



## Complaints data Q3, July – September 2024

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☎ 0330 440 1614

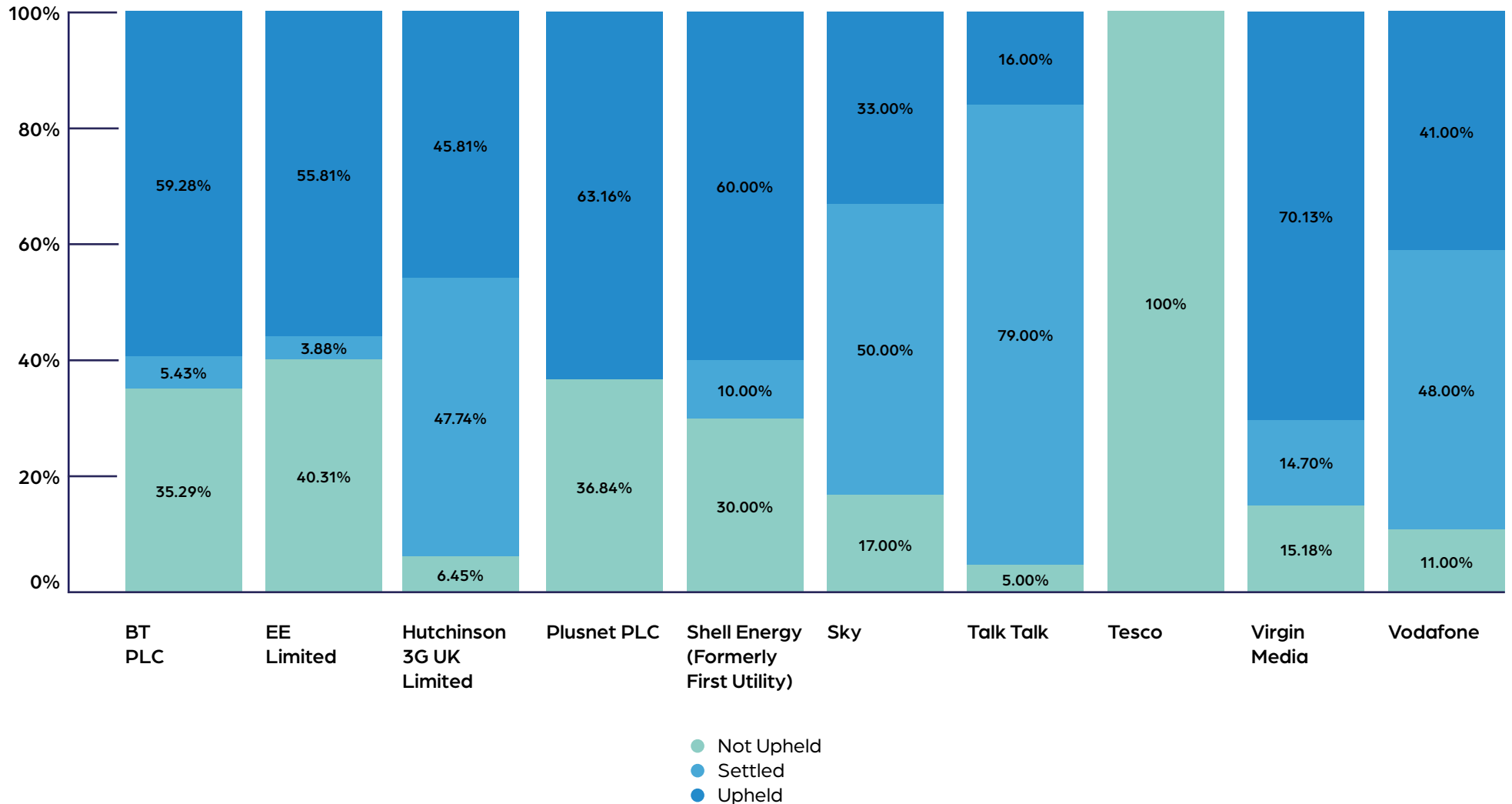
📍 Communications Ombudsman ✉ [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)  
P.O. Box 730  
Warrington WA4 6WU



