Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Mobile phone service	1906 90%cjG	926 90%	975 91%	200 68%	320 91%cj	305 93%cj	346 95%Tcdj	289 95%Tcj	323 94%Tcj	124 95%cj	520 81%c	651 94%Tcj	735 95%Tcdj	526 92%	546 92%	376 88%	458 89%	1072 92%or	833 88%	1530 90%	375 92%	1584 89%	167 95%u	94 94%	60 95%	167 95%BG	81 96%G	216 92%G	150 87%	165 90%	138 91%	94 94%G	177 89%	234 84%	257 89%	167 93%G	60 95%G
Landline phone (i.e. home phone) or line rental	1083 51%cdejH	540 52%	540 50%	51 17%	93 26%c	145 44%cdj	209 57%cdej	217 71%Tcdefjk	249 73%Tcdefjk	119 91%Tcdefghjkl	144 22%	354 51%cdj	586 75%Tcdefjk	292 51%	298 50%	210 49%	283 55%	590 50%	493 52%	836 49%	247 61%Ts	919 52%	83 47%	57 57%x	25 39%	83 47%	52 62%GHJ	126 54%GHJ	99 57%GHJ	90 49%	84 55%GHJ	57 57%HJ	124 63%TyCGHJ	123 44%	126 44%	95 53%	25 39%
Fixed broadband internet	1631 77%cdjG	811 79%	815 76%	105 36%	249 71%cj	266 81%cdj	312 86%Tcdj	268 88%Tcdej	309 90%Tcdejk	122 93%Tcdefjk	355 55%c	578 84%Tcdj	698 90%Tcdejk	447 78%	469 79%o	311 73%	404 79%	916 78%o	715 76%	1302 76%	329 81%	1358 77%	136 77%	87 87%Tu	50 79%	136 77%	71 84%G	186 80%G	136 79%	137 74%	120 79%	87 87%TCGH	162 82%GH	195 70%	211 73%	140 78%	50 79%
Pay TV service (via a cable, satellite or a broadband connection)	1043 49%bcjpGI	558 54%Tb	484 45%	65 22%	153 43%cj	177 54%cdj	228 63%Tcdehijl	177 58%Tcdij	183 53%cdj	60 46%cj	218 34%c	405 59%Tcdij	420 54%Tcdj	285 50%p	308 52%p	232 54%p	219 43%	592 51%p	451 48%	841 49%	202 50%	861 49%	90 51%	56 56%	36 57%	90 51%	54 64%TFGHI	125 54%GI	90 52%GI	92 50%	80 52%I	56 56%GI	97 49%	116 41%	135 47%	73 40%	36 57%GI
None of these	98 5%ghil	40 4%	57 5%	58 20%Tdefghijkl	10 3%	9 3%	10 3%	5 2%	5 2%	1 *	68 11%Tdefghikl	20 3%	11 1%	23 4%	24 4%	27 6%	24 5%	47 4%	52 5%	84 5%	15 4%	91 5%	3 2%	3 3%	1 2%	3 2%	2 2%	7 3%	7 4%	7 4%	11 7%yI	3 3%	14 7%yI	23 8%TyAI	18 6%	3 2%	1 2%
Don't know	11 1%q	8 1%	3 *	5 2%ghkl	4 1%l	1 *	1 *	- -	- -	- -	9 1%l	2 *	- -	- -	1 *	8 2%Tmnq	2 *	1 *	11 1%mnq	10 1%	1 *	10 1%	- -	- -	1 2%	- -	- -	- -	1 1%	3 1%	- -	- -	- -	5 2%T	1 *	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/y/z/A/B/C/D/E/F/G/H/I/J
*** small base**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

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 £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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Mobile phone service	1906 90%bd	1652 92%b	222 80%	1394 91%de	61 79%	137 85%	226 92%de	185 92%de	130 92%d	6 51%	506 89%d	69 95%	184 92%	283 94%T	317 98%Tlmrs	305 98%Tlmrs	185 95%T	96 98%T	58 92%	63 92%	240 89%	277 93%	133 94%	19 93%	1389 90%	48 89%	468 91%	161 93%	797 96%T	481 97%T
Landline phone (i.e. home phone) or line rental	1083 51%bdey	1000 56%Tb	69 25%	813 53%dej	29 38%	64 40%	119 49%	107 54%de	77 55%de	2 16%	268 47%	47 65%Tr	139 70%Tpqr	197 65%Tpqr	208 64%Tpqr	212 68%Tpqr	103 53%	49 50%	29 45%	50 73%Tpqr	123 46%	199 67%TtTxyz	92 65%TtTxy	15 76%	775 50%y	17 31%	291 56%by	100 58%	566 68%TAC	289 58%T
Fixed broadband internet	1631 77%byy	1464 81%Tb	143 52%	1171 76%	55 72%	124 76%	197 81%	163 81%	121 86%Tcd	5 39%	456 80%	72 100%T	199 100%T	301 100%T	324 100%T	312 100%T	194 100%T	98 100%T	63 100%T	69 100%T	198 74%	256 86%TtTxyz	124 88%TtTxy	19 93%	1185 77%y	33 61%	413 80%y	173 100%T	829 100%T	497 100%T
Pay TV service (via a cable, satellite or a broadband connection)	1043 49%byy	946 53%b	86 31%	701 46%	42 55%	83 51%	135 55%c	134 67%Tcef	92 65%Tce	1 10%	341 60%Tc	37 51%	102 51%	165 55%r	186 57%Tr	221 71%Tklmnrs	126 65%Tklmr	67 68%Tklmr	25 39%	37 54%	127 47%y	168 57%TTy	76 54%y	12 58%	769 50%y	13 24%	261 51%y	86 50%	508 61%TA	310 62%TA
None of these	98 5%lmnoopuuABC	72 4%	26 9%Ta	69 5%	4 6%	11 7%	11 4%	6 3%	9 7%	1 10%	28 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	16 6%u	5 2%	2 1%	* 2%	73 5%u	3 6%	22 4%	- -	- -	- -
Don't know	11 1%c	7 *	3 1%	1 *	5 7%Tcefghj	1 1%c	- -	2 1%c	- -	3 24%	7 1%c	- -	- -	- -	- -	- -	- -	- -	- -	- -	3 1%	1 *	- -	- -	7 *	1 2%	3 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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Mobile phone service	1906 90%	540 96%T	986 95%T	1213 96%Tef	1138 97%Tef	76 91%	205 91%	1057 95%Ti	782 97%Ti	275 92%	503 96%Ti	383 98%Tl	1522 89%	700 94%T	686 97%T
Landline phone (i.e. home phone) or line rental	1083 51%a	188 34%	834 81%Ta	786 62%T	740 63%T	46 55%	148 66%T	732 66%Tij	571 71%Tij	161 54%	302 58%T	225 57%l	858 50%	480 65%T	463 65%T
Fixed broadband internet	1631 77%l	562 100%T	1033 100%T	1260 100%T	1177 100%T	83 100%T	225 100%T	1108 100%T	809 100%T	299 100%T	523 100%T	393 100%Tl	1238 72%	742 100%T	710 100%T
Pay TV service (via a cable, satellite or a broadband connection)	1043 49%a	220 39%	728 70%Ta	754 60%T	705 60%T	49 59%	143 63%T	699 63%Tij	535 66%Tij	164 55%	267 51%	230 59%Tl	813 47%	358 48%	537 76%Tm
None of these	98 5%abcd fghijk mn	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	98 6%k	- -	- -
Don't know	11 1%bcdg	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	11 1%	- -	- -

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

*** small base**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

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 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Mobile phone service	261 16%l	150 19%b	109 13%	27 26%Tfghil	45 18%hl	55 21%ghl	48 15%	34 13%	35 11%	17 14%	72 20%ghl	103 18%hl	86 12%	89 20%np	60 13%	56 18%	56 14%	149 16%	112 16%	206 16%	55 17%	228 17%	13 9%	14 16%	7 13%	13 9%	8 11%	35 19%y	16 11%	29 21%yB	21 18%	14 16%	28 17%	38 20%y	29 14%	24 17%	7 13%
Landline phone (i.e. home phone) or line rental	849 52%cdej	432 53%	415 51%	39 37%	75 30%	109 41%dj	164 53%cdej	180 67%Tcdefjk	191 62%Tcdefjk	92 76%Tcdefhjkl	114 32%	273 47%dj	463 66%Tcdefjk	231 52%	232 49%	170 55%	216 53%	463 51%	386 54%	662 51%	187 57%	721 53%	63 47%	46 52%	19 39%	63 47%	40 56%	102 55%	74 54%	71 52%	74 62%yGHJ	46 52%	95 58%J	92 47%	104 49%	68 49%	19 39%
Pay-TV service (via a cable, satellite or a broadband connection)	575 35%ctwEI	297 37%	278 34%	23 22%	80 32%	88 33%	117 38%cj	117 44%Tcdeijk	114 37%c	35 29%	103 29%	206 36%c	266 38%cij	140 31%	160 34%	133 43%Tmnq	143 35%	300 33%	276 39%mq	491 38%t	84 26%	497 37%w	40 30%	21 24%	17 34%	40 30%	27 38%	69 37%EI	60 44%yEI	52 38%EI	56 47%TyEFHI	21 24%	55 34%	69 35%	73 35%	35 25%	17 34%
N/A - No other services are bundled together with my fixed broadband service	562 34%gilD	274 34%	287 35%	43 41%gil	118 47%Tfghikl	107 40%ghil	108 35%gil	66 25%	95 31%i	25 21%	161 45%Tfghikl	215 37%gil	186 27%	156 35%	177 38%	94 30%	134 33%	333 36%	228 32%	453 35%	109 33%	452 33%	57 42%	30 34%	23 45%	57 42%D	24 34%	57 31%	43 32%	44 32%	30 25%	30 34%	50 31%	76 39%D	77 36%D	52 37%D	23 45%D
Don't know/can't remember	36 2%l	14 2%	22 3%	8 8%Tghikl	9 4%hl	4 1%	10 3%l	2 1%	2 1%	* *	17 5%Tghil	14 2%l	5 1%	6 1%	5 1%	11 3%nq	15 4%mnq	11 1%	25 4%mnq	30 2%	6 2%	27 2%	4 3%	3 4%	2 4%	4 3%	1 1%	4 2%	- -	2 2%	1 1%	3 4%B	3 2%	5 2%	9 4%B	3 2%	2 4%B
NET: Total bundled	1033 63%cdj	523 65%	507 62%	54 51%	123 49%	155 58%	194 62%dj	199 75%Tcdefjk	212 69%cdejk	96 79%Tcdefhjk	177 50%	349 60%dj	507 73%Tcdefjk	285 64%	287 61%	206 66%	255 63%	572 62%	461 64%	820 63%	214 65%	880 65%	74 55%	54 62%	25 51%	74 55%	46 65%	125 67%yJ	93 68%yJ	91 66%	90 75%TyGHIJ	54 62%	109 67%	115 59%	125 59%	85 61%	25 51%

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: 20th to 22nd October 2023

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 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 £77,999 per year (p)	£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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Mobile phone service	261 16%c	218 15%	41 29%Ta	150 13%	8 15%	36 29%Tc	51 26%Tc	45 28%Tc	30 25%Tc	1 27%	110 24%Tc	10 14%	30 15%	53 18%	56 17%	48 15%	33 17%	11 11%	7 10%	15 22%	21 10%	36 14%	14 11%	4 19%	204 17%t	4 11%	53 13%	40 23%TBC	133 16%	67 13%
Landline phone (i.e. home phone) or line rental	849 52%bdejqr	789 54%b	50 35%	649 55%defj	14 26%	50 41%	92 47%d	81 50%d	61 50%d	2 49%	198 43%d	36 49%r	118 59%qr	157 52%qr	176 54%qr	170 54%qr	94 48%r	36 36%	18 28%	45 66%Tpqr	102 51%	165 65%TtTx	70 57%	13 68%	600 51%	12 38%	236 57%x	85 49%	460 55%C	241 48%
Pay-TV service (via a cable, satellite or a broadband connection)	575 35%r	524 36%	46 32%	396 34%	18 32%	47 38%	80 40%	79 49%Tchj	37 31%	1 13%	178 39%	22 31%r	79 40%r	102 34%r	117 36%r	121 39%r	71 37%r	31 31%r	9 14%	23 33%r	61 31%	113 44%TtTx	54 44%	10 54%	416 35%	9 26%	151 36%	61 35%	318 38%	165 33%
N/A - No other services are bundled together with my fixed broadband service	562 34%uu	493 34%	58 41%	390 33%	28 51%Tcg	46 37%	72 36%	50 31%	45 37%	2 37%	170 37%	25 34%	61 31%	105 35%	108 33%	100 32%	70 36%	53 54%Tklmnops	26 40%	15 22%	73 37%u	68 27%	43 35%	4 24%	410 35%u	16 48%	136 33%	60 35%	266 32%	195 39%B
Don't know/can't remember	36 2%C	29 2%	5 3%	28 2%	3 6%	1 1%	4 2%	6 3%	2 1%	- -	8 2%	2 3%	1 1%	2 1%	7 2%	5 1%	1 1%	- -	17 27%Tklmnopqs	1 2%	9 5%u	3 1%	2 2%	- -	24 2%	3 10%	9 2%	5 3%C	10 1%	3 1%
NET: Total bundled	1033 63%dqr	942 64%	80 56%	753 64%d	24 43%	77 62%d	121 62%d	107 66%d	74 61%	3 63%	278 61%d	45 62%r	137 69%qr	194 64%qr	209 65%qr	207 66%qr	123 64%qr	45 46%	21 33%	52 76%qr	115 58%	185 72%TtTx	79 64%	14 76%	752 63%	14 42%	268 65%	108 62%	553 67%C	300 60%

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: 20th to 22nd October 2023

Absolutes/col percents

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 service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Mobile phone service	261 16%a	- -	261 25%Ta	194 15%	181 15%	13 15%	55 24%Tcd	193 17%j	131 16%	62 21%j	68 13%	52 13%	209 17%	138 19%	112 16%
Landline phone (i.e. home phone) or line rental	849 52%aej	- -	849 82%Ta	656 52%e	623 53%e	33 40%	126 56%e	617 56%ij	472 58%Tj	145 48%	232 44%	200 51%	649 52%	355 48%	434 61%Tm
Pay-TV service (via a cable, satellite or a broadband connection)	575 35%ajm	- -	575 56%Ta	436 35%	413 35%	23 28%	96 43%ce	443 40%Tj	331 41%Tj	112 37%j	133 25%	135 34%	440 36%	135 18%	434 61%Tm
N/A - No other services are bundled together with my fixed broadband service	562 34%bf hn	562 100%Tb	- -	445 35%f	409 35%f	36 44%f	60 27%	345 31%	237 29%	108 36%	216 41%Tgh	148 38%	414 33%	282 38%n	165 23%
Don't know/can't remember	36 2%abf	- -	- -	26 2%	24 2%	3 3%f	- -	16 1%	10 1%	6 2%	20 4%gh	10 2%	27 2%	18 2%	17 2%
NET: Total bundled	1033 63%aj	- -	1033 100%Ta	788 63%	744 63%	44 53%	165 73%Tcd e	747 67%Tj	561 69%Tj	186 62%	286 55%	236 60%	797 64%	441 60%	527 74%Tm

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

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 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1177 72%z	597 74%	578 71%	75 71%	194 78%f	198 75%	210 67%	198 74%	219 71%	83 68%	269 76%f	408 71%	500 72%	311 70%	351 75%	229 74%	286 71%	662 72%	515 72%	942 72%	235 71%	984 72%	88 65%	68 78%	37 74%	88 65%	39 55%	137 74%z	99 73%z	103 75%z	91 76%z	68 78%z	126 77%yz	139 71%z	147 70%z	103 74%z	37 74%
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	225 14%	121 15%	104 13%	11 10%	24 10%	37 14%	52 17%dj	42 16%	42 14%	17 14%	35 10%	89 15%dj	101 14%	73 16%	59 13%	45 15%	48 12%	131 14%	93 13%	178 14%	47 14%	187 14%	22 16%	8 9%	8 17%	22 16%	20 29%TACDEFGHI	23 12%	23 17%	17 12%	11 9%	8 9%	21 13%	25 13%	27 13%	19 14%	8 17%
My current contract has always been on a rolling monthly / 30-day contract	83 5%	45 6%	36 4%	14 13%Tdeghikl	14 5%	8 3%	22 7%l	9 3%	11 4%	5 4%	28 8%eghl	30 5%	25 4%	28 6%	27 6%	15 5%	13 3%	55 6%	28 4%	68 5%	15 5%	71 5%	9 6%	3 3%	1 1%	9 6%	- -	10 6%	3 2%	7 5%	7 6%	3 3%	6 4%	13 6%	15 7%z	10 7%z	1 1%
I don't know whether I am within my minimum contract period or not	98 6%	34 4%	64 8%a	3 3%	15 6%	12 5%	17 5%	14 5%	28 9%k	9 8%	18 5%	29 5%	51 7%	21 5%	22 5%	16 5%	38 9%Tmnq	44 5%	54 8%q	78 6%	19 6%	77 6%	10 8%	7 8%	3 7%	10 8%	8 11%F	11 6%	8 6%	9 7%	6 5%	7 8%	4 3%	11 5%	15 7%	6 4%	3 7%
I'm not sure/don't know if I ever had a contract	49 3%	15 2%	34 4%a	3 3%	3 1%	10 4%	12 4%	5 2%	8 3%	8 7%Tdgjl	6 2%	22 4%	21 3%	14 3%	10 2%	6 2%	19 5%	24 3%	25 3%	36 3%	13 4%	39 3%	6 5%	2 3%	1 2%	6 5%	4 6%	4 2%	3 2%	2 1%	5 5%	2 3%	5 3%	7 4%	7 3%	2 2%	1 2%
NET: In-contract	1260 77%z	641 79%	614 75%	89 84%	208 83%fhikl	207 78%	232 74%	207 77%	230 75%	88 72%	296 84%Tfhikl	438 76%	525 75%	339 76%	378 80%p	243 78%	300 74%	717 78%	543 76%	1010 78%	250 76%	1055 78%	97 72%	71 81%	37 75%	97 72%z	39 55%	147 79%z	102 75%z	110 80%z	97 81%z	71 81%z	132 81%z	152 78%z	162 77%z	113 81%z	37 75%z

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: 20th to 22nd October 2023

Absolutes/col percents

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 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 £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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1177 72%rvw	1061 72%	103 72%	842 72%	40 73%	91 73%	149 76%	122 75%	86 71%	2 49%	333 73%	50 70%	141 71%	211 70%	236 73%r	232 74%r	137 71%	86 88%Tklm noprs	36 57%	48 70%	141 71%	176 69%	77 62%	10 55%	878 74%vz	20 59%	279 68%	119 69%	596 72%	378 76%
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	225 14%	195 13%	25 17%	154 13%	5 9%	21 17%	29 15%	25 15%	20 16%	2 37%	69 15%	9 13%	24 12%	50 17%n	35 11%	45 15%	38 19%nq	9 9%	5 8%	8 12%	19 10%	35 13%	21 17%	3 17%	167 14%	5 14%	53 13%	29 17%	112 14%	70 14%
My current contract has always been on a rolling monthly / 30-day contract	83 5%	74 5%	8 6%	60 5%	5 9%	5 4%	5 3%	7 4%	5 4%	1 14%	22 5%	4 5%	10 5%	13 4%	21 6%	18 6%	8 4%	3 3%	4 6%	2 3%	15 8%	19 7%	5 4%	3 16%	52 4%	1 2%	30 7%x	7 4%	51 6%	19 4%
I don't know whether I am within my minimum contract period or not	98 6%q	92 6%	5 3%	77 7%	4 7%	3 2%	10 5%	8 5%	4 4%	- -	21 5%	4 6%q	19 9%oq	20 7%q	23 7%q	10 3%	10 5%	- -	7 11%oq	4 6%q	14 7%	19 7%	14 11%TTx	2 12%	61 5%	1 5%	36 9%x	12 7%	52 6%	23 5%
I'm not sure/don't know if I ever had a contract	49 3%	43 3%	3 2%	38 3%	1 2%	4 3%	3 2%	1 1%	6 5%g	- -	11 2%	5 7%opq	5 3%	7 2%	9 3%	6 2%	1 *	- -	12 19%Tklmn opq	5 8%Tmopq	8 4%	9 3%	8 6%x	- -	28 2%	7 20%	15 4%	7 4%	17 2%	8 2%
NET: In-contract	1260 77%rvw	1135 77%	111 78%	902 77%	45 82%	96 78%	155 79%	129 79%	91 75%	3 63%	355 78%	54 75%	151 76%	223 74%	257 79%r	250 80%r	145 75%	89 91%Tklm noprs	40 62%	50 73%	156 79%v	194 76%	82 66%	13 70%	930 78%v	20 61%	310 75%	125 73%	647 78%	397 80%

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: 20th to 22nd October 2023

Absolutes/col percents

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 service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1177 72%efl	409 73%	744 72%	1177 93%Tef	1177 100%Tcef	- -	- -	820 74%j	569 70%	251 84%Tghj	357 68%	384 98%Tl	793 64%	555 75%	515 73%
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	225 14%cdeik	60 11%	165 16%a	- -	- -	- -	225 100%Tcde	167 15%ij	143 18%Tij	25 8%	57 11%	- -	225 18%Tk	93 13%	96 13%
My current contract has always been on a rolling monthly / 30-day contract	83 5%dfk	36 6%	44 4%	83 7%df	- -	83 100%Tcdf	- -	52 5%	41 5%	11 4%	30 6%	9 2%	74 6%k	26 4%	36 5%
I don't know whether I am within my minimum contract period or not	98 6%cdefik	38 7%	57 5%	- -	- -	- -	- -	47 4%	42 5%i	5 2%	51 10%Tghi	- -	98 8%k	43 6%	44 6%
I'm not sure/don't know if I ever had a contract	49 3%cdfk	19 3%	23 2%	- -	- -	- -	- -	22 2%	15 2%	7 2%	27 5%Tgh	- -	49 4%k	24 3%	19 3%
NET: In-contract	1260 77%fl	445 79%	788 76%	1260 100%Tf	1177 100%Tf	83 100%Tf	- -	872 79%	610 75%	262 88%Tghj	388 74%	393 100%Tl	867 70%	582 78%	552 78%

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 13

Q3. Which provider do you use for your fixed broadband service?

Base: All currently paying for a fixed broadband 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Virgin Media	381 23%t	185 23%	194 24%	23 22%	64 26%	66 25%	75 24%	67 25%	63 20%	23 19%	87 25%	140 24%	153 22%	94 21%	115 24%	84 27%	88 22%	209 23%	172 24%	356 27%Tt	24 7%	330 24%	29 21%	14 17%	8 16%	29 21%	17 24%	54 29%EI	41 30%EFI	34 25%	29 24%	14 17%	31 19%	55 28%I	46 22%	22 16%	8 16%
BT	334 20%	180 22%	153 19%	21 20%	40 16%	46 17%	59 19%	51 19%	84 27%Tdefgjk	32 26%dejk	61 17%	105 18%	167 24%dejk	101 23%	89 19%	73 24%	71 18%	190 21%	144 20%	227 17%	107 32%Ts	265 20%	33 24%	24 27%	12 25%	33 24%	9 13%	27 14%	27 20%	30 22%	22 18%	24 27%A	30 19%	34 17%	49 23%A	38 27%A	12 25%
Sky	329 20%	155 19%	174 21%	20 19%	47 19%	51 19%	78 25%il	54 20%	61 20%	17 14%	67 19%	129 22%i	133 19%	81 18%	90 19%	71 23%	88 22%	171 19%	158 22%	260 20%	69 21%	271 20%	28 20%	15 17%	16 32%u	28 20%	15 21%	28 15%	21 15%	41 30%TABEGH	28 24%	15 17%	37 23%	30 15%	40 19%	31 22%	16 32%ABG
TalkTalk	117 7%	58 7%	58 7%	11 11%	18 7%	19 7%	16 5%	18 7%	18 6%	16 13%Tfghkl	30 8%	35 6%	52 7%	35 8%	30 6%	20 6%	33 8%	65 7%	53 7%	93 7%	24 7%	94 7%	12 8%	9 11%	3 6%	12 8%	6 9%	16 9%	11 8%	8 6%	7 6%	9 11%	14 9%	9 4%	17 8%	6 4%	3 6%
Vodafone	111 7%hil	50 6%	61 8%	5 5%	32 13%Tghil	25 9%hil	24 8%hil	16 6%h	7 2%	2 2%	37 10%Thil	49 8%hil	25 4%	36 8%	27 6%	24 8%	23 6%	64 7%	48 7%	84 6%	28 8%	101 7%	5 4%	3 3%	2 4%	5 4%	4 6%	18 9%B	5 3%	5 4%	11 9%	3 3%	14 8%	15 8%	16 8%	14 10%B	2 4%
Plusnet	109 7%o	48 6%	62 8%	4 4%	13 5%	13 5%	16 5%	22 8%	31 10%efjk	11 9%	17 5%	29 5%	64 9%fjk	28 6%o	35 7%o	8 2%	39 10%o	63 7%o	47 7%o	83 6%	26 8%	83 6%	11 8%	13 15%Tu	2 5%	11 8%	6 8%	12 7%	6 4%	4 3%	9 8%	13 15%TABCGI	12 7%	7 4%	20 9%C	8 6%	2 5%
EE	70 4%o	35 4%	33 4%	10 9%fgl	9 4%	18 7%fg	6 2%	7 2%	15 5%	6 5%	19 5%	24 4%	27 4%	20 5%o	26 6%o	2 1%	22 5%o	47 5%o	24 3%o	60 5%	10 3%	61 4%	5 4%	3 3%	1 3%	5 4%	2 2%	12 6%H	2 2%	7 5%	2 2%	3 3%	8 5%	18 9%TBDH	3 1%	8 6%	1 3%
Other provider	170 10%	96 12%	75 9%	8 7%	25 10%	25 9%	36 12%	32 12%	31 10%	14 12%	33 9%	61 11%	76 11%	49 11%	55 12%	28 9%	38 9%	104 11%	66 9%	132 10%	39 12%	147 11%	13 9%	6 7%	5 9%	13 9%	12 16%C	21 11%	21 16%C	8 6%	10 9%	6 7%	17 11%	25 13%	19 9%	14 10%	5 9%
Don't know/Can't remember	9 1%	5 1%	4 1%	3 3%Tfghkl	1 *	3 1%l	1 *	1 *	- -	- -	5 1%l	4 1%	1 *	3 1%	3 1%	1 *	3 1%	6 1%	4 1%	9 1%	1 *	8 1%	1 1%	- -	- -	1 1%	- -	- -	3 2%TA	- -	1 1%	- -	- -	3 2%	1 *	- -	- -
NET: All know providers	1622 99%cB	806 99%	811 99%	102 97%	248 100%	263 99%	311 100%c	267 100%c	309 100%c	122 100%	350 99%	574 99%c	697 100%cej	444 99%	467 99%	310 100%	401 99%	911 99%	711 99%	1294 99%	328 100%	1350 99%	134 99%	87 100%	50 100%	134 99%	71 100%	186 100%B	133 98%	137 100%	119 99%	87 100%	162 100%	192 98%	210 100%	140 100%	50 100%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 14

Q3. Which provider do you use for your fixed broadband service?
Base: All currently paying for a fixed broadband 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 £77,999 per year (p)	£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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Virgin Media	381 23%	328 22%	47 33%Ta	270 23%	13 24%	31 25%	48 25%	41 25%	23 19%	1 24%	110 24%	16 23%	44 22%	67 22%	80 25%	72 23%	49 25%	22 22%	19 30%	12 18%	57 29%	69 27%	32 26%	4 21%	272 23%	8 25%	100 24%	44 26%	199 24%	106 21%
BT	334 20%	311 21%	19 13%	223 19%	18 32%cg	29 24%	37 19%	28 17%	34 28%c	1 14%	110 24%c	13 18%	29 15%	55 18%	64 20%	72 23%l	49 25%l	21 22%	12 19%	17 25%	30 15%	43 17%	15 12%	5 27%	256 22%v	4 14%	73 18%	26 15%	162 19%	117 24%A
Sky	329 20%b	308 21%b	15 11%	221 19%	13 23%	28 23%	51 26%c	46 28%Tc	23 19%	1 26%	107 23%	13 18%	51 26%m	48 16%	62 19%	71 23%	33 17%	24 24%	13 21%	14 21%	35 18%	48 19%	30 24%	5 26%	241 20%	5 15%	83 20%	31 18%	174 21%	96 19%
TalkTalk	117 7%	98 7%	19 13%Ta	90 8%	2 4%	9 7%	15 8%	7 4%	8 7%	- -	27 6%	3 4%	13 6%	32 11%np	17 5%	26 8%	7 3%	5 5%	5 8%	10 15%Tknpq	19 10%	18 7%	11 9%	- -	82 7%	* 1%	35 9%	12 7%	58 7%	31 6%
Vodafone	111 7%	95 7%	13 9%	76 6%	5 9%	13 10%	15 7%	14 9%	7 6%	1 13%	35 8%	3 4%	12 6%	29 10%	18 6%	22 7%	11 6%	11 11%	3 4%	3 5%	16 8%	23 9%	7 6%	- -	79 7%	3 9%	30 7%	11 6%	57 7%	37 7%
Plusnet	109 7%fj	103 7%	6 4%	97 8%efgj	1 2%	2 2%	5 3%	6 3%	5 4%	1 23%	12 3%	7 10%o	14 7%	26 9%o	26 8%o	11 4%	8 4%	4 4%	5 8%	8 12%op	13 7%	20 8%	9 8%	3 16%	72 6%	6 18%	32 8%	10 6%	58 7%	28 6%
EE	70 4%	60 4%	9 6%	53 4%	2 3%	4 3%	9 5%	7 4%	8 6%	- -	18 4%	7 10%Tmoqs	15 7%qs	12 4%	14 4%	11 4%	10 5%	- -	2 3%	- -	13 7%	8 3%	7 6%	1 3%	47 4%	1 4%	22 5%	17 10%TBC	33 4%	18 4%
Other provider	170 10%	157 11%	10 7%	135 12%j	2 3%	8 7%	16 8%	13 8%	13 10%	- -	35 8%	9 12%	21 10%	33 11%	39 12%	26 8%	24 12%	12 12%	3 5%	3 5%	13 7%	26 10%	11 9%	1 7%	129 11%	4 13%	37 9%	19 11%	86 10%	59 12%
Don't know/Can't remember	9 1%	4 *	5 3%Ta	8 1%	- -	- -	- -	1 1%	2 1%	- -	2 *	1 2%m	- -	- -	2 1%	1 *	3 2%	- -	2 3%Tlm	- -	1 1%	1 1%	1 1%	- -	7 1%	1 2%	1 *	1 1%	2 *	4 1%
NET: All know providers	1622 99%br	1460 100%b	138 97%	1163 99%	55 100%	124 100%	197 100%	162 99%	119 99%	5 100%	454 100%	71 98%	199 100%r	301 100%kr	322 99%	311 100%	191 98%	98 100%	62 97%	69 100%	196 99%	255 99%	122 99%	19 100%	1178 99%	32 98%	412 100%	172 99%	827 100%	493 99%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 15

Q3. Which provider do you use for your fixed broadband service?
Base: All currently paying for a fixed broadband service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Virgin Media	381 23%m	110 20%	263 25%a	299 24%	276 23%	23 27%	51 23%	273 25%	195 24%	78 26%	108 21%	113 29%Tl	268 22%	- -	381 54%Tm
BT	334 20%kn	116 21%	212 20%	256 20%	245 21%	11 13%	48 21%	234 21%ki	189 23%i	46 15%	99 19%	60 15%	273 22%k	334 45%Tn	- -
Sky	329 20%am	55 10%	265 26%Ta	253 20%	239 20%	14 17%	45 20%	242 22%ij	190 24%ij	52 17%	87 17%	71 18%	258 21%	- -	329 46%Tm
TalkTalk	117 7%n	43 8%	71 7%	94 7%	89 8%	5 6%	13 6%	74 7%	47 6%	26 9%	44 8%	25 6%	92 7%	117 16%Tn	- -
Vodafone	111 7%n	48 8%	62 6%	94 7%	89 8%	4 5%	12 5%	74 7%	47 6%	27 9%	38 7%	31 8%	80 6%	111 15%Tn	- -
Plusnet	109 7%n	50 9%b	56 5%	86 7%	84 7%	2 3%	9 4%	71 6%	55 7%	16 5%	39 7%	30 8%	80 6%	109 15%Tn	- -
EE	70 4%n	26 5%	42 4%	52 4%	49 4%	3 4%	11 5%	48 4%	35 4%	13 4%	22 4%	12 3%	58 5%	70 9%Tn	- -
Other provider	170 10%bgh mn	108 19%Tb	62 6%	120 10%	102 9%	18 22%Tcd	36 16%Tcd	88 8%	49 6%	39 13%gh	82 16%Tgh	47 12%	124 10%	- -	- -
Don't know/Can't remember	9 1%	6 1%b	2 *	7 1%	4 *	2 3%Tcdf	- -	4 *	1 *	3 1%h	5 1%h	4 1%	6 *	- -	- -
NET: All know providers	1622 99%e	555 99%	1031 100%a	1253 99%e	1173 100%e	81 97%	225 100%e	1104 100%	808 100%ij	296 99%	517 99%	389 99%	1232 100%	742 100%	710 100%

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1301	642	654	76	190	223	236	225	244	107	266	459	576	366	423	205	307	789	512	1045	256	1102	85	73	41	85	41	162	112	124	105	73	133	140	170	115	41
Weighted base	1260	641	614	89*	208	207	232	207	230	88*	296	438	525	339	378	243	300	717	543	1010	250	1055	97*	71*	37*	97*	39*	147	102*	110	97*	71*	132	152	162	113*	37*
In the last 6 months	393 31%	197 31%	194 32%	24 27%	60 29%	76 37%	75 32%	64 31%	72 31%	22 26%	83 28%	151 35%	158 30%	102 30%	119 31%	66 27%	106 35%	221 31%	172 32%	331 33%t	62 25%	317 30%	46 47%Tuw	19 26%	12 33%	46 47%TAEFGHI	13 34%	43 29%	35 34%	35 32%	31 32%	19 26%	31 24%	47 31%	48 29%	33 29%	12 33%
7-12 months ago	385 31%D	210 33%	175 28%	28 31%	68 33%	62 30%	68 29%	68 33%	67 29%	23 27%	96 32%	130 30%	159 30%	104 31%	117 31%	61 25%	103 34%	221 31%	164 30%	303 30%	81 33%	331 31%x	24 25%	24 33%	6 15%	24 25%	10 26%	49 33%DJ	35 35%DJ	35 32%D	17 18%	24 33%D	50 38%DJ	41 27%	61 37%DJ	32 28%	6 15%
13-18 months ago	181 14%H	86 13%	96 16%	20 22%	35 17%	27 13%	30 13%	26 13%	29 12%	14 16%	55 19%	57 13%	69 13%	50 15%	54 14%	48 20%p	29 10%	104 15%	77 14%	141 14%	40 16%	147 14%	15 16%	11 16%	8 22%	15 16%H	9 23%H	21 14%H	12 11%	12 11%	20 21%H	11 16%H	21 16%H	24 16%H	10 6%	18 16%H	8 22%H
19-24 months ago	56 4%	25 4%	29 5%	1 1%	17 8%Tcgl	9 4%	13 6%	4 2%	9 4%	3 4%	18 6%g	22 5%	16 3%	18 5%	17 5%	10 4%	11 4%	35 5%	21 4%	44 4%	12 5%	44 4%	1 1%	5 7%	5 15%Tuv	1 1%	3 8%	5 3%	6 6%	4 4%	7 7%	5 7%	3 3%	4 3%	7 5%	4 3%	5 15%TyACFGHI
Over 2 years ago	207 16%j	107 17%	98 16%	8 9%	24 11%	28 13%	41 17%j	40 19%cdj	48 21%cdej	19 21%cdj	31 11%	68 16%	107 20%cdej	56 17%	62 16%	50 20%p	39 13%	118 17%	88 16%	162 16%	45 18%	183 17%	9 10%	9 12%	6 15%	9 10%	3 8%	29 19%	14 13%	20 18%	17 18%	9 12%	22 16%	30 20%	32 20%	17 15%	6 15%
Don't know/Can't remember	38 3%	16 3%	22 4%	9 10%Tdefghkl	4 2%	5 2%	5 2%	5 2%	5 2%	6 6%dk	12 4%	10 2%	16 3%	9 3%	9 2%	8 3%	12 4%	18 3%	20 4%	29 3%	9 4%	33 3%	1 1%	4 6%	- -	1 1%	- -	1 1%	- -	3 3%	4 4%B	4 6%AB	5 3%	6 4%	5 3%	10 8%TyAB	- -
NET: Up to 12 months	778 62%oD	407 63%	369 60%	52 58%	127 61%	138 67%i	143 62%	132 64%	139 60%	46 52%	179 60%	281 64%i	317 60%	206 61%	236 62%o	128 52%	209 70%Tmoq	441 62%o	336 62%o	634 63%	144 57%	648 61%	70 72%x	42 59%	18 48%	70 72%DJ	24 61%	92 62%	71 66%DJ	70 64%	49 50%	42 59%	81 62%	88 58%	109 67%DJ	65 57%	18 48%
NET: Between 13 and 24 months	237 19%H	111 17%	125 20%	21 23%	53 25%ghl	36 17%	43 19%	30 14%	37 16%	18 20%	73 25%Tghi	79 18%	85 16%	68 20%p	71 19%	58 24%p	40 13%	139 19%p	98 18%	185 18%	52 21%	191 18%	17 17%	16 22%	14 37%Tuv	17 17%	12 31%CH	26 18%	18 18%	16 15%	27 28%TCH	16 22%H	24 19%	28 18%	17 11%	22 19%	14 37%TyABCFGHI

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: 20th to 22nd October 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								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 £77,999 per year (p)	£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	1301	1177	109	941	41	94	160	140	86	5	355	67	164	254	279	238	133	74	39	53	152	199	84	15	961	21	319	143	684	382
Weighted base	1260	1135	111*	902	45*	96*	155	129	91*	3**	355	54*	151	223	257	250	145	89*	40**	50*	156	194	82*	13**	930	20**	310	125	647	397
In the last 6 months	393 31%	349 31%	37 34%	295 33%	17 39%	25 26%	42 27%	36 28%	25 27%	2 56%	97 27%	21 38%	48 32%	60 27%	83 32%	72 29%	42 29%	32 36%	16 40%	20 39%	55 35%	67 35%	35 43%TTx	6 43%	284 31%	9 45%	100 32%	43 34%	192 30%	123 31%
7-12 months ago	385 31%vv	347 31%	32 29%	260 29%	15 34%	32 33%	54 35%	49 38%	32 35%	- -	125 35%	16 30%	58 39%n	71 32%	71 28%	78 31%	40 28%	25 28%	11 28%	12 25%	52 33%v	62 32%v	13 17%	3 22%	286 31%v	5 23%	94 30%v	35 28%	214 33%	112 28%
13-18 months ago	181 14%	158 14%	24 21%	127 14%	3 7%	18 19%	20 13%	16 12%	14 16%	- -	54 15%	7 13%	15 10%	28 13%	40 16%	38 15%	24 16%	19 22%l	5 12%	5 11%	17 11%	18 9%	7 9%	1 8%	144 15%u	4 18%	34 11%	16 13%	82 13%	74 19%B
19-24 months ago	56 4%	53 5%	3 2%	37 4%	1 1%	6 6%	11 7%	6 4%	4 4%	1 21%	19 5%	1 2%	8 5%	14 6%	7 3%	13 5%	8 5%	2 2%	2 5%	1 1%	6 4%	6 3%	7 9%	* 4%	42 5%	1 7%	12 4%	9 7%	26 4%	19 5%
Over 2 years ago	207 16%	193 17%	12 11%	152 17%	9 19%	13 14%	25 16%	19 15%	13 14%	1 23%	54 15%	8 14%	17 11%	42 19%	47 18%	43 17%	27 18%	11 12%	3 8%	10 19%	21 13%	34 18%	14 17%	3 22%	149 16%	1 6%	57 18%	16 13%	116 18%	61 15%
Don't know/Can't remember	38 3%	35 3%	3 3%	32 4%	- -	2 2%	4 2%	3 2%	3 4%	- -	7 2%	1 2%	4 3%	8 4%	8 3%	6 3%	5 4%	- -	3 8%	3 5%	5 3%	7 3%	4 5%	- -	25 3%	- -	13 4%	7 5%	17 3%	9 2%
NET: Up to 12 months	778 62%	696 61%	69 63%	555 61%	33 72%	57 59%	96 62%	85 66%	56 62%	2 56%	222 62%	37 68%	107 71%Tmnop	131 59%	154 60%	150 60%	82 57%	57 64%	27 68%	32 64%	107 69%	130 67%	49 60%	9 66%	570 61%	14 68%	194 63%	77 62%	406 63%	235 59%
NET: Between 13 and 24 months	237 19%uu	210 19%	26 24%	163 18%	4 8%	24 25%d	30 20%	22 17%	18 20%	1 21%	73 21%	8 16%	23 15%	43 19%	48 19%	51 20%	31 21%	21 24%	6 16%	6 12%	23 15%	24 12%	14 17%	2 12%	186 20%u	5 26%	46 15%	25 20%	107 17%	92 23%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: 20th to 22nd October 2023

Absolutes/col percents

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1301	455	823	1301	1212	89	-	903	636	267	398	398	903	609	557
Weighted base	1260	445	788	1260	1177	83*	-**	872	610	262	388	393	867	582	552
In the last 6 months	393	148	236	393	384	9	-	269	178	91	124	393	-	159	184
	31%el	33%	30%	31%e	33%e	10%	-	31%	29%	35%	32%	100%Tl	-	27%	33%m
7-12 months ago	385	130	245	385	377	7	-	276	195	81	108	-	385	186	162
	31%ek	29%	31%	31%e	32%e	9%	-	32%	32%	31%	28%	-	44%Tk	32%	29%
13-18 months ago	181	69	113	181	177	5	-	128	90	38	54	-	181	95	77
	14%ek	15%	14%	14%e	15%e	6%	-	15%	15%	14%	14%	-	21%Tk	16%	14%
19-24 months ago	56	18	35	56	48	8	-	35	25	9	21	-	56	28	24
	4%k	4%	4%	4%	4%	10%Tcd	-	4%	4%	4%	5%	-	6%k	5%	4%
Over 2 years ago	207	72	134	207	158	49	-	147	108	39	60	-	207	90	94
	16%k	16%	17%	16%	13%	59%Tcd	-	17%	18%	15%	15%	-	24%Tk	15%	17%
Don't know/Can't remember	38	10	25	38	33	5	-	18	14	4	20	-	38	25	11
	3%k	2%	3%	3%	3%	6%	-	2%	2%	1%	5%ghi	-	4%k	4%n	2%
NET: Up to 12 months	778	278	481	778	762	16	-	545	372	172	233	393	385	344	346
	62%el	62%	61%	62%e	65%e	19%	-	62%	61%	66%	60%	100%Tl	44%	59%	63%
NET: Between 13 and 24 months	237	86	148	237	224	13	-	163	115	47	75	-	237	123	101
	19%k	19%	19%	19%	19%	16%	-	19%	19%	18%	19%	-	27%Tk	21%	18%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 19

Q5. How long have you been with your provider for your fixed broadband service?
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	379	172	206	15	42	55	79	70	76	42	57	134	188	115	98	63	103	213	166	298	81	312	35	20	12	35	25	40	37	28	27	20	37	41	48	29	12
Weighted base	371	169	201	17**	42*	59*	80*	61*	79*	34*	59*	140	173	108*	92*	68*	104*	199	172	292	79*	304	39**	16**	12**	39**	32**	39**	34*	28**	22**	16**	30*	43*	49**	27**	12**
Up to 6 months	12 3%	3 2%	9 5%	1 5%	3 8%	- -	2 2%	2 4%	4 5%	- -	4 7%	2 1%	6 4%	1 1%	3 3%	1 1%	7 6%	5 2%	8 4%	10 3%	2 3%	12 4%	- -	- -	- -	- -	- -	2 5%	- -	- -	1 4%	- -	* 1%	1 3%	6 13%	1 3%	- -
7-12 months	31 8%gl	20 12%b	11 5%	5 28%	9 20%Tfghil	11 19%fghl	3 4%	- -	2 3%	1 4%	13 23%Tfghikl	14 10%gl	4 2%	10 9%	7 8%	3 5%	11 10%	17 8%	14 8%	29 10%	2 3%	26 8%	5 12%	1 4%	- -	5 12%	1 3%	2 4%	- -	5 18%	1 5%	1 4%	3 11%	5 12%	9 18%	- -	- -
13-18 months	24 6%	10 6%	15 7%	7 40%	4 10%l	1 2%	7 9%l	2 3%	2 2%	1 2%	11 18%Tegh ikl	9 6%	4 3%	13 12%n	2 2%	5 7%	5 5%	15 7%	10 6%	16 5%	8 11%	23 8%	1 3%	- -	- -	1 3%	3 11%	5 12%	2 6%	3 11%	- -	- -	2 5%	4 10%	2 3%	2 9%	- -
19-24 months	29 8%	14 8%	15 7%	- -	8 18%Tfhil	9 15%hl	4 6%	6 10%h	1 1%	* 1%	8 13%hl	14 10%h	7 4%	7 7%	8 9%	4 6%	9 8%	16 8%	13 8%	21 7%	8 10%	27 9%	1 2%	1 7%	- -	1 2%	4 14%	7 18%	1 4%	1 5%	2 11%	1 7%	* 1%	4 8%	6 13%	- -	- -
Over 2 years	262 71%dj	115 68%	147 73%	4 23%	16 39%	35 59%j	62 77%dj	50 83%dej	67 85%Tdejk	28 81%dj	20 34%	97 70%dj	145 84%Tdejk	75 69%	66 72%	51 76%	70 67%	141 71%	121 71%	207 71%	55 70%	204 67%	31 82%	15 89%	12 100%	31 82%	23 72%	23 58%	30 87%G	17 62%	17 77%	15 89%	23 76%	25 58%	24 49%	23 84%	12 100%
Don't know/Can't remember	13 4%	8 5%	5 2%	1 4%	2 5%	3 4%	1 2%	1 1%	2 3%	4 12%Tfgk	3 5%	4 3%	7 4%	2 2%	5 5%	3 4%	3 3%	7 4%	6 4%	10 3%	3 4%	13 4%	1 1%	- -	- -	1 1%	- -	1 3%	1 3%	1 4%	1 3%	- -	2 5%	4 9%	2 4%	1 5%	- -
NET: Up to 12 months	43 12%lB	23 14%	20 10%	6 33%	12 28%Tfghikl	11 19%gl	5 6%	2 4%	6 8%	1 4%	17 30%Tfghikl	16 12%	10 6%	11 10%	10 11%	4 7%	17 17%	21 11%	22 13%	39 13%	4 5%	38 12%	5 12%	1 4%	- -	5 12%	1 3%	4 9%	- -	5 18%	2 10%	1 4%	4 12%B	6 15%B	15 31%	1 3%	- -
NET: Between 13 and 24 months	53 14%hl	23 14%	29 15%	7 40%	12 28%Thil	11 18%hl	12 15%h	8 13%	3 4%	1 3%	18 32%Tfghikl	22 16%hl	12 7%	20 18%	10 11%	9 13%	13 13%	30 15%	22 13%	36 12%	16 21%	49 16%	2 5%	1 7%	- -	2 5%	8 25%	12 30%	3 10%	4 16%	2 11%	1 7%	2 6%	8 18%	8 16%	2 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: 20th to 22nd October 2023

Absolutes/col percents

Table 20

Q5. How long have you been with your provider for your fixed broadband service?
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 £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 / 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	379	344	26	281	7	25	44	37	27	2	96	20	52	80	77	58	40	8	26	18	44	61	38	6	261	13	105	49	190	96
Weighted base	371	329	32**	269	10**	28**	42*	34*	30**	2**	100*	18**	48*	77*	67*	62*	48*	9**	24**	18**	41*	62*	42**	6**	256	13**	103*	47*	182	100*
Up to 6 months	12 3%	12 4%	1 2%	10 4%	1 9%	1 4%	1 3%	* 1%	- -	- -	2 2%	- -	5 10%	3 4%	1 1%	1 1%	1 3%	- -	1 6%	- -	1 2%	- -	4 10%	- -	7 3%	1 7%	5 5%	3 6%	6 3%	2 2%
7-12 months	31 8%	19 6%	10 31%	15 5%	1 9%	13 45%	4 9%	3 8%	4 12%	- -	16 16%c	3 17%	4 8%	9 12%	3 5%	3 5%	4 8%	- -	2 7%	2 13%	3 7%	5 8%	1 2%	- -	24 9%	1 5%	6 6%	10 20%TBC	12 6%	6 6%
13-18 months	24 6%	15 5%	7 22%	15 6%	- -	1 2%	4 9%	4 10%	3 10%	1 62%	8 8%	1 5%	3 5%	3 4%	6 9%	2 3%	1 2%	- -	6 24%	3 16%	3 6%	1 2%	2 5%	- -	18 7%	2 13%	5 5%	4 9%	9 5%	2 2%
19-24 months	29 8%	25 8%	3 9%	16 6%	4 41%	4 14%	4 10%	1 4%	2 8%	- -	12 12%	3 15%	1 2%	6 8%	4 6%	4 7%	6 13%	4 41%	- -	* 2%	4 10%	5 7%	4 10%	4 65%	18 7%	- -	10 10%	6 13%	11 6%	11 11%
Over 2 years	262 71%A	247 75%	10 32%	201 75%j	4 40%	10 35%	29 68%	26 77%	21 69%	- -	62 61%	11 59%	33 69%	54 70%	49 73%	52 84%	36 74%	5 59%	12 48%	11 60%	29 69%	49 79%	30 71%	2 35%	183 72%	7 52%	73 71%	23 49%	139 77%A	77 77%A
Don't know/Can't remember	13 4%	11 3%	1 4%	13 5%	- -	- -	- -	- -	- -	1 38%	- -	1 4%	3 6%	1 1%	4 5%	- -	- -	- -	3 14%	2 9%	2 5%	2 4%	1 3%	- -	6 2%	3 23%	4 4%	1 2%	5 3%	2 2%
NET: Up to 12 months	43 12%	31 9%	10 33%	25 9%	2 19%	14 49%	5 12%	3 9%	4 12%	- -	18 18%c	3 17%	8 17%	13 16%	4 6%	4 6%	6 11%	- -	3 13%	2 13%	4 9%	5 8%	5 12%	- -	31 12%	2 12%	11 11%	13 27%TBC	17 10%	7 8%
NET: Between 13 and 24 months	53 14%	40 12%	10 31%	31 12%	4 41%	5 16%	8 19%	5 14%	6 18%	1 62%	20 20%	4 20%	4 8%	9 12%	10 15%	6 10%	7 15%	4 41%	6 24%	3 17%	7 16%	6 9%	6 15%	4 65%	36 14%	2 13%	15 14%	11 22%	20 11%	13 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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 21

Q5. How long have you been with your provider for your fixed broadband service?
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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	379	117	251	-	-	-	227	232	201	31	147	-	379	168	150
Weighted base	371	116*	245	-**	-**	-**	225	236	199	37**	135	-**	371	160	158
Up to 6 months	12 3%gh	9 8%b	2 1%	- -	- -	- -	2 1%	1 *	- -	1 2%	11 8%Tgh	- -	12 3%	2 1%	8 5%
7-12 months	31 8%	4 3%	25 10%a	- -	- -	- -	23 10%	25 10%	16 8%	9 25%	6 5%	- -	31 8%	21 13%n	8 5%
13-18 months	24 6%	12 11%b	11 4%	- -	- -	- -	14 6%	15 6%	7 3%	8 23%	9 7%	- -	24 6%	14 9%	7 4%
19-24 months	29 8%	12 10%	17 7%	- -	- -	- -	23 10%	21 9%	19 10%	1 4%	8 6%	- -	29 8%	14 9%	11 7%
Over 2 years	262 71%	73 63%	183 75%a	- -	- -	- -	160 71%	174 74%	156 79%j	17 47%	89 65%	- -	262 71%	102 64%	121 77%m
Don't know/Can't remember	13 4%g	6 5%	7 3%	- -	- -	- -	3 1%	1 *	1 1%	- -	12 9%Tgh	- -	13 4%	8 5%	3 2%
NET: Up to 12 months	43 12%	13 11%	28 11%	- -	- -	- -	25 11%	25 11%	16 8%	10 27%	18 13%	- -	43 12%	23 14%	15 10%
NET: Between 13 and 24 months	53 14%	24 21%b	27 11%	- -	- -	- -	37 17%	36 15%	26 13%	10 27%	17 12%	- -	53 14%	27 17%	18 11%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 22

Q6. 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1212	594	615	64	177	214	215	209	232	101	241	429	542	335	390	193	294	725	487	972	240	1025	77	70	40	77	41	148	108	115	99	70	124	127	157	106	40
Weighted base	1177	597	578	75*	194	198	210	198	219	83*	269	408	500	311	351	229	286	662	515	942	235	984	88*	68*	37*	88*	39*	137	99*	103*	91*	68*	126	139	147	103*	37*
Yes, my provider can increase my monthly payment during my minimum contract period	569 48%bcj	329 55%Tb	240 41%	20 27%	81 42%	89 45%c	112 53%cdj	98 49%cj	121 55%cdej	48 57%cdj	101 38%	201 49%cj	267 53%cdj	156 50%	174 50%	111 48%	128 45%	330 50%	238 46%	454 48%	115 49%	463 47%	47 54%	40 58%	19 51%	47 54%	25 65%GH	65 48%	47 48%	55 53%G	42 46%	40 58%GH	68 54%GH	54 39%	59 40%	47 46%	19 51%
No, my provider cannot increase my monthly payment during my minimum contract period	251 21%	118 20%	131 23%	30 40%Tefghikl	51 27%hil	44 22%	39 18%	43 22%	34 16%	11 13%	81 30%Tfhikl	82 20%	88 18%	75 24%	68 19%	42 18%	66 23%	143 22%	108 21%	204 22%	47 20%	208 21%	21 24%	15 21%	7 19%	21 24%	7 18%	32 24%	23 23%	20 19%	13 15%	15 21%	17 14%	49 35%TCDFHI	31 21%	15 15%	7 19%
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	357 30%a	149 25%	207 36%Ta	25 34%	62 32%	65 33%	59 28%	57 29%	64 29%	25 30%	87 32%	125 31%	146 29%	80 26%	109 31%	76 33%	92 32%	189 29%	169 33%	284 30%	73 31%	312 32%	20 22%	14 21%	11 30%	20 22%	7 17%	39 29%	29 29%	29 28%	35 39%yzE	14 21%	40 32%	37 26%	57 38%yzEG	40 39%yzE	11 30%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 23

Q6. 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 (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)	£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	1212	1100	98	878	37	88	153	131	79	4	330	61	155	242	254	220	124	71	35	50	139	183	79	12	901	20	291	132	634	361
Weighted base	1177	1061	103*	842	40*	91*	149	122	86*	2**	333	50*	141	211	236	232	137	86*	36**	48*	141	176	77*	10**	878	20**	279	119	596	378
Yes, my provider can increase my monthly payment during my minimum contract period	569 48%bf	536 51%b	27 27%	411 49%f	19 48%	40 44%	58 39%	64 53%f	43 50%	1 53%	157 47%	20 39%	81 58%kn	99 47%	105 44%	124 53%	62 45%	36 42%	10 28%	33 68%Tkmnpq	65 47%	82 47%	36 47%	6 57%	427 49%	7 36%	134 48%	49 41%	304 51%	173 46%
No, my provider cannot increase my monthly payment during my minimum contract period	251 21%s	207 19%	40 39%Ta	167 20%	5 11%	25 28%	48 32%Tcd	30 25%	21 25%	1 27%	84 25%	12 24%s	23 16%	46 22%s	49 21%s	52 22%s	38 28%ls	20 23%s	9 24%	2 5%	27 20%	37 21%	19 24%	3 32%	188 21%	6 32%	56 20%	33 28%B	117 20%	89 24%
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	357 30%	318 30%	36 35%	265 31%	16 40%g	26 28%	44 30%	28 23%	22 26%	* 20%	92 28%	19 37%	37 26%	65 31%	82 35%o	57 24%	38 27%	30 35%	17 48%	13 27%	48 34%	56 32%	22 29%	1 11%	263 30%	6 32%	89 32%	36 30%	175 29%	116 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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 24

Q6. 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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1212	416	776	1212	1212	-	-	843	590	253	369	388	824	579	520
Weighted base	1177	409	744	1177	1177	-**	-**	820	569	251	357	384	793	555	515
Yes, my provider can increase my monthly payment during my minimum contract period	569 48%ij	173 42%	388 52%a	569 48%	569 48%	- -	- -	569 69%Tij	569 100%Tgij	- -	- -	177 46%	392 49%	284 51%	262 51%
No, my provider cannot increase my monthly payment during my minimum contract period	251 21%hj	96 23%	154 21%	251 21%	251 21%	- -	- -	251 31%Thj	- -	251 100%Tghj	- -	89 23%	162 20%	105 19%	111 21%
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	357 30%ghi	141 34%b	203 27%	357 30%	357 30%	- -	- -	- -	- -	- -	357 100%Tghi	119 31%	238 30%	166 30%	142 28%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 25

Q7. 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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	468	220	245	27	55	64	100	86	88	48	82	164	222	146	131	75	116	277	191	371	97	389	43	23	13	43	25	54	41	37	33	23	46	54	61	38	13
Weighted base	454	214	238	31**	55*	68*	102*	70*	90*	39*	86*	170	198	136	118	82*	117*	254	200	360	94*	375	47*	19**	13**	47*	32**	49*	37*	34*	29**	19**	37*	56*	64*	37*	13**
Yes, my provider can increase my monthly payment	240 53%j	120 56%	118 50%	11 35%	22 40%	33 49%	56 55%j	40 57%j	53 59%dj	24 62%dj	33 38%	90 53%	117 59%dj	69 51%	71 60%	45 55%	55 47%	140 55%	100 50%	186 52%	54 58%	196 52%	23 48%	11 57%	11 82%	23 48%	16 49%	27 56%	22 59%	15 44%	22 75%	11 57%	18 49%	28 50%	29 45%	20 53%	11 82%
No, my provider cannot increase my monthly payment	48 11%	29 14%	19 8%	9 28%	8 14%i	10 14%	9 9%	6 9%	6 6%	1 2%	16 19%Thi l	19 11%	13 6%	11 8%	9 7%	10 13%	18 15%	20 8%	28 14%	43 12%	6 6%	37 10%	9 19%	* 2%	2 18%	9 19%	3 9%	4 7%	3 7%	7 20%	3 9%	* 2%	3 9%	7 12%	7 11%	1 4%	2 18%
I'm not sure whether my provider can increase my monthly payment	166 36%	64 30%	101 42%a	11 37%	26 46%	24 36%	36 36%	23 33%	31 34%	14 36%	37 43%	61 36%	68 34%	56 41%	38 32%	27 32%	45 38%	94 37%	72 36%	131 37%	34 36%	142 38%	16 33%	8 41%	- -	16 33%	13 42%	18 37%	13 34%	12 36%	5 17%	8 41%	15 41%	21 38%	28 44%	16 43%	- -

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: 20th to 22nd October 2023

Absolutes/col percents

Table 26

Q7. 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 (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)	£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	468	421	37	344	11	31	51	46	34	3	121	26	61	92	102	76	49	11	30	21	57	77	43	9	321	14	133	60	240	117
Weighted base	454	403	40**	329	15**	33**	47*	41*	35**	2**	123*	22**	58*	90*	88*	80*	56*	12**	28**	20**	57*	81*	47*	9**	307	13**	133*	54*	233	119*
Yes, my provider can increase my monthly payment	240 53%	221 55%	15 38%	168 51%	10 70%	14 43%	30 63%	24 59%	20 57%	1 28%	71 58%	14 64%	34 58%	38 43%	45 51%	44 56%	36 63%m	10 85%	10 35%	9 44%	24 43%	43 54%	25 53%	6 68%	167 55%	3 25%	69 52%	31 57%	119 51%	72 60%
No, my provider cannot increase my monthly payment	48 11%ttC	33 8%	12 31%	29 9%	1 6%	9 28%	7 14%	6 15%	5 13%	1 45%	19 15%	5 22%	7 12%	13 15%p	10 11%	5 6%	1 2%	- -	5 20%	2 12%	1 1%	8 10%	1 2%	- -	35 12%t	4 27%	9 7%	15 28%TBC	24 10%C	1 1%
I'm not sure whether my provider can increase my monthly payment	166 36%A	149 37%	12 31%	132 40%fj	4 24%	10 29%	11 23%	10 25%	11 30%	1 28%	33 27%	3 15%	17 30%	38 42%	33 38%	31 38%	20 35%	2 15%	13 46%	9 44%	32 56%TuTx	29 36%	21 45%	3 32%	104 34%	6 48%	55 41%	8 15%	90 39%A	46 39%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**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 27

