

BBC Watchdog – TX1 and TX2 Polling – October 2016

METHODOLOGY NOTE

ComRes interviewed 2,048 British adults between 21st and 23rd October 2016. Data were weighted by age, gender, region and socio-economic grade to be representative of All British adults . ComRes is a member of the British Polling Council and abides by its rules.

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To register for Pollwatch, a monthly newsletter update on the polls, please email: pollwatch@comres.co.uk

Broadband and Nuisance Calls Survey

ONLINE Fieldwork: 21st-23rd October 2016

Absolutes/col percents

Table 1

Q1. Thinking about the broadband provider you have at home, have you ever complained to your provider about the speed of your connection?

Base: All respondents

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
NET: Yes	692 34%	349 35%	342 33%	115 48%	152 43%	108 32%	119 33%	82 28%	115 25%	208 38%	185 34%	154 35%	144 29%	105 40%	333 37%
Yes, and I ended up changing provider	97 5%	56 6%	41 4%	16 7%	33 9%	14 4%	14 4%	8 3%	13 3%	36 7%	26 5%	17 4%	18 4%	7 3%	56 6%
Yes, and my connection speed improved	239 12%	114 11%	125 12%	37 15%	36 10%	45 13%	43 12%	32 11%	47 10%	73 13%	63 11%	59 13%	44 9%	37 14%	110 12%
Yes, and they offered me a discount	87 4%	41 4%	46 4%	10 4%	22 6%	17 5%	14 4%	6 2%	18 4%	20 4%	27 5%	17 4%	23 5%	17 6%	34 4%
Yes, but nothing happened as a result	268 13%	138 14%	130 12%	53 22%	61 17%	32 10%	47 13%	37 12%	38 8%	79 14%	70 13%	61 14%	58 12%	44 17%	133 15%
No, I have never complained to my provider about the speed of my connection	1356 66%	648 65%	708 67%	123 52%	202 57%	228 68%	246 67%	213 72%	344 75%	342 62%	366 66%	292 65%	356 71%	155 60%	567 63%

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ONLINE Fieldwork: 21st-23rd October 2016

Absolutes/col percents

Table 1

Q1. Thinking about the broadband provider you have at home, have you ever complained to your provider about the speed of your connection?

Base: All respondents

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
NET: Yes	692 34%	68 38%	35 34%	588 33%	26 31%	63 27%	60 34%	54 30%	46 30%	61 31%	111 41%	94 33%	73 41%	559 34%	133 34%
Yes, and I ended up changing provider	97 5%	12 7%	1 1%	84 5%	3 4%	8 3%	6 3%	10 6%	7 4%	9 4%	14 5%	11 4%	16 9%	80 5%	18 4%
Yes, and my connection speed improved	239 12%	24 14%	14 14%	201 11%	12 14%	21 9%	19 11%	21 11%	15 10%	19 10%	38 14%	38 13%	19 11%	211 13%	29 7%
Yes, and they offered me a discount	87 4%	3 2%	1 1%	83 5%	6 7%	7 3%	13 8%	9 5%	9 6%	6 3%	15 6%	12 4%	6 3%	68 4%	19 5%
Yes, but nothing happened as a result	268 13%	29 16%	19 18%	220 12%	5 6%	26 11%	22 12%	15 8%	15 10%	27 14%	44 16%	33 12%	32 18%	200 12%	68 17%
No, I have never complained to my provider about the speed of my connection	1356 66%	110 62%	69 66%	1178 67%	60 69%	173 73%	114 66%	130 70%	106 70%	138 69%	159 59%	192 67%	107 59%	1093 66%	264 66%

Broadband and Nuisance Calls Survey

ONLINE Fieldwork: 21st-23rd October 2016

Absolutes/col percents

Table 2

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

It is fast enough to do everything I want to do online vs.

It is not fast enough to do everything I want to do online

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
It is fast enough to do everything I want to do online	1604 78%	793 80%	811 77%	162 68%	269 76%	256 76%	273 75%	241 82%	404 88%	415 75%	435 79%	360 81%	394 79%	194 75%	673 75%
It is not fast enough to do everything I want to do online	444 22%	204 20%	240 23%	76 32%	86 24%	80 24%	92 25%	55 18%	55 12%	136 25%	116 21%	86 19%	106 21%	66 25%	226 25%

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Table 2

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

It is fast enough to do everything I want to do online vs.