# Issue Breakdown



## Broadband Case Outcomes (%)



Data breakdown on next page

# Issue Breakdown



## Broadband Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	59.28%	5.43%	35.29%
EE Limited	55.81%	3.88%	40.31%
Hutchinson 3G UK Limited	45.81%	47.74%	6.45%
Plusnet PLC	63.16%	0.00%	36.84%
Shell Energy (formerly First Utility)	60.00%	10.00%	30.00%
Sky	33.00%	50.00%	17.00%
Talk Talk	16.00%	79.00%	5.00%
Tesco	0.00%	0.00%	100.00%
Virgin Media	70.13%	14.70%	15.18%
Vodafone	41.00%	48.00%	11.00%

# Issue Breakdown



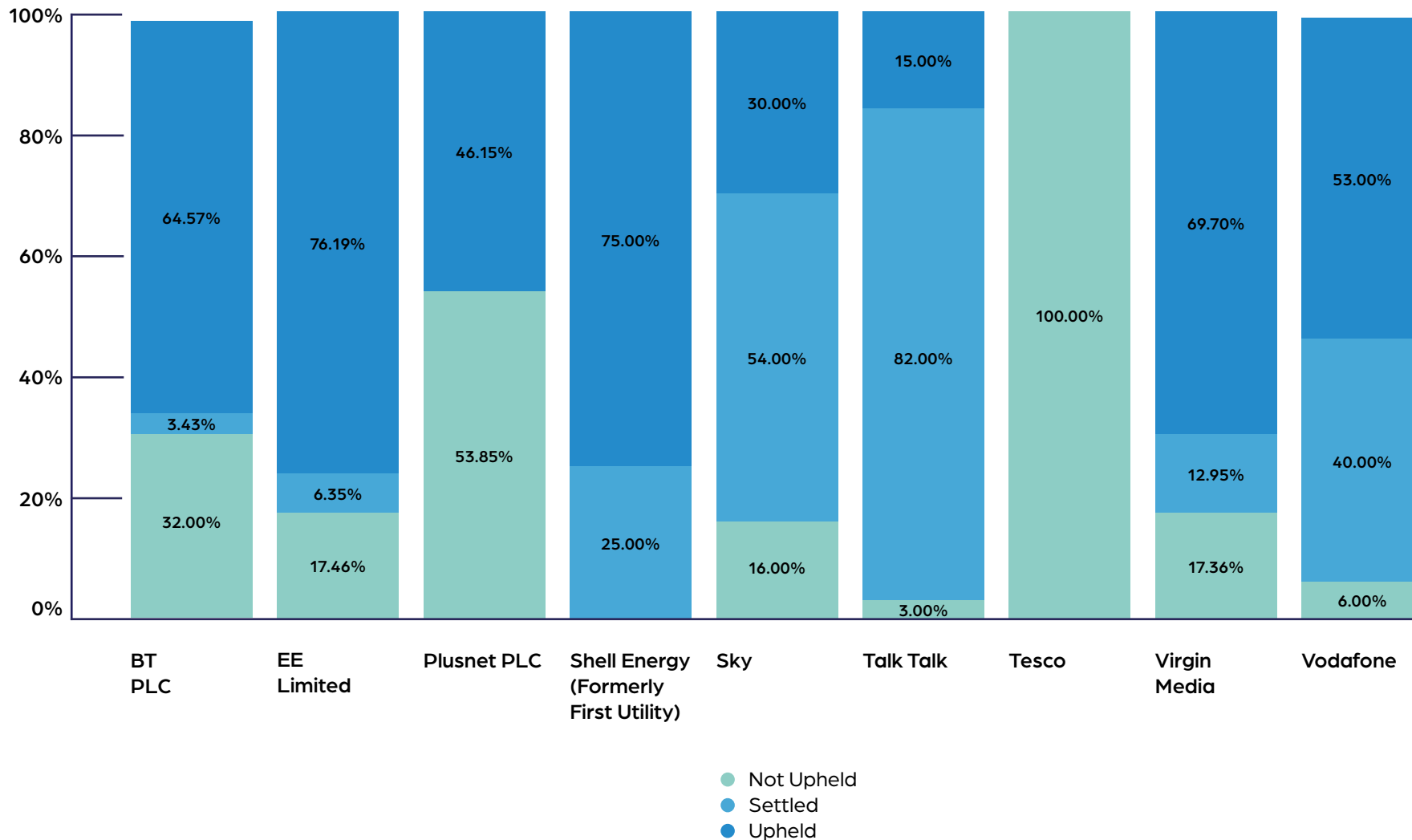
## Broadband Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	22.00%	13.00%	15.00%	16.00%	4.00%	0.00%	31.00%
EE Limited	13.00%	17.00%	14.00%	15.00%	14.00%	1.00%	27.00%
Hutchison 3G UK Limited	31.00%	15.00%	12.00%	11.00%	12.00%	2.00%	18.00%
Plusnet PLC	11.00%	8.00%	11.00%	22.00%	8.00%	3.00%	38.00%
Shell Energy (formerly First Utility)	17.00%	17.00%	0.00%	0.00%	0.00%	0.00%	67.00%
Sky	23.00%	21.00%	16.00%	9.00%	10.00%		20.00%
Talk Talk	23.00%	23.00%	17.00%	5.00%	6.00%		27.00%
Virgin Media	28.00%	18.00%	21.00%	8.00%	4.00%	1.00%	20.00%
Vodafone	18.00%	24.00%	15.00%	4.00%	9.00%		31.00%

