



## Citizens Advice – Telecoms Polling

ComRes interviewed 4,127 British adults online between 12<sup>th</sup> and 16<sup>th</sup> January 2018. Data were weighted to be demographically representative of all GB adults by age, gender, region and socio-economic grade. ComRes is a member of the British Polling Council and abides by its rules.

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## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 1  
**Q.1 To what extent do you agree or disagree with the following statements?**  
**Summary**  
**Base: All respondents**

		My mobile phone service is good value for money	My broadband service is good value for money	If I have a problem with my broadband, I can trust my provider to resolve the problem quickly	If I have a problem with my mobile service, I can trust my provider to resolve the problem quickly	Decisions made by the government on mobile and broadband issues generally take into account the interests of ordinary service users as well as telecoms companies
Unweighted base		4127	4127	4127	4127	4127
Weighted base		4127	4127	4127	4127	4127
NET: Agree		3117 76%	2575 62%	2630 64%	2759 67%	1411 34%
Strongly agree	(4)	944 23%	582 14%	624 15%	630 15%	178 4%
Tend to agree	(3)	2173 53%	1992 48%	2005 49%	2128 52%	1233 30%
Tend to disagree	(2)	612 15%	934 23%	745 18%	483 12%	1022 25%
Strongly disagree	(1)	170 4%	343 8%	282 7%	188 5%	419 10%
NET: Disagree		783 19%	1277 31%	1027 25%	671 16%	1441 35%
Not applicable		75 2%	66 2%	71 2%	105 3%	49 1%
Don't know		152 4%	209 5%	400 10%	592 14%	1226 30%
Mean		3.00	2.73	2.81	2.93	2.41
Standard deviation		0.76	0.82	0.80	0.73	0.81
Standard error		0.01	0.01	0.01	0.01	0.02

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 2  
**Q.1 To what extent do you agree or disagree with the following statements?**  
**My mobile phone service is good value for money**  
**Base: All respondents**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
NET: Agree	3117 76%	1519 75%	1598 76%	335 72%	518 73%	492 74%	543 74%	491 81% <sup>CDEF</sup>	739 78% <sup>CDf</sup>	853 73%	1034 74%	1230 79% <sup>IJ</sup>	824 75%	884 77%	636 75%	773 76%	472 75%	1298 74%
Strongly agree	(4) 944 23%	460 23%	485 23%	112 24%	157 22%	150 23%	158 21%	146 24%	222 23%	269 23%	308 22%	368 24%	190 17%	288 25% <sup>L</sup>	193 23% <sup>L</sup>	273 27% <sup>Ln</sup>	137 22%	378 22%
Tend to agree	(3) 2173 53%	1059 53%	1114 53%	223 48%	361 51%	342 51%	385 52%	345 57% <sup>CDe</sup>	516 54% <sup>C</sup>	584 50%	727 52%	862 55% <sup>Ij</sup>	634 57% <sup>lMNO</sup>	596 52%	442 52%	500 49%	335 53%	920 53%
Tend to disagree	(2) 612 15%	309 15%	303 14%	76 16% <sup>gH</sup>	118 17% <sup>GH</sup>	108 16% <sup>GH</sup>	136 18% <sup>GH</sup>	72 12%	103 11%	193 17% <sup>K</sup>	244 17% <sup>K</sup>	175 11%	188 17% <sup>lMO</sup>	155 13%	138 16% <sup>o</sup>	130 13%	106 17%	287 16%
Strongly disagree	(1) 170 4%	81 4%	90 4%	16 3%	41 6% <sup>G</sup>	29 4% <sup>g</sup>	28 4%	15 3%	42 4% <sup>g</sup>	57 5%	57 4%	57 4%	44 4%	51 4%	31 4%	44 4%	27 4%	73 4%
NET: Disagree	783 19%	390 19%	392 19%	92 20% <sup>GH</sup>	159 22% <sup>GH</sup>	137 21% <sup>GH</sup>	163 22% <sup>GH</sup>	87 14%	145 15%	251 21% <sup>K</sup>	300 21% <sup>K</sup>	232 15%	232 21% <sup>mO</sup>	206 18%	170 20%	175 17%	133 21%	359 21%
Not applicable	75 2%	34 2%	41 2%	11 2% <sup>DE</sup>	4 1%	2 *	10 1% <sup>e</sup>	16 3% <sup>DE</sup>	32 3% <sup>DEF</sup>	15 1%	12 1%	48 3% <sup>IJ</sup>	16 1%	17 1%	12 1%	31 3% <sup>LMN</sup>	8 1%	15 1%
Don't know	152 4%	71 4%	81 4%	25 5% <sup>FG</sup>	29 4% <sup>g</sup>	33 5% <sup>FG</sup>	19 3%	13 2%	34 4%	53 5% <sup>k</sup>	52 4%	47 3%	33 3%	44 4%	32 4%	44 4%	16 3%	76 4% <sup>p</sup>
Mean	3.00	2.99	3.00	3.01	2.94	2.97	2.95	3.08 <sup>DEF</sup>	3.04 <sup>DF</sup>	2.96	2.96	3.05 <sup>IJ</sup>	2.92	3.03 <sup>L</sup>	2.99 <sup>I</sup>	3.06 <sup>L</sup>	2.96	2.97
Standard deviation	0.76	0.76	0.76	0.77	0.80	0.77	0.76	0.69	0.75	0.79	0.76	0.72	0.72	0.77	0.75	0.78	0.76	0.76
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.02	0.03	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 3  
**Q.1 To what extent do you agree or disagree with the following statements?**  
**My mobile phone service is good value for money**  
**Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Agree	3117 76%	278 77%	152 74%	2687 76%	122 71%	376 79% <sup>Eh</sup>	261 75%	265 71%	242 78% <sup>eh</sup>	295 75%	415 76%	441 77%	268 74%
Strongly agree	(4) 944 23%	98 27% <sup>dbGKm</sup>	41 20%	805 23%	36 21%	132 28% <sup>beGjKlM</sup>	70 20%	88 24%	75 24%	87 22%	115 21%	127 22%	75 21%
Tend to agree	(3) 2173 53%	180 49%	111 54%	1882 53%	87 50%	244 51%	191 55% <sup>h</sup>	177 48%	167 54%	209 53%	300 55% <sup>h</sup>	314 55% <sup>h</sup>	194 53%
Tend to disagree	(2) 612 15%	56 15%	32 16%	524 15%	36 21% <sup>FI</sup>	64 13%	54 16%	55 15%	37 12%	58 15%	81 15%	80 14%	60 16%
Strongly disagree	(1) 170 4%	15 4%	11 5%	145 4%	3 2%	18 4%	11 3%	15 4%	11 4%	14 3%	30 5% <sup>e</sup>	27 5%	15 4%
NET: Disagree	783 19%	71 20%	43 21%	668 19%	39 23% <sup>i</sup>	82 17%	65 19%	69 19%	48 15%	72 18%	111 20%	108 19%	75 21%
Not applicable	75 2%	4 1%	3 1%	68 2%	2 1%	5 1%	7 2%	17 5% <sup>AbeFgJKLm</sup>	9 3% <sup>K</sup>	7 2%	5 1%	9 2%	7 2%
Don't know	152 4%	10 3%	8 4%	135 4%	9 5% <sup>f</sup>	11 2%	14 4%	20 5% <sup>F</sup>	11 3%	22 6% <sup>AFL</sup>	19 3%	17 3%	13 4%
Mean	3.00	3.04	2.93	3.00	2.96	3.07 <sup>bKm</sup>	2.98	3.01	3.06 <sup>k</sup>	3.00	2.95	2.99	2.96
Standard deviation	0.76	0.78	0.77	0.75	0.73	0.76	0.72	0.78	0.74	0.74	0.77	0.76	0.75
Standard error	0.01	0.04	0.06	0.01	0.06	0.04	0.04	0.04	0.04	0.04	0.03	0.03	0.04

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m  
\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 4  
**Q.1 To what extent do you agree or disagree with the following statements?**  
**My broadband service is good value for money**  
**Base: All respondents**

	Gender			Age									Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)	
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644	
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749	
NET: Agree	2575 62%	1254 62%	1320 62%	251 54%	431 61% <sup>c</sup>	406 61% <sup>C</sup>	455 62% <sup>C</sup>	383 63% <sup>C</sup>	649 68% <sup>CDEFG</sup>	682 58%	861 62%	1031 66% <sup>IJ</sup>	689 62%	699 61%	539 63%	648 63%	393 63%	1045 60%	
Strongly agree	(4) 14%	582 14%	282 14%	300 14%	56 12%	81 11%	105 16% <sup>DF</sup>	87 12%	98 16% <sup>cDF</sup>	155 16% <sup>cDF</sup>	137 12%	192 14%	253 16% <sup>IJ</sup>	125 11%	160 14% <sup>L</sup>	127 15% <sup>L</sup>	170 17% <sup>L</sup>	85 14%	222 13%
Tend to agree	(3) 48%	1992 48%	972 48%	1020 48%	195 42%	350 49% <sup>C</sup>	301 45%	368 50% <sup>C</sup>	284 47%	494 52% <sup>CEg</sup>	545 47%	669 48%	778 50%	564 51% <sup>mo</sup>	539 47%	412 48%	478 47%	308 49%	823 47%
Tend to disagree	(2) 23%	934 23%	473 23%	461 22%	97 21%	151 21%	152 23%	172 23%	154 25%	208 22%	248 21%	324 23%	362 23%	260 24%	286 25% <sup>NO</sup>	174 21%	214 21%	140 22%	406 23%
Strongly disagree	(1) 8%	343 8%	175 9%	169 8%	47 10% <sup>h</sup>	60 9%	59 9%	68 9% <sup>h</sup>	43 7%	66 7%	107 9% <sup>k</sup>	128 9% <sup>K</sup>	109 7%	94 9%	87 8%	82 10%	80 8%	57 9%	156 9%
NET: Disagree	1277 31%	648 32%	630 30%	144 31%	211 30%	211 32%	240 33%	197 32%	274 29%	355 30%	452 32%	470 30%	354 32%	373 32% <sup>o</sup>	256 30%	294 29%	197 31%	562 32%	
Not applicable	66 2%	29 1%	37 2%	22 5% <sup>DEFGH</sup>	15 2% <sup>gh</sup>	7 1%	12 2% <sup>h</sup>	4 1%	6 1%	37 3% <sup>JK</sup>	18 1%	10 1%	10 1%	17 1%	14 2%	24 2% <sup>L</sup>	14 2%	25 1%	
Don't know	209 5%	83 4%	126 6% <sup>A</sup>	46 10% <sup>EFGH</sup>	52 7% <sup>FGH</sup>	41 6% <sup>fgH</sup>	27 4% <sup>h</sup>	23 4% <sup>h</sup>	21 2%	97 8% <sup>JK</sup>	68 5% <sup>K</sup>	44 3%	52 5%	61 5%	40 5%	56 5%	24 4%	117 7% <sup>P</sup>	
Mean	2.73	2.72	2.74	2.66	2.70	2.73	2.68	2.76	2.80 <sup>CDF</sup>	2.69	2.70	2.78 <sup>IJ</sup>	2.69	2.72	2.73	2.78 <sup>L</sup>	2.71	2.69	
Standard deviation	0.82	0.83	0.82	0.86	0.81	0.85	0.82	0.82	0.80	0.83	0.83	0.81	0.80	0.81	0.85	0.84	0.83	0.83	
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.02	

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 5  
**Q.1 To what extent do you agree or disagree with the following statements?**  
**My broadband service is good value for money**  
**Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Agree	2575 62%	230 63% <sup>k</sup>	119 58%	2226 63%	112 64% <sup>k</sup>	317 67% <sup>BgK</sup>	210 61%	249 67% <sup>bK</sup>	196 63% <sup>k</sup>	247 62% <sup>k</sup>	310 56%	363 63% <sup>K</sup>	223 61%
Strongly agree	(4) 582 14%	62 17% <sup>dJKM</sup>	33 16% <sup>j</sup>	487 14%	30 18% <sup>Jkm</sup>	79 17% <sup>JKm</sup>	47 14%	59 16% <sup>jk</sup>	42 14%	42 11%	63 11%	83 14%	42 12%
Tend to agree	(3) 1992 48%	168 46%	86 42%	1739 49% <sup>ab</sup>	81 47%	239 50% <sup>b</sup>	163 47%	190 51% <sup>b</sup>	154 50%	205 52% <sup>aBK</sup>	247 45%	280 49%	180 50%
Tend to disagree	(2) 934 23%	82 23% <sup>H</sup>	54 26% <sup>H</sup>	798 22%	38 22% <sup>h</sup>	103 22% <sup>H</sup>	85 25% <sup>H</sup>	55 15%	73 24% <sup>H</sup>	92 23% <sup>H</sup>	146 27% <sup>HI</sup>	121 21% <sup>H</sup>	85 23% <sup>H</sup>
Strongly disagree	(1) 343 8%	31 8%	23 11% <sup>f</sup>	290 8%	10 6%	31 7%	27 8%	34 9%	25 8%	28 7%	58 10% <sup>FJ</sup>	41 7%	34 9%
NET: Disagree	1277 31%	113 31% <sup>h</sup>	77 37% <sup>deFHL</sup>	1088 31%	48 28%	134 28%	112 32% <sup>H</sup>	90 24%	98 32% <sup>h</sup>	120 30% <sup>h</sup>	203 37% <sup>aEFHJL</sup>	163 28%	119 33% <sup>H</sup>
Not applicable	66 2%	5 1%	2 1%	59 2%	2 1%	5 1%	1 *	10 3% <sup>Gm</sup>	3 1%	9 2% <sup>G</sup>	12 2% <sup>G</sup>	13 2% <sup>G</sup>	3 1%
Don't know	209 5%	15 4%	9 4%	185 5%	12 7%	18 4%	23 7% <sup>f</sup>	23 6%	12 4%	20 5%	24 4%	35 6% <sup>f</sup>	18 5%
Mean	2.73	2.76 <sup>K</sup>	2.66	2.73	2.83 <sup>bKm</sup>	2.81 <sup>bjKM</sup>	2.71	2.81 <sup>bKm</sup>	2.72	2.71	2.61	2.77 <sup>K</sup>	2.67
Standard deviation	0.82	0.85	0.89	0.82	0.81	0.80	0.82	0.84	0.81	0.77	0.84	0.81	0.82
Standard error	0.01	0.04	0.07	0.01	0.06	0.04	0.05	0.05	0.05	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 6

**Q.1 To what extent do you agree or disagree with the following statements?****If I have a problem with my broadband, I can trust my provider to resolve the problem quickly****Base: All respondents**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
NET: Agree	2630 64%	1278 63%	1351 64%	250 54%	402 57%	406 61% <sup>C</sup>	489 67% <sup>CDe</sup>	415 68% <sup>CDE</sup>	668 70% <sup>CDE</sup>	651 56%	895 64% <sup>l</sup>	1083 70% <sup>lJ</sup>	677 61%	709 62%	531 62%	713 70% <sup>LMN</sup>	386 61%	1082 62%
Strongly agree	(4) 624 15%	294 15%	330 16%	57 12%	73 10%	98 15% <sup>D</sup>	106 14% <sup>D</sup>	112 18% <sup>CDf</sup>	179 19% <sup>CDEF</sup>	130 11%	204 15% <sup>l</sup>	290 19% <sup>lJ</sup>	133 12%	165 14%	136 16% <sup>L</sup>	190 19% <sup>LM</sup>	84 13%	247 14%
Tend to agree	(3) 2005 49%	984 49%	1021 48%	193 42%	329 46%	308 46%	383 52% <sup>Cde</sup>	303 50% <sup>C</sup>	490 52% <sup>Cde</sup>	521 45%	691 49% <sup>l</sup>	793 51% <sup>l</sup>	545 49%	543 47%	395 46%	523 51% <sup>mn</sup>	302 48%	835 48%
Tend to disagree	(2) 745 18%	387 19% <sup>b</sup>	358 17%	102 22% <sup>FGH</sup>	149 21% <sup>GH</sup>	131 20% <sup>gH</sup>	126 17%	92 15%	145 15%	250 21% <sup>JK</sup>	258 18% <sup>K</sup>	237 15%	234 21% <sup>O</sup>	212 18% <sup>O</sup>	165 19% <sup>O</sup>	134 13%	128 20%	344 20%
Strongly disagree	(1) 282 7%	144 7%	137 6%	43 9% <sup>FgH</sup>	65 9% <sup>FgH</sup>	47 7%	39 5%	38 6%	50 5%	107 9% <sup>JK</sup>	86 6%	88 6%	80 7%	86 7%	53 6%	63 6%	40 6%	119 7%
NET: Disagree	1027 25%	532 26% <sup>B</sup>	495 23%	144 31% <sup>FGH</sup>	213 30% <sup>FGH</sup>	178 27% <sup>FGH</sup>	166 23%	130 21%	195 21%	358 31% <sup>JK</sup>	344 25% <sup>K</sup>	325 21%	313 28% <sup>O</sup>	298 26% <sup>O</sup>	219 26% <sup>O</sup>	197 19%	168 27%	464 27%
Not applicable	71 2%	29 1%	41 2%	17 4% <sup>EGH</sup>	17 2% <sup>eH</sup>	6 1%	16 2% <sup>eH</sup>	7 1%	8 1%	34 3% <sup>JK</sup>	21 2%	16 1%	7 1%	20 2% <sup>L</sup>	14 2% <sup>l</sup>	30 3% <sup>Lm</sup>	13 2%	26 1%
Don't know	400 10%	175 9%	225 11% <sup>a</sup>	52 11%	78 11% <sup>h</sup>	74 11% <sup>h</sup>	64 9%	54 9%	78 8%	129 11% <sup>K</sup>	138 10%	132 8%	106 10%	124 11% <sup>o</sup>	85 10%	84 8%	61 10%	178 10%
Mean	2.81	2.79	2.84	2.67	2.67	2.78 <sup>cD</sup>	2.85 <sup>CD</sup>	2.90 <sup>CDE</sup>	2.92 <sup>CDEf</sup>	2.67	2.82 <sup>i</sup>	2.91 <sup>IJ</sup>	2.74	2.78	2.82 <sup>i</sup>	2.92 <sup>LMN</sup>	2.78	2.78
Standard deviation	0.80	0.81	0.80	0.85	0.82	0.82	0.76	0.80	0.78	0.83	0.79	0.79	0.79	0.82	0.81	0.79	0.79	0.80
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.03	0.03	0.03	0.04	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 7

**Q.1 To what extent do you agree or disagree with the following statements?****If I have a problem with my broadband, I can trust my provider to resolve the problem quickly****Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Agree	2630 64%	246 68%KM	127 61%	2257 63%	111 64%	327 69%bHJKM	230 66%kM	231 62%	209 67%kM	245 62%	316 58%	375 65%Km	216 59%
Strongly agree	(4) 624 15%	57 16%	31 15%	537 15%	32 19%	91 19%IJKLm	58 17%	61 16%	42 13%	53 13%	72 13%	78 14%	50 14%
Tend to agree	(3) 2005 49%	189 52%K	96 46%	1721 48%	78 45%	236 50%	171 49%	169 46%	167 54%ehKm	192 48%	244 44%	297 52%Km	166 46%
Tend to disagree	(2) 745 18%	57 16%	35 17%	653 18%	26 15%	84 18%	51 15%	64 17%	48 16%	73 18%	132 24%ABEFGHJL	99 17%	75 21%g
Strongly disagree	(1) 282 7%	19 5%	18 9%	245 7%	12 7%	27 6%	29 8%l	30 8%	27 9%l	26 7%	38 7%	29 5%	28 8%
NET: Disagree	1027 25%	77 21%	53 26%	897 25%a	38 22%	111 23%	80 23%	93 25%	75 24%	99 25%	170 31%AEFGHjL	129 22%	103 28%Ai
Not applicable	71 2%	6 2%	4 2%	61 2%	2 1%	3 1%	4 1%	12 3%Fgm	4 1%	9 2%f	12 2%f	11 2%	4 1%
Don't know	400 10%	35 10%	23 11%	342 10%	23 13%FI	33 7%	33 10%	36 10%	23 7%	44 11%f	51 9%	59 10%f	41 11%f
Mean	2.81	2.88Km	2.78	2.81	2.88k	2.89jKM	2.84k	2.81	2.79	2.79	2.72	2.84K	2.75
Standard deviation	0.80	0.76	0.85	0.81	0.84	0.80	0.84	0.85	0.81	0.79	0.81	0.75	0.83
Standard error	0.01	0.04	0.06	0.01	0.07	0.04	0.05	0.05	0.05	0.04	0.04	0.03	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 8

**Q.1 To what extent do you agree or disagree with the following statements?****If I have a problem with my mobile service, I can trust my provider to resolve the problem quickly****Base: All respondents**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
NET: Agree	2759 67%	1331 66%	1428 68%	313 68%	484 68%	436 66%	486 66%	417 69%	622 66%	796 68%	923 66%	1039 67%	716 65%	762 66%	583 69%	698 68%	423 67%	1187 68%
Strongly agree	(4) 15%	630 14%	285 16% <sup>a</sup>	84 18% <sup>DF</sup>	93 13%	111 17% <sup>df</sup>	95 13%	104 17% <sup>df</sup>	144 15%	176 15%	206 15%	248 16%	137 12%	176 15% <sup>l</sup>	127 15%	190 19% <sup>Lmn</sup>	93 15%	259 15%
Tend to agree	(3) 52%	2128 52%	1045 51%	229 50%	391 55% <sup>Eh</sup>	325 49%	392 53%	313 52%	478 50%	620 53%	717 51%	791 51%	580 52%	586 51%	456 54%	508 50%	330 52%	928 53%
Tend to disagree	(2) 12%	483 13% <sup>B</sup>	266 10%	70 15% <sup>fGH</sup>	87 12%	90 14% <sup>H</sup>	81 11%	63 10%	93 10%	157 13% <sup>K</sup>	171 12% <sup>k</sup>	155 10%	165 15% <sup>lMNO</sup>	128 11%	94 11%	96 9%	79 13%	220 13%
Strongly disagree	(1) 5%	188 4%	86 5%	20 4% <sup>g</sup>	47 7% <sup>GH</sup>	31 5% <sup>g</sup>	36 5% <sup>G</sup>	15 2%	39 4% <sup>g</sup>	68 6% <sup>K</sup>	66 5%	54 3%	58 5%	56 5%	32 4%	42 4%	40 6%	85 5%
NET: Disagree	671 16%	352 17% <sup>b</sup>	320 15%	90 19% <sup>GH</sup>	134 19% <sup>GH</sup>	121 18% <sup>GH</sup>	117 16%	77 13%	132 14%	224 19% <sup>K</sup>	237 17% <sup>K</sup>	209 13%	224 20% <sup>MNO</sup>	184 16%	126 15%	138 13%	119 19%	305 17%
Not applicable	105 3%	45 2%	60 3%	10 2% <sup>E</sup>	9 1%	4 1%	17 2% <sup>E</sup>	24 4% <sup>DEF</sup>	41 4% <sup>cDEF</sup>	19 2%	21 1%	65 4% <sup>IJ</sup>	23 2%	27 2%	15 2%	40 4% <sup>LmN</sup>	9 2%	26 1%
Don't know	592 14%	287 14%	306 14%	50 11%	82 12%	103 16% <sup>Cd</sup>	115 16% <sup>Cd</sup>	88 15% <sup>c</sup>	155 16% <sup>CD</sup>	132 11%	218 16% <sup>l</sup>	243 16% <sup>l</sup>	142 13%	177 15%	126 15%	147 14%	77 12%	231 13%
Mean	2.93	2.91	2.96 <sup>a</sup>	2.93	2.86	2.93	2.90	3.02 <sup>cDEF</sup>	2.96 <sup>D</sup>	2.89	2.92	2.99 <sup>IJ</sup>	2.85	2.93 <sup>L</sup>	2.96 <sup>L</sup>	3.01 <sup>LM</sup>	2.88	2.91
Standard deviation	0.73	0.72	0.74	0.76	0.76	0.76	0.72	0.68	0.72	0.76	0.74	0.70	0.74	0.74	0.70	0.74	0.77	0.74
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 9

**Q.1 To what extent do you agree or disagree with the following statements?****If I have a problem with my mobile service, I can trust my provider to resolve the problem quickly****Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Agree	2759 67%	255 70%BM	124 60%	2379 67%b	118 68%am	335 70%BhM	249 72%BhM	239 64%	208 67%am	262 66%am	369 67%M	384 67%M	216 60%
Strongly agree	(4) 630 15%	55 15%	29 14%	547 15%	32 18%lm	97 21%abLKLM	59 17%	64 17%	44 14%	58 15%	74 14%	74 13%	45 12%
Tend to agree	(3) 2128 52%	201 55%bHM	96 46%	1832 51%	86 50%	237 50%	189 55%bhm	175 47%	164 53%	204 52%	295 54%bhm	310 54%bhm	171 47%
Tend to disagree	(2) 483 12%	35 10%	23 11%	425 12%	24 14%	60 13%	31 9%	34 9%	34 11%	47 12%	75 14%agh	77 13%gh	44 12%
Strongly disagree	(1) 188 5%	12 3%	16 8%dAFgJl	160 4%	10 6%fj	12 2%	14 4%	22 6%FJ	17 6%FJ	10 2%	27 5%fj	23 4%	25 7%AFJl
NET: Disagree	671 16%	47 13%	39 19%a	585 16%a	34 19%ag	72 15%	46 13%	56 15%	51 17%	57 14%	102 19%Ag	100 17%a	69 19%Ag
Not applicable	105 3%	9 3%	6 3%	90 3%	3 2%	11 2%	8 2%	15 4%	9 3%	10 2%	11 2%	15 3%	8 2%
Don't know	592 14%	52 14%	37 18%efk	504 14%	18 10%	57 12%	45 13%	61 17%ef	42 14%	68 17%eFKl	67 12%	75 13%	70 19%aEFGiKL
Mean	2.93	2.99bkM	2.84	2.93	2.92	3.03BIKLM	3.00bkIM	2.95m	2.90	2.97bM	2.88	2.90	2.83
Standard deviation	0.73	0.68	0.83	0.73	0.79	0.71	0.71	0.79	0.75	0.67	0.73	0.70	0.79
Standard error	0.01	0.04	0.07	0.01	0.06	0.04	0.04	0.05	0.05	0.04	0.03	0.03	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 10

**Q.1 To what extent do you agree or disagree with the following statements?****Decisions made by the government on mobile and broadband issues generally take into account the interests of ordinary service users as well as telecoms companies****Base: All respondents**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
NET: Agree	1411 34%	789 39%B	622 29%	183 40%EF	259 36%F	218 33%	224 31%	199 33%	328 35%	442 38%Jk	442 32%	527 34%	415 38%lNO	397 35%	265 31%	333 33%	207 33%	639 37%
Strongly agree	(4) 178 4%	101 5%b	78 4%	20 4%	34 5%	38 6%H	27 4%	29 5%	31 3%	54 5%	65 5%	60 4%	48 4%	57 5%	31 4%	43 4%	43 7%Q	76 4%
Tend to agree	(3) 1233 30%	688 34%B	544 26%	162 35%EF	225 32%ef	180 27%	198 27%	170 28%	298 31%ef	388 33%J	378 27%	468 30%j	368 33%lmNO	341 30%	234 28%	290 28%	165 26%	563 32%P
Tend to disagree	(2) 1022 25%	532 26%B	490 23%	104 23%	144 20%	152 23%	190 26%D	171 28%cDE	261 27%cDe	248 21%	342 24%i	432 28%lj	276 25%	274 24%	227 27%	245 24%	149 24%	409 23%
Strongly disagree	(1) 419 10%	245 12%B	173 8%	32 7%	65 9%	74 11%C	96 13%CDH	66 11%C	86 9%	96 8%	170 12%lk	152 10%	113 10%	109 9%	86 10%	111 11%	78 12%	177 10%
NET: Disagree	1441 35%	777 39%B	664 31%	136 29%	209 29%	226 34%	286 39%CD	237 39%CD	347 37%CD	345 29%	512 37%l	584 38%l	388 35%	383 33%	313 37%	357 35%	227 36%	586 34%
Not applicable	49 1%	13 1%	36 2%A	15 3%DEFGH	5 1%	5 1%	6 1%	8 1%	9 1%	20 2%j	12 1%	17 1%	6 1%	18 2%Ln	5 1%	20 2%LN	9 1%	19 1%
Don't know	1226 30%	434 22%	792 37%A	128 28%	237 33%cGH	215 32%Gh	217 30%	163 27%	265 28%	365 31%k	433 31%k	428 27%	294 27%	352 31%l	266 31%L	313 31%l	185 29%	505 29%
Mean	2.41	2.41	2.41	2.54eFGH	2.49Fg	2.41f	2.30	2.37	2.40F	2.51JK	2.35	2.39	2.44	2.44	2.36	2.38	2.40	2.44
Standard deviation	0.81	0.83	0.80	0.76	0.82	0.87	0.83	0.82	0.77	0.80	0.85	0.79	0.80	0.82	0.80	0.83	0.89	0.81
Standard error	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.02	0.03	0.03	0.03	0.03	0.05	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 11

