



Commission for  
**Communications Regulation**

# Customer Charter

## Consumer Survey Publication

2022

ComReg 23/14b



RESEARCH  
& INSIGHT

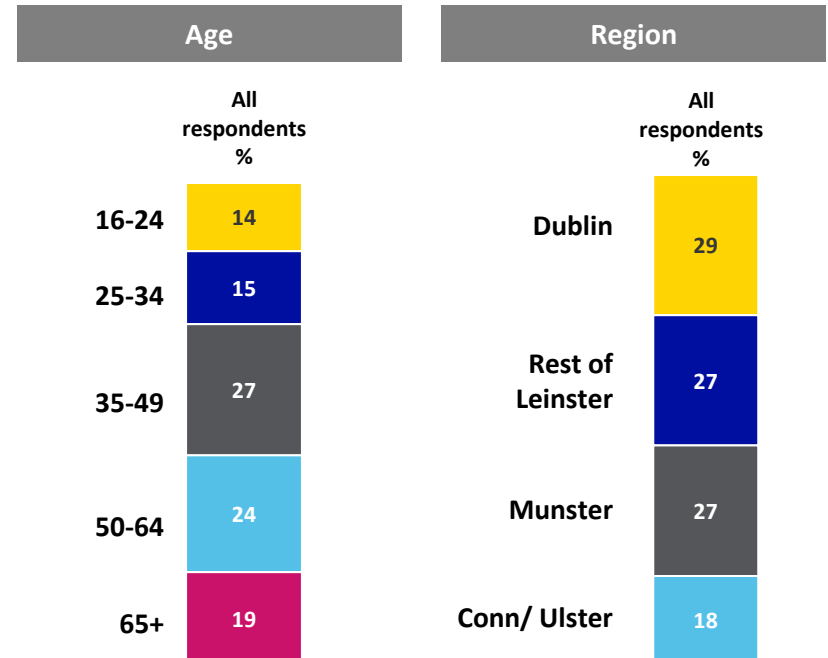
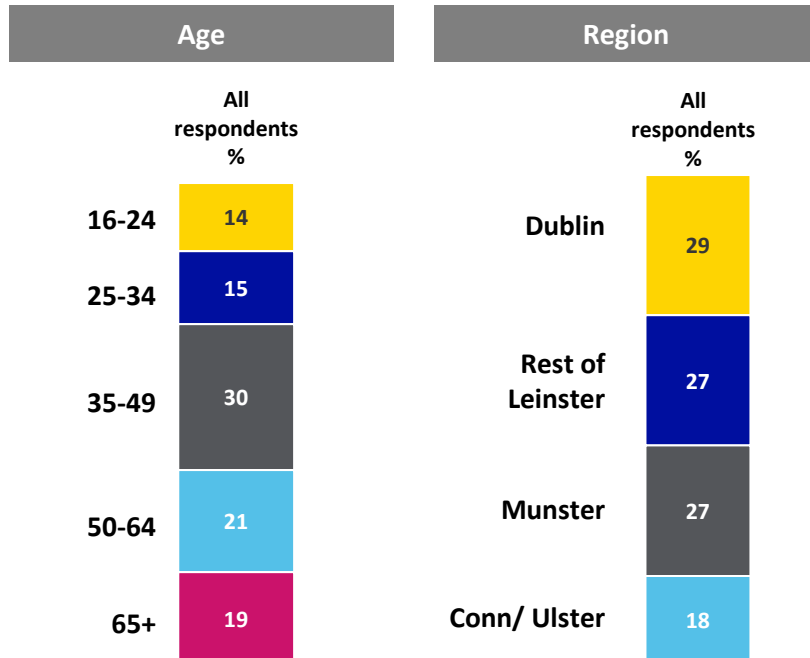
# Methodology and sample profile

## Mobile confidence survey

- Face-to-face fieldwork was conducted to a sample of 1,015 adults aged 16+ between 25<sup>th</sup> May and 7<sup>th</sup> June 2022 and 1,020 adults aged 16+ between 10<sup>th</sup> and 22<sup>nd</sup> November 2022.
- The sample is quota controlled by gender, age, social class, and region to match the known demographics of the population (CSO estimates).

## Broadband confidence survey

- Face-to-face fieldwork was conducted to a sample of 1,008 adults aged 16+ between 15<sup>th</sup> and 25<sup>th</sup> August 2022.
- The sample is quota controlled by gender, age, social class, and region to match the known demographics of the population (CSO estimates).



