

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

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Base : Those making calls with leased lines	
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Base : Those willing to give up lines	
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Base : Those not willing to give up lines	
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Base : Those using their mobile phones to make calls	
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Base : All respondents	

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Base : All respondents	
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Base : All respondents	
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Base : Those who would switch any calls	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : Those who would switch any calls	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 1

S1. Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services? Are you...? (SINGLE CODE)

Base : All respondents

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO		£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100		i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Solely responsible	195	61	107	18	187	8	96	43	19	178	3	-	1	13	17
	56%	85%	53%	49%	60%	24%	66%	60%	45%	56%	42%	-	100%	76%	58%
		bcde	e	e	e		h								
		31%	55%	9%	96%	4%	49%	22%	10%	91%	2%	-	1%	7%	9%
Jointly responsible with somebody else	152	11	96	19	126	26	49	29	24	140	5	3	-	4	12
	44%	15%	47%	51%	40%	76%	34%	40%	55%	44%	58%	100%	-	24%	42%
			a	a	a	abcd			f						
		7%	63%	13%	83%	17%	32%	19%	16%	92%	3%	2%	-	3%	8%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

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Table 1

S1. Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services? Are you...? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Solely responsible	195	195	113	56	154	170	37	7	3	5	36	21	81	2	83
	56%	56%	54%	53%	56%	54%	57%	31%	31%	58%	55%	75%	55%	23%	65%
		g	g	g	g	g	g					eg			
		100%	58%	29%	79%	88%	19%	4%	1%	3%	19%	11%	42%	1%	43%
Jointly responsible with somebody else	152	152	96	49	120	148	28	16	6	4	30	7	66	7	45
	44%	44%	46%	47%	44%	46%	43%	69%	69%	42%	45%	25%	45%	77%	35%
						k		abdefk							
		100%	63%	32%	79%	97%	18%	10%	4%	2%	19%	5%	43%	5%	29%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 1

S1. Which of the following best describes your personal involvement with purchasing decisions regarding your organisation's telecoms and other communications services? Are you...? (SINGLE CODE)

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Solely responsible	195	18	59	77	117	24	170	134	32	18	39	105	129	14	149	46
	56%	48%	57%	54%	57%	85%	54%	56%	47%	87%	71%	54%	53%	43%	64%	41%
		9%	30%	40%	60%	12%	88%	69%	16%	9%	20%	54%	66%	7%	76%	24%
Jointly responsible with somebody else	152	19	46	65	87	4	148	105	35	3	15	89	113	19	84	66
	44%	52%	43%	46%	43%	15%	46%	44%	53%	13%	29%	46%	47%	57%	36%	59%
		13%	30%	43%	57%	3%	97%	69%	23%	2%	10%	58%	74%	13%	55%	43%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 2

S2. Can I just double check that can you comment in detail on your organisation's experiences using communications suppliers and services? (SINGLE CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%	Total	a	b	c	d	e	£50 f	£51- £100 g	£101+ h	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Yes	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

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Table 2

S2. Can I just double check that can you comment in detail on your organisation's experiences using communications suppliers and services? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Yes	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 2

S2. Can I just double check that can you comment in detail on your organisation's experiences using communications suppliers and services? (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Yes	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 3

S3. Could I please confirm your exact job title? (SINGLE CODE)

Base : All respondents

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Owner/ Proprietor	141	49	82	7	138	2	84	26	5	135	2	-	-	4	6
	41%	69%	40%	20%	44%	7%	58%	36%	13%	42%	20%	-%	-%	23%	19%
		bcde	ce	e	ce		gh	h		n					
		35%	58%	5%	98%	2%	60%	19%	4%	96%	1%	-%	-%	3%	4%
Other senior manager/ director	75	7	50	11	68	8	21	24	9	70	2	1	*	2	6
	22%	10%	24%	29%	22%	22%	14%	33%	21%	22%	29%	18%	35%	14%	19%
			a	a	a	a		f							
		9%	66%	15%	90%	10%	28%	32%	12%	93%	3%	1%	*%	3%	7%
PA/ Office manager	54	6	27	7	40	14	10	8	15	49	3	1	*	1	6
	16%	8%	13%	20%	13%	40%	7%	12%	34%	15%	42%	35%	65%	4%	20%
						abcd			fg						
		11%	50%	14%	75%	25%	18%	15%	27%	90%	6%	2%	1%	1%	10%
Managing Director	35	5	21	7	32	3	10	8	6	30	*	-	-	5	5
	10%	7%	10%	18%	10%	8%	7%	12%	14%	9%	4%	-%	-%	27%	17%
		13%	59%	19%	92%	8%	29%	24%	18%	86%	1%	-%	-%	13%	14%
Partner/ Managing Partner	25	2	19	1	23	2	11	4	4	23	*	-	-	2	2
	7%	3%	9%	4%	7%	6%	8%	5%	9%	7%	4%	-%	-%	9%	7%
		9%	77%	6%	92%	8%	46%	14%	15%	92%	1%	-%	-%	6%	8%
Chief Finance Director/ Finance Director	6	-	3	1	4	2	4	*	1	3	-	1	-	2	3
	2%	-%	2%	2%	1%	6%	2%	*%	2%	1%	-%	35%	-%	11%	11%
						d									i
		-%	54%	12%	67%	33%	60%	6%	15%	48%	-%	18%	-%	33%	52%
Chief Executive Officer	5	2	-	2	5	*	2	*	1	5	-	-	-	-	-
	1%	3%	-%	6%	1%	1%	2%	*%	3%	2%	-%	-%	-%	-%	-%
		b		b											
		48%	-%	45%	93%	7%	48%	7%	30%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 3

S3. Could I please confirm your exact job title? (SINGLE CODE)

Base : All respondents

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
IT/ Telecoms Director/ Manager/ Other ITC specialist	4	-	2	-	2	2	2	-	1	2	-	*	-	2	2
	1%	-%	1%	-%	1%	7%	1%	-%	2%	1%	-%	12%	-%	11%	8%
		-%	40%	-%	40%	abd	40%	-%	23%	45%	-%	10%	-%	45%	i
						60%									55%
Chief Operations Director/ Operations Director	2	-	-	1	1	1	*	1	1	2	-	-	-	-	-
	*%	-%	-%	2%	*%	3%	*%	1%	1%	1%	-%	-%	-%	-%	-%
		-%	-%	45%	45%	d	22%	45%	34%	100%	-%	-%	-%	-%	-%
						55%									
Refused	*	-	-	-	-	*	-	*	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	*%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 3

S3. Could I please confirm your exact job title? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Owner/ Proprietor	141	141	74	41	106	117	23	2	-	-	17	5	50	-	75
	41%	41%	36%	38%	39%	37%	35%	9%	-%	-%	25%	17%	34%	-%	59%
		gjk	g	g	gk	g	g								l
		100%	53%	29%	75%	83%	16%	1%	-%	-%	12%	3%	36%	-%	53%
Other senior manager/ director	75	75	45	24	60	75	21	4	2	2	18	8	31	5	16
	22%	22%	22%	22%	22%	24%	32%	19%	25%	21%	27%	27%	21%	52%	13%
		100%	60%	31%	80%	100%	27%	6%	3%	2%	24%	10%	41%	6%	21%
PA/ Office manager	54	54	34	16	40	53	6	8	3	2	11	5	26	4	10
	16%	16%	16%	15%	15%	17%	10%	33%	32%	25%	17%	18%	17%	48%	8%
								abcdef					n		
		100%	63%	29%	75%	97%	12%	14%	5%	4%	20%	9%	47%	8%	18%
Managing Director	35	35	28	9	32	34	7	4	*	4	14	8	17	-	14
	10%	10%	13%	9%	12%	11%	11%	17%	4%	40%	21%	27%	11%	-%	11%
											ae	acde			
		100%	79%	27%	92%	97%	21%	11%	1%	10%	39%	22%	47%	-%	41%
Partner/ Managing Partner	25	25	16	10	21	23	4	2	2	-	2	*	15	-	9
	7%	7%	8%	9%	7%	7%	6%	9%	17%	-%	4%	1%	10%	-%	7%
		100%	63%	38%	82%	91%	14%	8%	6%	-%	9%	1%	59%	-%	37%
Chief Finance Director/ Finance Director	6	6	4	3	6	6	1	2	1	-	1	*	3	-	1
	2%	2%	2%	3%	2%	2%	1%	7%	12%	-%	1%	1%	2%	-%	1%
		100%	73%	54%	100%	100%	12%	28%	18%	-%	9%	6%	42%	-%	12%
Chief Executive Officer	5	5	2	1	3	5	*	-	-	-	1	*	4	-	*
	1%	1%	1%	1%	1%	2%	1%	-%	-%	-%	2%	1%	3%	-%	*%
		100%	46%	30%	61%	100%	7%	-%	-%	-%	22%	7%	78%	-%	7%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 3

S3. Could I please confirm your exact job title? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
IT/ Telecoms Director/ Manager/ Other ITC specialist	4	4	4	1	4	4	3	1	1	1	3	2	3	-	*
	1%	1%	2%	1%	1%	1%	4%	2%	8%	6%	4%	8%	2%	-%	*%
		100%	91%	14%	91%	100%	68%	14%	19%	14%	63%	54%	67%	-%	5%
Chief Operations Director/ Operations Director	2	2	2	1	2	2	*	1	*	1	-	-	*	-	1
	*%	*%	1%	1%	1%	1%	*%	3%	2%	8%	-%	-%	*%	-%	1%
		100%	100%	55%	100%	100%	12%	45%	12%	45%	-%	-%	12%	-%	88%
Refused	*	*	*	*	*	*	*	-	-	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 3

S3. Could I please confirm your exact job title? (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	& NO	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Owner/ Proprietor	141	12	44	56	85	23	117	92	19	7	26	88	104	7	121	20
	41%	32%	42%	39%	41%	82%	37%	38%	28%	37%	47%	45%	43%	21%	52%	18%
		8%	31%	40%	60%	17%	83%	65%	13%	5%	m	m	m	5%	o	
											18%	63%	74%		86%	
Other senior manager/ director	75	12	24	36	39	*	75	56	19	5	10	40	54	10	41	34
	22%	32%	23%	25%	19%	1%	24%	23%	28%	25%	18%	20%	22%	28%	18%	31%
		16%	32%	48%	52%	1%	100%	74%	25%	7%	13%	53%	71%	13%	55%	45%
PA/ Office manager	54	2	13	15	39	2	53	35	13	2	4	27	39	11	19	34
	16%	6%	12%	10%	19%	5%	17%	15%	20%	10%	7%	14%	16%	33%	8%	30%
		4%	23%	27%	c	3%	97%	65%	25%	4%	7%	50%	72%	kl	35%	n
					73%									20%	63%	
Managing Director	35	4	9	13	22	1	34	26	8	5	9	16	19	2	24	11
	10%	11%	8%	9%	11%	4%	11%	11%	11%	25%	17%	8%	8%	6%	10%	10%
		11%	25%	36%	62%	3%	97%	75%	22%	15%	27%	44%	54%	6%	68%	31%
Partner/ Managing Partner	25	4	10	14	11	2	23	17	5	-	5	16	17	2	19	4
	7%	10%	10%	10%	5%	8%	7%	7%	7%	-	9%	8%	7%	5%	8%	4%
		14%	41%	55%	45%	9%	91%	67%	19%	-	20%	62%	67%	6%	76%	17%
Chief Finance Director/ Finance Director	6	3	1	5	1	-	6	4	1	-	*	1	1	2	4	2
	2%	9%	1%	3%	1%	-	2%	2%	2%	-	1%	1%	7%	2%	2%	2%
		d												kl		
		54%	25%	79%	21%	-	100%	75%	25%	-	3%	18%	25%	39%	66%	34%
Chief Executive Officer	5	1	2	3	2	-	5	5	-	-	-	5	5	-	2	3
	1%	2%	2%	2%	1%	-	2%	2%	-	-	-	2%	2%	-	1%	3%
		15%	46%	61%	39%	-	100%	100%	-	-	-	93%	100%	-	39%	61%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 3

S3. Could I please confirm your exact job title? (SINGLE CODE)

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
IT/ Telecoms Director/ Manager/ Other ITC specialist	4	-	*	*	3	-	4	3	1	*	*	2	2	-	2	2
	1%	-%	*%	*%	2%	-%	1%	1%	2%	1%	*%	1%	1%	-%	1%	2%
		-%	9%	9%	86%	-%	100%	72%	28%	5%	5%	41%	50%	-%	40%	55%
Chief Operations Director/ Operations Director	2	-	1	1	1	-	2	1	1	*	*	1	1	-	*	1
	*%	-%	1%	*%	1%	-%	1%	*%	1%	1%	*%	*%	1%	-%	*%	1%
		-%	34%	34%	66%	-%	100%	55%	45%	12%	12%	45%	88%	-%	22%	78%
Refused	*	-	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	1%	-%	*%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 4

S4. Which of these best describes the sector your business operates in? (SINGLE CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Primary (Extraction, mining, agriculture, forestry etc.).	27	4	21	1	26	1	16	4	*	27	-	-	-	-	-
	8%	5%	10%	4%	8%	4%	11% h	5%	1%	9%	-%	-%	-%	-%	-%
		13%	76%	5%	95%	5%	60%	14%	1%	100%	-%	-%	-%	-%	-%
Manufacturing	29	2	18	3	23	6	13	5	4	26	*	1	-	2	3
	8%	3%	9%	8%	7%	18% abd	9%	7%	9%	8%	4%	35%	-%	9%	11%
		8%	60%	10%	78%	22%	43%	18%	13%	90%	1%	4%	-%	5%	10%
Construction	33	6	19	4	29	3	9	9	5	30	1	*	*	1	3
	9%	8%	9%	12%	9%	10%	6%	12%	11%	10%	16%	6%	65%	4%	9%
		18%	58%	13%	90%	10%	28%	27%	14%	92%	4%	1%	1%	2%	8%
Wholesale/Transport/Communications	30	4	19	4	27	3	10	7	5	26	1	1	-	3	4
	9%	5%	9%	12%	9%	8%	7%	10%	12%	8%	7%	23%	-%	18%	15%
		12%	64%	15%	90%	10%	32%	25%	17%	85%	2%	2%	-%	10%	15%
Retail	108	20	70	12	102	6	50	25	9	102	2	1	-	3	5
	31%	28%	35% e	31% e	33% e	17%	35%	34%	21%	32%	24%	23%	-%	16%	19%
		18%	65%	11%	95%	5%	46%	23%	8%	95%	2%	1%	-%	2%	5%
Financial Services	9	1	6	1	8	1	1	2	6	9	-	-	-	-	-
	3%	2%	3%	2%	3%	3%	1%	3%	13% f	3%	-%	-%	-%	-%	-%
		12%	68%	8%	89%	11%	12%	21%	59%	100%	-%	-%	-%	-%	-%
Other services	81	26	42	5	73	9	39	13	11	71	3	*	*	7	10
	23%	36% bcd	20%	14%	23%	25%	27%	17%	25%	22%	31%	6%	35%	43%	35%
		32%	51%	6%	89%	11%	48%	16%	13%	87%	3%	*%	*%	9%	13%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 4

S4. Which of these best describes the sector your business operates in? (SINGLE CODE)

Base : All respondents

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Public admin and services	22	5	8	5	18	4	3	6	2	20	1	*	-	*	2
	6%	7%	4%	14%	6%	12%	2%	9%	4%	6%	18%	6%	-%	1%	6%
				bd		bd									
		21%	36%	23%	81%	19%	16%	29%	8%	92%	7%	1%	-%	1%	8%
Other	7	5	-	1	6	1	3	1	1	6	-	-	-	1	1
	2%	7%	-%	4%	2%	2%	2%	2%	3%	2%	-%	-%	-%	8%	5%
		b		b											
		68%	-%	21%	89%	11%	47%	17%	19%	80%	-%	-%	-%	20%	20%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 4

S4. Which of these best describes the sector your business operates in? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Primary (Extraction, mining, agriculture, forestry etc.).	27	27	13	17	26	25	-	-	-	-	2	4	13	-	12
	8%	8%	6%	16%	9%	8%	-%	-%	-%	-%	4%	14%	9%	-%	9%
		f		abefgj	f	f						f			
		100%	46%	61%	94%	90%	-%	-%	-%	-%	9%	14%	46%	-%	42%
Manufacturing	29	29	20	8	25	29	6	2	1	-	9	6	18	2	5
	8%	8%	9%	8%	9%	9%	10%	9%	12%	-%	14%	22%	12%	21%	4%
												ae			
		100%	67%	29%	86%	100%	22%	7%	4%	-%	33%	21%	60%	7%	18%
Construction	33	33	29	11	33	32	6	3	2	1	4	1	13	2	12
	9%	9%	14%	11%	12%	10%	9%	15%	19%	17%	7%	2%	9%	21%	9%
		100%	88%	34%	100%	96%	17%	10%	5%	4%	13%	2%	39%	6%	36%
Wholesale/Transport/Communications	30	30	21	11	26	30	7	4	1	3	7	2	14	-	9
	9%	9%	10%	10%	9%	9%	11%	19%	16%	36%	10%	9%	10%	-%	7%
		100%	68%	36%	85%	100%	24%	14%	5%	10%	22%	8%	47%	-%	30%
Retail	108	108	49	28	68	91	20	4	2	2	11	2	40	2	49
	31%	31%	23%	27%	25%	29%	31%	19%	25%	21%	17%	7%	28%	17%	38%
		jk		k	k	k	k								
		100%	45%	26%	63%	84%	18%	4%	2%	2%	10%	2%	38%	1%	45%
Financial Services	9	9	6	3	8	9	4	1	*	-	1	*	5	-	1
	3%	3%	3%	3%	3%	3%	7%	3%	4%	-%	2%	1%	3%	-%	1%
		100%	59%	30%	88%	100%	46%	8%	4%	-%	12%	4%	50%	-%	12%
Other services	81	81	60	22	71	74	19	6	2	2	23	12	31	4	34
	23%	23%	29%	21%	26%	23%	30%	28%	22%	21%	34%	43%	21%	38%	27%
												ace			
		100%	74%	27%	87%	91%	24%	8%	3%	2%	28%	15%	38%	4%	42%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 4

S4. Which of these best describes the sector your business operates in? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Public admin and services	22	22	9	5	12	22	1	2	*	*	7	1	10	*	3
	6%	6%	5%	5%	5%	7%	2%	7%	2%	4%	10%	2%	7%	2%	3%
		100%	43%	22%	57%	98%	5%	7%	1%	2%	30%	3%	46%	1%	16%
Other	7	7	4	1	4	7	1	*	-	*	1	-	3	-	3
	2%	2%	2%	1%	2%	2%	2%	1%	-%	2%	2%	-%	2%	-%	2%
		100%	54%	11%	64%	100%	17%	3%	-%	3%	17%	-%	47%	-%	39%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 4

S4. Which of these best describes the sector your business operates in? (SINGLE CODE)

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Primary (Extraction, mining, agriculture, forestry etc.).	27	4	13	18	9	3	25	15	8	-	*	19	21	6	24	3
	8%	12%	13%	13%	5%	9%	8%	6%	11%	-%	1%	10%	9%	18%	10%	3%
			d	d									j	j	o	
		16%	49%	66%	34%	10%	90%	56%	28%	-%	1%	71%	77%	22%	89%	11%
Manufacturing	29	3	5	8	21	-	29	21	9	2	2	16	22	4	22	8
	8%	9%	4%	6%	10%	-%	9%	9%	13%	9%	4%	8%	9%	12%	9%	7%
		12%	16%	27%	73%	-%	100%	70%	30%	7%	7%	55%	74%	14%	74%	26%
Construction	33	3	8	11	22	1	32	23	6	1	7	13	18	7	21	12
	9%	8%	8%	8%	11%	4%	10%	10%	9%	7%	13%	7%	7%	21%	9%	10%
														kl		
		9%	25%	34%	66%	4%	96%	71%	18%	4%	22%	39%	55%	21%	64%	35%
Wholesale/Transport/Communications	30	4	11	14	16	-	30	23	6	4	5	20	22	-	17	13
	9%	10%	10%	10%	8%	-%	9%	10%	8%	20%	10%	10%	9%	-%	7%	11%
		12%	36%	48%	52%	-%	100%	76%	18%	13%	17%	66%	72%	-%	58%	42%
Retail	108	12	22	34	74	17	91	76	13	4	19	66	82	5	74	32
	31%	33%	21%	24%	36%	60%	29%	32%	19%	20%	34%	34%	34%	15%	32%	29%
					bc											
		11%	20%	31%	69%	16%	84%	70%	12%	4%	17%	61%	76%	5%	69%	29%
Financial Services	9	2	3	5	4	-	9	7	2	-	2	5	8	-	4	6
	3%	4%	3%	4%	2%	-%	3%	3%	4%	-%	3%	3%	3%	-%	2%	5%
		17%	36%	53%	47%	-%	100%	75%	25%	-%	17%	58%	83%	-%	37%	63%
Other services	81	6	35	40	41	7	74	51	20	8	17	36	48	9	56	24
	23%	16%	33%	28%	20%	25%	23%	21%	31%	41%	31%	19%	20%	27%	24%	22%
			d													
		7%	42%	50%	50%	9%	91%	63%	25%	10%	21%	45%	59%	11%	69%	30%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 4

S4. Which of these best describes the sector your business operates in? (SINGLE CODE)

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE &	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
						BBAND	BBAND									
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Public admin and services	22	3	6	9	13	*	22	16	3	1	2	15	18	3	9	13
	6%	7%	6%	6%	6%	1%	7%	7%	5%	4%	3%	8%	7%	8%	4%	12%
		11%	29%	40%	60%	2%	98%	75%	15%	3%	8%	67%	79%	12%	40%	60%
Other	7	1	2	2	4	-	7	7	-	-	1	4	5	-	6	1
	2%	3%	1%	2%	2%	-%	2%	3%	-%	-%	1%	2%	2%	-%	2%	1%
		14%	22%	36%	64%	-%	100%	100%	-%	-%	11%	53%	70%	-%	81%	19%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 5

S5. Including yourself, how many people does your organisation currently employ in the UK either full or part time? (SINGLE CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%			a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total		347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample		268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total		347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
			21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
1		71	71	-	-	71	-	42	7	5	67	-	-	-	5	5
		21%	100%	-%	-%	23%	-%	29%	10%	11%	21%	-%	-%	-%	27%	16%
			bcd			bce		gh								
			100%	-%	-%	100%	-%	59%	10%	7%	93%	-%	-%	-%	7%	7%
2-4		203	-	203	-	203	-	93	46	14	192	3	-	-	8	11
		59%	-%	100%	-%	65%	-%	64%	64%	34%	60%	39%	-%	-%	47%	39%
				acde		ace		h	h		n					
			-%	100%	-%	100%	-%	46%	23%	7%	94%	2%	-%	-%	4%	6%
5-9		38	-	-	38	38	-	5	13	10	33	1	1	-	2	4
		11%	-%	-%	100%	12%	-%	4%	17%	24%	10%	18%	23%	-%	13%	15%
					abde	abe			f	f						
			-%	-%	100%	100%	-%	14%	33%	27%	88%	4%	2%	-%	6%	12%
10-19		16	-	-	-	-	16	2	4	5	13	1	*	-	1	2
		5%	-%	-%	-%	-%	46%	2%	5%	13%	4%	13%	11%	-%	6%	9%
						abcd				f						
			-%	-%	-%	-%	100%	16%	25%	34%	84%	7%	2%	-%	7%	16%
20-49		14	-	-	-	-	14	2	2	6	10	2	1	*	1	4
		4%	-%	-%	-%	-%	40%	1%	3%	13%	3%	22%	34%	65%	4%	14%
						abcd				f						i
			-%	-%	-%	-%	100%	13%	18%	41%	72%	13%	8%	3%	5%	28%
50-249		5	-	-	-	-	5	*	*	2	3	1	1	*	*	2
		1%	-%	-%	-%	-%	14%	*%	*%	5%	1%	7%	31%	35%	2%	7%
						abcd										i
			-%	-%	-%	-%	100%	4%	4%	44%	56%	12%	20%	4%	8%	44%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 5

S5. Including yourself, how many people does your organisation currently employ in the UK either full or part time? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
1	71	71	37	20	57	60	13	1	-	1	9	5	28	-	35
	21%	21%	18%	19%	21%	19%	20%	5%	-%	13%	14%	17%	19%	-%	28%
		100%	52%	28%	80%	84%	18%	2%	-%	2%	13%	7%	39%	-%	49%
2-4	203	203	127	64	165	189	35	8	3	2	37	14	88	8	75
	59%	59%	60%	61%	60%	59%	54%	35%	35%	18%	56%	51%	60%	86%	59%
		g	g	g	g	g									
		100%	62%	31%	81%	93%	17%	4%	2%	1%	18%	7%	43%	4%	37%
5-9	38	38	21	10	25	36	6	5	2	1	11	4	16	-	12
	11%	11%	10%	9%	9%	11%	9%	23%	24%	17%	17%	13%	11%	-%	9%
								d							
		100%	55%	25%	67%	96%	16%	14%	6%	4%	29%	10%	43%	-%	31%
10-19	16	16	11	4	11	15	4	3	1	2	4	2	8	*	2
	5%	5%	5%	4%	4%	5%	6%	14%	8%	24%	5%	6%	5%	4%	2%
								ad							
		100%	68%	27%	73%	98%	25%	20%	5%	14%	23%	11%	50%	2%	14%
20-49	14	14	10	5	11	14	5	3	2	1	2	2	5	1	3
	4%	4%	5%	5%	4%	4%	7%	14%	19%	16%	4%	8%	3%	8%	2%
								ade							
		100%	74%	36%	79%	97%	33%	23%	13%	10%	18%	15%	33%	5%	21%
50-249	5	5	4	3	4	5	2	2	1	1	2	2	2	*	*
	1%	1%	2%	2%	1%	1%	3%	9%	15%	11%	4%	6%	1%	2%	*%
								ade							
		100%	76%	52%	80%	96%	44%	40%	28%	20%	48%	32%	40%	4%	8%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 5

S5. Including yourself, how many people does your organisation currently employ in the UK either full or part time? (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
1	71	8	18	26	46	12	60	51	7	6	11	42	51	5	63	8
	21%	22%	17%	18%	22%	41%	19%	21%	11%	29%	19%	22%	21%	14%	27%	7%
		11%	25%	36%	64%	16%	84%	72%	10%	8%	15%	59%	72%	7%	89%	11%
2-4	203	22	62	85	119	14	189	138	42	10	32	112	143	21	146	56
	59%	60%	60%	60%	58%	51%	59%	58%	62%	48%	59%	58%	59%	62%	63%	50%
		11%	31%	42%	58%	7%	93%	68%	20%	5%	16%	55%	70%	10%	72%	28%
5-9	38	2	14	16	21	1	36	27	9	4	9	21	24	3	16	22
	11%	6%	13%	11%	10%	5%	11%	11%	13%	18%	16%	11%	10%	9%	7%	20%
		6%	37%	43%	57%	4%	96%	73%	24%	10%	24%	57%	63%	8%	41%	59%
10-19	16	1	4	5	11	*	15	11	4	*	1	9	12	2	4	11
	5%	2%	4%	3%	5%	1%	5%	5%	6%	2%	2%	4%	5%	5%	2%	10%
		5%	25%	30%	68%	2%	98%	73%	25%	2%	7%	55%	75%	11%	27%	68%
20-49	14	2	6	8	6	*	14	8	4	-	*	8	10	2	3	11
	4%	7%	5%	6%	3%	1%	4%	3%	6%	-%	1%	4%	4%	7%	1%	10%
		18%	41%	59%	41%	3%	97%	59%	31%	-%	3%	56%	74%	18%	21%	77%
50-249	5	1	1	2	2	*	5	3	1	1	1	2	2	1	1	4
	1%	3%	1%	2%	1%	1%	1%	1%	1%	3%	2%	1%	1%	3%	1%	3%
		24%	24%	48%	48%	4%	96%	68%	20%	12%	24%	36%	48%	20%	12%	76%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 6

Q1. Has your organisation used any of the following communications services in the last month? (MULTI CODE)

Base : All respondents

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Standard landlines	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Smartphones such as Apple iPhone or Samsung Galaxy	209	37	127	21	185	25	82	41	30	185	6	2	1	15	24
	60%	52%	62%	55%	59%	72%	57%	57%	71%	58%	69%	77%	100%	91%	83%
						acd									i
		18%	60%	10%	88%	12%	39%	20%	14%	89%	3%	1%	1%	7%	11%
Simple mobile phones with simple features and limited internet functions	105	20	64	10	94	12	41	20	11	98	2	1	1	4	8
	30%	28%	31%	25%	30%	34%	28%	27%	25%	31%	29%	41%	100%	21%	27%
		19%	61%	9%	89%	11%	39%	19%	10%	93%	2%	1%	1%	3%	7%
Broadband whether ADSL Fixed line, Fibre or Cable broadband	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
	92%	84%	93%	96%	91%	97%	88%	94%	96%	91%	96%	100%	100%	100%	99%
			a	a		ad									
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%
Mobile broadband through a USB Modem or 'dongle'	65	13	35	6	54	11	24	14	11	56	1	1	*	6	8
	19%	18%	17%	16%	17%	31%	17%	19%	27%	18%	18%	25%	65%	34%	29%
						bcd									
		20%	54%	9%	83%	17%	38%	21%	18%	87%	2%	1%	1%	9%	13%
ISDN2/2e	23	1	8	5	14	8	1	6	10	9	8	1	*	4	13
	7%	2%	4%	14%	5%	24%	1%	8%	22%	3%	100%	42%	35%	22%	46%
				abd		abd		f	fg						i
		5%	35%	23%	63%	37%	3%	25%	42%	41%	36%	6%	1%	16%	59%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 6

Q1. Has your organisation used any of the following communications services in the last month? (MULTI CODE)

Base : All respondents

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	£50 f	£51- £100 g	£101+ h	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
ISDN30	9	-	3	2	5	4	2	*	5	4	-	3	*	2	5
	3%	-%	2%	6%	2%	11%	1%	1%	12%	1%	-%	100%	35%	11%	18%
						abd			fg						i
		-%	35%	24%	58%	42%	17%	4%	55%	43%	-%	34%	2%	21%	57%
Leased lines or private circuits, including Ethernet leased line services	9	1	2	1	4	5	*	2	6	5	1	1	1	2	4
	3%	2%	1%	4%	1%	13%	1%	3%	13%	2%	13%	18%	100%	9%	13%
						abd			f						i
		13%	18%	17%	48%	52%	4%	25%	65%	58%	12%	6%	6%	18%	42%
Voice over Internet Protocol or VoIP services such those from Skype, Vonage or FaceTime	66	9	37	11	57	8	22	16	12	54	1	1	*	9	11
	19%	13%	18%	29%	18%	24%	15%	22%	28%	17%	18%	19%	35%	53%	39%
				a											i
		14%	56%	17%	87%	13%	33%	25%	18%	83%	2%	1%	1%	14%	17%
Video conferencing	28	5	14	4	23	5	12	4	8	20	*	*	-	8	8
	8%	7%	7%	10%	7%	16%	8%	6%	18%	6%	2%	12%	-%	45%	29%
						bd									i
		17%	51%	13%	81%	19%	42%	15%	27%	71%	1%	1%	-%	27%	29%
ANY MOBILE PHONE	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
	79%	80%	81%	67%	79%	76%	77%	74%	80%	78%	73%	89%	100%	100%	91%
			c												
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	1%	6%	10%
Columns Tested:	a,b,c,d,e - f,g,h - i,j,k,l,m,n														

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 6

Q1. Has your organisation used any of the following communications services in the last month? (MULTI CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Standard landlines	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Smartphones such as Apple iPhone or Samsung Galaxy	209	209	209	41	209	201	56	19	6	7	55	24	83	7	83
	60%	60%	100%	39%	76%	63%	86%	83%	69%	82%	83%	83%	57%	79%	65%
		c	acdefgjk		ace	c	ace	ace			ace	ace			
		100%	100%	20%	100%	96%	27%	9%	3%	3%	26%	11%	40%	3%	40%
Simple mobile phones with simple features and limited internet functions	105	105	41	105	105	100	16	4	2	2	19	8	49	1	36
	30%	30%	20%	100%	38%	31%	25%	18%	18%	19%	29%	27%	33%	6%	28%
		b		abdefgjk	bg	b									
		100%	39%	100%	100%	94%	15%	4%	2%	2%	18%	7%	46%	1%	34%
Broadband whether ADSL Fixed line, Fibre or Cable broadband	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
	92%	92%	96%	94%	95%	100%	93%	98%	100%	100%	99%	100%	93%	100%	88%
						abdcdf									
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Mobile broadband through a USB Modem or 'dongle'	65	65	56	16	62	60	65	8	1	4	22	8	23	4	29
	19%	19%	27%	15%	23%	19%	100%	34%	11%	40%	33%	29%	16%	38%	23%
			c				abcdegjk	c			ace				
		100%	86%	25%	95%	93%	100%	12%	2%	5%	34%	12%	35%	6%	45%
ISDN2/2e	23	23	19	4	19	22	8	23	3	4	6	4	11	-	6
	7%	7%	9%	4%	7%	7%	12%	100%	34%	41%	9%	14%	8%	-%	5%
							abcdefjk								
		100%	83%	18%	85%	98%	34%	100%	14%	16%	27%	18%	49%	-%	26%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 6

Q1. Has your organisation used any of the following communications services in the last month? (MULTI CODE)

Base : All respondents

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
ISDN30	9	9	6	2	7	9	1	3	9	1	2	2	2	2	3
	3%	3%	3%	2%	2%	3%	2%	14%	100%	8%	3%	7%	1%	21%	3%
							abcde								
		100%	69%	18%	73%	100%	11%	34%	100%	8%	24%	20%	20%	21%	37%
Leased lines or private circuits, including Ethernet leased line services	9	9	7	2	7	9	4	4	1	9	4	2	3	*	3
	3%	3%	3%	2%	3%	3%	5%	16%	8%	100%	5%	5%	2%	4%	2%
							abcde								
		100%	82%	19%	84%	100%	40%	41%	8%	100%	41%	17%	29%	4%	30%
Voice over Internet Protocol or VoIP services such those from Skype, Vonage or FaceTime	66	66	55	19	60	65	22	6	2	4	66	19	28	2	24
	19%	19%	26%	18%	22%	20%	34%	27%	24%	41%	100%	67%	19%	17%	19%
							ace				abcde	fgk	abcde		
		100%	83%	29%	91%	99%	33%	9%	3%	5%	100%	29%	42%	2%	36%
Video conferencing	28	28	24	8	27	28	8	4	2	2	19	28	15	*	9
	8%	8%	11%	7%	10%	9%	12%	18%	20%	17%	29%	100%	10%	2%	7%
											abcde	abcde	fgj		
		100%	83%	27%	94%	100%	29%	14%	7%	5%	67%	100%	53%	1%	31%
ANY MOBILE PHONE	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
	79%	79%	100%	100%	100%	82%	95%	85%	73%	84%	91%	94%	79%	79%	83%
			aefgjk	aegjk	aefgjk		ae				a				
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 6

Q1. Has your organisation used any of the following communications services in the last month? (MULTI CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Standard landlines	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Smartphones such as Apple iPhone or Samsung Galaxy	209	22	63	85	124	8	201	150	44	13	39	102	134	21	130	77
	60%	60%	60%	60%	61%	29%	63%	63%	66%	63%	73%	52%	55%	61%	56%	69%
		11%	30%	41%	59%	4%	96%	72%	21%	6%	19%	49%	64%	10%	62%	37%
Simple mobile phones with simple features and limited internet functions	105	5	34	39	66	6	100	74	22	5	18	63	71	13	73	32
	30%	13%	33%	27%	32%	20%	31%	31%	33%	24%	33%	33%	29%	38%	31%	29%
		5%	32%	37%	63%	6%	94%	70%	21%	5%	17%	60%	68%	12%	69%	31%
Broadband whether ADSL Fixed line, Fibre or Cable broadband	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
	92%	96%	95%	95%	89%	-	100%	100%	100%	86%	95%	90%	90%	94%	89%	98%
		11%	31%	43%	57%	-	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Mobile broadband through a USB Modem or 'dongle'	65	7	25	32	32	4	60	47	13	3	9	35	45	5	36	28
	19%	19%	24%	23%	16%	15%	19%	20%	19%	14%	17%	18%	19%	14%	16%	25%
		11%	39%	50%	50%	7%	93%	73%	20%	4%	14%	54%	69%	7%	56%	44%
ISDN2/2e	23	1	7	7	15	*	22	15	7	4	6	9	11	2	4	17
	7%	2%	6%	5%	7%	1%	7%	6%	10%	20%	10%	4%	5%	7%	2%	15%
		3%	30%	32%	67%	2%	98%	67%	29%	17%	25%	38%	49%	10%	18%	74%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 6

Q1. Has your organisation used any of the following communications services in the last month? (MULTI CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
		a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
ISDN30	9	1	5	5	4	-	9	5	4	1	1	2	5	1	2	4
	3%	2%	4%	4%	2%	-%	3%	2%	6%	6%	2%	1%	2%	3%	1%	4%
		6%	49%	55%	39%	-%	100%	55%	45%	12%	12%	24%	57%	10%	25%	46%
Leased lines or private circuits, including Ethernet leased line services	9	1	1	1	7	-	9	4	4	*	1	4	5	1	2	6
	3%	3%	1%	1%	4%	-%	3%	2%	6%	2%	2%	2%	2%	4%	1%	6%
			11%	6%	17%	83%	-%	100%	48%	48%	4%	12%	41%	53%	17%	21%
Voice over Internet Protocol or VoIP services such those from Skype, Vonage or FaceTime	66	8	21	30	36	1	65	52	13	4	10	21	43	4	36	29
	19%	23%	20%	21%	17%	3%	20%	22%	19%	17%	19%	11%	18%	12%	16%	26%
			13%	32%	45%	54%	1%	99%	79%	19%	5%	15%	33%	65%	6%	55%
Video conferencing	28	2	9	11	17	-	28	20	7	3	5	8	14	1	18	10
	8%	5%	8%	7%	9%	-%	9%	9%	11%	16%	10%	4%	6%	3%	8%	9%
		7%	31%	38%	62%	-%	100%	72%	26%	12%	19%	27%	51%	3%	64%	34%
ANY MOBILE PHONE	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
	79%	66%	78%	75%	81%	44%	82%	83%	83%	80%	88%	75%	75%	79%	79%	79%
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 7

Q2A. What have you used each of the following communications services for in the last month? (MULTI CODE). Standard landlines

Base : Those with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	UP TO					LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE			
		1	2-4	5-9	1-9	10+							£50	£51- £100	£101+
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Making voice calls	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
	100%	100%	100%	100%	100%	98%	100%	100%	99%	100%	100%	94%	100%	98%	98%
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Receiving voice calls	343	70	202	38	310	34	143	73	42	315	8	3	*	17	28
	99%	98%	99%	100%	99%	98%	99%	100%	99%	99%	100%	94%	65%	98%	97%
		20%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
None of these	1	-	-	-	-	1	-	-	*	-	-	*	-	*	1
	*%	-%	-%	-%	-%	2%	-%	-%	1%	-%	-%	6%	-%	2%	2%
		-%	-%	-%	-%	100%	-%	-%	65%	-%	-%	35%	-%	65%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 7

Q2A. What have you used each of the following communications services for in the last month? (MULTI CODE). Standard landlines

Base : Those with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Making voice calls	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
	100%	100%	100%	100%	100%	100%	100%	99%	94%	100%	99%	99%	100%	100%	100%
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Receiving voice calls	343	343	206	105	270	315	63	22	9	9	65	28	145	9	126
	99%	99%	98%	100%	99%	99%	97%	98%	92%	98%	99%	99%	99%	100%	99%
		100%	60%	31%	79%	92%	18%	7%	2%	3%	19%	8%	42%	3%	37%
None of these	1	1	1	-	1	1	*	*	1	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	*%	1%	6%	-%	1%	1%	-%	-%	-%
		100%	100%	-%	100%	100%	35%	35%	100%	-%	65%	35%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 7

Q2A. What have you used each of the following communications services for in the last month? (MULTI CODE). Standard landlines

Base : Those with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Making voice calls	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Receiving voice calls	343	37	104	141	203	28	315	236	66	18	51	194	242	34	229	111
	99%	99%	99%	99%	99%	100%	99%	99%	99%	91%	95%	100%	100%	100%	99%	100%
		11%	30%	41%	59%	8%	92%	69%	19%	5%	15%	j 56%	j 70%	10%	67%	32%
None of these	1	-	-	-	-	-	1	-	1	*	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	1%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	35%	35%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 8

Q2B. What have you used each of the following communications services for in the last month? (MULTI CODE). ISDN2/2e

Base : Those with ISDN2

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m
Significance Level: 95%															
Unweighted total	41	1	5	7	13	28	2	8	18	17	15	4	1	4	24
Effective Weighted Sample	25	1	5	7	11	26	2	5	10	11	9	3	1	3	14
Total	23	1	8	5	14	8	1	6	10	9	8	1	*	4	13
		5%	35%	23%	63%	37%	3%	25%	42%	41%	36%	6%	1%	16%	59%
Making voice calls	18	1	6	4	12	6	*	4	8	5	8	1	*	4	13
	80%	100%	80%	86%	84%	74%	50%	66%	88%	52%	100%	100%	100%	100%	100%
		6%	35%	24%	66%	34%	2%	21%	46%	27%	45%	7%	1%	20%	73%
Receiving voice calls	20	1	8	4	14	6	*	5	8	6	8	1	*	4	13
	87%	100%	100%	86%	95%	74%	50%	94%	88%	69%	100%	100%	100%	100%	100%
		6%	40%	22%	69%	31%	2%	27%	42%	33%	41%	7%	1%	19%	67%
Internet	13	-	5	5	10	3	-	1	6	6	4	1	-	3	7
	58%	-%	60%	100%	70%	37%	-%	25%	63%	62%	45%	85%	-%	68%	55%
		-%	37%	39%	76%	24%	-%	11%	46%	44%	28%	9%	-%	19%	56%
Video conferencing	2	-	2	-	2	1	-	-	2	2	*	*	-	-	*
	10%	-%	20%	-%	11%	9%	-%	-%	23%	21%	2%	15%	-%	-%	3%
		-%	68%	-%	68%	32%	-%	-%	92%	83%	8%	8%	-%	-%	17%
None of these	1	-	-	-	-	1	*	-	*	1	-	-	-	-	-
	5%	-%	-%	-%	-%	13%	50%	-%	4%	11%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	33%	-%	33%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 8

Q2B. What have you used each of the following communications services for in the last month? (MULTI CODE). ISDN2/2e

Base : Those with ISDN2

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%	Total	a	b	*c	d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	41	41	34	12	35	40	17	41	6	8	12	7	20	-	8
Effective Weighted Sample	25	25	21	10	22	24	10	25	3	5	7	4	12	-	6
Total	23	23	19	4	19	22	8	23	3	4	6	4	11	-	6
		100%	83%	18%	85%	98%	34%	100%	14%	16%	27%	18%	49%	-%	26%
Making voice calls	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
	80%	80%	82%	100%	82%	80%	81%	80%	100%	100%	82%	100%	76%	-%	81%
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
Receiving voice calls	20	20	17	4	17	19	6	20	3	4	5	4	10	-	5
	87%	87%	91%	100%	91%	87%	81%	87%	100%	100%	82%	100%	90%	-%	81%
		100%	86%	20%	88%	98%	31%	100%	16%	18%	25%	21%	51%	-%	24%
Internet	13	13	10	2	10	13	4	13	3	1	3	2	4	-	4
	58%	58%	54%	41%	53%	59%	57%	58%	87%	42%	57%	58%	39%	-%	74%
		100%	78%	13%	78%	100%	33%	100%	21%	11%	26%	18%	33%	-%	33%
Video conferencing	2	2	2	-	2	2	2	2	*	-	2	2	*	-	1
	10%	10%	12%	-%	12%	11%	31%	10%	6%	-%	29%	58%	2%	-%	9%
		100%	100%	-%	100%	100%	100%	100%	8%	-%	76%	100%	8%	-%	24%
None of these	1	1	1	-	1	1	*	1	-	-	*	-	1	-	*
	5%	5%	6%	-%	6%	5%	5%	5%	-%	-%	6%	-%	6%	-%	6%
		100%	100%	-%	100%	100%	33%	100%	-%	-%	33%	-%	67%	-%	33%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 8

Q2B. What have you used each of the following communications services for in the last month? (MULTI CODE). ISDN2/2e

Base : Those with ISDN2

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	41	3	10	13	27	1	40	28	10	5	8	19	23	6	10	29
Effective Weighted Sample	25	3	6	7	17	1	24	16	7	3	5	13	14	5	9	17
Total	23	1	7	7	15	*	22	15	7	4	6	9	11	2	4	17
		3%	30%	32%	67%	2%	98%	67%	29%	17%	25%	38%	49%	10%	18%	74%
Making voice calls	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
	80%	100%	60%	63%	88%	100%	80%	78%	83%	59%	72%	67%	74%	100%	74%	80%
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
Receiving voice calls	20	1	6	6	13	*	19	13	6	4	6	6	8	2	3	15
	87%	100%	84%	85%	88%	100%	87%	88%	83%	100%	100%	67%	74%	100%	74%	89%
		3%	28%	31%	68%	2%	98%	68%	28%	20%	28%	29%	42%	11%	15%	75%
Internet	13	*	5	5	8	-	13	8	5	-	1	5	8	1	2	10
	58%	67%	73%	73%	51%	-	59%	53%	74%	-	26%	63%	68%	68%	40%	59%
		3%	38%	41%	59%	-	100%	61%	37%	-	11%	42%	58%	11%	13%	75%
Video conferencing	2	-	2	2	*	-	2	*	2	-	-	-	2	1	*	2
	10%	-	32%	29%	1%	-	11%	1%	30%	-	-	-	16%	25%	5%	13%
		-	92%	92%	8%	-	100%	8%	83%	-	-	-	76%	24%	8%	92%
None of these	1	-	-	-	1	-	1	1	-	-	-	1	1	-	*	1
	5%	-	-	-	7%	-	5%	7%	-	-	-	12%	10%	-	9%	4%
		-	-	-	100%	-	100%	100%	-	-	-	100%	100%	-	33%	67%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 9

Q2C. What have you used each of the following communications services for in the last month? (MULTI CODE). ISDN30

Base : Those with ISDN30

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
							£50	£51- £100	£101+						
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	19	-	2	3	5	14	1	1	10	6	-	10	1	2	13
Effective Weighted Sample	11	-	2	3	4	13	1	1	6	4	-	8	1	1	7
Total	9	-	3	2	5	4	2	*	5	4	-	3	*	2	5
		-%	35%	24%	58%	42%	17%	4%	55%	43%	-%	34%	2%	21%	57%
Making voice calls	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
	71%	-%	50%	67%	57%	91%	-%	100%	85%	32%	-%	100%	100%	100%	100%
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Receiving voice calls	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
	71%	-%	50%	67%	57%	91%	-%	100%	85%	32%	-%	100%	100%	100%	100%
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Internet	5	-	2	2	4	2	2	-	2	4	-	1	-	*	2
	59%	-%	50%	100%	70%	43%	100%	-%	40%	91%	-%	47%	-%	18%	35%
		-%	29%	40%	70%	30%	29%	-%	37%	66%	-%	27%	-%	7%	34%
Video conferencing	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	2%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 9

Q2C. What have you used each of the following communications services for in the last month? (MULTI CODE). ISDN30

Base : Those with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	19	19	13	7	14	19	5	6	19	3	7	4	5	2	6
Effective Weighted Sample	11	11	6	6	7	11	5	3	11	3	5	3	4	1	3
Total	9	9	6	2	7	9	1	3	9	1	2	2	2	2	3
		100%	69%	18%	73%	100%	11%	34%	100%	8%	24%	20%	20%	21%	37%
Making voice calls	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
	71%	71%	75%	100%	76%	71%	100%	100%	71%	100%	67%	60%	81%	18%	100%
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Receiving voice calls	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
	71%	71%	75%	100%	76%	71%	100%	100%	71%	100%	67%	60%	81%	18%	100%
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Internet	5	5	4	*	4	5	*	1	5	-	1	2	1	2	1
	59%	59%	57%	23%	54%	59%	40%	30%	59%	-%	67%	90%	81%	100%	27%
		100%	66%	7%	66%	100%	7%	17%	100%	-%	27%	31%	27%	36%	17%
Video conferencing	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	2%	2%	3%	-%	3%	2%	20%	6%	2%	-%	9%	10%	-%	-%	6%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 9

Q2C. What have you used each of the following communications services for in the last month? (MULTI CODE). ISDN30

Base : Those with ISDN30

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Significance Level: 95%																
Unweighted total	19	3	8	11	6	-	19	11	8	3	3	6	10	4	3	11
Effective Weighted Sample	11	3	5	6	4	-	11	6	5	2	2	5	6	4	2	8
Total	9	1	5	5	4	-	9	5	4	1	1	2	5	1	2	4
		6%	49%	55%	39%	-%	100%	55%	45%	12%	12%	24%	57%	10%	25%	46%
Making voice calls	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
	71%	100%	57%	62%	80%	-%	71%	79%	61%	35%	35%	84%	63%	100%	31%	74%
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Receiving voice calls	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
	71%	100%	57%	62%	80%	-%	71%	79%	61%	35%	35%	84%	63%	100%	31%	74%
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Internet	5	*	4	4	1	-	5	2	3	1	1	1	4	*	2	3
	59%	33%	84%	78%	30%	-%	59%	47%	73%	83%	83%	66%	72%	41%	69%	78%
		4%	70%	73%	20%	-%	100%	44%	56%	17%	17%	27%	69%	7%	29%	61%
Video conferencing	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	2%	-%	4%	4%	-%	-%	2%	4%	-%	-%	-%	-%	-%	21%	-%	5%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 10

Q2D. What have you used each of the following communications services for in the last month? (MULTI CODE). Leased lines or private circuits

Base : Those with leased lines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	19	1	1	2	4	15	1	5	10	9	3	2	2	3	10
Effective Weighted Sample	12	1	1	2	4	14	1	4	6	6	3	2	2	2	6
Total	9	1	2	1	4	5	*	2	6	5	1	1	1	2	4
		13%	18%	17%	48%	52%	4%	25%	65%	58%	12%	6%	6%	18%	42%
Making voice calls	7	1	2	1	4	3	-	2	5	4	1	1	1	2	3
	84%	100%	100%	100%	100%	69%	-%	100%	81%	79%	67%	100%	100%	100%	90%
		16%	22%	20%	58%	42%	-%	29%	63%	54%	10%	7%	7%	21%	46%
Receiving voice calls	7	1	2	1	4	3	-	2	5	4	1	1	1	2	3
	84%	100%	100%	100%	100%	69%	-%	100%	81%	79%	67%	100%	100%	100%	90%
		16%	22%	20%	58%	42%	-%	29%	63%	54%	10%	7%	7%	21%	46%
Internet	5	1	-	1	2	3	*	1	3	2	1	*	*	2	3
	55%	100%	-%	50%	45%	64%	100%	51%	53%	43%	67%	35%	35%	100%	71%
		24%	-%	15%	39%	61%	7%	23%	62%	45%	15%	4%	4%	32%	55%
Video conferencing	2	1	-	-	1	*	-	-	2	*	-	-	-	1	1
	17%	100%	-%	-%	28%	8%	-%	-%	27%	7%	-%	-%	-%	75%	31%
		77%	-%	-%	77%	23%	-%	-%	100%	23%	-%	-%	-%	77%	77%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 10

Q2D. What have you used each of the following communications services for in the last month? (MULTI CODE). Leased lines or private circuits

Base : Those with leased lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	19	19	14	6	15	19	7	8	3	19	8	2	6	1	4
Effective Weighted Sample	12	12	9	6	9	12	5	5	3	12	5	2	5	1	3
Total	9	9	7	2	7	9	4	4	1	9	4	2	3	*	3
		100%	82%	19%	84%	100%	40%	41%	8%	100%	41%	17%	29%	4%	30%
Making voice calls	7	7	6	2	6	7	3	3	1	7	3	1	1	*	2
	84%	84%	85%	100%	85%	84%	80%	90%	100%	84%	80%	77%	58%	100%	86%
		100%	83%	22%	85%	100%	38%	44%	10%	100%	39%	16%	20%	5%	31%
Receiving voice calls	7	7	6	2	6	7	3	3	1	7	3	1	1	*	2
	84%	84%	85%	100%	85%	84%	80%	90%	100%	84%	80%	77%	58%	100%	86%
		100%	83%	22%	85%	100%	38%	44%	10%	100%	39%	16%	20%	5%	31%
Internet	5	5	4	1	4	5	2	3	*	5	3	2	1	-	2
	55%	55%	57%	45%	56%	55%	59%	90%	52%	55%	79%	100%	57%	-%	86%
		100%	85%	15%	85%	100%	43%	66%	8%	100%	59%	32%	30%	-%	47%
Video conferencing	2	2	2	-	2	2	2	1	-	2	2	2	*	-	1
	17%	17%	21%	-%	21%	17%	43%	33%	-%	17%	43%	100%	14%	-%	45%
		100%	100%	-%	100%	100%	100%	77%	-%	100%	100%	100%	23%	-%	77%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 10

Q2D. What have you used each of the following communications services for in the last month? (MULTI CODE). Leased lines or private circuits

Base : Those with leased lines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	AGREE	STRONGLY	DISAGREE			
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Significance Level: 95%																
Unweighted total	19	4	2	6	13	-	19	13	5	1	2	6	9	5	4	13
Effective Weighted Sample	12	4	2	5	9	-	12	11	4	1	2	4	6	5	4	7
Total	9	1	1	1	7	-	9	4	4	*	1	4	5	1	2	6
		11%	6%	17%	83%	-%	100%	48%	48%	4%	12%	41%	53%	17%	21%	71%
Making voice calls	7	1	*	1	6	-	7	3	4	*	1	3	4	1	1	6
	84%	100%	35%	76%	85%	-%	84%	83%	83%	100%	100%	90%	77%	76%	61%	89%
		13%	3%	15%	85%	-%	100%	48%	48%	5%	15%	44%	49%	15%	15%	75%
Receiving voice calls	7	1	*	1	6	-	7	3	4	*	1	3	4	1	1	6
	84%	100%	35%	76%	85%	-%	84%	83%	83%	100%	100%	90%	77%	76%	61%	89%
		13%	3%	15%	85%	-%	100%	48%	48%	5%	15%	44%	49%	15%	15%	75%
Internet	5	1	*	1	4	-	5	2	3	*	*	2	2	1	1	3
	55%	62%	65%	63%	53%	-%	55%	52%	62%	100%	33%	46%	50%	38%	59%	54%
		12%	7%	20%	80%	-%	100%	46%	54%	7%	7%	34%	49%	11%	22%	70%
Video conferencing	2	-	-	-	2	-	2	-	2	-	-	-	*	-	-	2
	17%	-%	-%	-%	21%	-%	17%	-%	36%	-%	-%	-%	8%	-%	-%	24%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	23%	-%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 11

Q2E. What have you used each of the following communications services for in the last month? (MULTI CODE). Broadband

Base : Those with broadband

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%
Making voice calls	66	9	40	7	57	9	28	7	13	46	2	1	-	17	20
	21%	16%	21%	20%	20%	28%	22%	10%	31%	16%	26%	24%	-	100%	69%
									g						i
		14%	60%	11%	86%	14%	42%	10%	19%	70%	3%	1%	-	26%	30%
Receiving voice calls	72	11	45	7	63	9	29	10	13	53	2	1	-	16	19
	23%	18%	24%	20%	22%	28%	23%	14%	33%	18%	26%	24%	-	96%	67%
									g						i
		15%	62%	10%	87%	13%	40%	13%	19%	74%	3%	1%	-	23%	26%
Internet	316	60	187	36	283	33	127	67	41	288	8	3	1	17	29
	99%	100%	99%	100%	99%	99%	100%	98%	100%	99%	100%	100%	100%	100%	100%
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%
Video conferencing	21	5	10	2	17	5	9	3	6	13	*	*	-	8	8
	7%	8%	5%	6%	6%	15%	7%	4%	14%	5%	3%	6%	-	45%	28%
						bd									i
		22%	45%	10%	77%	23%	40%	13%	27%	62%	1%	1%	-	36%	38%
None of these	2	-	2	-	2	*	-	2	-	2	-	-	-	-	-
	1%	-	1%	-	1%	1%	-	2%	-	1%	-	-	-	-	-
		-	82%	-	82%	18%	-	82%	-	100%	-	-	-	-	-

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 11

Q2E. What have you used each of the following communications services for in the last month? (MULTI CODE). Broadband

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Making voice calls	66	66	53	15	60	66	22	9	3	4	34	16	24	*	30
	21%	21%	26%	15%	23%	21%	36%	40%	35%	51%	53%	57%	18%	4%	27%
							ace	ace			abcde	abcde			
		100%	80%	22%	90%	100%	33%	14%	5%	7%	52%	24%	37%	1%	45%
Receiving voice calls	72	72	56	19	65	72	24	9	3	4	34	19	28	*	32
	23%	23%	28%	19%	25%	23%	40%	40%	35%	51%	53%	68%	21%	4%	28%
							acde	c			abcde	abcdef			
		100%	77%	26%	90%	100%	33%	12%	5%	6%	47%	27%	39%	*%	44%
Internet	316	316	201	98	260	316	60	22	9	9	65	28	135	9	113
	99%	99%	100%	98%	99%	99%	100%	100%	96%	100%	100%	100%	99%	100%	100%
		100%	64%	31%	82%	100%	19%	7%	3%	3%	21%	9%	43%	3%	36%
Video conferencing	21	21	18	6	21	21	8	4	*	2	18	21	13	*	5
	7%	7%	9%	6%	8%	7%	12%	16%	2%	17%	28%	76%	9%	2%	5%
											abcde	abcdefgj			
		100%	85%	28%	99%	100%	35%	16%	1%	7%	85%	100%	59%	1%	24%
None of these	2	2	-	2	2	2	-	-	*	-	-	-	2	-	-
	1%	1%	-%	2%	1%	1%	-%	-%	4%	-%	-%	-%	1%	-%	-%
		100%	-%	82%	82%	100%	-%	-%	18%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 11

Q2E. What have you used each of the following communications services for in the last month? (MULTI CODE). Broadband

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	BBAND	& SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Making voice calls	66	12	21	33	33	-	66	52	13	1	4	32	42	3	39	25
	21%	35%	21%	25%	18%	-%	21%	22%	19%	7%	7%	18%	19%	11%	19%	23%
		d														
		19%	32%	50%	49%	-%	100%	78%	19%	2%	6%	48%	64%	5%	58%	38%
Receiving voice calls	72	12	22	33	39	-	72	55	15	1	5	37	46	5	40	30
	23%	33%	22%	25%	21%	-%	23%	23%	23%	7%	10%	21%	21%	15%	19%	27%
		16%	30%	46%	53%	-%	100%	76%	21%	2%	7%	51%	64%	6%	55%	41%
Internet	316	36	98	133	183	-	316	239	65	17	51	172	216	32	204	109
	99%	100%	98%	99%	100%	-%	99%	100%	98%	100%	100%	99%	99%	100%	99%	100%
		11%	31%	42%	58%	-%	100%	76%	21%	5%	16%	54%	68%	10%	65%	34%
Video conferencing	21	2	8	10	12	-	21	14	7	1	1	6	12	1	13	8
	7%	5%	8%	7%	7%	-%	7%	6%	10%	4%	2%	3%	6%	2%	6%	7%
		9%	36%	44%	56%	-%	100%	66%	32%	3%	5%	28%	56%	3%	62%	37%
None of these	2	-	2	2	-	-	2	*	2	-	-	2	2	-	2	*
	1%	-%	2%	1%	-%	-%	1%	*%	2%	-%	-%	1%	1%	-%	1%	*%
		-%	100%	100%	-%	-%	100%	18%	82%	-%	-%	100%	100%	-%	82%	18%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 12

Q2F. What have you used each of the following communications services for in the last month? (MULTI CODE). Mobile phones or smartphones

Base : Those with mobile phones/ smartphones

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO		LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	*k	*l	*m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	*%	6%	10%
Making voice calls	263	54	159	25	237	25	108	52	34	236	6	3	1	17	26
	96%	94%	96%	100%	96%	96%	97%	97%	99%	96%	100%	100%	100%	100%	100%
		20%	60%	10%	90%	10%	41%	20%	13%	90%	2%	1%	*%	6%	10%
Receiving voice calls	265	54	160	25	239	26	108	54	34	238	6	3	1	17	26
	97%	94%	97%	100%	97%	97%	97%	100%	100%	96%	100%	100%	100%	100%	100%
		20%	60%	9%	90%	10%	41%	20%	13%	90%	2%	1%	*%	6%	10%
Internet	202	37	122	20	179	23	73	40	30	177	5	2	1	17	25
	74%	65%	74%	79%	72%	86%	66%	75%	87%	71%	88%	74%	100%	100%	95%
						ad			f						i
		19%	60%	10%	89%	11%	36%	20%	15%	88%	3%	1%	*%	8%	12%
Video conferencing	16	5	8	1	13	3	6	2	4	11	*	*	-	4	5
	6%	8%	5%	3%	5%	10%	5%	4%	13%	5%	3%	7%	-%	24%	17%
		29%	50%	5%	84%	16%	37%	12%	28%	72%	1%	1%	-%	26%	28%
None of these	7	4	3	-	7	*	3	-	-	7	-	-	-	-	-
	3%	6%	2%	-%	3%	1%	2%	-%	-%	3%	-%	-%	-%	-%	-%
		50%	45%	-%	95%	5%	39%	-%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 12

Q2F. What have you used each of the following communications services for in the last month? (MULTI CODE). Mobile phones or smartphones

Base : Those with mobile phones/ smartphones

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
Making voice calls	263	263	202	99	263	252	59	19	7	7	58	26	112	7	100
	96%	96%	97%	94%	96%	96%	95%	100%	100%	100%	97%	99%	97%	100%	94%
		100%	77%	38%	100%	96%	22%	7%	3%	3%	22%	10%	43%	3%	38%
Receiving voice calls	265	265	205	99	265	254	60	19	7	7	60	27	114	7	100
	97%	97%	98%	94%	97%	97%	97%	100%	100%	100%	100%	100%	99%	100%	95%
		100%	77%	37%	100%	96%	23%	7%	3%	3%	23%	10%	43%	3%	38%
Internet	202	202	181	56	202	197	50	18	6	6	50	27	84	7	72
	74%	74%	87%	53%	74%	75%	81%	92%	89%	87%	84%	100%	73%	95%	68%
		c	acde	c	c	c	c	c			c	acdefj			
		100%	90%	28%	100%	98%	25%	9%	3%	3%	25%	13%	42%	3%	36%
Video conferencing	16	16	14	4	16	16	4	3	*	1	12	16	9	*	5
	6%	6%	7%	4%	6%	6%	7%	16%	3%	16%	21%	60%	8%	3%	5%
							c				abcde	abcdefgj			
		100%	90%	25%	100%	100%	28%	20%	1%	7%	78%	100%	55%	1%	30%
None of these	7	7	3	6	7	5	2	-	-	-	-	-	1	-	6
	3%	3%	1%	6%	3%	2%	3%	-%	-%	-%	-%	-%	1%	-%	5%
		100%	44%	83%	100%	77%	23%	-%	-%	-%	-%	-%	17%	-%	78%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 12

Q2F. What have you used each of the following communications services for in the last month? (MULTI CODE). Mobile phones or smartphones

Base : Those with mobile phones/ smartphones

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
Making voice calls	263	23	82	105	157	11	252	189	55	16	47	138	172	27	175	86
	96%	93%	100%	98%	95%	87%	96%	95%	99%	100%	99%	95%	94%	100%	95%	98%
		9%	31%	40%	60%	4%	96%	72%	21%	6%	18%	53%	65%	10%	66%	33%
Receiving voice calls	265	23	81	104	160	11	254	191	55	16	47	138	174	27	175	87
	97%	93%	99%	98%	96%	87%	97%	96%	99%	100%	99%	95%	95%	100%	95%	100%
		9%	31%	39%	60%	4%	96%	72%	21%	6%	18%	52%	66%	10%	66%	33%
Internet	202	24	62	85	116	5	197	151	40	15	40	97	122	22	122	77
	74%	96%	75%	80%	70%	38%	75%	76%	73%	93%	84%	66%	67%	83%	66%	88%
		12%	31%	42%	57%	2%	98%	75%	20%	7%	20%	48%	61%	11%	60%	38%
Video conferencing	16	2	5	7	9	-	16	11	5	-	2	4	10	*	10	6
	6%	7%	6%	6%	6%	-%	6%	5%	9%	-%	4%	3%	5%	1%	6%	7%
		11%	31%	42%	58%	-%	100%	67%	31%	-%	12%	27%	60%	1%	63%	37%
None of these	7	-	*	*	7	2	5	5	*	-	*	7	7	-	7	-
	3%	-%	*%	*%	4%	13%	2%	3%	1%	-%	1%	5%	4%	-%	4%	-%
		-%	5%	5%	95%	23%	77%	72%	5%	-%	5%	95%	95%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 13

Q3A. How many of each type of connection do you have - Standard landlines?

Base : Those with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-	ISDN2/2E	ISDN30	LL/	BROAD-	ALL NON-
		a	b	c	d	e	£50	£51- £100	£101+	LINE			PRIVATE		CIRCUIT
Significance Level: 95%							f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
One	232	63	146	16	224	8	133	39	7	218	2	*	-	11	14
	67%	89%	72%	41%	72%	22%	92%	54%	17%	69%	29%	11%	-%	64%	48%
		bode	ce	e	ce		gh	h		n					
		27%	63%	7%	97%	3%	57%	17%	3%	94%	1%	*%	-%	5%	6%
2	65	5	40	12	57	8	9	26	10	58	4	1	-	1	7
	19%	7%	20%	31%	18%	24%	6%	36%	24%	18%	55%	23%	-%	9%	23%
			a	ad	a	a		f	f						
		7%	62%	18%	87%	13%	14%	41%	16%	90%	7%	1%	-%	2%	10%
3-5	34	2	16	8	26	7	2	5	16	32	1	-	-	1	2
	10%	3%	8%	22%	8%	21%	2%	7%	37%	10%	11%	-%	-%	5%	6%
				abd		abd			fg						
		7%	47%	24%	78%	22%	7%	16%	47%	95%	3%	-%	-%	3%	5%
6-10	7	-	-	1	1	6	-	1	4	5	*	1	*	-	2
	2%	-%	-%	4%	*%	16%	-%	2%	9%	2%	4%	29%	65%	-%	6%
				bd		abcd			f						
		-%	-%	21%	21%	79%	-%	20%	57%	77%	5%	13%	5%	-%	23%
11-25	3	-	-	1	1	2	-	-	1	2	-	-	*	*	1
	1%	-%	-%	2%	*%	6%	-%	-%	3%	1%	-%	-%	35%	2%	2%
						bd									
		-%	-%	27%	27%	73%	-%	-%	41%	80%	-%	-%	7%	13%	20%
26-100	1	-	-	-	-	1	-	*	1	1	-	*	-	*	*
	*%	-%	-%	-%	-%	4%	-%	*%	1%	*%	-%	6%	-%	1%	1%
						bd									
		-%	-%	-%	-%	100%	-%	13%	37%	74%	-%	13%	-%	13%	26%
101+	1	1	-	-	1	*	-	-	1	-	-	*	-	1	1
	*%	2%	-%	-%	*%	1%	-%	-%	3%	-%	-%	6%	-%	7%	5%
														i	
		86%	-%	-%	86%	14%	-%	-%	86%	-%	-%	14%	-%	86%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 13

Q3A. How many of each type of connection do you have - Standard landlines?

Base : Those with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Don't know	3	-	2	-	2	2	-	*	2	1	-	1	-	2	3
	1%	-%	1%	-%	1%	5%	-%	*%	5%	*%	-%	24%	-%	11%	9%
					d	d			f						i
		-%	49%	-%	49%	51%	-%	11%	71%	17%	-%	23%	-%	60%	83%
Mean number	2.77	4.41	1.40	2.53	2.23	7.88	1.12	1.78	10.28	1.89	2.09	26.63	9.18	17.58	13.43
				b		bd		f	fg						i
Standard deviation	13.36	25.43	.79	3.35	12.25	20.69	.50	2.72	34.77	4.37	1.25	72.96	-	54.99	45.38
Standard error	.72	3.26	.07	.47	.79	2.05	.05	.32	4.28	.25	.32	27.58	-	13.34	7.09
Median number	1	1	1	2	1	3	1	1	3	1	2	6	6	1	1
Standard deviation	4.78	.51	.79	3.35	1.40	14.21	.50	2.72	10.49	4.37	1.25	29.39	-	6.21	8.55

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 13

Q3A. How many of each type of connection do you have - Standard landlines?

Base : Those with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
One	232	232	130	73	184	206	36	4	2	2	36	18	98	5	105
	67%	67%	62%	69%	67%	65%	56%	18%	25%	21%	55%	64%	67%	52%	82%
		g	g	g	g	g	g	g	g	g	g	g	g	g	l
		100%	56%	31%	79%	89%	16%	2%	1%	1%	16%	8%	42%	2%	45%
2	65	65	46	19	52	65	16	7	1	1	15	1	32	4	13
	19%	19%	22%	18%	19%	20%	24%	29%	16%	12%	22%	5%	22%	38%	11%
							k	k					n		
		100%	70%	30%	80%	100%	24%	10%	2%	2%	23%	2%	49%	5%	21%
3-5	34	34	22	9	26	32	8	6	*	3	8	3	13	-	4
	10%	10%	10%	8%	9%	10%	12%	25%	2%	31%	12%	11%	9%	-%	3%
							abcde								
		100%	65%	25%	77%	94%	23%	17%	1%	8%	23%	9%	38%	-%	12%
6-10	7	7	5	2	5	7	2	2	1	1	2	2	3	1	2
	2%	2%	2%	2%	2%	2%	4%	9%	10%	8%	3%	8%	2%	8%	1%
							a								
		100%	67%	34%	77%	97%	33%	28%	13%	10%	28%	31%	39%	10%	23%
11-25	3	3	1	1	1	3	-	1	1	*	1	1	1	*	-
	1%	1%	1%	1%	1%	1%	-%	2%	14%	2%	2%	5%	1%	2%	-%
												d			
		100%	53%	27%	53%	100%	-%	20%	47%	7%	47%	54%	20%	7%	-%
26-100	1	1	1	1	1	1	1	*	*	*	1	*	-	-	-
	*%	*%	1%	1%	1%	*%	1%	2%	2%	4%	2%	1%	-%	-%	-%
		100%	100%	87%	100%	100%	63%	26%	13%	26%	87%	13%	-%	-%	-%
101+	1	1	1	-	1	1	1	1	*	1	1	1	-	-	1
	*%	*%	1%	-%	*%	*%	2%	6%	2%	13%	2%	5%	-%	-%	1%
							abcde					ade			
		100%	100%	-%	100%	100%	100%	100%	14%	86%	100%	100%	-%	-%	100%
Don't know	3	3	3	*	3	3	*	2	3	1	1	*	*	-	2
	1%	1%	1%	*%	1%	1%	1%	8%	29%	8%	1%	1%	*%	-%	2%
							abcde								
		100%	78%	6%	78%	100%	12%	55%	83%	22%	23%	12%	12%	-%	60%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

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Table 13

Q3A. How many of each type of connection do you have - Standard landlines?

Base : Those with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Mean number	2.77	2.77	3.52	2.42	2.99	2.91	7.05	16.98	14.13	34.62	7.55	12.72	1.60	2.28	3.46
								abcde			ae	abcde			
Standard deviation	13.36	13.36	17.10	7.77	14.96	13.94	30.06	50.38	38.67	74.17	30.14	43.57	1.32	3.16	20.71
Standard error	.72	.72	1.17	.75	.92	.78	3.49	8.07	10.33	17.99	3.55	7.36	.11	1.05	2.00
Median number	1	1	1	1	1	1	1	2	2	3	1	1	1	1	1
Standard deviation	4.78	4.78	5.92	7.77	5.20	4.98	9.26	9.48	16.06	16.15	10.16	5.22	1.32	3.16	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 13

Q3A. How many of each type of connection do you have - Standard landlines?

Base : Those with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
One	232	29	66	95	137	26	206	166	36	12	37	137	165	19	232	-
	67%	78%	63%	67%	67%	93%	65%	69%	53%	58%	69%	71%	68%	56%	100%	-%
		13%	28%	41%	59%	11%	89%	71%	15%	5%	16%	59%	71%	8%	100%	-%
2	65	4	18	23	42	-	65	47	13	4	9	32	46	9	-	65
	19%	11%	18%	16%	21%	-%	20%	20%	20%	20%	16%	17%	19%	26%	-%	58%
		6%	28%	35%	65%	-%	100%	72%	20%	6%	13%	50%	71%	13%	-%	100%
3-5	34	2	17	19	15	2	32	17	13	3	6	19	24	3	-	34
	10%	6%	16%	14%	7%	7%	10%	7%	20%	14%	11%	10%	10%	10%	-%	30%
		7%	50%	57%	43%	6%	94%	49%	40%	8%	17%	56%	70%	10%	-%	100%
6-10	7	-	3	3	4	*	7	5	2	1	1	3	4	2	-	7
	2%	-%	3%	2%	2%	1%	2%	2%	3%	4%	2%	2%	2%	5%	-%	6%
		-%	41%	41%	59%	3%	97%	67%	31%	10%	13%	46%	61%	26%	-%	100%
11-25	3	1	*	1	2	-	3	3	*	1	1	1	1	-	-	3
	1%	1%	*%	1%	1%	-%	1%	1%	*%	4%	2%	1%	1%	-%	-%	2%
		20%	13%	33%	67%	-%	100%	93%	7%	27%	34%	53%	53%	-%	-%	100%
26-100	1	1	*	1	*	-	1	*	1	-	*	1	1	*	-	1
	*%	3%	*%	1%	*%	-%	*%	*%	1%	-%	*%	*%	*%	1%	-%	1%
		63%	13%	76%	24%	-%	100%	26%	37%	-%	13%	48%	48%	26%	-%	100%
101+	1	-	*	*	1	-	1	*	1	-	-	-	-	*	-	1
	*%	-%	*%	*%	1%	-%	*%	*%	2%	-%	-%	-%	-%	1%	-%	1%
		-%	14%	14%	86%	-%	100%	14%	86%	-%	-%	-%	-%	14%	-%	100%
Don't know	3	*	-	*	3	-	3	3	1	*	*	*	1	1	-	-
	1%	1%	-%	*%	1%	-%	1%	1%	1%	1%	*%	*%	*%	2%	-%	-%
		6%	-%	6%	77%	-%	100%	83%	17%	6%	6%	11%	17%	17%	-%	-%
Mean number	2.77	2.75	2.26	2.39	3.04	1.22	2.91	1.94	6.20	2.56	1.98	1.95	1.89	3.72	1.00	6.46
Standard deviation	13.36	8.65	8.95	8.85	15.79	.89	13.94	6.62	27.36	4.49	3.45	5.05	4.54	16.98	-	23.08
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

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Table 13

Q3A. How many of each type of connection do you have - Standard landlines?

Base : Those with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%															n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Standard error	.72	1.40	.87	.74	1.13	.18	.78	.43	3.27	1.03	.49	.37	.30	2.83	-	1.88
Median number	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2
Standard deviation	4.78	8.65	2.56	4.91	4.70	.89	4.98	3.37	7.96	4.49	3.45	5.05	4.54	7.30	-	8.07
Columns Tested:	a,b,c,d - e,f,g,h - i,j,k,l,m - n,o															

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Table 14

Q3B. How many of each type of connection do you have - ISDN2?

Base : Those with ISDN2

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	£50 *f	£51- £100 *g	£101+ *h	*i	*j	*k	*l	*m	*n
Unweighted total	41	1	5	7	13	28	2	8	18	17	15	4	1	4	24
Effective Weighted Sample	25	1	5	7	11	26	2	5	10	11	9	3	1	3	14
Total	23	1	8	5	14	8	1	6	10	9	8	1	*	4	13
		5%	35%	23%	63%	37%	3%	25%	42%	41%	36%	6%	1%	16%	59%
One	7	-	3	2	5	2	*	1	3	4	3	*	-	-	3
	32%	-	40%	43%	38%	22%	50%	25%	30%	43%	38%	15%	-	-	24%
		-	44%	31%	75%	25%	5%	20%	40%	55%	42%	3%	-	-	45%
2	5	-	3	1	4	1	-	4	*	2	2	-	-	1	3
	24%	-	40%	14%	27%	17%	-	62%	4%	25%	29%	-	-	20%	23%
		-	59%	14%	73%	27%	-	66%	7%	43%	43%	-	-	14%	57%
3-5	1	-	-	-	-	1	-	1	1	*	1	-	*	-	1
	6%	-	-	-	-	17%	-	12%	8%	2%	13%	-	100%	-	9%
		-	-	-	-	100%	-	49%	51%	13%	73%	-	13%	-	87%
6-10	3	1	-	1	2	1	-	-	3	1	1	*	-	1	2
	13%	100%	-	14%	13%	13%	-	-	28%	8%	11%	15%	-	32%	17%
		39%	-	25%	63%	37%	-	-	87%	25%	30%	6%	-	39%	75%
Don't know	6	-	2	1	3	3	*	-	3	2	1	1	-	2	3
	25%	-	20%	29%	21%	30%	50%	-	30%	23%	9%	71%	-	49%	26%
		-	29%	26%	55%	45%	6%	-	51%	38%	13%	17%	-	32%	62%
Mean number	2.89	10.00	1.50	2.20	2.61	3.44	1.00	1.93	4.50	1.91	2.76	3.50	4.00	6.90	3.61
Standard deviation	2.96	-	.54	2.27	2.93	3.22	-	.82	4.14	1.63	2.93	-	-	5.65	3.56
Standard error	.54	-	.27	1.02	.93	.72	-	.29	1.15	.49	.78	-	-	3.99	.82
Median number	2	10	2	1	2	2	1	2	4	1	2	4	4	10	2
Standard deviation	2.96	-	.54	2.27	2.93	3.22	-	.82	4.14	1.63	2.93	-	-	5.65	3.56
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 14

Q3B. How many of each type of connection do you have - ISDN2?

Base : Those with ISDN2

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD	SMART-	STANDARD	NET:	FIXED	MOBILE	ISDN2/2E	ISDN30	LL/ PRIVATE	VOIP	VIDEO		BT	BT	OTHER
	LANDLINE	PHONES	MOBILES	MOBILES	BROAD- BAND	BROAD- BAND			CIRCUIT		CONFER- ENCING		RENTAL & CALLS	RENTAL ONLY	RENTAL & CALLS
Significance Level: 95%	Total	a	b	*c	d	e	f	g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	41	41	34	12	35	40	17	41	6	8	12	7	20	-	8
Effective Weighted Sample	25	25	21	10	22	24	10	25	3	5	7	4	12	-	6
Total	23	23	19	4	19	22	8	23	3	4	6	4	11	-	6
		100%	83%	18%	85%	98%	34%	100%	14%	16%	27%	18%	49%	-%	26%
One	7	7	4	*	4	7	3	7	*	1	2	2	2	-	1
	32%	32%	23%	9%	23%	32%	42%	32%	6%	21%	38%	53%	21%	-%	25%
		100%	60%	5%	60%	100%	45%	100%	3%	10%	32%	30%	32%	-%	20%
2	5	5	5	*	5	5	*	5	-	*	1	*	5	-	-
	24%	24%	26%	9%	25%	24%	3%	24%	-%	10%	9%	5%	44%	-%	-%
		100%	90%	7%	90%	100%	4%	100%	-%	7%	10%	4%	90%	-%	-%
3-5	1	1	1	1	1	1	1	1	*	1	*	-	1	-	-
	6%	6%	8%	27%	8%	7%	9%	6%	6%	15%	6%	-%	8%	-%	-%
		100%	100%	76%	100%	100%	49%	100%	13%	38%	27%	-%	62%	-%	-%
6-10	3	3	3	1	3	3	2	3	*	2	2	1	2	-	1
	13%	13%	14%	14%	16%	12%	25%	13%	6%	43%	25%	34%	15%	-%	23%
		100%	88%	18%	100%	88%	64%	100%	6%	51%	52%	45%	55%	-%	45%
Don't know	6	6	6	2	6	6	2	6	3	*	1	*	1	-	3
	25%	25%	30%	41%	29%	25%	21%	25%	81%	11%	21%	9%	13%	-%	52%
		100%	100%	29%	100%	100%	29%	100%	45%	7%	23%	6%	25%	-%	54%
Mean number	2.89	2.89	3.15	4.33	3.33	2.74	3.97	2.89	3.67	5.85	4.01	4.15	2.92	-	5.05
Standard deviation	2.96	2.96	3.00	3.89	3.17	2.79	4.19	2.96	-	4.92	4.25	4.82	2.65	-	5.37
Standard error	.54	.54	.63	1.37	.65	.52	1.21	.54	-	2.01	1.42	1.97	.66	-	2.68
Median number	2	2	2	4	2	2	1	2	4	4	2	1	2	-	1
Standard deviation	2.96	2.96	3.00	3.89	3.17	2.79	4.19	2.96	-	4.92	4.25	4.82	2.65	-	5.37
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 14

Q3B. How many of each type of connection do you have - ISDN2?

Base : Those with ISDN2

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Significance Level: 95%																
Unweighted total	41	3	10	13	27	1	40	28	10	5	8	19	23	6	10	29
Effective Weighted Sample	25	3	6	7	17	1	24	16	7	3	5	13	14	5	9	17
Total	23	1	7	7	15	*	22	15	7	4	6	9	11	2	4	17
		3%	30%	32%	67%	2%	98%	67%	29%	17%	25%	38%	49%	10%	18%	74%
One	7	-	3	3	4	-	7	3	4	*	1	5	6	-	2	5
	32%	-%	43%	40%	27%	-%	32%	21%	55%	5%	17%	54%	56%	-%	53%	29%
		-%	40%	40%	57%	-%	100%	45%	50%	3%	13%	65%	87%	-%	30%	67%
2	5	-	2	2	4	-	5	5	-	4	4	1	1	-	1	5
	24%	-%	27%	25%	24%	-%	24%	34%	-%	95%	67%	8%	8%	-%	13%	29%
		-%	33%	33%	67%	-%	100%	96%	-%	70%	70%	13%	17%	-%	10%	90%
3-5	1	*	-	*	1	-	1	1	-	-	*	1	1	-	-	1
	6%	33%	-%	3%	8%	-%	7%	10%	-%	-%	3%	10%	11%	-%	-%	9%
		13%	-%	13%	87%	-%	100%	100%	-%	-%	13%	62%	87%	-%	-%	100%
6-10	3	-	1	1	2	*	3	1	2	-	-	*	1	1	1	2
	13%	-%	14%	13%	14%	100%	12%	7%	23%	-%	-%	2%	5%	59%	17%	14%
		-%	31%	31%	69%	12%	88%	37%	51%	-%	-%	6%	18%	43%	24%	76%
Don't know	6	*	1	1	4	-	6	4	1	-	1	2	2	1	1	3
	25%	67%	16%	20%	27%	-%	25%	27%	22%	-%	13%	25%	19%	41%	17%	20%
		7%	20%	26%	74%	-%	100%	74%	26%	-%	13%	39%	39%	16%	13%	59%
Mean number	2.89	4.00	2.15	2.21	3.29	10.00	2.74	2.38	3.66	1.95	1.89	1.74	1.99	7.11	3.02	2.89
Standard deviation	2.96	-	1.96	1.95	3.41	-	2.79	1.68	4.58	.25	.65	1.64	2.24	3.77	4.25	2.77
Standard error	.54	-	.69	.65	.76	-	.52	.38	1.73	.11	.25	.44	.53	2.18	1.50	.61
Median number	2	4	1	2	2	10	2	2	1	2	2	1	1	6	1	2
Standard deviation	2.96	-	1.96	1.95	3.41	-	2.79	1.68	4.58	.25	.65	1.64	2.24	3.77	4.25	2.77
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 15

Q3C. How many of each type of connection do you have - ISDN30?

Base : Those with ISDN30

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	19	-	2	3	5	14	1	1	10	6	-	10	1	2	13
Effective Weighted Sample	11	-	2	3	4	13	1	1	6	4	-	8	1	1	7
Total	9	-	3	2	5	4	2	*	5	4	-	3	*	2	5
		-%	35%	24%	58%	42%	17%	4%	55%	43%	-%	34%	2%	21%	57%
One	3	-	2	-	2	1	2	-	*	2	-	1	-	-	1
	29%	-%	50%	-%	30%	28%	100%	-%	7%	49%	-%	23%	-%	-%	13%
		-%	60%	-%	60%	40%	60%	-%	13%	73%	-%	27%	-%	-%	27%
2	1	-	-	1	1	*	-	-	1	1	-	*	-	-	*
	10%	-%	-%	33%	14%	5%	-%	-%	15%	19%	-%	6%	-%	-%	4%
		-%	-%	79%	79%	21%	-%	-%	79%	79%	-%	21%	-%	-%	21%
3-5	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	2%	-%	-%	-%	-%	5%	-%	-%	4%	5%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
6-10	2	-	-	1	1	1	-	*	2	1	-	1	-	*	1
	24%	-%	-%	33%	14%	38%	-%	100%	32%	19%	-%	35%	-%	18%	28%
		-%	-%	34%	34%	66%	-%	16%	75%	34%	-%	50%	-%	16%	66%
11-25	*	-	-	-	-	*	-	-	*	-	-	-	*	-	*
	2%	-%	-%	-%	-%	5%	-%	-%	4%	-%	-%	-%	100%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	100%
Don't know	3	-	2	1	2	1	-	-	2	*	-	1	-	2	3
	33%	-%	50%	33%	43%	19%	-%	-%	38%	9%	-%	36%	-%	82%	52%
		-%	52%	24%	76%	24%	-%	-%	63%	12%	-%	37%	-%	52%	88%
Mean number	4.59	-	1.00	6.00	3.40	5.76	1.00	8.00	6.92	3.14	-	4.74	20.00	10.00	6.63
Standard deviation	5.01	-	-	7.04	4.54	6.11	-	-	6.04	4.12	-	4.60	-	-	6.57
Standard error	1.34	-	-	4.98	2.62	1.84	-	-	2.14	1.84	-	1.74	-	-	2.19
Median number	2	-	1	6	1	6	1	8	8	1	-	6	20	10	8
Standard deviation	5.01	-	-	7.04	4.54	6.11	-	-	6.04	4.12	-	4.60	-	-	6.57
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 15

Q3C. How many of each type of connection do you have - ISDN30?

Base : Those with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VIDEO CONFER-ENCING	VOIP	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	19	19	13	7	14	19	5	6	19	3	7	4	5	2	6
Effective Weighted Sample	11	11	6	6	7	11	5	3	11	3	5	3	4	1	3
Total	9	9	6	2	7	9	1	3	9	1	2	2	2	2	3
		100%	69%	18%	73%	100%	11%	34%	100%	8%	24%	20%	20%	21%	37%
One	3	3	2	*	2	3	-	-	3	-	-	-	1	2	-
	29%	29%	31%	21%	34%	29%	-%	-%	29%	-%	-%	-%	39%	100%	-%
		100%	73%	13%	87%	100%	-%	-%	100%	-%	-%	-%	27%	73%	-%
2	1	1	*	-	*	1	*	*	1	-	1	1	-	-	-
	10%	10%	3%	-%	3%	10%	20%	6%	10%	-%	33%	50%	-%	-%	-%
		100%	21%	-%	21%	100%	21%	21%	100%	-%	79%	100%	-%	-%	-%
3-5	*	*	*	*	*	*	*	-	*	-	-	-	*	-	-
	2%	2%	3%	12%	3%	2%	20%	-%	2%	-%	-%	-%	11%	-%	-%
		100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	-%	100%	-%	-%
6-10	2	2	1	1	1	2	*	*	2	*	1	1	1	-	1
	24%	24%	17%	33%	16%	24%	40%	6%	24%	48%	25%	50%	40%	-%	22%
		100%	50%	25%	50%	100%	18%	9%	100%	16%	25%	42%	34%	-%	34%
11-25	*	*	*	*	*	*	-	*	*	*	*	-	-	-	-
	2%	2%	3%	12%	3%	2%	-%	6%	2%	26%	9%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	-%	-%	-%	-%
Don't know	3	3	3	*	3	3	*	3	3	*	1	-	*	-	3
	33%	33%	43%	23%	41%	33%	20%	81%	33%	26%	33%	-%	11%	-%	78%
		100%	88%	13%	88%	100%	6%	82%	100%	6%	24%	-%	6%	-%	87%
Mean number	4.59	4.59	4.38	7.13	4.08	4.59	4.75	9.33	4.59	12.24	6.81	5.58	5.27	1.00	7.48
Standard deviation	5.01	5.01	5.85	12.86	5.60	5.01	-	-	5.01	-	10.62	5.52	6.87	-	-
Standard error	1.34	1.34	1.95	5.75	1.77	1.34	-	-	1.34	-	5.31	2.76	3.43	-	-
Median number	2	2	1	8	1	2	5	6	2	8	6	4	3	1	8
Standard deviation	5.01	5.01	5.85	12.86	5.60	5.01	-	-	5.01	-	10.62	5.52	6.87	-	-
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 15

Q3C. How many of each type of connection do you have - ISDN30?

