

## YouGov Survey Results

Sample Size: 11870  
Fieldwork: 22nd - 24th January 2008

U Switch	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
<b>All pre-screened panel</b>	<b>11870</b>	<b>6171</b>	<b>5699</b>	<b>893</b>	<b>2626</b>	<b>2479</b>	<b>2090</b>	<b>3782</b>	<b>7751</b>	<b>4111</b>	<b>2380</b>	<b>2935</b>	<b>2492</b>	<b>2890</b>	<b>1063</b>
<b>Unweighted Sample</b>	<b>11870</b>	<b>6171</b>	<b>5699</b>	<b>893</b>	<b>2626</b>	<b>2479</b>	<b>2090</b>	<b>3782</b>	<b>7751</b>	<b>4111</b>	<b>2380</b>	<b>2935</b>	<b>2492</b>	<b>2890</b>	<b>1063</b>
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	<b>77</b>	79	75	45	75	79	81	84	84	66	80	78	77	76	75
Current account/ bank account provider	<b>89</b>	88	90	69	88	91	92	93	92	84	89	90	90	89	88
Loan provider	<b>43</b>	46	40	21	45	54	51	35	46	37	42	42	44	43	45
Mortgage provider	<b>51</b>	51	51	19	58	69	63	37	57	41	51	51	51	51	52
Home insurance (building and contents) provider	<b>80</b>	82	78	37	73	83	87	90	85	72	76	82	81	81	80
Personal insurance (including life and health) provider	<b>66</b>	68	63	30	60	72	74	69	71	56	65	67	64	66	66
Car insurance provider	<b>73</b>	77	69	41	65	76	77	83	77	66	65	78	75	74	70
Landline/ home telephone provider	<b>86</b>	87	86	51	82	89	91	93	88	82	84	88	86	86	86
Mobile phone provider	<b>83</b>	81	86	77	85	86	83	82	85	80	85	84	83	83	81
Digital TV (e.g. Freeview satellite cable) provider	<b>83</b>	86	81	66	81	86	86	86	84	82	81	84	84	85	81
Broadband' internet access provider	<b>89</b>	92	85	76	86	88	91	92	89	87	87	90	88	89	88
Dial-Up' internet access provider	<b>27</b>	28	25	14	24	27	29	30	29	23	28	27	27	25	26
Gas supplier	<b>75</b>	76	75	41	71	79	80	81	78	71	76	73	76	81	67
Electricity supplier	<b>85</b>	85	85	47	79	88	90	93	88	80	83	87	86	86	84
None of the above	<b>1</b>	1	1	6	2	1	1	1	1	2	2	1	1	1	2

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Sample Size: 11870

Fieldwork: 22nd - 24th January 2008

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t											
U Switch	Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
All pre-screened panel	11870	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample	11870	11	4579	2	10	14	22	2	73	1	41	153	21
	%	%	%	%	%	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	82	82	50	80	79	86	100	79	100	66	86	86
Current account/ bank account provider	89	91	94	100	100	100	100	100	92	100	88	97	100
Loan provider	43	27	48	50	50	36	32	100	55	0	46	40	33
Mortgage provider	51	64	56	100	40	50	45	100	63	0	54	54	67
Home insurance (building and contents) provider	80	91	88	100	100	86	82	100	89	100	83	91	95
Personal insurance (including life and health) provider	66	73	72	50	90	71	64	100	68	100	71	72	86
Car insurance provider	73	82	78	100	80	79	82	50	85	100	76	84	95
Landline/ home telephone provider	86	100	100	100	100	100	100	100	100	100	100	100	100
Mobile phone provider	83	100	87	100	100	86	82	100	92	100	76	88	86
Digital TV (e.g. Freeview satellite cable) provider	83	82	87	100	90	79	82	100	85	100	90	88	100
Broadband' internet access provider	89	91	92	100	80	79	95	100	97	100	93	90	95
Dial-Up' internet access provider	27	36	31	50	50	21	36	50	29	0	37	41	19
Gas supplier	75	100	79	50	40	71	73	100	81	0	85	83	71
Electricity supplier	85	100	92	100	90	86	91	100	96	100	90	95	95
None of the above	1	0	0	0	0	0	0	0	0	0	0	0	0

## YouGov Survey Results

Sample Size: 11870  
Fieldwork: 22nd - 24th January 2008

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	85	80	85	100	100	80	83	100	67	90	100
Current account/ bank account provider	89	92	100	94	100	100	100	94	100	100	97	100
Loan provider	43	53	67	57	100	100	40	45	100	17	48	100
Mortgage provider	51	53	73	64	100	0	40	57	100	67	68	0
Home insurance (building and contents) provider	80	95	87	88	100	100	80	90	100	67	97	100
Personal insurance (including life and health) provider	66	74	87	74	100	100	60	71	100	83	74	100
Car insurance provider	73	76	93	82	100	100	80	81	100	83	90	0
Landline/ home telephone provider	86	100	100	100	100	100	100	100	100	100	100	100
Mobile phone provider	83	80	100	87	50	0	60	88	100	50	90	100
Digital TV (e.g. Freeview satellite cable) provider	83	91	93	95	100	100	60	89	100	50	97	100
Broadband' internet access provider	89	92	93	97	100	100	60	96	67	83	97	100
Dial-Up' internet access provider	27	34	40	27	50	0	40	30	33	17	29	100
Gas supplier	75	88	100	85	50	100	100	84	100	50	90	100
Electricity supplier	85	93	100	93	100	100	100	94	100	100	100	100
None of the above	1	0	0	0	0	0	0	0	0	0	0	0

## YouGov Survey Results

Sample Size: 11870

Fieldwork: 22nd - 24th January 2008

								Which of the following companies do you				
U Switch	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	87	87	76	83	82	86	81	78	100	78	79
Current account/ bank account provider	89	96	93	93	100	94	95	92	90	100	93	91
Loan provider	43	44	42	49	33	49	47	46	45	0	52	47
Mortgage provider	51	58	53	44	17	57	55	52	50	100	54	53
Home insurance (building and contents) provider	80	90	87	80	100	88	88	84	83	100	74	85
Personal insurance (including life and health) provider	66	76	74	64	100	71	76	68	69	0	61	71
Car insurance provider	73	88	80	67	100	75	81	67	77	0	57	77
Landline/ home telephone provider	86	100	100	100	100	100	100	100	90	100	87	92
Mobile phone provider	83	83	86	83	83	89	90	89	86	100	89	86
Digital TV (e.g. Freeview satellite cable) provider	83	85	85	84	83	94	88	87	87	100	78	86
Broadband' internet access provider	89	89	98	90	100	97	96	91	100	100	100	100
Dial-Up' internet access provider	27	29	33	31	17	26	34	43	30	0	30	28
Gas supplier	75	82	79	71	50	89	80	82	76	100	76	76
Electricity supplier	85	89	93	86	100	94	94	88	88	100	76	88
None of the above	1	0	0	0	0	0	0	0	0	0	0	0

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Sample Size: 11870  
Fieldwork: 22nd - 24th January 2008

		use (most often) for your home broadband internet access?												
U Switch		Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0	
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0	
	%	%	%	%	%	%	%	%	%	%	%	%	%	

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	79	100	87	100	0	89	75	80	50	83	78	0
Current account/ bank account provider	89	94	100	96	100	0	95	75	100	75	95	89	0
Loan provider	43	50	67	44	0	0	41	25	60	25	57	56	0
Mortgage provider	51	56	67	59	100	0	64	75	100	25	67	59	0
Home insurance (building and contents) provider	80	74	100	83	100	0	92	75	80	50	81	93	0
Personal insurance (including life and health) provider	66	71	100	72	100	0	72	50	100	50	74	74	0
Car insurance provider	73	68	89	76	100	0	80	75	80	50	76	78	0
Landline/ home telephone provider	86	88	100	97	100	0	93	50	80	75	90	96	0
Mobile phone provider	83	88	100	87	100	0	88	50	100	50	86	93	0
Digital TV (e.g. Freeview satellite cable) provider	83	82	100	90	100	0	86	75	100	25	86	93	0
Broadband internet access provider	89	100	100	100	100	100	100	100	100	100	100	100	0
Dial-Up internet access provider	27	41	22	24	0	0	34	50	40	25	31	30	0
Gas supplier	75	85	67	73	100	0	72	75	80	75	79	81	0
Electricity supplier	85	85	100	91	100	0	91	75	100	75	93	100	0
None of the above	1	0	0	0	0	0	0	0	0	0	0	0	0

## YouGov Survey Results

Sample Size: 11870

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U Switch	Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
All pre-screened panel	11870	39	57	30	0	5	39	918	20	184	192	590
Unweighted Sample	11870	39	57	30	0	5	39	918	20	184	192	590
	%	%	%	%	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	69	89	93	0	100	79	84	80	84	89	80
Current account/ bank account provider	89	82	96	97	0	80	97	94	85	92	97	91
Loan provider	43	46	39	60	0	20	38	44	40	48	43	55
Mortgage provider	51	49	58	67	0	20	64	50	50	58	59	64
Home insurance (building and contents) provider	80	77	84	93	0	60	87	87	70	85	85	83
Personal insurance (including life and health) provider	66	69	70	83	0	60	74	69	75	68	72	68
Car insurance provider	73	72	81	100	0	40	79	81	70	77	79	77
Landline/ home telephone provider	86	90	98	93	0	80	90	91	90	92	91	92
Mobile phone provider	83	77	91	87	0	100	90	85	95	90	88	86
Digital TV (e.g. Freeview satellite cable) provider	83	87	89	87	0	80	87	86	85	87	88	95
Broadband' internet access provider	89	100	100	100	0	100	100	100	100	100	100	100
Dial-Up' internet access provider	27	31	25	37	0	20	49	28	25	30	28	26
Gas supplier	75	82	67	80	0	80	64	76	70	79	77	84
Electricity supplier	85	87	89	93	0	80	90	89	80	85	90	89
None of the above	1	0	0	0	0	0	0	0	0	0	0	0

## YouGov Survey Results

Sample Size: 11870

Fieldwork: 22nd - 24th January 2008

U Switch	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
All pre-screened panel	11870	583	124	868	33	17	21	32	0
Unweighted Sample	11870	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	81	79	83	79	88	81	81	0
Current account/ bank account provider	89	93	92	92	97	94	95	88	0
Loan provider	43	42	39	43	58	59	38	31	0
Mortgage provider	51	54	46	51	45	59	19	41	0
Home insurance (building and contents) provider	80	87	85	85	82	88	86	63	0
Personal insurance (including life and health) provider	66	69	70	70	61	82	71	59	0
Car insurance provider	73	78	77	77	61	88	81	53	0
Landline/ home telephone provider	86	96	92	94	100	100	90	88	0
Mobile phone provider	83	88	90	86	91	82	81	84	0
Digital TV (e.g. Freeview satellite cable) provider	83	87	81	87	88	88	90	72	0
Broadband' internet access provider	89	100	100	100	100	100	100	100	0
Dial-Up' internet access provider	27	28	30	34	27	41	24	34	0
Gas supplier	75	84	80	77	79	82	81	59	0
Electricity supplier	85	91	87	89	91	88	90	69	0
None of the above	1	0	0	0	0	0	0	0	0

## YouGov Survey Results

Sample Size: 11870

Fieldwork: 22nd - 24th January 2008

	Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
<b>U Switch</b>								
<b>All pre-screened panel</b>	<b>11870</b>	0	2717	21	48	53	294	155
<b>Unweighted Sample</b>	<b>11870</b>	0	2717	21	48	53	294	155
	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	0	79	76	90	91	85	80
Current account/ bank account provider	89	0	92	90	98	96	95	95
Loan provider	43	0	46	48	42	55	47	61
Mortgage provider	51	0	53	62	46	57	53	65
Home insurance (building and contents) provider	80	0	83	86	81	94	86	88
Personal insurance (including life and health) provider	66	0	67	71	75	81	73	76
Car insurance provider	73	0	73	71	88	87	77	80
Landline/ home telephone provider	86	0	90	95	92	94	88	96
Mobile phone provider	83	0	86	100	79	87	88	88
Digital TV (e.g. Freeview satellite cable) provider	83	0	92	95	88	89	85	95
Broadband' internet access provider	89	0	100	100	100	100	100	100
Dial-Up' internet access provider	27	0	23	43	31	17	32	68
Gas supplier	75	0	85	57	71	75	72	77
Electricity supplier	85	0	91	81	85	92	88	89
None of the above	1	0	0	0	0	0	0	0

# YouGov Survey Results

Sample Size: 11870  
Fieldwork: 22nd - 24th January 2008

U Switch	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
<b>All pre-screened panel</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
<b>Unweighted Sample</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	<b>77</b>	80	82	81	85	79	82	85	83	80	83	82	83	83	82	84	87	71	77	77	79
Current account/ bank account provider	<b>89</b>	91	93	93	97	90	94	95	95	92	93	92	93	90	91	93	95	91	89	90	93
Loan provider	<b>43</b>	44	51	48	64	57	44	61	49	47	50	44	47	49	47	50	47	45	52	46	44
Mortgage provider	<b>51</b>	52	60	54	73	55	51	62	47	52	55	53	51	59	53	53	53	52	50	56	53
Home insurance (building and contents) provider	<b>80</b>	86	87	86	88	84	85	87	85	86	85	86	86	86	84	86	85	83	80	76	83
Personal insurance (including life and health) provider	<b>66</b>	63	72	69	82	72	71	81	69	69	71	70	67	72	71	72	73	67	68	62	68
Car insurance provider	<b>73</b>	80	80	73	73	83	77	78	75	80	82	78	81	79	77	77	74	69	73	73	74
Landline/ home telephone provider	<b>86</b>	88	93	91	97	92	92	92	86	90	93	92	92	92	91	93	95	91	89	89	91
Mobile phone provider	<b>83</b>	86	87	87	85	91	87	92	95	86	86	87	86	87	86	86	90	83	85	91	87
Digital TV (e.g. Freeview satellite cable) provider	<b>83</b>	100	100	100	100	100	100	100	100	89	89	90	90	89	91	90	88	88	88	92	87
Broadband internet access provider	<b>89</b>	95	94	96	97	97	92	95	93	100	100	100	100	100	100	100	100	100	100	100	100
Dial-Up internet access provider	<b>27</b>	34	29	25	33	27	31	48	47	31	29	28	23	28	26	26	29	28	20	26	29
Gas supplier	<b>75</b>	72	80	87	82	80	78	77	75	71	76	79	81	81	81	78	76	83	80	78	80
Electricity supplier	<b>85</b>	87	90	92	91	91	89	90	81	87	90	90	88	89	91	91	87	88	89	85	89
None of the above	<b>1</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

## YouGov Survey Results

Sample Size: 11870

Fieldwork: 22nd - 24th January 2008

U Switch	When did you last switch your broadband provider				
	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
All pre-screened panel	11870	233	2165	4545	3575
Unweighted Sample	11870	233	2165	4545	3575
	%	%	%	%	%

Which, if any, of the following products and services do you have decision-making involvement for in your household (either FULL decision-making or SHARED decision-making responsibility)? [Please tick all that apply]

Credit card provider	77	75	77	82	80
Current account/ bank account provider	89	91	91	93	92
Loan provider	43	45	46	47	45
Mortgage provider	51	55	54	56	50
Home insurance (building and contents) provider	80	78	80	86	85
Personal insurance (including life and health) provider	66	64	66	72	68
Car insurance provider	73	70	72	78	77
Landline/ home telephone provider	86	91	89	94	91
Mobile phone provider	83	86	87	87	85
Digital TV (e.g. Freeview satellite cable) provider	83	87	87	89	88
Broadband' internet access provider	89	100	100	100	100
Dial-Up' internet access provider	27	27	26	28	29
Gas supplier	75	72	77	81	78
Electricity supplier	85	85	86	91	89
None of the above	1	0	0	0	0

U Switch	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
<b>All pre-screened panel</b>	<b>11870</b>	<b>6171</b>	<b>5699</b>	<b>893</b>	<b>2626</b>	<b>2479</b>	<b>2090</b>	<b>3782</b>	<b>7751</b>	<b>4111</b>	<b>2380</b>	<b>2935</b>	<b>2492</b>	<b>2890</b>	<b>1063</b>
Unweighted Sample	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

<b>Those with landline/home telephone decision making involvement</b>	<b>10220</b>	<b>5343</b>	<b>4877</b>	<b>459</b>	<b>2158</b>	<b>2206</b>	<b>1897</b>	<b>3500</b>	<b>6851</b>	<b>3365</b>	<b>1996</b>	<b>2577</b>	<b>2153</b>	<b>2490</b>	<b>909</b>
Unweighted Sample	10220	5343	4877	459	2158	2206	1897	3500	6851	3365	1996	2577	2153	2490	909
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
British Gas Communications	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BT	45	46	44	44	47	45	45	43	46	42	48	46	42	43	46
Direct Save Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Euphony	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
gotalk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homecall	1	1	1	0	1	1	1	1	1	1	0	1	1	1	1
Just Dial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kingston	0	0	0	1	1	0	0	0	0	1	0	0	0	2	0
One.Tel	2	1	2	0	1	1	2	2	2	1	1	2	1	1	2
Planet Talk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Post Office	1	1	1	0	1	1	1	1	1	1	0	1	1	1	1
Sainsburys Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sky Talk	5	4	5	8	6	6	4	3	5	5	5	5	4	5	5
Superline	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	9	10	7	9	9	10	11	10	10	10	10	10	9	10
Telco Global	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tele2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telecom Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telecoms Connect	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tesco Telecom	1	1	1	0	1	1	1	1	1	1	1	2	1	1	1
Tiscali (including HomeChoice)	5	5	5	4	5	4	4	6	5	5	4	5	5	5	6
Toucan	1	1	1	1	0	1	1	1	1	1	1	1	1	1	0
VarTec Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	21	22	26	20	24	22	19	20	25	20	18	25	23	21
Other provider	7	7	6	4	6	6	6	8	7	6	7	8	7	6	6
Don't know	1	1	1	4	2	1	0	1	1	1	1	1	1	1	1