Q7. 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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	468	156	298	89	-	89	227	292	247	45	176	10	458	198	187
Weighted base	454	152	289	83*	-**	83*	225	288	240	48*	166	9**	445	186	194
Yes, my provider can increase my monthly payment	240 53%aij	64 42%	173 60%a	41 50%	- -	41 50%	143 64%Tce	240 83%Tij	240 100%Tgij	- -	- -	1 11%	239 54%	89 48%	124 64%Tm
No, my provider cannot increase my monthly payment	48 11%hj	12 8%	32 11%	11 14%	- -	11 14%	25 11%	48 17%Thj	- -	48 100%Tghj	- -	2 28%	46 10%	23 12%	19 10%
I'm not sure whether my provider can increase my monthly payment	166 36%fghin	75 50%Tb	84 29%	30 37%	- -	30 37%	57 25%	- -	- -	- -	166 100%Tghi	5 61%	160 36%	75 40%n	52 27%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 28

Q8. 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	837	457	378	26	98	128	168	151	180	86	124	296	417	246	270	136	185	516	321	662	175	690	62	53	32	62	38	100	71	79	70	53	93	73	95	71	32
Weighted base	809	449	358	31**	103*	123	168	138	175	72*	134	291	384	225	246	156	182	471	338	640	169	659	70*	50*	30**	70*	41*	92*	69*	70*	64*	50*	86*	82*	88*	67*	30**
Before signing up to the contract	288 36%bp	191 42%Tb	97 27%	11 35%	33 32%	36 30%	60 35%	54 39%	65 37%	30 42%	43 32%	96 33%	149 39%	95 42%pr	92 37%p	54 35%	47 26%	187 40%pr	101 30%	220 34%	68 40%	236 36%	32 46%	16 31%	5 16%	32 46%G	15 37%	29 31%	25 37%	35 50%TAEGI	24 37%	16 31%	31 36%	19 23%	37 43%G	20 30%	5 16%
During the sign-up process	183 23%	105 23%	76 21%	8 25%	22 21%	37 30%h	36 22%	32 23%	30 17%	18 25%	30 22%	73 25%	80 21%	52 23%	54 22%	39 25%	39 21%	105 22%	78 23%	137 21%	47 28%	151 23%	17 24%	10 20%	5 16%	17 24%	5 12%	23 25%	13 19%	13 18%	17 26%	10 20%	22 26%	24 29%	16 18%	19 28%	5 16%
After signing up to the contract	213 26%tvy	110 25%	103 29%	12 40%	39 38%Tgl	34 28%	45 27%	27 19%	44 25%	11 16%	51 38%Tghikl	79 27%	82 21%	59 26%	58 24%	41 26%	55 30%	117 25%	96 28%	184 29%t	28 17%	170 26%	10 14%	17 33%v	17 58%	10 14%	7 18%	26 28%	17 24%	14 20%	16 25%	17 33%y	19 22%	23 28%	25 29%y	22 33%y	17 58%
Can't remember	125 15%ajm	43 10%	81 23%Ta	- -	9 9%	16 13%	27 16%j	25 18%j	35 20%dj	12 17%j	9 7%	43 15%j	73 19%dj	20 9%	41 17%m	22 14%	42 23%Tmq	61 13%	64 19%mq	99 15%	26 15%	102 16%	11 16%	8 16%	3 11%	11 16%	13 33%TCDHI	15 16%	14 20%	8 12%	8 12%	8 16%	14 16%	16 19%	9 10%	6 9%	3 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**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 29

Q8. 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 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 £77,999 per year (p)	£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	837	781	47	608	28	57	88	89	57	3	226	42	124	157	168	155	87	39	22	43	89	128	57	12	620	11	206	91	445	236
Weighted base	809	757	43*	579	30**	54*	88*	88*	63*	2**	228	34*	115*	137	150	168	97*	46*	20**	42*	90*	126*	61*	12**	595	10**	204	80*	423	245
Before signing up to the contract	288 36%kA	272 36%	14 33%	209 36%	13 45%	15 28%	27 31%	29 33%	25 39%	- -	80 35%	6 19%	37 32%	40 29%	55 37%	77 46%Tklm	36 37%	22 47%k	3 15%	12 29%	28 32%	44 35%	27 45%	6 49%	211 35%	3 30%	74 37%	17 21%	154 37%A	102 42%A
During the sign-up process	183 23%s	173 23%	8 19%	125 22%	10 35%	14 27%	20 22%	24 27%	20 31%	- -	58 25%	11 32%s	19 16%	32 23%s	42 28%ls	35 21%s	29 30%ls	9 18%	5 27%	2 6%	15 17%	22 18%	9 15%	* 4%	145 24%	2 15%	37 18%	18 23%	102 24%	55 23%
After signing up to the contract	213 26%n	194 26%	16 37%	145 25%	3 9%	20 37%	32 36%c	25 29%	13 20%	1 69%	67 29%	11 32%n	36 31%n	49 35%Tnop	25 17%	35 21%	20 20%	14 31%	6 30%	17 40%nop	35 39%TTx	36 28%	16 26%	4 38%	150 25%	2 23%	60 29%	31 39%TBC	102 24%	57 23%
Can't remember	125 15%	118 16%	4 11%	101 17%j	3 11%	5 9%	9 10%	10 11%	6 9%	1 31%	23 10%	6 17%	23 20%q	17 12%	29 19%q	21 12%	13 13%	2 3%	5 28%	11 25%q	11 12%	24 19%	9 14%	1 9%	89 15%	3 32%	32 16%	14 17%	64 15%	31 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: 20th to 22nd October 2023

Absolutes/col percents

Table 30

Q8. 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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	837	253	574	636	590	46	140	837	837	-	-	173	664	395	383
Weighted base	809	237	561	610	569	41*	143	809	809	-**	-**	178	631	373	386
Before signing up to the contract	288 36%	96 40%	188 33%	239 39%	225 40%	14 35%	43 30%	288 36%	288 36%	- -	- -	88 49%TI	200 32%	140 38%	125 32%
During the sign-up process	183 23%	47 20%	134 24%	147 24%	143 25%e	4 10%	28 20%	183 23%	183 23%	- -	- -	45 25%	138 22%	91 24%	80 21%
After signing up to the contract	213 26%k	66 28%	145 26%	159 26%	145 26%	14 34%	41 29%	213 26%	213 26%	- -	- -	28 16%	184 29%k	94 25%	112 29%
Can't remember	125 15%cd	28 12%	94 17%	65 11%	56 10%	9 21%cd	30 21%cd	125 15%	125 15%	- -	- -	16 9%	108 17%k	48 13%	70 18%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 31

Q9. How did you become aware that your provider could increase your monthly payments?
Base: All who can recall when they became aware

	Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)
Unweighted base	703	410	291	26	88	112	141	121	146	69	114	253	336
Weighted base	684	406	276	31**	94*	107*	141	113*	139	59*	124*	248	311
In an email sent to me by the provider	190 28%	108 27%	82 30%	8 25%	21 23%	33 30%	43 30%	29 26%	42 30%	14 24%	29 23%	76 30%	85 27%
In the provider's Terms and Conditions	151 22%	103 25%b	48 18%	4 12%	21 22%	17 16%	33 23%	25 22%	33 24%	18 30%e	25 20%	50 20%	76 25%
In the provider's Contract Summary	115 17%	82 20%b	33 12%	3 9%	17 18%	18 17%	16 12%	16 14%	33 23%k	12 20%	20 16%	35 14%	60 19%
While on the phone with the provider	109 16%djm	59 15%	50 18%	2 7%	4 4%	20 19%dj	19 14%dj	28 24%Tdfj	29 21%dj	8 13%d	6 5%	39 16%dj	64 21%dj
In a letter sent to me by the provider	96 14%	52 13%	44 16%	- -	15 16%	17 16%	25 18%	15 14%	17 12%	6 10%	15 12%	43 17%	38 12%
On the provider's website	87 13%	61 15%b	26 9%	7 24%	13 14%	10 10%	17 12%	11 10%	19 14%	9 15%	20 16%	27 11%	39 13%
When I noticed on my bank statement that the payment had increased	62 9%g	36 9%	26 9%	7 23%	17 18%Tefgkl	8 8%	8 6%	3 3%	12 9%	7 11%g	24 19%Tefghkl	16 7%	22 7%
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	44 6%f	28 7%	15 5%	- -	9 10%f	10 9%f	2 1%	9 8%f	8 5%	6 11%f	9 7%f	11 5%	23 7%f
In a text sent to me by the provider	29 4%	15 4%	14 5%	4 14%	7 8%	3 3%	5 3%	3 3%	3 2%	4 7%	12 9%Thkl	8 3%	10 3%
A friend / family member / someone else told me about it	25 4%	18 4%	6 2%	5 17%	6 6%g	3 3%	3 2%	- -	6 4%g	1 2%	11 9%Tfgkl	6 3%	8 2%
On a price-comparison website (e.g. USwitch, Compare the Market)	24 3%	18 4%	6 2%	2 6%	12 13%Tefghikl	3 3%	2 1%	3 2%	2 1%	1 1%	14 11%Tefghikl	5 2%	5 2%
From a salesperson in a store	23 3%	15 4%	8 3%	8 27%	2 2%	3 2%	4 3%	3 3%	2 2%	1 1%	10 8%Thkl	6 3%	7 2%
During a webchat with the provider	21 3%	13 3%	8 3%	4 13%	2 2%	6 5%	3 2%	2 2%	3 3%	1 1%	6 5%	8 3%	6 2%

	Social Grade: AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban/Rural: Urban (s)	Rural (t)	Country: England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)
Unweighted base	221	221	115	146	442	261	555	148	579	51	45	28
Weighted base	205	204	134*	141	409	275	541	143	556	59*	42*	26**
In an email sent to me by the provider	53 26%	56 27%	48 36%	34 24%	108 26%	82 30%	149 28%	41 29%	145 26%	17 29%	17 40%	11 41%
In the provider's Terms and Conditions	56 27%np	38 19%	33 24%	24 17%	95 23%	57 21%	114 21%	37 26%	123 22%	17 29%	10 22%	2 7%
In the provider's Contract Summary	40 20%o	39 19%o	13 10%	21 15%	80 20%or	35 13%	86 16%	29 20%	94 17%	16 27%w	3 7%	2 9%
While on the phone with the provider	20 10%	36 18%m	25 18%m	28 20%m	56 14%	53 19%m	85 16%	25 17%	95 17%	8 14%	4 11%	2 9%
In a letter sent to me by the provider	25 12%	32 15%	20 15%	19 14%	56 14%	40 14%	76 14%	20 14%	74 13%	8 14%	9 21%	4 17%
On the provider's website	35 17%n	16 8%	18 13%	17 12%	51 13%	35 13%	70 13%	16 11%	69 12%	8 14%	6 15%	3 12%
When I noticed on my bank statement that the payment had increased	21 10%	17 8%	12 9%	11 8%	39 9%	23 8%	56 10%t	5 4%	53 9%	2 4%	2 4%	5 20%
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	14 7%	18 9%or	3 2%	9 6%	32 8%o	11 4%	38 7%	6 4%	38 7%	1 2%	2 5%	2 8%
In a text sent to me by the provider	13 6%	8 4%	5 3%	4 3%	21 5%	9 3%	23 4%	7 5%	25 5%	1 1%	3 8%	- -
A friend / family member / someone else told me about it	12 6%n	4 2%	4 3%	5 3%	16 4%	9 3%	22 4%	3 2%	19 3%	1 2%	3 8%	2 6%
On a price-comparison website (e.g. USwitch, Compare the Market)	10 5%	3 2%	6 4%	5 4%	13 3%	11 4%	20 4%	3 2%	20 4%	2 3%	* 1%	1 4%
From a salesperson in a store	12 6%	4 2%	4 3%	3 2%	16 4%	7 3%	17 3%	6 5%	18 3%	1 1%	3 6%	2 6%
During a webchat with the provider	9 5%	3 2%	5 4%	3 2%	13 3%	8 3%	19 4%	1 1%	16 3%	3 5%	1 3%	1 3%

	Region: Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	51	26	80	57	69	62	45	77	60	85	63	28
Weighted base	59*	27**	78*	55*	62*	56*	42*	72*	66*	79*	61*	26**
In an email sent to me by the provider	17 29%	5 18%	18 23%	15 27%	12 19%	23 40%CF	17 40%C	16 22%	18 28%	21 27%	17 28%	11 41%
In the provider's Terms and Conditions	17 29%I	9 32%	14 17%	8 14%	16 27%	12 21%	10 22%	18 25%	12 18%	26 33%TABI	7 12%	2 7%
In the provider's Contract Summary	16 27%BE	8 29%	10 13%	5 10%	9 15%	7 12%	3 7%	13 18%	16 24%E	18 23%E	8 13%	2 9%
While on the phone with the provider	8 14%	4 14%	18 24%	10 19%	9 15%	9 16%	4 11%	13 19%	10 16%	14 18%	6 10%	2 9%
In a letter sent to me by the provider	8 14%	3 11%	8 10%	6 10%	7 11%	15 26%TABC	9 21%	9 12%	7 11%	13 16%	7 12%	4 17%
On the provider's website	8 14%	5 19%	11 14%	6 10%	12 20%F	5 9%	6 15%	4 6%	13 19%F	8 10%	5 7%	3 12%
When I noticed on my bank statement that the payment had increased	2 4%	1 4%	14 18%TyDE	3 6%	7 11%	1 2%	2 4%	8 11%	7 11%	6 7%	6 10%	5 20%
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	1 2%	1 3%	7 9%	2 4%	3 5%	3 6%	2 5%	4 6%	8 12%	6 7%	4 7%	2 8%
In a text sent to me by the provider	1 1%	- -	5 6%	5 9%D	1 1%	- -	3 8%	1 2%	6 9%D	4 5%	4 6%	- -
A friend / family member / someone else told me about it	1 2%	1 3%	5 7%	2 4%	- -	1 2%	3 8%C	1 2%	2 3%	1 2%	5 8%C	2 6%
On a price-comparison website (e.g. USwitch, Compare the Market)	2 3%	2 6%	1 1%	1 1%	2 4%	1 1%	* 1%	4 5%	5 8%	3 4%	2 3%	1 4%
From a salesperson in a store	1 1%	4 14%	4 5%	1 1%	- -	1 2%	3 6%	2 3%	3 4%	1 2%	3 5%	2 6%
During a webchat with the provider	3 5%	- -	2 3%	1 2%	2 3%	1 1%	1 3%	3 4%	5 7%	3 4%	- -	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; ** very small base (under 30) ineligible for sig testing**

Prepared by Yonder

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 31

Q9. 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	684	406	276	31**	94*	107*	141	113*	139	59*	124*	248	311	205	204	134*	141	409	275	541	143	556	59*	42*	26**	59*	27**	78*	55*	62*	56*	42*	72*	66*	79*	61*	26**
Billboard/poster advertisement	16 2%l	10 3%	6 2%	2 7%	9 10%Tfgh ikl	3 3%l	- -	1 1%	- -	- -	12 9%Tfgh ikl	3 1%	1 *	5 3%	5 3%	5 4%p	- -	11 3%	5 2%	13 2%	3 2%	15 3%	1 2%	- -	- -	1 2%	- -	* *	1 2%	- -	2 3%	- -	- -	5 8%TACF	4 5%	2 4%	- -
TV advertisement	13 2%	8 2%	5 2%	3 11%	2 3%	3 3%	- -	3 2%	1 *	1 1%	6 5%fh	3 1%	4 1%	4 2%	3 2%	4 3%	1 *	8 2%	5 2%	11 2%	2 1%	11 2%	1 1%	- -	1 5%	1 1%	- -	5 7%TF	- -	1 2%	2 3%	- -	- -	2 3%	1 1%	- -	1 5%
Press advertisement	9 1%	5 1%	3 1%	- -	3 3%hl	3 3%l	1 1%	* *	- -	1 1%	3 3%l	5 2%	1 *	1 1%	3 2%	1 1%	3 2%	5 1%	4 2%	7 1%	2 1%	9 2%	- -	* 1%	- -	- -	- -	- -	- -	1 2%	2 4%	* 1%	1 2%	1 1%	2 3%	1 1%	- -
Other (WRITE IN)	13 2%	9 2%	4 1%	- -	2 3%	2 1%	2 2%	2 2%	5 3%	- -	2 2%	4 2%	7 2%	3 1%	6 3%	3 2%	2 1%	8 2%	5 2%	12 2%	1 1%	11 2%	* 1%	1 3%	- -	* 1%	- -	1 1%	2 3%	1 2%	2 4%	1 3%	- -	1 2%	2 2%	2 3%	- -
Can't remember	31 5%	20 5%	11 4%	- -	3 3%	4 4%	6 4%	6 6%	9 6%	3 5%	3 3%	10 4%	18 6%	11 5%	11 6%	3 2%	6 5%	22 5%	9 3%	22 4%	10 7%	25 5%	3 4%	1 3%	2 8%	3 4%	1 2%	2 3%	2 4%	4 7%	3 5%	1 3%	6 8%	1 1%	1 2%	5 8%	2 8%
NET: advertisement	34 5%hl	21 5%	13 5%	6 18%	13 14%Tfgh ikl	8 8%fhl	1 1%	4 4%	1 *	1 2%	18 15%Tfgh ikl	10 4%	6 2%	11 5%	11 5%	8 6%	4 3%	22 5%	12 4%	30 5%	4 3%	31 6%	2 3%	* 1%	1 5%	2 3%	- -	5 7%	1 2%	2 4%	4 7%	* 1%	1 2%	8 12%TF	6 7%	3 5%	1 5%
NET: Website	98 14%	70 17%b	29 10%	9 30%	20 22%egk	11 10%	17 12%	11 10%	20 14%	10 16%	30 24%Tef gkl	28 11%	41 13%	40 19%n	18 9%	23 17%n	18 13%	58 14%	41 15%	80 15%	19 13%	81 15%	8 14%	6 15%	3 12%	8 14%	7 25%	11 14%	6 12%	14 23%	5 9%	6 15%	7 10%	15 22%	9 11%	6 10%	3 12%
NET: Provider's staff	146 21%d	81 20%	64 23%	11 37%	7 7%	27 25%d	25 18%d	33 29%dj	34 24%d	9 16%	18 15%	52 21%d	76 24%dj	37 18%	43 21%	33 25%	33 23%	80 20%	66 24%	114 21%	32 23%	122 22%	12 20%	8 20%	5 17%	12 20%	8 28%	22 29%	12 22%	11 18%	10 18%	8 20%	17 24%	16 24%	17 21%	9 14%	5 17%
NET: Provider communication	442 65%	263 65%	179 65%	19 61%	56 60%	72 68%	99 70%	68 60%	91 65%	37 63%	75 60%	171 69%	196 63%	136 66%	132 65%	90 67%	84 59%	268 65%	174 63%	346 64%	96 67%	354 64%	40 68%	33 77%	15 56%	40 68%	17 61%	43 56%	35 63%	34 55%	41 73%	33 77%ACF	40 56%	47 71%	62 78%TACF	36 59%	15 56%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 32

Q9. 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 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)	£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	703	655	41	500	25	51	77	79	51	2	201	33	100	136	135	136	77	37	15	34	76	106	49	11	521	7	175	73	374	207
Weighted base	684	639	38*	478	26**	49*	79*	78*	57*	1**	204	28**	92*	121	121	147	85*	45*	14**	31**	79*	102*	52*	11**	506	7**	171	67*	358	214
In an email sent to me by the provider	190 28%	178 28%	10 27%	134 28%	4 17%	17 34%	22 29%	17 22%	16 28%	- -	56 27%	8 30%	24 26%	31 26%	36 30%	39 27%	24 28%	12 27%	2 15%	13 41%	20 25%	26 26%	13 25%	1 8%	151 30%	1 12%	38 22%	15 23%	101 28%	59 28%
In the provider's Terms and Conditions	151 22%l	141 22%	9 24%	113 24%	3 13%	7 15%	15 19%	14 18%	14 24%	- -	39 19%	3 12%	10 10%	28 23%l	30 25%l	43 29%l	15 18%	11 24%	2 13%	10 32%	19 24%	20 19%	8 16%	5 45%	115 23%	1 16%	35 21%	11 17%	73 20%	55 26%
In the provider's Contract Summary	115 17%	111 17%	3 7%	83 17%	3 12%	5 10%	14 18%	12 15%	12 21%	- -	31 15%	2 8%	18 20%	16 13%	22 18%	21 15%	16 19%	10 22%	2 15%	6 21%	16 20%	16 16%	8 15%	1 10%	87 17%	- -	28 16%	9 13%	55 15%	42 20%
While on the phone with the provider	109 16%	105 16%	5 12%	85 18%	7 25%	6 11%	7 9%	9 12%	6 11%	- -	24 12%	4 13%	20 22%o	23 19%	22 18%	16 11%	13 16%	3 7%	2 15%	6 19%	14 18%	22 22%	11 22%	- -	77 15%	1 7%	32 19%	12 17%	64 18%	25 12%
In a letter sent to me by the provider	96 14%	92 14%	2 5%	65 14%	1 3%	13 26%Tch	16 21%h	9 12%	4 7%	- -	31 15%	4 16%	14 15%	19 16%	18 15%	19 13%	8 9%	8 18%	1 7%	6 18%	6 7%	21 21%tx	11 22%t	2 23%	59 12%	3 48%	34 20%tx	6 9%	61 17%	23 11%
On the provider's website	87 13%	76 12%	10 25%Ta	61 13%	5 20%	7 15%	13 16%	9 11%	4 8%	- -	25 12%	2 8%	14 15%	12 10%	14 12%	28 19%	12 14%	2 5%	2 13%	- -	9 11%	12 12%	4 8%	* 4%	67 13%	1 16%	18 11%	6 9%	51 14%	28 13%
When I noticed on my bank statement that the payment had increased	62 9%uu	52 8%	8 20%Ta	41 8%	4 16%	4 8%	11 14%h	11 15%h	1 1%	1 51%	21 10%	2 6%	7 8%	14 11%	9 8%	12 8%	9 10%	4 10%	2 15%	3 8%	10 13%u	3 3%	2 3%	- -	49 10%u	* 7%	12 7%	10 15%B	23 7%	24 11%
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	44 6%	40 6%	3 8%	30 6%	1 2%	4 7%	10 12%	4 5%	2 4%	- -	14 7%	1 5%	9 9%	8 6%	6 5%	9 6%	6 7%	4 8%	1 6%	1 2%	3 4%	6 6%	5 9%	1 13%	31 6%	- -	12 7%	4 6%	25 7%	13 6%
In a text sent to me by the provider	29 4%	27 4%	3 7%	17 3%	1 3%	4 9%	7 9%c	6 8%	2 4%	- -	13 6%	1 4%	2 2%	8 7%	6 5%	4 3%	2 2%	2 5%	3 18%	1 2%	7 8%x	6 6%	1 2%	1 7%	15 3%	- -	14 8%x	4 6%	17 5%	5 2%
A friend / family member / someone else told me about it	25 4%	20 3%	4 11%Ta	16 3%	- -	2 4%	4 5%	5 7%	- -	- -	9 5%	2 6%	4 4%	7 5%	2 2%	4 3%	1 1%	2 5%	2 13%	1 3%	4 5%	4 4%	1 2%	- -	17 3%	1 16%	7 4%	3 4%	14 4%	5 2%
On a price-comparison website (e.g. USwitch, Compare the Market)	24 3%	19 3%	4 12%Ta	10 2%	1 2%	3 7%	8 10%Tc	9 11%Tc	4 7%c	- -	14 7%c	- -	1 2%	5 4%	4 3%	9 6%	3 4%	1 2%	- -	- -	5 7%	5 5%	1 2%	- -	15 3%	- -	9 5%	1 1%	15 4%	8 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**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 32

Q9. 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 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)	£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	684	639	38*	478	26**	49*	79*	78*	57*	1**	204	28**	92*	121	121	147	85*	45*	14**	31**	79*	102*	52*	11**	506	7**	171	67*	358	214
From a salesperson in a store	23 3%	19 3%	3 8%	15 3%	- -	1 1%	5 6%	6 8%	1 2%	- -	8 4%	2 6%	2 2%	10 9%Top	4 3%	2 1%	1 1%	1 2%	1 8%	1 3%	6 8%	2 2%	1 1%	- -	14 3%	1 16%	8 5%	3 5%	14 4%	4 2%
During a webchat with the provider	21 3%	16 3%	4 11%Ta	11 2%	3 12%	3 6%	3 4%	2 3%	2 4%	- -	10 5%	- -	3 3%	2 2%	7 6%	3 2%	2 3%	1 2%	2 13%	- -	1 2%	1 1%	1 1%	- -	18 4%	- -	3 2%	2 3%	13 4%	3 2%
Billboard/poster advertisement	16 2%c	13 2%	3 8%a	2 *	1 4%	7 14%Tch	7 9%Tch	6 7%Tc	- -	1 49%	14 7%Tc	- -	1 1%	2 1%	6 5%	3 2%	4 5%	- -	- -	1 2%	- -	- -	1 2%	- -	15 3%	- -	1 1%	1 2%	10 3%	4 2%
TV advertisement	13 2%	11 2%	2 5%	7 2%	1 4%	1 2%	4 5%	2 3%	- -	- -	5 3%	3 11%	- -	3 3%	1 *	4 3%	1 2%	- -	- -	1 2%	2 3%	- -	- -	- -	10 2%	- -	2 1%	4 6%TB	4 1%	3 2%
Press advertisement	9 1%	9 1%	- -	5 1%	1 4%	1 1%	- -	1 1%	1 2%	- -	4 2%	- -	2 2%	1 *	1 1%	4 3%	2 2%	- -	- -	- -	3 4%	3 3%	- -	1 5%	4 1%	- -	5 3%	- -	4 1%	5 2%
Other (WRITE IN)	13 2%	10 2%	3 8%Ta	11 2%	- -	1 3%	1 1%	* *	* *	- -	2 1%	1 3%	3 3%	1 1%	2 1%	4 3%	1 1%	1 2%	1 5%	* 1%	* 1%	3 3%	2 4%	1 13%	9 2%	1 10%	3 2%	1 2%	5 1%	6 3%
Can't remember	31 5%	30 5%	1 3%	22 5%	- -	2 5%	1 2%	5 6%	4 7%	- -	9 4%	1 3%	3 3%	4 3%	4 3%	8 6%	6 7%	3 6%	1 6%	2 7%	2 3%	5 4%	5 9%	- -	23 5%	- -	8 5%	1 1%	13 4%	15 7%
NET: advertisement	34 5%	29 5%	5 12%a	14 3%	1 4%	9 17%Tch	11 14%Tch	8 10%c	1 2%	1 49%	19 9%Tc	3 11%	3 3%	5 4%	7 6%	8 6%	6 7%	- -	- -	1 4%	5 6%	3 3%	1 2%	1 5%	26 5%	- -	8 4%	5 8%	17 5%	11 5%
NET: Website	98 14%	84 13%	13 35%Ta	65 14%	6 22%	9 19%	16 21%	15 19%	6 10%	- -	33 16%	2 8%	15 16%	15 12%	16 13%	33 22%T	13 15%	3 7%	2 13%	- -	10 13%	13 13%	4 8%	* 4%	76 15%	1 16%	21 12%	6 9%	58 16%	33 15%
NET: Provider's staff	146 21%	136 21%	10 25%	107 22%	10 37%	7 15%	14 18%	17 21%	10 17%	- -	39 19%	5 18%	24 26%o	33 27%o	32 26%o	21 14%	17 20%	5 11%	4 28%	7 22%	19 24%	24 24%	12 24%	- -	105 21%	2 23%	40 23%	16 24%	87 24%C	32 15%
NET: Provider communication	442 65%	417 65%	19 50%	305 64%	11 42%	32 65%	57 72%	47 60%	42 73%	- -	137 67%	16 59%	56 61%	80 66%	82 68%	95 64%	54 63%	28 63%	8 60%	22 70%	52 67%	67 65%	33 64%	8 74%	323 64%	5 76%	113 66%	40 60%	236 66%	136 64%

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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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 33

Q9. 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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	703	224	472	564	530	34	108	703	703	-	-	158	545	343	312
Weighted base	684	210	467	545	513	32**	112*	684	684	-**	-**	161	523	325	316
In an email sent to me by the provider	190 28%	70 33%b	119 26%	147 27%	135 26%	11 36%	37 33%	190 28%	190 28%	- -	- -	42 26%	148 28%	90 28%	88 28%
In the provider's Terms and Conditions	151 22%	41 19%	106 23%	130 24%	123 24%	8 24%	19 17%	151 22%	151 22%	- -	- -	45 28%	107 20%	84 26%n	54 17%
In the provider's Contract Summary	115 17%	36 17%	79 17%	97 18%	92 18%	5 16%	15 14%	115 17%	115 17%	- -	- -	35 22%	80 15%	61 19%	44 14%
While on the phone with the provider	109 16%	24 12%	83 18%	96 18%f	95 19%f	1 3%	10 9%	109 16%	109 16%	- -	- -	40 25%Tl	70 13%	45 14%	58 18%
In a letter sent to me by the provider	96 14%m	18 9%	78 17%a	78 14%	72 14%	7 21%	10 9%	96 14%	96 14%	- -	- -	21 13%	75 14%	29 9%	63 20%Tm
On the provider's website	87 13%n	28 14%	57 12%	72 13%	70 14%	2 6%	13 12%	87 13%	87 13%	- -	- -	16 10%	70 13%	56 17%n	24 8%
When I noticed on my bank statement that the payment had increased	62 9%k	11 5%	51 11%a	40 7%	38 7%	3 8%	17 15%cd	62 9%	62 9%	- -	- -	2 2%	59 11%k	24 8%	35 11%
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	44 6%	10 5%	33 7%	38 7%	35 7%	3 8%	6 5%	44 6%	44 6%	- -	- -	11 7%	32 6%	26 8%	16 5%
In a text sent to me by the provider	29 4%	6 3%	23 5%	18 3%	18 3%	- -	11 10%Tcd	29 4%	29 4%	- -	- -	3 2%	26 5%	12 4%	17 5%
A friend / family member / someone else told me about it	25 4%	5 2%	19 4%	22 4%	19 4%	3 9%	2 2%	25 4%	25 4%	- -	- -	5 3%	20 4%	10 3%	15 5%
On a price-comparison website (e.g. USwitch, Compare the Market)	24 3%	6 3%	17 4%	20 4%	20 4%	- -	3 3%	24 3%	24 3%	- -	- -	6 4%	18 3%	19 6%n	4 1%
From a salesperson in a store	23 3%	4 2%	19 4%	13 2%	13 3%	- -	9 8%Tcd	23 3%	23 3%	- -	- -	1 *	23 4%k	11 3%	9 3%
During a webchat with the provider	21 3%	5 2%	15 3%	19 3%	17 3%	1 3%	2 2%	21 3%	21 3%	- -	- -	3 2%	18 3%	8 2%	11 3%

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

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 33

Q9. 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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Weighted base	684	210	467	545	513	32**	112*	684	684	-**	-**	161	523	325	316
Billboard/poster advertisement	16 2%	2 1%	14 3%	12 2%	9 2%	2 7%	4 4%	16 2%	16 2%	- -	- -	1 1%	15 3%	8 2%	7 2%
TV advertisement	13 2%	1 1%	11 2%	10 2%	9 2%	1 3%	2 2%	13 2%	13 2%	- -	- -	1 *	12 2%	8 2%	4 1%
Press advertisement	9 1%	2 1%	7 2%	8 2%	7 1%	1 3%	- -	9 1%	9 1%	- -	- -	4 2%	5 1%	5 2%	3 1%
Other (WRITE IN)	13 2%	1 1%	12 2%	9 2%	7 1%	2 6%	3 2%	13 2%	13 2%	- -	- -	3 2%	10 2%	5 1%	8 3%
Can't remember	31 5%	17 8%b	14 3%	25 5%	22 4%	3 9%	4 3%	31 5%	31 5%	- -	- -	7 4%	24 5%	17 5%	12 4%
NET: advertisement	34 5%	5 2%	29 6%a	27 5%	25 5%	2 7%	6 6%	34 5%	34 5%	- -	- -	4 3%	30 6%	18 6%	14 5%
NET: Website	98 14%n	30 14%	68 15%	83 15%	81 16%	2 6%	15 13%	98 14%	98 14%	- -	- -	19 12%	79 15%	65 20%Tn	26 8%
NET: Provider's staff	146 21%	31 15%	113 24%a	123 23%	122 24%	1 3%	19 17%	146 21%	146 21%	- -	- -	43 27%	104 20%	64 20%	73 23%
NET: Provider communication	442 65%	137 65%	300 64%	351 64%	330 64%	22 68%	75 67%	442 65%	442 65%	- -	- -	103 64%	339 65%	207 64%	207 65%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 34

Q10. Do you know what the CPI and the RPI measure?

Base: All currently paying for a fixed broadband 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Interest rate	85 5%	51 6%	35 4%	2 2%	18 7%	16 6%	14 4%	19 7%	11 4%	6 5%	20 6%	30 5%	36 5%	28 6%p	22 5%	23 8%p	12 3%	50 5%	35 5%	71 5%	15 4%	71 5%	8 6%	4 5%	2 3%	8 6%	1 1%	4 2%	8 6%	8 6%	7 6%	4 5%	10 6%	15 7%A	11 5%	8 6%	2 3%
Data speeds	65 4%l	38 5%	27 3%	8 8%fghi l	21 8%Tfgh ikl	15 6%gl	7 2%	4 1%	8 3%	2 2%	29 8%Tfgh ikl	22 4%	14 2%	17 4%	17 4%	12 4%	18 5%	34 4%	31 4%	59 5%t	5 2%	61 4%	2 1%	1 1%	1 2%	2 1%	- -	8 5%	4 3%	4 3%	3 3%	1 1%	7 4%	17 9%TyzC E	12 6%	5 3%	1 2%
Inflation rate	732 45%bpr	480 59%Tb	250 31%	41 39%	102 41%	105 39%	129 41%	124 47%	164 53%Tcd efjk	65 54%cde fjk	143 40%	234 41%	354 51%Tde fjk	270 60%Tno pqr	226 48%pr	126 40%p	111 27%	496 54%Tno pr	237 33%	578 44%	154 47%	600 44%	67 49%	42 48%	23 47%	67 49%	27 39%	77 41%	57 42%	59 43%	58 48%	42 48%	75 46%	85 43%	92 44%	69 50%	23 47%
Don't know	749 46%amq	242 30%	504 62%Ta	54 51%	109 43%	131 49%	162 52%hil	120 45%	125 41%	49 40%	162 46%	293 51%hil	294 42%	133 30%	204 43%mq	150 48%mq	263 65%Tmn oqr	337 37%m	412 58%Tmn oq	595 46%	154 47%	627 46%	59 43%	40 46%	24 48%	59 43%	43 60%TyD FGI	97 52%G	67 49%	66 48%	51 43%	40 46%	71 44%	79 40%	95 45%	58 41%	24 48%
NET: Incorrect answer	150 9%z	88 11%b	61 8%	11 10%	39 15%Tfg hikl	31 11%hl	21 7%	23 9%	19 6%	8 6%	49 14%Tfhi kl	51 9%	50 7%	45 10%	39 8%	36 11%	30 8%	84 9%	66 9%	130 10%	20 6%	132 10%	10 7%	5 6%	3 5%	10 7%	1 1%	12 6%	12 9%z	12 9%z	11 9%z	5 6%	16 10%z	32 16%Tyz AE	23 11%z	13 9%z	3 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**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 35

Q10. Do you know what the CPI and the RPI measure?

Base: All currently paying for a fixed broadband 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 £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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Interest rate	85 5%tt	66 4%	15 11%Ta	52 4%	4 8%	12 10%c	13 7%	14 9%c	6 5%	1 14%	33 7%c	4 6%	11 6%	13 4%	16 5%	17 5%	12 6%	6 6%	1 1%	5 7%	3 1%	13 5%	7 6%	1 8%	65 5%t	3 10%	17 4%	15 9%B	37 5%	28 6%
Data speeds	65 4%zz	44 3%	19 13%Ta	34 3%	3 6%	16 13%Tcghj	14 7%c	8 5%	3 2%	1 23%	29 6%Tc	6 9%Tlns	4 2%	19 6%ln	8 2%	13 4%	9 5%	3 3%	2 3%	- -	6 3%	4 2%	1 *	- -	56 5%uz	3 8%	6 1%	18 11%TBC	26 3%	18 4%
Inflation rate	732 45%klmr tuztuzA	668 46%	54 38%	546 47%	26 47%	46 37%	81 41%	69 42%	48 40%	1 26%	185 41%	18 25%r	67 34%r	105 35%r	155 48%klmr	174 56%Tklm rs	114 59%Tklm nrs	68 69%Tklmn ors	6 9%	25 36%r	59 30%	85 33%	44 35%	9 47%	577 49%tuvz	10 29%	146 35%	49 28%	354 43%A	298 60%TAB
Don't know	749 46%opqx xC	686 47%	55 38%	539 46%	22 39%	49 40%	89 45%	72 44%	64 53%	2 37%	209 46%	43 60%Tnop q	117 59%Tnop q	163 54%Tnop q	144 45%opq	108 35%q	58 30%	21 21%	55 87%Tklm nopqs	39 57%opq	130 66%TTx	154 60%TTx	72 58%TTx	9 46%	488 41%	17 53%	244 59%TTx	91 52%C	411 50%C	153 31%
NET: Incorrect answer	150 9%zz	110 8%	34 24%Ta	86 7%	8 14%	28 23%Tchj	27 14%c	22 14%c	9 7%	2 37%	62 14%Tc	11 15%nr	15 7%	33 11%	24 7%	30 10%	22 11%	9 9%	2 4%	5 7%	9 4%	18 7%	8 6%	1 8%	121 10%tz	6 18%	23 6%	33 19%TBC	64 8%	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: 20th to 22nd October 2023

Absolutes/col percents

Table 36

Q10. Do you know what the CPI and the RPI measure?

Base: All currently paying for a fixed broadband service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Interest rate	85 5%	27 5%	58 6%	61 5%	56 5%	5 6%	18 8%	63 6%	44 5%	19 6%	22 4%	15 4%	71 6%	38 5%	41 6%
Data speeds	65 4%k	14 2%	51 5%a	39 3%	33 3%	6 7%	22 10%Tcd	52 5%j	24 3%	28 9%Tghj	12 2%	6 2%	58 5%k	36 5%	22 3%
Inflation rate	732 45%jn	256 46%	468 45%	590 47%	558 47%	32 39%	106 47%	556 50%Tij	442 55%Tij	114 38%	177 34%	187 48%	545 44%	378 51%Tn	273 38%
Don't know	749 46%fgh m	265 47%	456 44%	570 45%f	530 45%f	40 48%f	77 34%	437 39%	299 37%	138 46%h	312 60%Tgh i	185 47%	564 46%	290 39%	374 53%Tm
NET: Incorrect answer	150 9%k	41 7%	109 11%	100 8%	89 8%	11 13%	41 18%Tcd	115 10%j	68 8%	47 16%Tghj	35 7%	21 5%	129 10%k	74 10%	63 9%

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

*** small base**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 37

Q11. Before today, had you heard of the CPI and the RPI? - Summary
Base: All currently paying for a fixed broadband service

	Consumer Prices Index (CPI)	Retail Prices Index (RPI)
Unweighted base	1680	1680
Weighted base	1631	1631
Yes, had heard of it and understand how to find information about it	610 37%	609 37%
Yes, had heard of it but don't understand how to find information about it	547 34%	580 36%
No, had not heard of it	358 22%	335 21%
Not sure	116 7%	107 7%
NET: Heard of	1157 71%	1189 73%

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 38

Q11. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)

Base: All currently paying for a fixed broadband 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Yes, had heard of it and understand how to find information about it	610 37%bopr	421 52%Tb	184 23%	34 33%	87 35%	91 34%	104 33%	111 41%k	133 43%efjk	50 41%	121 34%	195 34%	294 42%Tefjk	236 53%Tnopqr	188 40%opr	88 28%	97 24%	424 46%Tnopr	186 26%	494 38%	115 35%	502 37%	52 38%	35 41%	21 42%	52 38%	24 34%	70 38%	52 38%	47 35%	49 41%	35 41%	61 37%	67 34%	72 34%	60 43%	21 42%
Yes, had heard of it but don't understand how to find information about it	547 34%	252 31%	294 36%	28 27%	76 31%	85 32%	95 31%	93 35%	117 38%j	52 42%Tcdfjk	105 29%	181 31%	261 37%jk	131 29%	168 36%mp	135 43%Tmpqr	113 28%	299 33%	248 35%	424 33%	123 38%	462 34%	47 35%	25 28%	13 25%	47 35%	19 27%	61 33%	45 33%	49 35%	43 36%	25 28%	59 37%	75 39%	65 31%	47 33%	13 25%
No, had not heard of it	358 22%ahlmnql	101 12%	257 32%Ta	36 34%Tghil	67 27%hil	60 23%hil	93 30%Tghil	51 19%i	40 13%	12 10%	102 29%Tghil	153 27%Tghil	103 15%	61 14%	82 17%	66 21%mq	148 37%Tmnoqr	143 16%	215 30%Tmnoq	291 22%	67 20%	299 22%	28 20%	21 24%	11 23%	28 20%	22 31%l	41 22%l	30 22%l	32 24%l	21 17%	21 24%l	33 20%	43 22%l	60 28%Dl	17 12%	11 23%
Not sure	116 7%am	36 5%	80 10%Ta	7 7%	20 8%	30 11%Tgl	19 6%	13 5%	19 6%	8 7%	27 8%	49 8%	40 6%	18 4%	32 7%	21 7%	45 11%Tmnq	50 5%	66 9%mq	93 7%	23 7%	96 7%	9 6%	7 7%	5 10%	9 6%	6 9%	15 8%	9 6%	9 6%	7 6%	7 7%	9 6%	11 5%	15 7%	16 11%	5 10%
NET: Heard of	1157 71%bcfjkpr	673 83%Tb	479 59%	63 59%	163 66%	176 66%	199 64%	203 76%cdefjk	250 81%Tcdefjk	102 83%Tcdefjk	226 64%	376 65%	555 79%Tcdefjk	367 82%Tnopr	356 76%Tpr	223 72%pr	210 52%	723 79%Tpor	434 61%p	918 70%	239 73%	964 71%	99 73%	60 69%	34 68%	99 73%	43 61%	131 70%	97 71%	96 70%	92 77%zH	60 69%	120 74%	142 73%	136 65%	107 76%zH	34 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: 20th to 22nd October 2023

Absolutes/col percents

Table 39

Q11. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)
Base: All currently paying for a fixed broadband 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 £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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Yes, had heard of it and understand how to find information about it	610 37%klmr tuztuzA	554 38%	50 35%	448 38%e	20 37%	34 28%	62 32%	61 38%	54 45%ef	1 14%	161 35%	16 22%r	44 22%r	88 29%r	120 37%klmr	147 47%Tklm nr	107 55%Tklm nrs	61 62%Tklmn ors	4 6%	23 33%r	51 26%	75 29%	40 33%	4 21%	474 40%tuz	9 28%	127 31%	37 21%	276 33%A	271 54%TAB
Yes, had heard of it but don't understand how to find information about it	547 34%hpvv C	486 33%	49 34%	404 35%h	12 21%	51 41%dh	64 33%h	50 31%	23 19%	3 63%	140 31%h	25 35%	76 38%p	112 37%p	115 36%p	95 31%	49 25%	27 28%	22 34%	25 36%	56 28%	77 30%	28 23%	10 54%	412 35%v	13 39%	122 30%	60 35%	303 37%C	138 28%
No, had not heard of it	358 22%opqC	322 22%	31 22%	240 20%	15 28%	30 25%	54 27%c	40 24%	35 29%	1 13%	118 26%c	23 31%opq	61 31%Topq	79 26%opq	74 23%opq	47 15%	25 13%	10 10%	25 40%Tnop qs	15 21%	73 37%TTx	80 31%TTx	44 36%TTx	5 24%	226 19%	5 16%	127 31%TTx	60 35%TBC	198 24%C	60 12%
Not sure	116 7%q	102 7%	13 9%	79 7%	7 14%	8 7%	16 8%	12 7%	8 7%	* 10%	37 8%	8 11%nq	17 9%q	22 7%q	15 5%	22 7%q	13 7%q	- -	13 20%Tlmno pq	6 9%q	17 9%	25 10%	10 8%	- -	74 6%	6 17%	37 9%	16 10%	52 6%	29 6%
NET: Heard of	1157 71%klrt uvztuvz A	1040 71%	99 69%	853 73%dfj	32 59%	85 69%	127 64%	111 68%	78 64%	4 77%	301 66%	42 58%	121 61%r	200 66%r	235 73%klr	243 78%Tklm r	156 80%Tklm r	88 90%Tklm nors	26 40%	48 69%r	107 54%	152 59%	69 56%	14 76%	886 75%Ttuv Tz	22 67%	249 60%	97 56%	578 70%A	409 82%TAB

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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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 40

Q11. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)
Base: All currently paying for a fixed broadband service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Yes, had heard of it and understand how to find information about it	610 37%jn	195 35%	408 39%	494 39%	468 40%	26 31%	89 40%	464 42%Tj	357 44%Tij	107 36%j	146 28%	156 40%	454 37%	317 43%Tn	226 32%
Yes, had heard of it but don't understand how to find information about it	547 34%	190 34%	348 34%	424 34%	393 33%	30 37%	79 35%	369 33%	275 34%	94 31%	178 34%	127 32%	419 34%	252 34%	231 33%
No, had not heard of it	358 22%hm	136 24%	210 20%	258 21%	237 20%	21 26%	42 19%	211 19%	130 16%	81 27%gh	147 28%Tgh	89 23%	269 22%	126 17%	192 27%Tm
Not sure	116 7%	40 7%	68 7%	84 7%	79 7%	5 6%	15 7%	64 6%	47 6%	17 6%	52 10%gh	21 5%	95 8%	47 6%	61 9%
NET: Heard of	1157 71%jn	385 69%	756 73%	917 73%	861 73%	56 68%	167 75%	833 75%Tij	632 78%Tij	201 67%	324 62%	283 72%	873 71%	569 77%Tn	457 64%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 41

Q11. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)

Base: All currently paying for a fixed broadband 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Yes, had heard of it and understand how to find information about it	609 37%bopr	423 52%Tb	185 23%	28 27%	92 37%	91 34%	99 32%	114 43%cfjk	133 43%cfjk	53 43%cfk	120 34%	190 33%	300 43%Tcefjk	234 52%Tnopqr	182 39%opr	95 31%	99 25%	415 45%Tnopr	194 27%	494 38%	116 35%	504 37%	50 37%	35 40%	21 42%	50 37%	24 34%	66 36%	52 38%	49 36%	49 41%	35 40%	64 39%	68 35%	73 35%	59 42%	21 42%
Yes, had heard of it but don't understand how to find information about it	580 36%	263 32%	315 39%a	35 33%	71 29%	88 33%	108 35%	97 36%	124 40%dj	57 46%Tdefjk	106 30%	196 34%	278 40%djk	139 31%	178 38%m	135 43%Tmpq	128 32%	316 35%	264 37%	451 35%	129 39%	488 36%	49 36%	27 31%	16 33%	49 36%	19 27%	63 34%	49 36%	52 38%	46 38%	27 31%	58 36%	76 39%	77 36%	50 35%	16 33%
No, had not heard of it	335 21%ahlmql	92 11%	242 30%Ta	35 34%Teghil	69 28%Tghil	58 22%hil	89 28%Tghil	43 16%i	34 11%i	6 5%	105 29%Tghil	147 25%Tghil	83 12%i	58 13%	83 18%	61 20%m	133 33%Tmnoq	140 15%	194 27%Tmnoq	273 21%	62 19%	277 20%	29 21%	20 23%	10 19%	29 21%	20 28%l	42 22%l	29 21%	28 21%	19 16%	20 23%l	32 19%	39 20%	50 24%l	17 12%	10 19%
Not sure	107 7%am	33 4%	73 9%a	7 7%	17 7%	28 11%Tfghi	17 5%	13 5%	17 6%	7 6%	25 7%	45 8%	37 5%	17 4%	28 6%	20 6%	43 11%Tmnq	45 5%	63 9%mq	85 7%	22 7%	90 7%	9 6%	5 6%	3 6%	9 6%	8 11%	15 8%	7 5%	8 6%	5 4%	5 6%	9 6%	12 6%	11 5%	14 10%	3 6%
NET: Heard of	1189 73%bcdfjkprz	686 85%Tb	500 61%	63 60%	163 65%	179 67%	207 66%	211 79%cdefjk	257 83%Tcdefjk	109 90%Tcdefgjk	226 64%	386 67%	578 83%Tcdefjk	372 83%Tnopr	359 77%pr	230 74%pr	228 56%	732 80%Tpr	458 64%p	945 73%	245 74%	992 73%	98 73%	62 71%	37 75%	98 73%	43 60%	129 69%	100 74%	101 73%	95 80%z	62 71%	122 75%z	144 74%	150 71%	108 77%z	37 75%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 42

Q11. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)

Base: All currently paying for a fixed broadband 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 £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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Yes, had heard of it and understand how to find information about it	609 37%klmrtuztuzAB	554 38%	50 35%	441 38%	19 35%	41 33%	67 34%	65 40%	54 45%	- -	168 37%	15 21%r	42 21%r	90 30%lr	121 37%klr	148 48%Tklmnrs	109 56%Tklmnrs	60 61%Tklmnors	3 5%	21 30%r	46 23%	74 29%	40 32%	5 25%	482 41%tuz	8 25%	119 29%	39 23%	273 33%A	273 55%TAB
Yes, had heard of it but don't understand how to find information about it	580 36%hpC	511 35%	54 38%	431 37%h	13 24%	50 40%h	61 31%	52 32%h	24 20%	4 90%	145 32%h	25 35%	86 43%opq	121 40%pq	121 37%p	101 32%	48 25%	26 27%	23 36%	29 42%p	63 32%	87 34%	35 29%	10 54%	427 36%	13 39%	140 34%	61 35%	329 40%C	138 28%
No, had not heard of it	335 21%opC	305 21%	27 19%	223 19%	15 28%	29 23%	53 27%Tc	36 22%	36 30%Tc	* 10%	111 24%c	24 33%Tnopq	56 28%Tnopq	69 23%opq	64 20%	46 15%	26 13%	11 11%	26 41%Tmnopqs	14 20%	70 36%TTx	73 29%TTx	38 30%TTx	4 20%	210 18%	7 20%	118 29%TTx	58 34%TBC	177 21%C	60 12%
Not sure	107 7%q	94 6%	12 8%	76 6%	7 14%e	4 3%	15 8%	9 6%	7 6%	- -	31 7%	8 11%q	15 8%q	21 7%q	17 5%	17 5%	11 6%	1 1%	12 18%Tlmnopq	6 8%q	18 9%	22 9%	11 9%	- -	66 6%	5 16%	36 9%	14 8%	49 6%	26 5%
NET: Heard of	1189 73%dfklrtuvztuvzA	1066 73%	103 73%	872 75%dfhj	32 59%	91 73%	128 65%	117 72%	78 64%	4 90%	313 69%	41 56%	128 64%r	211 70%kr	242 75%klr	249 80%Tklmr	157 81%Tklmr	87 88%Tklmnrs	26 41%	49 72%r	109 55%	161 63%	75 61%	15 80%	909 77%Ttuv Tz	21 64%	259 63%	101 58%	602 73%A	411 83%TAB

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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 43

Q11. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)
Base: All currently paying for a fixed broadband service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Yes, had heard of it and understand how to find information about it	609 37%jn	195 35%	408 40%	484 38%	460 39%	24 29%	97 43%e	469 42%Tj	358 44%Tij	110 37%j	141 27%	150 38%	459 37%	319 43%Tn	223 31%
Yes, had heard of it but don't understand how to find information about it	580 36%	192 34%	378 37%	447 35%	411 35%	36 44%	83 37%	388 35%	292 36%	96 32%	192 37%	137 35%	443 36%	259 35%	257 36%
No, had not heard of it	335 21%hm	132 24%b	191 18%	251 20%	232 20%	18 22%	33 15%	197 18%	118 15%	79 26%Tgh	138 26%Tgh	84 21%	251 20%	113 15%	179 25%Tm
Not sure	107 7%	42 8%	56 5%	78 6%	74 6%	4 5%	12 5%	55 5%	41 5%	15 5%	52 10%Tghi	22 6%	85 7%	50 7%	50 7%
NET: Heard of	1189 73%jn	387 69%	786 76%a	932 74%	871 74%	61 73%	180 80%T	856 77%Tij	650 80%Tij	206 69%	333 64%	287 73%	902 73%	579 78%Tn	481 68%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents/row percents

Table 44

Q11. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)
Base: All currently paying for a fixed broadband service

		Q11. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)				
	Total	Yes, had heard of it and understand how to find information about it	Yes, had heard of it but don't understand how to find information about it	No, had not heard of it	Not sure	NET: Heard of
Unweighted base	1680	621	614	335	110	1235
		37%	37%	20%	7%	74%
Weighted base	1631	609	580	335	107	1189
		37%	36%	21%	7%	73%
Yes, had heard of it and understand how to find information about it	610	574	26	7	3	600
	37%	94%	4%	2%	3%	50%
		94%	4%	1%	*	98%
Yes, had heard of it but don't understand how to find information about it	547	23	496	27	1	519
	34%	4%	86%	8%	1%	44%
		4%	91%	5%	*	95%
No, had not heard of it	358	12	44	297	6	55
	22%	2%	8%	89%	5%	5%
		3%	12%	83%	2%	15%
Not sure	116	1	14	3	98	15
	7%	*	2%	1%	92%	1%
		1%	12%	3%	85%	13%
NET: Heard of	1157	597	522	34	3	1119
	71%	98%	90%	10%	3%	94%
		52%	45%	3%	*	97%

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 45

Q12. 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	837	457	378	26	98	128	168	151	180	86	124	296	417	246	270	136	185	516	321	662	175	690	62	53	32	62	38	100	71	79	70	53	93	73	95	71	32
Weighted base	809	449	358	31**	103*	123	168	138	175	72*	134	291	384	225	246	156	182	471	338	640	169	659	70*	50*	30**	70*	41*	92*	69*	70*	64*	50*	86*	82*	88*	67*	30**
Yes, by the rate of inflation	134 17%ilH	76 17%	58 16%	12 40%	25 24%ghi l	26 21%il	26 16%	18 13%	22 13%	5 7%	37 28%Tfg hikl	52 18%il	44 12%	44 20%	32 13%	25 16%	33 18%	76 16%	58 17%	101 16%	33 20%	102 15%	18 26%	9 18%	5 16%	18 26%H	6 14%	16 18%	10 15%	12 18%	16 24%H	9 18%	11 12%	12 14%	7 8%	12 19%	5 16%
Yes, by a set percentage decided by the provider	73 9%h	44 10%	29 8%	5 18%	16 15%hl	14 11%h	14 8%	12 8%	6 4%	6 8%	21 16%Thl	28 10%h	24 6%	23 10%	19 8%	15 9%	15 8%	43 9%	30 9%	57 9%	16 9%	67 10%	2 2%	2 4%	2 5%	2 2%	- -	10 10%	8 12%z	4 6%	9 14%yz	2 4%	10 12%z	11 14%yz	11 12%yz	5 7%	2 5%
Yes, by a set amount decided by the provider	61 7%D	36 8%	24 7%	5 17%	7 7%	10 8%	12 7%	8 5%	14 8%	4 6%	12 9%	23 8%	26 7%	21 9%	15 6%	7 4%	18 10%	36 8%	24 7%	43 7%	17 10%	49 7%	6 8%	1 3%	5 15%	6 8%D	6 15%D	6 6%	5 7%D	3 4%	- -	1 3%	8 10%D	5 7%	6 7%D	9 14%D	5 15%
Yes, by the rate of inflation plus a set percentage decided by the provider	205 25%b	148 33%Tb	57 16%	5 15%	19 18%	23 18%	37 22%	42 30%dej k	54 31%dej k	26 37%Tde fjk	23 17%	59 20%	123 32%Tde fjk	64 29%p	69 28%p	39 25%	32 18%	134 28%pr	72 21%	174 27%t	32 19%	161 24%	20 29%	16 31%	8 26%	20 29%	8 20%	20 21%	14 21%	21 30%	16 25%	16 31%	16 18%	17 20%	29 33%F	21 31%	8 26%
In another way (WRITE IN)	7 1%	5 1%	2 1%	- -	- -	1 1%	- -	1 *	4 2%k	2 2%	- -	1 *	6 2%	5 2%r	2 1%	- -	1 *	7 1%	1 *	4 1%	3 2%	6 1%	1 1%	- -	- -	1 1%	1 2%	- -	1 1%	- -	1 1%	- -	2 2%	- -	3 3%	- -	- -
No	330 41%ajm	140 31%	189 53%Ta	3 10%	37 36%	50 40%	79 47%j	59 43%j	74 42%j	28 40%	40 30%	129 44%j	161 42%j	68 30%	108 44%m	70 45%m	83 46%m	176 37%	153 45%mq	262 41%	68 40%	273 41%	23 33%	22 44%	11 37%	23 33%	20 50%	41 45%	31 45%	30 43%	23 35%	22 44%	40 46%l	37 45%	32 36%	19 29%	11 37%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 46

Q12. 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 (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)	£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	837	781	47	608	28	57	88	89	57	3	226	42	124	157	168	155	87	39	22	43	89	128	57	12	620	11	206	91	445	236
Weighted base	809	757	43*	579	30**	54*	88*	88*	63*	2**	228	34*	115*	137	150	168	97*	46*	20**	42*	90*	126*	61*	12**	595	10**	204	80*	423	245
Yes, by the rate of inflation	134 17%	121 16%	12 27%	80 14%	13 45%	11 21%	14 16%	13 15%	15 25%	1 69%	52 23%Tc	2 5%	18 16%	27 20%k	26 17%	39 23%kp	10 11%	4 9%	3 15%	4 10%	18 20%	21 17%	14 22%	2 20%	92 16%	1 12%	40 20%	14 17%	85 20%C	28 11%
Yes, by a set percentage decided by the provider	73 9%	62 8%	10 23%Ta	41 7%	3 11%	9 16%c	17 20%Tch	14 16%c	3 5%	- -	32 14%c	4 13%	8 7%	11 8%	14 9%	19 11%	10 10%	3 6%	2 10%	1 2%	7 7%	10 8%	5 8%	* 4%	55 9%	- -	17 9%	10 12%	38 9%	23 9%
Yes, by a set amount decided by the provider	61 7%	55 7%	4 9%	42 7%	- -	5 9%	10 11%	12 14%	5 8%	- -	19 8%	3 10%	10 8%	12 9%	5 3%	14 8%	8 8%	4 8%	1 4%	4 9%	6 6%	4 3%	2 4%	1 8%	49 8%	- -	12 6%	9 12%	28 7%	19 8%
Yes, by the rate of inflation plus a set percentage decided by the provider	205 25%jA	198 26%b	5 11%	165 29%fj	5 15%	8 16%	14 16%	16 18%	11 18%	1 31%	39 17%	8 25%	23 20%	32 23%	41 27%	37 22%	34 34%l	16 35%	3 16%	10 23%	20 22%	25 20%	12 19%	- -	159 27%	4 39%	43 21%	12 15%	100 24%	80 33%TAB
In another way (WRITE IN)	7 1%	7 1%	- -	7 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	1 *	3 3%	- -	- -	2 5%Tlno	- -	2 2%	1 1%	- -	5 1%	- -	2 1%	- -	1 *	4 2%
No	330 41%	314 41%	13 30%	244 42%	8 28%	20 38%	33 37%	33 38%	28 44%	- -	86 38%	16 47%	56 48%o	54 39%	64 43%	57 34%	32 33%	19 41%	11 54%	21 50%	40 45%	63 50%x	28 45%	8 68%	235 39%	5 49%	90 44%	36 45%	171 40%	91 37%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 47

Q12. 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		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	837	253	574	636	590	46	140	837	837	-	-	173	664	395	383
Weighted base	809	237	561	610	569	41*	143	809	809	-**	-**	178	631	373	386
Yes, by the rate of inflation	134 17%f	53 23%Tb	76 14%	117 19%f	109 19%f	8 20%	12 9%	134 17%	134 17%	- -	- -	44 25%Tl	89 14%	77 21%n	52 13%
Yes, by a set percentage decided by the provider	73 9%	19 8%	53 9%	51 8%	49 9%	3 7%	19 13%	73 9%	73 9%	- -	- -	12 7%	61 10%	34 9%	37 9%
Yes, by a set amount decided by the provider	61 7%	14 6%	46 8%	49 8%	42 7%	7 17%Td	9 6%	61 7%	61 7%	- -	- -	12 7%	49 8%	24 7%	32 8%
Yes, by the rate of inflation plus a set percentage decided by the provider	205 25%n	60 25%	144 26%	170 28%	163 29%	7 17%	30 21%	205 25%	205 25%	- -	- -	52 29%	153 24%	125 33%Tn	69 18%
In another way (WRITE IN)	7 1%	1 *	7 1%	2 *	2 *	- -	3 2%	7 1%	7 1%	- -	- -	1 1%	6 1%	2 1%	2 1%
No	330 41%km	91 38%	235 42%	221 36%	205 36%	16 39%	70 49%cd	330 41%	330 41%	- -	- -	56 32%	273 43%k	111 30%	194 50%Tm

