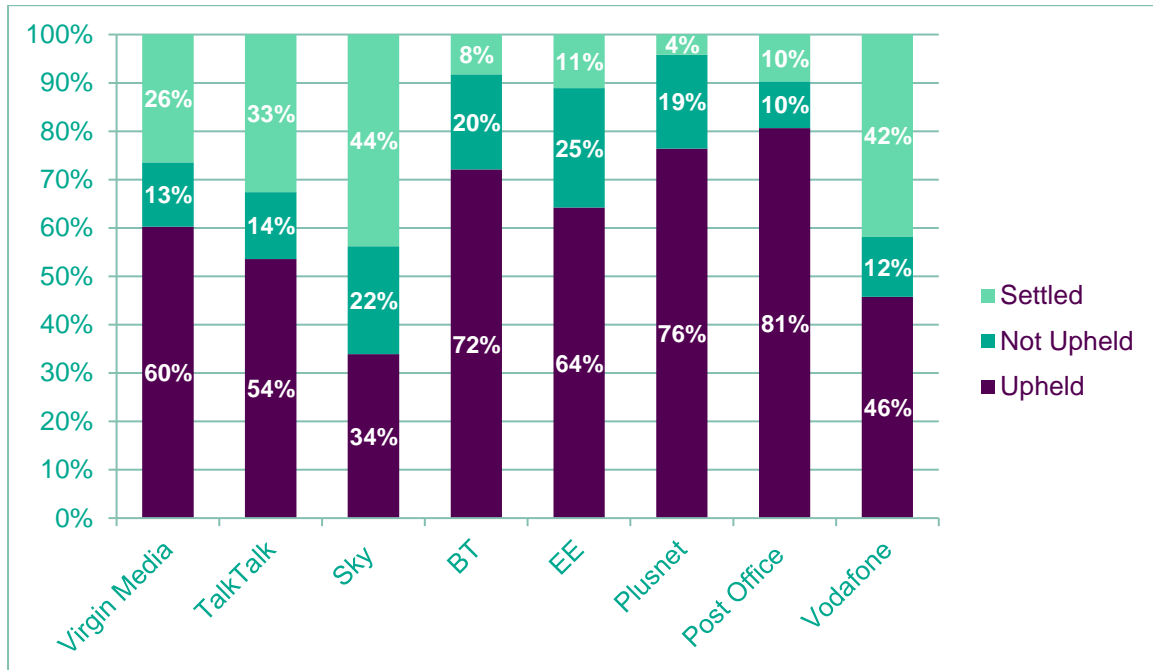
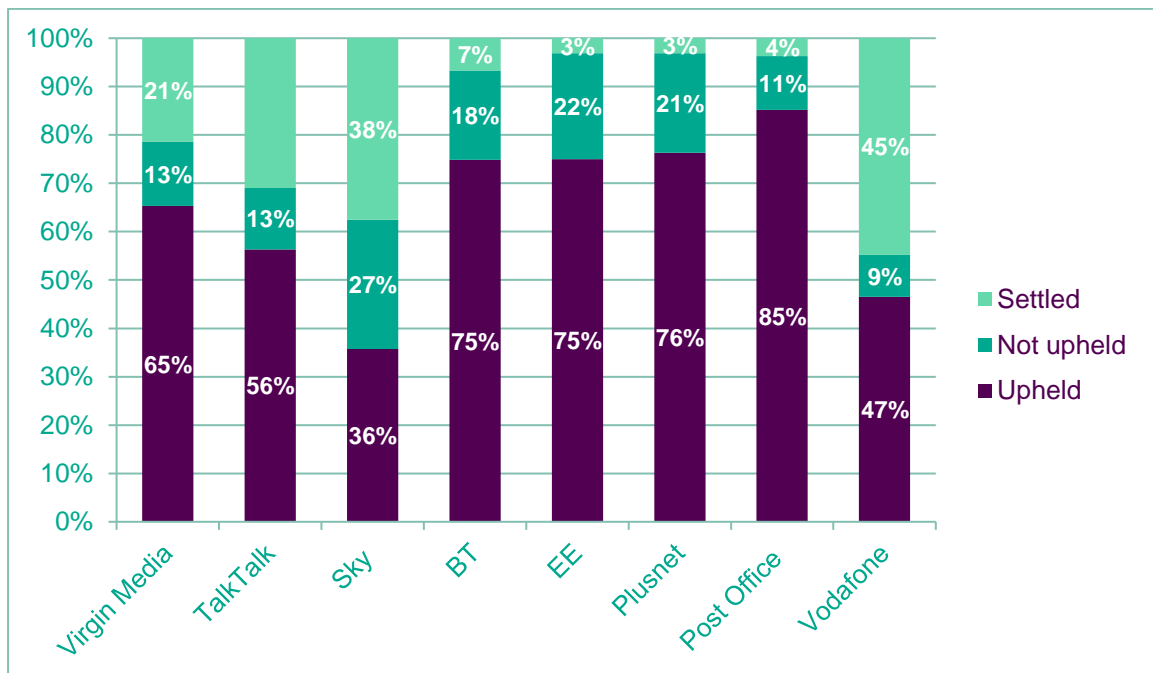