It is not fast enough to do everything I want to do online

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
It is fast enough to do everything I want to do online	1604 78%	135 76%	83 80%	1386 79%	68 79%	177 75%	135 78%	148 80%	128 85%	151 76%	220 82%	226 79%	134 74%	1318 80%	286 72%
It is not fast enough to do everything I want to do online	444 22%	43 24%	21 20%	380 21%	18 21%	59 25%	39 22%	36 20%	23 15%	48 24%	50 18%	60 21%	46 26%	333 20%	111 28%

Broadband and Nuisance Calls Survey

ONLINE Fieldwork: 21st-23rd October 2016

Absolutes/col percents

Table 3

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

I sometimes experience delays in buffering when watching video content online vs.

I rarely experience delays in buffering when watching video content online

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
I sometimes experience delays in buffering when watching video content online	984 48%	456 46%	528 50%	143 60%	196 55%	190 56%	178 49%	123 42%	154 34%	286 52%	276 50%	220 49%	202 40%	138 53%	470 52%
I rarely experience delays in buffering when watching video content online	1064 52%	541 54%	523 50%	94 40%	159 45%	147 44%	187 51%	173 58%	305 66%	264 48%	275 50%	227 51%	298 60%	121 47%	430 48%

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Table 3

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

I sometimes experience delays in buffering when watching video content online vs.

I rarely experience delays in buffering when watching video content online

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
I sometimes experience delays in buffering when watching video content online	984 48%	83 47%	57 54%	844 48%	43 50%	109 46%	81 46%	80 43%	60 39%	108 54%	133 49%	131 46%	100 55%	776 47%	208 52%
I rarely experience delays in buffering when watching video content online	1064 52%	95 53%	48 46%	922 52%	43 50%	126 54%	93 54%	104 57%	92 61%	91 46%	137 51%	155 54%	80 45%	875 53%	189 48%

Broadband and Nuisance Calls Survey

ONLINE Fieldwork: 21st-23rd October 2016

Absolutes/col percents

Table 4

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

**The speed of my connection varies vs.
The speed of my connection is consistent**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
The speed of my connection varies	1094 53%	521 52%	573 55%	160 67%	201 57%	172 51%	198 54%	138 47%	225 49%	306 56%	305 55%	236 53%	247 49%	131 50%	509 57%
The speed of my connection is consistent	954 47%	476 48%	478 45%	78 33%	153 43%	164 49%	167 46%	157 53%	234 51%	245 44%	246 45%	211 47%	253 51%	129 50%	390 43%

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Absolutes/col percents

Table 4

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

**The speed of my connection varies vs.
The speed of my connection is consistent**

	Region												Which of the following best describes where you live?		
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
The speed of my connection varies	1094 53%	93 52%	56 54%	944 53%	41 48%	109 46%	98 56%	98 53%	75 50%	119 60%	136 50%	153 53%	115 64%	861 52%	233 59%
The speed of my connection is consistent	954 47%	85 48%	48 46%	821 47%	45 52%	126 54%	76 44%	86 47%	76 50%	80 40%	134 50%	134 47%	65 36%	790 48%	164 41%

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Absolutes/col percents

Table 5

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

**My connection completely cuts out sometimes vs.
My connection never cuts out**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
My connection completely cuts out sometimes	994 49%	442 44%	552 53%	140 59%	188 53%	176 52%	187 51%	138 47%	164 36%	263 48%	270 49%	231 52%	230 46%	122 47%	462 51%
My connection never cuts out	1054 51%	556 56%	498 47%	97 41%	167 47%	160 48%	178 49%	157 53%	295 64%	288 52%	280 51%	216 48%	270 54%	138 53%	438 49%

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ONLINE Fieldwork: 21st-23rd October 2016

Absolutes/col percents

Table 5

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

My connection completely cuts out sometimes vs.