**Q.1 To what extent do you agree or disagree with the following statements?****Decisions made by the government on mobile and broadband issues generally take into account the interests of ordinary service users as well as telecoms companies****Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Agree	1411 34%	132 36%B	56 27%	1223 34%b	56 32%	166 35%b	125 36%b	128 34%	108 35%b	133 34%	194 35%b	201 35%b	113 31%
Strongly agree	(4) 178 4%	18 5%J	5 2%	155 4%	5 3%	21 4%j	20 6%J	18 5%j	13 4%	8 2%	22 4%	33 6%bJ	17 5%j
Tend to agree	(3) 1233 30%	114 31%	51 25%	1068 30%	51 29%	145 31%	105 30%	110 30%	96 31%	125 32%	172 31%	168 29%	96 26%
Tend to disagree	(2) 1022 25%	106 29%DGHK	66 32%DfGHJKI	850 24%	43 25%	115 24%	75 21%	82 22%	80 26%	95 24%	126 23%	141 25%	92 25%
Strongly disagree	(1) 419 10%	20 6%	22 11%A	376 11%A	29 17%AFHIKL	45 9%A	45 13%Ah	30 8%	30 10%a	46 12%A	51 9%a	56 10%A	45 12%Ah
NET: Disagree	1441 35%	126 35%	89 43%DaFgHJKI	1226 34%	71 41%Hk	160 34%	119 34%	112 30%	110 36%	142 36%	177 32%	197 34%	137 38%h
Not applicable	49 1%	2 1%	3 2%	44 1%	-	4 1%	4 1%	8 2%e	5 1%	5 1%	7 1%	9 1%	3 1%
Don't know	1226 30%	102 28%	59 28%	1065 30%	46 27%	145 31%	99 29%	124 33%	87 28%	116 29%	171 31%	167 29%	110 30%
Mean	2.41	2.50dBEJM	2.27	2.41b	2.25	2.44bE	2.41	2.48BEjm	2.42e	2.34	2.44BE	2.45BE	2.34
Standard deviation	0.81	0.74	0.76	0.82	0.85	0.81	0.88	0.81	0.80	0.79	0.80	0.83	0.85
Standard error	0.02	0.04	0.06	0.02	0.08	0.04	0.06	0.06	0.06	0.05	0.04	0.04	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 12

**Q.2 Which of the following best describes the mobile phone package you personally use?****Base: All respondents**

	Gender			Age							Social Grade				Employment Sector			
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
NET: Use a mobile phone	4078 99%	1989 99%	2089 99%	461 100%GH	707 100%GH	663 100%FGH	727 99%gH	593 98%	924 97%	1169 100%K	1391 99%K	1518 98%	1097 99%O	1139 99%O	842 99%O	999 98%	627 100%	1739 99%
Pay as you go	1074 26%	545 27%	528 25%	79 17%	129 18%	143 22%c	189 26%CD <sub>e</sub>	186 31%CDEF	347 37%CDEFG	208 18%	332 24%I	534 34%J	247 22%	269 23%	216 25%	342 33%LMN	106 17%	387 22%P
Sim-only contract	1081 26%	572 28%B	510 24%	130 28%e	168 24%	149 23%	208 28%dE	165 27%e	261 27%E	298 25%	358 26%	426 27%	337 30%MNO	304 26%O	212 25%	229 22%	161 26%	458 26%
Pay monthly contract - a combined contract for the payment of your mobile device and the cost of your data, calls and texts	1779 43%	811 40%	968 46%A	241 52%FGH	371 52%FGH	348 52%FGH	309 42%GH	211 35%	299 32%	612 52%JK	657 47%K	510 33%	473 43%	527 46%O	377 44%O	402 39%	314 50%	837 48%
Split contract - two separate contracts from the same provider: one for the payment of your mobile device and one for the cost of your data, calls and texts	120 3%	50 2%	70 3%	10 2%	35 5%CFH	22 3%H	16 2%	23 4%H	15 2%	45 4%K	38 3%	38 2%	34 3%	29 3%	34 4%mo	23 2%	38 6%Q	52 3%
Other	23 1%	11 1%	12 1%	2 *	4 1%	1 *	5 1%	8 1%EH	2 *	6 1%	7 *	10 1%	6 1%	10 1%o	4 *	3 *	8 1%Q	5 *
I do not use a mobile phone	49 1%	25 1%	24 1%	1 *	2 *	1 *	7 1%e	13 2%CDEF	25 3%CDEF	3 *	8 1%	39 2%IJ	7 1%	11 1%	7 1%	24 2%LMN	1 *	10 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 13

**Q.2 Which of the following best describes the mobile phone package you personally use?****Base: All respondents**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Use a mobile phone	4078 99%	358 99%	204 99%	3516 99%	173 100%	470 99%	342 99%	364 98%	303 98%	392 99%	546 99%hi	567 99%	358 99%
Pay as you go	1074 26%	108 30%dfIK	64 31%flK	902 25%	41 24%	114 24%	91 26%ii	102 27%ik	62 20%	112 28%lK	118 22%	158 28%lK	103 28%lK
Sim-only contract	1081 26%	75 21%	34 16%	973 27%AB	39 22%	138 29%ABL	93 27%aB	88 24%b	103 33%ABEHjL	103 26%aB	174 32%ABEHjL	132 23%b	103 28%AB
Pay monthly contract - a combined contract for the payment of your mobile device and the cost of your data, calls and texts	1779 43%	155 43%	95 46%	1528 43%	88 51%gjM	204 43%	145 42%	162 44%	134 43%	163 41%	235 43%	253 44%	144 40%
Split contract - two separate contracts from the same provider: one for the payment of your mobile device and one for the cost of your data, calls and texts	120 3%	15 4%im	10 5%im	96 3%	3 2%	13 3%	11 3%	10 3%	4 1%	12 3%	15 3%	21 4%i	6 2%
Other	23 1%	5 1%Dfi	1 *	17 *	2 1%	1 *	3 1%	1 *	- -	2 *	4 1%	3 1%	2 1%
I do not use a mobile phone	49 1%	5 1%	3 1%	42 1%	1 *	4 1%	4 1%	8 2%k	6 2%k	4 1%	3 1%	7 1%	5 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 14

**Q.3 Is your mobile device a smartphone? A smartphone is a phone which is internet-enabled and on which you can easily access emails, download files and applications as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the Samsung Galaxy S6.**

**Base: All who use a mobile phone**

	Gender		Age									Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
Yes	3602 88%	1754 88%	1848 88%	455 99% DEFGH	679 96% FGH	630 95% FGH	667 92% GH	497 84% H	674 73%	1134 97% JK	1297 93% K	1171 77%	975 89% O	1021 90% O	759 90% O	847 85%	597 95%	1618 93%
No	452 11%	225 11%	227 11%	4 1%	19 3% c	32 5% Cd	59 8% CDE	93 16% CDEF	244 26% CDEFG	23 2%	91 7% l	338 22% LJ	121 11%	112 10%	73 9%	146 15% LMN	29 5%	110 6%
Don't know	23 1%	10 *	14 1%	3 1%	9 1% Ef	1 *	2 *	3 *	6 1%	11 1% J	3 *	9 1%	1 *	6 1% l	11 1% L	6 1% L	1 *	11 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 15

**Q.3 Is your mobile device a smartphone? A smartphone is a phone which is internet-enabled and on which you can easily access emails, download files and applications as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the Samsung Galaxy S6.**

**Base: All who use a mobile phone**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
Yes	3602 88%	317 89%	173 85%	3111 88%	167 97% <sup>ABFGHIJKLM</sup>	423 90% <sup>gJ</sup>	294 86%	322 89%	264 87%	335 85%	500 91% <sup>BGIJLm</sup>	493 87%	314 88%
No	452 11%	36 10% <sup>E</sup>	29 14% <sup>EK</sup>	387 11%	6 3%	45 10% <sup>E</sup>	42 12% <sup>Ek</sup>	39 11% <sup>E</sup>	39 13% <sup>Ek</sup>	58 15% <sup>aaEFK</sup>	45 8% <sup>E</sup>	73 13% <sup>EK</sup>	41 11% <sup>E</sup>
Don't know	23 1%	4 1% <sup>J</sup>	1 1%	18 1%	-	2 *	6 2% <sup>fJKL</sup>	3 1%	1 *	-	2 *	2 *	3 1% <sup>j</sup>

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing



## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 16

**Q.4 Which of these fixed broadband services, if any, does your household have?****Base: All respondents**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
NET: Have broadband	3791 92%	1909 95%B	1882 89%	402 87%	642 91%	615 93%C	673 92%C	567 94%Cd	890 94%CD	1045 89%	1288 92%l	1457 94%l	1040 94%MO	1047 91%	784 92%	919 90%	571 91%	1621 93%
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	1570 38%	757 38%	813 38%	158 34%	242 34%	237 36%	256 35%	243 40%cDf	435 46%CDEFG	400 34%	492 35%	678 44%lJ	413 37%	460 40%	311 37%	386 38%	242 38%	621 36%
Superfast broadband - A premium service that delivers higher speeds - so the download speed is 30MB/second or higher (sometimes known as Fibre)	1800 44%	928 46%B	872 41%	193 42%	317 45%	298 45%	334 46%	265 44%	393 41%	510 44%	632 45%	657 42%	530 48%MnO	484 42%	367 43%	419 41%	259 41%	788 45%
Ultrafast broadband - the download speed is 100MB/second or higher	420 10%	223 11%b	197 9%	51 11%H	83 12%H	80 12%H	83 11%H	60 10%H	62 7%	135 11%K	164 12%K	122 8%	98 9%	102 9%	106 12%LM	115 11%lm	69 11%	213 12%
None of these - I have access to the internet at home but not through broadband	53 1%	30 1%	24 1%	- -	13 2%C	8 1%C	13 2%C	9 2%C	10 1%C	13 1%	21 2%	19 1%	10 1%	9 1%	9 1%	25 2%LMN	6 1%	21 1%
None of these - I do not have access to the internet at home	22 1%	7 *	15 1%	1 *	10 1%cegH	2 *	5 1%	2 *	2 *	11 1%K	7 *	4 *	6 1%	9 1%N	1 *	6 1%n	8 1%Q	5 *
Don't know	262 6%	68 3%	193 9%A	59 13%DEFGH	45 6%	39 6%	43 6%	28 5%	48 5%	104 9%JK	82 6%	76 5%	47 4%	85 7%L	56 7%L	73 7%L	44 7%	102 6%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 17

**Q.4 Which of these fixed broadband services, if any, does your household have?****Base: All respondents**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Have broadband	3791 92%	337 93% <sup>k</sup>	196 95% <sup>ehkI</sup>	3257 92%	155 90%	440 93% <sup>k</sup>	320 92%	334 90%	287 93%	372 94% <sup>ehkI</sup>	487 89%	521 91%	341 94% <sup>hK</sup>
Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	1570 38%	153 42% <sup>deikL</sup>	91 44% <sup>dEfiKL</sup>	1326 37%	57 33%	173 36%	139 40% <sup>L</sup>	143 38%	108 35%	166 42% <sup>eiKL</sup>	189 35%	187 33%	164 45% <sup>EFhIKL</sup>
Superfast broadband - A premium service that delivers higher speeds - so the download speed is 30MB/ second or higher (sometimes known as Fibre)	1800 44%	152 42%	94 45%	1554 44%	76 44%	210 44% <sup>h</sup>	150 43%	139 37%	147 47% <sup>H</sup>	179 45% <sup>H</sup>	231 42%	273 48% <sup>Hkm</sup>	150 41%
Ultrafast broadband - the download speed is 100MB/second or higher	420 10%	32 9%	12 6%	376 11% <sup>b</sup>	23 13% <sup>BJM</sup>	57 12% <sup>BJM</sup>	31 9%	53 14% <sup>ABgJM</sup>	32 10%	27 7%	67 12% <sup>BJM</sup>	61 11% <sup>bj</sup>	26 7%
None of these - I have access to the internet at home but not through broadband	53 1%	6 2% <sup>F</sup>	1 1%	46 1%	3 2% <sup>f</sup>	1 *	3 1%	3 1%	6 2% <sup>F</sup>	4 1%	13 2% <sup>F</sup>	8 1% <sup>f</sup>	4 1%
None of these - I do not have access to the internet at home	22 1%	3 1%	2 1%	17 *	- -	2 *	1 *	- -	4 1% <sup>HJM</sup>	1 *	5 1% <sup>hm</sup>	4 1%	- -
Don't know	262 6%	17 5%	7 3%	238 7% <sup>b</sup>	15 9% <sup>aBij</sup>	32 7%	22 6%	34 9% <sup>ABJm</sup>	13 4%	19 5%	43 8% <sup>aBij</sup>	40 7% <sup>b</sup>	19 5%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 18

**Q.5 Do you buy any of the following services together as part of a bundle with the same provider? If yes, please select all the services included in the bundle.**

**Base: All respondents**

	Gender		Age							Social Grade				Employment Sector				
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
Landline phone service	3190 77%	1557 77%	1633 77%	252 55%	451 64%C	515 78%CD	600 82%CD <sub>e</sub>	530 87%CDEF	841 89%CDEF	703 60%	1116 80%I	1371 88%IJ	855 77%	862 75%	668 79% <sub>m</sub>	806 79% <sub>m</sub>	475 76%	1292 74%
Fixed broadband internet	2806 68%	1394 69%	1411 67%	223 48%	435 61%C	453 68%CD	516 70%CD	440 73%CD	738 78%CDEFG	658 56%	969 69%I	1179 76%IJ	746 67%	767 67%	572 67%	721 70% <sub>m</sub>	397 63%	1183 68% <sub>p</sub>
Pay Television (i.e. Sky, TV, BT Sport etc.)	1632 40%	832 41%B	801 38%	169 37%	283 40%	304 46% <sub>CdGH</sub>	301 41% <sub>h</sub>	231 38%	345 36%	452 39%	604 43% <sub>IK</sub>	576 37%	425 38%	442 38%	354 42%	411 40%	282 45%	710 41%
Mobile phone contract	465 11%	250 12%B	215 10%	46 10%	83 12%	77 12%	89 12%	69 11%	102 11%	129 11%	165 12%	171 11%	133 12%	118 10%	99 12%	116 11%	82 13%	196 11%
Other	22 1%	13 1%	9 *	5 1%	3 *	2 *	3 *	2 *	7 1%	8 1%	5 1%	9 1%	3 *	6 *	2 *	11 1% <sub>Ln</sub>	2 *	8 *
No - I don't buy any of these services as part of a bundle	479 12%	247 12%	232 11%	100 22% <sub>DEFGH</sub>	107 15% <sub>eFGH</sub>	77 12% <sub>GH</sub>	78 11% <sub>Gh</sub>	43 7%	73 8%	208 18% <sub>JK</sub>	155 11% <sub>K</sub>	116 7%	122 11%	158 14% <sub>lno</sub>	89 10%	111 11%	68 11%	226 13%
N/A - I do not use any of these services	21 1%	4 *	17 1%A	2 *	11 2% <sub>EfGH</sub>	1 *	3 *	1 *	3 *	13 1% <sub>JK</sub>	4 *	4 *	5 *	7 1%	1 *	8 1%	2 *	10 1%
Don't know	90 2%	33 2%	57 3%A	37 8% <sub>DEFGH</sub>	20 3% <sub>efGH</sub>	8 1%	10 1%	4 1%	10 1%	57 5% <sub>JK</sub>	18 1%	14 1%	17 2%	27 2%	28 3% <sub>Lo</sub>	18 2%	15 2%	40 2%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 19

**Q.5 Do you buy any of the following services together as part of a bundle with the same provider? If yes, please select all the services included in the bundle.**

**Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
Landline phone service	3190 77%	297 82%DfhK	172 83%DfhK	2722 77%	133 77%K	361 76%K	267 77%K	279 75%K	250 81%K	326 82%FgHkM	371 68%	456 80%K	279 77%K
Fixed broadband internet	2806 68%	267 74%DFhKM	140 68%	2398 67%	115 66%	316 67%	236 68%	249 67%	214 69%	288 73%fKM	354 65%	397 69%	230 63%
Pay Television (i.e. Sky, TV, BT Sport etc.)	1632 40%	130 36%	80 39%j	1423 40%	78 45%aJm	187 39%J	140 40%J	175 47%AbFgJkM	143 46%AfJkM	120 30%	214 39%J	236 41%J	129 35%
Mobile phone contract	465 11%	42 12%	16 8%	407 11%	18 10%	55 12%	51 15%BJLM	51 14%bJlm	38 12%	33 8%	71 13%bJ	56 10%	34 9%
Other	22 1%	3 1%j	-	19 1%	1 *	1 *	1 *	4 1%j	1 *	-	2 *	7 1%J	2 1%
No - I don't buy any of these services as part of a bundle	479 12%	37 10%	25 12%l	416 12%	18 10%	60 13%L	47 14%L	37 10%	30 10%	47 12%L	87 16%AHIL	43 7%	47 13%L
N/A - I do not use any of these services	21 1%	-	2 1%a	19 1%	-	1 *	* *	1 *	4 1%A	3 1%	4 1%	3 *	2 1%
Don't know	90 2%	4 1%	1 1%	85 2%	4 2%	10 2%	8 2%	11 3%	4 1%	8 2%	15 3%	14 2%	11 3%ab

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 20

**Q.6 On average, approximately, how much do you spend as a household on telecommunication services each month ? This is the total amount you think your household spends on mobile phones, landline, pay TV (for example Sky TV, but excluding TV Licence Fee), fixed home broadband and mobile broadband.**

**Base: All respondents**

	Total	Gender		Age									Social Grade				Employment Sector		
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)	
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644	
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749	
Nothing	(0)	34 1%	11 1%	23 1% <sup>a</sup>	10 2% <sup>EFH</sup>	11 2% <sup>FH</sup>	4 1% <sup>f</sup>	- -	5 1% <sup>F</sup>	3 *	21 2% <sup>JK</sup>	4 *	9 1%	4 *	11 1%	12 1% <sup>L</sup>	7 1%	5 1%	13 1%
£1 - £20	(10)	190 5%	99 5%	91 4%	29 6% <sup>eh</sup>	37 5%	25 4%	31 4%	32 5%	36 4%	66 6% <sup>ij</sup>	56 4%	68 4%	47 4%	59 5%	31 4%	54 5%	24 4%	74 4%
£21 - £40	(30)	958 23%	498 25% <sup>B</sup>	460 22%	91 20%	150 21%	161 24%	155 21%	139 23%	262 28% <sup>CDFG</sup>	241 21%	316 23%	401 26% <sup>ij</sup>	242 22%	266 23%	180 21%	271 27% <sup>LmN</sup>	125 20%	378 22%
£41 - £60	(50)	1007 24%	499 25%	507 24%	104 23%	172 24%	148 22%	175 24%	163 27% <sup>ee</sup>	244 26%	276 24%	323 23%	407 26% <sup>ij</sup>	281 25%	290 25%	201 24%	235 23%	145 23%	425 24%
£61 - £80	(70)	745 18%	373 19%	372 18%	55 12%	116 16% <sup>c</sup>	141 21% <sup>CDh</sup>	153 21% <sup>Cd</sup>	116 19% <sup>C</sup>	166 17% <sup>C</sup>	171 15%	293 21% <sup>kl</sup>	282 18% <sup>l</sup>	199 18%	194 17%	154 18%	198 19%	139 22% <sup>q</sup>	322 18%
£81 - £100	(90)	467 11%	229 11%	238 11%	43 9%	88 12%	72 11%	86 12%	67 11%	110 12%	131 11%	158 11%	177 11%	129 12%	130 11%	108 13% <sup>o</sup>	99 10%	73 12%	211 12%
£100+	(100)	478 12%	206 10%	271 13% <sup>A</sup>	46 10%	79 11%	89 13% <sup>H</sup>	107 15% <sup>Cdgh</sup>	68 11%	89 9%	125 11%	196 14% <sup>kl</sup>	157 10%	143 13% <sup>M</sup>	115 10%	110 13% <sup>m</sup>	109 11%	86 14%	211 12%
Don't know		248 6%	98 5%	150 7% <sup>A</sup>	84 18% <sup>DEFGH</sup>	57 8% <sup>EFGH</sup>	24 4%	28 4%	17 3%	39 4%	141 12% <sup>JK</sup>	52 4%	56 4%	60 5%	84 7% <sup>IO</sup>	55 6%	49 5%	30 5%	116 7%
Mean		57.47	56.49	58.43 <sup>A</sup>	54.32	57.30	58.94 <sup>CH</sup>	60.59 <sup>CDGH</sup>	56.92	55.81	56.20	59.81 <sup>IK</sup>	56.25	59.00 <sup>MO</sup>	56.20	59.41 <sup>MO</sup>	55.65	60.56	58.73
Standard deviation		26.84	26.40	27.24	28.50	27.61	26.78	26.56	26.55	25.78	27.96	26.67	26.08	26.66	26.74	27.23	26.67	26.66	26.77
Standard error		0.43	0.60	0.62	1.45	1.13	1.07	1.01	1.06	0.83	0.89	0.73	0.65	0.82	0.80	1.02	0.84	1.14	0.68

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 21  
**Q.6 On average, approximately, how much do you spend as a household on telecommunication services each month ? This is the total amount you think your household spends on mobile phones, landline, pay TV (for example Sky TV, but excluding TV Licence Fee), fixed home broadband and mobile broadband.**  
**Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
Nothing	(0) 34 1%	3 1%	3 1%	28 1%	3 2%	3 1%	2 1%	1 *	3 1%	1 *	5 1%	8 1%	3 1%
£1 - £20	(10) 190 5%	20 6% <sup>h</sup>	9 4%	161 5%	9 5%	20 4%	20 6% <sup>h</sup>	10 3%	15 5%	14 3%	32 6% <sup>h</sup>	26 5%	15 4%
£21 - £40	(30) 958 23%	86 24%	55 27% <sup>l</sup>	817 23%	43 25%	113 24%	84 24%	82 22%	87 28% <sup>jkL</sup>	84 21%	123 22%	114 20%	87 24%
£41 - £60	(50) 1007 24%	84 23%	47 23%	876 25%	31 18%	118 25% <sup>e</sup>	68 20%	90 24%	64 21%	116 29% <sup>aEGlm</sup>	136 25% <sup>e</sup>	167 29% <sup>aEGlm</sup>	85 23%
£61 - £80	(70) 745 18%	77 21% <sup>bg</sup>	31 15%	638 18%	41 23% <sup>bGj</sup>	86 18%	53 15%	64 17%	64 21% <sup>g</sup>	66 17%	100 18%	96 17%	67 19%
£81 - £100	(90) 467 11%	37 10%	21 10%	409 11%	23 13% <sup>l</sup>	51 11%	53 15% <sup>AKL</sup>	51 14% <sup>L</sup>	33 11%	46 12%	59 11%	49 9%	45 12% <sup>l</sup>
£100+	(100) 478 12%	44 12%	25 12%	409 11%	14 8%	53 11%	46 13% <sup>i</sup>	44 12%	26 8%	48 12%	59 11%	77 13% <sup>el</sup>	41 11%
Don't know	248 6%	13 4%	16 8% <sup>a</sup>	220 6% <sup>a</sup>	9 5%	31 6% <sup>a</sup>	20 6%	29 8% <sup>A</sup>	17 6%	21 5%	35 6% <sup>a</sup>	37 6% <sup>a</sup>	21 6%
Mean	57.47	57.29	55.67	57.60	56.50	57.16	58.96 <sup>i</sup>	59.99 <sup>k</sup>	54.76	58.67 <sup>i</sup>	56.45	57.56	58.02
Standard deviation	26.84	26.95	27.73	26.78	27.33	26.50	28.56	26.27	26.40	25.89	26.90	26.81	26.70
Standard error	0.43	1.38	2.03	0.46	2.14	1.25	1.57	1.50	1.58	1.26	1.21	1.15	1.44

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 22

**Q.7 Have you changed your broadband or mobile phone provider in the past 12 months?****Base: All respondents**

	Gender		Age							Social Grade				Employment Sector				
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4127	2060	2067	463	647	648	720	643	1006	1110	1368	1649	1118	1185	759	1065	565	1644
Weighted base	4127	2014	2113	462	710	664	734	607	950	1172	1399	1556	1105	1150	849	1023	628	1749
NET: Changed broadband provider	721 17%	360 18%	361 17%	124 27%eFGH	194 27%EFGH	142 21%FGH	96 13%h	72 12%	93 10%	318 27%JK	238 17%K	165 11%	204 18%O	214 19%O	154 18%o	150 15%	116 19%	374 21%
Yes - I changed my broadband provider when moving home	254 6%	139 7%b	115 5%	62 13%EFGH	89 13%EFGH	55 8%FGH	26 4%GH	9 1%	14 1%	151 13%JK	80 6%K	23 1%	85 8%nO	89 8%nO	46 5%O	33 3%	40 6%	158 9%p
Yes - I changed my broadband provider (for another reason - not when moving home)	467 11%	222 11%	245 12%	62 13%h	105 15%FGH	88 13%h	70 10%	63 10%	79 8%	167 14%JK	158 11%k	142 9%	118 11%	125 11%	108 13%	117 11%	76 12%	216 12%
Yes - I changed my mobile phone provider	388 9%	181 9%	207 10%	61 13%fGH	74 10%gh	74 11%GH	71 10%h	45 7%	63 7%	135 12%k	145 10%K	108 7%	118 11%	101 9%	72 9%	97 9%	66 10%	170 10%
No - I have not changed my mobile phone provider in the past 12 months	1890 46%	943 47%	946 45%	174 38%	323 46%C	287 43%c	345 47%C	292 48%C	469 49%CE	497 42%	632 45%	761 49%lj	519 47%O	550 48%O	389 46%	433 42%	287 46%	781 45%
No - I have not changed my broadband provider in the past 12 months	2714 66%	1329 66%	1385 66%	233 50%	378 53%	391 59%Cd	511 70%CDE	455 75%CDEF	747 79%CDEF	611 52%	902 65%l	1201 77%lJ	720 65%	734 64%	549 65%	711 70%lMN	385 61%	1050 60%
NET: Not changed	3230 78%	1582 79%	1649 78%	287 62%	474 67%	480 72%Cd	614 84%CDE	531 88%CDEF	845 89%CDEF	761 65%	1094 78%l	1376 88%lJ	844 76%	891 77%	667 78%	829 81%Lm	467 74%	1298 74%
Not applicable - I do not use these services	76 2%	31 2%	45 2%	20 4%EFGH	27 4%eFGH	13 2%GH	10 1%h	3 *	3 *	48 4%JK	22 2%K	6 *	15 1%	22 2%	18 2%	21 2%	19 3%	38 2%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 23

**Q.7 Have you changed your broadband or mobile phone provider in the past 12 months?****Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4127	396	198	3533	171	481	349	330	298	440	529	571	364
Weighted base	4127	363	206	3557	173	475	347	371	310	396	549	574	363
NET: Changed broadband provider	721 17%	70 19%Gj	32 15%	620 17%	44 25%BGHJKL	93 20%GJ	45 13%	63 17%	45 15%	55 14%	102 19%Gj	100 17%	73 20%GiJ
Yes - I changed my broadband provider when moving home	254 6%	21 6%J	5 3%	228 6%b	16 9%BJ	25 5%j	18 5%j	20 5%j	15 5%	10 3%	50 9%aBFGHiJ	49 9%BfghiJ	24 7%bJ
Yes - I changed my broadband provider (for another reason - not when moving home)	467 11%	49 13%GkL	26 13%g	392 11%	28 16%GikL	68 14%GikL	27 8%	43 12%	30 10%	45 11%	52 9%	50 9%	49 14%GkL
Yes - I changed my mobile phone provider	388 9%	35 10%	15 7%	338 9%	20 12%	47 10%	38 11%	31 8%	37 12%	35 9%	48 9%	49 8%	35 10%
No - I have not changed my mobile phone provider in the past 12 months	1890 46%	160 44%	87 42%	1642 46%	80 46%	207 44%	164 47%	167 45%	147 47%	204 51%abFLm	258 47%	255 44%	161 44%
No - I have not changed my broadband provider in the past 12 months	2714 66%	247 68%E	141 68%E	2327 65%	94 54%	300 63%e	237 68%E	242 65%E	207 67%E	270 68%E	351 64%E	392 68%EF	234 64%E
NET: Not changed	3230 78%	282 78%	164 79%	2785 78%	127 73%	367 77%	281 81%e	290 78%	243 78%	323 82%E	427 78%	445 78%	282 78%
Not applicable - I do not use these services	76 2%	5 1%	8 4%daFIM	63 2%	3 2%	3 1%	7 2%	12 3%Fm	9 3%F	8 2%	10 2%	9 2%	3 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 24