## Data publishing for Ofcom – Quarter 3, 2021

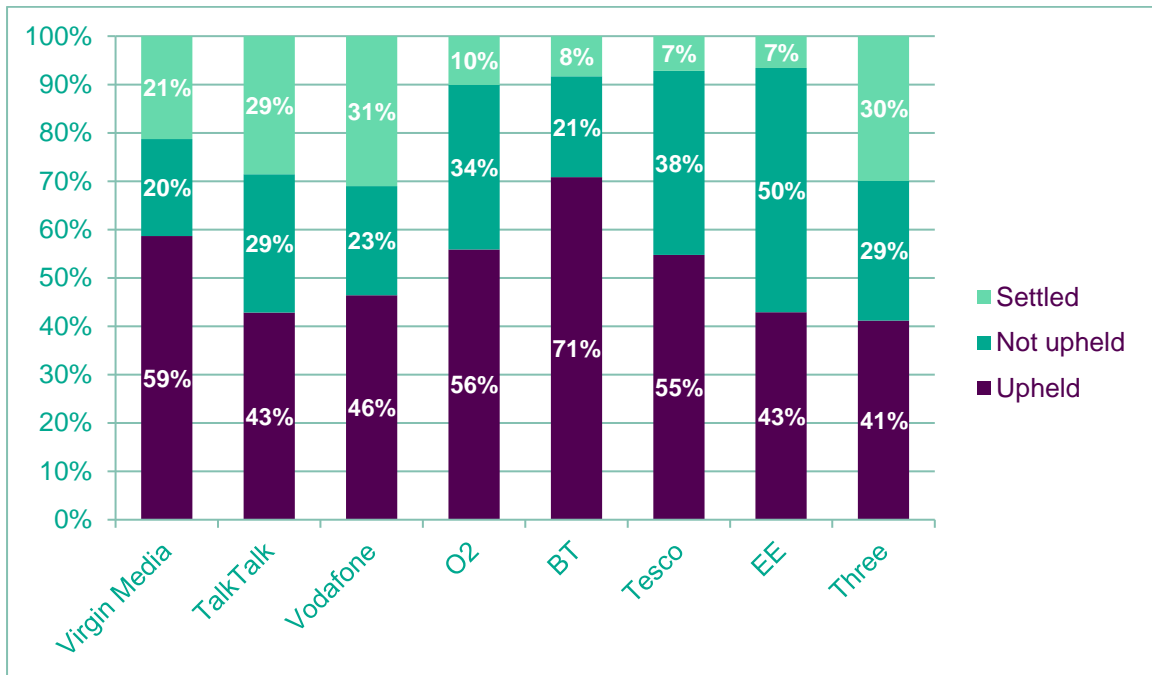
### Broadband case outcomes



### 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	15%	13%	20%	35%	11%	6%	0%	0%
TalkTalk	22%	21%	17%	27%	3%	10%	0%	0%
Virgin Media	20%	19%	18%	29%	5%	9%	1%	0%
BT	13%	8%	10%	44%	16%	6%	2%	2%
EE	9%	11%	4%	57%	9%	8%	3%	0%
Plusnet	14%	12%	7%	47%	8%	11%	0%	1%
Vodafone	19%	22%	18%	23%	1%	16%	1%	0%

### Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	21%	15%	20%	29%	8%	7%	0%	0%
TalkTalk	27%	21%	11%	25%	2%	12%	2%	0%
Virgin Media	24%	23%	20%	17%	6%	10%	0%	0%
BT	19%	10%	10%	37%	16%	5%	2%	2%
EE	17%	9%	4%	61%	4%	4%	0%	0%
Plusnet	12%	14%	11%	35%	16%	11%	0%	2%
Post Office	23%	12%	15%	38%	0%	4%	8%	0%
Vodafone	16%	26%	17%	19%	2%	21%	0%	0%

### Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Vodafone	31%	22%	12%	17%	5%	11%	2%	0%
TalkTalk	43%	14%	0%	0%	14%	29%	0%	0%
Virgin Media	21%	20%	20%	17%	7%	13%	3%	0%
BT	32%	9%	9%	18%	9%	0%	23%	0%
EE	32%	10%	9%	23%	8%	11%	5%	2%
O2	23%	13%	9%	32%	6%	5%	8%	3%
Tesco	19%	15%	7%	37%	7%	4%	6%	6%
Three	27%	13%	9%	25%	4%	11%	9%	2%