My connection never cuts out

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
My connection completely cuts out sometimes	994 49%	85 48%	45 44%	864 49%	41 48%	111 47%	93 53%	84 46%	61 40%	99 50%	130 48%	141 49%	104 58%	783 47%	211 53%
My connection never cuts out	1054 51%	93 52%	59 56%	902 51%	45 52%	124 53%	81 47%	100 54%	91 60%	99 50%	141 52%	146 51%	76 42%	868 53%	185 47%

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Absolutes/col percents

Table 6

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

I receive the speed of connection that I pay for vs.

I receive a slower speed of connection than I pay for

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
I receive the speed of connection that I pay for	1333 65%	656 66%	677 64%	128 54%	219 62%	224 67%	232 64%	197 67%	334 73%	335 61%	359 65%	301 68%	338 68%	170 65%	562 62%
I receive a slower speed of connection than I pay for	715 35%	341 34%	373 36%	110 46%	136 38%	112 33%	133 36%	98 33%	125 27%	216 39%	192 35%	145 32%	161 32%	90 35%	338 38%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 6

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

I receive the speed of connection that I pay for vs.

I receive a slower speed of connection than I pay for

	Region												Which of the following best describes where you live?		
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
I receive the speed of connection that I pay for	1333 65%	115 64%	70 67%	1149 65%	56 65%	153 65%	105 61%	134 73%	108 71%	128 64%	183 68%	186 65%	96 53%	1097 66%	236 59%
I receive a slower speed of connection than I pay for	715 35%	63 36%	34 33%	617 35%	30 35%	82 35%	69 39%	50 27%	44 29%	70 36%	88 32%	101 35%	84 47%	554 34%	161 41%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 7

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

I have checked the speed of the connection I pay for vs.

I have never checked the speed of the connection I pay for

	Gender			Age						Social Grade				Employment Sector	
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
I have checked the speed of the connection I pay for	1250 61%	679 68%	570 54%	143 60%	226 64%	212 63%	232 63%	168 57%	268 58%	354 64%	338 61%	284 64%	274 55%	148 57%	553 61%
I have never checked the speed of the connection I pay for	798 39%	318 32%	480 46%	95 40%	129 36%	124 37%	133 37%	127 43%	191 42%	197 36%	213 39%	162 36%	226 45%	112 43%	347 39%

Broadband and Nuisance Calls Survey

ONLINE Fieldwork: 21st-23rd October 2016

Absolutes/col percents

Table 7

Q2. Thinking about your broadband at home, please select which of the following statements best reflects your opinion?

Base: All respondents

I have checked the speed of the connection I pay for vs.

I have never checked the speed of the connection I pay for

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
I have checked the speed of the connection I pay for	1250 61%	109 61%	63 61%	1078 61%	51 59%	147 62%	103 59%	105 57%	96 64%	125 63%	165 61%	166 58%	120 66%	987 60%	263 66%
I have never checked the speed of the connection I pay for	798 39%	69 39%	41 39%	688 39%	35 41%	89 38%	71 41%	79 43%	55 36%	73 37%	105 39%	121 42%	61 34%	665 40%	134 34%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 8