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Summary****Base: All who have broadband**

	Streaming video	Streaming audio	Paying bills/ online banking	Browsing web pages	Sending and receiving emails	Uploading photos
Unweighted base	3791	3791	3791	3791	3791	3791
Weighted base	3791	3791	3791	3791	3791	3791
Always	250 7%	242 6%	407 11%	511 13%	503 13%	293 8%
Regularly	479 13%	355 9%	382 10%	478 13%	400 11%	384 10%
Occasionally	1152 30%	908 24%	895 24%	1309 35%	1005 27%	1049 28%
Never	961 25%	1203 32%	1888 50%	1459 39%	1850 49%	1467 39%
Not applicable - I tend not to do this	949 25%	1084 29%	219 6%	33 1%	33 1%	598 16%

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 25

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Streaming video**

**Base: All who have broadband**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
Always	250 7%	147 8%B	103 5%	51 13%eFGH	73 11%FGH	52 8%fGH	36 5%h	21 4%h	18 2%	123 12%JK	88 7%K	39 3%	64 6%	73 7%	59 8%	54 6%	44 8%	139 9%
Regularly	479 13%	269 14%B	210 11%	85 21%EFGH	136 21%EFGH	90 15%GH	87 13%GH	39 7%h	41 5%	221 21%JK	178 14%K	80 5%	150 14%O	132 13%o	105 13%O	91 10%	87 15%	260 16%
Occasionally	1152 30%	610 32%b	542 29%	149 37%GH	214 33%GH	236 38%GH	251 37%GH	150 26%h	152 17%	363 35%K	487 38%K	302 21%	348 33%lMO	295 28%	248 32%	261 28%	190 33%	551 34%
Never	961 25%	546 29%B	415 22%	93 23%	183 28%cH	161 26%H	174 26%h	166 29%cH	183 21%	276 26%	335 26%	350 24%	260 25%	270 26%	207 26%	223 24%	150 26%	453 28%
Not applicable - I tend not to do this	949 25%	337 18%	611 32%A	24 6%	37 6%	77 12%CD	125 19%CDE	191 34%CDEF	495 56%CDEFG	61 6%	201 16%l	686 47%lJ	219 21%	276 26%LN	164 21%	290 31%LMN	100 17%Q	219 14%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 26

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Streaming video**

**Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
Always	250 7%	20 6%	18 9% <sup>l</sup>	212 6%	17 11% <sup>a</sup> <sub>al</sub>	34 8% <sup>l</sup>	23 7% <sup>j</sup>	23 7%	14 5%	15 4%	33 7%	25 5%	28 8% <sup>l</sup>
Regularly	479 13%	36 11%	33 17% <sup>a</sup> <sub>Fg</sub>	409 13%	19 12%	44 10%	34 10%	40 12%	38 13%	43 11%	82 17% <sup>a</sup> <sub>FG</sub> <sup>h</sup> <sub>l</sub>	66 13%	44 13%
Occasionally	1152 30%	111 33%	52 26%	989 30%	52 34%	144 33%	92 29%	94 28%	95 33%	109 29%	155 32%	145 28%	102 30%
Never	961 25%	94 28%	45 23%	821 25%	38 24%	109 25%	82 25%	86 26%	67 23%	98 26%	114 23%	144 28%	84 25%
Not applicable - I tend not to do this	949 25%	75 22%	48 24%	826 25%	30 19%	109 25%	90 28% <sup>e</sup> <sub>k</sub>	90 27%	73 25%	107 29% <sup>a</sup> <sub>EK</sub>	103 21%	140 27% <sup>e</sup> <sub>ek</sub>	83 24%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 27

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?****Streaming audio****Base: All who have broadband**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
Always	242 6%	137 7% <sup>b</sup>	105 6%	50 12% <sup>EFGH</sup>	72 11% <sup>EFGH</sup>	37 6% <sup>H</sup>	41 6% <sup>gH</sup>	21 4%	21 2%	122 12% <sup>JK</sup>	78 6% <sup>K</sup>	42 3%	66 6%	69 7%	62 8% <sup>O</sup>	45 5%	44 8%	130 8%
Regularly	355 9%	188 10%	167 9%	74 18% <sup>eFGH</sup>	111 17% <sup>FGH</sup>	83 14% <sup>FGH</sup>	43 6% <sup>GH</sup>	20 4%	23 3%	185 18% <sup>JK</sup>	127 10% <sup>K</sup>	43 3%	116 11% <sup>O</sup>	97 9%	69 9%	73 8%	65 11%	199 12%
Occasionally	908 24%	482 25% <sup>b</sup>	426 23%	113 28% <sup>GH</sup>	166 26% <sup>gH</sup>	190 31% <sup>dGH</sup>	217 32% <sup>DGH</sup>	120 21% <sup>h</sup>	102 11%	279 27% <sup>K</sup>	407 32% <sup>kK</sup>	222 15%	276 27% <sup>O</sup>	248 24%	187 24%	196 21%	169 30%	430 27%
Never	1203 32%	688 36% <sup>B</sup>	515 27%	141 35% <sup>H</sup>	240 37% <sup>H</sup>	202 33% <sup>H</sup>	222 33% <sup>H</sup>	189 33% <sup>h</sup>	208 23%	381 36% <sup>K</sup>	424 33% <sup>K</sup>	397 27%	325 31%	336 32%	266 34%	275 30%	182 32%	578 36%
Not applicable - I tend not to do this	1084 29%	414 22%	669 36% <sup>A</sup>	25 6%	53 8%	103 17% <sup>CD</sup>	150 22% <sup>CDE</sup>	217 38% <sup>CDEF</sup>	536 60% <sup>CDEFG</sup>	78 7%	253 20% <sup>l</sup>	753 52% <sup>lJ</sup>	256 25%	297 28% <sup>l</sup>	200 25%	331 36% <sup>LMN</sup>	111 19%	284 18%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 28

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Streaming audio**

**Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
Always	242 6%	26 8% <sup>JL</sup>	16 8% <sup>JL</sup>	200 6%	20 13% <sup>FGIJKLm</sup>	30 7% <sup>JL</sup>	21 6% <sup>jl</sup>	29 9% <sup>JL</sup>	15 5%	13 3%	29 6%	19 4%	24 7% <sup>jl</sup>
Regularly	355 9%	21 6%	25 13% <sup>Agh</sup>	308 9% <sup>aa</sup>	14 9%	43 10%	23 7%	25 7%	26 9%	35 9%	59 12% <sup>AGh</sup>	47 9%	37 11% <sup>A</sup>
Occasionally	908 24%	79 23%	41 21%	788 24%	43 28% <sup>m</sup>	108 25%	81 25%	77 23%	63 22%	85 23%	136 28% <sup>M</sup>	126 24%	68 20%
Never	1203 32%	119 35% <sup>k</sup>	58 29%	1026 32%	48 31%	132 30%	103 32%	112 33%	93 33%	113 30%	140 29%	171 33%	115 34%
Not applicable - I tend not to do this	1084 29%	93 28% <sup>e</sup>	56 28% <sup>e</sup>	935 29%	30 19%	126 29% <sup>E</sup>	93 29% <sup>E</sup>	91 27% <sup>e</sup>	89 31% <sup>E</sup>	127 34% <sup>aaEHk</sup>	124 25%	158 30% <sup>E</sup>	98 29% <sup>E</sup>

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 29

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Paying bills/online banking**

**Base: All who have broadband**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
Always	407 11%	219 11%	188 10%	50 13%gH	81 13%GH	83 13%GH	78 12%gH	47 8%	68 8%	131 13%K	161 12%K	115 8%	108 10%	106 10%	92 12%	100 11%	84 15%q	186 11%
Regularly	382 10%	202 11%	180 10%	72 18%EFHG	105 16%FGH	77 13%FGH	56 8%H	34 6%	38 4%	177 17%JK	133 10%K	73 5%	107 10%	108 10%	82 10%	86 9%	64 11%	208 13%
Occasionally	895 24%	434 23%	460 24%	86 21%	150 23%H	170 28%CH	194 29%CdGH	133 23%H	162 18%	237 23%	364 28%lK	294 20%	242 23%	243 23%	195 25%	215 23%	136 24%	403 25%
Never	1888 50%	966 51%	922 49%	180 45%	291 45%	259 42%	315 47%	309 55%CDEF	533 60%CDEFg	471 45%	574 45%	842 58%lJ	536 52%	528 50%	380 49%	444 48%	266 47%	760 47%
Not applicable - I tend not to do this	219 6%	87 5%	131 7%A	14 3%	15 2%	26 4%	30 5%d	44 8%CDEF	90 10%CDEF	29 3%	56 4%i	133 9%lJ	46 4%	63 6%	35 4%	74 8%LmN	21 4%	64 4%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 30

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Paying bills/online banking**

**Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
Always	407 11%	42 12%JL	29 15% <sup>d</sup> JLm	336 10%	23 15%JLm	51 12%Jl	33 10% <sup>j</sup>	41 12%Jl	31 11% <sup>j</sup>	24 6%	61 13%JL	41 8%	30 9%
Regularly	382 10%	20 6%	19 10%	343 11% <sup>A</sup>	8 5%	51 12% <sup>AE</sup>	33 10% <sup>Ae</sup>	40 12% <sup>AE</sup>	28 10% <sup>a</sup>	46 12% <sup>AE</sup>	54 11% <sup>AE</sup>	52 10% <sup>Ae</sup>	31 9%
Occasionally	895 24%	80 24%	51 26% <sup>i</sup>	764 23%	50 32% <sup>a</sup> FGHIJk	101 23%	71 22%	68 20%	53 18%	79 21%	120 25% <sup>i</sup>	132 25% <sup>l</sup>	90 26% <sup>hl</sup>
Never	1888 50%	174 52%	86 44%	1628 50%	68 44%	218 50%	164 51%	164 49%	161 56% <sup>BEK</sup>	199 53% <sup>beK</sup>	221 45%	264 51%	170 50%
Not applicable - I tend not to do this	219 6%	22 7%	10 5%	186 6%	7 4%	19 4%	20 6%	21 6%	13 5%	23 6%	32 7%	32 6%	19 6%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 31

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?****Browsing web pages****Base: All who have broadband**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
Always	511 13%	283 15%B	229 12%	70 17%GH	113 18%GH	93 15%gH	104 15%GH	63 11%hH	69 8%	183 18%K	197 15%K	132 9%	131 13%	145 14%	108 14%	127 14%	85 15%	266 16%
Regularly	478 13%	252 13%	226 12%	69 17%FGH	107 17%FGH	93 15%FGH	72 11%	53 9%	84 9%	176 17%JK	165 13%K	137 9%	119 11%	125 12%	121 15%Lm	114 12%	90 16%	224 14%
Occasionally	1309 35%	585 31%	724 38%A	112 28%	201 31%	218 35%C	261 39%CD	206 36%Cd	312 35%C	313 30%	479 37%l	517 36%l	367 35%	360 34%	257 33%	325 35%	199 35%	522 32%
Never	1459 39%	777 41%B	682 36%	146 36%	214 33%	203 33%	236 35%	243 43%cDEF	417 47%CDEF	360 34%	439 34%	660 45%lJ	415 40%	410 39%	291 37%	343 37%	193 34%	593 37%
Not applicable - I tend not to do this	33 1%	13 1%	20 1%	6 2%F	7 1%F	10 2%Fg	- -	3 *	8 1%F	13 1%	10 1%	10 1%	9 1%	7 1%	7 1%	10 1%	4 1%	16 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 32

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Browsing web pages**

**Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
Always	511 13%	43 13%	33 17% <sup>J</sup>	436 13%	30 19% <sup>aiJl</sup>	62 14% <sup>j</sup>	44 14% <sup>j</sup>	45 13%	36 13%	35 9%	67 14% <sup>j</sup>	68 13%	49 15% <sup>j</sup>
Regularly	478 13%	32 10%	24 12%	422 13% <sup>a</sup>	15 9%	56 13%	38 12%	56 17% <sup>AegLm</sup>	35 12%	55 15% <sup>AL</sup>	75 15% <sup>AeL</sup>	53 10%	40 12%
Occasionally	1309 35%	124 37% <sup>h</sup>	75 38% <sup>h</sup>	1109 34%	61 39% <sup>h</sup>	161 37% <sup>h</sup>	109 34%	101 30%	93 32%	130 35%	167 34%	182 35%	107 31%
Never	1459 39%	138 41% <sup>be</sup>	63 32%	1259 39% <sup>b</sup>	49 31%	158 36%	126 39%	129 39%	122 42% <sup>BEK</sup>	148 40% <sup>be</sup>	174 36%	213 41% <sup>Be</sup>	140 41% <sup>be</sup>
Not applicable - I tend not to do this	33 1%	-	2 1%	31 1% <sup>a</sup>	1 1%	2 1%	3 1% <sup>a</sup>	4 1% <sup>a</sup>	2 1%	4 1% <sup>a</sup>	5 1% <sup>a</sup>	5 1% <sup>a</sup>	4 1% <sup>a</sup>

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 33

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Sending and receiving emails**

**Base: All who have broadband**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
Always	503 13%	276 14%B	227 12%	62 15%gH	99 15%GH	90 15%H	98 15%H	63 11%	91 10%	161 15%K	188 15%K	154 11%	129 12%	142 14%	112 14%	121 13%	93 16%	240 15%
Regularly	400 11%	216 11%	184 10%	59 15%FGH	100 16%FGH	86 14%FGH	58 9%h	41 7%	56 6%	159 15%JK	144 11%K	97 7%	118 11%	107 10%	75 10%	101 11%	58 10%	210 13%
Occasionally	1005 27%	463 24%	542 29%A	99 25%	135 21%	166 27%D	212 32%CDH	167 29%D	226 25%d	234 22%	379 29%l	393 27%l	270 26%	283 27%	210 27%	243 26%	152 27%	417 26%
Never	1850 49%	945 49%	905 48%	174 43%	300 47%	264 43%	305 45%	295 52%CdEF	512 58%CDEFG	473 45%	569 44%	807 55%lJ	518 50%	505 48%	381 49%	445 48%	264 46%	736 45%
Not applicable - I tend not to do this	33 1%	9 *	24 1%A	9 2%FGH	8 1%Fg	9 1%FG	-	1 *	6 1%f	18 2%JK	9 1%	7 *	6 1%	10 1%	6 1%	10 1%	3 1%	19 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 34

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Sending and receiving emails**

**Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
Always	503 13%	48 14%J	31 16%J	424 13%	24 16%j	66 15%J	36 11%	52 15%J	34 12%	34 9%	74 15%J	62 12%	43 13%
Regularly	400 11%	21 6%	24 12%A	355 11%A	14 9%	48 11%A	37 12%A	30 9%	28 10%	46 12%A	57 12%A	50 10%	43 13%A
Occasionally	1005 27%	95 28%	56 28%	855 26%	46 30%	111 25%	82 26%	78 23%	70 24%	97 26%	135 28%	151 29%	85 25%
Never	1850 49%	173 51%bk	84 43%	1592 49%	68 44%	214 49%	162 50%	172 52%bk	153 53%BK	190 51%bk	215 44%	251 48%	168 49%
Not applicable - I tend not to do this	33 1%	-	2 1%	31 1%a	2 1%a	2 *	4 1%a	1 *	2 1%	5 1%A	7 1%A	6 1%a	2 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 35

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?****Uploading photos****Base: All who have broadband**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
Always	293 8%	147 8%	146 8%	58 15% EFGH	75 12% eFGH	50 8% GH	47 7% H	27 5%	36 4%	133 13% JK	97 8% K	63 4%	80 8%	86 8% o	72 9% O	55 6%	59 10%	151 9%
Regularly	384 10%	188 10%	196 10%	54 13% FGH	109 17% FGH	95 15% FGH	49 7% H	35 6%	42 5%	163 16% JK	144 11% K	77 5%	121 12% O	105 10%	84 11% o	74 8%	74 13%	200 12%
Occasionally	1049 28%	498 26%	550 29% a	114 28% H	175 27% H	186 30% GH	242 36% CDEGH	139 24%	194 22%	289 28% K	427 33% lK	333 23%	309 30%	276 26%	203 26%	260 28%	174 30%	467 29%
Never	1467 39%	759 40%	708 38%	149 37%	245 38%	223 36%	237 35%	251 44% CdEF	361 41% F	395 38%	460 36%	612 42% iJ	395 38%	409 39%	316 40%	346 38%	211 37%	623 38%
Not applicable - I tend not to do this	598 16%	317 17%	281 15%	27 7%	38 6%	61 10% D	98 15% CDE	116 20% CDEF	257 29% CDEFG	66 6%	160 12% l	373 26% lJ	135 13%	170 16% l	109 14%	184 20% LMN	53 9%	180 11%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 36

**Q.8 How often, if at all, are you unable to carry out the following tasks due to the speed or reliability of your home internet connection?**

**Uploading photos**

**Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
Always	293 8%	22 6% <sup>j</sup>	23 12% <sup>da</sup> JL	248 8%	21 13% <sup>Afg</sup> jL	37 8% <sup>J</sup>	24 8% <sup>J</sup>	28 8% <sup>J</sup>	22 8% <sup>J</sup>	13 4%	42 9% <sup>J</sup>	33 6% <sup>j</sup>	28 8% <sup>J</sup>
Regularly	384 10%	30 9%	21 11%	333 10%	12 7%	44 10%	25 8%	37 11%	25 9%	42 11%	66 14% <sup>ae</sup> Gim	53 10%	30 9%
Occasionally	1049 28%	97 29%	50 26%	902 28%	51 33% <sup>fhi</sup>	108 24%	93 29%	83 25%	69 24%	105 28%	144 30%	142 27%	106 31% <sup>fi</sup>
Never	1467 39%	136 40% <sup>k</sup>	67 34%	1264 39%	57 37%	174 40% <sup>k</sup>	124 39%	133 40%	116 40%	150 40% <sup>k</sup>	164 34%	222 43% <sup>bK</sup>	125 37%
Not applicable - I tend not to do this	598 16%	53 16% <sup>e</sup>	35 18% <sup>E</sup>	510 16%	14 9%	77 18% <sup>E</sup>	55 17% <sup>E</sup>	52 16% <sup>e</sup>	55 19% <sup>EI</sup>	62 17% <sup>E</sup>	71 15%	71 14%	51 15%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 37

**Q.9 In the past twelve months have you experienced a total loss of broadband service?****Base: All who have broadband**

	Gender			Age							Social Grade				Employment Sector			
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
NET: Experienced total loss of broadband	1728 46%	894 47%	834 44%	232 58%DEFGH	300 47%gH	304 49%GH	317 47%gH	235 41%	340 38%	532 51%k	621 48%K	575 39%	484 47%	479 46%	360 46%	405 44%	282 49%	755 47%
Yes - lasting less than a day	1142 30%	599 31%	543 29%	130 32%	194 30%	190 31%	228 34%GH	153 27%	245 28%	324 31%k	419 33%K	398 27%	311 30%	317 30%	231 29%	284 31%	178 31%	481 30%
Yes - lasting between one to two days	333 9%	167 9%	166 9%	64 16%DEFGH	66 10%FH	62 10%FH	43 6%	49 9%h	49 5%	130 12%JK	105 8%	98 7%	102 10%o	102 10%o	63 8%	66 7%	65 11%	158 10%
Yes - lasting two to four days	129 3%	63 3%	66 4%	16 4%	18 3%	30 5%g	22 3%	15 3%	28 3%	34 3%	52 4%	44 3%	44 4%O	35 3%	29 4%	22 2%	27 5%	57 4%
Yes - lasting five days to a week	68 2%	32 2%	37 2%	11 3%h	12 2%	12 2%	15 2%	8 1%	10 1%	23 2%k	27 2%	18 1%	13 1%	19 2%	20 3%l	17 2%	7 1%	32 2%
Yes- lasting between one week and two weeks	29 1%	17 1%	12 1%	7 2%Dh	2 *	5 1%	5 1%	6 1%	5 1%	9 1%	9 1%	10 1%	10 1%M	2 *	9 1%M	7 1%h	5 1%	9 1%
Yes - lasting more than two weeks	28 1%	17 1%	11 1%	4 1%	8 1%h	5 1%	5 1%	3 1%	3 *	12 1%k	9 1%	7 *	4 *	5 *	8 1%	10 1%	2 *	18 1%
No, I have not experienced a total loss of broadband service in the past twelve months	1932 51%	956 50%	976 52%	149 37%	313 49%C	292 47%C	332 49%C	318 56%CDEF	528 59%CDEF	462 44%	624 48%i	846 58%j	530 51%	534 51%	391 50%	478 52%	269 47%	809 50%
Don't know/ can't remember	130 3%	59 3%	71 4%	21 5%GH	29 5%gH	19 3%	24 4%	14 2%	22 3%	50 5%K	43 3%	36 2%	27 3%	34 3%	33 4%l	36 4%	19 3%	57 4%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 38

**Q.9 In the past twelve months have you experienced a total loss of broadband service?****Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
NET: Experienced total loss of broadband	1728 46%	173 51%DBeFGHJM	80 41%	1475 45%	64 41%	183 42%	133 42%	138 41%	140 49%f	159 43%	273 56%BFGHiJLM	239 46%	146 43%
Yes - lasting less than a day	1142 30%	116 34%Befgm	46 23%	980 30%b	40 26%	125 28%	88 28%	98 29%	95 33%B	128 34%Befgm	153 31%b	157 30%	95 28%
Yes - lasting between one to two days	333 9%	30 9%J	24 12%fJm	279 9%	13 9%j	32 7%j	28 9%J	26 8%J	26 9%J	15 4%	66 14%aFgHJLM	47 9%J	24 7%j
Yes - lasting two to four days	129 3%	13 4%Hj	3 2%	113 3%	7 4%H	11 3%h	9 3%h	2 1%	7 3%	6 2%	33 7%BFGHIJ	22 4%HJ	14 4%Hj
Yes - lasting five days to a week	68 2%	8 2%	7 3%jl	54 2%	2 1%	9 2%	4 1%	7 2%	4 2%	4 1%	9 2%	6 1%	8 2%
Yes - lasting between one week and two weeks	29 1%	5 2%j	1 *	23 1%	-	2 *	1 *	4 1%	4 1%	1 *	4 1%	4 1%	3 1%
Yes - lasting more than two weeks	28 1%	* *	- -	27 1%	2 1%	3 1%	2 1%	* *	3 1%	5 1%a	8 2%Ah	3 1%	2 1%
No, I have not experienced a total loss of broadband service in the past twelve months	1932 51%	159 47%k	106 54%K	1668 51%	85 55%K	237 54%aK	176 55%aK	185 55%aK	140 49%kK	203 54%aK	195 40%	269 52%K	179 53%kK
Don't know/ can't remember	130 3%	6 2%	11 5%A	114 3%a	7 4%	20 5%A	12 4%	11 3%	7 2%	10 3%	18 4%a	13 3%	16 5%A

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 39

**Q.10 In the past twelve months have you contacted your broadband provider because your service was slow or had stopped working entirely?****Base: All who have broadband**

	Gender			Age							Social Grade				Employment Sector			
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
NET: All with broadband issues	2222 59%	1129 59%	1093 58%	286 71% <sup>DEFGH</sup>	381 59% <sup>H</sup>	387 63% <sup>GH</sup>	397 59% <sup>H</sup>	317 56% <sup>h</sup>	454 51%	667 64% <sup>k</sup>	784 61% <sup>K</sup>	772 53%	629 60% <sup>O</sup>	629 60% <sup>o</sup>	453 58%	511 56%	342 60%	979 60%
NET: Contacted broadband provider	1333 35%	686 36%	647 34%	158 39% <sup>H</sup>	234 36% <sup>H</sup>	234 38% <sup>H</sup>	236 35% <sup>h</sup>	201 35% <sup>h</sup>	270 30%	392 37% <sup>K</sup>	470 36% <sup>K</sup>	471 32%	376 36%	371 35%	278 35%	309 34%	212 37%	582 36%
Yes, I contacted my broadband provider because I experienced slow service	758 20%	382 20%	376 20%	107 26% <sup>eFGH</sup>	146 23% <sup>H</sup>	129 21% <sup>H</sup>	136 20% <sup>H</sup>	107 19% <sup>h</sup>	134 15%	253 24% <sup>jk</sup>	265 21% <sup>K</sup>	240 17%	216 21%	204 19%	167 21%	172 19%	136 24% <sup>q</sup>	324 20%
Yes, I contacted my broadband provider because my broadband stopped working entirely	819 22%	415 22%	404 21%	86 21%	144 22% <sup>h</sup>	145 24% <sup>H</sup>	152 23% <sup>h</sup>	128 23% <sup>h</sup>	164 18%	230 22%	298 23% <sup>k</sup>	292 20%	220 21%	236 23%	172 22%	192 21%	129 23%	368 23%
No, I did not contact my broadband provider but I did experience slow service	542 14%	276 14%	267 14%	83 21% <sup>deFGH</sup>	99 15% <sup>H</sup>	98 16% <sup>H</sup>	90 13%	70 12%	103 12%	182 17% <sup>jk</sup>	187 15% <sup>k</sup>	173 12%	166 16% <sup>o</sup>	155 15%	105 13%	117 13%	77 14%	256 16%
No, I did not contact my broadband provider but my internet did stop working entirely	422 11%	206 11%	216 11%	55 14% <sup>g</sup>	68 11%	66 11%	85 13% <sup>g</sup>	53 9%	95 11%	123 12%	151 12%	149 10%	117 11%	123 12%	81 10%	102 11%	65 11%	173 11%
NET: Did not contact broadband provider	901 24%	452 24%	449 24%	128 32% <sup>DEFGH</sup>	152 24%	154 25% <sup>h</sup>	163 24%	117 21%	187 21%	280 27% <sup>K</sup>	317 25% <sup>K</sup>	304 21%	257 25%	262 25%	176 22%	206 22%	131 23%	403 25%
No, and I have not had any issues with my broadband service	1569 41%	780 41%	789 42%	117 29%	261 41% <sup>C</sup>	228 37% <sup>C</sup>	276 41% <sup>C</sup>	250 44% <sup>CE</sup>	436 49% <sup>CDEFg</sup>	378 36%	505 39%	686 47% <sup>lJ</sup>	412 40%	418 40%	331 42%	408 44% <sup>Lm</sup>	229 40%	642 40%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q



## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 40

**Q.10 In the past twelve months have you contacted your broadband provider because your service was slow or had stopped working entirely?****Base: All who have broadband**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
NET: All with broadband issues	2222 59%	200 59%	115 59%	1907 59%	97 63%fh	239 54%	189 59%	178 53%	174 61%h	207 55%	329 67%AbFGHJLM	301 58%	194 57%
NET: Contacted broadband provider	1333 35%	118 35%J	56 29%	1158 36%b	55 35%	144 33%	100 31%	103 31%	116 41%BfGHJ	104 28%	219 45%ABeFGHJLM	195 37%bghJ	123 36%J
Yes, I contacted my broadband provider because I experienced slow service	758 20%	69 20%	34 18%	655 20%	33 21%	81 18%	57 18%	65 20%	54 19%	62 17%	110 22%j	106 20%	89 26%BFGHiJl
Yes, I contacted my broadband provider because my broadband stopped working entirely	819 22%	77 23%Gj	36 19%	706 22%	29 19%	91 21%	51 16%	59 18%	83 29%BEFGHJIM	65 18%	151 31%ABEFGHJLM	115 22%g	62 18%
No, I did not contact my broadband provider but I did experience slow service	542 14%	50 15%	37 19%FIM	456 14%	21 14%	53 12%	58 18%FIM	44 13%	36 13%	72 19%FhikLM	70 14%	66 13%	35 10%
No, I did not contact my broadband provider but my internet did stop working entirely	422 11%	41 12%	28 14%il	353 11%	26 16%fhikL	46 10%	36 11%	35 10%	25 9%	44 12%	50 10%	48 9%	43 13%
NET: Did not contact broadband provider	901 24%	83 25%	60 30%DFhikLM	759 23%	46 29%filM	94 21%	89 28%filM	75 22%	58 20%	105 28%FILM	113 23%	107 21%	71 21%
No, and I have not had any issues with my broadband service	1569 41%	137 41%K	81 41%k	1350 41%	58 37%	201 46%eK	132 41%k	156 47%eiK	112 39%	166 45%k	159 33%	220 42%K	147 43%k

