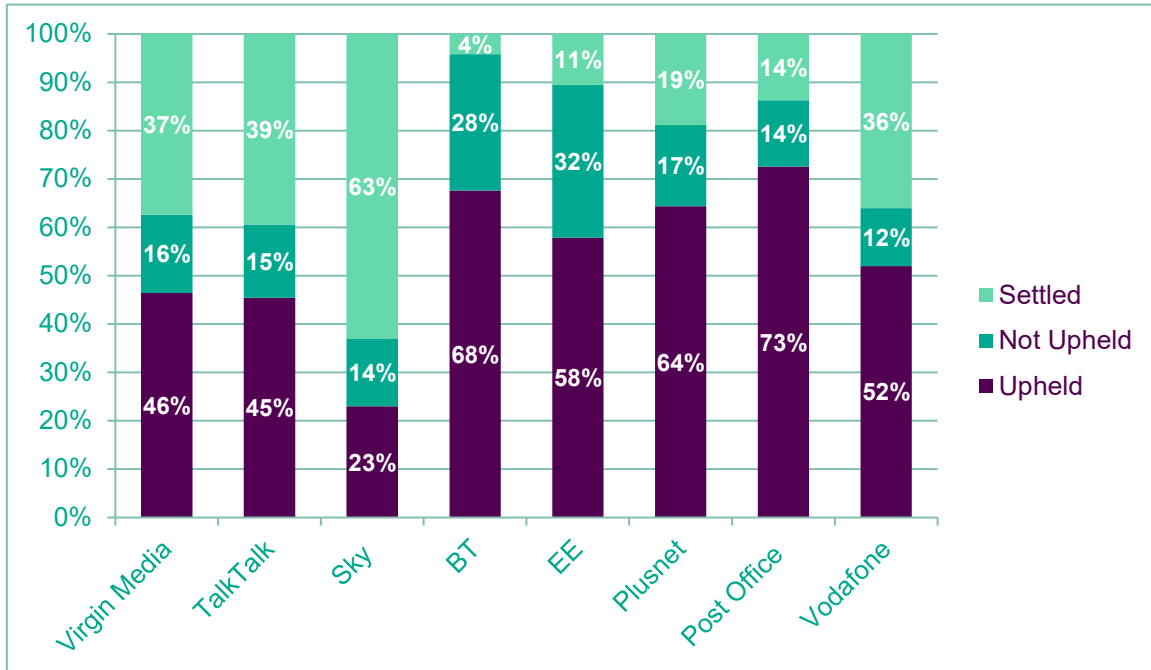
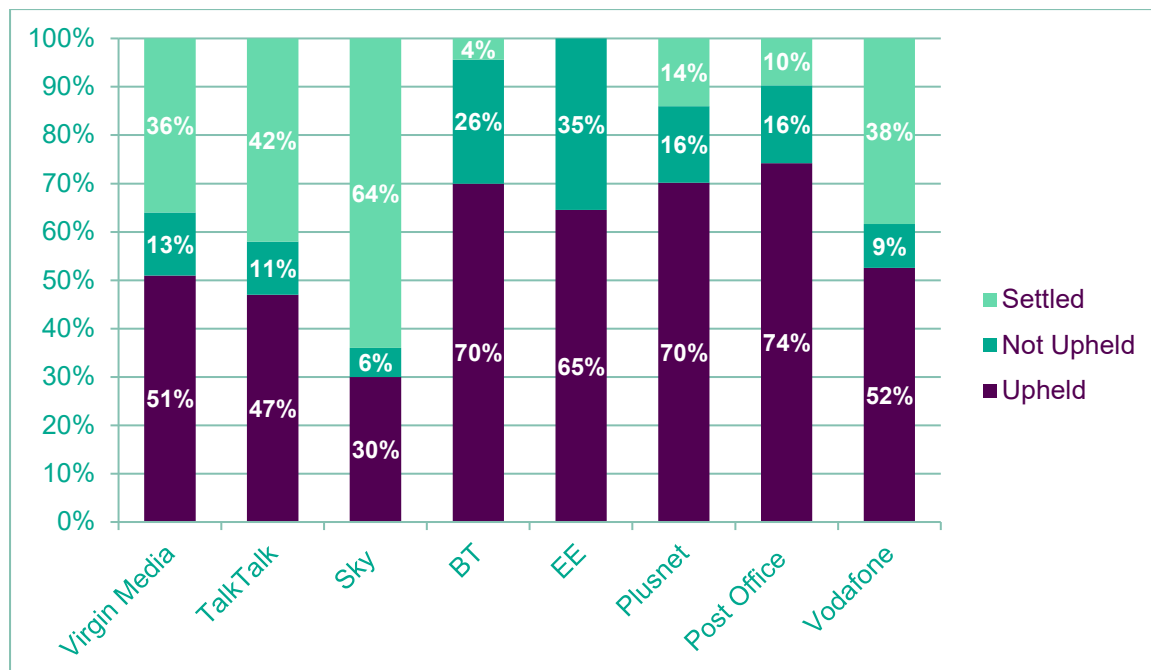


