



Complaints data Q4, October – December 2023

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☎ 0330 440 1624

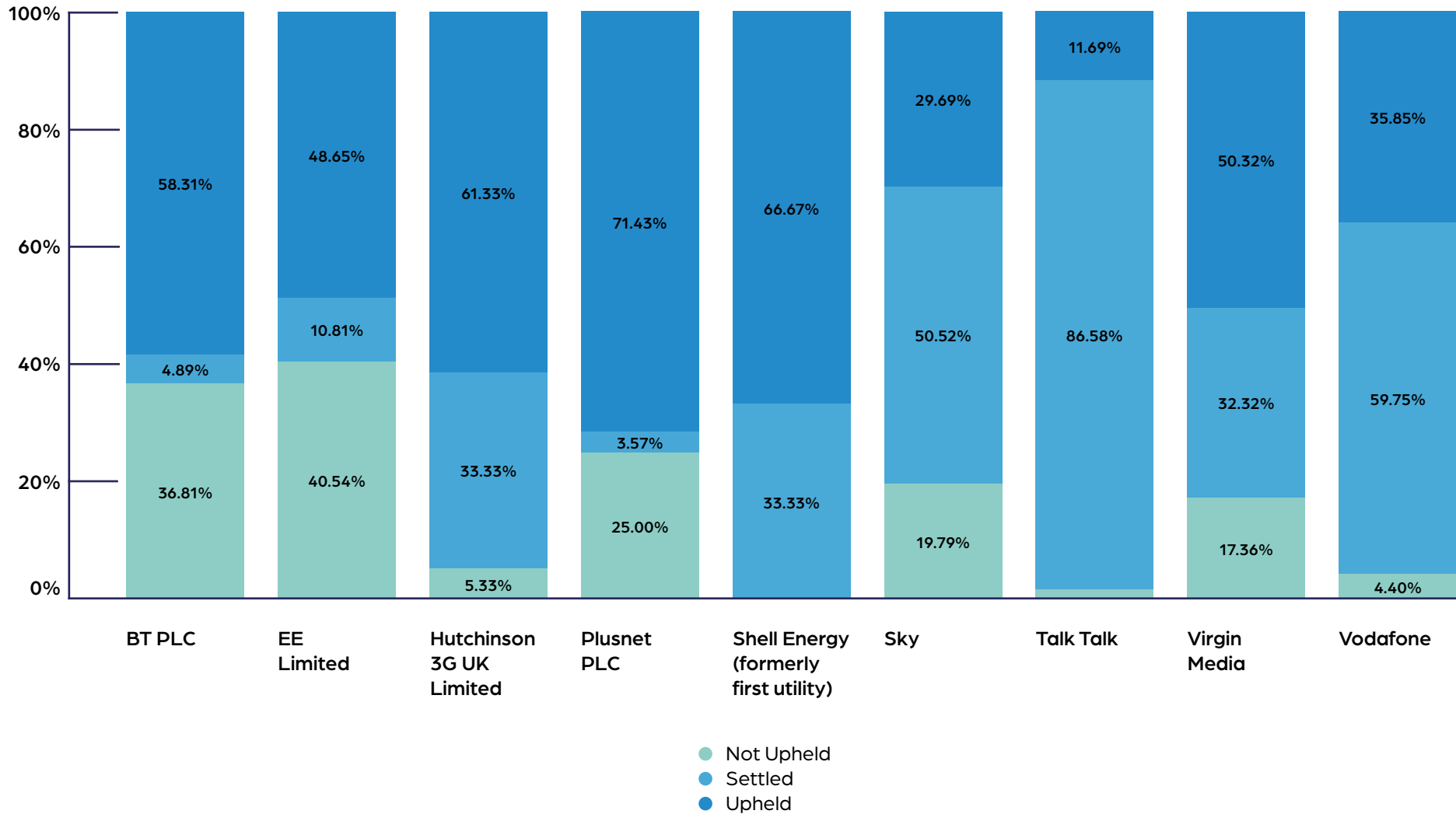
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Issue Breakdown



