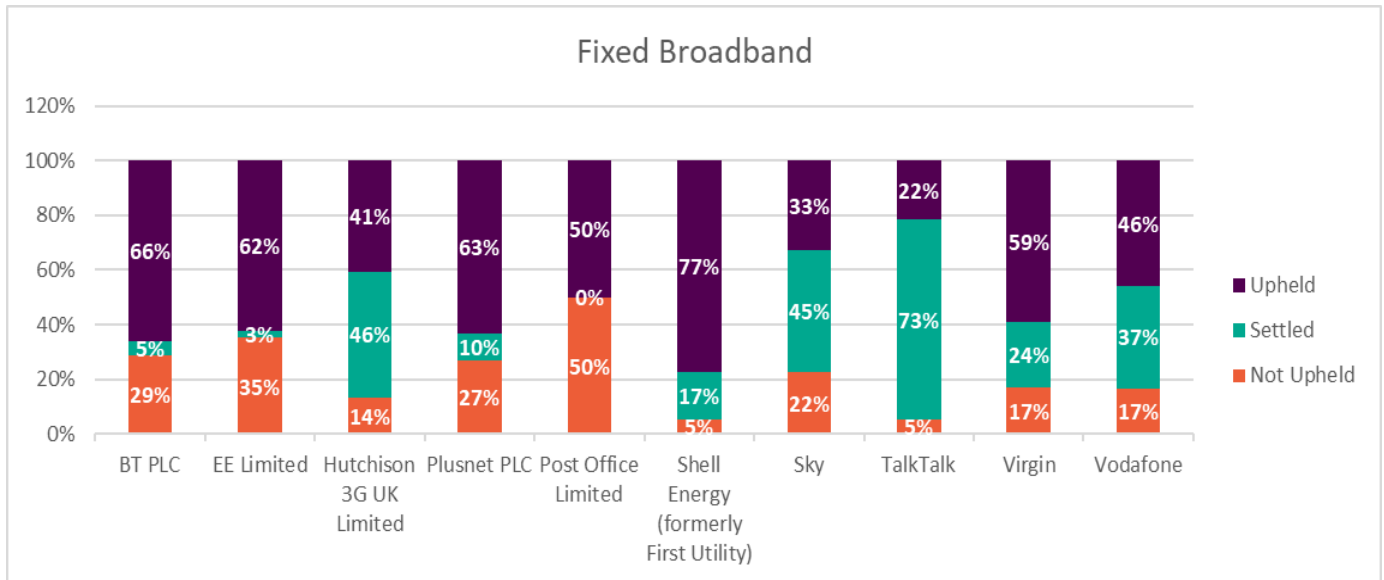
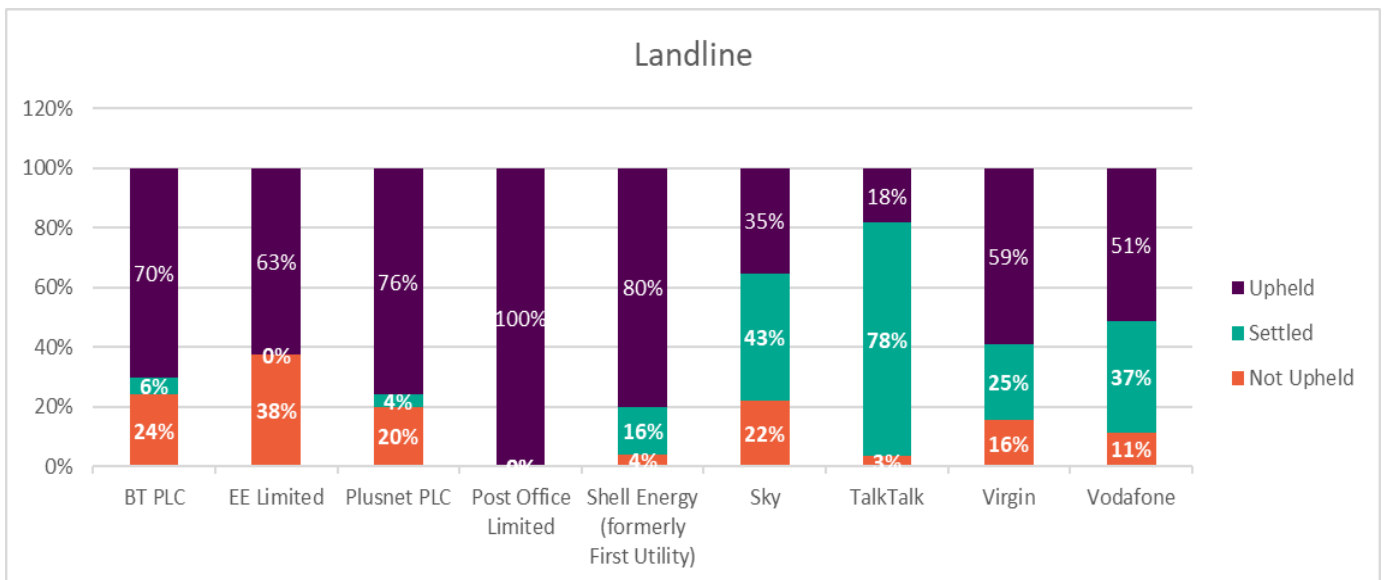


