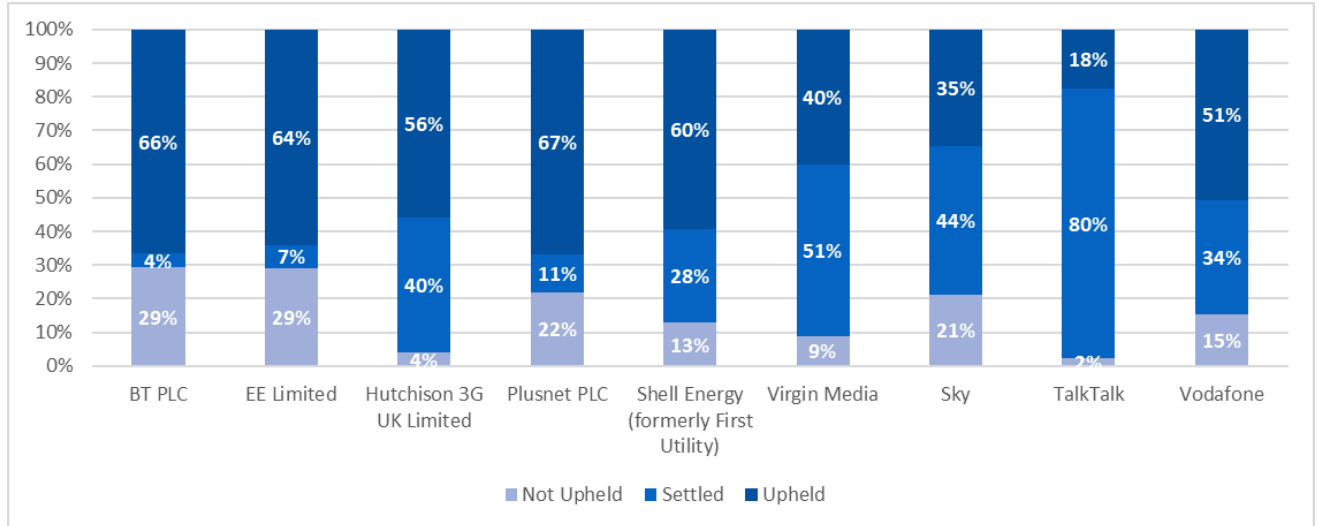
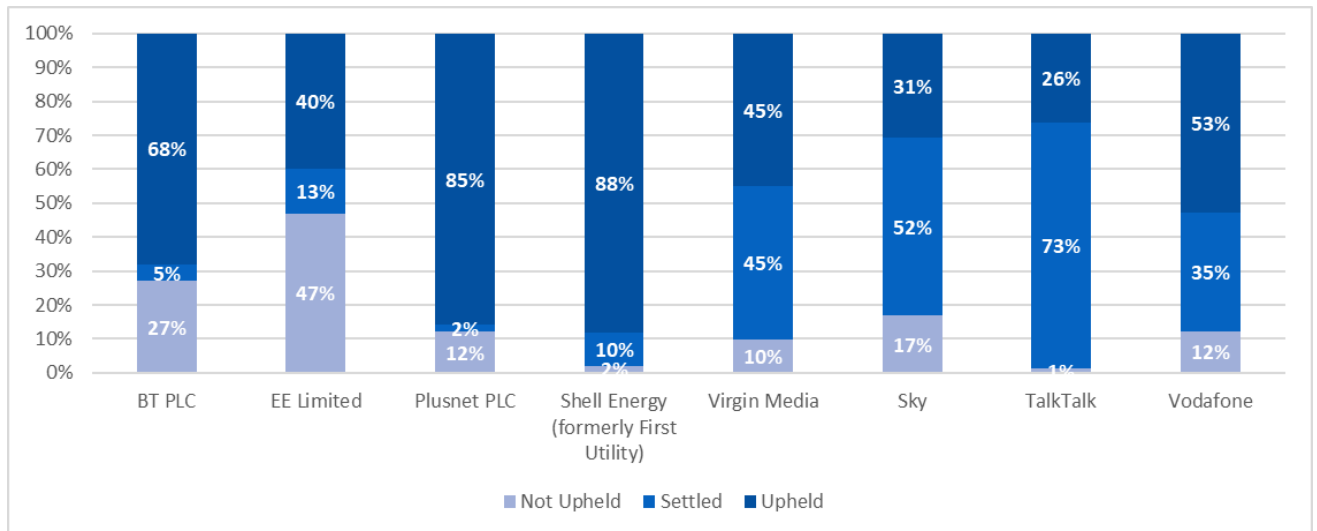