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 48

Q13. 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	545	218	324	33	81	96	103	90	96	46	114	199	232	146	170	88	141	316	229	431	114	473	34	26	12	34	19	60	50	46	45	26	55	57	88	53	12
Weighted base	523	214	307	36**	87*	90*	96*	81*	94*	39*	124*	186	214	136	147	103*	137	283	240	415	108*	455	35**	22**	11**	35**	20**	57*	42*	41*	40*	22**	55*	58*	85*	56*	11**
On my provider's website	294 56%e	120 56%	173 56%	19 53%	52 60%e	37 41%	53 55%	56 70%Tek	57 61%e	19 49%	72 58%e	90 48%	133 62%ek	82 60%	78 53%	67 65%p	68 50%	159 56%	135 56%	230 55%	64 60%	257 56%	20 56%	11 50%	7 61%	20 56%	9 47%	40 70%FH	26 62%	21 50%	29 72%H	11 50%	27 49%	35 60%	36 43%	33 59%	7 61%
In my contract documents	230 44%i	104 49%	124 40%	16 43%	45 51%gl	44 49%l	40 42%i	27 33%	49 51%gl	9 23%	60 49%i	85 46%i	85 40%	68 50%	64 44%	45 43%	52 38%	132 47%	97 40%	185 45%	44 41%	190 42%	20 58%	13 58%	6 58%	20 58%	4 18%	27 47%	16 38%	15 38%	17 42%	13 58%	25 45%	33 57%H	27 32%	26 47%	6 58%
By calling my provider	156 30%	65 30%	91 29%	9 24%	23 26%	34 38%f	22 23%	26 32%	32 34%	10 25%	31 25%	56 30%	68 32%	48 35%	41 28%	23 23%	44 32%	89 31%	67 28%	125 30%	31 29%	140 31%	8 22%	5 25%	2 20%	8 22%	8 41%	22 38%	9 21%	14 35%	13 33%	5 25%	17 30%	16 28%	27 32%	15 27%	2 20%
By speaking to friends or family who are with the same provider	20 4%	11 5%	8 3%	1 2%	6 7%	3 3%	2 2%	3 4%	2 2%	3 7%	7 6%	5 3%	8 4%	2 2%	3 2%	9 9%mnq	5 4%	6 2%	14 6%q	18 4%	2 2%	19 4%	- -	* 2%	- -	- -	1 4%	1 2%	2 4%	4 10%l	4 9%l	* 2%	3 5%	3 5%	2 2%	- -	- -
On Ofcom's website	13 3%	3 1%	10 3%	- -	- -	1 1%	1 1%	6 7%Tdfjk	4 4%	2 5%j	- -	2 1%	11 5%jk	3 2%	4 3%	3 3%	4 3%	7 2%	7 3%	11 3%	3 2%	11 2%	2 7%	- -	- -	2 7%	1 4%	2 4%	1 3%	- -	- -	- -	2 4%	3 5%	1 2%	- -	- -
By speaking to someone in my provider's shop	13 2%	5 3%	8 2%	- -	- -	2 2%	2 2%	4 5%j	4 4%	1 4%j	- -	4 2%	9 4%j	5 4%	2 1%	4 4%	2 2%	7 2%	6 3%	10 2%	3 3%	11 2%	1 4%	1 3%	- -	1 4%	1 5%	2 4%	1 2%	- -	1 1%	1 3%	- -	1 3%	4 5%	1 1%	- -
Other (WRITE IN)	20 4%	9 4%	11 4%	- -	5 6%	4 4%	1 1%	4 5%	5 5%	1 1%	5 4%	4 2%	10 5%	6 5%	9 6%	2 2%	3 2%	15 5%	4 2%	17 4%	2 2%	13 3%	3 8%	3 12%	1 12%	3 8%	- -	4 7%	2 5%	1 2%	* 1%	3 12%	1 2%	2 4%	2 2%	1 1%	1 12%
Don't know	68 13%ghl	26 12%	42 14%	10 28%	7 8%	16 17%ghl	21 21%Tdghl	4 4%	3 4%	8 20%ghl	17 14%h	36 19%dghl	15 7%	10 8%	21 14%	11 10%	26 19%mq	31 11%	37 15%m	57 14%	10 10%	58 13%	4 12%	5 23%	* 4%	4 12%	4 20%	2 4%	6 15%	2 5%	3 8%	5 23%	9 16%A	5 9%	18 22%AC	8 14%	* 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; ** very small base (under 30) ineligible for sig testing**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 49

Q13. 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 (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)	£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	545	492	44	414	15	37	62	50	31	2	129	26	61	117	125	84	53	26	30	23	76	85	45	5	386	14	145	55	280	157
Weighted base	523	467	48*	396	20**	35**	55*	38*	33**	1**	125	22**	54*	103*	115*	87*	57*	32**	30**	22**	80*	85*	43*	4**	367	13**	143	44*	265	162
On my provider's website	294 56%fjA	266 57%	26 54%	240 60%fgj	11 58%	12 32%	22 40%	17 43%	12 37%	1 100%	53 43%	10 45%	30 55%	49 48%	73 63%m	56 65%m	31 55%	22 69%	12 42%	10 47%	35 44%	43 51%	22 50%	3 69%	218 59%t	5 39%	72 50%	17 38%	151 57%A	104 64%A
In my contract documents	230 44%tt	204 44%	23 48%	170 43%	9 48%	16 46%	29 52%	17 43%	17 53%	1 59%	59 47%	10 47%	20 37%	34 33%	50 43%	44 50%m	27 48%	18 58%	14 47%	12 55%	22 27%	36 43%	18 41%	* 10%	172 47%t	4 29%	54 38%	18 40%	106 40%	80 49%
By calling my provider	156 30%	136 29%	17 36%	117 29%	8 38%	9 25%	17 30%	9 23%	8 25%	1 100%	38 30%	4 20%	15 28%	36 35%	33 28%	28 32%	19 33%	8 25%	8 26%	5 21%	21 26%	30 36%	9 21%	3 87%	109 30%	5 43%	41 29%	12 28%	80 30%	51 31%
By speaking to friends or family who are with the same provider	20 4%	16 3%	3 5%	16 4%	- -	2 7%	2 4%	1 2%	* 1%	- -	4 3%	- -	3 6%	5 4%	7 6%	2 2%	1 2%	2 6%	1 2%	- -	3 4%	2 2%	3 7%	- -	14 4%	1 5%	5 3%	2 4%	14 5%	3 2%
On Ofcom's website	13 3%	12 3%	- -	12 3%	- -	- -	1 1%	1 3%	1 2%	- -	1 1%	- -	1 3%	4 4%	5 5%	1 1%	- -	- -	- -	2 7%	2 2%	6 8%TTx	3 6%	- -	5 1%	1 8%	7 5%x	1 1%	9 3%	2 1%
By speaking to someone in my provider's shop	13 2%	11 2%	2 4%	11 3%	- -	1 2%	1 1%	1 3%	* 1%	- -	2 1%	- -	- -	5 5%	2 2%	3 3%	2 3%	- -	- -	2 7%	1 1%	2 2%	- -	- -	11 3%	- -	2 1%	1 2%	6 2%	5 3%
Other (WRITE IN)	20 4%	17 4%	1 3%	14 4%	1 4%	1 4%	2 3%	1 1%	1 4%	- -	6 4%	1 4%	2 4%	5 5%	4 4%	5 5%	* 1%	2 5%	1 2%	- -	5 6%	4 4%	2 5%	* 13%	12 3%	1 9%	7 5%	2 5%	10 4%	7 4%
Don't know	68 13%	61 13%	5 11%	46 12%	2 9%	5 15%	6 12%	7 19%	9 28%	- -	22 18%	4 21%	3 6%	16 16%o	17 15%	5 5%	8 13%	- -	8 27%	6 27%	19 24%TTx	12 14%	6 15%	- -	41 11%	2 17%	24 17%	10 22%BC	30 11%	14 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: 20th to 22nd October 2023

Absolutes/col percents

Table 50

Q13. 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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	545	209	317	398	369	29	68	-	-	-	545	131	414	256	199
Weighted base	523	216	286	388	357	30**	57*	-**	-**	-**	523	124	398	241	194
On my provider's website	294 56%	110 51%	179 62%a	225 58%	210 59%	16 51%	34 60%	- -	- -	- -	294 56%	78 63%	216 54%	143 59%	103 53%
In my contract documents	230 44%f	105 49%	117 41%	187 48%f	174 49%f	13 42%	17 30%	- -	- -	- -	230 44%	72 58%Tl	157 40%	98 41%	91 47%
By calling my provider	156 30%	57 26%	94 33%	111 29%	104 29%	8 25%	23 40%	- -	- -	- -	156 30%	33 27%	122 31%	78 32%	58 30%
By speaking to friends or family who are with the same provider	20 4%	11 5%	8 3%	15 4%	13 4%	2 5%	2 3%	- -	- -	- -	20 4%	4 4%	15 4%	5 2%	9 5%
On Ofcom's website	13 3%	5 2%	9 3%	9 2%	9 3%	- -	2 3%	- -	- -	- -	13 3%	3 2%	11 3%	8 3%	3 1%
By speaking to someone in my provider's shop	13 2%	1 1%	12 4%a	7 2%	7 2%	- -	4 8%Tcd	- -	- -	- -	13 2%	2 2%	11 3%	6 3%	7 3%
Other (WRITE IN)	20 4%	9 4%	11 4%	14 4%	14 4%	- -	2 3%	- -	- -	- -	20 4%	5 4%	14 4%	10 4%	6 3%
Don't know	68 13%	34 16%b	26 9%	47 12%	43 12%	4 13%	7 12%	- -	- -	- -	68 13%	13 10%	55 14%	29 12%	30 15%

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 51

Q14. Thinking back to around March/April 2023, did the broadband provider you were with at the time increase your monthly payment?
Base: All currently paying for a fixed broadband 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Yes	710 44%	383 47%b	325 40%	39 37%	112 45%	101 38%	135 43%	120 45%	149 48%e	54 44%	152 43%	235 41%	323 46%e	211 47%pr	215 46%p	128 41%	155 38%	426 46%pr	284 40%	569 44%	141 43%	595 44%	51 38%	41 47%	23 46%	51 38%	33 46%	80 43%	63 46%	73 53%TyFGH	58 49%G	41 47%	66 41%	70 36%	83 40%	69 49%G	23 46%
No	408 25%	211 26%	197 24%	29 28%	70 28%	69 26%	70 23%	66 25%	78 25%	26 21%	99 28%	139 24%	170 24%	106 24%	111 24%	78 25%	113 28%	217 24%	191 27%	333 26%	75 23%	345 25%	37 27%	18 21%	8 16%	37 27%	15 21%	49 26%	33 24%	26 19%	23 19%	18 21%	42 26%	73 38%TzABCDEFHIJ	54 26%	30 21%	8 16%
Don't know/Can't remember	489 30%a	206 25%	281 35%Ta	30 28%	62 25%	93 35%dhj	101 32%	81 30%	81 26%	42 34%	92 26%	194 34%dhj	203 29%	127 28%	131 28%	100 32%	131 33%	257 28%	232 32%	382 29%	108 33%	401 30%	42 31%	27 31%	19 38%	42 31%	22 31%	54 29%	40 29%	39 28%	38 32%	27 31%	53 33%	48 24%	70 33%	38 27%	19 38%
Not applicable, as I did not have a mobile at that time	24 1%l	11 1%	12 2%	7 6%Tefghikl	5 2%l	4 1%	6 2%l	1 *	1 *	1 1%	12 3%Tghl	10 2%l	2 *	4 1%	13 3%m	4 1%	4 1%	16 2%	8 1%	20 2%	5 1%	17 1%	6 4%Tu	1 1%	- -	6 4%TC	1 2%	3 1%	1 1%	- -	1 1%	1 1%	2 1%	4 2%	3 2%	3 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: 20th to 22nd October 2023

Absolutes/col percents

Table 52

Q14. Thinking back to around March/April 2023, did the broadband provider you were with at the time increase your monthly payment?
Base: All currently paying for a fixed broadband 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 £77,999 per year (p)	£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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Yes	710 44%rtt	647 44%	54 38%	505 43%	33 60%Tcfg	62 50%	74 38%	64 40%	51 42%	1 27%	204 45%	25 35%	94 47%r	124 41%r	142 44%r	150 48%r	85 44%r	50 51%r	15 23%	24 36%	69 35%	103 40%	42 34%	8 42%	537 45%tvz	14 42%	159 38%	71 41%	371 45%	229 46%
No	408 25%d	358 24%	45 32%	292 25%d	4 7%	31 25%d	64 33%Tcd	48 29%d	30 25%d	2 49%	114 25%d	17 23%	54 27%	84 28%q	85 26%	70 22%	53 27%	16 17%	16 26%	13 18%	50 25%	67 26%	41 33%	3 17%	296 25%	5 15%	107 26%	47 27%	214 26%	118 24%
Don't know/Can't remember	489 30%	437 30%	43 30%	356 30%	16 30%	31 25%	54 28%	45 27%	40 33%	1 24%	132 29%	28 39%l	50 25%	89 30%	92 28%	86 28%	53 28%	32 33%	31 49%Tlmnop	28 40%l	73 37%x	84 33%	37 30%	6 33%	338 29%	13 40%	138 33%	51 29%	234 28%	145 29%
Not applicable, as I did not have a mobile at that time	24 1%	22 1%	1 1%	18 2%	2 3%	- -	4 2%	6 4%	- -	- -	6 1%	2 3%	1 1%	2 1%	5 1%	6 2%	2 1%	- -	1 2%	4 6%Tlmnq	5 3%	2 1%	3 3%	1 8%	14 1%	1 2%	9 2%	4 2%	10 1%	5 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: 20th to 22nd October 2023

Absolutes/col percents

Table 53

Q14. Thinking back to around March/April 2023, did the broadband provider you were with at the time increase your monthly payment?
Base: All currently paying for a fixed broadband service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Yes	710 44%ij	242 43%	464 45%	586 46%e	558 47%e	27 33%	99 44%	577 52%Tij	482 60%Tgij	95 32%	133 25%	194 49%l	516 42%	372 50%Tn	286 40%
No	408 25%hm	157 28%	245 24%	312 25%	285 24%	28 33%	64 29%	275 25%h	126 16%	149 50%Tghj	133 25%h	88 22%	320 26%	154 21%	173 24%
Don't know/Can't remember	489 30%ghlk	153 27%	311 30%	342 27%	317 27%	26 31%	61 27%	245 22%	192 24%i	53 18%	244 47%Tghi	93 24%	396 32%k	211 28%	236 33%
Not applicable, as I did not have a mobile at that time	24 1%l	10 2%	13 1%	20 2%	18 1%	2 2%	1 *	11 1%	8 1%	3 1%	13 2%gh	18 5%Tl	6 1%	4 1%	15 2%m

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 54

Q14. Thinking back to around March/April 2023, 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	790	368	419	31	98	118	158	148	159	78	129	276	385	233	234	151	172	467	323	619	171	657	59	43	31	59	40	97	69	66	72	43	79	83	87	64	31
Weighted base	759	357	399	39**	105*	109*	158	128	156	65*	143	267	349	218	210	168	162	428	330	590	169	627	60*	40*	32**	60*	46*	89*	65*	58*	64*	40*	71*	90*	81*	63*	32**
Yes	298 39%	160 45%b	136 34%	12 32%	43 41%	37 33%	67 43%	46 36%	66 42%	27 41%	56 39%	104 39%	139 40%	85 39%	92 44%	63 38%	58 36%	177 41%	121 37%	238 40%	60 36%	251 40%	18 30%	18 45%	12 36%	18 30%	16 36%	35 39%	27 42%	26 44%G	34 53%TyGH	18 45%	30 42%	25 27%	28 35%	30 47%G	12 36%
No	202 27%C	102 28%	100 25%	18 48%	34 33%	31 28%	34 21%	33 26%	35 22%	17 26%	53 37%Tfhki	65 24%	85 24%	58 26%	48 23%	47 28%	49 30%	106 25%	96 29%	150 25%	51 30%	162 26%	22 37%	12 29%	6 18%	22 37%C	11 25%	22 24%	15 24%	7 12%	14 21%	12 29%C	18 25%	35 39%TCD	26 33%C	14 22%	6 18%
Don't know/Can't remember	256 34%aj	94 26%	161 40%Ta	8 21%	26 25%	41 38%j	55 35%	49 38%dj	55 35%	21 33%	34 24%	97 36%j	125 36%j	76 35%	68 32%	57 34%	55 34%	144 34%	112 34%	199 34%	57 34%	211 34%	20 34%	10 25%	15 46%	20 34%	17 37%	33 37%	22 34%	25 44%D	16 24%	10 25%	24 33%	31 34%	25 31%	20 31%	15 46%
Not applicable, as I did not have a mobile at that time	3 *	1 *	2 1%	- -	1 1%	1 1%	1 1%	- -	- -	- -	1 1%	2 1%	- -	- -	2 1%	- -	1 *	2 1%	1 *	3 1%	- -	3 *	- -	- -	- -	- -	1 2%	- -	- -	- -	1 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/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: 20th to 22nd October 2023

Absolutes/col percents

Table 55

Q14. Thinking back to around March/April 2023, 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 (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)	£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	790	722	58	573	16	55	97	81	57	3	214	35	91	164	172	145	91	32	27	33	81	117	67	12	574	14	202	83	413	234
Weighted base	759	691	58*	547	20**	52*	92*	72*	58*	2**	209	30**	77*	147	154	152	101*	40**	27**	30**	79*	113*	65*	10**	554	15**	190	76*	383	244
Yes	298 39%	276 40%	22 38%	217 40%	6 31%	25 49%	31 34%	28 38%	23 40%	1 28%	81 39%	12 39%	35 46%	50 34%	67 43%	61 40%	39 39%	19 47%	5 19%	10 34%	28 35%	41 37%	22 33%	3 27%	219 39%	7 47%	73 38%	26 34%	155 40%	102 42%
No	202 27%	177 26%	21 36%	138 25%	2 8%	20 38%	34 38%Tc	20 28%	14 25%	2 72%	62 30%	8 25%	19 25%	49 33%	40 26%	35 23%	30 30%	8 21%	9 33%	4 13%	19 24%	28 25%	19 30%	* 5%	152 27%	4 26%	46 24%	26 34%	106 28%	58 24%
Don't know/Can't remember	256 34%e	235 34%	15 26%	191 35%e	11 55%	7 13%	25 27%	23 32%e	20 35%e	- -	65 31%e	11 36%	22 28%	48 32%	46 30%	56 37%	32 31%	13 33%	13 48%	16 53%	32 40%	43 38%	23 35%	6 61%	181 33%	4 27%	71 37%	23 30%	121 31%	84 34%
Not applicable, as I did not have a mobile at that time	3 *	3 *	- -	2 *	1 6%	- -	1 1%	1 2%	- -	- -	1 1%	- -	1 1%	1 1%	1 1%	- -	- -	- -	- -	- -	1 1%	- -	1 1%	1 7%	2 *	- -	1 *	1 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: 20th to 22nd October 2023

Absolutes/col percents

Table 56

Q14. Thinking back to around March/April 2023, 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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	790	258	522	465	398	67	205	536	421	115	254	-	790	366	336
Weighted base	759	255	492	444	383	62*	197	519	406	113*	240	-**	759	343	334
Yes	298 39%ij	94 37%	203 41%	190 43%	165 43%	25 41%	85 43%	241 46%Tij	219 54%Tgij	23 20%	57 24%	- -	298 39%	156 46%n	121 36%
No	202 27%h	84 33%b	115 23%	118 27%	97 25%	21 34%	60 30%	139 27%h	69 17%	70 62%Tghj	63 26%h	- -	202 27%	82 24%	75 22%
Don't know/Can't remember	256 34%gi	77 30%	172 35%	135 30%	120 31%	15 25%	51 26%	138 27%	117 29%i	21 18%	118 49%Tghi	- -	256 34%	104 30%	136 41%Tm
Not applicable, as I did not have a mobile at that time	3 *	- -	2 *	1 *	1 *	- -	1 1%	1 *	1 *	- -	2 1%	- -	3 *	1 *	2 1%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 57

Q15. How did you respond to the price increase in March/April 2023?
Base: All who had a mobile 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	740	387	351	33	105	111	142	125	161	63	138	253	349	223	234	112	171	457	283	593	147	628	45	42	25	45	33	90	69	79	63	42	68	67	89	70	25
Weighted base	710	383	325	39**	112*	101*	135	120*	149	54*	152	235	323	211	215	128*	155	426	284	569	141	595	51*	41*	23**	51*	33**	80*	63*	73*	58*	41*	66*	70*	83*	69*	23**
I just accepted the price rise and did nothing else	310 44%jH	166 43%	143 44%	9 22%	40 36%	37 37%	71 53%dej	49 41%	76 51%dej	28 52%j	49 32%	108 46%j	153 47%j	88 42%	102 48%	51 39%	69 44%	190 45%	119 42%	232 41%	78 55%Ts	252 42%	20 39%	25 61%Tu	12 55%	20 39%	12 35%	41 51%H	25 40%	31 42%	20 34%	25 61%TDGH	33 50%H	28 39%	26 31%	38 56%DH	12 55%
I checked my terms and conditions/contract	66 9%	35 9%	30 9%	14 36%	13 12%	7 7%	6 5%	14 11%	8 5%	4 7%	27 18%Tefhkl	13 6%	25 8%	26 12%	16 8%	8 6%	16 10%	42 10%	24 8%	54 10%	11 8%	58 10%	3 6%	4 11%	1 3%	3 6%	3 8%	6 8%	6 9%	7 10%	4 7%	4 11%	3 4%	10 14%	16 19%TAFI	3 4%	1 3%
I looked online to find out more about the price rise	86 12%fk	54 14%	32 10%	9 23%	26 24%Tefhikl	9 9%	5 4%	21 16%fhk	11 8%	4 7%	36 24%Tefhikl	14 6%	36 11%fk	35 17%pr	25 11%	16 12%	11 7%	59 14%p	27 9%	74 13%	12 9%	76 13%	4 8%	4 11%	2 8%	4 8%	3 8%	7 8%	6 9%	6 8%	14 24%TABCF	4 11%	6 10%	15 22%TAC	11 14%	8 11%	2 8%
I complained to my provider	80 11%	34 9%	46 14%a	8 20%	14 12%	16 16%i	12 9%	13 10%	15 10%	2 4%	21 14%	28 12%	30 9%	17 8%	27 13%	12 9%	24 16%m	43 10%	36 13%	66 12%	14 10%	70 12%	6 11%	2 5%	2 10%	6 11%	4 13%	5 7%	3 5%	10 14%	9 15%	2 5%	6 9%	10 14%	15 18%AB	6 9%	2 10%
I negotiated a better deal with my provider	135 19%	65 17%	70 21%	7 17%	24 22%	21 21%	21 16%	23 19%	27 18%	11 21%	31 21%	43 18%	61 19%	31 15%	47 22%	21 16%	36 23%	78 18%	57 20%	111 20%	24 17%	113 19%	13 25%	5 12%	4 19%	13 25%l	9 29%	15 18%	13 21%	14 19%	15 25%l	5 12%	12 19%	11 16%	18 21%	6 9%	4 19%
I decided to take up the option to leave my existing provider without penalty	52 7%i	31 8%	21 6%	3 8%	11 10%i	12 12%fl	5 4%	10 8%i	10 7%	- -	14 9%i	18 8%i	19 6%	18 8%	10 5%	12 9%	12 8%	28 6%	24 8%	40 7%	12 8%	44 7%	3 6%	2 4%	3 11%	3 6%	- -	1 2%	5 8%	4 6%	5 9%	2 4%	5 7%	7 11%A	9 10%A	7 10%	3 11%
I thought about looking for another provider as soon as my contract expired	142 20%	83 22%	59 18%	4 11%	28 25%	20 20%	30 22%	19 16%	33 22%	8 15%	32 21%	50 21%	60 19%	45 22%	35 16%	35 27%n	27 17%	80 19%	62 22%	123 22%	20 14%	121 20%	14 28%	4 11%	3 11%	14 28%	7 22%	16 19%	13 21%	14 19%	12 20%	4 11%	11 16%	17 25%	19 23%	12 18%	3 11%
Other (WRITE IN)	10 1%	6 2%	4 1%	- -	- -	2 2%	1 *	4 4%j	2 1%	1 1%	- -	3 1%	7 2%	1 1%	5 2%	2 1%	2 2%	6 1%	4 1%	9 2%	1 1%	10 2%	- -	1 1%	- -	- -	2 7%	- -	2 3%	1 1%	1 1%	1 1%	2 3%	- -	1 1%	2 2%	- -
Don't know/Can't remember	7 1%	4 1%	3 1%	- -	- -	2 2%	- -	* *	3 2%	1 2%	- -	2 1%	5 1%	4 2%	- -	- -	3 2%n	4 1%	3 1%	4 1%	3 2%	7 1%	- -	- -	- -	- -	1 2%	1 1%	2 3%	- -	1 2%	- -	- -	1 2%	2 2%	- -	- -
NET: Did something	384 54%t	207 54%	176 54%	31 78%	72 64%fhikl	59 59%	63 47%	66 55%	69 46%	24 45%	103 68%Tfhikl	122 52%	159 49%	117 56%	110 51%	76 59%	81 52%	227 53%	157 55%	325 57%t	59 42%	328 55%w	31 61%	15 37%	10 45%	31 61%	18 55%	39 48%	34 54%	41 57%	37 64%EI	15 37%	31 47%	42 59%E	55 66%AEFI	30 44%	10 45%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 58

Q15. How did you respond to the price increase in March/April 2023?
Base: All who had a mobile 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 (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)	£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	740	675	57	535	30	60	76	73	48	2	203	35	105	149	157	139	75	42	14	24	70	105	43	9	558	15	167	81	399	222
Weighted base	710	647	54*	505	33**	62*	74*	64*	51*	1**	204	25*	94*	124	142	150	85*	50*	15**	24**	69*	103*	42*	8**	537	14**	159	71*	371	229
I just accepted the price rise and did nothing else	310 44%bA	297 46%b	11 20%	229 45%	11 32%	23 37%	24 33%	23 35%	28 55%f	1 47%	80 39%	11 45%	41 44%	50 40%	71 50%	65 43%	35 42%	21 42%	5 31%	10 41%	26 37%	47 45%	15 37%	7 81%	235 44%	7 51%	68 43%	22 31%	171 46%A	102 45%A
I checked my terms and conditions/contract	66 9%	55 8%	10 18%Ta	39 8%	7 21%	7 11%	9 12%	7 10%	4 8%	1 53%	26 13%	3 13%	5 5%	12 9%	10 7%	22 15%lnq	9 10%	1 2%	3 18%	2 6%	9 14%	11 11%	4 10%	1 8%	44 8%	1 8%	21 13%	6 9%	35 10%	20 9%
I looked online to find out more about the price rise	86 12%	74 11%	9 16%	52 10%	3 10%	17 27%Tch	19 25%Tch	10 16%	3 5%	- -	35 17%c	2 7%	13 14%	14 12%	15 10%	23 15%	8 10%	7 14%	2 12%	2 8%	7 10%	12 11%	4 10%	- -	65 12%	3 21%	18 11%	14 20%B	39 11%	29 13%
I complained to my provider	80 11%	64 10%	12 22%Ta	55 11%	3 9%	8 14%	10 14%	9 15%	3 6%	- -	25 12%	3 12%	11 12%	17 13%	9 6%	13 9%	12 14%	6 13%	4 26%	6 23%	9 13%	12 11%	9 23%x	1 8%	59 11%	1 8%	19 12%	11 16%	32 9%	26 12%
I negotiated a better deal with my provider	135 19%o	117 18%	15 28%	97 19%	6 18%	11 18%	12 17%	11 17%	8 16%	- -	38 19%	4 15%	23 24%o	28 22%o	25 17%	16 10%	22 27%o	8 15%	2 14%	9 36%	11 16%	20 19%	9 21%	1 19%	104 19%	1 6%	30 19%	19 27%	64 17%	41 18%
I decided to take up the option to leave my existing provider without penalty	52 7%	45 7%	5 10%	30 6%	6 17%	7 11%	7 10%	7 10%	6 12%	- -	21 10%	3 13%	6 6%	7 6%	14 10%	11 7%	6 8%	4 8%	- -	- -	1 2%	5 5%	2 6%	- -	45 8%	- -	6 4%	6 8%	31 8%	15 7%
I thought about looking for another provider as soon as my contract expired	142 20%	125 19%	16 29%	98 19%	3 8%	17 27%	23 30%c	18 28%	9 18%	- -	44 22%	6 23%	20 21%	27 22%	21 15%	36 24%	17 20%	13 25%	1 8%	1 5%	21 31%	19 19%	7 16%	- -	106 20%	3 24%	33 21%	18 25%	72 19%	50 22%
Other (WRITE IN)	10 1%	10 2%	- -	8 2%	- -	1 1%	- -	2 3%	1 2%	- -	2 1%	- -	2 3%	1 1%	1 *	4 3%	2 2%	- -	- -	1 2%	- -	2 2%	2 6%	- -	8 1%	- -	2 2%	- -	5 1%	5 2%
Don't know/Can't remember	7 1%	7 1%	- -	5 1%	- -	- -	2 3%	- -	- -	- -	2 1%	1 2%	1 1%	2 1%	2 1%	- -	- -	- -	2 11%	1 4%	1 1%	- -	1 1%	- -	6 1%	1 4%	1 *	1 1%	4 1%	- -
NET: Did something	384 54%	335 52%	43 80%Ta	264 52%	22 68%	38 62%	48 64%h	39 61%	22 43%	1 53%	119 59%	13 53%	50 53%	71 57%	69 49%	83 55%	48 56%	29 58%	9 58%	13 52%	42 62%	54 52%	23 56%	1 19%	290 54%	6 45%	88 56%	49 68%TBC	191 51%	124 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: 20th to 22nd October 2023

Absolutes/col percents

Table 59

Q15. How did you respond to the price increase in March/April 2023?
Base: All who had a mobile price increase in March/April

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	740	252	485	611	581	30	101	597	499	98	143	198	542	391	289
Weighted base	710	242	464	586	558	27**	99*	577	482	95*	133	194	516	372	286
I just accepted the price rise and did nothing else	310 44%ikn	102 42%	207 45%	242 41%	231 41%	11 41%	56 57%Tcd	260 45%i	238 49%ij	22 23%	50 37%i	55 28%	255 49%k	192 52%Tn	100 35%
I checked my terms and conditions/contract	66 9%	20 8%	45 10%	61 10%	56 10%	5 17%	4 4%	55 10%	40 8%	15 16%Th	10 8%	14 7%	51 10%	40 11%	25 9%
I looked online to find out more about the price rise	86 12%	23 10%	63 14%	76 13%	72 13%	4 15%	7 7%	70 12%	54 11%	16 17%	16 12%	21 11%	65 13%	52 14%	30 11%
I complained to my provider	80 11%	22 9%	58 13%	70 12%	70 13%	- -	6 6%	64 11%	48 10%	16 17%	15 12%	32 16%l	48 9%	32 9%	44 16%m
I negotiated a better deal with my provider	135 19%fm	34 14%	100 22%a	119 20%f	117 21%f	2 7%	8 8%	108 19%	74 15%	34 36%Tgh j	27 20%	45 23%	90 18%	44 12%	81 28%Tm
I decided to take up the option to leave my existing provider without penalty	52 7%l	23 10%	28 6%	48 8%	47 8%	1 3%	3 4%	36 6%	27 6%	10 10%	15 11%h	35 18%Tl	17 3%	31 8%	16 5%
I thought about looking for another provider as soon as my contract expired	142 20%	52 22%	88 19%	118 20%	110 20%	8 28%	21 21%	105 18%	92 19%	13 13%	37 28%ghi	54 28%Tl	88 17%	56 15%	69 24%m
Other (WRITE IN)	10 1%	2 1%	9 2%	8 1%	8 1%	- -	2 2%	10 2%	9 2%	1 1%	- -	6 3%	5 1%	2 1%	5 2%
Don't know/Can't remember	7 1%	4 2%	3 1%	6 1%	5 1%	* 1%	- -	6 1%	5 1%	1 1%	1 1%	1 *	7 1%	7 2%n	- -
NET: Did something	384 54%fm	133 55%	247 53%	332 57%f	316 57%f	16 58%	40 40%	303 52%	232 48%	71 75%Tgh	82 62%h	134 69%Tl	250 48%	171 46%	182 64%Tm

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 60

Q16. And what effect, if any, did the price increase in March/April 2023 have on you?
Base: All who had a mobile 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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	740	387	351	33	105	111	142	125	161	63	138	253	349	223	234	112	171	457	283	593	147	628	45	42	25	45	33	90	69	79	63	42	68	67	89	70	25
Weighted base	710	383	325	39**	112*	101*	135	120*	149	54*	152	235	323	211	215	128*	155	426	284	569	141	595	51*	41*	23**	51*	33**	80*	63*	73*	58*	41*	66*	70*	83*	69*	23**
I was surprised by the price rise	124 17%h	61 16%	64 20%	8 20%	26 23%hl	29 29%Tfghil	19 14%	20 16%	15 10%	7 14%	33 22%hl	48 20%hl	43 13%	32 15%	38 18%	24 19%	29 19%	70 16%	54 19%	106 19%	18 13%	107 18%	7 14%	7 16%	4 16%	7 14%	7 22%	7 9%	8 14%	16 22%A	6 11%	7 16%	8 13%	19 28%AD	21 25%A	13 18%	4 16%
I was annoyed by the price rise	351 49%i	182 47%	169 52%	12 31%	65 57%i	57 57%i	68 50%i	57 47%i	78 52%i	14 26%	77 51%i	125 53%i	149 46%i	89 42%	101 47%	76 59%mq	84 54%m	191 45%	160 56%mq	288 51%	63 45%	291 49%	29 58%	24 58%	7 31%	29 58%B	18 55%	35 44%	23 37%	37 51%	34 58%B	24 58%B	27 41%	39 55%B	46 56%B	32 46%	7 31%
I had to adjust my spending on other things	75 11%i	29 8%	45 14%a	5 12%	14 12%i	11 11%i	15 11%i	11 9%	18 12%i	1 2%	18 12%i	26 11%i	30 9%	16 7%	22 10%	12 10%	24 16%mq	38 9%	37 13%	64 11%	11 8%	66 11%	3 6%	4 9%	1 6%	3 6%	3 10%	4 4%	8 13%F	6 9%	7 12%	4 9%	2 3%	14 20%TAF	13 15%AF	9 14%F	1 6%
I had difficulty paying the increased amount	49 7%	16 4%	33 10%a	6 15%	7 6%	11 11%f	5 4%	10 8%	7 5%	3 6%	13 8%	16 7%	20 6%	11 5%	7 3%	13 10%nq	18 11%mnq	18 4%	31 11%mnq	38 7%	11 8%	44 7%	1 2%	3 8%	1 4%	1 2%	- -	3 4%	2 3%	7 9%	9 16%TyAB	3 8%	5 7%	6 8%	8 9%	4 6%	1 4%
I understood why my provider had increased the price	90 13%	59 15%b	31 9%	11 28%	10 9%	8 8%	13 10%	23 19%dek	20 14%	6 11%	21 14%	21 9%	49 15%k	36 17%or	26 12%	11 9%	16 11%	63 15%	28 10%	73 13%	17 12%	85 14%	4 8%	2 4%	- -	4 8%	4 12%	13 16%	10 15%	11 15%	10 17%	2 4%	7 10%	9 13%	10 12%	11 15%	- -
I didn't really notice it, as it was quite small	78 11%	45 12%	33 10%	3 8%	19 17%eik	7 7%	12 9%	12 10%	23 16%eik	2 5%	22 14%	19 8%	37 12%	23 11%	32 15%r	10 8%	13 9%	55 13%	23 8%	60 11%	18 13%	61 10%	5 10%	6 15%	6 25%	5 10%	4 13%	8 10%	4 6%	5 7%	6 10%	6 15%	13 20%TBCGH	4 6%	6 7%	12 17%	6 25%
I didn't really notice it, as I could afford to pay it	88 12%be	65 17%b	23 7%	11 28%	9 8%	5 5%	16 12%	8 7%	19 13%e	20 36%Tdefghjkl	20 13%e	20 9%	47 15%egk	33 16%	24 11%	14 11%	17 11%	57 13%	31 11%	66 12%	22 16%	72 12%	6 12%	8 20%	1 6%	6 12%	3 8%	11 14%	4 7%	3 5%	8 13%	8 20%C	14 22%TBC	7 10%	12 14%	10 14%	1 6%
I was already expecting a price rise	247 35%ejo	145 38%	102 31%	4 10%	33 30%	20 19%	50 37%ej	50 42%ejk	63 42%ejk	27 51%Tdejk	37 24%	70 30%	140 43%Tdejk	83 40%or	83 39%or	30 24%	50 32%	166 39%or	81 28%	204 36%	43 31%	203 34%	19 37%	16 40%	8 37%	19 37%	12 35%	34 42%	25 40%	24 32%	18 30%	16 40%	28 42%	18 26%	28 34%	18 26%	8 37%
Other (WRITE IN)	10 1%	6 1%	5 1%	- -	- -	- -	2 1%	5 4%j	3 2%	1 2%	- -	2 1%	9 3%	4 2%	3 1%	1 1%	3 2%	7 2%	3 1%	10 2%	* *	7 1%	2 4%	- -	1 6%	2 4%	2 5%	* 1%	1 1%	2 2%	1 1%	- -	1 2%	1 1%	- -	- -	1 6%
None of these	20 3%	11 3%	9 3%	3 7%	3 3%	4 4%	6 4%g	- -	2 2%	2 5%g	6 4%	9 4%g	5 2%	11 5%r	4 2%	1 1%	4 2%	15 4%	5 2%	16 3%	4 3%	17 3%	2 4%	1 2%	- -	2 4%	1 2%	1 2%	1 2%	2 3%	1 1%	1 2%	2 2%	5 7%	1 1%	3 4%	- -
Don't know/Can't remember	12 2%	2 1%	9 3%a	- -	3 3%	1 1%	3 2%	3 2%	1 1%	1 2%	3 2%	4 2%	5 1%	6 3%	3 1%	3 2%	1 1%	9 2%	4 1%	6 1%	6 4%s	12 2%	- -	- -	- -	- -	2 6%	- -	1 1%	1 2%	- -	- -	- -	1 2%	2 3%	5 7%TAF	- -
NET: Didn't notice	151 21%bekC	100 26%b	50 15%	14 36%	24 21%	12 11%	23 17%	19 15%	39 26%ek	21 39%Tdefgkl	38 25%ek	34 15%	79 24%ek	49 23%	51 24%	23 18%	26 17%	101 24%	50 18%	112 20%	38 27%	122 21%	10 21%	11 27%	7 31%	10 21%	7 21%	19 23%C	8 13%	7 10%	12 20%	11 27%C	25 37%TBCGH	10 14%	15 18%	20 30%BCG	7 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**

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 61

Q16. And what effect, if any, did the price increase in March/April 2023 have on you?

Base: All who had a mobile 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 (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)	£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	740	675	57	535	30	60	76	73	48	2	203	35	105	149	157	139	75	42	14	24	70	105	43	9	558	15	167	81	399	222
Weighted base	710	647	54*	505	33**	62*	74*	64*	51*	1**	204	25*	94*	124	142	150	85*	50*	15**	24**	69*	103*	42*	8**	537	14**	159	71*	371	229
I was surprised by the price rise	124 17%	103 16%	17 31%Ta	79 16%	5 15%	17 27%c	18 25%	16 25%	12 24%	- -	45 22%	4 16%	25 27%Tmn	18 14%	17 12%	28 19%	14 16%	6 12%	4 28%	7 30%	15 22%	25 24%	11 27%	3 39%	84 16%	4 28%	36 23%	16 23%	63 17%	34 15%
I was annoyed by the price rise	351 49%	318 49%	26 47%	247 49%	14 43%	33 53%	36 48%	32 50%	28 55%	- -	104 51%	14 54%	45 48%	55 45%	69 49%	72 48%	46 54%	25 51%	11 75%	14 57%	38 55%	49 48%	20 48%	5 59%	264 49%	8 61%	79 50%	31 44%	180 49%	115 50%
I had to adjust my spending on other things	75 11%	64 10%	7 12%	52 10%	2 6%	9 15%	7 9%	4 6%	7 15%	- -	22 11%	5 20%oq	16 16%q	16 13%q	12 9%	12 8%	7 8%	1 2%	2 14%	3 14%	13 19%x	18 17%x	4 10%	1 8%	44 8%	3 22%	27 17%TTx	12 17%C	39 10%	18 8%
I had difficulty paying the increased amount	49 7%C	45 7%	3 6%	34 7%	2 7%	5 8%	8 11%	6 9%	2 4%	- -	14 7%	4 16%Tloq	4 5%	11 9%	13 9%	5 3%	5 6%	- -	2 16%	4 17%	8 11%	13 12%x	5 11%	2 23%	29 5%	1 9%	19 12%x	8 11%C	28 8%C	6 3%
I understood why my provider had increased the price	90 13%	78 12%	10 18%	64 13%	7 20%	5 8%	13 18%	8 12%	5 10%	- -	26 13%	5 19%	10 11%	17 14%	16 11%	23 15%	8 10%	8 15%	1 9%	2 7%	9 13%	16 15%	8 20%	1 7%	66 12%	2 11%	23 14%	9 12%	49 13%	30 13%
I didn't really notice it, as it was quite small	78 11%	75 12%	3 6%	60 12%	4 11%	8 12%	8 11%	7 11%	5 10%	1 53%	18 9%	1 4%	11 12%	15 12%	16 11%	20 14%	5 6%	4 7%	2 16%	4 15%	4 6%	9 9%	2 5%	- -	62 11%	2 14%	15 9%	5 7%	43 12%	24 10%
I didn't really notice it, as I could afford to pay it	88 12%	79 12%	8 15%	68 14%	2 7%	9 14%	6 8%	8 12%	4 7%	1 47%	19 9%	2 9%	9 9%	16 13%	21 15%	20 13%	13 15%	6 13%	1 5%	- -	10 14%	12 11%	4 10%	- -	66 12%	1 8%	21 13%	11 16%	42 11%	34 15%
I was already expecting a price rise	247 35%b	235 36%b	11 21%	187 37%e	3 9%	14 23%	22 30%	23 36%	22 44%e	- -	60 30%	8 31%	31 33%	43 35%	51 36%	45 30%	38 44%	23 46%	1 10%	7 28%	24 35%	38 37%	12 28%	2 30%	184 34%	4 32%	59 37%	21 30%	124 33%	94 41%
Other (WRITE IN)	10 1%	8 1%	3 5%a	10 2%	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	2 1%	2 1%	1 1%	3 4%	- -	- -	1 3%	1 1%	1 1%	1 2%	1 11%	10 2%	- -	1 1%	- -	5 1%	5 2%
None of these	20 3%	20 3%	- -	11 2%	5 15%	- -	3 3%	1 2%	- -	- -	9 4%	- -	3 3%	1 1%	7 5%	5 3%	2 3%	2 4%	- -	- -	- -	- -	- -	- -	19 3%z	1 10%	- -	1 2%	11 3%	8 4%
Don't know/Can't remember	12 2%	10 2%	2 4%	10 2%	- -	- -	1 2%	1 2%	- -	- -	2 1%	- -	1 1%	5 4%	3 2%	2 1%	- -	- -	1 7%	- -	- -	4 4%x	3 7%TtTx	- -	6 1%	- -	7 4%x	- -	8 2%	3 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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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 61

Q16. And what effect, if any, did the price increase in March/April 2023 have on you?
Base: All who had a mobile price increase in March/April

		Ethnicity		Children 18 or Under								Household income									Disability							Financial Vulnerability		
	Total (T)	White (a)	Ethnicity (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 £77,999 per year (p)	£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	710	647	54*	505	33**	62*	74*	64*	51*	1**	204	25*	94*	124	142	150	85*	50*	15**	24**	69*	103*	42*	8**	537	14**	159	71*	371	229
NET: Didn't notice	151 21%	139 21%	10 19%	118 23%j	5 16%	13 21%	13 17%	13 19%	7 13%	1 100%	32 16%	2 9%	18 19%	30 24%	34 24%	35 23%	15 17%	10 20%	3 21%	4 15%	13 19%	19 18%	6 13%	- -	117 22%	3 22%	31 19%	14 19%	79 21%	52 23%

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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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 62

Q16. And what effect, if any, did the price increase in March/April 2023 have on you?
Base: All who had a mobile price increase in March/April

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	740	252	485	611	581	30	101	597	499	98	143	198	542	391	289
Weighted base	710	242	464	586	558	27**	99*	577	482	95*	133	194	516	372	286
I was surprised by the price rise	124 17%	38 16%	86 19%	107 18%	103 18%	4 15%	15 15%	104 18%	78 16%	26 28%Tghj	20 15%	48 25%Tl	76 15%	61 16%	56 20%
I was annoyed by the price rise	351 49%	131 54%	219 47%	293 50%	282 51%	11 40%	43 44%	282 49%	241 50%	41 43%	69 52%	123 63%Tl	228 44%	172 46%	155 54%
I had to adjust my spending on other things	75 11%	20 8%	54 12%	61 10%	59 11%	2 7%	12 12%	62 11%	54 11%	8 9%	12 9%	25 13%	50 10%	40 11%	30 10%
I had difficulty paying the increased amount	49 7%	11 5%	37 8%	42 7%	38 7%	4 14%	3 3%	38 7%	31 6%	7 8%	11 8%	19 10%	30 6%	22 6%	26 9%
I understood why my provider had increased the price	90 13%	22 9%	68 15%	78 13%	75 13%	3 10%	12 12%	80 14%	64 13%	15 16%	10 8%	20 11%	70 14%	53 14%	30 11%
I didn't reallly notice it, as it was quite small	78 11%	25 11%	50 11%	62 11%	58 10%	4 14%	15 15%	64 11%	53 11%	11 12%	14 11%	14 7%	64 12%	47 13%n	21 7%
I didn't really notice it, as I could afford to pay it	88 12%	24 10%	63 13%	66 11%	61 11%	5 20%	17 18%	73 13%	61 13%	12 13%	15 11%	14 7%	74 14%k	55 15%	28 10%
I was already expecting a price rise	247 35%	78 32%	167 36%	200 34%	194 35%	6 23%	41 41%	210 36%	174 36%	36 39%	37 28%	53 27%	194 38%k	139 37%	97 34%
Other (WRITE IN)	10 1%	1 1%	9 2%	9 2%	9 2%	- -	1 1%	9 1%	4 1%	5 5%Tgh	2 1%	2 1%	8 2%	2 1%	6 2%
None of these	20 3%	10 4%	10 2%	18 3%	18 3%	- -	2 2%	14 2%	12 3%	2 2%	6 5%	5 3%	15 3%	11 3%	9 3%
Don't know/Can't remember	12 2%	6 3%	6 1%	10 2%	9 2%	1 4%	- -	6 1%	6 1%	- -	6 4%gh	2 1%	10 2%	7 2%	4 1%
NET: Didn't notice	151 21%k	44 18%	103 22%	117 20%	107 19%	9 34%	29 29%d	123 21%	102 21%	21 22%	27 21%	26 14%	124 24%k	92 25%n	45 16%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 63

Q17. To what extent do you agree or disagree that this description of the price:
A. £32 a month, to increase by £3 a month from April 2024 - Summary
Base: All currently paying for a fixed broadband service

		Summary	
		Makes it easy to understand how much you will be paying each month	Makes it easy to understand how much you would pay in total over the 18 months of the contract
Unweighted base		1680	1680
Weighted base		1631	1631
NET: Agree		1215 74%	999 61%
Agree strongly	(5)	645 40%	496 30%
Agree slightly	(4)	570 35%	503 31%
Neither agree nor disagree	(3)	162 10%	191 12%
Disagree slightly	(2)	188 12%	273 17%
Disagree strongly	(1)	67 4%	167 10%
NET: Disagree		255 16%	441 27%
Mean		3.94	3.54
Standard deviation		1.15	1.34
Standard error		0.03	0.03

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 64

Q17. To what extent do you agree or disagree that this description of the price:
A. £32 a month, to increase by £3 a month from April 2024 - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

		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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
			Gender		Age										Social Grade						Urban/Rural		Country				Region											
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		1215 74%djt	603 74%	609 75%	72 69%	169 68%	182 69%	242 78%dej	219 82%Tcd ejk	239 78%dej	91 75%	241 68%	424 73%	549 79%Tcd ejk	330 74%	351 75%	234 75%	299 74%	681 74%	533 75%	989 76%t	226 69%	1020 75%	98 72%	64 73%	34 68%	98 72%	51 72%	149 80%FG	108 79%G	108 79%G	94 78%	64 73%	113 70%	133 68%	153 72%	112 80%G	34 68%
Agree strongly	(5)	645 40%cde jF	327 40%	317 39%	28 27%	58 23%	83 31%	137 44%cde j	128 48%Tcd ejk	153 49%Tcd ejk	59 48%cde jk	86 24%	220 38%dj	339 49%Tcd ejk	164 37%	186 40%	122 39%	173 43%	350 38%	295 41%	525 40%	120 36%	535 39%	50 37%	36 41%	24 48%	50 37%	28 40%	79 43%F	50 37%	61 45%F	51 43%F	36 41%	49 30%	74 38%	78 37%	64 46%F	24 48%F
Agree slightly	(4)	570 35%hlx J	275 34%	292 36%	44 42%hil	111 44%Tfg hikl	99 37%hil	105 34%	91 34%	87 28%	33 27%	155 44%Tfg hikl	205 35%h	210 30%	166 37%	165 35%	112 36%	127 31%	331 36%	239 33%	464 36%	106 32%	485 36%x	47 35%	28 32%	10 19%	47 35%	23 32%	70 38%J	57 42%GJ	47 34%	43 36%J	28 32%	64 39%J	58 30%	75 36%J	48 34%	10 19%
Neither agree nor disagree	(3)	162 10%	94 12%b	67 8%	16 15%hl	28 11%	38 14%Tfgh l	26 8%	22 8%	21 7%	10 8%	44 12%hl	64 11%	54 8%	40 9%	42 9%	30 10%	49 12%	82 9%	80 11%	128 10%	34 10%	138 10%	12 9%	6 7%	6 11%	12 9%	7 9%	14 8%	12 8%	11 8%	9 8%	6 7%	21 13%	22 11%	31 15%A	11 8%	6 11%
Disagree slightly	(2)	188 12%g	87 11%	101 12%	13 13%	44 18%Tfg hkl	34 13%g	33 10%	19 7%	31 10%	14 11%	58 16%Tgh l	67 12%	64 9%	58 13%	59 13%	36 11%	35 9%	117 13%	71 10%	136 10%	52 16%Ts	146 11%	21 16%	14 16%	8 16%	21 16%	8 12%	15 8%	10 8%	13 9%	15 13%	14 16%	21 13%	32 16%ABI	20 10%	11 8%	8 16%
Disagree strongly	(1)	67 4%	28 3%	38 5%	4 3%	9 3%	12 4%	11 4%	8 3%	17 5%	7 6%	12 3%	23 4%	31 4%	18 4%	18 4%	11 4%	20 5%	35 4%	31 4%	50 4%	17 5%	55 4%	5 3%	4 5%	3 5%	5 3%	5 7%	7 4%	7 5%	5 4%	1 1%	4 5%	8 5%	9 5%	7 3%	6 4%	3 5%
NET: Disagree		255 16%g	114 14%	140 17%	17 16%	53 21%Tgl	46 17%g	44 14%	27 10%	48 16%	20 17%	70 20%gl	90 15%g	95 14%	76 17%	77 16%	47 15%	55 14%	153 17%	102 14%	186 14%	69 21%Ts	201 15%	26 19%	18 20%	10 21%	26 19%	13 19%	23 12%	17 13%	18 13%	17 14%	18 20%	29 18%	41 21%AHI	27 13%	17 12%	10 21%
Mean		3.94dj t	3.97	3.92	3.76	3.66	3.78	4.04de j	4.17Tc dejk	4.06de j	4.01dj	3.69	3.92dj	4.09Tc dejk	3.90	3.94	3.96	3.98	3.92	3.97	3.98t	3.79	3.96	3.87	3.89	3.90	3.87	3.87	4.07FG	3.99	4.06F	4.06	3.89	3.77	3.80	3.93	4.10FG	3.90
Standard deviation		1.15	1.12	1.18	1.09	1.12	1.15	1.13	1.04	1.21	1.24	1.11	1.14	1.15	1.15	1.15	1.13	1.16	1.15	1.15	1.12	1.24	1.14	1.18	1.24	1.32	1.18	1.25	1.09	1.10	1.12	1.06	1.24	1.15	1.24	1.09	1.10	1.32
Standard error		0.03	0.04	0.04	0.11	0.07	0.07	0.06	0.06	0.07	0.10	0.06	0.05	0.04	0.05	0.05	0.07	0.06	0.04	0.04	0.03	0.07	0.03	0.11	0.13	0.18	0.11	0.15	0.08	0.09	0.09	0.09	0.13	0.09	0.09	0.07	0.09	0.18

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: 20th to 22nd October 2023

Absolutes/col percents

Table 65

Q17. To what extent do you agree or disagree that this description of the price:
A. £32 a month, to increase by £3 a month from April 2024 - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband 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 £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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		1215 74%br	1116 76%b	85 60%	881 75%	44 79%	86 69%	134 68%	123 76%	89 73%	2 50%	331 73%	50 70%	154 77%r	218 72%r	246 76%r	250 80%mqr	144 74%r	67 68%	33 53%	53 77%r	151 77%	203 79%	99 80%	14 77%	871 73%	17 53%	327 79%x	122 71%	640 77%	366 74%
Agree strongly	(5)	645 40%bfjr	606 41%b	34 24%	495 42%fgj	21 38%	41 33%	53 27%	53 32%	43 35%	2 36%	149 33%	26 36%r	96 48%Tpqr	121 40%r	133 41%qr	133 43%qr	69 36%r	27 28%r	8 12%	32 47%qr	76 38%	109 43%	64 52%TtTx	7 39%	458 39%	6 17%	182 44%	65 37%	351 42%	190 38%
Agree slightly	(4)	570 35%	510 35%	51 36%	387 33%	23 42%	45 36%	82 42%c	71 43%Tc	46 38%	1 14%	183 40%c	24 34%	58 29%	97 32%	114 35%	117 37%	75 39%	39 40%	26 41%	21 31%	76 38%	94 37%	35 28%	7 38%	413 35%	12 36%	145 35%	58 33%	290 35%	176 35%
Neither agree nor disagree	(3)	162 10%	124 8%	30 21%Ta	103 9%	6 11%	11 9%	28 14%c	19 12%	16 13%	2 50%	56 12%	13 18%Tlnop	13 7%	35 12%	28 9%	26 8%	12 6%	9 9%	20 31%Tlmn opqs	7 10%	19 10%	20 8%	12 9%	2 9%	118 10%	9 29%	34 8%	24 14%BC	73 9%	38 8%
Disagree slightly	(2)	188 12%	169 12%	18 13%	134 11%	5 10%	20 16%	25 13%	14 8%	15 12%	- -	54 12%	6 8%	22 11%	34 11%	41 13%	28 9%	27 14%	18 19%o	5 8%	6 9%	22 11%	25 10%	11 9%	2 10%	148 12%	2 5%	39 9%	19 11%	87 10%	71 14%
Disagree strongly	(1)	67 4%	55 4%	9 7%	53 4%	- -	7 6%	9 5%	6 4%	2 1%	- -	14 3%	3 5%	10 5%	14 5%	9 3%	8 3%	11 6%	4 4%	6 9%no	2 3%	6 3%	8 3%	2 2%	1 4%	49 4%	4 14%	13 3%	7 4%	29 4%	22 5%
NET: Disagree		255 16%	224 15%	27 19%	187 16%	5 10%	27 22%	35 18%	20 12%	17 14%	- -	68 15%	9 13%	32 16%	48 16%	50 15%	36 12%	38 20%o	22 23%o	11 17%	9 13%	27 14%	33 13%	13 10%	3 15%	197 17%	6 18%	52 13%	26 15%	116 14%	93 19%B
Mean		3.94bfr	3.99b	3.58	3.97f	4.07	3.75	3.73	3.92	3.93	3.86	3.87	3.89r	4.04qr	3.92r	3.99qr	4.09pqr	3.85r	3.69	3.39	4.08r	3.98	4.06	4.20TTx	3.96	3.91	3.38	4.07x	3.89	4.02	3.88
Standard deviation		1.15	1.14	1.18	1.17	0.94	1.24	1.13	1.06	1.06	1.04	1.09	1.13	1.20	1.18	1.12	1.05	1.21	1.18	1.09	1.12	1.09	1.09	1.04	1.16	1.16	1.24	1.09	1.15	1.12	1.19
Standard error		0.03	0.03	0.10	0.03	0.14	0.11	0.08	0.08	0.10	0.39	0.05	0.12	0.08	0.06	0.06	0.06	0.09	0.13	0.14	0.13	0.08	0.07	0.09	0.25	0.03	0.21	0.05	0.08	0.04	0.05

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: 20th to 22nd October 2023

Absolutes/col percents

Table 66

Q17. To what extent do you agree or disagree that this description of the price:
A. £32 a month, to increase by £3 a month from April 2024 - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		1215	399	795	961	900	61	162	849	629	220	366	310	905	530	554
		74%	71%	77%a	76%	76%	74%	72%	77%j	78%j	73%	70%	79%l	73%	71%	78%m
Agree strongly	(5)	645	211	427	514	486	28	80	454	353	101	191	162	483	290	294
		40%	38%	41%	41%	41%	34%	36%	41%i	44%ij	34%	36%	41%	39%	39%	41%
Agree slightly	(4)	570	189	368	447	414	33	81	394	275	119	175	147	423	240	259
		35%	34%	36%	35%	35%	40%	36%	36%	34%	40%	34%	37%	34%	32%	37%
Neither agree nor disagree		162	50	99	104	93	11	30	99	63	37	62	20	142	83	66
	(3)	10%k	9%	10%	8%	8%	14%	13%cd	9%	8%	12%h	12%h	5%	11%k	11%	9%
Disagree slightly	(2)	188	79	108	144	135	9	26	118	83	35	70	45	143	96	66
		12%	14%	11%	11%	11%	11%	11%	11%	10%	12%	13%	12%	12%	13%	9%
Disagree strongly	(1)	67	34	31	51	49	2	7	42	34	8	24	18	48	33	24
		4%	6%b	3%	4%	4%	2%	3%	4%	4%	3%	5%	5%	4%	4%	3%
NET: Disagree		255	112	139	195	184	10	33	160	118	43	94	64	191	129	90
		16%	20%Tb	13%	15%	16%	13%	15%	14%	15%	14%	18%	16%	15%	17%n	13%
Mean		3.94	3.83	4.02a	3.98	3.98	3.93	3.90	3.99j	4.03j	3.90	3.84	3.99	3.93	3.89	4.03m
Standard deviation		1.15	1.24	1.09	1.14	1.15	1.04	1.11	1.13	1.14	1.08	1.19	1.16	1.15	1.19	1.09
Standard error		0.03	0.05	0.03	0.03	0.03	0.11	0.07	0.03	0.04	0.06	0.05	0.06	0.03	0.04	0.04

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 67

Q17. To what extent do you agree or disagree that this description of the price:
A. £32 a month, to increase by £3 a month from April 2024 - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698
NET: Agree		999 61%cdj	493 61%	505 62%	49 47%	125 50%	161 60%cdj	200 64%cdj	182 68%cdj	207 67%cdj	76 62%cdj	174 49%	360 62%cdj	464 66%Tcdj
Agree strongly	(5)	496 30%cdej	249 31%	247 30%	20 19%	52 21%	60 23%	105 34%cdej	99 37%Tcdejk	113 37%cdejk	47 39%cdejk	72 20%	165 29%dj	259 37%Tcdejk
Agree slightly	(4)	503 31%	244 30%	258 32%	29 28%	73 29%	100 38%Tijl	95 30%	82 31%	94 30%	29 23%	102 29%	195 34%i	205 29%
Neither agree nor disagree	(3)	191 12%hl	98 12%	92 11%	25 23%Tfghikl	38 15%hl	37 14%hl	33 11%	24 9%	21 7%	14 11%	62 18%Tfghkl	70 12%h	59 8%
Disagree slightly	(2)	273 17%p	134 16%	137 17%	23 22%	58 23%Tfghkl	45 17%	46 15%	38 14%	47 15%	16 13%	80 23%Tfghikl	91 16%	101 15%
Disagree strongly	(1)	167 10%	85 11%	82 10%	9 8%	29 12%	23 9%	33 11%	23 9%	34 11%	16 13%	38 11%	57 10%	73 11%
NET: Disagree		441 27%	219 27%	219 27%	31 30%	87 35%Tfghkl	69 26%	79 25%	62 23%	81 26%	32 26%	118 33%Tfgkl	148 26%	175 25%
Mean		3.54djm	3.54	3.55	3.27	3.25	3.48	3.62dj	3.73Tcdej	3.67cdj	3.61dj	3.26	3.55dj	3.68Tcdj
Standard deviation		1.34	1.35	1.34	1.23	1.33	1.25	1.36	1.33	1.39	1.45	1.30	1.31	1.37
Standard error		0.03	0.05	0.05	0.13	0.09	0.08	0.08	0.08	0.08	0.12	0.07	0.05	0.05