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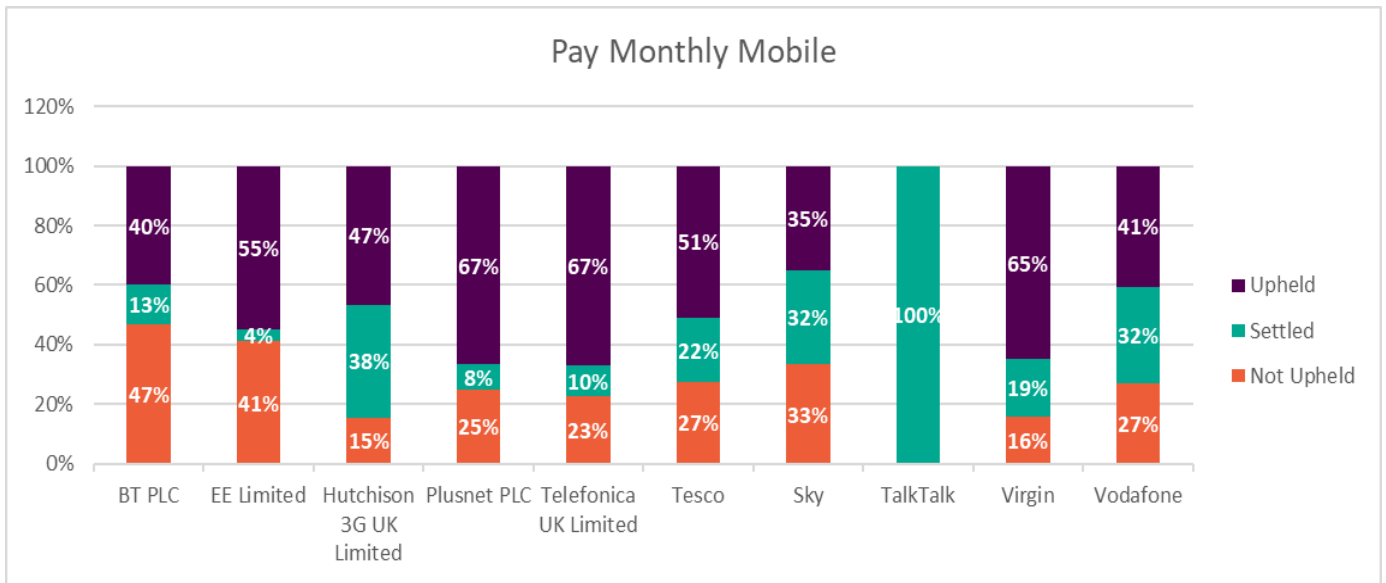
Broadband case outcomes