Base : Those with ISDN30

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
						BBAND	BBAND									
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	19	3	8	11	6	-	19	11	8	3	3	6	10	4	3	11
Effective Weighted Sample	11	3	5	6	4	-	11	6	5	2	2	5	6	4	2	8
Total	9	1	5	5	4	-	9	5	4	1	1	2	5	1	2	4
		6%	49%	55%	39%	-%	100%	55%	45%	12%	12%	24%	57%	10%	25%	46%
One	3	-	2	2	1	-	3	1	2	-	-	1	3	-	2	1
	29%	-%	43%	38%	20%	-%	29%	14%	47%	-%	-%	32%	51%	-%	85%	17%
		-%	73%	73%	27%	-%	100%	27%	73%	-%	-%	27%	100%	-%	73%	27%
2	1	-	-	-	1	-	1	1	*	1	1	-	-	-	-	1
	10%	-%	-%	-%	20%	-%	10%	14%	5%	83%	83%	-%	-%	-%	-%	17%
		-%	-%	-%	79%	-%	100%	79%	21%	100%	100%	-%	-%	-%	-%	79%
3-5	*	-	*	*	-	-	*	*	-	*	*	-	-	-	-	*
	2%	-%	4%	4%	-%	-%	2%	4%	-%	17%	17%	-%	-%	-%	-%	5%
		-%	100%	100%	-%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	100%
6-10	2	-	1	1	1	-	2	1	1	-	-	*	1	1	-	1
	24%	-%	28%	25%	15%	-%	24%	25%	22%	-%	-%	9%	25%	59%	-%	35%
		-%	59%	59%	25%	-%	100%	59%	41%	-%	-%	9%	59%	25%	-%	68%
11-25	*	*	-	*	-	-	*	*	-	-	-	*	*	-	-	*
	2%	33%	-%	4%	-%	-%	2%	4%	-%	-%	-%	9%	4%	-%	-%	5%
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Don't know	3	*	1	1	2	-	3	2	1	-	-	1	1	*	*	1
	33%	67%	24%	29%	44%	-%	33%	39%	26%	-%	-%	50%	21%	41%	15%	22%
		13%	35%	48%	52%	-%	100%	65%	35%	-%	-%	35%	35%	13%	12%	30%
Mean number	4.59	20.00	4.05	4.91	3.30	-	4.59	5.77	3.37	2.17	2.17	5.60	4.42	7.29	1.00	5.90
Standard deviation	5.01	-	4.56	6.09	4.14	-	5.01	6.23	4.34	1.12	1.12	23.32	5.87	-	-	5.99
Standard error	1.34	-	1.86	2.30	1.85	-	1.34	2.20	1.77	.65	.65	11.66	2.07	-	-	2.00
Median number	2	20	1	1	2	-	2	3	1	2	2	1	1	8	1	6
Standard deviation	5.01	-	4.56	6.09	4.14	-	5.01	6.23	4.34	1.12	1.12	23.32	5.87	-	-	5.99
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 16

Q3D. How many of each type of connection do you have - Leased lines?

Base : Those with leased lines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	19	1	1	2	4	15	1	5	10	9	3	2	2	3	10
Effective Weighted Sample	12	1	1	2	4	14	1	4	6	6	3	2	2	2	6
Total	9	1	2	1	4	5	*	2	6	5	1	1	1	2	4
		13%	18%	17%	48%	52%	4%	25%	65%	58%	12%	6%	6%	18%	42%
One	4	-	2	1	2	2	*	1	3	3	1	-	-	-	1
	51%	-%	100%	50%	55%	47%	100%	33%	60%	67%	100%	-%	-%	-%	29%
		-%	36%	16%	52%	48%	8%	16%	76%	76%	24%	-%	-%	-%	24%
2	1	-	-	1	1	-	-	1	-	1	-	-	-	-	-
	8%	-%	-%	50%	17%	-%	-%	34%	-%	15%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
3-5	2	1	-	-	1	1	-	*	1	*	-	-	-	1	1
	20%	100%	-%	-%	28%	12%	-%	16%	21%	7%	-%	-%	-%	87%	37%
		68%	-%	-%	68%	32%	-%	21%	68%	21%	-%	-%	-%	79%	79%
6-10	1	-	-	-	-	1	-	-	1	-	-	-	1	-	1
	6%	-%	-%	-%	-%	12%	-%	-%	10%	-%	-%	-%	100%	-%	15%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	100%
Don't know	1	-	-	-	-	1	-	*	1	1	-	1	-	*	1
	15%	-%	-%	-%	-%	29%	-%	16%	10%	11%	-%	100%	-%	13%	20%
		-%	-%	-%	-%	100%	-%	27%	42%	42%	-%	42%	-%	15%	58%
Mean number	2.18	4.00	1.00	1.50	2.00	2.42	1.00	2.00	2.26	1.40	1.00	-	6.35	4.00	3.36
Standard deviation	1.83	-	-	.88	1.47	2.53	-	1.63	2.11	.96	-	-	-	-	2.42
Standard error	.49	-	-	.62	.74	.80	-	.81	.74	.36	-	-	-	-	.91
Median number	1	4	1	2	1	1	1	2	1	1	1	-	6	4	4
Standard deviation	1.83	-	-	.88	1.47	2.53	-	1.63	2.11	.96	-	-	-	-	2.42
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 16

Q3D. How many of each type of connection do you have - Leased lines?

Base : Those with leased lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	19	19	14	6	15	19	7	8	3	19	8	2	6	1	4
Effective Weighted Sample	12	12	9	6	9	12	5	5	3	12	5	2	5	1	3
Total	9	9	7	2	7	9	4	4	1	9	4	2	3	*	3
		100%	82%	19%	84%	100%	40%	41%	8%	100%	41%	17%	29%	4%	30%
One	4	4	4	1	4	4	2	1	-	4	2	*	3	-	*
	51%	51%	58%	43%	56%	51%	51%	30%	-%	51%	51%	23%	100%	-%	14%
		100%	92%	16%	92%	100%	40%	24%	-%	100%	40%	8%	56%	-%	8%
2	1	1	1	-	1	1	-	1	-	1	-	-	-	-	1
	8%	8%	10%	-%	10%	8%	-%	21%	-%	8%	-%	-%	-%	-%	28%
		100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%
3-5	2	2	1	-	1	2	1	1	-	2	1	1	-	-	1
	20%	20%	19%	-%	19%	20%	33%	33%	-%	20%	38%	77%	-%	-%	45%
		100%	79%	-%	79%	100%	68%	68%	-%	100%	79%	68%	-%	-%	68%
6-10	1	1	1	1	1	1	*	*	*	1	*	-	-	*	-
	6%	6%	8%	33%	7%	6%	10%	5%	26%	6%	5%	-%	-%	100%	-%
		100%	100%	100%	100%	100%	65%	35%	35%	100%	35%	-%	-%	65%	-%
Don't know	1	1	*	*	1	1	*	*	1	1	*	-	-	-	*
	15%	15%	5%	24%	8%	15%	6%	11%	74%	15%	5%	-%	-%	-%	14%
		100%	30%	30%	45%	100%	15%	30%	42%	100%	15%	-%	-%	-%	27%
Mean number	2.18	2.18	2.15	3.33	2.15	2.18	2.59	2.71	7.00	2.18	2.56	3.30	1.00	6.00	2.88
Standard deviation	1.83	1.83	1.86	5.83	1.86	1.83	2.18	2.04	-	1.83	2.16	2.16	-	-	1.62
Standard error	.49	.49	.54	2.92	.54	.49	.89	.83	-	.49	.82	1.53	-	-	.93
Median number	1	1	1	1	1	1	1	2	7	1	1	4	1	6	4
Standard deviation	1.83	1.83	1.86	5.83	1.86	1.83	2.18	2.04	-	1.83	2.16	2.16	-	-	1.62
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

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Table 16

Q3D. How many of each type of connection do you have - Leased lines?

Base : Those with leased lines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Significance Level: 95%																
Unweighted total	19	4	2	6	13	-	19	13	5	1	2	6	9	5	4	13
Effective Weighted Sample	12	4	2	5	9	-	12	11	4	1	2	4	6	5	4	7
Total	9	1	1	1	7	-	9	4	4	*	1	4	5	1	2	6
		11%	6%	17%	83%	-%	100%	48%	48%	4%	12%	41%	53%	17%	21%	71%
One	4	-	*	*	4	-	4	2	2	*	1	2	3	*	2	3
	51%	-%	65%	24%	57%	-%	51%	51%	55%	100%	100%	54%	65%	24%	100%	43%
		-%	8%	8%	92%	-%	100%	48%	52%	8%	24%	44%	68%	8%	40%	60%
2	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1
	8%	-%	-%	-%	10%	-%	8%	-%	17%	-%	-%	20%	16%	-%	-%	12%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
3-5	2	*	-	*	1	-	2	*	1	-	-	*	*	-	-	2
	20%	38%	-%	24%	19%	-%	20%	5%	28%	-%	-%	10%	8%	-%	-%	27%
		21%	-%	21%	79%	-%	100%	11%	68%	-%	-%	21%	21%	-%	-%	100%
6-10	1	*	-	*	*	-	1	1	-	-	-	*	*	*	-	1
	6%	21%	-%	13%	5%	-%	6%	13%	-%	-%	-%	5%	4%	24%	-%	9%
		35%	-%	35%	65%	-%	100%	100%	-%	-%	-%	35%	35%	65%	-%	100%
Don't know	1	*	*	1	1	-	1	1	-	-	-	*	*	1	-	1
	15%	41%	35%	39%	10%	-%	15%	31%	-%	-%	-%	10%	8%	51%	-%	9%
		30%	15%	45%	55%	-%	100%	100%	-%	-%	-%	27%	27%	58%	-%	45%
Mean number	2.18	5.06	1.00	3.47	2.01	-	2.18	2.22	2.01	1.00	1.00	1.92	1.69	3.50	1.00	2.56
Standard deviation	1.83	-	-	-	1.65	-	1.83	2.65	1.47	-	-	1.91	1.64	-	-	1.98
Standard error	.49	-	-	-	.50	-	.49	.94	.66	-	-	.86	.58	-	-	.63
Median number	1	4	1	4	1	-	1	1	1	1	1	1	1	4	1	2
Standard deviation	1.83	-	-	-	1.65	-	1.83	2.65	1.47	-	-	1.91	1.64	-	-	1.98
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 17

Q3E. How many of each type of connection do you have - Broadband?

Base : Those with broadband

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE	BROAD- BAND
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	LINE					
		f						g	h	i	j	k	l	m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	*%	5%	9%
One	268	56	160	30	247	21	114	57	27	248	7	2	1	11	20
	84%	94%	85%	84%	87%	64%	90%	84%	67%	85%	88%	64%	100%	64%	71%
		e	e	e	e		h								
		21%	60%	11%	92%	8%	43%	21%	10%	92%	3%	1%	*%	4%	8%
2	28	2	18	3	23	5	9	7	4	26	1	-	-	1	2
	9%	4%	9%	8%	8%	16%	7%	10%	11%	9%	7%	-%	-%	6%	6%
						ad									
			8%	63%	10%	81%	32%	25%	15%	94%	2%	-%	-%	4%	6%
3-5	12	-	6	3	9	3	4	2	5	10	*	1	-	1	2
	4%	-%	3%	8%	3%	8%	3%	3%	13%	3%	3%	18%	-%	6%	6%
				a		a		f							
		-%	54%	25%	78%	22%	33%	18%	46%	85%	2%	5%	-%	9%	15%
6-10	1	-	-	-	-	1	-	*	1	1	-	*	-	1	1
	*%	-%	-%	-%	-%	4%	-%	1%	2%	*%	-%	6%	-%	3%	3%
						bd									
		-%	-%	-%	-%	100%	-%	24%	50%	50%	-%	13%	-%	37%	50%
11-25	1	-	-	-	-	1	-	-	*	*	*	*	-	*	1
	*%	-%	-%	-%	-%	3%	-%	-%	*%	*%	3%	6%	-%	2%	3%
						d									
		-%	-%	-%	-%	100%	-%	-%	18%	32%	18%	18%	-%	32%	68%
26-100	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
101+	1	1	-	-	1	-	-	-	1	-	-	-	-	1	1
	*%	2%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%	-%	7%	4%
														i	
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 17

Q3E. How many of each type of connection do you have - Broadband?

Base : Those with broadband

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	*%	5%	9%
Don't know	6	-	5	-	5	1	-	2	2	4	-	*	-	2	2
	2%	-%	3%	-%	2%	4%	-%	2%	4%	1%	-%	6%	-%	11%	7%
		-%	79%	-%	79%	21%	-%	26%	29%	67%	-%	3%	-%	29%	33%
Mean number	2.21	5.53	1.17	1.24	2.11	3.08	1.15	1.21	8.45	1.31	1.47	2.96	1.00	19.28	11.88
						b									i
Standard deviation	14.19	32.02	.50	.60	14.79	7.21	.49	.69	39.43	2.38	2.37	5.83	-	62.80	47.81
Standard error	.80	4.48	.05	.09	1.01	.72	.05	.08	4.93	.14	.63	1.94	-	15.23	7.38
Median number	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Standard deviation	2.41	.20	.50	.60	.47	7.21	.49	.69	1.51	2.38	2.37	5.83	-	2.28	2.70
Columns Tested:	a,b,c,d,e - f,g,h - i,j,k,l,m,n														

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 17

Q3E. How many of each type of connection do you have - Broadband?

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
One	268	268	160	91	216	268	44	16	3	6	50	22	116	6	95
	84%	84%	80%	92%	83%	84%	72%	73%	35%	72%	78%	78%	85%	63%	85%
		f		bfgj		f									
		100%	60%	34%	81%	100%	16%	6%	1%	2%	19%	8%	43%	2%	36%
2	28	28	24	2	25	28	9	1	2	-	6	3	12	2	13
	9%	9%	12%	2%	10%	9%	16%	6%	25%	-%	9%	9%	9%	19%	11%
		c	c		c	c	c								
		100%	85%	7%	89%	100%	34%	4%	8%	-%	20%	9%	43%	6%	45%
3-5	12	12	9	3	10	12	5	1	1	1	5	1	6	2	1
	4%	4%	4%	3%	4%	4%	8%	6%	6%	8%	8%	3%	4%	17%	1%
		100%	74%	21%	88%	100%	41%	11%	5%	6%	46%	8%	49%	13%	11%
6-10	1	1	1	*	1	1	1	*	1	*	1	1	*	-	*
	*%	*%	1%	*%	*%	*%	1%	1%	8%	2%	1%	3%	*%	-%	*%
		100%	87%	13%	87%	100%	50%	13%	50%	13%	61%	50%	26%	-%	24%
11-25	1	1	1	1	1	1	*	*	*	*	1	1	*	-	-
	*%	*%	1%	1%	*%	*%	1%	2%	2%	2%	1%	2%	*%	-%	-%
		100%	100%	50%	100%	100%	35%	35%	18%	18%	50%	50%	18%	-%	-%
26-100	1	1	1	1	1	1	*	-	-	-	1	*	-	-	-
	*%	*%	*%	1%	*%	*%	*%	-%	-%	-%	1%	1%	-%	-%	-%
		100%	100%	100%	100%	100%	35%	-%	-%	-%	100%	35%	-%	-%	-%
101+	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	*%	*%	1%	-%	*%	*%	2%	5%	-%	13%	2%	4%	-%	-%	1%
								ade				ae			
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Don't know	6	6	4	2	6	6	-	2	2	*	*	-	2	-	2
	2%	2%	2%	2%	2%	2%	-%	8%	23%	2%	*%	-%	2%	-%	1%
		100%	68%	38%	94%	100%	-%	29%	35%	3%	3%	-%	38%	-%	26%
Mean number	2.21	2.21	2.85	1.46	2.45	2.21	6.11	14.57	2.66	32.95	6.04	11.39	1.23	1.54	3.58
Standard deviation	14.19	14.19	17.85	3.88	15.68	14.19	31.90	54.29	3.72	83.24	30.99	46.46	.82	.82	23.49
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 17

Q3E. How many of each type of connection do you have - Broadband?

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Standard error	.80	.80	1.25	.39	.99	.80	3.73	8.81	.93	19.62	3.63	7.64	.07	.27	2.38
Median number	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1
Standard deviation	2.41	2.41	3.00	3.88	2.65	2.41	3.24	2.48	3.72	3.49	4.83	4.64	.82	.82	.56
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 17

Q3E. How many of each type of connection do you have - Broadband?

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
One	268	30	81	111	157	-	268	206	53	17	44	150	185	29	192	76
	84%	84%	81%	82%	86%	-%	84%	86%	79%	97%	85%	86%	85%	90%	93%	69%
		11%	30%	41%	59%	-%	100%	77%	20%	6%	16%	56%	69%	11%	72%	28%
2	28	1	10	11	17	-	28	20	8	*	5	17	22	-	8	20
	9%	3%	10%	8%	9%	-%	9%	9%	12%	1%	10%	10%	10%	-%	4%	18%
		4%	36%	39%	61%	-%	100%	73%	27%	1%	18%	60%	78%	-%	30%	70%
3-5	12	3	7	9	3	-	12	9	3	-	2	2	6	3	4	8
	4%	8%	7%	7%	1%	-%	4%	4%	4%	-%	4%	1%	3%	9%	2%	7%
		23%	55%	77%	23%	-%	100%	73%	24%	-%	15%	20%	53%	23%	33%	67%
6-10	1	-	1	1	*	-	1	1	1	*	*	*	1	-	-	1
	*%	-%	1%	*%	*%	-%	*%	*%	1%	2%	1%	*%	*%	-%	-%	1%
		-%	37%	37%	26%	-%	100%	63%	37%	26%	26%	13%	37%	-%	-%	63%
11-25	1	1	-	1	1	-	1	1	-	-	-	*	1	*	*	1
	*%	2%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	1%	*%	1%
		50%	-%	50%	50%	-%	100%	82%	-%	-%	-%	32%	50%	18%	18%	82%
26-100	1	1	-	1	-	-	1	-	-	-	*	*	*	-	-	1
	*%	2%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%	-%	1%
		100%	-%	100%	-%	-%	100%	-%	-%	-%	35%	65%	65%	-%	-%	100%
101+	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	*%	-%	-%	-%	1%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Don't know	6	1	2	3	3	-	6	3	2	-	-	4	4	*	2	3
	2%	2%	2%	2%	2%	-%	2%	1%	2%	-%	-%	2%	2%	1%	1%	2%
		12%	32%	44%	56%	-%	100%	48%	26%	-%	-%	67%	67%	3%	26%	44%
Mean number	2.21	2.18	1.30	1.53	2.70	-	2.21	1.26	5.39	1.14	1.40	1.29	1.31	1.35	1.10	4.32
Standard deviation	14.19	6.44	.81	3.36	18.52	-	14.19	1.31	30.63	.85	3.11	2.53	2.33	1.68	.58	24.20
Standard error	.80	1.09	.08	.29	1.39	-	.80	.09	3.63	.20	.44	.20	.16	.28	.04	2.02
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 17

Q3E. How many of each type of connection do you have - Broadband?

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL			
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			NEITHER
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	2+ o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Median number	1	1	1	1	1	-	1	1	1	1	1	1	1	1	1	1
Standard deviation	2.41	6.44	.81	3.36	1.26	-	2.41	1.31	.81	.85	3.11	2.53	2.33	1.68	.58	4.00
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 18

Q3F. How many of each type of connection do you have - Mobile phones/ smartphones?

Base : Those with mobile phones/ smartphones

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	1%	6%	10%
One	104	47	53	3	103	2	52	16	7	99	2	-	-	4	5
	38%	82%	32%	12%	41%	7%	46%	30%	21%	40%	33%	-	-	21%	21%
		bcde	ce		ce		h								
		45%	51%	3%	98%	2%	49%	16%	7%	95%	2%	-	-	3%	5%
2	84	6	66	9	80	3	40	21	7	76	1	-	-	7	8
	31%	10%	40%	35%	32%	13%	36%	39%	21%	31%	18%	-	-	42%	31%
			ae	ae	ae										
		7%	78%	11%	96%	4%	47%	25%	8%	90%	1%	-	-	9%	10%
3-5	58	1	43	7	52	6	16	13	11	53	1	*	-	4	6
	21%	2%	26%	29%	21%	24%	15%	24%	33%	21%	24%	13%	-	23%	22%
			a	a	a	a			f						
		2%	74%	13%	89%	11%	28%	22%	19%	90%	2%	1%	-	7%	10%
6-10	12	-	-	6	6	6	*	3	5	9	*	1	-	1	3
	4%	-	-	24%	2%	24%	3%	5%	13%	4%	6%	39%	-	9%	11%
				abd		abd			f						
		-	-	48%	48%	52%	3%	24%	38%	76%	3%	9%	-	12%	24%
11-25	5	-	-	-	-	5	*	1	3	3	1	1	*	1	2
	2%	-	-	-	-	21%	3%	1%	8%	1%	12%	27%	65%	3%	9%
						abcd			f						i
		-	-	-	-	100%	7%	13%	53%	57%	13%	14%	7%	10%	43%
26-100	2	-	-	-	-	2	-	-	1	1	*	1	*	*	1
	1%	-	-	-	-	8%	-	-	2%	1%	7%	21%	35%	1%	5%
						abd									i
		-	-	-	-	100%	-	-	37%	35%	18%	28%	9%	9%	65%
101+	*	-	-	-	-	*	-	*	-	*	-	-	-	-	-
	1%	-	-	-	-	1%	-	1%	-	1%	-	-	-	-	-
		-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 18

Q3F. How many of each type of connection do you have - Mobile phones/ smartphones?

Base : Those with mobile phones/ smartphones

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	*%	6%	10%
Don't know	7	4	3	-	7	1	3	-	*	7	-	-	-	*	*
	3%	6%	2%	-%	3%	3%	2%	-%	1%	3%	-%	-%	-%	2%	1%
		47%	43%	-%	90%	10%	37%	-%	5%	95%	-%	-%	-%	5%	5%
Mean number	3.02	1.20	2.06	3.65	2.03	12.33	1.83	2.96	5.59	2.55	6.56	23.28	37.98	4.02	7.38
		a	a	abd	a	abcd			f						i
Standard deviation	6.54	.65	.99	2.24	1.30	18.53	1.25	6.94	9.23	4.67	9.12	35.90	-	7.63	14.93
Standard error	.40	.10	.10	.38	.10	2.06	.14	.94	1.32	.31	2.63	11.97	-	1.80	2.33
Median number	2	1	2	3	2	6	2	2	3	2	2	6	15	2	2
Standard deviation	5.86	.65	.99	2.24	1.30	16.41	1.25	2.40	9.23	3.51	9.12	35.90	-	7.63	14.93
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 18

Q3F. How many of each type of connection do you have - Mobile phones/ smartphones?

Base : Those with mobile phones/ smartphones

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
One	104	104	69	41	104	95	20	2	-	-	18	7	42	2	50
	38%	38%	33%	39%	38%	37%	33%	10%	-%	-%	30%	27%	36%	22%	48%
		g	g	g	g	g	g								
		100%	66%	40%	100%	91%	19%	2%	-%	-%	17%	7%	40%	2%	48%
2	84	84	61	34	84	82	21	3	2	*	21	6	40	3	31
	31%	31%	29%	32%	31%	31%	33%	16%	24%	3%	36%	21%	35%	44%	29%
		100%	72%	40%	100%	98%	25%	4%	2%	*%	25%	7%	48%	4%	37%
3-5	58	58	57	14	58	58	11	7	2	3	14	10	24	2	15
	21%	21%	27%	13%	21%	22%	18%	38%	29%	42%	24%	38%	21%	27%	14%
			c					c				c			
		100%	98%	24%	100%	100%	19%	12%	3%	5%	25%	17%	42%	3%	25%
6-10	12	12	11	6	12	12	4	4	1	1	2	2	5	-	4
	4%	4%	5%	5%	4%	5%	7%	21%	19%	20%	4%	7%	4%	-%	3%
								abcdej							
		100%	91%	46%	100%	100%	36%	33%	11%	12%	19%	16%	42%	-%	30%
11-25	5	5	5	3	5	5	2	1	1	2	2	1	3	1	1
	2%	2%	3%	3%	2%	2%	4%	8%	11%	27%	4%	4%	2%	8%	1%
		100%	100%	57%	100%	100%	43%	27%	14%	36%	40%	20%	50%	10%	10%
26-100	2	2	2	1	2	2	1	2	1	1	1	1	1	-	*
	1%	1%	1%	1%	1%	1%	2%	8%	12%	8%	2%	3%	1%	-%	*%
								abde							
		100%	100%	46%	100%	100%	65%	72%	37%	28%	46%	37%	28%	-%	9%
101+	*	*	*	*	*	*	*	-	-	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%
Don't know	7	7	3	6	7	6	2	-	*	-	*	-	1	-	6
	3%	3%	2%	6%	3%	2%	3%	-%	5%	-%	1%	-%	1%	-%	5%
		100%	47%	79%	100%	78%	22%	-%	5%	-%	5%	-%	16%	-%	75%
Mean number	3.02	3.02	3.45	3.40	3.02	3.10	4.62	9.42	14.14	14.16	4.30	5.24	2.69	3.18	2.10
								abcde							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 18

Q3F. How many of each type of connection do you have - Mobile phones/ smartphones?

Base : Those with mobile phones/ smartphones

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
Standard deviation	6.54	6.54	7.36	8.44	6.54	6.66	11.45	16.77	26.65	20.45	10.62	11.73	3.44	3.99	2.46
Standard error	.40	.40	.50	.83	.40	.42	1.36	2.84	7.39	5.28	1.31	2.01	.32	1.51	.27
Median number	2	2	2	2	2	2	2	5	3	7	2	3	2	2	1
Standard deviation	5.86	5.86	6.59	6.98	5.86	5.97	9.73	16.77	26.65	20.45	8.70	11.73	3.44	3.99	2.46
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 18

Q3F. How many of each type of connection do you have - Mobile phones/ smartphones?

Base : Those with mobile phones/ smartphones

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
		*a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%																
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
One	104	11	28	39	65	9	95	75	18	7	22	61	74	4	88	16
	38%	45%	34%	37%	39%	72%	37%	38%	32%	46%	47%	42%	41%	15%	48%	19%
		11%	27%	37%	63%	9%	91%	72%	17%	7%	22%	58%	71%	4%	84%	16%
2	84	5	25	30	53	2	82	64	16	3	10	46	57	9	55	27
	31%	22%	31%	29%	32%	15%	31%	32%	29%	19%	21%	32%	31%	35%	30%	30%
		6%	30%	36%	64%	2%	98%	76%	19%	4%	12%	55%	68%	11%	66%	32%
3-5	58	5	23	28	30	-	58	40	15	5	12	21	31	11	28	31
	21%	20%	28%	26%	18%	-%	22%	20%	27%	32%	26%	15%	17%	42%	15%	35%
		8%	40%	48%	52%	-%	100%	69%	26%	9%	21%	37%	53%	19%	48%	52%
6-10	12	2	5	6	6	-	12	10	3	*	2	7	8	1	4	8
	4%	7%	6%	6%	4%	-%	5%	5%	5%	1%	4%	5%	4%	4%	2%	9%
		13%	37%	51%	49%	-%	100%	79%	21%	2%	14%	55%	66%	9%	34%	66%
11-25	5	1	1	2	4	-	5	3	3	-	*	2	4	1	1	4
	2%	4%	1%	2%	2%	-%	2%	1%	5%	-%	1%	2%	2%	3%	1%	5%
		17%	17%	33%	67%	-%	100%	47%	46%	-%	7%	43%	69%	14%	20%	77%
26-100	2	1	-	1	1	-	2	1	*	*	*	1	1	*	*	2
	1%	3%	-%	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
		37%	-%	37%	54%	-%	100%	63%	18%	9%	18%	45%	63%	9%	9%	72%
101+	*	-	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	1%	-%	*%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%
Don't know	7	-	*	*	7	2	6	5	1	-	*	7	7	-	7	-
	3%	-%	*%	*%	4%	13%	2%	3%	1%	-%	1%	5%	4%	-%	4%	-%
		-%	5%	5%	90%	22%	78%	69%	10%	-%	5%	90%	90%	-%	95%	-%
Mean number	3.02	5.18	2.85	3.39	2.66	1.17	3.10	2.77	3.97	3.25	2.93	2.60	2.72	4.57	1.98	4.82
Standard deviation	6.54	13.65	5.73	8.24	3.81	.39	6.66	5.05	9.63	11.16	8.34	4.46	4.51	11.75	1.99	9.65
Standard error	.40	2.58	.64	.80	.31	.12	.42	.37	1.30	2.88	1.27	.39	.34	2.14	.17	.90

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 18

Q3F. How many of each type of connection do you have - Mobile phones/ smartphones?

Base : Those with mobile phones/ smartphones

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		*a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%																
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
Median number	2	2	2	2	2	1	2	2	2	2	2	2	2	3	2	3
Standard deviation	5.86	13.65	2.24	6.85	3.81	.39	5.97	5.05	7.20	11.16	8.34	4.46	4.51	7.31	1.99	8.26
Columns Tested:	a,b,c,d - e,f,g,h - i,j,k,l,m - n,o															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 19

Q4. From which of your fixed lines were most voice calls made during the last month? (SINGLE CODE)

Base : All respondents

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Standard landlines	318	67	192	33	292	26	134	68	36	318	-	-	-	-	-
	92%	93%	94%	88%	93%	75%	93%	94%	85%	100%	-%	-%	-%	-%	-%
		e	e		e					n					
		21%	60%	10%	92%	8%	42%	21%	11%	100%	-%	-%	-%	-%	-%
Broadband	17	5	8	2	15	2	10	1	4	-	-	-	-	17	17
	5%	7%	4%	6%	5%	6%	7%	2%	9%	-%	-%	-%	-%	100%	59%
														i	
		27%	47%	13%	87%	13%	58%	7%	22%	-%	-%	-%	-%	100%	100%
ISDN2/2e	8	-	3	1	5	3	*	3	1	-	8	-	-	-	8
	2%	-%	2%	4%	1%	10%	*%	4%	3%	-%	100%	-%	-%	-%	28%
						abd									i
		-%	39%	18%	58%	42%	4%	37%	18%	-%	100%	-%	-%	-%	100%
ISDN30	3	-	-	1	1	2	-	*	1	-	-	3	-	-	3
	1%	-%	-%	2%	*%	7%	-%	*%	2%	-%	-%	100%	-%	-%	11%
						abd									i
		-%	-%	23%	23%	77%	-%	11%	29%	-%	-%	100%	-%	-%	100%
Leased lines or private circuits	1	-	-	-	-	1	-	-	1	-	-	-	1	-	1
	*%	-%	-%	-%	-%	2%	-%	-%	1%	-%	-%	-%	100%	-%	2%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 19

Q4. From which of your fixed lines were most voice calls made during the last month? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Standard landlines	318	318	185	98	247	290	56	9	4	5	54	20	134	9	118
	92%	92%	89%	93%	90%	91%	87%	41%	43%	58%	83%	71%	91%	92%	92%
		gjk	gk	gk	gk	gk	g				g	g			
		100%	58%	31%	78%	91%	18%	3%	1%	2%	17%	6%	42%	3%	37%
Broadband	17	17	15	4	17	17	6	4	2	2	9	8	7	-	8
	5%	5%	7%	3%	6%	5%	9%	16%	21%	18%	14%	27%	4%	-%	7%
								ace			ace	abcdef			
		100%	91%	21%	100%	100%	34%	22%	11%	9%	53%	45%	38%	-%	49%
ISDN2/2e	8	8	6	2	6	8	1	8	-	1	1	*	6	-	-
	2%	2%	3%	2%	2%	2%	2%	36%	-%	12%	2%	1%	4%	-%	-%
							abcdejk								
		100%	69%	29%	73%	96%	18%	100%	-%	13%	18%	2%	71%	-%	-%
ISDN30	3	3	2	1	3	3	1	1	3	1	1	*	1	*	1
	1%	1%	1%	1%	1%	1%	1%	6%	34%	6%	1%	1%	*%	4%	1%
							a								
		100%	77%	41%	89%	100%	25%	42%	100%	18%	19%	12%	18%	11%	47%
Leased lines or private circuits	1	1	1	1	1	1	*	*	*	1	*	-	-	*	-
	*%	*%	*%	1%	*%	*%	1%	1%	2%	6%	*%	-%	-%	4%	-%
		100%	100%	100%	100%	100%	65%	35%	35%	100%	35%	-%	-%	65%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 19

Q4. From which of your fixed lines were most voice calls made during the last month? (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Standard landlines	318	31	100	131	187	28	290	217	61	18	50	189	236	32	218	99
	92%	84%	95%	92%	91%	99%	91%	91%	91%	88%	93%	98%	97%	95%	94%	89%
		10%	31%	41%	59%	9%	91%	68%	19%	6%	16%	59%	74%	10%	69%	31%
Broadband	17	5	4	9	8	-	17	14	3	-	-	-	-	-	11	4
	5%	14%	3%	6%	4%	-%	5%	6%	5%	-%	-%	-%	-%	-%	5%	4%
		bd														
		31%	21%	51%	46%	-%	100%	80%	20%	-%	-%	-%	-%	-%	64%	24%
ISDN2/2e	8	-	*	*	8	*	8	7	*	2	4	3	4	*	2	6
	2%	-%	*%	*%	4%	1%	2%	3%	1%	11%	7%	2%	2%	1%	1%	5%
					c										n	
		-%	2%	2%	98%	4%	96%	84%	4%	27%	45%	40%	51%	4%	29%	71%
ISDN30	3	*	1	2	1	-	3	1	2	*	*	1	2	1	*	2
	1%	1%	1%	1%	1%	-%	1%	1%	3%	1%	*%	1%	1%	3%	*%	2%
		12%	41%	53%	40%	-%	100%	41%	59%	6%	6%	41%	64%	30%	11%	65%
Leased lines or private circuits	1	*	-	*	*	-	1	1	-	-	-	*	*	*	-	1
	*%	1%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	1%	-%	*%
		35%	-%	35%	65%	-%	100%	100%	-%	-%	-%	35%	35%	65%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 20

Q5. Over the last three years, which of these applies in terms of the percentage of calls your business makes over a standard analogue landline and over mobile? Would you say... (SINGLE CODE)

Base : Those with standard landlines and mobile phones

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO		£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	f	i	*j	*k	*l	*m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	1%	6%	10%
The percentage of calls over mobile has increased	106	28	61	9	98	9	44	23	11	94	2	1	*	10	13
	39%	49%	37%	35%	40%	33%	40%	42%	31%	38%	39%	20%	35%	56%	48%
		26%	57%	8%	92%	8%	41%	21%	10%	88%	2%	1%	1%	9%	12%
The percentage of calls over standard landlines has increased	19	2	13	1	17	2	7	3	4	18	-	*	-	1	1
	7%	4%	8%	6%	7%	9%	6%	6%	10%	7%	-%	13%	-%	6%	6%
		12%	68%	8%	88%	12%	35%	16%	19%	92%	-%	2%	-%	6%	8%
The percentage of each has remained quite similar	144	27	88	15	130	14	59	28	20	132	3	2	-	6	12
	53%	47%	53%	59%	52%	54%	53%	52%	57%	54%	55%	67%	-%	37%	44%
		19%	61%	10%	90%	10%	41%	19%	14%	92%	2%	1%	-%	4%	8%
Don't know	4	-	3	-	3	1	2	*	*	4	*	-	*	-	1
	2%	-%	2%	-%	1%	5%	1%	1%	1%	2%	6%	-%	65%	-%	3%
		-%	72%	-%	72%	28%	36%	8%	8%	84%	8%	-%	8%	-%	16%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 20

Q5. Over the last three years, which of these applies in terms of the percentage of calls your business makes over a standard analogue landline and over mobile? Would you say... (SINGLE CODE)

Base : Those with standard landlines and mobile phones

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
The percentage of calls over mobile has increased	106	106	84	39	106	104	23	9	3	4	24	12	43	2	51
	39%	39%	40%	37%	39%	40%	37%	49%	38%	56%	41%	46%	38%	22%	48%
		100%	79%	36%	100%	98%	21%	9%	2%	4%	23%	11%	41%	2%	48%
The percentage of calls over standard landlines has increased	19	19	15	6	19	19	7	2	*	-	4	5	5	*	6
	7%	7%	7%	6%	7%	7%	12%	10%	5%	-%	7%	18%	4%	5%	6%
		100%	81%	32%	100%	100%	38%	10%	2%	-%	23%	26%	25%	2%	33%
The percentage of each has remained quite similar	144	144	105	58	144	135	28	7	4	3	31	10	67	3	47
	53%	53%	50%	55%	53%	52%	46%	37%	57%	37%	52%	36%	58%	46%	44%
		100%	73%	40%	100%	94%	20%	5%	3%	2%	22%	7%	47%	2%	32%
Don't know	4	4	4	3	4	3	4	1	-	1	-	-	*	2	2
	2%	2%	2%	2%	2%	1%	6%	4%	-%	7%	-%	-%	*%	27%	2%
						e									
		100%	96%	56%	100%	64%	80%	16%	-%	12%	-%	-%	8%	44%	36%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 20

Q5. Over the last three years, which of these applies in terms of the percentage of calls your business makes over a standard analogue landline and over mobile? Would you say... (SINGLE CODE)

Base : Those with standard landlines and mobile phones

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
The percentage of calls over mobile has increased	106	12	37	48	58	2	104	87	17	12	27	44	58	11	77	28
	39%	48%	45%	45%	35%	18%	40%	44%	31%	77%	57%	30%	32%	42%	42%	32%
		11%	34%	45%	55%	2%	98%	82%	16%	12%	26%	41%	55%	10%	72%	26%
The percentage of calls over standard landlines has increased	19	6	5	11	8	-	19	15	4	1	3	10	15	-	13	6
	7%	25%	6%	10%	5%	-%	7%	8%	7%	5%	5%	7%	8%	-%	7%	7%
		32%	27%	59%	41%	-%	100%	78%	21%	4%	13%	54%	81%	-%	69%	31%
The percentage of each has remained quite similar	144	7	40	47	96	9	135	95	33	3	18	87	105	15	92	51
	53%	27%	49%	44%	58%	69%	52%	48%	59%	18%	37%	60%	57%	56%	50%	58%
		5%	28%	33%	67%	6%	94%	66%	23%	2%	12%	j	j	10%	64%	36%
Don't know	4	-	*	*	4	2	3	1	2	-	-	4	4	1	2	3
	2%	-%	*%	*%	3%	13%	1%	1%	3%	-%	-%	3%	2%	2%	1%	3%
		-%	4%	4%	96%	36%	64%	28%	36%	-%	-%	88%	88%	12%	36%	64%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 21

Q6. How do you see this share changing over the next three years. Would you expect... (SINGLE CODE)

Base : Those with standard landlines and mobile phones

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n	
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42	
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26	
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26	
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	1%	6%	10%	
The percentage of calls over mobile will increase	110	21	70	10	102	8	45	23	11	101	2	1	-	6	10	
	40%	37%	43%	41%	41%	32%	41%	43%	33%	41%	33%	53%	-%	37%	37%	
		19%	64%	9%	92%	8%	41%	21%	10%	91%	2%	1%	-%	6%	9%	
The percentage of calls over standard landlines will increase	10	1	6	-	8	2	3	2	2	9	*	*	-	-	1	
	4%	2%	4%	-%	3%	8%	3%	4%	5%	4%	6%	13%	-%	-%	3%	
		12%	66%	-%	78%	22%	33%	24%	16%	93%	4%	4%	-%	-%	7%	
The percentage of each will remain quite similar	147	34	83	15	132	15	63	26	19	133	4	1	1	9	14	
	54%	59%	50%	59%	53%	58%	56%	48%	56%	54%	61%	34%	100%	54%	54%	
		23%	57%	10%	90%	10%	42%	17%	13%	90%	2%	1%	1%	6%	10%	
Don't know	6	1	5	-	6	*	-	3	2	5	-	-	-	2	2	
	2%	2%	3%	-%	2%	1%	-%	5%	6%	2%	-%	-%	-%	9%	6%	
		18%	76%	-%	94%	6%	-%	44%	31%	75%	-%	-%	-%	25%	25%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 21

Q6. How do you see this share changing over the next three years. Would you expect... (SINGLE CODE)

Base : Those with standard landlines and mobile phones

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD	SMART-	STANDARD	NET:	FIXED	MOBILE	ISDN2/2E	ISDN30	LL/ PRIVATE	VOIP	VIDEO	BT RENTAL & CALLS	BT	BT	OTHER
	LANDLINE	PHONES	MOBILES	MOBILES	BROAD- BAND	BROAD- BAND			CIRCUIT		CONFER- ENCING		RENTAL ONLY	RENTAL ONLY	RENTAL & CALLS
Significance Level: 95%	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
The percentage of calls over mobile will increase	110	110	85	46	110	108	24	6	2	3	26	12	48	-	48
	40%	40%	41%	44%	40%	41%	39%	29%	25%	39%	43%	47%	42%	-%	45%
		100%	77%	42%	100%	98%	22%	5%	2%	3%	23%	11%	43%	-%	43%
The percentage of calls over standard landlines will increase	10	10	8	4	10	10	2	4	*	*	2	3	3	*	3
	4%	4%	4%	4%	4%	4%	3%	20%	5%	3%	3%	13%	3%	5%	3%
							abcde	f				ad			
		100%	86%	40%	100%	100%	22%	40%	4%	2%	18%	35%	36%	4%	33%
The percentage of each will remain quite similar	147	147	111	53	147	138	34	8	3	4	32	11	61	7	51
	54%	54%	53%	51%	54%	53%	55%	42%	46%	58%	53%	40%	53%	95%	49%
		100%	75%	36%	100%	93%	23%	6%	2%	3%	22%	7%	41%	5%	35%
Don't know	6	6	5	2	6	6	2	2	2	-	*	-	3	-	3
	2%	2%	2%	1%	2%	2%	3%	8%	24%	-%	1%	-%	2%	-%	3%
		100%	82%	24%	100%	100%	31%	25%	25%	-%	6%	-%	44%	-%	51%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 21

Q6. How do you see this share changing over the next three years. Would you expect... (SINGLE CODE)

Base : Those with standard landlines and mobile phones

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
The percentage of calls over mobile will increase	110	6	34	40	70	3	108	85	21	9	27	53	68	9	76	34
	40%	26%	41%	37%	42%	22%	41%	43%	39%	58%	56%	36%	37%	35%	41%	39%
		6%	30%	36%	64%	2%	98%	77%	19%	8%	24%	48%	62%	9%	69%	31%
The percentage of calls over standard landlines will increase	10	*	6	6	4	-	10	6	4	2	3	5	6	*	4	5
	4%	1%	7%	6%	2%	-%	4%	3%	6%	10%	7%	3%	3%	1%	2%	6%
		2%	59%	61%	39%	-%	100%	61%	37%	16%	35%	47%	63%	2%	45%	55%
The percentage of each will remain quite similar	147	18	41	59	87	10	138	101	30	5	18	83	104	17	101	45
	54%	74%	50%	56%	53%	78%	53%	51%	54%	33%	37%	57%	57%	64%	55%	52%
		12%	28%	40%	59%	7%	93%	69%	20%	4%	12%	j	j	12%	69%	31%
Don't know	6	-	2	2	5	-	6	6	*	-	-	5	5	-	2	3
	2%	-%	2%	2%	3%	-%	2%	3%	1%	-%	-%	3%	3%	-%	1%	4%
		-%	25%	25%	75%	-%	100%	94%	6%	-%	-%	75%	75%	-%	25%	49%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
BT	151	28	90	18	135	15	46	34	22	138	6	1	-	7	13
	43%	39%	44%	47%	43%	45%	32%	47%	52%	43%	71%	19%	-%	39%	45%
							f								
		19%	60%	12%	90%	10%	30%	23%	15%	91%	4%	*%	-%	4%	9%
XLN telecom	29	9	14	4	28	*	18	5	1	29	-	-	-	-	-
	8%	13%	7%	12%	9%	1%	13%	7%	3%	9%	-%	-%	-%	-%	-%
		e	e	e	e										
		33%	50%	16%	99%	1%	63%	17%	4%	100%	-%	-%	-%	-%	-%
TalkTalk	24	6	16	1	23	1	21	1	1	22	-	-	-	2	2
	7%	8%	8%	4%	7%	2%	15%	1%	2%	7%	-%	-%	-%	10%	6%
							gh								
		24%	67%	6%	97%	3%	89%	3%	3%	93%	-%	-%	-%	7%	7%
Unicom/ Universal Utilities	20	1	18	1	20	1	14	3	*	20	-	-	-	-	-
	6%	2%	9%	2%	6%	2%	10%	4%	1%	6%	-%	-%	-%	-%	-%
		e					h								
		6%	87%	4%	96%	4%	69%	13%	2%	100%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	14	5	8	1	13	1	4	6	-	11	-	*	-	3	3
	4%	7%	4%	2%	4%	2%	3%	8%	-%	3%	-%	7%	-%	18%	11%
							h								
		33%	57%	5%	95%	5%	31%	42%	-%	78%	-%	1%	-%	21%	22%
Sky/ Skytalk	11	5	6	-	11	-	4	4	-	10	-	-	-	1	1
	3%	7%	3%	-%	4%	-%	3%	6%	-%	3%	-%	-%	-%	7%	4%
		e													
		42%	58%	-%	100%	-%	36%	39%	-%	89%	-%	-%	-%	11%	11%
Daisy	10	2	5	1	9	1	6	1	2	10	-	-	*	-	*
	3%	3%	2%	4%	3%	4%	4%	1%	4%	3%	-%	-%	65%	-%	1%
		23%	48%	15%	86%	14%	55%	7%	18%	96%	-%	-%	4%	-%	4%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71 21%	203 59%	38 11%	312 90%	34 10%	145 42%	73 21%	42 12%	318 92%	8 2%	3 1%	1 *%	17 5%	28 8%
Chess	6 2%	- -%	5 2%	1 2%	6 2%	* 1%	2 1%	2 3%	2 6%	4 1%	- -%	* 12%	- -%	2 10%	2 7%
															i
Utility Warehouse	6 2%	2 3%	3 2%	- -%	6 2%	* 1%	4 3%	* *%	- -%	6 2%	- -%	- -%	- -%	- -%	- -%
Plusnet	6 2%	1 2%	3 2%	1 4%	6 2%	- -%	4 3%	1 1%	1 2%	6 2%	- -%	- -%	- -%	- -%	- -%
Kinex	5 2%	1 2%	3 2%	1 2%	5 2%	* 1%	1 1%	1 1%	2 4%	5 2%	- -%	- -%	- -%	- -%	- -%
One Bill	5 1%	1 2%	3 2%	1 2%	5 2%	- -%	1 1%	3 4%	1 2%	5 2%	- -%	- -%	- -%	- -%	- -%
O2/ BE	4 1%	- -%	3 2%	- -%	3 1%	1 3%	2 1%	2 2%	1 1%	4 1%	- -%	* 7%	- -%	- -%	* 1%
Post Office	3 1%	1 2%	2 1%	- -%	3 1%	- -%	3 2%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%
Pace	2 1%	1 2%	- -%	1 2%	2 1%	* 1%	- -%	1 2%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD							
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE	BROAD- BAND	ALL NON-	
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	LINE	i			j		k	CIRCUIT
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44		
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27		
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28		
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%		
Everything Everywhere/ EE	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-		
	*%	-%	1%	-%	1%	-%	-%	2%	-%	1%	-%	-%	-%	-%	-%		
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%		
RingCentral	2	-	2	-	2	-	-	-	-	2	-	-	-	-	-		
	*%	-%	1%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%		
		-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%		
Focus	1	-	-	1	1	1	-	1	1	1	-	-	-	-	-		
	*%	-%	-%	2%	*%	2%	-%	1%	1%	*%	-%	-%	-%	-%	-%		
		-%	-%	57%	57%	43%	-%	57%	43%	100%	-%	-%	-%	-%	-%		
Gamma	1	1	-	-	1	-	-	-	1	-	-	-	-	1	1		
	*%	2%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%	-%	7%	4%		
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%		
Titan	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-		
	*%	2%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%		
		100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%		
4Com	1	-	-	1	1	*	-	*	1	1	-	-	-	-	-		
	*%	-%	-%	2%	*%	1%	-%	*%	2%	*%	-%	-%	-%	-%	-%		
		-%	-%	67%	67%	33%	-%	33%	67%	100%	-%	-%	-%	-%	-%		
Vodafone	1	-	-	1	1	*	-	-	-	*	-	1	-	-	1		
	*%	-%	-%	2%	*%	1%	-%	-%	-%	*%	-%	25%	-%	-%	3%		
		-%	-%	79%	79%	21%	-%	-%	-%	21%	-%	79%	-%	-%	79%		
Zen	1	-	-	-	-	1	-	*	-	1	-	-	-	-	-		
	*%	-%	-%	-%	-%	2%	-%	*%	-%	*%	-%	-%	-%	-%	-%		
		-%	-%	-%	-%	d 100%	-%	50%	-%	100%	-%	-%	-%	-%	-%		

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
NCS	1	-	-	-	-	1	-	1	-	*	*	-	-	-	*
	*%	-%	-%	-%	-%	2%	-%	1%	-%	*%	4%	-%	-%	-%	1%
						d									
		-%	-%	-%	-%	100%	-%	100%	-%	50%	50%	-%	-%	-%	50%
Southern	1	-	-	-	-	1	-	-	*	1	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	65%	100%	-%	-%	-%	-%	-%
Excel	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Orange	*	-	-	-	-	*	-	-	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	2%	1%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	100%
South West	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	12%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Tesco Telecom	*	-	-	-	-	*	-	-	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	2%	1%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	100%
CityTalk	*	-	-	-	-	*	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%	2%	1%
		-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	100%
Other	43	6	22	7	35	8	14	8	9	39	2	1	*	1	4
	12%	8%	11%	18%	11%	25%	10%	12%	22%	12%	25%	19%	35%	8%	14%
						abd									
		14%	52%	15%	81%	19%	33%	19%	21%	91%	5%	1%	*%	3%	9%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND-LINE			LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%	Total	a	b	c	d	e	£50 f	£51- £100 g	£101+ h	i	ISDN2/2E j	ISDN30 k	l	m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Don't know	5	-	5	-	5	*	-	-	-	5	-	-	-	-	-
	1%	-%	2%	-%	2%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%
		-%	93%	-%	93%	7%	-%	-%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	158	29	94	19	143	15	50	36	23	145	6	1	-	7	13
	46%	41%	46%	51%	46%	45%	35%	50%	54%	46%	71%	19%	-%	39%	45%
								f	f						
		18%	60%	12%	90%	10%	32%	23%	14%	92%	4%	*%	-%	4%	8%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
BT	151	151	85	50	118	141	24	11	2	3	29	16	147	-	1
	43%	43%	41%	47%	43%	44%	37%	49%	21%	33%	44%	56%	100%	-	1%
		100%	57%	33%	79%	94%	16%	7%	1%	2%	19%	10%	97%	-	1%
XLN telecom	29	29	16	7	20	21	8	-	-	*	4	*	*	-	28
	8%	8%	8%	7%	7%	7%	12%	-	-	4%	7%	1%	1%	-	22%
		100%	56%	25%	70%	75%	27%	-	-	1%	15%	1%	1%	-	99%
TalkTalk	24	24	17	6	20	24	5	-	-	-	5	3	-	3	21
	7%	7%	8%	6%	7%	8%	8%	-	-	-	8%	11%	-	35%	16%
		100%	72%	26%	84%	100%	23%	-	-	-	21%	13%	-	13%	87%
Unicom/ Universal Utilities	20	20	9	11	19	19	3	-	-	-	-	-	-	2	19
	6%	6%	5%	11%	7%	6%	5%	-	-	-	-	-	-	17%	15%
		100%	47%	55%	92%	92%	16%	-	-	-	-	-	-	8%	92%
Virgin Media (NTL/ Telewest)	14	14	11	1	12	14	3	*	*	*	4	2	-	-	12
	4%	4%	5%	1%	4%	4%	4%	1%	2%	2%	5%	6%	-	-	10%
		100%	75%	8%	83%	100%	20%	1%	1%	1%	25%	12%	-	-	87%
Sky/ Skytalk	11	11	10	3	11	10	5	-	-	-	2	-	-	-	11
	3%	3%	5%	3%	4%	3%	8%	-	-	-	2%	-	-	-	9%
		100%	89%	25%	100%	89%	46%	-	-	-	14%	-	-	-	100%
Daisy	10	10	5	4	7	6	3	1	-	1	1	*	-	*	10
	3%	3%	2%	3%	2%	2%	5%	5%	-	12%	2%	1%	-	4%	8%
		100%	50%	35%	66%	61%	30%	11%	-	11%	14%	4%	-	4%	96%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Chess	6	6	5	-	5	6	1	2	2	*	2	-	-	2	4
	2%	2%	2%	-%	2%	2%	1%	10%	22%	4%	4%	-%	-%	17%	3%
								abcde							l
		100%	81%	-%	81%	100%	13%	40%	33%	6%	40%	-%	-%	27%	73%
Utility Warehouse	6	6	5	-	5	6	-	-	-	-	-	2	-	-	6
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	6%	-%	-%	5%
												c			l
		100%	80%	-%	80%	100%	-%	-%	-%	-%	-%	27%	-%	-%	100%
Plusnet	6	6	5	2	5	6	2	-	-	-	2	-	-	-	6
	2%	2%	2%	2%	2%	2%	4%	-%	-%	-%	4%	-%	-%	-%	5%
															l
		100%	80%	40%	80%	100%	40%	-%	-%	-%	40%	-%	-%	-%	100%
Kinex	5	5	4	2	5	5	2	-	-	-	-	-	-	-	-
	2%	2%	2%	1%	2%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	65%	28%	86%	100%	29%	-%	-%	-%	-%	-%	-%	-%	-%
One Bill	5	5	3	1	4	4	-	-	-	-	2	-	-	-	4
	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	3%
		100%	54%	14%	69%	77%	-%	-%	-%	-%	31%	-%	-%	-%	69%
O2/ BE	4	4	4	*	4	4	1	*	2	*	*	*	-	2	3
	1%	1%	2%	*%	2%	1%	1%	2%	21%	4%	1%	1%	-%	17%	2%
		100%	100%	5%	100%	100%	13%	9%	44%	9%	9%	9%	-%	39%	61%
Post Office	3	3	-	3	3	3	2	-	-	-	2	-	-	-	3
	1%	1%	-%	3%	1%	1%	2%	-%	-%	-%	2%	-%	-%	-%	2%
				b											
		100%	-%	100%	100%	100%	58%	-%	-%	-%	58%	-%	-%	-%	100%
Pace	2	2	1	2	2	2	*	-	-	-	1	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	2%	-%	-%	-%	-%
		100%	48%	67%	100%	100%	16%	-%	-%	-%	52%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART-PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Everything Everywhere/ EE	2	2	2	-	2	2	2	-	-	-	2	-	-	-	2
	*%	*%	1%	-%	1%	1%	2%	-%	-%	-%	2%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%
RingCentral	2	2	2	2	2	2	-	-	-	-	-	-	-	-	2
	*%	*%	1%	2%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Focus	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	-%	-%	-%	85%	-%	-%	-%	-%	57%	-%	-%	-%	-%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	*%	*%	1%	-%	*%	*%	2%	5%	-%	13%	2%	4%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	ade 100%	-%	100%	100%	ae 100%	-%	-%	100%
Titan	1	1	1	-	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	*	*	-	-	1	-	-	-	-
	*%	*%	1%	1%	*%	*%	1%	2%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	67%	100%	100%	33%	33%	-%	-%	67%	-%	-%	-%	-%
Vodafone	1	1	1	*	1	1	*	1	1	-	*	*	-	-	1
	*%	*%	*%	*%	*%	*%	*%	3%	8%	-%	*%	1%	-%	-%	1%
		100%	100%	21%	100%	100%	21%	79%	79%	-%	21%	21%	-%	-%	79%
Zen	1	1	1	-	1	1	*	-	-	-	*	-	-	-	-
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	50%	-%	-%	-%	50%	-%	-%	-%	-%
NCS	1	1	-	-	-	1	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	50%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Southern	1	1	*	*	*	1	-	-	*	-	*	*	-	*	*
	*%	*%	*%	*%	*%	*%	-%	-%	4%	-%	1%	1%	-%	2%	*%
		100%	35%	35%	35%	100%	-%	-%	65%	-%	65%	35%	-%	35%	65%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	1%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Orange	*	*	*	-	*	*	-	-	-	-	*	*	*	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	*%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	*%	*%	*%	-%	*%	*%	-%	-%	4%	-%	-%	-%	-%	4%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Tesco Telecom	*	*	*	-	*	*	-	-	-	-	*	*	*	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	*%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%
CityTalk	*	*	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%
Other	43	43	25	14	32	39	8	5	1	3	8	3	2	*	-
	12%	12%	12%	13%	12%	12%	12%	21%	17%	31%	12%	10%	2%	4%	-%
		100%	58%	31%	74%	90%	17%	11%	3%	6%	18%	7%	5%	1%	-%
Don't know	5	5	4	2	4	5	-	-	-	-	*	-	-	-	-
	1%	1%	2%	2%	1%	2%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	69%	38%	69%	100%	-%	-%	-%	-%	7%	-%	-%	-%	-%
BT/ EE/ PLUSNET	158	158	92	52	125	148	28	11	2	3	32	16	147	-	8
	46%	46%	44%	49%	46%	47%	43%	49%	21%	33%	50%	56%	100%	-%	6%
		100%	58%	33%	79%	94%	17%	7%	1%	2%	21%	10%	n 93%	-%	5%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
BT	151	6	27	33	117	10	141	119	19	15	32	78	96	15	98	52
	43%	16%	26%	24%	57%	34%	44%	50%	28%	76%	60%	40%	40%	46%	42%	47%
		4%	18%	22%	78%	6%	94%	79%	12%	10%	21%	52%	64%	10%	65%	34%
XLN telecom	29	5	4	9	20	7	21	20	2	2	4	20	22	3	24	4
	8%	13%	4%	6%	10%	25%	7%	8%	3%	10%	7%	10%	9%	8%	10%	4%
		16%	15%	31%	69%	25%	75%	69%	6%	7%	12%	69%	78%	10%	84%	16%
TalkTalk	24	2	14	16	8	-	24	16	8	1	4	17	19	-	22	2
	7%	4%	14%	11%	4%	-%	8%	7%	12%	4%	7%	9%	8%	-%	9%	2%
		7%	59%	66%	34%	-%	100%	67%	33%	3%	15%	72%	79%	-%	90%	10%
Unicom/ Universal Utilities	20	2	7	9	12	2	19	7	10	-	2	14	18	1	18	2
	6%	4%	7%	6%	6%	6%	6%	3%	15%	-%	3%	7%	7%	2%	8%	2%
		8%	35%	43%	57%	8%	92%	35%	49%	-%	8%	71%	88%	4%	89%	11%
Virgin Media (NTL/ Telewest)	14	2	6	8	6	-	14	13	2	-	3	4	6	3	9	5
	4%	4%	6%	5%	3%	-%	4%	5%	2%	-%	5%	2%	2%	8%	4%	5%
		11%	43%	54%	46%	-%	100%	89%	11%	-%	20%	28%	42%	18%	64%	36%
Sky/ Skytalk	11	1	7	8	3	1	10	10	-	-	1	5	9	-	9	2
	3%	3%	7%	6%	1%	4%	3%	4%	-%	-%	2%	2%	4%	-%	4%	1%
		11%	64%	75%	25%	11%	89%	89%	-%	-%	11%	43%	79%	-%	86%	14%
Daisy	10	-	4	4	6	4	6	5	1	-	-	8	8	2	6	5
	3%	-%	4%	3%	3%	14%	2%	2%	1%	-%	-%	4%	3%	6%	2%	4%
		-%	43%	43%	57%	39%	61%	53%	7%	-%	-%	77%	81%	19%	55%	45%
Chess	6	-	1	1	5	-	6	4	2	-	-	2	4	*	2	2
	2%	-%	1%	1%	3%	-%	2%	1%	4%	-%	-%	1%	2%	1%	1%	1%
		-%	13%	13%	87%	-%	100%	60%	40%	-%	-%	40%	67%	6%	40%	27%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Utility Warehouse	6	-	2	2	4	-	6	6	-	-	-	4	4	2	6	*
	2%	-	1%	1%	2%	-	2%	2%	-	-	-	2%	2%	5%	2%	2%
		-	26%	26%	74%	-	100%	100%	-	-	-	67%	73%	27%	94%	6%
Plusnet	6	3	2	5	1	-	6	5	1	-	1	5	5	-	5	1
	2%	7%	2%	4%	1%	-	2%	2%	1%	-	1%	3%	2%	-	2%	1%
		d	d	d	d	-	100%	87%	13%	-	13%	87%	87%	-	87%	13%
		47%	40%	87%	13%	-	100%	87%	13%	-	13%	87%	87%	-	87%	13%
Kinex	5	3	1	4	1	-	5	5	*	1	2	1	4	-	4	2
	2%	9%	1%	3%	1%	-	2%	2%	1%	6%	3%	1%	2%	-	2%	1%
		bd				-	100%	93%	7%	21%	28%	14%	72%	-	71%	29%
		59%	20%	79%	21%	-	100%	93%	7%	21%	28%	14%	72%	-	71%	29%
One Bill	5	-	2	2	3	1	4	2	1	-	-	5	5	-	3	2
	1%	-	2%	2%	1%	4%	1%	1%	1%	-	-	3%	2%	-	1%	2%
		-	46%	46%	54%	23%	77%	31%	14%	-	-	100%	100%	-	54%	46%
O2/ BE	4	-	4	4	*	-	4	2	2	-	2	1	2	*	2	2
	1%	-	4%	3%	1%	-	1%	1%	3%	-	3%	1%	1%	1%	1%	2%
		d				-	100%	48%	52%	-	39%	13%	52%	9%	48%	52%
Post Office	3	-	2	2	1	-	3	2	1	-	-	3	3	-	3	-
	1%	-	2%	1%	1%	-	1%	1%	2%	-	-	1%	1%	-	1%	-
		-	58%	58%	42%	-	100%	58%	42%	-	-	100%	100%	-	100%	-
Pace	2	*	-	*	2	-	2	2	*	-	-	*	*	2	1	2
	1%	1%	-	1%	1%	-	1%	1%	1%	-	-	1%	1%	6%	1%	1%
						-	100%	84%	16%	-	-	16%	16%	kl	33%	67%
Everything Everywhere/ EE	2	-	2	2	-	-	2	2	-	-	-	-	2	-	-	2
	1%	-	2%	1%	-	-	1%	1%	-	-	-	-	1%	-	-	1%
		-	100%	100%	-	-	100%	100%	-	-	-	-	100%	-	-	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%																
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
RingCentral	2	-	-	-	2	-	2	2	-	-	-	-	-	2	-	2
	*%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	-%	5%	-%	1%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Focus	1	-	1	1	1	*	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	*%	1%	*%	-%	2%	-%	-%	1%	1%	-%	-%	1%
		-%	57%	57%	43%	15%	85%	-%	85%	-%	-%	100%	100%	-%	-%	100%
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	*%	-%	-%	-%	1%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Titan	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%
4Com	1	-	1	1	-	-	1	1	*	-	1	*	*	-	-	1
	*%	-%	1%	1%	-%	-%	*%	*%	1%	-%	1%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	67%	33%	-%	67%	33%	33%	-%	-%	100%
Vodafone	1	*	1	1	-	-	1	-	1	-	*	1	1	-	-	1
	*%	1%	1%	1%	-%	-%	*%	-%	1%	-%	*%	*%	*%	-%	-%	1%
		21%	79%	100%	-%	-%	100%	-%	79%	-%	21%	79%	79%	-%	-%	100%
Zen	1	*	*	1	-	-	1	1	-	-	-	-	1	-	-	1
	*%	1%	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	1%
		50%	50%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%
NCS	1	*	-	*	*	-	1	*	-	-	-	1	1	-	-	1
	*%	1%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	1%
		50%	-%	50%	50%	-%	100%	50%	-%	-%	-%	100%	100%	-%	-%	100%
Southern	1	-	*	*	*	-	1	-	1	-	*	*	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	-%	1%	-%	*%	*%	*%	-%	*%	*%
		-%	65%	65%	35%	-%	100%	-%	100%	-%	35%	65%	65%	-%	65%	35%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 22

Q7A. What is the name of the company or companies that you pay for your Standard landline calls? (MULTI CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	NEITHER	1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER							
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Orange	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	1%	-%	-%	-%	-%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Tesco Telecom	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	1%	-%	-%	-%	-%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
CityTalk	*	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
Other	43	11	17	28	15	4	39	23	16	1	4	24	32	6	17	25
	12%	30%	16%	20%	7%	15%	12%	10%	24%	5%	7%	13%	13%	17%	8%	23%
		d	d	d					fg						n	
		26%	39%	65%	35%	10%	90%	54%	36%	2%	9%	56%	75%	13%	40%	59%
Don't know	5	2	2	4	2	-	5	-	-	-	-	5	5	-	2	4
	1%	5%	2%	3%	1%	-%	2%	-%	-%	-%	-%	3%	2%	-%	1%	3%
		38%	31%	69%	31%	-%	100%	-%	-%	-%	-%	100%	100%	-%	31%	69%
BT/ EE/ PLUSNET	158	9	31	40	118	10	148	125	20	15	33	83	103	15	103	54
	46%	24%	30%	28%	58%	34%	47%	52%	30%	76%	61%	43%	43%	46%	45%	49%
				abc			h	h			kl					
		6%	20%	25%	75%	6%	94%	79%	12%	10%	21%	53%	65%	10%	65%	34%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
BT	150	28	90	17	135	15	46	34	21	137	6	1	-	7	13
	43%	39%	44%	45%	43%	45%	32%	47%	51%	43%	71%	19%	-%	39%	45%
							f								
		19%	60%	11%	90%	10%	31%	23%	14%	91%	4%	*%	-%	4%	9%
XLN telecom	27	9	14	4	27	-	18	5	-	27	-	-	-	-	-
	8%	13%	7%	10%	9%	-%	13%	7%	-%	9%	-%	-%	-%	-%	-%
		e	e	e	e		h								
		34%	52%	13%	100%	-%	66%	18%	-%	100%	-%	-%	-%	-%	-%
TalkTalk	24	6	16	1	23	1	21	1	1	22	-	-	-	2	2
	7%	8%	8%	4%	7%	2%	15%	1%	2%	7%	-%	-%	-%	10%	6%
							gh								
		24%	67%	6%	97%	3%	89%	3%	3%	93%	-%	-%	-%	7%	7%
Unicom/ Universal Utilities	20	1	18	1	20	1	14	3	*	20	-	-	-	-	-
	6%	2%	9%	2%	6%	2%	10%	4%	1%	6%	-%	-%	-%	-%	-%
		e					h								
		6%	87%	4%	96%	4%	69%	13%	2%	100%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	11	4	6	1	11	1	3	5	-	8	-	*	-	3	3
	3%	5%	3%	2%	3%	2%	2%	7%	-%	3%	-%	7%	-%	18%	11%
														i	
		31%	56%	6%	93%	7%	24%	41%	-%	72%	-%	2%	-%	26%	28%
Sky/ Skytalk	11	5	6	-	11	-	4	4	-	10	-	-	-	1	1
	3%	7%	3%	-%	4%	-%	3%	6%	-%	3%	-%	-%	-%	7%	4%
		e													
		42%	58%	-%	100%	-%	36%	39%	-%	89%	-%	-%	-%	11%	11%
Daisy	10	2	5	1	9	1	6	1	2	10	-	-	*	-	*
	3%	3%	2%	4%	3%	4%	4%	1%	4%	3%	-%	-%	65%	-%	1%
		23%	48%	15%	86%	14%	55%	7%	18%	96%	-%	-%	4%	-%	4%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Chess	6	-	5	1	6	*	2	2	2	4	-	*	-	2	2
	2%	-%	2%	2%	2%	1%	1%	3%	6%	1%	-%	12%	-%	10%	7%
		-%	81%	13%	94%	6%	27%	33%	40%	67%	-%	6%	-%	27%	33%
Utility Warehouse	6	2	3	-	6	*	4	*	-	6	-	-	-	-	-
	2%	3%	2%	-%	2%	1%	3%	1%	-%	2%	-%	-%	-%	-%	-%
		40%	54%	-%	94%	6%	74%	6%	-%	100%	-%	-%	-%	-%	-%
Plusnet	6	1	3	1	6	-	4	1	1	6	-	-	-	-	-
	2%	2%	2%	4%	2%	-%	3%	1%	2%	2%	-%	-%	-%	-%	-%
		20%	55%	25%	100%	-%	75%	13%	13%	100%	-%	-%	-%	-%	-%
Kinex	5	1	3	1	5	*	1	1	2	5	-	-	-	-	-
	2%	2%	2%	2%	2%	1%	1%	1%	4%	2%	-%	-%	-%	-%	-%
		21%	59%	14%	93%	7%	21%	14%	29%	100%	-%	-%	-%	-%	-%
One Bill	5	1	3	1	5	-	1	3	1	5	-	-	-	-	-
	1%	2%	2%	2%	2%	-%	1%	4%	2%	2%	-%	-%	-%	-%	-%
		23%	63%	14%	100%	-%	23%	63%	14%	100%	-%	-%	-%	-%	-%
O2/ BE	4	-	3	-	3	1	2	2	1	4	-	*	-	-	*
	1%	-%	2%	-%	1%	3%	1%	2%	1%	1%	-%	7%	-%	-%	1%
		-%	78%	-%	78%	22%	48%	39%	13%	95%	-%	5%	-%	-%	5%
Post Office	3	1	2	-	3	-	3	-	-	3	-	-	-	-	-
	1%	2%	1%	-%	1%	-%	2%	-%	-%	1%	-%	-%	-%	-%	-%
		42%	58%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Pace	2	1	-	1	2	*	-	1	-	2	-	-	-	-	-
	1%	2%	-%	2%	1%	1%	-%	2%	-%	1%	-%	-%	-%	-%	-%
		52%	-%	33%	84%	16%	-%	48%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Significance Level: 95%															
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Focus	1	-	-	1	1	1	-	1	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	2%	-%	1%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	57%	57%	43%	-%	57%	43%	100%	-%	-%	-%	-%	-%
Gamma	1	1	-	-	1	-	-	-	1	-	-	-	-	1	1
	*%	2%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%	-%	7%	4%
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%
Titan	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-
	*%	2%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%
		100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
4Com	1	-	-	1	1	*	-	*	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	1%	-%	*%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	67%	67%	33%	-%	33%	67%	100%	-%	-%	-%	-%	-%
Vodafone	1	-	-	1	1	*	-	-	-	*	-	1	-	-	1
	*%	-%	-%	2%	*%	1%	-%	-%	-%	*%	-%	25%	-%	-%	3%
		-%	-%	79%	79%	21%	-%	-%	-%	21%	-%	79%	-%	-%	i 79%
Zen	1	-	-	-	-	1	-	*	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	*%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	d 100%	-%	50%	-%	100%	-%	-%	-%	-%	-%
NCS	1	-	-	-	-	1	-	1	-	*	*	-	-	-	*
	*%	-%	-%	-%	-%	2%	-%	1%	-%	*%	4%	-%	-%	-%	1%
		-%	-%	-%	-%	d 100%	-%	100%	-%	50%	50%	-%	-%	-%	50%
Southern	1	-	-	-	-	1	-	-	*	1	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	-%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	65%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71 21%	203 59%	38 11%	312 90%	34 10%	145 42%	73 21%	42 12%	318 92%	8 2%	3 1%	1 *%	17 5%	28 8%
Excel	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
		-	-	-	-	100%	-	-	-	100%	-	-	-	-	-
South West	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	* 1%
		-	-	-	-	100%	-	-	-	-	-	100%	-	-	100%
CityTalk	* *%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	* 1%
		-	-	-	-	100%	100%	-	-	-	-	-	-	100%	100%
Other	41 12%	6 8%	21 10%	6 16%	33 10%	8 25% abd	14 10%	8 12%	9 22%	37 12%	2 25%	1 19%	* 35%	1 8%	4 14%
		14%	51%	14%	80%	20%	34%	21%	22%	90%	5%	1%	*%	3%	10%
Don't know	5 1%	- -%	5 2%	- -%	5 2%	* 1%	- -%	- -%	- -%	5 2%	- -%	- -%	- -%	- -%	- -%
		-	93%	-	93%	7%	-	-	-	100%	-	-	-	-	-
BT/ EE/ PLUSNET	156 45%	29 41%	93 46%	18 49%	141 45%	15 45%	50 35%	35 48%	22 52% f	143 45%	6 71%	1 19%	- -%	7 39%	13 45%
		19%	60%	12%	90%	10%	32%	22%	14%	92%	4%	*%	-	4%	8%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
BT	150	150	85	50	118	140	23	11	2	3	29	16	147	-	-
	43%	43%	41%	47%	43%	44%	36%	49%	21%	33%	44%	56%	100%	-	-
		100%	56%	33%	78%	93%	15%	7%	1%	2%	19%	10%	98%	-	-
XLN telecom	27	27	15	6	19	20	7	-	-	-	4	-	-	-	27
	8%	8%	7%	6%	7%	6%	12%	-	-	-	6%	-	-	-	22%
		100%	54%	23%	69%	74%	27%	-	-	-	14%	-	-	-	100%
TalkTalk	24	24	17	6	20	24	5	-	-	-	5	3	-	3	21
	7%	7%	8%	6%	7%	8%	8%	-	-	-	8%	11%	-	35%	16%
		100%	72%	26%	84%	100%	23%	-	-	-	21%	13%	-	13%	87%
Unicom/ Universal Utilities	20	20	9	11	19	19	3	-	-	-	-	-	-	2	19
	6%	6%	5%	11%	7%	6%	5%	-	-	-	-	-	-	17%	15%
		100%	47%	55%	92%	92%	16%	-	-	-	-	-	-	8%	92%
Virgin Media (NTL/ Telewest)	11	11	9	-	9	11	2	*	*	*	4	2	-	-	11
	3%	3%	4%	-	3%	4%	3%	1%	2%	2%	5%	6%	-	-	9%
		100%	79%	-	79%	100%	15%	2%	2%	2%	31%	15%	-	-	98%
Sky/ Skytalk	11	11	10	3	11	10	5	-	-	-	2	-	-	-	11
	3%	3%	5%	3%	4%	3%	8%	-	-	-	2%	-	-	-	9%
		100%	89%	25%	100%	89%	46%	-	-	-	14%	-	-	-	100%
Daisy	10	10	5	4	7	6	3	1	-	1	1	*	-	*	10
	3%	3%	2%	3%	2%	2%	5%	5%	-	12%	2%	1%	-	4%	8%
		100%	50%	35%	66%	61%	30%	11%	-	11%	14%	4%	-	4%	96%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Chess	6	6	5	-	5	6	1	2	2	*	2	-	-	2	4
	2%	2%	2%	-%	2%	2%	1%	10%	22%	4%	4%	-%	-%	17%	3%
								abcde							l
		100%	81%	-%	81%	100%	13%	40%	33%	6%	40%	-%	-%	27%	73%
Utility Warehouse	6	6	5	-	5	6	-	-	-	-	-	2	-	-	6
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	6%	-%	-%	5%
												c			l
		100%	80%	-%	80%	100%	-%	-%	-%	-%	-%	27%	-%	-%	100%
Plusnet	6	6	5	2	5	6	2	-	-	-	2	-	-	-	6
	2%	2%	2%	2%	2%	2%	4%	-%	-%	-%	4%	-%	-%	-%	5%
															l
		100%	80%	40%	80%	100%	40%	-%	-%	-%	40%	-%	-%	-%	100%
Kinex	5	5	4	2	5	5	2	-	-	-	-	-	-	-	-
	2%	2%	2%	1%	2%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	65%	28%	86%	100%	29%	-%	-%	-%	-%	-%	-%	-%	-%
One Bill	5	5	3	1	4	4	-	-	-	-	2	-	-	-	4
	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	3%
		100%	54%	14%	69%	77%	-%	-%	-%	-%	31%	-%	-%	-%	69%
O2/ BE	4	4	4	*	4	4	1	*	2	*	*	*	-	2	3
	1%	1%	2%	*%	2%	1%	1%	2%	21%	4%	1%	1%	-%	17%	2%
		100%	100%	5%	100%	100%	13%	9%	44%	9%	9%	9%	-%	39%	61%
Post Office	3	3	-	3	3	3	2	-	-	-	2	-	-	-	3
	1%	1%	-%	3%	1%	1%	2%	-%	-%	-%	2%	-%	-%	-%	2%
				b											
		100%	-%	100%	100%	100%	58%	-%	-%	-%	58%	-%	-%	-%	100%
Pace	2	2	1	2	2	2	*	-	-	-	1	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	2%	-%	-%	-%	-%
		100%	48%	67%	100%	100%	16%	-%	-%	-%	52%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Focus	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	-%	-%	-%	85%	-%	-%	-%	-%	57%	-%	-%	-%	-%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	*%	*%	1%	-%	*%	*%	2%	5%	-%	13%	2%	4%	-%	-%	1%
								ade				ae			
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Titan	1	1	1	-	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	*	*	-	-	1	-	-	-	-
	*%	*%	1%	1%	*%	*%	1%	2%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	67%	100%	100%	33%	33%	-%	-%	67%	-%	-%	-%	-%
Vodafone	1	1	1	*	1	1	*	1	1	-	*	*	-	-	1
	*%	*%	*%	*%	*%	*%	*%	3%	8%	-%	*%	1%	-%	-%	1%
		100%	100%	21%	100%	100%	21%	79%	79%	-%	21%	21%	-%	-%	79%
Zen	1	1	1	-	1	1	*	-	-	-	*	-	-	-	-
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	50%	-%	-%	-%	50%	-%	-%	-%	-%
NCS	1	1	-	-	-	1	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	50%	-%	-%	-%	-%	-%	-%	-%
Southern	1	1	*	*	*	1	-	-	*	-	*	*	-	*	*
	*%	*%	*%	*%	*%	*%	-%	-%	4%	-%	1%	1%	-%	2%	*%
		100%	35%	35%	35%	100%	-%	-%	65%	-%	65%	35%	-%	35%	65%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	1%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	*%	*%	*%	-%	*%	*%	-%	-%	4%	-%	-%	-%	-%	4%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
CityTalk	*	*	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%
Other	41	41	23	14	30	37	6	5	1	3	7	3	-	*	-
	12%	12%	11%	13%	11%	12%	9%	21%	17%	31%	11%	10%	-%	4%	-%
		100%	56%	33%	73%	91%	15%	12%	4%	7%	17%	7%	-%	1%	-%
Don't know	5	5	4	2	4	5	-	-	-	-	*	-	-	-	-
	1%	1%	2%	2%	1%	2%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	69%	38%	69%	100%	-%	-%	-%	-%	7%	-%	-%	-%	-%
BT/ EE/ PLUSNET	156	156	89	52	122	146	25	11	2	3	31	16	147	-	6
	45%	45%	43%	49%	45%	46%	39%	49%	21%	33%	47%	56%	100%	-%	5%
		100%	57%	33%	79%	94%	16%	7%	1%	2%	20%	10%	n 94%	-%	4%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
BT	150	6	27	33	117	10	140	118	19	15	32	78	96	15	98	51
	43%	16%	25%	23%	57%	34%	44%	49%	28%	76%	60%	40%	39%	46%	42%	46%
		4%	18%	22%	78%	7%	93%	79%	13%	10%	22%	52%	64%	10%	66%	34%
XLN telecom	27	5	4	8	19	7	20	20	1	2	4	19	21	3	24	3
	8%	13%	3%	6%	9%	25%	6%	8%	1%	10%	7%	10%	9%	8%	10%	3%
		17%	13%	30%	70%	26%	74%	71%	3%	7%	13%	69%	77%	10%	88%	12%
TalkTalk	24	2	14	16	8	-	24	16	8	1	4	17	19	-	22	2
	7%	4%	14%	11%	4%	-	8%	7%	12%	4%	7%	9%	8%	-	9%	2%
		7%	59%	66%	34%	-	100%	67%	33%	3%	15%	72%	79%	-	90%	10%
Unicom/ Universal Utilities	20	2	7	9	12	2	19	7	10	-	2	14	18	1	18	2
	6%	4%	7%	6%	6%	6%	6%	3%	15%	-	3%	7%	7%	2%	8%	2%
		8%	35%	43%	57%	8%	92%	35%	49%	-	8%	71%	88%	4%	89%	11%
Virgin Media (NTL/ Telewest)	11	2	6	8	4	-	11	11	-	-	3	1	3	3	9	2
	3%	4%	6%	5%	2%	-	4%	5%	-	-	5%	1%	1%	8%	4%	2%
		14%	53%	68%	32%	-	100%	100%	-	-	24%	10%	27%	22%	79%	21%
Sky/ Skytalk	11	1	7	8	3	1	10	10	-	-	1	5	9	-	9	2
	3%	3%	7%	6%	1%	4%	3%	4%	-	-	2%	2%	4%	-	4%	1%
		11%	64%	75%	25%	11%	89%	89%	-	-	11%	43%	79%	-	86%	14%
Daisy	10	-	4	4	6	4	6	5	1	-	-	8	8	2	6	5
	3%	-	4%	3%	3%	14%	2%	2%	1%	-	-	4%	3%	6%	2%	4%
		-	43%	43%	57%	39%	61%	53%	7%	-	-	77%	81%	19%	55%	45%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Chess	6	-	1	1	5	-	6	4	2	-	-	2	4	*	2	2
	2%	-%	1%	1%	3%	-%	2%	1%	4%	-%	-%	1%	2%	1%	1%	1%
		-%	13%	13%	87%	-%	100%	60%	40%	-%	-%	40%	67%	6%	40%	27%
Utility Warehouse	6	-	2	2	4	-	6	6	-	-	-	4	4	2	6	*
	2%	-%	1%	1%	2%	-%	2%	2%	-%	-%	-%	2%	2%	5%	2%	*%
		-%	26%	26%	74%	-%	100%	100%	-%	-%	-%	67%	73%	27%	94%	6%
Plusnet	6	3	2	5	1	-	6	5	1	-	1	5	5	-	5	1
	2%	7%	2%	4%	*%	-%	2%	2%	1%	-%	1%	3%	2%	-%	2%	1%
		d		d												
		47%	40%	87%	13%	-%	100%	87%	13%	-%	13%	87%	87%	-%	87%	13%
Kinex	5	3	1	4	1	-	5	5	*	1	2	1	4	-	4	2
	2%	9%	1%	3%	1%	-%	2%	2%	1%	6%	3%	*%	2%	-%	2%	1%
		bd														
		59%	20%	79%	21%	-%	100%	93%	7%	21%	28%	14%	72%	-%	71%	29%
One Bill	5	-	2	2	3	1	4	2	1	-	-	5	5	-	3	2
	1%	-%	2%	2%	1%	4%	1%	1%	1%	-%	-%	3%	2%	-%	1%	2%
		-%	46%	46%	54%	23%	77%	31%	14%	-%	-%	100%	100%	-%	54%	46%
O2/ BE	4	-	4	4	*	-	4	2	2	-	2	1	2	*	2	2
	1%	-%	4%	3%	*%	-%	1%	1%	3%	-%	3%	*%	1%	1%	1%	2%
		d														
		-%	95%	95%	5%	-%	100%	48%	52%	-%	39%	13%	52%	9%	48%	52%
Post Office	3	-	2	2	1	-	3	2	1	-	-	3	3	-	3	-
	1%	-%	2%	1%	1%	-%	1%	1%	2%	-%	-%	1%	1%	-%	1%	-%
		-%	58%	58%	42%	-%	100%	58%	42%	-%	-%	100%	100%	-%	100%	-%
Pace	2	*	-	*	2	-	2	2	*	-	-	*	*	2	1	2
	1%	1%	-%	*%	1%	-%	1%	1%	1%	-%	-%	*%	*%	6%	*%	1%
														kl		
		16%	-%	16%	84%	-%	100%	84%	16%	-%	-%	16%	16%	84%	33%	67%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%																
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Focus	1	-	1	1	1	*	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	*%	1%	*%	-%	2%	-%	-%	1%	1%	-%	-%	1%
		-%	57%	57%	43%	15%	85%	-%	85%	-%	-%	100%	100%	-%	-%	100%
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	*%	-%	-%	-%	1%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Titan	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%
4Com	1	-	1	1	-	-	1	1	*	-	1	*	*	-	-	1
	*%	-%	1%	1%	-%	-%	*%	*%	1%	-%	1%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	67%	33%	-%	67%	33%	33%	-%	-%	100%
Vodafone	1	*	1	1	-	-	1	-	1	-	*	1	1	-	-	1
	*%	1%	1%	1%	-%	-%	*%	-%	1%	-%	*%	*%	*%	-%	-%	1%
		21%	79%	100%	-%	-%	100%	-%	79%	-%	21%	79%	79%	-%	-%	100%
Zen	1	*	*	1	-	-	1	1	-	-	-	-	1	-	-	1
	*%	1%	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	1%
		50%	50%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%
NCS	1	*	-	*	*	-	1	*	-	-	-	1	1	-	-	1
	*%	1%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	1%
		50%	-%	50%	50%	-%	100%	50%	-%	-%	-%	100%	100%	-%	-%	100%
Southern	1	-	*	*	*	-	1	-	1	-	*	*	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	-%	1%	-%	*%	*%	*%	-%	*%	*%
		-%	65%	65%	35%	-%	100%	-%	100%	-%	35%	65%	65%	-%	65%	35%
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 23

