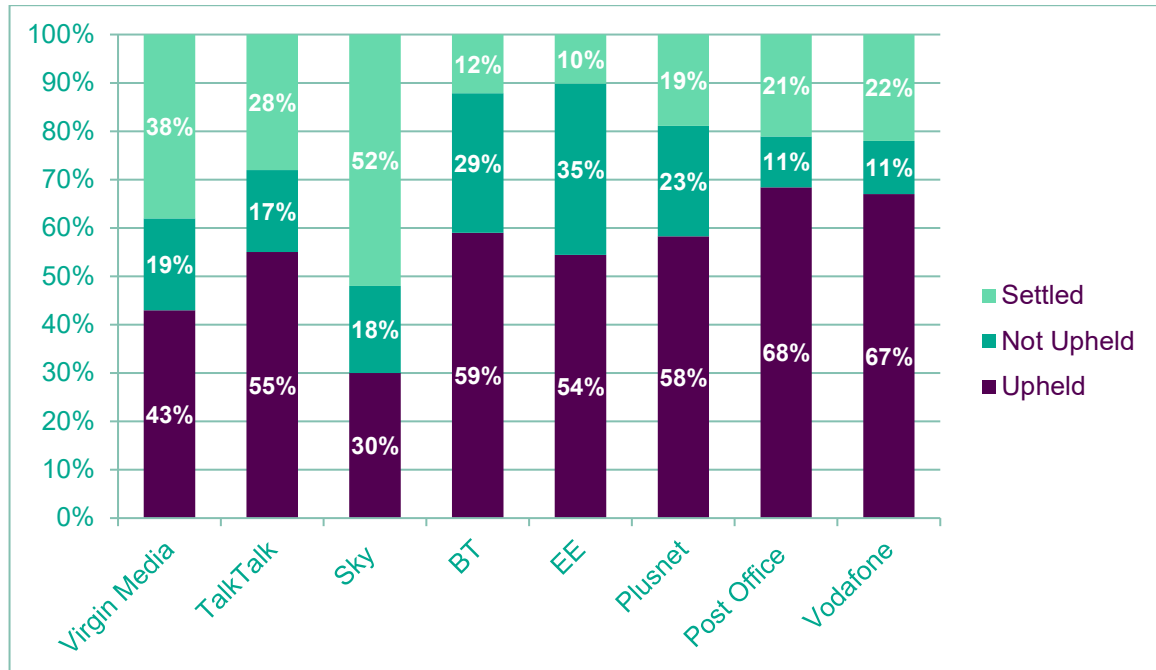
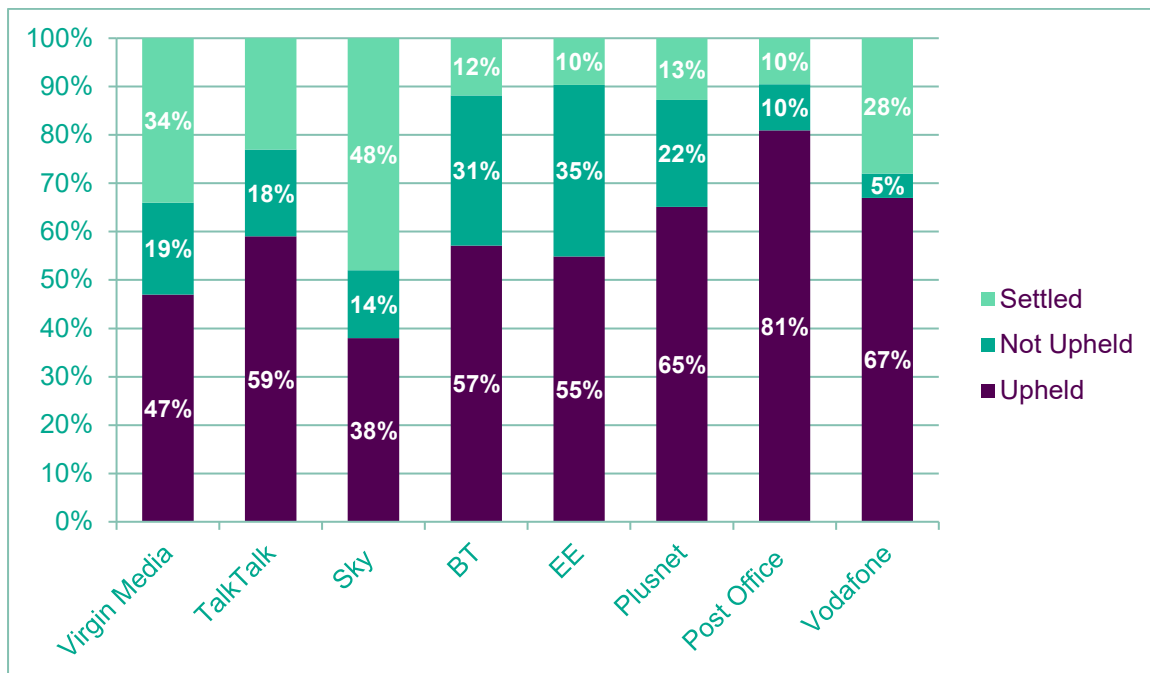


