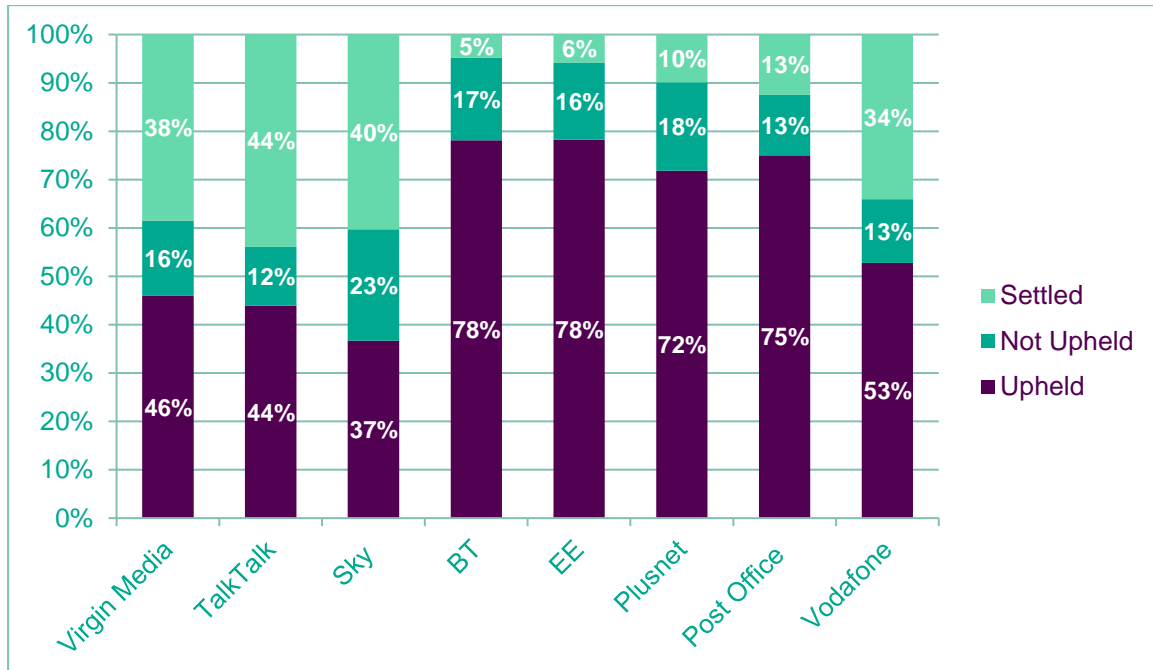
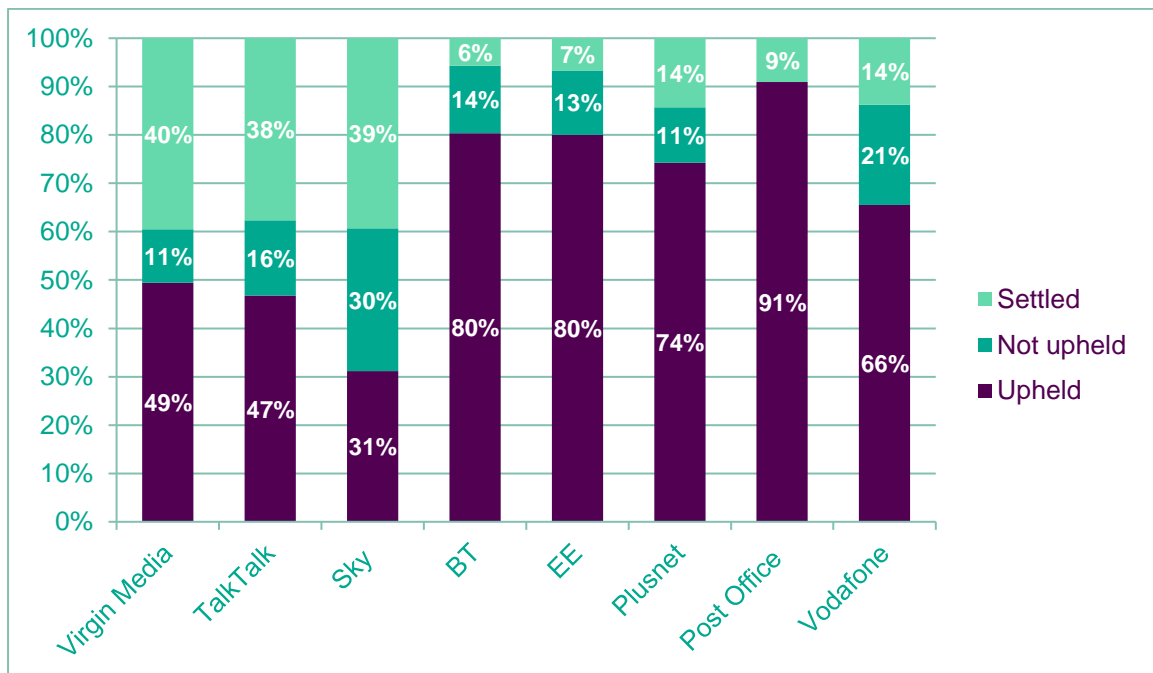


