



Complaints data Q3, July – September 2023

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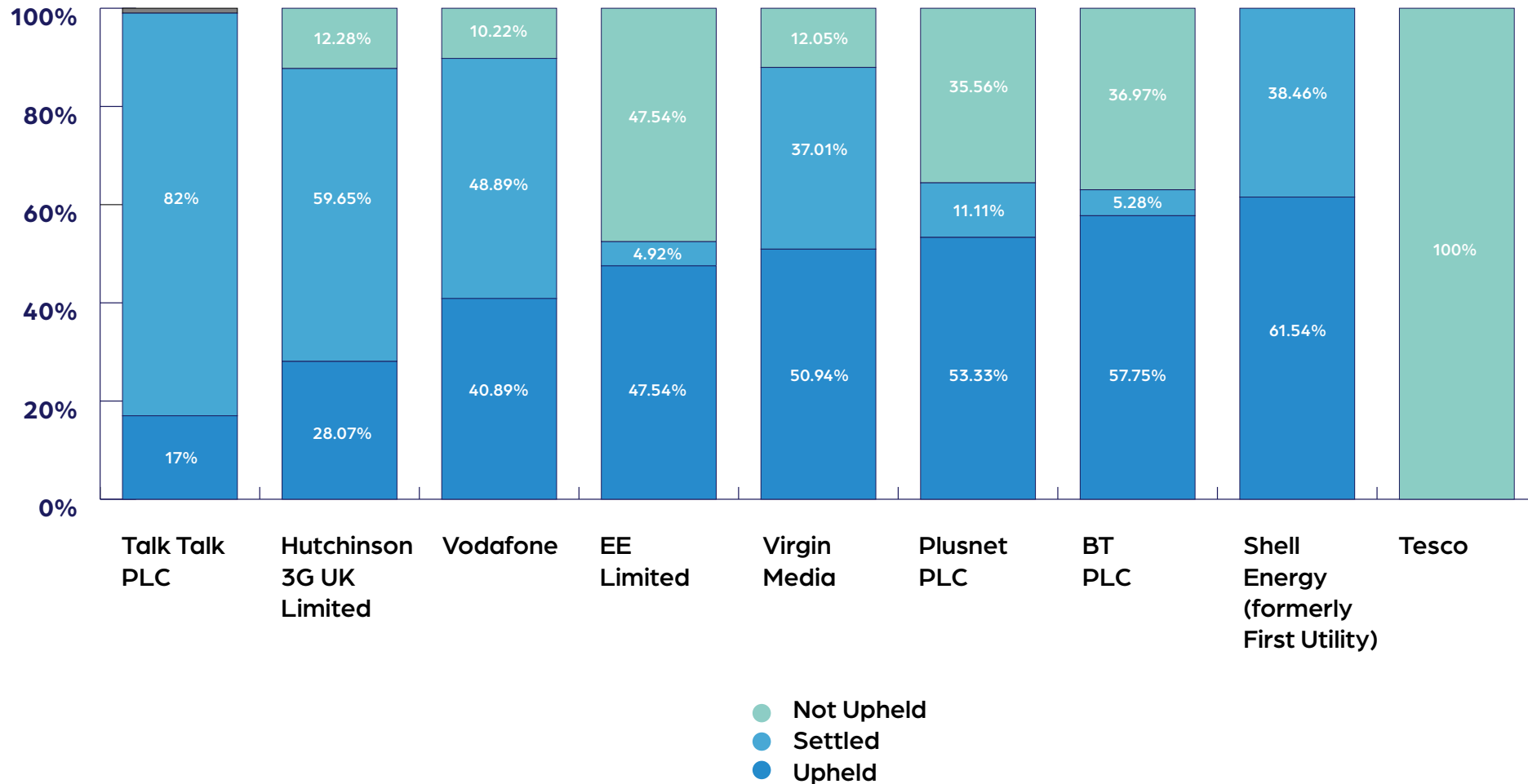
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Issue Breakdown

Broadband Case Outcomes (%)



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Issue Breakdown

Broadband Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
Talk Talk PLC	17%	82%	
Hutchinson 3G UK Limited	28.07%	59.65%	12.28%
Vodafone	40.89%	48.89%	10.22%
EE Limited	47.54%	4.92%	47.54%
Virgin Media	50.94%	37.01%	12.05%
Plusnet PLC	53.33%	11.11%	35.56%
BT PLC	57.75%	5.28%	36.97%
Shell Energy (formerly First Utility)	61.54%	38.46%	
Tesco	100%		