Q3. Which of the following forms of action, if any, have you taken regarding nuisance telephone calls?**Base: All respondents**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Pri- vate
Unweighted base	2048	946	1102	241	252	338	389	321	507	487	622	392	547	233	798
Weighted base	2048	998	1050	238	355	336	365	295	459	551	551	447	500	260	900
NET: Taken action	1683	782	901	177	291	267	306	241	401	470	437	369	408	209	709
	82%	78%	86%	74%	82%	79%	84%	82%	87%	85%	79%	83%	82%	80%	79%
I don't answer unknown numbers	918	393	525	106	161	163	179	124	185	247	246	195	230	136	397
	45%	39%	50%	45%	45%	49%	49%	42%	40%	45%	45%	44%	46%	52%	44%
I have registered for the telephone preference service (TPS)	770	379	391	31	88	112	162	122	255	235	216	151	169	89	284
	38%	38%	37%	13%	25%	33%	44%	41%	56%	43%	39%	34%	34%	34%	32%
I have blocked a specific number from calling again	581	250	332	81	126	92	99	75	108	164	179	118	120	77	260
	28%	25%	32%	34%	35%	27%	27%	25%	23%	30%	33%	26%	24%	30%	29%
I have had a call blocker installed on my phone	250	126	124	25	55	34	39	34	62	67	66	60	57	33	108
	12%	13%	12%	11%	16%	10%	11%	12%	14%	12%	12%	13%	11%	13%	12%
I have unplugged/switched off my phone	227	119	108	23	56	43	42	33	29	54	54	69	50	28	115
	11%	12%	10%	10%	16%	13%	12%	11%	6%	10%	10%	15%	10%	11%	13%
I have changed to a new phone number	86	36	49	11	27	13	16	14	4	22	14	29	21	7	48
	4%	4%	5%	5%	8%	4%	4%	5%	1%	4%	2%	6%	4%	3%	5%
Other (please specify)	95	39	55	1	10	10	15	16	43	20	25	28	23	9	26
	5%	4%	5%	*	3%	3%	4%	5%	9%	4%	4%	6%	5%	3%	3%
I have not taken any action over nuisance telephone calls	365	216	149	61	63	70	59	54	58	81	114	77	92	51	191
	18%	22%	14%	26%	18%	21%	16%	18%	13%	15%	21%	17%	18%	20%	21%

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Table 8

Q3. Which of the following forms of action, if any, have you taken regarding nuisance telephone calls?**Base: All respondents**

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	2048	182	120	1746	94	219	210	166	152	216	239	266	184	1634	414
Weighted base	2048	178	104	1766	86	235	174	184	151	198	270	286	180	1651	397
NET: Taken action	1683	149	83	1451	72	190	145	150	128	162	212	248	145	1348	335
	82%	84%	79%	82%	83%	81%	83%	81%	85%	82%	79%	86%	80%	82%	84%
I don't answer unknown numbers	918	98	46	774	41	109	78	72	69	93	107	115	89	752	166
	45%	55%	44%	44%	48%	46%	45%	39%	46%	47%	40%	40%	50%	46%	42%
I have registered for the telephone preference service (TPS)	770	65	32	673	31	88	80	72	63	86	58	130	64	584	186
	38%	37%	30%	38%	37%	37%	46%	39%	41%	43%	21%	45%	36%	35%	47%
I have blocked a specific number from calling again	581	51	19	512	19	63	45	46	46	58	92	93	49	465	116
	28%	29%	18%	29%	23%	27%	26%	25%	30%	29%	34%	32%	27%	28%	29%
I have had a call blocker installed on my phone	250	30	16	204	10	25	22	26	17	25	27	30	21	191	59
	12%	17%	15%	12%	12%	11%	13%	14%	11%	13%	10%	10%	12%	12%	15%
I have unplugged/switched off my phone	227	20	11	195	9	23	22	28	16	20	39	21	17	189	38
	11%	11%	11%	11%	11%	10%	13%	15%	10%	10%	14%	7%	10%	11%	9%
I have changed to a new phone number	86	6	8	72	3	5	13	5	4	10	15	12	5	74	11
	4%	3%	8%	4%	4%	2%	8%	3%	3%	5%	5%	4%	3%	4%	3%
Other (please specify)	95	4	2	89	3	9	10	7	9	10	17	12	12	66	28
	5%	2%	2%	5%	4%	4%	6%	4%	6%	5%	6%	4%	7%	4%	7%
I have not taken any action over nuisance telephone calls	365	29	22	314	14	45	29	34	23	36	58	39	35	303	62
	18%	16%	21%	18%	17%	19%	17%	19%	15%	18%	21%	14%	20%	18%	16%

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Absolutes/col percents

Table 9

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Summary table

	Registering for the telephone preference service (TPS)	Installing a call blocker on your phone	Blocking a specific number from calling again	Not answering unknown numbers	Changing to a new phone number	Unplugging/ switching off your phone
Unweighted base	807	242	587	919	84	216
Weighted base	770	250	581	918	86	227
It worked for me	325 42%	208 83%	497 85%	752 82%	63 73%	191 84%
It did not work for me	445 58%	42 17%	85 15%	166 18%	23 27%	36 16%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 10

