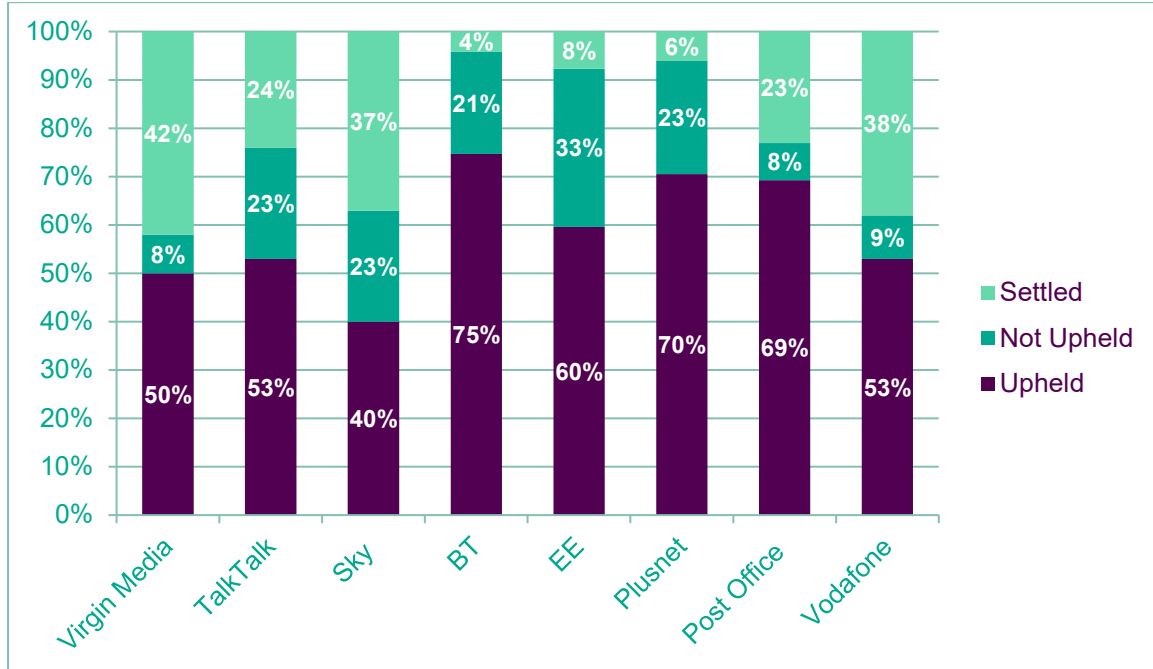
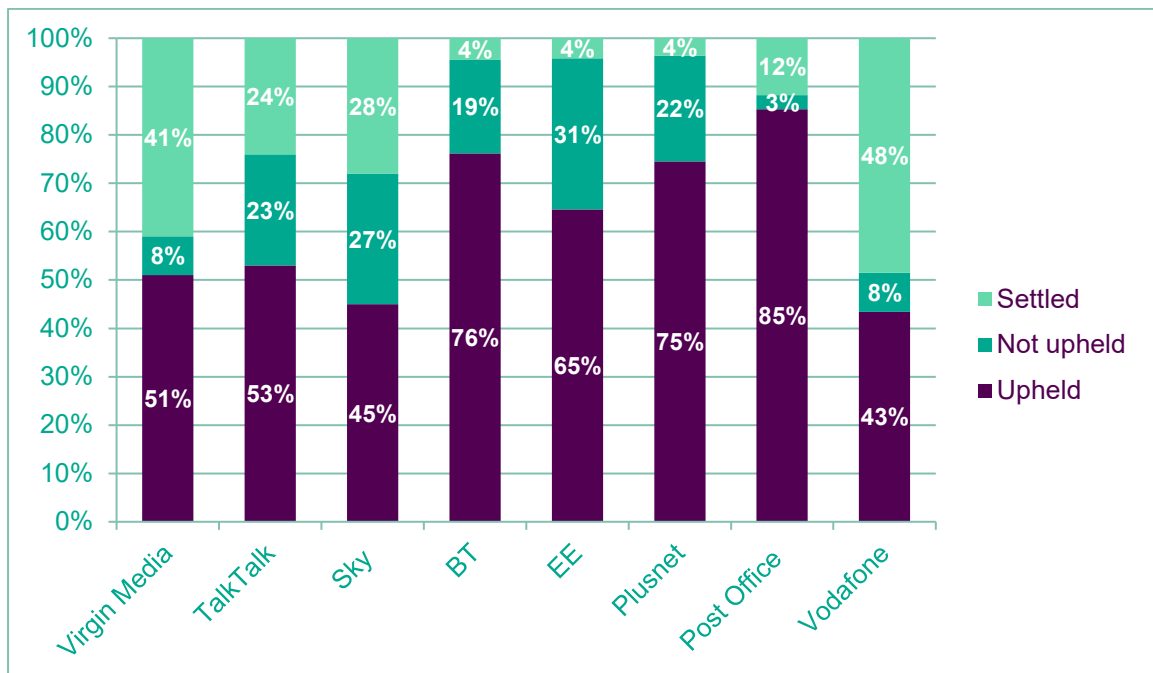


