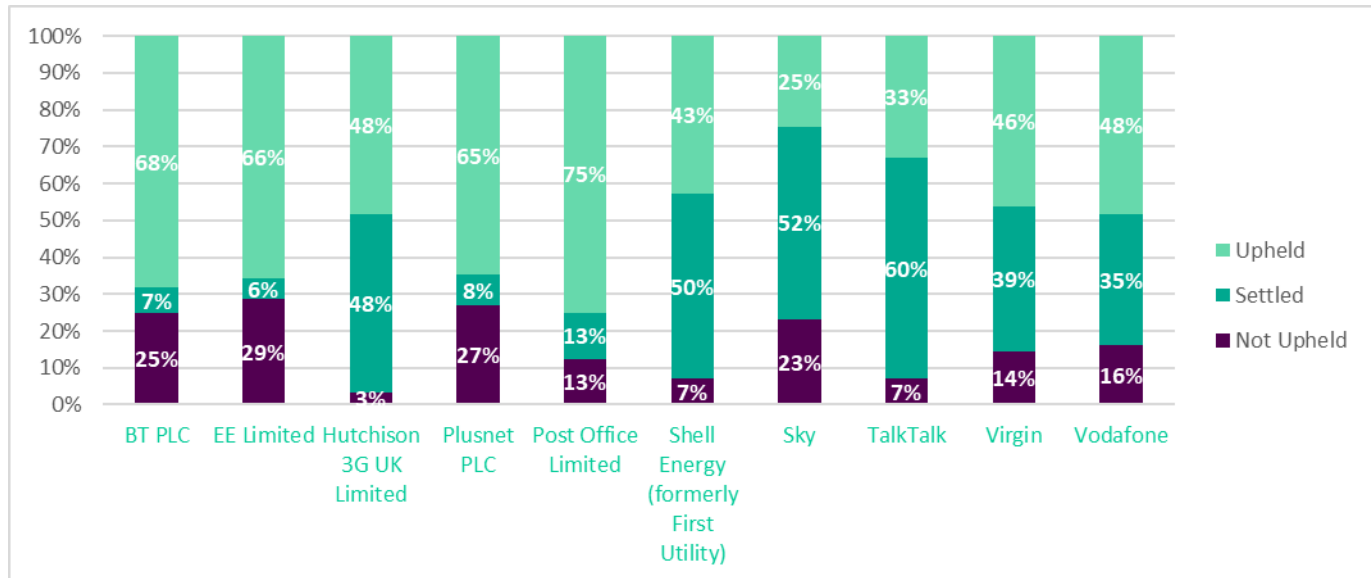
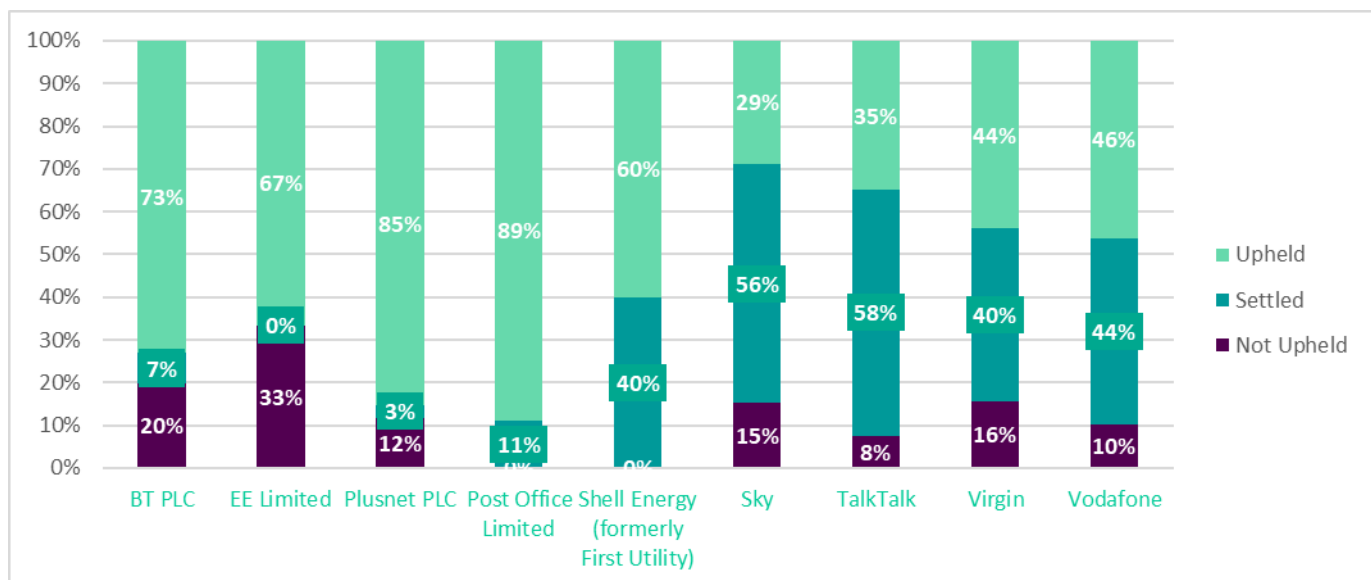