Landline case outcomes



Mobile case outcomes



Issue breakdowns

Broadband case categories (%)

| Provider | Billing | Contract Issues | Customer Service | Equipment | Mis-selling | Other | Security | Service |
|---------------------------------------|---------|-----------------|------------------|-----------|-------------|-------|----------|---------|
| BT PLC | 8% | 12% | 10% | 22% | 5% | 3% | 0% | 41% |
| EE Limited | 8% | 12% | 14% | 14% | 2% | 0% | 0% | 49% |
| Hutchison 3G UK Limited | 27% | 22% | 10% | 7% | 5% | 0% | 0% | 29% |
| Plusnet PLC | 19% | 21% | 14% | 17% | 10% | 0% | 0% | 19% |
| Post Office Limited | 0% | 50% | 0% | 0% | 0% | 0% | 0% | 50% |
| Shell Energy (formerly First Utility) | 32% | 11% | 24% | 3% | 2% | 0% | 2% | 27% |
| Sky | 24% | 20% | 17% | 7% | 8% | 0% | 0% | 25% |
| TalkTalk | 19% | 24% | 22% | 2% | 11% | 0% | 1% | 21% |
| Virgin | 29% | 23% | 16% | 3% | 11% | 0% | 1% | 18% |
| Vodafone | 30% | 17% | 15% | 2% | 8% | 0% | 0% | 28% |

Landline case categories (%)

| Provider | Billing | Contract Issues | Customer Service | Equipment | Mis-selling | Other | Security | Service |
|---------------------------------------|---------|-----------------|------------------|-----------|-------------|-------|----------|---------|
| BT PLC | 17% | 11% | 10% | 15% | 5% | 2% | 1% | 39% |
| EE Limited | 10% | 10% | 0% | 30% | 30% | 0% | 0% | 20% |
| Hutchison 3G UK Limited | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 100% |
| Plusnet PLC | 23% | 20% | 17% | 7% | 3% | 3% | 0% | 27% |
| Post Office Limited | 50% | 0% | 0% | 0% | 0% | 0% | 0% | 50% |
| Shell Energy (formerly First Utility) | 33% | 8% | 23% | 0% | 0% | 0% | 0% | 36% |
| Sky | 31% | 19% | 18% | 6% | 6% | 0% | 0% | 21% |
| TalkTalk | 17% | 27% | 24% | 2% | 10% | 0% | 1% | 18% |
| Virgin | 29% | 29% | 16% | 3% | 11% | 0% | 0% | 12% |
| Vodafone | 31% | 26% | 20% | 3% | 3% | 0% | 0% | 17% |

Mobile case categories (%)

| Provider | Billing | Contract Issues | Customer Service | Equipment | Mis-selling | Other | Security | Service |
|-------------------------|---------|-----------------|------------------|-----------|-------------|-------|----------|---------|
| BT PLC | 21% | 14% | 14% | 14% | 7% | 0% | 7% | 21% |
| EE Limited | 29% | 11% | 15% | 8% | 10% | 1% | 6% | 20% |
| Hutchison 3G UK Limited | 32% | 16% | 12% | 2% | 13% | 2% | 7% | 17% |
| Plusnet PLC | 27% | 27% | 9% | 0% | 9% | 0% | 0% | 27% |
| Telefonica UK Limited | 25% | 9% | 19% | 4% | 3% | 0% | 9% | 31% |
| TalkTalk | 50% | 0% | 50% | 0% | 0% | 0% | 0% | 0% |
| Virgin | 24% | 23% | 14% | 8% | 19% | 0% | 0% | 12% |
| Vodafone | 30% | 21% | 8% | 8% | 11% | 0% | 2% | 20% |