

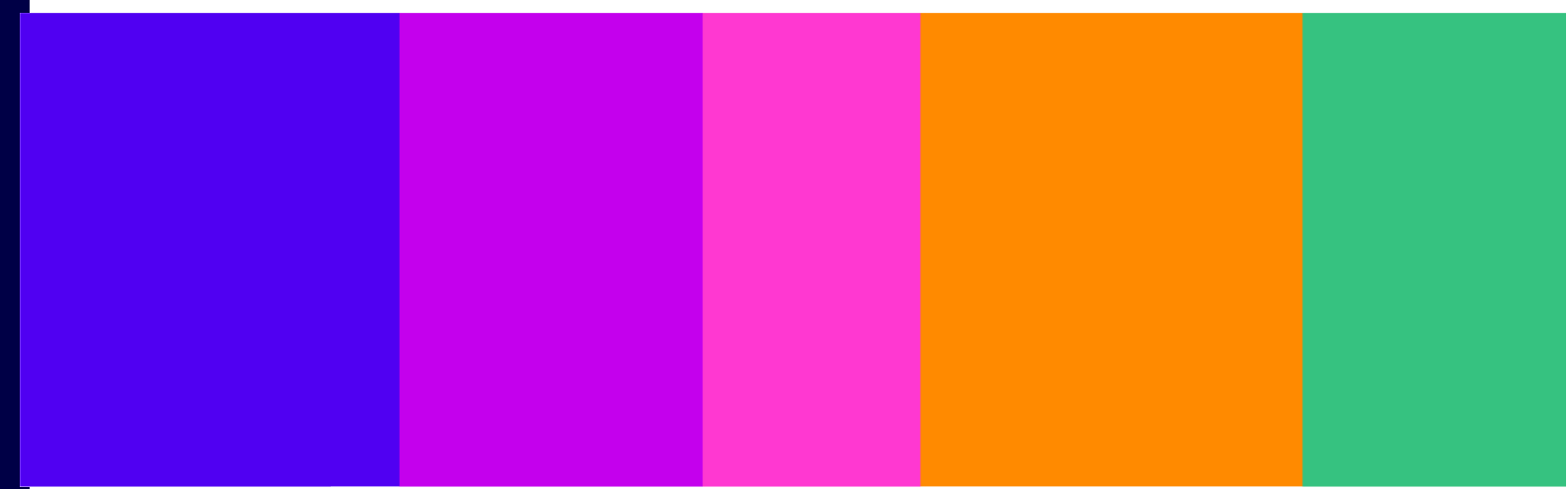


Complaints about Broadband, Landline, Mobile and Pay-TV services

Q4 2023 Report

Report

Publishing 17th April 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

In the quarter from October to December 2023 (Q4 2023), complaints to Ofcom have remained at similar levels from the previous quarter (Q3 2023: July to September 2023). Complaints about landline, fixed broadband and pay-TV all fell from the previous quarter while mobile pay-monthly remained at similar levels.

- **Virgin Media** remained the most complained about broadband, landline and pay-TV provider, although they did see a fall in all of these areas from the previous quarter. Customers' complaints were again mainly driven by how their complaints were being handled.
- **Sky** again generated the fewest complaints per 100,000 subscribers in both broadband and landline.
- **Sky** and **TalkTalk** were the least complained about pay-TV providers this quarter, receiving the fewest complaints per 100,000 subscribers.
- **O2** was the most complained-about mobile operator, with their complaints again primarily driven by how customers' complaints were being handled. **Sky Mobile, Tesco 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, mobile pay-monthly and pay-TV have all increased.

League Tables & Key Complaints



Broadband Complaints per 100,000

Provider	Complaints per 100,000	Category
Sky	5	Fewest complaints 
Plusnet	9	
EE	9	Industry average 12
BT	11	
TalkTalk	13	
Vodafone	14	Most complaints 
Shell Energy	14	
NOW Broadband	18	
Virgin Media	20	

Broadband Key drivers of complaints

Category	Faults, service and provisioning	Complaints handling	Billing, pricing and charges
Industry average	37%	32%	19%
Virgin Media	22%	43%	22%

Landline Complaints per 100,000



Provider	Complaints per 100,000	Category
Sky	2	Fewest complaints 
EE	3	
Vodafone	4	Industry average 7
Plusnet	6	
BT	7	
TalkTalk	9	Most complaints 
NOW Broadband	10	
Shell Energy	12	
Virgin Media	13	

Landline Key drivers of complaints

Category	Faults, service and provisioning	Complaints handling	Billing, pricing and charges
Industry average	34%	31%	18%
Virgin Media	19%	43%	24%

Mobile Complaints per 100,000

Ofcom

Provider	Complaints per 100,000	Category
Sky	2	Fewest complaints 
Tesco Mobile	2	
EE	2	
Vodafone	2	
BT Mobile	3	Industry average
iD Mobile	3	Most complaints 
Three	4	
O2	7	



Mobile Key drivers of complaints

Ofcom

Industry average	Complaints handling	Faults, service and provisioning	Billing, pricing and charges
	29%	25%	21%
O ₂	34%	23%	22%

Pay-TV Complaints per 100,000

Ofcom

Provider	Complaints per 100,000	Category
Sky	2	Fewest complaints 
TalkTalk	2	
BT	7	Industry average
Virgin Media	13	Most complaints 

Pay-TV Key drivers of complaints

Ofcom

Industry average	Complaints handling	Billing, pricing and charges	Faults, service and provisioning
	43%	26%	16%
Virgin Media	48%	27%	11%

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. Plusnet and EE; 2. TalkTalk and Vodafone; 3. Vodafone and Shell

Landline: 1. Plusnet, Industry Average and BT.

Pay-monthly mobile: 1. Sky Mobile, Tesco Mobile, EE and Vodafone; 2. Vodafone, BT Mobile and iD Mobile; 3. BT Mobile, iD Mobile, Industry Average and Three.

Pay-TV: 1. Sky and TalkTalk.

Overall Complaints by Sector

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

[Embed [PowerBI 2](#)]

Comparing different providers

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

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

[Embed [PowerBI 4](#)]

More Information

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](#)].