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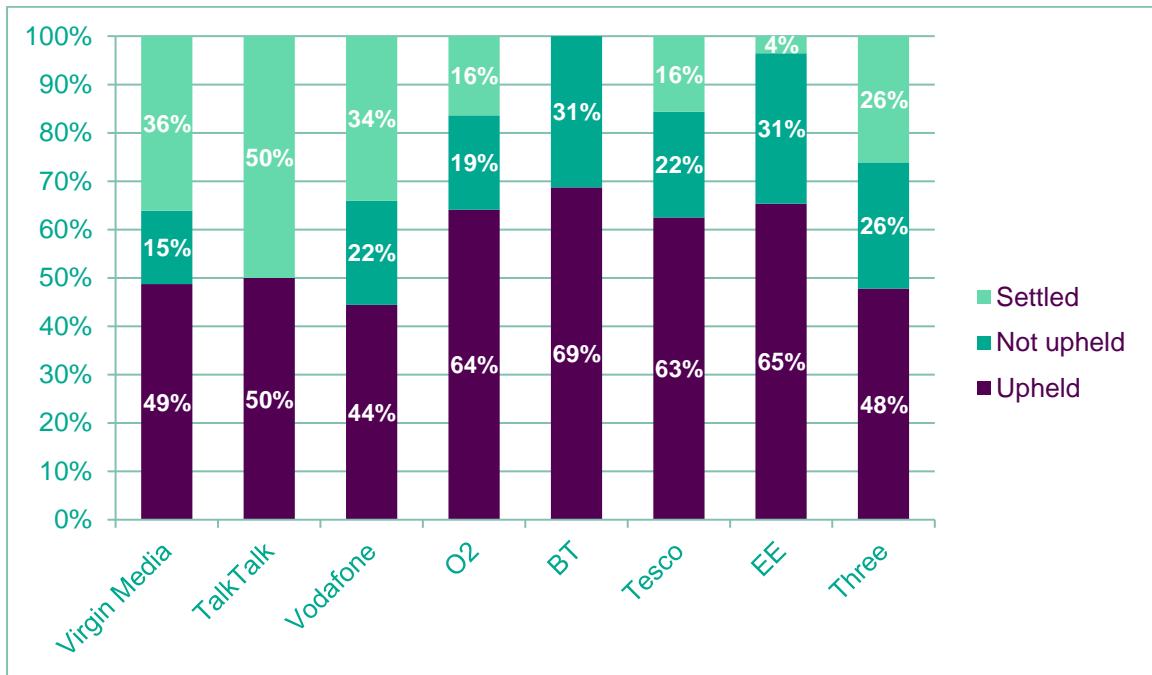
Broadband case outcomes



Landline case outcomes



Mobile case outcomes



Issue breakdowns

Broadband case categories (%)

Provider	Billing	Contract issues	Customer Service	Equipment	Mis-selling	Security	Service quality	Other
Sky	14%	10%	20%	6%	12%	1%	36%	0%
TalkTalk	22%	20%	17%	2%	5%	1%	32%	0%
Virgin Media	28%	16%	17%	5%	8%	1%	25%	0%
BT	13%	8%	9%	18%	7%	1%	41%	3%
EE	15%	13%	11%	8%	4%	1%	44%	3%
Plusnet	27%	16%	6%	9%	6%	1%	31%	3%
Vodafone	25%	12%	11%	8%	10%	3%	31%	0

Landline case categories (%)

Provider	Billing	Contract issues	Customer Service	Equipment	Mis-selling	Security	Service quality	Other
Sky	26%	15%	13%	3%	7%	0%	36%	0%
TalkTalk	26%	27%	19%	3%	5%	1%	18%	0%
Virgin Media	29%	20%	16%	5%	9%	1%	20%	0%
BT	15%	6%	13%	17%	6%	1%	38%	4%
EE	24%	10%	14%	5%	5%	0%	43%	0%
Plusnet	31%	22%	6%	14%	3%	0%	22%	3%
Post Office	23%	0%	8%	8%	8%	0%	54%	0%
Vodafone	28%	10%	10%	7%	10%	3%	31%	0%

Mobile case categories (%)

Provider	Billing	Contract issues	Customer Service	Equipment	Mis-selling	Security	Service quality	Other
Vodafone	25%	28%	12%	10%	8%	1%	16%	0%
TalkTalk	0%	50%	0%	0%	0%	50%	0%	0%
Virgin Media	31%	20%	10%	8%	19%	1%	10%	0%
BT	17%	11%	22%	11%	11%	11%	17%	0%
EE	34%	10%	14%	7%	13%	6%	15%	2%
O2	26%	9%	18%	2%	7%	9%	28%	1%
Tesco	17%	3%	24%	16%	17%	0%	22%	0%
Three	29%	15%	10%	4%	11%	7%	23%	0%