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 41

**Q.11 Thinking of the last time you complained to your broadband provider, which of the following options best describes the outcome of that complaint?**

**Base: All who have complained to their broadband provider**

	Gender		Age									Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	1310	682	628	155	213	227	230	208	277	368	457	485	380	367	246	317	192	541
Weighted base	1333	686	647	158	234	234	236	201	270	392	470	471	376	371	278	309	212	582
The issue was resolved to my satisfaction in a reasonable manner	648 49%	344 50%	304 47%	56 36%	95 40%	116 50%Cd	117 50%Cd	108 54%CD	156 58%CD <sup>ef</sup>	151 38%	233 50%l	265 56%lj	173 46%	196 53%l	130 47%	149 48%	100 47%	265 46%
The issue was resolved to my satisfaction but only after a struggle or long delay	406 30%	203 30%	203 31%	70 44% <sup>dEFGH</sup>	78 33% <sup>H</sup>	69 30%	70 29%	58 29%	61 23%	148 38% <sup>JK</sup>	139 30%	119 25%	123 33%	101 27%	81 29%	102 33%	67 31%	193 33%
The issue is still ongoing but I have stopped trying to resolve it	116 9%	57 8%	59 9%	13 8%	21 9%	17 7%	27 12% <sup>g</sup>	13 6%	24 9%	34 9%	45 9%	37 8%	36 10%	29 8%	23 8%	29 9%	18 9%	48 8%
I am still trying to resolve the issue	112 8%	61 9%	51 8%	12 7%	31 13% <sup>FG</sup>	21 9%	14 6%	12 6%	22 8%	43 11% <sup>k</sup>	36 8%	34 7%	34 9% <sup>o</sup>	30 8%	31 11% <sup>O</sup>	17 5%	20 9%	52 9%
I resolved the issue by switching broadband provider	36 3%	17 2%	19 3%	6 4% <sup>H</sup>	9 4% <sup>H</sup>	7 3% <sup>h</sup>	6 3%	4 2%	2 1%	15 4% <sup>K</sup>	14 3%	7 1%	3 1%	12 3% <sup>L</sup>	10 4% <sup>L</sup>	10 3% <sup>L</sup>	3 1%	18 3%
Other	14 1%	3 *	11 2% <sup>a</sup>	-	1 *	3 1%	2 1%	5 3% <sup>cd</sup>	4 1%	1 *	4 1%	9 2% <sup>l</sup>	6 2%	3 1%	3 1%	3 1%	4 2%	6 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 42

**Q.11 Thinking of the last time you complained to your broadband provider, which of the following options best describes the outcome of that complaint?**

**Base: All who have complained to their broadband provider**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	1310	131	51	1128	53	140	104	93	109	119	206	183	121
Weighted base	1333	118	56*	1158	55*	144	100*	103*	116*	104*	219	195	123*
The issue was resolved to my satisfaction in a reasonable manner	648 49%	59 50% <sup>m</sup>	21 38%	568 49%	28 51%	70 49% <sup>m</sup>	58 58% <sup>BjKM</sup>	52 50% <sup>m</sup>	73 63% <sup>aBFJKIM</sup>	47 46%	96 44%	98 51% <sup>M</sup>	45 37%
The issue was resolved to my satisfaction but only after a struggle or long delay	406 30%	32 27%	18 33%	355 31%	16 29%	51 36% <sup>gm</sup>	24 24%	29 28%	30 25%	30 29%	83 38% <sup>aGIM</sup>	62 32%	30 25%
The issue is still ongoing but I have stopped trying to resolve it	116 9%	8 7%	8 14% <sup>FK</sup>	100 9%	8 14% <sup>FK</sup>	7 5%	8 8% <sup>i</sup>	12 12% <sup>fl</sup>	3 2%	9 9% <sup>l</sup>	13 6%	15 8% <sup>i</sup>	25 20% <sup>AFGIJKL</sup>
I am still trying to resolve the issue	112 8%	11 10%	4 7%	97 8%	3 5%	11 8%	4 4%	8 8%	9 8%	12 12% <sup>G</sup>	18 8%	18 9%	14 12% <sup>g</sup>
I resolved the issue by switching broadband provider	36 3%	7 6% <sup>DeiL</sup>	4 8% <sup>DeijL</sup>	24 2%	-	4 3%	3 3%	3 3%	2 1%	2 2%	6 3%	2 1%	4 3%
Other	14 1%	*	-	14 1%	-	1 1%	2 2%	-	-	3 3% <sup>l</sup>	3 1%	1 *	4 3% <sup>il</sup>

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 43

**Q.12 Approximately how long did you spend trying to resolve the issue? Please include time spent trying to solve the problem yourself, contacting your provider and, for example, arranging a visit by an engineer.**

**Base: All with a broadband issue**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	2226	1154	1072	290	355	379	393	332	477	645	772	809	643	645	404	534	310	928
Weighted base	2222	1129	1093	286	381	387	397	317	454	667	784	772	629	629	453	511	342	979
Less than 1 hour	(0.5) 827 37%	420 37%	407 37%	96 34%	120 31%	146 38% <sup>cd</sup>	159 40% <sup>d</sup>	118 37%	189 42% <sup>CD</sup>	215 32%	305 39% <sup>l</sup>	307 40% <sup>l</sup>	226 36%	242 38%	151 33%	208 41% <sup>N</sup>	129 38%	345 35%
Between 1 and 2 hours	(1.5) 452 20%	226 20%	226 21%	58 20% <sup>f</sup>	83 22% <sup>F</sup>	85 22% <sup>F</sup>	57 14%	67 21% <sup>F</sup>	103 23% <sup>F</sup>	140 21%	141 18%	170 22% <sup>j</sup>	138 22%	121 19%	88 19%	105 21%	59 17%	196 20%
Between 2 and 3 hours	(2.5) 240 11%	140 12% <sup>B</sup>	101 9%	45 16% <sup>EfH</sup>	46 12%	32 8%	43 11%	36 11%	39 9%	90 14% <sup>JK</sup>	75 10%	75 10%	77 12% <sup>mO</sup>	57 9%	66 15% <sup>MO</sup>	40 8%	47 14%	116 12%
Between 3 and 4 hours	(3.5) 134 6%	82 7% <sup>B</sup>	52 5%	13 5%	30 8% <sup>gh</sup>	25 6%	31 8% <sup>gh</sup>	14 4%	21 5%	43 6%	56 7% <sup>K</sup>	35 5%	41 6%	36 6%	23 5%	34 7%	28 8%	55 6%
Between 4 and 6 hours	(5) 79 4%	41 4%	38 4%	11 4%	10 3%	19 5% <sup>h</sup>	20 5% <sup>H</sup>	9 3%	11 2%	21 3%	39 5% <sup>K</sup>	20 3%	24 4%	28 5% <sup>O</sup>	16 4%	11 2%	14 4%	43 4%
Between 6 and 8 hours	(7) 42 2%	23 2%	20 2%	6 2%	9 2%	4 1%	7 2%	7 2%	9 2%	15 2%	11 1%	16 2%	12 2%	15 2%	10 2%	6 1%	11 3% <sup>Q</sup>	13 1%
More than 8 hours	(10) 174 8%	80 7%	94 9%	20 7%	37 10%	28 7%	35 9%	24 8%	30 7%	58 9%	63 8%	54 7%	47 8%	45 7%	35 8%	47 9%	16 5%	85 9% <sup>P</sup>
Don't know/ can't remember	274 12%	119 11%	155 14% <sup>A</sup>	37 13%	47 12%	48 12%	46 12%	43 14%	52 11%	84 13%	94 12%	95 12%	64 10%	85 13% <sup>d</sup>	64 14% <sup>d</sup>	60 12%	38 11%	126 13%
Mean	2.36	2.32	2.40	2.39	2.66 <sup>H</sup>	2.28	2.49 <sup>h</sup>	2.30	2.08	2.54 <sup>K</sup>	2.39	2.17	2.35	2.33	2.45	2.33	2.22	2.47
Standard deviation	2.78	2.67	2.89	2.69	2.97	2.70	2.90	2.76	2.61	2.85	2.80	2.68	2.70	2.75	2.77	2.91	2.43	2.85
Standard error	0.06	0.08	0.10	0.17	0.17	0.15	0.16	0.16	0.13	0.12	0.11	0.10	0.11	0.12	0.15	0.13	0.15	0.10

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 44

**Q.12 Approximately how long did you spend trying to resolve the issue? Please include time spent trying to solve the problem yourself, contacting your provider and, for example, arranging a visit by an engineer.**

**Base: All with a broadband issue**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2226	221	105	1900	95	241	189	158	169	239	318	296	195
Weighted base	2222	200	115*	1907	97*	239	189	178	174	207	329	301	194
Less than 1 hour	(0.5) 827 37%	77 38%	47 40%	703 37%	37 37%	88 37%	69 37%	72 40%k	63 36%	87 42%k	104 32%	112 37%	72 37%
Between 1 and 2 hours	(1.5) 452 20%	29 14%	18 15%	405 21%A	24 25%ag	53 22%a	29 15%	29 16%	34 19%	44 21%a	78 24%AGh	81 27%ABGHIM	35 18%
Between 2 and 3 hours	(2.5) 240 11%	24 12%f	14 12%	202 11%	12 12%	15 6%	32 17%FHJl	14 8%	15 8%	17 8%	40 12%F	32 11%	25 13%F
Between 3 and 4 hours	(3.5) 134 6%	19 9%DegjLM	6 6%	108 6%	3 3%	17 7%	9 5%	12 7%	11 7%	9 5%	28 8%eLm	12 4%	7 4%
Between 4 and 6 hours	(5) 79 4%	10 5%eg	5 4%	65 3%	1 1%	6 2%	3 1%	9 5%eg	5 3%	5 3%	20 6%eFGj	10 3%	6 3%
Between 6 and 8 hours	(7) 42 2%	6 3%b	-	36 2%	1 1%	2 1%	4 2%	3 2%	9 5%BeFJKL	3 2%	5 1%	4 1%	5 3%
More than 8 hours	(10) 174 8%	18 9%	7 6%	149 8%	4 5%	21 9%	17 9%	11 6%	13 8%	19 9%	21 7%	22 7%	20 11%
Don't know/ can't remember	274 12%	18 9%	18 16%a	238 12%	17 17%akl	37 15%akl	26 14%	28 16%akl	24 14%	21 10%	33 10%	28 9%	24 12%
Mean	2.36	2.63E	2.10	2.34	1.81	2.35	2.46	2.21	2.53e	2.31	2.41e	2.18	2.61e
Standard deviation	2.78	2.93	2.56	2.77	2.25	2.87	2.91	2.64	2.90	2.93	2.57	2.64	3.09
Standard error	0.06	0.21	0.27	0.07	0.25	0.20	0.23	0.23	0.24	0.20	0.15	0.16	0.24

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 45

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?**

**Summary****Base: All with a broadband issue**

		Ability to work / study	Ability to keep in contact with family and friends	Ability to pay household bills online (eg council tax, online banking)	Ability to buy food and other household goods online
Unweighted base		2226	2226	2226	2226
Weighted base		2222	2222	2222	2222
NET: No impact/small impact		1237 56%	1560 70%	1577 71%	1530 69%
No impact at all	(1)	761 34%	883 40%	1075 48%	1103 50%
Small impact	(2)	475 21%	677 30%	502 23%	427 19%
A fair amount of impact	(3)	290 13%	282 13%	221 10%	162 7%
A great deal of impact	(4)	236 11%	185 8%	137 6%	112 5%
NET: Fair amount/great deal of impact		525 24%	467 21%	359 16%	274 12%
Not applicable		426 19%	151 7%	241 11%	375 17%
Don't know		34 2%	44 2%	45 2%	42 2%
Mean		2.00	1.89	1.70	1.60
Standard deviation		1.06	0.96	0.93	0.89
Standard error		0.03	0.02	0.02	0.02

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 46

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?****Ability to work / study****Base: All with a broadband issue**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	2226	1154	1072	290	355	379	393	332	477	645	772	809	643	645	404	534	310	928
Weighted base	2222	1129	1093	286	381	387	397	317	454	667	784	772	629	629	453	511	342	979
NET: No impact/small impact	1237 56%	651 58% <sup>b</sup>	586 54%	158 55%	213 56%	207 53%	223 56%	178 56%	258 57%	371 56%	430 55%	436 57%	349 56%	358 57%	264 58% <sup>o</sup>	265 52%	199 58%	551 56%
No impact at all	(1) 761 34%	414 37% <sup>B</sup>	348 32%	62 22%	119 31% <sup>C</sup>	124 32% <sup>C</sup>	142 36% <sup>C</sup>	121 38% <sup>Cd</sup>	193 42% <sup>CDEF</sup>	181 27%	266 34% <sup>l</sup>	314 41% <sup>lJ</sup>	199 32%	218 35%	165 36%	179 35%	114 33%	314 32%
Small impact	(2) 475 21%	237 21%	238 22%	96 34% <sup>DEFGH</sup>	93 24% <sup>gH</sup>	83 21% <sup>H</sup>	81 20% <sup>H</sup>	57 18%	65 14%	190 28% <sup>JK</sup>	164 21% <sup>K</sup>	122 16%	150 24% <sup>O</sup>	140 22% <sup>O</sup>	99 22% <sup>o</sup>	87 17%	85 25%	237 24%
A fair amount of impact	(3) 290 13%	152 13%	138 13%	53 19% <sup>FGH</sup>	65 17% <sup>gH</sup>	63 16% <sup>gH</sup>	52 13% <sup>H</sup>	36 11% <sup>h</sup>	21 5%	118 18% <sup>K</sup>	115 15% <sup>K</sup>	57 7%	105 17% <sup>nO</sup>	83 13%	49 11%	53 10%	61 18%	158 16%
A great deal of impact	(4) 236 11%	132 12%	103 9%	41 14% <sup>GH</sup>	59 16% <sup>GH</sup>	49 13% <sup>GH</sup>	55 14% <sup>GH</sup>	17 5%	15 3%	100 15% <sup>K</sup>	104 13% <sup>K</sup>	32 4%	84 13% <sup>O</sup>	79 13% <sup>O</sup>	44 10% <sup>O</sup>	28 5%	48 14%	139 14%
NET: Fair amount/great deal of impact	525 24%	284 25%	241 22%	94 33% <sup>GH</sup>	125 33% <sup>GH</sup>	111 29% <sup>GH</sup>	107 27% <sup>GH</sup>	53 17% <sup>H</sup>	35 8%	219 33% <sup>JK</sup>	218 28% <sup>K</sup>	88 11%	189 30% <sup>nO</sup>	162 26% <sup>nO</sup>	93 21% <sup>o</sup>	81 16%	109 32%	297 30%
Not applicable	426 19%	176 16%	251 23% <sup>A</sup>	23 8%	34 9%	66 17% <sup>CD</sup>	60 15% <sup>CD</sup>	84 26% <sup>CDEF</sup>	160 35% <sup>CDEFG</sup>	57 9%	126 16% <sup>l</sup>	243 32% <sup>lJ</sup>	83 13%	100 16%	88 19% <sup>L</sup>	154 30% <sup>LMN</sup>	30 9%	112 11%
Don't know	34 2%	19 2%	15 1%	11 4% <sup>EGH</sup>	9 2% <sup>eH</sup>	3 1%	7 2% <sup>H</sup>	3 1%	1 *	20 3% <sup>JK</sup>	10 1%	4 1%	7 1%	8 1%	8 2%	10 2%	3 1%	19 2%
Mean	2.00	2.00	2.00	2.29 <sup>eFGH</sup>	2.19 <sup>GH</sup>	2.11 <sup>GH</sup>	2.06 <sup>GH</sup>	1.78 <sup>H</sup>	1.51	2.23 <sup>JK</sup>	2.09 <sup>K</sup>	1.63	2.14 <sup>NO</sup>	2.04 <sup>O</sup>	1.92	1.80	2.14	2.14
Standard deviation	1.06	1.08	1.04	1.01	1.10	1.09	1.12	0.96	0.83	1.07	1.10	0.90	1.08	1.09	1.05	0.98	1.08	1.09
Standard error	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.05	0.04	0.04	0.04	0.05	0.05	0.06	0.05	0.07	0.04

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 47

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?****Ability to work / study****Base: All with a broadband issue**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2226	221	105	1900	95	241	189	158	169	239	318	296	195
Weighted base	2222	200	115*	1907	97*	239	189	178	174	207	329	301	194
NET: No impact/small impact	1237 56%	109 54%	61 53%	1067 56%	51 52%	138 58%	110 58%	94 53%	109 63%kM	116 56%	176 54%	173 58%	99 51%
No impact at all	(1) 761 34%	82 41%DeKLM	42 36%k	637 33%	29 29%	93 39%kI	72 38%kK	60 34%k	70 40%kI	75 36%kK	84 26%	94 31%	61 31%
Small impact	(2) 475 21%	26 13%	20 17%	430 23%A	22 23%A	44 19%	38 20%a	35 20%	39 22%A	41 20%a	92 28%ABFghJm	79 26%Abf	38 20%a
A fair amount of impact	(3) 290 13%	22 11%	18 15%	250 13%	18 18%ahl	35 14%i	26 14%	17 10%	15 8%	24 12%	53 16%hl	38 13%	25 13%
A great deal of impact	(4) 236 11%	19 10%	11 10%	205 11%	8 8%	16 7%	18 10%	22 12%f	24 14%FJ	17 8%	49 15%aFJm	33 11%	17 9%
NET: Fair amount/great deal of impact	525 24%	41 21%	29 25%	455 24%	26 27%	50 21%	44 23%	39 22%	39 22%	40 20%	102 31%AFghiJIM	72 24%	43 22%
Not applicable	426 19%	47 24%gIK	23 20%	356 19%	20 20%	50 21%kK	30 16%	38 21%kK	24 14%	49 24%gIK	43 13%	53 17%	51 26%GIKL
Don't know	34 2%	3 2%	2 2%	28 1%	1 1%	1 *	5 3%f	7 4%FJm	2 1%	1 1%	7 2%f	3 1%	2 1%
Mean	2.00	1.85	1.98	2.02a	2.07	1.86	1.94	2.01	1.95	1.89	2.24AbFGhJIM	2.04f	1.99
Standard deviation	1.06	1.10	1.08	1.06	1.02	1.00	1.05	1.11	1.11	1.02	1.07	1.04	1.05
Standard error	0.03	0.09	0.12	0.03	0.12	0.07	0.08	0.10	0.09	0.08	0.07	0.07	0.09

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 48

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?****Ability to keep in contact with family and friends****Base: All with a broadband issue**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	2226	1154	1072	290	355	379	393	332	477	645	772	809	643	645	404	534	310	928
Weighted base	2222	1129	1093	286	381	387	397	317	454	667	784	772	629	629	453	511	342	979
NET: No impact/small impact	1560 70%	796 71%	763 70%	189 66%	238 63%	247 64%	291 73% <small>c</small> DE	234 74% <small>c</small> DE	359 79% <small>C</small> DEF	428 64%	539 69%	593 77% <small>J</small>	452 72% <small>O</small>	464 74% <small>m</small> O	308 68%	335 66%	231 68%	663 68%
No impact at all	(1) 883 40%	466 41%	417 38%	98 34%	119 31%	134 35%	179 45% <small>c</small> DE	142 45% <small>C</small> DE	210 46% <small>C</small> DE	218 33%	313 40% <small>l</small>	351 46% <small>J</small>	253 40%	252 40%	178 39%	199 39%	130 38%	367 38%
Small impact	(2) 677 30%	331 29%	346 32%	91 32%	119 31%	113 29%	112 28%	92 29%	150 33%	210 31%	225 29%	242 31%	199 32% <small>o</small>	212 34% <small>O</small>	130 29%	136 27%	101 30%	296 30%
A fair amount of impact	(3) 282 13%	141 12%	142 13%	50 17% <small>FGH</small>	65 17% <small>FGH</small>	56 15% <small>FgH</small>	36 9%	32 10%	44 10%	115 17% <small>JK</small>	92 12%	75 10%	91 14% <small>d</small> M	63 10%	49 11%	79 16% <small>Mn</small>	47 14%	136 14%
A great deal of impact	(4) 185 8%	95 8%	90 8%	25 9% <small>H</small>	41 11% <small>H</small>	38 10% <small>H</small>	35 9% <small>H</small>	26 8% <small>H</small>	20 4%	66 10% <small>K</small>	73 9% <small>K</small>	46 6%	49 8%	48 8%	49 11%	39 8%	38 11%	89 9%
NET: Fair amount/great deal of impact	467 21%	236 21%	231 21%	75 26% <small>FGH</small>	106 28% <small>FGH</small>	94 24% <small>FgH</small>	71 18%	58 18%	64 14%	181 27% <small>JK</small>	165 21% <small>K</small>	121 16%	140 22% <small>m</small>	111 18%	98 22%	118 23% <small>M</small>	85 25%	225 23%
Not applicable	151 7%	72 6%	79 7%	12 4%	24 6%	38 10% <small>Ch</small>	27 7%	22 7%	29 6%	35 5%	65 8% <small>l</small>	51 7%	30 5%	47 7% <small>d</small>	31 7%	43 8% <small>L</small>	16 5%	70 7%
Don't know	44 2%	25 2%	19 2%	9 3% <small>g</small> H	13 3% <small>G</small> H	7 2%	8 2% <small>h</small>	3 1%	3 1%	23 3% <small>K</small>	16 2% <small>k</small>	6 1%	7 1%	7 1%	16 4% <small>LM</small>	14 3% <small>LM</small>	10 3%	21 2%
Mean	1.89	1.87	1.90	2.01 <small>FGH</small>	2.08 <small>FGH</small>	1.99 <small>FGH</small>	1.80	1.80	1.70	2.05 <small>JK</small>	1.89 <small>K</small>	1.74	1.89	1.84	1.92	1.91	1.98	1.94
Standard deviation	0.96	0.97	0.96	0.97	1.00	1.00	0.97	0.96	0.84	0.99	0.99	0.89	0.95	0.92	1.02	0.98	1.02	0.98
Standard error	0.02	0.03	0.03	0.06	0.06	0.05	0.05	0.06	0.04	0.04	0.04	0.03	0.04	0.04	0.05	0.04	0.06	0.03

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 49

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?**

**Ability to keep in contact with family and friends**

**Base: All with a broadband issue**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2226	221	105	1900	95	241	189	158	169	239	318	296	195
Weighted base	2222	200	115*	1907	97*	239	189	178	174	207	329	301	194
NET: No impact/small impact	1560 70%	140 70%	78 68%	1342 70%	66 67%	182 76% <sup>hIKM</sup>	143 76% <sup>hIKm</sup>	118 66%	118 68%	153 74% <sup>kK</sup>	213 65%	220 73% <sup>kK</sup>	129 67%
No impact at all	(1) 883 40%	80 40%	43 37%	760 40%	32 33%	89 37%	89 47% <sup>EfK<sup>m</sup></sup>	73 41% <sup>k</sup>	73 42% <sup>k</sup>	92 44% <sup>eK</sup>	107 32%	134 45% <sup>eK</sup>	72 37%
Small impact	(2) 677 30%	60 30%	35 30%	582 31%	34 35%	94 39% <sup>aGHIJLm</sup>	54 29%	45 25%	45 26%	62 30%	106 32%	86 29%	57 30%
A fair amount of impact	(3) 282 13%	23 11%	14 13%	245 13%	17 17% <sup>g</sup>	29 12%	16 9%	22 13%	25 15%	21 10%	52 16% <sup>Gj</sup>	33 11%	29 15% <sup>g</sup>
A great deal of impact	(4) 185 8%	20 10% <sup>F</sup>	13 11% <sup>F</sup>	152 8%	4 4%	10 4%	14 7%	17 9% <sup>f</sup>	15 9% <sup>f</sup>	14 7%	36 11% <sup>eF</sup>	24 8% <sup>f</sup>	17 9% <sup>f</sup>
NET: Fair amount/great deal of impact	467 21%	43 22%	27 24%	397 21%	21 21%	39 16%	31 16%	39 22%	41 23%	35 17%	89 27% <sup>FGJL</sup>	58 19%	46 24% <sup>fg</sup>
Not applicable	151 7%	13 7%	7 6%	131 7%	8 8%	13 6%	10 5%	17 9%	14 8%	18 9%	17 5%	18 6%	16 8%
Don't know	44 2%	4 2% <sup>J</sup>	3 3% <sup>J</sup>	36 2%	3 4% <sup>J</sup>	4 2% <sup>ij</sup>	5 3% <sup>J</sup>	5 3% <sup>J</sup>	1 1%	-	10 3% <sup>J</sup>	5 2% <sup>ij</sup>	3 1%
Mean	1.89	1.91	1.97	1.88	1.92	1.82	1.75	1.89	1.89	1.77	2.06 <sup>FGJL</sup>	1.81	1.95 <sup>g</sup>
Standard deviation	0.96	1.00	1.02	0.96	0.86	0.83	0.93	1.01	1.00	0.92	1.01	0.96	0.99
Standard error	0.02	0.07	0.10	0.02	0.09	0.06	0.07	0.09	0.08	0.06	0.06	0.06	0.07

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 50

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?**

**Ability to pay household bills online (eg council tax, online banking)**

**Base: All with a broadband issue**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	2226	1154	1072	290	355	379	393	332	477	645	772	809	643	645	404	534	310	928
Weighted base	2222	1129	1093	286	381	387	397	317	454	667	784	772	629	629	453	511	342	979
NET: No impact/small impact	1577 71%	806 71%	772 71%	191 67%	259 68%	255 66%	294 74%cdE	230 73%e	348 77%CDE	450 67%	550 70%	578 75%lj	460 73%O	470 75%nO	311 69%	337 66%	248 73%	675 69%
No impact at all	(1) 1075 48%	560 50%	516 47%	125 44%	171 45%	154 40%	203 51%cdE	165 52%cdE	257 57%CDE	297 44%	357 46%	422 55%J	301 48%	331 53%NO	207 46%	236 46%	171 50%	437 45%
Small impact	(2) 502 23%	246 22%	256 23%	65 23%	88 23%	101 26%h	92 23%	65 21%	91 20%	153 23%	193 25%k	156 20%	158 25%o	138 22%	104 23%	102 20%	78 23%	239 24%
A fair amount of impact	(3) 221 10%	119 11%	103 9%	42 15%FGH	59 15%FGH	45 12%fH	31 8%h	26 8%h	18 4%	101 15%JK	76 10%K	45 6%	71 11%am	50 8%	41 9%	59 12%am	41 12%	120 12%
A great deal of impact	(4) 137 6%	73 6%	64 6%	15 5%	27 7%	30 8%	24 6%	16 5%	24 5%	42 6%	55 7%	41 5%	34 5%	27 4%	42 9%LM	35 7%am	23 7%	63 6%
NET: Fair amount/great deal of impact	359 16%	192 17%	167 15%	57 20%FGH	86 23%FGH	76 20%FGH	55 14%h	42 13%h	43 9%	143 22%JK	130 17%K	85 11%	105 17%M	76 12%	84 18%M	94 18%M	64 19%	183 19%
Not applicable	241 11%	105 9%	136 12%A	26 9%	24 6%	46 12%D	41 10%cd	43 14%D	60 13%D	51 8%	87 11%l	104 13%l	55 9%	74 12%	47 10%	65 13%l	21 6%	98 10%p
Don't know	45 2%	26 2%	18 2%	11 4%GH	12 3%GH	10 2%Gh	7 2%	1 *	3 1%	23 3%K	17 2%K	5 1%	9 1%	9 1%	12 3%	15 3%l	9 3%	23 2%
Mean	1.70	1.70	1.70	1.78GH	1.83FGH	1.86FGH	1.64h	1.61	1.51	1.81K	1.75K	1.55	1.71M	1.58	1.79M	1.75M	1.73	1.78
Standard deviation	0.93	0.94	0.92	0.93	0.98	0.98	0.91	0.89	0.85	0.96	0.95	0.87	0.90	0.85	1.01	0.97	0.95	0.94
Standard error	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.03	0.04	0.04	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 51

