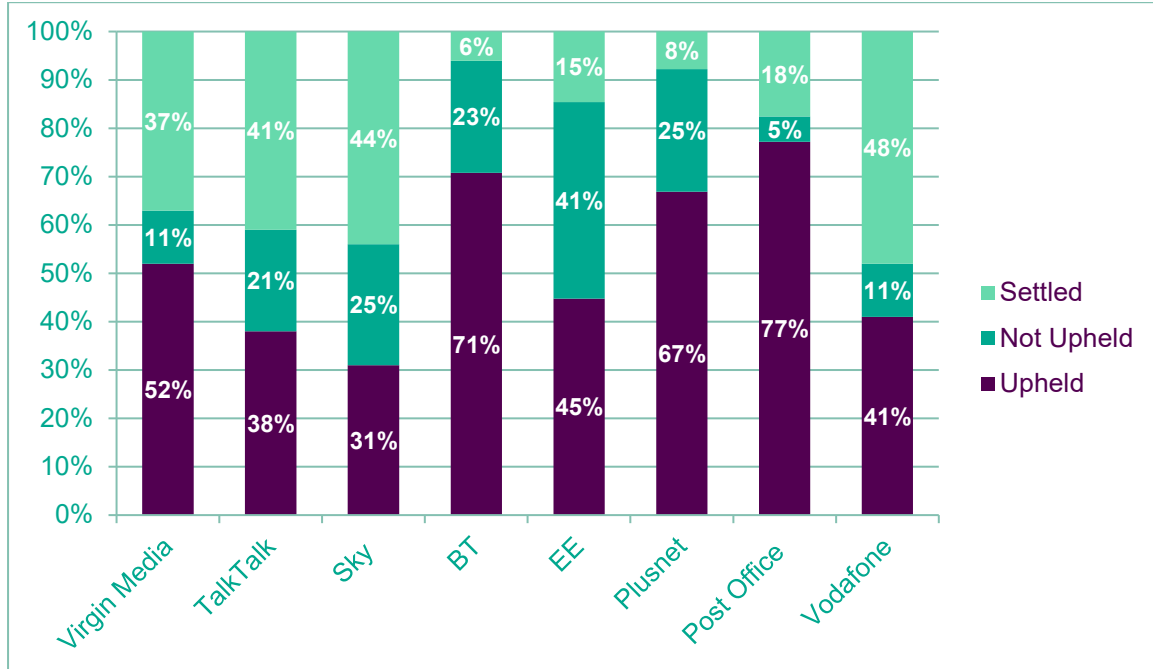
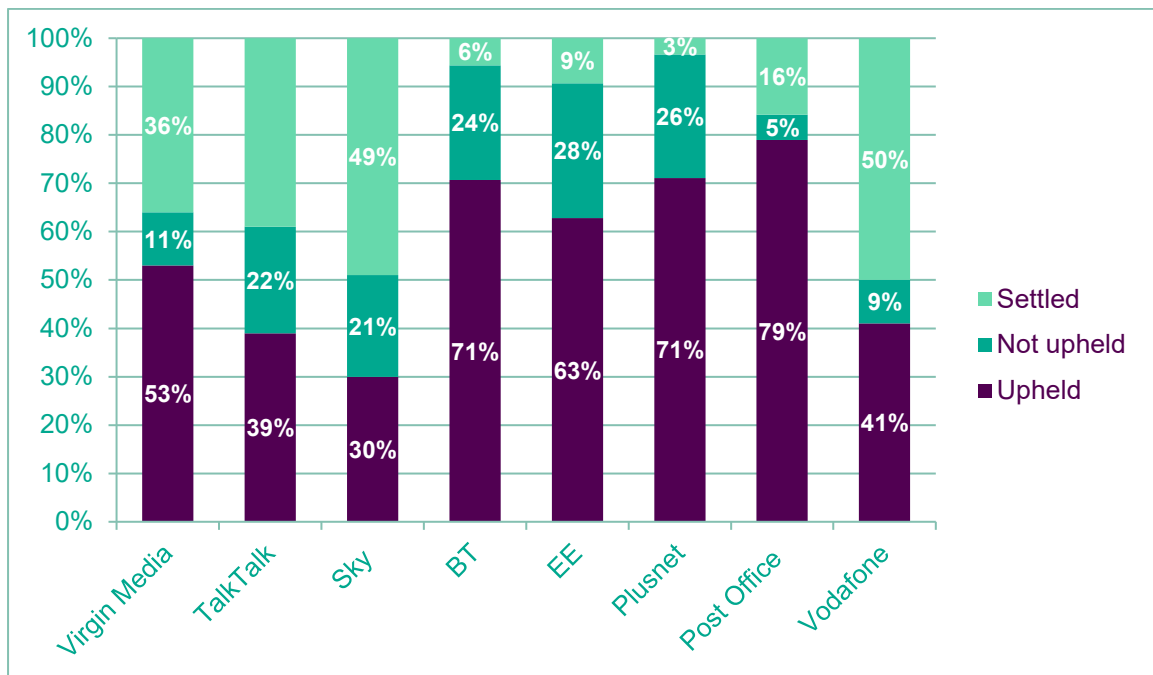


