*	72*	302	89*	120	1**	198	42*	111	36*	303
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	180 12.62% _u	179 12.60% _u	3 34.06%	30 10.80%	22 21.35% _{TnpqsuzA}	12 16.82% _u	33 10.95%	16 18.22% _u	8 6.29%	-	31 15.51% _u	4 9.90%	17 15.22% _u	2 5.28%	33 10.91%
Something else (please specify)	24 1.67%	24 1.68%	-	4 1.28%	-	1 0.92%	7 2.31%	7 7.83% _{Tnpqrsuw}	2 1.55%	-	2 0.94%	-	1 1.22%	-	7 2.30%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	1407	1383	229	95	61	1	295	123	348	114	4	16	2	2	792	112	423	42	207	55	167	196	624	442	483	875
Weighted base	1430	1405	231	98*	60*	***	299	128	356	120	4**	16**	2**	1**	807	111	432	43*	211	57*	168	195	623	461	468	909
Effective base	1325	1303	215	90	58	1	278	115	328	108	4	15	2	2	744	104	398	40	193	52	156	182	587	420	457	824
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	901 uwz	885 62.99%p	144 62.27%	53 53.84%	46 76.60%	* 100.00%	182 61.05%	81 63.51%	233 65.61% c	69 57.83%	3 82.61%	11 70.64%	2 100.00%	1 100.00%	499 61.82%p	56 50.45%	279 64.43%p	28 66.26%	133 63.14%p	33 58.15%	89 53.07%	114 58.62%	372 59.73%	314 68.21% T vw	321 68.52% T z	554 60.90%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	370 25.84% d	363 25.84% d	53 23.04%	28 28.44% d	8 12.66%	-	75 25.12% d	33 25.94% d	106 29.66% d	29 24.40%	-	3 17.73%	-	-	198 24.60%	25 22.05%	106 24.45%	11 25.98%	51 24.38%	15 26.58%	40 23.59%	53 27.06%	167 26.79%	116 25.20%	117 24.87%	234 25.69%
Disatisfaction with customer service from a previous occasion or contact	202 14.15% f	199 14.17% f	24 10.43%	15 15.02%	3 5.72%	- 100.00%	30 10.13%	22 17.30% d f	62 17.32% d df	21 17.48% df	-	4 24.42%	-	-	116 14.38%	12 10.40%	54 12.54%	7 17.05%	41 19.43% T opq	9 16.41%	21 12.44%	30 15.47%	90 14.48%	59 12.74%	69 14.64%	121 13.28%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	183 12.77% x	183 13.00%	42 17.98% T afh	22 22.39% T afgh	8 13.56%	-	29 9.60%	15 11.70%	36 10.22%	17 14.27%	-	4 24.91%	-	-	123 15.31% T q	26 23.60% T oq	50 11.45%	8 18.02%	35 16.38%	12 20.98%	38 22.71% T oq	33 16.68% x	95 15.19% Tx	45 9.87%	60 12.87%	116 12.71%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	1430	1405	231	98*	60*	***	299	128	356	120	4**	16**	2**	1**	807	111	432	43*	211	57*	168	195	623	461	468	909
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	180	177	42	14	4	-	38	10	30	24	-	4	-	-	100	30	47	4	17	9	39	29	78	59	55	117
	12.62%h	12.57%h	18.21%T	14.44%	6.44%	-	12.57%	7.90%	8.37%	19.80%T	adgh	-	24.76%	-	12.44%h	27.17%T	10.84%	9.07%	8.08%	16.12%	23.42%T	14.67%	12.57%	12.77%	11.75%	12.92%
Something else (please specify)	24	23	4	1	-	-	6	2	7	2	1	1	-	-	13	1	8	-	5	-	1	7	9	7	11	13
	1.67%	1.64%	1.65%	1.00%	-	-	1.87%	1.52%	1.92%	1.34%	17.39%	5.09%	-	-	1.66%	0.87%	1.74%	-	2.33%	-	0.58%	3.33%	1.39%	1.49%	2.38%	1.40%

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	1407	782	621	227	320	248	207	185	130	90	422	404	293	288	826	581	1183	224
Weighted base	1430	774	652	250	308	275	211	180	122	84*	387	447	303	293	834	596	1215	215
Effective base	1325	744	580	210	303	236	196	174	125	88	405	382	276	270	779	547	1115	212
NET: Yes	1096	607	487	185	235	220	161	132	95	69	301	333	234	227	634	461	937	159
	76.60%	78.38%	74.70%	73.82%	76.53%	79.93%	76.03%	73.25%	77.58%	81.31%	77.83%	74.51%	77.29%	77.43%	76.05%	77.36%	77.09%	73.82%
Yes - to my fixed broadband provider	1066	588	476	172	229	216	157	131	95	66	294	325	226	221	619	447	912	154
	74.52% ^c	75.98%	73.00%	68.76%	74.52%	78.60% ^c	74.46%	72.70%	77.58%	77.92%	75.94%	72.67%	74.76%	75.22%	74.19%	74.98%	75.03%	71.65%
Yes - to Ofcom	56	34	22	21	15	12	6	1	1	-	14	19	10	12	33	22	52	4
	3.88% ^{gh}	4.37%	3.33%	8.51% ^{Tghi}	4.76% ^{ghi}	4.27% ^g	2.94%	0.61%	0.51%	-	3.68%	4.25%	3.30%	4.20%	3.99%	3.74%	4.24%	1.85%
Yes - other (please specify)	7	5	2	-	1	-	2	1	1	3	2	2	2	2	4	4	4	4
	0.51% ^p	0.68%	0.32%	-	0.28%	-	0.77%	0.55%	0.82%	3.39% ^{Tode}	0.46%	0.39%	0.65%	0.63%	0.42%	0.64%	0.31%	1.68% ^{TP}
No	324	166	155	61	68	55	51	47	27	15	86	108	68	62	194	130	269	55
	22.65%	21.49%	23.80%	24.21%	22.18%	20.07%	23.97%	26.22%	22.42%	17.55%	22.17%	24.12%	22.44%	21.25%	23.22%	21.85%	22.10%	25.74%
Don't know	11	1	10	5	4	-	-	1	-	1	-	6	1	4	6	5	10	1
	0.76% ^a	0.14%	1.50% ^{Ta}	1.97% ^{Te}	1.29%	-	-	0.53%	-	1.13%	-	1.37% ^j	0.27%	1.32% ^j	0.73%	0.79%	0.81%	0.44%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country				Region									Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	1407	1181	111	70	45	111	56	167	113	126	88	70	116	233	170	112	45	1132	265
Weighted base	1430	1216	109	65*	40*	109	58*	166	112	126	91*	65*	121	249	185	107	40*	1106	314
Effective base	1325	1112	105	67	44	105	53	157	106	118	83	67	111	219	160	106	44	1076	249
NET: Yes	1096 76.80% oq	892 76.60%	83 76.64%	49 75.30%	32 78.36%	83 76.64%	50 86.65% hlo	130 78.02% l	81 72.46%	105 83.13% lo	74 80.90% l	49 75.30%	81 66.51%	200 80.30% l	138 74.44%	73 68.53%	32 78.36%	823 74.39%	265 84.49% Tq
Yes - to my fixed broadband provider	1066 74.52% q	908 74.66%	81 73.98%	47 71.83%	31 76.23%	81 73.98%	48 83.26% lo	128 77.19% l	77 68.88%	100 79.61% l	72 78.65% l	47 71.83%	78 64.07%	194 78.05% l	137 73.76%	73 68.53%	31 76.23%	808 73.05%	251 80.14% Tq
Yes - to Ofcom	56 3.88% q	50 4.07%	4 3.71%	2 3.07%	-	4 3.71%	4 7.12%	7 4.34%	5 4.22%	4 3.42%	4 4.00%	2 3.07%	3 2.43%	14 5.80%	6 3.38%	2 1.71%	-	30 2.73%	24 7.68% Tq
Yes - other (please specify)	7 0.51%	5 0.39%	1 0.73%	1 1.53%	1 2.13%	1 0.73%	-	-	1 0.88%	3 2.16% Tm	-	1 1.53%	1 0.83%	-	-	-	1 2.13% mm	6 0.57%	1 0.32%
No	324 22.65% r	275 22.59%	24 22.49%	16 24.70%	9 21.64%	24 22.49%	8 13.35%	36 21.40%	27 24.45%	20 15.70%	17 19.10%	16 24.70%	38 31.78% Tij m	49 19.70%	45 24.54%	34 31.47% Tlim	9 21.64%	276 24.95% Tr	45 14.37%
Don't know	11 0.76%	10 0.81%	1 0.87%	-	-	1 0.87%	-	1 0.58%	3 3.09% Tm	1 1.17%	-	-	2 1.71% am	-	2 1.02%	-	-	7 0.66%	4 1.14%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 68
Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	1407	1115	241	87	52	-	247	103	243	98	2	13	-	1
Weighted base	1430	1133	242	92*	51*	**	248	107*	248	102*	2**	13**	**	1**
Effective base	1325	1050	225	82	50	-	233	97	229	93	2	12	-	1
NET: Yes	1096	883	195	72	42	-	186	87	196	77	2	10	-	1
	76.60%	77.94%T	80.83%	78.53%	83.29%	-	74.79%	81.23%	78.88%	74.79%	100.00%	74.18%	-	100.00%
Yes - to my fixed broadband provider	1066	854	188	70	41	-	181	82	189	76	2	10	-	1
	74.52%	75.38%	77.89%	75.98%	81.12%	-	72.87%	76.66%	76.03%	73.83%	100.00%	74.18%	-	100.00%
Yes - to Ofcom	56	51	14	7	2	-	6	5	8	7	-	1	-	-
	3.88%	4.54%T	5.70%	7.88% ^f	4.83%	-	2.56%	4.57%	3.19%	7.20%	-	6.75%	-	-
Yes - other (please specify)	7	7	2	-	-	-	1	-	1	1	-	-	-	-
	0.51%	0.59%	0.76%	-	-	-	0.40%	-	0.44%	0.96%	-	-	-	-
No	324	242	45	19	8	-	59	19	51	26	-	3	-	-
	22.65% ^a	21.40%	18.53%	20.55%	16.71%	-	23.95%	17.89%	20.72%	25.21%	-	25.82%	-	-
Don't know	11	7	2	1	-	-	3	1	1	-	-	-	-	-
	0.76%	0.66%	0.65%	0.92%	-	-	1.27%	0.89%	0.39%	-	-	-	-	-

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 69
Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?
Base: All who had a reason to complain about fixed broadband provider

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	1407	1395	9	269	102	73	299	93	113	1	194	40	109	35	300
Weighted base	1430	1420	9**	281	102*	72*	302	89*	120	1**	198	42*	111	36*	303
Effective base	1325	1314	9	255	96	69	280	89	106	1	184	38	100	33	281
NET: Yes	1096 76.60%	1088 76.61%	7 76.36%	222 78.92%	71 69.89%	58 80.22%	222 73.39%	69 77.87%	93 77.98%	1 100.00%	161 81.22%q	35 84.31%	83 75.08%	27 75.62%	223 73.48%
Yes - to my fixed broadband provider	1066 74.52%	1058 74.52%	7 76.36%	216 76.87%	69 67.85%	56 77.43%	218 72.24%	68 76.90%	86 71.66%	1 100.00%	156 78.92%q	34 81.96%	82 73.53%	27 75.62%	219 72.34%
Yes - to Oicom	56 3.88%	56 3.91%	2 22.09%	8 2.85%	6 6.36%	1 1.29%	7 2.29%	2 2.01%	8 6.98% ^{sA}	-	17 8.43% ^{TnprstyA}	1 2.62%	3 2.34%	1 2.14%	7 2.28%
Yes - other (please specify)	7 0.51%	7 0.52%	-	-	-	2 2.88% ^{Tnpw}	2 0.59%	1 0.97%	1 0.82%	-	-	1 2.36% ^{pw}	-	-	2 0.59%
No	324 22.85%	322 22.70%	2 23.64%	57 20.44%	31 30.11% ^w	13 18.43%	80 26.34% ^w	20 22.13%	26 22.02%	-	36 18.30%	7 15.69%	24 21.62%	7 20.05%	80 26.25% ^w
Don't know	11 0.76% ⁿ	10 0.69%	-	2 0.64%	-	1 1.34%	1 0.27%	-	-	-	1 0.46%	-	4 3.30% ^{TnsA}	2 4.33% ^{TnqsuA}	1 0.27%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	1407	1383	229	95	61	1	295	123	348	114	4	16	2	2	792	112	423	42	207	55	167	196	624	442	483	875
Weighted base	1430	1405	231	98*	60*	***	299	128	356	120	4**	16**	2**	1**	807	111	432	43*	211	57*	168	195	623	461	468	909
Effective base	1325	1303	215	90	58	1	278	115	328	108	4	15	2	2	744	104	398	40	193	52	156	182	587	420	457	824
NET: Yes	1096	1085	186	77	47	*	214	102	278	92	3	14	1	1	638	95	332	37	164	45	140	155	479	359	364	699
	76.60% ^f	77.18% ^T	80.43% ^f	78.99%	78.76%	100.00%	71.65%	79.35%	78.06%	76.74%	82.61%	87.30%	42.61%	100.00%	79.13% ^T	85.47% ^T	76.80%	86.38%	77.85%	78.17%	82.99% ^T	79.62%	76.97%	78.03%	77.63%	76.87%
Yes - to my fixed broadband provider	1066	1056	180	73	47	*	211	96	271	90	3	14	1	1	614	92	320	33	161	43	134	151	461	354	359	678
	74.52%	75.13% ^T	78.09%	74.54%	78.76%	100.00%	70.74%	74.65%	76.22%	74.81%	82.61%	87.30%	42.61%	100.00%	76.16%	82.59% ^T	74.02%	76.77%	76.23%	74.34%	79.79%	77.12%	74.03%	76.87%	76.69%	74.60%
Yes - to Ofcom	56	55	14	4	-	-	8	9	8	9	-	1	-	-	42	12	15	6	8	6	18	14	28	12	12	38
	3.88% ^y	3.88%	6.23% ^h	4.39%	-	-	2.70%	6.98% ^d	2.30%	7.61% ^T	ad	5.62%	-	-	5.20% ^T	10.36% ^{To}	3.42%	14.10% ^{To}	3.95%	10.80% ^T	10.51% ^{To}	7.39% ^{Tx}	4.49%	2.62%	2.46%	4.21%
Yes - other (please specify)	7	7	-	1	-	-	1	-	1	-	-	-	-	-	3	-	3	-	-	-	-	-	4	3	3	4
	0.51%	0.47%	-	1.00%	-	-	0.33%	-	0.30%	0.82%	-	-	-	-	0.36%	-	0.66%	-	-	-	-	-	0.58%	0.60%	0.63%	0.48%
No	324	313	45	19	13	-	80	25	78	28	1	2	1	-	164	16	96	6	47	12	28	39	138	101	103	203
	22.65% ^a	22.25%	19.57%	19.42%	21.24%	-	26.80% ^a	19.91%	21.94%	23.26%	17.39%	12.70%	57.39%	-	20.28%	14.53%	22.11%	13.62%	22.15%	20.36%	16.51%	19.96%	22.12%	21.97%	22.01%	22.35%
Don't know	11	8	-	2	-	-	5	1	-	-	-	-	-	-	5	-	5	-	-	1	1	1	6	-	2	7
	0.76% ^a	0.57%	-	1.59% ^h	-	-	1.55% ^{ah}	0.74%	-	-	-	-	-	-	0.58%	-	1.09%	-	-	1.47%	0.50%	0.42%	0.91% ^x	-	0.35%	0.78%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	318	166	150	56	68	50	51	48	30	15	92	96	66	64	188	130	261	57
Weighted base	324	166	155	61*	68*	55*	51*	47*	27**	15**	86*	108*	68*	62*	194	130	269	55*
Effective base	302	158	142	52	65	48	49	46	29	15	89	91	63	61	178	124	247	55
It's not worth the hassle	141	75	64	24	34	19	29	15	13	7	34	50	33	25	83	58	115	26
	43.49%	45.22%	41.48%	39.16%	49.98%	34.74%	56.48% ^{Teg}	32.16%	48.09%	46.99%	39.12%	46.08%	47.94%	40.18%	42.99%	44.23%	42.68%	47.41%
The problem was resolved	105	62	43	11	19	12	16	27	12	7	30	36	18	21	66	39	85	19
	32.40% ^c	37.09%	27.85%	18.97%	28.25%	21.67%	31.79%	57.05% ^{Todef}	44.97%	46.77%	34.90%	33.25%	26.61%	33.78%	33.98%	30.04%	31.82%	35.19%
They wouldn't do anything anyway	87	41	44	15	24	18	14	6	5	5	27	20	22	18	46	40	69	17
	26.72% ^{gk}	24.41%	28.09%	24.89%	35.48% ^g	31.91% ^g	26.76%	11.89%	19.71%	34.36%	31.16% ^{kk}	18.13%	32.52% ^{kk}	29.10%	23.91%	30.88%	25.86%	30.86%
I didn't have the time	60	33	27	20	14	7	13	2	4	-	18	24	13	5	42	18	51	9
	18.60% ^{gm}	19.72%	17.68%	32.95% ^{Teg}	21.04% ^g	13.20%	25.80% ^g	3.87%	13.82%	-	21.20% ^m	21.97% ^m	19.17%	8.59%	21.63%	14.11%	19.04%	16.49%
I/ someone else sorted the problem out	33	14	19	12	7	5	2	3	2	2	12	11	4	5	23	10	26	7
	10.14%	8.58%	11.95%	20.09% ^{Tf}	9.66%	8.49%	4.53%	6.31%	8.19%	12.66%	13.98%	10.24%	6.35%	8.79%	11.90%	7.52%	9.75%	11.98%
I did not know where to go/ who to complain to	25	12	13	5	8	7	2	2	2	-	13	5	3	4	17	8	23	2
	7.66%	6.99%	8.49%	7.71%	12.00%	12.30%	3.95%	3.28%	5.90%	-	14.73% ^{TK}	4.30%	4.84%	6.78%	8.93%	5.77%	8.38%	4.15%
I could not get through to my provider	15	6	10	1	3	3	3	2	1	2	4	8	1	1	13	3	13	2
	4.67% ^o	3.38%	6.12%	2.02%	4.72%	4.83%	6.81%	4.08%	3.08%	12.18%	5.24%	7.48%	1.83%	2.13%	6.48%	1.98%	4.95%	3.32%
Other (please specify)	15	7	8	1	1	2	4	4	3	-	2	7	2	4	10	6	12	3
	4.76%	4.20%	5.43%	1.09%	1.00%	4.48%	8.56%	8.44%	12.01%	-	2.78%	6.64%	3.26%	5.87%	4.93%	4.50%	4.60%	5.56%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	318	265	25	18	10	25	7	36	28	21	17	18	36	46	40	34	10	277	38
Weighted base	324	275	24**	16**	9**	24**	8**	36*	27**	20**	17**	16**	38*	49*	45*	34*	9**	276	45*
Effective base	302	252	24	17	10	24	7	34	27	20	16	17	35	43	38	32	10	265	35
It's not worth the hassle	141 43.49% ^m	118 43.09%	10 39.92%	9 55.32%	4 44.34%	10 39.92%	5 60.87%	19 52.60% ^m	12 42.44%	7 33.57%	5 27.87%	9 55.32%	18 45.52%	12 24.10%	21 46.93% ^m	21 62.62% Tm	4 44.34%	123 44.51%	18 40.09%
The problem was resolved	105 32.40%	88 32.20%	10 40.27%	4 27.88%	2 24.87%	10 40.27%	2 28.25%	12 33.36%	17 62.47%	5 27.17%	6 36.75%	4 27.88%	9 22.44%	14 28.53%	17 36.30%	6 18.84%	2 24.87%	92 33.39%	13 28.39%
They wouldn't do anything anyway	87 26.72%	71 25.77%	11 43.48%	3 19.11%	2 23.28%	11 43.48%	1 17.83%	8 23.34%	5 18.52%	4 22.42%	3 17.66%	3 19.11%	11 29.25%	13 27.45%	10 22.99%	13 39.56%	2 23.28%	70 25.44%	13 29.77%
I didn't have the time	60 18.60% ⁿ	51 18.52%	6 23.21%	3 17.20%	1 10.77%	6 23.21%	3 34.68%	7 20.69%	1 4.53%	3 13.10%	4 25.63%	3 17.20%	10 25.59% ⁿ	16 33.47% ^{Tno}	2 5.34%	4 11.37%	1 10.77%	44 16.12%	15 33.05% ^{Tq}
I/ someone else sorted the problem out	33 10.14%	31 11.21%	1 5.10%	1 5.01%	-	1 5.10%	1 10.88%	2 6.65%	4 13.29%	2 10.82%	3 18.87%	1 5.01%	3 8.48%	3 6.15%	7 14.56%	6 16.60%	-	26 9.57%	6 14.23%
I did not know where to go/ who to complain to	25 7.66%	21 7.58%	1 4.24%	1 7.00%	2 20.93%	1 4.24%	-	2 5.63%	3 10.21%	2 9.38%	3 19.49%	1 7.00%	3 8.33%	3 6.42%	1 3.12%	3 8.88%	2 20.93%	21 7.46%	4 9.36%
I could not get through to my provider	15 4.67%	14 5.26%	-	1 4.25%	-	-	-	2 6.71%	-	2 9.26%	-	1 4.25%	1 2.73%	3 6.02%	5 11.60% ^T	1 2.81%	-	14 5.24%	1 1.51%
Other (please specify)	15 4.76%	12 4.21%	1 3.73%	2 12.33%	1 11.02%	1 3.73%	3 34.68%	1 2.66%	1 2.42%	2 11.74%	-	2 12.33%	1 2.11%	4 8.43%	-	-	1 11.02%	15 5.59%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KOOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	318	240	43	16	8	-	59	21	53	27	-	3	-	-
Weighted base	324	242	45*	19**	8**	**	59*	19**	51*	26**	**	3**	**	**
Effective base	302	227	40	16	8	-	56	20	50	26	-	3	-	-
It's not worth the hassle	141 43.49%af	86 35.61%	19 42.76%	4 23.33%	1 12.05%	-	18 31.04%	12 62.16%	17 32.42%	10 38.92%	-	-	-	-
The problem was resolved	105 32.40%	79 32.53%	12 27.55%	4 18.81%	4 46.01%	-	18 31.07%	7 37.51%	19 37.13%	9 36.48%	-	-	-	-
They wouldn't do anything anyway	87 26.72%a	56 23.24%	14 30.48%	3 17.79%	2 26.90%	-	15 25.59%	6 33.87%	9 18.29%	2 9.12%	-	1 27.49%	-	-
I didn't have the time	60 18.60%	42 17.18%	13 29.95%ah	4 19.21%	-	-	10 17.65%	1 4.94%	7 12.74%	4 15.16%	-	-	-	-
I/ someone else sorted the problem out	33 10.14%	26 10.71%	3 5.61%	4 21.05%	-	-	6 10.75%	2 9.14%	3 6.04%	5 19.59%	-	1 40.95%	-	-
I did not know where to go/ who to complain to	25 7.66%	19 7.90%	-	4 18.96%	1 15.04%	-	2 3.92%	3 16.75%	7 13.30%b	1 3.92%	-	1 27.49%	-	-
I could not get through to my provider	15 4.67%	11 4.58%	4 8.66%	-	-	-	2 3.88%	-	5 9.57%	-	-	-	-	-
Other (please specify)	15 4.76%	11 4.59%	3 5.81%	-	-	-	3 4.33%	2 7.93%	1 1.78%	2 9.52%	-	1 31.56%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier													
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/Virgin Mobile (A)
Unweighted base	318	316	2	55	31	13	80	19	26	35	6	23	7	80
Weighted base	324	322	2**	57*	31**	13**	80*	20**	26**	36*	7**	24**	7**	80*
Effective base	302	300	2	53	29	12	75	18	24	33	6	21	7	75
It's not worth the hassle	141 43.49%p	141 43.72%p	1 52.89%	17 29.28%	9 29.60%	9 65.76%	35 44.40%	11 54.07%	15 58.48%	19 53.32%p	4 61.24%	4 15.96%	5 63.13%	35 44.40%
The problem was resolved	105 32.40%	104 32.27%	1 47.11%	20 35.44%	11 36.50%	7 55.69%	28 35.34%	5 27.70%	5 17.57%	9 23.92%	1 11.71%	7 27.90%	2 26.55%	28 35.34%
They wouldn't do anything anyway	87 26.72%	86 26.62%	1 52.89%	11 18.82%	10 32.17%	2 14.41%	21 26.03%	7 33.89%	9 35.80%	9 24.95%	2 36.65%	5 20.71%	4 50.95%	21 26.03%
I didn't have the time	60 18.60%	60 18.70%	-	13 23.46%	5 16.55%	1 8.41%	12 15.56%	2 9.89%	5 18.45%	9 25.06%	3 43.47%	5 21.84%	3 34.66%	12 15.56%
I/ someone else sorted the problem out	33 10.14%	33 10.19%	-	9 16.27% ^{sA}	5 17.11%	1 6.52%	4 4.75%	2 7.81%	-	6 17.15% ^{sA}	-	4 15.51%	-	4 4.75%
I did not know where to go/ who to complain to	25 7.66%	25 7.70%	-	3 5.72%	4 12.30%	-	7 8.94%	2 10.92%	3 12.64%	1 2.13%	-	1 5.36%	2 29.19%	7 8.94%
I could not get through to my provider	15 4.67%	15 4.70%	-	2 3.09%	1 1.91%	-	6 8.00%	-	-	3 9.15%	-	2 9.61%	-	6 8.00%
Other (please specify)	15 4.76%	15 4.79%	-	2 2.80%	-	1 11.06%	4 4.85%	3 15.07%	-	1 3.82%	3 46.96%	1 4.44%	-	4 4.85%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	318	308	44	18	12	-	77	28	78	28	1	2	1	-	161	17	91	6	48	11	28	41	137	98	106	196
Weighted base	324	313	45*	19**	13**	-**	80*	25**	78*	28**	1**	2**	1**	-**	164	16**	96*	6**	47*	12**	28**	39*	138	101*	103	203
Effective base	302	292	42	17	11	-	73	27	74	27	1	2	1	-	152	16	86	6	46	11	26	38	131	94	101	186
It's not worth the hassle	141	137	22	7	2	-	30	14	35	13	1	-	1	-	63	5	38	2	18	2	7	12	69	47	47	90
	43.49%	43.68%	48.30%	34.36%	17.18%	-	37.58%	56.41%	44.85%	45.95%	100.00%	-	100.00%	-	38.28%	28.39%	39.23%	35.93%	39.37%	18.29%	24.16%	29.84%	50.31%T	46.31%	46.00%	44.50%
The problem was resolved	105	102	14	5	5	-	23	10	26	9	-	-	1	-	41	5	25	1	12	3	8	12	42	37	38	61
	32.40%	32.66%	32.02%	27.74%	36.73%	-	28.11%	40.15%	32.92%	33.77%	-	-	100.00%	-	25.30%	31.40%	25.77%	12.40%	25.12%	28.91%	30.36%	30.65%	30.60%	36.55%	36.71%	29.88%
They wouldn't do anything anyway	87	85	13	5	4	-	21	9	21	5	-	1	-	-	36	4	24	1	7	3	7	11	38	27	28	54
	26.72%	27.25%	27.83%	24.88%	34.40%	-	26.54%	35.85%	27.34%	16.89%	-	46.55%	-	-	21.79%	23.98%	24.83%	19.20%	14.77%	28.80%	26.00%	28.83%	27.90%	26.66%	26.90%	26.36%
I didn't have the time	60	59	11	4	-	-	18	3	13	4	-	-	1	-	36	7	20	1	8	2	9	3	26	20	16	37
	18.60%	18.88%	23.46%	23.34%	-	-	22.51%	10.59%	16.62%	15.60%	-	-	100.00%	-	21.93%	40.78%	21.30%	16.16%	17.04%	17.96%	31.22%	8.98%	18.79%	19.53%	15.35%	18.22%
I/ someone else sorted the problem out	33	28	3	2	1	-	8	2	3	5	-	-	-	-	18	3	10	1	4	1	5	2	15	11	11	21
	10.14%	8.86%	7.63%	13.03%	10.97%	-	9.88%	9.77%	3.98%	18.06%	-	-	-	-	10.87%	20.31%	10.03%	21.99%	7.75%	11.31%	16.54%	4.46%	10.57%	10.57%	10.38%	10.52%
I did not know where to go/ who to complain to	25	25	1	2	1	-	4	3	9	1	-	1	-	-	13	-	6	1	7	1	1	4	11	7	7	17
	7.66%	7.93%	2.48%	12.89%	9.94%	-	5.26%	12.54%	10.83%	3.63%	-	46.55%	-	-	8.25%	-	6.48%	13.52%	13.91%	11.07%	4.64%	10.58%	8.28%	7.00%	6.33%	8.36%
I could not get through to my provider	15	14	2	1	-	-	5	1	6	-	-	-	-	-	8	-	6	-	2	1	1	3	4	6	7	8
	4.67%	4.48%	4.25%	2.86%	-	-	5.70%	2.67%	8.06%	-	-	-	-	-	4.92%	-	6.04%	-	4.86%	4.68%	1.96%	6.42%	3.07%	5.84%	7.14%	3.82%
Other (please specify)	15	15	2	1	-	-	4	2	1	2	1	1	-	-	8	-	8	-	-	-	-	1	5	8	3	12
	4.76%	4.93%	4.40%	7.26%	-	-	5.17%	5.93%	1.17%	8.81%	100.00%	53.45%	-	-	4.61%	-	7.89%	-	-	-	-	3.44%	3.33%	7.49%	2.93%	6.10%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	328	191	136	72	94	56	40	26	23	17	130	85	59	54	215	113	280	48
Weighted base	331	190	141	81*	91*	58*	41*	23**	23**	15**	123	91*	60*	58*	214	118	286	45*
Effective base	311	182	128	67	91	54	38	25	22	17	124	81	56	51	204	108	265	47
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	141 42.55% _c	79 41.71%	62 44.02%	25 30.67%	37 41.05%	31 52.82% _c	21 50.69% _c	10 45.01%	9 38.27%	9 56.38%	55 45.00%	38 41.55%	21 34.51%	27 47.29%	93 43.53%	48 40.78%	116 40.50%	25 55.53%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	117 35.38%	62 32.88%	55 39.02%	31 38.82%	31 34.55%	17 28.46%	13 32.87%	9 38.59%	10 44.12%	6 37.30%	44 35.85%	30 32.94%	20 33.40%	23 40.27%	74 34.61%	43 36.77%	104 36.26%	13 29.79%
Dissatisfaction with customer service from a previous occasion or contact	59 17.87%	33 17.67%	25 17.48%	15 18.39%	18 19.59%	13 22.47%	5 13.19%	3 11.32%	5 20.20%	1 6.03%	23 19.07%	12 13.10%	12 19.55%	12 21.10%	35 16.53%	24 20.31%	52 18.23%	7 15.56%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	58 17.54%	33 17.31%	25 17.99%	18 22.69%	19 20.39%	12 19.97%	4 10.74%	3 14.85%	2 8.26%	-	24 19.16%	12 13.13%	14 23.86%	8 14.52%	35 16.59%	23 19.28%	51 17.92%	7 15.20%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	331	190	141	81*	91*	58*	41*	23**	23**	15**	123	91*	60*	58*	214	118	286	45*
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	55 16.52%	34 17.78%	21 14.95%	18 22.17%	14 15.68%	14 23.31%	4 8.56%	3 12.10%	1 4.07%	2 12.09%	23 19.08%	16 17.34%	11 17.81%	5 8.41%	39 18.34%	16 13.20%	51 17.87%	4 7.97%
Something else (please specify)	10 3.03%	4 2.09%	6 4.33%	2 2.10%	1 1.65%	1 1.38%	1 2.27%	2 8.69%	2 9.64%	1 6.32%	3 2.85%	3 3.58%	1 1.83%	2 3.81%	7 3.16%	3 2.80%	6 2.21%	4 8.21%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	328	283	22	17	6	22	13	46	31	33	20	17	24	54	34	28	6	259	65
Weighted base	331	288	22**	16**	6**	22**	13**	45*	31**	33*	20**	16**	24**	58*	38*	27**	6**	253	74*
Effective base	311	269	20	16	6	20	13	44	29	31	20	16	23	52	32	26	6	248	61
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	141 42.55%	125 43.39%	7 31.90%	5 32.03%	4 68.72%	7 31.90%	9 67.34%	22 47.41%	11 33.92%	16 48.13%	7 34.87%	5 32.03%	11 48.50%	20 34.49%	14 36.42%	16 61.49%	4 68.72%	112 44.17%	29 39.57%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	117 35.38%	105 36.39%	6 29.69%	5 32.12%	1 15.09%	6 29.69%	3 21.93%	19 42.54%	14 46.23%	9 26.75%	5 24.51%	5 32.12%	10 41.76%	20 35.12%	14 37.38%	10 38.44%	1 15.09%	89 35.39%	24 32.95%
Dissatisfaction with customer service from a previous occasion or contact	59 17.87%	47 16.43%	5 21.28%	6 40.39%	1 16.19%	5 21.28%	1 9.35%	5 10.72%	5 15.17%	5 13.84%	4 18.61%	6 40.39%	5 19.43%	10 17.11%	9 23.61%	5 18.20%	1 16.19%	43 16.91%	16 22.19%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	58 17.54%	53 18.24%	2 8.29%	4 24.10%	- -	2 8.29%	2 15.37%	8 17.61%	6 17.69%	2 6.73%	4 21.48%	4 24.10%	4 15.45%	15 26.52%	10 25.21%	2 7.50%	- -	41 16.39%	16 21.07%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	331	288	22**	16**	6**	22**	13**	45*	31**	33*	20**	16**	24**	58*	38*	27**	6**	253	74*
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	55 16.52%q	50 17.29%	2 9.76%	3 17.78%	-	2 9.76%	2 15.97%	5 11.73%	3 9.22%	7 20.50%	4 19.35%	3 17.78%	5 21.31%	14 24.42%	6 16.10%	4 14.01%	-	35 13.84%	19 25.16%q
Something else (please specify)	10 3.03%	8 2.89%	1 4.08%	1 5.25%	-	1 4.08%	-	1 2.11%	1 4.04%	1 2.67%	1 4.65%	1 5.25%	1 4.64%	1 1.38%	2 6.38%	-	-	9 3.38%	1 2.02%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 78
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

	Q.1 Landline supplier													
	Total (f)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	328	304	80	27	9	-	89	16	65	15	1	-	-	-
Weighted base	331	308	81*	28**	10**	**	88*	17**	65*	16**	1**	**	**	**
Effective base	311	288	76	26	9	-	85	15	62	14	1	-	-	-
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	141 42.55%	130 42.10%	33 40.92%	13 47.61%	2 22.40%	-	39 44.47%	8 46.25%	27 41.51%	5 29.97%	1 100.00%	-	-	-
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	117 35.38%	107 34.70%	28 34.90%	10 35.11%	7 66.57%	-	25 28.45%	8 43.64%	26 39.60%	4 24.02%	-	-	-	-
Dissatisfaction with customer service from a previous occasion or contact	59 17.87%	57 18.52%	12 15.01%	4 15.28%	-	-	22 25.49%T	2 13.88%	8 13.04%	7 41.08%	-	-	-	-
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	58 17.54%	55 17.84%	14 17.79%	7 24.66%	5 49.37%	-	16 18.43%	3 16.70%	7 11.35%	2 14.04%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 78
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV?
Base: All who had a reason to complain about pay TV provider

	Q.1 Landline supplier													
	Total (f)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	331	308	81*	28**	10**	-**	88*	17**	65*	16**	1**	-**	-**	-**
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	55 16.52%	53 17.36% ^f	22 26.66% ^{Taf}	4 14.02%	1 13.55%	-	9 10.60%	2 8.92%	12 17.96%	4 25.09%	-	-	-	-
Something else (please specify)	10 3.03%	10 3.26%	3 3.23%	-	-	-	5 6.08%	1 7.27%	1 1.24%	-	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	328	324	2	76	18	8	66	19	30	1	36	9	46	2	67
Weighted base	331	328	2**	79*	19**	8**	65*	18**	30**	1**	37*	9**	46*	2**	66*
Effective base	311	308	2	71	17	8	64	18	29	1	34	9	43	2	65
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	141 42.55%	140 42.77%	1 53.74%	35 44.86%	7 39.02%	5 63.59%	29 44.38%	6 30.57%	15 50.27%	1 100.00%	13 35.55%	7 79.65%	14 29.32%	-	30 45.00%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	117 35.38%	114 34.92%	-	27 34.21%	9 49.06%	3 33.89%	21 32.16%	7 36.17%	10 34.27%	-	16 43.20%	-	14 30.38%	2 100.00%	21 31.79%
Disatisfaction with customer service from a previous occasion or contact	59 17.87%	59 18.06%	1 46.26%	17 22.12%	4 23.61%	-	12 18.74%	2 8.93%	3 10.08%	-	8 20.49%	2 21.77%	9 19.06%	-	12 18.53%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	58 17.54%	58 17.74%	1 53.74%	19 23.74%	2 12.86%	2 25.58%	8 12.98%	2 10.44%	3 8.81%	-	7 17.61%	2 20.35%	10 22.40%	-	8 12.84%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	331	328	2**	79*	19**	8**	65*	18**	30**	1**	37*	9**	46*	2**	66*
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	55 16.52% ^{sA}	55 16.69% ^{sA}	-	21 26.14% ^{TnsA}	4 18.64%	-	2 2.89%	3 16.18%	4 14.61%	-	9 24.65% ^{sA}	-	11 24.37% ^{sA}	-	2 2.86%
Something else (please specify)	10 3.03%	10 3.06%	-	-	-	-	3 4.15%	3 17.06%	1 3.07%	-	1 4.01%	-	1 1.99%	-	3 4.10%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (l)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	328	321	72	31	6	-	99	17	69	19	1	-	-	-	303	50	165	16	70	18	68	54	159	90	103	209
Weighted base	331	324	72*	32**	6**	**	99*	19**	67*	21**	1**	**	**	-	306	50*	167	16**	70*	18**	68*	54*	159	92*	101*	213
Effective base	311	305	68	30	6	-	94	16	66	18	1	-	-	-	287	47	157	15	67	17	64	51	151	86	98	198
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	141	136	28	12	1	-	43	8	30	7	1	-	-	-	130	14	81	4	29	6	20	22	64	49	44	92
	42.55% ^u	42.00%	39.02%	38.34%	17.39%	-	43.92%	43.82%	45.03%	32.88%	100.00%	-	-	-	42.35% ^p	28.58%	48.30% ^T	25.76%	41.73%	31.74%	29.41%	40.93%	40.36%	53.21% ^T	43.46%	43.13%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	117	115	23	13	5	-	29	7	28	7	-	-	-	-	109	15	53	8	33	8	23	21	50	32	39	70
	35.38%	35.43%	31.27%	41.07%	82.61%	-	29.56%	36.97%	41.89%	30.99%	-	-	-	-	35.47%	30.88%	31.60%	46.06%	46.64% ^T	42.69%	33.97%	38.67%	31.61%	34.72%	38.49%	32.75%
Disatisfaction with customer service from a previous occasion or contact	59	59	10	8	-	-	20	5	9	7	-	-	-	-	56	9	29	6	12	2	11	10	28	19	16	40
	17.87%	18.28%	14.37%	25.63%	-	-	19.91%	26.81%	12.92%	30.96%	-	-	-	-	18.43%	18.07%	17.14%	38.35%	17.69%	11.71%	16.41%	19.31%	17.57%	20.28%	15.60%	18.76%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	58	58	15	7	2	-	17	3	6	5	-	-	-	-	50	11	27	3	7	5	17	13	26	14	17	39
	17.54% ^h	17.94% ^h	20.83%	20.92%	38.41%	-	17.67%	17.60%	9.40%	22.94%	-	-	-	-	16.33%	22.69%	16.07%	19.80%	10.62%	29.45%	24.46% ^s	23.99%	16.35%	15.41%	16.36%	18.17%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vul-erable (v)	Potenti-ally vul-erable (w)	Least vul-erable (x)	Yes (y)
Weighted base	331	324	72*	32**	6**	**	99*	19**	67*	21**	1**	**	**	306	50*	167	16**	70*	18**	68*	54*	159	92*	101*	213
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	55 16.52% ^q	55 16.89% ^f	18 25.53% ^{Ta}	3 8.81%	-	-	13 12.69%	2 13.43%	9 13.78%	9 42.93%	-	-	-	49 16.02% ^q	18 36.35% ^{To}	16 9.81%	5 28.55%	10 13.98%	6 31.59%	24 35.10% ^T	13 23.92% ^x	30 18.69% ^x	7 7.95%	16 15.60%	36 16.75%
Something else (please specify)	10 3.03%	10 3.10%	3 3.63%	-	-	-	5 5.42%	1 6.82%	1 1.20%	-	-	-	-	10 3.28%	2 3.61%	6 3.69%	-	1 1.13%	-	2 2.67%	1 2.35%	6 3.98%	1 1.05%	5 5.31%	5 2.19%

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	328	191	136	72	94	56	40	26	23	17	130	85	59	54	215	113	280	48
Weighted base	331	190	141	81*	91*	58*	41*	23**	23**	15**	123	91*	60*	58*	214	118	286	45*
Effective base	311	182	128	67	91	54	38	25	22	17	124	81	56	51	204	108	265	47
NET: Yes	236	140	96	56	69	40	28	18	14	11	88	65	40	43	153	83	208	28
	71.30%	73.65%	67.91%	69.53%	75.86%	68.42%	67.61%	78.80%	63.01%	75.61%	71.77%	71.79%	66.60%	74.41%	71.78%	70.43%	72.74%	62.22%
Yes - to my Pay TV provider	220	128	90	48	64	37	28	18	14	11	80	58	39	42	139	81	192	28
	66.32%	67.67%	64.23%	58.77%	70.66%	63.12%	67.61%	78.80%	63.01%	75.61%	65.49%	64.26%	64.77%	72.92%	64.97%	68.77%	66.97%	62.22%
Yes - to Ofcom	35	21	14	16	10	6	3	-	-	-	16	9	6	5	24	11	35	-
	10.58%q	11.13%	9.92%	19.84%T	11.33%	10.62%	6.20%	-	-	-	12.66%	9.72%	9.21%	8.94%	11.41%	9.08%	12.26%Tq	-
Yes - other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	92	48	44	24	21	17	13	5	8	4	35	25	18	15	59	33	75	17
	27.83%	25.40%	31.33%	29.57%	22.96%	29.72%	32.39%	21.20%	36.99%	24.39%	28.23%	27.04%	30.37%	25.59%	27.72%	28.02%	26.26%	37.78%
Don't know	3	2	1	1	1	1	-	-	-	-	-	1	2	-	1	2	3	-
	0.87%	0.96%	0.76%	0.90%	1.17%	1.86%	-	-	-	-	-	1.17%	3.02%	-	0.50%	1.54%	1.01%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	328	283	22	17	6	22	13	46	31	33	20	17	24	54	34	28	6	259	65
Weighted base	331	288	22**	16**	6**	22**	13**	45*	31**	33*	20**	16**	24**	58*	38*	27**	6**	253	74*
Effective base	311	269	20	16	6	20	13	44	29	31	20	16	23	52	32	26	6	248	61
NET: Yes	236	206	16	11	4	16	8	34	22	25	12	11	14	45	29	18	4	188	85
	71.30%q	71.39%	72.59%	69.31%	67.25%	72.59%	60.23%	74.12%	70.45%	75.29%	60.14%	69.31%	57.19%	77.49%	76.99%	68.13%	67.25%	66.57%	87.29%Tq
Yes - to my Pay TV provider	220	193	12	11	4	12	7	33	18	25	10	11	14	42	28	17	4	157	59
	66.32%q	67.08%	53.78%	69.31%	67.25%	53.78%	53.67%	72.23%	58.56%	75.29%	49.26%	69.31%	57.19%	72.49%	74.31%	64.58%	67.25%	62.25%	79.76%Tq
Yes - to Ofcom	35	31	4	-	-	4	1	4	4	2	-	2	8	5	1	-	-	18	17
	10.58%q	10.75%	18.81%	-	-	18.81%	6.56%	8.61%	11.89%	10.88%	-	9.08%	14.58%	13.85%	3.55%	-	-	7.19%	22.77%Tq
Yes - other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	92	81	5	5	2	5	5	12	9	8	8	5	10	12	8	9	2	82	9
	27.83%r	27.98%	22.41%	30.69%	32.75%	22.41%	39.77%	25.88%	29.55%	24.71%	39.86%	30.69%	42.81%	21.25%	20.20%	31.87%	32.75%	32.29%Tr	12.71%
Don't know	3	2	1	-	-	1	-	-	-	-	-	-	-	1	1	-	-	3	-
	0.87%	0.62%	5.00%	-	-	5.00%	-	-	-	-	-	-	-	1.26%	2.81%	-	-	1.14%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 83
Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?
Base: All who had a reason to complain about pay TV provider

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	328	304	80	27	9	-	89	16	65	15	1	-	-	-
Weighted base	331	308	81*	28**	10**	-**	88*	17**	65*	16**	1**	-**	-**	-**
Effective base	311	288	76	26	9	-	85	15	62	14	1	-	-	-
NET: Yes	236	221	62	20	6	-	61	14	42	15	-	-	-	-
	71.30%	71.77%	76.03%	70.84%	57.70%	-	69.46%	82.12%	64.71%	91.80%	-	-	-	-
Yes - to my Pay TV provider	220	205	57	15	5	-	56	13	42	15	-	-	-	-
	66.32%	66.73%	70.58%	55.64%	46.66%	-	64.21%	75.36%	64.71%	91.80%	-	-	-	-
Yes - to Ofcom	35	32	8	5	2	-	14	1	1	-	-	-	-	-
	10.58%h	10.37%h	9.53%	19.14%	24.58%	-	16.27%ah	6.76%	1.49%	-	-	-	-	-
Yes - other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	92	84	19	8	4	-	25	3	23	1	1	-	-	-
	27.83%	27.30%	23.08%	29.16%	42.30%	-	28.09%	17.88%	35.29%	8.20%	100.00%	-	-	-
Don't know	3	3	1	-	-	-	2	-	-	-	-	-	-	-
	0.87%	0.94%	0.90%	-	-	-	2.44%	-	-	-	-	-	-	-

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	328	324	2	76	18	8	66	19	30	1	36	9	46	2	67
Weighted base	331	328	2**	79*	19**	8**	65*	18**	30**	1**	37*	9**	46*	2**	66*
Effective base	311	308	2	71	17	8	64	18	29	1	34	9	43	2	65
NET: Yes	236 71.30% _s	233 70.99%	2 100.00%	61 77.27% _{sA}	16 87.22%	6 74.29%	40 60.94%	11 61.20%	19 62.49%	1 100.00%	32 84.59% _{sA}	6 65.10%	31 67.71%	2 100.00%	41 61.38%
Yes - to my Pay TV provider	220 66.32%	216 65.95%	2 100.00%	54 69.09%	15 79.56%	5 60.22%	37 56.76%	11 61.20%	18 59.65%	1 100.00%	30 81.45% _{TnsA}	6 65.10%	29 61.74%	2 100.00%	38 57.25%
Yes - to Oicom	35 10.58%	35 10.70%	1 53.74%	12 15.15%	6 29.88%	1 14.05%	6 8.44%	-	1 2.84%	-	2 5.19%	-	6 12.88%	-	6 8.34%
Yes - other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	92 27.83%	92 28.13%	-	18 22.73%	2 12.76%	1 11.90%	25 37.95% _{Tw}	7 38.80%	11 37.51%	-	6 15.41%	3 34.90%	14 29.99%	-	25 37.52% _w
Don't know	3 0.87%	3 0.88%	-	-	-	1 13.83%	1 1.12%	-	-	-	-	-	1 2.31%	-	1 1.10%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	328	321	72	31	6	-	99	17	69	19	1	-	-	-	303	50	165	16	70	18	68	54	159	90	103	209
Weighted base	331	324	72*	32**	6**	**	99*	19**	67*	21**	1**	-	-	-	306	50*	167	16**	70*	18**	68*	54*	159	92*	101*	213
Effective base	311	305	68	30	6	-	94	16	66	18	1	-	-	-	287	47	157	15	67	17	64	51	151	86	98	198
NET: Yes	236	233	55	25	2	-	69	14	40	21	-	-	-	-	219	40	122	12	45	13	52	39	112	70	72	152
	71.30% ^h	71.84% ^h	76.30% ^h	76.10%	36.96%	-	69.57%	77.40%	60.32%	97.55%	-	-	-	-	71.34%	79.16%	72.77%	75.11%	63.92%	72.68%	77.46%	72.23%	70.40%	76.77%	71.48%	71.54%
Yes - to my Pay TV provider	220	217	53	19	2	-	64	13	38	21	-	-	-	-	204	37	113	10	43	11	48	36	102	67	69	141
	66.32%	67.01%	73.38%	58.50%	36.96%	-	64.80%	71.49%	57.26%	97.55%	-	-	-	-	66.63%	74.94%	67.79%	63.25%	61.01%	61.05%	71.30%	66.26%	64.51%	73.69%	68.13%	66.33%
Yes - to Ofcom	35	34	7	10	-	-	11	1	3	-	-	-	-	-	30	5	16	5	3	4	9	10	16	8	8	23
	10.58% ^s	10.56%	10.24%	30.39%	-	-	10.85%	5.91%	4.51%	-	-	-	-	-	9.64%	10.07%	9.60%	33.17%	4.27%	25.03%	13.99%	18.79% ^T	9.85%	8.93%	8.37%	10.72%
Yes - other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	92	88	16	8	4	-	29	3	26	1	1	-	-	-	85	10	43	4	25	5	15	15	46	21	29	60
	27.83%	27.27%	22.69%	23.90%	63.04%	-	29.35%	16.78%	39.68% ^{Ta}	2.45%	100.00%	-	-	-	27.72%	19.38%	25.94%	24.89%	36.08%	27.32%	21.46%	27.77%	29.14%	23.23%	28.52%	28.12%
Don't know	3	3	1	-	-	-	1	1	-	-	-	-	-	-	3	1	2	-	-	-	1	-	1	-	-	1
	0.87%	0.89%	1.01%	-	-	-	1.08%	5.82%	-	-	-	-	-	-	0.94%	1.46%	1.28%	-	-	-	1.06%	-	0.46%	-	-	0.34%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	94	49	45	24	22	17	13	6	8	4	38	23	19	14	61	33	76	18
Weighted base	92*	48*	44*	24**	21**	17**	13**	5**	8**	4**	35*	25**	18**	15**	59*	33*	75*	17**
Effective base	90	47	43	22	21	16	13	6	8	4	37	22	18	13	59	31	73	17
It's not worth the hassle	37	15	21	8	10	6	5	1	3	2	16	8	7	5	24	12	29	7
	39.77%	32.02%	48.25%	34.90%	50.00%	36.13%	39.36%	29.83%	34.35%	57.15%	45.68%	34.51%	38.56%	36.17%	41.04%	37.49%	39.14%	42.56%
The problem resolved itself	19	12	7	5	5	3	3	2	1	-	10	6	2	2	16	3	17	3
	21.08%	25.26%	16.50%	22.80%	26.24%	16.23%	22.48%	33.93%	13.00%	-	27.70%	26.40%	9.40%	11.02%	27.16%	10.13%	22.04%	16.82%
I/ someone else sorted the problem out	17	7	9	8	3	2	1	-	2	-	5	6	3	3	11	6	13	4
	18.13%	15.18%	21.36%	32.57%	15.81%	12.03%	11.15%	-	24.71%	-	13.69%	24.52%	18.27%	17.76%	18.19%	18.04%	16.80%	24.01%
I didn't have the time	17	14	3	3	2	5	4	1	2	-	6	2	3	5	8	9	14	2
	18.11%b	28.16%Td	7.13%	14.32%	8.20%	30.37%	29.14%	12.35%	22.20%	-	16.18%	9.50%	18.09%	37.04%	13.40%	26.57%	18.92%	14.53%
They wouldn't do anything anyway	15	10	5	4	2	4	2	1	2	-	8	3	3	1	11	4	12	3
	16.36%	20.38%	11.97%	16.30%	10.70%	23.92%	15.44%	12.35%	26.06%	-	23.17%	10.71%	17.34%	8.58%	18.00%	13.42%	15.50%	20.12%
I did not know where to go/ who to complain to	6	3	3	1	1	2	-	-	-	2	3	-	-	3	3	3	3	3
	6.26%p	6.00%	6.54%	3.43%	4.44%	11.36%	-	-	-	55.69%	7.66%	-	-	21.12%	4.48%	9.46%	3.34%	19.06%
I could not get through to my provider	3	1	2	-	1	-	-	1	1	-	1	-	2	-	1	2	3	-
	3.12%	2.02%	4.31%	-	4.65%	-	-	17.48%	12.66%	-	2.81%	-	10.45%	-	1.64%	5.77%	3.83%	-
Other (please specify)	5	3	3	-	1	-	1	2	1	1	3	1	1	1	4	2	4	2
	5.80%	5.57%	6.04%	-	5.33%	-	7.89%	36.24%	9.17%	18.39%	7.23%	4.25%	3.74%	7.55%	5.99%	5.45%	4.94%	9.56%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	94	81	5	6	2	5	5	12	10	8	8	6	10	12	7	9	2	84	9
Weighted base	92*	81*	5**	5**	2**	5**	5**	12**	9**	8**	8**	5**	10**	12**	8**	9**	2**	82*	9**
Effective base	90	78	5	6	2	5	5	12	10	8	8	6	10	11	7	8	2	81	8
It's not worth the hassle	37	32	3	1	1	3	2	4	3	5	3	1	4	4	4	3	1	35	2
	39.77%	39.13%	62.56%	23.34%	50.57%	62.58%	40.02%	32.65%	34.80%	61.49%	34.62%	23.34%	39.31%	32.08%	51.08%	34.46%	50.57%	42.70%	19.38%
The problem resolved itself	19	18	-	2	-	-	2	3	5	1	2	2	-	4	1	1	-	19	1
	21.08%	22.10%	-	33.44%	-	-	39.00%	23.14%	50.25%	11.71%	25.12%	33.44%	-	29.13%	17.14%	7.63%	-	23.01%	6.98%
I/ someone else sorted the problem out	17	15	1	1	-	1	-	1	-	2	1	3	3	3	1	4	-	12	4
	18.13% ^{uq}	18.27%	15.12%	26.11%	-	15.12%	-	12.66%	-	23.98%	26.11%	29.63%	29.63%	22.48%	15.27%	51.78%	-	14.31%	41.07%
I didn't have the time	17	14	1	1	1	1	2	-	2	3	1	-	-	3	2	1	1	13	3
	18.11%	17.46%	22.30%	12.35%	49.43%	22.30%	20.99%	-	26.53%	39.64%	12.35%	-	-	27.03%	23.31%	8.99%	49.43%	16.45%	34.76%
They wouldn't do anything anyway	15	13	-	1	1	-	-	2	2	2	1	3	3	-	1	1	1	14	1
	16.36%	15.76%	-	29.46%	50.57%	-	-	15.64%	24.45%	25.55%	11.67%	29.46%	32.89%	-	13.26%	15.12%	50.57%	17.33%	10.05%
I did not know where to go who to complain to	6	4	1	1	-	1	-	1	1	-	-	1	-	1	-	1	-	6	-
	6.26%	4.70%	23.88%	17.11%	-	23.88%	-	5.74%	10.04%	-	-	17.11%	-	7.35%	-	15.07%	-	7.07%	-
I could not get through to my provider	3	3	-	-	-	-	-	-	1	-	1	-	-	1	-	-	-	3	-
	3.12%	3.56%	-	-	-	-	-	-	9.05%	-	12.30%	-	-	8.63%	-	-	-	3.52%	-
Other (please specify)	5	5	-	-	-	-	1	2	1	-	-	-	1	-	-	-	-	5	-
	5.80%	6.63%	-	-	-	-	9.48%	19.63%	10.79%	-	-	-	8.57%	5.52%	-	-	-	6.55%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 88
Q.17 Why didn't you make a complaint about your pay TV service or supplier?
Base: All who didn't complain about pay TV provider

	Q.1 Landline supplier													
	Total (f)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	94	86	19	8	4	-	26	3	23	2	1	-	-	-
Weighted base	92*	84*	19**	8**	4**	**	25**	3**	23**	1**	1**	**	**	**
Effective base	90	82	19	7	4	-	25	3	22	2	1	-	-	-
It's not worth the hassle	37 39.77%	32 38.49%	9 46.34%	1 6.51%	1 19.13%	-	11 42.67%	-	11 48.64%	1 50.56%	-	-	-	-
The problem resolved itself	19 21.08%	19 23.13%	4 21.59%	5 62.89%	-	-	2 9.74%	-	7 31.84%	1 49.44%	-	-	-	-
I/ someone else sorted the problem out	17 18.13%	14 17.06%	1 4.92%	1 18.52%	1 27.93%	-	7 30.34%	-	3 14.26%	-	-	-	-	-
I didn't have the time	17 18.11%	17 19.87%	7 35.79%	1 18.59%	-	-	2 9.04%	1 30.25%	5 23.28%	-	-	-	-	-
They wouldn't do anything anyway	15 16.36%	13 14.90%	3 18.12%	-	1 26.41%	-	3 12.03%	1 40.65%	4 16.52%	-	-	-	-	-
I did not know where to go/ who to complain to	6 6.26%	6 6.87%	2 10.53%	-	-	-	2 7.93%	1 29.09%	1 4.07%	-	-	-	-	-
I could not get through to my provider	3 3.12%	3 3.42%	1 5.67%	-	-	-	-	-	2 7.93%	-	-	-	-	-
Other (please specify)	5 5.80%	5 6.36%	-	-	1 26.53%	-	2 9.39%	-	1 3.79%	-	1 100.00%	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