# Issue Breakdown



## Landline Case Outcomes (%)



Data breakdown on next page

# Issue Breakdown



## Landline Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
BT PLC	64.57%	3.43%	32.00%
EE Limited	76.19%	6.35%	17.46%
Plusnet PLC	46.15%	0.00%	53.85%
Shell Energy (formerly First Utility)	75.00%	25.00%	0.00%
Sky	30.00%	54.00%	16.00%
Talk Talk	15.00%	82.00%	3.00%
Tesco	0.00%	0.00%	100.00%
Virgin Media	69.70%	12.95%	17.36%
Vodafone	53.00%	40.00%	6.00%

# Issue Breakdown



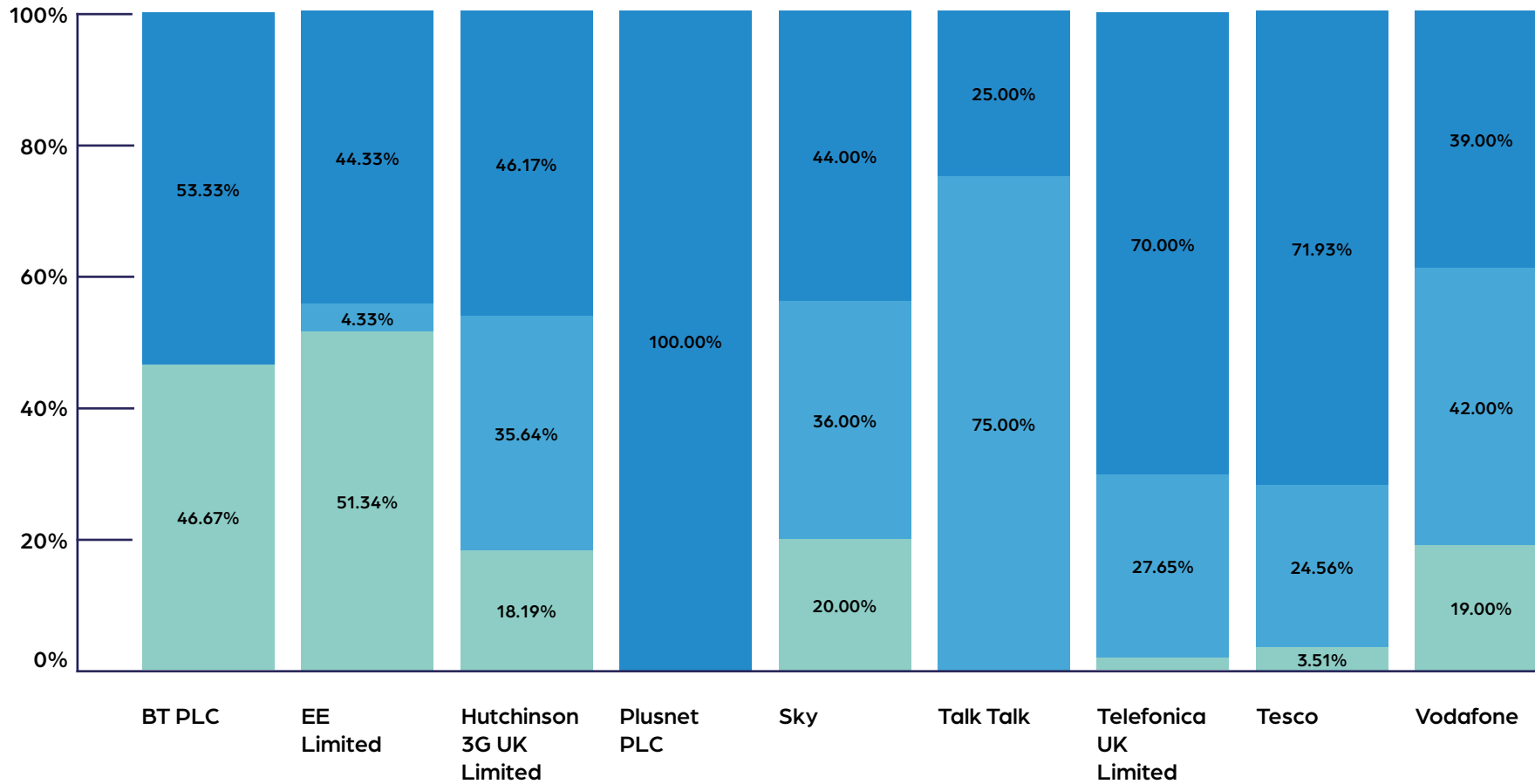
## Landline Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	14.00%	12.00%	15.00%	16.00%	5.00%	0.00%	38.00%
EE Limited	15.00%	13.00%	16.00%	12.00%	9.00%	1.00%	33.00%
Plusnet PLC	20.00%	20.00%	13.00%	13.00%	0.00%	0.00%	33.00%
Shell Energy (formerly First Utility)	67.00%	0.00%	33.00%	0.00%	0.00%	0.00%	0.00%
Sky	24.00%	22.00%	15.00%	7.00%	11.00%		20.00%
Talk Talk	14.00%	21.00%	26.00%	7.00%	3.00%		29.00%
Tesco							
Virgin Media	30.00%	23.00%	19.00%	4.00%	7.00%	1.00%	16.00%