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company)												
U Switch		Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
<b>All pre-screened panel</b>		<b>11870</b>	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample		11870	11	4579	2	10	14	22	2	73	1	41	153	21
		%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Those with landline/home telephone decision making involvement</b>		<b>10220</b>	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample		10220	11	4579	2	10	14	22	2	73	1	41	153	21
		%	%	%	%	%	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
British Gas Communications	0	100	0	0	0	0	0	0	0	0	0	0	0	0
BT	45	0	100	0	0	0	0	0	0	0	0	0	0	0
Direct Save Telecom	0	0	0	100	0	0	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	100	0	0	0	0	0	0	0	0	0
Euphony	0	0	0	0	0	100	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	0	0	100	0	0	0	0	0	0	0
gotalk	0	0	0	0	0	0	0	100	0	0	0	0	0	0
Homecall	1	0	0	0	0	0	0	0	100	0	0	0	0	0
Just Dial	0	0	0	0	0	0	0	0	0	100	0	0	0	0
Kingston	0	0	0	0	0	0	0	0	0	0	100	0	0	0
One.Tel	2	0	0	0	0	0	0	0	0	0	0	100	0	0
Planet Talk	0	0	0	0	0	0	0	0	0	0	0	0	0	100
Post Office	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Sainsburys Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sky Talk	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Superline	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	0	0	0	0	0	0	0	0	0	0	0	0	0
Telco Global	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tele2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telecom Plus	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telecoms Connect	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tesco Telecom	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Tiscali (including HomeChoice)	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Toucan	1	0	0	0	0	0	0	0	0	0	0	0	0	0
VarTec Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	0	0	0	0	0	0	0	0	0	0	0	0	0
Other provider	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0	0

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%
Those with landline/home telephone decision making involvement	10220	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	10220	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0	0	0	0	0
British Gas Communications	0	0	0	0	0	0	0	0	0	0	0	0
BT	45	0	0	0	0	0	0	0	0	0	0	0
Direct Save Telecom	0	0	0	0	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	0	0	0	0	0	0	0	0
Euphony	0	0	0	0	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	0	0	0	0	0	0	0	0
gotalk	0	0	0	0	0	0	0	0	0	0	0	0
Homecall	1	0	0	0	0	0	0	0	0	0	0	0
Just Dial	0	0	0	0	0	0	0	0	0	0	0	0
Kingston	0	0	0	0	0	0	0	0	0	0	0	0
One.Tel	2	0	0	0	0	0	0	0	0	0	0	0
Planet Talk	0	0	0	0	0	0	0	0	0	0	0	0
Post Office	1	100	0	0	0	0	0	0	0	0	0	0
Sainsburys Telecom	0	0	100	0	0	0	0	0	0	0	0	0
Sky Talk	5	0	0	100	0	0	0	0	0	0	0	0
Superline	0	0	0	0	100	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	100	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	100	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	0	0	0	0	0	0	100	0	0	0	0
Telco Global	0	0	0	0	0	0	0	0	100	0	0	0
Tele2	0	0	0	0	0	0	0	0	0	100	0	0
Telecom Plus	0	0	0	0	0	0	0	0	0	0	100	0
Telecoms Connect	0	0	0	0	0	0	0	0	0	0	0	100
Tesco Telecom	1	0	0	0	0	0	0	0	0	0	0	0
Tiscali (including HomeChoice)	5	0	0	0	0	0	0	0	0	0	0	0
Toucan	1	0	0	0	0	0	0	0	0	0	0	0
VarTec Telecom	0	0	0	0	0	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	0	0	0	0	0	0	0	0	0	0	0
Other provider	7	0	0	0	0	0	0	0	0	0	0	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	0

								Which of the following companies do you				
U Switch	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%
Those with landline/home telephone decision making involvement	10220	112	505	70	6	2183	696	100	786	1	47	1876
Unweighted Sample	10220	112	505	70	6	2183	696	100	786	1	47	1876
	%	%	%	%	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0	0	0	0	0
British Gas Communications	0	0	0	0	0	0	0	0	0	0	0	0
BT	45	0	0	0	0	0	0	0	58	100	79	88
Direct Save Telecom	0	0	0	0	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	0	0	0	0	0	0	2	0
Euphony	0	0	0	0	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	0	0	0	0	0	0	0	0
gotalk	0	0	0	0	0	0	0	0	0	0	0	0
Homecall	1	0	0	0	0	0	0	0	1	0	0	0
Just Dial	0	0	0	0	0	0	0	0	0	0	0	0
Kingston	0	0	0	0	0	0	0	0	0	0	0	0
One.Tel	2	0	0	0	0	0	0	0	2	0	0	1
Planet Talk	0	0	0	0	0	0	0	0	0	0	2	0
Post Office	1	0	0	0	0	0	0	0	1	0	0	0
Sainsburys Telecom	0	0	0	0	0	0	0	0	0	0	0	0
Sky Talk	5	0	0	0	0	0	0	0	2	0	2	1
Superline	0	0	0	0	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	0	0	0	0	0	0	0	9	0	9	4
Telco Global	0	0	0	0	0	0	0	0	0	0	0	0
Tele2	0	0	0	0	0	0	0	0	0	0	0	0
Telecom Plus	0	0	0	0	0	0	0	0	0	0	0	0
Telecoms Connect	0	0	0	0	0	0	0	0	0	0	0	0
Tesco Telecom	1	100	0	0	0	0	0	0	2	0	0	1
Tiscali (including HomeChoice)	5	0	100	0	0	0	0	0	0	0	0	0
Toucan	1	0	0	100	0	0	0	0	1	0	2	0
VarTec Telecom	0	0	0	0	100	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	0	0	0	0	100	0	0	3	0	0	1
Other provider	7	0	0	0	0	0	100	0	18	0	4	2
Don't know	1	0	0	0	0	0	0	100	1	0	0	1

		use (most often) for your home broadband internet access?												
U Switch		Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
<b>All pre-screened panel</b>		<b>11870</b>	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample		11870	34	9	78	1	1	74	4	5	4	42	27	0
		%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Those with landline/home telephone decision making involvement</b>		<b>10220</b>	30	9	76	1	0	69	2	4	3	38	26	0
Unweighted Sample		10220	30	9	76	1	0	69	2	4	3	38	26	0
		%	%	%	%	%	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	3	0	0	0	0	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
British Gas Communications	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BT	45	20	67	75	0	0	61	100	50	67	66	0	0	0
Direct Save Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Euphony	0	0	0	1	0	0	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	1	0	0	3	0	25	0	0	0	0	0
gotalk	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homecall	1	0	0	0	0	0	0	0	0	0	0	0	96	0
Just Dial	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kingston	0	0	0	0	0	0	1	0	0	0	0	0	0	0
One.Tel	2	0	0	3	0	0	4	0	25	0	3	0	0	0
Planet Talk	0	0	0	0	0	0	0	0	0	0	3	0	0	0
Post Office	1	3	0	1	0	0	0	0	0	0	5	0	0	0
Sainsburys Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sky Talk	5	0	0	5	0	0	3	0	0	0	5	0	0	0
Superline	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	0	0	5	0	0	6	0	0	33	3	0	0	0
Telco Global	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tele2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telecom Plus	0	0	0	0	100	0	0	0	0	0	0	0	0	0
Telecoms Connect	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tesco Telecom	1	0	0	1	0	0	3	0	0	0	0	0	0	0
Tiscali (including HomeChoice)	5	3	0	0	0	0	0	0	0	0	0	0	0	0
Toucan	1	0	0	0	0	0	1	0	0	0	0	0	0	0
VarTec Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	0	11	5	0	0	0	0	0	0	3	4	0	0
Other provider	7	67	22	1	0	0	17	0	0	0	13	0	0	0
Don't know	1	3	0	0	0	0	0	0	0	0	0	0	0	0

U Switch

All pre-screened panel  
Unweighted Sample

Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
11870	39	57	30	0	5	39	918	20	184	192	590
11870	39	57	30	0	5	39	918	20	184	192	590
%	%	%	%	%	%	%	%	%	%	%	%

Those with landline/home telephone decision making involvement  
Unweighted Sample

Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
10220	35	56	28	0	4	35	833	18	170	175	545
10220	35	56	28	0	4	35	833	18	170	175	545
%	%	%	%	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0	0	0	0	
Argos Telecom	0	0	0	0	0	0	0	0	0	0	0	
British Gas Communications	0	0	0	0	0	0	0	0	0	0	0	
BT	45	0	43	61	0	75	9	66	78	38	66	32
Direct Save Telecom	0	0	0	0	0	0	0	0	0	0	0	0
Equitalk	0	0	2	0	0	0	0	0	0	1	0	0
Euphony	0	0	2	0	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	0	0	0	0	0	0	0	0
gotalk	0	0	0	0	0	0	0	0	0	0	0	0
Homecall	1	0	0	0	0	0	0	1	0	11	0	0
Just Dial	0	0	0	0	0	0	0	0	0	0	0	0
Kingston	0	100	0	0	0	0	0	0	0	0	0	0
One.Tel	2	0	2	4	0	0	80	1	6	1	2	1
Planet Talk	0	0	0	0	0	0	0	0	0	1	3	0
Post Office	1	0	0	4	0	25	0	2	0	1	1	1
Sainsburys Telecom	0	0	2	0	0	0	0	0	0	0	0	0
Sky Talk	5	0	0	0	0	0	0	3	0	1	2	58
Superline	0	0	0	0	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	0	11	0	0	0	9	8	0	6	6	3
Telco Global	0	0	0	0	0	0	0	0	0	0	0	0
Tele2	0	0	0	0	0	0	0	0	0	0	0	0
Telecom Plus	0	0	2	0	0	0	0	1	0	1	1	0
Telecoms Connect	0	0	0	0	0	0	0	0	0	0	0	0
Tesco Telecom	1	0	2	0	0	0	0	3	0	1	1	1
Tiscali (including HomeChoice)	5	0	0	0	0	0	0	0	0	4	0	0
Toucan	1	0	0	0	0	0	0	1	6	1	0	0
VarTec Telecom	0	0	0	4	0	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	0	0	0	0	3	0	0	0	0	1	0
Other provider	7	0	36	29	0	0	0	12	6	36	19	1
Don't know	1	0	0	0	0	0	0	1	6	1	1	1

U Switch

All pre-screened panel  
Unweighted Sample

	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
	11870	583	124	868	33	17	21	32	0
	11870	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%

Those with landline/home telephone decision  
making involvement  
Unweighted Sample

	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
	10220	558	114	817	33	17	19	28	0
	10220	558	114	817	33	17	19	28	0
	%	%	%	%	%	%	%	%	%

You said that you have decision making  
involvement in landline/ home telephone for your  
household...

Which of the following companies do you pay for  
the calls you make from your landline/ home  
telephone? (If more than one please think of the  
company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0	0
British Gas Communications	0	0	0	0	0	0	0	0	0
BT	45	2	56	32	9	47	47	71	0
Direct Save Telecom	0	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	0	0	0	0	0
Euphony	0	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	0	0	0	4	0
gotalk	0	0	0	0	0	0	0	0	0
Homecall	1	0	1	0	0	0	0	0	0
Just Dial	0	0	0	0	0	0	0	0	0
Kingston	0	0	0	0	0	0	0	0	0
One.Tel	2	0	2	1	0	0	0	0	0
Planet Talk	0	0	0	0	0	0	0	0	0
Post Office	1	0	4	1	0	6	0	4	0
Sainsburys Telecom	0	0	0	0	0	0	0	0	0
Sky Talk	5	0	1	2	0	41	0	7	0
Superline	0	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	97	7	4	0	0	5	4	0
Telco Global	0	0	0	0	0	0	0	0	0
Tele2	0	0	0	0	0	0	0	0	0
Telecom Plus	0	0	0	0	0	0	5	0	0
Telecoms Connect	0	0	0	0	0	0	0	0	0
Tesco Telecom	1	0	19	1	0	0	0	4	0
Tiscali (including HomeChoice)	5	0	1	55	0	6	0	0	0
Toucan	1	0	1	0	85	0	0	0	0
VarTec Telecom	0	0	0	0	0	0	0	4	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	0	1	0	0	0	0	0	0
Other provider	7	0	5	2	6	0	42	4	0
Don't know	1	0	3	0	0	0	0	0	0

U Switch	Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
All pre-screened panel	11870	0	2717	21	48	53	294	155
Unweighted Sample	11870	0	2717	21	48	53	294	155
	%	%	%	%	%	%	%	%

Those with landline/home telephone decision making involvement	Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
	10220	0	2444	20	44	50	260	149
Unweighted Sample	10220	0	2444	20	44	50	260	149
	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0
British Gas Communications	0	0	0	0	0	0	0	1
BT	45	0	10	10	84	74	41	59
Direct Save Telecom	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	0	0	0	0
Euphony	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	2	0	1	0
gotalk	0	0	0	0	0	0	0	0
Homecall	1	0	0	0	0	0	0	0
Just Dial	0	0	0	0	0	0	0	0
Kingston	0	0	0	0	0	0	0	0
One.Tel	2	0	1	0	2	4	1	0
Planet Talk	0	0	0	0	2	2	0	1
Post Office	1	0	0	0	2	0	2	1
Sainsburys Telecom	0	0	0	0	0	0	0	1
Sky Talk	5	0	0	5	0	2	3	2
Superline	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	0	1	0	2	6	5	5
Telco Global	0	0	0	0	0	0	0	0
Tele2	0	0	0	0	0	0	0	0
Telecom Plus	0	0	0	0	0	0	5	0
Telecoms Connect	0	0	0	0	0	0	0	0
Tesco Telecom	1	0	0	0	0	2	0	1
Tiscali (including HomeChoice)	5	0	0	0	0	4	1	0
Toucan	1	0	0	0	0	0	0	1
VarTec Telecom	0	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	0	83	0	0	0	2	8
Other provider	7	0	2	80	5	6	35	7
Don't know	1	0	1	5	0	0	2	15

	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
<b>U Switch</b>																					
<b>All pre-screened panel</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
<b>Unweighted Sample</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Those with landline/home telephone decision making involvement</b>	<b>10220</b>	112	3539	1686	32	85	3217	384	51	511	965	1463	417	530	354	350	204	262	171	127	4066
<b>Unweighted Sample</b>	<b>10220</b>	112	3539	1686	32	85	3217	384	51	511	965	1463	417	530	354	350	204	262	171	127	4066
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Argos Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
British Gas Communications	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
BT	45	54	49	6	16	96	55	54	55	49	41	41	52	45	50	53	47	48	36	35	43
Direct Save Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Equitalk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Euphony	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
First:Telecom	0	0	0	0	0	1	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0
gotalk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homecall	1	0	1	0	0	0	1	0	0	1	1	1	2	0	1	0	1	1	1	0	1
Just Dial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kingston	0	0	0	0	0	0	1	1	0	0	0	0	2	0	0	0	1	0	0	1	0
One.Tel	2	3	2	1	0	1	2	3	2	3	2	2	1	0	1	1	1	0	2	1	1
Planet Talk	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0
Post Office	1	0	1	0	0	0	1	1	2	1	1	1	0	1	1	1	0	2	0	0	1
Sainsburys Telecom	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Sky Talk	5	1	13	0	0	0	0	0	0	3	4	4	3	5	7	5	5	8	12	7	4
Superline	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Swiftcall	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	11	11	1	9	0	13	9	8	11	10	10	13	10	12	12	9	8	5	5	9
Telco Global	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tele2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telecom Plus	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	1	0	0	1	0
Telecoms Connect	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tesco Telecom	1	0	2	0	0	0	1	1	0	3	1	1	0	1	1	1	1	1	0	0	1
Tiscali (including HomeChoice)	5	11	4	0	72	0	6	7	10	6	7	8	6	5	6	7	8	5	1	3	3
Toucan	1	1	1	0	0	0	1	0	0	2	1	1	0	1	1	1	0	0	1	0	0
VarTec Telecom	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	8	7	90	3	0	8	8	4	13	21	23	11	19	8	8	8	18	41	44	27
Other provider	7	9	7	1	0	1	9	11	4	6	8	7	8	10	9	9	14	8	2	2	6
Don't know	1	1	1	1	0	0	1	2	14	0	0	0	1	1	0	0	0	0	0	1	2

U Switch	When did you last switch your broadband provider				
	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
All pre-screened panel	11870	233	2165	4545	3575
Unweighted Sample	11870	233	2165	4545	3575
	%	%	%	%	%

Those with landline/home telephone decision making involvement	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
Unweighted Sample	10220	212	1916	4253	3251
	%	%	%	%	%

You said that you have decision making involvement in landline/ home telephone for your household...

Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company that you make the most calls with).