Total (T)	Q.2 Mobile supplier												
	Total mobile (n)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/Virgin Mobile (A)	
Unweighted base	94	94	18	3	1	26	7	11	6	3	14	-	26
Weighted base	92*	92*	18**	2**	1**	25**	7**	11**	6**	3**	14**	**	25**
Effective base	90	90	17	3	1	25	7	11	6	3	13	-	25
It's not worth the hassle	37 39.77%	37 39.77%	2 9.48%	1 60.77%	1 100.00%	9 35.88%	2 25.56%	6 54.03%	4 68.58%	3 100.00%	5 34.23%	-	9 35.88%
The problem resolved itself	19 21.08%	19 21.08%	9 53.12%	1 39.02%	1 100.00%	5 20.59%	1 13.07%	1 8.59%	-	-	1 7.69%	-	5 20.59%
I/ someone else sorted the problem out	17 18.13%	17 18.13%	5 26.12%	-	-	3 12.86%	-	1 10.35%	1 12.95%	-	7 50.03%	-	3 12.86%
I didn't have the time	17 18.11%	17 18.11%	2 10.42%	-	-	3 11.97%	1 18.11%	4 34.66%	1 18.47%	2 62.22%	3 18.20%	-	3 11.97%
They wouldn't do anything anyway	15 16.36%	15 16.36%	2 10.56%	1 39.23%	-	6 25.76%	1 18.01%	-	1 19.05%	1 19.18%	2 13.57%	-	6 25.76%
I did not know where to go/ who to complain to	6 6.26%	6 6.26%	-	-	1 100.00%	3 10.67%	1 12.89%	-	-	-	1 9.26%	-	3 10.67%
I could not get through to my provider	3 3.12%	3 3.12%	-	-	-	2 8.20%	1 11.91%	-	-	-	-	-	2 8.20%
Other (please specify)	5 5.80%	5 5.80%	1 5.85%	-	-	2 6.23%	1 12.36%	-	-	-	1 5.55%	-	2 6.23%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	94	91	17	8	4	-	30	3	27	1	1	-	-	-	87	10	46	4	25	5	15	16	47	22	30	60
Weighted base	92*	88*	16**	8**	4**	-**	29**	3**	26**	1**	1**	-**	-**	-**	85*	10**	43*	4**	25**	5**	15**	15**	46*	21**	29**	60*
Effective base	90	87	17	8	4	-	29	3	25	1	1	-	-	-	83	10	44	4	24	5	14	15	45	21	28	58
It's not worth the hassle	37	37	9	-	1	-	13	-	14	1	-	-	-	-	37	5	20	-	12	-	5	7	17	10	13	22
	39.77%	41.52%	52.99%	-	19.89%	-	44.25%	-	52.18%	100.00%	-	-	-	-	43.16%T	52.84%	44.97%	-	47.40%	-	35.20%	47.79%	36.98%	49.13%	46.33%	37.22%
The problem resolved itself	19	19	4	6	-	-	3	-	6	-	-	-	-	-	16	-	8	1	6	4	4	4	12	3	3	15
	21.08%	22.00%	23.28%	76.41%	-	-	11.36%	-	24.24%	-	-	-	-	-	18.31%	-	18.81%	23.74%	25.25%	79.98%	26.70%	23.64%	25.11%	15.46%	11.31%	24.47%
I/ someone else sorted the problem out	17	13	1	-	1	-	7	-	3	-	-	-	-	-	14	2	7	1	4	-	2	-	9	4	1	15
	18.13%a	14.54%	5.63%	-	29.05%	-	25.86%	-	12.28%	-	-	-	-	-	16.87%	24.92%	16.15%	31.23%	14.29%	-	16.60%	-	19.80%	16.75%	4.46%	25.75%T
I didn't have the time	17	17	5	2	-	-	2	1	7	1	-	-	-	-	16	4	4	1	7	1	5	3	8	3	7	10
	18.11%q	18.90%	27.99%	23.59%	-	-	7.71%	30.25%	24.85%	100.00%	-	-	-	-	18.51%q	38.26%	8.41%	22.95%	29.23%	20.02%	32.17%	23.36%	16.81%	15.01%	23.31%	16.66%
They wouldn't do anything anyway	15	15	3	-	1	-	4	1	5	-	-	-	-	-	15	2	8	-	4	-	2	3	5	5	5	9
	16.36%	17.08%	20.72%	-	23.48%	-	14.08%	40.65%	20.34%	-	-	-	-	-	17.75%	17.46%	19.27%	-	14.82%	-	11.63%	22.23%	10.63%	25.06%	18.64%	14.63%
I did not know where to go/ who to complain to	6	6	2	-	-	-	2	1	1	-	-	-	-	-	6	-	4	1	1	-	-	-	6	-	3	3
	6.26%	6.53%	12.04%	-	-	-	6.76%	29.03%	3.50%	-	-	-	-	-	6.79%	-	9.07%	22.07%	3.65%	-	-	-	12.47%T	-	9.95%	4.84%
I could not get through to my provider	3	3	1	-	-	-	-	-	2	-	-	-	-	-	3	1	-	-	2	-	1	1	1	1	1	2
	3.12%	3.25%	6.48%	-	-	-	-	-	6.83%	-	-	-	-	-	3.38%	10.99%	-	-	7.12%	-	7.32%	5.60%	2.30%	4.57%	3.69%	3.02%
Other (please specify)	5	5	-	-	1	-	2	-	1	-	1	-	-	-	5	-	3	-	1	-	-	-	2	3	3	3
	5.80%	6.05%	-	-	27.59%	-	8.00%	-	3.27%	-	100.00%	-	-	-	6.29%	-	7.76%	-	3.40%	-	-	-	5.01%	14.23%	9.55%	4.33%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Yes	6197	2979	3211	771	1006	989	1016	981	768	665	1573	1868	1290	1466	3441	2756	5043	1154
	97.60%cp	97.45%	98.25%Ta	93.58%	96.77%c	98.10%c	98.26%cd	99.13%Tcd	98.44%cd	98.83%Tcd	97.54%	97.09%	98.63%Tjkm	97.43%	97.30%	97.98%	97.36%	98.68%Tp
No	53	28	13	26	16	7	1	1	2	-	18	14	8	12	32	20	47	5
	0.83%bfghi	0.90%b	0.40%	3.15%Tdefgh	1.55%Tfghi	0.71%fgi	0.10%	0.06%	0.24%	-	1.12%	0.74%	0.64%	0.80%	0.92%	0.72%	0.92%	0.45%
Prefer not to say	100	51	44	27	17	12	17	8	10	8	21	42	10	27	63	36	89	10
	1.57%glq	1.65%	1.35%	3.26%Tdefgh	1.68%	1.19%	1.64%	0.81%	1.32%	1.17%	1.33%	2.17%TI	0.73%	1.78%l	1.79%	1.29%	1.73%Tq	0.86%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country				Region									Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Yes	6197 97.60%	5221 97.67%	511 97.04%	290 97.27%	174 97.73%	511 97.04%	247 97.30%	684 97.92%	515 98.90% Tenn	546 97.71%	456 98.38%	290 97.27%	582 97.52%	801 97.10%	846 96.58%	544 98.48% un	174 97.73%	5244 98.33% T	828 97.43%
No	53 0.83%	43 0.80%	8 1.55%	2 0.61%	-	8 1.55% h	2 0.77%	7 0.93%	2 0.31%	2 0.38%	2 0.49%	2 0.61%	3 0.51%	7 0.89%	15 1.71% Thil	3 0.53%	-	41 0.77%	11 1.12%
Prefer not to say	100 1.57% q	82 1.53%	7 1.41%	6 2.11%	4 2.27%	7 1.41%	5 1.92%	8 1.15%	4 0.79%	11 1.91%	5 1.15%	6 2.11%	12 1.97%	17 2.00%	15 1.71%	5 0.98%	4 2.27%	48 0.90%	14 1.44%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 161
Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Yes	6197	4546	1055	305	235	-	926	438	927	409	20	73	1	28
	97.60% ^c	97.66% ^c	97.42%	95.50%	96.75%	-	97.97% ^c	98.52% ^c	98.02% ^c	97.37%	100.00%	100.00%	61.45%	97.30%
No	53	43	10	9	3	-	5	-	9	5	-	-	-	-
	0.83%	0.92% ^g	0.91%	2.93% ^{Tabfgh}	1.37% ^g	-	0.57%	-	0.98% ^g	1.15% ^g	-	-	-	-
Prefer not to say	100	66	18	5	5	-	14	7	9	6	-	-	1	1
	1.57%	1.42%	1.68%	1.57%	1.88%	-	1.46%	1.48%	1.00%	1.48%	-	-	38.55%	2.70%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Yes	6197 97.60%	6116 97.63%	34 97.70%	1220 97.58%	351 97.05%	323 96.91%	1326 97.87%	527 98.64%	527 97.42%	7 100.00%	783 97.72%	208 97.53%	400 97.34%	136 96.90%	1333 97.88%
No	53 0.83%	52 0.83%	-	12 0.99%	2 0.54%	5 1.48%t	9 0.63%	1 0.19%	6 1.19%	-	7 0.89%	2 0.84%	5 1.11%	3 1.90%t	9 0.63%
Prefer not to say	100 1.57%	96 1.54%	1 2.30%	18 1.43%	9 2.41%	5 1.61%	20 1.50%	6 1.17%	8 1.39%	-	11 1.40%	3 1.63%	6 1.56%	2 1.20%	20 1.49%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Yes	6197	5917	1116	411	343	*	1150	545	1326	493	30	97	8	37	3052	346	1678	139	845	160	506	707	2848	1983	1955	4082
	97.60% ^d	97.79% ^T	98.16% ^d	96.80%	95.85%	100.00%	98.04% ^d	98.26% ^d	97.65%	97.05%	100.00%	100.00% ^d	92.89%	95.93%	97.81%	97.59%	98.03%	96.99%	97.69%	95.96%	97.07%	96.95%	98.36% ^T	98.64% ^T	97.69%	98.87% ^T
No	53	50	8	7	5	-	6	2	13	7	-	-	-	27	5	10	2	9	6	11	12	22	8	31	18	
	0.83% ^{xz}	0.83%	0.67%	1.17% ^{Ta}	1.43%	-	0.54%	0.36%	0.96%	1.35%	-	-	-	0.87%	1.46%	0.60%	1.23%	0.99%	3.59% ^{To}	2.14% ^{To}	1.64% ^{Tw}	0.75%	0.42%	1.54% ^{Tz}	0.44%	
Prefer not to say	100	83	13	6	10	-	17	8	19	8	-	-	1	2	41	3	24	3	11	1	4	10	26	19	16	29
	1.57% ^{aw}	1.38%	1.17%	1.45%	2.72% ^{ab}	-	1.42%	1.38%	1.39%	1.60%	-	-	7.11%	4.07%	1.31%	0.95%	1.38%	1.78%	1.32%	0.46%	0.79%	1.41%	0.89%	0.95%	0.78%	0.69%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
NET: Any	2001	878	1110	240	258	261	313	349	290	290	404	558	369	671	962	1040	1585	416
	31.52%adejk lnp	28.72%	33.96%Ta	29.09%	24.85%	25.91%	30.26%de	35.27%Todef	37.10%Todef	43.16%Todef	25.03%	29.01%j	28.21%	44.57%Tjkl	27.20%	36.96%Tn	30.61%	35.58%Tp
Hearing? Poor hearing, partial hearing, or are deaf	364	195	168	18	25	25	38	63	86	107	77	99	77	111	175	188	271	92
	5.73%cdelfjn p	6.36%Tb	5.15%	2.22%	2.43%	2.43%	3.72%	6.40%cdef	11.07%Tdefgh	15.95%Tdefgh	4.76%	5.13%	5.90%	7.37%Tjkl	4.96%	6.69%Tn	5.24%	7.88%Tp
Eyesight? Poor vision, colour blindness, partial sight, or am blind	284	141	138	62	36	31	42	40	41	31	71	71	59	83	142	142	238	45
	4.47%en	4.60%	4.22%	7.54%Tdefgj	3.42%	3.06%	4.10%	4.07%	5.26%e	4.66%	3.42%	3.69%	4.54%	5.50%Tk	4.00%	5.05%	4.60%	3.88%
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	583	226	353	9	25	49	100	129	120	151	91	113	109	270	204	378	439	144
	9.18%acdjek np	7.40%	10.80%Ta	1.12%	2.42%cd	4.90%cd	9.68%cde	12.99%Tcdef	15.31%Tcdefh	22.42%Tcdefgh	5.63%	5.90%	8.32%jkl	17.92%Tjkl	5.78%	13.46%Tn	8.47%	12.33%Tp
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	208	83	123	6	13	23	39	53	39	35	30	48	34	96	78	130	162	46
	3.28%acdjkln	2.70%	3.76%Ta	0.73%	1.28%	2.28%cd	3.76%cd	5.34%Tcde	5.00%Tcde	5.21%Tcde	1.88%	2.48%	2.56%	6.40%Tjkl	2.21%	4.62%Tn	3.13%	3.92%
Breathing? Breathlessness or chest pains	339	165	172	24	20	32	45	74	69	75	56	64	70	149	120	218	266	73
	5.33%cdjekln	5.40%	5.27%	2.87%	1.94%	3.14%	4.33%cd	7.52%Tcdef	8.83%Tcdef	11.14%Tcdefg	3.48%	3.32%	5.32%jkl	9.89%Tjkl	3.40%	7.76%Tn	5.13%	6.21%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	214 3.37% ^{ijln}	94 3.08%	113 3.47%	46 5.54% ^{Tdehi}	35 3.36% ⁱ	33 3.23% ⁱ	38 3.71% ⁱ	39 3.92% ⁱ	18 2.27% ⁱ	6 0.93%	43 2.64%	58 3.00%	29 2.24%	85 5.63% ^{Tjkl}	100 2.84%	114 4.05% ^{Tn}	178 3.43%	37 3.13%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	248 3.91% ^{ghliq}	111 3.64%	127 3.87%	72 8.73% ^{Tdefgh}	61 5.89% ^{Tfghi}	49 4.85% ^{ghi}	36 3.52% ^{hi}	21 2.13% ⁱ	8 0.98% ⁱ	1 0.15%	55 3.43%	83 4.31% ⁱ	30 2.30%	80 5.30% ^{Tj}	138 3.91%	110 3.91%	216 4.16% ^{Tq}	33 2.78%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	870 13.70% ^{ahjln}	329 10.77%	530 16.21% ^{Ta}	146 17.71% ^{Tghi}	167 16.07% ^{Thi}	161 15.99% ^{Thi}	179 17.29% ^{Tghi}	139 14.00% ^{hi}	63 8.01% ⁱ	16 2.33%	159 9.89%	250 12.98% ^{jl}	138 10.59%	322 21.40% ^{Tjkl}	409 11.57%	461 16.37% ^{Tn}	702 13.55%	168 14.35%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	547 8.61% ^{acdejknp}	209 6.84%	336 10.27% ^{Ta}	26 3.13%	43 4.14%	70 6.90% ^{cd}	110 10.62% ^{Tode}	136 13.79% ^{Todef}	94 12.03% ^{Tode}	68 10.15% ^{ode}	84 5.23%	123 6.39%	106 8.09% ^j	234 15.54% ^{Tjkl}	207 5.86%	340 12.07% ^{Tn}	413 7.98%	134 11.44% ^{tp}
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4129 65.03% ^{bhmq}	2069 67.68% ^{Tb}	2052 62.79%	533 64.67% ⁱ	733 70.48% ^{Tcghi}	703 69.73% ^{Tcghi}	693 67.03% ^{ghi}	617 62.36% ⁱ	477 61.08% ⁱ	373 55.48%	1152 71.44% ^{Tkm}	1300 67.56% Tm	900 68.79% Tm	778 51.68%	2452 69.33% ^{To}	1677 59.64%	3400 65.63% ^{Tq}	729 62.38%
Don't know	33 0.52% ^h	18 0.59%	15 0.46%	8 0.96% ^{hi}	11 1.04% ^{Thi}	7 0.68% ^{hi}	4 0.36% ⁱ	4 0.37%	-	-	11 0.67%	10 0.53%	6 0.47%	6 0.39%	21 0.59%	12 0.43%	28 0.54%	5 0.44%
Prefer not to say	186 2.93% ^{hiq}	92 3.02%	91 2.79%	44 5.28% ^{Tfghi}	38 3.63% ^{ghi}	37 3.68% ^{ghi}	24 2.35%	20 2.00%	14 1.83%	9 1.36%	46 2.86%	56 2.90%	33 2.54%	51 3.36%	102 2.89%	84 2.98%	167 3.22% ^{Tq}	19 1.61%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
NET: Any	2001 31.52% ^a mr	1846 30.80%	180 34.18%	109 36.54% ^a	66 37.02%	180 34.18% ^{im}	85 37.53% ^{Thim} o	218 31.21% ^m	158 30.02% ^{im}	156 28.00%	166 35.90% ^{Timo}	108 36.54% ^{imo}	204 34.20% ^{im}	192 23.28%	296 33.82% ^{im}	161 29.20% ^m	66 37.02% ^{imo}	1790 33.57% ^{Tr}	202 21.26%
Hearing? Poor hearing, partial hearing, or are deaf	364 5.73% ^{mr}	313 5.85%	23 4.27%	14 4.82%	14 7.77%	23 4.27%	23 9.24% ^{Teikl} m	40 5.71% ^m	29 5.63% ^m	29 5.19% ^m	41 8.74% ^{Teikl} m	14 5.33% ^m	32 6.25%	63 7.14% ^{em}	34 6.22% ^m	14 7.77% ^m	335 6.28% ^{Tr}	28 2.89%	
Eyesight? Poor vision, colour blindness, partial sight, or are blind	284 4.47%	238 4.45%	17 3.19%	19 6.24% ^b	10 5.74%	17 3.19%	6 2.29%	35 5.04%	24 4.70%	21 3.73%	23 5.03%	19 6.24% ^{efo}	28 4.68%	46 5.56% ^{efo}	39 4.39%	16 2.92%	10 5.74%	230 4.32%	50 5.29%
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	583 9.18% ^{mr}	486 9.09%	56 10.65%	26 8.73%	15 8.31%	56 10.65% ^m	35 13.75% ^{Thim} n	76 10.85% ^{hm}	38 7.27%	44 7.84%	47 10.03% ^m	26 8.73%	65 10.93% ^{hm}	49 5.97%	81 9.21% ^m	52 9.39% ^m	15 8.31%	551 10.33% ^{Tr}	32 3.36%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	208 3.28% ^{mr}	173 3.23%	23 4.31%	7 2.27%	6 3.30%	23 4.31% ^m	11 4.46% ^m	27 3.84% ^m	18 3.46% ^m	15 2.77%	14 3.07%	7 2.27%	23 3.85% ^m	14 1.65%	30 3.41% ^m	20 3.70% ^m	6 3.30%	194 3.63% ^{Tr}	13 1.37%
Breathing? Breathlessness or chest pains	339 5.33% ^{hr}	273 5.11%	35 6.64%	18 6.20%	12 6.67%	35 6.64% ^{hm}	20 7.97% ^{ghmo}	31 4.48%	17 3.27%	32 5.80%	28 5.99% ^h	18 6.20% ^h	33 5.52%	34 4.10%	54 6.12% ^h	24 4.35%	12 6.67% ^h	309 5.79% ^{Tr}	29 3.03%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	625	876	552	178	5333	952
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	214 3.37%	175 3.27%	25 4.70%	10 3.49%	4 2.32%	25 4.70% ^a	13 4.99%	20 2.89%	19 3.69%	13 2.38%	16 3.42%	10 3.49%	22 3.63%	25 3.05%	31 3.54%	16 2.89%	4 2.32%	182 3.41%	30 3.16%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	248 3.91%	216 4.04%	20 3.84%	8 2.57%	5 2.54%	20 3.84%	11 4.41%	26 3.76%	17 3.33%	22 3.91%	17 3.65%	8 2.57%	29 4.91%	31 3.72%	41 4.70%	21 3.82%	5 2.54%	218 4.08%	31 3.23%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	870 13.70% ^a	703 13.14%	89 16.81% ^{Ta}	44 14.91%	34 19.24% ^{Ta}	89 16.81% ^{Tgm}	46 18.08% ^{Tgm}	83 11.81% ^m	73 13.97% ^m	72 12.80% ^m	67 14.55% ^m	44 14.91% ^m	89 14.93% ^m	71 8.65%	129 14.68% ^m	73 13.28% ^m	34 19.24% ^{Tgim}	772 14.48% ^{Tr}	91 9.60%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	547 8.61% ^{am}	442 8.27%	49 9.36%	35 11.83% ^{Ta}	20 11.25%	49 9.36% ^m	31 12.39% ^{Timno}	63 8.98% ^m	49 9.37% ^m	38 6.87%	44 9.41% ^m	35 11.83% ^{Timn}	66 10.98% ^{Timn}	41 4.96%	68 7.75% ^m	43 7.76% ^m	20 11.25% ^m	502 9.41% ^{Tr}	45 4.71%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4129 65.03% ^{ck}	3510 65.66% ^{Tc}	336 63.85%	176 58.87%	107 60.07%	336 63.85%	151 59.34%	454 65.07%	347 66.65% ^{ck}	377 67.52% ^{ck}	285 61.49%	176 58.87%	378 63.31%	591 71.66% ^{Tefg}	547 62.44%	379 68.67% ^{djkn}	107 60.07%	3411 63.97%	699 73.43% ^{Tq}
Don't know	33 0.52% ^q	29 0.54%	1 0.18%	3 0.97%	-	1 0.18%	1 0.56%	3 0.40%	3 0.64%	3 0.55%	-	3 0.97% ^j	4 0.61%	8 0.91% ^j	5 0.56%	2 0.42%	-	24 0.44%	9 0.97%
Prefer not to say	186 2.93% ^q	160 3.00%	9 1.78%	11 3.62%	5 2.91%	9 1.78%	7 2.57%	23 3.32%	14 2.69%	22 3.92% ^{elo}	12 2.61%	11 3.62%	11 1.88%	34 4.15% ^{Telo}	28 3.18%	9 1.71%	5 2.91%	108 2.02%	41 4.34% ^{Tq}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total landline (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broadband (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
NET: Any	2001	1483	354	94	94	-	290	157	282	115	11	25	1	8
	31.52%	31.86% <i>ai</i>	32.73%	29.54%	38.66% <i>Tacfhi</i>	-	30.72%	35.27% <i>ghi</i>	29.80%	27.37%	53.13%	34.00%	61.45%	29.29%
Hearing? Poor hearing, partial hearing, or are deaf	364	302	69	22	20	-	60	34	59	22	2	2	-	5
	5.73%	6.49% <i>T</i>	6.33%	6.78%	8.13%	-	6.32%	7.63%	6.19%	5.17%	9.54%	2.95%	-	16.31%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	284	213	38	23	19	-	38	18	40	24	2	2	-	1
	4.47%	4.57% <i>ib</i>	3.47%	7.26% <i>Tabfh</i>	7.70% <i>Tabfgh</i>	-	4.06%	4.08%	4.28%	5.64%	10.08%	2.59%	-	3.08%
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	583	464	118	18	30	-	97	56	90	25	-	13	-	3
	9.18% <i>ci</i>	9.97% <i>Tcl</i>	10.91% <i>Tcl</i>	5.69%	12.30% <i>ci</i>	-	10.26% <i>ci</i>	12.68% <i>Tcl</i>	9.56% <i>ci</i>	5.86%	-	18.20% <i>Tacfhi</i>	-	10.70%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	208	154	36	7	19	-	27	12	36	9	-	1	-	2
	3.28%	3.31%	3.32%	2.29%	7.91% <i>Tabcfghi</i>	-	2.88%	2.80%	3.80%	2.19%	-	1.42%	-	5.56%
Breathing? Breathlessness or chest pains	339	265	62	12	13	-	61	28	50	21	1	3	-	-
	5.33%	5.69% <i>T</i>	5.72%	3.68%	5.55%	-	6.42%	6.37%	5.32%	5.01%	4.78%	4.56%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	214 3.37%	149 3.21%	38 3.54%	14 4.29%	9 3.61%	-	31 3.25%	10 2.22%	29 3.09%	8 1.87%	1 4.87%	1 0.86%	-	2 8.12%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	248 3.91% ^a	159 3.41%	44 4.07%	7 2.32%	13 5.24% ^f	-	25 2.60%	16 3.59%	28 2.97%	12 2.82%	1 4.87%	4 5.94%	-	1 3.08%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	870 13.70% ^a	590 12.68%	135 12.44%	37 11.62%	27 11.23%	-	124 13.07%	51 11.39%	119 12.57%	56 13.43%	7 33.63%	9 12.62%	-	4 12.98%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	547 8.61% ^h	399 8.56% ^h	95 8.75%	28 8.70%	31 12.66% ^{Taf}	-	77 8.10%	41 9.26%	61 6.43%	33 7.94%	4 20.95%	11 15.00% ^h	1 61.45%	1 5.04%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4129 65.03%	3036 65.23%	698 64.44%	211 65.97%	146 60.04%	-	628 66.43%	278 62.41%	633 66.89% ^d	292 69.69% ^{Tdg}	9 46.87%	46 62.57%	1 38.55%	20 70.71%
Don't know	33 0.52%	21 0.44%	6 0.54%	5 1.55% ^{Tafg}	-	-	4 0.40%	-	4 0.45%	2 0.41%	-	-	-	-
Prefer not to say	186 2.93% ^a	115 2.47%	25 2.28%	9 2.94%	3 1.30%	-	23 2.45%	10 2.32%	27 2.86%	11 2.53%	-	3 3.43%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
NET: Any	2001 31.52%u	1971 31.46%u	12 35.72%	386 30.88%	134 36.95%Tnprsuw xA	93 28.04%	403 29.71%	207 38.85%Tnprsuw xA	149 27.46%	2 22.52%	244 30.45%	55 25.80%	135 32.73%	56 39.76%Tnprsuw xA	404 29.68%
Hearing? Poor hearing, partial hearing, or are deaf	364 5.73%nu	354 5.66%u	3 8.82%	75 5.98%u	22 6.20%u	17 5.11%	82 6.03%u	40 7.57%nu	18 3.34%	-	43 5.33%	6 3.03%	27 6.45%u	7 5.09%	82 6.00%u
Eyesight? Poor vision, colour blindness, partial sight, or are blind	284 4.47%	278 4.43%	1 3.29%	56 4.49%	26 7.20%Tnptwx	15 4.48%	65 4.80%	18 3.44%	24 4.37%	-	30 3.74%	5 2.38%	18 4.26%	7 4.83%	65 4.78%
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	583 9.18%nu	568 9.07%u	7 21.03%Tnpqrsuw xyA	110 8.81%	23 6.37%	20 6.04%	120 8.87%	73 13.74%Tnpqrsuw xA	36 6.66%	1 11.62%	66 8.19%	14 6.63%	41 10.00%	19 13.44%qrux	121 8.88%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	208 3.28%	207 3.30%	2 6.02%k	38 3.05%	15 4.26%k	9 2.85%	48 3.51%	27 5.02%Tnpx	16 3.03%	-	27 3.36%	2 1.03%	10 2.53%	3 2.15%	48 3.50%
Breathing? Breathlessness or chest pains	339 5.33%	333 5.31%	5 14.13%Tnpqrsuw xA	63 5.04%	19 5.17%	15 4.44%	58 4.32%	39 7.28%TrsuA	24 4.40%	-	42 5.26%	8 3.98%	30 7.40%uA	14 9.98%Tnprsuw A	58 4.29%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	214 3.37%rsA	212 3.38%rsA	-	48 3.86%rsA	20 5.66%TnrswA	5 1.43%	31 2.28%	21 3.88%r	25 4.58%rsA	1 10.90%	25 3.10%	8 3.54%	13 3.14%	8 5.58%rsA	32 2.32%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	248 3.91%sa	247 3.94%sa	-	44 3.51%	25 6.98%TnprstwA	10 3.09%	37 2.76%	17 3.24%	22 4.08%	1 10.90%	33 4.14%	12 5.67%sa	16 3.91%	11 8.15%TnprstwA	38 2.80%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	870 13.70%p	860 13.73%p	2 6.35%	148 11.86%	67 18.38%TnprsxA	34 10.16%	168 12.42%	77 14.47%	82 15.15%r	1 10.90%	120 15.04%pr	24 11.25%	66 16.04%pr	25 17.67%r	169 12.42%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	547 8.61%sa	539 8.60%sa	3 8.03%	119 9.54%sa	31 8.63%	27 8.07%	90 6.61%	67 12.54%TnrswxA	37 6.77%	-	67 8.35%	16 7.31%	36 8.68%	16 11.46%sa	90 6.58%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4129 65.03%qt	4086 65.23%Tqt	22 64.28%	819 65.50%qt	209 57.84%	226 67.66%qt	905 66.80%qt	319 59.76%	372 68.69%qt	5 77.48%	530 66.22%qt	154 72.22%Tnqtz	265 64.37%	84 59.71%	911 66.85%qt
Don't know	33 0.52%n	28 0.45%	-	8 0.67%	-	1 0.21%	9 0.68%	1 0.26%	4 0.79%	-	2 0.31%	1 0.44%	1 0.26%	-	9 0.68%
Prefer not to say	186 2.93%nt	179 2.86%t	-	37 2.95%t	19 5.21%TnpstzA	14 4.10%t	38 2.81%t	6 1.13%	17 3.06%t	-	24 3.02%t	3 1.54%	11 2.64%	1 0.53%	38 2.80%t

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/limiting conditions				
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)	
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037	
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129	
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828	
NET: Any	2001	1917	380	121	135	-	355	180	407	154	14	34	2	10	936	107	515	46	249	52	159	292	1059	460	2001	-	
	31.52% xz	31.68%	33.43%	28.45%	37.64% i	Tachf	30.31%	32.43%	29.97%	30.21%	45.65%	34.85%	28.11%	26.12%	30.00%	30.26%	30.09%	32.28%	28.79%	30.87%	30.45%	39.97% x	T	36.58% x	22.88%	100.00% Tz	-
Hearing? Poor hearing, partial hearing, or are deaf	364	357	73	24	26	-	66	37	72	23	3	2	1	5	193	27	94	15	54	11	38	40	205	80	364	-	
	5.73% xz	5.89% T	6.45%	5.76%	7.14%	-	5.67%	6.74%	5.28%	4.56%	8.92%	2.22%	9.30%	14.15% chik	6.18%	7.53%	5.50%	10.65% To	6.23%	6.69%	7.26%	5.44%	7.09% Tx	3.98%	18.17% Tz	-	
Eyesight? Poor vision, colour blindness, partial sight, or are blind	284	267	44	24	27	-	53	18	52	28	2	2	-	1	141	24	66	9	39	14	38	38	139	71	284	-	
	4.47% xz	4.42%	3.88%	5.59%	7.57% Tabfg	-	4.51%	3.33%	3.81%	5.59%	6.73%	1.94%	-	2.29%	4.53%	6.76% To	3.88%	6.17%	4.46%	8.41% To	7.28% To	5.14%	4.79% x	3.55%	14.18% Tz	-	
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	583	566	128	33	38	-	111	59	116	32	2	15	1	3	287	26	167	15	76	11	37	72	375	86	583	-	
	9.18% ix	9.35% T	11.27% Ta	7.77%	10.50% i	-	9.48% i	10.71% i	8.58%	6.30%	5.50%	15.58% T	16.77%	7.95%	9.20%	7.35%	9.77%	10.76%	8.81%	6.41%	7.05%	9.82% x	12.96% Tv	4.30%	29.12% Tz	-	
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	208	196	39	10	24	-	37	12	45	14	-	1	-	2	92	11	43	2	33	2	13	28	131	32	208	-	
	3.28% qx	3.24%	3.44%	2.35%	6.68% Tabcf	-	3.17%	2.25%	3.32%	2.84%	-	1.07%	-	4.13%	2.94%	3.12%	2.53%	1.58%	3.87%	1.01%	2.44%	3.86% x	4.51% Tx	1.58%	10.40% Tz	-	
Breathlessness or chest pains	339	328	63	20	21	-	73	27	68	30	1	4	-	-	158	13	97	10	37	6	19	42	208	54	339	-	
	5.33% xz	5.42%	5.50%	4.67%	5.84%	-	6.22%	4.83%	4.99%	5.92%	3.19%	4.56%	-	-	5.06%	3.67%	5.66%	7.17%	4.31%	3.61%	3.65%	5.74% x	7.20% Tx	2.69%	16.92% Tz	-	

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	New Broadband (k)	Shell Energy (l)	Util-ly Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	214	203	46	12	15	-	38	11	45	15	2	3	-	2	105	18	52	2	28	9	27	41	112	37	214	-
	3.37% ^{xz}	3.36%	4.05% ^g	2.79%	4.32%	-	3.24%	2.05%	3.35%	3.03%	6.38%	2.60%	-	6.03%	3.35%	5.05%	3.06%	1.43%	3.23%	5.58%	5.22% ^{To}	5.67% ^{TW}	3.88% ^{TX}	1.84%	10.70% ^{Tz}	-
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	248	239	50	13	19	-	34	21	47	28	1	5	-	1	103	13	52	6	28	6	18	48	104	75	248	-
	3.91% ^{fo}	3.95% ^f	4.39%	3.15%	5.22% ^f	-	2.89%	3.70%	3.49%	5.42% ^f	4.39%	5.18%	-	2.29%	3.29%	3.53%	3.07%	3.87%	3.19%	3.37%	3.48%	6.54% ^{TW}	3.59%	3.74%	12.40% ^{Tz}	-
Your mental health? Anxiety, depression, or trauma-related conditions, for example	870	831	143	47	44	-	170	63	199	85	7	14	-	5	395	40	224	14	109	22	63	159	435	197	870	-
	13.70% ^o	13.73%	12.56%	11.11%	12.21%	-	14.46%	11.33%	14.65%	16.71% ^T	24.58%	14.61%	-	11.97%	12.66%	11.35%	13.09%	9.63%	12.55%	13.47%	12.03%	21.82% ^T	15.02% ^{TX}	9.79%	43.46% ^{Tz}	-
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	547	524	102	31	42	-	96	48	103	41	5	16	2	1	227	19	135	11	61	9	28	70	333	94	547	-
	8.61% ^{op}	8.67%	8.96%	7.40%	11.80% ^{Tacfh}	-	8.17%	8.73%	7.82%	8.05%	16.12%	16.22% ^T	18.81%	3.75%	7.27%	5.34%	7.89%	7.35%	7.01%	5.38%	5.35%	9.66% ^x	11.48% ^{TX}	4.68%	27.33% ^{Tz}	-
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4129	3951	729	291	216	*	780	356	894	343	16	62	6	28	2094	241	1150	92	586	106	347	417	1777	1509	-	4129
	65.03% ^v	65.30% ^T	64.11%	68.43% ^d	60.46%	100.00%	66.54% ^d	64.24%	65.86%	67.41% ^d	54.35%	64.01%	71.89%	71.81%	67.12% ^T	68.04%	67.21% ^T	64.06%	67.72%	63.35%	66.54%	57.21%	61.38% ^v	75.04% ^{Tvw}	-	100.00% ^{Ty}
Don't know	33	27	6	2	-	-	6	2	9	2	-	-	-	-	12	1	5	1	6	3	4	7	7	7	-	-
	0.52% ^{aw}	0.45%	0.55%	0.45%	-	-	0.48%	0.42%	0.64%	0.34%	-	-	-	-	0.40%	0.33%	0.28%	0.60%	0.65%	1.91% ^{To}	0.83% ^p	1.00% ^{wx}	0.24%	0.36%	-	
Prefer not to say	186	155	22	11	7	-	31	16	48	10	-	1	-	1	78	5	41	4	25	6	11	13	52	35	-	
	2.93% ^{ab}	2.57%	1.91%	2.67%	1.90%	-	2.68%	2.92%	3.53% ^{ab}	2.04%	-	1.14%	-	2.07%	2.48%	1.38%	2.42%	3.06%	2.84%	3.86%	2.17%	1.82%	1.80%	1.73%	-	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 169

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

	Gender		Age							Social Grade						Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Up to £199 per week / Up to £10,399 per year	335 5.27% ^{adhijk} lnq	138 4.53%	195 5.95% ^{Ta}	55 6.62% ^{dhi}	41 3.96% ^{ai}	45 4.44% ^{ai}	81 7.86% ^{Tdehi}	75 7.63% ^{Tdehi}	27 3.45% ^{ai}	11 1.57%	24 1.46%	64 3.35% ^{aj}	36 2.72% ^{aj}	211 14.03% ^{Tjkl}	88 2.49%	247 8.77% ^{Tn}	287 5.55% ^{aq}	47 4.05%
From £200 to £299 per week / From £10,400 to £15,599 per year	559 8.80% ^{acdejk} lnp	209 6.82%	349 10.69% ^{Ta}	40 4.89%	40 3.84%	54 5.33%	83 8.04% ^{code}	113 11.38% ^{Todef}	122 15.65% ^{Todef}	107 15.90% ^{Todefg}	55 3.39%	133 6.94% ^{aj}	82 6.28% ^{aj}	289 19.17% ^{Tjkl}	188 5.32%	371 13.18% ^{Tn}	432 8.35%	127 10.82% ^{TP}
From £300 to £499 per week / From £15,600 to £25,999 per year	1138 17.93% ^{acdejk} np	485 15.86%	648 19.84% ^{Ta}	102 12.33%	112 10.79%	145 14.35% ^{ad}	169 16.37% ^{cd}	208 21.00% ^{Todef}	200 25.60% ^{Todef}	203 30.15% ^{Todef}	182 11.29%	340 17.69% ^{aj}	241 18.46% ^{aj}	374 24.88% ^{Tjkl}	522 14.77%	616 21.90% ^{Tn}	897 17.31%	241 20.65% ^{TP}
From £500 to £699 per week / From £26,000 to £36,399 per year	1253 19.74% ^{cmo}	610 19.96%	640 19.58%	124 15.07%	195 18.78% ^c	195 19.37% ^c	201 19.42% ^c	204 20.62% ^c	195 25.00% ^{Todef}	138 20.55% ^c	311 19.30% ^{lm}	444 23.10% ^{Tjkm}	272 20.78% ^m	226 15.00%	755 21.36% ^{To}	498 17.69%	1016 19.62%	237 20.25%
From £700 to £999 per week / From £36,400 to £51,999 per year	1153 18.16% ^{bhimo}	623 20.38% ^{Tb}	528 16.17%	153 18.61% ^{ai}	222 21.36% ^{Thi}	191 18.91% ^{hi}	200 19.35% ^{hi}	184 18.63% ^{ai}	119 15.23%	83 12.37%	337 20.91% Tm	360 18.71% ^{km}	297 22.73% ^{Tkm}	158 10.51%	697 19.72% ^{To}	455 16.19%	942 18.19%	210 18.00%
£1,000 per week and above / £52,000 per year and above	1198 18.87% ^{bgihl} moq	719 23.51% ^{Tb}	475 14.53%	169 20.56% ^{ghil}	331 31.85% ^{Tcoelg} hi	279 27.83% ^{Tcfgh} i	206 19.92% ^{ghil}	132 13.34% ^{hi}	38 4.92%	42 6.30%	559 34.66% ^{Tklm}	360 18.72% ^{km}	216 16.52% ^{km}	63 4.19%	919 25.98% ^{To}	279 9.92%	1008 19.46% ^{Tq}	190 16.24%
Don't know	205 3.24% ^{afghi}	70 2.29%	132 4.03% ^{Ta}	109 13.27% ^{Tdefgh} i	25 2.45% ^{gh}	28 2.78% ^{ghi}	20 1.92% ^g	5 0.53%	9 1.16%	9 1.27%	50 3.08%	65 3.39%	44 3.37%	47 3.09%	115 3.25%	91 3.22%	176 3.40%	29 2.49%
Prefer not to say	508 8.00% ^{ajin}	203 6.64%	301 9.21% ^{Ta}	71 8.65%	73 6.98%	72 7.18%	74 7.12%	68 6.87%	70 9.00%	80 11.89% ^{Tcdefg}	95 5.92%	156 8.11% ^{aj}	119 9.13% ^{aj}	137 9.13% ^{aj}	251 7.11%	257 9.13% ^{Tn}	421 8.12%	88 7.50%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 170

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Up to £199 per week / Up to £10,399 per year	335 5.27%q	261 5.25%	30 5.69%	20 6.63% ^d	4 2.41%	30 5.69%	17 6.78% ^p	28 4.02%	40 7.60% ^{Tgimo}	25 4.48%	21 4.63%	20 6.63% ^p	37 6.25% ^p	40 4.81%	47 5.35%	25 4.60%	4 2.41%	259 4.85%	74 7.75% ^{Tq}
From £200 to £299 per week / From £10,400 to £15,599 per year	559 8.80% ^{mr}	470 8.80%	55 10.34%	24 8.08%	10 5.65%	55 10.34% ^m	23 8.93%	65 9.26%	47 9.10%	57 10.19% ^m	58 12.53% ^{Tlmmo}	24 8.06%	48 8.06%	57 6.90%	69 7.86%	47 8.44%	10 5.65%	501 9.39% ^{Tr}	56 5.90%
From £300 to £499 per week / From £15,600 to £25,999 per year	1138 17.93% ^m	961 17.98%	98 18.64%	45 15.23%	33 18.67%	98 18.64% ^m	59 23.39% ^{Tkmm}	143 20.47% ^{mm}	114 21.82% ^{Tkmm}	102 18.29% ^m	101 21.72% ^{Tkmm}	45 15.23%	110 18.38% ^m	96 11.61%	128 14.62%	109 19.73% ^{mm}	33 18.67% ^m	985 18.48% ^T	149 15.62%
From £500 to £699 per week / From £26,000 to £36,399 per year	1253 19.74% ^m	1042 19.50%	116 21.97%	60 19.96%	35 19.78%	116 21.97% ^m	52 20.38% ^m	151 21.64% ^m	106 20.45% ^m	121 21.68% ^m	78 16.92%	60 19.96% ^m	121 20.35% ^m	122 14.74%	170 19.42% ^m	120 21.80% ^m	35 19.78%	1080 20.26% ^{Tr}	160 16.81%
From £700 to £999 per week / From £36,400 to £51,999 per year	1153 18.16%	969 18.12%	84 16.01%	62 20.74%	38 21.18%	84 16.01%	35 13.86%	110 15.79%	83 15.87%	103 18.40%	96 20.71% ^f	62 20.74% ^f	103 17.31%	166 20.08% ^f	167 19.10%	106 19.10%	38 21.18% ^f	987 18.51%	163 17.07%
£1,000 per week and above / £52,000 per year and above	1198 18.87% ^h	1016 19.01%	93 17.57%	49 16.56%	40 22.40%	93 17.57%	39 15.18%	114 16.37%	81 15.50%	89 15.90%	66 14.34%	49 16.56%	119 19.91% ^j	236 28.64% ^{Tefg}	185 21.10% ^{fghi}	87 15.77%	40 22.40% ^{hijo}	985 18.47%	205 21.56% ^{Tq}
Don't know	205 3.24% ^q	175 3.27%	14 2.68%	12 4.05%	5 2.56%	14 2.68%	8 3.23%	25 3.56%	16 3.00%	17 3.12%	12 2.63%	12 4.05%	23 3.84%	29 3.56%	32 3.61%	12 2.25%	5 2.56%	135 2.52%	64 6.70% ^{Tq}
Prefer not to say	508 8.00% ^q	432 8.07%	37 7.09%	26 8.75%	13 7.36%	37 7.09%	21 8.25%	62 8.89% ^l	35 6.67%	44 7.96%	30 6.51%	26 8.75%	35 5.90%	80 9.66% ^l	78 8.95% ^l	46 8.31%	13 7.36%	402 7.53%	82 8.59%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 171

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Up to £199 per week / Up to £10,399 per year	335 5.27% ^{af}	242 5.19%	46 4.29%	24 7.57% ^{bf}	13 5.22%	-	37 3.94%	25 5.69%	51 5.36%	27 6.47% ^{af}	2 8.84%	7 9.20% ^{af}	-	-
From £200 to £299 per week / From £10,400 to £15,599 per year	559 8.80% ^{ah}	415 8.91% ^{fh}	106 9.79% ^{fh}	26 8.24%	29 11.94% ^{fh}	-	68 7.16%	29 12.96% ^{Tac} ^{fh}	65 6.92%	30 7.10%	-	14 18.58% ^{Tabc} ^{fh}	-	7 24.28%
From £300 to £499 per week / From £15,600 to £25,999 per year	1138 17.93% ^{ai}	879 18.89% ^{Ti}	205 18.96% ^{ai}	50 15.60%	55 22.82% ^{Tci}	-	171 18.07%	105 23.51% ^{Tac} ^{hi}	178 18.77% ^{ai}	59 14.15%	4 21.55%	18 24.24% ^{ai}	2 100.00%	6 19.90%
From £500 to £699 per week / From £26,000 to £36,399 per year	1253 19.74%	952 20.46% ^T	235 21.70%	71 22.09%	41 16.97%	-	183 19.40%	88 19.87%	201 21.24%	87 20.71%	3 14.83%	12 15.99%	-	3 11.87%
From £700 to £999 per week / From £36,400 to £51,999 per year	1153 18.16%	883 18.98% ^T	210 19.38%	64 19.95%	54 22.08% ^{gk}	-	194 20.53% ^{Tgk}	70 15.81%	188 17.75%	87 20.68%	8 39.52%	8 10.49%	-	7 24.66%
£1,000 per week and above / £52,000 per year and above	1198 18.87% ^{abcdg}	786 16.89% ^{gd}	175 16.15% ^g	43 13.59%	28 11.64%	-	188 19.85% ^{abcdg}	47 10.67%	186 19.71% ^{abcdg}	86 20.49% ^{abcdg}	2 10.36%	10 13.41%	-	4 14.93%
Don't know	205 3.24% ^{ab}	133 2.85%	24 2.25%	16 5.05% ^{abg}	5 1.91%	-	27 2.89%	10 2.14%	33 3.47%	10 2.38%	-	-	-	-
Prefer not to say	508 8.00%	365 7.84%	81 7.48%	25 7.91%	25 7.42%	-	77 8.17%	42 9.35%	64 6.78%	34 8.03%	1 4.90%	6 8.09%	-	1 4.37%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 172

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Up to £199 per week / Up to £10,399 per year	335 5.27%	333 5.31%	3 8.23%	60 4.81%	32 8.73%TnpswxyA	18 5.49%	61 4.50%	36 6.74%	29 5.34%	1 16.37%	36 4.44%	9 4.20%	20 4.81%	11 7.66%	62 4.56%
From £200 to £299 per week / From £10,400 to £15,599 per year	559 8.80%nsA	545 8.70%SA	3 8.45%	109 8.74%	37 10.17%	30 9.09%	98 7.21%	51 9.58%	44 8.14%	2 22.14%	80 9.93%SA	13 5.91%	37 8.97%	13 9.27%	99 7.28%
From £300 to £499 per week / From £15,600 to £25,999 per year	1138 17.93%	1127 17.98%	7 19.26%	242 19.37%	65 17.95%	54 16.09%	242 17.83%	101 18.96%	93 17.25%	-	133 16.63%	35 16.30%	65 15.75%	28 20.11%	242 17.74%
From £500 to £699 per week / From £26,000 to £36,399 per year	1253 19.74%u	1242 19.83%u	9 25.76%	242 19.35%	78 21.55%u	56 16.78%	282 20.83%u	118 22.09%u	84 15.45%	2 30.97%	169 21.09%u	42 19.56%	80 19.57%	28 20.06%	284 20.88%u
From £700 to £999 per week / From £36,400 to £51,999 per year	1153 18.16%oq	1138 18.17%oq	2 5.00%	212 16.93%	51 14.02%	64 19.05%o	245 18.10%o	95 17.83%	111 20.48%oq	1 15.71%	154 19.28%oq	48 22.31%oq	90 21.77%opq	24 16.89%	246 18.08%o
£1,000 per week and above / £52,000 per year and above	1198 18.87%qt	1194 19.06%Tqt	9 25.60%	251 20.12%qt	53 14.67%	67 20.21%	271 19.99%qt	81 15.20%	122 22.53%Tnqtyz	1 14.81%	151 18.80%	55 25.76%Tnqtwyz	67 16.33%	20 14.61%	272 19.97%qt
Don't know	205 3.24%n	198 3.16%	-	44 3.55%	14 3.96%	12 3.46%	40 2.97%	15 2.88%	19 3.45%	-	21 2.68%	4 1.68%	17 4.10%	7 5.04%	40 2.96%
Prefer not to say	508 8.00%nx	488 7.79%	3 7.70%	89 7.13%	32 8.96%K	33 9.84%K	116 8.57%K	36 6.73%	40 7.35%	-	57 7.15%	9 4.28%	36 8.69%K	9 6.35%	116 8.53%K

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 173

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Least vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Up to £199 per week / Up to £10,399 per year	335 5.27% ^{ao} qwz	300 4.95%	52 4.60%	24 5.57%	17 4.72%	-	50 4.31%	32 5.69%	65 4.76%	27 5.40%	1 2.43%	7 7.65%	-	-	134 4.31% ^q	19 5.28%	55 3.23%	13 9.09% ^{To}	46 5.33% ^q	10 6.21%	29 5.58% ^q	335 45.89% ^{Twx}	-	-	153 7.66% ^{Tz}	174 4.20%
From £200 to £299 per week / From £10,400 to £15,599 per year	559 8.80% ^{af} hocqsz	519 8.58% ^{fh}	105 9.25% ^{fh}	42 9.78% ^h	39 10.93% ^h	-	81 6.92%	67 12.12% ^{Ta} fhi	91 6.73%	40 7.94%	1 3.13%	15 15.01% ^T afhi	2 23.83%	8 20.07% ^{Ta} bfhi	227 7.27%	30 8.35%	112 6.55%	24 16.59% ^{To} pqsu	58 6.68%	18 10.62%	47 9.08%	70 9.62% ^x	489 16.88% ^{Tvx}	-	296 14.77% ^{Tz}	250 6.07%
From £300 to £499 per week / From £15,600 to £25,999 per year	1138 17.93% ^{af} opqz	1099 18.16% ^T f	212 18.64%	82 19.23%	78 21.75% ^{fhi}	-	186 15.83%	123 22.13% ^T afhi	229 16.86%	82 16.23%	6 18.95%	23 23.74%	3 35.22%	7 17.65%	513 16.44%	59 16.69%	268 15.63%	24 16.77%	156 17.98%	23 13.96%	83 15.82%	184 25.26% ^T x	954 32.95% ^{Tvx}	-	481 24.06% ^{Tz}	630 15.25%
From £500 to £699 per week / From £26,000 to £36,399 per year	1253 19.74% ^{av} y	1208 19.97% ^T ad	253 22.21% ^T	94 22.08%	61 16.93%	-	225 19.14%	112 20.22%	263 19.36%	105 20.70%	6 18.43%	16 15.96%	2 23.99%	6 15.89%	648 20.78% ^T	70 19.86%	351 20.52%	28 19.39%	189 21.88%	28 16.56%	98 18.81%	68 9.32%	907 31.33% ^T vx	278 13.82% ^v	365 18.22%	862 20.87% ^{Ty}
From £700 to £999 per week / From £36,400 to £51,999 per year	1153 18.16% ^g y	1117 18.47% ^T g	218 19.17% ^g	65 15.29%	73 20.31%	100.00%	244 20.80% ^T acq	79 14.23%	248 18.28% ^g	101 19.80% ^g	11 38.21%	14 14.23%	1 16.95%	9 23.01%	635 20.33% ^T r	81 22.92% ^T r	355 20.74% ^T r	19 13.17%	164 18.90%	36 21.80%	118 22.56% ^{Tr}	72 9.91%	546 18.85% ^v vw	535 26.60% ^T	288 14.29%	840 20.35% ^{Ty}
£1,000 per week and above / £52,000 per year and above	1198 18.87% ^b gwy	1166 19.26% ^T bg	185 16.30%	78 18.46%	56 15.54%	-	255 21.76% ^T abdj	78 14.10%	307 22.62% ^T abdj	103 20.26% ^g	5 17.58%	17 17.73%	-	7 18.07%	676 21.66% ^T r	69 19.56%	410 22.97% ^T orstu	21 14.78%	171 19.81%	26 15.34%	95 18.21%	-	-	1198 59.58% ^T vw	230 11.48%	948 22.95% ^{Ty}
Don't know	205 3.24% ^{ao} vwz	176 2.90%	29 2.54%	15 3.53%	7 1.89%	-	38 3.23%	13 2.26%	49 3.63%	16 3.06%	-	-	-	80 2.56%	8 2.35%	45 2.63%	5 3.60%	19 2.14%	15 8.97% ^{To} pqsu	23 4.47% ^{opqs}	-	-	-	66 3.30%	116 2.82%	
Prefer not to say	508 8.00% ^{ao} pquvwxy z	466 7.70%	83 7.29%	26 6.06%	28 7.93%	-	94 8.00%	51 9.26%	105 7.74%	34 6.62%	1 3.27%	6 5.68%	-	2 5.31%	208 6.65%	18 4.99%	115 6.72%	9 6.60%	63 7.27%	11 6.54%	29 5.48%	-	-	-	125 6.23%	309 7.49%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3288	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2988	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
NET: Any	1587	684	896	201	238	278	302	276	161	131	256	368	266	696	624	962	1280	307
	24.99% ^{ahijk} ln	22.37%	27.42% ^{Ta}	24.35% ^{ai}	22.87%	27.62% ^{dhi}	29.24% ^{Tcdhi}	27.85% ^{Tdhi}	20.57%	19.46%	15.89%	19.12% ^{aj}	20.36% ^{aj}	46.26% ^{Tjk}	17.65%	34.22% ^{Tn}	24.70%	26.25%
Personal Independence Payment (PIP)	625	272	348	62	67	89	142	157	88	21	98	138	101	288	236	389	477	148
	9.84% ^{aacdijk} lnp	8.90%	10.64% ^{Ta}	7.54% ^{ai}	6.43% ^{ai}	8.82% ^{di}	13.72% ^{Tcdeli}	15.89% ^{Tcdeli}	11.21% ^{cdli}	3.06%	6.06%	7.17%	7.73%	19.15% ^{Tjk}	6.67%	13.84% ^{Tn}	9.21%	12.67% ^{tp}
Universal Credit (and household has other earnings)	509	197	311	82	108	130	107	66	14	2	70	159	101	179	230	279	433	76
	8.02% ^{ahinj} q	6.43%	9.50% ^{Ta}	9.96% ^{Tghi}	10.35% ^{Tghi}	12.85% ^{Tghi}	10.34% ^{Tghi}	6.70% ^{hi}	1.85% ^{ai}	0.30%	4.35%	8.29% ^{aj}	7.71% ^{aj}	11.86% ^{Tjk}	6.49%	9.93% ^{Tn}	8.36% ^{Tq}	6.47%
Carer's allowance	257	113	142	33	27	54	67	50	16	10	43	39	42	133	81	175	205	52
	4.04% ^{dhi} kn	3.68%	4.35%	3.97% ^{hi}	2.59%	5.35% ^{Tdhi}	6.45% ^{Tcdhi}	5.02% ^{dhi}	2.09%	1.54%	2.65%	2.01%	3.21% ^k	8.86% ^{Tjk}	2.30%	6.23% ^{Tn}	3.95%	4.44%
Employment and Support Allowance (ESA)	252	126	124	26	29	50	65	71	10	1	37	33	34	147	70	182	209	44
	3.97% ^{dhi} kn	4.12%	3.81%	3.12% ^{hi}	2.79% ^{hi}	4.97% ^{dhi}	6.25% ^{Tcdhi}	7.21% ^{Tcdhi}	1.33% ^{ai}	0.14%	2.31%	1.73%	2.63%	9.78% ^{Tjk}	1.99%	6.46% ^{Tn}	4.03%	3.73%
Universal Credit (and household has no other earnings)	234	92	141	40	32	58	52	41	8	2	24	30	15	165	54	180	195	40
	3.69% ^{ahijk} n	3.01%	4.33% ^{Ta}	4.89% ^{hi}	3.10% ^{hi}	5.80% ^{Tdhi}	5.05% ^{Tdhi}	4.18% ^{hi}	0.98%	0.31%	1.46%	1.58%	1.16%	10.98% ^{Tjk}	1.52%	6.42% ^{Tn}	3.76%	3.39%
Other	180	82	96	7	16	30	23	20	33	52	27	49	30	74	76	104	134	47
	2.84% ^{cdj} np	2.68%	2.95%	0.88%	1.49%	2.98% ^{cd}	2.22% ^c	2.00%	4.23% ^{Tcdfg}	7.71% ^{Tcdelfg}	1.65%	2.57%	2.30%	4.94% ^{Tjk}	2.15%	3.71% ^{Tn}	2.56%	3.96% ^{tp}
Pensions Credit (Guaranteed Credit)	139	51	89	18	14	11	8	9	30	50	23	17	16	83	40	99	113	26
	2.19% ^{adefg} kl	1.65%	2.71% ^{Ta}	2.13% ^{fg}	1.36%	1.14%	0.74%	0.92%	3.78% ^{Tdefg}	7.40% ^{Tdefgh}	1.43%	0.91%	1.21%	5.51% ^{Tjk}	1.14%	3.51% ^{Tn}	2.18%	2.26%
Income Support	83	47	35	44	19	6	4	3	2	3	29	16	20	18	45	38	70	13
	1.30% ^{dghik}	1.55%	1.08%	5.40% ^{Tdefgh}	1.83% ^{efghi}	0.64%	0.39%	0.35%	0.22%	0.51%	1.79% ^{Tk}	0.84%	1.53%	1.17%	1.27%	1.34%	1.35%	1.08%
Pensions Credit (no Guaranteed Credit)	62	28	34	13	8	7	4	3	7	20	11	17	7	27	28	34	56	6
	0.98% ^{fg}	0.91%	1.05%	1.64% ^{fg}	0.78%	0.71%	0.35%	0.27%	0.92%	2.95% ^{Tdefgh}	0.70%	0.87%	0.52%	1.81% ^{Tjk}	0.79%	1.21%	1.07%	0.55%
Income based Jobseeker's Allowance	42	20	22	22	9	1	1	6	3	-	18	8	6	9	27	15	39	3
	0.66% ^{efiq}	0.65%	0.68%	2.69% ^{Tdefgh}	0.85% ^{efi}	0.11%	0.09%	0.64% ^{fi}	0.33%	-	1.13% ^{Tk}	0.44%	0.48%	0.60%	0.75%	0.54%	0.76% ^q	0.23%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 174

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

Base: All respondents

	Gender		Age								Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
None of these	4589	2293	2281	577	775	690	710	692	612	533	1321	1518	1002	749	2838	1751	3747	843
	72.28% ^{ubefmo}	74.98% ^{Tb}	69.80%	69.98%	74.53% ^{cefg}	68.43%	68.66%	69.95%	76.44% ^{Tcofg}	79.26% ^{Tcdelfg}	81.89% ^{Tklm}	78.91% Tm	76.60% Tm	49.76%	80.27% ^{To}	62.24%	72.33%	72.06%
Prefer not to say	173	81	91	47	27	40	22	22	8	9	36	38	40	60	74	100	154	20
	2.73% ^{hiknq}	2.65%	2.78%	5.66% ^{Tdfghi}	2.59% ^h	3.95% ^{Tfghi}	2.10%	2.20% ^h	0.99%	1.28%	2.22%	1.97%	3.04%	3.98% ^{Tjk}	2.08%	3.54% ^{Tn}	2.96% ^{Tq}	1.69%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
NET: Any	1587	1312	141	89	45	141	74	179	134	141	116	89	155	195	200	117	45	1326	249
	24.99%o	24.54%	26.83%	29.76%Ta	25.11%	26.83%o	29.92%no	25.66%	25.81%	25.32%	24.92%	29.76%Tmmo	26.01%	23.61%	22.78%	21.16%	25.11%	24.87%	26.07%
Personal Independence Payment (PIP)	625	513	50	35	26	50	30	75	57	48	35	62	61	79	57	26	557	65	
	9.84%mr	9.60%	9.56%	11.80%	14.85%Tab	9.56%	11.92%am	10.78%am	10.87%am	8.61%	9.64%	11.80%am	10.33%	7.39%	8.97%	10.29%	14.85%Teim	10.44%Tr	6.87%
Universal Credit (and household has other earnings)	509	430	36	30	14	36	28	57	35	57	48	30	44	58	65	40	14	400	105
	8.02%iq	8.04%	6.79%	9.94%	7.67%	6.79%	11.07%ehm	8.13%	6.65%	10.13%hm	10.25%hm	9.94%	7.30%	6.97%	7.42%	7.25%	7.67%	7.50%	11.01%Tq
Carer's allowance	257	207	24	17	9	24	16	27	21	27	11	17	26	28	31	20	9	214	41
	4.04%	3.87%	4.46%	5.69%	5.11%	4.46%	6.32%jm	3.93%	4.01%	4.86%kj	2.36%	5.69%j	4.30%	3.37%	3.59%	3.57%	5.11%	4.01%	4.35%
Employment and Support Allowance (ESA)	252	207	22	13	11	22	9	39	15	15	12	13	22	38	37	19	11	212	39
	3.97%	3.87%	4.16%	4.19%	6.06%	4.16%	3.58%	5.54%Thij	2.92%	2.62%	2.65%	4.19%	3.69%	4.65%	4.28%	3.47%	6.06%ij	3.98%	4.09%
Universal Credit (and household has no other earnings)	234	191	25	12	6	25	13	31	23	23	16	12	20	27	27	10	6	189	44
	3.69%o	3.58%	4.80%	3.96%	3.22%	4.80%o	5.31%o	4.49%o	4.41%o	4.15%o	3.54%	3.96%	3.38%	3.26%	3.08%	1.80%	3.22%	3.55%	4.58%
Other	180	136	30	11	3	30	8	20	13	4	16	11	18	21	24	13	3	163	16
	2.84%ai	2.55%	5.71%Tad	3.76%	1.58%	5.71%Tghil	3.16%id	2.83%id	2.55%id	0.72%	3.46%id	3.76%id	2.98%id	2.51%id	2.73%id	2.31%id	1.58%	3.06%Tr	1.72%
Pensions Credit (Guaranteed Credit)	139	123	7	7	2	7	3	23	10	15	11	7	13	24	14	12	2	107	31
	2.19%iq	2.31%	1.28%	2.39%	1.04%	1.28%	1.07%	3.30%Ten	1.86%	2.63%	2.36%	2.39%	2.10%	2.87%	1.63%	2.15%	1.04%	2.00%	3.28%Tq
Income Support	83	74	3	3	3	3	2	5	7	8	4	3	8	27	11	-	3	46	35
	1.30%oq	1.38%	0.60%	1.04%	1.65%	0.60%	0.96%o	0.77%o	1.43%o	1.48%o	0.78%o	1.04%o	1.41%o	3.30%Teghilno	1.23%o	-	1.65%o	0.87%	3.63%Tq
Pensions Credit (no Guaranteed Credit)	62	49	10	2	1	10	5	10	3	4	2	2	5	12	5	4	1	45	16
	0.98%iq	0.92%	1.83%Ta	0.75%	0.49%	1.83%Tjn	2.03%jn	1.41%	0.67%	0.76%	0.36%	0.75%	0.84%	1.40%	0.53%	0.64%	0.49%	0.83%	1.71%Tq
Income based Jobseeker's Allowance	42	38	3	2	-	3	3	5	1	5	-	2	5	14	6	1	-	27	14
	0.66%iq	0.70%	0.55%	0.52%	-	0.55%	1.01%j	0.66%	0.16%	0.87%	-	0.52%	0.76%	1.70%Thjo	0.63%	0.09%	-	0.50%	1.43%Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 175

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
None of these	4589 72.28% ^{qr}	3883 72.64%	375 71.18%	203 67.98%	128 71.98%	375 71.18%	173 68.08%	497 71.14%	376 72.17%	398 71.28%	339 73.19%	203 67.98%	429 71.88%	595 72.07%	655 74.73% ^{dk}	422 76.35% ^{Tgk}	128 71.98%	3900 73.13% ^{Tr}	647 67.91%
Prefer not to say	173 2.73% ^q	151 2.82%	10 1.99%	7 2.26%	5 2.91%	10 1.99%	7 2.60%	22 3.20%	10 2.02%	19 3.40%	9 1.89%	7 2.26%	13 2.11%	36 4.31% ^{Tehj} n	22 2.49%	14 2.49%	5 2.91%	107 2.00%	57 6.02% ^{Tq}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 176
QBEN. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
NET: Any	1587 24.99%	1197 25.72%T	268 24.80%	77 24.08%	63 25.90%	-	274 28.96%Tabhi	117 26.20%	229 24.26%	99 23.64%	5 24.60%	24 32.46%	-	5 16.39%
Personal Independence Payment (PIP)	625 9.84%	456 9.81%	116 10.69%	23 7.09%	29 11.95%	-	111 11.74%Taci	36 8.19%	89 9.40%	32 7.55%	2 10.85%	7 10.07%	-	1 4.50%
Universal Credit (and household has other earnings)	509 8.02%ab	359 7.71%ab	64 5.88%	28 8.83%	17 7.18%	-	93 9.81%Tabgh	29 6.47%	64 6.81%	44 10.55%cabgh	1 5.23%	5 6.68%	-	1 2.01%
Carer's allowance	257 4.04%	201 4.32%gi	57 5.26%Tgi	10 3.04%	9 3.68%	-	58 6.14%Tacghi	11 2.45%	38 4.01%	10 2.40%	-	2 2.72%	-	1 2.01%
Employment and Support Allowance (ESA)	252 3.97%	194 4.18%	43 3.98%	11 3.41%	7 3.00%	-	52 5.52%Tai	16 3.68%	43 4.52%	12 2.79%	1 4.87%	4 6.04%	-	1 4.50%
Universal Credit (and household has no other earnings)	234 3.69%a	158 3.39%	35 3.26%	10 3.05%	6 2.54%	-	37 3.87%	11 2.43%	38 4.04%	15 3.57%	1 3.64%	3 3.72%	-	-
Other	180 2.84%ab	138 2.96%ab	21 1.92%	7 2.12%	8 3.23%	-	30 3.19%	20 4.51%Tb	27 2.82%	12 2.83%	1 3.64%	3 4.27%	-	1 5.04%
Pensions Credit (Guaranteed Credit)	139 2.19%ai	119 2.55%Ti	28 2.63%ai	6 1.76%	4 1.58%	-	30 3.22%Ti	17 3.76%Ti	26 2.75%ai	2 0.36%	-	1 1.51%	-	2 6.85%
Income Support	83 1.30%	72 1.54%T	16 1.48%	9 2.68%Td	-	-	15 1.58%	6 1.39%	16 1.65%d	6 1.50%	-	2 2.22%d	-	-
Pensions Credit (no Guaranteed Credit)	62 0.98%	59 1.27%T	10 0.96%	6 2.01%	5 2.20%	-	12 1.27%	3 0.64%	14 1.49%	6 1.40%	1 5.23%	-	-	-
Income-based Jobseeker's Allowance	42 0.66%	29 0.63%	7 0.68%	6 1.83%Tafh	3 1.31%h	-	5 0.51%	3 0.68%	2 0.25%	2 0.39%	-	1 1.27%	-	-
None of these	4589 72.28%af	3347 71.91%af	796 73.51%af	236 73.98%	172 70.77%	-	646 68.38%	319 71.71%	693 73.23%af	309 73.67%	15 75.40%	47 64.09%	2 100.00%	24 83.61%
Prefer not to say	173 2.73%ab	111 2.37%	18 1.70%	6 1.94%	8 3.33%	-	25 2.66%	9 2.09%	24 2.51%	11 2.69%	-	3 3.45%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
NET: Any	1587 24.99% _r	1571 25.07% _r	8 22.93%	289 23.16%	97 26.75% _r	62 18.63%	315 23.23%	145 27.16% _r	132 24.38%	2 33.04%	234 29.16% _{Tnprsx} A	42 19.91%	139 33.82% _{Tnpqrst} uxA	41 29.44% _r	317 23.28%
Personal Independence Payment (PIP)	625 9.84%	620 9.90%	5 14.64%	127 10.20%	33 9.08%	25 7.39%	133 9.79%	62 11.70% _r	47 8.67%	1 11.62%	78 9.79%	22 10.43%	54 13.03% _{Tnru}	14 10.34%	134 9.80%
Universal Credit (and household has other earnings)	509 8.02% _s A	504 8.05% _s A	1 2.63%	93 7.47%	35 9.57% _t	19 5.72%	90 6.61%	32 5.91%	54 10.02% _r stxA	1 21.42%	87 10.92% _{Tnprst} A	11 5.21%	49 11.80% _{Tnprst} A	12 8.48%	91 6.68%
Carer's allowance	257 4.04% _r	256 4.08% _r	1 2.60%	44 3.56%	12 3.26%	6 1.72%	46 3.42%	28 5.25% _r	27 5.06% _r	-	34 4.21% _r	7 3.05%	34 8.31% _{Tnpqrst} xA	7 5.10% _r	46 3.40%
Employment and Support Allowance (ESA)	252 3.97%	250 3.99%	3 9.31% _r sA	47 3.77%	12 3.23%	8 2.30%	43 3.18%	18 3.32%	20 3.77%	-	43 5.33% _{Tnrs} A	8 3.73%	28 6.90% _{Tnpqrst} A	9 6.65% _r sA	43 3.17%
Universal Credit (and household has no other earnings)	234 3.69%	234 3.73%	1 3.27%	42 3.33%	21 5.68% _{Tnprtx}	7 2.02%	50 3.66%	15 2.69%	22 4.07%	-	32 3.94%	3 1.46%	24 5.79% _{Tnprtx}	11 8.03% _{Tnprst} A	50 3.65%
Other	180 2.84%	178 2.85%	-	26 2.09%	8 2.20%	13 3.97%	31 2.27%	21 3.86% _p	15 2.78%	-	25 3.13%	5 2.49%	19 4.66% _{Tnps} A	3 2.48%	31 2.26%
Pensions Credit (Guaranteed Credit)	139 2.19%	136 2.17%	1 2.15%	23 1.85%	6 1.74%	3 0.87%	28 2.10%	16 2.99% _r	7 1.27%	-	24 2.97% _{ru}	3 1.50%	13 3.06% _r	2 1.53%	28 2.09%
Income Support	83 1.30% _u	82 1.31% _u	-	16 1.26% _u	10 2.68% _{Tnsux} A	3 0.93%	16 1.18%	7 1.26%	1 0.23%	-	17 2.10% _{Tnu}	1 0.34%	11 2.59% _{Tnsu} A	-	16 1.18%
Pensions Credit (no Guaranteed Credit)	62 0.98%	62 0.99%	-	11 0.85%	6 1.55%	3 0.85%	12 0.91%	3 0.53%	6 1.03%	-	14 1.78% _{Tn}	-	6 1.45%	-	12 0.90%
Income-based Jobseeker's Allowance	42 0.66%	42 0.67%	-	13 1.08% _s A	3 0.87%	4 1.05%	5 0.37%	2 0.33%	3 0.56%	-	5 0.61%	2 0.71%	5 1.16%	1 0.60%	5 0.37%
None of these	4589 72.28% _{wy}	4528 72.28% _{wy}	27 77.07%	939 75.11% _{Tnqw}	251 69.30%	262 78.49% _{Tnqstwy} zA	984 72.58% _y	380 71.10% _y	393 72.69% _y	5 66.96%	551 68.82%	171 80.09% _{Tnqstuw} yzA	262 63.74%	95 67.92%	988 72.55% _y

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 177

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Prefer not to say	173	166	-	22	14	10	57	9	16	-	16	-	10	4	57
	2.73% _{npx}	2.64% _{px}	-	1.73%	3.95% _{ptx}	2.88% _x	4.19% _{Tnptwx}	1.74%	2.93% _x	-	2.02% _x	-	2.44% _x	2.64% _x	4.17% _{Tnptwx}

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	O.3 Broadband supplier													O.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Poten- tially vul- nerable (v)	Least vul- nerable (w)	Yes (y)	No (z)	
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
NET: Any	1587	1516	293	95	78	-	322	139	317	133	7	30	1	8	825	109	463	36	209	46	155	372	865	217	912	633
	24.99% ^x	25.05%	25.80%	22.40%	21.70%	-	27.47% ^T	25.07%	23.33%	26.10%	24.11%	31.17%	15.50%	19.58%	26.42% ^T	30.73% ^T	27.03% ^T	25.10%	24.19%	27.58%	29.72% ^T	51.05% ^T	29.86% ^T	10.78%	45.55% ^T	15.34% ^z
Personal Independence Payment (PIP)	625	602	132	31	34	-	138	42	133	41	4	9	-	2	334	39	196	7	88	10	49	102	359	108	452	161
	9.84% ^{xz}	9.95%	11.65% ^{Ta}	7.39%	9.48%	-	11.80% ^{Ta}	7.53%	9.80%	8.06%	14.94%	8.75%	-	5.37%	10.70% ^T	10.92%	11.43% ^{Tr}	5.09%	10.11%	6.04%	9.36%	14.03% ^T	12.42% ^{Tx}	5.38%	22.58% ^{Tz}	3.91%
Universal Credit (and household has other earnings)	509	489	74	36	24	-	109	38	101	57	2	8	1	2	253	33	143	9	67	16	49	158	254	57	219	278
	8.02% ^{bx}	8.09% ^{bx}	6.51% ^b	8.40%	6.80%	-	9.27% ^b	6.83%	7.46%	11.14% ^{Ta}	5.69%	8.20%	15.50%	4.54%	8.12%	9.21%	8.38%	5.98%	7.69%	9.82%	9.40%	21.64% ^{Tw}	8.78% ^{Tx}	2.86%	10.95% ^{Tz}	6.72%
Carer's allowance	257	242	57	17	11	-	60	13	53	13	-	2	-	1	156	21	94	3	36	6	26	63	140	24	145	102
	4.04% ^{gx}	3.99% ^g	5.05% ^{gj}	3.96%	3.05%	-	5.15% ^{Ta}	2.28%	3.92%	2.58%	-	2.05%	-	1.50%	5.01% ^T	5.79%	5.52% ^T	2.05%	4.20%	3.46%	5.05%	8.69% ^{Tw}	4.83% ^{Tx}	1.17%	7.25% ^{Tz}	2.48%
Employment and Support Allowance (ESA)	252	243	44	16	9	-	55	23	57	21	2	4	-	1	140	16	76	8	41	7	23	56	141	41	190	56
	3.97% ^{xz}	4.01%	3.85%	3.73%	2.42%	-	4.69%	4.12%	4.21%	4.22%	6.38%	4.54%	-	3.34%	4.49% ^T	4.43%	4.44%	4.51%	4.75%	4.11%	4.33%	7.66% ^{Tw}	4.86% ^{Tx}	2.04%	9.48% ^{Tz}	1.36%
Universal Credit (and household has no other earnings)	234	210	41	10	12	-	48	14	49	21	1	3	-	-	120	17	62	6	33	3	19	92	113	11	153	74
	3.69% ^{ax}	3.47%	3.58%	2.46%	3.42%	-	4.13%	2.49%	3.61%	4.19%	2.43%	3.53%	-	-	3.83%	4.67%	3.64%	4.34%	3.87%	1.70%	3.72%	12.63% ^{Tw}	3.89% ^x	0.53%	7.63% ^{Tz}	1.79%
Other	180	176	25	9	11	-	32	23	37	16	1	5	-	1	85	8	51	3	20	4	12	20	117	32	118	57
	2.84% ^{xz}	2.91%	2.23%	2.07%	2.97%	-	2.71%	4.06% ^b	2.73%	3.21%	2.43%	4.90%	-	3.75%	2.72%	2.32%	2.97%	1.84%	2.35%	2.36%	2.34%	2.79% ^x	4.04% ^{Tx}	1.58%	5.89% ^{Tz}	1.37%
Pensions Credit (Guaranteed Credit)	139	136	31	8	4	-	31	21	25	8	1	1	-	2	79	5	40	8	24	5	10	28	85	14	76	62
	2.19% ^{xz}	2.25%	2.77%	1.81%	1.25%	-	2.62%	3.81% ^{Ta}	1.85%	1.55%	2.37%	1.14%	-	5.09%	2.54%	1.53%	2.33%	5.92% ^{To}	2.81%	2.86%	1.95%	3.87% ^{Tx}	2.94% ^{Tx}	0.68%	3.80% ^{Tz}	1.50%
Income Support	83	77	18	6	1	-	15	4	15	14	-	2	-	-	56	15	23	4	14	6	21	26	41	9	30	48
	1.30% ^x	1.27%	1.58%	1.45%	0.32%	-	1.26%	0.74%	1.09%	2.76% ^{Tadfg}	-	1.67%	-	-	1.80% ^{Tq}	4.21% ^{To}	1.36%	2.45%	1.58%	3.82% ^{Tq}	4.09% ^{To}	3.56% ^{Tw}	1.41% ^x	0.44%	1.51%	1.17%
Pensions Credit (no Guaranteed Credit)	62	60	10	10	7	-	10	4	10	8	1	-	-	-	42	8	18	2	14	3	11	11	39	7	21	38
	0.98% ^x	0.99%	0.89%	2.24% ^{Ta}	1.82%	-	0.86%	0.65%	0.77%	1.59%	3.49%	-	-	-	1.35% ^T	2.23% ^T	1.03%	1.56%	1.67% ^T	1.91%	2.13% ^T	1.54% ^x	1.34% ^{Tx}	0.33%	1.06%	0.91%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Income-based Jobsaeker's Allowance	42	38	11	5	2	-	6	5	3	4	-	1	-	1	20	7	10	2	1	5	12	8	21	6	20	19
	0.66% _{hs}	0.62% _h	0.96% _h	1.25% _h	0.51%	-	0.53%	0.82%	0.22%	0.77%	-	0.95%	-	2.33% _h	0.65% _s	1.85% _{To}	0.61%	1.31% _s	0.16%	3.24% _{To}	2.29% _{To}	1.17% _x	0.72%	0.32%	0.98% _{Tz}	0.47%
None of these	4589	4382	826	323	270	*	818	400	992	364	23	66	7	31	2218	240	1210	99	630	117	357	337	1966	1784	1030	3438
	72.28% _f	72.42% _f	72.59% _f	76.15% _f	75.34% _f	100.00%	69.77%	72.22%	73.07%	71.62%	75.89%	67.68%	84.50%	80.42%	71.07%	67.66%	70.72%	69.42%	72.81%	70.07%	68.43%	46.25%	68.57% _w	88.75% _T	51.45%	83.26% _{Ty}
Prefer not to say	173	153	18	6	11	-	32	15	49	12	-	1	-	-	78	6	39	8	26	4	10	20	45	9	60	58
	2.73% _{ab}	2.53% _b	1.61%	1.45%	2.96%	-	2.76%	2.71%	3.59% _{Ta}	2.28%	-	1.15%	-	-	2.50%	1.61%	2.26%	5.48% _{op}	2.99%	2.35%	1.85%	2.70% _{wx}	1.57% _x	0.47%	3.00% _z	1.40%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Most vulnerable	729 11.49% ^{ahijk} nq	317 10.36%	411 12.57% ^{Ta}	155 18.79% ^{Tdfgh} i	114 10.94% ^{hi}	170 16.87% ^{Tdfgh} i	135 13.08% ^{hi}	110 11.08% ^{hi}	32 4.11% ⁱ	14 2.04%	90 5.56%	131 8.63% ^j	103 10.03% ^j	342 22.75% ^{TJKI}	256 7.23%	474 16.84% ^{Tn}	638 12.32% ^{Tq}	91 7.78%
Potentially vulnerable	2895 45.60% ^{acdej} np	1322 43.24%	1565 47.88% ^{Ta}	277 33.57%	377 36.30%	352 34.87%	467 45.14% ^{code}	516 52.09% ^{Todef}	490 62.71% ^{Todef} g	418 62.13% ^{Todef} g	567 35.17%	869 45.19% ^j	641 49.04% ^{Tjk}	817 54.32% ^{TJKI}	1437 40.62%	1459 51.86% ^{Tn}	2281 44.03%	615 52.58% ^{TP}
Least vulnerable	2011 31.67% ^{bchil} mo	1146 37.47% ^{Tb}	860 26.31%	212 25.72%	451 43.33% ^{Tcefg} hi	386 38.30% ^{Tcfdgh} i	339 32.75% ^{chi}	291 29.43% ^{hi}	180 23.02%	152 22.66%	811 50.27% ^{Tklm}	667 34.68% ^{Tlm}	372 28.43% ^m	161 10.71%	1478 41.79% ^{To}	533 18.95%	1664 32.12%	347 29.65%
Don't know/ Prefer not to give income	714 11.24% ^{adfgjn}	273 8.93%	433 13.24% ^{Ta}	181 21.92% ^{Tdefgh} i	98 9.42%	100 9.96%	93 9.04%	73 7.40%	79 10.16% ^g	89 13.16% ^{defg}	145 9.00%	221 11.50% ^j	163 12.50% ^j	184 12.22% ^j	366 10.36%	347 12.35% ^{Tn}	597 11.52%	117 9.99%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of England (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Most vulnerable	729 11.49%q	636 11.89%T	50 9.52%	30 10.10%	13 7.57%	50 9.52%	34 13.57%	83 11.83%	75 14.47%Telnop	81 14.51%Telnop	51 11.00%	30 10.10%	63 10.51%	112 13.54%enop	85 9.69%	52 9.35%	13 7.57%	505 9.47%	220 23.13%Tq
Potentially vulnerable	2895 45.60%mn	2412 45.13%nr	262 49.74%Tad	148 49.46%	73 41.23%	262 49.74%Tmnp	119 46.71%nm	335 47.92%mn	247 47.38%mn	254 45.44%mp	244 52.71%Timn	148 49.46%mn	286 47.91%mn	279 33.84%	361 41.19%mp	288 52.15%Timn	73 41.23%	2568 48.15%Tr	311 32.68%
Least vulnerable	2011 31.67%g	1692 31.64%jo	163 30.96%	82 27.63%	73 41.27%Tabc	163 30.96%	72 28.25%	194 27.80%	148 28.49%	162 28.97%	126 27.15%	82 27.63%	190 31.84%	325 39.39%Tefghijkl	320 36.56%Tefghijkl	154 27.94%	73 41.27%Tefghijkl	1724 32.33%T	275 28.90%
Don't know/ Prefer not to give income	714 11.24%q	606 11.34%	52 9.77%	38 12.80%	18 9.92%	52 9.77%	29 11.47%	87 12.45%	50 9.67%	62 11.07%	42 9.14%	38 12.80%	58 9.74%	109 13.22%j	110 12.56%	58 10.56%	18 9.92%	536 10.05%	146 15.29%Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Most vulnerable	729 11.49%	545 11.71%	108 10.02%	53 16.64%Tabdfg	24 10.01%	-	106 11.16%	50 11.16%	125 13.23%b	53 12.68%	2 8.84%	8 10.73%	-	-
Potentially vulnerable	2895 45.60%	2254 48.43%TI	537 49.63%TI	146 45.84%	123 50.61%	-	451 47.69%	242 54.32%Tadchi	437 46.25%	183 43.63%	11 55.06%	43 58.53%TI	2 100.00%	19 67.50%
Least vulnerable	2011 31.67%acg	1358 29.18%g	332 30.62%cg	78 24.56%	73 30.05%g	-	284 30.09%g	102 23.02%	286 30.27%g	140 33.29%cg	6 31.20%	17 22.64%	-	8 28.13%
Don't know/ Prefer not to give income	714 11.24%a	498 10.69%	105 9.73%	41 12.96%	23 9.33%	-	105 11.06%	51 11.50%	97 10.26%	44 10.40%	1 4.90%	6 8.09%	-	1 4.37%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Most vulnerable	729 11.49%	726 11.58%	3 8.23%	130 10.43%	57 15.80% TnprsxA	29 8.77%	148 10.93%	60 11.22%	79 14.68% TnprsxA	2 26.89%	97 12.15%	16 7.65%	54 13.21% x	15 10.98%	54 11.01%
Potentially vulnerable	2895 45.60% u	2856 45.60% u	16 46.38%	571 45.65%	159 43.97%	158 47.51%	592 43.69%	273 51.21% TnpqsuA	221 40.94%	2 22.52%	369 46.12%	93 43.86%	200 48.55% u	67 47.70%	594 43.59%
Least vulnerable	2011 31.67% y	1997 31.87% Ty	13 37.70%	415 33.24% qy	99 27.30%	101 30.42%	459 33.83% qy	149 27.96%	182 33.57% y	3 50.60%	255 31.90% y	91 42.54% Tnpqrst uwyzA	105 25.44%	42 29.93%	462 33.92% qy
Don't know/ Prefer not to give income	714 11.24% nx	686 10.95% x	3 7.70%	134 10.68% x	47 12.92% x	44 13.30% x	156 11.54% x	51 9.60%	58 10.80% x	-	79 9.83%	13 5.96%	53 12.79% x	16 11.39%	156 11.48% x

