

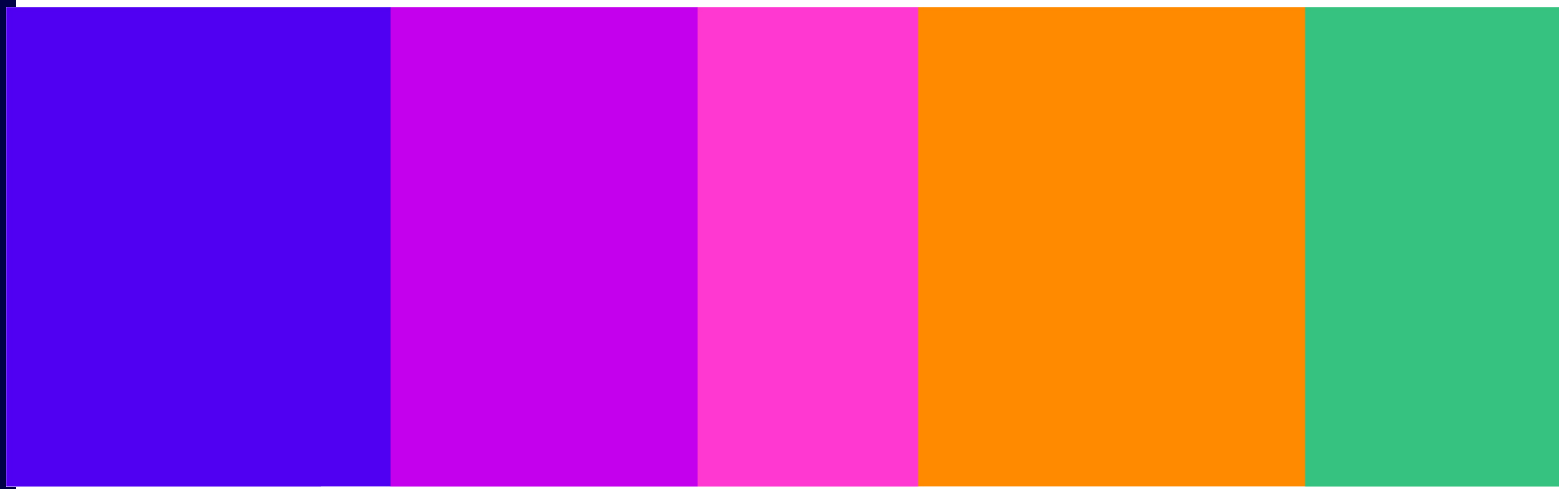
# Complaints about Broadband, Landline, Mobile and Pay-TV services

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Q3 2024 Report

**Report**

Publishing 13<sup>th</sup> February 2025



# Report

**As the UK's communications regulator, Ofcom receives complaints from customers about their landline, fixed broadband, pay-monthly mobile and pay-TV services.**

To better understand the reasons for dissatisfaction among residential customers in our sectors, we compile that data and determine the number of complaints received by provider and by service. To compare the performance of providers, on a quarterly basis we publish the number of complaints that we received about them relative to the size of their customer bases (i.e. per 100,000 customers).

## Overall Trends

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In the quarter from July to September 2024 (Q3 2024), the number of complaints to Ofcom decreased slightly from the previous quarter (Q2 2024: April to June), however the overall level of industry complaints stayed broadly the same compared to the previous quarter.

- **TalkTalk** generated the most fixed broadband complaints. Complaints about TalkTalk saw an increase from the previous quarter.
- **Sky** was the least complained about fixed broadband provider.
- **EE, NOW Broadband** and **TalkTalk** generated the most landline complaints. EE saw a decrease, NOW Broadband saw a decrease, and TalkTalk saw an increase in their complaints per 100,000 subscribers compared to the previous quarter.
- **Utility Warehouse** was the least complained about landline provider.
- **O2** continued to be the most complained about pay-monthly mobile provider. Customer complaints were primarily driven by how their complaints were handled.
- **EE, Sky Mobile** and **Tesco Mobile** were the least complained about pay-monthly mobile providers.
- The most complained about pay-TV providers were **EE** and **Virgin Media**.
- **Sky** and **TalkTalk** were the least complained about pay-TV providers.

