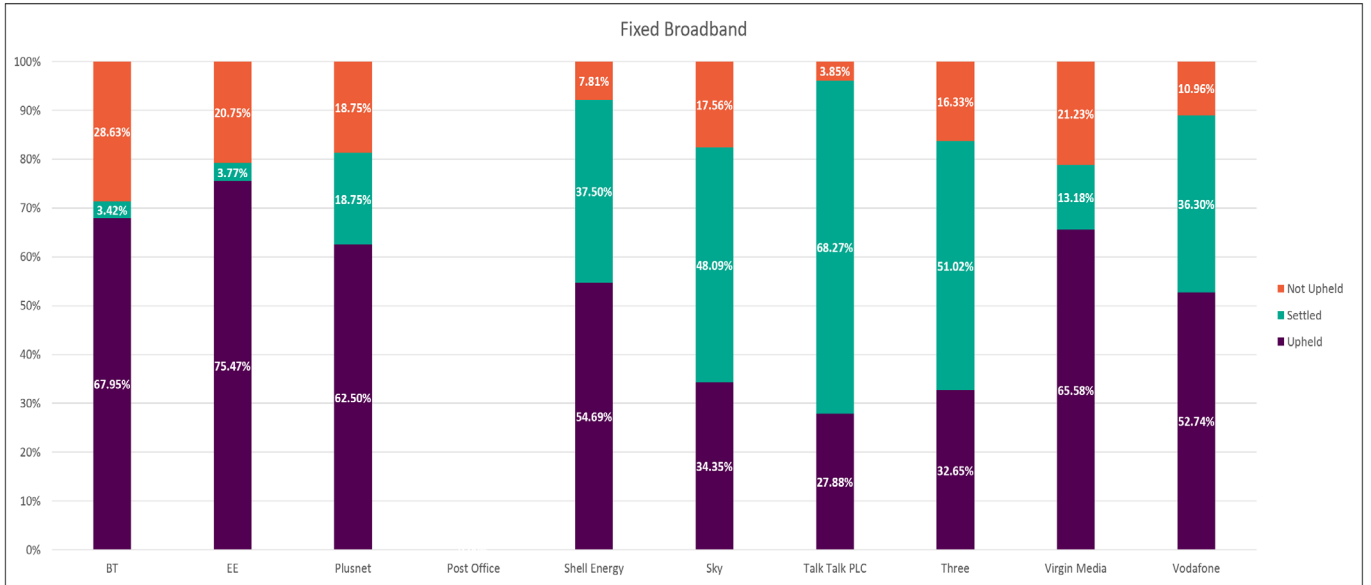
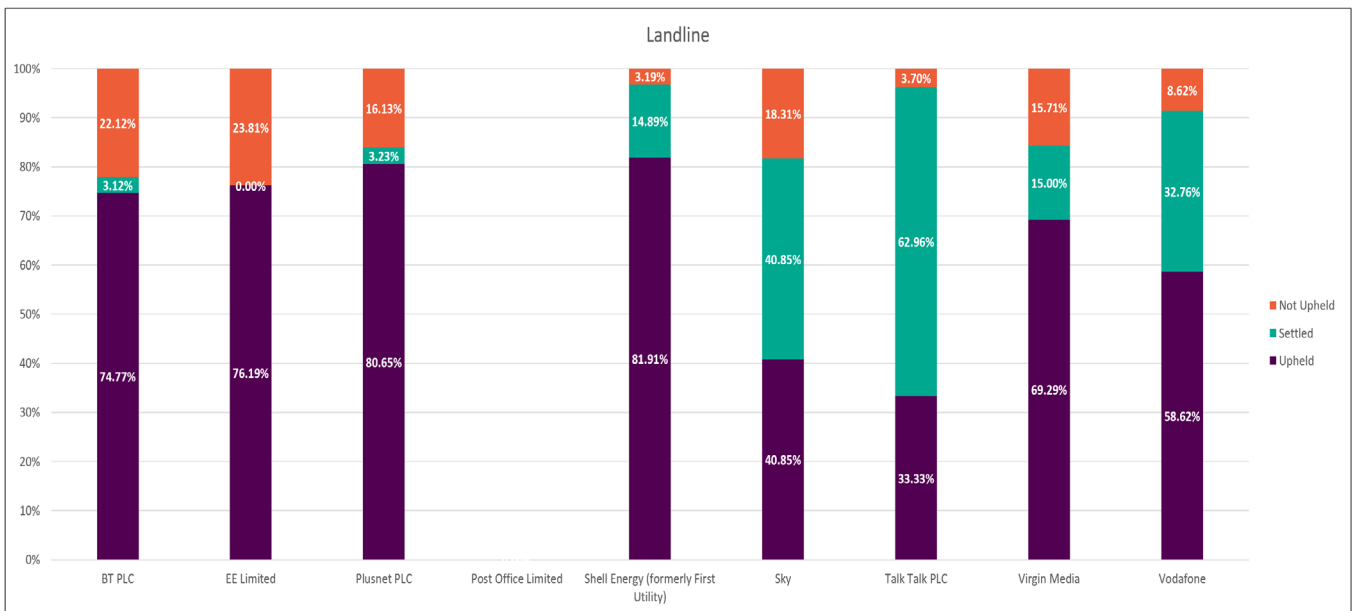