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?**

**Ability to pay household bills online (eg council tax, online banking)**

**Base: All with a broadband issue**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2226	221	105	1900	95	241	189	158	169	239	318	296	195
Weighted base	2222	200	115*	1907	97*	239	189	178	174	207	329	301	194
NET: No impact/small impact	1577 71%	143 71%	75 65%	1359 71%	66 68%	184 77%BikM	135 71%	123 69%	119 68%	148 72%	222 67%	232 77%BhikM	130 67%
No impact at all	(1) 1075 48%	99 50%	56 49%	920 48%	45 46%	124 52%K	96 51%	83 46%	87 50%	103 50%	140 43%	153 51%k	89 46%
Small impact	(2) 502 23%	44 22%	19 17%	439 23%	22 22%	59 25%	39 21%	40 23%	31 18%	45 22%	81 25%	80 26%bi	42 22%
A fair amount of impact	(3) 221 10%	13 7%	12 10%	196 10%	10 10%	24 10%	16 8%	17 9%	20 11%	17 8%	45 14%AgJL	24 8%	24 12%a
A great deal of impact	(4) 137 6%	19 10%DFJL	13 11%DFJL	105 6%	5 5%	9 4%	13 7%	12 7%	13 8%l	10 5%	22 7%l	10 3%	11 6%
NET: Fair amount/great deal of impact	359 16%	32 16%	25 22%jL	302 16%	14 14%	33 14%	29 15%	29 16%	33 19%L	27 13%	67 21%fJL	35 12%	35 18%l
Not applicable	241 11%	21 10%	13 11%	208 11%	13 13%	18 8%	18 10%	22 12%	21 12%	31 15%FKl	32 10%	29 10%	25 13%
Don't know	45 2%	4 2%	2 2%	38 2%	4 4%iJ	3 1%	7 4%iJ	5 3%j	1 1%	1 *	8 2%j	5 2%	4 2%
Mean	1.70	1.73	1.82l	1.69	1.67	1.62	1.67	1.72	1.73	1.62	1.82FJL	1.60	1.74
Standard deviation	0.93	1.01	1.08	0.91	0.90	0.84	0.95	0.95	0.99	0.88	0.96	0.81	0.94
Standard error	0.02	0.07	0.11	0.02	0.10	0.06	0.07	0.08	0.08	0.06	0.06	0.05	0.07

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 52

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?****Ability to buy food and other household goods online****Base: All with a broadband issue**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	2226	1154	1072	290	355	379	393	332	477	645	772	809	643	645	404	534	310	928
Weighted base	2222	1129	1093	286	381	387	397	317	454	667	784	772	629	629	453	511	342	979
NET: No impact/small impact	1530 69%	789 70%	741 68%	192 67%	256 67%	250 65%	290 73%E	217 68%	325 72%E	447 67%	540 69%	543 70%	438 70%o	459 73%o	306 68%	326 64%	251 73%Q	653 67%
No impact at all	(1) 1103 50%	599 53%B	504 46%	133 47%	169 44%	169 44%	218 55%cDE	163 51%de	251 55%CDE	302 45%	387 49%	414 54%l	328 52%O	322 51%o	219 48%	234 46%	176 52%	457 47%
Small impact	(2) 427 19%	190 17%	237 22%A	58 20%	87 23%gH	81 21%	72 18%	54 17%	74 16%	145 22%K	153 20%	128 17%	110 18%	137 22%l	87 19%	92 18%	75 22%	197 20%
A fair amount of impact	(3) 162 7%	80 7%	82 8%	25 9%gH	40 10%fGH	41 11%FGH	24 6%	14 5%	18 4%	65 10%K	65 8%K	32 4%	49 8%	39 6%	33 7%	42 8%	30 9%	87 9%
A great deal of impact	(4) 112 5%	60 5%	52 5%	20 7%GH	28 7%GH	30 8%fGH	18 5%h	9 3%	7 1%	48 7%K	48 6%K	16 2%	42 7%lMO	23 4%	30 7%mo	16 3%	16 5%	70 7%
NET: Fair amount/great deal of impact	274 12%	140 12%	134 12%	46 16%fGH	67 18%FGH	71 18%FGH	42 11%h	24 7%	25 5%	113 17%K	113 14%K	48 6%	91 15%M	62 10%	63 14%am	58 11%	45 13%	157 16%
Not applicable	375 17%	176 16%	199 18%	38 13%	46 12%	58 15%	58 15%	73 23%CDEF	103 23%CDEF	84 13%	116 15%	175 23%lJ	89 14%	101 16%	73 16%	113 22%LMN	41 12%	143 15%
Don't know	42 2%	24 2%	18 2%	10 4%gH	12 3%h	7 2%h	7 2%h	4 1%	2 *	23 3%jK	14 2%k	6 1%	10 2%	7 1%	11 2%	14 3%M	4 1%	26 3%
Mean	1.60	1.57	1.64	1.72FGH	1.77FGH	1.79FGH	1.52H	1.46	1.37	1.75K	1.65K	1.41	1.63	1.55	1.66m	1.58	1.61	1.72
Standard deviation	0.89	0.90	0.88	0.97	0.97	0.99	0.85	0.77	0.67	0.97	0.93	0.72	0.95	0.82	0.95	0.85	0.87	0.97
Standard error	0.02	0.03	0.03	0.06	0.06	0.06	0.05	0.05	0.04	0.04	0.04	0.03	0.04	0.04	0.05	0.04	0.05	0.04

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 53

**Q.13 To what extent, if at all, did your broadband issue and the time it took to resolve impact on each of the following?**

**Ability to buy food and other household goods online**

**Base: All with a broadband issue**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2226	221	105	1900	95	241	189	158	169	239	318	296	195
Weighted base	2222	200	115*	1907	97*	239	189	178	174	207	329	301	194
NET: No impact/small impact	1530 69%	132 66%	75 65%	1324 69%	62 64%	157 66%	140 74% <sup>ij</sup>	125 70%	119 68%	135 66%	228 69%	222 74% <sup>aejf</sup>	135 70%
No impact at all	(1) 1103 50%	96 48%	53 46%	954 50%	42 43%	114 48%	102 54%	88 50%	90 52%	100 49%	159 48%	163 54% <sup>e</sup>	95 49%
Small impact	(2) 427 19%	36 18%	22 19%	369 19%	20 20%	44 18%	38 20%	37 21%	29 16%	35 17%	69 21%	59 20%	40 21%
A fair amount of impact	(3) 162 7%	13 7%	16 14% <sup>DafGhJkM</sup>	133 7%	11 11% <sup>m</sup>	17 7%	11 6%	12 7%	12 7%	12 6%	24 7%	24 8%	10 5%
A great deal of impact	(4) 112 5%	9 4%	6 5%	97 5%	3 3%	12 5%	8 4%	6 3%	13 7% <sup>l</sup>	8 4%	27 8% <sup>hjl</sup>	9 3%	11 6%
NET: Fair amount/great deal of impact	274 12%	22 11%	22 19% <sup>daghJlm</sup>	230 12%	14 14%	29 12%	19 10%	18 10%	25 14%	20 10%	51 15% <sup>j</sup>	33 11%	21 11%
Not applicable	375 17%	42 21% <sup>gkl</sup>	16 14%	318 17%	19 20%	46 19% <sup>k</sup>	25 13%	32 18%	29 17%	49 24% <sup>bGKL</sup>	43 13%	42 14%	32 17%
Don't know	42 2%	4 2%	3 2%	35 2%	2 2%	5 2%	5 3%	3 2%	1 1%	2 1%	7 2%	3 1%	6 3%
Mean	1.60	1.58	1.73 <sup>l</sup>	1.60	1.67	1.62	1.53	1.55	1.64	1.54	1.71 <sup>gjl</sup>	1.53	1.59
Standard deviation	0.89	0.88	0.94	0.89	0.87	0.91	0.84	0.81	0.97	0.85	0.98	0.81	0.89
Standard error	0.02	0.07	0.10	0.02	0.10	0.07	0.07	0.07	0.08	0.06	0.06	0.05	0.07

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 54

**Q.14 Thinking about the last time you changed broadband provider, did you experience any unexpected delays at the start of your new broadband service?****Base: All who have changed broadband provider**

	Gender		Age							Social Grade				Employment Sector				
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	708	361	347	124	168	137	102	76	101	292	239	177	194	214	143	157	111	336
Weighted base	721	360	361	124*	194	142	96*	72*	93*	318	238	165	204	214	154	150	116*	374
No - it started when the provider said it would	479	226	253	65	115	92	73	58	76	179	165	135	130	144	99	106	77	231
	66%	63%	70% <sup>aa</sup>	52%	59%	65% <sup>c</sup>	76% <sup>cDe</sup>	81% <sup>cDE</sup>	82% <sup>cDE</sup>	56%	69% <sup>i</sup>	82% <sup>lj</sup>	64%	67%	64%	71%	66%	62%
NET: Experienced delays	186	108	78	43	66	35	14	11	16	109	49	28	62	51	37	35	34	105
	26%	30% <sup>B</sup>	22%	34% <sup>FGH</sup>	34% <sup>eFGH</sup>	24%	15%	16%	18%	34% <sup>JK</sup>	21%	17%	30%	24%	24%	24%	30%	28%
Yes - less than a week	77	46	31	17	27	17	7	6	3	44	23	10	26	21	19	10	16	44
	11%	13%	9%	14% <sup>H</sup>	14% <sup>H</sup>	12% <sup>H</sup>	7%	9%	4%	14% <sup>K</sup>	10%	6%	13%	10%	12%	7%	14%	12%
Yes - more than a week, less than two weeks	47	32	15	15	15	9	5	-	3	30	14	3	16	15	8	7	8	28
	6%	9% <sup>B</sup>	4%	12% <sup>fGH</sup>	8% <sup>G</sup>	7% <sup>G</sup>	5% <sup>g</sup>	-	3%	9% <sup>K</sup>	6% <sup>k</sup>	2%	8%	7%	5%	5%	7%	7%
Yes - more than 2 weeks, less than 3 weeks	20	10	10	5	10	1	2	1	1	16	2	2	9	4	6	2	3	14
	3%	3%	3%	4% <sup>e</sup>	5% <sup>Eh</sup>	*	2%	2%	1%	5% <sup>Jk</sup>	1%	1%	4%	2%	4%	1%	3%	4%
Yes - more than 3 weeks, less than a month	17	6	11	2	2	4	-	2	6	4	4	8	6	2	2	7	4	4
	2%	2%	3%	2%	1%	3%	-	3%	7% <sup>cDF</sup>	1%	2%	5% <sup>lj</sup>	3%	1%	1%	4% <sup>m</sup>	4% <sup>oq</sup>	1%
Yes - more than a month, less than 2 months	16	11	5	1	9	2	-	1	2	10	2	4	4	5	1	6	1	10
	2%	3%	1%	1%	5% <sup>cF</sup>	2%	-	2%	3%	3%	1%	2%	2%	3%	*	4% <sup>n</sup>	1%	3%
Yes - more than 2 months	9	3	6	2	3	1	1	-	1	5	3	1	1	3	2	3	1	5
	1%	1%	2%	2%	2%	1%	1%	-	1%	2%	1%	1%	*	1%	1%	2%	1%	1%
Don't know/ can't remember	57	26	30	17	13	16	9	3	-	29	24	3	12	19	18	8	5	37
	8%	7%	8%	13% <sup>dGH</sup>	7% <sup>H</sup>	11% <sup>H</sup>	9% <sup>H</sup>	4% <sup>h</sup>	-	9% <sup>K</sup>	10% <sup>K</sup>	2%	6%	9%	11% <sup>lo</sup>	5%	5%	10%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

\* small base

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 55

**Q.14 Thinking about the last time you changed broadband provider, did you experience any unexpected delays at the start of your new broadband service?**

**Base: All who have changed broadband provider**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	708	71	27	610	45	94	46	55	42	59	98	99	72
Weighted base	721	70*	32**	620	44*	93*	45*	63*	45*	55*	102*	100*	73*
No - it started when the provider said it would	479 66%	47 68%	24 75%	408 66%	30 68%	57 62%	34 76% <sup>k</sup>	40 63%	30 66%	42 77% <sup>fkl</sup>	57 56%	62 62%	55 75% <sup>k</sup>
NET: Experienced delays	186 26%	19 27% <sup>J</sup>	8 25%	159 26%	13 29% <sup>J</sup>	22 23% <sup>ij</sup>	7 15%	16 25% <sup>j</sup>	13 28% <sup>J</sup>	5 9%	40 40% <sup>FGJM</sup>	29 29% <sup>gJ</sup>	15 20%
Yes - less than a week	77 11%	7 11%	4 11%	66 11%	6 14% <sup>ij</sup>	7 8%	2 6%	6 10%	4 9%	1 3%	15 15% <sup>J</sup>	15 15% <sup>J</sup>	9 12% <sup>ij</sup>
Yes - more than a week, less than two weeks	47 6%	5 7%	1 4%	41 7%	4 9%	8 8%	3 6%	5 7%	4 9%	1 1%	8 8%	6 6%	3 4%
Yes - more than 2 weeks, less than 3 weeks	20 3%	1 2%	-	19 3%	-	-	1 1%	2 3%	1 2%	* 1%	8 7% <sup>eFj</sup>	5 5% <sup>F</sup>	2 2%
Yes - more than 3 weeks, less than a month	17 2%	3 4% <sup>d</sup>	2 7%	11 2%	1 2%	4 5% <sup>l</sup>	-	1 2%	-	1 2%	3 3%	-	1 1%
Yes - more than a month, less than 2 months	16 2%	* 1%	1 2%	15 2%	2 5% <sup>FI</sup>	-	-	2 3%	3 6% <sup>FI</sup>	1 1%	6 6% <sup>FI</sup>	1 1%	1 1%
Yes - more than 2 months	9 1%	1 2%	-	8 1%	-	2 2%	1 2%	-	* 1%	1 2%	1 1%	2 2%	-
Don't know/ can't remember	57 8%	4 6%	-	53 8%	1 2%	14 15% <sup>aEKm</sup>	4 9%	8 12% <sup>k</sup>	3 6%	8 14% <sup>eK</sup>	4 4%	8 8%	4 5%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 56

**Q.15 In the past 12 months have you experienced any of the following?****Base: All who have broadband**

	Gender			Age							Social Grade				Employment Sector			
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	3791	1952	1839	403	587	595	661	599	946	990	1256	1545	1058	1079	697	957	517	1522
Weighted base	3791	1909	1882	402	642	615	673	567	890	1045	1288	1457	1040	1047	784	919	571	1621
Unexpected rises in monthly bill	542 14%	264 14%	278 15%	78 19%GH	114 18%GH	105 17%GH	110 16%GH	65 11%hH	70 8%	192 18%K	215 17%K	135 9%	161 15%am	132 13%	117 15%	132 14%	91 16%	259 16%
Being charged extra for exceeding download allowance	134 4%	77 4%	57 3%	27 7%EFGH	29 4%F	19 3%	15 2%	16 3%	27 3%	56 5%JK	34 3%	43 3%	54 5%mo	36 3%O	30 4%O	13 1%	25 4%	69 4%
Engineer not turning up to a pre-arranged appointment	129 3%	72 4%	57 3%	28 7%EFGH	43 7%EFGH	19 3%H	15 2%	14 2%	11 1%	71 7%JK	34 3%	25 2%	35 3%	41 4%	25 3%	28 3%	24 4%	66 4%
Being charged for equipment or repair	129 3%	69 4%	60 3%	26 7%FGH	35 5%FGH	31 5%FGH	14 2%	8 1%	14 2%	61 6%JK	45 4%K	22 1%	39 4%	39 4%	23 3%	28 3%	29 5%	58 4%
Unexpected bill from an old broadband provider	90 2%	48 3%	42 2%	24 6%EFGH	26 4%FGH	15 3%H	10 1%	9 2%	6 1%	50 5%JK	25 2%k	15 1%	31 3%M	15 1%	23 3%am	21 2%	17 3%	47 3%
Engineer's appointment cancelled with less than 24 hours notice	71 2%	46 2%B	25 1%	14 3%FGH	25 4%FGH	18 3%FGH	4 1%	5 1%	5 1%	39 4%JK	22 2%K	10 1%	28 3%O	17 2%	15 2%	11 1%	20 4%	35 2%
No - but I have experienced other issues	55 1%	25 1%	29 2%	5 1%	13 2%f	6 1%	5 1%	8 1%	18 2%f	18 2%j	11 1%	26 2%J	14 1%O	13 1%o	23 3%LMO	4 *	10 2%	24 1%
No - I have not experienced any of these issues in the past 12 months	2856 75%	1428 75%	1429 76%	258 64%	425 66%	436 71%C	523 78%CDE	459 81%CDE	755 85%CDEFg	684 65%	959 74%l	1214 83%LJ	755 73%	804 77%L	575 73%	722 79%LN	406 71%	1179 73%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 57

**Q.15 In the past 12 months have you experienced any of the following?****Base: All who have broadband**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	3791	371	187	3233	153	445	319	302	275	413	470	516	340
Weighted base	3791	337	196	3257	155	440	320	334	287	372	487	521	341
Unexpected rises in monthly bill	542 14%	49 15%G	20 10%	473 15%	22 14%g	56 13%	27 9%	53 16%Gi	29 10%	51 14%G	115 24%ABEFGHIJLM	74 14%G	46 13%g
Being charged extra for exceeding download allowance	134 4%	10 3%b	1 *	123 4%B	4 2%	13 3%b	11 3%B	15 5%BJ	15 5%BJ	6 2%	33 7%ABeFgJLM	16 3%b	10 3%b
Engineer not turning up to a pre-arranged appointment	129 3%	9 3%H	10 5%eHm	110 3%	2 1%	24 6%aEHLM	13 4%H	1 *	8 3%H	14 4%H	28 6%aEHILM	14 3%H	6 2%
Being charged for equipment or repair	129 3%	17 5%eG	5 2%	107 3%	2 1%	12 3%	6 2%	12 4%	7 2%	11 3%	23 5%eG	22 4%g	12 3%
Unexpected bill from an old broadband provider	90 2%	15 5%DBGJUL	1 1%	73 2%	3 2%	12 3%l	5 1%	7 2%i	1 *	5 1%	17 3%bjl	8 2%	16 5%BGJUL
Engineer's appointment cancelled with less than 24 hours notice	71 2%	8 2%FM	5 3%FM	57 2%	3 2%M	3 1%	6 2%M	6 2%M	5 2%M	6 2%M	18 4%FJM	11 2%fM	-
No - but I have experienced other issues	55 1%	8 2%fl	3 1%	44 1%	2 1%	3 1%	6 2%i	7 2%i	1 *	6 2%i	7 1%	8 2%	5 1%
No - I have not experienced any of these issues in the past 12 months	2856 75%	244 72%K	164 83%DAfHKlm	2449 75%	117 76%K	337 77%K	255 80%AK	249 75%K	231 81%AK	287 77%K	317 65%	396 76%K	259 76%K

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 58

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Summary****Base: All with a mobile phone**

		Poor sound quality on calls at home	Poor sound quality on calls at work	Calls ending unexpectedly at home	Calls ending unexpectedly at work	Not able to make or receive calls at home	Not able to make or receive calls at work	Web pages loading slowly at home	Web pages loading slowly at work	Not able to access the internet via my phone at home	Not able to access the internet via my phone at work
Unweighted base		4072	4072	4072	4072	4072	4072	4072	4072	4072	4072
Weighted base		4078	4078	4078	4078	4078	4078	4078	4078	4078	4078
NET: Always/regularly experience		395 10%	209 5%	286 7%	173 4%	283 7%	219 5%	622 15%	416 10%	328 8%	282 7%
I always experience this problem	(4)	91 2%	58 1%	79 2%	57 1%	98 2%	68 2%	141 3%	112 3%	79 2%	71 2%
I regularly experience this problem	(3)	304 7%	150 4%	207 5%	116 3%	184 5%	151 4%	481 12%	304 7%	249 6%	210 5%
I occasionally experience this problem	(2)	1071 26%	603 15%	775 19%	455 11%	852 21%	509 12%	1722 42%	847 21%	1203 30%	688 17%
I never experience this problem	(1)	2364 58%	1546 38%	2694 66%	1675 41%	2687 66%	1628 40%	1361 33%	1033 25%	1940 48%	1266 31%
NET: Occasionally/never experience		3434 84%	2149 53%	3468 85%	2130 52%	3539 87%	2136 52%	3083 76%	1880 46%	3144 77%	1954 48%
Not applicable		248 6%	1720 42%	323 8%	1775 44%	256 6%	1722 42%	372 9%	1782 44%	606 15%	1842 45%
Mean		1.51	1.46	1.38	1.37	1.40	1.43	1.84	1.78	1.56	1.59
Standard deviation		0.74	0.72	0.69	0.70	0.70	0.74	0.79	0.85	0.73	0.79
Standard error		0.01	0.02	0.01	0.01	0.01	0.02	0.01	0.02	0.01	0.02

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 59

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Poor sound quality on calls at home****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	395 10%	202 10%	193 9%	72 16% <sup>DFGH</sup>	76 11% <sup>gH</sup>	79 12% <sup>GH</sup>	72 10% <sup>H</sup>	44 7%	52 6%	148 13% <sup>k</sup>	151 11% <sup>k</sup>	96 6%	124 11% <sup>mO</sup>	99 9%	96 11% <sup>mO</sup>	76 8%	72 12%	184 11%
I always experience this problem (4)	91 2%	45 2%	46 2%	16 3% <sup>GH</sup>	24 3% <sup>eGH</sup>	12 2%	19 3%	7 1%	13 1%	40 3% <sup>jK</sup>	31 2%	21 1%	27 2%	20 2%	25 3%	20 2%	14 2%	40 2%
I regularly experience this problem (3)	304 7%	157 8%	147 7%	57 12% <sup>DFGH</sup>	51 7% <sup>H</sup>	67 10% <sup>GH</sup>	53 7% <sup>H</sup>	37 6% <sup>h</sup>	39 4%	108 9% <sup>k</sup>	120 9% <sup>k</sup>	76 5%	97 9% <sup>O</sup>	79 7%	71 8% <sup>O</sup>	56 6%	58 9%	144 8%
I occasionally experience this problem (2)	1071 26%	493 25%	578 28% <sup>a</sup>	127 27%	199 28% <sup>h</sup>	172 26%	201 28% <sup>h</sup>	154 26%	217 24%	326 28% <sup>k</sup>	373 27%	371 24%	292 27%	305 27%	213 25%	260 26%	150 24%	461 27%
I never experience this problem (1)	2364 58%	1198 60% <sup>B</sup>	1165 56%	229 50%	390 55%	367 55% <sup>c</sup>	414 57% <sup>C</sup>	366 62% <sup>CDE</sup>	599 65% <sup>CDEF</sup>	618 53%	781 56%	965 64% <sup>J</sup>	619 56%	672 59%	473 56%	599 60%	369 59%	992 57%
NET: Occasionally/never experience	3434 84%	1691 85%	1743 83%	355 77%	589 83% <sup>C</sup>	539 81%	616 85% <sup>C</sup>	520 88% <sup>CDE</sup>	816 88% <sup>CDEF</sup>	944 81%	1154 83%	1336 88% <sup>J</sup>	911 83%	978 86% <sup>n</sup>	687 82%	859 86% <sup>n</sup>	518 83%	1453 84%
Not applicable	248 6%	96 5%	152 7% <sup>A</sup>	34 7%	43 6%	46 7%	40 5%	29 5%	56 6%	77 7%	86 6%	86 6%	62 6%	63 6%	59 7%	64 6%	37 6%	102 6%
Mean	1.51	1.50	1.52	1.67 <sup>d</sup> <sup>EF</sup> <sup>GH</sup>	1.56 <sup>GH</sup>	1.55 <sup>GH</sup>	1.53 <sup>GH</sup>	1.44	1.39	1.61 <sup>j</sup> <sup>K</sup>	1.54 <sup>K</sup>	1.41	1.55 <sup>m</sup> <sup>O</sup>	1.49	1.55 <sup>m</sup> <sup>O</sup>	1.46	1.52	1.53
Standard deviation	0.74	0.75	0.74	0.84	0.79	0.76	0.75	0.68	0.65	0.81	0.76	0.66	0.77	0.71	0.79	0.70	0.77	0.76
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.03	0.02	0.03	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 60

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Poor sound quality on calls at home****Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	395 10%	27 8%	21 10%	347 10%	12 7%	33 7%	34 10%	34 9%	27 9%	38 10%	76 14% <sup>AEFghijL</sup>	43 8%	50 14% <sup>AEFhijL</sup>
I always experience this problem	(4) 91 2%	13 4% <sup>dFGL</sup>	5 2%	73 2%	3 2%	4 1%	3 1%	10 3% <sup>fL</sup>	7 2% <sup>l</sup>	9 2% <sup>fl</sup>	15 3% <sup>FgL</sup>	4 1%	17 5% <sup>eFGjL</sup>
I regularly experience this problem	(3) 304 7%	14 4%	16 8% <sup>a</sup>	274 8% <sup>A</sup>	9 5%	29 6%	30 9% <sup>A</sup>	25 7%	20 7%	28 7% <sup>a</sup>	61 11% <sup>AEFhijL</sup>	39 7% <sup>a</sup>	33 9% <sup>A</sup>
I occasionally experience this problem	(2) 1071 26%	96 27% <sup>i</sup>	48 23%	927 26%	41 24%	143 30% <sup>gHlm</sup>	84 25%	83 23%	62 21%	102 26%	153 28% <sup>l</sup>	172 30% <sup>bgHlm</sup>	86 24%
I never experience this problem	(1) 2364 58%	214 60% <sup>K</sup>	121 60%	2028 58%	106 61% <sup>k</sup>	271 58%	204 59% <sup>k</sup>	220 61% <sup>K</sup>	197 65% <sup>fKLM</sup>	233 59% <sup>k</sup>	285 52%	314 55%	199 55%
NET: Occasionally/never experience	3434 84%	310 87% <sup>KM</sup>	169 83%	2955 84%	147 85%	414 88% <sup>hKM</sup>	288 84%	303 83%	259 85% <sup>m</sup>	335 85% <sup>kM</sup>	438 80%	487 86% <sup>KM</sup>	284 79%
Not applicable	248 6%	21 6%	13 7%	214 6%	14 8%	23 5%	21 6%	26 7%	17 6%	20 5%	32 6%	37 7%	24 7%
Mean	1.51	1.48	1.50	1.51	1.42	1.48	1.48	1.48	1.44	1.50	1.62 <sup>AEFGHIJL</sup>	1.50	1.61 <sup>aEFghij</sup>
Standard deviation	0.74	0.75	0.76	0.74	0.68	0.66	0.71	0.76	0.74	0.74	0.81	0.67	0.86
Standard error	0.01	0.04	0.06	0.01	0.05	0.03	0.04	0.04	0.04	0.04	0.04	0.03	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 61

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Poor sound quality on calls at work****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	209 5%	116 6%b	93 4%	47 10%FGH	69 10%FGH	48 7%FGH	29 4%gH	13 2%h	2 *	116 10%JK	77 6%K	16 1%	90 8%MO	41 4%	51 6%MO	26 3%	55 9%	131 8%
I always experience this problem	(4) 58 1%	26 1%	32 2%	14 3%FGH	18 3%GH	13 2%GH	10 1%h	3 1%h	1 *	32 3%K	23 2%K	3 *	24 2%MO	14 1%	12 1%	8 1%	10 2%	39 2%
I regularly experience this problem	(3) 150 4%	89 4%B	61 3%	33 7%FGH	51 7%FGH	35 5%FGH	19 3%h	10 2%h	2 *	84 7%JK	54 4%K	12 1%	66 6%MO	27 2%	39 5%MO	18 2%	45 7%	93 5%
I occasionally experience this problem	(2) 603 15%	326 16%B	277 13%	92 20%GH	145 20%GH	128 19%GH	155 21%GH	61 10%h	23 2%	236 20%K	283 20%K	83 5%	166 15%O	197 17%O	126 15%O	114 11%	150 24%	378 22%
I never experience this problem	(1) 1546 38%	836 42%B	710 34%	221 48%GH	346 49%GH	308 46%GH	329 45%GH	208 35%h	134 15%	567 49%K	636 46%K	342 23%	430 39%O	471 41%O	336 40%O	308 31%	330 53%	954 55%
NET: Occasionally/never experience	2149 53%	1162 58%B	987 47%	313 68%GH	491 69%GH	436 66%GH	484 67%GH	268 45%h	157 17%	804 69%K	920 66%K	425 28%	597 54%O	668 59%O	462 55%O	422 42%	480 76%	1332 77%
Not applicable	1720 42%	711 36%	1008 48%A	101 22%	148 21%	180 27%CD	214 29%CD	312 53%CDEF	765 83%CDEFG	249 21%	394 28%I	1077 71%IJ	410 37%	430 38%	329 39%	550 55%LMN	92 15%	276 16%
Mean	1.46	1.46	1.46	1.55FGH	1.54FGH	1.49GH	1.44GH	1.32H	1.18	1.54JK	1.46K	1.27	1.54MO	1.41	1.47	1.39	1.51	1.46
Standard deviation	0.72	0.72	0.73	0.81	0.79	0.74	0.66	0.60	0.43	0.80	0.70	0.55	0.81	0.66	0.74	0.65	0.73	0.73
Standard error	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.03	0.02	0.04	0.03	0.03	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 62