		Social Grade: AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban/Rural: Urban (s)	Rural (t)	Country: England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)
Unweighted base		481	521	268	410	1002	678	1343	337	1414	120	93	53
Weighted base		447	469	311	404	916	715	1302	329	1358	136*	87*	50*
NET: Agree		252 56%	287 61%	201 65%m	259 64%m	539 59%	460 64%mq	813 62%	187 57%	834 61%	83 61%	56 65%	26 51%
Agree strongly	(5)	117 26%	146 31%	102 33%	132 33%	263 29%	233 33%m	406 31%	91 28%	411 30%	42 31%	29 33%	14 28%
Agree slightly	(4)	135 30%	141 30%	99 32%	127 32%	276 30%	227 32%	407 31%	96 29%	423 31%	41 30%	27 31%	11 23%
Neither agree nor disagree	(3)	48 11%	56 12%	32 10%	55 14%	104 11%	87 12%	156 12%	36 11%	161 12%	14 11%	9 11%	7 14%
Disagree slightly	(2)	91 20%pr	86 18%pr	50 16%	46 11%	178 19%pr	96 13%	206 16%	68 21%	222 16%	25 18%	14 16%	12 25%
Disagree strongly	(1)	55 12%	40 9%	27 9%	44 11%	96 10%	72 10%	129 10%	39 12%	142 10%	13 10%	7 8%	5 10%
NET: Disagree		147 33%Tor	126 27%	78 25%	90 22%	273 30%pr	168 23%	334 26%	107 32%s	363 27%	38 28%	21 25%	17 35%
Mean		3.37	3.57m	3.64m	3.63m	3.47	3.63mq	3.58	3.40	3.54	3.54	3.65	3.34
Standard deviation		1.38	1.32	1.32	1.33	1.36	1.33	1.33	1.38	1.34	1.36	1.32	1.40
Standard error		0.06	0.06	0.08	0.07	0.04	0.05	0.04	0.08	0.04	0.12	0.14	0.19

		Region: Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base		120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		83 61%	45 63%	120 64%	82 60%	91 66%	77 64%	56 65%	92 57%	107 55%	131 62%	90 64%	26 51%
Agree strongly	(5)	42 31%	22 31%	62 33%F	35 25%	47 34%F	36 30%	29 33%	37 23%	61 31%	68 32%	44 32%	14 28%
Agree slightly	(4)	41 30%	23 32%	58 31%	47 35%G	44 32%	41 34%	27 31%	56 34%G	46 24%	64 30%	45 32%	11 23%
Neither agree nor disagree	(3)	14 11%	5 8%	16 9%	16 12%	13 10%	16 14%	9 11%	24 15%	27 14%	26 12%	16 11%	7 14%
Disagree slightly	(2)	25 18%	14 20%	32 17%	22 16%	22 16%	18 15%	14 16%	25 15%	35 18%	37 18%	16 11%	12 25%l
Disagree strongly	(1)	13 10%	6 9%	19 10%	16 12%	11 8%	9 7%	7 8%	21 13%	25 13%	16 8%	18 13%	5 10%
NET: Disagree		38 28%	20 29%	50 27%	39 28%	33 24%	27 22%	21 25%	46 28%	61 31%	54 25%	34 25%	17 35%
Mean		3.54	3.56	3.61	3.45	3.69	3.64	3.65	3.39	3.42	3.61	3.58	3.34
Standard deviation		1.36	1.36	1.36	1.35	1.30	1.26	1.32	1.33	1.42	1.31	1.38	1.40
Standard error		0.12	0.17	0.10	0.11	0.11	0.11	0.14	0.10	0.11	0.09	0.12	0.19

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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 68

Q17. To what extent do you agree or disagree that this description of the price:
A. £32 a month, to increase by £3 a month from April 2024 - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband 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 £77,999 per year (p)	£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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		999 61%q	910 62%	82 57%	709 61%	38 70%	85 68%	111 57%	101 62%	76 62%	2 50%	288 63%	39 55%	134 67%qr	179 59%	207 64%q	213 68%Tkmpqrs	111 57%	48 49%	32 50%	37 54%	126 64%	177 69%TTx	88 71%x	14 73%	707 60%	13 39%	279 68%TTx	101 58%	540 65%C	290 58%
Agree strongly	(5)	496 30%qr	459 31%	35 24%	369 32%f	20 36%	37 30%	46 23%	43 27%	34 28%	1 23%	126 28%	17 24%	72 36%qr	94 31%qr	101 31%qr	114 37%kqr	57 29%qr	13 13%	8 12%	21 30%qr	61 31%	92 36%	48 39%	7 36%	351 30%	3 8%	143 35%	46 27%	274 33%	148 30%
Agree slightly	(4)	503 31%	450 31%	47 33%	340 29%	18 34%	47 38%	65 33%	58 36%	42 35%	1 28%	162 35%c	22 31%	62 31%	85 28%	106 33%	99 32%	54 28%	35 36%	24 37%	16 24%	64 33%	85 33%	40 33%	7 37%	357 30%	10 31%	136 33%	55 32%	265 32%	142 29%
Neither agree nor disagree	(3)	191 12%	161 11%	21 15%	137 12%	7 13%	7 6%	26 13%	23 14%e	13 11%	2 50%	52 11%	12 17%	19 9%	39 13%	33 10%	29 9%	21 11%	11 11%	19 30%Tlmnopqs	9 13%	18 9%	24 9%	12 10%	2 13%	146 12%	8 24%	38 9%	31 18%TBC	86 10%	46 9%
Disagree slightly	(2)	273 17%	246 17%	23 16%	201 17%	7 12%	17 14%	41 21%	22 13%	19 15%	- -	72 16%	12 17%	27 14%	53 18%	52 16%	49 16%	36 19%	19 20%	8 13%	16 23%	27 14%	32 12%	13 11%	2 10%	213 18%z	7 20%	53 13%	22 13%	133 16%	94 19%
Disagree strongly	(1)	167 10%	147 10%	17 12%	124 11%	3 5%	15 12%	18 9%	17 10%	13 11%	- -	43 9%	9 12%	19 10%	30 10%	31 10%	21 7%	26 13%o	19 20%Tlmno	5 8%	7 10%	26 13%	24 9%	11 9%	1 4%	119 10%	6 18%	43 10%	18 11%	70 8%	67 14%B
NET: Disagree		441 27%	393 27%	40 28%	325 28%	10 17%	32 26%	59 30%	39 24%	32 26%	- -	115 25%	21 28%	47 23%	83 28%	84 26%	71 23%	62 32%o	39 40%Tlnor	13 21%	23 33%	53 27%	56 22%	24 19%	3 15%	332 28%	12 38%	96 23%	41 23%	203 24%	162 32%TAB
Mean		3.54q	3.57	3.42	3.54	3.83	3.61	3.41	3.55	3.53	3.73	3.56	3.38	3.70q	3.53q	3.60q	3.75Tkpqr	3.41	3.03	3.33	3.41	3.55	3.73x	3.82x	3.89	3.51	2.91	3.69x	3.51	3.65C	3.42
Standard deviation		1.34	1.35	1.33	1.36	1.21	1.36	1.30	1.30	1.34	0.91	1.30	1.33	1.34	1.35	1.33	1.28	1.42	1.38	1.10	1.39	1.40	1.32	1.29	1.16	1.34	1.26	1.34	1.30	1.31	1.43
Standard error		0.03	0.03	0.11	0.04	0.17	0.12	0.09	0.10	0.13	0.35	0.06	0.14	0.09	0.07	0.07	0.07	0.11	0.15	0.14	0.16	0.10	0.08	0.12	0.25	0.04	0.22	0.06	0.09	0.04	0.07

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: 20th to 22nd October 2023

Absolutes/col percents

Table 69

Q17. To what extent do you agree or disagree that this description of the price:
A. £32 a month, to increase by £3 a month from April 2024 - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		999	310	668	788	735	54	133	709	532	177	290	253	746	449	460
		61%aj	55%	65%a	63%	62%	65%	59%	64%j	66%Tj	59%	55%	64%	60%	61%	65%
Agree strongly	(5)	496	152	338	397	371	26	65	371	294	76	126	122	374	222	231
		30%j	27%	33%a	32%	31%	32%	29%	33%ij	36%Tij	25%	24%	31%	30%	30%	33%
Agree slightly	(4)	503	158	330	391	364	27	68	339	238	101	164	132	371	227	229
		31%	28%	32%	31%	31%	33%	30%	31%	29%	34%	31%	33%	30%	31%	32%
Neither agree nor disagree		191	69	109	136	121	14	31	115	73	42	76	30	161	93	76
	(3)	12%k	12%	11%	11%	10%	17%	14%	10%	9%	14%h	15%gh	8%	13%k	13%	11%
Disagree slightly	(2)	273	103	169	204	191	13	38	167	112	54	107	63	210	123	110
		17%	18%	16%	16%	16%	15%	17%	15%	14%	18%	20%gh	16%	17%	17%	16%
Disagree strongly	(1)	167	80	87	133	130	2	23	117	91	26	50	46	121	77	63
		10%e	14%Tb	8%	11%e	11%e	3%	10%	11%	11%	9%	10%	12%	10%	10%	9%
NET: Disagree		441	183	256	336	321	15	61	284	203	80	157	110	331	200	174
		27%	33%Tb	25%	27%	27%	18%	27%	26%	25%	27%	30%	28%	27%	27%	24%
Mean		3.54aj	3.35	3.64a	3.57	3.56	3.75	3.51	3.61j	3.66j	3.49	3.40	3.56	3.54	3.53	3.64
Standard deviation		1.34	1.41	1.31	1.35	1.37	1.14	1.34	1.36	1.38	1.28	1.31	1.38	1.33	1.34	1.32
Standard error		0.03	0.06	0.04	0.04	0.04	0.12	0.09	0.04	0.05	0.07	0.06	0.07	0.04	0.05	0.05

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 70

Q17. To what extent do you agree or disagree that this description of the price:
B. £32 a month until March 2024, then £35 a month until March 2025 - Summary
Base: All currently paying for a fixed broadband service

		Summary	
		Makes it easy to understand how much you will be paying each month	Makes it easy to understand how much you would pay in total over the 18 months of the contract
Unweighted base		1680	1680
Weighted base		1631	1631
NET: Agree		1425 87%	1217 75%
Agree strongly	(5)	923 57%	697 43%
Agree slightly	(4)	502 31%	520 32%
Neither agree nor disagree	(3)	129 8%	165 10%
Disagree slightly	(2)	56 3%	179 11%
Disagree strongly	(1)	21 1%	70 4%
NET: Disagree		77 5%	249 15%
Mean		4.38	3.98
Standard deviation		0.87	1.16
Standard error		0.02	0.03

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 71

Q17. To what extent do you agree or disagree that this description of the price:
B. £32 a month until March 2024, then £35 a month until March 2025 - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)	Social Grade: AB (m)	Social Grade: C1 (n)	Social Grade: C2 (o)	Social Grade: DE (p)	Social Grade: ABC1 (q)	Social Grade: C2DE (r)	Urban/Rural: Urban (s)	Urban/Rural: Rural (t)
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329
NET: Agree		1425 87%cdj G	693 86%	728 89%a	80 76%	199 80%	221 83%	280 90%cde j	248 93%Tcd ejk	288 93%Tcd ejk	110 90%cdj	279 79%	500 87%cdj	646 92%Tcd ejk	388 87%	416 89%	273 88%	347 86%	804 88%	621 87%	1132 87%	293 89%
Agree strongly	(5)	923 57%dj	460 57%	460 56%	49 46%	100 40%	135 51%dj	183 59%dj	174 65%Tcd ejk	208 67%Tcd efjk	74 61%cdj	148 42%	318 55%dj	456 65%Tcd ejk	242 54%	269 57%	191 61%	221 55%	511 56%	412 58%	734 56%	189 57%
Agree slightly	(4)	502 31%	234 29%	268 33%	31 30%	99 40%Tgh ikl	85 32%	97 31%	74 28%	80 26%	35 29%	131 37%ghl	182 31%	189 27%	146 33%	147 31%	82 26%	127 31%	293 32%	209 29%	398 31%	105 32%
Neither agree nor disagree	(3)	129 8%ghl	78 10%b	52 6%	17 17%Tfg hikl	31 12%Tfg hl	30 11%ghl	21 7%	11 4%	12 4%	7 6%	48 14%Tfgh ikl	51 9%ghl	30 4%	35 8%	33 7%	24 8%	38 9%	67 7%	62 9%	112 9%	18 5%
Disagree slightly	(2)	56 3%	27 3%	27 3%	8 7%ghl	11 4%	14 5%hl	8 3%	6 2%	5 2%	4 3%	19 5%hl	22 4%	15 2%	18 4%	15 3%	12 4%	11 3%	33 4%	23 3%	43 3%	13 4%
Disagree strongly	(1)	21 1%	12 2%	8 1%	- -	9 3%Tekl	1 *	3 1%	3 1%	3 1%	2 1%	9 2%	5 1%	7 1%	6 1%	5 1%	2 1%	7 2%	12 1%	9 1%	16 1%	5 2%
NET: Disagree		77 5%DI	40 5%	35 4%	8 7%	20 8%ghl	15 6%	12 4%	9 3%	8 3%	5 4%	27 8%Tghl	27 5%	22 3%	24 5%	20 4%	14 5%	18 4%	45 5%	32 4%	59 5%	18 5%
Mean		4.38cd jG	4.36	4.40	4.15	4.08	4.27dj	4.44cd ej	4.53Tc dejk	4.57Tc dejk	4.45cd j	4.10	4.36cd j	4.54Tc dejk	4.34	4.40	4.44	4.34	4.37	4.39	4.38	4.40
Standard deviation		0.87	0.90	0.83	0.96	1.00	0.90	0.82	0.77	0.74	0.84	0.99	0.86	0.77	0.89	0.85	0.85	0.89	0.87	0.87	0.87	0.87
Standard error		0.02	0.03	0.03	0.10	0.07	0.05	0.05	0.04	0.04	0.07	0.06	0.04	0.03	0.04	0.04	0.05	0.04	0.03	0.03	0.02	0.05

		Country: England (u)	Country: Scotland (v)	Country: Wales (w)	Country: Northern Ireland (x)	Region: Scotland (y)	Region: North East (z)	Region: North West (A)	Region: Yorkshire & Humberside (B)	Region: West Midlands (C)	Region: East Midlands (D)	Region: Wales (E)	Region: Eastern (F)	Region: London (G)	Region: South East (H)	Region: South West (I)	Region: Northern Ireland (J)
Unweighted base		1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		1188 87%	119 88%	73 84%	45 89%	119 88%	62 88%	167 90%G	123 90%G	119 87%	109 91%G	73 84%	138 85%	159 82%	181 86%	129 92%G	45 89%
Agree strongly	(5)	759 56%	82 61%	53 61%	28 57%	82 61%	42 59%	114 61%F	75 55%	76 55%	73 61%	53 61%	79 49%	99 51%	114 54%	87 62%F	28 57%
Agree slightly	(4)	428 32%	37 28%	20 23%	16 32%	37 28%	20 29%	53 29%	48 35%	43 31%	35 30%	20 23%	59 36%	60 31%	67 32%	42 30%	16 32%
Neither agree nor disagree	(3)	105 8%	14 10%	6 7%	4 9%	14 10%	2 3%	10 5%	9 6%	13 9%	10 8%	6 7%	14 8%	20 10%	19 9%	10 7%	4 9%
Disagree slightly	(2)	48 4%	2 2%	6 7%	- -	2 2%	6 8%CDI	8 4%D	4 3%	2 2%	- -	6 7%DI	6 4%	12 6%DI	10 5%D	1 1%	- -
Disagree strongly	(1)	17 1%	- -	3 3%	1 2%	- -	1 2%	1 1%	1 1%	3 2%	1 1%	3 3%	5 3%	5 2%	1 1%	- -	1 2%
NET: Disagree		65 5%	2 2%	8 10%v	1 2%	2 2%	7 10%yDI	9 5%	4 3%	5 4%	1 1%	8 10%yDI	11 7%DI	16 8%yDI	11 5%DI	1 1%	1 2%
Mean		4.37	4.47	4.32	4.43	4.47G	4.35	4.46FG	4.42	4.36	4.51FG	4.32	4.24	4.22	4.34	4.53FG H	4.43
Standard deviation		0.87	0.75	1.05	0.79	0.75	0.99	0.82	0.77	0.89	0.70	1.05	0.96	1.01	0.87	0.67	0.79
Standard error		0.02	0.07	0.11	0.11	0.07	0.12	0.06	0.06	0.07	0.06	0.11	0.07	0.07	0.06	0.06	0.11

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**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 72

Q17. To what extent do you agree or disagree that this description of the price:
B. £32 a month until March 2024, then £35 a month until March 2025 - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband 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 £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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		1425 87%bfrA	1304 89%b	103 72%	1029 88%ef	47 86%	100 80%	160 81%	138 85%	114 94%efgj	3 77%	392 86%	62 86%r	172 87%r	256 85%r	288 89%r	287 92%Tmr	170 88%r	93 94%mr	37 58%	59 86%r	171 87%	234 91%	107 86%	19 100%	1036 87%	22 66%	367 89%	138 80%	743 90%A	449 90%A
Agree strongly	(5)	923 57%bfjr	854 58%b	59 41%	692 59%fgj	30 55%	62 50%	84 43%	79 49%	68 56%f	1 23%	230 50%	39 55%r	123 62%r	164 55%r	188 58%r	187 60%r	110 57%r	59 60%r	15 24%	37 54%r	107 54%	150 58%	74 60%	10 52%	670 57%	12 38%	240 58%	90 52%	486 59%	295 59%
Agree slightly	(4)	502 31%	451 31%	44 31%	337 29%	17 31%	38 31%	76 38%Tc	59 36%	46 38%	2 54%	163 36%c	23 31%	50 25%	92 31%	100 31%	100 32%	60 31%	33 34%	22 34%	22 32%	65 33%	84 33%	32 26%	9 48%	366 31%	9 28%	127 31%	48 28%	256 31%	154 31%
Neither agree nor disagree	(3)	129 8%	100 7%	25 17%Ta	90 8%	7 12%	11 9%	20 10%	17 10%	5 4%	- -	39 9%	8 11%q	11 5%	31 10%oq	23 7%	17 5%	13 7%	3 3%	18 28%Tklm nopqs	8 11%	17 8%	14 5%	8 7%	- -	97 8%	7 20%	26 6%	22 13%TBC	55 7%	26 5%
Disagree slightly	(2)	56 3%	44 3%	11 8%Ta	38 3%	1 2%	10 8%Tch	11 6%	5 3%	2 1%	1 23%	17 4%	1 2%	11 5%o	12 4%	9 3%	5 2%	8 4%	3 3%	5 9%o	1 2%	8 4%	4 1%	5 4%	- -	38 3%	3 11%	14 3%	8 5%	23 3%	18 4%
Disagree strongly	(1)	21 1%	16 1%	4 3%	13 1%	- -	4 3%	5 3%	2 1%	- -	- -	7 2%	1 2%	5 3%	2 1%	4 1%	2 1%	2 1%	- -	3 5%Tmnoq	1 1%	1 1%	5 2%	3 3%	- -	14 1%	1 3%	5 1%	5 3%	8 1%	4 1%
NET: Disagree		77 5%	60 4%	15 10%Ta	52 4%	1 2%	13 11%Tch	16 8%Tch	7 4%	2 1%	1 23%	24 5%	2 3%	16 8%o	13 4%	13 4%	8 3%	10 5%	3 3%	9 14%Tkmnoq	2 3%	9 5%	9 3%	8 7%	- -	52 4%	5 14%	20 5%	13 7%B	31 4%	22 4%
Mean		4.38bef rA	4.42b	4.01	4.41efj	4.38	4.17	4.13	4.28	4.49ef	3.77	4.30	4.36r	4.38r	4.35r	4.42r	4.49r	4.38r	4.52r	3.64	4.35r	4.35	4.44	4.37	4.52	4.38	3.86	4.41	4.22	4.44A	4.44A
Standard deviation		0.87	0.83	1.07	0.85	0.78	1.07	0.99	0.88	0.65	1.18	0.89	0.86	1.00	0.86	0.83	0.75	0.87	0.69	1.10	0.84	0.85	0.83	0.97	0.51	0.86	1.15	0.86	1.02	0.81	0.82
Standard error		0.02	0.02	0.09	0.02	0.11	0.10	0.07	0.07	0.06	0.45	0.04	0.09	0.07	0.05	0.04	0.04	0.07	0.08	0.14	0.10	0.06	0.05	0.09	0.11	0.02	0.20	0.04	0.07	0.03	0.04

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: 20th to 22nd October 2023

Absolutes/col percents

Table 73

Q17. To what extent do you agree or disagree that this description of the price:
B. £32 a month until March 2024, then £35 a month until March 2025 - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

		Total (T)	Contract Type: Broadband only (a)	Contract Type: Bundled (b)	Contract status: Total in-contract (c)	Contract status: Fixed (d)	Contract status: 30 day rolling (e)	Contract status: Out of contract (f)	Awareness of price increase: Total aware (g)	Awareness of price increase: Aware CAN increase (h)	Awareness of price increase: Aware CANNOT increase (i)	Awareness of price increase: Not aware (j)	Took out current contract in the last 6 months: Yes (k)	Took out current contract in the last 6 months: No (l)	With ILPVT provider: Yes (m)	With ILPVT provider: No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		1425	486	920	1117	1048	69	190	977	731	246	448	361	1064	636	630
		87%i	87%	89%	89%	89%	84%	85%	88%i	90%Tij	82%	86%	92%Tl	86%	86%	89%
Agree strongly	(5)	923	318	594	727	688	39	126	642	489	153	280	247	676	414	404
		57%	57%	57%	58%	58%	47%	56%	58%	60%ij	51%	54%	63%Tl	55%	56%	57%
Agree slightly	(4)	502	168	326	390	359	30	64	334	242	93	168	115	387	223	226
		31%	30%	32%	31%	31%	37%	28%	30%	30%	31%	32%	29%	31%	30%	32%
Neither agree nor disagree		129	45	71	81	74	8	26	78	41	37	51	17	112	67	51
	(3)	8%hk	8%	7%	6%	6%	9%	12%cd	7%	5%	12%Tgh	10%h	4%	9%k	9%	7%
Disagree slightly	(2)	56	22	33	47	43	4	4	40	30	10	16	10	46	27	23
		3%	4%	3%	4%	4%	5%	2%	4%	4%	3%	3%	3%	4%	4%	3%
Disagree strongly	(1)	21	9	9	15	13	2	4	14	7	7	7	5	16	12	6
		1%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	2%	1%
NET: Disagree		77	31	42	61	56	6	9	54	37	17	23	15	62	39	29
		5%	5%	4%	5%	5%	7%	4%	5%	5%	6%	4%	4%	5%	5%	4%
Mean		4.38i	4.36	4.41	4.40	4.42	4.22	4.35	4.40i	4.45ij	4.25	4.34	4.50Tl	4.34	4.35	4.41
Standard deviation		0.87	0.90	0.83	0.86	0.85	0.94	0.90	0.86	0.82	0.96	0.88	0.80	0.88	0.90	0.82
Standard error		0.02	0.04	0.03	0.02	0.02	0.10	0.06	0.03	0.03	0.06	0.04	0.04	0.02	0.03	0.03

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 74

Q17. To what extent do you agree or disagree that this description of the price:
B. £32 a month until March 2024, then £35 a month until March 2025 - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

		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)
		Gender			Age									
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698
NET: Agree		1217 75%cdj	602 74%	612 75%	64 61%	152 61%	186 70%dj	242 78%cdj	216 81%Tcd ej	263 85%Tcd efjk	94 77%cdj	215 61%	429 74%cdj	573 82%Tcd ejk
Agree strongly	(5)	697 43%dej F	334 41%	360 44%	36 34%	71 28%	94 35%	141 45%dej	132 49%cde jk	162 53%Tcd ejk	61 50%cde j	107 30%	234 41%dj	355 51%Tcd ejk
Agree slightly	(4)	520 32%	268 33%	251 31%	28 26%	80 32%	93 35%	101 32%	84 31%	101 33%	34 28%	108 30%	194 34%	218 31%
Neither agree nor disagree	(3)	165 10%l	75 9%	88 11%	27 26%Tde fghikl	34 13%fgh l	33 13%fghl	22 7%	16 6%	19 6%	13 11%	61 17%Tfgh kl	55 9%	49 7%
Disagree slightly	(2)	179 11%hl	99 12%	80 10%	14 14%h	41 16%Tgh il	36 14%hl	36 12%hl	24 9%	16 5%	10 8%	55 16%Tgh l	73 13%hl	51 7%
Disagree strongly	(1)	70 4%	35 4%	35 4%	- -	23 9%Tcef ghkl	10 4%	12 4%	11 4%	10 3%	4 4%	23 7%cl	22 4%	25 4%
NET: Disagree		249 15%hl	134 16%	115 14%	14 14%	64 26%Tce fghikl	46 17%hl	48 16%h	35 13%	26 9%	15 12%	79 22%Tgh il	95 16%hl	76 11%
Mean		3.98dj F	3.95	4.01	3.81	3.54	3.84dj	4.03dj	4.13cd ejk	4.26Tc defjk	4.11de j	3.62	3.95dj	4.19Tc dejk
Standard deviation		1.16	1.17	1.15	1.06	1.31	1.16	1.16	1.13	1.01	1.12	1.25	1.16	1.08
Standard error		0.03	0.04	0.04	0.11	0.09	0.07	0.07	0.07	0.06	0.09	0.07	0.05	0.04

		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)
		Social Grade						Urban/Rural		Country			
Unweighted base		481	521	268	410	1002	678	1343	337	1414	120	93	53
Weighted base		447	469	311	404	916	715	1302	329	1358	136*	87*	50*
NET: Agree		314 70%	354 75%	239 77%	310 77%	668 73%	549 77%m	967 74%	250 76%	1012 74%	104 77%	67 77%	35 69%
Agree strongly	(5)	171 38%	209 44%	138 44%	180 45%	379 41%	318 44%	548 42%	149 45%	576 42%	57 42%	45 51%	19 39%
Agree slightly	(4)	143 32%	146 31%	101 33%	130 32%	289 32%	231 32%	419 32%	101 31%	436 32%	47 34%	22 25%	15 30%
Neither agree nor disagree	(3)	56 13%	41 9%	26 8%	42 10%	97 11%	67 9%	139 11%	25 8%	137 10%	12 9%	8 9%	8 15%
Disagree slightly	(2)	54 12%p	62 13%pr	33 11%	30 8%	116 13%pr	63 9%	142 11%	37 11%	151 11%	17 12%	7 8%	4 7%
Disagree strongly	(1)	23 5%	12 3%	13 4%	22 5%	35 4%	35 5%	54 4%	16 5%	58 4%	3 2%	5 6%	4 8%
NET: Disagree		77 17%	74 16%	46 15%	52 13%	151 16%	98 14%	196 15%	54 16%	209 15%	20 15%	12 14%	8 15%
Mean		3.86	4.02	4.02	4.03	3.94	4.03m	3.97	4.00	3.97	4.02	4.08	3.85
Standard deviation		1.20	1.14	1.16	1.16	1.17	1.16	1.16	1.20	1.16	1.11	1.21	1.25
Standard error		0.05	0.05	0.07	0.06	0.04	0.04	0.03	0.07	0.03	0.10	0.13	0.17

		Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
		Region											
Unweighted base		120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		104 77%	59 83%F	144 77%	101 74%	101 74%	96 80%F	67 77%	110 68%	136 70%	156 74%	108 77%	35 69%
Agree strongly	(5)	57 42%	34 48%F	89 48%F	53 39%	61 44%F	61 51%F	45 51%F	49 30%	78 40%	97 46%F	56 40%	19 39%
Agree slightly	(4)	47 34%	25 36%	55 30%	48 36%	41 30%	35 29%	22 25%	61 38%	58 30%	60 28%	52 37%	15 30%
Neither agree nor disagree	(3)	12 9%	3 4%	12 6%	13 9%	13 10%	10 9%	8 9%	17 10%	24 13%	27 13%	18 13%	8 15%
Disagree slightly	(2)	17 12%	8 11%	24 13%	16 12%	15 11%	9 8%	7 8%	22 14%	24 12%	22 11%	11 8%	4 7%
Disagree strongly	(1)	3 2%	1 2%	6 3%	6 5%	8 6%	4 4%	5 6%	13 8%Hl	11 6%	5 3%	3 2%	4 8%
NET: Disagree		20 15%	9 12%	30 16%	23 17%	23 17%	14 11%	12 14%	35 22%DHl	35 18%	27 13%	14 10%	8 15%
Mean		4.02F	4.17F	4.05F	3.91	3.96	4.15F	4.08F	3.69	3.86	4.04F	4.05F	3.85
Standard deviation		1.11	1.04	1.17	1.17	1.22	1.10	1.21	1.25	1.23	1.11	1.01	1.25
Standard error		0.10	0.13	0.08	0.10	0.10	0.10	0.13	0.10	0.09	0.08	0.08	0.17

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: 20th to 22nd October 2023

Absolutes/col percents

Table 75

Q17. To what extent do you agree or disagree that this description of the price:
B. £32 a month until March 2024, then £35 a month until March 2025 - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband 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 £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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		1217 75%fr	1105 75%	96 67%	884 76%f	40 73%	85 69%	132 67%	116 71%	92 76%	3 63%	330 72%	52 72%	158 79%r	228 76%r	233 72%r	253 81%Tnqr	142 73%r	67 68%	37 58%	49 71%	149 76%	210 82%TTx	98 79%	18 96%	870 73%	20 60%	328 79%x	119 69%	648 78%A	365 73%
Agree strongly	(5)	697 43%fr	640 44%	50 35%	517 44%f	27 50%f	54 43%	63 32%	63 39%	47 39%	1 23%	179 39%	35 49%r	97 49%qr	129 43%r	141 43%r	145 46%r	78 40%r	34 35%	13 20%	26 38%r	91 46%	129 50%TTx	61 49%	9 50%	486 41%	9 27%	202 49%TTx	72 42%	386 47%C	201 40%
Agree slightly	(4)	520 32%	465 32%	46 32%	367 31%	13 23%	32 25%	69 35%	53 33%	45 37%	2 40%	151 33%	17 23%	60 30%	99 33%	92 28%	108 35%	64 33%	33 34%	24 38%	22 33%	58 30%	81 32%	37 30%	9 46%	383 32%	11 33%	126 31%	47 27%	263 32%	164 33%
Neither agree nor disagree	(3)	165 10%q	135 9%	24 17%Ta	114 10%	9 16%	10 8%	28 14%	19 12%	12 10%	1 14%	50 11%	8 11%	17 8%	32 11%q	39 12%q	24 8%	20 10%	3 3%	17 26%Tklmn opqs	6 8%	15 8%	20 8%	11 9%	- -	126 11%	6 18%	32 8%	24 14%C	79 10%	39 8%
Disagree slightly	(2)	179 11%uu	161 11%	17 12%	119 10%	6 11%	22 18%c	31 16%c	25 15%	13 11%	1 23%	59 13%	7 10%	14 7%	32 11%	41 13%	25 8%	21 11%	19 20%Tlmo	8 13%	11 16%l	23 11%u	14 5%	8 7%	1 4%	138 12%u	7 22%	33 8%	20 11%	79 9%	61 12%
Disagree strongly	(1)	70 4%	64 4%	6 4%	54 5%	- -	7 6%	7 3%	3 2%	4 3%	- -	16 3%	5 7%	10 5%	8 3%	11 3%	10 3%	11 6%	9 9%mno	2 3%	3 5%	10 5%	12 5%	7 6%	- -	51 4%	- -	19 5%	10 6%	23 3%	32 6%B
NET: Disagree		249 15%uu	225 15%	23 16%	173 15%	6 11%	29 23%Tc	37 19%	28 17%	17 14%	1 23%	75 17%	12 17%	25 12%	40 13%	52 16%	35 11%	32 16%	28 29%Tlmnop	10 16%	15 21%o	33 17%	26 10%	15 12%	1 4%	189 16%u	7 22%	53 13%	30 17%	101 12%	94 19%B
Mean		3.98fqr	3.99	3.82	4.00f	4.12	3.83	3.77	3.91	3.97	3.63	3.92	3.97	4.11qr	4.02qr	3.96r	4.13qr	3.92	3.65	3.59	3.83	4.00	4.18TTx	4.11	4.41	3.94	3.64	4.11x	3.87	4.10TAC	3.89
Standard deviation		1.16	1.17	1.16	1.17	1.06	1.31	1.16	1.13	1.11	1.21	1.15	1.28	1.15	1.10	1.17	1.07	1.20	1.37	1.05	1.24	1.21	1.09	1.16	0.73	1.17	1.12	1.14	1.23	1.09	1.24
Standard error		0.03	0.03	0.10	0.03	0.15	0.12	0.08	0.08	0.10	0.46	0.05	0.14	0.08	0.06	0.06	0.06	0.09	0.15	0.13	0.15	0.09	0.07	0.10	0.16	0.03	0.19	0.06	0.09	0.04	0.06

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: 20th to 22nd October 2023

Absolutes/col percents

Table 76

Q17. To what extent do you agree or disagree that this description of the price:
B. £32 a month until March 2024, then £35 a month until March 2025 - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		1217	393	801	949	892	56	163	859	633	226	358	304	913	552	543
		75%aj	70%	78%a	75%	76%	68%	73%	77%j	78%j	75%	69%	77%	74%	74%	77%
Agree strongly	(5)	697	219	470	546	513	34	96	511	388	122	187	172	525	314	320
		43%j	39%	46%a	43%	44%	41%	43%	46%j	48%TJ	41%	36%	44%	42%	42%	45%
Agree slightly	(4)	520	174	331	402	379	23	67	348	245	103	172	132	388	239	223
		32%	31%	32%	32%	32%	28%	30%	31%	30%	34%	33%	34%	31%	32%	31%
Neither agree nor disagree		165	57	97	119	103	17	25	98	59	39	66	39	126	79	69
	(3)	10%h	10%	9%	9%	9%	20%Tcd	11%	9%	7%	13%gh	13%gh	10%	10%	11%	10%
Disagree slightly	(2)	179	74	105	140	132	8	24	103	83	20	76	35	144	82	67
		11%	13%	10%	11%	11%	10%	11%	9%	10%	7%	15%Tghi	9%	12%	11%	9%
Disagree strongly	(1)	70	39	30	52	50	2	13	48	34	14	22	14	56	29	31
		4%	7%Tb	3%	4%	4%	2%	6%	4%	4%	5%	4%	4%	5%	4%	4%
NET: Disagree		249	113	135	192	182	10	37	151	117	34	98	50	200	110	97
		15%	20%Tb	13%	15%	15%	12%	16%	14%	14%	11%	19%gi	13%	16%	15%	14%
Mean		3.98aj	3.82	4.07a	3.99	4.00	3.94	3.93	4.06j	4.08j	4.00j	3.81	4.05	3.95	3.98	4.04
Standard deviation		1.16	1.27	1.10	1.16	1.16	1.10	1.22	1.15	1.16	1.11	1.19	1.11	1.18	1.15	1.15
Standard error		0.03	0.05	0.03	0.03	0.03	0.12	0.08	0.03	0.04	0.06	0.05	0.06	0.03	0.04	0.04

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 77

Q17. To what extent do you agree or disagree that this description of the price:
C. £32 a month for the first six months, then £35 a month for the remaining 12 months - Summary
Base: All currently paying for a fixed broadband service

		Summary	
		Makes it easy to understand how much you will be paying each month	Makes it easy to understand how much you would pay in total over the 18 months of the contract
Unweighted base		1680	1680
Weighted base		1631	1631
NET: Agree		1416 87%	1191 73%
Agree strongly	(5)	905 55%	697 43%
Agree slightly	(4)	511 31%	494 30%
Neither agree nor disagree	(3)	135 8%	184 11%
Disagree slightly	(2)	54 3%	177 11%
Disagree strongly	(1)	26 2%	79 5%
NET: Disagree		80 5%	256 16%
Mean		4.36	3.95
Standard deviation		0.89	1.19
Standard error		0.02	0.03

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 78

Q17. To what extent do you agree or disagree that this description of the price:
C. £32 a month for the first six months, then £35 a month for the remaining 12 months - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698
NET: Agree		1416 87%ejG	689 85%	724 89%a	85 80%	204 82%	211 79%	276 88%ej	247 92%Tcd ejk	283 92%Tcd ejk	110 90%cde j	289 81%	487 84%	641 92%Tcd ejk
Agree strongly	(5)	905 55%dj	444 55%	458 56%	51 49%	108 43%	130 49%	184 59%dej	170 63%Tcd ejk	189 61%dej	73 60%dej	159 45%	314 54%dj	432 62%Tcd ejk
Agree slightly	(4)	511 31%	245 30%	265 33%	33 32%	96 39%Tfg kl	82 31%	92 29%	77 29%	94 30%	37 31%	129 36%	173 30%	208 30%
Neither agree nor disagree	(3)	135 8%gil	71 9%	63 8%	15 15%ghi l	29 12%ghi l	37 14%Tfgh il	23 8%	11 4%	16 5%	4 3%	44 12%Tgh il	60 10%ghil	31 4%
Disagree slightly	(2)	54 3%	32 4%	21 3%	3 3%	9 4%	15 6%ghl	11 3%	5 2%	7 2%	5 4%	12 3%	25 4%	16 2%
Disagree strongly	(1)	26 2%	18 2%	7 1%	3 2%	7 3%	3 1%	2 1%	5 2%	3 1%	4 3%	10 3%	5 1%	11 2%
NET: Disagree		80 5%	50 6%b	29 4%	5 5%	16 7%	18 7%	13 4%	10 4%	9 3%	8 7%	22 6%	31 5%	27 4%
Mean		4.36de j	4.31	4.41	4.21	4.16	4.20	4.42de j	4.50Tc dejk	4.49Tc dejk	4.41dj	4.17	4.32dj	4.48Tc dejk
Standard deviation		0.89	0.95	0.81	0.96	0.97	0.95	0.83	0.81	0.77	0.94	0.96	0.90	0.81
Standard error		0.02	0.03	0.03	0.10	0.06	0.06	0.05	0.05	0.04	0.08	0.05	0.04	0.03

		Social Grade: AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban/Rural: Urban (s)	Rural (t)	Country: Englan d (u)	Scot-land (v)	Wales (w)	North-ern Ire-land (x)
Unweighted base		481	521	268	410	1002	678	1343	337	1414	120	93	53
Weighted base		447	469	311	404	916	715	1302	329	1358	136*	87*	50*
NET: Agree		391 87%	404 86%	280 90%	341 84%	795 87%	621 87%	1130 87%	286 87%	1175 87%	121 90%	74 85%	45 91%
Agree strongly	(5)	236 53%	263 56%	183 59%	223 55%	500 55%	405 57%	726 56%	179 55%	750 55%	77 57%	53 61%	25 51%
Agree slightly	(4)	154 35%	141 30%	98 31%	118 29%	295 32%	216 30%	404 31%	107 33%	425 31%	45 33%	22 25%	20 40%
Neither agree nor disagree	(3)	30 7%	41 9%	19 6%	45 11%mo	71 8%	64 9%	115 9%	20 6%	118 9%	10 7%	5 5%	2 5%
Disagree slightly	(2)	17 4%	19 4%	9 3%	8 2%	36 4%	17 2%	38 3%	16 5%	42 3%	4 3%	5 6%	2 5%
Disagree strongly	(1)	9 2%	6 1%	3 1%	9 2%	14 2%	12 2%	19 1%	7 2%	23 2%	- -	3 3%	- -
NET: Disagree		26 6%	25 5%	12 4%	17 4%	50 6%	29 4%	57 4%	23 7%	65 5%	4 3%	8 9%	2 5%
Mean		4.33	4.36	4.44	4.33	4.34	4.38	4.37	4.33	4.35	4.43	4.33	4.37
Standard deviation		0.91	0.89	0.81	0.92	0.90	0.87	0.87	0.94	0.89	0.76	1.05	0.79
Standard error		0.04	0.04	0.05	0.05	0.03	0.03	0.02	0.05	0.02	0.07	0.11	0.11

		Region: 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		120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		121 90%G	64 90%	167 90%FG	117 86%	120 88%	106 89%	74 85%	132 81%	155 80%	188 89%FG	126 90%FG	45 91%
Agree strongly	(5)	77 57%	39 56%	114 61%H	77 56%	81 59%	69 58%	53 61%	82 50%	106 54%	103 49%	79 56%	25 51%
Agree slightly	(4)	45 33%	25 35%	53 28%	41 30%	39 28%	37 31%	22 25%	50 31%	49 25%	85 40%TAC EG	47 34%	20 40%
Neither agree nor disagree	(3)	10 7%	4 5%	10 5%	10 8%	10 7%	10 8%	5 5%	22 14%TAH	27 14%TAH	14 7%	12 8%	2 5%
Disagree slightly	(2)	4 3%	2 3%	6 3%	5 4%	3 2%	3 2%	5 6%	5 3%	9 4%	7 3%	3 2%	2 5%
Disagree strongly	(1)	- -	1 2%	3 2%	4 3%	4 3%	2 1%	3 3%l	3 2%	4 2%	2 1%	- -	- -
NET: Disagree		4 3%	3 4%	9 5%	9 7%	7 5%	4 3%	8 9%l	9 5%	13 7%	9 4%	3 2%	2 5%
Mean		4.43	4.40	4.44	4.33	4.39	4.42	4.33	4.24	4.25	4.33	4.44	4.37
Standard deviation		0.76	0.85	0.87	0.96	0.93	0.83	1.05	0.95	1.00	0.82	0.73	0.79
Standard error		0.07	0.10	0.06	0.08	0.08	0.07	0.11	0.07	0.07	0.06	0.06	0.11

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**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 79

Q17. To what extent do you agree or disagree that this description of the price:
C. £32 a month for the first six months, then £35 a month for the remaining 12 months - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband 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 £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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		1416 87%br	1288 88%b	111 78%	1024 87%f	44 80%	105 84%	160 82%	140 86%	107 88%	5 100%	388 85%	63 87%r	176 88%r	249 83%r	296 91%Tmrs	278 89%r	173 89%r	86 88%r	39 62%	56 82%r	168 85%	225 88%	106 85%	17 88%	1032 87%	23 70%	361 87%	142 82%	736 89%A	443 89%A
Agree strongly	(5)	905 55%bfgrs	839 57%b	57 40%	675 58%fgj	29 53%	59 48%	79 40%	74 46%	75 62%fg	3 58%	228 50%f	41 56%r	121 61%rs	154 51%r	200 62%mrs	173 55%r	110 57%r	58 60%rs	20 31%	29 42%	118 60%	143 56%	83 68%TTx	11 57%	651 55%	15 47%	238 58%	86 49%	485 59%A	286 58%
Agree slightly	(4)	511 31%vv	448 31%	54 38%	349 30%	15 27%	45 37%	82 42%Tch	66 41%Tch	32 27%	2 42%	160 35%	22 30%	55 28%	95 32%	97 30%	105 34%	63 32%	28 29%	19 30%	28 40%	50 26%	82 32%v	22 18%	6 31%	381 32%v	8 23%	123 30%v	57 33%	251 30%	156 31%
Neither agree nor disagree	(3)	135 8%	110 8%	20 14%a	90 8%	7 13%	8 6%	23 12%	16 10%	11 9%	- -	46 10%	8 10%	10 5%	28 9%	18 6%	25 8%	13 7%	5 6%	19 31%Tklm nopqs	8 12%	19 9%	20 8%	12 10%	* 2%	98 8%	8 24%	29 7%	14 8%	59 7%	34 7%
Disagree slightly	(2)	54 3%	46 3%	8 5%	38 3%	3 5%	8 6%	11 6%	5 3%	2 2%	- -	16 3%	- -	7 4%	17 6%kn	6 2%	8 2%	5 2%	4 5%	2 3%	4 6%k	7 3%	5 2%	2 2%	2 10%	38 3%	1 3%	14 3%	9 5%	25 3%	14 3%
Disagree strongly	(1)	26 2%	20 1%	4 3%	20 2%	1 3%	4 3%	2 1%	1 1%	1 1%	- -	6 1%	2 3%	6 3%o	5 2%	4 1%	1 *	3 2%	2 2%	3 4%o	- -	4 2%	5 2%	4 3%	- -	17 1%	1 3%	8 2%	7 4%TBC	9 1%	7 1%
NET: Disagree		80 5%	66 5%	12 8%	57 5%	4 7%	12 9%	13 7%	6 4%	3 3%	- -	22 5%	2 3%	13 6%	23 8%no	10 3%	9 3%	8 4%	6 6%	5 7%	4 6%	11 5%	11 4%	6 5%	2 10%	55 5%	2 6%	23 5%	16 10%TBC	34 4%	20 4%
Mean		4.36bfrA	4.39b	4.07	4.38f	4.23	4.20	4.14	4.27	4.46f	4.58	4.29	4.38r	4.40r	4.25r	4.49Tmrs	4.41mrs	4.40r	4.40r	3.81	4.17	4.38	4.37	4.45	4.35	4.36	4.08	4.38	4.18	4.42A	4.41A
Standard deviation		0.89	0.86	1.01	0.89	1.02	1.02	0.91	0.83	0.82	0.56	0.89	0.89	0.95	0.97	0.78	0.78	0.85	0.92	1.06	0.88	0.93	0.88	0.96	0.95	0.87	1.07	0.91	1.07	0.83	0.84
Standard error		0.02	0.02	0.09	0.03	0.15	0.09	0.06	0.06	0.08	0.21	0.04	0.10	0.06	0.05	0.04	0.05	0.06	0.10	0.13	0.10	0.07	0.05	0.09	0.21	0.02	0.18	0.04	0.08	0.03	0.04

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: 20th to 22nd October 2023

Absolutes/col percents

Table 80

Q17. To what extent do you agree or disagree that this description of the price:
C. £32 a month for the first six months, then £35 a month for the remaining 12 months - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		1416	481	912	1112	1043	69	190	968	717	251	448	351	1066	636	624
		87%	86%	88%	88%	89%	83%	85%	87%	89%	84%	86%	89%	86%	86%	88%
Agree strongly	(5)	905	315	584	719	679	40	121	616	468	148	289	228	677	409	390
		55%	56%	57%	57%	58%	48%	54%	56%	58%i	50%	55%	58%	55%	55%	55%
Agree slightly	(4)	511	166	328	393	364	29	69	352	249	103	160	122	389	227	234
		31%	30%	32%	31%	31%	35%	31%	32%	31%	34%	31%	31%	31%	31%	33%
Neither agree nor		135	49	75	87	76	11	24	84	52	33	51	22	114	73	49
disagree	(3)	8%	9%	7%	7%	6%	13%d	11%	8%	6%	11%h	10%h	5%	9%k	10%	7%
Disagree slightly	(2)	54	20	33	42	40	2	5	38	28	9	16	14	40	21	26
		3%	4%	3%	3%	3%	2%	2%	3%	3%	3%	3%	4%	3%	3%	4%
Disagree strongly	(1)	26	11	14	19	17	2	5	18	12	6	8	7	19	11	11
		2%	2%	1%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%	1%	1%
NET: Disagree		80	32	46	61	57	3	10	56	40	16	24	21	59	32	36
		5%	6%	4%	5%	5%	4%	5%	5%	5%	5%	5%	5%	5%	4%	5%
Mean		4.36	4.34	4.39	4.39	4.40	4.25	4.32	4.36	4.40i	4.26	4.35	4.40	4.34	4.35	4.36
Standard deviation		0.89	0.93	0.86	0.87	0.87	0.91	0.92	0.89	0.87	0.92	0.89	0.88	0.89	0.88	0.88
Standard error		0.02	0.04	0.03	0.02	0.02	0.10	0.06	0.03	0.03	0.05	0.04	0.04	0.02	0.03	0.03

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 81

Q17. To what extent do you agree or disagree that this description of the price:
C. £32 a month for the first six months, then £35 a month for the remaining 12 months - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

		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)	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)
		Gender			Age										Social Grade						Urban/Rural		Country				Region											
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		1191 73%dej	577 71%	610 75%	70 66%	148 59%	173 65%	234 75%dej	212 79%Tcd ejk	261 85%Tcd efijk	93 76%dej	218 61%	407 70%dj	567 81%Tcd efjk	319 71%	342 73%	238 76%	293 72%	661 72%	531 74%	948 73%	243 74%	995 73%	99 73%	64 73%	34 69%	99 73%	56 79%	138 74%	99 72%	105 76%	87 73%	64 73%	113 70%	132 67%	155 73%	110 78%G	34 69%
Agree strongly	(5)	697 43%dej	332 41%	363 45%	42 40%d	67 27%	92 35%	142 46%dej	130 49%dej k	158 51%Tde jk	65 54%Tde jk	109 31%	235 41%dj	353 51%Tde jk	180 40%	199 42%	143 46%	175 43%	379 41%	318 45%	552 42%	145 44%	574 42%	62 46%	45 52%x	16 32%	62 46%	33 47%	89 48%B	50 36%	67 49%B	53 44%	45 52%BHJ	62 38%	83 43%	79 37%	58 41%	16 32%
Agree slightly	(4)	494 30%	246 30%	248 30%	27 26%	81 32%	80 30%	92 29%	82 31%	103 34%i	28 23%	108 31%	172 30%	213 31%	139 31%	143 30%	95 31%	117 29%	282 31%	212 30%	396 30%	98 30%	420 31%	37 27%	18 21%	18 37%	37 27%	23 32%	49 26%	49 36%EG	38 28%	35 29%	18 21%	51 31%	48 25%	76 36%EG	52 37%EG	18 37%
Neither agree nor disagree	(3)	184 11%hl	89 11%	93 11%	20 19%Tfg hil	41 17%Tfg hl	40 15%ghl	29 9%	21 8%	20 7%	11 9%	62 17%Tfg hikl	69 12%hl	53 8%	50 11%	50 11%	27 9%	57 14%	100 11%	84 12%	151 12%	33 10%	156 12%	16 12%	6 6%	6 12%	16 12%	5 8%	17 9%	14 11%	10 7%	16 13%	6 6%	27 16%CE	27 14%	26 12%	15 11%	6 12%
Disagree slightly	(2)	177 11%hl	104 13%b	73 9%	12 11%h	43 17%Tfg hil	46 17%Tfg hil	31 10%h	23 8%	14 4%	9 7%	55 15%Tgh il	77 13%hl	45 6%	52 12%	59 13%p	35 11%	31 8%	111 12%p	66 9%	140 11%	37 11%	142 10%	16 12%	12 14%	6 12%	16 12%	5 7%	24 13%	14 11%	15 11%	10 8%	12 14%	12 7%	25 13%	24 11%	12 9%	6 12%
Disagree strongly	(1)	79 5%	40 5%	38 5%	4 4%	16 7%	7 3%	18 6%	11 4%	13 4%	9 7%e	20 6%	25 4%	33 5%	26 6%	18 4%	11 4%	23 6%	44 5%	35 5%	63 5%	16 5%	65 5%	4 3%	6 7%	3 6%	4 3%	4 6%	7 4%	9 7%	7 5%	7 6%	6 7%	10 6%	12 6%	6 3%	3 2%	3 6%
NET: Disagree		256 16%hl	144 18%b	111 14%	15 15%	60 24%Tfg hil	53 20%ghl	49 16%h	34 13%	27 9%	18 14%	75 21%Tgh l	102 18%hl	79 11%	79 18%	77 16%	46 15%	54 13%	156 17%	100 14%	203 16%	53 16%	207 15%	21 15%	18 21%	9 19%	21 15%	9 13%	31 17%	24 17%	23 16%	17 14%	18 21%	22 14%	37 19%	30 14%	15 11%	9 19%
Mean		3.95de j	3.89	4.01	3.88	3.56	3.77	3.99de j	4.11de jk	4.23Tc defjk	4.08de j	3.65	3.89dj	4.16Tc dejk	3.88	3.95	4.04	3.97	3.92	4.00	3.95	3.98	3.95	4.00	3.96	3.75	4.00	4.08	4.02	3.85	4.03	3.98	3.96	3.88	3.85	3.93	4.07	3.75
Standard deviation		1.19	1.21	1.16	1.16	1.24	1.18	1.21	1.13	1.05	1.26	1.22	1.20	1.12	1.22	1.17	1.15	1.18	1.20	1.17	1.19	1.19	1.18	1.17	1.34	1.22	1.17	1.17	1.19	1.22	1.22	1.19	1.34	1.19	1.27	1.11	1.03	1.22
Standard error		0.03	0.04	0.04	0.12	0.08	0.07	0.07	0.07	0.06	0.10	0.07	0.05	0.04	0.06	0.05	0.07	0.06	0.04	0.04	0.03	0.06	0.03	0.11	0.14	0.17	0.11	0.14	0.08	0.10	0.10	0.10	0.14	0.09	0.09	0.07	0.09	0.17

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: 20th to 22nd October 2023

Absolutes/col percents

Table 82

Q17. To what extent do you agree or disagree that this description of the price:
C. £32 a month for the first six months, then £35 a month for the remaining 12 months - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband 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 £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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		1191 73%f	1079 74%	99 69%	871 74%ef	37 68%	80 64%	127 65%	119 73%	89 74%	4 86%	317 69%	50 69%	154 77%r	214 71%	237 73%	243 78%rs	140 72%	70 71%	39 62%	44 65%	143 72%	202 79%	90 73%	15 80%	860 73%	19 57%	313 76%	116 67%	623 75%A	368 74%
Agree strongly	(5)	697 43%f	644 44%b	48 33%	517 44%ef	23 41%	41 33%	67 34%	64 40%	57 47%f	3 72%	177 39%	30 42%	99 50%mqrs	117 39%	148 46%rs	139 45%r	90 47%r	34 35%	18 29%	22 31%	90 46%	122 48%	64 52%	8 40%	492 42%	12 36%	194 47%	69 40%	366 44%	223 45%
Agree slightly	(4)	494 30%	435 30%	51 36%	354 30%	15 27%	39 31%	61 31%	55 34%	32 26%	1 14%	139 31%	20 27%	55 28%	97 32%	89 27%	104 33%	50 26%	35 36%	21 33%	23 33%	53 27%	80 31%	26 21%	8 40%	368 31%v	7 21%	119 29%	48 28%	257 31%	145 29%
Neither agree nor disagree	(3)	184 11%qC	153 10%	22 16%	120 10%	12 21%Tc	16 13%	30 15%c	18 11%	15 12%	1 14%	63 14%	14 20%Tlopq	17 8%	34 11%q	40 12%q	32 10%q	20 10%	3 3%	18 29%Tlmnopqs	6 8%	23 12%	26 10%	17 14%	1 6%	134 11%	9 27%	41 10%	26 15%C	94 11%	39 8%
Disagree slightly	(2)	177 11%uu	160 11%	16 11%	117 10%	4 8%	20 16%	34 17%Tc	23 14%	12 10%	- -	60 13%	4 6%	17 9%	39 13%	35 11%	27 9%	22 11%	15 15%	4 6%	13 19%klo	19 10%	13 5%	8 6%	2 10%	140 12%u	4 13%	33 8%	20 12%	81 10%	60 12%
Disagree strongly	(1)	79 5%	72 5%	5 4%	63 5%g	1 3%	8 7%g	5 2%	2 2%	4 4%	- -	16 4%	4 5%	11 6%	14 5%	11 3%	9 3%	12 6%	11 11%Tmno	2 3%	6 9%	13 6%	16 6%	9 7%	1 4%	52 4%	1 3%	26 6%	10 6%	31 4%	30 6%
NET: Disagree		256 16%	232 16%	22 15%	180 15%	6 11%	28 23%	39 20%	25 16%	17 14%	- -	76 17%	8 11%	29 14%	53 18%	46 14%	37 12%	34 17%	26 26%Tklnor	6 9%	19 27%Tklnor	31 16%	28 11%	17 13%	3 14%	192 16%	5 16%	59 14%	30 17%	111 13%	90 18%B
Mean		3.95es	3.97	3.84	3.98ef	3.96	3.68	3.76	3.96	4.04	4.57	3.88	3.95	4.07qs	3.88	4.01qs	4.08mqs	3.95	3.69	3.78	3.61	3.96	4.09	4.04	4.02	3.93	3.74	4.02	3.84	4.02	3.95
Standard deviation		1.19	1.19	1.13	1.19	1.09	1.27	1.16	1.10	1.16	0.82	1.17	1.14	1.20	1.19	1.15	1.08	1.25	1.38	1.04	1.33	1.24	1.15	1.25	1.14	1.18	1.17	1.21	1.23	1.13	1.25
Standard error		0.03	0.03	0.10	0.03	0.16	0.12	0.08	0.08	0.11	0.31	0.05	0.12	0.08	0.07	0.06	0.06	0.10	0.15	0.13	0.16	0.09	0.07	0.11	0.25	0.03	0.20	0.06	0.09	0.04	0.06

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: 20th to 22nd October 2023

Absolutes/col percents

Table 83

Q17. To what extent do you agree or disagree that this description of the price:
C. £32 a month for the first six months, then £35 a month for the remaining 12 months - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		1191	379	790	942	880	62	154	822	612	211	369	299	892	539	529
		73%a	68%	76%a	75%	75%	75%	69%	74%	76%	70%	71%	76%	72%	73%	75%
Agree strongly	(5)	697	219	471	554	519	35	91	508	391	116	189	168	529	317	313
		43%j	39%	46%a	44%	44%	42%	41%	46%j	48%Tij	39%	36%	43%	43%	43%	44%
Agree slightly	(4)	494	160	319	388	361	27	63	314	220	94	180	131	363	222	216
		30%	29%	31%	31%	31%	33%	28%	28%	27%	32%	34%gh	33%	29%	30%	30%
Neither agree nor disagree	(3)	184	68	104	123	111	13	34	120	74	46	64	37	147	92	75
		11%	12%	10%	10%	9%	15%	15%cd	11%	9%	15%h	12%	9%	12%	12%	11%
Disagree slightly	(2)	177	75	101	137	130	7	22	110	80	30	67	41	136	73	77
		11%	13%b	10%	11%	11%	8%	10%	10%	10%	10%	13%	10%	11%	10%	11%
Disagree strongly	(1)	79	40	39	58	57	1	14	56	44	12	23	16	63	37	29
		5%	7%b	4%	5%	5%	1%	6%	5%	5%	4%	4%	4%	5%	5%	4%
NET: Disagree		256	115	139	195	187	8	36	166	123	43	90	57	199	110	106
		16%	20%Tb	13%	15%	16%	10%	16%	15%	15%	14%	17%	14%	16%	15%	15%
Mean		3.95a	3.79	4.05a	3.99	3.98	4.07	3.87	4.00j	4.03j	3.91	3.85	4.00	3.94	3.96	4.00
Standard deviation		1.19	1.28	1.13	1.18	1.19	1.01	1.23	1.19	1.21	1.15	1.17	1.14	1.20	1.18	1.16
Standard error		0.03	0.05	0.03	0.03	0.03	0.11	0.08	0.04	0.04	0.07	0.05	0.06	0.03	0.04	0.04

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 84

Q17. To what extent do you agree or disagree that this description of the price:
D. £34 a month for 18 months - Summary
Base: All currently paying for a fixed broadband service

		Summary	
		Makes it easy to understand how much you will be paying each month	Makes it easy to understand how much you would pay in total over the 18 months of the contract
Unweighted base		1680	1680
Weighted base		1631	1631
NET: Agree		1501 92%	1364 84%
Agree strongly	(5)	1178 72%	976 60%
Agree slightly	(4)	322 20%	388 24%
Neither agree nor disagree	(3)	93 6%	120 7%
Disagree slightly	(2)	31 2%	99 6%
Disagree strongly	(1)	7 *	48 3%
NET: Disagree		38 2%	147 9%
Mean		4.62	4.32
Standard deviation		0.72	1.04
Standard error		0.02	0.03

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 85

Q17. To what extent do you agree or disagree that this description of the price:
D. £34 a month for 18 months - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

