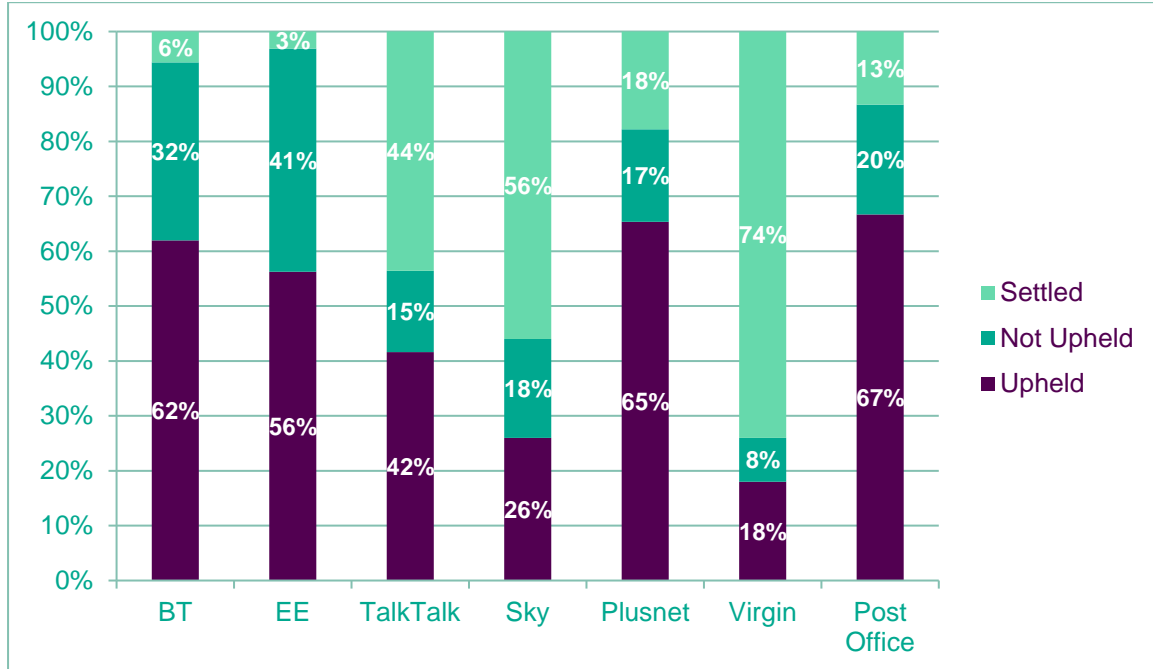
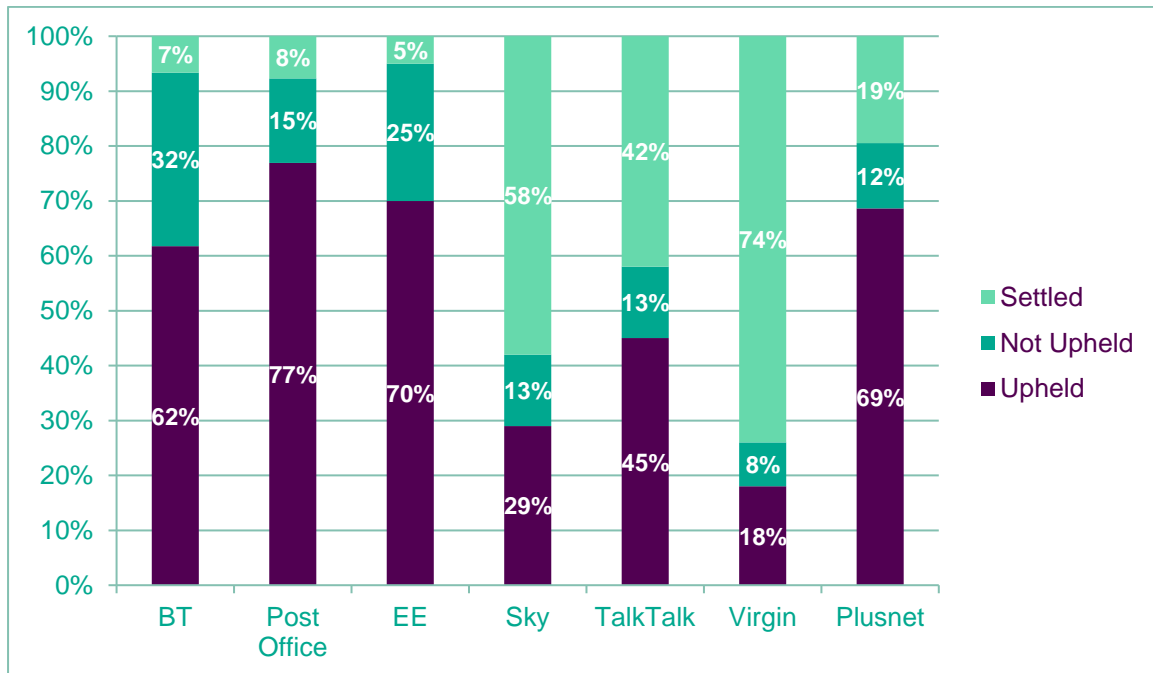


