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## **OFCOM ANNOUNCES TELECOMS COMPLAINTS DATA**

Following the Ofcom telecoms complaints data published today, **Ernest Doku, technology expert at [uSwitch.com](http://uSwitch.com)**, commented: "The telecoms market is now so competitive that customers are constantly being bombarded with eye-catching offers. However, price and value aren't always the same thing so these figures from Ofcom offer the best way for people to see beyond the sales pitch and judge the suppliers on customer satisfaction. They can also put pressure on the poorer performing companies to raise their game.

"Since Ofcom began compiling the data nearly a year ago, TalkTalk Group has stood out as the worst performer in both landline and fixed broadband services. But while there is still more to be done, TalkTalk is clearly pulling its socks up - in the second quarter of 2011 they received substantially fewer complaints than in the first quarter. These positive steps are heartening and we hope they continue to make progress.

"In the mobile market however things are not going so well - Three, the network with the most unhappy customers, saw an increase in complaints. However, the mobile provider has consistently offered mobile users low cost deals which keep data heavy users in particular happy, such as the One Plan.

"It's striking though that in general customers are happier with - or at least they complain less about - their mobile network than their home broadband.

"These figures are particularly useful for this concerned about more than just price. Best price may not always be the same as best value, and these figures are a useful tool for people shopping around for a deal which can give them the whole package.

"The findings are also a reminder that while some companies are under-performing, there are other options out there. Anyone who is unhappy with the service they receive can and should

vote with their feet."

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