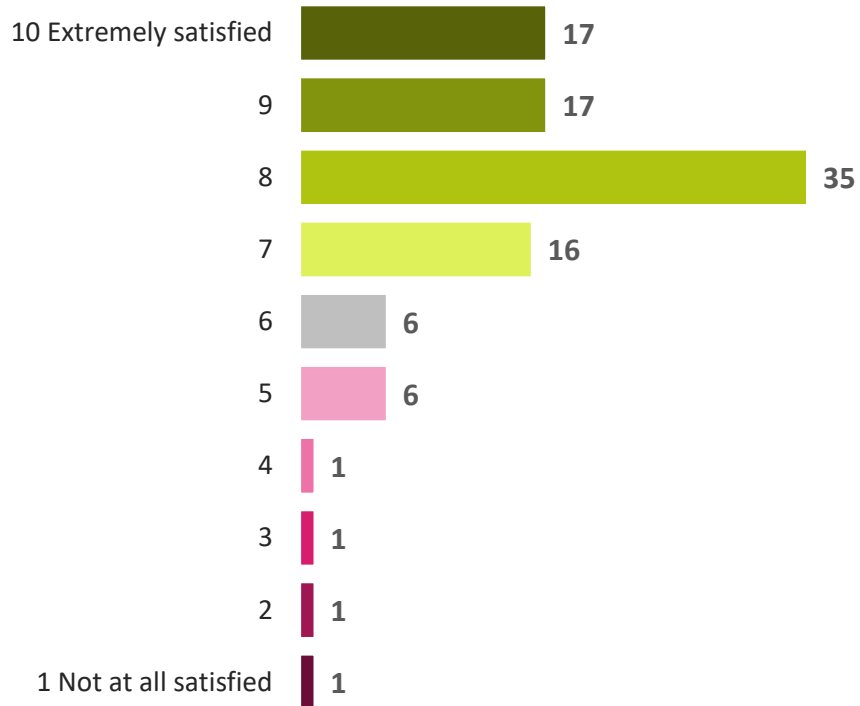
# Satisfaction with current mobile phone and home broadband service

June Base: All have mobile phone – 977

August Base: All have broadband and are responsible for broadband decision – 758

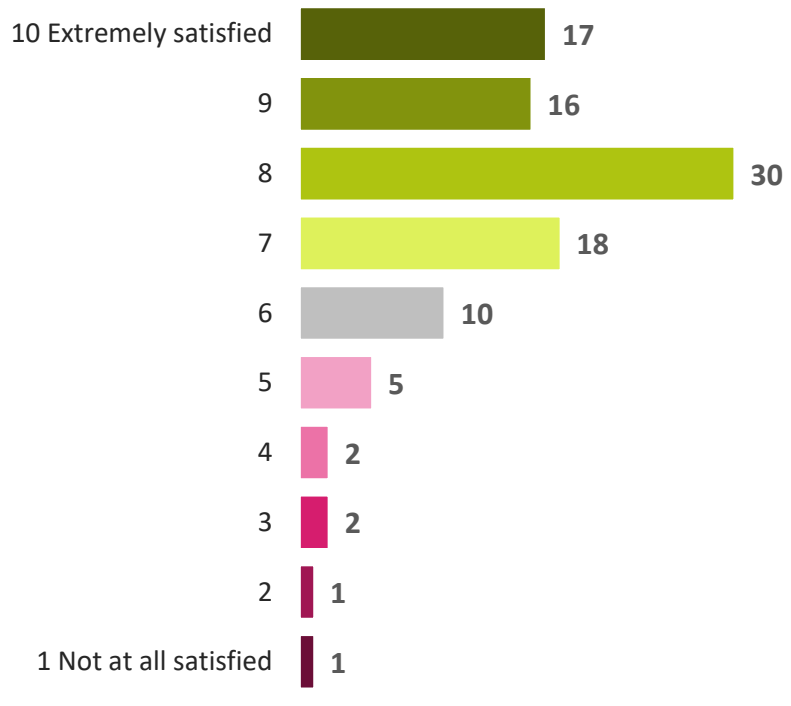
**Satisfied that mobile phone service has met expectations**