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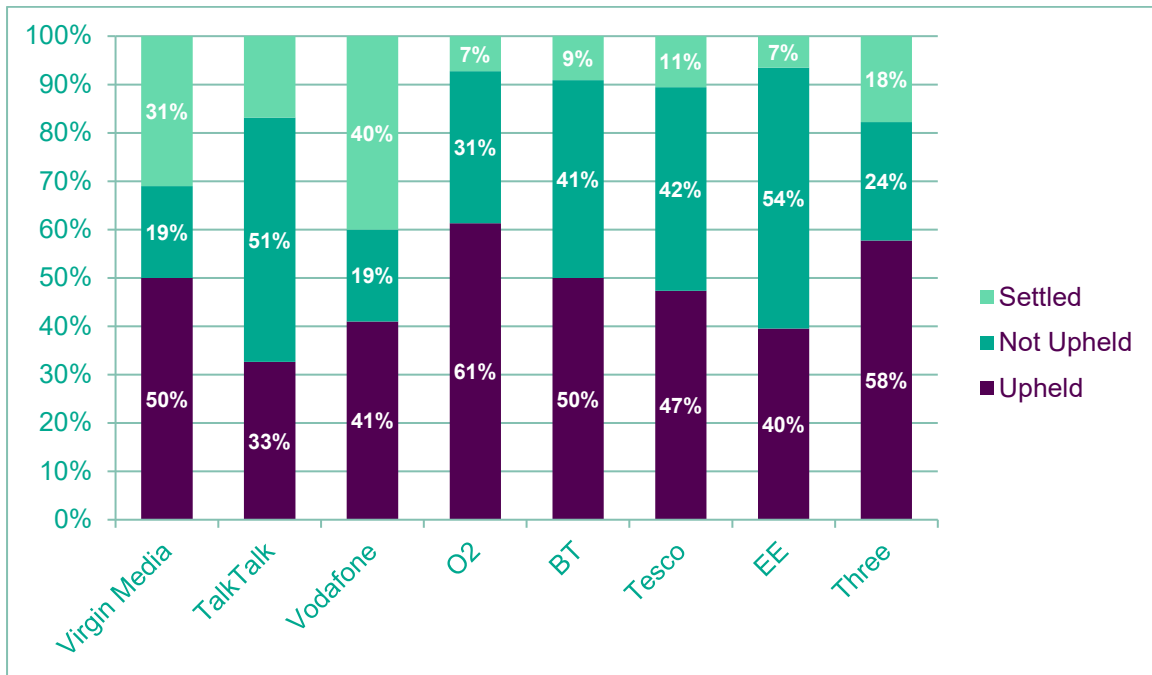
Broadband case outcomes



Landline case outcomes



Mobile case outcomes



Issue breakdowns

Broadband case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	19%	13%	18%	34%	6%	9%	0.53%	0%
TalkTalk	31%	20%	13%	27%	2%	7%	0%	0%
Virgin Media	22%	19%	17%	27%	5%	9%	1%	0%
BT	10%	7%	8%	44%	25%	5%	1%	1%
EE	14%	13%	8%	48%	8%	7%	2%	1%
Plusnet	14%	11%	15%	47%	11%	1%	1%	0%
Vodafone	18%	20%	16%	28%	4%	13%	1%	0%

Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	19%	22%	15%	24%	8%	12%	1%	0%
TalkTalk	32%	24%	10%	24%	3%	7%	0%	0%
Virgin Media	26%	22%	18%	18%	4%	11%	1%	0%
BT	15%	8%	9%	38%	24%	4%	1%	0%
EE	13%	9%	13%	47%	6%	6%	3%	3%
Plusnet	19%	15%	22%	30%	12%	0%	1%	0%
Post Office	24%	13%	5%	50%	0%	8%	0%	0%
Vodafone	19%	22%	15%	24%	8%	12%	1%	0%

Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Vodafone	33%	22%	9%	19%	6%	9%	2%	0%
TalkTalk	50%	0%	17%	33%	0%	0%	0%	0%
Virgin Media	23%	21%	19%	12%	13%	11%	1%	0%
BT	11%	0%	39%	50%	0%	0%	0%	0%
EE	35%	11%	12%	12%	7%	16%	7%	2%
O2	28%	11%	16%	24%	7%	5%	7%	2%
Tesco	21%	21%	21%	26%	6%	6%	0%	0%
Three	41%	12%	11%	14%	4%	11%	6%	0%