Alpha Telecom	0	0	0	0	0
Argos Telecom	0	0	0	0	0
British Gas Communications	0	0	0	0	0
BT	45	33	38	37	57
Direct Save Telecom	0	0	0	0	0
Equitalk	0	0	0	0	0
Euphony	0	0	0	0	0
First:Telecom	0	0	0	0	0
gotalk	0	0	0	0	0
Homecall	1	1	1	1	1
Just Dial	0	0	0	0	0
Kingston	0	0	0	0	1
One.Tel	2	0	1	2	1
Planet Talk	0	0	0	0	0
Post Office	1	2	1	1	1
Sainsburys Telecom	0	0	0	0	0
Sky Talk	5	16	15	3	2
Superline	0	0	0	0	0
Swiftcall	0	0	0	0	0
Talk (Pathfinder Telecom)	0	0	0	0	0
TalkTalk (Carphone Warehouse)	10	14	16	11	5
Telco Global	0	0	0	0	0
Tele2	0	0	0	0	0
Telecom Plus	0	0	0	0	0
Telecoms Connect	0	0	0	0	0
Tesco Telecom	1	1	1	1	1
Tiscali (including HomeChoice)	5	9	4	7	3
Toucan	1	0	1	1	0
VarTec Telecom	0	0	0	0	0
Virgin Media (formerly NTL Telewest and Virgin.net)	21	14	14	27	21
Other provider	7	7	8	8	5
Don't know	1	1	1	1	1

U Switch

All pre-screened panel  
Unweighted Sample

	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t											
U Switch	Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
All pre-screened panel	11870	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample	11870	11	4579	2	10	14	22	2	73	1	41	153	21
	%	%	%	%	%	%	%	%	%	%	%	%	%

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

									Which of the following companies do you			
U Switch	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%

		use (most often) for your home broadband internet access?											
U Switch	Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0
	%	%	%	%	%	%	%	%	%	%	%	%	%

U Switch

All pre-screened panel  
Unweighted Sample

	Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
	11870	39	57	30	0	5	39	918	20	184	192	590
	%	%	%	%	%	%	%	%	%	%	%	%

U Switch	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
All pre-screened panel	11870	583	124	868	33	17	21	32	0
Unweighted Sample	11870	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%

U Switch	Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
All pre-screened panel	11870	0	2717	21	48	53	294	155
Unweighted Sample	11870	0	2717	21	48	53	294	155
	%	%	%	%	%	%	%	%

	Which of the following companies do you use for your MAIN digital television service?								On average what speed do you actually receive from your current main home broadband internet service?												
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
U Switch																					
All pre-screened panel	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
Unweighted Sample	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

		When did you last switch your broadband provider				
		within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched	
U Switch	All pre-screened panel	11870	233	2165	4545	3575
	Unweighted Sample	11870	233	2165	4545	3575
		%	%	%	%	%

U Switch	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
All pre-screened panel	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
Unweighted Sample	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	92	93	75	85	93	95	98	93	92	90	94	93	93	93
Mobile phone	51	51	51	75	66	52	49	38	52	48	59	48	49	50	46
Calls via the internet (Voice Over Internet Protocol)	13	15	11	14	13	13	13	13	14	11	15	14	12	11	15
None of the above	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	2	3	3	4	2	2	2	2	3	3	2	3	3	2
1 to 6 months ago	10	10	10	23	14	10	7	7	10	10	11	10	10	10	9
7 to 9 months ago	5	5	5	10	6	5	4	4	5	5	5	5	4	6	4
10 to 12 months ago	6	6	7	7	7	7	6	5	6	6	6	6	7	6	6
13 to 24 months ago	14	14	14	15	16	14	15	13	15	14	14	16	13	14	14
More than 2 years ago	28	29	28	10	21	30	32	33	28	28	28	28	31	27	28
Have NEVER changed landline home telephone call provider	32	33	31	27	30	30	33	35	32	32	32	32	30	33	36
Don't know	1	1	2	6	2	1	1	1	1	2	2	1	1	1	1

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	5215	4739	445	2075	2152	1852	3430	6682	3269	1942	2513	2094	2425	889
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	31	29	21	23	28	30	37	29	33	25	31	30	33	31
Fairly satisfied	43	43	43	51	43	42	45	41	44	40	43	43	44	41	45
Neither satisfied nor dissatisfied	16	16	16	13	20	18	15	14	17	16	19	16	16	16	14
Fairly dissatisfied	7	6	8	8	9	8	7	6	7	7	8	7	7	7	6
Very dissatisfied	3	3	3	4	3	3	3	2	3	3	4	2	3	3	4
Don't know	1	1	1	4	2	1	1	0	1	1	1	1	1	1	1

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	29	28	22	22	27	29	34	27	32	24	29	29	31	29
Yes- probably	29	29	29	34	29	30	29	28	30	28	28	29	30	29	31

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t												
U Switch		Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
<b>All pre-screened panel</b>		<b>11870</b>	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample		11870	11	4579	2	10	14	22	2	73	1	41	153	21
		%	%	%	%	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	100	92	50	100	100	100	100	95	100	93	98	95
Mobile phone	51	27	53	100	60	43	45	0	42	0	56	33	43
Calls via the internet (Voice Over Internet Protocol)	13	9	15	0	10	7	18	0	12	0	12	15	14
None of the above	0	0	0	0	0	0	0	0	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	0	1	0	0	0	0	50	1	0	0	0	0
1 to 6 months ago	10	0	6	50	0	7	0	0	3	0	5	2	14
7 to 9 months ago	5	0	3	0	0	21	0	0	4	0	0	1	5
10 to 12 months ago	6	0	4	0	10	7	14	0	10	0	0	3	5
13 to 24 months ago	14	9	7	0	0	14	23	0	34	100	7	16	43
More than 2 years ago	28	55	16	50	70	43	41	50	47	0	15	67	24
Have NEVER changed landline home telephone call provider	32	27	61	0	20	7	23	0	0	0	73	8	10
Don't know	1	9	1	0	0	0	0	0	1	0	0	2	0

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	11	4533	2	10	14	22	1	72	1	41	153	21
	%	%	%	%	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	27	26	0	20	50	64	100	32	100	12	30	52
Fairly satisfied	43	36	43	0	40	36	18	0	47	0	41	48	38
Neither satisfied nor dissatisfied	16	27	19	50	20	14	9	0	14	0	7	16	5
Fairly dissatisfied	7	9	8	50	20	0	9	0	4	0	29	3	5
Very dissatisfied	3	0	3	0	0	0	0	0	3	0	10	3	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	27	24	0	30	50	55	100	31	0	20	31	52
Yes- probably	29	27	29	0	30	21	18	0	31	100	17	33	38

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	95	93	93	100	100	80	97	100	83	100	100
Mobile phone	51	50	40	53	50	100	40	45	67	33	39	100
Calls via the internet (Voice Over Internet Protocol)	13	15	7	10	100	100	0	10	33	50	13	0
None of the above	0	0	0	0	0	0	0	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	4	0	10	0	0	20	3	0	0	0	0
1 to 6 months ago	10	15	7	39	0	100	20	12	0	17	3	0
7 to 9 months ago	5	1	0	14	0	0	0	9	0	0	6	0
10 to 12 months ago	6	15	7	13	0	0	20	12	0	0	3	0
13 to 24 months ago	14	51	27	12	0	0	40	37	0	33	29	0
More than 2 years ago	28	11	60	10	0	0	0	24	100	50	58	100
Have NEVER changed landline home telephone call provider	32	3	0	2	100	0	0	1	0	0	0	0
Don't know	1	0	0	0	0	0	0	1	0	0	0	0

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	71	15	438	2	1	4	959	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	35	53	44	50	0	0	34	0	33	58	0
Fairly satisfied	43	46	20	41	0	100	100	44	67	50	26	100
Neither satisfied nor dissatisfied	16	10	27	10	50	0	0	12	0	17	13	0
Fairly dissatisfied	7	6	0	3	0	0	0	7	0	0	3	0
Very dissatisfied	3	3	0	1	0	0	0	2	0	0	0	0
Don't know	1	0	0	1	0	0	0	0	33	0	0	0

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	34	27	43	50	0	0	36	0	17	58	0
Yes- probably	29	31	27	32	0	100	50	28	33	50	16	0

U Switch									Which of the following companies do you			
	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	96	96	93	100	93	89	51	96	100	83	93
Mobile phone	51	46	41	37	33	55	45	72	47	100	74	51
Calls via the internet (Voice Over Internet Protocol)	13	13	10	10	0	10	20	9	6	0	38	21
None of the above	0	0	0	0	0	0	0	4	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	3	10	4	0	2	6	4	2	0	2	1
1 to 6 months ago	10	21	21	10	0	6	21	5	10	0	23	5
7 to 9 months ago	5	11	9	6	0	3	7	3	5	0	11	3
10 to 12 months ago	6	18	11	20	0	4	10	2	6	0	6	5
13 to 24 months ago	14	23	27	36	0	10	22	12	13	0	11	11
More than 2 years ago	28	21	17	23	33	60	27	21	22	0	15	21
Have NEVER changed landline home telephone call provider	32	4	3	0	67	13	6	30	40	100	32	53
Don't know	1	0	1	1	0	1	2	23	2	0	0	1

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	109	453	67	6	2149	657	96	770	1	46	1866
	%	%	%	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	36	32	33	33	28	43	15	32	0	17	30
Fairly satisfied	43	42	45	46	33	45	34	23	40	100	33	44
Neither satisfied nor dissatisfied	16	16	14	10	17	15	13	18	18	0	35	15
Fairly dissatisfied	7	6	5	6	17	8	5	6	7	0	7	8
Very dissatisfied	3	0	4	4	0	3	3	6	2	0	7	3
Don't know	1	0	0	0	0	1	2	32	1	0	2	1

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	28	30	31	33	27	38	9	26	0	20	30
Yes- probably	29	37	31	34	33	30	24	16	29	100	26	30

		use (most often) for your home broadband internet access?											
U Switch	Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0
	%	%	%	%	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	70	89	93	100	0	93	100	100	100	100	96	0
Mobile phone	51	67	44	57	100	0	39	50	0	0	55	35	0
Calls via the internet (Voice Over Internet Protocol)	13	20	22	22	0	0	14	0	25	0	11	15	0
None of the above	0	0	0	0	0	0	0	0	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	3	0	4	0	0	0	0	0	0	8	0	0
1 to 6 months ago	10	3	0	1	0	0	1	0	25	0	18	0	0
7 to 9 months ago	5	3	0	4	100	0	4	0	0	0	3	4	0
10 to 12 months ago	6	0	0	3	0	0	10	0	25	0	0	8	0
13 to 24 months ago	14	37	33	8	0	0	19	0	25	67	16	42	0
More than 2 years ago	28	37	11	17	0	0	22	50	0	0	16	42	0
Have NEVER changed landline home telephone call provider	32	13	56	63	0	0	43	50	25	33	39	0	0
Don't know	1	3	0	0	0	0	0	0	0	0	0	4	0

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	29	9	73	1	0	69	2	4	3	35	26	0
	%	%	%	%	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	24	22	29	0	0	30	0	50	0	37	23	0
Fairly satisfied	43	38	56	47	100	0	43	50	25	33	40	58	0
Neither satisfied nor dissatisfied	16	14	22	19	0	0	20	50	0	67	20	12	0
Fairly dissatisfied	7	21	0	3	0	0	6	0	0	0	3	8	0
Very dissatisfied	3	3	0	3	0	0	0	0	25	0	0	0	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	24	22	23	100	0	26	0	50	0	29	27	0
Yes- probably	29	17	11	29	0	0	29	50	25	0	26	27	0

U Switch	Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
All pre-screened panel	11870	39	57	30	0	5	39	918	20	184	192	590
Unweighted Sample	11870	39	57	30	0	5	39	918	20	184	192	590
	%	%	%	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	94	89	96	0	100	100	90	50	97	94	90
Mobile phone	51	60	46	36	0	75	34	49	83	46	51	59
Calls via the internet (Voice Over Internet Protocol)	13	14	23	11	0	50	23	18	17	21	21	9
None of the above	0	0	0	0	0	0	0	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	0	4	0	0	0	3	2	6	1	3	2
1 to 6 months ago	10	6	16	0	0	0	3	9	28	9	11	33
7 to 9 months ago	5	0	7	4	0	25	3	3	0	6	5	12
10 to 12 months ago	6	0	14	4	0	0	3	5	11	8	3	13
13 to 24 months ago	14	6	18	14	0	0	9	10	0	24	17	12
More than 2 years ago	28	11	14	14	0	0	74	20	6	22	22	12
Have NEVER changed landline home telephone call provider	32	77	25	64	0	75	6	49	50	28	38	16
Don't know	1	0	2	0	0	0	0	1	0	1	1	1

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	35	54	28	0	4	34	817	17	168	170	533
	%	%	%	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	9	35	36	0	0	29	32	24	29	29	38
Fairly satisfied	43	43	39	29	0	25	53	43	41	40	40	38
Neither satisfied nor dissatisfied	16	6	22	18	0	25	15	16	18	22	24	16
Fairly dissatisfied	7	31	2	11	0	50	3	6	6	6	6	4
Very dissatisfied	3	11	2	7	0	0	0	3	6	4	1	2
Don't know	1	0	0	0	0	0	0	0	6	0	0	1

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	17	28	14	0	0	32	27	24	26	25	36
Yes- probably	29	14	35	25	0	0	24	29	29	28	28	29

U Switch	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
All pre-screened panel	11870	583	124	868	33	17	21	32	0
Unweighted Sample	11870	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	98	96	96	100	88	100	86	0
Mobile phone	51	45	43	45	36	53	11	54	0
Calls via the internet (Voice Over Internet Protocol)	13	11	9	8	9	18	0	11	0
None of the above	0	0	0	0	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	1	2	4	0	0	0	0	0
1 to 6 months ago	10	15	7	16	9	35	21	7	0
7 to 9 months ago	5	11	3	7	3	12	0	0	0
10 to 12 months ago	6	15	7	9	12	0	5	4	0
13 to 24 months ago	14	43	11	22	52	6	26	14	0
More than 2 years ago	28	13	27	21	18	12	21	18	0
Have NEVER changed landline home telephone call provider	32	1	40	19	3	35	26	57	0
Don't know	1	1	3	1	3	0	0	0	0

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	555	112	784	33	17	19	28	0
	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	37	33	31	33	18	53	32	0
Fairly satisfied	43	43	38	44	48	71	26	25	0
Neither satisfied nor dissatisfied	16	11	21	15	9	6	21	39	0
Fairly dissatisfied	7	8	7	6	6	0	0	4	0
Very dissatisfied	3	2	1	3	3	6	0	0	0
Don't know	1	0	0	1	0	0	0	0	0

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	42	27	28	30	24	42	18	0
Yes- probably	29	25	33	30	33	41	26	32	0

U Switch	Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
All pre-screened panel	11870	0	2717	21	48	53	294	155
Unweighted Sample	11870	0	2717	21	48	53	294	155
	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	0	91	85	100	92	92	77
Mobile phone	51	0	55	75	41	56	44	59
Calls via the internet (Voice Over Internet Protocol)	13	0	11	10	2	36	19	1
None of the above	0	0	0	0	0	0	0	1

When did you last change your landline/ home telephone call provider?

Within the last month	3	0	0	0	0	4	1	1
1 to 6 months ago	10	0	7	25	2	2	11	9
7 to 9 months ago	5	0	4	15	0	2	5	5
10 to 12 months ago	6	0	5	30	5	6	5	3
13 to 24 months ago	14	0	11	10	7	20	16	7
More than 2 years ago	28	0	55	5	18	18	31	19
Have NEVER changed landline home telephone call provider	32	0	18	15	68	48	30	46
Don't know	1	0	1	0	0	0	1	9

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	0	2433	20	44	48	257	147
	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	0	28	55	27	25	31	18
Fairly satisfied	43	0	45	20	41	46	42	31
Neither satisfied nor dissatisfied	16	0	15	10	30	19	18	23
Fairly dissatisfied	7	0	7	0	2	4	4	12
Very dissatisfied	3	0	3	5	0	6	5	4
Don't know	1	0	1	10	0	0	0	12

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	0	27	45	23	21	35	10
Yes- probably	29	0	30	25	41	33	26	22

U Switch	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
All pre-screened panel	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
Unweighted Sample	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	94	93	92	88	88	92	89	90	94	93	92	91	92	93	92	97	96	91	91	92
Mobile phone	51	41	52	55	66	61	49	48	51	48	49	51	54	50	53	51	51	50	59	58	51
Calls via the internet (Voice Over Internet Protocol)	13	13	13	10	16	33	15	15	20	15	17	14	20	18	19	20	19	21	20	18	9
None of the above	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	2	3	1	16	1	3	3	0	1	2	2	1	2	2	2	3	2	0	2	1
1 to 6 months ago	10	12	13	5	9	9	10	10	12	7	9	9	9	12	12	12	14	13	14	9	10
7 to 9 months ago	5	7	6	3	3	4	5	4	4	4	4	6	7	5	6	7	6	4	5	3	5
10 to 12 months ago	6	7	8	3	6	0	6	5	8	6	8	6	8	6	8	6	6	6	5	7	6
13 to 24 months ago	14	10	15	11	19	12	16	13	18	18	17	17	15	15	19	14	17	15	19	16	12
More than 2 years ago	28	20	23	59	38	20	22	24	14	28	30	30	23	27	20	20	20	24	34	35	32
Have NEVER changed landline home telephone call provider	32	40	32	16	9	53	37	40	35	35	29	29	35	32	32	38	34	35	22	27	32
Don't know	1	3	1	1	0	1	1	2	10	1	1	0	0	1	1	0	0	1	1	1	2

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	110	3425	1673	27	84	3136	371	51	506	947	1441	411	521	346	344	198	258	171	125	4023
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	35	33	30	30	36	29	23	20	22	25	31	32	32	36	38	36	48	35	38	29
Fairly satisfied	43	39	42	44	33	48	42	43	39	42	45	43	41	44	42	42	40	33	38	44	43
Neither satisfied nor dissatisfied	16	18	16	14	19	5	17	22	20	19	17	15	15	16	15	13	15	12	18	13	17
Fairly dissatisfied	7	6	6	8	11	6	8	5	14	9	8	7	8	5	5	4	5	5	6	3	7
Very dissatisfied	3	1	2	3	4	5	3	4	4	6	3	3	5	2	1	3	2	2	3	1	3
Don't know	1	1	0	1	4	1	1	3	4	1	0	1	1	1	0	0	1	0	1	1	1

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	35	31	30	26	40	27	23	8	21	24	29	31	32	35	38	35	44	34	42	27
Yes- probably	29	24	29	29	19	29	28	29	33	28	31	30	26	30	33	27	33	22	32	26	29

U Switch	When did you last switch your broadband provider				
	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
All pre-screened panel	11870	233	2165	4545	3575
Unweighted Sample	11870	233	2165	4545	3575
	%	%	%	%	%

Which of the following do you use to make telephone calls while at home? [Please tick all that apply]:

Landline	93	87	89	93	94
Mobile phone	51	59	57	49	50
Calls via the internet (Voice Over Internet Protocol)	13	15	15	14	13
None of the above	0	0	0	0	0

When did you last change your landline/ home telephone call provider?

