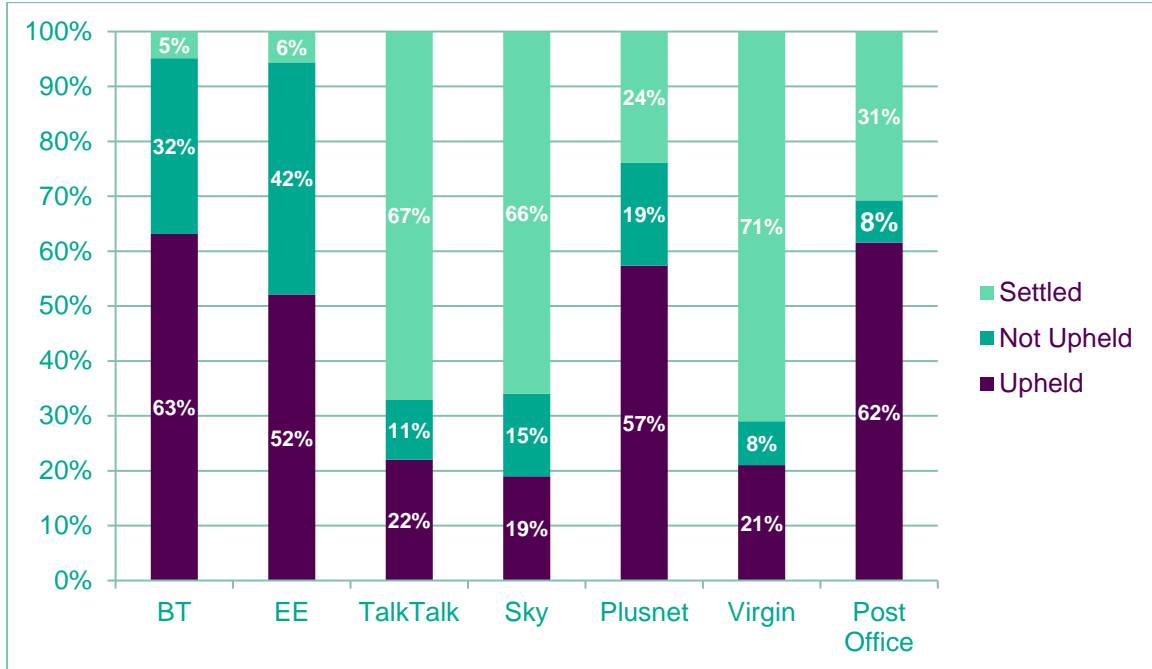
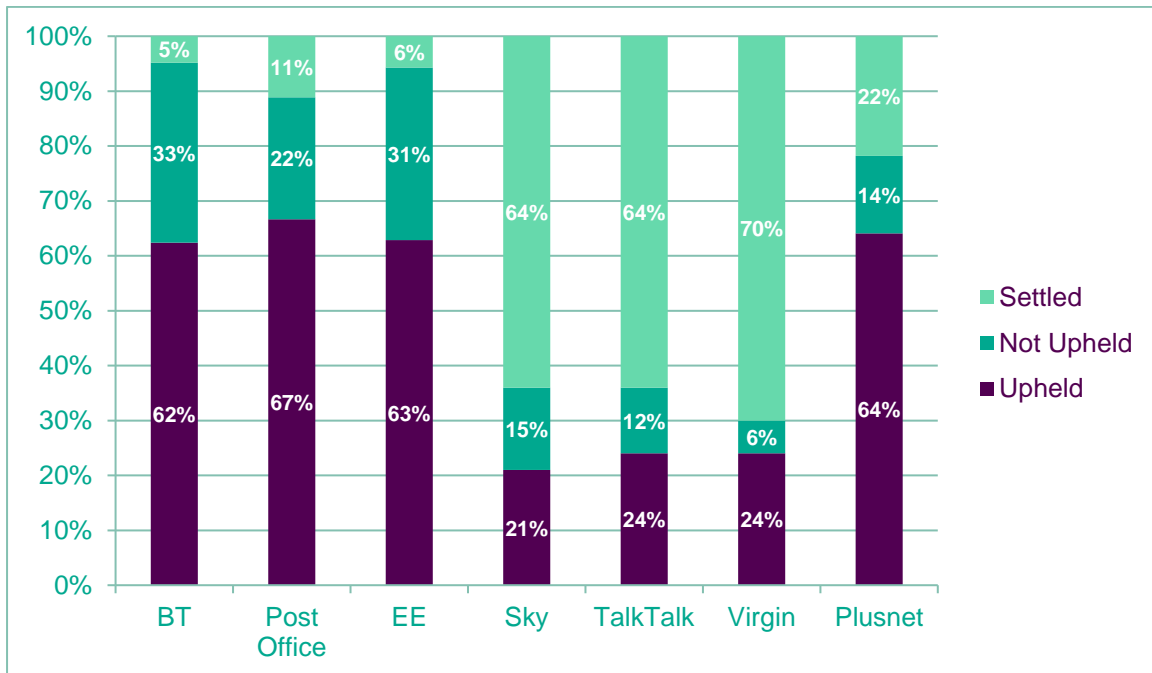


