



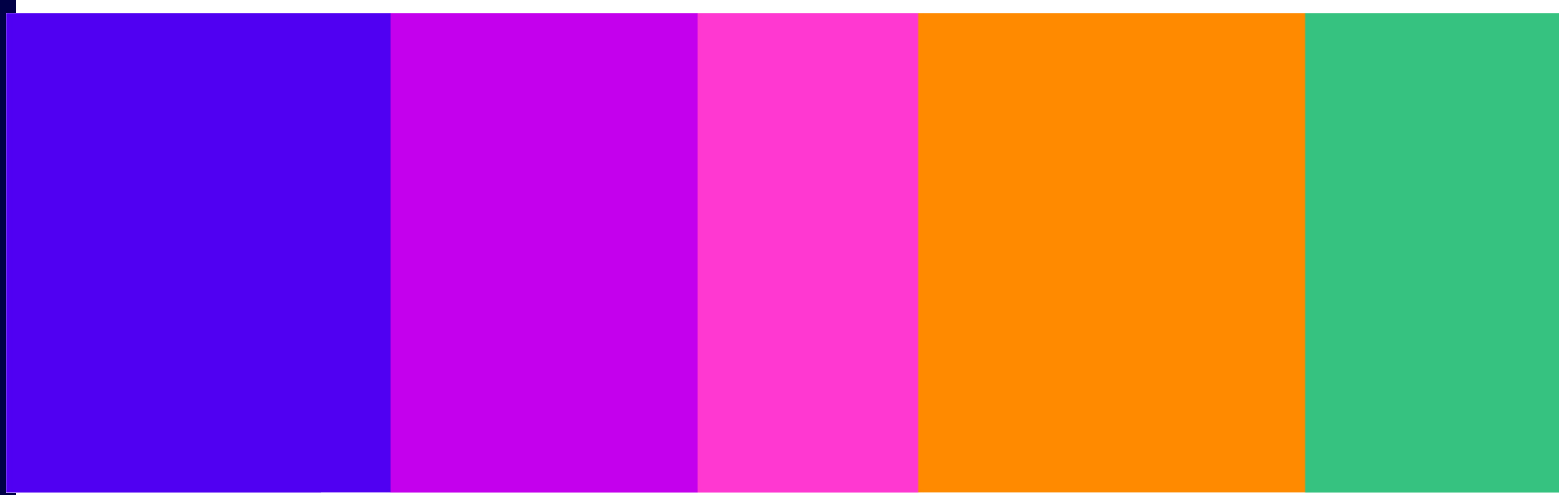
# Complaints about Broadband, Landline, Mobile and Pay-TV services

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Q1 2024 Report

**Report**

Publishing 25<sup>th</sup> July 2024



# Report

**As the UK's communications regulator, Ofcom receives complaints from customers about their landline, fixed broadband, pay-monthly mobile and pay-TV services.**

To better understand the reasons for dissatisfaction among residential customers in our sectors, we compile that data and determine the number of complaints received by provider and by service. To compare the performance of providers, on a quarterly basis we publish the number of complaints that we received about them relative to the size of their customer bases (i.e. per 100,000 customers).

## Overall Trends

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In the quarter from January to March 2024 (Q1 2024), complaints to Ofcom have fallen from the previous quarter (Q4 2023: October to December 2023). Complaints about landline, fixed broadband and pay-TV all fell from the previous quarter while mobile pay-monthly complaints rose slightly.

- **NOW Broadband** was the most complained about broadband provider, with customers' complaints mainly driven by how their complaints were being handled.
- **NOW Broadband, EE and Virgin Media** were the most complained about landline providers, with NOW's and Virgin's complaints being driven by how complaints were being handled while EE's complaints were driven by customers' experience with faults, service and provisioning.
- **Virgin Media** was the most complained about pay-TV provider, with customers' complaints mainly driven by how their complaints were being handled. **Sky** and **EE** received the fewest complaints per 100,000 subscribers.
- **Utility Warehouse** generated the fewest complaints per 100,000 subscribers in landline while **Sky** was joined by **Shell Energy** as the least complained about broadband providers.
- **O2** remains the most complained about mobile operator, with their complaints again primarily driven by how customers' complaints were being handled. **Tesco Mobile, Sky Mobile, EE** and **Vodafone** received the fewest complaints in the mobile sector.

*See below for information about the comparability of certain providers' number of complaints. Our background and methodology document [\[link and metadata\]](#) goes into more detail.*

The chart below shows the relative volume of complaints we have received for broadband, landline, pay-monthly mobile and pay-TV services. You can use the slider to filter by year.



