



Complaints data Q1, January – March 2024

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☎ 0330 440 1614

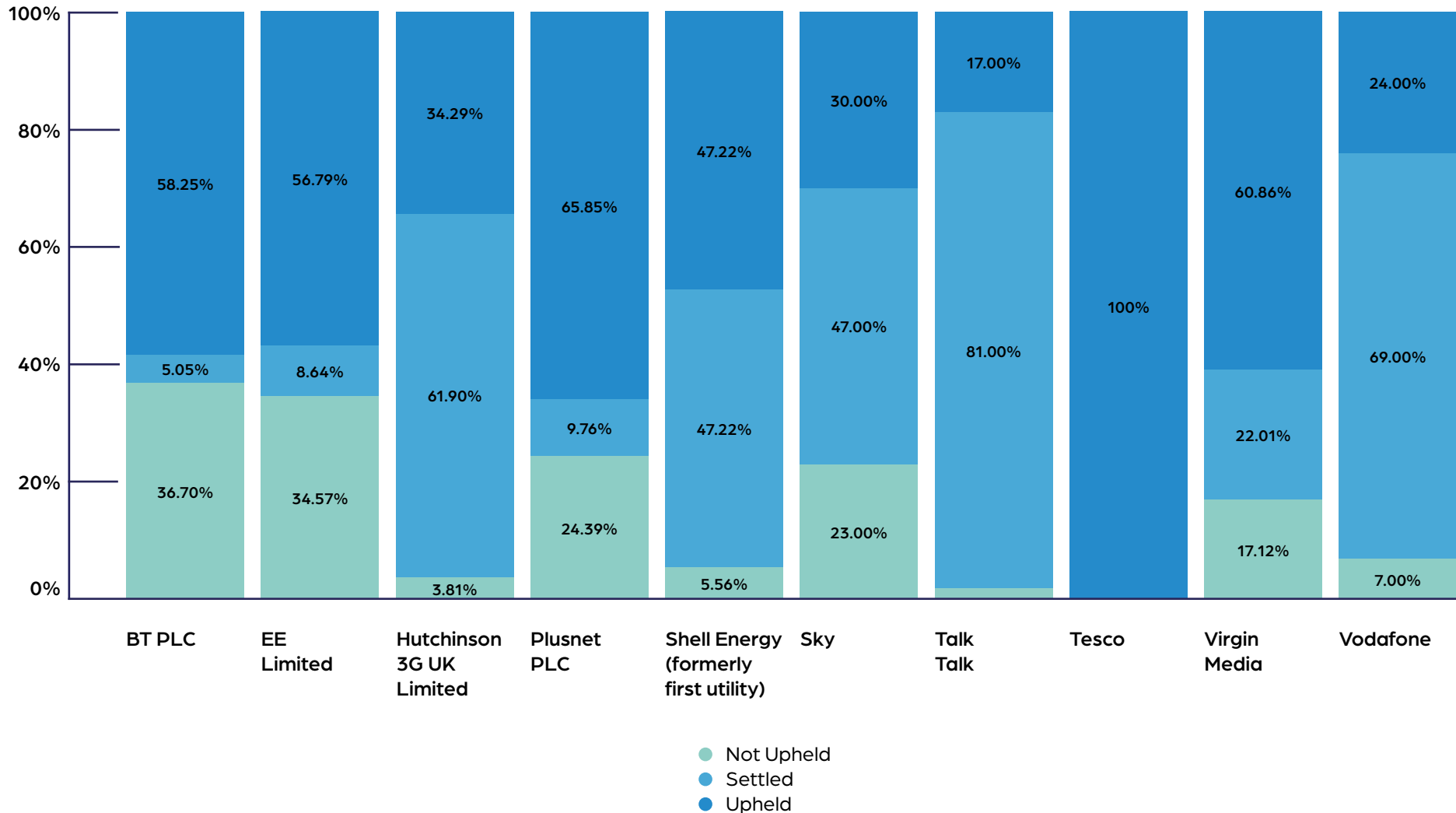
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Issue Breakdown



Broadband Case Outcomes (%)



