



Complaints data Q2, April – June 2024

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☎ 0330 440 1614

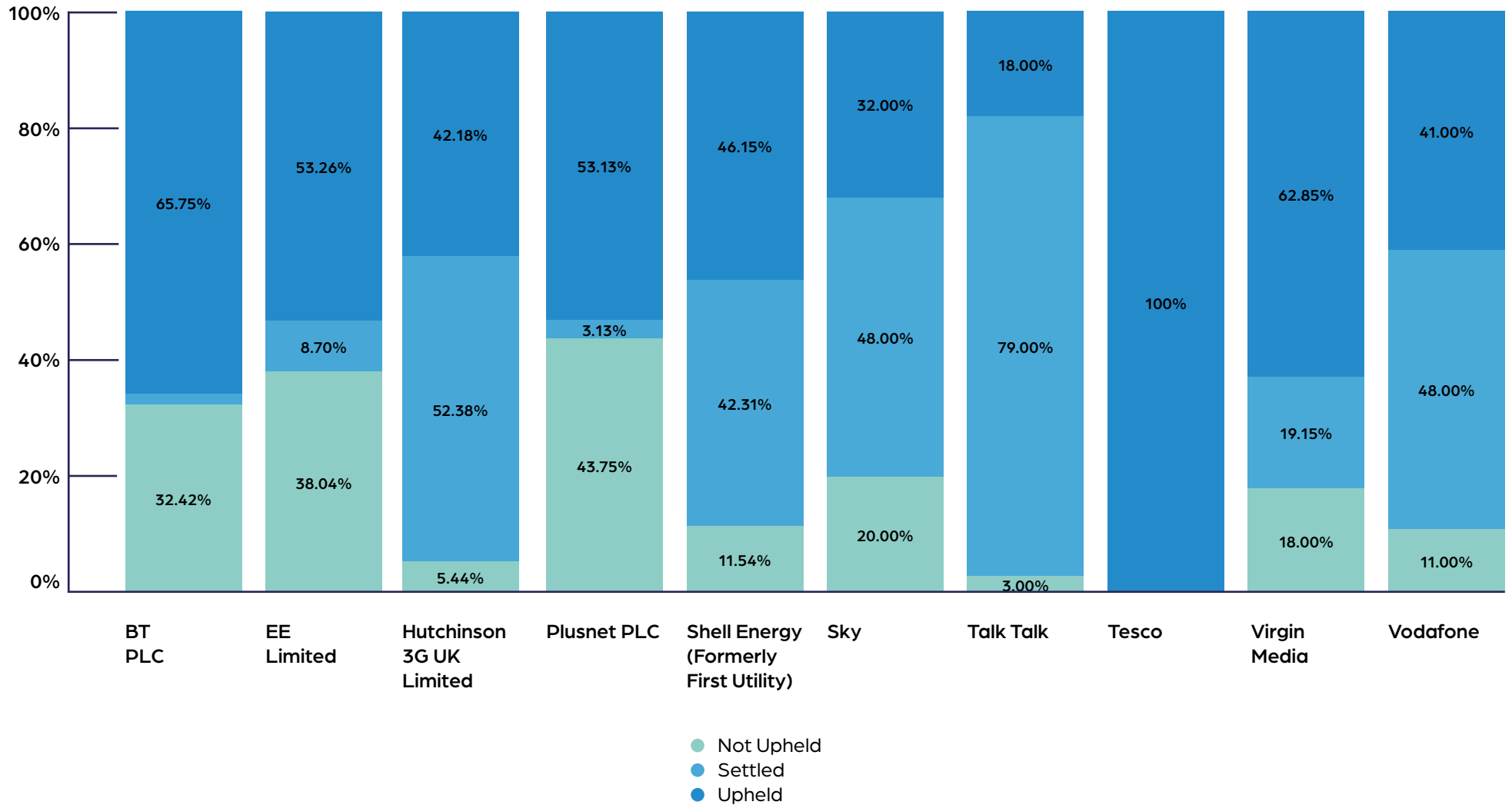
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Issue Breakdown