*See below for information about the comparability of certain providers' number of complaints. Our background and methodology document [\[link and metadata\]](#) goes into more detail.*

The chart below shows the relative volume of complaints we have received for broadband, landline, pay-monthly mobile and pay-TV services. You can use the slider to filter by year.

## Relative volume of complaints per 100,000 customers

Taking a year-on-year comparison, the relative volume of complaints about fixed broadband, landline, and pay-TV decreased and complaints about pay-monthly mobile stayed the same.

[Telecoms and PayTV Complaints - 1 Overall complaint trends - Power BI](#)

## League Tables & Key Complaints

### Broadband Complaints per 100,000

Ofcom

|               |    |                                                                                                           |
|---------------|----|-----------------------------------------------------------------------------------------------------------|
| Sky           | 5  | Fewest<br>complaints<br> |
| Plusnet       | 8  |                                                                                                           |
| BT            | 10 | Industry<br>average<br><b>10</b>                                                                          |
| Vodafone      | 11 |                                                                                                           |
| Virgin Media  | 12 |                                                                                                           |
| NOW Broadband | 12 | Most<br>complaints<br><b>TalkTalk</b><br>For Everyone                                                     |
| EE            | 13 |                                                                                                           |
| TalkTalk      | 14 |                                                                                                           |

### Broadband Key drivers of complaints

Ofcom

| Industry<br>average      | Faults,<br>service and<br>provisioning | Complaints<br>handling | Billing,<br>pricing and<br>charges |
|--------------------------|----------------------------------------|------------------------|------------------------------------|
|                          | <b>39%</b>                             | <b>29%</b>             | <b>18%</b>                         |
| TalkTalk<br>For Everyone | <b>38%</b>                             | <b>28%</b>             | <b>23%</b>                         |

\*Shell's total number of Broadband complaints is 34. Shell and TalkTalk's joint complaints would be 15.37 per 100,000 (8<sup>th</sup> position in the table).

### Landline Complaints per 100,000

Ofcom

|                   |   |                                                                                                                                                                                                                                                                                   |
|-------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Utility Warehouse | 1 | Fewest<br>complaints<br>                                                                                                                                                                       |
| Sky               | 2 |                                                                                                                                                                                                                                                                                   |
| Vodafone          | 3 | Industry<br>average<br><b>5</b>                                                                                                                                                                                                                                                   |
| Plusnet           | 6 |                                                                                                                                                                                                                                                                                   |
| BT                | 6 |                                                                                                                                                                                                                                                                                   |
| Virgin Media      | 7 | Most<br>complaints<br>   |
| NOW Broadband     | 8 |                                                                                                                                                                                                                                                                                   |
| EE                | 8 |                                                                                                                                                                                                                                                                                   |
| TalkTalk          | 8 |                                                                                                                                                                                                                                                                                   |

### Landline Key drivers of complaints

Ofcom

| Industry<br>average                                                                 | Faults,<br>service and<br>provisioning               | Complaints<br>handling               | Billing,<br>pricing and<br>charges               |
|-------------------------------------------------------------------------------------|------------------------------------------------------|--------------------------------------|--------------------------------------------------|
|                                                                                     | <b>35%</b>                                           | <b>30%</b>                           | <b>19%</b>                                       |
|  | Faults,<br>service and<br>provisioning<br><b>45%</b> | Complaints<br>handling<br><b>22%</b> | Changing<br>provider<br><b>16%</b>               |
|  | Faults,<br>service and<br>provisioning<br><b>44%</b> | Complaints<br>handling<br><b>31%</b> | Billing,<br>pricing and<br>charges<br><b>16%</b> |
| TalkTalk<br>For Everyone                                                            | Faults,<br>service and<br>provisioning<br><b>33%</b> | Complaints<br>handling<br><b>29%</b> | Billing,<br>pricing and<br>charges<br><b>26%</b> |

\*Shell's total number of Landline complaints is 18. Shell and TalkTalk's joint complaints would be 9.17 per 100,000 (9<sup>th</sup> position in the table).