		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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
			Gender		Age										Social Grade						Urban/Rural		Country				Region											
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		1501 92%dej	729 90%	768 94%a	92 87%	212 85%	233 88%	295 95%cde j	258 97%Tcd ejk	294 95%cde j	115 95%dej	304 86%	529 92%dj	668 96%Tcd ejk	415 93%	436 93%	289 93%	361 89%	851 93%	650 91%	1193 92%	307 94%	1250 92%	127 94%	81 92%	43 87%	127 94%	68 97%	175 94%	127 93%	125 91%	110 92%	81 92%	147 91%	174 89%	194 92%	128 92%	43 87%
Agree strongly	(5)	1178 72%cde j	582 72%	593 73%	62 59%	154 62%	175 66%	234 75%cde j	207 77%cde j	253 82%Tcd ejk	94 77%cde j	216 61%	408 71%cdj	554 79%Tcd ejk	322 72%	354 75%	221 71%	280 69%	677 74%	502 70%	936 72%	242 74%	973 72%	105 78%	68 78%	32 65%	105 78%G	55 77%	134 72%	98 72%	103 75%	81 67%	68 78%	116 71%	129 66%	151 71%	107 77%	32 65%
Agree slightly	(4)	322 20%h	147 18%	174 21%	30 28%hl	58 23%hl	59 22%h	62 20%h	52 19%	41 13%	21 17%	88 25%hl	121 21%h	114 16%	92 21%	82 17%	67 22%	81 20%	174 19%	148 21%	257 20%	65 20%	277 20%	21 16%	13 15%	11 22%	21 16%	14 19%	41 22%	29 21%	22 16%	29 25%	13 15%	31 19%	46 23%	44 21%	21 15%	11 22%
Neither agree nor disagree	(3)	93 6%ghl	55 7%	38 5%	12 12%Tfg hl	24 10%Tfgh l	24 9%ghl	14 5%	6 2%	8 2%	5 4%	36 10%Tfgh il	38 7%ghl	18 3%	21 5%	27 6%	14 5%	31 8%	47 5%	46 6%	80 6%	13 4%	73 5%	9 6%	4 5%	6 13%Tu	9 6%	2 3%	7 4%	7 5%	10 7%	8 7%	4 5%	9 6%	14 7%	9 4%	7 5%	6 13%TzAH
Disagree slightly	(2)	31 2%b	25 3%b	5 1%	1 1%	12 5%Tfgk i	8 3%fg	1 *	1 1%	6 2%	1 1%	13 4%fgl	9 2%	9 1%	9 2%	6 1%	8 3%	8 2%	15 2%	16 2%	26 2%	5 2%	30 2%	- -	1 1%	- -	- -	- -	3 2%	2 2%	2 1%	2 2%	1 1%	3 2%	7 3%	7 3%	4 3%	- -
Disagree strongly	(1)	7 *	2 *	5 1%	- -	2 1%	1 *	1 *	2 1%	2 *	- -	2 *	2 *	3 *	2 1%	1 *	- -	4 1%	3 *	4 *	4 *	3 1%	5 *	- -	1 2%	- -	- -	1 1%	1 1%	- -	- -	- -	1 2%	2 2%	1 *	- -	1 *	- -
NET: Disagree		38 2%	27 3%b	9 1%	1 1%	14 5%Tfgk i	9 3%	2 1%	3 1%	7 2%	1 1%	14 4%fil	11 2%	12 2%	12 3%	7 1%	8 3%	11 3%	18 2%	19 3%	30 2%	8 2%	35 3%	- -	2 3%	- -	- -	1 1%	4 2%	2 2%	2 1%	2 2%	2 3%	6 4%	7 4%	7 3%	4 3%	- -
Mean		4.62de j	4.58	4.65	4.46	4.41	4.50	4.68cd ej	4.72Tc dejk	4.74Tc dejk	4.71cd ej	4.42	4.60dj	4.73Tc dejk	4.62	4.67p	4.61	4.55	4.64	4.58	4.61	4.64	4.61	4.71	4.66	4.52	4.71G	4.72	4.64	4.64	4.65	4.57	4.66	4.57	4.51	4.60	4.65	4.52
Standard deviation		0.72	0.77	0.65	0.73	0.89	0.80	0.61	0.60	0.64	0.61	0.85	0.71	0.62	0.72	0.65	0.70	0.79	0.69	0.75	0.72	0.72	0.73	0.58	0.76	0.72	0.58	0.60	0.68	0.66	0.68	0.69	0.76	0.82	0.80	0.73	0.74	0.72
Standard error		0.02	0.03	0.02	0.08	0.06	0.05	0.03	0.04	0.04	0.05	0.05	0.03	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.04	0.02	0.05	0.08	0.10	0.05	0.07	0.05	0.05	0.05	0.06	0.08	0.06	0.06	0.05	0.06	0.10

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: 20th to 22nd October 2023

Absolutes/col percents

Table 86

Q17. To what extent do you agree or disagree that this description of the price:
D. £34 a month for 18 months - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband 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 £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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		1501 92%bfrA	1366 93%b	115 81%	1089 93%efj	48 87%	107 86%	168 86%	148 91%	116 96%ef	4 86%	408 90%	64 89%r	190 95%mr	271 90%r	305 94%r	285 91%r	183 94%r	95 97%r	45 71%	64 93%r	183 93%	241 94%	115 93%	16 87%	1089 92%	26 79%	385 93%	148 86%	775 93%A	470 94%A
Agree strongly	(5)	1178 72%bfgj krA	1085 74%b	76 53%	880 75%fgj	35 65%	84 68%	113 57%	104 64%	83 69%	2 46%	296 65%	43 59%	146 74%kr	219 73%kr	242 75%kr	224 72%kr	149 77%kr	79 80%kr	26 42%	50 73%r	143 73%	191 74%	88 71%	11 61%	860 73%	21 62%	298 72%	103 60%	613 74%A	386 78%TA
Agree slightly	(4)	322 20%	281 19%	39 28%a	209 18%	12 22%	23 18%	55 28%Tc	43 26%c	33 27%c	2 40%	111 24%c	22 30%Tmp	44 22%	51 17%	63 19%	61 20%	34 18%	16 17%	18 29%	14 20%	40 20%	50 20%	27 22%	5 26%	229 19%	6 17%	87 21%	45 26%C	162 19%	84 17%
Neither agree nor disagree	(3)	93 6%	75 5%	14 10%a	61 5%	7 12%	8 7%	20 10%Tc	11 7%	5 4%	1 14%	31 7%	8 11%lnq	5 2%	21 7%lq	12 4%	16 5%	9 4%	1 1%	16 25%Tklmn opqs	5 7%	11 6%	10 4%	5 4%	* 2%	68 6%	6 17%	19 5%	21 12%TBC	33 4%	17 3%
Disagree slightly	(2)	31 2%	19 1%	11 7%Ta	16 1%	1 1%	9 7%Tch	8 4%Tch	4 2%	- -	- -	15 3%c	- -	3 1%	8 3%	7 2%	11 3%	1 *	2 2%	- -	- -	1 1%	3 1%	2 1%	2 11%	24 2%	1 3%	6 1%	3 2%	19 2%	9 2%
Disagree strongly	(1)	7 *	4 *	3 2%Ta	6 *	- -	- -	1 *	* *	- -	- -	1 *	- -	1 1%	1 *	- -	- -	2 1%	- -	3 4%Tmno	- -	2 1%	2 1%	2 1%	- -	4 *	- -	2 1%	- -	2 *	2 *
NET: Disagree		38 2%	23 2%	13 9%Ta	21 2%	1 1%	9 7%Tch	9 5%ch	4 3%	- -	- -	16 4%	- -	4 2%	9 3%	7 2%	11 3%	2 1%	2 2%	3 4%	- -	3 2%	5 2%	4 3%	2 11%	28 2%	1 3%	8 2%	3 2%	21 3%	10 2%
Mean		4.62bfj rA	4.66b	4.23	4.66efg j	4.51	4.47	4.38	4.52	4.64f	4.31	4.51	4.48r	4.66r	4.60r	4.67kr	4.60r	4.69kr	4.75kr	4.03	4.65r	4.63	4.65	4.60	4.36	4.62	4.38	4.63	4.43	4.65A	4.70TA
Standard deviation		0.72	0.66	1.03	0.68	0.75	0.90	0.85	0.75	0.57	0.80	0.79	0.69	0.66	0.76	0.65	0.74	0.65	0.59	1.04	0.62	0.70	0.70	0.76	0.99	0.72	0.90	0.69	0.79	0.69	0.65
Standard error		0.02	0.02	0.09	0.02	0.11	0.08	0.06	0.06	0.05	0.30	0.04	0.07	0.04	0.04	0.03	0.04	0.05	0.07	0.13	0.07	0.05	0.04	0.07	0.22	0.02	0.15	0.03	0.06	0.02	0.03

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: 20th to 22nd October 2023

Absolutes/col percents

Table 87

Q17. To what extent do you agree or disagree that this description of the price:
D. £34 a month for 18 months - Makes it easy to understand how much you will be paying each month
Base: All currently paying for a fixed broadband service

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		1501	524	953	1165	1091	75	206	1016	754	263	484	369	1131	660	663
		92%im	93%	92%	92%	93%	90%	92%	92%	93%i	88%	93%i	94%	91%	89%	93%m
Agree strongly	(5)	1178	421	747	927	874	52	159	801	607	194	377	306	873	519	515
		72%i	75%	72%	74%	74%e	63%	71%	72%i	75%i	65%	72%	78%Tl	70%	70%	73%
Agree slightly	(4)	322	103	206	239	216	23	46	215	147	68	107	63	259	140	149
		20%	18%	20%	19%	18%	27%	21%	19%	18%	23%	21%	16%	21%	19%	21%
Neither agree nor disagree		93	28	52	64	58	6	14	61	35	25	32	15	78	50	41
	(3)	6%	5%	5%	5%	5%	7%	6%	5%	4%	9%h	6%	4%	6%	7%	6%
Disagree slightly	(2)	31	5	26	26	24	2	5	27	17	10	4	5	26	27	4
		2%n	1%	2%	2%	2%	2%	2%	2%j	2%	3%j	1%	1%	2%	4%Tn	1%
Disagree strongly	(1)	7	4	2	5	5	-	-	5	4	1	2	3	3	5	2
		*	1%	*	*	*	-	-	*	*	*	*	1%	*	1%	*
NET: Disagree		38	9	27	31	29	2	5	31	20	11	6	9	29	32	5
		2%n	2%	3%	2%	2%	2%	2%	3%	2%	4%j	1%	2%	2%	4%Tn	1%
Mean		4.62im	4.66	4.62	4.63	4.64	4.51	4.60	4.61i	4.65i	4.49	4.63i	4.69l	4.59	4.54	4.65m
Standard deviation		0.72	0.68	0.71	0.71	0.71	0.74	0.71	0.74	0.70	0.82	0.67	0.69	0.72	0.83	0.64
Standard error		0.02	0.03	0.02	0.02	0.02	0.08	0.05	0.02	0.02	0.05	0.03	0.03	0.02	0.03	0.02

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 88

Q17. To what extent do you agree or disagree that this description of the price:
D. £34 a month for 18 months - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698
NET: Agree		1364 84%cdj	666 82%	693 85%	78 74%	189 76%	214 80%	267 86%cdj	233 87%cdej	280 91%Tcdejk	103 85%j	267 75%	481 83%dj	616 88%Tcdejk
Agree strongly	(5)	976 60%cdj	471 58%	502 62%	49 46%	115 46%	148 56%j	195 62%cdj	165 62%cdj	220 71%Tcdefgjk	84 69%Tcdejk	164 46%	343 59%cdj	469 67%Tcdejk
Agree slightly	(4)	388 24%iC	195 24%	191 23%	29 28%i	74 30%hiI	66 25%i	73 23%	68 25%i	60 19%	19 15%	103 29%hiI	138 24%i	147 21%
Neither agree nor disagree	(3)	120 7%hI	69 8%	51 6%	20 19%Tdefghikl	23 9%ghI	27 10%ghI	18 6%	12 4%	11 4%	9 7%	43 12%Tfghi	45 8%hI	32 5%
Disagree slightly	(2)	99 6%	53 6%	46 6%	4 4%	23 9%hI	21 8%hI	21 7%	12 5%	11 4%	6 5%	27 8%hI	42 7%hI	30 4%
Disagree strongly	(1)	48 3%	24 3%	25 3%	3 3%	14 6%Tefk	5 2%	5 2%	10 4%	7 2%	4 3%	17 5%fk	10 2%	21 3%
NET: Disagree		147 9%	76 9%	71 9%	7 7%	38 15%Tfghkl	26 10%	26 8%	23 8%	18 6%	10 8%	45 13%hI	52 9%	50 7%
Mean		4.32dj xJ	4.28	4.35	4.11	4.01	4.24dj	4.38cdj	4.37dj	4.54Tcdegjk	4.43cdj	4.04	4.32dj	4.45Tcdejk
Standard deviation		1.04	1.05	1.03	1.03	1.20	1.04	0.98	1.03	0.90	1.03	1.15	1.01	0.98
Standard error		0.03	0.04	0.04	0.11	0.08	0.06	0.06	0.06	0.05	0.08	0.06	0.04	0.04

		Social Grade: AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban/Rural: Urban (s)	Rural (t)	Country: England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)
Unweighted base		481	521	268	410	1002	678	1343	337	1414	120	93	53
Weighted base		447	469	311	404	916	715	1302	329	1358	136*	87*	50*
NET: Agree		367 82%	398 85%	264 85%	334 83%	765 84%	599 84%	1081 83%	283 86%	1140 84%	115 84%	72 83%	38 76%
Agree strongly	(5)	249 56%	297 63%m	194 62%	235 58%	547 60%	429 60%	771 59%	205 62%	809 60%	88 65%x	56 65%x	23 46%
Agree slightly	(4)	118 26%	101 21%	70 23%	99 25%	219 24%	169 24%	310 24%	78 24%	331 24%	27 20%	16 18%	15 30%
Neither agree nor disagree	(3)	31 7%	30 6%	21 7%	38 9%	61 7%	59 8%	103 8%	17 5%	97 7%	11 8%	7 8%	4 9%
Disagree slightly	(2)	34 8%p	30 6%	20 6%	14 4%	65 7%p	34 5%	80 6%	18 6%	84 6%	7 5%	5 5%	3 6%
Disagree strongly	(1)	14 3%	11 2%	6 2%	17 4%	25 3%	23 3%	37 3%	11 3%	37 3%	3 2%	3 4%	5 9%Tu
NET: Disagree		49 11%	41 9%	26 8%	31 8%	90 10%	57 8%	118 9%	29 9%	122 9%	10 7%	8 9%	8 15%
Mean		4.24	4.37	4.37	4.29	4.31	4.33	4.30	4.36	4.32x	4.40x	4.34	3.98
Standard deviation		1.08	1.02	1.00	1.05	1.05	1.03	1.04	1.03	1.03	0.99	1.09	1.28
Standard error		0.05	0.04	0.06	0.05	0.03	0.04	0.03	0.06	0.03	0.09	0.11	0.18

		Region: Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base		120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Agree		115 84%	64 91%J	149 80%	118 87%	113 82%	99 83%	72 83%	136 84%	163 84%	177 84%	120 86%	38 76%
Agree strongly	(5)	88 65%J	46 65%	113 61%	76 56%	93 68%BDJ	66 55%	56 65%J	92 57%	118 60%	120 57%	85 61%	23 46%
Agree slightly	(4)	27 20%	19 26%	37 20%	42 31%ACE	20 14%	34 28%C	16 18%	44 27%C	45 23%	56 27%C	35 25%C	15 30%C
Neither agree nor disagree	(3)	11 8%	1 2%	14 7%	9 6%	15 11%z	10 8%	7 8%	13 8%	11 6%	15 7%	9 7%	4 9%
Disagree slightly	(2)	7 5%	3 4%	18 10%FI	7 5%	7 5%	7 6%	5 5%	6 4%	17 9%	15 7%	5 3%	3 6%
Disagree strongly	(1)	3 2%	2 3%	5 2%	2 2%	3 2%	4 3%	3 4%	7 4%	4 2%	5 2%	6 4%	5 9%TABGH
NET: Disagree		10 7%	5 7%	23 12%	9 7%	10 7%	11 9%	8 9%	13 8%	21 11%	19 9%	10 7%	8 15%
Mean		4.40J	4.45J	4.26	4.34J	4.40J	4.26	4.34	4.29	4.31	4.29	4.35	3.98
Standard deviation		0.99	0.96	1.11	0.93	1.02	1.04	1.09	1.05	1.05	1.02	1.03	1.28
Standard error		0.09	0.12	0.08	0.08	0.08	0.09	0.11	0.08	0.08	0.07	0.09	0.18

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: 20th to 22nd October 2023

Absolutes/col percents

Table 89

Q17. To what extent do you agree or disagree that this description of the price:
D. £34 a month for 18 months - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband 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 £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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Agree		1364 84%rA	1232 84%	113 79%	984 84%	46 84%	100 80%	160 82%	137 84%	102 84%	4 86%	377 83%	60 83%	173 87%r	249 83%r	278 86%r	269 86%r	160 83%r	77 79%	43 68%	55 79%	172 87%	231 90%TTx	108 87%	16 82%	975 82%	25 77%	364 88%TTx	133 77%	720 87%A	414 83%
Agree strongly	(5)	976 60%fkrA	890 61%b	73 51%	725 62%fgj	34 62%	68 55%	97 49%	86 53%	70 58%	3 58%	248 54%	35 48%	127 64%kr	177 59%r	201 62%kr	196 63%kr	122 63%kr	55 56%r	23 36%	42 61%r	122 62%	175 68%TTx	75 60%	11 56%	699 59%	15 46%	262 64%	83 48%	518 62%A	310 62%A
Agree slightly	(4)	388 24%	342 23%	40 28%	258 22%	12 22%	31 25%	63 32%Tc	51 31%Tc	32 27%	1 28%	129 28%c	25 35%Tps	46 23%	73 24%	78 24%	73 23%	38 20%	22 23%	20 32%	13 18%	51 26%	56 22%	33 27%	5 26%	276 23%	10 31%	102 25%	50 29%C	202 24%	103 21%
Neither agree nor disagree	(3)	120 7%	99 7%	16 11%	81 7%	5 8%	8 7%	20 10%	15 9%	8 7%	1 14%	38 8%	5 7%	12 6%	24 8%	22 7%	19 6%	10 5%	7 7%	15 24%Tklm nopq	7 10%	10 5%	11 4%	7 6%	* 2%	93 8%	6 17%	21 5%	20 11%BC	46 6%	32 6%
Disagree slightly	(2)	99 6%	90 6%	8 6%	69 6%	4 7%	10 8%	14 7%	8 5%	8 7%	- -	30 7%	3 4%	8 4%	18 6%	17 5%	21 7%	16 8%	7 7%	4 6%	6 9%	10 5%	8 3%	5 4%	3 15%	79 7%u	1 3%	19 5%	12 7%	44 5%	33 7%
Disagree strongly	(1)	48 3%	43 3%	5 4%	37 3%	- -	6 5%	3 1%	3 2%	2 2%	- -	11 2%	5 6%no	6 3%	9 3%	7 2%	4 1%	7 4%	8 8%Tno	1 2%	1 1%	6 3%	6 2%	4 4%	- -	39 3%	1 3%	9 2%	8 5%	19 2%	19 4%
NET: Disagree		147 9%	133 9%	13 9%	106 9%	4 7%	16 13%	17 8%	11 7%	11 9%	- -	41 9%	8 11%	14 7%	27 9%	24 7%	24 8%	24 12%	14 15%	5 8%	7 10%	16 8%	14 5%	9 7%	3 15%	118 10%u	2 6%	27 7%	20 12%	63 8%	52 10%
Mean		4.32rA	4.33	4.17	4.34	4.39	4.18	4.21	4.28	4.32	4.44	4.26	4.13	4.40r	4.30r	4.38r	4.40kqr	4.30	4.12	3.95	4.29	4.38	4.51TTx	4.36	4.24	4.28	4.14	4.43x	4.09	4.39A	4.31A
Standard deviation		1.04	1.04	1.08	1.05	0.93	1.16	0.98	0.95	1.00	0.83	1.02	1.14	0.99	1.05	0.97	0.95	1.13	1.27	1.01	1.06	0.99	0.89	1.00	1.10	1.07	1.00	0.93	1.14	0.97	1.10
Standard error		0.03	0.03	0.09	0.03	0.13	0.11	0.07	0.07	0.09	0.31	0.05	0.12	0.07	0.06	0.05	0.06	0.09	0.14	0.12	0.13	0.07	0.06	0.09	0.24	0.03	0.17	0.05	0.08	0.03	0.05

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: 20th to 22nd October 2023

Absolutes/col percents

Table 90

Q17. To what extent do you agree or disagree that this description of the price:
D. £34 a month for 18 months - Makes it easy to understand how much you would pay in total over the 18 months of the contract
Base: All currently paying for a fixed broadband service

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Agree		1364	450	889	1059	985	75	184	932	687	246	432	336	1029	607	603
		84%	80%	86%a	84%	84%	90%	82%	84%	85%	82%	83%	85%	83%	82%	85%
Agree strongly	(5)	976	325	641	765	717	48	127	680	514	166	296	256	720	435	430
		60%	58%	62%	61%	61%	58%	56%	61%	63%ij	55%	57%	65%l	58%	59%	61%
Agree slightly	(4)	388	125	248	295	268	27	57	253	173	80	135	79	309	172	174
		24%	22%	24%	23%	23%	32%	26%	23%	21%	27%	26%	20%	25%	23%	24%
Neither agree nor disagree	(3)	120	44	66	88	80	7	17	77	46	31	43	20	100	61	52
		7%	8%	6%	7%	7%	9%	7%	7%	6%	10%h	8%	5%	8%	8%	7%
Disagree slightly	(2)	99	40	57	80	80	-	13	68	53	15	31	30	69	47	40
		6%e	7%	6%	6%e	7%e	-	6%e	6%	7%	5%	6%	8%	6%	6%	6%
Disagree strongly	(1)	48	27	21	33	32	1	11	31	23	8	17	8	40	27	15
		3%	5%b	2%	3%	3%	1%	5%	3%	3%	3%	3%	2%	3%	4%	2%
NET: Disagree		147	67	78	113	112	1	24	99	76	23	48	38	109	74	54
		9%e	12%b	8%	9%e	10%e	1%	11%e	9%	9%	8%	9%	10%	9%	10%	8%
Mean		4.32	4.21	4.38a	4.33	4.32	4.46	4.23	4.34	4.36	4.27	4.27	4.39	4.29	4.27	4.36
Standard deviation		1.04	1.16	0.97	1.03	1.04	0.76	1.12	1.03	1.04	1.01	1.05	1.02	1.04	1.08	0.98
Standard error		0.03	0.05	0.03	0.03	0.03	0.08	0.07	0.03	0.04	0.06	0.05	0.05	0.03	0.04	0.04

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 91

Q18. Which of the four pricing options do you think provides the best value for money over the 18 months of the contract period?
Base: All currently paying for a fixed broadband 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)	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	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
£32 a month, to increase by £3 a month from April 2024	80 5%il	43 5%	37 5%	16 15%Tefg hikl	20 8%fhik l	14 5%	11 3%	10 4%	8 3%	1 1%	36 10%Tefg hikl	25 4%	19 3%	30 7%	19 4%	15 5%	16 4%	49 5%	31 4%	67 5%	13 4%	71 5%	2 2%	4 5%	3 5%	2 2%	1 1%	10 5%	8 6%	7 5%	5 5%	4 5%	7 4%	13 7%	12 6%	8 6%	3 5%
£32 a month until March 2024, then £35 a month until March 2025	141 9%hl	72 9%	70 9%	21 20%Tef ghikl	37 15%Tefg hikl	23 9%	19 6%	18 7%	15 5%	8 6%	58 16%Tefg hikl	42 7%	41 6%	43 10%	33 7%	28 9%	38 9%	75 8%	66 9%	117 9%	24 7%	119 9%	11 8%	6 7%	6 11%	11 8%	3 4%	12 7%	12 9%	8 6%	19 16%TzAC FHI	6 7%	9 6%	34 17%TvzA BCEFHI	11 5%	10 7%	6 11%
£32 a month for the first six months, then £35 a month for the remaining 12 months	103 6%gl	55 7%	45 5%	16 15%Tfg hikl	25 10%fghl	24 9%fghl	13 4%	6 2%	12 4%	7 6%	41 12%Tfgh kl	37 6%gl	25 4%	30 7%	30 6%	26 8%	17 4%	60 7%	43 6%	89 7%	14 4%	89 7%	10 7%	2 2%	2 5%	10 7%	4 6%	15 8%	8 6%	9 7%	4 3%	2 2%	9 6%	19 10%DE	15 7%	6 4%	2 5%
£34 a month for 18 months	421 26%mG	210 26%	211 26%	19 18%	60 24%	71 27%	93 30%cj	67 25%	83 27%	28 23%	79 22%	165 28%	178 25%	86 19%	127 27%m	93 30%mq	115 29%m	213 23%	209 29%mq	341 26%	80 24%	335 25%	42 31%	32 37%Tu	13 26%	42 31%G	18 26%	55 30%G	32 24%	30 22%	24 20%	32 37%TBC DG	47 29%G	33 17%	55 26%	39 28%G	13 26%
They are all the same	643 39%cdj	319 39%	324 40%	24 23%	74 30%	89 33%	138 44%cde j	131 49%Tcd ejk	137 44%cde j	50 41%cdj	98 28%	227 39%cdj	319 46%Tcd ejk	197 44%pr	185 39%	113 36%	148 37%	382 42%	261 37%	499 38%	144 44%	544 40%	48 36%	33 38%	19 37%	48 36%	27 38%	73 39%	54 40%	66 48%G	54 45%	33 38%	64 39%	68 35%	85 40%	52 37%	19 37%
Not sure	242 15%	112 14%	128 16%	9 8%	34 14%	45 17%	37 12%	35 13%	54 17%	28 23%Tcd fgjk	43 12%	82 14%	117 17%	61 14%	75 16%	36 12%	69 17%	137 15%	105 15%	189 14%	53 16%	201 15%	22 17%	11 12%	8 15%	22 17%	17 25%TAC D	21 11%	23 17%	17 12%	13 11%	11 12%	26 16%	28 14%	32 15%	24 17%	8 15%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 92

Q18. Which of the four pricing options do you think provides the best value for money over the 18 months of the contract period?
Base: All currently paying for a fixed broadband 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 £77,999 per year (p)	£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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
£32 a month, to increase by £3 a month from April 2024	80 5%	65 4%	13 9%Ta	56 5%	2 3%	7 6%	11 5%	10 6%	6 5%	- -	24 5%	4 5%	10 5%	11 4%	13 4%	19 6%	11 5%	4 4%	7 11%mn	1 2%	14 7%	11 4%	6 4%	1 4%	54 5%	1 3%	25 6%	12 7%	33 4%	27 6%
£32 a month until March 2024, then £35 a month until March 2025	141 9%	116 8%	23 16%Ta	77 7%	2 4%	24 19%Tcdh	39 20%Tcdh	23 14%Tc	8 7%	2 37%	62 14%Tc	5 7%	21 11%	32 11%	30 9%	24 8%	13 7%	8 8%	5 8%	2 3%	13 7%	16 6%	6 5%	1 3%	109 9%	4 13%	28 7%	30 17%TBC	74 9%	30 6%
£32 a month for the first six months, then £35 a month for the remaining 12 months	103 6%	79 5%	22 16%Ta	53 5%	5 10%	14 12%c	25 13%Tc	17 10%c	12 10%c	- -	50 11%Tc	7 10%	9 4%	21 7%	14 4%	23 7%	14 7%	9 9%	3 5%	2 4%	11 5%	10 4%	7 6%	- -	84 7%	2 5%	18 4%	18 11%TB	49 6%	31 6%
£34 a month for 18 months	421 26%	386 26%	33 23%	303 26%	12 21%	32 26%	41 21%	45 28%	43 35%Tf	1 27%	117 26%	20 28%	61 30%	83 28%	78 24%	88 28%	40 21%	22 23%	11 18%	18 26%	66 33%TTx	77 30%	27 22%	8 45%	294 25%	5 16%	122 30%	42 24%	234 28%	116 23%
They are all the same	643 39%befg jrA	599 41%b	32 22%	498 42%efgh j	24 43%f	34 28%	48 24%	48 29%	35 29%	2 36%	144 32%	25 34%	68 34%	115 38%	130 40%r	117 37%	102 53%Tklm nor	46 46%r	16 25%	26 38%	63 32%	107 42%	52 42%	6 33%	476 40%	13 40%	154 37%	49 28%	322 39%A	230 46%TAB
Not sure	242 15%p	219 15%	20 14%	184 16%	10 18%	12 10%	33 17%	20 12%	17 14%	- -	58 13%	11 15%p	30 15%p	38 13%	57 18%p	41 13%	14 7%	10 10%	21 34%Tklm nopq	19 28%Tlmo pq	31 16%	36 14%	26 21%	3 15%	169 14%	7 22%	66 16%	22 13%	116 14%	63 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: 20th to 22nd October 2023

Absolutes/col percents

Table 93

Q18. Which of the four pricing options do you think provides the best value for money over the 18 months of the contract period?
Base: All currently paying for a fixed broadband service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
£32 a month, to increase by £3 a month from April 2024	80 5%f	26 5%	49 5%	73 6%f	63 5%f	10 13%Tcdf	3 1%	55 5%	36 4%	19 6%	25 5%	13 3%	67 5%	35 5%	40 6%
£32 a month until March 2024, then £35 a month until March 2025	141 9%ajk	24 4%	114 11%a	97 8%	91 8%	7 8%	32 14%Tcd	113 10%j	74 9%j	39 13%Tj	28 5%	20 5%	121 10%k	60 8%	76 11%
£32 a month for the first six months, then £35 a month for the remaining 12 months	103 6%j	27 5%	74 7%	75 6%	69 6%	6 7%	20 9%	85 8%j	62 8%j	23 8%j	18 3%	23 6%	80 6%	53 7%	45 6%
£34 a month for 18 months	421 26%	155 28%	260 25%	347 28%f	321 27%f	26 31%	44 20%	293 26%	211 26%	82 27%	128 24%	108 28%	313 25%	176 24%	202 29%
They are all the same	643 39%	233 42%	405 39%	497 39%	473 40%	24 29%	92 41%	442 40%	329 41%	113 38%	202 39%	163 41%	481 39%	308 41%n	252 35%
Not sure	242 15%gl	97 17%b	131 13%	170 14%	161 14%	10 12%	32 14%	119 11%	96 12%	23 8%	123 23%Tghi	66 17%	176 14%	110 15%	95 13%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 94

Q19. How useful would you find each of the following pieces of information if you were comparing different broadband contracts?
- Summary
Base: All currently paying for a fixed broadband contract

		Summary	
		The total amount you would pay over the whole life of the contract	The average monthly price over the whole life of the contract
Unweighted base		1680	1680
Weighted base		1631	1631
NET: Very/ fairly useful		1313 80%	1179 72%
Very useful	(5)	862 53%	616 38%
Fairly useful	(4)	450 28%	563 35%
Useful	(3)	197 12%	233 14%
Not very useful	(2)	83 5%	175 11%
Not at all useful	(1)	39 2%	44 3%
NET: Not useful		122 7%	220 13%
Mean		4.23	3.94
Standard deviation		1.01	1.09
Standard error		0.02	0.03

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 95

Q19. How useful would you find each of the following pieces of information if you were comparing different broadband contracts?
- The total amount you would pay over the whole life of the contract
Base: All currently paying for a fixed broadband contract

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)	Social Grade: AB (m)	Social Grade: C1 (n)	Social Grade: C2 (o)	Social Grade: DE (p)	Social Grade: ABC1 (q)	Social Grade: C2DE (r)	Urban/Rural: Urban (s)	Urban/Rural: Rural (t)
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329
NET: Very/ fairly useful		1313 80%p	648 80%	661 81%	83 79%	195 78%	206 77%	246 79%	229 86%dejk	255 83%	98 80%	278 78%	452 78%	582 83%ek	375 84%pr	384 82%p	256 82%p	297 74%	759 83%pr	553 77%	1040 80%	273 83%
Very useful	(5)	862 53%jp	416 51%	445 55%	47 44%	116 47%	132 50%	162 52%	158 59%cdejk	179 58%cdj	69 56%	163 46%	294 51%	406 58%Tcdejk	259 58%pr	253 54%p	166 53%	184 46%	512 56%pr	350 49%	692 53%	170 52%
Fairly useful	(4)	450 28%	233 29%	216 26%	37 35%	79 32%	74 28%	84 27%	72 27%	76 25%	29 24%	116 33%hl	158 27%	177 25%	116 26%	131 28%	90 29%	114 28%	247 27%	203 28%	348 27%	103 31%
Useful	(3)	197 12%	100 12%	96 12%	17 17%	42 17%ghl	37 14%	35 11%	24 9%	29 9%	13 10%	59 17%Tghl	72 12%	66 9%	49 11%	52 11%	37 12%	59 15%	101 11%	96 13%	160 12%	37 11%
Not very useful	(2)	83 5%	40 5%	42 5%	3 3%	6 2%	15 6%	20 6%dj	11 4%	18 6%	10 8%dj	9 3%	35 6%dj	39 6%	17 4%	25 5%	14 4%	27 7%	42 5%	41 6%	71 5%	12 4%
Not at all useful	(1)	39 2%	22 3%	16 2%	1 1%	7 3%	8 3%	11 4%	3 1%	7 2%	1 1%	8 2%	19 3%	12 2%	6 1%	9 2%	4 1%	20 5%Tmnoq	15 2%	24 3%mq	32 2%	7 2%
NET: Not useful		122 7%C	63 8%	59 7%	5 4%	13 5%	23 9%	31 10%gj	14 5%	25 8%	11 9%	17 5%	54 9%j	50 7%	22 5%	34 7%	18 6%	48 12%Tmnoq	57 6%	65 9%mq	103 8%	19 6%
Mean		4.23p	4.21	4.26	4.18	4.17	4.15	4.17	4.39Tdefjk	4.30	4.26	4.17	4.16	4.33defjk	4.36Tpr	4.26p	4.29p	4.02	4.31pr	4.14	4.23	4.27
Standard deviation		1.01	1.02	0.99	0.90	0.98	1.06	1.09	0.89	1.02	1.02	0.95	1.07	0.97	0.91	0.98	0.93	1.15	0.95	1.07	1.02	0.94
Standard error		0.02	0.04	0.03	0.09	0.06	0.06	0.06	0.05	0.06	0.08	0.05	0.04	0.04	0.04	0.04	0.06	0.06	0.03	0.04	0.03	0.05

		Country: England (u)	Country: Scotland (v)	Country: Wales (w)	Country: Northern Ireland (x)	Region: Scotland (y)	Region: North East (z)	Region: North West (A)	Region: Yorkshire & Humberside (B)	Region: West Midlands (C)	Region: East Midlands (D)	Region: Wales (E)	Region: Eastern (F)	Region: London (G)	Region: South East (H)	Region: South West (I)	Region: Northern Ireland (J)
Unweighted base		1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base		1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Very/ fairly useful		1091 80%	110 81%	73 84%	39 78%	110 81%	59 84%	149 80%	112 82%	118 86%GH	103 86%G	73 84%	127 79%	147 75%	161 76%	113 81%	39 78%
Very useful	(5)	713 52%	76 56%	48 55%	26 52%	76 56%	36 50%	99 53%	77 57%	76 55%	61 51%	48 55%	79 49%	99 51%	105 50%	81 58%	26 52%
Fairly useful	(4)	378 28%	34 25%	25 28%	13 27%	34 25%	24 34%	51 27%	35 26%	42 31%	41 35%l	25 28%	48 30%	48 25%	56 27%	32 23%	13 27%
Useful	(3)	160 12%	19 14%	10 12%	7 15%	19 14%	9 12%	22 12%	13 10%	16 12%	13 11%	10 12%	15 9%	29 15%	25 12%	18 13%	7 15%
Not very useful	(2)	74 5%	6 4%	1 1%	2 4%	6 4%	2 3%	11 6%	8 6%	2 2%	2 2%	1 1%	15 9%CDE	15 8%CD	13 6%	8 6%	2 4%
Not at all useful	(1)	33 2%	2 1%	3 3%	1 3%	2 1%	1 1%	4 2%	3 2%	* *	2 2%	3 3%	5 3%	4 2%	12 6%TCI	1 1%	1 3%
NET: Not useful		107 8%	7 5%	4 5%	3 7%	7 5%	3 4%	15 8%C	11 8%C	3 2%	4 3%	4 5%	20 12%TCD	19 10%CD	24 12%CD	9 6%	3 7%
Mean		4.22	4.30	4.31	4.20	4.30	4.30	4.23	4.28	4.39FGH	4.32	4.31	4.12	4.14	4.09	4.32	4.20
Standard deviation		1.01	0.94	0.97	1.03	0.94	0.86	1.01	1.02	0.79	0.86	0.97	1.11	1.07	1.16	0.95	1.03
Standard error		0.03	0.09	0.10	0.14	0.09	0.11	0.07	0.08	0.06	0.07	0.10	0.09	0.08	0.08	0.08	0.14

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: 20th to 22nd October 2023

Absolutes/col percents

Table 96

Q19. How useful would you find each of the following pieces of information if you were comparing different broadband contracts?
- The total amount you would pay over the whole life of the contract
Base: All currently paying for a fixed broadband 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 (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)	£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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Very/ fairly useful		1313 80%bkrsA	1194 82%b	101 71%	960 82%efj	46 84%	91 73%	148 75%	129 79%	89 73%	3 72%	350 77%	50 69%	158 79%r	239 79%rs	261 81%krs	274 88%Tklmnrs	164 84%krs	83 85%krs	38 60%	46 67%	165 83%	210 82%	103 83%	16 83%	947 80%	23 70%	343 83%	119 69%	683 82%A	426 86%TA
Very useful	(5)	862 53%bfjrA	804 55%b	49 34%	655 56%efgj	29 52%	55 45%	78 40%	76 46%	56 46%	3 58%	205 45%	33 45%r	105 53%r	147 49%r	178 55%r	173 56%r	116 60%kmrs	64 65%Tkmrs	17 28%	29 42%	100 50%	125 49%	68 55%	10 54%	641 54%	11 32%	210 51%	67 39%	451 54%A	298 60%TA
Fairly useful	(4)	450 28%	390 27%	52 36%a	305 26%	17 31%	36 29%	70 35%Tc	53 33%	33 27%	1 14%	145 32%c	17 23%	52 26%	92 30%	83 26%	101 32%q	48 25%	19 20%	21 33%	17 25%	65 33%	85 33%x	35 28%	6 29%	306 26%	12 38%	132 32%x	52 30%	232 28%	129 26%
Useful	(3)	197 12%	161 11%	30 21%Ta	124 11%	7 13%	22 18%c	36 18%Tc	24 15%	19 16%	1 28%	71 16%c	14 19%op	21 11%	37 12%	45 14%	30 10%	16 8%	10 10%	12 19%p	12 17%	17 9%	22 9%	11 9%	2 13%	155 13%	4 12%	38 9%	34 20%TBC	95 11%	44 9%
Not very useful	(2)	83 5%o	76 5%	5 4%	64 5%	2 4%	5 4%	10 5%	4 3%	6 5%	- -	19 4%	8 11%Tno	14 7%no	15 5%o	10 3%	5 2%	12 6%o	5 5%	8 12%Tmno	6 8%o	9 4%	16 6%	6 5%	1 4%	59 5%	4 13%	20 5%	15 9%BC	32 4%	22 4%
Not at all useful	(1)	39 2%	32 2%	7 5%	24 2%	- -	5 4%	3 1%	6 3%	7 6%c	- -	16 3%	1 2%	6 3%	10 3%o	8 2%	2 1%	2 1%	- -	5 9%Tnopq	5 7%Topq	7 4%	9 3%	4 3%	- -	25 2%	2 5%	12 3%	5 3%	19 2%	5 1%
NET: Not useful		122 7%o	109 7%	12 9%	87 7%	2 4%	11 9%	13 7%	10 6%	13 11%	- -	35 8%	9 12%no	20 10%o	25 8%o	18 5%	7 2%	14 7%o	5 5%	13 21%Tlmnopq	11 16%Tnoq	16 8%	24 9%	10 8%	1 4%	84 7%	6 18%	32 8%	19 11%BC	52 6%	27 5%
Mean		4.23bfjrsA	4.27b	3.92	4.28efhj	4.33	4.05	4.07	4.16	4.04	4.30	4.11	4.00	4.19r	4.17r	4.28krs	4.41Tklmrs	4.36krs	4.45kmrs	3.58	3.86	4.22	4.18	4.28	4.33	4.25	3.79	4.23	3.94	4.28A	4.39TA
Standard deviation		1.01	1.00	1.06	0.99	0.84	1.10	0.95	1.00	1.16	0.99	1.04	1.11	1.07	1.04	0.98	0.78	0.95	0.87	1.26	1.26	1.03	1.05	1.02	0.86	1.00	1.20	1.01	1.08	0.97	0.89
Standard error		0.02	0.03	0.09	0.03	0.12	0.10	0.07	0.08	0.11	0.37	0.05	0.12	0.07	0.06	0.05	0.05	0.07	0.10	0.16	0.15	0.07	0.06	0.09	0.19	0.03	0.21	0.05	0.08	0.03	0.04

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: 20th to 22nd October 2023

Absolutes/col percents

Table 97

Q19. How useful would you find each of the following pieces of information if you were comparing different broadband contracts?
- The total amount you would pay over the whole life of the contract
Base: All currently paying for a fixed broadband contract

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Very/ fairly useful		1313 80%i	452 80%	838 81%	1038 82%	977 83%	62 75%	177 79%	906 82%i	683 84%Tij	223 75%	407 78%	325 83%	987 80%	598 81%	574 81%
Very useful	(5)	862 53%i	303 54%	552 53%	697 55%f	654 56%f	43 52%	104 46%	587 53%i	451 56%i	136 45%	275 53%	220 56%	642 52%	389 52%	379 53%
Fairly useful	(4)	450 28%	149 27%	285 28%	341 27%	322 27%	19 23%	73 32%	319 29%	231 29%	88 29%	131 25%	105 27%	345 28%	209 28%	194 27%
Useful	(3)	197 12%	64 11%	124 12%	144 11%	129 11%	14 18%	24 11%	132 12%	84 10%	48 16%h	65 12%	40 10%	157 13%	93 13%	85 12%
Not very useful	(2)	83 5%	32 6%	49 5%	56 4%	50 4%	6 8%	12 5%	44 4%	28 4%	15 5%	39 7%gh	16 4%	67 5%	31 4%	37 5%
Not at all useful	(1)	39 2%	14 2%	22 2%	21 2%	21 2%	- -	12 5%Tcd	27 2%	14 2%	13 4%h	13 2%	12 3%	27 2%	20 3%	14 2%
NET: Not useful		122 7%	46 8%	72 7%	78 6%	71 6%	6 8%	24 11%cd	70 6%	42 5%	28 9%h	52 10%gh	28 7%	94 8%	51 7%	51 7%
Mean		4.23i	4.24	4.25	4.30f	4.31f	4.19	4.09	4.26i	4.33Tij	4.06	4.18	4.28	4.22	4.23	4.25
Standard deviation		1.01	1.02	0.99	0.95	0.95	0.99	1.12	0.98	0.92	1.10	1.07	1.01	1.01	1.00	0.99
Standard error		0.02	0.04	0.03	0.03	0.03	0.10	0.07	0.03	0.03	0.06	0.05	0.05	0.03	0.04	0.04

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 98

Q19. How useful would you find each of the following pieces of information if you were comparing different broadband contracts?
- The average monthly price over the whole life of the contract
Base: All currently paying for a fixed broadband contract

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)
Unweighted base		1680	814	860	91	232	278	315	295	320	149	323	593	764
Weighted base		1631	811	815	105*	249	266	312	268	309	122	355	578	698
NET: Very/ fairly useful		1179 72%	597 74%	579 71%	78 74%	184 74%	192 72%	226 72%	193 72%	223 72%	84 69%	262 74%	417 72%	500 72%
Very useful	(5)	616 38%	304 38%	310 38%	47 44%	81 32%	86 32%	117 37%	109 41%	129 42%de	47 39%	127 36%	203 35%	285 41%de
Fairly useful	(4)	563 35%	293 36%	268 33%	31 30%	103 41%ghi l	106 40%hl	109 35%	84 31%	94 31%	37 30%	134 38%l	214 37%l	214 31%
Useful	(3)	233 14%	118 15%	114 14%	16 15%	42 17%	40 15%	43 14%	37 14%	38 12%	16 13%	58 16%	83 14%	92 13%
Not very useful	(2)	175 11%	78 10%	97 12%	9 9%	18 7%	29 11%	29 9%	33 12%	38 12%	20 16%dfjk	27 8%	58 10%	90 13%dj
Not at all useful	(1)	44 3%	18 2%	26 3%	2 2%	6 2%	6 2%	14 4%	5 2%	9 3%	2 2%	8 2%	20 3%	16 2%
NET: Not useful		220 13%	96 12%	123 15%	11 11%	24 9%	35 13%	43 14%	38 14%	47 15%	22 18%dj	35 10%	78 13%	107 15%dj
Mean		3.94	3.97	3.91	4.06	3.94	3.89	3.91	3.97	3.96	3.88	3.98	3.90	3.95
Standard deviation		1.09	1.05	1.13	1.06	1.00	1.05	1.13	1.10	1.14	1.15	1.02	1.09	1.13
Standard error		0.03	0.04	0.04	0.11	0.07	0.06	0.06	0.06	0.06	0.09	0.06	0.04	0.04

	Social Grade: AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban/Rural: Urban (s)	Rural (t)	Country: England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)
Unweighted base	481	521	268	410	1002	678	1343	337	1414	120	93	53
Weighted base	447	469	311	404	916	715	1302	329	1358	136*	87*	50*
NET: Very/ fairly useful	341 76%pr	335 71%	228 73%	276 68%	675 74%	503 70%	945 73%	234 71%	982 72%	94 70%	67 76%	36 72%
Very useful	174 39%	180 38%	114 37%	147 36%	355 39%	261 36%	504 39%	112 34%	517 38%	52 38%	31 35%	16 33%
Fairly useful	166 37%	154 33%	114 37%	129 32%	321 35%	242 34%	441 34%	122 37%	465 34%	43 32%	36 41%	19 39%
Useful	59 13%	70 15%	45 15%	59 15%	128 14%	105 15%	185 14%	48 15%	195 14%	17 13%	13 14%	8 17%
Not very useful	39 9%	52 11%	34 11%	50 12%	91 10%	84 12%	137 11%	38 12%	145 11%	21 15%w	5 5%	4 8%
Not at all useful	8 2%	14 3%	4 1%	19 5%moq	21 2%	23 3%	36 3%	8 2%	36 3%	3 2%	3 4%	1 3%
NET: Not useful	47 11%	65 14%	38 12%	69 17%mq	113 12%	107 15%m	173 13%	46 14%	182 13%	24 18%	8 9%	6 11%
Mean	4.03pr	3.93	3.97	3.83	3.98p	3.89	3.95	3.89	3.94	3.88	3.99	3.91
Standard deviation	1.02	1.11	1.03	1.19	1.07	1.12	1.09	1.08	1.09	1.15	1.04	1.05
Standard error	0.05	0.05	0.06	0.06	0.03	0.04	0.03	0.06	0.03	0.11	0.11	0.14

	Region: Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	136*	71*	186	136	137	120	87*	162	195	211	140	50*
NET: Very/ fairly useful	94 70%	51 72%	139 75%	104 76%	106 77%	82 68%	67 76%	117 72%	132 67%	153 73%	98 70%	36 72%
Very useful	52 38%	28 40%	72 39%	55 41%	58 42%	37 30%	31 35%	61 38%	76 39%	78 37%	52 37%	16 33%
Fairly useful	43 32%	23 32%	67 36%	49 36%	48 35%	45 38%	36 41%	56 35%	56 28%	76 36%	46 33%	19 39%
Useful	17 13%	7 10%	25 13%	18 13%	17 12%	21 17%	13 14%	25 15%	30 16%	32 15%	20 14%	8 17%
Not very useful	21 15%E	11 15%	19 10%	11 8%	13 9%	14 12%	5 5%	18 11%	22 11%	18 8%	20 15%	4 8%
Not at all useful	3 2%	2 3%	3 2%	3 2%	2 1%	3 3%	3 4%	3 2%	11 6%TCI	8 4%	1 1%	1 3%
NET: Not useful	24 18%	13 18%	22 12%	14 10%	15 11%	17 15%	8 9%	20 13%	33 17%	26 12%	22 15%	6 11%
Mean	3.88	3.92	4.00	4.04	4.08	3.81	3.99	3.95	3.83	3.94	3.91	3.91
Standard deviation	1.15	1.17	1.04	1.04	1.02	1.08	1.04	1.06	1.22	1.09	1.09	1.05
Standard error	0.11	0.14	0.07	0.09	0.08	0.09	0.11	0.08	0.09	0.07	0.09	0.14

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: 20th to 22nd October 2023

Absolutes/col percents

Table 99

Q19. How useful would you find each of the following pieces of information if you were comparing different broadband contracts?
- The average monthly price over the whole life of the contract
Base: All currently paying for a fixed broadband 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 (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)	£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		1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base		1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
NET: Very/ fairly useful		1179 72%rs	1074 73%	92 65%	843 72%	46 85%h	95 77%	140 71%	120 74%	82 67%	3 72%	332 73%	48 66%	147 74%rs	206 69%	226 70%	246 79%Tkmnrs	156 81%Tkmnrs	75 77%rs	35 56%	39 57%	150 76%	182 71%	88 71%	15 79%	859 72%	18 56%	302 73%	115 67%	594 72%	394 79%TAB
Very useful	(5)	616 38%fr	562 38%	48 34%	455 39%f	28 51%fgj	43 35%	59 30%	52 32%	41 34%	2 46%	158 35%	25 35%	88 44%rs	111 37%r	118 36%r	123 39%r	77 40%r	41 42%r	14 22%	19 28%	71 36%	89 35%	51 41%	7 35%	456 38%	6 19%	153 37%	57 33%	318 38%	207 42%
Fairly useful	(4)	563 35%	513 35%	44 31%	388 33%	18 33%	52 42%	81 41%c	68 42%c	41 34%	1 26%	174 38%	23 31%	59 30%	95 32%	108 33%	123 40%l	79 41%l	34 35%	22 34%	20 29%	79 40%	93 36%	38 30%	8 44%	402 34%	12 36%	149 36%	58 34%	276 33%	187 38%
Useful	(3)	233 14%	195 13%	29 21%a	153 13%	8 14%	19 15%	37 19%c	25 15%	27 22%Tc	1 28%	78 17%	12 17%	29 14%	46 15%	52 16%p	33 11%	18 9%	14 14%	13 20%p	16 24%op	23 12%	30 12%	12 9%	2 13%	174 15%	6 19%	53 13%	35 20%TBC	116 14%	53 11%
Not very useful	(2)	175 11%	156 11%	16 11%	139 12%dj	1 1%	8 7%	16 8%	14 8%	8 6%	- -	37 8%	11 16%	20 10%	38 13%	34 10%	27 9%	20 10%	8 8%	11 17%	8 11%	13 7%	32 12%	17 14%	2 8%	127 11%	6 18%	42 10%	18 11%	97 12%	41 8%
Not at all useful	(1)	44 3%p	39 3%	5 4%	36 3%	- -	1 1%	3 2%	4 3%	5 4%	- -	8 2%	1 2%	4 2%	11 4%p	11 4%p	6 2%	- -	1 1%	5 7%op	5 8%Tlop	11 6%TTx	13 5%x	6 5%	- -	26 2%	2 7%	16 4%	4 2%	21 3%	9 2%
NET: Not useful		220 13%d	195 13%	21 15%	175 15%dj	1 1%	10 8%	19 10%	18 11%	13 11%	- -	45 10%	12 17%	24 12%	48 16%	45 14%	32 10%	20 10%	9 9%	15 24%Tlopq	13 19%	25 12%	45 17%	24 19%	2 8%	153 13%	8 25%	58 14%	22 13%	119 14%C	50 10%
Mean		3.94rs	3.96	3.80	3.93	4.35Tcfghj	4.03	3.89	3.92	3.86	4.17	3.96	3.82	4.04rs	3.86r	3.89r	4.06mrs	4.10mnrs	4.07rs	3.46	3.59	3.94	3.83	3.88	4.06	3.96	3.43	3.92	3.85	3.93	4.09TAB
Standard deviation		1.09	1.09	1.14	1.13	0.78	0.93	0.98	1.02	1.08	0.95	1.00	1.13	1.08	1.15	1.12	1.00	0.95	1.01	1.21	1.24	1.12	1.18	1.24	0.92	1.08	1.21	1.12	1.07	1.11	1.01
Standard error		0.03	0.03	0.10	0.03	0.11	0.09	0.07	0.08	0.10	0.36	0.05	0.12	0.07	0.06	0.06	0.06	0.07	0.11	0.15	0.15	0.08	0.07	0.11	0.20	0.03	0.21	0.05	0.08	0.04	0.05

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: 20th to 22nd October 2023

Absolutes/col percents

Table 100

Q19. How useful would you find each of the following pieces of information if you were comparing different broadband contracts?
- The average monthly price over the whole life of the contract
Base: All currently paying for a fixed broadband contract

			Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base		1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
NET: Very/ fairly useful		1179 72%	402 72%	754 73%	933 74%	877 74%	57 68%	153 68%	812 73%	602 74%	210 70%	366 70%	294 75%	885 71%	545 73%	518 73%
Very useful	(5)	616 38%	216 38%	394 38%	494 39%	464 39%	30 36%	78 35%	433 39%	336 42%ij	97 32%	182 35%	143 36%	472 38%	286 39%	272 38%
Fairly useful	(4)	563 35%	186 33%	360 35%	439 35%	412 35%	26 32%	75 33%	379 34%	266 33%	113 38%	184 35%	151 38%	413 33%	259 35%	246 35%
Useful	(3)	233 14%	70 12%	154 15%	178 14%	165 14%	12 15%	26 12%	162 15%	108 13%	54 18%	71 14%	52 13%	181 15%	110 15%	95 13%
Not very useful	(2)	175 11%	71 13%	103 10%	116 9%	104 9%	12 15%	39 17%Tcd	105 10%	77 10%	28 9%	70 13%gh	31 8%	144 12%	71 10%	73 10%
Not at all useful	(1)	44 3%	19 3%	22 2%	33 3%	32 3%	1 2%	6 3%	29 3%	21 3%	7 2%	16 3%	16 4%	28 2%	16 2%	23 3%
NET: Not useful		220 13%	90 16%b	125 12%	149 12%	135 11%	14 17%	45 20%Tcd	134 12%	98 12%	36 12%	86 16%gh	47 12%	173 14%	87 12%	96 14%
Mean		3.94	3.91	3.97	3.99f	4.00f	3.87	3.80	3.98	4.01j	3.88	3.86	3.95	3.93	3.98	3.95
Standard deviation		1.09	1.15	1.06	1.07	1.06	1.12	1.17	1.07	1.08	1.05	1.13	1.09	1.09	1.05	1.10
Standard error		0.03	0.05	0.03	0.03	0.03	0.12	0.08	0.03	0.04	0.06	0.05	0.05	0.03	0.04	0.04

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 101

Q20. 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 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
I have no formal qualifications (and I am not still studying)	62 4%efjkmq	33 4%	28 3%	1 1%	3 1%	3 1%	3 1%	5 2%	33 11%Tcdefgjk	14 11%Tcdefgjk	4 1%	6 1%	52 7%Tcdefgjk	4 1%	9 2%	10 3%m	38 9%Tmnoq	14 2%	48 7%Tmnq	46 4%	16 5%	53 4%	2 2%	5 6%	2 3%	2 2%	5 7%	5 3%	3 2%	6 4%	3 2%	5 6%	9 6%	6 3%	11 5%	5 4%	2 3%
Entry level qualification such as ESOL, ELC or Skills for Life	19 1%	11 1%	7 1%	6 5%Tefghikl	7 3%Tfhkl	2 1%	1 *	1 1%	1 *	1 *	13 4%Tefghkl	3 1%	3 *	7 1%	5 1%	4 1%	3 1%	12 1%	7 1%	18 1%	1 *	18 1%	1 1%	1 1%	- -	1 1%	- -	2 1%	- -	2 1%	3 3%H	1 1%	4 3%H	4 2%	- -	2 1%	- -
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	125 8%mqG	47 6%	78 10%a	6 6%	12 5%	14 5%	33 10%dej	28 11%dej	22 7%	9 8%	18 5%	46 8%	60 9%	7 2%	28 6%m	33 11%mnq	56 14%Tmnq	35 4%m	89 12%Tmnq	99 8%	26 8%	100 7%	13 9%	10 12%	2 3%	13 9%G	2 3%	15 8%G	16 12%G	10 8%	12 10%G	10 12%G	14 9%G	6 3%	16 7%	8 5%	2 3%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	265 16%jmqvy	126 16%	139 17%	9 9%	27 11%	33 12%	49 16%	65 24%Tcdefjk	61 20%cdej	21 17%	37 10%	82 14%	146 21%Tcdejk	39 9%	63 13%m	70 23%Tmnq	93 23%Tmnq	101 11%	163 23%Tmnq	203 16%	62 19%	238 18%v	12 8%	9 10%	6 13%	12 8%	17 25%yE	30 16%	27 20%y	23 17%	23 19%y	9 10%	24 15%	31 16%	40 19%y	22 16%	6 13%
Level 1-2 vocational qualification or intermediate apprenticeship	55 3%m	30 4%	25 3%	3 3%	5 2%	9 3%	16 5%	9 3%	11 4%	2 2%	8 2%	24 4%	22 3%	4 1%	17 4%m	13 4%m	21 5%mq	21 2%	34 5%mq	47 4%	7 2%	41 3%	12 9%Tu	2 2%	1 2%	12 9%TDFGH	1 1%	7 4%	9 6%FG	5 4%	2 2%	2 2%	3 2%	3 1%	5 2%	6 4%	1 2%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	179 11%d	88 11%	90 11%	20 19%Tdhjl	15 6%	30 11%	43 14%d	28 11%	29 9%	13 11%	35 10%	73 13%d	71 10%	49 11%	52 11%	40 13%	38 9%	101 11%	78 11%	142 11%	37 11%	160 12%	13 9%	6 6%	1 3%	13 9%	7 10%	23 13%	11 8%	20 15%J	14 12%	6 6%	23 14%J	18 9%	26 13%	16 12%	1 3%
Level 3 vocational qualification or advanced apprenticeship	87 5%mq	31 4%	56 7%a	5 4%	13 5%	16 6%	19 6%	12 5%	13 4%	10 8%	18 5%	35 6%	35 5%	12 3%	20 4%	33 10%Tmnpq	23 6%m	32 4%	55 8%mnq	73 6%	15 4%	72 5%	10 7%	5 6%	- -	10 7%	3 5%	13 7%	3 2%	7 5%	6 5%	5 6%	8 5%	13 7%	13 6%	7 5%	- -
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	110 7%	69 9%b	41 5%	7 6%	15 6%	24 9%g	21 7%	11 4%	23 7%	10 8%	21 6%	45 8%	44 6%	23 5%	38 8%	24 8%	26 6%	61 7%	49 7%	79 6%	32 10%s	83 6%	17 13%Tu	8 10%	2 4%	17 13%TACG	7 11%	8 4%	7 5%	6 5%	7 6%	8 10%	12 7%	7 4%	18 9%	10 7%	2 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**

Prepared by Yonder

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 101

Q20. 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 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Level 4-5 vocational qualification or higher apprenticeship	53 3%l	30 4%	23 3%	1 1%	3 1%	4 2%	8 2%	17 6%Tcdefjk	14 4%j	7 5%dejk	4 1%	12 2%	37 5%Tdejk	15 3%	18 4%	11 4%	9 2%	33 4%	21 3%	43 3%	10 3%	44 3%	3 2%	6 7%	- -	3 2%	5 7%l	5 3%	4 3%	7 5%l	5 4%l	6 7%l	6 4%l	5 2%	7 4%l	- -	- -
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	419 26%hilopr	217 27%	203 25%	25 24%	97 39%Tcfghikl	80 30%hil	74 24%l	66 25%i	60 19%	17 14%	122 34%Tfghikl	155 27%hil	142 20%	161 36%Tpqr	144 31%Tpqr	55 18%	60 15%	305 33%Tpqr	115 16%	340 26%	79 24%	352 26%	28 21%	21 24%	18 37%v	28 21%	16 22%	56 30%	32 24%	32 24%	28 24%	21 24%	37 23%	65 34%TyFH	44 21%	41 29%	18 37%yH
Level 6 vocational qualification or degree apprenticeship	12 1%	7 1%	6 1%	- -	3 1%	1 *	2 1%	2 1%	3 1%	1 1%	3 1%	3 1%	6 1%	6 1%	4 1%	2 1%	1 *	10 1%	2 *	8 1%	5 1%	11 1%	- -	1 1%	1 1%	- -	- -	* *	2 1%	3 2%	2 1%	1 1%	1 1%	1 *	1 *	1 1%	1 1%
University higher degree (e.g. Masters, PhD or equivalent)	206 13%gopr	107 13%	97 12%	7 7%	45 18%Tcghl	48 18%Tcghl	38 12%	20 8%	33 11%	14 12%	52 15%gl	86 15%gl	67 10%	110 25%Tnopqr	64 14%opr	9 3%	24 6%	174 19%Tnopr	32 4%	172 13%	34 10%	156 11%	23 17%	10 11%	17 34%Tuvw	23 17%	6 8%	17 9%	17 12%	13 9%	13 11%	10 11%	18 11%	35 18%AC	24 11%	14 10%	17 34%TyzABCDEFGHI
Still studying/ still at school	16 1%l	6 1%	10 1%	13 12%Tdefghijkl	1 *	2 1%	- -	* *	- -	- -	14 4%Tdefghikl	2 *	* *	6 1%	7 1%	1 *	3 1%	12 1%	4 1%	16 1%	- -	14 1%	1 1%	1 1%	- -	1 1%	* 1%	1 1%	- -	- -	1 1%	1 1%	1 *	1 *	3 1%	7 5%TABCDFG	- -
Prefer not to say	12 1%	5 1%	7 1%	3 3%Tegkl	2 1%	1 *	2 1%	- -	3 1%	1 1%	5 1%	3 1%	4 1%	3 1%	- -	3 1%	6 2%nq	3 *	9 1%n	11 1%	2 1%	11 1%	- -	1 2%	- -	- -	- -	2 1%	3 3%T	1 *	1 1%	1 2%	1 1%	1 1%	2 1%	1 *	- -
Don't know	10 1%	5 1%	5 1%	- -	- -	- -	2 1%	1 *	4 1%	2 2%dej	- -	2 *	8 1%	2 *	1 *	4 1%	4 1%	2 *	8 1%q	7 1%	3 1%	6 *	2 1%	2 2%u	- -	2 1%	1 1%	- -	2 1%	1 1%	- -	2 2%	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/y/z/A/B/C/D/E/F/G/H/I/J
*** small base**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 102

