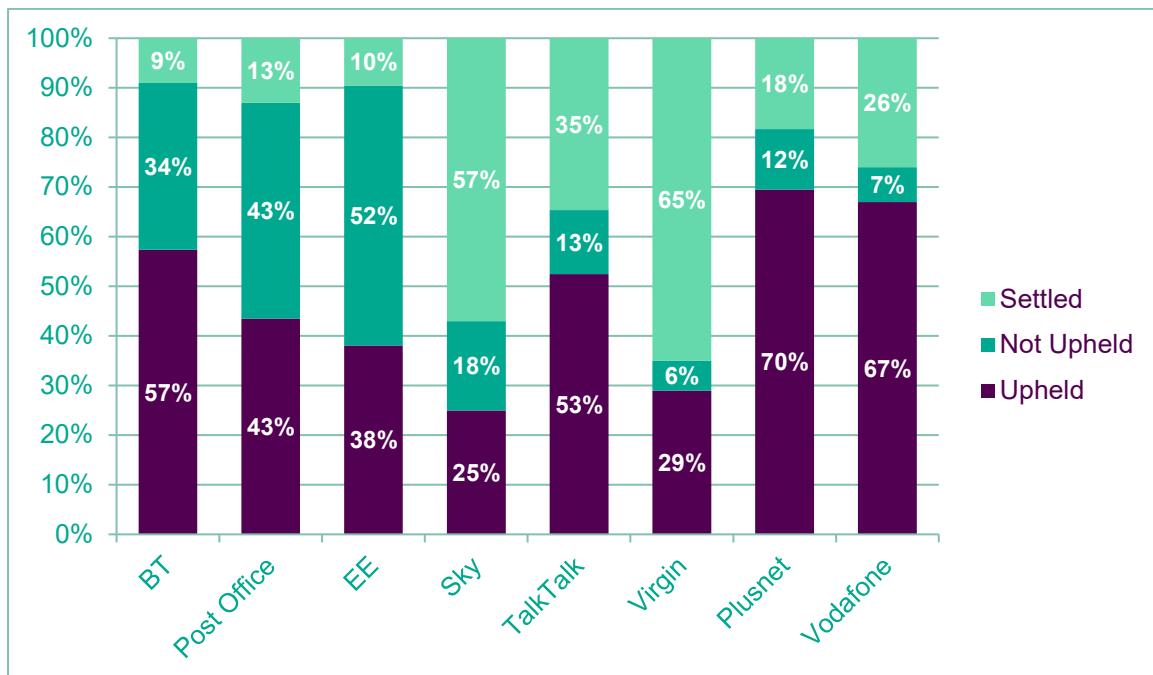


## Data publishing for Ofcom – Quarter 1, 2020

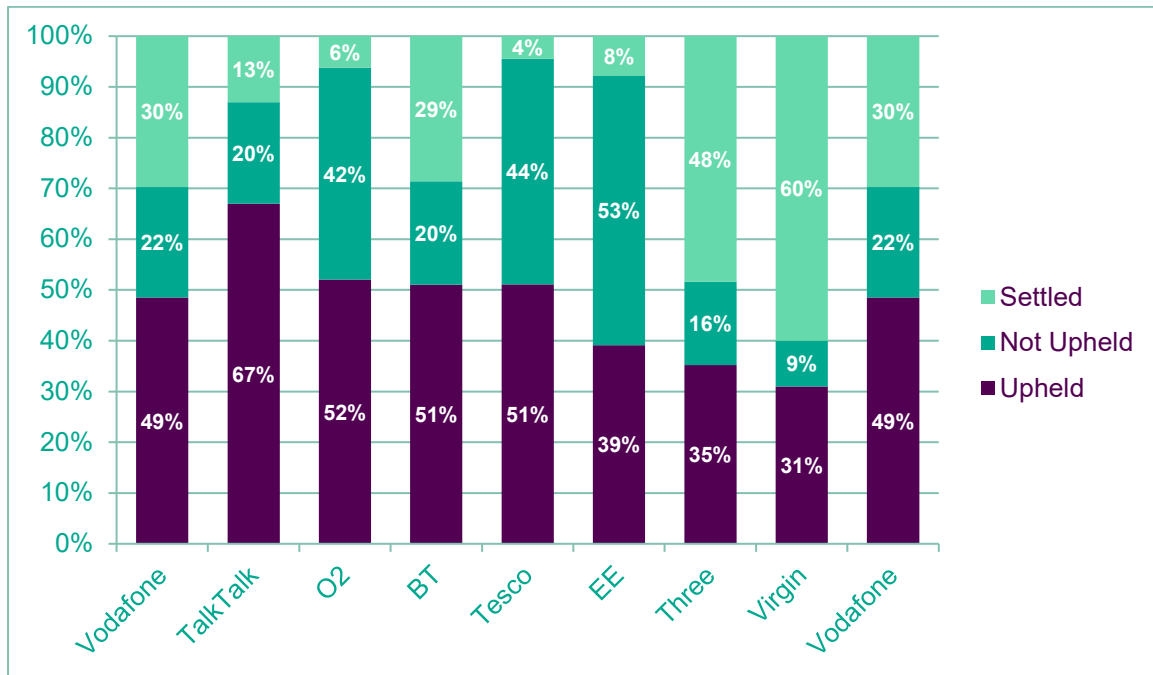
### Broadband case outcomes



### 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	21%	7%	12%	37%	12%	9%	1%	2%
EE	16%	19%	7%	39%	7%	12%	1%	0%
Plusnet	31%	4%	11%	30%	15%	8%	0%	1%
Sky	25%	18%	13%	31%	6%	7%	0.00%	0%
TalkTalk	26%	15%	13%	33%	3%	6%	0%	0%
Virgin	32%	17%	17%	22%	4%	9%	1%	0%
Vodafone	33%	19%	13%	23%	0.5%	10%	1%	0%

### Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	25%	9%	14%	33%	9%	7%	2%	1%
EE	9%	22%	13%	43%	4%	4%	4%	0%
Plusnet	31%	4%	15%	30%	14%	7%	0%	0%
Post Office	32%	0%	8%	48%	12%	0%	0%	0%
Sky	30%	20%	14%	22%	6%	8%	0%	0%
TalkTalk	34%	15%	15%	25%	3%	5%	1%	0%
Virgin	30%	19%	20%	17%	3%	9%	1%	0%
Vodafone	18%	25%	13%	28%	1%	13%	0.5%	0%

### Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	47%	8%	20%	14%	8%	2%	0%	2%
EE	34%	7%	11%	18%	10%	12%	8%	1%
O2	23%	10%	12%	28%	9%	8%	9%	1%
TalkTalk	53%	13%	13%	7%	7%	7%	0%	0%
Tesco	38%	19%	9%	19%	0%	2%	11%	2%
Three	39%	8%	13%	20%	3%	10%	7%	0%
Virgin	27%	23%	12%	14%	13%	9%	2%	0%
Vodafone	37%	22%	14%	10%	4%	11%	2%	0%