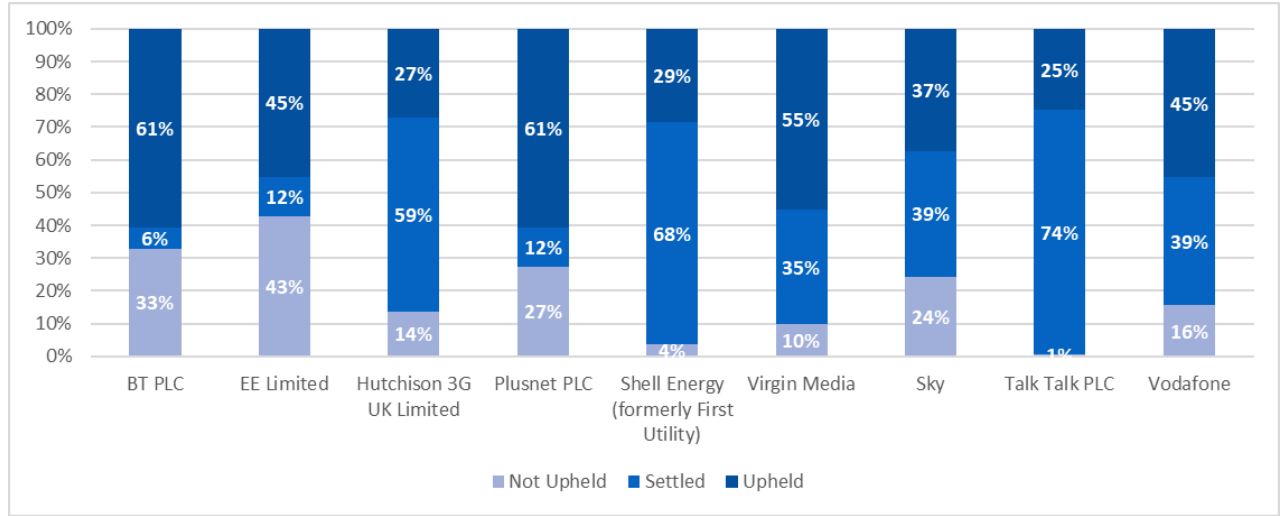
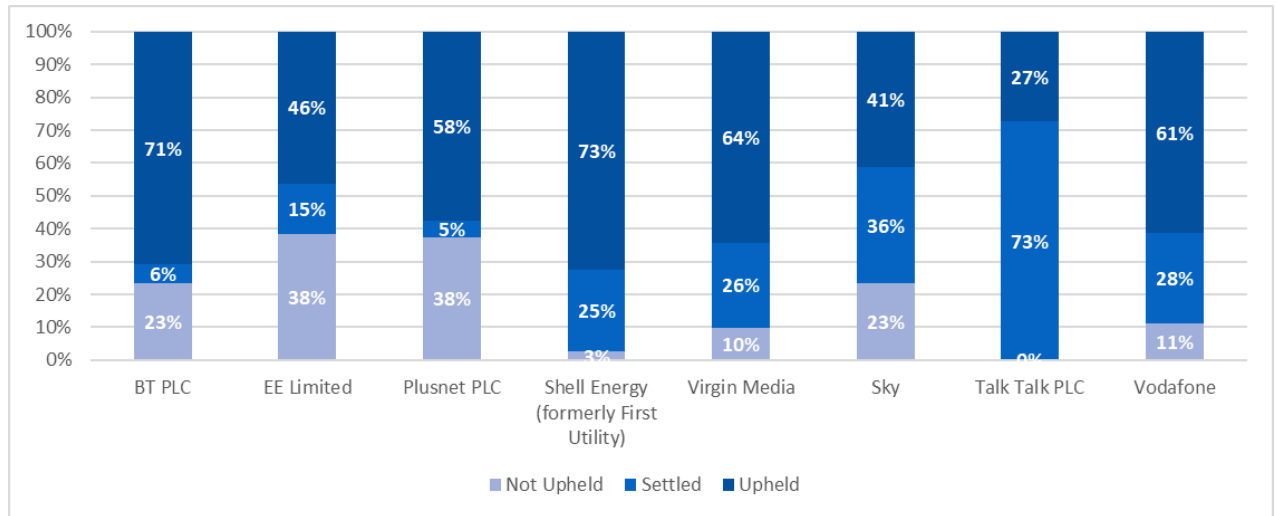