Broadband Case Outcomes (%)



Data breakdown on next page

Issue Breakdown



Broadband Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	65.75%	1.83%	32.42%
EE Limited	53.26%	8.70%	38.04%
Hutchinson 3G UK Limited	42.18%	52.38%	5.44%
Plusnet PLC	53.13%	3.13%	43.75%
Shell Energy (formerly First Utility)	46.15%	42.31%	11.54%
Sky	32.00%	48.00%	20.00%
Talk Talk	18.00%	79.00%	3.00%
Tesco	100%	0.00%	0.00%
Virgin Media	62.85%	19.15%	18.00%
Vodafone	41.00%	48.00%	11.00%

Issue Breakdown



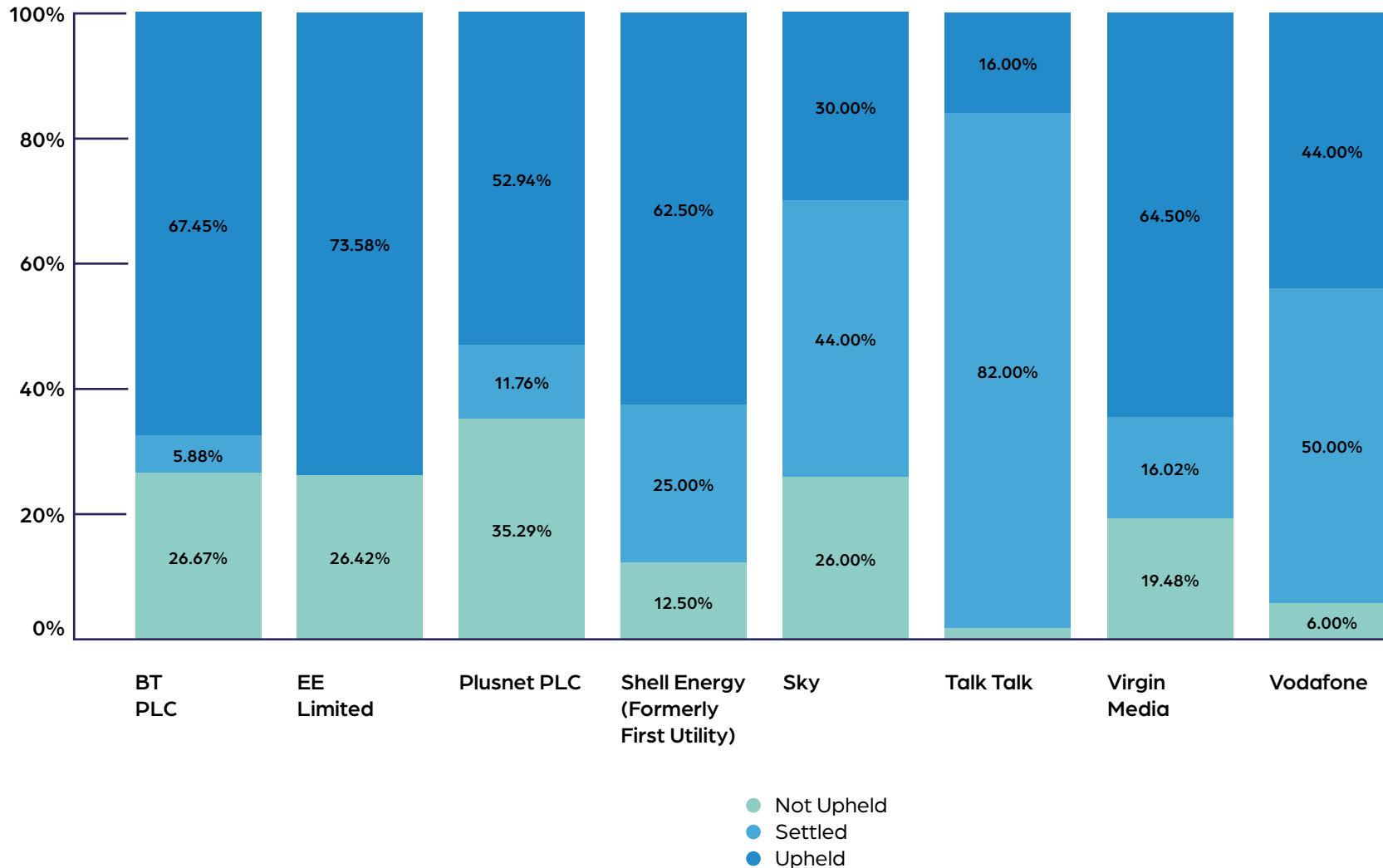
Broadband Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	13.69%	7.88%	15.35%	16.18%	6.64%	1.24%	39.00%
EE Limited	19.17%	19.17%	13.33%	13.33%	8.33%	0.00%	26.67%
Hutchison 3G UK Limited	32.55%	20.75%	9.43%	6.60%	8.96%	0.94%	20.75%
Plusnet PLC	13.51%	2.70%	21.62%	21.62%	8.11%	0.00%	32.43%
Shell Energy (formerly First Utility)	26.09%	13.04%	21.74%	8.70%	4.35%	0.00%	26.09%
Sky	17.88%	20.07%	18.61%	8.39%	10.22%		24.82%
Talk Talk	28.85%	20.51%	13.46%	5.13%	9.62%		22.44%
Virgin Media	23.68%	12.50%	20.88%	8.82%	4.85%	0.88%	28.38%
Vodafone	19.35%	24.19%	24.19%	3.23%	11.29%		17.74%