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Registering for the telephone preference service (TPS)

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	807	379	428	27	61	110	178	138	293	216	251	140	200	86	258
Weighted base	770	379	391	31	88	112	162	122	255	235	216	151	169	89	284
It worked for me	325	171	154	23	39	52	75	42	94	108	92	62	63	45	131
	42%	45%	39%	74%	45%	46%	47%	34%	37%	46%	43%	41%	37%	50%	46%
It did not work for me	445	208	237	8	49	61	86	80	161	127	124	88	106	44	153
	58%	55%	61%	26%	55%	54%	53%	66%	63%	54%	57%	59%	63%	50%	54%

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Absolutes/col percents

Table 10

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Registering for the telephone preference service (TPS)

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	807	75	42	690	38	82	101	60	62	93	55	122	77	608	199
Weighted base	770	65	32	673	31	88	80	72	63	86	58	130	64	584	186
It worked for me	325 42%	23 35%	17 53%	285 42%	13 41%	41 47%	38 47%	32 45%	26 41%	34 39%	26 45%	54 42%	22 34%	251 43%	74 40%
It did not work for me	445 58%	42 65%	15 47%	388 58%	19 59%	47 53%	43 53%	40 55%	37 59%	52 61%	32 55%	76 58%	42 66%	333 57%	112 60%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 11

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Installing a call blocker on your phone

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	242	125	117	20	34	37	46	38	67	55	69	57	61	28	95
Weighted base	250	126	124	25	55	34	39	34	62	67	66	60	57	33	108
It worked for me	208	108	101	13	47	32	31	30	55	52	57	52	47	26	92
	83%	85%	81%	50%	85%	93%	80%	89%	89%	78%	85%	88%	83%	78%	85%
It did not work for me	42	18	23	13	8	3	8	4	7	15	10	7	10	7	16
	17%	15%	19%	50%	15%	7%	20%	11%	11%	22%	15%	12%	17%	22%	15%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 11

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Installing a call blocker on your phone

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	242	31	15	196	9	24	29	24	17	25	19	28	21	180	62
Weighted base	250	30	16	204	10	25	22	26	17	25	27	30	21	191	59
It worked for me	208 83%	25 85%	16 97%	167 82%	7 66%	19 74%	18 81%	24 91%	11 66%	21 86%	21 79%	28 95%	18 82%	163 85%	46 77%
It did not work for me	42 17%	4 15%	1 3%	37 18%	3 34%	7 26%	4 19%	2 9%	6 34%	3 14%	5 21%	1 5%	4 18%	28 15%	13 23%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 12

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Blocking a specific number from calling again

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	587	237	350	83	86	99	115	83	121	140	201	109	137	74	236
Weighted base	581	250	332	81	126	92	99	75	108	164	179	118	120	77	260
It worked for me	497	221	276	70	102	83	81	65	97	147	148	102	100	66	221
	85%	88%	83%	85%	81%	90%	82%	86%	90%	90%	82%	86%	83%	85%	85%
It did not work for me	85	29	56	12	24	9	18	10	11	17	31	16	21	11	39
	15%	12%	17%	15%	19%	10%	18%	14%	10%	10%	18%	14%	17%	15%	15%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 12

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Blocking a specific number from calling again

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	587	50	26	511	27	61	58	41	46	64	78	86	50	469	118
Weighted base	581	51	19	512	19	63	45	46	46	58	92	93	49	465	116
It worked for me	497 85%	41 81%	18 96%	438 86%	17 86%	58 91%	36 80%	44 95%	41 91%	51 87%	71 77%	79 85%	41 83%	393 85%	103 89%
It did not work for me	85 15%	10 19%	1 4%	74 14%	3 14%	5 9%	9 20%	2 5%	4 9%	8 13%	21 23%	14 15%	8 17%	72 15%	13 11%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 13

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Not answering unknown numbers