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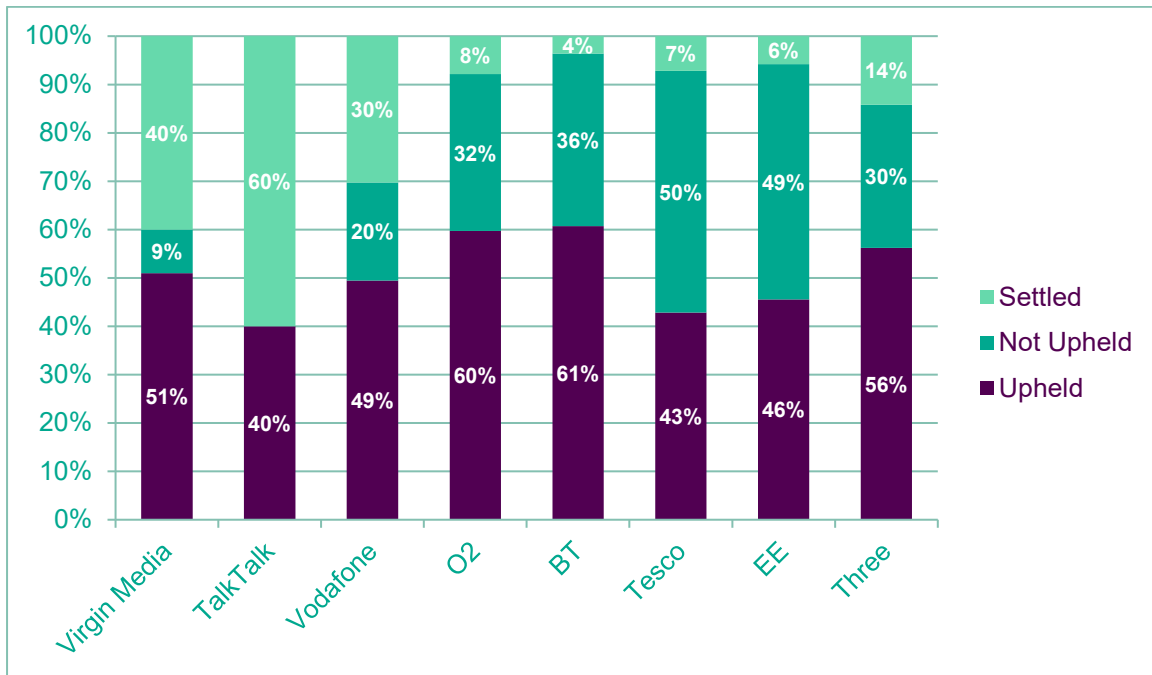
Broadband case outcomes



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	17%	14%	16%	32%	9%	11%	1%	0%
TalkTalk	28%	22%	17%	25%	1%	5%	2%	0%
Virgin Media	20%	20%	18%	27%	5%	8%	1%	0%
BT	10%	8%	10%	44%	22%	5%	1%	0%
EE	13%	14%	4%	53%	5%	9%	2%	0%
Plusnet	18%	9%	11%	41%	16%	5%	0%	1%
Vodafone	23%	16%	17%	28%	3%	12%	0%	0%

Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	19%	19%	17%	19%	9%	16%	1%	0%
TalkTalk	27%	25%	18%	19%	1%	8%	1%	0%
Virgin Media	24%	24%	20%	18%	4%	9%	1%	0%
BT	16%	9%	12%	38%	19%	4%	1%	1%
EE	14%	14%	5%	64%	5%	0%	0%	0%
Plusnet	27%	8%	8%	35%	16%	4%	0%	1%
Post Office	35%	13%	10%	32%	3%	3%	3%	0%
Vodafone	17%	17%	14%	29%	0%	22%	0%	0%

Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Vodafone	33%	23%	12%	15%	6%	9%	2%	0%
TalkTalk	60%	20%	0%	20%	0%	0%	0%	0%
Virgin Media	20%	23%	22%	14%	10%	9%	2%	0%
BT	10%	5%	24%	19%	14%	14%	14%	0%
EE	33%	13%	11%	18%	8%	10%	4%	2%
O2	32%	12%	15%	24%	6%	4%	5%	1%
Tesco	26%	11%	3%	40%	6%	9%	3%	3%
Three	36%	15%	11%	17%	3%	13%	4%	1%