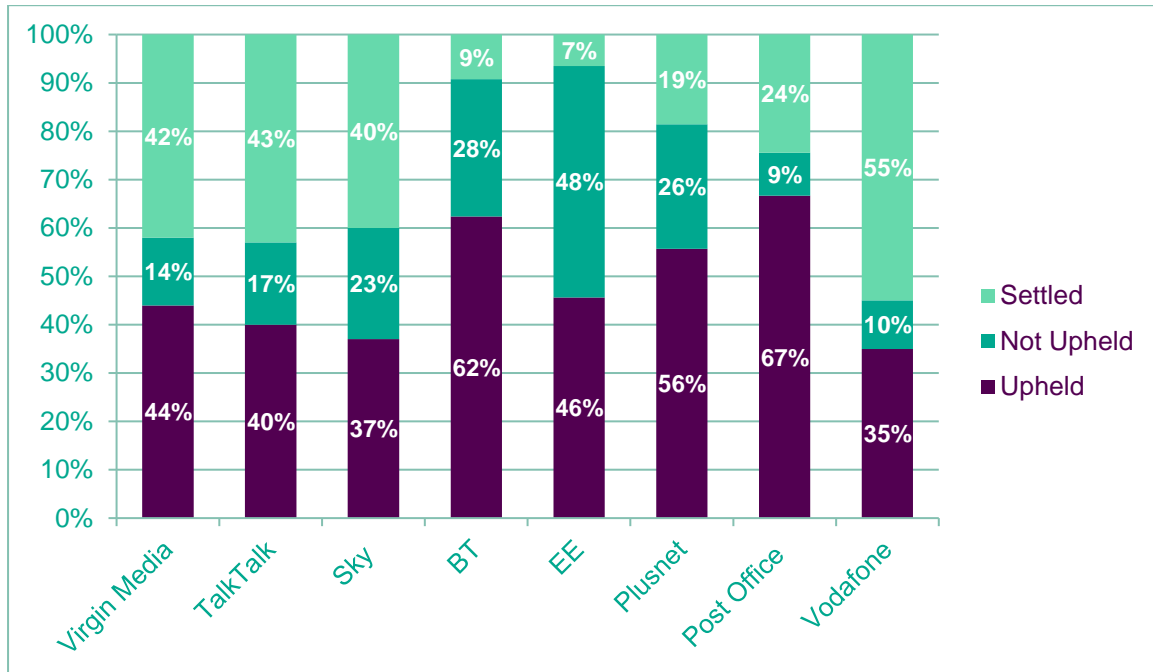
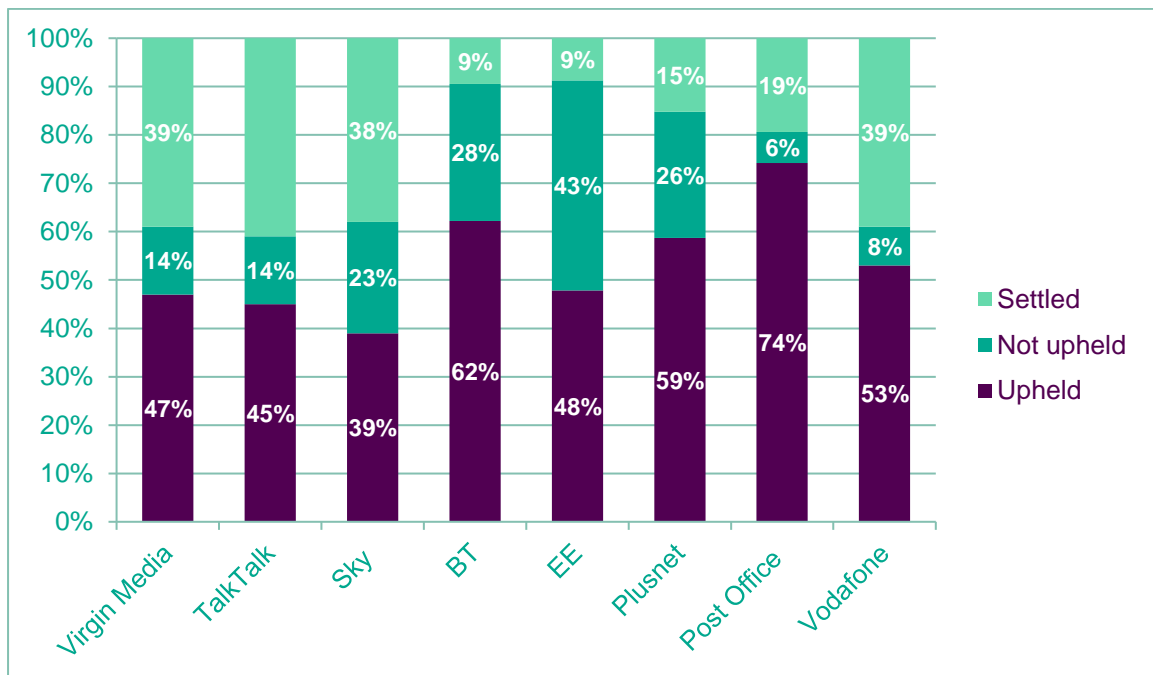