Broadband Case Outcomes (%)



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Issue Breakdown



Broadband Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	58.31%	4.89%	36.81%
EE Limited	48.65%	10.81%	40.54%
Hutchinson 3G UK Limited	61.33%	33.33%	5.33%
Plusnet PLC	71.43%	3.57%	25.00%
Shell Energy (formerly First Utility)	66.67%	33.33%	0.00%
Sky	29.69%	50.52%	19.79%
Talk Talk	11.69%	86.58%	1.73%
Virgin Media	50.32%	32.32%	17.36%
Vodafone	35.85%	59.75%	4.40%

Issue Breakdown



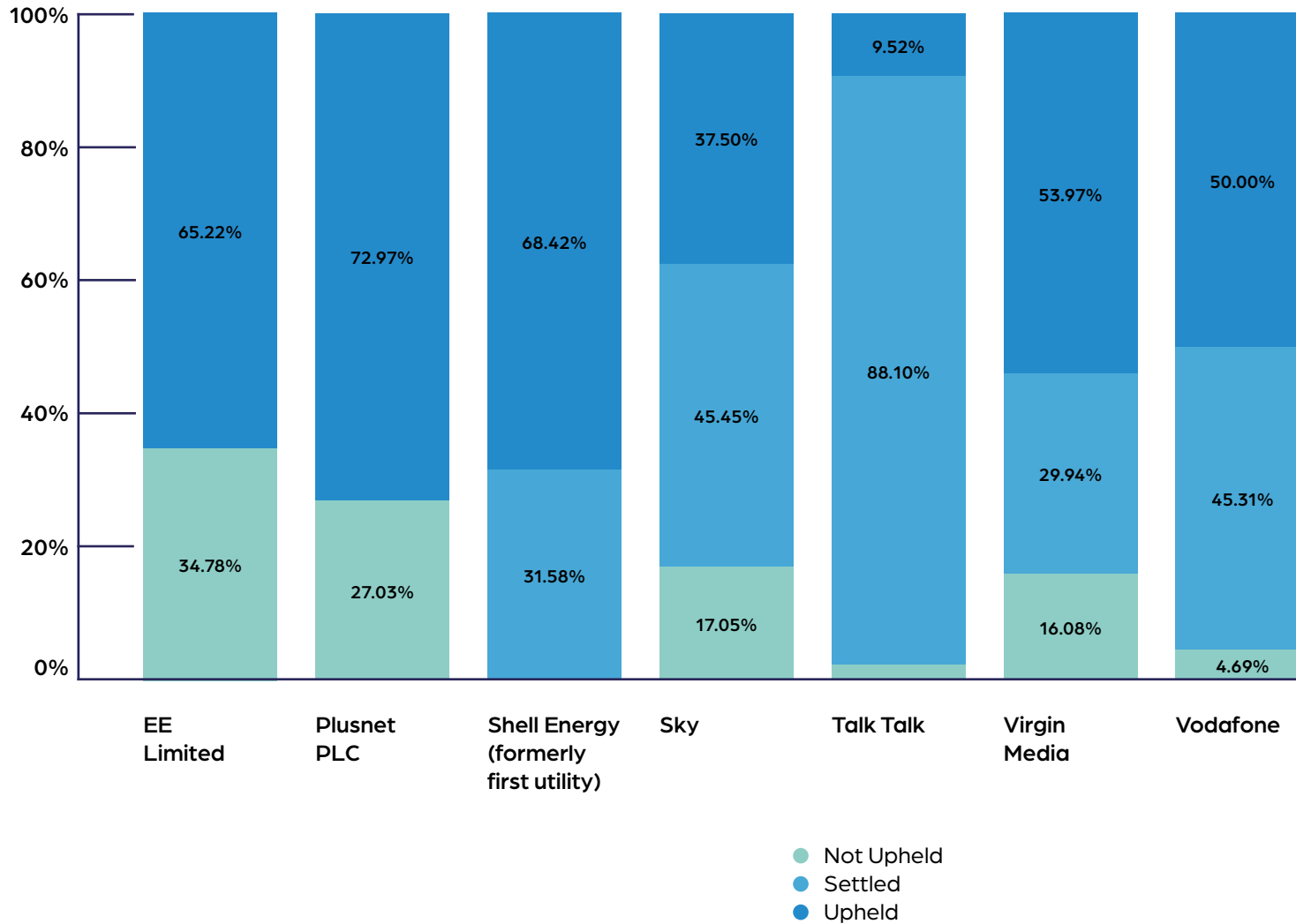
Broadband Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	14%	10%	11%	18%	9%	0%	37%
EE Limited	11%	22%	11%	13%	5%	2%	37%
Hutchinson 3G UK Limited	22%	23%	14%	10%	6%	1%	23%
Plusnet PLC	9%	20%	15%	11%	4%	0%	42%
Shell Energy (formerly First Utility)	26%	11%	11%	11%	5%	0%	47%
Sky	23%	18%	18%	8%	9%	1%	23%
Talk Talk	24%	27%	18%	2%	6%	1%	22%
Virgin Media	27%	12%	15%	8%	6%	1%	32%
Vodafone	20%	31%	16%	3%	14%	3%	13%

