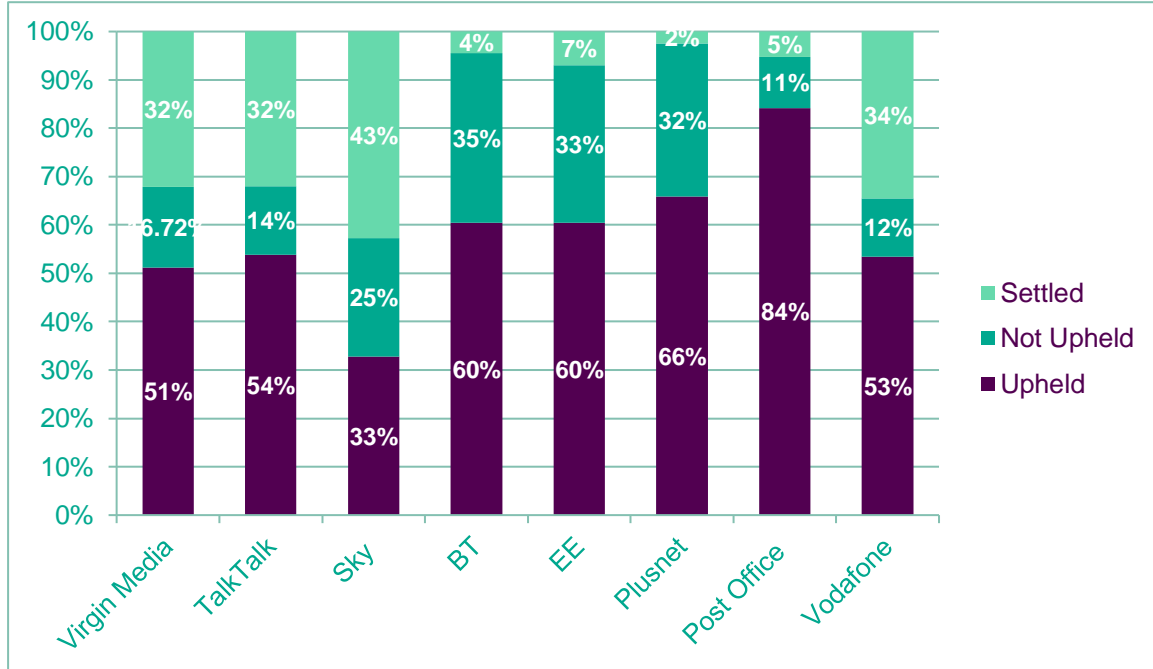
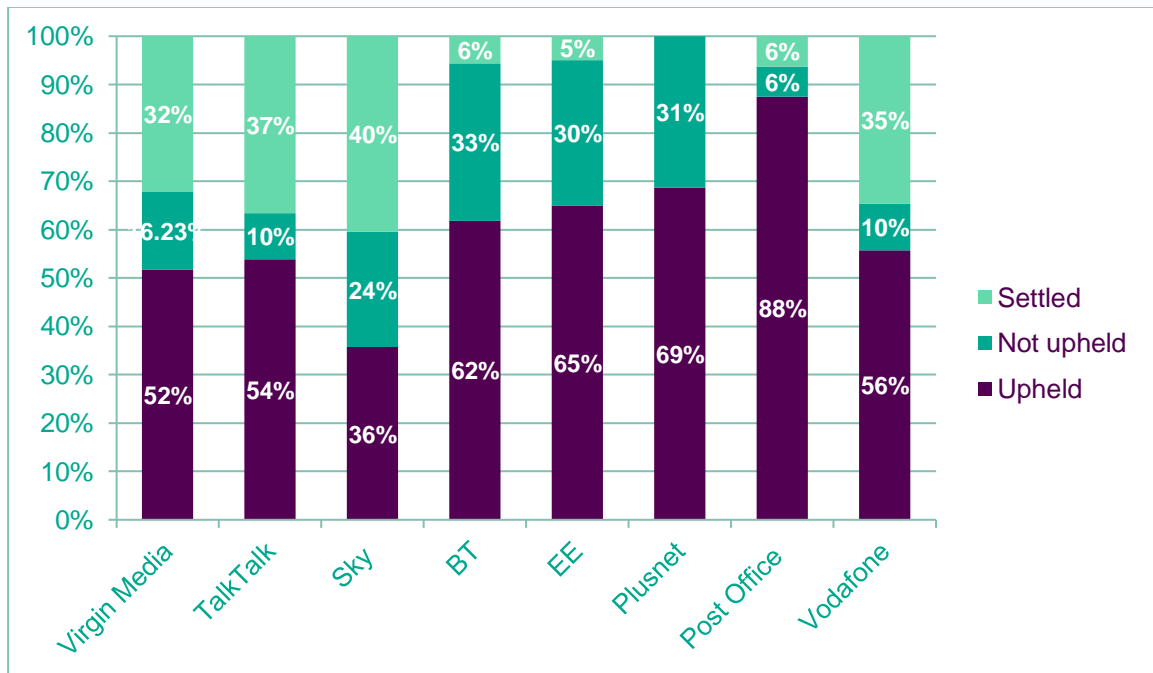