Data publishing for Ofcom – Quarter 3, 2019

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 | 16% | 12% | 10% | 44% | 9% | 8% | 1% | 1% |
| EE | 23% | 13% | 7% | 46% | 6% | 6% | 0% | 0% |
| Plusnet | 45% | 9% | 7% | 31% | 3% | 4% | 0% | 0% |
| Sky | 25% | 14% | 14% | 34% | 6% | 8% | 0% | 0% |
| TalkTalk | 27% | 19% | 13% | 31% | 2% | 6% | 2% | 0% |
| Virgin | 31% | 19% | 16% | 21% | 3% | 10% | 0% | 0% |

Landline case categories (%)

| Provider | Billing | Contract issues | Customer service | Service quality | Equipment | Mis-selling | Security | Other |
|-------------|---------|-----------------|------------------|-----------------|-----------|-------------|----------|-------|
| BT | 21% | 15% | 11% | 34% | 9% | 9% | 1% | 1% |
| EE | 28% | 12% | 12% | 36% | 8% | 4% | 0% | 0% |
| Plusnet | 56% | 6% | 8% | 24% | 3% | 4% | 0% | 0% |
| Post Office | 22% | 22% | 11% | 44% | 0% | 0% | 0% | 0% |
| Sky | 25% | 16% | 13% | 30% | 5% | 9% | 2% | 0% |
| TalkTalk | 30% | 21% | 16% | 24% | 2% | 6% | 1% | 0% |
| Virgin | 31% | 20% | 17% | 16% | 4% | 12% | 0% | 0% |

Mobile case categories (%)

| Provider | Billing | Contract issues | Customer service | Service quality | Equipment | Mis-selling | Security | Other |
|----------|---------|-----------------|------------------|-----------------|-----------|-------------|----------|-------|
| BT | 15% | 13% | 13% | 33% | 10% | 18% | 0% | 0% |
| EE | 30% | 14% | 9% | 21% | 7% | 11% | 7% | 1% |
| O2 | 34% | 9% | 14% | 22% | 7% | 9% | 7% | 0% |
| TalkTalk | 44% | 25% | 6% | 19% | 6% | 0% | 0% | 0% |
| Tesco | 33% | 10% | 14% | 24% | 2% | 12% | 4% | 0% |
| Three | 37% | 14% | 11% | 14% | 6% | 10% | 7% | 0% |
| Virgin | 34% | 22% | 12% | 9% | 6% | 14% | 2% | 0% |
| Vodafone | 40% | 18% | 13% | 10% | 4% | 14% | 1% | 0% |