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	O.3 Broadband supplier													O.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broad-band (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Most vulnerable	729 11.49% a	678 11.21% m	128 11.23% m	55 12.84% m	31 8.52%	-	129 10.96% m	64 11.53% m	159 11.68% m	59 11.59% m	1 4.63%	9 8.80%	-	-	377 12.09% q	53 14.98% T	177 10.35%	27 18.73% T	116 13.42% q	33 19.51% T	86 16.43% Toq	729 100.00% Twx	-	-	292 14.57% T	417 10.11%
Potentially vulnerable	2895 45.60% h	2786 46.05% T	552 48.53% T	203 47.71%	173 48.44%	-	518 44.21%	280 50.52% T	585 43.07%	227 44.63%	16 54.41%	55 56.36%	8 100.00%	24 62.14% T	1419 45.49%	166 46.85%	760 44.38%	70 48.99%	402 46.47%	64 38.35%	230 44.13%	-	2895 100.00% Tvx	-	1059 52.92% T	1777 43.04%
Least vulnerable	2011 31.67% g	1944 32.13% T	346 30.42%	127 29.86%	119 33.21%	* 100.00%	394 33.59% g	147 26.44%	460 33.87% g	173 34.10% g	11 37.69%	28 29.16%	-	13 32.55%	1036 33.20% T	109 30.83%	615 35.92% T	32 22.08%	266 30.70% r	44 26.64%	154 29.49%	-	-	2011 100.00% T	460 22.98%	1509 36.54% Ty
Don't know/ Prefer not to give income	714 11.24% a	642 10.60%	112 9.83%	41 9.59%	35 9.83%	-	132 11.23%	64 11.51%	154 11.38%	49 9.68%	1 3.27%	6 5.68%	-	2 5.31%	288 9.22%	26 7.34%	160 9.35%	15 10.20%	81 9.41%	26 15.50% op	52 9.95% p	-	-	-	191 9.53%	426 10.31%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Most vulnerable	1350 21.26% ^{ad} In	546 17.85%	799 24.46% ^{Ta}	174 21.12% ^d	137 13.14%	204 20.28% ^d	191 18.48% ^d	208 21.04% ^d	227 29.10% ^{Tode}	208 30.92% ^{Tode}	143 8.90%	319 16.57% ^j	208 15.87% ^j	680 45.17% ^{Tkl}	462 13.07%	887 31.55% ^{Tn}	1107 21.38%	242 20.72%
Potentially vulnerable	2561 40.33% ^{cdejm} p	1229 40.19%	1324 40.51%	250 30.28%	343 32.97%	338 33.58%	461 44.60% ^{Tode}	473 47.76% ^{Tode}	388 49.65% ^{Tode}	309 45.89% ^{Tode}	572 35.46%	831 43.22% ^{Tjm}	631 48.26% ^{Tjkm}	527 34.99%	1403 39.68%	1158 41.16%	2013 38.86%	548 46.87% ^{Tp}
Least vulnerable	1832 28.86% ^{bghil} moq	1047 34.26% ^{Tb}	779 23.84%	272 32.95% ^{Tghi}	474 45.56% ^{Tcog}	383 38.02% ^{Tclgh}	299 28.95% ^{ghi}	235 23.75% ^{hi}	95 12.23%	74 10.96%	785 48.66% ^{Tkim}	601 31.22% ^{Tlm}	324 24.74% ^m	123 8.20%	1385 39.17% ^{To}	447 15.89%	1550 29.92% ^{Tq}	282 24.13%
Not assigned	606 9.55% ^{agjn}	235 7.70%	366 11.19% ^{Ta}	129 15.65% ^{Tdefgh}	87 8.34%	82 8.13%	82 7.97%	74 7.45%	70 9.02%	82 12.23% ^{Tdefgh}	113 6.99%	173 8.99% ^j	146 11.13% ^{Tj}	175 11.64% ^{Tjk}	286 8.08%	321 11.40% ^{Tn}	510 9.84%	97 8.27%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Most vulnerable	1350 21.28% d	1156 21.62% d	114 21.65% d	55 18.33%	25 14.13%	114 21.65% p	68 26.63% Tkmn	166 23.82% mnop	133 25.64% Tkmn	131 23.36% op	103 22.28% p	55 18.33%	128 21.47% p	159 19.30%	167 19.05%	100 18.15%	25 14.13%	1078 20.21%	262 27.53% Tq
Potentially vulnerable	2561 40.33% m	2128 39.81% r	221 41.87%	146 48.76% Tad	67 37.44%	221 41.87% m	100 39.57% m	280 40.08% m	218 41.92% m	229 41.05% m	214 46.12% Tgmn	146 48.76% Tlgi	251 42.01% mnp	240 29.11%	326 37.20% m	269 48.76% Tefg	67 37.44% m	2260 42.38% Tr	281 29.47%
Least vulnerable	1832 28.86% c	1545 28.89% c	150 28.37%	70 23.38%	68 38.44% Tabc	150 28.37%	60 23.52%	178 25.52%	126 24.22%	151 27.07%	109 23.57%	70 23.38%	162 27.22%	330 39.99% Tefg	293 33.49% Tlgh	134 24.27%	68 38.44% Tefg	1531 28.71%	294 30.82%
Not assigned	606 9.55% q	518 9.68%	43 8.11%	28 9.53%	18 9.98%	43 8.11%	26 10.28%	74 10.58%	43 8.23%	48 8.52%	37 8.02%	28 9.53%	56 9.31%	96 11.61% Te	90 10.26%	49 8.82%	18 9.98%	465 8.71%	116 12.18% Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Most vulnerable	1350 21.26%	1025 22.01% ^{Tb}	212 19.58%	72 22.65%	55 22.53%	-	189 20.03%	124 27.80% ^{Tabrf}	224 23.68% ^b	85 20.21%	5 24.13%	22 29.58% ^{kb}	-	7 24.31%
Potentially vulnerable	2561 40.33%	1973 42.38% ^T	475 43.86% ^T	136 42.75%	110 45.24%	-	408 43.16%	192 43.24%	377 39.85%	164 39.12%	8 39.66%	31 42.82%	2 100.00%	15 53.43%
Least vulnerable	1832 28.86% ^{ag}	1241 26.65% ^g	296 27.36% ^g	83 26.08%	57 23.40%	-	256 27.08% ^g	89 20.09%	262 27.70% ^g	143 34.11% ^{Tabcdlghk}	6 31.30%	14 19.50%	-	5 17.89%
Not assigned	606 9.55% ^{ai}	417 8.95%	100 9.21%	27 8.53%	21 8.83%	-	92 9.73%	39 8.86%	83 8.77%	28 6.56%	1 4.90%	6 8.09%	-	1 4.37%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Most vulnerable	1350 21.26% _x	1325 21.14% _x	7 20.96%	251 20.11%	88 24.43% _x	58 17.24%	278 20.51% _x	127 23.73% _x	111 20.51%	3 38.51%	173 21.63% _x	30 14.31%	94 22.89% _x	27 19.16%	94 20.60% _x
Potentially vulnerable	2561 40.33% _w	2538 40.51% _{Tu}	16 45.13%	508 40.68% _w	142 39.24%	141 42.18%	525 38.73%	247 46.25% _{Tnpqsuw}	191 35.39%	3 46.68%	323 40.30%	88 41.29%	186 45.22% _{TnsuA}	64 45.48% _w	528 38.77%
Least vulnerable	1832 28.86% _{ty}	1821 29.07% _{Ty}	9 26.22%	382 30.55% _{ty}	91 25.25%	97 29.14% _t	408 30.12% _{ty}	116 21.68%	194 35.94% _{Tnpqrst wyzA}	1 14.81%	241 30.09% _{ty}	81 38.05% _{Tnpqrst wyzA}	96 23.36%	32 23.11%	409 30.04% _{ty}
Not assigned	606 9.55% _n	582 9.29%	3 7.70%	108 8.67%	40 11.08%	38 11.44%	144 10.64% _w	45 8.34%	44 8.15%	- -	64 7.98%	14 6.35%	35 8.54%	17 12.25%	144 10.59%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier														Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Most vulnerable	1350 21.26% oqxz	1256 20.76%	221 19.42%	86 20.17%	74 20.56%	-	230 19.61%	149 26.79% T abcdhfi	281 20.68%	96 18.92%	5 17.96%	22 22.96%	1 16.77%	8 20.93%	621 19.89% q	67 19.00%	299 17.48%	50 34.74% T opqsu	198 22.83% o	47 28.15% T opqu	114 21.93% p q	581 79.71% T wx	703 24.29% Tx	11 0.57% z	619 30.94% T	691 16.75%
Potentially vulnerable	2561 40.33% x	2472 40.86% T	498 27.44% ah	183 43.10%	152 42.54%	-	476 40.60%	232 41.92%	529 38.99%	201 39.48%	14 47.66%	43 44.55%	6 66.28%	18 45.73%	1277 40.92% T	147 41.48%	714 41.72%	48 33.60%	345 39.82%	59 35.12%	206 39.45%	99 13.60% vx	1998 69.00% T	387 19.26% v	794 39.67% T	1709 41.38% T
Least vulnerable	1832 28.86% g wv	1772 29.28% T	312 27.44%	125 29.34% g	96 26.91%	100.00%	357 30.43% g	129 23.25%	410 30.24% g	176 34.62% T abdy	9 31.11%	26 26.80%	1 16.95%	10 25.69%	967 31.00% T	118 33.18%	555 32.43% T s	38 26.62%	245 28.32%	48 29.06%	166 31.86%	33 4.49%	157 5.42%	1589 79.03% T	419 20.92%	1374 33.28% Ty
Not assigned	606 9.55% kai opvwxy z	550 9.09%	106 9.35%	31 7.39%	36 9.99%	-	110 9.36%	45 8.04%	137 10.10% i	35 6.98%	1 3.27%	6 5.68%	-	3 7.65%	256 8.19%	23 6.34%	143 8.37%	7 5.04%	78 9.03%	13 7.66%	35 6.76%	16 2.20% x	37 1.29%	23 1.14%	170 8.48%	355 8.59%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Gender		Age							Social Grade					Area type			
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
None	4433	2103	2317	447	619	406	656	879	759	667	1049	1396	863	1125	2445	1988	3502	931
	69.82%cdelfj	68.76%	70.91%	54.25%e	59.49%ce	40.29%	63.48%ce	88.81%Todef	97.26%Todef	99.09%Todef	65.07%	72.58%Tj	65.95%	74.76%Tj	69.15%	70.67%	67.62%	79.60%Tp
1	891	421	468	180	209	202	211	74	11	5	266	264	199	163	530	361	775	117
	14.04%ghimo	13.77%	14.32%	21.78%Tghi	20.12%Tghi	20.01%Tghi	20.42%Tghi	7.44%hi	1.40%	0.74%	16.48%TKm	13.72%km	15.20%km	10.80%	14.98%To	12.85%	14.95%Tq	9.97%
2	791	428	360	153	177	292	127	30	10	1	241	204	186	159	445	346	696	95
	12.46%bghik	14.01%Tb	11.01%	18.61%Tghi	17.01%Tghi	28.93%Tcdfg	12.33%ghi	3.03%hi	1.34%i	0.16%	14.97%TKm	10.59%	14.26%TKm	10.58%	12.59%	12.29%	13.43%Tq	8.15%
3	183	85	93	32	30	84	31	6	-	-	47	47	49	39	95	88	161	22
	2.88%ghiq	2.78%	2.84%	3.92%ghi	2.86%ghi	8.34%Tcdfg	3.00%ghi	0.60%hi	-	-	2.95%	2.45%	3.77%TK	2.60%	2.68%	3.14%	3.11%Tq	1.88%
4	37	17	20	5	5	22	5	1	-	-	9	7	7	14	15	22	34	3
	0.58%ghi	0.57%	0.60%	0.55%h	0.46%	2.15%Tcdfg	0.48%	0.11%	-	-	0.54%	0.34%	0.56%	0.96%TK	0.43%	0.77%	0.65%	0.29%
5	4	1	3	2	-	-	2	-	-	-	-	2	2	-	2	2	4	-
	0.06%	0.03%	0.10%	0.26%	-	-	0.19%	-	-	-	-	0.11%	0.15%	-	0.06%	0.07%	0.08%	-
6+	10	2	7	5	1	3	1	-	-	-	-	4	1	4	6	8	1	1
	0.15%	0.08%	0.22%	0.63%Tcdghi	0.06%	0.28%	0.10%	-	-	-	-	0.20%	0.10%	0.29%j	0.11%	0.20%	0.16%	0.12%
Mean	0.51ghikmq	0.53	0.49	0.78Tcdghi	0.65Tghi	1.13Tcdfghi	0.58Tghi	0.16hi	0.04i	0.01	0.57TKm	0.46	0.59TKm	0.45	0.51	0.52	0.55Tq	0.34
Standard deviation	0.90	0.89	0.90	1.07	0.91	1.13	0.90	0.49	0.26	0.12	0.89	0.87	0.95	0.91	0.88	0.93	0.92	0.76
Standard error	0.01	0.02	0.02	0.04	0.03	0.04	0.03	0.02	0.01	*	0.02	0.02	0.03	0.02	0.01	0.02	0.01	0.02

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
None	4433 69.82% r	3724 69.65%	368 63.78%	224 74.92% Td	118 66.46%	368 69.78% i	188 73.94% im	479 68.55% i	378 72.57% im	343 61.37%	332 71.55% i	224 74.92% Tgim p	420 70.46% i	552 66.92% i	631 72.02% im	401 72.53% im	118 66.46%	3900 73.12% Tr	494 51.87%
1	891 14.04% h q	742 13.88%	85 16.07% c	33 11.04%	31 17.64% c	85 16.07% hk	34 13.24%	100 14.37% h	54 10.40%	101 18.04% Thkn o	62 13.44%	33 11.04%	82 13.81%	122 14.80% h	119 13.64%	67 12.10%	31 17.64% hk	690 12.94%	188 19.79% Tq
2	791 12.46% q	671 12.56%	66 12.46%	33 11.17%	20 11.46%	66 12.46%	28 10.85%	92 13.20%	74 14.25%	84 14.99%	53 11.37%	33 11.17%	69 11.62%	110 13.38%	99 11.34%	62 11.23%	20 11.46%	588 11.02%	195 20.51% Tq
3	183 2.88% be q	162 3.04% b	8 1.49%	7 2.35%	6 3.26%	8 1.49%	4 1.69%	21 3.02%	13 2.57%	22 3.96% e	12 2.61%	7 2.35%	20 3.31%	33 3.97% e	20 2.33%	16 2.98%	6 3.26%	124 2.33%	55 5.81% Tq
4	37 0.58% q	32 0.61%	1 0.20%	2 0.51%	2 1.18%	1 0.20%	1 0.29%	5 0.67%	1 0.21%	6 1.14% n	4 0.88%	2 0.51%	5 0.80%	5 0.62%	2 0.19%	4 0.69%	2 1.18% n	26 0.49%	11 1.17% Tq
5	4 0.06%	4 0.08%	-	-	-	-	-	1 0.15%	-	1 0.19%	-	-	-	-	1 0.10%	1 0.19%	-	3 0.06%	1 0.11%
6+	10 0.15% q	10 0.18%	-	-	-	-	-	-	-	2 0.31%	1 0.14%	-	-	2 0.30%	3 0.38%	2 0.28%	-	3 0.05%	7 0.75% Tq
Mean	0.51 q	0.52	0.46	0.42	0.55	0.46	0.41	0.53	0.47	0.68 Tefghj kino	0.49	0.42	0.50	0.58 Tefhkn	0.47	0.49	0.55	0.45	0.88 Tq
Standard deviation	0.90	0.92	0.78	0.82	0.90	0.78	0.77	0.90	0.85	1.03	0.89	0.82	0.88	0.96	0.88	0.96	0.90	0.83	1.14
Standard error	0.01	0.01	0.03	0.05	0.06	0.03	0.05	0.03	0.04	0.04	0.04	0.05	0.04	0.03	0.03	0.04	0.06	0.01	0.04

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
None	4433	3234	792	199	190	-	591	368	634	260	17	64	2	23
	69.82% <i>scfhi</i>	69.47% <i>scfi</i>	73.11% <i>Tacfhi</i>	62.43%	77.97% <i>Tacfhi</i>	-	62.49%	82.80% <i>Tabcfhi</i>	66.97% <i>f</i>	61.86%	84.29%	87.46% <i>Tabcfhi</i>	100.00%	78.80%
1	891	658	141	57	23	-	176	39	127	67	-	7	-	4
	14.04% <i>cdg</i>	14.14% <i>cdg</i>	12.99% <i>g</i>	17.87% <i>bdg</i>	9.27%	-	18.57% <i>Tabdgh</i>	8.74%	13.41% <i>g</i>	15.93% <i>cdg</i>	-	10.09%	-	12.95%
2	791	592	124	48	26	-	139	27	145	68	2	1	-	2
	12.46% <i>gk</i>	12.72% <i>gk</i>	11.43% <i>gk</i>	14.97% <i>gk</i>	10.65% <i>gk</i>	-	14.70% <i>Tabgk</i>	5.99%	15.36% <i>Tabgk</i>	16.13% <i>Tabgk</i>	10.41%	1.53%	-	5.29%
3	183	133	23	6	4	-	33	5	34	22	1	1	-	1
	2.88% <i>g</i>	2.85% <i>g</i>	2.10%	1.97%	1.59%	-	3.49% <i>g</i>	1.22%	3.56% <i>g</i>	5.29% <i>Tabcdg</i>	5.30%	0.92%	-	2.96%
4	37	28	4	7	1	-	5	5	6	1	-	-	-	-
	0.58%	0.59%	0.36%	2.10% <i>Tabfhi</i>	0.52%	-	0.50%	1.02%	0.58%	0.25%	-	-	-	-
5	4	2	-	-	-	-	-	1	1	-	-	-	-	-
	0.06%	0.05%	-	-	-	-	-	0.24%	0.11%	-	-	-	-	-
6+	10	8	-	2	-	-	2	-	-	2	-	-	-	-
	0.15%	0.17%	-	0.66% <i>Tbh</i>	-	-	0.25%	-	-	0.54% <i>lbh</i>	-	-	-	-
Mean	0.51 <i>bdgk</i>	0.52 <i>bdgk</i>	0.44 <i>gk</i>	0.66 <i>Tabdjk</i>	0.37 <i>k</i>	-	0.62 <i>Tabdjk</i>	0.30	0.58 <i>Tabdjk</i>	0.69 <i>Tabdjk</i>	0.37	0.16	0.00	0.32
Standard deviation	0.90	0.90	0.80	1.05	0.78	-	0.95	0.76	0.93	1.05	0.89	0.47	-	0.72
Standard error	0.01	0.01	0.02	0.06	0.05	-	0.03	0.04	0.03	0.05	0.20	0.06	-	0.13

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
None	4433 69.82% _{nuyw}	4362 69.62% _{uwuy}	28 80.27% _{uy}	859 68.75% _{uy}	268 73.96% _{uwuy}	232 69.66% _{uy}	939 69.27% _{uy}	432 80.96% _{TnpqrsuwyA}	333 61.49%	6 85.19%	524 65.44% _y	159 74.55% _{uwuy}	239 58.04%	112 80.07% _{Tnprrsuw yA}	945 69.35% _{uy}
1	891 14.04% _t	887 14.16% _{Tt}	5 13.29%	189 15.08% _t	43 12.02%	53 16.01% _t	182 13.43% _t	43 8.06%	97 17.91% _{TnqstzA}	-	127 15.82% _t	30 14.31% _t	83 20.20% _{TnpqstzA}	13 9.58%	182 13.37% _t
2	791 12.46% _t	785 12.54% _t	2 6.44%	167 13.36% _t	42 11.56%	41 12.32% _t	180 13.30% _t	43 7.99%	85 15.64% _{Tnbz}	1 14.81%	111 13.88% _{tz}	19 8.95%	60 14.56% _{tz}	10 7.41%	181 13.31% _t
3	183 2.88%	180 2.87%	-	30 2.42%	4 1.22%	6 1.79%	43 3.19% _q	12 2.32%	20 3.76% _q	-	31 3.91% _q	3 1.49%	21 4.98% _{Tnpqrx}	3 1.95%	43 3.17%
4	37 0.58% _p	37 0.59% _p	-	1 0.08%	2 0.67% _p	1 0.23%	8 0.60% _p	4 0.66% _p	5 0.98% _p	-	6 0.71% _p	1 0.70% _p	7 1.80% _{TnprA}	1 0.99% _p	8 0.59% _p
5	4 0.06%	4 0.06%	-	1 0.09%	2 0.58% _{TnswA}	-	1 0.06%	-	-	-	-	-	-	-	1 0.06%
6+	10 0.15%	10 0.15%	-	3 0.23%	-	-	2 0.16%	-	1 0.23%	-	2 0.23%	-	2 0.42%	-	2 0.15%
Mean	0.51 _{tz}	0.52 _{Ttz}	0.26	0.51 _{tz}	0.44	0.47 _t	0.53 _{bxz}	0.34	0.66 _{Tnppqstx zA}	0.30	0.60 _{Tnppqbxz}	0.39	0.74 _{TnppqstzA}	0.34	0.53 _{bxz}
Standard deviation	0.90	0.90	0.58	0.87	0.87	0.79	0.92	0.78	0.97	0.77	0.97	0.77	1.08	0.78	0.92
Standard error	0.01	0.01	0.09	0.02	0.05	0.04	0.03	0.03	0.04	0.29	0.03	0.05	0.05	0.07	0.02

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
None	4433	4209	846	289	288	*	724	435	900	321	24	76	6	29	1960	203	1069	103	551	91	293	349	2094	1483	1554	2744
	69.82% ^a	69.56% ^f	74.36% ^T	68.15% ^f	80.40% ^T	100.00%	61.77% ^f	78.49% ^T	66.27% ^f	63.11% ^f	79.32% ^f	77.72% ^f	75.02% ^f	75.88% ^f	62.82% ^p	57.12% ^u	62.47% ^t	72.02% ^o	63.61% ^p	54.31% ^t	56.22% ^u	47.85% ^v	72.32% ^T	73.76% ^T	77.63% ^T	66.46% ^T
1	891	864	134	65	34	-	213	54	203	91	1	12	2	6	531	61	312	15	138	33	94	95	465	229	208	641
	14.04% ^b	14.28% ^T	11.75% ^T	15.25% ^d	9.47% ^T	-	18.14% ^{Ta}	9.73% ^T	14.93% ^b	17.82% ^{Ta}	4.00% ^T	12.38% ^T	24.98% ^T	14.90% ^T	17.02% ^T	17.18% ^T	18.26% ^T	17.29% ^T	15.99% ^T	19.51% ^r	17.93% ^T	13.04% ^T	16.06% ^T	11.37% ^T	10.39% ^T	15.53% ^{Ty}
2	791	758	121	55	31	-	178	49	209	71	4	8	-	3	502	69	263	19	146	32	101	154	304	257	171	584
	12.46% ^b	12.53% ^b	10.64% ^T	12.84% ^T	8.66% ^T	-	15.20% ^{Ta}	8.87% ^T	15.39% ^T	13.88% ^d	13.14% ^T	8.47% ^T	-	7.02% ^T	16.10% ^T	19.48% ^T	15.39% ^T	13.17% ^T	16.86% ^T	19.16% ^T	19.38% ^T	21.05% ^T	10.51% ^T	12.80% ^w	8.52% ^T	14.14% ^{Ty}
3	183	172	28	11	4	-	43	10	39	24	1	1	-	1	102	18	54	4	25	6	24	90	32	38	55	123
	2.88% ^d	2.83% ^d	2.47% ^T	2.70% ^T	1.12% ^T	-	3.64% ^d	1.78% ^T	2.89% ^T	4.69% ^{Ta}	3.54% ^T	1.42% ^T	-	2.20% ^T	3.28% ^T	5.15% ^{To}	3.15% ^T	2.79% ^T	2.89% ^T	3.30% ^T	4.56% ^T	12.33% ^{Tw}	1.10% ^T	1.90% ^w	2.74% ^T	2.99% ^T
4	37	35	5	1	1	-	12	5	7	2	-	-	-	-	18	2	9	1	6	3	5	31	-	4	10	27
	0.58% ^w	0.59% ^T	0.47% ^T	0.31% ^T	0.35% ^T	-	1.05% ^{Ta}	0.94% ^T	0.53% ^T	0.36% ^T	-	-	-	-	0.58% ^T	0.54% ^T	0.54% ^T	1.00% ^T	0.64% ^T	1.82% ^T	0.95% ^T	4.31% ^{Tw}	-	0.18% ^w	0.50% ^T	0.66% ^T
5	4	4	1	1	-	-	-	1	-	-	-	-	-	-	3	1	1	1	-	1	2	2	-	-	1	3
	0.06% ^T	0.07% ^T	0.09% ^T	0.25% ^T	-	-	-	0.19% ^T	-	-	-	-	-	-	0.10% ^T	0.30% ^T	0.05% ^T	0.74% ^{To}	-	0.63% ^{Tq}	0.41% ^T	0.26% ^w	-	-	0.05% ^T	0.07% ^T
6+	10	8	2	2	-	-	2	-	1	-	-	-	-	-	3	1	2	-	-	2	3	8	-	-	3	6
	0.15% ^w	0.14% ^T	0.20% ^T	0.50% ^h	-	-	0.20% ^T	-	0.14% ^T	-	-	-	-	-	0.10% ^T	0.23% ^T	0.14% ^T	-	-	1.26% ^{To}	0.56% ^{To}	1.16% ^{Tw}	-	-	0.17% ^T	0.15% ^T
Mean	0.51 ^b	0.51 ^b	0.44 ^d	0.55 ^b	0.32	0.00	0.65 ^{Tab}	0.38	0.56 ^{Tab}	0.62 ^{Tab}	0.41	0.34	0.25	0.36	0.63 ^T	0.77 ^{Toq}	0.62 ^T	0.53	0.61 ^T	0.86 ^{Toq}	0.80 ^{Toq}	1.18 ^{Tw}	0.40	0.43	0.39	0.57 ^{Ty}
Standard deviation	0.90	0.90	0.87	0.95	0.71	-	0.98	0.82	0.89	0.95	0.86	0.69	0.46	0.72	0.94	1.06	0.93	0.98	0.91	1.20	1.11	1.40	0.72	0.80	0.84	0.92
Standard error	0.01	0.01	0.03	0.05	0.04	-	0.03	0.03	0.02	0.04	0.16	0.07	0.15	0.11	0.02	0.06	0.02	0.08	0.03	0.09	0.05	0.05	0.01	0.02	0.02	0.01

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
1	1604 25.26% ^a _{cd} ^e _{de^j_{kl}^m_{no^p_{qr}}}	722 23.60%	874 26.74% ^{Ta}	91 11.02%	164 15.80% ^c	213 21.08% ^{cd}	288 27.89% ^{Tode}	297 30.04% ^{Tode}	287 36.78% ^{Tode} _{fg} ^g _{gh^h_{ijⁱ_{kl}^m_{no^p_{qr}}}}	263 39.14% ^{Todef}	309 19.15% ^l	570 29.64% ^{Tl}	206 15.79%	518 34.44% ^{Tkl}	879 24.85%	725 25.77%	1324 25.57%	279 23.88%
2	3315 52.21% ^{bc} _{fg} ^{gk} _{lm^{mp}}	1643 53.73% ^{Tb}	1661 50.82%	274 33.18%	654 62.88% ^{Tcfgh}	637 63.22% ^{Tcfgh}	495 47.93% ^c	458 46.31% ^c	421 53.93% ^{cfgh}	375 55.81% ^{Tcfgh}	912 56.57% ^{Tkm}	947 49.24% ^{lm}	776 59.32% ^{Tkm}	679 45.15%	1860 52.59%	1455 51.74%	2658 51.32%	657 56.18% ^{Tp}
3	895 14.10% ^{de} _{hi} ^{hi} _{kl} ^{kl} _{mn^{mn}_{op^{op}_{qr}}}	431 14.11%	461 14.09%	255 30.89% ^{Tdefg}	112 10.77% ^{hi}	117 11.56% ^{hi}	171 16.51% ^{Tdehi}	156 15.76% ^d _{ehi}	58 7.45% ⁱ	27 4.01%	255 15.83% ^{Tkm}	243 12.64%	202 15.47% ^{kl}	194 12.91%	498 14.09%	397 14.10%	728 14.06%	167 14.26%
4	381 5.99% ^{ehi} _q	197 6.45%	182 5.58%	133 16.08% ^{Tdefgh}	75 7.25% ^{ehi}	28 2.74% ⁱ	66 6.34% ^{ehi}	62 6.30% ^{ehi}	13 1.66%	4 0.60%	95 5.89%	109 5.67%	90 6.90%	86 5.73%	204 5.77%	176 6.27%	328 6.33% ^{Tq}	52 4.48%
5	112 1.77% ^{hi}	47 1.52%	66 2.02%	44 5.37% ^{Tdefgh}	25 2.42% ^{ehi}	12 1.15% ^h	14 1.33% ^{hi}	14 1.44% ^{hi}	1 0.19%	2 0.29%	29 1.77%	34 1.78%	26 2.02%	23 1.53%	63 1.78%	50 1.76%	99 1.91%	14 1.16%
6+	43 0.67% ^{fgh} _{mo}	18 0.59%	24 0.75%	28 3.46% ^{Tdefgh}	9 0.87% ^{fgh}	2 0.24%	-	2 0.16%	-	1 0.15%	13 0.79% ^m	20 1.03% Tm	7 0.50%	4 0.23%	33 0.92% ^{To}	10 0.36%	42 0.81% ^{Tq}	- 0.04%
Mean	2.09 ^{eghikmq}	2.11	2.08	2.85 ^{Tdefghi}	2.20 ^{Tefghi}	2.01 ^{hi}	2.05 ^{hi}	2.03 ^{hi}	1.75 ⁱ	1.68	2.17 ^{Tkm}	2.04 ^m	2.22 ^{Tkm}	1.96	2.10	2.08	2.11 ^{Tq}	2.03
Standard deviation	0.97	0.95	0.99	1.31	0.94	0.77	0.90	0.93	0.68	0.63	0.95	1.01	0.92	0.95	0.99	0.95	1.00	0.82
Standard error	0.01	0.02	0.02	0.05	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.01	0.02

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

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

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
1	1604 25.26% m	1343 25.13%	151 28.72%	67 22.57%	42 23.39%	151 28.72% im	77 30.36% ukm	180 25.77%	145 27.76% im	124 22.24%	130 28.02% im	67 22.57%	156 26.09%	178 21.62%	219 24.94%	135 24.44%	42 23.39%	1437 26.95% Tr	152 15.92%
2	3315 52.21% a mr	2746 51.38%	295 55.95% a	174 58.41% Ta	99 55.86%	295 55.95% nm	123 48.39%	361 51.62%	252 48.44%	302 54.10% m	233 50.36%	174 58.41% Tigh jmn	314 52.68%	397 48.09%	448 51.09%	316 57.26% Tigh jmn	99 55.86%	2865 53.71% Tr	429 45.04%
3	895 14.10% b eq	775 14.49% b	56 10.68%	39 13.09%	25 14.04%	56 10.68%	27 10.75%	105 15.03% e	78 14.95% e	89 15.96% eo	66 14.22%	39 13.09%	82 13.68%	126 15.26% e	138 15.80% eo	63 11.49%	25 14.04%	690 12.94%	189 19.83% Tq
4	381 5.99% b e hq	339 6.35% b Tb	20 3.70%	13 4.22%	9 5.00%	20 3.70%	22 8.86% e ghk	36 5.20%	19 3.58%	31 5.49%	24 5.12%	13 4.22%	40 6.66% e h	83 10.09% T e gh i j k l n o p	55 6.32% e h	29 5.29%	9 5.00%	271 5.09%	103 10.78% Tq
5	112 1.77% o q	101 1.90%	4 0.75%	4 1.31%	3 1.72%	4 0.75%	3 1.29%	13 1.86%	22 4.22% T e f g i j k l n o p	7 1.24%	9 1.93%	4 1.31%	5 0.80%	29 3.49% T e l h i j k l n o p	10 1.18%	3 0.62%	3 1.72%	54 1.01%	56 5.88% Tq
6+	43 0.67% q	40 0.75%	1 0.20%	1 0.39%	-	1 0.20%	1 0.35%	4 0.53%	5 1.05% l	5 0.97% l	2 0.34%	1 0.39%	-	12 1.45% T e l	6 0.67%	5 0.91% l	-	16 0.29%	24 2.56% Tq
Mean	2.09 beq	2.11 Tb	1.93	2.04	2.06	1.93	2.04	2.08e	2.13e	2.12e	2.04	2.04	2.04e	2.31 T e l g h i j k l n o p	2.10e	2.04e	2.06	2.01	2.55 Tq
Standard deviation	0.97	0.99	0.82	0.84	0.85	0.82	1.01	0.98	1.12	0.92	0.92	0.84	0.87	1.14	0.94	0.91	0.85	0.87	1.28
Standard error	0.01	0.01	0.04	0.05	0.06	0.04	0.06	0.04	0.05	0.04	0.04	0.05	0.04	0.04	0.03	0.04	0.06	0.01	0.05

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 196
How many people aged 18 and over live in your household?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
1	1604	1109	272	63	83	-	172	162	163	115	4	28	1	12
	25.26% <i>acfh</i>	23.83% <i>fh</i>	25.17% <i>fh</i>	19.85%	34.12% <i>Tabcfh</i>	-	18.17%	36.35% <i>Tabcfhi</i>	17.27%	27.35% <i>cfh</i>	20.83%	38.88% <i>Tabcfh</i>	38.55%	42.06%
2	3315	2451	565	166	124	-	542	203	500	217	10	37	1	11
	52.21% <i>g</i>	52.66% <i>g</i>	52.15% <i>g</i>	51.95%	51.19%	-	57.38% <i>Tabg</i>	45.64%	52.85% <i>g</i>	51.76%	52.08%	50.24%	61.45%	37.72%
3	895	703	159	53	23	-	155	55	173	55	3	7	-	5
	14.10% <i>d</i>	15.10% <i>Td</i>	14.71% <i>d</i>	16.59% <i>d</i>	9.54%	-	16.41% <i>Td</i>	12.36%	18.29% <i>Tabdgi</i>	13.20%	16.73%	9.78%	-	17.11%
4	381	283	75	29	10	-	52	18	69	22	1	-	-	1
	5.99% <i>k</i>	6.07% <i>k</i>	6.91% <i>gk</i>	8.99% <i>Tadfgk</i>	4.09%	-	5.50% <i>k</i>	4.00%	7.33% <i>gk</i>	5.20%	5.17%	-	-	3.10%
5	112	82	9	7	3	-	18	4	32	5	1	1	-	-
	1.77% <i>b</i>	1.76% <i>b</i>	0.81%	2.09%	1.07%	-	1.95% <i>b</i>	0.90%	3.33% <i>Tabgi</i>	1.27%	5.20%	1.11%	-	-
6+	43	27	3	2	-	-	6	3	9	5	-	-	-	-
	0.67%	0.58%	0.25%	0.53%	-	-	0.58%	0.75%	0.93% <i>b</i>	1.22% <i>lb</i>	-	-	-	-
Mean	2.09 <i>dgk</i>	2.11 <i>Tdgk</i>	2.07 <i>dgk</i>	2.23 <i>Tabdgk</i>	1.87	-	2.18 <i>Tabdgk</i>	1.90	2.29 <i>Tabdfgk</i>	2.06 <i>dgk</i>	2.22	1.74	1.61	1.81
Standard deviation	0.97	0.95	0.90	0.98	0.83	-	0.91	0.93	1.01	1.01	1.03	0.73	-	0.84
Standard error	0.01	0.01	0.03	0.06	0.05	-	0.03	0.04	0.03	0.05	0.24	0.09	-	0.16

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 197
How many people aged 18 and over live in your household?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
1	1604 25.26%	1577 25.18%	9 26.36%	324 25.92%	90 24.74%	83 25.03%	345 25.47%	130 24.41%	124 22.98%	2 31.69%	206 25.72%	57 26.99%	87 21.17%	40 28.88%	347 25.50%
2	3315 52.21%	3278 52.32%	22 62.44%	663 53.05%	186 51.26%	173 51.95%	713 52.58%	286 53.63%	270 49.87%	3 46.89%	408 50.89%	123 57.89%z	233 56.77%uz	64 45.69%	716 52.55%
3	895 14.10%x	885 14.12%x	2 6.69%	176 14.07%x	61 16.75%x	43 12.87%	178 13.11%x	83 15.46%x	87 16.03%x	-	121 15.12%x	17 8.03%	55 13.27%	23 16.51%x	178 13.04%x
4	381 5.99%	371 5.93%	2 4.51%	61 4.91%	16 4.51%	25 7.46%	72 5.30%	28 5.27%	44 8.12%TnpqsA	1 10.90%	50 6.22%	10 4.92%	27 6.59%	10 7.09%	73 5.33%
5	112 1.77%	111 1.77%	-	25 1.96%	6 1.71%	3 1.02%	31 2.28%	5 1.02%	12 2.13%	1 10.52%	10 1.29%	5 2.17%	7 1.64%	3 1.83%	32 2.32%
6+	43 0.67%p	43 0.68%p	-	1 0.09%	4 1.03%p	6 1.68%Tnpt	17 1.26%Tnpt	1 0.22%	5 0.87%p	-	6 0.75%p	-	2 0.55%	-	17 1.25%Tnpt
Mean	2.09p	2.09p	1.89	2.04	2.11	2.14	2.11	2.06	2.20Tnptx	2.22	2.09	1.97	2.13x	2.07	2.11
Standard deviation	0.97	0.97	0.72	0.89	1.00	1.10	1.03	0.86	1.06	1.39	0.96	0.86	0.94	0.95	1.03
Standard error	0.01	0.01	0.12	0.03	0.05	0.06	0.03	0.04	0.05	0.53	0.03	0.06	0.05	0.08	0.03

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 198
How many people aged 18 and over live in your household?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
1	1604 25.26% ^a fhpqqst uz	1491 24.64% ^f h	287 25.23% ^f h	91 21.32% ^f h	119 33.25% ^{Tabcf} h	-	231 19.69% ^f	192 34.69% ^T abch	253 18.60% ^T ach	152 29.91% ^T ach	7 22.65% ^T	36 36.74% ^T abch	3 31.91% ^T	15 37.79% ^c fh	566 18.14% ^s	68 19.06% ^T	308 17.99% ^T	44 30.98% ^o pqsu	137 15.80% ^T	24 14.60% ^T	92 17.63% ^T	208 28.55% ^T x	791 27.32% ^T x	480 23.87% ^T	638 31.88% ^T z	918 22.24% ^T
2	3315 52.21% ^g rvy	3202 52.91% ^T g	579 50.94% ^T	242 56.90% ^b g	180 50.31% ^T	100.00%	668 56.93% ^T abdgi	266 47.94% ^T	722 53.18% ^g	261 51.40% ^T	15 50.38% ^T	50 51.48% ^T	4 51.14% ^T	18 46.40% ^T	1710 54.80% ^T	190 53.43% ^r r	966 56.46% ^T or	62 43.06% ^T	464 53.65% ^r	87 52.40% ^T	277 53.10% ^r	234 32.09% ^T	1583 54.68% ^T v	1167 58.06% ^T vw	938 46.88% ^T	2272 55.03% ^{Ty}
3	895 14.10% ^g x	859 14.20% ^g	166 14.59% ^g	56 13.21% ^g	41 11.32% ^g	-	180 15.39% ^g	62 11.10% ^g	234 17.26% ^T adgi	61 12.00% ^g	6 20.60% ^g	10 10.24% ^g	1 16.95% ^g	5 11.76% ^g	532 17.04% ^T	60 16.85% ^T	283 16.56% ^T	19 13.11% ^T	166 19.16% ^T	34 20.53% ^T	94 18.03% ^T	106 14.47% ^x	419 14.48% ^x	222 11.03% ^x	273 13.64% ^x	589 14.27% ^x
4	381 5.99% ^{kw}	357 5.90% ^k dk	86 7.58% ^{Ta} dk	25 5.95% ^k	14 3.77% ^k	-	68 5.81% ^k	28 5.13% ^k	92 6.80% ^{dk}	25 4.84% ^k	1 3.45% ^k	1 0.71% ^k	-	2 4.05% ^k	221 7.08% ^T	33 9.22% ^T	110 6.43% ^T	10 6.94% ^T	65 7.49% ^T	15 8.99% ^T	48 9.15% ^T q	105 14.43% ^{Tw} x	94 3.26% ^T	109 5.42% ^w	114 5.68% ^w	246 5.95% ^w
5	112 1.77% ^{gw}	105 1.74% ^g	13 1.11% ^g	10 2.35% ^g	5 1.35% ^g	-	20 1.72% ^g	2 0.34% ^g	40 2.97% ^{Ta} bfgi	6 1.19% ^g	1 2.91% ^g	1 0.83% ^g	-	-	71 2.26% ^T	4 1.21% ^g	34 2.01% ^g	3 1.83% ^g	28 3.27% ^{To}	5 2.78% ^g	9 1.71% ^g	54 7.37% ^{Tw} x	8 0.26% ^g	26 1.31% ^w	27 1.37% ^w	77 1.87% ^w
6+	43 0.67% ^{aw} x	37 0.61% ^{aw}	6 0.54% ^{aw}	1 0.28% ^{aw}	-	-	6 0.47% ^{aw}	4 0.80% ^{aw}	16 1.18% ^{Ta} d	3 0.67% ^{aw}	-	-	-	-	21 0.69% ^{aw}	1 0.23% ^{aw}	9 0.55% ^{aw}	6 4.08% ^{To} pqsu	5 0.63% ^{aw}	1 0.71% ^{aw}	2 0.38% ^{aw}	23 3.09% ^{Twx}	-	6 0.30% ^w	11 0.54% ^w	27 0.65% ^w
Mean	2.09dgi kwxy	2.09dgi k	2.11dgi k	2.12dgi k	1.90	2.00	2.15Tad gikm	1.91	2.26Tab cdlfgikm	1.99k	2.14	1.77	1.85	1.82	2.23T	2.21T	2.20T	2.20	2.31Toq	2.35T	2.26T	2.51Twx	1.94	2.03w	2.00	2.13Ty
Standard deviation	0.97	0.95	0.97	0.91	0.84	-	0.90	0.92	1.02	0.98	0.92	0.73	0.73	0.80	0.97	0.94	0.94	1.32	0.98	0.98	0.95	1.46	0.75	0.86	0.97	0.95
Standard error	0.01	0.01	0.03	0.04	0.04	-	0.03	0.04	0.03	0.04	0.17	0.07	0.24	0.13	0.02	0.05	0.02	0.11	0.03	0.08	0.04	0.05	0.01	0.02	0.02	0.01

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 199
Gender
Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Male	3058	3058	-	371	488	500	521	497	375	305	874	903	634	647	1777	1281	2562	495
	48.16% bmoq	100.00% Tb	-	44.99%	46.98%	49.63%	50.42% ci	50.21% ci	48.02%	45.33%	54.19% Tklm	46.95% lm	48.46% lm	42.98%	50.25% To	45.53%	49.47% Tq	42.36%
Female	3268	-	3268	442	546	504	513	492	404	368	736	1011	673	848	1747	1521	2597	671
	51.48% ajnp	-	100.00% Ta	53.59%	52.53%	49.99%	49.58%	49.72%	51.74%	54.67% fg	45.66%	52.57% jl	51.45% jl	56.34% Tjkl	49.42%	54.07% Tn	50.13%	57.42% Tp
Other	16	-	-	6	4	4	-	1	2	-	2	4	1	9	10	13	3	
	0.25% ab	-	-	0.69% Tfgi	0.36%	0.39%	-	0.06%	0.24%	-	0.10%	0.21%	0.09%	0.58% Tjl	0.16%	0.35%	0.26%	0.22%
Prefer not to say	7	-	-	6	1	-	-	-	-	-	1	5	-	1	6	1	7	-
	0.12%	-	-	0.73% Tefghi	0.14%	-	-	-	-	-	0.05%	0.27%	-	0.10%	0.17%	0.05%	0.14%	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 200
Gender
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Male	3058 48.16% _j	2580 47.88% _j	282 53.43% _{Tad}	138 46.39% _j	78 43.90% _j	282 53.43% _{Tjj} nop	112 44.13% _j	344 49.31% _j	261 50.10% _j	266 47.70% _j	202 43.51% _j	138 46.39% _j	290 46.97% _j	430 52.10% _{Tjjo} p	413 47.17% _j	251 45.35% _j	78 43.90% _j	2573 48.24% _j	459 47.55% _j
Female	3268 51.48% _b em	2766 51.74% _b	243 46.06% _b	160 53.61% _b	100 56.10% _b	243 46.06% _b	142 55.87% _{em}	353 50.48% _b	259 49.78% _b	296 51.21% _b	261 56.25% _{Tehm}	160 53.61% _e	312 52.20% _e	395 47.80% _e	460 52.46% _e	300 54.27% _{em}	100 56.10% _{em}	2747 51.52% _e	492 51.67% _e
Other	16 0.25%	13 0.24%	3 0.51%	-	-	3 0.51% _m	-	1 0.21%	1 0.12%	5 0.84% _{Tm}	1 0.24%	-	1 0.16%	-	2 0.24%	2 0.38%	-	13 0.25%	3 0.27%
Prefer not to say	7 0.12% _q	7 0.14%	-	-	-	-	-	-	-	1 0.28%	-	-	4 0.67% _{Tg}	1 0.10%	1 0.13%	-	-	-	5 0.51% _{Tq}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 201
Gender
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Male	3058	2315	544	155	108	-	447	205	521	212	8	36	1	10
	48.16%	49.72%T	50.23%	48.54%	44.56%	-	47.28%	45.98%	55.08%Tabdtg	50.61%	40.36%	49.63%	38.55%	35.87%
Female	3268	2330	534	164	134	-	498	240	424	206	12	37	1	18
	51.48%ah	50.05%h	49.28%	51.46%h	55.08%h	-	52.63%h	54.02%h	44.80%	49.03%	59.64%	50.37%	61.45%	64.13%
Other	16	9	5	-	1	-	-	-	-	2	-	-	-	-
	0.25%	0.18%	0.49%ah	-	0.36%	-	-	-	-	0.36%	-	-	-	-
Prefer not to say	7	2	-	-	-	-	1	-	1	-	-	-	-	-
	0.12%a	0.04%	-	-	-	-	0.09%	-	0.12%	-	-	-	-	-

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 202
Gender
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Male	3058 48.16%t	3022 48.23%t	21 60.38%t	618 49.42%t	159 43.90%	166 49.84%t	643 47.47%	228 42.70%	279 51.55%qt	3 42.08%	390 48.72%t	119 56.08%Trnqstyz	187 45.45%	61 43.66%	646 47.44%
Female	3268 51.48% x	3221 51.42% x	14 39.62%	627 50.18%	200 55.16% lux	166 49.84%	709 52.34% x	306 57.30% Tnoprux	257 47.50%	4 57.92%	409 51.09%	93 43.51%	223 54.28% lux	78 55.59% x	713 52.37% x
Other	16 0.25%	16 0.25%	-	4 0.31% sA	3 0.71% sA	1 0.31% sA	-	-	4 0.68% sA	-	2 0.19%	1 0.42% sA	1 0.27%	1 0.76% stA	-
Prefer not to say	7 0.12% n	6 0.10%	-	1 0.09%	1 0.23%	-	3 0.20%	-	1 0.27%	-	-	-	-	-	3 0.19%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 203
Gender
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	New Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Male	3058	2932	552	209	151	-	538	251	697	261	14	49	3	12	1603	186	880	54	451	86	272	317	1322	1146	878	2069
	48.16% dmvw	48.45% dm	48.52% m	49.32% m	42.09%	100.00%	45.85%	45.22%	51.33% adfgm	51.43% fm	46.76%	50.57% m	31.91%	30.23%	51.37% r	52.54% r	51.43% r	37.65%	52.07% r	51.55% r	52.22% r	43.44%	45.66%	56.98% vw	43.88%	50.12% Ty
Female	3268	3100	581	214	203	-	635	300	659	244	16	48	6	27	1512	167	830	89	413	81	248	411	1565	860	1110	2052
	51.48% oqsxz	51.24% h	51.10%	50.48%	56.77% Tahi	-	54.15% ahi	54.12% h	48.52%	48.03%	53.24%	49.43%	68.09%	69.77% T	48.45%	47.15%	48.47%	62.35% T	47.70%	48.45%	47.57%	56.32% T	54.05% T	42.76%	55.47% T	49.70%
Other	16	15	4	-	4	-	-	2	1	3	-	-	-	-	5	1	1	-	2	-	1	2	7	5	12	2
	0.25% qz	0.25%	0.37% f	-	1.14% Tacf	-	-	0.39% f	0.07%	0.54% h	-	-	-	-	0.16%	0.31%	0.05%	-	0.24%	-	0.21%	0.24%	0.26%	0.26%	0.62% Tz	0.06%
Prefer not to say	7	3	-	1	-	-	-	1	1	-	-	-	-	-	1	-	1	-	-	-	-	-	1	-	1	5
	0.12% w	0.06%	-	0.20%	-	-	-	0.26%	0.09%	-	-	-	-	-	0.03%	-	0.05%	-	-	-	-	-	0.03%	-	0.04%	0.13%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 204
Age
Base: All respondents

	Gender		Age								Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (l)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
16-17	103 1.62%defghi lo	47 1.54%	49 1.49%	103 12.45%Tdefghi	-	-	-	-	-	-	37 2.29%Tlm	36 1.88%l	11 0.85%	18 1.22%	73 2.07%To	29 1.05%	79 1.53%	23 1.98%
18-24	722 11.37%defgh ilmoq	324 10.58%	393 12.02%	722 87.55%Tdefghi	-	-	-	-	-	-	286 17.71%Tkml	216 11.22%lm	118 9.03%lm	102 6.79%	501 14.18%To	220 7.83%	653 12.61%Tq	69 5.87%
25-34	1040 16.38%cefg ilmoq	488 15.98%	546 16.71%	-	1040 100.00%Tcefg	-	-	-	-	-	367 22.75%Tkml	333 17.33%lm	184 14.05%lm	156 10.35%	700 19.80%To	339 12.07%	924 17.83%Tq	116 9.92%
35-44	1008 15.88%cdfgh ijq	500 16.36%	504 15.42%	-	-	1008 100.00%Tcdfghi	-	-	-	-	219 13.58%	325 16.87%j	224 17.09%j	241 16.02%	544 15.37%	465 16.52%	872 16.84%Tq	136 11.60%
45-54	1034 16.28%cddeg ijn	521 17.05%	513 15.68%	-	-	-	1034 100.00%Tcddeghi	-	-	-	186 11.56%	313 16.28%j	238 18.19%Tj	296 19.69%Tjk	499 14.12%	534 18.99%Tn	843 16.28%	191 16.29%
55-64	990 15.59%cdefh ijnp	497 16.25%	492 15.06%	-	-	-	-	990 100.00%Tcdefhi	-	-	169 10.51%	297 15.44%j	225 17.16%j	299 19.85%Tjk	467 13.19%	523 18.60%Tn	759 14.65%	231 19.75%Tp
65+	1453 22.89%cddefg knp	880 22.23%	772 23.61%	-	-	-	-	-	781 100.00%Tcde	673 100.00%Tdef	348 21.60%	404 20.98%	309 23.63%	393 26.08%Tjk	752 21.26%	702 24.94%Tn	1049 20.25%	404 34.58%Tp
NET: 18-34	1761 27.74%aefgh ilmoq	812 26.56%	939 28.73%	722 87.55%Tefg hi	1040 100.00%Tcefg	-	-	-	-	-	652 40.46%Tkml	549 28.55%lm	302 23.08%lm	258 17.13%	1202 33.98%To	560 19.90%	1577 30.44%Tq	185 15.79%
NET: 35-54	2042 32.16%cdghi jnq	1021 33.41%T	1016 31.10%	-	-	1008 100.00%Tcdg hi	1034 100.00%Tcdghi	-	-	-	405 25.14%	638 33.15%j	461 35.28%Tj	537 35.71%Tj	1043 29.49%	999 35.51%Tn	1716 33.12%Tq	326 27.90%
NET: 55+	2443 38.48%cdefj knp	1177 38.49%	1264 38.67%	-	-	-	-	990 100.00%Tcde f	781 100.00%Tcde f	673 100.00%Tdef	518 32.11%	701 36.42%j	534 40.79%jk	691 45.93%Tjk	1218 34.45%	1225 43.54%Tn	1808 34.90%	635 54.33%Tp
Average age	48.31cdkej p	48.53	48.24	21.19	30.24c	39.73cd	50.01Tcde	59.66Tcdef	69.33Tcdefg	78.62Tcdefg h	44.62	47.47j	49.75Tjk	52.08Tjkl	46.17	51.00Tn	46.86	54.74Tp

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 205
Age
Base: All respondents

	Country				Region									Ethnicity						
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)	
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794	
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952	
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749	
16-17	103 1.62% q	86 1.60%	8 1.47%	8 2.82%	1 0.57%	8 1.47%	2 0.92%	9 1.32%	7 1.31%	10 1.76%	6 1.35%	8 2.82%	11 1.92%	11 1.38%	18 2.04%	10 1.89%	1 0.57%	67 1.26%	32 3.34% Tq	
18-24	722 11.37% b deopq	641 11.98% Tbd	36 6.74%	38 12.82% b	7 4.09%	36 6.74%	20 7.86%	79 11.35% eop	71 13.61% eflo	81 14.41% Tefj Inop	46 10.02% op	38 12.82% eop	55 9.19% op	168 20.33% Tefg hjkInop	90 10.31% eop	31 5.56%	7 4.09%	431 8.08%	276 28.99% Tq	
25-34	1040 16.38% d opq	892 16.69% d	84 15.91%	45 15.22%	18 10.35%	84 15.91%	40 15.58%	96 13.89%	92 17.69% p	116 20.76% Tegk lop	76 16.36%	45 15.22%	81 13.55%	165 19.95% Tglo p	149 17.01% p	79 14.22%	18 10.35%	788 14.77%	236 24.76% Tq	
35-44	1008 15.88% n q	833 15.59%	89 16.83%	41 13.62%	45 25.57% Tabc	89 16.83%	37 14.55%	108 15.53%	76 14.51%	94 16.86%	79 16.96%	41 13.62%	98 16.37%	146 17.74% n	116 13.20%	80 14.46%	45 25.57% Tefg hijklmno	811 15.20%	188 19.71% Tq	
45-54	1034 16.28% m r	858 16.05%	97 18.45%	53 17.65%	26 14.40%	97 18.45% im	40 15.83%	132 18.93% Thim	75 14.43%	77 13.69%	76 16.50%	53 17.65%	101 16.89%	108 13.03%	149 16.97% im	101 18.23% im	26 14.40%	913 17.11% Tr	109 11.44%	
55-64	990 15.59% m r	813 15.21%	95 17.96%	45 14.92%	37 21.07% Ta	95 17.96% m	51 19.90% im	116 16.55% m	80 15.36% im	79 14.06%	67 14.41%	45 14.92%	92 15.47% m	91 10.97%	145 16.50% m	94 17.05% m	37 21.07% Tijm	912 23.95% m	77 17.11% Tr	8.04%
65+	1453 22.89% i mr	1223 22.88%	119 22.64%	68 22.95%	43 23.95%	119 22.64% m	64 25.37% im	158 22.64% m	120 23.11% m	103 18.46%	113 24.40% im	68 22.95% m	159 26.62% Tim	137 16.60%	210 23.98% im	158 28.60% Tegh im	43 23.95% m	1412 26.47% Tr	35 3.72%	
NET: 18-34	1761 27.74% b delopp	1533 28.67% Tbd	119 22.65% d	84 28.04% d	26 14.45%	119 22.65% p	60 23.44% p	175 25.03% op	163 31.29% efgl op	196 35.17% Tefg jkinop	122 26.38% op	84 28.04% op	136 22.73% p	332 40.28% Tefg hjkInop	239 27.32% op	109 19.77%	26 14.45%	1219 22.85%	512 53.75% Tq	
NET: 35-54	2042 32.16%	1692 31.64%	186 35.28%	93 31.27%	71 39.97% Ta	186 35.28% h	77 30.38%	241 34.46% h	151 28.94%	171 30.55%	155 33.46%	93 31.27%	198 33.26%	254 30.77%	284 30.17%	181 32.69%	71 39.97% Thi mn	1723 32.31%	297 31.15%	
NET: 55+	2443 38.48% i nr	2036 38.09%	214 40.60%	113 37.87%	80 45.02%	214 40.60% im	115 45.27% Tim	274 39.19% im	200 38.47% im	182 32.53%	180 38.81% im	113 37.87% im	251 42.09% im	228 27.57%	355 40.48% im	252 45.65% Tghi jkm	80 45.02% im	2324 43.58% Tr	112 11.76%	

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 205
Age
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Average age	48.31im	48.11	49.85Ta	47.68	50.80	49.85Thim	51.18Thikm	48.98im	47.60im	45.16	48.93im	47.68m	50.24Thim	43.11	49.17im	51.88Tghijkmn	50.80him	50.81Tr	35.07

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 206
Age
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total landline (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broadband (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
16-17	103 1.62%	71 1.53%	12 1.13%	3 0.98%	2 0.77%	-	13 1.39%	4 0.99%	24 2.56%Tab	4 1.02%	1 5.30%	1 1.89%	-	-
18-24	722 11.37%bdg	516 11.08%dg	103 9.51%d	81 25.26%Tabdfghik	13 5.34%	-	92 9.77%cd	36 8.09%	112 11.83%dg	61 14.62%Tabdfgk	2 8.30%	4 5.61%	-	-
25-34	1040 16.38%adg	662 14.22%g	163 15.08%g	47 14.58%g	28 11.39%	-	140 14.79%g	34 7.64%	137 14.53%g	88 21.01%Tabcdfghk	4 20.55%	6 8.43%	-	1 4.88%
35-44	1008 15.88%a	707 15.19%	155 14.29%	40 12.41%	35 14.52%	-	161 16.99%	63 14.11%	149 15.70%	74 17.62%	1 5.99%	11 14.37%	-	3 11.34%
45-54	1034 16.28%bc	745 16.00%bc	150 13.88%c	30 9.49%	31 12.87%	-	187 19.80%Tabodg	61 13.62%	170 17.92%bc	73 17.43%c	5 25.52%	15 19.92%c	-	6 19.40%
55-64	990 15.59%	731 15.71%h	183 16.91%h	43 13.44%	50 20.62%Tach	-	147 15.51%	70 15.78%	63 13.57%	63 14.95%	2 9.91%	15 20.99%	1 61.45%	6 20.30%
65+	1453 22.89%i	1223 26.28%Tfi	316 29.20%Tafhi	76 23.84%i	84 34.49%Tacfhi	-	206 21.75%i	177 39.77%Tabcfhi	226 23.90%i	56 13.35%	5 24.42%	21 28.78%i	1 38.55%	13 44.08%
NET: 18-34	1761 27.74%abdfgk	1178 25.30%dgk	266 24.59%dg	127 39.84%Tabdfghk	41 16.73%	-	232 24.56%dg	70 15.73%	249 26.36%dgk	149 35.63%Tabdfghk	6 28.85%	10 14.05%	-	1 4.88%
NET: 35-54	2042 32.16%abog	1452 31.19%bc	305 28.16%c	70 21.90%	67 27.40%	-	348 36.79%Tabodg	123 27.73%	318 33.62%bog	147 35.05%bcog	6 31.51%	25 34.29%c	-	9 30.74%
NET: 55+	2443 38.48%i	1954 41.99%Tfhi	499 46.11%Tacfhi	119 37.27%i	134 55.11%Tabcfhi	-	352 37.26%i	247 55.55%Tabcfhi	354 37.46%i	119 28.29%	7 34.34%	36 49.77%fhi	2 100.00%	18 64.38%
Average age	48.31ci	49.86Tcfhi	51.25Tacfhi	45.32	54.73Tabcfhi	-	48.71ci	55.88Tabcfhi	48.34ci	44.22	48.98	54.33Tcfhi	63.47	60.96

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 207
Age
Base: All respondents

	Q2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
16-17	103 1.62%w	101 1.62%w	-	18 1.40%	5 1.25%	13 3.90%Tnpqtw	29 2.17%w	6 1.19%	6 1.12%	-	5 0.66%	5 2.43%w	8 1.85%	1 0.65%	29 2.16%w
18-24	722 11.37%stA	709 11.32%stA	1 2.53%	144 11.49%t	48 13.30%tx	45 13.52%tx	132 9.77%t	28 5.30%	78 14.42%TnostxA	1 10.90%	119 14.85%TnopstxA	15 7.08%	60 14.48%TnostxA	14 10.06%t	133 9.78%t
25-34	1040 16.38%t	1036 16.54%Tt	3 8.02%	207 16.54%t	89 24.63%Tnopst wxyzA	60 17.97%t	209 15.44%t	42 7.93%	126 23.30%TnopstwyzA	-	150 18.69%t	33 15.62%t	61 14.81%t	20 14.42%t	209 15.36%t
35-44	1008 15.88%t	1003 16.01%Tt	5 13.34%	210 16.80%t	60 16.59%t	47 14.03%	244 17.97%Tntw	57 10.66%	111 20.43%Tnrtyw	-	115 14.33%	36 17.04%t	59 14.36%	21 15.18%	244 17.88%Tntw
45-54	1034 16.28%o	1025 16.37%o	1 3.27%	185 14.83%	56 15.46%	52 15.70%o	220 16.23%o	90 16.84%o	96 17.71%o	4 51.25%	132 16.50%o	35 16.26%o	74 18.09%o	23 16.48%o	224 16.41%os
55-64	990 15.59%u	981 15.66%u	10 29.71%Tnpqsuw yA	202 16.19%u	54 14.99%	57 17.19%u	213 15.74%u	99 18.52%uw	58 10.79%	1 10.52%	115 14.37%	41 19.07%u	59 14.43%	30 21.26%uw	214 15.72%u
65+	1453 22.89%nqr	1408 22.48%qru	15 43.13%Tnpqrsu wxyzA	284 22.74%qu	50 13.77%	59 17.69%u	307 22.67%qu	211 39.56%Tnpqrsu wxyzA	66 12.23%	2 27.33%	165 20.61%qu	48 22.49%qu	90 21.98%qu	31 21.94%qu	309 22.69%qu
NET: 18-34	1761 27.74%ostA	1746 27.87%ostA	4 10.55%	350 28.04%ot	137 37.93%Tnopstx yzA	105 31.50%ostxA	342 25.21%ot	71 13.23%	204 37.72%Tnopstx yzA	1 10.90%	269 33.54%Tnopstx zA	48 22.70%t	120 29.28%ot	34 24.49%t	342 25.13%ot
NET: 35-54	2042 32.16%ot	2028 32.38%Tot	6 16.61%	395 31.63%	116 32.05%	99 29.73%	464 34.21%ot	147 27.50%	206 38.14%Tnoprtw	4 51.25%	247 30.83%	71 33.30%o	133 32.45%	44 31.66%	467 34.29%ot
NET: 55+	2443 38.48%nquw	2389 38.14%qu	25 72.84%Tnpqrsu wxyzA	487 38.93%qu	104 28.76%	116 34.88%u	521 38.41%qu	310 58.08%Tnpqrsu wxyzA	125 23.02%	3 37.85%	280 34.97%qu	89 41.56%qu	150 36.41%qu	60 43.21%qu	523 38.41%qu
Average age	48.31nqrw	48.17qrw	59.82Tnpqrsuw xyzA	48.23qr	43.96	45.50u	48.63qrw	56.72Tnpqrsuw xyzA	42.53	50.98	46.82qu	49.60qr	47.40qu	49.63qr	48.64qrw

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 208
Age
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potenti-ally vuln-erable (w)	Least vuln-erable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
16-17	103 1.62%ab wx	87 1.44%	10 0.92%	4 1.04%	4 1.24%	-	17 1.44%	9 1.70%	25 1.85%	5 1.04%	2 7.54%	1 1.42%	-	-	50 1.62%	5 1.48%	21 1.23%	3 2.25%	18 2.05%	4 2.31%	9 1.75%	12 1.66%w	24 0.83%	23 1.14%	31 1.54%	65 1.57%
18-24	722 11.37%a dimwx	658 10.87%d m	119 10.45%d m	72 16.99%Ta bdlghkm	21 5.82%	-	118 10.05%dm	51 9.20%	163 12.01%d m	68 13.37%cdg km	2 7.74%	5 5.27%	1 16.95%	-	416 13.32%T q	69 19.57%T oqs	208 12.16%	30 20.72%T oqs	103 11.89%	47 28.05%T opqsu	116 22.29%T opqs	143 19.58%Tw x	253 8.73%	189 9.40%	209 10.44%	468 11.34%
25-34	1040 16.38%g wy	998 16.50%g	176 15.47%g	63 14.82%	53 14.76%	100.00%	196 16.73%g	61 11.00%	246 18.11%g	104 20.51%T abcdg	6 21.51%	16 15.98%	1 15.80%	6 16.35%	504 16.16%	81 22.77%T oqs	265 15.50%	22 15.53%	131 15.10%	31 18.53%	112 21.41%T oqs	114 15.60%	377 13.04%	451 22.41%T vw	258 12.91%	733 17.75%Ty
35-44	1008 15.88%b dwy	967 15.99%b d	152 13.38%	62 14.64%	43 12.09%	-	216 18.38%T abd	86 15.43%	237 17.45%b d	93 18.31%bd	2 7.49%	14 14.40%	-	3 8.43%	499 15.99%	57 16.02%	278 16.25%	18 12.45%	141 16.25%	28 16.67%	85 16.23%	170 23.31%T wx	352 12.14%	386 19.20%T w	261 13.05%	703 17.02%Ty
45-54	1034 16.28%b ogtu	986 16.30%b cg	159 14.00%	54 12.81%	51 14.14%	-	221 18.81%T abcdg	72 12.89%	243 17.89%b cg	90 17.62%g	8 27.88%	18 18.05%	1 8.03%	9 23.45%	549 17.58%T ptu	48 13.60%	316 18.45%T ptu	18 12.63%	160 18.43%pt u	14 8.33%	62 11.92%	135 18.54%	467 16.12%	339 16.84%	313 15.63%	693 16.78%
55-64	990 15.59%h opu	938 15.50%	192 16.89%h	61 14.36%	72 20.21%T acfh i	-	174 14.81%	87 15.66%	187 13.81%	75 14.80%	2 6.61%	20 20.48%	2 18.81%	5 14.09%	445 14.27%pu u	34 9.60%	262 15.28%p u	16 11.45%	123 14.17%p u	18 10.89%	52 10.01%	110 15.03%	516 17.81%T x	291 14.49%	349 17.44%T z	617 14.95%
65+	1453 22.89%l hiopqtu vzx	1416 23.41%T fhi	329 28.89%T afhi	108 25.33%l hi	114 31.74%T afhi	-	232 19.77%l i	189 34.11%T abchi	256 18.89%l i	73 14.35%	6 21.23%	24 24.40%l i	3 40.41%	15 37.68%T afhi	657 21.06%p u	60 16.95%	361 21.12%u tu	36 24.97%p tu	191 22.12%u tu	25 15.22%	86 16.40%	46 6.29% vx	908 31.34%T vx	332 16.52%v z	580 28.98%T z	850 20.59%
NET: 18-34	1761 27.74%a dgwy	1656 27.37%d g	295 25.92%d g	135 31.81%a bdgk	74 20.58%	100.00%	314 26.78%d g	112 20.20%	409 30.12%T abdg	172 33.88%T abdfgkm	9 29.25%	21 21.25%	3 32.76%	6 16.35%	920 29.48%T q	150 42.34%T oqs	473 27.66%	52 36.25%T qs	234 26.98%	78 46.58%T oqs	228 43.70%T oqs	257 35.18%T w	630 21.77%	640 31.81%T w	467 23.35%	1201 29.09%Ty
NET: 35-54	2042 32.16%b cdguwy	1954 32.29%b cdg	311 27.37%	117 27.45%	94 26.23%	-	436 37.19%T abcdg	157 28.33%	480 35.33%T abcdg	183 35.93%b cdg	11 35.37%	32 32.44%	1 8.03%	12 31.88%	1048 33.57%T rtu	105 29.62%	594 34.70%T rtu	36 25.08%	300 34.68% tu	42 25.00%	147 28.14%	305 41.85%T wx	818 28.26%	725 36.04%T w	574 28.68%	1396 33.81%Ty