## Data publishing for Ofcom – Quarter 4, 2021

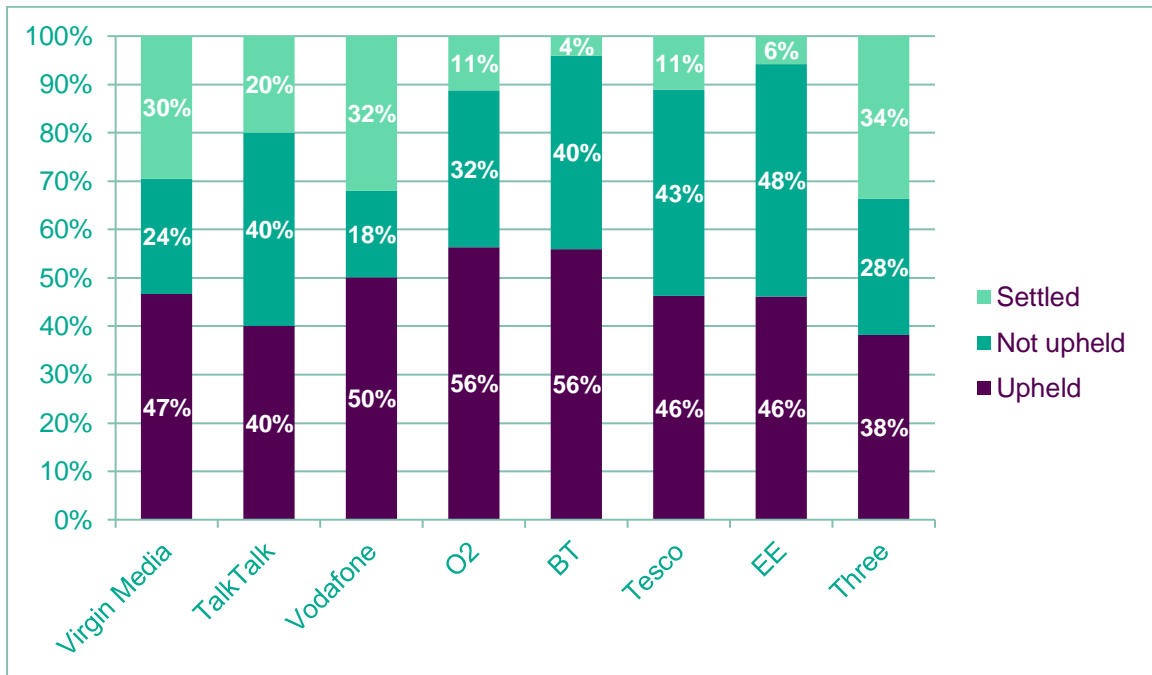
### Broadband case outcomes



### 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%	18%	18%	33%	8%	8%	1%	0%
TalkTalk	26%	21%	14%	28%	2%	8%	1%	0%
Virgin Media	23%	19%	15%	28%	5%	7%	1%	0%
BT	10%	5%	8%	47%	19%	5%	2%	5%
EE	8%	17%	11%	41%	14%	8%	0%	2%
Plusnet	13%	11%	8%	46%	10%	7%	0%	4%
Vodafone	20%	19%	16%	24%	2%	17%	2%	0

### Landline case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Sky	17%	21%	25%	19%	7%	10%	1%	0%
TalkTalk	31%	23%	13%	20%	3%	8%	2%	0%
Virgin Media	25%	22%	16%	21%	6%	9%	1%	0%
BT	13%	5%	10%	43%	16%	5%	2%	5%
EE	12%	12%	29%	29%	18%	0%	0%	0%
Plusnet	14%	11%	11%	43%	3%	11%	0%	6%
Post Office	15%	0%	15%	54%	15%	0%	0%	0%
Vodafone	23%	19%	23%	13%	2%	19%	0%	0%

### Mobile case categories (%)

Provider	Billing	Contract issues	Customer service	Service quality	Equipment	Mis-selling	Security	Other
Vodafone	34%	23%	11%	16%	7%	7%	1.35%	0%
TalkTalk	40%	20%	20%	20%	0%	0%	0%	0%
Virgin Media	27%	20%	11%	20%	7%	12%	2.46%	0%
BT	28%	17%	11%	22%	6%	11%	0%	6%
EE	30%	11%	11%	19%	8%	14%	6%	1%
O2	28%	13%	14%	28%	4%	7%	6%	0%
Tesco	12%	12%	12%	44%	4%	12%	2%	2%
Three	24%	16%	13%	24%	5%	11%	8%	0%