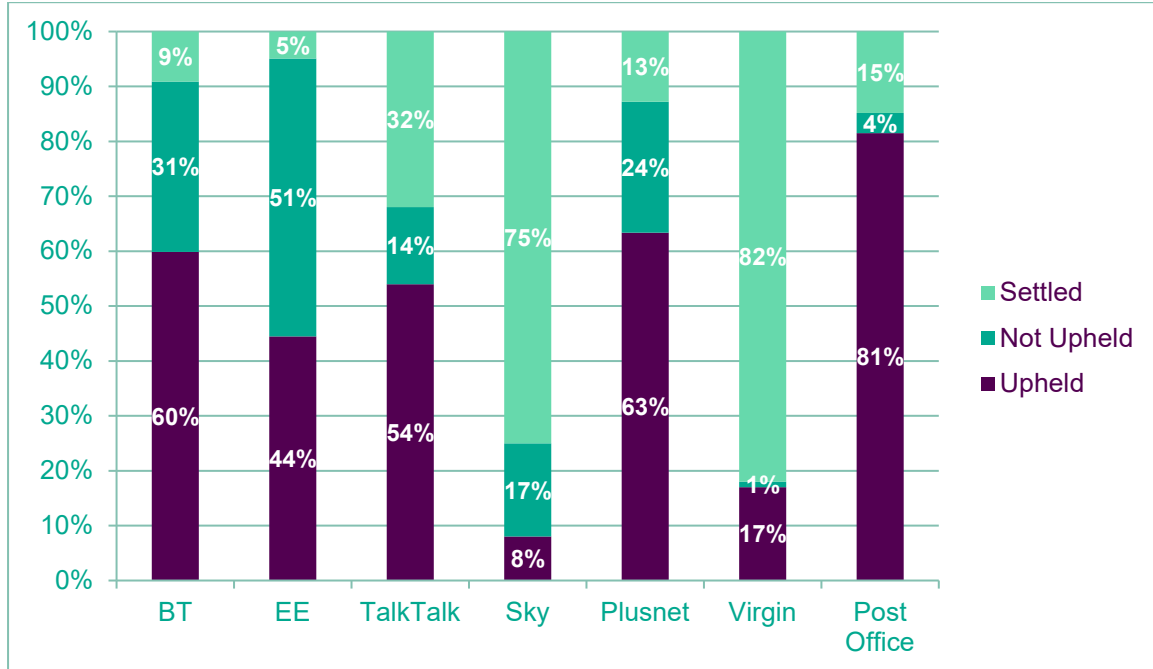
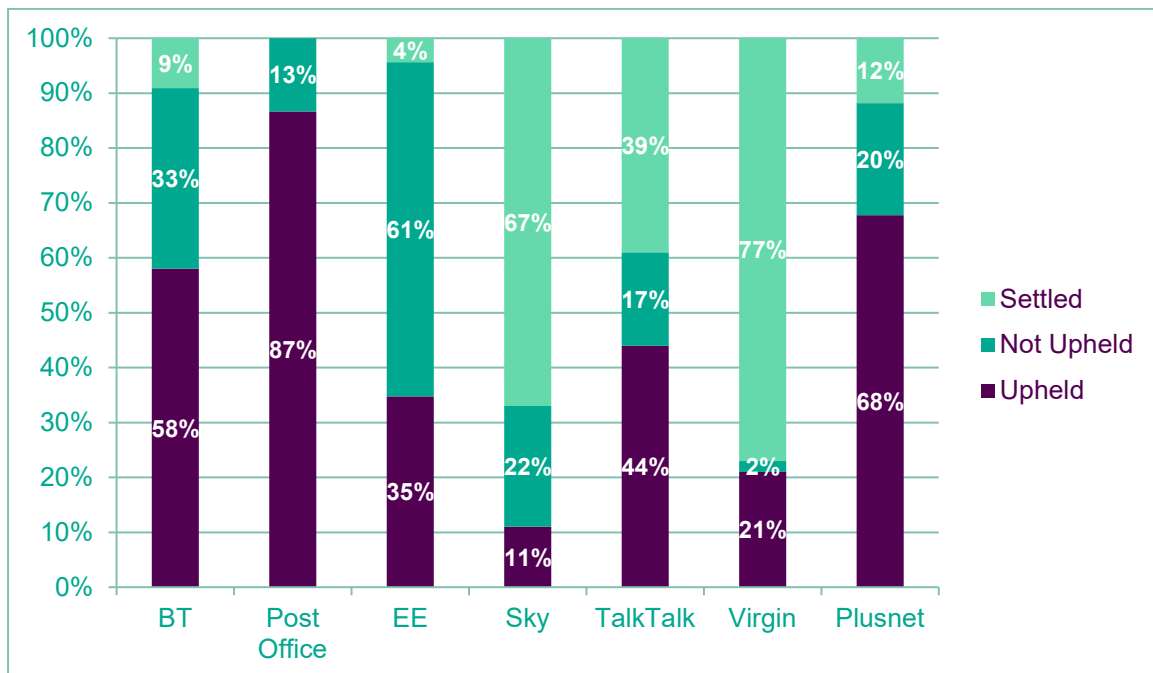


Data publishing for Ofcom – Quarter 4, 2019

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	13%	10%	10%	45%	14%	7%	0%	1%
EE	19%	17%	8%	27%	4%	17%	4%	4%
Plusnet	36%	12%	12%	27%	8%	2%	1%	1%
Sky	27%	17%	14%	30%	2%	11%	1%	0%
TalkTalk	25%	16%	15%	36%	2%	6%	0%	0%
Virgin	29%	18%	15%	24%	4%	9%	1%	0%

Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	17%	14%	10%	37%	13%	7%	1%	0%
EE	14%	9%	18%	36%	5%	14%	0%	5%
Plusnet	39%	14%	13%	24%	6%	1%	1%	1%
Post Office	32%	9%	18%	41%	0%	0%	0%	0%
Sky	27%	17%	18%	21%	4%	12%	1%	0%
TalkTalk	24%	20%	17%	32%	2%	5%	1%	0%
Virgin	29%	20%	18%	19%	3%	11%	1%	0%

Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
BT	30%	10%	12%	22%	14%	12%	0%	0%
EE	33%	13%	13%	17%	7%	9%	7%	1%
O2	23%	10%	12%	28%	9%	8%	9%	1%
TalkTalk	68%	5%	9%	18%	0%	0%	0%	0%
Tesco	22%	19%	8%	38%	3%	0%	11%	0%
Three	35%	14%	13%	19%	4%	9%	6%	0%
Virgin	32%	20%	18%	13%	6%	10%	0.5%	0%
Vodafone	34%	22%	18%	10%	4%	10%	1%	0%