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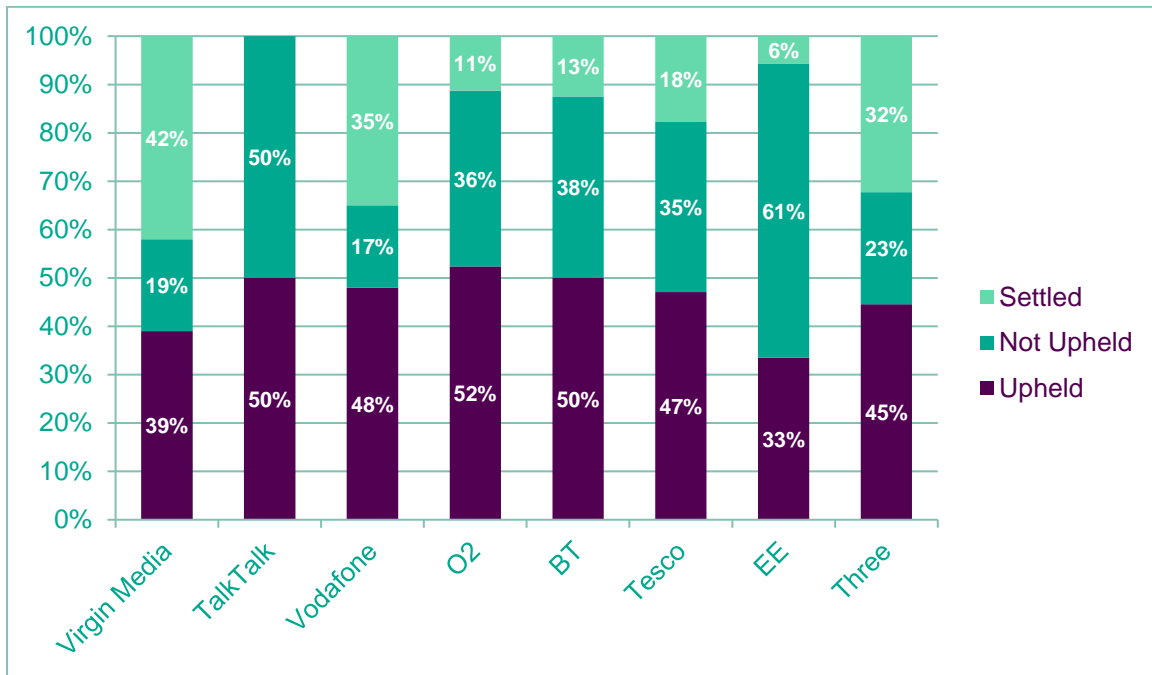
Broadband case outcomes



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	18%	10%	25%	30%	6%	10%	1%	0%
TalkTalk	28%	16%	14%	33%	3%	6%	0%	0%
Virgin Media	25%	20%	15%	24%	3%	12%	1%	0%
BT	13%	6%	9%	51%	10%	9%	0%	0%
EE	19%	18%	8%	44%	4%	4%	4%	0%
Plusnet	23%	6%	8%	52%	2%	8%	1%	0%
Vodafone	19%	21%	13%	32%	7%	7%	1%	0%

Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	20%	14%	25%	24%	4%	13%	0%	0%
TalkTalk	33%	17%	14%	26%	3%	6%	0%	0%
Virgin Media	28%	23%	14%	17%	4%	12%	1%	0%
BT	20%	7%	11%	48%	6%	9%	1%	0%
EE	19%	4%	11%	41%	11%	4%	11%	0%
Plusnet	37%	10%	5%	38%	2%	7%	2%	0%
Post Office	27%	17%	15%	37%	2%	0%	0%	2%
Vodafone	7%	17%	22%	32%	7%	15%	0%	0%

Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Vodafone	38%	19%	14%	10%	6%	11%	1%	0%
TalkTalk	25%	25%	0%	50%	0%	0%	0%	0%
Virgin Media	25%	21%	15%	12%	9%	17%	1%	0%
BT	26%	16%	21%	16%	11%	11%	0%	0%
EE	36%	7%	8%	18%	8%	17%	6%	0%
O2	35%	11%	14%	20%	7%	9%	4%	0%
Tesco	19%	3%	14%	39%	17%	3%	3%	3%
Three	45%	12%	8%	16%	4%	10%	4%	0%