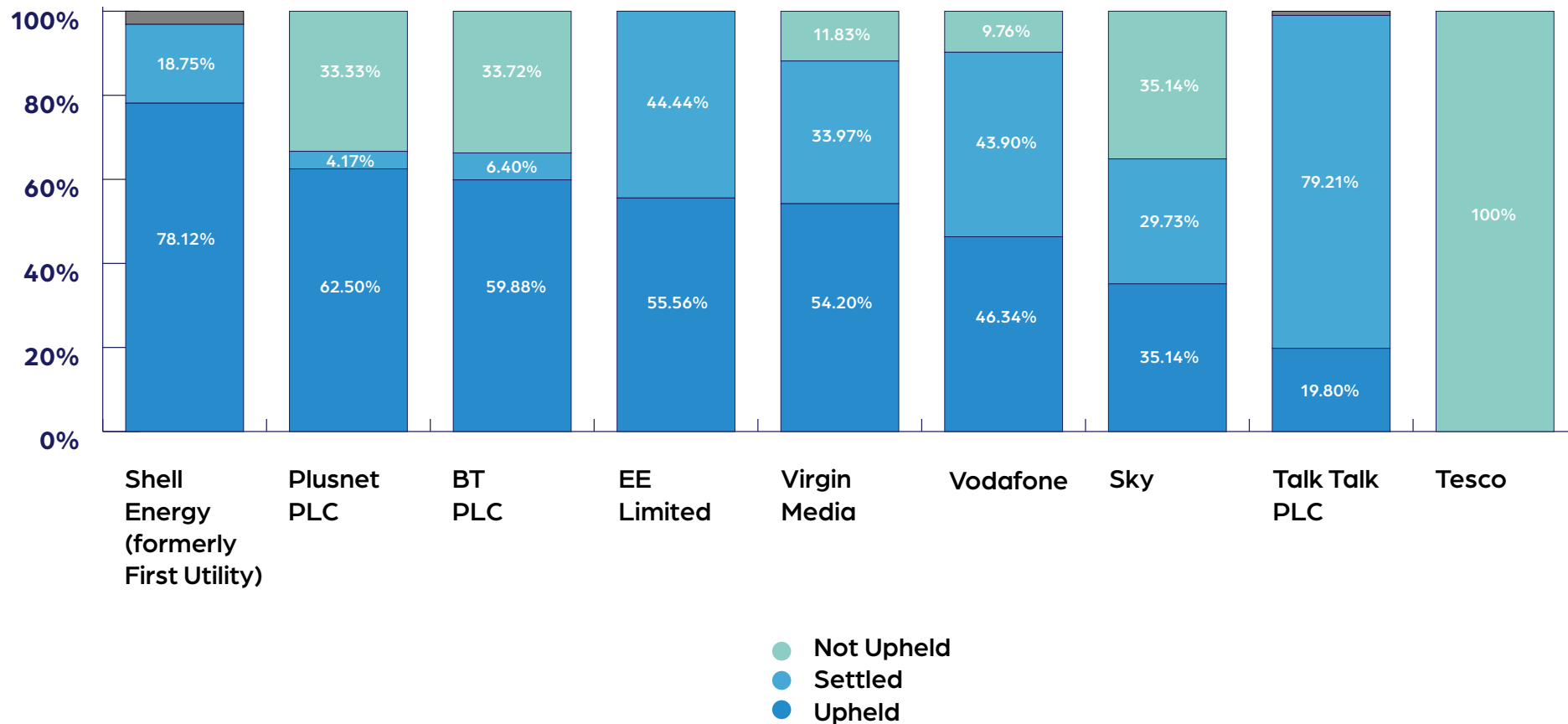
Issue Breakdown

Broadband Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service
BT PLC	17%	11%	12%	25%	6%	0%	28%
EE Limited	13%	20%	9%	14%	5%	2%	38%
Hutchinson 3G UK Limited	26%	31%	12%	4%	5%	1%	21%
Plusnet PLC	19%	19%	10%	19%	2%	2%	29%
Shell Energy (formerly First Utility)	25%	17%	17%	8%	14%	3%	17%
Sky	23%	13%	18%	9%	10%	1%	25%
Talk Talk PLC	23%	30%	20%	2%	6%		21%
Tesco	0%	0%	0%	0%	0%	0%	100%
Virgin Media	24%	14%	12%	10%	6%	1%	35%
Vodafone	15%	27%	16%	4%	11%		26%

Issue Breakdown

Landline Case Outcomes (%)



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Issue Breakdown

Landline Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
Shell Energy (formerly First Utility)	78.12%	18.75%	
Plusnet PLC	62.50%	4.17%	33.33%
BT PLC	59.88%	6.40%	33.72%
EE Limited	55.56%		44.44%
Virgin Media	54.20%	33.97%	11.83%
Vodafone	46.34%	43.90%	9.76%
Sky	35.14%	29.73%	35.14%
Talk Talk PLC	19.80%	79.21%	
Tesco			100%