%



**Satisfied that home broadband service has met expectations**

%



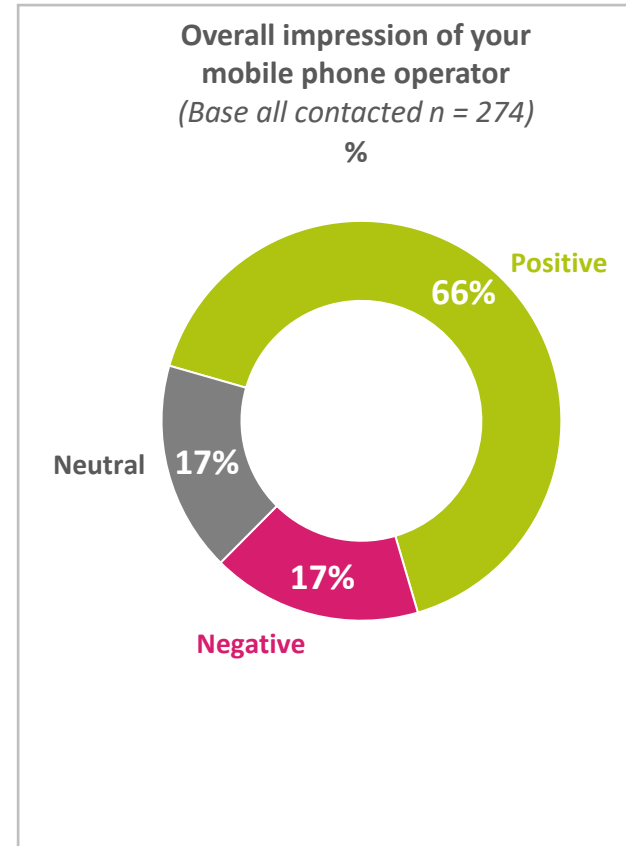
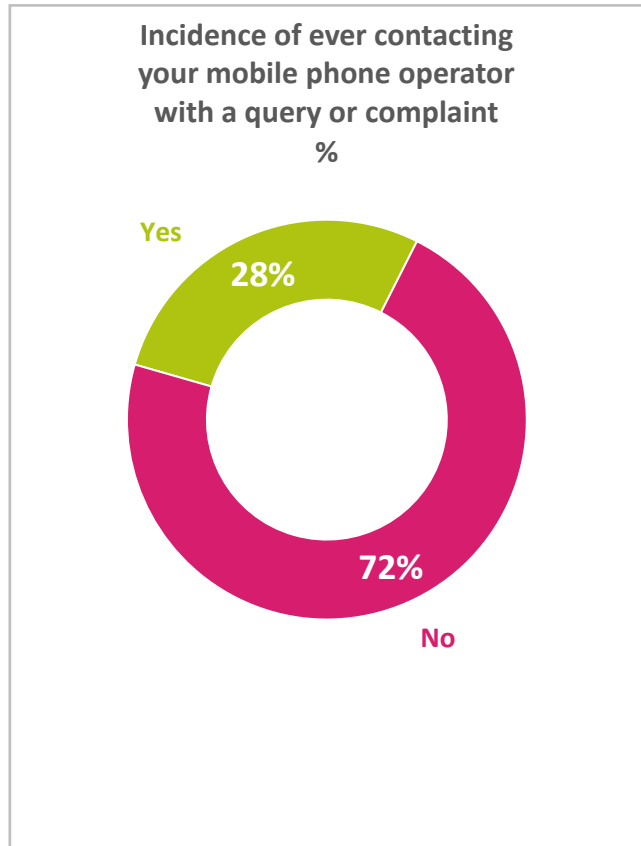
Mean 7.9