Issue Breakdown



Landline Case Outcomes (%)



Data breakdown on next page

Issue Breakdown



Landline Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
EE Limited	65.22%	0.00%	34.78%
Plusnet PLC	72.97%	0.00%	27.03%
Shell Energy (formerly First Utility)	68.42%	31.58%	0.00%
Sky	37.50%	45.45%	17.05%
Talk Talk	9.52%	88.10%	2.38%
Virgin Media	53.97%	29.94%	16.08%
Vodafone	50.00%	45.31%	4.69%

Issue Breakdown



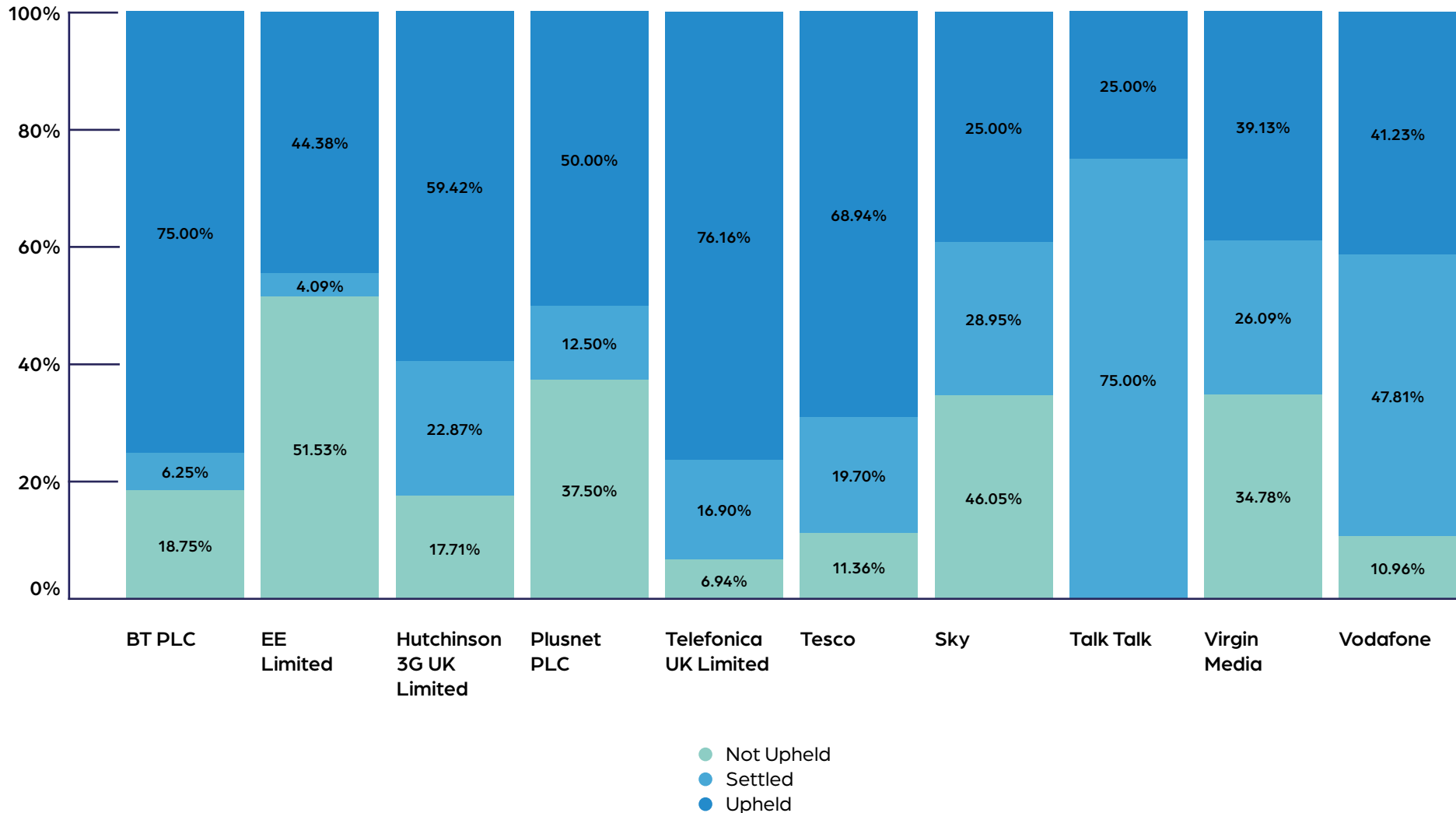
Landline Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	15%	10%	12%	15%	9%	2%	38%
EE Limited	11%	5%	11%	0%	16%	0%	58%
Plusnet PLC	8%	28%	20%	4%	8%	4%	28%
Shell Energy (formerly First Utility)	26%	11%	11%	11%	5%	0%	37%
Sky	26%	22%	14%	6%	15%		18%
Talk Talk	25%	28%	21%	1%	3%		22%
Virgin Media	31%	15%	16%	5%	6%	0%	27%
Vodafone	17%	31%	17%	5%	13%	5%	13%

Issue Breakdown



Mobile Case Outcomes (%)