Data breakdown on next page

Issue Breakdown



Broadband Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	58.25%	5.05%	36.70%
EE Limited	56.79%	8.64%	34.57%
Hutchinson 3G UK Limited	34.29%	61.90%	3.81%
Plusnet PLC	65.85%	9.76%	24.39%
Shell Energy (formerly First Utility)	47.22%	47.22%	5.56%
Sky	30.00%	47.00%	23.00%
Talk Talk	17.00%	81.00%	17.00%
Tesco	100.00%	0.00%	0.00%
Virgin Media	60.86%	22.01%	17.12%
Vodafone	24.00%	69.00%	7.00%

Issue Breakdown



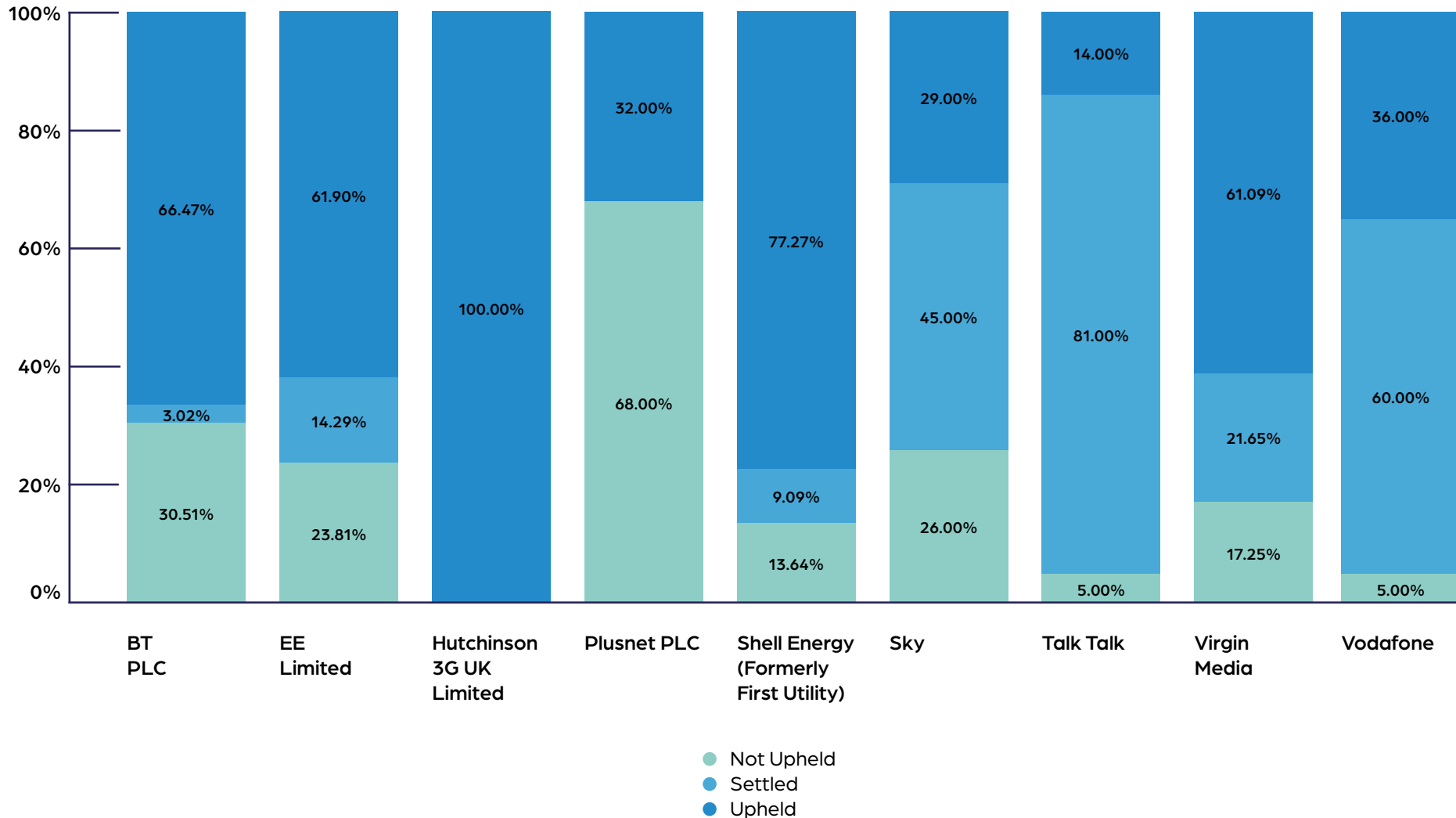
Broadband Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	12.66%	12.99%	11.69%	19.81%	5.19%	2.27%	35.39%
EE Limited	10.19%	17.59%	12.04%	12.96%	10.19%	1.85%	35.19%
Hutchinson 3G UK Limited	39.35%	17.42%	6.45%	3.87%	6.45%	1.29%	25.16%
Plusnet PLC	16.28%	11.63%	13.95%	27.91%	0.00%	0.00%	30.23%
Shell Energy (formerly First Utility)	16.67%	9.52%	7.14%	11.90%	2.38%	2.38%	50.00%
Sky	26.87%	13.93%	12.94%	4.98%	11.44%	1.00%	28.86%
Talk Talk	26.26%	21.23%	13.41%	7.82%	8.38%		22.91%
Virgin Media	25.27%	14.13%	15.33%	11.38%	4.79%	1.68%	27.43%
Vodafone	21.01%	19.33%	19.33%	5.88%	10.08%		24.37%