# Relative volume of complaints per 100,000 customers

[PowerBI 1]


Taking a year-on-year comparison, the relative volume of complaints for fixed broadband, fixed landline and pay-TV have fallen whilst mobile pay-monthly has increased.

## League Tables & Key Complaints



### Broadband Complaints per 100,000

Sky	6	Fewest complaints 
Shell Energy	6	
Plusnet	8	Industry average <b>11</b>
BT	9	
TalkTalk	11	Most complaints 
EE	14	
Vodafone	16	
Virgin Media	18	
NOW Broadband	22	




### Broadband Key drivers of complaints

Industry average	Faults, service and provisioning <b>35%</b>	Complaints handling <b>30%</b>	Billing, pricing and charges <b>18%</b>
	<b>35%</b>	<b>47%</b>	<b>10%</b>

### Landline Complaints per 100,000


Utility Warehouse	1	Fewest complaints 
Sky	2	
Shell Energy	4	Industry average <b>6</b>
Plusnet	5	
BT	5	Most complaints 
Vodafone	5	
TalkTalk	8	
Virgin Media	11	
EE	11	
NOW Broadband	12	

### Landline Key drivers of complaints

Industry average	Complaints handling <b>31%</b>	Faults, service and provisioning <b>30%</b>	Billing, pricing and charges <b>20%</b>
	Complaints handling <b>53%</b>	Faults, service and provisioning <b>20%</b>	Billing, pricing and charges <b>13%</b>
	Complaints handling <b>24%</b>	Faults, service and provisioning <b>35%</b>	Changing provider <b>22%</b>
	Complaints handling <b>41%</b>	Faults, service and provisioning <b>12%</b>	Billing, pricing and charges <b>28%</b>

## Mobile Complaints per 100,000

Ofcom

		Fewest complaints
Tesco Mobile	1	
Sky Mobile	2	
EE	2	Industry average <b>4</b>
Vodafone	2	
iD Mobile	4	Most complaints <b>O<sub>2</sub></b>
Three	4	
O <sub>2</sub>	8	



## Mobile Key drivers of complaints

Ofcom

Industry average	Complaints handling	Faults, service and provisioning	Billing, pricing and charges
	<b>30%</b>	<b>22%</b>	<b>21%</b>
<b>O<sub>2</sub></b>	<b>36%</b>	<b>18%</b>	<b>20%</b>


## Pay-TV Complaints per 100,000

Ofcom

		Fewest complaints
Sky	2	
EE (prev. BT)*	2	
TalkTalk	3	Industry average <b>4</b>
Virgin Media	11	
		Most complaints 

## Pay-TV Key drivers of complaints

Ofcom

Industry average	Complaints handling	Billing, pricing and charges	Faults, service and provisioning
	<b>38%</b>	<b>28%</b>	<b>14%</b>
	<b>40%</b>	<b>31%</b>	<b>14%</b>

\*BT TV rebranded to EE TV in late 2023. As such, there is a possibility that some customers' complaints to us were still made under the BT brand rather than EE as the rebrand occurred.

## Comparability of complaints per 100,000 customers

Where the actual measurable difference between providers' number of complaints per 100,000 customers is less than 1, we consider their results to be comparable. Within the following sectors, we consider the listed providers to be comparable:

Fixed broadband: 1. Sky and Shell Energy; 2. TalkTalk and Industry Average

Landline: 1. Shell Energy, Plusnet, BT and Vodafone; 2. BT, Vodafone and Industry Average; 3. Vodafone, EE and NOW Broadband

Pay-monthly mobile: 1. Tesco Mobile, Sky Mobile, EE and Vodafone; 2. iD Mobile, Three UK and Industry Average

Pay-TV: 1. Sky and EE

## Overall Complaints by Sector

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The chart below shows complaints for all providers in each of the four sectors.

[Embed [PowerBI 2](#)]

## Comparing different providers

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To compare two or more providers' performance, select the service and then the providers you want to compare from the lists on the right.

[Embed [PowerBI 3](#)]

## Complaints by Provider

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Compare complaints for a provider across multiple sectors by using the options on the right.

[Embed [PowerBI 4](#)]

## More Information

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The underlying data is available in CSV format [[link and metadata](#)]. We also include overall trend data for pay-as-you-go mobile complaints.

You can also read the report's background and methodology [[link and metadata](#)].