## Data publishing for Ofcom – Quarter 2, 2022

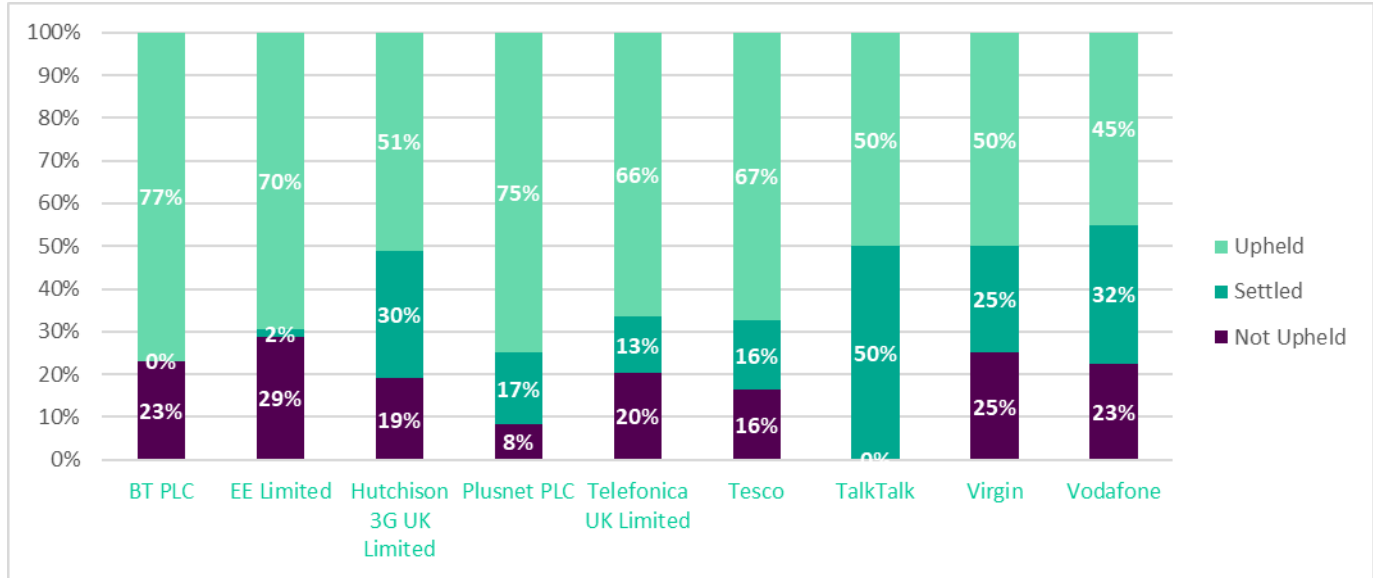
### Broadband case outcomes



### Landline case outcomes



## Mobile case outcomes



## Issue breakdowns

### Broadband case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	12%	14%	9%	16%	6%	1%	2%	40%
EE Limited	10%	10%	13%	15%	13%	3%	0%	36%
Hutchison 3G UK Limited	25%	16%	7%	7%	7%	0%	0%	39%
Plusnet PLC	15%	15%	13%	0%	2%	2%	0%	54%
Post Office Limited	0%	33%	67%	0%	0%	0%	0%	0%
Shell Energy (formerly First Utility)	31%	7%	14%	5%	1%	1%	0%	41%
Sky	19%	13%	21%	5%	10%	0%	3%	28%
TalkTalk	20%	16%	23%	3%	11%	0%	0%	27%
Virgin	24%	20%	16%	4%	10%	0%	1%	24%
Vodafone	22%	29%	20%	3%	7%	0%	0%	18%

### Landline case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	14%	9%	11%	13%	8%	3%	1%	40%
EE Limited	0%	25%	13%	13%	13%	0%	0%	38%
Plusnet PLC	21%	28%	18%	3%	5%	5%	3%	18%
Post Office Limited	33%	0%	0%	0%	0%	0%	0%	67%
Shell Energy (formerly First Utility)	31%	15%	14%	5%	4%	0%	1%	30%
Sky	27%	11%	20%	3%	9%	0%	6%	24%
TalkTalk	21%	17%	29%	3%	11%	0%	0%	20%
Virgin	26%	23%	18%	3%	9%	0%	0%	19%
Vodafone	15%	31%	26%	8%	8%	0%	0%	13%

### Mobile case categories (%)

Provider	Billing	Contract Issues	Customer Service	Equipment	Mis-selling	Other	Security	Service
BT PLC	18%	27%	18%	0%	0%	0%	0%	36%
EE Limited	33%	12%	12%	7%	12%	1%	6%	17%
Hutchison 3G UK Limited	33%	16%	13%	4%	13%	1%	5%	16%
Plusnet PLC	31%	8%	31%	0%	15%	0%	15%	0%
Telefonica UK Limited	27%	9%	16%	4%	9%	1%	9%	26%
Tesco	12%	10%	28%	4%	6%	2%	16%	22%
Talk Talk PLC	50%	0%	0%	0%	25%	0%	0%	25%
Virgin Media	25%	20%	13%	5%	19%	0%	1%	17%
Vodafone	30%	22%	11%	9%	11%	0%	0%	17%