Q8A. And which company is the main provider of your Standard landline calls? (SINGLE CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
CityTalk	*	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
Other	41	11	17	28	13	4	37	22	16	1	4	22	30	6	17	23
	12%	30%	16%	20%	6%	12%	12%	9%	24%	5%	7%	11%	12%	17%	8%	21%
		d	d	d					fg						n	
		28%	42%	69%	31%	9%	91%	53%	39%	2%	10%	54%	73%	14%	43%	57%
Don't know	5	2	2	4	2	-	5	-	-	-	-	5	5	-	2	4
	1%	5%	2%	3%	1%	-%	2%	-%	-%	-%	-%	3%	2%	-%	1%	3%
		38%	31%	69%	31%	-%	100%	-%	-%	-%	-%	100%	100%	-%	31%	69%
BT/ EE/ PLUSNET	156	9	29	38	118	10	146	123	20	15	33	83	101	15	103	52
	45%	24%	28%	27%	58%	34%	46%	51%	30%	76%	61%	43%	42%	46%	45%	47%
					abc		h	h			kl					
		6%	19%	24%	76%	6%	94%	79%	13%	10%	21%	53%	65%	10%	66%	33%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%			a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44	
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27	
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28	
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%	
BT	159	28	98	17	143	16	54	35	21	145	6	1	*	7	14	
	46%	39%	48%	45%	46%	47%	37%	48%	49%	46%	71%	31%	65%	39%	48%	
		18%	62%	11%	90%	10%	34%	22%	13%	91%	4%	1%	1%	4%	9%	
XLN telecom	29	9	14	4	28	*	18	5	1	29	-	-	-	-	-	
	8%	13%	7%	12%	9%	1%	13%	7%	3%	9%	-%	-%	-%	-%	-%	
		e	e	e	e											
		33%	50%	16%	99%	1%	63%	17%	4%	100%	-%	-%	-%	-%	-%	
TalkTalk	21	6	13	1	20	1	18	1	1	19	-	-	-	2	2	
	6%	8%	6%	4%	6%	2%	13%	1%	2%	6%	-%	-%	-%	10%	6%	
							gh									
		28%	61%	7%	97%	3%	87%	4%	4%	92%	-%	-%	-%	8%	8%	
Unicom/ Universal Utilities	19	1	16	1	18	1	12	3	*	19	-	-	-	-	-	
	5%	2%	8%	2%	6%	2%	9%	4%	1%	6%	-%	-%	-%	-%	-%	
		6%	86%	4%	96%	4%	66%	14%	2%	100%	-%	-%	-%	-%	-%	
Virgin Media (NTL/ Telewest)	13	4	8	1	12	1	4	5	-	10	-	*	-	3	3	
	4%	5%	4%	2%	4%	2%	3%	7%	-%	3%	-%	7%	-%	17%	10%	
		27%	63%	6%	96%	4%	34%	37%	-%	77%	-%	2%	-%	22%	23%	
Sky/ Skytalk	11	5	6	-	11	-	4	4	-	10	-	-	-	1	1	
	3%	7%	3%	-%	4%	-%	3%	6%	-%	3%	-%	-%	-%	7%	4%	
		e														
		42%	58%	-%	100%	-%	36%	39%	-%	89%	-%	-%	-%	11%	11%	
Daisy	10	2	5	1	9	1	6	1	1	10	-	-	-	-	-	
	3%	3%	2%	4%	3%	3%	4%	1%	3%	3%	-%	-%	-%	-%	-%	
		24%	50%	15%	89%	11%	57%	8%	15%	100%	-%	-%	-%	-%	-%	
Utility Warehouse	6	2	3	-	6	1	4	*	*	6	-	-	-	-	-	
	2%	3%	2%	-%	2%	2%	3%	1%	1%	2%	-%	-%	-%	-%	-%	
		37%	51%	-%	89%	11%	70%	6%	6%	100%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Significance Level: 95%															
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Kinex	5	1	3	1	5	*	1	1	2	5	-	-	-	-	-
	2%	2%	2%	2%	2%	1%	1%	1%	4%	2%	-%	-%	-%	-%	-%
		21%	59%	14%	93%	7%	21%	14%	29%	100%	-%	-%	-%	-%	-%
Plusnet	5	1	3	1	5	-	4	1	-	5	-	-	-	-	-
	1%	2%	2%	2%	2%	-%	3%	1%	-%	2%	-%	-%	-%	-%	-%
		23%	63%	14%	100%	-%	86%	14%	-%	100%	-%	-%	-%	-%	-%
Chess	4	-	3	1	4	*	2	*	2	2	-	*	-	2	2
	1%	-%	2%	2%	1%	1%	1%	*%	6%	1%	-%	12%	-%	10%	7%
														i	
		-%	75%	17%	92%	8%	37%	8%	54%	54%	-%	8%	-%	37%	46%
One Bill	4	1	2	1	4	-	1	2	1	4	-	-	-	-	-
	1%	2%	1%	2%	1%	-%	1%	2%	2%	1%	-%	-%	-%	-%	-%
		33%	46%	21%	100%	-%	33%	46%	21%	100%	-%	-%	-%	-%	-%
Post Office	3	1	2	-	3	-	3	-	-	3	-	-	-	-	-
	1%	2%	1%	-%	1%	-%	2%	-%	-%	1%	-%	-%	-%	-%	-%
		42%	58%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
O2/ BE	3	-	2	-	2	1	*	2	1	2	-	*	-	-	*
	1%	-%	1%	-%	1%	3%	*%	2%	1%	1%	-%	7%	-%	-%	1%
		-%	64%	-%	64%	36%	14%	64%	22%	92%	-%	8%	-%	-%	8%
Everything Everywhere/ EE	2	-	2	1	2	-	-	2	-	2	-	-	-	-	-
	1%	-%	1%	2%	1%	-%	-%	3%	-%	1%	-%	-%	-%	-%	-%
		-%	68%	32%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Vodafone	2	-	2	1	2	-	-	-	2	2	-	1	-	-	1
	1%	-%	1%	2%	1%	-%	-%	-%	4%	1%	-%	25%	-%	-%	3%
		-%	68%	32%	100%	-%	-%	-%	68%	68%	-%	32%	-%	-%	32%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Pace	2	1	-	1	2	*	-	1	-	2	-	-	-	-	-
	1%	2%	-%	2%	1%	1%	-%	2%	-%	1%	-%	-%	-%	-%	-%
		52%	-%	33%	84%	16%	-%	48%	-%	100%	-%	-%	-%	-%	-%
Focus	1	-	-	1	1	1	-	1	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	2%	-%	1%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	57%	57%	43%	-%	57%	43%	100%	-%	-%	-%	-%	-%
Gamma	1	1	-	-	1	-	-	-	1	-	-	-	-	1	1
	*%	2%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%	-%	7%	4%
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	i 100%
Titan	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-
	*%	2%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%
		100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
4Com	1	-	-	1	1	*	-	*	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	1%	-%	*%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	67%	67%	33%	-%	33%	67%	100%	-%	-%	-%	-%	-%
Zen	1	-	-	-	-	1	-	*	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	*%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	d 100%	-%	50%	-%	100%	-%	-%	-%	-%	-%
NCS	1	-	-	-	-	1	-	1	-	*	*	-	-	-	*
	*%	-%	-%	-%	-%	2%	-%	1%	-%	*%	4%	-%	-%	-%	1%
		-%	-%	-%	-%	d 100%	-%	100%	-%	50%	50%	-%	-%	-%	50%
Excel	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO		£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	£50	£51- £100		i	*j	*k	*l	*m	n
Significance Level: 95%							f	g	h						
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Southern	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
CityTalk	*	-	-	-	-	*	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%	2%	1%
		-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	100%
Council/ NHS etc	*	-	-	-	-	*	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	100%
Other	43	6	22	7	35	8	14	8	9	39	2	1	*	1	4
	12%	8%	11%	18%	11%	24%	10%	12%	22%	12%	25%	19%	35%	8%	14%
		14%	52%	15%	81%	19%	33%	20%	21%	91%	5%	1%	*%	3%	9%
Don't know	7	-	6	-	6	1	-	2	-	7	-	-	-	-	-
	2%	-%	3%	-%	2%	2%	-%	3%	-%	2%	-%	-%	-%	-%	-%
		-%	90%	-%	90%	10%	-%	28%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	166	29	102	18	150	16	58	38	21	153	6	1	*	7	14
	48%	41%	50%	49%	48%	47%	40%	52%	49%	48%	71%	31%	65%	39%	48%
		18%	62%	11%	90%	10%	35%	23%	13%	92%	3%	1%	*%	4%	8%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
BT	159	159	91	51	125	149	27	11	4	3	29	15	147	9	3
	46%	46%	44%	48%	46%	47%	42%	49%	44%	33%	45%	54%	100%	100%	2%
		100%	57%	32%	79%	94%	17%	7%	2%	2%	19%	10%	92%	6%	2%
XLN telecom	29	29	16	7	20	21	8	-	-	*	4	*	*	-	28
	8%	8%	8%	7%	7%	7%	12%	-%	-%	4%	7%	1%	*%	-%	22%
		100%	56%	25%	70%	75%	27%	-%	-%	1%	15%	1%	1%	-%	99%
TalkTalk	21	21	16	6	19	21	4	-	-	-	5	3	-	-	21
	6%	6%	8%	6%	7%	7%	6%	-%	-%	-%	8%	11%	-%	-%	16%
		100%	75%	30%	89%	100%	19%	-%	-%	-%	25%	15%	-%	-%	100%
Unicom/ Universal Utilities	19	19	8	11	17	17	2	-	-	-	-	-	-	-	19
	5%	5%	4%	11%	6%	5%	2%	-%	-%	-%	-%	-%	-%	-%	15%
		100%	42%	60%	91%	91%	9%	-%	-%	-%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	13	13	10	-	10	13	2	*	*	-	3	2	-	-	11
	4%	4%	5%	-%	4%	4%	3%	1%	2%	-%	5%	6%	-%	-%	9%
		100%	82%	-%	82%	100%	13%	2%	2%	-%	26%	13%	-%	-%	87%
Sky/ Skytalk	11	11	10	3	11	10	5	-	-	-	2	-	-	-	11
	3%	3%	5%	3%	4%	3%	8%	-%	-%	-%	2%	-%	-%	-%	9%
		100%	89%	25%	100%	89%	46%	-%	-%	-%	14%	-%	-%	-%	100%
Daisy	10	10	5	3	6	6	3	1	-	1	1	*	-	-	10
	3%	3%	2%	3%	2%	2%	4%	5%	-%	8%	2%	1%	-%	-%	8%
		100%	48%	33%	65%	59%	28%	11%	-%	8%	15%	4%	-%	-%	100%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Utility Warehouse	6	6	5	-	5	6	-	-	-	-	-	2	-	-	6
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	6%	-%	-%	5%
		100%	76%	-%	76%	100%	-%	-%	-%	-%	-%	c 26%	-%	-%	l 94%
Kinex	5	5	4	2	5	5	2	-	-	-	-	-	-	-	-
	2%	2%	2%	1%	2%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	65%	28%	86%	100%	29%	-%	-%	-%	-%	-%	-%	-%	-%
Plusnet	5	5	4	2	4	5	2	-	-	-	2	-	-	-	5
	1%	1%	2%	2%	1%	2%	4%	-%	-%	-%	4%	-%	-%	-%	4%
		100%	77%	31%	77%	100%	46%	-%	-%	-%	46%	-%	-%	-%	l 100%
Chess	4	4	3	-	3	4	1	2	2	*	1	-	-	-	4
	1%	1%	2%	-%	1%	1%	1%	10%	22%	4%	1%	-%	-%	-%	3%
		100%	75%	-%	75%	100%	17%	abcde 54%	46%	8%	17%	-%	-%	-%	l 100%
One Bill	4	4	3	1	4	2	-	-	-	-	2	-	-	-	4
	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	3%
		100%	79%	21%	100%	67%	-%	-%	-%	-%	46%	-%	-%	-%	100%
Post Office	3	3	-	3	3	3	2	-	-	-	2	-	-	-	3
	1%	1%	-%	3%	1%	1%	2%	-%	-%	-%	2%	-%	-%	-%	2%
		100%	-%	b 100%	100%	100%	58%	-%	-%	-%	58%	-%	-%	-%	100%
O2/ BE	3	3	3	*	3	3	1	*	*	*	*	*	-	-	3
	1%	1%	1%	*%	1%	1%	1%	2%	2%	4%	1%	1%	-%	-%	2%
		100%	100%	8%	100%	100%	22%	14%	8%	14%	14%	14%	-%	-%	100%
Everything Everywhere/ EE	2	2	2	1	2	2	2	-	-	-	2	1	-	-	2
	1%	1%	1%	1%	1%	1%	2%	-%	-%	-%	4%	3%	-%	-%	1%
		100%	68%	32%	100%	100%	68%	-%	-%	-%	100%	32%	-%	-%	68%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Vodafone	2	2	2	-	2	2	-	1	1	-	-	-	-	-	1
	1%	1%	1%	-%	1%	1%	-%	3%	8%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	32%	32%	-%	-%	-%	-%	-%	32%
Pace	2	2	1	2	2	2	*	-	-	-	1	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	2%	-%	-%	-%	-%
		100%	48%	67%	100%	100%	16%	-%	-%	-%	52%	-%	-%	-%	-%
Focus	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	-%	-%	-%	85%	-%	-%	-%	-%	57%	-%	-%	-%	-%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	*%	*%	1%	-%	*%	*%	2%	5%	-%	13%	2%	4%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	ade 100%	-%	100%	100%	ae 100%	-%	-%	100%
Titan	1	1	1	-	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	*	*	-	-	1	-	-	-	-
	*%	*%	1%	1%	*%	*%	1%	2%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	67%	100%	100%	33%	33%	-%	-%	67%	-%	-%	-%	-%
Zen	1	1	1	-	1	1	*	-	-	-	*	-	-	-	-
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	50%	-%	-%	-%	50%	-%	-%	-%	-%
NCS	1	1	-	-	-	1	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	50%	-%	-%	-%	-%	-%	-%	-%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	1%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Southern	*	*	-	-	-	*	-	-	*	-	*	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	4%	-%	1%	-%	-%	-%	*%
		100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	100%
CityTalk	*	*	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%
Council/ NHS etc	*	*	*	-	*	*	-	-	-	*	*	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%
Other	43	43	25	14	32	39	8	5	1	3	8	3	2	-	-
	12%	12%	12%	13%	12%	12%	12%	21%	17%	31%	12%	11%	2%	-%	-%
		100%	59%	32%	75%	90%	18%	11%	3%	6%	19%	7%	5%	-%	-%
Don't know	7	7	4	2	4	7	-	-	-	*	*	-	-	-	-
	2%	2%	2%	2%	1%	2%	-%	-%	-%	4%	1%	-%	-%	-%	-%
		100%	50%	28%	50%	100%	-%	-%	-%	5%	5%	-%	-%	-%	-%
BT/ EE/ PLUSNET	166	166	97	53	131	156	31	11	4	3	34	16	147	9	9
	48%	48%	46%	51%	48%	49%	48%	49%	44%	33%	52%	57%	100%	100%	7%
													n		
		100%	58%	32%	79%	94%	19%	7%	2%	2%	21%	10%	88%	6%	6%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
BT	159	6	32	38	121	10	149	119	26	14	32	85	106	15	105	54
	46%	16%	31%	27%	59%	34%	47%	50%	39%	72%	59%	44%	44%	43%	45%	48%
				abc												
		4%	20%	24%	76%	6%	94%	75%	16%	9%	20%	53%	67%	9%	66%	34%
XLN telecom	29	5	4	9	20	7	21	20	2	2	4	20	22	3	24	4
	8%	13%	4%	6%	10%	25%	7%	8%	3%	10%	7%	10%	9%	8%	10%	4%
		16%	15%	31%	69%	25%	75%	69%	6%	7%	12%	69%	78%	10%	84%	16%
TalkTalk	21	2	13	14	7	-	21	16	5	1	4	14	16	-	20	1
	6%	4%	12%	10%	3%	-%	7%	7%	7%	4%	7%	7%	7%	-%	9%	1%
			d	d											o	
		8%	60%	68%	32%	-%	100%	77%	23%	4%	17%	68%	75%	-%	96%	4%
Unicom/ Universal Utilities	19	2	7	9	10	2	17	7	8	-	2	13	16	1	16	2
	5%	4%	7%	6%	5%	6%	5%	3%	13%	-%	3%	7%	7%	2%	7%	2%
									g							
		9%	38%	47%	53%	9%	91%	38%	45%	-%	9%	68%	87%	4%	88%	12%
Virgin Media (NTL/ Telewest)	13	2	6	8	5	-	13	11	2	-	3	3	5	3	9	4
	4%	4%	6%	5%	3%	-%	4%	5%	2%	-%	5%	1%	2%	8%	4%	3%
		13%	48%	60%	40%	-%	100%	87%	13%	-%	22%	22%	37%	20%	71%	29%
Sky/ Skytalk	11	1	7	8	3	1	10	10	-	-	1	5	9	-	9	2
	3%	3%	7%	6%	1%	4%	3%	4%	-%	-%	2%	2%	4%	-%	4%	1%
			d	d												
		11%	64%	75%	25%	11%	89%	89%	-%	-%	11%	43%	79%	-%	86%	14%
Daisy	10	-	4	4	5	4	6	5	1	-	-	8	8	2	6	4
	3%	-%	4%	3%	3%	14%	2%	2%	1%	-%	-%	4%	3%	5%	2%	4%
		-%	44%	44%	56%	41%	59%	52%	8%	-%	-%	80%	83%	17%	57%	43%
Utility Warehouse	6	-	2	2	4	-	6	6	*	-	-	4	5	2	6	1
	2%	-%	2%	1%	2%	-%	2%	2%	1%	-%	-%	2%	2%	5%	2%	1%
		-%	30%	30%	70%	-%	100%	94%	6%	-%	-%	69%	74%	26%	89%	11%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Kinex	5	3	1	4	1	-	5	5	*	1	2	1	4	-	4	2
	2%	9%	1%	3%	1%	-%	2%	2%	1%	6%	3%	*%	2%	-%	2%	1%
		bd														
		59%	20%	79%	21%	-%	100%	93%	7%	21%	28%	14%	72%	-%	71%	29%
Plusnet	5	3	2	4	1	-	5	5	-	-	1	4	4	-	5	-
	1%	7%	2%	3%	*%	-%	2%	2%	-%	-%	1%	2%	2%	-%	2%	-%
		d														
		54%	31%	86%	14%	-%	100%	100%	-%	-%	14%	86%	86%	-%	100%	-%
Chess	4	-	1	1	4	-	4	4	1	-	-	2	2	*	2	-
	1%	-%	1%	1%	2%	-%	1%	1%	1%	-%	-%	1%	1%	1%	1%	-%
		-%	17%	17%	83%	-%	100%	83%	17%	-%	-%	54%	54%	8%	54%	-%
One Bill	4	-	1	1	3	1	2	2	1	-	-	4	4	-	3	1
	1%	-%	1%	1%	1%	4%	1%	1%	1%	-%	-%	2%	1%	-%	1%	1%
		-%	21%	21%	79%	33%	67%	46%	21%	-%	-%	100%	100%	-%	79%	21%
Post Office	3	-	2	2	1	-	3	2	1	-	-	3	3	-	3	-
	1%	-%	2%	1%	1%	-%	1%	1%	2%	-%	-%	1%	1%	-%	1%	-%
		-%	58%	58%	42%	-%	100%	58%	42%	-%	-%	100%	100%	-%	100%	-%
O2/ BE	3	-	2	2	*	-	3	2	1	-	2	1	1	*	*	2
	1%	-%	2%	2%	*%	-%	1%	1%	1%	-%	3%	*%	*%	1%	*%	2%
		-%	92%	92%	8%	-%	100%	78%	22%	-%	64%	22%	22%	14%	14%	86%
Everything Everywhere/ EE	2	-	2	2	1	-	2	2	-	1	1	-	2	-	-	2
	1%	-%	2%	1%	*%	-%	1%	1%	-%	4%	1%	-%	1%	-%	-%	2%
		-%	68%	68%	32%	-%	100%	100%	-%	32%	32%	-%	68%	-%	-%	100%
Vodafone	2	-	1	1	2	-	2	-	2	-	-	1	1	2	-	2
	1%	-%	1%	1%	1%	-%	1%	-%	4%	-%	-%	*%	*%	5%	-%	2%
									g					kl		
		-%	32%	32%	68%	-%	100%	-%	100%	-%	-%	32%	32%	68%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE STRONGLY	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	& BBAND	SUPPLIER	SUPPLIER		AGREE	STRONGLY	DISAGREE			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Pace	2	*	-	*	2	-	2	2	*	-	-	*	*	2	1	2
	1%	1%	-%	*%	1%	-%	1%	1%	1%	-%	-%	*%	*%	6%	*%	1%
		16%	-%	16%	84%	-%	100%	84%	16%	-%	-%	16%	16%	84%	33%	67%
Focus	1	-	1	1	1	*	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	*%	1%	*%	-%	2%	-%	-%	1%	1%	-%	-%	1%
		-%	57%	57%	43%	15%	85%	-%	85%	-%	-%	100%	100%	-%	-%	100%
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	*%	-%	-%	-%	1%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Titan	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%
4Com	1	-	1	1	-	-	1	1	*	-	1	*	*	-	-	1
	*%	-%	1%	1%	-%	-%	*%	*%	1%	-%	1%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	67%	33%	-%	67%	33%	33%	-%	-%	100%
Zen	1	*	*	1	-	-	1	1	-	-	-	-	1	-	-	1
	*%	1%	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	1%
		50%	50%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%
NCS	1	*	-	*	*	-	1	*	-	-	-	1	1	-	-	1
	*%	1%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	1%
		50%	-%	50%	50%	-%	100%	50%	-%	-%	-%	100%	100%	-%	-%	100%
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Southern	*	-	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	*%	-%	*%	*%	-%	-%	*%	-%	1%	-%	-%	*%	*%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 24

Q7B. What is the name of the company or companies that you pay for your Standard landline rental? (MULTI CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
CityTalk	*	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
Council/ NHS etc	*	-	-	-	*	-	*	*	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Other	43	11	17	28	15	4	39	23	15	1	4	24	32	5	17	25
	12%	30%	16%	20%	7%	15%	12%	10%	23%	5%	8%	13%	13%	16%	8%	23%
		d	d	d					fg						n	
		26%	40%	65%	35%	10%	90%	54%	36%	2%	10%	56%	75%	12%	40%	59%
Don't know	7	2	3	6	2	-	7	-	-	-	-	7	7	-	2	6
	2%	6%	3%	4%	1%	-%	2%	-%	-%	-%	-%	4%	3%	-%	1%	5%
		d					g								n	
		33%	45%	78%	22%	-%	100%	-%	-%	-%	-%	100%	100%	-%	22%	78%
BT/ EE/ PLUSNET	166	9	35	44	122	10	156	126	26	15	33	89	112	15	110	56
	48%	24%	34%	31%	60%	34%	49%	53%	39%	76%	62%	46%	46%	43%	47%	50%
				abc												
		5%	21%	27%	73%	6%	94%	76%	16%	9%	20%	54%	67%	9%	66%	34%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
BT	156	28	96	16	140	16	52	35	20	143	6	1	*	7	14
	45%	39%	47%	43%	45%	46%	36%	48%	47%	45%	71%	31%	65%	39%	48%
		18%	62%	10%	90%	10%	33%	22%	13%	91%	4%	1%	1%	4%	9%
XLN telecom	28	9	14	4	28	-	18	5	1	28	-	-	-	-	-
	8%	13%	7%	12%	9%	-%	13%	7%	2%	9%	-%	-%	-%	-%	-%
		e	e	e	e		h								
		33%	51%	16%	100%	-%	64%	18%	3%	100%	-%	-%	-%	-%	-%
TalkTalk	21	6	13	1	20	1	18	1	1	19	-	-	-	2	2
	6%	8%	6%	4%	6%	2%	13%	1%	2%	6%	-%	-%	-%	10%	6%
							gh								
		28%	61%	7%	97%	3%	87%	4%	4%	92%	-%	-%	-%	8%	8%
Unicom/ Universal Utilities	19	1	16	1	18	1	12	3	*	19	-	-	-	-	-
	5%	2%	8%	2%	6%	2%	9%	4%	1%	6%	-%	-%	-%	-%	-%
		6%	86%	4%	96%	4%	66%	14%	2%	100%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	11	4	6	1	11	1	3	5	-	8	-	*	-	3	3
	3%	5%	3%	2%	3%	2%	2%	7%	-%	3%	-%	7%	-%	17%	10%
		31%	57%	7%	95%	5%	25%	42%	-%	74%	-%	2%	-%	25%	26%
Sky/ Skytalk	11	5	6	-	11	-	4	4	-	10	-	-	-	1	1
	3%	7%	3%	-%	4%	-%	3%	6%	-%	3%	-%	-%	-%	7%	4%
		e													
		42%	58%	-%	100%	-%	36%	39%	-%	89%	-%	-%	-%	11%	11%
Daisy	10	2	5	1	9	1	6	1	1	10	-	-	-	-	-
	3%	3%	2%	4%	3%	3%	4%	1%	3%	3%	-%	-%	-%	-%	-%
		24%	50%	15%	89%	11%	57%	8%	15%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Utility Warehouse	6	2	3	-	6	1	4	*	*	6	-	-	-	-	-
	2%	3%	2%	-%	2%	2%	3%	*%	1%	2%	-%	-%	-%	-%	-%
		37%	51%	-%	89%	11%	70%	6%	6%	100%	-%	-%	-%	-%	-%
Kinex	5	1	3	1	5	*	1	1	2	5	-	-	-	-	-
	2%	2%	2%	2%	2%	1%	1%	1%	4%	2%	-%	-%	-%	-%	-%
		21%	59%	14%	93%	7%	21%	14%	29%	100%	-%	-%	-%	-%	-%
Plusnet	5	1	3	1	5	-	4	1	-	5	-	-	-	-	-
	1%	2%	2%	2%	2%	-%	3%	1%	-%	2%	-%	-%	-%	-%	-%
		23%	63%	14%	100%	-%	86%	14%	-%	100%	-%	-%	-%	-%	-%
Chess	4	-	3	1	4	*	2	*	2	2	-	*	-	2	2
	1%	-%	2%	2%	1%	1%	1%	*%	6%	1%	-%	12%	-%	10%	7%
		-%	75%	17%	92%	8%	37%	8%	54%	54%	-%	8%	-%	37%	46%
One Bill	4	1	2	1	4	-	1	2	1	4	-	-	-	-	-
	1%	2%	1%	2%	1%	-%	1%	2%	2%	1%	-%	-%	-%	-%	-%
		33%	46%	21%	100%	-%	33%	46%	21%	100%	-%	-%	-%	-%	-%
Post Office	3	1	2	-	3	-	3	-	-	3	-	-	-	-	-
	1%	2%	1%	-%	1%	-%	2%	-%	-%	1%	-%	-%	-%	-%	-%
		42%	58%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
O2/ BE	3	-	2	-	2	1	*	2	1	2	-	*	-	-	*
	1%	-%	1%	-%	1%	3%	*%	2%	1%	1%	-%	7%	-%	-%	1%
		-%	64%	-%	64%	36%	14%	64%	22%	92%	-%	8%	-%	-%	8%
Vodafone	2	-	2	1	2	-	-	-	2	2	-	1	-	-	1
	1%	-%	1%	2%	1%	-%	-%	-%	4%	1%	-%	25%	-%	-%	3%
		-%	68%	32%	100%	-%	-%	-%	68%	68%	-%	32%	-%	-%	32%
Pace	2	1	-	1	2	*	-	1	-	2	-	-	-	-	-
	1%	2%	-%	2%	1%	1%	-%	2%	-%	1%	-%	-%	-%	-%	-%
		52%	-%	33%	84%	16%	-%	48%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO		LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	n
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Focus	1	-	-	1	1	1	-	1	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	2%	-%	1%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	57%	57%	43%	-%	57%	43%	100%	-%	-%	-%	-%	-%
Gamma	1	1	-	-	1	-	-	-	1	-	-	-	-	1	1
	*%	2%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%	-%	7%	4%
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%
Titan	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-
	*%	2%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%
		100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
4Com	1	-	-	1	1	*	-	*	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	1%	-%	*%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	67%	67%	33%	-%	33%	67%	100%	-%	-%	-%	-%	-%
Everything Everywhere/ EE	1	-	-	1	1	-	-	1	-	1	-	-	-	-	-
	*%	-%	-%	2%	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Zen	1	-	-	-	-	1	-	*	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	2%	-%	*%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	d	-%	-%	-%	100%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	50%	-%	100%	-%	-%	-%	-%	-%
NCS	1	-	-	-	-	1	-	1	-	*	*	-	-	-	*
	*%	-%	-%	-%	-%	2%	-%	1%	-%	*%	4%	-%	-%	-%	1%
		-%	-%	-%	-%	d	-%	-%	-%	50%	50%	-%	-%	-%	50%
Excel	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO		£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	£50	£51- £100	f	i	*j	*k	*l	*m	n
Significance Level: 95%							f	g	h						
Unweighted total	345	61	127	51	239	106	114	71	68	301	15	9	2	18	44
Effective Weighted Sample	268	61	127	51	223	101	103	56	44	241	9	7	2	14	27
Total	346	71	203	38	312	34	145	73	42	318	8	3	1	17	28
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Southern	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
CityTalk	*	-	-	-	-	*	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%	2%	1%
		-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	100%
Council/ NHS etc	*	-	-	-	-	*	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	100%
Other	41	6	21	6	33	8	14	8	9	37	2	1	*	1	4
	12%	8%	10%	16%	10%	24%	10%	12%	22%	12%	25%	19%	35%	8%	14%
		14%	51%	14%	80%	20%	35%	21%	23%	90%	5%	1%	*%	3%	10%
Don't know	7	-	6	-	6	1	-	2	-	7	-	-	-	-	-
	2%	-%	3%	-%	2%	2%	-%	3%	-%	2%	-%	-%	-%	-%	-%
		-%	90%	-%	90%	10%	-%	28%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	162	29	99	18	146	16	57	36	20	148	6	1	*	7	14
	47%	41%	49%	47%	47%	46%	39%	50%	47%	47%	71%	31%	65%	39%	48%
		18%	61%	11%	90%	10%	35%	22%	12%	92%	4%	1%	*%	4%	8%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS	
	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
BT	156	156	90	49	123	146	26	11	4	3	29	15	147	9	-
	45%	45%	43%	47%	45%	46%	41%	49%	44%	33%	45%	54%	100%	100%	-%
		100%	58%	32%	79%	94%	17%	7%	2%	2%	19%	10%	94%	6%	-%
XLN telecom	28	28	16	7	20	21	7	-	-	-	4	-	-	-	28
	8%	8%	7%	7%	7%	7%	12%	-%	-%	-%	6%	-%	-%	-%	22%
		100%	55%	25%	69%	75%	26%	-%	-%	-%	14%	-%	-%	-%	100%
TalkTalk	21	21	16	6	19	21	4	-	-	-	5	3	-	-	21
	6%	6%	8%	6%	7%	7%	6%	-%	-%	-%	8%	11%	-%	-%	16%
		100%	75%	30%	89%	100%	19%	-%	-%	-%	25%	15%	-%	-%	100%
Unicom/ Universal Utilities	19	19	8	11	17	17	2	-	-	-	-	-	-	-	19
	5%	5%	4%	11%	6%	5%	2%	-%	-%	-%	-%	-%	-%	-%	15%
		100%	42%	60%	91%	91%	9%	-%	-%	-%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	11	11	9	-	9	11	2	*	*	-	3	2	-	-	11
	3%	3%	4%	-%	3%	4%	3%	1%	2%	-%	5%	6%	-%	-%	9%
		100%	79%	-%	79%	100%	15%	2%	2%	-%	30%	15%	-%	-%	100%
Sky/ Skytalk	11	11	10	3	11	10	5	-	-	-	2	-	-	-	11
	3%	3%	5%	3%	4%	3%	8%	-%	-%	-%	2%	-%	-%	-%	9%
		100%	89%	25%	100%	89%	46%	-%	-%	-%	14%	-%	-%	-%	100%
Daisy	10	10	5	3	6	6	3	1	-	1	1	*	-	-	10
	3%	3%	2%	3%	2%	2%	4%	5%	-%	8%	2%	1%	-%	-%	8%
		100%	48%	33%	65%	59%	28%	11%	-%	8%	15%	4%	-%	-%	100%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Utility Warehouse	6	6	5	-	5	6	-	-	-	-	-	2	-	-	6
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	6%	-%	-%	5%
		100%	76%	-%	76%	100%	-%	-%	-%	-%	-%	c 26%	-%	-%	l 94%
Kinex	5	5	4	2	5	5	2	-	-	-	-	-	-	-	-
	2%	2%	2%	1%	2%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	65%	28%	86%	100%	29%	-%	-%	-%	-%	-%	-%	-%	-%
Plusnet	5	5	4	2	4	5	2	-	-	-	2	-	-	-	5
	1%	1%	2%	2%	1%	2%	4%	-%	-%	-%	4%	-%	-%	-%	4%
		100%	77%	31%	77%	100%	46%	-%	-%	-%	46%	-%	-%	-%	l 100%
Chess	4	4	3	-	3	4	1	2	2	*	1	-	-	-	4
	1%	1%	2%	-%	1%	1%	1%	10%	22%	4%	1%	-%	-%	-%	3%
		100%	75%	-%	75%	100%	17%	abcde 54%	46%	8%	17%	-%	-%	-%	l 100%
One Bill	4	4	3	1	4	2	-	-	-	-	2	-	-	-	4
	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	3%
		100%	79%	21%	100%	67%	-%	-%	-%	-%	46%	-%	-%	-%	100%
Post Office	3	3	-	3	3	3	2	-	-	-	2	-	-	-	3
	1%	1%	-%	3%	1%	1%	2%	-%	-%	-%	2%	-%	-%	-%	2%
		100%	-%	b 100%	100%	100%	58%	-%	-%	-%	58%	-%	-%	-%	100%
O2/ BE	3	3	3	*	3	3	1	*	*	*	*	*	-	-	3
	1%	1%	1%	*%	1%	1%	1%	2%	2%	4%	1%	1%	-%	-%	2%
		100%	100%	8%	100%	100%	22%	14%	8%	14%	14%	14%	-%	-%	100%
Vodafone	2	2	2	-	2	2	-	1	1	-	-	-	-	-	1
	1%	1%	1%	-%	1%	1%	-%	3%	8%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	32%	32%	-%	-%	-%	-%	-%	32%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Pace	2	2	1	2	2	2	*	-	-	-	1	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	2%	-%	-%	-%	-%
		100%	48%	67%	100%	100%	16%	-%	-%	-%	52%	-%	-%	-%	-%
Focus	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	-%	-%	-%	85%	-%	-%	-%	-%	57%	-%	-%	-%	-%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	*%	*%	1%	-%	*%	*%	2%	5%	-%	13%	2%	4%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	ade 100%	-%	100%	100%	ae 100%	-%	-%	100%
Titan	1	1	1	-	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	*	*	-	-	1	-	-	-	-
	*%	*%	1%	1%	*%	*%	1%	2%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	67%	100%	100%	33%	33%	-%	-%	67%	-%	-%	-%	-%
Everything Everywhere/ EE	1	1	-	1	1	1	-	-	-	-	1	1	-	-	-
	*%	*%	-%	1%	*%	*%	-%	-%	-%	-%	1%	3%	-%	-%	-%
		100%	-%	100%	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%
Zen	1	1	1	-	1	1	*	-	-	-	*	-	-	-	-
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	50%	-%	-%	-%	50%	-%	-%	-%	-%
NCS	1	1	-	-	-	1	-	*	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	50%	-%	-%	-%	-%	-%	-%	-%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	1%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	345	345	215	109	267	321	75	40	17	19	74	36	146	9	109
Effective Weighted Sample	268	268	162	81	208	246	53	25	10	12	53	24	113	6	95
Total	346	346	209	105	273	318	65	23	9	9	65	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Southern	*	*	-	-	-	*	-	-	*	-	*	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	-%	4%	-%	1%	-%	-%	-%	*%
		100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	100%
CityTalk	*	*	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%
Council/ NHS etc	*	*	*	-	*	*	-	-	-	*	*	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%
Other	41	41	23	14	30	37	6	5	1	3	7	3	-	-	-
	12%	12%	11%	13%	11%	12%	10%	21%	17%	31%	11%	11%	-%	-%	-%
		100%	57%	34%	73%	91%	15%	12%	4%	7%	18%	8%	-%	-%	-%
Don't know	7	7	4	2	4	7	-	-	-	*	*	-	-	-	-
	2%	2%	2%	2%	1%	2%	-%	-%	-%	4%	1%	-%	-%	-%	-%
		100%	50%	28%	50%	100%	-%	-%	-%	5%	5%	-%	-%	-%	-%
BT/ EE/ PLUSNET	162	162	94	52	127	152	29	11	4	3	32	16	147	9	5
	47%	47%	45%	49%	47%	48%	45%	49%	44%	33%	50%	57%	100%	100%	4%
		100%	58%	32%	79%	94%	18%	7%	2%	2%	20%	10%	n 91%	6%	3%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
BT	156	6	29	36	121	10	146	118	26	14	32	82	103	15	103	53
	45%	16%	28%	25%	59%	34%	46%	49%	39%	72%	59%	42%	43%	43%	44%	47%
		4%	19%	23%	77%	6%	94%	75%	17%	9%	20%	53%	66%	9%	66%	34%
XLN telecom	28	5	4	9	19	7	21	20	1	2	4	20	22	3	24	4
	8%	13%	4%	6%	9%	25%	7%	8%	2%	10%	7%	10%	9%	8%	10%	4%
		17%	15%	32%	68%	25%	75%	69%	5%	7%	12%	69%	78%	10%	85%	15%
TalkTalk	21	2	13	14	7	-	21	16	5	1	4	14	16	-	20	1
	6%	4%	12%	10%	3%	-	7%	7%	7%	4%	7%	7%	7%	-	9%	1%
		8%	60%	68%	32%	-	100%	77%	23%	4%	17%	68%	75%	-	96%	4%
Unicom/ Universal Utilities	19	2	7	9	10	2	17	7	8	-	2	13	16	1	16	2
	5%	4%	7%	6%	5%	6%	5%	3%	13%	-	3%	7%	7%	2%	7%	2%
		9%	38%	47%	53%	9%	91%	38%	45%	-	9%	68%	87%	4%	88%	12%
Virgin Media (NTL/ Telewest)	11	2	6	8	4	-	11	11	-	-	3	1	3	3	9	2
	3%	4%	6%	5%	2%	-	4%	5%	-	-	5%	1%	1%	8%	4%	2%
		14%	54%	69%	31%	-	100%	100%	-	-	25%	10%	28%	23%	81%	19%
Sky/ Skytalk	11	1	7	8	3	1	10	10	-	-	1	5	9	-	9	2
	3%	3%	7%	6%	1%	4%	3%	4%	-	-	2%	2%	4%	-	4%	1%
		11%	64%	75%	25%	11%	89%	89%	-	-	11%	43%	79%	-	86%	14%
Daisy	10	-	4	4	5	4	6	5	1	-	-	8	8	2	6	4
	3%	-	4%	3%	3%	14%	2%	2%	1%	-	-	4%	3%	5%	2%	4%
		-	44%	44%	56%	41%	59%	52%	8%	-	-	80%	83%	17%	57%	43%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Utility Warehouse	6	-	2	2	4	-	6	6	*	-	-	4	5	2	6	1
	2%	-%	2%	1%	2%	-%	2%	2%	1%	-%	-%	2%	2%	5%	2%	1%
		-%	30%	30%	70%	-%	100%	94%	6%	-%	-%	69%	74%	26%	89%	11%
Kinex	5	3	1	4	1	-	5	5	*	1	2	1	4	-	4	2
	2%	9%	1%	3%	1%	-%	2%	2%	1%	6%	3%	*%	2%	-%	2%	1%
		bd														
		59%	20%	79%	21%	-%	100%	93%	7%	21%	28%	14%	72%	-%	71%	29%
Plusnet	5	3	2	4	1	-	5	5	-	-	1	4	4	-	5	-
	1%	7%	2%	3%	*%	-%	2%	2%	-%	-%	1%	2%	2%	-%	2%	-%
		d														
		54%	31%	86%	14%	-%	100%	100%	-%	-%	14%	86%	86%	-%	100%	-%
Chess	4	-	1	1	4	-	4	4	1	-	-	2	2	*	2	-
	1%	-%	1%	1%	2%	-%	1%	1%	1%	-%	-%	1%	1%	1%	1%	-%
		-%	17%	17%	83%	-%	100%	83%	17%	-%	-%	54%	54%	8%	54%	-%
One Bill	4	-	1	1	3	1	2	2	1	-	-	4	4	-	3	1
	1%	-%	1%	1%	1%	4%	1%	1%	1%	-%	-%	2%	1%	-%	1%	1%
		-%	21%	21%	79%	33%	67%	46%	21%	-%	-%	100%	100%	-%	79%	21%
Post Office	3	-	2	2	1	-	3	2	1	-	-	3	3	-	3	-
	1%	-%	2%	1%	1%	-%	1%	1%	2%	-%	-%	1%	1%	-%	1%	-%
		-%	58%	58%	42%	-%	100%	58%	42%	-%	-%	100%	100%	-%	100%	-%
O2/ BE	3	-	2	2	*	-	3	2	1	-	2	1	1	*	*	2
	1%	-%	2%	2%	*%	-%	1%	1%	1%	-%	3%	*%	*%	1%	*%	2%
		-%	92%	92%	8%	-%	100%	78%	22%	-%	64%	22%	22%	14%	14%	86%
Vodafone	2	-	1	1	2	-	2	-	2	-	-	1	1	2	-	2
	1%	-%	1%	1%	1%	-%	1%	-%	4%	-%	-%	*%	*%	5%	-%	2%
									g					kl		
		-%	32%	32%	68%	-%	100%	-%	100%	-%	-%	32%	32%	68%	-%	100%
Pace	2	*	-	*	2	-	2	2	*	-	-	*	*	2	1	2
	1%	1%	-%	*%	1%	-%	1%	1%	1%	-%	-%	*%	*%	6%	*%	1%
														kl		
		16%	-%	16%	84%	-%	100%	84%	16%	-%	-%	16%	16%	84%	33%	67%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Focus	1	-	1	1	1	*	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	*%	1%	*%	-%	2%	-%	-%	1%	1%	-%	-%	1%
		-%	57%	57%	43%	15%	85%	-%	85%	-%	-%	100%	100%	-%	-%	100%
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	*%	-%	-%	-%	1%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Titan	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%
4Com	1	-	1	1	-	-	1	1	*	-	1	*	*	-	-	1
	*%	-%	1%	1%	-%	-%	*%	*%	1%	-%	1%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	67%	33%	-%	67%	33%	33%	-%	-%	100%
Everything Everywhere/ EE	1	-	-	-	1	-	1	1	-	1	1	-	-	-	-	1
	*%	-%	-%	-%	*%	-%	*%	*%	-%	4%	1%	-%	-%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	100%
Zen	1	*	*	1	-	-	1	1	-	-	-	-	1	-	-	1
	*%	1%	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	1%
		50%	50%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%
NCS	1	*	-	*	*	-	1	*	-	-	-	1	1	-	-	1
	*%	1%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	1%
		50%	-%	50%	50%	-%	100%	50%	-%	-%	-%	100%	100%	-%	-%	100%
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Southern	*	-	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	*%	-%	*%	*%	-%	-%	*%	-%	1%	-%	-%	*%	*%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 25

Q8B. And which company is the main provider of your Standard landline rental? (SINGLE CODE)

Base : Those making calls with standard landlines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	345	39	106	145	200	24	321	239	70	19	50	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	246	186	52	16	41	150	187	27	168	100
Total	346	37	105	142	204	28	318	239	66	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
CityTalk	*	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
Council/ NHS etc	*	-	-	-	*	-	*	*	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Other	41	11	17	28	13	4	37	22	15	1	4	22	30	5	17	23
	12%	30%	16%	20%	6%	12%	12%	9%	23%	5%	8%	11%	12%	16%	8%	21%
		d	d	d					fg						n	
		27%	42%	69%	31%	9%	91%	53%	38%	2%	10%	54%	73%	13%	43%	56%
Don't know	7	2	3	6	2	-	7	-	-	-	-	7	7	-	2	6
	2%	6%	3%	4%	1%	-%	2%	-%	-%	-%	-%	4%	3%	-%	1%	5%
		d					g								n	
		33%	45%	78%	22%	-%	100%	-%	-%	-%	-%	100%	100%	-%	22%	78%
BT/ EE/ PLUSNET	162	9	31	40	122	10	152	123	26	15	33	86	108	15	108	53
	47%	24%	30%	28%	60%	34%	48%	52%	39%	76%	62%	45%	44%	43%	47%	48%
				abc							l					
		5%	19%	25%	75%	6%	94%	76%	16%	9%	20%	53%	66%	9%	67%	33%
Columns Tested: a.b.c.d - e.f.g.h - i.j.k.l.m - n.o																

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 26

Q7C. What is the name of the company or companies that you pay for your ISDN2/2e line calls? (MULTI CODE)

Base : Those making calls with ISDN2

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1 6%	6 35%	4 24%	12 66%	6 34%	* 2%	4 21%	8 46%	5 27%	8 45%	1 7%	* 1%	4 20%	13 73%
BT	7 41%	- -%	3 50%	1 33%	5 39%	3 44%	- -%	2 61%	2 26%	2 41%	5 57%	- -%	- -%	1 20%	5 40%
		-%	43%	20%	63%	37%	-%	31%	30%	27%	63%	-%	-%	10%	73%
Chess	2 9%	- -%	2 25%	- -%	2 13%	- -%	- -%	- -%	2 19%	- -%	- -%	- -%	- -%	2 43%	2 12%
		-%	100%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%
Gamma	1 6%	1 100%	- -%	- -%	1 10%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 32%	1 9%
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%
Daisy	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	1 20%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Vodafone	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 56%	- -%	- -%	1 6%
		-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%
O2/ BE	1 4%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	1 8%	* 7%	* 4%	- -%	- -%	- -%	* 3%
		-%	-%	-%	-%	100%	-%	-%	100%	50%	50%	-%	-%	-%	50%
NCS	* 2%	- -%	- -%	- -%	- -%	* 6%	- -%	* 9%	- -%	- -%	* 4%	- -%	- -%	- -%	* 3%
		-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	* 1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	5 30%	- -%	2 25%	1 33%	3 26%	2 39%	* 100%	* 9%	3 37%	2 37%	3 38%	* 15%	* 100%	* 5%	4 28%
		-%	29%	27%	56%	44%	7%	7%	56%	33%	57%	4%	4%	4%	67%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 26

Q7C. What is the name of the company or companies that you pay for your ISDN2/2e line calls? (MULTI CODE)

Base : Those making calls with ISDN2

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1	6	4	12	6	*	4	8	5	8	1	*	4	13
		6%	35%	24%	66%	34%	2%	21%	46%	27%	45%	7%	1%	20%	73%
Don't know	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	15%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	7	-	3	1	5	3	-	2	2	2	5	-	-	1	5
	41%	-%	50%	33%	39%	44%	-%	61%	26%	41%	57%	-%	-%	20%	40%
		-%	43%	20%	63%	37%	-%	31%	30%	27%	63%	-%	-%	10%	73%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 26

Q7C. What is the name of the company or companies that you pay for your ISDN2/2e line calls? (MULTI CODE)

Base : Those making calls with ISDN2

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
BT	7	7	5	3	6	7	2	7	-	1	1	1	7	-	-
	41%	41%	35%	63%	37%	39%	29%	41%	-%	20%	15%	14%	87%	-%	-%
		100%	74%	34%	78%	95%	25%	100%	-%	10%	10%	7%	100%	-%	-%
Chess	2	2	2	-	2	2	-	2	2	-	-	-	-	-	2
	9%	9%	10%	-%	10%	9%	-%	9%	51%	-%	-%	-%	-%	-%	33%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	6%	6%	8%	-%	7%	7%	19%	6%	-%	33%	23%	29%	-%	-%	24%
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Daisy	1	1	1	-	1	1	-	1	-	1	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	-%	21%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	24%	-%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
O2/ BE	1	1	1	-	1	1	1	1	-	*	-	*	*	-	*
	4%	4%	5%	-%	4%	4%	11%	4%	-%	10%	-%	9%	4%	-%	7%
		100%	100%	-%	100%	100%	100%	100%	-%	50%	-%	50%	50%	-%	50%
NCS	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	4%	5%	-%	-%	4%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	5	5	5	2	5	5	2	5	*	1	3	2	1	-	-
	30%	30%	30%	46%	32%	29%	34%	30%	13%	16%	58%	39%	13%	-%	-%
		100%	86%	34%	93%	93%	39%	100%	7%	11%	53%	29%	20%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 26

Q7C. What is the name of the company or companies that you pay for your ISDN2/2e line calls? (MULTI CODE)

Base : Those making calls with ISDN2

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	-%	5%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	7	7	5	3	6	7	2	7	-	1	1	1	7	-	-
	41%	41%	35%	63%	37%	39%	29%	41%	-%	20%	15%	14%	87%	-%	-%
		100%	74%	34%	78%	95%	25%	100%	-%	10%	10%	7%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 26

Q7C. What is the name of the company or companies that you pay for your ISDN2/2e line calls? (MULTI CODE)

Base : Those making calls with ISDN2

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER		STRONGLY	AGREE	STRONGLY			
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
BT	7	-	1	1	7	*	7	6	*	2	2	3	3	1	2	6
	41%	-	18%	16%	50%	100%	39%	55%	6%	83%	54%	43%	37%	66%	53%	43%
		-	10%	10%	90%	5%	95%	88%	5%	26%	29%	34%	41%	20%	22%	78%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	-	-	-
	9%	-	-	-	12%	-	9%	14%	-	-	-	-	-	-	-	-
		-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	6%	-	-	-	9%	-	7%	-	21%	-	-	-	-	-	-	9%
		-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	100%
Daisy	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1
	4%	-	-	-	5%	-	4%	-	13%	-	-	13%	9%	-	-	6%
		-	-	-	100%	-	100%	-	100%	-	-	100%	100%	-	-	100%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	4%	-	18%	16%	-	-	4%	-	13%	-	-	13%	9%	-	-	6%
		-	100%	100%	-	-	100%	-	100%	-	-	100%	100%	-	-	100%
O2/ BE	1	-	*	*	*	-	1	-	1	-	-	-	*	*	*	*
	4%	-	9%	8%	3%	-	4%	-	13%	-	-	-	4%	16%	12%	3%
		-	50%	50%	50%	-	100%	-	100%	-	-	-	50%	50%	50%	50%
NCS	*	-	-	-	*	-	*	-	-	-	-	*	*	-	-	*
	2%	-	-	-	3%	-	2%	-	-	-	-	6%	4%	-	-	3%
		-	-	-	100%	-	100%	-	-	-	-	100%	100%	-	-	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	1%	-	5%	4%	-	-	1%	2%	-	-	-	-	-	9%	-	1%
		-	100%	100%	-	-	100%	100%	-	-	-	-	-	100%	-	100%
Other	5	1	2	3	3	*	5	4	2	*	2	1	3	1	1	4
	30%	100%	50%	56%	22%	100%	29%	30%	29%	8%	42%	25%	37%	25%	47%	30%
		11%	36%	47%	53%	7%	93%	64%	29%	4%	30%	27%	56%	10%	26%	74%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 26

Q7C. What is the name of the company or companies that you pay for your ISDN2/2e line calls? (MULTI CODE)

Base : Those making calls with ISDN2

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	4%	8%	5%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	7	-	1	1	7	*	7	6	*	2	2	3	3	1	2	6
	41%	-%	18%	16%	50%	100%	39%	55%	6%	83%	54%	43%	37%	66%	53%	43%
		-%	10%	10%	90%	5%	95%	88%	5%	26%	29%	34%	41%	20%	22%	78%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 27

Q8C. And which company is the main provider of your ISDN2/2e line calls? (SINGLE CODE)

Base : Those making calls with ISDN2

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1 6%	6 35%	4 24%	12 66%	6 34%	* 2%	4 21%	8 46%	5 27%	8 45%	1 7%	* 1%	4 20%	13 73%
BT	7 39%	- -%	3 50%	1 33%	5 39%	2 38%	- -%	2 61%	2 22%	2 41%	4 53%	- -%	- -%	1 20%	5 38%
		-	45%	21%	66%	34%	-	33%	26%	28%	61%	-	-	10%	72%
Chess	2 9%	- -%	2 25%	- -%	2 13%	- -%	- -%	- -%	2 19%	- -%	- -%	- -%	- -%	2 43%	2 12%
		-	100%	-	100%	-	-	-	100%	-	-	-	-	100%	100%
Gamma	1 6%	1 100%	- -%	- -%	1 10%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 32%	1 9%
		100%	-	-	100%	-	-	-	100%	-	-	-	-	100%	100%
Daisy	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	1 20%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%
		-	-	100%	100%	-	-	100%	-	100%	-	-	-	-	-
Vodafone	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 56%	- -%	- -%	1 6%
		-	-	100%	100%	-	-	-	-	-	-	100%	-	-	100%
O2/ BE	1 4%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	1 8%	* 7%	* 4%	- -%	- -%	- -%	* 3%
		-	-	-	-	100%	-	-	100%	50%	50%	-	-	-	50%
NCS	* 2%	- -%	- -%	- -%	- -%	* 6%	- -%	* 9%	- -%	- -%	* 4%	- -%	- -%	- -%	* 3%
		-	-	-	-	100%	-	100%	-	-	100%	-	-	-	100%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	* 1%
		-	-	-	-	100%	-	-	-	-	-	100%	-	-	100%
Other	5 30%	- -%	2 25%	1 33%	3 26%	2 39%	* 100%	* 9%	3 37%	2 37%	3 38%	* 15%	* 100%	* 5%	4 28%
		-	29%	27%	56%	44%	7%	7%	56%	33%	57%	4%	4%	4%	67%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 27

Q8C. And which company is the main provider of your ISDN2/2e line calls? (SINGLE CODE)

Base : Those making calls with ISDN2

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1	6	4	12	6	*	4	8	5	8	1	*	4	13
		6%	35%	24%	66%	34%	2%	21%	46%	27%	45%	7%	1%	20%	73%
Don't know	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	15%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	7	-	3	1	5	2	-	2	2	2	4	-	-	1	5
	39%	-%	50%	33%	39%	38%	-%	61%	22%	41%	53%	-%	-%	20%	38%
		-%	45%	21%	66%	34%	-%	33%	26%	28%	61%	-%	-%	10%	72%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 27

Q8C. And which company is the main provider of your ISDN2/2e line calls? (SINGLE CODE)

Base : Those making calls with ISDN2

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
BT	7	7	5	2	5	7	2	7	-	1	1	1	7	-	-
	39%	39%	35%	54%	34%	39%	29%	39%	-%	20%	15%	14%	83%	-%	-%
		100%	77%	31%	77%	100%	26%	100%	-%	10%	11%	8%	100%	-%	-%
Chess	2	2	2	-	2	2	-	2	2	-	-	-	-	-	2
	9%	9%	10%	-%	10%	9%	-%	9%	51%	-%	-%	-%	-%	-%	33%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	6%	6%	8%	-%	7%	7%	19%	6%	-%	33%	23%	29%	-%	-%	24%
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Daisy	1	1	1	-	1	1	-	1	-	1	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	-%	21%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	24%	-%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
O2/ BE	1	1	1	-	1	1	1	1	-	*	-	*	*	-	*
	4%	4%	5%	-%	4%	4%	11%	4%	-%	10%	-%	9%	4%	-%	7%
		100%	100%	-%	100%	100%	100%	100%	-%	50%	-%	50%	50%	-%	50%
NCS	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	4%	5%	-%	-%	4%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	5	5	5	2	5	5	2	5	*	1	3	2	1	-	-
	30%	30%	30%	46%	32%	29%	34%	30%	13%	16%	58%	39%	13%	-%	-%
		100%	86%	34%	93%	93%	39%	100%	7%	11%	53%	29%	20%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 27

Q8C. And which company is the main provider of your ISDN2/2e line calls? (SINGLE CODE)

Base : Those making calls with ISDN2

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	-%	5%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	7	7	5	2	5	7	2	7	-	1	1	1	7	-	-
	39%	39%	35%	54%	34%	39%	29%	39%	-%	20%	15%	14%	83%	-%	-%
		100%	77%	31%	77%	100%	26%	100%	-%	10%	11%	8%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 27

Q8C. And which company is the main provider of your ISDN2/2e line calls? (SINGLE CODE)

Base : Those making calls with ISDN2

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER			STRONGLY	STRONGLY			
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
BT	7	-	1	1	6	-	7	6	*	2	2	3	3	1	1	6
	39%	-%	18%	16%	47%	-%	39%	55%	6%	83%	54%	43%	37%	50%	41%	43%
		-%	10%	10%	90%	-%	100%	92%	5%	28%	31%	36%	43%	16%	18%	82%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	12%	-%	9%	14%	-%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	6%	-%	-%	-%	9%	-%	7%	-%	21%	-%	-%	-%	-%	-%	-%	9%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Daisy	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1
	4%	-%	-%	-%	5%	-%	4%	-%	13%	-%	-%	13%	9%	-%	-%	6%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	4%	-%	18%	16%	-%	-%	4%	-%	13%	-%	-%	13%	9%	-%	-%	6%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
O2/ BE	1	-	*	*	*	-	1	-	1	-	-	-	*	*	*	*
	4%	-%	9%	8%	3%	-%	4%	-%	13%	-%	-%	-%	4%	16%	12%	3%
		-%	50%	50%	50%	-%	100%	-%	100%	-%	-%	-%	50%	50%	50%	50%
NCS	*	-	-	-	*	-	*	-	-	-	-	*	*	-	-	*
	2%	-%	-%	-%	3%	-%	2%	-%	-%	-%	-%	6%	4%	-%	-%	3%
		-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	1%	-%	5%	4%	-%	-%	1%	2%	-%	-%	-%	-%	-%	9%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	5	1	2	3	3	*	5	4	2	*	2	1	3	1	1	4
	30%	100%	50%	56%	22%	100%	29%	30%	29%	8%	42%	25%	37%	25%	47%	30%
		11%	36%	47%	53%	7%	93%	64%	29%	4%	30%	27%	56%	10%	26%	74%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 27

Q8C. And which company is the main provider of your ISDN2/2e line calls? (SINGLE CODE)

Base : Those making calls with ISDN2

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	4%	8%	5%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	7	-	1	1	6	-	7	6	*	2	2	3	3	1	1	6
	39%	-%	18%	16%	47%	-%	39%	55%	6%	83%	54%	43%	37%	50%	41%	43%
		-%	10%	10%	90%	-%	100%	92%	5%	28%	31%	36%	43%	16%	18%	82%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 28

Q7D. What is the name of the company or companies that you pay for your ISDN2/2e line rental? (MULTI CODE)

Base : Those making calls with ISDN2

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1 6%	6 35%	4 24%	12 66%	6 34%	* 2%	4 21%	8 46%	5 27%	8 45%	1 7%	* 1%	4 20%	13 73%
BT	7 41%	- -%	3 50%	1 33%	5 39%	3 44%	- -%	2 61%	2 26%	2 41%	5 57%	- -%	- -%	1 20%	5 40%
		-	43%	20%	63%	37%	-	31%	30%	27%	63%	-	-	10%	73%
Chess	2 9%	- -%	2 25%	- -%	2 13%	- -%	- -%	- -%	2 19%	- -%	- -%	- -%	- -%	2 43%	2 12%
		-	100%	-	100%	-	-	-	100%	-	-	-	-	100%	100%
Gamma	1 6%	1 100%	- -%	- -%	1 10%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 32%	1 9%
		100%	-	-	100%	-	-	-	100%	-	-	-	-	100%	100%
KCom (Kingston Comms)	1 6%	1 100%	- -%	- -%	1 10%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 32%	1 9%
		100%	-	-	100%	-	-	-	100%	-	-	-	-	100%	100%
Daisy	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	1 20%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%
		-	-	100%	100%	-	-	100%	-	100%	-	-	-	-	-
Vodafone	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 56%	- -%	- -%	1 6%
		-	-	100%	100%	-	-	-	-	-	-	100%	-	-	100%
O2/ BE	1 4%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	1 8%	* 7%	* 4%	- -%	- -%	- -%	* 3%
		-	-	-	-	100%	-	-	100%	50%	50%	-	-	-	50%
NCS	* 2%	- -%	- -%	- -%	- -%	* 6%	- -%	* 9%	- -%	- -%	* 4%	- -%	- -%	- -%	* 3%
		-	-	-	-	100%	-	100%	-	-	100%	-	-	-	100%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	* 1%
		-	-	-	-	100%	-	-	-	-	-	100%	-	-	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 28

Q7D. What is the name of the company or companies that you pay for your ISDN2/2e line rental? (MULTI CODE)

Base : Those making calls with ISDN2

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1 6%	6 35%	4 24%	12 66%	6 34%	* 2%	4 21%	8 46%	5 27%	8 45%	1 7%	* 1%	4 20%	13 73%
Other	5 28%	- -%	2 25%	1 33%	3 26%	2 33%	* 100%	* 9%	3 33%	2 37%	3 34%	* 15%	* 100%	* 5%	3 25%
		-%	31%	29%	60%	40%	7%	7%	53%	35%	54%	4%	4%	4%	65%
Don't know	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	* 1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	7 41%	- -%	3 50%	1 33%	5 39%	3 44%	- -%	2 61%	2 26%	2 41%	5 57%	- -%	- -%	1 20%	5 40%
		-%	43%	20%	63%	37%	-%	31%	30%	27%	63%	-%	-%	10%	73%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 28

Q7D. What is the name of the company or companies that you pay for your ISDN2/2e line rental? (MULTI CODE)

Base : Those making calls with ISDN2

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
BT	7	7	5	3	6	7	2	7	-	1	1	1	7	-	-
	41%	41%	35%	63%	37%	39%	29%	41%	-%	20%	15%	14%	87%	-%	-%
		100%	74%	34%	78%	95%	25%	100%	-%	10%	10%	7%	100%	-%	-%
Chess	2	2	2	-	2	2	-	2	2	-	-	-	-	-	2
	9%	9%	10%	-%	10%	9%	-%	9%	51%	-%	-%	-%	-%	-%	33%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	6%	6%	8%	-%	7%	7%	19%	6%	-%	33%	23%	29%	-%	-%	24%
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
KCom (Kingston Comms)	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	6%	6%	8%	-%	7%	7%	19%	6%	-%	33%	23%	29%	-%	-%	24%
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Daisy	1	1	1	-	1	1	-	1	-	1	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	-%	21%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	24%	-%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
O2/ BE	1	1	1	-	1	1	1	1	-	*	-	*	*	-	*
	4%	4%	5%	-%	4%	4%	11%	4%	-%	10%	-%	9%	4%	-%	7%
		100%	100%	-%	100%	100%	100%	100%	-%	50%	-%	50%	50%	-%	50%
NCS	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	4%	5%	-%	-%	4%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 28

Q7D. What is the name of the company or companies that you pay for your ISDN2/2e line rental? (MULTI CODE)

Base : Those making calls with ISDN2

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
Other	5	5	5	1	5	5	2	5	*	1	3	2	1	-	-
	28%	28%	30%	37%	30%	29%	34%	28%	13%	16%	58%	39%	8%	-%	-%
		100%	92%	29%	92%	100%	42%	100%	8%	11%	57%	31%	14%	-%	-%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	-%	5%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	7	7	5	3	6	7	2	7	-	1	1	1	7	-	-
	41%	41%	35%	63%	37%	39%	29%	41%	-%	20%	15%	14%	87%	-%	-%
		100%	74%	34%	78%	95%	25%	100%	-%	10%	10%	7%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 28

Q7D. What is the name of the company or companies that you pay for your ISDN2/2e line rental? (MULTI CODE)

Base : Those making calls with ISDN2

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER			STRONGLY	STRONGLY			
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
BT	7	-	1	1	7	*	7	6	*	2	2	3	3	1	2	6
	41%	-	18%	16%	50%	100%	39%	55%	6%	83%	54%	43%	37%	66%	53%	43%
		-	10%	10%	90%	5%	95%	88%	5%	26%	29%	34%	41%	20%	22%	78%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	-	-	-
	9%	-	-	-	12%	-	9%	14%	-	-	-	-	-	-	-	-
		-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	6%	-	-	-	9%	-	7%	-	21%	-	-	-	-	-	-	9%
		-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	100%
KCom (Kingston Comms)	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	6%	-	-	-	9%	-	7%	-	21%	-	-	-	-	-	-	9%
		-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	100%
Daisy	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1
	4%	-	-	-	5%	-	4%	-	13%	-	-	13%	9%	-	-	6%
		-	-	-	100%	-	100%	-	100%	-	-	100%	100%	-	-	100%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	4%	-	18%	16%	-	-	4%	-	13%	-	-	13%	9%	-	-	6%
		-	100%	100%	-	-	100%	-	100%	-	-	100%	100%	-	-	100%
O2/ BE	1	-	*	*	*	-	1	-	1	-	-	-	*	*	*	*
	4%	-	9%	8%	3%	-	4%	-	13%	-	-	-	4%	16%	12%	3%
		-	50%	50%	50%	-	100%	-	100%	-	-	-	50%	50%	50%	50%
NCS	*	-	-	-	*	-	*	-	-	-	-	*	*	-	-	*
	2%	-	-	-	3%	-	2%	-	-	-	-	6%	4%	-	-	3%
		-	-	-	100%	-	100%	-	-	-	-	100%	100%	-	-	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	1%	-	5%	4%	-	-	1%	2%	-	-	-	-	-	9%	-	1%
		-	100%	100%	-	-	100%	100%	-	-	-	-	-	100%	-	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 28

Q7D. What is the name of the company or companies that you pay for your ISDN2/2e line rental? (MULTI CODE)

Base : Those making calls with ISDN2

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
Other	5	1	2	3	3	-	5	4	2	*	2	1	3	*	1	4
	28%	100%	50%	56%	19%	-%	29%	30%	29%	8%	42%	25%	37%	9%	36%	30%
		11%	39%	50%	50%	-%	100%	69%	31%	4%	33%	29%	60%	4%	21%	79%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	4%	8%	5%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	7	-	1	1	7	*	7	6	*	2	2	3	3	1	2	6
	41%	-%	18%	16%	50%	100%	39%	55%	6%	83%	54%	43%	37%	66%	53%	43%
		-%	10%	10%	90%	5%	95%	88%	5%	26%	29%	34%	41%	20%	22%	78%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 29

Q8D. And which company is the main provider of your ISDN2/2e line rental? (SINGLE CODE)

Base : Those making calls with ISDN2

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1 6%	6 35%	4 24%	12 66%	6 34%	* 2%	4 21%	8 46%	5 27%	8 45%	1 7%	* 1%	4 20%	13 73%
BT	7 41%	- -%	3 50%	1 33%	5 39%	3 44%	- -%	2 61%	2 26%	2 41%	5 57%	- -%	- -%	1 20%	5 40%
		-%	43%	20%	63%	37%	-%	31%	30%	27%	63%	-%	-%	10%	73%
Chess	2 9%	- -%	2 25%	- -%	2 13%	- -%	- -%	- -%	2 19%	- -%	- -%	- -%	- -%	2 43%	2 12%
		-%	100%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%
Gamma	1 6%	1 100%	- -%	- -%	1 10%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 32%	1 9%
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%
Daisy	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	1 20%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Vodafone	1 4%	- -%	- -%	1 17%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	1 56%	- -%	- -%	1 6%
		-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%
O2/ BE	1 4%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	1 8%	* 7%	* 4%	- -%	- -%	- -%	* 3%
		-%	-%	-%	-%	100%	-%	-%	100%	50%	50%	-%	-%	-%	50%
NCS	* 2%	- -%	- -%	- -%	- -%	* 6%	- -%	* 9%	- -%	- -%	* 4%	- -%	- -%	- -%	* 3%
		-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	* 1%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	- -%	- -%	* 15%	- -%	- -%	* 1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	5 28%	- -%	2 25%	1 33%	3 26%	2 33%	* 100%	* 9%	3 33%	2 37%	3 34%	* 15%	* 100%	* 5%	3 25%
		-%	31%	29%	60%	40%	7%	7%	53%	35%	54%	4%	4%	4%	65%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 29

Q8D. And which company is the main provider of your ISDN2/2e line rental? (SINGLE CODE)

Base : Those making calls with ISDN2

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	33	1	4	6	11	22	1	6	16	9	15	4	1	4	24
Effective Weighted Sample	20	1	4	6	10	20	1	4	9	6	9	3	1	3	14
Total	18	1	6	4	12	6	*	4	8	5	8	1	*	4	13
		6%	35%	24%	66%	34%	2%	21%	46%	27%	45%	7%	1%	20%	73%
Don't know	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	15%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	7	-	3	1	5	3	-	2	2	2	5	-	-	1	5
	41%	-%	50%	33%	39%	44%	-%	61%	26%	41%	57%	-%	-%	20%	40%
		-%	43%	20%	63%	37%	-%	31%	30%	27%	63%	-%	-%	10%	73%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 29

Q8D. And which company is the main provider of your ISDN2/2e line rental? (SINGLE CODE)

Base : Those making calls with ISDN2

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS	
	Total	a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
BT	7	7	5	3	6	7	2	7	-	1	1	1	7	-	-
	41%	41%	35%	63%	37%	39%	29%	41%	-%	20%	15%	14%	87%	-%	-%
		100%	74%	34%	78%	95%	25%	100%	-%	10%	10%	7%	100%	-%	-%
Chess	2	2	2	-	2	2	-	2	2	-	-	-	-	-	2
	9%	9%	10%	-%	10%	9%	-%	9%	51%	-%	-%	-%	-%	-%	33%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Gamma	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	6%	6%	8%	-%	7%	7%	19%	6%	-%	33%	23%	29%	-%	-%	24%
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Daisy	1	1	1	-	1	1	-	1	-	1	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	-%	21%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	4%	4%	5%	-%	5%	4%	-%	4%	24%	-%	-%	-%	-%	-%	15%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
O2/ BE	1	1	1	-	1	1	1	1	-	*	-	*	*	-	*
	4%	4%	5%	-%	4%	4%	11%	4%	-%	10%	-%	9%	4%	-%	7%
		100%	100%	-%	100%	100%	100%	100%	-%	50%	-%	50%	50%	-%	50%
NCS	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	2%	2%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	4%	5%	-%	-%	4%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	5	5	5	1	5	5	2	5	*	1	3	2	1	-	-
	28%	28%	30%	37%	30%	29%	34%	28%	13%	16%	58%	39%	8%	-%	-%
		100%	92%	29%	92%	100%	42%	100%	8%	11%	57%	31%	14%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 29

Q8D. And which company is the main provider of your ISDN2/2e line rental? (SINGLE CODE)

Base : Those making calls with ISDN2

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	*b	*c	*d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	33	33	28	12	29	32	14	33	6	8	10	7	16	-	6
Effective Weighted Sample	20	20	17	10	18	19	8	20	3	5	5	4	10	-	4
Total	18	18	16	4	16	18	6	18	3	4	5	4	8	-	5
		100%	85%	22%	87%	98%	34%	100%	17%	20%	28%	22%	46%	-%	26%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	1%	1%	1%	-%	1%	1%	3%	1%	6%	-%	-%	5%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	7	7	5	3	6	7	2	7	-	1	1	1	7	-	-
	41%	41%	35%	63%	37%	39%	29%	41%	-%	20%	15%	14%	87%	-%	-%
		100%	74%	34%	78%	95%	25%	100%	-%	10%	10%	7%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 29

Q8D. And which company is the main provider of your ISDN2/2e line rental? (SINGLE CODE)

Base : Those making calls with ISDN2

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	AGREE	STRONGLY	DISAGREE	NEITHER /DK		
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
BT	7	-	1	1	7	*	7	6	*	2	2	3	3	1	2	6
	41%	-%	18%	16%	50%	100%	39%	55%	6%	83%	54%	43%	37%	66%	53%	43%
		-%	10%	10%	90%	5%	95%	88%	5%	26%	29%	34%	41%	20%	22%	78%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	-	-	-
	9%	-%	-%	-%	12%	-%	9%	14%	-%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Gamma	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	6%	-%	-%	-%	9%	-%	7%	-%	21%	-%	-%	-%	-%	-%	-%	9%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Daisy	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1
	4%	-%	-%	-%	5%	-%	4%	-%	13%	-%	-%	13%	9%	-%	-%	6%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	4%	-%	18%	16%	-%	-%	4%	-%	13%	-%	-%	13%	9%	-%	-%	6%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
O2/ BE	1	-	*	*	*	-	1	-	1	-	-	-	*	*	*	*
	4%	-%	9%	8%	3%	-%	4%	-%	13%	-%	-%	-%	4%	16%	12%	3%
		-%	50%	50%	50%	-%	100%	-%	100%	-%	-%	-%	50%	50%	50%	50%
NCS	*	-	-	-	*	-	*	-	-	-	-	*	*	-	-	*
	2%	-%	-%	-%	3%	-%	2%	-%	-%	-%	-%	6%	4%	-%	-%	3%
		-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	1%	-%	5%	4%	-%	-%	1%	2%	-%	-%	-%	-%	-%	9%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	5	1	2	3	3	-	5	4	2	*	2	1	3	*	1	4
	28%	100%	50%	56%	19%	-%	29%	30%	29%	8%	42%	25%	37%	9%	36%	30%
		11%	39%	50%	50%	-%	100%	69%	31%	4%	33%	29%	60%	4%	21%	79%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 29

Q8D. And which company is the main provider of your ISDN2/2e line rental? (SINGLE CODE)

Base : Those making calls with ISDN2

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	33	3	7	10	22	1	32	22	8	4	7	12	16	6	8	23
Effective Weighted Sample	20	3	4	5	14	1	19	13	6	2	4	7	9	5	7	14
Total	18	1	4	5	13	*	18	12	6	2	4	6	8	2	3	13
		3%	22%	25%	74%	2%	98%	65%	30%	13%	22%	32%	46%	12%	17%	73%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	4%	8%	5%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	7	-	1	1	7	*	7	6	*	2	2	3	3	1	2	6
	41%	-%	18%	16%	50%	100%	39%	55%	6%	83%	54%	43%	37%	66%	53%	43%
		-%	10%	10%	90%	5%	95%	88%	5%	26%	29%	34%	41%	20%	22%	78%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 30

Q7E. What is the name of the company or companies that you pay for your ISDN30 line calls? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Chess	2	-	2	-	2	*	-	*	2	-	-	*	-	2	2
	30%	-%	100%	-%	52%	10%	-%	100%	37%	-%	-%	11%	-%	82%	37%
		-%	82%	-%	82%	18%	-%	18%	82%	-%	-%	18%	-%	82%	100%
BT	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%
Vodafone	1	-	-	1	1	-	-	-	-	-	-	1	-	-	1
	11%	-%	-%	50%	24%	-%	-%	-%	-%	-%	-%	23%	-%	-%	14%
		-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%
South West	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	5%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	11%	-%	-%	7%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Southern	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	5%	-%	-%	-%	-%	10%	-%	-%	8%	28%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
CityTalk	*	-	-	-	-	*	-	-	*	-	-	-	-	*	*
	5%	-%	-%	-%	-%	10%	-%	-%	8%	-%	-%	-%	-%	18%	7%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	100%
O2/ BE	*	-	-	-	-	*	-	-	*	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	4%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	1	-	-	-	-	1	-	-	1	-	-	1	*	-	1
	11%	-%	-%	-%	-%	21%	-%	-%	13%	-%	-%	18%	100%	-%	14%
		-%	-%	-%	-%	100%	-%	-%	74%	-%	-%	74%	26%	-%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 30

Q7E. What is the name of the company or companies that you pay for your ISDN30 line calls? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Don't know	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 30

Q7E. What is the name of the company or companies that you pay for your ISDN30 line calls? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Chess	2	2	2	-	2	2	-	2	2	*	-	-	-	-	2
	30%	30%	34%	-%	31%	30%	-%	51%	30%	48%	-%	-%	-%	-%	57%
		100%	82%	-%	82%	100%	-%	82%	100%	18%	-%	-%	-%	-%	100%
BT	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	11%	11%	15%	-%	14%	11%	-%	24%	11%	-%	-%	-%	-%	-%	21%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	-%	-%	-%	100%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Southern	*	*	-	-	-	*	-	-	*	-	*	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	5%	-%	24%	-%	-%	-%	10%
		100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	100%
CityTalk	*	*	*	-	*	*	-	-	*	-	*	-	-	-	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	24%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%
O2/ BE	*	*	*	*	*	*	*	-	*	-	-	-	-	-	*
	3%	3%	4%	12%	4%	3%	20%	-%	3%	-%	-%	-%	-%	-%	6%
		100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	13%	17%	-%	-%	6%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	1	1	1	1	1	1	*	*	1	*	*	-	-	-	-
	11%	11%	16%	44%	15%	11%	20%	13%	11%	52%	26%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	26%	52%	100%	52%	52%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 30

Q7E. What is the name of the company or companies that you pay for your ISDN30 line calls? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	-%	17%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 30

Q7E. What is the name of the company or companies that you pay for your ISDN30 line calls? (MULTI CODE)

Base : Those making calls with ISDN30

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	AGREE	STRONGLY	DISAGREE	NEITHER /DK		
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	*	-	-
	30%	-%	-%	-%	68%	-%	30%	49%	-%	-%	-%	-%	-%	38%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	18%	-%	-%
BT	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	11%	-%	29%	23%	-%	-%	11%	-%	29%	-%	-%	40%	22%	-%	-%	23%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	5%	-%	-%	-%	12%	-%	5%	-%	14%	-%	-%	19%	11%	-%	-%	11%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Southern	*	-	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	5%	-%	14%	11%	-%	-%	5%	-%	14%	-%	-%	19%	11%	-%	50%	-%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%
CityTalk	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	5%	-%	14%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
O2/ BE	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	3%	-%	-%	-%	7%	-%	3%	-%	8%	-%	-%	11%	6%	-%	-%	6%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	3%	-%	8%	6%	-%	-%	3%	5%	-%	-%	-%	-%	-%	21%	-%	6%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	1	*	*	1	-	-	1	*	*	-	-	*	1	*	-	1
	11%	67%	14%	24%	-%	-%	11%	10%	14%	-%	-%	11%	17%	21%	-%	24%
		52%	48%	100%	-%	-%	100%	52%	48%	-%	-%	26%	74%	26%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 30

Q7E. What is the name of the company or companies that you pay for your ISDN30 line calls? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	3%	-%	8%	50%	50%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 31

Q8E. And which company is the main provider of your ISDN30 line calls? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Chess	2	-	2	-	2	*	-	*	2	-	-	*	-	2	2
	30%	-%	100%	-%	52%	10%	-%	100%	37%	-%	-%	11%	-%	82%	37%
		-%	82%	-%	82%	18%	-%	18%	82%	-%	-%	18%	-%	82%	100%
BT	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%
Vodafone	1	-	-	1	1	-	-	-	-	-	-	1	-	-	1
	11%	-%	-%	50%	24%	-%	-%	-%	-%	-%	-%	23%	-%	-%	14%
		-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%
South West	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	5%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	11%	-%	-%	7%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Southern	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	5%	-%	-%	-%	-%	10%	-%	-%	8%	28%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
CityTalk	*	-	-	-	-	*	-	-	*	-	-	-	-	*	*
	5%	-%	-%	-%	-%	10%	-%	-%	8%	-%	-%	-%	-%	18%	7%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	100%
O2/ BE	*	-	-	-	-	*	-	-	*	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	4%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	1	-	-	-	-	1	-	-	1	-	-	1	*	-	1
	11%	-%	-%	-%	-%	21%	-%	-%	13%	-%	-%	18%	100%	-%	14%
		-%	-%	-%	-%	100%	-%	-%	74%	-%	-%	74%	26%	-%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 31

Q8E. And which company is the main provider of your ISDN30 line calls? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Don't know	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 31

Q8E. And which company is the main provider of your ISDN30 line calls? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Chess	2	2	2	-	2	2	-	2	2	*	-	-	-	-	2
	30%	30%	34%	-%	31%	30%	-%	51%	30%	48%	-%	-%	-%	-%	57%
		100%	82%	-%	82%	100%	-%	82%	100%	18%	-%	-%	-%	-%	100%
BT	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	11%	11%	15%	-%	14%	11%	-%	24%	11%	-%	-%	-%	-%	-%	21%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	-%	-%	-%	100%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Southern	*	*	-	-	-	*	-	-	*	-	*	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	5%	-%	24%	-%	-%	-%	10%
		100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	100%
CityTalk	*	*	*	-	*	*	-	-	*	-	*	-	-	-	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	24%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%
O2/ BE	*	*	*	*	*	*	*	-	*	-	-	-	-	-	*
	3%	3%	4%	12%	4%	3%	20%	-%	3%	-%	-%	-%	-%	-%	6%
		100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	13%	17%	-%	-%	6%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	1	1	1	1	1	1	*	*	1	*	*	-	-	-	-
	11%	11%	16%	44%	15%	11%	20%	13%	11%	52%	26%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	26%	52%	100%	52%	52%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 31

Q8E. And which company is the main provider of your ISDN30 line calls? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	-%	17%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 31

Q8E. And which company is the main provider of your ISDN30 line calls? (SINGLE CODE)

Base : Those making calls with ISDN30

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	NEITHER	1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER							
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	*	-	-
	30%	-%	-%	-%	68%	-%	30%	49%	-%	-%	-%	-%	-%	38%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	18%	-%	-%
BT	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	11%	-%	29%	23%	-%	-%	11%	-%	29%	-%	-%	40%	22%	-%	-%	23%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	5%	-%	-%	-%	12%	-%	5%	-%	14%	-%	-%	19%	11%	-%	-%	11%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Southern	*	-	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	5%	-%	14%	11%	-%	-%	5%	-%	14%	-%	-%	19%	11%	-%	50%	-%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%
CityTalk	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	5%	-%	14%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
O2/ BE	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	3%	-%	-%	-%	7%	-%	3%	-%	8%	-%	-%	11%	6%	-%	-%	6%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	3%	-%	8%	6%	-%	-%	3%	5%	-%	-%	-%	-%	-%	21%	-%	6%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	1	*	*	1	-	-	1	*	*	-	-	*	1	*	-	1
	11%	67%	14%	24%	-%	-%	11%	10%	14%	-%	-%	11%	17%	21%	-%	24%
		52%	48%	100%	-%	-%	100%	52%	48%	-%	-%	26%	74%	26%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 31

Q8E. And which company is the main provider of your ISDN30 line calls? (SINGLE CODE)

Base : Those making calls with ISDN30

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	3%	-%	8%	50%	50%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 32

Q7F. What is the name of the company or companies that you pay for your ISDN30 line rental? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Chess	2	-	2	-	2	*	-	*	2	-	-	*	-	2	2
	30%	-%	100%	-%	52%	10%	-%	100%	37%	-%	-%	11%	-%	82%	37%
		-%	82%	-%	82%	18%	-%	18%	82%	-%	-%	18%	-%	82%	100%
BT	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%
Vodafone	1	-	-	1	1	-	-	-	-	-	-	1	-	-	1
	11%	-%	-%	50%	24%	-%	-%	-%	-%	-%	-%	23%	-%	-%	14%
		-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%
South West	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	5%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	11%	-%	-%	7%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Southern	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	5%	-%	-%	-%	-%	10%	-%	-%	8%	28%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
CityTalk	*	-	-	-	-	*	-	-	*	-	-	-	-	*	*
	5%	-%	-%	-%	-%	10%	-%	-%	8%	-%	-%	-%	-%	18%	7%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	100%
O2/ BE	*	-	-	-	-	*	-	-	*	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	4%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	1	-	-	-	-	1	-	-	1	-	-	1	*	-	1
	11%	-%	-%	-%	-%	21%	-%	-%	13%	-%	-%	18%	100%	-%	14%
		-%	-%	-%	-%	100%	-%	-%	74%	-%	-%	74%	26%	-%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 32

Q7F. What is the name of the company or companies that you pay for your ISDN30 line rental? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Don't know	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 32

Q7F. What is the name of the company or companies that you pay for your ISDN30 line rental? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Chess	2	2	2	-	2	2	-	2	2	*	-	-	-	-	2
	30%	30%	34%	-%	31%	30%	-%	51%	30%	48%	-%	-%	-%	-%	57%
		100%	82%	-%	82%	100%	-%	82%	100%	18%	-%	-%	-%	-%	100%
BT	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	11%	11%	15%	-%	14%	11%	-%	24%	11%	-%	-%	-%	-%	-%	21%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	-%	-%	-%	100%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Southern	*	*	-	-	-	*	-	-	*	-	*	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	5%	-%	24%	-%	-%	-%	10%
		100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	100%
CityTalk	*	*	*	-	*	*	-	-	*	-	*	-	-	-	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	24%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%
O2/ BE	*	*	*	*	*	*	*	-	*	-	-	-	-	-	*
	3%	3%	4%	12%	4%	3%	20%	-%	3%	-%	-%	-%	-%	-%	6%
		100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	13%	17%	-%	-%	6%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	1	1	1	1	1	1	*	*	1	*	*	-	-	-	-
	11%	11%	16%	44%	15%	11%	20%	13%	11%	52%	26%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	26%	52%	100%	52%	52%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 32

Q7F. What is the name of the company or companies that you pay for your ISDN30 line rental? (MULTI CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	-%	17%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 32

Q7F. What is the name of the company or companies that you pay for your ISDN30 line rental? (MULTI CODE)

Base : Those making calls with ISDN30

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	AGREE	STRONGLY	DISAGREE	NEITHER /DK		
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	*	-	-
	30%	-%	-%	-%	68%	-%	30%	49%	-%	-%	-%	-%	-%	38%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	18%	-%	-%
BT	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	11%	-%	29%	23%	-%	-%	11%	-%	29%	-%	-%	40%	22%	-%	-%	23%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	5%	-%	-%	-%	12%	-%	5%	-%	14%	-%	-%	19%	11%	-%	-%	11%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Southern	*	-	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	5%	-%	14%	11%	-%	-%	5%	-%	14%	-%	-%	19%	11%	-%	50%	-%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%
CityTalk	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	5%	-%	14%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
O2/ BE	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	3%	-%	-%	-%	7%	-%	3%	-%	8%	-%	-%	11%	6%	-%	-%	6%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	3%	-%	8%	6%	-%	-%	3%	5%	-%	-%	-%	-%	-%	21%	-%	6%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	1	*	*	1	-	-	1	*	*	-	-	*	1	*	-	1
	11%	67%	14%	24%	-%	-%	11%	10%	14%	-%	-%	11%	17%	21%	-%	24%
		52%	48%	100%	-%	-%	100%	52%	48%	-%	-%	26%	74%	26%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 32

Q7F. What is the name of the company or companies that you pay for your ISDN30 line rental? (MULTI CODE)

Base : Those making calls with ISDN30

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	3%	-%	8%	50%	50%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 33

Q8F. And which company is the main provider of your ISDN30 line rental? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Chess	2	-	2	-	2	*	-	*	2	-	-	*	-	2	2
	30%	-%	100%	-%	52%	10%	-%	100%	37%	-%	-%	11%	-%	82%	37%
		-%	82%	-%	82%	18%	-%	18%	82%	-%	-%	18%	-%	82%	100%
BT	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%
Vodafone	1	-	-	1	1	-	-	-	-	-	-	1	-	-	1
	11%	-%	-%	50%	24%	-%	-%	-%	-%	-%	-%	23%	-%	-%	14%
		-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%
South West	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	5%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%	11%	-%	-%	7%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Southern	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	5%	-%	-%	-%	-%	10%	-%	-%	8%	28%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
CityTalk	*	-	-	-	-	*	-	-	*	-	-	-	-	*	*
	5%	-%	-%	-%	-%	10%	-%	-%	8%	-%	-%	-%	-%	18%	7%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	100%
O2/ BE	*	-	-	-	-	*	-	-	*	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	4%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	1	-	-	-	-	1	-	-	1	-	-	1	*	-	1
	11%	-%	-%	-%	-%	21%	-%	-%	13%	-%	-%	18%	100%	-%	14%
		-%	-%	-%	-%	100%	-%	-%	74%	-%	-%	74%	26%	-%	100%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 33

Q8F. And which company is the main provider of your ISDN30 line rental? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	-	1	2	3	13	-	1	9	3	-	10	1	2	13
Effective Weighted Sample	9	-	1	2	3	12	-	1	5	2	-	8	1	1	7
Total	7	-	2	1	3	4	-	*	4	1	-	3	*	2	5
		-%	24%	22%	47%	53%	-%	5%	66%	20%	-%	48%	3%	30%	80%
Don't know	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	6%	-%	-%	4%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
BT/ EE/ PLUSNET	1	-	-	1	1	1	-	-	1	1	-	1	-	-	1
	23%	-%	-%	50%	24%	21%	-%	-%	30%	72%	-%	18%	-%	-%	10%
		-%	-%	50%	50%	50%	-%	-%	87%	63%	-%	37%	-%	-%	37%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 33

Q8F. And which company is the main provider of your ISDN30 line rental? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Chess	2	2	2	-	2	2	-	2	2	*	-	-	-	-	2
	30%	30%	34%	-%	31%	30%	-%	51%	30%	48%	-%	-%	-%	-%	57%
		100%	82%	-%	82%	100%	-%	82%	100%	18%	-%	-%	-%	-%	100%
BT	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%
Vodafone	1	1	1	-	1	1	-	1	1	-	-	-	-	-	1
	11%	11%	15%	-%	14%	11%	-%	24%	11%	-%	-%	-%	-%	-%	21%
		100%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	-%	-%	-%	100%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Southern	*	*	-	-	-	*	-	-	*	-	*	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	5%	-%	24%	-%	-%	-%	10%
		100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	100%
CityTalk	*	*	*	-	*	*	-	-	*	-	*	-	-	-	-
	5%	5%	7%	-%	7%	5%	-%	-%	5%	-%	24%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%
O2/ BE	*	*	*	*	*	*	*	-	*	-	-	-	-	-	*
	3%	3%	4%	12%	4%	3%	20%	-%	3%	-%	-%	-%	-%	-%	6%
		100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	13%	17%	-%	-%	6%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	1	1	1	1	1	1	*	*	1	*	*	-	-	-	-
	11%	11%	16%	44%	15%	11%	20%	13%	11%	52%	26%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	26%	52%	100%	52%	52%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 33

Q8F. And which company is the main provider of your ISDN30 line rental? (SINGLE CODE)

Base : Those making calls with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	16	16	12	7	13	16	5	6	16	3	6	3	4	1	6
Effective Weighted Sample	9	9	6	6	7	9	5	3	9	3	5	2	3	1	3
Total	7	7	5	2	5	7	1	3	7	1	1	1	1	*	3
		100%	73%	26%	78%	100%	15%	47%	100%	11%	23%	17%	23%	5%	52%
Don't know	*	*	*	-	*	*	*	*	*	-	-	*	-	-	-
	3%	3%	4%	-%	4%	3%	20%	6%	3%	-%	-%	17%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	*	1	1	1	*	-	1	-	*	1	1	-	-
	23%	23%	8%	44%	15%	23%	20%	-%	23%	-%	13%	65%	100%	-%	-%
		100%	26%	50%	50%	100%	13%	-%	100%	-%	13%	50%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 33