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 208
Age
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
NET: 55+	2443	2354	521	169	186	-	406	276	444	148	8	44	5	20	1103	94	623	52	314	44	138	155	1423	623	929	1467
	38.48% hiopqtu vxz	38.91% fhi	45.78% acfh	39.69% i	51.95% Tabcd	-	34.59% i	49.77% acfh	32.70%	29.15%	27.84%	44.88% hi	59.21%	51.78% hi	35.33% tu	26.55%	36.40% tu	36.42% u	36.28% tu	26.10%	26.41%	21.32% vx	49.15% vx	31.01% vz	46.42% z	35.54%
Average age	48.31hi optuvxz	48.60Tf hi	51.01Ta cfhi	47.81i	53.13Ta cfhi	30.00	47.50i	52.93Ta cfhi	46.31	44.73	46.04	51.46fh i	51.68	56.85Ta cfhi	47.29pt u	42.93	47.97op tu	46.83tu u	47.81pt u	40.23	42.07	41.19 x	52.53Tv x	45.93v	51.32Tz	47.29

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 209
Social Grade
Base: All respondents

	Total (T)	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
A	431 6.79% belfghk lmoq	243 7.96% Tb	188 5.75%	112 13.57% Tdefg hi	107 10.28% Tefghi	52 5.12%	43 4.15%	43 4.34%	36 4.56%	39 5.86%	431 26.74% TKlm	-	-	-	431 12.19% To	-	369 7.12% Tq	62 5.31%
B	1181 18.61% bfgkl mo	631 20.62% Tb	548 16.78%	211 25.57% Tefgh	260 25.01% Tefgh	167 16.60% g	144 13.89%	126 12.78%	130 16.59% g	144 21.38% Tefgh	1181 73.26% TKlm	-	-	-	1181 33.41% To	-	979 18.90%	203 17.33%
C1	1924 30.30% klmo	903 29.54%	1011 30.94%	252 30.57%	333 32.07% i	325 32.20% i	313 30.29%	297 30.02%	220 28.23%	183 27.23%	-	1924 100.00% Tjlm	-	-	1924 54.40% To	-	1594 30.77%	330 28.21%
C2	1308 20.60% cdjkm np	634 20.73%	673 20.59%	129 15.67%	184 17.68%	224 22.17% cd	238 23.01% Tcd	225 22.68% cd	181 23.21% cdi	128 19.00%	-	-	1308 100.00% Tjkm	-	-	1308 46.50% Tn	1032 19.93%	276 23.59% Tp
D	781 12.31% cdijk ln	373 12.21%	402 12.29%	72 8.72%	108 10.40%	154 15.23% Tcdhi	157 15.23% Tcdhi	155 15.68% Tcdhi	84 10.74% i	52 7.66%	-	-	-	781 51.93% Tjkl	-	781 27.78% Tn	639 12.34%	142 12.15%
E	723 11.39% acdejk lnp	273 8.94%	446 13.65% Ta	49 5.91%	48 4.57%	88 8.68% cd	139 13.45% Tcde	143 14.50% Tcde	130 16.67% Tcde	127 18.88% Todefg	-	-	-	723 48.07% Tjkl	-	723 25.72% Tn	567 10.94%	157 13.41% Tp
NET: AB	1613 25.40% belfgh klmoq	874 26.58% Tb	736 22.53%	323 39.13% Tefgh i	367 35.28% Tefgh i	219 21.72% fg	186 18.03%	169 17.12%	165 21.15% g	183 27.23% efgh	1613 100.00% TKlm	-	-	-	1613 45.60% To	-	1348 26.02% Tq	265 22.64%
NET: ABC1	3536 55.70% bfglhi moq	1777 53.12% Tb	1747 53.47%	575 69.71% Tefgh i	700 67.35% Tefgh i	544 53.91% fg	499 48.32%	467 47.14%	385 49.38% fg	366 54.46% fg	1613 100.00% Tlm	1924 100.00% Tlm	-	-	3536 100.00% To	-	2942 56.79% Tq	595 50.86%
NET: C2DE	2813 44.30% acdjk np	1281 41.88%	1521 46.53% Ta	250 30.29%	339 32.65%	465 46.09% cd	534 51.68% Tcd	523 52.86% Tcd	395 50.62% Tcd	306 45.54% cd	-	-	1308 100.00% Tj	1505 100.00% Tjk	-	2813 100.00% Tn	2238 43.21%	575 49.14% Tp
NET: DE	1505 23.70% acdjk ln	647 21.16%	848 25.94% Ta	121 14.63%	156 14.98%	241 23.91% cd	296 28.67% Tcd	299 30.18% Tcd	214 27.41% Tcd	179 26.54% cd	-	-	-	1505 100.00% Tjkl	-	1505 53.50% Tn	1206 23.28%	299 25.56%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 210
Social Grade
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
A	431 6.73% be oq	373 6.98% b	23 4.27%	15 5.14%	20 11.30% Tabc	23 4.27%	18 6.98%	35 5.08%	37 7.08% o	36 6.38%	28 5.97%	15 5.14%	45 7.54% leo	84 10.22% Tegij ko	67 7.63% ego	24 4.27%	20 11.30% Tegij ko	326 6.12%	98 10.27% Tq
B	1181 18.61%	974 18.21%	98 18.61%	62 20.64%	48 27.03% Tab	98 18.61%	39 15.52%	126 18.03%	97 18.72%	95 17.01%	77 16.52%	62 20.64%	102 17.14%	179 21.71% Tij l	157 17.90%	101 18.28%	48 27.03% Tefg hijno	976 18.29%	194 20.42%
C1	1924 30.30% i q	1611 30.14%	163 30.92%	99 33.06%	51 28.50%	163 30.92%	72 28.24%	203 29.06%	142 27.27%	147 26.33%	138 29.86%	99 33.06% i	176 29.43%	277 33.51% Thi	271 30.97%	186 33.62% hi	51 28.50%	1586 29.74%	313 32.87%
C2	1308 20.60% d mpr	1121 20.97% d	107 20.28%	55 18.55%	25 13.86%	107 20.28%	61 23.93% mp	167 23.93% Tmop	108 20.65% p	135 24.11% Tmop	100 21.50% p	55 18.55%	127 21.27% p	144 17.44%	174 19.91%	106 19.17%	25 13.86%	1162 21.80% Tr	138 14.49%
D	781 12.31% m	664 12.42%	65 12.31%	35 11.87%	17 9.74%	65 12.31% m	33 12.90% m	95 13.54% m	75 14.34% m	78 13.92% m	61 13.20% m	35 11.87% m	74 12.44% m	63 7.69% m	108 12.28% m	78 14.05% m	17 9.74% m	646 12.11%	130 13.63%
E	723 11.39% r	603 11.27%	72 13.61%	32 10.74%	17 9.56%	72 13.61% m	32 12.44%	72 10.35%	62 11.94%	68 12.25% m	60 12.95%	32 10.74%	73 12.18%	78 9.43% m	99 11.29%	59 10.62%	17 9.56% m	637 11.94% Tr	79 8.32%
NET: AB	1613 25.40% q	1347 25.20%	121 22.88%	77 25.77%	68 38.33% Tabc	121 22.88%	57 22.49%	161 23.11%	134 25.80%	131 23.39%	104 22.48%	77 25.77%	147 24.68%	264 31.93% Tefg hijkno	224 25.54%	125 22.54%	68 38.33% Tefg hijkno	1302 24.41%	292 30.69% Tq
NET: ABC1	3536 55.70% i q	2958 55.34%	284 53.80%	176 58.83%	119 66.84% Tab	284 53.80%	129 50.73%	364 52.17%	276 53.07%	278 49.72%	243 52.34%	176 58.83% i	323 54.11%	540 65.45% Tefg hijkno	495 56.51% i	310 56.16% i	119 66.84% Tefg hijno	2888 54.15%	605 63.56% Tq
NET: C2DE	2813 44.30% d mpr	2388 44.66% d	243 46.20% d	123 41.17%	59 33.16%	243 46.20% mp	125 49.27% mp	334 47.83% mp	244 46.93% mp	281 50.28% Tkmn op	221 47.66% mp	123 41.17% m	274 45.89% mp	285 34.55%	381 43.49% mp	242 43.84% mp	59 33.16% m	2445 45.85% Tr	347 36.44%
NET: DE	1505 23.70% m	1266 23.69%	137 25.92%	67 22.62%	34 19.31%	137 25.92% m	64 25.34% m	167 23.89% m	137 26.28% m	146 26.17% m	121 26.15% m	67 22.62% m	147 24.62% m	141 17.12% m	207 23.58% m	136 24.67% m	34 19.31% m	1283 24.05%	209 21.95%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 211
Social Grade
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Util-ity Ware-house (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
A	431 6.79%	340 7.30% ^{Tg}	86 7.91% ^g	36 11.40% ^{Tadfgk}	13 5.19%	-	69 7.27%	21 4.77%	76 8.05% ^g	31 7.32%	1 5.46%	2 3.08%	-	2 5.78%
B	1181 18.61%	850 18.26%	198 18.28%	67 21.11% ^k	43 17.86%	-	179 18.90%	70 15.84%	163 17.24%	90 21.43% ^{gk}	2 10.48%	7 10.16%	1 38.55%	5 18.64%
C1	1924 30.30% ^{af}	1356 29.13% ^f	319 29.45%	93 29.14%	75 30.70%	-	244 25.77%	138 31.13% ^f	271 28.68%	125 29.78%	9 43.06%	27 36.37%	-	5 18.68%
C2	1308 20.60%	1007 21.63% ^T	234 21.63%	66 20.64%	54 22.13%	-	219 23.21% ^T	86 19.30%	222 23.43% ^T	82 19.45%	3 17.16%	14 19.63%	-	6 22.13%
D	781 12.31%	573 12.30%	117 10.85%	31 9.72%	35 14.34%	-	121 12.84%	61 13.75%	123 13.04%	52 12.40%	2 9.78%	5 7.30%	1 61.45%	4 15.51%
E	723 11.39%	529 11.37%	129 11.88%	26 7.99%	24 9.78%	-	114 12.01%	68 15.21% ^{Tachi}	90 9.55%	40 9.61%	3 14.07%	17 23.46% ^{Tabodthi}	-	6 19.25%
NET: AB	1613 25.40% ^{gk}	1190 25.57% ^{gk}	284 26.18% ^{gk}	104 32.51% ^{Tabdfghk}	56 23.05%	-	247 26.17% ^{gk}	92 20.61%	239 25.29% ^k	121 28.75% ^{gk}	3 15.93%	10 13.24%	1 38.55%	7 24.43%
NET: ABC1	3536 55.70% ^{af}	2546 54.70%	602 55.64%	197 61.65% ^{Tafgh}	131 53.75%	-	491 51.94%	230 51.74%	511 53.97%	246 58.54% ^f	12 58.99%	36 49.61%	1 38.55%	12 43.10%
NET: C2DE	2813 44.30% ^c	2109 45.30% ^{Tc}	480 44.36%	122 38.35%	112 46.25%	-	454 48.06% ^{Tci}	215 48.26% ^c	435 46.03% ^c	174 41.46%	8 41.01%	37 50.39%	1 61.45%	16 56.90%
NET: DE	1505 23.70% ^c	1102 23.68% ^c	246 22.73%	57 17.71%	59 24.12%	-	235 24.86% ^c	129 28.96% ^{Tabchi}	214 22.59%	92 22.01%	5 23.85%	22 30.76% ^c	1 61.45%	10 34.76%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 212
Social Grade
Base: All respondents

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
A	431 6.79%t	424 6.77%t	1 3.84%	96 7.71%rt	19 5.27%	14 4.24%	7.29%t	22 4.18%	39 7.24%t	-	14 8.38%rt	11 5.22%	25 6.07%	12 8.44%t	99 7.25%t
B	1181 18.61%t	1163 18.57%t	9 26.46%	239 19.09%	62 17.18%	73 21.75%	265 19.54%	93 17.49%	103 19.04%	1 10.90%	143 17.89%	47 21.98%	69 16.82%	19 13.81%	266 19.50%
C1	1924 30.30%t	1897 30.28%t	10 28.92%	383 30.63%t	116 32.08%t	112 33.46%t	423 31.24%t	132 24.65%	151 27.90%	1 15.71%	261 32.55%t	59 27.68%	126 30.63%t	36 25.79%	424 31.16%t
C2	1308 20.60%w	1302 20.78%Tw	5 13.69%	266 21.30%w	72 19.80%	65 19.59%	288 21.24%w	128 23.91%w	117 21.53%w	2 34.88%	133 16.58%	50 23.61%w	95 23.05%w	30 21.46%	290 21.31%w
D	781 12.31%	776 12.38%	4 10.80%	137 10.95%	45 12.38%	44 13.13%	151 11.17%	84 15.65%TnpsyA	75 13.93%	1 10.52%	108 13.44%	28 13.09%	44 10.62%	20 13.94%	152 11.16%
E	723 11.39%nrsA	703 11.21%SA	6 16.28%	129 10.32%	48 13.29%rsA	26 7.83%	129 9.52%	75 14.13%TnprxA	56 10.35%	2 27.99%	89 11.15%	18 8.42%	53 12.81%r	23 16.56%nprsuxA	131 9.61%
NET: AB	1613 25.40%t	1588 25.34%t	11 30.30%	335 26.80%t	81 22.45%	87 25.99%	364 26.83%t	116 21.67%	142 26.28%	1 10.90%	210 26.27%	58 27.20%	94 22.89%	31 22.25%	364 26.75%t
NET: ABC1	3536 55.70%t	3485 55.62%t	21 59.22%	718 57.43%tz	197 54.53%t	198 59.45%tz	787 58.07%ntz	247 46.32%	293 54.18%t	2 26.61%	471 58.83%tz	117 54.87%t	220 53.53%t	67 48.04%	789 57.91%tz
NET: C2DE	2813 44.30%	2780 44.38%S	14 40.78%	532 42.57%	165 45.47%	135 40.55%	568 41.93%	287 53.68%Tnprqsu wxyA	248 45.82%	5 73.39%	330 41.17%	96 45.13%	191 46.47%	73 51.96%prswA	573 42.09%
NET: DE	1505 23.70%psA	1478 23.59%psA	9 27.09%	266 21.28%	93 25.67%S	70 20.96%	280 20.68%	159 29.78%Tnprsuw xyA	131 24.28%	3 38.51%	197 24.59%SA	46 21.51%	96 23.42%	43 30.50%prsA	283 20.77%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 213
Social Grade
Base: All respondents

	O.3 Broadband supplier													O.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
A	431 6.79% dw y	416 6.87% d	82 7.25% d	41 9.59% Ta	15 4.11% d	-	86 7.34% d	30 5.47% d	93 6.82% d	33 6.54% d	2 6.56% d	5 4.85% d	2 20.12% d	2 4.30% d	267 8.55% T	31 8.67% d	149 8.72% T	13 9.14% d	72 8.32% d	22 12.95% T	52 10.04% T	40 5.43% d	129 4.46% d	228 11.36% Tv	104 5.22% d	313 7.59% Ty
B	1181 18.61% v wy	1127 18.63% g	226 19.84% g	82 19.43% g	65 18.22% g	*	222 18.96% g	86 15.56% g	239 17.60% g	100 30.48% g	5 30.30% g	16 30.30% g	1 28.31% g	7 17.93% g	595 19.06% s	72 20.18% s	346 20.22% s	26 18.49% s	141 16.34% s	37 22.25% s	109 20.85% s	50 22.76% s	438 30.03% v	582 28.95% T	299 14.95% d	839 20.31% Ty
C1	1924 30.30% o qy	1830 30.24% T	335 29.44% T	136 32.05% T	124 34.57% f	-	332 28.31% f	169 30.41% f	154 30.30% f	12 39.26% f	32 33.21% f	-	10 25.98% f	875 28.04% f	96 27.11% f	473 27.65% f	48 33.69% f	241 27.88% f	50 30.08% f	146 28.06% f	166 22.76% f	869 30.03% v	667 33.18% T	558 27.89% d	1300 31.47% Ty	
C2	1308 20.60% x y	1269 20.98% T	243 21.34% T	88 20.78% T	71 19.93% T	-	260 22.17% T	108 19.43% T	305 22.49% T	102 20.07% T	6 20.85% T	19 19.80% T	2 28.98% T	9 24.06% T	713 22.85% T	95 26.82% T	384 22.46% T	22 15.43% T	205 23.74% T	34 20.19% T	129 24.70% T	131 17.98% T	641 22.15% T	372 18.49% T	369 18.43% T	900 21.79% Ty
D	781 12.31% b ux	740 12.22% b	120 10.55% b	41 9.76% b	45 12.59% b	-	144 12.27% b	80 14.34% b	178 13.11% b	69 13.66% b	2 6.52% b	7 7.45% b	3 36.32% b	3 8.50% b	383 12.27% u	34 9.60% b	195 11.41% b	17 12.14% b	125 14.47% To	15 8.69% b	49 9.31% b	144 19.79% T	400 13.82% Tx	145 7.22% b	239 11.94% b	513 12.44% b
E	723 11.39% a choppst uxz	669 11.06% h	132 11.58% h	36 8.39% h	38 10.57% h	-	128 10.94% h	82 14.78% Ta	129 9.49% h	50 9.75% h	3 11.42% h	18 18.36% Ta	1 7.47% h	7 19.23% ch	288 9.23% h	27 7.60% h	163 9.53% h	16 11.11% h	80 9.24% h	10 5.85% h	37 7.04% h	198 27.16% T	417 14.41% Tx	16 0.79% h	432 21.57% Tz	264 6.40% h
NET: AB	1613 25.40% g vwy	1543 25.50% g	308 27.09% g	123 29.02% d	80 22.34% g	*	309 26.31% g	117 21.03% g	332 24.42% g	133 26.22% g	7 21.95% g	21 21.18% g	2 27.23% g	9 22.22% g	862 27.62% T	102 28.86% g	495 28.94% T	40 27.63% g	213 24.66% g	59 35.20% T	161 30.89% T	90 12.30% g	567 19.59% v	811 40.31% T	404 20.17% g	1152 27.90% Ty
NET: ABC1	3536 55.70% g vwy	3373 55.74% g	643 56.53% g	259 61.07% T	204 56.91% g	*	640 54.61% g	285 51.44% g	745 54.91% g	287 56.52% g	18 61.21% g	53 54.39% g	2 27.23% g	19 48.20% g	1737 55.65% g	199 55.97% g	969 56.60% g	88 61.32% g	455 52.55% g	109 65.27% T	308 58.94% p	256 35.06% g	1437 49.62% v	1478 73.49% T	962 48.05% g	2452 59.37% Ty
NET: C2DE	2813 44.30% c tz	2678 44.26% c	494 43.47% c	165 38.93% c	154 43.09% c	-	532 45.39% c	269 48.56% T	612 45.09% c	221 43.48% c	12 38.79% c	44 45.61% c	6 72.77% c	20 51.80% c	1384 44.35% t	156 44.03% u	743 43.40% t	55 38.68% c	411 47.45% o	58 34.73% c	214 41.06% c	474 64.94% T	1459 50.38% T	533 26.51% c	1040 51.95% T	1677 40.63% c

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 213
Social Grade
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
NET: DE	1505	1409	252	77	83	-	272	162	307	119	5	25	4	11	671	61	358	33	205	24	85	342	817	161	671	778
	23.70% ^a	23.28% ^c	22.13%	18.15%	23.17%	-	23.21% ^c	29.13% ^T	22.60%	23.41%	17.94%	25.81%	43.79%	27.74%	21.50% ^p	17.21%	20.94% ^u	23.25%	23.71% ^p	14.54%	16.35%	46.95% ^T	28.23% ^{Tx}	8.01%	33.51% ^T	18.84%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 214
GO Region
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (l)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Scotland	527	282	243	43	84	89	97	95	65	55	121	163	107	137	284	243	423	104
	8.30%bc	9.21%Tb	7.43%	5.25%	8.06%c	8.80%c	9.41%c	9.56%c	8.30%c	8.11%c	7.48%	8.47%	8.17%	9.08%	8.02%	8.66%	8.16%	8.93%
North East	254	112	142	22	40	37	40	51	31	34	57	72	61	64	129	125	202	52
	4.00%	3.67%	4.34%	2.70%	3.81%	3.67%	3.89%	5.11%c	3.95%	4.99%c	3.54%	3.73%	4.65%	4.28%	3.64%	4.45%	3.90%	4.43%
North West	698	344	353	88	96	108	132	116	79	79	161	203	167	167	364	334	611	87
	11.00%dq	11.26%	10.79%	10.73%	9.19%	10.76%	12.79%cd	11.68%	10.11%	11.76%	10.01%	10.55%	12.78%Tj	11.09%	10.30%	11.88%	11.79%Tq	7.48%
Yorkshire & Humberside	521	261	259	78	92	76	75	80	68	52	134	142	108	137	276	244	411	110
	8.20%	8.53%	7.93%	9.42%	8.86%	7.49%	7.27%	8.08%	8.77%	7.70%	8.33%	7.38%	8.22%	9.09%	7.81%	8.69%	7.93%	9.39%
West Midlands	559	266	286	90	116	94	77	79	54	49	131	147	135	146	278	281	490	69
	8.80%hknq	8.72%	8.75%	10.96%Tfghi	11.15%Tfghi	9.34%	7.40%	7.94%	6.97%	7.25%	8.10%	7.65%	10.30%Tjk	9.72%k	7.86%	9.99%Tn	9.46%Tq	5.87%
East Midlands	463	202	261	53	76	79	76	67	62	51	104	138	100	121	243	221	350	113
	7.30%ap	6.60%	7.98%Ta	6.40%	7.29%	7.80%	7.40%	7.40%	6.75%	7.57%	6.46%	7.19%	7.62%	8.05%	6.86%	7.85%	6.76%	9.68%Tp
Wales	298	138	160	47	45	41	53	45	37	31	77	99	55	67	176	123	176	111
	4.70%p	4.53%	4.89%	5.66%	4.37%	4.03%	5.10%	4.50%	4.74%	4.67%	4.77%	5.13%	4.23%	4.48%	4.96%	4.37%	3.62%	9.50%Tp
Eastern	597	280	312	66	81	98	101	92	91	68	147	176	127	147	323	274	437	160
	9.40%dp	9.17%	9.53%	8.04%	7.78%	9.69%	9.75%	9.33%	11.61%Tcd	10.14%	9.13%	9.13%	9.71%	9.76%	9.13%	9.74%	8.44%	13.67%Tp
London	825	430	395	179	165	146	108	91	67	70	264	277	144	141	540	285	816	10
	13.00%bfghi	14.06%Tb	12.07%	21.74%Tdefghi	15.84%Tfghi	14.52%fghi	10.40%	9.15%	8.60%	10.38%	16.35%Tlm	14.38%lm	11.01%	9.39%	15.28%To	10.14%	15.75%Tq	0.83%
South East	876	413	460	108	149	116	149	145	108	102	224	271	174	207	495	381	707	170
	13.80%e	13.52%	14.06%	13.12%	14.33%	11.47%	14.38%	14.61%e	13.86%	15.14%e	13.88%	14.11%	13.34%	13.73%	14.00%	13.55%	13.64%	14.50%
South West	552	251	300	41	79	80	101	94	90	68	125	186	106	136	310	242	420	133
	8.70%cp	8.19%	9.17%	4.99%	7.55%c	7.92%c	9.74%c	9.51%c	11.48%Tode	10.16%c	7.72%	9.65%j	8.10%	9.06%	8.77%	8.61%	8.10%	11.36%Tp
Northern Ireland	178	78	100	8	18	45	26	37	28	14	68	51	25	34	119	59	127	51
	2.80%cdlop	2.55%	3.05%	1.00%	1.77%	4.51%Tcdfi	2.48%c	3.78%Tcd	3.64%cd	2.11%	4.23%Tklm	2.63%	1.88%	2.28%	3.36%To	2.10%	2.45%	4.37%Tp

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 215
GO Region
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Scotland	527 8.30% hijklnopr	-	527 100.00% Tabcd	-	-	527 100.00% Tfghijkl mnop	-	-	-	-	-	-	-	-	-	-	-	478 8.97% Tr	46 4.83%
North East	254 4.00% deg hijk lnopr	254 4.75% Tbcd	-	-	-	254 100.00% Tefghijkl mnop	-	-	-	-	-	-	-	-	-	-	-	238 4.46% Tr	15 1.62%
North West	698 11.00% cdefh ijklmno pqr	698 13.06% Tbcd	-	-	-	-	698 100.00% Tefghijkl mnop	-	-	-	-	-	-	-	-	-	-	595 11.16%	100 10.52%
Yorkshire & Humberside	521 8.20% defg hijkl lnopr	521 9.74% Tbcd	-	-	-	-	-	521 100.00% Tefghijkl mnop	-	-	-	-	-	-	-	-	-	447 8.37%	72 7.56%
West Midlands	559 8.80% cdefg hijklmno pqr	559 10.45% Tbcd	-	-	-	-	-	-	559 100.00% Tefghijkl mnop	-	-	-	-	-	-	-	-	431 8.08%	121 12.72% Tq
East Midlands	463 7.30% defg hijkl lnopr	463 8.67% Tbcd	-	-	-	-	-	-	463 100.00% Tefghijkl mnop	-	-	-	-	-	-	-	-	413 7.75% Tr	48 5.09%
Wales	298 4.70% ghijklmno pqr	-	-	298 100.00% Tabd	-	-	-	-	-	-	-	298 100.00% Tefghij mnop	-	-	-	-	-	268 5.02% Tr	25 2.67%
Eastern	597 9.40% cdefg hijklmno pqr	597 11.16% Tbcd	-	-	-	-	-	-	-	-	-	-	597 100.00% Tefghijk mnop	-	-	-	-	530 9.95% Tr	57 6.02%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 215
GO Region
Base: All respondents

	Country				Region									Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
London	825 13.00% b cdefghi jklmnopq	825 15.44% Tbcd	-	-	-	-	-	-	-	-	-	-	-	825 100.00% Telghijk lnop	-	-	-	484 9.07%	325 34.13% Tq
South East	876 13.80% b cdefghi jklmnopr	876 16.39% Tbcd	-	-	-	-	-	-	-	-	-	-	-	-	876 100.00% Telghijk lnop	-	-	769 14.42% Tr	98 10.24%
South West	552 8.70% b cdefgh ijklmn pr	552 10.33% Tbcd	-	-	-	-	-	-	-	-	-	-	-	-	-	552 100.00% Telghijk lnop	-	511 9.59% Tr	38 3.96%
Northern Ireland	178 2.80% abcdef ghijklmnopr	-	-	-	178 100.00% Tabc	-	-	-	-	-	-	-	-	-	-	-	178 100.00% Telgh ijklmno	169 3.18% Tr	6 0.64%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 216
GO Region
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total landline (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broadband (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Scotland	527 8.30%	388 8.34%	95 8.74%	32 10.07%	20 8.20%	-	77 8.13%	27 6.15%	82 8.71%	32 7.61%	-	7 8.91%	-	-
North East	254 4.00%	186 3.99%	38 3.49%	9 2.85%	12 4.74%	-	42 4.41%	17 3.72%	46 4.89%	16 3.87%	-	4 4.96%	-	-
North West	698 11.00%	494 10.61%	105 9.68%	40 12.40%	23 9.65%	-	102 10.83%	56 12.48%	113 11.98%	39 9.32%	-	5 7.10%	-	2 8.44%
Yorkshire & Humberside	521 8.20% ^f	369 7.93%	80 7.36%	19 5.85%	16 6.52%	-	62 6.52%	37 8.37%	84 8.91%	32 7.71%	20 100.00%	6 7.57%	-	4 12.48%
West Midlands	559 8.80%	426 9.16% ^d	92 8.51%	36 11.23% ^d	13 5.52%	-	99 10.43% ^d	33 7.38%	104 10.96% ^{Tadg}	34 8.06%	-	4 5.32%	-	4 15.52%
East Midlands	463 7.30%	338 7.27%	78 7.18%	19 5.97%	16 6.73%	-	68 7.16%	36 8.19%	81 8.52%	30 7.12%	-	7 9.95%	1 61.45%	-
Wales	298 4.70% ^{sh}	221 4.74% ^{sh}	46 4.29% ^h	16 4.98% ^h	18 7.23% ^h	-	57 6.06% ^{Tah}	31 6.99% ^{Tabh}	19 2.05%	21 5.00% ^h	-	1 1.46%	1 38.55%	3 8.82%
Eastern	597 9.40%	453 9.73% ^{sh}	127 11.74% ^{Tah}	32 9.95%	24 9.96%	-	88 9.31%	45 10.03%	79 7.74%	37 8.79%	-	11 14.61%	-	5 18.57%
London	825 13.00% ^f	608 13.05% ^f	134 12.35%	49 15.27% ^f	25 10.33%	-	103 10.91%	61 13.70%	137 14.51% ^f	71 16.94% ^{Tabdf}	-	7 9.02%	-	-
South East	876 13.80%	647 13.89%	149 13.79%	38 11.82%	44 18.03% ^{cg}	-	135 14.26%	51 11.40%	119 12.62%	67 15.86%	-	14 18.60%	-	6 22.44%
South West	552 8.70% ^h	402 8.64% ^h	100 9.24%	24 7.60%	28 11.51% ^h	-	81 8.58%	39 8.75%	65 6.90%	35 8.35%	-	9 12.49%	-	4 13.72%
Northern Ireland	178 2.80%	123 2.65%	39 3.63% ^{ai}	6 2.01%	4 1.58%	-	32 3.40% ⁱ	13 2.85%	21 2.20%	6 1.38%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 217
GO Region
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Scotland	527	517	5	87	27	30	105	53	45	-	67	24	32	12	105
	8.30%	8.25%	14.39%	6.98%	7.48%	8.91%	7.76%	9.98%p	8.23%	-	8.40%	11.05%p	7.68%	8.63%	7.72%
North East	254	252	2	56	21	19	48	16	22	-	25	6	21	9	48
	4.00%	4.02%	4.56%	4.49%	5.86% ^{tw}	5.57%	3.58%	2.90%	4.06%	-	3.17%	2.65%	5.03%	6.20%	3.56%
North West	698	687	2	134	39	39	140	63	70	1	89	27	37	16	141
	11.00%	10.97%	4.71%	10.74%	10.76%	11.66%	10.37%	11.78%	13.02%	10.90%	11.16%	12.76%	8.90%	11.79%	10.37%
Yorkshire & Humberside	521	513	4	93	37	21	120	47	51	1	58	17	32	10	122
	8.20%	8.19%	11.48%	7.43%	10.17%	6.27%	8.89%	8.76%	9.38%	20.07%	7.19%	7.98%	7.88%	7.29%	8.95%
West Midlands	559	551	1	151	29	28	107	36	41	1	61	19	40	15	109
	8.80%	8.80%	2.48%	12.07% ^{TnqstuwA}	8.14%	8.46%	7.93%	6.73%	7.56%	15.71%	7.57%	9.09%	9.82%	10.88%	7.97%
East Midlands	463	454	2	77	23	27	89	42	45	-	56	23	39	13	89
	7.30%	7.25%	6.47%	6.20%	6.39%	8.20%	6.57%	7.93%	8.40%	-	6.93%	10.96% ^{TnpsA}	9.41%p	9.06%	6.54%
Wales	298	296	1	79	12	23	42	28	33	-	22	10	23	5	42
	4.70% ^{swA}	4.72% ^{swA}	2.60%	6.31% ^{TnqswA}	3.39%	6.92% ^{qswA}	3.11%	5.22% ^{swA}	6.06% ^{swA}	-	2.79%	4.93%	5.47% ^{swA}	3.68%	3.09%
Eastern	597	586	6	116	38	26	130	67	34	-	72	11	49	13	130
	9.40% ^{ux}	9.36% ^{ux}	15.78% ^{ux}	9.29% ^u	10.45% ^{ux}	7.66%	9.62% ^{ux}	12.56% ^{Tnpruwx}	6.24%	-	8.96%	5.22%	11.89% ^{ux}	9.11%	9.57% ^{ux}
London	825	817	4	162	46	48	211	42	76	2	119	22	36	10	213
	13.00% ^{tyz}	13.04% ^{tyz}	10.51%	12.97% ^{tyz}	12.58% ^t	14.27% ^{tyz}	15.61% ^{Tnty}	7.94%	14.12% ^{tyz}	25.34%	14.83% ^{tyz}	10.44%	8.65%	7.06%	15.66% ^{Tnty}
South East	876	870	7	162	54	38	187	73	79	2	135	25	51	17	189
	13.80%	13.89%	18.58%	12.93%	14.81%	11.43%	13.80%	13.76%	14.69%	27.99%	16.87% ^{Tnpry}	11.74%	12.38%	12.35%	13.87%
South West	552	545	2	117	26	32	110	44	34	-	73	25	36	18	110
	8.70% ^u	8.70% ^u	4.81%	9.33% ^u	7.12%	9.63%	8.15%	8.29%	6.20%	-	9.07%	11.61% ^u	8.87%	13.12% ^{quA}	8.11%
Northern Ireland	178	177	1	16	10	3	63	22	11	-	25	3	16	1	63
	2.80% ^{pr}	2.83% ^{pr}	3.63%	1.26%	2.84% ^p	1.00%	4.62% ^{Tnpruxz}	4.15% ^{pru}	2.01%	-	3.07% ^{pr}	1.57%	4.01% ^{pr}	0.83%	4.59% ^{Tnpruxz}

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 218
GO Region
Base: All respondents

	O.3 Broadband supplier													O.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Potentially vulnerable (v)	Least vulnerable (w)	Yes (y)	No (z)	
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Scotland	527	503	105	40	28	-	99	39	110	50	-	7	-	1	265	29	147	8	75	13	42	50	262	163	180	336
	8.30%	8.31%	9.24%	9.52%	7.73%	-	8.46%	7.08%	8.09%	9.78%	-	6.69%	-	2.33%	8.49%	8.16%	8.59%	5.68%	8.64%	7.79%	8.04%	6.88%	9.05%	8.12%	9.00%	8.15%
North East	254	240	41	18	18	-	49	21	58	22	-	5	-	-	136	11	74	8	43	3	14	34	119	72	95	151
	4.00%	3.97%	3.62%	4.16%	5.07%	-	4.17%	3.74%	4.25%	4.36%	-	4.85%	-	-	4.34%	3.17%	4.30%	5.34%	4.97%u	1.77%	2.72%	4.73%	4.10%	3.57%	4.76%Tz	3.65%
North West	698	662	124	50	36	-	123	64	169	56	-	6	1	5	356	43	184	14	109	19	62	83	335	194	218	454
	11.00%k	10.94%	10.87%	11.72%	9.98%	-	10.48%	11.54%	12.42%	10.98%	-	6.47%	7.47%	12.41%	11.41%	12.13%	10.73%	9.68%	12.62%	11.25%	11.85%	11.33%	11.56%kx	9.65%	10.89%	11.01%
Yorkshire & Humberside	521	495	80	36	23	-	77	49	120	40	30	7	1	5	261	27	139	16	77	9	37	75	247	148	156	347
	8.20%l	8.19%l	7.05%	8.52%	6.51%	-	6.55%	8.79%	8.84%l	7.89%	100.00%	7.47%	17.33%	13.65%	8.38%	7.74%	8.13%	11.13%	8.89%	5.55%	7.04%	10.33%Tx	8.52%	7.38%	7.81%	8.40%
West Midlands	559	530	100	44	18	-	115	42	140	42	-	6	-	7	291	20	159	13	96	23	44	81	254	162	156	377
	8.80%dp	8.76%d	8.78%d	10.40%d	5.16%	-	9.84%d	7.59%	10.32%Ta	8.32%	-	6.51%	-	17.18%dg	9.31%p	5.71%	9.27%p	9.41%	11.12%T	13.96%Tp	8.35%p	8.77%	8.05%	7.82%	9.14%	
East Midlands	463	449	82	26	31	-	82	47	113	34	-	12	1	241	35	120	10	74	7	42	51	244	126	166	285	
	7.30%k	7.41%	7.24%	6.07%	8.59%	-	7.03%	8.42%	8.35%	6.76%	-	12.56%c	11.34%	-	7.73%	9.94%tu	7.04%	6.86%	8.55%	3.97%	8.03%t	6.99%	8.44%Tx	6.26%	8.31%T	6.90%
Wales	298	277	48	24	28	-	68	35	29	25	-	4	1	3	137	13	105	6	13	13	26	30	148	82	109	176
	4.70%ah	4.57%h	4.25%h	5.59%h	7.93%Tabh	-	5.81%ah	6.25%h	2.15%	4.86%h	-	3.96%	7.11%	8.79%h	4.39%as	3.53%as	6.12%To	4.10%as	1.53%	8.01%op	4.96%ps	4.13%	5.10%	4.10%	5.45%az	4.25%
Eastern	597	569	124	44	33	-	106	54	117	46	-	13	1	5	267	27	152	13	68	19	46	63	286	190	204	378
	9.40%o	9.41%	10.87%	10.34%	9.30%	-	9.03%	9.65%	8.64%	9.05%	-	13.74%	13.18%	13.80%	8.56%	7.62%	8.90%	9.30%	7.90%	11.65%	8.90%	8.60%	9.88%	9.45%	10.20%	9.15%
London	825	789	141	61	32	-	126	77	193	65	-	10	1	-	416	64	195	21	131	36	100	112	279	325	192	591
	13.00%d	13.04%dm	12.40%fm	14.38%dm	8.97%	100.00%	10.73%fm	13.88%fm	14.20%dm	12.77%fm	-	9.95%	10.82%	-	13.34%q	18.07%T	11.40%	14.89%	15.13%q	21.70%T	19.23%T	15.33%w	9.65%	16.17%Tw	9.60%	14.32%Ty
South East	876	842	141	45	61	-	177	63	181	75	-	16	1	8	428	43	245	19	108	13	57	85	361	320	296	547
	13.80%c	13.91%c	12.42%	10.49%	17.11%bcg	-	15.12%c	11.44%	13.34%	14.70%	-	16.48%	15.80%	21.66%c	13.70%t	12.20%	14.31%t	13.48%	12.50%	8.08%	10.88%	11.64%	12.47%	15.93%T	14.81%	13.25%
South West	552	520	106	29	42	-	106	51	97	42	-	11	1	4	234	31	133	11	57	7	37	52	288	154	161	379
	8.70%ho	8.60%h	9.29%	6.83%	11.73%Tach	-	9.02%	9.15%	7.12%	8.32%	-	11.34%	16.95%	10.20%	7.48%	8.62%	7.76%	7.55%	6.61%	3.95%	7.13%	7.08%	9.95%Tv	7.67%	8.06%	9.19%

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 218
GO Region
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Northern Ireland	178	175	45	8	7	-	44	14	31	11	-	-	-	89	11	59	4	13	4	15	13	73	73	66	107	
	2.80%	2.90%	3.96%	1.99%	1.92%	-	3.75%	2.47%	2.27%	2.22%	-	-	-	2.86%	3.12%	3.46%	2.59%	1.54%	2.33%	2.87%	1.85%	2.53%	3.65%	3.29%	2.59%	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 219
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Yes	3806	1871	1922	621	804	646	558	500	386	292	1177	1231	793	605	2408	1398	3207	599
	59.95% ofghim oq	61.21% T	58.81% i	75.30% Tefgh i	77.29% Tefgh i	64.12% Tfghi	54.01% i	50.51% i	49.40% i	43.38% gh	73.02% Tkml	63.99% Tm	60.63% lm	40.21% j	68.11% To	49.71% j	61.92% Tq	51.26% p
No	2543	1186	1346	204	236	362	475	490	395	381	435	693	515	900	1128	1415	1973	570
	40.05% acadej knp	38.79% j	41.19% k	24.70% c	22.71% d	35.88% cd	45.99% Tode	49.49% Tode	50.60% Tode	56.62% Todef gh	26.98% j	36.01% kj	39.37% lj	59.79% Tjkl	31.89% j	50.29% Tn	38.08% p	48.74% Tp

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 220
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	Ni (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Yes	3806 59.95% q	3198 59.82%	310 58.80%	182 61.03%	117 65.67%	310 58.80%	146 57.32%	401 57.44%	295 56.63%	339 60.73% l	261 56.22%	182 61.03% l	318 53.22%	617 74.79% Tefg hijklnop	505 57.67%	318 57.22%	117 65.67% ghj no	3062 57.41%	706 74.11% Tq
No	2543 40.05% r	2148 40.18%	217 41.20%	116 38.97%	61 34.33%	217 41.20% m	108 42.68% m	297 42.56% mp	226 43.37% mp	219 39.27% m	203 43.78% mp	116 38.97% m	279 46.78% Tikm p	208 25.21%	371 42.33% mp	236 42.78% mp	61 34.33% m	2271 42.59% Tr	247 25.89%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 221
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Yes	3806	2735	593	213	128	-	571	226	572	296	11	37	-	16
	59.95% <i>abdkg</i>	58.76% <i>bg</i>	54.81%	66.58% <i>Tabdkg</i>	52.63%	-	60.36% <i>bdkg</i>	50.86%	60.41% <i>bdkg</i>	70.57% <i>Tabdtghk</i>	54.12%	50.47%	-	54.53%
No	2543	1920	489	107	115	-	375	219	375	123	9	36	2	13
	40.05% <i>ci</i>	41.24% <i>Tci</i>	45.19% <i>Tacchi</i>	33.42%	47.37% <i>Tcfhi</i>	-	39.64% <i>ci</i>	49.14% <i>Tacchi</i>	39.59% <i>ci</i>	29.43%	45.88%	49.53% <i>ci</i>	100.00%	45.47%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 222
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Yes	3806 59.95%t	3771 60.19%Tt	17 48.55%	760 60.83%t	200 55.15%t	226 67.69%Tnopost yzA	827 61.06%qt	256 47.91%	361 66.81%Tnopost yzA	4 61.12%	504 62.97%qtyz	144 67.50%Tnoqtyz	233 56.59%t	74 53.01%	832 61.06%qt
No	2543 40.05%nrux	2494 39.81%rux	18 51.45%rux	490 39.17%ru	162 44.85%rsuwxA	108 32.31%	528 38.94%ru	278 52.09%Tnpgsu wxyA	180 33.19%	3 38.88%	297 37.03%	69 32.50%	179 43.41%ruwx	66 46.99%ruwx	530 38.94%ru

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 223
Have you taken a foreign holiday in the last 3 years?
 Base: All respondents

	Q.3 Broadband supplier											Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions				
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Yes	3806	3646	623	285	191	*	730	294	854	352	17	54	4	21	1983	243	1103	89	522	121	363	329	1539	1507	945	2748
	59.95% ^b dgvwy	60.25% ^T bdg	54.77% ^T	67.03% ^T abdgk	53.44% ^T	100.00% ^T	62.22% ^b dg	53.09% ^T	62.89% ^T abdg	69.17% ^T abdghk m	56.64% ^T	55.34% ^T	52.87% ^T	53.31% ^T	63.55% ^T s	68.40% ^T s	64.47% ^T s	62.27% ^T	60.32% ^T	72.30% ^T os	69.65% ^T oqs	45.18% ^T	53.14% ^w vw	74.94% ^T vw	47.20% ^T	66.57% ^{Ty}
No	2543	2405	514	140	167	-	443	260	504	157	13	43	4	18	1137	112	608	54	343	46	158	400	1357	504	1057	1380
	40.05% ^a chiqqqt uxz	39.75% ^c hi	45.23% ^T acfh	32.97% ^T j	46.56% ^T Tach	-	37.78% ⁱ i	46.91% ^T acfh	37.11% ⁱ i	30.83% ^T	43.36% ^T	44.66% ^c i	47.13% ^T	46.69% ⁱ u	36.45% ^t u	31.60% ^T	35.53% ^u u	37.73% ^T	39.68% ^o pqtu	27.70% ^T	30.35% ^T	54.82% ^T wx	46.86% ^T x	25.06% ^T z	52.80% ^T z	33.43% ^T

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 224
Opinion Influencer
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Yes	590	381	205	146	168	116	68	48	26	18	248	170	109	63	419	172	519	72
	9.30% bfg h i moq	12.47% Tb	6.28% Ta	17.66% Tefgh i	16.13% Tefgh i	11.56% Tfghi	6.61% Thi	4.82% Tgi	3.39% Tgi	2.70% Tgi	15.40% Tklm	8.85% Tlm	8.33% Tlm	4.18% Tm	11.84% To	6.11% To	10.02% Tq	6.12% Tq
No	5759	2676	3063	679	872	892	965	942	754	655	1364	1753	1199	1442	3118	2641	4661	1098
	90.70% acde j np	87.53% Tc	93.72% Td	82.34% Tcd	83.87% Tcd	88.44% Tcd	93.39% Tcd	95.18% Tcd	96.61% Tcd	97.30% Tcd	84.60% Tkl	91.15% Tkl	91.67% Tkl	95.82% Tkl	88.16% Tkl	93.89% Tkl	89.98% Tkl	93.88% Tkl

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 225
Opinion Influencer
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ly ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Yes	590 9.30% ln	507 9.49%	43 8.07%	24 8.07%	17 9.40%	43 8.07%	20 7.71%	75 10.76% hln	38 7.33%	59 10.64% lno	45 9.76% ln	24 8.07%	35 5.87%	142 17.26% Tefgh ijklnop	55 6.28%	37 6.70%	17 9.40%	391 7.34%	193 20.25% Tq
No	5759 90.70% m	4839 90.51%	484 91.93%	274 91.93%	161 90.60%	484 91.93% m	234 92.29% m	623 89.24% m	482 92.67% gm	499 89.36% m	418 90.22% m	274 91.93% m	562 94.13% Tgij m	683 82.74%	821 93.72% Tgij m	515 93.30% Tgim	161 90.60% m	4942 92.66% Tr	759 79.75%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 226
Opinion Influencer
Base: All respondents

	Q.1 Landline supplier													
	Total (t)	Total land-line (a)	BT (b)	EE (c)	Plus-net (g)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Yes	590	518	136	63	20	-	88	28	97	72	-	1	-	1
	9.30%gk	11.12%TIgk	12.54%TIgk	19.89%Tabdfghk	8.07%k	-	9.28%k	6.19%	10.24%gk	17.23%Tabdfghk	-	0.97%	-	3.10%
No	5759	4137	947	256	224	-	858	417	849	347	20	72	2	28
	90.70%abci	88.88%ci	87.46%ci	80.11%	91.93%ci	-	90.72%abci	93.81%Tabchi	89.76%ci	82.77%	100.00%	99.03%Tabcdh	100.00%	96.90%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 227
Opinion Influencer
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Yes	590 9.30%tx	588 9.38%tx	3 7.57%	127 10.14%tx	35 9.78%tx	28 8.47%t	118 8.72%t	23 4.39%	55 10.09%tx	1 14.81%	115 14.37%Tnpqrstu xxA	10 4.75%	48 11.73%tx	10 7.37%	48 8.76%t
No	5759 90.70%w	5677 90.62%w	32 92.43%	1123 89.86%w	327 90.22%w	305 91.53%w	1237 91.28%w	510 95.61%Tnpqrsu wyA	486 89.91%w	6 85.19%	686 85.63%	203 95.25%Tnpquwy	363 88.27%	130 92.63%w	1243 91.24%w

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 228
Opinion Influencer
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Yes	590	578	124	66	23	*	107	40	108	72	-	3	-	3	379	85	172	32	86	50	135	115	209	222	151	414
	9.30% y	9.56% dnhk	10.94% T dghk	15.62% T a bdfghk	6.36%	100.00%	9.10% k	7.23%	7.92%	14.16% T adfghk	-	2.96%	-	6.87%	12.15% T oqs	23.99% T oqs	10.04%	22.08% T oqs	9.91%	29.92% T oqs	25.89% T oqs	15.83% T w x	7.21%	11.02% T w	7.52%	10.03% T y
No	5759	5472	1013	358	335	-	1066	514	1250	436	30	94	8	36	2741	270	1540	111	780	117	387	614	2687	1789	1851	3715
	90.70% a bcioprt uvxz	90.44% c	89.06% c	84.38%	93.64% abc	-	90.90% c	92.77% b c	92.08% a bci	85.84%	100.00%	97.04% Tabc	100.00%	93.13%	87.85% p rnu	76.01%	89.96% o prt	77.92%	90.09% o prt	70.08%	74.11%	84.17%	92.79% T vx	88.98% v	92.48% T z	89.97%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 229
Tenure
Base: All respondents

	Gender		Age								Social Grade					Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
NET: Homeowners	4307	2150	2147	395	593	642	714	750	642	570	1205	1331	969	803	2536	1771	3413	894
	67.84% ^{bcdem}	70.31% ^{Tb}	65.68%	47.90%	57.06% ^c	63.73% ^{cd}	69.04% ^{cde}	75.83% ^{Todef}	82.24% ^{Tcdefg}	84.79% ^{Todef}	74.72% ^{Tkm}	69.18% ^m	74.07% ^{Tkm}	53.34%	71.71% ^{To}	62.98%	65.89%	76.50% ^{Tp}
Owned outright - without mortgage	2507	1248	1254	170	158	156	315	554	603	550	638	756	545	569	1393	1114	1908	599
	39.49% ^{cddefp}	40.82% ^T	38.37%	20.60% ^{de}	15.23%	15.52%	30.48% ^{cde}	56.00% ^{Todef}	77.30% ^{Tcdefg}	81.74% ^{Todef}	39.55%	39.28%	41.65% ^m	37.82%	39.41%	39.60%	36.83%	51.27% ^{Tp}
Owned with a mortgage or loan	1800	902	893	225	435	486	399	196	39	21	567	575	424	234	1142	658	1505	295
	28.35% ^{qghimo}	29.49%	27.31%	27.30% ^{ghi}	41.83% ^{Tcghi}	48.21% ^{Tcdfg}	38.56% ^{Tcghi}	19.82% ^{hi}	4.94%	3.05%	35.17% ^{Tkm}	29.90% ^m	32.42% Tm	15.52%	32.30% ^{To}	23.38%	29.05% ^{Tq}	25.23%
NET: Renters	1864	832	1025	347	393	353	309	233	137	93	358	538	313	655	896	968	1615	249
	29.36% ^{aaghij}	27.22% ^{lnq}	31.37% ^{Ta}	42.06% ^{Tefgh}	37.77% ^{Tighi}	34.99% ^{Tfghi}	29.86% ^{ghi}	23.54% ^{hi}	17.59% ⁱ	13.85%	22.21%	27.95% ^{jl}	23.95%	43.54% ^{Tjkl}	25.33%	34.43% ^{Tn}	31.18% ^{Tq}	21.32%
NET: Rent from Council/ Housing Association	759	325	432	152	85	133	143	123	48	105	159	123	372	264	495	642	117	117
	11.96% ^{adhi}	10.62% ^{klm}	13.23% ^{Ta}	18.38% ^{Tdefgh}	8.21%	13.15% ^{dhi}	13.81% ^{dhi}	12.41% ^{di}	9.84%	6.52%	8.26%	9.43% ^j	24.72% ^{Tjkl}	7.46%	17.61% ^{Tn}	12.39% ^{Tq}	10.05%	10.05%
Rented from the council	320	134	186	50	37	64	63	58	26	23	40	48	60	88	232	274	47	47
	5.04% ^{adhijk}	4.37% ⁿ	5.69% ^{Ta}	6.06% ^{dhi}	3.54%	6.31% ^{dhi}	6.13% ^{dhi}	5.82% ^{dhi}	3.38%	3.37%	2.49%	2.51%	4.56% ^{jk}	11.44% ^{Tjkl}	8.24% ^{Tn}	5.28%	3.99%	3.99%
Rented from a housing association	439	191	246	102	49	69	79	65	50	25	65	111	64	200	176	264	368	71
	6.92% ^{adijkl}	6.25% ⁿ	7.53%	12.33% ^{Tdefgh}	4.67%	6.84% ^{dli}	7.68% ^{dli}	6.59% ^{li}	6.46% ^{li}	3.70%	4.02%	5.75% ^{jl}	4.87%	13.28% ^{Tjkl}	4.96%	9.37% ^{Tn}	7.11%	6.06%
Rented from someone else	1105	508	593	195	307	220	166	110	61	46	253	379	190	283	632	473	973	132
	17.40% ^{ghij}	16.60% ^q	18.14%	23.68% ^{Tfghi}	29.56% ^{Tcdefg}	21.84% ^{Tfghi}	16.05% ^{ghi}	11.13% ^{hi}	7.76%	6.77%	15.70%	19.69% ^{Tjl}	14.52%	18.82% ^{jl}	17.87%	18.79% ^{Tq}	11.27%	11.27%
Rent free	177	76	97	83	54	13	11	6	1	9	49	55	26	47	105	73	152	26
	2.79% ^{efghil}	2.47%	2.95%	10.03% ^{Tdefgh}	5.17% ^{Tefghi}	1.28% ^h	1.10% ^h	0.63%	0.16%	1.36% ^h	3.07%	2.87%	1.98%	3.12%	2.96%	2.59%	2.93%	2.19%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 230
Tenure
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	Ni (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
NET: Homeowners	4307 67.84% r	3604 67.41%	351 66.62%	216 72.42%	136 76.68% Tab	351 66.62% m	173 68.29% m	479 68.80% m	342 65.70% m	362 64.71% m	348 75.12% Tegh imn	216 72.42% himn	431 72.20% Tehi mn	481 58.28%	587 66.95% km	401 72.59% Tehi mn	136 76.68% Tegh imn	3781 70.89% Tr	495 51.99%
Owned outright - without mortgage	2507 39.49% b emr	2133 39.89% b	185 35.19%	124 41.52%	66 36.85%	185 35.19%	107 42.03% m	296 42.35% eimn	218 41.93% eim	200 35.72%	199 43.00% eimn	124 41.52% m	249 41.73% eim	298 34.89%	324 36.94%	252 45.65% Teim np	66 36.85%	2261 42.40% Tr	232 24.41%
Owned with a mortgage or loan	1800 28.35% a hm	1471 27.52%	166 31.42%	92 30.90%	71 39.83% Tabc	166 31.42% hm	67 26.26%	183 26.25%	124 23.77%	162 28.99% m	149 32.12% ghm	92 30.90% hm	182 30.47% hkm	193 23.99%	263 30.01% shm	149 26.93%	71 39.83% Tefg hklmno	1519 28.49%	263 27.59%
NET: Renters	1864 29.36% d jlpq	1587 29.69% d	163 31.01% d	74 24.69%	40 22.37%	163 31.01% jlp	75 29.39%	202 28.98% l	161 30.97% jlp	169 30.22% jlp	110 23.70%	74 24.69%	142 23.78%	319 38.60% Tefg hijklnop	265 30.21% jlp	145 26.30%	40 22.37%	1430 26.82%	409 42.93% Tq
NET: Rent from Council/ Housing Association	759 11.96% d jq	645 12.07% d	77 14.69% Tcd	28 9.34%	9 5.08%	77 14.69% Tjkl op	42 16.34% Tjkl op	91 13.07% jp	63 12.08% jp	67 12.04% jp	38 8.14%	28 9.34%	62 10.36% p	126 15.23% Tjkl nop	103 11.76% jlp	54 9.72% jp	9 5.08%	600 11.24%	150 15.77% Tq
Rented from the council	320 5.04% g	267 5.00%	37 7.05% Tacd	11 3.56%	5 2.84%	37 7.05% Tjkl nop	17 6.65% g	24 3.45%	30 5.83%	35 6.32% g	18 3.96%	11 3.56%	24 3.97%	62 7.46% Tgkl nop	35 4.03%	22 3.95% jp	5 2.84%	261 4.89%	55 5.73%
Rented from a housing association	439 6.92% dj pq	378 7.06% d	40 7.64% d	17 5.78%	4 2.24%	40 7.64% jp	25 9.69% jlp	67 9.62% Thijk lop	33 6.25% p	32 5.72%	19 4.18%	17 5.78%	38 6.39% p	64 7.77% jlp	68 7.73% jlp	32 5.78%	4 2.24%	339 6.36%	96 10.04% Tq
Rented from someone else	1105 17.40% l q	942 17.63%	86 16.32%	46 15.36%	31 17.29%	86 16.32%	33 13.05%	111 15.90%	98 18.89% ll	102 18.18% l	72 15.56%	46 15.36%	80 13.42%	193 23.37% Tefg ijklno	162 18.44% l	92 16.58%	31 17.29%	831 15.58%	259 27.16% Tq
Rent free	177 2.79% jpo q	155 2.89%	12 2.37%	9 2.89%	2 0.95%	12 2.37%	6 2.32%	17 2.42%	17 3.33% jpo	28 5.07% Tegjn op	5 1.18%	9 2.89%	24 4.02% jop	26 3.12% jpo	25 2.84% lo	6 1.11%	2 0.95%	122 2.25%	48 5.07% Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 231
Tenure
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
NET: Homeowners	4307	3334	787	209	188	-	672	322	690	285	15	50	2	20
	67.84%	71.63%Tc	72.70%Tc	65.46%	77.48%Taci	-	71.10%T	72.45%Tc	72.92%Tc	67.86%	74.69%	67.90%	100.00%	68.08%
Owned outright - without mortgage	2507	2062	516	138	134	-	340	242	415	152	10	36	2	11
	39.49%f	44.31%Th	47.63%Tafi	43.12%f	54.94%Tabcfhi	-	35.94%	54.51%Tabcfhi	43.91%Th	36.27%	48.61%	48.79%f	100.00%	39.37%
Owned with a mortgage or loan	1800	1272	271	71	55	-	332	80	274	133	5	14	-	8
	28.35%abcdg	27.33%cg	25.07%g	22.35%	22.55%	-	35.16%Tabcdghk	17.94%	29.01%cdg	31.59%bcdgk	26.07%	19.11%	-	28.71%
NET: Renters	1864	1203	259	104	51	-	256	113	221	128	5	22	-	9
	29.36%abdh	25.84%	23.94%	32.45%abdgh	21.14%	-	27.12%	25.42%	23.40%	30.50%abdh	25.31%	30.52%	-	31.92%
NET: Rent from Council/ Housing Association	759	523	109	38	23	-	127	50	101	52	1	4	-	2
	11.96%ab	11.23%	10.02%	11.82%	9.39%	-	13.39%ab	11.24%	10.72%	12.34%	3.64%	6.13%	-	6.98%
Rented from the council	320	223	46	17	11	-	50	15	57	16	1	2	-	-
	5.04%	4.80%	4.29%	5.31%	4.35%	-	5.27%	3.47%	6.01%	3.73%	3.64%	3.30%	-	-
Rented from a housing association	439	299	62	21	12	-	77	35	45	36	-	2	-	2
	6.92%ah	6.43%h	5.74%	6.51%	5.04%	-	8.12%abh	7.78%h	4.71%	8.60%h	-	2.83%	-	6.98%
Rented from someone else	1105	680	151	66	29	-	130	63	120	76	4	18	-	7
	17.40%abdfh	14.62%	13.92%	20.64%abdfgh	11.75%	-	13.72%	14.18%	12.68%	18.16%abdfh	21.67%	24.39%abdfgh	-	24.95%
Rent free	177	117	36	7	3	-	17	9	35	7	-	1	-	-
	2.79%af	2.52%	3.36%f	2.08%	1.38%	-	1.79%	2.13%	3.68%af	1.64%	-	1.58%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 232
Tenure
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
NET: Homeowners	4307 67.84%qu	4249 67.83%qu	25 72.15%q	864 69.16%qu	195 54.01%	224 67.30%q	967 71.33%Tnquw	394 73.85%Tnpqrw	344 63.50%q	5 66.96%	527 65.77%q	151 70.68%q	280 68.04%q	90 64.21%q	971 71.30%Tnquw
Owned outright - without mortgage	2507 39.49%nquw	2464 39.33%quw	21 61.32%Tnpqrsu wxyA	463 37.06%u	113 31.31%	143 42.97%quw	550 40.57%quw	281 52.65%Tnpqrsu wxyA	167 30.82%	4 52.15%	284 35.46%	84 39.52%u	157 38.25%qu	61 43.37%qu	553 40.63%quw
Owned with a mortgage or loan	1800 28.35%oqt	1785 28.50%Toqtz	4 10.83%	401 32.09%Tnoqrtz	82 22.70%	81 24.34%	417 30.76%Tnoqrtz	113 21.20%	177 32.68%Tnoqrtz	1 14.81%	243 30.32%oqtz	66 31.16%oqtz	122 29.79%oqtz	29 20.84%	418 30.68%Toqrtz
NET: Renters	1864 29.36%stA	1844 29.43%stA	8 23.97%	355 28.37%t	148 41.02%Tnoprst uwxYA	104 31.16%t	348 25.66%	123 23.07%	184 34.00%TnpstA	2 33.04%	252 31.49%stA	58 27.22%	119 28.98%t	48 34.44%stA	350 25.70%
NET: Rent from Council/ Housing Association	759 11.96%SA	752 12.00%SA	3 7.96%	130 10.42%	63 17.37%TnpsuxA	49 14.60%psxA	139 10.26%	69 12.99%	62 11.55%	2 33.04%	106 13.30%SA	17 7.85%	61 14.93%psxA	21 14.73%x	141 10.37%
Rented from the council	320 5.04%	315 5.04%	1 3.98%	61 4.91%	25 7.02%x	17 5.16%	67 4.96%	24 4.52%	25 4.69%	1 11.62%	42 5.30%	6 2.69%	26 6.43%	7 4.82%	68 4.99%
Rented from a housing association	439 6.92%psA	436 6.96%psA	1 3.98%	69 5.52%	37 10.35%TnpsxA	31 9.44%psA	72 5.30%	45 8.47%psA	37 6.86%	1 21.42%	64 8.00%psA	11 5.16%	35 8.49%psA	14 9.91%psA	73 5.38%
Rented from someone else	1105 17.40%stA	1092 17.44%stA	6 16.01%	224 17.94%t	86 23.65%Tnprstw yA	55 16.56%t	209 15.40%t	54 10.08%	121 22.45%TnprstyA	-	146 18.20%t	41 19.38%t	41 14.05%	28 19.71%t	209 15.33%t
Rent free	177 2.79%n	172 2.74%	1 3.88%	31 2.48%	18 4.97%Tnpr	5 1.54%	41 3.02%	16 3.08%	14 2.50%	-	22 2.73%	4 2.10%	12 2.99%	2 1.34%	41 3.00%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 233
Tenure
Base: All respondents

	Q.3 Broadband supplier											Q.4 Pay TV supplier								Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Potentially vulnerable (v)	Least vulnerable (w)	Yes (y)	No (z)	
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
NET: Homeowners	4307	4169	805	297	266	-	826	386	919	329	20	62	6	27	2227	243	1232	97	621	98	341	361	1953	1532	1210	2975
Owned outright - without mortgage	2507	2428	528	187	181	-	389	270	516	167	9	39	4	14	1194	116	626	61	371	59	175	201	1309	704	784	1658
Owned with a mortgage or loan	1800	1741	277	109	85	-	437	116	402	162	10	23	2	13	1033	127	606	36	249	40	166	160	644	828	426	1317
NET: Renters	1864	1724	293	120	86	*	325	162	390	161	10	33	2	12	804	102	432	44	214	64	167	349	879	441	732	1050
NET: Rent from Council/ Housing Association	759	702	111	46	30	*	154	71	151	67	2	7	1	4	366	43	195	23	101	25	68	198	385	93	376	355
Rented from the council	320	296	44	19	11	*	66	22	77	26	2	4	-	1	158	10	82	10	55	11	21	91	166	28	164	143
Rented from a housing association	439	406	66	27	19	-	88	49	74	41	-	3	1	3	209	33	113	14	46	14	47	107	219	65	213	212
Rented from someone else	1105	1022	182	74	55	-	170	91	239	94	8	26	1	8	438	60	237	21	113	40	99	151	495	348	356	695
Rent free	177	157	39	8	6	-	22	6	49	18	-	2	-	-	90	9	48	2	30	4	13	19	64	38	59	103