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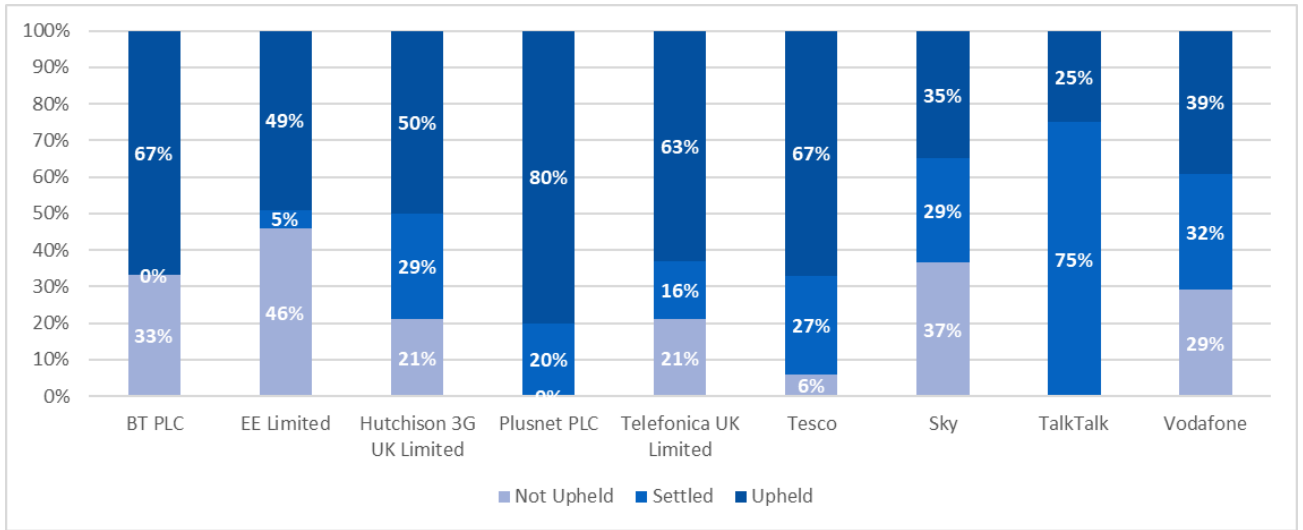
Broadband case outcomes



Landline case outcomes



Mobile case outcomes



Issue breakdowns

Broadband case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	13%	7%	11%	32%	6%	1%	0%	30%
EE Limited	11%	21%	10%	19%	11%	0%	0%	27%
Hutchison 3G UK Limited	22%	16%	24%	0%	9%	0%	2%	27%
Post Office Limited	10%	14%	12%	31%	4%	0%	0%	29%
Plusnet PLC	0%	100%	0%	0%	0%	0%	0%	0%
Shell Energy (formerly First Utility)	30%	20%	11%	4%	4%	0%	0%	30%
Virgin Media	26%	12%	11%	12%	5%	0%	0%	34%
Sky	21%	11%	21%	6%	11%	0%	0%	30%
Talk Talk PLC	18%	28%	21%	5%	7%	0%	1%	20%
Vodafone	17%	19%	18%	6%	10%	0%	1%	28%

Landline case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	15%	12%	13%	24%	6%	2%	1%	28%
EE Limited	20%	20%	20%	13%	7%	7%	7%	7%
Plusnet PLC	20%	13%	15%	17%	0%	2%	0%	33%
Post Office Limited	0%	0%	100%	0%	0%	0%	0%	0%
Shell Energy (formerly First Utility)	40%	10%	6%	10%	0%	0%	0%	35%
Virgin Media	28%	17%	14%	9%	6%	1%	0%	25%
Sky	29%	9%	14%	6%	9%	0%	0%	32%
Talk Talk PLC	17%	24%	26%	6%	4%	0%	0%	24%
Vodafone	11%	26%	16%		19%	0%	2%	26%

Mobile case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	63%	0%	13%	0%	25%	0%	0%	0%
EE Limited	28%	12%	15%	10%	10%	2%	8%	16%
Hutchison 3G UK Limited	36%	18%	11%	3%	12%	1%	8%	11%
Plusnet PLC	44%	22%	11%	0%	11%	0%	0%	11%
Telefonica UK Limited	22%	9%	16%	5%	5%	1%	5%	38%
Tesco	12%	12%	12%	5%	4%	1%	4%	49%
Virgin	28%	12%	4%	4%	16%	0%	24%	12%
Talk Talk PLC	25%	0%	0%	25%	0%	0%	0%	50%
Vodafone	23%	26%	11%	14%	9%	0%	2%	15%