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Poor sound quality on calls at work**

**Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	209 5%	14 4%	9 5%	185 5%	7 4%	24 5%	16 5%	21 6%	14 5%	13 3%	44 8% <sup>AfgjL</sup>	24 4%	23 6% <sup>j</sup>
I always experience this problem	(4) 58 1%	7 2%	1 *	50 1%	3 2%	9 2%	2 1%	7 2%	3 1%	4 1%	11 2% <sup>l</sup>	4 1%	7 2%
I regularly experience this problem	(3) 150 4%	7 2%	8 4%	135 4% <sup>a</sup>	4 2%	15 3%	14 4%	13 4%	10 3%	10 2%	33 6% <sup>AefJl</sup>	20 3%	16 5% <sup>a</sup>
I occasionally experience this problem	(2) 603 15%	46 13%	23 11%	535 15%	25 15%	73 15%	45 13%	48 13%	42 14%	66 17% <sup>ab</sup>	104 19% <sup>ABGHIL</sup>	78 14%	54 15%
I never experience this problem	(1) 1546 38%	145 41% <sup>jm</sup>	73 36%	1327 38%	71 41% <sup>em</sup>	183 39% <sup>em</sup>	131 38%	149 41% <sup>jm</sup>	127 42% <sup>jm</sup>	134 34%	201 37%	214 38%	117 33%
NET: Occasionally/never experience	2149 53%	191 53%	96 47%	1862 53%	96 56%	256 54% <sup>em</sup>	176 51%	197 54%	169 56% <sup>bm</sup>	200 51%	305 56% <sup>bm</sup>	292 51%	171 48%
Not applicable	1720 42%	153 43% <sup>k</sup>	98 48% <sup>fiK</sup>	1468 42%	69 40%	190 40%	151 44% <sup>k</sup>	146 40%	121 40%	179 46% <sup>k</sup>	197 36%	251 44% <sup>k</sup>	164 46% <sup>k</sup>
Mean	1.46	1.39	1.40	1.47	1.41	1.46	1.42	1.45	1.40	1.45	1.58 <sup>AbefGhijL</sup>	1.41	1.55 <sup>ail</sup>
Standard deviation	0.72	0.72	0.68	0.73	0.70	0.74	0.68	0.76	0.68	0.67	0.79	0.67	0.80
Standard error	0.02	0.05	0.07	0.02	0.07	0.05	0.05	0.06	0.05	0.04	0.04	0.04	0.06

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 63

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Calls ending unexpectedly at home****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	286 7%	149 7%	137 7%	58 13% <sup>EF</sup> GH	77 11% <sup>FGH</sup>	53 8% <sup>GH</sup>	43 6% <sup>H</sup>	22 4%	32 3%	135 12% <sup>JK</sup>	96 7% <sup>K</sup>	55 4%	95 9% <sup>MO</sup>	60 5%	77 9% <sup>MO</sup>	53 5%	66 11% <sup>Q</sup>	125 7%
I always experience this problem	(4) 79 2%	44 2%	35 2%	17 4% <sup>FGH</sup>	22 3% <sup>fGH</sup>	15 2% <sup>G</sup>	12 2% <sup>G</sup>	1 *	12 1% <sup>G</sup>	39 3% <sup>JK</sup>	27 2% <sup>K</sup>	13 1%	22 2%	19 2%	25 3% <sup>O</sup>	14 1%	18 3%	33 2%
I regularly experience this problem	(3) 207 5%	105 5%	102 5%	41 9% <sup>eFGH</sup>	55 8% <sup>FGH</sup>	38 6% <sup>gH</sup>	31 4% <sup>H</sup>	21 4%	20 2%	96 8% <sup>JK</sup>	69 5% <sup>K</sup>	42 3%	74 7% <sup>MO</sup>	41 4%	53 6% <sup>MO</sup>	40 4%	49 8% <sup>q</sup>	92 5%
I occasionally experience this problem	(2) 775 19%	357 18%	418 20%	91 20% <sup>H</sup>	148 21% <sup>H</sup>	148 22% <sup>oGH</sup>	150 21% <sup>H</sup>	107 18% <sup>H</sup>	129 14%	240 21% <sup>K</sup>	299 21% <sup>K</sup>	237 16%	223 20%	213 19%	153 18%	185 19%	119 19%	357 21%
I never experience this problem	(1) 2694 66%	1351 68% <sup>B</sup>	1343 64%	274 59%	431 61%	412 62%	485 67% <sup>CD</sup>	419 71% <sup>CDE</sup>	673 73% <sup>CDEF</sup>	705 60%	897 64% <sup>i</sup>	1092 72% <sup>lJ</sup>	702 64%	780 68% <sup>Ln</sup>	539 64%	673 67%	402 64%	1133 65%
NET: Occasionally/never experience	3468 85%	1707 86%	1761 84%	366 79%	579 82%	560 84% <sup>C</sup>	635 87% <sup>CD</sup>	526 89% <sup>CDE</sup>	803 87% <sup>CD</sup>	945 81%	1195 86% <sup>l</sup>	1328 88% <sup>l</sup>	925 84%	993 87% <sup>lN</sup>	692 82%	858 86% <sup>n</sup>	520 83%	1490 86%
Not applicable	323 8%	133 7%	190 9% <sup>A</sup>	37 8%	52 7%	50 8%	49 7%	45 8%	90 10% <sup>F</sup>	89 8%	99 7%	135 9%	77 7%	86 8%	73 9%	87 9%	40 6%	123 7%
Mean	1.38	1.38	1.38	1.53 <sup>eFGH</sup>	1.49 <sup>FGH</sup>	1.44 <sup>fGH</sup>	1.37 <sup>GH</sup>	1.28	1.25	1.51 <sup>JK</sup>	1.40 <sup>K</sup>	1.26	1.43 <sup>MO</sup>	1.33	1.43 <sup>MO</sup>	1.34	1.46	1.40
Standard deviation	0.69	0.70	0.67	0.83	0.79	0.72	0.65	0.54	0.56	0.80	0.69	0.56	0.72	0.64	0.76	0.63	0.77	0.69
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.02	0.02	0.03	0.02	0.01	0.02	0.02	0.03	0.02	0.03	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 64

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Calls ending unexpectedly at home****Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	286 7%	21 6%	19 10% <sup>EFGL</sup>	246 7%	6 3%	25 5%	16 5%	36 10% <sup>aEFGIL</sup>	16 5%	25 6%	60 11% <sup>AEFGIJL</sup>	30 5%	31 9% <sup>EFGL</sup>
I always experience this problem	(4) 79 2%	8 2% <sup>G</sup>	5 2% <sup>g</sup>	66 2%	2 1%	5 1%	1 *	8 2% <sup>G</sup>	10 3% <sup>FGL</sup>	8 2% <sup>G</sup>	12 2% <sup>G</sup>	7 1%	13 4% <sup>FGL</sup>
I regularly experience this problem	(3) 207 5%	12 3%	15 7% <sup>ael</sup>	180 5%	4 2%	21 4%	15 4%	28 8% <sup>AEfjL</sup>	6 2%	17 4%	48 9% <sup>AEFGIJLm</sup>	23 4%	19 5% <sup>i</sup>
I occasionally experience this problem	(2) 775 19%	71 20%	30 15%	674 19%	24 14%	96 20% <sup>ei</sup>	75 22% <sup>bEhI</sup>	57 16%	45 15%	79 20% <sup>i</sup>	128 23% <sup>BEHIM</sup>	110 19%	60 17%
I never experience this problem	(1) 2694 66%	244 68% <sup>K</sup>	137 67% <sup>K</sup>	2313 66%	126 73% <sup>K</sup>	316 67% <sup>K</sup>	230 67% <sup>k</sup>	237 65% <sup>K</sup>	216 71% <sup>K</sup>	261 67% <sup>K</sup>	313 57%	380 67% <sup>K</sup>	234 65% <sup>k</sup>
NET: Occasionally/never experience	3468 85%	314 88% <sup>bHKM</sup>	167 82%	2987 85%	150 87%	412 88% <sup>bHKM</sup>	306 89% <sup>BHKM</sup>	294 81%	260 86%	340 87% <sup>hK</sup>	442 81%	490 86% <sup>HK</sup>	294 82%
Not applicable	323 8%	23 6%	17 9%	283 8%	17 10%	33 7%	21 6%	34 9%	27 9%	28 7%	44 8%	47 8%	33 9%
Mean	1.38	1.36 <sup>e</sup>	1.39 <sup>e</sup>	1.38	1.24	1.35 <sup>e</sup>	1.34	1.42 <sup>E</sup>	1.32	1.37 <sup>E</sup>	1.52 <sup>AbEFGhJLm</sup>	1.34	1.42 <sup>E</sup>
Standard deviation	0.69	0.67	0.74	0.69	0.56	0.62	0.58	0.75	0.70	0.68	0.77	0.63	0.77
Standard error	0.01	0.04	0.06	0.01	0.05	0.03	0.03	0.04	0.04	0.03	0.03	0.03	0.04

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 65

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Calls ending unexpectedly at work****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	173 4%	103 5%B	70 3%	38 8%FGH	62 9%FGH	42 6%FGH	22 3%gH	8 1%h	1 *	99 9%JK	64 5%K	10 1%	59 5%O	44 4%	45 5%O	25 3%	47 7%	108 6%
I always experience this problem	(4) 57 1%	33 2%	24 1%	18 4%EFGH	22 3%eFGH	10 2%fH	3 *h	3 1%h	-	41 3%JK	13 1%K	3 *	18 2%O	16 1%o	18 2%O	6 1%	8 1%	40 2%
I regularly experience this problem	(3) 116 3%	70 4%B	46 2%	19 4%GH	39 6%FGH	32 5%FGH	18 3%GH	5 1%h	1 *	58 5%K	51 4%K	7 *	41 4%O	28 2%	27 3%	20 2%	39 6%Q	68 4%
I occasionally experience this problem	(2) 455 11%	265 13%B	190 9%	72 16%GH	122 17%GH	101 15%GH	102 14%GH	50 8%h	9 1%	194 17%K	202 15%K	59 4%	141 13%O	130 11%O	110 13%O	74 7%	103 16%	303 17%
I never experience this problem	(1) 1675 41%	893 45%B	781 37%	251 54%GH	374 53%GH	335 51%GH	371 51%GH	211 36%h	131 14%	626 54%K	707 51%K	342 23%	489 45%O	526 46%NO	342 41%O	318 32%	377 60%	1041 60%
NET: Occasionally/never experience	2130 52%	1159 58%B	971 46%	323 70%GH	497 70%GH	436 66%GH	473 65%GH	261 44%h	140 15%	820 70%JK	909 65%K	401 26%	630 57%O	656 58%O	452 54%O	392 39%	481 77%	1344 77%
Not applicable	1775 44%	727 37%	1048 50%A	101 22%	149 21%	185 28%CD	233 32%CD	325 55%CDEF	783 85%CDEFG	249 21%	418 30%I	1108 73%IJ	408 37%	439 39%	346 41%	582 58%LMN	100 16%	287 16%
Mean	1.37	1.40b	1.34	1.46FGH	1.48FGH	1.41FGH	1.30H	1.26H	1.08	1.47JK	1.35K	1.20	1.40o	1.34	1.44MO	1.31	1.39	1.39
Standard deviation	0.70	0.71	0.67	0.81	0.80	0.71	0.57	0.55	0.30	0.80	0.64	0.49	0.72	0.67	0.76	0.63	0.69	0.71
Standard error	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.03	0.02	0.02	0.03	0.03	0.04	0.03	0.03	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 66

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Calls ending unexpectedly at work**

**Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	173 4%	10 3%	12 6% <sup>ij</sup>	151 4%	6 4%	25 5% <sup>ij</sup>	15 4%	16 4%	11 4%	11 3%	37 7% <sup>AiJL</sup>	18 3%	14 4%
I always experience this problem	(4) 57 1%	4 1%	2 1%	51 1%	1 *	9 2% <sup>l</sup>	4 1%	5 2%	4 1%	3 1%	13 2% <sup>qL</sup>	3 1%	9 2% <sup>qL</sup>
I regularly experience this problem	(3) 116 3%	6 2%	10 5% <sup>AJM</sup>	100 3%	6 3%	16 3%	11 3%	11 3%	7 2%	8 2%	24 4% <sup>AJM</sup>	15 3%	5 1%
I occasionally experience this problem	(2) 455 11%	40 11%	22 11%	392 11%	24 14% <sup>gim</sup>	45 10%	28 8%	37 10%	25 8%	45 11%	103 19% <sup>ABFGHIJLM</sup>	56 10%	30 8%
I never experience this problem	(1) 1675 41%	154 43% <sup>bk</sup>	69 34%	1452 41% <sup>b</sup>	75 43% <sup>b</sup>	202 43% <sup>Bk</sup>	145 42% <sup>bb</sup>	158 44% <sup>Bk</sup>	143 47% <sup>BJK</sup>	148 38%	199 36%	233 41%	148 41%
NET: Occasionally/never experience	2130 52%	195 54% <sup>B</sup>	91 45%	1844 52% <sup>b</sup>	98 57% <sup>B</sup>	248 53% <sup>b</sup>	173 51%	195 54% <sup>b</sup>	168 56% <sup>B</sup>	193 49%	302 55% <sup>Bj</sup>	288 51%	179 50%
Not applicable	1775 44%	153 43%	101 50% <sup>eiK</sup>	1521 43%	68 40%	198 42%	155 45% <sup>kk</sup>	153 42%	124 41%	189 48% <sup>efk</sup>	207 38%	261 46% <sup>k</sup>	166 46% <sup>k</sup>
Mean	1.37	1.32	1.47 <sup>il</sup>	1.37	1.35	1.38	1.33	1.35	1.28	1.34	1.56 <sup>AEEFGHIJLM</sup>	1.31	1.35
Standard deviation	0.70	0.63	0.75	0.70	0.61	0.74	0.68	0.70	0.64	0.62	0.79	0.61	0.74
Standard error	0.01	0.04	0.08	0.02	0.06	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.06

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 67

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Not able to make or receive calls at home**

**Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	283 7%	163 8%B	119 6%	60 13% <sup>d</sup> EF	65 9% <sup>f</sup> GH	52 8% <sup>g</sup> GH	47 6% <sup>g</sup> H	25 4%	35 4%	124 11% <sup>j</sup> JK	99 7% <sup>k</sup> K	59 4%	94 9% <sup>m</sup> O	72 6%	65 8% <sup>o</sup>	52 5%	61 10%	132 8%
I always experience this problem	(4) 98 2%	50 3%	48 2%	22 5% <sup>e</sup> FGH	27 4% <sup>e</sup> fGH	11 2%	15 2%	8 1%	15 2%	49 4% <sup>j</sup> JK	26 2%	23 2%	35 3% <sup>o</sup> O	26 2%	24 3% <sup>o</sup> O	13 1%	18 3%	43 2%
I regularly experience this problem	(3) 184 5%	113 6%B	71 3%	37 8% <sup>f</sup> GH	38 5% <sup>g</sup> H	41 6% <sup>g</sup> H	32 4% <sup>h</sup>	16 3%	20 2%	75 6% <sup>k</sup> K	73 5% <sup>k</sup> K	36 2%	59 5%	46 4%	40 5%	39 4%	43 7%	89 5%
I occasionally experience this problem	(2) 852 21%	395 20%	457 22%	95 21%	159 22% <sup>h</sup>	147 22% <sup>h</sup>	161 22% <sup>h</sup>	124 21%	167 18%	253 22%	308 22% <sup>k</sup>	290 19%	237 22%	224 20%	193 23%	197 20%	141 22%	377 22%
I never experience this problem	(1) 2687 66%	1337 67%	1350 65%	271 59%	431 61%	422 64%	482 66% <sup>c</sup> d	414 70% <sup>c</sup> DE	667 72% <sup>c</sup> DEF	702 60%	903 65% <sup>l</sup>	1082 71% <sup>l</sup> J	699 64%	776 68% <sup>l</sup> LN	528 63%	684 68% <sup>l</sup> LN	384 61%	1123 65%
NET: Occasionally/never experience	3539 87%	1732 87%	1807 87%	366 79%	589 83%	569 86% <sup>c</sup>	643 88% <sup>c</sup> D	538 91% <sup>c</sup> DE	834 90% <sup>c</sup> DE	955 82%	1212 87% <sup>l</sup>	1372 90% <sup>l</sup> J	935 85%	1000 88%	722 86%	881 88% <sup>l</sup>	525 84%	1500 86%
Not applicable	256 6%	94 5%	162 8%A	36 8%	53 7%	42 6%	38 5%	31 5%	56 6%	89 8% <sup>j</sup> jk	80 6%	87 6%	68 6%	67 6%	56 7%	65 7%	41 7%	107 6%
Mean	1.40	1.41	1.39	1.56 <sup>e</sup> FGH	1.48 <sup>f</sup> GH	1.42 <sup>g</sup> H	1.39 <sup>g</sup> H	1.32	1.29	1.51 <sup>j</sup> JK	1.41 <sup>k</sup> K	1.30	1.45 <sup>m</sup> MO	1.37	1.44 <sup>m</sup> MO	1.34	1.48	1.42
Standard deviation	0.70	0.72	0.68	0.86	0.78	0.70	0.68	0.60	0.60	0.81	0.69	0.60	0.75	0.68	0.73	0.63	0.76	0.72
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.03	0.02	0.03	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 68

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Not able to make or receive calls at home**

**Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	283 7%	23 6%	19 9%eGJ	241 7%	7 4%	38 8%Gj	15 4%	27 7%	17 6%	19 5%	45 8%Gj	32 6%	42 12%AEGHJL
I always experience this problem	(4) 98 2%	6 2%	7 3%	85 2%	3 2%	11 2%	4 1%	6 2%	9 3%	7 2%	16 3%	11 2%	18 5%AFGHJL
I regularly experience this problem	(3) 184 5%	16 5%	12 6%ij	155 4%	4 2%	27 6%egLJ	10 3%	21 6%ij	7 2%	11 3%	29 5%ij	21 4%	24 7%eGJL
I occasionally experience this problem	(2) 852 21%	80 22%fi	45 22%	727 21%	33 19%	81 17%	65 19%	75 21%	51 17%	83 21%	144 26%eFGHJM	126 22%fi	69 19%
I never experience this problem	(1) 2687 66%	236 66%K	130 64%	2321 66%	121 70%K	323 69%Km	244 71%kKM	236 65%k	213 70%Km	268 68%K	319 58%	374 66%K	223 62%
NET: Occasionally/never experience	3539 87%	317 88%M	174 85%	3048 87%	153 89%om	404 86%	309 90%fhKM	311 85%	264 87%om	351 90%kM	463 85%	501 88%M	292 82%
Not applicable	256 6%	19 5%	11 5%	227 6%	12 7%	28 6%	19 6%	26 7%	23 8%	22 6%	38 7%	35 6%	24 7%
Mean	1.40	1.39	1.46eGij	1.39	1.31	1.38	1.31	1.40	1.34	1.35	1.49aEFGJL	1.38	1.51aEFGHJL
Standard deviation	0.70	0.67	0.77	0.70	0.62	0.71	0.60	0.68	0.69	0.64	0.74	0.66	0.85
Standard error	0.01	0.03	0.06	0.01	0.05	0.03	0.03	0.04	0.04	0.03	0.03	0.03	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 69

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Not able to make or receive calls at work****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	219 5%	127 6%B	92 4%	44 10%FGH	80 11%EFGH	44 7%fGH	30 4%h	16 3%h	5 1%	124 11%JK	73 5%K	21 1%	78 7%MO	55 5%	50 6%O	37 4%	58 9%	132 8%
I always experience this problem	(4) 68 2%	38 2%	30 1%	13 3%FGH	30 4%EFGH	10 2%h	9 1%h	4 1%	3 *	42 4%JK	19 1%K	7 *	31 3%MnO	17 2%	12 1%	8 1%	17 3%	43 2%
I regularly experience this problem	(3) 151 4%	89 4%B	62 3%	32 7%FGH	50 7%FGH	34 5%FGH	20 3%h	12 2%h	2 *	82 7%JK	54 4%K	15 1%	47 4%	38 3%	38 5%o	28 3%	41 7%	90 5%
I occasionally experience this problem	(2) 509 12%	286 14%B	223 11%	88 19%GH	114 16%GH	105 16%GH	126 17%GH	64 11%h	12 1%	202 17%K	231 17%K	76 5%	140 13%O	163 14%O	119 14%O	87 9%	119 19%	336 19%
I never experience this problem	(1) 1628 40%	861 43%B	767 37%	227 49%GH	368 52%GH	346 52%GH	351 48%GH	203 34%h	133 14%	594 51%K	697 50%K	336 22%	471 43%O	499 44%O	346 41%O	312 31%	361 58%	999 57%
NET: Occasionally/never experience	2136 52%	1147 58%B	989 47%	314 68%GH	482 68%GH	451 68%GH	476 65%GH	267 45%h	145 16%	796 68%K	928 67%K	413 27%	611 56%O	662 58%O	465 55%O	399 40%	480 77%	1336 77%
Not applicable	1722 42%	715 36%	1007 48%A	103 22%	146 21%	168 25%d	222 30%CD	310 52%CDEF	774 84%CDEFG	248 21%	390 28%I	1084 71%IJ	409 37%	422 37%	328 39%	563 56%LMN	89 14%	271 16%
Mean	1.43	1.45	1.40	1.53EFGH	1.54EFGH	1.41H	1.38H	1.35H	1.17	1.54JK	1.40K	1.29	1.47o	1.40	1.45	1.39	1.47	1.44
Standard deviation	0.74	0.75	0.72	0.80	0.86	0.71	0.65	0.63	0.54	0.84	0.68	0.60	0.81	0.70	0.73	0.69	0.77	0.74
Standard error	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.04	0.03	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 70

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Not able to make or receive calls at work****Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	219 5%	17 5%	20 10%DAGHJL	183 5%	9 5%	29 6%gj	10 3%	16 4%	17 5%	14 3%	41 7%GhJ	29 5%	20 6%
I always experience this problem	(4) 68 2%	3 1%	9 4%DAGhJL	57 2%	2 1%	11 2%aGjL	1 *	6 2%	5 2%	3 1%	16 3%AGJL	4 1%	8 2%GI
I regularly experience this problem	(3) 151 4%	15 4%	11 5%	126 4%	7 4%	17 4%	9 3%	10 3%	11 4%	11 3%	24 4%	25 4%	12 3%
I occasionally experience this problem	(2) 509 12%	43 12%	20 10%	446 13%	27 16%i	52 11%	41 12%	39 11%	28 9%	57 15%i	85 16%bfnl	68 12%	47 13%
I never experience this problem	(1) 1628 40%	154 43%bjM	69 34%	1405 40%	73 42%	196 42%bm	142 41%rn	161 44%BjIM	130 43%bm	144 37%	221 40%	214 38%	124 35%
NET: Occasionally/never experience	2136 52%	197 55%Bm	89 43%	1851 53%B	100 58%BIm	248 53%b	183 53%B	201 55%Bm	158 52%b	202 51%b	306 56%BIM	282 50%	171 48%
Not applicable	1722 42%	144 40%	96 47%eK	1482 42%	64 37%	194 41%	150 44%k	147 41%	128 42%	177 45%K	199 36%	256 45%eK	167 47%eK
Mean	1.43	1.37	1.63DAFGHIJL	1.43	1.43	1.43	1.32	1.35	1.38	1.41	1.53AGHij	1.42	1.50Gh
Standard deviation	0.74	0.67	0.96	0.73	0.70	0.79	0.59	0.69	0.74	0.65	0.82	0.70	0.79
Standard error	0.02	0.04	0.09	0.02	0.07	0.05	0.04	0.05	0.06	0.04	0.05	0.04	0.06

Proportions/Mean: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 71

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Web pages loading slowly at home****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	622 15%	287 14%	335 16%	100 22%efGH	134 19%GH	109 16%GH	120 17%GH	66 11%	92 10%	234 20%JK	230 17%K	159 10%	184 17%O	168 15%	140 17%O	129 13%	123 20%q	276 16%
I always experience this problem	(4) 141 3%	75 4%	66 3%	27 6%EGH	35 5%eH	19 3%h	27 4%h	18 3%h	14 2%	62 5%JK	46 3%k	32 2%	43 4%	31 3%	34 4%	33 3%	32 5%	62 4%
I regularly experience this problem	(3) 481 12%	213 11%	269 13%A	73 16%GH	99 14%GH	90 14%GH	93 13%GH	48 8%	78 8%	172 15%K	183 13%K	126 8%	142 13%O	137 12%	106 13%o	96 10%	90 14%	214 12%
I occasionally experience this problem	(2) 1722 42%	825 41%	897 43%	197 43%	286 40%	298 45%H	311 43%	267 45%h	364 39%	482 41%	609 44%	631 42%	475 43%	470 41%	348 41%	429 43%	274 44%	720 41%
I never experience this problem	(1) 1361 33%	731 37%B	630 30%	145 31%	258 37%	216 32%	251 35%	190 32%	302 33%	403 34%	467 34%	492 32%	349 32%	402 35%	280 33%	331 33%	198 32%	627 36%p
NET: Occasionally/never experience	3083 76%	1556 78%B	1527 73%	341 74%	544 77%h	514 77%H	562 77%h	457 77%h	666 72%	885 76%	1076 77%K	1122 74%	824 75%	872 77%	628 75%	760 76%	472 75%	1347 77%
Not applicable	372 9%	146 7%	227 11%A	21 5%	29 4%	40 6%	45 6%	71 12%CDEF	166 18%CDEFG	50 4%	86 6%i	237 16%lJ	89 8%	99 9%	74 9%	110 11%L	33 5%	116 7%
Mean	1.84	1.80	1.88A	1.96eFGH	1.87H	1.86H	1.85H	1.80	1.74	1.90K	1.85K	1.77	1.88mo	1.81	1.86	1.81	1.93Q	1.82
Standard deviation	0.79	0.80	0.78	0.86	0.85	0.77	0.80	0.74	0.72	0.85	0.79	0.73	0.80	0.78	0.81	0.77	0.84	0.80
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q



## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 72

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Web pages loading slowly at home**

**Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	622 15%	61 17%f	33 16%	528 15%	25 14%	60 13%	45 13%	52 14%	43 14%	64 16%	101 19%FgL	76 13%	63 17%f
I always experience this problem	(4) 141 3%	11 3%	9 5%	121 3%	3 1%	12 2%	7 2%	18 5%efg	11 4%	15 4%	17 3%	17 3%	21 6%aEFGkl
I regularly experience this problem	(3) 481 12%	51 14%fhl	24 12%	407 12%	22 13%	48 10%	38 11%	33 9%	32 11%	49 13%	84 15%FHIL	58 10%	42 12%
I occasionally experience this problem	(2) 1722 42%	131 37%	88 43%	1503 43%A	71 41%	218 46%Ajm	144 42%	146 40%	131 43%	156 40%	244 45%A	252 45%A	141 39%
I never experience this problem	(1) 1361 33%	140 39%DBKLM	60 30%	1160 33%	67 39%Km	153 33%	121 35%k	135 37%Km	102 33%	134 34%	158 29%	183 32%	109 30%
NET: Occasionally/never experience	3083 76%	271 76%am	148 73%	2663 76%	138 80%M	371 79%kM	265 77%dM	281 77%am	232 76%am	290 74%	401 73%	435 77%M	250 70%
Not applicable	372 9%	25 7%	22 11%	325 9%	10 6%	39 8%	32 9%	31 9%	28 9%	38 10%	44 8%	57 10%	45 13%AEK
Mean	1.84	1.79	1.90	1.84	1.76	1.81	1.78	1.80	1.83	1.85	1.92AEFGHl	1.82	1.92aefG
Standard deviation	0.79	0.81	0.81	0.79	0.75	0.73	0.74	0.83	0.79	0.81	0.78	0.76	0.86
Standard error	0.01	0.04	0.06	0.01	0.06	0.04	0.04	0.05	0.05	0.04	0.04	0.03	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 73