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 234
What is the highest educational level that you have achieved to date?
Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
No formal education	46	21	25	6	3	7	5	8	8	8	5	9	10	22	14	32	35	11
	0.73%jn	0.67%	0.78%	0.73%	0.32%	0.74%	0.53%	0.82%	0.98%	1.20% ^d	0.28%	0.49%	0.77%	1.46% ^{Tjk}	0.39%	1.14% ^{Tn}	0.68%	0.93%
Primary	27	14	14	1	3	4	2	5	5	7	3	2	5	17	5	22	21	7
	0.43% ^{kn}	0.45%	0.42%	0.15%	0.30%	0.36%	0.19%	0.46%	0.70%	1.11% ^{Tcdf}	0.18%	0.12%	0.40%	1.12% ^{Tjkl}	0.15%	0.79% ^{Tn}	0.40%	0.58%
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3061	1438	1614	357	276	405	571	579	463	409	433	794	814	1021	1227	1835	2460	601
	48.22% ^{cdejknp}	47.02%	49.40%	43.31% ^{cd}	26.55%	40.17% ^{cd}	55.28% ^{Tcde}	58.50% ^{Tcde}	59.37% ^{Tcde}	60.86% ^{Tcdef}	26.84%	41.27% ^j	62.25% ^{Tjk}	67.82% ^{Tjkl}	34.69%	65.23% ^{Tn}	47.49%	51.43% ^{TP}
University degree or equivalent professional qualification, NVQ level 4, etc.	2171	1066	1100	237	449	414	327	319	236	189	702	772	368	329	1474	697	1762	409
	34.20% ^{chilm}	34.88%	33.65%	28.81%	43.14% ^{Tcdfgh}	41.04% ^{Tcdfgh}	31.67%	32.21%	30.29%	28.05%	43.55% ^{Tklm}	40.14% ^{Tlm}	28.10% ^m	21.86%	41.70% ^{To}	24.77%	34.03%	34.94%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	871	444	424	107	288	169	121	73	63	49	422	275	87	87	696	175	747	125
	13.72% ^{fghilm}	14.51%	12.98%	13.01% ^{ghi}	27.72% ^{Toefgh}	16.76% ^{Tcfgh}	11.68% ^{ghi}	7.42%	8.13%	7.33%	26.16% ^{Tklm}	14.27% ^{lm}	6.69%	5.81%	19.69% ^{To}	6.22%	14.42% ^{Tq}	10.66%
Still in full time education	124	53	69	107	11	4	3	1	-	-	43	64	8	9	107	17	113	11
	1.96% ^{defghilm}	1.73%	2.11%	12.97% ^{Tdefgh}	1.01% ^{fghi}	0.37%	0.24%	0.07%	-	-	2.67% ^{Tlm}	3.35% ^{Tlm}	0.58%	0.62%	3.04% ^{To}	0.60%	2.19% ^{Tq}	0.95%
Don't know	10	6	4	2	3	-	-	1	-	4	2	1	5	3	7	7	3	3
	0.16%	0.21%	0.11%	0.28%	0.27%	-	-	0.10%	-	0.57% ^{Tefh}	0.10%	0.06%	0.36%	0.17%	0.08%	0.26%	0.14%	0.24%
Prefer not to answer	38	17	18	6	7	6	4	4	4	6	3	6	11	17	9	28	35	3
	0.59% ^{jn}	0.54%	0.56%	0.74%	0.70%	0.56%	0.41%	0.41%	0.54%	0.88%	0.22%	0.30%	0.85% ^{jk}	1.14% ^{Tjk}	0.26%	1.00% ^{Tn}	0.67%	0.26%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 235
What is the highest educational level that you have achieved to date?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
No formal education	46 0.73%	43 0.80%	2 0.40%	1 0.38%	-	2 0.40%	4 1.70%g	2 0.23%	4 0.84%	7 1.23%g	3 0.65%	1 0.38%	4 0.67%	8 0.94%	7 0.77%	4 0.76%	-	42 0.80%	3 0.27%
Primary	27 0.43%	23 0.44%	1 0.19%	1 0.25%	2 1.20%	1 0.19%	-	3 0.48%	5 0.91%i	-	4 0.83%i	1 0.25%	2 0.35%	5 0.65%	3 0.30%	1 0.26%	2 1.20%i	21 0.39%	5 0.57%
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3061 48.22%b dempr	2611 48.85%Tbd	224 42.51%	157 52.74%bd	69 38.66%	224 42.51%em	140 54.97%Temp	360 51.57%emp	254 48.72%emp	302 53.97%Temp	232 50.04%emp	157 52.74%emp	323 54.10%Temp	284 34.41%	434 49.55%emp	283 51.30%emp	69 38.66%	2755 51.65%Tr	284 29.85%
University degree or equivalent professional qualification, NVQ level 4, etc.	2171 34.20%a q	1794 33.56%	208 39.55%Tac	91 30.41%	78 43.85%Tac	208 39.55%Tgi klo	81 31.71%	226 32.40%	178 34.11%	175 31.29%	158 34.10%	91 30.41%	189 31.71%	306 37.13%kl	300 34.25%	181 32.75%	78 43.85%Tigh ijklno	1790 33.56%	362 37.96%Tq
Higher university degree, doctorate, MBA, NVQ level 5, etc.	871 13.72%i lq	724 13.55%	80 15.14%	41 13.78%	26 14.62%	80 15.14%ll	24 9.48%	86 12.29%	64 12.26%	58 10.30%	58 12.49%	41 13.78%	63 10.60%	189 22.88%Tefg hijklno p	110 12.61%	73 13.16%	26 14.62%	633 11.88%	224 23.50%Tq
Still in full time education	124 1.96%q	107 2.00%	8 1.58%	7 2.44%	2 1.05%	8 1.58%	5 1.88%	16 2.27%	13 2.51%	10 1.83%	6 1.29%	7 2.44%	8 1.26%	25 3.05%Ti	16 1.88%	8 1.43%	2 1.05%	57 6.85%Tq	65 1.07%
Don't know	10 0.16%	9 0.17%	1 0.14%	-	-	1 0.14%	-	-	1 0.21%	1 0.18%	-	-	3 0.55%T	3 0.32%	1 0.13%	-	-	8 0.16%	2 0.17%
Prefer not to answer	38 0.59%q	34 0.63%	3 0.50%	-	1 0.63%	3 0.50%	1 0.27%	5 0.78%	2 0.43%	7 1.20%	3 0.60%	-	5 0.76%	5 0.64%	4 0.50%	2 0.35%	1 0.63%	27 0.51%	8 0.83%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 236
What is the highest educational level that you have achieved to date?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	-.**	945	445	946	420	20.**	73*	2.**	29.**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
No formal education	46	37	12	5	2	-	5	4	5	1	1	-	-	-
	0.73%	0.80%	1.12%	1.55% ^{ai}	0.89%	-	0.54%	0.92%	0.50%	0.16%	5.20%	-	-	-
Primary	27	23	5	1	2	-	4	3	6	1	-	-	-	-
	0.43%	0.49%	0.48%	0.46%	0.90%	-	0.41%	0.65%	0.61%	0.21%	-	-	-	-
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3061	2278	495	145	116	-	521	240	468	179	11	36	2	13
	48.22% ^{ai}	48.95% ^{bi}	45.69%	45.38%	47.54%	-	55.13% ^{Tabcdhi}	53.94% ^{Tabci}	49.48% ^{ai}	42.68%	55.95%	48.94%	100.00%	46.52%
University degree or equivalent professional qualification, NVQ level 4, etc.	2171	1585	388	106	88	-	288	140	334	148	6	25	-	13
	34.20% ^f	34.04% ^f	35.81% ^f	33.14%	36.07%	-	30.49%	31.40%	35.28% ^f	35.32%	28.37%	34.60%	-	46.53%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	871	612	166	49	30	-	108	38	112	75	2	11	-	2
	13.72% ^{aifg}	13.15% ^g	15.32% ^{aifgh}	15.25% ^g	12.34%	-	11.40%	8.57%	11.88%	17.95% ^{Taifgh}	10.48%	14.57%	-	6.95%
Still in full time education	124	85	11	12	3	-	12	12	16	12	-	1	-	-
	1.96% ^b	1.82% ^b	1.04%	3.90% ^{Tabth}	1.25%	-	1.25%	2.78% ^{bf}	1.71%	2.91% ^{bf}	-	1.89%	-	-
Don't know	10	9	4	-	1	-	-	2	-	2	-	-	-	-
	0.16%	0.20%	0.36%	-	0.29%	-	-	0.49% ^{fh}	-	0.57% ^{Tfh}	-	-	-	-
Prefer not to answer	38	26	2	1	2	-	7	6	5	1	-	-	-	-
	0.59% ^b	0.55% ^b	0.18%	0.31%	0.72%	-	0.77%	1.26% ^{ab}	0.53%	0.21%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 237
What is the highest educational level that you have achieved to date?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
No formal education	46 0.73% _{sA}	45 0.72% _{sA}	-	13 1.06% _{sA}	5 1.29% _{sA}	2 0.50%	1 0.07%	9 1.76% _{TnsA}	5 0.84% _{sA}	-	7 0.88% _{sA}	1 0.36%	2 0.55% _A	-	1 0.07%
Primary	27 0.43%	27 0.44%	-	7 0.54%	1 0.31%	1 0.28%	8 0.56%	2 0.29%	2 0.37%	-	2 0.28%	-	1 0.31%	1 0.84%	8 0.55%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	3061 48.22% _{nw}	3008 48.02% _r	19 54.39%	584 46.74%	174 47.94%	141 42.20%	637 47.00%	316 59.11% _{Tnpqrsu wxA}	246 45.46%	2 27.33%	358 44.71%	98 46.19%	230 56.01% _{Tnpqrsu wxA}	71 51.03%	639 46.90%
University degree or equivalent professional qualification, NVQ level 4, etc.	2171 34.20% _t	2151 34.33% _t	11 32.78%	437 35.00% _t	120 33.16%	129 38.60% _{ty}	481 35.50% _t	150 28.18%	191 35.36% _t	4 56.30%	282 35.28% _t	74 34.81%	124 30.25%	44 31.25%	485 35.60% _{ty}
Higher university degree, doctorate, MBA, NVQ level 5, etc.	871 13.72% _{ty}	867 13.84% _{Tty}	4 12.83%	178 14.27% _{ty}	54 14.92% _{ty}	50 15.04% _{ty}	185 13.68% _{ty}	49 9.25%	82 15.24% _{ty}	1 16.37%	128 16.00% _{ty}	33 15.32% _t	41 9.89%	20 14.46%	187 13.69% _{ty}
Still in full time education	124 1.96%	122 1.95%	-	18 1.46%	8 2.08%	9 2.80%	32 2.40%	5 1.03%	10 1.77%	-	21 2.64% _t	5 2.24%	9 2.11%	2 1.64%	32 2.39%
Don't know	10 0.16%	10 0.16%	-	3 0.21%	-	-	2 0.13%	-	2 0.30%	-	1 0.14%	-	2 0.43%	-	2 0.13%
Prefer not to answer	38 0.59% _{nw}	35 0.55%	-	9 0.72% _w	1 0.31%	2 0.59%	9 0.66%	2 0.38%	4 0.65%	-	1 0.08%	2 1.08% _w	2 0.44%	1 0.78%	9 0.66%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 238
What is the highest educational level that you have achieved to date?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
No formal education	46	38	11	4	2	-	6	5	4	2	-	-	-	-	16	3	9	1	4	4	7	14	18	9	17	28
	0.73% ^{ah}	0.62%	1.00% ^h	0.95%	0.61%	-	0.52%	0.86%	0.30%	0.39%	-	-	-	-	0.50%	0.74%	0.50%	0.50%	0.43%	2.43% ^{To}	1.28% ^o	1.98% ^{TW}	0.62%	0.45%	0.87%	0.67%
Primary	27	27	7	1	2	-	3	3	7	2	-	-	-	-	14	-	8	-	6	1	1	3	20	-	19	7
	0.43% ^{xz}	0.45%	0.60%	0.35%	0.68%	-	0.25%	0.52%	0.48%	0.38%	-	-	-	-	0.43%	-	0.45%	-	0.67%	0.45%	0.15%	0.37% ^x	0.69% ^{Tx}	-	0.94% ^{Tz}	0.17%
Secondary school, high school, 6th form/ college, GCSE's, A Levels, BTEC, NVQ levels 1 to 3, etc.	3061	2904	505	188	162	-	637	295	654	224	16	47	7	16	1548	132	876	69	446	57	189	416	1612	673	1088	1881
	48.22% ^{ab}	48.00% ^{ab}	44.42%	44.26%	45.14%	-	54.30% ^T	53.18% ^T	48.18%	44.15%	54.06%	47.82%	89.18%	40.15%	49.61% ^T	37.17%	51.16% ^T	47.99% ^p	51.55% ^T	33.95%	36.14%	56.98% ^T	55.68% ^T	33.47%	54.35% ^T	45.55%
University degree or equivalent professional qualification, NVQ level 4, etc.	2171	2091	415	144	136	*	369	175	484	178	10	31	-	17	1040	143	544	46	295	59	203	187	903	873	615	1484
	34.20% ^f	34.55% ^T	36.53% ^f	33.88%	38.11%	100.00%	31.47%	31.49%	35.68% ^f	34.95%	33.83%	31.93%	-	45.01%	33.32% ^{oq}	40.43% ^T	31.78%	31.94%	34.13%	35.50%	38.85% ^T	25.70%	31.19% ^v	43.44% ^T	30.75%	35.95% ^{Ty}
Higher university degree, doctorate, MBA, NVQ level 5, etc.	871	835	172	74	47	-	134	51	180	90	3	18	1	6	431	67	241	19	96	38	106	79	286	431	222	617
	13.72% ^f	13.80% ^f	15.15% ^f	17.50% ^T	13.21%	-	11.43%	9.28%	13.29% ^g	17.65% ^{Ta}	9.91%	18.83% ^f	10.82%	14.84%	13.80% ^s	18.99% ^T	14.09% ^s	13.32%	11.11%	22.93% ^T	20.25% ^T	10.88%	9.88%	21.44% ^T	11.08%	14.94% ^{Ty}
Still in full time education	124	112	15	11	6	-	18	15	21	9	1	1	-	-	55	8	26	6	14	5	13	27	42	21	26	86
	1.96% ^{aw}	1.85%	1.33%	2.62%	1.57%	-	1.57%	2.72% ^{ab}	1.58%	1.82%	2.20%	1.42%	-	-	1.76%	2.17%	1.50%	4.30% ^{oq}	1.60%	3.10%	2.47%	3.66% ^{TW}	1.45%	1.03%	1.29%	2.08% ^y
Don't know	10	10	4	-	1	-	-	3	-	2	-	-	-	-	2	-	1	-	-	2	2	1	6	-	4	5
	0.16% ^o	0.16%	0.35% th	-	0.20%	-	-	0.53% ^{Tah}	-	0.47% ^{fh}	-	-	-	-	0.06%	-	0.07%	0.53% ^s	-	0.97% ^{To}	0.31%	0.10%	0.19%	-	0.22%	0.11%
Prefer not to answer	38	34	7	2	2	-	5	8	7	1	-	-	-	-	16	2	8	2	4	1	3	2	8	3	10	22
	0.59% ^{wx}	0.57%	0.63%	0.45%	0.49%	-	0.46%	1.41% ^{Ta}	0.49%	0.17%	-	-	-	-	0.51%	0.50%	0.45%	1.41%	0.51%	0.67%	0.56%	0.32%	0.29%	0.16%	0.50%	0.53%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 239
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (l)	C1 (k)	C2 (j)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Yes - responsible for half or more of the items bought	5809 91.50% ^{acjn}	2708 88.56%	3087 94.46% ^{Ta}	568 68.91%	983 94.57% ^{Tc}	970 96.21% ^{Tchi}	996 96.36% ^{Tchi}	943 95.26% ^{Tchi}	726 92.94% ^c	624 92.72% ^c	1452 90.02%	1761 91.57%	1200 91.78%	1396 92.77% ^{Tj}	3213 90.86%	2596 92.31% ^{Tn}	4748 91.67%	1061 90.77%
No - not responsible for most of the items bought	540 8.50% ^{bdefg}	350 11.44% ^{Tb}	181 5.54%	256 31.09% ^{Tdefgh}	56 5.43%	38 3.79%	38 3.64%	47 4.74%	55 7.06% ^{efg}	49 7.28% ^{efg}	161 9.98% Tm	162 8.43%	108 8.22%	109 7.23%	323 9.14% ^{To}	216 7.69%	432 8.33%	108 9.23%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 240
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of England (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Yes - responsible for half or more of the items bought	5809 91.50% ⁿ	4892 91.51% ⁿ	477 90.60%	272 91.22%	168 94.40%	477 90.60%	234 92.25%	650 93.06% ⁿ	474 91.00%	518 92.63%	441 95.07% ^{Tehk Imno}	272 91.22%	538 90.20%	756 91.56%	784 89.44%	498 90.20%	168 94.40% ⁿ	4910 92.06% ^{Tr}	854 89.63%
No - not responsible for most of the items bought	540 8.50% ^q	454 8.49%	50 9.40%	26 8.78%	10 5.60%	50 9.40% ^j	20 7.75%	48 6.94%	47 9.00% ^j	41 7.37%	23 4.93%	26 8.78% ^j	58 9.80% ^j	70 8.44% ^j	92 10.56% ^{Tgjp}	54 9.80% ^j	10 5.60%	423 7.94%	99 10.37% ^q

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 241

Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?

Base: All respondents

	Q.1 Landline supplier													
	Total (n)	Total landline (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broadband (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Yes - responsible for half or more of the items bought	5809 91.50%	4272 91.76%h	996 91.94%	285 89.12%	221 90.93%	-	889 93.99%Tach	410 92.22%	851 90.01%	396 94.42%Tach	18 89.49%	66 90.85%	2 100.00%	28 95.82%
No - not responsible for most of the items bought	540 8.50%fi	383 8.24%fi	87 8.06%	35 10.88%fi	22 9.07%	-	57 6.01%	35 7.78%	95 9.99%afi	23 5.58%	2 10.51%	7 9.15%	-	1 4.18%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 242
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Yes - responsible for half or more of the items bought	5809 91.50% ^{or}	5736 91.55% ^{or}	28 79.35%	1142 91.33% ^{or}	339 93.56% ^{or}	292 87.42%	1241 91.59% ^{or}	487 91.22% ^o	503 93.00% ^{or}	6 89.10%	738 92.17% ^{or}	194 91.31% ^o	377 91.59% ^o	136 97.02% ^{Tnoprst}	1247 91.58% ^{or}
No - not responsible for most of the items bought	540 8.50% ^z	529 8.45% ^z	7 20.65% ^{TnpgstuwxyzA}	108 8.67% ^z	23 6.44%	42 12.58% ^{TnpgsuwzA}	114 8.41% ^z	47 8.78% ^z	38 7.00%	1 10.90%	63 7.83% ^z	18 8.69% ^z	35 8.41% ^z	4 2.98%	115 8.42% ^z

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 243
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

	O.3 Broadband supplier													O.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Yes - responsible for half or more of the items bought	5809	5556	1043	384	327	-	1103	514	1227	469	25	90	8	37	2859	323	1591	128	780	155	478	675	2693	1862	1828	3798
No - not responsible for most of the items bought	540	494	94	40	31	-	70	40	131	40	5	8	-	1	262	32	120	15	85	12	43	54	202	149	174	331
	8.50%af	8.17%af	8.25%af	9.47%af	8.65%	-	5.95%	7.22%	9.61%af	7.80%	15.53%	7.85%	-	3.11%	8.39%af	8.90%	7.01%	10.77%	9.86%af	7.03%	8.30%	7.46%	6.98%	7.39%	8.67%	8.01%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 244
How many cars are there in your household?
Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
No cars in the household	1151	492	654	172	212	192	198	144	126	107	203	355	120	473	558	593	1038	113
	18.13% ^{saglin} q	16.09%	20.01% ^{Ta}	20.86% ^{Tghi}	20.38% ^{Tghi}	19.09% ^g	19.14% ^g	14.59%	16.10%	15.85%	12.60% ^l	18.44% ^{jl}	9.19%	31.42% ^{Tjkl}	15.78%	21.08% ^{Tn}	20.04% ^{Tq}	9.66%
NET: Any	5198	2566	2614	652	828	816	836	845	655	566	1409	1569	1188	1032	2978	2220	4142	1056
	81.87% ^{sbcldmo} p	83.91% ^{Tb}	79.99%	79.14%	79.62%	80.91%	80.86%	85.41% ^{Todef}	83.90% ^{cd}	84.15% ^{cd}	87.40% ^{Tkm}	81.56% ^m	90.81% ^{Tjkm}	68.58%	84.22% ^{To}	78.92%	79.96%	90.34% ^{Tp}
1	3312	1631	1672	317	448	533	532	533	490	460	813	1062	679	759	1874	1438	2744	569
	52.17% ^{scdq}	53.33%	51.15%	38.44%	43.09%	52.84% ^{cd}	51.50% ^{cd}	53.82% ^{cd}	62.75% ^{Tcd} g	68.38% ^{Tcd} gh	50.41%	55.19% ^{Tjm}	51.93%	50.42%	53.01%	51.12%	52.97% ^{Tq}	48.63%
2	1477	743	730	211	317	242	236	238	139	94	470	399	389	219	869	608	1122	355
	23.26% ^{shikmo} p	24.31%	22.34%	25.63% ^{hi}	30.50% ^{Tcd} hi	24.02% ^{hi}	22.79% ^{hi}	24.00% ^{hi}	17.77% ⁱ	13.99%	29.16% ^{Tkm}	20.73% ^m	29.74% ^{Tkm}	14.53%	24.57% ^{To}	21.60%	21.66%	30.32% ^{Tp}
3+	409	192	212	124	63	41	68	75	26	12	126	109	120	55	235	174	276	133
	6.44% ^{ehimp}	6.27%	6.50%	15.07% ^{Tdefgh} i	6.04% ^{ehi}	4.04% ⁱ	6.57% ^{ehi}	7.58% ^{ehi}	3.39%	1.78%	7.83% ^{Tkm}	5.65% ^m	9.14% ^{Tkm}	3.63%	6.64%	6.19%	5.33%	11.39% ^{Tp}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 245
How many cars are there in your household?
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
No cars in the household	1151 18.13% cd djklnop q	975 18.23% cd	120 22.72% Tacd	40 13.29%	17 9.46%	120 22.72% Tijk lnop	47 18.67% jp	128 18.39% jklo p	99 19.11% jkl nop	86 15.42% p	58 12.57%	40 13.29%	80 13.45%	268 32.45% Tefg hijklnop	131 14.90%	76 13.81%	17 9.46%	894 16.76%	238 25.01% Tq
NET: Any	5198 81.87% b emr	4371 81.77% b	407 77.28%	259 86.71% Tab	161 90.52% Tab	407 77.28% m	207 81.33% m	570 81.61% m	421 80.89% m	473 84.58% em	405 87.43% Tefg hm	259 86.71% Tegh m	517 86.55% Tegh m	558 67.55%	746 85.10% Tehm m	476 86.19% Tegh m	161 90.52% Tefg him	4439 83.24% Tr	714 74.99%
1	3312 52.17% r	2764 51.71% r	290 54.97%	166 55.64%	93 52.09%	290 54.97% n	143 56.45%	372 53.24%	268 51.48%	286 51.14%	262 56.49% mn	166 55.64%	306 51.27%	409 49.50%	433 49.37%	286 51.83%	93 52.09%	2828 53.02% Tr	456 47.83%
2	1477 23.26% b em	1255 23.47% b	97 18.50%	75 25.11% b	50 27.91% b	97 18.50%	51 20.24% m	157 22.54% m	115 22.06% m	138 24.77% em	119 25.78% em	75 25.11% em	161 27.02% Tefm	121 14.64%	240 27.35% Tefg hm	151 27.38% Tefh m	50 27.91% em	1272 23.86% T	197 20.65%
3+	409 6.44% be m	353 6.59% b	20 3.81%	18 5.96%	19 10.52% Tab	20 3.81%	12 4.63%	41 5.83% m	38 7.35% em	48 8.67% Tefjm	24 5.17%	18 5.96%	49 8.25% em	28 3.42%	73 8.38% Tefjm	39 6.98% em	19 10.52% Tefgj m	339 6.35%	62 6.51%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 246
How many cars are there in your household?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
No cars in the household	1151 18.13%abfh	721 15.49%h	159 14.68%	53 16.56%	36 14.88%	-	133 14.11%	87 19.45%abfh	124 13.09%	72 17.26%	3 15.56%	14 18.85%	-	2 8.04%
NET: Any	5198 81.87%	3934 84.51%Tg	924 85.32%Tg	266 83.44%	207 85.12%	-	812 85.89%Tg	358 80.55%	822 86.91%Tag	347 82.74%	17 84.44%	59 81.15%	2 100.00%	26 91.96%
1	3312 52.17%	2504 53.79%Tf	566 52.27%	165 51.60%	155 63.60%Tabcfhi	-	471 49.80%	260 58.42%Tabf	530 56.00%Tf	229 54.52%	10 50.09%	44 60.64%	2 100.00%	16 56.79%
2	1477 23.26%dg	1112 23.89%dg	269 24.83%dg	77 24.12%cd	39 16.05%	-	268 28.30%Tadghi	86 19.33%	229 24.16%cd	88 21.06%	7 34.35%	13 18.31%	-	5 18.94%
3+	409 6.44%g	318 6.83%Tg	89 8.22%Tag	25 7.72%g	13 5.47%	-	74 7.79%g	12 2.80%	64 6.75%g	30 7.16%g	-	2 2.21%	-	5 16.23%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 247
How many cars are there in your household?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
No cars in the household	1151 18.13%nsyA	1128 18.01%syA	7 19.34%	233 18.67%syA	102 28.25%Tnprstu wxyzA	67 20.13%sy	209 15.44%	80 15.07%	100 18.42%	3 36.96%	142 17.76%	33 15.67%	57 13.90%	27 18.99%	212 15.55%
NET: Any	5198 81.87%q	5136 81.99%Tq	28 80.66%	1016 81.33%q	260 71.75%	266 79.87%q	1146 84.56%Tnpqr	453 84.93%q	441 81.58%q	4 63.04%	659 82.24%q	180 84.33%q	354 86.10%Tnpqr	113 81.01%q	1150 84.45%Tnpq
1	3312 52.17%	3272 52.23%	17 49.54%	632 50.54%	174 47.99%	165 49.39%	715 52.75%	289 54.22%	275 50.76%	2 30.97%	436 54.41%q	105 49.10%	239 58.06%Tnpqrux	75 53.44%	717 52.64%
2	1477 23.26%	1462 23.33%	8 23.43%	316 25.30%qz	70 19.28%	71 21.22%	330 24.38%q	118 22.19%	131 24.15%	2 32.08%	178 22.26%	63 29.48%Tnqrtwz	94 22.86%	24 16.88%	333 24.42%q
3+	409 6.44%	403 6.43%	3 7.70%	69 5.49%	16 4.48%	31 9.27%Tnpqwy	101 7.42%	46 8.52%Tnpqwy	36 6.67%	-	45 5.56%	12 5.75%	21 5.18%	15 10.69%Tnpqwy	101 7.39%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 248
How many cars are there in your household?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97**	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
No cars in the household	1151	1045	173	69	57	*	173	117	220	91	4	16	1	3	398	48	183	33	129	31	79	215	546	229	449	639
	18.13% ^a	17.26% ^b	15.20% ^c	16.13% ^d	15.95% ^e	100.00% ^f	14.73% ^g	21.18% ^h	16.22% ⁱ	17.96% ^j	13.28% ^k	16.29% ^l	7.47% ^m	8.04% ⁿ	12.77% ^o	13.59% ^p	10.68% ^q	23.03% ^r	14.91% ^s	18.72% ^t	15.23% ^u	29.44% ^v	18.84% ^w	11.37% ^x	22.44% ^y	15.48% ^z
NET: Any	5198	5006	964	356	301	-	1000	437	1137	417	26	81	8	36	2722	307	1529	110	738	136	442	515	2350	1782	1552	3490
	81.87% ^v	82.74% ^T	84.80% ^T	83.87% ^T	84.05% ^T	-	85.27% ^T	78.82% ^T	83.78% ^T	82.04% ^T	86.72% ^T	83.71% ^T	92.53% ^T	91.96% ^T	87.23% ^T	86.41% ^T	89.32% ^T	76.97% ^T	85.09% ^T	81.28% ^T	84.77% ^r	70.56% ^T	81.16% ^v	88.63% ^T	77.56% ^T	84.52% ^T
1	3312	3185	592	229	215	-	577	306	727	276	18	55	7	23	1655	185	904	79	462	87	271	336	1652	1015	1053	2164
	52.17% ^f	52.63% ^T	52.06% ^g	53.89% ^h	60.02% ^{Tab}	-	49.17% ^g	55.23% ^f	53.59% ^f	54.40% ^g	58.49% ^h	56.69% ^g	79.36% ^h	58.96% ^g	53.04% ^h	52.00% ^g	52.82% ^h	55.11% ^g	53.37% ^h	52.00% ^g	52.00% ^g	46.12% ^h	57.06% ^T	50.46% ^h	52.62% ^h	52.40% ^h
2	1477	1435	285	105	66	-	334	114	311	109	7	24	1	9	823	96	482	26	207	41	137	127	577	616	397	1036
	23.26% ^d	23.72% ^T	25.08% ^d	24.73% ^d	18.51% ^d	-	28.45% ^T	20.48% ^d	22.92% ^d	21.47% ^d	22.76% ^d	24.47% ^d	13.18% ^d	23.97% ^d	26.38% ^T	27.17% ^r	28.16% ^T	18.11% ^d	23.88% ^d	24.59% ^d	26.35% ^d	17.40% ^d	19.92% ^d	30.64% ^T	19.86% ^d	25.10% ^T
3+	409	386	87	22	20	-	90	17	99	31	2	2	-	3	244	26	143	5	68	8	33	51	121	151	102	290
	6.44% ^{gw}	6.39% ^g	7.66% ^g	5.25% ^g	5.53% ^g	-	7.64% ^g	3.11% ^g	7.27% ^g	6.17% ^g	5.47% ^g	2.54% ^g	-	9.04% ^g	7.81% ^T	7.23% ^g	8.35% ^T	3.75% ^g	7.84% ^g	4.69% ^g	6.42% ^g	7.05% ^w	4.18% ^g	7.53% ^T	5.08% ^g	7.02% ^T

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 249
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Gender		Age							Social Grade					Area type			
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
White	5333 84.00% codej np	2573 84.14%	2747 84.07%	498 60.38%	788 75.77% c	811 80.43% cod	913 88.28% Tode	912 92.19% Todef	752 96.33% Todef g	660 98.08% Todef gh	1302 80.75%	1586 82.44%	1162 88.88% Tjkm	1283 85.25% jk	2888 81.67%	2445 86.94% Tn	4216 81.40%	1117 95.50% Tp
NET: BAME	952 15.00% fghil oq	453 14.81%	492 15.06%	308 37.36% Tdefg hi	236 22.67% Tefgh i	188 18.62% Tighi	109 10.54% ghi	77 7.73% hi	25 3.21% i	10 1.54%	292 18.13% Tlm	313 16.27% l	138 10.55%	209 13.89% l	605 17.12% To	347 12.34%	905 17.48% Tq	47 4.01%
Mixed	182 2.87% sghiloq	95 3.11%	87 2.67%	42 5.08% Tighi	52 5.01% Tighi	38 3.75% ghi	25 2.42% i	14 1.43% i	9 1.21% i	2 0.28%	62 3.84% TI	57 2.94% l	19 1.44%	45 2.98% l	119 3.35% To	64 2.26%	165 3.19% Tq	17 1.47%
Asian	381 6.00% sghiq	177 5.80%	200 6.12%	117 14.24% Tdefgh i	80 7.74% Tighi	91 8.98% Tighi	50 4.79% ghi	29 2.92% hi	9 1.14%	5 0.80%	106 6.55%	119 6.18%	72 5.48%	85 5.65%	224 6.35%	157 5.57%	361 6.97% Tq	20 1.73%
Black	197 3.10% bfgihl oq	109 3.56% Tb	85 2.60%	78 9.42% Tdefgh i	46 4.45% Tighi	30 2.94% hi	19 1.79% hi	20 1.99% hi	3 0.34%	2 0.31%	62 3.86% TI	67 3.50% l	26 1.98%	41 2.73%	130 3.66% To	67 2.38%	193 3.72% Tq	4 0.31%
Chinese	155 2.44% afghil moq	56 1.84%	98 2.99% Ta	58 7.06% Tefghi	52 5.03% Tefghi	20 2.03% hi	12 1.15% hi	9 0.96% hi	1 0.19%	1 0.14%	58 3.59% Tlm	60 3.11% Tlm	17 1.33%	20 1.30%	118 3.33% To	37 1.32%	149 2.87% Tq	6 0.51%
Other ethnic group	38 0.59% ijnq	15 0.50%	22 0.68%	13 1.55% Tdfghi	5 0.44%	9 0.92% i	4 0.39%	4 0.43%	3 0.33%	-	5 0.28%	10 0.55%	4 0.32%	18 1.23% Tjkl	15 0.42%	23 0.80%	38 0.73% Tq	-
Prefer not to answer	63 1.00% goq	32 1.06%	29 0.88%	19 2.26% Teghi	16 1.55% ghi	10 0.96% g	12 1.18% g	1 0.07%	4 0.46%	3 0.38%	18 1.13%	25 1.29%	7 0.57%	13 0.86%	43 1.22%	20 0.73%	58 1.12%	6 0.48%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 250
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
White	5333 84.00%a inr	4418 82.65%	478 90.76%Ta	268 89.74%Ta	169 94.90%Tac	478 90.76%Tghim	238 93.60%Tghilmn	595 85.26%sim	447 85.78%im	431 77.11%im	413 89.16%Tim	268 89.74%Tim	530 88.88%Tim	484 58.64%	769 87.77%Tim	511 92.55%Tghilmn	169 94.90%Tghijkmn	5333 100.00%Tr	-
NET: BAME	952 15.00%bd cdefijkl nopq	875 16.36%Tbcd	46 8.72%Td	25 8.51%Td	6 3.43%	46 8.72%p	15 6.08%	100 14.35%efkl op	72 13.83%efkl op	121 21.69%Tefgh ijklnop	48 10.46%op	25 8.51%p	57 9.61%p	325 39.38%Tefgh ijklnop	98 11.13%fop	38 6.83%	6 3.43%	-	952 100.00%Tq
Mixed	182 2.87%bd epq	172 3.21%Tbd	5 0.90%	6 1.94%	-	5 0.90%	4 1.45%	23 3.25%ep	11 2.08%	15 2.75%ep	7 1.43%	6 1.94%	19 3.12%ep	63 7.57%Tefgh ijklnop	19 2.18%p	12 2.21%p	-	-	182 19.13%Tq
Asian	381 6.00%bc defklino pq	358 6.70%Tbcd	15 2.84%	5 1.71%	3 1.52%	15 2.84%	4 1.57%	46 6.60%efklin op	38 7.24%efkl nop	65 11.65%Tefgh ijklnop	24 5.08%fklop	5 1.71%	16 2.65%	123 14.87%Tefgh ijklnop	35 3.96%o	9 1.59%	3 1.52%	-	381 40.03%Tq
Black	197 3.10%df gnopq	178 3.33%Td	12 2.21%	6 2.08%	1 0.53%	12 2.21%	2 0.81%	13 1.87%	9 1.75%	27 4.91%Tefgh klno	14 3.05%o	6 2.08%	15 2.54%	74 8.94%Tefgh ijklnop	17 1.92%	6 1.12%	1 0.53%	-	197 20.64%Tq
Chinese	155 2.44%jl q	129 2.42%	15 2.77%	8 2.78%	2 1.38%	15 2.77%jl	6 2.24%	13 1.88%	12 2.35%j	8 1.39%	3 0.67%	8 2.78%j	7 1.12%	51 6.19%Tefgh ijklnop	22 2.55%j	7 1.33%	2 1.38%	-	155 16.25%Tq
Other ethnic group	38 0.59%q	38 0.70%T	-	-	-	-	-	5 0.75%	2 0.40%	6 0.99%e	1 0.23%	-	1 0.17%	15 1.80%Tefhj kin	5 0.52%	3 0.59%	-	-	38 3.95%Tq
Prefer not to answer	63 1.00%qr	53 0.98%	3 0.51%	5 1.75%	3 1.67%	3 0.51%	1 0.32%	3 0.39%	2 0.39%	7 1.20%	2 0.39%	5 1.75%gh	9 1.51%g	16 1.99%Teghj o	10 1.10%	3 0.62%	3 1.67%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 251
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
White	5333	3910	941	253	223	-	801	387	765	325	19	62	2	25
	84.00%chi	83.99%chi	86.93%Tachi	79.08%	91.88%Tabcfhi	-	84.71%chi	87.02%chi	80.87%	77.35%	93.89%	84.93%	100.00%	86.09%
NET: BAME	952	701	136	65	17	-	140	48	171	90	1	11	-	3
	15.00%bdg	15.06%bdg	12.54%d	20.24%Tabdfg	6.86%	-	14.76%bdg	10.74%	18.12%Tabdg	21.53%Tabdfg	6.11%	15.07%d	-	9.92%
Mixed	182	134	40	10	4	-	26	5	29	15	-	3	-	1
	2.87%g	2.87%g	3.66%g	2.99%	1.66%	-	2.77%	1.20%	3.06%g	3.57%g	-	3.47%	-	5.04%
Asian	381	280	44	17	5	-	71	21	81	28	1	6	-	-
	6.00%bd	6.02%bd	4.10%	5.28%	2.15%	-	7.55%Tabd	4.74%	8.52%Tabdg	6.61%bd	6.11%	8.11%d	-	-
Black	197	153	27	21	1	-	29	14	37	17	-	1	-	1
	3.10%d	3.29%d	2.45%	6.61%Tabdfgh	0.57%	-	3.06%d	3.22%d	3.87%d	4.14%d	-	1.54%	-	4.88%
Chinese	155	109	18	16	4	-	9	5	21	28	-	1	-	-
	2.44%f	2.35%f	1.70%	5.07%Tabdfgh	1.76%	-	0.93%	1.24%	2.20%f	6.70%Tabdfgh	-	1.95%	-	-
Other ethnic group	38	25	7	1	2	-	4	2	4	2	-	-	-	-
	0.59%	0.53%	0.63%	0.29%	0.73%	-	0.45%	0.35%	0.47%	0.51%	-	-	-	-
Prefer not to answer	63	44	6	2	3	-	5	10	10	5	-	-	-	1
	1.00%	0.95%	0.54%	0.68%	1.26%	-	0.53%	2.23%Tabf	1.01%	1.12%	-	-	-	3.99%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 252
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
White	5333 84.00%qrw	5263 84.02%qrw	31 90.03%r	1076 86.05%Tnqrw	290 80.19%r	245 73.36%	1144 84.44%ruw	501 93.76%Tnpqrsu	421 77.88%	6 89.48%	635 79.24%r	194 91.16%Tnpqrsu	368 89.57%Tnqrsuw	124 88.26%qrw	1150 84.47%ruw
NET: BAME	952 15.00%ptxy	941 15.01%ptxy	3 9.97%	164 13.15%bx	70 19.23%Tnpstxy A	84 25.25%Tnpstw xyzA	201 14.85%bxy	26 4.83%	111 20.55%Tnpstxy zA	1 10.52%	154 19.18%Tnpstxyz A	17 8.17%	42 10.17%t	16 11.74%t	202 14.83%bxy
Mixed	182 2.87%y	180 2.87%y	2 5.97%y	34 2.76%y	14 3.89%ty	13 3.90%ty	44 3.26%ty	8 1.55%	13 2.45%	-	29 3.56%ty	4 2.06%	4 0.91%	5 3.53%y	44 3.25%ty
Asian	381 6.00%ptx	375 5.98%ptx	1 4.01%	56 4.44%tx	24 6.76%tx	22 6.67%tx	95 7.04%ptx	9 1.68%	60 11.16%Tnpqrst wxyzA	1 10.52%	61 7.63%Tnptx	1 0.52%	22 5.36%tx	6 4.60%tx	96 7.06%ptx
Black	197 3.10%t	197 3.14%t	-	48 3.87%t	9 2.49%	20 5.89%TnqstA	34 2.54%	7 1.31%	18 3.42%t	-	26 3.30%t	8 3.56%t	14 3.47%t	3 2.47%	34 2.53%
Chinese	155 2.44%styA	154 2.46%styA	-	23 1.86%ty	19 5.27%Tnpstxyz A	21 6.32%Tnpstxy zA	18 1.32%t	2 0.28%	15 2.80%styA	-	33 4.13%TnpstyA	3 1.40%	2 0.43%	2 1.15%	18 1.32%t
Other ethnic group	38 0.59%np	35 0.56%	-	3 0.22%	3 0.82%t	8 2.48%Tnpstuw A	9 0.68%	-	4 0.73%	-	4 0.56%	1 0.64%	-	-	9 0.68%
Prefer not to answer	63 1.00%n	61 0.97%	-	10 0.80%	2 0.58%	5 1.38%	10 0.71%	8 1.41%	8 1.57%	-	13 1.58%y	1 0.66%	1 0.27%	-	10 0.71%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 253
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
White	5333 84.00% ortuvz	5110 84.45% T h	990 87.05% T achi	346 81.38% T	329 91.84% T abcdfg h	100.00%	999 85.15% h	470 84.77% T	1108 81.63% T	415 81.74% T	29 95.92% T	83 85.41% T	8 100.00% T	35 89.66% T	2585 82.84% r tu	285 80.20% t u	1430 83.56% r tu	109 76.11% T u	720 83.14% t u	113 67.81% T	398 76.24% t u	505 69.23% T vx	2568 88.69% T v	1724 85.76% T z	1790 89.45% T	3411 82.62% T
NET: BAME	952 15.00% a d bdwy	889 14.69% b d	142 12.45% d	77 18.11% ab	26 7.30% T	-	167 14.23% d	76 13.66% d	236 17.39% T abdf	86 16.91% bd	1 4.08% T	14 14.59% d	-	3 7.37% T	508 16.27% T	67 18.86% T	268 15.67% T	30 21.23% T	139 16.01% T	53 31.57% T oppq	120 22.93% T wx	220 30.20% T	311 10.75% T	275 13.69% w	202 10.12% T	699 16.94% Ty
Mixed	182 2.87% wvy	174 2.87% wvy	48 4.18% Ta d fgh	15 3.42% T	5 1.49% T	-	29 2.44% T	9 1.60% T	37 2.70% T	20 3.85% d g	-	5 4.70% T	-	1 3.75% T	107 3.43% Ts	20 5.78% To s	63 3.71% T	4 2.45% T	20 2.26% T	7 4.07% T s	27 5.23% To x	41 5.56% Tw	70 2.42% T	53 2.64% T	46 2.28% T	131 3.18% T
Asian	381 6.00% ab d wxy	355 5.86% bd	34 2.95% T	22 5.24% b	9 2.52% T	-	82 6.99% bd	36 6.44% bd	113 8.30% Ta bcd	32 6.35% bd	1 4.08% T	7 7.27% bd	-	-	230 7.38% Tp	14 3.89% T p	127 7.44% T u	16 11.46% Tp p	72 8.30% T u	18 10.93% Tp	32 6.14% p x	97 13.36% Tw	119 4.12% T	87 4.35% T	85 4.23% T	266 6.45% y
Black	197 3.10% wvy	192 3.17% T	36 3.18% T	19 4.53% d	7 1.91% T	-	37 3.11% T	20 3.58% T	47 3.48% T	11 2.23% T	-	1 1.16% T	-	1 3.62% T	111 3.55% T	17 4.68% T	62 3.65% T	8 5.32% T	22 2.58% T	13 7.78% To qs	30 5.67% To qs	37 5.04% Tw	64 2.20% T	78 3.88% Tw	39 1.93% T	153 3.70% Ty
Chinese	155 2.44% ab foqwy	137 2.26% bf	16 1.37% T	17 3.95% Ta bdfg	4 1.19% T	-	16 1.33% T	10 1.76% T	33 4.29% T abdf gh	22 4.29% T abdf	-	1 1.46% T	-	-	50 1.59% q	15 4.22% To	11 0.62% T	3 2.00% T	20 2.33% q	13 7.59% To qs	28 5.30% To qs	29 3.92% Tw	51 1.76% T	51 2.52% T	20 0.99% T	125 3.03% Ty
Other ethnic group	38 0.59% ao qwx	32 0.54% T	9 0.76% T	4 0.96% T	1 0.20% T	-	4 0.36% T	2 0.28% T	7 0.48% T	1 0.18% T	-	-	-	-	10 0.32% T	1 0.30% T	4 0.25% T	-	5 0.54% T	2 1.19% T	3 0.58% T x	17 2.32% Tw	7 0.25% T	6 0.30% T	14 0.69% T	24 0.58% T
Prefer not to answer	63 1.00% aw xyz	52 0.86% T	6 0.50% T	2 0.51% T	3 0.86% T	-	7 0.61% T	9 1.57% b	13 0.98% T	7 1.35% T	-	-	-	1 2.96% T	28 0.89% T	3 0.94% T	13 0.78% T	4 2.65% loq	7 0.85% T	1 0.62% T	4 0.84% T	4 0.56% T	16 0.57% T	11 0.56% T	9 0.44% T	18 0.44% T

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 254
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Christian	2812	1340	1461	271	301	367	414	524	457	477	698	822	620	673	1520	1292	2258	554
	44.29%cd	43.82%	44.69%	32.93%	28.99%	36.43% ^d	40.06% ^{cd}	52.96% ^{Tdef}	58.51% ^{Tdef}	70.88% ^{Tdef}	43.29%	42.73%	47.37% ^{Tjk}	44.69%	42.98%	45.94% ^{Tn}	43.60%	47.36% ^{TP}
NET: Other	570	273	293	163	126	105	87	42	27	19	156	176	105	133	332	238	529	41
	8.97% ^{ghiq}	8.93%	8.98%	19.80% ^{Tdefg}	12.16% ^{TIghi}	10.44% ^{gh}	8.40% ^{ghi}	4.24%	3.43%	2.86%	9.67%	9.13%	8.05%	8.83%	9.38%	8.47%	10.21% ^{Tq}	3.51%
Muslim	302	145	155	109	69	65	38	13	5	2	73	90	67	71	163	139	295	7
	4.75% ^{ghiq}	4.76%	4.74%	13.28% ^{Tdefgh}	6.63% ^{TIghi}	6.46% ^{TIghi}	3.69% ^{ghi}	1.34% ⁱ	0.59%	0.31%	4.53%	4.66%	5.16%	4.75%	4.60%	4.94%	5.69% ^{Tq}	0.57%
Hindu	62	32	30	14	12	14	10	7	4	1	26	20	8	7	47	15	57	6
	0.98% ^{imq}	1.06%	0.92%	1.74% ^{Thi}	1.14% ⁱ	1.43% ⁱ	0.93%	0.73%	0.48%	0.17%	1.64% ^{Tim}	1.06%	0.63%	0.48%	1.33% ^{To}	0.55%	1.10%	0.47%
Jewish	38	20	17	3	8	3	9	2	6	7	7	14	8	8	22	16	34	3
	0.59%	0.66%	0.53%	0.34%	0.75%	0.31%	0.85% ^g	0.20%	0.83%	0.97% ^g	0.46%	0.75%	0.61%	0.52%	0.62%	0.56%	0.66%	0.28%
Sikh	27	17	10	6	7	5	4	5	-	-	14	4	2	7	17	10	23	4
	0.42%	0.55%	0.31%	0.73% ^{hi}	0.65% ^{hi}	0.51%	0.43%	0.46%	-	-	0.85% ^{Tkl}	0.18%	0.18%	0.49%	0.49%	0.35%	0.44%	0.37%
Buddhist	49	19	30	13	12	5	10	3	4	3	11	22	4	12	33	16	46	3
	0.77% ^{klq}	0.62%	0.92%	1.55% ^{Tagi}	1.14% ^g	0.47%	0.94%	0.30%	0.52%	0.40%	0.67%	1.14% ^{kl}	0.31%	0.80%	0.93%	0.57%	0.88% ^{Tq}	0.27%
Other	92	39	51	19	19	13	16	12	8	7	24	26	15	27	50	42	74	18
	1.45%	1.28%	1.57%	2.16%	1.85%	1.25%	1.56%	1.21%	1.01%	1.01%	1.52%	1.33%	1.17%	1.79%	1.42%	1.50%	1.43%	1.54%
None	2867	1395	1465	366	582	520	514	419	295	172	731	894	572	670	1625	1242	2305	562
	45.16% ^{hjp}	45.61%	44.84%	44.43% ^{hi}	55.97% ^{Tcfgh}	51.56% ^{Tcghi}	49.69% ^{Tcghi}	42.33% ⁱ	37.76% ⁱ	25.55%	45.33%	46.50%	43.71%	44.54%	45.96%	44.15%	44.51%	48.06% ^{TP}
Prefer not to say	100	50	49	23	30	16	19	5	2	5	28	32	11	29	59	41	87	12
	1.57% ^{ghil}	1.64%	1.49%	2.85% ^{Tghi}	2.88% ^{Tghi}	1.57% ^{gh}	1.85% ^{ghi}	0.47%	0.29%	0.70%	1.71%	1.65%	0.87%	1.94% ^l	1.68%	1.45%	1.69%	1.07%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 255
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Christian	2812 44.29% b eir	2360 44.14%	209 38.72%	124 41.56%	119 67.02% Tabc	209 39.72%	121 47.77% sei	344 49.33% Teik lm	229 43.94%	221 39.51%	208 44.79%	124 41.56%	243 40.70%	353 42.74%	393 44.87%	248 44.88%	119 67.02% Tefg hijkimmo	2517 47.19% Tr	287 30.18%
NET: Other	570 8.97% bc defkino pq	534 9.98% Tbcd	23 4.32%	10 3.20%	4 2.17%	23 4.32%	10 3.98%	64 9.10% efkno p	50 9.52% efkl nop	75 13.44% Tefgh jkinop	37 8.01% efkop	10 3.20%	37 6.27% p	181 21.98% Tefgh ijklnop	54 6.14% p	25 4.60%	4 2.17%	153 2.87%	408 42.89% Tq
Muslim	302 4.75% bc defjkin opq	284 5.31% Tbcd	15 2.79% d	3 1.02%	-	15 2.79% op	4 1.57%	38 5.45% efjkl nop	35 6.68% Tefj kinop	60 10.71% Tefgh jkinop	12 2.61% op	3 1.02%	18 2.95% op	95 11.50% Tefgh jkinop	20 2.24% op	3 0.55%	-	26 0.49%	270 28.40% Tq
Hindu	62 0.98% gi q	59 1.10% T	2 0.46%	-	1 0.58%	2 0.46%	-	1 0.15%	4 0.71%	-	8 1.74% fgiklo	-	3 0.45%	34 4.11% Tefgh ijklnop	8 0.87% i	2 0.32%	1 0.58%	-	61 6.43% Tq
Jewish	38 0.59%	38 0.70% T	-	-	-	-	1 0.27%	5 0.76% e	2 0.37%	1 0.17%	-	-	3 0.50%	14 1.75% Tehij kl	6 0.70%	3 0.59%	-	32 0.59%	5 0.50%
Sikh	27 0.42% q	26 0.48%	1 0.21%	-	-	1 0.21%	-	3 0.40%	-	8 1.43% Tehj lo	1 0.20%	-	1 0.21%	6 0.77% o	6 0.74% o	-	-	1 0.01%	26 2.76% Tq
Buddhist	49 0.77% iq	44 0.83%	2 0.45%	2 0.74%	-	2 0.45%	3 1.19% i	4 0.58%	3 0.51%	-	5 1.08% i	2 0.74% i	5 0.76% i	17 2.00% Teghi n	4 0.45%	5 0.84% i	-	20 0.38%	29 3.01% Tq
Other	92 1.45% be	83 1.55% b	2 0.40%	4 1.44%	3 1.58%	2 0.40%	2 0.95%	12 1.77% e	6 1.24%	5 0.94%	10 2.21% e	4 1.44%	8 1.40%	15 1.84% e	10 1.15%	13 2.30% e	3 1.58%	74 1.39%	17 1.79%
None	2867 45.16% a dgmpr	2370 44.33% d	288 54.72% Tad	157 52.77% Tad	52 29.15%	288 54.72% Tghi jmp	120 47.14% mp	285 40.80% mp	237 45.56% mp	253 45.26% mp	210 45.35% mp	157 52.77% Tghi jmp	306 51.29% Tgim p	274 33.14%	415 47.39% gmp	270 48.85% gmp	52 29.15%	2626 49.23% Tr	233 24.51%
Prefer not to say	100 1.57% q	83 1.55%	7 1.24%	7 2.47%	3 1.67%	7 1.24%	3 1.11%	5 0.77%	5 0.97%	10 1.79%	9 1.85%	7 2.47% g	10 1.74%	18 2.13% g	14 1.60%	9 1.67%	3 1.67%	38 0.71%	23 2.41% q

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 256
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Christian	2812 44.29%	2206 47.39%Ti	539 49.81%Ti	158 49.58%l	124 50.87%Ti	-	434 45.90%	224 50.28%Ti	439 46.43%	172 40.97%	8 39.53%	43 58.28%Ti	1 61.45%	15 51.45%
NET: Other	570 8.97%b	439 9.43%Tb	77 7.11%	35 10.96%b	17 7.10%	-	93 9.84%b	35 7.97%	98 10.35%b	55 13.10%Tabdg	1 6.11%	7 9.69%	-	3 11.85%
Muslim	302 4.75%	239 5.13%Tbd	43 3.96%	18 5.59%	6 2.30%	-	56 5.93%bdg	14 3.21%	59 6.18%Tbdg	30 7.09%Tbdg	-	4 5.01%	-	1 3.99%
Hindu	62 0.98%	49 1.05%	6 0.56%	3 0.89%	1 0.52%	-	11 1.11%	1 0.31%	15 1.59%bfg	9 2.03%Tbg	1 6.11%	2 3.11%bfg	-	-
Jewish	38 0.59%	31 0.66%	7 0.64%	1 0.27%	4 1.82%Tahi	-	8 0.86%	4 0.96%	4 0.41%	1 0.13%	-	-	-	-
Sikh	27 0.42%	19 0.41%	3 0.23%	2 0.70%	1 0.48%	-	5 0.50%	4 0.83%	5 0.53%	-	-	-	-	-
Buddhist	49 0.77%	34 0.73%	4 0.37%	3 0.98%	1 0.53%	-	5 0.52%	3 0.70%	5 0.58%	7 1.65%Tabf	-	-	-	1 4.78%
Other	92 1.45%	67 1.43%	15 1.34%	8 2.55%lf	4 1.45%	-	9 0.93%	9 1.96%	10 1.05%	9 2.20%	-	1 1.58%	-	1 3.08%
None	2867 45.16%abcghk	1946 41.81%	450 41.52%	124 38.96%	100 41.03%	-	407 43.06%	176 39.57%	393 41.55%	187 44.63%	11 54.36%	23 32.02%	1 38.55%	11 36.70%
Prefer not to say	100 1.57%a	64 1.37%	17 1.55%	2 0.50%	2 1.00%	-	11 1.20%	10 2.18%	16 1.66%	5 1.30%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 257
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Christian	2812 44.29%qr	2770 44.22%qr	20 58.55%qru	553 44.22%qr	121 33.30%	122 36.69%	621 45.83%qr	275 51.44%Tnpqrsu wzA	221 40.76%q	2 25.71%	364 45.46%qr	97 45.69%qr	209 50.72%Tnpqru	58 41.70%	623 45.73%qr
NET: Other	570 8.97%tx	561 8.96%tx	1 4.01%	102 8.13%tx	35 9.66%tx	36 10.72%tx	128 9.44%tx	20 3.74%	71 13.11%Tnpstxy zA	1 10.52%	92 11.44%Tnptx	7 3.07%	34 8.25%tx	9 6.24%	129 9.45%tx
Muslim	302 4.75%ptx	296 4.73%ptx	-	43 3.45%tx	14 3.89%tx	20 5.89%tx	75 5.52%ptx	7 1.37%	46 8.46%Tnpqstx zA	1 10.52%	53 6.67%Tnptxz	-	22 5.44%tx	3 1.99%tx	75 5.54%ptx
Hindu	62 0.98%t	62 1.00%t	-	12 0.96%t	3 0.83%t	6 1.66%t	18 1.39%t	-	8 1.40%t	-	10 1.19%t	1 0.52%	2 0.49%	1 0.88%t	18 1.32%t
Jewish	38 0.59%	38 0.60%	-	7 0.52%	3 0.85%	2 0.60%	10 0.73%	1 0.13%	4 0.69%	-	3 0.41%	1 0.47%	4 1.04%	1 0.82%	10 0.73%
Sikh	27 0.42%rn	25 0.39%	1 4.01%Tnpqrstu wxyA	6 0.47%	1 0.18%	-	9 0.68%	1 0.22%	1 0.22%	-	2 0.22%	-	2 0.55%	1 0.76%	9 0.67%
Buddhist	49 0.77%SA	48 0.77%SA	-	10 0.79%SA	5 1.31%SA	6 1.73%styA	2 0.14%	1 0.26%	5 1.00%SA	-	10 1.28%SA	3 1.20%SA	1 0.22%	-	2 0.14%
Other	92 1.45%	92 1.47%	-	24 1.95%y	9 2.60%syA	3 0.84%	14 1.05%	9 1.76%	7 1.34%	-	13 1.66%	2 0.88%	2 0.51%	2 1.78%	14 1.04%
None	2867 45.16%wy	2836 45.26%wy	13 37.44%	577 46.15%y	196 54.28%Tnpstuw yA	169 50.76%TnswyA	584 43.09%	234 43.83%	239 44.15%	4 63.77%	334 41.68%	107 50.13%wy	165 40.00%	71 50.82%wy	588 43.19%
Prefer not to say	100 1.57%	97 1.56%	-	19 1.49%	10 2.78%t	6 1.84%	22 1.65%	5 0.99%	11 1.97%	-	11 1.42%	2 1.10%	4 1.04%	2 1.24%	22 1.64%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 258
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	O.3 Broadband supplier													O.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (n)	BT (o)	Sky (p)	Talk-Talk (q)	Virgin Media (r)	EE (s)	NET: BT/EE (t)	Most vulnerable (u)	Potentially vulnerable (v)	Least vulnerable (w)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Christian	2812 44.29% i	2713 44.84% T	561 49.32% T	199 46.75% i	164 45.83%	100.00%	507 43.22%	268 48.31% i	595 43.85%	202 39.67%	10 33.22%	45 46.34%	5 60.43%	17 44.08%	1495 47.92% T	183 51.56% T	821 47.95% T	65 45.65%	409 47.21%	80 47.66%	262 50.31% T	260 35.70%	1418 48.97% T	853 42.40% v	897 44.83%	1845 44.68%
NET: Other	570 8.97% ab dx	530 8.76% bd	76 6.71%	53 12.59% Ta	21 5.78%	-	102 8.71%	46 8.25%	134 9.90% bd	52 10.16% bd	1 4.08%	11 11.53%	-	3 8.80%	40 10.01% T	162 11.17%	18 9.49%	88 12.57%	30 18.04% T	70 13.37% T	144 19.78% Tw	206 7.11%	126 6.26%	177 8.86%	366 8.87%	
Muslim	302 4.75% dw xy	288 4.76% cd	43 3.77%	27 6.41% bd	7 1.93%	-	58 4.98% d	23 4.06%	80 5.88% Ta	26 5.21% d	-	7 6.79% d	-	1 2.96%	184 5.91% T	25 7.06% T	96 5.63%	10 6.85%	50 5.83%	16 9.42% T	41 7.82% T	99 13.59% Tw	93 3.21%	54 2.66%	71 3.54%	213 5.15% y
Hindu	62 0.98% b	57 0.94% b	4 0.34%	2 0.52%	3 0.78%	-	13 1.09% b	2 0.43%	19 1.40% b	7 1.39% b	1 4.08%	2 2.33% bg	-	-	38 1.21%	2 0.64%	20 1.15%	3 1.99%	13 1.48%	2 1.03%	4 0.77%	12 1.63% w	23 0.80%	22 1.09%	15 0.75%	45 1.10%
Jewish	38 0.59%	36 0.59%	6 0.51%	4 0.98%	3 0.94%	-	8 0.66%	4 0.77%	6 0.43%	1 0.11%	-	1 1.22%	-	-	18 0.57%	3 0.71%	10 0.61%	1 0.60%	4 0.48%	2 1.10%	4 0.83%	2 0.26%	17 0.59%	13 0.64%	16 0.82%	19 0.47%
Sikh	27 0.42%	26 0.42%	2 0.16%	3 0.61%	1 0.32%	-	5 0.45%	8 0.85% b	8 0.55%	1 0.21%	-	-	-	-	22 0.72% T	-	13 0.75% T	2 1.68% Tp	7 0.82% u	-	-	1 0.20%	12 0.42%	5 0.23%	6 0.28%	18 0.44%
Buddhist	49 0.77% ab	39 0.64%	4 0.31%	6 1.51% ab	2 0.65%	-	5 0.42%	3 0.56%	8 0.59%	5 1.00%	-	-	-	1 3.55% ab	18 0.58%	3 0.81%	9 0.52%	1 0.78%	5 0.61%	6 3.68% To	9 1.73% To	12 1.62% Tw	19 0.67%	12 0.62%	19 0.96%	30 0.72%
Other	92 1.45% oq z	85 1.41%	18 1.60%	11 2.57% af	4 1.16%	-	13 1.12%	9 1.57%	14 1.04%	11 2.24%	-	1 1.19%	-	1 2.29%	32 1.02%	7 1.94%	14 0.83%	1 0.69%	8 0.93%	5 2.81% oq	12 2.22% oq	18 2.47% Tx	42 1.44%	21 1.02%	50 2.51% Tz	41 1.00%
None	2867 45.16% c opqsutw	2724 45.03% c	489 42.98%	169 39.86%	169 47.14% c	-	546 46.55% c	229 41.21%	605 44.57%	245 48.30% c	19 62.66%	41 42.13%	3 39.57%	18 47.12%	1266 40.58% u	127 35.74%	706 41.22% u	54 37.64%	357 41.30% u	56 33.84%	183 35.14%	312 42.84%	1248 43.11%	1008 50.13% T	904 45.20%	1888 45.72%
Prefer not to say	100 1.57% aw yz	83 1.37%	11 0.99%	3 0.80%	4 1.25%	-	18 1.51%	12 2.22% b	23 1.68%	9 1.86%	-	-	-	-	47 1.49%	5 1.53%	23 1.34%	6 4.13% To	12 1.34%	1 0.45%	6 1.18%	12 1.67% w	24 0.81%	24 1.20%	22 1.12%	31 0.74%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 259
Which of the following best describes where you live?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (l)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	800	692	571	1714	1668	1233	1427	3348	2660	4857	1153
NET: Urban	5180	2562	2597	732	924	872	843	759	572	477	1348	1594	1032	1206	2942	2238	5180	-
	81.58% ^{bg} hl	83.80% ^{Tb}	79.46%	88.86% ^{Tfghi}	88.85% ^{Tfghi}	86.54% ^{Tfghi}	81.57% ^{ghi}	76.67% ⁱ	73.30%	70.88%	83.58% ^{Tlm}	82.85% ^l	78.91%	80.14%	83.18% ^{To}	79.57%	100.00% ^{Tq}	-
Urban - Population over 10,000	2874	1558	1306	514	593	482	435	390	247	213	811	947	531	586	1758	1117	2874	-
	45.27% ^{bfghi}	50.97% ^{Tb}	39.95%	62.30% ^{Tdefg}	57.03% ^{Tefgh}	47.78% ^{fghi}	42.12% ^{hi}	39.46% ^{hi}	31.70%	31.61%	50.28% ^{Tlm}	49.22% ^{Tlm}	40.58%	38.93%	49.70% ^{To}	39.70%	55.49% ^{Tq}	-
Town and Fringe	2305	1004	1291	219	331	391	408	368	325	264	537	647	501	620	1184	1122	2305	-
	36.31% ^{acdjk}	32.83%	39.50% ^{Ta}	26.57%	31.82% ^c	38.76% ^{cd}	39.45% ^{Tcd}	37.21% ^{cd}	41.59% ^{Tcd}	39.27% ^{cd}	33.31%	33.63%	38.33% ^{jk}	41.21% ^{Tjk}	33.48%	39.87% ^{Tn}	44.51% ^{Tq}	-
NET: Rural	1169	495	671	92	116	136	191	231	208	196	265	330	276	299	595	575	-	1169
	18.42% ^{acdej}	16.20%	20.54% ^{Ta}	11.14%	11.15%	13.46%	18.43% ^{cde}	23.33% ^{Todef}	26.70% ^{Tcdef}	29.12% ^{Tcdefg}	16.42%	17.15%	21.09% ^{Tjk}	19.86% ^{jk}	16.82%	20.43% ^{Tn}	-	100.00% ^{Tp}
Village	1022	433	587	87	105	123	167	194	182	165	235	280	237	270	515	507	-	1022
	16.10% ^{acdej}	14.15%	17.95% ^{Ta}	10.50%	10.06%	12.24%	16.15% ^{cde}	19.57% ^{Tdef}	23.29% ^{Tcdefg}	24.54% ^{Tcdefg}	14.56%	14.56%	18.14% ^{Tjk}	17.93% ^{Tjk}	14.56%	18.03% ^{Tn}	-	87.40% ^{Tp}
Hamlet & Isolated Dwelling	147	63	85	5	11	12	24	37	27	31	30	50	39	29	80	68	-	147
	2.32% ^{cdep}	2.05%	2.59%	0.64%	1.10%	1.22%	2.29% ^{cd}	3.76% ^{Tode}	3.42% ^{Tode}	4.58% ^{Todef}	1.86%	2.59%	2.95%	1.93%	2.25%	2.40%	-	12.60% ^{Tp}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 260
Which of the following best describes where you live?
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
NET: Urban	5180 81.58% djklpq	4443 83.11% Tcd	423 80.19% cd	187 62.76%	127 71.29%	423 80.19% klp	202 79.59% kp	611 87.47% Tefh jklno	411 78.92% klp	490 87.72% Tefh jklno	350 75.58% k	187 62.76%	437 73.22% k	816 98.82% Tefg hijklno	707 80.65% jkl	420 75.95% k	127 71.29%	4216 79.06%	305 95.07% Tq
Urban - Population over 10,000	2874 45.27% djklno q	2467 46.15% Tcd	248 47.16% cd	102 34.31%	56 31.75%	248 47.16% jkl op	100 39.54% lo	313 44.84% jkl op	235 45.11% jkl op	290 51.93% Tfgh jklno	162 34.90%	102 34.31%	190 31.87%	709 85.96% Tefg hijklno	292 33.36%	175 31.61%	56 31.75%	2171 40.70%	669 70.21% Tq
Town and Fringe	2305 36.31% kmr	1976 36.97% Tc	174 33.03%	85 28.46%	70 39.54% c	174 33.03% m	102 40.05% km	298 42.63% Tehi km	176 33.81% m	200 35.79% km	189 40.68% ehkm	85 28.46% m	247 41.35% Tehk m	106 12.87%	414 47.29% Tehi klm	245 44.34% Tehi km	70 39.54% km	2046 38.36% Tr	237 24.86%
NET: Rural	1169 18.42% gimr	903 16.89%	104 19.81%	111 37.24% Tab	51 28.71% Tab	104 19.81% gim	52 20.41% gim	87 12.53% m	110 21.08% gim	69 12.28% m	113 24.42% Tgim n	111 37.24% Tefg hijmno	160 26.78% Teghi mn	10 1.18%	170 19.35% gim n	133 24.05% Tgim n	51 28.71% Tefg himn	1117 20.94% Tr	47 4.93%
Village	1022 16.10% gimr	820 15.34%	76 14.51%	90 30.33% Tabd	35 19.63%	76 14.51% im	49 19.14% gim	78 11.20% m	105 20.12% Tegim	56 9.96% m	109 23.44% Tegi mn	90 30.33% Tefg hijmno	140 23.48% Tegim n	9 1.09%	160 18.25% gim m	115 20.88% Tegi m	35 19.63% gim	974 18.25% Tr	43 4.49%
Hamlet & Isolated Dwelling	147 2.32% ah mnr	83 1.55%	28 5.30% Ta	21 6.91% Ta	16 9.08% Ta	28 5.30% Tfghi jmn	3 1.27% m	9 1.33% m	5 0.96% m	13 2.32% m	5 0.96% m	21 6.91% Tfghi jlmno	20 3.30% ghjmn	1 0.09%	10 1.10% m	18 3.18% ghjmn	16 9.08% Tfghi jlmno	143 2.68% Tr	4 0.43%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 261
2305
Which of the following best describes where you live?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
NET: Urban	5180	3750	782	257	173	-	772	341	886	346	19	56	1	16
	81.58%abdg	80.56%bdg	72.24%	80.49%bd	71.08%	-	81.67%bdg	76.64%	93.65%Tabcdgij	82.53%bdg	95.25%	76.16%	38.55%	54.66%
Urban - Population over 10,000	2874	2078	441	152	92	-	377	175	528	205	16	30	1	6
	45.27%bdfg	44.64%bdfg	40.77%	47.60%bdfg	37.76%	-	39.89%	39.23%	55.60%Tabcdgij	48.88%bdfg	78.74%	41.40%	38.55%	20.89%
Town and Fringe	2305	1672	341	105	81	-	395	166	369	141	3	25	-	10
	36.31%b	35.92%b	31.47%	32.89%	33.32%	-	41.78%Tabcdi	37.40%b	38.05%b	33.66%	16.51%	34.76%	-	33.77%
NET: Rural	1169	905	301	62	70	-	173	104	60	73	1	17	1	13
	18.42%h	19.44%Th	27.76%Tacfhi	19.51%h	28.92%Tacfhi	-	18.33%h	23.36%Tafhi	6.35%	17.47%h	4.75%	23.84%h	61.45%	45.34%
Village	1022	790	241	56	61	-	162	92	60	63	1	17	1	13
	16.10%h	16.97%Th	22.29%Tafhi	17.63%h	25.02%Tacfhi	-	17.12%h	20.77%Tahi	6.35%	14.99%h	4.75%	22.78%h	61.45%	45.34%
Hamlet & Isolated Dwelling	147	115	59	6	10	-	11	12	-	10	-	1	-	-
	2.32%h	2.47%fh	5.47%Tacfghi	1.88%h	3.91%fh	-	1.20%h	2.60%h	-	2.47%h	-	1.06%h	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 262
Which of the following best describes where you live?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
NET: Urban	5180 81.58%o	5118 81.69%o	21 61.05%	996 79.72%o	301 83.24%o	267 79.96%o	1139 84.06%Tnopw	433 81.13%o	458 84.65%op	6 84.29%	645 80.56%o	180 84.39%o	336 81.75%o	112 79.78%o	336 84.06%Tnopw
Urban - Population over 10,000	2874 45.27%t	2854 45.56%Tt	12 35.58%	559 44.76%t	173 47.84%t	157 46.97%t	664 48.99%Tnptwy	187 34.97%	283 52.26%Tnptwyz	3 36.96%	356 44.47%t	102 48.10%t	176 42.87%t	57 40.46%	666 48.92%Tnpty
Town and Fringe	2305 36.31%n	2263 36.13%	9 25.48%	437 34.95%	128 35.40%	110 32.99%	475 35.08%	246 46.15%Tnopqrs	175 32.39%	3 47.33%	289 36.09%	77 36.29%	160 38.88%u	55 39.33%	479 35.14%
NET: Rural	1169 18.42%SA	1147 18.31%SA	14 38.95%Tnpqrst uvwxyzA	253 20.28%SA	61 16.76%	67 20.04%	216 15.94%	101 18.87%	83 15.35%	1 15.71%	156 19.44%SA	33 15.61%	75 18.25%	28 20.22%	217 15.94%
Village	1022 16.10%nsA	1001 15.98%SA	8 23.79%	221 17.68%SA	53 14.53%	64 19.04%SA	183 13.51%	90 16.93%	76 14.01%	1 15.71%	137 17.12%SA	29 13.81%	69 16.72%	23 16.11%	184 13.52%
Hamlet & Isolated Dwelling	147 2.32%	146 2.34%	5 15.16%Tnpqrstu wxyzA	33 2.60%	8 2.23%	3 0.99%	33 2.42%	10 1.94%	7 1.34%	-	19 2.32%	4 1.80%	6 1.53%	6 4.10%ru	33 2.41%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 263
Which of the following best describes where you live?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
NET: Urban	5180 81.58% dmwy	4950 81.82% bdkm	826 72.60%	344 81.12% dm	260 72.70%	*	970 82.72% dkm	438 78.96% dm	1269 93.48% abcdgfi	421 82.79% dkm	28 91.77%	72 73.81%	6 67.45%	24 62.46%	2630 84.28% pq	286 80.51%	1371 80.11%	125 87.24% q	814 94.04% opqru	144 86.38%	430 82.39%	638 87.53% wx	2281 78.77%	1664 82.76% w	1585 79.21%	3400 82.34% TY
Urban - Population over 10,000	2874 45.27% dfmqwy	2764 45.69% bdkm	447 39.33%	193 45.47% dm	132 36.81%	*	488 41.58%	237 42.72%	759 55.90% abcdgfi	243 47.82% dkm	19 64.29%	40 40.64%	3 34.88%	10 26.62%	1474 47.23% q	176 49.66% q	726 42.40%	75 52.09% q	480 55.49% oq	97 57.89% oq	273 52.29% oq	350 48.01% w	1197 41.33%	1005 49.99% w	801 40.00%	1950 47.22% TY
Town and Fringe	2305 36.31% pluxz	2186 36.13% b	378 33.27%	151 35.65%	128 35.89%	-	482 41.14% abi	201 36.24%	510 37.57% b	178 34.96%	8 27.48%	32 33.17%	3 32.57%	14 35.84%	1156 37.05% tu	109 30.85%	645 37.71% p	50 35.14%	334 38.55% p	48 28.49%	157 30.10%	288 39.51% x	1084 37.44% x	659 32.76%	785 39.22% T	1450 35.12% z
NET: Rural	1169 18.42% hosvz	1100 18.18% h	312 27.40% T	80 18.88% h	98 27.30% T	-	203 17.28% h	117 21.04% h	89 6.52%	87 17.21% h	2 8.23%	25 26.19% a	3 32.55%	15 37.54% T	491 15.72% s	69 19.49% o	340 19.89% o	18 12.76% s	52 5.96%	23 13.62% s	92 17.61% s	91 12.47%	615 21.23% T	347 17.24% v	416 20.79% T	729 17.66% z
Village	1022 16.10% h	966 15.97% h	254 22.38% T	71 16.74% h	83 23.30% T	-	190 16.20% h	103 18.66% h	89 6.52%	77 15.15% h	2 8.23%	25 25.40% T	3 32.55%	15 37.54% T	451 14.44% s	63 17.74% s	309 18.04% T	18 12.76% s	52 5.96%	22 13.00% s	85 16.22% s	83 11.34%	529 18.26% T	311 15.47% v	362 18.09% T	641 15.52% z
Hamlet & Isolated Dwelling	147 2.32% af	134 2.21% h	57 5.03% Ta	9 2.13% h	14 4.00% T	-	13 1.07% h	13 2.38% h	-	10 2.06% h	-	1 0.79% h	-	-	40 1.28% s	6 1.75% s	32 1.85% os	-	1 0.61% s	7 1.39% s	8 1.13%	86 2.98% Tv	36 1.77% x	54 2.70%	89 2.15%	