Issue Breakdown



Landline Case Outcomes (%)



Data breakdown on next page

Issue Breakdown



Landline Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	67.45%	5.88%	26.67%
EE Limited	73.58%	0.00%	26.42%
Plusnet PLC	52.94%	11.76%	35.29%
Shell Energy (formerly First Utility)	62.50%	25.00%	12.50%
Sky	30.00%	44.00%	26.00%
Talk Talk	16.00%	82.00%	2.00%
Virgin Media	64.50%	16.02%	19.48%
Vodafone	44.00%	50.00%	6.00%

Issue Breakdown



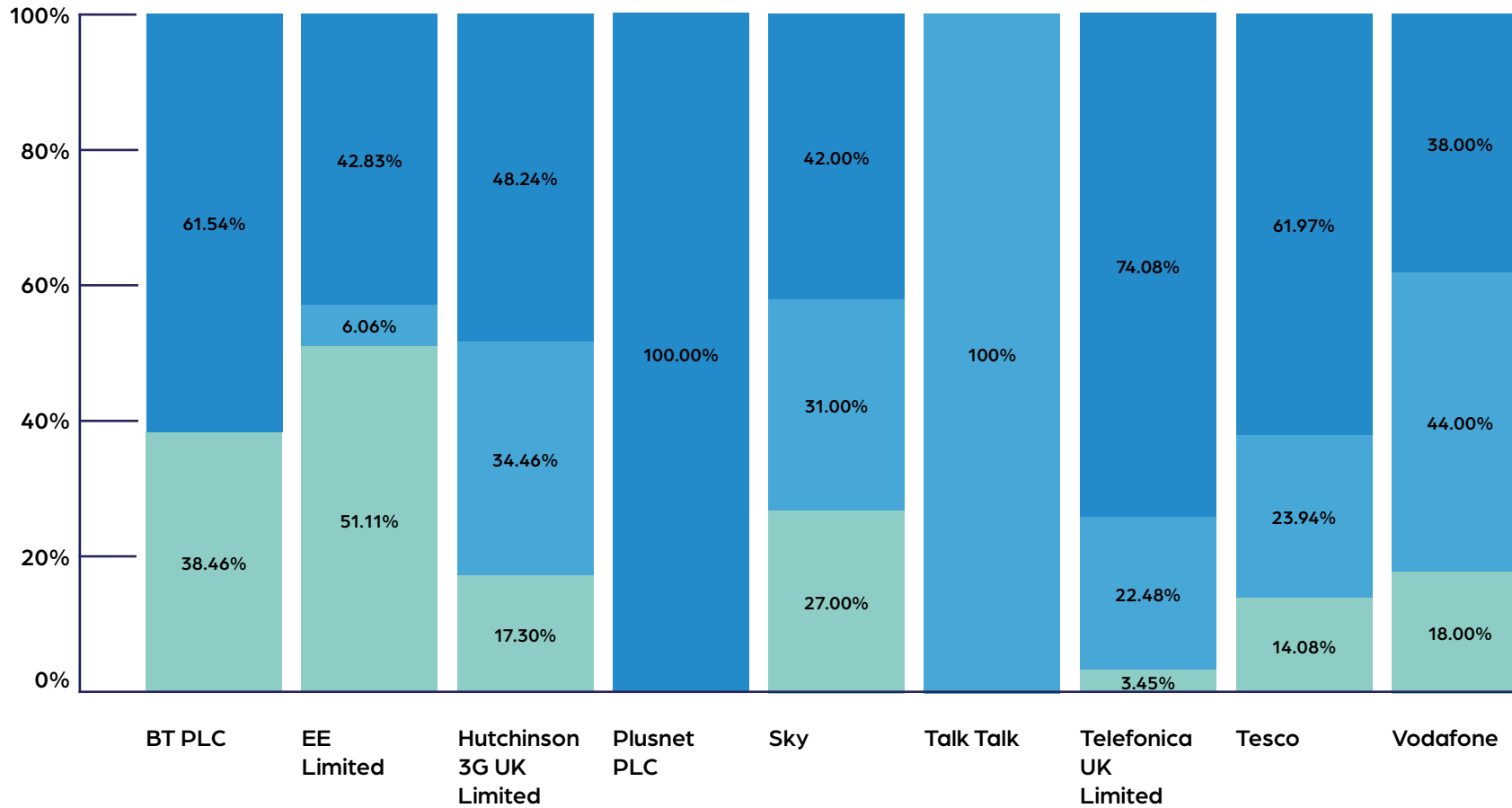
Landline Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	19.49%	11.76%	13.24%	16.91%	4.04%	0.74%	33.82%
EE Limited	14.06%	10.94%	14.06%	7.81%	10.94%	1.56%	40.63%
Plusnet PLC	7.14%	14.29%	7.14%	14.29%	21.43%	0.00%	35.71%
Shell Energy (formerly First Utility)	41.67%	0.00%	8.33%	0.00%	8.33%	0.00%	41.67%
Sky	26.00%	21.00%	17.00%	6.00%	13.00%		17.00%
Talk Talk	35.90%	23.08%	7.69%	7.69%	2.56%		23.08%
Virgin Media	31.88%	18.56%	19.00%	3.28%	7.64%	0.22%	19.43%