Q8F. And which company is the main provider of your ISDN30 line rental? (SINGLE CODE)

Base : Those making calls with ISDN30

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	AGREE	STRONGLY	DISAGREE	NEITHER /DK		
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Chess	2	-	-	-	2	-	2	2	-	-	-	-	-	*	-	-
	30%	-%	-%	-%	68%	-%	30%	49%	-%	-%	-%	-%	-%	38%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	18%	-%	-%
BT	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%
Vodafone	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	11%	-%	29%	23%	-%	-%	11%	-%	29%	-%	-%	40%	22%	-%	-%	23%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	5%	-%	-%	-%	12%	-%	5%	-%	14%	-%	-%	19%	11%	-%	-%	11%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Southern	*	-	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	5%	-%	14%	11%	-%	-%	5%	-%	14%	-%	-%	19%	11%	-%	50%	-%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%
CityTalk	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	5%	-%	14%	-%	-%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%
O2/ BE	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	3%	-%	-%	-%	7%	-%	3%	-%	8%	-%	-%	11%	6%	-%	-%	6%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	3%	-%	8%	6%	-%	-%	3%	5%	-%	-%	-%	-%	-%	21%	-%	6%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	1	*	*	1	-	-	1	*	*	-	-	*	1	*	-	1
	11%	67%	14%	24%	-%	-%	11%	10%	14%	-%	-%	11%	17%	21%	-%	24%
		52%	48%	100%	-%	-%	100%	52%	48%	-%	-%	26%	74%	26%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 33

Q8F. And which company is the main provider of your ISDN30 line rental? (SINGLE CODE)

Base : Those making calls with ISDN30

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	16	3	6	9	5	-	16	9	7	2	2	5	8	4	2	9
Effective Weighted Sample	9	3	5	7	3	-	9	5	6	2	2	4	6	4	2	7
Total	7	1	3	3	3	-	7	4	3	*	*	2	3	1	1	3
		9%	39%	48%	44%	-%	100%	61%	39%	6%	6%	28%	50%	14%	11%	48%
Don't know	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	3%	-%	8%	50%	50%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	-%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	*	1	1	*	-	1	1	-	*	*	-	1	*	*	1
	23%	33%	36%	36%	12%	-%	23%	37%	-%	50%	50%	-%	33%	21%	50%	29%
		13%	63%	76%	24%	-%	100%	100%	-%	13%	13%	-%	74%	13%	24%	63%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%
BT	137	22	85	16	123	14	44	30	23	124	5	2	*	7	13
	43%	37%	45%	45%	43%	41%	35%	44%	56%	43%	62%	52%	65%	38%	47%
							f								
		16%	62%	12%	90%	10%	32%	22%	17%	90%	4%	1%	1%	5%	10%
TalkTalk	23	6	14	2	22	1	20	1	1	23	-	-	-	-	-
	7%	10%	8%	6%	8%	2%	16%	2%	2%	8%	-%	-%	-%	-%	-%
		e			e		gh								
		25%	62%	10%	97%	3%	85%	6%	3%	100%	-%	-%	-%	-%	-%
XLN telecom	22	7	11	3	21	*	12	5	*	22	-	-	-	-	-
	7%	12%	6%	8%	7%	1%	9%	7%	1%	7%	-%	-%	-%	-%	-%
		e		e	e										
		33%	52%	14%	98%	2%	55%	23%	2%	100%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	20	5	11	2	18	2	6	7	3	17	*	*	-	3	3
	6%	8%	6%	6%	6%	5%	5%	10%	7%	6%	5%	6%	-%	16%	12%
		23%	56%	11%	91%	9%	30%	33%	13%	83%	2%	1%	-%	14%	17%
Sky/ Skytalk	13	4	10	-	13	*	6	5	-	12	-	-	-	1	1
	4%	6%	5%	-%	5%	1%	4%	7%	-%	4%	-%	-%	-%	7%	4%
		e													
		26%	72%	-%	99%	1%	42%	38%	-%	91%	-%	-%	-%	9%	9%
Unicom/ Universal Utilities	10	1	8	1	10	*	8	1	*	10	-	-	-	-	-
	3%	2%	4%	2%	3%	1%	6%	1%	1%	4%	-%	-%	-%	-%	-%
		11%	78%	7%	97%	3%	74%	7%	3%	100%	-%	-%	-%	-%	-%
Plusnet	9	2	5	1	8	1	6	1	1	7	-	-	-	2	2
	3%	4%	3%	2%	3%	2%	5%	1%	2%	2%	-%	-%	-%	9%	6%
		27%	56%	9%	92%	8%	70%	9%	8%	81%	-%	-%	-%	19%	19%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%			a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45	
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28	
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29	
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	*%	5%	9%	
Daisy	6	-	3	2	5	1	2	1	1	6	-	-	-	-	-	
	2%	-%	2%	6%	2%	3%	1%	2%	4%	2%	-%	-%	-%	-%	-%	
		-%	49%	34%	83%	17%	25%	23%	22%	100%	-%	-%	-%	-%	-%	
Utility Warehouse	6	2	3	-	6	*	4	*	-	6	-	-	-	-	-	
	2%	4%	2%	-%	2%	1%	3%	1%	-%	2%	-%	-%	-%	-%	-%	
		40%	54%	-%	94%	6%	74%	6%	-%	100%	-%	-%	-%	-%	-%	
Everything Everywhere/ EE	5	1	3	1	5	-	1	4	-	5	-	-	-	-	-	
	2%	2%	2%	2%	2%	-%	1%	6%	-%	2%	-%	-%	-%	-%	-%	
		23%	63%	14%	100%	-%	23%	77%	-%	100%	-%	-%	-%	-%	-%	
Kinex	5	1	3	1	5	-	1	1	2	5	-	-	-	-	-	
	2%	2%	2%	2%	2%	-%	1%	1%	4%	2%	-%	-%	-%	-%	-%	
		23%	63%	14%	100%	-%	23%	14%	31%	100%	-%	-%	-%	-%	-%	
Chess	4	-	3	-	3	*	2	*	2	2	-	*	-	2	2	
	1%	-%	2%	-%	1%	1%	1%	1%	4%	1%	-%	11%	-%	9%	7%	
		-%	90%	-%	90%	10%	45%	10%	45%	45%	-%	10%	-%	45%	55%	
O2/ BE	4	-	3	-	3	*	2	2	-	4	-	-	-	-	-	
	1%	-%	2%	-%	1%	1%	2%	2%	-%	1%	-%	-%	-%	-%	-%	
		-%	90%	-%	90%	10%	55%	45%	-%	100%	-%	-%	-%	-%	-%	
One Bill	3	-	3	-	3	-	-	3	-	3	-	-	-	-	-	
	1%	-%	2%	-%	1%	-%	-%	5%	-%	1%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	-%	f	-%	100%	-%	-%	-%	-%	-%	
Post Office	3	-	3	-	3	-	2	-	-	3	-	-	-	-	-	
	1%	-%	2%	-%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	50%	-%	-%	100%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	n
Significance Level: 95%							f	g	h						
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	*%	5%	9%
Zen	3	-	2	-	2	1	-	2	-	3	-	-	-	-	-
	1%	-%	1%	-%	1%	3%	-%	3%	-%	1%	-%	-%	-%	-%	-%
		-%	64%	-%	64%	36%	-%	78%	-%	100%	-%	-%	-%	-%	-%
Vodafone	2	-	2	-	2	*	-	-	*	2	-	-	-	-	-
	1%	-%	1%	-%	1%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%
		-%	82%	-%	82%	18%	-%	-%	18%	100%	-%	-%	-%	-%	-%
Pace	2	1	-	1	2	-	-	1	-	2	-	-	-	-	-
	1%	2%	-%	2%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%
		61%	-%	39%	100%	-%	-%	39%	-%	100%	-%	-%	-%	-%	-%
Orange	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-
	1%	-%	1%	-%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
KCom (Kingston Comms)	1	1	-	-	1	-	-	-	1	-	-	-	-	1	1
	*%	2%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%	-%	7%	4%
		100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%
Titan	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-
	*%	2%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%
		100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Supanet	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Tesco Telecom	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
4Com	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	n
Significance Level: 95%							f	g	h						
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	*%	5%	9%
Eclipse	*	-	-	-	-	*	-	-	*	-	*	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	1%	-%	5%	-%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	100%
Excel	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
South West	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	11%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
CityTalk	*	-	-	-	-	*	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%	2%	1%
		-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	100%
NCS	*	-	-	-	-	*	-	*	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	1%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Council/ NHS etc	3	-	-	1	1	1	*	*	-	3	-	-	-	*	*
	1%	-%	-%	4%	1%	4%	*%	1%	-%	1%	-%	-%	-%	1%	1%
		-%	-%	bd	54%	bd	13%	13%	-%	93%	-%	-%	-%	7%	7%
Other	33	6	13	4	22	11	9	8	7	27	2	1	*	3	6
	10%	10%	7%	10%	8%	31%	7%	12%	18%	9%	26%	30%	35%	16%	21%
		18%	39%	11%	68%	abcd	28%	25%	22%	82%	6%	3%	1%	9%	18%
Don't know	10	1	8	-	9	1	3	*	*	10	1	-	-	-	1
	3%	2%	4%	-%	3%	3%	2%	1%	*%	3%	7%	-%	-%	-%	2%
		11%	78%	-%	89%	11%	27%	3%	2%	95%	5%	-%	-%	-%	5%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%	Total	a	b	c	d	e	£50 f	£51- £100 g	£101+ h	i	j	k	l	m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%
BT/ EE/ PLUSNET	151	26	93	18	136	14	52	35	24	136	5	2	*	8	15
	47%	43%	49%	49%	48%	43%	41%	51%	58%	47%	62%	52%	65%	48%	53%
		17%	62%	12%	90%	10%	34%	23%	16%	90%	3%	1%	1%	5%	10%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
BT	137	137	86	41	112	137	24	13	3	3	27	14	117	*	10
	43%	43%	43%	41%	43%	43%	40%	60%	35%	29%	42%	50%	86%	4%	9%
		100%	63%	30%	82%	100%	18%	10%	2%	2%	20%	10%	86%	*%	7%
TalkTalk	23	23	16	6	19	23	5	1	-	1	4	2	2	3	18
	7%	7%	8%	6%	7%	7%	9%	3%	-%	8%	5%	6%	1%	35%	16%
		100%	71%	27%	83%	100%	24%	3%	-%	3%	15%	7%	7%	14%	79%
XLN telecom	22	22	12	6	17	22	6	-	-	*	4	*	*	-	21
	7%	7%	6%	6%	7%	7%	10%	-%	-%	4%	7%	1%	*%	-%	19%
		100%	55%	29%	80%	100%	29%	-%	-%	2%	20%	2%	2%	-%	98%
Virgin Media (NTL/ Telewest)	20	20	15	2	16	20	4	1	*	2	4	2	2	*	14
	6%	6%	7%	2%	6%	6%	6%	2%	2%	22%	6%	7%	1%	2%	12%
		100%	73%	9%	79%	100%	18%	3%	1%	10%	18%	10%	9%	1%	70%
Sky/ Skytalk	13	13	12	2	12	13	7	-	-	-	2	-	-	-	12
	4%	4%	6%	2%	4%	4%	11%	-%	-%	-%	3%	-%	-%	-%	10%
		100%	88%	13%	88%	100%	52%	-%	-%	-%	13%	-%	-%	-%	87%
Unicom/ Universal Utilities	10	10	6	5	10	10	3	-	-	-	-	-	-	2	9
	3%	3%	3%	5%	4%	3%	5%	-%	-%	-%	-%	-%	-%	17%	8%
		100%	57%	46%	100%	100%	31%	-%	-%	-%	-%	-%	-%	16%	84%
Plusnet	9	9	6	4	7	9	4	*	-	-	4	2	*	-	7
	3%	3%	3%	4%	3%	3%	6%	2%	-%	-%	6%	7%	*%	-%	6%
		100%	69%	51%	82%	100%	45%	4%	-%	-%	46%	23%	4%	-%	82%
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Daisy	6	6	3	4	5	6	1	*	-	-	2	*	-	-	5
	2%	2%	2%	4%	2%	2%	2%	2%	-%	-%	3%	1%	-%	-%	4%
		100%	47%	61%	72%	100%	17%	6%	-%	-%	34%	6%	-%	-%	77%
Utility Warehouse	6	6	5	-	5	6	-	-	-	-	-	2	-	-	6
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	6%	-%	-%	5%
		100%	80%	-%	80%	100%	-%	-%	-%	-%	-%	c 27%	-%	-%	100%
Everything Everywhere/ EE	5	5	3	2	5	5	2	-	-	-	4	2	2	-	3
	2%	2%	2%	2%	2%	2%	3%	-%	-%	-%	6%	8%	1%	-%	2%
		100%	63%	37%	100%	100%	31%	-%	-%	-%	77%	ae 46%	31%	-%	54%
Kinex	5	5	3	1	4	5	2	-	-	-	-	-	-	-	-
	2%	2%	2%	1%	2%	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	63%	23%	86%	100%	31%	-%	-%	-%	-%	-%	-%	-%	-%
Chess	4	4	3	-	3	4	-	2	2	*	-	-	-	-	4
	1%	1%	2%	-%	1%	1%	-%	7%	21%	4%	-%	-%	-%	-%	3%
		100%	90%	-%	90%	100%	-%	ace 45%	55%	10%	-%	-%	-%	-%	100%
O2/ BE	4	4	4	-	4	4	-	-	2	*	*	-	-	2	2
	1%	1%	2%	-%	1%	1%	-%	-%	17%	4%	1%	-%	-%	17%	2%
		100%	100%	-%	100%	100%	-%	-%	45%	10%	10%	-%	-%	45%	55%
One Bill	3	3	2	-	2	3	-	-	-	-	2	-	-	-	2
	1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	1%
		100%	50%	-%	50%	100%	-%	-%	-%	-%	50%	-%	-%	-%	50%
Post Office	3	3	-	3	3	3	2	-	-	-	2	-	2	-	2
	1%	1%	-%	3%	1%	1%	3%	-%	-%	-%	2%	-%	1%	-%	1%
		100%	-%	b 100%	100%	100%	b 50%	-%	-%	-%	50%	-%	50%	-%	50%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Zen	3	3	3	*	3	3	*	-	-	-	2	*	-	2	-
	1%	1%	1%	*%	1%	1%	1%	-%	-%	-%	3%	1%	-%	19%	-%
		100%	100%	8%	100%	100%	14%	-%	-%	-%	78%	8%	-%	72%	-%
Vodafone	2	2	*	2	2	2	*	-	-	-	-	-	2	-	-
	1%	1%	*%	2%	1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
		100%	18%	100%	100%	100%	18%	-%	-%	-%	-%	-%	82%	-%	-%
Pace	2	2	1	1	2	2	-	-	-	-	1	-	-	-	-
	1%	1%	*%	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%
		100%	39%	61%	100%	100%	-%	-%	-%	-%	61%	-%	-%	-%	-%
Orange	2	2	-	2	2	2	-	-	-	-	-	-	-	-	2
	1%	1%	-%	2%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
KCom (Kingston Comms)	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	*%	*%	1%	-%	*%	*%	2%	5%	-%	13%	2%	4%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	ade 100%	-%	100%	100%	ae 100%	-%	-%	100%
Titan	1	1	1	-	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Supanet	1	1	-	1	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	-%	1%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Tesco Telecom	1	1	1	1	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	-	-	-	-	1	-	-	-	-
	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS	
	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Eclipse	*	*	*	-	*	*	*	*	-	-	-	-	*	-	-
	*%	*%	*%	-%	*%	*%	1%	2%	-%	-%	-%	-%	*%	-%	-%
		100%	100%	-%	100%	100%	100%	100%	-%	-%	-%	-%	100%	-%	-%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	1%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	*%	*%	*%	-%	*%	*%	-%	-%	4%	-%	-%	-%	-%	4%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
CityTalk	*	*	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%
NCS	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Council/ NHS etc	3	3	1	-	1	3	-	-	-	1	*	-	1	-	-
	1%	1%	*%	-%	*%	1%	-%	-%	-%	6%	*%	-%	1%	-%	-%
		100%	20%	-%	20%	100%	-%	-%	-%	20%	7%	-%	40%	-%	-%
Other	33	33	20	14	26	33	5	5	2	3	9	4	8	*	2
	10%	10%	10%	14%	10%	10%	9%	23%	24%	30%	14%	13%	6%	4%	2%
		100%	61%	43%	81%	100%	16%	16%	7%	8%	27%	11%	24%	1%	6%
Don't know	10	10	7	4	8	10	*	1	-	-	1	*	3	-	2
	3%	3%	3%	4%	3%	3%	1%	2%	-%	-%	1%	1%	2%	-%	1%
		100%	65%	37%	81%	100%	4%	5%	-%	-%	5%	4%	29%	-%	16%
BT/ EE/ PLUSNET	151	151	95	48	124	151	30	14	3	3	35	18	119	*	20
	47%	47%	47%	48%	47%	47%	49%	61%	35%	29%	54%	65%	87%	4%	17%
		100%	63%	32%	82%	100%	20%	9%	2%	2%	23%	12%	n 79%	*%	13%
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
BT	137	7	30	38	99	-	137	120	17	11	27	71	92	12	87	50
	43%	20%	30%	28%	54%	-%	43%	50%	25%	63%	52%	41%	42%	38%	42%	45%
				abc			h	h								
		5%	22%	27%	72%	-%	100%	88%	12%	8%	20%	52%	67%	9%	63%	36%
TalkTalk	23	2	14	16	7	-	23	16	7	1	4	18	20	-	20	3
	7%	4%	14%	12%	4%	-%	7%	7%	11%	4%	7%	10%	9%	-%	10%	3%
			d	d											o	
		7%	61%	68%	32%	-%	100%	69%	31%	3%	15%	78%	85%	-%	87%	13%
XLN telecom	22	5	2	7	15	-	22	20	2	1	2	15	18	1	18	4
	7%	13%	2%	5%	8%	-%	7%	8%	3%	4%	5%	9%	8%	4%	9%	3%
		b														
		22%	9%	31%	69%	-%	100%	91%	9%	3%	11%	71%	84%	5%	83%	17%
Virgin Media (NTL/ Telewest)	20	2	8	10	10	-	20	12	8	1	4	9	11	3	11	9
	6%	4%	8%	7%	6%	-%	6%	5%	11%	4%	7%	5%	5%	8%	5%	8%
		8%	40%	48%	52%	-%	100%	62%	38%	4%	19%	43%	55%	13%	55%	45%
Sky/ Skytalk	13	1	11	12	2	-	13	10	3	-	1	6	9	2	8	5
	4%	3%	11%	9%	1%	-%	4%	4%	5%	-%	2%	4%	4%	6%	4%	5%
			d	d												
		9%	79%	88%	12%	-%	100%	74%	26%	-%	9%	48%	69%	13%	62%	38%
Unicom/ Universal Utilities	10	2	4	5	5	-	10	7	3	-	-	8	10	1	8	2
	3%	4%	4%	4%	3%	-%	3%	3%	5%	-%	-%	4%	4%	2%	4%	2%
		16%	35%	50%	50%	-%	100%	69%	31%	-%	-%	74%	93%	7%	81%	19%
Plusnet	9	3	5	8	1	-	9	5	3	-	1	4	4	2	7	2
	3%	8%	5%	6%	1%	-%	3%	2%	5%	-%	1%	3%	2%	6%	3%	2%
		d	d	d												
		32%	55%	87%	13%	-%	100%	59%	41%	-%	9%	51%	51%	22%	78%	22%
Daisy	6	-	4	4	2	-	6	5	1	-	-	5	5	2	2	5
	2%	-%	4%	3%	1%	-%	2%	2%	2%	-%	-%	3%	2%	5%	1%	4%
		-%	64%	64%	36%	-%	100%	77%	23%	-%	-%	70%	75%	25%	25%	75%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Utility Warehouse	6	-	2	2	4	-	6	6	-	-	-	4	4	2	6	*
	2%	-%	2%	1%	2%	-%	2%	2%	-%	-%	-%	2%	2%	5%	3%	-%
		-%	26%	26%	74%	-%	100%	100%	-%	-%	-%	67%	73%	27%	94%	6%
Everything Everywhere/ EE	5	-	2	2	4	-	5	2	3	1	1	3	4	-	3	2
	2%	-%	2%	1%	2%	-%	2%	1%	4%	4%	1%	2%	2%	-%	1%	2%
		-%	31%	31%	69%	-%	100%	46%	54%	14%	14%	54%	86%	-%	54%	46%
Kinex	5	3	1	4	1	-	5	5	-	1	1	1	4	-	4	2
	2%	9%	1%	3%	1%	-%	2%	2%	-%	7%	2%	*%	2%	-%	2%	1%
		bd														
		63%	14%	77%	23%	-%	100%	100%	-%	23%	23%	14%	77%	-%	69%	31%
Chess	4	-	-	-	4	-	4	4	-	-	-	2	2	*	2	-
	1%	-%	-%	-%	2%	-%	1%	1%	-%	-%	-%	1%	1%	1%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	45%	45%	10%	45%	-%
O2/ BE	4	-	4	4	-	-	4	2	2	-	2	*	2	-	2	2
	1%	-%	4%	3%	-%	-%	1%	1%	2%	-%	3%	*%	1%	-%	1%	1%
			d													
		-%	100%	100%	-%	-%	100%	55%	45%	-%	45%	10%	55%	-%	55%	45%
One Bill	3	-	2	2	2	-	3	2	-	-	-	3	3	-	2	2
	1%	-%	2%	1%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%	1%	1%
		-%	50%	50%	50%	-%	100%	50%	-%	-%	-%	100%	100%	-%	50%	50%
Post Office	3	-	2	2	2	-	3	2	2	-	-	3	3	-	3	-
	1%	-%	2%	1%	1%	-%	1%	1%	2%	-%	-%	2%	1%	-%	2%	-%
		-%	50%	50%	50%	-%	100%	50%	50%	-%	-%	100%	100%	-%	100%	-%
Zen	3	*	*	1	2	-	3	1	2	-	*	-	2	-	-	3
	1%	1%	*%	1%	1%	-%	1%	*%	3%	-%	*%	-%	1%	-%	-%	2%
		14%	14%	28%	72%	-%	100%	28%	72%	-%	8%	-%	92%	-%	-%	100%
Vodafone	2	-	*	*	2	-	2	-	2	-	-	-	*	2	2	*
	1%	-%	*%	*%	1%	-%	1%	-%	3%	-%	-%	-%	*%	5%	1%	*%
									g					kl		
		-%	18%	18%	82%	-%	100%	-%	100%	-%	-%	-%	18%	82%	82%	18%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Pace	2	-	-	-	2	-	2	2	-	-	-	-	-	2	1	1
	1%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	-%	6%	*%	1%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	kl 100%	39%	61%
Orange	2	-	-	-	2	-	2	-	2	-	2	-	-	-	2	-
	1%	-%	-%	-%	1%	-%	1%	-%	2%	-%	3%	-%	-%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	-%	g 100%	-%	kl 100%	-%	-%	-%	100%	-%
KCom (Kingston Comms)	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	*%	-%	-%	-%	1%	-%	*%	-%	2%	-%	-%	-%	-%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Titan	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	1%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%
Supanet	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	-%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Tesco Telecom	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	-%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
4Com	1	-	1	1	-	-	1	1	-	-	1	-	-	-	-	1
	*%	-%	1%	1%	-%	-%	*%	*%	-%	-%	1%	-%	-%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%
Eclipse	*	-	-	-	*	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 34

Q7G. What is the name of the company or companies that you pay for your Broadband? (MULTI CODE)

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
CityTalk	*	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
NCS	*	*	-	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	1%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Council/ NHS etc	3	1	1	1	1	-	3	*	2	-	-	3	3	-	1	2
	1%	2%	1%	1%	1%	-%	1%	*%	3%	-%	-%	1%	1%	-%	*%	2%
		26%	27%	53%	47%	-%	100%	7%	80%	-%	-%	93%	93%	-%	27%	73%
Other	33	8	10	19	14	-	33	22	11	2	7	15	19	4	18	14
	10%	24%	10%	14%	8%	-%	10%	9%	16%	13%	14%	9%	9%	13%	9%	13%
		d														
		26%	31%	57%	42%	-%	100%	68%	32%	7%	21%	46%	57%	13%	55%	43%
Don't know	10	2	3	5	5	-	10	-	-	-	*	10	10	-	5	6
	3%	6%	3%	4%	3%	-%	3%	-%	-%	-%	*%	6%	5%	-%	2%	5%
							g									
		21%	31%	52%	48%	-%	100%	-%	-%	-%	2%	96%	98%	-%	44%	56%
BT/ EE/ PLUSNET	151	10	37	47	104	-	151	127	23	12	28	78	100	14	96	54
	47%	28%	37%	35%	57%	-%	47%	53%	34%	67%	55%	45%	46%	44%	47%	49%
					abc			h								
		7%	24%	31%	69%	-%	100%	85%	15%	8%	19%	52%	67%	9%	64%	36%
Columns Tested:	a,b,c,d - e,f,g,h - i,j,k,l,m - n,o															

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%
BT	134	22	83	16	121	13	44	28	22	121	5	2	*	7	13
	42%	37%	44%	43%	42%	40%	35%	41%	55%	42%	62%	52%	65%	38%	47%
							f								
		17%	62%	12%	90%	10%	33%	21%	17%	90%	4%	1%	1%	5%	10%
TalkTalk	22	6	13	2	21	1	18	1	1	22	-	-	-	-	-
	7%	10%	7%	6%	7%	2%	14%	2%	2%	7%	-%	-%	-%	-%	-%
		e					gh								
		27%	59%	10%	97%	3%	84%	7%	3%	100%	-%	-%	-%	-%	-%
XLN telecom	21	7	11	3	21	-	12	5	-	21	-	-	-	-	-
	7%	12%	6%	8%	7%	-%	9%	7%	-%	7%	-%	-%	-%	-%	-%
		e	e	e	e		h								
		33%	53%	14%	100%	-%	56%	24%	-%	100%	-%	-%	-%	-%	-%
Virgin Media (NTL/ Telewest)	19	4	11	2	17	2	6	5	3	15	*	*	-	3	3
	6%	6%	6%	6%	6%	5%	5%	8%	7%	5%	5%	6%	-%	16%	12%
		19%	60%	12%	90%	10%	32%	29%	14%	82%	2%	1%	-%	15%	18%
Sky/ Skytalk	13	4	10	-	13	*	6	5	-	12	-	-	-	1	1
	4%	6%	5%	-%	5%	1%	4%	7%	-%	4%	-%	-%	-%	7%	4%
		e													
		26%	72%	-%	99%	1%	42%	38%	-%	91%	-%	-%	-%	9%	9%
Unicom/ Universal Utilities	9	1	6	1	8	*	6	1	*	9	-	-	-	-	-
	3%	2%	3%	2%	3%	1%	5%	1%	1%	3%	-%	-%	-%	-%	-%
		13%	74%	9%	96%	4%	69%	9%	4%	100%	-%	-%	-%	-%	-%
Plusnet	9	2	5	1	8	1	6	1	1	7	-	-	-	2	2
	3%	4%	3%	2%	3%	2%	5%	1%	2%	2%	-%	-%	-%	9%	6%
		27%	56%	9%	92%	8%	70%	9%	8%	81%	-%	-%	-%	19%	19%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO		LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
			a	b	c	d	e	£50	£51- £100	£101+			*l	*m	n
			f	g	h	i	j	k	l	m	n	o	p	q	r
Significance Level: 95%															
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	*%	5%	9%
Daisy	6	-	3	2	5	1	2	1	1	6	-	-	-	-	-
	2%	-%	2%	6%	2%	3%	1%	2%	4%	2%	-%	-%	-%	-%	-%
		-%	49%	34%	83%	17%	25%	23%	22%	100%	-%	-%	-%	-%	-%
Utility Warehouse	6	2	3	-	6	*	4	*	-	6	-	-	-	-	-
	2%	4%	2%	-%	2%	1%	3%	1%	-%	2%	-%	-%	-%	-%	-%
		40%	54%	-%	94%	6%	74%	6%	-%	100%	-%	-%	-%	-%	-%
Kinex	5	1	3	1	5	-	1	1	2	5	-	-	-	-	-
	2%	2%	2%	2%	2%	-%	1%	1%	4%	2%	-%	-%	-%	-%	-%
		23%	63%	14%	100%	-%	23%	14%	31%	100%	-%	-%	-%	-%	-%
Chess	4	-	3	-	3	*	2	*	2	2	-	*	-	2	2
	1%	-%	2%	-%	1%	1%	1%	1%	4%	1%	-%	11%	-%	9%	7%
		-%	90%	-%	90%	10%	45%	10%	45%	45%	-%	10%	-%	45%	55%
O2/ BE	4	-	3	-	3	*	2	2	-	4	-	-	-	-	-
	1%	-%	2%	-%	1%	1%	2%	2%	-%	1%	-%	-%	-%	-%	-%
		-%	90%	-%	90%	10%	55%	45%	-%	100%	-%	-%	-%	-%	-%
Everything Everywhere/ EE	4	1	2	1	4	-	1	2	-	4	-	-	-	-	-
	1%	2%	1%	2%	1%	-%	1%	3%	-%	1%	-%	-%	-%	-%	-%
		33%	46%	21%	100%	-%	33%	67%	-%	100%	-%	-%	-%	-%	-%
One Bill	3	-	3	-	3	-	-	3	-	3	-	-	-	-	-
	1%	-%	2%	-%	1%	-%	-%	5%	-%	1%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Post Office	3	-	3	-	3	-	2	-	-	3	-	-	-	-	-
	1%	-%	2%	-%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	50%	-%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Significance Level: 95%															
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	*%	5%	9%
Zen	2	-	2	-	2	1	-	2	-	2	-	-	-	-	-
	1%	-%	1%	-%	1%	2%	-%	3%	-%	1%	-%	-%	-%	-%	-%
		-%	69%	-%	69%	31%	-%	85%	-%	100%	-%	-%	-%	-%	-%
Vodafone	2	-	2	-	2	*	-	-	*	2	-	-	-	-	-
	1%	-%	1%	-%	1%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%
		-%	82%	-%	82%	18%	-%	-%	18%	100%	-%	-%	-%	-%	-%
Pace	2	1	-	1	2	-	-	1	-	2	-	-	-	-	-
	1%	2%	-%	2%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%
		61%	-%	39%	100%	-%	-%	39%	-%	100%	-%	-%	-%	-%	-%
Orange	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-
	1%	-%	1%	-%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Titan	1	1	-	-	1	-	1	-	-	1	-	-	-	-	-
	*%	2%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%
		100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Supanet	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Tesco Telecom	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
4Com	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	*%	-%	-%	2%	*%	-%	-%	-%	2%	*%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Excel	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%
South West	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	11%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
CityTalk	*	-	-	-	-	*	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%	2%	1%
		-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	100%
NCS	*	-	-	-	-	*	-	*	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	1%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Council/ NHS etc	2	-	-	1	1	1	*	-	-	2	-	-	-	*	*
	1%	-%	-%	4%	1%	3%	*%	-%	-%	1%	-%	-%	-%	1%	1%
		-%	-%	bd	62%	38%	15%	-%	-%	92%	-%	-%	-%	8%	8%
Other	32	6	13	4	22	10	9	8	7	27	2	1	*	3	6
	10%	10%	7%	10%	8%	29%	7%	12%	16%	9%	26%	19%	35%	16%	20%
		18%	40%	11%	70%	30%	29%	25%	21%	83%	6%	2%	1%	9%	17%
Don't know	10	1	8	-	9	1	3	*	*	10	1	-	-	-	1
	3%	2%	4%	-%	3%	3%	2%	1%	*%	3%	7%	-%	-%	-%	2%
		11%	78%	-%	89%	11%	27%	3%	2%	95%	5%	-%	-%	-%	5%
BT/ EE/ PLUSNET	146	26	90	17	132	14	52	31	23	131	5	2	*	8	15
	46%	43%	47%	47%	46%	42%	41%	46%	56%	45%	62%	52%	65%	48%	53%
		18%	61%	12%	90%	10%	35%	21%	16%	90%	3%	1%	*%	6%	10%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
BT	134	134	83	41	109	134	24	13	3	3	26	14	117	*	7
	42%	42%	41%	41%	42%	42%	39%	60%	35%	29%	40%	50%	86%	4%	6%
		100%	62%	31%	81%	100%	18%	10%	2%	2%	19%	10%	87%	*%	5%
TalkTalk	22	22	15	6	18	22	5	1	-	1	4	2	2	3	17
	7%	7%	7%	6%	7%	7%	9%	3%	-%	8%	5%	6%	1%	35%	15%
		100%	69%	29%	82%	100%	25%	3%	-%	3%	16%	7%	7%	15%	78%
XLN telecom	21	21	11	6	17	21	6	-	-	-	4	-	-	-	21
	7%	7%	6%	6%	6%	7%	10%	-%	-%	-%	6%	-%	-%	-%	19%
		100%	54%	30%	80%	100%	28%	-%	-%	-%	19%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	19	19	15	1	15	19	2	1	*	2	4	2	2	*	13
	6%	6%	7%	1%	6%	6%	4%	2%	2%	22%	6%	7%	1%	2%	11%
		100%	78%	3%	78%	100%	13%	3%	1%	10%	20%	10%	10%	1%	68%
Sky/ Skytalk	13	13	12	2	12	13	7	-	-	-	2	-	-	-	12
	4%	4%	6%	2%	4%	4%	11%	-%	-%	-%	3%	-%	-%	-%	10%
		100%	88%	13%	88%	100%	52%	-%	-%	-%	13%	-%	-%	-%	87%
Unicom/ Universal Utilities	9	9	4	5	9	9	2	-	-	-	-	-	-	2	7
	3%	3%	2%	5%	3%	3%	3%	-%	-%	-%	-%	-%	-%	17%	6%
		100%	50%	55%	100%	100%	18%	-%	-%	-%	-%	-%	-%	18%	82%
Plusnet	9	9	6	4	7	9	4	*	-	-	4	2	*	-	7
	3%	3%	3%	4%	3%	3%	6%	2%	-%	-%	6%	7%	*%	-%	6%
		100%	69%	51%	82%	100%	45%	4%	-%	-%	46%	23%	4%	-%	82%
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Daisy	6	6	3	4	5	6	1	*	-	-	2	*	-	-	5
	2%	2%	2%	4%	2%	2%	2%	2%	-%	-%	3%	1%	-%	-%	4%
		100%	47%	61%	72%	100%	17%	6%	-%	-%	34%	6%	-%	-%	77%
Utility Warehouse	6	6	5	-	5	6	-	-	-	-	-	2	-	-	6
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	6%	-%	-%	5%
		100%	80%	-%	80%	100%	-%	-%	-%	-%	-%	c 27%	-%	-%	100%
Kinex	5	5	3	1	4	5	2	-	-	-	-	-	-	-	-
	2%	2%	2%	1%	2%	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	63%	23%	86%	100%	31%	-%	-%	-%	-%	-%	-%	-%	-%
Chess	4	4	3	-	3	4	-	2	2	*	-	-	-	-	4
	1%	1%	2%	-%	1%	1%	-%	7%	21%	4%	-%	-%	-%	-%	3%
		100%	90%	-%	90%	100%	-%	ace 45%	55%	10%	-%	-%	-%	-%	100%
O2/ BE	4	4	4	-	4	4	-	-	2	*	*	-	-	2	2
	1%	1%	2%	-%	1%	1%	-%	-%	17%	4%	1%	-%	-%	17%	2%
		100%	100%	-%	100%	100%	-%	-%	45%	10%	10%	-%	-%	45%	55%
Everything Everywhere/ EE	4	4	2	2	4	4	-	-	-	-	2	2	2	-	1
	1%	1%	1%	2%	1%	1%	-%	-%	-%	-%	4%	8%	1%	-%	1%
		100%	46%	54%	100%	100%	-%	-%	-%	-%	67%	abdef 67%	46%	-%	33%
One Bill	3	3	2	-	2	3	-	-	-	-	2	-	-	-	2
	1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	1%
		100%	50%	-%	50%	100%	-%	-%	-%	-%	50%	-%	-%	-%	50%
Post Office	3	3	-	3	3	3	2	-	-	-	2	-	2	-	2
	1%	1%	-%	3%	1%	1%	3%	-%	-%	-%	2%	-%	1%	-%	1%
		100%	-%	b 100%	100%	100%	b 50%	-%	-%	-%	50%	-%	50%	-%	50%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS	
	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Zen	2	2	2	-	2	2	*	-	-	-	2	-	-	2	-
	1%	1%	1%	-%	1%	1%	1%	-%	-%	-%	3%	-%	-%	17%	-%
		100%	100%	-%	100%	100%	15%	-%	-%	-%	85%	-%	-%	69%	-%
Vodafone	2	2	*	2	2	2	*	-	-	-	-	-	2	-	-
	1%	1%	*%	2%	1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
		100%	18%	100%	100%	100%	18%	-%	-%	-%	-%	-%	82%	-%	-%
Pace	2	2	1	1	2	2	-	-	-	-	1	-	-	-	-
	1%	1%	*%	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	-%	-%
		100%	39%	61%	100%	100%	-%	-%	-%	-%	61%	-%	-%	-%	-%
Orange	2	2	-	2	2	2	-	-	-	-	-	-	-	-	2
	1%	1%	-%	2%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Titan	1	1	1	-	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Supanet	1	1	-	1	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	-%	1%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Tesco Telecom	1	1	1	1	1	1	-	-	-	-	-	-	-	-	1
	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	-	-	-	-	1	-	-	-	-
	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	1%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD	SMART-	STANDARD	NET:	FIXED	MOBILE	ISDN2/2E	ISDN30	LL/ PRIVATE	VIDEO		BT	BT	OTHER
		LANDLINE	PHONES	MOBILES	MOBILES	BROAD- BAND	BROAD- BAND			CIRCUIT			CONFER- ENCING	RENTAL & CALLS	RENTAL ONLY
Significance Level: 95%	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
South West	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	*%	*%	*%	-%	*%	*%	-%	-%	4%	-%	-%	-%	-%	4%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
CityTalk	*	*	*	-	*	*	-	-	-	-	*	*	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	1%	1%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	-%	-%	-%
NCS	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Council/ NHS etc	2	2	1	-	1	2	-	-	-	*	*	-	1	-	-
	1%	1%	*%	-%	*%	1%	-%	-%	-%	2%	*%	-%	1%	-%	-%
		100%	23%	-%	23%	100%	-%	-%	-%	8%	8%	-%	46%	-%	-%
Other	32	32	20	13	26	32	5	5	2	3	9	3	7	*	2
	10%	10%	10%	13%	10%	10%	8%	22%	20%	30%	14%	12%	5%	4%	2%
		100%	61%	41%	80%	100%	15%	15%	6%	8%	27%	10%	22%	1%	6%
Don't know	10	10	7	4	8	10	*	1	-	-	1	*	3	-	2
	3%	3%	3%	4%	3%	3%	1%	2%	-%	-%	1%	1%	2%	-%	1%
		100%	65%	37%	81%	100%	4%	5%	-%	-%	5%	4%	29%	-%	16%
BT/ EE/ PLUSNET	146	146	91	48	120	146	27	14	3	3	32	18	119	*	15
	46%	46%	45%	48%	46%	46%	45%	61%	35%	29%	49%	65%	87%	4%	14%
		100%	62%	32%	82%	100%	19%	9%	2%	2%	22%	13%	n 81%	*%	10%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
BT	134	7	29	37	97	-	134	118	16	11	27	68	89	12	85	48
	42%	20%	29%	27%	53%	-%	42%	49%	25%	63%	52%	39%	41%	38%	41%	44%
				abc			h	h								
		5%	22%	27%	73%	-%	100%	88%	12%	8%	20%	51%	66%	9%	63%	36%
TalkTalk	22	2	13	14	7	-	22	16	6	1	4	17	18	-	19	3
	7%	4%	13%	10%	4%	-%	7%	7%	8%	4%	7%	10%	8%	-%	9%	3%
			d												o	
		7%	58%	66%	34%	-%	100%	74%	26%	3%	16%	77%	84%	-%	86%	14%
XLN telecom	21	5	2	7	15	-	21	20	2	1	2	15	18	1	18	3
	7%	13%	2%	5%	8%	-%	7%	8%	2%	4%	5%	9%	8%	4%	9%	3%
		b														
		22%	9%	31%	69%	-%	100%	92%	8%	3%	11%	72%	83%	6%	84%	16%
Virgin Media (NTL/ Telewest)	19	2	8	10	9	-	19	11	8	1	4	7	10	3	11	8
	6%	4%	8%	7%	5%	-%	6%	5%	11%	4%	7%	4%	4%	8%	5%	7%
		9%	43%	51%	49%	-%	100%	60%	40%	4%	20%	40%	52%	14%	59%	41%
Sky/ Skytalk	13	1	11	12	2	-	13	10	3	-	1	6	9	2	8	5
	4%	3%	11%	9%	1%	-%	4%	4%	5%	-%	2%	4%	4%	6%	4%	5%
			d	d												
		9%	79%	88%	12%	-%	100%	74%	26%	-%	9%	48%	69%	13%	62%	38%
Unicom/ Universal Utilities	9	2	2	4	5	-	9	7	2	-	-	6	8	1	8	*
	3%	4%	2%	3%	3%	-%	3%	3%	2%	-%	-%	3%	4%	2%	4%	-%
		18%	23%	41%	59%	-%	100%	82%	18%	-%	-%	69%	91%	9%	96%	4%
Plusnet	9	3	5	8	1	-	9	5	3	-	1	4	4	2	7	2
	3%	8%	5%	6%	1%	-%	3%	2%	5%	-%	1%	3%	2%	6%	3%	2%
		d	d	d												
		32%	55%	87%	13%	-%	100%	59%	41%	-%	9%	51%	51%	22%	78%	22%
Daisy	6	-	4	4	2	-	6	5	1	-	-	5	5	2	2	5
	2%	-%	4%	3%	1%	-%	2%	2%	2%	-%	-%	3%	2%	5%	1%	4%
		-%	64%	64%	36%	-%	100%	77%	23%	-%	-%	70%	75%	25%	25%	75%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Utility Warehouse	6	-	2	2	4	-	6	6	-	-	-	4	4	2	6	*
	2%	-%	2%	1%	2%	-%	2%	2%	-%	-%	-%	2%	2%	5%	3%	3%
		-%	26%	26%	74%	-%	100%	100%	-%	-%	-%	67%	73%	27%	94%	6%
Kinex	5	3	1	4	1	-	5	5	-	1	1	1	4	-	4	2
	2%	9%	1%	3%	1%	-%	2%	2%	-%	7%	2%	3%	2%	-%	2%	1%
		bd														
		63%	14%	77%	23%	-%	100%	100%	-%	23%	23%	14%	77%	-%	69%	31%
Chess	4	-	-	-	4	-	4	4	-	-	-	2	2	*	2	-
	1%	-%	-%	-%	2%	-%	1%	1%	-%	-%	-%	1%	1%	1%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	45%	45%	10%	45%	-%
O2/ BE	4	-	4	4	-	-	4	2	2	-	2	*	2	-	2	2
	1%	-%	4%	3%	-%	-%	1%	1%	2%	-%	3%	3%	1%	-%	1%	1%
		-%	100%	100%	-%	-%	100%	55%	45%	-%	45%	10%	55%	-%	55%	45%
Everything Everywhere/ EE	4	-	-	-	4	-	4	1	3	1	1	3	3	-	3	1
	1%	-%	-%	-%	2%	-%	1%	3%	4%	4%	1%	2%	1%	-%	1%	1%
		-%	-%	-%	100%	-%	100%	21%	79%	21%	21%	79%	79%	-%	79%	21%
One Bill	3	-	2	2	2	-	3	2	-	-	-	3	3	-	2	2
	1%	-%	2%	1%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%	1%	1%
		-%	50%	50%	50%	-%	100%	50%	-%	-%	-%	100%	100%	-%	50%	50%
Post Office	3	-	2	2	2	-	3	2	2	-	-	3	3	-	3	-
	1%	-%	2%	1%	1%	-%	1%	1%	2%	-%	-%	2%	1%	-%	2%	-%
		-%	50%	50%	50%	-%	100%	50%	50%	-%	-%	100%	100%	-%	100%	-%
Zen	2	*	*	1	2	-	2	1	2	-	-	-	2	-	-	2
	1%	1%	3%	1%	1%	-%	1%	3%	2%	-%	-%	3%	1%	-%	3%	2%
		15%	15%	31%	69%	-%	100%	31%	69%	-%	-%	3%	100%	-%	3%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Vodafone	2	-	*	*	2	-	2	-	2	-	-	-	*	2	2	*
	1%	-%	*%	*%	1%	-%	1%	-%	3%	-%	-%	-%	*%	5%	1%	*%
		-%	18%	18%	82%	-%	100%	-%	100%	-%	-%	-%	18%	82%	82%	18%
Pace	2	-	-	-	2	-	2	2	-	-	-	-	-	2	1	1
	1%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	-%	6%	*%	1%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	39%	61%
Orange	2	-	-	-	2	-	2	-	2	-	2	-	-	-	2	-
	1%	-%	-%	-%	1%	-%	1%	-%	2%	-%	3%	-%	-%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	100%	-%	-%	-%	100%	-%
Titan	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	1%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%
Supanet	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	-%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Tesco Telecom	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	*%	-%	1%	1%	-%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
4Com	1	-	1	1	-	-	1	1	-	-	1	-	-	-	-	1
	*%	-%	1%	1%	-%	-%	*%	*%	-%	-%	1%	-%	-%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
South West	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	-%	*%	-%	1%	-%	-%	*%	*%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 35

Q8G. And which company is the main provider of your Broadband? (SINGLE CODE)

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
CityTalk	*	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
NCS	*	*	-	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	1%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Council/ NHS etc	2	*	1	1	1	-	2	*	2	-	-	2	2	-	1	2
	1%	1%	1%	1%	1%	-%	1%	*%	3%	-%	-%	1%	1%	-%	*%	2%
		15%	31%	46%	54%	-%	100%	8%	92%	-%	-%	92%	92%	-%	31%	69%
Other	32	8	10	19	13	-	32	22	11	2	7	15	18	4	17	14
	10%	24%	10%	14%	7%	-%	10%	9%	16%	13%	14%	9%	8%	13%	8%	13%
		d														
		26%	32%	58%	41%	-%	100%	67%	33%	7%	22%	46%	56%	13%	54%	44%
Don't know	10	2	3	5	5	-	10	-	-	-	*	10	10	-	5	6
	3%	6%	3%	4%	3%	-%	3%	-%	-%	-%	*%	6%	5%	-%	2%	5%
		21%	31%	52%	48%	-%	100%	-%	-%	-%	2%	96%	98%	-%	44%	56%
BT/ EE/ PLUSNET	146	10	34	44	102	-	146	123	23	12	28	76	96	14	95	51
	46%	28%	34%	33%	56%	-%	46%	52%	34%	67%	55%	43%	44%	44%	46%	47%
		7%	23%	30%	70%	-%	100%	84%	15%	8%	19%	52%	66%	9%	65%	35%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%			*a	*b	*c	d	*e	*f	*g	*h	i	*j	*k	*l	*m	*n
Unweighted total	75	8	23	15	46	29	16	16	19	55	4	3	1	12	20	
Effective Weighted Sample	53	8	23	15	42	27	14	12	14	42	3	3	1	8	12	
Total	66	9	37	11	57	8	22	16	12	54	1	1	*	9	11	
		14%	56%	17%	87%	13%	33%	25%	18%	83%	2%	1%	*%	14%	17%	
Skype	17	5	11	1	17	1	8	4	3	16	-	-	-	2	2	
	26%	50%	30%	7%	29%	8%	37%	22%	29%	29%	-%	-%	-%	18%	14%	
		27%	65%	4%	96%	4%	46%	21%	20%	91%	-%	-%	-%	9%	9%	
BT	11	1	6	2	10	1	3	2	1	10	1	*	-	-	1	
	16%	13%	17%	20%	17%	11%	15%	12%	8%	18%	37%	33%	-%	-%	7%	
		11%	60%	21%	91%	9%	30%	18%	9%	93%	5%	2%	-%	-%	7%	
FaceTime Apple	6	2	3	1	6	-	2	2	1	6	-	-	-	-	-	
	10%	25%	9%	7%	11%	-%	7%	14%	10%	12%	-%	-%	-%	-%	-%	
		37%	51%	12%	100%	-%	25%	37%	19%	100%	-%	-%	-%	-%	-%	
TalkTalk	4	1	2	1	4	-	2	1	-	2	-	-	-	2	2	
	5%	13%	4%	7%	6%	-%	7%	5%	-%	4%	-%	-%	-%	18%	14%	
		33%	46%	21%	100%	-%	46%	21%	-%	54%	-%	-%	-%	46%	46%	
Vonage	3	-	3	-	3	-	2	2	-	3	-	-	-	-	-	
	5%	-%	9%	-%	6%	-%	7%	10%	-%	6%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	50%	50%	-%	100%	-%	-%	-%	-%	-%	
Vodafone	2	-	2	-	2	*	2	-	-	2	-	-	-	-	-	
	3%	-%	4%	-%	3%	2%	7%	-%	-%	3%	-%	-%	-%	-%	-%	
		-%	89%	-%	89%	11%	89%	-%	-%	100%	-%	-%	-%	-%	-%	
Google Voice	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-	
	2%	-%	4%	-%	3%	-%	-%	10%	-%	3%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	
One Bill	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-	
	2%	-%	4%	-%	3%	-%	-%	10%	-%	3%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	
Whatsapp	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	
	2%	-%	4%	-%	3%	-%	7%	-%	-%	3%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1 *a	2-4 *b	5-9 *c	1-9 d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%																
Unweighted total	75	8	23	15	46	29	16	16	19	55	4	3	1	12	20	
Effective Weighted Sample	53	8	23	15	42	27	14	12	14	42	3	3	1	8	12	
Total	66	9	37	11	57	8	22	16	12	54	1	1	*	9	11	
		14%	56%	17%	87%	13%	33%	25%	18%	83%	2%	1%	*%	14%	17%	
XLN telecom	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	
	2%	-%	4%	-%	3%	-%	7%	-%	-%	3%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	
Facebook Chat	1	1	-	-	1	-	1	-	-	-	-	-	-	1	1	
	2%	13%	-%	-%	2%	-%	5%	-%	-%	-%	-%	-%	-%	13%	10%	
		100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%	100%	
O2/ BE	1	-	-	1	1	-	-	1	-	1	-	-	-	-	-	
	1%	-%	-%	7%	1%	-%	-%	5%	-%	1%	-%	-%	-%	-%	-%	
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	
4Com	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-	
	1%	-%	-%	7%	1%	-%	-%	-%	6%	1%	-%	-%	-%	-%	-%	
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	
Focus	1	-	-	1	1	-	-	1	-	1	-	-	-	-	-	
	1%	-%	-%	7%	1%	-%	-%	5%	-%	1%	-%	-%	-%	-%	-%	
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	
Daisy	1	-	-	-	-	1	-	-	*	1	-	-	-	-	-	
	1%	-%	-%	-%	-%	8%	-%	-%	3%	1%	-%	-%	-%	-%	-%	
		-%	-%	-%	-%	100%	-%	-%	50%	100%	-%	-%	-%	-%	-%	
CityTalk	1	-	-	-	-	1	*	-	*	-	-	-	-	1	1	
	1%	-%	-%	-%	-%	8%	2%	-%	3%	-%	-%	-%	-%	8%	6%	
		-%	-%	-%	-%	100%	50%	-%	50%	-%	-%	-%	-%	100%	100%	
Excel	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	
	1%	-%	-%	-%	-%	4%	-%	-%	-%	1%	-%	-%	-%	-%	-%	
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	
Zen	*	-	-	-	-	*	-	*	-	*	-	-	-	-	-	
	1%	-%	-%	-%	-%	4%	-%	2%	-%	1%	-%	-%	-%	-%	-%	
		-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	i	*j	*k	*l	*m	*n
Unweighted total	75	8	23	15	46	29	16	16	19	55	4	3	1	12	20
Effective Weighted Sample	53	8	23	15	42	27	14	12	14	42	3	3	1	8	12
Total	66	9	37	11	57	8	22	16	12	54	1	1	*	9	11
		14%	56%	17%	87%	13%	33%	25%	18%	83%	2%	1%	*%	14%	17%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	33%	-%	-%	2%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	13	1	5	4	10	3	1	3	4	7	1	*	*	4	5
	19%	13%	13%	33%	17%	35%	3%	16%	36%	14%	63%	33%	100%	43%	46%
		9%	38%	29%	77%	23%	6%	20%	34%	59%	7%	2%	2%	31%	41%
No-one	3	1	-	1	3	1	*	-	3	3	-	-	-	-	-
	5%	13%	-%	13%	5%	8%	2%	-%	25%	6%	-%	-%	-%	-%	-%
		35%	-%	44%	79%	21%	11%	-%	89%	100%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	2	1	-	-	-	2	-	-	-	-	-
	3%	-%	4%	-%	3%	7%	-%	-%	-%	4%	-%	-%	-%	-%	-%
		-%	74%	-%	74%	26%	-%	-%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	11	1	6	2	10	1	3	2	1	10	1	*	-	-	1
	16%	13%	17%	20%	17%	11%	15%	12%	8%	18%	37%	33%	-%	-%	7%
		11%	60%	21%	91%	9%	30%	18%	9%	93%	5%	2%	-%	-%	7%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD	SMART-	STANDARD	NET:	FIXED	MOBILE	ISDN2/2E	ISDN30	LL/ PRIVATE	VOIP	VIDEO	BT	BT	OTHER	
	LANDLINE	PHONES	MOBILES	MOBILES	BROAD- BAND	BROAD- BAND			CIRCUIT		CONFER- ENCING				RENTAL & CALLS
Significance Level: 95%	Total	a	b	*c	d	e	*f	*g	*h	*i	j	*k	*l	*m	*n
Unweighted total	75	75	63	25	67	74	28	12	7	8	75	25	28	1	24
Effective Weighted Sample	53	53	44	16	48	53	18	7	5	5	53	17	21	1	19
Total	66	66	55	19	60	65	22	6	2	4	66	19	28	2	24
		100%	83%	29%	91%	99%	33%	9%	3%	5%	100%	29%	42%	2%	36%
Skype	17	17	13	3	16	17	4	-	*	-	17	8	7	2	7
	26%	26%	25%	15%	27%	27%	20%	-%	16%	-%	26%	40%	26%	100%	31%
		100%	78%	16%	94%	100%	25%	-%	2%	-%	100%	43%	41%	9%	43%
BT	11	11	9	5	11	10	6	1	*	1	11	-	11	-	-
	16%	16%	17%	26%	18%	15%	26%	12%	9%	31%	16%	-%	39%	-%	-%
		100%	85%	46%	100%	93%	53%	7%	2%	10%	100%	-%	100%	-%	-%
FaceTime Apple	6	6	5	2	6	6	1	-	-	-	6	1	1	-	4
	10%	10%	9%	10%	10%	10%	3%	-%	-%	-%	10%	6%	4%	-%	16%
		100%	81%	30%	100%	100%	12%	-%	-%	-%	100%	19%	19%	-%	63%
TalkTalk	4	4	3	2	3	4	-	-	-	-	4	2	-	-	4
	5%	5%	5%	8%	5%	5%	-%	-%	-%	-%	5%	8%	-%	-%	15%
		100%	79%	46%	79%	100%	-%	-%	-%	-%	100%	46%	-%	-%	100%
Vonage	3	3	3	2	3	3	2	-	-	-	3	-	2	-	2
	5%	5%	6%	8%	5%	5%	7%	-%	-%	-%	5%	-%	6%	-%	7%
		100%	100%	50%	100%	100%	50%	-%	-%	-%	100%	-%	50%	-%	50%
Vodafone	2	2	2	*	2	2	2	-	-	-	2	*	2	-	-
	3%	3%	3%	1%	3%	3%	8%	-%	-%	-%	3%	1%	6%	-%	-%
		100%	100%	11%	100%	100%	100%	-%	-%	-%	100%	11%	89%	-%	-%
Google Voice	2	2	2	-	2	2	-	-	-	-	2	2	2	-	-
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	8%	6%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%
One Bill	2	2	2	-	2	2	-	-	-	-	2	-	-	-	2
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	-%	-%	-%	7%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%
Whatsapp	2	2	2	-	2	2	-	-	-	-	2	-	-	-	2
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	-%	-%	-%	7%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	*c	d	e	*f	*g	*h	*i	j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	75	75	63	25	67	74	28	12	7	8	75	25	28	1	24
Effective Weighted Sample	53	53	44	16	48	53	18	7	5	5	53	17	21	1	19
Total	66	66	55	19	60	65	22	6	2	4	66	19	28	2	24
		100%	83%	29%	91%	99%	33%	9%	3%	5%	100%	29%	42%	2%	36%
XLN telecom	2	2	2	-	2	2	-	-	-	-	2	-	-	-	2
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	-%	-%	-%	7%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%
Facebook Chat	1	1	1	-	1	1	-	-	-	-	1	1	1	-	-
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	2%	6%	4%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%
O2/ BE	1	1	1	-	1	1	1	-	-	-	1	-	-	-	1
	1%	1%	1%	-%	1%	1%	3%	-%	-%	-%	1%	-%	-%	-%	3%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	-	-	-	-	1	-	-	-	-
	1%	1%	1%	4%	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Focus	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Daisy	1	1	1	-	1	1	*	*	-	-	1	*	-	-	1
	1%	1%	1%	-%	1%	1%	2%	6%	-%	-%	1%	2%	-%	-%	3%
		100%	100%	-%	100%	100%	50%	50%	-%	-%	100%	50%	-%	-%	100%
CityTalk	1	1	1	-	1	1	-	-	*	-	1	*	-	-	-
	1%	1%	1%	-%	1%	1%	-%	-%	16%	-%	1%	2%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	50%	-%	100%	50%	-%	-%	-%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	1%	1%	1%	-%	1%	1%	2%	-%	-%	-%	1%	2%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Zen	*	*	*	-	*	*	*	-	-	-	*	-	-	-	-
	1%	1%	1%	-%	1%	1%	2%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%	Total	a	b	*c	d	e	*f	*g	*h	*i	j	*k	*l	*m	*n
Unweighted total	75	75	63	25	67	74	28	12	7	8	75	25	28	1	24
Effective Weighted Sample	53	53	44	16	48	53	18	7	5	5	53	17	21	1	19
Total	66	66	55	19	60	65	22	6	2	4	66	19	28	2	24
		100%	83%	29%	91%	99%	33%	9%	3%	5%	100%	29%	42%	2%	36%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	3%	9%	-%	*%	1%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	13	13	10	5	11	12	4	4	*	2	13	6	4	-	1
	19%	19%	18%	24%	18%	18%	20%	67%	17%	49%	19%	31%	15%	-%	5%
		100%	80%	36%	86%	94%	35%	32%	3%	14%	100%	47%	33%	-%	9%
No-one	3	3	2	-	2	3	1	1	1	1	3	2	2	-	1
	5%	5%	3%	-%	3%	5%	5%	12%	33%	20%	5%	12%	5%	-%	5%
		100%	56%	-%	56%	100%	33%	22%	22%	21%	100%	67%	45%	-%	33%
Don't know	2	2	2	2	2	2	*	-	-	-	2	*	2	-	-
	3%	3%	4%	10%	4%	3%	1%	-%	-%	-%	3%	1%	6%	-%	-%
		100%	100%	91%	100%	100%	9%	-%	-%	-%	100%	9%	83%	-%	-%
BT/ EE/ PLUSNET	11	11	9	5	11	10	6	1	*	1	11	-	11	-	-
	16%	16%	17%	26%	18%	15%	26%	12%	9%	31%	16%	-%	39%	-%	-%
		100%	85%	46%	100%	93%	53%	7%	2%	10%	100%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER			STRONGLY	STRONGLY			
Significance Level: 95%		*a	*b	c	d	*e	f	g	*h	*i	*j	*k	l	*m	n	o
Unweighted total	75	12	23	35	39	1	74	58	14	6	14	23	42	7	31	41
Effective Weighted Sample	53	7	17	24	29	1	53	42	10	5	10	17	32	4	26	27
Total	66	8	21	30	36	1	65	52	13	4	10	21	43	4	36	29
		13%	32%	45%	54%	1%	99%	79%	19%	5%	15%	33%	65%	6%	55%	44%
Skype	17	3	6	9	8	-	17	14	4	-	-	10	15	1	13	4
	26%	38%	27%	30%	23%	-%	27%	27%	28%	-%	-%	46%	34%	30%	37%	14%
		18%	34%	52%	48%	-%	100%	79%	21%	-%	-%	57%	84%	7%	78%	22%
BT	11	*	-	*	11	1	10	10	-	*	1	3	8	2	5	5
	16%	2%	-%	1%	30%	100%	15%	19%	-%	10%	13%	15%	18%	46%	15%	18%
		2%	-%	2%	98%	7%	93%	93%	-%	3%	12%	30%	71%	17%	51%	47%
FaceTime Apple	6	2	2	3	3	-	6	6	-	1	1	2	4	1	3	4
	10%	19%	8%	11%	9%	-%	10%	12%	-%	21%	7%	7%	10%	30%	8%	12%
		25%	25%	51%	49%	-%	100%	100%	-%	12%	12%	25%	70%	19%	44%	56%
TalkTalk	4	-	4	4	-	-	4	2	2	1	1	-	1	-	4	-
	5%	-%	17%	12%	-%	-%	5%	4%	13%	21%	7%	-%	3%	-%	10%	-%
		-%	100%	100%	-%	-%	100%	54%	46%	21%	21%	-%	33%	-%	100%	-%
Vonage	3	-	3	3	-	-	3	3	-	-	-	2	3	-	2	2
	5%	-%	15%	11%	-%	-%	5%	6%	-%	-%	-%	7%	7%	-%	4%	6%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	50%	100%	-%	50%	50%
Vodafone	2	*	2	2	-	-	2	2	-	-	2	-	-	-	2	*
	3%	2%	8%	6%	-%	-%	3%	3%	-%	-%	18%	-%	-%	-%	4%	1%
		11%	89%	100%	-%	-%	100%	89%	-%	-%	100%	-%	-%	-%	89%	11%
Google Voice	2	-	-	-	2	-	2	-	2	-	-	2	2	-	2	-
	2%	-%	-%	-%	4%	-%	2%	-%	13%	-%	-%	7%	4%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%
One Bill	2	-	-	-	2	-	2	2	-	-	-	2	2	-	2	-
	2%	-%	-%	-%	4%	-%	2%	3%	-%	-%	-%	7%	4%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%
Whatsapp	2	-	-	-	2	-	2	2	-	-	-	-	2	-	2	-
	2%	-%	-%	-%	4%	-%	2%	3%	-%	-%	-%	-%	4%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		*a	*b	c	d	*e	f	g	*h	*i	*j	*k	l	*m	n	o
Unweighted total	75	12	23	35	39	1	74	58	14	6	14	23	42	7	31	41
Effective Weighted Sample	53	7	17	24	29	1	53	42	10	5	10	17	32	4	26	27
Total	66	8	21	30	36	1	65	52	13	4	10	21	43	4	36	29
		13%	32%	45%	54%	1%	99%	79%	19%	5%	15%	33%	65%	6%	55%	44%
XLN telecom	2	-	-	-	2	-	2	2	-	-	-	2	2	-	2	-
	2%	-%	-%	-%	4%	-%	2%	3%	-%	-%	-%	7%	4%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%
Facebook Chat	1	1	-	1	-	-	1	1	-	-	-	-	-	-	1	-
	2%	14%	-%	4%	-%	-%	2%	2%	-%	-%	-%	-%	-%	-%	3%	-%
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
O2/ BE	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-
	1%	-%	-%	-%	2%	-%	1%	1%	-%	-%	7%	-%	-%	-%	2%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	100%	-%
4Com	1	-	1	1	-	-	1	1	-	-	1	-	-	-	-	1
	1%	-%	3%	2%	-%	-%	1%	1%	-%	-%	7%	-%	-%	-%	-%	3%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%
Focus	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1
	1%	-%	3%	2%	-%	-%	1%	-%	6%	-%	-%	3%	2%	-%	-%	3%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Daisy	1	-	-	-	1	-	1	1	-	-	-	*	1	-	-	1
	1%	-%	-%	-%	2%	-%	1%	1%	-%	-%	-%	2%	2%	-%	-%	2%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	50%	100%	-%	-%	100%
CityTalk	1	-	*	*	-	-	1	*	*	-	-	-	-	-	*	-
	1%	-%	2%	1%	-%	-%	1%	1%	3%	-%	-%	-%	-%	-%	1%	-%
		-%	50%	50%	-%	-%	100%	50%	50%	-%	-%	-%	-%	-%	50%	-%
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*
	1%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	-%	9%	-%	1%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Zen	*	-	*	*	-	-	*	*	-	-	-	-	*	-	-	*
	1%	-%	2%	1%	-%	-%	1%	1%	-%	-%	-%	-%	1%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 36

Q7H. What is the name of the company or companies that you pay for your VoIP calls made over your fixed line broadband? (MULTI CODE)

Base : Those using VOIP

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	*b	c	d	*e	f	g	*h	*i	*j	*k	l	*m	n	o
Unweighted total	75	12	23	35	39	1	74	58	14	6	14	23	42	7	31	41
Effective Weighted Sample	53	7	17	24	29	1	53	42	10	5	10	17	32	4	26	27
Total	66	8	21	30	36	1	65	52	13	4	10	21	43	4	36	29
		13%	32%	45%	54%	1%	99%	79%	19%	5%	15%	33%	65%	6%	55%	44%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	1%	1%	-%	-%	*%	*%	-%	-%	-%	-%	-%	5%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	13	3	2	5	7	1	12	7	5	1	3	2	5	*	3	10
	19%	39%	9%	18%	21%	100%	18%	13%	42%	27%	33%	8%	12%	10%	7%	35%
		26%	16%	42%	58%	6%	94%	52%	42%	7%	26%	13%	40%	3%	20%	80%
No-one	3	-	1	1	2	-	3	2	1	1	1	1	3	-	2	1
	5%	-%	5%	4%	6%	-%	5%	4%	9%	21%	7%	5%	6%	-%	6%	4%
		-%	33%	33%	67%	-%	100%	67%	33%	22%	22%	33%	78%	-%	67%	33%
Don't know	2	*	-	*	2	-	2	2	-	-	-	*	2	-	-	2
	3%	4%	-%	1%	5%	-%	3%	3%	-%	-%	-%	2%	5%	-%	-%	7%
		17%	-%	17%	83%	-%	100%	83%	-%	-%	-%	17%	100%	-%	-%	91%
BT/ EE/ PLUSNET	11	*	-	*	11	1	10	10	-	*	1	3	8	2	5	5
	16%	2%	-%	1%	30%	100%	15%	19%	-%	10%	13%	15%	18%	46%	15%	18%
		2%	-%	2%	98%	7%	93%	93%	-%	3%	12%	30%	71%	17%	51%	47%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%			*a	*b	*c	d	*e	*f	*g	*h	i	*j	*k	*l	*m	*n
Unweighted total	75	8	23	15	46	29	16	16	19	55	4	3	1	12	20	
Effective Weighted Sample	53	8	23	15	42	27	14	12	14	42	3	3	1	8	12	
Total	66	9	37	11	57	8	22	16	12	54	1	1	*	9	11	
		14%	56%	17%	87%	13%	33%	25%	18%	83%	2%	1%	-%	14%	17%	
Skype	13	4	8	1	12	1	6	2	2	11	-	-	-	2	2	
	20%	38%	22%	7%	21%	8%	29%	12%	19%	21%	-%	-%	-%	18%	14%	
		27%	62%	6%	94%	6%	49%	15%	17%	88%	-%	-%	-%	12%	12%	
BT	11	1	6	2	10	1	3	2	1	10	1	*	-	-	1	
	16%	13%	17%	20%	17%	11%	15%	12%	8%	18%	37%	33%	-%	-%	7%	
		11%	60%	21%	91%	9%	30%	18%	9%	93%	5%	2%	-%	-%	7%	
FaceTime Apple	5	1	3	1	5	-	2	2	1	5	-	-	-	-	-	
	8%	13%	9%	7%	9%	-%	7%	14%	10%	9%	-%	-%	-%	-%	-%	
		23%	63%	14%	100%	-%	31%	46%	23%	100%	-%	-%	-%	-%	-%	
TalkTalk	4	1	2	1	4	-	2	1	-	2	-	-	-	2	2	
	5%	13%	4%	7%	6%	-%	7%	5%	-%	4%	-%	-%	-%	18%	14%	
		33%	46%	21%	100%	-%	46%	21%	-%	54%	-%	-%	-%	46%	46%	
Vonage	3	-	3	-	3	-	2	2	-	3	-	-	-	-	-	
	5%	-%	9%	-%	6%	-%	7%	10%	-%	6%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	50%	50%	-%	100%	-%	-%	-%	-%	-%	
Vodafone	2	-	2	-	2	*	2	-	-	2	-	-	-	-	-	
	3%	-%	4%	-%	3%	2%	7%	-%	-%	3%	-%	-%	-%	-%	-%	
		-%	89%	-%	89%	11%	89%	-%	-%	100%	-%	-%	-%	-%	-%	
Google Voice	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-	
	2%	-%	4%	-%	3%	-%	-%	10%	-%	3%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	
One Bill	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-	
	2%	-%	4%	-%	3%	-%	-%	10%	-%	3%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	
Whatsapp	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	
	2%	-%	4%	-%	3%	-%	7%	-%	-%	3%	-%	-%	-%	-%	-%	
		-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1 *a	2-4 *b	5-9 *c	1-9 d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	75	8	23	15	46	29	16	16	19	55	4	3	1	12	20
Effective Weighted Sample	53	8	23	15	42	27	14	12	14	42	3	3	1	8	12
Total	66	9 14%	37 56%	11 17%	57 87%	8 13%	22 33%	16 25%	12 18%	54 83%	1 2%	1 1%	* *%	9 14%	11 17%
XLN telecom	2 2%	- -%	2 4%	- -%	2 3%	- -%	2 7%	- -%	- -%	2 3%	- -%	- -%	- -%	- -%	- -%
		-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Facebook Chat	1 2%	1 13%	- -%	- -%	1 2%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	1 13%	1 10%
		100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%	100%
O2/ BE	1 1%	- -%	- -%	1 7%	1 1%	- -%	- -%	1 5%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
4Com	1 1%	- -%	- -%	1 7%	1 1%	- -%	- -%	- -%	1 6%	1 1%	- -%	- -%	- -%	- -%	- -%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Focus	1 1%	- -%	- -%	1 7%	1 1%	- -%	- -%	1 5%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Daisy	1 1%	- -%	- -%	- -%	- -%	1 8%	- -%	- -%	* 3%	1 1%	- -%	- -%	- -%	- -%	- -%
		-%	-%	-%	-%	100%	-%	-%	50%	100%	-%	-%	-%	-%	-%
CityTalk	1 1%	- -%	- -%	- -%	- -%	1 8%	* 2%	- -%	* 3%	- -%	- -%	- -%	- -%	1 8%	1 6%
		-%	-%	-%	-%	100%	50%	-%	50%	-%	-%	-%	-%	100%	100%
Excel	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Zen	* 1%	- -%	- -%	- -%	- -%	* 4%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
		-%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h	i	*j	*k	*l	*m	*n
Unweighted total	75	8	23	15	46	29	16	16	19	55	4	3	1	12	20
Effective Weighted Sample	53	8	23	15	42	27	14	12	14	42	3	3	1	8	12
Total	66	9	37	11	57	8	22	16	12	54	1	1	*	9	11
		14%	56%	17%	87%	13%	33%	25%	18%	83%	2%	1%	*%	14%	17%
Virgin Media (NTL/ Telewest)	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	33%	-%	-%	2%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	12	1	5	3	9	3	1	3	4	7	1	*	*	4	5
	18%	13%	13%	27%	16%	35%	3%	16%	36%	12%	63%	33%	100%	43%	46%
		10%	40%	25%	75%	25%	6%	21%	36%	56%	8%	2%	2%	33%	44%
No-one	2	-	-	1	1	1	*	-	2	2	-	-	-	-	-
	3%	-%	-%	13%	3%	8%	2%	-%	15%	4%	-%	-%	-%	-%	-%
		-%	-%	67%	67%	33%	16%	-%	84%	100%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	2	1	-	-	-	2	-	-	-	-	-
	3%	-%	4%	-%	3%	7%	-%	-%	-%	4%	-%	-%	-%	-%	-%
		-%	74%	-%	74%	26%	-%	-%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	11	1	6	2	10	1	3	2	1	10	1	*	-	-	1
	16%	13%	17%	20%	17%	11%	15%	12%	8%	18%	37%	33%	-%	-%	7%
		11%	60%	21%	91%	9%	30%	18%	9%	93%	5%	2%	-%	-%	7%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	*c	d	e	*f	*g	*h	*i	j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	75	75	63	25	67	74	28	12	7	8	75	25	28	1	24
Effective Weighted Sample	53	53	44	16	48	53	18	7	5	5	53	17	21	1	19
Total	66	66	55	19	60	65	22	6	2	4	66	19	28	2	24
		100%	83%	29%	91%	99%	33%	9%	3%	5%	100%	29%	42%	2%	36%
Skype	13	13	9	3	12	13	4	-	*	-	13	5	4	2	6
	20%	20%	17%	15%	20%	20%	20%	-%	16%	-%	20%	25%	16%	100%	24%
		100%	70%	21%	92%	100%	33%	-%	3%	-%	100%	36%	34%	12%	45%
BT	11	11	9	5	11	10	6	1	*	1	11	-	11	-	-
	16%	16%	17%	26%	18%	15%	26%	12%	9%	31%	16%	-%	39%	-%	-%
		100%	85%	46%	100%	93%	53%	7%	2%	10%	100%	-%	100%	-%	-%
FaceTime Apple	5	5	5	1	5	5	1	-	-	-	5	1	1	-	4
	8%	8%	9%	4%	9%	8%	3%	-%	-%	-%	8%	6%	4%	-%	16%
		100%	100%	14%	100%	100%	14%	-%	-%	-%	100%	23%	23%	-%	77%
TalkTalk	4	4	3	2	3	4	-	-	-	-	4	2	-	-	4
	5%	5%	5%	8%	5%	5%	-%	-%	-%	-%	5%	8%	-%	-%	15%
		100%	79%	46%	79%	100%	-%	-%	-%	-%	100%	46%	-%	-%	100%
Vonage	3	3	3	2	3	3	2	-	-	-	3	-	2	-	2
	5%	5%	6%	8%	5%	5%	7%	-%	-%	-%	5%	-%	6%	-%	7%
		100%	100%	50%	100%	100%	50%	-%	-%	-%	100%	-%	50%	-%	50%
Vodafone	2	2	2	*	2	2	2	-	-	-	2	*	2	-	-
	3%	3%	3%	1%	3%	3%	8%	-%	-%	-%	3%	1%	6%	-%	-%
		100%	100%	11%	100%	100%	100%	-%	-%	-%	100%	11%	89%	-%	-%
Google Voice	2	2	2	-	2	2	-	-	-	-	2	2	2	-	-
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	8%	6%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%
One Bill	2	2	2	-	2	2	-	-	-	-	2	-	-	-	2
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	-%	-%	-%	7%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%
Whatsapp	2	2	2	-	2	2	-	-	-	-	2	-	-	-	2
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	-%	-%	-%	7%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	*c	d	e	*f	*g	*h	*i	j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	75	75	63	25	67	74	28	12	7	8	75	25	28	1	24
Effective Weighted Sample	53	53	44	16	48	53	18	7	5	5	53	17	21	1	19
Total	66	66	55	19	60	65	22	6	2	4	66	19	28	2	24
		100%	83%	29%	91%	99%	33%	9%	3%	5%	100%	29%	42%	2%	36%
XLN telecom	2	2	2	-	2	2	-	-	-	-	2	-	-	-	2
	2%	2%	3%	-%	3%	2%	-%	-%	-%	-%	2%	-%	-%	-%	7%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%
Facebook Chat	1	1	1	-	1	1	-	-	-	-	1	1	1	-	-
	2%	2%	2%	-%	2%	2%	-%	-%	-%	-%	2%	6%	4%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%
O2/ BE	1	1	1	-	1	1	1	-	-	-	1	-	-	-	1
	1%	1%	1%	-%	1%	1%	3%	-%	-%	-%	1%	-%	-%	-%	3%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%
4Com	1	1	1	1	1	1	-	-	-	-	1	-	-	-	-
	1%	1%	1%	4%	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Focus	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Daisy	1	1	1	-	1	1	*	*	-	-	1	*	-	-	1
	1%	1%	1%	-%	1%	1%	2%	6%	-%	-%	1%	2%	-%	-%	3%
		100%	100%	-%	100%	100%	50%	50%	-%	-%	100%	50%	-%	-%	100%
CityTalk	1	1	1	-	1	1	-	-	*	-	1	*	-	-	-
	1%	1%	1%	-%	1%	1%	-%	-%	16%	-%	1%	2%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	50%	-%	100%	50%	-%	-%	-%
Excel	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*
	1%	1%	1%	-%	1%	1%	2%	-%	-%	-%	1%	2%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Zen	*	*	*	-	*	*	*	-	-	-	*	-	-	-	-
	1%	1%	1%	-%	1%	1%	2%	-%	-%	-%	1%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	*c	d	e	*f	*g	*h	*i	j	*k	*l	*m	*n
Unweighted total	75	75	63	25	67	74	28	12	7	8	75	25	28	1	24
Effective Weighted Sample	53	53	44	16	48	53	18	7	5	5	53	17	21	1	19
Total	66	66	55	19	60	65	22	6	2	4	66	19	28	2	24
		100%	83%	29%	91%	99%	33%	9%	3%	5%	100%	29%	42%	2%	36%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	1%	3%	9%	-%	*%	1%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%
Other	12	12	9	5	10	12	4	4	*	2	12	6	3	-	1
	18%	18%	17%	24%	17%	18%	20%	67%	17%	49%	18%	31%	12%	-%	5%
		100%	79%	38%	85%	100%	37%	34%	3%	15%	100%	49%	29%	-%	10%
No-one	2	2	1	-	1	2	1	1	1	1	2	1	*	-	1
	3%	3%	1%	-%	1%	3%	5%	12%	33%	20%	3%	6%	1%	-%	5%
		100%	33%	-%	33%	100%	50%	34%	34%	33%	100%	50%	16%	-%	50%
Don't know	2	2	2	2	2	2	*	-	-	-	2	*	2	-	-
	3%	3%	4%	10%	4%	3%	1%	-%	-%	-%	3%	1%	6%	-%	-%
		100%	100%	91%	100%	100%	9%	-%	-%	-%	100%	9%	83%	-%	-%
BT/ EE/ PLUSNET	11	11	9	5	11	10	6	1	*	1	11	-	11	-	-
	16%	16%	17%	26%	18%	15%	26%	12%	9%	31%	16%	-%	39%	-%	-%
		100%	85%	46%	100%	93%	53%	7%	2%	10%	100%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	AGREE	STRONGLY	DISAGREE			
Significance Level: 95%		*a	*b	c	d	*e	f	g	*h	*i	*j	*k	l	*m	n	o
Unweighted total	75	12	23	35	39	1	74	58	14	6	14	23	42	7	31	41
Effective Weighted Sample	53	7	17	24	29	1	53	42	10	5	10	17	32	4	26	27
Total	66	8	21	30	36	1	65	52	13	4	10	21	43	4	36	29
		13%	32%	45%	54%	1%	99%	79%	19%	5%	15%	33%	65%	6%	55%	44%
Skype	13	2	6	7	6	-	13	11	2	-	-	7	10	1	9	4
	20%	19%	27%	25%	16%	-%	20%	21%	16%	-%	-%	31%	24%	30%	25%	14%
		12%	45%	57%	43%	-%	100%	85%	15%	-%	-%	51%	79%	9%	70%	30%
BT	11	*	-	*	11	1	10	10	-	*	1	3	8	2	5	5
	16%	2%	-%	1%	30%	100%	15%	19%	-%	10%	13%	15%	18%	46%	15%	18%
				c												
		2%	-%	2%	98%	7%	93%	93%	-%	3%	12%	30%	71%	17%	51%	47%
FaceTime Apple	5	2	2	3	2	-	5	5	-	1	1	2	4	-	3	2
	8%	19%	8%	11%	5%	-%	8%	10%	-%	21%	7%	7%	10%	-%	8%	8%
		31%	31%	63%	37%	-%	100%	100%	-%	14%	14%	31%	86%	-%	54%	46%
TalkTalk	4	-	4	4	-	-	4	2	2	1	1	-	1	-	4	-
	5%	-%	17%	12%	-%	-%	5%	4%	13%	21%	7%	-%	3%	-%	10%	-%
		-%	100%	100%	-%	-%	100%	54%	46%	21%	21%	-%	33%	-%	100%	-%
Vonage	3	-	3	3	-	-	3	3	-	-	-	2	3	-	2	2
	5%	-%	15%	11%	-%	-%	5%	6%	-%	-%	-%	7%	7%	-%	4%	6%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	50%	100%	-%	50%	50%
Vodafone	2	*	2	2	-	-	2	2	-	-	2	-	-	-	2	*
	3%	2%	8%	6%	-%	-%	3%	3%	-%	-%	18%	-%	-%	-%	4%	1%
		11%	89%	100%	-%	-%	100%	89%	-%	-%	100%	-%	-%	-%	89%	11%
Google Voice	2	-	-	-	2	-	2	-	2	-	-	2	2	-	2	-
	2%	-%	-%	-%	4%	-%	2%	-%	13%	-%	-%	7%	4%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%
One Bill	2	-	-	-	2	-	2	2	-	-	-	2	2	-	2	-
	2%	-%	-%	-%	4%	-%	2%	3%	-%	-%	-%	7%	4%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%
Whatsapp	2	-	-	-	2	-	2	2	-	-	-	-	2	-	2	-
	2%	-%	-%	-%	4%	-%	2%	3%	-%	-%	-%	-%	4%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES		
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	DISAGREE	NEITHER		
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER								
Significance Level: 95%		*a	*b	c	d	*e	f	g	*h	*i	*j	*k	l	*m	n	2+	o
Unweighted total	75	12	23	35	39	1	74	58	14	6	14	23	42	7	31	41	
Effective Weighted Sample	53	7	17	24	29	1	53	42	10	5	10	17	32	4	26	27	
Total	66	8	21	30	36	1	65	52	13	4	10	21	43	4	36	29	
		13%	32%	45%	54%	1%	99%	79%	19%	5%	15%	33%	65%	6%	55%	44%	
XLN telecom	2	-	-	-	2	-	2	2	-	-	-	2	2	-	2	-	
	2%	-%	-%	-%	4%	-%	2%	3%	-%	-%	-%	7%	4%	-%	4%	-%	
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%	
Facebook Chat	1	1	-	1	-	-	1	1	-	-	-	-	-	-	1	-	
	2%	14%	-%	4%	-%	-%	2%	2%	-%	-%	-%	-%	-%	-%	3%	-%	
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	
O2/ BE	1	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	
	1%	-%	-%	-%	2%	-%	1%	1%	-%	-%	7%	-%	-%	-%	2%	-%	
		-%	-%	-%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	100%	-%	
4Com	1	-	1	1	-	-	1	1	-	-	1	-	-	-	-	1	
	1%	-%	3%	2%	-%	-%	1%	1%	-%	-%	7%	-%	-%	-%	-%	3%	
		-%	100%	100%	-%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	
Focus	1	-	1	1	-	-	1	-	1	-	-	1	1	-	-	1	
	1%	-%	3%	2%	-%	-%	1%	-%	6%	-%	-%	3%	2%	-%	-%	3%	
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%	
Daisy	1	-	-	-	1	-	1	1	-	-	-	*	1	-	-	1	
	1%	-%	-%	-%	2%	-%	1%	1%	-%	-%	-%	2%	2%	-%	-%	2%	
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	50%	100%	-%	-%	100%	
CityTalk	1	-	*	*	-	-	1	*	*	-	-	-	-	-	*	-	
	1%	-%	2%	1%	-%	-%	1%	1%	3%	-%	-%	-%	-%	-%	1%	-%	
		-%	50%	50%	-%	-%	100%	50%	50%	-%	-%	-%	-%	-%	50%	-%	
Excel	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	*	
	1%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	-%	9%	-%	1%	
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	
Zen	*	-	*	*	-	-	*	*	-	-	-	-	*	-	-	*	
	1%	-%	2%	1%	-%	-%	1%	1%	-%	-%	-%	-%	1%	-%	-%	1%	
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%	

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 37

Q8H. And which company is the main provider of your VoIP calls made over your fixed line broadband? (SINGLE CODE)

Base : Those using VOIP

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		*a	*b	c	d	*e	f	g	*h	*i	*j	*k	l	*m	n	o
Unweighted total	75	12	23	35	39	1	74	58	14	6	14	23	42	7	31	41
Effective Weighted Sample	53	7	17	24	29	1	53	42	10	5	10	17	32	4	26	27
Total	66	8	21	30	36	1	65	52	13	4	10	21	43	4	36	29
		13%	32%	45%	54%	1%	99%	79%	19%	5%	15%	33%	65%	6%	55%	44%
Virgin Media (NTL/ Telewest)	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	1%	1%	-%	-%	*%	*%	-%	-%	-%	-%	-%	5%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
Other	12	3	2	5	7	-	12	7	5	1	3	1	4	*	3	9
	18%	39%	9%	18%	19%	-%	18%	13%	42%	27%	33%	4%	10%	10%	7%	33%
		28%	17%	44%	56%	-%	100%	56%	44%	8%	28%	8%	36%	3%	21%	79%
No-one	2	-	1	1	1	-	2	1	1	1	1	1	1	-	1	1
	3%	-%	5%	4%	3%	-%	3%	2%	9%	21%	7%	5%	3%	-%	3%	4%
		-%	50%	50%	50%	-%	100%	50%	50%	34%	34%	50%	66%	-%	50%	50%
Don't know	2	*	-	*	2	-	2	2	-	-	-	*	2	-	-	2
	3%	4%	-%	1%	5%	-%	3%	3%	-%	-%	-%	2%	5%	-%	-%	7%
		17%	-%	17%	83%	-%	100%	83%	-%	-%	-%	17%	100%	-%	-%	91%
BT/ EE/ PLUSNET	11	*	-	*	11	1	10	10	-	*	1	3	8	2	5	5
	16%	2%	-%	1%	30%	100%	15%	19%	-%	10%	13%	15%	18%	46%	15%	18%
		2%	-%	2%	98%	7%	93%	93%	-%	3%	12%	30%	71%	17%	51%	47%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 38

Q7I. What is the name of the company or companies that you pay for your Calls made over your leased line/ private circuit connection? (MULTI CODE)

Base : Those making calls with leased lines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	15	1	1	2	4	11	-	5	7	6	2	2	2	3	9
Effective Weighted Sample	9	1	1	2	4	10	-	4	4	4	2	2	2	2	6
Total	7	1 16%	2 22%	1 20%	4 58%	3 42%	- -%	2 29%	5 63%	4 54%	1 10%	1 7%	1 7%	2 21%	3 46%
BT	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	1 33%	1 16%	1 27%	* 50%	- -%	- -%	- -%	* 11%
		- -%	- -%	51%	51%	49%	- -%	49%	51%	75%	25%	- -%	- -%	- -%	25%
Daisy	1 15%	- -%	- -%	1 50%	1 17%	* 11%	- -%	1 34%	* 8%	1 19%	- -%	- -%	* 65%	- -%	* 11%
		- -%	- -%	67%	67%	33%	- -%	67%	33%	67%	- -%	- -%	33%	- -%	33%
Chess	* 5%	- -%	- -%	- -%	- -%	* 11%	- -%	* 16%	- -%	- -%	- -%	* 65%	- -%	- -%	* 11%
		- -%	- -%	- -%	- -%	100%	- -%	100%	- -%	- -%	- -%	100%	- -%	- -%	100%
Other	4 58%	1 100%	2 100%	- -%	3 65%	1 48%	- -%	* 16%	4 76%	2 49%	* 50%	* 35%	* 35%	2 100%	2 68%
		27%	38%	- -%	65%	35%	- -%	8%	82%	46%	8%	5%	5%	37%	54%
Don't know	* 3%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%
		- -%	- -%	- -%	- -%	100%	- -%	- -%	- -%	100%	- -%	- -%	- -%	- -%	- -%
BT/ EE/ PLUSNET	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	1 33%	1 16%	1 27%	* 50%	- -%	- -%	- -%	* 11%
		- -%	- -%	51%	51%	49%	- -%	49%	51%	75%	25%	- -%	- -%	- -%	25%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 38

Q7I. What is the name of the company or companies that you pay for your Calls made over your leased line/ private circuit connection? (MULTI CODE)