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 264

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

	Gender		Age							Social Grade						Area type		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
NET: Working	3755 59.15% bchimoq	1990 65.10% Tb	1757 53.76%	432 52.46% hi	921 88.58% Tcefgh i	836 82.94% Tcfgh	813 78.82% Tcghi	596 60.25% chi	129 16.56% i	27 4.05%	1056 65.52% Tm	1282 66.66% Tm	852 65.15% Tm	564 37.50%	2339 66.14% To	1416 50.35%	3186 61.50% Tq	570 48.71%
NET: Employed	3444 54.25% bchimoq	1814 59.34% Tb	1623 49.65%	414 50.19% hi	878 84.41% Tcefgh i	790 78.33% Tcfgh	737 71.31% Tcghi	514 51.92% chi	94 12.08% i	18 2.68%	993 61.57% Tlm	1169 60.75% Tm	755 57.71% Tm	528 35.08%	2162 61.13% To	1283 45.60%	2949 56.94% Tq	495 42.34%
Working full time - working 30 hours per week or more	2835 44.66% bcghimoq	1660 54.31% Tb	1170 35.81%	330 40.03% hi	782 75.18% Tcefgh i	678 67.30% Tcfgh	607 58.72% Tcghi	375 37.91% chi	59 7.50% i	5 0.68%	888 55.09% Tklm	965 50.18% Tlm	607 46.41% m	375 24.90%	1854 52.42% To	982 34.90%	2468 47.65% Tq	367 31.42%
Working part-time - working between 8 and 29 hours per week	609 9.59% ahijn	154 5.04%	452 13.84% Ta	84 10.16% hi	96 9.23% hi	111 11.02% hi	130 12.59% Tdhi	139 14.01% Tcdhi	36 4.57% i	13 2.00%	105 6.49%	203 10.57% j	148 11.30% Tj	153 10.18% j	308 8.71%	301 10.70% Tn	481 9.29%	128 10.92%
NET: Self-employed	311 4.90% bcijmp	176 5.75% Tb	134 4.11%	19 2.27%	43 4.18% ci	47 4.61% ci	76 7.31% Tdehij	82 8.33% Tdehij	35 4.48% ci	9 1.38%	64 3.94% m	114 5.91% Tjm	97 7.44% Tjm	36 2.41%	177 5.01%	134 4.75%	236 4.56%	74 6.37% Tp
Self-employed - working 30 hours per week or more	190 2.99% bcijmp	121 3.97% Tb	69 2.11%	13 1.61% i	26 2.53% i	36 3.60% chi	53 5.15% Tcdhi	47 4.71% Tcdhi	13 1.68% i	1 0.19%	37 2.28% m	75 3.88% Tjm	61 4.66% Tjm	18 1.17%	111 3.15%	79 2.80%	152 2.93%	38 3.27%
Self-employed - working between 8 and 29 hours per week	121 1.90% comp	55 1.78%	66 2.01%	5 0.66%	17 1.64%	10 1.02%	22 2.16% c	36 3.62% Tdeci	22 2.80% cei	8 1.18%	27 1.66%	39 2.02%	36 2.78% Tjm	19 1.24%	66 1.86%	55 1.96%	85 1.63%	36 3.09% Tp
NET: Not working	2584 40.85% adefjknp	1067 34.90%	1511 46.24% Ta	392 47.54% Tdefgh	119 11.42%	172 17.06% d	221 21.38% de	393 38.75% def	851 83.44% Tcdef	645 95.35% Tcdef	556 34.48%	641 33.34%	456 34.85%	941 62.50% Tjkl	1137 33.86%	1396 49.65% Tn	1994 38.50%	600 51.29% Tp
Not working but seeking work or temporarily unemployed or sick	243 3.82% hijkln	118 3.84%	122 3.74%	45 5.49% Thi	47 4.48% hi	41 4.09% hi	49 4.76% hi	54 5.41% Thi	7 0.87% i	-	25 1.55%	24 1.25%	26 1.98%	168 11.14% Tjkl	49 1.39%	193 6.88% Tn	203 3.93%	39 3.34%
Not working and not seeking work	272 4.28% acdhi kn	114 3.73%	156 4.76% a	14 1.75% i	23 2.20% i	43 4.31% cdhi	78 7.52% Tcdhi	99 9.97% Tcdhi	13 1.70% i	1 0.17%	13 0.80%	18 0.92%	25 1.95% jk	216 14.32% Tjkl	30 0.86%	241 8.57% Tn	212 4.09%	60 5.12%
Student	360 5.67% adefgh ilmoq	140 4.58%	210 6.43% Ta	327 39.65% Tdefgh i	22 2.07% efghi	3 0.34%	6 0.61% hi	2 0.19%	-	-	117 7.23% Tlm	156 8.11% Tlm	41 3.13%	47 3.09%	272 7.70% To	87 3.11%	315 6.08% Tq	45 3.85%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 264
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Retired on a state pension only	375	99	276	-	-	-	-	6	184	185	20	34	67	254	54	322	270	105
	5.91% jknp	3.23%	8.46% Ta	-	-	-	-	0.60% cd	23.58% Tcd	27.56% Tcd	1.26%	1.74%	5.14% jk	16.90% Tjkl	1.52%	11.43% Tn	5.22%	8.99% Tp
Retired with a private pension	1053	565	489	-	-	1	6	155	435	456	353	364	220	116	717	337	770	283
	16.59% bcd	18.47% Tb	14.95%	-	-	0.12%	0.56% cd	15.62% cd	55.78% Tcd	67.80% Tcd	21.88% Tklm	18.91% Tm	16.85% m	7.72%	20.26% To	11.97%	14.87%	24.19% Tp
House person, housewife, househusband, etc.	291	32	258	5	28	83	82	79	12	3	29	46	76	141	75	216	223	68
	4.59% acdhj knp	1.05%	7.91% Ta	0.66%	2.67% ci	8.21% Tcdhi	7.94% Tcdhi	7.96% Tcdhi	1.51% i	0.42%	1.78%	2.41%	5.80% Tjk	9.34% Tjkl	2.12%	7.69% Tn	4.31%	5.81% Tp

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 265

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of England (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
NET: Working	3755 59.15% ^d	3159 59.09%	323 61.37%	164 54.85%	109 61.56%	323 61.37% ^{fo}	134 52.63%	423 60.57% ^{fg}	299 57.49%	336 60.22% ^{fh}	257 55.51%	164 54.85%	337 56.54%	550 66.84% ^{Tigh}	516 58.93%	305 55.25%	109 61.56%	3059 57.36%	666 69.90% ^{Tq}
NET: Employed	3444 54.25% ^o	2889 54.05%	301 57.09% ^c	147 49.29%	107 60.18% ^c	301 57.09% ^{fklo}	125 49.10%	376 53.91%	278 53.31%	323 57.89% ^{fjkl}	238 51.42%	147 49.29%	304 50.89%	505 61.17% ^{Tigh}	472 53.88%	268 48.54%	107 60.18% ^{fjkl}	2790 52.32%	624 65.57% ^{Tq}
Working full time - working 30 hours per week or more	2835 44.66% ^{oq}	2363 44.21%	250 47.47%	125 41.95%	97 54.51% ^{Tac}	250 47.47% ^{lo}	104 40.81%	310 44.34%	225 43.27%	276 49.40% ^{TThj}	192 41.34%	125 41.95%	238 39.85%	428 51.82% ^{Tigh}	376 42.93%	215 39.00%	97 54.51% ^{Tigh}	2304 43.21%	503 52.83% ^{Tq}
Working part-time - working between 8 and 29 hours per week	609 9.59% ^q	526 9.84%	51 9.63%	22 7.34%	10 5.68%	51 9.63%	21 8.28%	67 9.57%	52 10.04%	47 8.49%	47 10.08%	22 7.34%	66 11.05% ^p	77 9.35%	96 10.96% ^p	53 9.54%	10 5.68%	486 9.11%	121 12.73% ^{Tq}
NET: Self-employed	311 4.90% ^{di}	269 5.04% ^d	23 4.28%	17 5.55% ^d	2 1.37%	23 4.28%	9 3.53%	47 6.66% ^{Tip}	22 4.17%	13 2.34%	19 4.10%	17 5.55% ^{ip}	34 5.65% ^{ip}	45 5.46% ^{ip}	44 5.04% ^{ip}	37 6.70% ^{Tip}	2 1.37%	269 5.04%	41 4.34%
Self-employed - working 30 hours per week or more	190 2.99% ^{di}	165 3.09% ^d	15 2.92% ^d	10 3.27% ^d	-	15 2.92% ^p	5 2.03%	30 4.29% ^{Thip}	11 2.16% ^p	8 1.37%	12 2.62% ^p	10 3.27% ^p	20 3.34% ^{ip}	29 3.57% ^{ip}	30 3.42% ^{ip}	19 3.52% ^{ip}	-	161 3.03%	29 3.02%
Self-employed - working between 8 and 29 hours per week	121 1.90%	104 1.95%	7 1.36%	7 2.29%	2 1.37%	7 1.36%	4 1.51%	17 2.37%	10 2.01%	5 0.97%	7 1.48%	7 2.29%	14 2.31%	16 1.89%	14 1.62%	18 3.19% ^{Tei}	2 1.37%	107 2.01%	13 1.32%
NET: Not working	2594 40.85% ^m	2187 40.91%	204 38.63%	135 45.15%	68 38.44%	204 38.63%	120 47.37% ^{Teji}	275 39.43% ^m	221 42.51% ^m	222 39.78% ^m	206 44.49% ^m	135 45.15% ^m	259 43.46% ^m	275 33.36%	360 41.07% ^m	247 44.75% ^{em}	68 38.44%	2274 42.64% ^{Tr}	287 30.10%
Not working but seeking work or temporarily unemployed or sick	243 3.82% ^{gq}	215 4.02%	16 3.10%	7 2.33%	4 2.30%	16 3.10%	9 3.71%	17 2.38%	21 3.98%	25 4.42% ^g	18 3.92%	7 2.33%	27 4.59% ^{go}	40 4.83% ^{go}	45 5.13% ^{Tgko}	13 2.40%	4 2.30%	179 3.36%	54 5.65% ^{Tq}
Not working and not seeking work	272 4.28% ^{nr}	224 4.20%	19 3.68%	16 5.25%	12 6.85%	19 3.68%	13 5.07%	39 5.55% ^{mn}	28 5.37% ⁿ	26 4.59%	19 4.04%	16 5.25% ⁿ	31 5.21% ⁿ	27 3.32%	23 2.67%	18 3.35%	12 6.85% ^{mno}	254 4.77% ^{Tr}	16 1.64%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 265
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Student	360 5.67% dpq	306 5.72%	24 4.47%	27 8.89% Tabd	4 2.36%	24 4.47%	14 5.44%	37 5.29%	31 5.96%	33 5.95%	27 5.87%	27 8.89% Teginop	26 4.35%	65 7.92% Teginop	46 5.24%	26 4.74%	4 2.36%	192 3.61%	153 16.07% Tq
Retired on a state pension only	375 5.91% mr	321 6.00%	33 6.20%	15 5.06%	7 3.93%	33 6.20%	14 5.40%	40 5.71%	28 5.45%	34 6.14%	31 6.68% im	15 5.06%	41 6.80% im	33 4.03%	54 6.18%	45 8.22% Tm	7 3.93%	360 6.76% Tr	13 1.33%
Retired with a private pension	1053 16.59% im	879 16.45%	85 16.16%	59 19.67%	30 16.91%	85 16.16% im	60 23.45% Tegimn	112 16.11% im	94 18.00% im	67 11.93%	86 18.59% im	59 19.67% im	108 18.08% im	91 11.01%	151 17.22% im	111 20.09% Tim	30 16.91% im	1034 19.38% Tr	17 1.78%
House person, housewife, househusband, etc.	291 4.59% m	242 4.53%	26 5.01%	12 3.96%	11 6.10%	26 5.01% m	11 4.30%	31 4.41% m	20 3.75%	38 6.75% Thm	25 5.38% im	12 3.96%	26 4.42% m	19 2.24%	41 4.63% im	33 5.96% m	11 6.10% im	254 4.76%	35 3.62%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 266

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
NET: Working	3755	2663	613	185	122	-	570	212	565	275	9	30	2	16
	59.15%adgk	57.20%adgk	56.58%gk	57.89%gk	50.08%	-	60.32%adgk	47.74%	59.68%dgk	65.58%Tabodgk	46.65%	41.05%	100.00%	55.93%
NET: Employed	3444	2431	541	169	103	-	535	194	531	254	9	25	2	12
	54.25%abdjk	52.22%adgk	50.01%adgk	53.07%adgk	42.50%	-	56.60%abdjk	43.69%	56.11%abdjk	60.49%Tabdjk	46.65%	34.49%	100.00%	42.76%
Working full time - working 30 hours per week or more	2835	1982	439	135	84	-	434	154	434	222	9	22	-	10
	44.66%abdjk	42.57%adgk	40.52%g	42.34%g	34.44%	-	45.96%abdjk	34.63%	45.90%abdjk	52.99%Tabodfghk	46.65%	30.22%	-	35.31%
Working part-time - working between 8 and 29 hours per week	609	449	103	34	20	-	101	40	97	31	-	3	2	2
	9.59%	9.65%	9.49%	10.73%	8.06%	-	10.64%	9.07%	10.21%	7.49%	-	4.27%	100.00%	7.45%
NET: Self-employed	311	232	71	15	18	-	35	18	34	21	-	5	-	4
	4.90%h	4.98%fh	6.58%Tafh	4.81%	7.58%fh	-	3.72%	4.04%	3.57%	5.09%	-	6.56%	-	13.17%
Self-employed - working 30 hours per week or more	190	137	40	11	8	-	21	9	24	13	-	3	-	1
	2.99%	2.94%	3.70%	3.30%	3.32%	-	2.20%	1.99%	2.58%	3.20%	-	3.93%	-	4.93%
Self-employed - working between 8 and 29 hours per week	121	95	31	5	10	-	14	9	9	8	-	2	-	2
	1.90%h	2.04%h	2.68%Tafh	1.52%	4.27%Tafh	-	1.52%	2.05%	0.99%	1.89%	-	2.64%	-	8.24%
NET: Not working	2594	1992	470	134	121	-	375	233	381	144	11	43	-	13
	40.85%i	42.80%TI	43.42%i	42.11%i	49.92%Tafhi	-	39.68%	52.26%Tabcfhi	40.32%i	34.42%	53.35%	58.95%Tabcfhi	-	44.07%
Not working but seeking work or temporarily unemployed or sick	243	163	38	10	5	-	34	15	29	19	1	5	-	-
	3.82%a	3.49%	3.48%	3.09%	2.21%	-	3.60%	3.44%	3.10%	4.52%	3.64%	6.81%	-	-
Not working and not seeking work	272	190	40	7	12	-	52	13	32	16	-	11	-	1
	4.28%	4.07%	3.72%	2.23%	5.05%	-	5.45%acgh	2.94%	3.37%	3.76%	-	15.16%Tabodfghi	-	2.48%
Student	360	237	45	29	4	-	40	18	59	30	1	4	-	-
	5.67%abdf	5.09%ad	4.13%	8.94%Tabdfg	1.62%	-	4.21%	3.98%	6.23%bd	7.09%bdf	5.30%	5.28%	-	-
Retired on a state pension only	375	313	78	14	22	-	59	22	52	10	1	8	-	6
	5.91%i	6.73%TI	7.20%i	4.49%	9.18%Tchi	-	6.23%i	12.53%Tabcfhi	5.54%i	2.41%	5.23%	11.38%uci	-	20.41%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 266

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Retired with a private pension	1053	871	218	64	64	-	139	109	164	53	5	12	-	6
	16.59% _{kl}	18.72% _{Tfl}	20.16% _{Tfl}	20.15% _{fl}	26.39% _{Tabfhi}	-	14.67%	24.55% _{Tafhi}	17.36% _{kl}	12.63%	23.94%	16.02%	-	21.18%
House person, housewife, househusband, etc.	291	218	51	10	13	-	52	21	45	17	3	3	-	-
	4.59%	4.69%	4.74%	3.22%	5.46%	-	5.53%	4.83%	4.71%	4.03%	15.24%	4.30%	-	-

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 267

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
NET: Working	3755 59.15%tz	3734 59.61%Ttz	17 47.59%	766 61.30%tyz	227 62.69%tyz	202 60.67%t	824 60.84%tyz	242 45.32%	378 69.86%Tnopqrs twyzA	4 56.30%	499 62.27%tyz	135 63.37%tz	227 55.31%t	71 50.87%	828 60.81%tz
NET: Employed	3444 54.25%tz	3426 54.69%Ttz	13 38.34%	709 56.70%otz	203 55.98%otz	178 53.52%tz	763 56.28%otz	222 41.64%	350 64.68%Tnopqrs twyzA	3 45.40%	456 56.93%otz	126 59.32%otz	217 52.75%t	60 42.97%	766 56.22%otz
Working full time - working 30 hours per week or more	2835 44.66%otz	2823 45.07%Totz	8 23.50%	604 48.35%Tnotz	160 44.26%otz	149 44.55%otz	625 46.13%otz	164 30.75%	292 54.03%Tnopqrs twyzA	2 34.88%	374 46.73%otz	114 53.57%Tnoqrst yzA	178 43.26%ot	48 34.10%	628 46.08%otz
Working part-time - working between 8 and 29 hours per week	609 9.59%	603 9.62%	5 14.83%	104 8.35%	42 11.72%xx	30 8.98%	137 10.14%xx	58 10.89%xx	58 10.65%xx	1 10.52%	82 10.20%	12 5.75%	39 9.49%	12 8.86%	138 10.15%xx
NET: Self-employed	311 4.90%y	308 4.91%y	3 9.26%y	57 4.60%	24 6.71%ty	24 7.14%ty	62 4.56%	20 3.68%	28 5.18%y	1 10.90%	43 5.34%y	9 4.05%	11 2.55%	11 7.91%ty	62 4.59%
Self-employed - working 30 hours per week or more	190 2.99%y	189 3.02%y	1 3.27%y	34 2.71%y	19 5.28%Tnpty	15 4.61%y	43 3.17%y	13 2.49%y	16 2.96%y	1 10.90%	25 3.08%y	4 2.02%y	-	7 5.01%y	44 3.21%y
Self-employed - working between 8 and 29 hours per week	121 1.90%	119 1.90%	2 5.99%stA	24 1.89%	5 1.43%	8 2.54%	19 1.38%	6 1.19%	12 2.21%	-	18 2.26%	4 2.04%	11 2.55%	4 2.90%	19 1.38%
NET: Not working	2594 40.85%nu	2531 40.39%u	18 52.41%u	484 38.70%u	135 37.31%u	131 39.33%u	531 39.16%u	292 54.68%Tnpqrsu wyzA	163 30.14%	3 43.70%	302 37.73%u	78 36.63%	184 44.69%pqqsu xA	69 49.13%Tnpqsu xA	534 39.19%u
Not working but seeking work or temporarily unemployed or sick	243 3.82%	239 3.82%	-	42 3.40%	19 5.33%y	9 2.64%	57 4.24%	16 2.98%	19 3.57%	1 16.37%	30 3.78%	4 2.04%	9 2.29%	15 11.07%Tnopqrst uwyzA	59 4.30%
Not working and not seeking work	272 4.28%	270 4.30%	3 7.84%	51 4.06%	21 5.67%	13 4.00%	50 3.68%	28 5.24%	20 3.77%	-	29 3.56%	11 5.10%	26 6.27%TnswA	8 5.43%	50 3.67%
Student	360 5.67%nt	350 5.58%t	-	56 4.52%	23 6.27%t	36 10.83%Tnopqstu wzA	73 5.40%	18 3.30%	35 6.43%t	-	51 6.36%t	9 4.31%	28 6.76%t	6 4.26%	73 5.38%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 267
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Retired on a state pension only	375 5.91%nu	358 5.72%u	4 11.52%qu	69 5.48%	13 3.71%	12 3.60%	71 5.22%	67 12.54%TnpqrsuwxyA	18 3.37%	1 11.62%	35 4.41%	8 3.81%	28 6.73%u	10 7.23%u	72 5.26%
Retired with a private pension	1053 16.59%nqu	1024 16.35%qu	12 33.06%TnpqrsuwyzA	219 17.53%qu	38 10.48%	46 13.75%u	229 16.87%qu	135 25.24%TnpqrsuwyzA	42 7.69%	1 15.71%	123 15.38%qu	40 18.57%qu	70 17.04%qu	20 14.43%u	230 16.86%qu
House person, housewife, househusband, etc.	291 4.59%	289 4.62%	-	46 3.71%	21 5.85%	15 4.41%	51 3.74%	29 5.36%	29 5.31%	-	34 4.25%	6 2.80%	23 5.60%	9 6.70%	51 3.72%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Table 268

Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

Absolutes/col percents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vuln-erable (v)	Poten-tially vuln-erable (w)	Least vuln-erable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
NET: Working	3755	3608	642	240	188	*	736	288	861	336	18	49	5	24	1974	248	1078	79	539	112	360	375	1498	1576	855	2765
	59.15% ^b dgwvy	59.63% ^T bdg	56.47%	56.55%	52.56%	100.00%	62.78% ^T abcdgk	51.94%	63.41% ^T abcdgk	66.19% ^T abcdgk	60.17%	50.42%	59.24%	62.32%	63.26% ^T oqrs	69.84% ^T rs	62.97% ^T r	55.39%	62.25%	67.24% ^T r	69.01% ^T oqrs	51.43%	51.73%	78.39% ^T vw	42.74%	66.98% ^{Ty}
NET: Employed	3444	3311	577	226	166	*	691	264	805	306	18	43	5	18	1858	231	1018	74	508	108	339	332	1342	1501	763	2556
	54.25% ^b dgwvy	54.71% ^T bdgk	50.70%	53.12%	46.44%	100.00%	58.88% ^T abcdgk	47.55%	59.33% ^T abcdgk	60.27% ^T abcdgk	60.17%	44.58%	59.24%	46.31%	59.55% ^T ors	65.08% ^T rs	59.47% ^T r	52.07%	58.66% ^T r	64.91% ^T oqrs	65.02% ^T oqrs	45.56%	46.35%	74.63% ^T vw	38.13%	61.91% ^{Ty}
Working full time - working 30 hours per week or more	2835	2728	467	183	136	-	576	211	662	268	17	37	3	15	1560	194	869	58	416	91	284	228	1013	1380	581	2149
	44.66% ^b dgwvy	45.09% ^T bdg	41.04%	43.14%	37.96%	-	49.14% ^T abcdgk	38.06%	48.75% ^T abdg	52.73% ^T abcdgk	55.46%	38.25%	32.76%	39.03%	49.98% ^T r	54.61% ^T rs	50.76% ^T r	40.48%	48.10% ^T r	54.35% ^T oqrs	54.53% ^T oqrs	31.25%	34.97%	68.63% ^T vw	29.03%	52.04% ^{Ty}
Working part-time - working between 8 and 29 hours per week	609	582	110	42	30	-	114	53	144	38	1	6	2	299	37	149	17	91	18	55	104	329	121	182	408	
	9.59% ^x	9.63%	9.66%	9.97%	8.48%	100.00%	9.74%	9.48%	10.57%	7.54%	4.71%	6.33%	26.49%	7.28%	10.46%	8.71%	11.59%	10.55%	10.56%	10.49%	14.31% ^T wx	11.38% ^{Tx}	6.00%	9.11%	9.87%	
NET: Self-employed	311	297	66	15	22	-	46	24	55	30	-	6	-	6	116	17	60	5	31	4	21	43	156	76	92	209
	4.90% ^{oq} x	4.92%	5.78% ^f	3.43%	6.12%	-	3.90%	4.39%	4.09%	5.92%	-	5.84%	-	16.01% ^{Ta} bcdlghi	4.77%	3.51%	3.32%	3.59%	2.33%	3.99%	5.88% ^x	5.38% ^x	3.76%	4.61%	5.06%	
Self-employed - working 30 hours per week or more	190	183	39	9	10	-	31	15	37	17	-	3	-	4	74	8	40	4	21	3	11	25	88	54	46	137
	2.99% ^{oy}	3.02%	3.39%	2.06%	2.80%	-	2.67%	2.62%	2.74%	3.37%	-	2.95%	-	9.89% ^{Ta} bcdlghi	2.36%	2.33%	2.33%	2.85%	2.40%	1.58%	2.09%	3.38%	3.05%	2.67%	2.31%	3.33% ^{Ty}
Self-employed - working between 8 and 29 hours per week	121	115	27	6	12	-	14	10	18	13	-	3	-	2	42	9	20	1	10	1	10	18	67	22	46	72
	1.90% ^{oq} x	1.89%	2.38% ^f	1.38%	3.32% ^{fh}	-	1.23%	1.78%	1.34%	2.55%	-	2.89%	-	6.12% ^{cf} h	1.34%	2.44%	1.18%	0.47%	1.19%	0.76%	1.90%	2.50% ^x	2.33% ^{Tx}	1.09%	2.30%	1.74%
NET: Not working	2594	2443	495	184	170	-	436	267	497	172	12	48	3	15	1146	107	634	64	327	55	162	354	1398	434	1146	1364
	40.85% ^a thioqpt uzx	40.37% ^f hi	43.53% ^T afhi	43.45% ^f hi	47.44% ^{Tafhi}	-	37.22%	48.06% ^T afhi	36.59%	33.81%	39.83%	49.58% ^f hi	40.76%	37.68%	36.74% ^p u	30.16%	37.03% ^p u	44.61% ^p tu	37.75% ^p u	32.76%	30.99%	48.57% ^T x	48.27% ^T x	21.61%	57.26% ^T z	33.02%
Not working but seeking work or temporarily unemployed or sick	243	223	37	16	12	-	39	23	50	23	1	6	-	-	97	9	47	13	27	2	12	78	102	13	131	94
	3.82% ^{ao} qzx	3.69%	3.28%	3.73%	3.43%	-	3.33%	4.06%	3.70%	4.43%	2.43%	6.16%	-	3.09%	2.55%	2.76%	9.32% ^{To} pqatu	3.09%	1.48%	2.21%	10.75% ^{Tw} x	3.51% ^x	0.66%	6.56% ^{Tz}	2.27%	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Table 268
Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

Absolutes/col percents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Not working and not seeking work	272	251	45	13	14	-	58	17	50	22	1	12	1	1	111	9	71	1	30	6	15	68	156	17	206	58
	4.28% rxz	4.15%	3.98%	3.03%	3.83%	-	4.97%	3.11%	3.66%	4.37%	3.13%	12.12% bcdgfh	7.47%	1.84%	3.57%	2.58%	4.15% r	0.57%	3.44%	3.52%	2.88%	9.30% x	5.38% Tx	0.87%	10.30% Tz	1.41%
Student	360	298	45	32	7	-	55	22	76	29	2	6	-	-	166	28	76	12	45	17	45	76	95	67	102	232
	5.67% dqwx	4.93% d	3.97%	7.44% ab dfg	2.07%	-	4.70% d	4.01%	5.61% d	5.74%	5.92%	-	-	-	5.31% q	7.79% oq	4.47%	8.47% q	5.17%	10.33% To qs	8.60% T x	10.40% Tw	3.29%	3.33%	5.11%	5.62%
Retired on a state pension only	375	366	83	21	31	-	63	61	59	14	2	8	1	8	167	14	96	9	45	6	20	25	272	16	185	182
	5.91% h uvxz	6.04% h i	7.29% Th i	4.85%	8.71% Tach i	-	5.37% i	10.99% Ta bdth	4.35%	2.79%	5.86%	8.55% i	13.18%	20.09% Ta bdth	5.36%	3.98%	5.63%	6.58%	5.25%	3.57%	3.85%	3.40% x	9.39% Tv x	0.81%	9.27% Tz	4.42%
Retired with a private pension	1053	1025	234	90	86	-	163	116	189	63	5	13	2	6	479	39	271	24	139	20	59	19	640	285	396	641
	16.59% f z	16.93% T fhi	20.54% T afhi	21.11% T afhi	24.13% T afhi	-	13.86%	20.90% T afhi	13.93%	12.36%	15.97%	13.60%	20.12%	15.74%	15.35% p u	10.87% u	15.82% p u	17.10% u	16.08% p u	12.13%	11.28%	2.54% vx	22.09% T vx	14.17% v z	19.78% T z	15.53%
House person, housewife, househusband, etc.	291	280	51	14	19	-	59	28	73	21	2	3	-	-	126	8	72	4	41	3	11	89	133	96	125	156
	4.59% op uvz	4.63%	4.46%	3.30%	5.27%	-	4.99%	4.99%	5.34%	4.06%	6.70%	3.23%	-	-	4.05% u	2.38%	4.20% u	2.57%	4.71% u	1.72%	2.17%	12.18% Tw x	4.61% x	1.77%	6.23% Tz	3.78%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 269
Do you work in any of the following occupations?
Base: All respondents who work

	Total (T)	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3628	1958	1662	371	945	757	786	603	134	32	1129	1135	826	538	2264	1364	3049	579
Weighted base	3755	1990	1757	432	921	836	813	596	129	27*	1056	1282	852	564	2339	1416	3186	570
Effective base	3404	1862	1539	344	896	717	743	565	125	30	1079	1072	777	498	2130	1275	2863	543
NET: Public Sector	1167 31.08% ^{aghi} moq	528 26.55%	635 36.12% ^{Ta}	133 30.82% ^{ghi}	341 36.97% ^{Tcfgh} i	283 33.82% ^{fghi}	232 28.59% ^{ghi}	155 26.00% ^{ghi}	21 15.93%	2 8.98%	380 35.97% ^{Tlm}	445 34.73% ^{Tlm}	190 22.32%	151 26.84%	825 35.29% ^{To}	342 24.12%	1011 31.73% ^q	156 27.40%
A nationalised industry/state corporation	108 2.88% ^{bgq}	79 3.98% ^{Tb}	29 1.65%	23 5.39% ^{Tefgh}	39 4.24% ^{Tefg}	19 2.28%	17 2.07%	9 1.51%	1 0.70%	-	31 2.98%	28 2.19%	26 3.01%	23 4.07% ^k	60 2.55%	49 3.43%	103 3.22% ^{Tq}	6 0.98%
Central government or civil service (including Courts service and Bank of England)	158 4.20% ^{blmoq}	97 4.86% ^{Tb}	61 3.46%	24 5.66% ^g	49 5.35% ^g	28 3.41%	35 4.28%	17 2.91%	3 2.50%	-	75 7.09% ^{Tklm}	57 4.43% ^{lm}	17 1.98%	9 1.58%	132 5.64% ^{To}	26 1.82%	144 4.52% ^{Tq}	14 2.41%
Local government or council (including fire services, police and local authority controlled schools/colleges)	361 9.62% ^{achlmo}	153 7.69%	208 11.84% ^{Ta}	25 5.69%	78 8.42% ^h	111 13.27% ^{Todgh}	87 10.73% ^{ch}	57 9.52% ^{ch}	3 2.51%	1 2.69%	96 9.11% ^l	170 13.22% ^{Tjlm}	56 6.52%	40 7.06%	266 11.36% ^{To}	95 6.74%	309 9.69%	53 9.23%
A university, or other grant funded establishment (include opted-out schools)	131 3.48% ^{almo}	55 2.75%	76 4.31% ^{Ta}	13 3.08%	38 4.10%	35 4.23%	24 3.01%	18 2.94%	2 1.67%	-	54 5.15% ^{Tlm}	51 3.99% ^{lm}	14 1.65%	11 1.95%	106 4.51% ^{To}	25 1.77%	112 3.50%	19 3.33%
A health authority or NHS Trust	277 7.38% ^a	91 4.56%	184 10.50% ^{Ta}	27 6.14%	100 10.81% ^{Tcoefg}	57 6.87%	48 5.92%	36 6.02%	8 6.06%	2 6.29%	83 7.82%	100 7.78%	51 5.98%	44 7.77%	182 7.80%	95 6.69%	238 7.49%	39 6.79%
The armed forces	11 0.30% ^p	8 0.39%	4 0.20%	-	7 0.73% ^{Tfg}	4 0.54% ^f	-	-	-	-	1 0.09%	5 0.37%	4 0.49%	1 0.25%	6 0.24%	6 0.39%	7 0.22%	4 0.74% ^p
Other public sector occupation (Please specify as much detail as possible)	121 3.23% ^a	46 2.32%	73 4.16% ^{Ta}	21 4.86%	31 3.32%	27 3.22%	21 2.58%	18 3.10%	3 2.49%	-	40 3.74%	35 2.75%	23 2.69%	23 4.15%	75 3.20%	46 3.27%	99 3.10%	22 3.92%
NET: Private Sector	2588 68.92% ^{bdjkn}	1462 73.45% ^{Tb}	1122 63.88%	299 69.18% ^d	581 63.03%	553 66.18%	580 71.41% ^{de}	441 74.00% ^{Tde}	109 84.07% ^{Todef}	25 91.02% ^{Todef}	676 64.03%	837 65.27%	662 77.68% ^{Tjk}	413 73.16% ^{Tjk}	1513 64.71%	1075 75.88% ^{Tn}	2175 68.27%	414 72.60% ^{TP}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 269
Do you work in any of the following occupations?
Base: All respondents who work

	Total (T)	Gender		Age							Social Grade						Area type	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	3755	1990	1757	432	921	836	813	596	129	27*	1056	1282	852	564	2339	1416	3186	570
A charity, voluntary organisation or trust	159 4.23% ^{acj}	59 2.99%	99 5.65% ^{Ta}	7 1.68%	39 4.19% ^c	37 4.45% ^c	43 5.23% ^c	29 4.92% ^c	3 2.28%	1 2.90%	30 2.85%	78 6.06% ^{Tj}	26 3.04%	25 4.41%	108 4.61%	51 3.59%	130 4.09%	29 5.01%
Self-employed (Private sector)	373 9.93% ^{bcdej mp}	224 11.23% ^{Tb}	149 8.47%	30 6.91%	61 6.58%	58 6.94%	85 10.47% ^{de}	90 15.12% ^{Todef}	39 29.87% ^{Tdefg}	11 38.73% ^{Tdefg}	84 7.94%	138 10.79% ^{jm}	109 12.73% ^{Tjm}	42 7.50%	222 9.50%	151 10.65%	302 9.49%	71 12.41% ^{tp}
None of the above/ I work in the Private sector	2056 54.76% ^{bk}	1179 58.24% ^{Tb}	874 49.76%	262 60.59% ^{Td}	481 52.26%	458 54.79%	453 55.71%	322 53.96%	67 51.82%	13 49.39%	562 53.24% ^k	621 48.42%	527 61.90% ^{Tjk}	346 61.25% ^{Tjk}	1183 50.60%	873 61.64% ^{Tn}	1742 54.69%	314 55.18%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 270
Do you work in any of the following occupations?
Base: All respondents who work

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	3628	3019	323	171	115	323	124	424	297	328	245	171	324	508	463	306	115	3055	546
Weighted base	3755	3159	323	164	109	323	134	423	299	336	257	164	337	550	516	305	109	3059	666
Effective base	3404	2833	303	162	109	303	117	396	281	309	231	162	306	475	434	289	109	2888	511
NET: Public Sector	1167 31.08% a	939 29.72% a	128 39.55% Ta	59 36.27% a	41 37.40% a	128 39.55% Tghi lmo	56 41.82% Tghi lmo	125 29.63% a	86 28.82% a	106 31.36% a	83 32.20% a	59 36.27% mn	102 30.36% a	142 25.79% a	143 27.70% a	96 31.53% a	41 37.40% mn	929 30.36% a	226 33.91% a
A nationalised industry/state corporation	108 2.88% a	92 2.90% a	8 2.32% a	6 3.77% a	3 2.50% a	8 2.32% a	4 2.79% a	15 3.59% a	8 2.54% a	12 3.70% a	10 4.07% a	6 3.77% a	9 2.76% a	18 3.30% a	9 1.68% a	6 2.03% a	3 2.50% a	81 2.66% a	24 3.66% a
Central government or civil service (including Courts service and Bank of England)	158 4.20% al	116 3.69% a	18 5.68% a	13 7.96% Ta	10 8.89% Ta	18 5.68% ln	7 5.05% l	19 4.48% l	10 3.22% a	23 6.73% Tjln	7 2.90% a	13 7.96% Thjlm no	5 1.43% a	22 4.06% l	14 2.74% a	10 3.17% a	10 8.89% Thjlm no	125 4.09% a	31 4.58% a
Local government or council (including fire services, police and local authority controlled schools/colleges)	361 9.62% a	295 9.32% a	36 11.05% a	18 10.75% a	13 12.14% a	36 11.05% a	16 11.91% a	38 9.09% a	23 7.65% a	30 8.98% a	27 10.50% a	18 10.75% a	39 11.56% m	40 7.29% a	52 10.03% a	29 9.53% a	13 12.14% a	304 9.92% a	54 8.13% a
A university, or other grant funded establishment (include opted-out schools)	131 3.48% ci k	108 3.43% c	18 5.68% Tac	- -	4 3.58% c	18 5.68% Tgkn	6 4.85% k	11 2.69% k	13 4.24% k	4 1.12% a	11 4.28% k	- -	11 3.21% k	25 4.48% k	13 2.61% k	14 4.59% k	4 3.58% k	101 3.30% a	27 4.12% a
A health authority or NHS Trust	277 7.38% am	216 6.82% a	37 11.48% Ta	18 11.28% a	6 5.53% a	37 11.48% Tghj mn	19 14.09% Tghj mnp	29 6.80% m	18 6.10% a	27 8.16% m	17 6.49% a	18 11.28% mn	25 7.42% m	19 3.41% a	33 6.34% m	29 9.51% m	6 5.53% a	219 7.15% a	58 8.79% a
The armed forces	11 0.30% a	11 0.35% a	- -	- -	- -	- -	1 0.86% m	- -	- -	1 0.30% a	3 1.22% Tgm	- -	2 0.62% a	- -	3 0.52% a	1 0.36% a	- -	10 0.33% a	1 0.17% a
Other public sector occupation (Please specify as much detail as possible)	121 3.23% q	101 3.20% a	11 3.34% a	4 2.50% a	5 4.75% a	11 3.34% a	3 2.28% a	13 2.97% a	15 4.87% a	8 2.36% a	7 2.75% a	4 2.50% a	11 3.35% a	18 3.25% a	20 3.78% a	7 2.35% a	5 4.75% a	89 2.91% a	30 4.46% a

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 270
Do you work in any of the following occupations?
Base: All respondents who work

	Country				Region										Ethnicity				
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	3755	3159	323	164	109	323	134	423	299	336	257	164	337	550	516	305	109	3059	666
NET: Private Sector	2588 68.92% ^b	2220 70.28% ^{Tb}	195 60.45%	104 63.73%	69 62.60%	195 60.45%	78 58.18%	298 70.37% ^{ef}	214 71.38% ^{ef}	231 68.64% ^{ef}	174 67.80%	104 63.73%	235 69.64% ^{ef}	408 74.21% ^{Tefk}	373 72.30% ^{efkp}	209 68.47% ^{ef}	69 62.60%	2130 69.64% ^T	440 66.09%
A charity, voluntary organisation or trust	159 4.23% ^{ag}	124 3.92%	16 4.95%	11 6.91%	8 6.99%	16 4.95% ^h	9 6.53% ^{ghil}	10 2.31%	6 1.92%	9 2.61%	9 3.63%	11 6.91% ^{ghil}	8 2.38%	31 5.66% ^{ghil}	30 5.75% ^{ghil}	12 4.07%	8 6.99% ^{ghil}	140 4.57% ^{Tr}	17 2.51%
Self-employed (Private sector)	373 9.93% ^d	328 10.38% ^d	25 7.74%	18 10.71% ^d	3 2.37%	25 7.74%	11 7.94%	46 10.90% ^{ip}	22 7.40%	16 4.67%	25 9.57% ^{ip}	18 10.71% ^{ip}	36 10.73% ^{ip}	73 13.33% ^{Tehi}	59 11.36% ^{ip}	40 13.26% ^{ehip}	3 2.37%	312 10.20%	60 9.01%
None of the above/ I work in the Private sector	2056 54.76% ^b	1768 55.98% ^{Tbc}	154 47.75%	75 46.12%	58 53.24%	154 47.75%	58 43.71%	242 57.16% ^{elk}	186 62.06% ^{Telk}	206 61.37% ^{Telk}	140 54.60%	75 46.12%	191 56.53% ^{elk}	304 55.21% ^{elk}	285 55.18% ^{elk}	156 51.13%	58 53.24%	1679 54.87%	363 54.57%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 271
Do you work in any of the following occupations?
Base: All respondents who work

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	3628	2571	599	177	118	-	564	203	538	255	8	27	2	16
Weighted base	3755	2663	613	185	122	**	570	212	565	275	9**	30**	2**	16**
Effective base	3404	2412	558	166	112	-	531	188	507	241	8	26	2	15
NET: Public Sector	1167	816	186	52	37	-	211	58	154	92	2	5	-	4
	31.08%h	30.65%	30.30%	28.15%	30.03%	-	36.95%Tabogh	27.31%	27.30%	33.32%	25.97%	17.14%	-	27.08%
A nationalised industry/state corporation	108	87	17	9	2	-	29	5	19	2	1	-	-	-
	2.88%h	3.25%h	2.82%	4.62%h	1.59%	-	5.11%Tal	2.13%	3.42%h	0.80%	12.87%	-	-	-
Central government or civil service (including Courts service and Bank of England)	158	110	20	12	3	-	32	7	24	10	-	-	-	-
	4.20%	4.15%	3.33%	6.56%	2.64%	-	5.56%	3.39%	4.30%	3.63%	-	-	-	-
Local government or council (including fire services, police and local authority controlled schools/colleges)	361	251	52	11	16	-	57	20	48	38	-	1	-	2
	9.62%	9.42%	8.51%	5.99%	12.75%	-	10.08%	9.37%	8.51%	13.70%Tabch	-	4.99%	-	14.40%
A university, or other grant funded establishment (include opted-out schools)	131	88	23	3	5	-	20	8	13	12	-	4	-	1
	3.48%	3.32%	3.82%	1.58%	4.06%	-	3.43%	3.72%	2.23%	4.29%	-	12.16%	-	5.54%
A health authority or NHS Trust	277	187	47	11	8	-	48	13	33	23	1	-	-	-
	7.38%	7.04%	7.68%	5.80%	6.24%	-	8.42%	5.95%	5.84%	8.54%	13.10%	-	-	-
The armed forces	11	7	2	-	1	-	1	-	1	1	-	-	-	-
	0.30%	0.25%	0.39%	-	1.06%	-	0.19%	-	0.17%	0.34%	-	-	-	-
Other public sector occupation (Please specify as much detail as possible)	121	86	23	7	2	-	24	6	16	6	-	-	-	1
	3.23%	3.22%	3.75%	3.60%	1.69%	-	4.16%	2.77%	2.84%	2.03%	-	-	-	7.13%
NET: Private Sector	2588	1847	427	133	85	-	360	154	410	183	7	25	2	12
	68.92%h	68.35%h	69.70%h	71.85%h	69.97%	-	63.05%	72.69%h	72.70%TI	66.68%	74.03%	82.66%	100.00%	72.92%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 271
Do you work in any of the following occupations?
Base: All respondents who work

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (e)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	3755	2663	613	185	122	**	570	212	565	275	9**	30**	2**	16**
A charity, voluntary organisation or trust	159	99	21	6	9	-	15	11	27	5	-	1	-	1
	4.23%af	3.72%	3.35%	3.13%	7.50%abfi	-	2.59%	5.38%	4.84%	1.99%	-	3.59%	-	7.30%
Self-employed (Private sector)	373	282	85	15	19	-	42	23	47	28	-	5	-	4
	9.93%f	10.59%Tf	13.89%Tafh	8.16%	15.86%Tcfh	-	7.41%	11.02%	8.31%	10.31%	-	15.98%	-	23.54%
None of the above / I work in the Private sector	2056	1466	321	112	57	-	302	120	336	150	7	19	2	7
	54.76%	55.04%	52.46%	60.55%cd	46.61%	-	53.05%	56.29%	59.55%Tabdf	54.38%	74.03%	63.28%	100.00%	42.07%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 272
Do you work in any of the following occupations?
Base: All respondents who work

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	3628	3606	17	740	220	193	789	244	362	4	479	128	228	70	793
Weighted base	3755	3734	17**	766	227	202	824	242	378	4**	499	135	227	71*	828
Effective base	3404	3384	16	700	203	180	741	229	339	4	449	121	213	65	745
NET: Public Sector	1167 31.08% _r	1160 31.08% _r	5 30.15%	240 31.28%	65 28.57%	49 24.30%	259 31.45%	78 32.26%	117 31.03%	1 18.69%	148 29.63%	49 36.67% _r	90 39.54% _{Tnpqrsu}	20 27.72%	260 31.39%
A nationalised industry/state corporation	108 2.88%	107 2.87%	-	29 3.76%	6 2.55%	4 2.17%	25 3.07%	8 3.26%	8 2.13%	-	10 2.02%	1 0.75%	16 6.89% _{TnqrsuwzA}	-	25 3.06%
Central government or civil service (including Courts service and Bank of England)	158 4.20%	158 4.22%	1 7.84%	31 4.02%	9 4.13%	4 1.77%	47 5.70% _{Tnrz}	8 3.41%	12 3.30%	-	18 3.64%	5 3.59%	17 7.32% _{Tnpruwz}	-	47 5.68% _{Tnrz}
Local government or council (including fire services, police and local authority controlled schools/colleges)	361 9.62% _q	361 9.67% _q	-	69 8.95%	11 5.06%	21 10.47% _q	73 8.87%	25 10.43% _q	42 11.07% _q	1 18.69%	44 8.79%	30 22.57% _{TnpqrstuwzA}	22 9.66%	7 9.91%	74 8.91%
A university, or other grant funded establishment (include opted-out schools)	131 3.48%	129 3.44%	2 11.84%	21 2.71%	10 4.20%	8 4.20%	35 4.30%	6 2.67%	12 3.19%	-	13 2.59%	4 3.27%	8 3.53%	4 5.30%	35 4.28%
A health authority or NHS Trust	277 7.38%	275 7.36%	-	59 7.70%	16 7.09%	8 4.06%	56 6.82%	18 7.62%	28 7.32%	-	46 9.16% _r	7 4.84%	21 9.25% _r	7 9.24%	56 6.79%
The armed forces	11 0.30%	11 0.30%	1 5.64%	4 0.58% _{saA}	-	-	-	-	2 0.55% _{saA}	-	1 0.21%	1 0.95% _{saA}	-	-	-
Other public sector occupation (Please specify as much detail as possible)	121 3.23%	120 3.21%	1 4.83%	27 3.56%	13 5.53% _{rsvxA}	3 1.62%	22 2.68%	12 4.88% _{cx}	13 3.47%	-	16 3.22%	1 0.69%	7 2.89%	2 3.28%	22 2.67%
NET: Private Sector	2588 68.92% _y	2574 68.92% _y	12 69.85%	527 68.72% _y	162 71.43% _y	153 75.70% _{Tnxy}	565 68.55% _y	164 67.74%	261 68.97% _y	3 81.31%	351 70.37% _y	85 63.33%	138 60.46%	51 72.28%	588 68.61% _y

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 272
Do you work in any of the following occupations?
Base: All respondents who work

	Q2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	3755	3734	17**	766	227	202	824	242	378	4**	499	135	227	71*	828
A charity, voluntary organisation or trust	159 4.23%	159 4.25%	1 8.42%	26 3.40%	11 4.94%	6 3.09%	37 4.48%	15 6.03%	12 3.05%	-	26 5.31%	8 5.69%	9 3.93%	2 3.03%	37 4.46%
Self-employed (Private sector)	373 9.93%	370 9.91%	4 23.98%	66 8.60%	28 12.23%	31 15.40% Trnpstuwxy A	77 9.36%	22 9.28%	30 8.02%	2 45.67%	49 9.80%	9 6.97%	17 7.42%	15 20.49% Trnpstuwxy A	79 9.53% s
None of the above/ I work in the Private sector	2056 54.76%	2045 54.77%	6 37.45%	435 56.73%	123 54.27%	116 57.22%	451 54.70%	127 52.43%	219 57.90% y	1 35.65%	276 55.27%	68 50.68%	112 49.12%	35 48.76%	452 54.62%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 273
Do you work in any of the following occupations?
Base: All respondents who work

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions				
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	3628	3484	625	230	182	1	718	274	823	316	17	47	5	24	1897	239	1039	77	513	106	345	376	1480	1484	860	2643
Weighted base	3755	3608	642	240	188	***	736	288	861	336	18**	49*	5**	24**	1974	248	1078	79*	539	112*	360	375	1498	1576	855	2765
Effective base	3404	3269	583	217	172	1	677	254	773	298	16	45	4	22	1784	224	980	71	482	99	323	346	1380	1411	802	2488
NET: Public Sector	1167	1125	204	77	62	-	262	86	243	105	4	11	1	9	627	76	366	25	152	45	120	118	445	525	312	815
	31.08% ^z	31.19% ^h	31.80%	32.06%	32.70%	-	35.61% ^T	29.71%	28.26%	31.07%	23.78%	21.88%	28.62%	38.02%	31.77%	30.51%	33.93% ^T	31.66%	28.28%	39.98% ^s	33.46%	31.53%	29.69%	33.28% ^T	36.52% ^T	29.47%
A nationalised industry/state corporation	108	103	18	10	2	-	33	6	20	7	2	3	-	1	71	10	41	1	18	9	19	16	48	38	26	80
	2.88%	2.85%	2.79%	4.20%	1.03%	-	4.43% ^{Ta}	2.16%	2.28%	2.14%	12.16%	6.01% ^d	-	3.58%	3.57% ^T	3.92%	3.85% ^T	1.15%	3.42%	8.22% ^{To}	5.26% ^T	4.34%	3.22%	2.41%	3.05%	2.88%
Central government or civil service (including Courts service and Bank of England)	158	153	18	13	7	-	40	11	46	11	-	-	-	98	9	60	2	25	7	16	15	48	84	44	108	
	4.20% ^{bw}	4.24% ^b	2.75%	5.28%	3.64%	-	5.39% ^b	3.74%	5.32% ^b	3.26%	-	-	-	4.95% ^T	3.72%	5.59% ^T	3.01%	4.62%	6.44%	4.57%	3.96%	3.23%	5.35% ^{Tw}	5.17%	3.92%	
Local government or council (including fire services, police and local authority controlled schools/colleges)	361	348	67	18	25	-	69	29	76	39	-	1	-	5	176	15	108	7	43	14	28	36	136	172	95	254
	9.62% ^p	9.65%	10.38%	7.67%	13.37%	-	9.37%	10.10%	8.84%	11.64%	-	3.05%	-	21.10%	8.94%	5.91%	10.04%	9.42%	7.95%	12.07%	7.83% ^p	9.72%	9.08%	10.89% ^T	11.06%	9.18%
A university, or other grant funded establishment (include opted-out schools)	131	126	21	7	10	-	25	13	20	11	1	4	1	1	63	7	38	4	14	3	10	7	54	59	32	91
	3.48% ^h	3.48% ^h	3.26%	2.99%	5.09%	-	3.41%	4.51%	2.36%	3.37%	4.84%	7.44% ^h	28.62%	3.70%	3.21%	2.92%	3.51%	5.46%	2.58%	2.52%	2.79%	1.77%	3.60%	3.73%	3.74%	3.28%
A health authority or NHS Trust	277	270	53	22	14	-	62	16	57	29	1	2	-	1	141	25	71	7	34	9	34	28	102	126	81	191
	7.38%	7.49%	8.23%	9.27%	7.38%	-	8.46%	5.66%	6.56%	8.75%	6.77%	3.47%	-	4.88%	7.14%	9.96%	6.57%	9.42%	6.28%	8.25%	9.43%	7.45%	6.81%	7.98%	9.44% ^{Tz}	6.92%
The armed forces	11	11	2	-	1	-	5	-	1	1	-	1	-	-	4	1	2	-	-	1	2	-	2	8	-	10
	0.30%	0.31%	0.38%	-	0.68%	-	0.63%	-	0.11%	0.28%	-	1.92% ^{cgh}	-	-	0.18%	0.50%	0.21%	-	-	0.84% ^s	0.61%	-	0.14%	0.49%	-	0.37%
Other public sector occupation (Please specify as much detail as possible)	121	114	26	6	3	-	29	10	24	5	-	-	-	1	75	9	45	3	19	2	11	16	54	38	35	81
	3.23% ^x	3.16%	4.02%	2.64%	1.51%	-	3.92%	3.54%	2.78%	1.63%	-	-	-	4.76%	3.79%	3.58%	4.16%	3.20%	3.44%	1.63%	2.97%	4.29%	3.61%	2.43%	4.05%	2.92%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 273
Do you work in any of the following occupations?
Base: All respondents who work

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	3755	3608	642	240	188	***	736	288	861	336	18**	49*	5**	24**	1974	248	1078	79*	539	112*	360	375	1498	1576	855	2765
NET: Private Sector	2588	2483	438	163	127	*	474	202	618	232	14	38	4	15	1347	172	712	54	386	67	240	257	1053	1052	543	1950
	68.92% _f	68.81% _f	68.20% _f	67.94% _f	67.30% _f	100.00% _f	64.39% _f	70.29% _f	71.74% _a	68.93% _f	76.22% _f	78.12% _f	71.38% _f	61.98% _f	68.23% _q	69.49% _f	66.07% _f	68.34% _f	71.72% _q	60.02% _f	66.54% _f	68.47% _f	70.31% _x	66.72% _f	63.48% _f	70.53% _{Ty}
A charity, voluntary organisation or trust	159	154	23	9	16	-	18	16	42	12	-	2	1	1	67	11	26	2	25	-	11	15	56	68	43	110
	4.23% _o	4.26% _f	3.60% _f	3.75% _f	8.31% _{Tabf}	-	2.51% _f	5.58% _f	4.92% _f	3.56% _f	-	3.47% _f	26.67% _f	4.87% _f	3.38% _q	4.46% _{tu}	2.43% _f	2.34% _f	4.73% _{qt}	-	3.07% _f	3.87% _f	3.75% _f	4.29% _f	4.99% _f	3.99% _f
Self-employed (Private sector)	373	358	76	16	25	*	57	30	69	38	-	6	-	6	159	22	82	7	42	5	27	55	181	96	106	255
	9.93% _{fh}	9.92% _f	11.84% _{cf}	6.71% _f	13.35% _{cfh}	100.00% _f	7.81% _f	10.52% _f	7.97% _f	11.21% _f	-	11.86% _f	-	25.69% _f	8.07% _f	9.04% _f	7.63% _f	8.32% _f	7.80% _f	4.09% _f	7.50% _f	14.60% _T	12.08% _{Tx}	6.09% _f	12.41% _{Tz}	9.20% _f
None of the above/ I work in the Private sector	2056	1971	339	138	86	-	398	156	507	182	14	31	2	8	1121	139	604	46	319	63	202	188	816	888	394	1586
	54.76% _d	54.63% _d	52.76% _d	57.49% _d	45.64% _d	-	54.08% _d	54.19% _d	58.85% _T	54.16% _d	76.22% _d	62.79% _d	44.71% _d	31.42% _d	56.78% _T	55.99% _d	56.00% _d	57.68% _d	59.19% _T	55.92% _d	55.97% _d	50.00% _d	54.48% _d	56.34% _v	46.08% _d	57.33% _{Ty}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 274
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3186	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3288	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
No children aged 18 or under	4586 72.22% ^a _{defij}	2158 70.57% ^a	2411 73.77% ^a _{ta}	634 76.88% ^a _{def}	633 60.92% ^a _e	390 38.64% ^a	625 60.46% ^a _e	876 88.48% ^a _{defg}	761 97.44% ^a _{defgh}	668 99.23% ^a _{defgh}	1121 69.54% ^a	1435 74.60% ^a _{ij}	880 67.27% ^a	1149 76.36% ^a _{ij}	2557 72.30% ^a	2029 72.13% ^a	3630 70.09% ^a	955 81.69% ^a _{tp}
NET: Yes	1715 27.01% ^b _{bcghi}	875 28.61% ^b _{Tb}	838 25.64% ^b	168 20.35% ^b _{ghi}	400 38.46% ^b _{Tcghi}	609 60.39% ^b _{Tcdg}	406 39.28% ^b _{Tcghi}	110 11.09% ^b _{hi}	19 2.42% ^b _{hi}	4 0.62% ^b	479 29.69% ^b _{Tkm}	469 24.37% ^b	420 32.13% ^b _{Tkm}	347 23.08% ^b	948 26.80% ^b	768 27.29% ^b	1503 29.02% ^b _{Tq}	212 18.13% ^b
NET: Any 5-18	1371 21.59% ^b _{bcghi}	698 22.81% ^b _{Tb}	671 20.54% ^b	93 11.34% ^b _{hi}	226 21.74% ^b _{cg}	527 52.31% ^b _{Tcdg}	393 38.01% ^b _{Tcdgh}	108 10.93% ^b _{hi}	19 2.42% ^b _{hi}	4 0.62% ^b	352 21.81% ^b	380 19.74% ^b	337 25.77% ^b _{Tjkm}	303 20.10% ^b	731 20.68% ^b	640 22.74% ^b	1193 23.03% ^b _{Tq}	178 15.22% ^b
NET: Any 11-18	949 14.94% ^b _{bcgdh}	489 16.00% ^b _{Tb}	458 14.02% ^b	58 7.06% ^b _{hi}	84 8.07% ^b _{hi}	333 33.04% ^b _{Tcdgh}	348 33.71% ^b _{Tcdgh}	102 10.30% ^b _{chi}	19 2.42% ^b _{hi}	4 0.62% ^b	229 14.23% ^b	260 13.52% ^b	235 17.97% ^b _{Tjkm}	224 14.89% ^b	490 13.84% ^b	459 16.32% ^b _{Tn}	818 15.80% ^b _{Tq}	130 11.13% ^b
Yes - children aged under 5 years old	558 8.79% ^c _{efghikm}	282 9.24% ^c	275 8.42% ^c	92 11.14% ^c _{Tfghi}	244 23.50% ^c _{Tcefgh}	188 18.61% ^c _{Tcfghi}	29 2.81% ^c _{ghi}	5 0.50% ^c _h	-	-	189 11.73% ^c _{Tkm}	141 7.33% ^c _{km}	145 11.08% ^c _{Tkm}	83 5.49% ^c	330 9.34% ^c	228 8.09% ^c	504 9.73% ^c _{Tq}	54 4.60% ^c
Yes - children aged 5 to 10 years old	724 11.40% ^b _{bcghi}	377 12.32% ^b _{Tb}	346 10.60% ^b	53 6.43% ^b _{ghi}	193 18.58% ^b _{Tcfgh}	356 35.35% ^b _{Tcdg}	108 10.45% ^b _{cg}	13 1.35% ^b _{hi}	-	-	197 12.24% ^b _{km}	192 10.01% ^b	183 14.03% ^b _{Tkm}	151 10.01% ^b	380 11.03% ^b	334 11.88% ^b	639 12.35% ^b _{Tq}	84 7.23% ^b
Yes - children aged 11 to 15 years old	666 10.49% ^b _{bcgdh}	355 11.60% ^b _{Tb}	310 9.48% ^b	43 5.27% ^b _{hi}	76 7.34% ^b _{ghi}	280 27.79% ^b _{Tcdg}	213 20.56% ^b _{Tcdghi}	44 4.45% ^b _{hi}	7 0.95% ^b	2 0.31% ^b	150 9.33% ^b	184 9.59% ^b	173 13.26% ^b _{Tjkm}	157 10.46% ^b	335 9.47% ^b	331 11.76% ^b _{Tn}	580 11.20% ^b _{Tq}	86 7.32% ^b
Yes - children aged 16 to 18 years old	470 7.41% ^c _{cdhikn}	224 7.32% ^c	245 7.50% ^c	30 3.59% ^c _{dhi}	14 1.30% ^c	133 13.16% ^c _{Tcdgh}	207 20.00% ^c _{Tcdg}	70 7.06% ^c _{cdhi}	15 1.91% ^c _{hi}	3 0.45% ^c	122 7.54% ^c	117 6.08% ^c	111 8.51% ^c _k	121 8.01% ^c _{kk}	239 6.75% ^c	232 8.24% ^c _{Tn}	395 7.62% ^c	75 6.45% ^c
Refused	48 0.76% ^d _{hiq}	25 0.82% ^d	19 0.59% ^d	23 2.77% ^d _{Tdefgh}	6 0.62% ^d	10 0.98% ^d _{hi}	3 0.26% ^d	4 0.44% ^d	1 0.14% ^d	1 0.16% ^d	12 0.77% ^d	20 1.02% ^d	8 0.60% ^d	8 0.56% ^d	32 0.91% ^d	16 0.58% ^d	46 0.89% ^d _{Tq}	2 0.17% ^d

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 275
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
No children aged 18 or under	4588 72.22% r	3871 72.41%	369 68.96%	227 76.01% d	119 67.17%	369 69.96%	187 73.76% i	497 71.19% i	389 74.64% i	365 65.40%	339 73.22% i	227 76.01% j	435 72.83% i	581 70.41%	659 75.25% p	418 75.60% p	119 67.17%	3982 74.67% Tr	562 59.01%
NET: Yes	1715 27.01% n	1430 26.75%	158 30.04% c	68 22.94%	58 32.83% c	158 30.04% kno	62 24.58%	198 28.40%	130 24.90%	183 32.75% Tfhj kno	122 26.34%	68 22.94%	155 25.97%	237 28.73% n	210 23.95%	133 24.00%	58 32.83% hkn	1334 25.02%	365 38.29% Tq
NET: Any 5-18	1371 21.59% c	1149 21.49%	127 24.16% c	51 16.94%	44 24.93% c	127 24.16% kn	54 21.21%	155 22.22%	113 21.61%	128 22.89% k	99 21.27%	51 16.94%	137 22.92% k	182 22.08%	171 19.47%	111 20.13%	44 24.93% k	1087 20.38%	270 28.39% Tq
NET: Any 11-18	949 14.94% q	789 14.75%	91 17.30% c	35 11.61%	34 19.14% c	91 17.30% kn	39 15.43%	106 15.21%	78 15.00%	88 15.83%	69 14.96%	35 11.61%	89 14.87%	122 14.76%	115 13.14%	82 14.82%	34 19.14% kkn	776 14.55%	162 17.00%
Yes - children aged under 5 years old	558 8.79% fo	470 8.80%	44 8.30%	27 9.07%	17 9.43%	44 8.30%	12 4.86%	63 8.99% f	43 8.16%	82 14.62% Tefgh kino	40 8.58%	27 9.07%	42 7.09%	91 11.05% Tfino	63 7.24%	34 6.21%	17 9.43%	392 7.35%	162 17.04% Tq
Yes - children aged 5 to 10 years old	724 11.40% q	618 11.56%	62 11.81%	27 9.14%	17 9.35%	62 11.81%	28 10.88%	84 12.04%	64 12.38%	73 13.01% n	47 10.19%	27 9.14%	71 11.94%	112 13.56% kno	84 9.57%	55 9.91%	17 9.35%	537 10.06%	179 18.83% Tq
Yes - children aged 11 to 15 years old	666 10.49% q	552 10.33%	64 12.15%	25 8.34%	25 14.05% c	64 12.15%	25 10.01%	73 10.39%	57 10.87%	60 10.79%	44 9.55%	25 8.34%	62 10.32%	93 11.24%	82 9.32%	57 10.31%	25 14.05% k	539 10.11%	119 12.47% q
Yes - children aged 16 to 18 years old	470 7.41%	392 7.34%	44 8.36%	18 5.98%	16 8.97%	44 8.36%	20 7.93%	60 8.58%	32 6.12%	42 7.45%	43 9.21%	18 5.98%	41 6.81%	54 6.52%	60 6.79%	42 7.63%	16 8.97%	391 7.33%	72 7.61%
Refused	48 0.76% be	45 0.84% b	-	3 1.05% b	-	-	4 1.64% e	3 0.41%	2 0.46%	10 1.84% Teghj	2 0.44%	3 1.05% e	7 1.20% e	7 0.86% e	7 0.79% e	2 0.40%	-	17 0.31%	26 2.71% Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 276
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
No children aged 18 or under	4586 72.22% ^{fi}	3347 71.90% ^{fi}	810 74.81% ^{Tacthi}	217 67.85%	190 78.23% ^{Tacthi}	-	611 64.68%	217 82.95% ^{Tabcthi}	666 70.38% ^f	274 65.40%	17 84.29%	65 89.35% ^{Tabctfhi}	2 100.00%	23 78.80%
NET: Yes	1715 27.01% ^{dgk}	1275 27.39% ^{bdgk}	269 24.83% ^{gk}	97 30.51% ^{bdgk}	51 21.00%	-	328 34.68% ^{Tabdghk}	70 15.65%	275 29.09% ^{bdgk}	142 33.93% ^{Tabdgk}	3 15.71%	8 10.65%	-	6 21.20%
NET: Any 5-18	1371 21.59% ^{gk}	1023 21.97% ^{bgk}	209 19.33% ^g	66 20.64% ^{gk}	48 19.62% ^g	-	251 26.54% ^{Tabcdgk}	58 13.07%	236 24.90% ^{Tabgk}	118 28.04% ^{Tabdgk}	3 15.71%	7 9.68%	-	5 16.32%
NET: Any 11-18	949 14.94% ^{bgk}	712 15.29% ^{bgk}	136 12.53% ^g	41 12.75% ^g	31 12.83% ^g	-	186 19.63% ^{Tabcdgk}	35 7.79%	178 18.77% ^{Tabcdgk}	78 18.57% ^{Tbcgk}	2 10.51%	4 6.02%	-	4 13.05%
Yes - children aged under 5 years old	558 8.79% ^{dgk}	416 8.94% ^{dgk}	92 8.49% ^g	44 13.78% ^{Tabdghk}	12 5.03%	-	114 12.07% ^{Tabdghk}	22 4.83%	75 7.95% ^g	44 10.59% ^{ldgk}	2 10.50%	1 1.89%	-	3 11.11%
Yes - children aged 5 to 10 years old	724 11.40% ^{gk}	543 11.68% ^{gk}	117 10.79% ^g	40 12.63% ^{gk}	28 11.60%	-	126 13.28% ^{gk}	32 7.20%	117 12.36% ^{gk}	70 16.59% ^{Tabghk}	1 5.20%	3 3.66%	-	2 6.23%
Yes - children aged 11 to 15 years old	666 10.49% ^{bdgk}	495 10.64% ^{bdgk}	95 8.73% ^g	27 8.40%	16 6.55%	-	130 13.80% ^{Tabcdgk}	25 5.66%	127 13.47% ^{Tabcdgk}	60 14.19% ^{Tabdgk}	2 10.51%	2 2.88%	-	1 4.97%
Yes - children aged 16 to 18 years old	470 7.41% ^g	357 7.66% ^{bg}	66 6.11%	24 7.44% ^g	19 7.66% ^g	-	90 9.57% ^{Tabg}	18 4.00%	88 9.27% ^{Tabg}	33 7.84% ^g	1 5.30%	3 4.55%	-	3 10.09%
Refused	48 0.76%	33 0.71%	4 0.37%	5 1.63% ^b	2 0.77%	-	6 0.63%	6 1.41% ^b	5 0.54%	3 0.67%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 277
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	426
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
No children aged 18 or under	4586 72.22%nuwy	4512 72.03%uwy	29 84.03%uwy	887 70.94%uy	274 75.69%uwy	249 74.60%uwy	970 71.61%uy	438 82.02%Tnpqrsu wyA	347 64.14%	6 85.19%	542 67.68%y	162 76.24%uwy	254 61.87%	115 82.09%Tnpsuwy A	976 71.68%uy
NET: Yes	1715 27.01%tz	1709 27.28%Ttz	6 15.97%	354 28.30%qtz	83 22.83%	84 25.15%t	374 27.60%tz	95 17.79%	188 34.67%Tnopqrs bxzA	1 14.81%	258 32.19%Tnoqrst xzA	48 22.38%	153 37.16%Tnopqrs tzA	25 17.91%	375 27.54%tz
NET: Any 5-18	1371 21.59%t	1366 21.80%Tt	4 12.24%	260 20.82%	65 17.83%	66 19.74%	299 22.09%t	90 16.86%	157 29.04%Tnopqrs bxzA	1 14.81%	201 25.07%Tnppqtz	45 21.03%	118 28.72%Tnopqrs bxzA	23 16.13%	300 22.06%t
NET: Any 11-18	949 14.94%qt	946 15.10%Tqt	2 5.68%	192 15.37%qt	37 10.26%	48 14.42%	188 13.91%	63 11.71%	109 20.11%Tnopqrs tA	1 14.81%	133 16.66%qt	34 15.96%	85 20.65%Tnopqrs tA	19 13.47%	189 13.91%
Yes - children aged under 5 years old	558 8.79%tx	555 8.86%tx	1 3.73%	123 9.83%bxz	33 9.13%tx	23 7.02%t	126 9.29%tx	20 3.82%	54 9.90%tx	-	93 11.64%Tnrtbz	7 3.29%	61 14.86%Tnppqrstu xzA	6 4.62%	126 9.24%tx
Yes - children aged 5 to 10 years old	724 11.40%rtz	721 11.52%Trtz	2 6.56%	138 11.03%	39 10.85%	26 7.94%	172 12.67%rtz	44 8.21%	82 15.12%Tnprtbz	-	111 13.86%Tnrtz	19 8.99%	66 15.97%Tnpprbz	8 5.95%	172 12.61%rtz
Yes - children aged 11 to 15 years old	666 10.49%t	664 10.60%Tt	2 5.68%	129 10.35%t	32 8.78%	32 9.53%	134 9.86%t	37 6.91%	77 14.20%TnppstA	1 14.81%	93 11.63%t	22 10.41%	65 15.76%Tnppqrst wA	15 11.06%	135 9.89%t
Yes - children aged 16 to 18 years old	470 7.41%	469 7.48%	-	97 7.80%	18 4.99%	26 7.72%	89 6.60%	37 6.96%	56 10.29%TnoqsA	-	63 7.81%	15 6.97%	39 9.56%qsA	10 7.29%	89 6.56%
Refused	48 0.76%nw	43 0.69%w	-	9 0.76%	5 1.48%w	1 0.25%	11 0.79%	1 0.19%	6 1.19%w	-	1 0.14%	3 1.38%tw	4 0.97%w	-	11 0.78%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Table 278
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