Mean 7.71



# Experience of contacting mobile service provider

June Base: All have mobile – 1015

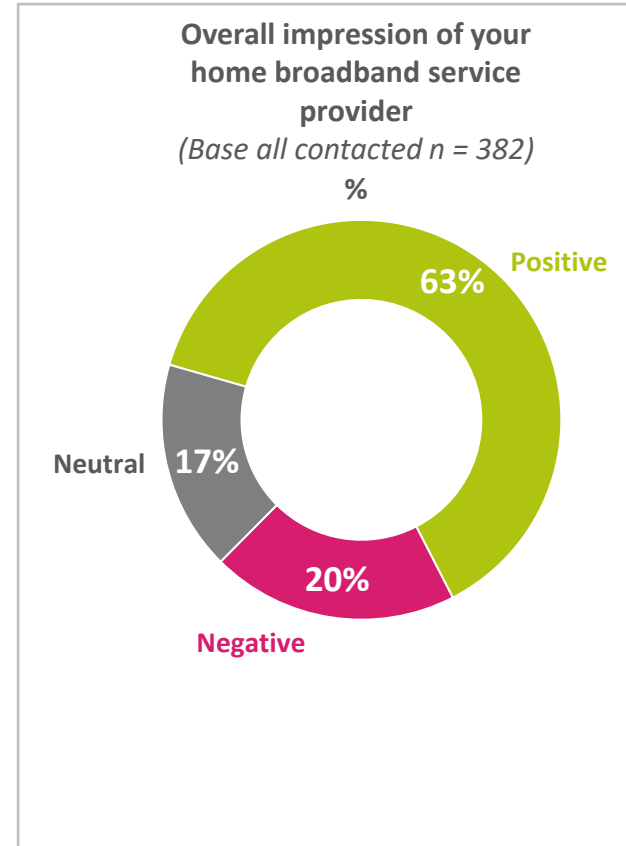
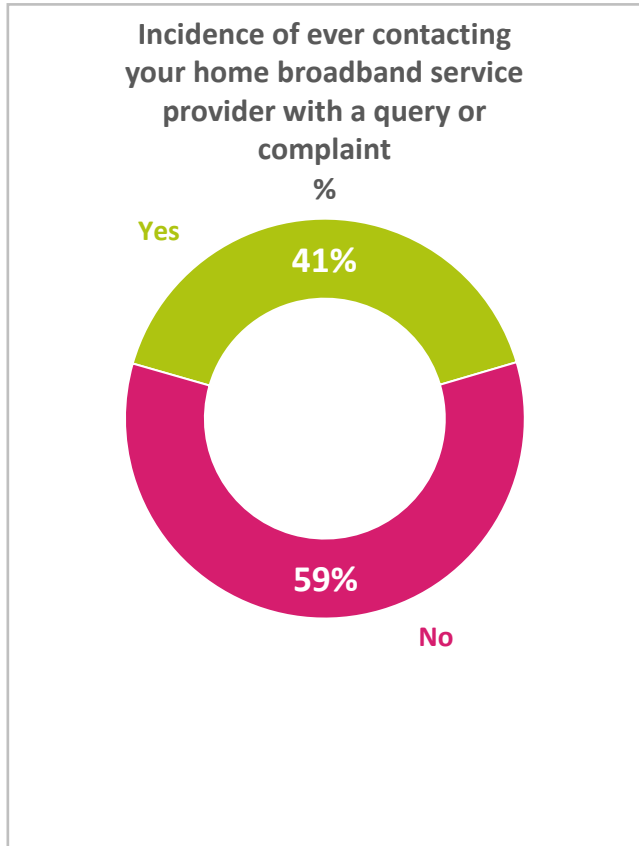


Q. Have you ever contacted your mobile phone service provider with a query or complaint?

Q. Thinking back to the last time you contacted your mobile phone service provider with a query or complaint, was your impression broadly:

# Experience of contacting broadband service provider

August Base: All have broadband – 879



Q. Have you ever contacted your home broadband service provider with a query or complaint?

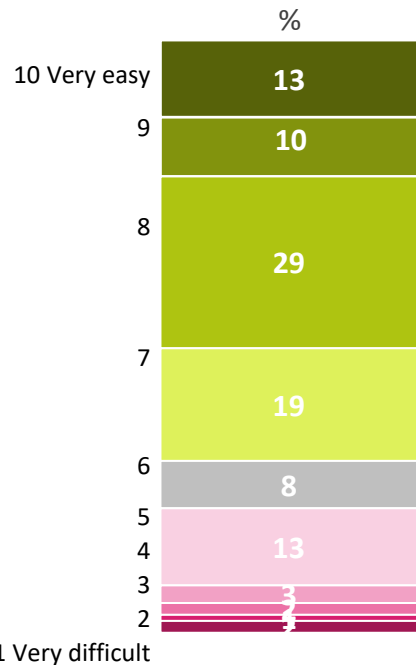
Q. Thinking back to the last time you contacted your home broadband service provider with a query or complaint, was your impression broadly:

