

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 4  
**Q1. Which, if any, of the following services are you solely or jointly responsible for paying the bill?**  
**Base: All respondents**

	Gender			Age							Social Grade					Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*
Mobile phone service	1971	972	990	226	333	314	352	293	322	131	559	666	746	535	559	414	463	1094	877	1579	392	1648	169	95	59	169	77	215	163	170	142	95	185	257	268	171	59
	93%cj	95%	92%	78%	95%cj	96%cj	97%Tcj	96%cj	96%cj	94%cj	87%c	97%Tcj	96%Tcj	93%	94%	97%Tmnp	90%	94%	93%	93%	95%	93%	96%	95%	93%	96%	91%	92%	98%	92%	94%	95%	93%	92%	93%	95%	93%
Landline phone (i.e. home phone) or line rental	1246	689	571	37	123	173	258	237	288	129	431	654	333	340	290	283	673	572	977	269	1037	113	61	35	113	48	141	99	105	81	61	145	137	168	113	35	
	59%bcd	65%Tb	53%	13%	35%cj	53%cdj	71%Tcd	78%Tcd	86%Tcd	93%Tcd	25%c	62%code	84%Tcd	58%	57%	68%Tmn	55%	58%	61%	58%	65%a	59%	64%	61%	55%	64%G	58%	60%G	58%	57%	53%	61%	73%TZA	49%	58%	63%G	55%
Fixed broadband internet	1694	866	819	117	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78	49	152	66	192	132	142	114	78	170	217	231	152	49
	80%bcj	84%Tb	76%	40%	77%cj	86%Tcd	85%cdj	90%Tcd	93%Tcd	94%Tcd	60%c	86%Tcd	92%Tcd	80%	78%	87%Tmn	78%	79%	82%	80%	80%	86%	78%	78%	78%	86%BCD	79%	82%	77%	77%	75%	78%	86%BCD	78%	80%	84%	78%
Pay TV service (via a cable, satellite or a broadband connection)	1070	575	490	64	152	177	222	187	202	67	216	399	455	299	285	254	233	584	496	875	195	897	94	44	35	94	37	123	89	86	81	44	116	119	151	94	35
	51%bcd	56%Tb	46%	22%	43%cj	54%cdj	61%Tcd	61%Tcd	60%Tcd	48%j	34%c	58%Tcd	59%Tcd	52%	48%	59%Tmn	45%	50%	52%	52%	47%	51%	54%	44%	56%	54%	44%	53%	52%	47%	53%	44%	50%CEG	43%	52%	52%	56%
None of these	71	23	48	47	5	6	6	4	2	1	52	12	7	24	19	6	22	43	28	56	15	60	6	4	2	6	3	7	8	10	7	4	5	5	12	4	2
	3%ho	2%	4%a	16%Tdef	1%	2%	2%	1%	1%	1%	8%Tdef	2%	1%	4%o	3%	1%	4%o	4%o	3%	3%	4%	3%	4%	2%	3%	4%	3%	5%	5%	6%	5%	5%	2%	2%	4%	2%	2%
Don't know	12	8	3	8	2	*	1	-	-	1	10	1	2	6	-	5	7	5	12	1	12	-	-	-	-	-	-	5	1	-	-	1	3	-	3	-	
	1%	1%	*	3%Tefg	1%	*	*	-	-	1%	2%Thd	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%TH	-	*	-	1%	1%	-	2%	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base

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Absolutes/col percents

Table 5  
**Q1. Which, if any, of the following services are you solely or jointly responsible for paying the bill?**  
**Base: All respondents**

	Ethnicity				Children 18 or Under							Household income										Disability					Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,000 to £1,500 and above per year (r)	Don't know (s)	Refused (t)	Yes - mental condition (u)	Yes - physical condition (v)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (z)	Yes (aa)	Most (Ab)	Potentiality (B)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Mobile phone service	1971	1727	230	1463	54	131	205	203	125	8	501	101	156	339	291	306	183	113	74	80	193	285	147	12	1476	51	445	189	808	493
	93%b	95%b	88%	93%	97%	93%	95%	94%	96%	92%	96%c	97%	95%	99%Trs	98%Trs	97%Ts	98%	98%	92%	93%	94%	94%	95%	93%	91%	94%	91%	94%	97%	98%T
Landline phone (i.e. home phone) or line rental	1246	1159	83	933	27	72	121	128	100	3	309	71	121	278	210	223	116	83	49	68	107	228	117	9	909	21	315	130	627	344
	59%by	63%Tb	32%	59%	48%	52%	56%	60%	77%Tcd	39%	59%	68%	74%Tp	81%Tkn	71%Tp	71%Tp	61%	72%T	60%	77%Tp	51%	75%TTx	75%TTx	77%	58%y	38%	66%TTx	67%	76%TAC	68%T
Fixed broadband internet	1694	1529	146	1242	37	120	184	182	118	7	445	104	184	343	296	314	189	115	81	87	167	263	132	9	1262	38	393	194	827	504
	80%bd	84%Tb	56%	79%	69%	86%id	85%od	84%id	91%Tcd	85%	85%Tcd	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	80%	87%TTxy	85%y	77%	80%	68%	83%y	100%T	100%T	100%T
Pay TV service (via a cable, satellite or a broadband connection)	1070	980	80	733	31	77	131	147	99	3	335	50	78	202	181	219	116	78	43	43	89	168	83	7	810	20	240	114	484	326
	51%bcct	54%b	34%	46%	56%	55%	61%Tc	68%Tce	76%Tcd	35%	64%Tc	48%	48%	59%TI	61%TI	70%TKm	61%TI	68%TKs	53%	50%	43%	55%t	53%	58%	51%t	37%	51%	59%	59%T	65%TB
None of these	71	47	22	62	1	4	5	9	4	-	10	-	-	-	-	-	-	-	-	-	8	8	4	-	53	4	14	-	-	-
	3%mmop	3%	8%Ta	4%j	2%	3%	2%	4%	3%	-	2%	-	-	-	-	-	-	-	-	-	4%	2%	3%	-	3%	7%	3%	-	-	-
Don't know	12	7	5	10	-	-	2	1	-	1	2	-	-	-	-	-	-	-	-	-	-	1	1	-	11	-	1	-	-	-
	1%	0%	2%a	1%	-	-	1%	1%	-	8%	2%	-	-	-	-	-	-	-	-	-	-	1%	1%	-	1%	-	1%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

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Table 6  
**Q1. Which, if any, of the following services are you solely or jointly responsible for paying the bill?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Mobile phone service	1971	1203	412	1321	1240	80	230	1093	640	453	551	377	1594
	93%	98%Td	94%	97%Te	97%Te	91%	99%Te	98%T	98%T	97%T	96%	97%Ti	93%
Landline phone (i.e. home phone) or line rental	1246	1055	150	959	909	50	183	827	501	327	390	270	976
	59%b	88%Tb	34%	70%Te	71%Te	56%	73%Tcd	74%Tj	77%Tij	70%T	68%T	70%Ti	57%
Fixed broadband internet	1694	1226	439	1361	1273	88	231	1119	653	466	575	388	1306
	80%l	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%Ti	76%
Pay TV service (via a cable, satellite or a broadband connection)	1070	838	162	816	770	47	143	715	433	281	295	238	832
	51%b	68%Tb	37%	60%T	60%T	53%	62%T	64%Tj	66%Tj	60%Tj	51%	61%Ti	48%
None of these	71	-	-	-	-	-	-	-	-	-	-	-	71
	3%abcd	-	-	-	-	-	-	-	-	-	-	-	4%k
Don't know	12	-	-	-	-	-	-	-	-	-	-	-	12
	1%acd	-	-	-	-	-	-	-	-	-	-	-	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

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Absolutes/col percents

Table 7  
**Q1a. Which other service(s), if any, are bundled together in your package from the same provider as your fixed broadband service?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age										Social Grade					Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of London (F)	London (G)	South East (H)	South West (I)	North-east Ireland (J)			
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50			
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*			
Mobile phone service	279	154	123	34	43	41	47	39	53	22	77	88	114	79	77	69	54	156	123	225	54	229	32	12	6	32	15	34	15	27	17	12	27	44	35	16	6	12%		
	16%	18%	15%	23%Tde fghkl	16%	15%	15%	14%	17%	17%	20%	15%	16%	17%	17%	19%	14%	17%	16%	17%	16%	21%	16%	12%	21%BI	15	22%I	18%	11%	19%	15%	16%	20%I	15%	11%	6	12%			
Landline phone (i.e. home phone) or line rental	1070	573	491	46	101	151	226	192	247	106	148	377	545	297	286	247	240	583	487	846	224	904	89	52	26	89	44	122	85	96	69	52	130	115	146	95	26	52%		
	63%cde jg	66%b	60%	40%	37%	54%cdj	73%Tcd ejk	70%Tcd ej	79%Tcd egjk	81%Tcd egjk	38%	64%cde j	76%Tcd ejk	65%	62%	67%	60%	63%	63%	62%	67%	64%	59%	66%	52%	59%	44	67%	64%	65%	68%G	61%	66%	76%TJA BDGHIJ	53%	63%	63%	52%		
Pay-TV service (via a cable, satellite or a broadband connection)	646	329	313	45	91	101	117	121	121	50	218	292	292	182	176	161	127	358	288	545	101	546	59	24	17	59	33	76	48	56	51	24	68	83	82	47	17	35%		
	38%t	38%	38%	38%	33%	36%	38%	44%dj	39%	38%	35%	37%	41%	39%	38%	44%kp	32%	39%kp	37%	40%t	30%	30%	39%	31%	35%	39%	51%EI	39%	36%	39%	45%l	31%	40%	39%	36%	31%	35%			
N/A - No other services are bundled together with my fixed broadband service	439	207	231	48	120	83	62	60	46	19	169	146	125	112	121	86	121	233	206	355	84	367	38	19	15	38	14	54	30	31	28	19	33	74	62	41	15	30%		
	26%hil	24%	28%	41%Tfg hkl	44%Tef ghkl	30%fh i	20%	22%h	15%	15%	43%Tef ghkl	25%hil	17%	24%	26%	23%	30%	25%	27%	26%	25%	26%	25%	25%	30%	25%	21%	28%	23%	22%	25%	25%	19%	34%TCF	27%	27%	27%	30%		
Don't know/can't remember	29	16	13	4	7	9	1	2	4	2	11	10	8	4	6	3	16	10	19	27	2	22	3	-	5	3	2	3	2	1	1	-	-	4	6	2	5	9%TyACDEFGI		
	2%	2%	2%	3%f	3%	3%fgl	*	1%	1%	2%	3%f	2%	1%	1%	1%	1%	4%Tmo q	1%	2%	2%	1%	2%	2%	2%	9%Tuww	2%	3%	1%	2%	1%	1%	-	-	2%	3%	1%	9%			
NET: Total bundled	1226	643	575	65	144	189	245	213	261	109	209	434	583	344	335	282	265	679	547	980	246	1026	111	59	30	111	50	135	100	109	85	59	137	138	162	108	30	61%		
	72%cdj pG	74%	70%	55%	53%	67%dj	79%Tcd ej	78%cde j	84%Tcd ejk	84%Tcd ejk	54%	74%cdj	81%Tcd ejk	75%p	73%	76%p	66%	74%p	71%	72%	74%	72%	73%	75%	61%	73%	76%	70%	76%	77%G	74%	75%	81%TAG HJ	64%	70%	71%	61%			

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
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Absolutes/col percents

Table 8  
**Q1a. Which other service(s), if any, are bundled together in your package from the same provider as your fixed broadband service?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £1199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (m)	From £300 to £499 per week / From £25,999 to £36,399 per year (n)	From £500 to £699 per week / From £36,399 to £51,999 per year (o)	From £700 to £999 per week / From £52,000 to £77,999 per year (p)	From £1,000 to £1,499 per week / From £78,000 and above per week (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	303	194	827	504
Mobile phone service	279	238	38	189	15	22	41	35	20	2	87	16	24	52	45	59	41	17	15	9	25	45	21	2	208	4	67	31	137	87
	16%	16%	26%Ta	15%	40%Tcefgh	18%	22%c	19%	17%	33%	20%	16%	15%	15%	15%	19%	22%sa	15%	19%	10%	15%	17%	23%	16%	10%	17%	16%	17%	16%	17%
Landline phone (i.e. home phone) or line rental	1070	996	70	805	25	64	104	110	78	2	262	60	109	238	172	198	115	84	37	58	89	181	90	7	797	20	252	112	532	332
	63%brtt	65%b	48%	65%ef	68%	53%	56%	61%	66%	33%	59%	58%	66%r	69%nr	58%	63%r	61%	72%nr	46%	66%r	53%	69%t	68%t	71%	63%t	53%	64%t	58%	64%	66%
Pay-TV service (via a cable, satellite or a broadband connection)	646	580	63	435	25	52	85	88	64	2	209	32	57	114	104	146	89	46	27	30	53	108	47	5	488	9	148	73	298	219
	38%	38%	43%	35%	68%Tcefgi	43%	46%Tc	48%Tc	54%Tc	33%	47%Tc	31%	35%	33%	35%	46%Tkmn	47%Tkmn	40%	34%	34%	32%	41%	36%	59%	39%	24%	38%	38%	36%	43%B
N/A - No other services are bundled together with my fixed broadband service	439	382	44	325	9	36	45	40	23	4	110	33	40	76	89	75	51	22	32	21	57	61	38	2	315	15	109	60	207	118
	26%	25%	30%	26%	23%	30%	24%	22%	19%	56%	25%	32%	25%	22%	30%mq	24%	27%	19%	38%Tmoq	25%	34%TuTx	23%	29%	20%	25%	39%	28%	31%	25%	23%
Don't know/can't remember	29	22	7	26	-	1	-	1	1	1	2	2	6	7	5	4	-	-	3	2	7	5	-	-	22	*	7	6	17	2
	2%	1%	5%Ta	2%j	-	1%	-	1%	1%	11%	1%	2%	4%p	2%	2%	1%	-	-	3%p	2%	4%v	2%	-	-	2%	1%	2%	3%C	2%C	-
NET: Total bundled	1226	1125	94	891	28	83	139	140	94	2	332	69	117	260	201	235	139	94	47	64	104	196	94	7	925	23	278	128	603	384
	72%rnt	74%b	65%	72%	77%	69%	76%	77%	60%	33%	75%	66%	71%	76%nr	66%	75%r	73%r	61%knr	57%	74%	62%	75%t	71%	60%	73%t	60%	71%	66%	73%	76%A

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 9  
**Q1a. Which other service(s), if any, are bundled together in your package from the same provider as your fixed broadband service?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase						Took out current contract in the last 6 months	
	Total (T)	Bundle of package (a)	Standalone (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332	
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306	
Mobile phone service	279	279	-	218	202	16	46	206	140	66	73	63	216	
	16%b	23%Td	-	16%	16%	18%	20%	18%j	21%Tj	14%	13%	16%	17%	
Landline phone (i.e. home phone) or line rental	1070	1070	-	839	800	39	168	734	449	285	336	240	830	
	63%be	87%Td	-	62%e	63%e	45%	72%Tde	66%j	69%Tj	61%	58%	62%	64%	
Pay-TV service (via a cable, satellite or a broadband connection)	646	646	-	527	499	28	87	474	282	192	172	159	487	
	38%bj	53%Td	-	39%	39%	31%	38%	42%Tj	43%Tj	41%j	30%	41%	37%	
N/A - No other services are bundled together with my fixed broadband service	439	-	439	364	328	36	50	267	133	133	172	103	336	
	26%ah	-	100%Ta	27%	26%	41%Tdf	22%	24%	20%	29%h	30%gh	27%	26%	
Don't know/can't remember	29	-	-	23	21	2	-	8	6	2	21	7	22	
	2%abg	-	-	2%	2%	2%	-	1%	1%	*	4%Tgh	2%	2%	
NET: Total bundled	1226	1226	-	974	924	50	181	844	514	330	382	278	948	
	72%bej	100%Td	-	72%e	73%e	57%	78%e	75%j	79%Tj	71%	66%	72%	73%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 10  
**Q2. Thinking about your fixed broadband service and the contract you have, which of these statements best describes your situation?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age							Social Grade							Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)		
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50		
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*		
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1273	671	593	78	206	229	227	210	228	95	284	456	533	346	370	270	287	716	556	1013	260	1054	121	56	42	121	50	147	100	106	92	56	126	163	158	112	42		
	75%	78%b	72%	67%	76%	81%Tcd	74%	77%	73%	73%	77%c	74%	75%	80%Top	73%	71%	78%pr	72%	74%	78%	75%	79%	80%	72%	84%	80%H	75%	77%	76%	75%	81%H	72%	74%	75%	69%	74%	84%		
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	231	111	119	16	29	28	54	38	50	15	45	82	104	68	47	63	53	115	116	195	36	197	17	14	3	17	5	30	16	22	11	14	27	26	42	18	3		
	14%	13%	15%	14%	11%	10%	17%e	14%	16%	12%	12%	14%	14%	15%	10%	17%nq	13%	12%	15%n	14%	11%	14%	11%	18%	6%	11%	7%	16%	12%	16%	10%	18%	16%	12%	18%	12%	6%		
My current contract has always been on a rolling monthly / 30-day contract	88	44	44	18	18	11	10	14	15	2	35	22	31	24	22	20	21	47	41	74	14	75	7	2	4	7	6	3	3	6	-	2	6	20	14	17	4		
	5%D	5%	5%	15%Tdef	7%	4%	3%	5%	5%	2%	9%Tef	4%	4%	5%	5%	5%	5%	5%	5%	5%	4%	5%	5%	3%	3%	5%D	9%AD	2%	3%	6	4%D	-	3%	3%	9%ABD	6%D	11%TABC	7%D	
I don't know whether I am within my minimum contract period or not	63	26	36	5	10	10	10	6	13	8	15	20	27	13	20	8	22	33	29	53	9	53	5	4	1	5	1	8	8	4	8	4	5	7	6	5	1		
	4%	3%	4%	4%	4%	3%	3%	2%	4%	6%g	4%	3%	4%	3%	4%	2%	5%o	4%	4%	4%	3%	4%	3%	5%	3%	2%	4%	3%	4%	6%	3%	7%	5%	3%	3%	3%	3%		
I'm not sure/don't know if I ever had a contract	39	12	26	-	9	2	7	6	5	9	7%Tcef	9	10	8	3	10	18	11	28	26	12	35	2	2	-	2	4	3	4	3	3	2	6	1	10	-	-		
	2%n	1%	3%a	-	3%	1%	2%	2%	2%	9%k	2%	2%	3%	2%	1%	3%n	5%Tmnq	1%	4%nq	2%	4%	2%	1%	2%	-	1%	7%GI	2%	3%	3%	2%	4%GI	-	5%GI	-	-			
NET: In-contract	1361	716	637	96	223	240	237	224	242	97	319	478	564	371	393	290	308	763	598	1067	274	1130	128	58	45	128	56	151	104	112	92	58	132	182	172	129	45		
	80%	83%b	78%	82%	82%	85%hi	77%	82%	76%	75%	82%	81%	79%	81%	85%Top	78%	77%	83%pr	77%	80%	83%	80%	84%	75%	91%w	84%H	84%	78%	79%	79%	81%	75%	78%	84%H	75%	85%H	91%EH		

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 11  
**Q2. Thinking about your fixed broadband service and the contract you have, which of these statements best describes your situation?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £1,199 per week / Up to £10,400 per year (k)	From £1,200 to £1,999 per week / From £15,599 to £25,999 per year (l)	From £2,000 to £2,999 per week / From £26,000 to £36,399 per year (m)	From £3,000 to £3,999 per week / From £36,399 to £51,999 per year (n)	From £4,000 to £4,999 per week / From £52,000 to £77,999 per year (o)	From £5,000 to £14,999 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480	
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	303	194	827	504	
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1273	1152	114	918	29	98	146	135	100	3	352	83	135	299	224	223	148	95	56	51	131	207	96	6	951	20	302	155	618	393	
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	231	204	20	172	5	13	25	30	10	2	57	8	10	53	45	62	24	14	4	12	14	30	21	2	177	7	47	20	125	71	
My current contract has always been on a rolling monthly / 30-day contract	88	74	9	68	-	4	8	7	6	-	20	4	4	13	18	20	9	4	8	9	7	6	5	-	71	5	12	5	44	22	
I don't know whether I am within my minimum contract period or not	63	62	1	53	-	1	-	4	2	1	8	8	7	6	7	7	1	7	10	10	8	9	9	1	41	5	17	8	20	16	
I'm not sure/don't know if I ever had a contract	39	37	2	31	2	4	5	5	-	-	8	2	7	12	3	2	-	2	6	7	5	7	10	1	-	23	1	15	5	20	3
NET: In-contract	1361	1226	123	986	29	102	154	142	106	3	371	87	139	271	242	243	158	99	64	59	138	213	101	6	1022	25	315	161	662	415	
	80% <sub>s</sub>	80%	85%	79%	79%	85%	84%	78%	90% <sub>Tcg</sub>	48%	84%	83% <sub>s</sub>	85% <sub>s</sub>	79%	82% <sub>s</sub>	77%	83% <sub>s</sub>	85% <sub>s</sub>	79%	68%	68%	83%	81%	77%	60%	81%	64%	80%	83%	80%	82%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 12  
**Q2. Thinking about your fixed broadband service and the contract you have, which of these statements best describes your situation?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in-contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1273	924	328	1273	1273	-	-	883	459	424	390	376	897
	75%jh	75%	75%	94%Tef	100%Tef	-	-	79%Thj	70%	81%Tgh	68%	97%Tl	69%
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	231	181	50	-	-	-	231	144	132	12	88	-	231
	14%ck	15%	11%	-	-	-	100%Tcd	13%i	20%Tgj	3%	15%k	-	18%Tk
My current contract has always been on a rolling monthly / 30-day contract	88	50	36	88	-	88	-	53	30	24	35	12	76
	5%df	4%	8%Ta	6%df	-	100%Tcdf	-	5%	5%	5%	6%	3%	6%
I don't know whether I am within my minimum contract period or not	63	44	15	-	-	-	-	25	23	2	37	-	63
	4%cdfi	4%	3%	-	-	-	-	2%h	4%i	1%	6%Tgh	-	5%k
I'm not sure/don't know if I ever had a contract	39	27	10	-	-	-	-	14	10	4	25	-	39
	2%cdk	2%	2%	-	-	-	-	1%	2%	1%	4%Tgh	-	3%k
NET: In-contract	1361	974	364	1361	1273	88	-	936	489	447	425	388	973
	80%fhj	79%	83%	100%Tf	100%Tf	100%Tf	-	84%Thj	75%	96%Tgh	74%	100%Tl	75%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 13  
**Q3. Which provider do you use for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender		Age								Social Grade						Urban/Rural				Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)			
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	162	165	217	163	50			
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*			
Virgin Media	395	207	184	34	73	73	67	57	66	24	107	140	147	112	109	85	88	221	173	372	22	345	36	8	6	36	18	42	31	35	33	33	8	48	65	48	24	6		
	23%wE	24%	23%	29%	27%	26%	22%	21%	21%	19%	28%l	24%	21%	24%	24%	23%	22%	24%	22%	27%Tt	7%	24%w	24%w	11%	12%	24%E	18	22%E	23%E	25%E	29%EU	11%	28%EU	30%EU	21%	16%	12%			
BT	350	180	167	26	42	50	62	50	93	26	68	112	169	118	90	71	71	208	142	232	118	275	41	18	16	41	8	45	15	26	25	18	36	29	53	38	16	33%zBG		
	21%kB	21%	20%	22%	16%	18%	20%	18%	30%Tde fgjk	20%	18%	19%	24%kj	20%Tno	20%	18%	18%	23%	18%	17%	35%Ts	19%	27%	23%	33%	27%zBG	12%	23%B	12%	19%	22%B	23%B	21%B	13%	23%B	25%B	33%zBG			
Sky	329	157	172	19	50	69	59	62	50	20	69	129	132	82	85	81	81	168	161	268	61	265	25	20	20	25	14	35	27	24	21	20	31	44	39	30	20			
	19%	18%	21%	16%	18%	25%hl	19%	23%	16%	15%	18%	22%	18%	18%	18%	22%	20%	18%	21%	20%	18%	19%	16%	26%	40%Tuv	16%	21%	18%	20%	17%	18%	26%	18%	20%	17%	20%	40%TyABCDEFGHI			
TalkTalk	178	94	84	12	25	23	36	31	25	26	37	59	82	38	45	39	55	84	94	138	40	150	14	12	2	14	13	22	8	17	12	12	19	16	28	14	2	4%		
	10%	11%	10%	10%	9%	8%	12%	11%	8%	20%Tde fghij	10%	10%	11%	8%	10%	10%	14%mq	9%	12%	10%	12%	11%	9%	16%	4%	9%	19%TBG	11%	6%	12%	11%	16%B	11%	7%	12%	9%	9%			
Plusnet	103	48	52	1	20	11	21	19	23	8	22	32	49	23	37	14	29	59	43	81	22	90	8	3	1	8	-	18	11	10	11	3	7	14	11	8	1			
	6%	6%	6%	1%	7%c	4%	7%	7%	7%c	6%	6%	5%	7%c	5%	8%o	4%	7%	6%	6%	6%	6%	7%	6%	5%	4%	2%	5%	-	9%z	9%z	7%	10%z	4%	4%	6%	5%	5%			
Vodafone	99	55	44	7	18	20	22	13	15	4	25	42	32	26	29	25	18	55	44	82	17	77	14	5	3	14	5	6	6	11	5	5	6	12	14	12	3	5%		
	6%	6%	5%	6%	7%	7%	7%	5%	5%	3%	6%	7%	4%	6%	6%	7%	5%	6%	6%	6%	5%	9%	7%	5%	9%AF	8%	3%	4%	8%	4%	7%	3%	5%	6%	6%	8%A	5%			
EE	65	38	28	4	14	3	12	11	9	13	18	14	33	14	17	21	14	31	35	49	17	58	5	1	1	5	5	11	4	10	3	1	8	6	8	4	1			
	4%e	4%	3%	3%	5%e	1%	4%e	4%e	3%	10%Telg h	5%e	2%	5%e	3%	4%	6%	3%	3%	4%	4%	5%	4%	3%	2%	3%	7%	6%	3%	7%	3%	2%	5%	3%	2%	3%	4	2%			
Other provider	170	87	83	13	25	31	30	30	31	10	38	61	71	44	49	35	43	93	77	136	34	150	9	9	1	9	4	12	29	9	3	9	16	31	27	19	1			
	10%D	10%	10%	11%	9%	11%	10%	10%	10%	8%	10%	10%	10%	10%	11%	9%	11%	10%	10%	10%	10%	11%	6%	12%	2%	6%	6%	6%	22%TyA CDFHJ	6%	3%	12%D	9%D	14%yAC	12%D	13%D	19	2%		
Don't know/Can't remember	6	1	5	1	4	1	-	1	-	4	1	1	2	1	-	3	3	3	3	5	1	4	1	-	1	-	1	-	-	-	-	-	-	-	1	1	1	2%		
	*	*	1%	1%	1%kl	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	1%	-	2%	1%	-	1%	-	-	-	1%	-	-	-	*	*	1%	1%	
NET: All know providers	1688	864	814	116	268	281	308	273	311	130	384	589	715	458	461	371	398	919	769	1357	331	1411	151	78	49	151	66	191	132	142	114	78	170	217	230	150	49			
	100%	100%	99%	99%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%	98%	99%	100%	99%	100%	100%	99%	100%	100%	100%	100%	99%	99%	98%	98%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 14  
**Q3. Which provider do you use for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under						Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,000 to £1,499 per week (r)	£1,500 and above per week (s)	Don't know (t)	Refused (u)	Yes - mental condition (v)	Yes - physical condition (w)	Yes - disability (x)	Yes - other (y)	No (z)	Refused (A)	Yes (B)	Most (A)	Potentially (B)
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480	
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	303	194	827	504	
Virgin Media	395	341	45	273	9	33	50	52	37	5	117	26	34	58	76	83	55	31	24	9	34	49	22	3	304	11	79	58	167	138	
	23%ms	22%	31%a	22%	24%	27%	27%	29%	31%	65%	26%	25%a	21%	17%	26%ms	26%ms	29%ms	27%ms	29%a	10%	20%	19%	17%	35%	24%	30%	30%	30%B	20%	27%B	
BT	350	324	25	281	6	16	28	27	17	2	66	14	35	76	57	72	28	23	16	28	31	57	31	1	266	4	79	27	181	98	
	21%j	21%	17%	23%efgj	17%	13%	15%	14%	14%	35%	15%	13%	21%	22%	19%	23%	15%	20%	19%	33%Tknp	19%	22%	10%	15%	21%	10%	20%	14%	22%A	19%	
Sky	329	296	31	220	9	37	42	42	26	-	109	18	27	55	66	56	40	26	16	24	37	51	25	2	246	4	79	34	153	102	
	19%	19%	21%	18%	25%	31%Tc	23%	23%	22%	-	25%Tc	18%	17%	16%	22%	18%	21%	22%	19%	27%lm	22%	19%	19%	20%	19%	11%	20%	18%	19%	20%	
TalkTalk	178	168	9	132	5	16	16	20	10	-	46	16	22	50	31	21	16	7	7	7	19	38	13	*	123	5	50	24	98	42	
	10%	11%	6%	11%	15%	13%	9%	11%	9%	-	10%	15%ko	14%lo	14%oq	11%	7%	9%	6%	8%	8%	11%	14%lx	10%	5%	10%	12%	13%	12%	12%	8%	
Plusnet	103	98	5	83	-	5	8	4	6	-	19	13	18	24	11	16	6	6	4	5	12	18	14	1	71	1	30	18	51	24	
	6%	6%	3%	7%g	-	4%	5%	2%	5%	-	4%	12%Tnop	11%Tnop	7%	4%	5%	3%	5%	5%	6%	7%	7%	10%	16%	6%	3%	8%	9%	6%	5%	
Vodafone	99	87	11	67	1	8	17	12	8	-	32	8	5	17	14	16	18	11	7	4	8	12	7	-	77	4	18	15	35	38	
	6%	6%	8%	5%	2%	7%	9%	7%	7%	-	7%	7%	3%	5%	5%	5%	10%l	10%l	9%	4%	5%	5%	5%	-	6%	11%	5%	8%	4%	7%B	
EE	65	62	2	47	6	-	9	6	3	-	18	5	6	14	12	17	5	1	1	3	3	12	4	1	47	3	16	7	44	10	
	4%	4%	1%	4%	15%Tcefj	-	5%e	3%	3%	-	4%	5%	4%	4%	4%	5%	3%	1%	2%	3%	2%	4%	3%	8%	4%	7%	4%	4%	5%C	2%	
Other provider	170	149	16	133	1	5	14	18	11	-	37	5	16	46	28	32	20	10	6	8	24	27	16	-	123	6	41	12	94	51	
	10%	10%	11%	11%	2%	4%	8%	10%	9%	-	8%	5%	10%	14%k	9%	10%	10%	9%	7%	9%	14%	10%	12%	-	10%	15%	10%	6%	11%	10%	
Don't know/Can't remember	6	4	2	6	-	-	-	-	-	-	-	-	1	3	-	1	-	-	1	-	-	-	-	-	-	6	-	-	-	3	2
NET: All know providers	1688	1524	144	1236	37	120	184	182	118	7	445	104	163	341	296	313	188	115	80	87	167	262	132	9	1257	38	303	194	824	503	
	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/ef/g/h/l/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 15  
**Q3. Which provider do you use for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle d	Standa lone (b)	Total in- contra ct (c)	30 day rollin g (d)	Out of contra ct (e)	Total aware (g)	Aware CAN increa se (h)	Aware CANNOT increa se (i)	Not aware (j)	Yes (k)	No (l)	
		(a)	(a)	(a)	(a)	(a)	(a)	(a)	(a)	(a)	(a)	(a)	
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Virgin Media	395	296	98	324	300	25	54	287	149	138	108	100	295
	23%	24%	22%	24%	24%	28%	23%	26%kj	23%	30%Tj	19%	26%	23%
BT	350	244	98	285	272	14	43	221	155	66	129	79	271
	21%kl	20%	22%	21%	21%	15%	18%	20%ki	24%ki	14%	22%ki	20%	21%
Sky	329	282	38	269	261	8	40	219	149	70	110	82	247
	19%b	23%Tb	9%	20%e	21%e	9%	17%	20%	23%i	15%	19%	21%	19%
TalkTalk	178	128	48	142	135	7	21	115	56	58	63	38	140
	10%	10%	11%	10%	11%	8%	9%	10%	9%	13%	11%	10%	11%
Plusnet	103	76	26	81	77	4	14	58	32	27	44	17	86
	6%	6%	6%	6%	6%	5%	6%	5%	5%	6%	8%	4%	7%
Vodafone	99	71	25	83	77	6	14	62	36	26	37	21	78
	6%	6%	6%	6%	6%	7%	6%	6%	6%	6%	6%	5%	6%
EE	65	39	26	49	45	4	13	58	42	17	7	7	59
	4%kl	3%	6%a	4%	4%	5%	6%	5%j	6%Tj	4%j	1%	2%	4%k
Other provider	170	89	77	124	105	19	32	95	31	63	75	45	125
	10%ah	7%	17%Ta	9%	8%	22%Tod	14%Td	8%h	5%	14%gh	13%gh	12%	10%
Don't know/Can't remember	6	1	3	2	1	1	-	4	3	1	2	1	5
	-	-	1%	-	-	1%cd	-	-	-	-	-	-	-
NET: All know providers	1688	1224	436	1359	1272	87	231	1115	650	465	572	387	1301
	100%	100%	99%	100%	100%e	99%	100%	100%	100%	100%	100%	100%	100%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 16  
**Q4. How long ago did you take out your current contract with your provider?**  
**Base: All currently in-contract and know their provider**

	Gender			Age							Social Grade					Urban/Rural		Country					Region															
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)	
Unweighted base	1385	716	662	85	220	254	245	242	238	101	305	499	581	380	406	321	278	786	599	1097	288	1151	125	65	44	125	60	160	122	129	102	65	142	136	168	132	44	
Weighted base	1361	716	637	96*	223	240	237	224	242	97*	319	478	564	371	393	290	308	763	598	1087	274	1130	128	58*	45*	128	56*	151	104*	112	92*	58*	132	182	172	129	45*	
In the last 6 months	388	202	185	29	63	70	76	63	58	28	92	146	150	121	94	74	99	215	173	319	68	327	33	17	12	33	16	46	32	32	26	28	17	52	36	37	49	12
	29%	28%	29%	30%	28%	29%	32%	28%	24%	29%	29%	31%	27%	33%kn	24%	25%	32%ln	28%	29%	29%	25%	29%	25%	29%	27%	25%	30%	31%	31%	28%	28%	29%	39%TyG	20%	22%	38%TyG	27%	
7-12 months ago	462	272	188	28	72	78	89	73	88	34	100	167	195	113	153	102	94	265	196	358	103	363	60	19	20	60	18	59	33	35	35	19	39	52	53	39	20	
	34%	38%b	30%	29%	32%	32%	37%	33%	36%	35%	31%	35%	35%	30%	39%mp	35%	30%	35%	33%	33%	38%	32%	47%Tu	32%	44%	47%TBC	33%	39%	32%	31%	38%	32%	30%	30%	31%	30%	44%	
13-18 months ago	189	89	95	23	39	31	24	24	34	13	62	55	71	46	67	45	29	114	75	149	39	162	13	8	5	13	5	22	11	20	13	8	15	31	30	15	5	
	14%	12%	15%	24%Tef	17%kl	13%	10%	11%	14%	14%	19%Tfg	12%	13%	13%	17%pl	16%	10%	15%	13%	14%	14%	14%	10%	14%	11%	10%	10%	15%	11%	18%	14%	14%	11%	17%	17%	12%	11%	
19-24 months ago	75	45	31	4	11	23	13	11	13	1	14	35	26	31	16	11	17	48	28	64	12	67	4	4	1	4	4	2	4	10	2	4	5	19	14	6	1	
	6%	6%	5%	4%	5%	9%Tijl	5%	5%	1%	5%	7%kl	5%	8%knor	4%	4%	4%	6%	6%	6%	6%	4%	6%	3%	7%	2%	3%	8%A	1%	4%	9%A	2%	7%A	4%	11%TyAD	8%A	4%	2%	
Over 2 years ago	211	93	117	9	33	35	27	47	44	17	42	62	108	50	50	51	60	100	111	163	48	180	15	8	7	15	11	19	20	15	15	8	17	36	29	18	7	
	16%	13%	18%ka	10%	15%	14%	11%	21%cfj	18%	17%	13%	13%	19%kr	13%	13%	18%	19%knq	13%	19%knq	15%	17%	16%	12%	15%	16%	12%	15%	16%	20%	13%	16%	15%	13%	20%	17%	14%	16%	
Don't know/Can't remember	36	15	22	4	6	4	8	6	5	3	9	12	15	9	12	7	9	21	15	33	4	30	4	2	-	4	-	2	3	1	2	2	4	7	9	2	-	
	3%	2%	3%	4%	3%	2%	4%	3%	2%	3%	3%	3%	3%	2%	3%	2%	3%	3%	3%	3%	1%	3%	3%	4%	-	3%	-	2%	3%	1%	2%	4%	3%	4%	5%	2%	-	
NET: Up to 12 months	849	474	373	56	135	148	165	136	146	62	192	313	345	234	247	176	193	481	369	678	172	690	93	35	32	93	35	105	65	67	60	35	91	88	90	88	32	
	62%GH	66%b	59%	59%	61%	61%	70%jl	61%	60%	64%	60%	66%	61%	63%	63%	61%	63%	63%	62%	62%	63%	61%	72%Tu	61%	71%	72%TCG	62%	70%GH	63%G	59%	65%G	61%	69%GH	48%	52%	68%GH	71%G	
NET: Between 13 and 24 months	264	134	126	27	50	54	37	35	47	15	76	91	97	78	83	56	46	161	103	213	51	229	17	12	6	17	10	24	15	30	15	12	20	51	44	20	6	
	19%	19%	20%	28%fgl	22%	23%	16%	16%	19%	15%	24%fgl	19%	17%	21%	21%	19%	15%	21%	17%	20%	19%	20%	13%	13%	13%	13%	18%	16%	15%	28%TyA	17%	21%	15%	28%TyA	26%yBF	16%	13%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 17  
**Q4. How long ago did you take out your current contract with your provider?**  
**Base: All currently in-contract and know their provider**

	Ethnicity		Children 18 or Under							NET: Yes (i)	Household Income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)		Prefer not to answer (j)	Up to £1,199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £1,600 to £15,599 per year (l)	From £300 to £499 per week / From £2,599 to £36,399 per year (m)	From £500 to £699 per week / From £3,999 to £51,999 per year (n)	From £700 to £999 per week / From £5,600 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £7,800 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1385	1259	117	991	32	107	169	155	104	4	390	87	155	305	259	241	145	85	53	55	151	229	115	8	1018	25	342	167	718	392
Weighted base	1361	1226	123*	986	29**	102*	154	142	106*	3**	371	87*	139	271	242	243	158	99*	64*	59*	138	213	101*	6**	1022	25**	315	161	662	415
In the last 6 months	388	359	28	281	9	31	41	30	40	2	105	26	45	74	62	66	52	30	15	18	45	61	29	*	283	10	95	49	171	135
7-12 months ago	462	415	46	345	14	31	47	41	29	-	117	20	45	94	76	88	55	39	25	18	44	75	37	2	350	6	105	40	232	147
13-18 months ago	189	162	20	136	5	22	26	20	6	-	53	5	18	48	32	30	24	11	13	8	19	23	14	1	147	2	39	19	95	53
19-24 months ago	75	66	10	52	-	4	12	13	6	-	24	8	9	14	10	17	6	7	3	2	6	9	6	-	61	-	14	11	38	22
Over 2 years ago	211	193	15	146	2	12	24	34	21	1	64	25	20	35	52	39	16	10	7	7	21	36	13	2	154	6	51	36	114	48
Don't know/Can't remember	36	31	4	28	-	2	4	4	3	-	8	3	2	7	9	3	5	1	2	5	4	10	4	-	25	1	10	6	13	10
NET: Up to 12 months	849	774	74	625	23	62	88	71	70	2	222	46	90	168	138	154	107	69	40	36	89	136	65	3	633	16	201	89	403	282
NET: Between 13 and 24 months	264	228	30	187	5	25	38	33	12	-	77	13	27	61	42	47	30	18	16	11	25	31	19	1	209	2	53	30	133	75

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 18  
**Q4. How long ago did you take out your current contract with your provider?**  
**Base: All currently in-contract and know their provider**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of packages (a)	Standard (b)	Total in-contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	1385	963	385	1385	1304	81	-	952	513	439	433	403	982
Weighted base	1361	974	364	1361	1273	88*	-**	936	489	447	425	388	973
In the last 6 months	388	278	103	388	376	12	-	277	138	139	111	388	-
	29%el	29%	28%	29%e	30%e	14%	-	30%	29%	31%	26%	100%TI	-
7-12 months ago	462	333	119	462	453	9	-	324	167	157	137	-	462
	34%ek	34%	33%	34%e	36%e	10%	-	32%	34%	35%	32%	-	47%Tk
13-18 months ago	189	133	53	189	169	20	-	133	84	49	56	-	189
	14%k	14%	14%	14%	13%	23%cd	-	14%	17%i	11%	13%	-	19%Tk
19-24 months ago	75	53	22	75	67	8	-	52	27	24	24	-	75
	6%kk	5%	6%	6%	5%	9%	-	6%	6%	5%	6%	-	8%kk
Over 2 years ago	211	147	62	211	173	38	-	137	66	71	74	-	211
	16%kk	15%	17%	16%	14%	43%Tod	-	15%	13%	16%	18%	-	22%Tk
Don't know/Can't remember	36	29	5	36	36	1	-	13	7	6	23	-	36
	3%k	3%	1%	3%	3%	1%	-	1%	1%	1%	5%Tgh	-	4%kk
NET: Up to 12 months	849	611	222	849	829	21	-	602	305	297	248	388	462
	62%el	63%	61%	62%e	65%e	24%	-	64%	62%	66%j	58%	100%TI	47%
NET: Between 13 and 24 months	264	187	75	264	236	28	-	185	111	74	79	-	264
	19%k	19%	21%	19%	19%	32%Tod	-	20%	23%i	16%	19%	-	27%Tk

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 19  
**Q5. How much is your monthly payment for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age										Social Grade					Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east (x)	North-west (y)	North-east (z)	Yorkshire & Humber (A)	West Midlands (B)	East Midlands (C)	Wales (D)	East of England (E)	London (F)	South East (G)	South West (H)	North-east (I)				
Unweighted base	1735	867	868	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50			
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*			
Less than £5.00	(3.50)	3	3	-	1	-	1	2	-	-	1	1	2	-	1	2	-	1	2	1	2	3	-	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-		
£5.00 - £9.99	(7.50)	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	1	2	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-		
£10.00 - £19.99	(15.00)	122	62	60	15	18	22	27	13	20	6	32	40	23	22	21	56	45	77	99	22	105	8	3	6	8	7	8	12	13	9	3	15	18	16	8	6	12%		
£20.00 - £29.99	(25.00)	562	275	280	44	100	115	104	89	73	36	144	219	198	146	165	119	132	311	251	455	106	462	51	34	14	51	22	65	42	54	37	34	45	71	73	53	14	29%	
£30.00 - £39.99	(35.00)	340	171	168	24	73	60	57	47	52	27	98	117	126	102	92	69	77	194	147	262	79	284	27	21	9	27	5	38	25	36	28	21	37	38	36	42	9	19%	
£40.00 - £49.99	(45.00)	173	87	85	9	21	26	31	36	39	9	30	58	85	58	46	33	35	104	69	140	33	141	25	4	3	25	9	14	11	14	4	12	17	30	13	3	7%		
£50.00 - £59.99	(55.00)	128	66	61	7	19	20	15	23	30	14	26	35	66	44	38	23	22	83	45	108	20	110	6	6	5	6	8	12	12	5	6	21	22	11	4	5	10%		
£60.00 - £69.99	(65.00)	98	48	51	5	15	12	23	15	22	5	20	35	43	23	30	28	17	53	45	84	14	81	8	3	6	8	3	13	6	7	5	3	11	12	13	10	6	13%	
£70.00 - £79.99	(75.00)	55	30	25	2	4	6	11	13	12	7	18	32	10	19	15	10	30	25	44	11	47	6	2	1	6	5	8	5	1	3	2	5	8	8	3	1	1%		
£80.00 - £89.99	(85.00)	48	29	19	2	2	3	9	6	17	7	5	12	31	11	12	13	11	23	24	40	8	41	7	-	*	7	1	2	4	4	3	-	8	10	7	2	*		
£90.00 - £99.99	(95.00)	32	17	15	-	-	2	6	9	12	3	-	9	24	8	4	10	10	12	21	22	11	30	2	*	-	2	1	8	1	2	3	*	3	-	8	3	-		
£100.00 or more	(110.00)	67	39	28	5	7	9	10	11	19	5	12	19	36	21	16	18	11	38	29	54	13	52	8	3	3	8	-	7	4	2	4	3	5	11	15	4	3		
Don't know	4%C	39	26	4	11	5	12	8	13	10	15	17	31	11	16	18	18	28	37	52	13	58	5	2	-	5	4	9	3	*	4	2	8	10	11	8	-			

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base





**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 19  
**Q5. How much is your monthly payment for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender		Age							Social Grade						Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*
Mean	41.49d ejC	42.31	40.75	36.66	36.72	37.35	40.91d j	43.43c dejk	48.58T cdefg k	45.36c dejk	36.70	39.19	46.01T cdefjk	42.29p	41.33	44.10p	38.31	41.81p	41.09	41.54	41.28	41.47	43.10	37.63	43.06	43.10C	40.86	42.81C	40.68	36.79	39.86	37.63	43.05C	42.37C	44.67C i	38.59	43.06
Standard deviation	23.47	24.31	22.63	21.77	18.71	20.60	23.50	24.30	26.76	24.81	19.66	22.20	25.56	23.10	22.35	25.33	23.12	22.73	24.36	23.38	23.87	23.44	24.32	20.87	25.43	24.32	21.21	24.16	21.75	19.32	22.79	20.87	23.44	24.44	26.82	21.46	25.43
Standard error	0.57	0.84	0.79	2.17	1.16	1.20	1.35	1.43	1.57	2.18	1.04	0.91	0.96	1.07	1.04	1.27	1.26	0.74	0.90	0.64	1.30	0.63	2.01	2.22	3.60	2.01	2.63	1.71	1.80	1.52	2.05	2.22	1.78	1.94	1.86	1.73	3.60

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 20  
**Q5. How much is your monthly payment for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity		Children 18 or Under							Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,400 to £15,599 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480	
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	303	194	827	504	
Less than £5.00	(3.50)	3	3	-	3	-	-	-	-	-	-	1	1	-	2	-	-	-	-	-	2	-	-	-	1	-	2	1	2	-	
£5.00 - £9.99	(7.50)	2	2	-	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	2	-	-	1	1	-	
£10.00 - £19.99	(15.00)	122	90	21	97	4	5	10	5	4	2	22	16	12	30	25	11	4	5	15	5	18	19	13	1	77	11	34	28	55	
		7%gopC	6%	14%Ta	8%g	10%	4%	5%	3%	3%	33%	15%Topg	7%p	9%op	8%op	4%	2%	4%	18%Timno	6%	11%x	7%	10%	6%	30%	6%	9%	14%TBC	7%C	4%	
£20.00 - £29.99	(25.00)	562	509	51	404	16	41	59	67	36	1	157	28	63	126	95	105	73	30	20	23	67	81	45	2	425	7	129	51	301	166
		33%	33%	35%	33%	44%	34%	32%	37%	31%	8%	35%	27%	38%	37%	32%	33%	38%	26%	25%	26%	40%	31%	21%	34%	18%	33%	26%	36%A	33%	
£30.00 - £39.99	(35.00)	340	310	28	230	8	39	42	46	28	2	108	29	39	71	57	56	37	27	13	11	25	42	15	2	270	9	61	52	166	97
		20%vw	20%	20%	19%	21%	32%Tc	23%	25%c	23%	29%	24%c	28%a	24%	21%	19%	18%	19%	24%	16%	13%	15%	12%	19%	21%vz	23%	16%	27%	20%	19%	
£40.00 - £49.99	(45.00)	173	160	11	128	3	10	22	20	13	1	44	10	10	39	27	40	19	13	5	10	17	27	14	-	126	6	41	20	86	53
		10%	10%	7%	10%	9%	8%	12%	11%	11%	11%	10%	10%	6%	11%	9%	13%l	10%	12%	6%	11%	10%	10%	11%	-	10%	16%	10%	10%	10%	10%
£50.00 - £59.99	(55.00)	128	114	13	96	3	5	15	11	11	-	32	4	15	21	21	26	10	19	8	4	11	23	12	1	96	-	32	9	58	48
		8%	7%	9%	8%	7%	4%	8%	6%	9%	-	7%	4%	9%	6%	7%	8%	5%	16%Tkmm	10%	5%	6%	9%	9%	6%	8%	-	8%	5%	7%	10%
£60.00 - £69.99	(65.00)	98	87	10	75	-	8	9	8	6	-	23	6	6	12	22	22	14	5	5	6	6	15	10	2	73	2	24	9	48	31
		6%	6%	7%	6%	-	7%	5%	5%	5%	-	5%	6%	3%	4%	7%mm	7%	8%	5%	6%	6%	4%	7%	23%	6%	4%	6%	4%	6%	6%	6%
£70.00 - £79.99	(75.00)	55	53	2	41	-	4	6	5	7	-	14	1	9	6	11	15	7	3	-	3	1	7	1	1	46	1	9	1	29	22
		3%	3%	1%	3%	-	3%	3%	3%	6%	-	3%	1%	6%mm	2%	4%	5%mm	4%	3%	-	4%	1%	3%	1%	9%	4%	2%	2%	3%	4%A	2%
£80.00 - £89.99	(85.00)	48	46	2	40	-	1	3	4	1	-	8	1	3	10	13	11	2	1	3	4	3	10	3	-	35	-	13	4	26	11
		3%	3%	1%	3%	-	1%	2%	2%	1%	-	2%	1%	2%	3%	4%	4%	1%	1%	3%	5%	2%	4%	2%	-	3%	-	3%	2%	3%	2%
£90.00 - £99.99	(95.00)	32	32	-	28	-	-	4	2	1	-	5	-	1	11	4	6	5	3	-	2	1	7	2	-	24	-	8	1	17	12
		2%	2%	-	2%	-	-	2%	1%	1%	-	1%	-	1%	3%	1%	2%	2%	2%	-	2%	-	3%	2%	-	2%	-	2%	1%	2%	2%
£100.00 or more	(110.00)	67	63	3	47	3	5	9	9	7	-	20	2	4	9	10	18	13	6	2	2	11	11	1	43	-	24	8	24	31	
		4%	4%	2%	4%	9%	4%	5%	6%	6%	-	4%	2%	2%	3%	4%	6%	7%mm	5%	3%	2%	6%	8%TTx	8%TTx	6%	3%	-	6%xx	4%	3%	6%B

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 20  
**Q5. How much is your monthly payment for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,999 per year (l)	From £300 to £499 per week / From £16,000 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504	
Don't know	64	60	4	52	-	3	4	4	5	1	11	5	1	10	8	4	6	3	11	17	7	12	7	1	44	3	8	4%	10	14	12
Mean	41.49bk	42.21b	36.32	41.82	37.72	39.22	42.18	41.19	43.99	27.21	40.75	35.17	38.49	39.14	41.67k	45.32Tk	43.95km	44.53k	37.22	43.70k	38.15	45.84Tt	43.39	49.54	41.34	30.47	42.98	37.36	40.55	44.85TAB	
Standard deviation	23.47	23.75	19.78	23.63	25.46	20.47	23.37	23.04	23.98	12.39	22.55	19.13	21.13	22.32	23.70	24.97	25.58	22.97	22.45	24.34	24.75	27.31	27.04	26.80	22.79	15.01	25.93	22.01	22.54	25.09	
Standard error	0.57	0.61	1.71	0.69	4.13	1.85	1.67	1.66	2.25	5.54	1.05	1.91	1.59	1.16	1.33	1.42	1.96	2.31	2.90	2.95	1.88	1.65	2.20	7.74	0.65	2.79	1.28	1.59	0.76	1.16	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 21  
**Q5. How much is your monthly payment for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Less than £5.00	(3.50)	3	-	3	2	1	2	3	1	2	-	2	1
		1%		1%		2%	Tcd			1%			
£5.00 - £9.99	(7.50)	2	1	1	2	2	-	1	-	1	1	-	2
		7%	5%	14%	7%	6%	24%	7%	6%	9%	7%	8%	7%
£10.00 - £19.99	(15.00)	122	55	62	100	79	21	16	81	38	44	41	32
		7%	5%	14%	7%	6%	24%	7%	7%	6%	9%	7%	8%
£20.00 - £29.99	(25.00)	562	358	193	468	446	22	68	364	192	171	198	141
		33%	29%	44%	34%	35%	26%	30%	33%	29%	37%	34%	36%
£30.00 - £39.99	(35.00)	340	229	106	279	266	13	45	225	145	80	116	79
		20%	19%	24%	20%	21%	15%	20%	22%	17%	20%	20%	20%
£40.00 - £49.99	(45.00)	173	138	33	142	130	12	19	108	67	41	65	37
		10%	11%	7%	10%	10%	13%	8%	10%	10%	9%	11%	10%
£50.00 - £59.99	(55.00)	128	115	13	106	99	7	18	98	62	36	30	29
		8%	9%	3%	8%	8%	8%	8%	9%	10%	8%	5%	7%
£60.00 - £69.99	(65.00)	98	87	10	72	69	3	20	67	46	21	31	27
		6%	7%	2%	5%	5%	4%	9%	6%	7%	4%	5%	7%
£70.00 - £79.99	(75.00)	55	54	2	45	44	1	8	37	24	13	18	16
		3%	4%	1%	3%	3%	2%	4%	3%	4%	3%	3%	4%
£80.00 - £89.99	(85.00)	48	46	2	42	39	3	4	33	20	13	15	7
		3%	4%	1%	3%	3%	3%	2%	3%	3%	3%	3%	2%
£90.00 - £99.99	(95.00)	32	32	-	24	22	1	5	24	10	14	8	5
		2%	3%	-	2%	2%	2%	2%	2%	2%	3%	1%	1%
£100.00 or more	(110.00)	67	64	3	46	46	-	19	48	33	15	19	9
		4%	5%	1%	3%	4%	-	8%	4%	5%	3%	3%	2%
Don't know		64	46	11	32	30	2	7	31	15	15	34	5
		4%	4%	2%	2%	2%	2%	3%	3%	2%	3%	6%	5%
Mean	41.49 <sup>e</sup>	45.77 <sup>T</sup>	30.37 <sup>b</sup>	40.80 <sup>e</sup>	41.24 <sup>e</sup>	34.40	45.80 <sup>T</sup>	42.22 <sup>cde</sup>	43.79 <sup>i</sup>	39.99	40.01	39.13	42.21 <sup>k</sup>
Standard deviation	23.47	24.96	13.89	22.80	22.90	20.41	27.03	23.96	24.01	23.74	22.40	21.26	24.07

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 21  
**Q5. How much is your monthly payment for your broadband service**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	30 day rolling Fixed (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Standard error	0.57	0.72	0.66	0.62	0.64	2.31	1.77	0.71	0.92	1.12	0.97	1.07	0.67