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Web pages loading slowly at work****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	416 10%	215 11%	201 10%	84 18% <sup>EF</sup> GH	134 19% <sup>EF</sup> GH	87 13% <sup>GH</sup>	76 10% <sup>GH</sup>	29 5% <sup>h</sup>	6 1%	218 19% <sup>JK</sup>	163 12% <sup>K</sup>	35 2%	133 12% <sup>O</sup>	120 11% <sup>O</sup>	97 11% <sup>O</sup>	65 7%	128 20% <sup>Q</sup>	247 14%
I always experience this problem	(4) 112 3%	54 3%	58 3%	19 4% <sup>GH</sup>	38 5% <sup>FGH</sup>	23 3% <sup>GH</sup>	22 3% <sup>gH</sup>	8 1% <sup>h</sup>	3 *	57 5% <sup>JK</sup>	44 3% <sup>K</sup>	10 1%	39 4% <sup>mO</sup>	24 2%	32 4% <sup>MO</sup>	17 2%	36 6% <sup>q</sup>	66 4%
I regularly experience this problem	(3) 304 7%	161 8%	143 7%	64 14% <sup>EF</sup> GH	96 14% <sup>e</sup> FGH	64 10% <sup>GH</sup>	55 7% <sup>GH</sup>	22 4% <sup>h</sup>	3 *	160 14% <sup>JK</sup>	119 9% <sup>K</sup>	25 2%	94 9% <sup>O</sup>	96 8% <sup>O</sup>	65 8% <sup>O</sup>	49 5%	92 15% <sup>Q</sup>	181 10%
I occasionally experience this problem	(2) 847 21%	448 23% <sup>B</sup>	399 19%	144 31% <sup>GH</sup>	193 27% <sup>GH</sup>	182 27% <sup>GH</sup>	199 27% <sup>GH</sup>	99 17% <sup>h</sup>	31 3%	336 29% <sup>K</sup>	380 27% <sup>K</sup>	130 9%	280 26% <sup>mNO</sup>	251 22% <sup>O</sup>	167 20% <sup>O</sup>	148 15%	198 32%	539 31%
I never experience this problem	(1) 1033 25%	584 29% <sup>B</sup>	448 21%	137 30% <sup>GH</sup>	237 33% <sup>f</sup> GH	211 32% <sup>GH</sup>	210 29% <sup>GH</sup>	134 23% <sup>h</sup>	104 11%	374 32% <sup>K</sup>	421 30% <sup>K</sup>	238 16%	273 25% <sup>O</sup>	337 30% <sup>LO</sup>	221 26% <sup>O</sup>	201 20%	203 32%	635 37%
NET: Occasionally/never experience	1880 46%	1032 52% <sup>B</sup>	847 41%	281 61% <sup>GH</sup>	429 61% <sup>GH</sup>	393 59% <sup>GH</sup>	409 56% <sup>GH</sup>	233 39% <sup>h</sup>	135 15%	710 61% <sup>K</sup>	801 58% <sup>K</sup>	368 24%	554 50% <sup>nO</sup>	588 52% <sup>NO</sup>	388 46% <sup>O</sup>	349 35%	401 64%	1174 68%
Not applicable	1782 44%	741 37%	1041 50% <sup>A</sup>	97 21%	144 20%	184 28% <sup>CD</sup>	242 33% <sup>CDE</sup>	331 56% <sup>CDEF</sup>	783 85% <sup>CDEFG</sup>	241 21%	426 31% <sup>I</sup>	1115 73% <sup>IJ</sup>	410 37%	430 38%	357 42% <sup>Lm</sup>	584 59% <sup>LMN</sup>	99 16%	318 18%
Mean	1.78	1.75	1.82 <sup>a</sup>	1.91 <sup>e</sup> FGH	1.89 <sup>f</sup> GH	1.79 <sup>GH</sup>	1.77 <sup>GH</sup>	1.63 <sup>H</sup>	1.32	1.89 <sup>JK</sup>	1.78 <sup>K</sup>	1.52	1.85 <sup>MO</sup>	1.73	1.81	1.71	1.93 <sup>Q</sup>	1.77
Standard deviation	0.85	0.84	0.87	0.87	0.92	0.85	0.82	0.76	0.61	0.90	0.83	0.73	0.86	0.82	0.90	0.83	0.91	0.84
Standard error	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.05	0.05	0.03	0.03	0.04	0.03	0.03	0.04	0.04	0.04	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 74

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Web pages loading slowly at work**

**Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	416 10%	35 10%	28 14% <i>ljm</i>	352 10%	15 8%	49 10% <i>i</i>	31 9%	41 11% <i>i</i>	20 7%	34 9%	79 14% <i>aefGIJLM</i>	54 10%	30 8%
I always experience this problem	(4) 112 3%	8 2%	10 5% <i>dLM</i>	93 3%	4 2%	13 3% <i>l</i>	8 2%	18 5% <i>aLM</i>	11 4% <i>L</i>	11 3% <i>l</i>	18 3% <i>L</i>	6 1%	5 1%
I regularly experience this problem	(3) 304 7%	27 8% <i>l</i>	18 9% <i>l</i>	259 7%	11 6%	36 8% <i>l</i>	23 7% <i>i</i>	23 6% <i>i</i>	9 3%	23 6% <i>i</i>	61 11% <i>efGHIJm</i>	48 9% <i>l</i>	25 7% <i>l</i>
I occasionally experience this problem	(2) 847 21%	65 18%	27 13%	755 21% <i>B</i>	46 26% <i>ABj</i>	95 20% <i>b</i>	75 22% <i>B</i>	74 20% <i>b</i>	68 22% <i>B</i>	76 19% <i>b</i>	129 24% <i>aB</i>	118 21% <i>B</i>	73 20% <i>b</i>
I never experience this problem	(1) 1033 25%	100 28% <i>j</i>	43 21%	889 25%	42 24%	120 26%	87 26%	96 26%	84 28% <i>j</i>	85 22%	136 25%	143 25%	95 27%
NET: Occasionally/never experience	1880 46%	166 46% <i>B</i>	70 34%	1644 47% <i>B</i>	87 51% <i>Bj</i>	215 46% <i>B</i>	162 47% <i>B</i>	170 47% <i>B</i>	153 50% <i>BJ</i>	161 41%	265 49% <i>BJ</i>	262 46% <i>B</i>	168 47% <i>B</i>
Not applicable	1782 44%	157 44% <i>k</i>	105 52% <i>DehK</i>	1520 43%	71 41%	206 44% <i>K</i>	149 43% <i>kk</i>	153 42%	131 43%	197 50% <i>aefgHikl</i>	202 37%	251 44% <i>k</i>	160 45% <i>K</i>
Mean	1.78	1.72	1.96 $dallM$	1.78	1.77	1.78	1.75	1.82	1.69	1.79	1.89 $AillM$	1.73	1.70
Standard deviation	0.85	0.85	1.03	0.84	0.79	0.86	0.83	0.93	0.83	0.86	0.88	0.78	0.79
Standard error	0.02	0.06	0.11	0.02	0.08	0.05	0.06	0.07	0.07	0.06	0.05	0.04	0.06

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 75

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Not able to access the internet via my phone at home**

**Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	328 8%	161 8%	167 8%	69 15% <sup>EF</sup> GH	90 13% <sup>FGH</sup>	64 10% <sup>GH</sup>	51 7% <sup>H</sup>	30 5% <sup>H</sup>	25 3%	159 14% <sup>JK</sup>	115 8% <sup>K</sup>	54 4%	114 10% <sup>MO</sup>	80 7%	79 9% <sup>MO</sup>	55 6%	79 13% <sup>q</sup>	168 10%
I always experience this problem	(4) 79 2%	37 2%	42 2%	13 3% <sup>gH</sup>	24 3% <sup>GH</sup>	14 2% <sup>H</sup>	15 2% <sup>H</sup>	6 1%	7 1%	37 3% <sup>K</sup>	29 2% <sup>K</sup>	13 1%	26 2%	22 2%	14 2%	17 2%	27 4% <sup>Q</sup>	30 2%
I regularly experience this problem	(3) 249 6%	124 6%	125 6%	56 12% <sup>EF</sup> GH	66 9% <sup>FGH</sup>	50 8% <sup>fGH</sup>	36 5% <sup>H</sup>	23 4% <sup>H</sup>	18 2%	122 10% <sup>JK</sup>	86 6% <sup>K</sup>	41 3%	87 8% <sup>MO</sup>	58 5%	65 8% <sup>MO</sup>	39 4%	52 8%	139 8%
I occasionally experience this problem	(2) 1203 30%	546 27%	657 31% <sup>A</sup>	169 37% <sup>GH</sup>	234 33% <sup>GH</sup>	237 36% <sup>GH</sup>	244 34% <sup>GH</sup>	145 24% <sup>H</sup>	174 19%	403 34% <sup>K</sup>	482 35% <sup>K</sup>	319 21%	341 31% <sup>o</sup>	321 28%	269 32% <sup>o</sup>	273 27%	215 34%	554 32%
I never experience this problem	(1) 1940 48%	1000 50% <sup>B</sup>	940 45%	195 42%	346 49% <sup>C</sup>	307 46%	348 48% <sup>o</sup>	308 52% <sup>Ceh</sup>	437 47%	541 46%	654 47%	745 49%	486 44%	575 50% <sup>Ln</sup>	389 46%	491 49% <sup>L</sup>	287 46%	848 49%
NET: Occasionally/never experience	3144 77%	1546 78%	1597 76%	363 79% <sup>H</sup>	580 82% <sup>GH</sup>	544 82% <sup>GH</sup>	592 81% <sup>GH</sup>	453 76% <sup>H</sup>	611 66%	944 81% <sup>K</sup>	1136 82% <sup>K</sup>	1064 70%	826 75%	896 79% <sup>d</sup>	657 78%	764 77%	502 80%	1401 81%
Not applicable	606 15%	282 14%	324 16%	29 6%	37 5%	56 8% <sup>D</sup>	85 12% <sup>CDe</sup>	111 19% <sup>CDEF</sup>	289 31% <sup>CDEFG</sup>	66 6%	140 10% <sup>I</sup>	400 26% <sup>IJ</sup>	157 14%	163 14%	106 13%	180 18% <sup>LMN</sup>	47 7%	169 10%
Mean	1.56	1.53	1.59A	1.74 <sup>EF</sup> GH	1.65 <sup>FGH</sup>	1.62 <sup>GH</sup>	1.56 <sup>GH</sup>	1.44 <sup>h</sup>	1.36	1.69 <sup>JK</sup>	1.59 <sup>K</sup>	1.39	1.63 <sup>MO</sup>	1.52	1.60 <sup>MO</sup>	1.49	1.69 <sup>Q</sup>	1.59
Standard deviation	0.73	0.72	0.73	0.79	0.80	0.73	0.71	0.65	0.59	0.80	0.72	0.62	0.77	0.71	0.73	0.68	0.82	0.73
Standard error	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 76

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Not able to access the internet via my phone at home**

**Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	328 8%	21 6%	25 12%	282 8%	7 4%	34 7%	17 5%	39 11%	25 8%	29 7%	48 9%	44 8%	41 11%
I always experience this problem	(4) 79 2%	3 1%	12 6%	64 2%	-	11 2%	2 1%	12 3%	9 3%	8 2%	8 1%	5 1%	9 2%
I regularly experience this problem	(3) 249 6%	18 5%	13 6%	218 6%	7 4%	22 5%	15 4%	27 7%	16 5%	21 5%	39 7%	38 7%	32 9%
I occasionally experience this problem	(2) 1203 30%	99 28%	62 30%	1043 30%	63 37%	131 28%	107 31%	103 28%	79 26%	110 28%	201 37%	152 27%	96 27%
I never experience this problem	(1) 1940 48%	195 54%	82 40%	1663 47%	83 48%	241 51%	165 48%	172 47%	146 48%	179 46%	229 42%	278 49%	170 48%
NET: Occasionally/never experience	3144 77%	294 82%	143 70%	2706 77%	146 85%	372 79%	272 80%	275 76%	225 74%	289 74%	430 79%	430 76%	267 74%
Not applicable	606 15%	43 12%	35 17%	528 15%	20 11%	65 14%	53 15%	50 14%	53 18%	75 19%	68 12%	93 16%	51 14%
Mean	1.56	1.46	1.73	1.56	1.50	1.52	1.50	1.62	1.55	1.55	1.64	1.52	1.61
Standard deviation	0.73	0.65	0.89	0.72	0.58	0.73	0.63	0.80	0.77	0.73	0.71	0.69	0.79
Standard error	0.01	0.04	0.07	0.01	0.05	0.04	0.04	0.05	0.05	0.04	0.03	0.03	0.04

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 77

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?****Not able to access the internet via my phone at work****Base: All with a mobile phone**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
NET: Always/regularly experience	282 7%	141 7%	140 7%	60 13%FGH	79 11%FGH	65 10%FGH	46 6%gH	24 4%hH	7 1%	140 12%JK	112 8%K	31 2%	86 8%o	81 7%	60 7%	55 6%	87 14%Q	167 10%
I always experience this problem	(4) 71 2%	33 2%	39 2%	13 3%GH	25 4%FGH	14 2%GH	11 2%hH	5 1%	3 *	38 3%JK	25 2%K	8 1%	22 2%	22 2%	11 1%	16 2%	22 3%	40 2%
I regularly experience this problem	(3) 210 5%	109 5%	102 5%	47 10%FGH	54 8%fGH	51 8%FGH	35 5%hH	19 3%hH	4 *	101 9%JK	86 6%K	23 2%	64 6%o	58 5%	49 6%o	39 4%	65 10%Q	127 7%
I occasionally experience this problem	(2) 688 17%	371 19%B	317 15%	110 24%GH	174 25%GH	146 22%GH	175 24%GH	75 13%hH	8 1%	284 24%K	321 23%K	83 5%	217 20%o	195 17%O	159 19%O	117 12%	171 27%	446 26%
I never experience this problem	(1) 1266 31%	695 35%B	571 27%	193 42%FGH	298 42%FGH	261 39%GH	260 36%GH	147 25%hH	107 12%	491 42%JK	521 37%K	254 17%	354 32%o	405 36%o	265 31%O	242 24%	256 41%	791 45%p
NET: Occasionally/never experience	1954 48%	1066 54%B	888 43%	302 66%fGH	472 67%eFGH	407 61%GH	435 60%GH	221 37%hH	116 12%	775 66%JK	842 61%K	337 22%	571 52%o	600 53%O	424 50%O	359 36%	427 68%	1237 71%
Not applicable	1842 45%	782 39%	1060 51%A	99 21%	156 22%	191 29%CD	246 34%CD <sub>e</sub>	348 59%CDEF	802 87%CDEFG	255 22%	437 31%I	1150 76%IJ	440 40%	459 40%	359 43%	585 59%LMN	114 18%	335 19%
Mean	1.59	1.57	1.62	1.67GH	1.65gH	1.61H	1.58H	1.52H	1.20	1.66K	1.60K	1.41	1.63	1.56	1.60	1.59	1.71Q	1.58
Standard deviation	0.79	0.77	0.81	0.84	0.84	0.79	0.73	0.73	0.59	0.84	0.76	0.71	0.79	0.79	0.76	0.81	0.84	0.77
Standard error	0.02	0.02	0.03	0.04	0.04	0.04	0.03	0.05	0.05	0.03	0.03	0.04	0.03	0.03	0.04	0.04	0.04	0.02

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 78

**Q.16 In the past twelve months, how often, if at all, have you experienced any of the following problems with your mobile reception?**

**Not able to access the internet via my phone at work**

**Base: All with a mobile phone**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
NET: Always/regularly experience	282 7%	23 7%	19 9% <sup>J</sup>	239 7%	9 5%	26 6%	18 5%	34 9% <sup>fgJl</sup>	22 7%	18 5%	51 9% <sup>FgJl</sup>	33 6%	28 8%
I always experience this problem	(4) 71 2%	6 2% <sup>d</sup>	10 5% <sup>DaefGJKLM</sup>	55 2%	2 1%	10 2% <sup>L</sup>	3 1%	12 3% <sup>GLm</sup>	8 2% <sup>L</sup>	6 1%	10 2% <sup>d</sup>	2 *	4 1%
I regularly experience this problem	(3) 210 5%	17 5%	9 5%	184 5%	7 4%	17 4%	15 5%	22 6% <sup>j</sup>	14 5%	13 3%	41 7% <sup>FJ</sup>	31 5%	24 7% <sup>fJ</sup>
I occasionally experience this problem	(2) 688 17%	51 14%	29 14%	607 17%	46 27% <sup>ABFGHIJKLM</sup>	89 19% <sup>Hm</sup>	60 18%	46 13%	54 18%	63 16%	103 19% <sup>aHm</sup>	97 17%	49 14%
I never experience this problem	(1) 1266 31%	120 33% <sup>b</sup>	52 26%	1095 31%	47 27%	144 31%	113 33% <sup>b</sup>	117 32%	95 31%	122 31%	178 33%	166 29%	112 31%
NET: Occasionally/never experience	1954 48%	171 48% <sup>b</sup>	81 40%	1702 48% <sup>B</sup>	94 54% <sup>Bhlm</sup>	233 50% <sup>B</sup>	174 51% <sup>B</sup>	163 45%	149 49% <sup>b</sup>	185 47%	281 52% <sup>Bhm</sup>	263 46%	161 45%
Not applicable	1842 45%	164 46% <sup>k</sup>	104 51% <sup>eK</sup>	1575 45%	70 41%	211 45% <sup>k</sup>	151 44%	166 46% <sup>k</sup>	133 44%	189 48% <sup>k</sup>	214 39%	271 48% <sup>k</sup>	170 47% <sup>k</sup>
Mean	1.59	1.54	1.77 <sup>daGJL</sup>	1.59	1.64	1.58	1.52	1.64	1.62	1.52	1.65 <sup>j</sup>	1.56	1.57
Standard deviation	0.79	0.79	0.98	0.78	0.69	0.77	0.71	0.91	0.82	0.74	0.81	0.71	0.79
Standard error	0.02	0.06	0.10	0.02	0.07	0.05	0.05	0.07	0.07	0.05	0.05	0.04	0.06

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 79

**Q.17 In the past 12 months have you contacted your mobile provider because of a problem with your mobile service?****Base: All with a mobile phone**

	Gender			Age							Social Grade				Employment Sector			
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	4072	2031	2041	462	644	647	713	628	978	1106	1360	1606	1110	1173	752	1037	564	1633
Weighted base	4078	1989	2089	461	707	663	727	593	924	1169	1391	1518	1097	1139	842	999	627	1739
Yes	432 11%	229 12% <sup>b</sup>	203 10%	67 14% <sup>eGH</sup>	80 11% <sup>H</sup>	71 11%	85 12% <sup>H</sup>	55 9%	75 8%	147 13% <sup>K</sup>	155 11% <sup>K</sup>	129 9%	133 12% <sup>m</sup>	109 10%	87 10%	104 10%	91 14% <sup>q</sup>	193 11%
No - but I have had an issue with my mobile service	595 15%	297 15%	298 14%	77 17% <sup>H</sup>	112 16% <sup>H</sup>	117 18% <sup>H</sup>	112 15% <sup>H</sup>	92 15% <sup>H</sup>	86 9%	189 16% <sup>K</sup>	229 16% <sup>K</sup>	177 12%	157 14%	151 13%	150 18% <sup>IMO</sup>	137 14%	97 15%	291 17%
No, and I have not had any issues with my mobile service	2906 71%	1400 70%	1506 72%	290 63%	478 68%	447 67%	506 70% <sup>C</sup>	434 73% <sup>CDE</sup>	751 81% <sup>CDEFG</sup>	768 66%	953 69%	1185 78% <sup>IJ</sup>	777 71% <sup>n</sup>	848 74% <sup>IN</sup>	563 67%	718 72% <sup>N</sup>	407 65%	1193 69%
Don't know/ can't remember	144 4%	63 3%	81 4%	27 6% <sup>fGH</sup>	38 5% <sup>GH</sup>	29 4% <sup>gH</sup>	24 3% <sup>H</sup>	13 2%	13 1%	65 6% <sup>JK</sup>	53 4% <sup>K</sup>	26 2%	31 3%	31 3%	42 5% <sup>LM</sup>	40 4%	32 5%	61 4%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 80

**Q.17 In the past 12 months have you contacted your mobile provider because of a problem with your mobile service?****Base: All with a mobile phone**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	4072	390	195	3487	170	475	345	322	291	435	526	563	360
Weighted base	4078	358	204	3516	173	470	342	364	303	392	546	567	358
Yes	432 11%	39 11%g	24 12%g	369 10%	19 11%	39 8%	22 7%	28 8%	34 11%g	39 10%	99 18%AbeFGHIJLM	56 10%	32 9%
No - but I have had an issue with my mobile service	595 15%	59 16%	24 12%	513 15%	26 15%	71 15%	52 15%	48 13%	37 12%	57 15%	89 16%	77 14%	56 16%
No, and I have not had any issues with my mobile service	2906 71%	250 70%K	153 75%K	2503 71%	123 71%K	339 72%K	256 75%K	263 72%K	227 75%K	287 73%K	336 62%	418 74%K	254 71%K
Don't know/ can't remember	144 4%	10 3%	3 2%	131 4%	5 3%	21 4%	12 3%	24 7%ABegJL	7 2%	9 2%	23 4%	15 3%	16 4%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 81

**Q.18 Thinking about the last time you contacted your mobile phone provider because of a problem, which of the following options best describes the outcome of that complaint?****Base: All who have contacted mobile phone provider**

	Gender		Age									Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)
Unweighted base	413	225	188	62	76	71	76	56	72	138	147	128	134	107	73	99	79	181
Weighted base	432	229	203	67*	80*	71*	85*	55*	75*	147	155	129	133	109*	87*	104*	91*	193
The issue was resolved to my satisfaction in a reasonable manner	200 46%	97 42%	103 51%	26 39%	37 46%	31 44%	40 47%	35 64% CdEiH	31 42%	63 43%	71 46%	66 51%	55 42%	55 50%	36 41%	54 52%	48 53%	80 42%
The issue was resolved to my satisfaction but only after a struggle or long delay	110 25%	64 28%	46 22%	20 30%	23 29%	22 31%g	19 23%	9 16%	16 21%	44 30%k	41 27%	25 19%	35 27%	25 23%	21 24%	28 27%	23 25%	55 28%
I am still trying to resolve the issue	56 13%	30 13%	26 13%	11 16%	7 9%	8 11%	13 15%	3 5%	15 20% dG	18 12%	21 13%	18 14%	18 14%	13 11%	15 17%	11 11%	6 7%	28 14%
The issue is still ongoing but I have stopped trying to resolve it	38 9%	22 10%	16 8%	5 7%	10 12%	7 9%	4 5%	6 11%	7 10%	14 10%	13 7%	13 10%	13 10%	12 11%	9 10%	4 4%	8 9%	20 11%
I resolved the issue by switching mobile provider	21 5%	9 4%	11 6%	6 8%	3 4%	2 3%	6 7%	1 2%	3 4%	9 6%	8 5%	4 3%	10 7% oo	4 3%	5 6%	2 2%	5 5%	8 4%
Other	8 2%	7 3% b	1 *	-	-	1 1%	3 4%	1 2%	2 3%	-	4 3% i	3 3% i	1 1%	1 1%	1 1%	4 4%	1 1%	2 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

\* small base

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 82

**Q.18 Thinking about the last time you contacted your mobile phone provider because of a problem, which of the following options best describes the outcome of that complaint?**

**Base: All who have contacted mobile phone provider**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	413	43	21	349	20	37	23	25	30	43	87	54	30
Weighted base	432	39*	24**	369	19**	39**	22**	28**	34**	39*	99*	56*	32**
The issue was resolved to my satisfaction in a reasonable manner	200 46%	12 30%	8 34%	180 49%A	11 57%	23 58%	11 49%	13 45%	18 54%	20 52%a	49 50%A	20 36%	15 47%
The issue was resolved to my satisfaction but only after a struggle or long delay	110 25%	10 24%	10 42%	90 24%	3 18%	11 28%	4 19%	7 23%	1 3%	8 20%	31 31%	20 35%	5 17%
I am still trying to resolve the issue	56 13%	7 18%j	2 8%	47 13%	1 8%	3 7%	1 3%	7 24%	9 26%	1 4%	13 13%	9 16%j	3 10%
The issue is still ongoing but I have stopped trying to resolve it	38 9%	3 8%	4 15%	31 8%	2 9%	3 6%	2 10%	2 6%	6 17%	5 14%K	3 3%	3 5%	6 19%
I resolved the issue by switching mobile provider	21 5%	5 14%DK	-	15 4%	1 5%	-	4 20%	* 1%	-	2 5%	2 2%	3 5%	3 8%
Other	8 2%	2 6%D	-	5 1%	1 4%	-	-	-	-	2 6%	1 1%	1 2%	-

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 83

**Q.19 Approximately how long did you spend trying to resolve the issue? Please include any time spent trying to solve the problem yourself as well as contacting your provider.**

**Base: All who have had an issue with their mobile**

	Gender			Age							Social Grade				Employment Sector			
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	995	513	482	142	176	183	183	153	158	318	366	311	289	263	203	240	168	446
Weighted base	1027	526	502	144	192	188	197	147	160	336	385	307	289	260	237	241	187	485
Less than 1 hour	(0.5) 39%	405 39%	200 40%	49 34%	63 33%	81 43% <sup>d</sup>	86 44% <sup>d</sup>	71 48% <sup>CDH</sup>	55 35%	112 33%	167 43% <sup>l</sup>	126 41% <sup>i</sup>	106 37%	108 42%	91 38%	100 42%	67 36%	193 40%
Between 1 and 2 hours	(1.5) 17%	177 19%	100 15%	41 28% <sup>EFGH</sup>	39 20% <sup>Ef</sup>	21 11%	26 13%	22 15%	27 17%	80 24% <sup>JK</sup>	47 12%	49 16%	60 21% <sup>O</sup>	49 19% <sup>O</sup>	41 18% <sup>o</sup>	26 11%	31 17%	88 18%
Between 2 and 3 hours	(2.5) 7%	74 9% <sup>b</sup>	28 6%	11 8%	12 6%	17 9% <sup>f</sup>	9 4%	7 5%	18 11% <sup>Fg</sup>	22 7%	26 7%	25 8%	25 9%	14 5%	14 6%	21 9%	14 8%	32 7%
Between 3 to 4 hours	(3.5) 4%	38 4%	23 3%	9 6% <sup>EG</sup>	14 7% <sup>EG</sup>	1 1%	7 3%	1 1%	7 4% <sup>eg</sup>	23 7% <sup>JK</sup>	8 2%	8 3%	17 6% <sup>mo</sup>	6 2%	10 4%	6 2%	10 5%	18 4%
Between 4 to 6 hours	(5) 2%	22 2%	8 3%	5 4%	6 3%	7 4%	2 1%	1 1%	1 1%	11 3% <sup>k</sup>	9 2%	2 1%	6 2%	5 2%	8 3%	3 1%	5 3%	12 2%
Between 6 and 8 hours	(7) 1%	13 1%	6 1%	2 1%	9 4% <sup>EFG</sup>	1 *	-	-	2 1%	10 3% <sup>JK</sup>	1 *	2 1%	6 2%	2 1%	2 1%	2 1%	3 2%	9 2%
More than 8 hours	(10) 7%	69 7%	37 6%	9 6%	14 7%	17 9%	14 7%	7 5%	8 5%	23 7%	31 8%	16 5%	22 8%	15 6%	18 8%	13 6%	16 8%	34 7%
Don't know/ can't remember	230 22%	101 19%	129 26% <sup>A</sup>	19 13%	36 19%	42 23% <sup>ac</sup>	55 28% <sup>Cd</sup>	37 25% <sup>C</sup>	42 26% <sup>C</sup>	55 16%	97 25% <sup>l</sup>	79 26% <sup>l</sup>	47 16%	61 23% <sup>l</sup>	52 22%	71 29% <sup>L</sup>	41 22%	98 20%
Mean	2.10	2.11	2.09	2.15	2.54 <sup>fG</sup>	2.26 <sup>g</sup>	1.92	1.56	2.01	2.36 <sup>K</sup>	2.09	1.79	2.31	1.90	2.26	1.88	2.42	2.17
Standard deviation	2.74	2.71	2.78	2.52	2.90	3.05	2.81	2.41	2.51	2.74	2.93	2.47	2.80	2.62	2.89	2.63	2.96	2.80
Standard error	0.10	0.13	0.15	0.23	0.25	0.26	0.24	0.23	0.23	0.17	0.18	0.16	0.18	0.18	0.23	0.21	0.26	0.15