Base : Those making calls with leased lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	15	15	11	6	12	15	5	7	3	15	6	1	3	1	3
Effective Weighted Sample	9	9	7	6	7	9	4	5	3	9	4	1	3	1	3
Total	7	7	6	2	6	7	3	3	1	7	3	1	1	*	2
		100%	83%	22%	85%	100%	38%	44%	10%	100%	39%	16%	20%	5%	31%
BT	1	1	1	*	1	1	1	*	-	1	1	-	1	-	-
	20%	20%	18%	22%	17%	20%	39%	11%	-%	20%	26%	-%	75%	-%	-%
		100%	75%	25%	75%	100%	75%	25%	-%	100%	51%	-%	75%	-%	-%
Daisy	1	1	1	*	1	1	*	1	-	1	-	-	-	*	1
	15%	15%	18%	22%	17%	15%	13%	23%	-%	15%	-%	-%	-%	100%	33%
		100%	100%	33%	100%	100%	33%	67%	-%	100%	-%	-%	-%	33%	67%
Chess	*	*	-	-	-	*	-	-	*	*	-	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	48%	5%	-%	-%	-%	-%	16%
		100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%
Other	4	4	4	1	4	4	1	2	*	4	2	1	*	-	1
	58%	58%	64%	45%	62%	58%	48%	66%	52%	58%	74%	100%	25%	-%	52%
		100%	92%	18%	92%	100%	32%	50%	9%	100%	50%	27%	8%	-%	27%
Don't know	*	*	-	*	*	*	-	-	-	*	-	-	-	-	-
	3%	3%	-%	12%	3%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%
		100%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	1	*	1	1	1	*	-	1	1	-	1	-	-
	20%	20%	18%	22%	17%	20%	39%	11%	-%	20%	26%	-%	75%	-%	-%
		100%	75%	25%	75%	100%	75%	25%	-%	100%	51%	-%	75%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 38

Q7I. What is the name of the company or companies that you pay for your Calls made over your leased line/ private circuit connection? (MULTI CODE)

Base : Those making calls with leased lines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER			STRONGLY	STRONGLY	DISAGREE		
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	15	4	1	5	10	-	15	11	3	1	2	5	6	4	2	11
Effective Weighted Sample	9	4	1	5	7	-	9	9	3	1	2	3	4	4	2	6
Total	7	1	*	1	6	-	7	3	4	*	1	3	4	1	1	6
		13%	3%	15%	85%	-%	100%	48%	48%	5%	15%	44%	49%	15%	15%	75%
BT	1	*	-	*	1	-	1	1	-	-	1	*	1	-	1	1
	20%	38%	-%	31%	18%	-%	20%	31%	-%	-%	67%	11%	20%	-%	67%	13%
		25%	-%	25%	75%	-%	100%	75%	-%	-%	51%	25%	49%	-%	51%	49%
Daisy	1	-	-	-	1	-	1	*	1	-	-	1	1	*	-	1
	15%	-%	-%	-%	18%	-%	15%	10%	21%	-%	-%	23%	20%	32%	-%	20%
		-%	-%	-%	100%	-%	100%	33%	67%	-%	-%	67%	67%	33%	-%	100%
Chess	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	6%	-%	5%	10%	-%	-%	-%	-%	-%	32%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%
Other	4	1	-	1	4	-	4	1	3	*	*	2	2	*	*	4
	58%	62%	-%	51%	59%	-%	58%	43%	79%	100%	33%	66%	60%	18%	33%	64%
		14%	-%	14%	86%	-%	100%	35%	65%	8%	8%	50%	50%	5%	8%	83%
Don't know	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	3%	-%	100%	17%	-%	-%	3%	6%	-%	-%	-%	-%	-%	18%	-%	4%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
BT/ EE/ PLUSNET	1	*	-	*	1	-	1	1	-	-	1	*	1	-	1	1
	20%	38%	-%	31%	18%	-%	20%	31%	-%	-%	67%	11%	20%	-%	67%	13%
		25%	-%	25%	75%	-%	100%	75%	-%	-%	51%	25%	49%	-%	51%	49%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 39

Q8l. And which company is the main provider of your Calls made over your leased line/ private circuit connection? (SINGLE CODE)

Base : Those making calls with leased lines

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	15	1	1	2	4	11	-	5	7	6	2	2	2	3	9
Effective Weighted Sample	9	1	1	2	4	10	-	4	4	4	2	2	2	2	6
Total	7	1 16%	2 22%	1 20%	4 58%	3 42%	- -%	2 29%	5 63%	4 54%	1 10%	1 7%	1 7%	2 21%	3 46%
BT	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	1 33%	1 16%	1 27%	* 50%	- -%	- -%	- -%	* 11%
		-	-	51%	51%	49%	-	49%	51%	75%	25%	-	-	-	25%
Daisy	1 15%	- -%	- -%	1 50%	1 17%	* 11%	- -%	1 34%	* 8%	1 19%	- -%	- -%	* 65%	- -%	* 11%
		-	-	67%	67%	33%	-	67%	33%	67%	-	-	33%	-	33%
Chess	* 5%	- -%	- -%	- -%	- -%	* 11%	- -%	* 16%	- -%	- -%	- -%	* 65%	- -%	- -%	* 11%
		-	-	-	-	100%	-	100%	-	-	-	100%	-	-	100%
Other	4 58%	1 100%	2 100%	- -%	3 65%	1 48%	- -%	* 16%	4 76%	2 49%	* 50%	* 35%	* 35%	2 100%	2 68%
		27%	38%	-	65%	35%	-	8%	82%	46%	8%	5%	5%	37%	54%
Don't know	* 3%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%
		-	-	-	-	100%	-	-	-	100%	-	-	-	-	-
BT/ EE/ PLUSNET	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	1 33%	1 16%	1 27%	* 50%	- -%	- -%	- -%	* 11%
		-	-	51%	51%	49%	-	49%	51%	75%	25%	-	-	-	25%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 39

Q8l. And which company is the main provider of your Calls made over your leased line/ private circuit connection? (SINGLE CODE)

Base : Those making calls with leased lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	15	15	11	6	12	15	5	7	3	15	6	1	3	1	3
Effective Weighted Sample	9	9	7	6	7	9	4	5	3	9	4	1	3	1	3
Total	7	7	6	2	6	7	3	3	1	7	3	1	1	*	2
		100%	83%	22%	85%	100%	38%	44%	10%	100%	39%	16%	20%	5%	31%
BT	1	1	1	*	1	1	1	*	-	1	1	-	1	-	-
	20%	20%	18%	22%	17%	20%	39%	11%	-%	20%	26%	-%	75%	-%	-%
		100%	75%	25%	75%	100%	75%	25%	-%	100%	51%	-%	75%	-%	-%
Daisy	1	1	1	*	1	1	*	1	-	1	-	-	-	*	1
	15%	15%	18%	22%	17%	15%	13%	23%	-%	15%	-%	-%	-%	100%	33%
		100%	100%	33%	100%	100%	33%	67%	-%	100%	-%	-%	-%	33%	67%
Chess	*	*	-	-	-	*	-	-	*	*	-	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	48%	5%	-%	-%	-%	-%	16%
		100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%
Other	4	4	4	1	4	4	1	2	*	4	2	1	*	-	1
	58%	58%	64%	45%	62%	58%	48%	66%	52%	58%	74%	100%	25%	-%	52%
		100%	92%	18%	92%	100%	32%	50%	9%	100%	50%	27%	8%	-%	27%
Don't know	*	*	-	*	*	*	-	-	-	*	-	-	-	-	-
	3%	3%	-%	12%	3%	3%	-%	-%	-%	3%	-%	-%	-%	-%	-%
		100%	-%	100%	100%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	1	*	1	1	1	*	-	1	1	-	1	-	-
	20%	20%	18%	22%	17%	20%	39%	11%	-%	20%	26%	-%	75%	-%	-%
		100%	75%	25%	75%	100%	75%	25%	-%	100%	51%	-%	75%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 39

Q8l. And which company is the main provider of your Calls made over your leased line/ private circuit connection? (SINGLE CODE)

Base : Those making calls with leased lines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER			STRONGLY	STRONGLY			
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	15	4	1	5	10	-	15	11	3	1	2	5	6	4	2	11
Effective Weighted Sample	9	4	1	5	7	-	9	9	3	1	2	3	4	4	2	6
Total	7	1	*	1	6	-	7	3	4	*	1	3	4	1	1	6
		13%	3%	15%	85%	-%	100%	48%	48%	5%	15%	44%	49%	15%	15%	75%
BT	1	*	-	*	1	-	1	1	-	-	1	*	1	-	1	1
	20%	38%	-%	31%	18%	-%	20%	31%	-%	-%	67%	11%	20%	-%	67%	13%
		25%	-%	25%	75%	-%	100%	75%	-%	-%	51%	25%	49%	-%	51%	49%
Daisy	1	-	-	-	1	-	1	*	1	-	-	1	1	*	-	1
	15%	-%	-%	-%	18%	-%	15%	10%	21%	-%	-%	23%	20%	32%	-%	20%
		-%	-%	-%	100%	-%	100%	33%	67%	-%	-%	67%	67%	33%	-%	100%
Chess	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	6%	-%	5%	10%	-%	-%	-%	-%	-%	32%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%
Other	4	1	-	1	4	-	4	1	3	*	*	2	2	*	*	4
	58%	62%	-%	51%	59%	-%	58%	43%	79%	100%	33%	66%	60%	18%	33%	64%
		14%	-%	14%	86%	-%	100%	35%	65%	8%	8%	50%	50%	5%	8%	83%
Don't know	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	3%	-%	100%	17%	-%	-%	3%	6%	-%	-%	-%	-%	-%	18%	-%	4%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%
BT/ EE/ PLUSNET	1	*	-	*	1	-	1	1	-	-	1	*	1	-	1	1
	20%	38%	-%	31%	18%	-%	20%	31%	-%	-%	67%	11%	20%	-%	67%	13%
		25%	-%	25%	75%	-%	100%	75%	-%	-%	51%	25%	49%	-%	51%	49%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 40

Q7J. What is the name of the company or companies that you pay for your Leased line/ private circuit line rental? (MULTI CODE)

Base : Those making calls with leased lines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	15	1	1	2	4	11	-	5	7	6	2	2	2	3	9
Effective Weighted Sample	9	1	1	2	4	10	-	4	4	4	2	2	2	2	6
Total	7	1 16%	2 22%	1 20%	4 58%	3 42%	- -%	2 29%	5 63%	4 54%	1 10%	1 7%	1 7%	2 21%	3 46%
BT	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	* 16%	1 24%	1 19%	* 50%	- -%	* 65%	- -%	1 21%
		- -%	- -%	51%	51%	49%	- -%	25%	75%	51%	25%	- -%	25%	- -%	49%
KCom (Kingston Comms)	1 16%	1 100%	- -%	- -%	1 28%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	1 75%	1 35%
		100%	- -%	- -%	100%	- -%	- -%	- -%	100%	- -%	- -%	- -%	- -%	100%	100%
Daisy	1 10%	- -%	- -%	1 50%	1 17%	- -%	- -%	1 34%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%
		- -%	- -%	100%	100%	- -%	- -%	100%	- -%	100%	- -%	- -%	- -%	- -%	- -%
Chess	* 5%	- -%	- -%	- -%	- -%	* 11%	- -%	* 16%	- -%	- -%	- -%	* 65%	- -%	- -%	* 11%
		- -%	- -%	- -%	- -%	100%	- -%	100%	- -%	- -%	- -%	100%	- -%	- -%	100%
Virgin Media (NTL/ Telewest)	* 3%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	* 6%
		- -%	- -%	- -%	- -%	100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	100%	100%
Other	3 39%	- -%	2 100%	- -%	2 38%	1 42%	- -%	* 16%	2 51%	2 49%	* 50%	* 35%	* 35%	* 13%	1 28%
		- -%	55%	- -%	55%	45%	- -%	12%	81%	68%	12%	7%	7%	7%	32%
Don't know	1 7%	- -%	- -%	- -%	- -%	1 18%	- -%	* 16%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%
		- -%	- -%	- -%	- -%	100%	- -%	65%	- -%	100%	- -%	- -%	- -%	- -%	- -%
BT/ EE/ PLUSNET	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	* 16%	1 24%	1 19%	* 50%	- -%	* 65%	- -%	1 21%
		- -%	- -%	51%	51%	49%	- -%	25%	75%	51%	25%	- -%	25%	- -%	49%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 40

Q7J. What is the name of the company or companies that you pay for your Leased line/ private circuit line rental? (MULTI CODE)

Base : Those making calls with leased lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	15	15	11	6	12	15	5	7	3	15	6	1	3	1	3
Effective Weighted Sample	9	9	7	6	7	9	4	5	3	9	4	1	3	1	3
Total	7	7	6	2	6	7	3	3	1	7	3	1	1	*	2
		100%	83%	22%	85%	100%	38%	44%	10%	100%	39%	16%	20%	5%	31%
BT	1	1	1	1	1	1	1	*	-	1	1	-	1	*	-
	20%	20%	24%	43%	23%	20%	52%	11%	-%	20%	26%	-%	75%	100%	-%
		100%	100%	49%	100%	100%	100%	25%	-%	100%	51%	-%	75%	25%	-%
KCom (Kingston Comms)	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	16%	16%	19%	-%	19%	16%	42%	36%	-%	16%	41%	100%	-%	-%	52%
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Daisy	1	1	1	-	1	1	-	1	-	1	-	-	-	-	1
	10%	10%	12%	-%	12%	10%	-%	23%	-%	10%	-%	-%	-%	-%	33%
		100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%
Chess	*	*	-	-	-	*	-	-	*	*	-	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	48%	5%	-%	-%	-%	-%	16%
		100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	-	-	-	*	*	-	-	-	-
	3%	3%	3%	-%	3%	3%	-%	-%	-%	3%	7%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%
Other	3	3	3	1	3	3	*	1	*	3	1	-	*	-	-
	39%	39%	42%	45%	40%	39%	7%	29%	52%	39%	26%	-%	25%	-%	-%
		100%	88%	26%	88%	100%	7%	32%	13%	100%	26%	-%	12%	-%	-%
Don't know	1	1	-	*	*	1	-	-	-	1	-	-	-	-	-
	7%	7%	-%	12%	3%	7%	-%	-%	-%	7%	-%	-%	-%	-%	-%
		100%	-%	35%	35%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	1	1	1	1	1	*	-	1	1	-	1	*	-
	20%	20%	24%	43%	23%	20%	52%	11%	-%	20%	26%	-%	75%	100%	-%
		100%	100%	49%	100%	100%	100%	25%	-%	100%	51%	-%	75%	25%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 40

Q7J. What is the name of the company or companies that you pay for your Leased line/ private circuit line rental? (MULTI CODE)

Base : Those making calls with leased lines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Significance Level: 95%																
Unweighted total	15	4	1	5	10	-	15	11	3	1	2	5	6	4	2	11
Effective Weighted Sample	9	4	1	5	7	-	9	9	3	1	2	3	4	4	2	6
Total	7	1	*	1	6	-	7	3	4	*	1	3	4	1	1	6
		13%	3%	15%	85%	-%	100%	48%	48%	5%	15%	44%	49%	15%	15%	75%
BT	1	-	-	-	1	-	1	1	-	-	1	-	*	*	1	1
	20%	-%	-%	-%	23%	-%	20%	42%	-%	-%	67%	-%	10%	32%	67%	13%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	51%	-%	25%	25%	51%	49%
KCom (Kingston Comms)	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	16%	-%	-%	-%	19%	-%	16%	-%	33%	-%	-%	-%	-%	-%	-%	21%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Daisy	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1
	10%	-%	-%	-%	12%	-%	10%	-%	21%	-%	-%	23%	20%	-%	-%	13%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Chess	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	6%	-%	5%	10%	-%	-%	-%	-%	-%	32%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	*	-	*	*	-	-	-	-	-	-	-	*
	3%	-%	-%	-%	3%	-%	3%	6%	-%	-%	-%	-%	-%	-%	-%	4%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Other	3	1	-	1	2	-	3	1	2	*	*	2	2	*	*	2
	39%	62%	-%	51%	37%	-%	39%	37%	46%	100%	33%	66%	60%	18%	33%	39%
		20%	-%	20%	80%	-%	100%	45%	55%	12%	12%	74%	74%	7%	12%	75%
Don't know	1	*	*	1	-	-	1	*	-	-	-	*	*	*	-	1
	7%	38%	100%	49%	-%	-%	7%	6%	-%	-%	-%	11%	10%	18%	-%	10%
		65%	35%	100%	-%	-%	100%	35%	-%	-%	-%	65%	65%	35%	-%	100%
BT/ EE/ PLUSNET	1	-	-	-	1	-	1	1	-	-	1	-	*	*	1	1
	20%	-%	-%	-%	23%	-%	20%	42%	-%	-%	67%	-%	10%	32%	67%	13%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	51%	-%	25%	25%	51%	49%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 41

Q8J. And which company is the main provider of your Leased line/ private circuit line rental? (SINGLE CODE)

Base : Those making calls with leased lines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 *d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE *i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	15	1	1	2	4	11	-	5	7	6	2	2	2	3	9
Effective Weighted Sample	9	1	1	2	4	10	-	4	4	4	2	2	2	2	6
Total	7	1 16%	2 22%	1 20%	4 58%	3 42%	- -%	2 29%	5 63%	4 54%	1 10%	1 7%	1 7%	2 21%	3 46%
BT	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	* 16%	1 24%	1 19%	* 50%	- -%	* 65%	- -%	1 21%
		- -%	- -%	51%	51%	49%	- -%	25%	75%	51%	25%	- -%	25%	- -%	49%
KCom (Kingston Comms)	1 16%	1 100%	- -%	- -%	1 28%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	- -%	1 75%	1 35%
		100%	- -%	- -%	100%	- -%	- -%	- -%	100%	- -%	- -%	- -%	- -%	100%	100%
Daisy	1 10%	- -%	- -%	1 50%	1 17%	- -%	- -%	1 34%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%
		- -%	- -%	100%	100%	- -%	- -%	100%	- -%	100%	- -%	- -%	- -%	- -%	- -%
Chess	* 5%	- -%	- -%	- -%	- -%	* 11%	- -%	* 16%	- -%	- -%	- -%	* 65%	- -%	- -%	* 11%
		- -%	- -%	- -%	- -%	100%	- -%	100%	- -%	- -%	- -%	100%	- -%	- -%	100%
Virgin Media (NTL/ Telewest)	* 3%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 13%	* 6%
		- -%	- -%	- -%	- -%	100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	100%	100%
Other	3 39%	- -%	2 100%	- -%	2 38%	1 42%	- -%	* 16%	2 51%	2 49%	* 50%	* 35%	* 35%	* 13%	1 28%
		- -%	55%	- -%	55%	45%	- -%	12%	81%	68%	12%	7%	7%	7%	32%
Don't know	1 7%	- -%	- -%	- -%	- -%	1 18%	- -%	* 16%	- -%	1 14%	- -%	- -%	- -%	- -%	- -%
		- -%	- -%	- -%	- -%	100%	- -%	65%	- -%	100%	- -%	- -%	- -%	- -%	- -%
BT/ EE/ PLUSNET	1 20%	- -%	- -%	1 50%	1 17%	1 23%	- -%	* 16%	1 24%	1 19%	* 50%	- -%	* 65%	- -%	1 21%
		- -%	- -%	51%	51%	49%	- -%	25%	75%	51%	25%	- -%	25%	- -%	49%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 41

Q8J. And which company is the main provider of your Leased line/ private circuit line rental? (SINGLE CODE)

Base : Those making calls with leased lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	15	15	11	6	12	15	5	7	3	15	6	1	3	1	3
Effective Weighted Sample	9	9	7	6	7	9	4	5	3	9	4	1	3	1	3
Total	7	7	6	2	6	7	3	3	1	7	3	1	1	*	2
		100%	83%	22%	85%	100%	38%	44%	10%	100%	39%	16%	20%	5%	31%
BT	1	1	1	1	1	1	1	*	-	1	1	-	1	*	-
	20%	20%	24%	43%	23%	20%	52%	11%	-%	20%	26%	-%	75%	100%	-%
		100%	100%	49%	100%	100%	100%	25%	-%	100%	51%	-%	75%	25%	-%
KCom (Kingston Comms)	1	1	1	-	1	1	1	1	-	1	1	1	-	-	1
	16%	16%	19%	-%	19%	16%	42%	36%	-%	16%	41%	100%	-%	-%	52%
		100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%
Daisy	1	1	1	-	1	1	-	1	-	1	-	-	-	-	1
	10%	10%	12%	-%	12%	10%	-%	23%	-%	10%	-%	-%	-%	-%	33%
		100%	100%	-%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%
Chess	*	*	-	-	-	*	-	-	*	*	-	-	-	-	*
	5%	5%	-%	-%	-%	5%	-%	-%	48%	5%	-%	-%	-%	-%	16%
		100%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%
Virgin Media (NTL/ Telewest)	*	*	*	-	*	*	-	-	-	*	*	-	-	-	-
	3%	3%	3%	-%	3%	3%	-%	-%	-%	3%	7%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%
Other	3	3	3	1	3	3	*	1	*	3	1	-	*	-	-
	39%	39%	42%	45%	40%	39%	7%	29%	52%	39%	26%	-%	25%	-%	-%
		100%	88%	26%	88%	100%	7%	32%	13%	100%	26%	-%	12%	-%	-%
Don't know	1	1	-	*	*	1	-	-	-	1	-	-	-	-	-
	7%	7%	-%	12%	3%	7%	-%	-%	-%	7%	-%	-%	-%	-%	-%
		100%	-%	35%	35%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
BT/ EE/ PLUSNET	1	1	1	1	1	1	1	*	-	1	1	-	1	*	-
	20%	20%	24%	43%	23%	20%	52%	11%	-%	20%	26%	-%	75%	100%	-%
		100%	100%	49%	100%	100%	100%	25%	-%	100%	51%	-%	75%	25%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 41

Q8J. And which company is the main provider of your Leased line/ private circuit line rental? (SINGLE CODE)

Base : Those making calls with leased lines

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	/DK	1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER			STRONGLY	STRONGLY			
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	15	4	1	5	10	-	15	11	3	1	2	5	6	4	2	11
Effective Weighted Sample	9	4	1	5	7	-	9	9	3	1	2	3	4	4	2	6
Total	7	1	*	1	6	-	7	3	4	*	1	3	4	1	1	6
		13%	3%	15%	85%	-%	100%	48%	48%	5%	15%	44%	49%	15%	15%	75%
BT	1	-	-	-	1	-	1	1	-	-	1	-	*	*	1	1
	20%	-%	-%	-%	23%	-%	20%	42%	-%	-%	67%	-%	10%	32%	67%	13%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	51%	-%	25%	25%	51%	49%
KCom (Kingston Comms)	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	1
	16%	-%	-%	-%	19%	-%	16%	-%	33%	-%	-%	-%	-%	-%	-%	21%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Daisy	1	-	-	-	1	-	1	-	1	-	-	1	1	-	-	1
	10%	-%	-%	-%	12%	-%	10%	-%	21%	-%	-%	23%	20%	-%	-%	13%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Chess	*	-	-	-	*	-	*	*	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	6%	-%	5%	10%	-%	-%	-%	-%	-%	32%	-%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%
Virgin Media (NTL/ Telewest)	*	-	-	-	*	-	*	*	-	-	-	-	-	-	-	*
	3%	-%	-%	-%	3%	-%	3%	6%	-%	-%	-%	-%	-%	-%	-%	4%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Other	3	1	-	1	2	-	3	1	2	*	*	2	2	*	*	2
	39%	62%	-%	51%	37%	-%	39%	37%	46%	100%	33%	66%	60%	18%	33%	39%
		20%	-%	20%	80%	-%	100%	45%	55%	12%	12%	74%	74%	7%	12%	75%
Don't know	1	*	*	1	-	-	1	*	-	-	-	*	*	*	-	1
	7%	38%	100%	49%	-%	-%	7%	6%	-%	-%	-%	11%	10%	18%	-%	10%
		65%	35%	100%	-%	-%	100%	35%	-%	-%	-%	65%	65%	35%	-%	100%
BT/ EE/ PLUSNET	1	-	-	-	1	-	1	1	-	-	1	-	*	*	1	1
	20%	-%	-%	-%	23%	-%	20%	42%	-%	-%	67%	-%	10%	32%	67%	13%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	51%	-%	25%	25%	51%	49%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Price of overall calls package	102	20	58	13	90	12	48	22	13	93	2	1	*	5	9
	29%	28%	28%	33%	29%	35%	34%	30%	29%	29%	29%	35%	35%	32%	32%
		19%	56%	12%	88%	12%	47%	21%	12%	91%	2%	1%	1%	5%	9%
Good/ better deal overall	75	19	40	10	68	7	40	17	6	68	1	1	*	6	8
	22%	26%	20%	25%	22%	20%	28%	24%	13%	21%	9%	29%	65%	35%	27%
		25%	53%	13%	91%	9%	53%	23%	8%	90%	1%	1%	1%	8%	10%
Historical reasons/ always used them	73	19	43	4	66	8	25	14	14	69	3	1	-	*	4
	21%	26%	21%	10%	21%	22%	17%	20%	32%	22%	36%	18%	-	2%	13%
		c					f								
		26%	59%	5%	90%	10%	34%	19%	19%	95%	4%	1%	-	1%	5%
Reliable service	44	9	22	6	38	6	14	12	6	35	3	1	-	4	8
	13%	13%	11%	16%	12%	17%	10%	16%	13%	11%	31%	46%	-	26%	29%
															i
		21%	51%	14%	86%	14%	32%	27%	13%	81%	6%	3%	-	10%	19%
No reason to change	28	5	18	3	25	3	13	3	1	27	1	*	-	1	1
	8%	7%	9%	8%	8%	9%	9%	4%	2%	8%	9%	6%	-	3%	5%
		16%	62%	10%	89%	11%	46%	9%	3%	95%	3%	1%	-	2%	5%
Too much hassle to change	24	4	13	5	21	2	10	7	3	22	2	-	-	*	2
	7%	5%	6%	14%	7%	7%	7%	9%	8%	7%	24%	-	-	2%	8%
		15%	53%	22%	90%	10%	41%	28%	14%	90%	8%	-	-	1%	10%
Quality of line/ calls	20	2	14	1	17	2	8	3	6	19	1	*	*	*	1
	6%	3%	7%	2%	6%	7%	5%	4%	13%	6%	7%	6%	35%	2%	4%
		12%	72%	4%	88%	12%	38%	15%	28%	93%	3%	1%	1%	2%	7%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO		LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Quality of customer service/ account management	18	8	5	2	15	3	7	6	2	16	2	-	-	-	2
	5%	11%	2%	6%	5%	7%	5%	8%	5%	5%	20%	-%	-%	-%	6%
		b													
		46%	27%	12%	86%	14%	37%	34%	11%	91%	9%	-%	-%	-%	9%
Paid for as part of a bundled package	15	4	8	2	14	1	8	2	2	14	*	-	-	*	1
	4%	5%	4%	6%	4%	4%	6%	3%	4%	5%	4%	-%	-%	1%	2%
		23%	53%	15%	92%	8%	55%	13%	11%	96%	2%	-%	-%	1%	4%
Well-known and trusted brand	11	-	10	1	10	1	3	7	-	10	1	-	-	-	1
	3%	-%	5%	2%	3%	3%	2%	9%	-%	3%	13%	-%	-%	-%	4%
							h								
		-%	84%	6%	91%	9%	28%	58%	-%	91%	9%	-%	-%	-%	9%
Price of calls to mobile phones	9	1	6	1	8	1	3	-	1	7	*	-	-	2	2
	3%	2%	3%	2%	3%	3%	2%	-%	3%	2%	4%	-%	-%	9%	7%
		13%	69%	8%	90%	10%	34%	-%	14%	79%	4%	-%	-%	17%	21%
Wasn't around when original decision was made	9	1	5	1	7	2	4	*	2	9	-	*	-	*	1
	3%	2%	2%	4%	2%	5%	2%	1%	4%	3%	-%	6%	-%	2%	2%
		13%	53%	16%	82%	18%	39%	2%	20%	94%	-%	2%	-%	4%	6%
Other suppliers have worse customer service	8	1	6	-	8	-	3	3	2	8	-	-	-	-	-
	2%	2%	3%	-%	2%	-%	2%	4%	4%	2%	-%	-%	-%	-%	-%
		15%	85%	-%	100%	-%	37%	42%	21%	100%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Friends and family use them	7	1	3	2	7	-	1	-	3	4	-	-	-	2	2
	2%	2%	2%	6%	2%	-%	1%	-%	8%	1%	-%	-%	-%	14%	8%
				e					fg						i
		18%	49%	34%	100%	-%	18%	-%	49%	64%	-%	-%	-%	36%	36%
Other suppliers are more expensive.	4	1	3	-	4	-	1	3	-	4	-	-	-	-	-
	1%	2%	2%	-%	1%	-%	1%	4%	-%	1%	-%	-%	-%	-%	-%
		27%	73%	-%	100%	-%	27%	73%	-%	100%	-%	-%	-%	-%	-%
Provided free as part of bundled package	4	-	3	1	4	*	2	-	-	3	*	-	-	1	1
	1%	-%	2%	2%	1%	1%	1%	-%	-%	1%	2%	-%	-%	4%	3%
		-%	77%	18%	95%	5%	39%	-%	-%	77%	5%	-%	-%	18%	23%
Offer a range of services to businesses	4	-	3	-	3	*	2	2	-	4	-	-	-	-	-
	1%	-%	2%	-%	1%	1%	1%	2%	-%	1%	-%	-%	-%	-%	-%
		-%	90%	-%	90%	10%	55%	45%	-%	100%	-%	-%	-%	-%	-%
Other suppliers have worse line/ call quality	3	1	2	-	3	*	-	1	*	3	-	-	-	-	-
	1%	2%	1%	-%	1%	1%	-%	2%	*%	1%	-%	-%	-%	-%	-%
		39%	54%	-%	93%	7%	-%	39%	7%	100%	-%	-%	-%	-%	-%
Price of international calls	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-
	*%	-%	1%	-%	1%	-%	-%	2%	-%	1%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Unlimited weekend calls to UK landlines	1	1	-	-	1	-	1	-	-	-	-	-	-	1	1
	*%	2%	-%	-%	*%	-%	1%	-%	-%	-%	-%	-%	-%	7%	4%
		100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%	100%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD							
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE	BROAD- BAND	ALL NON-	
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	LINE	i			j		k	CIRCUIT
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46		
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28		
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29		
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%		
Unlimited evening and weekend calls to UK landlines	1	1	-	-	1	-	1	-	-	-	-	-	-	1	1		
	*%	2%	-%	-%	*%	-%	1%	-%	-%	-%	-%	-%	-%	7%	4%		
		100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%	100%		
Unlimited anytime calls to UK landlines	1	-	-	-	-	1	*	-	*	1	-	-	-	-	-		
	*%	-%	-%	-%	-%	2%	*%	-%	1%	*%	-%	-%	-%	-%	-%		
		-%	-%	-%	-%	d	50%	-%	50%	100%	-%	-%	-%	-%	-%		
Not aware of other suppliers	1	-	-	-	-	1	-	*	*	1	-	-	-	-	-		
	*%	-%	-%	-%	-%	2%	-%	*%	1%	*%	-%	-%	-%	-%	-%		
		-%	-%	-%	-%	d	100%	-%	50%	50%	100%	-%	-%	-%	-%		
Offer internet calling/ VoIP	*	-	-	-	-	*	*	-	-	-	*	-	-	-	*		
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	4%	-%	-%	-%	1%		
		-%	-%	-%	-%	100%	100%	-%	-%	-%	100%	-%	-%	-%	100%		
Other	5	-	3	1	5	-	2	2	-	4	-	-	-	1	1		
	1%	-%	2%	4%	1%	-%	2%	3%	-%	1%	-%	-%	-%	4%	3%		
		-%	68%	32%	100%	-%	50%	50%	-%	84%	-%	-%	-%	16%	16%		
None of the above	12	5	5	1	10	2	4	*	1	12	-	*	-	-	*		
	3%	7%	2%	2%	3%	5%	3%	*%	3%	4%	-%	6%	-%	-%	1%		
		39%	40%	6%	85%	15%	33%	3%	9%	98%	-%	2%	-%	-%	2%		
TOTAL PRICE/ DEAL	165	33	94	21	148	17	77	38	18	149	3	1	1	11	16		
	48%	46%	46%	55%	47%	50%	54%	52%	41%	47%	36%	47%	100%	64%	55%		
		20%	57%	13%	90%	10%	47%	23%	11%	90%	2%	1%	*%	7%	10%		

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Price of overall calls package	102	102	66	30	82	92	21	6	3	5	18	8	22	2	53
	29%	29%	31%	29%	30%	29%	33%	28%	28%	52%	28%	29%	15%	17%	42%
		100%	64%	29%	80%	90%	21%	6%	3%	5%	18%	8%	21%	2%	52%
Good/ better deal overall	75	75	43	27	58	67	14	2	2	1	13	3	16	1	46
	22%	22%	21%	26%	21%	21%	21%	10%	18%	14%	19%	12%	11%	8%	36%
		100%	57%	36%	77%	88%	18%	3%	2%	2%	17%	5%	22%	1%	61%
Historical reasons/ always used them	73	73	42	28	63	69	9	6	1	2	12	6	43	*	16
	21%	21%	20%	27%	23%	22%	14%	25%	10%	22%	19%	21%	29%	4%	13%
		100%	57%	39%	85%	94%	13%	8%	1%	3%	17%	8%	59%	5%	22%
Reliable service	44	44	30	11	38	44	7	5	2	2	10	7	23	-	16
	13%	13%	14%	11%	14%	14%	12%	23%	25%	24%	15%	26%	16%	-%	13%
		100%	68%	26%	88%	100%	17%	12%	5%	5%	23%	17%	53%	-%	37%
No reason to change	28	28	18	9	25	28	7	1	*	1	5	3	18	2	7
	8%	8%	9%	8%	9%	9%	11%	6%	2%	6%	7%	10%	12%	17%	6%
		100%	63%	31%	87%	99%	24%	5%	1%	2%	16%	10%	62%	6%	26%
Too much hassle to change	24	24	13	6	17	22	2	5	1	-	3	2	13	-	8
	7%	7%	6%	5%	6%	7%	3%	20%	8%	-%	4%	6%	9%	-%	6%
		100%	53%	24%	73%	93%	9%	19%	3%	-%	12%	8%	53%	-%	33%
Quality of line/ calls	20	20	12	6	16	20	2	1	1	*	6	3	12	-	2
	6%	6%	6%	6%	6%	6%	3%	4%	10%	4%	10%	10%	8%	-%	2%
		100%	60%	33%	80%	100%	10%	5%	5%	2%	32%	15%	62%	-%	10%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Quality of customer service/ account management	18	18	6	6	11	17	2	3	-	-	4	3	8	-	4
	5%	5%	3%	6%	4%	5%	4%	14%	-%	-%	7%	9%	5%	-%	3%
		100%	36%	34%	60%	93%	13%	18%	-%	-%	25%	14%	45%	-%	20%
Paid for as part of a bundled package	15	15	12	1	12	15	5	1	2	1	5	1	4	2	9
	4%	4%	6%	1%	5%	5%	8%	2%	17%	11%	8%	4%	3%	17%	7%
		100%	82%	5%	82%	100%	34%	4%	11%	6%	34%	8%	27%	11%	58%
Well-known and trusted brand	11	11	5	4	7	11	2	2	-	1	2	-	10	-	1
	3%	3%	2%	4%	2%	4%	3%	8%	-%	17%	3%	-%	7%	-%	1%
		100%	44%	37%	58%	100%	17%	16%	-%	13%	17%	-%	90%	-%	6%
Price of calls to mobile phones	9	9	3	6	8	8	*	*	-	*	-	-	4	-	4
	3%	3%	1%	5%	3%	2%	1%	2%	-%	4%	-%	-%	2%	-%	3%
		100%	33%	60%	85%	85%	4%	4%	-%	4%	-%	-%	39%	-%	38%
Wasn't around when original decision was made	9	9	6	3	7	6	4	*	*	*	1	1	3	*	4
	3%	3%	3%	3%	2%	2%	6%	1%	2%	4%	1%	4%	2%	2%	3%
		100%	67%	30%	75%	65%	43%	2%	2%	4%	10%	12%	28%	2%	48%
Other suppliers have worse customer service	8	8	5	2	6	8	3	2	-	-	-	-	4	-	2
	2%	2%	2%	2%	2%	2%	5%	7%	-%	-%	-%	-%	3%	-%	1%
		100%	63%	21%	85%	100%	42%	21%	-%	-%	-%	-%	58%	-%	21%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Friends and family use them	7	7	5	-	5	6	1	2	2	-	1	1	1	-	3
	2%	2%	2%	-%	2%	2%	1%	7%	17%	-%	2%	3%	1%	-%	2%
		100%	71%	-%	71%	89%	11%	24%	24%	-%	22%	11%	22%	-%	42%
Other suppliers are more expensive.	4	4	3	2	3	4	-	-	-	-	-	-	-	-	1
	1%	1%	2%	2%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	73%	37%	73%	100%	-%	-%	-%	-%	-%	-%	-%	-%	27%
Provided free as part of bundled package	4	4	4	2	4	4	*	1	-	-	*	-	1	-	3
	1%	1%	2%	2%	2%	1%	*%	4%	-%	-%	*%	-%	1%	-%	3%
		100%	100%	43%	100%	100%	5%	23%	-%	-%	5%	-%	23%	-%	77%
Offer a range of services to businesses	4	4	2	-	2	4	2	-	-	-	2	-	2	2	-
	1%	1%	1%	-%	1%	1%	2%	-%	-%	-%	2%	-%	1%	17%	-%
		100%	55%	-%	55%	100%	45%	-%	-%	-%	45%	-%	45%	45%	-%
Other suppliers have worse line/ call quality	3	3	2	1	3	3	2	-	-	-	-	*	3	-	-
	1%	1%	1%	1%	1%	1%	2%	-%	-%	-%	-%	1%	2%	-%	-%
		100%	54%	39%	93%	100%	54%	-%	-%	-%	-%	7%	100%	-%	-%
Price of international calls	2	2	2	-	2	2	-	-	-	-	2	-	-	2	-
	*%	*%	1%	-%	1%	1%	-%	-%	-%	-%	2%	-%	-%	17%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%
Unlimited weekend calls to UK landlines	1	1	1	-	1	1	1	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	2%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Unlimited evening and weekend calls to UK landlines	1	1	1	-	1	1	1	-	-	-	-	-	-	-	1
	*%	*%	1%	-%	*%	*%	2%	-%	-%	-%	-%	-%	-%	-%	1%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%
Unlimited anytime calls to UK landlines	1	1	1	*	1	1	-	-	-	-	-	-	-	-	*
	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
		100%	100%	50%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	50%
Not aware of other suppliers	1	1	1	-	1	1	-	-	-	-	-	-	1	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Offer internet calling/ VoIP	*	*	*	-	*	*	-	*	-	-	-	-	*	-	-
	*%	*%	*%	-%	*%	*%	-%	2%	-%	-%	-%	-%	*%	-%	-%
		100%	100%	-%	100%	100%	-%	100%	-%	-%	-%	-%	100%	-%	-%
Other	5	5	5	2	5	5	-	2	-	-	2	-	4	-	-
	1%	1%	2%	2%	2%	1%	-%	7%	-%	-%	4%	-%	3%	-%	-%
		100%	100%	34%	100%	100%	-%	a 34%	-%	-%	50%	-%	84%	-%	-%
None of the above	12	12	5	6	9	10	2	*	1	*	3	2	6	-	3
	3%	3%	2%	6%	3%	3%	3%	2%	10%	4%	4%	6%	4%	-%	2%
		100%	42%	49%	75%	81%	14%	3%	8%	3%	22%	14%	50%	-%	26%
TOTAL PRICE/ DEAL	165	165	105	51	130	147	30	9	3	6	29	11	35	4	86
	48%	48%	50%	48%	48%	46%	47%	37%	32%	63%	44%	38%	24%	42%	68%
		100%	64%	31%	79%	89%	18%	5%	2%	3%	18%	7%	21%	2%	52%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Price of overall calls package	102	15	35	50	52	11	92	63	23	2	9	65	78	10	67	35
	29%	41%	33%	35%	25%	37%	29%	26%	35%	9%	16%	34%	32%	29%	29%	32%
		15%	34%	49%	51%	10%	90%	62%	23%	2%	9%	64%	76%	10%	65%	34%
Good/ better deal overall	75	17	21	37	38	9	67	51	15	1	11	40	50	9	61	13
	22%	44%	20%	26%	19%	31%	21%	21%	22%	7%	21%	21%	21%	25%	26%	12%
		bd													o	
		22%	28%	50%	50%	12%	88%	68%	20%	2%	15%	53%	66%	11%	81%	18%
Historical reasons/ always used them	73	1	16	17	56	5	69	54	14	7	18	35	43	12	47	26
	21%	3%	15%	12%	28%	17%	22%	22%	22%	36%	33%	18%	18%	35%	20%	23%
				abc							kl			kl		
		1%	22%	23%	77%	6%	94%	73%	20%	10%	24%	47%	59%	16%	64%	35%
Reliable service	44	2	14	15	28	-	44	35	9	7	11	22	27	1	26	17
	13%	4%	13%	11%	14%	-%	14%	14%	13%	33%	20%	11%	11%	2%	11%	16%
		3%	31%	35%	64%	-%	100%	80%	20%	15%	25%	50%	63%	2%	58%	40%
No reason to change	28	2	7	9	19	*	28	21	5	4	9	17	18	1	24	5
	8%	4%	7%	6%	9%	1%	9%	9%	8%	22%	16%	9%	8%	3%	10%	4%
		6%	26%	32%	68%	1%	99%	75%	18%	15%	30%	59%	64%	3%	84%	16%
Too much hassle to change	24	-	12	12	12	2	22	19	2	6	6	14	17	1	13	11
	7%	-%	11%	8%	6%	6%	7%	8%	3%	29%	11%	7%	7%	2%	6%	10%
		-%	49%	49%	51%	7%	93%	79%	8%	24%	24%	58%	71%	3%	54%	46%
Quality of line/ calls	20	2	5	7	13	-	20	15	5	1	1	8	12	7	12	8
	6%	5%	5%	5%	6%	-%	6%	6%	7%	6%	2%	4%	5%	19%	5%	7%
		10%	24%	34%	64%	-%	100%	74%	24%	6%	6%	42%	60%	33%	60%	38%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%	Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Quality of customer service/ account management	18	1	5	6	12	1	17	14	2	1	2	13	15	2	11	6
	5%	2%	5%	4%	6%	4%	5%	6%	3%	5%	3%	7%	6%	5%	5%	6%
		4%	28%	32%	68%	7%	93%	78%	13%	5%	9%	73%	82%	9%	64%	36%
Paid for as part of a bundled package	15	1	8	9	6	-	15	13	2	-	4	7	10	*	11	4
	4%	4%	7%	6%	3%	-%	5%	6%	2%	-%	8%	4%	4%	1%	5%	4%
		9%	52%	61%	39%	-%	100%	89%	11%	-%	28%	47%	68%	2%	73%	27%
Well-known and trusted brand	11	2	-	2	10	-	11	11	1	*	*	6	8	3	7	5
	3%	4%	-%	1%	5%	-%	4%	4%	1%	2%	1%	3%	3%	10%	3%	4%
		14%	-%	14%	86%	-%	100%	94%	6%	3%	3%	52%	69%	28%	59%	41%
Price of calls to mobile phones	9	4	1	4	5	1	8	3	5	-	-	6	8	-	8	1
	3%	10%	1%	3%	2%	5%	2%	1%	7%	-%	-%	3%	3%	-%	3%	1%
		b							g							
		39%	8%	47%	53%	15%	85%	35%	50%	-%	-%	61%	83%	-%	86%	14%
Wasn't around when original decision was made	9	-	3	3	6	3	6	3	1	*	*	8	8	*	5	4
	3%	-%	2%	2%	3%	11%	2%	1%	2%	1%	1%	4%	3%	1%	2%	3%
		-%	28%	28%	70%	35%	65%	33%	14%	2%	4%	86%	90%	2%	56%	42%
Other suppliers have worse customer service	8	2	5	6	1	-	8	6	2	2	2	4	6	-	4	3
	2%	4%	5%	5%	1%	-%	2%	2%	2%	8%	3%	2%	2%	-%	2%	3%
		d	d	d												
		21%	63%	85%	15%	-%	100%	79%	21%	21%	21%	58%	79%	-%	58%	42%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Friends and family use them	7	-	3	3	4	1	6	4	2	-	-	4	4	-	1	4
	2%	-%	3%	2%	2%	3%	2%	1%	4%	-%	-%	2%	2%	-%	1%	3%
		-%	42%	42%	58%	11%	89%	53%	36%	-%	-%	64%	64%	-%	18%	58%
Other suppliers are more expensive.	4	2	2	3	1	-	4	4	-	-	-	4	4	-	3	2
	1%	4%	2%	2%	1%	-%	1%	2%	-%	-%	-%	2%	2%	-%	1%	1%
		37%	37%	73%	27%	-%	100%	100%	-%	-%	-%	100%	100%	-%	63%	37%
Provided free as part of bundled package	4	-	2	2	3	-	4	3	2	-	-	3	3	-	3	1
	1%	-%	2%	1%	1%	-%	1%	1%	2%	-%	-%	2%	1%	-%	1%	1%
		-%	39%	39%	61%	-%	100%	61%	39%	-%	-%	82%	82%	-%	77%	23%
Offer a range of services to businesses	4	*	2	2	2	-	4	2	2	-	-	2	4	-	2	2
	1%	1%	2%	1%	1%	-%	1%	1%	3%	-%	-%	1%	1%	-%	1%	2%
		10%	45%	55%	45%	-%	100%	45%	55%	-%	-%	55%	100%	-%	45%	55%
Other suppliers have worse line/ call quality	3	-	-	-	3	-	3	3	-	-	-	3	3	-	-	3
	1%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	2%	1%	-%	-%	3%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Price of international calls	2	-	-	-	2	-	2	-	2	-	-	-	2	-	-	2
	*%	-%	-%	-%	1%	-%	1%	-%	2%	-%	-%	-%	1%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	g 100%	-%	-%	-%	100%	-%	-%	100%
Unlimited weekend calls to UK landlines	1	1	-	1	-	-	1	1	-	-	-	-	-	-	1	-
	*%	3%	-%	1%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%
		d 100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 42

Q9. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use (SUPPLIER) for voice calls? (MULTI CODE)

Base : All respondents

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Unlimited evening and weekend calls to UK landlines	1	1	-	1	-	-	1	1	-	-	-	-	-	-	1	-
	*%	3%	-%	1%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%
		d														
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%
Unlimited anytime calls to UK landlines	1	-	*	*	*	-	1	*	*	-	-	*	1	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%	-%	*%	*%	-%	*%	*%
		-%	50%	50%	50%	-%	100%	50%	50%	-%	-%	50%	100%	-%	50%	50%
Not aware of other suppliers	1	-	-	-	1	-	1	1	-	-	-	1	1	-	*	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	*%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	50%	50%
Offer internet calling/ VoIP	*	-	-	-	*	-	*	*	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	*%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%
Other	5	1	3	4	1	-	5	5	-	2	2	2	2	-	3	2
	1%	2%	3%	3%	*%	-%	1%	2%	-%	8%	3%	1%	1%	-%	1%	1%
		16%	68%	84%	16%	-%	100%	100%	-%	34%	34%	34%	50%	-%	66%	34%
None of the above	12	1	4	4	8	2	10	7	1	1	1	7	9	2	5	7
	3%	2%	3%	3%	4%	8%	3%	3%	2%	6%	3%	3%	4%	5%	2%	6%
		6%	29%	35%	65%	19%	81%	57%	10%	10%	11%	55%	74%	14%	42%	56%
TOTAL PRICE/ DEAL	165	30	53	83	82	18	147	107	35	3	18	95	118	18	114	50
	48%	80%	51%	59%	40%	63%	46%	45%	52%	13%	34%	49%	49%	53%	49%	45%
		bcd		d												
		18%	32%	50%	50%	11%	89%	65%	21%	2%	11%	58%	72%	11%	69%	30%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 43

Q10A. Have you switched the company that provides your landlines, either in the last 12 months or longer ago?

Base : Those with standard landlines

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n	
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46	
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28	
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29	
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%	
Yes - in the last 12 months	37	8	22	2	33	4	18	8	3	31	-	*	*	5	6	
	11%	11%	11%	6%	11%	13%	12%	11%	6%	10%	-%	12%	35%	31%	20%	
		22%	60%	6%	88%	12%	48%	22%	7%	84%	-%	1%	1%	14%	16%	
Yes - Longer ago	105	18	62	14	94	11	53	24	14	100	*	1	-	4	5	
	30%	25%	31%	37%	30%	31%	37%	33%	34%	31%	2%	41%	-%	21%	17%	
		17%	60%	13%	90%	10%	51%	23%	14%	95%	1%	1%	-%	3%	5%	
Never switched	204	46	119	21	186	19	74	41	25	187	8	1	*	8	17	
	59%	64%	58%	57%	59%	54%	51%	56%	59%	59%	98%	40%	65%	46%	60%	
		22%	58%	10%	91%	9%	36%	20%	12%	91%	4%	1%	1%	4%	9%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 43

Q10A. Have you switched the company that provides your landlines, either in the last 12 months or longer ago?

Base : Those with standard landlines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Yes - in the last 12 months	37	37	22	5	25	36	7	1	1	1	8	2	6	*	13
	11%	11%	11%	5%	9%	11%	11%	3%	6%	11%	13%	7%	4%	4%	11%
		100%	60%	13%	66%	96%	19%	2%	2%	3%	23%	5%	15%	1%	36%
Yes - Longer ago	105	105	63	34	82	100	25	7	5	1	21	9	26	3	51
	30%	30%	30%	32%	30%	31%	39%	30%	49%	6%	32%	31%	18%	35%	40%
		100%	60%	33%	78%	95%	24%	6%	4%	1%	20%	8%	25%	3%	49%
Never switched	204	204	124	66	166	183	32	15	4	7	36	17	115	6	63
	59%	59%	59%	63%	61%	57%	50%	67%	39%	83%	54%	62%	78%	62%	49%
		100%	61%	32%	81%	89%	16%	7%	2%	4%	17%	9%	56%	3%	31%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 43

Q10A. Have you switched the company that provides your landlines, either in the last 12 months or longer ago?

Base : Those with standard landlines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS				NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%
Yes - in the last 12 months	37	37	-	37	-	2	36	31	2	-	2	20	27	4	29
	11%	100%	-	26%	-	6%	11%	13%	3%	-	3%	10%	11%	10%	13%
		bcd		bd				h							
		100%	-	100%	-	4%	96%	83%	6%	-	5%	54%	72%	9%	78%
Yes - Longer ago	105	-	105	105	-	5	100	65	30	3	11	66	83	8	66
	30%	-	100%	74%	-	18%	31%	27%	45%	14%	20%	34%	34%	22%	28%
			acd	ad				g							
		-	100%	100%	-	5%	95%	62%	29%	3%	10%	63%	79%	7%	63%
Never switched	204	-	-	-	204	22	183	144	34	17	41	107	133	23	137
	59%	-	-	-	100%	76%	57%	60%	51%	85%	76%	55%	55%	67%	59%
				abc							kl				
		-	-	-	100%	11%	89%	70%	17%	8%	20%	53%	65%	11%	67%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 44

Q10B. Have you switched the company that provides your ISDN2, either in the last 12 months or longer ago?

Base : Those with ISDN2

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	£50	£51- £100	£101+	*i	*j	*k	*l	*m	*n	
Unweighted total	41	1	5	7	13	28	2	8	18	17	15	4	1	4	24	
Effective Weighted Sample	25	1	5	7	11	26	2	5	10	11	9	3	1	3	14	
Total	23	1	8	5	14	8	1	6	10	9	8	1	*	4	13	
		5%	35%	23%	63%	37%	3%	25%	42%	41%	36%	6%	1%	16%	59%	
Yes - in the last 12 months	*	-	-	-	-	*	-	-	*	-	-	*	-	*	*	
	2%	-%	-%	-%	-%	5%	-%	-%	2%	-%	-%	15%	-%	5%	3%	
		-%	-%	-%	-%	100%	-%	-%	50%	-%	-%	50%	-%	50%	100%	
Yes - Longer ago	5	-	2	1	3	1	-	*	3	3	1	1	-	-	1	
	20%	-%	20%	29%	21%	17%	-%	6%	34%	33%	7%	71%	-%	-%	11%	
		-%	35%	33%	68%	32%	-%	8%	72%	67%	12%	21%	-%	-%	33%	
Never switched	17	1	6	4	11	5	*	5	6	5	8	*	*	4	11	
	74%	100%	80%	71%	79%	65%	50%	94%	60%	56%	93%	15%	100%	95%	86%	
		7%	38%	22%	67%	33%	2%	32%	34%	31%	45%	1%	1%	21%	69%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 44

Q10B. Have you switched the company that provides your ISDN2, either in the last 12 months or longer ago?

Base : Those with ISDN2

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%	Total	a	b	*c	d	e	*f	g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	41	41	34	12	35	40	17	41	6	8	12	7	20	-	8
Effective Weighted Sample	25	25	21	10	22	24	10	25	3	5	7	4	12	-	6
Total	23	23	19	4	19	22	8	23	3	4	6	4	11	-	6
		100%	83%	18%	85%	98%	34%	100%	14%	16%	27%	18%	49%	-%	26%
Yes - in the last 12 months	*	*	*	*	*	*	*	*	*	*	*	-	-	-	-
	2%	2%	2%	5%	2%	2%	3%	2%	6%	11%	3%	-%	-%	-%	-%
		100%	100%	50%	100%	100%	50%	100%	50%	100%	50%	-%	-%	-%	-%
Yes - Longer ago	5	5	4	-	4	5	3	5	1	*	2	2	1	-	1
	20%	20%	23%	-%	23%	20%	37%	20%	30%	10%	32%	53%	10%	-%	22%
		100%	96%	-%	96%	100%	63%	100%	21%	8%	44%	47%	24%	-%	28%
Never switched	17	17	13	4	13	16	4	17	2	3	4	2	9	-	4
	74%	74%	69%	95%	70%	73%	56%	74%	64%	79%	59%	47%	84%	-%	72%
		100%	78%	23%	81%	98%	26%	100%	12%	17%	21%	11%	56%	-%	25%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 44

Q10B. Have you switched the company that provides your ISDN2, either in the last 12 months or longer ago?

Base : Those with ISDN2

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	AGREE	STRONGLY	DISAGREE	NEITHER /DK		
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	41	3	10	13	27	1	40	28	10	5	8	19	23	6	10	29
Effective Weighted Sample	25	3	6	7	17	1	24	16	7	3	5	13	14	5	9	17
Total	23	1	7	7	15	*	22	15	7	4	6	9	11	2	4	17
		3%	30%	32%	67%	2%	98%	67%	29%	17%	25%	38%	49%	10%	18%	74%
Yes - in the last 12 months	*	*	-	*	-	-	*	*	-	-	-	-	-	*	-	*
	2%	67%	-%	5%	-%	-%	2%	3%	-%	-%	-%	-%	-%	9%	-%	2%
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	50%	-%	100%
Yes - Longer ago	5	-	4	4	*	-	5	1	3	*	*	1	3	1	*	4
	20%	-%	62%	57%	2%	-%	20%	7%	52%	5%	3%	13%	27%	59%	9%	25%
		-%	92%	92%	8%	-%	100%	25%	75%	4%	4%	24%	67%	28%	8%	92%
Never switched	17	*	3	3	14	*	16	13	3	4	5	7	7	1	3	11
	74%	33%	38%	37%	91%	100%	73%	83%	48%	95%	97%	75%	63%	32%	83%	68%
		1%	15%	16%	83%	2%	98%	75%	19%	22%	32%	39%	42%	4%	21%	69%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 45

Q10C. Have you switched the company that provides your ISDN30, either in the last 12 months or longer ago?

Base : Those with ISDN30

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	19	-	2	3	5	14	1	1	10	6	-	10	1	2	13
Effective Weighted Sample	11	-	2	3	4	13	1	1	6	4	-	8	1	1	7
Total	9	-	3	2	5	4	2	*	5	4	-	3	*	2	5
		-%	35%	24%	58%	42%	17%	4%	55%	43%	-%	34%	2%	21%	57%
Yes - in the last 12 months	1	-	-	-	-	1	-	-	*	-	-	*	*	-	1
	6%	-%	-%	-%	-%	15%	-%	-%	4%	-%	-%	12%	100%	-%	11%
		-%	-%	-%	-%	100%	-%	-%	33%	-%	-%	67%	33%	-%	100%
Yes - Longer ago	3	-	-	1	1	2	-	-	2	2	-	2	-	-	2
	35%	-%	-%	67%	27%	47%	-%	-%	39%	41%	-%	52%	-%	-%	31%
		-%	-%	45%	45%	55%	-%	-%	61%	50%	-%	50%	-%	-%	50%
Never switched	5	-	3	1	4	1	2	*	3	2	-	1	-	2	3
	58%	-%	100%	33%	73%	38%	100%	100%	57%	59%	-%	35%	-%	100%	58%
		-%	59%	14%	73%	27%	30%	7%	54%	43%	-%	20%	-%	36%	57%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 45

Q10C. Have you switched the company that provides your ISDN30, either in the last 12 months or longer ago?

Base : Those with ISDN30

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	19	19	13	7	14	19	5	6	19	3	7	4	5	2	6
Effective Weighted Sample	11	11	6	6	7	11	5	3	11	3	5	3	4	1	3
Total	9	9	6	2	7	9	1	3	9	1	2	2	2	2	3
		100%	69%	18%	73%	100%	11%	34%	100%	8%	24%	20%	20%	21%	37%
Yes - in the last 12 months	1	1	1	1	1	1	*	*	1	*	1	-	*	-	-
	6%	6%	9%	35%	9%	6%	20%	13%	6%	52%	26%	-%	11%	-%	-%
		100%	100%	100%	100%	100%	33%	67%	100%	67%	100%	-%	33%	-%	-%
Yes - Longer ago	3	3	1	1	2	3	*	1	3	-	1	1	2	-	1
	35%	35%	23%	54%	27%	35%	40%	30%	35%	-%	25%	50%	89%	-%	37%
		100%	45%	28%	56%	100%	12%	28%	100%	-%	17%	28%	50%	-%	39%
Never switched	5	5	4	*	4	5	*	2	5	*	1	1	-	2	2
	58%	58%	68%	12%	64%	58%	40%	58%	58%	48%	49%	50%	-%	100%	63%
		100%	80%	4%	80%	100%	7%	33%	100%	7%	20%	17%	-%	36%	40%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 45

Q10C. Have you switched the company that provides your ISDN30, either in the last 12 months or longer ago?

Base : Those with ISDN30

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	19	3	8	11	6	-	19	11	8	3	3	6	10	4	3	11
Effective Weighted Sample	11	3	5	6	4	-	11	6	5	2	2	5	6	4	2	8
Total	9	1	5	5	4	-	9	5	4	1	1	2	5	1	2	4
		6%	49%	55%	39%	-%	100%	55%	45%	12%	12%	24%	57%	10%	25%	46%
Yes - in the last 12 months	1	1	-	1	-	-	1	1	-	-	-	*	*	*	-	*
	6%	100%	-%	11%	-%	-%	6%	11%	-%	-%	-%	9%	4%	41%	-%	9%
		100%	-%	100%	-%	-%	100%	100%	-%	-%	-%	33%	33%	67%	-%	67%
Yes - Longer ago	3	-	3	3	*	-	3	2	1	*	*	1	3	*	1	3
	35%	-%	65%	57%	10%	-%	35%	36%	35%	17%	17%	66%	55%	21%	31%	61%
		-%	89%	89%	11%	-%	100%	56%	44%	6%	6%	44%	88%	6%	22%	78%
Never switched	5	-	2	2	3	-	5	3	3	1	1	1	2	*	2	1
	58%	-%	35%	31%	90%	-%	58%	53%	65%	83%	83%	25%	41%	38%	69%	30%
		-%	30%	30%	60%	-%	100%	50%	50%	17%	17%	10%	40%	7%	30%	24%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 46

Q10E. Have you switched the company that provides your broadband, either in the last 12 months or longer ago?

Base : Those with broadband

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n	
Unweighted total	323	51	118	49	218	105	100	68	66	278	14	10	2	19	45	
Effective Weighted Sample	247	51	118	49	203	100	90	53	43	220	8	8	2	14	28	
Total	318	60	189	36	285	34	127	68	41	290	8	3	1	17	29	
		19%	59%	11%	89%	11%	40%	21%	13%	91%	2%	1%	1%	5%	9%	
Yes - in the last 12 months	44	8	26	4	38	6	17	11	5	36	1	1	-	6	8	
	14%	14%	14%	12%	13%	17%	14%	17%	13%	13%	17%	18%	-%	34%	27%	
		19%	58%	10%	87%	13%	39%	26%	12%	83%	3%	1%	-%	13%	17%	
Yes - Longer ago	88	14	54	9	77	11	40	22	12	81	2	*	-	5	7	
	28%	24%	29%	24%	27%	32%	32%	32%	29%	28%	21%	12%	-%	30%	25%	
		16%	62%	10%	88%	12%	46%	25%	13%	92%	2%	1%	-%	6%	8%	
Never switched	184	37	107	23	168	17	69	34	24	170	5	2	1	6	14	
	58%	63%	57%	63%	59%	49%	55%	49%	58%	59%	62%	70%	100%	36%	48%	
		20%	58%	12%	91%	9%	38%	18%	13%	93%	3%	1%	1%	3%	7%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 46

Q10E. Have you switched the company that provides your broadband, either in the last 12 months or longer ago?

Base : Those with broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	323	323	210	103	257	323	73	40	19	19	74	37	137	9	98
Effective Weighted Sample	247	247	156	76	199	247	50	24	11	12	53	24	105	6	84
Total	318	318	201	100	261	318	60	22	9	9	65	28	137	9	113
		100%	63%	31%	82%	100%	19%	7%	3%	3%	20%	9%	43%	3%	35%
Yes - in the last 12 months	44	44	26	7	29	44	8	2	1	3	11	2	9	1	15
	14%	14%	13%	7%	11%	14%	14%	8%	10%	29%	16%	7%	7%	6%	14%
		100%	58%	15%	66%	100%	19%	4%	2%	6%	24%	5%	21%	1%	35%
Yes - Longer ago	88	88	59	33	75	88	23	7	3	2	24	12	33	3	36
	28%	28%	29%	34%	29%	28%	38%	33%	35%	18%	36%	43%	24%	35%	32%
		100%	67%	38%	85%	100%	26%	8%	4%	2%	27%	14%	37%	4%	41%
Never switched	184	184	117	58	156	184	29	13	5	5	31	14	93	6	61
	58%	58%	58%	58%	60%	58%	48%	59%	51%	53%	47%	50%	68%	60%	54%
		100%	63%	31%	85%	100%	16%	7%	3%	3%	17%	8%	51%	3%	33%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 46

Q10E. Have you switched the company that provides your broadband, either in the last 12 months or longer ago?

Base : Those with broadband

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL			
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER							
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	2+ o
Unweighted total	323	38	102	140	181	-	323	239	72	18	49	173	219	36	168	148
Effective Weighted Sample	247	28	78	106	141	-	247	186	53	14	39	135	169	25	148	98
Total	318	36	100	135	183	-	318	239	67	17	51	174	218	32	206	109
		11%	31%	43%	57%	-%	100%	75%	21%	5%	16%	55%	69%	10%	65%	34%
Yes - in the last 12 months	44	33	3	36	8	-	44	36	5	2	4	23	31	3	29	14
	14%	93%	3%	27%	4%	-%	14%	15%	8%	11%	9%	13%	14%	10%	14%	13%
		bcd		bd												
		75%	7%	82%	17%	-%	100%	82%	11%	4%	10%	52%	69%	8%	66%	33%
Yes - Longer ago	88	1	72	73	16	-	88	66	19	2	16	45	60	7	59	29
	28%	2%	72%	54%	9%	-%	28%	28%	28%	14%	31%	26%	28%	22%	29%	26%
			acd	ad												
		1%	82%	82%	18%	-%	100%	75%	21%	3%	18%	51%	68%	8%	67%	32%
Never switched	184	2	23	25	159	-	184	137	42	13	31	104	126	21	115	66
	58%	5%	23%	18%	87%	-%	58%	57%	62%	75%	60%	60%	58%	68%	56%	60%
			a	abc												
		1%	12%	13%	87%	-%	100%	74%	23%	7%	17%	57%	68%	12%	63%	36%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h	i	*j	*k	*l	*m	*n
Unweighted total	71	6	22	13	41	30	17	15	24	61	5	4	1	-	10
Effective Weighted Sample	50	6	22	13	37	29	15	11	15	46	5	3	1	-	8
Total	61	7	35	10	52	10	22	13	13	58	2	1	*	-	3
		11%	57%	16%	84%	16%	35%	22%	21%	94%	3%	2%	1%	-%	6%
Price of overall calls package	12	-	11	-	11	1	3	5	3	12	*	-	*	-	1
	20%	-%	32%	-%	22%	11%	15%	36%	21%	20%	22%	-%	100%	-%	21%
		-%	91%	-%	91%	9%	26%	39%	22%	94%	3%	-%	3%	-%	6%
Always used them for broadband	10	2	6	1	9	1	4	2	3	10	*	-	-	-	*
	17%	33%	18%	8%	18%	9%	20%	12%	22%	17%	22%	-%	-%	-%	10%
		23%	62%	7%	91%	9%	41%	15%	28%	97%	3%	-%	-%	-%	3%
Good/better deal overall	8	-	5	2	7	1	3	1	3	8	-	-	-	-	-
	13%	-%	14%	23%	14%	7%	15%	11%	21%	13%	-%	-%	-%	-%	-%
		-%	62%	29%	91%	9%	41%	19%	35%	100%	-%	-%	-%	-%	-%
Quality of line/ calls	6	-	5	1	6	*	3	-	2	6	-	-	-	-	-
	10%	-%	14%	8%	11%	4%	15%	-%	15%	10%	-%	-%	-%	-%	-%
		-%	81%	13%	94%	6%	54%	-%	33%	100%	-%	-%	-%	-%	-%
Historical reasons/ habit/ not got around to changing	6	1	2	2	5	1	3	1	1	5	-	1	-	-	1
	9%	17%	5%	23%	10%	7%	13%	11%	6%	9%	-%	50%	-%	-%	21%
		21%	28%	39%	87%	13%	49%	26%	13%	87%	-%	13%	-%	-%	13%
Different requirements for each	4	-	3	1	4	-	2	-	1	4	-	-	-	-	-
	6%	-%	9%	8%	8%	-%	7%	-%	6%	7%	-%	-%	-%	-%	-%
		-%	81%	19%	100%	-%	41%	-%	19%	100%	-%	-%	-%	-%	-%
Capacity/ speed issues	3	-	2	1	2	1	2	1	*	3	-	*	-	-	*
	5%	-%	5%	8%	5%	9%	7%	8%	3%	5%	-%	24%	-%	-%	10%
		-%	49%	23%	72%	28%	49%	34%	11%	89%	-%	11%	-%	-%	11%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1 *a	2-4 *b	5-9 *c	1-9 d	10+ e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	71	6	22	13	41	30	17	15	24	61	5	4	1	-	10
Effective Weighted Sample	50	6	22	13	37	29	15	11	15	46	5	3	1	-	8
Total	61	7	35	10	52	10	22	13	13	58	2	1	*	-	3
		11%	57%	16%	84%	16%	35%	22%	21%	94%	3%	2%	1%	-%	6%
Don't want to bundle services/. have all my eggs in one basket	2	-	2	-	2	*	2	-	*	2	*	-	-	-	*
	3%	-%	5%	-%	3%	4%	7%	-%	3%	3%	22%	-%	-%	-%	10%
		-%	82%	-%	82%	18%	82%	-%	18%	82%	18%	-%	-%	-%	18%
Didn't know I could switch my broadband to the same supplier	2	1	-	1	2	-	1	-	1	2	-	-	-	-	-
	3%	17%	-%	8%	4%	-%	5%	-%	6%	3%	-%	-%	-%	-%	-%
		61%	-%	39%	100%	-%	61%	-%	39%	100%	-%	-%	-%	-%	-%
Contractual issues	2	-	-	1	1	*	1	-	*	2	-	-	-	-	-
	3%	-%	-%	15%	3%	4%	3%	-%	3%	3%	-%	-%	-%	-%	-%
		-%	-%	81%	81%	19%	40%	-%	19%	100%	-%	-%	-%	-%	-%
Well-known and trusted supplier for broadband	1	1	-	-	1	-	-	-	-	1	-	-	-	-	-
	2%	17%	-%	-%	2%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
		100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Quality of customer service from current broadband supplier	1	-	-	1	1	*	-	1	*	1	-	-	-	-	-
	2%	-%	-%	8%	1%	4%	-%	6%	3%	2%	-%	-%	-%	-%	-%
		-%	-%	67%	67%	33%	-%	67%	33%	100%	-%	-%	-%	-%	-%
Can't get broadband from voice call supplier	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-
	1%	-%	-%	-%	-%	7%	-%	-%	6%	1%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%	Total	*a	*b	*c	d	e	*f	*g	*h	i	*j	*k	*l	*m	*n
Unweighted total	71	6	22	13	41	30	17	15	24	61	5	4	1	-	10
Effective Weighted Sample	50	6	22	13	37	29	15	11	15	46	5	3	1	-	8
Total	61	7	35	10	52	10	22	13	13	58	2	1	*	-	3
		11%	57%	16%	84%	16%	35%	22%	21%	94%	3%	2%	1%	-%	6%
Other	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-
	3%	-%	5%	-%	3%	-%	-%	12%	-%	3%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
None of the above/ Not sure	11	1	8	-	9	1	4	2	1	10	*	*	-	-	*
	17%	17%	23%	-%	18%	16%	20%	13%	6%	18%	12%	13%	-%	-%	11%
		11%	75%	-%	86%	14%	41%	17%	7%	96%	2%	2%	-%	-%	4%
TOTAL PRICE/ DEAL	18	-	14	2	17	2	5	6	5	18	*	-	*	-	1
	30%	-%	41%	23%	32%	19%	22%	47%	41%	31%	22%	-%	100%	-%	21%
		-%	78%	12%	90%	10%	26%	34%	29%	96%	2%	-%	2%	-%	4%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STANDARD	SMART-	STANDARD	NET:	FIXED	MOBILE	ISDN2/2E	ISDN30	LL/ PRIVATE	VOIP	VIDEO		BT	BT	OTHER
	LANDLINE	PHONES	MOBILES	MOBILES	BROAD- BAND	BROAD- BAND			CIRCUIT		CONFER- ENCING		RENTAL & CALLS	RENTAL ONLY	RENTAL & CALLS
Significance Level: 95%	Total	a	b	*c	d	e	*g	*h	*i	*j	*k		*l	*m	*n
Unweighted total	71	71	47	26	57	71	13	5	5	12	9		23	3	19
Effective Weighted Sample	50	50	31	18	41	50	9	4	3	8	5		16	2	15
Total	61	61	38	23	52	61	7	2	3	10	5		20	2	20
		100%	62%	37%	84%	100%	11%	3%	6%	16%	9%		33%	4%	32%
Price of overall calls package	12	12	11	4	11	12	1	-	1	3	*		2	2	5
	20%	20%	28%	15%	21%	20%	11%	-	21%	32%	7%		10%	91%	26%
		100%	87%	29%	87%	100%	6%	-	6%	26%	3%		16%	16%	42%
Always used them for broadband	10	10	8	4	10	10	2	*	-	4	2		5	2	1
	17%	17%	20%	17%	19%	17%	29%	19%	-	35%	29%		24%	74%	6%
		100%	74%	38%	97%	100%	15%	19%	3%	34%	15%		47%	15%	11%
Good/better deal overall	8	8	4	3	6	8	2	-	-	2	2		1	-	4
	13%	13%	11%	12%	11%	13%	41%	35%	-	23%	29%		5%	-	20%
		100%	56%	35%	76%	100%	51%	30%	-	30%	21%		14%	-	51%
Quality of line/ calls	6	6	5	-	5	6	2	-	2	-	-		1	-	3
	10%	10%	13%	-	9%	10%	17%	-	47%	-	-		4%	-	16%
		100%	81%	-	81%	100%	27%	-	27%	-	-		13%	-	54%
Historical reasons/ habit/ not got around to changing	6	6	4	2	5	6	1	2	1	1	1	-	*	-	3
	9%	9%	10%	8%	10%	9%	7%	27%	40%	22%	7%	-	2%	-	13%
		100%	67%	33%	87%	100%	13%	32%	13%	13%	13%	-	6%	-	46%
Different requirements for each	4	4	1	4	4	4	-	-	-	-	-	-	2	-	2
	6%	6%	2%	17%	8%	6%	-	-	-	-	-	-	8%	-	12%
		100%	19%	100%	100%	100%	-	-	-	-	-	-	41%	-	59%
Capacity/ speed issues	3	3	3	1	3	3	*	*	*	-	*		1	*	2
	5%	5%	7%	2%	5%	5%	4%	5%	19%	-	4%		4%	9%	8%
		100%	77%	17%	77%	100%	11%	11%	11%	-	6%		23%	6%	49%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	*c	d	e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	71	71	47	26	57	71	19	13	5	5	12	9	23	3	19
Effective Weighted Sample	50	50	31	18	41	50	11	9	4	3	8	5	16	2	15
Total	61	61	38	23	52	61	10	7	2	3	10	5	20	2	20
		100%	62%	37%	84%	100%	16%	11%	3%	6%	16%	9%	33%	4%	32%
Don't want to bundle services/. have all my eggs in one basket	2	2	2	-	2	2	*	*	-	-	-	-	*	-	-
	3%	3%	5%	-%	4%	3%	4%	5%	-%	-%	-%	-%	2%	-%	-%
		100%	100%	-%	100%	100%	18%	18%	-%	-%	-%	-%	18%	-%	-%
Didn't know I could switch my broadband to the same supplier	2	2	1	1	2	2	-	-	-	-	-	-	1	-	1
	3%	3%	3%	3%	4%	3%	-%	-%	-%	-%	-%	-%	6%	-%	4%
		100%	61%	39%	100%	100%	-%	-%	-%	-%	-%	-%	61%	-%	39%
Contractual issues	2	2	1	*	1	2	*	-	-	-	-	-	1	-	1
	3%	3%	3%	2%	2%	3%	4%	-%	-%	-%	-%	-%	4%	-%	4%
		100%	60%	19%	60%	100%	19%	-%	-%	-%	-%	-%	40%	-%	40%
Well-known and trusted supplier for broadband	1	1	-	1	1	1	1	-	-	-	-	-	-	-	-
	2%	2%	-%	5%	2%	2%	12%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	-%	100%	100%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Quality of customer service from current broadband supplier	1	1	*	1	1	1	-	-	-	-	1	1	-	-	-
	2%	2%	1%	3%	2%	2%	-%	-%	-%	-%	7%	14%	-%	-%	-%
		100%	33%	67%	100%	100%	-%	-%	-%	-%	67%	67%	-%	-%	-%
Can't get broadband from voice call supplier	1	1	1	*	1	1	1	-	-	*	1	*	*	-	-
	1%	1%	2%	2%	1%	1%	7%	-%	-%	10%	7%	7%	2%	-%	-%
		100%	100%	50%	100%	100%	100%	-%	-%	50%	100%	50%	50%	-%	-%
Other	2	2	2	-	2	2	-	-	-	-	2	2	2	-	-
	3%	3%	4%	-%	3%	3%	-%	-%	-%	-%	16%	29%	8%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	*c	d	e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	71	71	47	26	57	71	19	13	5	5	12	9	23	3	19
Effective Weighted Sample	50	50	31	18	41	50	11	9	4	3	8	5	16	2	15
Total	61	61	38	23	52	61	10	7	2	3	10	5	20	2	20
		100%	62%	37%	84%	100%	16%	11%	3%	6%	16%	9%	33%	4%	32%
None of the above/ Not sure	11	11	6	4	9	11	1	*	*	-	*	*	5	-	3
	17%	17%	14%	16%	17%	17%	8%	3%	11%	-%	4%	7%	26%	-%	17%
		100%	52%	36%	82%	100%	7%	2%	2%	-%	4%	4%	49%	-%	32%
TOTAL PRICE/ DEAL	18	18	13	6	15	18	5	3	-	1	6	2	3	2	8
	30%	30%	35%	27%	29%	30%	52%	46%	-%	21%	55%	36%	15%	91%	38%
		100%	73%	34%	81%	100%	27%	17%	-%	4%	30%	11%	17%	11%	41%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	*i	*j	k	l	*m	*n	o
Unweighted total	71	4	29	33	37	-	71	4	61	4	9	44	53	9	28	42
Effective Weighted Sample	50	3	22	24	26	-	50	4	44	3	6	32	38	6	23	28
Total	61	2	27	29	32	-	61	2	54	3	7	40	47	7	32	29
		3%	44%	47%	52%	-%	100%	3%	89%	5%	11%	65%	77%	12%	53%	47%
Price of overall calls package	12	-	7	7	6	-	12	*	12	-	2	6	8	2	5	7
	20%	-%	25%	23%	17%	-%	20%	20%	22%	-%	24%	16%	18%	32%	16%	25%
		-%	55%	55%	45%	-%	100%	3%	97%	-%	13%	52%	68%	19%	42%	58%
Always used them for broadband	10	1	4	5	5	-	10	*	10	1	1	3	8	2	6	4
	17%	56%	16%	19%	15%	-%	17%	20%	18%	41%	17%	8%	16%	22%	19%	14%
		11%	41%	53%	47%	-%	100%	3%	97%	11%	11%	31%	73%	15%	60%	40%
Good/better deal overall	8	-	5	5	3	-	8	-	8	-	2	4	5	*	3	5
	13%	-%	19%	17%	8%	-%	13%	-%	14%	-%	29%	10%	11%	5%	8%	18%
		-%	65%	65%	35%	-%	100%	-%	100%	-%	25%	49%	70%	5%	35%	65%
Quality of line/ calls	6	-	4	4	2	-	6	-	6	1	1	5	5	-	2	4
	10%	-%	13%	12%	7%	-%	10%	-%	11%	26%	11%	13%	11%	-%	5%	15%
		-%	60%	60%	40%	-%	100%	-%	100%	13%	13%	87%	87%	-%	27%	73%
Historical reasons/ habit/ not got around to changing	6	-	2	2	4	-	6	-	6	-	-	5	6	-	1	5
	9%	-%	7%	6%	12%	-%	9%	-%	10%	-%	-%	13%	12%	-%	4%	16%
		-%	32%	32%	68%	-%	100%	-%	100%	-%	-%	94%	100%	-%	21%	79%
Different requirements for each	4	-	2	2	2	-	4	-	2	-	-	4	4	-	3	1
	6%	-%	9%	8%	5%	-%	6%	-%	4%	-%	-%	10%	8%	-%	10%	3%
		-%	59%	59%	41%	-%	100%	-%	59%	-%	-%	100%	100%	-%	81%	19%
Capacity/ speed issues	3	-	2	2	1	-	3	-	3	-	*	3	3	-	2	2
	5%	-%	9%	8%	3%	-%	5%	-%	6%	-%	3%	7%	6%	-%	5%	6%
		-%	71%	71%	29%	-%	100%	-%	100%	-%	6%	83%	94%	-%	49%	51%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		*a	*b	c	d	*e	f	*g	h	*i	*j	k	l	*m	*n	o
Significance Level: 95%																
Unweighted total	71	4	29	33	37	-	71	4	61	4	9	44	53	9	28	42
Effective Weighted Sample	50	3	22	24	26	-	50	4	44	3	6	32	38	6	23	28
Total	61	2	27	29	32	-	61	2	54	3	7	40	47	7	32	29
		3%	44%	47%	52%	-%	100%	3%	89%	5%	11%	65%	77%	12%	53%	47%
Don't want to bundle services/. have all my eggs in one basket	2	-	-	-	2	-	2	*	2	-	-	2	2	-	-	2
	3%	-%	-%	-%	6%	-%	3%	20%	3%	-%	-%	5%	4%	-%	-%	7%
		-%	-%	-%	100%	-%	100%	18%	82%	-%	-%	100%	100%	-%	-%	100%
Didn't know I could switch my broadband to the same supplier	2	-	2	2	-	-	2	-	2	-	-	1	1	1	1	1
	3%	-%	7%	7%	-%	-%	3%	-%	4%	-%	-%	2%	2%	16%	4%	3%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	39%	39%	61%	61%	39%
Contractual issues	2	-	1	1	1	-	2	-	2	-	-	1	2	-	1	*
	3%	-%	4%	4%	2%	-%	3%	-%	3%	-%	-%	4%	4%	-%	5%	1%
		-%	60%	60%	40%	-%	100%	-%	100%	-%	-%	81%	100%	-%	81%	19%
Well-known and trusted supplier for broadband	1	-	1	1	-	-	1	-	1	-	-	-	-	1	-	1
	2%	-%	4%	4%	-%	-%	2%	-%	2%	-%	-%	-%	-%	16%	-%	4%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%
Quality of customer service from current broadband supplier	1	-	*	*	1	-	1	1	*	1	1	*	*	-	-	1
	2%	-%	1%	1%	2%	-%	2%	41%	1%	26%	11%	1%	1%	-%	-%	4%
		-%	33%	33%	67%	-%	100%	67%	33%	67%	67%	33%	33%	-%	-%	100%
Can't get broadband from voice call supplier	1	-	-	-	1	-	1	-	1	-	-	*	1	-	-	1
	1%	-%	-%	-%	2%	-%	1%	-%	1%	-%	-%	1%	2%	-%	-%	2%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	50%	100%	-%	-%	100%
Other	2	-	-	-	2	-	2	-	2	-	-	2	2	-	2	-
	3%	-%	-%	-%	5%	-%	3%	-%	3%	-%	-%	4%	3%	-%	5%	-%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 47

Q11. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed line broadband, rather than use your fixed voice calls supplier for broadband as well? (MULTI CODE)

Base : Those not using main calls supplier for Broadband

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	*i	*j	k	l	*m	*n	o
Unweighted total	71	4	29	33	37	-	71	4	61	4	9	44	53	9	28	42
Effective Weighted Sample	50	3	22	24	26	-	50	4	44	3	6	32	38	6	23	28
Total	61	2	27	29	32	-	61	2	54	3	7	40	47	7	32	29
		3%	44%	47%	52%	-%	100%	3%	89%	5%	11%	65%	77%	12%	53%	47%
None of the above/ Not sure	11	*	3	4	7	-	11	-	8	-	*	8	10	1	8	3
	17%	9%	13%	12%	22%	-%	17%	-%	14%	-%	3%	20%	21%	8%	25%	9%
		2%	32%	34%	66%	-%	100%	-%	70%	-%	2%	76%	93%	5%	76%	24%
TOTAL PRICE/ DEAL	18	-	10	10	8	-	18	*	18	-	4	9	12	3	8	11
	30%	-%	38%	35%	25%	-%	30%	20%	33%	-%	52%	22%	26%	37%	24%	37%
		-%	55%	55%	45%	-%	100%	2%	98%	-%	19%	47%	66%	15%	43%	57%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	305	57	112	46	215	90	101	66	57	283	12	8	1	1	22
Effective Weighted Sample	239	57	112	46	201	86	91	52	37	228	7	6	1	1	13
Total	309	67	179	34	280	29	128	67	35	299	7	3	*	*	10
		22%	58%	11%	91%	9%	41%	22%	11%	97%	2%	1%	100%	100%	3%
No reason to change	100	26	54	10	91	10	40	22	12	95	4	1	*	-	6
	32%	39%	30%	30%	32%	34%	31%	32%	36%	32%	64%	35%	100%	-	55%
		26%	54%	10%	90%	10%	40%	22%	12%	94%	4%	1%	100%	-	6%
Too much hassle to change	89	21	51	9	81	8	38	22	9	86	2	1	*	-	3
	29%	32%	29%	26%	29%	27%	29%	33%	25%	29%	28%	28%	100%	-	28%
		24%	58%	10%	91%	9%	42%	25%	10%	97%	2%	1%	100%	-	3%
Good/ better deal overall	81	16	46	11	74	8	34	24	10	80	2	-	-	-	2
	26%	25%	26%	33%	26%	26%	26%	36%	29%	27%	23%	-	-	-	16%
		20%	57%	14%	91%	9%	41%	30%	13%	98%	2%	-	-	-	2%
Calls are provided free as part of a bundled package	49	7	30	7	45	4	25	11	6	46	1	1	-	*	3
	16%	11%	17%	22%	16%	13%	20%	16%	16%	15%	10%	57%	-	100%	25%
		14%	63%	15%	92%	8%	52%	22%	12%	95%	1%	3%	-	1%	5%
Historical reasons/always used them	40	9	24	2	36	5	14	5	4	40	*	*	-	-	1
	13%	14%	13%	7%	13%	17%	11%	8%	12%	13%	3%	14%	-	-	5%
		23%	59%	5%	88%	12%	34%	13%	11%	99%	100%	1%	-	-	1%
Calls and line rental are provided free as part of a bundled package	19	4	13	2	19	1	13	4	2	19	-	1	-	-	1
	6%	5%	7%	7%	7%	2%	10%	6%	5%	6%	-	29%	-	-	7%
		18%	67%	12%	96%	4%	66%	20%	10%	96%	-	4%	-	-	4%
Other suppliers are more expensive.	10	2	6	1	9	1	6	-	*	10	*	-	*	-	*
	3%	4%	4%	2%	3%	3%	5%	-	1%	3%	3%	-	100%	-	4%
		23%	63%	7%	93%	7%	61%	-	4%	96%	2%	-	2%	-	4%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	305	57	112	46	215	90	101	66	57	283	12	8	1	1	22
Effective Weighted Sample	239	57	112	46	201	86	91	52	37	228	7	6	1	1	13
Total	309	67	179	34	280	29	128	67	35	299	7	3	*	*	10
		22%	58%	11%	91%	9%	41%	22%	11%	97%	2%	1%	*%	*%	3%
Well-known and trusted brand	10	4	3	2	9	1	3	1	2	10	*	-	-	-	*
	3%	5%	2%	7%	3%	4%	2%	2%	7%	3%	5%	-%	-%	-%	4%
		34%	31%	22%	88%	12%	27%	11%	23%	96%	4%	-%	-%	-%	4%
Quality of line/calls	9	1	6	-	8	1	5	3	1	8	*	-	-	-	*
	3%	2%	4%	-%	3%	4%	4%	4%	2%	3%	3%	-%	-%	-%	2%
		13%	74%	-%	87%	13%	55%	32%	9%	98%	2%	-%	-%	-%	2%
Quality of customer service/account management	9	2	3	1	6	2	4	2	2	8	*	*	-	-	1
	3%	4%	2%	2%	2%	8%	3%	3%	6%	3%	5%	8%	-%	-%	5%
						bd									
		27%	37%	9%	73%	27%	50%	25%	23%	94%	4%	2%	-%	-%	6%
Wasn't around when original decision was made	4	-	3	-	3	1	4	*	1	4	-	-	-	-	-
	1%	-%	2%	-%	1%	4%	3%	*%	2%	1%	-%	-%	-%	-%	-%
		-%	74%	-%	74%	26%	83%	5%	13%	100%	-%	-%	-%	-%	-%
Other suppliers have worse line/call quality	2	1	-	-	1	*	-	1	*	2	-	-	-	-	-
	*%	2%	-%	-%	*%	1%	-%	2%	1%	1%	-%	-%	-%	-%	-%
		77%	-%	-%	77%	23%	-%	77%	23%	100%	-%	-%	-%	-%	-%
Contractual issues	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	1%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Other	1	-	-	1	1	*	-	1	-	1	-	-	-	-	-
	*%	-%	-%	2%	*%	1%	-%	1%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	67%	67%	33%	-%	67%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON- LANDLINE
		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Significance Level: 95%							f	g	h						
Unweighted total	305	57	112	46	215	90	101	66	57	283	12	8	1	1	22
Effective Weighted Sample	239	57	112	46	201	86	91	52	37	228	7	6	1	1	13
Total	309	67	179	34	280	29	128	67	35	299	7	3	*	*	10
		22%	58%	11%	91%	9%	41%	22%	11%	97%	2%	1%	1%	1%	3%
None of the above/ Not sure	14	7	5	1	13	1	4	-	2	14	-	*	-	-	*
	5%	11%	3%	2%	4%	5%	3%	-%	7%	5%	-%	8%	-%	-%	2%
		b													
		50%	34%	5%	90%	10%	28%	-%	16%	99%	-%	1%	-%	-%	1%
TOTAL PRICE/ DEAL	132	25	77	18	120	12	58	34	16	128	2	1	*	*	4
	43%	37%	43%	54%	43%	41%	45%	51%	46%	43%	28%	57%	100%	100%	40%
		19%	58%	14%	91%	9%	44%	26%	12%	97%	2%	1%	1%	1%	3%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%	Total	a	b	c	d	e	f	g	*h	*i	j	*k	l	*m	n
Unweighted total	305	305	185	98	233	282	65	33	14	14	60	25	135	1	102
Effective Weighted Sample	239	239	140	74	184	218	45	20	11	9	43	16	106	1	88
Total	309	309	180	97	242	281	55	18	5	7	54	20	139	*	118
		100%	58%	31%	78%	91%	18%	6%	2%	2%	18%	6%	45%	*%	38%
No reason to change	100	100	64	23	78	90	17	7	2	4	20	7	54	-	34
	32%	32%	35%	24%	32%	32%	31%	38%	32%	61%	38%	36%	39%	-%	29%
		100%	64%	23%	78%	90%	17%	7%	2%	4%	20%	7%	54%	-%	34%
Too much hassle to change	89	89	55	24	68	76	14	6	2	3	23	9	47	-	35
	29%	29%	30%	24%	28%	27%	25%	35%	35%	42%	43%	44%	34%	-%	30%
		100%	62%	26%	76%	86%	15%	7%	2%	3%	26%	10%	53%	-%	40%
Good/ better deal overall	81	81	50	27	65	77	12	5	-	2	11	2	20	-	36
	26%	26%	28%	27%	27%	27%	22%	28%	-%	30%	19%	11%	15%	-%	30%
		100%	61%	33%	80%	95%	14%	6%	-%	2%	13%	3%	25%	-%	44%
Calls are provided free as part of a bundled package	49	49	26	16	36	45	16	3	2	1	10	3	14	*	28
	16%	16%	14%	17%	15%	16%	30%	17%	43%	14%	19%	14%	10%	100%	23%
		100%	54%	34%	74%	93%	abde	33%	6%	5%	2%	21%	6%	1%	57%
Historical reasons/always used them	40	40	20	13	30	34	5	3	1	1	4	3	24	-	12
	13%	13%	11%	14%	12%	12%	9%	19%	14%	17%	7%	14%	17%	-%	10%
		100%	49%	33%	74%	85%	12%	8%	2%	3%	9%	7%	59%	-%	29%
Calls and line rental are provided free as part of a bundled package	19	19	14	7	17	16	6	1	1	-	5	2	4	-	15
	6%	6%	8%	7%	7%	6%	12%	4%	14%	-%	9%	8%	3%	-%	13%
		100%	72%	34%	90%	86%	33%	4%	4%	-%	25%	8%	18%	-%	78%
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	305	305	185	98	233	282	65	33	14	14	60	25	135	1	102
Effective Weighted Sample	239	239	140	74	184	218	45	20	11	9	43	16	106	1	88
Total	309	309	180	97	242	281	55	18	5	7	54	20	139	*	118
		100%	58%	31%	78%	91%	18%	6%	2%	2%	18%	6%	45%	*%	38%
Other suppliers are more expensive.	10	10	5	2	7	9	3	*	*	*	4	*	2	-	5
	3%	3%	3%	2%	3%	3%	6%	2%	4%	3%	7%	2%	1%	-%	4%
		100%	52%	18%	68%	89%	31%	4%	2%	2%	39%	3%	16%	-%	49%
Well-known and trusted brand	10	10	5	4	8	10	1	1	-	*	1	1	4	-	3
	3%	3%	3%	4%	3%	4%	3%	4%	-%	5%	3%	3%	3%	-%	3%
		100%	46%	41%	80%	100%	14%	7%	-%	4%	14%	5%	43%	-%	30%
Quality of line/calls	9	9	2	6	8	9	1	*	-	-	2	4	3	-	5
	3%	3%	1%	6%	3%	3%	2%	1%	-%	-%	4%	19%	2%	-%	4%
			b	69%	91%	100%	13%	2%	-%	-%	25%	43%	39%	-%	54%
Quality of customer service/account management	9	9	6	2	7	7	3	1	*	-	2	*	4	-	2
	3%	3%	3%	2%	3%	3%	5%	5%	4%	-%	3%	1%	3%	-%	1%
		100%	65%	18%	78%	86%	29%	11%	2%	-%	21%	2%	50%	-%	20%
Wasn't around when original decision was made	4	4	2	2	4	4	*	-	-	-	*	-	1	-	4
	1%	1%	1%	2%	2%	2%	*%	-%	-%	-%	*%	-%	*%	-%	3%
		100%	55%	50%	92%	100%	5%	-%	-%	-%	5%	-%	13%	-%	83%
Other suppliers have worse line/call quality	2	2	*	1	2	2	-	-	-	-	-	-	2	-	-
	*%	*%	*%	1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%
		100%	23%	77%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Contractual issues	*	*	*	-	*	*	*	*	-	-	*	-	-	-	*
	*%	*%	*%	-%	*%	*%	1%	2%	-%	-%	1%	-%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	100%	-%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	305	305	185	98	233	282	65	33	14	14	60	25	135	1	102
Effective Weighted Sample	239	239	140	74	184	218	45	20	11	9	43	16	106	1	88
Total	309	309	180	97	242	281	55	18	5	7	54	20	139	*	118
		100%	58%	31%	78%	91%	18%	6%	2%	2%	18%	6%	45%	*%	38%
Other	1	1	*	-	*	1	*	-	-	-	1	-	*	-	1
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	1%	-%	*%	-%	1%
		100%	33%	-%	33%	100%	33%	-%	-%	-%	67%	-%	33%	-%	67%
None of the above/ Not sure	14	14	8	7	13	12	4	-	1	*	3	1	9	-	2
	5%	5%	4%	7%	5%	4%	7%	-%	18%	3%	6%	6%	6%	-%	2%
		100%	55%	50%	92%	89%	28%	-%	7%	1%	24%	8%	63%	-%	17%
TOTAL PRICE/ DEAL	132	132	75	42	101	122	27	8	2	3	23	5	36	*	63
	43%	43%	41%	43%	42%	43%	49%	44%	47%	47%	42%	27%	26%	100%	53%
															1
		100%	57%	32%	76%	93%	20%	6%	2%	2%	17%	4%	28%	*%	48%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