Within the last month	3	58	1	1	1
1 to 6 months ago	10	8	32	5	5
7 to 9 months ago	5	1	16	2	2
10 to 12 months ago	6	1	18	4	3
13 to 24 months ago	14	6	6	25	7
More than 2 years ago	28	11	10	41	25
Have NEVER changed landline home telephone call provider	32	13	16	21	55
Don't know	1	1	1	1	2

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	90	1888	4196	3207
	%	%	%	%	%

Overall how satisfied are you with your current MAIN landline/home telephone call provider? (Please consider all the factors including customer service charges billing online services everything).

Very satisfied	30	32	31	30	31
Fairly satisfied	43	48	42	43	43
Neither satisfied nor dissatisfied	16	9	15	16	17
Fairly dissatisfied	7	6	7	8	6
Very dissatisfied	3	4	4	3	2
Don't know	1	1	1	1	1

Why do you say this? [Please write in][OPTIONAL]

OE\_1

Would you recommend your landline/ home telephone provider to a friend?

Yes- definitely	29	28	31	28	29
Yes- probably	29	34	29	29	29

	Are you?			Age				Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
<b>U Switch</b>															
<b>All pre-screened panel</b>	<b>11870</b>	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
<b>Unweighted Sample</b>	<b>11870</b>	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes- possibly	<b>23</b>	24	21	24	25	22	23	22	24	20	25	24	23	20	21
No	<b>14</b>	13	15	13	17	15	14	12	14	13	16	13	13	15	12
Don't know	<b>6</b>	5	6	7	7	6	6	5	5	6	7	5	5	6	7

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t												
U Switch		Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
<b>All pre-screened panel</b>		<b>11870</b>	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample		11870	11	4579	2	10	14	22	2	73	1	41	153	21
%		%	%	%	%	%	%	%	%	%	%	%	%	%
Yes- possibly		23	27	24	50	30	21	18	0	28	0	22	18	5
No		14	18	15	50	10	7	9	0	7	0	37	10	5
Don't know		6	0	7	0	0	0	0	0	4	0	5	7	0

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%
Yes- possibly	23	23	27	14	50	0	50	22	0	17	16	100
No	14	7	20	7	0	0	0	12	33	17	10	0
Don't know	6	6	0	4	0	0	0	2	33	0	0	0

									Which of the following companies do you				
U Switch		Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
<b>All pre-screened panel</b>		<b>11870</b>	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample		11870	112	505	70	6	2183	696	100	877	1	54	2034
%		%	%	%	%	%	%	%	%	%	%	%	%
Yes- possibly		23	21	22	19	17	23	19	21	22	0	17	21
No		14	13	13	12	17	15	13	23	15	0	24	14
Don't know		6	2	4	3	0	5	6	31	7	0	13	5

		use (most often) for your home broadband internet access?											
U Switch	Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0
	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes- possibly	23	31	56	23	0	0	29	50	0	67	37	35	0
No	14	21	11	15	0	0	9	0	25	33	0	4	0
Don't know	6	7	0	10	0	0	7	0	0	0	9	8	0

U Switch		Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
All pre-screened panel	11870	39	57	30	0	5	39	918	20	184	192	590	
Unweighted Sample	11870	39	57	30	0	5	39	918	20	184	192	590	
	%	%	%	%	%	%	%	%	%	%	%	%	
Yes- possibly	23	23	17	29	0	25	29	24	18	26	26	18	
No	14	40	19	25	0	50	6	12	24	14	14	12	
Don't know	6	6	2	7	0	25	9	7	6	7	7	5	

		Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
U Switch	All pre-screened panel	11870	583	124	868	33	17	21	32	0
	Unweighted Sample	11870	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%	%
	Yes- possibly	23	21	20	24	21	18	16	29	0
	No	14	11	16	13	15	12	11	14	0
	Don't know	6	2	4	5	0	6	5	7	0

		Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
U Switch	All pre-screened panel	11870	0	2717	21	48	53	294	155
	Unweighted Sample	11870	0	2717	21	48	53	294	155
		%	%	%	%	%	%	%	%
	Yes- possibly	23	0	23	15	16	21	20	27
	No	14	0	15	15	11	19	14	24
	Don't know	6	0	5	0	9	6	5	17

	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
<b>U Switch</b>																					
<b>All pre-screened panel</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
<b>Unweighted Sample</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes- possibly	<b>23</b>	25	21	23	33	15	24	26	31	26	24	23	22	22	19	20	20	17	15	14	23
No	<b>14</b>	11	13	13	19	12	15	14	18	20	16	13	15	11	10	11	9	11	17	11	14
Don't know	<b>6</b>	5	6	5	4	4	6	9	10	5	4	4	6	5	3	5	3	6	2	7	7

		When did you last switch your broadband provider				
U Switch		Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
<b>All pre-screened panel</b>		<b>11870</b>	233	2165	4545	3575
Unweighted Sample		11870	233	2165	4545	3575
		%	%	%	%	%
Yes- possibly	<b>23</b>	21	21	23	23	23
No	<b>14</b>	11	15	15	12	12
Don't know	<b>6</b>	6	5	5	7	7

U Switch	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
All pre-screened panel	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
Unweighted Sample	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	23	24	17	18	22	23	29	22	26	19	24	23	26	23
Fairly satisfied	40	40	40	48	39	40	40	40	40	40	38	41	42	39	42
Neither satisfied nor dissatisfied	22	23	21	19	25	22	23	21	23	20	26	22	21	20	21
Fairly dissatisfied	9	9	10	7	11	11	10	8	10	8	11	9	9	9	9
Very dissatisfied	4	4	3	5	4	4	3	3	3	4	4	3	3	4	4
Don't know	1	1	2	4	3	1	0	1	1	1	2	1	1	1	1

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	21	21	15	15	18	21	26	19	23	16	22	21	23	19
Fairly satisfied	34	34	34	35	31	35	34	35	34	34	32	34	35	34	39
Neither satisfied nor dissatisfied	23	23	22	20	26	24	22	21	23	22	25	23	23	21	21
Fairly dissatisfied	9	9	9	9	9	9	10	8	9	8	10	9	8	9	9
Very dissatisfied	6	6	6	10	8	7	6	5	6	6	8	6	6	6	5
Don't know	7	6	8	11	10	7	7	5	8	6	9	7	7	6	7

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	34	32	21	24	29	35	42	32	35	28	35	33	36	32
Fairly satisfied	41	40	42	45	43	43	41	39	42	40	42	41	42	40	44
Neither satisfied nor dissatisfied	16	17	15	18	21	18	16	12	16	16	19	16	16	16	14
Fairly dissatisfied	5	5	6	6	6	6	6	4	5	5	6	5	5	6	6
Very dissatisfied	3	2	3	4	4	3	2	2	3	3	4	2	3	2	3
Don't know	1	1	2	5	2	1	1	0	1	1	2	1	1	1	1

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t											
U Switch	Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
All pre-screened panel	11870	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample	11870	11	4579	2	10	14	22	2	73	1	41	153	21
	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	18	15	0	10	50	45	100	31	100	22	31	43
Fairly satisfied	40	27	39	0	60	29	36	0	47	0	29	46	52
Neither satisfied nor dissatisfied	22	55	28	100	20	14	9	0	15	0	17	14	0
Fairly dissatisfied	9	0	13	0	10	7	9	0	6	0	22	7	0
Very dissatisfied	4	0	5	0	0	0	0	0	0	0	10	1	5
Don't know	1	0	1	0	0	0	0	0	1	0	0	1	0

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	9	20	0	20	21	50	100	14	100	20	22	33
Fairly satisfied	34	36	36	0	60	21	18	0	36	0	49	36	24
Neither satisfied nor dissatisfied	23	27	23	100	0	21	18	0	29	0	10	19	33
Fairly dissatisfied	9	18	9	0	10	14	0	0	4	0	12	10	0
Very dissatisfied	6	0	6	0	0	0	0	0	4	0	10	4	0
Don't know	7	9	6	0	10	21	14	0	13	0	0	10	10

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	27	30	0	30	57	64	100	42	0	29	44	62
Fairly satisfied	41	45	43	0	70	29	27	0	44	100	49	39	29
Neither satisfied nor dissatisfied	16	18	18	50	0	7	5	0	13	0	17	12	0
Fairly dissatisfied	5	0	5	50	0	0	0	0	0	0	2	4	10
Very dissatisfied	3	0	3	0	0	7	5	0	1	0	2	1	0
Don't know	1	9	1	0	0	0	0	0	0	0	0	0	0

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	35	27	42	0	0	0	41	0	17	58	0
Fairly satisfied	40	45	27	38	50	100	75	40	67	50	23	100
Neither satisfied nor dissatisfied	22	14	27	15	0	0	25	14	0	33	13	0
Fairly dissatisfied	9	6	20	3	0	0	0	3	0	0	3	0
Very dissatisfied	4	0	0	2	50	0	0	1	0	0	0	0
Don't know	1	0	0	1	0	0	0	1	33	0	3	0

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	23	20	29	0	0	0	18	0	0	48	0
Fairly satisfied	34	35	20	33	50	0	75	32	33	50	23	0
Neither satisfied nor dissatisfied	23	25	47	20	0	100	25	25	0	17	13	0
Fairly dissatisfied	9	7	0	5	0	0	0	9	0	17	10	0
Very dissatisfied	6	1	0	3	50	0	0	8	33	17	3	0
Don't know	7	8	13	10	0	0	0	9	33	0	3	100

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	39	47	37	0	100	50	43	0	17	68	0
Fairly satisfied	41	39	27	39	100	0	25	40	67	67	26	100
Neither satisfied nor dissatisfied	16	17	20	17	0	0	0	13	0	17	3	0
Fairly dissatisfied	5	3	7	3	0	0	0	2	0	0	3	0
Very dissatisfied	3	1	0	3	0	0	0	1	0	0	0	0
Don't know	1	0	0	1	0	0	25	1	33	0	0	0

U Switch								Which of the following companies do you				
	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	33	30	34	0	23	39	13	24	0	9	18
Fairly satisfied	40	42	45	45	50	43	35	23	37	100	30	41
Neither satisfied nor dissatisfied	22	17	15	16	33	21	16	23	23	0	35	24
Fairly dissatisfied	9	6	6	0	17	9	6	2	10	0	20	12
Very dissatisfied	4	1	2	3	0	3	3	4	4	0	7	5
Don't know	1	1	1	1	0	1	2	35	1	0	0	1

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	27	18	18	33	20	31	10	23	0	9	21
Fairly satisfied	34	29	36	28	33	34	27	13	34	100	35	36
Neither satisfied nor dissatisfied	23	22	20	30	33	22	22	26	26	0	28	19
Fairly dissatisfied	9	6	10	4	0	11	7	6	6	0	7	10
Very dissatisfied	6	1	8	4	0	8	4	5	4	0	9	8
Don't know	7	16	9	15	0	5	10	40	7	0	13	4

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	39	36	49	33	29	44	11	35	0	11	31
Fairly satisfied	41	42	42	37	17	42	32	26	41	100	46	44
Neither satisfied nor dissatisfied	16	15	13	10	17	16	14	23	17	0	33	16
Fairly dissatisfied	5	4	5	0	33	8	5	3	4	0	2	6
Very dissatisfied	3	0	2	1	0	4	2	4	3	0	7	2
Don't know	1	0	1	1	0	1	3	32	1	0	2	1

		use (most often) for your home broadband internet access?											
U Switch	Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0
	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	10	11	18	100	0	22	0	50	0	23	15	0
Fairly satisfied	40	45	78	44	0	0	38	50	25	33	34	58	0
Neither satisfied nor dissatisfied	22	17	11	23	0	0	29	0	0	33	34	19	0
Fairly dissatisfied	9	10	0	8	0	0	9	50	0	33	9	8	0
Very dissatisfied	4	17	0	5	0	0	3	0	25	0	0	0	0
Don't know	1	0	0	1	0	0	0	0	0	0	0	0	0

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	10	11	21	100	0	23	0	25	0	17	4	0
Fairly satisfied	34	17	56	32	0	0	30	50	50	33	31	58	0
Neither satisfied nor dissatisfied	23	38	0	30	0	0	25	50	0	67	29	31	0
Fairly dissatisfied	9	21	22	3	0	0	4	0	0	0	9	4	0
Very dissatisfied	6	7	0	4	0	0	3	0	25	0	3	4	0
Don't know	7	7	11	11	0	0	14	0	0	0	11	0	0

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	14	56	33	0	0	38	50	50	33	43	31	0
Fairly satisfied	41	45	44	42	100	0	42	50	25	33	40	54	0
Neither satisfied nor dissatisfied	16	28	0	18	0	0	14	0	25	0	14	15	0
Fairly dissatisfied	5	10	0	1	0	0	3	0	0	33	3	0	0
Very dissatisfied	3	3	0	3	0	0	1	0	0	0	0	0	0
Don't know	1	0	0	3	0	0	1	0	0	0	0	0	0

U Switch		Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
All pre-screened panel	11870	39	57	30	0	5	39	918	20	184	192	590	
Unweighted Sample	11870	39	57	30	0	5	39	918	20	184	192	590	
	%	%	%	%	%	%	%	%	%	%	%	%	

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	14	26	7	0	0	29	22	18	23	18	33
Fairly satisfied	40	31	35	39	0	0	44	39	12	41	39	35
Neither satisfied nor dissatisfied	22	20	30	39	0	25	24	25	35	23	26	20
Fairly dissatisfied	9	23	6	11	0	75	3	10	12	9	13	7
Very dissatisfied	4	11	4	4	0	0	0	3	6	4	2	3
Don't know	1	0	0	0	0	0	0	1	18	1	1	1

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	14	28	18	0	0	26	22	24	17	22	24
Fairly satisfied	34	49	35	25	0	25	38	33	18	35	32	33
Neither satisfied nor dissatisfied	23	11	13	36	0	0	15	26	24	26	22	24
Fairly dissatisfied	9	14	11	11	0	50	21	7	0	11	9	5
Very dissatisfied	6	11	6	4	0	25	0	3	12	5	6	5
Don't know	7	0	7	7	0	0	0	8	24	7	9	10

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	26	37	36	0	0	62	35	29	38	39	33
Fairly satisfied	41	51	43	29	0	25	26	40	35	37	37	41
Neither satisfied nor dissatisfied	16	17	20	21	0	50	9	16	18	17	16	18
Fairly dissatisfied	5	3	0	11	0	25	3	6	0	7	5	3
Very dissatisfied	3	3	0	4	0	0	0	2	6	1	1	4
Don't know	1	0	0	0	0	0	0	1	12	1	1	1

U Switch	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
All pre-screened panel	11870	583	124	868	33	17	21	32	0
Unweighted Sample	11870	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	48	27	26	36	18	26	11	0
Fairly satisfied	40	38	33	43	42	59	53	43	0
Neither satisfied nor dissatisfied	22	11	23	18	21	24	21	25	0
Fairly dissatisfied	9	3	11	9	0	0	0	18	0
Very dissatisfied	4	1	5	2	0	0	0	4	0
Don't know	1	0	1	1	0	0	0	0	0

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	20	30	19	21	18	32	14	0
Fairly satisfied	34	32	33	36	33	41	42	32	0
Neither satisfied nor dissatisfied	23	22	22	20	21	24	16	32	0
Fairly dissatisfied	9	12	7	9	6	12	0	4	0
Very dissatisfied	6	9	4	7	9	0	0	4	0
Don't know	7	5	4	10	9	6	11	14	0

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	45	38	35	36	29	58	43	0
Fairly satisfied	41	39	39	43	45	47	26	32	0
Neither satisfied nor dissatisfied	16	12	18	15	12	18	16	25	0
Fairly dissatisfied	5	2	4	4	3	6	0	0	0
Very dissatisfied	3	1	1	3	3	0	0	0	0
Don't know	1	1	0	1	0	0	0	0	0

U Switch	Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
All pre-screened panel	11870	0	2717	21	48	53	294	155
Unweighted Sample	11870	0	2717	21	48	53	294	155
	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	0	22	30	23	15	31	12
Fairly satisfied	40	0	43	45	32	33	35	29
Neither satisfied nor dissatisfied	22	0	21	15	36	35	21	29
Fairly dissatisfied	9	0	9	0	9	10	8	11
Very dissatisfied	4	0	3	5	0	6	4	5
Don't know	1	0	1	5	0	0	2	14