Vodafone	6.82%	18.18%	38.64%		11.36%		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	61.54%	0.00%	38.46%
EE Limited	42.83%	6.06%	51.11%
Hutchison 3G UK Limited	48.24%	34.46%	17.30%
Plusnet PLC	100.00%	0.00%	0.00%
Sky	42.00%	31.00%	27.00%
Talk Talk	0.00%	100%	0.00%
Telefonica UK Limited	74.08%	22.48%	3.45%
Tesco	61.97%	23.94%	14.08%
Vodafone	38.00%	44.00%	18.00%

Issue Breakdown



Mobile Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	61.11%	5.56%	11.11%	0.00%	5.56%	0.00%	16.67%
EE Limited	38.79%	10.72%	13.65%	5.65%	8.58%	4.87%	17.74%
Hutchison 3G UK Limited	36.24%	12.85%	16.20%	2.21%	9.68%	4.79%	18.02%
Plusnet PLC	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%
Sky	23.00%	10.00%	14.00%	26.00%	10.00%		17.00%
Talk Talk		66.67%	33.33%				
Telefonica UK Limited	25.22%	11.61%	24.02%	2.44%	6.42%	12.06%	18.23%
Tesco	13.24%	11.76%	16.18%	0.00%	1.47%	5.88%	51.47%
Vodafone	30.77%	23.67%	11.24%	6.51%	6.51%	0.59%	20.71%