Issue Breakdown



Landline Case Outcomes (%)



Data breakdown on next page

Issue Breakdown



Landline Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	66.47%	3.02%	30.51%
EE Limited	61.90%	14.29%	23.81%
Hutchinson 3G UK Limited	100.00%	0.00%	0.00%
Plusnet PLC	68.00%	0.00%	32.00%
Shell Energy (formerly First Utility)	77.27%	9.09%	13.64%
Sky	29.00%	45.00%	26.00%
Talk Talk	14.00%	81.00%	5.00%
Virgin Media	61.09%	21.65%	17.25%
Vodafone	36.00%	60.00%	5.00%

Issue Breakdown



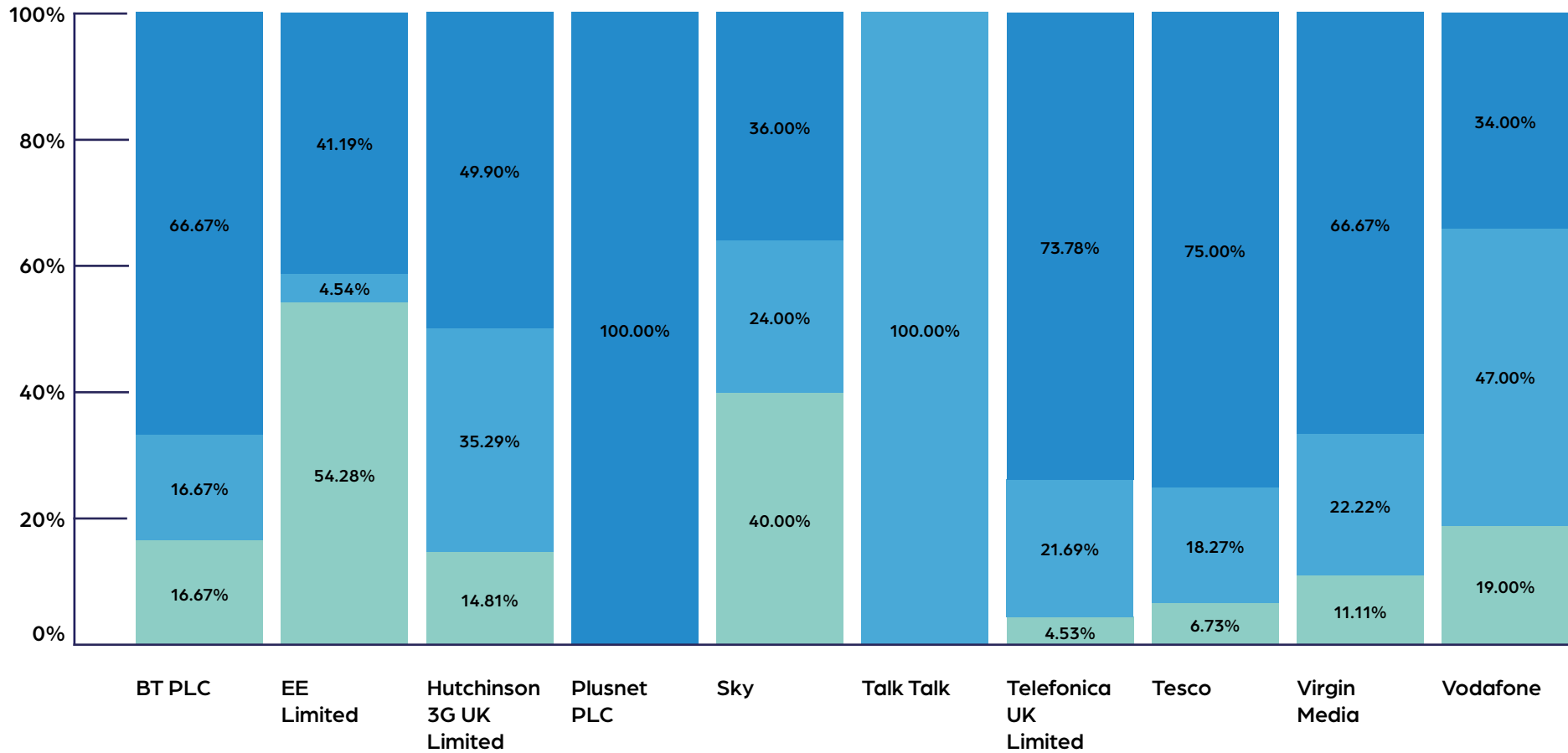
Landline Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	15.58%	10.28%	13.08%	16.51%	4.98%	3.12%	36.45%
EE Limited	6.67%	16.67%	13.33%	10.00%	13.33%	3.33%	36.67%
Hutchison 3G UK Limited	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Plusnet PLC	23.08%	11.54%	23.08%	3.85%	15.38%	0.00%	23.08%
Shell Energy (formerly First Utility)	26.09%	0.00%	4.35%	13.04%	4.35%	0.00%	52.17%
Sky	30.12%	12.05%	15.66%	3.61%	13.25%	1.20%	24.10%
Talk Talk	19.15%	21.28%	18.09%	9.57%	9.57%		22.34%
Virgin Media	34.41%	14.51%	17.90%	4.32%	5.71%	0.77%	22.38%
Vodafone	7.50%	22.50%	22.50%	12.50%	10.00%		25.00%