# Interaction with service providers

June Base: All have mobile phone – 1015

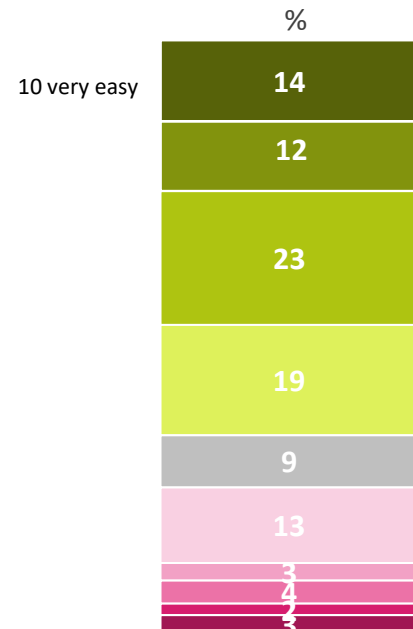
August Base: All have broadband and are responsible for broadband decision – 879

**How easy was it interacting with mobile phone provider?**



ANY 1-6	28	→ 65+ - 43%
ANY 7-8	49	
ANY 9-10	23	
Mean	7.23	

**How easy was it interacting with broadband provider?**



ANY 1-6	33	→ 50-64 - 42%
ANY 7-8	41	→ 35-49 - 48%
ANY 9-10	26	
Mean	7.06	

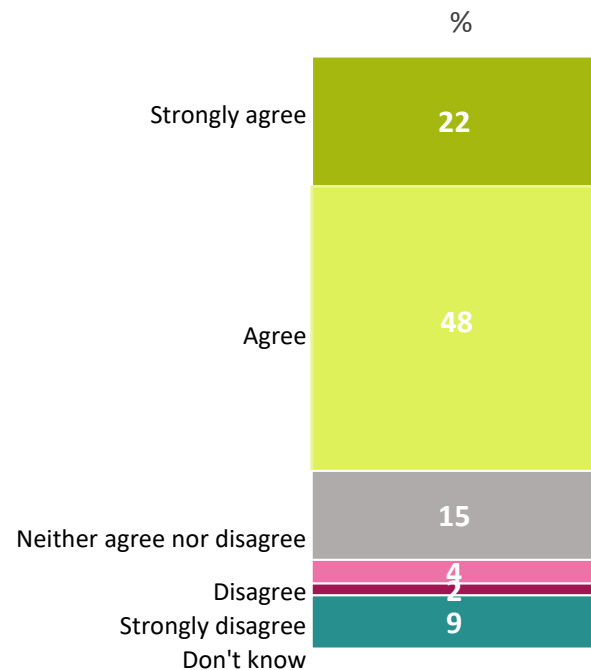
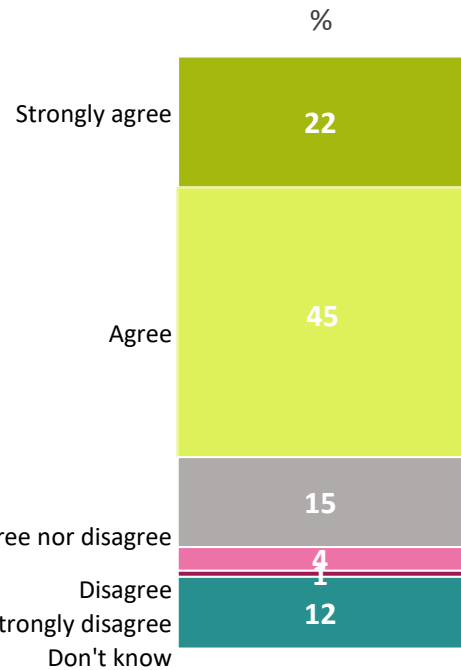
# Level of agreement among customers