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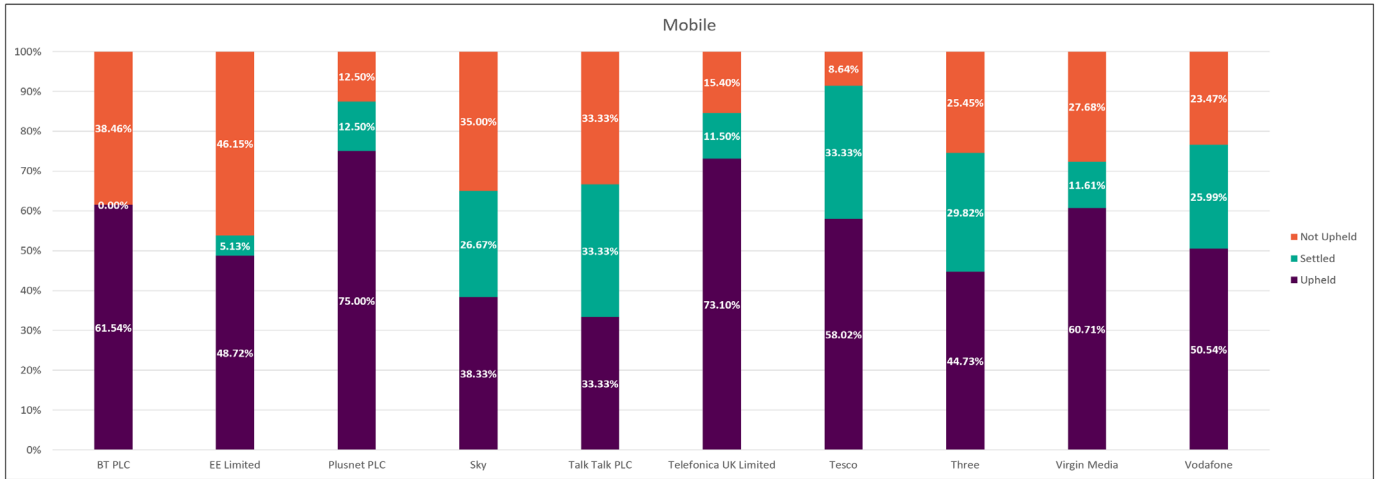
Broadband Case Outcomes



Landline Case Outcomes



Mobile Case Outcomes



Issue Breakdowns

Broadband Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service
Sky	18.32%	15.27%	19.85%	7.63%	10.69%	1.53%	26.72%
Talk Talk PLC	23.08%	30.77%	18.27%	2.88%	7.69%	0.00%	17.31%
Virgin Media	24.66%	23.46%	16.95%	3.42%	9.08%	0.68%	21.75%
Vodafone	23.29%	19.18%	15.75%	6.16%	7.53%	0.68%	27.40%
BT	6.67%	7.50%	14.17%	24.17%	5.00%	0.00%	42.50%
EE	8.77%	19.30%	7.02%	14.04%	8.77%	1.75%	40.35%
Three	20.37%	18.52%	5.56%	7.41%	9.26%	1.85%	37.04%
Plusnet	17.24%	6.90%	20.69%	24.14%	3.45%	0.00%	27.59%
Post Office	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shell Energy	25.76%	18.18%	13.64%	0.00%	7.58%	0.00%	34.85%

Landline Case Categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service
Sky	19.72%	15.49%	22.54%	5.63%	11.27%	1.41%	23.94%
Talk Talk PLC	18.52%	37.04%	12.96%	5.56%	5.56%	0.00%	20.37%
Virgin Media	23.21%	26.43%	19.64%	3.21%	10.36%	0.71%	16.43%
Vodafone	18.97%	29.31%	15.52%	10.34%	10.34%	1.72%	13.79%
BT	11.85%	11.27%	13.58%	21.68%	5.49%	0.00%	36.13%
EE	38.46%	7.69%	15.38%	0.00%	0.00%	0.00%	38.46%
Three	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Plusnet	11.11%	18.52%	14.81%	22.22%	7.41%	0.00%	25.93%
Post Office	33.33%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%
Shell Energy	27.17%	15.22%	25.00%	3.26%	2.17%	0.00%	27.17%

Mobile Case Categories [%]

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Security	Service
Talk Talk PLC	33.33%	33.33%	0.00%	0.00%	33.33%	0.00%	0.00%
Virgin Media	25.89%	21.43%	15.18%	5.36%	15.18%	4.46%	12.50%
Vodafone	29.96%	24.55%	10.83%	9.75%	9.03%	1.44%	14.44%
BT	15.38%	0.00%	30.77%	0.00%	38.46%	0.00%	15.38%
EE	30.59%	11.64%	15.53%	7.99%	8.22%	8.45%	17.58%
Three	34.39%	20.23%	14.45%	2.31%	10.69%	4.91%	13.01%
Plusnet	40.00%	0.00%	0.00%	0.00%	20.00%	0.00%	40.00%
O2	19.57%	11.28%	16.60%	3.19%	6.17%	5.53%	37.66%