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	919	368	551	108	124	164	197	130	196	220	276	169	254	120	362
Weighted base	918	393	525	106	161	163	179	124	185	247	246	195	230	136	397
It worked for me	752	331	421	89	128	128	153	102	152	201	204	165	183	110	330
	82%	84%	80%	84%	80%	78%	86%	82%	82%	81%	83%	85%	79%	81%	83%
It did not work for me	166	62	104	17	33	35	26	22	33	47	42	30	47	26	67
	18%	16%	20%	16%	20%	22%	14%	18%	18%	19%	17%	15%	21%	19%	17%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 13

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Not answering unknown numbers

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	919	98	54	767	45	107	88	65	65	99	102	108	88	748	171
Weighted base	918	98	46	774	41	109	78	72	69	93	107	115	89	752	166
It worked for me	752 82%	79 80%	34 74%	640 83%	30 73%	93 85%	65 83%	60 84%	65 94%	67 72%	84 78%	94 82%	81 91%	621 83%	131 79%
It did not work for me	166 18%	20 20%	12 26%	134 17%	11 27%	16 15%	13 17%	11 16%	4 6%	26 28%	24 22%	21 18%	8 9%	131 17%	35 21%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 14

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Changing to a new phone number

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	84	34	50	12	21	15	16	15	5	22	18	21	23	7	43
Weighted base	86	36	49	11	27	13	16	14	4	22	14	29	21	7	48
It worked for me	63	26	37	7	21	9	11	11	4	19	7	21	15	7	37
	73%	71%	75%	62%	79%	66%	71%	79%	81%	88%	52%	74%	72%	90%	77%
It did not work for me	23	10	12	4	6	5	4	3	1	3	7	8	6	1	11
	27%	29%	25%	38%	21%	34%	29%	21%	19%	12%	48%	26%	28%	10%	23%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 14

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Changing to a new phone number

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	84	6	7	71	3	6	14	4	4	11	13	10	6	69	15
Weighted base	86	6	8	72	3	5	13	5	4	10	15	12	5	74	11
It worked for me	63 73%	3 44%	7 94%	53 73%	1 26%	4 84%	7 56%	4 80%	3 82%	9 91%	11 77%	9 79%	3 69%	56 75%	7 61%
It did not work for me	23 27%	3 56%	* 6%	19 27%	2 74%	1 16%	6 44%	1 20%	1 18%	1 9%	3 23%	2 21%	2 31%	18 25%	4 39%

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Absolutes/col percents

Table 15

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Unplugging/switching off your phone

	Gender		Age						Social Grade				Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Public	Private
Unweighted base	216	100	116	25	36	45	47	37	26	44	59	55	58	22	100
Weighted base	227	119	108	23	56	43	42	33	29	54	54	69	50	28	115
It worked for me	191	110	81	18	44	34	37	28	28	43	46	57	44	25	96
	84%	92%	75%	80%	78%	79%	88%	85%	98%	80%	85%	83%	89%	88%	84%
It did not work for me	36	9	27	4	12	9	5	5	1	11	8	12	5	3	19
	16%	8%	25%	20%	22%	21%	12%	15%	2%	20%	15%	17%	11%	12%	16%

Broadband and Nuisance Calls Survey

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Absolutes/col percents

Table 15

Q4. Which of the following best describes your opinion about the actions you have taken to reduce nuisance calls?

Base: All respondents who have ...

Unplugging/switching off your phone

	Region													Which of the following best describes where you live?	
	Total	Scotland	Wales	NET: England	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Eastern	London	South East	South West	Urban	Rural
Unweighted base	216	17	11	188	8	25	27	22	15	24	31	21	15	181	35
Weighted base	227	20	11	195	9	23	22	28	16	20	39	21	17	189	38
It worked for me	191 84%	16 81%	8 74%	166 85%	9 93%	19 84%	18 80%	27 98%	10 66%	15 75%	34 89%	17 79%	17 96%	160 85%	31 82%
It did not work for me	36 16%	4 19%	3 26%	29 15%	1 7%	4 16%	5 20%	1 2%	5 34%	5 25%	4 11%	4 21%	1 4%	29 15%	7 18%