June Base: All have mobile phone – 1015

August Base: All have broadband and are responsible for broadband decision – 879

**My mobile provider's website is easy to navigate**

**My broadband provider's website is easy to navigate**



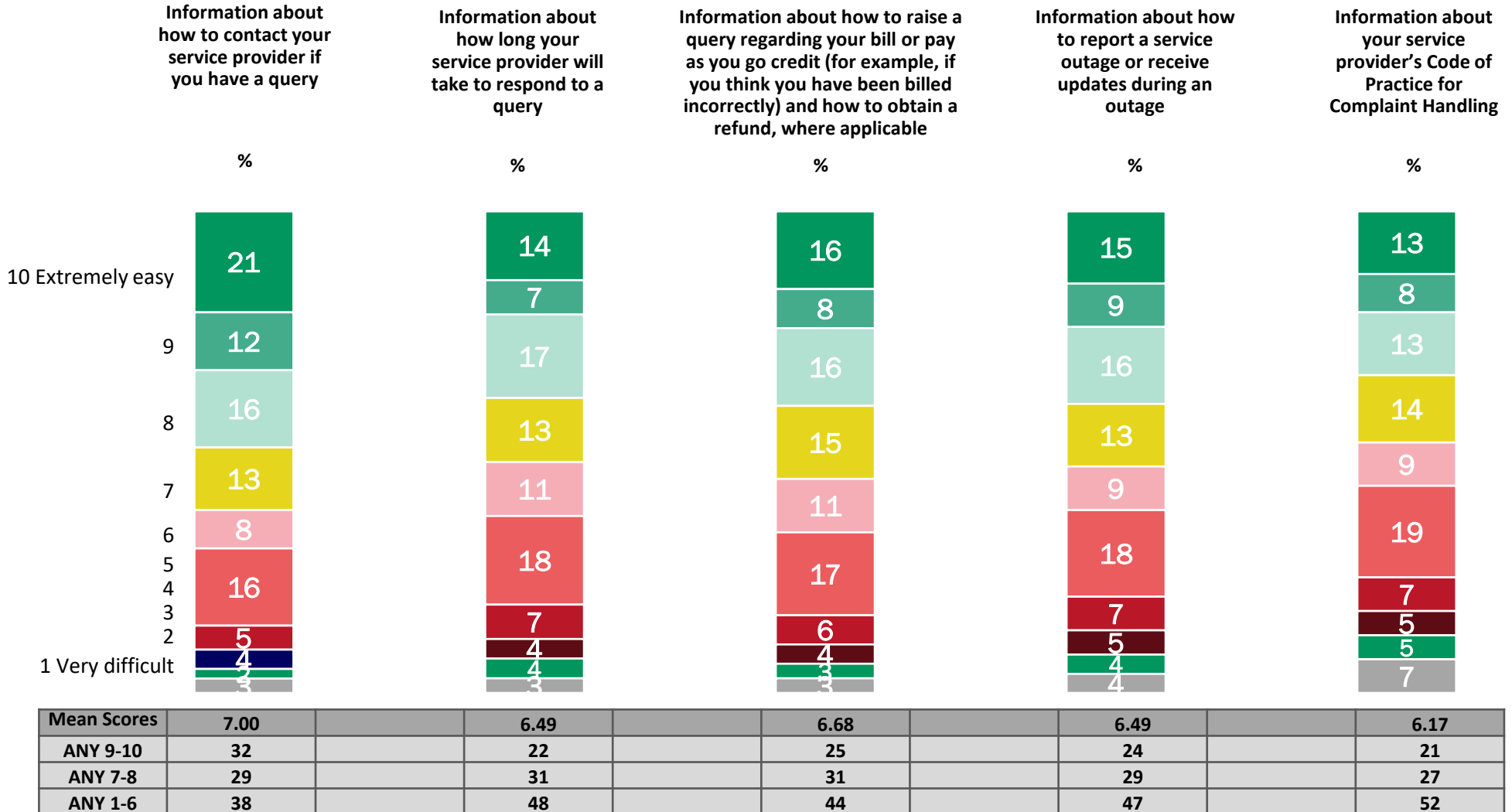
Any Agree	68	70
Any Disagree	5	6
Mean	3.95	3.92

	Total	Age				
		16-24	25-34	35-49	50-64	65+
Percentage any agree	%	%	%	%	%	%
My mobile provider's website is easy to navigate	68	81	77	75	67	39
My broadband provider's website is easy to navigate	70	75	76	74	63	59

# Ease of finding the following information from your mobile service provider:



November Base: All respondents – 1020





# Ease of finding the following information from your mobile service provider:



November Base: All respondents – 1020

	Total	Age				
		16-24	25-34	35-49	50-64	65+
Mean (out of 10)						
Information about how to contact your service provider if you have a query	<b>7.00</b>	7.65	7.64	7.31	6.96	5.53
Information about how long your service provider will take to respond to a query	<b>6.49</b>	7.28	6.96	6.62	6.43	5.37
Information about how to raise a query regarding your bill or pay as you go credit (for example, if you think you have been billed incorrectly) and how to obtain a refund, where applicable	<b>6.68</b>	7.34	7.34	6.84	6.56	5.53
Information about how to report a service outage or receive updates during an outage	<b>6.49</b>	6.84	7.01	6.76	6.50	5.35
Information about your service provider's Code of Practice for Complaint Handling	<b>6.17</b>	6.51	6.74	6.44	5.99	5.21



# Usefulness of having a single document that provides clear accessible info regarding my mobile provider's customer service commitments

November Base: All respondents – 1020