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 22  
**Q6. Thinking back to when you signed up to your current contract/ with your current provider, how did you do this?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age										Social Grade						Urban/Rural		Country				Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)	
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50	
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*	
Online, using the provider's website	809	450	355	73	161	162	140	113	118	42	234	301	274	238	234	156	182	471	338	657	152	680	74	44	11	74	29	80	58	66	58	44	85	113	107	85	11	
	48%hil	52%b	43%	33%Tfg	59%Tfg	57%Tfg	45%hi	41%	38%	32%	80%Tfg	51%ghi	38%	52%kor	51%kor	44%	48%	48%	48%lx	49%lx	57%x	22%	49%J	43%J	42%J	44%J	47%J	51%J	57%AJ	50%J	52%J	46%J	56%AJ	46%J	56%AJ	46%J	22%	
Speaking to the provider on the phone	690	323	363	26	76	100	126	137	156	71	101	226	364	171	180	168	171	352	339	550	141	572	63	22	32	63	29	89	59	61	48	22	68	74	94	51	32	
	41%cdj	37%	44%a	22%	28%	35%cj	41%cdj	50%Tcd	50%Tcd	54%Tcd	26%	38%cdj	51%Tcd	37%	39%	45%mq	43%	38%	44%mq	40%	42%	40%w	42%	29%	65%Tuv	42%	44%	46%EGl	45%E	43%E	42%	29%	40%	34%	41%	33%	65%TyABCDEFGHI	
Don't know / can't remember	60	19	41	-	9	4	16	6	19	5	9	20	31	12	19	9	20	31	29	49	11	51	3	2	3	3	2	8	2	5	2	7	11	11	4	3	7	
	4%	2%	5%a	-	3%	2%	5%ce	2%	6%cejj	4%	2%	3%	4%	3%	4%	2%	5%	3%	4%	4%	3%	4%	2%	3%	3%	2%	3%	4%	2%	3%	2%	3%	4%	5%	5%	3%	4%	7%
In the provider's shop	60	34	26	7	10	8	10	8	12	7	17	18	27	13	18	10	32	28	48	10	47	8	11	3	8	3	8	3	8	5	5	1	1	12	4	4	4	3
	4%	4%	3%	6%	4%	2%	3%	3%	4%	6%	4%	3%	4%	4%	3%	5%	2%	3%	4%	3%	3%	6%	2%	6%	6%F	4%	3%	6%FH	3%	5%F	2%	1%	5%F	2%	2%	2%	2%	6%F
Online, using the provider's mobile app	36	18	17	6	10	4	7	6	2	1	16	11	9	9	6	11	10	15	20	22	13	30	1	5	-	1	2	4	3	3	1	5	5	2	6	5	-	
	2%	2%	2%	5%hl	4%hl	1%	2%	2%	1%	1%	4%Thl	2%	1%	2%	1%	3%	2%	2%	3%	2%	4%sa	2%	*	6%Tuv	-	*	3%	2%	2%	2%	1%	6%TyG	3%	1%	3%	3%	-	
Another way (WRITE IN)	27	19	8	2	1	3	8	4	4	3	4	11	11	7	6	7	7	13	14	24	3	24	2	1	-	2	1	4	2	1	-	1	2	3	8	3	-	
	2%	2%	1%	2%	1%	1%	3%	1%	1%	2%	1%	2%	2%	1%	1%	2%	2%	1%	2%	2%	1%	2%	1%	1%	-	1%	1%	2%	1%	1%	-	1%	1%	1%	3%	2%	-	
Through another seller such as Carphone Warehouse	12	3	10	3	4	2	2	-	-	1	7	5	1	4	4	3	1	8	4	10	2	10	-	2	-	-	1	1	-	1	-	2	1	3	2	-	-	
	1%	*	1%	2%ghl	2%l	1%	1%	-	-	1%	2%ghl	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	-	3%Tuv	-	-	2%	*	-	1%	-	3%Ty	1%	1%	1%	*	-	
NET: Online	845	469	372	80	171	166	147	119	120	43	250	312	282	246	240	166	192	487	358	679	165	711	75	49	11	75	30	85	60	69	59	49	90	115	113	90	11	
	50%hil	54%b	45%	33%Tfg	63%Tfg	63%Tfg	48%hil	43%	39%	33%	68%Tfg	53%ghi	39%	54%kor	52%	45%	48%	53%kor	46%	50%	50%	50%sx	48%x	63%Tux	22%	49%J	46%J	44%J	46%J	49%J	52%J	63%TAB	53%J	53%J	49%J	59%TAB	59%TAB	22%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 23  
**Q6. Thinking back to when you signed up to your current contract/ with your current provider, how did you do this?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (m)	From £300 to £499 per week / From £26,000 to £36,399 per year (n)	From £500 to £699 per week / From £36,400 to £51,999 per year (o)	From £700 to £999 per week / From £52,000 to £77,999 per year (p)	From £1,000 to £1,499 per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480	
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	303	194	827	504	
Online, using the provider's website	809	726	68	566	26	76	100	95	52	4	239	56	57	149	144	159	102	69	39	34	72	93	53	2	635	23	152	94	378	265	
	48%uz	48%	47%	46%	70%Tch	63%Tch	54%c	52%	44%	59%	54%Tc	53%l	35%	43%	49%l	51%l	54%lms	60%Tms	48%	39%	34%	72	93	53	24%	635	23	152	94	378	265
Speaking to the provider on the phone	690	634	52	531	7	39	66	67	54	1	159	37	86	153	119	123	65	40	25	42	69	139	64	7	494	7	189	72	357	194	
	41%z	41%	36%	43%z	18%	32%	36%	37%	46%z	8%	36%	37%	53%Tkn	45%p	40%	39%	34%	34%	31%	48%	41%	53%TTx	48%	70%	39%	18%	189	48%TTx	72	37%	43%
Don't know / can't remember	60	55	5	48	-	1	4	4	4	-	12	2	6	12	10	11	3	4	8	5	8	12	5	-	37	4	18	6	27	15	
	4%	4%	4%	4%	-	1%	2%	2%	3%	-	3%	2%	3%	3%	4%	3%	1%	4%	10%	5%	5%	5%	4%	-	3%	11%	5%	3%	3%	3%	
In the provider's shop	60	50	9	45	-	-	6	7	5	-	15	5	8	4	10	10	12	3	6	2	7	11	4	1	44	-	16	6	26	20	
	4%z	3%	6%	4%	-	-	4%	4%	4%	-	3%	4%	5%z	1%	3%	3%	6%z	3%	8%z	2%	4%	4%	3%	6%	3%	-	4%	3%	3%	4%	
Online, using the provider's mobile app	36	27	8	21	4	2	5	6	1	2	13	2	3	11	4	7	2	-	3	4	10	4	2	-	24	-	12	9	18	2	
	2%z	2%	6%z	2%	11%z	2%z	3%	3%	1%	33%	3%	2%	2%	3%	1%	2%	1%	-	4%	4%	6%z	1%	2%	-	2%	-	3%	4%z	18	2%z	
Another way (WRITE IN)	27	24	2	23	*	1	1	2	*	-	3	2	4	8	5	3	4	-	-	1	*	4	4	-	21	1	5	4	14	7	
	2%	2%	2%	2%	1%	1%	1%	1%	*	-	1%	2%	3%	2%	2%	1%	2%	-	-	2%	*	1%	3%	-	2%	3%	1%	2%	2%	1%	
Through another seller such as Carphone Warehouse	12	12	-	9	-	1	1	1	2	-	3	-	7	3	1	1	1	-	-	1	-	-	-	-	8	3	1	4	7	2	
	1%	1%	-	1%	-	1%	1%	1%	2%	-	1%	-	2%T	1%	*	1%	-	-	-	1%	-	-	-	-	1%	8%	*	2%	1%	*	
NET: Online	845	754	77	587	30	78	105	100	53	6	252	58	59	160	149	166	104	69	42	38	82	97	55	2	659	23	164	102	396	267	
	50%uz	49%	53%	47%	80%Tcdg	65%Tch	57%z	55%	46%	92%	57%Tch	56%l	36%	47%	50%l	55%l	60%lms	52%	43%	49%uz	37%	42%	24%	52%uz	59%	42%	53%	48%	48%	53%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 24  
**Q6. Thinking back to when you signed up to your current contract/ with your current provider, how did you do this?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Online, using the provider's website	809	541	256	666	611	55	109	540	305	235	289	179	630
	46%	44%	58%Ta	49%	48%	62%Tcd	47%	48%	47%	50%	47%	46%	48%
Speaking to the provider on the phone	690	540	141	576	560	16	77	460	288	192	230	184	507
	41%be	44%b	32%	42%ef	44%ef	18%	33%e	41%	41%	41%	40%	47%Ti	39%
Don't know / can't remember	60	46	11	27	23	3	18	22	17	5	38	1	59
	4%cdgi	4%	2%	2%	4%	8%Tcd	2%	3%	1%	7%Tgh	-	4%k	
In the provider's shop	60	51	7	45	42	3	12	48	37	11	12	11	49
	4%	4%b	2%	3%	3%	3%	5%	4%j	6%Ti	2%	2%	3%	4%
Online, using the provider's mobile app	36	22	12	21	17	4	9	23	12	12	12	7	29
	2%	2%	3%	2%	1%	5%cd	4%cd	2%	2%	2%	2%	2%	2%
Another way (WRITE IN)	27	17	8	17	13	4	5	17	12	6	9	5	22
	2%	1%	2%	1%	1%	5%Tod	2%	2%	2%	1%	2%	1%	2%
Through another seller such as Carphone Warehouse	12	8	4	9	6	3	2	9	3	6	3	1	11
	1%	1%	1%	1%	1%	3%cd	1%	1%	-	1%	1%	-	1%
NET: Online	845	563	268	687	628	59	118	563	316	247	292	187	658
	50%	46%	61%Ta	50%	49%	67%Tcd	51%	50%	48%	53%	49%	48%	50%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 25  
**Q7. Thinking about your current contract, did you renew your existing contract / take out a new contract with a provider you were already with, or did you switch from another provider?**  
**Base: All currently in-contract**

	Gender			Age							Social Grade							Urban/Rural		Country							Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humb-erside (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)
Unweighted base	1385	716	662	85	220	254	245	242	238	101	305	499	581	380	406	321	278	786	599	1097	288	1151	125	65	44	125	60	160	122	129	102	65	142	136	168	132	44
Weighted base	1361	716	637	96*	223	240	237	224	242	97*	319	478	564	371	393	290	308	763	598	1087	274	1130	128	58*	45*	128	56*	151	104*	112	92*	58*	132	182	172	129	45*
Renewed/look out a new contract with the same provider	940	495	439	56	125	157	176	167	184	77	181	332	427	264	269	195	211	533	407	733	207	778	86	39	37	86	36	95	74	73	67	39	99	116	127	92	37
	69%cdj	69%	69%	58%	58%	65%	74%cdj	74%cdj	76%ode	79%ode	57%	70%dj	76%Tcd	71%	68%	67%	69%	70%	68%	67%	76%e	69%	67%	67%	83%	67%	64%	63%	71%	65%	73%	67%	75%	64%	74%	72%	83%A
Switched from a different provider	327	171	154	20	63	75	51	50	50	18	83	126	118	89	87	82	69	176	151	269	58	267	37	17	6	37	12	48	23	32	22	17	24	42	38	25	6
	24%	24%	24%	21%	28%	31%Tfg	21%	22%	21%	19%	26%	26%	21%	24%	22%	28%	22%	23%	25%	25%	21%	24%	29%	13%	29%	29%	22%	32%TFI	22%	29%	24%	29%	18%	22%	19%	13%	
Don't know / can't remember	15	7	8	2	4	2	1	1	3	1	7	3	5	2	4	2	7	6	9	13	2	13	1	-	1	1	-	1	-	2	1	-	2	5	1	2	1
	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	-	2%	1%	-	1%	-	2%	1%	-	1%	3%	-	2%	2%
Not applicable, this is my first contract	79	42	36	17	32	7	9	7	6	1	49	16	13	15	33	11	20	48	31	72	7	71	5	2	1	5	8	6	7	5	2	2	8	20	6	9	1
	6%lit	6%	6%	16%Tef	14%Tefg	3%	4%	3%	2%	1%	15%Tefg	3%	2%	4%	8%mo	4%	7%	6%	5%	7%st	3%	6%	4%	4%	2%	4%	14%TyAC	4%	7%	5%	2%	4%	6%	11%TADH	4%	7%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 26  
**Q7. Thinking about your current contract, did you renew your existing contract / take out a new contract with a provider you were already with, or did you switch from another provider?**  
**Base: All currently in-contract**

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,600 to £15,999 per year (l)	From £300 to £499 per week / From £25,999 to £26,000 per year (m)	From £500 to £699 per week / From £36,399 to £36,399 per year (n)	From £700 to £999 per week / From £51,999 to £52,000 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / From £78,000 and above per year (p)	Don't know (q)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1385	1259	117	991	32	107	169	155	104	4	390	87	155	305	259	241	145	85	53	55	151	229	115	8	1018	25	342	167	718	392
Weighted base	1361	1226	123*	986	29**	102*	154	142	106*	3**	371	87*	139	271	242	243	158	99*	64*	59*	138	213	101*	6**	1022	25**	315	161	662	415
Renewed/look out a new contract with the same provider	940	859	71	697	18	69	99	92	77	1	243	66	102	190	162	174	99	72	36	40	97	162	68	4	699	14	228	112	470	282
	69%b	70%b	57%	71%	62%	68%	65%	64%	73%	16%	65%	76%	73%	70%	67%	72%	63%	73%	57%	67%	70%	76%	74%	68%	55%	72%	70%	71%	68%	68%
Switched from a different provider	327	289	37	211	10	30	46	44	27	1	115	16	30	64	55	55	53	23	16	15	30	42	27	1	253	5	69	34	155	107
	24%	24%	30%	21%	34%	30%	30%c	31%c	26%	23%	19%	19%	22%	24%	23%	23%	34%Tkim no	23%	25%	25%	22%	20%	27%	26%	29%	22%	22%	21%	23%	26%
Don't know / can't remember	15	11	3	14	-	-	1	1	-	1	1	2	1	8	1	-	-	-	1	1	2	2	1	-	12	*	3	5	6	1
	1%	1%	2%	1%	-	-	*	*	-	*	1%	1%	*	3%Tmop	*	-	-	-	2%	2%	1%	1%	1%	-	1%	2%	1%	3%TBC	1%	*
Not applicable, this is my first contract	79	67	12	64	1	3	8	5	2	2	13	4	5	16	18	12	6	4	10	3	10	8	5	-	58	5	15	9	32	25
	6%	5%	10%	6%	4%	3%	5%	4%	2%	61%	4%	4%	4%	6%	7%	5%	4%	4%	16%Tmop	6%	7%	4%	5%	-	6%	21%	5%	6%	5%	6%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 27

**Q7. Thinking about your current contract, did you renew your existing contract / take out a new contract with a provider you were already with, or did you switch from another provider?**  
**Base: All currently in-contract**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of package (a)	Standard (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	1385	963	385	1385	1304	81	-	952	513	439	433	403	982
Weighted base	1361	974	364	1361	1273	88*	***	936	489	447	425	388	973
Renewed/look out a new contract with the same provider	940	738	190	940	898	41	-	662	351	310	278	275	665
	69%be	76%Td	52%	69%ce	71%de	47%	-	71%	72%	69%	66%	71%	68%
Switched from a different provider	327	197	123	327	294	33	-	218	108	110	109	97	230
	24%	20%	34%Ta	24%	23%	37%Tcd	-	23%	22%	25%	26%	25%	24%
Don't know / can't remember	15	7	6	15	13	2	-	8	6	1	7	-	15
	1%	1%	2%	1%	1%	2%	-	1%	1%	*	2%	-	2%k
Not applicable, this is my first contract	79	32	45	79	67	12	-	48	23	25	31	16	63
	6%a	3%	12%Ta	6%	5%	14%Tcd	-	5%	5%	6%	7%	4%	6%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 28  
**Q8. Did you do any of the following before re-contracting / taking out a new contract with the same provider?**  
**Base: All who have re-contracted with the same provider**

	Gender			Age							Social Grade					Urban/Rural		Country					Region														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	951	493	454	46	120	165	178	180	184	78	166	343	442	266	284	220	181	550	401	736	215	789	81	45	36	81	40	105	82	82	73	45	104	91	120	92	36
Weighted base	940	495	439	56*	125*	157	176	167	184	77*	181	332	427	264	269	195	211	533	407	733	207	778	86*	39*	37**	86*	36*	95*	74*	73*	67*	39*	99*	116*	127*	92*	37**
Contacted my provider to see what deals they could offer me	559 59%dj	299 60%	257 59%	30 53%	58 47%	90 58%	99 56%	114 68%dfj k	119 65%dj	49 63%hd	88 49%	189 57%	281 66%Tdf jk	167 63%	152 56%	110 57%	129 61%	319 60%	240 59%	429 59%	129 62%	451 58%	59 69%	24 61%	25 66%	59 69%l	24 68%l	53 55%	44 60%	38 53%	38 57%	24 61%	63 64%l	77 66%l	73 57%	42 45%	25 66%
Shopped around for deals before deciding to stay with the same provider	398 42%bhl	242 49%Td	155 35%	24 42%	64 51%hil	83 53%Thi l	78 45%hl	71 43%kh	54 29%	24 31%	88 49%hil	161 48%hil	149 35%	112 42%	124 46%p	89 45%	73 34%	236 44%p	162 40%	323 44%	75 36%	331 43%	39 46%	15 38%	13 35%	39 46%	15 43%	44 46%	26 35%	39 53%B	28 42%	15 38%	38 38%	47 41%	50 40%	44 47%	13 35%
Nothing, I look a deal that was offered to me in a letter, email or text from my provider	165 18%	76 15%	86 20%	10 18%	22 17%	20 13%	35 20%	26 15%	36 20%	15 20%	32 18%	56 17%	77 18%	42 16%	51 19%	29 15%	42 20%	94 18%	71 17%	123 17%	41 20%	138 18%	13 15%	8 20%	6 15%	13 15%	6 16%	22 23%	16 22%	10 14%	13 20%	8 20%	15 15%	20 17%	20 16%	17 19%	6 15%
Other (WRITE IN)	17 2%	10 2%	7 2%	-	2 2%	* *	4 2%	4 3%	7 4%	-	2 1%	4 1%	11 3%	7 3%	2 1%	6 3%	1 *	10 2%	7 2%	16 2%	1 *	12 2%	3 4%	-	2 5%	3 4%	* 1%	1 1%	1 1%	-	-	1 1%	1 1%	4 3%	3 3%	2 5%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 29  
**Q8. Did you do any of the following before re-contracting / taking out a new contract with the same provider?**  
**Base: All who have re-contracted with the same provider**

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,999 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	951	879	65	700	20	66	112	98	74	1	250	64	112	215	174	168	93	62	27	36	103	174	76	6	685	17	249	114	505	269
Weighted base	940	859	71**	687	18**	69*	99*	92*	77*	1**	243	66*	102*	190	162	174	99*	72*	36**	40**	97*	162	68*	4**	699	14**	228	112*	470	282
Contacted my provider to see what deals they could offer me	559	509	41	422	9	32	49	63	50	1	136	37	70	109	96	109	54	49	23	12	61	105	43	4	404	9	145	63	287	173
	59%	59%	58%	61%	47%	47%	50%	69%ef	65%	100%	56%	56%	69%	57%	59%	63%	54%	68%	64%	31%	63%	65%	63%	89%	58%	65%	64%	57%	61%	61%
Shopped around for details before deciding to stay with the same provider	398	360	37	275	14	37	52	43	34	-	123	20	40	79	63	83	46	32	18	18	32	49	29	2	311	7	80	45	192	125
	42%uu	42%	52%	40%	79%	54%	53%c	47%	45%	-	51%Tc	31%	39%	41%	39%	48%	46%	44%	49%	45%	33%	30%	43%	46%	45%uz	48%	35%	40%	41%	44%
Nothing, I took a deal that was offered to me in a letter, email or text from my provider	165	155	9	125	2	13	16	8	13	-	39	18	9	37	33	22	20	12	2	12	17	32	10	-	125	2	38	23	78	49
	18%	18%	13%	18%	9%	19%	16%	9%	17%	-	16%	27%lo	9%	20%l	20%l	13%	20%	16%	5%	31%	17%	20%	15%	-	18%	14%	17%	21%	17%	18%
Other (WRITE IN)	17	16	1	13	-	2	*	-	2	-	3	-	1	3	*	2	5	2	-	3	1	3	1	-	13	-	4	*	4	9
	2%	2%	1%	2%	-	2%	*	-	3%	-	1%	-	1%	2%	*	1%	5%ln	3%	-	8%	1%	2%	2%	-	2%	-	2%	*	1%	3%B

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 30  
**Q8. Did you do any of the following before re-contracting / taking out a new contract with the same provider?**  
**Base: All who have re-contracted with the same provider**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of packages (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	951	741	201	951	914	37	-	673	373	300	278	282	669
Weighted base	940	738	190	940	898	41**	---	662	351	310	278	275	665
Contacted my provider to see what deals they could offer me	559 59%b	460 62%b	91 48%	559 59%	543 60%	15 37%	-	408 62%	216 61%	193 62%	150 54%	170 62%	388 58%
Shopped around for deals before deciding to stay with the same provider	398 42%j	311 42%	85 44%	398 42%	379 42%	19 46%	-	314 48%j	183 52%Tj	131 42%j	84 30%	112 41%	286 43%
Nothing, I look a deal that was offered to me in a letter, email or text from my provider	165 18%g	120 16%	42 22%	165 18%	155 17%	10 24%	-	87 13%	46 13%	41 13%	78 28%Tgh	52 19%	113 17%
Other (WRITE IN)	17 2%	16 2%	1 1%	17 2%	15 2%	1 4%	-	13 2%	11 3%	3 1%	4 1%	5 2%	11 2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 31  
**Q9. How long have you been with your provider for broadband?**  
**Base: All currently not in-contract and know their provider**

	Gender			Age							Social Grade							Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (h)	South West (i)	North-ern Ire-land (j)		
Unweighted base	350	151	198	19	48	49	72	57	67	38	67	121	162	99	77	98	76	176	174	287	63	293	26	25	6	26	9	49	29	33	24	25	40	29	49	31	6		
Weighted base	333	150	182	21**	48*	41*	71*	50*	69*	33**	69*	112*	152	89*	70*	81*	93*	159	174	275	58*	285	24**	20**	4**	24**	10**	41*	28**	30**	22**	20**	38*	34**	59*	23**	4**		
Up to 6 months	6	1	5	-	1	-	3	1	-	1	3	2	2	2	1	*	2	3	3	4	2	5	-	2	-	*	1	-	1	-	2	1	-	2	-	-	-		
7-12 months	4	1	3	2	1	1	-	-	1	-	3	1	3	3	-	1	1	3	1	4	-	3	-	1	-	-	2	-	1	-	1	-	-	-	-	-	-		
13-18 months	26	13	13	6	8	3	5	2	*	1	14	9	3	4	5	9	8	17	20	5	20	1	5	-	1	1	1	2	3	-	5	6	2	5	-	-			
19-24 months	27	7	19	4	8	4	2	4	6	-	12	5	10	10	9	3	5	19	9	24	3	22	3	1	2	3	-	2	1	2	*	1	4	6	6	1	2		
Over 2 years	263	125	138	8	28	33	59	42	61	32	36	92	135	71	52	88	72	123	140	218	45	229	20	12	2	20	9	33	23	22	22	12	27	25	45	22	2		
Don't know/Can't remember	6	2	4	1	1	-	2	1	1	-	3	2	1	-	3	-	4	3	4	4	2	6	-	1	-	-	1	2	-	-	-	1	-	1	-	1	-		
NET: Up to 12 months	10	2	9	2	2	1	3	1	1	4	4	2	5	1	1	3	6	4	8	2	8	-	2	-	*	3	-	2	-	2	1	-	2	-	-	-			
NET: Between 13 and 24 months	53	21	31	10	16	7	7	6	6	1	26	14	13	13	14	12	14	27	26	45	8	42	4	5	2	4	1	3	2	5	*	5	10	9	11	1	2		
	16%	14%	17%	47%	34%Tfg	18%	9%	12%	9%	2%	38%Tef	12%	9%	15%	20%	15%	15%	17%	15%	16%	15%	15%	16%	26%	40%	16%	11%	8%	8%	18%	1%	26%	25%	26%	19%	2%	40%		

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 32  
**Q9. How long have you been with your provider for broadband?**  
**Base: All currently not in-contract and know their provider**

	Ethnicity		Children 18 or Under						Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,400 per year (k)	From £200 to £299 per week / From £15,599 to £15,999 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	350	327	20	263	6	20	33	43	14	2	85	18	24	79	66	72	30	16	18	27	29	61	31	5	254	7	89	33	184	88
Weighted base	333	303	23**	256	8**	18**	30**	40*	12**	4**	73*	18**	25**	72*	54*	71*	32**	17**	17**	28**	29**	49*	31**	4**	241	14**	79*	34**	165	90*
Up to 6 months	6	6	-	3	-	1	3	-	-	3	1	-	-	2	1	2	-	-	-	-	1	1	-	1	5	-	2	4	2	-
7-12 months	4	3	1	1	1	-	1	2	-	3	1	-	-	1	2	-	-	-	1	1	1	-	-	3	-	1	1	3	-	
13-18 months	26	24	2	16	4	5	1	4	-	2	8	1	-	6	1	6	5	1	3	3	5	1	-	20	-	6	4	7	9	
19-24 months	27	20	8	19	-	5	6	5	-	8	1	2	8	5	2	6	1	-	-	3	2	2	1	22	-	5	6	10	11	
Over 2 years	263	244	12	212	3	8	18	26	12	1	49	12	22	55	45	59	20	15	11	24	17	42	27	2	197	13	63	18	140	70
Don't know/Can't remember	6	6	-	4	-	-	2	2	-	2	1	-	-	2	-	-	-	-	3	-	2	3	1	-	3	-	3	1	2	-
NET: Up to 12 months	10	9	1	5	1	1	4	2	-	6	2	-	2	2	2	3	-	-	1	2	2	-	1	8	-	2	4	5	-	
NET: Between 13 and 24 months	53	43	10	35	4	9	7	9	-	2	16	2	2	14	7	8	12	2	3	3	8	3	3	1	43	-	10	10	18	19
	16%	14%	44%	14%	53%	50%	22%	23%	-	63%	21%	11%	9%	20%	13%	12%	37%	11%	19%	9%	27%	5%	9%	24%	18%	-	13%	30%	11%	22%B

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 33  
**Q9. How long have you been with your provider for broadband?**  
**Base: All currently not in-contract and know their provider**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle of package (a)	Standard (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	350	266	76	-	-	-	240	211	189	22	139	-	350
Weighted base	333	252	75*	**	**	**	231	183	164	18**	150*	**	333
Up to 6 months	6	3	3	-	-	-	2	2	2	-	4	-	6
	2%	1%	5%	-	-	-	1%	1%	1%	-	3%	-	2%
7-12 months	4	3	1	-	-	-	3	3	3	-	1	-	4
	1%	1%	1%	-	-	-	1%	1%	2%	-	1%	-	1%
13-18 months	26	18	7	-	-	-	18	16	12	4	10	-	26
	8%	7%	10%	-	-	-	8%	9%	7%	20%	7%	-	8%
19-24 months	27	17	9	-	-	-	26	17	15	2	10	-	27
	8%	7%	12%	-	-	-	11%	9%	9%	10%	7%	-	8%
Over 2 years	263	209	51	-	-	-	182	145	132	13	118	-	263
	79%	83%b	69%	-	-	-	79%	79%	80%	70%	79%	-	79%
Don't know/Can't remember	6	2	3	-	-	-	1	*	*	-	6	-	6
	2%	1%	4%	-	-	-	*	*	*	-	4%gh	-	2%
NET: Up to 12 months	10	6	4	-	-	-	5	5	5	-	5	-	10
	3%	2%	6%	-	-	-	2%	3%	3%	-	4%	-	3%
NET: Between 13 and 24 months	53	35	16	-	-	-	44	32	27	6	21	-	53
	16%	14%	22%	-	-	-	19%	18%	16%	30%	14%	-	16%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 34  
**Q10. Do you know whether your provider can increase your monthly payment during your minimum contract period?**  
**Base: All currently in a fixed term contract and know their provider**

	Gender			Age							Social Grade					Urban/Rural		Country					Region														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	1304	671	626	71	205	243	235	227	224	99	276	478	550	358	385	299	262	743	561	1030	274	1083	117	63	41	117	54	155	117	122	102	63	135	125	154	119	41
Weighted base	1273	671	593	78*	206	229	227	210	228	95*	284	456	533	346	370	270	287	716	556	1013	260	1054	121*	56*	42**	121*	50*	147	100*	106	92*	56*	126	163*	158	112*	42**
Yes, my provider can increase my monthly payment during my minimum contract period	459	285	173	22	73	81	78	83	88	34	96	158	205	134	130	113	82	264	195	371	89	378	47	18	16	47	17	56	32	45	30	18	52	46	59	40	16
	36%bp	42%Td	29%	28%	36%	35%	34%	40%	39%	35%	34%	35%	39%	39%p	35%	42%p	29%	37%p	35%	37%	34%	36%	39%	33%	38%	39%	35%	38%	31%	43%G	33%	33%	41%	28%	37%	38%	
No, my provider cannot increase my monthly payment during my minimum contract period	424	221	197	30	67	65	71	77	75	38	97	136	190	123	117	87	98	239	184	337	87	348	46	19	11	46	15	44	33	40	28	19	42	61	42	41	11
	33%	33%	33%	39%	32%	28%	31%	37%	33%	40%	34%	30%	36%	35%	31%	32%	34%	33%	33%	33%	33%	33%	38%	34%	27%	38%	30%	30%	33%	38%	31%	34%	34%	38%	27%	37%	27%
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	390	165	223	26	66	83	78	50	64	23	91	162	137	90	124	70	107	213	177	306	84	329	29	19	14	29	17	47	35	20	34	19	32	55	56	31	14
	31%aC	25%	38%Ta	33%	32%	36%gl	34%gl	24%	28%	24%	32%	35%gl	26%	26%	33%lm	26%	37%mo	30%	32%	30%	32%	31%	24%	33%	35%	24%	35%	32%C	35%C	19%	37%C	33%	25%	34%C	36%C	28%	35%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 35  
**Q10. Do you know whether your provider can increase your monthly payment during your minimum contract period?**  
**Base: All currently in a fixed term contract and know their provider**

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1304	1187	109	929	32	102	163	150	98	4	371	83	148	291	243	222	137	82	51	47	141	219	109	8	955	23	326	162	672	372
Weighted base	1273	1152	114*	918	29**	98*	146	135	100*	3**	352	83*	135	259	224	223	148	95*	56*	51*	131	207	96*	6**	951	20**	302	155	618	393
Yes, my provider can increase my monthly payment during my minimum contract period	459	428	31	335	17	25	54	44	34	1	123	16	39	104	75	98	52	41	17	17	36	67	38	3	355	3	102	36	242	148
No, my provider cannot increase my monthly payment during my minimum contract period	424	381	40	320	10	30	41	42	25	1	103	34	56	76	71	68	56	32	18	12	41	74	37	1	317	6	100	53	201	140
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	390	344	43	263	2	43	51	49	41	2	126	33	40	78	77	57	40	22	21	22	54	67	22	1	279	11	101	67	175	105
	31%	30%	38%	29%	7%	44%Tc	35%	36%	41%c	49%	36%k	40%k	29%	30%	34%	26%	27%	24%	38%	43%oq	41%TVTx	32%	23%	20%	55%	33%	43%TBC	28%	27%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 36  
**Q10. Do you know whether your provider can increase your monthly payment during your minimum contract period?**  
**Base: All currently in a fixed term contract and know their provider**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	1304	936	353	1304	1304	-	-	902	480	422	402	392	912
Weighted base	1273	924	328	1273	1273	-**	-**	883	459	424	390	376	897
Yes, my provider can increase my monthly payment during my minimum contract period	459	357	98	459	459	-	-	459	459	-	-	135	324
	36%ij	39%b	30%	36%	36%	-	-	52%Ti	100%Tgij	-	-	36%	36%
No, my provider cannot increase my monthly payment during my minimum contract period	424	303	121	424	424	-	-	424	-	424	-	134	289
	33%hj	33%	37%	33%	33%	-	-	48%Thj	-	100%Tghj	-	36%	32%
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	390	264	109	390	390	-	-	-	-	-	390	106	284
	31%ghi	29%	33%	31%	31%	-	-	-	-	-	100%Tgh	28%	32%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 37  
**Q11. Do you know whether your provider can increase your monthly payment?**  
**Base: All currently not in a fixed term contract and know their provider**

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)	
Unweighted base	431	196	234	33	63	60	82	72	81	40	96	142	193	121	98	120	92	219	212	354	77	361	34	27	9	34	15	54	34	40	24	27	47	40	63	44	9	
Weighted base	421	194	226	39**	66*	52*	82*	64*	84*	35**	104*	134*	183	113*	92*	101*	114*	206	215	349	72*	361	31**	22**	8**	31**	16**	45*	32**	36*	22**	22**	44*	54**	72*	40*	8**	
Yes, my provider can increase my monthly payment	194	99	95	15	22	23	49	33	33	19	37	72	85	70	42	50	32	112	82	170	24	164	14	10	5	14	5	24	10	18	8	10	24	22	34	18	5	68%
No, my provider cannot increase my monthly payment	42	24	19	3	12	6	4	8	8	2	15	10	18	10	5	12	16	15	28	31	11	37	3	2	-	3	2	3	3	-	2	5	7	4	13	-		
I'm not sure whether my provider can increase my monthly payment	185	71	112	21	32	23	28	23	43	14	53	52	80	34	46	38	67	79	105	148	37	159	13	10	2	13	9	18	19	15	14	10	15	25	34	10	2	
	44%ml	37%	50%ka	55%	48%	45%	35%	36%	51%	40%	51%	39%	44%	30%	50%m	38%	58%Tmo	39%	49%km	42%	51%	44%	43%	44%	31%	43%	57%	40%	60%	43%	63%	44%	34%	47%	47%l	24%	31%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 38  
**Q11. Do you know whether your provider can increase your monthly payment?**  
**Base: All currently not in a fixed term contract and know their provider**

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £77,999 and above per year (p)	Don't know (q)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	431	399	28	325	6	25	39	48	20	2	104	22	31	93	82	91	38	19	20	35	39	71	37	5	317	9	105	38	230	108
Weighted base	421	377	31**	324	8**	22**	38*	47*	18**	4**	93*	22**	28**	85*	72*	91*	41*	21**	25**	36**	36**	55*	4**	311	19**	91*	39**	209	112*	
Yes, my provider can increase my monthly payment	194	177	16	149	5	11	17	17	12	2	43	9	7	36	35	48	28	14	3	13	12	20	17	2	153	2	39	16	92	69
	46%	47%	50%	46%	60%	49%	45%	36%	67%	63%	46%	42%	26%	42%	49%	53%	69%Tm	66%	11%	37%	33%	36%	46%	48%	49%	8%	43%	41%	44%	62%TB
No, my provider cannot increase my monthly payment	42	41	1	31	-	1	6	7	3	-	12	*	2	8	9	10	*	2	3	8	6	4	1	-	28	5	9	4	19	8
	10%	11%	4%	9%	-	8%	15%	15%	15%	-	12%	2%	8%	10%	12%	11%	1%	8%	11%	22%	16%	8%	2%	-	9%	27%	10%	11%	9%	7%
I'm not sure whether my provider can increase my monthly payment	185	159	15	145	3	10	16	23	3	1	38	12	19	41	28	33	12	5	19	15	18	31	19	2	130	12	42	19	97	34
	44%C	42%	47%	45%	40%	45%	41%	49%	18%	37%	41%	56%	67%	48%	39%	37%	30%	25%	77%	41%	51%	57%	52%	52%	42%	65%	47%	48%	47%C	31%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 39  
**Q11. Do you know whether your provider can increase your monthly payment?**  
**Base: All currently not in a fixed term contract and know their provider**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	431	313	108	81	-	81	240	261	222	39	170	11	420
Weighted base	421	302	111*	88*	**	88*	231	236	194	42**	185	12**	409
Yes, my provider can increase my monthly payment	194	157	35	30	-	30	132	194	194	-	-	3	191
	46%kj	52%b	32%	34%	-	34%	57%Tce	82%Tj	100%Tgj	-	-	23%	47%
No, my provider cannot increase my monthly payment	42	28	13	24	-	24	12	42	-	42	-	5	37
	10%hj	9%	11%	27%Tf	-	27%Tf	5%	18%Thj	-	100%	-	40%	9%
I'm not sure whether my provider can increase my monthly payment	185	117	63	35	-	35	88	-	-	-	185	4	180
	44%gh	38%	57%a	39%	-	39%	38%	-	-	-	100%Tgh	36%	44%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 40  
**Q12. When did you first become aware that your monthly payments to your provider could increase?**  
**Base: All who are aware their provider can increase their payment**

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	702	395	305	36	99	117	133	133	125	59	135	250	317	216	182	187	117	398	304	574	128	585	60	36	21	60	27	90	54	74	47	36	80	61	88	64	21	
Weighted base	653	384	268	37**	96*	104*	127	116	121	53*	132	231	290	204	172	163	114**	376	277	540	113	542	61*	29**	21**	61*	23**	81*	41*	63*	38*	29**	76*	68*	94*	58*	21**	
Before signing up to the contract	288	175	92	10	45	31	49	55	23	55	80	133	91	67	64	45	158	110	212	55	222	21	9	16	21	10	32	16	25	18	9	36	26	32	27	16	77%	
During the sign-up process	196	95	62	14	20	30	28	28	22	14	34	58	64	47	46	40	24	92	64	125	32	126	20	9	2	20	9	21	11	16	9	14	15	22	10	2	8%	
After signing up to the contract	144	77	66	9	23	35	29	20	25	5	31	63	50	42	34	39	29	76	68	130	14	124	14	5	1	14	3	20	12	14	6	5	11	20	24	14	1	5%
Can't remember	85	37	48	4	8	8	21	14	19	11	12	29	44	25	25	19	16	49	35	73	11	70	7	5	2	7	-	8	3	8	6	5	15	7	16	8	2	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) Ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 41  
**Q12. When did you first become aware that your monthly payments to your provider could increase?**  
**Base: All who are aware their provider can increase their payment**

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 16 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / £78,000 and above per year (p)	Don't know (q)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	702	651	49	520	22	39	75	67	46	2	180	27	61	166	128	146	76	48	18	32	57	110	63	7	524	6	172	56	387	209
Weighted base	653	604	47*	484	21**	36*	71*	61*	47*	3**	166	25**	46*	140	111	146	80*	55*	20**	30**	48*	86*	5**	508	4**	141	52*	334	217	
Before signing up to the contract	268	246	22	198	15	18	26	20	21	2	67	11	16	55	42	65	38	24	5	12	20	40	23	2	213	*	54	19	130	102
During the sign-up process	156	147	9	117	2	5	19	17	9	-	39	4	10	39	29	29	21	8	7	9	11	16	9	-	125	2	29	9	91	40
After signing up to the contract	144	133	11	99	4	9	20	18	11	1	44	5	14	24	26	32	17	17	4	7	11	17	16	2	110	-	35	12	64	58
Can't remember	85	79	5	70	-	3	6	5	6	-	15	5	6	23	13	20	4	5	4	3	7	14	6	1	60	2	23	11	50	17
	13%	13%	11%	14%	-	10%	9%	8%	14%	-	9%	22%	13%	16%p	12%	14%	5%	10%	22%	10%	14%	16%	12%	15%	12%	38%	17%	21% <sup>C</sup>	15% <sup>C</sup>	8%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 42  
**Q12. When did you first become aware that your monthly payments to your provider could increase?**  
**Base: All who are aware their provider can increase their payment**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	702	544	151	513	480	33	147	702	702	-	-	147	555
Weighted base	653	514	133	489	459	30**	132	653	653	-**	-**	138	515
Before signing up to the contract	288	210	54	224	215	9	40	288	288	-	-	79	189
	41% <sup>f</sup>	41%	41%	46% <sup>f</sup>	47% <sup>f</sup>	30%	31%	41%	41%	-	-	57% <sup>TI</sup>	37%
During the sign-up process	196	118	38	119	112	7	31	196	196	-	-	38	119
	24%	23%	28%	24%	24%	23%	23%	24%	24%	-	-	27%	23%
After signing up to the contract	144	116	27	105	98	7	31	144	144	-	-	13	131
	22% <sup>k</sup>	23%	20%	21%	21%	24%	24%	22%	22%	-	-	10%	25% <sup>k</sup>
Can't remember	85	69	14	41	35	7	29	85	85	-	-	8	76
	13% <sup>cdk</sup>	13%	11%	8%	8%	23%	22% <sup>Tcd</sup>	13%	13%	-	-	6%	15% <sup>k</sup>

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 43  
**Q13. How did you become aware that your provider could increase your monthly payments?**  
**Base: All who can recall when they became aware**

	Gender			Age							Social Grade					Urban/Rural		Country										Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	609	354	253	33	89	109	113	117	104	44	122	222	265	189	157	163	100	346	263	495	114	508	54	28	19	54	27	79	49	64	40	28	66	54	75	54	19	
Weighted base	568	347	220	33**	88*	96*	106*	103*	102*	42*	120	202	246	180	147	144	98*	327	242	467	102*	472	54*	23**	19**	54*	23**	72*	39*	55*	33*	23**	61*	61*	78*	50*	19**	
In an email sent to me by the provider	150	92	57	10	19	28	33	28	21	10	29	61	60	51	38	36	25	89	61	123	27	128	16	5	*	16	2	17	9	17	7	5	24	11	26	15	*	
In the provider's Terms and Conditions	141	90	51	5	17	24	26	35	19	16	22	50	70	56	37	37	11	93	48	115	26	116	12	5	9	12	10	20	4	16	9	5	14	16	17	8	9	
In the provider's Contract Summary	110	76	34	6	16	11	25	24	17	11	22	36	52	41	26	28	15	67	43	85	25	92	10	4	5	10	4	10	7	12	6	4	10	15	16	11	5	
On the provider's website	97	73	24	9	18	7	15	18	25	5	27	23	48	36	30	19	13	66	31	74	24	86	7	3	2	7	7	12	4	11	7	3	9	13	12	2	2	
While on the phone with the provider	89	58	32	2	11	13	24	14	17	8	13	37	39	27	24	22	16	51	39	72	17	68	15	3	4	15	4	13	7	9	5	3	9	8	6	7	4	
In a letter sent to me by the provider	70	41	29	6	8	14	17	13	8	5	14	31	28	21	19	20	10	39	31	61	9	56	5	3	6	5	2	5	6	6	5	3	6	11	7	8	6	
When I noticed on my bank statement that the payment had increased	50	28	22	7	15	9	4	6	9	1	21	13	16	18	10	10	12	29	22	44	6	47	1	2	*	1	2	11	6	2	1	2	1	12	4	8	*	
In a text sent to me by the provider	27	15	12	3	3	3	5	1	9	4	9	6	8	14	9	1	11	6	10	17	24	3	23	4	-	-	4	1	2	1	3	*	-	3	6	5	1	-
A friend / family member / someone else told me about it	26	12	14	6	11	2	5	1	-	2	16	7	3	9	5	8	5	13	13	26	-	24	-	-	3	-	-	3	-	2	1	-	5	8	1	2	3	
During a webchat with the provider	21	9	12	3	7	4	3	1	3	-	10	7	4	7	7	3	3	15	6	18	3	16	2	2	*	2	-	2	1	2	1	2	2	6	2	2	*	
From a salesperson in a store	41	3%	5%	9%	8%gl	4%	3%	1%	3%	-	8%gl	4%	2%	4%	5%	2%	4%	4%	3%	4%	3%	4%	11%	2%	4%	-	2%	2%	3%	2%	11%	3%	9%	2%	4%	2%		
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	20	13	8	4	4	3	1	2	4	3	9	4	8	9	5	3	4	14	6	17	4	17	3	*	*	3	3	1	2	1	-	*	5	4	1	-	*	
On a price-comparison website (e.g. Uswitch, Compare the Market)	15	8	7	2	6	3	3	-	-	-	8	7	-	5	1	5	3	7	8	15	-	11	3	1	-	3	-	-	*	1	1	1	5	8%TAH	7%AH	-	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 43  
**Q13. How did you become aware that your provider could increase your monthly payments?**  
**Base: All who can recall when they became aware**

	Gender			Age										Social Grade										Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)								
Weighted base	568	347	220	33**	88*	96*	106*	103*	102*	42*	120	202	246	180	147	144	98*	327	242	467	102*	472	54*	23**	19**	54*	23**	72*	39*	55*	33*	23**	61*	61*	78*	50*	19**								
TV advertisement	15	11	3	3	2	2	3	1	1	2	5	6	4	9	1	3	2	10	5	9	5	10	3	1	2	1	3	1	2	*	1	1	1	3	1	-	1	1	5%						
Press advertisement	10	5	5	2	2	2	3	-	-	-	4	5	-	3	3	3	*	6	4	8	1	10	-	-	-	-	3	1	*	-	-	-	2	3	*	-	-	-							
Billboard/poster advertisement	8	6	2	3	4	-	-	-	-	-	8	-	-	4	1	1	1	5	2	6	1	7	1	-	-	1	-	-	*	2	-	-	-	3	-	1	-	-							
Other (WRITE IN)	19	8	11	-	4	4	4	2	3	2	4	8	7	4	5	5	4	9	10	18	1	14	5	-	-	5	-	4	1	1	-	-	3	1	4	1	-	-							
Can't remember	20	9	12	-	6	3	1	8	2	1	6	4	11	8	4	4	4	12	8	18	2	15	6	-	-	6	1	2	1	2	-	-	3	3	3	1	-	-							
NET: advertisement	23	15	8	6	4	4	4	1	1	2	11	8	4	12	4	5	2	16	7	16	7	17	4	1	1	4	3	2	*	3	1	1	3	4	*	1	1	1							
NET: Website	111	79	31	11	22	11	18	18	25	5	34	29	48	39	32	24	16	71	40	87	24	95	10	4	2	10	7	12	5	12	7	4	14	15	12	13	2	10%							
NET: Provider's staff	125	80	45	8	17	21	29	16	23	12	24	50	51	40	32	33	20	72	53	101	24	99	16	5	5	16	6	19	14	12	7	5	11	13	9	9	5	22%							
NET: Provider communication	371	232	138	20	47	64	74	70	63	34	67	138	167	129	93	95	54	223	148	305	66	309	34	14	15	34	12	43	22	38	25	14	40	40	58	31	15	65% <sup>d</sup>							

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 44  
**Q13. How did you become aware that your provider could increase your monthly payments?**  
**Base: All who can recall when they became aware**

	Ethnicity		Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per week / Up to £10,400 per year (k)	From £10,400 to £15,599 per week / From £15,600 to £25,999 per year (l)	From £15,600 to £26,000 per week / From £26,000 to £36,399 per year (m)	From £36,400 to £51,999 per week / From £51,999 to £77,999 per year (n)	From £78,000 to £1,000 and above per week / From £78,000 to £1,500 and above per year (o)	£1,500 and above per week / £18,000 and above per year (p)	Don't know (q)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	609	563	45	442	22	35	68	62	41	2	165	23	53	136	112	126	73	44	14	28	48	91	56	6	462	4	143	47	326	194
Weighted base	568	526	42*	414	21**	32**	65*	56*	40*	3**	151	19**	40*	117	98*	126	76*	49*	16**	27**	41*	73*	48*	4**	448	3**	118	41*	284	200
In an email sent to me by the provider	150	138	12	107	7	12	18	13	8	3	39	3	9	34	26	34	23	18	2	3	9	24	11	1	116	-	34	11	68	67
In the provider's Terms and Conditions	141	132	10	105	6	12	15	9	8	2	34	1	10	32	19	32	23	15	*	9	13	25	13	1	108	1	33	6	68	58
In the provider's Contract Summary	110	105	4	90	3	6	6	7	9	-	20	3	5	25	19	25	14	12	2	6	10	19	11	2	84	*	25	6	52	44
On the provider's website	97	91	6	75	5	3	8	10	9	-	22	4	6	22	15	17	21	8	2	3	7	21	10	1	70	1	26	5	48	39
While on the phone with the provider	89	82	7	70	*	3	8	9	6	-	19	2	5	26	17	21	10	3	-	7	5	9	4	1	76	-	14	7	53	22
In a letter sent to me by the provider	70	57	13	47	-	2	6	9	6	3	20	1	7	14	15	14	8	8	3	1	4	7	8	-	50	-	12	6	36	24
When I noticed on my bank statement that the payment had increased	50	44	6	27	4	5	12	10	9	-	23	6	5	12	8	7	8	3	-	1	8	5	7	1	36	-	14	11	23	15
In a text sent to me by the provider	27	18	10	20	*	1	1	4	*	2	5	1	2	9	9	3	1	-	2	2	3	2	-	23	-	4	5	17	3	
A friend / family member / someone else told me about it	26	21	5	12	3	2	9	8	5	2	12	-	1	9	6	6	3	3	1	2	3	4	3	-	21	-	5	6	11	7
During a webchat with the provider	21	20	1	8	3	2	7	10	5	-	13	1	-	5	6	4	1	2	-	2	5	4	3	-	16	-	5	3	12	4
From a salesperson in a store	21	20	1	12	3	2	7	4	2	-	9	2	1	2	3	4	4	2	1	2	4	6	5	-	14	-	7	2	9	7
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	20	17	3	14	3	4	5	3	2	-	7	3	1	5	2	4	1	2	1	2	4	5	4	-	13	-	7	4	8	5

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 44  
**Q13. How did you become aware that your provider could increase your monthly payments?**  
**Base: All who can recall when they became aware**

	Ethnicity		Children 18 or Under						Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £109 to £15,599 per week / From £15,600 to £25,999 per year (l)	From £15,600 to £26,000 per week / From £26,000 to £36,399 per year (m)	From £26,000 to £36,400 per week / From £36,400 to £51,999 per year (n)	From £36,400 to £52,000 per week / From £52,000 to £77,999 per year (o)	From £52,000 to £1,000 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Weighted base	568	526	42*	414	211**	32**	65*	56*	40*	3**	151	19**	40*	117	98*	126	76*	49*	16**	27**	41*	73*	48*	4**	448	3**	118	41*	284	200
On a price-comparison website (e.g. USwitch, Compare the Market)	15	11	4	3	4	6	6	4	2	10	-	1	6	-	5	*	2	*	*	*	3	3	2	-	12	-	3	5	7	3
TV advertisement	15	10	4	8	2	3	2	1	*	2	5	1	7	-	3	3	-	-	-	4	3	2	-	9	-	6	4	5	5	
Press advertisement	10	4	5	3	2	3	2	3	2	2	4	-	1	2	1	1	1	2	1	3	2	2	*	6	-	3	3	2	2	
Billboard/poster advertisement	8	6	2	3	4	2	2	3	2	*	5	-	*	2	-	2	1	2	-	3	2	2	-	5	-	3	-	4	3	
Other (WRITE IN)	19	15	4	12	3	2	3	2	1	*	6	-	2	3	3	5	4	-	1	-	2	5	2	-	13	-	6	-	11	7
Can't remember	20	20	*	20	-	-	-	-	1	-	1	1	2	3	2	2	4	3	2	5	2	1	-	15	1	5	1	7	7	
NET: advertisement	23	16	7	9	6	5	4	5	2	2	11	1	1	8	6	3	2	1	-	7	5	4	-	14	-	9	6	10	6	
NET: Website	111	101	9	78	7	7	12	14	11	2	31	4	7	28	15	22	22	8	2	3	9	22	10	1	81	1	28	10	55	40
NET: Provider's staff	125	117	8	89	5	6	19	19	11	-	36	5	6	31	26	27	14	4	1	10	11	16	10	1	102	-	23	11	71	32
NET: Provider communication	371	340	30	276	13	22	39	32	21	3	92	8	26	74	65	86	47	41	8	16	24	50	31	3	295	1	75	21	180	146
	65%	65%	71%	67%	60%	69%	59%	57%	53%	100%	61%	39%	64%	63%	67%	68%	62%	83%Tmp	54%	58%	58%	69%	64%	68%	66%	41%	64%	52%	63%	73%AB

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 45  
**Q13. How did you become aware that your provider could increase your monthly payments?**  
**Base: All who can recall when they became aware**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	609	468	136	472	445	27	113	609	609	-	-	139	470
Weighted base	568	444	119	447	425	23**	102*	568	568	-**	-**	130	439
In an email sent to me by the provider	150	119	27	111	103	8	39	150	150	-	-	20	130
	26%k	27%	23%	25%	24%	30%	36%Tcd	26%	26%	-	-	15%	30%k
In the provider's Terms and Conditions	141	110	29	115	107	8	24	141	141	-	-	36	106
	23%	25%	25%	26%	25%	30%	24%	25%	25%	-	-	28%	24%
In the provider's Contract Summary	110	79	31	87	81	6	20	110	110	-	-	33	77
	19%	18%	26%	19%	19%	26%	20%	19%	19%	-	-	25%	18%
On the provider's website	97	75	23	74	71	3	22	97	97	-	-	24	73
	17%	17%	19%	17%	17%	14%	21%	17%	17%	-	-	19%	17%
While on the phone with the provider	89	69	18	75	71	4	10	89	89	-	-	28	61
	16%	15%	15%	17%	17%	17%	9%	16%	16%	-	-	22%k	14%
In a letter sent to me by the provider	70	57	12	48	45	3	19	70	70	-	-	11	59
	12%	13%	10%	11%	11%	14%	18%cd	12%	12%	-	-	9%	13%
When I noticed on my bank statement that the payment had increased	50	44	6	34	31	2	14	50	50	-	-	9	42
	9%	10%	5%	8%	7%	10%	14%	9%	9%	-	-	7%	9%
In a text sent to me by the provider	27	23	4	19	17	2	9	27	27	-	-	4	23
	5%	5%	3%	4%	4%	9%	8%	5%	5%	-	-	3%	5%
A friend / family member / someone else told me about it	26	20	6	17	15	2	9	26	26	-	-	4	22
	5%	4%	5%	4%	4%	7%	8%cd	5%	5%	-	-	3%	5%
During a webchat with the provider	21	21	-	16	16	-	5	21	21	-	-	6	15
	4%b	5%b	-	4%	4%	-	5%	4%	4%	-	-	4%	3%
From a salesperson in a store	21	16	4	15	14	1	6	21	21	-	-	4	16
	4%	4%	4%	3%	3%	4%	5%	4%	4%	-	-	3%	4%
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	20	17	2	13	12	2	6	20	20	-	-	1	19
	4%	4%	2%	3%	3%	8%	6%	4%	4%	-	-	1%	4%
On a price-comparison website (e.g. USwitch, Compare the Market)	15	12	3	10	9	1	5	15	15	-	-	1	14
	3%	3%	3%	2%	2%	6%	5%	3%	3%	-	-	1%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 45  
**Q13. How did you become aware that your provider could increase your monthly payments?**  
**Base: All who can recall when they became aware**

	Contract Type			Contract status			Awareness of price increase			Took out current contract in the last 6 months			
	Total (T)	Bundle of packages (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Weighted base	568	444	119	447	425	23**	102*	568	568	-**	-**	130	439
TV advertisement	15	13	2	8	7	1	6	15	15	-	-	-	14
	3%	3%	2%	2%	2%	4%	6%cd	3%	3%	-	-	-	3%
Press advertisement	10	10	-	4	3	1	5	10	10	-	-	-	9
	2%	2%	-	1%	1%	4%	5%Tcd	2%	2%	-	-	-	2%
Billboard/poster advertisement	8	6	1	2	2	-	5	8	8	-	-	1	7
	1%	1%	1%	1%	1%	-	5%Tcd	1%	1%	-	-	1%	2%
Other (WRITE IN)	19	13	6	16	16	-	3	19	19	-	-	8	11
	3%	3%	5%	4%	4%	-	3%	3%	3%	-	-	6%	2%
Can't remember	20	15	5	16	16	-	3	20	20	-	-	5	16
	4%	3%	5%	3%	4%	-	3%	4%	4%	-	-	4%	4%
NET: advertisement	23	21	2	12	11	1	10	23	23	-	-	2	21
	4%	5%	2%	3%	3%	4%	10%Tcd	4%	4%	-	-	1%	5%
NET: Website	111	84	26	85	80	5	24	111	111	-	-	25	85
	19%	19%	22%	19%	19%	20%	24%	19%	19%	-	-	19%	19%
NET: Provider's staff	125	101	23	102	98	5	18	125	125	-	-	38	88
	22%	23%	19%	23%	23%	20%	18%	22%	22%	-	-	29%k	20%
NET: Provider communication	371	290	77	288	271	17	76	371	371	-	-	77	294
	65%	65%	64%	64%	64%	76%	74%	65%	65%	-	-	59%	67%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 46  
**Q14. Do you remember how you received or were shown the provider's Terms & Conditions/ Contract Summary**  
**Base: All who mentioned Terms & Conditions/ Contract Summary**

	<u>Terms and Conditions</u>	<u>Contract Summary</u>
Unweighted base	152	118
Weighted base	141	110
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	11 8%	5 5%
Electronically - via email	61 43%	60 55%
Electronically - on the provider's website	53 37%	33 30%
Via a text on your mobile	4 3%	- -
Can't remember	12 8%	11 10%

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 47  
**Q14. Do you remember how you received or were shown the provider's Terms and Conditions**  
**Base: All who mentioned Terms and Conditions**

