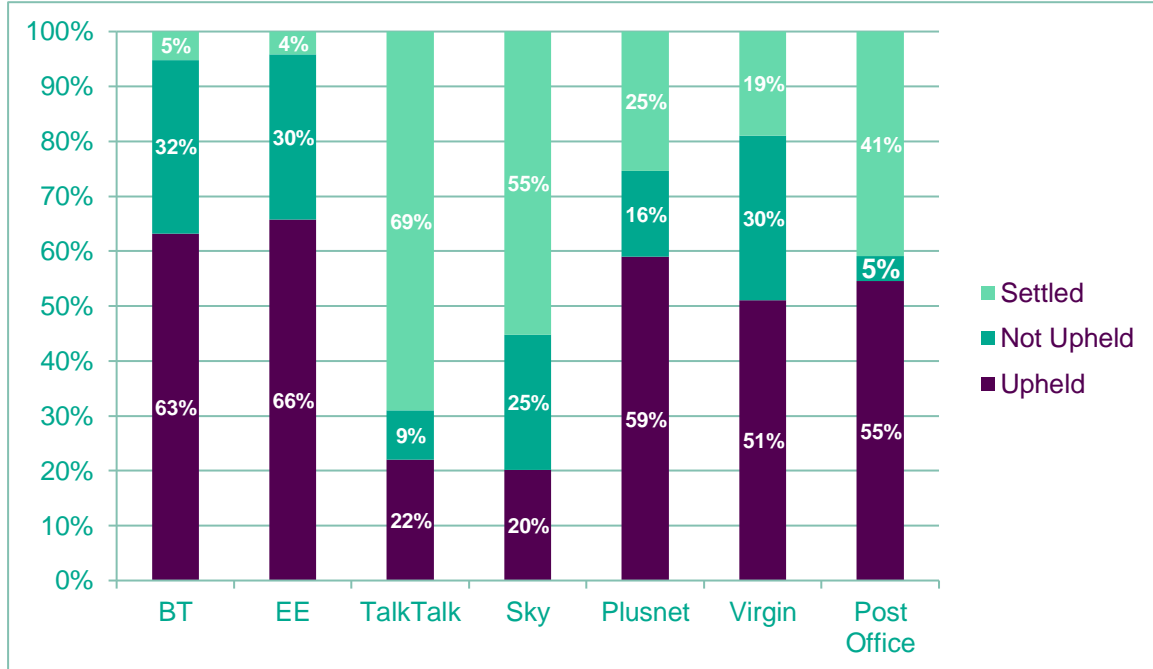
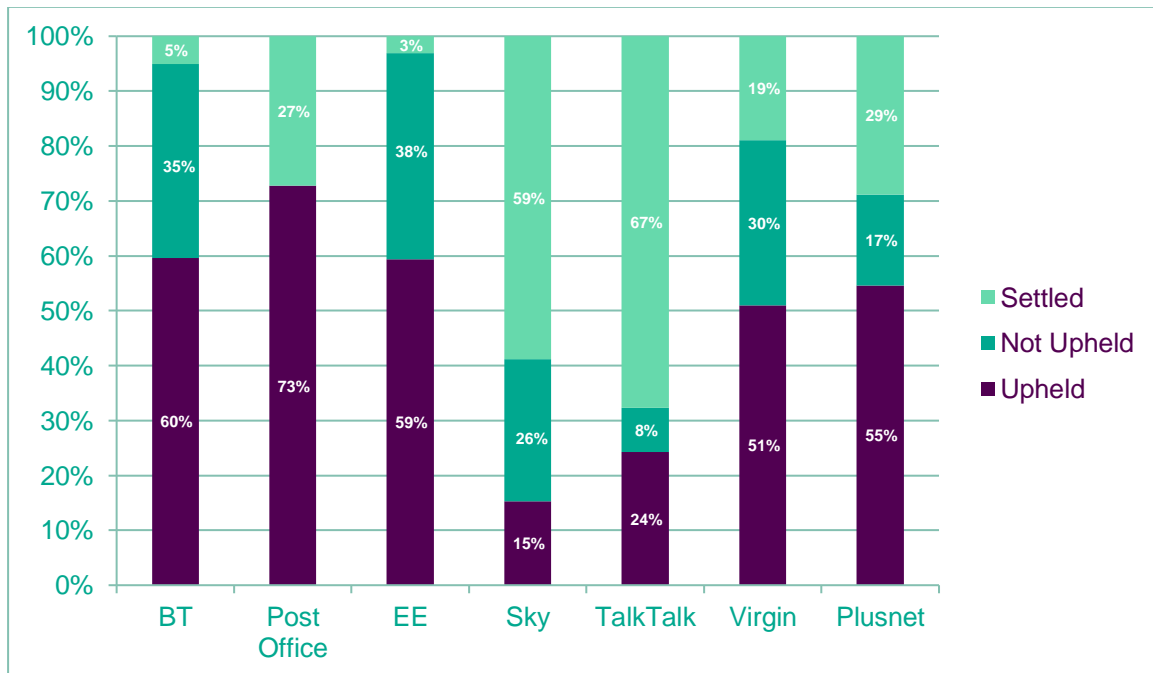


## Data publishing for Ofcom – Quarter 1, 2019

### 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
BT	17%	13%	9%	43%	12%	5%	1%	1%
EE	10%	19%	5%	48%	5%	8%	5%	0%
Plusnet	42%	10%	10%	29%	5%	3%	0%	1%
Sky	25%	21%	17%	22%	7%	9%	1%	0%
TalkTalk	23%	18%	11%	35%	5%	6%	2%	0%
Virgin	31%	19%	17%	18%	4%	10%	1%	0%

### Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	21%	15%	12%	34%	11%	4%	1%	1%
EE	12%	18%	3%	42%	9%	6%	9%	0%
Plusnet	47%	12%	10%	23%	5%	2%	0%	1%
Post Office	27%	7%	20%	47%	0%	0%	0%	0%
Sky	24%	19%	20%	19%	7%	9%	1%	0%
TalkTalk	27%	18%	15%	27%	5%	6%	2%	0%
Virgin	30%	23%	17%	14%	4%	10%	1%	0%

### Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	18%	22%	22%	20%	4%	8%	4%	2%
EE	31%	10%	13%	19%	7%	11%	8%	1%
O2	33%	15%	17%	18%	6%	3%	5%	1%
TalkTalk	42%	16%	16%	9%	5%	7%	5%	0%
Tesco	38%	13%	10%	23%	5%	5%	8%	0%
Three	38%	20%	14%	9%	4%	8%	6%	1%
Virgin	37%	20%	16%	6%	12%	8%	2%	0%
Vodafone	25%	19%	12%	27%	0%	16%	1%	0%