Q20. 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 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 £77,999 per year (p)	£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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
I have no formal qualifications (and I am not still studying)	62 4%fgjnoC	60 4%	2 1%	60 5%efgj	- -	- -	- -	1 1%	1 1%	- -	2 *	10 14%Tmnopqr	20 10%Tnopq	15 5%no	3 1%	4 1%	5 2%	- -	2 3%	4 5%noq	11 5%	19 7%TTx	13 10%TTx	1 7%	33 3%	- -	29 7%TTx	11 6%C	40 5%C	6 1%
Entry level qualification such as ESOL, ELC or Skills for Life	19 1%	15 1%	2 1%	15 1%	- -	4 4%g	4 2%	- -	- -	- -	4 1%	- -	8 4%Top	5 2%o	5 1%o	- -	1 *	- -	- -	- -	3 2%	2 1%	1 1%	- -	14 1%	- -	5 1%	6 4%TC	12 1%C	1 *
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	125 8%bqC	121 8%b	2 1%	96 8%	3 5%	4 3%	11 6%	11 7%	13 11%e	- -	29 6%	11 16%Tmopqs	25 13%Tmopq	19 6%	28 9%q	19 6%	10 5%	1 1%	8 13%q	3 4%	22 11%x	27 10%x	14 11%	1 4%	76 6%	1 4%	47 11%TTx	19 11%C	73 9%C	22 4%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	265 16%pC	246 17%	18 13%	191 16%	5 9%	17 14%	28 14%	21 13%	23 19%	1 23%	73 16%	9 13%	44 22%opq	60 20%pq	53 16%	44 14%	19 10%	8 8%	13 21%q	15 21%pq	38 19%	54 21%x	22 18%	1 6%	181 15%	5 16%	79 19%	31 18%C	153 18%C	53 11%
Level 1-2 vocational qualification or intermediate apprenticeship	55 3%	54 4%	1 1%	39 3%	2 4%	5 4%	9 5%	6 3%	4 3%	- -	16 3%	6 9%Tnop	10 5%o	16 5%no	7 2%	5 2%	4 2%	2 2%	3 4%	1 2%	6 3%	10 4%	9 7%x	1 7%	33 3%	2 6%	20 5%	12 7%TC	30 4%	9 2%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	179 11%m	168 11%	9 6%	130 11%	11 20%f	11 9%	16 8%	17 11%	13 10%	- -	49 11%	8 11%	20 10%	20 7%	44 14%mr	51 16%Tmpqr	17 9%	6 7%	2 4%	10 15%m	21 11%	25 10%	11 9%	* 3%	137 12%	2 7%	39 10%	17 10%	97 12%	53 11%
Level 3 vocational qualification or advanced apprenticeship	87 5%	82 6%	5 3%	61 5%	5 9%	9 7%	6 3%	9 5%	7 6%	- -	26 6%	2 3%	11 5%	21 7%	21 6%	12 4%	7 4%	7 7%	2 3%	3 5%	13 7%v	20 8%v	1 1%	3 15%	62 5%	- -	25 6%v	10 6%	50 6%	23 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**

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 102

Q20. 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 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 £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	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	110 7%q	89 6%	19 13%Ta	81 7%	2 3%	9 7%	11 6%	10 6%	7 6%	- -	29 6%	5 6%q	7 4%	31 10%lnq	17 5%q	22 7%q	22 11%Tlnqr	- -	1 2%	5 7%q	8 4%	11 4%	3 3%	2 8%	87 7%	4 13%	19 5%	10 6%	58 7%	36 7%
Level 4-5 vocational qualification or higher apprenticeship	53 3%	51 3%	1 1%	40 3%	1 2%	3 2%	6 3%	7 5%	4 3%	- -	13 3%	3 4%	5 3%	9 3%	12 4%	11 4%	6 3%	2 2%	- -	4 6%	7 4%	10 4%	2 2%	- -	35 3%	1 4%	17 4%	5 3%	31 4%	13 3%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	419 26%kltuzuzA	364 25%	49 34%a	277 24%	18 33%	34 27%	67 34%Tc	60 37%Tc	36 29%	1 27%	141 31%Tc	10 14%	32 16%	65 22%	90 28%kl	96 31%klms	63 32%klms	39 40%Tklms	15 24%	11 16%	35 18%	39 15%	29 23%	3 18%	346 29%tuz	7 21%	66 16%	31 18%	200 24%	162 33%TAB
Level 6 vocational qualification or degree apprenticeship	12 1%	11 1%	1 1%	10 1%	- -	2 1%	2 1%	1 *	1 *	- -	2 *	1 1%	1 1%	1 *	6 2%	3 1%	1 1%	- -	- -	- -	2 1%	1 1%	1 1%	- -	7 1%	1 3%	4 1%	2 1%	4 1%	7 1%
University higher degree (e.g. Masters, PhD or equivalent)	206 13%klB	171 12%	31 22%Ta	140 12%	9 16%	25 20%Tcgh	34 18%c	16 10%	11 9%	1 14%	65 14%	2 3%	11 6%	32 11%k	34 10%	40 13%kl	39 20%Tklmn	32 33%Tklmnoprs	6 9%	9 14%k	24 12%	31 12%	14 11%	5 28%	150 13%	4 13%	52 13%	13 7%	72 9%	106 21%TAB
Still studying/ still at school	16 1%	14 1%	2 1%	15 1%	- -	1 1%	1 *	1 *	- -	- -	1 *	4 5%Tlmnop	1 1%	2 1%	1 *	4 1%	- -	1 1%	3 4%Tnp	1 2%	5 2%	2 1%	1 1%	- -	9 1%	2 5%	5 1%	5 3%TB	2 *	4 1%
Prefer not to say	12 1%	9 1%	2 1%	8 1%	- -	- -	- -	2 1%	1 1%	2 36%	3 1%	- -	1 1%	1 *	1 *	1 *	- -	- -	5 9%Tklmnopq	3 4%Tmnop	- -	2 1%	- -	1 3%	9 1%	1 3%	2 1%	- -	3 *	1 *
Don't know	10 1%	8 1%	- -	10 1%	- -	- -	1 *	1 *	- -	- -	1 *	- -	1 *	3 1%	3 1%	- -	- -	- -	4 6%Tklmnopq	- -	2 1%	2 1%	2 2%	- -	6 *	2 6%	3 1%	1 *	5 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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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 103

Q20. 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 service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
I have no formal qualifications (and I am not still studying)	62 4%	24 4%	38 4%	41 3%	37 3%	4 5%	9 4%	40 4%	31 4%	9 3%	22 4%	12 3%	50 4%	23 3%	36 5%
Entry level qualification such as ESOL, ELC or Skills for Life	19 1%	4 1%	15 1%	12 1%	10 1%	2 2%	7 3%Tcd	14 1%	12 1%	3 1%	4 1%	- -	19 2%k	10 1%	6 1%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	125 8%	34 6%	80 8%	98 8%	91 8%	7 8%	13 6%	79 7%	59 7%	20 7%	46 9%	29 7%	96 8%	44 6%	69 10%m
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	265 16%	71 13%	190 18%a	210 17%	202 17%	8 10%	33 15%	190 17%	133 16%	58 19%	75 14%	65 16%	200 16%	105 14%	132 19%m
Level 1-2 vocational qualification or intermediate apprenticeship	55 3%	22 4%	33 3%	43 3%	38 3%	4 5%	10 5%	39 3%	29 4%	9 3%	16 3%	12 3%	43 3%	20 3%	27 4%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	179 11%i	64 11%	115 11%	149 12%	142 12%	7 9%	20 9%	128 12%i	109 13%i	20 7%	51 10%	42 11%	137 11%	80 11%	85 12%
Level 3 vocational qualification or advanced apprenticeship	87 5%	34 6%	52 5%	72 6%	63 5%	9 10%f	8 4%	55 5%	38 5%	17 6%	33 6%	22 6%	65 5%	40 5%	38 5%
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	110 7%	36 6%	73 7%	77 6%	72 6%	4 5%	21 9%	72 6%	45 6%	27 9%	39 7%	32 8%	79 6%	58 8%	42 6%

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

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 103

Q20. 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 service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Level 4-5 vocational qualification or higher apprenticeship	53 3%	12 2%	40 4%	44 3%	43 4%	1 1%	5 2%	42 4%	35 4%j	7 2%	11 2%	16 4%	38 3%	24 3%	28 4%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	419 26%	158 28%	256 25%	319 25%	295 25%	24 29%	65 29%	284 26%	206 26%	78 26%	135 26%	105 27%	314 25%	204 28%	168 24%
Level 6 vocational qualification or degree apprenticeship	12 1%	3 1%	10 1%	11 1%	9 1%	2 2%	1 *	8 1%	6 1%	2 1%	4 1%	3 1%	9 1%	7 1%	5 1%
University higher degree (e.g. Masters, PhD or equivalent)	206 13%n	88 16%b	114 11%	160 13%	152 13%	8 9%	32 14%	132 12%	96 12%	36 12%	74 14%	49 12%	157 13%	107 14%n	64 9%
Still studying/ still at school	16 1%	5 1%	9 1%	14 1%	11 1%	3 4%Tdf	- -	9 1%	3 *	6 2%h	7 1%	6 2%	10 1%	7 1%	4 1%
Prefer not to say	12 1%	6 1%	5 *	5 *	5 *	- -	2 1%	9 1%	5 1%	4 1%	4 1%	1 *	11 1%	9 1%	4 1%
Don't know	10 1%	3 *	4 *	7 1%	6 1%	1 1%	1 *	6 1%	2 *	4 1%h	4 1%	1 *	9 1%	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 - T/m/n
*** small base**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 104

Q21. 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 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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1680	814	860	91	232	278	315	295	320	149	323	593	764	481	521	268	410	1002	678	1343	337	1414	120	93	53	120	66	202	149	152	132	93	170	181	218	144	53
Weighted base	1631	811	815	105*	249	266	312	268	309	122	355	578	698	447	469	311	404	916	715	1302	329	1358	136*	87*	50*	136*	71*	186	136	137	120	87*	162	195	211	140	50*
Up to £199 per week / Up to £10,399 per year	72 4%moq	30 4%	40 5%	9 9%e	8 3%	6 2%	21 7%e	15 6%	10 3%	4 3%	17 5%	27 5%	29 4%	3 1%	17 4%m	5 2%	48 12%Tmnoqr	20 2%m	53 7%Tmnoq	59 5%	13 4%	63 5%	2 2%	5 6%	1 3%	2 2%	2 3%	10 5%	8 6%	10 7%	2 2%	5 6%	6 4%	6 3%	12 5%	8 6%	1 3%
From £200 to £299 per week / From £10,400 to £15,599 per year	199 12%adejmnoq	71 9%	127 16%Ta	8 8%	18 7%	20 7%	34 11%	37 14%dej	64 21%Tcdefgjk	18 15%dej	26 7%	54 9%	119 17%Tcdefjk	25 6%	40 9%	17 6%	116 29%Tmnoqr	66 7%	133 19%Tmnoq	154 12%	45 14%	162 12%	19 14%	11 13%	6 13%	19 14%	15 21%BH	23 12%	13 9%	14 10%	14 12%	11 13%	18 11%	25 13%	17 8%	23 17%H	6 13%
From £300 to £499 per week / From £15,600 to £25,999 per year	301 18%dm	131 16%	168 21%a	25 24%d	27 11%	38 14%	57 18%d	54 20%d	66 21%dej	33 27%Tdefjk	52 15%	95 16%	153 22%dejk	52 12%	96 20%m	46 15%	107 26%Tmoq	148 16%m	153 21%moq	236 18%	64 20%	261 19%	21 15%	14 16%	5 10%	21 15%	26 37%TyACDEFGHIJ	35 19%	32 23%CG	18 13%	26 21%	14 16%	28 18%	28 14%	45 22%	24 17%	5 10%
From £500 to £699 per week / From £26,000 to £36,399 per year	324 20%p	153 19%	170 21%	15 14%	48 19%	52 20%	52 17%	49 18%	72 23%	34 28%Tcfgjk	64 18%	104 18%	156 22%	108 24%pr	97 21%p	66 21%p	52 13%	205 22%pr	118 17%	269 21%	55 17%	274 20%	24 18%	18 20%	8 16%	24 18%	8 11%	38 21%	31 23%	29 21%	34 28%TzH	18 20%	31 19%	42 21%	32 15%	30 21%	8 16%
From £700 to £999 per week / From £36,400 to £51,999 per year	312 19%lpr	184 23%b	128 16%	18 17%	68 27%Tehikl	47 18%	63 20%l	53 20%l	51 17%	12 10%	85 24%hil	110 19%l	116 17%	107 24%Tpr	97 21%pr	90 29%Tnpqr	18 4%	204 22%pr	108 15%p	237 18%	74 23%	268 20%	18 13%	14 16%	12 23%	18 13%	14 20%	30 16%	21 15%	40 30%TyABDEG	18 15%	14 16%	36 22%	37 19%	43 21%	28 20%	12 23%
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	194 12%bhilprz	133 16%Tb	60 7%	10 9%	35 14%hil	59 22%Tcdfghijkl	30 10%	34 13%hi	18 6%	7 5%	45 13%hi	89 15%Tfhil	59 8%	72 16%Tpr	64 14%pr	42 14%pr	15 4%	136 15%Tpr	57 8%p	158 12%	36 11%	145 11%	24 18%u	15 17%	10 20%	24 18%zCFI	- -	25 14%z	15 11%z	12 9%z	11 9%z	15 17%z	13 8%z	25 13%z	32 15%z	12 9%z	10 20%zCFI
£1,500 and above per week / £78,000 and above per year	98 6%hlpr	63 8%b	35 4%	4 3%	26 11%Tghil	23 9%ghil	30 10%Tghil	8 3%	4 1%	2 2%	30 8%ghil	54 9%Tghil	15 2%	49 11%Tnpr	28 6%pr	20 6%pr	1 *	77 8%Tpr	21 3%p	83 6%	15 4%	77 6%	14 10%	4 4%	4 7%	14 10%zC	- -	8 4%	7 5%	4 3%	5 4%	4 4%	18 11%TzACDH	15 8%z	10 5%	9 7%z	4 7%z
Don't know	63 4%	18 2%	45 6%a	16 15%Tdefghijkl	11 4%	10 4%	9 3%	9 3%	5 1%	4 4%	27 7%Tfghkl	19 3%	18 3%	11 3%	14 3%	9 3%	29 7%Tmnoq	26 3%	38 5%mq	53 4%	11 3%	54 4%	6 4%	3 3%	2 4%	6 4%	- -	9 5%	5 4%	6 4%	5 4%	3 3%	7 4%	9 5%	8 4%	4 3%	2 4%
Refused	69 4%	27 3%	42 5%	1 1%	7 3%	10 4%	16 5%	9 3%	17 6%	7 6%	9 2%	26 5%	34 5%	20 4%	15 3%	17 5%	17 4%	35 4%	34 5%	54 4%	15 5%	55 4%	7 5%	5 5%	2 4%	7 5%	5 7%	8 4%	5 4%	5 3%	4 4%	5 5%	5 3%	8 4%	11 5%	3 2%	2 4%
Average weekly income	693.70 bhilprTbz	772.74	613.35	627.58	822.70 TcfghiTcfghil	834.60	721.52 hil	646.81 hil	556.45	552.72	768.98 TcghilTcghil	773.71	590.71	851.14 Tnopqrpr	719.34	777.61 Tpr	412.00	783.34 Tnpr	574.41 p	699.99	668.83	680.09	792.90 Tu	693.95	797.66	792.90 TzABCDl	468.84	673.47 z	658.17 z	660.05 z	648.49 z	693.95 z	751.37 z	734.93 z	711.61 z	660.29 z	797.66zCD
Average annual income ('000)	36.072 bhilprTbz	40.183	31.894	32.634	42.780 TcfghiTcfghil	43.399	37.519 hil	33.634 hil	28.935	28.741	39.987 TcghilTcghil	40.233	30.717	44.259 Tnopqrpr	37.406	40.436 Tpr	21.424	40.734 Tnpr	29.870 p	36.400	34.779	35.365	41.231 Tu	36.085	41.479	41.231 TzABCDl	24.380	35.021 z	34.225 z	34.322 z	33.722 z	36.085 z	39.071 z	38.216 z	37.004 z	34.335 z	41.479zCD

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**

Prepared by Yonder

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 105

Q21. 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 service

		Ethnicity		Children 18 or Under								Household income									Disability							Financial Vulnerability		
	Total (T)	White (a)	Ethnicity (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 £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	1680	1521	135	1222	48	119	204	177	113	7	451	87	216	334	356	296	173	82	65	71	196	260	122	21	1222	34	424	192	874	478
Weighted base	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Up to £199 per week / Up to £10,399 per year	72 4%hjlmnopBC	66 4%	7 5%	65 6%hj	1 2%	2 1%	5 3%	3 2%	- -	- -	7 2%	72 100%Tlmnopqrs	- -	- -	- -	- -	- -	- -	- -	- -	25 13%TTx	19 7%x	10 8%x	2 12%	35 3%	- -	37 9%TTx	72 42%TBC	- -	- -
From £200 to £299 per week / From £10,400 to £15,599 per year	199 12%djkmnopqrsxxC	185 13%	11 8%	162 14%degj	1 2%	7 6%	18 9%	11 7%	11 9%	1 13%	37 8%	- -	199 100%Tkmnopqrs	- -	- -	- -	- -	- -	- -	- -	42 21%TTx	59 23%TTx	36 29%TTx	4 22%	104 9%	6 17%	89 22%TTx	30 17%C	169 20%TC	- -
From £300 to £499 per week / From £15,600 to £25,999 per year	301 18%jklnopqrsC	268 18%	30 21%	241 21%gj	6 10%	20 16%	30 15%	21 13%	20 16%	1 14%	59 13%	- -	- -	301 100%Tklnopqrs	- -	- -	- -	- -	- -	- -	54 27%TTx	69 27%TTx	34 27%TTx	4 21%	191 16%	3 10%	107 26%TTx	53 31%TC	248 30%TC	- -
From £500 to £699 per week / From £26,000 to £36,399 per year	324 20%klmopqrsttAC	295 20%	25 17%	245 21%	12 22%	20 16%	39 20%	29 18%	17 14%	- -	79 17%	- -	- -	- -	324 100%Tklmopqrs	- -	- -	- -	- -	- -	23 12%	38 15%	18 14%	2 13%	255 22%tuz	4 13%	64 16%	11 6%	254 31%TAC	59 12%A
From £700 to £999 per week / From £36,400 to £51,999 per year	312 19%cklmnpqrstuvztuvzA	275 19%	33 23%	178 15%	22 41%Tc	37 30%Tc	52 26%Tc	46 29%Tc	33 27%c	- -	134 29%Tc	- -	- -	- -	- -	312 100%Tklmnpqrs	- -	- -	- -	- -	21 10%	32 12%	11 9%	2 12%	258 22%tuvz	2 6%	52 13%	7 4%	158 19%A	147 29%TAB
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	194 12%klmnoqrstuvztuvzAB	172 12%	18 13%	124 11%	7 12%	17 14%	26 13%	25 15%	21 17%	- -	70 15%c	- -	- -	- -	- -	- -	194 100%Tklmnoqrs	- -	- -	- -	6 3%	12 5%	2 2%	1 5%	170 14%tuvz	6 17%	18 4%	- -	- -	194 39%TAB
£1,500 and above per week / £78,000 and above per year	98 6%cklmnoptuztuzAB	88 6%	9 6%	48 4%	4 7%	16 13%Tc	20 10%Tc	19 11%Tc	12 10%c	- -	50 11%Tc	- -	- -	- -	- -	- -	- -	98 100%Tklmnoprs	- -	- -	4 2%	5 2%	2 2%	1 8%	90 8%tuvz	1 3%	7 2%	- -	- -	98 20%TAB
Don't know	63 4%ljmnopABC	48 3%	10 7%a	54 5%j	2 4%	1 1%	4 2%	2 1%	2 2%	2 36%	8 2%	- -	- -	- -	- -	- -	- -	- -	63 100%Tklmnopqs	- -	15 8%TTx	10 4%	8 7%x	1 3%	34 3%	9 27%	20 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: 20th to 22nd October 2023

Absolutes/col percents

Table 105

Q21. 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 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 £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	1631	1464	143	1171	55*	124*	197	163	121*	5**	456	72*	199	301	324	312	194	98*	63*	69*	198	256	124*	19**	1185	33**	413	173	829	497
Refused	69 4%lmnop ABC	67 5%b	1 1%	55 5%	- -	4 3%	3 2%	5 3%	5 4%	2 37%	12 3%	- -	- -	- -	- -	- -	- -	- -	- -	69 100%Tklmn opqr	8 4%	13 5%	2 1%	1 4%	48 4%	2 7%	19 5%	- -	- -	- -
Average weekly income	693.70c klmntuv ztuvzAB	690.77	718.66	636.02	815.77c	849.05T c	793.90T c	841.96T c	833.06T c	329.67	835.34T c	175.00	250.00	400.00	600.00	800.00 T	1250.00 T	1750.00T	-	-	462.28	499.37	446.20	569.27	759.88T tuvTz	720.78	496.86	310.02	506.73 A	1138.64TAB
Average annual income ('000)	36.072c klmntuv ztuvzAB	35.920	37.370	33.073	42.420c	44.150T c	41.283T c	43.782T c	43.319T c	17.143	43.438Tc	9.100	13.000	20.800	31.200k lm	41.600T n	65.000T n	91.000Tn	-	-	24.039	25.967	23.202	29.602	39.514T tuvTz	37.480	25.836	16.121	26.350A	59.209TAB

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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 106

Q21. 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 service

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1680	572	1074	1301	1212	89	227	1135	837	298	545	398	1282	777	707
Weighted base	1631	562	1033	1260	1177	83*	225	1108	809	299	523	393	1238	742	710
Up to £199 per week / Up to £10,399 per year	72 4%	25 4%	45 4%	54 4%	50 4%	4 5%	9 4%	50 5%	34 4%	17 6%	22 4%	21 5%	52 4%	33 4%	29 4%
From £200 to £299 per week / From £10,400 to £15,599 per year	199 12%	61 11%	137 13%	151 12%	141 12%	10 12%	24 11%	145 13%	115 14%	30 10%	54 10%	48 12%	151 12%	83 11%	95 13%
From £300 to £499 per week / From £15,600 to £25,999 per year	301 18%	105 19%	194 19%	223 18%	211 18%	13 15%	50 22%	197 18%	137 17%	60 20%	103 20%	60 15%	240 19%	153 21%n	115 16%
From £500 to £699 per week / From £26,000 to £36,399 per year	324 20%	108 19%	209 20%	257 20%	236 20%	21 25%	35 16%	209 19%	150 19%	58 20%	115 22%	83 21%	241 19%	140 19%	142 20%
From £700 to £999 per week / From £36,400 to £51,999 per year	312 19%	100 18%	207 20%	250 20%	232 20%	18 22%	45 20%	225 20%	168 21%	57 19%	87 17%	72 18%	240 19%	142 19%	142 20%
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	194 12%	70 12%	123 12%	145 12%	137 12%	8 10%	38 17%c	136 12%	97 12%	39 13%	57 11%	42 11%	152 12%	85 11%	82 12%
£1,500 and above per week / £78,000 and above per year	98 6%	53 9%Tb	45 4%	89 7%	86 7%	3 4%	9 4%	66 6%	46 6%	20 7%	32 6%	32 8%	66 5%	40 5%	46 6%
Don't know	63 4%b	26 5%b	21 2%	40 3%	36 3%	4 4%	5 2%	34 3%	20 2%	14 5%	30 6%gh	16 4%	48 4%	26 4%	32 4%
Refused	69 4%	15 3%	52 5%a	50 4%	48 4%	2 3%	8 4%	47 4%	42 5%i	5 2%	22 4%	20 5%	49 4%	39 5%	26 4%
Average weekly income	693.70	740.08 b	670.48	708.37	711.67	661.48	699.99	695.45	691.28	706.56	689.88	713.60	687.46	682.97	700.56
Average annual income ('000)	36.072	38.484 b	34.865	36.835	37.007	34.397	36.399	36.163	35.946	36.741	35.874	37.107	35.748	35.514	36.429

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 107
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Male	1030 49%bp	1030 100%Tb	- -	122 42%	192 54%cf	167 51%c	162 45%	143 47%	167 49%	77 59%Tcf gjk	313 49%	329 48%	387 50%c	310 54%Tnp r	279 47%p	236 55%Tnp r	205 40%	589 50%p	441 47%p	851 50%	179 44%	847 48%	100 57%	50 49%	34 53%	100 57%H	39 46%	108 46%	84 49%	96 52%	79 52%	50 49%	91 46%	139 50%	127 44%	83 46%	34 53%
Female	1076 51%aim	- -	1076 100%Ta	167 57%di	158 45%	160 49%	201 55%di	161 53%i	175 51%	54 41%	325 50%	361 52%di	390 50%	263 46%	313 53%mo	192 45%	308 60%Tmn oqr	576 49%	500 53%mo	849 50%	227 56%	921 52%	75 43%	50 50%	30 47%	75 43%	45 54%	125 54%	88 51%	89 48%	72 48%	50 50%	107 54%	138 50%	161 56%y	95 53%	30 47%
Other	6 *	- -	- -	2 1%	3 1%	- -	* *	- -	1 *	- -	5 1%	* *	1 *	1 *	3 *	1 *	1 *	4 *	2 *	5 *	* *	4 *	1 1%	* *	- -	1 1%	- -	1 *	- -	- -	- -	* *	- -	2 1%	1 *	1 1%	- -
Prefer not to say	2 *	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	2 *	- -	- -	1 *	* *	- -	- -	2 *	- -	* *	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**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 108
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 (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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Male	1030 49%lrtu ztuzA	884 49%	130 47%	716 47%	48 63%Tc	95 59%Tc	132 54%	111 56%c	66 47%	6 52%	307 54%Tc	30 42%	71 36%	131 43%	153 47%lr	184 59%Tklm nrs	133 69%Tklm nors	63 64%Tklm nrs	18 29%	27 39%	105 39%	120 40%	55 39%	8 40%	804 52%tuvz	21 39%	205 40%	70 41%	392 47%	304 61%TAB
Female	1076 51%deop qC	911 51%	145 53%	809 53%degj	28 37%	67 41%	113 46%	89 44%	75 53%	6 48%	262 46%	40 56%opq	127 64%Tnop q	168 56%opq	170 53%opq	128 41%p	60 31%	35 36%	45 71%Tmno pq	42 61%opq	159 59%TTx	175 59%TTx	83 59%x	12 60%	736 48%	33 61%	307 59%TTx	101 58%C	434 52%C	193 39%
Other	6 *	6 *	- -	6 *	- -	- -	- -	- -	- -	- -	- -	2 2%Tnop	1 1%	2 1%	1 *	- -	- -	- -	- -	- -	4 1%TTx	2 1%	3 2%TTx	- -	1 *	- -	5 1%x	2 1%	3 *	1 *
Prefer not to say	2 *	1 *	- -	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: 20th to 22nd October 2023

Absolutes/col percents

Table 109
Gender
Base: All respondents

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Male	1030 49%j	274 49%	523 51%	641 51%	597 51%	45 54%	121 54%	597 54%Tj	449 56%Tj	148 49%j	214 41%	197 50%	833 48%	370 50%	340 48%
Female	1076 51%gh	287 51%	507 49%	614 49%	578 49%	36 44%	104 46%	508 46%	358 44%	150 50%	307 59%Tgh i	194 49%	882 51%	368 50%	368 52%
Other	6 *	1 *	3 *	5 *	3 *	2 2%Tcdf	- -	3 *	2 *	1 *	2 *	2 *	4 *	4 1%	1 *
Prefer not to say	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 - T/m/n
*** small base**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 110
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)	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	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
16-17	33 2%defg hkl	9 1%	23 2%a	33 11%Tdef ghijkl	- -	- -	- -	- -	- -	- -	33 5%Tdef ghikl	- -	- -	15 3%or	9 1%	3 1%	6 1%	24 2%	9 1%	26 2%	7 2%	29 2%	2 1%	- -	1 2%	2 1%	2 2%	4 2%	5 3%	2 1%	4 2%	- -	1 1%	2 1%	8 3%	1 1%	1 2%
18-24	259 12%def ghiklp rtxBJ	113 11%	144 13%	259 89%Tdef ghijkl	- -	- -	- -	- -	- -	- -	259 40%Tdef ghikl	- -	- -	105 18%Tno pr	73 12%pr	42 10%	39 8%	178 15%Topr	81 9%	240 14%t	19 5%	222 13%x	24 14%x	12 12%x	- -	24 14%BJ	4 5%	25 11%J	11 6%	16 9%J	14 9%J	12 12%J	15 8%J	68 24%Tyz ABCDEF HIJ	42 15%zBF J	27 15%zBFJ	- -
25-34	353 17%cef ghiklp t	192 19%b	158 15%	- -	353 100%Tcef ghijkl	- -	- -	- -	- -	- -	353 55%Tcef ghikl	- -	- -	100 17%p	100 17%	91 21%p	63 12%	199 17%p	153 16%	310 18%t	42 10%	306 17%	24 14%	14 13%	9 14%	24 14%	11 13%	31 13%	30 18%	34 18%	31 21%	14 13%	36 18%	62 22%AH	41 14%	31 17%	9 14%
35-44	327 15%cdf ghijlz B	167 16%	160 15%	- -	- -	327 100%Tcdf ghijkl	- -	- -	- -	- -	- -	327 47%Tcdf ghijl	- -	70 12%	110 18%m	71 17%	76 15%	180 15%	147 16%	274 16%	53 13%	261 15%	31 18%	14 14%	21 33%Tuv w	31 18%zB	5 5%	48 20%zB	15 9%	35 19%zB	30 20%zB	14 14%	28 14%	37 13%	40 14%	24 13%	21 33%TyzBCEFGHI
45-54	363 17%cde ghijm qxJ	162 16%	201 19%	- -	- -	- -	363 100%Tcde ghijkl	- -	- -	- -	- -	363 53%Tcde ghijl	- -	66 11%	98 16%m	85 20%mq	114 22%Tmn q	164 14%	199 21%Tmn q	279 16%	84 21%	299 17%x	42 24%x	19 19%x	4 6%	42 24%IJ	15 18%	37 16%	35 20%IJ	29 16%	26 17%	19 19%J	45 23%IJ	42 15%	48 17%	22 12%	4 6%
55-64	304 14%cde fhijk	143 14%	161 15%	- -	- -	- -	- -	304 100%Tcde fhijkl	- -	- -	- -	- -	304 39%Tcd efhijk	80 14%	66 11%	64 15%	94 18%nq	146 12%	158 17%nq	229 13%	75 19%s	258 15%	17 9%	20 20%v	11 17%	17 9%	15 17%	38 16%	36 21%TyF GI	31 17%G	21 14%	20 20%yG	23 12%	28 10%	46 16%	20 11%	11 17%
65+	473 22%cde fgjkoG	244 24%	229 21%	- -	- -	- -	- -	- -	343 100%Tc defgjk l	131 100%Tcde fgjkl	- -	- -	473 61%Tcd efgjk	139 24%o	140 23%o	74 17%	121 24%o	278 24%o	195 21%	347 20%	127 31%Ts	398 22%	36 20%	22 22%	17 28%	36 20%	33 40%TyA BCDEFG H	52 22%G	39 23%G	37 20%	26 17%	22 22%	51 26%G	40 14%	64 22%G	55 31%TCD G	17 28%G
NET: 18-34	611 29%efg hiklpr bJ	304 30%	302 28%	259 89%Te fghik l	353 100%Tcef ghijkl	- -	- -	- -	- -	- -	611 95%Tcef ghikl	- -	- -	204 36%Tnp r	173 29%p	132 31%p	102 20%	377 32%pr	234 25%	551 32%Tt	61 15%	528 30%x	48 28%	26 26%	9 14%	48 28%	15 18%	56 24%	41 24%	50 27%	45 30%J	26 26%	50 25%	130 46%Tyz ABCDEF HIJ	83 29%J	58 32%zJ	9 14%
NET: 35-54	691 33%cdg hijlm	329 32%	361 34%	- -	- -	327 100%Tc dghijl	363 100%Tcdg hijl	- -	- -	- -	- -	691 100%Tcdg hijl	- -	137 24%	208 35%mq	156 36%mq	190 37%mq	345 29%m	346 37%mq	553 32%	138 34%	560 32%	73 41%Tu	33 33%	25 39%	73 41%TzB GHI	19 23%	85 36%I	50 29%	64 35%	55 37%I	33 33%	73 37%I	79 28%	88 31%	46 25%	25 39%
NET: 55+	778 37%cde fjkG	387 38%	390 36%	- -	- -	- -	- -	304 100%Tc defjk	343 100%Tc defjk	131 100%Tcde fjk	- -	- -	778 100%Tcd efjk	219 38%	206 35%	138 32%	216 42%no	425 36%	353 37%	576 34%	202 50%Ts	656 37%	52 30%	42 42%	28 44%	52 30%	48 57%TyA CDFGHI	89 38%G	75 44%yDG	68 37%G	48 31%	42 42%G	75 38%G	68 24%	110 38%G	76 42%yG	28 44%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**

Prepared by Yonder

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 110
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Average age	47.33c dejksG	47.78	47.02	21.30	29.94c j	39.84c dj	49.84T cdejk	59.49T cdefjk	69.12T cdefgj kl	78.65T cdefgh jkl	26.03c	45.10c dej	66.96T cdefgj k	46.05	46.89	46.13	50.28T mnoq	46.48	48.39m q	45.94	53.15T s	47.23	46.64	49.17	49.21	46.64G	55.13T yABCDE FGHI	48.30G	49.81D G	47.32G	45.54G	49.17G	49.64D G	41.24	47.05G	47.88G	49.21G

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: 20th to 22nd October 2023

Absolutes/col percents

Table 111
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 £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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
16-17	33 2%noBC	23 1%	10 3%a	26 2%	- -	- -	3 1%	3 2%	6 4%Tej	1 10%	6 1%	1 1%no	- -	1 *	- -	- -	- -	- -	- -	- -	4 2%	2 1%	2 1%	- -	24 2%	1 3%	7 1%	2 1%BC	- -	- -
18-24	259 12%afghj lmnopqsu vuvBC	145 8%	103 38%Ta	215 14%fghj	24 31%Tcefg hj	13 8%gh	8 3%	3 2%	- -	3 30%	40 7%fgh	8 11%lns	8 4%	24 8%	15 5%	18 6%	10 5%	4 4%	16 25%Tklmn opqs	1 2%	48 18%TuvTx z	12 4%	7 5%	- -	189 12%uv	13 24%TuvT xz	57 11%u	22 13%BC	44 5%	20 4%
25-34	353 17%chlm uvzuvzB	272 15%	77 28%Ta	205 13%h	29 37%Tcgh	73 45%Tcfg hj	75 31%Tcgh	39 19%ch	3 2%	5 41%	143 25%Tch	8 11%	18 9%	27 9%	48 15%m	68 22%Tklm n	35 18%lm	26 27%Tklm ns	11 17%	7 11%	38 14%uv	18 6%	7 5%	2 11%	290 19%uvz	11 20%uvz	53 10%	33 19%B	101 12%	97 20%B
35-44	327 15%cuvz uvz	279 15%	42 15%	132 9%	22 29%Tc	62 38%Tch	115 47%Tcdg hj	65 32%Tc	34 24%Tc	1 9%	194 34%Tc	6 8%	20 10%	38 13%	52 16%	47 15%	59 30%Tklm nos	23 24%klm	10 16%	10 15%	44 16%v	30 10%	10 7%	2 12%	261 17%uvz	9 17%	58 11%	32 19%	109 13%	104 21%TB
45-54	363 17%bcde	328 18%b	27 10%	218 14%d	2 3%	13 8%	35 15%d	75 38%Tcde fj	71 51%Tcdef gj	1 5%	145 25%Tcde f	21 29%Tlnp	34 17%	57 19%	52 16%	63 20%	30 16%	30 31%Tlmn pr	9 14%	16 24%	70 26%TTx	77 26%TTx	40 28%TTx	5 26%	237 15%	7 14%	119 23%TTx	44 25%TB	147 18%	96 19%
55-64	304 14%bdef gj	292 16%b	11 4%	267 17%Tdefg j	- -	1 *	7 3%	12 6%e	24 17%defgj	1 5%	36 6%e	15 21%q	37 19%q	54 18%q	49 15%	53 17%	34 18%	8 8%	9 14%	9 13%	41 15%	64 22%TTx	40 28%TtTx yz	5 24%	199 13%	5 10%	100 19%TTx	21 12%	153 18%T	76 15%
65+	473 22%bdef ghjpqtt A	462 26%Tb	6 2%	469 31%Tdefg hj	- -	- -	- -	3 2%	1 1%	- -	4 1%	14 19%q	82 41%Tkop qr	99 33%Tkop qr	107 33%Tkop qr	63 20%q	25 13%	7 7%	9 14%	25 36%Tkopq r	24 9%	94 32%TtTx yz	36 25%t	6 28%	344 22%t	7 13%	122 24%t	19 11%	275 33%TAC	103 21%A
NET: 18-34	611 29%aghl mnsuvzu vzBC	417 23%	180 65%Ta	420 27%h	53 69%Tcfg hj	86 53%Tcfg hj	83 34%gh	42 21%h	3 2%	8 70%	183 32%gh	16 22%	26 13%	51 17%	64 20%	85 27%lmns	45 23%l	30 31%lmns	27 42%Tklm nops	9 13%	86 32%uvz	30 10%	14 10%	2 11%	478 31%uvz	24 44%TuvT z	110 21%uv	55 32%BC	145 18%	117 24%B
NET: 35-54	691 33%bc	608 34%b	69 25%	351 23%	24 31%	75 46%Tc	151 62%Tcde	140 70%Tcde j	106 75%Tcde fj	2 14%	338 60%Tcde	27 37%	54 27%	95 32%	104 32%	110 35%	89 46%Tlmn o	54 55%Tklm nor	19 30%	26 38%	113 42%TTx	107 36%	50 35%	8 38%	497 32%	16 30%	177 34%	76 44%TB	256 31%	201 40%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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 111
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 £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 / 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	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
NET: 55+	778 37%bdefghjqtIA	754 42%Tb	17 6%	736 48%Tdefghj	- -	1 *	7 3%	15 7%de	26 18%defgj	1 5%	41 7%def	29 40%q	119 60%Tknopqr	153 51%Topqr	156 48%Topqr	116 37%q	59 31%q	15 15%	18 28%	34 49%pqr	65 24%	158 53%TtTxyz	76 54%TtTxy	10 51%	543 35%t	12 23%	222 43%TtTxy	40 23%	428 52%TAC	179 36%A
Average age	47.33bdefgjqhytyA	49.85Tb	31.60	50.22Tdefgj	31.46	34.68d	38.16de	42.77defj	47.27defgj	28.36	39.94defr	49.41qr	56.89Tknopqr	53.39Topqr	53.19Topqr	48.41qr	46.17	43.06	42.69	55.00Topqr	43.18	55.76TtTxyz	54.82TtTxyz	54.45	46.58ty	40.86	50.25TtTxy	43.84	53.90TAC	48.58A

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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 112
Age
Base: All respondents

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
16-17	33 2%abcd ghjkmn	1 *	1 *	- -	- -	- -	1 *cd	1 *	1 *	- -	1 *	- -	33 2%k	1 *	- -
18-24	259 12%abcd fghjkmn	42 7%	53 5%	89 7%	75 6%	14 17%cdf	10 4%	68 6%h	30 4%	38 13%ghj	36 7%h	24 6%	235 14%k	50 7%	43 6%
25-34	353 17%bfh	118 21%Tb	123 12%	208 16%f	194 16%	14 17%	24 11%	162 15%	103 13%	59 20%h	87 17%	60 15%	293 17%	112 15%	111 16%
35-44	327 15%	107 19%	155 15%	207 16%	198 17%	8 10%	37 17%	176 16%	123 15%	53 18%	90 17%	76 19%l	251 15%	121 16%	117 16%
45-54	363 17%	108 19%	194 19%	232 18%	210 18%	22 26%T	52 23%	216 20%	168 21%T	48 16%	96 18%	75 19%	288 17%	122 16%	153 22%Tm
55-64	304 14%	66 12%	199 19%Ta	207 16%	198 17%	9 11%	42 19%	187 17%	138 17%	49 16%	81 15%	64 16%	240 14%	114 15%	121 17%
65+	473 22%	120 21%	308 30%Ta	318 25%	302 26%	16 19%	59 26%	298 27%Tl	246 30%Tl	51 17%	133 25%l	94 24%	379 22%	222 30%Tn	164 23%
NET: 18-34	611 29%bcd fghjkm n	160 28%b	176 17%	296 24%f	269 23%f	28 33%df	34 15%	230 21%h	133 16%	97 33%ghj	123 23%h	83 21%	528 31%k	163 22%	154 22%
NET: 35-54	691 33%	215 38%T	349 34%	438 35%	408 35%	30 36%	89 40%	392 35%	291 36%	101 34%	186 35%	151 39%Tl	539 31%	243 33%	270 38%T
NET: 55+	778 37%	186 33%	507 49%Ta	525 42%T	500 42%Te	25 30%	101 45%Te	485 44%Tl	384 47%Tij	101 34%	214 41%	158 40%	620 36%	335 45%T	286 40%
Average age	47.33	47.31	53.12T a	50.22T	50.46T	46.75	51.95T e	51.16T i	53.11T glj	45.90	50.11T i	50.00T l	46.72	51.39T	50.21T

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 113
Social Grade
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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
A	152 7%kno prl	86 8%	66 6%	44 15%Tdef ghikl	29 8%fk	19 6%	11 3%	24 8%fk	18 5%	7 6%	73 11%Tefh kl	29 4%	49 6%f	152 26%Tnop qr	- -	- -	- -	152 13%Tnop r	- -	126 7%	26 6%	128 7%	10 6%	7 7%	8 12%	10 6%	7 8%	17 7%	12 7%	11 6%	11 7%	7 7%	12 6%	31 11%Tl	21 7%	4 2%	8 12%l
B	423 20%kno pr	224 22%	197 18%	76 26%efk	71 20%	52 16%	55 15%	56 18%	73 21%k	41 31%Tde fghjkl	146 23%efk	107 16%	169 22%efk	423 74%Tnop qr	- -	- -	- -	423 36%Tnop r	- -	341 20%	81 20%	350 20%	30 17%	23 23%	21 32%Tuv	30 17%	16 20%	44 19%	32 19%	40 22%	29 19%	23 23%	41 20%	54 19%	61 21%	32 18%	21 32%TyABDGI
C1	596 28%gmo prt	279 27%	313 29%	82 28%	100 28%	110 34%gl	98 27%	66 22%	100 29%g	40 30%	182 28%	208 30%g	206 26%	- -	596 100%Tmop qr	- -	- -	596 51%Tmop r	- -	504 30%t	92 23%	501 28%	58 33%	20 20%	17 27%	58 33%	27 32%	65 28%	52 30%	43 24%	36 23%	20 20%	60 30%	81 29%	73 25%	64 36%CDE H	17 27%
C2	429 20%imn pq	236 23%b	192 18%	44 15%	91 26%Tch il	71 22%i	85 23%cil	64 21%i	59 17%	15 11%	135 21%i	156 23%cil	138 18%	- -	- -	429 100%Tmnp qr	- -	- -	429 46%Tmn pq	339 20%	90 22%	358 20%	46 26%	18 17%	8 12%	46 26%z	10 12%	51 22%	32 19%	37 20%	37 25%z	18 17%	35 18%	62 22%	57 20%	37 21%	8 12%
D	259 12%mno q	114 11%	144 13%	39 13%	34 10%	57 17%Tdh ijl	45 12%	43 14%	32 9%	10 7%	73 11%	102 15%dhi l	84 11%	- -	- -	- -	259 50%Tmno qr	- -	259 27%Tmn oq	194 11%	64 16%s	216 12%	14 8%	20 20%Tuv	8 13%	14 8%	9 11%	26 11%	23 13%	23 13%	22 14%G	20 20%TyG l	23 11%	21 8%	51 18%TyGl	17 9%	8 13%
E	255 12%acej mnoq	91 9%	164 15%Ta	7 2%	28 8%c	19 6%	69 19%Tcd ejk	51 17%Tcd ej	62 18%Tcd ejk	18 14%cej	35 5%	89 13%cde j	131 17%Tcde jk	- -	- -	- -	255 50%Tmno qr	- -	255 27%Tmn oq	202 12%	53 13%	221 12%x	19 11%	13 13%	2 3%	19 11%	15 18%J	30 13%	20 12%	29 16%HJ	17 11%	13 13%	29 14%J	29 10%	26 9%	25 14%J	2 3%
NET: AB	575 27%fkn opr	310 30%b	263 24%	120 41%Tde fghkl	100 28%fk	70 22%	66 18%	80 26%fk	90 26%fk	48 37%Tef ghkl	220 34%Tef ghkl	137 20%	219 28%ef k	575 100%Tnop qr	- -	- -	- -	575 49%Tnop r	- -	467 27%	108 26%	478 27%	40 23%	29 29%	28 44%Tuv	40 23%	23 27%	62 26%	45 26%	51 28%	40 26%	29 29%	53 27%	85 30%l	82 28%	37 20%	28 44%TyABCDFHI
NET: ABC1	1171 55%fgk oprt	589 57%	576 54%	202 69%Tde fghkl	199 57%fg	180 55%f	164 45%	146 48%	190 56%f	88 67%Tde fghkl	402 62%Tfg kl	345 50%	425 55%f	575 100%To pr	596 100%Topr	- -	- -	1171 100%Topr	- -	971 57%t	200 49%	978 55%	97 55%	50 49%	45 71%Tuv w	97 55%	50 60%	126 54%	97 56%	95 51%	75 50%	50 49%	113 57%	166 60%	155 54%	101 56%	45 71%TyACDEH
NET: C2DE	942 45%cij mnqxJ	441 43%	500 46%	90 31%	153 43%ci	147 45%ci	199 55%Tcd ehijl	158 52%Tcd ij	152 44%ci	43 33%	243 38%	346 50%Tci j	353 45%cij	- -	- -	429 100%Tm nq	513 100%Tmnq	- -	942 100%Tmn q	735 43%	208 51%Ts	795 45%x	79 45%x	51 51%x	18 29%	79 45%J	34 40%	107 46%J	75 44%	90 49%J	76 50%J	51 51%J	86 43%	112 40%	134 46%J	79 44%	18 29%
NET: DE	513 24%acd jmnoq	205 20%	308 29%Ta	45 15%	63 18%	76 23%cj	114 31%Tcd eij	94 31%Tcd eij	93 27%cdj	28 21%	108 17%	190 28%cdj	216 28%cdj	- -	- -	- -	513 100%Tmno qr	- -	513 54%Tmn oq	396 23%	117 29%s	437 25%	33 19%	33 33%vx	10 16%	33 19%	24 28%	56 24%	43 25%	52 28%G	39 26%	33 33%yGJ	51 26%	51 18%	78 27%G	42 23%	10 16%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 114
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 (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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
A	152 7%ltuzt uz	116 6%	33 12%Ta	112 7%	1 1%	11 7%	17 7%	9 4%	8 6%	2 16%	38 7%	1 2%	5 3%	13 4%	18 5%	24 8%l	17 9%l	16 16%Tklmno	4 7%	8 12%klm	7 3%	9 3%	5 4%	* 2%	129 8%tuz	2 4%	21 4%	6 3%	42 5%	46 9%AB
B	423 20%kImt uztuzA	358 20%	58 21%	305 20%	21 27%	29 18%	50 21%	39 20%	26 18%	2 15%	116 20%	1 2%	20 10%k	39 13%k	90 28%Tklmr	83 27%Tklmr	55 28%Tklmr	33 34%Tklmrs	7 12%k	12 17%k	28 11%	41 14%	17 12%	4 21%	338 22%tuvz	13 24%t	73 14%	16 9%	145 18%A	161 32%TAB
C1	596 28%luvu v	507 28%	80 29%	442 29%	24 31%	45 28%	73 30%	59 30%	35 25%	1 6%	153 27%	17 24%	40 20%	96 32%l	97 30%l	97 31%l	64 33%l	28 28%	14 23%	15 22%	68 25%	61 21%	22 15%	5 27%	457 30%uvz	16 30%v	122 24%	42 25%	226 27%	172 35%TAB
C2	429 20%kIzz A	372 21%	49 18%	276 18%	22 29%c	38 24%	55 22%	55 28%Tc	34 25%	4 33%	150 26%Tc	5 6%	17 9%	46 15%l	66 20%kl	90 29%Tklmnr	42 22%kl	20 20%kl	9 14%	17 24%kl	40 15%	45 15%	19 13%	4 21%	344 22%tuvz	8 15%	77 15%	22 13%	173 21%A	91 18%
D	259 12%oqC	212 12%	40 15%	173 11%	8 10%	29 18%c	39 16%c	28 14%	26 19%c	3 22%	83 15%	6 8%q	32 16%opq	53 18%Topq	45 14%opq	17 6%	15 8%	1 1%	14 22%Tkopqs	5 7%	32 12%	36 12%	13 9%	- -	189 12%	8 15%	62 12%	32 18%TC	110 13%C	27 6%
E	255 12%bdfg jnopqxx C	237 13%b	15 6%	224 15%Tdefg j	1 1%	10 6%	9 4%	9 4%	11 8%	1 9%	30 5%	42 58%Tlmnopqrs	84 42%Tmnopqrs	54 18%Tnopq	7 2%o	1 *	1 *	- -	15 23%Tnopq	13 18%nopq	92 35%TTxy	105 35%TTxy	65 46%TTxyz	6 29%	87 6%	7 12%	161 31%TTxy	55 32%TBC	133 16%TC	1 *
NET: AB	575 27%kImt uvztuvz AB	474 26%	91 33%	418 27%	22 28%	39 24%	68 28%	48 24%	34 24%	4 31%	153 27%	3 3%	25 13%k	52 17%k	108 33%Tklmr	107 34%Tklmr	72 37%Tklmr	49 50%Tklmnors	11 18%k	20 29%klm	35 13%	50 17%	23 16%	5 23%	466 30%tuvz	15 28%t	94 18%	22 12%	188 23%A	206 42%TAB
NET: ABC1	1171 55%klrt uvztuvz AB	981 54%	171 62%a	860 56%	45 59%	84 52%	140 57%	108 54%	69 49%	4 36%	307 54%	20 27%	66 33%	148 49%kl	205 63%Tklmr	204 65%Tklmrs	136 70%Tklmrs	77 78%Tklmnors	26 41%	35 50%kl	104 39%	111 37%	44 31%	10 50%	924 60%Ttuv Tz	31 58%tuvz	216 42%	64 37%	413 50%A	379 76%TAB
NET: C2DE	942 45%nopq xiC	821 46%b	104 38%	673 44%	31 41%	78 48%	104 43%	92 46%	72 51%	7 64%	262 46%	53 73%Tmnopqs	133 67%Tmnopqs	153 51%nopq	118 37%q	108 35%q	57 30%	21 22%	38 59%Tnopq	34 50%opq	164 61%TTxy	185 63%TTxy	97 69%TTxy	10 50%	619 40%	23 42%	300 58%TTxy	109 63%TBC	416 50%TC	119 24%

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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 114
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 (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)	£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	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
NET: DE	513 24%djnopqxxC	449 25%	56 20%	397 26%dgj	9 12%	40 24%	49 20%	37 19%	37 27%d	4 31%	113 20%	48 66%Tmnopqrs	116 58%Tmnopqs	107 35%Tnopq	52 16%opq	18 6%	15 8%	1 1%	29 46%Tnopqs	17 25%opq	125 47%TTxy	140 47%TTxy	78 55%TTxyz	6 29%	276 18%	15 27%	223 43%TTxy	87 50%TBC	243 29%TC	28 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**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 115
Social Grade
Base: All respondents

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
A	152 7%	36 6%	70 7%	70 6%	68 6%	2 2%	24 11%cde	78 7%	55 7%	23 8%	28 5%	21 5%	131 8%	47 6%	46 6%
B	423 20%	120 21%	215 21%	269 21%	243 21%	26 31%Tcd	49 22%	233 21%	170 21%	63 21%	107 20%	81 20%	342 20%	172 23%n	129 18%
C1	596 28%	177 32%	287 28%	378 30%	351 30%	27 32%	59 26%	322 29%	246 30%	77 26%	147 28%	119 30%	477 28%	208 28%	204 29%
C2	429 20%	94 17%	206 20%	243 19%	229 19%	15 18%	45 20%	208 19%	156 19%	53 18%	103 20%	66 17%	363 21%	128 17%	154 22%m
D	259 12%eh	65 12%	114 11%	141 11%e	138 12%e	2 3%	28 12%e	120 11%	76 9%	44 15%h	68 13%	41 10%	217 13%	94 13%	75 11%
E	255 12%	70 12%	141 14%	159 13%	148 13%	11 13%	20 9%	146 13%	106 13%	40 13%	69 13%	65 17%Tl	190 11%	94 13%	101 14%
NET: AB	575 27%	156 28%	285 28%	339 27%	311 26%	28 34%	73 32%	311 28%	225 28%	86 29%	136 26%	102 26%	473 27%	220 30%	175 25%
NET: ABC1	1171 55%	333 59%	572 55%	717 57%	662 56%	55 66%	131 59%	634 57%	471 58%	163 54%	283 54%	221 56%	950 55%	427 58%	380 53%
NET: C2DE	942 45%	228 41%	461 45%	543 43%	515 44%	28 34%	93 41%	475 43%	338 42%	136 46%	240 46%	172 44%	770 45%	315 42%	330 47%
NET: DE	513 24%	134 24%	255 25%	300 24%	286 24%	13 16%	48 21%	266 24%	182 23%	84 28%	137 26%	106 27%	407 24%	187 25%	176 25%

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 116
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Scotland	176 8%uwxzABCDEFGHIJ	100 10%b	75 7%	27 9%	24 7%	31 10%	42 11%gl	17 5%	26 8%	9 7%	51 8%	73 11%gl	52 7%	40 7%	58 10%	46 11%	33 6%	97 8%	79 8%	139 8%	38 9%	- -	176 100%Tuwx	- -	- -	176 100%TzABCDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
North East	84 4%evyABCDFGHI	39 4%	45 4%	6 2%	11 3%	5 1%	15 4%	15 5%e	26 7%Tcdejk	8 6%ce	17 3%	19 3%	48 6%Tcejk	23 4%	27 5%	10 2%	24 5%	50 4%	34 4%	59 3%	25 6%s	84 5%vw	- -	- -	- -	- -	84 100%TyABCDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
North West	234 11%tvwxyzBCDEFGHIJ	108 10%	125 12%	28 10%	31 9%	48 15%dj	37 10%	38 12%	33 10%	19 14%	59 9%	85 12%	89 12%	62 11%	65 11%	51 12%	56 11%	126 11%	107 11%	208 12%t	26 6%	234 13%vwx	- -	- -	- -	- -	- -	234 100%TyzBCDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yorkshire & Humberside	172 8%evwxyzACDEFGHIJ	84 8%	88 8%	16 6%	30 9%	15 5%	35 10%e	36 12%Tcejk	26 8%	13 10%e	47 7%	50 7%	75 10%e	45 8%	52 9%	32 7%	43 8%	97 8%	75 8%	133 8%	39 10%	172 10%vwx	- -	- -	- -	- -	- -	- -	172 100%TyzACDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -
West Midlands	184 9%tvwxyzABDEFGHIJ	96 9%	89 8%	19 6%	34 10%	35 11%	29 8%	31 10%	29 8%	8 6%	52 8%	64 9%	68 9%	51 9%	43 7%	37 9%	52 10%	95 8%	90 10%	164 10%t	20 5%	184 10%vwx	- -	- -	- -	- -	- -	- -	- -	184 100%TyzABDEFGHIJ	- -	- -	- -	- -	- -	- -	- -
East Midlands	152 7%vwxyzABCEFGHIJ	79 8%	72 7%	17 6%	31 9%	30 9%	26 7%	21 7%	18 5%	8 6%	48 8%	55 8%	48 6%	40 7%	36 6%	37 9%	39 8%	75 6%	76 8%	114 7%	38 9%	152 9%vwx	- -	- -	- -	- -	- -	- -	- -	- -	152 100%TyzABCEFGHIJ	- -	- -	- -	- -	- -	- -
Wales	100 5%uvyABCDFGHI	50 5%	50 5%	12 4%	14 4%	14 4%	19 5%	20 6%	16 5%	6 4%	26 4%	33 5%	42 5%	29 5%	20 3%	18 4%	33 6%n	50 4%	51 5%	71 4%	29 7%s	- -	- -	100 100%Tuvx	- -	- -	- -	- -	- -	- -	- -	100 100%TyzABCDFGHIJ	- -	- -	- -	- -	- -
Eastern	199 9%vwxyzABCDEGHIJ	91 9%	107 10%	16 6%	36 10%	28 9%	45 12%c	23 8%	30 9%	21 16%Tceghjl	52 8%	73 11%c	75 10%	53 9%	60 10%	35 8%	51 10%	113 10%	86 9%	141 8%	58 14%Ts	199 11%vwx	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	199 100%TyzABCDEGHIJ	- -	- -	- -	- -
London	279 13%hltvwxyzABCDEFHIJ	139 13%	138 13%	70 24%Tefghikl	62 17%eghikl	37 11%	42 12%	28 9%	29 8%	11 9%	132 20%Tefghikl	79 11%	68 9%	85 15%p	81 14%	62 14%	51 10%	166 14%p	112 12%	272 16%Tt	7 2%	279 16%Tvwx	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	279 100%TyzABCDEFHIJ	- -	- -	- -

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**

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 116
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
South East	289 14%wxyzABCDEFGIJ	127 12%	161 15%	50 17%	41 12%	40 12%	48 13%	46 15%	47 14%	17 13%	91 14%	88 13%	110 14%	82 14%	73 12%	57 13%	78 15%	155 13%	134 14%	230 13%	59 15%	289 16%Tvwx	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	289 100%TyzABCDEFGIJ	- -	- -
South West	180 9%wxyzABCDEFGHJ	83 8%	95 9%	28 10%	31 9%	24 7%	22 6%	20 7%	47 14%Tefgik	9 7%	59 9%	46 7%	76 10%k	37 6%	64 11%m	37 9%	42 8%	101 9%	79 8%	131 8%	49 12%Ts	180 10%vwx	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	180 100%TyzABCDEFGHJ	- -
Northern Ireland	63 3%uABCDFGHI	34 3%	30 3%	1 *	9 3%	21 6%Tdfij	4 1%	11 3%c	15 4%cfj	2 2%	10 2%	25 4%cf	28 4%cfj	28 5%Topr	17 3%	8 2%	10 2%	45 4%r	18 2%	45 3%	18 4%	- -	- -	- -	63 100%Tuvw	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	63 100%TyzABCDEFGHI

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: 20th to 22nd October 2023

Absolutes/col percents

Table 117
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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Scotland	176 8%	149 8%	21 8%	119 8%	3 4%	14 9%	21 8%	19 10%	20 14%cd	2 15%	55 10%	2 3%	19 10%	21 7%	24 8%	18 6%	24 12%ko	14 14%kmo	6 9%	7 10%	28 11%	28 10%	13 9%	* 2%	115 7%	8 15%	54 10%	7 4%	62 8%	53 11%A
North East	84 4%bp	83 5%b	1 *	70 5%e	1 1%	1 1%	6 2%	4 2%	6 5%	- -	14 3%	2 3%p	15 7%Tnpqr	26 9%Tnpqr	8 2%p	14 5%p	- -	- -	- -	5 7%pq	13 5%	19 6%x	9 6%	2 8%	54 3%	1 1%	30 6%x	7 4%	48 6%TC	11 2%
North West	234 11%	208 12%	24 9%	169 11%	8 10%	16 10%	27 11%	21 11%	22 16%	2 15%	62 11%	10 14%	23 12%	35 11%	38 12%	30 9%	25 13%	8 8%	9 14%	8 12%	38 14%	35 12%	18 13%	1 7%	164 11%	6 12%	64 12%	21 12%	96 12%	51 10%
Yorkshire & Humberside	172 8%	156 9%	13 5%	127 8%	7 9%	11 7%	15 6%	19 9%	14 10%	3 23%	42 7%	8 11%	13 6%	32 11%	31 10%	21 7%	15 8%	7 7%	5 8%	5 8%	31 11%	34 12%x	9 7%	2 9%	116 7%	5 9%	52 10%	16 9%	71 9%	39 8%
West Midlands	184 9%	147 8%	34 12%	121 8%	10 13%	22 14%c	28 11%	19 9%	10 7%	3 21%	61 11%	10 14%mq	14 7%	18 6%	29 9%	40 13%Tmpq	12 6%	4 4%	6 10%	5 7%	19 7%	24 8%	11 8%	1 7%	140 9%	4 7%	41 8%	19 11%	69 8%	39 8%
East Midlands	152 7%	139 8%	12 4%	117 8%g	7 9%	9 6%	19 8%	7 3%	8 6%	1 5%	34 6%	2 3%	14 7%	26 8%	34 11%To	18 6%	11 6%	5 5%	5 8%	4 7%	17 6%	22 7%	13 9%	1 6%	114 7%	3 5%	35 7%	8 5%	79 10%C	23 5%
Wales	100 5%b	94 5%b	4 1%	72 5%	3 5%	8 5%	12 5%	9 5%	7 5%	- -	29 5%	5 7%	11 6%	14 5%	18 5%	14 4%	15 8%	4 4%	3 4%	5 7%	18 7%	17 6%	6 4%	2 9%	66 4%	2 4%	32 6%	10 6%	43 5%	27 5%
Eastern	199 9%b	182 10%b	12 5%	151 10%	3 4%	8 5%	24 10%	24 12%e	15 11%	- -	48 8%	6 8%	18 9%	28 9%	31 9%	36 12%	13 7%	18 19%Tlmnp	7 11%	5 8%	26 10%	31 10%	14 10%	1 7%	146 9%	7 13%	46 9%	13 8%	83 10%	54 11%
London	279 13%a	177 10%	94 34%Ta	181 12%	20 26%Tch	34 21%Tch	45 18%Tch	29 15%	14 10%	1 11%	97 17%Tc	6 8%	25 13%	28 9%	42 13%	37 12%	25 13%	15 16%	9 15%	8 12%	29 11%	30 10%	16 11%	6 29%	220 14%z	7 12%	52 10%	27 16%	89 11%	61 12%
South East	289 14%	249 14%	35 13%	221 14%	8 10%	26 16%	23 9%	19 9%	13 10%	- -	69 12%	12 16%	17 9%	45 15%l	32 10%	43 14%	32 16%ln	10 11%	8 12%	11 17%	28 11%	32 11%	21 15%	2 10%	214 14%	9 17%	66 13%	24 14%	99 12%	68 14%
South West	180 9%	156 9%	24 9%	143 9%e	4 6%	6 4%	16 6%	22 11%e	6 4%	- -	37 6%	8 11%	23 12%	24 8%	30 9%	28 9%	12 6%	9 10%	4 6%	3 4%	18 7%	20 7%	10 7%	1 6%	139 9%	2 4%	39 8%	15 9%	69 8%	49 10%
Northern Ireland	63 3%bzz	62 3%b	1 *	41 3%	4 5%	7 4%	9 4%	8 4%	5 3%	1 9%	21 4%	1 2%	6 3%	5 2%	8 2%	12 4%	10 5%	4 4%	2 3%	2 3%	3 1%	4 2%	1 1%	- -	57 4%z	* 1%	6 1%	6 3%	19 2%	21 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**