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Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL			
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	2+
Unweighted total	305	29	97	126	179	23	282	220	57	18	47	177	223	34	173	128
Effective Weighted Sample	239	22	74	96	142	21	218	172	42	15	40	140	174	24	154	85
Total	309	29	94	123	186	28	281	224	52	19	53	180	225	31	214	94
		10%	30%	40%	60%	9%	91%	73%	17%	6%	17%	58%	73%	10%	69%	30%
No reason to change	100	3	32	35	66	10	90	67	19	9	21	61	76	4	66	34
	32%	9%	34%	28%	35%	37%	32%	30%	37%	48%	39%	34%	34%	12%	31%	36%
		3%	32%	35%	65%	10%	90%	67%	19%	9%	21%	60%	76%	4%	66%	33%
Too much hassle to change	89	3	26	29	60	13	76	66	11	8	17	51	67	5	66	22
	29%	10%	28%	24%	32%	46%	27%	29%	21%	44%	33%	28%	30%	15%	31%	24%
		3%	29%	33%	67%	14%	86%	74%	12%	9%	19%	57%	76%	5%	74%	25%
Good/ better deal overall	81	16	28	44	37	4	77	61	16	1	8	47	62	12	58	23
	26%	55%	30%	36%	20%	15%	27%	27%	31%	5%	14%	26%	28%	38%	27%	24%
		20%	34%	54%	46%	5%	95%	75%	20%	1%	9%	58%	76%	14%	72%	28%
Calls are provided free as part of a bundled package	49	8	15	23	25	3	45	40	5	1	8	32	35	5	34	14
	16%	28%	16%	19%	14%	11%	16%	18%	9%	4%	15%	18%	16%	16%	16%	15%
		17%	31%	48%	52%	7%	93%	83%	10%	2%	17%	66%	73%	10%	71%	29%
Historical reasons/always used them	40	3	5	8	33	6	34	28	7	4	9	21	25	6	31	10
	13%	9%	5%	6%	18%	21%	12%	12%	13%	21%	17%	12%	11%	20%	14%	10%
		7%	12%	19%	81%	15%	85%	68%	17%	10%	22%	53%	63%	15%	76%	23%
Calls and line rental are provided free as part of a bundled package	19	2	9	10	9	3	16	13	3	-	2	18	18	-	14	5
	6%	5%	9%	8%	5%	10%	6%	6%	7%	-%	3%	10%	8%	-%	7%	6%
		8%	45%	53%	47%	14%	86%	68%	18%	-%	8%	92%	92%	-%	73%	27%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

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Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE &	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
						BAND	BAND	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	305	29	97	126	179	23	282	220	57	18	47	177	223	34	173	128
Effective Weighted Sample	239	22	74	96	142	21	218	172	42	15	40	140	174	24	154	85
Total	309	29	94	123	186	28	281	224	52	19	53	180	225	31	214	94
		10%	30%	40%	60%	9%	91%	73%	17%	6%	17%	58%	73%	10%	69%	30%
Other suppliers are more expensive.	10	2	3	4	6	1	9	7	2	*	*	7	10	-	8	2
	3%	6%	3%	4%	3%	4%	3%	3%	3%	1%	*%	4%	4%	-%	4%	2%
		18%	25%	42%	58%	11%	89%	73%	16%	2%	2%	72%	98%	-%	77%	23%
Well-known and trusted brand	10	-	4	4	6	-	10	9	1	1	1	8	9	-	7	3
	3%	-%	4%	3%	3%	-%	4%	4%	1%	6%	2%	5%	4%	-%	3%	3%
		-%	41%	41%	59%	-%	100%	93%	7%	11%	11%	82%	89%	-%	69%	31%
Quality of line/calls	9	-	2	2	7	-	9	7	2	*	*	6	8	-	6	2
	3%	-%	2%	2%	4%	-%	3%	3%	3%	1%	*%	3%	4%	-%	3%	2%
		-%	25%	25%	75%	-%	100%	82%	18%	2%	2%	71%	98%	-%	74%	26%
Quality of customer service/account management	9	*	3	3	5	1	7	6	1	1	3	5	5	1	5	4
	3%	1%	3%	3%	3%	4%	3%	3%	1%	6%	5%	3%	2%	2%	2%	4%
		4%	33%	37%	63%	14%	86%	74%	8%	14%	32%	61%	61%	6%	58%	42%
Wasn't around when original decision was made	4	-	3	3	1	-	4	1	2	-	-	4	4	*	4	1
	1%	-%	4%	3%	*%	-%	2%	*%	4%	-%	-%	2%	2%	1%	2%	1%
		-%	79%	79%	21%	-%	100%	17%	46%	-%	-%	87%	95%	5%	83%	17%
Other suppliers have worse line/call quality	2	-	-	-	2	-	2	2	-	-	-	2	2	-	-	2
	*%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	1%	1%	-%	-%	2%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
Contractual issues	*	-	-	-	*	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

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Table 48

Q12. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use the same supplier for your fixed voice calls and your line rental? (MULTI CODE)

Base : Use same supplier for voice and calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE &	SAME	DIFF	AGREE	ALL	DIS.	ALL	NEITHER /DK	1	2+
						BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	305	29	97	126	179	23	282	220	57	18	47	177	223	34	173	128
Effective Weighted Sample	239	22	74	96	142	21	218	172	42	15	40	140	174	24	154	85
Total	309	29	94	123	186	28	281	224	52	19	53	180	225	31	214	94
		10%	30%	40%	60%	9%	91%	73%	17%	6%	17%	58%	73%	10%	69%	30%
Other	1	-	1	1	-	-	1	1	-	1	1	*	*	-	1	*
	*%	-%	1%	1%	-%	-%	*%	*%	-%	4%	1%	*%	*%	-%	*%	*%
		-%	100%	100%	-%	-%	100%	100%	-%	67%	67%	33%	33%	-%	67%	33%
None of the above/ Not sure	14	*	4	4	10	2	12	9	2	-	2	7	10	3	5	8
	5%	1%	4%	3%	5%	5%	4%	4%	5%	-%	3%	4%	4%	9%	3%	9%
		1%	26%	27%	73%	11%	89%	64%	17%	-%	11%	50%	69%	19%	39%	60%
TOTAL PRICE/ DEAL	132	24	43	67	65	10	122	101	21	2	15	81	100	17	94	38
	43%	83%	45%	54%	35%	35%	43%	45%	41%	9%	28%	45%	44%	53%	44%	40%
		19%	32%	51%	49%	7%	93%	76%	16%	1%	11%	62%	76%	13%	71%	28%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

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Table 49

Q13. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? (MULTI CODE)

Base : Use different suppliers

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	21	1	8	3	12	9	6	4	6	14	1	-	1	5	7
Effective Weighted Sample	15	1	8	3	11	9	6	3	4	10	1	-	1	4	5
Total	19	1	13	2	16	3	9	4	4	14	*	-	*	4	5
		6%	67%	12%	85%	15%	48%	23%	20%	74%	2%	-%	2%	22%	26%
No reason to change	4	-	3	1	4	*	3	*	1	4	-	-	-	-	-
	23%	-%	25%	33%	24%	12%	35%	8%	20%	30%	-%	-%	-%	-%	-%
		-%	75%	17%	92%	8%	75%	8%	17%	100%	-%	-%	-%	-%	-%
Good/ better deal overall	4	-	2	1	2	1	-	2	1	3	-	-	*	-	*
	19%	-%	13%	33%	14%	44%	-%	54%	19%	23%	-%	-%	100%	-%	7%
		-%	44%	20%	65%	35%	-%	65%	20%	90%	-%	-%	10%	-%	10%
Other suppliers are more expensive.	3	-	3	-	3	-	-	3	-	3	-	-	-	-	-
	17%	-%	25%	-%	20%	-%	-%	75%	-%	23%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Historical reasons/always used them	2	-	2	-	2	1	-	-	2	2	*	-	-	*	1
	12%	-%	13%	-%	10%	25%	-%	-%	61%	11%	100%	-%	-%	8%	14%
		-%	69%	-%	69%	31%	-%	-%	100%	69%	15%	-%	-%	15%	31%
Calls are provided free as part of a bundled package	2	-	2	-	2	*	2	-	-	2	-	-	-	-	-
	9%	-%	13%	-%	10%	7%	17%	-%	-%	13%	-%	-%	-%	-%	-%
		-%	89%	-%	89%	11%	89%	-%	-%	100%	-%	-%	-%	-%	-%
Quality of line/ calls.	2	-	2	-	2	-	-	-	2	2	-	-	-	-	-
	8%	-%	13%	-%	10%	-%	-%	-%	43%	11%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Quality of customer service/account management	2	-	2	-	2	-	-	-	2	2	-	-	-	-	-
	8%	-%	13%	-%	10%	-%	-%	-%	43%	11%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

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Table 49

Q13. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? (MULTI CODE)

Base : Use different suppliers

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO		£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
		*a	*b	*c	*d	*e	£50	£51- £100		*i	*j	*k	*l	*m	*n
Significance Level: 95%							*f	*g	*h						
Unweighted total	21	1	8	3	12	9	6	4	6	14	1	-	1	5	7
Effective Weighted Sample	15	1	8	3	11	9	6	3	4	10	1	-	1	4	5
Total	19	1	13	2	16	3	9	4	4	14	*	-	*	4	5
		6%	67%	12%	85%	15%	48%	23%	20%	74%	2%	-%	2%	22%	26%
Well-known and trusted brand	2	-	2	-	2	-	-	-	2	2	-	-	-	-	-
	8%	-%	13%	-%	10%	-%	-%	-%	43%	11%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Too much hassle to change	1	-	-	-	-	1	-	*	*	1	*	-	-	-	*
	5%	-%	-%	-%	-%	31%	-%	8%	9%	4%	100%	-%	-%	-%	7%
		-%	-%	-%	-%	100%	-%	39%	39%	61%	39%	-%	-%	-%	39%
None of the above	5	1	3	1	5	*	4	-	-	2	-	-	-	4	4
	29%	100%	25%	33%	32%	12%	48%	-%	-%	11%	-%	-%	-%	92%	78%
		21%	59%	14%	93%	7%	80%	-%	-%	29%	-%	-%	-%	71%	71%
TOTAL PRICE/ DEAL	7	-	5	1	6	1	2	4	1	7	-	-	*	-	*
	37%	-%	38%	33%	34%	51%	17%	92%	19%	47%	-%	-%	100%	-%	7%
		-%	69%	11%	79%	21%	23%	56%	10%	95%	-%	-%	5%	-%	5%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

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Table 49

Q13. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? (MULTI CODE)

Base : Use different suppliers

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Unweighted total	21	21	14	6	16	20	6	1	2	2	8	7	5	8	1
Effective Weighted Sample	15	15	10	5	12	14	4	1	1	2	6	5	4	6	1
Total	19	19	14	3	15	19	6	*	2	1	7	5	4	9	1
		100%	72%	14%	78%	98%	32%	2%	10%	4%	35%	26%	22%	47%	4%
No reason to change	4	4	2	1	2	4	2	-	-	*	-	-	-	3	1
	23%	23%	17%	29%	16%	23%	26%	-%	-%	50%	-%	-%	-%	36%	100%
		100%	54%	17%	54%	100%	37%	-%	-%	8%	-%	-%	-%	75%	17%
Good/ better deal overall	4	4	2	1	3	4	*	-	-	*	2	1	-	3	-
	19%	19%	16%	50%	20%	19%	6%	-%	-%	50%	35%	19%	-%	28%	-%
		100%	60%	36%	80%	100%	10%	-%	-%	10%	65%	26%	-%	70%	-%
Other suppliers are more expensive.	3	3	2	-	2	3	-	-	-	-	2	-	-	2	-
	17%	17%	12%	-%	11%	17%	-%	-%	-%	-%	24%	-%	-%	18%	-%
		100%	50%	-%	50%	100%	-%	-%	-%	-%	50%	-%	-%	50%	-%
Historical reasons/always used them	2	2	2	*	2	2	-	*	*	-	*	-	*	-	-
	12%	12%	14%	14%	16%	10%	-%	100%	18%	-%	5%	-%	8%	-%	-%
		100%	85%	15%	100%	85%	-%	15%	15%	-%	15%	-%	15%	-%	-%
Calls are provided free as part of a bundled package	2	2	2	*	2	2	2	-	-	-	*	*	-	2	-
	9%	9%	13%	8%	12%	10%	29%	-%	-%	-%	3%	4%	-%	18%	-%
		100%	100%	11%	100%	100%	100%	-%	-%	-%	11%	11%	-%	89%	-%
Quality of line/ calls.	2	2	2	-	2	2	-	-	-	-	-	-	-	-	-
	8%	8%	12%	-%	11%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quality of customer service/account management	2	2	2	-	2	2	-	-	-	-	-	-	-	-	-
	8%	8%	12%	-%	11%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

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Table 49

Q13. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? (MULTI CODE)

Base : Use different suppliers

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	21	21	14	6	16	20	6	1	2	2	8	7	5	8	1
Effective Weighted Sample	15	15	10	5	12	14	4	1	1	2	6	5	4	6	1
Total	19	19	14	3	15	19	6	*	2	1	7	5	4	9	1
		100%	72%	14%	78%	98%	32%	2%	10%	4%	35%	26%	22%	47%	4%
Well-known and trusted brand	2	2	2	-	2	2	-	-	-	-	-	-	-	-	-
	8%	8%	12%	-%	11%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Too much hassle to change	1	1	*	1	1	1	-	*	-	*	-	*	*	*	-
	5%	5%	1%	21%	4%	3%	-%	100%	-%	50%	-%	4%	8%	2%	-%
		100%	21%	61%	61%	61%	-%	39%	-%	39%	-%	21%	39%	21%	-%
None of the above	5	5	5	-	5	5	2	-	2	-	4	4	4	2	-
	29%	29%	40%	-%	37%	29%	38%	-%	82%	-%	57%	77%	92%	18%	-%
		100%	100%	-%	100%	100%	43%	-%	29%	-%	71%	71%	71%	29%	-%
TOTAL PRICE/ DEAL	7	7	4	1	5	7	2	-	-	*	3	1	-	4	-
	37%	37%	29%	58%	32%	37%	35%	-%	-%	50%	38%	23%	-%	46%	-%
		100%	56%	21%	67%	100%	31%	-%	-%	5%	36%	16%	-%	59%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

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Table 49

Q13. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? (MULTI CODE)

Base : Use different suppliers

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	21	4	5	9	11	1	20	6	11	1	3	7	9	4	6	14
Effective Weighted Sample	15	3	4	6	8	1	14	5	8	1	2	6	8	2	5	9
Total	19	2	6	8	11	*	19	5	12	1	1	8	11	3	8	11
		11%	31%	42%	56%	2%	98%	26%	61%	4%	6%	41%	58%	14%	42%	57%
No reason to change	4	*	2	3	2	-	4	-	4	-	-	4	4	-	3	1
	23%	17%	40%	34%	15%	-%	23%	-%	34%	-%	-%	55%	39%	-%	40%	10%
		8%	54%	63%	37%	-%	100%	-%	92%	-%	-%	100%	100%	-%	75%	25%
Good/ better deal overall	4	*	*	1	3	-	4	1	3	1	1	*	2	1	-	4
	19%	17%	6%	9%	27%	-%	19%	22%	22%	100%	83%	5%	18%	27%	-%	33%
		10%	10%	20%	80%	-%	100%	30%	70%	20%	26%	10%	54%	20%	-%	100%
Other suppliers are more expensive.	3	-	2	2	2	-	3	-	2	-	-	2	3	-	-	3
	17%	-%	27%	20%	15%	-%	17%	-%	14%	-%	-%	20%	29%	-%	-%	30%
		-%	50%	50%	50%	-%	100%	-%	50%	-%	-%	50%	100%	-%	-%	100%
Historical reasons/always used them	2	-	-	-	2	*	2	-	2	-	-	-	-	2	*	2
	12%	-%	-%	-%	18%	100%	10%	-%	17%	-%	-%	-%	-%	73%	4%	15%
		-%	-%	-%	85%	15%	85%	-%	85%	-%	-%	-%	-%	85%	15%	69%
Calls are provided free as part of a bundled package	2	*	-	*	2	-	2	-	2	-	*	2	2	-	-	2
	9%	9%	-%	2%	15%	-%	10%	-%	14%	-%	17%	20%	14%	-%	-%	17%
		11%	-%	11%	89%	-%	100%	-%	89%	-%	11%	89%	89%	-%	-%	100%
Quality of line/ calls.	2	-	-	-	2	-	2	-	2	-	-	-	-	2	-	2
	8%	-%	-%	-%	15%	-%	9%	-%	14%	-%	-%	-%	-%	60%	-%	15%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%
Quality of customer service/account management	2	-	-	-	2	-	2	-	2	-	-	-	-	2	-	2
	8%	-%	-%	-%	15%	-%	9%	-%	14%	-%	-%	-%	-%	60%	-%	15%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 49

Q13. Thinking about your (MAIN FIXED LINE METHOD AT Q4), why do you use a different supplier for your fixed voice calls, rather than use your line rental supplier for fixed voice calls as well? (MULTI CODE)

Base : Use different suppliers

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	21	4	5	9	11	1	20	6	11	1	3	7	9	4	6	14
Effective Weighted Sample	15	3	4	6	8	1	14	5	8	1	2	6	8	2	5	9
Total	19	2	6	8	11	*	19	5	12	1	1	8	11	3	8	11
		11%	31%	42%	56%	2%	98%	26%	61%	4%	6%	41%	58%	14%	42%	57%
Well-known and trusted brand	2	-	-	-	2	-	2	-	2	-	-	-	-	2	-	2
	8%	-%	-%	-%	15%	-%	9%	-%	14%	-%	-%	-%	-%	60%	-%	15%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	100%
Too much hassle to change	1	*	-	*	1	*	1	-	*	-	*	*	*	*	*	1
	5%	17%	-%	4%	5%	100%	3%	-%	2%	-%	17%	5%	3%	13%	4%	5%
		39%	-%	39%	61%	39%	61%	-%	21%	-%	21%	39%	39%	39%	39%	61%
None of the above	5	1	2	3	3	-	5	4	2	-	-	-	2	-	4	1
	29%	56%	27%	35%	25%	-%	29%	78%	14%	-%	-%	-%	14%	-%	55%	10%
		21%	29%	51%	49%	-%	100%	71%	29%	-%	-%	-%	29%	-%	80%	20%
TOTAL PRICE/ DEAL	7	1	2	3	4	-	7	1	4	1	1	4	5	1	-	7
	37%	27%	33%	31%	42%	-%	37%	22%	35%	100%	100%	45%	47%	27%	-%	65%
		8%	28%	36%	64%	-%	100%	16%	59%	11%	16%	51%	74%	10%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 50

Q14 Which of the following best describes how you think about your (MAIN FIXED LINE METHOD AT Q4) costs? (SINGLE CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
I think about the costs for line rental and calls separately	51	11	29	4	43	8	19	12	8	47	3	-	-	1	4
	15%	15%	14%	10%	14%	24%	13%	17%	19%	15%	31%	-%	-%	8%	14%
		21%	56%	7%	84%	16%	37%	24%	16%	92%	5%	-%	-%	3%	8%
I think about the costs for line rental and calls together	296	61	175	34	269	26	126	60	35	271	6	3	1	16	25
	85%	85%	86%	90%	86%	76%	87%	83%	81%	85%	69%	100%	100%	92%	86%
		21%	59%	11%	91%	9%	42%	20%	12%	92%	2%	1%	*%	5%	8%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 50

Q14 Which of the following best describes how you think about your (MAIN FIXED LINE METHOD AT Q4) costs? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
I think about the costs for line rental and calls separately	51	51	29	15	42	46	12	4	2	1	11	3	22	4	14
	15%	15%	14%	14%	15%	14%	19%	17%	18%	6%	16%	12%	15%	40%	11%
		100%	56%	30%	81%	90%	24%	8%	3%	1%	21%	6%	42%	7%	28%
I think about the costs for line rental and calls together	296	296	181	90	232	272	53	19	8	8	55	25	125	6	113
	85%	85%	86%	86%	85%	86%	81%	83%	82%	94%	84%	88%	85%	60%	89%
		100%	61%	30%	79%	92%	18%	6%	3%	3%	19%	8%	42%	2%	38%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 50

Q14 Which of the following best describes how you think about your (MAIN FIXED LINE METHOD AT Q4) costs? (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE &	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
						BBAND	BBAND				AGREE					
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
I think about the costs for line rental and calls separately	51	9	15	24	27	5	46	37	7	5	9	31	36	6	33	18
	15%	24%	14%	17%	13%	18%	14%	16%	11%	23%	16%	16%	15%	17%	14%	16%
		17%	29%	47%	53%	10%	90%	73%	14%	9%	17%	60%	70%	11%	64%	34%
I think about the costs for line rental and calls together	296	28	90	118	177	23	272	202	60	15	45	163	206	28	199	94
	85%	76%	86%	83%	87%	82%	86%	84%	89%	77%	84%	84%	85%	83%	86%	84%
		10%	30%	40%	60%	8%	92%	68%	20%	5%	15%	55%	70%	10%	67%	32%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 51

Q15. To what extent do you agree or disagree with the following statement - 'Under certain circumstances I would be prepared to give up the ability to make and receive calls from my (MAIN FIXED LINE METHOD AT Q4)?' (SINGLE CODE)

Base : All using lines (not VOIP) for most calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	328	57	122	48	227	101	106	70	64	301	15	10	2	-	27
Effective Weighted Sample	254	57	122	48	212	97	96	55	42	241	9	8	2	-	16
Total	330	67	195	35	297	32	135	71	39	318	8	3	1	-	12
		20%	59%	11%	90%	10%	41%	22%	12%	96%	2%	1%	*%	-%	4%
Agree strongly	20	6	10	4	19	1	5	9	1	18	2	*	-	-	2
	6%	9%	5%	10%	6%	3%	4%	13%	3%	6%	27%	6%	-%	-%	20%
							f								
		29%	48%	18%	95%	5%	25%	45%	6%	88%	11%	1%	-%	-%	12%
Agree slightly	34	5	22	5	32	2	13	7	4	32	1	-	-	-	1
	10%	7%	11%	15%	11%	5%	10%	9%	9%	10%	18%	-%	-%	-%	12%
		14%	66%	15%	95%	5%	38%	20%	11%	96%	4%	-%	-%	-%	4%
Neither agree nor disagree	28	5	16	3	24	4	8	6	4	26	*	1	*	-	2
	8%	7%	8%	8%	8%	13%	6%	8%	12%	8%	4%	30%	65%	-%	14%
		17%	57%	11%	84%	16%	27%	20%	16%	94%	1%	3%	1%	-%	6%
Disagree slightly	48	9	30	2	42	6	17	13	8	47	1	1	-	-	2
	15%	14%	16%	6%	14%	19%	13%	18%	20%	15%	11%	23%	-%	-%	14%
						c									
		19%	63%	5%	87%	13%	36%	27%	16%	97%	2%	1%	-%	-%	3%
Disagree strongly	194	42	112	21	176	18	90	37	20	189	3	1	*	-	5
	59%	63%	57%	60%	59%	56%	67%	52%	52%	59%	40%	41%	35%	-%	40%
		22%	58%	11%	91%	9%	46%	19%	10%	98%	2%	1%	*%	-%	2%
Don't know	6	-	5	-	5	1	2	-	2	6	-	-	-	-	-
	2%	-%	2%	-%	2%	3%	1%	-%	4%	2%	-%	-%	-%	-%	-%
		-%	84%	-%	84%	16%	28%	-%	28%	100%	-%	-%	-%	-%	-%
TOTAL AGREE	54	11	32	9	51	3	18	16	5	50	4	*	-	-	4
	16%	16%	16%	25%	17%	8%	13%	22%	12%	16%	45%	6%	-%	-%	32%
				e	e										
		19%	59%	16%	95%	5%	34%	29%	9%	93%	7%	*%	-%	-%	7%
TOTAL DISAGREE	242	51	143	24	218	24	107	50	28	236	4	2	*	-	6
	73%	77%	73%	67%	73%	76%	80%	70%	72%	74%	51%	64%	35%	-%	54%
		21%	59%	10%	90%	10%	44%	21%	12%	97%	2%	1%	*%	-%	3%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 51

Q15. To what extent do you agree or disagree with the following statement - 'Under certain circumstances I would be prepared to give up the ability to make and receive calls from my (MAIN FIXED LINE METHOD AT Q4)'? (SINGLE CODE)

Base : All using lines (not VOIP) for most calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	*k	l	*m	n
Unweighted total	328	328	199	106	250	304	71	37	17	16	63	28	139	9	103
Effective Weighted Sample	254	254	149	79	195	233	48	22	10	10	45	18	108	6	89
Total	330	330	194	102	257	301	59	19	7	7	57	21	140	9	119
		100%	59%	31%	78%	91%	18%	6%	2%	2%	17%	6%	43%	3%	36%
Agree strongly	20	20	13	5	16	17	3	4	1	*	4	3	14	-	3
	6%	6%	6%	5%	6%	6%	5%	21%	15%	5%	6%	16%	10%	-%	2%
							abcde						n		
		100%	63%	24%	80%	86%	14%	20%	6%	2%	17%	16%	72%	-%	13%
Agree slightly	34	34	27	13	32	34	6	2	-	1	7	2	17	*	12
	10%	10%	14%	13%	12%	11%	11%	9%	-%	10%	12%	10%	12%	2%	10%
		100%	79%	38%	93%	100%	19%	5%	-%	2%	19%	6%	50%	1%	36%
Neither agree nor disagree	28	28	19	11	23	26	4	2	1	1	4	1	10	*	10
	8%	8%	10%	11%	9%	9%	8%	10%	13%	18%	7%	4%	7%	4%	9%
		100%	67%	38%	82%	93%	16%	7%	3%	5%	14%	3%	37%	1%	37%
Disagree slightly	48	48	32	8	37	44	10	3	3	1	21	7	18	3	15
	15%	15%	17%	8%	14%	15%	18%	13%	42%	15%	38%	33%	13%	35%	13%
											abcde				
		100%	67%	17%	76%	92%	21%	5%	6%	2%	44%	14%	37%	7%	31%
Disagree strongly	194	194	102	63	145	174	35	9	2	4	21	8	77	5	79
	59%	59%	52%	62%	57%	58%	59%	46%	30%	50%	38%	37%	55%	56%	66%
		j		j	j	j	j								
		100%	52%	33%	75%	90%	18%	4%	1%	2%	11%	4%	40%	3%	41%
Don't know	6	6	2	2	4	6	*	*	-	*	-	-	4	*	-
	2%	2%	1%	2%	1%	2%	1%	2%	-%	3%	-%	-%	3%	4%	-%
		100%	34%	38%	66%	100%	6%	6%	-%	3%	-%	-%	62%	6%	-%
TOTAL AGREE	54	54	39	18	48	51	9	6	1	1	10	5	32	*	15
	16%	16%	20%	17%	19%	17%	16%	30%	15%	15%	18%	26%	22%	2%	12%
		100%	73%	33%	88%	95%	17%	10%	2%	2%	19%	10%	58%	*%	28%
TOTAL DISAGREE	242	242	134	71	182	218	45	11	5	5	43	14	95	8	94
	73%	73%	69%	70%	71%	72%	76%	59%	72%	65%	75%	70%	68%	90%	79%
		100%	55%	29%	75%	90%	19%	5%	2%	2%	18%	6%	39%	3%	39%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 51

Q15. To what extent do you agree or disagree with the following statement - 'Under certain circumstances I would be prepared to give up the ability to make and receive calls from my (MAIN FIXED LINE METHOD AT Q4)?' (SINGLE CODE)

Base : All using lines (not VOIP) for most calls

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	328	33	103	136	191	24	304	224	68	20	51	190	239	38	180	143
Effective Weighted Sample	254	24	79	103	151	21	233	175	50	16	41	150	187	27	160	95
Total	330	32	101	133	196	28	301	226	63	20	54	194	242	34	221	107
		10%	31%	40%	60%	9%	91%	68%	19%	6%	16%	59%	73%	10%	67%	33%
Agree strongly	20	-	3	3	17	3	17	15	2	20	20	-	-	-	12	8
	6%	-%	3%	2%	9%	10%	6%	7%	3%	100%	37%	-%	-%	-%	5%	8%
		-%	14%	14%	85%	14%	86%	76%	10%	100%	100%	-%	-%	-%	58%	41%
Agree slightly	34	2	8	10	24	-	34	30	4	-	34	-	-	-	26	8
	10%	6%	8%	7%	12%	-%	11%	13%	6%	-%	63%	-%	-%	-%	12%	8%
		5%	24%	29%	71%	-%	100%	88%	11%	-%	100%	-%	-%	-%	75%	25%
Neither agree nor disagree	28	3	6	9	19	2	26	19	7	-	-	-	-	28	15	12
	8%	10%	6%	7%	10%	7%	9%	9%	11%	-%	-%	-%	-%	83%	7%	11%
		11%	21%	32%	68%	7%	93%	69%	24%	-%	-%	-%	-%	100%	54%	44%
Disagree slightly	48	7	17	23	25	4	44	35	9	-	-	-	48	-	28	20
	15%	20%	16%	17%	13%	14%	15%	16%	14%	-%	-%	-%	20%	-%	13%	18%
		14%	34%	48%	52%	8%	92%	73%	19%	-%	-%	-%	100%	-%	59%	41%
Disagree strongly	194	20	66	86	107	20	174	123	40	-	-	194	194	-	137	57
	59%	63%	65%	65%	55%	70%	58%	54%	63%	-%	-%	100%	80%	-%	62%	53%
		10%	34%	45%	55%	10%	90%	63%	20%	-%	-%	100%	100%	-%	71%	29%
Don't know	6	*	2	2	4	-	6	4	2	-	-	-	-	6	4	2
	2%	1%	2%	2%	2%	-%	2%	2%	3%	-%	-%	-%	-%	17%	2%	2%
		6%	31%	38%	62%	-%	100%	66%	34%	-%	-%	-%	-%	100%	62%	38%
TOTAL AGREE	54	2	11	13	41	3	51	45	6	20	54	-	-	-	37	16
	16%	6%	11%	10%	21%	10%	17%	20%	9%	100%	100%	-%	-%	-%	17%	15%
		3%	20%	23%	76%	5%	95%	84%	11%	37%	100%	-%	-%	-%	69%	30%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 51

Q15. To what extent do you agree or disagree with the following statement - 'Under certain circumstances I would be prepared to give up the ability to make and receive calls from my (MAIN FIXED LINE METHOD AT Q4)'? (SINGLE CODE)

Base : All using lines (not VOIP) for most calls

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE &	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
						BAND	BAND									
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	328	33	103	136	191	24	304	224	68	20	51	190	239	38	180	143
Effective Weighted Sample	254	24	79	103	151	21	233	175	50	16	41	150	187	27	160	95
Total	330	32	101	133	196	28	301	226	63	20	54	194	242	34	221	107
		10%	31%	40%	60%	9%	91%	68%	19%	6%	16%	59%	73%	10%	67%	33%
TOTAL DISAGREE	242	27	83	109	133	24	218	158	49	-	-	194	242	-	165	77
	73%	83%	82%	82%	68%	83%	72%	70%	77%	-%	-%	100%	100%	-%	75%	71%
			d	d								jm	jm			
		11%	34%	45%	55%	10%	90%	65%	20%	-%	-%	80%	100%	-%	68%	32%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 52

Q16. Why would you be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those willing to give up lines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		*a	*b	*c	d	*e	*f	*g	*h	i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	51	9	20	12	41	10	14	13	8	45	5	1	-	-	6
Effective Weighted Sample	41	9	20	12	38	9	13	11	5	38	3	1	-	-	4
Total	54	11	32	9	51	3	18	16	5	50	4	*	-	-	4
		19%	59%	16%	95%	5%	34%	29%	9%	93%	7%	*%	-%	-%	7%
Price of making calls from (MAIN FIXED LINE METHOD AT Q4) is too high	18	4	13	1	18	*	5	8	*	16	2	-	-	-	2
	33%	33%	40%	17%	35%	8%	26%	48%	4%	31%	64%	-%	-%	-%	61%
		20%	71%	8%	99%	1%	26%	42%	1%	87%	13%	-%	-%	-%	13%
Inconvenient/easier to use mobiles	16	4	10	2	15	1	8	6	1	16	-	-	-	-	-
	30%	33%	30%	25%	30%	27%	41%	35%	16%	32%	-%	-%	-%	-%	-%
		22%	60%	14%	96%	4%	47%	35%	5%	100%	-%	-%	-%	-%	-%
Better technology available/ coming in the future (mobile)	9	5	3	1	9	*	4	2	*	9	-	-	-	-	-
	16%	44%	10%	8%	17%	8%	24%	12%	4%	18%	-%	-%	-%	-%	-%
		53%	36%	8%	98%	2%	50%	22%	2%	100%	-%	-%	-%	-%	-%
Reliability of connection	6	1	3	1	5	1	-	2	*	6	-	*	-	-	*
	11%	11%	10%	8%	10%	29%	-%	15%	8%	11%	-%	100%	-%	-%	5%
		20%	55%	13%	87%	13%	-%	40%	6%	97%	-%	3%	-%	-%	3%
Quality of line/calls	6	1	3	1	5	1	-	2	*	6	-	*	-	-	*
	11%	11%	10%	8%	10%	29%	-%	15%	8%	11%	-%	100%	-%	-%	5%
		20%	55%	13%	87%	13%	-%	40%	6%	97%	-%	3%	-%	-%	3%
I don't place a high value on making calls from my (MAIN FIXED LINE METHOD AT Q4)	5	2	2	1	5	*	3	1	-	5	*	-	-	-	*
	9%	22%	5%	8%	9%	14%	15%	7%	-%	9%	10%	-%	-%	-%	9%
		46%	32%	15%	93%	7%	55%	22%	-%	93%	7%	-%	-%	-%	7%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 52

Q16. Why would you be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those willing to give up lines

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 *b	5-9 *c	1-9 d	10+ *e	UP TO £50 *f	£51- £100 *g	£101+ *h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	51	9	20	12	41	10	14	13	8	45	5	1	-	-	6
Effective Weighted Sample	41	9	20	12	38	9	13	11	5	38	3	1	-	-	4
Total	54	11	32	9	51	3	18	16	5	50	4	*	-	-	4
		19%	59%	16%	95%	5%	34%	29%	9%	93%	7%	*%	-%	-%	7%
Better technology available/ coming in the future (other than mobile)	3	-	2	1	2	1	2	-	*	3	*	*	-	-	*
	6%	-%	5%	8%	5%	29%	11%	-%	4%	5%	5%	100%	-%	-%	10%
		-%	52%	24%	76%	24%	63%	-%	6%	87%	6%	6%	-%	-%	13%
Quality of customer service	2	-	2	-	2	1	*	-	-	2	-	-	-	-	-
	4%	-%	5%	-%	3%	21%	2%	-%	-%	4%	-%	-%	-%	-%	-%
		-%	74%	-%	74%	26%	17%	-%	-%	100%	-%	-%	-%	-%	-%
Not happy with supplier	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-
	3%	-%	5%	-%	3%	-%	9%	-%	-%	3%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Not necessary for business (any more)	2	-	2	-	2	-	-	2	-	-	2	-	-	-	2
	3%	-%	5%	-%	3%	-%	-%	10%	-%	-%	44%	-%	-%	-%	42%
		-%	100%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	100%
Only need it for internet	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	1%	-%	-%	8%	1%	-%	-%	-%	16%	1%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Other	2	-	2	1	2	-	-	-	-	2	1	-	-	-	1
	4%	-%	5%	8%	5%	-%	-%	-%	-%	3%	20%	-%	-%	-%	19%
		-%	68%	32%	100%	-%	-%	-%	-%	68%	32%	-%	-%	-%	32%
Don't know	3	-	2	1	3	*	-	1	2	3	-	-	-	-	-
	6%	-%	5%	17%	6%	8%	-%	5%	49%	7%	-%	-%	-%	-%	-%
		-%	49%	45%	94%	6%	-%	23%	71%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 52

Q16. Why would you be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those willing to give up lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	*c	d	e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	51	51	38	19	44	49	11	8	3	2	14	7	27	1	12
Effective Weighted Sample	41	41	30	14	36	39	8	5	2	2	10	4	23	1	11
Total	54	54	39	18	48	51	9	6	1	1	10	5	32	*	15
		100%	73%	33%	88%	95%	17%	10%	2%	2%	19%	10%	58%	*%	28%
Price of making calls from (MAIN FIXED LINE METHOD AT Q4) is too high	18	18	10	6	16	16	3	3	-	-	*	2	13	-	1
	33%	33%	25%	35%	33%	32%	35%	45%	-%	-%	2%	30%	42%	-%	8%
		100%	54%	34%	87%	91%	18%	14%	-%	-%	1%	9%	74%	-%	7%
Inconvenient/easier to use mobiles	16	16	12	3	14	15	2	2	-	-	1	-	5	-	9
	30%	30%	31%	20%	29%	29%	17%	28%	-%	-%	15%	-%	17%	-%	64%
		100%	75%	21%	85%	93%	10%	10%	-%	-%	9%	-%	34%	-%	59%
Better technology available/ coming in the future (mobile)	9	9	7	1	8	9	3	-	*	-	2	-	6	-	2
	16%	16%	18%	8%	17%	17%	32%	-%	17%	-%	23%	-%	18%	-%	13%
		100%	78%	15%	92%	100%	34%	-%	2%	-%	27%	-%	65%	-%	22%
Reliability of connection	6	6	5	3	6	6	*	*	*	-	2	3	5	*	-
	11%	11%	13%	14%	12%	11%	2%	3%	17%	-%	23%	52%	15%	100%	-%
		100%	87%	43%	100%	100%	3%	3%	3%	-%	40%	47%	81%	3%	-%
Quality of line/calls	6	6	5	3	6	6	*	*	*	-	2	3	5	*	-
	11%	11%	13%	14%	12%	11%	2%	3%	17%	-%	23%	52%	15%	100%	-%
		100%	87%	43%	100%	100%	3%	3%	3%	-%	40%	47%	81%	3%	-%
I don't place a high value on making calls from my (MAIN FIXED LINE METHOD AT Q4)	5	5	5	*	5	5	1	*	-	*	1	-	2	-	4
	9%	9%	13%	2%	11%	10%	8%	6%	-%	33%	11%	-%	5%	-%	24%
		100%	100%	7%	100%	100%	15%	7%	-%	7%	22%	-%	30%	-%	70%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 52

Q16. Why would you be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those willing to give up lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	*c	d	e	*f	*g	*h	*i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	51	51	38	19	44	49	11	8	3	2	14	7	27	1	12
Effective Weighted Sample	41	41	30	14	36	39	8	5	2	2	10	4	23	1	11
Total	54	54	39	18	48	51	9	6	1	1	10	5	32	*	15
		100%	73%	33%	88%	95%	17%	10%	2%	2%	19%	10%	58%	*%	28%
Better technology available/ coming in the future (other than mobile)	3	3	2	2	2	3	1	*	*	-	*	*	3	-	-
	6%	6%	5%	9%	5%	6%	6%	7%	17%	-%	2%	4%	9%	-%	-%
		100%	70%	52%	70%	100%	18%	13%	6%	-%	6%	6%	87%	-%	-%
Quality of customer service	2	2	2	2	2	2	*	-	-	-	2	*	2	*	-
	4%	4%	5%	10%	5%	4%	4%	-%	-%	-%	16%	4%	6%	100%	-%
		100%	100%	83%	100%	100%	17%	-%	-%	-%	74%	9%	91%	9%	-%
Not happy with supplier	2	2	2	2	2	2	-	-	-	-	-	2	-	-	2
	3%	3%	4%	9%	3%	3%	-%	-%	-%	-%	-%	30%	-%	-%	11%
		100%	100%	100%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Not necessary for business (any more)	2	2	2	-	2	2	-	2	-	-	-	-	2	-	-
	3%	3%	4%	-%	3%	3%	-%	28%	-%	-%	-%	-%	5%	-%	-%
		100%	100%	-%	100%	100%	-%	100%	-%	-%	-%	-%	100%	-%	-%
Only need it for internet	1	1	-	-	-	1	-	-	1	-	1	1	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	65%	-%	7%	14%	-%	-%	-%
		100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	100%	-%	-%	-%
Other	2	2	2	1	2	2	-	1	-	-	1	-	2	-	-
	4%	4%	6%	4%	5%	5%	-%	13%	-%	-%	7%	-%	5%	-%	-%
		100%	100%	32%	100%	100%	-%	32%	-%	-%	32%	-%	68%	-%	-%
Don't know	3	3	3	1	3	3	2	-	-	1	2	*	2	-	1
	6%	6%	8%	5%	7%	6%	18%	-%	-%	67%	17%	4%	7%	-%	5%
		100%	100%	29%	100%	100%	51%	-%	-%	23%	51%	6%	71%	-%	23%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 52

Q16. Why would you be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those willing to give up lines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ *o
Significance Level: 95%		*a	*b	*c	d	*e	f	g	*h	*i	j	*k	*l	*m		
Unweighted total	51	2	12	14	36	2	49	41	7	20	51	-	-	-	30	20
Effective Weighted Sample	41	1	9	10	31	2	39	34	5	16	41	-	-	-	27	14
Total	54	2	11	13	41	3	51	45	6	20	54	-	-	-	37	16
		3%	20%	23%	76%	5%	95%	84%	11%	37%	100%	-%	-%	-%	69%	30%
Price of making calls from (MAIN FIXED LINE METHOD AT Q4) is too high	18	-	1	1	17	2	16	16	-	9	18	-	-	-	14	4
	33%	-%	11%	9%	41%	58%	32%	36%	-%	46%	33%	-%	-%	-%	37%	25%
		-%	7%	7%	93%	9%	91%	91%	-%	51%	100%	-%	-%	-%	77%	23%
Inconvenient/easier to use mobiles	16	2	7	8	8	1	15	12	3	5	16	-	-	-	12	4
	30%	89%	60%	64%	19%	42%	29%	26%	53%	23%	30%	-%	-%	-%	31%	26%
		10%	41%	51%	49%	7%	93%	73%	19%	29%	100%	-%	-%	-%	73%	27%
Better technology available/ coming in the future (mobile)	9	-	4	4	5	-	9	9	-	3	9	-	-	-	9	*
	16%	-%	34%	29%	12%	-%	17%	20%	-%	16%	16%	-%	-%	-%	23%	1%
		-%	42%	42%	58%	-%	100%	100%	-%	37%	100%	-%	-%	-%	98%	2%
Reliability of connection	6	-	-	-	6	-	6	4	2	4	6	-	-	-	4	1
	11%	-%	-%	-%	14%	-%	11%	9%	34%	18%	11%	-%	-%	-%	12%	8%
		-%	-%	-%	97%	-%	100%	66%	34%	63%	100%	-%	-%	-%	75%	22%
Quality of line/calls	6	-	-	-	6	-	6	4	2	4	6	-	-	-	4	1
	11%	-%	-%	-%	14%	-%	11%	9%	34%	18%	11%	-%	-%	-%	12%	8%
		-%	-%	-%	97%	-%	100%	66%	34%	63%	100%	-%	-%	-%	75%	22%
I don't place a high value on making calls from my (MAIN FIXED LINE METHOD AT Q4)	5	-	1	1	4	-	5	5	-	2	5	-	-	-	5	-
	9%	-%	11%	9%	9%	-%	10%	11%	-%	8%	9%	-%	-%	-%	13%	-%
		-%	23%	23%	77%	-%	100%	100%	-%	30%	100%	-%	-%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 52

Q16. Why would you be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those willing to give up lines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ *o
Significance Level: 95%		*a	*b	*c	d	*e	f	g	*h	*i	j	*k	*l	*m		
Unweighted total	51	2	12	14	36	2	49	41	7	20	51	-	-	-	30	20
Effective Weighted Sample	41	1	9	10	31	2	39	34	5	16	41	-	-	-	27	14
Total	54	2	11	13	41	3	51	45	6	20	54	-	-	-	37	16
		3%	20%	23%	76%	5%	95%	84%	11%	37%	100%	-%	-%	-%	69%	30%
Better technology available/ coming in the future (other than mobile)	3	-	1	1	2	-	3	2	1	1	3	-	-	-	2	1
	6%	-%	5%	4%	6%	-%	6%	5%	16%	6%	6%	-%	-%	-%	4%	8%
		-%	18%	18%	76%	-%	100%	70%	30%	37%	100%	-%	-%	-%	52%	42%
Quality of customer service	2	-	*	*	2	-	2	*	2	-	2	-	-	-	2	1
	4%	-%	3%	3%	4%	-%	4%	1%	31%	-%	4%	-%	-%	-%	4%	3%
		-%	17%	17%	83%	-%	100%	17%	83%	-%	100%	-%	-%	-%	74%	26%
Not happy with supplier	2	-	-	-	2	-	2	2	-	-	2	-	-	-	2	-
	3%	-%	-%	-%	4%	-%	3%	4%	-%	-%	3%	-%	-%	-%	4%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	100%	-%
Not necessary for business (any more)	2	-	-	-	2	-	2	2	-	2	2	-	-	-	-	2
	3%	-%	-%	-%	4%	-%	3%	4%	-%	8%	3%	-%	-%	-%	-%	10%
		-%	-%	-%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	100%
Only need it for internet	1	-	-	-	1	-	1	1	-	1	1	-	-	-	-	1
	1%	-%	-%	-%	2%	-%	1%	2%	-%	4%	1%	-%	-%	-%	-%	4%
		-%	-%	-%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	100%
Other	2	-	-	-	2	-	2	2	-	-	2	-	-	-	-	2
	4%	-%	-%	-%	6%	-%	5%	5%	-%	-%	4%	-%	-%	-%	-%	14%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%
Don't know	3	*	-	*	3	-	3	3	-	1	3	-	-	-	1	3
	6%	11%	-%	2%	7%	-%	6%	7%	-%	4%	6%	-%	-%	-%	2%	15%
		6%	-%	6%	94%	-%	100%	94%	-%	23%	100%	-%	-%	-%	23%	77%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE *n
Significance Level: 95%															
Unweighted total	271	48	99	36	183	88	91	57	55	250	10	9	2	-	21
Effective Weighted Sample	209	48	99	36	172	85	82	44	36	200	6	7	2	-	13
Total	270	56	159	27	241	29	115	56	33	262	4	3	1	-	8
		21%	59%	10%	89%	11%	43%	21%	12%	97%	2%	1%	*%	-%	3%
Reliability of connection	67	11	48	3	62	6	37	11	6	66	*	1	-	-	1
	25%	19%	30%	11%	26%	21%	32%	19%	19%	25%	8%	31%	-%	-%	16%
			c												
		16%	71%	4%	91%	9%	55%	16%	9%	98%	1%	1%	-%	-%	2%
Landline is essential to us/ our main line	57	9	32	7	49	8	22	15	10	54	2	1	-	-	3
	21%	17%	20%	28%	20%	29%	19%	26%	30%	21%	52%	19%	-%	-%	36%
		16%	56%	13%	85%	15%	38%	25%	17%	95%	4%	1%	-%	-%	5%
Clients/customers/partners are familiar with it.	56	12	32	7	51	5	23	8	6	56	*	*	-	-	1
	21%	21%	20%	28%	21%	18%	20%	15%	20%	21%	8%	7%	-%	-%	7%
		21%	57%	13%	91%	9%	41%	14%	12%	99%	1%	*%	-%	-%	1%
Quality of line/calls.	36	5	27	1	33	3	20	6	2	35	*	*	-	-	1
	13%	8%	17%	3%	14%	11%	17%	11%	6%	13%	8%	12%	-%	-%	9%
			c												
		13%	76%	2%	91%	9%	55%	17%	6%	98%	1%	1%	-%	-%	2%
Landline adds credibility to the business	27	8	16	1	26	1	13	6	4	27	-	-	-	-	-
	10%	15%	10%	6%	11%	4%	12%	10%	12%	10%	-%	-%	-%	-%	-%
		e													
		30%	59%	5%	95%	5%	50%	21%	15%	100%	-%	-%	-%	-%	-%
Historical reasons/always used for business calls	23	7	11	1	19	4	6	7	2	21	1	1	-	-	2
	9%	13%	7%	3%	8%	15%	5%	13%	6%	8%	25%	25%	-%	-%	23%
		30%	48%	3%	81%	19%	25%	31%	8%	92%	5%	3%	-%	-%	8%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO		LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE	BROAD- BAND	ALL NON-
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	LINE			*l		*m
Unweighted total	271	48	99	36	183	88	91	57	55	250	10	9	2	-	21
Effective Weighted Sample	209	48	99	36	172	85	82	44	36	200	6	7	2	-	13
Total	270	56	159	27	241	29	115	56	33	262	4	3	1	-	8
		21%	59%	10%	89%	11%	43%	21%	12%	97%	2%	1%	*%	-%	3%
I prefer to make calls from my (MAIN FIXED LINE METHOD AT Q4)	22	4	14	2	20	1	10	4	2	22	-	-	-	-	-
	8%	6%	9%	8%	8%	5%	9%	7%	7%	8%	-%	-%	-%	-%	-%
		16%	67%	10%	93%	7%	46%	18%	11%	100%	-%	-%	-%	-%	-%
Landline is useful to have/ a back up	12	1	8	-	9	2	5	2	1	11	-	1	-	-	1
	4%	2%	5%	-%	4%	9%	4%	4%	3%	4%	-%	24%	-%	-%	9%
		10%	69%	-%	79%	21%	41%	20%	9%	94%	-%	6%	-%	-%	6%
Less convenient/less easy to use mobiles	11	2	8	1	11	*	8	-	2	11	-	-	-	-	-
	4%	4%	5%	3%	5%	1%	7%	-%	5%	4%	-%	-%	-%	-%	-%
		20%	70%	6%	97%	3%	66%	-%	14%	100%	-%	-%	-%	-%	-%
No reason to change	11	5	5	-	9	1	7	2	1	10	*	*	-	-	1
	4%	8%	3%	-%	4%	4%	6%	4%	2%	4%	8%	7%	-%	-%	7%
		44%	45%	-%	90%	10%	63%	18%	5%	95%	3%	2%	-%	-%	5%
Cost of alternatives is too high	10	4	5	-	8	1	1	5	1	9	-	-	*	-	*
	4%	6%	3%	-%	3%	4%	1%	8%	2%	4%	-%	-%	35%	-%	2%
			37%	50%	-%	87%	13%	12%	49%	6%	98%	-%	-%	2%	-%
Too much hassle to change	9	2	3	1	7	2	3	3	*	9	-	-	*	-	*
	3%	4%	2%	6%	3%	8%	2%	6%	1%	3%	-%	-%	35%	-%	2%
		25%	35%	16%	76%	24%	29%	37%	4%	98%	-%	-%	2%	-%	2%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	*n
Significance Level: 95%							f	g	h						
Unweighted total	271	48	99	36	183	88	91	57	55	250	10	9	2	-	21
Effective Weighted Sample	209	48	99	36	172	85	82	44	36	200	6	7	2	-	13
Total	270	56	159	27	241	29	115	56	33	262	4	3	1	-	8
		21%	59%	10%	89%	11%	43%	21%	12%	97%	2%	1%	*%	-%	3%
Price of making calls from (MAIN FIXED LINE METHOD AT Q4) is low/good value	8	-	5	1	6	1	3	2	1	8	-	-	-	-	-
	3%	-%	3%	6%	3%	5%	2%	4%	2%	3%	-%	-%	-%	-%	-%
		-%	62%	19%	81%	19%	35%	30%	9%	100%	-%	-%	-%	-%	-%
Less convenient/less easy to use VoIP	7	1	5	1	7	*	6	-	*	7	*	-	-	-	*
	3%	2%	3%	3%	3%	1%	5%	-%	1%	3%	8%	-%	-%	-%	4%
		17%	68%	10%	95%	5%	85%	-%	5%	95%	5%	-%	-%	-%	5%
Quality of customer service	7	1	5	-	6	1	3	4	-	7	-	-	-	-	-
	3%	2%	3%	-%	2%	4%	2%	6%	-%	3%	-%	-%	-%	-%	-%
		17%	68%	-%	85%	15%	39%	51%	-%	100%	-%	-%	-%	-%	-%
Mobiles might get called out of hours	4	-	3	1	4	-	2	2	1	4	-	-	-	-	-
	1%	-%	2%	3%	2%	-%	1%	3%	2%	2%	-%	-%	-%	-%	-%
		-%	81%	19%	100%	-%	41%	41%	19%	100%	-%	-%	-%	-%	-%
Already have equipment/hardware for these calls	2	-	-	1	1	1	-	1	-	*	1	1	-	-	2
	1%	-%	-%	3%	*%	5%	-%	2%	-%	*%	16%	37%	-%	-%	23%
		-%	-%	34%	34%	66%	-%	49%	-%	16%	33%	51%	-%	-%	84%
Don't have/use mobile(s)	2	-	-	1	1	1	*	1	1	2	-	-	-	-	-
	1%	-%	-%	3%	*%	4%	*%	2%	2%	1%	-%	-%	-%	-%	-%
		-%	-%	37%	37%	63%	18%	47%	36%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n	
Unweighted total	271	48	99	36	183	88	91	57	55	250	10	9	2	-	21	
Effective Weighted Sample	209	48	99	36	172	85	82	44	36	200	6	7	2	-	13	
Total	270	56	159	27	241	29	115	56	33	262	4	3	1	-	8	
		21%	59%	10%	89%	11%	43%	21%	12%	97%	2%	1%	*%	-%	3%	
Already use this line for internet.	1	-	-	1	1	-	-	1	-	1	-	-	-	-	-	
	*%	-%	-%	3%	*%	-%	-%	1%	-%	*%	-%	-%	-%	-%	-%	
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	
Other	6	2	3	-	6	-	6	-	-	6	-	-	-	-	-	
	2%	4%	2%	-%	2%	-%	5%	-%	-%	2%	-%	-%	-%	-%	-%	
		42%	58%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	
Don't know	13	2	8	1	11	2	4	2	1	13	*	-	*	-	1	
	5%	4%	5%	3%	5%	7%	4%	4%	4%	5%	8%	-%	65%	-%	9%	
		18%	61%	6%	84%	16%	33%	15%	11%	95%	3%	-%	3%	-%	5%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	271	271	159	84	202	249	59	28	14	13	49	21	109	7	91
Effective Weighted Sample	209	209	118	63	157	190	40	18	8	8	35	13	83	6	78
Total	270	270	153	82	205	244	49	13	6	6	47	15	105	9	104
		100%	57%	30%	76%	90%	18%	5%	2%	2%	17%	6%	39%	3%	39%
Reliability of connection	67	67	46	22	61	64	10	1	1	*	12	8	21	*	35
	25%	25%	30%	27%	30%	26%	20%	7%	15%	6%	25%	53%	20%	4%	34%
		100%	68%	33%	91%	95%	14%	1%	1%	1%	17%	12%	31%	1%	53%
Landline is essential to us/ our main line	57	57	28	10	33	47	13	6	2	3	10	3	22	-	23
	21%	21%	18%	12%	16%	19%	26%	48%	27%	57%	22%	20%	21%	-%	22%
		100%	49%	17%	57%	82%	22%	11%	3%	6%	18%	5%	38%	-%	40%
Clients/customers/partners are familiar with it.	56	56	33	19	44	53	9	2	*	-	10	1	22	2	19
	21%	21%	21%	23%	22%	22%	18%	17%	3%	-%	22%	10%	21%	18%	18%
		100%	58%	34%	79%	94%	16%	4%	*%	-%	18%	3%	39%	3%	34%
Quality of line/calls.	36	36	26	13	33	32	4	*	*	*	6	2	11	-	17
	13%	13%	17%	15%	16%	13%	8%	3%	6%	6%	14%	10%	11%	-%	16%
		100%	72%	35%	93%	90%	11%	1%	1%	1%	18%	4%	32%	-%	47%
Landline adds credibility to the business	27	27	20	5	23	25	7	-	-	-	7	2	12	2	7
	10%	10%	13%	6%	11%	10%	13%	-%	-%	-%	16%	11%	12%	18%	7%
		100%	73%	17%	84%	93%	24%	-%	-%	-%	27%	6%	45%	6%	26%
Historical reasons/always used for business calls	23	23	17	6	20	23	6	2	1	1	3	1	14	*	7
	9%	9%	11%	8%	10%	10%	13%	18%	12%	12%	6%	6%	14%	4%	7%
		100%	71%	27%	86%	100%	27%	10%	3%	3%	12%	4%	61%	2%	31%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	271	271	159	84	202	249	59	28	14	13	49	21	109	7	91
Effective Weighted Sample	209	209	118	63	157	190	40	18	8	8	35	13	83	6	78
Total	270	270	153	82	205	244	49	13	6	6	47	15	105	9	104
		100%	57%	30%	76%	90%	18%	5%	2%	2%	17%	6%	39%	3%	39%
I prefer to make calls from my (MAIN FIXED LINE METHOD AT Q4)	22	22	9	7	16	20	*	-	*	-	2	-	6	-	10
	8%	8%	6%	9%	8%	8%	1%	-%	6%	-%	4%	-%	6%	-%	9%
		100%	44%	34%	73%	93%	2%	-%	2%	-%	9%	-%	29%	-%	45%
Landline is useful to have/ a back up	12	12	7	3	8	10	3	-	1	*	2	*	1	-	7
	4%	4%	5%	3%	4%	4%	7%	-%	12%	6%	5%	2%	1%	-%	7%
		100%	60%	23%	66%	83%	30%	-%	6%	3%	20%	3%	6%	-%	60%
Less convenient/less easy to use mobiles	11	11	4	5	5	11	*	-	-	-	2	-	6	2	2
	4%	4%	3%	6%	2%	5%	1%	-%	-%	-%	5%	-%	6%	18%	2%
		100%	34%	45%	45%	100%	3%	-%	-%	-%	20%	-%	52%	14%	20%
No reason to change	11	11	2	5	7	8	1	1	2	*	*	*	3	2	5
	4%	4%	2%	6%	4%	3%	1%	7%	29%	3%	*%	2%	3%	18%	5%
		100%	22%	50%	70%	74%	5%	9%	17%	2%	2%	3%	28%	15%	52%
Cost of alternatives is too high	10	10	4	4	8	6	*	*	*	1	2	-	2	2	2
	4%	4%	3%	5%	4%	2%	1%	1%	3%	9%	4%	-%	2%	18%	2%
		100%	43%	47%	84%	63%	4%	2%	2%	6%	19%	-%	20%	17%	24%
Too much hassle to change	9	9	2	4	5	9	2	1	1	*	*	*	5	-	3
	3%	3%	1%	5%	3%	4%	3%	4%	9%	3%	*%	1%	5%	-%	3%
		100%	23%	41%	57%	100%	17%	6%	6%	2%	2%	2%	56%	-%	30%
Price of making calls from (MAIN FIXED LINE METHOD AT Q4) is low/good value	8	8	4	1	4	6	1	-	-	-	2	*	2	-	3
	3%	3%	2%	1%	2%	2%	2%	-%	-%	-%	5%	2%	2%	-%	3%
		100%	49%	9%	49%	79%	14%	-%	-%	-%	30%	5%	25%	-%	45%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

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Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	271	271	159	84	202	249	59	28	14	13	49	21	109	7	91
Effective Weighted Sample	209	209	118	63	157	190	40	18	8	8	35	13	83	6	78
Total	270	270	153	82	205	244	49	13	6	6	47	15	105	9	104
		100%	57%	30%	76%	90%	18%	5%	2%	2%	17%	6%	39%	3%	39%
Less convenient/less easy to use VoIP	7	7	3	2	4	7	*	*	-	*	1	-	3	2	3
	3%	3%	2%	2%	2%	3%	1%	3%	-%	6%	2%	-%	3%	18%	3%
		100%	38%	27%	55%	100%	5%	5%	-%	5%	10%	-%	38%	23%	39%
Quality of customer service	7	7	3	1	4	7	2	1	-	-	-	-	2	-	4
	3%	3%	2%	1%	2%	3%	3%	5%	-%	-%	-%	-%	2%	-%	4%
		100%	38%	17%	55%	100%	23%	10%	-%	-%	-%	-%	33%	-%	62%
Mobiles might get called out of hours	4	4	3	1	4	4	-	-	-	-	2	-	1	2	2
	1%	1%	2%	1%	2%	2%	-%	-%	-%	-%	3%	-%	1%	18%	2%
		100%	81%	19%	100%	100%	-%	-%	-%	-%	41%	-%	19%	41%	41%
Already have equipment/hardware for these calls	2	2	1	*	1	2	*	1	1	1	*	*	*	-	1
	1%	1%	1%	*%	1%	1%	1%	11%	18%	12%	1%	2%	*%	-%	1%
		100%	67%	16%	67%	100%	16%	67%	51%	33%	16%	16%	16%	-%	67%
Don't have/use mobile(s)	2	2	2	1	2	2	1	-	-	*	1	-	1	-	*
	1%	1%	1%	1%	1%	1%	1%	-%	-%	6%	1%	-%	1%	-%	*%
		100%	82%	28%	82%	100%	28%	-%	-%	18%	28%	-%	37%	-%	18%
Already use this line for internet.	1	1	1	-	1	1	-	-	-	-	-	-	1	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
		100%	100%	-%	100%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Other	6	6	4	-	4	4	-	-	-	-	3	-	-	-	6
	2%	2%	3%	-%	2%	2%	-%	-%	-%	-%	7%	-%	-%	-%	5%
		100%	79%	-%	79%	79%	-%	-%	-%	-%	c 58%	-%	-%	-%	1 100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Unweighted total	271	271	159	84	202	249	59	28	14	13	49	21	109	7	91
Effective Weighted Sample	209	209	118	63	157	190	40	18	8	8	35	13	83	6	78
Total	270	270	153	82	205	244	49	13	6	6	47	15	105	9	104
		100%	57%	30%	76%	90%	18%	5%	2%	2%	17%	6%	39%	3%	39%
Don't know	13	13	7	7	10	13	5	*	-	*	2	-	7	2	2
	5%	5%	5%	9%	5%	5%	10%	3%	-%	6%	3%	-%	7%	22%	2%
		100%	53%	53%	77%	97%	36%	3%	-%	3%	12%	-%	53%	15%	18%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	*j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	271	30	89	119	152	22	249	179	59	-	-	190	239	32	147	120
Effective Weighted Sample	209	22	69	91	118	19	190	138	44	-	-	150	187	23	130	80
Total	270	30	89	118	152	26	244	177	55	-	-	194	242	28	180	89
		11%	33%	44%	56%	10%	90%	66%	21%	-%	-%	72%	90%	10%	67%	33%
Reliability of connection	67	8	26	34	34	3	64	44	15	-	-	55	62	6	48	19
	25%	26%	30%	29%	22%	12%	26%	25%	28%	-%	-%	28%	25%	20%	27%	22%
		11%	39%	50%	50%	5%	95%	65%	23%	-%	-%	82%	91%	9%	71%	29%
Landline is essential to us/ our main line	57	5	20	25	32	10	47	34	11	-	-	44	55	3	34	22
	21%	17%	23%	21%	21%	40%	19%	19%	20%	-%	-%	23%	23%	10%	19%	25%
		9%	35%	44%	56%	18%	82%	60%	19%	-%	-%	78%	95%	5%	60%	39%
Clients/customers/partners are familiar with it.	56	8	12	19	37	4	53	42	10	-	-	40	54	2	37	19
	21%	26%	13%	16%	24%	14%	22%	24%	18%	-%	-%	21%	22%	8%	21%	21%
		14%	21%	35%	65%	6%	94%	75%	18%	-%	-%	71%	96%	4%	66%	33%
Quality of line/calls.	36	5	9	14	22	3	32	22	7	-	-	27	33	3	28	8
	13%	16%	11%	12%	14%	13%	13%	12%	13%	-%	-%	14%	13%	11%	15%	9%
		13%	27%	40%	60%	10%	90%	61%	21%	-%	-%	77%	91%	9%	78%	22%
Landline adds credibility to the business	27	5	4	9	18	2	25	22	3	-	-	16	25	2	19	7
	10%	17%	4%	7%	12%	7%	10%	12%	6%	-%	-%	9%	10%	6%	11%	8%
		b														
		19%	13%	32%	68%	7%	93%	81%	12%	-%	-%	61%	94%	6%	72%	28%
Historical reasons/always used for business calls	23	3	4	7	17	-	23	20	3	-	-	16	21	3	18	6
	9%	10%	4%	6%	11%	-%	10%	11%	5%	-%	-%	8%	9%	10%	10%	6%
		13%	15%	28%	72%	-%	100%	86%	13%	-%	-%	69%	88%	12%	75%	24%
I prefer to make calls from my (MAIN FIXED LINE METHOD AT Q4)	22	1	9	9	12	2	20	14	3	-	-	19	20	2	14	8
	8%	2%	10%	8%	8%	6%	8%	8%	5%	-%	-%	10%	8%	6%	8%	9%
		3%	40%	43%	57%	7%	93%	64%	13%	-%	-%	89%	93%	7%	64%	36%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

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Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	*j	k	l	m	n	o
Unweighted total	271	30	89	119	152	22	249	179	59	-	-	190	239	32	147	120
Effective Weighted Sample	209	22	69	91	118	19	190	138	44	-	-	150	187	23	130	80
Total	270	30	89	118	152	26	244	177	55	-	-	194	242	28	180	89
		11%	33%	44%	56%	10%	90%	66%	21%	-%	-%	72%	90%	10%	67%	33%
Landline is useful to have/ a back up	12	2	5	7	5	2	10	8	2	-	-	2	9	2	8	3
	4%	5%	6%	6%	3%	8%	4%	4%	4%	-%	-%	1%	4%	8%	5%	3%
		14%	47%	60%	40%	17%	83%	66%	17%	-%	-%	20%	80%	20%	71%	26%
Less convenient/less easy to use mobiles	11	1	3	4	7	-	11	8	3	-	-	7	10	2	7	4
	4%	4%	4%	4%	5%	-%	5%	5%	6%	-%	-%	3%	4%	6%	4%	5%
		10%	28%	38%	62%	-%	100%	72%	28%	-%	-%	58%	86%	14%	62%	38%
No reason to change	11	*	6	7	4	3	8	3	5	-	-	8	10	1	9	1
	4%	1%	7%	6%	3%	11%	3%	1%	9%	-%	-%	4%	4%	2%	5%	1%
		2%	60%	62%	38%	26%	74%	24%	47%	-%	-%	80%	95%	5%	90%	10%
Cost of alternatives is too high	10	3	-	3	7	4	6	4	2	-	-	6	9	*	7	3
	4%	8%	-%	2%	5%	14%	2%	2%	4%	-%	-%	3%	4%	1%	4%	3%
		b														
		26%	-%	26%	74%	37%	63%	43%	20%	-%	-%	64%	96%	4%	70%	30%
Too much hassle to change	9	*	5	5	4	-	9	8	1	-	-	9	9	-	6	3
	3%	1%	5%	4%	3%	-%	4%	5%	1%	-%	-%	5%	4%	-%	3%	3%
		2%	50%	52%	48%	-%	100%	92%	8%	-%	-%	96%	100%	-%	68%	32%
Price of making calls from (MAIN FIXED LINE METHOD AT Q4) is low/good value	8	3	2	5	3	2	6	5	1	-	-	7	8	-	4	3
	3%	9%	3%	4%	2%	6%	2%	3%	1%	-%	-%	3%	3%	-%	2%	4%
		35%	30%	65%	35%	21%	79%	70%	9%	-%	-%	86%	100%	-%	56%	44%
Less convenient/less easy to use VoIP	7	-	2	2	5	-	7	5	2	-	-	5	5	2	6	1
	3%	-%	2%	1%	4%	-%	3%	3%	4%	-%	-%	3%	2%	6%	4%	1%
		-%	23%	23%	77%	-%	100%	72%	28%	-%	-%	72%	77%	23%	90%	10%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 53

Q17. Why would you not be prepared to give up the ability to make and receive calls from your (MAIN FIXED LINE METHOD AT Q4)? (MULTI CODE).

Base : Those not willing to give up lines

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	*j	k	l	m	n	o
Unweighted total	271	30	89	119	152	22	249	179	59	-	-	190	239	32	147	120
Effective Weighted Sample	209	22	69	91	118	19	190	138	44	-	-	150	187	23	130	80
Total	270	30	89	118	152	26	244	177	55	-	-	194	242	28	180	89
		11%	33%	44%	56%	10%	90%	66%	21%	-%	-%	72%	90%	10%	67%	33%
Quality of customer service	7	2	-	2	5	-	7	7	-	-	-	7	7	-	6	1
	3%	5%	-%	1%	4%	-%	3%	4%	-%	-%	-%	4%	3%	-%	4%	1%
		23%	-%	23%	77%	-%	100%	100%	-%	-%	-%	100%	100%	-%	90%	10%
Mobiles might get called out of hours	4	-	1	1	3	-	4	2	2	-	-	2	4	-	2	2
	1%	-%	1%	1%	2%	-%	2%	1%	3%	-%	-%	1%	2%	-%	1%	3%
		-%	19%	19%	81%	-%	100%	59%	41%	-%	-%	59%	100%	-%	41%	59%
Already have equipment/hardware for these calls	2	-	1	1	1	-	2	1	1	-	-	1	2	*	-	2
	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%	-%	1%	1%	1%	-%	2%
		-%	34%	34%	66%	-%	100%	49%	34%	-%	-%	51%	84%	16%	-%	84%
Don't have/use mobile(s)	2	-	1	1	1	-	2	1	1	-	-	1	2	*	1	1
	1%	-%	1%	1%	1%	-%	1%	1%	2%	-%	-%	1%	1%	1%	1%	1%
		-%	45%	45%	55%	-%	100%	55%	45%	-%	-%	72%	90%	10%	55%	45%
Already use this line for internet.	1	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%
Other	6	2	1	3	3	1	4	4	-	-	-	4	6	-	6	-
	2%	5%	1%	2%	2%	5%	2%	2%	-%	-%	-%	2%	2%	-%	3%	-%
		29%	21%	50%	50%	21%	79%	79%	-%	-%	-%	71%	100%	-%	100%	-%
Don't know	13	-	2	2	12	*	13	7	5	-	-	3	5	8	4	9
	5%	-%	2%	1%	8%	1%	5%	4%	9%	-%	-%	1%	2%	30%	2%	10%
		-%	12%	12%	88%	3%	97%	50%	38%	-%	-%	21%	36%	64%	32%	68%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

Q18. You said earlier that your organisation makes calls using mobile phones. Why don't you make all your business calls from mobile phones or smartphones in place of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via mobile, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using their mobile phones to make calls

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	*k	*l	*m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	*%	6%	10%
Reliability of connection	144	28	93	10	131	13	63	28	20	128	3	2	-	10	15
	52%	49%	56%	38%	53%	49%	57%	52%	58%	52%	51%	86%	-%	58%	58%
		20%	65%	7%	91%	9%	44%	19%	14%	89%	2%	2%	-%	7%	11%
Quality of line/ calls	85	19	53	5	77	9	34	12	13	77	1	2	-	5	8
	31%	33%	32%	21%	31%	33%	31%	23%	39%	31%	24%	66%	-%	27%	30%
		22%	62%	6%	90%	10%	40%	14%	16%	91%	2%	2%	-%	5%	9%
Coverage/ black spots	67	13	42	6	60	7	32	13	8	63	1	*	*	3	4
	25%	22%	25%	24%	24%	26%	29%	24%	23%	26%	9%	13%	35%	18%	16%
		19%	62%	9%	90%	10%	48%	19%	12%	94%	1%	1%	*%	4%	6%
Price of calls/ certain calls too high	55	9	35	5	50	5	18	17	9	50	1	*	*	3	5
	20%	16%	21%	21%	20%	19%	16%	31%	27%	20%	24%	14%	35%	18%	19%
		17%	64%	9%	91%	9%	32%	31%	17%	91%	3%	1%	*%	6%	9%
Mobile calls not seen as professional by customers	20	4	10	5	18	1	10	2	5	16	1	*	-	3	4
	7%	6%	6%	21%	7%	5%	9%	4%	16%	6%	12%	7%	-%	16%	14%
		18%	49%	abde	93%	7%	53%	12%	27%	81%	4%	1%	-%	14%	19%
Inconvenient/ difficult to use	19	1	13	3	17	2	4	4	3	15	2	-	*	2	4
	7%	2%	8%	12%	7%	8%	3%	8%	8%	6%	31%	-%	65%	12%	16%
		6%	67%	15%	89%	11%	19%	22%	15%	78%	10%	-%	2%	10%	22%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

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Base : Those using their mobile phones to make calls

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	1%	6%	10%
Gives a poor impression to the person being called	13	5	5	3	12	1	6	2	5	12	-	-	-	1	1
	5%	8%	3%	12%	5%	2%	5%	4%	13%	5%	-%	-%	-%	7%	4%
		36%	37%	23%	96%	4%	43%	16%	35%	91%	-%	-%	-%	9%	9%
Inconvenient/ difficult to manage billing.	8	2	3	1	7	1	4	2	-	8	-	-	-	-	-
	3%	4%	2%	6%	3%	3%	4%	4%	-%	3%	-%	-%	-%	-%	-%
		30%	41%	19%	91%	9%	55%	30%	-%	100%	-%	-%	-%	-%	-%
Quality of customer service.	7	1	3	1	6	2	2	3	1	6	1	-	-	-	1
	3%	2%	2%	6%	2%	6%	1%	6%	4%	3%	18%	-%	-%	-%	4%
		16%	43%	20%	78%	22%	21%	41%	18%	85%	15%	-%	-%	-%	15%
Not applicable - already make all calls by mobile	7	1	5	-	6	1	1	4	-	7	-	-	-	-	-
	2%	2%	3%	-%	2%	3%	1%	7%	-%	3%	-%	-%	-%	-%	-%
		17%	72%	-%	89%	11%	17%	53%	-%	100%	-%	-%	-%	-%	-%
Habit/ may change in future	6	2	3	-	6	1	6	-	1	6	-	*	-	-	*
	2%	4%	2%	-%	2%	3%	5%	-%	2%	3%	-%	7%	-%	-%	1%
		36%	50%	-%	86%	14%	86%	-%	11%	97%	-%	3%	-%	-%	3%
Concerned about impact on health	6	1	5	-	6	-	3	2	1	6	-	-	-	-	-
	2%	2%	3%	-%	2%	-%	3%	3%	3%	2%	-%	-%	-%	-%	-%
		20%	80%	-%	100%	-%	54%	27%	20%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

Q18. You said earlier that your organisation makes calls using mobile phones. Why don't you make all your business calls from mobile phones or smartphones in place of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via mobile, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using their mobile phones to make calls

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	1%	6%	10%
No need to/ just don't want to	4	-	2	2	4	-	1	2	1	3	-	-	-	1	1
	1%	-%	1%	9%	2%	-%	1%	3%	2%	1%	-%	-%	-%	4%	3%
				abde											
		-%	42%	58%	100%	-%	19%	42%	19%	81%	-%	-%	-%	19%	19%
Inconvenient/ difficult to install	3	1	2	-	3	1	*	2	-	3	-	-	-	-	-
	1%	2%	1%	-%	1%	3%	1%	3%	-%	1%	-%	-%	-%	-%	-%
		34%	46%	-%	80%	20%	10%	46%	-%	100%	-%	-%	-%	-%	-%
Price of equipment/ kit	2	-	2	-	2	1	-	-	1	2	-	-	*	*	1
	1%	-%	1%	-%	1%	2%	-%	-%	2%	1%	-%	-%	35%	2%	2%
		-%	74%	-%	74%	26%	-%	-%	26%	74%	-%	-%	9%	17%	26%
Not sure	11	2	6	1	10	1	7	2	*	11	-	-	-	*	*
	4%	4%	4%	6%	4%	3%	6%	3%	1%	4%	-%	-%	-%	2%	1%
		21%	59%	14%	93%	7%	65%	17%	3%	97%	-%	-%	-%	3%	3%
QUALITY OF SERVICE	184	36	115	14	166	18	78	37	22	166	4	3	*	11	18
	67%	63%	70%	56%	67%	69%	70%	69%	64%	67%	70%	93%	35%	67%	70%
		20%	63%	8%	90%	10%	42%	20%	12%	90%	2%	1%	1%	6%	10%
PRICE	55	9	35	5	50	5	18	17	10	50	1	*	*	3	5
	20%	16%	21%	21%	20%	21%	16%	31%	28%	20%	24%	14%	35%	20%	21%
		17%	64%	9%	90%	10%	32%	31%	18%	90%	3%	1%	1%	6%	10%
CONVENIENCE	27	5	14	4	24	3	8	5	3	23	2	-	*	2	4
	10%	8%	9%	18%	10%	12%	7%	9%	8%	9%	31%	-%	65%	12%	16%
		17%	54%	17%	88%	12%	29%	19%	11%	84%	7%	-%	1%	7%	16%
IMPRESSION/ IMAGE	23	6	10	6	21	2	12	4	6	19	1	*	-	3	4
	8%	10%	6%	24%	9%	6%	10%	7%	17%	8%	12%	7%	-%	16%	14%
				bde											
		25%	42%	26%	93%	7%	50%	16%	25%	84%	3%	1%	-%	12%	16%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

Q18. You said earlier that your organisation makes calls using mobile phones. Why don't you make all your business calls from mobile phones or smartphones in place of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via mobile, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using their mobile phones to make calls

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%	Total	a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	269	49	103	34	186	83	86	54	50	227	12	9	2	19	42
Effective Weighted Sample	209	49	103	34	175	79	78	42	33	184	8	7	2	14	26
Total	274	57	165	25	247	26	111	54	34	247	6	3	1	17	26
		21%	60%	9%	90%	10%	41%	20%	12%	90%	2%	1%	*%	6%	10%
NO NEED/ HABIT	10	2	5	2	9	1	6	2	1	9	-	*	-	1	1
	4%	4%	3%	9%	4%	3%	6%	3%	4%	4%	-%	7%	-%	4%	4%
		23%	47%	22%	91%	9%	61%	16%	14%	91%	-%	2%	-%	7%	9%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

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Base : Those using their mobile phones to make calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VIDEO CONFER- ENCING	VOIP	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
Reliability of connection	144	144	112	52	144	138	36	11	6	4	34	18	59	5	56
	52%	52%	53%	50%	52%	53%	58%	58%	86%	56%	56%	68%	51%	73%	53%
		100%	78%	37%	100%	96%	25%	8%	4%	3%	23%	13%	41%	4%	39%
Quality of line/ calls	85	85	66	34	85	83	22	9	3	1	23	11	35	-	33
	31%	31%	32%	32%	31%	32%	36%	49%	51%	15%	39%	40%	31%	-%	31%
		100%	77%	39%	100%	97%	26%	11%	4%	1%	27%	12%	41%	-%	39%
Coverage/ black spots	67	67	50	24	67	67	9	3	1	1	14	9	31	-	28
	25%	25%	24%	22%	25%	26%	14%	14%	8%	7%	23%	34%	27%	-%	26%
		100%	74%	35%	100%	99%	13%	4%	1%	1%	20%	13%	47%	-%	41%
Price of calls/ certain calls too high	55	55	41	20	55	52	14	5	1	2	11	6	22	2	19
	20%	20%	20%	19%	20%	20%	23%	24%	9%	34%	19%	22%	19%	22%	18%
		100%	75%	36%	100%	95%	26%	8%	1%	5%	21%	11%	40%	3%	35%
Mobile calls not seen as professional by customers	20	20	19	5	20	18	5	2	*	-	7	5	5	-	10
	7%	7%	9%	5%	7%	7%	8%	11%	3%	-%	11%	20%	5%	-%	10%
		100%	96%	27%	100%	92%	24%	10%	1%	-%	35%	acde 27%	27%	-%	52%
Inconvenient/ difficult to use	19	19	11	11	19	19	1	5	-	1	3	-	12	*	3
	7%	7%	5%	10%	7%	7%	2%	25%	-%	15%	5%	-%	10%	5%	3%
		100%	58%	58%	100%	100%	8%	abdefjk 25%	-%	6%	15%	-%	60%	2%	14%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

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Base : Those using their mobile phones to make calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VIDEO CONFER- ENCING	VOIP	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
Gives a poor impression to the person being called	13	13	12	2	13	10	3	1	-	-	3	1	4	-	7
	5%	5%	6%	2%	5%	4%	5%	4%	-%	-%	5%	4%	3%	-%	7%
		100%	91%	16%	100%	79%	23%	6%	-%	-%	23%	9%	29%	-%	54%
Inconvenient/ difficult to manage billing.	8	8	6	2	8	7	*	3	-	1	1	-	3	-	2
	3%	3%	3%	1%	3%	3%	1%	14%	-%	10%	2%	-%	3%	-%	2%
							abc	def							
		100%	80%	20%	100%	90%	5%	35%	-%	10%	15%	-%	40%	-%	30%
Quality of customer service.	7	7	7	2	7	6	2	1	*	*	4	2	2	-	4
	3%	3%	4%	2%	3%	2%	3%	8%	3%	5%	7%	6%	2%	-%	4%
		100%	100%	22%	100%	79%	24%	19%	3%	5%	57%	20%	28%	-%	58%
Not applicable - already make all calls by mobile	7	7	6	3	7	7	2	-	-	-	2	-	*	-	3
	2%	2%	3%	3%	2%	3%	3%	-%	-%	-%	3%	-%	*%	-%	3%
		100%	83%	52%	100%	100%	29%	-%	-%	-%	24%	-%	5%	-%	48%
Habit/ may change in future	6	6	5	2	6	6	2	1	*	-	*	*	3	2	1
	2%	2%	3%	1%	2%	2%	3%	3%	3%	-%	*%	1%	3%	22%	1%
		100%	82%	24%	100%	100%	33%	9%	3%	-%	3%	3%	54%	25%	21%
Concerned about impact on health	6	6	6	2	6	6	2	-	-	-	6	-	3	-	3
	2%	2%	3%	2%	2%	2%	3%	-%	-%	-%	10%	-%	2%	-%	3%
											abcde				
		100%	100%	27%	100%	100%	27%	-%	-%	-%	100%	-%	46%	-%	54%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