	Gender			Age							Social Grade							Urban/Rural		Country							Region											
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)	
Unweighted base	152	94	58	5	18	29	24	35	24	17	23	53	76	59	37	42	14	96	56	118	34	124	13	7	8	13	11	22	6	20	10	7	14	14	18	9	8	
Weighted base	141	90*	51*	5**	17**	24**	26**	35**	19**	16**	22**	50*	70*	56*	37*	37*	11**	93*	48*	115*	26**	116	12**	5**	9**	12**	10**	20**	4**	18**	9**	5**	14**	16**	17**	8**	9**	
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	11	7	4	-	2	1	-	4	-	4	2	1	8	6	1	3	2	6	5	10	1	8	1	-	2	1	2	1	1	1	-	-	2	1	1	-	2	19*
Electronically - via email	61	40	22	2	10	8	13	13	11	4	12	21	28	18	21	14	8	40	22	52	10	50	5	2	5	5	4	12	2	3	3	2	4	9	8	5	5	
Electronically - on the provider's website	53	34	19	2	4	12	8	13	7	6	20	27	26	14	13	1	39	14	38	15	42	5	3	3	3	5	3	5	8	4	3	6	6	8	4	4	3	
Via a text on your mobile	4	1	3	1	-	-	3	+	-	-	1	3	+	2	-	3	-	2	3	4	-	4	-	-	-	1	+	-	-	1	-	2	-	-	-	-	-	
Can't remember	12	9	3	-	-	3	2	5	1	1	-	5	6	6	1	5	-	7	5	12	-	11	1	-	-	1	*	2	1	4	2	-	-	1	2	-	-	
	8%	10%	6%	-	-	13%	8%	15%	4%	3%	-	11%	9%	10%	3%	14%	-	7%	11%	10%	-	10%	5%	-	-	5%	4%	10%	13%	22%	25%	-	-	3%	9%	-	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 48  
**Q14. Do you remember how you received or were shown the provider's Terms and Conditions**  
**Base: All who mentioned Terms and Conditions**

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	152	143	9	112	7	12	15	9	9	1	39	3	10	37	23	36	20	13	1	9	13	26	14	1	116	1	35	6	80	56
Weighted base	141	132	10**	105*	6**	12**	15**	9**	8**	2**	34*	1**	10**	32**	19**	32*	23**	15**	***	9**	13**	25**	13**	1**	108*	1**	33**	6**	68*	58*
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	11	10	1	9	1	2	1	-	-	-	2	-	-	4	1	3	1	1	-	2	-	-	-	-	11	-	-	-	7	2
	8%	8%	7%	8%	14%	14%	4%	-	-	-	7%	-	-	12%	3%	10%	3%	4%	-	18%	-	-	-	-	10%	-	-	-	10%	4%
Electronically - via email	61	56	6	47	2	7	6	4	4	-	14	1	6	12	11	9	14	3	*	4	8	16	11	1	42	1	19	3	31	23
	43%	42%	57%	45%	32%	61%	42%	44%	47%	-	40%	82%	62%	38%	60%	29%	60%	23%	100%	39%	57%	63%	88%	100%	39%	100%	58%	53%	46%	39%
Electronically - on the provider's website	53	52	1	40	2	2	6	5	4	-	13	*	4	12	4	14	7	9	-	2	5	8	1	-	41	-	12	*	24	26
	37%	39%	12%	38%	29%	20%	38%	51%	47%	-	39%	18%	38%	39%	21%	44%	31%	63%	-	24%	39%	31%	9%	-	38%	-	37%	5%	36%	45%
Via a text on your mobile	4	2	2	-	2	1	-	-	*	2	2	-	-	3	-	1	1	-	-	*	*	*	-	-	4	-	*	2	1	1
	3%	2%	24%	-	25%	6%	-	-	6%	100%	6% <sup>c</sup>	-	-	9%	-	3%	3%	-	-	-	-	4%	2%	4%	-	4%	-	2%	42%	2%
Can't remember	12	12	-	9	-	-	2	*	-	3	-	-	-	1	3	4	1	1	-	2	-	1	-	-	11	-	1	-	4	6
	8%	9%	-	9%	-	-	15%	5%	-	8%	-	-	-	2%	16%	13%	3%	10%	-	18%	-	4%	-	-	10%	-	3%	-	6%	10%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 49  
**Q14. Do you remember how you received or were shown the provider's Terms and Conditions**  
**Base: All who mentioned Terms and Conditions**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	152	116	34	122	114	8	27	152	152	-	-	36	116
Weighted base	141	110*	29**	115	107*	8**	24**	141	141	-**	-**	36*	106*
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	11	7	4	10	8	2	1	11	11	-	-	3	8
	8%	7%	12%	9%	7%	28%	4%	8%	8%	-	-	9%	7%
Electronically - via email	61	45	14	53	49	4	7	61	61	-	-	16	45
	43%	41%	48%	46%	46%	46%	29%	43%	43%	-	-	44%	43%
Electronically - on the provider's website	53	43	10	44	43	1	9	53	53	-	-	15	38
	37%	39%	33%	39%	40%	18%	35%	37%	37%	-	-	42%	36%
Via a text on your mobile	4	4	-	1	1	-	3	4	4	-	-	-	4
	3%	4%	-	1%	1%	-	13%	3%	3%	-	-	-	4%
Can't remember	12	10	2	7	6	1	4	12	12	-	-	1	10
	8%	9%	7%	6%	6%	7%	18%	8%	8%	-	-	4%	10%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 50  
**Q14. Do you remember how you received or were shown the provider's Contract Summary**  
**Base: All who mentioned Contract Summary**

	Gender			Age							Social Grade					Urban/Rural		Country					Region															
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humber (bb)	West Midlands (cc)	East Midlands (dd)	Wales (ee)	East of England (ff)	London (gg)	South East (hh)	South West (ii)	North-east Ireland (jj)	
Unweighted base	118	79	39	6	14	14	26	29	18	11	20	40	58	40	28	34	16	68	50	91	27	100	10	4	4	10	4	13	9	13	8	4	12	13	16	12	4	
Weighted base	110*	76*	34*	6**	16**	11**	25**	24**	17**	11**	22**	36*	52*	41*	26**	28**	15**	67**	43*	85*	25**	92*	10**	4**	5**	10**	4**	10**	7**	12**	6**	4**	10**	15**	16**	11**	5**	
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	5	2	3	-	1	1	1	1	-	1	3	2	3	3	-	2	*	3	3	5	1	4	2	-	-	2	-	-	*	-	-	1	2	-	-	-	-	
	5%	3%	9%	-	4%	14%	6%	4%	-	8%	3%	8%	4%	6%	-	9%	3%	4%	7%	6%	3%	4%	20%	-	-	20%	-	-	3%	-	-	6%	14%	-	-	4%	-	
Electronically - via email	60	41	19	2	11	3	16	14	10	3	14	20	27	21	12	15	13	32	28	49	11	49	6	1	4	6	3	5	4	5	4	1	4	9	10	6	4	
	55%	54%	56%	38%	70%	30%	65%	57%	60%	27%	62%	55%	52%	50%	46%	53%	87%	48%	65%	58%	45%	54%	60%	17%	89%	60%	58%	49%	54%	39%	67%	17%	42%	64%	59%	57%	89%	
Electronically - on the provider's website	33	24	9	4	4	5	6	5	5	8	10	15	13	10	10	-	23	10	22	11	28	2	3	-	2	2	4	2	4	1	3	5	2	6	2	-	-	
	30%	31%	28%	62%	25%	48%	22%	23%	27%	44%	35%	29%	29%	31%	40%	35%	-	35%	23%	26%	45%	31%	20%	83%	-	20%	42%	34%	33%	36%	13%	83%	52%	17%	38%	16%	-	
Via a text on your mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	1%	-	-	-	-	-	-	2%	-	-	-	1%	-	-	2%	-	-	1%	1%	-	1%	-	-	-	-	-	5%	-	-	-	-	-	-	-	-	-	
Can't remember	11	8	2	-	-	1	2	3	2	2	-	3	8	5	4	*	2	9	2	9	2	10	-	-	1	-	-	1	1	3	1	-	-	1	1	3	1	
	10%	11%	7%	-	-	8%	8%	13%	13%	21%	-	8%	15%	12%	14%	1%	10%	13%	4%	10%	8%	11%	-	-	11%	-	-	13%	13%	22%	20%	-	-	6%	4%	23%	11%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 51  
**Q14. Do you remember how you received or were shown the provider's Contract Summary**  
**Base: All who mentioned Contract Summary**

	Ethnicity		Children 18 or Under						Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £1,499 per week / From £52,000 to £77,999 per year (o)	From £1,500 and above per week / £78,000 and above per year (p)	Don't know (q)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	118	113	4	94	3	6	6	7	11	-	24	5	7	29	18	29	10	10	1	9	11	21	12	2	88	1	29	9	59	40
Weighted base	110*	105*	4**	90*	3**	6**	6**	7**	9**	-**	20**	3**	5**	25**	19**	25**	14**	12**	2**	6**	10**	19**	11**	2**	84*	**	25**	6**	52*	44*
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	5	4	1	3	-	-	1	2	-	-	2	-	-	1	2	1	-	1	-	-	1	-	-	-	3	-	1	1	2	2
Electronically - via email	60	57	3	50	2	4	2	3	6	-	10	1	2	18	10	13	7	5	2	2	6	12	7	1	46	-	14	3	31	23
Electronically - on the provider's website	33	32	-	26	1	2	3	2	2	-	8	2	1	4	4	9	6	6	-	2	1	3	2	-	28	-	6	2	13	15
Via a text on your mobile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember	11	11	-	11	-	-	-	-	-	-	-	-	-	1	1	4	1	1	-	2	1	3	1	1	7	-	3	-	4	5
	10%	10%	-	12%	-	-	-	-	-	-	-	-	-	32%	5%	19%	6%	9%	-	26%	14%	14%	8%	47%	9%	-	13%	-	8%	11%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 52  
**Q14. Do you remember how you received or were shown the provider's Contract Summary**  
**Base: All who mentioned Contract Summary**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of packages (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	118	84	33	93	85	8	21	118	118	-	-	36	82
Weighted base	110*	79*	31**	87*	81*	6**	20**	110*	110*	-**	-**	33*	77*
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	5	4	1	3	3	-	3	5	5	-	-	1	5
	5%	5%	5%	3%	4%	-	12%	5%	5%	-	-	2%	6%
Electronically - via email	60	43	16	53	48	5	6	60	60	-	-	23	37
	55%	55%	52%	61%	60%	79%	29%	55%	55%	-	-	71%	48%
Electronically - on the provider's website	33	23	10	24	23	1	9	33	33	-	-	6	28
	30%	29%	33%	27%	28%	11%	44%	30%	30%	-	-	17%	36%
Via a text on your mobile	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	1%	-	1%	1%	-	-	-	-	-	-	-	1%
Can't remember	11	8	3	7	6	1	3	11	11	-	-	3	8
	10%	10%	10%	8%	8%	10%	15%	10%	10%	-	-	9%	10%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 53  
**Q15. Has your provider ever provided you with a worked example of how your price rise would be calculated, showing what your new price might be? This could have been when you signed up for your contract or some time afterwards.**  
**Base: All aware that their provider can increase payment**

	Gender		Age										Social Grade										Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-44 (k)	NET: 55+ (l)	A/B (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)							
Unweighted base	702	395	305	36	99	117	133	133	125	59	135	250	317	216	182	187	117	398	304	574	128	585	60	36	21	60	27	90	54	74	47	36	80	61	88	64	21							
Weighted base	653	384	268	37**	96*	104*	127	116	121	53*	132	231	290	204	172	163	114*	376	277	540	113	542	61*	29**	21**	61*	23**	81*	41*	63*	38*	29**	76*	68*	94*	58*	21**							
Yes, when I signed up for the contract	150	91	59	17	28	21	27	20	17	20	45	48	57	55	34	37	26	88	62	132	19	127	13	6	4	13	10	13	13	19	9	6	15	26	12	10	4	19%						
Yes, at a different point in time	100	58	41	5	16	22	10	23	18	7	21	31	48	31	22	30	17	53	47	79	21	88	6	5	1	6	3	13	6	9	7	5	15	6	15	14	1							
No	213	130	82	5	27	28	51	44	47	11	33	78	102	66	57	53	37	123	90	170	43	166	29	10	9	29	6	24	15	19	11	10	23	16	30	21	9							
Can't remember	190	104	86	9	24	33	39	30	39	15	34	73	83	52	59	44	35	111	78	160	30	161	13	8	7	13	4	30	7	16	10	8	24	19	37	13	7							
NET: Yes	251	150	100	22	44	42	37	43	35	27	66	79	105	86	55	67	43	141	109	210	40	215	19	12	5	19	13	26	19	28	17	12	30	32	27	24	5							
	38%	39%	37%	60%	46%fh	41%	29%	37%	29%	51%hkh	50%Th	34%	38%	42%	32%	41%	37%	38%	39%	39%	36%	40%	31%	40%	23%	31%	57%	32%	46%	44%	44%	40%	39%	48%h	28%	41%	23%							

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 54

**Q15. Has your provider ever provided you with a worked example of how your price rise would be calculated, showing what your new price might be? This could have been when you signed up for your contract or some time afterwards.**

**Base: All aware that their provider can increase payment**

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	702	651	49	520	22	39	75	67	46	2	180	27	61	166	128	146	76	48	18	32	57	110	63	7	524	6	172	56	387	209
Weighted base	653	604	47*	484	21**	36*	71*	61*	47*	3**	166	25**	46*	140	111	146	80*	55*	20**	30**	48*	86*	54*	5**	508	4**	141	52*	334	217
Yes, when I signed up for the contract	150	129	22	103	13	15	15	19	9	2	45	4	14	29	22	36	25	10	3	6	13	16	12	1	125	1	25	12	80	49
Yes, at a different point in time	100	90	11	78	2	2	11	9	5	1	21	1	10	24	15	8	10	6	1	11	21	8	-	72	-	28	4	59	30	
No	213	208	4	160	2	10	25	21	17	-	53	11	11	42	37	51	25	18	5	13	12	23	21	3	169	-	44	13	105	77
Can't remember	190	178	11	144	5	10	20	13	15	-	46	8	10	46	29	44	22	16	5	11	12	27	14	2	142	3	44	21	90	62
NET: Yes	251	218	32	180	14	18	26	27	14	3	67	5	25	53	45	51	34	20	9	7	24	37	19	1	197	1	53	17	139	79
	38%	36%	69%Ta	37%	67%	45%	37%	45%	30%	100%	40%	21%	55%Tmo	38%	41%	35%	42%	37%	47%	22%	51%	43%	36%	11%	39%	18%	37%	32%	42%	36%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 55

**Q15. Has your provider ever provided you with a worked example of how your price rise would be calculated, showing what your new price might be? This could have been when you signed up for your contract or some time afterwards.**

**Base: All aware that their provider can increase payment**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (a)	Standard (b)	Standalone (c)	Total in contract (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN INCREASE (h)	Aware CANNOT INCREASE (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	702	544	151	513	480	33	147	702	702	-	-	147	555
Weighted base	653	514	133	489	459	30**	132	653	653	-**	-**	138	515
Yes, when I signed up for the contract	150	119	30	123	118	5	27	150	150	-	-	35	115
	23%	23%	23%	25%	26%	18%	20%	23%	23%	-	-	26%	22%
Yes, at a different point in time	100	79	20	74	66	8	23	100	100	-	-	17	83
	15%	15%	15%	15%	14%	28%	17%	15%	15%	-	-	12%	16%
No	213	172	40	154	147	7	43	213	213	-	-	44	169
	33%	33%	30%	32%	32%	25%	32%	33%	33%	-	-	32%	33%
Can't remember	190	143	43	138	129	9	39	190	190	-	-	41	148
	29%	28%	32%	28%	28%	30%	30%	29%	29%	-	-	30%	29%
NET: Yes	251	198	51	197	184	13	50	251	251	-	-	52	198
	38%	39%	38%	40%	40%	45%	38%	38%	38%	-	-	38%	39%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 56  
**Q16. How easy to understand was the example price rise calculation you were given?**  
**Base: All who were given an example price rise calculation**

	Gender			Age							Social Grade							Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (b)	West Midlands (c)	East Midlands (d)	Wales (e)	East-ern (f)	London (g)	South East (h)	South West (i)	North-ern Ire-land (j)		
Unweighted base	272	157	114	23	43	47	39	51	42	27	66	86	120	90	59	76	47	149	123	224	48	238	15	14	5	15	16	30	25	33	20	14	33	28	27	26	5		
Weighted base	251	150	100*	22**	44*	42*	37*	43*	35*	27**	66*	79*	105*	86*	55*	67*	43*	141	109*	210	40*	215	19**	12**	5**	19**	13**	26**	19**	28**	17**	12**	30**	32**	27**	24**	5**		
Very easy	73	51	22	8	15	10	10	12	12	7	23	20	30	28	10	18	18	37	36	63	11	58	9	5	1	9	2	10	6	8	2	5	7	14	5	4	1		
	29%	34%	22%	38%	34%	23%	27%	28%	33%	25%	35%	25%	29%	32%	17%	27%	43% <sup>n</sup>	26%	33% <sup>n</sup>	30%	26%	27%	46%	46%	23%	9	2	12%	39%	30%	29%	15%	46%	25%	44%	17%	17%	23%	
Easy	130	81	49	9	19	25	20	21	17	19	28	45	58	44	31	42	14	75	56	108	23	117	8	4	2	8	9	11	14	10	4	18	17	17	12	2			
	52% <sup>p</sup>	54%	48%	41%	42%	58%	55%	50%	49%	68%	42%	57%	55%	51%	56% <sup>p</sup>	63% <sup>p</sup>	32%	63% <sup>p</sup>	51% <sup>p</sup>	51%	58%	54%	41%	37%	36%	41%	61%	33%	60%	50%	59%	37%	62%	62%	63%	52%	36%		
A little difficult	36	16	19	4	9	5	3	9	6	2	12	8	16	14	11	5	7	25	12	30	7	32	1	1	2	1	2	7	2	4	3	1	4	*	4	6	2		
	14%	11%	19%	17%	20%	12%	8%	20%	16%	6%	19%	10%	15%	16%	20%	8%	16%	17%	11%	14%	17%	15%	4%	11%	41%	4%	17%	25%	9%	15%	16%	11%	13%	2%	17%	26%	41%		
Very difficult	2	*	1	-	-	1	1	-	-	-	2	-	-	*	*	1	-	1	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	1	-	
	1%	*	1%	-	-	2%	2%	-	-	-	2%	-	1%	1%	2%	-	1%	1%	1%	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	2%	-	4%	-	
I couldn't understand it at all	2	-	2	-	1	1	*	-	-	1	2	-	-	*	*	2	2	2	2	2	2	-	2	-	-	-	-	-	-	1	1	-	-	-	-	-	*	-	
	1%	-	2%	-	2%	3%	1%	-	-	1%	2%	-	-	*	*	5% <sup>q</sup>	2%	1%	1%	1%	1%	-	1%	-	-	-	-	-	-	4%	5%	-	-	-	-	-	1%	-	
I didn't read it	2	-	2	-	-	-	-	-	-	-	2	-	-	-	2	-	2	2	2	2	2	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-	2%	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-	-	1%	1%	1%	-	9%	-	-	9%	-	-	-	-	-	-	-	-	-	-	-	-	
Can't remember	5	1	3	1	1	1	1	1	-	2	1	2	1	1	1	1	2	3	4	*	4	-	1	-	-	1	-	-	-	1	1	-	1	-	1	1	-	-	
	2%	1%	3%	4%	2%	1%	2%	2%	-	3%	2%	1%	1%	2%	1%	2%	1%	5%	1%	3%	2%	1%	2%	-	6%	-	10%	-	-	2%	5%	6%	-	2%	4%	-	-	-	
NET: Easy	204	132	72	17	34	34	30	33	29	25	51	65	88	71	41	60	32	112	92	171	33	175	16	10	3	16	9	19	17	22	13	10	26	31	21	16	3		
	81%	88% <sup>b</sup>	72%	79%	76%	81%	82%	78%	82%	94%	77%	82%	83%	83%	74%	90% <sup>n</sup>	75%	79%	84%	81%	82%	81%	87%	83%	59%	87%	73%	91%	79%	74%	83%	87%	95%	80%	69%	59%			
NET: Difficult	41	17	23	4	9	7	4	9	6	2	13	12	16	14	12	6	9	26	15	34	7	36	1	1	2	1	2	7	2	5	4	1	4	1	4	7	2		
	16%	11%	23% <sup>a</sup>	17%	21%	18%	11%	20%	16%	6%	20%	14%	15%	16%	21%	9%	20%	18%	14%	16%	17%	17%	4%	11%	41%	4%	17%	27%	9%	19%	21%	11%	13%	3%	17%	31%	41%		

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 57  
**Q16. How easy to understand was the example price rise calculation you were given?**  
**Base: All who were given an example price rise calculation**

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability								
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,000 to £1,499 per week (r)	£1,500 and above per week (s)	Don't know (t)	Refused (u)	Yes - mental condition (v)	Yes - physical condition (w)	Yes - disability (x)	Yes - other (y)	No (z)	Refused (A)	Yes (B)	Most (A)	Potentially (B)
Unweighted base	272	238	34	197	15	19	25	29	14	2	73	8	33	61	53	55	30	18	7	7	26	42	22	1	209	1	62	21	161	76	
Weighted base	251	218	32**	180	14**	16**	26**	27**	14**	3**	67*	5**	25**	53*	45*	51*	34**	20**	9**	7**	24**	37*	19**	1**	197	1**	53*	17**	139	79*	
Very easy	73	67	7	50	10	9	9	7	3	-	23	1	10	10	9	21	10	7	5	*	11	14	9	-	56	-	17	5	40	23	
	29%	30%	21%	28%	73%	53%	35%	27%	18%	-	35%	25%	40%	20%	20%	40%mm	29%	33%	50%	6%	43%	38%	45%	-	29%	-	32%	28%	29%	29%	
Easy	130	113	18	100	2	7	9	14	5	2	28	3	9	31	28	25	17	12	3	4	10	15	8	1	106	1	24	9	73	43	
	52%	52%	55%	56%	15%	40%	34%	50%	37%	67%	41%	56%	36%	59%	61%	48%	49%	57%	27%	56%	41%	42%	100%	54%	100%	45%	52%	52%	54%		
A little difficult	36	29	7	24	2	1	6	5	5	1	11	1	3	10	6	6	5	2	2	3	3	7	2	-	26	-	10	2	19	10	
	14%	13%	23%	13%	12%	6%	23%	17%	33%	33%	17%	19%	10%	18%	12%	11%	14%	10%	23%	38%	12%	18%	13%	-	13%	-	20%	14%	14%	13%	
Very difficult	2	2	-	1	-	-	1	1	-	-	1	-	-	*	2	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-	
	1%	1%	-	*	-	-	4%	4%	-	-	2%	-	-	1%	3%	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	
I couldn't understand it at all	2	2	-	2	-	-	-	1	-	-	1	-	2	*	-	-	-	-	-	-	-	-	+	+	-	2	-	-	2	-	
	1%	1%	-	1%	-	-	-	3%	-	-	1%	-	8%	1%	-	-	-	-	-	-	-	-	1%	1%	-	1%	-	-	1%	-	
I didn't read it	2	2	-	-	-	-	-	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	2	-
	1%	1%	-	-	-	-	-	12%	-	-	3% <sup>c</sup>	-	-	-	-	5%	-	-	-	-	-	-	-	-	1%	-	-	-	-	2%	-
Can't remember	5	4	1	4	-	-	1	-	-	-	1	-	1	1	1	-	1	-	-	-	1	*	-	-	3	-	1	1	2	1	
	2%	2%	2%	2%	-	-	4%	-	-	-	1%	-	5%	2%	3%	-	2%	-	-	-	4%	1%	-	-	2%	-	3%	6%	2%	2%	
NET: Easy	204	179	24	150	13	15	18	21	8	2	51	4	19	41	37	46	26	18	7	4	20	29	17	1	162	1	41	13	113	66	
	81%	82%	76%	83%	88%	94%	70%	76%	54%	67%	76%	81%	76%	78%	82%	89%	78%	90%	77%	62%	84%	80%	86%	100%	82%	100%	77%	81%	81%	84%	
NET: Difficult	41	33	7	26	2	1	7	6	5	1	13	1	5	10	7	6	5	2	2	3	3	7	3	-	30	-	11	2	24	10	
	16%	15%	23%	15%	12%	6%	27%	24%	33%	33%	20%	19%	18%	19%	16%	11%	14%	10%	23%	38%	12%	19%	14%	-	15%	-	20%	14%	17%	13%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 58  
**Q16. How easy to understand was the example price rise calculation you were given?**  
**Base: All who were given an example price rise calculation**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle d	Standa lone (b)	Total in contra ct (c)	30 day rollin g (g)	Out of contra ct (f)	Total aware (g)	Aware CAN increa se (h)	Aware CANNOT increa se (i)	Not aware (j)	Yes (k)	No (l)	
		(a)	(e)	(b)	(c)	(g)	(f)	(g)	(h)	(i)	(k)	(l)	
Unweighted base	272	213	57	211	196	15	54	272	272	-	-	58	214
Weighted base	251	198	51*	197	184	13**	50*	251	251	-**	-**	52*	198
Very easy	73	57	16	58	56	2	14	73	73	-	-	17	57
29%	29%	29%	31%	29%	30%	14%	29%	29%	29%	-	-	32%	29%
Easy	130	104	25	101	94	7	28	130	130	-	-	25	104
52%	52%	53%	50%	51%	51%	49%	57%	52%	52%	-	-	51%	52%
A little difficult	36	30	6	30	26	4	5	36	36	-	-	8	28
14%	15%	13%	15%	14%	31%	10%	14%	14%	-	-	15%	14%	
Very difficult	2	*	1	1	1	-	1	2	2	-	-	-	2
1%	*	3%	1%	1%	-	2%	1%	1%	-	-	-	-	1%
I couldn't understand it at all	2	2	1	2	2	-	2	2	-	-	-	1	2
1%	1%	2%	1%	1%	-	-	1%	1%	-	-	-	2%	1%
I didn't read it	2	2	-	2	2	-	2	2	-	-	-	-	2
1%	1%	-	1%	1%	-	-	1%	1%	-	-	-	-	1%
Can't remember	5	4	1	3	2	1	1	5	5	-	-	-	4
2%	2%	2%	2%	3%	6%	3%	2%	2%	2%	-	-	1%	2%
NET: Easy	204	161	41	159	150	8	42	204	204	-	-	43	161
81%	81%	81%	80%	82%	83%	86%	81%	81%	81%	-	-	82%	81%
NET: Difficult	41	32	9	34	29	4	6	41	41	-	-	9	32
16%	16%	17%	17%	16%	31%	11%	16%	16%	-	-	17%	16%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 59  
**Q17. Do you know what the CPI and the RPI measure?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age							Social Grade					Urban/Rural		Country					Region														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humber (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	Eastern (af)	London (ag)	South East (ah)	South West (ai)	Northern Ireland (aj)
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*
Interest rate	124	74	47	12	19	25	18	18	20	12	31	43	50	36	30	32	25	67	57	96	28	97	14	9	4	14	5	12	11	12	4	9	15	17	14	7	4
	7%	9%b	8%	10%	7%	9%	6%	7%	6%	9%	8%	7%	7%	8%	7%	9%	6%	7%	7%	7%	8%	7%	9%	12%	9%	9%	7%	8%	9%	8%	3%	12%DI	9%	8%	6%	4%	9%
Data speeds	91	44	47	18	21	15	14	12	9	3	39	29	23	28	29	16	18	57	34	78	12	78	6	6	2	6	6	12	9	12	5	6	3	14	8	8	2
	5%kl	5%	6%	13%Tefg	8%kl	5%	4%	4%	3%	2%	10%Tfgh	5%kl	3%	6%	6%	4%	4%	6%	4%	6%	4%	5%	4%	8%	4%	4%	10%F	6%F	7%F	9%F	5%	8%F	2%	7%	3%	3%	4%
Inflation rate	715	504	208	41	90	108	134	126	150	65	132	242	341	261	135	111	469	246	569	146	610	59	29	17	59	25	82	50	52	53	29	80	96	93	79	17	
	42%bdj	58%Tb	25%	35%	33%	38%	44%dj	46%dj	48%dej	50%dej	34%	41%	48%Tcd	57%Tno	45%opr	36%p	28%	51%Top	32%	42%	44%	43%	39%	37%	35%	39%	37%	43%	38%	37%	46%	47%	47%	45%	41%	52%Tyb	35%
Don't know	764	243	517	46	141	133	142	118	133	50	187	275	301	134	195	187	247	329	435	619	145	631	73	34	26	73	30	86	62	65	52	34	72	89	115	58	26
	45%amq	28%	63%Ta	39%	47%	46%	43%	43%	38%	48%	47%	42%	42%	29%	42%mq	51%mnq	62%Tmn	36%km	56%Tmn	45%	44%	45%	48%	44%	53%	48%	46%	47%	46%	46%	44%	43%	41%	50%l	38%	53%	
NET: Incorrect answer	215	118	93	29	40	40	32	29	29	15	70	72	73	64	59	48	43	124	91	174	41	174	19	15	6	19	11	24	20	24	9	15	18	31	22	15	6
	13%	14%	11%	25%Tde	15%	14%	10%	11%	9%	12%	18%Tfg	12%	10%	14%	13%	13%	11%	13%	12%	13%	12%	13%	13%	19%	12%	13%	17%	13%	15%	17%DH	8%	19%DH	11%	15%	9%	10%	12%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 60  
**Q17. Do you know what the CPI and the RPI measure?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under							Household income											Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (j)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
Interest rate	124	113	10	89	4	11	12	10	6	3	32	7%	4%	33	27	18	14	11	2	5	15	23	9	1	85	3	37	20	61	36
Data speeds	91	77	13	54	3	12	20	13	3	-	37	9	10	19	13	18	10	4	2	6	11	10	5	-	72	1	18	18	46	18
Inflation rate	715	644	63	549	17	41	57	61	58	1	165	28	51	143	115	148	104	74	14	38	52	92	39	3	563	16	136	44	338	282
Don't know	764	695	60	550	13	57	94	97	52	3	211	59	95	149	140	131	61	27	63	38	89	138	79	6	542	19	203	112	382	168
NET: incorrect answer	215	190	23	143	7	23	32	23	9	3	69	17	17	52	40	35	24	15	4	12	26	32	14	1	157	4	54	38	107	54

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 61  
**Q17. Do you know what the CPI and the RPI measure?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (f)	Bundle d	Standa lone (b)	Total in- contra ct (c)	30 day rollin g (e)	Out of contra ct (f)	Total aware (g)	Aware CAN	Aware CANNOT	Not aware (i)	Yes (k)	No (l)	
		packag e (a)	line (b)					Fixed (d)	in crease (h)				in crease (j)
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Interest rate	124	92	30	101	95	6	17	86	57	29	38	22	102
	7%	8%	7%	7%	7%	7%	8%	6%	9%	6%	7%	6%	8%
Data speeds	91	69	22	75	67	7	14	64	26	38	27	14	77
	5%	8%	5%	5%	5%	8%	6%	6%	4%	8%Tj	5%	4%	6%
Inflation rate	715	551	156	595	558	37	95	530	341	190	185	179	536
	42%bj	45%b	36%	44%	44%	42%	41%	47%Tj	52%Tj	41%j	32%	46%	41%
Don't know	764	513	231	590	553	37	105	439	230	209	325	173	591
	45%gh	42%	53%Ta	43%	43%	42%	45%	39%	35%	45%h	56%Tgh	45%	45%
NET: incorrect answer	215	162	52	175	162	14	31	150	82	67	65	36	179
	13%	13%	12%	13%	13%	15%	14%	13%	13%	14%	11%	9%	14%k

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base



**Broadband in Contract Price Rises Survey**  
 ONLINE Fieldwork: 9th to 11th January 2023

Table 62  
**Q18. Before today, had you heard of the CPI and the RPI? - Summary**  
 Base: All currently paying for a Fixed broadband internet service.

	<u>Consumer Prices Index (CPI)</u>	<u>Retail Prices Index (RPI)</u>
Unweighted base	1735	1735
Weighted base	1694	1694
Yes, had heard of it and understand how it is calculated	388 23%	394 23%
Yes, had heard of it but don't understand how it is calculated	792 47%	830 49%
No, had not heard of it	406 24%	370 22%
Not sure	108 6%	100 6%
NET: Heard of	1180 70%	1224 72%

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 63  
**Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)**  
**Base: All currently paying for a Fixed broadband internet service.**

	Gender			Age							Social Grade							Urban/Rural		Country		Region															
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Hum-b-erside (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ireland (aj)
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*
Yes, had heard of it and understand how it is calculated	388	291	95	28	42	61	58	82	74	44	70	119	199	156	94	86	52	250	138	308	80	324	37	17	11	37	18	41	27	30	28	17	47	54	44	33	11
	23%bdp	34%Tb	12%	24%	15%	22%	19%	30%Tde	24%dj	34%Tde	18%	20%	28%Tdf	34%Tno	20%p	23%p	13%	27%Tnp	18%	23%	24%	23%	24%	22%	21%	24%	27%	21%	21%	25%	22%	28%	25%	19%	22%	21%	
Yes, had heard of it but don't understand how it is calculated	792	434	354	39	112	120	152	129	170	70	151	272	369	222	247	168	154	469	323	626	166	673	63	36	19	63	33	95	60	59	48	36	83	94	120	81	19
	47%cp	50%b	43%	33%	41%	43%	49%cj	47%c	55%Tcd	54%cdj	39%	46%c	52%cde	48%pr	53%Top	45%	38%	51%pr	42%	46%	50%	48%	42%	47%	39%	42%	50%	46%	41%	42%	47%	49%	43%	52%	53%	39%	
No, had not heard of it	406	101	301	41	84	69	89	49	62	12	125	159	122	63	90	94	160	152	254	330	76	322	45	23	16	45	15	47	37	37	30	23	27	51	48	31	16
	24%agi	12%	37%Ta	35%Tgh	31%Tgh	25%il	29%ghi	18%i	20%i	9%	32%Tgh	27%ghi	17%i	14%	19%im	25%mq	40%Tmn	17%	33%Tmn	24%	23%	29%	30%	31%	29%F	15	22%	24%	28%F	30	26%F	30%F	16%	23%	21%	20%	31%F
Not sure	108	39	69	9	33	31	9	14	6	5	43	40	24	19	31	22	35	50	58	98	10	95	7	1	4	7	1	9	7	16	8	1	13	18	18	7	4
	6%hnt	4%	8%a	8%h	12%Tig	11%Tigh	3%	5%	2%	4%	11%Tigh	7%hli	3%	4%	7%	6%	9%im	5%	7%im	7%t	3%	7%	4%	2%	8%	4%	1%	5%	5%	11%Tyza	7%	2%	8%	8%	8%	5%	8%
NET: Heard of	1180	726	449	67	154	181	210	212	244	113	221	390	569	379	341	254	206	720	460	934	246	997	100	53	30	100	51	136	88	89	77	53	131	148	164	114	30
	70%bcd	84%Tb	55%	57%	57%	64%	68%cd	77%Tcd	78%Tcd	87%Tcd	57%	66%cdj	80%Tcd	82%Tno	74%pr	69%pr	51%	78%Top	60%p	69%	74%	70%	68%	68%	60%	66%	77%	71%	67%	63%	67%	68%	77%Cu	88%	71%	75%Cu	60%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 64  
**Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)**  
**Base: All currently paying for a Fixed broadband internet service.**

	Ethnicity		Children 18 or Under							Household income													Disability				Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 to £1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
Yes, had heard of it and understand how it is calculated	388	349	36	280	11	26	38	38	28	2	97	18	24	79	49	80	60	52	12	15	31	57	28	1	302	5	82	32	173	157
Yes, had heard of it but don't understand how it is calculated	792	731	54	616	12	46	69	72	47	1	176	49	69	159	154	157	96	46	13	49	48	115	48	6	609	19	164	75	398	258
No, had not heard of it	406	362	34	271	10	30	53	58	37	4	130	33	55	88	75	57	29	15	36	18	76	80	48	2	268	13	125	69	208	75
Not sure	108	86	21	66	4	18	24	14	6	-	42	4	16	18	20	5	3	20	5	12	10	8	-	84	2	22	19	48	15	
NET: Heard of	1180	1080	91	905	23	72	106	110	75	3	272	67	92	239	203	237	156	97	25	64	80	172	76	7	911	24	245	106	571	414

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/t/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 65  
**Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)**  
**Base: All currently paying for a Fixed broadband internet service.**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle of packages (e)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Yes, had heard of it and understand how it is calculated	388 23% <sup>kl</sup>	307 25% <sup>ab</sup>	75 17%	321 24%	302 24%	19 22%	56 24%	318 28% <sup>Tj</sup>	218 33% <sup>Tg</sup>	99 21% <sup>kl</sup>	70 12%	100 26%	288 22%
Yes, had heard of it but don't understand how it is calculated	792 47%	587 48%	202 46%	637 47%	596 47%	41 46%	109 47%	529 47%	301 46%	228 49%	263 46%	174 45%	618 47%
No, had not heard of it	406 24% <sup>gh</sup>	261 21%	131 30% <sup>Ta</sup>	322 24%	298 23%	24 27%	53 23%	216 19%	100 15%	116 25% <sup>gh</sup>	190 33% <sup>Tgh</sup>	93 24%	313 24%
Not sure	108 6%	71 6%	31 7%	81 6%	77 6%	4 5%	12 5%	56 5%	33 5%	23 5%	52 9% <sup>ghi</sup>	22 6%	86 7%
NET: Heard of	1180 70% <sup>kl</sup>	893 73% <sup>b</sup>	277 63%	958 70%	898 71%	60 68%	166 72%	847 76% <sup>Tj</sup>	520 80% <sup>Tj</sup>	327 70% <sup>j</sup>	333 58%	273 70%	907 69%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 66  
**Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)**  
**Base: All currently paying for a Fixed broadband internet service.**

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)	
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50	
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*	
Yes, had heard of it and understand how it is calculated	394 23%bdj pr	209 35%Tb	92 11%	21 18%	35 13%	57 20%d	56 18%	89 33%Tcd efjk	85 27%dfj k	51 38%Tcd efjk	56 14%	113 19%	225 31%Tcd efjk	157 34%Tno pqr	102 22%p	80 22%p	55 14%	259 28%Tno pr	136 18%	310 23%	85 25%	330 23%	35 23%	16 21%	13 27%	35 23%	15 22%	43 27%	35 23%	32 23%	28 25%	16 21%	45 27%	52 24%	42 18%	37 24%	13 27%	
Yes, had heard of it but don't understand how it is calculated	830 49%	435 50%	392 48%	49 42%	122 45%	123 44%	155 50%	138 50%	177 57%Tcd ekj	65 50%	171 44%	279 47%	380 53%dej	217 47%	253 55%Tmp r	189 51%	171 43%	470 51%p	360 47%	654 48%	175 53%	703 50%	69 46%	37 47%	20 41%	69 46%	39 60%CD	102 53%	59 45%	60 42%	48 42%	37 47%	92 54%	96 44%	127 55%CD	79 52%	20 41%	
No, had not heard of it	370 22%aghh limngF	95 11%	273 35%Ta	40 34%Tgh il	89 33%Teg hil	68 24%ghi il	89 29%Tgh il	37 13%j	40 13%	8 6%	128 33%Teg hil	157 27%Tgh il	85 12%	66 14%	78 17%	86 23%mmno oq	140 35%Tmn q	144 29%Tmn q	226 16%	304 22%	66 20%	295 21%	40 28%	21 28%	13 27%	40 26%F	11 17%	39 20%F	33 25%F	35 25%F	32 28%F	21 28%F	19 11%	53 24%F	43 19%	28 19%	13 27%F	
Not sure	100 6%ftt	37 4%	63 8%a	8 7%	26 10%Tfg hl	33 12%Tgh kl	33 12%Tgh kl	8 3%	11 4%	9 3%	6 5%	34 9%fghl	41 7%fhl	26 4%	21 5%	29 6%	16 4%	35 9%mo	50 5%	51 7%	94 7%t	6 2%	87 6%	8 5%	3 4%	3 5%	8 5%	1 1%	8 4%	5 4%	14 10%z	5 5%	3 4%	14 8%	16 7%	18 8%	7 5%	3 5%
NET: Heard of	1224 72%bcd ekjpr	734 85%Tb	483 59%	70 60%	157 58%	181 64%	211 69%dj	227 83%Tcd efjk	263 84%Tcd efjk	116 89%Tcd efjk	226 58%	392 66%dj	605 85%Tcd efjk	373 81%Top r	355 77%pr	269 73%pr	226 56%	729 78%Top r	495 64%p	964 71%	260 76%Ts	1033 73%	104 69%	53 69%	33 68%	104 69%	54 82%C	145 75%	94 71%	92 65%	77 67%	53 69%	137 81%TjC DG	148 68%	170 74%	116 77%CD	33 68%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 67  
**Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)**  
**Base: All currently paying for a Fixed broadband internet service.**

	Ethnicity				Children 18 or Under							Household income											Disability				Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	£10,400 to £15,599 per year (l)	£15,600 to £25,999 per year (m)	£26,000 to £36,399 per year (n)	£36,400 to £51,999 per year (o)	£52,000 to £77,999 per year (p)	£78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	194	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
Yes, had heard of it and understand how it is calculated	394	360	31	305	10	25	32	32	30	-	89	19	27	81	60	78	55	47	12	16	30	61	30	1	304	6	84	33	184	149
Yes, had heard of it but don't understand how it is calculated	830	757	61	641	11	46	73	85	49	3	186	50	65	178	157	158	104	48	20	49	57	128	54	6	634	16	179	78	417	266
No, had not heard of it	370	333	34	234	13	33	56	52	36	4	132	31	57	69	81	62	29	18	29	14	69	64	39	2	248	13	108	67	178	82
Not sure	100	79	21	63	3	17	23	13	4	-	38	4	14	16	18	17	1	3	20	8	11	9	10	-	76	3	22	17	48	8
NET: Heard of	1224	1117	91	946	21	71	105	117	79	3	275	69	92	259	217	235	159	95	32	65	87	189	83	7	938	22	264	111	601	415

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/t/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 68  
**Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)**  
**Base: All currently paying for a Fixed broadband internet service.**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Yes, had heard of it and understand how it is calculated	394 23% <sub>bj</sub>	314 26% <sub>b</sub>	74 17%	331 24%	311 24%	20 23%	53 23%	322 29% <sub>Tj</sub>	218 33% <sub>Tj</sub>	104 22% <sub>j</sub>	72 12%	98 25%	296 23%
Yes, had heard of it but don't understand how it is calculated	830 49%	606 49%	218 50%	664 49%	621 48%	42 51%	118	542 48%	312 48%	230 49%	287 50%	186 48%	644 49%
No, had not heard of it	370 22% <sub>gh</sub>	240 20%	119 27% <sub>Ta</sub>	296 22%	275 22%	21 24%	46 20%	203 18%	93 14%	110 24% <sub>gh</sub>	167 29% <sub>Tgh</sub>	85 22%	284 22%
Not sure	100 6%	66 5%	28 6%	70 5%	66 5%	4 5%	15 7%	51 5%	29 4%	22 5%	49 8% <sub>ghi</sub>	19 5%	81 6%
NET: Heard of	1224 72% <sub>bj</sub>	920 75% <sub>b</sub>	292 66%	994 73%	932 73%	62 71%	170 74%	865 77% <sub>Tj</sub>	531 81% <sub>Tj</sub>	334 72% <sub>j</sub>	359 62%	284 73%	940 72%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 69

**Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)**  
**Base: All currently paying for a Fixed broadband internet service.**

	Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)					NET: Heard of
	Total	Yes, had heard of it and understand how it is calculated	Yes, had heard of it but don't understand how it is calculated	No, had not heard of it	Not sure	
Unweighted base	1735	386 22%	666 50%	382 22%	101 6%	1252 72%
Weighted base	1694	394 23%	830 49%	370 22%	100 6%	1224 72%
Yes, had heard of it and understand how it is calculated	388 23%	347 88% 89%	28 3% 7%	10 3% 3%	3 3% 1%	375 31% 97%
Yes, had heard of it but don't understand how it is calculated	792 47%	38 10% 5%	726 87% 92%	28 9% 4%	* * *	764 62% 96%
No, had not heard of it	406 24%	6 2% 2%	65 8% 16%	328 89% 81%	6 6% 2%	72 6% 18%
Not sure	108 6%	3 1% 3%	11 1% 10%	4 1% 3%	91 91% 84%	13 1% 12%
NET: Heard of	1180 70%	385 38% 33%	754 91% 64%	38 10% 3%	3 3% *	1139 93% 97%



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 70  
**Q19. To what extent, if at all, are you confident on where to find information about these rates of inflation?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age							Social Grade							Urban/Rural				Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)				
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50				
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*				
Very confident	337	250	86	26	42	50	54	75	68	22	68	104	165	140	77	66	54	217	120	264	73	285	28	15	9	28	16	36	23	23	21	15	47	53	34	32	9	19%			
	20%kpr	29%Td	10%	22%	16%	18%	17%	27%Tde	22%	17%	18%	18%	23%dk	30%Tno	17%	18%	13%	24%Tno	16%	19%	22%	20%	18%	20%	19%	18%	24%	19%	17%	18%	20%	28%TCH	24%H	15%	21%	19%					
Slightly confident	676	357	314	52	87	117	126	105	142	49	139	242	295	182	196	147	151	378	298	539	137	570	59	30	17	59	23	76	49	54	49	30	60	90	103	66	17				
	40%kd	41%	38%	44%	32%	41%kd	41%	38%	45%dj	38%	36%	41%kd	41%kd	40%	42%	40%	38%	41%	39%	40%	41%	40%	39%	38%	35%	39%	34%	40%	37%	38%	43%	38%	35%	42%	45%	44%	35%				
Not very confident	510	213	296	27	105	93	93	72	83	36	132	186	192	109	150	124	127	259	251	418	92	423	43	24	20	43	16	63	44	53	32	24	48	52	75	39	20				
	30%am	25%	36%Ta	23%	39%Tcg	33%	30%	26%	27%	28%	34%kl	32%	27%	24%	32%lm	33%lm	32%lm	28%	32%lm	31%	28%	30%	28%	31%	40%	28%	24%	33%	33%	37%G	28%	31%	28%	24%	32%	26%	40%				
Not at all confident	170	46	123	12	37	22	36	22	18	23	48	58	63	28	39	33	70	68	103	140	31	137	23	9	3	23	11	17	16	12	12	9	15	22	18	14	3				
	10%ahmq	5%	15%Ta	10%	14%keh	8%	12%h	8%	6%	18%Teg	13%h	10%	9%	8%	9%	9%	17%Tmnq	7%	13%Tmn	10%	9%	10%	15%	6%	6%	15%	17%	9%	12%	8%	10%	9%	10%	8%	9%	9%					
NET: Confident	1013	607	400	78	129	167	179	180	210	71	207	346	460	322	273	213	205	595	418	804	209	855	86	45	27	86	38	112	71	77	70	45	107	143	137	99	27				
	60%kcdj	70%Tb	49%	66%dj	48%	59%kd	58%kd	66%dj	67%Tdf	54%	53%	59%kd	64%dj	70%Tno	59%p	58%	51%	65%Top	54%	59%	63%	60%	57%	58%	54%	57%	58%	54%	55%	61%	58%	63%	66%	60%	65%	54%					
NET: Not confident	680	259	419	39	142	115	129	94	102	59	182	244	255	138	189	157	196	327	353	558	122	560	65	33	23	65	28	80	61	64	44	33	63	74	93	53	23				
	40%ahm	30%	51%Ta	34%	52%Tce	41%	42%h	34%	33%	46%gh	47%Tcg	41%h	36%	30%	41%lm	42%mq	49%Tmn	35%	46%Tmq	41%	37%	40%	43%	42%	46%	43%	42%	46%	45%	39%	42%	37%	34%	40%	35%	23	46%				

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 71  
**Q19. To what extent, if at all, are you confident on where to find information about these rates of inflation?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,500 and above per year (p)	£1,500 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
Very confident	337	303	31	254	13	24	29	33	30	-	83	14	24	63	45	69	58	42	8	16	31	40	21	-	274	1	62	24	145	144
	20%A	20%	21%	20%	36%T	36%T	36%T	36%T	36%T	36%T	13%	15%	18%	15%	22%r	30%T	36%T	36%T	36%T	19%	19%	15%	16%	-	22%uz	4%	16%	13%	18%	29%TAB
Slightly confident	678	609	58	499	9	41	74	71	49	4	173	41	50	145	119	139	68	45	29	40	43	93	47	4	527	14	135	75	330	202
	40%itt	40%	40%	40%	24%	34%	40%	39%	41%	60%	39%	39%	31%	42%l	40%	44%l	36%	39%	36%	46%l	26%	35%	36%	38%	42%z	37%	34%	39%	40%	40%
Not very confident	510	458	47	370	10	38	59	62	32	1	139	30	60	101	106	81	55	22	28	27	68	92	43	5	349	20	142	63	270	123
	30%qC	30%	32%	30%	28%	31%	32%	34%	27%	12%	31%	29%	37%oq	30%	36%oq	26%	29%	19%	34%	31%	41%TTx	35%x	32%	51%	28%	51%	36%TTx	32%	33%C	24%
Not at all confident	170	159	11	119	5	18	22	16	9	2	50	20	29	34	25	26	9	6	16	5	25	37	21	1	112	3	55	32	82	36
	10%p	10%	7%	10%	13%	15%	12%	9%	7%	28%	11%	19%T	18%T	10%	9%	8%	5%	5%	20%T	6%	15%x	14%x	11%	9%	8%	14%TTx	16%T	16%T	10%	7%
NET: Confident	1013	912	88	753	22	65	103	104	78	4	256	54	75	207	164	207	126	87	37	56	74	133	68	4	801	16	196	100	475	346
	60%irtu	60%	61%	61%	60%	54%	56%	57%	66%	60%	58%	52%	46%	60%l	56%	66%knr	66%knr	75%T	46%	64%l	44%	51%	52%	38%	63%tuz	41%	50%	51%	57%	69%TAB
NET: Not confident	680	617	57	489	15	56	81	78	40	3	188	50	89	136	131	107	64	28	44	32	93	129	64	6	461	23	107	95	352	158
	40%qC	40%	39%	39%	40%	46%	44%	43%	34%	40%	42%	48%oq	54%T	40%q	44%oq	34%	34%	25%	54%T	36%	56%TTx	49%TTx	48%x	62%	37%	59%	50%TTx	49%T	43%C	31%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 72  
**Q19. To what extent, if at all, are you confident on where to find information about these rates of inflation?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Very confident	337	271	63	275	262	13	50	272	178	94	65	93	244
	20% <sub>bj</sub>	22% <sub>b</sub>	14%	20%	21%	15%	22%	24% <sub>Tj</sub>	27% <sub>Tj</sub>	20% <sub>j</sub>	11%	24% <sub>kl</sub>	19%
Slightly confident	676	503	168	567	518	49	80	484	257	206	213	157	519
	40%	41%	38%	42%	41%	55% <sub>Tcd</sub>	35%	41%	39%	44% <sub>j</sub>	37%	41%	40%
Not very confident	510	332	163	387	366	21	82	301	173	128	209	96	414
	30%	27%	37% <sub>Ta</sub>	28%	29%	24%	36%	27%	26%	27%	36% <sub>Tgh</sub>	25%	32% <sub>kl</sub>
Not at all confident	170	121	46	131	126	5	18	83	45	38	88	42	128
	10% <sub>gh</sub>	10%	10%	10%	10%	6%	8%	7%	7%	8%	15% <sub>Tgh</sub>	11%	10%
NET: Confident	1013	773	231	842	780	62	131	735	435	300	278	250	763
	60% <sub>bj</sub>	63% <sub>b</sub>	53%	62%	61%	71%	57%	66% <sub>Tj</sub>	67% <sub>Tj</sub>	64% <sub>j</sub>	48%	64%	58%
NET: Not confident	680	452	208	518	492	26	101	384	218	166	297	138	543
	40% <sub>gh</sub>	37%	47% <sub>Ta</sub>	38%	39%	29%	43%	34%	33%	36%	52% <sub>Tgh</sub>	36%	42%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 73  
**Q20. Do you know the difference between the Consumer Prices Index (CPI) and Retail Prices Index (RPI)?**  
**Base: All aware that CPI and RPI measure rates of inflation and had heard of CPI and RPI before today**

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ireland (aj)
Unweighted base	685	475	207	28	80	106	125	129	148	69	108	231	346	245	203	152	85	448	237	535	150	582	55	30	18	55	30	86	56	58	47	30	74	69	82	80	18
Weighted base	678	487	189	29**	83*	98*	132*	124	147	65*	112*	230	336	249	199	131	99*	448	230	534	144	578	55*	27**	17**	55*	25**	79*	46*	50*	48*	27**	76*	88*	90*	77*	17**
No	404	271	131	15	46	69	92	64	79	39	61	161	182	132	122	86	63	255	149	326	78	354	31	12	7	31	14	56	28	34	22	12	42	54	58	47	7
	60%	56%	70%Ta	53%	55%	70%ghj	70%ghj	52%	53%	60%	55%	70%Tdg	54%	53%	61%	86%lm	64%	57%	65%km	61%	54%	61%	56%	43%	42%	56%	56%	71%D	61%	68%D	46%	43%	55%	62%	64%	61%	42%
Yes, CPI is higher than RPI	90	73	17	1	15	12	14	24	17	7	17	25	49	31	25	19	16	56	35	66	25	73	10	3	5	10	4	11	6	9	9	3	11	6	7	10	5
	13%	15%	9%	5%	18%	12%	10%	19%	12%	11%	15%	11%	14%	12%	12%	14%	16%	12%	15%	12%	17%	13%	18%	11%	27%	18%	14%	12%	19%	19%	11%	14%	7%	8%	13%	27%	
Yes, CPI is the same as RPI	14	10	5	2	5	3	1	2	1	1	7	3	4	3	8	4	-	11	4	14	1	14	-	-	-	-	1	5	1	1	1	-	-	3	-	2	-
	2%	2%	2%	9%	6%fh	3%	1%	1%	1%	1%	6%Thk	2%	1%	1%	4%	3%	-	2%	2%	3%	*	2%	-	-	-	-	3%	7%TFH	1%	3%	2%	-	-	4%	-	3%	-
Yes, RPI is higher than CPI	169	133	36	10	17	15	26	34	50	18	27	41	102	83	44	22	20	127	42	128	41	137	15	12	5	15	6	7	12	5	16	12	23	24	25	18	5
	25%kAC	27%b	19%	33%	21%	15%	19%	27%e	34%Tef	28%	24%	18%	30%efk	33%Tno	22%	17%	20%	28%or	18%	24%	29%	17%	24%	27%	46%	26%	8%	26%AC	10%	34%AC	10%	31%AC	27%AC	28%AC	23%A	18	31%
NET: Incorrect response	105	82	21	4	20	14	14	26	18	8	24	29	52	34	32	23	16	66	39	79	25	87	10	3	5	10	4	16	6	11	10	3	11	10	7	13	5
	15%	17%	11%	13%	24%fhk	15%	11%	21%	12%	12%	21%	12%	16%	14%	16%	17%	16%	15%	17%	15%	17%	15%	18%	11%	27%	18%	18%	21%H	13%	22%H	20%	11%	14%	11%	8%	16%	27%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 74  
**Q20. Do you know the difference between the Consumer Prices Index (CPI) and Retail Prices Index (RPI)?**  
**Base: All aware that CPI and RPI measure rates of inflation and had heard of CPI and RPI before today**

	Ethnicity			Children 18 or Under						Prefer not to answer (i)	NET: Yes (l)	Household Income										Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 16 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)			Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	685	632	48	526	14	35	59	63	50	-	159	24	59	146	121	142	92	58	12	31	49	102	45	4	532	12	141	43	344	255
Weighted base	678	619	51*	527	14**	37**	52*	55*	54*	**	151	25**	47*	137	111*	138	102*	70*	14**	33**	45*	90*	39*	3**	535	16**	127	39*	319	272
No	404	380	23	313	9	22	28	29	29	-	90	17	27	86	66	79	60	38	11	20	22	52	22	2	324	7	73	22	196	155
	60%	61%	46%	60%	59%	60%	55%	52%	55%	-	60%	67%	57%	63%	60%	58%	54%	75%	60%	49%	57%	79%	61%	45%	57%	61%	58%	61%	57%	57%
Yes, CPI is higher than RPI	90	85	5	77	1	4	5	2	5	-	13	2	7	16	21	17	14	6	2	6	7	11	2	-	72	1	18	4	40	39
	13%	14%	11%	15%g	6%	11%	10%	5%	9%	-	9%	7%	14%	12%	19%	13%	13%	9%	11%	18%	15%	12%	6%	-	13%	9%	14%	11%	12%	14%
Yes, RPI is the same as RPI	14	9	5	8	1	1	2	2	1	-	6	1	3	4	-	3	2	2	-	-	3	1	1	-	10	1	3	3	7	4
	2%	1%	10%Ta	2%	6%	4%	5%	4%	1%	-	4%	3%	5%n	3%	-	2%	2%	3%	-	-	6%	1%	2%	-	2%	5%	2%	8%TBC	2%	2%
Yes, RPI is higher than CPI	169	145	16	128	4	9	16	22	19	-	42	6	11	31	23	38	26	24	2	7	14	27	14	1	129	7	34	9	77	74
	25%	23%	33%	24%	28%	26%	30%	39%Tc	36%	-	28%	23%	23%	23%	21%	28%	26%	35%	13%	22%	31%	30%	36%	21%	24%	42%	27%	23%	24%	27%
NET: Incorrect response	105	94	11	86	2	5	8	5	6	-	19	2	9	20	21	20	16	8	2	6	9	12	3	-	82	2	21	7	47	43
	15%	15%	21%	16%	13%	15%	15%	9%	10%	-	13%	10%	20%	14%	19%	15%	16%	12%	11%	18%	20%	13%	7%	-	15%	14%	16%	19%	15%	16%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 75  
**Q20. Do you know the difference between the Consumer Prices Index (CPI) and Retail Prices Index (RPI)?**  
**Base: All aware that CPI and RPI measure rates of inflation and had heard of CPI and RPI before today**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle of package (a)	Standalone (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	685	523	156	572	538	34	89	515	336	179	170	163	522
Weighted base	678	521	152	563	527	36**	91*	507	328	180	171	168	510
No	404	302	97	339	317	22	54	285	189	97	118	105	298
	80%	58%	64%	60%	60%	62%	59%	56%	58%	54%	69% <sup>i</sup>	63%	58%
Yes, CPI is higher than RPI	90	68	22	74	69	5	11	76	45	30	15	21	69
	13%	13%	15%	13%	13%	13%	12%	15%	14%	17% <sup>j</sup>	9%	13%	14%
Yes, CPI is the same as RPI	14	11	3	13	13	1	1	13	8	4	2	4	10
	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%
Yes, RPI is higher than CPI	169	139	29	137	129	8	26	134	85	48	36	37	132
	25%	27%	19%	24%	24%	23%	29%	26%	26%	27%	21%	22%	26%
NET: incorrect response	105	80	25	87	82	5	11	88	54	35	16	25	79
	15%	15%	17%	15%	16%	15%	12%	17% <sup>k</sup>	16%	19% <sup>k</sup>	10%	15%	16%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 76  
**Q21. Do you know how your provider will calculate the increase to your monthly payments?**  
**Base: All who are aware that their provider can increase their payment**

	Gender			Age							Social Grade					Urban/Rural		Country										Region											
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)		
Unweighted base	702	395	305	36	99	117	133	133	125	59	135	250	317	216	182	187	117	398	304	574	128	585	60	36	21	60	27	90	54	74	47	36	80	61	88	64	21		
Weighted base	653	384	268	37**	96*	104*	127	116	121	53*	132	231	290	204	172	163	114*	376	277	540	113	542	61*	29**	21**	61*	23**	81*	41*	63*	38*	29**	76*	68*	94*	58*	21**		
Yes, by the rate of inflation	117	78	39	14	24	21	13	19	13	14	37	34	46	37	25	31	25	61	56	94	24	98	10	8	2	10	2	17	8	12	10	8	9	13	16	10	2	12%	
Yes, by a set percentage decided by the provider	46	29	16	5	3	12	10	2	11	3	9	22	16	24	12	7	3	36	10	41	5	41	2	2	2	3	4	4	10	2	2	4	6	4	8	2	3	2	8%
Yes, by a set amount decided by the provider	35	17	18	2	5	6	6	8	5	3	7	12	16	8	8	9	10	16	19	28	8	30	3	2	1	3	-	3	1	6	2	2	5	1	8	3	1	5%	
Yes, by the rate of inflation plus a set percentage decided by the provider	111	62	29	4	17	13	28	21	19	10	20	40	50	37	36	21	18	73	38	90	20	89	16	3	2	16	7	14	8	6	4	3	15	8	15	11	2	17%b	
In another way (WRITE IN)	5	5	-	-	-	1	1	1	2	1	-	2	4	-	3	1	2	3	3	4	1	4	1	-	-	1	-	1	-	-	-	-	1	1	-	1	-	-	
No	338	173	165	12	47	51	69	66	71	22	59	121	159	100	87	93	58	187	151	263	55	281	29	14	14	29	11	42	20	29	20	14	41	37	53	29	14	52%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 77  
**Q21. Do you know how your provider will calculate the increase to your monthly payments?**  
**Base: All who are aware that their provider can increase their payment**

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	702	651	49	520	22	39	75	67	46	2	180	27	61	166	128	146	76	48	18	32	57	110	63	7	524	6	172	56	387	209
Weighted base	653	604	47*	484	21**	36*	71*	61*	47*	3**	166	25**	46*	140	111	146	80*	55*	20**	30**	48*	86*	54*	5**	508	4**	141	52*	334	217
Yes, by the rate of inflation	117	108	10	83	10	10	12	10	4	2	32	3	8	31	13	29	16	7	6	6	7	13	7	-	99	1	17	12	60	35
18%	18%	18%	21%	17%	45%	27%h	17%	16%	9%	67%	19%	10%	17%	22%n	12%	20%	13%	28%	18%	14%	15%	13%	-	19%	29%	12%	23%	18%	16%	
Yes, by a set percentage decided by the provider	46	36	10	30	3	2	4	10	3	-	17	1	3	10	7	12	6	5	1	-	1	2	3	-	41	-	5	4	23	19
7%	6%	21%Ta	6%	14%	5%	5%	16%Tc	7%	7%	-	10%	4%	6%	7%	6%	8%	10%	7%	-	2%	4%	3%	-	8%	-	4%	7%	7%	9%	
Yes, by a set amount decided by the provider	35	32	3	26	-	2	5	8	3	-	10	1	3	8	9	9	5	*	-	1	3	6	4	1	23	-	12	2	23	10
5%	5%	7%	5%	-	7%	8%	13%Tc	7%	-	6%	2%	7%	6%	8%	6%	6%	6%	1%	-	2%	7%	7%	6%	11%	5%	-	9%	4%	7%	4%
Yes, by the rate of inflation plus a set percentage decided by the provider	111	104	6	86	2	9	12	4	11	-	24	6	7	20	19	24	14	13	*	6	10	17	8	-	85	1	24	7	55	42
17%g	17%	14%	18%g	12%	26%g	17%	7%	24%g	7%	-	15%	23%	15%	14%	17%	17%	17%	24%	2%	21%	21%	20%	14%	-	17%	30%	17%	13%	17%	19%
In another way (WRITE IN)	5	4	1	5	-	-	-	-	-	-	-	1	1	1	1	-	-	-	1	1	-	1	1	-	3	-	2	1	3	-
1%	1%	2%	1%	-	-	-	-	-	-	-	-	2%	2%	*	1%	-	-	-	4%	3%	-	2%	2%	-	1%	-	2%	1%	1%	-
No	338	320	17	254	6	13	38	30	25	1	83	14	24	70	61	72	39	28	12	17	26	47	32	5	256	2	80	26	170	113
52%b	53%b	36%	52%	30%	35%	54%	49%	53%	33%	50%	59%	52%	50%	56%	50%	48%	52%	59%	56%	56%	56%	55%	59%	89%	50%	41%	57%	51%	51%	52%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 78  
**Q21. Do you know how your provider will calculate the increase to your monthly payments?**  
**Base: All who are aware that their provider can increase their payment**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle d package (e)	Standard lone (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	702	544	151	513	480	33	147	702	702	-	-	147	555
Weighted base	653	514	133	489	459	30**	132	653	653	-**	-**	138	515
Yes, by the rate of inflation	117	82	33	100	97	3	17	117	117	-	-	28	89
18%	16%	25% <sup>a</sup>	20%	21%	11%	13%	18%	18%	18%	-	-	20%	17%
Yes, by a set percentage decided by the provider	46	40	5	39	35	4	7	46	46	-	-	7	40
7%	8%	4%	8%	8%	14%	5%	7%	7%	7%	-	-	9%	8%
Yes, by a set amount decided by the provider	35	31	4	25	22	3	9	35	35	-	-	6	30
5%	6%	3%	5%	5%	9%	7%	5%	5%	5%	-	-	4%	6%
Yes, by the rate of inflation plus a set percentage decided by the provider	111	87	23	90	86	4	19	111	111	-	-	25	86
17%	17%	17%	18%	19%	14%	15%	17%	17%	17%	-	-	18%	17%
In another way (WRITE IN)	5	4	2	3	3	-	1	5	5	-	-	1	5
1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%
No	338	270	67	231	216	15	78	338	338	-	-	72	266
52%	52%	51%	47%	47%	52%	59% <sup>cd</sup>	52%	52%	52%	-	-	52%	52%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 79  
**Q22. Did you look up the rate of inflation when you found out your provider will use it to calculate the increase to your monthly payments?**  
**Base: All who are aware their provider can increase their price and that calculation includes the rate of inflation**

	Gender			Age							Social Grade							Urban/Rural		Country							Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humb-erside (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)
Unweighted base	233	162	71	17	42	32	37	45	36	24	59	69	105	76	60	57	40	136	97	189	44	192	24	13	4	24	13	34	20	21	17	13	25	17	23	22	4
Weighted base	228	160	68*	17**	40*	33**	41**	40*	32**	24**	57*	75*	96*	73*	61*	53*	41*	134	94*	184	44*	186	26**	11**	4**	26**	9**	31**	16**	18**	14**	11**	25**	21**	31**	21**	4**
Yes	50	36	13	9	17	4	6	5	5	4	26	10	13	21	10	14	4	31	18	42	8	38	7	4	-	7	2	8	4	5	2	4	2	6	5	4	-
	22%	23%	19%	52%	42%Tgk	12%	16%	12%	16%	15%	45%Tgk	14%	14%	29%k	17%	27%	9%	23%	19%	23%	17%	21%	28%	34%	-	28%	24%	26%	24%	25%	18%	34%	6%	30%	17%	20%	
No	166	114	53	8	22	27	33	32	27	18	30	60	77	49	48	35	34	98	69	131	36	139	17	6	4	17	6	23	11	12	6	22	14	23	16	4	
	73%dj	71%	77%	48%	54%	82%	79%	80%dj	83%	76%	52%	80%dj	80%dj	67%	80%	66%	82%	73%	73%	71%	81%	74%	66%	52%	100%	66%	69%	74%	69%	61%	82%	52%	89%	67%	75%	78%	100%
Don't know/Can't remember	12	10	3	-	2	2	2	3	1	2	2	4	6	3	2	3	4	5	7	12	1	9	2	1	-	2	1	-	1	3	-	1	1	1	2	-	
	5%	6%	4%	-	5%	6%	5%	9%	2%	9%	3%	6%	6%	4%	4%	6%	9%	4%	8%	6%	1%	5%	6%	14%	-	6%	7%	-	7%	14%	-	14%	5%	4%	8%	2%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 80  
**Q22. Did you look up the rate of inflation when you found out your provider will use it to calculate the increase to your monthly payments?**  
**Base: All who are aware their provider can increase their price and that calculation includes the rate of inflation**

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability								
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	233	216	17	177	13	18	19	13	14	1	55	8	21	54	37	53	25	17	6	12	19	35	16	-	182	4	47	18	125	72	
Weighted base	228	212	16**	170	12**	19**	24**	14**	15**	2**	56*	8**	15**	52*	32**	53*	30**	20**	6**	12**	17**	30**	14**	**	184	2**	41*	19**	115*	78*	
Yes	50	46	3	27	9	7	9	6	4	-	22	2	4	9	6	12	11	4	-	1	7	11	6	-	36	1	13	6	24	19	
	22%	22%	21%	16%	71%	37%	37%	47%	24%	-	40%Tc	26%	26%	18%	18%	23%	38%	20%	-	9%	40%	39%	42%	-	19%	31%	31%	30%	21%	25%	
No	166	153	13	132	3	12	14	6	10	2	32	6	10	38	25	40	18	15	5	10	8	15	6	-	143	*	23	12	85	54	
	73%jzz	72%	79%	78%j	29%	63%	59%	43%	66%	100%	56%	74%	65%	74%	79%	75%	60%	73%	74%	87%	50%	50%	44%	-	77%kz	18%	56%	63%	74%	72%	
Don't know/Can't remember	12	12	-	10	-	-	1	1	1	-	2	-	-	1	4	1	1	1	1	2	*	2	3	2	-	6	1	5	1	6	3
	5%	6%	-	6%	-	-	4%	11%	10%	-	4%	-	-	10%	8%	3%	3%	3%	6%	26%	4%	11%	11%	15%	-	3%	51%	13%x	8%	5%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 81  
**Q22. Did you look up the rate of inflation when you found out your provider will use it to calculate the increase to your monthly payments?**  
**Base: All who are aware their provider can increase their price and that calculation includes the rate of inflation**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	233	173	57	195	187	8	36	233	233	-	-	58	175
Weighted base	228	169	56*	190	183	7**	37**	228	228	-**	-**	53*	175
Yes	50	37	12	39	37	2	10	50	50	-	-	11	38
	22%	22%	21%	20%	20%	22%	27%	22%	22%	-	-	21%	22%
No	166	122	42	143	137	5	23	166	166	-	-	42	125
	72%	72%	73%	75%	75%	70%	63%	73%	73%	-	-	79%	71%
Don't know/Can't remember	12	10	2	9	8	1	4	12	12	-	-	-	12
	5%	6%	3%	5%	4%	8%	10%	5%	5%	-	-	-	7%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 82  
**Q24. Where would you look to find out whether your provider will be increasing your monthly payments?**  
**Base: All who are not aware that their provider can increase their payment**

	Gender			Age							Social Grade							Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)		
Unweighted base	572	236	333	37	97	111	108	76	101	42	134	219	219	130	181	124	137	311	261	445	127	483	43	29	17	43	25	70	58	42	47	29	53	55	84	49	17		
Weighted base	575	237	335	47**	97*	107*	107*	73*	107*	37**	144*	213	217	123	169	109*	173*	293	282	453	121*	488	42*	28**	17**	42*	27**	65*	54*	36*	48*	28**	47*	81*	91*	40*	17**		
On my provider's website	324	159	163	29	45	63	55	47	68	16	74	119	132	77	101	56	90	178	147	256	68	280	21	18	6	21	10	38	35	19	27	18	20	48	61	21	6		
	56%	67%Td	49%	62%	46%	59%	52%	64% <i>d</i>	64% <i>d</i>	44%	51%	56%	61% <i>d</i>	62%	80%	52%	52%	61%	52%	57%	56%	57%	49%	64%	36%	49%	39%	59%	65% <i>F</i>	53%	57%	64%	43%	59%	68% <i>F</i>	51%	36%		
By calling my provider	213	85	127	10	33	38	38	32	43	19	42	77	94	41	52	50	70	93	121	155	58	185	15	8	5	15	8	20	17	14	22	8	20	34	33	18	5		
	37%	36%	38%	21%	34%	36%	44%	40%	50%	29%	36%	43% <i>j</i>	33%	31%	46% <i>nq</i>	41%	32%	43% <i>nq</i>	34%	48%	38%	37%	28%	31%	37%	32%	30%	31%	38%	45%	28%	44%	42%	36%	44%	31%	31%		
In my contract documents	200	82	117	25	40	40	38	24	25	9	65	77	58	54	55	38	54	108	92	159	41	168	15	15	3	15	7	19	13	8	12	15	18	33	38	18	3		
	35%	35%	35%	54%	41% <i>hl</i>	37%	35%	33%	23%	24%	45% <i>ht</i>	36%	27%	43%	32%	35%	31%	37%	32%	35%	34%	34%	35%	52%	27%	35%	27%	30%	25%	23%	26%	52%	40%	41%	42%	44%	17%		
On Ofcom's website	23	12	11	6	4	3	5	4	-	-	10	9	4	6	8	5	4	14	9	17	5	21	-	1	-	1	1	1	1	1	6	-	2	4	5	1	1		
	4%	5%	3%	12%	4%	3%	5%	6% <i>h</i>	-	-	7% <i>h</i>	4%	2%	5%	4%	4%	3%	5%	3%	4%	5%	4%	-	-	7%	-	1%	1%	4%	13% <i>TyA</i>	4%	5%	6%	3%	7%	3%	7%		
By speaking to someone in my provider's shop	17	11	6	4	2	3	6	1	1	1	6	9	3	7	2	2	6	9	8	13	4	13	2	-	2	2	-	1	-	3	-	-	*	2	6	1	2		
	3%	5%	2%	8%	2%	3%	5%	2%	*	3%	4%	4%	1%	6% <i>n</i>	1%	2%	3%	3%	3%	3%	3%	3%	4%	-	11%	4%	-	2%	-	8%	-	-	1%	3%	7%	1%	11%		
By speaking to friends or family who are with the same provider	14	5	9	-	1	-	4	3	3	2	1	4	9	1	4	4	5	9	9	5	14	-	-	-	-	3	*	2	1	-	-	-	-	2	4	1	-		
	2%	2%	3%	-	1%	-	4%	4%	3%	6%	1%	2%	4%	1%	2%	3%	2%	3%	2%	3%	2%	4%	3%	-	-	-	13%	1%	3%	4%	-	-	-	-	3%	5%	2%	-	
Other (WRITE IN)	12	7	5	2	1	4	*	1	2	1	3	5	5	3	4	*	5	7	5	12	-	11	-	*	1	-	*	2	-	2	1	*	2	1	1	1	1		
	2%	3%	2%	4%	1%	4%	*	2%	2%	3%	2%	2%	3%	2%	*	3%	2%	2%	3%	3%	-	2%	-	2%	6%	-	2%	3%	-	6%	3%	2%	4%	1%	1%	3%	6%		
Don't know	62	18	44	3	14	16	14	8	5	3	16	30	16	7	14	11	30	21	41	55	7	52	3	-	7	3	6	6	8	3	5	-	6	10	5	4	7		
	11%	8%	13%	5%	14%	15% <i>h</i>	13%	11%	5%	7%	11%	14% <i>h</i>	7%	6%	8%	10%	17% <i>mq</i>	7%	14%	14% <i>mq</i>	12%	6%	11%	6%	-	44%	6%	21%	9%	15%	9%	11%	-	13%	12%	5%	9%	44%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 83  
**Q24. Where would you look to find out whether your provider will be increasing your monthly payments?**  
**Base: All who are not aware that their provider can increase their payment**

	Ethnicity			Children 18 or Under							Household Income											Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	572	513	53	395	6	54	76	78	43	3	174	43	59	127	110	93	47	24	37	32	77	107	46	4	401	17	154	85	285	133
Weighted base	575	503	58*	408	5**	54*	66*	72*	44*	3**	164	45**	59*	119*	105*	90*	52*	28**	40**	37**	72*	98*	41*	3**	409	23**	143	85*	273	139
On my provider's website	324	279	33	240	2	25	35	37	21	3	82	22	25	74	66	51	33	17	18	19	40	51	26	1	225	16	74	96	166	86
	56%	55%	57%	59%	32%	46%	53%	52%	46%	100%	50%	48%	42%	62%l	63%l	57%	63%	63%	45%	52%	55%	52%	65%	57%	57%	68%	52%	42%	61%A	61%A
By calling my provider	213	193	20	150	1	21	22	29	17	2	61	13	31	43	47	34	13	7	13	13	24	45	17	2	145	8	60	29	115	43
	37%	38%	34%	37%	13%	39%	33%	40%	38%	74%	37%	28%	52%p	36%	45%p	38%	25%	25%	32%	35%	34%	45%	41%	66%	36%	33%	42%	34%	42%	31%
In my contract documents	200	167	20	127	5	26	28	29	23	1	72	13	22	39	34	25	27	11	17	12	22	26	9	1	148	15	37	29	89	53
	35%	33%	35%	31%	100%	48%c	42%	40%	51%c	45%	44%c	29%	37%	32%	33%	27%	52%Tmno	39%	42%	34%	31%	26%	47%	36%	65%	26%	34%	32%	38%	
On Ofcom's website	23	20	2	13	-	1	-	6	8	-	9	1	2	2	10	3	2	1	1	-	3	2	3	-	17	1	5	2	15	4
	4%	4%	3%	3%	-	2%	1%	8%	19%Tceff	-	6%	3%	4%	1%	9%Tm	3%	4%	5%	3%	-	5%	2%	7%	-	4%	4%	3%	3%	6%	3%
By speaking to someone in my provider's shop	17	15	2	10	-	1	5	1	3	-	7	3	1	1	3	4	3	1	1	-	4	3	2	-	13	-	4	3	8	6
	3%	3%	4%	2%	-	1%	7%	2%	6%	-	4%	6%	2%	1%	3%	4%	6%	3%	3%	-	5%	3%	4%	-	3%	-	3%	3%	3%	4%
By speaking to friends or family who are with the same provider	14	11	3	11	-	*	1	1	1	-	3	-	4	1	5	2	1	-	2	1	4	6	5	-	9	-	6	-	11	1
	2%	2%	6%	3%	-	1%	1%	2%	2%	-	2%	-	6%	1%	4%	2%	2%	-	4%	2%	6%	6%	12%TTX	-	2%	-	4%	-	4%	1%
Other (WRITE IN)	12	12	*	10	*	1	1	-	-	1	4	3	2	-	*	1	1	1	1	1	3	2	-	-	8	1	3	5	4	2
	2%	2%	1%	2%	9%	2%	1%	-	-	29%	1%	9%	4%	1%	-	*	1%	5%	2%	1%	4%	2%	-	-	2%	4%	2%	6%	1%	2%
Don't know	62	57	5	44	-	4	4	8	7	-	18	8	8	14	8	9	5	1	7	4	12	13	9	-	41	1	20	12	27	11
	11%	11%	8%	11%	-	7%	6%	12%	17%	-	11%	17%	13%	11%	7%	10%	9%	2%	18%	10%	17%	13%	22%TTX	-	10%	6%	14%	15%	10%	6%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 84  
**Q24. Where would you look to find out whether your provider will be increasing your monthly payments?**  
**Base: All who are not aware that their provider can increase their payment**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of packages (a)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	572	362	175	433	402	31	78	-	-	-	572	118	454
Weighted base	575	382	172	425	390	35**	88*	-.**	-.**	-.**	575	111*	464
On my provider's website	324	231	91	238	214	24	64	-	-	-	324	54	270
	56%	60%	53%	56%	55%	70%	73%Tcd	-	-	-	56%	49%	58%
By calling my provider	213	158	51	153	145	8	31	-	-	-	213	39	174
	37%	41%b	30%	36%	37%	24%	35%	-	-	-	37%	36%	37%
In my contract documents	200	112	85	168	154	14	24	-	-	-	200	56	144
	35%	29%	49%Ta	39%	39%	40%	27%	-	-	-	35%	51%TI	31%
On Ofcom's website	23	18	5	20	18	2	1	-	-	-	23	2	21
	4%	5%	3%	5%	5%	7%	2%	-	-	-	4%	2%	4%
By speaking to someone in my provider's shop	17	12	4	14	11	3	3	-	-	-	17	4	13
	3%	3%	2%	3%	3%	9%	3%	-	-	-	3%	4%	3%
By speaking to friends or family who are with the same provider	14	13	1	11	11	-	3	-	-	-	14	2	12
	2%	4%	1%	3%	3%	-	3%	-	-	-	2%	2%	3%
Other (WRITE IN)	12	6	5	8	8	-	1	-	-	-	12	3	9
	2%	2%	3%	2%	2%	-	1%	-	-	-	2%	3%	2%
Don't know	62	35	15	42	39	3	6	-	-	-	62	14	48
	11%	9%	9%	10%	10%	8%	6%	-	-	-	11%	13%	10%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 85  
**Q25. Thinking back to around March/April 2022, did the broadband provider you were with at the time increase your monthly payment?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)	
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50	
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*	
Yes	491	272	218	41	66	80	109	82	80	34	107	189	196	149	129	105	108	278	213	408	83	409	40	31	11	40	17	50	35	53	30	31	48	65	64	48	11	
	29%	31%	27%	35%	24%	28%	35%edhl	30%	26%	26%	28%	32%d	27%	32%	28%	28%	27%	30%	28%	30%	25%	29%	27%	39%	23%	27%	25%	26%	27%	37%TA	26%	39%A	28%	30%	28%	32%	23%	
No	535	293	237	38	90	90	76	96	95	51	128	166	241	154	140	106	135	294	241	427	108	439	63	19	14	63	26	61	39	44	32	19	51	73	57	56	14	
	32%f	34%	29%	33%	33%	32%	25%	35%f	30%	38%fk	33%f	29%	34%k	34%	30%	29%	34%	32%	31%	31%	33%	41%Tuw	24%	29%	H	41%TDE	40%h	32%	30%	31%	28%	24%	30%	34%	30%	34%	29%	
Don't know/Can't remember	632	285	344	28	107	104	119	92	137	44	136	223	273	149	181	154	148	330	302	498	134	534	48	26	24	48	20	79	52	42	49	26	67	75	106	43	24	
	37%c	33%	42%Ta	24%	39%c	37%c	39%c	33%	44%cgj	34%	35%	38%c	38%c	33%	39%	42%lm	37%	36%	39%km	37%	40%	38%	32%	34%	48%	32%	30%	41%Cl	39%	30%	43%Cl	34%	39%	35%	46%TyC	29%	48%Cl	
Not applicable, as I did not have a mobile at that time	35	15	20	9	9	7	4	5	-	1	18	12	5	7	12	5	11	19	16	28	7	32	*	2	-	*	3	1	5	3	3	2	5	4	5	4	-	
	2%hl	2%	2%	8%Tefg hkl	3%hl	3%hl	1%	2%h	-	-	5%Thi kl	2%h	1%	1%	3%	1%	3%	2%	2%	2%	2%	2%	41%T	3%	-	-	5%y	1%	4%y	2%	3%	3%	2%	3%	2%	2%	2%	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 86  
**Q25. Thinking back to around March/April 2022, did the broadband provider you were with at the time increase your monthly payment?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £77,999 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	303	194	827	504
Yes	491	439	42	344	17	37	61	57	47	-	148	26	43	88	89	101	69	39	16	20	36	70	39	4	371	12	108	52	244	160
	29%	29%	29%	28%	46%Tc	31%	33%	32%	39%Tc	-	33%	25%	26%	26%	30%	32%	36%mm	34%	19%	23%	22%	27%	38%	29%	3%	27%	32%	27%	30%	27%
No	535	476	53	406	10	38	50	53	26	3	126	42	57	111	95	99	62	37	15	15	52	87	46	3	403	11	122	63	269	172
	32%sa	31%	37%	33%h	28%	32%	27%	29%	22%	41%	28%	40%rs	35%rs	32%sa	32%sa	33%sa	32%sa	19%	18%	31%	33%	35%	27%	32%	28%	31%	32%	33%	32%	34%
Don't know/Can't remember	632	582	47	465	10	43	70	68	44	3	164	34	62	132	106	111	55	37	45	49	73	101	44	3	463	14	155	73	301	164
	37%	38%	32%	37%	26%	36%	38%	37%	37%	47%	37%	33%	38%	36%	35%	29%	32%	56%Tklm nopq	56%Tklm nopq	44%	39%	33%	35%	37%	37%	37%	39%	38%	36%	33%
Not applicable, as I did not have a mobile at that time	35	32	3	27	-	2	3	3	1	1	7	1	2	12	6	2	3	1	5	2	6	4	3	-	25	1	9	6	13	9
	2%	2%	2%	2%	-	1%	2%	2%	1%	12%	2%	1%	1%	4%o	2%	1%	1%	1%	6%o	3%	4%	2%	-	2%	2%	2%	2%	3%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 87  
**Q25. Thinking back to around March/April 2022, did the broadband provider you were with at the time increase your monthly payment?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle d	Standa lone (b)	Total in- contra ct (c)	30 day rollin g (e)	Out of contra ct (f)	Total aware (g)	Aware CAN	Aware CANNOT	Not aware (i)	Yes (k)	No (l)	
		packag e (a)	alone (b)					in- contra ct (c)	in- crease (h)				in- crease (j)
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Yes	491	379	109	401	372	29	81	396	292	105	95	119	372
	29%ij	31%b	25%	29%	29%	33%	35%	35%Tj	45%Tg	22%j	17%	31%	29%
No	535	371	161	450	414	36	64	387	129	257	148	115	420
	32%hj	30%	37%a	33%	33%	41%	28%	35%hj	20%	55%Tgh	26%h	30%	32%
Don't know/Can't remember	632	460	149	479	463	16	85	319	224	95	313	132	500
	37%egi	38%	34%	35%e	36%e	19%	37%e	29%kl	34%gi	20%	54%Tgh	34%	38%
Not applicable, as I did not have a mobile at that time	35	15	19	30	24	6	1	17	8	9	18	21	14
	2%	1%	4%Ta	2%	2%	7%Tcdf	1%	2%	1%	2%	3%	6%Ti	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 88  
**Q25. Thinking back to around March/April 2022, did the broadband provider you were with at the time increase your monthly payment?**  
**Base: Those who took out their contract over 12 months ago**

	Gender			Age							Social Grade					Urban/Rural		Country										Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)	
Unweighted base	811	384	421	45	120	145	133	142	154	72	165	278	368	220	211	216	164	431	380	648	163	685	60	45	21	60	27	93	70	81	55	45	76	69	121	128	73	21
Weighted base	791	373	411	54*	127*	129	129*	129	159	64*	181	258	352	212	200	187	192	411	380	639	152	681	55*	38*	17**	55*	31**	80*	61*	72*	52*	38*	74*	121*	128*	61*	17**	
Yes	229	113	116	24	32	38	48	39	30	18	55	86	87	74	58	48	49	132	97	187	42	192	16	16	4	16	6	19	14	21	14	16	24	37	43	14	4	
	29%h	30%	28%	44%hi	25%	30%	37%hi	30%h	19%	28%	31%h	33%hi	25%	35%r	29%	25%	26%	32%	26%	29%	27%	28%	30%	41%	25%	30%	6	20%	24%	30%	41%	32%	30%	34%	22%	25%		
No	248	115	128	17	45	38	35	42	49	21	63	74	111	62	56	58	72	118	130	207	40	212	21	9	5	21	16	23	20	24	12	9	20	43	34	21	5	
	31%	31%	31%	32%	36%	30%	27%	32%	31%	32%	35%	29%	32%	29%	28%	31%	37%	29%	34%	32%	27%	31%	38%	24%	28%	38%	52%	28%	33%	34%	23%	24%	27%	36%	26%	34%	28%	
Don't know/Can't remember	310	142	165	13	48	51	45	48	80	25	60	96	153	76	84	80	70	160	150	241	69	271	18	13	8	18	8	38	26	25	13	30	41	52	26	8		
	39%	38%	40%	23%	38%	40%	35%	37%	50%Tcf	40%	33%	37%	44%c	36%	42%	43%	36%	39%	40%	38%	45%	40%	32%	34%	47%	32%	25%	47%	43%	36%	49%	34%	40%	34%	40%	42%	47%	
Not applicable, as I did not have a mobile at that time	5	3	2	1	2	2	1	-	-	2	3	-	-	2	2	1	2	3	4	1	5	-	-	-	-	1	-	1	1	1	-	1	-	-	1	-		
	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	3%	-	1%	1%	1%	2%	-	1%	-	-	1%	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 89  
**Q25. Thinking back to around March/April 2022, did the broadband provider you were with at the time increase your monthly payment?**  
**Base: Those who took out their contract over 12 months ago**

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / £1,500 and above per week (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	811	744	59	583	11	58	97	107	46	3	225	50	75	180	161	154	72	41	33	45	74	125	68	8	601	14	196	91	440	202
Weighted base	791	708	67**	580	13**	55*	86*	102*	45*	5**	206	52**	70*	165	146	153	77**	45*	37**	45*	70*	111*	63*	6**	592	21**	177	93*	404	211
Yes	229	196	22	161	5	18	30	36	19	-	68	10	16	39	46	49	33	19	6	10	14	27	15	3	176	9	44	20	118	73
	29%	28%	32%	28%	39%	33%	34%	35%	43%	-	33%	20%	23%	24%	31%	32%	42%	41%	17%	22%	21%	25%	51%	30%	43%	25%	22%	29%	35%	
No	248	220	24	188	3	19	23	27	8	2	58	23	29	56	42	49	23	12	4	9	24	38	21	1	192	4	52	36	132	67
	31%	31%	37%	32%	25%	34%	27%	26%	19%	48%	28%	45%	41%	34%	29%	32%	30%	27%	10%	21%	34%	34%	24%	32%	18%	29%	38%	33%	31%	
Don't know/Can't remember	310	287	21	230	5	17	33	37	17	3	77	18	24	69	58	55	21	14	26	26	31	45	25	1	223	8	79	37	150	71
	39%	41%	31%	40%	35%	32%	38%	36%	38%	52%	38%	35%	34%	41%	39%	36%	28%	30%	69%	57%	44%	41%	25%	39%	39%	44%	40%	37%	33%	
Not applicable, as I did not have a mobile at that time	5	5	-	2	-	1	1	2	-	-	3	-	1	2	1	-	-	1	1	1	1	1	-	2	-	3	-	3	1	
	1%	1%	-	*	-	1%	1%	2%	-	-	1%	-	1%	1%	*	-	-	1%	3%	-	1%	1%	2%	-	*	-	2%	-	1%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 90  
**Q25. Thinking back to around March/April 2022, did the broadband provider you were with at the time increase your monthly payment?**  
**Base: Those who took out their contract over 12 months ago**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle d	Standa lone (b)	Total in- contra ct (c)	30 day rollin g (e)	Out of contra ct (f)	Total aware (g)	Aware CAN	Aware CANNOT	Not aware (i)	Yes (k)	No (l)	
		packag e (a)	alone (b)					Fixed (d)	in crease (h)				in crease (j)
Unweighted base	811	595	206	482	422	60	234	532	373	159	279	-	811
Weighted base	791	578	205	475	409	66*	226	499	336	163	292	**	791
Yes	229	169	56	141	116	25	79	179	156	24	49	-	229
	29%ij	29%	28%	30%	28%	37%	35%	36%Tj	46%Tgj	15%	17%	-	29%
No	248	175	71	166	138	27	61	163	64	99	85	-	248
	31%h	30%	35%	35%	34%	41%	27%	33%h	19%	61%Tgh	29%h	-	31%
Don't know/Can't remember	310	229	77	165	151	14	85	152	115	38	157	-	310
	39%egi	40%	38%	35%	37%	22%	37%	31%	34%i	23%	54%Tgh	-	39%
Not applicable, as I did not have a mobile at that time	5	5	-	3	3	-	1	4	1	2	1	-	5
	1%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 91  
**Q26. How did you respond to the price increase in March/April 2022?**  
**Base: All who had a broadband price increase in March/April**

	Gender			Age										Social Grade						Urban/Rural		Country												Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)						
Unweighted base	495	266	228	32	70	90	106	87	73	37	102	196	197	148	132	117	98	280	215	404	91	418	34	32	11	34	20	57	41	60	33	32	46	48	61	52	11						
Weighted base	491	272	218	41**	66*	80*	109*	82*	80*	34*	107*	189	196	149	129	105*	108*	278	213	408	83*	409	40**	31**	11**	40**	17**	50*	35*	53*	30**	31**	48*	65*	64*	48*	11**						
I just accepted the price rise	276	156	120	18	37	44	63	48	40	26	55	108	114	76	77	62	60	154	123	217	59	227	26	16	8	26	10	30	15	27	18	16	29	27	44	27	8	68%					
I checked my terms and conditions/contract	35	20	14	7	2	5	7	7	5	4	9	11	15	19	8	3	6	27	8	30	6	26	5	1	1	5	1	3	4	2	1	4	8	2	4	1	7%						
I looked online to find out more about the price rise	58	39	19	7	11	11	14	10	4	2	17	25	16	27	16	9	6	43	15	53	5	52	4	2	-	4	3	4	8	10	3	2	6	7	3	6	-						
I complained to my provider	42	24	18	5	11	3	14	3	3	3	15	18	9	11	12	5	13	24	18	37	4	38	2	1	-	2	4	4	6	3	1	1	10	3	3	-	-						
I negotiated a better deal with my provider	108	52	56	14	19	15	20	20	20	1	32	35	41	34	32	19	23	66	42	96	13	94	6	5	3	6	3	7	10	12	6	5	11	22	14	10	3	22%					
I decided to take up the option to leave my existing provider without penalty	40	30	18	5	10	8	6	4	12	4	15	14	20	17	10	13	8	27	22	42	6	38	7	4	-	7	3	8	2	3	1	4	10	3	4	-	-						
Other (WRITE IN)	3	1	2	-	1	-	1	1	-	-	1	1	1	*	1	-	2	2	2	3	3	3	-	-	-	-	-	1	1	-	-	-	-	-	1	1	-						
Don't know/Can't remember	12	4	7	-	2	4	2	2	1	-	2	6	4	2	2	3	5	4	8	10	2	8	2	2	-	2	-	-	1	1	2	2	1	1	-	1	-	-					
NET: Did something	232	130	101	28	34	36	47	36	40	10	62	84	87	80	59	45	48	139	93	206	26	197	18	13	4	18	9	23	22	28	10	13	21	39	21	24	4						
	47%t	48%	46%	67%	52%	46%	43%	44%	51%	30%	57%j	44%	44%	53%	46%	43%	44%	50%	44%	51%t	31%	48%	44%	32%	44%	54%	45%	61%H	54%	34%	43%	44%	33%	50%	32%	32%	32%						

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 92  
**Q26. How did you respond to the price increase in March/April 2022?**  
**Base: All who had a broadband price increase in March/April**

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	495	451	42	340	19	40	63	60	44	-	155	28	50	96	100	100	60	31	11	19	41	73	42	5	372	8	115	55	267	143	
Weighted base	491	439	42*	344	17**	37**	61*	57*	47*	**	148	26**	43*	88*	89*	101*	69*	39**	16**	20**	36**	70*	39*	4**	371	12**	108*	52*	244	160	
I just accepted the price rise	276	247	24	190	9	24	34	26	31	-	86	13	23	52	52	54	41	24	4	14	17	40	24	1	209	9	59	26	138	95	
	56%	56%	57%	55%	53%	63%	56%	46%	66%	-	58%	47%	53%	59%	59%	54%	59%	60%	25%	69%	48%	58%	62%	22%	56%	70%	55%	50%	56%	59%	
I checked my terms and conditions/contract	35	32	3	26	4	3	5	4	3	-	9	2	1	12	3	8	3	5	1	-	3	9	5	-	23	2	10	3	18	13	
	7%	7%	8%	8%	25%	9%	9%	8%	6%	-	7%	7%	3%	14%	4%	7%	5%	12%	9%	-	9%	13%	13%	-	6%	14%	10%	6%	7%	8%	
I looked online to find out more about the price rise	58	50	8	36	7	8	10	9	5	-	22	2	1	7	11	16	8	9	3	1	3	8	5	-	45	2	11	3	27	24	
	12%	11%	20%	10%	40%	21%	17%	16%	10%	-	15%	7%	2%	8%	12%	16%	12%	23%	17%	7%	8%	12%	12%	-	15%	12%	10%	6%	11%	15%	
I complained to my provider	42	35	6	27	4	5	6	9	3	-	15	3	5	8	8	8	8	2	2	-	6	6	4	-	33	*	8	5	23	13	
	8%	8%	15%	8%	21%	14%	9%	16%	7%	-	10%	9%	11%	9%	8%	11%	5%	12%	-	15%	9%	9%	-	-	9%	4%	8%	9%	9%	8%	
I negotiated a better deal with my provider	108	92	11	75	5	8	15	21	10	-	33	5	13	15	21	21	13	9	10	2	14	11	7	3	83	2	23	14	53	30	
	22%	21%	25%	22%	29%	21%	24%	37%	21%	-	23%	19%	31%	17%	23%	20%	19%	22%	63%	8%	39%	16%	18%	78%	22%	15%	22%	27%	22%	19%	
I decided to take up the option to leave my existing provider without penalty	49	42	7	34	2	5	8	9	6	-	14	2	4	11	9	7	8	3	2	3	6	15	6	-	30	*	18	5	25	14	
	10%	10%	16%	10%	12%	12%	13%	16%	12%	-	10%	9%	10%	12%	10%	7%	12%	7%	12%	14%	17%	21%	TTx	15%	-	8%	4%	17%	9%	10%	9%
Other (WRITE IN)	3	3	-	3	-	-	-	-	-	-	-	1	-	1	2	-	-	-	-	-	1	2	-	-	2	-	2	-	3	1	
	1%	1%	-	1%	-	-	-	-	-	-	-	-	2%	-	1%	2%	-	-	-	-	3%	2%	-	-	*	-	1%	-	1%	-	
Don't know/Can't remember	12	12	-	8	-	2	3	-	1	-	4	2	1	2	1	3	2	-	1	*	1	-	1	-	10	1	4	4	3		
	2%	3%	-	2%	-	6%	5%	-	1%	-	3%	6%	2%	2%	1%	3%	3%	-	4%	2%	3%	-	3%	-	3%	9%	1%	8%	TB	2%	
NET: Did something	232	201	25	163	11	17	31	35	18	-	69	12	19	43	43	48	30	18	13	6	23	35	17	3	170	5	56	26	117	70	
	47%	46%	61%	47%	66%	46%	51%	61%	39%	-	46%	46%	45%	49%	48%	48%	44%	46%	80%	29%	63%	51%	44%	78%	46%	44%	52%	51%	48%	44%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 93  
**Q26. How did you respond to the price increase in March/April 2022?**  
**Base: All who had a broadband price increase in March/April**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle of package (a)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	495	378	114	405	380	25	79	412	307	105	83	120	375
Weighted base	491	379	109*	401	372	29**	81*	396	292	105*	95*	119*	372
I just accepted the price rise	276	213	60	210	201	10	62	224	192	32	53	56	221
	56% <i>ki</i>	56%	55%	52%	54%	33%	76% <i>Tcd</i>	56% <i>ki</i>	66% <i>Tgi</i>	31%	55% <i>ki</i>	47%	59% <i>kl</i>
I checked my terms and conditions/contract	35	29	6	33	30	3	3	33	21	13	2	8	27
	7%	8%	6%	8%	8%	10%	3%	8%	7%	12% <i>lj</i>	2%	7%	7%
I looked online to find out more about the price rise	58	51	6	42	39	3	15	48	33	15	10	11	47
	12%	14%	5%	10%	10%	10%	19%	12%	11%	14%	11%	9%	13%
I complained to my provider	42	33	8	36	31	5	5	32	19	14	10	6	36
	8%	9%	7%	9%	8%	16%	6%	8%	6%	13%	10%	5%	10%
I negotiated a better deal with my provider	108	88	20	92	80	12	14	87	54	33	21	27	81
	22%	23%	18%	23%	22%	40%	18%	22%	19%	32% <i>lh</i>	22%	23%	22%
I decided to take up the option to leave my existing provider without penalty	49	33	15	43	43	*	5	42	24	19	6	14	34
	10%	9%	14%	11%	11%	1%	7%	11%	8%	18% <i>Th</i>	7%	12%	9%
Other (WRITE IN)	3	2	1	3	3	1	-	3	1	2	1	2	1
	1%	1%	1%	1%	1%	2%	-	1%	*	2%	1%	2%	*
Don't know/Can't remember	12	9	3	8	8	-	1	6	4	2	6	7	5
	2%	2%	2%	2%	2%	-	1%	1%	1%	2%	6% <i>gh</i>	5% <i>kl</i>	1%
NET: Did something	232	184	46	198	178	19	31	191	117	74	40	55	176
	47%	49%	43%	49%	48%	65%	39%	48% <i>lh</i>	40%	71% <i>Tgh</i>	43%	47%	47%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 94  
**Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age							Social Grade						Urban/Rural		Country					Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*
I have no formal qualifications (and I am not still studying)	74	42	32	-	4	3	5	3	37	22	4	8	62	7	6	21	40	13	61	54	20	67	5	1	1	5	*	6	10	7	6	1	13	11	11	5	1
Entry level qualification such as ESOL, ELC or Skills for Life	8	3	5	1	1	2	-	4	-	-	2	2	4	2	1	2	4	4	5	3	5	2	-	-	2	1	3	-	1	-	-	-	-	-	-	-	-
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	122	66	56	2	18	17	17	29	27	12	20	35	67	13	23	44	42	36	86	100	22	106	8	4	4	8	8	11	8	12	11	4	12	10	19	14	4
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	280	127	152	6	25	32	62	63	27	31	94	155	29	85	74	92	114	186	216	64	244	17	15	19	4	17	10	32	22	22	28	15	32	21	54	23	4
Level 1-2 vocational qualification or intermediate apprenticeship	78	29	49	4	5	12	16	16	17	8	10	28	40	7	10	29	32	17	61	64	14	67	3	2	6	11	13	6	3	4	2	11	*	15	4	6	
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	190	104	86	22	22	35	45	26	34	6	44	79	66	43	61	45	41	104	86	162	28	155	25	5	5	25	5	24	19	25	8	5	13	19	25	16	5
Level 3 vocational qualification or advanced apprenticeship	84	46	38	4	12	19	10	20	11	16	29	38	12	9	36	27	21	63	67	17	75	2	5	2	2	3	9	5	7	9	5	10	13	9	9	2	
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	132	73	58	5	9	22	35	27	23	10	57	60	33	41	30	28	73	59	101	30	101	13	11	7	13	4	14	8	10	8	11	12	16	11	17	7	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 94  
**Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age										Social Grade										Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)								
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*								
Level 4-5 vocational qualification or higher apprenticeship	67	37	30	5	8	9	7	12	15	10	13	16	37	17	21	20	9	39	28	54	13	54	7	5	7	5	8	3	4	2	5	11	9	5	8	1	2%								
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	425	209	211	36	103	85	79	52	50	19	139	164	122	173	141	46	65	314	111	350	75	350	44	19	11	44	10	45	34	32	26	19	34	75	54	39	11								
Level 6 vocational qualification or degree apprenticeship	10	6	4	-	2	-	2	1	2	3	2	6	3	5	2	-	7	2	6	4	10	-	-	-	-	-	2	1	1	-	-	-	-	-	6	-	-								
University higher degree (e.g. Masters, PhD or equivalent)	186	103	80	15	54	40	26	20	27	5	68	66	52	116	45	11	14	161	25	155	31	144	23	10	9	23	6	14	12	14	11	10	19	33	18	17	9								
Still studying/ still at school	15	8	7	13	1	1	-	-	-	-	4	1	-	4	9	2	-	14	2	11	4	13	2	-	-	2	1	3	1	1	*	-	1	5	-	-	-								
Prefer not to say	14	9	5	2	4	2	5	1	*	-	6	7	1	2	4	2	6	6	8	9	5	13	-	1	-	-	2	2	-	-	1	-	3	5	1	-	-								
Don't know	9	4	5	-	2	-	-	4	1	2	2	5	-	-	-	5	4	-	9	7	2	9	-	-	-	-	-	-	3	1	-	1	-	-	1	-	-								

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 95  
**Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	From £200 to £299 per year (k)	From £300 to £499 per year (l)	From £500 to £699 per year (m)	From £700 to £999 per year (n)	From £1,000 to £1,499 per year (o)	From £1,500 to £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
I have no formal qualifications (and I am not still studying)	74	71	3	68	2	3	1	3	3	-	6	12	13	21	10	2	-	1	10	5	8	16	12	1	48	-	26	13	45	2
Entry level qualification such as ESOL, ELC or Skills for Life	8	7	1	6	1	-	-	1	-	-	2	-	1	3	-	2	-	-	1	1	3	2	-	-	3	-	5	1	4	1
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	122	112	8	96	2	10	13	7	3	-	26	11	16	27	26	15	5	3	8	10	17	26	12	1	81	4	37	23	65	16
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	280	260	19	220	3	13	27	29	17	2	57	21	34	80	64	39	17	5	4	16	27	43	23	2	210	4	66	45	159	56
Level 1-2 vocational qualification or intermediate apprenticeship	78	74	4	60	6	5	5	6	1	-	19	6	15	19	12	13	5	-	2	6	13	23	10	1	49	-	30	9	55	7
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	190	177	13	131	7	13	16	21	19	1	58	10	14	40	37	46	17	14	7	5	12	27	10	1	153	4	33	22	103	53
Level 3 vocational qualification or advanced apprenticeship	84	76	8	52	1	11	6	12	17	-	32	12	15	13	17	16	3	1	2	4	10	12	8	-	61	2	21	17	44	16

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 95  
**Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity		Children 18 or Under						Household income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	132	126	5	95	1	5	19	18	11	-	37	4	10	18	40	26	17	3	5	8	12	23	10	-	94	4	34	9	74	37
Level 4-5 vocational qualification or higher apprenticeship	67	64	3	52	2	5	7	7	4	-	15	1	9	11	12	12	8	7	2	5	8	15	7	-	48	-	19	3	35	22
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	425	383	49	310	4	29	56	43	25	1	113	16	27	81	55	95	72	42	21	15	34	54	26	2	328	14	83	32	175	182
Level 6 vocational qualification or degree apprenticeship	10	10	-	6	-	3	-	1	-	-	4	-	1	3	1	-	2	3	-	-	-	1	-	-	9	-	1	-	5	5
University higher degree (e.g. Masters, PhD or equivalent)	186	158	25	122	7	22	30	28	13	-	64	7	6	22	18	41	42	37	8	5	14	18	12	2	154	3	29	15	53	104
Still studying/ still at school	15	10	6	12	-	-	-	2	3	-	3	3	-	-	-	5	2	-	2	4	1	1	-	-	12	2	1	3	3	3
Prefer not to say	14	13	2	6	-	1	4	4	1	2	6	-	1	1	1	-	-	-	5	4	6	2	-	-	6	3	6	1	2	1
Don't know	9	9	-	7	-	-	-	2	-	-	2	1	1	2	-	-	-	-	2	-	1	2	2	-	5	-	4	1	5	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 96  
**Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
I have no formal qualifications (and I am not still studying)	74	53	19	53	50	3	10	41	27	14	33	13	61
	4%	4%	4%	4%	4%	3%	4%	4%	4%	3%	6%	3%	5%
Entry level qualification such as ESOL, ELC or Skills for Life	8	5	3	6	6	-	1	6	2	4	2	1	6
	*	*	1%	*	1%	-	*	1%	*	1%	*	*	*
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	122	88	29	101	96	5	17	87	50	38	35	32	90
	7%	7%	7%	7%	8%	6%	7%	8%	8%	8%	6%	8%	7%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	280	217	59	230	220	10	33	183	98	84	97	62	218
	17%	18%	13%	17%	17%	11%	14%	16%	15%	18%	17%	16%	17%
Level 1-2 vocational qualification or intermediate apprenticeship	78	50	23	56	52	4	12	46	22	24	33	21	57
	5%	4%	5%	4%	4%	4%	5%	4%	3%	5%	6%	6%	4%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	190	141	48	146	135	11	36	129	87	42	61	37	153
	11%	11%	11%	11%	11%	12%	16%	12%	13%	9%	11%	10%	12%
Level 3 vocational qualification or advanced apprenticeship	84	61	23	67	65	3	12	52	36	16	32	16	68
	5%	5%	5%	5%	5%	3%	5%	5%	5%	4%	6%	4%	5%
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	132	107	23	108	99	9	15	85	50	35	47	30	102
	8%	9%	5%	8%	8%	10%	6%	8%	8%	8%	8%	8%	8%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 96

**Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of package (a)	Standalone (b)	Total in-contract (c)	30 day rolling Fixed (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Level 4-5 vocational qualification or higher apprenticeship	67 4%	50 4%	17 4%	62 5% <sup>f</sup>	59 5% <sup>f</sup>	4 4%	3 1%	50 4%	25 4%	25 5%	17 3%	13 3%	54 4%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	425 25%	289 24%	131 30% <sup>ka</sup>	349 26%	322 25%	27 30%	61 26%	271 24%	162 25%	110 24%	154 27%	94 24%	331 25%
Level 6 vocational qualification or degree apprenticeship	10 1%	9 1%	1 *	8 1%	8 1%	- -	- -	8 1%	4 1%	3 1%	2 *	3 1%	7 1%
University higher degree (e.g. Masters, PhD or equivalent)	186 11% <sup>j</sup>	133 11%	50 11%	148 11%	137 11%	10 12%	29 13%	143 13% <sup>j</sup>	81 12% <sup>j</sup>	62 13% <sup>j</sup>	43 8%	56 15% <sup>k</sup>	130 10%
Still studying/ still at school	15 1%	9 1%	5 1%	14 1%	12 1%	2 2%	* *	8 1%	4 1%	4 1%	7 1%	4 1%	11 1%
Prefer not to say	14 1%	10 1%	4 1%	7 1%	7 1%	- -	1 1%	7 1%	4 1%	3 1%	7 1%	2 1%	12 1%
Don't know	9 1%	4 *	4 1%	6 *	4 *	2 2%	1 1%	4 *	2 *	1 *	5 1%	1 *	8 1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 97  
**Q28. Do you or anyone in your household currently receive any of the following benefits?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age												Social Grade						Urban/Rural		Country											Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-44 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	Englan d (u)	Scot- land (v)	Wales (w)	North- ern Ire- land (x)	Scot- land (y)	North East (z)	North West (A)	York- shire & Humb- erside (B)	West Mid- lands (C)	East Mid- lands (D)	Wales (E)	East- ern (F)	London (G)	South East (H)	South West (I)	North- ern Ire- land (J)								
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	152	63	50							
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*								
Attendance Allowance	41	25	17	3	2	5	*	2	10	19	5	5	31	9	7	12	14	16	26	33	9	35	2	4	-	2	3	6	3	2	4	4	8	4	5	*	*	-							
Income Support	26	10	16	1	8	3	7	5	*	1	9	10	7	3	*	1	21	4	22	24	1	21	5	-	-	5	1	1	3	4	-	3	3	3	1	4	-								
Income-based Jobseeker's Allowance	12	6	6	1	3	3	-	5	1	-	4	3	5	1	4	2	6	4	8	12	1	9	1	-	2	1	-	6	2	-	-	-	1	1	-	-	-	2							
Pensions Credit (Guaranteed Credit)	48	27	19	5	4	6	4	3	11	12	10	10	26	7	7	2	31	14	33	40	6	41	2	3	1	2	11	8	1	4	1	3	2	5	8	1	1								
Pensions Credit (no Guaranteed Credit)	7	3	4	1	1	2	-	2	-	2	2	3	2	1	2	3	2	5	7	*	6	1	-	-	1	-	2	1	1	-	-	*	2	-	-	-	-								
Employment and Support Allowance (ESA)	95	42	49	1	12	19	29	29	5	-	13	48	34	8	12	13	61	20	75	77	18	77	9	3	7	9	3	12	7	8	3	3	9	12	16	8	7								
Universal Credit (and household has other earnings)	95	33	61	10	22	19	15	17	11	1	32	34	29	15	28	16	36	43	52	79	17	81	5	8	2	5	6	15	10	10	6	8	8	11	7	5	9	2							
Universal Credit (and household has no other earnings)	36	14	21	3	13	4	11	3	1	1	16	15	5	1	4	1	31	4	31	30	6	29	6	1	-	6	1	1	6	*	1	1	6	8	6	-	-								
Personal Independence Payment (PIP)	167	77	85	9	12	29	41	41	32	1	21	71	75	18	29	35	85	47	120	124	43	126	23	7	11	23	6	17	16	12	10	7	13	10	26	16	11								
Carer's Allowance	69	30	38	2	6	14	19	7	2	8	33	29	10	14	14	31	24	46	60	9	55	12	2	1	12	5	12	5	5	5	2	7	10	4	3	1	1								
Care Leavers Allowance	4	4	-	-	1	1	-	-	2	2	2	6	1	-	3	1	-	3	1	3	1	4	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-	-							
Disability Living Allowance (DLA)	70	26	43	1	7	20	11	5	11	15	8	30	31	8	12	14	36	20	50	55	15	49	12	2	7	12	4	8	6	4	7	2	4	3	9	4	7								

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J

\* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 97  
**Q28. Do you or anyone in your household currently receive any of the following benefits?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age							Social Grade					Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*
Other (WRITE IN)	33	15	18	-	8	4	9	2	8	1	8	13	11	1	7	5	19	8	25	26	6	28	3	1	3	1	3	2	4	1	4	8	4	4	4	1	1
None of these	1214	647	564	83	201	189	214	195	239	92	285	403	527	395	361	281	177	756	458	972	242	1018	107	56	33	107	40	135	89	104	87	56	114	158	176	115	33
Don't know	10	5	6	3	3	2	1	*	-	-	7	3	*	4	2	3	2	8	5	10	-	8	2	-	2	-	1	-	1	-	-	1	5	1	-	-	-
Prefer not to say	34	16	18	9	3	8	6	4	2	1	12	14	7	4	9	11	13	20	30	4	31	2	1	-	2	3	2	1	2	1	6	11	1	4	1	4	-
NET: Any benefits	435	198	231	22	63	81	88	75	70	37	85	169	182	57	90	77	211	147	288	349	86	358	41	20	16	41	23	54	42	34	27	20	49	43	53	33	16
	26%mnq	23%	28%ka	19%	23%	29%	28%	27%	22%	28%	22%	29%	25%	12%	20%im	21%im	53%Tmn	16%	37%Tmn	26%	26%	25%	27%	26%	33%	27%	35%G	28%	32%G	24%	23%	26%	29%	20%	23%	22%	33%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 98  
**Q28. Do you or anyone in your household currently receive any of the following benefits?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under							Household income										Disability					Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 16 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £1,199 per week / Up to £10,400 per year (k)	From £200 to £299 per week / From £1,599 to £15,999 per year (m)	From £300 to £499 per week / From £2,599 to £26,000 per year (n)	From £500 to £699 per week / From £3,999 to £36,399 per year (o)	From £700 to £999 per week / From £5,999 to £52,000 per year (p)	From £1,000 to £1,499 per week / From £7,999 to £77,999 per year (q)	£1,500 and above per week / £78,000 and above per year (r)	Don't know (t)	Refused (s)	Yes - mental condition (u)	Yes - physical condition (v)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480	
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	303	194	827	504	
Attendance Allowance	41	36	6	39	-	2	-	-	-	2	-	8	14	10	3	2	-	-	2	3	5	26	5	-	11	2	28	-	32	5	
	2%gpx	2%	4%	3%gj	-	1%	-	-	-	*	-	5%opq	4%o	3%	1%	1%	-	-	2%	3%	3%	10%TTx	4%xx	-	1%	5%	7%TTx	-	2%	4%AC	
Income Support	26	24	1	14	*	4	7	3	3	-	12	5	5	6	4	*	1	-	4	*	7	11	8	*	8	1	17	12	8	1	
	2%C	2%	1%	1%	4%c	4%Tc	2%	3%	-	3%c	4%o	3%o	2%	1%	*	1%	-	-	5%o	*	4%TTx	4%TTx	6%TTx	5%	1%	2%	4%TTx	6%TBC	1%	*	
Income-based Jobseeker's Allowance	12	11	1	10	1	*	-	-	-	2	2	5	2	-	*	-	-	-	2	1	5	3	6	-	5	-	8	3	7	-	
	1%	1%	1%	4%gj	1%	*	-	-	-	*	1%	3%Tnop	1%	-	*	-	-	-	2%n	1%	3%TTx	1%	4%TuTx	-	*	-	2%TTx	2%C	1%	-	
Pensions Credit (Guaranteed Credit)	46	42	4	42	-	*	2	2	-	4	8	15	10	7	2	1	-	-	3	*	13	26	12	-	16	-	31	10	31	1	
	3%pxxC	3%	3%	3%	-	*	1%	1%	-	1%	8%Tnopq	9%Tmnop	3%o	2%	2	*	-	-	4%o	*	8%TTx	10%TTx	9%TTx	-	1%	-	8%TTx	5%C	4%C	*	
Pensions Credit (no Guaranteed Credit)	7	5	2	3	1	*	1	2	-	4	*	1	1	2	-	1	-	-	1	*	2	1	*	-	5	-	2	2	2	2	
	*	*	1%	*	3%c	*	1%	1%	-	1%	*	1%	1%	1%	-	1%	-	-	1%	*	1%	*	*	-	*	-	1%	1%	2	*	
Employment and Support Allowance (ESA)	95	86	3	78	-	2	6	4	9	-	17	19	15	29	17	6	1	2	3	3	50	49	35	3	15	5	74	24	59	5	
	6%opxC	6%	2%	6%g	-	2%	4%	2%	7%	-	4%	18%Tmnop	9%opq	6%op	6%op	2%	*	1%	4%	4%	30%TuTx	19%TTx	26%TTx	27%	14%	14%	19%TTx	13%TBC	7%C	1%	
Universal Credit (and household has other earnings)	95	89	6	43	4	14	19	23	17	-	52	14	10	29	18	13	4	4	5	2	19	21	10	1	58	1	36	31	50	8	
	6%cpC	6%	4%	11%c	11%Tc	11%Tc	13%Tc	14%Tc	-	12%Tc	14%Topqs	6%p	9%op	6%p	6%p	4%p	1%	4%	6%p	2%	12%TTx	8%px	8%	10%	5%	2%	9%TTx	16%TBC	6%C	8%	
Universal Credit (and household has no other earnings)	36	36	-	20	2	11	5	6	1	-	16	20	5	4	*	*	1	-	5	-	15	11	7	-	14	-	22	6%TTx	23	7	1
	2%noBC	2%	-	2%	6%	9%Tchj	3%	4%	1%	-	4%c	19%Tlmmo	3%no	1%	-	-	-	-	7%Tmnop	-	9%TTx	4%x	5%TTx	-	1%	-	6%TTx	12%TBC	1%	-	
Personal Independence Payment (PIP)	167	154	6	135	-	3	9	13	14	-	32	17	31	50	30	15	8	4	7	5	75	90	75	3	26	6	133	28	105	22	
	10%befo	10%b	4%	11%efj	-	3%	5%	7%	12%def	-	7%	16%opq	19%Tnop	15%Topq	10%opq	5%	4%	3%	9%	6%	45%TuTx	34%TTx	57%TuTx	33%	2%	21%	34%TTx	14%C	13%C	4%	
Carer's Allowance	69	62	6	41	1	7	13	13	10	-	28	7	4	20	17	7	3	-	7	3	15	25	19	1	32	2	36	19	35	5	
	4%xc	4%	4%	3%	2%	6%	7%c	7%c	8%c	-	6%c	7%opq	3%	6%opq	6%opq	2%	2%	-	9%opq	4%	9%TTx	10%TTx	14%TTx	15%	3%	4%	9%TTx	10%TBC	4%C	1%	
Care Leavers Allowance	4	4	-	4	-	-	-	-	-	-	-	-	-	3	1	-	-	-	-	-	1	-	-	-	2	-	1	1	3	-	
	*	*	-	*	-	-	-	-	-	-	-	-	-	1%	*	-	-	-	-	-	1%	-	-	-	*	-	*	1%	*	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 98  
**Q28. Do you or anyone in your household currently receive any of the following benefits?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity			Children 18 or Under							Household income											Disability					Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (l)	Up to £109 per week / £10,399 to per year (k)	From £200 to £299 per week / £15,999 to per year (l)	From £300 to £499 per week / £15,600 to per year (m)	From £500 to £699 per week / £25,999 to per year (n)	From £700 to £899 per week / £36,399 to per year (o)	From £900 to £1,099 per week / £51,999 to per year (p)	From £1,100 to £1,499 per week / £77,999 to per year (q)	£1,500 and above per week / £78,000 and above per year (r)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
Disability Living Allowance (DLA)	70	66	3	39	3%	7	14	17	10	-	31	7	16	17	15	7	2	-	6	-	15	25	22	1	27	1	41	18	44	3
Other (WRITE IN)	33	31	1	14	-	9	7	7	1	-	19	9	8	5	5	*	1	3	2	-	4	8	6	2	21	1	11	16	11	5
None of these	1214	1099	110	916	28	77	117	112	78	3	295	33	81	225	214	273	173	105	38	70	38	90	23	5	1063	18	133	72	575	459
Don't know	10	8	2	8	-	1	2	2	-	-	3	1	3	2	2	1	-	-	1	-	*	*	-	-	8	1	*	4	5	-
Prefer not to say	34	22	6	23	2	3	3	5	4	4	7	1	1	3	5	-	1	2	16	5	3	4	6	-	20	6	8	3	5	4
NET: Any benefits	435	400	28	295	7	39	62	62	37	-	140	70	79	112	75	40	14	9	25	11	126	167	103	5	171	12	252	116	241	41

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/t/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 99  
**Q28. Do you or anyone in your household currently receive any of the following benefits?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in-contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Attendance Allowance	41	35	5	35	33	1	5	22	15	7	19	11	31
	2%	3%	1%	3%	3%	2%	2%	2%	2%	2%	3%	3%	2%
Income Support	26	13	11	20	19	1	2	13	5	7	13	6	20
	2%	1%	3%	1%	2%	1%	1%	1%	1%	2%	2%	1%	2%
Income-based Jobseeker's Allowance	12	8	4	10	10	-	*	6	3	3	6	3	9
	1%	1%	1%	1%	1%	-	*	1%	*	1%	1%	1%	1%
Pensions Credit (Guaranteed Credit)	46	37	9	34	32	1	6	28	13	15	18	9	37
	3%	3%	2%	2%	3%	2%	3%	3%	2%	3%	3%	2%	3%
Pensions Credit (no Guaranteed Credit)	7	6	*	3	3	*	3	6	4	2	1	2	5
	*	*	*	*	*	*	1%cd	1%	1%	1%	*	1%	*
Employment and Support Allowance (ESA)	95	67	24	73	71	2	16	62	32	30	33	18	77
	6%	5%	5%	5%	6%	3%	7%	6%	5%	7%	6%	5%	6%
Universal Credit (and household has other earnings)	95	65	29	82	76	6	9	53	26	27	43	25	70
	6%	5%	7%	6%	6%	6%	4%	5%	4%	6%	7%h	7%	5%
Universal Credit (and household has no other earnings)	36	17	18	26	25	1	2	12	4	7	24	7	29
	2%h	1%	4%a	2%	2%	1%	1%	1%	1%	2%	4%Tghi	2%	2%
Personal Independence Payment (PIP)	167	118	44	133	128	5	21	109	55	54	58	35	132
	10%	10%	10%	10%	10%	5%	9%	10%	8%	12%	10%	9%	10%
Care's Allowance	69	53	16	61	60	1	3	46	28	18	23	24	46
	4%	4%	4%	4%	5%f	1%	1%	4%	4%	4%	4%	6%l	4%
Care Leavers Allowance	4	4	-	4	4	-	-	4	1	2	-	1	2
	*	*	-	*	*	-	-	*	*	1%	-	*	*
Disability Living Allowance (DLA)	70	52	16	59	58	1	3	40	22	18	30	18	52
	4%	4%	4%	4%	5%f	1%	1%	4%	3%	4%	5%	5%	4%
Other (WRITE IN)	33	23	9	28	26	1	4	20	10	9	13	10	23
	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 99  
**Q28. Do you or anyone in your household currently receive any of the following benefits?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in-contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
None of these	1214	885	308	977	914	63	173	829	492	337	385	273	941
	72%	72%	70%	72%	72%	72%	75%	74% <sup>j</sup>	75% <sup>j</sup>	72%	67%	70%	72%
Don't know	10	5	6	10	9	*	-	8	7	*	2	-	10
	1%	*	1%	1%	1%	1%	-	1%	1%	*	*	-	1%
Prefer not to say	34	22	12	26	17	9	5	22	17	5	12	6	28
	2%	2%	3%	2%	1%	10% <sup>Tcdf</sup>	2%	2%	3%	1%	2%	2%	2%
NET: Any benefits	435	315	113	348	333	15	53	260	136	123	176	109	326
	26% <sup>h</sup>	26%	26%	26%	26%	17%	23%	23%	21%	27% <sup>h</sup>	31% <sup>kh</sup>	28%	25%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 100  
**Q29. Are you currently receiving cheaper home broadband services for people who receive government benefits?**  
**Base: All who receive one or more benefits qualifying for a social tariff**

	Gender			Age							Social Grade					Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	428	195	228	19	61	75	82	88	64	39	80	157	191	60	97	86	185	157	271	334	94	355	38	23	12	38	19	58	46	38	27	23	51	32	49	35	12
Weighted base	410	187	218	21**	59*	75*	81*	74*	66*	35**	80*	155	175	56*	83*	69*	202	139	271	328	82*	334	40**	20**	16**	40**	20**	51*	40*	30*	26**	20**	46*	39**	50**	32**	16**
Yes	43	24	17	3	11	13	6	7	2	1	13	19	10	8	7	3	25	15	28	33	10	36	4	3	1	4	9	4	3	2	3	5	3	4	2	1	
	11%	13%	8%	13%	18%kl	18%kl	8%	10%	4%	2%	17%hkl	12%	6%	15%	8%	5%	12%	11%	10%	10%	13%	11%	10%	13%	7%	10%	20%	17%	10%	9%	6%	13%	10%	9%	8%	7%	
No	365	160	192	17	48	59	74	64	62	30	65	134	157	48	76	66	166	124	231	285	70	290	33	18	15	33	12	42	36	27	24	18	41	35	43	30	15
	87%	86%	88%	81%	81%	79%	92%	87%	84%e	85%	81%	86%	89%	85%	91%	95%p	82%	89%	85%	87%	86%	87%	82%	87%	93%	82%	59%	82%	90%	89%	94%	87%	90%	90%	88%	92%	93%
Don't know	12	3	9	1	*	2	-	2	1	4	2	2	8	-	1	-	12	1	12	11	1	9	3	-	-	3	4	*	-	1	-	-	-	1	3	-	-
	3%	2%	4%	6%	1%	3%	-	3%	2%	12%	2%	1%	5%	-	1%	-	6%q	*	4%	3%	1%	3%	8%	-	-	8%	22%	1%	-	2%	-	-	-	1%	5%	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 101  
**Q29. Are you currently receiving cheaper home broadband services for people who receive government benefits?**  
**Base: All who receive one or more benefits qualifying for a social tariff**

	Ethnicity			Children 18 or Under						NET: Yes (i)	Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)		Prefer not to answer (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	428	398	26	294	8	37	60	56	36	-	134	68	73	120	77	39	15	7	20	9	124	179	111	6	159	7	262	111	248	40
Weighted base	410	376	26**	285	7**	35**	52*	53*	35**	-**	125*	66*	74*	108*	69*	39**	13**	8**	25**	10**	124*	164	102*	5**	151	11**	248	105*	232	39*
Yes	43	40	3	31	1	3	8	7	2	-	12	7	8	9	7	4	2	-	3	3	21	15	9	1	15	1	27	11	24	2
	11%	11%	10%	11%	13%	8%	15%	12%	6%	-	9%	10%	11%	8%	11%	11%	16%	-	10%	29%	17%	9%	19%	6%	10%	6%	11%	11%	11%	6%
No	355	324	23	243	6	31	43	45	33	-	112	56	60	97	60	35	11	8	21	7	101	142	89	4	135	11	210	90	201	36
	87%	86%	90%	85%	87%	88%	83%	85%	94%	-	89%	85%	81%	90%	89%	89%	84%	100%	85%	71%	81%	87%	87%	81%	89%	94%	85%	85%	87%	93%
Don't know	12	12	-	11	-	1	1	1	-	-	1	3	6	1	1	-	-	-	1	-	3	7	4	-	1	-	11	5	6	1
	3%	3%	-	4%	-	4%	2%	3%	-	-	1%	5%	8%	1%	1%	-	-	-	5%	-	2%	4%	4%	-	1%	-	4%	4%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 102  
**Q29. Are you currently receiving cheaper home broadband services for people who receive government benefits?**  
**Base: All who receive one or more benefits qualifying for a social tariff**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	428	316	107	346	328	18	51	262	148	114	166	105	323
Weighted base	410	293	109*	327	313	14**	50*	242	126	116*	168*	98*	312
Yes	43	38	5	30	26	4	6	29	15	14	15	12	31
	11%	13%	5%	9%	8%	30%	11%	12%	12%	12%	9%	13%	10%
No	365	247	101	291	282	9	43	211	110	101	144	84	271
	87%	84%	92%	89%	90%	63%	87%	87%	87%	87%	86%	86%	87%
Don't know	12	8	3	5	4	1	1	3	2	1	9	2	10
	3%	3%	3%	2%	1%	7%	2%	1%	1%	1%	6%g	2%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 103  
**Q29. Are you currently receiving cheaper home broadband services for people who receive government benefits?**  
**Base: All who receive one or more benefits qualifying for a social tariff and are currently with a provider that offers a social tariff**

	Gender			Age							Social Grade						Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humber (bb)	West Midlands (cc)	East Midlands (dd)	Wales (ee)	East of England (ff)	London (gg)	South East (hh)	South West (ii)	Northern Ireland (jj)	
Unweighted base	276	128	145	15	41	50	58	52	39	21	56	108	112	41	67	54	114	108	168	214	62	225	26	14	11	26	10	35	30	23	15	14	39	21	34	18	11	
Weighted base	262	121*	138*	17**	35**	55*	54*	44*	41**	16**	52*	109*	102*	39*	56*	47*	119*	96*	166	208	54*	206	29**	12**	16**	29**	9**	26**	23**	18**	18**	12**	35**	27**	34**	17**	16**	
Yes	31	17	12	3	4	11	5	4	2	1	7	17	7	8	3	3	17	11	20	24	7	24	4	3	1	4	3	5	2	2	1	3	3	3	2	2	1	
	12%	14%	8%	16%	12%	21%	10%	10%	6%	5%	13%	16%	7%	19%	6%	7%	14%	11%	12%	11%	14%	11%	13%	21%	7%	13%	40%	18%	9%	11%	7%	21%	8%	12%	5%	15%	7%	
No	225	101	123	13	31	41	48	39	38	15	43	89	92	32	53	44	97	85	141	179	47	179	22	10	14	22	5	21	21	16	17	10	32	23	30	15	14	
	80%	84%	89%	77%	87%	75%	90%	87%	93%	85%	84%	82%	91%	81%	93%	93%	81%	88%	85%	86%	86%	87%	78%	79%	93%	78%	60%	81%	91%	89%	93%	79%	92%	86%	87%	86%	93%	
Don't know	6	3	3	1	*	2	-	2	1	-	2	2	2	-	1	-	5	1	5	6	-	4	2	-	-	2	-	*	-	-	-	-	1	3	-	-		
	2%	2%	2%	7%	1%	4%	-	4%	1%	-	3%	2%	2%	-	1%	-	5%	1%	3%	3%	-	2%	8%	-	-	8%	-	2%	-	-	-	-	2%	8%	-	-		

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 104  
**Q29. Are you currently receiving cheaper home broadband services for people who receive government benefits?**  
**Base: All who receive one or more benefits qualifying for a social tariff and are currently with a provider that offers a social tariff**

	Ethnicity		Children 18 or Under						Household Income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	276	255	18	183	4	29	43	39	22	-	93	41	41	66	60	28	13	5	16	6	80	116	69	4	105	4	167	73	151	30
Weighted base	262	239	20**	175	2**	27**	35*	37**	25**	-**	87*	42**	42**	52*	57*	27**	12**	6**	18**	6**	81*	106*	64*	3**	102*	4**	156	71*	137	31**
Yes	31	28	3	23	1	3	4	4	-	-	8	5	6	7	7	1	2	-	3	-	14	13	8	1	12	1	19	10	16	2
	12%	12%	13%	13%	50%	11%	12%	11%	1%	-	9%	12%	14%	13%	13%	3%	18%	-	14%	5%	17%	12%	29%	11%	17%	12%	13%	13%	12%	7%
No	225	206	17	147	1	22	30	32	24	-	78	35	35	44	49	26	10	6	14	5	65	92	54	2	90	3	132	59	119	28
	86%	86%	87%	84%	50%	84%	85%	85%	99%	-	89%	84%	84%	84%	86%	97%	82%	100%	79%	95%	81%	87%	84%	71%	88%	83%	85%	82%	87%	91%
Don't know	6	6	-	5	-	1	1	1	-	-	1	2	1	1	1	-	-	-	1	-	2	1	3	-	1	-	5	3	1	1
	2%	2%	-	3%	-	5%	3%	4%	-	-	2%	4%	3%	3%	1%	-	-	-	7%	-	3%	1%	4%	-	1%	-	3%	4%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 105

**Q29. Are you currently receiving cheaper home broadband services for people who receive government benefits?**

**Base: All who receive one or more benefits qualifying for a social tariff and are currently with a provider that offers a social tariff**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standalone (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	276	216	56	228	215	13	33	169	104	65	107	74	202
Weighted base	262	196	59*	216	207	10**	33**	155	89*	66*	107*	71*	191
Yes	31	26	5	24	20	4	5	19	9	10	12	9	22
	12%	13%	8%	11%	10%	42%	15%	12%	10%	15%	11%	13%	12%
No	225	166	52	188	182	6	27	133	79	55	92	61	165
	80%	85%	89%	87%	88%	58%	82%	80%	88%	84%	86%	81	85%
Don't know	6	3	2	4	4	-	1	3	2	1	3	2	4
	2%	1%	3%	2%	2%	-	3%	2%	2%	2%	3%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 106  
**Q30. Which one of these bands describes your total household income before tax or any other deductions are made?**  
**Base: All currently paying for a Fixed broadband internet service**

	Gender			Age							Social Grade					Urban/Rural		Country													Region						
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)
Unweighted base	1735	867	860	104	268	303	317	299	305	139	372	620	743	479	483	419	354	962	773	1384	351	1444	151	90	50	151	69	209	151	162	126	90	182	165	217	163	50
Weighted base	1694	866	819	117*	271	281	308	274	311	130	388	590	716	460	462	371	401	922	772	1362	332	1415	152	78*	49*	152	66*	192	132	142	114*	78*	170	217	231	152	49*
Up to £199 per week / Up to £10,399 per year	104	6%	5%	7%	8	17	13	27	20	16	5	24	39	10	12	9	74	22	83	93	11	89	13	3	-	13	2	10	14	12	6	3	10	16	13	7	-
From £200 to £299 per week / From £10,400 to £15,599 per year	164	10%	5%	13%	5	17	23	19	27	48	25	23	42	12	43	29	80	55	109	132	31	136	15	2	10	15	9	16	16	12	15	2	17	25	16	10	10
From £300 to £499 per week / From £15,600 to £25,999 per year	343	20%	17%	20%	16	34	40	63	20%	62	86	103	190	63	102	69	109	165	178	269	74	284	30	23	6	30	13	50	28	36	24	23	39	21	46	27	6
From £500 to £699 per week / From £26,000 to £36,399 per year	296	17%	18%	17%	14%	42	48	44	57	57	31	59	92	69	74	99	53	143	153	220	76	258	19	13	5	19	16	35	20	27	26	13	29	28	41	36	5
From £700 to £999 per week / From £36,400 to £51,999 per year	314	19%	17%	17%	32	53	60	56	49	53	10	85	116	104	93	83	34	197	117	262	52	253	34	16	11	34	11	32	21	28	22	16	30	41	36	32	11
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	189	11%	13%	9%	14	52	48	45	21	10	-	66	93	83	74	30	2	157	32	164	25	149	22	10	9	22	4	18	15	12	9	10	11	32	31	18	9
£1,500 and above per week / £78,000 and above per year	115	7%	8%	6%	13	20	25	31	15	2	2	32	56	88	18	11	1	104	12	86	30	100	7	4	5	7	1	9	8	7	5	4	21	27	14	8	5
Don't know	81	5%	4%	6%	9	26	16	11	7	9	4	35	27	13	24	14	30	37	44	68	13	67	9	4	1	9	4	9	6	4	5	4	6	17	9	6	1
Refused	87	5%	4%	5%	4	11	10	13	7	11	15	22	50	19	23	27	18	43	45	68	19	79	3	2	3	5	12	4	4	3	3	8	10	24	8	2	
Average weekly income	697.21	739.62	652.96	810.85	799.11	797.71	758.33	643.37	556.06	474.24	802.72	776.97	575.26	957.96	712.26	663.65	395.61	836.85	525.18	696.28	701.02	694.54	684.66	709.52	789.47	684.66	591.36	652.75	649.12	636.76	636.65	709.52	721.63	809.19	716.44	710.70	789.47z
Average annual income ('000)	36,255	38,460	33,954	42,164	41,554	41,481	39,433	33,455	28,915	24,661	41,741	40,402	29,913	49,814	37,038	34,510	20,572	43,516	27,309	36,207	36,453	36,116	35,602	36,895	41,052	35,602	30,751	33,943	33,754	33,111	33,106	36,895	37,525	42,078	37,255	36,956	41,052z

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 107  
**Q30. Which one of these bands describes your total household income before tax or any other deductions are made?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
												100%Tkmno pqr	100%Tlmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr	100%Tkmno pqr
Unweighted base	1735	1586	137	1254	38	127	202	198	118	6	475	105	179	384	325	313	175	101	71	82	180	290	146	13	1272	32	431	200	902	480
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	87*	167	263	132	9**	1262	38**	393	194	827	504
Up to £199 per week / Up to £10,399 per year	104	95	6%	9	83	1%	11	4	5	6	21	104	100%Tkmno pqr	-	-	-	-	-	-	-	24	16	12	9%	70	1	33	104	54%TBC	-
From £200 to £299 per week / From £10,400 to £15,599 per year	164	148	10%	136	3	6	13	11	5	-	28	-	164	100%Tkmno pqr	-	-	-	-	-	-	35	56	24	18%TTx	89	4	70	19	145	-
From £300 to £499 per week / From £15,600 to £25,999 per year	343	314	21%	287	3	14	29	20	13	3	53	-	343	100%Tkmno pqr	-	-	-	-	-	-	40	71	38	29%TTx	199	9	98	48	296	-
From £500 to £699 per week / From £26,000 to £36,399 per year	296	275	18%	219	4	13	31	43	26	1	76	-	296	100%Tkmno pqr	-	-	-	-	-	-	25	40	21	16%	224	9	63	15	239	41
From £700 to £999 per week / From £36,400 to £51,999 per year	314	292	19%	207	12	24	43	44	27	1	106	-	-	-	314	100%Tkmno pqr	-	-	-	-	14	36	11	8%	259	2	53	9	147	158
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	189	163	11%	104	4	28	36	35	21	-	85	-	-	-	-	189	100%Tkmno pqr	-	-	-	8	10	5	3%	170	1	18	-	-	189
£1,500 and above per week / £78,000 and above per year	115	98	8%	72	7	17	9	12	15	-	43	-	-	-	-	-	115	100%Tkmno pqr	-	-	6	7	5	-	102	-	14	-	-	115
Don't know	81	61	4%	59	5	5	9	8	2	2	19	-	-	-	-	-	-	-	-	-	81	15	10	7%	46	9	26	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 107  
**Q30. Which one of these bands describes your total household income before tax or any other deductions are made?**  
**Base: All currently paying for a Fixed broadband internet service**

	Ethnicity				Children 18 or Under							Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £399 per week / From £15,600 to £25,999 per year (m)	From £400 to £499 per week / From £26,000 to £36,399 per year (n)	From £500 to £599 per week / From £36,400 to £51,999 per year (o)	From £600 to £699 per week / From £52,000 to £77,999 per year (p)	From £700 to £799 per week / From £78,000 and above per year (q)	£1,000 to £1,499 and above per year (r)	£1,500 and above per year (s)	Don't know (t)	Refused (u)	Yes - mental condition (v)	Yes - physical condition (w)	Yes - disability (x)	Yes - other (y)	No (z)	Refused (aa)	Yes (ab)	Most (ac)	Potentially (ad)
Weighted base	1694	1529	146	1242	37*	120*	184	182	118*	7**	445	104*	164	343	296	314	189	115*	81*	445	167	263	132	9**	1262	38**	393	194	827	504	
Refused	87	82	6	74	-	3	10	4	3	-	13	-	-	-	-	-	-	-	-	87	3	12	7	1	65	2	20	5	-	-	-
Average weekly income	697.21c klmmtuv ztuvzAB	688.21	a	800.90T	646.66	947.95	891.00T	785.58T	803.07T	865.78T	486.78	835.59T	175.00	250.00	400.00	600.00	800.00	1250.00	1750.00T	-	-	496.11	522.31	514.12	501.62	748.54T	507.23	541.95	297.60	502.77	1169.76TAB
Average annual income ('000)	36.255c klmmtuv ztuvzAB	35.787	a	41.647T	33.626	49.293	46.332T	40.850T	41.760T	45.021T	25.313	43.451Tc	9.100	13.000k	20.800	31.200	41.600T	65.000T	91.000Tko	-	-	25.798	27.160	26.734	26.084	38.924T	26.376	28.181	15.475	26.144A	60.827TAB

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 108  
**Q30. Which one of these bands describes your total household income before tax or any other deductions are made?**  
**Base: All currently paying for a Fixed broadband internet service**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle d package (g)	Standalone (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	1735	1249	461	1385	1304	81	240	1163	702	461	572	403	1332
Weighted base	1694	1226	439	1361	1273	88*	231	1119	653	466	575	388	1306
Up to £199 per week / Up to £10,599 per year	104	69	33	87	83	4	8	59	25	34	45	26	78
	6%h	6%	7%	6%	6%	5%	3%	5%	4%	7%h	6%h	7%	6%
From £200 to £299 per week / From £10,600 to £15,599 per year	164	117	40	139	135	4	10	105	46	59	59	45	118
	10%f	10%	9%	10%f	11%f	4%	4%	9%	7%	13%h	10%	12%	9%
From £300 to £499 per week / From £15,600 to £25,999 per year	343	260	76	271	259	13	53	225	140	84	119	74	269
	20%	21%	17%	20%	20%	14%	23%	20%	21%	18%	21%	19%	21%
From £500 to £699 per week / From £26,000 to £36,399 per year	296	201	89	242	224	18	45	191	111	80	105	62	234
	17%	16%	20%	18%	18%	20%	19%	17%	17%	17%	18%	16%	18%
From £700 to £999 per week / From £36,400 to £51,999 per year	314	235	75	243	223	20	62	224	146	78	90	66	248
	19%	19%	17%	18%	18%	23%	27%Tcd	20%	22%j	17%	16%	17%	19%
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	189	139	51	158	148	9	24	137	80	57	52	52	137
	11%	11%	12%	12%	12%	11%	10%	12%	12%	12%	9%	13%	10%
£1,500 and above per week / £78,000 and above per year	115	94	22	99	95	4	14	88	55	33	28	30	85
	7%	8%	5%	7%	7%	5%	6%	8%j	5%	7%	5%	8%	7%
Don't know	81	47	32	64	56	8	4	41	20	21	40	15	66
	5%	4%	7%a	5%	4%	9%f	2%	4%	3%	4%	7%gh	4%	5%
Refused	87	64	21	59	51	9	12	51	30	20	37	18	69
	5%	5%	5%	4%	4%	10%d	5%	5%	5%	4%	6%	5%	5%
Average weekly income	697.21	710.16	676.38	700.83	699.12	728.68	728.38	724.55	748.06	691.22	640.74	713.41	692.30
	j					j		Tj					
Average annual income ('000)	36.255	36.928	35.172	36.443	36.354	37.891	37.876	37.677	38.899	35.944	33.318	37.097	36.000
	j					j		Tj					

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 109  
**Gender**  
**Base: All respondents**

	Gender		Age							Social Grade					Urban/Rural		Country				Region																
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-east Ireland (J)
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*
Male	1027	1027	-	115	151	163	177	162	169	80	286	340	421	317	262	225	223	579	448	825	202	843	106	50	29	106	35	114	80	86	70	50	92	137	126	103	29
	49%bc	100%Tb	-	40%	43%	50%cj	49%	53%cdj	50%cj	65%Tcd	41%	49%cj	54%Tcd	55%Tnp	44%	53%np	43%	50%	48%	49%	48%	60%TzA	50%	45%	60%TzA	41%	49%	47%	47%	46%	50%	46%	48%	48%	44%	57%TzH	45%
Female	1073	-	1073	174	200	160	186	139	166	48	373	346	353	254	331	203	284	586	487	862	211	920	69	50	34	69	49	119	90	96	80	50	107	141	162	77	34
	51%aim	-	100%Ta	60%Teg	57%gil	49%i	51%i	46%i	50%i	35%	58%Teg	50%i	45%i	44%	56%mo	47%	55%mo	50%m	52%km	51%	51%	52%v	39%	50%	55%	39%	59%yf	51%y	52%y	52%y	53%y	50%	54%y	51%y	56%yl	43%	55%
Other	8	-	-	1	2	2	-	3	-	-	3	2	3	1	1	-	6	2	6	7	1	7	1	-	-	1	-	1	2	1	1	-	-	-	-	1	-
	*	-	-	*	*	1%	-	1%	-	-	*	*	*	*	*	-	1%q	*	*	*	*	*	*	-	-	1%	-	*	1%	1%	1%	-	-	-	-	*	-
Prefer not to say	2	-	-	1	-	1	-	-	-	-	1	1	-	1	1	-	-	2	-	2	-	2	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-
	*	-	-	*	-	*	-	-	-	-	*	*	-	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 110  
**Gender**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £1199 per week / Up to £10,399 per year (k)	From £1200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 and above per week / From £7,999 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Male	1027	898	120	786	29	64	92	91	63	4	237	50	55	176	153	177	112	68	31	44	81	130	62	5	800	29	199	79	423	288
Female	1073	920	140	786	26	76	122	124	67	4	284	54	107	164	141	136	77	41	50	43	121	166	86	6	779	28	267	115	397	214
Other	8	8	-	7	-	-	1	-	-	-	1	-	2	3	1	1	-	-	-	-	6	5	8	1	-	-	8	-	7	1
Prefer not to say	2	-	1	-	1	-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	1	-	-	1	-	1	-	-	1

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 111  
**Gender**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (e)	Standard (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Male	1027	643	207	716	671	44	111	629	384	245	237	202	826
	49%j	52%	47%	53%T	53%T	51%	48%	56%Tj	59%Tj	53%j	41%	52%	48%
Female	1073	575	231	637	593	44	119	483	268	216	335	185	888
	51%cdg	47%	53%	47%	47%	49%	52%	43%	41%	46%	58%Tgh	48%	52%
Other	8	7	1	7	7	-	1	5	1	5	3	1	7
	*	1%	*	1%	1%	-	*	*	*	1%	*	*	*
Prefer not to say	2	1	-	1	1	-	-	1	1	-	-	-	2
	*	*	-	*	*	-	-	*	*	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 112  
Age  
Base: All respondents

	Gender			Age								Social Grade						Urban/Rural		Country				Region													
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	NET: 16-34	NET: 35-54	NET: 55+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural	Englan	Scot-	Wales	North-	Scot-	North	North	York-	West	East	Wales	East-	London	South	South	North-
	(t)	(b)	(c)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(i)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*
16-17	40	9	31	40	-	-	-	-	-	-	40	-	-	11	14	6	9	25	15	30	10	35	3	-	1	3	-	3	3	6	-	-	2	9	9	4	1
	23%defg	1%	3%a	14%Tdef							6%Tdef			2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	3%	-	-	1%	3%	3%	2%	2%	
18-24	252	107	143	252	-	-	-	-	-	-	252	-	-	104	83	26	38	187	65	217	35	226	15	9	1	15	16	29	21	32	17	9	13	60	23	15	1
	12%def	10%	13%	86%Tdef							39%Tdef			18%Top	14%opr	6%	8%	16%Topr	7%	13%t	8%	13%x	9%	9%	2%	9%	19%yFH	12%J	12%	17%TyF	11%	7%	22%TyAB	8%	9%	2%	
	ghikdo	psrJ		ghijkl							ghiki			r				16%Topr	7%	13%t	8%	13%x	9%	9%	2%	9%	19%yFH	12%J	12%	17%TyF	11%	7%	22%TyAB	8%	9%	2%	
25-34	352	151	200	-	352	-	-	-	-	-	352	-	-	88	122	54	89	209	143	300	52	305	21	19	8	21	10	37	29	29	25	19	32	61	50	31	8
	17%cef	15%	19%a	-	100%Tcef	-	-	-	-	-	55%Tcef	-	-	15%	20%mor	13%	17%	18%so	15%	18%t	13%	17%	12%	19%	12%	12%	12%	16%	17%	16%	16%	19%	16%	22%y	17%	17%	12%
	ghiki			-	ghijkl	-	-	-	-	-	ghiki	-	-	15%	20%mor	13%	17%	18%so	15%	18%t	13%	17%	12%	19%	12%	12%	12%	16%	17%	16%	16%	19%	16%	22%y	17%	17%	12%
35-44	327	163	160	-	-	327	-	-	-	-	327	-	-	101	83	64	78	184	143	275	52	257	32	21	17	32	10	29	29	32	23	21	29	46	29	29	17
	15%cdf	16%	15%	-	-	100%Tcdf	-	-	-	-	47%Tcdf	-	-	18%	14%	15%	15%	16%	15%	16%	12%	14%	18%	21%	17	32	10	29	29	32	23	21	29	46	29	29	17
	ghijhi			-	-	ghijkl	-	-	-	-	ghijhi	-	-	18%	14%	15%	15%	16%	15%	16%	12%	14%	18%	21%	17	32	10	29	29	32	23	21	29	46	29	29	17
45-54	363	177	186	-	-	-	363	-	-	-	363	-	-	70	123	64	106	192	170	301	62	295	42	14	11	42	10	38	28	27	27	14	31	35	61	39	11
	17%cde	17%	17%	-	-	-	100%Tcde	-	-	-	53%Tcde	-	-	12%	21%mo	15%	21%mo	16%sm	18%sm	18%	15%	17%	24%Tu	14%	17%	42	10	38	28	27	27	14	31	35	61	39	
	ghijim			-	-	-	ghijkl	-	-	-	ghijim	-	-	12%	21%mo	15%	21%mo	16%sm	18%sm	18%	15%	17%	24%Tu	14%	17%	42	10	38	28	27	27	14	31	35	61	39	
55-64	304	162	139	-	-	-	-	304	-	-	-	-	-	304	67	64	97	75	132	172	233	71	248	26	18	12	26	18	45	28	18	21	18	30	25	35	29
	14%cde	16%	13%	-	-	-	-	100%Tcde	-	-	-	-	-	30%Tcd	12%	11%	23%Tmn	15%	11%	18%Tmn	14%	17%	14%	15%	18%	20%	15%	21%CG	19%CG	16%	10%	14%	18	30	25	35	
	fhjkq			-	-	-	fhijkl	-	-	-	-	-	-	30%Tcd	12%	11%	23%Tmn	15%	11%	18%Tmn	14%	17%	14%	15%	18%	20%	15%	21%CG	19%CG	16%	10%	14%	18	30	25	35	
65+	473	259	214	-	-	-	-	-	335	139	-	-	-	473	133	106	117	116	240	233	341	132	405	38	18	13	38	19	53	39	39	18	61	43	82	33	
	22%cdf	25%b	20%	-	-	-	-	-	100%Tcd	100%Tcd	-	-	-	61%Tcd	23%n	18%	27%Tnq	23%	21%	25%knq	20%	32%Ts	23%	21%	18%	20%	23%	23%	20%	21%	26%G	18%	31%TBE	16%	28%GI	18%	
	ghknc			-	-	-	-	-	100%Tcd	100%Tcd	-	-	-	61%Tcd	23%n	18%	27%Tnq	23%	21%	25%knq	20%	32%Ts	23%	21%	18%	20%	23%	23%	20%	21%	26%G	18%	31%TBE	16%	28%GI	18%	
NET: 16-34	604	257	343	252	352	-	-	-	-	-	604	-	-	192	204	81	127	396	208	517	87	531	36	28	9	36	27	65	50	61	42	28	45	121	73	47	9
	28%efg	25%	32%a	86%Te	100%Tcef	-	-	-	-	-	86%Tcef	-	-	33%Top	34%Top	19%	25%	34%Top	22%	30%t	21%	30%wx	20%	28%	14%	20%	32%J	28%	29%J	33%yFJ	27%	28%	44%TyA	25%	26%	14%	
	ghikj			1%ghik	ghijkl	-	-	-	-	-	ghikj	-	-	33%Top	34%Top	19%	25%	34%Top	22%	30%t	21%	30%wx	20%	28%	14%	20%	32%J	28%	29%J	33%yFJ	27%	28%	44%TyA	25%	26%	14%	
NET: 35-54	690	340	346	-	-	327	363	-	-	-	690	-	-	171	206	128	185	376	313	576	114	552	74	36	28	74	20	67	57	59	36	61	81	90	68	28	
	33%cdg	33%	32%	-	-	100%Tc	100%Tcdg	-	-	-	100%Tcdg	-	-	30%	35%	30%	36%	32%	33%	34%t	27%	31%	42%Tu	36%	44%	42%TA	24%	29%	33%	32%	33%	31%	29%	31%	38%	44%TA	
	ghij			-	-	100%Tc	100%Tcdg	-	-	-	100%Tcdg	-	-	30%	35%	30%	36%	32%	33%	34%t	27%	31%	42%Tu	36%	44%	42%TA	24%	29%	33%	32%	33%	31%	29%	31%	38%	44%TA	
NET: 55+	777	421	353	-	-	-	304	335	139	-	-	-	777	201	171	214	192	372	405	574	204	652	63	36	25	63	37	98	63	58	60	36	91	68	117	61	
	37%cde	41%Tb	33%	-	-	-	100%Tc	100%Tcde	100%Tcde	-	-	-	100%Tcd	35%n	29%	50%Tmn	37%n	43%Tmn	32%	46%Ts	34%	46%Ts	37%	36%	36%	40%	44%G	42%CG	36%G	31%	46%TCG	24%	40%G	40%G	40%G		
	fhknqG			-	-	-	100%Tc	100%Tcde	100%Tcde	-	-	-	100%Tcd	35%n	29%	50%Tmn	37%n	43%Tmn	32%	46%Ts	34%	46%Ts	37%	36%	36%	40%	44%G	42%CG	36%G	31%	46%TCG	24%	40%G	40%G	40%G		

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/ef/gh/ij/kl - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
\* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 112  
**Age**  
**Base: All respondents**

	Gender			Age									Social Grade						Urban/Rural		Country				Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	1169	172	184	151	100*	199	278	289	180	63*
Average age	47.39b	49.43T	45.53	21.18	30.19c	39.65c	49.83T	59.38T	69.30T	78.87T	26.11c	45.00c	67.13T	45.71	44.68	52.06T	48.51m	45.19	50.13T	46.28	51.93T	47.19	48.54	47.35	50.00	48.54G	48.15G	48.47G	46.58G	44.74	48.93G	47.35G	51.76T	40.92	49.70C	47.29G	50.00G	
	cde jn	b		j	d	cde jk	cde jk	cde jk	cde fg	cde fgh	de j	cde fg	cde fgh			mnpq	nq		mnq	s													BCGI	G				

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 113  
**Age**  
**Base: All respondents**

	Ethnicity		Children 18 or Under							Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £38,999 per year (n)	From £39,000 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480	
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504	
16-17	40	21	18	37	-	-	1	2	2	-	2	-	-	1	-	-	-	-	-	2	1	-	-	-	37	-	3	2	1	-	
	2%	1%	7%Ta	2%	-	-	1%	1%	2%	-	2%	-	-	-	-	-	-	-	-	2%	1%	-	-	-	3%	-	1%	2%	1%BC	-	
18-24	252	154	89	215	17	12	3	5	6	3	33	5	5	16	15	32	14	13	9	4	28	10	6	2	197	15	39	15	49	37	
	12%afghj	8%	34%Ta	14%fghj	30%Tcefghj	8%fg	1%	2%	5%	41%	6%fg	5%	3%	5%	5%	10%lmn	7%	11%lm	11%l	4%	14%luz	3%	4%	14%	12%luz	27%TuvTxz	8%u	8%	6%	7%	
25-34	352	291	59	222	29	64	71	35	6	1	129	17	17	34	42	53	52	20	26	11	42	19	23	1	277	15	60	45	87	102	
	17%hmuz	16%	23%Ta	14%h	51%Tcfghj	46%Tcfghj	33%Tcdh	16%h	4%	14%	25%Tcdh	16%	11%	10%	14%	17%km	27%Tlmnos	17%	32%Tklnnos	12%	20%luz	6%	15%u	8%	18%luz	15	27%kuz	13%u	23%TB	11%	20%B
35-44	327	284	41	155	9	51	92	78	26	1	170	13	23	40	60	48	25	16	10	44	34	16	1	259	7	61	37	118	101		
	15%c	16%	16%	10%	17%	37%Tcdh	43%Tcdh	36%Tcdh	20%c	17%	33%Tcdh	12%	14%	12%	16%	19%mn	25%Tklnnos	22%mn	20%	11%	21%kuz	11%	10%	9%	16%u	13%	13%	37	19%	14%	20%TB
45-54	363	322	33	219	1	13	40	71	62	2	142	27	19	63	44	56	45	31	11	13	40	54	23	2	274	9	80	44	129	111	
	17%cde	18%	12%	14%d	2%	9%	19%de	33%Tcdf	48%Tcdf	28%	27%Tcdf	12%	18%	15%	18%	24%Tln	27%Tln	14%	14%	19%	19%	15%	20%	17%	16%	17%	17%	23%B	16%	22%TB	
55-64	304	292	11	265	-	-	6	21	22	-	39	20	27	62	57	49	21	15	7	17	38	68	39	3	205	4	95	27	152	71	
	14%bdefj	16%b	4%	17%defgj	-	-	3%	10%def	17%defgj	-	7%ef	19%	16%	18%	19%tp	16%	11%	13%	8%	19%	23%TTxy	25%TTxy	23%	3	13%	7%	20%TTxy	14%	16%T	14%	
65+	473	463	10	465	-	1	2	3	5	-	8	21	72	128	88	63	10	12	12	34	13	117	49	3	331	6	137	23	291	82	
	22%bdefj	25%b	4%	29%Tdefghj	-	*	1%	1%	4%	-	2%	20%sp	44%Tknoqr	37%Tkopqr	30%Ttopqr	20%ppq	5%	10%	15%sp	38%Tkopqqr	6%	39%TITxy	31%TITxy	26%	21%t	10%	29%TITxy	12%	35%TAC	16%	
NET: 18-34	604	445	148	437	45	75	74	40	12	5	162	22	23	50	58	85	32	35	15	70	29	30	3	475	30	99	60	136	139		
	29%aahlmnsuzv	24%	57%Ta	28%ghj	81%Tcefghj	54%Tcfghj	34%ghj	18%h	9%	55%	31%gh	21%	14%	15%	20%	27%klmnos	28%lmn	43%Tklnnos	17%	34%luz	10%	19%u	22%	30%luz	54%TuvTxz	21%u	21%u	31%B	16%	28%B	
NET: 35-54	690	606	74	374	11	64	132	149	89	4	312	39	42	103	92	116	93	56	27	22	85	88	39	4	533	16	141	82	247	212	
	33%c	33%	28%	24%	19%	46%Tcd	61%Tcd	69%Tcd	68%Tcd	45%	60%Tcd	38%	26%	30%	31%	37%l	49%Tlmnos	48%Tlmnos	33%	25%	41%TuvTxz	29%	25%	29%	34%v	29%	30%	42%TB	30%	42%TB	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 113  
**Age**  
**Base: All respondents**

	Ethnicity			Children 18 or Under							Household income											Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
NET: 55+	777	755	21	730	-	1	8	24	27	-	47	41	99	190	145	113	31	27	19	50	51	185	88	6	536	9	232	50	443	153
Average age	47.38defgij	49.63Tb	32.74	49.69Tdefghj	29.33	34.99d	38.75de	43.25de	47.27de	31.45	40.70def	49.39pq	57.28Tknopqr	55.90Tknopqr	52.37Tnopqr	47.85pr	42.01	44.29	42.49	55.43Tknopqr	42.42	57.78Tvwxyz	54.24Txy	51.08	46.26y	38.22	52.23Txy	44.57	54.54TAC	46.64

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/ef/g/h/ij - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 114  
**Age**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle d	Standa	Total in-	30 day	Out of	Total aware (g)	Aware CAN	Aware CAN	Not aware (i)	Yes (k)	No (l)	
		packag e (a)	alone (b)	contra ct (c)	rollin g (e)	contra ct (f)		increase (h)	increase (j)				
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
16-17	40	4	-	4	4	-	-	2	1	1	1	1	38
	2%abcd	-	-	-	-	-	-	-	-	-	-	-	2%k
	ghijk												
18-24	252	61	48	92	75	18	16	68	35	32	46	27	224
	12%acd	5%	11%a	7%	6%	20%cd	7%	6%	5%	7%	8%	7%	13%k
	hjk												
25-34	352	144	120	223	206	18	29	174	96	79	97	63	289
	17%a	12%	27%Ta	16%	16%	20%	13%	16%	15%	17%	17%	16%	17%
35-44	327	189	83	240	229	11	28	175	104	71	107	70	257
	15%	15%	19%	18%	18%	13%	12%	16%	16%	15%	19%	19%	15%
45-54	363	245	62	237	227	10	54	202	127	75	107	76	287
	17%	20%b	14%	17%	18%	12%	23%	18%	19%	16%	19%	20%	17%
55-64	304	213	60	224	210	14	38	201	116	85	73	63	240
	14%	17%T	14%	16%	17%	16%	16%	18%Tj	18%j	18%j	13%	16%	14%
65+	473	370	65	340	323	17	66	297	174	124	144	86	387
	22%b	30%Tb	15%	25%	25%	19%	28%	27%T	27%T	27%	25%	22%	22%
NET: 18-34	604	205	169	316	280	35	45	242	131	111	143	91	513
	29%acd	17%	38%Ta	23%	22%	40%cdf	20%	22%	20%	24%	25%	23%	30%k
	fgh												
NET: 35-54	690	434	146	478	456	22	82	376	231	146	213	146	543
	33%	35%	33%	35%	36%	25%	36%	34%	35%	31%	37%	38%l	32%
NET: 55+	777	583	125	564	533	31	104	498	290	208	217	150	628
	37%b	48%Tb	28%	41%T	42%T	35%	45%T	45%Tj	44%Tj	45%T	38%	39%	36%
Average age	47.39b	53.00T	44.01	49.99T	50.36T	44.67	52.24T	51.15T	51.41T	50.79T	49.28	49.42i	46.93
		b		e	e		e						

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 115  
**Social Grade**  
**Base: All respondents**

	Gender			Age										Social Grade					Urban/Rural		Country							Region																
	Total (T)	Male (a)	Female (b)	16-24		25-34		35-44		45-54		55-64		65-74		75+ (i)	NET: 16-34 (l)	NET: 35-54 (m)	NET: 55+ (n)	AB (o)	C1 (p)	C2 (q)	DE (r)	ABC1 (s)	C2DE (t)	Urban (u)	Rural (v)	Englan d (w)	Scot- land (x)	Wales (y)	North- ern ire- land (z)	Scot- land (v)	North East (z)	North West (A)	York- shire & Humb- erside (B)	West Mid- lands (C)	East Mid- lands (D)	Wales (E)	East- ern (F)	London (G)	South East (H)	South West (I)	North- ern ire- land (J)	
				16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	10%efgk	10%efgk	28%Tnop qr	28%Tnop qr	14%Tnop qr	28%Tnop qr	51%Tnop qr	100%Tnop qr	48%Tnop qr	100%Tnop qr	51%Tnop qr	48%Tnop qr	26%Tmno opq	28%Tmno opq	49%Tmno opq	25%Tmno opq	48%Tmno opq	27%Tmno opq	51%Tmno opq	48%Tmno opq	25%Tmno opq	51%Tmno opq	48%Tmno opq	25%Tmno opq	51%Tmno opq	48%Tmno opq	25%Tmno opq	51%Tmno opq	48%Tmno opq	25%Tmno opq	51%Tmno opq	48%Tmno opq	25%Tmno opq	51%Tmno opq	48%Tmno opq
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63							
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*							
A	150	91	57	40	23	15	20	15	26	11	63	35	52	150	-	-	-	150	-	123	27	121	11	11	8	9	11	2	12	13	20	11	7	8	12	25	19	7	9					
	7%knpr	9%b	5%	14%Tdef ghkl	6%	5%	5%	5%	8%	8%	10%efgk	5%	7%	28%Tnop qr	-	-	-	28%Tnop qr	-	13%Tnop r	-	7%	6%	7%	6%	8%	14%	6%	2%	5%	7%	11%zAI	7%	8%	6%	6%	12	6%	25	9%	19	6%	4%	14%zAJ
B	424	226	197	74	65	86	50	52	65	31	139	136	149	424	-	-	-	424	-	332	92	339	46	22	18	46	10	31	17	38	33	22	22	52	74	44	40	18	18					
	20%fo prAB	22%	18%	26%fg 18%	18%	26%Tdf gkl	14%	17%	17%	23%f	22%f	20%f	19%	74%Tnop qr	-	-	-	74%Tnop qr	-	20%	22%	19%	26%	22%	28%	28%	26%zAB H	12%	13%	10%	21%b	22%b	22%b	52	26%zAB H	74	26%zAB H	15%	44	40	22%AB	18	28%zABH	
C1	595	282	311	97	122	83	123	64	76	30	218	206	171	-	595	-	-	595	-	489	106	513	41	26	14	41	23	61	50	38	45	26	53	88	99	55	14	22%						
	28%glm opr	26%	31%ka	33%ghl i	35%Teg hil	25%	34%egh il	21%	23%	22%	34%Teg hil	30%ghl il	22%	-	100%Tnop qr	-	-	100%Tnop qr	-	489	29%	26%	29%	24%	26%	22%	24%	28%	26%	29%	21%	30%	26%	27%	31%C	88	34%yC	55	31%	14	22%			
C2	428	225	203	32	54	64	64	97	77	40	87	128	214	-	428	-	-	428	-	328	100	372	27	22	7	27	23	57	33	53	30	22	45	37	58	38	7	10%						
	20%jcm npqG	22%	19%	11%	15%	20%cj	18%	32%Tcd efijk	23%cdj	29%Tcd fjk	13%	19%cj	27%Tcd fjk	-	100%Tmnp qr	-	-	100%Tmnp qr	-	46%Tmn pq	19%	24%	21%	16%	22%	10%	16%	27%GJ	24%yGJ	19%	29%TyG J	20%	22%	23%G	13%	20%	21%	7	10%					
D	262	122	140	38	53	52	57	33	23	5	91	109	62	-	-	-	262	-	262	213	49	218	23	18	3	23	13	49	28	18	14	18	12	24	33	27	3	3						
	12%hil mnqF	11%	13%	13%hil	15%hil	16%hil	16%hil	11%il	7%	4%	14%hil	16%Thil	8%	-	-	-	51%Tmno opq	-	28%Tmn opq	13%	12%	12%	13%	18%ix	5%	13%F	15%F	21%TyC DFGHJ	16%FG	10%	9%	18%FGJ	6%	9%	12%	9%	12%	15%F	3	5%				
E	251	106	141	9	36	27	49	42	67	21	45	76	130	-	-	-	251	-	251	211	40	207	28	4	12	28	13	23	32	17	18	4	24	31	36	14	12	20%EI						
	12%jcm noqW	10%	13%	3%	10%cc	8%cc	14%cej	14%cej	20%Tcd efjk	15%cej	7%	11%cj	17%Tcd jk	-	-	-	49%Tmno opq	-	27%Tmn opq	12%	10%	12%w	16%w	4%	12	28	13	23	32	19%TACE	9%	12%E	4%	12%E	11%	12%E	8%	14	12	20%EI				
NET: AB	574	317	254	115	88	101	70	67	91	42	202	171	201	574	-	-	574	-	455	119	460	56	30	27	56	12	43	30	58	44	30	64	99	62	47	27	27							
	27%fo przAB	31%b	24%	39%Tdf ghkl	25%	31%fg	19%	22%	27%f	30%f	31%fgk l	25%	26%f	100%Tnop qr	-	-	49%Tnop qr	-	27%	29%	27%	26%	32%	30%	42%Tu	32%zAB H	14%	19%	17%	31%zAB H	29%zAB H	30%zAB H	64	32%zAB H	99	36%TzA BH	62	22%	26%	47	27	42%TzABHl		
NET: ABC1	1169	579	586	211	209	184	192	132	168	72	421	376	372	574	595	-	-	1169	-	944	225	973	98	56	41	98	36	105	80	96	90	56	117	187	162	102	41	65%zAB						
	55%glo przAB	56%	55%	73%Tde fgnkl	59%ghl	56%gl	53%g	43%	50%	52%	65%Tef ghkl	55%gl	48%	100%To pr	100%Tnop qr	-	-	100%Tnop qr	-	944	54%	55%	56%	56%	65%	56%A	42%	45%	46%	52%	59%zAB	56%	59%zAB	117	59%zAB	187	67%Tyz ABCH	162	56%A	102	57%A	41	65%zAB	
NET: C2DE	841	448	487	80	143	143	170	172	167	68	223	313	405	-	-	-	841	-	752	189	797	78	44	22	78	48	129	62	88	62	44	81	82	127	78	22	35%							
	45%jcm nqG	44%	45%	27%	41%cc	44%cc	47%ccj	57%Tcd efjk	50%cdj	48%ccj	35%	45%ccj	52%Tcd jk	-	100%Tm nq	-	100%Tm nq	-	428	513	941	752	189	797	78	44	22	78	48	129	62	88	62	44	81	82	127	78	22	35%				
NET: DE	513	223	284	47	89	78	106	75	90	27	136	185	192	-	-	-	513	-	513	424	89	425	51	22	16	51	25	72	60	35	32	22	37	54	69	40	16	25%						
	24%cmn oq	22%	26%a	16%	25%cc	24%cc	29%ccj	25%cc	27%cc	19%	21%	27%ccj	25%cc	-	-	-	100%Tmno opq	-	54%Tmn oq	25%	21%	24%	29%	22%	25%	29%CF	30%	30%	31%TCF G	35%TCD EFGH	19%	21%	22%	18%	20%	24%	22%	16	25%					

**Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/ef/gh/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J**  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 116  
Social Grade  
Base: All respondents

	Ethnicity			Children 18 or Under							NET: Yes (i)	Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (j)		From £200 to £299 (k)	From £300 to £399 (l)	From £400 to £499 (m)	From £500 to £599 (n)	From £600 to £699 (o)	From £700 to £799 (p)	From £800 to £899 (q)	From £900 to £999 (r)	From £1,000 to £1,499 (s)	From £1,500 and above (t)	Don't know (r)	Refused (s)	Yes - mental condition (u)	Yes - physically (v)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (v)	Yes (z)	Most (A)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480	
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504	
A	150	124	26	112	6	10	14	10	7	1	37	4	3	12	12	30	19	23	2	7	13	13	3	-	122	2	26	7	36	60	
	7%lmv	7%b	10%	7%	11%	7%	7%	5%	5%	9%	7%	4%	2%	3%	4%	9%lmm	10%lmm	20%Tkmnoprs		2%	7%	6%	4%	8%v	4%	5%	4%	4%	4%	12%TAB	
B	424	358	63	319	10	24	44	44	26	1	104	6	9	51	57	75	64	63	12	13	16	34	16	1	362	10	52	14	129	181	
	20%ktrmt	20%b	24%	20%	17%	17%	20%	20%	20%	16%	20%	6%	5%	15%kl	19%kl	24%klm	34%Tkmlmnoprs	54%Tkmlmnoprs	15%kl	15%kl	8%	11%	10%	12%	23%luzv	17%	11%	7%	16%A	16%A	36%TAB
C1	595	511	81	444	12	39	59	65	34	4	147	12	43	102	74	93	74	18	24	23	46	66	34	4	488	11	116	27	230	157	
	28%kquu	28%a	31%	28%	21%	28%	27%	30%	26%	4%	28%	11%	26%k	30%kq	25%k	29%kq	39%Tkmlno	15%	29%k	27%k	22%	22%	34	36%	30%lu	19%	11%	14%	28%A	31%A	
C2	428	397	30	308	16	33	45	49	32	2	118	9	29	69	99	83	30	11	14	27	29	68	31	3	328	9	92	33	214	83	
	20%bkq	22%b	11%	19%	29%	23%	21%	23%	25%	2%	23%	9%	17%	34%Tkmlpqr	26%Tkmpq	16%	9%	17%	30%kppq	14%	22%t	20%	26%	21%t	9%	19%	17%	26%TAC	16%		
D	262	209	49	186	8	21	40	30	18	-	76	13	19	62	44	32	2	-	3	9	31	25	10	2	197	14	51	38	113	20	
	12%pqw	11%	19%Ta	12%	15%	15%	19%Tc	14%	14%	-	14%	12%pq	12%pq	18%Topqr	15%pqr	10%pq	1%	-	4%	10%pq	15%kuv	8%	7%	19%	12%v	25%TuvTsz	11%	11%	20%TC	14%C	4%
E	251	226	13	211	3	13	15	17	12	-	40	61	47	61	47	2	-	1	27	9	72	96	61	1	102	11	138	73	105	4	
	12%bfj	12%b	5%	13%fj	6%	10%	7%	8%	10%	-	8%	59%Tmmopqrs	38%Tmmoprs	14%nopqr	3%lop	2%	-	1%	33%Tmmoprs	10%nopqr	35%TTx	32%TTx	39%TTxyz	7%	6%	20%k	29%TTx	38%TBC	13%C	1%	
NET: AB	574	482	89	430	16	34	58	54	33	2	141	10	12	63	69	104	83	86	13	19	30	48	19	1	484	12	78	22	164	241	
	27%ktrmt	26%	34%a	27%	25%	27%	25%	26%	26%	2%	27%	9%	7%	18%l	23%kl	33%Tkmlnr	44%Tkmlno	74%Tkmlno	17%	22%kl	14%	16%	19	12%	31%TuvTz	21%	16%	11%	20%A	48%TAB	
NET: ABC1	1169	994	169	874	28	73	116	120	67	6	289	22	55	165	143	197	157	104	37	43	76	114	54	6	962	22	194	49	395	398	
	55%klm	54%	65%Ta	55%	49%	52%	54%	56%	52%	7%	55%	21%	33%	48%kl	48%kl	63%Tkmlmrs	83%Tkmlno	90%Tkmlno	46%k	49%kl	36%	38%	34%	48%	60%TuvTyz	40%	41%	25%	48%A	79%TAB	
NET: C2DE	941	833	92	705	28	67	99	96	63	2	234	83	109	178	153	117	32	12	44	45	132	189	102	6	627	34	280	145	432	106	
	45%bopq	46%b	35%	45%	51%	48%	46%	44%	48%	28%	45%	79%Tmmopqrs	67%Tmmopqr	52%Topqr	52%Topqr	37%pq	17%	10%	54%opq	51%opq	64%TTx	62%TTx	66%TTx	52%	60%k	60%k	59%TTx	75%TBC	52%TC	21%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 116  
**Social Grade**  
**Base: All respondents**

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
NET: DE	513	436	62	397	12	34	54	47	30	-	116	74	80	109	53	34	2	1	30	18	103	121	72	3	299	25	189	111	218	23
	24%nopq	24%	24%	25%	21%	24%	25%	22%	23%	-	22%	71%Tlmm	49%Tlmm	32%Tnopq	18%opq	11%ppq	1%	1%	37%Tnopq	21%opq	50%TTxz	40%TTx	46%TTx	26%	19%	44%TTx	40%TTx	57%TBC	26%C	5%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 117  
**Social Grade**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle of package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
A	150	85	24	88	81	7	17	83	59	24	27	22	128
	7%	7%	6%	6%	6%	7%	7%	7%	9%ij	5%	5%	6%	7%
B	424	259	87	283	265	18	51	253	145	108	99	99	325
	20%	21%	20%	21%	21%	20%	22%	23%j	22%j	23%j	17%	26%Ti	19%
C1	595	335	121	393	370	22	47	293	172	121	169	94	501
	28%f	27%	28%	29%f	29%f	26%	20%	26%	26%	26%	29%	24%	29%
C2	428	282	86	290	270	20	63	262	163	99	109	74	355
	20%	23%	19%	21%	21%	22%	27%T	23%	25%Tj	21%	19%	19%	21%
D	262	120	54	144	138	6	28	110	62	47	74	49	213
	12%ag	10%	12%	11%	11%	7%	12%	10%	10%	10%	13%	13%	12%
E	251	144	67	164	149	15	25	118	52	66	99	50	201
	12%h	12%	15%	12%	12%	17%	11%	11%	8%	14%h	17%Tgh	13%	12%
NET: AB	574	344	112	371	346	24	68	336	204	132	123	121	453
	27%j	28%	25%	27%	27%	28%	28%	30%j	31%j	28%j	21%	31%	28%
NET: ABC1	1169	679	233	763	716	47	115	629	376	254	293	215	954
	55%	55%	53%	56%	56%	53%	50%	56%	58%j	54%	51%	55%	55%
NET: C2DE	941	547	206	598	556	41	116	490	277	212	282	173	768
	45%	45%	47%	44%	44%	47%	50%	44%	42%	46%	49%h	45%	45%
NET: DE	513	265	121	308	287	21	53	228	114	113	173	99	413
	24%gh	22%	27%a	23%	23%	24%	23%	20%	18%	24%h	30%Tgh	26%	24%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 118  
**GO Region**  
**Base: All respondents**

	Gender			Age							Social Grade					Urban/Rural		Country					Region																		
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)				
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	188	199	157	111	211	219	263	187	63				
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*				
Scotland	176	8%	106	10%b	69	8%	18	21	32	42	26	28	10	39	74	63	56	41	27	51	98	78	147	29	-	176	-	-	-	-	-	-	-	-	-	-	-	-	-		
North East	84	4%	35	3%	49	5%	17	10	10	10	18	9	10	7%	27	20	37	5%	12	23	23	25	36	48	72	12	84	5%	vw	-	-	-	-	-	-	-	-	-	-		
North West	233	11%	114	11%	119	11%	31	37	29	38	45	40	14	68	67	98	43	61	57	72	105	129	207	27	233	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yorkshire & Humber-side	172	8%	80	8%	90	8%	23	29	29	28	28	28	7	53	57	63	30	50	33	60	80	92	135	37	172	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
West Midlands	184	9%	86	8%	96	9%	38	29	32	27	18	25	14	67	59	58	38	53	35	96	88	161	23	184	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
East Midlands	151	7%	70	7%	80	7%	17	25	23	27	21	26	13	42	50	60	44	45	30	32	90	62	102	50	151	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wales	100	5%	50	5%	50	5%	9	19	21	14	18	12	6	28	36	36	30	26	22	22	56	44	67	33	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Eastern	199	9%	92	10%	107	5%	15	32	29	31	30	41	21	47	61	91	64	53	45	37	117	81	143	55	199	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
London	278	13%	137	13%	141	13%	69	61	46	35	25	32	11	130	81	68	99	88	37	54	187	92	268	12	278	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 118  
**GO Region**  
**Base: All respondents**

	Gender			Age								Social Grade					Urban/Rural		Country					Region																
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)			
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*			
South East	289	126	162	32	50	29	61	35	60	22	82	90	117	62	99	58	69	162	127	220	220	69	289	-	-	-	-	-	-	-	-	-	-	-	-	289	-	-		
	14%ew	12%	13%	11%	14%	9%	17%e	12%	18%ceg	16%	13%	13%	15%e	11%	17%em	13%	14%	14%	14%	13%	17%	16%Twxx	-	-	-	-	-	-	-	-	-	-	-	-	-	100%TyjA	-	-		
	xyzABC																																							
	DEFGJ																																							
South West	180	103	77	19	31	29	39	29	26	7	50	68	61	47	55	38	40	102	78	128	52	180	-	-	-	-	-	-	-	-	-	-	-	-	-	-	180	-	-	
	9%wx	10%b	7%	7%	9%	9%	11%	9%	8%	5%	8%	10%	8%	8%	9%	9%	8%	9%	8%	8%	13%Ts	10%wx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%TyjA	-	-	
	yzABC																																							
	DEFGH																																							
	J																																							
Northern Ireland	63	29	34	3	8	17	11	12	9	4	10	28	25	27	14	7	16	41	22	46	17	-	-	-	63	-	-	-	-	-	-	-	-	-	-	-	63	-	63	
	3%uwA	3%	3%	1%	2%	5%cj	3%	4%cj	3%	3%	2%	4%cj	3%	5%cr	2%	2%	3%	4%	2%	3%	4%	-	-	-	100%Tuww	-	-	-	-	-	-	-	-	-	-	-	-	100%TyzABCDEFGH	-	-
	BCFGHI																																							

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 119  
**GO Region**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £110 to £15,599 per week / From £15,599 to £25,999 per year (l)	From £160 to £25,999 per week / From £25,999 to £36,399 per year (m)	From £260 to £36,399 per week / From £36,399 to £51,999 per year (n)	From £370 to £51,999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,500 and above per week / From £12,000 to £18,000 and above per year (p)	£1,500 and above per week / £18,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentiality (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Scotland	176	161	12	133	3	8	14	20	14	-	43	13	15	30	19	34	22	7	9	3	18	35	16	1	128	3	45	22	63	55
North East	84	80	4	65	2	6	6	9	3	-	19	2	9	13	16	11	4	1	4	5	11	19	9	1	55	1	27	6	42	9
North West	233	199	35	178	8	15	24	19	13	-	55	10	16	50	35	32	18	9	9	12	20	31	18	2	171	6	56	20	99	52
Yorkshire & Humberside	172	150	22	123	2	10	19	21	11	1	49	14	16	28	20	21	15	8	6	4	27	23	17	1	129	3	40	19	68	35
West Midlands	184	148	35	123	18	20	24	19	9	-	61	12	12	36	27	28	12	7	4	4	16	26	13	-	138	6	40	23	76	35
East Midlands	151	137	15	110	-	8	11	21	15	11	41	6	15	24	26	22	9	5	5	3	14	22	13	-	114	2	35	12	63	31
Wales	100	98	2	68	4	6	16	13	6	-	32	3	2	23	13	16	10	4	4	3	9	13	4	2	76	1	23	6	43	22
Eastern	199	183	14	154	6	13	21	16	13	2	42	10	17	39	29	30	11	21	6	8	16	32	13	1	148	7	43	18	89	48
London	278	181	88	209	5	23	27	32	21	2	68	16	25	21	28	41	32	27	17	10	20	34	14	3	218	9	51	31	79	80
South East	289	255	28	235	4	17	26	24	9	1	53	13	16	46	41	36	31	14	9	24	31	36	20	2	217	9	63	24	110	64
South West	180	173	7	132	5	12	23	17	11	2	46	7	10	27	36	32	18	8	6	8	13	18	10	-	143	8	29	12	73	53
Northern Ireland	63	62	1	49	1	3	6	6	5	-	15	-	10	6	5	11	9	5	1	2	13	14	10	-	42	-	21	2	22	22

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 120  
**GO Region**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Scotland	176	111	38	128	121	7	17	110	61	49	42	33	143
	8%	9%	9%	9%	10%	8%	7%	10%	9%	10%	7%	8%	8%
North East	84	50	14	56	50	6	5	39	23	17	27	16	67
	4%	4%	3%	4%	4%	7%	2%	4%	3%	4%	5%	4%	4%
North West	233	135	54	151	147	3	30	127	81	47	65	46	187
	11%	11%	12%	11%	12%	4%	13%	11%	12%	10%	11%	12%	11%
Yorkshire & Humberside	172	100	30	104	100	3	16	78	41	36	54	32	140
	8%	8%	7%	8%	8%	4%	7%	7%	6%	8%	9%	8%	8%
West Midlands	184	109	31	112	106	6	22	106	63	43	36	32	152
	9%	9%	7%	8%	8%	7%	10%	9%	10%	9%	6%	8%	9%
East Midlands	151	85	28	92	92	-	11	67	38	28	48	26	126
	7%e	7%	6%	7%e	7%e	-	5%	6%	6%	6%	8%	7%	7%
Wales	100	59	19	58	56	2	14	50	29	21	28	17	84
	5%	5%	4%	4%	4%	2%	6%	4%	4%	5%	5%	4%	5%
Eastern	199	137	33	132	126	6	27	124	76	47	47	52	146
	9%	11%	7%	10%	10%	6%	12%	11%	12%	10%	8%	13%Ti	9%
London	278	138	74	182	163	20	26	136	68	68	81	36	242
	13%	11%	17%a	13%	13%	23%Tdf	11%	12%	10%	15%	14%	9%	14%k
South East	289	162	62	172	158	14	42	140	94	46	91	37	252
	14%k	13%	14%	13%	12%	16%	18%df	12%	14%i	10%	16%i	10%	15%k
South West	180	108	41	129	112	17	18	111	58	53	40	49	131
	9%	9%	9%	9%	9%	19%Tcdf	8%	10%	9%	11%j	7%	13%Ti	8%
Northern Ireland	63	30	15	45	42	4	3	33	21	11	17	12	51
	3%	2%	3%	3%	3%	4%	1%	3%	3%	2%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 121  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Gender			Age										Social Grade					Urban/Rural		Country				Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humberside (bb)	West Midlands (cc)	East Midlands (dd)	Wales (ee)	Eastern (ff)	London (gg)	South East (hh)	South West (ii)	North-ern Ireland (jj)	
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*	
Yes	1319 62% nhl prf	634 62%	679 63%	246 84% Tde fghijk l	250 71% Tef	195 60% i	204 56%	172 57%	186 56%	65 47%	495 77% Tef ghik	400 58% l	424 55%	440 77% Tno pqr	391 66% pr	257 60% pr	231 45%	831 71% Tno pr	488 52% p	1077 64%	242 58%	1109	106 63%	64 80%	39 61%	106 60%	53 63%	161 68% BFH	97 56%	117	91	64	105	199	170	115	39	61%
No	791 38% cdj mqC	394 38%	393 37%	45 16%	103 29% c	131 40% cdj	158 44% cdj	132 43% cdj	148 44% Tcd j	74 53% Tcd ek	148 23% c	290 42% cdj	353 45% Tcd j	134 23%	204 34% mq	172 40% mq	282 55% Tmn oqr	338 29% m	453 48% Tmn oq	619 36%	173 42%	661	70 40%	36 36%	24 39%	70 40% G	31 37%	72 31%	75 44% AG	67 37%	61	36	93	79	119	65	24	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 122  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						NET: Yes (i)	Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)		Prefer not to answer (j)	Up to £10,399 per year (k)	From £200 to £299 per week (l)	From £300 to £499 per week (m)	From £500 to £699 per week (n)	From £700 to £999 per week (o)	From £1,000 to £1,499 per week (p)	From £1,500 and above per week (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Yes	1319	1108	195	965	44	93	141	133	87	6	348	41	61	176	176	230	150	93	41	52	88	118	54	3	1075	35	209	92	451	385
AB	62%klmt	61%	74%Ta	61%	79%Tcg	66%	66%	62%	67%	68%	67%c	40%	37%	51%l	60%kl	73%Tklm	79%Tklm	81%Tklm	50%	59%kl	42%	39%	35%	28%	68%Tuv	63%tuvz	44%	47%	55%	76%TAB
No	791	719	67	614	12	47	74	82	43	3	174	63	103	167	119	84	39	23	40	35	120	184	102	9	505	21	266	102	376	120
qxc	38%bdop	39%b	26%	39%dj	21%	34%	34%	38%d	33%	32%	33%	60%Tnop	63%Tmnop	49%Topq	40%opq	27%	21%	19%	50%opq	41%opq	58%TTxy	61%TTxy	65%TTxy	72%	32%	37%	56%TTxy	53%TC	45%TC	24%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 123  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (f)	Bundle package (g)	Standard (h)	Total in contract (i)	30 day rolling (j)	Out of contract (k)	Total aware (l)	Aware CAN (m)	Aware CANNOT (n)	Not aware (o)	Yes (p)	No (q)	
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Yes	1319	737	261	845	779	66	136	681	389	292	339	237	1081
	62%	60%	59%	62%	61%	75% <sup>cd</sup>	59%	61%	60%	63%	59%	61%	63%
No	791	488	178	516	494	22	95	438	264	174	236	151	641
	38%	40%	41%	38%	39%	25%	41% <sup>e</sup>	39%	40%	37%	41%	36%	37%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 124  
**Opinion Influencer**  
**Base: All respondents**

	Gender			Age										Social Grade					Urban/Rural		Country					Region																																														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (b)	West Mid-lands (c)	East Mid-lands (d)	Wales (e)	East-ern (f)	London (g)	South East (h)	South West (i)	North-ern Ireland (j)																																			
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63																																			
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*																																			
Yes	186	9%	103	8%	83	10%	56	15%	47	13%	32	10%	23	6%	14	5%	9	3%	6	4%	103	16%	55	8%	28	4%	82	14%	62	10%	27	6%	16	3%	143	12%	43	5%	159	9%	27	7%	158	9%	13	8%	12	4%	13	8%	9	11%	21	9%	10	6%	24	13%	12	8%	12	12%	9	5%	41	15%	17	8%	14	4%	4	6%
No	1924	925	990	235	305	295	340	290	326	133	540	635	749	492	533	401	497	1026	898	1537	387	1613	163	88	60	163	75	213	162	160	140	88	189	237	271	166	60	94%																																		
	91%	90%	92%	81%	87%	90%	94%	95%	97%	96%	84%	92%	96%	86%	90%	94%	97%	88%	95%	91%	93%	91%	92%	88%	94%	92%	89%	91%	94%	87%	92%	88%	95%	94%	92%	94%																																				

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 125  
**Opinion Influencer**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,400 to £15,599 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per week / From £78,000 and above per year (p)	Don't know (q)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)			
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480		
Weighted base	2110	1827	281	1579	56*	140	215	215	130**	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504		
Yes	186	131	54	107	11	29	21%Tch	34	31	12	4	75	5	6	26	17	30	24	21	18%Tklm	12%	3	21	14	6	1	146	6	34	25	46	58
	9%uuB	7%	21%Ta	7%	20%Tc	21%Tch	16%Tc	15%Tc	10%	44%	14%Tc	4%	4%	8%	6%	9%	13%ln	18%Tklm	12%	4%	10%u	4%	8%	9%uv	10%	7%	25	13%B	6%	11%B		
No	1824	1696	208	1472	45	111	182	184	117	5	447	100	157	317	279	284	165	94	71	84	187	288	150	11	1433	50	440	169	780	447		
	91%bdefg	93%b	79%	93%defg	80%	79%	84%	85%	90%e	56%	86%	96%q	96%pq	92%q	94%pq	91%q	87%	82%	88%	96%q	90%	95%TTx	96%x	92%	91%	90%	93%	87%	94%TAC	89%		

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 126  
**Opinion Influencer**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase			Took out current contract in the last 6 months			
	Total (f)	Bundle package (g)	Standard (h)	Total in contract (i)	Fixed (j)	30 day rolling (k)	Out of contract (l)	Total aware (m)	Aware CAN increase (n)	Aware CANNOT increase (o)	Not aware (p)	Yes (q)	No (r)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Yes	186	113	29	116	101	15	23	111	63	48	31	30	156
	9%j	9%	7%	9%	8%	17%Td	10%	10%k	10%l	10%j	5%	8%	9%
No	1924	1113	410	1245	1172	73	208	1008	590	418	543	358	1566
	91%e	91%	93%	91%e	92%e	83%	90%	90%	90%	90%	95%Tgh	92%	91%

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

Broadband in Contract Price Rises Survey  
ONLINE Fieldwork: 9th to 11th January 2023

Absolutes/col percents

Table 127  
Tenure  
Base: All respondents

Table with columns for Gender, Age, Social Grade, Urban/Rural, Country, and Region. Rows include Unweighted base, Weighted base, NET: Homeowners, Owned outright - without mortgage, Owned with a mortgage or loan, NET: Renters, NET: Rent from Council/ Housing Association, Rented from the council, Rented from a housing association, Rented from someone else, and Rent free.

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
\* small base



Broadband in Contract Price Rises Survey
ONLINE Fieldwork: 9th to 11th January 2023

Table 128
Tenure
Base: All respondents

Table with columns: Ethnicity, Children 18 or Under, Household income, Disability, Financial Vulnerability. Rows include Unweighted base, Weighted base, NET: Homeowners, Owned outright - without mortgage, Owned with a mortgage or loan, NET: Renters, NET: Rent from Council/Housing Association, Rented from the council, Rented from a housing association, Rented from someone else, Rent free.

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 129  
**Tenure**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle of package (e)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
NET: Homeowners	1367	878	252	931	881	49	156	807	494	313	338	255	1113
	65%kj	72%Td	57%	68%	69%Te	56%	67%	72%Tj	76%Tj	67%j	59%	66%	65%
Owned outright - without mortgage	762	528	119	519	490	29	93	471	285	186	184	136	626
	36%kb	43%Tb	27%	38%	39%	32%	40%	42%Tj	44%Tj	40%j	32%	35%	36%
Owned with a mortgage or loan	605	350	132	412	391	21	63	336	209	127	154	118	487
	29%	29%	30%	30%	31%	24%	27%	30%	32%	27%	27%	30%	28%
NET: Renters	708	340	187	422	384	38	75	307	156	151	232	131	577
	34%agh	28%	43%Ta	31%	30%	43%cd	32%	27%	24%	32%hi	40%Tgh	34%	34%
NET: Rent from Council Housing Association	427	221	101	253	236	17	47	171	75	97	158	81	346
	20%igh	18%	23%a	19%	19%	19%	20%	15%h	11%	21%gh	27%Tgh	21%	20%
Rented from the council	274	147	65	159	147	11	36	113	45	68	103	48	227
	13%gh	12%	15%	12%	12%	13%	16%	10%h	7%	15%gh	18%Tgh	12%	13%
Rented from a housing association	153	75	36	94	89	5	11	58	30	29	54	33	120
	7%gh	6%	8%	7%	7%	6%	6%	5%	5%	6%	9%gh	9%	7%
Rented from someone else	281	119	85	169	148	21	28	136	81	54	74	50	231
	13%a	10%	19%Ta	12%	12%	24%Tcd	12%	12%	12%	12%	13%	13%	13%
Rent free	34	8	1	9	8	1	*	5	3	2	4	2	33
	2%abcd	1%	*	1%	1%	1%	*	*	*	*	1%	*	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 130  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Gender			Age							Social Grade						Urban/Rural		Country											Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)		
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63		
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*		
No formal education	12	5	7	-	1	4	3	1	1	3	1	7	4	-	3	5	4	3	9	11	1	10	2	*	-	2	-	1	*	2	1	*	2	2	2	-	-		
Primary	10	6	5	-	-	2	1	2	3	3	-	3	7	1	2	1	7	3	8	8	2	7	2	-	2	2	-	1	3	-	1	-	-	1	2	-	2		
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BT/EC, NVQ levels 1 to 3, etc.	1066	488	576	113	123	143	203	192	207	85	236	346	484	149	269	293	355	418	648	847	219	917	71	49	29	71	51	124	93	95	80	49	107	103	167	98	29		
University degree or equivalent professional qualification, NVQ level 4, etc.	682	358	319	71	152	115	118	89	95	41	223	233	226	263	227	93	99	490	192	547	135	559	69	36	19	69	19	72	51	51	51	36	62	106	89	58	19		
Higher university degree, doctorate, MBA, NVQ level 5, etc.	250	135	112	40	65	53	37	19	29	6	105	90	55	137	64	25	24	201	49	202	48	205	21	11	13	21	9	21	21	28	13	11	22	45	25	20	13		
Still in full time education	65	19	45	61	3	1	-	-	-	-	64	1	-	19	27	5	14	46	19	57	8	50	11	3	1	11	3	9	3	7	6	3	2	14	4	1	1		
Don't know	2	-	2	2	-	-	-	-	-	2	-	-	-	-	-	-	2	-	2	2	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-		
Prefer not to answer	23	16	7	3	9	8	1	*	-	1	12	9	1	5	3	6	9	8	14	22	1	21	-	1	-	-	-	4	1	2	-	1	3	8	1	3	-		

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base





**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 131  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Ethnicity		Children 18 or Under										Household income										Disability				Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,999 per year (n)	From £37,000 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per week (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
No formal education	12	10	2	8	1	1	1	1	1	2	2	2	3	5	-	-	-	-	-	-	3	1	-	-	9	-	4	5	5	-
Primary	10	8	3	10	-	-	1	1	-	1	2	3	-	1	1	-	1	-	1	1	2	3	4	-	5	-	5	2	5	1
Secondary school, high school, 8th form/college, GCSEs, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1066	974	89	801	28	61	90	112	79	1	263	70	103	204	176	144	51	24	37	48	127	180	92	6	768	19	278	126	479	168
University degree or equivalent professional qualification, NVQ level 4, etc.	682	589	85	515	11	47	85	65	34	2	165	20	44	111	93	118	89	53	19	23	51	92	42	3	527	15	140	44	264	222
Higher university degree, doctorate, MBA, NVQ level 5, etc.	250	193	54	167	12	29	36	35	13	-	82	8	10	22	20	45	47	37	5	7	22	25	17	2	205	4	41	16	62	111
Still in full time education	65	33	24	59	2	3	1	1	3	1	5	3	1	-	5	1	1	1	9	4	2	1	2	2	53	6	5	3	6	2
Don't know	2	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	2	-
Prefer not to answer	23	18	5	16	1	2	1	-	-	2	4	-	1	1	4	2	-	-	10	4	1	1	-	-	10	11	1	-	6	1

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 132  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of packages (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
No formal education	12	9	1	7	7	-	2	8	5	3	1	3	9
	1%	1%	*	*	1%	-	1%	1%	1%	1%	*	1%	1%
Primary	10	7	2	5	5	-	1	3	2	1	5	3	8
	*	1%	*	*	*	-	*	*	*	*	1%	1%	*
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1066	633	207	678	639	39	118	556	324	232	301	186	890
	51%	52%	47%	50%	50%	44%	51%	50%	50%	50%	52%	48%	51%
University degree or equivalent professional qualification, NVQ level 4, etc.	682	408	160	475	451	24	74	383	222	161	188	127	555
	32%	33%	36%	35%	35%	27%	32%	34%	34%	35%	33%	33%	32%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	250	148	51	159	148	12	32	151	91	60	51	59	191
	12%	12%	12%	12%	12%	14%	14%	13%j	14%j	13%	9%	15%k	11%
Still in full time education	65	8	12	20	12	8	2	6	3	3	17	4	61
	3%acd	1%	3%a	1%	1%	9%Tcdf	1%	1%	*	1%	3%ghi	1%	4%k
Don't know	2	-	-	2	-	-	-	-	-	-	2	2	-
	*	-	-	*	-	-	-	-	-	-	*	1	-
Prefer not to answer	23	14	6	16	10	6	1	11	5	6	9	4	18
	1%	1%	1%	1%	1%	7%Tcdf	1%	1%	1%	1%	2%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 133  
**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**  
**Base: All respondents**

	Gender			Age							Social Grade							Urban/Rural		Country				Region														
	Total (T)	Male (M)	Female (F)	16-24 (G)	25-34 (H)	35-44 (I)	45-54 (J)	55-64 (K)	65-74 (L)	75+ (N)	NET: 16-34 (O)	NET: 35-54 (P)	NET: 55+ (Q)	A/B (R)	C1 (S)	C2 (T)	DE (U)	ABC1 (V)	C2DE (W)	Urban (X)	Rural (Y)	England (Z)	Scotland (AA)	Wales (AB)	Northern Ireland (AC)	Scotland (AD)	North East (AE)	North West (AF)	North (AG)	Yorkshire & Humberside (AH)	West Midlands (AI)	East Midlands (AJ)	Wales (AK)	East (AL)	London (AM)	South East (AN)	South West (AO)	South (AP)
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*	
Yes - responsible for half or more of the items bought	1867	876	982	178	326	318	344	281	295	124	504	662	701	503	514	389	461	1016	851	1511	356	1557	157	93	60	157	74	203	155	174	131	93	179	231	252	157	60	
	88%acj	85%	92%Ta	61%	93%kj	97%Tcd	95%Tch	93%Tcj	88%kj	90%cj	78%kc	96%Tcd	90%kj	88%	86%	91%nq	90%	87%	90%nq	89%	86%	88%	89%	93%	94%	89%	88%	87%	90%	95%TAD	87%	93%G	90%	83%	87%	87%	94%	
No - not responsible for most of the items bought	243	152	91	113	26	9	19	22	40	14	139	27	76	71	81	39	51	153	91	185	59	213	19	7	4	19	10	30	17	10	20	7	19	47	36	23	4	
	12%bef	15%Tb	8%	39%Tdef	7%ke	3%	5%	7%ek	12%efk	10%ek	22%Tdef	4%	10%efk	12%	14%cr	9%	10%	13%cr	10%	11%	14%	12%	11%	7%	6%	11%	12%	13%C	10%	5%	13%C	7%	10%	17%TCE	13%C	13%C	6%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 134  
**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**  
**Base: All respondents**

	Ethnicity		Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 16 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per year (k)	From £200 to £299 per year (l)	From £300 to £499 per year (m)	From £500 to £699 per year (n)	From £700 to £999 per year (o)	From £1,000 to £1,499 per year (p)	From £1,500 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	281	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Yes - responsible for half or more of the items bought	1867	1645	206	1361	54	137	204	204	118	6	500	102	156	331	271	291	167	107	72	78	188	271	147	10	1393	50	424	186	780	458
	88%b	90%b	79%	86%	97%c	97%Tch	95%Tc	95%Tc	91%	68%	96%Tch	97%Tp	95%Tp	96%Tnprs	92%	93%T	88%	93%	89%	90%	91%	90%	94%k	78%	88%	89%	89%	96%T	94%TC	91%
No - not responsible for most of the items bought	243	182	55	218	2	4	11	11	12	3	23	3	7	12	25	23	22	8	9	9	20	31	10	3	186	6	51	8	47	46
	12%efgj	10%	21%Ta	14%defgj	3%	3%	5%	5%	9%ej	32%	4%	3%	5%	4%	8%im	7%	12%kim	7%	11%im	10%im	9%	10%	6%	22%	12%iv	11%	11%	4%	6%	9%b

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 135  
**Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?**  
**Base: All respondents**

	Contract Type			Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (T)	Bundle d package (a)	Standard (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN (h)	Aware CANNOT (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Yes - responsible for half or more of the items bought	1867 88%	1141 93%T	406 92%T	1266 93%T	1190 93%Te	76 87%	214 93%	1037 93%T	607 93%T	430 92%T	538 94%T	363 94%T	1504 87%
No - not responsible for most of the items bought	243 12%abcd	85 7%	33 8%	95 7%	83 7%	12 13%cd	17 7%	82 7%	46 7%	36 8%	37 6%	25 6%	218 13%kl

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 136  
**How many cars are there in your household?**  
**Base: All respondents**

	Gender		Age								Social Grade								Urban/Rural		Country				Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*
No cars in the household	443	184	254	64	111	74	67	49	58	21	174	141	128	84	127	41	190	212	231	406	37	382	35	13	13	35	25	35	53	28	25	13	32	106	55	23	13
	21%	18%	24%	22%	31%	23%	18%	16%	17%	15%	27%	20%	16%	15%	21%	10%	37%	18%	25%	24%	9%	22%	20%	13%	20%	30%	15%	31%	15%	17%	13%	16%	38%	19%	13%	20%	
NET: Any	1667	843	818	228	241	253	296	255	277	117	469	549	650	490	468	387	323	957	710	1290	377	1389	141	87	51	141	59	198	119	156	126	87	167	173	234	157	51
	79%	82%	76%	78%	69%	77%	82%	84%	83%	85%	73%	80%	84%	85%	79%	90%	82%	75%	76%	91%	78%	80%	87%	80%	80%	80%	80%	85%	69%	85%	83%	87%	84%	173	234	157	51
1	856	421	433	64	122	139	144	129	171	86	187	283	386	203	258	183	211	461	395	705	151	711	81	39	24	81	29	100	59	76	67	39	77	99	120	83	24
	41%	41%	40%	22%	35%	43%	40%	43%	51%	62%	41%	50%	35%	43%	43%	41%	39%	42%	42%	36%	40%	46%	39%	38%	46%	35%	43%	35%	41%	44%	39%	39%	36%	41%	46%	83	24
2	617	335	279	104	90	100	117	96	81	29	194	217	206	215	164	157	379	239	467	150	512	47	39	19	47	23	84	47	61	46	39	68	47	84	52	19	
	29%	33%	26%	36%	26%	30%	32%	32%	24%	21%	30%	27%	27%	37%	28%	28%	32%	25%	28%	36%	29%	27%	39%	30%	27%	27%	28%	36%	28%	33%	31%	39%	34%	17%	29%	29%	30%
3+	194	87	107	59	29	14	35	30	25	2	88	48	57	71	46	46	117	77	117	76	165	12	9	7	12	7	14	12	20	13	9	22	26	30	22	7	
	9%	8%	10%	20%	8%	4%	10%	10%	7%	2%	14%	7%	7%	12%	8%	11%	6%	10%	8%	18%	9%	7%	9%	12%	7%	8%	6%	7%	11%	9%	9%	11%	9%	10%	12%	12%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 137  
**How many cars are there in your household?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under							Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,500 and above per week (r)	£1,500 and above per week (s)	Don't know (t)	Refused (u)	Yes - mental condition (v)	Yes - physical condition (w)	Yes - disability (x)	Yes - other (y)	No (z)	Refused (aa)	Yes (ab)	Most (ac)	Potentially (ad)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480	
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504	
No cars in the household	443	356	72	376	7	23	24	30	14	1	66	49	68	74	29	32	29	11	34	42%Tmmo	18	80	82	51	280	26	137	69	152	70	
	21%fghj	19%	26%Ta	24%fghj	12%	16%	11%	14%	11%	1%	13%	47%Tmmo	42%Tmmo	22%noq	10%	10%	15%	9%	42%Tmmo	20%no	39%TuTx	27%TTx	33%TTx	-	18%	47%TuTx	29%TTx	36%TBC	18%	14%	
NET: Any	1667	1471	189	1204	49	117	191	186	116	7	456	95	269	267	282	160	105	47	69	128	220	105	12	1299	30	338	125	675	434		
	79%bbkr	81%b	72%	76%	88%	84%	89%Tc	86%Tc	89%Tc	89%	87%Tc	53%	58%	78%kir	90%Tkm	90%Tkm	85%kir	91%Tkm	58%	80%kir	61%	73%ty	67%	100%	62%Ttuv	53%	71%ty	64%	82%A	86%TA	
1	856	764	89	636	21	56	98	90	46	2	217	46	75	202	148	127	61	21	28	34	70	144	68	5	640	13	203	77	419	185	
	41%q	42%b	34%	40%	37%	40%	46%	42%	36%	30%	42%	44%q	46%pq	59%Tkm	50%Topq	40%q	32%q	19%	35%q	39%q	34%	47%TTx	44%y	44%	41%	23%	43%ty	40%	51%TAC	37%	
2	617	546	69	423	21	49	84	77	47	3	192	7	16	53	98	125	86	54	12	28	42	61	27	3	506	10	102	30	206	203	
	29%klmr	30%	27%	27%	39%	35%	39%Tc	36%c	36%c	32%	37%Tc	7%	10%	15%	33%klmr	40%Tkm	45%Tkm	47%Tkm	15%	32%klmr	20%	20%	17%	25%	32%kuv	17%	21%	16%	25%A	40%TAB	
3+	194	161	31	145	7	12	9	19	23	2	47	3	3	14	21	30	13	29	7	16	6	7	16	16	10	4	153	7	33	18	51
	9%lmuu	9%	12%	9%f	12%f	9%	4%	9%	17%Tcdg	28%	9%f	3%	2%	4%	7%l	10%km	7%	25%Tkmn	7%	8%l	8%	5%	7%	31%	10%u	13%	7%	9%	6%	46	9%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 138  
**How many cars are there in your household?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle of package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
No cars in the household	443	207	126	267	244	23	42	194	102	92	150	85	358
	21% <sup>agh</sup>	17%	29% <sup>Ta</sup>	20%	19%	26%	18%	17%	16%	20%	26% <sup>Tgh</sup>	22%	21%
NET: Any	1667	1018	313	1094	1029	65	189	925	552	374	424	303	1365
	79% <sup>bj</sup>	83% <sup>Tb</sup>	71%	80%	81%	74%	82%	83% <sup>Tj</sup>	84% <sup>Tj</sup>	80% <sup>bj</sup>	74%	78%	79%
1	856	556	176	599	565	34	103	510	297	213	233	176	680
	41%	45% <sup>T</sup>	40%	44%	44%	39%	45%	46% <sup>T</sup>	45% <sup>T</sup>	46%	41%	45%	39%
2	617	371	104	393	369	24	62	330	202	128	149	97	520
	29% <sup>b</sup>	30% <sup>b</sup>	24%	29%	29%	28%	27%	29%	31%	27%	26%	25%	30%
3+	194	92	33	102	95	6	24	86	52	33	42	29	164
	9%	7%	8%	7%	7%	7%	10%	8%	8%	7%	7%	8%	10%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 139  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Gender			Age							Social Grade							Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	North-east Ireland (J)		
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63		
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*		
White	1827	898	920	175	291	284	322	292	326	138	606	606	755	482	511	397	436	994	833	1433	393	1505	161	98	62	161	80	199	150	148	137	98	183	181	255	173	62		
G	87%cj	87%	86%	80%	83%cj	87%cj	89%cdj	86%Tcd efk	97%Tcd efk	99%Tcd efk	72%kc	88%kcdj	97%Tcd efk	84%	86%	83%Tmn pqr	85%	85%	89%mq	85%	95%Ts	85%	92%u	98%Tu	99%Tu	92%CGG	96%TACG	85%G	87%G	80%G	90%CG	98%TABCDGH	92%TACG	85%	88%CG	96%TABCGH	99%TABCGH		
NET: Ethnic minority	261	120	140	107	137	17%fghijkl	13%ghil	9%ghil	4%	3%	166	74	21	89	81	30	62	169	92	241	20	247	12	2	1	12	4	35	22	35	15	2	14	88	32%TyzABCDEFGHIJ	28	7	1	
Mixed	60	29	31	18	14	4%gij	13	8	2	5	32	21	7	15	21	9	16	36	24	52	8	57	3	-	-	3	-	11	5	3	2	-	5	26	9%TyzABCDEFGHIJ	5	2	-	
Asian	121	64	57	48	30	22	14	3	3	-	78	36	7	44	31	14	31	75	46	112	8	117	3	1	-	3	1	11	11	26	8	1	6	39	14%TyzABCDEFGHIJ	11	5	-	
Black	33	13	20	13	6	2	5	5	-	1	19	7	6	9	12	5	7	21	12	33	-	33	-	-	-	-	-	5	3	3	1	-	2	14	5%TyzABCDEFGHIJ	5	-	-	
Chinese	39	13	26	24	8	3	3	1	-	31	6	1	18	16	3	4	34	4	36	3	32	5	-	1	5	2	6	3	3	4	-	1	9	3	1	1			
Other ethnic group	9	2	7	4	2	1	3	-	-	6	4	-	2	1	2	4	3	6	8	1	8	-	1	-	-	-	2	-	1	-	1	-	1	4	-	-			
Prefer not to answer	22	9	13	9	2	2	8	1	-	11	10	1	3	3	1	15	6	16	21	1	18	3	1	-	3	-	-	-	2	-	1	2	9	5	-	-			
	1%l	1%	1%	3%Tdeg hi	1%	1%	2%hi	-	-	2%hi	1%l	-	1%	1%	1%	3%Tmmo q	1%	2%koq	1%	1%	1%	2%	1%	-	1%	-	2%	-	-	1%	-	1%	3%TAI	2%	-	-			

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 140  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per week / Up to £10,400 per year (k)	From £10,400 to £15,599 per week / From £15,600 to £25,999 per year (l)	From £15,600 to £25,999 per week / From £26,000 to £36,399 per year (m)	From £26,000 to £36,399 per week / From £36,400 to £51,999 per year (n)	From £36,399 to £51,999 per week / From £52,000 to £77,999 per year (o)	From £52,000 to £77,999 per week / From £78,000 to £111,999 per year (p)	From £78,000 to £111,999 per week / From £112,000 to £150,000 per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480	
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504	
White	1827	1827	-	1378	40	110	181	185	118	4	445	95	148	314	275	292	163	98	61	82	190	287	154	11	1349	37	441	162	769	456	
	87%bde	100%Tb	-	87%cde	72%	78%	84%	86%cd	91%de	47%	85%cd	91%fr	91%fr	92%Tr	93%Tppr	93%Tppr	86%	85%	75%	94%r	91%xy	95%TTxy	99%TTx	92%	85%y	66%	93%TTxy	83%	93%TA	90%TA	
NET: Ethnic minority	261	-	261	182	16	29	33	29	11	4	76	9	15	22	18	22	24	16	14	6	16	16	2	1	222	8	32	31	49	46	
	12%amnou	-	100%Ta	12%	28%Tcgh	21%Tch	15%	14%	8%	44%	14%	9%	9%	8%	6%	7%	13%mmo	14%mmo	17%mmo	6%	8%v	5%	1%	8%	14%lvz	14%v	7%v	16%BC	6%	9%	
Mixed	60	-	60	41	5	6	10	3	1	19	4	3	3	7	9	5	3	4	4	7	6	*	-	45	3	12	7	16	10		
	3%a	-	23%Ta	3%	8%Tc	4%	3%	4%	2%	9%	4%	3%	2%	1%	2%	3%	2%	5%	5% <sup>m</sup>	3%	2%	*	-	3%	5%	3%	4%	2%	2%		
Asian	121	-	121	75	10	17	23	15	4	3	42	3	9	9	4	12	11	6	4	4	6	1	-	108	3	10	17	15	25		
	6%amotu	-	46%Ta	5%	17%Tcgh	12%Tch	11%Tch	7%	3%	35%	8% <sup>c</sup>	3%	6% <sup>o</sup>	3%	3%	1%	6% <sup>os</sup>	10% <sup>mos</sup>	7% <sup>os</sup>	-	2%	2%	1%	-	7%lvz	4%	2%	9%B	2%	5%B	
Black	33	-	33	24	*	4	1	3	3	-	8	2	1	4	5	*	2	2	2	2	2	2	1	-	28	1	4	3	10	5	
	2%a	-	12%Ta	2%	-	3%	1%	2%	2%	-	2%	2%	1%	1%	1%	*	1%	*	2%	-	1%	1%	*	-	2%	2%	3%	1%	1%	1%	
Chinese	39	-	39	37	-	1	-	1	-	-	2	1	3	2	3	2	3	2	3	2	1	1	-	-	36	1	2	1	6	5	
	2%ajzz	-	15%Ta	2% <sup>ff</sup>	-	1%	-	-	-	-	1%	1%	1%	1%	1%	1%	2%	3%	2%	*	*	-	-	-	2%uz	2%	*	1%	1%	1%	
Other ethnic group	9	-	9	5	1	2	3	1	1	-	5	-	2	2	1	2	1	-	-	-	2	1	-	-	5	-	4	3	1	1	
	*a	-	4%Ta	* <sup>2</sup>	1%	1%	* <td>1%</td> <td>1%</td> <td>-</td> <td>1%</td> <td>-</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>1%</td> <td>* <td>-</td> <td>-</td> <td>8%</td> <td>-</td> <td>1%</td> <td>1%B</td> <td>* <td>* </td></td></td>	1%	1%	-	1%	-	1%	1%	1%	1%	-	-	-	-	1%	* <td>-</td> <td>-</td> <td>8%</td> <td>-</td> <td>1%</td> <td>1%B</td> <td>* <td>* </td></td>	-	-	8%	-	1%	1%B	* <td>* </td>	*	
Prefer not to answer	22	-	19	-	1	1	1	1	1	2	-	-	7	2	* <td>2</td> <td>1</td> <td>6</td> <td>8</td> <td>8</td> <td>2</td> <td>-</td> <td>-</td> <td>-</td> <td>8</td> <td>11</td> <td>2</td> <td>1</td> <td>9</td> <td>3</td>	2	1	6	8	8	2	-	-	-	8	11	2	1	9	3	
	1%a	-	1%	-	1%	1%	1%	1%	8%	* <td>-</td> <td>-</td> <td>2%<sup>o</sup></td> <td>1%</td> <td>* <td>1%</td> <td>1%</td> <td>8%<sup>Tlmm</sup></td> <td>8%<sup>Tlmm</sup></td> <td>8%<sup>Tlmm</sup></td> <td>1%</td> <td>-</td> <td>-</td> <td>-</td> <td>1%</td> <td>20%<sup>TluyT</sup></td> <td>* <td>* <td>1%</td> <td>1%</td> <td>1%</td> </td></td></td>	-	-	2% <sup>o</sup>	1%	* <td>1%</td> <td>1%</td> <td>8%<sup>Tlmm</sup></td> <td>8%<sup>Tlmm</sup></td> <td>8%<sup>Tlmm</sup></td> <td>1%</td> <td>-</td> <td>-</td> <td>-</td> <td>1%</td> <td>20%<sup>TluyT</sup></td> <td>* <td>* <td>1%</td> <td>1%</td> <td>1%</td> </td></td>	1%	1%	8% <sup>Tlmm</sup>	8% <sup>Tlmm</sup>	8% <sup>Tlmm</sup>	1%	-	-	-	1%	20% <sup>TluyT</sup>	* <td>* <td>1%</td> <td>1%</td> <td>1%</td> </td>	* <td>1%</td> <td>1%</td> <td>1%</td>	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/t/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 141  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle d	Standa lone (b)	Total in- contra ct (c)	30 day rollin g (e)	Out of contra ct (f)	Total aware (g)	Aware CAN increa se (h)	Aware CANNOT increa se (i)	Not aware (j)	Yes (k)	No (l)	
		(a)	(d)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
White	1827	1125	382	1226	1152	74	204	1026	604	422	503	359	1468
	87%	92%Td	87%	90%T	91%T	84%	88%	92%Tj	93%Tj	91%T	87%	92%Ti	85%
NET: Ethnic minority	281	94	44	123	114	9	20	88	47	41	58	28	233
	12%acd	8%	10%	9%	9%	10%	9%	8%	7%	9%	10%	7%	14%k
Mixed	60	27	14	28	28	*	13	26	15	11	15	8	52
	3%	2%	3%	2%	2%	1%	6%cd	2%	2%	2%	3%	2%	3%
Asian	121	45	13	55	52	3	5	32	15	17	31	11	109
	6%abgh	4%	3%	4%	4%	4%	2%	3%	2%	4%	5%gh	3%	6%k
Black	33	12	7	20	17	3	-	13	3	10	7	3	30
	2%	1%	2%	1%	1%	3%f	-	1%	*	2%h	1%	1%	2%
Chinese	39	7	10	14	12	2	2	13	10	3	3	5	34
	2%a	1%	2%a	1%	1%	3%	1%	1%	2%	1%	1%	1%	2%
Other ethnic group	9	5	*	5	5	-	-	4	4	-	1	1	8
	*	*	*	*	*	*	*	*	1%	*	*	*	*
Prefer not to answer	22	7	12	12	7	5	7	5	2	3	14	1	21
	1%	1%	3%Ta	1%	1%	6%Tcd	3%Tcd	*	*	1%	2%Tgh	*	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

### Broadband in Contract Price Rises Survey ONLINE Fieldwork: 9th to 11th January 2023

Absolutes/col percents

Table 142  
To which of the following religious groups do you consider yourself to be a member of?  
Base: All respondents

	Gender			Age										Social Grade					Urban/Rural			Country					Region											
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (l)	NET: 35-54 (k)	NET: 55+ (j)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (AA)	York-shire & Humber-side (AB)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*	
Christian	966	462	503	74	124	128	162	164	211	103	198	290	478	261	263	209	233	524	442	779	187	808	71	47	40	71	45	118	75	78	63	47	102	115	135	78	40	
	46%	45%	47%	26%	35%	39%	45%	54%	63%	75%	92%	100%	45%	44%	49%	45%	45%	45%	42%	46%	45%	46%	40%	47%	63%	40%	53%	50%	43%	42%	42%	47%	51%	41%	47%	43%	63%	
NET: Other	166	89	74	51	39	24	27	10	9	6	90	51	25	51	42	20	53	93	73	152	15	157	5	3	1	5	3	28	15	25	8	3	14	43	15	7	1	
	8%	9%	7%	17%	11%	7%	7%	3%	3%	4%	14%	7%	3%	9%	7%	5%	10%	8%	8%	9%	4%	9%	3%	3%	2%	3%	3%	12%	9%	14%	6%	3%	7%	15%	5%	4%	2%	
Muslim	81	45	35	27	21	16	12	3	*	*	49	28	3	17	20	16	28	37	43	79	2	78	2	1	-	2	*	14	8	18	2	1	5	21	6	4	-	
	4%	4%	3%	9%	6%	5%	3%	1%	*	*	8%	4%	*	3%	3%	4%	5%	3%	5%	5%	*	4%	1%	1%	-	1%	6%	8%	10%	1%	1%	2%	8%	2%	2%	2%	-	
Hindu	18	11	7	7	6	1	3	-	3	-	12	3	3	12	2	-	5	13	5	17	1	18	-	-	-	-	1	5	-	-	2	-	1	7	2	1	-	
	1%	1%	1%	2%	2%	*	1%	-	1%	-	2%	3%	3%	2%	*	-	1%	1%	1%	1%	*	1%	-	-	-	-	1%	2%	-	-	1%	-	3%	2%	1%	*	-	
Jewish	19	13	6	5	4	-	1	1	3	4	10	1	8	6	9	2	2	15	4	18	2	18	-	1	-	-	*	4	-	1	1	1	3	6	2	1	-	
	1%	1%	1%	2%	1%	-	*	*	1%	3%	2%	*	1%	1%	1%	*	*	1%	4%	1%	1%	1%	-	1%	-	-	1%	2%	-	*	1%	2%	2%	3%	1%	*	-	
Sikh	7	3	3	3	1	-	1	1	-	-	4	1	1	2	2	-	3	4	3	3	4	5	1	-	-	-	1	-	-	-	-	-	-	2	3	-	-	
	*	*	*	1%	*	-	1%	1%	-	-	1%	*	*	2%	2%	-	1%	*	3%	3%	1%	1%	1%	-	-	-	1%	-	-	-	-	-	-	1%	1%	-	-	
Buddhist	10	4	6	4	1	2	1	1	1	-	5	4	2	6	5	-	10	-	-	10	-	10	-	-	-	-	1	*	1	1	2	-	-	4	2	-	-	
	*	*	1%	1%	*	1%	*	*	1%	-	1%	1%	1%	1%	1%	-	1%	-	1%	1%	*	1%	-	-	-	-	1%	*	*	*	1%	-	-	1%	-	1%	1%	
Other	31	12	17	5	6	6	8	3	2	2	10	14	7	8	6	3	15	13	18	25	6	26	2	2	1	2	-	5	5	6	2	4	2	1	2	1	2	
	1%	1%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	1%	1%	3%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	3%	3%	1%	2%	2%	2%	1%	2%	2%
None	944	460	479	159	183	168	164	130	113	26	342	332	270	254	280	195	215	534	410	734	210	778	97	21	97	36	88	82	78	79	49	82	113	130	91	21		
	45%	45%	45%	55%	52%	52%	45%	43%	34%	19%	53%	48%	35%	44%	47%	46%	42%	46%	44%	43%	51%	44%	55%	49%	33%	55%	43%	38%	47%	42%	52%	49%	41%	40%	45%	50%	33%	
Prefer not to say	33	16	17	7	6	6	10	-	2	3	13	16	5	8	9	4	12	17	16	31	2	29	2	1	2	2	-	-	1	4	1	1	1	8	10	5	2	
	2%	2%	2%	3%	2%	2%	3%	-	*	2%	2%	2%	1%	1%	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	3%	1%	-	-	1%	2%	1%	1%	*	3%	3%	3%	3%	

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
\* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 143  
**To which of the following religious groups do you consider yourself to be a member of?**  
**Base: All respondents**

	Ethnicity				Children 18 or Under										Household income										Disability				Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,369 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £399 per week / From £15,600 to £25,999 per year (m)	From £400 to £499 per week / From £26,000 to £36,399 per year (n)	From £500 to £599 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per week / Up to £1,500 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disabled (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)			
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480		
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504		
Christian	966	907	52	748	12	52	87	101	56	1	218	45	85	174	148	157	97	44	30	48	72	163	80	7	722	18	226	75	439	236		
	46%bdt	50%Tb	20%	47%jd	22%	37%	40%id	47%id	43%id	7%	42%id	43%	52%q	51%q	50%	50%	51%q	38%	37%	55%q	35%	51%t	51%t	61%	46%t	32%	48%t	39%	53%TAC	47%		
NET: Other	166	8%aB	50	116	108	13	23%Togh	29	20	4	54	5	12	22	16	14	11	12	11	2	18	20	8	*	128	7	31	25	40	28		
Muslim	81	4%accuB	76	39	8	18	13%Tch	23	12	3	39	2	7	11	5	9	9	2	7	-	6	3	1	-	69	2	10	20	13	10		
Hindu	18	1%aB	18	13	3	-	3	3	-	-	5	-	-	1	-	-	2	5	-	-	-	-	-	-	18	-	-	-	1	7		
Jewish	19	1%	16	3	16	2	3%g	-	1	-	2	-	1	5	3	3	3	1	2	-	3	-	-	-	12	3	3	9	4	1%		
Sikh	7	-	7	6	-	-	1	1	-	1	-	-	-	2	-	-	-	-	-	-	-	1	-	-	5	-	1	-	2	1		
Buddhist	10	4	7	10	1	-	-	-	-	-	1	2	-	1	-	-	-	2	-	-	3	1	1	*	8	-	3	2	2	2		
Other	31	26	6	25	1	4	3	4	*	-	7	1	4	4	4	3	1	1	3	-	9	11	5	-	16	2	13	2	14	3		
None	944	853	89	697	29	63	97	91	66	2	245	52	66	138	130	143	79	59	33	32	116	119	69	4	716	12	216	91	337	238		
	45%byy	47%b	34%	44%	53%	45%	45%	42%	51%	23%	47%	50%	40%	44%	46%	42%	51%	41%	37%	56%TuvT	44%y	39%	35%	45%y	22%	46%y	47%	41%	47%B			
Prefer not to say	33	2%o	17	4	27	1	2	2	2	2	5	2	1	9	2	-	1	1	7	4	2	-	-	-	12	19	2	3	11	2		
	2%o	1%	1%	2%	2%	1%	1%	1%	1%	19%	1%	2%o	3%no	3%no	1%	-	1%	1%	9%Timno	5%Tinop	1%	-	-	-	1%	34%TuvT	2	1%	1%	*		

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 144  
**To which of the following religious groups do you consider yourself to be a member of?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Christian	966	628	184	665	615	50	113	533	313	240	275	202	764
	46%	51%Td	42%	49%	48%	57%	49%	49%	48%	52%T	48%	52%TI	44%
NET: Other	186	81	21	89	86	3	11	60	25	35	46	17	150
	9%bghk	7%	5%	7%	7%	3%	5%	5%	4%	7%h	8%h	4%	9%k
Muslim	81	36	10	47	45	1	4	27	10	16	24	7	73
	4%h	3%	2%	3%	4%	1%	2%	2%	2%	3%	4%h	2%	4%
Hindu	18	7	-	6	6	-	-	4	2	2	3	1	17
	1%	1%	-	-	-	-	-	-	-	-	1%	-	1%
Jewish	19	15	3	13	13	-	3	11	2	9	6	3	16
	1%	1%	1%	1%	1%	-	1%	1%	-	2%h	1%	1%	1%
Sikh	7	3	-	2	1	1	1	1	1	-	2	-	7
	-	-	-	-	-	1%kd	1%	-	-	-	-	-	-
Buddhist	10	3	3	6	6	-	-	5	3	1	2	-	10
	-	-	1%	-	-	-	-	1%	-	-	-	-	1%
Other	31	16	5	16	15	1	2	12	6	7	9	5	26
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%
None	944	502	223	586	555	31	103	493	310	183	239	163	781
	45%	41%	51%Ta	43%	44%	35%	44%	44%	48%i	39%	42%	42%	45%
Prefer not to say	33	14	12	20	16	4	5	13	5	8	13	6	28
	2%	1%	3%	1%	1%	5%	2%	1%	1%	2%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 145  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Gender			Age										Social Grade										Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)								
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63								
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*								
NET: Urban	1696	825	862	246	300	275	301	233	250	91	546	576	574	455	489	328	424	944	752	1696	-	1435	147	67	46	147	72	207	135	161	102	67	143	266	220	128	46								
	80%hi	80%	80%	35%ghi	35%ghi	34%ghi	83%hil	77%ii	75%	66%	35%Tgh	33%ghi	74%	79%	82%o	77%	83%o	81%	80%	100%Ti	-	81%w	84%w	67%	73%	34%DEF	86%DEF	89%TBD	78%D	88%TBD	67%	67%	72%	96%Tyz	ABCDEF	HIJ	73%								
Urban - Population over 10,000	963	507	449	164	200	160	165	109	121	44	365	325	273	282	299	154	228	581	382	963	-	808	90	35	30	90	27	98	81	93	62	35	66	239	90	52	30								
	46%ghi	49%b	42%	56%Tfg	57%Tfg	49%ghi	45%ghi	36%	36%	32%	57%Tef	47%ghi	35%	49%cor	50%cor	36%	44%o	50%Tor	41%	57%Ti	-	46%	51%w	35%	47%	51%zEF	32%	42%HI	47%FHI	50%zEF	41%I	35%	33%	86%Tyz	ABCDEF	HIJ	47%HI								
Town and Fringe	733	318	414	82	100	115	136	124	129	47	182	251	300	173	190	174	196	363	370	733	-	627	57	33	16	57	45	108	54	68	40	33	77	27	130	77	16								
	35%dj	31%	39%a	28%	28%	35%	37%cdj	41%cdj	38%cdj	34%	28%	36%cdj	39%cdj	30%	32%	41%Tmn	38%mq	31%	39%Tmn	43%Ti	-	35%	32%	33%	26%	32%G	54%TyB	46%TyB	31%G	37%G	27%G	33%G	39%DG	10%	45%TyB	43%DGJ	26%G								
NET: Rural	414	202	211	45	52	52	62	71	85	48	97	114	204	119	106	100	89	225	189	-	414	336	29	33	17	29	12	27	37	23	50	33	55	12	69	52	17								
	20%jeA	20%	20%	15%	15%	16%	17%	23%cde	25%Tcd	34%Tcd	15%	17%	26%Tcd	21%	18%	23%np	17%	19%	20%	-	100%Ts	19%	16%	33%Tuv	27%	16%G	12	27	37	23	50	33	28%TyzA	4%	24%ACG	29%Tyz	27%ACG								
Village	364	179	183	40	47	47	56	57	76	41	87	102	174	95	91	94	83	186	177	-	364	307	21	28	8	21	12	24	33	20	48	28	46	12	67	46	8								
	17%saC	17%	17%	14%	13%	14%	15%	19%	23%Tcd	29%Tcd	14%	15%	22%Tcd	17%	15%	22%Tmn	16%	16%	19%	-	88%Ta	17%	12%	27%Tuv	13%	12%G	14%G	10%G	19%ACG	11%G	32%Tyz	27%Tyz	23%ACG	4%	23%TyA	25%TyA	13%G								
Hamlet & Isolated Dwelling	50	23	28	5	5	5	6	14	9	7	10	11	29	24	15	6	5	38	12	-	50	29	7	5	9	7	-	3	4	3	1	5	9	-	2	6	9								
	2%saG	2%	3%	2%	1%	2%	2%	5%Tdej	3%	5%dkj	1%	2%	4%jk	4%Tpr	2%	1%	1%	3%pr	1%	-	12%Ts	2%	4%u	5%u	14%Tuv	4%GH	-	1%	2%G	2%	1%	5%AGH	5%AGH	-	1%	4%GH	14%TyzABCDGHI								

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 146  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £52,000 per year (o)	From £52,000 to £78,000 per year (p)	From £78,000 to £1,500 and above per week (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physically disabled (u)	Yes - other (v)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentiality (B)	Least (C)	
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
NET: Urban	1696	1433	241	1248	49	122	175	180	104	7	440	93	132	269	220	262	164	86	68	68	165	235	121	9	1267	50	378	171	640	414
Urban - Population over 10,000	963	770	177	708	35	71	106	95	55	6	249	53	92	135	98	145	113	60	38	35	89	119	65	3	737	33	193	103	330	262
Town and Fringe	733	663	64	540	14	51	69	85	49	1	192	40	40	134	121	117	51	26	30	33	77	116	56	6	531	17	185	68	311	152
NET: Rural	414	393	20	331	7	18	40	35	26	1	82	11	31	74	76	52	25	30	13	19	43	67	35	4	312	6	97	23	186	90
Village	364	344	19	293	3	16	37	32	22	1	70	9	29	66	69	44	21	25	12	18	42	60	31	3	273	4	87	20	164	79
Hamlet & isolated Dwelling	50	50	1	38	4	2	4	3	3	-	12	2	2	8	7	8	4	5	1	2	1	7	4	1	39	2	10	3	22	11

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 147  
**Which of the following best describes where you live?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
NET: Urban	1696	980	355	1087	1013	74	195	908	540	368	453	319	1376
	80%	80%	81%	80%	80%	84%	84%	81%	83%	79%	79%	62%	80%
Urban - Population over 10,000	963	531	221	616	572	44	120	510	306	204	258	179	784
	46%	43%	50%a	45%	45%	59%	52%	46%	47%	44%	45%	46%	46%
Town and Fringe	733	449	134	471	441	30	75	398	234	164	196	141	522
	35%	37%b	31%	35%	35%	34%	33%	36%	36%	35%	34%	36%	34%
NET: Rural	414	246	84	274	260	14	36	211	113	98	121	68	346
	20%	20%	19%	20%	20%	16%	16%	19%	17%	21%	21%	18%	20%
Village	364	217	74	241	229	12	33	188	105	83	106	60	304
	17%	18%	17%	18%	18%	13%	14%	17%	16%	18%	18%	15%	18%
Hamlet & Isolated Dwelling	50	29	10	33	31	3	4	23	8	15	8	4	42
	2%	2%	2%	2%	2%	3%	2%	2%	1%	3%h	3%	2%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

### Broadband in Contract Price Rises Survey ONLINE Fieldwork: 9th to 11th January 2023

Table 148  
Please indicate which of the following best describes your current working status.  
Base: All respondents

	Gender			Age							Social Grade						Urban/Rural		Country			Region																
	Total (n)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humberside (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ireland (aj)	
Unweighted base	2110	1013	1098	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*	
NET: Working	1188	595	588	139	274	272	276	169	50	8	414	548	227	365	379	248	196	744	444	993	195	989	97	69	32	97	43	131	87	109	87	69	88	175	156	112	32	
	56%chi	58%	59%	48%hil	78%Tcg	83%Tcf	76%Tcg	56%hil	15%i	6%	84%Tcg	79%Tcg	29%hi	64%Tpr	64%Tpr	58%pr	38%	64%Tpr	47%p	59%t	47%	56%	55%	69%Tuv	51%	97	55%	51%	50%	59%F	50%	59%F	58%F	89%Tyz	44%	63%BF	54%	62%F
NET: Employed	1079	532	542	135	259	250	241	153	36	5	394	491	194	330	344	223	182	674	405	910	169	895	88	66	30	88	42	117	82	106	79	66	84	157	131	96	30	
	51%hil	52%	51%	46%hil	73%Tcg	76%Tcf	66%Tcg	50%hil	11%i	4%	61%Tcg	71%Tcg	25%hi	58%Tpr	58%Tpr	52%pr	35%	68%Tpr	43%p	54%t	41%	51%	50%	66	30	88	50%	51%	50%	48%	57%FH	57%FH	66%TyA	42%	56%FH	45%	54%F	
Working full time - working 30 hours per week or more	876	491	382	110	218	213	202	116	15	3	327	415	134	286	284	171	135	570	306	740	136	719	73	57	26	73	31	91	61	93	63	57	70	131	102	77	26	
	42%bhi	48%Tb	38%	38%hil	62%Tcg	65%Tcf	58%Tcg	38%hil	5%	2%	51%Tcg	60%Tcg	17%hi	50%Top	46%Top	40%pr	26%	49%Top	33%p	44%t	33%	41%	42%	57	26	73	37%	39%	35%	50%TAB	42%	57	35%	47%BFH	35%	43%	41%	
Working part-time - working between 8 and 29 hours per week	203	41	161	26	41	37	39	37	21	2	67	76	60	44	60	51	47	104	98	170	33	175	15	9	4	15	11	26	21	13	16	9	13	26	29	19	4	
	10%ai	4%	15%Ta	9%i	12%hi	11%hi	11%i	12%hil	6%	2%	10%i	11%hi	8%i	8%	10%	12%hm	9%	9%	10%	10%	8%	10%	8%	9%	6%	8%	13%	11%	12%	7%	11%	9%	7%	9%	10%	10%	6%	
NET: Self-employed	109	63	46	4	16	22	35	16	14	3	20	57	32	34	35	25	14	70	39	83	26	94	9	3	2	9	1	14	5	3	3	4	18	25	15	2		
	5%c	6%	4%	1%	4%	7%cj	10%Tcdh	5%c	4%	2%	3%	8%Tchi	4%	6%p	6%p	6%p	3%	6%p	4%	5%	6%	5%	5%	3%	4%	5%	1%	6%C	3%	2%	8	3	4	7%C	9%TzBC	15	2	
Self-employed - working 30 hours per week or more	61	43	17	2	10	16	22	7	3	1	13	37	11	21	19	14	8	39	21	50	10	51	7	2	1	7	-	9	2	1	3	2	2	10	15	9	1	
	3%i	4%b	2%	1%	3%	5%chj	6%Tcgh	2%	1%	*	2%	6%Tcgh	1%	4%	3%	3%	2%	3%	2%	3%	3%	3%	4%	2%	1%	4%C	-	4%C	1%	*	2%	2%	3%	5%CF	5%BCF	9	1	
Self-employed - working between 8 and 29 hours per week	48	20	29	2	5	8	13	9	11	2	7	19	22	14	17	12	6	30	18	33	15	43	2	1	1	2	1	5	3	3	5	1	2	9	10	6	1	
	2%	2%	3%	1%	2%	2%	4%cj	3%	3%	1%	1%	3%	3%	2%	3%	3%	1%	3%	2%	2%	4%	2%	1%	1%	2%	2%	1%	2%	2%	1%	3%	1%	1%	3%	3%	3%	2%	
NET: Not working	922	433	485	152	78	55	87	135	285	131	230	142	551	209	215	180	317	425	498	703	219	782	79	31	31	79	41	102	85	75	64	31	110	103	132	68	31	
	44%def	42%	45%	52%Tde	22%	17%	24%se	44%def	85%Tcd	94%Tcd	36%def	21%	55%Tcd	36%	36%	42%	62%Tmn	36%	53%Tmn	41%	53%Ts	44%w	45%w	31%	31%	49%w	45%E	49%E	44%E	50%EG	41%	42%	31%	56%TAC	37%	46%E	38%	49%E
Not working but seeking work or temporarily unemployed or sick	77	45	30	11	18	15	12	16	3	-	30	28	19	4	10	9	54	14	63	67	10	65	8	1	3	8	3	5	11	8	3	1	8	11	7	8	3	
	4%himm	4%	3%	4%hi	5%hil	5%hi	3%	5%hil	1%	-	5%hi	4%hi	3%	1%	2%	2%	11%Tmno	1%	7%Tmno	4%	2%	4%	5%	5%	5%	5%	3%	2%	6%	5%	5%	2%	6%	4%	4%	4%	3%	4%
Not working and not seeking work	102	51	49	3	18	16	27	31	8	-	21	43	38	4	9	9	80	13	89	85	17	75	15	3	10	15	4	10	11	3	9	3	12	11	8	5	10	
	5%cimn	5%	5%	1%	5%ci	5%ci	7%chj	10%Tode	2%	-	3%	6%chj	5%ci	1%	2%	2%	16%Tmo	1%	9%Tmo	5%	4%	4%	8%u	3%	10	15	8%CHI	5%	4%	7%C	2%	6%C	4%	6%C	4%	3%	3%	
Student	146	55	91	134	9	2	2	-	-	-	142	4	-	43	69	9	26	111	35	122	24	127	14	3	2	14	9	16	12	13	10	3	6	32	17	10	2	
	7%defg	5%	8%a	46%Tdef	3%ghkl	1%l	-	-	-	-	22%Tdef	1%	-	7%or	12%Tmop	2%	5%so	10%Topr	4%	7%	6%	7%	8%	3%	3%	8%F	11%F	7%	7%	7%	7%	3%	3%	12%TEF	6%	5%	3%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
\* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 148  
 Please indicate which of the following best describes your current working status.  
 Base: All respondents

	Gender			Age							Social Grade							Urban/Rural		Country				Region														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*	
Retired on a state pension only	111	37	73	-	-	-	-	1	80	29	-	-	111	4	7	18	82	11	100	86	25	99	8	1	2	8	7	14	12	9	8	1	11	11	18	9	2	
	5%kdef	4%	7%a	-	-	-	-	*	24%Tcd	21%Tcde	-	-	14%Tcde	1%	1%	4%mnq	18%Tmno	1%	11%Tmno	3%	6%	6%	4%	1%	4%	4%	9%E	6%	7%	5%	5%	1%	11	6%	4%	18	5%	
	gklnmq								efgkl	fgjk			fgjk			q	qr	q	q																			
Retired with a private pension	353	225	128	2	-	-	1	60	189	102	2	1	351	133	99	98	23	232	121	245	108	294	26	22	11	26	14	42	27	31	26	22	48	25	55	27	11	
	17%bcd	22%Tb	12%	1%	-	-	*	20%code	56%Tcd	73%Tcde	*	*	45%Tcd	23%Tnp	17%p	23%Tnpr	4%	20%Tpr	13%p	14%	17%	17%	15%	22%	17%	15%	16%	18%G	15%	17%G	17%G	22%G	24%TYGI	9%	19%G	15%	17%	
	efjpr	G						fk	efgkl	efghj			efgjk	r																								
House person, housewife, househusband, etc.	133	19	113	3	33	21	45	27	5	-	35	66	32	20	23	39	51	43	90	97	35	122	8	*	2	8	3	14	12	11	7	*	25	13	27	10	2	
	6%achi	2%	11%Ta	1%	9%chl	6%chi	12%Tch	9%chl	1%	-	5%chi	10%Tchi	4%chi	4%	4%	9%mnq	10%Tmnq	4%	10%Tmnq	6%	9%	7%w	4%	*	4%	4%	4%	6%E	7%E	6%E	5%	*	13%TYAC	5%	9%E	5%	4%	
	lmnqWE						ij					jl																										

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 149  
 Please indicate which of the following best describes your current working status.  
 Base: All respondents

	Ethnicity		Children 18 or Under								Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per week / £78,000 and above per year (q)	£1,500 and above per week / £78,000 and above per year (r)	Don't know (s)	Refused (t)	Yes - mental condition (u)	Yes - physical condition (v)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (z)	Yes (aa)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480	
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504	
NET: Working	1188	1020	160	763	48%	75%Tc	104	170	176	102	7	418	26	52	156	163	241	167	94	38	32	88	81	37	5	988	28	171	91	407	401
	56%	56%	61%	48%	75%Tc	74%Tc	79%Tc	82%Tc	79%Tc	85%	80%Tc	25%	32%	46%kl	55%klms	77%Tklm nrs	88%Tklm nrs	82%Tklm nrs	47%k	37%	42%kuv	27%	23%	44%	5	63%Ttuv Tz	50%uv	36%uv	47%	49%	79%TAB
NET: Employed	1079	920	152	690	40	98	153	155	96	6	383	20	40	138	148	228	155	87	34	24	76	72	30	5	907	24	148	79	364	373	
	51%	50%	58%	44%	73%Tc	70%Tc	71%Tc	72%Tc	74%Tc	74%	73%Tc	19%	24%	40%kl	50%klms	73%Tklm nrs	82%Tklm nrs	75%Tklm nrs	42%kl	28%	36%kuv	24%	19%	44%	5	57%Ttuv Tz	42%uv	31%uv	41%	44%	74%TAB
Working full time - working 30 hours per week or more	876	754	118	568	35	76	114	126	80	2	308	10	22	103	113	197	143	81	26	21	52	48	23	3	763	12	101	43	288	341	
	42%	41%	45%	36%	62%Tc	54%Tc	53%Tc	58%Tc	61%Tc	21%	59%Tc	10%	13%	30%kl	38%klms	63%Tklm nrs	76%Tklm nrs	70%Tklm nrs	32%kl	24%k	25%kuv	18%	15%	21%	48%Ttuv Tyz	21%	21%	22%	35%A	68%TAB	
Working part-time - working between 8 and 29 hours per week	203	166	34	121	6	22	39	30	16	4	77	10	18	35	35	31	12	6	8	3	24	23	7	3	144	12	47	37	78	32	
	10%C	9%	13%	8%	11%	18%c	18%Tc	14%c	12%	54%	15%Tc	9%	11%	10%	12%	10%	6%	5%	10%	4%	12%v	8%	5%	23%	9%	21%TuvTx	10%	19%TBC	9%	6%	
NET: Self-employed	109	101	8	73	2	6	17	21	6	1	35	6	12	18	15	13	12	7	4	8	12	9	6	-	81	5	23	12	43	27	
	5%	6%	3%	5%	3%	4%	8%	10%Tc	5%	11%	7%	6%	7%	5%	5%	4%	6%	5%	9%	6%	6%	3%	4%	-	5%	8%	5%	6%	5%	5%	
Self-employed - working 30 hours per week or more	61	55	6	37	-	3	12	12	5	1	23	4	5	9	6	8	9	4	3	5	6	3	2	-	49	3	9	6	21	18	
	3%	3%	2%	2%	-	2%	5%c	6%Tc	4%	11%	4%c	4%	3%	3%	2%	3%	3%	3%	3%	6%	3%	1%	1%	-	3%	6%	2%	3%	3%	4%	
Self-employed - working between 8 and 29 hours per week	48	46	2	36	2	3	5	8	2	-	12	2	7	9	8	4	3	4	1	2	6	6	5	-	33	1	14	6	22	9	
	2%	3%	1%	2%	2%	3%	2%	4%	1%	-	2%	2%	5%	3%	3%	1%	2%	3%	2%	3%	3%	3%	3%	-	3%	3%	3%	3%	3%	2%	
NET: Not working	922	806	101	816	14	36	45	39	28	1	104	78	111	187	133	74	22	21	43	55	120	221	120	7	591	28	304	103	420	104	
	44%defg hnopq	44%	39%	52%Tdef gij	25%	26%	21%	18%	21%	15%	20%	75%Tmno pq	88%Tmno pq	54%Tnop q	45%opq	23%p	12%	18%	53%opq	63%Tnop q	58%TTx yz	73%TTTx yz	77%TTTx yz	56%	37%	50%	64%TTx yz	53%TC	51%TC	21%	
Not working but seeking work or temporarily unemployed or sick	77	63	14	68	2	1	-	5	2	-	9	26	9	11	2	2	-	-	5	3	20	17	14	-	43	3	31	26	25	-	
	4%ijnop C	3%	5%	4%ij	4%j	-	-	2%	2%	-	2%	25%Timno pqs	5%nopq	3%nop	1%	1%	-	-	6%nopq	3%p	9%TTx yz	6%yx	9%TTx yz	-	3%	5%	7%TTx yz	13%BBC	3%C	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 149  
 Please indicate which of the following best describes your current working status.  
 Base: All respondents

	Ethnicity		Children 18 or Under							Prefer not to answer (i)	NET: Yes (j)	Household income										Disability					Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)			Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504	
Not working and not seeking work	102	99	3	94	-	-	4	3	3	-	8	18	23	18	6	2	2	1	10	3	53	26%TTxy	19%TTx	26%TTxyz	7%	17	4	82	21	45	5
Student	146	69	69	138	2	1	2	4	6	1	7	6	2	1	3	6	4	2	9	4	8	3	2	2	127	7	12	8	10	7	
Retired on a state pension only	111	111	-	109	-	-	1	-	-	-	1	13	29	30	4	2	1	-	7	10	6	37	17	1	67	2	42	14	61	4	
Retired with a private pension	353	350	3	347	2	1	2	2	2	-	6	4	38	103	87	55	7	7	6	26	8	81	28	2	255	6	92	5	229	68	
House person, housewife, househusband, etc.	133	114	13	59	8	33	37	25	14	-	73	11	11	23	30	7	7	11	6	9	25	27	18	2	82	6	44	20	50	21	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 150  
 Please indicate which of the following best describes your current working status.  
 Base: All respondents

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
NET: Working	1188	680	275	791	737	53	140	662	397	265	308	231	956
	56%	56%	63% <sup>Ta</sup>	58%	58%	61%	61%	59%	61% <sup>j</sup>	57%	54%	60%	56%
NET: Employed	1079	614	247	709	659	50	129	601	366	235	274	209	870
	51%	50%	56%	52%	52%	56%	54% <sup>j</sup>	56% <sup>Tj</sup>	56% <sup>Tj</sup>	50%	48%	54%	51%
Working full time - working 30 hours per week or more	876	508	198	590	549	41	102	498	308	190	218	174	702
	42%	41%	45%	43%	43%	47%	44%	45% <sup>j</sup>	47% <sup>Tj</sup>	41%	38%	45%	41%
Working part-time - working between 8 and 29 hours per week	203	107	49	119	111	9	27	103	58	45	55	35	168
	10%	9%	11%	9%	9%	10%	12%	9%	9%	10%	10%	9%	10%
NET: Self-employed	109	66	28	82	78	4	12	61	31	31	34	23	86
	5%	5%	6%	6%	6%	4%	5%	5%	5%	7%	6%	6%	5%
Self-employed - working 30 hours per week or more	61	34	19	47	44	3	7	31	13	17	23	11	49
	3%	3%	4%	3%	3%	3%	3%	3%	2%	4%	4%	3%	3%
Self-employed - working between 8 and 29 hours per week	48	32	9	35	34	1	5	31	17	13	11	11	37
	2%	3%	2%	3%	3%	1%	2%	3%	3%	3%	2%	3%	2%
NET: Not working	922	545	164	570	535	35	91	457	256	201	267	157	766
	44% <sup>b</sup>	44% <sup>b</sup>	37%	42%	42%	39%	41%	39%	43%	46% <sup>h</sup>	40%	44%	44%
Not working but seeking work or temporarily unemployed or sick	77	42	16	56	50	6	-	40	16	23	18	17	60
	4% <sup>f</sup>	3%	4%	4% <sup>f</sup>	4% <sup>f</sup>	6% <sup>f</sup>	-	4%	2%	5% <sup>h</sup>	3%	4%	3%
Not working and not seeking work	102	58	22	66	64	2	5	51	24	27	33	21	81
	5%	5%	5%	5%	5%	2%	2%	5%	4%	6%	6%	5%	5%
Student	146	14	19	32	19	13	2	15	6	8	22	6	141
	7% <sup>acdf</sup>	1%	4% <sup>ea</sup>	2%	1%	15% <sup>Todf</sup>	1%	1%	1%	2%	4% <sup>gh</sup>	1%	8% <sup>k</sup>
Retired on a state pension only	111	83	11	64	60	3	18	55	28	28	39	20	90
	5% <sup>b</sup>	7% <sup>b</sup>	2%	5%	5%	4%	8%	5%	4%	6%	7%	5%	5%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 150  
 Please indicate which of the following best describes your current working status.  
 Base: All respondents

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Retired with a private pension	363	273	56	265	256	8	46	235	146	89	100	69	284
	17%	22%Tb	13%	19%	20%T	10%	20%	21%T	22%T	15%	17%	19%	16%
House person, housewife, househusband, etc.	133	75	40	88	86	3	20	61	36	25	54	23	110
	6%	6%	9%	6%	7%	3%	9%	5%	6%	5%	9%Tgh	6%	6%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

Broadband in Contract Price Rises Survey
ONLINE Fieldwork: 9th to 11th January 2023

Absolutes/col percents

Table 151
Do you work in any of the following occupations?
Base: All respondents who work

Table with columns for Gender, Age, Social Grade, Urban/Rural, Country, and Region. Rows include Unweighted base, Weighted base, NET: Public Sector, A nationalised industry/state corporation, Central government or civil service, Local government or council, A university or other grant funded establishment, A health authority or NHS Trust, The armed forces, Other public sector occupation, NET: Private Sector, and A charity, voluntary organisation or trust.

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 151  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)
Weighted base	1188	595	588	139	274	272	276	169	50*	8**	414	548	227	365	379	248	196	744	444	993	195	989	97*	69*	32*	97*	43*	131	87*	109*	87*	69*	88*	175	156	112*	32*
Self-employed (Private sector)	133	74	59	11	21	27	37	21	12	4	33	64	37	41	38	32	23	79	55	105	28	116	10	4	3	10	1	19	6	7	11	4	4	24	25	20	3
	11%	12%	10%	8%	8%	10%	14%j	12%	24%Tcd egjk	53%	8%	12%	18%Tde j	11%	10%	13%	12%	11%	12%	11%	14%	12%	11%	6%	10%	11%	2%	14%zF	7%	7%	12%	6%	5%	14%z	16%zCF	17%zBC EF	10%
None of the above/ I work in the Private sector	621	338	280	78	139	137	146	93	25	2	218	283	120	180	170	150	121	350	271	518	103	527	49	27	17	49	23	68	49	59	38	27	51	100	80	59	17
	52%ng	57%b	48%	56%	51%	51%	53%	55%	51%	23%	53%	52%	53%	49%	45%	45%	47%	47%	61%Tmn q	52%	52%	53%	51%	39%	52%	51%	54%	52%	57%	54%	44%	39%	57%E	57%E	51%	53%	52%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 152  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1244	1087	148	792	39	114	186	188	103	6	446	34	70	188	188	246	154	83	39	35	106	102	45	8	1012	26	206	104	476	383
Weighted base	1188	1020	160	763	42*	104*	170	176	102*	7**	418	26**	52*	156	163	241	167	94*	38**	32**	88*	81*	37*	5**	988	28**	171	91*	407	401
NET: Public Sector	387	325	60	224	21	34	55	68	39	1	162	4	15	46	58	80	54	25	16	4	29	22	12	3	321	7	59	27	134	120
A nationalised industry/state corporation	39	28	10	15	7	4	10	5	4	-	24	*	1	4	7	6	4	3	3	-	4	1	-	-	29	5	5	4	12	9
Central government or civil service (including Courts service and Bank of England)	46	41	6	29	7	2	7	8	-	-	17	*	1	1	5	12	12	3	-	-	6	3	2	-	38	-	8	2	11	22
Local government or council (including fire services, police and local authority controlled schools/colleges)	135	117	18	69	1	15	21	33	22	1	65	3	8	24	20	26	18	10	5	3	5	7	6	2	119	-	16	10	58	40
A university, or other grant funded establishment (include opted-out schools)	45	36	8	30	2	5	6	5	1	-	14	-	1	4	7	10	6	2	2	-	8	1	2	-	34	-	11	3	14	13
A health authority or NHS Trust	82	68	14	50	3	5	7	15	11	-	32	*	3	9	11	20	11	6	2	1	3	7	3	-	69	2	12	5	29	27
The armed forces	4	4	-	4	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	-	-	-	-	-	4	-	-	-	1	3
Other public sector occupation (Please specify as much detail as possible)	37	32	5	27	-	3	5	2	2	-	9	-	1	4	6	5	1	1	4	-	3	3	-	1	28	1	7	3	8	7

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 152  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Ethnicity			Children 18 or Under					Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £38,399 per year (m)	From £500 to £699 per week / From £38,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Weighted base	1188	1020	160	763	42*	104*	170	176	102*	7**	418	26**	52*	156	163	241	167	94*	38**	32**	88*	81*	37*	5**	988	28**	171	91*	407	401
NET: Private Sector	801	695	100	538	21	70	115	108	63	6	257	22	37	111	105	161	112	69	22	28	59	59	25	3	667	21	113	64	273	281
A charity, voluntary organisation or trust	47	44	3	34	-	3	7	5	4	-	12	1	2	7	9	11	4	4	1	2	3	6	4	1	36	-	11	3	20	15
Self-employed (Private sector)	133	115	17	86	4	11	23	22	11	1	46	12	15	21	17	13	14	12	4	8	16	8	-	99	4	31	18%	50	35	
None of the above / I work in the Private sector	621	537	79	418	17	56	85	81	48	5	198	9	20	83	80	137	94	52	16	19	39	37	2	533	17	71	42	203	231	
	z	53%	50%	55%	41%	53%	50%	46%	47%	71%	47%	36%	38%	53%	49%	57%	56%	55%	42%	58%	45%	46%	34%	34%	54%	61%	41%	45%	50%	58%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 153  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	1244	716	307	836	785	51	154	708	432	276	329	241	1003
Weighted base	1188	680	275	791	737	53*	140	662	397	265	308	231	956
NET: Public Sector	387	211	86	247	232	15	46	209	132	78	92	83	305
	33%	31%	31%	31%	31%	29%	33%	32%	33%	29%	30%	36%	32%
A nationalised industry/state corporation	39	22	5	20	20	-	8	21	14	7	7	6	33
	3%	3%	2%	2%	3%	-	6%	3%	4%	3%	2%	2%	3%
Central government or civil service (including Courts service and Bank of England)	46	27	9	33	31	2	2	23	14	10	13	11	35
	4%	4%	3%	4%	4%	5%	2%	3%	3%	4%	4%	5%	4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	135	85	30	98	92	6	13	81	51	30	35	32	103
	11%	13%	11%	12%	13%	11%	9%	12%	13%	11%	11%	14%	11%
A university, or other grant funded establishment (include opted-out schools)	45	23	9	23	21	3	8	22	16	6	10	9	35
	4%	3%	3%	3%	3%	5%	6%	3%	4%	2%	3%	4%	4%
A health authority or NHS Trust	82	42	21	52	48	3	11	46	31	15	18	17	65
	7%	6%	8%	7%	7%	6%	8%	7%	8%	5%	6%	7%	7%
The armed forces	4	1	3	4	3	1	-	2	1	1	2	2	2
	+	+	1%	+	+	2%	-	+	+	+	1%	1%	+
Other public sector occupation (Please specify as much detail as possible)	37	12	9	17	17	-	3	15	5	9	7	5	32
	3%	2%	3%	2%	2%	-	2%	2%	1%	4%	2%	2%	3%
NET: Private Sector	801	470	189	544	506	38	94	453	265	188	216	149	652
	67%	69%	69%	69%	69%	71%	67%	68%	67%	71%	70%	64%	68%
A charity, voluntary organisation or trust	47	35	6	33	30	2	5	28	13	15	12	6	41
	4%	5%	2%	4%	4%	4%	3%	4%	3%	6%	4%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 153  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Weighted base	1188	680	275	791	737	53*	140	662	397	265	308	231	956
Self-employed (Private sector)	133	83	33	100	96	3	13	80	41	39	38	33	101
	11%	12%	12%	13%	13%	6%	9%	12%	10%	15%	12%	14%	11%
None of the above/ I work in the Private sector	621	362	150	412	379	33	76	345	211	134	166	110	510
	52%	52%	54%	52%	51%	61%	54%	52%	53%	51%	54%	48%	53%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 154  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

	Gender			Age								Social Grade						Urban/Rural		Country					Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*
No children aged 18 or under	1579	786	786	253	222	155	219	285	327	138	475	374	430	444	308	397	874	705	1248	331	1329	133	68	49	133	65	178	123	123	110	68	154	209	235	132	49	
	75%def	77%	73%	87%Tde	63%ek	48%	60%e	87%Tde	88%Tc	100%Tcd	74%def	54%	54%Tcd	75%	75%	72%	77%	75%	75%	74%	80%ks	75%	76%	68	77%	76%	78%	78%C	71%	67%	72%	68%	78%C	75%	62%TBC	73%	77%
NET: Yes	523	237	284	35	129	170	142	39	8	1	164	312	47	141	147	118	289	234	440	82	433	43	32	15	43	19	55	49	61	41	32	42	68	53	46	15	
	25%cgh	23%	26%	12%hil	37%Tcg	52%Tcd	39%Tcg	13%hil	2%	*	26%cgh	45%Tcdg	6%hi	25%	25%	23%	25%	25%	26%t	20%	24%	24%	32%	23%	24%	22%	24%	28%H	33%TAF	27%	32%H	21%	24%	18%	18%	26%	23%
NET: Any 5-18	431	191	239	13	88	149	134	39	7	1	102	283	46	111	123	97	100	235	197	362	70	353	38	28	13	38	15	43	40	41	37	28	36	56	45	40	13
	20%cgh	19%	22%	5%	25%cgh	46%Tcd	37%Tcd	13%chil	2%	*	16%chi	41%Tcdg	6%hi	19%	21%	23%	19%	20%	21%	21%	17%	20%	22%	28%	20%	22%	18%	18%	23%	22%	24%	28%H	18%	20%	16%	22%	20%
NET: Any 11-18	290	134	155	10	35	89	115	35	5	-	45	204	40	73	85	66	158	132	242	47	234	29	16	10	29	10	28	26	26	28	16	22	41	29	24	10	
	14%chi	13%	14%	4%	10%chi	27%Tcd	32%Tcd	11%chij	2%	-	7%hi	30%Tcdg	5%hi	13%	14%	15%	13%	14%	14%	14%	11%	13%	16%	16%	16%	16%	12%	12%	15%	14%	19%H	16%	11%	15%	10%	13%	16%
Yes - children aged under 5 years old	173	81	90	23	81	55	13	-	1	-	104	68	1	45	45	41	91	82	149	23	152	9	9	3	9	6	19	10	32	8	9	17	25	19	16	3	
	8%fghl	8%	8%	8%fgh	23%Tcf	17%Tcf	4%ghil	-	*	-	16%Tcf	10%fghi	*	8%	8%	10%	8%	9%	9%	9%	6%	5%	9%	5%	5%	5%	6	7%	17%TyZA	5%	9%	9%	9%	7%	9%	5%	
Yes - children aged 5 to 10 years old	215	92	122	4	71	92	40	6	1	1	75	132	8	58	59	45	54	116	99	175	40	180	14	16	6	14	6	24	19	24	11	16	21	27	26	23	6
	10%cgil	9%	11%	2%	23%Tcf	28%Tcd	11%cgil	2%	*	*	12%cgh	19%Tcdg	1%	10%	10%	10%	11%	10%	11%	10%	10%	8%	16%	9%	8%	8%	7%	10%	11%	13%	7%	16%D	11%	10%	9%	13%	9%
Yes - children aged 11 to 15 years old	215	91	124	7	35	78	71	21	3	-	42	149	24	54	65	49	47	120	96	180	35	176	20	13	6	20	9	19	21	19	21	13	16	32	8	17	6
	10%chij	9%	12%	3%	10%chi	24%Tcd	19%Tcdg	7%chil	1%	-	7%chi	22%Tcdg	3%	9%	11%	11%	9%	10%	10%	11%	9%	10%	11%	13%	10%	11%	10%	8%	10%	10%	14%	13%	8%	11%	8%	9%	10%
Yes - children aged 16 to 18 years old	130	63	67	8	6	26	62	22	5	-	14	89	27	33	34	32	30	67	63	104	26	105	14	6	5	14	3	13	11	9	15	6	13	21	9	11	5
	6%dhj	6%	6%	3%	2%	8%cdh	17%Tcde	7%cdhi	2%	-	2%	13%Tcde	4%	6%	6%	8%	6%	6%	7%	6%	6%	8%	8%	7%	8%H	4%	6%	6%	5%	10%H	6%	7%	7%	3%	6%	7%	
Refused	8	4	4	3	1	1	2	-	-	-	5	4	-	2	4	2	-	6	2	7	1	8	-	-	-	-	-	1	-	1	-	2	2	1	2	-	
	*	*	*	1%	*	*	1%	-	-	-	1%l	1%	-	*	1%	1%	-	1%	*	*	*	*	-	-	-	-	-	-	*	-	1%	-	1%	1%	*	1%	-

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 155  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £38,999 per year (n)	From £39,000 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480	
Weighted base	2110	1827	261	1579	56*	140	215	110*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504	
No children aged 18 or under	1579	1378	182	1579	-	-	-	-	-	-	83	136	287	219	207	104	72	59	74	153	257	131	11	1155	41	383	105	634	368	
	75%defg	75%	70%	100%Tdefgh	-	-	-	-	-	-	80%kopq	83%Topq	84%Tnopq	74%loppq	66%p	55%	62%	73%p	85%opq	74%	85%TTTx	84%TTTx	84%TTTx	73%	81%TTx	54%	77%A	73%A		
NET: Yes	523	445	76	-	56	140	215	110*	8**	523	21	28	53	76	106	85	43	19	13	54	45	25	1	419	13	91	86	191	135	
	25%cmuvzanz	24%	29%	-	100%Tc	100%Tc	100%Tc	100%Tc	-	100%Tc	20%	17%	15%	26%ms	34%TKlms	45%TKlms	38%TKlms	24%	15%	26%kuv	15%	16%	8%	27%kuvz	23%	19%	44%TBC	23%		
NET: Any 5-18	431	374	55	-	17	72	215	215	130	-	431	12	25	48	70	88	70	29	16	13	46	41	24	1	344	10	78	73	165	105
	20%cmuu	20%	21%	-	31%c	51%Tcd	100%Tcd	100%Tcd	-	83%Tode	11%	15%	14%	24%kms	28%TKlms	37%TKlms	25%kms	19%	15%	22%u	14%	15%	8%	22%kuz	17%	16%	38%TBC	20%	21%	
NET: Any 11-18	290	256	32	-	9	21	73	215	130	-	290	10	15	28	55	59	45	24	9	7	30	30	20	1	228	7	55	43	119	75
	14%cm	14%	12%	-	16%c	15%c	34%Tcd	100%Tcd	100%Tcd	-	55%Tode	10%	9%	8%	19%Tms	19%Tms	24%TKlms	21%kms	11%	8%	14%	10%	13%	8%	14%	12%	12%	22%TBC	14%	15%
Yes - children aged under 5 years old	173	132	39	-	56	140	68	23	6	-	173	11	8	16	15	33	30	19	7	3	19	8	4	-	143	4	25	39	44	49
	8%cmuvv	7%	15%Ta	-	100%Tcfgh	100%Tcfgh	32%Tcgh	11%c	5%c	-	33%Tcgh	11%	5%	5%	10%kms	16%TKlms	16%TKlms	9%	3%	9%kuv	3%	3%	-	9%kuvz	7%	5%	20%TBC	5%	10%B	
Yes - children aged 5 to 10 years old	215	181	33	-	12	62	215	69	15	-	215	4	13	29	31	43	36	9	9	10	24	18	9	-	175	4	36	49	71	46
	10%ccu	10%	12%	-	21%Tc	44%Tcdgh	100%Tcdgh	32%Tch	12%c	-	41%Tcdgh	4%	8%	8%	10%	14%kms	19%TKlms	8%	11%	11%	12%u	6%	6%	-	11%u	7%	8%	25%TBC	9%	9%
Yes - children aged 11 to 15 years old	215	185	29	-	9	20	69	215	55	-	215	5	11	20	43	44	35	12	8	4	20	16	14	-	175	4	36	33	89	49
	10%cmuu	10%	11%	-	16%c	14%c	32%Tcd	100%Tcd	43%Tcd	-	41%Tode	5%	7%	6%	15%TKlms	18%TKlms	10%	10%	4%	10%	5%	9%	-	11%u	8%	8%	17%TBC	11%	10%	
Yes - children aged 16 to 18 years old	130	118	11	-	2	6	15	55	130	-	130	6	5	13	26	27	15	15	2	3	14	17	12	1	101	2	27	23	50	41
	6%c	8%	4%	-	4%c	4%c	7%c	26%Tcd	100%Tcd	-	25%Tode	6%	3%	4%	9%kms	9%kms	11%TKlms	13%TKlms	2%	4%	7%	6%	8%	8%	6%	4%	6%	12%TB	6%	8%
Refused	8	4	4	-	-	-	-	-	8	-	-	-	3	1	1	-	-	-	2	-	1	-	-	5	2	4%TuTxz	1	2	1	1
	%c	%a	1%a	-	-	-	-	-	100%	-	-	-	1%	1%	-	-	-	-	3%T	-	*	-	-	*	4%TuTxz	*	1%	*	*	*

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/t/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 156  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standalone (b)	Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)	
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
No children aged 18 or under	1579	891	325	986	918	68	172	834	484	350	408	281	1299
	75%	73%	74%	72%	72%	77%	74%	75%	74%	75%	71%	72%	75%
NET: Yes	523	332	110	371	352	20	57	281	166	115	164	105	417
	25%	27%	25%	27%	28%	23%	25%	25%	25%	26%	28%	27%	24%
NET: Any 5-18	431	284	86	306	288	18	51	230	136	94	142	87	344
	20%	23%	20%	22%	23%	20%	22%	21%	21%	20%	25%	22%	20%
NET: Any 11-18	290	195	55	206	194	12	34	156	94	63	95	57	232
	14%	16%	13%	15%	15%	13%	15%	14%	14%	13%	17%	15%	13%
Yes - children aged under 5 years old	173	99	42	120	116	4	16	86	48	38	55	36	137
	8%	8%	10%	9%	9%	4%	7%	8%	7%	8%	10%	9%	8%
Yes - children aged 5 to 10 years old	215	139	45	154	146	8	25	117	71	46	66	41	174
	10%	11%	10%	11%	11%	9%	11%	10%	11%	10%	12%	11%	10%
Yes - children aged 11 to 15 years old	215	140	40	142	135	7	30	110	61	49	72	30	185
	10%	11%	9%	10%	11%	8%	13%	10%	9%	10%	12%	8%	11%
Yes - children aged 16 to 18 years old	130	94	23	106	100	6	10	74	47	27	44	40	89
	6%	8%	5%	8%	8%	7%	4%	7%	7%	6%	8%	10%T1	5%
Refused	8	2	4	3	3	-	2	4	3	1	3	2	6
	*	*	1%	*	*	-	1%	*	1%	*	1%	1%	*

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 157  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Gender		Age								Social Grade							Urban/Rural		County				Region															
	Total (T)	Male (M)	Female (F)	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-64 (e)	65-74 (f)	75+ (g)	NET: 16-34 (h)	NET: 35-54 (i)	NET: 55+ (j)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)		
	Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*		
Anglia	207	96	109	21	35	33	33	29	35	21	56	65	86	69	53	40	45	122	85	147	59	207	-	-	-	-	*	1	-	1	18	12%zAB	-	168	-	18	-	-	
	10%wxy	9%	10%	7%	10%	10%	9%	10%	11%	15%kj	9%	9%	11%	12%	9%	9%	9%	10%	9%	9%	14%T	12%wxx	-	-	-	-	*	*	-	*	12%zAB	-	85%TyZA	-	8%yABC	-	-		
	zABCEGI																																						
J																																							
Border	18	7	11	5	-	2	7	2	2	-	5	9	4	2	5	1	10	7	11	17	1	8	10	-	-	10	*	6	-	-	-	-	-	-	1	-	-		
	1%	1%	1%	2%cd	-	*	2%de	1%	1%	-	1%	1%	1%	*	1%	*	2%moq	1%	1%	1%	*	6%Tuw	-	-	-	10	6%TBCD	3%TCFG	-	-	-	-	-	-	1%	-	-		
	EFdGH																																						
Central	289	133	154	43	53	44	50	39	40	20	96	94	99	82	79	79	50	160	129	231	58	286	3	-	-	3	1	4	-	164	109	-	2	-	3	3	-		
	14%wxx	13%	14%	15%	15%	14%	14%	13%	12%	14%	15%	14%	13%	14%	13%	14%	13%	14%	14%	14%	14%	16%wxx	2%	-	-	2%G	1%	4	2%	-	89%TyZ	72%TyZA	-	1%	-	1%	1%	-	
	yABEF																																						
GHU																																							
Granada	217	113	103	22	29	28	40	44	39	15	51	68	97	42	51	55	69	93	124	188	29	214	-	3	-	-	-	207	4	4	3	3	-	-	-	-	-		
	10%wxx	11%	10%	8%	8%	9%	11%	14%	12%	11%	8%	10%	13%	4%	7%	9%	13%mmq	13%mmq	8%	13%	13%	7%	12%wxx	-	3%	-	-	89%TyZ	2%GH	3	2%	3	3	-	-	-	-		
	yBCDE																																						
FGHJ																																							
London	404	182	221	85	87	58	54	38	61	19	173	113	118	126	133	98	86	259	145	373	30	403	1	-	-	1	-	3	-	5	*	-	28	278	83	4	-		
	18%glo	18%	21%	29%Tef	25%Tfg	18%	15%	12%	18%	14%	27%Tef	16%	15%	22%cor	22%cor	14%	17%	22%opr	15%	22%t	7%	23%Tvwx	1%	-	-	1%	-	1%	-	3%B	-	-	14%yz	100%TyZ	29%TyZA	100%TyZ	29%TyZA	4	
	rtwxyz																																						
U																																							
Meridian	196	98	97	18	27	24	48	25	41	14	45	72	80	41	63	45	47	104	92	146	50	196	-	-	-	-	-	*	-	-	-	-	-	-	-	-	182	14	
	9%wxx	10%	9%	8%	8%	7%	13%Tcde	8%	12%cj	10%	7%	10%	10%	7%	11%	11%	9%	9%	10%	9%	12%	11%wxx	-	-	-	-	-	*	-	-	-	-	-	-	-	-	63%TyZA	8%yzAB	
	yzABC																																						
DEFGJ																																							
STV	161	100	60	16	19	30	34	24	28	10	35	64	62	55	38	27	41	93	68	132	29	161	-	-	-	161	-	-	-	-	-	-	-	-	-	-	-	-	-
	8%uwz	10%b	6%	6%	5%	9%	9%	8%	8%	7%	5%	9%	8%	10%	6%	6%	8%	8%	7%	7%	7%	-	92%Tuwx	-	-	-	92%TZAB	-	-	-	-	-	-	-	-	-	-	-	-
	ABCDE																																						
FGHI																																							
J																																							
Tyne Tees	84	34	49	17	10	10	10	3%	18	10	26	20	38	12	22	23	26	35	46	71	12	83	-	-	-	*	-	82	-	1	-	-	-	-	-	-	-		
	4%yAB	3%	5%	6%	3%	3%	6%k	3%	7%dk	4%	3%	5%	5%	2%	4%	5%lmq	5%lm	3%	5%	4%	4%	3%	5%vww	-	-	-	*	98%TYAB	-	1%	-	-	-	-	-	-	-		
	CDFGH																																						
	I																																						
Wales	97	47	50	9	19	21	11	18	12	6	28	32	36	30	26	19	22	56	41	66	31	-	-	97	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	5%uuv	5%	5%	3%	5%	6%	3%	6%	3%	5%	4%	5%	5%	5%	4%	4%	4%	5%	4%	4%	4%	-	-	97%Tuwx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	BCDFGH																																						
I																																							
J																																							

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/AB/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 157  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Gender		Age										Social Grade						Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Hum-berside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)			
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*			
West	75 4%yBD FGH	34 3%	41 4%	15 5%l	16 5%l	14 4%	15 4%	5 2%	8 2%	3 2%	31 5%gl	29 4%l	15 2%	26 5%	23 4%	15 3%	11 2%	49 4%	26 3%	61 4%	14 3%	75 4%v	-	-	-	-	-	5 2%G	-	10 5%BDE FGH	-	-	-	-	-	1	66 33%TyzA BCDEFGH J	-		
Westcountry	99 5%wvA BCDEFG H	58 6%	41 4%	10 3%	18 5%	13 4%	20 5%	19 6%	14 4%	5 4%	28 4%	33 5%	38 5%	21 4%	32 5%	22 5%	25 5%	53 5%	46 5%	66 4%	33 8%Ts	99 6%vw	-	-	-	-	-	1	-	1	-	-	-	-	-	-	97 54%TyzA BCDEFGH J	-		
Yorkshire	199 9%wyz ACEFGH I	95 9%	102 10%	27 9%	33 9%	33 10%	29 8%	30 10%	37 11%	11 8%	60 9%	62 9%	78 10%	41 7%	55 9%	37 9%	66 13%mq	96 8%	103 11%km	150 9%	50 12%	199 11%vw	-	-	1	-	-	5 2%GH	171 99%TyzA CDEFGH J	-	22 15%yzAC EFGH	-	-	1	-	-	-	1	1%	
UTV	63 3%uvwA BCFGH	30 3%	34 3%	3 1%	7 2%	17 5%cdj	11 3%	12 4%j	9 3%	4 3%	10 2%	28 4%j	25 3%	27 5%or	14 2%	7 2%	16 3%	41 4%	22 2%	46 3%	17 4%	1	-	-	62 99%Tuww	-	-	-	-	-	-	-	-	-	-	1	62 99%TyzABCDEFH I			

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 158  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Anglia	207	191	14	157	6	16	23	17	12	3	46	12	18	36	27	29	11	25	5	8	21	32	11	-	151	7	48	22	83	52
	10%	10%b	5%	10%	11%	11%	11%	8%	9%	39%	9%	11%	11%	10%	9%	9%	6%	22%	7%	9%	10%	11%	7%	-	10%	13%	10%	11%	10%	10%
Border	18	16	2	13	1	1	-	1	3	-	5	1	-	4	3	2	-	-	1	1	2	7	2	2	9	-	9	3	7	-
	1%	1%	1%	1%	1%	1%	-	1%	2%	-	1%	1%	-	1%	1%	1%	-	-	1%	1%	1%	2%	1%	14%	1%	-	2%	3%	7%	-
Central	289	248	43	201	14	21	29	33	23	-	88	14	23	56	47	41	22	11	7	7	25	41	23	-	221	3	65	34	123	57
	14%	13%	18%	13%	25%Tc	15%	14%	15%	18%	-	17%c	10%	14%	16%	16%	13%	12%	10%	8%	8%	12%	14%	15%	-	14%	6%	14%	17%	15%	11%
Granada	217	189	28	167	6	14	21	15	13	-	50	8	15	49	34	30	19	9	7	12	19	27	14	1	165	4	47	15	97	53
	10%	10%	11%	11%	11%	10%	10%	7%	10%	-	9%	8%	9%	14%T	12%	10%	10%	8%	9%	14%	9%	9%	9%	4%	10%	7%	10%	8%	12%	11%
London	404	286	109	312	10	32	36	41	26	2	90	19	34	35	47	55	45	32	24	18	30	47	24	5	317	14	73	36	125	106
	19%amB	16%	42%Ta	20%	18%	23%	17%	19%	20%	25%	17%	18%	21%am	10%	16%mm	17%mm	24%mm	27%mmo	30%mmn	21%mm	15%	15%	15%	39%	20%z	26%	15%	19%	15%	21%B
Meridian	196	177	14	159	-	8	21	20	7	1	37	11	9	35	31	27	19	7	6	17	20	26	14	1	141	9	46	19	79	42
	9%	10%	5%	10%Td	1%	6%	10%	9%	5%	9%	7%	11%	5%	10%	11%	9%	10%	6%	8%	19%Tloq	10%	9%	9%	4%	9%	17%	10%	10%	10%	8%
STV	161	148	10	124	2	7	14	19	10	-	37	13	14	27	18	30	20	7	8	3	17	29	16	1	118	3	40	19	58	52
	8%	8%b	4%	8%	3%	5%	6%	9%	8%	-	7%	12%	9%	8%	6%	10%	11%	6%	10%	3%	8%	10%	10%	12%	7%	6%	8%	10%	7%	10%
Tyne Tees	84	79	4	65	2	6	9	3	3	-	19	2	9	14	15	11	4	1	4	5	10	19	9	1	55	1	27	4	43	9
	4%C	4%	2%	4%	3%	4%	3%	4%	2%	-	4%	2%	6%	4%	5%	4%	2%	1%	5%	6%	5%	6%xx	6%	4%	3%	2%	6%	2%	5%C	2%
Wales	97	95	2	66	4	6	16	13	5	-	31	3	2	21	13	16	8	4	4	3	9	13	4	2	73	1	23	6	41	20
	5%b	5%b	1%	4%	7%	4%	7%c	6%	4%	-	6%	3%	1%	6%l	4%	5%	4%	4%	5%	3%	5%	4%	3%	14%	5%	1%	5%	3%	5%	4%
West	75	66	8	51	4	9	10	6	5	1	24	1	5	10	9	16	9	5	2	1	8	8	3	-	56	4	16	5	21	30
	4%	4%	3%	3%	6%	7%	5%	3%	4%	7%	5%	1%	3%	3%	3%	5%	5%	4%	2%	2%	4%	3%	2%	-	4%	7%	3%	2%	3%	6%TB
Westcountry	99	97	2	71	5	6	12	11	8	1	27	5	3	16	23	17	8	2	5	5	4	9	7	-	81	5	13	7	45	22
	5%b	5%b	1%	4%	8%	4%	5%	5%	6%	14%	5%	2%	5%	5%	5%	4%	1%	6%	6%	2%	6%	3%	5%	-	5%z	9%tz	3%	4%	5%	4%
Yorkshire	199	175	24	144	2	10	22	22	11	1	55	14	20	33	24	29	15	8	8	4	29	30	20	1	149	3	48	21	82	40
	9%	10%	9%	9%	4%	7%	10%	10%	8%	7%	10%	14%	12%	10%	8%	9%	8%	7%	9%	5%	14%	10%	13%	7%	9%	5%	10%	11%	10%	8%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 158  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under						Prefer not to answer (i)	NET: Yes (l)	Household income										Disability			Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)			Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £38,399 per year (m)	From £500 to £999 per week / From £38,399 to £51,999 per year (n)	From £700 to £1,499 per week / From £52,000 to £78,000 and above per year (o)	£1,000 to £1,500 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
UTV	63	62	1	49	1	3	6	6	5	-	15	1	10	6	5	11	9	5	-	2	13	14	10	-	42	-	21	3	22	22
	3%b	3%b	*	3%	2%	2%	3%	3%	4%	-	3%	1%	6%mn	2%	2%	4%	5%	4%	-	3%	6%TTx	5%	6%TTx	-	3%	-	4%	2%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 159  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle of package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Anglia	207	136	34	133	131	2	25	120	74	46	50	54	153
	10%	11%	8%	10%	10%	2%	11%	11%	11%	10%	9%	14%	9%
Border	18	7	6	8	8	1	3	6	5	1	6	3	15
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Central	289	168	58	183	175	8	29	159	97	62	68	56	233
	14%	14%	13%	13%	14%	9%	12%	14%	15%	13%	12%	15%	14%
Granada	217	128	53	142	140	3	30	120	72	48	64	45	172
	10%	10%	12%	10%	11%	3%	13%	11%	11%	10%	11%	12%	10%
London	404	212	90	255	225	29	43	195	108	86	116	52	352
	19%	17%	21%	19%	18%	33%	20%	17%	17%	19%	20%	13%	20%
Meridian	196	109	49	120	110	10	31	102	62	40	61	25	171
	9%	9%	11%	9%	9%	12%	13%	9%	9%	9%	11%	7%	10%
STV	161	105	33	120	114	6	14	102	55	47	37	29	132
	8%	9%	8%	9%	9%	6%	6%	9%	8%	10%	7%	8%	8%
Tyne Tees	84	49	15	55	49	6	5	39	23	15	27	16	67
	4%	4%	3%	4%	4%	7%	2%	3%	4%	3%	5%	4%	4%
Wales	97	57	17	55	53	2	14	48	29	19	27	13	84
	5%	5%	4%	4%	4%	2%	6%	4%	4%	4%	5%	3%	5%
West	75	43	15	53	46	7	5	40	21	18	19	18	58
	4%	4%	3%	4%	4%	8%	2%	4%	3%	4%	3%	5%	3%
Westcountry	99	59	24	69	63	6	11	64	36	28	20	28	72
	5%	5%	5%	5%	5%	7%	5%	6%	6%	6%	3%	7%	4%
Yorkshire	199	122	31	122	118	4	18	91	50	42	63	36	164
	9%	10%	7%	9%	9%	5%	8%	8%	8%	9%	11%	9%	10%
UTV	63	30	15	46	42	4	3	33	21	11	17	12	51
	3%	2%	3%	3%	3%	5%	1%	3%	3%	2%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 160  
**Marital Status**  
Base: All respondents

	Gender			Age								Social Grade						Urban/Rural		Country								Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Hum-berside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	2110	1013	1098	247	337	350	370	333	326	147	584	720	806	597	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*	
Single	666	313	348	223	163	110	88	44	35	4	386	197	83	178	209	77	202	386	280	568	98	573	52	19	22	52	30	58	55	51	51	19	41	152	81	53	22	
	32% <sup>fh</sup> <sub>jctwE</sub>	30%	32%	77% <sup>Tde</sup> <sub>fghijk</sub>	46% <sup>Tef</sup> <sub>ghkl</sub>	34% <sup>fgh</sup> <sub>ij</sub>	24% <sup>ghi</sup> <sub>ijkl</sub>	14% <sup>hij</sup> <sub>ijkl</sub>	11% <sup>hij</sup> <sub>ijkl</sub>	3%	60% <sup>de</sup> <sub>fghij</sub>	29% <sup>fgh</sup> <sub>ijkl</sub>	11% <sup>hij</sup> <sub>ijkl</sub>	31% <sup>o</sup>	35% <sup>o</sup>	18%	39% <sup>Tmo</sup> <sub>q</sub>	33% <sup>o</sup>	30% <sup>o</sup>	34% <sup>t</sup>	24%	32% <sup>uw</sup>	30% <sup>v</sup>	19%	35% <sup>w</sup>	30% <sup>y</sup>	35% <sup>z</sup>	25% <sup>A</sup>	32% <sup>B</sup>	28% <sup>C</sup>	34% <sup>EF</sup>	19%	21%	55% <sup>Tyz</sup> <sub>AB CDEF HU</sub>	28%	30%	35% <sup>EF</sup>	
NET: Married/ Civil partnership/ co-habiting	1186	609	574	64	181	202	230	208	214	88	245	432	509	342	309	313	222	651	535	910	276	976	105	72	34	105	43	149	88	114	88	72	129	104	164	97	34	
	56% <sup>cj</sup> <sub>G</sub>	59% <sup>b</sup>	53%	22%	52% <sup>cj</sup>	62% <sup>cj</sup>	63% <sup>Tcd</sup> <sub>j</sub>	68% <sup>Tcd</sup> <sub>j</sub>	64% <sup>Tcd</sup> <sub>j</sub>	63% <sup>cj</sup>	38% <sup>c</sup>	63% <sup>Tcd</sup> <sub>j</sub>	66% <sup>Tcd</sup> <sub>j</sub>	60% <sup>np</sup>	52% <sup>q</sup>	52% <sup>q</sup>	73% <sup>Tmn</sup> <sub>pqr</sub>	43%	56% <sup>p</sup>	57% <sup>kp</sup>	54%	67% <sup>Ts</sup>	55%	72% <sup>Tux</sup>	53%	59% <sup>G</sup>	51%	64% <sup>TBG</sup>	51% <sup>G</sup>	62% <sup>G</sup>	58% <sup>G</sup>	72% <sup>TzB</sup> <sub>CDGHU</sub>	65% <sup>TBG</sup>	37%	57% <sup>G</sup>	54% <sup>G</sup>	53%	
Married	867	452	413	24	101	136	159	177	189	82	124	204	242	268	204	242	153	472	395	653	214	717	68	52	30	68	31	111	53	88	65	52	95	77	126	72	30	
	41% <sup>cdj</sup> <sub>npBG</sub>	44% <sup>b</sup>	38%	8%	29% <sup>cj</sup>	42% <sup>cj</sup>	44% <sup>cdj</sup>	58% <sup>Tcd</sup> <sub>efjk</sub>	57% <sup>Tcd</sup> <sub>efjk</sub>	59% <sup>Tcd</sup> <sub>efjk</sub>	19% <sup>c</sup>	43% <sup>cdj</sup>	58% <sup>Tcd</sup> <sub>efjk</sub>	47% <sup>Tnp</sup> <sub>q</sub>	34%	34%	56% <sup>Tmn</sup> <sub>pqr</sub>	30%	40% <sup>np</sup>	42% <sup>np</sup>	38%	52% <sup>Ts</sup>	40%	39%	52% <sup>su</sup>	48%	39% <sup>G</sup>	37%	48% <sup>BG</sup>	31%	48% <sup>BG</sup>	43% <sup>BG</sup>	52% <sup>BG</sup>	48% <sup>BG</sup>	28%	44% <sup>BG</sup>	40% <sup>G</sup>	48% <sup>BG</sup>
Civil Partnership	30	21	9	12	9	2	1	2	2	1	22	3	5	7	12	3	7	19	11	24	5	24	4	1	-	4	1	4	3	5	1	5	2	3	-	-		
	1%	2%	1%	4% <sup>Tefg</sup> <sub>hkl</sub>	3% <sup>fld</sup>	1%	*	1%	1%	1%	3% <sup>Tefg</sup> <sub>hkl</sub>	*	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	-	4%	1%	2%	2%	2%	3%	5%	2%	1%	1%	1%	-	-	
Co-Habiting	290	136	152	28	72	64	70	29	23	4	99	134	56	67	93	68	61	160	129	233	57	235	32	19	3	32	10	34	32	22	21	19	30	25	35	26	3	
	14% <sup>hkl</sup>	13%	14%	9% <sup>hil</sup>	20% <sup>Tcg</sup> <sub>hil</sub>	20% <sup>Tcg</sup> <sub>hil</sub>	19% <sup>Tcg</sup> <sub>hil</sub>	10% <sup>hi</sup>	7%	3%	15% <sup>cgh</sup> <sub>il</sub>	20% <sup>Tcgh</sup> <sub>ij</sub>	7%	12%	16%	16%	12%	14%	14%	14%	14%	13%	18% <sup>x</sup>	19% <sup>x</sup>	5%	18% <sup>GJ</sup>	12%	15%	19% <sup>GJ</sup>	12%	14%	19% <sup>GJ</sup>	15%	12%	9%	12%	14%	5%
NET: Widowed/ separated/ divorced	239	91	148	-	4	10	42	51	85	47	4	52	183	50	71	35	83	121	118	200	39	206	16	9	7	16	12	24	28	17	12	9	26	19	43	25	7	
	11% <sup>cdj</sup> <sub>kl</sub>	9%	14% <sup>a</sup>	-	1%	3% <sup>cj</sup>	12% <sup>cdj</sup> <sub>efjk</sub>	17% <sup>Tcd</sup> <sub>efjk</sub>	25% <sup>Tcd</sup> <sub>efjk</sub>	34% <sup>Tcde</sup> <sub>fghj</sub>	1%	8% <sup>cdj</sup>	24% <sup>Tcde</sup> <sub>fghj</sub>	9%	12%	8%	16% <sup>Tmo</sup> <sub>q</sub>	10%	13% <sup>mo</sup>	12%	9%	12%	9%	9%	12%	9%	14%	10%	16% <sup>DG</sup>	9%	8%	9%	13%	7%	15% <sup>G</sup>	14% <sup>G</sup>	12%	
Widowed	72	23	48	-	-	*	2	12	32	25	-	3	69	16	23	13	19	40	32	56	16	64	4	3	1	4	2	7	5	6	3	3	14	6	16	6	1	
	3% <sup>cdj</sup> <sub>kl</sub>	2%	4% <sup>a</sup>	-	-	*	1%	4% <sup>cdj</sup> <sub>efjk</sub>	10% <sup>Tcd</sup> <sub>efjk</sub>	18% <sup>Tcde</sup> <sub>fghj</sub>	-	*	9% <sup>Tcde</sup> <sub>fghj</sub>	3%	4%	3%	4%	3%	3%	3%	4%	4%	2%	3%	1%	2%	2%	3%	3%	3%	7% <sup>TYG</sup>	2%	6%	3%	1%			
Separated	22	11	11	-	-	5	7	5	2	3	*	12	10	3	7	3	10	9	13	21	2	21	-	1	-	-	1	*	2	1	4	-	4	5	4	2		
	1% <sup>j</sup>	1%	1%	-	-	1% <sup>j</sup>	2% <sup>cdj</sup>	2% <sup>cdj</sup>	1% <sup>cdj</sup>	2% <sup>cdj</sup>	*	2% <sup>cdj</sup>	1% <sup>j</sup>	*	1%	1%	2%	1%	3%	1%	1%	1%	-	-	2%	-	-	1%	*	3% <sup>yAF</sup>	-	-	1%	2%	2%	1%		
Divorced	145	57	88	-	4	5	32	34	51	20	4	37	104	31	41	19	54	72	73	124	21	121	12	6	8	12	9	17	21	11	4	6	12	9	22	16	6	
	7% <sup>cdj</sup> <sub>efjk</sub>	5%	8% <sup>a</sup>	-	1%	1%	9% <sup>cdj</sup> <sub>efjk</sub>	11% <sup>Tcd</sup> <sub>efjk</sub>	15% <sup>Tcd</sup> <sub>efjk</sub>	14% <sup>Tcde</sup> <sub>efjk</sub>	1%	9% <sup>cdj</sup> <sub>efjk</sub>	13% <sup>Tcde</sup> <sub>efjk</sub>	5%	7%	4%	11% <sup>Tmoq</sup>	6%	8%	7%	5%	7%	7%	6%	9%	7%	10% <sup>DG</sup>	7%	12% <sup>TDFG</sup>	6%	3%	6%	6%	3%	8%	2%	16% <sup>DG</sup>	6%
Prefer not to answer	19	14	4	5	4	5	3	2	-	-	9	8	2	5	6	3	5	11	8	17	2	15	3	-	-	3	-	2	*	1	1	-	3	3	1	4	-	
	1%	1% <sup>b</sup>	*	2% <sup>hi</sup>	1%	2% <sup>hi</sup>	1%	1%	-	-	1% <sup>kl</sup>	1% <sup>kl</sup>	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	-	2%	-	1%	*	1%	1%	-	1%	1%	1%	2%	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/ef/h/g/hij/kl - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
\* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 161  
**Marital Status**  
**Base: All respondents**

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Single	666	506	150	581	5	17	28	43	22	2	84	53	62	90	63	62	35	19	34	20	105	78	47	3	495	24	147	83	190	110
NET: Married/ Civil partnership/ cohabiting	1188	1075	101	779	50	122	171	160	94	2	405	23	47	180	203	231	149	95	28	55	67	160	79	9	922	23	242	77	498	355
Married	867	783	80	546	42	95	131	128	78	2	319	14	36	134	160	173	92	77	21	42	40	133	65	4	669	16	182	55	392	239
Civil Partnership	30	21	8	23	3	2	2	*	*	7	*	2	4	2	5	*	*	2	1	1	4	4	2	1	20	*	9	2	9	3
Co Habiting	290	271	13	210	5	25	37	30	15	-	80	8	9	42	40	53	58	18	4	12	23	23	12	4	233	7	50	19	97	114
NET: Widowed/ separated/ divorced	239	228	10	207	-	1	14	12	15	-	32	27	54	70	26	21	5	1	12	12	34	63	28	-	153	2	83	32	135	37
Widowed	72	72	-	70	-	*	2	-	-	2	4	18	27	5	7	1	1	2	4	6	17	11	-	50	1	21	4	48	10	
Separated	22	18	4	13	-	-	5	4	4	-	9	3	4	6	2	-	1	-	1	4	2	3	2	-	17	*	5	5	8	2
Divorced	145	138	6	123	-	*	8	9	11	-	21	20	33	38	18	14	3	-	9	4	25	43	16	-	86	1	58	23	78	24
Prefer not to answer	19	18	*	13	*	-	1	-	-	4	2	2	1	2	4	-	-	-	8	1	1	2	-	9	7	13%	2	2	5	2

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 162  
**Marital Status**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Single	666	270	152	365	330	36	52	260	141	119	177	102	564
	32%acd	22%	35%a	27%	26%	40%cdf	22%	23%	22%	26%	31%gh	26%	33%k
NET: Married/ Civil partnership/ co habiting	1186	776	227	812	774	38	143	703	428	275	309	226	961
	56%	63%Tb	52%	60%e	61%Te	43%	62%e	63%Tj	66%Tj	59%	54%	58%	56%
Married	867	596	148	608	583	25	105	531	328	203	219	166	701
	41%b	49%Tb	34%	45%e	46%Te	29%	45%e	47%Tj	50%Tj	44%	38%	43%	41%
Civil Partnership	30	12	5	12	11	*	1	13	8	5	4	3	27
	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	2%
Co Habiting	290	168	74	191	179	12	37	159	92	67	87	57	233
	14%	14%	17%	14%	14%	14%	16%	14%	14%	14%	15%	15%	14%
NET: Widowed/ separated/ divorced	239	171	52	169	158	12	36	144	79	65	84	57	182
	11%	14%T	12%	12%	12%	13%	16%	13%	12%	14%	15%	15%l	11%
Widowed	72	52	16	58	56	2	10	49	19	29	21	21	50
	3%	4%	4%	4%	4%	2%	4%	4%	3%	6%Th	4%	6%l	3%
Separated	22	10	10	17	15	2	1	15	4	11	4	6	16
	1%	1%	2%a	1%	1%	2%	1%	1%	1%	2%Th	1%	2%	1%
Divorced	145	109	26	95	87	7	25	80	55	25	59	29	115
	7%	9%	6%	7%	7%	8%	11%	7%	8%	5%	10%Ti	8%	7%
Prefer not to answer	19	8	9	14	12	3	*	12	6	6	5	3	15
	1%	1%	2%a	1%	1%	3%	*	1%	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 163  
**Which of the following cities do you live in, or nearest to**  
**Base: All respondents**

	Gender			Age										Social Grade						Urban/Rural		Country				Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Hum-b-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)		
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63		
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1189	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*		
Glasgow	82	52	29	5	13	16	24	10	10	4	17	40	24	27	12	12	30	39	43	69	13	-	80	2	-	80	-	-	-	-	-	2	-	-	-	-	-	-	
	4%uABC	5%ba	3%	2%	4%	5%	7%tcl	3%	3%	3%	6%cl	3%	5%n	2%	3%	6%nq	3%	5%n	4%	3%	-	-	46%Tuwx	2%u	-	46%TzAB	-	-	-	-	-	2%	-	-	-	-	-		
Edinburgh	83	48	34	11	8	17	17	10	15	5	19	34	30	25	27	14	16	53	30	70	13	-	83	-	-	83	-	-	-	-	-	-	-	-	-	-	-	-	
	4%uABC	5%	3%	4%	2%	5%	5%	3%	4%	4%	3%	5%	4%	4%	5%	3%	3%	4%	3%	4%	3%	-	47%Tuwx	-	-	47%TzAB	-	-	-	-	-	-	-	-	-	-	-	-	-
Newcastle	88	36	52	18	10	10	10	19	10	10	28	20	39	12	25	23	28	37	51	76	12	87	*	-	-	*	82	4	1	-	-	-	-	-	-	-	-	-	
	4%myzB	4%	5%	6%k	3%	3%	3%	6%k	3%	7%dkf	4%	3%	5%	2%	4%	5%k	5%k	3%	5%mq	4%	3%	5%ww	*	-	-	*	98%TyAB	2%h	4	-	-	-	-	-	-	-	-	-	
Leeds	79	41	36	10	10	12	17	11	15	3	21	29	29	13	29	15	22	42	37	60	19	79	-	-	-	-	-	1	77	1	-	-	-	-	-	1	-	-	
	4%vAC	4%	3%	4%	3%	4%	5%	4%	5%	2%	3%	4%	4%	2%	5%k	4%	4%	4%	4%	4%	4%	5%	4%v	-	-	-	-	*	45%TyZA	*	-	-	-	-	-	*	-	-	
Hull	41	20	21	9	4	7	4	8	5	4	13	11	17	10	11	7	13	21	20	35	5	41	-	-	-	-	-	-	40	-	1	-	-	-	-	-	-	-	
	2%h	2%	2%	3%	1%	2%	1%	3%	1%	3%	2%	2%	2%	2%	2%	3%	3%	2%	2%	2%	2%	1%	2%	-	-	-	-	23%TyZA	-	1%	-	-	-	-	-	-	-		
Sheffield	64	28	37	4	17	14	9	9	10	2	21	23	20	12	13	12	27	25	39	47	18	64	-	-	-	-	1	-	51	1	11	-	-	-	-	-	-	-	
	3%wAF	3%	3%	1%	5%k	4%	3%	3%	3%	1%	3%	3%	3%	2%	2%	3%	5%Tmnq	2%	4%mq	3%	4%	4%v	-	-	-	1%	-	30%TyZA	7%TyAC	1	-	-	-	-	-	-	-		
Manchester	167	77	89	25	31	17	31	28	25	11	56	48	64	36	38	39	54	73	94	147	20	165	-	3	-	-	-	153	9	2	3	-	-	-	-	-	-	-	
	8%wyz	8%	8%	9%	9%	5%	8%	9%	7%	8%	9%	7%	8%	6%	6%	6%	11%mnq	6%	10%mnq	9%t	5%	9%wxx	-	3%	-	-	-	86%TyzB	5%BFG	2	1%	3%	3%FGH	-	-	-	-	-	
Liverpool	75	45	30	6	7	14	12	16	15	6	13	26	36	14	23	21	16	37	37	61	14	61	-	14	-	-	-	59	-	1	-	-	-	-	-	-	1	-	
	4%wBC	4%	3%	2%	2%	4%	3%	5%dj	4%	4%	2%	4%	5%j	2%	4%	5%	3%	3%	4%	4%	3%	3%v	-	14%Tuwx	-	-	25%TyzB	-	4%	-	-	-	14%TyzB	-	-	-	-	1%	-
Nottingham	94	48	46	7	16	16	15	12	20	7	23	31	39	27	29	19	19	55	38	62	31	93	*	-	-	*	-	1	-	1	90	-	1	-	-	-	-	-	
	4%wAB	5%	4%	2%	5%	5%	4%	4%	6%	5%	4%	5%	5%	5%	5%	4%	4%	5%	4%	4%	4%	8%Ts	5%ww	*	-	-	*	-	-	60%TyZA	-	1%	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J

\* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 163  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Gender			Age												Social Grade						Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)						
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*						
Birmingham	183	77	104	40	30	30	29	19	19	16	71	59	54	52	47	48	36	99	84	157	27	182	-	1	-	-	-	1	-	161	20	13%yzAB	1%	-	-	-	-	-					
Norwich	93	45	48	6	20	12	11	13	21	10	26	23	44	30	25	19	20	55	38	59	34	93	-	-	-	-	-	-	-	-	-	-	93	47%TyZA	-	-	-	-					
Milton Keynes	54	27	25	9	4	6	13	9	6	7	12	19	22	18	12	11	13	30	24	41	12	54	-	-	-	-	-	-	-	16	11%TyZA	-	23	12%TyZA	-	14	5%TyAB	-	-				
Brighton	44	19	24	5	8	4	9	4	10	4	13	13	18	12	9	16	8	21	23	32	12	44	-	-	-	-	-	-	-	-	-	-	-	-	43	15%TyZA	-	-	-				
Oxford	34	10	23	10	6	2	4	4	4	4	16	5	12	2	16	10	6	18	16	24	9	34	-	-	-	-	-	-	-	-	-	-	-	1	27	9%TyZA	6	3%ABC	-				
London	486	225	261	91	103	77	72	45	74	24	194	149	144	149	163	74	101	312	175	436	51	486	-	-	-	-	1	4	2	2	-	-	66	33%TyZ	277	100%TyZ	133	46%TyZA	1	-			
Southampton	88	51	37	8	12	11	26	11	18	2	20	37	31	26	26	17	19	53	35	71	17	88	-	-	-	-	-	-	-	-	-	-	-	-	-	63	22%TyZ	25	14%TyZA	-	-		
Bristol	75	40	35	4	13	15	18	12	9	3	17	33	24	22	20	17	15	42	32	58	17	74	-	1	-	-	-	1	-	-	-	-	-	-	-	-	73	40%TyZA	-	-			
Plymouth	67	39	28	9	11	9	12	12	11	3	20	21	26	15	22	12	18	37	30	42	25	67	-	-	-	-	-	-	-	-	-	-	-	-	-	-	67	37%TyZA	-	-			

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 163  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Gender			Age							Social Grade							Urban/Rural		Country					Region															
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)			
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*			
Cardiff	75	35	40	4	17	16	9	15	10	2	21	26	28	24	18	17	15	43	32	54	22	-	-	75	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	4% uyk	3%	4%	2%	5%	5% c	3%	5% c	3%	2%	3%	4%	4%	4%	3%	4%	3%	4%	3%	3%	5%	-	-	75% Tux	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Belfast	63	29	34	3	8	17	11	12	9	4	10	28	25	27	14	7	16	41	22	46	17	-	-	-	63	-	-	-	-	-	-	-	-	-	-	-	-	-	63	
	3% uyk	3%	3%	1%	2%	5% cj	3%	4% cj	3%	3%	2%	4% cj	3%	5% or	2%	2%	3%	4%	2%	3%	4%	4%	-	-	-	100% Tuw	-	-	-	-	-	-	-	-	-	-	-	-	-	100% Tyz
None of these	76	37	40	7	4	5	10	25	18	8	11	14	51	20	15	19	21	36	40	48	28	59	12	5	-	12	-	9	1	9	12	5	15	-	7	7	-			
	4% jBG	4%	4%	2%	1%	1%	3%	8% Tode	5% dej	6% dej	2%	2%	7% Tcode	4%	3%	4%	4%	3%	4%	4%	3%	7% Ts	3%	7% u	5%	-	7% zBGH	-	4% BG	*	5% BG	8% TzBG	5% BG	7% TzBG	-	2% G	4% G	-	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/yz/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 164  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability													
	Total (T)	White (a)	Ethnic minority (b)	No children aged 16 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £1,000 per week / Up to £10,000 per year (k)	From £1,000 to £2,000 per week / From £10,000 to £20,000 per year (l)	From £2,000 to £4,000 per week / From £20,000 to £40,000 per year (m)	From £4,000 to £9,000 per week / From £40,000 to £90,000 per year (n)	From £9,000 to £14,999 per week / From £90,000 to £149,999 per year (o)	From £15,000 to £19,999 per week / From £150,000 to £199,999 per year (p)	From £20,000 to £29,999 per week / From £200,000 to £299,999 per year (q)	From £30,000 to £39,999 per week / From £300,000 to £399,999 per year (r)	From £40,000 to £49,999 per week / From £400,000 to £499,999 per year (s)	From £50,000 to £59,999 per week / From £500,000 to £599,999 per year (t)	From £60,000 to £69,999 per week / From £600,000 to £699,999 per year (u)	From £70,000 to £79,999 per week / From £700,000 to £799,999 per year (v)	From £80,000 to £89,999 per week / From £800,000 to £899,999 per year (w)	From £90,000 to £1,000,000 per week / From £900,000 to £1,000,000 per year (x)	Don't know (y)	Refused (z)	Yes - mental condition (aa)	Yes - physical condition (ab)	Yes - disability (ac)	Yes - other (ad)	No (ae)	Refused (af)	Yes (ag)	Most (A)	Potentially (B)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480						
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504						
Glasgow	82	76	4	61	1	2	5	12	7	-	21	11	4	17	10	11	9	6	6	2	10	16	6	1	61	1	21	17	26	24						
Edinburgh	83	76	6	60	1	6	9	9	7	-	22	2	9	11	8	21	13	1	3	1	7	14	9	-	61	3	19	5	32	29						
Newcastle	88	83	4	68	2	7	6	9	3	-	19	2	9	14	16	12	4	1	4	6	10	21	10	2	55	1	31	4	45	9						
Leeds	79	68	11	54	2	5	8	12	7	1	24	5	10	13	5	10	9	5	3	-	14	12	8	1	57	-	21	7	31	20						
Hull	41	34	7	34	-	2	3	3	1	-	7	1	4	6	8	8	2	-	1	-	6	6	5	-	30	-	11	2	20	8						
Sheffield	64	59	5	46	-	2	10	7	3	-	18	7	2	11	10	4	3	2	4	4	9	7	5	-	50	3	12	10	22	6						
Manchester	167	140	28	126	4	11	20	14	11	-	41	5	14	34	21	27	14	6	7	8	15	20	14	1	124	4	39	16	65	41						
Liverpool	75	72	3	58	1	9	6	3	4	-	17	4	3	21	12	7	7	4	4	3	4	10	2	-	60	-	15	6	35	18						
Nottingham	94	85	8	66	-	4	8	12	12	1	27	3	9	17	20	15	6	2	3	2	8	16	8	-	68	2	23	9	45	17						
Birmingham	183	141	40	121	16	19	25	23	8	-	62	12	13	34	24	25	12	8	6	4	18	26	13	-	139	3	40	22	73	32						
Norwich	93	91	2	74	5	7	10	8	5	-	20	6	9	25	13	13	4	8	3	4	6	18	7	-	70	3	20	9	51	17						
Milton Keynes	54	43	10	43	-	2	3	5	3	2	8	3	6	5	6	5	5	6	3	1	7	7	5	-	38	1	15	7	12	16						

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 164  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under							Household income											Disability					Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physically (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentiality (B)	Least (C)
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Brighton	44	41	2	35	*	3	7	3	2	-	9	4	1	8	4	4	6	-	2	4	8	6	4	-	29	1	14	6	12	9
Oxford	34	29	5	29	-	*	-	3	1	-	5	1	3	5	11	-	-	-	-	4	2	3	1	-	28	-	5	1	17	2
London	486	360	117	367	13	40	49	54	31	3	117	25	39	48	61	61	53	44	22	26	41	56	26	5	378	18	90	50	150	133
Southampton	88	80	2	71	-	6	8	6	3	-	17	3	4	18	14	16	11	5	2	3	5	13	4	-	64	8	16	3	44	24
Bristol	75	72	2	54	-	4	10	5	8	1	20	4	4	11	16	16	7	5	2	1	10	7	3	-	58	2	15	8	26	30
Plymouth	67	66	1	49	4	3	8	8	3	1	16	1	3	13	15	10	6	-	2	3	2	6	6	-	53	4	9	2	33	13
Cardiff	75	73	2	48	4	5	14	11	5	-	27	2	1	13	15	8	2	2	2	3	8	7	4	2	57	1	18	4	33	17
Belfast	63	62	1	49	1	3	6	6	5	-	15	-	10	6	5	11	9	5	1	2	13	14	10	-	42	-	21	2	22	22
None of these	76	74	2	68	1	1	2	2	3	-	8	3	9	13	10	13	1	6	3	4	5	17	8	-	56	1	19	3	34	18

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 165  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle d package (a)	Standalone (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Glasgow	82	54	19	67	63	4	5	54	30	24	20	13	69
	4%	4%	4%	5%	5%	4%	2%	5%	5%	5%	3%	3%	4%
Edinburgh	83	51	18	57	52	5	9	51	29	22	19	19	64
	4%	4%	4%	4%	4%	5%	4%	5%	4%	5%	3%	5%	4%
Newcastle	88	50	16	57	51	6	5	40	25	15	28	17	70
	4%	4%	4%	4%	4%	7%	2%	4%	4%	3%	5%	4%	4%
Leeds	79	47	13	53	52	1	6	40	18	22	20	15	64
	4%	4%	3%	4%	4%	2%	2%	4%	3%	5%	4%	4%	4%
Hull	41	24	6	21	18	2	5	16	9	7	14	4	36
	2%	2%	1%	2%	1%	2%	2%	1%	1%	2%	3%	1%	2%
Sheffield	64	34	10	33	33	-	6	23	15	8	22	10	55
	3%	3%	2%	2%	3%	-	3%	2%	2%	2%	4%	2%	3%
Manchester	167	96	40	105	101	4	24	95	60	35	42	32	135
	8%	8%	9%	8%	8%	5%	11%	9%	9%	8%	7%	8%	8%
Liverpool	75	50	15	56	56	*	7	37	20	17	29	20	55
	4%	4%	3%	4%	4%	1%	3%	3%	3%	4%	5%	5%	3%
Nottingham	94	58	18	60	59	1	9	47	28	19	30	15	79
	4%	5%	4%	4%	5%	1%	4%	4%	4%	4%	5%	4%	5%
Birmingham	183	103	32	106	102	4	21	100	55	45	36	31	152
	9%	8%	7%	8%	8%	5%	9%	9%	8%	10%	6%	8%	9%
Norwich	93	63	21	68	67	1	8	59	39	21	25	29	64
	4%	5%	5%	5%	5%	1%	3%	5%	6%	4%	4%	8%TI	4%
Milton Keynes	54	35	5	31	30	1	6	26	21	6	13	11	42
	3%	3%	1%	2%	2%	1%	3%	2%	3%	1%	2%	3%	2%
Brighton	44	22	12	29	29	-	2	20	9	11	13	7	37
	2%	2%	3%	2%	2%	-	1%	2%	1%	2%	2%	2%	2%
Oxford	34	10	15	23	21	2	2	17	13	4	8	3	30
	2%	1%	3%Ta	2%	2%	3%	1%	2%	2%	1%	1%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 165  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (T)	Bundle d package (a)	Standard (b)	Total in contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
London	486	270	100	306	274	32	57	243	133	110	138	69	418
	23%k	22%	23%	22%	22%	36%Tcd	25%	22%	20%	24%	24%	18%	24%
Southampton	88	52	21	48	41	7	22	49	33	16	26	11	77
	4%	4%	5%	4%	3%	8%	10%Tcd	4%	5%	4%	5%	3%	4%
Bristol	75	46	20	58	50	8	8	46	23	23	21	27	48
	4%	4%	4%	4%	4%	9%T	3%	4%	3%	5%	4%	7%TI	3%
Plymouth	67	38	15	44	39	5	6	42	23	19	11	17	50
	3%	3%	3%	3%	3%	6%	2%	4%	4%	4%	2%	5%	3%
Cardiff	75	43	15	43	43	1	12	38	24	14	20	8	67
	4%	4%	3%	3%	3%	1%	5%	3%	4%	3%	4%	2%	4%
Belfast	63	30	15	45	42	4	3	33	21	11	17	12	51
	3%	2%	3%	3%	3%	4%	1%	3%	3%	2%	3%	3%	3%
None of these	76	49	13	49	49	1	10	41	25	16	22	16	60
	4%	4%	3%	4%	4%	1%	4%	4%	4%	3%	4%	4%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 166  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Gender			Age							Social Grade							Urban/Rural		Country							Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*
Up to £7,000	(3.5)	69	30	39	16	15	8	15	11	3	2	31	23	6	19	3	41	25	44	59	10	63	5	1	1	5	*	8	13	7	3	1	8	8	11	4	1
£7,001 to £14,000	(10.5)	203	74	127	10	27	23	40	39	45	20	36	63	104	13	43	122	57	146	176	26	166	24	4	9	24	16	21	22	17	4	20	34	15	11	9	
£14,001 to £21,000	(17.5)	271	133	137	27	35	34	43	40	58	34	62	78	132	36	79	112	116	156	214	58	241	13	10	8	13	48	24	27	17	10	26	25	40	23	8	
£21,001 to £28,000	(24.5)	309	142	165	23	51	36	56	52	64	26	75	93	142	57	101	68	84	158	152	235	74	254	27	24	5	37	31	30	30	24	33	15	47	25	4	
£28,001 to £34,000	(31)	228	113	115	21	39	40	25	42	40	20	60	66	102	56	55	72	45	111	117	178	50	195	15	14	4	15	19	20	19	22	14	23	20	23	4	
£34,001 to £41,000	(37.5)	174	99	74	23	21	28	28	22	37	14	44	56	74	43	50	53	28	93	81	144	29	147	18	5	4	18	6	15	14	18	13	5	12	20	26	4
£41,001 to £48,000	(44.5)	164	81	82	32	25	30	28	24	19	6	57	58	49	53	50	47	14	103	61	138	26	128	22	9	5	22	7	21	5	19	18	9	11	18	15	5
£48,001 to £55,000	(51.5)	128	66	61	19	20	29	27	20	13	-	39	56	33	44	46	29	9	90	38	105	23	111	6	4	9	4	12	7	8	5	4	11	21	27	16	
£55,001 to £62,000	(58.5)	101	59	42	19	24	21	22	9	7	-	43	43	16	35	40	17	9	75	26	87	14	78	14	9	1	14	6	7	10	8	6	9	4	16	12	10
£62,001 to £69,000	(65.5)	47	25	22	6	16	8	9	8	-	1	22	17	9	21	18	8	-	39	8	42	5	41	1	4	1	-	6	6	1	2	4	3	11	9	4	
£69,001 to £76,000	(72.5)	56	32	24	10	20	15	6	2	2	-	31	21	4	30	18	8	-	48	8	45	11	42	3	3	3	4	2	4	2	3	4	15	6	3	8	
£76,001 to £83,000	(79.5)	45	19	26	9	7	8	13	6	1	-	16	21	8	32	7	4	2	39	6	33	12	31	7	4	2	7	4	1	2	3	4	5	3	8	4	2

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J

\* small base





**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 166  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Gender			Age								Social Grade			Urban/Rural		Country								Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Hum-berside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*
£83,001 or more (86)	125	74	50	29	21	25	27	11	8	2	50	52	22	90	24	8	2	114	10	94	31	109	7	3	6	7	2	11	7	7	3	3	21	34	28	10	6
	6%hlop	7%b	5%	10%Tghl	6%l	8%hil	8%hil	4%	2%	2%	8%ghil	8%ghil	3%	16%Tnop	4%pr	2%	*	10%Tnop	1%	6%	7%	6%	4%	3%	10%	4%	3%	5%	4%	4%	2%	3%	11%TyA	12%TyzA	15	8%	10%D
Prefer not to answer	190	81	109	46	31	21	23	17	37	14	77	45	68	58	44	42	46	102	88	145	45	163	13	8	6	13	11	19	11	12	10	8	19	36	34	10	6
	9%	8%	10%	16%Tdef	9%	7%	6%	6%	11%gk	10%	12%efgk	6%	9%	10%	7%	10%	9%	9%	9%	9%	11%	9%	8%	8%	10%	8%	13%	8%	7%	6%	7%	8%	10%	12%	6%	10%	10%
Average income (£000's)	36.20g	38.21T	34.28	43.32T	39.27g	40.92T	37.54g	32.50h	28.84	25.19	41.02T	39.14T	29.68i	50.48T	36.31p	35.30p	21.03	43.16T	27.49p	36.02	36.97	35.82	36.35	38.50	42.81	36.35B	34.10	33.41	30.84	32.41	32.54	38.50B	36.44B	42.94T	37.08B	37.79B	42.81ABCD
	hilpD	b	C	fgnil	hl	ghil	hil	li			ghil	ghil		nopqr	r	r		nopqr														CD			CD		

Proportions/Mean: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 167  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Up to £7,000	(3.5)	69	50	19	55	3	3	5	12	5	-	14	40	2	-	-	-	-	5	19	6	5	-	45	1	23	41	1	-	
£7,001 to £14,000	(10.5)	203	183	20	166	3	14	10	13	6	37	49	103	5	1	-	-	-	11	3	49	60	22	14	116	6	82	60	97	1
£14,001 to £21,000	(17.5)	271	223	43	222	6	10	25	18	8	47	6	49	158	1	-	-	-	8	31	55	45	1	181	9	82	32	181	-	
£21,001 to £28,000	(24.5)	309	278	28	238	11	16	29	28	14	2	69	3	153	73	3	1	-	9	3	26	49	21	4	228	8	73	25	193	18
£28,001 to £34,000	(31)	228	211	15	184	3	9	19	22	18	-	44	1	3	12	148	12	1	5	-	21	34	21	2	167	7	53	10	138	29
£34,001 to £41,000	(37.5)	174	154	19	124	2	12	22	20	15	-	50	1	2	2	51	86	4	2	2	11	24	6	*	136	2	35	6	86	54
£41,001 to £48,000	(44.5)	164	144	20	109	10	10	19	28	13	-	55	*	3	7	116	2	-	2	*	10	11	4	2	140	4	20	4	62	63
£48,001 to £55,000	(51.5)	128	111	15	76	3	12	27	21	10	-	52	-	1	-	6	26	1	-	2	3	15	6	-	108	1	20	6	43	60
£55,001 to £82,000	(58.5)	101	86	14	71	4	9	7	15	11	-	30	-	2	3	8	66	-	-	-	11	4	2	-	85	-	16	1	10	69

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 167  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Ethnicity				Children 18 or Under								Household Income											Disability				Financial Vulnerability		
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £1,999 per year (k)	From £2,000 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
£62,001 to £69,000 (65.5)	47	37	10	31	1	5	6	3	-	16	-	-	-	1	-	-	37	-	-	-	3	2	3	1	42	-	5	-	1	37
£69,001 to £76,000 (72.5)	56	49	7	33	2	10	12	9	2	23	-	-	-	2	-	38	1	-	-	2	2	3	-	48	2	6	2	-	39	
£76,001 to £83,000 (79.5)	45	43	1	27	1	3	5	7	10	18	2	-	-	4	7	24	-	-	-	1	3	1	-	41	-	4	2	2	33	
£83,001 or more (86)	125	106	18	86	6	17	12	9	11	39	-	-	-	2	5	88	1	-	8	10	5	-	105	1	18	-	2	94		
Prefer not to answer	190	151	32	157	2	9	17	6	5	29	1	1	7	3	9	2	2	37	73	13	28	14	1	138	13	39	4	10	10	
Average income (£000's)	36.20ck lmrtuv ztvzAB	36.32	35.66	34.39	39.56	44.23Tc	40.44Tc	39.30c	43.35Tc	20.96	41.55Tc	10.65	13.88k	21.65kl mr	31.96kl lmnr	44.59Tk lmnr	62.41Tk lmnr	84.34Tk lmnr	21.76kl	25.25	26.59	27.63	27.29	30.15	38.63Tt uvTz	29.37	28.83	17.79	27.39A	58.93TAB

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 168  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (T)	Bundle of package (a)		Total in contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)		
		Standard (b)	Standalone (b)										Fixed (d)	Out of contract (e)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707	
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722	
Up to £7,000	(3.5)	69 3%	27 2%	18 4%	35 3%	33 3%	2 2%	2 1%	22 2%	13 2%	10 2%	25 4%gh	12 3%	57 3%
£7,001 to £14,000	(10.5)	203 10%f	125 10%	41 8%	141 10%f	134 11%f	7 8%	12 5%	100 9%	48 7%	52 11%h	71 12%h	40 10%	163 9%
£14,001 to £21,000	(17.5)	271 13%	158 13%	61 14%	177 13%	172 14%	5 6%	35 15%	152 14%	87 13%	65 14%	73 13%	50 13%	222 13%
£21,001 to £28,000	(24.5)	309 15%	182 15%	64 15%	201 15%	190 15%	11 12%	32 14%	160 14%	93 14%	66 14%	88 15%	57 15%	252 15%
£28,001 to £34,000	(31)	228 11%	125 10%	54 12%	151 11%	140 11%	12 14%	26 11%	116 10%	68 10%	48 10%	66 11%	35 9%	193 11%
£34,001 to £41,000	(37.5)	174 8%	112 9%	36 8%	117 9%	109 9%	8 9%	27 12%	105 9%	71 11%	34 7%	45 8%	44 11%l	129 8%
£41,001 to £48,000	(44.5)	164 8%	101 8%	29 7%	102 7%	97 6%	5 6%	24 11%	93 8%	58 9%	35 8%	38 7%	21 5%	143 8%
£48,001 to £55,000	(51.5)	128 6%	78 6%	31 7%	89 7%	76 16%Tcd	14 6%	20 8%	82 7%	53 8%	29 6%	29 5%	24 6%	104 6%
£55,001 to £62,000	(58.5)	101 5%	65 5%	13 3%	68 5%	65 5%	2 3%	10 4%	51 5%	29 4%	22 5%	29 5%	25 6%	76 4%
£62,001 to £69,000	(65.5)	47 2%	27 2%	10 2%	32 2%	29 2%	3 3%	5 2%	30 3%	19 3%	11 2%	8 1%	13 3%	34 2%
£69,001 to £76,000	(72.5)	56 3%	26 2%	15 3%	34 2%	32 3%	2 2%	4 2%	29 3%	13 2%	16 3%	12 2%	9 2%	47 3%
£76,001 to £83,000	(79.5)	45 2%	30 2%	7 2%	28 2%	25 2%	3 3%	7 3%	31 3%j	19 3%	12 3%	6 1%	9 2%	35 2%
£83,001 or more	(86)	125 6%	73 6%	23 5%	84 6%	82 6%	2 2%	12 5%	74 7%	45 7%	29 6%	23 4%	23 6%	102 6%
Prefer not to answer	190 9%gh	95 8%	36 8%	101 7%	88 7%	13 15%cd	15 7%	73 7%	38 6%	35 8%	62 11%gh	26 7%	165 10%	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 168  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase			Took out current contract in the last 6 months			
	Total (T)	Bundle d package (a)	Standalone (b)	Total in-contract (c)	30 day rolling (d)	Out of contract (e)	Total aware (g)	Aware CAN	Aware CANNOT	Not aware (i)	Yes (k)	No (l)	
								increase (h)	increase (j)				
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Average income (£000's)	36.20	36.68	35.00	36.40	36.27	38.46	38.12	37.77	38.46T	36.79j	32.53	36.86	36.05

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 169  
**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
**Base: All respondents**

	Gender		Age										Social Grade						Urban/Rural		Country			Region														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-44 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63	
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*	
NET: Yes	475	199	267	42	60	61	80	95	87	50	102	141	232	78	116	92	189	194	280	378	97	386	45	23	21	45	27	56	40	40	35	23	43	51	63	29	21	
	22%cdj	19%	25%ka	15%	17%	19%	22%cj	31%Tcd	26%kde	36%Tcd	16%	20%	30%Tcd	14%	20%fm	21%mq	37%Tmn	17%	30%Tmn	22%	23%	22%	26%	23%	33%	26%	33%GI	24%	23%	22%	23%	23%	22%	23%	22%	16%	33%GI	
Yes - physical condition	302	130	166	11	19	34	54	68	75	42	30	88	185	48	66	68	121	114	189	235	67	241	35	13	14	35	19	31	23	26	22	13	32	34	36	18	14	
	14%cdj	13%	16%	4%	5%	10%cdj	15%cdj	22%Tcd	22%Tcd	30%Tcd	5%	13%cdj	24%Tcd	8%	11%	16%mnq	24%Tmn	10%	20%Tmn	14%	16%	14%	20%u	13%	23%	20%l	23%GHI	13%	13%	14%	14%	13%	16%	12%	12%	10%	23%l	
Yes - mental condition	208	81	121	31	42	44	40	38	12	-	73	85	51	30	46	29	103	76	132	165	43	167	18	9	13	18	11	20	27	16	14	9	16	20	31	13		
	10%hlm	8%	11%ka	11%hi	12%hli	14%hli	11%hli	12%hli	4%	-	11%hli	12%hli	7%l	5%	8%	7%	20%Tmo	6%	14%Tmn	10%	10%	9%	10%	9%	21%Tu	10%	13%	8%	15%TFGI	9%	9%	9%	8%	7%	11%	7%	13	
Yes - disability	156	62	86	6	23	16	23	39	32	17	30	39	88	19	34	31	72	54	102	121	35	126	16	4	10	16	9	18	17	13	13	4	13	14	20	10	10	
	7%cmj	6%	8%	2%	7%k	5%	6%c	13%Tcd	9%cej	12%cejk	5%	6%	11%Tcd	3%	6%	7%km	14%Tmo	5%	11%Tmnq	7%	9%	7%	9%	4%	15%uw	9%	10%	8%	10%	7%	9%	4%	6%	5%	7%	5%	15%EGl	
Yes - other	12	5	6	2	1	1	2	3	1	2	3	4	6	1	4	3	3	6	6	9	4	9	1	2	-	1	1	2	1	-	-	2	1	3	2	-	-	
	1%	-	1%	-	-	-	1%	1%	-	2%	-	1%	1%	-	1%	1%	1%	-	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	1%	-	-	2%	-	1%	1%	-	-	
No	1579	800	779	234	277	259	274	205	244	87	511	533	536	484	468	328	299	952	627	1267	312	1333	128	76	42	128	55	171	129	138	114	76	148	218	217	143	42	
	75%gll	78%b	73%	80%gil	79%gil	79%gil	75%gil	67%	74%	63%	79%Tgh	77%gil	69%	84%Tno	79%pr	77%pr	58%	81%Top	67%p	75%	75%	75%	73%	76%	67%	73%	66%	73%	75%	75%	75%	76%	74%	78%z	75%	79%z	42	67%
Prefer not to say	56	29	28	15	15	7	9	4	4	2	30	16	9	12	11	9	25	22	34	50	6	52	3	1	-	3	1	6	3	6	2	1	7	9	9	8	-	
	3%l	3%	3%	5%gll	4%gll	2%	3%	1%	1%	1%	5%Tghk	2%	1%	2%	2%	2%	5%Tmo	2%	4%q	3%	1%	3%	2%	1%	-	2%	2%	3%	2%	3%	1%	1%	4%	3%	3%	4%	-	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 170  
**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
**Base: All respondents**

	Ethnicity		Children 18 or Under							Household Income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £100 per week / £10,399 (k)	From £200 to £299 per week / £15,599 (l)	From £300 to £499 per week / £15,600 to £25,999 (m)	From £500 to £699 per week / £26,000 to £36,399 (n)	From £700 to £999 per week / £36,400 to £51,999 (o)	From £1,000 to £1,499 per week / £52,000 to £77,999 (p)	From £1,500 and above per week / £78,000 and above (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (z)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	261	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	208	302	156	12**	1579	56*	475	194	827	504	
NET: Yes	475	441	32	383	12	22	36	36	27	1	91	33	70	98	63	53	18	14	25	20	208	302	156	12	-	-	475	58	216	74
Yes - physical condition	302	287	16	257	5	7	18	16	17	-	45	16	56	71	40	36	10	7	15	12	99	302	92	2	-	-	302	26	162	48
Yes - mental condition	208	190	16	153	10	16	24	20	14	1	54	24	35	40	25	14	8	6	12	3	208	99	54	1	-	-	208	39	88	25
Yes - disability	156	154	2	131	2	4	9	14	12	-	25	12	24	38	21	11	5	5	10	7	54	92	156	1	-	-	156	17	79	19
Yes - other	12	11	1	11	-	-	-	-	1	-	1	-	1	3	2	1	-	-	1	1	1	2	1	12	-	-	12	-	6	1
No	1579	1349	222	1155	41	117	175	175	101	5	419	70	89	236	224	259	170	102	46	65	-	-	-	1579	-	-	132	591	428	
Prefer not to say	56	37	8	41	2	2	4	4	2	2	13	1	4	9	9	2	1	-	9	2	-	-	-	-	56	-	4	20	2	

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 171  
**Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Bundle #	Standard package	Standalone	Total in contract	30 day rolling	Out of contract	Total aware	Aware CAN increase	Aware CANNOT increase	Not aware	Yes	No	
	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
NET: Yes	475	278	109	315	302	12	47	250	141	109	143	95	379
	22%	23%	25%	23%	24%	14%	20%	22%	22%	23%	25%	25%	22%
Yes - physical condition	302	196	61	213	207	6	30	164	86	78	98	61	241
	14%	16%	14%	16%	16%	7%	13%	15%	13%	17%	17%	16%	14%
Yes - mental condition	208	104	57	138	131	7	14	95	48	47	72	45	163
	10%	8%	13%a	10%	10%	8%	6%	8%	7%	10%	13%gh	12%	9%
Yes - disability	156	94	38	101	96	5	21	91	54	37	41	29	128
	7%	8%	9%	7%	8%	6%	9%	8%	8%	8%	7%	7%	7%
Yes - other	12	7	2	6	6	-	2	6	5	1	3	*	12
	1%	1%	*	*	*	-	1%	1%	1%	*	1%	*	1%
No	1579	925	315	1022	951	71	177	853	508	346	409	283	1296
	75%	75%	72%	75%	75%	81%	77%	76%j	78%j	74%	71%	73%	75%
Prefer not to say	56	23	15	25	20	5	7	15	4	11	23	10	47
	3%gh	2%	3%	2%	2%	6%cd	3%	1%	1%	2%h	4%gh	2%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 172  
**Which of the following options best describes how you think of yourself?**  
**Base: All respondents**

	Gender			Age										Social Grade										Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)								
Unweighted base	2110	1013	1088	247	337	350	370	333	326	147	584	720	806	587	593	488	442	1180	930	1687	423	1759	177	111	63	177	86	251	186	199	157	111	211	219	263	187	63								
Weighted base	2110	1027	1073	291	352	327	363	304	335	139	643	690	777	574	595	428	513	1169	941	1696	414	1771	176	100*	63*	176	84*	233	172	184	151	100*	199	278	289	180	63*								
Heterosexual/ straight	1909	940	968	239	316	290	321	289	321	133	555	611	743	519	535	413	442	1054	855	1524	385	1606	155	88%	91%	57	155	75	210	157	169	132	87%	91%	182	254	259	167	57						
	90%cip	91%	90%	82%	90%c	89%	89%	85%Tcd	86%Tcd	86%coef	86%	89%k	90%	90%	90%	96%Tmn	86%	90%	91%p	90%	93%	91%	88%	91%	90%	88%	90%	90%	91%	92%	87%	91%	92%	91%	91%	93%	90%	90%							
Lesbian/ gay woman	27	3	24	7	9	3	3	1	3	-	16	6	4	4	8	2	12	12	14	24	3	23	3	*	1	3	2	6	3	-	3	*	4	2	2	*	1								
	1%a	*	2%a	2%l	3%gl	1%	1%	*	1%	-	2%kl	1%	1%	1%	1%	1%	2%o	1%	2%	1%	1%	1%	2%	*	1%	2%	3%	3%C	2%	-	2%	*	2%	1%	1%	*	1%								
Gay man	45	43	-	7	2	15	14	3	2	3	9	29	7	12	19	1	13	31	14	40	5	39	5	-	1	5	2	5	2	1	3	-	2	6	8	8	1								
	2%bo	4%Tb	-	2%	1%	4%Tdg	4%dghj	1%	1%	2%	1%	4%Tdg	1%	2%o	3%o	*	3%o	3%o	1%	2%	1%	2%	3%	-	2%	3%	2%	2%	1%	1%	2%	-	1%	2%	3%	4%C	2%								
Bisexual	76	26	46	29	18	10	8	6	2	2	48	18	10	31	22	9	14	52	23	61	15	61	10	4	1	10	2	6	7	9	10	6	4	6	9	9	2	1							
	4%hl	3%	4%	10%Tefg	5%hl	3%h	2%	2%	1%	1%	7%Tefg	3%	1%	5%or	4%	2%	3%	4%r	2%	4%	4%	3%	5%	4%	2%	5%	2%	6	7	9	5%	6%l	4	4	3%	3%	3%	2							
Prefer to self-describe	9	1	4	1	2	1	2	2	1	-	3	3	3	1	1	1	6	2	7	9	-	7	1	1	-	1	-	1	2	1	1	1	1	-	1	1	-								
	*	*	2%a	*	*	*	1%	1%	*	-	*	*	*	*	*	1%q	*	1%	1%	1%	*	*	*	*	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%							
Prefer not to say	45	14	31	8	5	9	14	3	5	2	13	22	10	7	11	2	26	18	27	38	7	36	2	4	3	2	3	5	1	4	2	4	4	7	9	1	3								
	2%o	1%	3%a	3%	1%	3%	4%gl	1%	2%	1%	2%	3%l	1%	1%	2%	*	5%Tmo	2%	3%mo	2%	2%	2%	2%	1%	4%	5%	1%	3%	2%	*	2%	1%	4%	2%	3%	3%	1%	5%Bl							

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/y/z/A/B/C/D/E/F/G/H/I/J  
 \* small base

**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Absolutes/col percents

Table 173  
**Which of the following options best describes how you think of yourself?**  
**Base: All respondents**

	Ethnicity			Children 18 or Under							Household income										Disability					Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2110	1866	230	1554	53	148	235	225	131	8	548	105	179	384	325	313	175	101	71	82	226	335	175	16	1547	45	518	200	902	480
Weighted base	2110	1827	281	1579	56*	140	215	215	130*	8**	523	104*	164	343	296	314	189	115*	81*	87*	208	302	156	12**	1579	56*	475	194	827	504
Heterosexual/ straight	1909	1664	236	1416	51	135	203	200	119	7	486	89	150	308	279	287	172	109	69	84	160	271	135	11	1473	28	408	173	761	459
90%tyzt yz	91%	91%	90%	90%	91%	96%Tc	94%	93%	92%	91%	93%	88%	86%	91%	90%	94%Tkmr	91%	94%	88%	96%	77%y	90%ty	86%ty	88%	93%TvT	50%	86%ty	89%	92%	91%
Lesbian/ gay woman	27	20	7	24	3	-	-	3	-	-	3	1	3	1	4	2	-	2	-	8	3	2	-	14	2	11	2	5	6	
1%	1%	3%	2%	5%ethj	-	-	1%	-	-	1%	2%	1%	1%	*	1%	1%	-	3%	-	4%TTx	1%	2%	-	1%	4%	2%x	1%	1%	1%	
Gay man	45	42	3	42	-	-	1	3	-	-	3	5	2	10	6	4	7	3	2	2	7	8	3	1	32	4	12	6	16	17
2%j	2%	1%	3%j	-	-	*	1%	*	-	1%	5%	1%	3%	2%	1%	4%	3%	2%	2%	3%	3%	2%	4%	2%	2%	-	3%	3%	2%	3%
Bisexual	76	64	11	57	2	3	7	6	6	1	18	3	4	11	6	17	5	2	5	*	26	13	10	1	38	5	32	6	23	20
4%	4%	4%	4%	4%	2%	3%	3%	4%	9%	3%	3%	2%	3%	2%	5%n	3%	2%	6%	1%	12%TuTxz	4%	6%x	8%	2%	10%x	7%TTx	3%	3%	3%	4%
Prefer to self-describe	9	9	-	5	-	1	1	1	2	-	3	1	3	1	1	-	-	1	-	-	4	4	4	-	3	-	6	1	5	1
*	*	-	*	-	1%	*	*	2%Tc	-	1%	1%	2%To	*	*	*	-	-	*	-	-	2%TTx	1%TTx	3%TTx	-	*	-	1%TTx	*	1%	*
Prefer not to say	45	29	4	35	1	1	4	4	3	-	10	4	4	11	3	3	2	*	2	1	3	3	2	-	19	21	6	6	17	3
2%C	2%	2%	2%	1%	1%	2%	2%	2%	-	2%	3%	2%	3%	1%	1%	1%	1%	*	3%	2%	1%	1%	1%	-	1%	37%TuTvT	1%	3%C	2%C	1%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j - T/k/l/m/n/o/p/q/r/s - T/t/u/v/T/w/x/y/z - T/A/B/C  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband in Contract Price Rises Survey**  
**ONLINE Fieldwork: 9th to 11th January 2023**

Table 174  
**Which of the following options best describes how you think of yourself?**  
**Base: All respondents**

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Bundle package (a)	Standalone (b)	Total in-contract (c)	Fixed (d)	30 day rolling (e)	Out of contract (f)	Total aware (g)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (j)	Yes (k)	No (l)
Unweighted base	2110	1249	461	1385	1304	81	240	1163	702	461	572	403	1707
Weighted base	2110	1226	439	1361	1273	88*	231	1119	653	466	575	388	1722
Heterosexual/ straight	1909	1124	396	1241	1163	79	216	1041	609	432	505	357	1552
	90%	92%	90%	91%	91%	89%	93%	93%T	93%J	93%K	88%	92%	90%
Lesbian/ gay woman	27	13	2	11	11	-	2	8	3	5	7	2	25
	1%	1%	1%	1%	1%	-	1%	1%	*	1%	1%	*	1%
Gay man	45	30	11	35	31	5	3	27	20	7	15	11	34
	2%	2%	2%	3%	2%	5%	1%	2%	3%	1%	3%	3%	2%
Bisexual	76	33	19	47	46	1	3	29	17	12	25	14	61
	4%	3%	4%	3%	4%	2%	1%	3%	3%	3%	4%	4%	4%
Prefer to self-describe	9	6	1	4	4	-	2	5	3	2	2	1	8
	*	*	*	*	*	-	1%	*	*	*	*	*	*
Prefer not to say	45	20	10	22	18	4	6	9	2	8	21	4	41
	2%gh	2%	2%	2%	1%	4%	3%	1%	*	2%h	4%gh	1%	2%

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f - T/g/h/i/j - T/k/l  
 \* small base