## Mobile Complaints per 100,000

Ofcom

|              |   |                                                                                                                                                                                                                                                       |
|--------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |   | <b>Fewest complaints</b>                                                                                                                                                                                                                              |
| Tesco Mobile | 1 |    |
| Sky Mobile   | 1 |                                                                                                                                                                                                                                                       |
| EE           | 2 | <b>Industry average</b>                                                                                                                                                                                                                               |
| Vodafone     | 2 |                                                                                                                                                                                                                                                       |
| iD Mobile    | 2 |                                                                                                                                                                                                                                                       |
| Three        | 3 | <b>Most complaints</b>                                                                                                                                                                                                                                |
| O2           | 5 |                                                                                                                                                                                                                                                       |
|              |   | O <sub>2</sub>                                                                                                                                                                                                                                        |

## Mobile Key drivers of complaints

Ofcom

|                  | Faults, service and provisioning | Complaints handling | Billing, pricing and charges |
|------------------|----------------------------------|---------------------|------------------------------|
| Industry average | 28%                              | 27%                 | 20%                          |
| O <sub>2</sub>   | 28%                              | 30%                 | 17%                          |

## Pay-TV Complaints per 100,000

Ofcom

|               |   |                                                                                                                                                                         |
|---------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               |   | <b>Fewest complaints</b>                                                                                                                                                |
| Sky           | 2 |   |
| TalkTalk      | 2 |                                                                                                                                                                         |
| EE (prev. BT) | 8 | <b>Industry average</b>                                                                                                                                                 |
| Virgin Media  | 9 |                                                                                                                                                                         |
|               |   | <b>Most complaints</b>                                                                                                                                                  |
|               |   |   |

## Pay-TV Key drivers of complaints

Ofcom

|                  | Complaints handling | Billing, pricing and charges | Faults, service and provisioning |
|------------------|---------------------|------------------------------|----------------------------------|
| Industry average | 36%                 | 24%                          | 21%                              |
| EE               | 32%                 | 22%                          | 27%                              |
| Virgin Media     | 39%                 | 29%                          | 14%                              |

## Comparability of complaints per 100,000 customers

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Where the actual measurable difference between providers' number of complaints per 100,000 customers is less than 1, we consider their results to be comparable. Within the following sectors, we consider the listed providers to be comparable:

Fixed Broadband: 1. Industry Average, BT and Vodafone; 2. Virgin Media, NOW Broadband and EE.

Landline: 1. Industry Average and Plusnet; 2. Plusnet, BT and Virgin Media; 3. NOW Broadband, EE and TalkTalk.

Pay-Monthly Mobile: 1. Tesco Mobile, Sky Mobile and EE; 2. EE, Vodafone, iD Mobile, Industry Average and Three.

Pay-TV: 1. Sky and TalkTalk; 2. EE and Virgin Media.

## Overall Complaints by Sector

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The chart below shows complaints for all providers in each of the four sectors.

[Telecoms and PayTV Complaints - 2 Overall complaints by sector - Power BI](#)

## Comparing different providers

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To compare two or more providers' performance, select the service and then the providers you want to compare from the lists on the right.

[Telecoms and PayTV Complaints - 3 Comparing different providers - Power BI](#)

## Complaints by Provider

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To compare two or more providers' performance, select the service and then the providers you want to compare from the lists on the right.

[Telecoms and PayTV Complaints - 4 Complaints by provider - Power BI](#)

## More Information

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The underlying data is available in CSV format [\[link and metadata\]](#). We also include overall trend data for pay-as-you-go mobile complaints.

You can also read the report's background and methodology [\[link and metadata\]](#).