Absolutes/col percents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	New Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Potentially vulnerable (v)	Least vulnerable (w)	Yes (y)	No (z)	
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
No children aged 18 or under	4586	4345	859	301	291	.	756	441	947	334	23	77	8	29	2061	220	1115	107	580	101	321	403	2129	1502	1597	2843
NET: Yes	1715	1685	272	121	65	-	403	108	402	171	7	20	1	9	1040	133	587	34	279	62	195	320	756	502	394	1259
NET: Any 5-18	1371	1333	215	90	56	-	309	84	334	143	7	16	1	7	836	101	489	27	233	40	141	279	574	408	330	994
NET: Any 11-18	949	923	140	62	43	-	228	56	237	91	7	9	-	6	581	62	331	17	169	25	87	214	388	265	242	681
Yes - children aged under 5 years old	558	541	92	46	16	-	142	33	119	54	1	7	-	4	334	57	182	11	81	29	86	118	242	158	110	425
Yes - children aged 5 to 10 years old	724	706	121	55	24	-	156	42	171	84	2	9	1	2	447	63	251	16	112	25	87	175	284	217	161	537
Yes - children aged 11 to 15 years old	666	647	97	43	22	-	159	42	172	68	5	6	-	4	411	47	229	15	119	19	67	176	254	186	168	480
Yes - children aged 16 to 18 years old	470	456	66	30	27	-	116	30	117	36	3	3	-	4	279	24	164	8	84	12	36	96	186	142	118	335
Refused	48	41	6	2	2	-	13	6	8	3	-	-	-	-	20	2	10	1	7	4	6	6	11	6	10	27

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 279
Which of the following ITV regions do you live in?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Anglia	641	296	343	73	112	114	102	78	94	68	138	188	151	164	325	315	473	168
	10.09% ^g _{np}	9.69%	10.50%	8.91%	10.74% ^g	11.33% ^g	9.84%	7.86%	12.05% ^{cg}	10.06%	8.53%	9.76%	11.58% ^{kj}	10.89% ^j	9.20%	11.21% ^{Tn}	9.13%	14.36% ^{Tp}
Border	69	32	36	5	6	10	8	16	10	14	11	17	18	23	28	41	51	18
	1.08% ^{ijn}	1.06%	1.11%	0.57%	0.54%	0.97%	0.73%	1.66% ^{cd}	1.32%	2.12% ^{Tcdf}	0.66%	0.88%	1.37%	1.53% ^j	0.78%	1.46% ^{Tn}	0.98%	1.52%
Central	805	379	418	98	145	142	128	122	89	82	189	232	186	199	421	385	677	129
	12.69% ^{un}	12.38%	12.80%	11.88%	13.99%	14.04%	12.38%	12.35%	11.36%	12.13%	11.70%	12.06%	14.22% ^{ij}	13.20%	11.90%	13.68% ^{Tn}	13.06%	11.02%
Granada	618	305	312	55	85	102	124	108	75	70	140	178	148	152	319	300	543	76
	9.74% ^{cnq}	9.96%	9.56%	6.66%	8.18%	10.11% ^c	11.95% ^{Tcd}	10.88% ^{cd}	9.63% ^c	10.45% ^c	8.70%	9.27%	11.29% ^{Tj}	10.11%	9.01%	10.66% ^{Tn}	10.48% ^{Tq}	6.46%
London	1181	589	589	251	215	180	169	149	104	113	385	375	200	221	760	421	1117	64
	18.60% ^{dghim}	19.26%	18.01%	30.45% ^{Tdefg}	20.68% ^{gghi}	17.65% ^h	16.35%	15.05%	13.36%	16.74%	23.85% ^{Tklm}	19.50% ^{lm}	15.30%	14.68%	21.49% ^{To}	14.97%	21.56% ^{Tq}	5.48%
Meridian	630	300	328	57	108	86	103	113	92	70	158	203	119	150	361	269	499	131
	9.92% ^c	9.81%	10.02%	6.91%	10.39% ^c	8.55%	10.00% ^c	11.44% ^{ce}	11.80% ^{ce}	10.36% ^c	9.79%	10.55%	9.07%	9.99%	10.20%	9.56%	9.63%	11.20%
STV	494	267	224	39	81	85	92	86	60	52	113	154	102	125	268	227	395	100
	7.79% ^{abc}	8.74% ^{Tb}	6.86%	4.72%	7.78% ^c	8.39% ^c	8.87% ^c	8.79% ^c	7.70% ^c	7.68% ^c	7.02%	8.03%	7.80%	8.28%	7.57%	8.06%	7.62%	8.52%
Tyne Tees	256	112	144	23	40	37	40	51	32	34	57	73	60	66	130	126	200	57
	4.03%	3.68%	4.40%	2.74%	3.84%	3.67%	3.89%	5.11% ^c	4.09%	5.06% ^c	3.51%	3.82%	4.58%	4.40%	3.68%	4.48%	3.85%	4.84%
Wales	298	138	161	54	45	38	52	43	35	32	79	97	54	68	176	122	191	108
	4.70% ^{ap}	4.51%	4.91%	6.52% ^{Tdeg}	4.33%	3.79%	5.02%	4.30%	4.53%	4.72%	4.90%	5.06%	4.17%	4.49%	4.99%	4.34%	3.68%	9.20% ^{Tp}
West	251	117	132	58	45	31	41	31	27	19	62	85	44	61	146	105	212	40
	3.96%	3.82%	4.04%	6.99% ^{Tdefgh}	4.37%	3.04%	3.97%	3.09%	3.46%	2.80%	3.81%	4.40%	3.95%	4.06%	4.13%	3.73%	4.09%	3.38%
Westcountry	319	138	180	20	44	52	55	54	51	44	65	108	68	79	173	147	229	90
	5.03% ^{cpj}	4.50%	5.52%	2.39%	4.20% ^c	5.12% ^c	5.29% ^c	5.46% ^c	6.59% ^{Tcd}	6.54% ^{cd}	4.03%	5.59% ^j	5.19%	5.23%	4.88%	5.21%	4.42%	7.71% ^{Tp}
Yorkshire	611	309	302	83	98	89	95	102	82	62	150	164	134	163	314	297	470	141
	9.63% ^{np}	10.10%	9.23%	10.04%	9.39%	8.88%	9.23%	10.28%	10.48%	9.25%	9.30%	8.53%	10.28%	10.80% ^k	8.88%	10.56% ^{Tn}	9.07%	12.10% ^{Tp}
UTV	175	76	99	10	17	43	26	37	28	14	68	49	23	35	117	58	126	49
	2.76% ^{cdop}	2.49%	3.03%	1.22%	1.59%	4.26% ^{Tcdfi}	2.48%	3.78% ^{Tcd}	3.64% ^{cd}	2.11%	4.19% ^{Tklm}	2.55%	1.79%	2.33%	3.30% ^{To}	2.08%	2.43%	4.20% ^{Tp}

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 280
Which of the following ITV regions do you live in?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Anglia	641 10.09% bcdefghijklmnop	641 11.98% Tbcd	-	-	-	-	-	1 0.13%	1 0.13%	6 1.01% egm	75 16.29% Tefghikm nop	-	505 84.56% Tefghijk mnop	-	52 5.90% efghijkl mnop	2 0.29%	-	582 10.91% Tr	52 5.44%
Border	69 1.08% ahijlmnop	39 0.74%	28 5.24% Taacd	-	2 0.86%	28 5.24% Tthijkl mnop	1 0.36%	38 5.51% Thijklm nop	-	-	-	-	-	-	-	-	2 0.86% shijm no	66 1.23% Tr	1 0.15%
Central	805 12.69% bcdefghijklmnop	799 14.94% Tbcd	7 1.28% c	-	-	7 1.28% k	-	6 0.89%	1 0.22%	474 84.78% Tefghijkl mnop	288 62.21% Tefghikm nop	-	9 1.51% hk	5 0.62%	6 0.63%	10 1.77% fthkmm	-	667 12.52%	131 13.76%
Granada	618 9.74% bcdefghijklmnop	612 11.44% Tbcd	1 0.26%	5 1.82% bd	-	1 0.26%	-	603 96.33% Tefghijkl mnop	-	3 0.59% m	3 0.72% lm	5 1.82% efhimno	-	-	1 0.12%	1 0.18%	-	541 10.14% T	76 8.03%
London	1181 18.60% bcdefghijklmnop	1175 21.99% Tbcd	3 0.48%	-	3 1.71% c	3 0.48%	1 0.45%	7 1.01% h	-	11 1.97% ehk	5 1.18% h	-	77 12.85% efghijkl mnop	820 99.38% Tefghijkl mnop	247 28.14% Tefghijkl mnop	7 1.30% hk	3 1.71% hk	775 14.52%	380 39.91% Tq
Meridian	630 9.92% bcdefghijklmnop	630 11.78% Tbcd	-	-	-	-	-	1 0.12%	-	5 0.94% eghm	4 0.76% m	-	3 0.50%	-	566 64.58% Tefghijkl mnop	51 9.27% efghijkl mnop	-	562 10.54% Tr	64 6.72%
STV	494 7.79% cdghijklmnop	10 0.19%	484 91.88% Taacd	-	-	484 91.88% Tlghijkl mnop	-	3 0.42%	-	1 0.19%	-	-	-	-	5 0.55% lm	1 0.24%	-	449 8.42% Tr	43 4.49%
Tyne Tees	256 4.03% bcdefghijklmnop	256 4.79% Tbcd	-	-	-	-	249 97.85% Teghijkl mnop	1 0.11%	6 1.15% egij mno	1 0.15%	-	-	-	-	-	-	-	238 4.47% Tr	17 1.78%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 280
Which of the following ITV regions do you live in?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Wales	298 4.70% ab defghij lmnop	6 0.11%	2 0.40%	290 97.29% Tabd	-	2 0.40%	-	1 0.13%	-	1 0.19%	-	290 97.29% Tefghij mnop	-	-	-	4 0.73% klmn	-	262 4.91%	32 3.31%
West	251 3.96% bc defhijkl mnop	247 4.62% Tbcd	1 0.21%	2 0.74%	1 0.53%	1 0.21%	-	27 3.87% efhijklmn p	-	51 9.19% Tefghijkl mnop	-	2 0.74% hlmn	-	-	-	169 30.52% Tefgh ijklmnop	1 0.53% mn	201 3.77%	46 4.81%
Westcountry	319 5.03% bc defghij klmnop	317 5.92% Tbcd	1 0.25%	-	1 0.42%	1 0.25%	-	3 0.48% n	-	6 1.00% hijlmn	-	-	-	-	-	308 55.70% Tefgh ijklmnop	1 0.42%	291 5.45% Tr	27 2.86%
Yorkshire	611 9.63% b cdefg klmnop	611 11.43% Tbcd	-	-	-	-	3 1.34% eikmn	6 0.86% eimn	512 98.30% Tefgijkl mnop	-	86 18.50% Tefgiklm nop	-	4 0.59% m	-	1 0.08%	-	-	535 10.03% T	74 7.81%
UTV	175 2.76% ab cdefghij klmnop	4 0.07%	-	-	172 96.49% Tabc	-	-	1 0.15%	1 0.20%	-	2 0.35%	-	-	-	-	-	172 96.49% Tefgh ijklmno	165 3.09% Tr	9 0.93%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 281
Which of the following ITV regions do you live in?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total landline (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Anglia	641 10.09%h	479 10.29%h	134 12.41%Tah	33 10.25%	27 11.09%	-	97 10.30%	44 9.78%	74 7.82%	41 9.87%	-	10 13.65%	-	5 18.57%
Border	69 1.08%h	54 1.15%h	21 1.95%Tagh	5 1.63%h	4 1.76%h	-	9 0.97%h	2 0.52%	2 0.24%	3 0.71%	-	-	-	-
Central	805 12.69%	604 12.97%i	135 12.44%	44 13.69%	24 9.98%	-	129 13.60%l	51 11.51%	159 16.80%Tabdgi	40 9.61%	-	8 10.97%	-	4 15.52%
Granada	618 9.74%a	430 9.24%	89 8.22%	29 8.98%	23 9.65%	-	91 9.61%	52 11.74%b	101 10.68%	33 7.97%	-	5 7.10%	-	2 8.44%
London	1181 18.60%	881 18.92%f	189 17.45%	70 21.99%f	42 17.21%	-	157 16.60%	87 19.45%	194 20.53%f	99 23.57%Tabf	-	13 18.00%	-	4 13.89%
Meridian	630 9.92%	455 9.78%	105 9.67%	22 6.84%	32 13.29%cgh	-	103 10.84%c	34 7.56%	83 8.75%	45 10.79%	-	11 14.38%c	-	3 11.89%
STV	494 7.79%	360 7.73%	85 7.81%	29 9.21%	17 6.88%	-	71 7.51%	27 6.00%	79 8.37%	33 7.92%	-	7 8.91%	-	-
Tyne Tees	256 4.03%	187 4.02%	39 3.64%	10 3.11%	12 4.74%	-	40 4.26%	17 3.72%	45 4.78%	18 4.22%	-	4 4.96%	-	-
Wales	298 4.70%h	220 4.72%h	50 4.65%h	14 4.38%h	18 7.23%h	-	56 5.92%h	30 6.82%Tah	19 2.05%	20 4.79%h	-	1 1.46%	1 38.55%	3 8.82%
West	251 3.96%	184 3.94%	36 3.37%	17 5.40%	7 2.79%	-	34 3.62%	22 4.90%	44 4.65%	14 3.32%	-	3 3.59%	-	1 2.47%
Westcountry	319 5.03%h	240 5.16%h	63 5.77%h	16 5.15%	16 6.66%h	-	49 5.18%	22 4.91%	32 3.34%	25 6.02%h	-	5 6.48%	-	2 7.91%
Yorkshire	611 9.63%	440 9.44%	98 9.06%	25 7.95%	4 7.16%	-	77 8.19%	45 10.01%	94 9.90%	40 9.43%	20 100.00%	8 10.50%	1 61.45%	4 12.48%
UTV	175 2.76%	123 2.63%	39 3.56%a	5 1.42%	4 1.58%	-	32 3.40%	14 3.08%	20 2.11%	7 1.76%	-	-	-	-

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 282
Which of the following ITV regions do you live in?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Anglia	641 10.09%u	636 10.16%u	7 19.58%rsuxA	124 9.95%	41 11.45%u	30 8.85%	128 9.43%	68 12.69%TnsuA	39 7.30%	-	87 10.85%u	17 7.93%	54 13.21%TnsuA	16 11.34%	128 9.38%
Border	69 1.08%np	65 1.03%	-	7 0.56%	3 0.91%	3 0.99%	15 1.12%	3 0.60%	4 0.67%	-	12 1.46%p	4 1.95%p	5 1.28%	5 3.47%TnpqstuA	15 1.12%
Central	805 12.69%w	792 12.65%w	2 6.21%	188 15.05%TnswA	47 13.06%	37 11.16%	160 11.82%	62 11.54%	69 12.70%	1 15.71%	77 9.56%	35 16.30%w	60 14.50%w	25 17.70%swA	161 11.84%
Granada	618 9.74%	610 9.73%	2 4.71%	121 9.64%	30 8.24%	31 9.27%	132 9.76%	61 11.46%	57 10.54%	1 10.90%	77 9.62%	25 11.75%	32 7.71%	14 10.22%	133 9.77%
London	1181 18.60%tyz	1165 18.60%tyz	5 15.66%	229 18.33%tz	63 17.45%	65 19.61%tyz	291 21.49%Tnbyz	72 13.43%	112 20.62%tyz	3 36.96%	165 20.64%byz	30 14.32%	58 14.04%	15 10.95%	294 21.57%Tnpbyz
Meridian	630 9.92%	625 9.98%	3 9.63%	113 9.01%	40 11.03%	28 8.49%	137 10.08%	53 9.86%	50 9.28%	1 16.37%	102 12.76%Tnpy	18 8.45%	35 8.47%	14 9.89%	139 10.11%
STV	494 7.79%	485 7.73%	5 14.39%	86 6.88%	24 6.67%	27 7.97%	95 7.00%	51 9.47%	43 7.99%	-	64 7.98%	22 10.11%	32 7.75%	10 7.41%	95 6.96%
Tyne Tees	256 4.03%	254 4.05%	2 4.56%	59 4.75%	21 5.87%tw	17 4.95%	50 3.65%	16 2.90%	22 4.12%	-	26 3.24%	6 2.65%	20 4.82%	9 6.20%	50 3.64%
Wales	298 4.70%swA	297 4.74%swA	1 2.60%	81 6.51%TnqswA	12 3.39%	25 7.42%TnqswA	40 2.98%	28 5.22%swA	33 6.06%swA	-	21 2.68%	10 4.93%	23 5.47%swA	4 3.13%	40 2.96%
West	251 3.96%n	244 3.89%	-	50 3.99%	13 3.52%	21 6.24%TnstwA	46 3.38%	17 3.09%	22 4.14%	-	28 3.46%	12 5.64%	19 4.73%	5 3.81%	46 3.36%
Westcountry	319 5.03%	317 5.05%	2 4.81%	74 5.90%u	17 4.71%	19 5.61%	65 4.81%	25 4.72%	18 3.26%	-	47 5.83%u	9 4.26%	19 4.54%	10 7.16%u	65 4.79%
Yorkshire	611 9.63%	600 9.58%	5 14.22%	103 8.25%	39 10.87%	28 8.45%	133 9.84%	59 11.07%	61 11.33%p	1 20.07%	71 8.82%	22 10.14%	39 9.47%	11 7.89%	135 9.89%
UTV	175 2.76%pr	175 2.80%pr	1 3.63%	15 1.18%	10 2.84%p	3 1.00%	63 4.64%Tnpruxz	21 3.93%pr	11 2.01%	-	25 3.08%pr	3 1.57%	16 4.01%pr	1 0.83%	63 4.62%Tnpruxz

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 283
Which of the following ITV regions do you live in?
Base: All respondents

	O.3 Broadband supplier													O.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vul-nerable (v)	Potenti-ally vul-nerable (w)	Least vul-nerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Anglia	641	618	129	44	36	-	127	55	122	49	-	14	2	5	304	34	182	12	68	16	51	70	313	200	222	404
	10.09% _s	10.21%	11.37%	10.30%	9.92%	-	10.87%	10.00%	8.97%	9.55%	-	14.20%	28.98%	13.80%	9.74% _s	9.63%	10.61% _s	8.62%	7.89%	9.83%	9.69%	9.59%	10.82%	9.93%	11.10%	9.78%
Border	69	64	20	10	4	-	10	3	3	6	-	-	-	-	28	2	23	-	2	-	2	5	31	19	23	43
	1.08% _{hs}	1.05% _h	1.77% _{Ta}	2.27% _{Ta}	1.14% _h	-	0.85% _h	0.51%	0.23%	1.12% _h	-	-	-	-	0.88% _s	0.55%	1.36% _{os}	-	0.26%	-	0.37%	0.72%	1.08%	0.95%	1.15%	1.03%
Central	805	763	147	55	39	-	149	65	212	51	-	15	-	7	417	40	216	15	145	19	60	99	398	226	246	528
	12.69% _x	12.61%	12.89%	13.01%	10.90%	-	12.71%	11.64%	15.65% _T	10.00%	-	14.98%	-	17.18%	13.35%	11.38%	12.61%	10.16%	16.73% _T	11.62%	11.46%	13.63%	13.75% _T	11.24%	12.30%	12.78%
Granada	618	593	109	38	35	-	110	59	160	47	-	6	1	5	319	39	162	11	103	16	55	66	304	176	192	408
	9.74%	9.80%	9.62%	8.88%	9.72%	-	9.38%	10.64%	11.81% _{Ta}	9.16%	-	6.47%	7.47%	12.41%	10.21%	11.05%	9.45%	7.53%	11.89% _T	9.67%	10.61%	9.11%	10.49%	8.77%	9.59%	9.87%
London	1181	1124	200	80	58	-	186	103	281	98	-	16	1	4	600	87	289	29	187	45	132	145	400	466	302	819
	18.60% _f	18.58% _f	17.55%	18.83%	16.20%	100.00%	15.86%	18.51%	20.68% _T	19.25%	-	15.94%	10.82%	11.50%	19.22% _q	24.54% _T	16.90%	19.95%	21.62% _T	27.13% _T	25.37% _T	19.95% _w	13.82%	23.18% _T	15.07%	19.83% _{Ty}
Meridian	630	605	94	33	43	-	135	49	119	55	-	14	-	5	292	25	172	16	70	10	35	64	277	224	212	399
	9.92% _b	10.00% _b	8.29%	7.78%	12.09% _{bc}	-	11.53% _{Tb}	8.76%	8.80%	10.73%	-	14.63% _{bc}	-	12.65%	9.34% _u	7.03%	10.07% _u	11.49%	8.09%	6.22%	6.77%	8.74%	9.57%	11.16% _T	10.58%	9.67%
STV	494	473	94	40	24	-	95	37	107	48	-	7	-	1	250	27	136	8	73	15	42	46	248	156	170	315
	7.79%	7.82%	8.27%	9.48%	6.59%	-	8.07%	6.71%	7.86%	9.46%	-	6.69%	-	2.33%	8.01%	7.54%	7.97%	5.68%	8.39%	9.04%	8.02%	6.38%	8.56% _T	7.76%	8.49%	7.64%
Tyne Tees	256	242	45	17	18	-	49	20	58	21	-	5	1	-	136	13	73	6	44	3	16	36	118	74	98	150
	4.03% _z	4.00%	3.98%	3.92%	5.07%	-	4.15%	3.57%	4.25%	4.12%	-	4.85%	9.30%	-	4.35%	3.59%	4.29%	3.96%	5.07%	1.77%	3.00%	4.90%	4.08%	3.66%	4.87% _{Tz}	3.62%
Wales	298	273	52	21	28	-	67	34	29	24	-	4	1	3	139	16	103	6	13	12	29	27	150	82	107	176
	4.70% _{ah}	4.52% _h	4.57% _h	4.87% _h	7.93% _{Tabh}	-	5.69% _{ah}	6.11% _h	2.15%	4.69% _h	-	3.96%	7.11%	8.79% _h	4.45% _s	4.59% _s	6.00% _{To}	4.10% _s	1.53%	7.37% _s	5.48% _s	5.48% _s	3.74%	5.18%	4.06%	5.37%
West	251	235	37	18	12	-	48	29	59	15	-	3	1	1	116	12	51	13	36	10	21	36	113	64	77	164
	3.96% _{qx}	3.88%	3.22%	4.24%	3.38%	-	4.13%	5.17%	4.35%	2.92%	-	2.70%	16.95%	1.84%	3.73% _q	3.31%	2.98%	8.95% _{To}	4.12%	5.72%	4.08%	4.94% _x	3.90%	3.18%	3.83%	3.98%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 283
Which of the following ITV regions do you live in?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerably vulnerable (v)	Least vulnerable (w)	Yes (y)	No (z)	
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Westcountry	319	305	68	19	23	-	62	28	46	32	-	6	-	2	133	16	82	5	28	5	21	31	176	83	89	224
	5.03%ho	5.04%h	5.99%h	4.45%	6.49%h	-	5.27%h	5.02%	3.40%	6.35%h	-	5.91%	-	5.88%	4.25%	4.63%	4.80%	3.63%	3.28%	2.89%	4.07%	4.21%	6.08%Tx	4.14%	4.45%	5.42%
Yorkshire	611	584	97	45	31	-	91	59	131	53	30	9	2	5	300	33	163	18	82	12	45	88	295	170	200	392
	9.63%fx	9.66%f	8.57%	10.70%	8.65%	-	7.73%	10.70%f	9.65%	10.42%	100.00%	9.67%	19.37%	13.65%	9.60%	9.30%	9.54%	12.61%	9.51%	7.02%	8.57%	12.03%T	10.19%hx	8.45%	10.01%	9.49%
UTV	175	172	45	5	7	-	44	15	30	11	-	-	-	-	89	10	58	5	14	3	13	15	72	71	64	108
	2.76%ss	2.84%ch	3.92%Ta	1.27%	1.92%	-	3.75%Tach	2.66%	2.20%	2.22%	-	-	-	-	2.86%ss	2.87%	3.41%ss	3.33%	1.61%	1.73%	2.51%	2.07%	2.49%	3.51%Tw	3.19%	2.61%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 284
Marital Status
Base: All respondents

	Gender		Age								Social Grade						Area type	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5160	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Single	2058 32.42% ^{bghil} oq	1025 33.53% ^{ab}	1014 31.02%	625 75.84% ^{Tdefg} hi	423 40.72% ^{Tefgh} i	314 31.16% ^{ghil}	320 30.92% ^{ghil}	222 22.43% ^{hi}	118 15.10% ⁱ	36 5.34%	517 32.04% ^l	678 35.23% ^{Tjl}	320 24.44%	544 36.16% ^{Tjl}	1194 33.77% ^{To}	864 30.71%	1770 34.17% ^{Tq}	288 24.65%
NET: Married/ Civil partnership/ co habiting	3459 54.48% ^{bckmp}	1764 57.68% ^{Tb}	1693 51.80%	171 20.69%	599 57.59% ^{Tc}	652 64.69% ^{Tcdfh} i	595 57.58% ^{Tc}	603 60.90% ^{Tc}	450 57.68% ^c	389 57.89% ^c	943 58.48% ^{Tkm}	971 50.46% ^{km}	876 66.98% ^{Tjkm}	670 44.49%	1914 54.11%	1546 54.95%	2754 53.17%	705 60.32% ^{Tp}
Married	2613 41.15% ^{bcdkm} p	1391 45.48% ^{Tb}	1220 37.34%	96 11.70%	351 33.74% ^c	469 46.56% ^{Tcd}	454 43.90% ^{cd}	488 49.27% ^{Tcdf}	388 49.73% ^{Tcdf}	366 54.46% ^{Tcdef} g	718 44.51% ^{Tkm}	712 37.00%	677 51.74% ^{Tjkm}	506 33.65%	1429 40.42%	1183 42.07%	2064 39.85%	548 46.89% ^{Tp}
Civil Partnership	67 1.06% ^{fhi}	34 1.10%	34 1.03%	28 3.40% ^{Tefghi}	21 1.98% ^{Tefghi}	5 0.47%	3 0.32%	6 0.57%	3 0.39%	2 0.28%	23 1.44%	20 1.01%	11 0.87%	13 0.88%	43 1.21%	25 0.87%	58 1.11%	10 0.82%
Co Habiting	779 12.27% ^{achim}	339 11.10%	439 13.44% ^{Ta}	46 5.59% ⁱ	227 21.87% ^{Tcefg} hi	178 17.66% ^{Tcfgh} i	138 13.36% ^{chi}	110 11.07% ^{chi}	59 7.56% ⁱ	21 3.15%	202 12.53% ^{km}	239 12.45% ^{km}	188 14.37% Tm	150 9.96%	441 12.48%	338 12.01%	632 12.20%	148 12.61%
NET: Widowed/ separated/ divorced	768 12.09% ^{acdej} np	236 7.71%	532 16.27% ^{Ta}	1 0.09%	8 0.74% ^c	31 3.09% ^{cd}	114 11.06% ^{cde}	159 16.08% ^{Todef}	212 27.10% ^{Todef} g	243 36.14% ^{Todef} h	139 8.60%	256 13.30% ^{jl}	103 7.86%	270 17.97% ^{Tjkl}	394 11.16%	373 13.27% ^{Tn}	595 11.49%	172 14.74% ^{Tp}
Widowed	271 4.26% ^{acdefg} jlp	71 2.32%	200 6.11% ^{Ta}	-	1 0.12%	4 0.40%	20 1.95% ^{cde}	29 2.93% ^{cde}	78 10.04% ^{Todef} g	138 20.49% ^{Todef} h	51 3.13%	93 4.82% ^{jl}	29 2.23%	98 6.52% ^{Tjkl}	143 4.05%	127 4.53%	201 3.87%	70 5.98% ^{Tp}
Separated	70 1.10% ^{cd}	29 0.95%	41 1.25%	-	2 0.19%	11 1.10% ^{cd}	16 1.57% ^{cd}	18 1.82% ^{Tcd}	15 1.93% ^{Tcd}	8 1.13% ^{cd}	14 0.90%	22 1.15%	12 0.90%	21 1.43%	37 1.04%	33 1.18%	58 1.13%	12 1.00%
Divorced	427 6.73% ^{acdej} n	136 4.44%	291 8.91% ^{Ta}	1 0.09%	4 0.43%	16 1.59% ^{cd}	78 7.54% ^{cde}	112 11.34% ^{Todef} g	118 15.14% ^{Todef}	98 14.52% ^{Todef}	74 4.57%	141 7.33% ^{jl}	62 4.73%	151 10.02% ^{Tjkl}	215 6.07%	213 7.56% ^{Tn}	336 6.49%	91 7.77%
Prefer not to answer	64 1.01% ^{fhq}	33 1.07%	30 0.91%	28 3.38% ^{Tdefgh} i	10 0.95% ^h	11 1.07% ^h	5 0.44%	6 0.58%	1 0.12%	4 0.63%	14 0.89%	19 1.01%	9 0.72%	21 1.38%	34 0.96%	30 1.07%	61 1.17% ^{Tq}	3 0.29%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 285
Marital Status
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Single	2058 32.42% d opd	1763 32.97% Td	165 31.39% d	88 29.47%	42 23.68%	165 31.39% p	79 31.00%	229 32.86% p	186 35.77% op	181 32.35% p	157 33.93% op	88 29.47%	180 30.14%	327 39.85% Tefg ikinop	269 30.75%	154 27.84%	42 23.68%	1563 29.31%	484 48.69% Tq
NET: Married/ Civil partnership/ co habiting	3459 54.48% m r	2887 54.00%	288 54.65%	174 58.24%	110 62.16% Ta	288 54.65%	136 53.74%	384 54.99% m	263 50.58%	313 56.00% m	249 53.69%	174 58.24% hm	322 53.98%	405 49.05%	488 55.71% m	326 59.04% Thm	110 62.16% Thm	3016 56.55% Tr	423 44.39%
Married	2613 41.15% m r	2175 40.69%	220 41.69%	127 42.44%	91 51.06% Tab	220 41.69%	98 38.63%	287 41.13%	201 38.52%	251 44.88% hm	196 42.24%	127 42.44%	241 40.39%	305 36.91%	360 41.09%	237 42.97% m	91 51.06% Tefg hijm	2244 42.07% Tr	356 37.36%
Civil Partnership	67 1.06%	58 1.08%	6 1.13%	4 1.19%	- -	6 1.13%	2 0.61%	9 1.30%	5 0.91%	7 1.23%	4 0.76%	4 1.19%	2 0.34%	14 1.67% lo	14 1.59% lo	2 0.39%	- -	59 1.11%	7 0.72%
Co Habiting	779 12.27% r	654 12.23%	62 11.83%	44 14.60%	20 11.09%	62 11.83%	37 14.50%	88 12.56%	58 11.15%	55 9.88%	50 10.69%	44 14.60% i	79 13.25%	86 10.48%	114 13.03%	87 15.69% Thij m	20 11.09%	713 13.37% Tr	60 6.30%
NET: Widowed/ separated/ divorced	768 12.09% r	642 12.01%	69 13.18%	32 10.73%	24 13.64%	69 13.18% m	39 15.26% im	81 11.62%	65 12.45% m	57 10.25%	55 11.79%	32 10.73%	88 14.73% Tim	71 8.59%	115 13.15% m	71 12.90% m	24 13.64% m	721 13.51% Tr	44 4.65%
Widowed	271 4.26% r	225 4.21%	25 4.68%	10 3.46%	10 5.86%	25 4.68%	20 7.86% Thikd mno	34 4.81%	22 4.28%	17 3.05%	27 5.78% imo	10 3.46%	26 4.31%	27 3.33%	37 4.19%	16 2.83%	10 5.86%	258 4.83% Tr	11 1.20%
Separated	70 1.10%	59 1.11%	6 1.13%	2 0.63%	3 1.51%	6 1.13%	3 1.03%	7 1.01%	5 1.05%	9 1.56%	4 0.94%	2 0.63%	9 1.49%	8 0.92%	9 0.97%	6 1.13%	3 1.51%	63 1.19%	7 0.69%
Divorced	427 6.73% mr	357 6.69%	39 7.37%	20 6.64%	11 6.27%	39 7.37% m	16 6.37%	40 5.79%	37 7.13% m	32 5.65%	24 5.08%	20 6.64%	53 8.93% Tgijm	36 4.35%	70 8.00% m	49 8.94% Tgijm	11 6.27%	399 7.49% Tr	26 2.76%
Prefer not to answer	64 1.01% oq	54 1.02%	4 0.77%	5 1.57%	1 0.52%	4 0.77%	- -	4 0.53%	6 1.19%	8 1.39% no	3 0.59%	5 1.57% ino	7 1.15%	22 2.71% Tefgj ino	3 0.39%	1 0.22%	1 0.52%	33 0.62%	22 2.28% Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 286
Marital Status
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Single	2058 32.42%af	1427 30.65%af	343 31.69%af	113 35.41%df	65 26.63%	-	238 25.15%	138 31.00%af	301 31.86%af	150 35.85%adf	7 34.88%	27 37.03%af	1 38.55%	5 15.94%
NET: Married/ Civil partnership/ co habiting	3459 54.48%gk	2601 55.88%Tgk	599 55.34%gk	178 55.80%gk	127 52.37%	-	596 63.01%Tabcdghi k	208 46.68%	546 57.74%Tgk	225 53.71%gk	9 44.78%	29 40.23%	-	15 53.06%
Married	2613 41.15%gk	2032 43.65%Tgk	463 42.75%gk	138 43.30%gk	101 41.69%	-	482 50.98%Tabcdghi k	156 35.12%	427 45.13%Tgk	170 40.52%	5 24.77%	21 29.21%	-	15 51.04%
Civil Partnership	67 1.06%	49 1.05%	12 1.09%	9 2.96%Tabfgh	3 1.09%	-	10 1.08%	2 0.38%	8 0.80%	5 1.30%	-	-	-	-
Co Habiting	779 12.27%a	521 11.18%	124 11.49%	30 9.54%	23 9.58%	-	104 10.96%	50 11.17%	112 11.80%	50 11.89%	4 20.01%	8 11.02%	-	1 2.01%
NET: Widowed/ separated/ divorced	768 12.09%ch	582 12.50%chi	134 12.42%c	24 7.56%	47 19.25%Tabcghi	-	101 10.67%	95 21.25%Tabcghi	92 9.67%	39 9.24%	4 20.34%	17 22.74%Tabcghi	1 61.45%	9 31.00%
Widowed	271 4.26%	235 5.05%Th	60 5.55%Thi	11 3.56%	16 6.40%hi	-	39 4.11%	42 9.45%Tabcghi	32 3.41%	13 3.01%	3 14.89%	5 6.75%	-	5 17.27%
Separated	70 1.10%a	43 0.92%	11 0.97%	2 0.70%	1 0.48%	-	11 1.19%	8 1.74%	8 0.85%	2 0.46%	-	-	-	-
Divorced	427 6.73%c	304 6.52%c	64 5.90%	11 3.30%	30 12.36%Tabcghi	-	51 5.38%	45 10.06%Tabcghi	51 5.41%	24 5.77%	1 5.46%	12 16.00%Tabcghi	1 61.45%	4 13.72%
Prefer not to answer	64 1.01%	45 0.97%	6 0.55%	4 1.24%	4 1.76%	-	11 1.16%	5 1.08%	7 0.73%	5 1.21%	-	-	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 287.
Marital Status
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Single	2058 32.42%oty	2034 32.47%oty	5 13.92%	391 31.29%oty	144 39.71%Tnopsty A	131 39.14%Tnopsty A	427 31.49%oty	130 24.40%	201 37.13%Tnopsty A	3 47.33%	272 34.01%oty	71 33.56%oty	105 25.60%	52 37.32%oty	430 31.57%oty
NET: Married/ Civil partnership/ co habiting	3459 54.48%	3418 54.57%r	23 66.07%	693 55.41%r	182 50.17%	164 49.09%	741 54.70%	313 58.57%Tqr	285 52.75%	3 41.05%	436 54.44%	117 54.93%	252 61.32%Tnpqrsu wA	73 51.85%	744 54.64%
Married	2613 41.15%q	2579 41.17%q	20 56.18%qrz	509 40.72%q	121 33.31%	128 38.43%	556 41.02%q	248 46.49%Tnpqrsu wzA	200 37.06%	3 41.05%	325 40.64%q	97 45.57%qu	213 51.77%Tnpqrsu wzA	51 36.75%	559 41.02%q
Civil Partnership	67 1.06%	65 1.05%	-	19 1.55%r	4 0.97%	-	14 1.07%	6 1.11%	5 0.93%	-	9 1.10%	1 0.42%	5 1.29%r	1 0.70%	14 1.06%
Co Habiting	779 12.27%y	774 12.35%y	3 9.90%	164 13.14%y	58 15.89%Tntby	36 10.67%	171 12.62%y	59 10.97%	80 14.76%xy	-	102 12.70%y	19 8.94%	34 8.26%	20 14.40%y	171 12.56%y
NET: Widowed/ separated/ divorced	768 12.09%nqu	749 11.95%qu	7 20.01%qu	152 12.19%q	29 8.02%	36 10.89%	168 12.39%q	87 16.39%Tnpqrsuw A	50 9.18%	1 11.62%	86 10.71%	23 10.85%	51 12.33%	15 10.84%	169 12.39%q
Widowed	271 4.26%nq	260 4.15%q	4 12.82%Tnpqrsuw yzA	52 4.14%q	5 1.34%	12 3.62%	57 4.17%q	38 7.21%Tnpqrsuw zA	16 2.87%	1 11.62%	31 3.85%q	12 5.51%q	18 4.34%q	3 2.43%	57 4.21%q
Separated	70 1.10%	68 1.08%	-	17 1.34%	3 0.81%	4 1.34%	14 1.00%	6 1.10%	7 1.38%	-	6 0.75%	2 0.79%	5 1.17%	-	14 1.00%
Divorced	427 6.73%	421 6.72%	3 7.19%	84 6.71%	21 5.86%	20 5.93%	98 7.22%	43 8.08%u	27 4.93%	-	49 6.11%	10 4.55%	28 6.83%	12 8.41%	98 7.18%
Prefer not to answer	64 1.01%	63 1.01%	-	14 1.10%	8 2.10%Tn	3 0.88%	19 1.42%	3 0.65%	5 0.94%	-	7 0.84%	1 0.66%	3 0.75%	-	19 1.41%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 288
Marital Status
Base: All respondents

	O.3 Broadband supplier													O.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Potentially vulnerable (v)	Least vulnerable (w)	Yes (y)	No (z)	
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Single	2058	1887	355	138	101	*	306	180	450	175	11	34	3	8	892	180	441	55	260	71	190	337	819	616	710	1243
	32.42% ^a	31.18% ^f	31.21% ^f	32.60% ^f	28.23%	100.00%	26.05%	32.45% ^f	33.18% ^f	34.46% ^f	38.19%	34.71%	31.53%	21.42%	28.58% ^q	33.54% ^o	25.78%	38.36% ^o	30.09% ^q	42.27% ^T	36.33% ^o	46.22% ^T	28.30%	30.62%	35.50% ^T	30.11%
NET: Married/ Civil partnership/ co habiting	3459	3362	623	246	187	-	727	265	768	272	14	45	3	21	1877	202	1080	59	513	85	288	314	1578	1242	952	2421
	54.48% ^g	55.56% ^T	54.76% ^g	57.98% ^g	52.18%	-	62.00% ^T	47.83%	56.59% ^g	53.56%	45.87%	46.44%	39.80%	53.48%	60.16% ^T	56.94% ^r	63.09% ^T	41.36%	59.27% ^T	51.22%	55.11% ^r	43.10%	54.50% ^v	61.78% ^T	47.59%	58.64% ^{Ty}
Married	2613	2552	483	189	144	-	572	192	576	201	8	32	2	18	1467	156	857	39	394	69	225	230	1240	895	713	1840
	41.15% ^g	42.18% ^T	42.48% ^g	44.46% ^g	40.22%	-	48.81% ^T	34.61%	42.43% ^g	39.47%	27.06%	32.59%	28.98%	46.87%	47.00% ^T	43.94% ^r	50.08% ^T	27.02%	45.56% ^T	41.15% ^r	43.05% ^r	31.54%	42.82% ^T	44.50% ^T	35.61%	44.55% ^{Ty}
Civil Partnership	67	65	10	10	5	-	11	2	14	12	-	-	-	-	41	7	20	1	13	5	12	12	27	21	27	40
	1.06%	1.07%	0.91%	2.41% ^{Ta}	1.32%	-	0.91%	0.31%	1.03%	2.27% ^{Ta}	-	-	-	-	1.31%	1.90%	1.18%	0.74%	1.51%	3.29% ^{To}	2.34% ^T	1.58%	0.94%	1.02%	1.36%	0.97%
Co Habiting	779	745	129	47	38	-	144	72	178	60	6	13	1	3	368	39	203	19	106	11	51	73	311	327	212	542
	12.27% ^{ta}	12.31%	11.37%	11.11%	10.64%	-	12.28%	12.91%	13.13%	11.82%	18.81%	13.94%	10.82%	6.61%	11.94%	11.10%	11.84%	13.60%	12.20%	6.78%	9.72%	9.96%	10.74%	16.26% ^T	10.61%	13.12% ^{Ty}
NET: Widowed/ separated/ divorced	768	741	149	37	64	-	127	105	125	54	5	18	2	10	319	31	174	26	83	7	37	73	481	145	324	431
	12.09% ^c	12.25% ^c	13.12% ^{ch}	8.69%	17.87% ^{Ta}	bcf	10.85%	18.90% ^{Ta}	9.23%	10.61%	15.94%	18.85% ^T	28.67%	25.10% ^T	10.21% ^{tu}	8.60%	10.18% ^t	17.97% ^{To}	9.62% ^t	4.12%	7.17%	9.99% ^x	16.61% ^{Tv}	7.20%	16.21% ^T	10.44%
Widowed	271	267	65	14	19	-	42	44	39	17	3	5	-	5	119	10	65	15	28	4	14	23	163	51	121	146
	4.26% ^{hx}	4.42% Th	5.67% ^{Ta}	3.36%	5.25% ^h	-	3.58%	8.01% ^{Ta}	2.84%	3.29%	9.93%	5.07%	-	12.84% ^{Ta}	3.81%	2.73%	3.80%	10.20% ^{To}	3.28%	2.35%	2.61%	3.10%	5.65% ^{Tv}	2.54%	6.07% ^{Tz}	3.53%
Separated	70	65	11	3	7	-	16	9	13	4	-	-	-	-	32	1	22	1	8	-	1	10	39	12	28	42
	1.10% ^x	1.08%	0.98%	0.74%	1.94%	-	1.33%	1.56%	0.96%	0.80%	-	-	-	-	1.04%	0.40%	1.30%	0.63%	0.90%	-	0.27%	1.39%	1.36% ^x	0.62%	1.40%	1.02%
Divorced	427	409	74	19	38	-	70	52	74	33	2	13	2	5	168	19	87	10	47	3	22	40	278	81	175	243
	6.73% ^{ho}	6.75% ^h	6.47%	4.58%	10.68% ^{Ta}	bcf	5.94%	9.34% ^{Ta}	5.43%	6.52%	6.01%	13.78% ^T	28.67%	12.26% ^c	5.37%	5.47%	5.08%	7.13% ^t	5.44%	1.77%	4.29% ^t	5.51%	9.61% ^{Tv}	4.04%	8.74% ^{Tz}	5.88%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 288
Marital Status
Base: All respondents

	O.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Prefer not to answer	64	61	10	3	6	-	13	5	13	7	-	-	-	33	3	16	3	9	4	7	5	17	8	14	33	
	z	1.01%wx	1.01%	0.91%	0.73%	1.72%	-	1.10%	0.82%	0.99%	1.38%	-	-	-	1.05%	0.92%	0.96%	2.32%	1.02%	2.39%	1.39%	0.70%	0.58%	0.40%	0.70%	0.81%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 289
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	995	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Glasgow	266	143	123	24	48	46	58	44	20	26	63	79	57	68	141	125	224	42
	4.19%h	4.67%	3.76%	2.91%	4.58%h	4.58%h	5.57%Th	4.43%h	2.60%	3.90%	3.88%	4.09%	4.34%	4.52%	3.99%	4.43%	4.32%	3.60%
Edinburgh	226	121	104	21	35	39	34	39	37	22	57	75	44	50	132	94	183	44
	3.57%	3.95%	3.18%	2.56%	3.32%	3.88%	3.27%	3.95%	4.68%c	3.32%	3.55%	3.89%	3.36%	3.35%	3.73%	3.36%	3.53%	3.72%
Newcastle	279	121	158	27	43	38	42	56	32	40	62	76	69	72	138	141	218	61
	4.39%kn	3.95%	4.84%	3.26%	4.15%	3.77%	4.09%	5.64%Tc	4.16%	5.97%Toe	3.82%	3.97%	5.28%	4.76%	3.90%	5.00%Tn	4.20%	5.23%
Leeds	279	141	137	41	46	40	38	47	36	31	79	67	64	69	145	134	215	64
	4.39%k	4.61%	4.20%	5.01%	4.43%	3.94%	3.71%	4.77%	4.58%	4.56%	4.88%k	3.47%	4.91%	4.61%	4.11%	4.75%	4.15%	5.46%
Hull	94	42	52	12	17	12	15	14	12	12	19	29	17	29	48	46	78	17
	1.48%	1.39%	1.58%	1.43%	1.65%	1.17%	1.48%	1.45%	1.56%	1.72%	1.18%	1.49%	1.31%	1.94%	1.35%	1.65%	1.50%	1.41%
Sheffield	174	89	84	23	29	31	26	28	23	14	45	54	28	46	99	75	130	44
	2.74%p	2.90%	2.57%	2.78%	2.80%	3.07%	2.47%	2.80%	3.00%	2.12%	2.79%	2.83%	2.17%	3.06%	2.81%	2.65%	2.50%	3.79%Tp
Manchester	465	243	221	67	65	79	91	67	49	47	100	138	118	109	238	227	405	60
	7.32%jnq	7.95%	6.76%	8.15%	6.28%	7.84%	8.77%Td	6.77%	6.31%	6.92%	6.22%	7.15%	8.99%Tj	7.27%	6.73%	8.07%Tn	7.82%Tq	5.10%
Liverpool	240	104	135	30	31	28	47	42	33	29	60	73	45	63	133	108	204	36
	3.78%	3.42%	4.13%	3.62%	2.99%	2.80%	4.54%e	4.27%	4.19%	4.33%	3.70%	3.79%	3.42%	4.18%	3.75%	3.82%	3.94%	3.06%
Nottingham	294	134	160	37	54	36	53	39	36	38	69	93	60	72	161	132	220	73
	4.62%p	4.37%	4.90%	4.50%	5.23%	3.53%	5.14%	3.98%	4.67%	5.58%e	4.26%	4.82%	4.59%	4.80%	4.57%	4.70%	4.25%	6.28%Tp
Birmingham	526	249	271	82	115	93	72	72	47	44	124	141	123	138	265	261	470	56
	8.28%hnq	8.13%	8.30%	9.98%Thi	11.08%Tghi	9.27%h	6.96%	7.27%	5.98%	6.61%	7.69%	7.34%	9.38%k	9.17%	7.50%	9.27%Tn	9.08%Tq	4.75%
Norwich	265	118	147	20	43	50	47	38	36	32	48	79	71	67	127	139	168	97
	4.18%cnj	3.86%	4.51%	2.45%	4.11%	4.96%c	4.54%c	3.82%	4.55%c	4.77%c	2.98%	4.09%	5.45%Tj	4.48%j	3.58%	4.93%Tn	3.25%	8.30%Tp
Milton Keynes	168	75	93	24	26	34	20	23	18	23	44	56	35	33	101	67	137	32
	2.65%	2.45%	2.85%	2.89%	2.52%	3.40%	1.95%	2.29%	2.99%	2.61%	2.75%	2.93%	2.64%	2.18%	2.85%	2.39%	2.64%	2.70%
Brighton	156	70	87	19	16	21	26	35	24	16	37	47	27	45	84	72	124	32
	2.46%jd	2.28%	2.65%	2.27%	1.50%	2.06%	2.54%	3.51%Td	3.05%jd	2.43%	2.28%	2.46%	2.04%	3.02%	2.38%	2.56%	2.40%	2.74%
Oxford	98	57	41	10	17	9	15	16	12	19	32	33	18	15	65	33	74	24
	1.54%o	1.86%T	1.25%	1.22%	1.63%	0.85%	1.49%	1.65%	1.49%	2.84%Tce	2.00%km	1.70%	1.34%	1.03%	1.84%To	1.17%	1.43%	2.03%

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

Prepared by Yonder

.YONDER

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 289
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
London	1436 22.62% q	715 ghlmo	716 21.90%	271 32.93% Tdefg hi	264 25.38% Tfghi	227 22.48% gh	213 20.56%	182 18.39%	142 18.24%	138 20.44%	442 27.40% Tkim	448 23.31% lm	262 20.04%	294 18.88%	890 25.17% To	546 19.42%	1325 25.57% Tq	112 9.56%
Southampton	237 3.74%	114 3.72%	121 3.71%	25 2.98%	47 4.51% i	34 3.36%	32 3.08%	43 4.32%	40 5.08% Tdfi	18 2.61%	51 3.14%	92 4.76% Tj	44 3.36%	51 3.37%	143 4.03%	95 3.36%	198 3.83%	39 3.31%
Bristol	266 4.19% c	123 4.03%	143 4.37%	18 2.24%	46 4.46% c	35 3.49%	55 5.31% c	46 4.65% c	31 3.97%	34 5.09% c	70 4.37%	80 4.17%	50 3.79%	66 4.37%	151 4.26%	115 4.10%	208 4.02%	58 4.95%
Plymouth	173 2.72% acdjp	71 2.31%	100 3.07%	11 1.39%	15 1.42%	30 3.00% cd	31 3.02% cd	28 2.86% cd	32 4.13% Tcd	25 3.67% cd	32 1.98%	57 2.96%	35 2.64%	49 3.29% j	89 2.51%	84 2.99%	120 2.31%	53 4.54% Tp
Cardiff	222 3.49% p	105 3.43%	117 3.58%	37 4.47%	40 3.80%	34 3.40%	36 3.52%	33 3.38%	24 3.06%	17 2.58%	60 3.71%	77 4.01%	41 3.17%	43 2.88%	137 3.87%	85 3.01%	156 3.01%	66 5.64% Tp
Belfast	178 2.80% cdlop	78 2.55%	100 3.05%	8 1.00%	18 1.77%	45 4.51% Tdfil	26 2.48% c	37 3.78% Tcd	28 3.64% cd	14 2.11%	68 4.23% Tkim	51 2.63%	25 1.88%	34 2.28%	119 3.36% To	59 2.10%	127 2.45%	51 4.37% Tp
None of these	307 4.83% cdjnp	146 4.78%	158 4.84%	16 1.95%	25 2.39%	47 4.64% cd	57 5.53% cd	59 6.01% cd	63 8.07% Tdef	39 5.82% cd	51 3.19%	79 4.11%	77 5.90% jk	131 6.57% Tjk	131 3.69%	176 6.26% Tn	196 3.79%	110 9.44% Tp

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Glasgow	266 4.19% dghijk lmnop	1 0.01%	264 50.10% Tacd	1 0.37% a	-	264 50.10% Tghijkl mnop	-	-	-	-	-	1 0.37%	-	1 0.09%	-	-	-	240 4.50% Tr	24 2.50%
Edinburgh	226 3.57% dghijk lmnop	8 0.14%	219 41.53% Tacd	-	-	219 41.53% Tghij klmnop	1 0.33%	4 0.54% m	-	-	1 0.28%	-	1 0.18%	-	1 0.08%	-	-	208 3.89% Tr	19 1.97%
Newcastle	279 4.39% bcd dehijkl mnop	279 5.21% Tbcd	-	-	-	245 96.39% Teghi jklmnop	28 3.99% ehijk lmnop	5 1.01% ejimm o	1 0.15%	-	-	-	-	-	-	-	-	259 4.85% Tr	19 2.02%
Leeds	279 4.39% bcd defgijk lmnop	279 5.22% Tbcd	-	-	-	2 0.93% ejimm no	5 0.71% lmno	272 52.18% Tefgijkl mnop	-	-	-	-	-	-	-	-	-	227 4.26%	50 5.29%
Hull	94 1.48% bcd egklmno r	94 1.76% Tbc	-	-	-	2 0.64% gmn	-	82 15.67% Tefgijkl mnop	-	11 2.34% legklmno p	-	-	-	-	-	-	-	90 1.69% Tr	4 0.39%
Sheffield	174 2.74% bcd defgijkl mnop	174 3.25% Tbcd	-	-	-	-	-	130 25.04% Tefgij klmnop	1 0.16%	42 8.98% Tefgiklm nop	-	-	1 0.13%	-	-	-	-	160 2.99% Tr	13 1.40%
Manchester	465 7.32% bcd defhijk lmnop	464 8.68% Tbcd	-	1 0.30%	-	-	-	432 61.89% Tefhi jklmnop	6 1.25% elmo	21 3.75% efhijk lmnop	4 0.93% elmo	1 0.30%	-	-	-	-	-	377 7.08%	85 8.90%
Liverpool	240 3.78% bcd efhijlm nop	199 3.72% bcd	-	42 13.92% Tabd	-	-	-	193 27.63% Tefhijkl mnop	-	3 0.58%	-	42 13.92% Tefhijlm nop	-	1 0.16%	1 0.13%	-	-	221 4.15% Tr	19 1.96%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Nottingham	294 4.62%bc defghik lmnop	294 5.49%Tbcd	-	-	-	-	-	1 0.08%	1 0.21%	5 0.87%egmno	277 59.85%Tefghikl mnop	-	10 1.63%efghikmno	-	-	-	-	259 4.86%T	33 3.44%
Birmingham	526 8.28%bc defghikl mnopq	524 9.81%Tbcd	-	2 0.61%	-	-	-	1 0.13%	-	491 87.95%Tefgh jklmnop	29 6.24%efghk lmnop	2 0.61%lm	-	-	2 0.23%	1 0.17%	-	400 7.50%	119 12.55%Tq
Norwich	265 4.18%bc defghij kmnopr	265 4.96%Tbcd	-	-	-	-	-	-	-	3 0.65%gm	-	-	259 43.42%Tefghijk mnop	-	2 0.25%	1 0.19%	-	250 4.69%Tr	12 1.28%
Milton Keynes	168 2.65%bc defghik mop	168 3.14%Tbcd	-	-	-	-	-	1 0.13%	-	1 0.13%	57 12.28%Tefghikm nop	-	77 12.84%Tefghikm nop	-	33 3.75%Tefghikm op	-	-	151 2.82%T	16 1.70%
Brighton	156 2.46%bc defghij klmnop	156 2.92%Tbcd	-	-	-	-	-	-	-	-	-	-	1 0.16%	-	153 17.46%Tefgh ijklmnop	2 0.41%	-	143 2.68%Tr	13 1.41%
Oxford	98 1.54%bc efghijkl m	98 1.83%Tbc	-	-	-	-	-	-	2 0.39%	2 0.42%	-	-	1 0.18%	1 0.15%	79 9.05%Tefgh ijklmnop	12 2.22%efghijkl mp	-	86 1.62%	8 0.82%
London	1436 22.62%b cdefghi jkopq	1434 26.83%Tbcd	2 0.40%	-	-	2 0.40%	-	-	8 1.62%lfgk	4 0.75%g	4 0.83%g	-	193 32.38%Tefg hijklnop	818 99.16%Tefg hijklnop	402 45.33%Tefgh ijklmnop	5 0.82%g	-	996 18.68%	414 43.48%Tq
Southampton	237 3.74%bc defghij klmpr	237 4.44%Tbcd	-	-	-	-	-	-	1 0.17%	-	-	-	-	173 19.73%Tefg hijklmnop	63 11.46%Tefghijk lmpr	-	-	214 4.02%Tr	22 2.32%
Bristol	266 4.19%bc defghij klmnop	264 4.93%Tbcd	-	2 0.73%b	-	-	-	-	1 0.21%	-	-	2 0.73%egl	-	1 0.13%	3 0.30%	259 46.87%Tefghijk lmpr	-	248 4.65%Tr	16 1.63%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 290
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Plymouth	173 2.72% bc defghj klmnp	173 3.24% Tbcd	-	-	-	-	-	-	-	-	-	-	-	-	-	173 31.31% Tefghjk lmnp	-	161 3.01% Tr	12 1.30%
Cardiff	222 3.49% ab defghj lmnop	2 0.05%	-	219 73.50% Tabd	-	-	-	-	2 0.30%	-	-	219 73.50% Tefghij mnop	-	-	-	1 0.14%	-	192 3.60%	24 2.57%
Belfast	178 2.80% abcdf ghijklmnop	-	-	-	178 100.00% Tabc	-	-	-	-	-	-	-	-	-	-	-	178 100.00% Tefgh ijklmno	169 3.16% Tr	6 0.64%
None of these	307 4.83% ad fhmnp	233 4.36% d	42 7.97% Tad	32 10.57% Tad	-	42 7.97% Tighi mnp	4 1.70% m	34 4.90% fmp	16 3.02% mp	26 4.60% fmp	33 7.21% Tihm np	32 10.57% Tighi mnop	55 9.20% Tighi mnp	1 0.18%	28 3.18% fmp	35 6.40% fhmnp	-	281 5.27% Tr	23 2.44%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 291
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total landline (a)	BT (b)	EE (c)	Plus-net (e)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broadband (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Glasgow	266 4.19%	203 4.35%	46 4.21%	18 5.66%	8 3.29%	-	35 3.66%	17 3.72%	55 5.80% ^{Taf}	14 3.40%	-	2 3.07%	-	-
Edinburgh	226 3.57%	163 3.50%	38 3.47%	14 4.34%	12 5.01%	-	37 3.92%	11 2.43%	28 2.91%	13 3.19%	-	4 5.84%	-	-
Newcastle	279 4.39%	207 4.45%	51 4.70%	13 4.06%	11 4.39%	-	44 4.66%	18 4.10%	43 4.57%	18 4.41%	-	4 4.96%	-	-
Leeds	279 4.39% ^d	208 4.46% ^d	45 4.17% ^d	9 2.97%	3 1.08%	-	39 4.15% ^d	17 3.77% ^d	62 6.59% ^{Tabcdfg}	22 5.18% ^d	-	3 4.59%	-	2 6.74%
Hull	94 1.48% ^{fh}	62 1.34% ^{fh}	10 0.96%	3 0.84%	2 0.75%	-	6 0.67%	9 1.96% ^{fh}	6 0.61%	5 1.08%	20 100.00%	-	-	-
Sheffield	174 2.74%	120 2.58%	30 2.77%	8 2.54%	5 2.19%	-	27 2.85%	14 3.24%	18 1.86%	10 2.31%	-	2 2.98%	-	2 5.74%
Manchester	465 7.32% ^b	328 7.04% ^b	61 5.62%	29 9.06% ^b	22 8.93%	-	69 7.28%	38 8.50% ^b	78 8.28% ^b	25 5.85%	-	2 2.93%	-	1 3.07%
Liverpool	240 3.78%	166 3.57%	32 2.99%	11 3.40%	9 3.69%	-	36 3.86%	22 4.93%	32 3.35%	18 4.39%	-	3 4.17%	-	2 5.25%
Nottingham	294 4.62%	208 4.46%	51 4.67%	11 3.59%	14 5.83%	-	32 3.40%	22 4.89%	60 6.31% ^{Tafi}	15 3.54%	-	3 4.10%	-	-
Birmingham	526 8.28% ^d	403 8.67% ^d	87 8.04% ^d	32 9.95% ^d	9 3.52%	-	93 9.87% ^d	32 7.23%	101 10.70% ^{Tabdgg}	35 8.39% ^d	-	4 5.32%	-	4 15.52%
Norwich	265 4.18% ^h	210 4.51% Th	68 6.27% ^{Tahi}	12 3.77%	12 4.75%	-	42 4.46% ^h	25 5.53% ^h	23 2.39%	15 3.59%	-	6 7.74% ^h	-	4 13.64%
Milton Keynes	168 2.65%	122 2.62%	25 2.30%	7 2.04%	8 3.28%	-	24 2.55%	13 2.91%	26 2.73%	10 2.39%	-	5 6.96% ^{Tabcfi}	-	-
Brighton	156 2.46%	113 2.42%	25 2.30%	6 1.93%	11 4.09% ^h	-	23 2.48%	10 2.40%	15 1.58%	10 2.36%	-	4 4.85%	-	1 4.37%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 291
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Oxford	98 1.54%	74 1.58%	26 2.43% ^{Ta}	2 0.72%	4 1.50%	-	12 1.29%	6 1.45%	13 1.35%	4 0.99%	-	4.27% ^{ci}	-	-
London	1436 22.62%	1066 22.91% ^f	233 21.56%	82 25.71% ^f	47 19.19%	-	191 20.21%	95 21.35%	245 25.93% ^{Tabdf}	127 30.31% ^{Tabdfg}	-	15 19.90%	-	5 18.07%
Southampton	237 3.74%	166 3.57%	38 3.54%	7 2.34%	18 7.32% ^{Tabdfghi}	-	39 4.15%	11 2.42%	28 2.95%	9 2.25%	-	2 3.13%	-	1 3.34%
Bristol	266 4.19%	193 4.15%	45 4.17%	9 2.93%	7 3.05%	-	37 3.92%	22 5.02%	38 4.02%	20 4.71%	-	2 3.13%	-	2 7.90%
Plymouth	173 2.72% ^h	129 2.77% ^h	35 3.20% ^h	9 2.90%	12 4.73% ^h	-	30 3.18% ^h	10 2.31%	15 1.54%	12 2.79%	-	3 4.30%	-	1 2.48%
Cardiff	222 3.49% ^h	166 3.57% ^h	34 3.17%	11 3.53%	11 4.60% ^h	-	47 4.94% ^{Tabh}	19 4.29% ^h	19 1.99%	15 3.48%	-	1 1.46%	38.55%	2 6.46%
Belfast	178 2.80%	123 2.65%	39 3.63% ^{ai}	6 2.01%	4 1.58%	-	32 3.40% ^{ai}	13 2.65%	21 2.20%	6 1.38%	-	-	-	-
None of these	307 4.83% ^h	225 4.83% ^h	63 5.85% ^h	18 5.69% ^h	18 7.25% ^h	-	48 5.08% ^h	21 4.71% ^h	22 2.32%	17 3.99%	-	5 6.29%	1 61.45%	2 7.41%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 292
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q.2 Mobile supplier														
	Total (n)	Total mobile (n)	BT Mobile (n)	EE (p)	giff-gaff (n)	Lebara (n)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Glasgow	266 4.19%	261 4.17%	2 5.65%	42 3.38%	12 3.42%	18 5.52%	53 3.90%	27 4.98%	26 4.88%	-	35 4.38%	13 5.88%	12 2.89%	7 5.19%	53 3.88%
Edinburgh	226 3.57%	222 3.54%	2 5.88%	43 3.46%	14 3.77%	9 2.75%	43 3.20%	19 3.61%	17 3.17%	-	29 3.58%	12 5.56%	15 3.65%	4 3.09%	43 3.19%
Newcastle	279 4.39%†	276 4.41%†	2 4.56%	62 4.96%†	24 6.52%‡sbA	19 5.67%†	53 3.88%	14 2.68%	24 4.37%	-	32 4.03%	5 2.25%	24 5.82%‡x	10 7.02%‡x	53 3.86%
Leeds	279 4.39%	276 4.40%	1 2.72%	50 4.00%	22 6.18%	11 3.15%	64 4.72%	20 3.72%	29 5.37%	1 20.07%	31 3.86%	11 5.06%	17 4.22%	7 4.79%	65 4.79%
Hull	94 1.48%	93 1.49%	1 2.74%	12 0.92%	7 1.80%	5 1.57%	14 1.06%	14 2.54%‡npsA	13 2.34%‡psA	-	9 1.15%	2 1.15%	10 2.51%‡psA	2 1.43%	14 1.06%
Sheffield	174 2.74%	169 2.70%	3 8.75%‡npsqtwy	35 2.79%	6 1.62%	5 1.36%	43 3.19%	13 2.47%	16 2.92%	-	20 2.55%	7 3.44%	11 2.57%	3 2.28%	43 3.17%
Manchester	465 7.32%	459 7.32%	2 4.71%	88 7.06%	27 7.44%	31 9.24%‡sA	82 6.08%	43 8.07%	54 9.98%‡npsyA	1 10.90%	61 7.57%	18 8.37%	24 5.95%	10 7.38%	83 6.11%
Liverpool	240 3.78%	238 3.79%	-	51 4.05%	16 4.36%	14 4.07%	62 4.60%	20 3.69%	15 2.72%	-	28 3.54%	7 3.38%	11 2.62%	6 4.04%	62 4.57%
Nottingham	294 4.62%	286 4.56%	1 3.73%	51 4.10%	19 5.31%	23 6.77%‡psA	55 4.09%	23 4.25%	28 5.16%	-	37 4.59%	12 5.64%	17 4.06%	9 6.20%	55 4.07%
Birmingham	526 8.28%†	519 8.29%†	1 2.48%	142 11.35%‡ntrstuwA	28 7.74%	24 7.17%	102 7.51%	31 5.89%	38 6.96%	-	55 6.87%	22 10.48%†	41 9.85%†	15 10.72%†	102 7.48%
Norwich	265 4.18%	264 4.22%	3 8.56%	49 3.89%	15 4.06%	12 3.59%	52 3.80%	29 5.40%	17 3.21%	-	39 4.91%	7 3.31%	22 5.29%	7 4.92%	52 3.78%
Milton Keynes	168 2.65%	166 2.65%	1 2.69%	30 2.42%	11 2.99%	10 2.85%	34 2.49%	24 4.52%‡npswA	16 2.87%	-	17 2.09%	6 2.73%	13 3.12%	3 2.25%	34 2.47%
Brighton	156 2.46%	156 2.49%	-	32 2.54%	4 1.23%	10 2.88%	31 2.32%	13 2.39%	16 2.94%	-	24 3.04%	2 1.12%	8 2.04%	5 3.83%	31 2.31%
Oxford	98 1.54%	98 1.56%	5 15.31%‡npsqrstu wxyzA	13 1.06%	5 1.30%	5 1.61%	19 1.38%	8 1.50%	8 1.50%	-	21 2.63%‡npsA	4 1.78%	5 1.28%	2 1.50%	19 1.38%