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	0	19	35	25	17	27	15
Fairly satisfied	34	0	34	20	25	27	32	23
Neither satisfied nor dissatisfied	23	0	23	35	27	21	21	30
Fairly dissatisfied	9	0	10	0	11	15	6	9
Very dissatisfied	6	0	7	5	2	8	7	6
Don't know	7	0	7	5	9	13	7	17

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	0	30	55	36	33	45	24
Fairly satisfied	41	0	42	10	36	35	32	29
Neither satisfied nor dissatisfied	16	0	16	25	14	25	16	20
Fairly dissatisfied	5	0	7	5	9	4	3	7
Very dissatisfied	3	0	4	5	2	2	3	7
Don't know	1	0	1	0	2	0	2	13

	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
<b>U Switch</b>																					
<b>All pre-screened panel</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
<b>Unweighted Sample</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	<b>23</b>	24	26	24	19	21	22	19	8	16	20	26	25	24	24	27	32	37	32	36	22
Fairly satisfied	<b>40</b>	38	39	43	37	44	39	39	33	39	42	40	39	43	45	40	39	36	33	38	40
Neither satisfied nor dissatisfied	<b>22</b>	25	21	21	26	18	24	24	29	27	20	21	21	21	22	22	17	20	14	23	
Fairly dissatisfied	<b>9</b>	7	9	8	11	10	10	10	16	10	12	10	11	8	7	6	7	10	8	9	
Very dissatisfied	<b>4</b>	3	3	3	4	6	4	5	4	7	5	3	4	3	2	3	1	3	4	2	3
Don't know	<b>1</b>	3	1	1	4	1	1	4	10	1	1	1	0	1	1	1	0	1	1	2	

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	<b>21</b>	20	22	21	15	25	20	18	14	15	16	23	19	20	26	26	26	39	20	31	20
Fairly satisfied	<b>34</b>	36	35	34	41	31	33	35	29	30	34	34	33	39	35	36	35	28	37	32	34
Neither satisfied nor dissatisfied	<b>23</b>	23	23	21	26	21	24	20	27	29	23	21	24	22	21	19	18	16	24	16	23
Fairly dissatisfied	<b>9</b>	9	8	11	11	13	9	12	6	8	11	9	12	8	6	7	9	7	8	10	9
Very dissatisfied	<b>6</b>	5	5	7	4	7	7	6	14	11	9	7	6	5	7	7	5	6	5	6	
Don't know	<b>7</b>	6	7	5	4	2	8	9	10	7	7	6	6	6	5	6	6	5	5	6	8

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	<b>33</b>	40	35	32	11	37	34	28	25	29	32	36	38	34	39	36	40	47	31	38	32
Fairly satisfied	<b>41</b>	34	42	42	52	40	40	42	31	40	41	41	40	44	40	42	40	36	43	38	42
Neither satisfied nor dissatisfied	<b>16</b>	15	16	15	22	11	16	18	29	19	18	14	16	14	14	15	14	11	15	13	17
Fairly dissatisfied	<b>5</b>	6	4	7	11	8	6	5	6	7	5	6	4	4	4	5	3	4	7	7	5
Very dissatisfied	<b>3</b>	2	2	4	0	2	3	3	2	4	3	3	2	3	2	1	3	2	3	3	3
Don't know	<b>1</b>	4	1	1	4	1	1	4	6	1	1	1	0	1	0	1	2	0	1	1	2

U Switch	When did you last switch your broadband provider				
	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
All pre-screened panel	11870	233	2165	4545	3575
Unweighted Sample	11870	233	2165	4545	3575
	%	%	%	%	%

How satisfied are you with the value for money you receive from your MAIN landline/ home telephone call provider?

Very satisfied	23	20	27	24	22
Fairly satisfied	40	40	40	40	40
Neither satisfied nor dissatisfied	22	22	20	21	24
Fairly dissatisfied	9	11	8	10	9
Very dissatisfied	4	6	4	4	3
Don't know	1	1	1	1	2

Overall, how satisfied are you with the customer support services provided by your MAIN landline/ home telephone call provider? (Please consider all the factors that contribute to good service in this area such as the variety of methods available to contact them, the ease of contacting them, range and quality of information, the time taken to respond to any queries, the speed of query resolution, the satisfaction with the outcome of your query).

Very satisfied	21	24	21	20	22
Fairly satisfied	34	29	33	35	34
Neither satisfied nor dissatisfied	23	28	22	23	23
Fairly dissatisfied	9	1	9	9	9
Very dissatisfied	6	9	8	7	5
Don't know	7	9	8	7	7

Overall, how satisfied are you with the billing services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the accuracy of bills, the clarity of the information, the frequency and timeliness of bills.

Very satisfied	33	34	32	33	35
Fairly satisfied	41	40	40	42	41
Neither satisfied nor dissatisfied	16	18	18	16	15
Fairly dissatisfied	5	2	5	5	5
Very dissatisfied	3	3	3	3	2
Don't know	1	2	1	1	2

U Switch	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
All pre-screened panel	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
Unweighted Sample	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?

Very easy	34	35	34	23	29	32	35	40	34	36	31	35	36	35	35
Fairly easy	44	43	44	51	44	46	44	41	44	42	43	44	43	44	45
Neither easy nor difficult	13	13	13	14	15	13	14	10	13	13	14	13	12	12	12
Fairly difficult	6	6	6	5	7	6	6	6	6	6	7	6	6	6	6
Very difficult	2	2	2	2	2	2	2	2	2	2	2	1	2	2	1
Don't know	2	1	2	6	3	1	1	1	2	1	2	1	1	1	2

Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.

Very satisfied	23	23	23	17	17	21	23	28	21	26	18	23	24	26	23
Fairly satisfied	40	41	39	37	38	40	39	42	40	39	40	40	41	38	41
Neither satisfied nor dissatisfied	18	19	17	18	21	20	20	15	19	17	21	19	17	17	17
Fairly dissatisfied	5	5	5	7	5	5	5	4	5	5	5	5	4	5	6
Very dissatisfied	2	2	2	2	3	2	2	2	2	2	2	2	2	2	2
Don't know	9	8	11	14	13	10	8	6	9	8	11	8	9	9	8
Not applicable- my main supplier does not offer online servi	3	3	3	4	3	3	3	3	3	3	2	3	3	3	3

Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?

Very satisfied	25	25	25	18	19	23	25	31	23	29	20	26	25	28	24
Fairly satisfied	42	42	42	45	43	42	42	42	43	41	41	42	44	42	44
Neither satisfied nor satisfied	21	22	20	20	23	23	23	19	22	20	26	22	20	19	20
Fairly dissatisfied	7	6	7	8	9	7	7	5	7	6	8	6	6	7	7
Very dissatisfied	2	2	2	2	3	2	2	2	2	2	2	2	2	2	1
Don't know	3	2	3	7	4	2	2	2	3	2	3	3	2	3	3

How satisfied are you that your supplier is ensuring you are on the best of their deals for you?

Very satisfied	14	13	15	12	12	14	14	17	12	18	10	15	15	16	15
Fairly satisfied	30	29	31	28	27	28	31	33	29	32	27	30	30	32	31
Neither satisfied nor dissatisfied	30	32	28	32	31	31	30	29	32	27	33	30	30	28	29
Fairly dissatisfied	13	13	13	13	16	15	14	11	14	12	16	13	13	12	12
Very dissatisfied	6	7	6	6	7	8	7	5	7	6	7	7	6	6	6
Don't know	6	5	6	9	6	5	5	6	6	5	7	5	6	5	7

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t											
U Switch	Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
All pre-screened panel	11870	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample	11870	11	4579	2	10	14	22	2	73	1	41	153	21
	%	%	%	%	%	%	%	%	%	%	%	%	%

Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?

Very easy	34	27	29	0	60	57	73	100	54	100	27	48	43
Fairly easy	44	45	47	50	20	36	18	0	33	0	54	41	48
Neither easy nor difficult	13	18	14	50	10	0	5	0	8	0	7	8	0
Fairly difficult	6	9	8	0	10	7	5	0	3	0	10	3	5
Very difficult	2	0	2	0	0	0	0	0	1	0	2	0	0
Don't know	2	0	1	0	0	0	0	0	0	0	0	1	5

Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.

Very satisfied	23	9	20	0	10	21	32	100	17	0	17	25	38
Fairly satisfied	40	36	39	0	60	14	18	0	40	0	41	42	38
Neither satisfied nor dissatisfied	18	18	20	50	20	7	9	0	17	100	7	18	0
Fairly dissatisfied	5	9	5	0	0	7	0	0	7	0	15	4	10
Very dissatisfied	2	9	2	0	0	0	0	0	0	0	10	1	0
Don't know	9	9	11	0	10	7	9	0	17	0	10	7	5
Not applicable- my main supplier does not offer online servi	3	9	3	50	0	43	32	0	3	0	0	3	10

Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?

Very satisfied	25	18	17	0	30	50	41	100	24	0	15	31	48
Fairly satisfied	42	45	43	50	40	36	27	0	51	100	37	48	48
Neither satisfied nor satisfied	21	27	26	50	10	7	23	0	15	0	17	13	0
Fairly dissatisfied	7	0	8	0	10	0	5	0	6	0	12	6	0
Very dissatisfied	2	0	2	0	0	7	0	0	1	0	15	1	5
Don't know	3	9	3	0	10	0	5	0	3	0	5	1	0

How satisfied are you that your supplier is ensuring you are on the best of their deals for you?

Very satisfied	14	0	10	0	30	36	27	100	8	0	15	14	33
Fairly satisfied	30	45	28	0	10	29	23	0	43	100	22	33	38
Neither satisfied nor dissatisfied	30	55	33	100	30	21	32	0	28	0	29	29	24
Fairly dissatisfied	13	0	16	0	20	0	9	0	10	0	17	9	5
Very dissatisfied	6	0	7	0	0	7	0	0	6	0	15	5	0
Don't know	6	0	6	0	10	7	9	0	6	0	2	10	0

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?

Very easy	34	42	40	36	0	100	50	48	0	17	65	0
Fairly easy	44	45	47	40	50	0	50	41	33	67	29	0
Neither easy nor difficult	13	8	13	15	50	0	0	8	0	17	6	100
Fairly difficult	6	3	0	5	0	0	0	3	33	0	0	0
Very difficult	2	0	0	1	0	0	0	0	0	0	0	0
Don't know	2	1	0	4	0	0	0	1	33	0	0	0

Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.

Very satisfied	23	18	33	28	0	0	0	25	0	0	45	0
Fairly satisfied	40	35	20	43	50	0	100	39	67	50	19	100
Neither satisfied nor dissatisfied	18	25	13	15	0	0	0	17	0	17	6	0
Fairly dissatisfied	5	3	0	4	50	0	0	5	0	17	3	0
Very dissatisfied	2	1	0	2	0	0	0	2	0	0	0	0
Don't know	9	11	20	8	0	0	0	9	0	17	23	0
Not applicable- my main supplier does not offer online servi	3	6	13	1	0	100	0	3	33	0	3	0

Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?

Very satisfied	25	37	53	44	0	0	25	39	33	17	65	0
Fairly satisfied	42	46	20	40	0	0	75	43	0	33	26	100
Neither satisfied nor satisfied	21	10	27	12	0	0	0	12	33	33	10	0
Fairly dissatisfied	7	3	0	3	50	0	0	4	33	0	0	0
Very dissatisfied	2	1	0	1	50	0	0	0	0	0	0	0
Don't know	3	3	0	1	0	100	0	2	0	17	0	0

How satisfied are you that your supplier is ensuring you are on the best of their deals for you?

Very satisfied	14	13	27	29	0	0	0	21	0	17	45	0
Fairly satisfied	30	45	13	35	0	0	75	36	33	33	29	0
Neither satisfied nor dissatisfied	30	32	33	24	0	100	25	26	0	50	16	100
Fairly dissatisfied	13	6	13	7	50	0	0	9	0	0	3	0
Very dissatisfied	6	1	13	2	50	0	0	3	33	0	0	0
Don't know	6	3	0	3	0	0	0	6	33	0	6	0

U Switch								Which of the following companies do you				
	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%

Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?

Very easy	34	40	42	48	17	32	47	18	36	100	24	28
Fairly easy	44	44	42	43	33	45	32	20	43	0	35	45
Neither easy nor difficult	13	12	10	7	0	13	12	22	13	0	22	14
Fairly difficult	6	3	3	0	33	7	4	4	6	0	11	9
Very difficult	2	0	1	0	17	2	1	2	1	0	0	3
Don't know	2	1	2	1	0	1	5	34	1	0	9	1

Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.

Very satisfied	23	27	26	27	17	22	35	11	23	0	11	24
Fairly satisfied	40	43	48	46	50	42	32	25	39	100	30	43
Neither satisfied nor dissatisfied	18	14	13	10	0	19	16	15	17	0	28	18
Fairly dissatisfied	5	2	5	1	0	6	3	6	4	0	7	6
Very dissatisfied	2	0	3	1	0	3	2	3	1	0	4	2
Don't know	9	6	5	4	0	7	5	28	11	0	17	5
Not applicable- my main supplier does not offer online servi	3	8	0	9	33	1	7	11	5	0	2	1

Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?

Very satisfied	25	33	34	30	17	24	40	13	26	0	13	19
Fairly satisfied	42	45	43	46	33	43	34	28	43	100	33	45
Neither satisfied nor satisfied	21	17	15	15	50	23	15	21	21	0	35	23
Fairly dissatisfied	7	3	5	3	0	6	5	4	6	0	7	7
Very dissatisfied	2	0	1	3	0	2	1	4	2	0	7	2
Don't know	3	2	2	3	0	2	4	30	2	0	7	3

How satisfied are you that your supplier is ensuring you are on the best of their deals for you?

Very satisfied	14	17	14	18	0	14	26	9	15	0	9	12
Fairly satisfied	30	43	30	30	17	29	32	15	33	100	20	29
Neither satisfied nor dissatisfied	30	28	29	36	67	28	26	26	29	0	41	32
Fairly dissatisfied	13	6	15	10	0	14	8	10	12	0	13	15
Very dissatisfied	6	4	6	1	0	10	3	6	6	0	15	7
Don't know	6	3	6	4	17	4	5	33	4	0	2	5

		use (most often) for your home broadband internet access?											
U Switch	Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0
	%	%	%	%	%	%	%	%	%	%	%	%	%

**Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?**

Very easy	34	24	56	26	100	0	42	0	50	33	37	50	0
Fairly easy	44	31	44	52	0	0	36	100	25	33	46	38	0
Neither easy nor difficult	13	38	0	16	0	0	14	0	0	0	11	8	0
Fairly difficult	6	3	0	1	0	0	7	0	25	33	0	4	0
Very difficult	2	0	0	3	0	0	0	0	0	0	6	0	0
Don't know	2	3	0	1	0	0	0	0	0	0	0	0	0

**Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.**

Very satisfied	23	24	22	16	100	0	25	0	50	0	29	12	0
Fairly satisfied	40	31	44	38	0	0	38	50	25	0	34	58	0
Neither satisfied nor dissatisfied	18	41	11	26	0	0	17	0	0	100	14	19	0
Fairly dissatisfied	5	0	11	3	0	0	4	50	0	0	3	8	0
Very dissatisfied	2	3	0	1	0	0	0	0	0	0	0	0	0
Don't know	9	0	11	10	0	0	12	0	25	0	17	4	0
Not applicable- my main supplier does not offer online servi	3	0	0	5	0	0	4	0	0	0	3	0	0

**Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?**

Very satisfied	25	7	22	21	100	0	19	0	50	0	29	15	0
Fairly satisfied	42	38	67	40	0	0	43	50	25	0	31	58	0
Neither satisfied nor satisfied	21	34	0	30	0	0	25	0	0	67	31	19	0
Fairly dissatisfied	7	10	0	4	0	0	9	50	25	33	6	8	0
Very dissatisfied	2	7	0	1	0	0	3	0	0	0	0	0	0
Don't know	3	3	11	4	0	0	1	0	0	0	3	0	0

**How satisfied are you that your supplier is ensuring you are on the best of their deals for you?**

Very satisfied	14	3	11	8	100	0	7	0	25	0	11	0	0
Fairly satisfied	30	21	22	26	0	0	23	0	50	0	23	50	0
Neither satisfied nor dissatisfied	30	38	33	47	0	0	46	50	0	67	46	35	0
Fairly dissatisfied	13	28	22	4	0	0	16	0	0	0	6	12	0
Very dissatisfied	6	7	0	7	0	0	1	50	25	0	9	0	0
Don't know	6	3	11	8	0	0	6	0	0	33	6	4	0

U Switch	Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
All pre-screened panel	11870	39	57	30	0	5	39	918	20	184	192	590
Unweighted Sample	11870	39	57	30	0	5	39	918	20	184	192	590
	%	%	%	%	%	%	%	%	%	%	%	%

Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?

Very easy	34	23	46	36	0	0	47	35	29	39	31	37
Fairly easy	44	57	37	43	0	50	41	44	47	40	48	40
Neither easy nor difficult	13	6	11	18	0	0	9	13	12	13	12	15
Fairly difficult	6	11	6	4	0	50	3	5	6	6	6	5
Very difficult	2	3	0	0	0	0	0	2	0	1	1	1
Don't know	2	0	0	0	0	0	0	1	6	1	2	3

Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.