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 118
GO Region
Base: All respondents

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Scotland	176 8%	57 10%	74 7%	97 8%	88 8%	9 10%	22 10%	100 9%	70 9%	30 10%	35 7%	46 12%l	131 8%	66 9%	56 8%
North East	84 4%	24 4%	46 4%	39 3%	39 3%	- -	20 9%Tcde	51 5%	41 5%	10 3%	20 4%	13 3%	71 4%	27 4%	32 4%
North West	234 11%	57 10%	125 12%	147 12%	137 12%	10 12%	23 10%	129 12%	92 11%	36 12%	57 11%	43 11%	191 11%	84 11%	81 11%
Yorkshire & Humberside	172 8%	43 8%	93 9%	102 8%	99 8%	3 4%	23 10%	95 9%	69 9%	26 9%	42 8%	35 9%	137 8%	50 7%	62 9%
West Midlands	184 9%	44 8%	91 9%	110 9%	103 9%	7 8%	17 7%	96 9%	70 9%	26 9%	41 8%	35 9%	149 9%	53 7%	76 11%m
East Midlands	152 7%	30 5%	90 9%a	97 8%	91 8%	7 8%	11 5%	80 7%	64 8%	16 5%	40 8%	31 8%	120 7%	51 7%	58 8%
Wales	100 5%	30 5%	54 5%	71 6%	68 6%	3 3%	8 3%	65 6%	50 6%	15 5%	22 4%	19 5%	82 5%	52 7%Tn	29 4%
Eastern	199 9%	50 9%	109 11%	132 10%	126 11%	6 8%	21 9%	107 10%	86 11%	20 7%	55 11%	31 8%	168 10%	77 10%	68 10%
London	279 13%h	76 14%	115 11%	152 12%	139 12%	13 15%	25 11%	137 12%	82 10%	55 18%Tgh j	58 11%	47 12%	231 13%	82 11%	85 12%
South East	289 14%	77 14%	125 12%	162 13%	147 12%	15 18%	27 12%	126 11%	88 11%	38 13%	85 16%gh	48 12%	241 14%	105 14%	86 12%
South West	180 9%	52 9%	85 8%	113 9%	103 9%	10 12%	19 8%	84 8%	67 8%	17 6%	56 11%i	33 8%	148 9%	73 10%	53 8%
Northern Ireland	63 3%	23 4%	25 2%	37 3%	37 3%	1 1%	8 4%	39 3%	30 4%	9 3%	11 2%	12 3%	51 3%	21 3%	24 3%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 119

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 (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Yes	1321 62%hi klprz	671 65%b	646 60%	236 81%Tef ghikl	261 74%Tfg hikl	219 67%fgh ikl	180 50%	175 58%i	192 56%i	58 44%	497 77%Tef ghikl	399 58%fi	426 55%i	423 74%Top r	414 69%Tpr	274 64%pr	209 41%	837 72%Top r	483 51%p	1084 64%	236 58%	1105 62%	108 62%	60 60%	47 74%	108 62%z	38 46%	138 59%	100 58%	111 60%	92 60%	60 60%	115 58%	212 76%Tyz ABCDEF HI	184 64%z	114 63%z	47 74%zABF
No	792 38%cdj mnqG	358 35%	430 40%a	56 19%	92 26%	109 33%cj	183 50%Tcd ejk	129 42%cde j	151 44%Tcd ej	73 56%Tcd eghjkl	148 23%	292 42%Tcd ej	352 45%Tcd ej	151 26%	182 31%	155 36%mq	304 59%Tmn oqr	333 28%	459 49%Tmn oq	621 36%	171 42%	668 38%	68 38%	40 40%	16 26%	68 38%G	46 54%TyG HIJ	95 41%GJ	72 42%GJ	73 40%G	60 40%G	40 40%G	84 42%GJ	66 24%	105 36%G	67 37%G	16 26%

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**

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 120

Have you taken a foreign holiday in the last 3 years?
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 £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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Yes	1321 62%klmtuvztuvzAB	1083 60%	216 78%Ta	913 60%	67 88%Tcefghj	115 71%c	165 68%c	128 64%	97 69%	6 50%	402 71%Tc	25 34%	79 39%	152 51%kl	205 63%klm	233 75%Tklmns	153 79%Tklmnrs	86 88%Tklmnors	40 63%kl	36 52%	125 47%	124 42%	63 45%	9 44%	1054 68%TtuvTz	30 56%	237 46%	87 51%	468 56%	377 76%TAB
No	792 38%bdjopqxxC	719 40%b	60 22%	620 40%defj	9 12%	47 29%d	79 32%d	72 36%d	44 31%d	6 50%	167 29%d	47 66%Tmnopqr	120 61%Tmnopqr	149 49%Tnopq	119 37%opq	79 25%q	40 21%	12 12%	24 37%pq	33 48%opq	143 53%TTx	173 58%TTx	78 55%TTx	11 56%	489 32%	23 44%	280 54%TTx	85 49%TC	361 44%TC	120 24%

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**

Prepared by Yonder

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 121

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Yes	1321 62%	377 67%b	607 59%	789 63%	741 63%	48 58%	138 62%	689 62%	489 60%	200 67%	319 61%	245 62%	1076 63%	459 62%	437 62%
No	792 38%	184 33%	426 41%a	471 37%	436 37%	35 42%	86 38%	419 38%	320 40%	100 33%	204 39%	149 38%	644 37%	283 38%	272 38%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 122
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Yes	235 11%bfg hilptz	146 14%Tb	88 8%	61 21%Tfg hikl	69 19%Tfg hikl	54 17%Tfgh ikl	22 6%	12 4%	13 4%	5 4%	130 20%Tfg hikl	76 11%fghi l	29 4%	83 14%Tnp r	60 10%	59 14%p	34 7%	142 12%p	93 10%	210 12%t	25 6%	202 11%	20 11%	7 7%	7 11%	20 11%z	1 1%	26 11%z	16 9%z	22 12%z	14 9%z	7 7%	12 6%	63 23%Tyz ABCDEF HI	30 11%z	17 9%z	7 11%z
No	1878 89%acd ejmnG	884 86%	988 92%Ta	230 79%	284 81%	273 83%	342 94%Tcd ejk	292 96%Tcd ejk	330 96%Tcd ejk	126 96%Tcd ejk	515 80%	615 89%cde j	748 96%Tcd ejk	492 86%	536 90%m	370 86%	479 93%Tmo q	1028 88%	850 90%m	1496 88%	382 94%Ts	1572 89%	157 89%	93 93%	56 89%	157 89%G	83 99%TyA BCDGHI J	208 89%G	157 91%G	162 88%G	137 91%G	93 93%G	186 94%G	216 77%	259 89%G	164 91%G	56 89%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 123
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 (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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Yes	235 11%acIB	151 8%	79 29%Ta	108 7%	27 36%Tcfghj	44 27%Tch	52 21%Tc	36 18%Tc	18 13%c	6 50%	121 21%Tc	5 7%	12 6%	30 10%	28 9%	32 10%	17 9%	19 20%Tklmnops	5 7%	4 5%	17 6%	28 9%	11 8%	2 9%	186 12%tz	5 10%	44 8%	26 15%B	69 8%	48 10%
No	1878 89%bdefglq	1650 92%Tb	197 71%	1424 93%Tdefghj	49 64%	118 73%	192 79%d	164 82%d	123 87%de	6 50%	448 79%d	67 93%q	187 94%Tq	270 90%q	296 91%q	280 90%q	177 91%q	79 80%	59 93%	65 95%q	251 94%x	269 91%	130 92%	18 91%	1357 88%	48 90%	473 92%x	147 85%	760 92%TA	449 90%

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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 124
Opinion Influencer
Base: All respondents

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Yes	235 11%aj	27 5%	119 12%a	112 9%	103 9%	9 10%	36 16%cd	123 11%j	85 11%j	38 13%j	28 5%	37 9%	198 12%	77 10%	70 10%
No	1878 89%	535 95%Tb	914 88%	1148 91%f	1074 91%f	74 90%	188 84%	985 89%	723 89%	261 87%	495 95%Tghi	356 91%	1522 88%	665 90%	639 90%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 125
Tenure
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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
NET: Homeowners	1369 65%bcd jkprvy G	721 70%Tb	647 60%	137 47%	205 58%c	199 61%cj	215 59%c	227 75%Tcd efjk	276 80%Tcd efjk	110 84%Tcd efgjk	342 53%	415 60%cj	613 79%Tcd efjk	440 76%Tnopr	419 70%Tpr	295 69%pr	216 42%	858 73%Tpr	511 54%p	1066 62%	303 74%Ts	1141 64%v	97 55%	75 75%uv	56 89%Tuvw	97 55%	54 64%	150 64%	119 69%yG	126 68%yG	106 70%yG	75 75%yGI	136 68%yG	154 55%	186 65%	110 61%	56 89%TyzABCDEFGHI
Owned outright - without mortgage	763 36%cde fjkpvy	386 37%	376 35%	63 22%e	54 15%	44 13%	85 23%de	162 53%Tcd efjk	252 73%Tcd efgjkl	103 78%Tcd efgjkl	118 18%	129 19%	516 66%Tcd efgjk	230 40%pr	224 38%p	158 37%p	151 29%	454 39%pr	309 33%	569 33%	194 48%Ts	662 37%v	37 21%	37 37%v	27 42%v	37 21%	42 50%TyACG	81 35%y	69 40%y	63 34%y	61 40%y	37 37%y	71 36%y	91 32%y	112 39%y	74 41%y	27 42%y
Owned with a mortgage or loan	606 29%ghi lprzl	335 33%b	271 25%	73 25%hil	151 43%Tcg hijl	155 47%Tcf ghijl	130 36%Tcg hil	65 21%hil	24 7%	8 6%	224 35%Tcg hil	286 41%Tcg hijl	96 12%hi	209 36%Tpr	195 33%pr	137 32%pr	65 13%	404 35%Tpr	202 21%p	497 29%	109 27%	479 27%	60 34%	38 38%u	29 46%Tu	60 34%zGI	12 15%	69 30%zI	50 29%z	64 34%zGI	45 30%z	38 38%zGHI	64 32%zGI	64 23%	75 26%	36 20%	29 46%TzABDGHI
NET: Renters	697 33%aghimnqtxJ	283 28%	407 38%Ta	139 48%Tdeghikl	129 37%ghi l	123 37%ghi l	143 39%Tghi l	77 25%i	67 19%	20 15%	268 42%Tghi l	266 38%Tghi l	164 21%	122 21%	164 28%m	125 29%m	286 56%Tmnoqr	286 24%	411 44%Tmnoq	596 35%t	101 25%	590 33%x	76 43%Tuwx	24 24%	7 11%	76 43%TBCDEFHJ	28 34%J	80 34%J	50 29%J	54 29%J	42 28%J	24 24%	59 29%J	118 42%TBCDEFHJ	90 31%J	68 38%EJ	7 11%
NET: Rent from Council/ Housing Association	420 20%ahilmnqxJ	162 16%	256 24%Ta	78 27%Tdehil	59 17%	57 17%	101 28%Tdeghijl	60 20%i	50 15%	14 11%	137 21%hil	158 23%dhil	124 16%	49 9%	77 13%m	68 16%mq	225 44%Tmnoqr	126 11%	293 31%Tmnoq	352 21%	67 16%	353 20%x	49 28%Tuwx	15 15%x	2 2%	49 28%TBDEHJ	23 27%BJ	48 21%J	26 15%J	34 18%J	26 17%J	15 15%J	38 19%J	74 27%TBEHJ	50 17%J	32 18%J	2 2%
Rented from the council	275 13%aimnqxJ	96 9%	178 17%Ta	41 14%i	37 10%	38 12%i	76 21%Tdeghijl	41 14%i	34 10%	7 5%	78 12%i	114 17%Tdhijl	82 11%i	21 4%	40 7%m	48 11%mnq	165 32%Tmnoqr	62 5%	213 23%Tmnoq	227 13%	47 12%	230 13%x	36 21%Tuwx	9 9%x	- -	36 21%TBDEHIJ	14 17%J	30 13%J	17 10%J	23 13%J	16 11%J	9 9%J	30 15%J	45 16%J	34 12%J	20 11%J	- -
Rented from a housing association	145 7%	66 6%	78 7%	37 13%Tdefghikl	23 6%	19 6%	24 7%	19 6%	16 5%	7 6%	59 9%hl	43 6%	42 5%	28 5%	37 6%	20 5%	60 12%Tmnoq	65 6%	80 8%moq	125 7%	20 5%	123 7%	13 8%	7 7%	2 2%	13 8%	9 10%	18 8%	9 5%	10 6%	10 7%	7 7%	8 4%	29 11%F	17 6%	12 7%	2 2%
Rented from someone else	278 13%ghilt	121 12%	151 14%	61 21%Tfghil	70 20%Tfghil	66 20%Tfghil	42 12%ghil	17 6%	16 5%	6 5%	130 20%Tfghil	108 16%ghil	40 5%	73 13%	87 15%	57 13%	61 12%	160 14%	118 13%	244 14%t	34 8%	236 13%	26 15%	9 9%	6 9%	26 15%	5 6%	32 14%	24 14%	20 11%	16 11%	9 9%	20 10%	43 16%	40 14%	35 20%TzCDEF	6 9%
Rent free	47 2%ghl	26 2%	21 2%	16 6%Tefghikl	19 5%Tefghikl	5 2%gl	5 1%l	- -	1 *	* *	35 5%Tefghikl	11 2%gl	1 *	13 2%	13 2%	9 2%	12 2%	26 2%	21 2%	43 3%	3 1%	43 2%	3 2%	1 1%	- -	3 2%	2 2%	4 2%	3 2%	4 2%	4 2%	1 1%	5 2%	6 2%	12 4%	3 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: 20th to 22nd October 2023

Absolutes/col percents

Table 126
Tenure
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 £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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
NET: Homeowners	1369 65%bklt uvyztuv yzA	1232 68%Tb	121 44%	975 64%	59 77%c	107 66%	160 65%	139 70%	91 65%	8 70%	386 68%	33 46%	92 46%	183 61%kl	234 72%Tklm r	242 77%Tklm rs	162 84%Tklm nrs	90 92%Tklm nors	33 52%	41 60%	84 31%	146 49%t	57 41%	16 77%	1105 72%Ttuv Tyz	24 46%	240 46%t	84 48%	546 66%A	406 82%TAB
Owned outright - without mortgage	763 36%bdef gjqtztz	707 39%b	45 16%	660 43%Tdef ghj	10 13%	15 9%	31 13%	38 19%e	38 27%defj	6 49%	97 17%e	30 42%iq	78 39%q	138 46%Topq r	133 41%oq	102 33%q	62 32%	20 20%	18 29%	36 52%Topq r	44 17%	101 34%t	40 28%t	11 54%	598 39%tvz	14 25%	151 29%t	56 32%	342 41%TAC	167 34%
Owned with a mortgage or loan	606 29%cklm stuvztu vzAB	525 29%	76 27%	314 21%	49 64%Tch	92 57%Tch	129 53%Tch	101 51%Tch	53 38%c	3 22%	289 51%Tch	3 4%	14 7%	45 15%kl	101 31%klms	139 45%Tklm nrs	100 51%Tklm nrs	70 71%Tklm noprs	15 23%kls	6 8%	40 15%	45 15%	17 12%	5 23%	506 33%Ttuv Tz	11 20%	89 17%	28 16%	204 25%A	239 48%TAB
NET: Renters	697 33%anop qxoC	535 30%	147 53%Ta	515 34%	16 21%	52 32%	81 33%	61 30%	50 35%	3 30%	178 31%	38 52%Tmno pq	105 53%Tmno pq	115 38%nopq	87 27%pq	64 21%q	29 15%	8 8%	30 47%Tnop q	26 37%opq	175 65%TuTx yz	147 50%TTx	82 58%TTx	4 20%	409 27%	24 44%x	264 51%TTx	87 50%TBC	273 33%C	87 18%
NET: Rent from Council/ Housing Association	420 20%nopq xxC	325 18%	86 31%Ta	317 21%g	11 14%	30 19%	45 18%	29 14%	32 23%	1 5%	102 18%	25 34%Tnop q	89 45%Tmno pqrs	88 29%Tnop q	39 12%pq	32 10%	11 6%	3 3%	15 24%nopq	14 20%opq	129 48%TTxy z	116 39%TTxy	65 46%TTxy	2 11%	211 14%	10 19%	198 38%TTxy	56 33%TBC	196 24%TC	35 7%
Rented from the council	275 13%gnop qoxC	223 12%	50 18%a	209 14%g	6 7%	21 13%	25 10%	13 6%	26 18%g	- -	65 11%	13 18%nopq	59 30%Tmno pq	61 20%Tnopq	22 7%	18 6%	5 3%	3 3%	10 16%nopq	11 16%nopq	96 36%TTxy	87 29%TTxy	46 33%TTxy	1 7%	123 8%	4 7%	148 29%TTxy	27 15%C	135 16%TC	19 4%
Rented from a housing association	145 7%qC	102 6%	36 13%Ta	108 7%	5 7%	10 6%	20 8%	16 8%	6 5%	1 5%	36 6%	12 17%Tnop qs	30 15%Tnopq s	27 9%opq	17 5%q	14 4%	6 3%	- -	5 7%q	2 3%	33 12%TTx	29 10%x	19 14%TTx	1 5%	88 6%	6 11%	51 10%TTx	30 17%TBC	61 7%C	15 3%
Rented from someone else	278 13%lB	210 12%	61 22%Ta	198 13%	5 7%	22 14%	36 15%	32 16%	18 13%	3 24%	77 13%	13 18%lmq	15 8%	28 9%	48 15%lmq	33 10%	18 9%	5 5%	15 23%Tlmo pq	12 18%lq	46 17%u	31 10%	17 12%	2 8%	198 13%	14 26%TuvT xz	66 13%	30 18%BC	76 9%	53 11%
Rent free	47 2%gj	36 2%	8 3%	42 3%gj	1 2%	2 1%	4 1%	- -	- -	- -	4 1%	1 2%	2 1%	2 1%	3 1%	6 2%	3 1%	- -	* 1%	2 2%	9 3%	3 1%	2 1%	1 4%	29 2%	5 10%TtuvT xz	12 2%	3 1%	10 1%	4 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: 20th to 22nd October 2023

Absolutes/col percents

Table 127
Tenure
Base: All respondents

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
NET: Homeowners	1369 65%	360 64%	731 71%Ta	860 68%	807 69%T	53 64%	159 71%	781 71%TJ	583 72%TJ	198 66%	329 63%	260 66%	1109 64%	523 70%T	475 67%
Owned outright - without mortgage	763 36%a	168 30%	444 43%Ta	458 36%	430 36%	28 34%	97 43%	447 40%TJ	341 42%TJ	106 35%	172 33%	136 35%	627 36%	305 41%Tn	248 35%
Owned with a mortgage or loan	606 29%	192 34%Tb	287 28%	402 32%	377 32%	25 30%	62 28%	334 30%	242 30%	92 31%	157 30%	125 32%	482 28%	217 29%	226 32%
NET: Renters	697 33%bgh	194 35%b	291 28%	386 31%	358 30%	27 33%	63 28%	313 28%	216 27%	97 33%	189 36%gh	127 32%	570 33%	215 29%	223 31%
NET: Rent from Council/ Housing Association	420 20%	107 19%	199 19%	247 20%	231 20%	16 19%	31 14%	201 18%	139 17%	62 21%	114 22%	75 19%	344 20%	139 19%	144 20%
Rented from the council	275 13%	66 12%	131 13%	159 13%	149 13%	11 13%	19 9%	132 12%	88 11%	44 15%	70 13%	50 13%	225 13%	84 11%	103 15%
Rented from a housing association	145 7%	40 7%	68 7%	88 7%	82 7%	5 6%	12 5%	69 6%	51 6%	18 6%	44 8%	26 7%	119 7%	54 7%	41 6%
Rented from someone else	278 13%bgh	87 16%b	93 9%	139 11%	128 11%	11 14%	32 14%	112 10%	76 9%	35 12%	75 14%gh	52 13%	226 13%	76 10%	79 11%
Rent free	47 2%cdm	7 1%	11 1%	14 1%	12 1%	2 3%	3 1%	14 1%	10 1%	4 1%	5 1%	6 1%	41 2%	4 1%	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 - T/m/n
*** small base**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 128

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)	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	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
No formal education	13 1%	10 1%	4 *	- -	4 1%	2 1%	1 *	2 1%	2 1%	2 2%cf	4 1%	3 *	6 1%	1 *	4 1%	2 *	7 1%mq	4 *	9 1%	8 *	5 1%	9 1%	1 *	4 4%Tu	- -	1 *	1 1%	1 *	1 *	2 1%	2 1%	4 4%TABG HI	2 1%	1 *	1 *	- -	- -
Primary	20 1%q	6 1%	13 1%	4 1%	- -	2 1%	2 1%	3 1%	7 2%d	1 1%	4 1%	4 1%	12 2%d	1 *	1 *	2 *	16 3%Tmno q	3 *	17 2%mnq	14 1%	5 1%	18 1%	1 1%	- -	1 1%	1 1%	1 1%	1 *	1 *	2 1%	- -	- -	1 1%	2 1%	10 3%TADI	- -	1 1%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1020 48%cdj mnqxGJ	465 45%	552 51%a	106 36%	121 34%	139 43%	211 58%Tcd ejk	169 56%Tcd ej	196 57%Tcd ej	78 59%Tcd ej	228 35%	350 51%cde j	442 57%Tcd ejk	162 28%	255 43%mq	262 61%Tmn q	341 66%Tmn q	418 36%m	603 64%Tmn q	796 47%	225 55%Ts	879 50%x	81 46%x	44 44%x	17 27%	81 46%J	45 53%GJ	126 54%GJ	98 57%TGJ	86 47%GJ	85 56%GJ	44 44%J	106 53%GJ	99 35%	150 52%GJ	85 47%GJ	17 27%
University degree or equivalent professional qualification, NVQ level 4, etc.	693 33%ipr	379 37%Tb	313 29%	95 33%	149 42%Tcf ghikl	117 36%hi	103 28%	104 34%i	94 27%	31 24%	245 38%Tfh ikl	220 32%	229 29%	238 41%Top r	217 36%pr	128 30%p	110 21%	455 39%Top r	238 25%	563 33%	130 32%	577 33%	52 29%	38 38%	26 41%	52 29%	29 34%	71 30%	49 28%	65 35%	43 29%	38 38%	62 31%	116 42%TyA BDFH	79 28%	63 35%	26 41%H
Higher university degree, doctorate, MBA, NVQ level 5, etc.	287 14%gop r	141 14%	144 13%	28 10%	68 19%Tcf ghl	63 19%Tcf ghl	43 12%	26 8%	42 12%	16 12%	96 15%gl	107 15%cgl	84 11%	144 25%Tno pqr	89 15%opr	25 6%	30 6%	233 20%Tnop r	54 6%	246 14%t	41 10%	225 13%	31 17%	14 14%	18 28%Tuw	31 17%	6 8%	26 11%	19 11%	25 14%	18 12%	14 14%	19 10%	47 17%F	43 15%	22 12%	18 28%TzABCDEFHI
Still in full time education	64 3%efgh iklprt	19 2%	45 4%a	53 18%Tdef ghijkl	9 2%fghk l	2 1%	- -	* *	- -	- -	61 10%Tdef ghikl	2 *	* *	24 4%opr	28 5%opr	6 1%	5 1%	53 5%Topr	11 1%	64 4%t	- -	52 3%	9 5%	1 1%	1 2%	9 5%	2 2%	8 3%	4 2%	2 1%	4 3%	1 1%	8 4%	11 4%	5 2%	9 5%	1 2%
Don't know	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	1 1%	1 *	- -	1 *	- -	1 *	1 *	- -	1 *	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -
Prefer not to answer	14 1%	8 1%	6 1%	5 2%	1 *	1 *	4 1%	- -	2 1%	1 1%	6 1%	5 1%	4 *	4 1%	1 *	4 1%	5 1%	5 *	10 1%	13 1%	1 *	12 1%	2 1%	- -	* 1%	2 1%	- -	2 1%	2 1%	2 1%	1 *	- -	1 1%	3 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/y/z/A/B/C/D/E/F/G/H/I/J

*** small base**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 129

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 £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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
No formal education	13 1%	13 1%	1 *	13 1%	- -	- -	1 *	1 *	- -	- -	1 *	4 6%Tlmnopq	1 *	1 *	1 *	2 *	1 1%	- -	1 1%	2 3%m	5 2%	2 1%	1 1%	- -	8 1%	- -	5 1%	5 3%TBC	2 *	3 1%
Primary	20 1%	17 1%	2 1%	17 1%	- -	- -	1 *	- -	2 1%	- -	3 *	4 5%Tmnopq	8 4%Tmnop	3 1%	1 *	- -	- -	- -	- -	- -	3 1%	6 2%x	7 5%TtTx	- -	9 1%	1 1%	10 2%x	4 2%C	11 1%C	* *
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1020 48%befpqC	941 52%Tb	67 25%	769 50%efj	31 41%	61 38%	98 40%	86 43%	74 53%ef	2 15%	250 44%	43 59%opq	134 67%Tmnopq	164 55%opq	159 49%pq	140 45%pq	61 32%	25 25%	37 58%pq	38 56%pq	151 56%TTxy	187 63%TTxy	76 54%	10 47%	703 46%	22 40%	296 57%TTxy	104 60%TC	455 55%TC	167 34%
University degree or equivalent professional qualification, NVQ level 4, etc.	693 33%luzuz	563 31%	116 42%Ta	469 31%	33 42%	65 40%c	100 41%Tc	85 43%Tc	48 34%	4 34%	220 39%Tc	16 22%	41 20%	100 33%l	116 36%kl	120 39%klr	84 43%Tklmrs	39 40%klr	14 22%	18 26%	73 27%	67 22%	43 31%	4 20%	545 35%tuz	16 30%	131 25%	44 25%	275 33%	198 40%TAB
Higher university degree, doctorate, MBA, NVQ level 5, etc.	287 14%klAB	232 13%	50 18%	195 13%	13 17%	35 22%Tch	44 18%c	27 14%	15 11%	1 6%	92 16%	2 3%	14 7%	31 10%k	45 14%kl	44 14%kl	46 23%Tklmno	33 34%Tklmnors	7 12%	9 14%k	25 9%	29 10%	10 7%	6 30%	223 14%v	9 16%	56 11%	14 8%	80 10%	122 24%TAB
Still in full time education	64 3%afgjlmnBC	27 1%	36 13%Ta	61 4%efgj	- -	- -	1 *	1 *	1 1%	- -	3 1%	3 5%lmn	* *	1 *	1 *	6 2%	2 1%	1 1%	3 5%lmn	1 1%	10 4%	6 2%	3 2%	- -	45 3%	2 3%	17 3%	3 2%	4 *	6 1%
Don't know	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -
Prefer not to answer	14 1%	8 *	3 1%	8 1%	- -	- -	- -	1 *	1 *	5 45%	1 *	- -	1 1%	- -	1 *	1 *	- -	- -	2 3%mnop	1 2%	1 *	1 *	- -	1 3%	8 1%	5 10%TtuvTxz	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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 130

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
No formal education	13 1%	6 1%	6 1%	11 1%	8 1%	3 3%Td	2 1%	8 1%	4 1%	4 1%	5 1%	3 1%	10 1%	5 1%	6 1%
Primary	20 1%	10 2%b	5 1%	10 1%	10 1%	1 1%	- -	6 1%	4 1%	2 1%	10 2%gh	3 1%	17 1%	9 1%	6 1%
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1020 48%	250 45%	531 51%a	627 50%	587 50%	40 48%	99 44%	552 50%	410 51%	142 47%	249 48%	188 48%	833 48%	332 45%	379 53%Tm
University degree or equivalent professional qualification, NVQ level 4, etc.	693 33%	192 34%	347 34%	422 33%	395 34%	27 32%	80 36%	376 34%	268 33%	107 36%	172 33%	140 36%	553 32%	265 36%	230 32%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	287 14%	92 16%	133 13%	173 14%	165 14%	8 9%	41 18%	155 14%	116 14%	39 13%	77 15%	52 13%	235 14%	122 16%n	80 11%
Still in full time education	64 3%bcdg hmn	9 2%	8 1%	15 1%	10 1%	5 6%cdf	1 *	9 1%	5 1%	5 2%	8 2%	7 2%	57 3%	8 1%	5 1%
Don't know	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	1 *
Prefer not to answer	14 1%	3 *	2 *	2 *	2 *	- -	1 *	3 *	1 *	2 1%	2 *	* *	14 1%	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 - T/m/n
*** small base**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 131

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 (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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Yes - responsible for half or more of the items bought	1855 88%acjm	861 84%	988 92%Ta	179 62%	304 86%cj	318 97%Tcdhijl	343 94%Tcdij	286 94%Tcdij	314 92%cij	111 85%cj	484 75%c	660 96%Tcdhijl	711 91%Tcdij	475 83%	534 90%m	383 89%m	464 90%mq	1009 86%	846 90%mq	1491 87%	364 89%	1553 88%	153 87%	92 91%	57 90%	153 87%	76 90%	214 91%H	152 88%	162 88%	134 88%	92 91%	174 87%	241 86%	241 83%	160 89%	57 90%
No - not responsible for most of the items bought	258 12%befgkl	168 16%Tb	88 8%	112 38%Tdefghijkl	48 14%efgkl	10 3%	21 6%	18 6%	29 8%ek	20 15%efghkl	161 25%Tdefghikl	31 4%	67 9%ek	100 17%Tnopr	62 10%	46 11%	50 10%	162 14%pr	96 10%	214 13%	44 11%	220 12%	23 13%	9 9%	6 10%	23 13%	8 10%	20 9%	20 12%	22 12%	18 12%	9 9%	25 13%	38 14%	48 17%A	20 11%	6 10%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 132

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 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 £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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Yes - responsible for half or more of the items bought	1855 88%b	1609 89%b	216 79%	1317 86%	74 97%Tc	147 91%	230 94%Tc	184 92%c	130 92%	7 60%	531 93%Tc	70 96%T	193 97%Tpr	280 93%T	306 94%Tp	288 92%T	172 89%	90 92%	55 87%	62 91%	241 90%	269 91%	132 94%	20 100%	1343 87%	46 86%	466 90%	160 93%	782 94%T	456 92%T
No - not responsible for most of the items bought	258 12%dfjk lmnoBC	193 11%	59 21%Ta	216 14%dfgj	2 3%	15 9%	14 6%	16 8%	11 8%	5 40%	37 7%	3 4%	6 3%	21 7%	18 6%	23 8%	21 11%ln	8 8%	8 13%l	6 9%	26 10%	27 9%	9 6%	- -	200 13%	8 14%	51 10%	13 7%	46 6%	42 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: 20th to 22nd October 2023

Absolutes/col percents

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

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Yes - responsible for half or more of the items bought	1855 88%	532 95%T	953 92%T	1172 93%T	1092 93%T	80 96%T	205 91%	1025 92%T	749 93%T	275 92%	491 94%T	367 93%Tl	1488 87%	683 92%T	668 94%T
No - not responsible for most of the items bought	258 12%abcd eghjkmn	29 5%	80 8%	88 7%	85 7%	3 4%	19 9%	84 8%	59 7%	24 8%	32 6%	26 7%	232 13%k	59 8%	41 6%

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

*** small base**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 134
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
No cars in the household	444 21%lmoqtxHJ	182 18%	256 24%a	90 31%Tdefghikl	74 21%	67 20%	79 22%	57 19%	56 16%	20 15%	164 25%Tghil	146 21%	134 17%	74 13%	135 23%moq	38 9%	196 38%Tmnoqr	209 18%mo	234 25%Tmoq	411 24%Tt	33 8%	377 21%x	47 27%x	16 16%x	3 5%	47 27%DFHJ	22 26%HJ	49 21%HJ	39 22%HJ	39 21%HJ	21 14%	16 16%J	32 16%J	104 37%TABCDEFHIJ	34 12%	37 21%HJ	3 5%
NET: Any	1669 79%cjprsG	847 82%b	819 76%	202 69%	279 79%c	261 80%c	284 78%c	247 81%cj	286 84%cj	111 85%cj	480 75%	545 79%c	644 83%Tcj	500 87%Tnpqr	461 77%p	391 91%Tnpqr	317 62%	961 82%Tnpr	708 75%p	1295 76%	374 92%Ts	1396 79%	129 73%	84 84%	60 95%Tuvw	129 73%	62 74%	184 79%G	134 78%G	145 79%G	130 86%yG	84 84%G	167 84%yG	175 63%	255 88%TyzABCGI	143 79%G	60 95%TyzABCEFGI
1	857 41%cj	425 41%	431 40%	76 26%	127 36%c	123 38%c	160 44%cj	123 40%cj	168 49%Tcdegjk	80 61%Tcdefghjkl	203 32%	283 41%cj	371 48%Tcdegjk	232 40%	238 40%	189 44%	199 39%	469 40%	388 41%	674 40%	183 45%	719 41%	69 39%	51 51%x	19 29%	69 39%	41 49%J	88 38%	73 42%	72 39%	69 45%J	51 51%AHJ	78 39%	110 39%	107 37%	81 45%J	19 29%
2	618 29%ipG	321 31%	296 28%	71 24%	128 36%Tcfhil	112 34%cfhil	96 27%	99 32%i	88 26%	24 19%	199 31%i	209 30%i	211 27%i	193 34%pr	171 29%p	159 37%Tnpr	95 19%	364 31%p	254 27%p	474 28%	144 35%Ts	526 30%	41 23%	26 25%	27 42%Tvw	41 23%	18 21%	80 34%yGI	56 32%G	52 28%	43 28%	26 25%	69 35%yzGI	56 20%	112 39%TyzCEGI	41 23%	27 42%TyzEGI
3+	194 9%pBG	102 10%	92 9%	54 19%Tdefghijkl	24 7%	26 8%	28 8%	25 8%	31 9%	6 4%	78 12%dikl	54 8%	62 8%	76 13%Tnpr	52 9%p	43 10%p	23 5%	128 11%pr	66 7%	146 9%	48 12%	151 9%	20 11%	8 8%	15 24%Tuvw	20 11%BG	4 4%	17 7%	5 3%	21 11%BG	19 12%BG	8 8%	20 10%BG	9 3%	36 12%BG	21 12%BG	15 24%TyzABCDEFGHI

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: 20th to 22nd October 2023

Absolutes/col percents

Table 135
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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
No cars in the household	444 21%dfgh jopqxxC	344 19%	91 33%Ta	376 25%Tdef ghj	7 10%	26 16%	32 13%	21 11%	14 10%	3 23%	65 11%	36 49%Tmno pqs	71 36%Tmno pq	68 23%opq	70 22%opq	23 7%	15 8%	6 7%	30 48%Tmno pqs	17 24%opq	115 43%TuTx z	94 32%TTx	50 36%TTx	6 32%	254 16%	16 29%x	174 34%TTx	50 29%TBC	171 21%C	67 13%
NET: Any	1669 79%bckl rtuvztu vzA	1458 81%b	184 67%	1156 75%	69 90%Tc	136 84%c	212 87%Tc	179 89%Tc	127 90%Tc	9 77%	504 89%Tc	37 51%	128 64%	233 77%klr	254 78%klr	289 93%Tklm nrs	179 92%Tklm nrs	91 93%Tklm nrs	33 52%	52 76%kr	153 57%	203 68%t	91 64%	14 68%	1289 84%Ttuv Tyz	38 71%	343 66%t	122 71%	658 79%A	430 87%TAB
1	857 41%bp	761 42%b	85 31%	619 40%	32 42%	54 33%	104 43%	90 45%	50 35%	4 36%	234 41%	31 43%p	101 51%Topq r	174 58%Tkno pqrs	151 47%pq	127 41%p	56 29%	30 31%	20 32%	29 42%	96 36%	132 44%y	62 44%y	7 37%	628 41%	14 27%	215 42%y	76 44%	411 50%TC	183 37%
2	618 29%bckl rtuvztu vzAB	546 30%b	61 22%	386 25%	34 45%Tc	70 43%Tc	96 39%Tc	72 36%c	61 43%Tc	2 16%	231 41%Tc	4 6%	22 11%	45 15%	85 26%klm	128 41%Tklm nr	103 53%Tklm nors	49 50%Tklm nrs	11 17%	20 29%klm	43 16%	57 19%	26 18%	6 32%	499 32%tuvz	19 35%tuvz	101 20%	33 19%	201 24%	202 41%TAB
3+	194 9%fklmn uvzuvzB	151 8%	39 14%Ta	151 10%f	3 4%	12 8%	11 5%	17 8%	16 11%f	3 25%	40 7%	1 2%	5 3%	14 5%	18 5%	35 11%klmn	20 10%klm	12 12%klmn	2 3%	3 5%	13 5%	13 4%	4 3%	- -	162 11%tuvz	5 9%	27 5%	14 8%	46 6%	45 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: 20th to 22nd October 2023

Absolutes/col percents

Table 136
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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
No cars in the household	444 21%	124 22%	201 19%	250 20%	231 20%	19 23%	45 20%	208 19%	142 18%	67 22%	127 24%gh	88 22%	356 21%	156 21%	132 19%
NET: Any	1669 79%	438 78%	833 81%	1010 80%	946 80%	64 77%	179 80%	900 81%j	667 82%j	233 78%	396 76%	305 78%	1364 79%	586 79%	578 81%
1	857 41%	242 43%	463 45%T	574 46%Tf	536 46%Tf	38 46%	80 36%	499 45%T	365 45%T	134 45%	220 42%	161 41%	696 40%	336 45%T	305 43%
2	618 29%	168 30%	291 28%	354 28%	330 28%	24 29%	78 35%	323 29%	243 30%	80 27%	145 28%	119 30%	499 29%	197 27%	223 31%
3+	194 9%acdj	27 5%	79 8%	83 7%	80 7%	2 3%	21 9%	78 7%	60 7%	18 6%	31 6%	25 6%	169 10%k	53 7%	50 7%

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 137

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
White	1802 85%cdjG	884 86%	911 85%	169 58%	272 77%cj	279 85%cdj	328 90%Tcdj	292 96%Tcdefjk	336 98%Tcdefjk	126 96%Tcdefjk	441 68%c	608 88%cdj	754 97%Tcdefjk	474 83%	507 85%	372 87%	449 87%m	981 84%	821 87%m	1417 83%	385 94%Ts	1497 84%	149 85%	94 93%Tu	62 98%Tuv	149 85%G	83 99%TyABCDFGHI	208 89%CG	156 91%CG	147 80%G	139 92%TCG	94 93%TCG	182 92%TCG	177 63%	249 86%G	156 86%G	62 98%TyACGHI
NET: Ethnic minority	275 13%fghiitwxzBEFJ	130 13%	145 13%	113 39%Tdefghijkl	77 22%Tefghikl	42 13%ghil	27 7%hil	11 4%	5 1%	1 1%	189 29%Tdefghikl	69 10%ghil	17 2%	91 16%pr	80 13%	49 11%	56 11%	171 15%r	104 11%	258 15%t	17 4%	249 14%wx	21 12%wx	4 4%	1 2%	21 12%zEJ	1 1%	24 10%z	13 7%	34 18%zABDEFJ	12 8%z	4 4%	12 6%	94 34%TyzABCDEFHIJ	35 12%zEJ	24 13%zEFJ	1 2%
Mixed	45 2%hl	25 2%	19 2%	13 4%ghil	8 2%hl	15 5%Tfghii	5 2%h	3 1%	- -	- -	21 3%hil	21 3%hil	3 *	15 3%	12 2%	9 2%	8 2%	28 2%	17 2%	41 2%	4 1%	41 2%	3 2%	- -	- -	3 2%	- -	3 1%	3 1%	7 4%	2 2%	- -	2 1%	13 5%TAEF	10 3%	3 1%	- -
Asian	103 5%ghiltwEF	56 5%	48 4%	35 12%Tefghikl	34 10%Tfghikl	17 5%ghil	11 3%l	2 1%	3 1%	1 *	69 11%Tefghikl	29 4%ghil	6 1%	30 5%	23 4%	21 5%	30 6%	53 5%	50 5%	98 6%t	6 1%	98 6%w	6 3%	- -	- -	6 3%	- -	15 7%zEF	5 3%	19 10%TyzBEFJ	6 4%	- -	2 1%	27 10%TyzBEFJ	15 5%EF	8 4%	- -
Black	35 2%h	15 1%	20 2%	9 3%hl	13 4%Tefhikl	3 1%	4 1%	5 2%h	- -	- -	22 3%Thikl	8 1%	5 1%	10 2%	11 2%	6 1%	7 1%	21 2%	14 1%	34 2%t	1 *	31 2%	2 1%	1 1%	- -	2 1%	- -	1 1%	- -	2 1%	2 1%	1 1%	4 2%H	17 6%TyzABCH	- -	4 2%H	- -
Chinese	76 4%fghikloprt	23 2%	53 5%a	51 18%Tdefghijkl	15 4%fghikl	6 2%gl	3 1%	- -	1 *	- -	66 10%Tdefghikl	8 1%l	1 *	34 6%Topr	31 5%opr	5 1%	5 1%	65 6%Topr	11 1%	74 4%t	2 1%	64 4%	8 5%	2 2%	1 2%	8 5%	1 1%	5 2%	3 2%	5 3%	1 1%	2 2%	3 1%	29 10%TzABCDEFH	9 3%	9 5%D	1 2%
Other ethnic group	16 1%	11 1%	5 *	5 2%l	7 2%ghl	1 *	3 1%	- -	1 *	1 1%	11 2%gl	3 1%	1 *	1 *	2 *	7 2%mq	5 1%	4 *	12 1%q	13 1%	4 1%	14 1%	2 1%	- -	- -	2 1%	- -	- -	2 1%	2 1%	- -	- -	1 1%	8 3%TAI	1 *	- -	- -
Prefer not to answer	36 2%	15 1%	20 2%	10 3%ghl	4 1%	6 2%	8 2%	1 *	2 1%	3 3%	14 2%	14 2%	7 1%	10 2%	9 1%	8 2%	9 2%	18 2%	17 2%	30 2%	6 1%	27 2%	6 3%	3 3%	- -	6 3%	- -	2 1%	3 2%	3 2%	- -	3 3%	4 2%	8 3%	6 2%	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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 138

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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
White	1802 85%beyA	1802 100%Tb	- -	1324 86%ef	62 81%	114 70%	197 81%e	170 85%e	129 92%defj	4 35%	474 83%e	66 91%r	185 93%Tr	268 89%r	295 91%Tr	275 88%r	172 89%r	88 90%r	48 76%	67 98%Tmor	241 90%xy	286 96%TtTxy	137 97%TtTxy	19 96%	1302 84%y	21 40%	479 93%TTxy	137 79%	762 92%TA	450 90%TA
NET: Ethnic minority	275 13%ahInsuvzuvzBC	- -	275 100%Ta	185 12%	14 19%h	46 28%Tcghj	46 19%Tch	29 15%h	8 6%	3 27%	87 15%h	7 9%s	11 5%	30 10%s	25 8%	33 11%s	18 9%s	9 9%	10 16%ls	1 1%	26 10%uv	10 3%	4 3%	1 4%	231 15%uvz	8 14%uv	36 7%	33 19%TBC	59 7%	39 8%
Mixed	45 2%a	- -	45 16%Ta	26 2%	3 4%	8 5%c	5 2%	6 3%	1 *	- -	19 3%c	1 1%	* *	8 3%	4 1%	6 2%	6 3%l	1 2%	2 3%l	- -	6 2%	4 1%	- -	- -	34 2%	2 3%	9 2%	3 1%	16 2%	7 1%
Asian	103 5%auzuzBC	- -	103 38%Ta	55 4%	10 12%Tch	30 18%Tcfghj	26 10%Tc	14 7%c	6 4%	3 22%	46 8%Tc	3 4%	7 4%	10 3%	14 4%	13 4%	6 3%	1 1%	3 5%	- -	8 3%	2 1%	2 1%	1 4%	89 6%uvz	3 6%u	11 2%	21 12%TBC	25 3%	7 1%
Black	35 2%a	- -	35 13%Ta	24 2%	- -	3 2%	7 3%	6 3%	1 1%	- -	11 2%	- -	1 *	6 2%	1 *	11 3%In	1 *	2 2%	1 2%	- -	1 *	2 1%	- -	- -	32 2%z	1 1%	3 *	4 2%	7 1%	10 2%
Chinese	76 4%ajmouuB	- -	76 28%Ta	68 4%gj	2 2%	2 2%	6 2%	3 1%	1 1%	1 6%	8 1%	2 3%	2 1%	4 1%	6 2%	2 1%	6 3%	5 5%o	4 6%mo	- -	9 3%u	1 *	1 1%	- -	65 4%uz	2 4%u	9 2%	3 2%	11 1%	13 3%
Other ethnic group	16 1%a	- -	16 6%Ta	12 1%	- -	3 2%	2 1%	1 *	- -	- -	4 1%	1 1%n	1 *	3 1%	- -	2 1%	- -	- -	- -	1 1%	4 1%	1 *	1 1%	- -	11 1%	- -	5 1%	3 2%B	1 *	2 *
Prefer not to answer	36 2%axzxz	- -	- -	23 2%	1 1%	2 2%	1 *	1 *	3 2%	4 38%	8 1%	- -	3 2%	3 1%	5 1%	3 1%	3 2%	1 1%	5 8%TklmnopQ	1 1%	- -	1 *	- -	- -	10 1%	25 46%TtuvTxz	1 *	3 2%	8 1%	8 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: 20th to 22nd October 2023

Absolutes/col percents

Table 139
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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
White	1802 85%i	493 88%	942 91%T	1135 90%T	1061 90%T	74 89%	195 87%	997 90%Ti	757 94%Tgij	240 80%	467 89%Ti	349 89%	1453 84%	668 90%T	636 90%T
NET: Ethnic minority	275 13%bcdghjmn	58 10%	80 8%	111 9%	103 9%	8 10%	25 11%	95 9%h	43 5%	52 17%ghj	48 9%h	37 10%	238 14%k	65 9%	63 9%
Mixed	45 2%j	7 1%	21 2%	21 2%	20 2%	1 2%	5 2%	25 2%j	9 1%	16 5%Tghj	3 1%	4 1%	40 2%	11 1%	16 2%
Asian	103 5%bgh	23 4%	30 3%	45 4%	42 4%	3 4%	9 4%	34 3%	17 2%	17 6%h	22 4%h	17 4%	87 5%	27 4%	26 4%
Black	35 2%	6 1%	15 1%	17 1%	16 1%	1 1%	4 2%	14 1%	7 1%	7 2%	8 1%	4 1%	30 2%	11 2%	8 1%
Chinese	76 4%bcdghmn	20 4%b	9 1%	23 2%	20 2%	3 4%	4 2%	15 1%	7 1%	8 3%h	15 3%h	11 3%	65 4%	11 2%	10 1%
Other ethnic group	16 1%	2 *	6 1%	5 *	5 *	- -	2 1%	7 1%	4 *	3 1%	1 *	1 *	15 1%	5 1%	1 *
Prefer not to answer	36 2%	10 2%	11 1%	15 1%	14 1%	1 1%	5 2%	16 1%	9 1%	8 3%	8 2%	7 2%	29 2%	9 1%	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 - T/m/n
*** small base**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 140

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 (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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Christian	922 44%cdjwE	458 44%	463 43%	64 22%	101 29%	124 38%cdj	152 42%cdj	175 58%Tcdefjk	219 64%Tcdefjk	89 68%Tcdefgjk	164 26%	275 40%cdj	483 62%Tcdefk	239 42%	258 43%	194 45%	231 45%	497 42%	425 45%	738 43%	184 45%	783 44%w	67 38%	31 31%	42 66%Tuvw	67 38%	41 48%E	117 50%yE	68 40%	87 47%E	60 40%	31 31%	81 41%	128 46%E	130 45%E	72 40%	42 66%TyABCDEFGHI
NET: Other	159 8%hltzF	70 7%	89 8%	47 16%Tefghikl	36 10%ghil	24 7%hl	24 7%hl	14 5%	9 3%	4 3%	83 13%Tefghikl	48 7%hl	27 4%	36 6%	41 7%	38 9%	44 9%	77 7%	82 9%	141 8%t	18 4%	147 8%	8 5%	3 3%	1 1%	8 5%	- -	21 9%zF	15 9%zF	24 13%TyzEFJ	14 9%zF	3 3%	5 3%	30 11%zEFJ	21 7%zF	18 10%zEFJ	1 1%
Muslim	65 3%ghiltF	30 3%	35 3%	21 7%Tfghikl	26 7%Tfghikl	12 4%ghil	6 2%ghl	- -	- -	- -	47 7%Tfghikl	18 3%ghl	- -	17 3%	15 3%	17 4%	16 3%	32 3%	33 3%	63 4%t	3 1%	61 3%	4 2%	- -	- -	4 2%	- -	12 5%EFI	4 2%	19 10%TyzBDEFHIJ	2 1%	- -	- -	15 5%EFI	8 3%F	2 1%	- -
Hindu	18 1%	11 1%	7 1%	3 1%	4 1%	3 1%	4 1%	2 1%	1 *	1 *	7 1%	7 1%	4 1%	6 1%	5 1%	4 1%	3 1%	11 1%	7 1%	15 1%	3 1%	15 1%	2 1%	1 1%	- -	2 1%	- -	- -	1 *	1 *	4 2%A	1 1%	1 *	5 2%	4 1%	- -	- -
Jewish	6 *	4 *	2 *	- -	1 *	- -	- -	1 *	2 1%	2 1%efjk	1 *	- -	5 1%	4 1%	- -	2 *	- -	4 *	2 *	6 *	- -	6 *	- -	- -	- -	- -	- -	1 *	1 1%	1 *	- -	- -	2 1%	- -	- -	1 1%	- -
Sikh	2 *	1 *	1 *	1 1%	- -	1 *	- -	- -	- -	- -	1 *	1 *	- -	1 *	- -	- -	1 *	1 *	1 *	2 *	- -	2 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 1%	- -	- -	- -
Buddhist	22 1%	11 1%	11 1%	12 4%Tdefghkl	1 *	2 *	3 1%	- -	3 1%	1 1%	13 2%gl	5 1%	4 1%	3 *	9 1%	8 2%	2 *	11 1%	10 1%	21 1%	1 *	20 1%	1 1%	- -	- -	1 1%	- -	1 *	2 1%	- -	1 *	- -	- -	5 2%	4 1%	8 4%TACDF	- -
Other	46 2%	12 1%	34 3%a	10 3%	5 1%	6 2%	11 3%	10 3%	3 1%	1 1%	14 2%	17 3%	14 2%	5 1%	12 2%	7 2%	22 4%Tmq	17 1%	29 3%mq	35 2%	11 3%	43 2%	1 *	2 2%	1 1%	1 *	- -	7 3%	7 4%y	4 2%	7 5%yFG	2 2%	2 1%	3 1%	5 2%	7 4%	1 1%
None	980 46%ghiIxCJ	479 46%	497 46%	169 58%Tghil	203 58%Tghil	171 52%ghI	182 50%ghI	111 36%i	111 32%	33 25%	373 58%Tfghikl	353 51%ghI	255 33%	280 49%	284 48%	190 44%	227 44%	563 48%	417 44%	785 46%	195 48%	798 45%	97 55%ux	64 64%Tux	21 33%	97 55%ACGJ	42 50%	92 39%	84 49%CJ	69 37%	74 49%J	64 64%TABCDGHIJ	107 54%ACGJ	110 40%	132 46%	87 48%	21 33%
Prefer not to say	52 2%	23 2%	27 2%	11 4%h	13 4%h	9 3%	6 2%	4 1%	4 1%	5 4%	24 4%hl	14 2%	13 2%	19 3%	14 2%	7 2%	11 2%	33 3%	18 2%	41 2%	11 3%	45 3%	4 2%	3 3%	- -	4 2%	1 1%	4 2%	6 3%	4 2%	4 2%	3 3%	6 3%	10 3%	6 2%	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: 20th to 22nd October 2023

Absolutes/col percents

Table 141

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 (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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Christian	922 44%bqty	846 47%b	73 26%	657 43%	30 39%	73 45%	97 40%	88 44%	76 54%Tcf	2 19%	263 46%	24 33%	100 50%kqr	147 49%kqr	147 45%kq	166 53%Tkpqr	79 41%	27 28%	20 32%	32 47%q	89 33%y	158 53%TtTxyz	68 48%ty	10 50%	687 45%ty	6 11%	229 44%ty	65 37%	421 51%TAC	206 41%
NET: Other	159 8%alpC	52 3%	106 39%Ta	100 7%	13 17%Tch	26 16%Tch	31 13%Tc	18 9%	8 6%	3 22%	56 10%c	7 9%p	7 3%	26 9%lp	25 8%p	16 5%	5 3%	6 7%	3 5%	3 5%	20 7%	22 8%	9 6%	1 4%	115 7%	6 11%	37 7%	26 15%TBC	49 6%C	16 3%
Muslim	65 3%acuuBC	1 *	64 23%Ta	26 2%	10 13%Tch	24 15%Tcghj	21 8%Tch	13 6%Tc	2 1%	3 22%	36 6%Tch	1 1%	3 1%	4 1%	9 3%	9 3%	3 2%	2 2%	- -	1 1%	5 2%	2 1%	- -	1 4%	54 3%u	3 6%uv	8 2%	15 8%TBC	12 1%	5 1%
Hindu	18 1%a	1 *	17 6%Ta	12 1%	1 1%	2 1%	1 *	1 *	2 1%	- -	6 1%	1 1%	1 *	1 *	3 1%	4 1%	1 *	1 1%	1 1%	- -	- -	1 *	2 1%	- -	17 1%	- -	2 *	2 1%	7 1%	2 *
Jewish	6 *	4 *	2 1%	4 *	- -	- -	- -	2 1%	- -	- -	2 *	- -	1 *	- -	2 1%	1 *	- -	1 1%	- -	- -	- -	1 *	1 1%	- -	4 *	- -	2 *	- -	3 *	2 *
Sikh	2 *	- -	2 1%Ta	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	1 1%TB	1 *	- -
Buddhist	22 1%a	7 *	15 6%Ta	19 1%	2 2%	- -	3 1%	- -	- -	- -	3 *	1 1%	- -	5 2%	1 *	1 *	1 *	2 2%	1 2%	- -	3 1%	3 1%	- -	- -	19 1%	- -	3 1%	1 *	8 1%	2 1%
Other	46 2%	40 2%	6 2%	37 2%	- -	* *	7 3%	3 1%	5 3%	- -	9 1%	4 6%lop	1 1%	13 4%Tlop	10 3%o	1 *	1 *	1 1%	1 2%	2 3%o	12 4%x	15 5%TTx	6 4%x	- -	21 1%	3 5%x	22 4%TTx	8 4%C	20 2%C	4 1%
None	980 46%buyuy	884 49%b	89 32%	735 48%ehj	33 44%	61 38%	113 46%	90 45%	53 37%	5 42%	241 42%	42 58%Tlmno	88 44%	125 42%	147 45%	124 40%	102 53%mo	63 64%Tlmnos	34 53%	30 44%	156 58%TuvTxyz	113 38%	63 45%	9 45%	721 47%uy	15 28%	244 47%uy	79 46%	350 42%	261 52%TB
Prefer not to say	52 2%axxB	20 1%	7 3%	40 3%	1 1%	2 1%	3 1%	4 2%	4 3%	2 17%	9 2%	- -	4 2%	2 1%	5 1%	6 2%	7 4%m	2 2%	7 10%Tklmnoq	3 4%m	3 1%	3 1%	2 1%	- -	20 1%	27 49%TtuvTxz	5 1%	3 2%	9 1%	15 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: 20th to 22nd October 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

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Christian	922 44%	218 39%	516 50%Ta	567 45%	538 46%	29 35%	110 49%	528 48%Tj	399 49%Tj	129 43%	215 41%	166 42%	756 44%	362 49%T	317 45%
NET: Other	159 8%gh	32 6%	63 6%	82 6%	71 6%	10 12%d	13 6%	58 5%	37 5%	21 7%	39 7%h	28 7%	131 8%	47 6%	41 6%
Muslim	65 3%ch	11 2%	19 2%	23 2%	23 2%	1 1%	7 3%	21 2%	10 1%	11 4%h	11 2%	10 2%	56 3%	13 2%	15 2%
Hindu	18 1%	3 1%	8 1%	12 1%	10 1%	2 3%f	- -	10 1%	7 1%	3 1%	2 *	4 1%	15 1%	7 1%	5 1%
Jewish	6 *	- -	5 *	4 *	4 *	- -	- -	3 *	2 *	1 *	2 *	1 *	5 *	2 *	2 *
Sikh	2 *	1 *	1 *	1 *	1 *	- -	1 1%cd	2 *	1 *	1 *	- -	1 *	1 *	2 *	- -
Buddhist	22 1%bh	10 2%b	2 *	12 1%	9 1%	3 4%Tcdf	- -	4 *	2 *	2 1%	8 2%gh	4 1%	17 1%	5 1%	5 1%
Other	46 2%	7 1%	28 3%	30 2%	26 2%	4 5%	4 2%	19 2%	15 2%	4 1%	15 3%	9 2%	37 2%	19 3%	13 2%
None	980 46%b	297 53%Tb	437 42%	589 47%	547 46%	42 50%	94 42%	498 45%	361 45%	138 46%	256 49%	189 48%	791 46%	317 43%	333 47%
Prefer not to say	52 2%	15 3%	18 2%	23 2%	21 2%	2 2%	8 3%	23 2%	12 1%	11 4%h	12 2%	10 3%	41 2%	15 2%	18 3%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 143