Issue Breakdown



Mobile Case Outcomes (%)



- Not Upheld
- Settled
- Upheld

Data breakdown on next page

Issue Breakdown



Mobile Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	66.67%	16.67%	16.67%
EE Limited	41.19%	4.54%	54.28%
Hutchison 3G UK Limited	49.90%	35.29%	14.81%
Plusnet PLC	100.00%	0.00%	0.00%
Sky	36.00%	24.00%	40.00%
Talk Talk		100.00%	
Telefonica UK Limited	73.78%	21.69%	4.53%
Tesco	75.00%	18.27%	6.73%
Virgin Media	66.67%	22.22%	11.11%
Vodafone	34.00%	47.00%	19.00%

Issue Breakdown



Mobile Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	41.67%	12.50%	8.33%	8.33%	0.00%	8.33%	20.83%
EE Limited	35.33%	10.73%	15.14%	5.68%	8.68%	7.26%	17.19%
Hutchison 3G UK Limited	35.06%	13.13%	15.54%	2.25%	6.22%	7.08%	20.73%
Plusnet PLC	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Sky	20.79%	21.78%	15.84%	18.81%	10.89%	0.99%	10.89%
Talk Talk	100.00%						
Telefonica UK Limited	22.78%	11.33%	22.95%	3.20%	6.27%	14.33%	19.14%
Tesco	13.76%	7.34%	21.10%	3.67%	0.00%	7.34%	46.79%
Virgin Media	33.33%	5.56%	22.22%	0.00%	11.11%	11.11%	16.67%
Vodafone	37.93%	22.41%	6.03%	7.76%	5.17%	4.31%	16.38%