Very satisfied	23	11	28	21	0	0	18	23	24	24	28	25
Fairly satisfied	40	46	30	25	0	0	62	35	29	38	30	39
Neither satisfied nor dissatisfied	18	9	13	36	0	100	6	17	24	20	22	18
Fairly dissatisfied	5	17	4	0	0	0	9	4	12	7	3	3
Very dissatisfied	2	9	2	0	0	0	0	1	0	1	2	2
Don't know	9	9	19	11	0	0	6	14	0	7	14	11
Not applicable- my main supplier does not offer online servi	3	0	6	7	0	0	0	7	12	4	1	2

Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?

Very satisfied	25	6	28	21	0	0	26	25	24	26	21	36
Fairly satisfied	42	43	43	36	0	0	62	40	29	48	42	37
Neither satisfied nor satisfied	21	17	17	36	0	75	6	23	18	17	25	17
Fairly dissatisfied	7	14	9	4	0	0	6	7	12	7	9	7
Very dissatisfied	2	14	2	4	0	0	0	2	6	1	1	2
Don't know	3	6	2	0	0	25	0	3	12	1	2	2

How satisfied are you that your supplier is ensuring you are on the best of their deals for you?

Very satisfied	14	9	13	7	0	0	9	14	24	13	11	21
Fairly satisfied	30	23	31	32	0	0	50	30	12	35	29	33
Neither satisfied nor dissatisfied	30	31	33	39	0	50	29	30	29	21	35	27
Fairly dissatisfied	13	20	9	11	0	50	6	13	18	21	20	10
Very dissatisfied	6	17	6	11	0	0	3	5	6	4	4	5
Don't know	6	0	7	0	0	0	3	8	12	7	2	4

**U Switch**

**All pre-screened panel**  
Unweighted Sample

	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
<b>All pre-screened panel</b>	<b>11870</b>	583	124	868	33	17	21	32	0
Unweighted Sample	11870	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%

**Thinking of the bills provided by your MAIN  
landline/ home telephone call provider do you  
think they are easy or difficult to understand?**

Very easy	34	50	41	39	36	29	58	36	0
Fairly easy	44	41	44	42	61	41	37	32	0
Neither easy nor difficult	13	6	9	12	3	18	5	21	0
Fairly difficult	6	2	4	5	0	12	0	11	0
Very difficult	2	0	1	1	0	0	0	0	0
Don't know	2	1	1	2	0	0	0	0	0

**Overall, how satisfied are you with the online  
services provided by your MAIN landline/ home  
telephone call provider? Please consider all the  
factors that contribute to good service in this  
area such as the ease of use, range and quality of  
the services available, reliability, everything.**

Very satisfied	23	30	24	23	27	6	32	11	0
Fairly satisfied	40	40	41	42	42	53	37	36	0
Neither satisfied nor dissatisfied	18	18	18	16	12	29	21	29	0
Fairly dissatisfied	5	6	3	5	0	0	0	7	0
Very dissatisfied	2	3	0	2	3	0	0	0	0
Don't know	9	3	13	10	12	12	5	14	0
Not applicable- my main supplier does not offer online servi	3	0	2	2	3	0	5	4	0

**Overall are you satisfied or dissatisfied with the  
call plan that your call provider has offered you?**

Very satisfied	25	47	26	27	30	24	42	11	0
Fairly satisfied	42	40	45	43	42	47	42	39	0
Neither satisfied nor satisfied	21	10	22	18	15	24	16	32	0
Fairly dissatisfied	7	2	4	7	6	6	0	11	0
Very dissatisfied	2	0	1	1	3	0	0	4	0
Don't know	3	1	2	3	3	0	0	4	0

**How satisfied are you that your supplier is  
ensuring you are on the best of their deals for  
you?**

Very satisfied	14	23	15	13	21	6	16	7	0
Fairly satisfied	30	39	34	30	24	41	58	18	0
Neither satisfied nor dissatisfied	30	24	30	30	36	35	16	43	0
Fairly dissatisfied	13	8	13	15	12	18	5	14	0
Very dissatisfied	6	2	5	5	3	0	0	4	0
Don't know	6	4	3	6	3	0	5	14	0

U Switch	Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
All pre-screened panel	11870	0	2717	21	48	53	294	155
Unweighted Sample	11870	0	2717	21	48	53	294	155
	%	%	%	%	%	%	%	%

**Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?**

Very easy	34	0	32	45	25	40	46	22
Fairly easy	44	0	45	15	43	33	38	36
Neither easy nor difficult	13	0	12	20	25	13	9	17
Fairly difficult	6	0	7	10	7	10	4	11
Very difficult	2	0	2	0	0	2	1	1
Don't know	2	0	2	10	0	2	2	12

**Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.**

Very satisfied	23	0	22	30	16	15	26	12
Fairly satisfied	40	0	42	35	36	25	36	26
Neither satisfied nor dissatisfied	18	0	19	15	20	13	18	15
Fairly dissatisfied	5	0	5	5	5	13	2	5
Very dissatisfied	2	0	2	10	0	2	2	5
Don't know	9	0	8	5	16	19	7	24
Not applicable- my main supplier does not offer online servi	3	0	2	0	7	15	8	13

**Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?**

Very satisfied	25	0	24	50	23	17	35	15
Fairly satisfied	42	0	44	25	41	38	31	28
Neither satisfied nor satisfied	21	0	22	15	23	33	21	27
Fairly dissatisfied	7	0	6	5	7	2	6	12
Very dissatisfied	2	0	2	5	0	4	3	3
Don't know	3	0	3	0	7	6	4	16

**How satisfied are you that your supplier is ensuring you are on the best of their deals for you?**

Very satisfied	14	0	14	30	2	8	22	8
Fairly satisfied	30	0	29	30	20	13	23	20
Neither satisfied nor dissatisfied	30	0	29	30	41	42	31	27
Fairly dissatisfied	13	0	14	0	14	15	9	14
Very dissatisfied	6	0	9	10	2	8	7	10
Don't know	6	0	5	0	20	15	7	20

U Switch	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
All pre-screened panel	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
Unweighted Sample	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?

Very easy	34	34	36	34	19	27	34	31	27	31	34	37	33	35	36	40	45	47	39	43	32
Fairly easy	44	48	43	45	44	40	42	44	33	43	43	43	44	46	42	42	35	38	37	37	44
Neither easy nor difficult	13	12	12	12	22	13	13	13	20	15	13	10	16	11	13	8	13	9	16	12	13
Fairly difficult	6	3	6	6	7	14	7	6	10	7	7	6	6	5	6	6	5	4	5	5	7
Very difficult	2	1	1	2	4	4	2	2	4	3	2	2	2	1	2	1	0	1	1	2	2
Don't know	2	3	1	1	4	1	2	4	6	1	1	1	0	2	0	2	2	1	2	1	2

Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.

Very satisfied	23	27	25	25	19	26	22	17	14	15	20	23	21	22	29	32	28	43	32	38	22
Fairly satisfied	40	40	40	40	33	45	39	39	33	35	40	42	43	45	45	38	44	32	34	33	40
Neither satisfied nor dissatisfied	18	21	17	19	37	19	19	19	25	24	19	19	20	19	13	15	14	14	19	11	19
Fairly dissatisfied	5	3	4	6	0	6	6	4	8	9	6	5	7	4	5	5	4	2	4	5	4
Very dissatisfied	2	3	2	2	4	2	2	3	4	4	3	2	1	2	1	1	2	2	3	2	2
Don't know	9	3	9	7	7	1	10	12	12	10	8	7	7	7	6	7	7	6	9	10	10
Not applicable- my main supplier does not offer online servi	3	4	3	1	0	0	3	6	4	3	3	2	1	2	2	3	2	2	1	0	3

Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?

Very satisfied	25	27	28	26	15	21	24	20	6	18	22	27	27	26	27	30	37	41	33	35	24
Fairly satisfied	42	35	43	43	37	51	42	43	41	39	43	43	40	46	46	44	37	39	35	42	42
Neither satisfied nor satisfied	21	23	20	21	37	17	21	22	41	29	20	21	21	20	20	16	22	12	22	15	22
Fairly dissatisfied	7	10	6	6	7	5	8	6	4	8	9	6	9	4	6	7	2	5	8	6	6
Very dissatisfied	2	2	2	2	4	4	2	5	2	4	3	1	1	1	1	2	1	2	2	0	2
Don't know	3	4	2	3	0	2	3	4	6	2	2	2	2	2	1	1	2	2	1	2	4

How satisfied are you that your supplier is ensuring you are on the best of their deals for you?

Very satisfied	14	16	16	16	0	17	13	8	8	9	12	16	14	14	14	18	19	30	25	26	14
Fairly satisfied	30	27	32	29	22	33	28	30	16	26	29	32	27	30	34	35	37	35	24	30	29
Neither satisfied nor dissatisfied	30	36	29	28	48	26	32	32	47	32	28	30	35	34	33	26	25	21	30	30	30
Fairly dissatisfied	13	11	12	14	19	12	15	15	8	18	16	13	16	13	11	11	12	8	11	8	13
Very dissatisfied	6	5	6	9	4	7	6	8	12	10	11	6	5	4	5	6	5	3	7	2	6
Don't know	6	5	5	5	7	5	7	7	10	5	5	4	3	5	4	3	3	3	4	5	7

U Switch	When did you last switch your broadband provider				
	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
All pre-screened panel	11870	233	2165	4545	3575
Unweighted Sample	11870	233	2165	4545	3575
	%	%	%	%	%

Thinking of the bills provided by your MAIN landline/ home telephone call provider do you think they are easy or difficult to understand?

Very easy	34	34	32	36	34
Fairly easy	44	44	43	43	43
Neither easy nor difficult	13	12	14	12	12
Fairly difficult	6	7	6	6	7
Very difficult	2	0	2	2	2
Don't know	2	2	2	1	2

Overall, how satisfied are you with the online services provided by your MAIN landline/ home telephone call provider? Please consider all the factors that contribute to good service in this area such as the ease of use, range and quality of the services available, reliability, everything.

Very satisfied	23	24	24	23	24
Fairly satisfied	40	32	39	41	40
Neither satisfied nor dissatisfied	18	17	18	19	18
Fairly dissatisfied	5	2	6	5	4
Very dissatisfied	2	7	3	2	1
Don't know	9	14	8	8	10
Not applicable- my main supplier does not offer online servi	3	3	2	2	3

Overall are you satisfied or dissatisfied with the call plan that your call provider has offered you?

Very satisfied	25	21	28	25	24
Fairly satisfied	42	48	43	42	42
Neither satisfied nor satisfied	21	21	18	21	22
Fairly dissatisfied	7	8	6	7	6
Very dissatisfied	2	1	2	2	2
Don't know	3	1	3	2	3

How satisfied are you that your supplier is ensuring you are on the best of their deals for you?

Very satisfied	14	14	17	14	14
Fairly satisfied	30	32	32	30	29
Neither satisfied nor dissatisfied	30	38	29	30	31
Fairly dissatisfied	13	7	13	14	13
Very dissatisfied	6	4	5	7	6
Don't know	6	4	5	5	7

U Switch	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
All pre-screened panel	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
Unweighted Sample	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?

Very easy	54	54	53	37	46	52	57	60	52	57	48	54	56	56	55
Fairly easy	28	28	28	37	33	29	26	24	28	28	30	27	27	28	28
Neither easy nor difficult	6	7	6	8	8	6	7	5	6	6	7	7	6	6	6
Fairly difficult	3	3	3	6	4	3	2	2	3	2	4	3	2	2	2
Very difficult	2	1	2	3	3	2	1	1	2	1	2	2	1	1	1
Don't know	1	1	2	5	2	1	1	1	1	1	2	1	1	1	1
Not applicable- I have always been with this provider	6	6	7	3	4	6	7	8	7	5	7	6	6	6	7

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t											
U Switch	Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
All pre-screened panel	11870	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample	11870	11	4579	2	10	14	22	2	73	1	41	153	21
	%	%	%	%	%	%	%	%	%	%	%	%	%

Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?

Very easy	54	36	52	0	50	86	73	100	46	100	44	55	57
Fairly easy	28	55	25	100	40	14	14	0	42	0	34	33	38
Neither easy nor difficult	6	0	5	0	0	0	9	0	8	0	2	9	5
Fairly difficult	3	0	3	0	0	0	0	0	4	0	2	1	0
Very difficult	2	0	2	0	0	0	0	0	0	0	0	0	0
Don't know	1	9	1	0	0	0	0	0	0	0	0	1	0
Not applicable- I have always been with this provider	6	0	13	0	10	0	5	0	0	0	17	2	0

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?

Very easy	54	70	73	62	50	100	50	53	0	50	65	100
Fairly easy	28	27	13	28	50	0	25	31	33	33	35	0
Neither easy nor difficult	6	1	13	5	0	0	0	7	33	0	0	0
Fairly difficult	3	0	0	3	0	0	25	6	0	0	0	0
Very difficult	2	1	0	2	0	0	0	2	0	17	0	0
Don't know	1	0	0	0	0	0	0	1	33	0	0	0
Not applicable- I have always been with this provider	6	0	0	0	0	0	0	0	0	0	0	0

									Which of the following companies do you			
U Switch	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%

Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?

Very easy	54	61	58	55	50	54	60	24	60	100	43	55
Fairly easy	28	32	30	31	50	32	27	22	25	0	28	25
Neither easy nor difficult	6	4	6	7	0	8	6	15	5	0	9	5
Fairly difficult	3	1	3	1	0	2	2	2	2	0	9	3
Very difficult	2	2	2	3	0	1	1	2	1	0	7	2
Don't know	1	0	1	1	0	1	2	28	1	0	2	1
Not applicable- I have always been with this provider	6	0	0	0	0	1	2	7	7	0	2	9

		use (most often) for your home broadband internet access?											
U Switch	Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0
	%	%	%	%	%	%	%	%	%	%	%	%	%

Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?

Very easy	54	21	56	42	100	0	55	50	50	67	60	27	0
Fairly easy	28	52	22	27	0	0	20	50	25	33	14	58	0
Neither easy nor difficult	6	17	0	7	0	0	7	0	25	0	11	12	0
Fairly difficult	3	0	0	1	0	0	6	0	0	0	0	4	0
Very difficult	2	7	0	1	0	0	0	0	0	0	3	0	0
Don't know	1	0	0	0	0	0	0	0	0	0	0	0	0
Not applicable- I have always been with this provider	6	3	22	21	0	0	12	0	0	0	11	0	0

U Switch

All pre-screened panel  
Unweighted Sample

	Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
	11870	39	57	30	0	5	39	918	20	184	192	590
	11870	39	57	30	0	5	39	918	20	184	192	590
	%	%	%	%	%	%	%	%	%	%	%	%

Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?

Very easy	54	43	59	61	0	0	62	53	47	48	49	56
Fairly easy	28	34	22	21	0	75	32	25	18	30	32	28
Neither easy nor difficult	6	3	4	7	0	0	3	6	18	8	5	6
Fairly difficult	3	0	4	0	0	0	0	1	0	4	2	3
Very difficult	2	0	2	4	0	25	0	1	0	1	1	3
Don't know	1	0	0	0	0	0	0	1	6	1	1	0
Not applicable- I have always been with this provider	6	20	9	7	0	0	3	12	12	9	11	3

**U Switch**

**All pre-screened panel**  
Unweighted Sample

	Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
	<b>11870</b>	583	124	868	33	17	21	32	0
	<b>11870</b>	583	124	868	33	17	21	32	0
	%	%	%	%	%	%	%	%	%

**Overall how easy was it to start using your MAIN  
landline/ telephone call provider for your phone  
calls?**

Very easy	<b>54</b>	52	59	56	55	41	84	43	0
Fairly easy	<b>28</b>	31	22	28	36	35	16	18	0
Neither easy nor difficult	<b>6</b>	7	5	6	9	18	0	14	0
Fairly difficult	<b>3</b>	7	2	3	0	0	0	7	0
Very difficult	<b>2</b>	3	1	1	0	0	0	4	0
Don't know	<b>1</b>	1	2	1	0	0	0	4	0
Not applicable- I have always been with this provider	<b>6</b>	0	9	4	0	6	0	11	0

U Switch		Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
All pre-screened panel	11870	0	2717	21	48	53	294	155	
Unweighted Sample	11870	0	2717	21	48	53	294	155	
	%	%	%	%	%	%	%	%	

Overall how easy was it to start using your MAIN  
landline/ telephone call provider for your phone  
calls?

Very easy	54	0	53	70	43	56	59	31
Fairly easy	28	0	32	10	27	13	25	27
Neither easy nor difficult	6	0	7	10	7	8	4	12
Fairly difficult	3	0	2	0	0	4	4	3
Very difficult	2	0	1	10	0	2	2	1
Don't know	1	0	2	0	0	0	1	11
Not applicable- I have always been with this provider	6	0	3	0	23	17	6	14

	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?												
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked	
<b>U Switch</b>																						
<b>All pre-screened panel</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450	
<b>Unweighted Sample</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	

**Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?**

Very easy	<b>54</b>	54	57	55	30	61	53	46	39	50	52	54	52	60	57	63	59	70	60	69	52
Fairly easy	<b>28</b>	29	27	30	41	17	27	29	24	29	29	29	28	24	27	26	28	24	23	20	29
Neither easy nor difficult	<b>6</b>	6	6	7	7	5	6	6	14	9	7	6	6	5	5	3	6	2	8	3	7
Fairly difficult	<b>3</b>	2	2	2	15	5	3	2	6	3	3	3	2	3	2	1	5	0	2	2	3
Very difficult	<b>2</b>	2	2	1	4	4	2	2	2	2	2	2	2	3	2	1	1	1	2	1	2
Don't know	<b>1</b>	3	1	1	0	0	1	4	6	0	1	1	0	1	0	0	0	0	1	1	2
Not applicable- I have always been with this provider	<b>6</b>	5	6	2	4	10	8	11	10	7	5	6	9	6	6	7	2	2	5	5	6

U Switch	When did you last switch your broadband provider				
	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
All pre-screened panel	11870	233	2165	4545	3575
Unweighted Sample	11870	233	2165	4545	3575
	%	%	%	%	%

Overall how easy was it to start using your MAIN landline/ telephone call provider for your phone calls?