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Base : Those using their mobile phones to make calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VIDEO CONFER- ENCING	VOIP	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
No need to/ just don't want to	4	4	4	2	4	3	1	-	-	-	1	-	1	-	1
	1%	1%	2%	2%	1%	1%	1%	-%	-%	-%	2%	-%	1%	-%	1%
		100%	100%	42%	100%	81%	19%	-%	-%	-%	39%	-%	19%	-%	19%
Inconvenient/ difficult to install	3	3	2	2	3	3	*	2	-	-	-	-	3	-	-
	1%	1%	1%	1%	1%	1%	1%	12%	-%	-%	-%	-%	3%	-%	-%
								abcdefj							
		100%	66%	44%	100%	100%	10%	66%	-%	-%	-%	-%	100%	-%	-%
Price of equipment/ kit	2	2	2	*	2	2	-	*	*	*	1	*	2	-	-
	1%	1%	1%	*%	1%	1%	-%	1%	3%	3%	1%	1%	2%	-%	-%
		100%	100%	9%	100%	100%	-%	9%	9%	9%	26%	17%	91%	-%	-%
Not sure	11	11	10	2	11	10	-	-	*	-	*	-	6	-	5
	4%	4%	5%	2%	4%	4%	-%	-%	5%	-%	1%	-%	5%	-%	4%
		100%	93%	21%	100%	89%	-%	-%	3%	-%	3%	-%	53%	-%	43%
QUALITY OF SERVICE	184	184	142	69	184	178	42	14	6	5	46	22	77	5	74
	67%	67%	68%	65%	67%	68%	68%	70%	92%	64%	76%	81%	67%	73%	70%
		100%	77%	38%	100%	97%	23%	7%	3%	3%	25%	12%	42%	3%	40%
PRICE	55	55	42	20	55	52	14	5	1	2	12	6	22	2	19
	20%	20%	20%	19%	20%	20%	23%	24%	9%	34%	20%	24%	19%	22%	18%
		100%	75%	36%	100%	95%	25%	8%	1%	4%	21%	11%	40%	3%	35%
CONVENIENCE	27	27	16	14	27	26	2	6	-	2	4	-	15	*	5
	10%	10%	8%	13%	10%	10%	4%	32%	-%	25%	7%	-%	13%	5%	5%
								abcdefjk							
		100%	60%	53%	100%	97%	8%	23%	-%	7%	15%	-%	54%	1%	19%
IMPRESSION/ IMAGE	23	23	21	6	23	20	5	2	*	-	7	5	7	-	11
	8%	8%	10%	6%	8%	8%	8%	11%	3%	-%	11%	20%	6%	-%	11%
		100%	92%	28%	100%	88%	21%	9%	1%	-%	29%	23%	31%	-%	49%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

Q18. You said earlier that your organisation makes calls using mobile phones. Why don't you make all your business calls from mobile phones or smartphones in place of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via mobile, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using their mobile phones to make calls

		PRODUCTS USED										STANDARD LANDLINE SUPPLIER			
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	269	269	217	109	269	257	72	35	14	15	67	34	114	7	88
Effective Weighted Sample	209	209	162	81	209	199	50	22	7	9	48	22	88	5	77
Total	274	274	209	105	274	261	62	19	7	7	60	27	115	7	105
		100%	76%	38%	100%	95%	23%	7%	2%	3%	22%	10%	42%	3%	39%
NO NEED/ HABIT	10	10	9	3	10	10	3	1	*	-	2	*	4	2	2
	4%	4%	4%	3%	4%	4%	5%	3%	3%	-%	3%	1%	4%	22%	2%
		100%	89%	30%	100%	93%	28%	5%	2%	-%	16%	2%	41%	16%	20%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

Q18. You said earlier that your organisation makes calls using mobile phones. Why don't you make all your business calls from mobile phones or smartphones in place of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via mobile, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using their mobile phones to make calls

	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS						NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
Reliability of connection	144	9	50	59	85	5	138	102	34	11	28	70	91	15	100	41
	52%	36%	61%	55%	51%	41%	53%	51%	62%	70%	58%	48%	50%	57%	55%	47%
		6%	35%	41%	59%	4%	96%	71%	24%	8%	19%	49%	63%	11%	70%	29%
Quality of line/ calls	85	5	34	39	46	3	83	59	21	9	15	42	57	9	58	26
	31%	21%	41%	36%	28%	22%	32%	30%	38%	55%	31%	29%	31%	34%	31%	30%
		6%	39%	45%	54%	3%	97%	69%	25%	10%	17%	49%	67%	11%	67%	30%
Coverage/ black spots	67	6	21	28	39	*	67	47	16	4	7	41	49	8	43	24
	25%	26%	26%	26%	24%	3%	26%	24%	30%	25%	15%	29%	27%	28%	23%	27%
		9%	32%	41%	59%	1%	99%	70%	24%	6%	11%	62%	74%	11%	64%	36%
Price of calls/ certain calls too high	55	11	13	23	31	3	52	40	12	3	9	30	39	3	40	14
	20%	44%	15%	22%	19%	22%	20%	20%	21%	17%	19%	21%	22%	12%	22%	16%
		20%	23%	43%	57%	5%	95%	74%	21%	5%	16%	55%	72%	6%	73%	26%
Mobile calls not seen as professional by customers	20	3	4	7	12	2	18	14	4	2	5	5	8	3	12	7
	7%	11%	5%	7%	7%	13%	7%	7%	7%	13%	11%	4%	5%	12%	7%	8%
		14%	22%	36%	63%	8%	92%	72%	20%	11%	26%	27%	43%	17%	63%	36%
Inconvenient/ difficult to use	19	3	3	6	13	-	19	16	4	2	4	5	9	4	10	9
	7%	10%	4%	6%	8%	-%	7%	8%	6%	10%	9%	3%	5%	16%	6%	10%
		13%	18%	31%	69%	-%	100%	81%	19%	8%	22%	26%	45%	22%	54%	46%
Gives a poor impression to the person being called	13	1	4	5	8	3	10	7	3	1	1	5	8	3	7	6
	5%	5%	4%	4%	5%	22%	4%	4%	5%	7%	2%	4%	4%	9%	4%	7%
		9%	28%	37%	63%	21%	79%	56%	22%	9%	9%	41%	62%	20%	52%	48%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

Q18. You said earlier that your organisation makes calls using mobile phones. Why don't you make all your business calls from mobile phones or smartphones in place of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via mobile, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using their mobile phones to make calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
Inconvenient/ difficult to manage billing.	8	-	4	4	4	1	7	6	1	2	2	5	5	1	3	5
	3%	-%	5%	4%	2%	6%	3%	3%	1%	10%	3%	3%	3%	4%	1%	6%
		-%	50%	50%	50%	10%	90%	81%	10%	21%	21%	64%	64%	15%	35%	65%
Quality of customer service.	7	-	2	2	6	2	6	6	-	1	1	4	6	*	5	3
	3%	-%	2%	2%	3%	13%	2%	3%	-%	3%	3%	3%	3%	1%	3%	3%
		-%	24%	24%	76%	21%	79%	79%	-%	7%	17%	58%	78%	5%	63%	37%
Not applicable - already make all calls by mobile	7	*	5	6	1	-	7	5	*	1	3	2	4	*	2	5
	2%	1%	6%	5%	1%	-%	3%	2%	1%	7%	6%	1%	2%	1%	1%	6%
		5%	d	d	17%	-%	100%	71%	5%	17%	41%	29%	53%	5%	23%	n
			77%	83%											77%	
Habit/ may change in future	6	-	*	*	6	-	6	3	3	-	2	4	4	1	4	2
	2%	-%	*%	*%	4%	-%	2%	2%	6%	-%	3%	3%	2%	2%	2%	2%
		-%	3%	3%	97%	-%	100%	46%	54%	-%	25%	67%	67%	9%	67%	33%
Concerned about impact on health	6	-	-	-	6	-	6	6	-	-	-	3	4	2	4	2
	2%	-%	-%	-%	4%	-%	2%	3%	-%	-%	-%	2%	2%	6%	2%	2%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	-%	46%	73%	27%	73%	27%
No need to/ just don't want to	4	1	2	3	1	1	3	3	-	-	-	3	3	-	1	3
	1%	3%	3%	3%	*%	6%	1%	2%	-%	-%	-%	2%	2%	-%	*%	4%
		19%	61%	81%	19%	19%	81%	81%	-%	-%	-%	81%	81%	-%	19%	81%
Inconvenient/ difficult to install	3	-	2	2	2	-	3	3	-	2	2	2	2	*	2	2
	1%	-%	2%	2%	1%	-%	1%	2%	-%	10%	3%	1%	1%	1%	1%	2%
		-%	46%	46%	54%	-%	100%	100%	-%	46%	46%	44%	44%	10%	54%	46%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 54

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Base : Those using their mobile phones to make calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	269	28	80	108	159	12	257	192	57	15	44	137	176	30	150	114
Effective Weighted Sample	209	19	62	82	127	10	199	151	42	12	36	110	138	21	132	76
Total	274	25	82	107	166	12	261	198	55	16	48	145	182	27	184	88
		9%	30%	39%	61%	5%	95%	72%	20%	6%	17%	53%	67%	10%	67%	32%
Price of equipment/ kit	2	*	-	*	2	-	2	2	*	-	-	2	2	-	2	1
	1%	1%	-%	*%	1%	-%	1%	1%	1%	-%	-%	1%	1%	-%	1%	1%
		9%	-%	9%	91%	-%	100%	83%	17%	-%	-%	83%	83%	-%	74%	26%
Not sure	11	-	2	2	9	1	10	8	*	-	5	5	6	-	8	3
	4%	-%	2%	2%	5%	9%	4%	4%	1%	-%	10%	3%	3%	-%	4%	3%
		-%	18%	18%	79%	11%	89%	75%	3%	-%	44%	43%	53%	-%	72%	25%
QUALITY OF SERVICE	184	12	61	74	110	5	178	130	42	13	30	95	121	21	122	59
	67%	51%	75%	69%	66%	44%	68%	66%	77%	78%	64%	66%	66%	79%	67%	68%
		7%	33%	40%	60%	3%	97%	71%	23%	7%	17%	52%	66%	12%	66%	32%
PRICE	55	11	13	23	32	3	52	40	12	3	9	30	39	3	40	15
	20%	44%	15%	22%	19%	22%	20%	20%	22%	17%	19%	21%	22%	12%	22%	17%
		20%	23%	43%	57%	5%	95%	73%	22%	5%	16%	54%	71%	6%	73%	27%
CONVENIENCE	27	3	6	8	19	1	26	22	4	2	4	11	15	6	14	12
	10%	10%	7%	8%	11%	6%	10%	11%	8%	10%	9%	8%	8%	22%	8%	14%
		9%	21%	31%	69%	3%	97%	81%	16%	6%	16%	42%	55%	22%	54%	46%
IMPRESSION/ IMAGE	23	3	5	7	15	3	20	16	4	3	6	7	11	3	13	9
	8%	11%	6%	7%	9%	22%	8%	8%	8%	20%	13%	5%	6%	12%	7%	11%
		12%	21%	33%	67%	12%	88%	69%	18%	14%	28%	33%	46%	14%	58%	41%
NO NEED/ HABIT	10	1	3	3	7	1	10	6	3	-	2	7	7	1	5	5
	4%	3%	3%	3%	4%	6%	4%	3%	6%	-%	3%	5%	4%	2%	3%	6%
		7%	25%	32%	68%	7%	93%	59%	34%	-%	16%	72%	72%	5%	49%	51%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 55

Q19. You said earlier that your organisation uses (TAKEN FROM Q1 - VoIP or online calling (perhaps Skype/ FaceTime/ Vonage)/ Leased lines/ Broadband) to make calls. Why don't you make all your calls by using (VOIP/ leased lines/ broadband) from your place of work instead of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via VOIP, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using VOIP/ broadband/ leased lines to make calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 b	5-9 *c	1-9 d	10+ e	UP TO £50 *f	£51- £100 *g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	114	11	37	19	67	47	25	23	30	82	6	5	2	19	32
Effective Weighted Sample	80	11	37	19	62	44	23	17	20	60	3	5	2	14	20
Total	100	13	59	14	86	14	34	21	18	78	3	1	1	17	22
		13%	59%	14%	86%	14%	34%	21%	18%	78%	3%	1%	1%	17%	22%
Reliability of connection.	53	7	35	6	48	5	21	10	9	42	*	1	-	10	11
	53%	55%	59%	42%	56%	35%	61%	49%	51%	55%	10%	45%	-%	57%	47%
		13%	66%	11%	91%	9%	39%	20%	17%	80%	1%	1%	-%	18%	20%
Quality of line/ calls.	23	1	18	1	20	3	10	5	4	19	-	-	-	4	4
	23%	9%	30%	11%	24%	22%	28%	24%	22%	25%	-%	-%	-%	23%	17%
		5%	76%	6%	87%	13%	41%	22%	17%	83%	-%	-%	-%	17%	17%
Coverage/ black spots	7	1	5	1	7	1	1	2	1	5	-	*	*	2	2
	7%	9%	8%	5%	8%	5%	3%	8%	3%	7%	-%	15%	35%	11%	10%
		16%	64%	10%	90%	10%	16%	21%	7%	69%	-%	3%	3%	26%	31%
Inconvenient/ difficult to use	5	1	2	1	4	1	-	2	2	5	-	-	-	-	-
	5%	9%	3%	11%	5%	4%	-%	11%	14%	6%	-%	-%	-%	-%	-%
		24%	33%	31%	88%	12%	-%	49%	51%	100%	-%	-%	-%	-%	-%
Gives a poor impression to the person being called	4	1	2	1	4	1	-	2	2	3	-	-	-	1	1
	4%	9%	3%	5%	4%	4%	-%	9%	12%	4%	-%	-%	-%	7%	5%
		29%	39%	18%	86%	14%	-%	44%	56%	71%	-%	-%	-%	29%	29%
Not applicable - already make most/ all calls by VoIP	4	1	-	1	3	1	1	-	1	2	-	-	*	1	2
	4%	9%	-%	11%	3%	8%	2%	-%	4%	2%	-%	-%	65%	9%	8%
		31%	-%	40%	71%	29%	20%	-%	19%	51%	-%	-%	10%	39%	49%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 55

Q19. You said earlier that your organisation uses (TAKEN FROM Q1 - VoIP or online calling (perhaps Skype/ FaceTime/ Vonage)/ Leased lines/ Broadband) to make calls. Why don't you make all your calls by using (VOIP/ leased lines/ broadband) from your place of work instead of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via VOIP, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using VOIP/ broadband/ leased lines to make calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	i	*j	*k	*l	*m	n
Unweighted total	114	11	37	19	67	47	25	23	30	82	6	5	2	19	32
Effective Weighted Sample	80	11	37	19	62	44	23	17	20	60	3	5	2	14	20
Total	100	13	59	14	86	14	34	21	18	78	3	1	1	17	22
		13%	59%	14%	86%	14%	34%	21%	18%	78%	3%	1%	1%	17%	22%
Price of calls to landlines	4	1	2	1	4	*	2	1	-	4	*	-	-	-	*
	4%	9%	3%	5%	4%	1%	5%	3%	-%	5%	6%	-%	-%	-%	1%
		32%	43%	20%	95%	5%	43%	20%	-%	95%	5%	-%	-%	-%	5%
Habit/ may change in future	3	-	2	1	2	1	2	*	1	3	*	-	-	-	*
	3%	-%	3%	5%	3%	6%	5%	2%	5%	4%	6%	-%	-%	-%	1%
		-%	49%	23%	72%	28%	49%	11%	29%	94%	6%	-%	-%	-%	6%
Online calls not seen as professional by customers	3	-	2	1	2	1	-	2	*	3	-	-	-	-	-
	3%	-%	3%	5%	3%	4%	-%	9%	2%	4%	-%	-%	-%	-%	-%
		-%	55%	26%	81%	19%	-%	62%	12%	100%	-%	-%	-%	-%	-%
Price of calls to mobile phones	1	-	-	1	1	-	-	1	-	1	-	-	-	-	-
	1%	-%	-%	5%	1%	-%	-%	3%	-%	1%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Quality of customer service.	1	-	-	1	1	-	-	-	1	1	-	-	-	-	-
	1%	-%	-%	5%	1%	-%	-%	-%	4%	1%	-%	-%	-%	-%	-%
		-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%
Inconvenient/ difficult to install	1	-	-	-	-	1	-	-	*	1	-	-	-	-	-
	1%	-%	-%	-%	-%	5%	-%	-%	2%	1%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	50%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 55

Q19. You said earlier that your organisation uses (TAKEN FROM Q1 - VoIP or online calling (perhaps Skype/ FaceTime/ Vonage)/ Leased lines/ Broadband) to make calls. Why don't you make all your calls by using (VOIP/ leased lines/ broadband) from your place of work instead of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via VOIP, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using VOIP/ broadband/ leased lines to make calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	i	*j	*k	*l	*m	n
Unweighted total	114	11	37	19	67	47	25	23	30	82	6	5	2	19	32
Effective Weighted Sample	80	11	37	19	62	44	23	17	20	60	3	5	2	14	20
Total	100	13	59	14	86	14	34	21	18	78	3	1	1	17	22
		13%	59%	14%	86%	14%	34%	21%	18%	78%	3%	1%	1%	17%	22%
Inconvenient/ difficult to manage billing	1	-	-	-	-	1	-	*	-	*	*	-	-	-	*
	1%	-%	-%	-%	-%	4%	-%	2%	-%	*%	6%	-%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	65%	-%	65%	35%	-%	-%	-%	35%
Price of equipment/ kit	*	-	-	-	-	*	-	*	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	3%	-%	2%	-%	-%	10%	-%	-%	-%	2%
		-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	100%
Price of calls (unspecified)	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	3%	-%	-%	-%	*%	-%	-%	-%	-%	-%
		-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%
No need to/ just don't want to	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	27%	-%	-%	2%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Other	1	-	-	-	-	1	-	*	-	*	-	-	-	*	*
	1%	-%	-%	-%	-%	4%	-%	2%	-%	*%	-%	-%	-%	1%	1%
		-%	-%	-%	-%	100%	-%	65%	-%	65%	-%	-%	-%	35%	35%
Not sure	23	1	16	3	20	3	8	4	4	17	2	*	-	4	6
	23%	9%	27%	21%	23%	19%	23%	18%	20%	21%	68%	27%	-%	21%	28%
		5%	70%	13%	89%	11%	35%	17%	16%	73%	10%	2%	-%	15%	27%
QUALITY OF SERVICE	59	8	37	7	52	6	22	12	11	46	*	1	*	12	13
	58%	64%	62%	53%	61%	44%	65%	57%	58%	59%	10%	45%	35%	70%	58%
		14%	63%	13%	89%	11%	38%	21%	18%	78%	1%	1%	*%	20%	22%
CONVENIENCE	6	1	2	1	4	2	-	3	3	6	*	-	-	-	*
	6%	9%	3%	11%	5%	13%	-%	13%	15%	8%	6%	-%	-%	-%	1%
		19%	26%	24%	70%	30%	-%	44%	46%	97%	3%	-%	-%	-%	3%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 55

Q19. You said earlier that your organisation uses (TAKEN FROM Q1 - VoIP or online calling (perhaps Skype/ FaceTime/ Vonage)/ Leased lines/ Broadband) to make calls. Why don't you make all your calls by using (VOIP/ leased lines/ broadband) from your place of work instead of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via VOIP, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using VOIP/ broadband/ leased lines to make calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 *a	2-4 b	5-9 *c	1-9 d	10+ e	UP TO £50 *f	£51- £100 *g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	114	11	37	19	67	47	25	23	30	82	6	5	2	19	32
Effective Weighted Sample	80	11	37	19	62	44	23	17	20	60	3	5	2	14	20
Total	100	13	59	14	86	14	34	21	18	78	3	1	1	17	22
		13%	59%	14%	86%	14%	34%	21%	18%	78%	3%	1%	1%	17%	22%
IMPRESSION/ IMAGE	5	1	2	1	4	1	-	2	2	4	-	-	-	1	1
	5%	9%	3%	11%	5%	4%	-%	9%	12%	5%	-%	-%	-%	7%	5%
		24%	33%	31%	88%	12%	-%	37%	47%	76%	-%	-%	-%	24%	24%
PRICE	4	1	2	1	4	1	2	1	-	4	1	-	-	-	1
	4%	9%	3%	5%	4%	6%	5%	5%	-%	5%	16%	-%	-%	-%	2%
		26%	36%	17%	79%	21%	36%	25%	-%	88%	12%	-%	-%	-%	12%
NO NEED/ HABIT	4	-	2	1	2	1	2	*	1	3	*	*	-	-	1
	4%	-%	3%	5%	3%	9%	5%	2%	5%	4%	6%	27%	-%	-%	2%
		-%	44%	20%	65%	35%	44%	10%	26%	85%	5%	10%	-%	-%	15%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

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Base : Those using VOIP/ broadband/ leased lines to make calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Unweighted total	114	114	92	35	100	113	38	19	11	17	75	26	42	3	40
Effective Weighted Sample	80	80	64	22	71	80	26	11	6	10	53	18	30	2	32
Total	100	100	80	27	91	99	31	12	5	8	66	20	40	2	41
		100%	80%	27%	90%	99%	31%	12%	5%	8%	66%	20%	40%	2%	41%
Reliability of connection.	53	53	43	17	50	53	19	6	3	3	34	11	14	2	30
	53%	53%	53%	62%	55%	53%	62%	55%	66%	37%	52%	54%	34%	69%	74%
		100%	81%	32%	94%	100%	36%	12%	6%	6%	64%	21%	26%	3%	56%
Quality of line/ calls.	23	23	22	5	22	23	9	2	1	1	19	4	10	2	9
	23%	23%	28%	20%	25%	23%	30%	14%	20%	9%	29%	20%	24%	69%	22%
		100%	95%	23%	95%	100%	40%	7%	4%	3%	83%	18%	41%	7%	39%
Coverage/ black spots	7	7	7	4	7	7	1	*	*	*	6	2	4	-	4
	7%	7%	9%	13%	8%	8%	2%	2%	8%	2%	8%	9%	9%	-%	9%
		100%	95%	48%	95%	100%	10%	3%	5%	3%	74%	26%	50%	-%	48%
Inconvenient/ difficult to use	5	5	4	1	4	5	3	1	-	-	5	1	1	-	3
	5%	5%	5%	3%	4%	5%	11%	11%	-%	-%	7%	6%	3%	-%	8%
		100%	85%	19%	85%	100%	72%	27%	-%	-%	100%	24%	28%	-%	72%
Gives a poor impression to the person being called	4	4	3	*	3	4	2	2	-	1	4	3	2	-	2
	4%	4%	4%	1%	4%	4%	7%	16%	-%	14%	6%	15%	5%	-%	5%
		100%	82%	5%	82%	100%	52%	47%	-%	29%	100%	77%	48%	-%	47%
Not applicable - already make most/ all calls by VoIP	4	4	4	1	4	4	*	-	*	*	3	*	2	*	-
	4%	4%	5%	4%	4%	4%	1%	-%	8%	4%	5%	2%	6%	15%	-%
		100%	100%	29%	100%	100%	10%	-%	10%	10%	90%	10%	61%	10%	-%
Price of calls to landlines	4	4	1	2	3	4	*	*	-	-	4	1	2	-	2
	4%	4%	2%	7%	3%	4%	1%	2%	-%	-%	6%	6%	4%	-%	5%
		100%	37%	49%	80%	100%	5%	5%	-%	-%	100%	32%	49%	-%	51%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

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Base : Those using VOIP/ broadband/ leased lines to make calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Unweighted total	114	114	92	35	100	113	38	19	11	17	75	26	42	3	40
Effective Weighted Sample	80	80	64	22	71	80	26	11	6	10	53	18	30	2	32
Total	100	100	80	27	91	99	31	12	5	8	66	20	40	2	41
		100%	80%	27%	90%	99%	31%	12%	5%	8%	66%	20%	40%	2%	41%
Habit/ may change in future	3	3	3	-	3	3	3	*	-	1	3	*	2	-	*
	3%	3%	4%	-%	3%	3%	10%	2%	-%	9%	5%	2%	6%	-%	1%
		100%	94%	-%	94%	100%	94%	6%	-%	23%	100%	11%	72%	-%	11%
Online calls not seen as professional by customers	3	3	3	*	3	2	*	-	-	-	3	2	3	-	-
	3%	3%	4%	1%	3%	2%	1%	-%	-%	-%	4%	10%	7%	-%	-%
		100%	100%	7%	100%	74%	7%	-%	-%	-%	100%	68%	93%	-%	-%
Price of calls to mobile phones	1	1	-	-	-	1	-	-	-	-	1	-	-	-	1
	1%	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	2%
		100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	100%
Quality of customer service.	1	1	-	-	-	1	1	1	-	-	1	-	-	-	1
	1%	1%	-%	-%	-%	1%	2%	6%	-%	-%	1%	-%	-%	-%	2%
		100%	-%	-%	-%	100%	100%	100%	-%	-%	100%	-%	-%	-%	100%
Inconvenient/ difficult to install	1	1	*	-	*	1	-	-	*	-	*	-	-	-	*
	1%	1%	*%	-%	*%	1%	-%	-%	8%	-%	1%	-%	-%	-%	1%
		100%	50%	-%	50%	100%	-%	-%	50%	-%	50%	-%	-%	-%	50%
Inconvenient/ difficult to manage billing	1	1	1	*	1	1	*	*	-	-	*	-	*	-	*
	1%	1%	1%	1%	1%	1%	1%	2%	-%	-%	*%	-%	*%	-%	1%
		100%	100%	35%	100%	100%	35%	35%	-%	-%	35%	-%	35%	-%	65%
Price of equipment/ kit	*	*	*	*	*	*	-	*	-	*	*	-	*	-	-
	*%	*%	*%	1%	*%	*%	-%	3%	-%	4%	1%	-%	1%	-%	-%
		100%	100%	100%	100%	100%	-%	100%	-%	100%	100%	-%	100%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

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Base : Those using VOIP/ broadband/ leased lines to make calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	114	114	92	35	100	113	38	19	11	17	75	26	42	3	40
Effective Weighted Sample	80	80	64	22	71	80	26	11	6	10	53	18	30	2	32
Total	100	100	80	27	91	99	31	12	5	8	66	20	40	2	41
		100%	80%	27%	90%	99%	31%	12%	5%	8%	66%	20%	40%	2%	41%
Price of calls (unspecified)	*	*	*	-	*	*	*	-	-	-	-	-	*	-	-
	*%	*%	*%	-%	*%	*%	1%	-%	-%	-%	-%	-%	1%	-%	-%
		100%	100%	-%	100%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%
No need to/ just don't want to	*	*	*	-	*	*	-	-	*	-	-	-	-	*	-
	*%	*%	*%	-%	*%	*%	-%	-%	8%	-%	-%	-%	-%	15%	-%
		100%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Other	1	1	*	-	*	1	-	-	-	1	*	-	-	-	-
	1%	1%	*%	-%	*%	1%	-%	-%	-%	7%	*%	-%	-%	-%	-%
		100%	35%	-%	35%	100%	-%	-%	-%	100%	35%	-%	-%	-%	-%
Not sure	23	23	16	6	18	23	2	3	*	3	9	2	11	-	5
	23%	23%	20%	21%	20%	23%	6%	26%	8%	31%	14%	11%	28%	-%	12%
		100%	72%	26%	80%	100%	8%	14%	2%	11%	40%	10%	50%	-%	22%
QUALITY OF SERVICE	59	59	48	17	55	59	22	7	3	4	39	13	18	2	31
	58%	58%	59%	62%	60%	59%	72%	63%	70%	44%	59%	65%	44%	69%	76%
		100%	82%	29%	93%	100%	38%	13%	6%	6%	67%	23%	30%	3%	53%
CONVENIENCE	6	6	5	1	5	6	4	1	*	-	5	1	2	-	4
	6%	6%	6%	4%	5%	6%	12%	13%	8%	-%	8%	6%	4%	-%	10%
		100%	82%	19%	82%	100%	60%	24%	6%	-%	88%	19%	26%	-%	68%
IMPRESSION/ IMAGE	5	5	4	*	4	4	2	2	-	1	5	3	3	-	2
	5%	5%	5%	1%	4%	4%	7%	16%	-%	14%	7%	15%	7%	-%	5%
		100%	85%	4%	85%	85%	44%	40%	-%	24%	100%	65%	56%	-%	40%
PRICE	4	4	2	2	4	4	1	1	-	*	4	1	3	-	2
	4%	4%	3%	8%	4%	4%	2%	5%	-%	4%	6%	6%	6%	-%	5%
		100%	47%	49%	83%	100%	12%	12%	-%	8%	92%	26%	57%	-%	43%

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Base : Those using VOIP/ broadband/ leased lines to make calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Unweighted total	114	114	92	35	100	113	38	19	11	17	75	26	42	3	40
Effective Weighted Sample	80	80	64	22	71	80	26	11	6	10	53	18	30	2	32
Total	100	100	80	27	91	99	31	12	5	8	66	20	40	2	41
		100%	80%	27%	90%	99%	31%	12%	5%	8%	66%	20%	40%	2%	41%
NO NEED/ HABIT	4	4	3	-	3	4	3	*	*	1	3	*	2	*	*
	4%	4%	4%	-%	4%	4%	10%	2%	8%	9%	5%	2%	6%	15%	1%
		100%	95%	-%	95%	100%	85%	5%	10%	20%	90%	10%	65%	10%	10%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

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Base : Those using VOIP/ broadband/ leased lines to make calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	*h	*i	*j	k	l	*m	n	o
Unweighted total	114	17	35	52	61	1	113	88	21	7	16	44	67	12	45	63
Effective Weighted Sample	80	11	24	35	45	1	80	63	15	6	11	32	49	7	39	40
Total	100	13	30	43	56	1	99	78	19	4	12	43	65	6	54	43
		13%	30%	43%	56%	1%	99%	78%	19%	4%	12%	42%	65%	6%	54%	43%
Reliability of connection.	53	7	19	26	27	-	53	40	11	2	5	27	35	4	32	20
	53%	55%	64%	61%	47%	-%	53%	52%	56%	65%	40%	63%	53%	69%	58%	46%
		14%	36%	50%	50%	-%	100%	76%	20%	5%	9%	51%	65%	8%	60%	37%
Quality of line/ calls.	23	3	6	9	14	-	23	17	6	1	3	9	15	2	13	11
	23%	21%	21%	21%	25%	-%	23%	22%	31%	25%	21%	21%	23%	27%	24%	25%
		12%	28%	39%	61%	-%	100%	75%	25%	4%	11%	39%	66%	7%	55%	45%
Coverage/ black spots	7	2	*	2	6	-	7	6	2	-	2	4	4	*	6	1
	7%	12%	1%	4%	10%	-%	8%	8%	8%	-%	14%	9%	6%	3%	11%	3%
		21%	5%	26%	74%	-%	100%	79%	21%	-%	21%	50%	50%	3%	80%	17%
Inconvenient/ difficult to use	5	-	2	2	2	-	5	4	1	1	1	1	4	-	2	3
	5%	-%	8%	5%	4%	-%	5%	5%	4%	20%	8%	3%	6%	-%	4%	7%
		-%	49%	49%	51%	-%	100%	85%	15%	15%	19%	23%	81%	-%	40%	60%
Gives a poor impression to the person being called	4	-	1	1	3	-	4	*	4	-	-	3	3	*	2	2
	4%	-%	3%	2%	6%	-%	4%	*%	19%	-%	-%	6%	4%	3%	4%	4%
		-%	23%	23%	77%	-%	100%	9%	91%	-%	-%	66%	66%	5%	58%	42%
Not applicable - already make most/ all calls by VoIP	4	1	-	1	3	-	4	3	*	-	-	1	2	*	2	1
	4%	6%	-%	2%	5%	-%	4%	4%	2%	-%	-%	2%	3%	6%	4%	3%
		20%	-%	20%	71%	-%	100%	90%	10%	-%	-%	20%	51%	10%	51%	39%
Price of calls to landlines	4	-	2	2	2	-	4	4	-	1	1	1	3	-	4	*
	4%	-%	6%	4%	3%	-%	4%	5%	-%	20%	6%	3%	5%	-%	6%	*%
		-%	51%	51%	49%	-%	100%	100%	-%	20%	20%	37%	80%	-%	95%	5%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 55

Q19. You said earlier that your organisation uses (TAKEN FROM Q1 - VoIP or online calling (perhaps Skype/ FaceTime/ Vonage)/ Leased lines/ Broadband) to make calls. Why don't you make all your calls by using (VOIP/ leased lines/ broadband) from your place of work instead of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via VOIP, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using VOIP/ broadband/ leased lines to make calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	*h	*i	*j	k	l	*m	n	o
Unweighted total	114	17	35	52	61	1	113	88	21	7	16	44	67	12	45	63
Effective Weighted Sample	80	11	24	35	45	1	80	63	15	6	11	32	49	7	39	40
Total	100	13	30	43	56	1	99	78	19	4	12	43	65	6	54	43
		13%	30%	43%	56%	1%	99%	78%	19%	4%	12%	42%	65%	6%	54%	43%
Habit/ may change in future	3	-	2	2	1	-	3	3	-	*	3	-	*	*	2	1
	3%	-%	7%	5%	2%	-%	3%	4%	-%	5%	21%	-%	1%	6%	4%	2%
		-%	66%	66%	34%	-%	100%	100%	-%	6%	78%	-%	11%	11%	72%	28%
Online calls not seen as professional by customers	3	-	*	*	3	1	2	*	2	-	-	3	3	*	2	1
	3%	-%	1%	*%	5%	100%	2%	*%	9%	-%	-%	6%	4%	3%	3%	3%
		-%	7%	7%	93%	26%	74%	12%	62%	-%	-%	93%	93%	7%	55%	45%
Price of calls to mobile phones	1	-	1	1	-	-	1	1	-	1	1	-	-	-	1	-
	1%	-%	2%	2%	-%	-%	1%	1%	-%	20%	6%	-%	-%	-%	1%	-%
		-%	100%	100%	-%	-%	100%	100%	-%	100%	100%	-%	-%	-%	100%	-%
Quality of customer service.	1	-	1	1	-	-	1	-	1	-	-	1	1	-	1	-
	1%	-%	2%	2%	-%	-%	1%	-%	4%	-%	-%	2%	1%	-%	1%	-%
		-%	100%	100%	-%	-%	100%	-%	100%	-%	-%	100%	100%	-%	100%	-%
Inconvenient/ difficult to install	1	-	1	1	-	-	1	*	*	-	-	*	1	-	*	*
	1%	-%	2%	2%	-%	-%	1%	*%	2%	-%	-%	1%	1%	-%	1%	1%
		-%	100%	100%	-%	-%	100%	50%	50%	-%	-%	50%	100%	-%	50%	50%
Inconvenient/ difficult to manage billing	1	-	*	*	*	-	1	1	-	-	-	*	1	-	-	1
	1%	-%	1%	1%	*%	-%	1%	1%	-%	-%	-%	*%	1%	-%	-%	1%
		-%	65%	65%	35%	-%	100%	100%	-%	-%	-%	35%	100%	-%	-%	100%
Price of equipment/ kit	*	-	-	-	*	-	*	*	-	*	*	-	-	-	*	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	10%	3%	-%	-%	-%	1%	-%
		-%	-%	-%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	100%	-%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 55

Q19. You said earlier that your organisation uses (TAKEN FROM Q1 - VoIP or online calling (perhaps Skype/ FaceTime/ Vonage)/ Leased lines/ Broadband) to make calls. Why don't you make all your calls by using (VOIP/ leased lines/ broadband) from your place of work instead of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via VOIP, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using VOIP/ broadband/ leased lines to make calls

	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS						NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	*h	*i	*j	k	l	*m	n	o
Unweighted total	114	17	35	52	61	1	113	88	21	7	16	44	67	12	45	63
Effective Weighted Sample	80	11	24	35	45	1	80	63	15	6	11	32	49	7	39	40
Total	100	13	30	43	56	1	99	78	19	4	12	43	65	6	54	43
		13%	30%	43%	56%	1%	99%	78%	19%	4%	12%	42%	65%	6%	54%	43%
Price of calls (unspecified)	*	-	*	*	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	1%	1%	-%	-%	*%	*%	-%	-%	-%	1%	1%	-%	-%	1%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	100%	100%	-%	-%	100%
No need to/ just don't want to	*	-	-	-	*	-	*	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	1%	-%	*%	-%	2%	-%	-%	1%	1%	-%	-%	1%
		-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	100%	100%	-%	-%	100%
Other	1	*	-	*	*	-	1	*	-	-	-	*	*	-	-	1
	1%	3%	-%	1%	*%	-%	1%	*%	-%	-%	-%	1%	1%	-%	-%	1%
		65%	-%	65%	35%	-%	100%	35%	-%	-%	-%	65%	65%	-%	-%	100%
Not sure	23	4	4	7	16	-	23	18	4	-	3	8	15	1	10	12
	23%	27%	12%	17%	28%	-%	23%	23%	24%	-%	28%	19%	23%	15%	18%	28%
		16%	16%	32%	68%	-%	100%	79%	20%	-%	14%	35%	66%	4%	43%	53%
QUALITY OF SERVICE	59	9	21	29	29	-	59	45	12	2	5	28	38	4	34	23
	58%	65%	69%	67%	52%	-%	59%	58%	61%	65%	40%	66%	58%	69%	63%	53%
		15%	35%	50%	50%	-%	100%	77%	20%	4%	8%	48%	65%	7%	58%	39%
CONVENIENCE	6	-	3	3	3	-	6	5	1	1	1	2	5	-	2	4
	6%	-%	11%	8%	5%	-%	6%	6%	6%	20%	8%	4%	8%	-%	4%	9%
		-%	56%	56%	44%	-%	100%	82%	18%	12%	15%	27%	85%	-%	37%	63%
IMPRESSION/ IMAGE	5	-	1	1	4	1	4	*	4	-	-	3	3	*	2	2
	5%	-%	3%	2%	7%	100%	4%	*%	19%	-%	-%	8%	5%	3%	4%	6%
		-%	19%	19%	81%	15%	85%	7%	77%	-%	-%	72%	72%	4%	49%	51%
PRICE	4	-	2	2	2	-	4	4	-	1	1	2	3	-	4	1
	4%	-%	8%	5%	4%	-%	4%	6%	-%	30%	9%	4%	5%	-%	7%	1%
		-%	51%	51%	49%	-%	100%	100%	-%	25%	25%	39%	75%	-%	88%	12%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 55

Q19. You said earlier that your organisation uses (TAKEN FROM Q1 - VoIP or online calling (perhaps Skype/ FaceTime/ Vonage)/ Leased lines/ Broadband) to make calls. Why don't you make all your calls by using (VOIP/ leased lines/ broadband) from your place of work instead of using your fixed line service(s)? IF NECESSARY: Even if you are already making most of your office calls via VOIP, we are still interested to know why you aren't making ALL your calls this way. (MULTI CODE)

Base : Those using VOIP/ broadband/ leased lines to make calls

		SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%	Total	*a	b	c	d	*e	f	g	*h	*i	*j	k	l	*m	n	o
Unweighted total	114	17	35	52	61	1	113	88	21	7	16	44	67	12	45	63
Effective Weighted Sample	80	11	24	35	45	1	80	63	15	6	11	32	49	7	39	40
Total	100	13	30	43	56	1	99	78	19	4	12	43	65	6	54	43
		13%	30%	43%	56%	1%	99%	78%	19%	4%	12%	42%	65%	6%	54%	43%
NO NEED/ HABIT	4	-	2	2	1	-	4	3	*	*	3	*	1	*	2	1
	4%	-%	7%	5%	3%	-%	4%	4%	2%	5%	21%	1%	1%	6%	4%	3%
		-%	60%	60%	40%	-%	100%	90%	10%	5%	70%	10%	20%	10%	65%	35%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Prefer to talk to the other person	126	23	72	17	112	13	56	21	18	117	2	1	-	5	9
	36%	33%	35%	45%	36%	39%	38%	30%	43%	37%	20%	47%	-%	32%	30%
		19%	57%	13%	89%	11%	44%	17%	15%	93%	1%	1%	-%	4%	7%
Inconvenient/ Difficult to use	122	32	66	15	112	10	56	16	12	114	3	1	*	5	8
	35%	44%	32%	39%	36%	29%	39%	22%	29%	36%	31%	24%	65%	27%	29%
							g								
		26%	54%	12%	92%	8%	46%	13%	10%	93%	2%	1%	*%	4%	7%
Customers need a personal touch	95	22	45	14	81	14	41	21	12	87	2	1	*	4	8
	27%	31%	22%	37%	26%	41%	28%	29%	29%	28%	24%	35%	65%	26%	27%
				b		bd									
		23%	47%	15%	85%	15%	43%	22%	13%	92%	2%	1%	*%	5%	8%
Not suitable for certain types of conversation	94	22	58	7	87	6	44	18	11	87	4	*	-	3	7
	27%	31%	28%	20%	28%	18%	30%	25%	26%	27%	44%	12%	-%	16%	23%
		24%	62%	8%	93%	7%	47%	19%	12%	93%	4%	*%	-%	3%	7%
Takes too long to type/ a voice call is quicker	42	7	32	1	40	2	27	8	4	38	1	-	-	3	4
	12%	10%	16%	2%	13%	7%	19%	10%	9%	12%	9%	-%	-%	17%	13%
			ce		c										
		17%	76%	2%	94%	6%	64%	18%	9%	91%	2%	-%	-%	7%	9%
No good when you need an immediate response	29	4	22	1	27	1	17	6	2	28	*	-	-	1	1
	8%	5%	11%	4%	9%	4%	12%	8%	5%	9%	4%	-%	-%	4%	4%
			e												
		12%	78%	5%	96%	4%	61%	21%	8%	96%	1%	-%	-%	3%	4%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Use when appropriate	27	8	14	1	24	3	13	5	1	25	-	-	-	2	2
	8%	11%	7%	4%	8%	8%	9%	7%	3%	8%	-%	-%	-%	9%	5%
		30%	54%	5%	89%	11%	48%	19%	4%	94%	-%	-%	-%	6%	6%
Not appropriate method of contacting clients	22	2	11	4	18	4	7	10	4	21	*	*	*	*	1
	6%	3%	6%	12%	6%	11%	5%	14%	10%	6%	2%	12%	35%	2%	4%
								f							
		11%	52%	20%	83%	17%	31%	46%	19%	95%	1%	2%	1%	2%	5%
Reliability of connection	13	1	10	1	12	1	7	3	1	13	-	*	-	-	*
	4%	2%	5%	4%	4%	3%	5%	4%	3%	4%	-%	6%	-%	-%	1%
		9%	72%	11%	92%	8%	53%	23%	10%	99%	-%	1%	-%	-%	1%
Not seen as professional by customers	13	2	6	2	11	2	3	6	2	13	-	*	-	-	*
	4%	3%	3%	6%	4%	6%	2%	9%	5%	4%	-%	11%	-%	-%	1%
		18%	50%	17%	85%	15%	24%	48%	18%	97%	-%	3%	-%	-%	3%
Coverage/ black spots	7	-	5	1	6	1	2	4	*	6	-	-	-	1	1
	2%	-%	2%	2%	2%	3%	1%	5%	1%	2%	-%	-%	-%	4%	3%
		-%	73%	11%	84%	16%	24%	54%	5%	89%	-%	-%	-%	11%	11%
Habit/ may change in future	6	-	5	1	6	1	2	2	1	4	2	1	-	-	2
	2%	-%	2%	2%	2%	2%	1%	2%	2%	1%	20%	23%	-%	-%	8%
		-%	77%	12%	89%	11%	26%	26%	11%	63%	26%	12%	-%	-%	i 37%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 £51- £100 £101+ f g h		LAND- LINE i	ISDN2/2E j	ISDN30 k	LL/ PRIVATE CIRCUIT l	BROAD- BAND m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	%	5%	8%
Gives a poor impression to the person being contacted	6	-	3	1	5	1	2	3	1	5	-	*	-	-	*
	2%	-%	2%	4%	1%	3%	1%	4%	2%	2%	-%	6%	-%	-%	1%
		-%	57%	26%	84%	16%	35%	48%	17%	97%	-%	3%	-%	-%	3%
Price of texts	4	-	3	-	3	*	2	2	*	3	*	-	-	-	*
	1%	-%	2%	-%	1%	1%	1%	2%	%	1%	2%	-%	-%	-%	1%
		-%	89%	-%	89%	11%	45%	45%	5%	95%	5%	-%	-%	-%	5%
No need to/ just don't want to	2	1	-	-	1	1	-	*	-	2	-	-	-	-	-
	1%	2%	-%	-%	%	2%	-%	%	-%	1%	-%	-%	-%	-%	-%
		62%	-%	-%	62%	38%	-%	19%	-%	100%	-%	-%	-%	-%	-%
Quality of line/ calls	2	-	2	-	2	*	2	-	*	2	-	-	-	-	-
	1%	-%	1%	-%	1%	1%	1%	-%	%	1%	-%	-%	-%	-%	-%
		-%	89%	-%	89%	11%	89%	-%	11%	100%	-%	-%	-%	-%	-%
Other	2	-	2	-	2	-	-	2	-	2	-	-	-	-	-
	%	-%	1%	-%	1%	-%	-%	2%	-%	1%	-%	-%	-%	-%	-%
		-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Not sure	23	2	16	3	21	1	4	4	5	20	1	-	-	2	2
	7%	3%	8%	8%	7%	4%	3%	6%	13%	6%	9%	-%	-%	9%	8%
									f						
		10%	71%	13%	94%	6%	19%	18%	24%	90%	3%	-%	-%	7%	10%
CONVENIENCE	222	49	127	26	201	21	107	33	27	207	4	2	*	10	16
	64%	69%	62%	69%	64%	61%	74%	45%	62%	65%	44%	59%	65%	58%	55%
							g								
		22%	57%	12%	91%	9%	48%	15%	12%	93%	2%	1%	%	4%	7%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
IMPRESSION/ IMAGE/ NOT SUITABLE	168	36	91	20	147	20	72	37	21	154	5	2	1	6	13
	48%	51%	45%	53%	47%	58%	50%	50%	50%	48%	64%	53%	100%	35%	46%
						b									
		22%	54%	12%	88%	12%	43%	22%	13%	92%	3%	1%	1%	4%	8%
QUALITY OF SERVICE	18	1	13	2	16	2	7	6	2	17	-	*	-	1	1
	5%	2%	6%	6%	5%	5%	5%	9%	4%	5%	-%	6%	-%	4%	3%
		6%	71%	12%	90%	10%	40%	35%	9%	95%	-%	1%	-%	4%	5%
NO NEED/ HABIT	8	1	5	1	7	1	2	2	1	6	2	1	-	-	2
	2%	2%	2%	2%	2%	4%	1%	3%	2%	2%	20%	23%	-%	-%	8%
		14%	59%	9%	82%	18%	20%	24%	9%	71%	20%	9%	-%	-%	29%
PRICE	4	-	3	-	3	*	2	2	*	3	*	-	-	-	*
	1%	-%	2%	-%	1%	1%	1%	2%	1%	1%	2%	-%	-%	-%	1%
		-%	89%	-%	89%	11%	45%	45%	5%	95%	5%	-%	-%	-%	5%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%	Total														
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Prefer to talk to the other person	126	126	78	28	96	117	25	8	5	4	21	9	42	4	57
	36%	36%	37%	27%	35%	37%	39%	35%	50%	42%	32%	33%	29%	42%	45%
		100%	62%	23%	76%	93%	20%	6%	4%	3%	17%	8%	34%	3%	45%
Inconvenient/ Difficult to use	122	122	64	44	94	102	21	7	2	1	17	12	37	3	58
	35%	35%	31%	42%	34%	32%	32%	30%	25%	17%	26%	43%	25%	27%	45%
		100%	52%	36%	77%	84%	17%	6%	2%	1%	14%	10%	30%	2%	47%
Customers need a personal touch	95	95	58	25	73	90	19	6	3	6	15	5	36	3	39
	27%	27%	28%	23%	27%	28%	29%	25%	35%	71%	24%	18%	24%	29%	30%
		100%	61%	26%	77%	95%	20%	6%	3%	7%	16%	5%	37%	3%	41%
Not suitable for certain types of conversation	94	94	56	25	75	86	18	6	*	3	18	6	39	3	41
	27%	27%	27%	24%	28%	27%	28%	28%	4%	32%	28%	21%	27%	35%	32%
		100%	60%	27%	81%	92%	19%	7%	*%	3%	20%	6%	42%	3%	43%
Takes too long to type/ a voice call is quicker	42	42	26	17	35	38	11	2	-	2	12	3	15	2	20
	12%	12%	12%	16%	13%	12%	16%	10%	-%	24%	18%	10%	10%	17%	16%
		100%	61%	40%	82%	90%	25%	5%	-%	5%	28%	7%	36%	4%	48%
No good when you need an immediate response	29	29	19	6	23	27	7	*	-	*	9	2	14	2	10
	8%	8%	9%	6%	8%	8%	11%	2%	-%	4%	14%	6%	10%	17%	8%
		100%	68%	22%	79%	94%	25%	1%	-%	1%	33%	6%	50%	6%	35%
Use when appropriate	27	27	24	7	25	26	4	*	-	*	9	2	17	-	8
	8%	8%	11%	7%	9%	8%	6%	2%	-%	4%	14%	8%	12%	-%	6%
		100%	88%	26%	93%	96%	14%	1%	-%	1%	35%	9%	64%	-%	28%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Not appropriate method of contacting clients	22	22	15	3	17	22	3	3	1	1	9	4	11	-	5
	6%	6%	7%	2%	6%	7%	5%	13%	10%	17%	13%	13%	7%	-%	4%
		100%	70%	12%	77%	100%	16%	14%	4%	7%	40%	17%	49%	-%	24%
Reliability of connection	13	13	8	5	11	13	3	*	1	-	2	2	4	-	8
	4%	4%	4%	5%	4%	4%	5%	1%	6%	-%	3%	7%	3%	-%	6%
		100%	58%	38%	84%	100%	25%	1%	4%	-%	15%	15%	28%	-%	58%
Not seen as professional by customers	13	13	7	1	7	13	1	-	*	*	3	-	6	2	3
	4%	4%	4%	1%	3%	4%	2%	-%	4%	4%	5%	-%	4%	17%	2%
		100%	58%	4%	58%	100%	11%	-%	3%	3%	24%	-%	49%	12%	20%
Coverage/ black spots	7	7	5	2	6	7	*	2	-	-	-	-	5	-	-
	2%	2%	2%	2%	2%	2%	1%	10%	-%	-%	-%	-%	3%	-%	-%
		100%	70%	24%	95%	100%	5%	35%	-%	-%	-%	-%	76%	-%	-%
Habit/ may change in future	6	6	5	2	6	6	2	2	1	-	*	-	3	-	2
	2%	2%	2%	2%	2%	2%	4%	10%	8%	-%	1%	-%	2%	-%	2%
		100%	74%	37%	100%	100%	37%	37%	12%	-%	6%	-%	51%	-%	37%
Gives a poor impression to the person being contacted	6	6	4	3	4	6	2	1	*	-	*	-	2	-	2
	2%	2%	2%	2%	1%	2%	3%	3%	2%	-%	1%	-%	2%	-%	1%
		100%	71%	45%	71%	100%	39%	13%	3%	-%	6%	-%	42%	-%	32%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD	SMART-	STANDARD	NET:	FIXED	MOBILE	ISDN2/2E	ISDN30	LL/ PRIVATE	VIDEO	BT	BT	OTHER	
		LANDLINE	PHONES	MOBILES	MOBILES	BROAD- BAND	BROAD- BAND			CIRCUIT					CONFER- ENCING
Significance Level: 95%	Total	a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Price of texts	4	4	*	2	2	2	*	*	-	-	2	*	3	-	-
	1%	1%	*%	2%	1%	1%	*%	1%	-%	-%	3%	1%	2%	-%	-%
		100%	5%	50%	50%	55%	5%	5%	-%	-%	55%	5%	89%	-%	-%
No need to/ just don't want to	2	2	*	2	2	2	1	*	-	-	-	-	*	-	-
	1%	1%	*%	1%	1%	1%	2%	2%	-%	-%	-%	-%	*%	-%	-%
		100%	19%	81%	81%	100%	62%	19%	-%	-%	-%	-%	19%	-%	-%
Quality of line/ calls	2	2	2	-	2	2	-	-	-	-	-	*	*	-	-
	1%	1%	1%	-%	1%	1%	-%	-%	-%	-%	-%	1%	*%	-%	-%
		100%	89%	-%	89%	100%	-%	-%	-%	-%	-%	11%	11%	-%	-%
Other	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
		100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Not sure	23	23	16	7	18	21	2	1	2	-	5	3	11	2	2
	7%	7%	8%	7%	6%	7%	3%	3%	20%	-%	7%	11%	8%	17%	1%
		100%	71%	33%	78%	95%	8%	3%	8%	-%	21%	13%	n 50%	7%	7%
CONVENIENCE	222	222	124	66	169	200	43	13	5	5	35	19	81	6	97
	64%	64%	59%	63%	62%	63%	67%	56%	54%	61%	54%	66%	55%	65%	76%
		100%	56%	30%	76%	90%	19%	6%	2%	2%	16%	8%	36%	3%	43%
IMPRESSION/ IMAGE/ NOT SUITABLE	168	168	98	46	129	156	33	12	4	8	30	11	64	6	67
	48%	48%	47%	44%	47%	49%	51%	51%	43%	94%	46%	37%	44%	63%	53%
		100%	58%	28%	77%	93%	20%	7%	2%	5%	18%	6%	38%	4%	40%
QUALITY OF SERVICE	18	18	10	7	16	18	3	3	1	-	2	2	8	-	8
	5%	5%	5%	6%	6%	6%	5%	11%	6%	-%	3%	7%	6%	-%	6%
		100%	58%	37%	86%	100%	18%	14%	3%	-%	11%	11%	47%	-%	43%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
NO NEED/ HABIT	8	8	5	4	8	8	3	3	1	-	*	-	4	-	2
	2%	2%	2%	4%	3%	3%	5%	12%	8%	-%	1%	-%	2%	-%	2%
		100%	62%	47%	96%	100%	43%	33%	9%	-%	4%	-%	44%	-%	29%
PRICE	4	4	*	2	2	2	*	*	-	-	2	*	3	-	-
	1%	1%	*%	2%	1%	1%	*%	1%	-%	-%	3%	1%	2%	-%	-%
		100%	5%	50%	50%	55%	5%	5%	-%	-%	55%	5%	89%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Prefer to talk to the other person	126	12	39	51	75	9	117	89	24	1	14	72	95	12	90	34
	36%	31%	37%	36%	37%	32%	37%	37%	36%	7%	25%	37%	39%	36%	39%	30%
		9%	31%	40%	60%	7%	93%	71%	19%	1%	11%	57%	75%	10%	72%	27%
Inconvenient/ Difficult to use	122	13	43	56	66	20	102	74	23	4	15	77	93	10	92	30
	35%	35%	41%	39%	32%	69%	32%	31%	34%	18%	27%	40%	38%	30%	40%	27%
		11%	35%	46%	54%	16%	84%	61%	19%	3%	12%	63%	76%	8%	75%	24%
Customers need a personal touch	95	8	27	35	60	5	90	69	19	3	14	54	69	9	64	31
	27%	21%	25%	24%	30%	17%	28%	29%	29%	17%	25%	28%	28%	26%	27%	28%
		8%	28%	36%	63%	5%	95%	73%	20%	4%	14%	57%	72%	9%	67%	33%
Not suitable for certain types of conversation	94	6	30	36	58	8	86	65	18	4	16	54	63	12	67	26
	27%	17%	28%	25%	28%	26%	27%	27%	26%	21%	29%	28%	26%	35%	29%	23%
		7%	32%	38%	62%	8%	92%	70%	19%	5%	17%	58%	68%	13%	72%	28%
Takes too long to type/ a voice call is quicker	42	3	14	17	25	4	38	31	6	2	6	30	33	*	32	10
	12%	9%	13%	12%	12%	15%	12%	13%	9%	12%	10%	15%	14%	1%	14%	9%
		8%	33%	41%	59%	10%	90%	75%	15%	6%	13%	71%	79%	1%	76%	24%
No good when you need an immediate response	29	4	12	16	13	2	27	20	5	1	4	22	24	-	20	8
	8%	12%	11%	11%	6%	6%	8%	8%	8%	4%	7%	11%	10%	-%	9%	8%
		15%	40%	55%	45%	6%	94%	70%	18%	3%	14%	77%	84%	-%	70%	30%
Use when appropriate	27	3	5	8	19	1	26	20	6	4	7	12	15	3	22	5
	8%	8%	4%	5%	9%	4%	8%	8%	9%	17%	12%	6%	6%	10%	9%	5%
		12%	17%	29%	71%	4%	96%	74%	22%	13%	25%	44%	56%	13%	80%	20%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Not appropriate method of contacting clients	22	3	4	7	15	-	22	18	4	2	5	9	13	3	14	7
	6%	8%	4%	5%	7%	-%	7%	7%	5%	12%	10%	5%	6%	8%	6%	6%
		13%	17%	31%	68%	-%	100%	82%	17%	11%	25%	43%	62%	12%	65%	33%
Reliability of connection	13	3	3	6	7	-	13	11	2	*	2	8	8	3	9	4
	4%	9%	3%	4%	3%	-%	4%	5%	3%	1%	3%	4%	3%	10%	4%	3%
		24%	23%	47%	52%	-%	100%	85%	15%	1%	13%	63%	63%	24%	71%	28%
Not seen as professional by customers	13	2	3	5	8	-	13	9	4	1	2	6	9	2	6	6
	4%	5%	3%	4%	4%	-%	4%	4%	6%	4%	4%	3%	4%	6%	3%	6%
		15%	26%	41%	59%	-%	100%	67%	33%	6%	18%	49%	67%	15%	49%	49%
Coverage/ black spots	7	2	4	5	1	-	7	6	*	2	2	2	2	2	4	3
	2%	4%	3%	4%	1%	-%	2%	3%	1%	8%	4%	1%	1%	5%	2%	3%
		24%	54%	78%	22%	-%	100%	95%	5%	24%	30%	35%	35%	24%	54%	46%
Habit/ may change in future	6	-	3	3	4	-	6	5	1	2	2	4	5	-	3	3
	2%	-%	3%	2%	2%	-%	2%	2%	2%	8%	3%	2%	2%	-%	1%	3%
		-%	43%	43%	57%	-%	100%	77%	23%	26%	26%	69%	74%	-%	51%	49%
Gives a poor impression to the person being contacted	6	*	3	4	2	-	6	4	1	-	-	3	5	1	2	4
	2%	1%	3%	3%	1%	-%	2%	2%	2%	-%	-%	1%	2%	2%	1%	4%
		6%	61%	68%	32%	-%	100%	77%	23%	-%	-%	52%	87%	13%	29%	71%
Price of texts	4	*	*	*	3	2	2	2	-	2	2	-	2	-	3	*
	1%	1%	*%	*%	2%	6%	1%	1%	-%	9%	4%	-%	1%	-%	1%	*%
			5%	5%	11%	89%	45%	55%	50%	-%	50%	k	-%	45%	-%	89%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
No need to/ just don't want to	2	-	1	1	1	-	2	1	1	-	-	*	*	2	-	2
	1%	-%	1%	1%	*%	-%	1%	*%	2%	-%	-%	*%	*%	5%	-%	2%
														kl		
		-%	62%	62%	38%	-%	100%	38%	62%	-%	-%	19%	19%	81%	-%	100%
Quality of line/ calls	2	2	-	2	*	-	2	2	-	-	-	*	*	2	2	*
	1%	4%	-%	1%	*%	-%	1%	1%	-%	-%	-%	*%	*%	5%	1%	*%
		d												kl		
		89%	-%	89%	11%	-%	100%	100%	-%	-%	-%	11%	11%	89%	89%	11%
Other	2	-	-	-	2	2	-	-	-	-	-	2	2	-	2	-
	*%	-%	-%	-%	1%	6%	-%	-%	-%	-%	-%	1%	1%	-%	1%	-%
		-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	100%	-%	100%	-%
Not sure	23	3	8	10	12	1	21	14	5	1	3	10	16	2	6	16
	7%	7%	7%	7%	6%	4%	7%	6%	8%	4%	6%	5%	7%	5%	3%	15%
															n	
		12%	34%	46%	54%	5%	95%	64%	24%	3%	14%	46%	72%	8%	28%	72%
CONVENIENCE	222	24	73	97	126	23	200	149	42	7	28	139	168	16	163	57
	64%	64%	70%	68%	61%	79%	63%	62%	63%	34%	52%	72%	70%	48%	70%	52%
												jm	jm		o	
		11%	33%	43%	56%	10%	90%	67%	19%	3%	13%	63%	76%	7%	73%	26%
IMPRESSION/ IMAGE/ NOT SUITABLE	168	13	51	64	103	11	156	116	35	7	24	94	119	18	111	56
	48%	35%	49%	45%	50%	39%	49%	48%	53%	34%	45%	48%	49%	54%	48%	50%
		8%	31%	38%	61%	7%	93%	69%	21%	4%	15%	56%	71%	11%	66%	33%
QUALITY OF SERVICE	18	3	6	9	8	-	18	16	2	2	4	10	10	3	11	7
	5%	9%	6%	7%	4%	-%	6%	7%	4%	9%	7%	5%	4%	10%	5%	6%
		18%	35%	53%	46%	-%	100%	87%	13%	10%	21%	57%	57%	18%	61%	38%
NO NEED/ HABIT	8	-	4	4	4	-	8	6	3	2	2	5	5	2	3	5
	2%	-%	4%	3%	2%	-%	3%	2%	4%	8%	3%	2%	2%	5%	1%	4%
		-%	47%	47%	53%	-%	100%	68%	32%	20%	20%	57%	62%	19%	39%	61%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 56

Q20. Why don't you use (TAKEN FROM Q1 email/ text messaging/ or instant messaging (via an App such as Facebook Messenger or Whatsapp)) more often from your place of work instead of making calls via a fixed line? (MULTI CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
PRICE	4	*	*	*	3	2	2	2	-	2	2	-	2	-	3	*
	1%	1%	*%	*%	2%	6%	1%	1%	-%	9%	4%	-%	1%	-%	1%	*%
		5%	5%	11%	89%	45%	55%	50%	-%	50%	55%	-%	45%	-%	89%	11%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 57

Q21. How much does your business spend per month on (MAIN FIXED LINE METHOD AT Q4) in total?

Base : All respondents

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Up to £25	41	20	19	1	40	1	41	-	-	41	-	-	-	-	-
	12%	28%	9%	2%	13%	2%	28%	-%	-%	13%	-%	-%	-%	-%	-%
		bcde	e		ce		gh			n					
		49%	47%	2%	98%	2%	100%	-%	-%	100%	-%	-%	-%	-%	-%
£26-£50	104	22	74	4	100	4	104	-	-	94	*	-	-	10	10
	30%	31%	36%	12%	32%	11%	72%	-%	-%	30%	4%	-%	-%	58%	35%
		ce	ce		ce		gh								
		21%	71%	4%	96%	4%	100%	-%	-%	90%	*%	-%	-%	9%	10%
£51-£75	41	6	22	10	38	3	-	41	-	39	*	*	-	1	2
	12%	8%	11%	25%	12%	8%	-%	56%	-%	12%	4%	11%	-%	7%	7%
				abde				fh							
		14%	55%	24%	93%	7%	-%	100%	-%	95%	1%	1%	-%	3%	5%
£76-£100	32	1	24	3	28	4	-	32	-	29	3	-	-	-	3
	9%	2%	12%	8%	9%	11%	-%	44%	-%	9%	33%	-%	-%	-%	9%
			a			a		fh							
		4%	75%	9%	88%	12%	-%	100%	-%	92%	8%	-%	-%	-%	8%
£101-£150	21	4	8	5	17	5	-	-	21	20	1	-	*	-	1
	6%	5%	4%	14%	5%	14%	-%	-%	50%	6%	7%	-%	65%	-%	3%
				bd		bd			fg						
		16%	37%	24%	78%	22%	-%	-%	100%	96%	3%	-%	2%	-%	4%
£151-£500	17	-	6	4	11	6	-	-	17	14	1	1	-	2	4
	5%	-%	3%	12%	3%	19%	-%	-%	41%	4%	11%	29%	-%	11%	13%
				abd		abd			fg						
		-%	37%	26%	63%	37%	-%	-%	100%	78%	5%	5%	-%	11%	22%
£500+	4	1	-	1	2	2	-	-	4	2	-	-	*	2	2
	1%	2%	-%	2%	1%	6%	-%	-%	9%	1%	-%	-%	35%	10%	7%
						bd			fg						i
Columns Tested:		30%	-%	19%	48%	52%	-%	-%	100%	52%	-%	-%	5%	44%	48%
a,b,c,d,e - f,g,h - i,j,k,l,m,n															

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 57

Q21. How much does your business spend per month on (MAIN FIXED LINE METHOD AT Q4) in total?

Base : All respondents

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		a	b	c	d	e	£50 f	£51- £100 g	£101+ h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Don't know	87	18	50	10	77	10	-	-	-	79	3	2	-	2	8
	25%	25%	24%	25%	25%	30%	-%	-%	-%	25%	40%	60%	-%	14%	26%
		20%	57%	11%	88%	12%	-%	-%	-%	91%	4%	2%	-%	3%	9%
Mean total spend per month	107.7	194.5	58.8	107.1	95.6	225.6	33.5	77.2	411.3	72.6	123.1	204.1	485.9	650.8	500.3
				b		bd		f	fg						i
Standard deviation	483.41	1024.50	39.09	97.07	491.39	386.58	10.79	17.08	1156.28	122.73	73.57	216.76	-	1950.04	1618.76
Standard error	30.33	151.05	3.99	15.75	36.63	44.94	1.01	2.03	139.20	8.22	22.18	108.38	-	521.17	290.74
Median spend per month	50	32	50	70	50	90	33	71	150	50	100	130	150	40	40
Standard deviation	42.61	30.59	39.33	48.95	40.77	51.92	10.88	17.08	30.06	41.99	35.37	-	-	45.38	50.31

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 57

Q21. How much does your business spend per month on (MAIN FIXED LINE METHOD AT Q4) in total?

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Up to £25	41	41	19	13	28	34	8	-	-	*	4	3	11	2	23
	12%	12%	9%	12%	10%	11%	12%	-%	-%	4%	5%	11%	8%	17%	18%
		100%	47%	32%	68%	83%	18%	-%	-%	1%	9%	8%	28%	4%	56%
£26-£50	104	104	62	28	83	93	17	1	2	-	18	9	34	5	54
	30%	30%	30%	26%	30%	29%	26%	3%	17%	-%	28%	31%	23%	52%	42%
		g	g	g	g	g	g				g	g			l
		100%	60%	27%	80%	90%	16%	1%	2%	-%	18%	8%	33%	5%	52%
£51-£75	41	41	25	12	33	38	8	1	*	1	9	4	16	2	16
	12%	12%	12%	12%	12%	12%	12%	6%	4%	17%	13%	14%	11%	17%	12%
		100%	62%	31%	82%	93%	19%	4%	1%	4%	22%	10%	40%	4%	39%
£76-£100	32	32	16	7	20	30	6	4	-	1	7	*	17	-	7
	9%	9%	8%	7%	7%	10%	9%	19%	-%	8%	11%	1%	11%	-%	6%
		100%	50%	23%	64%	95%	19%	k	-%	2%	23%	1%	53%	-%	22%
£101-£150	21	21	15	5	18	20	6	3	1	2	6	4	7	*	3
	6%	6%	7%	5%	6%	6%	10%	14%	10%	26%	9%	16%	5%	4%	3%
		100%	71%	23%	83%	95%	30%	15%	4%	11%	27%	21%	34%	2%	15%
£151-£500	17	17	11	5	13	17	3	3	4	2	4	1	10	-	4
	5%	5%	5%	5%	5%	5%	5%	15%	43%	21%	6%	5%	7%	-%	3%
		100%	65%	29%	74%	97%	20%	ad	23%	10%	22%	8%	59%	-%	21%
£500+	4	4	4	1	4	4	2	3	*	2	2	2	2	-	2
	1%	1%	2%	1%	1%	1%	2%	13%	2%	18%	3%	6%	1%	-%	1%
		100%	95%	19%	95%	100%	39%	abcde	72%	5%	39%	57%	44%	-%	39%
Don't know	87	87	56	34	75	82	15	7	2	1	16	5	49	1	19
	25%	25%	27%	32%	27%	26%	23%	30%	24%	7%	24%	16%	33%	10%	15%
		100%	65%	39%	86%	95%	17%	8%	3%	1%	18%	5%	n	1%	22%
Columns Tested:	a,b,c,d,e,f,g,h,i,j,k - l,m,n														

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 57

Q21. How much does your business spend per month on (MAIN FIXED LINE METHOD AT Q4) in total?

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Mean total spend per month	107.7	107.7	135.2	76.0	116.9	113.6	243.5	726.1	174.4	1172.4	255.6	441.1	95.9	47.2	128.3
Standard deviation	483.41	483.41	618.75	126.68	543.64	506.69	1065.23	1851.18	187.88	2558.30	1066.04	1550.46	176.22	30.71	725.23
Standard error	30.33	30.33	50.19	14.83	39.44	33.12	141.09	349.84	54.24	639.57	149.28	310.09	17.71	12.54	75.61
Median spend per month	50	50	50	47	50	50	50	100	150	120	55	40	58	40	35
Standard deviation	42.61	42.61	45.14	42.35	43.06	43.06	43.51	34.26	64.69	58.24	44.54	43.56	48.43	30.71	31.27

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 57

Q21. How much does your business spend per month on (MAIN FIXED LINE METHOD AT Q4) in total?

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Up to £25	41	4	17	21	20	7	34	25	7	1	6	29	35	-	40	*
	12%	9%	17%	15%	10%	25%	11%	11%	11%	6%	11%	15%	14%	-%	17%	*%
		9%	43%	51%	49%	17%	83%	62%	18%	3%	15%	72%	85%	-%	99%	1%
£26-£50	104	14	36	50	54	11	93	72	19	4	12	61	73	9	93	11
	30%	38%	34%	35%	26%	38%	29%	30%	29%	20%	23%	31%	30%	27%	40%	10%
		14%	35%	48%	52%	10%	90%	69%	19%	4%	12%	59%	70%	9%	89%	11%
£51-£75	41	3	11	14	27	3	38	27	10	5	7	22	27	5	24	16
	12%	8%	10%	10%	13%	10%	12%	11%	15%	27%	14%	11%	11%	15%	10%	14%
		7%	27%	34%	66%	7%	93%	66%	25%	13%	18%	54%	67%	12%	60%	39%
£76-£100	32	5	13	18	14	2	30	27	2	4	8	15	23	1	15	17
	9%	14%	12%	13%	7%	6%	10%	11%	3%	18%	15%	8%	9%	2%	6%	16%
		16%	40%	56%	44%	5%	95%	84%	6%	11%	26%	47%	72%	2%	46%	54%
£101-£150	21	2	10	11	10	1	20	10	10	1	1	12	18	2	4	18
	6%	4%	9%	8%	5%	4%	6%	4%	15%	5%	2%	6%	7%	7%	2%	16%
		7%	45%	53%	47%	5%	95%	47%	47%	4%	4%	58%	85%	11%	17%	83%
£151-£500	17	1	4	5	12	1	17	13	4	*	4	7	9	3	3	12
	5%	2%	4%	3%	6%	2%	5%	5%	6%	1%	7%	3%	4%	9%	1%	11%
		4%	23%	28%	70%	3%	97%	75%	22%	1%	21%	38%	50%	17%	19%	68%
£500+	4	*	1	1	3	-	4	2	2	-	*	1	1	1	*	4
	1%	1%	1%	1%	1%	-%	1%	1%	3%	-%	*%	1%	1%	2%	*%	3%
		10%	19%	29%	71%	-%	100%	56%	44%	-%	5%	33%	33%	19%	9%	91%
Don't know	87	9	13	22	65	5	82	63	12	5	15	46	56	13	53	33
	25%	23%	13%	16%	32%	16%	26%	26%	19%	24%	29%	24%	23%	38%	23%	30%
		10%	16%	25%	74%	5%	95%	72%	14%	6%	18%	53%	65%	15%	61%	38%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 57

Q21. How much does your business spend per month on (MAIN FIXED LINE METHOD AT Q4) in total?

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL AGREE	DIS.	ALL	1	2+	
						NO	&	SUPPLIER	SUPPLIER	STRONGLY		STRONGLY	DISAGREE			NEITHER
						BBAND	BBAND						/DK			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Mean total spend per month	107.7	75.8	67.2	69.2	140.5	49.0	113.6	80.2	227.6	71.3	79.0	71.0	71.4	101.6	48.7	241.1
Standard deviation	483.41	187.42	70.57	109.36	651.18	49.47	506.69	155.57	1017.02	39.28	114.42	142.36	128.86	117.55	53.50	866.66
Standard error	30.33	36.76	7.48	10.20	55.43	11.06	33.12	11.90	134.71	10.14	19.34	11.78	9.53	25.06	4.41	85.39
Median spend per month	50	40	45	45	50	30	50	50	45	60	56	47	50	60	38	100
Standard deviation	42.61	34.82	37.87	37.06	46.70	33.33	43.06	43.99	41.10	32.59	48.93	40.49	40.44	47.25	29.20	44.99
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 58

Q22. How much of the total bill for (MAIN FIXED LINE METHOD AT Q4) per month is for line rental?

Base : Those giving a total bill value

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	254	46	96	38	180	74	114	71	69	223	11	4	2	14	31
Effective Weighted Sample	200	46	96	38	168	71	103	56	45	181	6	4	2	11	19
Total	260	54	154	28	236	24	145	73	43	239	5	1	1	15	21
		21%	59%	11%	91%	9%	56%	28%	16%	92%	2%	*%	*%	6%	8%
Up to £15	62	11	48	1	60	2	48	13	1	60	-	*	-	2	2
	24%	20%	31%	5%	25%	8%	33%	18%	1%	25%	-%	15%	-%	11%	8%
			ce		ce		gh	h							
		17%	77%	2%	97%	3%	78%	21%	1%	97%	-%	*%	-%	3%	3%
£16-£25	47	7	32	7	46	2	30	11	6	42	*	-	*	4	5
	18%	13%	21%	24%	19%	7%	21%	16%	15%	18%	7%	-%	65%	30%	24%
			e	e	e										
		15%	67%	14%	96%	4%	63%	24%	13%	89%	1%	-%	1%	9%	11%
£26-£50	28	8	11	5	25	3	7	12	9	27	-	*	-	*	1
	11%	15%	7%	18%	10%	14%	5%	17%	20%	11%	-%	28%	-%	2%	3%
							f	f							
		29%	40%	18%	88%	12%	26%	44%	31%	97%	-%	1%	-%	1%	3%
£51-£75	8	-	5	1	6	1	-	4	3	7	*	-	-	*	1
	3%	-%	3%	5%	3%	6%	-%	6%	8%	3%	7%	-%	-%	2%	3%
							f	f							
		-%	62%	19%	81%	19%	-%	56%	44%	91%	5%	-%	-%	5%	9%
£76-£100	4	-	-	1	1	4	-	1	4	3	1	*	-	-	1
	2%	-%	-%	3%	*%	15%	-%	1%	8%	1%	15%	28%	-%	-%	5%
						abd			f						
		-%	-%	17%	17%	83%	-%	17%	83%	75%	17%	8%	-%	-%	25%
£101-£150	3	-	-	1	1	1	-	-	3	2	*	-	*	-	1
	1%	-%	-%	5%	1%	5%	-%	-%	6%	1%	7%	-%	35%	-%	3%
				bd		bd			f						
		-%	-%	57%	57%	43%	-%	-%	100%	79%	14%	-%	8%	-%	21%
£151-£500	3	-	-	1	1	2	-	-	3	2	1	*	-	*	1
	1%	-%	-%	3%	*%	10%	-%	-%	7%	1%	11%	28%	-%	1%	5%
						abd			f						
		-%	-%	24%	24%	76%	-%	-%	100%	64%	18%	11%	-%	6%	36%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 58

Q22. How much of the total bill for (MAIN FIXED LINE METHOD AT Q4) per month is for line rental?

Base : Those giving a total bill value

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	£50	£51- £100	£101+	i	*j	*k	*l	*m	n
Significance Level: 95%							f	g	h						
Unweighted total	254	46	96	38	180	74	114	71	69	223	11	4	2	14	31
Effective Weighted Sample	200	46	96	38	168	71	103	56	45	181	6	4	2	11	19
Total	260	54	154	28	236	24	145	73	43	239	5	1	1	15	21
		21%	59%	11%	91%	9%	56%	28%	16%	92%	2%	*%	*%	6%	8%
£500+	1	1	-	-	1	*	-	-	1	*	-	-	-	1	1
	1%	2%	-%	-%	*%	1%	-%	-%	3%	*%	-%	-%	-%	8%	5%
		86%	-%	-%	86%	14%	-%	-%	100%	14%	-%	-%	-%	86%	86%
Don't know	101	27	56	10	93	8	57	31	13	92	3	-	-	7	9
	39%	50%	36%	37%	40%	33%	40%	42%	31%	39%	52%	-%	-%	45%	43%
		27%	55%	10%	92%	8%	57%	30%	13%	91%	2%	-%	-%	7%	9%
Mean line rental spend per month	38.8	71.3	19.8	49.6	33.2	87.7	16.3	26.8	122.4	28.2	97.3	113.7	55.8	201.9	166.1
						bd		f	fg						
Standard deviation	109.05	245.35	13.48	53.48	109.23	97.36	7.02	18.11	237.11	38.73	74.56	196.65	-	444.12	358.61
Standard error	8.68	51.16	1.73	10.92	10.51	13.77	.86	2.83	33.53	3.31	28.18	98.32	-	157.02	78.26
Median line rental spend per month	18	17	16	30	18	55	15	20	48	18	85	45	25	20	20
Standard deviation	27.82	7.65	14.09	35.29	18.72	53.29	6.94	18.66	46.52	25.65	74.56	-	-	11.02	46.42
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 58

Q22. How much of the total bill for (MAIN FIXED LINE METHOD AT Q4) per month is for line rental?

Base : Those giving a total bill value

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	254	254	152	73	190	234	57	28	12	16	51	25	99	6	92
Effective Weighted Sample	200	200	117	55	151	182	41	17	7	11	39	19	76	5	80
Total	260	260	153	72	199	236	50	16	7	8	50	24	98	8	108
		100%	59%	28%	77%	91%	19%	6%	3%	3%	19%	9%	38%	3%	42%
Up to £15	62	62	37	18	51	52	14	-	2	*	8	5	16	3	35
	24%	24%	24%	26%	26%	22%	29%	-%	25%	4%	17%	20%	16%	38%	32%
		100%	60%	30%	83%	84%	23%	-%	3%	1%	13%	8%	25%	5%	56%
£16-£25	47	47	33	12	39	47	7	1	-	3	9	4	19	4	21
	18%	18%	21%	17%	20%	20%	15%	7%	-%	33%	18%	18%	19%	43%	20%
		100%	69%	26%	83%	100%	15%	2%	-%	6%	19%	9%	40%	7%	44%
£26-£50	28	28	16	5	19	25	7	1	2	1	6	3	15	-	7
	11%	11%	10%	7%	10%	11%	13%	7%	23%	9%	13%	11%	15%	-%	6%
		100%	55%	18%	69%	89%	24%	4%	6%	3%	23%	9%	54%	-%	25%
£51-£75	8	8	6	3	7	8	4	2	-	*	4	2	3	2	1
	3%	3%	4%	5%	4%	3%	7%	12%	-%	4%	7%	8%	3%	19%	1%
		100%	75%	45%	95%	100%	46%	25%	-%	5%	46%	25%	35%	21%	10%
£76-£100	4	4	2	1	2	4	1	1	1	*	2	1	2	-	1
	2%	2%	1%	1%	1%	2%	1%	4%	21%	4%	4%	6%	2%	-%	1%
		100%	41%	25%	50%	100%	17%	17%	34%	8%	42%	34%	41%	-%	17%
£101-£150	3	3	1	1	2	2	1	1	*	1	*	-	*	-	1
	1%	1%	1%	1%	1%	1%	2%	3%	3%	11%	*%	-%	*%	-%	1%
		100%	50%	36%	79%	92%	42%	21%	8%	35%	8%	-%	14%	-%	57%
£151-£500	3	3	2	1	3	3	1	2	*	*	1	*	2	-	-
	1%	1%	2%	2%	1%	1%	1%	12%	5%	2%	1%	1%	2%	-%	-%
		100%	76%	46%	87%	89%	23%	59%	11%	6%	18%	6%	64%	-%	-%
£500+	1	1	1	*	1	1	1	1	-	1	1	1	*	-	1
	1%	1%	1%	*%	1%	1%	2%	9%	-%	14%	3%	5%	*%	-%	1%
		100%	100%	14%	100%	100%	86%	100%	-%	86%	100%	86%	14%	-%	86%
Don't know	101	101	53	27	72	92	12	7	2	1	19	7	42	-	40
	39%	39%	35%	38%	36%	39%	25%	46%	23%	18%	37%	30%	43%	-%	37%
		100%	53%	27%	71%	90%	12%	7%	2%	1%	18%	7%	41%	-%	39%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 58

Q22. How much of the total bill for (MAIN FIXED LINE METHOD AT Q4) per month is for line rental?

Base : Those giving a total bill value

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	254	254	152	73	190	234	57	28	12	16	51	25	99	6	92
Total	260	260	153	72	199	236	50	16	7	8	50	24	98	8	108
		100%	59%	28%	77%	91%	19%	6%	3%	3%	19%	9%	38%	3%	42%
Mean line rental spend per month	38.8	38.8	44.3	35.1	40.4	40.2	70.4	263.0	62.2	257.2	81.9	117.5	35.6	23.5	41.9
Standard deviation	109.05	109.05	134.84	55.85	120.13	113.67	209.22	411.24	68.17	473.52	230.72	310.81	54.46	19.75	155.25
Standard error	8.68	8.68	13.48	8.06	10.83	9.41	33.50	99.74	20.55	131.33	40.79	77.70	7.15	8.06	20.21
Median line rental spend per month	18	18	18	19	18	19	18	70	45	20	20	30	24	16	15
Standard deviation	27.82	27.82	26.06	34.32	27.27	27.05	32.77	50.91	41.94	46.92	33.86	32.22	27.85	19.75	21.94
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 58

Q22. How much of the total bill for (MAIN FIXED LINE METHOD AT Q4) per month is for line rental?

Base : Those giving a total bill value

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & NO BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	*m	n	o
Unweighted total	254	26	89	115	138	20	234	171	57	15	35	146	183	22	147	103
Effective Weighted Sample	200	21	70	91	108	18	182	136	42	12	29	115	144	16	130	69
Total	260	29	91	120	140	24	236	176	54	15	39	148	186	21	179	78
		11%	35%	46%	54%	9%	91%	68%	21%	6%	15%	57%	71%	8%	69%	30%
Up to £15	62	8	23	31	32	10	52	37	13	-	10	36	44	7	56	6
	24%	28%	25%	25%	23%	43%	22%	21%	25%	-%	25%	24%	24%	34%	31%	8%
		13%	36%	49%	51%	16%	84%	59%	22%	-%	15%	58%	71%	12%	90%	10%
£16-£25	47	9	13	22	25	-	47	40	8	4	9	29	32	3	34	14
	18%	33%	14%	19%	18%	-%	20%	23%	14%	26%	22%	19%	17%	13%	19%	18%
		20%	27%	47%	53%	-%	100%	84%	16%	8%	18%	60%	67%	6%	71%	29%
£26-£50	28	*	13	14	14	3	25	17	8	4	6	12	18	4	11	16
	11%	1%	14%	11%	10%	13%	11%	10%	14%	27%	15%	8%	10%	18%	6%	20%
		1%	47%	48%	50%	11%	89%	60%	27%	15%	20%	43%	65%	13%	41%	57%
£51-£75	8	-	3	3	5	-	8	2	5	-	2	2	6	-	2	6
	3%	-%	3%	3%	3%	-%	3%	1%	10%	-%	4%	1%	3%	-%	1%	8%
		-%	40%	40%	60%	-%	100%	30%	70%	-%	21%	28%	75%	-%	21%	79%
£76-£100	4	-	2	2	3	-	4	3	1	1	1	2	4	-	1	4
	2%	-%	2%	1%	2%	-%	2%	2%	2%	5%	2%	2%	2%	-%	*%	5%
		-%	41%	41%	59%	-%	100%	75%	25%	17%	17%	58%	83%	-%	17%	83%
£101-£150	3	*	1	2	1	*	2	1	1	-	-	2	3	-	*	2
	1%	1%	2%	1%	1%	1%	1%	1%	2%	-%	-%	2%	1%	-%	*%	2%
		8%	57%	65%	35%	8%	92%	50%	42%	-%	-%	86%	100%	-%	14%	72%
£151-£500	3	*	1	1	2	*	3	1	1	*	*	1	1	1	1	2
	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	7%	*%	3%
		6%	42%	48%	52%	11%	89%	43%	46%	6%	6%	29%	41%	47%	23%	77%
£500+	1	-	-	-	1	-	1	*	1	-	*	-	-	-	-	1
	1%	-%	-%	-%	1%	-%	1%	*%	2%	-%	1%	-%	-%	-%	-%	2%
		-%	-%	-%	100%	-%	100%	14%	86%	-%	14%	-%	-%	-%	-%	100%
Don't know	101	10	33	44	58	10	92	73	15	6	12	61	77	6	73	27
	39%	35%	37%	36%	41%	41%	39%	41%	28%	41%	31%	41%	41%	28%	41%	34%
		10%	33%	43%	57%	10%	90%	72%	15%	6%	12%	60%	76%	6%	72%	26%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 58

Q22. How much of the total bill for (MAIN FIXED LINE METHOD AT Q4) per month is for line rental?