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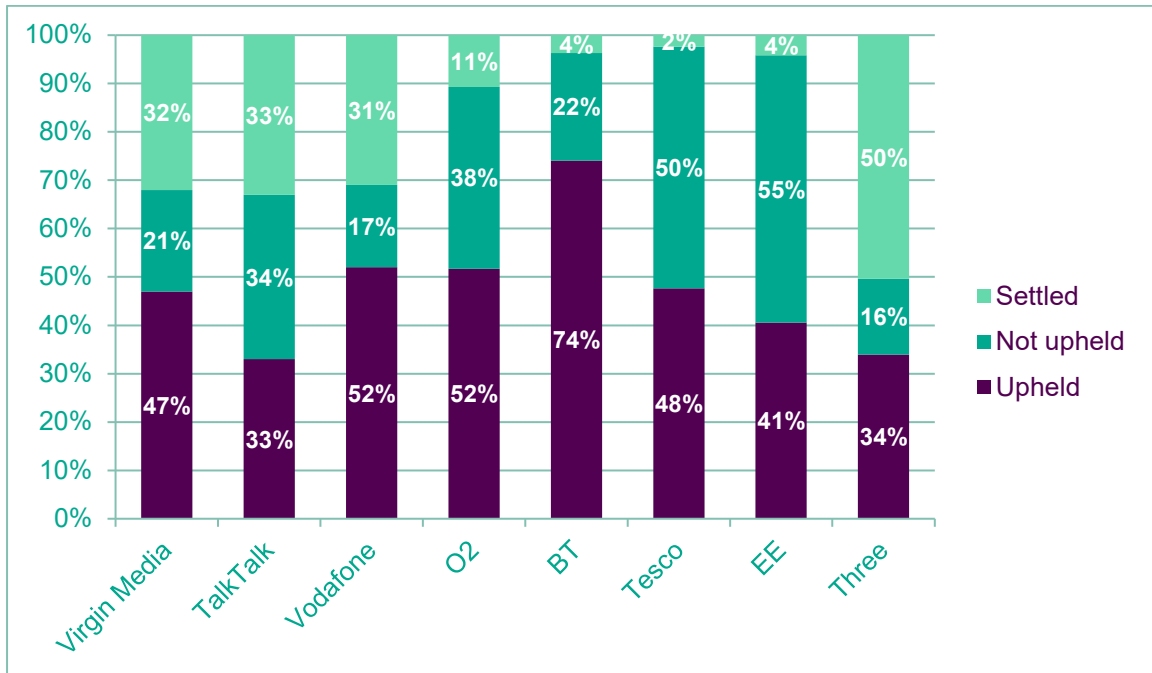
Broadband case outcomes



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%	11%	20%	36%	6%	10%	0%	0%
TalkTalk	25%	16%	17%	30%	2%	9%	1%	0%
Virgin Media	26%	21%	14%	24%	3%	10%	2%	0%
BT	15%	8%	6%	49%	12%	9%	2%	0%
EE	20%	5%	6%	44%	8%	15%	2%	1%
Plusnet	21%	6%	11%	54%	2%	5%	1%	0%
Vodafone	24%	16%	11%	31%	3%	14%	1%	0%

Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	23%	10%	34%	24%	3%	6%	0%	0%
TalkTalk	30%	16%	17%	23%	2%	10%	1%	0%
Virgin Media	28%	22%	17%	20%	3%	8%	2%	0%
BT	20%	12%	6%	41%	10%	9%	2%	0%
EE	32%	0%	10%	42%	6%	10%	0%	0%
Plusnet	21%	8%	17%	46%	2%	4%	2%	0%
Post Office	38%	6%	9%	44%	3%	0%	0%	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	38%	22%	12%	12%	4%	11%	1%	0%
TalkTalk	56%	22%	11%	11%	0%	0%	0%	0%
Virgin Media	21%	19%	18%	17%	11%	11%	3%	0%
BT	21%	11%	0%	5%	11%	32%	16%	5%
EE	36%	10%	9%	18%	8%	14%	5%	0%
O2	34%	8%	12%	23%	8%	10%	5%	0%
Tesco	20%	15%	10%	41%	10%	5%	0%	0%
Three	46%	13%	8%	17%	4%	9%	4%	0%