Very easy	54	56	51	54	56
Fairly easy	28	27	29	31	24
Neither easy nor difficult	6	9	7	6	6
Fairly difficult	3	3	5	2	2
Very difficult	2	1	4	1	1
Don't know	1	1	1	1	2
Not applicable- I have always been with this provider	6	3	3	4	11

U Switch	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
<b>All pre-screened panel</b>	<b>11870</b>	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
Unweighted Sample	11870	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

<b>All except not applicable - I have always been with this provider</b>	<b>6485</b>	3375	3110	294	1375	1446	1194	2176	4360	2124	1261	1651	1405	1559	550
Unweighted Sample	6485	3375	3110	294	1375	1446	1194	2176	4360	2124	1261	1651	1405	1559	550
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	<b>35</b>	35	36	25	26	34	38	42	34	39	28	36	38	38	37
Fairly satisfied	<b>38</b>	40	37	40	42	39	37	36	39	37	40	37	40	37	39
Neither satisfied nor dissatisfied	<b>14</b>	14	13	18	16	13	15	12	14	14	16	15	12	13	13
Fairly dissatisfied	<b>5</b>	5	6	7	8	5	5	4	6	4	7	5	4	6	6
Very dissatisfied	<b>3</b>	2	3	3	3	3	2	2	3	2	3	2	2	3	2
Don't know	<b>4</b>	4	5	6	5	6	4	3	5	4	5	5	4	4	4

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

<b>Unweighted Sample</b>	<b>9954</b>	5215	4739	445	2075	2152	1852	3430	6682	3269	1942	2513	2094	2425	889
	9954	5215	4739	445	2075	2152	1852	3430	6682	3269	1942	2513	2094	2425	889
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	<b>1</b>	2	1	2	2	1	1	1	1	1	1	1	1	2	1
Up to £10	<b>9</b>	9	8	13	10	9	8	8	9	9	8	8	9	10	7
Between £10.01 to £15	<b>28</b>	28	27	31	34	28	25	25	28	27	27	27	29	28	27
Between £15.01 to £20	<b>19</b>	20	18	17	18	18	18	20	19	19	17	19	19	19	18
Between £20.01 to £25	<b>14</b>	14	14	10	10	15	15	15	14	14	13	15	14	13	15
Between £25.01 to £30	<b>8</b>	8	8	6	6	8	10	9	8	8	9	8	8	8	7
More than £30	<b>9</b>	10	9	5	5	10	11	11	9	9	10	9	9	9	9
Don't know	<b>6</b>	5	7	9	7	5	6	5	6	5	8	5	5	5	7
Don't know it is part of my bundle service	<b>7</b>	6	8	8	9	7	7	6	7	8	8	7	7	7	9
<b>Mean</b>															
Base for mean	<b>8678</b>	4650	4028	373	1754	1890	1617	3044	5841	2835	1650	2215	1850	2136	744
Mean	<b>17.98</b>	17.93	18.04	15.77	15.98	18.11	18.95	18.80	18.03	17.88	18.44	18.08	17.71	17.61	18.27

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	<b>84</b>	84	83	81	85	84	82	84	85	81	83	84	83	84	81
Cash/Cheque	<b>6</b>	6	6	5	4	7	7	7	5	8	7	6	7	5	7

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company)												
U Switch		Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk
<b>All pre-screened panel</b>		<b>11870</b>	11	4579	2	10	14	22	2	73	1	41	153	21
Unweighted Sample		11870	11	4579	2	10	14	22	2	73	1	41	153	21
		%	%	%	%	%	%	%	%	%	%	%	%	%

<b>All except not applicable - I have always been with this provider</b>		<b>6485</b>	7	1642	2	8	13	17	1	71	1	11	137	19
Unweighted Sample		6485	7	1642	2	8	13	17	1	71	1	11	137	19
		%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	29	29	0	38	69	59	100	34	100	36	37	42
Fairly satisfied	38	57	38	100	63	23	41	0	44	0	36	38	37
Neither satisfied nor dissatisfied	14	0	17	0	0	8	0	0	14	0	0	15	11
Fairly dissatisfied	5	0	7	0	0	0	0	0	7	0	18	6	11
Very dissatisfied	3	0	4	0	0	0	0	0	1	0	0	0	0
Don't know	4	14	6	0	0	0	0	0	0	0	9	4	0

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

<b>9954</b>	11	4533	2	10	14	22	1	72	1	41	153	21
Unweighted Sample	9954	11	4533	2	10	14	1	72	1	41	153	21
	%	%	%	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	0	0	0	0	5	0	0	0	0	1	0
Up to £10	9	18	5	0	0	14	5	0	3	0	2	6	24
Between £10.01 to £15	28	36	27	50	30	36	27	0	26	100	44	34	33
Between £15.01 to £20	19	18	20	0	40	50	23	100	24	0	17	14	43
Between £20.01 to £25	14	0	13	50	0	0	14	0	10	0	20	12	0
Between £25.01 to £30	8	9	9	0	0	0	14	0	15	0	5	8	0
More than £30	9	18	12	0	20	0	9	0	11	0	7	15	0
Don't know	6	0	8	0	10	0	5	0	1	0	5	6	0
Don't know it is part of my bundle service	7	0	4	0	0	0	0	0	10	0	0	5	0
<b>Mean</b>													
Base for mean	<b>8678</b>	11	3999	2	9	14	21	1	64	1	39	136	21
Mean	<b>17.98</b>	17.50	19.42	17.50	19.72	13.93	18.45	17.50	20.08	12.50	17.76	19.14	12.86

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	91	79	100	90	86	86	100	92	100	73	84	95
Cash/Cheque	6	0	10	0	0	14	5	0	3	0	10	7	0

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
All pre-screened panel	11870	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

All except not applicable - I have always been with this provider	6485	69	15	425	0	1	4	933	3	6	31	1
Unweighted Sample	6485	69	15	425	0	1	4	933	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	54	60	46	0	0	50	34	0	17	55	0
Fairly satisfied	38	38	13	38	0	100	50	40	33	50	45	100
Neither satisfied nor dissatisfied	14	4	27	8	0	0	0	12	33	17	0	0
Fairly dissatisfied	5	3	0	5	0	0	0	8	33	0	0	0
Very dissatisfied	3	1	0	2	0	0	0	3	0	17	0	0
Don't know	4	0	0	0	0	0	0	2	0	0	0	0

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	71	15	438	2	1	4	959	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	0	3	0	0	0	1	0	0	3	0
Up to £10	9	6	13	14	0	0	25	4	0	0	23	0
Between £10.01 to £15	28	39	27	35	50	0	0	22	33	33	26	0
Between £15.01 to £20	19	20	33	18	0	100	25	24	0	17	13	0
Between £20.01 to £25	14	15	13	9	0	0	50	29	0	33	16	0
Between £25.01 to £30	8	7	7	4	0	0	0	8	33	0	3	100
More than £30	9	7	7	5	50	0	0	5	0	0	3	0
Don't know	6	6	0	4	0	0	0	3	33	0	3	0
Don't know it is part of my bundle service	7	0	0	8	0	0	0	4	0	17	10	0
Mean												
Base for mean	8678	67	15	386	2	1	4	890	2	5	27	1
Mean	17.98	17.54	17.00	14.70	23.75	17.50	16.88	19.03	20.00	17.50	14.07	27.50

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	62	93	92	100	100	100	93	67	50	97	100
Cash/Cheque	6	28	0	2	0	0	0	1	0	50	0	0

								Which of the following companies do you				
U Switch	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
All pre-screened panel	11870	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%

All except not applicable - I have always been with this provider	6485	104	432	66	2	1818	600	42	442	0	31	838
Unweighted Sample	6485	104	432	66	2	1818	600	42	442	0	31	838
	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	42	37	38	50	34	45	26	38	0	16	33
Fairly satisfied	38	44	41	36	50	39	35	19	41	0	42	37
Neither satisfied nor dissatisfied	14	7	13	14	0	15	11	31	13	0	23	15
Fairly dissatisfied	5	3	4	11	0	4	3	5	5	0	10	7
Very dissatisfied	3	3	3	0	0	1	3	2	1	0	6	5
Don't know	4	1	2	2	0	7	3	17	2	0	3	4

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	109	453	67	6	2149	657	96	770	1	46	1866
	9954	109	453	67	6	2149	657	96	770	1	46	1866
	%	%	%	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	5	0	0	2	4	4	1	0	0	0
Up to £10	9	9	12	16	0	14	13	6	8	100	7	4
Between £10.01 to £15	28	43	25	22	33	28	32	11	25	0	50	23
Between £15.01 to £20	19	18	18	22	0	14	15	11	19	0	20	18
Between £20.01 to £25	14	10	13	21	33	10	13	4	18	0	4	13
Between £25.01 to £30	8	8	8	7	0	7	7	5	11	0	4	9
More than £30	9	6	5	6	17	7	6	8	12	0	9	15
Don't know	6	5	2	3	17	3	5	40	5	0	7	8
Don't know it is part of my bundle service	7	0	11	1	0	16	5	9	1	0	0	9
Mean												
Base for mean	8678	104	394	64	5	1747	592	49	722	1	43	1552
Mean	17.98	16.61	15.99	17.15	21.00	16.12	15.97	17.70	19.43	5.00	16.28	20.33

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	94	80	90	67	89	83	47	77	100	85	84
Cash/Cheque	6	3	2	1	33	3	3	4	9	0	0	7

		use (most often) for your home broadband internet access?												
U Switch		Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
<b>All pre-screened panel</b>		<b>11870</b>	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample		11870	34	9	78	1	1	74	4	5	4	42	27	0
		%	%	%	%	%	%	%	%	%	%	%	%	%

<b>All except not applicable - I have always been with this provider</b>		<b>6485</b>	24	4	25	1	0	39	1	3	2	19	25	0
Unweighted Sample		6485	24	4	25	1	0	39	1	3	2	19	25	0
		%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	17	50	44	100	0	44	0	33	0	47	24	0
Fairly satisfied	38	42	0	28	0	0	36	0	33	50	32	48	0
Neither satisfied nor dissatisfied	14	17	50	20	0	0	13	100	0	50	16	16	0
Fairly dissatisfied	5	13	0	4	0	0	5	0	33	0	0	8	0
Very dissatisfied	3	13	0	0	0	0	0	0	0	0	0	4	0
Don't know	4	0	0	4	0	0	3	0	0	0	5	0	0

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

<b>Unweighted Sample</b>	<b>9954</b>	29	9	73	1	0	69	2	4	3	35	26	0
	9954	29	9	73	1	0	69	2	4	3	35	26	0
	%	%	%	%	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	0	1	0	0	0	0	0	0	6	0	0
Up to £10	9	7	0	3	100	0	3	0	0	0	9	4	0
Between £10.01 to £15	28	48	0	29	0	0	41	50	25	33	31	27	0
Between £15.01 to £20	19	10	44	23	0	0	19	50	0	33	11	15	0
Between £20.01 to £25	14	10	22	12	0	0	16	0	0	0	11	4	0
Between £25.01 to £30	8	7	22	3	0	0	7	0	75	0	11	27	0
More than £30	9	10	0	10	0	0	12	0	0	33	11	8	0
Don't know	6	0	11	16	0	0	3	0	0	0	3	0	0
Don't know it is part of my bundle service	7	7	0	3	0	0	0	0	0	0	6	15	0
<b>Mean</b>													
Base for mean	<b>8678</b>	27	8	59	1	0	67	2	4	3	32	22	0
Mean	<b>17.98</b>	<b>17.22</b>	<b>21.25</b>	<b>18.18</b>	<b>5.00</b>	<b>.</b>	<b>18.69</b>	<b>15.00</b>	<b>23.75</b>	<b>21.67</b>	<b>17.58</b>	<b>20.34</b>	<b>.</b>

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	90	89	81	100	0	87	50	100	67	80	88	0
Cash/Cheque	6	0	0	11	0	0	4	0	0	0	6	4	0

U Switch		Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
<b>All pre-screened panel</b>		<b>11870</b>	39	57	30	0	5	39	918	20	184	192	590
Unweighted Sample		11870	39	57	30	0	5	39	918	20	184	192	590
		%	%	%	%	%	%	%	%	%	%	%	%

<b>All except not applicable - I have always been with this provider</b>		<b>6485</b>	8	39	10	0	1	32	390	8	119	100	444
Unweighted Sample		6485	8	39	10	0	1	32	390	8	119	100	444
		%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	38	31	50	0	0	44	38	25	34	39	41
Fairly satisfied	38	25	49	50	0	100	44	40	25	36	45	36
Neither satisfied nor dissatisfied	14	0	15	0	0	0	13	14	0	13	13	12
Fairly dissatisfied	5	25	0	0	0	0	0	4	13	10	0	5
Very dissatisfied	3	0	0	0	0	0	0	1	0	2	1	4
Don't know	4	13	5	0	0	0	0	3	38	5	2	2

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

<b>9954</b>	35	54	28	0	4	34	817	17	168	170	533
Unweighted Sample	9954	35	54	28	0	4	817	17	168	170	533
	%	%	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	0	0	0	0	1	0	0	1	2
Up to £10	9	3	7	4	0	9	8	12	9	12	11
Between £10.01 to £15	28	46	41	32	0	21	30	41	32	31	35
Between £15.01 to £20	19	17	19	14	0	25	9	22	12	20	20
Between £20.01 to £25	14	14	11	18	0	0	18	15	12	12	12
Between £25.01 to £30	8	6	11	7	0	0	12	8	6	11	6
More than £30	9	9	4	18	0	0	18	10	18	6	5
Don't know	6	6	7	4	0	75	3	6	0	5	6
Don't know it is part of my bundle service	7	0	0	4	0	0	12	1	0	5	6

Mean

Base for mean	<b>8678</b>	33	50	26	0	1	29	761	17	150	158	485
Mean	<b>17.98</b>	17.65	16.80	20.38	.	17.50	21.03	18.12	18.24	17.58	16.69	15.80

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	77	87	79	0	50	94	81	94	87	86	87
Cash/Cheque	6	9	6	11	0	25	3	7	0	5	3	4

U Switch		Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
<b>All pre-screened panel</b>		<b>11870</b>	583	124	868	33	17	21	32	0
Unweighted Sample		11870	583	124	868	33	17	21	32	0
		%	%	%	%	%	%	%	%	%

<b>All except not applicable - I have always been with this provider</b>		<b>6485</b>	548	63	616	31	11	14	12	0
Unweighted Sample		6485	548	63	616	31	11	14	12	0
		%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	<b>35</b>	35	40	36	32	27	50	8	0
Fairly satisfied	<b>38</b>	41	38	40	32	36	50	50	0
Neither satisfied nor dissatisfied	<b>14</b>	11	14	13	23	18	0	17	0
Fairly dissatisfied	<b>5</b>	9	3	4	13	18	0	8	0
Very dissatisfied	<b>3</b>	4	2	2	0	0	0	0	0
Don't know	<b>4</b>	0	3	4	0	0	0	17	0

**Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month**

<b>Unweighted Sample</b>	<b>9954</b>	555	112	784	33	17	19	28	0
	9954	555	112	784	33	17	19	28	0
	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	<b>1</b>	1	0	3	0	0	0	0	0
Up to £10	<b>9</b>	4	8	9	15	0	16	4	0
Between £10.01 to £15	<b>28</b>	16	35	29	21	59	42	46	0
Between £15.01 to £20	<b>19</b>	23	22	21	27	6	16	25	0
Between £20.01 to £25	<b>14</b>	35	9	13	12	0	26	4	0
Between £25.01 to £30	<b>8</b>	10	11	7	9	6	0	4	0
More than £30	<b>9</b>	4	6	6	9	18	0	7	0
Don't know	<b>6</b>	1	9	5	3	6	0	7	0
Don't know it is part of my bundle service	<b>7</b>	7	0	6	3	6	0	4	0
<b>Mean</b>									
Base for mean	<b>8678</b>	512	102	694	31	15	19	25	0
Mean	<b>17.98</b>	19.45	17.35	16.75	17.66	18.33	14.74	16.40	.

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	<b>84</b>	95	76	79	91	94	79	75	0
Cash/Cheque	<b>6</b>	1	16	5	3	0	5	7	0

		Total	V Twenty One	Virgin Media (formerly NTL Telewest and Virgin.net)	Vodafone	Waitrose	Zen Internet	Other provider	Don't know
<b>U Switch</b>	<b>All pre-screened panel</b>	<b>11870</b>	0	2717	21	48	53	294	155
	Unweighted Sample	11870	0	2717	21	48	53	294	155
		%	%	%	%	%	%	%	%

<b>All except not applicable - I have always been with this provider</b>	<b>6485</b>	0	1949	17	13	24	176	65
	6485	0	1949	17	13	24	176	65
	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	0	35	59	31	46	40	18
Fairly satisfied	38	0	38	18	31	21	27	26
Neither satisfied nor dissatisfied	14	0	14	12	23	21	15	28
Fairly dissatisfied	5	0	4	0	8	13	7	11
Very dissatisfied	3	0	2	12	0	0	3	5
Don't know	4	0	7	0	8	0	7	12

**Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month**

<b>9954</b>	0	2433	20	44	48	257	147
Unweighted Sample	9954	0	2433	20	44	257	147
	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	2	10	0	0	2	1
Up to £10	9	0	13	10	2	8	9	10
Between £10.01 to £15	28	0	29	15	36	31	30	18
Between £15.01 to £20	19	0	15	0	14	17	15	22
Between £20.01 to £25	14	0	10	30	16	13	14	6
Between £25.01 to £30	8	0	6	10	7	15	8	7
More than £30	9	0	7	0	11	8	11	11
Don't know	6	0	4	5	14	8	6	21
Don't know it is part of my bundle service	7	0	13	20	0	0	5	4
<b>Mean</b>								
Base for mean	<b>8678</b>	0	2013	15	38	44	230	110
Mean	<b>17.98</b>	.	<b>16.06</b>	<b>15.83</b>	<b>19.08</b>	<b>18.52</b>	<b>18.09</b>	<b>18.36</b>

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	0	87	85	73	79	82	67
Cash/Cheque	6	0	4	0	16	4	7	5

U Switch	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
All pre-screened panel	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
Unweighted Sample	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

All except not applicable - I have always been with this provider	6485	62	2244	1363	24	38	1871	209	28	320	651	1003	259	346	228	210	129	163	131	90	2614
Unweighted Sample	6485	62	2244	1363	24	38	1871	209	28	320	651	1003	259	346	228	210	129	163	131	90	2614
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	24	39	36	17	39	34	29	21	29	31	36	34	38	41	40	47	53	40	51	34
Fairly satisfied	38	52	38	37	33	37	39	37	36	40	42	38	33	40	39	43	36	31	37	33	37
Neither satisfied nor dissatisfied	14	16	13	14	25	8	14	17	32	17	15	14	19	12	10	10	9	7	12	10	15
Fairly dissatisfied	5	6	5	4	8	8	6	5	4	6	6	6	10	3	6	4	5	4	6	0	5
Very dissatisfied	3	0	2	2	8	8	3	3	4	4	3	2	3	5	2	2	1	3	2	1	2
Don't know	4	2	3	7	8	0	4	8	4	4	4	3	2	2	2	1	2	2	2	4	6

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	110	3425	1673	27	84	3136	371	51	506	947	1441	411	521	346	344	198	258	171	125	4023
	9954	110	3425	1673	27	84	3136	371	51	506	947	1441	411	521	346	344	198	258	171	125	4023
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	1	3	11	1	1	2	0	1	1	1	1	2	1	3	2	3	5	2	1
Up to £10	9	5	8	15	7	7	7	9	0	8	8	10	8	9	7	9	12	11	10	11	8
Between £10.01 to £15	28	20	28	28	56	25	27	27	29	31	30	30	25	31	32	31	28	32	31	17	25
Between £15.01 to £20	19	19	20	14	4	12	20	20	10	21	21	21	16	17	19	22	19	16	14	16	17
Between £20.01 to £25	14	22	15	8	7	8	16	14	20	14	15	15	18	15	15	11	14	8	13	22	13
Between £25.01 to £30	8	13	9	6	7	4	9	6	10	9	7	7	11	8	10	9	9	12	9	9	8
More than £30	9	7	10	6	0	19	9	10	8	10	9	7	10	9	8	8	8	10	8	11	10
Don't know	6	9	5	4	0	6	6	8	14	6	3	4	4	3	3	4	5	3	3	2	8
Don't know it is part of my bundle service	7	5	4	16	7	18	5	5	10	2	5	6	7	6	7	3	4	6	7	9	10
Mean																					
Base for mean	8678	95	3091	1337	25	64	2785	323	39	467	872	1304	367	476	313	319	181	235	154	111	3302
Mean	17.98	19.76	18.51	15.51	12.60	19.80	18.40	17.75	19.94	18.17	#####	17.15	#####	17.55	18.03	17.09	#####	#####	16.57	18.96	18.38

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	76	85	89	85	94	82	78	61	81	85	85	86	83	86	86	84	86	87	88	83
Cash/Cheque	6	6	6	3	4	2	7	8	12	7	5	5	4	6	5	3	6	6	5	5	6

U Switch	When did you last switch your broadband provider				
	Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
All pre-screened panel	11870	233	2165	4545	3575
Unweighted Sample	11870	233	2165	4545	3575
	%	%	%	%	%

All except not applicable - I have always been with this provider	6485	59	1569	3248	1327
Unweighted Sample	6485	59	1569	3248	1327
	%	%	%	%	%

How satisfied were you with the quality of information provided to you during the transfer process to your MAIN landline/ telephone call provider?

Very satisfied	35	36	33	36	39
Fairly satisfied	38	44	38	39	35
Neither satisfied nor dissatisfied	14	10	14	14	15
Fairly dissatisfied	5	5	8	5	3
Very dissatisfied	3	2	4	2	1
Don't know	4	3	2	4	7

Those with landline/home telephone decision making involvement who have not changed provider in the last 1 month

Unweighted Sample	9954	90	1888	4196	3207
	9954	90	1888	4196	3207
	%	%	%	%	%

How much do you pay per month for your current landline/home telephone including line rental and all calls? Please consider just the home telephone part if you take more than one service from the same provider.

Free	1	0	3	1	1
Up to £10	9	3	10	9	8
Between £10.01 to £15	28	43	30	27	26
Between £15.01 to £20	19	17	18	19	18
Between £20.01 to £25	14	14	14	15	13
Between £25.01 to £30	8	6	8	8	9
More than £30	9	6	7	9	10
Don't know	6	8	4	5	8
Don't know it is part of my bundle service	7	3	7	7	7
<b>Mean</b>					
Base for mean	8678	80	1675	3702	2724
Mean	17.98	17.13	16.84	18.00	18.50

Which of the following payment methods do you use for paying for your landline/ home telephone?

Direct Debit	84	86	86	85	81
Cash/Cheque	6	6	4	5	7

	Are you?		Age					Social Grade		Region					
	Total	Male	Female	18 to 24	25 to 34	35 to 44	45 to 54	55 +	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland
<b>U Switch</b>															
<b>All pre-screened panel</b>	<b>11870</b>	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
<b>Unweighted Sample</b>	<b>11870</b>	6171	5699	893	2626	2479	2090	3782	7751	4111	2380	2935	2492	2890	1063
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Credit Card	2	3	2	1	1	2	3	3	2	2	2	2	2	2	2
Debit Card	5	5	6	5	6	6	5	4	4	6	5	5	5	5	6
None of these	2	2	2	2	2	2	2	2	2	2	2	1	2	2	3
Don't know	1	1	1	5	1	1	0	0	1	1	1	1	0	1	1

**How do you mainly receive your landline/ home telephone bills?**

Online	40	42	37	29	37	39	42	42	40	39	36	42	39	40	41
On paper (e.g. post)	58	56	60	64	59	59	57	57	58	59	61	56	59	58	56
None of these	1	1	1	2	2	1	1	1	1	2	1	1	1	1	1
Don't know	1	1	1	4	2	1	0	0	1	1	2	1	1	1	1

		Which of the following companies do you pay for the calls you make from your landline/ home telephone? (If more than one please think of the company t													
U Switch		Total	British Gas Communications	BT	Direct Save Telecom	Equitalk	Euphony	First:Telecom	gotalk	Homecall	Just Dial	Kingston	One.Tel	Planet Talk	
<b>All pre-screened panel</b>		<b>11870</b>	11	4579	2	10	14	22	2	73	1	41	153	21	
Unweighted Sample		11870	11	4579	2	10	14	22	2	73	1	41	153	21	
		%	%	%	%	%	%	%	%	%	%	%	%	%	
Credit Card	2	0	2	0	10	0	9	0	3	0	0	0	6	0	
Debit Card	5	9	6	0	0	0	0	0	3	0	0	17	2	0	
None of these	2	0	3	0	0	0	0	0	0	0	0	0	0	5	
Don't know	1	0	1	0	0	0	0	0	0	0	0	0	1	0	
<b>How do you mainly receive your landline/ home telephone bills?</b>															
Online	40	18	40	0	80	7	64	100	8	100	27	59	90		
On paper (e.g. post)	58	82	59	100	20	93	36	0	92	0	73	41	5		
None of these	1	0	0	0	0	0	0	0	0	0	0	0	0	5	
Don't know	1	0	1	0	0	0	0	0	0	0	0	1	0		

		What you make the most calls with).										
U Switch	Total	Post Office	Sainsburys Telecom	Sky Talk	Superline	Swiftcall	Talk (Pathfinder Telecom)	TalkTalk (Carphone Warehouse)	Telco Global	Tele2	Telecom Plus	Telecoms Connect
<b>All pre-screened panel</b>	<b>11870</b>	74	15	485	2	1	5	991	3	6	31	1
Unweighted Sample	11870	74	15	485	2	1	5	991	3	6	31	1
	%	%	%	%	%	%	%	%	%	%	%	%
Credit Card	2	0	0	3	0	0	0	1	0	0	0	0
Debit Card	5	7	0	3	0	0	0	4	0	0	3	0
None of these	2	1	7	0	0	0	0	0	33	0	0	0
Don't know	1	1	0	0	0	0	0	0	0	0	0	0

How do you mainly receive your landline/ home telephone bills?

Online	40	3	0	41	100	0	0	63	0	17	6	0
On paper (e.g. post)	58	96	100	48	0	100	75	36	67	83	94	100
None of these	1	1	0	6	0	0	0	0	33	0	0	0
Don't know	1	0	0	5	0	0	25	0	0	0	0	0

									Which of the following companies do you			
U Switch	Total	Tesco Telecom	Tiscali (including HomeChoice)	Toucan	VarTec Telecom	Virgin Media (formerly NTL Telewest and Virgin.net)	Other provider	Don't know	AOL	ADSL4Less	Be	BT
<b>All pre-screened panel</b>	<b>11870</b>	112	505	70	6	2183	696	100	877	1	54	2034
Unweighted Sample	11870	112	505	70	6	2183	696	100	877	1	54	2034
	%	%	%	%	%	%	%	%	%	%	%	%
Credit Card	2	2	13	3	0	1	5	3	4	0	0	1
Debit Card	5	2	4	6	0	5	4	4	8	0	9	5
None of these	2	0	2	0	0	1	4	15	2	0	4	2
Don't know	1	0	0	0	0	1	1	27	1	0	2	1
<b>How do you mainly receive your landline/ home telephone bills?</b>												
Online	40	49	73	67	17	14	63	18	45	0	48	43
On paper (e.g. post)	58	50	25	33	83	84	32	49	54	100	48	56
None of these	1	1	2	0	0	1	4	14	0	0	0	0
Don't know	1	0	1	0	0	1	1	20	0	0	4	1

		use (most often) for your home broadband internet access?											
U Switch	Total	Bulldog	Claranet	Demon	Direct Save Telecom	EFH Broadband	Eclipse	Fast	Firefly	Freedom Serve	Freedom 2 Surf	Homecall	Hotchillie Internet
All pre-screened panel	11870	34	9	78	1	1	74	4	5	4	42	27	0
Unweighted Sample	11870	34	9	78	1	1	74	4	5	4	42	27	0
	%	%	%	%	%	%	%	%	%	%	%	%	%
Credit Card	2	7	0	0	0	0	1	0	0	33	3	0	0
Debit Card	5	3	0	4	0	0	6	0	0	0	3	4	0
None of these	2	0	11	3	0	0	1	50	0	0	9	4	0
Don't know	1	0	0	1	0	0	0	0	0	0	0	0	0
<b>How do you mainly receive your landline/ home telephone bills?</b>													
Online	40	90	56	38	0	0	45	0	50	33	57	8	0
On paper (e.g. post)	58	10	44	62	100	0	54	100	50	67	43	92	0
None of these	1	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	1	0	0	0	0	0	1	0	0	0	0	0	0

U Switch		Total	Kingston Communications	Madasafish	Nildram	Nitrex	Namesco	Onetel	Orange/Wanadoo	O2	Pipex	PlusNet	Sky
<b>All pre-screened panel</b>		<b>11870</b>	39	57	30	0	5	39	918	20	184	192	590
Unweighted Sample		11870	39	57	30	0	5	39	918	20	184	192	590
	%	%	%	%	%	%	%	%	%	%	%	%	%
Credit Card	2	0	2	4	0	25	0	3	0	4	4	4	2
Debit Card	5	14	6	7	0	0	3	5	0	2	4	4	4
None of these	2	0	0	0	0	0	0	3	6	2	2	2	1
Don't know	1	0	0	0	0	0	0	1	0	0	1	1	1
<b>How do you mainly receive your landline/ home telephone bills?</b>													
Online	40	26	50	43	0	50	62	39	41	49	61	43	43
On paper (e.g. post)	58	74	48	57	0	50	38	59	59	49	38	50	50
None of these	1	0	0	0	0	0	0	1	0	2	1	3	3
Don't know	1	0	2	0	0	0	0	1	0	0	0	4	4

U Switch		Total	TalkTalk (Carphone Warehouse)	Tesco	Tiscali (including HomeChoice)	Toucan	Skymarket	Supanet	UK Online	UKFast.net
<b>All pre-screened panel</b>		<b>11870</b>	583	124	868	33	17	21	32	0
Unweighted Sample		11870	583	124	868	33	17	21	32	0
		%	%	%	%	%	%	%	%	%
Credit Card		2	0	1	8	0	6	5	0	0
Debit Card		5	4	5	5	6	0	11	11	0
None of these		2	0	2	2	0	0	0	4	0
Don't know		1	0	0	0	0	0	0	4	0
<b>How do you mainly receive your landline/ home telephone bills?</b>										
Online		40	75	37	60	67	29	47	50	0
On paper (e.g. post)		58	25	63	37	33	71	47	50	0
None of these		1	1	1	2	0	0	5	0	0
Don't know		1	0	0	1	0	0	0	0	0

<b>U Switch</b>		<b>Total</b>	<b>V Twenty One</b>	<b>Virgin Media (formerly NTL Telewest and Virgin.net)</b>	<b>Vodafone</b>	<b>Waitrose</b>	<b>Zen Internet</b>	<b>Other provider</b>	<b>Don't know</b>
<b>All pre-screened panel</b>	<b>11870</b>	0	2717	21	48	53	294	155	
<b>Unweighted Sample</b>	<b>11870</b>	0	2717	21	48	53	294	155	
	%	%	%	%	%	%	%	%	
Credit Card	2	0	1	0	0	2	2	3	
Debit Card	5	0	5	5	9	8	4	5	
None of these	2	0	2	10	2	6	5	9	
Don't know	1	0	1	0	0	0	1	10	
<b>How do you mainly receive your landline/ home telephone bills?</b>									
Online	40	0	19	70	36	44	39	19	
On paper (e.g. post)	58	0	79	15	64	56	59	65	
None of these	1	0	1	15	0	0	1	7	
Don't know	1	0	1	0	0	0	1	9	

	Which of the following companies do you use for your MAIN digital television service?									On average what speed do you actually receive from your current main home broadband internet service?											
	Total	Standard	Sky	Virgin Media	Tiscali	BT Vision	Freeview (incl top up TV)	None of these	Don't know	512kb	1Mb	2Mb	3Mb	4Mb	5Mb	6Mb	7Mb	8Mb	8 to 16Mb	Over 16Mb	Don't know - I have never checked
<b>U Switch</b>																					
<b>All pre-screened panel</b>	<b>11870</b>	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
Unweighted Sample	11870	128	3811	1843	33	92	3515	416	59	566	1043	1592	452	578	390	376	214	289	193	142	4450
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Credit Card	2	4	2	1	4	0	3	4	4	2	3	3	3	2	4	3	5	2	1	2	2
Debit Card	5	5	5	4	4	2	5	5	12	7	5	5	4	6	3	4	5	5	3	5	5
None of these	2	5	2	2	0	1	2	3	4	3	1	2	2	3	1	3	1	1	4	1	2
Don't know	1	3	0	1	4	0	1	2	8	1	1	0	0	0	0	0	1	0	1	0	1

**How do you mainly receive your landline/ home telephone bills?**

Online	40	44	45	14	44	51	47	36	37	44	42	47	56	46	55	53	53	42	37	30	31
On paper (e.g. post)	58	55	52	84	48	48	51	59	53	55	56	51	43	51	44	46	46	55	58	69	66
None of these	1	0	1	1	0	0	1	3	2	1	1	1	1	2	1	1	1	1	2	1	1
Don't know	1	1	1	1	7	1	1	2	8	1	1	1	0	1	0	0	1	1	2	0	1

		When did you last switch your broadband provider				
U Switch		Total	within the last month	Between 1 to 12 months	More than 12 months ago	Have never switched
<b>All pre-screened panel</b>		<b>11870</b>	233	2165	4545	3575
Unweighted Sample		11870	233	2165	4545	3575
		%	%	%	%	%
Credit Card	<b>2</b>	0	2	2	2	3
Debit Card	<b>5</b>	6	5	5	5	5
None of these	<b>2</b>	2	2	2	2	2
Don't know	<b>1</b>	1	1	1	1	1

**How do you mainly receive your landline/ home telephone bills?**

Online	<b>40</b>	36	46	40	36
On paper (e.g. post)	<b>58</b>	62	51	58	62
None of these	<b>1</b>	0	2	1	1
Don't know	<b>1</b>	2	2	1	1