Data breakdown on next page

Issue Breakdown



Mobile Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	75.00%	6.25%	18.75%
EE Limited	44.38%	4.09%	51.53%
Hutchinson 3G UK Limited	59.42%	22.87%	17.71%
Plusnet PLC	50.00%	12.50%	37.50%
Telefonica UK Limited	76.16%	16.90%	6.94%
Tesco	68.94%	19.70%	11.36%
Sky	25.00%	28.95%	46.05%
Talk Talk	25.00%	75.00%	
Virgin Media	39.13%	26.09%	34.78%
Vodafone	41.23%	47.81%	10.96%

Issue Breakdown



Mobile Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	23%	31%	8%	0%	8%	0%	31%
EE Limited	30%	11%	16%	7%	10%	6%	21%
Hutchinson 3G UK Limited	37%	13%	16%	3%	7%	7%	17%
Plusnet PLC	80%	0%	20%	0%	0%	0%	0%
Telefonica UK Limited	25%	12%	20%	3%	4%	15%	22%
Tesco	10%	5%	17%	11%	7%	5%	45%
Sky	28%	4%	9%	38%	7%		14%
Talk Talk	50%	25%					25%
Virgin Media	21%	37%	11%	0%	0%	5%	26%
Vodafone	33%	22%	10%	6%	14%	2%	13%