Data publishing for Ofcom – Quarter 2, 2019

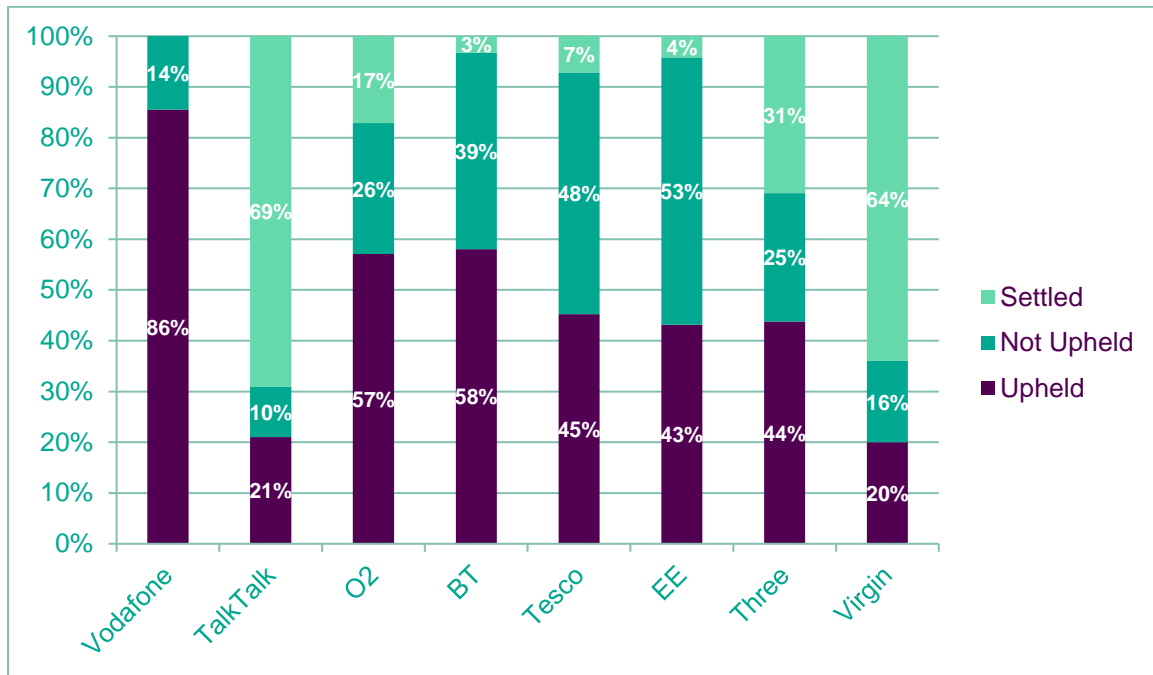
Broadband case outcomes



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	15%	10%	11%	42%	12%	7%	0%	2%
EE	16%	16%	14%	35%	10%	6%	3%	0%
Plusnet	42%	4%	11%	36%	2%	3%	0%	3%
Sky	28%	16%	12%	28%	9%	7%	0%	0%
TalkTalk	26%	19%	14%	33%	2%	5%	1%	0%
Virgin	31%	19%	15%	19%	6%	9%	1%	0%

Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	24%	11%	11%	32%	11%	7%	1%	2%
EE	23%	19%	16%	29%	3%	3%	6%	0%
Plusnet	49%	4%	13%	30%	1%	1%	0%	2%
Post Office	5%	19%	19%	43%	10%	5%	0%	0%
Sky	26%	18%	14%	29%	7%	6%	0%	0%
TalkTalk	27%	20%	15%	28%	3%	6%	1%	0%
Virgin	31%	22%	16%	17%	4%	10%	0%	0%

Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	21%	4%	14%	21%	14%	11%	4%	11%
EE	30%	12%	10%	18%	6%	14%	7%	2%
O2	31%	11%	17%	26%	2%	7%	4%	2%
TalkTalk	24%	30%	14%	27%	3%	3%	0%	0%
Tesco	39%	6%	11%	17%	8%	8%	8%	3%
Three	35%	13%	13%	14%	3%	10%	8%	4%
Virgin	35%	23%	12%	11%	4%	14%	2%	0%
Vodafone	43%	19%	13%	8%	3%	13%	1%	0%