Base : Those giving a total bill value

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE	SAME	DIFF	AGREE	DIS.	ALL	NEITHER /DK	1	2+	
						BBAND	BBAND	SUPPLIER	SUPPLIER	STRONGLY	ALL AGREE	STRONGLY				DISAGREE
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	*m	n	o
Unweighted total	254	26	89	115	138	20	234	171	57	15	35	146	183	22	147	103
Total	260	29	91	120	140	24	236	176	54	15	39	148	186	21	179	78
		11%	35%	46%	54%	9%	91%	68%	21%	6%	15%	57%	71%	8%	69%	30%
Mean line rental spend per month	38.8	19.8	33.4	30.1	46.9	24.2	40.2	28.3	73.2	35.3	31.0	26.7	28.9	37.1	19.5	77.7
									g							n
Standard deviation	109.05	42.00	39.46	40.24	146.82	34.39	113.67	43.82	205.38	29.16	54.53	33.21	34.33	61.52	19.01	184.15
Standard error	8.68	10.50	5.18	4.68	16.12	9.93	9.41	4.34	31.69	9.72	11.13	3.56	3.27	15.38	2.07	21.86
Median line rental spend per month	18	16	19	18	18	15	19	19	20	30	20	17	18	15	15	30
Standard deviation	27.82	12.96	26.94	25.19	30.26	36.23	27.05	23.37	34.79	31.22	22.63	28.16	27.79	44.40	19.90	33.64
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 59

VALUE USED TO REPRESENT 10% INCREASE IN MONTHLY SPEND ON CALLS - BASED ON ACTUAL MONTHLY SPEND (AT Q21 AND Q22) OR USING EXAMPLE MONTHLY SPEND ON CALLS OF £60

Base : All respondents

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE	BROAD-	ALL NON-
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	LINE			CIRCUIT		BAND
							f	g	h	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
UP TO £2.00	58	16	37	3	56	2	55	3	-	55	*	*	-	3	3
	17%	23%	18%	8%	18%	7%	38%	4%	-%	17%	4%	11%	-%	16%	12%
		ce	e		e		gh								
		28%	63%	5%	96%	4%	95%	5%	-%	94%	1%	1%	-%	5%	6%
£2.01-£4.00	39	4	30	2	36	3	27	11	1	35	1	-	-	3	4
	11%	5%	15%	6%	12%	9%	18%	16%	3%	11%	13%	-%	-%	19%	15%
			a				h	h							
		9%	78%	6%	92%	8%	68%	29%	3%	89%	3%	-%	-%	8%	11%
£4.01-£6.00	219	49	120	27	197	23	62	50	19	202	6	2	-	9	17
	63%	69%	59%	73%	63%	65%	43%	69%	46%	64%	71%	71%	-%	53%	59%
								fh							
		22%	55%	12%	90%	10%	29%	23%	9%	92%	3%	1%	-%	4%	8%
OVER £6.00	30	2	16	5	24	7	-	8	22	26	1	1	1	2	4
	9%	3%	8%	14%	8%	19%	-%	11%	52%	8%	11%	18%	100%	12%	14%
				a		abd		f	fg						
		8%	53%	17%	78%	22%	-%	27%	73%	86%	3%	2%	2%	7%	14%
Mean £s per month	7.6	14.2	5.0	6.6	7.3	10.5	3.6	5.3	28.0	5.4	5.8	7.2	43.0	46.9	31.0
				b		b		f	fg						i
Standard deviation	34.41	73.60	2.58	4.98	35.29	25.34	2.24	1.44	96.54	7.48	1.85	7.08	-	150.10	115.90
Standard error	1.85	9.42	.23	.70	2.28	2.44	.21	.17	11.62	.43	.48	2.24	-	34.44	17.09
Median £s per month	6	6	6	6	6	6	6	6	6	6	6	6	-	6	6
Standard deviation	5.64	1.63	1.76	5.08	2.48	15.35	1.81	1.06	15.68	3.71	1.46	1.88	-	20.56	15.00
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 59

VALUE USED TO REPRESENT 10% INCREASE IN MONTHLY SPEND ON CALLS - BASED ON ACTUAL MONTHLY SPEND (AT Q21 AND Q22) OR USING EXAMPLE MONTHLY SPEND ON CALLS OF £60

Base : All respondents

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	Total	STNDAR LANDLINE	SMART- PHONES	STNDAR MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
UP TO £2.00	58	58	31	14	41	49	9	*	*	*	9	5	16	5	32
	17%	17%	15%	13%	15%	16%	15%	2%	4%	4%	14%	18%	11%	52%	25%
		g													l
		100%	53%	24%	71%	85%	16%	1%	1%	1%	16%	9%	28%	8%	54%
£2.01-£4.00	39	39	25	12	34	38	12	1	2	1	8	2	15	3	16
	11%	11%	12%	12%	12%	12%	19%	6%	17%	8%	12%	6%	10%	35%	13%
		100%	65%	32%	87%	96%	32%	4%	4%	2%	21%	4%	38%	8%	41%
£4.01-£6.00	219	219	131	71	174	202	35	16	5	3	41	18	101	1	73
	63%	63%	63%	68%	63%	63%	54%	72%	57%	40%	63%	62%	69%	10%	57%
		100%	60%	33%	79%	92%	16%	8%	2%	2%	19%	8%	46%	*%	33%
OVER £6.00	30	30	22	7	25	30	8	4	2	4	7	4	14	*	7
	9%	9%	10%	7%	9%	9%	12%	20%	22%	48%	11%	14%	10%	4%	6%
		100%	72%	24%	82%	98%	27%	15%	7%	14%	24%	13%	48%	1%	24%
Mean £s per month	7.6	7.6	9.0	5.7	8.0	7.9	15.5	39.4	9.3	88.6	16.2	31.3	6.3	2.7	9.9
								abcde				abcde			
Standard deviation	34.41	34.41	43.50	6.10	38.07	35.90	77.24	130.23	15.08	206.32	76.91	118.25	10.80	2.74	55.13
Standard error	1.85	1.85	2.95	.58	2.32	2.00	8.86	20.34	3.46	47.33	8.88	19.44	.89	.91	5.28
Median £s per month	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
Standard deviation	5.64	5.64	7.08	4.53	6.21	5.87	1.64	18.94	1.21	34.41	5.62	1.95	4.69	-	2.47
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 59

VALUE USED TO REPRESENT 10% INCREASE IN MONTHLY SPEND ON CALLS - BASED ON ACTUAL MONTHLY SPEND (AT Q21 AND Q22) OR USING EXAMPLE MONTHLY SPEND ON CALLS OF £60

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
		a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
UP TO £2.00	58	7	25	32	26	9	49	35	12	1	5	40	48	3	53	5
	17%	19%	24%	23%	13%	32%	16%	15%	19%	6%	9%	20%	20%	9%	23%	5%
		12%	43%	55%	45%	15%	85%	61%	21%	2%	9%	68%	81%	5%	90%	9%
£2.01-£4.00	39	6	12	17	22	2	38	28	9	4	12	15	17	7	28	11
	11%	16%	11%	12%	11%	6%	12%	12%	14%	20%	23%	8%	7%	20%	12%	10%
		15%	29%	44%	56%	4%	96%	71%	24%	10%	31%	38%	44%	17%	71%	29%
£4.01-£6.00	219	19	58	77	142	17	202	155	36	15	33	125	157	21	143	73
	63%	51%	55%	54%	70%	61%	63%	65%	54%	73%	60%	65%	65%	61%	62%	66%
		9%	26%	35%	65%	8%	92%	71%	16%	7%	15%	57%	72%	9%	65%	33%
OVER £6.00	30	5	11	16	14	1	30	21	9	*	4	14	20	3	8	22
	9%	14%	10%	11%	7%	2%	9%	9%	13%	2%	8%	7%	8%	10%	4%	19%
		17%	36%	53%	46%	2%	98%	69%	30%	1%	14%	46%	68%	11%	27%	72%
Mean £s per month	7.6	6.3	5.0	5.4	9.1	4.4	7.9	5.9	15.5	5.2	5.4	5.5	5.5	6.3	4.6	13.8
Standard deviation	34.41	13.45	4.14	7.70	44.36	2.53	35.90	9.92	76.13	1.56	5.55	9.28	8.39	5.45	2.18	60.32
Standard error	1.85	2.15	.40	.64	3.14	.52	2.00	.64	8.97	.35	.78	.67	.54	.88	.16	4.91
Median £s per month	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
Standard deviation	5.64	15.18	4.11	8.02	3.56	1.70	5.87	6.65	1.35	1.20	6.15	2.46	2.28	5.71	1.47	9.36
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 60

Q23. If the price of your (MAIN FIXED LINE METHOD AT Q4) calls increased by 10% each month, so an extra (10% OF SPEND ON CALLS) each month, how likely would you be to change the way you make calls from your place of work? When answering, please assume that the price of calls offered by ALL providers would increase by 10%, so there would be no financial benefit in simply switching to another provider. Please also assume that mobile, VoIP services or other forms of communication costs would remain the same. Would you say... (SINGLE CODE)

Base : All respondents

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
We would switch all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	65 19%	14 20%	38 19%	7 18%	59 19%	6 17%	26 18%	11 15%	9 20%	55 17%	3 38%	2 71%	- -%	4 26%	10 34%
		22%	59%	10%	91%	9%	39%	17%	13%	85%	5%	3%	-%	7%	15%
We would switch some but not all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	88 25%	19 26%	53 26%	8 22%	80 26%	8 24%	35 24%	18 24%	12 28%	81 25%	3 42%	- -%	* 35%	3 18%	7 23%
		21%	60%	9%	91%	9%	40%	20%	13%	92%	4%	-%	*%	4%	8%
This would not have any impact on the calls we make using a (MAIN FIXED LINE METHOD AT Q4)	181 52%	35 49%	106 52%	21 55%	161 52%	19 56%	79 55%	44 61%	22 52%	172 54%	2 20%	1 29%	* 65%	6 35%	9 31%
		19%	58%	11%	89%	11%	44%	24%	12%	n 95%	1%	1%	*%	3%	5%
Don't know	13 4%	4 5%	6 3%	2 6%	12 4%	1 3%	5 3%	- -%	- -%	10 3%	- -%	- -%	- -%	4 21%	4 12%
		27%	48%	17%	92%	8%	35%	-%	-%	73%	-%	-%	-%	27%	i 27%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 60

Q23. If the price of your (MAIN FIXED LINE METHOD AT Q4) calls increased by 10% each month, so an extra (10% OF SPEND ON CALLS) each month, how likely would you be to change the way you make calls from your place of work? When answering, please assume that the price of calls offered by ALL providers would increase by 10%, so there would be no financial benefit in simply switching to another provider. Please also assume that mobile, VoIP services or other forms of communication costs would remain the same. Would you say... (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
We would switch all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	65 19%	65 19%	47 22%	16 15%	54 20%	62 20%	12 19%	9 37%	5 57%	2 25%	17 25%	5 17%	27 18%	- -%	25 20%
		100%	72%	25%	83%	96%	19%	acde 13%	8%	3%	26%	7%	41%	-%	39%
We would switch some but not all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	88 25%	88 25%	57 27%	33 31%	76 28%	84 27%	19 29%	7 29%	1 10%	2 23%	15 23%	7 25%	39 27%	2 17%	33 26%
		100%	65%	37%	87%	96%	21%	8%	1%	2%	17%	8%	45%	2%	37%
This would not have any impact on the calls we make using a (MAIN FIXED LINE METHOD AT Q4)	181 52%	181 52%	96 46%	53 51%	132 48%	162 51%	29 45%	8 33%	3 33%	4 50%	32 49%	16 56%	77 53%	8 83%	61 48%
		100%	53%	29%	73%	90%	16%	4%	2%	2%	18%	9%	43%	4%	34%
Don't know	13 4%	13 4%	10 5%	3 3%	11 4%	10 3%	5 7%	- -%	- -%	* 2%	1 2%	1 3%	4 2%	- -%	8 6%
		100%	75%	24%	86%	73%	35%	-%	-%	1%	11%	6%	27%	-%	60%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 60

Q23. If the price of your (MAIN FIXED LINE METHOD AT Q4) calls increased by 10% each month, so an extra (10% OF SPEND ON CALLS) each month, how likely would you be to change the way you make calls from your place of work? When answering, please assume that the price of calls offered by ALL providers would increase by 10%, so there would be no financial benefit in simply switching to another provider. Please also assume that mobile, VoIP services or other forms of communication costs would remain the same. Would you say... (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
We would switch all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	65	5	19	24	41	3	62	46	11	9	24	24	33	4	40	23
	19%	13%	19%	17%	20%	10%	20%	19%	17%	46%	44%	12%	14%	12%	17%	21%
		7%	30%	37%	62%	4%	96%	71%	18%	14%	klm36%	36%	51%	6%	61%	35%
We would switch some but not all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	88	15	19	35	53	3	84	69	15	2	9	46	64	11	63	24
	25%	41%	18%	24%	26%	12%	27%	29%	22%	8%	17%	24%	27%	33%	27%	22%
		b18%	22%	40%	60%	4%	96%	79%	17%	2%	11%	52%	73%	13%	72%	28%
This would not have any impact on the calls we make using a (MAIN FIXED LINE METHOD AT Q4)	181	16	62	78	103	19	162	116	39	9	21	119	138	16	121	59
	52%	43%	59%	55%	50%	66%	51%	48%	59%	46%	39%	61%	57%	46%	52%	53%
		9%	34%	43%	57%	10%	90%	64%	22%	5%	12%	j66%	j76%	9%	67%	33%
Don't know	13	1	4	5	8	4	10	9	1	-	-	6	7	3	8	5
	4%	3%	4%	4%	4%	12%	3%	4%	2%	-	-	3%	3%	9%	3%	5%
		9%	31%	40%	60%	27%	73%	65%	9%	-	-	43%	51%	22%	60%	40%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 61

Q24. Which of these would you consider using instead to make calls if the price of (MAIN FIXED LINE METHOD AT Q4) calls increased by 10%, so an extra (10% OF SPEND ON CALLS) each month? Would you... MULTI CODE

Base : Those who would switch any calls

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	i	*j	*k	*l	*m	*n
Unweighted total	150	28	57	20	105	45	46	28	32	123	11	7	1	8	27
Effective Weighted Sample	117	28	57	20	99	43	43	22	21	102	6	5	1	6	16
Total	153	33	91	15	139	14	61	29	20	136	6	2	*	8	17
		21%	60%	10%	91%	9%	40%	19%	13%	89%	4%	1%	*%	5%	11%
Switch to mobile voice calls	125	29	75	12	116	8	52	26	14	116	3	1	*	4	8
	82%	89%	82%	80%	84%	59%	85%	89%	66%	85%	41%	67%	100%	54%	51%
			e	e	e										
		23%	60%	9%	93%	7%	42%	21%	11%	93%	2%	1%	*%	3%	7%
Switch to email	89	23	50	7	80	8	39	15	12	82	3	1	*	2	6
	58%	71%	54%	50%	58%	58%	64%	51%	59%	60%	53%	41%	100%	25%	39%
		26%	56%	8%	91%	9%	44%	16%	14%	93%	4%	1%	*%	2%	7%
Switch to mobile phone texts or instant messaging	86	21	53	7	81	6	45	13	6	82	3	*	-	1	4
	56%	64%	58%	45%	58%	41%	73%	47%	29%	60%	50%	9%	-%	10%	25%
							h								
		24%	61%	8%	93%	7%	52%	16%	7%	95%	4%	*%	-%	1%	5%
Switch to online calls/ Skype/ FaceTime/ VoIP calls online	60	13	32	8	53	7	21	11	11	55	2	1	*	1	4
	39%	39%	35%	55%	38%	46%	34%	40%	52%	41%	28%	67%	100%	10%	26%
		22%	54%	14%	89%	11%	34%	19%	18%	93%	3%	2%	*%	1%	7%
Something else	6	1	3	1	5	1	3	-	2	4	*	*	-	2	3
	4%	4%	4%	5%	4%	6%	5%	-%	8%	3%	6%	9%	-%	26%	15%
		19%	53%	12%	85%	15%	46%	-%	27%	58%	6%	3%	-%	33%	42%
Don't know	4	-	3	-	3	1	-	-	1	4	-	-	-	*	*
	3%	-%	4%	-%	2%	5%	-%	-%	3%	3%	-%	-%	-%	5%	2%
		-%	82%	-%	82%	18%	-%	-%	18%	91%	-%	-%	-%	9%	9%
TOTAL SWITCH TO MOBILE VOICE OR TEXT	137	30	83	14	128	9	59	27	15	126	5	1	*	4	11
	90%	93%	91%	95%	92%	65%	97%	95%	72%	92%	80%	67%	100%	54%	67%
			e	e	e		h								
		22%	61%	10%	93%	7%	43%	20%	11%	92%	4%	1%	*%	3%	8%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 61

Q24. Which of these would you consider using instead to make calls if the price of (MAIN FIXED LINE METHOD AT Q4) calls increased by 10%, so an extra (10% OF SPEND ON CALLS) each month? Would you... MULTI CODE

Base : Those who would switch any calls

	PRODUCTS USED												STANDARD LANDLINE SUPPLIER		
	STNDAR LANDLINE	SMART- PHONES	STNDAR MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS	
	Total	a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Unweighted total	150	150	104	53	127	144	37	23	13	11	40	16	63	1	53
Effective Weighted Sample	117	117	79	39	100	112	25	14	8	9	26	11	49	1	45
Total	153	153	104	49	130	147	31	15	6	4	32	12	66	2	58
		100%	68%	32%	85%	96%	20%	10%	4%	3%	21%	8%	43%	1%	38%
Switch to mobile voice calls	125	125	91	39	111	119	25	11	3	3	23	7	50	2	50
	82%	82%	88%	80%	85%	81%	81%	74%	53%	83%	71%	61%	76%	100%	87%
		100%	73%	31%	89%	95%	20%	9%	3%	3%	18%	6%	40%	1%	41%
Switch to email	89	89	59	28	74	84	17	9	2	2	16	6	34	2	38
	58%	58%	57%	57%	57%	57%	55%	58%	30%	43%	49%	51%	52%	100%	65%
		100%	66%	31%	83%	95%	19%	10%	2%	2%	18%	7%	38%	2%	42%
Switch to mobile phone texts or instant messaging	86	86	58	27	73	82	16	6	1	1	15	4	33	2	37
	56%	56%	56%	54%	56%	56%	53%	43%	15%	22%	48%	31%	50%	100%	64%
		100%	67%	31%	84%	95%	19%	8%	1%	1%	18%	4%	38%	2%	43%
Switch to online calls/ Skype/ FaceTime/ VoIP calls online	60	60	47	18	56	57	13	8	3	2	21	7	24	-	25
	39%	39%	46%	37%	43%	39%	43%	52%	45%	44%	65%	57%	37%	-%	43%
		100%	80%	30%	94%	96%	22%	13%	5%	3%	acde 35%	11%	41%	-%	42%
Something else	6	6	4	2	5	6	2	*	1	-	3	2	2	-	2
	4%	4%	4%	4%	4%	4%	7%	2%	21%	-%	8%	20%	3%	-%	3%
		100%	61%	30%	88%	100%	36%	6%	21%	-%	45%	39%	33%	-%	30%
Don't know	4	4	2	3	4	4	-	-	-	-	2	*	2	-	-
	3%	3%	2%	7%	3%	3%	-%	-%	-%	-%	6%	3%	4%	-%	-%
		100%	50%	82%	91%	100%	-%	-%	-%	-%	50%	9%	59%	-%	-%
TOTAL SWITCH TO MOBILE VOICE OR TEXT	137	137	94	43	117	131	27	14	4	3	26	8	58	2	53
	90%	90%	90%	88%	90%	89%	88%	90%	65%	83%	80%	71%	89%	100%	91%
		100%	68%	32%	85%	96%	20%	10%	3%	3%	19%	6%	43%	1%	39%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 61

Q24. Which of these would you consider using instead to make calls if the price of (MAIN FIXED LINE METHOD AT Q4) calls increased by 10%, so an extra (10% OF SPEND ON CALLS) each month? Would you... MULTI CODE

Base : Those who would switch any calls

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL	NEITHER		
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER							
Significance Level: 95%		*a	b	c	d	*e	f	g	*h	*i	*j	k	l	*m	n	2+
Unweighted total	150	20	40	60	89	6	144	112	27	10	29	67	94	19	84	61
Effective Weighted Sample	117	15	31	46	71	5	112	88	20	8	24	53	74	12	75	40
Total	153	20	39	59	94	6	147	115	26	11	33	69	97	15	103	47
		13%	25%	38%	61%	4%	96%	75%	17%	7%	22%	45%	64%	10%	67%	31%
Switch to mobile voice calls	125	20	35	55	70	6	119	94	20	9	29	55	77	14	89	33
	82%	100%	90%	94%	74%	97%	81%	81%	76%	88%	89%	80%	79%	94%	87%	70%
		16%	28%	44%	56%	5%	95%	75%	16%	8%	24%	44%	62%	11%	72%	27%
Switch to email	89	13	22	35	54	4	84	67	14	4	13	42	59	14	63	25
	58%	64%	57%	60%	57%	74%	57%	58%	52%	34%	41%	61%	61%	95%	61%	54%
		14%	25%	40%	60%	5%	95%	75%	15%	4%	15%	48%	66%	16%	71%	28%
Switch to mobile phone texts or instant messaging	86	10	24	33	53	4	82	62	16	4	15	45	60	11	65	22
	56%	49%	61%	57%	56%	71%	56%	54%	61%	33%	46%	65%	61%	70%	63%	46%
		11%	27%	39%	61%	5%	95%	72%	19%	4%	18%	52%	69%	12%	75%	25%
Switch to online calls/ Skype/ FaceTime/ VoIP calls online	60	5	18	22	38	2	57	46	11	3	13	26	39	7	39	21
	39%	22%	45%	37%	40%	38%	39%	40%	41%	27%	39%	37%	40%	48%	37%	44%
		8%	29%	37%	63%	4%	96%	77%	18%	5%	22%	43%	65%	12%	65%	35%
Something else	6	1	-	1	4	-	6	3	3	1	1	2	3	-	4	1
	4%	6%	-%	2%	5%	-%	4%	2%	13%	7%	2%	3%	3%	-%	4%	3%
		19%	-%	19%	75%	-%	100%	45%	55%	12%	12%	36%	55%	-%	73%	21%
Don't know	4	-	-	-	4	-	4	3	1	-	2	-	2	*	2	2
	3%	-%	-%	-%	4%	-%	3%	3%	3%	-%	5%	-%	2%	2%	2%	5%
		-%	-%	-%	100%	-%	100%	82%	18%	-%	41%	-%	41%	9%	41%	59%
TOTAL SWITCH TO MOBILE VOICE OR TEXT	137	20	38	58	79	6	131	103	23	9	30	63	88	14	95	40
	90%	100%	97%	98%	85%	97%	89%	89%	86%	88%	91%	91%	91%	94%	92%	85%
		15%	27%	d	42%	58%	4%	96%	75%	16%	7%	22%	46%	65%	10%	69%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

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Table 62

Q25. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of calls increased by 10%? (SINGLE CODE)

Base : Those who would switch any calls

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
		*a	b	*c	d	e	f	*g	h	i	*j	*k	*l	*m	*n
Significance Level: 95%															
Unweighted total	150	28	57	20	105	45	46	28	32	123	11	7	1	8	27
Effective Weighted Sample	117	28	57	20	99	43	43	22	21	102	6	5	1	6	16
Total	153	33	91	15	139	14	61	29	20	136	6	2	*	8	17
		21%	60%	10%	91%	9%	40%	19%	13%	89%	4%	1%	*%	5%	11%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	67	15	38	8	62	5	27	11	8	58	4	2	-	4	9
	44%	46%	42%	55%	44%	36%	45%	38%	39%	42%	59%	68%	-%	52%	56%
		23%	57%	12%	92%	8%	41%	16%	12%	86%	6%	2%	-%	6%	14%
No, would keep landline	78	16	48	6	70	8	32	16	12	71	3	1	*	3	7
	51%	50%	53%	40%	51%	56%	53%	54%	56%	52%	41%	32%	100%	44%	42%
		21%	61%	8%	90%	10%	41%	20%	15%	91%	3%	1%	*%	4%	9%
Don't know	8	1	5	1	7	1	1	2	1	7	-	-	-	*	*
	5%	4%	5%	5%	5%	8%	2%	8%	5%	5%	-%	-%	-%	5%	2%
		15%	62%	9%	86%	14%	15%	30%	14%	95%	-%	-%	-%	5%	5%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 62

Q25. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of calls increased by 10%? (SINGLE CODE)

Base : Those who would switch any calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	150	150	104	53	127	144	37	23	13	11	40	16	63	1	53
Effective Weighted Sample	117	117	79	39	100	112	25	14	8	9	26	11	49	1	45
Total	153	153	104	49	130	147	31	15	6	4	32	12	66	2	58
		100%	68%	32%	85%	96%	20%	10%	4%	3%	21%	8%	43%	1%	38%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	67	67	52	22	61	64	18	10	3	2	18	8	34	2	21
	44%	44%	50%	44%	47%	43%	58%	63%	42%	39%	55%	66%	52%	100%	35%
		100%	77%	32%	92%	95%	27%	14%	4%	2%	26%	12%	51%	2%	31%
No, would keep landline	78	78	47	22	62	75	12	6	4	3	12	4	27	-	36
	51%	51%	46%	46%	47%	51%	39%	37%	58%	61%	36%	31%	42%	-%	61%
		100%	60%	29%	79%	96%	16%	7%	5%	3%	15%	5%	35%	-%	46%
Don't know	8	8	5	5	7	8	1	-	-	-	3	*	4	-	2
	5%	5%	4%	10%	6%	5%	2%	-%	-%	-%	8%	3%	6%	-%	3%
		100%	60%	61%	95%	100%	9%	-%	-%	-%	35%	5%	55%	-%	25%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 62

Q25. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of calls increased by 10%? (SINGLE CODE)

Base : Those who would switch any calls

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	*h	*i	*j	k	l	*m	n	o
Unweighted total	150		40	60	89	6	144	112	27	10	29	67	94	19	84	61
Effective Weighted Sample	117	15	31	46	71	5	112	88	20	8	24	53	74	12	75	40
Total	153	20	39	59	94	6	147	115	26	11	33	69	97	15	103	47
		13%	25%	38%	61%	4%	96%	75%	17%	7%	22%	45%	64%	10%	67%	31%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	67	8	16	24	43	3	64	49	11	10	25	22	34	4	44	22
	44%	38%	42%	40%	46%	51%	43%	43%	43%	89%	75%	32%	35%	28%	43%	47%
		11%	24%	36%	64%	5%	95%	73%	17%	14%	37%	33%	51%	6%	66%	33%
No, would keep landline	78	12	23	35	43	3	75	60	13	1	6	46	60	9	53	22
	51%	62%	58%	60%	46%	49%	51%	52%	50%	11%	18%	66%	62%	59%	52%	48%
		16%	29%	45%	55%	4%	96%	77%	17%	1%	8%	58%	77%	12%	68%	29%
Don't know	8	-	-	-	8	-	8	6	2	-	2	2	3	2	5	2
	5%	-%	-%	-%	8%	-%	5%	5%	7%	-%	7%	2%	3%	13%	5%	5%
					c											
		-%	-%	-%	100%	-%	100%	76%	24%	-%	30%	20%	40%	25%	70%	30%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 63

Q25. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of calls increased by 10%? (SINGLE CODE)

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE	
Significance Level: 95%		a	b	c	d	e	£50 f	£51- £100 g	£101+ h	i	*j	*k	*l	*m	n	
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46	
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28	
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29	
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%	
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	67	15	38	8	62	5	27	11	8	58	4	2	-	4	9	
	19%	21%	19%	22%	20%	15%	19%	15%	19%	18%	47%	48%	-%	23%	32%	
		23%	57%	12%	92%	8%	41%	16%	12%	86%	6%	2%	-%	6%	14%	
No, would keep landline	78	16	48	6	70	8	32	16	12	71	3	1	*	3	7	
	23%	23%	24%	16%	23%	23%	22%	21%	27%	22%	33%	23%	35%	19%	24%	
		21%	61%	8%	90%	10%	41%	20%	15%	91%	3%	1%	*%	4%	9%	
Don't know	8	1	5	1	7	1	1	2	1	7	-	-	-	*	*	
	2%	2%	2%	2%	2%	3%	1%	3%	3%	2%	-%	-%	-%	2%	1%	
		15%	62%	9%	86%	14%	15%	30%	14%	95%	-%	-%	-%	5%	5%	
10% INCREASE ON PRICE OF CALLS WOULD NOT HAVE ANY IMPACT (FROM Q23)	181	35	106	21	161	19	79	44	22	172	2	1	*	6	9	
	52%	49%	52%	55%	52%	56%	55%	61%	52%	54%	20%	29%	65%	35%	31%	
		19%	58%	11%	89%	11%	44%	24%	12%	95%	1%	1%	*%	3%	5%	
DON'T KNOW ABOUT IMPACT OF 10% INCREASE ON PRICE OF CALLS (FROM Q23)	13	4	6	2	12	1	5	-	-	10	-	-	-	4	4	
	4%	5%	3%	6%	4%	3%	3%	-%	-%	3%	-%	-%	-%	21%	12%	
		27%	48%	17%	92%	8%	35%	-%	-%	73%	-%	-%	-%	27%	27%	
Columns Tested:	a,b,c,d,e - f,g,h - i,j,k,l,m,n															

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Table 63

Q25. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of calls increased by 10%? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	67	67	52	22	61	64	18	10	3	2	18	8	34	2	21
	19%	19%	25%	21%	22%	20%	28%	42%	28%	19%	27%	27%	23%	17%	16%
		100%	77%	32%	92%	95%	27%	14%	4%	2%	26%	12%	51%	2%	31%
No, would keep landline	78	78	47	22	62	75	12	6	4	3	12	4	27	-	36
	23%	23%	23%	21%	23%	24%	19%	24%	39%	29%	18%	13%	19%	-	28%
		100%	60%	29%	79%	96%	16%	7%	5%	3%	15%	5%	35%	-	46%
Don't know	8	8	5	5	7	8	1	-	-	-	3	*	4	-	2
	2%	2%	2%	4%	3%	2%	1%	-	-	-	4%	1%	3%	-	1%
		100%	60%	61%	95%	100%	9%	-	-	-	35%	5%	55%	-	25%
10% INCREASE ON PRICE OF CALLS WOULD NOT HAVE ANY IMPACT (FROM Q23)	181	181	96	53	132	162	29	8	3	4	32	16	77	8	61
	52%	52%	46%	51%	48%	51%	45%	33%	33%	50%	49%	56%	53%	83%	48%
		100%	53%	29%	73%	90%	16%	4%	2%	2%	18%	9%	43%	4%	34%
DON'T KNOW ABOUT IMPACT OF 10% INCREASE ON PRICE OF CALLS (FROM Q23)	13	13	10	3	11	10	5	-	-	*	1	1	4	-	8
	4%	4%	5%	3%	4%	3%	7%	-	-	2%	2%	3%	2%	-	6%
		100%	75%	24%	86%	73%	35%	-	-	1%	11%	6%	27%	-	60%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

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Table 63

Q25. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of calls increased by 10%? (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	67	8	16	24	43	3	64	49	11	10	25	22	34	4	44	22
	19%	21%	15%	17%	21%	11%	20%	21%	17%	48%	46%	11%	14%	13%	19%	20%
		11%	24%	36%	64%	5%	95%	73%	17%	14%	37%	33%	51%	6%	66%	33%
No, would keep landline	78	12	23	35	43	3	75	60	13	1	6	46	60	9	53	22
	23%	33%	22%	25%	21%	10%	24%	25%	20%	6%	11%	24%	25%	27%	23%	20%
		16%	29%	45%	55%	4%	96%	77%	17%	1%	8%	58%	77%	12%	68%	29%
Don't know	8	-	-	-	8	-	8	6	2	-	2	2	3	2	5	2
	2%	-%	-%	-%	4%	-%	2%	2%	3%	-%	4%	1%	1%	6%	2%	2%
		-%	-%	-%	100%	-%	100%	76%	24%	-%	30%	20%	40%	25%	70%	30%
10% INCREASE ON PRICE OF CALLS WOULD NOT HAVE ANY IMPACT (FROM Q23)	181	16	62	78	103	19	162	116	39	9	21	119	138	16	121	59
	52%	43%	59%	55%	50%	66%	51%	48%	59%	46%	39%	61%	57%	46%	52%	53%
		9%	34%	43%	57%	10%	90%	64%	22%	5%	12%	66%	76%	9%	67%	33%
DON'T KNOW ABOUT IMPACT OF 10% INCREASE ON PRICE OF CALLS (FROM Q23)	13	1	4	5	8	4	10	9	1	-	-	6	7	3	8	5
	4%	3%	4%	4%	4%	12%	3%	4%	2%	-%	-%	3%	3%	9%	3%	5%
		9%	31%	40%	60%	27%	73%	65%	9%	-%	-%	43%	51%	22%	60%	40%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

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Table 64

VALUE USED TO REPRESENT 10% INCREASE IN TOTAL MONTHLY SPEND - BASED ON ACTUAL SPEND (AT Q21) OR USING EXAMPLE TOTAL MONTHLY SPEND OF £230

Base : All respondents

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
UP TO £5.00	145	42	93	5	140	4	145	-	-	134	*	-	-	10	10
	42%	59%	46%	14%	45%	13%	100%	-%	-%	42%	4%	-%	-%	58%	35%
		ce	ce		ce		gh								
		29%	64%	4%	97%	3%	100%	-%	-%	93%	*%	-%	-%	7%	7%
£5.01-£10.00	73	7	46	13	66	7	-	73	-	68	3	*	-	1	5
	21%	10%	23%	33%	21%	19%	-%	100%	-%	21%	37%	11%	-%	7%	16%
			a	a	a			fh							
		10%	64%	17%	91%	9%	-%	100%	-%	94%	4%	*%	-%	2%	6%
£10.01-£15.00	21	4	8	5	17	5	-	-	21	20	1	-	*	-	1
	6%	5%	4%	14%	5%	14%	-%	-%	50%	6%	7%	-%	65%	-%	3%
				bd		bd			fg						
		16%	37%	24%	78%	22%	-%	-%	100%	96%	3%	-%	2%	-%	4%
£15.01-£20.00	12	-	6	4	10	2	-	-	12	10	*	*	-	2	2
	4%	-%	3%	10%	3%	6%	-%	-%	29%	3%	4%	11%	-%	9%	8%
				ad					fg						
		-%	52%	30%	83%	17%	-%	-%	100%	81%	3%	3%	-%	13%	19%
£20.01-£25.00	90	18	50	10	78	12	-	-	3	82	3	2	-	3	8
	26%	25%	24%	27%	25%	36%	-%	-%	7%	26%	40%	60%	-%	16%	27%
					d				f						
		20%	55%	11%	86%	14%	-%	-%	3%	91%	4%	2%	-%	3%	9%
OVER£25.00	6	1	-	1	2	4	-	-	6	3	1	1	*	2	3
	2%	2%	-%	2%	1%	12%	-%	-%	14%	1%	7%	18%	35%	10%	10%
						abcd			fg						i
		19%	-%	12%	31%	69%	-%	-%	100%	51%	9%	9%	3%	28%	49%
Mean £s per month	13.8	20.3	10.1	13.8	12.9	22.7	3.4	7.7	41.1	11.2	16.6	22.0	48.6	59.2	43.0
				b		bd		f	fg						i
Standard deviation	42.16	88.77	8.12	9.95	43.04	32.24	1.08	1.71	115.63	12.63	7.78	7.79	-	180.58	138.82
Standard error	2.26	11.37	.72	1.39	2.78	3.10	.10	.20	13.92	.73	2.01	2.46	-	41.43	20.47
Median £s per month	12	9	10	15	10	23	4	8	15	12	23	23	15	4	16
Standard deviation	12.56	9.21	8.46	9.98	8.86	25.51	1.23	1.67	23.01	11.12	7.28	7.79	-	28.41	22.29
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 64

VALUE USED TO REPRESENT 10% INCREASE IN TOTAL MONTHLY SPEND - BASED ON ACTUAL SPEND (AT Q21) OR USING EXAMPLE TOTAL MONTHLY SPEND OF £230

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STNDARD LANDLINE	SMART- PHONES	STNDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
UP TO £5.00	145	145	82	41	111	127	24	1	2	*	22	12	46	6	77
	42%	42%	39%	39%	41%	40%	38%	3%	17%	4%	33%	42%	31%	69%	60%
		g	g	g	g	g	g	g	g	g	g	g	g	g	l
		100%	57%	28%	77%	88%	17%	*%	1%	*%	15%	8%	32%	4%	53%
£5.01-£10.00	73	73	41	20	54	68	14	6	*	2	16	4	33	2	23
	21%	21%	20%	19%	20%	21%	21%	25%	4%	25%	25%	15%	22%	17%	18%
		100%	57%	27%	74%	94%	19%	8%	*%	3%	22%	6%	45%	2%	32%
£10.01-£15.00	21	21	15	5	18	20	6	3	1	2	6	4	7	*	3
	6%	6%	7%	5%	6%	6%	10%	14%	10%	26%	9%	16%	5%	4%	3%
		100%	71%	23%	83%	95%	30%	15%	4%	11%	27%	21%	34%	2%	15%
£15.01-£20.00	12	12	9	4	10	12	2	2	2	1	3	-	7	-	3
	4%	4%	4%	4%	4%	4%	3%	9%	25%	17%	4%	-%	5%	-%	2%
		100%	73%	31%	82%	100%	18%	16%	19%	12%	24%	-%	60%	-%	22%
£20.01-£25.00	90	90	58	34	76	85	16	7	3	1	16	6	50	1	20
	26%	26%	28%	32%	28%	27%	24%	32%	36%	11%	25%	21%	34%	10%	16%
													n		
		100%	64%	38%	85%	95%	18%	8%	4%	1%	18%	7%	56%	1%	22%
OVER£25.00	6	6	5	2	5	6	2	4	1	2	2	2	3	-	2
	2%	2%	2%	2%	2%	2%	3%	17%	8%	18%	4%	6%	2%	-%	2%
							abcde								
		100%	76%	33%	82%	94%	34%	61%	12%	25%	40%	28%	51%	-%	34%
Mean £s per month	13.8	13.8	16.1	12.5	14.8	14.4	24.0	57.8	18.8	111.0	24.9	40.7	14.0	6.5	14.4
								abcde				acde			
Standard deviation	42.16	42.16	53.04	12.68	46.60	43.90	93.03	155.36	16.25	247.29	92.70	141.87	15.72	6.44	66.82
Standard error	2.26	2.26	3.60	1.21	2.84	2.44	10.67	24.26	3.73	56.73	10.70	23.32	1.30	2.15	6.40
Median £s per month	12	12	13	18	13	12	11	16	16	15	13	12	18	4	7
Standard deviation	12.56	12.56	14.36	13.52	13.33	12.73	11.07	28.47	17.42	37.39	16.02	10.55	12.02	7.70	10.82
Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n															

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 64

VALUE USED TO REPRESENT 10% INCREASE IN TOTAL MONTHLY SPEND - BASED ON ACTUAL SPEND (AT Q21) OR USING EXAMPLE TOTAL MONTHLY SPEND OF £230

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL			
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER			STRONGLY	STRONGLY			DISAGREE
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
UP TO £5.00	145	18	53	71	74	18	127	98	27	5	18	90	107	9	133	12
	42%	48%	51%	50%	36%	62%	40%	41%	40%	25%	34%	46%	44%	27%	57%	10%
		12%	37%	49%	51%	12%	88%	67%	18%	4%	13%	62%	74%	6%	92%	8%
£5.01-£10.00	73	8	24	32	41	4	68	54	12	9	16	37	50	6	39	33
	21%	22%	23%	22%	20%	15%	21%	22%	18%	45%	29%	19%	21%	17%	17%	30%
		11%	33%	44%	56%	6%	94%	74%	17%	12%	22%	51%	69%	8%	54%	46%
£10.01-£15.00	21	2	10	11	10	1	20	10	10	1	1	12	18	2	4	18
	6%	4%	9%	8%	5%	4%	6%	4%	15%	5%	2%	6%	7%	7%	2%	16%
		7%	45%	53%	47%	5%	95%	47%	47%	4%	4%	58%	85%	11%	17%	83%
£15.01-£20.00	12	1	2	3	10	-	12	11	1	-	3	5	6	2	3	8
	4%	2%	2%	2%	5%	-%	4%	5%	2%	-%	6%	3%	2%	5%	1%	7%
		6%	15%	21%	79%	-%	100%	91%	9%	-%	28%	40%	46%	13%	21%	63%
£20.01-£25.00	90	9	15	23	66	5	85	64	14	5	15	47	58	14	53	36
	26%	23%	14%	16%	32%	17%	27%	27%	21%	24%	29%	24%	24%	41%	23%	32%
		9%	16%	26%	73%	5%	95%	71%	16%	5%	17%	52%	64%	15%	59%	40%
OVER£25.00	6	*	2	2	4	*	6	3	3	*	*	3	3	1	1	5
	2%	1%	2%	1%	2%	1%	2%	1%	4%	1%	1%	1%	1%	3%	1%	5%
		6%	27%	33%	67%	6%	94%	51%	43%	3%	6%	42%	48%	18%	12%	88%
Mean £s per month	13.8	11.1	8.8	9.4	16.9	7.9	14.4	12.0	22.8	11.0	12.2	10.9	10.8	15.1	9.0	23.8
Standard deviation	42.16	17.65	8.56	11.62	53.92	8.18	43.90	14.89	91.65	7.76	11.84	14.15	13.13	11.13	8.96	72.42
Standard error	2.26	2.83	.83	.97	3.81	1.67	2.44	.96	10.80	1.73	1.66	1.03	.85	1.81	.65	5.89
Median £s per month	12	10	9	10	20	7	12	11	12	10	15	12	12	18	8	16
Standard deviation	12.56	21.12	9.67	13.60	11.71	9.63	12.73	13.45	10.05	7.69	12.47	11.80	11.15	11.01	10.01	15.36
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 65

Q26. If the price of your total (MAIN FIXED LINE METHOD AT Q4) bill - not just the cost of calls - increased by 10% each month, so an extra (10% OF TOTAL SPEND) each month, how likely would you be to change the way you make calls from your place of work? When answering, please assume that the price of bills from by ALL (MAIN FIXED LINE METHOD AT Q4) providers would increase by 10%, so there would be no financial benefit in simply switching to another provider. Please also assume that mobile, VoIP services like Skype or FaceTime or other forms of communication costs would remain the same. Please note that your answers here will not affect the real life future prices charged for your (MAIN FIXED LINE METHOD AT Q4). Would you say... (SINGLE CODE)

Base : All respondents

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
We would switch all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	60	11	38	5	54	5	25	13	3	52	3	2	-	2	7
	17%	15%	19%	14%	17%	16%	17%	17%	8%	16%	40%	59%	-%	14%	26%
		18%	65%	9%	91%	9%	42%	21%	6%	88%	5%	3%	-%	4%	12%
We would switch some but not all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	110	18	67	15	100	10	50	20	18	101	4	*	*	5	9
	32%	25%	33%	39%	32%	30%	35%	27%	41%	32%	44%	11%	35%	30%	32%
		16%	61%	13%	91%	9%	46%	18%	16%	92%	3%	*%	*%	5%	8%
This would not have any impact on the calls we make using a (MAIN FIXED LINE METHOD AT Q4)	165	40	91	17	148	17	65	39	21	157	1	1	*	6	8
	48%	56%	45%	45%	47%	49%	45%	53%	49%	49%	16%	30%	65%	34%	29%
		24%	55%	10%	90%	10%	39%	24%	13%	95%	1%	1%	*%	3%	5%
Don't know	12	4	6	1	11	2	4	1	1	8	-	-	-	4	4
	4%	5%	3%	2%	3%	5%	3%	2%	1%	3%	-%	-%	-%	23%	13%
		29%	52%	6%	87%	13%	36%	10%	4%	69%	-%	-%	-%	31%	31%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 65

Q26. If the price of your total (MAIN FIXED LINE METHOD AT Q4) bill - not just the cost of calls - increased by 10% each month, so an extra (10% OF TOTAL SPEND) each month, how likely would you be to change the way you make calls from your place of work? When answering, please assume that the price of bills from by ALL (MAIN FIXED LINE METHOD AT Q4) providers would increase by 10%, so there would be no financial benefit in simply switching to another provider. Please also assume that mobile, VoIP services like Skype or FaceTime or other forms of communication costs would remain the same. Please note that your answers here will not affect the real life future prices charged for your (MAIN FIXED LINE METHOD AT Q4). Would you say... (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
We would switch all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	60	60	40	17	47	57	10	6	3	1	14	5	28	2	20
	17%	17%	19%	16%	17%	18%	16%	28%	32%	14%	21%	17%	19%	21%	16%
		100%	67%	28%	79%	95%	17%	11%	5%	2%	23%	8%	47%	3%	34%
We would switch some but not all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	110	110	79	34	95	106	27	9	3	5	25	9	46	5	42
	32%	32%	38%	33%	35%	33%	42%	37%	33%	54%	38%	32%	31%	52%	33%
		100%	71%	31%	87%	97%	24%	8%	3%	4%	23%	8%	42%	4%	38%
This would not have any impact on the calls we make using a (MAIN FIXED LINE METHOD AT Q4)	165	165	82	49	119	144	25	8	3	3	24	14	67	3	60
	48%	48%	39%	47%	44%	45%	39%	34%	27%	30%	36%	48%	46%	27%	47%
		100%	50%	30%	72%	87%	15%	5%	2%	2%	14%	8%	41%	2%	36%
Don't know	12	12	9	5	12	11	2	*	1	*	3	1	6	-	6
	4%	4%	4%	5%	4%	3%	3%	1%	8%	2%	4%	3%	4%	-%	4%
		100%	73%	40%	97%	90%	15%	2%	6%	2%	23%	6%	50%	-%	45%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 65

Q26. If the price of your total (MAIN FIXED LINE METHOD AT Q4) bill - not just the cost of calls - increased by 10% each month, so an extra (10% OF TOTAL SPEND) each month, how likely would you be to change the way you make calls from your place of work? When answering, please assume that the price of bills from by ALL (MAIN FIXED LINE METHOD AT Q4) providers would increase by 10%, so there would be no financial benefit in simply switching to another provider. Please also assume that mobile, VoIP services like Skype or FaceTime or other forms of communication costs would remain the same. Please note that your answers here will not affect the real life future prices charged for your (MAIN FIXED LINE METHOD AT Q4). Would you say... (SINGLE CODE)

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
We would switch all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	60	4	16	19	40	3	57	45	7	11	19	22	30	8	38	20
	17%	10%	15%	14%	20%	10%	18%	19%	11%	54%	36%	11%	12%	23%	16%	18%
		6%	26%	32%	68%	5%	95%	75%	12%	18%	33%	37%	51%	13%	64%	34%
We would switch some but not all calls away from (MAIN FIXED LINE METHOD AT Q4) to another method	110	16	33	49	61	3	106	80	25	*	12	63	83	10	75	34
	32%	42%	32%	34%	30%	12%	33%	33%	37%	1%	23%	33%	34%	29%	32%	31%
		14%	30%	44%	56%	3%	97%	72%	23%	*%	11%	57%	75%	9%	69%	31%
This would not have any impact on the calls we make using a (MAIN FIXED LINE METHOD AT Q4)	165	17	52	69	96	21	144	104	35	8	21	105	123	16	112	51
	48%	45%	50%	49%	47%	73%	45%	44%	52%	40%	39%	54%	51%	47%	48%	46%
		10%	32%	42%	58%	13%	87%	63%	21%	5%	13%	63%	74%	10%	68%	31%
Don't know	12	1	4	5	7	1	11	11	*	1	1	4	7	*	7	5
	4%	3%	4%	3%	3%	4%	3%	5%	1%	6%	3%	2%	3%	1%	3%	5%
		10%	31%	40%	57%	10%	90%	88%	3%	10%	11%	33%	56%	2%	55%	43%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 66

Q27. Which of these would you use instead to make calls if the price of total (MAIN FIXED LINE METHOD AT Q4) bills and not just calls increased by 10%, so an extra (10% OF TOTAL SPEND) each month? Would you... MULTI CODE

Base : Those who would switch any calls

	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH				MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE	BROAD-	ALL NON-
		*a	b	*c	d	e	£50	£51- £100	£101+	LINE	*j	*k	*l	*m	*n
		f						g	h	i					
Significance Level: 95%															
Unweighted total	168	24	66	27	117	51	56	31	36	140	11	8	1	8	28
Effective Weighted Sample	129	24	66	27	109	48	52	25	24	114	7	7	1	6	16
Total	169	28	106	20	154	16	76	33	21	153	7	2	*	7	17
		17%	62%	12%	91%	9%	45%	19%	12%	90%	4%	1%	100%	4%	10%
Switch to mobile voice calls	137	25	86	15	126	11	62	29	15	129	3	1	*	3	8
	81%	88%	82%	74%	82%	69%	83%	89%	70%	84%	50%	66%	100%	39%	48%
		18%	63%	11%	92%	8%	46%	21%	11%	94%	2%	1%	100%	2%	6%
Switch to mobile phone texts or instant messaging	99	19	62	10	92	8	53	18	7	93	3	*	-	3	6
	59%	67%	59%	52%	60%	49%	71%	57%	34%	61%	45%	9%	-	36%	35%
							h								
		19%	63%	10%	92%	8%	54%	19%	7%	94%	3%	100%	-	3%	6%
Switch to email	96	18	61	8	87	10	48	16	11	86	4	1	*	6	11
	57%	63%	58%	41%	56%	63%	63%	49%	54%	56%	58%	25%	100%	79%	63%
		18%	63%	8%	90%	10%	50%	17%	12%	89%	4%	1%	100%	6%	11%
Switch to online calls/ Skype/ FaceTime/ VoIP calls online	64	8	38	9	55	8	29	12	11	58	2	1	*	3	5
	38%	29%	36%	44%	36%	52%	39%	36%	53%	38%	24%	34%	100%	39%	33%
		13%	60%	14%	87%	13%	46%	18%	18%	91%	3%	1%	100%	5%	9%
Something else	9	2	5	1	9	*	4	2	2	7	*	*	-	2	2
	5%	8%	5%	7%	6%	2%	6%	5%	10%	5%	3%	9%	-	21%	12%
		26%	53%	16%	96%	4%	49%	18%	23%	78%	2%	2%	-	18%	22%
Don't know	2	1	-	-	1	*	-	-	-	1	-	*	-	-	*
	1%	4%	-	-	1%	2%	-	-	-	1%	-	16%	-	-	2%
		77%	-	-	77%	23%	-	-	-	77%	-	23%	-	-	23%
TOTAL SWITCH TO MOBILE VOICE OR TEXT	150	26	96	16	138	12	68	32	16	139	5	1	*	4	11
	89%	92%	91%	81%	90%	78%	91%	99%	77%	91%	73%	66%	100%	57%	65%
		17%	64%	11%	e	8%	45%	h	11%	93%	3%	1%	100%	3%	7%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 66

Q27. Which of these would you use instead to make calls if the price of total (MAIN FIXED LINE METHOD AT Q4) bills and not just calls increased by 10%, so an extra (10% OF TOTAL SPEND) each month? Would you... MULTI CODE

Base : Those who would switch any calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Unweighted total	168	168	121	57	141	161	44	25	14	13	45	19	71	5	54
Effective Weighted Sample	129	129	91	40	109	124	29	15	8	8	31	12	56	4	46
Total	169	169	119	51	143	163	37	15	6	6	39	14	73	7	62
		100%	70%	30%	84%	96%	22%	9%	4%	4%	23%	8%	43%	4%	37%
Switch to mobile voice calls	137	137	104	45	123	131	31	11	3	4	30	10	56	6	51
	81%	81%	87%	88%	86%	80%	82%	72%	57%	67%	77%	72%	77%	95%	82%
		100%	76%	33%	90%	96%	22%	8%	3%	3%	22%	7%	41%	5%	37%
Switch to mobile phone texts or instant messaging	99	99	66	27	79	96	23	6	3	1	16	6	37	5	45
	59%	59%	56%	53%	56%	59%	61%	44%	45%	22%	40%	43%	50%	71%	72%
		100%	66%	27%	80%	97%	23%	7%	3%	1%	16%	6%	37%	5%	45%
Switch to email	96	96	67	30	82	95	23	10	3	2	20	10	41	6	37
	57%	57%	57%	59%	58%	58%	61%	69%	51%	37%	51%	72%	56%	95%	60%
		100%	70%	31%	85%	98%	23%	11%	3%	2%	20%	10%	42%	7%	38%
Switch to online calls/ Skype/ FaceTime/ VoIP calls online	64	64	55	20	61	62	18	8	2	3	24	10	28	2	26
	38%	38%	46%	38%	43%	38%	48%	51%	37%	46%	ae	37%	38%	24%	42%
		100%	86%	31%	96%	98%	28%	12%	4%	4%	6	16%	44%	3%	41%
Something else	9	9	8	*	8	8	4	*	1	-	6	4	5	-	2
	5%	5%	7%	1%	6%	5%	10%	1%	15%	-%	16%	25%	7%	-%	3%
		100%	92%	4%	92%	92%	40%	2%	10%	-%	ce	39%	59%	-%	20%
Don't know	2	2	2	-	2	2	-	-	*	-	-	-	-	*	1
	1%	1%	1%	-%	1%	1%	-%	-%	6%	-%	-%	-%	-%	5%	2%
		100%	100%	-%	100%	100%	-%	-%	23%	-%	-%	-%	-%	23%	77%
TOTAL SWITCH TO MOBILE VOICE OR TEXT	150	150	105	48	128	145	34	12	4	5	32	11	65	6	55
	89%	89%	89%	95%	90%	89%	91%	84%	69%	76%	82%	80%	88%	95%	89%
		100%	70%	32%	85%	96%	23%	8%	3%	3%	21%	7%	43%	4%	37%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 66

Q27. Which of these would you use instead to make calls if the price of total (MAIN FIXED LINE METHOD AT Q4) bills and not just calls increased by 10%, so an extra (10% OF TOTAL SPEND) each month? Would you... MULTI CODE

Base : Those who would switch any calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE BBAND	SAME & SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	*m	n	o
Unweighted total	168	21	50	71	97	7	161	125	30	11	31	80	109	20	93	71
Effective Weighted Sample	129	14	38	52	77	5	124	96	23	8	25	63	85	14	82	46
Total	169	19	49	68	101	6	163	124	32	11	32	85	113	18	113	55
		11%	29%	40%	60%	4%	96%	73%	19%	6%	19%	50%	66%	10%	67%	32%
Switch to mobile voice calls	137	14	41	55	81	5	131	96	31	10	29	66	90	15	93	43
	81%	73%	84%	81%	80%	85%	80%	77%	96%	88%	91%	77%	80%	83%	82%	78%
		10%	30%	40%	60%	4%	96%	70%	22%	7%	21%	48%	66%	11%	68%	31%
Switch to mobile phone texts or instant messaging	99	12	35	47	53	3	96	71	20	3	15	58	72	10	73	27
	59%	60%	72%	68%	52%	52%	59%	57%	61%	23%	47%	68%	64%	58%	64%	49%
		12%	35%	47%	53%	3%	97%	72%	20%	3%	15%	58%	72%	10%	73%	27%
Switch to email	96	10	33	43	53	2	95	69	22	4	16	47	61	14	70	26
	57%	54%	67%	63%	53%	27%	58%	56%	68%	34%	49%	56%	54%	80%	62%	47%
		11%	34%	45%	55%	2%	98%	72%	22%	4%	16%	49%	63%	15%	73%	27%
Switch to online calls/ Skype/ FaceTime/ VoIP calls online	64	6	23	29	35	1	62	48	14	3	15	29	38	7	41	22
	38%	32%	47%	43%	34%	18%	38%	39%	44%	28%	49%	34%	34%	41%	36%	40%
		10%	36%	45%	55%	2%	98%	75%	22%	5%	24%	45%	60%	11%	65%	35%
Something else	9	1	-	1	8	1	8	7	1	1	1	3	7	-	6	3
	5%	6%	-%	2%	8%	12%	5%	6%	4%	7%	2%	3%	6%	-%	5%	6%
		13%	-%	13%	87%	8%	92%	77%	15%	8%	8%	30%	74%	-%	62%	38%
Don't know	2	-	-	-	2	-	2	1	*	-	-	2	2	-	1	*
	1%	-%	-%	-%	2%	-%	1%	1%	1%	-%	-%	2%	1%	-%	1%	1%
		-%	-%	-%	100%	-%	100%	77%	23%	-%	-%	100%	100%	-%	77%	23%
TOTAL SWITCH TO MOBILE VOICE OR TEXT	150	15	47	62	89	6	145	107	31	10	29	76	102	15	100	50
	89%	76%	96%	91%	87%	88%	89%	86%	96%	88%	91%	89%	91%	83%	88%	90%
		10%	31%	41%	59%	4%	96%	71%	20%	6%	19%	50%	68%	10%	67%	33%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 67

Q28. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of total bills increased by 10%? (SINGLE CODE)

Base : Those who would switch any calls

	Total	COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%		*a	b	*c	d	e	£50	£51- £100	£101+	LINE	*j	*k	*l	*m	*n
		f						g	h	i					
Unweighted total	168	24	66	27	117	51	56	31	36	140	11	8	1	8	28
Effective Weighted Sample	129	24	66	27	109	48	52	25	24	114	7	7	1	6	16
Total	169	28	106	20	154	16	76	33	21	153	7	2	*	7	17
		17%	62%	12%	91%	9%	45%	19%	12%	90%	4%	1%	1%	4%	10%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	64	13	35	10	58	6	25	14	6	55	4	1	-	3	9
	38%	46%	33%	48%	38%	38%	33%	43%	28%	36%	63%	59%	-%	43%	53%
		20%	55%	15%	91%	9%	39%	22%	9%	86%	7%	2%	-%	5%	14%
No, would keep landline	97	12	67	9	88	9	50	17	14	91	2	1	*	2	5
	57%	42%	64%	44%	57%	55%	66%	53%	65%	60%	31%	25%	100%	31%	31%
		12%	70%	9%	91%	9%	51%	18%	14%	95%	2%	1%	1%	2%	5%
Don't know	9	4	3	1	8	1	1	1	1	7	*	*	-	2	3
	5%	13%	3%	7%	5%	7%	2%	4%	7%	4%	5%	16%	-%	26%	16%
		38%	35%	16%	88%	12%	13%	13%	16%	72%	4%	4%	-%	21%	28%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 67

Q28. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of total bills increased by 10%? (SINGLE CODE)

Base : Those who would switch any calls

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	*g	*h	*i	j	*k	l	*m	n
Significance Level: 95%															
Unweighted total	168	168	121	57	141	161	44	25	14	13	45	19	71	5	54
Effective Weighted Sample	129	129	91	40	109	124	29	15	8	8	31	12	56	4	46
Total	169	169	119	51	143	163	37	15	6	6	39	14	73	7	62
		100%	70%	30%	84%	96%	22%	9%	4%	4%	23%	8%	43%	4%	37%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	64	64	46	23	55	61	11	7	3	2	15	5	31	2	25
	38%	38%	39%	45%	39%	37%	29%	50%	54%	33%	40%	39%	43%	24%	40%
		100%	72%	36%	87%	96%	17%	12%	5%	3%	24%	9%	49%	3%	39%
No, would keep landline	97	97	65	26	79	93	24	6	2	4	23	8	39	5	34
	57%	57%	54%	50%	55%	57%	64%	43%	28%	67%	59%	56%	53%	71%	54%
		100%	67%	26%	82%	97%	25%	7%	2%	4%	24%	8%	41%	5%	35%
Don't know	9	9	8	2	9	9	3	1	1	-	1	1	3	*	4
	5%	5%	7%	5%	6%	5%	7%	7%	18%	-%	2%	5%	4%	5%	6%
		100%	88%	25%	92%	96%	30%	12%	12%	-%	8%	8%	33%	4%	38%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 67

Q28. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of total bills increased by 10%? (SINGLE CODE)

Base : Those who would switch any calls

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
Significance Level: 95%		*a	b	c	d	*e	f	g	h	*i	j	k	l	*m	n	o
Unweighted total	168	21	50	71	97	7	161	125	30	11	31	80	109	20	93	71
Effective Weighted Sample	129	14	38	52	77	5	124	96	23	8	25	63	85	14	82	46
Total	169	19	49	68	101	6	163	124	32	11	32	85	113	18	113	55
		11%	29%	40%	60%	4%	96%	73%	19%	6%	19%	50%	66%	10%	67%	32%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	64	6	15	21	43	3	61	51	8	6	23	17	31	6	45	18
	38%	29%	31%	30%	42%	43%	37%	41%	25%	56%	73%	20%	27%	36%	40%	33%
		9%	24%	32%	68%	4%	96%	80%	13%	10%	37%	27%	48%	10%	71%	28%
No, would keep landline	97	14	31	45	52	3	93	66	23	4	8	61	76	11	62	33
	57%	71%	63%	66%	51%	51%	57%	53%	74%	38%	24%	72%	67%	62%	55%	61%
		14%	32%	46%	54%	3%	97%	69%	24%	4%	8%	64%	78%	11%	65%	35%
Don't know	9	-	3	3	6	*	9	7	*	1	1	6	6	*	6	3
	5%	-%	6%	4%	6%	6%	5%	6%	1%	7%	2%	7%	6%	2%	5%	6%
		-%	30%	30%	70%	4%	96%	75%	4%	8%	8%	68%	68%	4%	63%	37%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 68

Q28. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of total bills increased by 10%? (SINGLE CODE)

Base : All respondents

	COMPANY SIZE						MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1 a	2-4 b	5-9 c	1-9 d	10+ e	UP TO £50 f	£51- £100 g	£101+ h	LAND- LINE i	ISDN2/2E *j	ISDN30 *k	LL/ PRIVATE CIRCUIT *l	BROAD- BAND *m	ALL NON- LANDLINE n
Significance Level: 95%															
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	64	13	35	10	58	6	25	14	6	55	4	1	-	3	9
	18%	18%	17%	25%	18%	17%	17%	19%	14%	17%	53%	41%	-%	19%	31%
		20%	55%	15%	91%	9%	39%	22%	9%	86%	7%	2%	-%	5%	14%
No, would keep landline	97	12	67	9	88	9	50	17	14	91	2	1	*	2	5
	28%	16%	33%	24%	28%	25%	34%	24%	32%	29%	27%	18%	35%	14%	18%
			a												
		12%	70%	9%	91%	9%	51%	18%	14%	95%	2%	1%	*%	2%	5%
Don't know	9	4	3	1	8	1	1	1	1	7	*	*	-	2	3
	3%	5%	2%	4%	3%	3%	1%	2%	3%	2%	4%	11%	-%	11%	9%
															i
		38%	35%	16%	88%	12%	13%	13%	16%	72%	4%	4%	-%	21%	28%
10% INCREASE ON TOTAL BILL WOULD NOT HAVE ANY IMPACT (FROM Q26)	165	40	91	17	148	17	65	39	21	157	1	1	*	6	8
	48%	56%	45%	45%	47%	49%	45%	53%	49%	49%	16%	30%	65%	34%	29%
		24%	55%	10%	90%	10%	39%	24%	13%	95%	1%	1%	*%	3%	5%
DON'T KNOW ABOUT IMPACT OF 10% INCREASE ON TOTAL BILL (FROM Q26)	12	4	6	1	11	2	4	1	1	8	-	-	-	4	4
	4%	5%	3%	2%	3%	5%	3%	2%	1%	3%	-%	-%	-%	23%	13%
															i
		29%	52%	6%	87%	13%	36%	10%	4%	69%	-%	-%	-%	31%	31%
Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n															

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Table 68

Q28. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of total bills increased by 10%? (SINGLE CODE)

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	64	64	46	23	55	61	11	7	3	2	15	5	31	2	25
	18%	18%	22%	22%	20%	19%	17%	33%	35%	23%	23%	19%	21%	17%	20%
		100%	72%	36%	87%	96%	17%	12%	5%	3%	24%	9%	49%	3%	39%
No, would keep landline	97	97	65	26	79	93	24	6	2	4	23	8	39	5	34
	28%	28%	31%	24%	29%	29%	37%	28%	18%	45%	35%	27%	27%	52%	26%
		100%	67%	26%	82%	97%	25%	7%	2%	4%	24%	8%	41%	5%	35%
Don't know	9	9	8	2	9	9	3	1	1	-	1	1	3	*	4
	3%	3%	4%	2%	3%	3%	4%	5%	12%	-%	1%	3%	2%	4%	3%
		100%	88%	25%	92%	96%	30%	12%	12%	-%	8%	8%	33%	4%	38%
10% INCREASE ON TOTAL BILL WOULD NOT HAVE ANY IMPACT (FROM Q26)	165	165	82	49	119	144	25	8	3	3	24	14	67	3	60
	48%	48%	39%	47%	44%	45%	39%	34%	27%	30%	36%	48%	46%	27%	47%
		100%	50%	30%	72%	87%	15%	5%	2%	2%	14%	8%	41%	2%	36%
DON'T KNOW ABOUT IMPACT OF 10% INCREASE ON TOTAL BILL (FROM Q26)	12	12	9	5	12	11	2	*	1	*	3	1	6	-	6
	4%	4%	4%	5%	4%	3%	3%	1%	8%	2%	4%	3%	4%	-%	4%
		100%	73%	40%	97%	90%	15%	2%	6%	2%	23%	6%	50%	-%	45%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

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Table 68

Q28. Would you rely on (ALTERNATIVE/S) and give up your (MAIN FIXED LINE METHOD AT Q4) if the price of total bills increased by 10%? (SINGLE CODE)

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Yes, would give up (MAIN FIXED LINE METHOD AT Q4) and just use other methods	64	6	15	21	43	3	61	51	8	6	23	17	31	6	45	18
	18%	15%	14%	15%	21%	10%	19%	21%	12%	30%	43%	9%	13%	19%	20%	16%
		9%	24%	32%	68%	4%	96%	80%	13%	10%	37%	27%	48%	10%	71%	28%
No, would keep landline	97	14	31	45	52	3	93	66	23	4	8	61	76	11	62	33
	28%	37%	29%	31%	25%	11%	29%	28%	35%	21%	14%	32%	31%	33%	27%	30%
		14%	32%	46%	54%	3%	97%	69%	24%	4%	8%	64%	78%	11%	65%	35%
Don't know	9	-	3	3	6	*	9	7	*	1	1	6	6	*	6	3
	3%	-%	3%	2%	3%	1%	3%	3%	1%	4%	1%	3%	3%	1%	3%	3%
		-%	30%	30%	70%	4%	96%	75%	4%	8%	8%	68%	68%	4%	63%	37%
10% INCREASE ON TOTAL BILL WOULD NOT HAVE ANY IMPACT (FROM Q26)	165	17	52	69	96	21	144	104	35	8	21	105	123	16	112	51
	48%	45%	50%	49%	47%	73%	45%	44%	52%	40%	39%	54%	51%	47%	48%	46%
		10%	32%	42%	58%	13%	87%	63%	21%	5%	13%	63%	74%	10%	68%	31%
DON'T KNOW ABOUT IMPACT OF 10% INCREASE ON TOTAL BILL (FROM Q26)	12	1	4	5	7	1	11	11	*	1	1	4	7	*	7	5
	4%	3%	4%	3%	3%	4%	3%	5%	1%	6%	3%	2%	3%	1%	3%	5%
		10%	31%	40%	57%	10%	90%	88%	3%	10%	11%	33%	56%	2%	55%	43%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 69

Q29. Is your organisation VAT registered?

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%	Total	a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	100%	5%	8%
Yes	235	22	149	33	204	31	82	57	37	212	8	3	1	12	23
	68%	31%	73%	88%	65%	90%	57%	78%	86%	67%	96%	94%	100%	70%	80%
		a	abd	a	abd		f	f	f						
		9%	63%	14%	87%	13%	35%	24%	16%	90%	3%	1%	100%	5%	10%
No	111	49	54	4	108	3	63	16	6	106	*	*	-	5	6
	32%	69%	27%	12%	35%	10%	43%	22%	14%	33%	4%	6%	-	30%	20%
		bcde	ce	ce	ce		gh								
		44%	49%	4%	97%	3%	56%	14%	5%	95%	100%	100%	100%	5%	5%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 69

Q29. Is your organisation VAT registered?

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Yes	235	235	145	66	182	222	45	22	9	8	50	21	113	7	64
	68%	68%	69%	62%	66%	70%	69%	96%	98%	96%	77%	74%	77%	81%	50%
		100%	62%	28%	77%	94%	19%	9%	4%	4%	21%	9%	48%	3%	27%
No	111	111	64	40	92	96	20	1	*	*	15	7	34	2	64
	32%	32%	31%	38%	34%	30%	31%	4%	2%	4%	23%	26%	23%	19%	50%
		g	g	g	g	g	g	g	g	g	g	g	g	g	l
		100%	58%	36%	82%	86%	18%	1%	1%	1%	14%	7%	30%	2%	57%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 69

Q29. Is your organisation VAT registered?

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12	LONGER	EVER	NEVER	LLINE &	LLINE	SAME	DIFF	AGREE	ALL	DIS.	ALL		1	2+
		MONTHS	AGO			NO	&	SUPPLIER	SUPPLIER	STRONGLY		AGREE	STRONGLY			
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Yes	235	27	77	104	131	13	222	157	54	12	35	121	160	28	134	98
	68%	72%	74%	73%	64%	46%	70%	65%	81%	61%	65%	62%	66%	84%	58%	88%
		11%	33%	44%	55%	6%	94%	67%	g 23%	5%	15%	51%	68%	k 12%	57%	n 42%
No	111	10	27	38	74	15	96	83	12	8	19	73	82	5	98	13
	32%	28%	26%	27%	36%	54%	30%	35%	19%	39%	35%	38%	34%	16%	42%	12%
		9%	25%	34%	66%	14%	86%	h 74%	11%	7%	17%	m 65%	74%	5%	o 88%	12%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 70

Q30. Is your organisation PAYE registered? IF NECESSARY So the organisation pays National Insurance and deducts PAYE through the payroll?

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		1	2-4	5-9	1-9	10+	UP TO			LAND-LINE			LL/ PRIVATE CIRCUIT	BROAD-BAND	ALL NON-LANDLINE
Significance Level: 95%	Total	a	b	c	d	e	£50 f	£51- £100 g	£101+ h	i	ISDN2/2E j	ISDN30 k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	1%	5%	8%
Yes	237	22	144	37	203	34	77	55	37	214	8	3	1	12	23
	68%	31%	71%	98%	65%	98%	54%	75%	87%	67%	96%	100%	100%	68%	80%
		a	a	abd	a	abd	f	f	f	i	j	k	l	m	n
		9%	61%	16%	86%	14%	33%	23%	16%	90%	3%	1%	1%	5%	10%
No	110	49	59	1	109	1	67	18	6	104	*	-	-	6	6
	32%	69%	29%	2%	35%	2%	46%	25%	13%	33%	4%	-%	-%	32%	20%
		bcde	ce	ce	ce	gh	gh	gh	gh	i	j	k	l	m	n
		45%	54%	1%	99%	1%	61%	16%	5%	95%	1%	-%	-%	5%	5%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 70

Q30. Is your organisation PAYE registered? IF NECESSARY So the organisation pays National Insurance and deducts PAYE through the payroll?

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Yes	237	237	147	67	180	222	49	21	8	9	53	25	107	9	69
	68%	68%	70%	64%	66%	70%	75%	91%	83%	100%	81%	90%	73%	100%	54%
							abcde				cd	abcde	n		
		100%	62%	28%	76%	94%	20%	9%	3%	4%	22%	11%	45%	4%	29%
No	110	110	62	38	94	96	16	2	2	-	13	3	40	-	59
	32%	32%	30%	36%	34%	30%	25%	9%	17%	-%	19%	10%	27%	-%	46%
		gk	gk	gjk	gjk	gk									l
		100%	57%	35%	86%	88%	15%	2%	1%	-%	12%	3%	36%	-%	54%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 70

Q30. Is your organisation PAYE registered? IF NECESSARY So the organisation pays National Insurance and deducts PAYE through the payroll?

Base : All respondents

	Total	SWITCHED LANDLINE				SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
		LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Yes	237	26	67	93	144	15	222	164	47	14	38	129	163	24	139	97
	68%	70%	64%	65%	70%	53%	70%	69%	70%	69%	71%	66%	67%	72%	60%	87%
		11%	28%	39%	61%	6%	94%	69%	20%	6%	16%	54%	69%	10%	59%	41%
No	110	11	38	49	61	13	96	75	20	6	16	65	79	9	93	15
	32%	30%	36%	35%	30%	47%	30%	31%	30%	31%	29%	34%	33%	28%	40%	13%
		10%	35%	45%	55%	12%	88%	68%	18%	6%	14%	59%	72%	9%	85%	14%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 71

Q31. How many of your staff are on PAYE?

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO £50	£51- £100	£101+	LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
Significance Level: 95%			a	b	c	d	e	f	g	h	i	*j	*k	*l	*m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46	
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28	
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29	
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%	
None	115	51	62	1	115	1	70	19	6	109	*	-	-	6	6	
	33%	72%	31%	2%	37%	2%	48%	27%	13%	34%	4%	-%	-%	32%	20%	
		bcd	ce		ce		gh									
		45%	54%	1%	99%	1%	60%	17%	5%	95%	*%	-%	-%	5%	5%	
1	54	19	34	1	54	*	26	10	2	50	-	-	-	4	4	
	16%	26%	17%	4%	17%	1%	18%	14%	5%	16%	-%	-%	-%	23%	14%	
		ce	ce		ce		h									
		35%	62%	3%	99%	1%	47%	18%	4%	93%	-%	-%	-%	7%	7%	
2-4	107	-	101	6	107	1	40	28	14	100	3	*	-	4	7	
	31%	-%	50%	16%	34%	2%	28%	39%	33%	31%	39%	6%	-%	23%	25%	
			acde	ae	ace											
		-%	94%	6%	99%	1%	37%	26%	13%	93%	3%	*%	-%	4%	7%	
5-9	33	-	2	30	31	2	4	10	8	29	2	1	-	1	4	
	10%	-%	1%	78%	10%	6%	3%	13%	19%	9%	21%	23%	-%	9%	13%	
				abde	ab	b		f	f							
		-%	5%	89%	94%	6%	13%	29%	24%	88%	5%	2%	-%	4%	12%	
10-19	13	-	-	-	-	13	2	4	5	11	1	*	-	1	2	
	4%	-%	-%	-%	-%	38%	1%	5%	12%	3%	9%	11%	-%	6%	7%	
						abcd			f							
		-%	-%	-%	-%	100%	16%	27%	38%	84%	5%	3%	-%	8%	16%	
20-49	12	-	-	-	-	12	1	1	6	8	1	1	*	1	4	
	3%	-%	-%	-%	-%	35%	1%	2%	13%	3%	18%	34%	65%	4%	12%	
						abcd			fg					i		
		-%	-%	-%	-%	100%	9%	12%	46%	70%	12%	9%	3%	6%	30%	
50-249	3	-	-	-	-	3	-	-	2	2	*	1	*	*	1	
	1%	-%	-%	-%	-%	10%	-%	-%	4%	1%	2%	19%	35%	2%	5%	
						abcd										
		-%	-%	-%	-%	100%	-%	-%	53%	59%	6%	18%	6%	12%	41%	

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 71

Q31. How many of your staff are on PAYE?

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
		Total	1	2-4	5-9	1-9	10+	UP TO			LAND-LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD-BAND
Significance Level: 95%		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
250+	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	6%	-%	-%	1%
		-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Don't know	8	1	5	-	6	2	2	1	*	8	1	-	-	-	1
	2%	2%	2%	-%	2%	6%	1%	1%	*%	2%	7%	-%	-%	-%	2%
					d										
		14%	59%	-%	73%	27%	22%	7%	2%	93%	7%	-%	-%	-%	7%
Columns Tested:	a,b,c,d,e - f,g,h - i,j,k,l,m,n														

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 71

Q31. How many of your staff are on PAYE?

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
None	115	115	64	40	97	102	17	2	2	-	13	3	41	-	61
	33%	33%	30%	38%	36%	32%	27%	9%	17%	-%	19%	10%	28%	-%	47%
		gjk	gk	gjk	gjk	gk									l
		100%	55%	35%	84%	88%	15%	2%	1%	-%	11%	2%	36%	-%	52%
1	54	54	36	11	45	49	16	1	-	1	13	7	29	2	18
	16%	16%	17%	11%	16%	15%	25%	5%	-%	13%	20%	26%	20%	17%	14%
							cg					g			
		100%	67%	21%	82%	91%	30%	2%	-%	2%	24%	14%	53%	3%	33%
2-4	107	107	62	32	80	99	19	7	3	2	22	12	45	6	34
	31%	31%	30%	30%	29%	31%	30%	29%	27%	27%	34%	44%	31%	69%	26%
		100%	58%	30%	75%	93%	18%	6%	2%	2%	21%	12%	42%	6%	31%
5-9	33	33	19	8	22	32	2	6	1	1	7	1	14	-	9
	10%	10%	9%	7%	8%	10%	3%	25%	16%	12%	11%	3%	10%	-%	7%
							abcdefk								
		100%	58%	23%	67%	96%	6%	17%	4%	3%	22%	2%	42%	-%	28%
10-19	13	13	9	4	10	13	4	2	1	2	3	1	6	-	2
	4%	4%	4%	3%	4%	4%	6%	11%	8%	20%	4%	5%	4%	-%	1%
		100%	70%	27%	73%	100%	27%	19%	5%	14%	22%	11%	46%	-%	14%
20-49	12	12	9	5	10	12	4	3	2	1	2	2	4	1	2
	3%	3%	4%	5%	4%	4%	7%	13%	21%	12%	3%	8%	3%	8%	2%
							ade								
		100%	76%	43%	82%	97%	37%	24%	17%	9%	18%	18%	37%	6%	21%
50-249	3	3	3	2	3	3	1	1	1	1	2	1	1	*	*
	1%	1%	1%	2%	1%	1%	2%	5%	8%	9%	2%	4%	1%	2%	*%
		100%	82%	53%	82%	94%	35%	35%	24%	24%	47%	35%	41%	6%	6%
250+	*	*	*	-	*	*	*	*	*	-	*	*	-	-	*
	*%	*%	*%	-%	*%	*%	*%	1%	2%	-%	*%	1%	-%	-%	*%
		100%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 71

Q31. How many of your staff are on PAYE?

Base : All respondents

		PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
	Total	STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD- BAND	MOBILE BROAD- BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER- ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
Significance Level: 95%		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
Don't know	8	8	7	4	7	8	*	1	-	1	4	-	6	*	2
	2%	2%	3%	4%	3%	3%	*%	2%	-%	6%	5%	-%	4%	4%	1%
		100%	84%	48%	87%	100%	2%	7%	-%	7%	43%	-%	69%	4%	20%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 71

Q31. How many of your staff are on PAYE?

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO BBAND	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Significance Level: 95%																
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
None	115	12	41	53	62	13	102	81	20	6	17	69	83	9	99	15
	33%	33%	39%	37%	31%	47%	32%	34%	30%	31%	32%	36%	34%	28%	43%	13%
		11%	35%	46%	54%	12%	88%	70%	17%	5%	15%	60%	72%	8%	86%	13%
1	54	3	14	17	37	5	49	40	6	4	8	34	39	3	39	15
	16%	7%	14%	12%	18%	18%	15%	17%	9%	22%	14%	18%	16%	10%	17%	14%
		5%	26%	31%	69%	9%	91%	75%	11%	8%	14%	63%	73%	6%	72%	28%
2-4	107	16	28	44	63	8	99	69	24	6	19	54	73	11	70	37
	31%	43%	27%	31%	31%	28%	31%	29%	36%	32%	35%	28%	30%	33%	30%	33%
		15%	26%	41%	59%	7%	93%	64%	23%	6%	18%	51%	68%	10%	66%	34%
5-9	33	3	11	14	19	1	32	23	8	2	6	21	23	3	14	19
	10%	8%	11%	10%	9%	5%	10%	10%	12%	11%	11%	11%	9%	9%	6%	17%
		9%	35%	43%	57%	4%	96%	70%	25%	7%	18%	63%	69%	9%	43%	57%
10-19	13	-	4	4	9	-	13	10	4	-	1	7	10	1	4	9
	4%	-%	4%	3%	4%	-%	4%	4%	5%	-%	1%	3%	4%	4%	2%	8%
		-%	32%	32%	65%	-%	100%	73%	27%	-%	5%	51%	76%	11%	27%	68%
20-49	12	2	5	7	5	*	12	7	4	*	1	6	8	2	2	9
	3%	5%	5%	5%	3%	1%	4%	3%	5%	1%	1%	3%	3%	7%	1%	8%
		15%	40%	55%	45%	3%	97%	61%	30%	2%	5%	54%	69%	21%	21%	76%
50-249	3	1	*	1	2	*	3	2	1	-	1	1	2	*	*	3
	1%	3%	*%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	*%	2%
		35%	6%	41%	59%	6%	94%	65%	18%	-%	18%	41%	59%	12%	12%	76%
250+	*	-	*	*	-	-	*	*	-	-	-	-	-	*	-	*
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%	*%
		-%	100%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 71

Q31. How many of your staff are on PAYE?

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE &	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1	2+
						BAND	BAND									
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
Don't know	8	*	1	1	7	-	8	7	1	1	2	1	4	2	3	5
	2%	1%	1%	1%	4%	-%	3%	3%	1%	3%	4%	*%	2%	7%	1%	4%
		4%	7%	12%	88%	-%	100%	89%	11%	7%	26%	11%	45%	29%	41%	59%

Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 72

Q32. How many of your staff are self-employed - including any owners or partners of the organisation?

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD						
		Total	1	2-4	5-9	1-9	10+	UP TO		LAND-	ISDN2/2E	ISDN30	LL/ PRIVATE	BROAD-	ALL NON-	
	Significance Level: 95%	a	b	c	d	e	£50	£51- £100	£101+	LINE			*j		*k	CIRCUIT
	Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
	Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
	Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
			21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
None		106	7	59	21	88	19	29	26	17	92	3	2	*	8	14
	31%		10%	29%	57%	28%	54%	20%	36%	40%	29%	38%	77%	65%	48%	49%
				a	abd	a	abd		f	f						i
			7%	56%	20%	82%	18%	27%	25%	16%	87%	3%	2%	*%	8%	13%
1		113	63	43	5	112	2	56	19	9	106	3	-	-	4	7
	33%		89%	21%	14%	36%	5%	39%	27%	21%	33%	39%	-%	-%	25%	26%
			bcde	e	e	bce		h								
			56%	38%	5%	99%	1%	50%	17%	8%	93%	3%	-%	-%	4%	7%
2-4		110	-	93	9	102	8	57	22	14	105	1	*	*	4	5
	32%		-%	46%	24%	33%	24%	39%	30%	32%	33%	9%	11%	35%	23%	18%
				acde	a	a	a									
			-%	84%	8%	92%	8%	52%	20%	12%	95%	1%	*%	*%	4%	5%
5-9		3	-	-	1	1	2	-	1	1	3	*	-	-	-	*
	1%		-%	-%	4%	*%	5%	-%	2%	3%	1%	5%	-%	-%	-%	1%
					bd	bd										
			-%	-%	45%	45%	55%	-%	44%	39%	88%	12%	-%	-%	-%	12%
10-19		1	-	-	-	-	1	-	*	-	-	*	*	-	-	1
	*%		-%	-%	-%	-%	2%	-%	*%	-%	-%	4%	11%	-%	-%	2%
						d										i
			-%	-%	-%	-%	100%	-%	50%	-%	-%	50%	50%	-%	-%	100%
20-49		2	-	-	1	1	1	1	-	-	1	*	-	-	1	1
	*%		-%	-%	2%	*%	3%	*%	-%	-%	*%	4%	-%	-%	4%	4%
					d	d										i
			-%	-%	45%	45%	55%	43%	-%	-%	34%	22%	-%	-%	45%	66%
50-249		*	-	-	-	-	*	-	-	*	*	-	-	-	-	-
	*%		-%	-%	-%	-%	1%	-%	-%	*%	*%	-%	-%	-%	-%	-%
			-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 72

Q32. How many of your staff are self-employed - including any owners or partners of the organisation?

Base : All respondents

		COMPANY SIZE					MAIN FIXED LINE SPEND PER MONTH			MAIN VOICE CALLS METHOD					
	Total	1	2-4	5-9	1-9	10+	UP TO			LAND- LINE	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	BROAD- BAND	ALL NON- LANDLINE
		a	b	c	d	e	£50	£51- £100	£101+	i	j	k	l	m	n
Significance Level: 95%							f	g	h						
Unweighted total	347	61	127	51	239	108	114	71	69	301	15	10	2	19	46
Effective Weighted Sample	268	61	127	51	223	103	103	56	45	241	9	8	2	14	28
Total	347	71	203	38	312	35	145	73	43	318	8	3	1	17	29
		21%	59%	11%	90%	10%	42%	21%	12%	92%	2%	1%	*%	5%	8%
Don't know	11	1	8	-	9	2	2	3	2	11	-	-	-	-	-
	3%	2%	4%	-%	3%	6%	1%	5%	4%	4%	-%	-%	-%	-%	-%
		10%	71%	-%	81%	19%	14%	30%	13%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - f,g,h - i,j,k,l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 72

Q32. How many of your staff are self-employed - including any owners or partners of the organisation?

Base : All respondents

	Total	PRODUCTS USED											STANDARD LANDLINE SUPPLIER		
		STANDARD LANDLINE	SMART- PHONES	STANDARD MOBILES	NET: MOBILES	FIXED BROAD-BAND	MOBILE BROAD-BAND	ISDN2/2E	ISDN30	LL/ PRIVATE CIRCUIT	VOIP	VIDEO CONFER-ENCING	BT RENTAL & CALLS	BT RENTAL ONLY	OTHER RENTAL & CALLS
		a	b	c	d	e	f	g	*h	*i	j	k	l	*m	n
Significance Level: 95%															
Unweighted total	347	347	217	109	269	323	76	41	19	19	75	37	146	9	109
Effective Weighted Sample	268	268	162	81	209	247	53	25	11	12	53	24	113	6	95
Total	347	347	209	105	274	318	65	23	9	9	66	28	147	9	128
		100%	60%	30%	79%	92%	19%	7%	3%	3%	19%	8%	42%	3%	37%
None	106	106	69	26	82	102	19	10	6	5	25	11	49	4	29
	31%	31%	33%	25%	30%	32%	30%	44%	63%	58%	38%	39%	34%	40%	22%
		100%	65%	25%	77%	96%	18%	9%	5%	5%	24%	10%	46%	4%	27%
1	113	113	58	34	86	98	17	5	*	2	16	8	45	2	48
	33%	33%	28%	32%	31%	31%	26%	21%	2%	17%	25%	27%	31%	17%	37%
		100%	51%	30%	76%	87%	15%	4%	*%	1%	14%	7%	40%	1%	42%
2-4	110	110	69	39	93	101	26	6	3	1	19	8	41	3	50
	32%	32%	33%	37%	34%	32%	41%	24%	31%	10%	29%	29%	28%	35%	39%
		100%	63%	36%	84%	91%	24%	5%	3%	1%	18%	7%	38%	3%	45%
5-9	3	3	2	1	2	3	2	1	-	1	1	*	3	-	-
	1%	1%	1%	1%	1%	1%	3%	3%	-%	8%	1%	1%	2%	-%	-%
		100%	67%	28%	67%	100%	56%	23%	-%	22%	28%	6%	78%	-%	-%
10-19	1	1	1	*	1	1	-	*	*	*	*	-	*	*	-
	*%	*%	*%	*%	*%	*%	-%	2%	4%	4%	1%	-%	*%	4%	-%
		100%	100%	50%	100%	100%	-%	50%	50%	50%	50%	-%	50%	50%	-%
20-49	2	2	2	*	2	2	*	1	-	-	*	*	1	-	-
	*%	*%	1%	*%	1%	1%	*%	5%	-%	-%	*%	1%	1%	-%	-%
								ae							
		100%	100%	12%	100%	100%	12%	66%	-%	-%	12%	12%	66%	-%	-%
50-249	*	*	*	*	*	*	-	*	-	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	1%	-%	-%	*%	-%	*%	-%	-%
		100%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%
Don't know	11	11	9	4	9	11	1	-	-	*	3	1	7	*	2
	3%	3%	4%	4%	3%	4%	1%	-%	-%	2%	5%	4%	5%	4%	1%
		100%	78%	38%	80%	100%	5%	-%	-%	2%	29%	10%	59%	3%	14%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - l,m,n

NARROWBAND MARKET REVIEW 2017 - SME RESEARCH

Table 72

Q32. How many of your staff are self-employed - including any owners or partners of the organisation?

Base : All respondents

	SWITCHED LANDLINE					SUBGROUPS				GIVE UP LANDLINE CALLS					NO. OF LANDLINES	
	Total	LAST 12 MONTHS	LONGER AGO	EVER	NEVER	LLINE & NO	LLINE & BBAND	SAME SUPPLIER	DIFF SUPPLIER	AGREE STRONGLY	ALL AGREE	DIS. STRONGLY	ALL DISAGREE	NEITHER /DK	1 n	2+ o
		a	b	c	d	*e	f	g	h	*i	j	k	l	m		
Significance Level: 95%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	n	o
Unweighted total	347	39	106	145	200	24	323	239	72	20	51	190	239	38	189	151
Effective Weighted Sample	268	29	82	110	157	21	247	186	53	16	41	150	187	27	168	100
Total	347	37	105	142	204	28	318	239	67	20	54	194	242	34	232	112
		11%	30%	41%	59%	8%	92%	69%	19%	6%	16%	56%	70%	10%	67%	32%
None	106	14	27	41	65	4	102	77	22	7	18	54	69	11	66	39
	31%	37%	26%	29%	32%	14%	32%	32%	33%	35%	33%	28%	28%	34%	28%	35%
		13%	25%	38%	61%	4%	96%	72%	21%	7%	17%	51%	65%	11%	62%	37%
1	113	14	29	43	70	15	98	76	19	8	19	66	81	9	83	30
	33%	38%	27%	30%	34%	52%	31%	32%	29%	40%	35%	34%	33%	27%	36%	27%
		13%	25%	38%	62%	13%	87%	68%	17%	7%	17%	58%	71%	8%	73%	27%
2-4	110	7	47	54	56	10	101	74	23	5	14	68	83	9	77	31
	32%	20%	45%	38%	27%	34%	32%	31%	34%	23%	26%	35%	34%	27%	33%	28%
			ad													
		7%	42%	49%	51%	9%	91%	67%	21%	4%	13%	62%	76%	8%	70%	28%
5-9	3	1	-	1	3	-	3	2	1	-	1	2	2	*	1	2
	1%	2%	-%	1%	1%	-%	1%	1%	2%	-%	1%	1%	1%	1%	1%	2%
		22%	-%	22%	78%	-%	100%	61%	33%	-%	22%	61%	67%	11%	39%	61%
10-19	1	-	-	-	1	-	1	*	*	*	*	*	*	-	*	*
	*%	-%	-%	-%	*%	-%	*%	*%	1%	2%	1%	*%	*%	-%	*%	*%
		-%	-%	-%	100%	-%	100%	50%	50%	50%	50%	50%	50%	-%	50%	50%
20-49	2	1	-	1	1	-	2	1	*	-	*	1	1	-	*	1
	*%	1%	-%	*%	1%	-%	1%	*%	1%	-%	*%	*%	*%	-%	*%	1%
		34%	-%	34%	66%	-%	100%	66%	22%	-%	12%	43%	43%	-%	22%	78%
50-249	*	-	-	-	*	-	*	*	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%
		-%	-%	-%	100%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%
Don't know	11	1	2	3	8	-	11	8	1	-	2	3	6	4	4	7
	3%	2%	2%	2%	4%	-%	4%	3%	2%	-%	3%	1%	2%	12%	2%	6%
		6%	21%	27%	73%	-%	100%	72%	11%	-%	14%	24%	51%	35%	39%	61%
Columns Tested: a,b,c,d - e,f,g,h - i,j,k,l,m - n,o																