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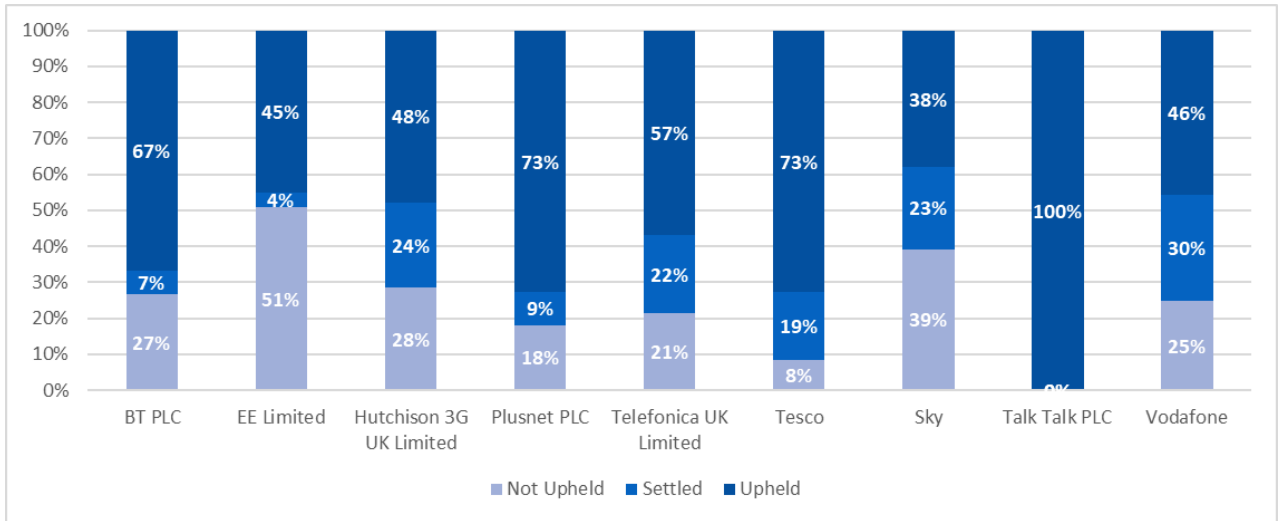
Broadband case outcomes



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	14%	11%	15%	24%	6%	2%	1%	29%
EE Limited	10%	24%	5%	21%	6%	0%	0%	33%
Hutchison 3G UK Limited	20%	24%	10%	8%	14%	0%	0%	24%
Plusnet PLC	17%	17%	25%	13%	0%	4%	0%	25%
Shell Energy (formerly First Utility)	37%	7%	11%	0%	19%	0%	0%	26%
Virgin Media	27%	14%	11%	12%	6%	1%	1%	28%
Sky	20%	24%	16%	5%	11%		1%	24%
Talk Talk PLC	21%	29%	11%	2%	7%			29%
Vodafone	14%	24%	17%	7%	12%		0%	25%

Landline case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	17%	14%	14%	19%	5%	3%	1%	26%
EE Limited	32%	18%	18%	14%	5%	0%	5%	9%
Plusnet PLC	12%	30%	19%	14%	2%	2%	0%	21%
Shell Energy (formerly First Utility)	41%	13%	13%	3%	0%	0%	0%	31%
Virgin Media	31%	14%	15%	6%	7%	1%	0%	25%
Sky	19%	25%	18%	4%	14%	0%	0%	21%
Talk Talk PLC	15%	33%	7%	4%	10%	0%	0%	32%
Vodafone	9%	25%	21%	4%	11%	0%	1%	29%

Mobile case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	46%	0%	8%	0%	23%	0%	15%	8%
EE Limited	32%	13%	16%	5%	11%	2%	6%	14%
Hutchison 3G UK Limited	36%	17%	15%	1%	7%	2%	7%	15%
Plusnet PLC	20%	7%	13%	0%	0%	0%	7%	53%
Telefonica UK Limited	25%	9%	17%	3%	5%	1%	9%	31%
Tesco	8%	9%	16%	6%	3%	2%	4%	52%
Virgin Media	33%	6%	28%	0%	11%	6%	6%	11%
Talk Talk PLC	0%	100%	0%	0%	0%	0%	0%	0%
Vodafone	30%	22%	10%	14%	11%	0%	1%	12%