Vodafone	11.00%	26.00%	26.00%	2.00%	8.00%		28.00%

# 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	53.33%	0.00%	46.67%
EE Limited	44.33%	4.33%	51.34%
Hutchison 3G UK Limited	46.17%	35.64%	18.19%
Plusnet PLC	100.00%	0.00%	0.00%
Sky	44.00%	36.00%	20.00%
Talk Talk	25.00%	75.00%	
Telefonica UK Limited	70.00%	27.65%	2.36%
Tesco	71.93%	24.56%	3.51%
Vodafone	39.00%	42.00%	19.00%

# Issue Breakdown



## Mobile Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service Quality
BT PLC	31.00%	15.00%	15.00%			8.00%	31.00%
EE Limited	38.00%	11.00%	13.00%	5.00%	8.00%	8.00%	18.00%
Hutchison 3G UK Limited	36.00%	17.00%	15.00%	3.00%	9.00%	5.00%	14.00%
Plusnet PLC	33.00%	67.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Sky	20.00%	16.00%	16.00%	23.00%	9.00%		16.00%
Talk Talk		75.00%					25.00%
Telefonica UK Limited	30.00%	13.00%	26.00%	2.00%	6.00%	9.00%	15.00%
Tesco	13.00%	7.00%	18.00%	5.00%	3.00%	5.00%	49.00%
Vodafone	29.00%	21.00%	12.00%	7.00%	8.00%	1.00%	22.00%