## Data publishing for Ofcom – Quarter 2, 2020

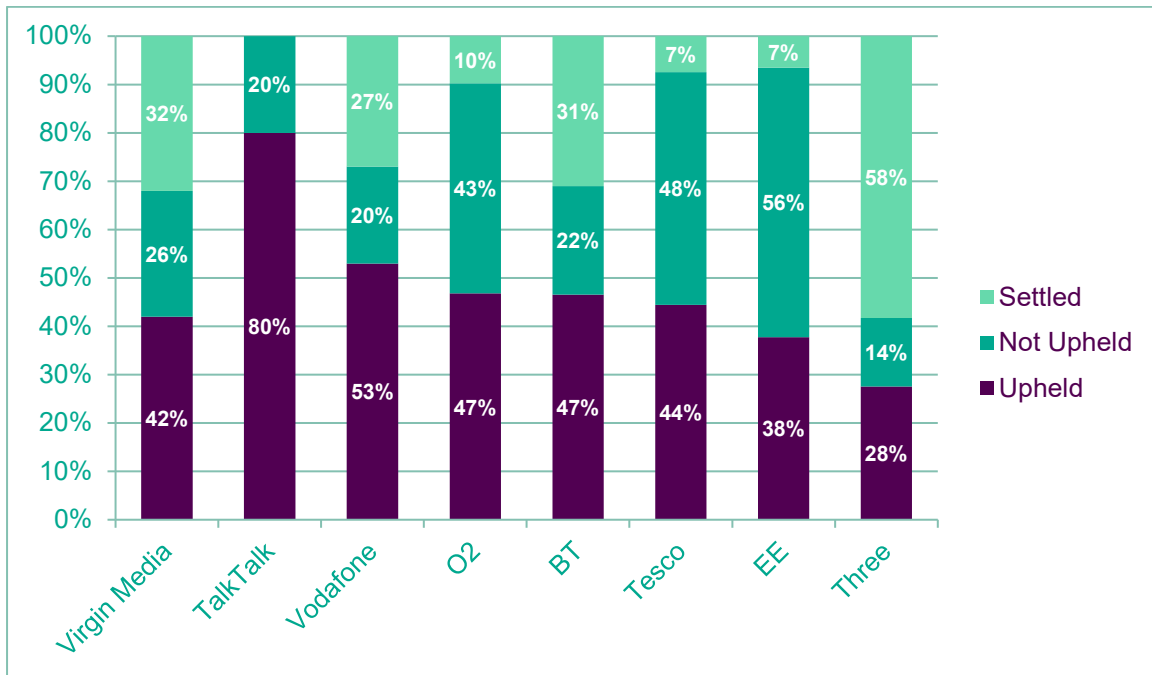
### Broadband case outcomes



### Landline case outcomes



### Mobile case outcomes



## Issue breakdowns

### Broadband case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	30%	15%	14%	27%	5%	9%	0%	0%
TalkTalk	25%	17%	11%	42%	1%	3%	1%	0%
Virgin Media	29%	18%	16%	25%	3%	8%	1%	0%
BT	17%	10%	11%	44%	10%	6%	1%	0%
EE	9%	18%	7%	52%	2%	9%	2%	0%
Plusnet	23%	7%	8%	50%	6%	3%	1%	1%
Vodafone	28%	19%	13%	24%	0%	14%	2%	0%

### Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	26%	21%	16%	25%	4%	9%	0%	0%
TalkTalk	27%	20%	11%	35%	2%	6%	0%	0%
Virgin Media	32%	20%	16%	18%	3%	9%	1%	0%
BT	22%	13%	12%	35%	10%	6%	3%	0%
EE	0%	18%	12%	59%	0%	12%	0%	0%
Plusnet	29%	6%	12%	41%	6%	2%	2%	2%
Post Office	32%	5%	0%	47%	11%	0%	5%	0%
Vodafone	21%	24%	17%	24%	1%	14%	0%	0%

### Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Vodafone	39%	22%	12%	12%	3%	10%	1%	0%
TalkTalk	20%	0%	40%	20%	20%	0%	0%	0%
Virgin Media	24%	19%	14%	16%	13%	12%	2%	0%
BT	27%	17%	20%	12%	10%	7%	7%	0%
EE	36%	13%	9%	16%	7%	12%	7%	0%
O2	36%	12%	14%	17%	4%	10%	6%	0%
Tesco	28%	13%	13%	25%	3%	13%	8%	0%
Three	40%	13%	7%	21%	4%	8%	6%	0%