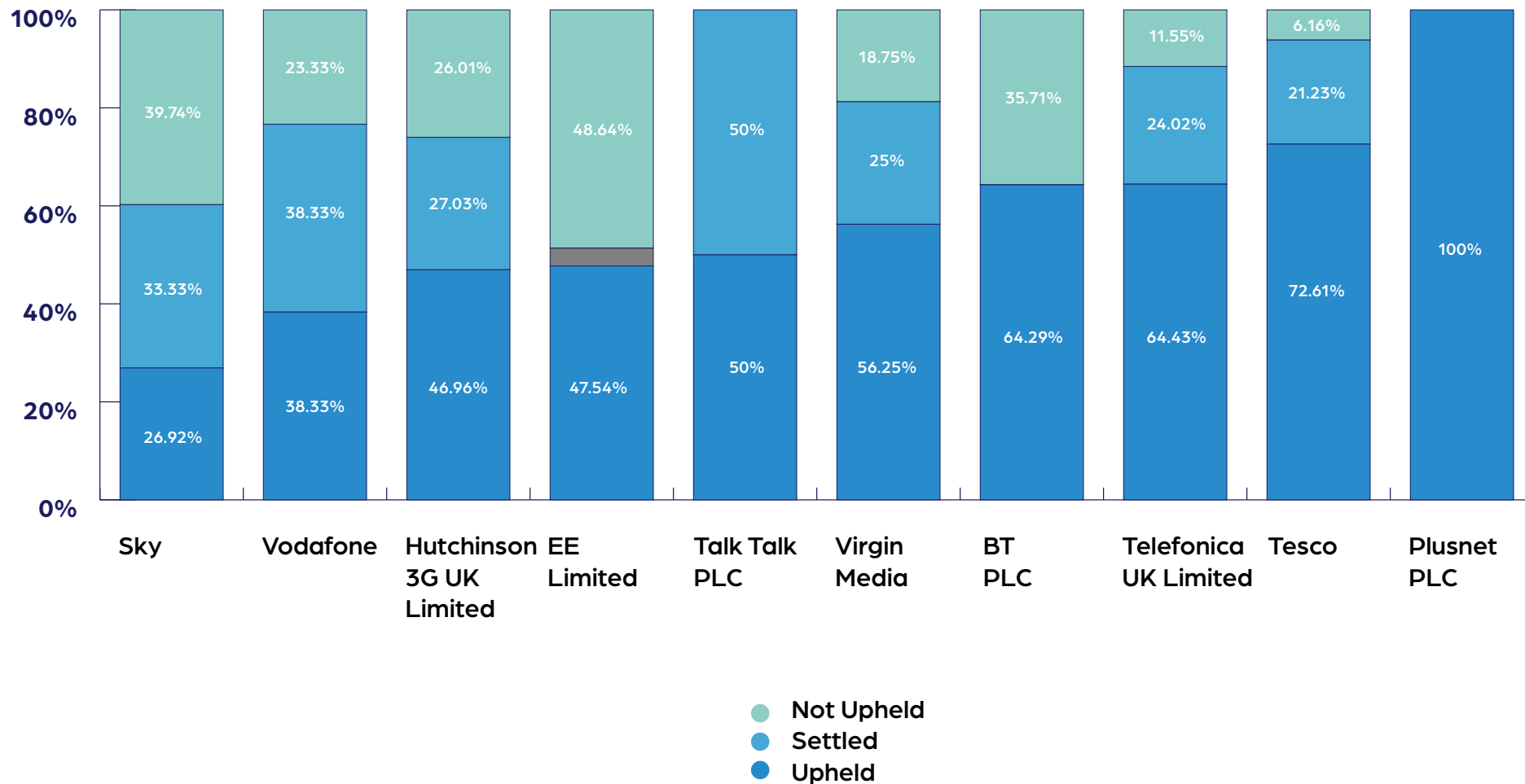
Issue Breakdown

Landline Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service
BT PLC	15%	10%	20%	18%	5%	1%	31%
EE Limited	24%	6%	24%	18%	0%	6%	24%
Plusnet PLC	18%	27%	14%	20%	2%	0%	18%
Shell Energy (formerly First Utility)	35%	9%	9%	0%	0%	9%	39%
Sky	27%	16%	19%	11%	7%	1%	19%
Talk Talk PLC	22%	28%	20%	1%	7%		23%
Virgin Media	32%	16%	16%	6%	4%	1%	25%
Vodafone	16%	20%	20%	4%	10%		24%

Issue Breakdown

Mobile Case Outcomes (%)



Data breakdown on next page

Issue Breakdown

Mobile Case Outcomes (%)

Provider	Upheld	Settled	Not Upheld
Sky	26.92%	33.33%	39.74%
Vodafone	38.33%	38.33%	23.33%
Hutchinson 3G UK Limited	46.96%	27.03%	26.01%
EE Limited	47.54%		48.64%
Talk Talk PLC	50%	50%	
Virgin Media	56.25%	25%	18.75%
BT PLC	64.29%		35.71%
Telefonica UK Limited	64.43%	24.02%	11.55%
Tesco	72.61%	21.23%	6.16%
Plusnet PLC	100%		

Issue Breakdown

Mobile Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service
BT PLC	26%	13%	22%	0%	13%	9%	17%
EE Limited	32%	13%	14%	8%	7%	8%	18%
Hutchinson 3G UK Limited	31%	17%	17%	2%	8%	7%	18%
Plusnet PLC	27%	27%	9%	0%	0%	9%	27%
Talk Talk PLC	33%	50%	17%				
Telefonica UK Limited	23%	11%	19%	3%	5%	12%	28%
Tesco	14%	6%	14%	8%	2%	5%	51%
Virgin Media	39%	6%	36%	3%	0%	6%	11%
Vodafone	33%	19%	10%	11%	11%	1%	15%