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



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 292
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
London	1436 22.62%tz	1417 22.62%tz	6 18.31%	281 22.51%tz	81 22.43%tz	69 20.80%	367 27.08%Tnprtux yz	89 16.63%	120 22.18%tz	4 53.32%	197 24.62%tyz	39 18.34%	78 18.89%	19 13.92%	371 27.21%Tnprtuxyz
Southampton	237 3.74%	236 3.77%	-	43 3.44%	18 4.96%	9 2.78%	44 3.22%	22 4.18%	20 3.68%	-	35 4.39%	8 3.79%	15 3.69%	10 6.81%rsA	44 3.21%
Bristol	266 4.19%	259 4.14%	1 2.51%	55 4.44%	10 2.70%	10 3.10%	48 3.51%	20 3.83%	24 4.44%	-	37 4.56%	13 6.28%q	23 5.51%	6 3.96%	48 3.49%
Plymouth	173 2.72%u	172 2.74%u	1 2.30%	44 3.51%u	8 2.13%	15 4.36%u	38 2.82%u	13 2.42%u	4 0.70%	-	22 2.70%u	5 2.47%	8 1.87%	6 4.12%u	38 2.80%u
Cardiff	222 3.49%swA	220 3.51%swA	1 2.60%	59 4.73%TnswA	10 2.83%	13 4.01%sA	27 1.97%	21 3.88%sA	29 5.33%TnswzA	-	16 2.06%	10 4.93%swA	19 4.62%swA	2 1.23%	27 1.96%
Belfast	178 2.80%pr	177 2.85%pr	1 3.63%	16 1.26%	10 2.84%p	3 1.00%	63 4.62%Tnpruxz	22 4.15%pru	11 2.01%	-	25 3.07%pr	3 1.57%	16 4.01%pr	1 0.83%	63 4.59%Tnpruxz
None of these	307 4.83%	299 4.78%	1 2.87%	52 4.15%	16 4.38%	19 5.76%	62 4.55%	49 9.20%Tnppqsuwx yA	18 3.25%	1 15.71%	30 3.80%	5 2.44%	23 5.55%	6 4.47%	63 4.61%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility - Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Glasgow	266	258	50	23	12	-	44	27	69	19	-	2	-	1	148	13	77	5	50	8	21	30	128	80	91	169
	4.19%	4.27%	4.44%	5.31%	3.31%	-	3.72%	4.83%	5.08%	3.70%	-	2.31%	-	2.33%	4.76%T	3.80%	4.48%	3.45%	5.78%T	4.74%	4.10%	4.16%	4.41%	3.98%	4.54%	4.09%
Edinburgh	226	214	44	17	15	-	49	11	41	25	-	4	-	-	99	13	57	3	25	7	20	18	111	77	71	153
	3.57%g	3.54%g	3.89%g	4.00%	4.11%	-	4.14%g	2.02%	3.01%	4.87%g	-	4.39%	-	-	3.19%	3.72%	3.35%	2.23%	2.86%	4.31%	3.91%	2.49%	3.85%	3.84%	3.54%	3.70%
Newcastle	279	263	54	22	18	-	52	21	55	24	-	5	-	-	146	15	81	7	43	3	18	38	126	81	108	159
	4.39%z	4.35%	4.72%	5.17%	5.10%	-	4.44%	3.75%	4.03%	4.73%	-	4.85%	-	-	4.69%	4.25%	4.72%	5.21%	4.96%	1.77%	3.45%	5.21%	4.36%	4.01%	5.38%Tz	3.86%
Leeds	279	271	46	19	10	-	50	19	79	28	-	5	1	3	162	18	84	6	54	6	24	49	118	82	83	191
	4.39%	4.48%	4.09%	4.50%	2.66%	-	4.24%	3.35%	5.84%Ta	5.47%	-	5.23%	8.03%	7.04%	5.18%T	5.07%	4.88%	4.36%	6.22%T	3.33%	4.51%	6.68%Tw	4.09%	4.06%	4.15%	4.63%
Hull	94	84	9	6	2	-	7	9	11	4	30	-	1	-	35	3	23	2	6	3	5	13	52	23	33	59
	1.48%ab	1.39%bf	0.77%	1.49%	0.51%	-	0.63%	1.55%	0.83%	0.85%	100.00%	-	9.30%	-	1.14%	0.77%	1.37%	1.41%	0.70%	1.59%	1.03%	1.85%	1.78%	1.17%	1.67%	1.44%
Sheffield	174	166	24	14	10	-	32	23	31	16	-	2	-	3	71	4	43	7	16	4	8	16	95	47	61	103
	2.74%o	2.75%	2.12%	3.27%	2.74%	-	2.76%	4.18%Ta	2.32%	3.21%	-	2.24%	-	6.61%	2.27%	1.19%	2.52%	4.56%pu	1.88%	2.10%	1.48%	2.22%	3.28%T	2.34%	3.06%	2.49%
Manchester	465	441	74	33	29	-	80	46	122	36	-	2	-	3	250	31	126	12	78	14	45	59	214	135	123	322
	7.32%y	7.29%	6.49%	7.74%	8.07%k	-	6.81%	8.23%k	8.95%Ta	6.99%	-	2.20%	-	8.41%	8.01%T	8.74%	7.34%	8.10%	8.96%	8.53%	8.67%	8.09%	7.41%	6.74%	6.16%	7.79%y
Liverpool	240	224	40	16	14	-	46	24	47	23	-	4	1	2	108	10	63	2	30	7	17	26	122	62	90	146
	3.78%x	3.71%	3.51%	3.77%	3.98%	-	3.95%	4.29%	3.47%	4.62%	-	4.26%	7.47%	3.90%	3.45%	2.91%	3.68%	1.42%	3.47%	4.00%	3.25%	3.63%	4.21%x	3.06%	4.50%T	3.54%
Nottingham	294	281	60	15	23	-	42	28	80	17	-	7	-	-	146	27	59	7	53	4	32	35	146	82	100	186
	4.62%q	4.64%	5.26%	3.62%	6.39%fi	-	3.56%	5.07%	5.87%Ta	3.39%	-	7.44%	-	-	4.68%q	7.71%To	3.47%	4.80%	6.08%To	2.68%	6.10%qt	4.78%	5.04%	4.09%	4.98%	4.50%
Birmingham	526	500	90	40	15	-	108	41	136	43	-	6	-	7	287	22	155	12	97	17	39	71	250	146	148	354
	8.28%d	8.26%d	7.96%d	9.47%d	4.16%	-	9.20%d	7.48%d	10.04%Ta	8.43%d	-	6.51%	-	17.18%ab	9.20%Tp	6.10%	9.04%	8.26%	11.17%T	10.27%	7.43%	9.73%x	8.63%	7.26%	7.41%	8.57%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 293
Which of the following cities do you live in, or nearest to?
Base: All respondents

	O.3 Broadband supplier													O.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Util-ity Ware-house (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vuln-erable (v)	Poten-tially vuln-erable (w)	Least vuln-erable (x)	Yes (y)	No (z)
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Norwich	285 4.18% ho	260 4.30% Th	62 5.44% Ta	21 4.93% h	18 5.13% h	-	49 4.21% h	30 5.49% h	37 2.69%	19 3.78%	-	6 6.53% h	1 13.18%	4 10.14% h	111 3.56%	11 3.06%	68 4.00%	7 4.95%	22 2.58%	9 5.56%	20 3.86%	29 4.03%	139 4.79% Tx	70 3.47%	90 4.51%	170 4.11%
Milton Keynes	168 2.65% u	157 2.60%	25 2.17%	9 2.04%	10 2.70%	-	30 2.58%	18 3.27%	34 2.50%	13 2.59%	-	8 8.33% Tabcd fghi	-	-	86 2.75% pu	4 1.06%	52 3.04% pu	6 4.05% pu	24 2.73% u	2 1.06%	6 1.06%	19 2.55%	81 2.81%	58 2.89%	62 3.10%	104 2.51%
Brighton	156 2.46%	146 2.42%	20 1.79%	7 1.68%	15 4.32% Tabcf	-	26 2.20%	17 3.08%	24 1.73%	13 2.62%	-	6 5.86% Tabcf	-	3 7.06% bc	73 2.34%	7 2.05%	45 2.64%	3 1.80%	17 1.96%	2 1.06%	9 1.73%	17 2.32%	69 2.38%	51 2.54%	58 2.89%	93 2.25%
Oxford	98 1.54% sw	92 1.53%	24 2.11%	4 1.03%	6 1.57%	-	17 1.45%	5 0.97%	17 1.26%	6 1.23%	-	4 4.21% Tacf	-	-	45 1.43% s	7 2.02%	24 1.43%	6 4.00% To	6 0.73%	1 0.71%	8 1.60%	10 1.42%	34 1.16%	42 2.09% Tw	30 1.51%	64 1.55%
London	1436 22.62% d	1375 22.72% d	244 21.43%	101 23.77% d	62 17.40%	100.00%	241 20.59%	116 20.89%	355 26.16% T	121 23.82% d	-	18 18.49%	2 26.62%	6 14.60%	728 23.33% q	98 27.58% T	359 21.00%	33 23.19%	222 25.70% T	53 31.93% T	151 28.97% T	165 22.60% w	525 18.13%	556 27.64% T	383 19.13%	987 23.91% Ty
Southampton	237 3.74% c	228 3.76% c	42 3.70% c	7 1.66%	21 5.74% Tch	-	52 4.41% c	17 3.06%	42 3.07%	17 3.31%	-	2 1.84%	-	1 2.48%	103 3.30%	14 4.06%	55 3.24%	4 2.87%	25 2.92%	4 2.40%	18 3.53%	25 3.46%	113 3.90%	82 4.09%	79 3.93%	156 3.78%
Bristol	266 4.19% t	250 4.13%	46 4.08%	11 2.63%	15 4.09%	-	48 4.10%	27 4.78%	58 4.28%	24 4.64%	-	2 2.35%	1 16.95%	5 5.87%	119 3.81% t	14 3.98% t	60 3.53%	9 6.63% tu	34 3.96% t	1 0.67%	15 2.92% t	23 3.20%	128 4.42%	84 4.17%	79 3.97%	179 4.32%
Plymouth	173 2.72% ho sx	165 2.73% h	35 3.10% h	12 2.86%	15 4.23% h	-	39 3.33% h	14 2.56%	24 1.74%	13 2.50%	-	4 4.28%	-	1 1.84%	72 2.31%	9 2.61%	48 2.80%	-	14 1.67%	3 1.77%	12 2.34%	16 2.20%	102 3.52% Tx	40 1.97%	49 2.46%	120 2.92%
Cardiff	222 3.49% hs	209 3.46% h	37 3.24%	16 3.84% h	19 5.34% h	-	57 4.87% Ta	22 3.94% h	28 2.07%	16 3.13%	-	4 3.96%	1 7.11%	3 7.03% h	110 3.53% s	12 3.29% s	81 4.72% To	5 3.51%	13 1.47%	11 6.40% s	22 4.28% s	24 3.25%	108 3.71%	65 3.22%	84 4.19% Tz	124 3.01%
Belfast	178 4.83% s	175 2.90% T	45 3.98% Ta	8 1.99%	7 1.92%	-	44 3.75% Th	14 2.47%	31 2.27%	11 2.22%	-	-	-	-	89 2.86% s	11 3.12%	59 3.46% oe	4 2.59%	13 1.54%	4 2.33%	15 2.87%	13 1.85%	73 2.53%	73 3.65% Tv	66 3.29%	107 2.59%
None of these	307 4.83% ho sux	289 4.77% h	65 5.72% h	22 5.22% h	23 6.54% h	-	59 5.06% h	26 4.73% h	38 2.79%	20 3.91%	-	5 4.72%	1 11.34%	2 5.51%	131 4.21% s	10 2.92%	91 5.31% oe	4 2.62%	23 2.66%	5 2.79%	15 2.88%	31 4.29%	162 5.59% Tx	75 3.71%	113 5.64% Tz	184 4.45%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 294
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211	
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169	
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1668	1714	1233	1427	3348	2660	4857	1153	
Up to £7,000	(3.5)	171	73	97	42	21	25	41	34	5	2	10	34	15	111	45	126	146	24
		2.69% ^{hijklm}	2.38%	2.97%	5.15% ^{Tdehi}	2.01% ^{hi}	2.51% ^{hi}	3.95% ^{Tdhi}	3.43% ^{hi}	0.67%	0.36%	0.65%	1.79% ^j	1.16%	7.37% ^{Tjkl}	1.27%	4.48% ^{Tn}	2.83%	2.09%
£7,001 to £14,000	(10.5)	547	200	342	41	36	45	97	120	116	91	32	119	71	325	151	395	437	110
		8.61% ^{acdejk}	6.55%	10.47% ^{Ta}	4.92%	3.51%	4.51%	9.43% ^{code}	12.14% ^{Tode}	14.81% ^{Todef}	13.51% ^{Todef}	1.99%	6.20% ^j	5.40% ^j	21.57% ^{Tjkl}	4.28%	14.05% ^{Tn}	8.43%	9.42%
£14,001 to £21,000	(17.5)	651	254	396	40	54	80	98	133	124	122	85	196	110	259	281	370	510	141
		10.25% ^{acdejl}	8.31%	12.11% ^{Ta}	4.89%	5.15%	7.93% ^{cd}	9.50% ^{cd}	13.40% ^{Todef}	15.91% ^{Todef}	18.10% ^{Todef}	5.28%	10.19% ^j	8.44% ^j	17.22% ^{Tjkl}	7.95%	13.14% ^{Tn}	9.84%	12.06% ^{TP}
£21,001 to £28,000	(24.5)	891	410	478	82	100	117	140	161	157	134	160	297	195	240	456	435	698	194
		14.04% ^{cdejn}	13.41%	14.63%	10.00%	9.62%	11.62%	13.54% ^{cd}	16.30% ^{Tode}	20.08% ^{Todef}	19.87% ^{Todef}	9.91%	15.41% ^j	14.94% ^j	15.92% ^{Tj}	12.91%	15.46% ^{Tn}	13.47%	16.58% ^{TP}
£28,001 to £34,000	(31)	726	355	371	73	100	120	126	112	115	81	170	248	177	131	418	308	588	138
		11.44% ^{cdm}	11.61%	11.34%	8.86%	9.61%	11.86%	12.19% ^c	11.34%	14.72% ^{Tcdg}	12.00%	10.56%	12.89% ^{Tjm}	13.55% ^{Tjm}	8.70%	11.83%	10.96%	11.35%	11.84%
£34,001 to £41,000	(37.5)	607	303	303	68	101	89	92	100	82	75	178	194	143	92	372	236	472	136
		9.57% ^{mop}	9.92%	9.27%	8.21%	9.68%	8.88%	8.90%	10.15%	10.48%	11.17%	11.02% Tm	10.09% ^m	10.97% ^m	6.12%	10.51% ^{To}	8.38%	9.10%	11.61% ^{TP}
£41,001 to £48,000	(44.5)	506	275	231	78	87	93	88	79	46	35	144	160	132	69	304	201	422	83
		7.96% ^{bhimo}	8.99% ^{Tb}	7.06%	9.45% ^{hi}	8.39% ^{hi}	9.18% ^{hi}	8.52% ^{hi}	7.96% ^{hi}	5.90%	5.21%	8.96% ^m	8.30% ^m	10.10% Tm	4.61%	8.60% ^{To}	7.16%	8.15%	7.13%
£48,001 to £55,000	(51.5)	395	169	169	48	89	76	82	34	13	110	135	113	37	245	150	329	66	
		6.22% ^{bhimo}	7.34% ^{Tb}	5.19%	5.79% ⁱ	8.55% ^{Toghi}	7.49% ^{hi}	7.94% ^{Tghi}	5.45% ⁱ	4.37% ⁱ	1.91%	6.83% ^m	7.01% ^m	8.63% Tm	2.48%	6.93% ^{To}	5.34%	5.66%	
£55,001 to £62,000	(58.5)	280	146	133	37	91	66	38	27	11	103	90	55	33	193	87	254	26	
		4.41% ^{ghimoq}	4.79%	4.08%	4.54% ^{ghi}	8.71% ^{Tcdghi}	6.57% ^{Tfghi}	3.65% ^{hi}	2.74% ^h	1.37%	1.49%	6.39% ^{Tklm}	4.65% ^m	4.17% ^m	2.17%	5.44% ^{To}	3.10%	4.90% ^{Tq}	
£62,001 to £69,000	(65.5)	224	135	89	40	61	57	32	19	9	8	93	71	45	14	164	60	188	36
		3.53% ^{bghimo}	4.41% ^{Tb}	2.71%	4.86% ^{Tghi}	5.84% ^{Tfghi}	5.63% ^{Tfghi}	3.08% ^{hi}	1.87%	1.09%	1.12%	5.78% ^{Tklm}	3.69% ^m	3.46% ^m	0.96%	4.64% ^{To}	2.12%	3.63%	
£69,001 to £76,000	(72.5)	207	121	86	29	68	47	31	23	6	5	64	32	12	163	44	174	34	
		3.27% ^{bhimo}	3.96% ^{Tb}	2.64%	3.53% ^{hi}	6.50% ^{Tcdghi}	4.62% ^{Tghi}	2.97% ^{hi}	2.29% ^{hi}	0.79%	0.70%	6.13% ^{Tklm}	3.34% ^m	2.48% ^m	0.79%	4.61% ^{To}	1.58%	3.36%	
£76,001 to £83,000	(79.5)	151	88	60	30	39	33	23	15	4	7	71	52	24	123	28	125	26	
		2.38% ^{bhimo}	2.88% ^{Tb}	1.85%	3.60% ^{Tghi}	3.79% ^{Tfghi}	3.23% ^{ghi}	2.26% ^h	1.53% ^h	0.54%	0.98%	4.40% ^{Tklm}	2.68% ^m	1.86% ^m	0.27%	3.46% ^{To}	1.01%	2.40%	
£83,001 or more	(86)	391	239	149	88	108	81	63	39	3	9	245	93	49	337	54	334	57	
		6.15% ^{bghikl}	7.81% ^{Tb}	4.57%	10.66% ^{Tfghi}	10.37% ^{Tfghi}	8.04% ^{Tghi}	6.10% ^{ghi}	3.94% ^{hi}	0.36%	1.34% ^h	15.16% ^{Tklm}	4.81% ^m	3.72% ^m	0.32%	9.53% ^{To}	1.90%	6.44% ^q	

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 294
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Total (T)	Gender		Age						Social Grade						Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Prefer not to answer	602	234	363	128	86	80	82	74	70	82	112	172	146	173	284	318	505	97
	9.48% ^{agjn}	7.65%	11.11% ^{Ta}	15.54% ^{Tdefgh}	8.27%	7.94%	7.97%	7.45%	8.92%	12.23% ^{Tdefgh}	6.95%	8.94% ^j	11.13% ^{Tj}	11.47% ^{Tjk}	8.03%	11.31% ^{Tn}	9.76%	8.27%
Average income (£000's)	38.17 ^{bghimo}	41.34 ^{Tb}	35.08	44.34 ^{Tighi}	47.98 ^{Tcefgh}	43.56 ^{Tighi}	37.44 ^{ghi}	32.96 ^{hi}	27.97	28.17	50.51 ^{Tklm}	38.64 ^m	38.46 ^m	23.42	44.12 ^{To}	30.43	38.74 ^{Tq}	35.71

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 295
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Up to £7,000	(3.5) 171 2.69%q	148 2.76%	13 2.50%	8 2.56%	2 1.35%	13 2.50%	5 2.03%	18 2.54%	27 5.11%Tefgjnop	11 1.89%	10 2.08%	8 2.56%	18 3.05%	26 3.20%	25 2.88%	8 1.49%	2 1.35%	112 2.10%	58 6.05%Tq
£7,001 to £14,000	(10.5) 547 8.61%dmpr	459 8.58%dmpr	53 10.10%dmpr	27 9.11%	8 4.34%	53 10.10%mp	33 13.18%Tgmnop	58 8.26%	51 9.70%mp	57 10.23%mp	42 9.01%mp	27 9.11%	55 9.20%mp	48 5.84%	74 8.40%	41 7.48%	8 4.34%	494 9.27%Tr	47 4.95%
£14,001 to £21,000	(17.5) 651 10.25%mr	553 10.35%	56 10.63%	27 8.96%	14 8.09%	56 10.63%mp	38 14.79%Tkmp	77 11.07%mp	54 10.37%mp	60 10.82%mp	61 13.14%Tmn	27 8.96%	74 12.37%mm	51 6.19%	75 8.52%	64 11.52%mp	14 8.09%	574 10.76%Tr	73 7.71%
£21,001 to £28,000	(24.5) 891 14.04%mp	741 13.86%	75 14.29%	48 16.15%	27 15.07%	75 14.29%mp	39 15.55%mp	101 14.49%mp	92 17.61%Tmn	87 15.50%mp	72 15.56%mp	48 16.15%mp	80 13.42%mp	75 9.10%	105 11.95%	90 16.31%mp	27 15.07%mp	752 14.10%	129 13.56%
£28,001 to £34,000	(31) 726 11.44%mp	604 11.30%	73 13.78%	31 10.40%	18 10.41%	73 13.78%mp	24 9.33%	92 13.19%mp	70 13.45%mp	63 11.32%	55 11.96%	31 10.40%	65 10.92%	92 8.90%	92 10.48%	69 12.56%mp	18 10.41%	622 11.67%	100 10.54%
£34,001 to £41,000	(37.5) 607 9.57%r	507 9.48%	45 8.58%	36 12.11%	19 10.69%	45 8.58%	21 8.17%	71 10.14%	39 7.52%	46 8.27%	51 11.02%	36 12.11%h	58 9.66%	72 8.74%	85 9.71%	64 11.59%h	19 10.69%	533 9.99%Tr	71 7.50%
£41,001 to £48,000	(44.5) 506 7.96%f	417 7.81%	47 8.89%	27 9.08%	14 8.03%	47 8.89%f	11 4.41%	49 7.00%	50 9.66%f	62 11.16%Tfgjmmo	33 7.20%	27 9.08%f	45 7.54%	59 7.09%	68 7.72%	40 7.27%	14 8.03%	443 8.31%T	61 6.44%
£48,001 to £55,000	(51.5) 395 6.22%h	332 6.21%	30 5.61%	21 7.17%	12 6.86%	30 5.61%h	12 4.88%	43 6.12%h	16 3.01%	29 5.19%	35 7.49%h	21 7.17%h	31 5.23%	64 7.75%h	64 7.33%h	38 6.90%h	12 6.86%h	326 6.12%	66 6.98%
£55,001 to £62,000	(58.5) 280 4.41%h	239 4.46%	23 4.32%	7 2.31%	12 6.52%c	23 4.32%	15 5.87%hkh	30 4.34%	14 2.71%	26 4.70%	14 2.96%	7 2.31%	27 4.59%	52 6.31%Thjko	40 4.51%	20 3.67%	12 6.52%hjk	226 4.24%	53 5.51%
£62,001 to £69,000	(65.5) 224 3.53%	199 3.73%	12 2.24%	5 1.65%	8 4.47%	12 2.24%	10 3.89%	19 2.72%	25 4.90%egk	15 2.69%	12 2.61%	5 1.65%	25 4.15%	35 4.18%k	36 4.16%k	22 3.99%	8 4.47%	194 3.64%	26 2.78%
£69,001 to £76,000	(72.5) 207 3.27%o	168 3.15%	22 4.12%	9 2.94%	8 4.75%	22 4.12%o	5 1.82%	24 3.49%	16 3.14%	12 2.22%	21 4.52%io	9 2.94%	17 2.91%	31 3.71%o	32 3.65%o	10 1.79%	8 4.75%o	173 3.25%	34 3.60%
£76,001 to £83,000	(79.5) 151 2.38%gq	121 2.26%	16 3.08%	6 2.12%	8 4.27%	16 3.08%fg	2 0.71%	9 1.28%	10 2.00%	12 2.07%	8 1.80%	6 2.12%	11 1.79%	34 4.10%Tghi	24 2.79%g	11 1.95%	8 4.27%fg	119 2.23%	32 3.38%

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

Prepared by Yonder



Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 295
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
£83,001 or more	(86) 391 6.15% abe hij	344 6.44% Tb	20 3.74%	18 5.91%	9 5.17%	20 3.74%	13 5.08%	35 5.08% j	16 3.02%	30 5.41% j	12 2.65%	18 5.91% hj	35 5.85% hj	110 13.29% Tefgh ijklnop	67 7.66% eghjo	26 4.67%	9 5.17%	305 5.71%	84 8.82% Tq
Prefer not to answer	602 9.48% q	513 9.60%	43 8.11%	28 9.53%	18 9.98%	43 8.11%	26 10.28%	72 10.28%	41 7.80%	48 8.52%	37 8.02%	28 9.53%	56 9.31%	96 11.61% Teh	90 10.26%	49 8.82%	18 9.98%	460 8.63%	116 12.16% Tq
Average income (£000's)	38.17 ij	38.28	36.45	36.93	42.19 Tabc	36.45	34.03	36.60	34.08	36.62	35.28	36.93	37.00 h	46.41 Tefgh ijklnop	40.46 Tefgh ijkl	36.74 h	42.19 Tefgh ijkl	37.75	40.84 Tq

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 296
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Up to £7,000	(3.5) 171	126	23	14	6	-	20	10	28	15	2	3	-	-
	2.69%	2.70%	2.10%	4.39% <i>bf</i>	2.60%	-	2.16%	2.36%	2.91%	3.48%	8.84%	3.70%	-	-
£7,001 to £14,000	(10.5) 547	392	99	26	21	-	63	63	60	32	-	14	-	6
	8.61% <i>fh</i>	8.43% <i>fh</i>	9.14% <i>fh</i>	8.10%	8.48%	-	6.66%	14.06% <i>Tabcd</i> <i>fh</i>	6.37%	7.54%	-	18.76% <i>Tabcd</i> <i>fh</i>	-	21.60%
£14,001 to £21,000	(17.5) 651	494	122	19	36	-	90	62	96	34	3	12	1	4
	10.25% <i>c</i>	10.61% <i>c</i>	11.26% <i>c</i>	6.10%	14.79% <i>Tac</i> <i>fh</i>	-	9.51%	13.99% <i>Tac</i> <i>fh</i>	10.13% <i>c</i>	8.10%	15.44%	16.12% <i>ci</i>	61.45%	13.78%
£21,001 to £28,000	(24.5) 891	685	147	50	46	-	132	83	133	55	-	10	1	3
	14.04%	14.71% <i>T</i>	13.60%	15.63%	19.08% <i>Tb</i> <i>fi</i>	-	13.94%	18.55% <i>Tab</i> <i>fh</i>	14.09%	13.02%	-	14.18%	38.55%	11.37%
£28,001 to £34,000	(31) 726	546	127	41	22	-	113	49	119	47	2	4	-	1
	11.44%	11.72%	11.76%	12.76%	9.10%	-	11.94%	10.95%	12.58%	11.20%	9.53%	6.14%	-	2.68%
£34,001 to £41,000	(37.5) 607	475	112	33	23	-	97	47	88	47	5	7	-	3
	9.57%	10.21% <i>T</i>	10.39%	10.48%	9.65%	-	10.31%	10.46%	9.26%	11.30%	22.58%	9.14%	-	12.15%
£41,001 to £48,000	(44.5) 596	386	89	28	22	-	82	28	78	38	5	5	-	4
	7.96%	8.28%	8.21%	8.77%	8.97%	-	8.71%	6.32%	8.22%	9.11%	23.14%	7.26%	-	14.35%
£48,001 to £55,000	(51.5) 395	290	67	22	18	-	66	18	61	28	1	5	-	3
	6.22%	6.24% <i>g</i>	6.23%	6.91%	7.35%	-	6.98% <i>g</i>	4.04%	6.44%	6.61%	5.21%	6.86%	-	9.66%
£55,001 to £62,000	(58.5) 280	187	49	12	4	-	37	16	37	22	1	2	-	-
	4.41% <i>ad</i>	4.02%	4.51%	3.80%	1.77%	-	3.93%	3.55%	3.92%	5.29% <i>d</i>	5.99%	2.68%	-	-
£62,001 to £69,000	(65.5) 224	161	34	9	6	-	44	9	43	10	-	3	-	2
	3.53%	3.46%	3.15%	2.96%	2.46%	-	4.60% <i>ag</i>	2.06%	4.49% <i>g</i>	2.47%	-	4.40%	-	6.95%
£69,001 to £76,000	(72.5) 207	146	39	11	5	-	34	7	36	13	-	-	-	-
	3.27% <i>g</i>	3.14%	3.58%	3.39%	2.13%	-	3.61% <i>g</i>	1.64%	3.84% <i>g</i>	2.99%	-	-	-	-
£76,001 to £83,000	(79.5) 151	99	24	5	1	-	27	6	23	10	1	-	-	-
	2.38% <i>ad</i>	2.13% <i>d</i>	2.18%	1.42%	0.31%	-	2.86% <i>d</i>	1.33%	2.41% <i>d</i>	2.47% <i>d</i>	4.37%	-	-	-
£83,001 or more	(86) 391	254	51	22	12	-	48	9	62	42	-	2	-	1
	6.15% <i>abg</i>	5.46% <i>g</i>	4.70% <i>g</i>	6.75% <i>g</i>	4.86% <i>g</i>	-	5.05% <i>g</i>	2.00%	6.57% <i>g</i>	10.00% <i>Tab</i> <i>d</i> <i>f</i> <i>g</i> <i>h</i>	-	2.66%	-	3.10%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 296
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Weighted base	6349	4655	1083	319	243	-**	945	445	946	420	20**	73*	2**	29**
Prefer not to answer	602	414	100	27	21	-	92	39	83	27	1	6	-	1
	9.48% ^a	8.90%	9.21%	8.53%	8.45%	-	9.73%	8.69%	8.77%	6.40%	4.90%	8.09%	-	4.37%
Average income (£000's)	38.17 ^{adgk}	37.41 ^{dgk}	37.23 ^{dgk}	38.05 ^{dgk}	33.95	-	39.27 ^{abdkg}	30.84	39.38 ^{abdkg}	40.75 ^{Tabdkg}	36.16	29.63	20.20	32.86

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 297
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Up to £7,000	(3.5) 2.69%	171 2.71%	1 2.24%	31 2.48%	20 5.46%Tnpstwy A	10 2.92%	32 2.37%	14 2.65%	15 2.86%	1 16.37%	19 2.41%	3 1.53%	9 2.28%	4 2.80%	33 2.44% s
£7,001 to £14,000	(10.5) 8.61% sA	547 8.54% sA	5 14.44%	99 7.96%	44 12.15% Tnp <u>s</u> uA	28 8.26%	91 6.72%	62 11.68% Tnp <u>s</u> uA	38 7.09%	1 10.52%	75 9.36% sA	16 7.42%	36 8.66%	15 10.75%	92 6.74%
£14,001 to £21,000	(17.5) 10.25% w	651 10.18% w	3 7.55%	131 10.46% w	34 9.52%	30 9.05%	137 10.14%	69 12.86% Tnuw	46 8.44%	1 11.62%	62 7.78%	21 9.64%	41 9.87%	16 11.68%	138 10.14%
£21,001 to £28,000	(24.5) 14.04%	891 14.17% T	7 19.26%	182 14.56%	50 13.93%	52 15.58%	195 14.41%	74 13.80%	78 14.34%	1 20.07%	117 14.59%	22 10.16%	51 12.46%	17 11.82%	197 14.43%
£28,001 to £34,000	(31) 11.44%	726 11.48%	5 14.40%	131 10.45%	45 12.43%	35 10.42%	168 12.38%	71 13.25%	59 10.82%	-	90 11.25%	22 10.53%	47 11.41%	17 12.37%	168 12.32%
£34,001 to £41,000	(37.5) 9.57%	607 9.53%	1 1.87%	110 8.81%	35 9.74%	24 7.11%	116 8.59%	57 10.59%	42 7.71%	2 26.61%	105 13.12% Tnopr <u>s</u> A	29 13.55% nopr <u>s</u> uA	40 9.75%	16 11.08%	118 8.68%
£41,001 to £48,000	(44.5) 7.96% w	506 7.97% w	2 4.35%	109 8.72% w	20 5.58%	24 7.34%	116 8.54% w	34 6.41%	49 9.13% w	-	47 5.85%	21 10.03% w	45 11.04% Tnq <u>w</u>	12 8.29%	116 8.50% w
£48,001 to £55,000	(51.5) 6.22%	395 6.28%	2 6.33%	84 6.73%	20 5.60%	21 6.31%	81 5.98%	31 5.74%	37 6.84%	-	50 6.27%	15 7.24%	32 7.88%	8 5.89%	81 5.95%
£55,001 to £62,000	(58.5) 4.41% q	280 4.47% q	6 16.04% Tnpq <u>r</u> stu wy <u>z</u> A	61 4.84% q	8 2.29%	17 5.22% q	56 4.15%	21 3.92%	29 5.34% q	-	37 4.56%	20 9.27% Tnpq <u>s</u> twy zA	18 4.35%	2 1.40%	56 4.13%
£62,001 to £69,000	(65.5) 3.53% q	224 3.57% q	1 3.15%	37 2.97%	5 1.48%	14 4.26% q	53 3.89% q	21 3.84% q	29 5.44% Tnpq	1 14.81%	31 4.28% q	6 2.78%	12 2.80%	4 3.15%	54 3.95% q
£69,001 to £76,000	(72.5) 3.27%	207 3.27%	-	45 3.64%	14 3.81%	6 1.68%	41 3.03%	14 2.66%	25 4.59% r	-	27 3.41%	8 3.69%	12 2.84%	4 2.63%	41 3.02%
£76,001 to £83,000	(79.5) 2.38%	151 2.39%	-	33 2.62%	11 3.17%	10 2.96%	30 2.21%	9 1.65%	16 3.01%	-	17 2.09%	2 0.82%	13 3.07%	3 2.40%	30 2.20%
£83,001 or more	(86) 6.15% t	391 6.21% t	1 2.69%	90 7.16% qt	14 3.75%	25 7.44% qt	94 6.95% qt	14 2.61%	35 6.44% t	-	61 7.63% qt	16 7.42% t	21 5.07% t	5 3.49%	94 6.92% qt

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 297

What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	ID Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Prefer not to answer	602	577	3	108	40	38	144	45	43	-	62	13	35	17	144
	9.48%n	9.22%	7.70%	8.61%	11.08%x	11.44%x	10.64%nw	8.34%	7.94%	-	7.80%	5.91%	8.54%	12.25%x	10.59%wx
Average income (£000's)	38.17qt	38.26Tqt	34.40	39.24qtz	34.01	39.07qt	39.10qtz	33.96	40.86Tnqtz	28.31	39.21qt	40.92qtz	38.45qt	34.84	39.04qt

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 298
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

		Q.3 Broadband supplier												Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
		Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base		6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base		6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base		6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Up to £7,000	(3.5)	171	150	25	10	6	-	28	14	33	13	1	3	-	-	67	9	29	9	20	11	20	149	6	1	74	92
		2.69% qwxz	2.47%	2.17%	2.34%	1.80%	-	2.38%	2.46%	2.54%	2.43%	3.51%	-	-	2.13% q	2.54%	1.67%	6.42% pq	2.28%	6.52% pq	3.81% pq	20.40% pq	0.21% x	0.03%	3.69% Tz	2.22%	
£7,001 to £14,000	(10.5)	547	493	99	36	35	-	70	73	87	43	1	15	2	7	202	18	103	21	57	10	28	170	363	1	286	246
		8.61% hoppqsuxz	8.14% fth	8.73% fth	8.37%	9.86% fth	-	6.00%	13.08% Ta bcdfhi	6.43%	8.54%	3.13%	15.15% T abcdh	23.83% fth	18.08% Ta	6.47%	5.06%	6.02%	14.82% To pqstu	6.63%	6.07%	5.39%	23.34% T wx	12.53% Tx	0.05%	14.29% Tz	5.96%
£14,001 to £21,000	(17.5)	851	620	120	35	50	-	103	71	137	40	3	14	2	5	270	34	128	16	86	12	46	88	544	-	303	328
		10.25% qz	10.24%	10.51%	8.18%	14.05% T i	acth	8.73%	12.88% T actf	10.07%	7.78%	10.30%	13.89%	28.11%	13.11%	8.65% q	9.69%	7.48%	11.46%	9.99% q	6.98%	8.82%	12.10% x	18.80% Tv x	-	15.12% Tz	7.93%
£21,001 to £28,000	(24.5)	891	864	158	66	60	-	155	102	173	71	2	14	2	3	406	48	214	20	118	20	68	127	652	85	329	539
		14.04% qz	14.28% T	13.91%	15.49%	16.90% h	-	13.22%	18.38% T abfh	12.78%	14.05%	7.46%	14.41%	20.29%	8.45%	13.02%	13.45%	12.51%	14.14%	13.59%	12.15%	13.03% x	17.41% T x	22.52% Tv x	4.24% z	16.42% T	13.06%
£28,001 to £34,000	(31)	726	701	145	61	32	-	130	60	159	58	4	7	1	1	378	37	209	14	111	21	58	58	475	166	213	498
		11.44% x	11.58%	12.78%	14.36% d	9.00%	-	11.10%	10.86%	11.75%	11.45%	12.00%	7.45%	10.82%	3.74%	12.12%	10.40%	12.22%	9.64%	12.83% x	12.61%	11.11%	11.11%	7.96% x	16.40% Tv x	8.25%	10.66%
£34,001 to £41,000	(37.5)	607	586	116	38	36	-	123	51	120	55	5	8	-	4	323	36	183	12	82	16	52	36	325	233	160	431
		9.57% vy	9.69%	10.23%	8.96%	10.00%	-	10.47%	9.26%	8.84%	10.74%	15.07%	7.98%	-	11.26%	10.36% T	10.13%	10.68%	8.58%	9.53%	9.43%	9.91%	4.97% v	11.24% Tv v	11.61% Tv	8.00%	10.44% Ty
£41,001 to £48,000	(44.5)	506	488	92	37	23	*	109	34	114	40	7	9	-	4	271	37	150	10	70	19	56	31	237	229	125	374
		7.96% vy	8.07%	8.06%	8.65%	6.37%	100.00%	9.28% q	6.14%	8.36%	7.88%	21.76%	9.54%	-	9.97%	8.68% T	10.48%	8.75%	7.20%	8.06%	11.42%	10.78% T	4.32% w	8.18% w v	11.39% Tv w	6.23%	9.06% Ty
£48,001 to £55,000	(51.5)	395	385	65	22	26	-	85	30	95	34	2	7	-	4	236	27	140	8	58	11	39	22	136	223	79	308
		6.22% wy	6.36% T	5.68%	5.23%	7.26%	-	7.22%	5.40%	6.97%	6.64%	7.45%	7.41%	-	10.22%	7.56% T	7.71%	8.18% T	5.45%	6.73%	6.89%	7.45%	2.98% w	4.68% w w	11.09% Tv w	3.96%	7.46% Ty
£55,001 to £62,000	(58.5)	280	268	51	20	9	-	51	24	54	29	1	4	1	2	149	18	82	11	38	7	26	12	50	205	59	215
		4.41% wy	4.43%	4.47%	4.81%	2.48%	-	4.37%	4.38%	3.99%	5.61% d	4.00%	4.01%	16.95%	5.87%	4.79% T	5.16%	4.81%	7.70%	4.35%	4.32%	4.89%	1.70% w	1.74% w	10.18% Tv w	2.97%	5.20% Ty

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Table 298
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

Absolutes/col percents

	O.3 Broadband supplier													O.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions				
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)	
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129	
£62,001 to £69,000	(65.5)	224	218	34	12	11	-	53	13	67	16	1	2	-	2	134	15	72	4	40	6	21	8	24	183	64	151
		3.53%vw	3.60%	2.97%	2.90%	2.98%	-	4.54%Tg	2.35%	4.96%Ta	3.17%	2.91%	1.89%	-	5.16%	4.29%T	4.31%	4.23%	2.71%	4.63%	3.60%	4.08%	1.14%	0.83%	9.09%Tv	3.17%	3.65%
£69,001 to £76,000	(72.5)	207	202	41	15	9	-	46	14	53	13	1	3	-	-	116	17	69	-	31	6	23	3	24	175	40	163
		3.27%rv	3.35%	3.62%	3.55%	2.42%	-	3.90%	2.51%	3.92%	2.65%	4.00%	3.35%	-	-	3.73%r	4.82%r	4.00%r	-	3.54%r	3.50%r	4.40%r	0.36%	0.82%	8.72%Tv	2.02%	3.95%Ty
£76,001 to £83,000	(79.5)	151	148	29	7	7	-	34	9	31	15	2	1	-	2	90	15	54	2	19	4	19	5	12	125	37	113
		2.38%vw	2.44%	2.54%	1.74%	1.90%	-	2.92%	1.61%	2.27%	2.92%	6.22%	0.72%	-	4.20%	2.90%T	4.22%T	3.17%T	1.48%	2.21%	2.52%	3.68%	0.73%	0.42%	6.19%Tv	1.84%	2.74%Ty
£83,001 or more	(86)	391	382	57	34	19	-	76	15	98	47	-	5	-	1	224	20	136	8	58	11	31	3	13	362	66	318
		6.15%gv	6.32%Tb	4.99%g	8.03%cbg	5.28%	-	6.45%g	2.79%	7.19%cbg	9.18%Tabdg	-	5.01%	-	2.30%	7.18%T	5.69%	7.96%T	5.35%	6.73%	6.32%	5.89%	0.40%	0.46%	18.02%Tv	3.32%	7.70%Ty
Prefer not to answer		602	546	106	31	35	-	110	44	136	35	1	6	-	3	254	23	142	7	77	13	35	16	34	23	166	354
		9.48%ai	9.02%	9.35%	7.39%	9.73%	-	9.36%	7.90%	10.02%i	6.84%	3.27%	5.68%	-	7.65%	8.13%	6.34%	8.32%	5.04%	8.90%	7.66%	6.76%	2.20%wx	1.17%	1.14%	8.31%	8.58%
Average income (£000's)		38.17dg	38.55Tdg	37.55g	39.00dg	35.46	44.50	40.74Ta	32.75	40.38Ta	40.57Ta	40.35	33.86	25.66	36.25	40.98Tr	41.49Tr	42.34Tr	33.20	39.68Tr	38.99r	40.70Tr	20.72	28.71v	58.04Tv	31.64	41.47Ty

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 299
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
NET: Yes	1547 24.37% acd ^{ej}	636 20.81%	901 27.56% ^{Ta}	160 19.42%	169 16.28%	178 17.69%	263 25.48% ^{cde}	308 31.17% ^{Tdef}	241 30.87% ^{Tdef}	227 33.74% ^{Tdef}	281 17.42%	395 20.53% ^{aj}	282 21.60% ^{aj}	589 39.14% ^{Tkl}	676 19.11%	871 30.98% ^{Tn}	1192 23.02%	355 30.39% ^{TP}
Yes - physical condition	965 15.19% acd ^{ej} knp	395 12.93%	564 17.24% ^{Ta}	40 4.89%	63 6.02%	85 8.39% ^{cd}	173 16.74% ^{cde}	218 21.98% ^{Tdef}	192 24.65% ^{Tdef}	194 28.84% ^{Tdef}	171 10.60%	208 10.80%	188 14.40% ^{jk}	398 26.42% ^{Tkl}	379 10.71%	586 20.83% ^{Tn}	713 13.76%	252 21.52% ^{TP}
Yes - mental condition	673 10.60% ahijkl n	271 8.87%	391 11.96% ^{Ta}	123 14.89% ^{Teghi}	125 12.05% ^{hi}	113 11.22% ^{hi}	145 14.03% ^{Tghi}	105 10.63% ^{hi}	47 6.03% ⁱ	14 2.12%	121 7.53%	179 9.30%	107 8.22%	265 17.61% ^{Tkl}	300 8.49%	372 13.24% ^{Tn}	544 10.50%	129 11.01%
Yes - disability	423 6.67% acd ^{kl} np	173 5.66%	242 7.42% ^{Ta}	33 3.96%	30 2.88%	59 5.89% ^{cd}	74 7.13% ^{cd}	104 10.48% ^{Tdefh}	59 7.61% ^{cd}	65 9.59% ^{Tode}	69 4.26%	88 4.59%	68 5.19%	199 13.20% ^{Tkl}	157 4.44%	266 9.47% ^{Tn}	320 6.18%	103 8.83% ^{TP}
Yes - other	58 0.91% ^{cj}	26 0.84%	32 0.98%	1 0.10%	4 0.43%	9 0.93% ^c	10 0.94% ^c	10 0.98% ^c	14 1.83% ^{Tcd}	9 1.38% ^{cd}	5 0.30%	21 1.07% ^{aj}	12 0.93% ^j	20 1.32% ^{aj}	26 0.72%	32 1.14%	47 0.90%	11 0.93%
No	4693 73.91% bghim oq	2367 77.41% ^{Tb}	2316 70.85%	636 77.20% ^{Tghi}	845 81.22% ^{Tcfghi}	810 80.33% ^{Tghi}	751 72.65% ^{gi}	674 68.09%	535 68.53%	442 65.71%	1309 81.18% ^{Tkim}	1489 77.41% Tm	1007 77.00% Tm	887 58.97%	2798 79.13% ^{To}	1895 67.35%	3891 75.11% ^{Tq}	802 68.59%
Prefer not to say	109 1.71% ^{ghiq}	55 1.78%	52 1.59%	28 3.38% ^{Tghi}	26 2.50% ^{Tghi}	20 1.98% ^{ghii}	19 1.87% ^{ghii}	7 0.75%	5 0.60%	4 0.55%	22 1.39%	40 2.06%	18 1.40%	28 1.89%	62 1.76%	47 1.66%	97 1.87% ^{iq}	12 1.03%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 300
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

	Country					Region										Ethnicity			
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
NET: Yes	1547	1285	142	76	45	142	82	187	123	118	139	76	155	132	222	127	45	1410	134
	24.37% r	24.04%	26.93%	25.94%	25.30%	26.93% im	32.46% Thimno	26.73% im	23.71% im	21.07% im	30.04% Thimo	25.34% im	25.96% im	15.99% im	25.30% im	22.95% im	25.30% im	26.43% Tr	14.04% im
Yes - physical condition	965	794	94	46	31	94	58	120	76	67	88	46	97	74	130	86	31	904	60
	15.19% mr	14.85%	17.81%	15.27%	17.46%	17.81% im	22.71% Thiklmo	17.12% im	14.55% im	11.98% im	19.05% Tim	15.27% im	16.23% im	8.91% im	14.80% im	15.53% im	17.46% im	16.94% Tr	6.32% im
Yes - mental condition	673	556	62	34	20	62	37	76	66	51	60	34	62	57	94	53	20	603	67
	10.60% r	10.41%	11.86%	11.46%	11.12%	11.86% im	14.62% Timo	10.86% im	12.65% im	9.07% im	12.90% im	11.46% im	10.43% im	6.93% im	10.74% im	9.67% im	11.12% im	11.30% Tr	6.99% im
Yes - disability	423	347	50	16	10	50	22	54	28	38	36	16	41	38	51	39	10	390	34
	6.67% mr	6.49%	9.55% Tac	5.45%	5.65%	9.55% Thkmm	8.76% im	7.67% im	5.47% im	6.73% im	7.68% im	5.45% im	6.88% im	4.61% im	5.85% im	7.06% im	5.65% im	7.31% Tr	3.53% im
Yes - other	58	52	2	1	2	2	2	8	2	4	6	1	8	8	10	3	2	53	5
	0.91% f	0.98%	0.47%	0.37%	0.97%	0.47% f	0.83% f	1.08% f	0.45% f	0.67% f	1.37% f	0.37% f	1.42% f	1.00% f	1.18% f	0.58% f	0.97% f	0.99% f	0.48% f
No	4693	3972	378	214	128	378	169	500	390	429	317	214	433	679	635	420	128	3870	800
	73.91% j	74.31%	71.82%	71.69%	71.99%	71.82% f	66.57% f	71.61% f	74.97% fj	76.80% fj	68.37% f	71.69% f	72.59% f	82.27% Tefghijklmnop	72.44% f	76.03% fj	71.99% f	72.56% f	83.99% Tq
Prefer not to say	109	89	7	9	5	7	2	12	7	12	7	9	9	14	20	6	5	54	19
	1.71% q	1.66%	1.25%	2.97%	2.72%	1.25% q	0.97% q	1.65% q	1.32% q	2.13% q	1.59% q	2.97% o	1.44% q	1.74% q	2.26% q	1.02% q	2.72% q	1.01% q	1.97% q

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 301
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
NET: Yes	1547 24.37%	1143 24.56%	289 26.65%hi	68 21.27%	64 26.15%	-	222 23.49%	124 27.91%chi	212 22.41%	88 20.99%	8 39.24%	26 35.71%Tacfhi	1 61.45%	5 18.82%
Yes - physical condition	965 15.19%	745 16.00%Ti	190 17.51%Tci	39 12.32%	42 17.42%	-	151 16.01%	78 17.57%ci	52 15.17%	143 12.38%	4 20.99%	16 22.19%ci	1 61.45%	4 14.97%
Yes - mental condition	673 10.60%a	466 10.02%	116 10.74%	28 8.85%	22 8.91%	-	90 9.48%	44 9.96%	89 9.40%	45 10.72%	5 23.12%	9 11.75%	-	1 3.08%
Yes - disability	423 6.67%h	301 6.46%h	82 7.54%h	14 4.39%	22 9.21%ch	-	62 6.51%	28 6.34%	47 4.94%	24 5.65%	3 15.76%	8 10.82%ch	-	3 9.41%
Yes - other	58 0.91%	47 1.00%	7 0.66%	2 0.58%	2 0.89%	-	8 0.83%	8 1.80%b	12 1.25%	3 0.77%	-	-	-	-
No	4693 73.91%k	3444 73.98%k	778 71.85%	246 76.96%k	175 72.06%	-	709 75.05%k	316 71.09%	718 75.91%bk	329 78.42%Tabgk	12 60.76%	46 62.38%	1 38.55%	23 81.18%
Prefer not to say	109 1.71%a	68 1.46%	16 1.50%	6 1.77%	4 1.79%	-	14 1.46%	4 1.00%	16 1.68%	2 0.59%	-	1 1.92%	-	-

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 302
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

	Q 2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
NET: Yes	1547 24.37%rsA	1525 24.34%rsA	10 29.48%	314 25.14%rsA	91 25.12%	65 19.58%	288 21.24%	161 30.14%Tnprsuw A	113 20.93%	1 11.62%	199 24.81%	49 23.12%	104 25.39%	46 33.13%Tnprsuw xA	289 21.20%
Yes - physical condition	965 15.19%rsuA	944 15.07%suA	8 22.78%u	199 15.95%suA	56 15.42%	42 12.65%	175 12.92%	108 20.27%Tnprsuw xA	62 11.52%	1 11.62%	115 14.40%	27 12.64%	64 15.66%	30 21.30%Tnrsuw A	176 12.91%
Yes - mental condition	673 10.60%rsA	666 10.63%rsA	1 3.27%	127 10.19%	52 14.23%TnprsuA	27 8.23%	120 8.87%	58 10.80%	63 11.62%	-	90 11.18%	27 12.50%	54 13.03%rsA	18 12.70%	120 8.83%
Yes - disability	423 6.67%	422 6.73%	4 12.84% x	89 7.16%	28 7.81%	19 5.79%	76 5.60%	41 7.76%	30 5.46%	-	53 6.59%	10 4.46%	31 7.55%	15 10.85% suxA	76 5.57%
Yes - other	58 0.91%	56 0.90%	-	8 0.65%	-	1 0.21%	17 1.26% q	8 1.57% qu	2 0.35%	-	9 1.16% q	3 1.18% q	5 1.21% q	2 1.17% q	17 1.25% q
No	4693 73.91%tz	4635 73.98%tz	25 70.52%	920 73.62%	260 71.97%	257 77.11%tz	1039 76.68%Tntz	369 69.04%	419 77.48%tz	6 88.38%	589 73.60%	163 76.40%z	303 73.64%	93 66.18%	1045 76.74%Tntz
Prefer not to say	109 1.71%	106 1.69%	-	15 1.23%	11 2.91% pt	11 3.32% Tnptby	28 2.07%	4 0.81%	9 1.59%	-	13 1.59%	1 0.49%	4 0.97%	1 0.69%	28 2.06%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 303

Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Q.3 Broadband supplier											Q.4 Pay TV supplier							Financial vulnerability (Using Q21)			Impacting/ limiting conditions				
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
NET: Yes	1547	1474	314	89	93	-	275	142	299	117	10	35	2	7	707	77	399	30	189	30	107	220	850	319	1408	103
24.37%h 24.36%h	24.36%h	24.36%h	27.65%T	20.95%	26.07%	-	23.42%	25.59%	22.02%	23.03%	32.56%	35.79%T	28.11%	18.38%	22.67%	21.77%	23.33%	20.78%	21.78%	17.88%	20.52%	30.16%T	29.34%T	15.84%	70.35%Tz	2.50%
Yes - physical condition	965	918	199	52	60	-	177	87	186	68	6	21	5	433	38	253	11	125	15	53	119	563	185	883	62	
15.19%o 15.18%	15.18%	17.48%T	12.22%	16.89%	-	15.13%	15.63%	13.68%	13.41%	20.73%	21.93%c	28.11%	13.19%	13.88%r	10.81%	14.79%ru	7.82%	14.39%ru	9.05%	10.25%	16.37%ax	19.45%Tx	9.18%	44.11%Tz	1.51%	
Yes - mental condition	673	639	126	36	33	-	125	55	140	64	5	10	-	2	314	41	171	12	83	13	54	136	339	136	636	27
10.60%x 10.56%	10.56%	11.09%	8.53%	9.31%	-	10.68%	9.88%	10.32%	12.50%	15.09%	9.88%	-	4.62%	10.06%	11.58%	10.01%	8.31%	9.58%	7.94%	10.41%	18.58%T	11.70%Tx	6.76%	31.79%Tz	0.64%	
Yes - disability	423	404	88	25	31	-	78	32	76	30	4	10	-	3	193	18	115	9	45	10	28	53	243	83	406	9
6.67%xz 6.68%	6.68%	7.77%h	5.99%	8.77%h	-	6.61%	5.74%	5.57%	5.95%	13.65%	10.79%h	-	6.99%	6.17%	5.17%	6.71%	6.60%	5.17%	5.91%	5.41%	7.33%ax	8.40%Tx	4.13%	20.31%Tz	0.23%	
Yes - other	58	58	10	2	5	-	8	8	12	4	-	-	-	30	3	14	2	11	-	3	7	29	13	45	10	
0.91%z 0.95%	0.95%	0.87%	0.44%	1.51%	-	0.67%	1.44%	0.87%	0.83%	-	-	-	-	0.97%	0.84%	0.79%	1.48%	1.26%	-	0.57%	0.91%	1.00%	0.62%	2.24%Tz	0.25%	
No	4693	4487	809	330	257	*	883	403	1029	386	20	62	6	32	2371	273	1290	109	666	135	408	500	2015	1674	573	4021
73.91%b 74.16%T	74.16%T	71.14%	77.75%b	71.69%	100.00%	75.25%b	72.67%	75.78%b	75.97%b	67.44%	64.21%	71.89%	81.62%	75.98%T	77.03%	75.35%	76.29%	76.93%T	80.67%	78.19%T	68.54%	69.60%	83.25%T	28.65%	97.38%Ty	
Prefer not to say	109	89	14	6	8	-	16	10	30	5	-	-	-	42	4	23	4	11	2	7	10	31	18	20	5	
1.71%ao 1.48%	1.48%	1.21%	1.30%	2.24%	-	1.33%	1.74%	2.20%a	1.00%	-	-	-	-	1.35%	1.20%	1.32%	2.92%	1.29%	1.45%	1.28%	1.31%	1.06%	0.91%	1.00%z	0.11%	

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 304
Which of the following options best describes how you think of yourself?
Base: All respondents

	Total (T)	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6349	3161	3166	742	1082	935	1022	1025	831	712	1785	1754	1295	1515	3539	2810	5138	1211
Weighted base	6349	3058	3268	824	1040	1008	1034	990	781	673	1613	1924	1308	1505	3536	2813	5180	1169
Effective base	6008	3010	2986	696	1025	885	967	971	800	692	1714	1668	1233	1427	3348	2660	4857	1153
Heterosexual/ straight	5740	2751	2982	674	880	922	933	934	745	652	1458	1703	1223	1357	3161	2579	4641	1099
	90.41% ^{cdkn}	89.99%	91.23% ^T	81.73%	84.64%	91.43% ^{cd}	90.27% ^{cd}	94.33% ^{Todef}	95.48% ^{Todef}	96.97% ^{Todef}	90.41%	88.52%	93.47% ^{Tjkm}	90.15%	89.38%	91.70% ^{Tn}	89.59%	94.02% ^{TP}
Lesbian/ gay woman	50	-	48	13	16	5	5	6	3	2	14	14	5	17	28	22	44	5
	0.78% ^{aa}	-	1.46% ^{Ta}	1.61% ^{Tefghi}	1.56% ^{Tefghi}	0.50%	0.48%	0.56%	0.36%	0.29%	0.87%	0.72%	0.38%	1.11% ^l	0.79%	0.77%	0.86%	0.45%
Gay man	162	158	2	13	41	28	41	25	11	4	40	67	22	34	107	56	143	20
	2.56% ^{bbhiloq}	5.18% ^{Tb}	0.06%	1.59%	3.91% ^{Tchi}	2.79% ⁱⁱ	3.93% ^{Tchi}	2.51% ⁱⁱ	1.40%	0.62%	2.50%	3.46% ^{Tlm}	1.65%	2.25%	3.02% ^{To}	1.97%	2.76% ^{Tq}	1.68%
Bisexual	254	90	161	96	74	32	28	13	7	5	88	88	43	55	156	99	226	28
	4.01% ^{aafghiq}	2.96%	4.92% ^{Ta}	11.60% ^{Tdefgh}	7.15% ^{Tefghi}	3.20% ^{ghi}	2.70% ^{ghi}	1.29%	0.84%	0.74%	4.20%	4.57%	3.32%	3.67%	4.40%	3.51%	4.36% ^{Tq}	2.44%
Prefer to self-describe	49	15	30	10	12	7	10	5	4	1	13	15	5	16	28	21	42	7
	0.77% ^{aa}	0.48%	0.93% ^{aa}	1.18% ⁱⁱ	1.18% ⁱⁱ	0.69%	0.93%	0.50%	0.55%	0.21%	0.81%	0.76%	0.39%	1.09% ^l	0.78%	0.76%	0.81%	0.62%
Prefer not to say	93	43	46	19	16	14	17	8	11	8	19	38	10	26	57	36	84	9
	1.47% ^{lq}	1.40%	1.40%	2.30% ^g	1.57%	1.40%	1.69%	0.80%	1.36%	1.17%	1.21%	1.95% ^l	0.78%	1.73% ^l	1.61%	1.29%	1.62% ^{Tq}	0.79%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Table 305
Which of the following options best describes how you think of yourself?
Base: All respondents

Absolutes/col percents

	Country					Region								Ethnicity					
	Total (T)	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6349	5290	544	321	194	544	248	716	536	565	452	321	590	788	820	575	194	5497	794
Weighted base	6349	5346	527	298	178	527	254	698	521	559	463	298	597	825	876	552	178	5333	952
Effective base	6008	5007	515	306	185	515	236	677	511	535	430	306	564	740	775	548	185	5241	749
Heterosexual/ straight	5740 90.41% _m	4826 90.28%	478 90.70%	268 89.65%	168 94.56%	478 90.70%	226 89.10%	643 92.02% _{mn}	477 91.69% _m	516 92.29% _{mn}	419 90.40%	288 89.65%	547 91.71% _m	720 87.25%	778 88.80%	500 90.53%	168 94.56% _{fmn}	4851 90.96% _T	865 90.87%
Lesbian/ gay woman	50 0.78%	43 0.81%	5 0.86%	1 0.29%	1 0.44%	5 0.88%	3 1.23%	4 0.51%	3 0.58%	3 0.49%	5 1.06%	1 0.29%	5 0.76%	10 1.17%	9 0.98%	3 0.56%	1 0.44%	46 0.86%	4 0.40%
Gay man	162 2.56% _i	131 2.46%	17 3.31% _d	13 4.20% _d	1 0.59%	17 3.31% _p	6 2.47%	15 2.08%	13 2.41%	6 1.15%	12 2.58%	13 4.20% _{lp}	10 1.70%	33 4.05% _{Tg}	20 2.33%	16 2.86% _l	1 0.59%	146 2.75% _T	15 1.57%
Bisexual	254 4.01%	223 4.16%	18 3.37%	10 3.41%	4 2.15%	18 3.37%	11 4.21%	25 3.62%	21 4.01%	17 3.03%	21 4.48%	10 3.41%	19 3.20%	36 4.40%	47 5.36% _{Tl}	26 4.63%	4 2.15%	206 3.86%	46 4.88%
Prefer to self-describe	49 0.77%	43 0.81%	4 0.72%	2 0.66%	-	4 0.72%	2 0.74%	4 0.56%	2 0.44%	6 0.99%	3 0.67%	2 0.66%	6 0.95%	8 1.02%	8 0.87%	8 0.91%	-	42 0.79%	7 0.77%
Prefer not to say	93 1.47% _{oq}	79 1.47%	5 1.01%	5 1.78%	4 2.27%	5 1.01%	6 2.25% _o	8 1.21%	5 0.87%	11 2.06% _o	4 0.81%	5 1.78%	10 1.68%	17 2.10% _o	15 1.66%	3 0.50%	4 2.27% _o	42 0.79%	14 1.52% _q

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 306
Which of the following options best describes how you think of yourself?
Base: All respondents

	Q.1 Landline supplier													
	Total (T)	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM /Karoo (j)	Now TV (k)	Shell Energy Broad-band (l)	Utility Warehouse (m)
Unweighted base	6349	4655	1093	314	245	-	962	445	936	408	19	69	2	29
Weighted base	6349	4655	1083	319	243	**	945	445	946	420	20**	73*	2**	29**
Effective base	6008	4412	1033	299	234	-	914	420	887	386	18	66	2	27
Heterosexual/ straight	5740 90.41%	4280 91.94%T	985 90.93%	291 91.27%	217 89.41%	-	881 93.23%Td	409 91.96%	880 93.07%T	387 92.34%	19 95.13%	68 92.54%	1 61.45%	27 92.52%
Lesbian/ gay woman	50 0.78%a	28 0.61%	7 0.61%	5 1.67%ah	4 1.64%ah	-	5 0.53%	3 0.64%	3 0.36%	1 0.27%	-	-	-	-
Gay man	162 2.56%	114 2.45%	36 3.33%af	5 1.42%	8 3.13%	-	17 1.80%	11 2.50%	25 2.59%	5 1.09%	-	2 3.12%	-	-
Bisexual	254 4.01%afgh	144 3.09%	32 2.99%	14 4.29%	10 3.97%	-	26 2.77%	9 2.07%	22 2.36%	17 3.99%	1 4.87%	2 2.36%	-	1 4.78%
Prefer to self-describe	49 0.77%af	28 0.61%	7 0.65%	2 0.64%	2 0.79%	-	2 0.22%	5 1.07%af	5 0.57%	4 0.87%	-	1 1.98%af	-	-
Prefer not to say	93 1.47%	61 1.30%	16 1.49%	2 0.71%	3 1.07%	-	14 1.45%	8 1.75%	10 1.04%	6 1.44%	-	-	1 38.55%	1 2.70%

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

Reasons to Complain Survey
ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 307
Which of the following options best describes how you think of yourself?
Base: All respondents

	Q.2 Mobile supplier														
	Total (T)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lebara (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Sky (y)	Smarty (z)	NET: O2/ Virgin Mobile (A)
Unweighted base	6349	6262	37	1247	363	327	1349	553	532	7	796	212	421	143	1356
Weighted base	6349	6265	35*	1250	362	333	1355	534	541	7**	801	213	411	140	1362
Effective base	6008	5926	35	1187	339	308	1276	527	500	7	751	202	399	134	1282
Heterosexual/ straight	5740 90.41%qz	5661 90.36%qz	34 97.70%qz	1145 91.61%qz	298 82.20%	298 89.28%qz	1238 91.32%qz	501 93.80%Tnqwxz	498 92.06%qz	6 83.63%	718 89.67%qz	184 86.45%	383 93.11%qz	111 79.66%	1243 91.28%qz
Lesbian/ gay woman	50 0.78%u	50 0.79%u	-	10 0.80%u	6 1.66%u	1 0.32%	10 0.71%	6 1.07%u	-	-	8 0.94%u	1 0.39%	3 0.71%	5 3.39%Tnprsuwx yA	10 0.70%
Gay man	162 2.56%	162 2.58%	-	29 2.34%	13 3.61%t	15 4.40%Tnptu	34 2.53%	7 1.33%	10 1.80%	1 16.37%	24 3.02%t	9 4.19%t	8 1.99%	7 4.92%tu	35 2.60%u
Bisexual	254 4.01%t	254 4.05%t	-	42 3.36%	32 8.77%Tnprstuw yA	8 2.53%	49 3.64%	11 2.14%	22 4.13%	-	33 4.09%	13 6.00%rt	12 2.93%	13 9.21%Tnprstuw yA	49 3.62%
Prefer to self-describe	49 0.77%uA	47 0.75%uA	-	7 0.60%	2 0.67%	5 1.45%uA	5 0.36%	5 0.86%	5 0.99%	-	6 0.71%	4 1.90%uA	1 0.22%	2 1.62%uA	5 0.35%
Prefer not to say	93 1.47%	92 1.47%	1 2.30%	16 1.30%	11 3.08%TnpsuyA	7 2.02%	20 1.45%	4 0.80%	5 1.01%	-	13 1.59%	2 1.06%	4 1.05%	2 1.20%	20 1.44%

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

Reasons to Complain Survey ONLINE Fieldwork: 20th to 26th November 2024

Absolutes/col percents

Table 308
Which of the following options best describes how you think of yourself?
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier						Financial vulnerability (Using Q21)			Impacting/ limiting conditions			
	Total (T)	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	Utility Warehouse (m)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	EE (t)	NET: BT/EE (u)	Most vulnerable (v)	Potentially vulnerable (w)	Least vulnerable (x)	Yes (y)	No (z)
Unweighted base	6349	6052	1147	421	358	1	1183	554	1339	502	30	95	9	39	3110	354	1712	141	857	161	515	743	2965	1953	2103	4037
Weighted base	6349	6051	1137	425	358	***	1173	555	1357	508	30**	97*	8**	39*	3120	355	1711	143	865	167	522	729	2895	2011	2001	4129
Effective base	6008	5727	1084	401	341	1	1122	521	1266	475	29	91	8	37	2944	333	1626	132	809	152	485	694	2805	1859	1991	3828
Heterosexual/ straight	5740 90.41% _y	5483 90.62% _T	1029 90.52% _T	392 92.27% _T	318 88.73% _T	*	1085 92.51% _T	502 90.59% _T	1227 90.36% _T	460 90.50% _T	29 96.75% _T	89 91.61% _T	5 65.12% _T	34 87.70% _T	2882 92.34% _T	319 89.82% _T	1585 92.59% _T	132 92.25% _T	808 93.34% _T	152 91.30% _T	471 90.29% _T	662 90.79% _T	2671 92.25% _T	1802 89.63% _T	1737 86.77% _T	3847 93.17% _{Ty}
Lesbian/ gay woman	50 0.78% _z	49 0.80% _z	10 0.87% _z	5 1.25% _z	6 1.67% _{fh}	-	5 0.45% _z	7 1.25% _z	7 0.55% _z	4 0.85% _z	-	-	1 10.82% _z	-	22 0.71% _z	5 1.51% _z	9 0.55% _z	1 0.92% _z	6 0.72% _z	2 1.29% _z	8 1.44% _q	6 0.80% _z	27 0.94% _z	14 0.68% _z	31 1.53% _{Tz}	18 0.43% _z
Gay man	162 2.56% _{oq}	156 2.58% _{oq}	32 2.81% _{oq}	11 2.50% _{oq}	9 2.62% _{oq}	-	22 1.88% _{oq}	14 2.45% _{oq}	34 2.53% _{oq}	12 2.30% _{oq}	-	3 3.17% _{oq}	-	1 2.34% _{oq}	67 2.15% _{oq}	10 2.76% _{oq}	31 1.82% _{oq}	3 1.90% _{oq}	21 2.47% _{oq}	2 1.21% _{oq}	12 2.27% _{oq}	11 1.46% _{oq}	66 2.27% _{oq}	72 3.58% _{Tv}	61 3.07% _{oq}	98 2.39% _{oq}
Bisexual	254 4.01% _{os}	241 3.98% _{os}	48 4.21% _{os}	13 3.02% _{os}	11 3.21% _{os}	-	37 3.18% _{os}	18 3.24% _{os}	62 4.56% _{os}	20 3.85% _{os}	1 3.25% _{os}	4 3.72% _{os}	16 16.95% _{os}	2 5.88% _{os}	104 3.33% _{os}	17 4.86% _{os}	60 3.50% _{os}	5 3.15% _{os}	19 2.17% _{os}	10 6.19% _{os}	28 5.29% _{os}	35 4.77% _w	93 3.20% _{os}	86 4.26% _{os}	128 6.40% _{Tz}	120 2.91% _{os}
Prefer to self-describe	49 0.77% _{oq}	44 0.73% _{oq}	7 0.64% _{oq}	2 0.43% _{oq}	6 1.61% _f	-	5 0.41% _{oq}	5 0.86% _{oq}	9 0.67% _{oq}	5 0.94% _{oq}	-	1 1.49% _{oq}	-	-	11 0.36% _{oq}	2 0.54% _{oq}	5 0.29% _{oq}	-	3 0.30% _{oq}	-	2 0.37% _{oq}	9 1.20% _{oq}	18 0.63% _{oq}	14 0.70% _{oq}	29 1.46% _{Tz}	20 0.48% _{oq}
Prefer not to say	93 1.47% _{ao}	78 1.29% _{ao}	11 0.95% _{ao}	2 0.54% _{ao}	8 2.16% _c	-	18 1.57% _{ao}	9 1.61% _{ao}	18 1.33% _{ao}	8 1.56% _{ao}	-	-	1 7.11% _{ao}	2 4.07% _c	35 1.11% _{ao}	2 0.51% _{ao}	22 1.26% _{ao}	3 1.78% _{ao}	9 1.00% _{ao}	-	2 0.35% _{ao}	7 0.98% _{ao}	21 0.71% _{ao}	23 1.14% _{ao}	16 0.78% _{ao}	26 0.63% _{ao}

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