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 84

**Q.19 Approximately how long did you spend trying to resolve the issue? Please include any time spent trying to solve the problem yourself as well as contacting your provider.**

**Base: All who have had an issue with their mobile**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	995	106	41	848	42	107	76	66	68	105	174	124	86
Weighted base	1027	98*	48*	882	45*	110*	75*	76*	70*	96*	187	134	88*
Less than 1 hour	(0.5) 39%	35 36%	19 39%	351 40%	19 41%	47 42%	31 41%	25 33%	23 32%	44 46%	73 39%	51 38%	40 45%
Between 1 and 2 hours	(1.5) 17%	20 21% <sup>b</sup>	4 8%	153 17%	14 31% <sup>BFgijLm</sup>	14 13%	11 15%	18 23% <sup>bf</sup>	9 12%	15 16%	37 20% <sup>b</sup>	20 15%	14 16%
Between 2 and 3 hours	(2.5) 7%	10 10% <sup>J</sup>	5 10%	59 7%	2 4%	7 6%	9 12% <sup>Jm</sup>	5 7%	5 6%	3 3%	13 7%	13 9% <sup>j</sup>	3 4%
Between 3 to 4 hours	(3.5) 4%	2 2%	1 2%	35 4%	1 1%	6 5%	2 3%	4 6%	4 6%	5 6%	6 3%	6 4%	1 1%
Between 4 to 6 hours	(5) 2%	- -	2 4% <sup>afj</sup>	20 2%	- -	- -	2 2%	4 5% <sup>AFjk</sup>	7 10% <sup>AeFgJKL</sup>	- -	2 1%	3 2%	3 4% <sup>afj</sup>
Between 6 and 8 hours	(7) 1%	1 1%	- -	11 1%	- -	- -	- -	- -	3 4% <sup>f</sup>	2 2%	5 3%	1 1%	1 1%
More than 8 hours	(10) 7%	8 8%	4 9%	57 6%	2 4%	3 3%	2 3%	3 4%	5 7%	6 6%	11 6%	16 12% <sup>Fg</sup>	8 10% <sup>f</sup>
Don't know/ can't remember	230 22%	21 21%	14 28%	196 22%	8 19%	34 30% <sup>l</sup>	17 23%	16 22%	16 23%	21 22%	40 21%	25 19%	18 20%
Mean	2.10	2.24	2.40	2.07	1.44	1.52	1.66	2.01	2.76 <sup>FG</sup>	1.88	2.05	2.62 <sup>Fg</sup>	2.26
Standard deviation	2.74	2.93	3.16	2.70	1.96	2.08	2.07	2.34	2.93	2.69	2.68	3.26	3.13
Standard error	0.10	0.32	0.57	0.11	0.34	0.24	0.27	0.33	0.41	0.31	0.23	0.32	0.38

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 85

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?**

**Summary****Base: All with mobile phone issues**

		Ability to work / study	Ability to keep in contact with family and friends	Ability to pay household bills online (eg council tax, online banking)	Ability to buy food and other household goods online
Unweighted base		995	995	995	995
Weighted base		1027	1027	1027	1027
NET: No impact/small impact		549 53%	647 63%	659 64%	653 64%
No impact at all	(1)	365 36%	255 25%	477 46%	502 49%
Small impact	(2)	184 18%	392 38%	182 18%	151 15%
A fair amount of impact	(3)	129 13%	175 17%	107 10%	88 9%
A great deal of impact	(4)	64 6%	117 11%	49 5%	51 5%
NET: Fair amount/great deal of impact		193 19%	291 28%	156 15%	139 14%
Not applicable		262 25%	68 7%	194 19%	214 21%
Don't know		23 2%	21 2%	18 2%	21 2%
Mean		1.86	2.16	1.67	1.61
Standard deviation		1.00	0.96	0.92	0.92
Standard error		0.04	0.03	0.03	0.03

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 86

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?****Ability to work / study****Base: All with mobile phone issues**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	995	513	482	142	176	183	183	153	158	318	366	311	289	263	203	240	168	446
Weighted base	1027	526	502	144	192	188	197	147	160	336	385	307	289	260	237	241	187	485
NET: No impact/small impact	549 53%	300 57%B	249 50%	81 56%H	97 51%h	106 56%H	125 64%DGH	76 52%h	63 39%	178 53%k	231 60%lK	139 45%	152 53%	146 56%o	138 58%O	113 47%	114 61%	295 61%
No impact at all	(1) 365 36%	194 37%	171 34%	44 31%	50 26%	71 38%D	94 48%CDDeH	56 38%D	49 31%	94 28%	165 43%lK	105 34%	92 32%	93 36%	94 40%	86 35%	70 37%	185 38%
Small impact	(2) 184 18%	106 20%b	78 16%	36 25%fGH	47 25%fGH	34 18%H	32 16%h	20 14%	14 9%	84 25%JK	66 17%K	34 11%	60 21%O	53 20%O	44 19%o	27 11%	44 24%	110 23%
A fair amount of impact	(3) 129 13%	80 15%B	49 10%	33 23%FGH	44 23%FGH	31 16%FGH	9 5%	7 5%	5 3%	76 23%JK	40 10%K	13 4%	57 20%dMNO	31 12%	20 9%	20 8%	21 11%	80 16%
A great deal of impact	(4) 64 6%	29 6%	35 7%	16 11%GH	19 10%GH	13 7%GH	12 6%gH	2 2%	1 1%	35 10%K	25 7%K	4 1%	20 7%O	20 8%O	17 7%O	6 3%	17 9%	29 6%
NET: Fair amount/great deal of impact	193 19%	109 21%	84 17%	48 34%eFGH	63 33%eFGH	44 23%FGH	21 11%h	10 7%	7 4%	112 33%JK	66 17%K	16 5%	78 27%mnO	52 20%O	37 16%	27 11%	38 20%	109 22%
Not applicable	262 25%	106 20%	156 31%A	9 6%	28 14%C	31 17%C	46 23%CD	58 40%CDEF	89 56%CDEFG	37 11%	77 20%l	147 48%lJ	59 20%	54 21%	51 22%	97 40%LMN	32 17%	66 14%
Don't know	23 2%	11 2%	12 2%	5 4%h	4 2%	6 3%	4 2%	3 2%	1 1%	9 3%	10 3%	4 1%	* *	8 3%L	10 4%L	4 2%l	4 2%	15 3%
Mean	1.86	1.87	1.84	2.16eFGH	2.20EFGH	1.91FGH	1.59	1.49	1.41	2.18JK	1.75K	1.45	2.02NO	1.90O	1.77	1.62	1.90	1.89
Standard deviation	1.00	0.97	1.03	1.04	1.01	1.02	0.93	0.77	0.72	1.02	0.99	0.75	1.00	1.02	1.00	0.90	1.02	0.97
Standard error	0.04	0.05	0.06	0.09	0.08	0.08	0.08	0.08	0.09	0.06	0.06	0.06	0.07	0.07	0.08	0.08	0.09	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 87

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?**

**Ability to work / study**

**Base: All with mobile phone issues**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	995	106	41	848	42	107	76	66	68	105	174	124	86
Weighted base	1027	98*	48*	882	45*	110*	75*	76*	70*	96*	187	134	88*
NET: No impact/small impact	549 53%	42 43%	20 42%	487 55%A	24 54%	66 60%Ab	47 63%Abh	36 47%	39 56%	48 50%	97 52%	85 64%ABHjkm	44 50%
No impact at all	(1) 365 36%	30 31%	17 35%	318 36%	17 37%	50 46%AhK	28 38%	23 30%	26 36%	37 38%	56 30%	51 38%	31 35%
Small impact	(2) 184 18%	12 12%	3 7%	169 19%ab	7 17%	16 15%	19 25%ABJ	13 18%	14 20%b	11 11%	42 22%ABJ	35 26%ABfJm	13 15%
A fair amount of impact	(3) 129 13%	9 10%	6 13%	114 13%	6 14%	14 13%	10 13%	6 8%	7 9%	9 9%	36 19%ahjm	18 14%	8 10%
A great deal of impact	(4) 64 6%	5 5%	5 10%fl	54 6%	* 1%	2 2%	3 4%	13 18%AEFGJKLM	10 15%aEFgJKL	3 3%	13 7%l	3 2%	5 6%
NET: Fair amount/great deal of impact	193 19%	15 15%	11 23%	168 19%	7 15%	16 15%	13 18%	19 26%j	17 24%j	12 13%	48 26%aFJl	21 16%	14 16%
Not applicable	262 25%	38 39%DFGIKL	14 29%	210 24%	14 32%l	23 21%	13 18%	21 27%	13 18%	36 38%FGIKL	38 21%	24 18%	28 32%gikL
Don't know	23 2%	4 4%j	3 6%hj	17 2%	-	5 4%j	1 2%	-	1 2%	-	3 2%	4 3%	3 3%
Mean	1.86	1.82	1.96	1.85	1.69	1.61	1.80	2.19FgJL	2.03Fj	1.65	2.04FJL	1.75	1.80
Standard deviation	1.00	1.03	1.18	0.98	0.86	0.86	0.91	1.22	1.15	0.94	0.99	0.83	1.02
Standard error	0.04	0.13	0.23	0.04	0.16	0.10	0.12	0.18	0.16	0.12	0.09	0.09	0.14

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing



**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 88

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?****Ability to keep in contact with family and friends****Base: All with mobile phone issues**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	995	513	482	142	176	183	183	153	158	318	366	311	289	263	203	240	168	446
Weighted base	1027	526	502	144	192	188	197	147	160	336	385	307	289	260	237	241	187	485
NET: No impact/small impact	647 63%	330 63%	317 63%	84 58%	100 52%	110 58%	126 64%D	108 74%CDEF	119 74%CDEF	184 55%	236 61%	227 74%LJ	166 57%	167 64%	152 64%	162 67%L	104 56%	308 64%
No impact at all	(1) 255 25%	134 25%	121 24%	31 21%	28 14%	34 18%	63 32%cDE	39 26%D	60 37%CDEg	58 17%	98 25%l	99 32%lj	63 22%	57 22%	65 27%	71 29%lm	36 19%	116 24%
Small impact	(2) 392 38%	196 37%	196 39%	53 37%	72 37%	75 40%	63 32%	69 47%Fh	59 37%	125 37%	138 36%	128 42%	103 36%	111 42%	87 37%	91 38%	68 37%	193 40%
A fair amount of impact	(3) 175 17%	104 20%B	71 14%	26 18%gH	51 26%FGH	41 22%GH	30 15%h	15 10%	12 7%	77 23%K	71 19%K	26 8%	71 25%lMNO	36 14%	36 15%	31 13%	41 22%	86 18%
A great deal of impact	(4) 117 11%	51 10%	66 13%	25 17%GH	28 14%Gh	22 12%	21 10%	10 7%	12 8%	53 16%K	43 11%	22 7%	35 12%	34 13%	25 11%	23 9%	29 16%	50 10%
NET: Fair amount/great deal of impact	291 28%	155 29%	137 27%	52 36%fGH	78 41%FGH	63 34%GH	51 26%gH	24 16%	24 15%	130 39%JK	114 30%K	48 16%	107 37%lMNO	70 27%	61 26%	53 22%	71 38%Q	136 28%
Not applicable	68 7%	32 6%	36 7%	5 3%	11 5%	10 5%	17 8%c	12 8%c	14 9%c	15 5%	26 7%	27 9%i	14 5%	14 6%	18 8%	22 9%l	11 6%	27 6%
Don't know	21 2%	9 2%	12 2%	4 3%	4 2%	5 3%	3 1%	2 1%	3 2%	7 2%	8 2%	5 2%	3 1%	9 3%l	6 2%	4 2%	1 1%	14 3%
Mean	2.16	2.15	2.18	2.34FGH	2.44FGH	2.29FGH	2.05h	1.96	1.83	2.40JK	2.17K	1.89	2.29nO	2.20o	2.10	2.03	2.37Q	2.16
Standard deviation	0.96	0.94	0.99	1.03	0.93	0.93	1.00	0.83	0.90	0.98	0.97	0.87	0.96	0.96	0.97	0.95	0.99	0.94
Standard error	0.03	0.04	0.05	0.09	0.07	0.07	0.08	0.07	0.08	0.06	0.05	0.05	0.06	0.06	0.07	0.06	0.08	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 89

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?**

**Ability to keep in contact with family and friends**

**Base: All with mobile phone issues**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	995	106	41	848	42	107	76	66	68	105	174	124	86
Weighted base	1027	98*	48*	882	45*	110*	75*	76*	70*	96*	187	134	88*
NET: No impact/small impact	647 63%	57 58%	25 53%	565 64%	32 72% <sup>ak</sup>	88 80% <sup>ABHIJKLM</sup>	59 79% <sup>ABHIJKLM</sup>	46 60%	40 57%	59 61%	105 56%	81 61%	56 63%
No impact at all	(1) 255 25%	24 24%	9 18%	222 25%	12 26%	36 33% <sup>HK</sup>	21 28%	12 16%	20 28%	27 28% <sup>h</sup>	37 20%	32 24%	27 30% <sup>hk</sup>
Small impact	(2) 392 38%	33 34%	16 35%	343 39%	20 46%	52 47% <sup>ajlm</sup>	38 51% <sup>AJKIM</sup>	34 44%	20 29%	32 33%	67 36%	50 37%	29 33%
A fair amount of impact	(3) 175 17%	17 17% <sup>F</sup>	11 23% <sup>Fg</sup>	146 17%	9 20% <sup>F</sup>	7 7%	7 10%	10 13%	14 19% <sup>F</sup>	14 14%	47 25% <sup>FGhJM</sup>	28 21% <sup>Fg</sup>	11 12%
A great deal of impact	(4) 117 11%	11 12%	8 17% <sup>eg</sup>	97 11%	2 4%	8 8%	4 5%	14 19% <sup>eFGj</sup>	13 19% <sup>eFG</sup>	9 9%	21 11%	16 12%	10 11%
NET: Fair amount/great deal of impact	291 28%	28 29% <sup>FG</sup>	19 40% <sup>FGjm</sup>	244 28%	11 24%	16 14%	11 15%	24 32% <sup>FG</sup>	27 38% <sup>FGjm</sup>	22 23%	68 36% <sup>FGjm</sup>	44 33% <sup>FG</sup>	21 23%
Not applicable	68 7%	9 9%	1 1%	59 7%	2 5%	5 5%	5 6%	6 8%	3 4%	14 15% <sup>BFIKL</sup>	9 5%	5 4%	9 11% <sup>bl</sup>
Don't know	21 2%	4 5% <sup>Dgh</sup>	3 6% <sup>dghj</sup>	13 2%	-	2 2%	-	-	* 1%	1 1%	5 3%	3 3%	2 2%
Mean	2.16	2.19 <sup>Fg</sup>	2.42 <sup>eFGjm</sup>	2.15	2.02	1.89	1.91	2.38 <sup>eFGjm</sup>	2.30 <sup>FG</sup>	2.05	2.30 <sup>FGj</sup>	2.23 <sup>FG</sup>	2.05
Standard deviation	0.96	0.99	1.01	0.96	0.82	0.86	0.79	1.00	1.10	0.97	0.94	0.97	1.01
Standard error	0.03	0.10	0.16	0.03	0.13	0.09	0.09	0.13	0.14	0.10	0.07	0.09	0.12

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 90

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?****Ability to pay household bills online (eg council tax, online banking)****Base: All with mobile phone issues**

	Gender			Age									Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Pri- vate (q)
Unweighted base	995	513	482	142	176	183	183	153	158	318	366	311	289	263	203	240	168	446
Weighted base	1027	526	502	144	192	188	197	147	160	336	385	307	289	260	237	241	187	485
NET: No impact/small impact	659 64%	341 65%	318 63%	95 66%	110 57%	119 63%	133 68% <sup>d</sup>	102 70% <sup>D</sup>	99 62%	206 61%	252 66%	201 66%	179 62%	175 67%	156 66%	149 62%	124 66%	307 63%
No impact at all	(1) 477 46%	251 48%	226 45%	60 42%	68 36%	82 44%	106 54% <sup>cDe</sup>	81 56% <sup>CDe</sup>	79 49% <sup>D</sup>	128 38%	189 49% <sup>l</sup>	160 52% <sup>l</sup>	129 45%	133 51%	107 45%	108 45%	78 42%	225 47%
Small impact	(2) 182 18%	90 17%	92 18%	35 24% <sup>FGH</sup>	42 22% <sup>fgH</sup>	36 19%	27 14%	20 14%	20 13%	77 23% <sup>jk</sup>	63 17%	41 13%	50 17%	42 16%	49 21%	40 17%	46 24% <sup>q</sup>	82 17%
A fair amount of impact	(3) 107 10%	73 14% <sup>B</sup>	34 7%	24 16% <sup>FGH</sup>	43 22% <sup>EFGH</sup>	24 13% <sup>FGH</sup>	11 6% <sup>H</sup>	5 3% <sup>h</sup>	1 *	66 20% <sup>JK</sup>	35 9% <sup>K</sup>	6 2%	47 16% <sup>dMNO</sup>	23 9%	19 8%	17 7%	22 12%	69 14%
A great deal of impact	(4) 49 5%	23 4%	26 5%	10 7% <sup>FGH</sup>	16 8% <sup>FGH</sup>	15 8% <sup>FGH</sup>	4 2%	1 1%	3 2%	26 8% <sup>K</sup>	19 5% <sup>K</sup>	4 1%	13 4%	11 4%	13 6%	12 5%	12 6%	23 5%
NET: Fair amount/great deal of impact	156 15%	96 18% <sup>B</sup>	60 12%	34 24% <sup>FGH</sup>	59 31% <sup>eFGH</sup>	39 21% <sup>FGH</sup>	15 8% <sup>H</sup>	6 4%	4 2%	93 28% <sup>JK</sup>	54 14% <sup>K</sup>	9 3%	60 21% <sup>dMnO</sup>	35 13%	33 14%	29 12%	34 18%	92 19%
Not applicable	194 19%	81 15%	113 23% <sup>A</sup>	11 8%	19 10%	24 13%	45 23% <sup>CDE</sup>	37 26% <sup>CDE</sup>	56 35% <sup>CDEFg</sup>	31 9%	69 18% <sup>l</sup>	94 31% <sup>lJ</sup>	50 17%	44 17%	38 16%	61 25% <sup>LMN</sup>	27 14%	72 15%
Don't know	18 2%	8 2%	10 2%	3 2%	4 2%	6 3%	3 2%	1 1%	1 1%	7 2%	9 2%	2 1%	- -	6 2% <sup>L</sup>	10 4% <sup>Lo</sup>	2 1%	3 1%	13 3%
Mean	1.67	1.70	1.63	1.88 <sup>FGH</sup>	2.04 <sup>eFGH</sup>	1.82 <sup>FGH</sup>	1.42	1.30	1.30	1.97 <sup>JK</sup>	1.62 <sup>K</sup>	1.30	1.77 <sup>m</sup>	1.58	1.68	1.62	1.80	1.72
Standard deviation	0.92	0.93	0.91	0.98	1.02	1.01	0.76	0.59	0.63	1.00	0.92	0.61	0.95	0.89	0.92	0.91	0.95	0.95
Standard error	0.03	0.05	0.05	0.09	0.08	0.08	0.06	0.06	0.06	0.06	0.05	0.04	0.06	0.06	0.07	0.07	0.08	0.05

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

## Telecoms Survey

### ONLINE Fieldwork: 12th-16th January 2018

Absolutes/col percents

Table 91

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?**

**Ability to pay household bills online (eg council tax, online banking)**

**Base: All with mobile phone issues**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humbreside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	995	106	41	848	42	107	76	66	68	105	174	124	86
Weighted base	1027	98*	48*	882	45*	110*	75*	76*	70*	96*	187	134	88*
NET: No impact/small impact	659 64%	56 57%	29 60%	575 65%	25 55%	78 71% <sup>ae</sup>	54 72% <sup>ae</sup>	46 60%	45 64%	65 67%	117 62%	90 67%	56 63%
No impact at all	(1) 477 46%	41 42%	23 48%	413 47%	22 48%	54 49%	32 43%	32 42%	35 50%	44 46%	84 45%	67 50%	43 49%
Small impact	(2) 182 18%	15 15%	6 12%	161 18%	3 7%	24 22% <sup>E</sup>	22 29% <sup>AbEIKIM</sup>	14 18%	10 14%	21 22% <sup>E</sup>	32 17%	23 17%	13 15%
A fair amount of impact	(3) 107 10%	6 6%	4 9%	96 11%	6 13% <sup>J</sup>	8 7%	6 8%	8 11% <sup>J</sup>	7 10% <sup>ij</sup>	2 2%	32 17% <sup>AFgJ</sup>	17 13% <sup>J</sup>	11 12% <sup>J</sup>
A great deal of impact	(4) 49 5%	5 5%	4 7%	41 5%	1 2%	3 3%	3 5%	7 9%	6 8%	3 3%	9 5%	5 4%	4 5%
NET: Fair amount/great deal of impact	156 15%	11 11%	8 17% <sup>j</sup>	137 16%	7 16% <sup>ij</sup>	11 10%	9 12%	15 20% <sup>J</sup>	12 18% <sup>J</sup>	5 5%	41 22% <sup>AFJ</sup>	22 16% <sup>J</sup>	15 17% <sup>J</sup>
Not applicable	194 19%	28 28% <sup>DfgKL</sup>	8 16%	158 18%	13 30% <sup>KI</sup>	18 16%	11 15%	16 20%	12 17%	26 27% <sup>fgKL</sup>	27 14%	20 15%	15 17%
Don't know	18 2%	4 4% <sup>dj</sup>	3 7% <sup>DGHJk</sup>	11 1%	-	3 3%	-	-	1 1%	-	2 1%	2 2%	3 3%
Mean	1.67	1.63	1.69	1.67	1.57	1.55	1.69	1.84 <sup>J</sup>	1.70	1.48	1.79 <sup>fJ</sup>	1.63	1.66
Standard deviation	0.92	0.94	1.03	0.91	0.92	0.80	0.86	1.05	1.03	0.74	0.96	0.89	0.94
Standard error	0.03	0.11	0.18	0.04	0.17	0.09	0.11	0.15	0.14	0.09	0.08	0.09	0.11

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 92

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?****Ability to buy food and other household goods online****Base: All with mobile phone issues**

	Gender			Age									Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	18-34 (i)	35-54 (j)	55+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)	Public (p)	Private (q)	
Unweighted base	995	513	482	142	176	183	183	153	158	318	366	311	289	263	203	240	168	446	
Weighted base	1027	526	502	144	192	188	197	147	160	336	385	307	289	260	237	241	187	485	
NET: No impact/small impact	653 64%	345 66%	308 61%	94 65%	118 62%	114 61%	138 70%eH	101 69%h	88 55%	212 63%	252 65%	189 62%	177 61%	172 66%	157 66%	146 61%	124 66%	314 65%	
No impact at all	(1) 49%	502 49%	267 51%	235 47%	65 45%	82 43%	87 47%	112 57%cDe	77 52%	79 49%	147 44%	199 52%ai	156 51%	135 47%	136 52%	124 52%	107 44%	88 47%	236 49%
Small impact	(2) 15%	151 15%	78 15%	73 15%	28 20%h	36 19%h	26 14%h	27 14%h	25 17%h	9 6%	65 19%jk	53 14%	34 11%	43 15%	36 14%	34 14%	39 16%	36 19%	78 16%
A fair amount of impact	(3) 9%	88 9%	56 11%B	32 6%	15 11%FGH	30 15%FGH	31 17%FGH	7 3%h	5 3%h	1 *	45 13%k	38 10%k	6 2%	38 13%lMnO	16 6%	17 7%	17 7%	16 9%	59 12%
A great deal of impact	(4) 5%	51 5%	30 6%	21 4%	15 11%FGH	17 9%FGH	10 5%Gh	6 3%g	* *	2 1%	32 9%jK	16 4%k	3 1%	13 4%	18 7%	10 4%	9 4%	15 8%	22 5%
NET: Fair amount/great deal of impact	139 14%	86 16%B	53 11%	30 21%FGH	46 24%FGH	41 22%FGH	13 6%h	5 4%	3 2%	77 23%jK	54 14%k	8 3%	51 18%nO	35 13%	28 12%	26 11%	31 17%	82 17%	
Not applicable	214 21%	85 16%	129 26%A	14 10%	21 11%	28 15%	45 23%cDe	39 26%CDE	69 43%CDEFG	35 10%	72 19%l	107 35%lJ	56 19%	48 19%	44 19%	66 27%LMN	32 17%	71 15%	
Don't know	21 2%	10 2%	11 2%	6 4%fh	7 4%fh	5 3%	1 1%	1 1%	1 1%	12 4%k	6 2%	2 1%	5 2%	5 2%	8 3%	3 1%	-	18 4%P	
Mean	1.61	1.65	1.56	1.84FGH	1.89FGH	1.77FGH	1.39h	1.33	1.19	1.87JK	1.58K	1.27	1.69	1.60	1.54	1.58	1.73	1.67	
Standard deviation	0.92	0.95	0.88	1.06	1.04	0.99	0.76	0.58	0.57	1.05	0.90	0.58	0.94	0.97	0.88	0.87	0.99	0.93	
Standard error	0.03	0.05	0.05	0.10	0.08	0.08	0.06	0.06	0.06	0.06	0.05	0.04	0.06	0.07	0.07	0.07	0.08	0.05	

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k - l/m/n/o - p/q

**Telecoms Survey**  
**ONLINE Fieldwork: 12th-16th January 2018**

Absolutes/col percents

Table 93

**Q.20 To what extent, if at all, did your mobile phone issue, and the time it took to resolve, impact on each of the following?****Ability to buy food and other household goods online****Base: All with mobile phone issues**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	995	106	41	848	42	107	76	66	68	105	174	124	86
Weighted base	1027	98*	48*	882	45*	110*	75*	76*	70*	96*	187	134	88*
NET: No impact/small impact	653 64%	56 57%	26 55%	571 65%	25 56%	75 68%	54 73%AbeK	46 60%	44 63%	63 65%	109 58%	92 69%a	62 70%ak
No impact at all	(1) 502 49%	46 47%	18 37%	438 50%	19 42%	61 55%bk	35 47%	33 43%	34 48%	50 52%	82 44%	72 54%b	52 59%BhK
Small impact	(2) 151 15%	10 10%	8 18%	133 15%	6 14%	14 13%	19 26%AFjklM	13 17%	11 15%	13 13%	27 15%	19 15%	10 12%
A fair amount of impact	(3) 88 9%	7 7%	7 15%JM	74 8%	5 12%j	8 7%	8 11%j	5 7%	8 12%jlm	3 4%	20 10%jm	13 10%j	3 4%
A great deal of impact	(4) 51 5%	5 5%	3 6%	43 5%	1 1%	3 3%	1 1%	5 7%g	6 8%g	3 3%	18 9%fGjm	5 4%	3 3%
NET: Fair amount/great deal of impact	139 14%	12 12%	10 21%JM	117 13%	6 13%	11 10%	9 11%	11 14%	14 20%fJM	6 6%	37 20%FJM	19 14%j	6 7%
Not applicable	214 21%	27 28%gL	8 18%	178 20%	12 27%	21 19%	12 16%	20 26%	12 17%	27 28%gL	36 19%	21 15%	19 21%
Don't know	21 2%	4 4%j	3 6%gdghU	15 2%	2 4%j	4 4%j	-	-	-	-	5 3%	3 2%	2 2%
Mean	1.61	1.56	1.86	1.60	1.60	1.45	1.58	1.70jm	1.76fJM	1.40	1.81fJIM	1.56	1.36
Standard deviation	0.92	0.94	1.01	0.91	0.84	0.80	0.75	0.99	1.03	0.76	1.07	0.89	0.75
Standard error	0.03	0.11	0.18	0.04	0.15	0.09	0.09	0.14	0.14	0.09	0.09	0.09	0.09

Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing