



For immediate release: Wednesday 21st April, 2011

USWITCH.COM COMMENTS ON OFCOM'S PHONE COMPLAINTS LIST

- **Broadband customer service: mis-selling and bad billing leave just six out of 10 customers satisfied overall with service and over two million customers (14%) unhappy^[1]**
- **Despite average broadband speeds increasing from 5.7Mb to 7.4Mb, satisfaction falls from 71% to 68% as customers sign up to faster speeds than they actually receive^[2]**
- **Home phone customer service: Less than 6 out of 10 home phone customers (58%) are satisfied with provider customer service.^[3]**

In response to Ofcom's telecoms complaint statistics out today, **Ernest Doku, communications expert at uSwitch.com, says:** "This report sheds more light on the bad service home telephone and broadband customers are receiving across the country. For far too long consumers have suffered in silence, putting up with poor service and poor value for money, so it is only right that the offending providers are brought to task.

"These findings back up our recent customer satisfaction reports which showed a 9% decline in broadband satisfaction for TalkTalk, with BT coming last overall amongst the home phone providers.

"The important thing is that consumers don't have to put up with a poor provider experience and should vote with their feet to change provider if they are receiving a bad service. Switching not only demonstrates to your current provider that they failed to provide you with a sufficient quality of service, it can also save you money.

"Consumers are often worried that they may be left without their broadband or home phone connection for long periods, but developments in switching have ensured that disruption is minimal, and the end result is likely to be a better all-round service from a new supplier."

For more information visit www.uSwitch.com or call 0800 093 06 07

-Ends-

Best Customer Service (Broadband)						
	Mar-10		Mar-11		Change (10 to 11)	
	Score	Position	Score	Position	Score	Position
AOL	60%	5	55%	6	-5%	-1
BT	60%	5	61%	5	1%	0
Orange	44%	8	52%	7	8%	1
O2	79%	1	77%	2	-2%	-1
Plusnet	76%	2	80%	1	4%	1
Sky	66%	3	63%	3	-3%	0
TalkTalk	58%	7	49%	8	-9%	-1
Virgin Media	65%	4	62%	4	-3%	0
Average	62%		60%		-2%	
Range	35%		31%		-4%	

Best Customer Service (Home Telephone)						
	Mar-10		Mar-11		Change (10 to 11)	
	Score	Position	Score	Position	Score	Position
BT	56%	4	57%	3	1%	1
SkyTalk	66%	1	60%	2	-6%	-1
TalkTalk	59%	3	50%	4	-9%	-1
Virgin Media	66%	1	62%	1	-4%	0
Average	60%		58%		-2%	
Range	10%		12%		2%	

For more information please contact:

Katherine Cooper, uSwitch.com on 0207 802 2961/ katherinecooper@uswitch.com
 Stuart Lerman, Lansons Communications on 0207 294 3674 / stuartl@lansons.com

Notes to Editors:

Reference to satisfied customers includes only those who responded positively that they were very satisfied or fairly satisfied. Only those who responded as fairly dissatisfied or very dissatisfied are referred to as 'dissatisfied'. **Satisfaction ratings and rankings in tables are determined only by the percentage of satisfied respondents.**

Total sample size in the YouGov survey was 7,759 adults. Fieldwork was undertaken 16th – 21st February 2011 with analysis conducted in March. The survey was carried out online. Specific reporting of results published for suppliers that received 150 or more responses. Data has not been weighted. Comparisons to 12 months ago refer to same YouGov survey conducted 1st – 6th February 2010.

1. 14% are fairly or very dissatisfied with customer service. Assuming 17 million broadband customers (Ofcom 2010), this is 2.4 million.
2. The average speed experienced by customers has increased from 5.7Mb to 7.4Mb – a rise of 30%.
3. In 2010, 60% were satisfied overall with customer service.

About us

uSwitch.com is a free, impartial, online and telephone-based comparison and switching service, helping consumers compare prices on gas, electricity, water, heating cover, home telephone, broadband, digital television, mobile phones and personal finance products including mortgages, credit cards, current accounts and insurance. In 2010 uSwitch.com celebrated ten years of saving customers money.

uSwitch.com is the first comparison website to achieve the Plain English Campaign's Internet Crystal Mark, which is recognised as a standard that a website has clear language, is accessible and easy to use, and has been tested on a sample of its users.

uSwitch.com is dedicated to helping consumers save money whether they have internet access or not. It offers a dedicated call centre, manned by uSwitch customer service representatives, as well as a freepost 'Send us your bill' service, whereby customers can post their latest energy bills with their telephone number to FREEPOST USWITCH, to get a free call back from a dedicated customer services representative. The service is also available via fax and post. Consumers should fax 020 7233 5933 or write to Customer Services, uSwitch.com, Centro 3, 19 Mandela Street, London, NW1 0DU with their postcode and usage details.

uSwitch.com is owned by Forward Internet Group Limited, a privately funded collection of internet-based businesses focused on consumer engagement and innovation.