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
NET: Urban	1706 81%ghi ltwzEFI	851 83%	849 79%	266 91%Tef ghikl	310 88%Tfg hikl	274 84%fgh ii	279 77%	229 75%	253 74%	94 72%	577 90%Tef ghikl	553 80%hil	576 74%	467 81%	504 85%Top r	339 79%	396 77%	971 83%pr	735 78%	1706 100%Tt	- -	1451 82%wx	139 79%	71 71%	45 71%	139 79%	59 70%	208 89%Tyz BDEFHI J	133 77%	164 89%Tyz BDEFHI J	114 75%	71 71%	141 71%	272 98%Tyz ABCDEF HIJ	230 80%F	131 73%	45 71%
Urban - Population over 10,000	946 45%ghi ltwEFH I	498 48%b	443 41%	175 60%Tde fghikl	178 51%ghi l	149 45%hl	162 45%hl	114 38%	121 35%	46 35%	353 55%Tef ghikl	311 45%ghi l	281 36%	269 47%	283 47%o	172 40%	223 43%	551 47%or	394 42%	946 55%Tt	- -	804 45%w	87 49%w	32 32%	23 37%	87 49%zDE FHI	28 34%	104 44%EFH	76 44%FH	102 55%TzA DEFHIJ	55 36%	32 32%	66 33%	228 82%Tyz ABCDEF HIJ	84 29%	62 34%	23 37%
Town and Fringe	760 36%tG	352 34%	406 38%	91 31%	132 37%	125 38%	117 32%	114 38%	132 39%	48 37%	224 35%	242 35%	294 38%	198 34%	221 37%	167 39%	174 34%	419 36%	341 36%	760 45%Tt	- -	647 37%	52 29%	39 39%	22 34%	52 29%G	31 36%G	104 45%TyB CG	57 33%G	63 34%G	59 39%G	39 39%G	75 38%G	44 16%	146 50%Tyz BCDFGI J	69 38%G	22 34%G
NET: Rural	407 19%cdj nsACG	179 17%	227 21%	25 9%	42 12%	53 16%cj	84 23%cde j	75 25%Tcd ej	90 26%Tcd ejk	37 28%Tcd ejk	68 10%	138 20%cdj	202 26%Tcd ejk	108 19%	92 15%	90 21%n	117 23%nq	200 17%	208 22%nq	- -	407 100%Ts	322 18%	38 21%	29 29%Tu	18 29%u	38 21%ACG	25 30%TAC G	26 11%G	39 23%ACG	20 11%G	38 25%ACG	29 29%TAC G	58 29%TACG H	7 2%	59 20%ACG	49 27%TAC G	18 29%ACG
Village	362 17%cdj sACG	150 15%	210 20%a	24 8%	40 11%	52 16%cj	76 21%cdj	70 23%Tcd ej	68 20%cdj	31 24%cdj	65 10%	128 19%cdj	169 22%Tcd ej	90 16%	81 14%	81 19%n	110 21%Tmn q	171 15%	191 20%mnq	- -	362 89%Ts	295 17%	30 17%	23 23%	14 22%	30 17%G	24 29%TAC G	25 11%G	36 21%ACG	19 10%G	35 23%ACG	23 23%ACG	52 26%TACG	7 2%	58 20%ACG	39 22%ACG	14 22%ACG
Hamlet & Isolated Dwelling	45 2%jsG	29 3%	17 2%	1 *	2 1%	1 *	8 2%j	5 2%	22 6%Tcde fgjk	6 4%cdej k	3 *	9 1%	33 4%Tcde jk	18 3%	11 2%	9 2%	7 1%	29 2%	16 2%	- -	45 11%Ts	27 2%	8 4%u	6 6%Tu	5 7%Tu	8 4%ACGH	1 1%	* *	4 2%G	1 1%	3 2%G	6 6%TACG H	6 3%AGH	- -	1 1%	10 6%TACG H	5 7%TACGH

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: 20th to 22nd October 2023

Absolutes/col percents

Table 144
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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
NET: Urban	1706 81%	1417 79%	258 94%Ta	1213 79%	69 89%	138 85%	209 85%c	171 85%c	111 79%	11 92%	482 85%c	59 82%	154 77%	236 79%	269 83%o	237 76%	158 81%	83 85%	53 83%	54 78%	223 83%	228 77%	113 80%	16 78%	1254 81%	46 85%	406 79%	141 81%	661 80%	395 79%
Urban - Population over 10,000	946 45%a	729 40%	193 70%Ta	682 45%	45 59%Tchj	71 44%	111 45%	93 46%	53 38%	8 65%	255 45%	32 45%	90 45%	123 41%	144 45%	129 42%	89 46%	43 44%	25 40%	30 43%	122 46%	114 38%	59 42%	10 50%	705 46%u	26 49%	215 42%	76 44%	357 43%	217 44%
Town and Fringe	760 36%b	688 38%b	65 24%	530 35%	23 30%	67 41%	98 40%	78 39%	58 41%	3 26%	227 40%c	27 37%	64 32%	113 38%	124 38%	108 35%	69 36%	40 41%	28 43%	24 35%	101 38%	114 39%	54 38%	6 28%	549 36%	19 36%	191 37%	65 37%	304 37%	177 36%
NET: Rural	407 19%b	385 21%b	17 6%	320 21%fgj	8 11%	24 15%	36 15%	29 15%	30 21%	1 8%	87 15%	13 18%	45 23%	64 21%	55 17%	74 24%n	36 19%	15 15%	11 17%	15 22%	45 17%	69 23%	28 20%	4 22%	289 19%	8 15%	110 21%	32 19%	168 20%	103 21%
Village	362 17%b	340 19%b	17 6%	280 18%	8 11%	24 15%	34 14%	26 13%	28 20%	1 8%	81 14%	13 17%	41 20%	61 20%	50 15%	64 21%	31 16%	11 12%	9 15%	15 22%	43 16%	57 19%	28 20%	3 16%	258 17%	8 14%	97 19%	32 18%	153 18%	86 17%
Hamlet & Isolated Dwelling	45 2%	45 2%b	1 *	40 3%j	- -	- -	2 1%	3 2%	2 1%	- -	5 1%	1 1%	5 2%	3 1%	5 2%	10 3%	5 3%	3 3%	1 2%	- -	3 1%	11 4%	1 *	1 6%	31 2%	* 1%	13 3%	1 *	15 2%	17 3%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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 145
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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
NET: Urban	1706 81%m	453 81%	820 79%	1010 80%	942 80%	68 82%	178 79%	887 80%	640 79%	247 83%	415 79%	331 84%	1375 80%	546 74%	616 87%Tm
Urban - Population over 10,000	946 45%m	264 47%	429 42%	546 43%	512 43%	35 42%	102 45%	470 42%	334 41%	136 46%	235 45%	197 50%l	749 44%	285 38%	325 46%m
Town and Fringe	760 36%	189 34%	390 38%	464 37%	431 37%	33 40%	76 34%	417 38%	306 38%	111 37%	180 34%	134 34%	626 36%	261 35%	292 41%Tm
NET: Rural	407 19%n	109 19%	214 21%	250 20%	235 20%	15 18%	47 21%	221 20%	169 21%	52 17%	108 21%	62 16%	345 20%	196 26%Tn	93 13%
Village	362 17%n	94 17%	195 19%	225 18%	214 18%	11 14%	41 18%	202 18%	154 19%	48 16%	93 18%	57 14%	306 18%	175 24%Tn	91 13%
Hamlet & Isolated Dwelling	45 2%n	15 3%	19 2%	24 2%	21 2%	4 4%	6 3%	19 2%	15 2%	4 1%	14 3%	6 1%	39 2%	21 3%n	2 *

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 146

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
NET: Working	1190 56%bchijptzl	631 61%Tb	555 52%	135 46%hil	291 83%Tcfghijl	288 88%Tcfghijkl	254 70%Tcghil	167 55%hil	50 15%i	4 3%	426 66%Tcghil	543 79%Tcfghijl	221 28%hi	332 58%p	368 62%Tpr	300 70%Tmnpqr	189 37%	700 60%pr	490 52%p	987 58%t	202 50%	997 56%	104 59%	53 53%	36 57%	104 59%zl	32 39%	132 56%zl	100 58%zl	109 59%zl	85 56%z	53 53%	117 59%zl	174 63%zl	166 58%zl	82 45%	36 57%
NET: Employed	1077 51%chiprtz	568 55%Tb	506 47%	118 41%hil	270 76%Tcfghijl	267 82%Tcfghijkl	230 63%Tcghil	149 49%hil	41 12%i	2 1%	388 60%Tcghil	498 72%Tcfghijl	192 25%hi	306 53%pr	334 56%Tpr	278 65%Tmnpqr	158 31%	640 55%pr	437 46%p	907 53%t	170 42%	900 51%	99 56%	43 43%	35 55%	99 56%zl	30 36%	122 52%z	89 52%z	98 53%z	74 48%	43 43%	107 54%z	154 55%zl	150 52%z	78 43%	35 55%z
Working full time - working 30 hours per week or more	869 41%bcghilprt	514 50%Tb	352 33%	96 33%hil	242 69%Tcfghijkl	218 67%Tcfghijkl	190 52%Tcghil	104 34%hil	18 5%i	1 *	338 52%Tcghil	408 59%Tcghijl	123 16%hi	264 46%pr	272 46%pr	224 52%Tpr	109 21%	536 46%Tpr	333 35%p	737 43%t	132 32%	729 41%	74 42%	38 38%	29 45%	74 42%	29 34%	98 42%	72 42%	82 45%	55 36%	38 38%	85 43%	133 48%DI	114 39%	61 34%	29 45%
Working part-time - working between 8 and 29 hours per week	208 10%aiz	54 5%	154 14%Ta	23 8%i	27 8%i	49 15%Tcdhijl	41 11%i	45 15%Tcdhijl	23 7%i	1 1%	50 8%i	89 13%Tdhijl	69 9%i	42 7%	61 10%	55 13%mq	49 10%	104 9%	104 11%m	170 10%	38 9%	172 10%	25 14%w	5 5%	6 9%	25 14%zE	2 2%	24 10%z	17 10%	16 9%	19 12%z	5 5%	22 11%z	21 8%	36 12%z	16 9%	6 9%
NET: Self-employed	113 5%	63 6%	49 5%	16 6%	22 6%	21 6%hi	24 7%hi	18 6%	10 3%	2 2%	38 6%	45 6%hil	30 4%	26 4%	34 6%	22 5%	31 6%	60 5%	53 6%	81 5%	32 8%s	96 5%	5 3%	10 10%v	1 2%	5 3%	2 2%	10 4%	11 6%	11 6%	12 8%l	10 10%yl	10 5%	21 7%l	17 6%	4 2%	1 2%
Self-employed - working 30 hours per week or more	69 3%hl	41 4%	28 3%	10 3%	18 5%hil	13 4%hl	16 4%hil	10 3%h	3 1%	1 *	28 4%hil	28 4%hil	13 2%	14 2%	23 4%	16 4%	17 3%	36 3%	33 3%	55 3%	14 3%	60 3%	4 2%	5 5%	- -	4 2%	- -	9 4%	6 3%	8 4%	8 5%l	5 5%l	4 2%	15 5%l	8 3%	1 1%	- -
Self-employed - working between 8 and 29 hours per week	43 2%	22 2%	21 2%	6 2%	4 1%	8 3%	8 2%	8 3%	7 2%	2 1%	11 2%	16 2%	16 2%	12 2%	12 2%	6 1%	14 3%	23 2%	20 2%	25 1%	18 4%Ts	36 2%	1 1%	5 5%v	1 2%	1 1%	2 2%	1 *	5 3%A	3 2%	4 2%	5 5%yA	6 3%A	6 2%	8 3%A	2 1%	1 2%
NET: Not working	923 44%adefjkno	399 39%	521 48%Ta	157 54%Tdefjk	61 17%	39 12%	109 30%dek	138 45%defjk	292 85%Tcdefgjkl	127 97%Tcdefghjkl	218 34%dek	148 21%e	557 72%Tcdefgjk	243 42%o	228 38%o	128 30%	324 63%Tmnoqr	471 40%o	453 48%noq	718 42%	205 50%Ts	777 44%	72 41%	47 47%	27 43%	72 41%	52 61%TyABCDFGH	102 44%	72 42%	76 41%	67 44%	47 47%	82 41%	104 37%	123 42%	99 55%TyABCFGH	27 43%
Not working but seeking work or temporarily unemployed or sick	91 4%ehilmnq	37 4%	54 5%	17 6%ehil	24 7%ehil	5 2%	27 7%Tehil	16 5%ehil	1 *	- -	41 6%ehil	32 5%ehil	17 2%h	6 1%	11 2%	12 3%	63 12%Tmnoqr	16 1%	75 8%Tmnoq	77 5%	14 3%	85 5%	3 2%	2 2%	- -	3 2%	3 3%	11 5%	8 5%	5 3%	11 7%yJ	2 2%	6 3%	15 5%	14 5%	13 7%yJ	- -
Not working and not seeking work	127 6%dhijmnq	48 5%	79 7%a	11 4%	10 3%	16 5%h	42 12%Tcdehijl	40 13%Tcdehijkl	6 2%	2 2%	21 3%	58 8%Tcdhij	48 6%dhij	3 1%	6 1%	23 5%mnq	95 18%Tmnoqr	9 1%	118 12%Tmnoq	107 6%	20 5%	105 6%	11 6%	8 8%	3 4%	11 6%	7 8%	17 7%	10 6%	13 7%	9 6%	8 8%	9 5%	15 5%	16 6%	9 5%	3 4%
Student	155 7%aefghikloprtC	49 5%	103 10%a	128 44%Tdefghijkl	18 5%efghikl	5 2%hl	4 1%	* *	- -	1 1%	145 23%Tdefghikl	9 1%l	1 *	65 11%Topr	63 11%Topr	15 4%	13 2%	128 11%Topr	28 3%	141 8%t	15 4%	127 7%	20 11%w	3 3%	5 8%	20 11%CEF	3 3%	15 6%	9 5%	6 3%	11 7%	3 3%	9 4%	32 11%TBCEF	23 8%	21 12%BCEF	5 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**

Prepared by Yonder

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 146

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Retired on a state pension only	107 5%acdefgjkmnq	26 2%	81 8%Ta	- -	- -	- -	- -	* *	79 23%Tcdefgjkl	28 21%Tcdefgjkl	- -	- -	107 14%Tcdefgjk	2 *	13 2%m	12 3%m	80 16%Tmnoqr	15 1%	92 10%Tmnoq	69 4%	38 9%Ts	99 6%	5 3%	2 2%	- -	5 3%	9 11%TyDEGJ	10 4%	12 7%J	10 5%	5 4%	2 2%	13 6%	11 4%	20 7%	11 6%	- -
Retired with a private pension	357 17%bcdefjkprG	225 22%Tb	132 12%	- -	2 1%	- -	1 *	62 20%cdefjk	196 57%Tcdefgjkl	95 73%Tcdefghjkl	2 *	1 *	353 45%Tcdefgjk	152 26%Tnopr	120 20%opr	56 13%p	29 6%	272 23%Topr	85 9%	261 15%	96 23%Ts	288 16%	28 16%	21 21%	19 30%Tuv	28 16%	26 31%TyABCDFGH	42 18%G	31 18%G	25 14%	23 15%	21 21%G	34 17%G	25 9%	44 15%G	38 21%G	19 30%TyCDGH
House person, housewife, househusband, etc.	86 4%acijq	14 1%	73 7%Ta	1 *	8 2%	13 4%cj	35 10%Tcdehijl	19 6%cdij	10 3%c	1 1%	9 1%	48 7%Tcdhijl	30 4%cj	15 3%	16 3%	12 3%	44 9%Tmnoq	30 3%	56 6%mnoq	63 4%	23 6%	71 4%	4 2%	10 10%Tuv	1 2%	4 2%	4 5%	8 3%	3 2%	18 9%TyABGHI	8 5%	10 10%TyABGHI	11 6%	7 2%	6 2%	6 4%	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/y/z/A/B/C/D/E/F/G/H/I/J
*** small base**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 147

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 £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 / 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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
NET: Working	1190 56%cklmstuvztuvzB	998 55%	168 61%	692 45%	72 94%Tch	136 84%Tc	214 88%Tc	176 88%Tc	115 81%Tc	7 60%	490 86%Tc	18 25%	53 27%	141 47%kl	190 59%klms	224 72%Tklmnrs	160 83%Tklmnors	91 93%Tklmnors	28 45%kl	25 36%	108 40%uv	90 30%	34 24%	8 38%	976 63%TuvTz	30 55%uvz	184 36%v	94 55%	405 49%	378 76%TAB
NET: Employed	1077 51%cklmstuvztuvzB	909 50%	146 53%	621 41%	69 90%Tch	127 78%Tc	192 78%Tc	164 82%Tc	103 73%Tc	7 60%	449 79%Tc	12 17%	43 22%	128 43%kl	175 54%klms	213 68%Tklmnrs	144 75%Tklmnrs	86 88%Tklmnoprs	25 39%kl	23 34%k	94 35%uv	73 25%	29 21%	7 33%	895 58%TuvTz	26 48%uvz	156 30%	77 45%	372 45%	352 71%TAB
Working full time - working 30 hours per week or more	869 41%cklmstuvztuvzAB	730 41%	120 43%	500 33%	64 84%Tcefghj	105 65%Tc	157 64%Tc	129 65%Tc	77 55%Tc	5 41%	364 64%Tc	5 7%	22 11%	96 32%kl	140 43%klms	185 59%Tklmnrs	127 66%Tklmnrs	80 82%Tklmnoprs	19 30%kl	17 25%kl	72 27%uv	55 19%	23 16%	5 27%	726 47%TuvTz	21 40%uvz	121 23%	50 29%	289 35%	315 63%TAB
Working part-time - working between 8 and 29 hours per week	208 10%	179 10%	26 10%	121 8%	5 6%	22 14%c	35 14%Tc	35 18%Tcd	26 18%Tcd	2 20%	85 15%Tc	8 11%	21 11%	32 11%	35 11%	28 9%	17 9%	6 6%	6 9%	6 9%	21 8%	18 6%	7 5%	1 6%	168 11%uz	5 9%	35 7%	27 15%TBC	83 10%	36 7%
NET: Self-employed	113 5%	89 5%	22 8%	71 5%	3 4%	9 6%	22 9%Tc	11 6%	12 8%	- -	41 7%c	6 8%	10 5%	13 4%	15 5%	11 4%	16 8%o	5 5%	4 6%	1 2%	14 5%	17 6%	5 3%	1 5%	82 5%	4 7%	27 5%	17 10%TBC	33 4%	26 5%
Self-employed - working 30 hours per week or more	69 3%	54 3%	15 5%	38 2%	2 3%	8 5%	17 7%Tc	6 3%	10 7%Tc	- -	31 5%Tc	4 5%	7 3%	7 2%	8 3%	8 2%	13 7%Tmno	2 2%	1 1%	1 1%	8 3%	8 3%	3 2%	- -	53 3%	2 4%	14 3%	11 6%TB	20 2%	18 4%
Self-employed - working between 8 and 29 hours per week	43 2%	35 2%	7 2%	33 2%	1 1%	2 1%	5 2%	5 2%	2 1%	- -	10 2%	2 3%	4 2%	6 2%	7 2%	3 1%	2 1%	3 3%	3 5%	* 1%	6 2%	9 3%	2 1%	1 5%	29 2%	2 3%	13 3%	6 3%	13 2%	8 2%
NET: Not working	923 44%defghjopqxxC	804 45%	107 39%	840 55%Tdefghj	5 6%	26 16%	30 12%	24 12%	26 19%d	5 40%	78 14%	54 75%Tmnopqr	146 73%Tmnopqr	159 53%Tnopq	134 41%opq	88 28%pq	33 17%	7 7%	35 55%opq	44 64%Tnopq	160 60%TTx	207 70%TtTxy	107 76%TtTxyz	13 62%	567 37%	24 45%	333 64%TTxy	79 45%C	424 51%TC	119 24%
Not working but seeking work or temporarily unemployed or sick	91 4%gjnopxxC	76 4%	13 5%	80 5%efgj	2 2%	1 1%	4 2%	2 1%	2 2%	- -	11 2%	19 26%Tlmnopqrs	12 6%nopq	9 3%	6 2%	2 1%	1 *	- -	7 11%Tmnopq	3 4%op	34 13%TuvTx	19 7%x	7 5%	4 18%	39 3%	5 10%x	47 9%TTx	21 12%TBC	25 3%C	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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 147

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 £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 / 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	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Not working and not seeking work	127 6%fgjnopqxoC	120 7%b	7 3%	107 7%fgj	2 3%	9 6%g	5 2%	2 1%	8 6%g	1 9%	19 3%	10 14%Tnopq	35 18%Tmnopq	29 10%Tnopq	10 3%	4 1%	2 1%	- -	7 11%nopq	9 12%nopq	63 23%TTxy	69 23%TTxy	45 32%TTxyz	1 7%	27 2%	1 2%	99 19%TTxy	13 7%C	73 9%TC	3 1%
Student	155 7%adefgjmnopuuBC	77 4%	73 27%Ta	144 9%Tdefgj	- -	1 1%	4 2%	4 2%	6 4%	4 31%	8 1%	8 12%lmnopqs	8 4%	5 2%	6 2%	11 3%	2 1%	2 2%	9 15%lmnopqs	1 2%	28 10%u	6 2%	7 5%	- -	111 7%u	9 16%TuvTxz	36 7%u	14 8%BC	16 2%	13 3%
Retired on a state pension only	107 5%befghjopC	101 6%b	2 1%	107 7%Tdefghj	- -	- -	- -	- -	- -	- -	- -	7 10%nopq	36 18%Tmnopqs	27 9%Tnopq	10 3%	4 1%	1 1%	- -	5 8%opq	3 4%	7 3%	26 9%TtTx	18 13%TtTx	2 11%	63 4%	5 9%t	39 8%tx	10 6%C	71 9%TC	5 1%
Retired with a private pension	357 17%bdefghjkqrtytyA	348 19%b	7 3%	351 23%Tdefghj	- -	2 1%	2 1%	1 1%	3 2%	- -	6 1%	4 5%	42 21%kqr	73 24%Tkpqr	94 29%Tkopqr	60 19%kqr	26 14%q	4 4%	4 6%	19 27%Tkpqr	15 6%	61 21%ty	24 17%ty	5 24%	273 18%ty	2 4%	81 16%ty	7 4%	205 25%TAC	91 18%A
House person, housewife, househusband, etc.	86 4%pC	81 4%	5 2%	52 3%	1 2%	12 7%c	16 6%c	14 7%c	6 5%	- -	34 6%c	6 8%nop	14 7%nop	16 5%p	9 3%	7 2%	1 1%	2 2%	3 4%	10 14%Tmnopq	13 5%	25 8%TTx	6 4%	1 3%	53 3%	2 4%	31 6%x	15 9%TBC	34 4%C	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: 20th to 22nd October 2023

Absolutes/col percents

Table 148

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		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
NET: Working	1190 56%	360 64%Tb	551 53%	737 59%	694 59%	43 52%	132 59%	629 57%	437 54%	193 64%Tgh	301 58%	211 54%	978 57%	412 56%	415 58%
NET: Employed	1077 51%	333 59%Tb	499 48%	677 54%	637 54%	39 48%	123 55%	572 52%	399 49%	173 58%h	277 53%	197 50%	880 51%	373 50%	382 54%
Working full time - working 30 hours per week or more	869 41%	268 48%Tb	408 39%	549 44%	518 44%	31 38%	100 45%	480 43%	338 42%	143 48%	211 40%	161 41%	708 41%	299 40%	320 45%
Working part-time - working between 8 and 29 hours per week	208 10%	65 12%	91 9%	127 10%	119 10%	8 10%	22 10%	92 8%	62 8%	30 10%	66 13%gh	36 9%	172 10%	73 10%	62 9%
NET: Self-employed	113 5%	27 5%	52 5%	61 5%	57 5%	4 5%	10 4%	57 5%	37 5%	20 7%	24 5%	14 4%	98 6%	39 5%	33 5%
Self-employed - working 30 hours per week or more	69 3%	19 3%	31 3%	37 3%	34 3%	3 4%	5 2%	35 3%	21 3%	14 5%	15 3%	8 2%	61 4%	22 3%	22 3%
Self-employed - working between 8 and 29 hours per week	43 2%	8 2%	21 2%	24 2%	23 2%	1 1%	5 2%	22 2%	16 2%	6 2%	8 2%	7 2%	37 2%	18 2%	11 2%
NET: Not working	923 44%ai	201 36%	482 47%a	522 41%	483 41%	40 48%	92 41%	479 43%i	372 46%i	107 36%	222 42%	182 46%	742 43%	330 44%	295 42%
Not working but seeking work or temporarily unemployed or sick	91 4%h	20 4%	32 3%	46 4%	44 4%	3 3%	7 3%	36 3%	20 3%	16 5%h	22 4%	17 4%	74 4%	22 3%	25 4%
Not working and not seeking work	127 6%	29 5%	74 7%	82 6%	74 6%	7 9%	8 4%	69 6%	48 6%	21 7%	35 7%	39 10%Tl	88 5%	39 5%	60 8%Tm
Student	155 7%abcd fghijm n	19 3%	29 3%	40 3%	27 2%	13 15%Tcdf	7 3%	31 3%	20 2%	11 4%	22 4%	20 5%	135 8%	24 3%	22 3%
Retired on a state pension only	107 5%	39 7%	52 5%	63 5%	59 5%	3 4%	9 4%	59 5%	44 5%	16 5%	34 6%	20 5%	87 5%	42 6%	41 6%

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

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 148

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Retired with a private pension	357 17%	77 14%	246 24%Ta	243 19%	231 20%	12 14%	55 25%T	235 21%Ti	200 25%Tij	36 12%	90 17%	78 20%	279 16%	167 23%Tn	116 16%
House person, housewife, househusband, etc.	86 4%	17 3%	49 5%	49 4%	47 4%	1 2%	6 3%	48 4%	41 5%	7 2%	19 4%	8 2%	79 5%k	35 5%	30 4%

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 149

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1199	602	592	111	267	293	267	196	59	6	378	560	261	346	397	257	199	743	456	998	201	1016	89	55	39	89	31	136	106	117	87	55	116	166	167	90	39
Weighted base	1190	631	555	135*	291	288	254	167	50*	4**	426	543	221	332	368	300	189	700	490	987	202	997	104*	53*	36*	104*	32**	132	100*	109	85*	53*	117*	174	166	82*	36*
NET: Public Sector	392 33%h	182 29%	208 38%a	43 32%	104 36%h	103 36%h	80 32%h	53 32%h	9 17%	1 15%	147 34%h	183 34%h	62 28%	125 38%pr	127 34%	90 30%	50 26%	252 36%pr	140 29%	336 34%	56 28%	320 32%	35 34%	18 34%	18 50%Tu	35 34%	14 44%	44 33%	30 30%	38 35%	24 29%	18 34%	42 36%	53 31%	50 30%	24 30%	18 50%TBDGHI
A nationalised industry/state corporation	41 3%	26 4%	15 3%	10 7%fgl	8 3%	18 6%Tfgl	2 1%	2 1%	- -	- -	18 4%fl	21 4%fl	2 1%	11 3%	7 2%	10 3%	13 7%nq	18 3%	23 5%n	39 4%t	1 1%	38 4%	2 2%	1 2%	- -	2 2%	- -	6 5%	1 1%	7 7%B	4 5%	1 2%	6 5%	7 4%	6 4%	2 2%	- -
Central government or civil service (including Courts service and Bank of England)	53 4%	31 5%	22 4%	14 10%Tdfg kl	7 2%	15 5%	10 4%	6 4%	1 1%	- -	21 5%	25 5%	7 3%	28 8%Tnpr	10 3%	12 4%	2 1%	38 5%p	15 3%	46 5%	6 3%	42 4%	1 1%	5 10%v	4 11%v	1 1%	2 7%	5 4%	5 5%	9 8%y	1 2%	5 10%yD	4 3%	8 4%	6 4%	2 3%	4 11%yD
Local government or council (including fire services, police and local authority controlled schools/colleges)	132 11%	52 8%	80 15%a	8 6%	33 11%	35 12%	30 12%	21 12%	6 13%	- -	41 10%	64 12%	27 12%	40 12%	54 15%opr	25 8%	12 7%	95 14%pr	38 8%	107 11%	26 13%	104 10%	15 14%	7 13%	6 17%	15 14%	4 11%	18 13%	11 11%	8 7%	4 5%	7 13%	18 15%D	16 9%	19 11%	7 9%	6 17%D
A university, or other grant funded establishment (include opted-out schools)	50 4%	28 4%	21 4%	2 2%	20 7%el	7 3%	15 6%	5 3%	* 1%	- -	22 5%	23 4%	5 2%	18 5%p	19 5%	11 4%	3 1%	37 5%p	13 3%	46 5%	4 2%	38 4%	8 8%	2 3%	2 6%	8 8%	2 7%	3 2%	1 1%	3 3%	5 6%	2 3%	4 4%	13 7%	4 2%	3 4%	2 6%
A health authority or NHS Trust	84 7%	29 5%	54 10%a	7 5%	26 9%	20 7%	15 6%	14 9%	1 1%	1 15%	34 8%	35 6%	16 7%	25 7%	26 7%	19 6%	15 8%	50 7%	33 7%	73 7%	11 5%	69 7%	7 7%	3 6%	5 13%	7 7%	6 18%	12 9%	5 5%	7 6%	7 8%	3 6%	7 6%	6 4%	10 6%	9 11%G	5 13%G
The armed forces	1 *	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	1 *	- -	- -	- -	- -	- -	- -	1 1%T	- -	- -	- -	- -	- -	- -	- -
Other public sector occupation (Please specify as much detail as possible)	31 3%	16 2%	15 3%	1 1%	9 3%	8 3%	7 3%	5 3%	1 1%	- -	10 2%	15 3%	6 3%	4 1%	11 3%	12 4%	5 3%	15 2%	16 3%	25 3%	6 3%	28 3%	2 2%	- -	1 2%	2 2%	- -	1 1%	6 6%A	4 3%	3 4%	- -	4 3%	4 2%	6 4%	1 1%	1 2%
NET: Private Sector	798 67%xJ	450 71%b	347 62%	92 68%	187 64%	185 64%	174 68%	114 68%	42 83%Tde fgjk	3 85%	279 66%	360 66%	159 72%	207 62%	241 66%	211 70%	140 74%mq	448 64%	350 71%mq	651 66%	147 72%	676 68%x	69 66%	35 66%	18 50%	69 66%	18 56%	88 67%	70 70%J	71 65%	61 71%J	35 66%	74 64%	121 69%J	116 70%J	57 70%J	18 50%
A charity, voluntary organisation or trust	39 3%	15 2%	24 4%	4 3%	5 2%	8 3%	10 4%	11 6%dj	1 3%	- -	9 2%	19 3%	12 6%dj	9 3%	18 5%o	5 2%	7 4%	27 4%	12 2%	33 3%	6 3%	31 3%	5 5%	3 5%	- -	5 5%C	2 5%	4 3%	3 3%	- -	1 1%	3 5%C	5 4%	3 2%	8 5%C	6 7%CG	- -

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: 20th to 22nd October 2023

Absolutes/col percents

Table 149

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	1190	631	555	135*	291	288	254	167	50*	4**	426	543	221	332	368	300	189	700	490	987	202	997	104*	53*	36*	104*	32**	132	100*	109	85*	53*	117*	174	166	82*	36*
Self-employed (Private sector)	126 11%	73 12%	53 10%	9 7%	28 9%	29 10%	27 11%	21 13%	11 21%Tcdejk	2 41%	37 9%	56 10%	33 15%cj	34 10%	40 11%	27 9%	25 13%	74 11%	52 11%	95 10%	31 15%s	108 11%	6 6%	10 19%v	3 7%	6 6%	1 2%	11 8%	11 11%	13 12%	11 13%	10 19%yF	7 6%	25 14%F	22 13%	7 9%	3 7%
None of the above/ I work in the Private sector	633 53%	361 57%b	270 49%	79 59%	155 53%	148 51%	137 54%	82 49%	30 59%	2 43%	234 55%	285 53%	114 51%	163 49%	183 50%	179 60%mnq	107 57%	346 49%	286 58%mnq	523 53%	110 54%	537 54%	58 55%	22 42%	16 43%	58 55%	16 49%	73 56%	55 55%	58 53%	49 57%	22 42%	63 54%	94 54%	86 52%	44 54%	16 43%

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**

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 150

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 £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 / 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	1199	1023	152	712	61	130	214	186	108	8	479	25	66	156	215	216	144	76	32	28	112	96	36	8	973	30	196	103	430	365
Weighted base	1190	998	168	692	72*	136*	214	176	115*	7**	490	18**	53*	141	190	224	160	91*	28**	25**	108*	90*	34**	8**	976	30**	184	94*	405	378
NET: Public Sector	392 33%	320 32%	63 38%	213 31%	31 43%	58 42%c	74 35%	62 35%	36 32%	3 41%	176 36%	3 16%	12 23%	52 37%	60 32%	80 36%	56 35%	26 28%	7 26%	5 20%	25 23%	22 25%	10 30%	5 64%	330 34%t	9 31%	52 29%	27 28%	136 34%	127 34%
A nationalised industry/state corporation	41 3%	26 3%	14 8%Ta	13 2%	9 12%Tcfgh	9 6%c	5 2%	7 4%	1 1%	1 9%	27 5%c	- -	* 1%	7 5%	3 2%	13 6%n	3 2%	3 3%	- -	1 6%	4 3%	- -	- -	- -	37 4%	1 2%	4 2%	1 1%	16 4%	12 3%
Central government or civil service (including Courts service and Bank of England)	53 4%	46 5%	7 4%	24 3%	10 14%Tcfgj	10 7%	8 4%	9 5%	6 6%	1 9%	28 6%	- -	1 1%	8 5%	4 2%	13 6%q	10 6%q	- -	1 4%	1 3%	2 2%	3 4%	3 10%	1 12%	44 4%	- -	9 5%	1 1%	22 5%	13 3%
Local government or council (including fire services, police and local authority controlled schools/colleges)	132 11%	114 11%	17 10%	70 10%	7 10%	21 15%	32 15%	22 13%	13 12%	2 24%	61 12%	1 6%	7 14%	9 7%	22 11%	35 15%m	19 12%	8 9%	3 9%	2 8%	10 10%	6 7%	3 9%	2 24%	114 12%	2 8%	16 9%	12 13%	43 11%	47 12%
A university, or other grant funded establishment (include opted-out schools)	50 4%	37 4%	11 7%	34 5%	1 2%	3 2%	7 3%	9 5%	5 4%	- -	16 3%	- -	- -	9 6%	11 6%	6 3%	9 6%	5 5%	1 2%	1 3%	3 3%	1 1%	2 5%	- -	42 4%	3 10%	5 3%	3 3%	16 4%	20 5%
A health authority or NHS Trust	84 7%	71 7%	11 6%	53 8%	1 2%	11 8%	14 7%	10 6%	8 7%	- -	31 6%	1 7%	3 6%	17 12%o	16 9%	9 4%	10 6%	6 7%	2 6%	- -	6 6%	11 12%	2 7%	2 22%	65 7%	2 6%	17 9%	7 7%	34 8%	23 6%
The armed forces	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *
Other public sector occupation (Please specify as much detail as possible)	31 3%	26 3%	4 2%	18 3%	2 3%	5 3%	9 4%	5 3%	3 2%	- -	13 3%	* 3%	1 2%	3 2%	3 2%	5 2%	4 3%	3 4%	1 4%	- -	- -	1 2%	- -	1 7%	28 3%	1 4%	2 1%	3 3%	6 1%	12 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: 20th to 22nd October 2023

Absolutes/col percents

Table 150

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 £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 / 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	1190	998	168	692	72*	136*	214	176	115*	7**	490	18**	53*	141	190	224	160	91*	28**	25**	108*	90*	34**	8**	976	30**	184	94*	405	378
NET: Private Sector	798 67%	678 68%	105 62%	479 69%e	41 57%	78 58%	140 65%	114 65%	78 68%	4 59%	314 64%	16 84%	41 77%	89 63%	130 68%	143 64%	104 65%	65 72%	21 74%	20 80%	83 77%x	67 75%	24 70%	3 36%	646 66%	20 69%	131 71%	68 72%	269 66%	250 66%
A charity, voluntary organisation or trust	39 3%	35 4%	3 2%	22 3%	2 3%	1 1%	7 3%	9 5%	6 5%	- -	17 4%	1 5%	1 1%	6 4%	4 2%	10 4%	8 5%	2 2%	2 8%	3 13%	3 3%	3 3%	1 2%	- -	32 3%	2 6%	6 3%	3 4%	14 4%	12 3%
Self-employed (Private sector)	126 11%	105 10%	19 11%	76 11%	5 8%	7 5%	22 10%	17 10%	12 11%	- -	50 10%	6 34%	11 21%Toq	17 12%	21 11%	14 6%	18 11%	6 7%	4 13%	1 5%	11 11%	16 18%TTx	2 6%	1 12%	98 10%	4 15%	24 13%	15 16%C	48 12%	31 8%
None of the above/ I work in the Private sector	633 53%	538 54%	83 49%	382 55%	34 47%	70 52%	111 52%	88 50%	60 52%	4 59%	247 50%	8 45%	29 55%	66 47%	104 55%	120 53%	78 49%	57 63%m	15 54%	15 63%	69 64%	48 54%	21 62%	2 24%	517 53%	14 48%	101 55%	49 52%	207 51%	207 55%

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: 20th to 22nd October 2023

Absolutes/col percents

Table 151

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	1199	369	571	759	707	52	133	641	455	186	317	214	985	428	419
Weighted base	1190	360	551	737	694	43*	132	629	437	193	301	211	978	412	415
NET: Public Sector	392 33%	122 34%	178 32%	231 31%	218 31%	13 30%	51 38%	193 31%	133 30%	60 31%	110 36%	72 34%	319 33%	137 33%	131 32%
A nationalised industry/state corporation	41 3%	10 3%	20 4%	21 3%	21 3%	1 1%	7 6%	24 4%	12 3%	11 6%	7 2%	6 3%	35 4%	22 5%n	8 2%
Central government or civil service (including Courts service and Bank of England)	53 4%	13 3%	25 4%	29 4%	29 4%	- -	6 5%	25 4%	20 4%	5 3%	12 4%	6 3%	46 5%	18 4%	16 4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	132 11%	39 11%	66 12%	81 11%	74 11%	7 16%	15 11%	68 11%	52 12%	16 8%	38 13%	25 12%	107 11%	46 11%	49 12%
A university, or other grant funded establishment (include opted-out schools)	50 4%	25 7%Tb	16 3%	29 4%	27 4%	2 4%	11 8%	24 4%	16 4%	9 4%	17 6%	12 6%	38 4%	18 4%	17 4%
A health authority or NHS Trust	84 7%	26 7%	38 7%	52 7%	50 7%	2 5%	8 6%	39 6%	24 6%	15 8%	26 9%	18 8%	66 7%	24 6%	31 7%
The armed forces	1 *	1 *	- -	1 *	1 *	- -	- -	1 *	1 *	- -	- -	- -	1 *	1 *	- -
Other public sector occupation (Please specify as much detail as possible)	31 3%	8 2%	14 2%	18 2%	16 2%	2 4%	3 2%	12 2%	8 2%	4 2%	10 3%	5 3%	26 3%	9 2%	11 3%
NET: Private Sector	798 67%	238 66%	373 68%	506 69%	476 69%	30 70%	82 62%	437 69%	304 70%	133 69%	192 64%	139 66%	659 67%	275 67%	284 68%
A charity, voluntary organisation or trust	39 3%	14 4%	21 4%	28 4%	28 4%	- -	5 4%	23 4%	18 4%	5 3%	13 4%	9 4%	30 3%	18 4%	15 4%

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

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 151

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		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Weighted base	1190	360	551	737	694	43*	132	629	437	193	301	211	978	412	415
Self-employed (Private sector)	126 11%	33 9%	65 12%	79 11%	74 11%	5 11%	8 6%	68 11%	46 11%	22 11%	31 10%	18 9%	108 11%	49 12%	37 9%
None of the above/ I work in the Private sector	633 53%	191 53%	287 52%	399 54%	373 54%	26 59%	69 52%	346 55%	239 55%	106 55%	148 49%	111 53%	521 53%	208 50%	231 56%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 152

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
No children aged 18 or under	1532 73%defkoG	716 70%	809 75%a	241 83%Tdefjk	205 58%e	132 40%	218 60%ek	267 88%Tdefjk	338 99%Tcdefgjkl	131 100%Tcdefgjkl	445 69%defk	351 51%e	736 95%Tcdefgjk	418 73%o	442 74%o	276 64%	397 77%or	860 73%o	673 71%o	1213 71%	320 79%Ts	1301 73%	119 68%	72 71%	41 65%	119 68%	70 83%yCGJ	169 73%	127 74%	121 65%	117 77%CG	72 71%	151 76%CG	181 65%	221 76%CG	143 80%yCGJ	41 65%
NET: Yes	569 27%cghilpt	307 30%b	262 24%	46 16%hil	143 41%Tcghijl	194 59%Tcdfghijkl	145 40%Tcghijl	36 12%hil	4 1%	- -	190 29%cghil	338 49%Tcdfghijl	41 5%hi	153 27%	153 26%	150 35%Tmnpqr	113 22%	307 26%	262 28%p	482 28%t	87 21%	464 26%	55 31%	29 29%	21 34%	55 31%zl	14 17%	62 27%	42 24%	61 33%zDHI	34 22%	29 29%	48 24%	97 35%TzBDFHI	69 24%	37 20%	21 34%z
NET: Any 5-18	438 21%cghijl	230 22%	208 19%	15 5%hi	88 25%cghijl	156 48%Tcdfghijl	138 38%Tcdghijl	36 12%chil	4 1%	- -	103 16%chil	295 43%Tcdghijl	40 5%hi	116 20%	121 20%	109 25%p	92 18%	237 20%	201 21%	364 21%	74 18%	352 20%	45 25%	24 24%	17 27%	45 25%H	14 16%	50 21%	31 18%	44 24%	25 16%	24 24%	44 22%	62 22%	47 16%	35 19%	17 27%
NET: Any 11-18	294 14%chiji	154 15%	141 13%	9 3%	40 11%chil	83 25%Tcdghijl	125 34%Tcdeghijl	33 11%chil	4 1%	- -	49 8%chil	208 30%Tcdghijl	37 5%hi	74 13%	78 13%	80 19%Tmnpq	62 12%	152 13%	143 15%	241 14%	53 13%	234 13%	33 18%	16 16%	12 19%	33 18%DH	9 11%	33 14%	28 16%D	26 14%	12 8%	16 16%	32 16%D	37 13%	30 10%	26 14%	12 19%D
Yes - children aged under 5 years old	218 10%fghiltzFI	130 13%b	89 8%	35 12%fghil	89 25%Tcfghikl	79 24%Tcfghikl	15 4%ghil	1 *	- -	- -	124 19%Tcfghikl	94 14%Tfghil	1 *	55 10%	60 10%	57 13%	46 9%	115 10%	103 11%	192 11%t	26 6%	182 10%	17 10%	11 11%	9 13%	17 10%z	1 1%	22 9%zF	15 9%z	30 17%TzABFI	14 9%z	11 11%zF	8 4%	51 18%TyzABDFHI	32 11%zFI	8 5%	9 13%zFI
Yes - children aged 5 to 10 years old	244 12%cghil	132 13%	113 10%	11 4%hil	75 21%Tcfghijl	115 35%Tcdfghijkl	35 10%cghil	7 2%h	- -	- -	86 13%cghil	151 22%Tcfghijl	7 1%	68 12%	73 12%	55 13%	49 10%	140 12%	104 11%	209 12%	36 9%	203 11%	21 12%	12 12%	9 15%	21 12%	6 7%	27 11%	15 9%	28 15%H	19 12%	12 12%	24 12%	45 16%BH	23 8%	16 9%	9 15%
Yes - children aged 11 to 15 years old	200 9%cghil	111 11%	89 8%	6 2%	39 11%cghil	65 20%Tcdghijl	75 21%Tcdghijl	12 4%hi	3 1%	- -	45 7%chil	140 20%Tcdghijl	15 2%	48 8%	59 10%	55 13%mp	37 7%	108 9%	92 10%	171 10%	29 7%	163 9%	19 11%	9 9%	8 13%	19 11%	4 5%	21 9%	19 11%D	19 10%	7 4%	9 9%	24 12%D	29 11%D	19 7%	22 12%D	8 13%D
Yes - children aged 16 to 18 years old	141 7%cdhijl	66 6%	75 7%	6 2%	3 1%	34 11%Tcdhijl	71 20%Tcdeghijl	24 8%cdhijl	1 *	- -	9 1%	106 15%Tcdghijl	26 3%dhij	34 6%	35 6%	34 8%	37 7%	69 6%	72 8%	111 7%	30 7%	110 6%	20 11%u	7 7%	5 8%	20 11%GHI	6 8%	22 9%I	14 8%	10 6%	8 5%	7 7%	15 8%	14 5%	13 5%	6 4%	5 8%
Refused	12 1%	6 1%	6 1%	5 2%hkl	5 1%l	1 *	1 *	1 *	- -	- -	9 1%Thkl	2 *	1 *	4 1%	1 *	4 1%	4 1%	4 *	7 1%	11 1%	1 *	9 *	2 1%	- -	1 2%	2 1%	- -	2 1%	3 2%H	3 1%	1 *	- -	- -	1 *	- -	- -	1 2%H

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: 20th to 22nd October 2023

Absolutes/col percents

Table 153

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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
No children aged 18 or under	1532 73%defghjopqxxA	1324 73%	185 67%	1532 100%Tdefghj	- -	- -	- -	- -	- -	- -	- -	65 90%Tmnopq	162 81%Topq	241 80%Topq	245 76%opq	178 57%	124 64%q	48 49%	54 85%Topq	55 80%opq	219 82%TTx	249 84%TTx	127 90%TTxy	18 88%	1062 69%	39 73%	432 84%TTx	95 55%	600 72%A	367 74%A
NET: Yes	569 27%cklmrtuvztuvz	474 26%	87 32%	- -	77 100%Tc	162 100%Tc	244 100%Tc	200 100%Tc	141 100%Tc	- -	569 100%Tc	7 10%	37 18%	59 20%	79 24%k	134 43%Tklmnrs	70 36%Tklmnrs	50 51%Tklmnprs	8 12%	12 18%	47 18%	48 16%	14 10%	2 12%	476 31%TtuvTz	10 18%	83 16%	78 45%TBC	227 27%	130 26%
NET: Any 5-18	438 21%ckuvzuvz	374 21%	59 21%	- -	15 20%c	79 49%Tcd	244 100%Tcdej	200 100%Tcdej	141 100%Tcdej	- -	438 77%Tcde	7 10%	33 16%	47 16%	65 20%k	98 31%Tklmnrs	55 28%Tklmr	38 39%Tklmnrs	7 11%	12 17%	42 16%	42 14%	13 9%	2 12%	358 23%tuvz	7 13%	73 14%	73 42%TBC	167 20%	102 20%
NET: Any 11-18	294 14%ck	256 14%	34 12%	- -	6 8%c	24 15%c	101 41%Tcde	200 100%Tcdefj	141 100%Tcdefj	- -	294 52%Tcdef	3 5%	20 10%	34 11%	42 13%k	70 22%Tklmnr	38 20%klmr	26 27%Tklmnr	4 6%	10 14%	29 11%	34 11%	11 8%	2 10%	236 15%vz	4 7%	54 10%	51 29%TBC	113 14%	69 14%
Yes - children aged under 5 years old	218 10%chluvzuvz	162 9%	53 19%Ta	- -	77 100%Tcfghj	162 100%Tcfghj	77 32%Tcgh	22 11%ch	5 4%c	- -	218 38%Tcgh	3 4%	7 4%	23 8%	28 8%l	53 17%Tklmnrs	24 12%l	19 19%Tklmnrs	3 5%	4 6%	19 7%v	15 5%	2 1%	* 2%	187 12%tuvz	3 5%	29 6%	30 18%TBC	82 10%	44 9%
Yes - children aged 5 to 10 years old	244 12%cuvzuvz	197 11%	46 17%Ta	- -	14 19%c	68 42%Tcdh	244 100%Tcdeghj	90 45%Tcdh	21 15%c	- -	244 43%Tcdh	5 7%	18 9%	30 10%	39 12%	52 17%Tklms	26 14%	20 21%Tklmrs	4 6%	3 5%	22 8%	16 5%	5 4%	1 6%	206 13%tuvz	4 8%	34 7%	54 31%TBC	82 10%	54 11%
Yes - children aged 11 to 15 years old	200 9%cuvzuvz	170 9%	29 11%	- -	6 8%c	20 12%c	90 37%Tcde	200 100%Tcdefhj	47 33%Tcde	- -	200 35%Tcde	3 5%	11 6%	21 7%	29 9%	46 15%Tklmnr	25 13%lm	19 19%Tklmnr	2 4%	5 7%	15 6%	15 5%	5 3%	1 4%	172 11%tuvz	1 3%	26 5%	37 21%TBC	71 9%	47 10%
Yes - children aged 16 to 18 years old	141 7%cdk	129 7%b	8 3%	- -	- -	5 3%c	21 9%cd	47 23%Tcdef	141 100%Tcdefgj	- -	141 25%Tcdef	- -	11 5%k	20 6%k	17 5%k	33 10%Tkn	21 11%kn	12 13%kn	2 4%	5 8%k	16 6%	22 7%	7 5%	1 6%	106 7%	2 4%	33 6%	21 12%TBC	58 7%	35 7%
Refused	12 1%c	4 *	3 1%a	- -	- -	- -	- -	- -	- -	12 100%	- -	- -	1 *	1 *	- -	- -	- -	- -	2 3%no	2 2%no	2 1%	- -	- -	- -	5 *	5 9%TtuvTxz	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: 20th to 22nd October 2023

Absolutes/col percents

Table 154

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
No children aged 18 or under	1532 73%l	390 70%	753 73%	902 72%	842 72%	60 72%	154 69%	774 70%	579 72%	195 65%	396 76%gl	295 75%	1238 72%	538 73%	490 69%
NET: Yes	569 27%	170 30%	278 27%	355 28%	333 28%	22 27%	69 31%	330 30%j	228 28%	102 34%TJ	125 24%	97 25%	472 27%	202 27%	217 31%
NET: Any 5-18	438 21%	127 23%	227 22%	280 22%	265 22%	15 18%	53 24%	260 23%	179 22%	82 27%TJ	100 19%	77 20%	361 21%	158 21%	169 24%
NET: Any 11-18	294 14%	80 14%	160 16%	188 15%	177 15%	11 13%	40 18%	184 17%j	129 16%	55 18%j	63 12%	52 13%	243 14%	105 14%	118 17%
Yes - children aged under 5 years old	218 10%	66 12%	93 9%	127 10%	116 10%	10 12%	25 11%	114 10%	77 9%	37 12%	50 10%	34 9%	184 11%	77 10%	79 11%
Yes - children aged 5 to 10 years old	244 12%	72 13%	121 12%	155 12%	149 13%	5 7%	29 13%	142 13%	88 11%	54 18%Tgh j	55 10%	42 11%	202 12%	81 11%	99 14%
Yes - children aged 11 to 15 years old	200 9%	50 9%	107 10%	129 10%	122 10%	7 8%	25 11%	125 11%j	88 11%j	36 12%j	38 7%	36 9%	164 10%	62 8%	87 12%m
Yes - children aged 16 to 18 years old	141 7%	45 8%	74 7%	91 7%	86 7%	5 6%	20 9%	88 8%	63 8%	26 9%	33 6%	25 6%	116 7%	62 8%	45 6%
Refused	12 1%	2 *	3 *	3 *	2 *	1 1%	2 1%	3 *	2 *	2 1%	1 *	2 *	10 1%	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 - T/m/n
*** small base**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 155
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Anglia	217 10%vwxyzABCEGHIJ	96 9%	121 11%	23 8%	43 12%	36 11%	41 11%	23 8%	27 8%	23 17%Tcghjkl	67 10%	77 11%	73 9%	55 10%	65 11%	38 9%	59 11%	120 10%	97 10%	153 9%	63 16%Ts	216 12%vwx	- -	- -	1 2%	- -	- -	- -	- -	- -	25 17%TyzABCEGHIJ	- -	175 88%TyzABCDEGHIJ	- -	16 5%yABCEGI	- -	1 2%G
Border	19 1%	9 1%	11 1%	- -	1 *	5 2%j	2 *	6 2%cdj	3 1%	3 2%cdj	1 *	7 1%	12 2%j	3 1%	4 1%	11 3%Tmnpq	1 *	7 1%	12 1%	13 1%	6 2%	11 1%	8 5%Tu	- -	1 1%	8 5%TBCDFGHI	- -	11 5%TBCDEFGHI	- -	- -	- -	- -	- -	- -	- -	- -	1 1%
Central	272 13%vwxyzABEFGHIJ	151 15%b	121 11%	24 8%	54 15%c	49 15%c	45 12%	47 16%c	38 11%	15 11%	78 12%	94 14%	100 13%	73 13%	67 11%	65 15%	67 13%	140 12%	132 14%	231 14%	41 10%	264 15%vwx	8 5%	- -	- -	8 5%ABG	- -	* *	- -	163 88%TyzABDEFGHIJ	90 59%TyzABEFGHIJ	- -	2 1%	- -	5 2%	5 3%G	- -
Granada	208 10%ctvwxyzBCDEFGHIJ	96 9%	112 10%	15 5%	29 8%	44 14%cj	37 10%	34 11%cj	32 9%	17 13%cj	45 7%	81 12%cj	82 11%cj	50 9%	60 10%	44 10%	55 11%	109 9%	99 11%	186 11%t	23 6%	206 12%vwx	1 1%	1 1%	- -	1 1%	- -	205 88%TyzBCDEFGHIJ	- -	1 *	- -	1 1%	- -	- -	- -	- -	- -
London	391 18%ilt vwxyzABCDEFIJ	186 18%	203 19%	94 32%Tdefghikl	76 22%ghil	52 16%	62 17%	45 15%	48 14%	13 10%	170 26%Tefghikl	114 16%	106 14%	120 21%p	116 19%p	82 19%	73 14%	236 20%p	155 16%	364 21%t	27 7%	390 22%Tvwx	1 *	- -	- -	1 *	- -	1 *	- -	1 1%	1 *	- -	22 11%yzABCDEIJ	278 100%TyzABCDEFHIJ	86 30%TyzABCDEFIJ	1 1%	- -
Meridian	196 9%vwxyzABCDEFGJ	99 10%	96 9%	25 8%	29 8%	28 9%	38 10%	31 10%	33 10%	13 10%	53 8%	66 10%	76 10%	49 9%	48 8%	43 10%	56 11%	97 8%	99 10%	156 9%	39 10%	196 11%vwx	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	179 62%TyzABCDEFGIJ	16 9%yzABCDEFGJ	- -
STV	157 7%uwxzABCDEFGHIJ	91 9%b	65 6%	21 7%	20 6%	27 8%	40 11%Tdgjl	14 5%	25 7%	9 7%	41 6%	67 10%gl	48 6%	36 6%	53 9%	36 8%	32 6%	89 8%	68 7%	122 7%	35 9%	1 *	156 89%Tuwx	- -	- -	156 89%TzABCDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -
Tyne Tees	89 4%evyACDFGHI	41 4%	47 4%	6 2%	12 3%	5 1%	17 5%e	15 5%e	26 8%Tcdejk	9 7%cej	18 3%	21 3%	50 6%Tcejk	24 4%	29 5%	11 3%	25 5%	53 5%	36 4%	63 4%	26 6%s	89 5%vw	- -	- -	- -	- -	84 100%TyABCDEFGHIJ	- -	4 2%AGH	1 *	- -	- -	- -	- -	- -	- -	- -
Wales	100 5%uvyABCDFGHI	49 5%	50 5%	12 4%	14 4%	15 4%	18 5%	20 6%	16 5%	6 4%	26 4%	33 5%	42 5%	30 5%	20 3%	18 4%	32 6%n	50 4%	50 5%	71 4%	29 7%s	1 *	- -	99 99%Tuvx	- -	- -	- -	- -	- -	- -	1 1%	99 99%TyzABCDFGHIJ	- -	- -	- -	- -	- -

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**

Prepared by Yonder

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 155

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
West	89 4%kwBDEFGH	31 3%	56 5%a	31 10%Tdefghikl	18 5%fgk	8 3%	7 2%	5 2%	14 4%	5 4%	49 8%Tefgkl	15 2%	25 3%	35 6%pr	27 4%	13 3%	15 3%	61 5%r	28 3%	75 4%	14 3%	87 5%vw	2 1%	- -	- -	2 1%	- -	14 6%yzBDEFGH	- -	17 9%TyzBDEFGHJ	- -	- -	- -	- -	2 1%	54 30%TyzABCDEFGHJ	- -
Westcountry	108 5%mwwyABCDEFGH	50 5%	57 5%	13 5%	15 4%	20 6%	11 3%	13 4%	32 9%Tcdfgijk	4 3%	28 4%	31 4%	49 6%f	17 3%	35 6%m	24 6%	32 6%m	52 4%	55 6%m	71 4%	36 9%Ts	108 6%vw	- -	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	1 *	104 58%TyzABCDEFGHJ	- -
Yorkshire	206 10%wxyzACEFGHIJ	97 9%	109 10%	25 9%	33 9%	20 6%	41 11%e	41 14%ek	32 9%	13 10%	59 9%	61 9%	87 11%e	54 9%	56 9%	39 9%	56 11%	110 9%	95 10%	157 9%	49 12%	206 12%vwx	- -	- -	- -	- -	- -	3 1%	168 98%TyzACDEFGHIJ	- -	33 22%TyzACEFGHIJ	- -	1 *	1 *	- -	- -	- -
UTV	62 3%cuABCFGHI	33 3%	28 3%	1 *	8 2%	20 6%Tcdfj	4 1%	11 3%c	15 4%cfj	2 2%	10 2%	24 3%cf	28 4%cfj	28 5%Topr	16 3%	7 2%	10 2%	45 4%r	17 2%	43 3%	18 4%	- -	- -	- -	62 97%Tuvw	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	62 97%TyzABCDEFGHI

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: 20th to 22nd October 2023

Absolutes/col percents

Table 156
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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Anglia	217 10%b	196 11%b	14 5%	164 11%	5 7%	11 7%	22 9%	22 11%	15 10%	- -	53 9%	5 6%	19 10%	32 11%	29 9%	39 13%	16 8%	15 15%	11 17%	6 9%	29 11%	32 11%	14 10%	1 7%	157 10%	11 21%TTxz	49 9%	12 7%	89 11%	53 11%
Border	19 1%	19 1%	1 *	13 1%	- -	2 1%	3 1%	2 1%	- -	1 6%	6 1%	- -	1 1%	3 1%	2 1%	6 2%	3 2%	- -	- -	- -	2 1%	3 1%	1 *	- -	15 1%	- -	4 1%	- -	12 1%	4 1%
Central	272 13%	236 13%	33 12%	201 13%	14 18%	18 11%	36 15%	19 10%	15 11%	3 27%	69 12%	11 16%	20 10%	33 11%	52 16%q	48 16%q	19 10%	6 6%	8 13%	8 12%	31 12%	36 12%	18 12%	2 9%	206 13%	4 8%	62 12%	23 13%	114 14%	53 11%
Granada	208 10%b	192 11%b	15 5%	149 10%	6 8%	11 7%	23 10%	22 11%	22 16%e	2 15%	58 10%	10 14%	20 10%	33 11%	38 12%	24 8%	24 12%	8 8%	7 11%	8 12%	33 12%	33 11%	17 12%	1 7%	146 9%	4 7%	58 11%	20 12%	88 11%	49 10%
London	391 18%amzB	268 15%	114 41%Ta	266 17%	26 34%Tcghj	40 25%	58 24%c	42 21%	21 15%	1 11%	124 22%c	9 12%	31 15%	38 13%	52 16%	55 18%	36 19%	24 24%m	14 23%	16 23%	40 15%	41 14%	20 14%	6 29%	308 20%uz	10 18%	73 14%	37 21%B	115 14%	92 19%B
Meridian	196 9%	177 10%	17 6%	144 9%	2 3%	25 15%Tcdfgh	18 7%	14 7%	8 5%	- -	52 9%	9 12%	13 6%	35 12%	25 8%	29 9%	22 11%	10 11%	2 4%	4 6%	14 5%	24 8%	20 14%t	3 13%	145 9%	3 5%	48 9%	15 9%	79 10%	50 10%
STV	157 7%	136 8%	17 6%	107 7%	3 4%	14 9%	17 7%	17 9%	19 14%Tc	- -	50 9%	2 3%	18 9%	18 6%	21 7%	17 5%	22 12%o	14 14%Tkmno	6 9%	7 10%	23 9%	26 9%	13 9%	* 2%	104 7%	6 11%	47 9%	7 4%	55 7%	52 10%TAB
Tyne Tees	89 4%bp	87 5%b	2 1%	74 5%	1 1%	2 1%	6 2%	5 2%	6 5%	- -	15 3%	2 3%p	17 8%Tnpq	26 9%Tnpq	8 2%p	16 5%p	- -	- -	1 1%	5 7%pq	15 6%	20 7%x	10 7%	2 8%	55 4%	1 1%	33 6%x	7 4%	50 6%C	12 2%
Wales	100 5%	93 5%b	5 2%	72 5%	4 6%	8 5%	12 5%	8 4%	7 5%	- -	29 5%	5 7%	11 6%	13 4%	19 6%	14 4%	15 8%	4 4%	3 4%	5 7%	18 7%	17 6%	6 4%	2 9%	66 4%	2 4%	32 6%	10 6%	43 5%	27 5%
West	89 4%	54 3%	32 12%Ta	60 4%	3 3%	13 8%c	11 5%	10 5%	3 2%	2 15%	28 5%	7 10%Tmnps	9 4%	7 2%	12 4%	15 5%	2 1%	4 4%	1 2%	- -	13 5%	7 2%	1 1%	1 4%	66 4%	4 8%uv	19 4%	10 6%	29 4%	18 4%
Westcountry	108 5%e	94 5%	13 5%	89 6%ej	3 3%	1 1%	9 4%	12 6%e	2 2%	- -	18 3%	2 3%	15 8%	18 6%	17 5%	15 5%	10 5%	3 3%	2 3%	3 4%	13 5%	13 4%	9 6%	1 3%	80 5%	1 1%	27 5%	7 4%	44 5%	28 6%
Yorkshire	206 10%b	189 10%b	13 5%	155 10%	7 9%	12 7%	20 8%	20 10%	18 12%	3 23%	48 8%	9 12%	18 9%	39 13%o	41 13%o	20 6%	15 8%	7 8%	7 11%	5 8%	34 13%	39 13%x	13 9%	2 9%	139 9%	8 14%	59 11%	19 11%	92 11%	38 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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 156
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)	Ethnicity (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 £77,999 per year (p)	£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	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
UTV	62	61	1	41	4	7	9	7	5	*	20	1	6	4	8	12	10	4	2	2	3	4	1	-	56	*	6	6	18	21
	3%bzz	3%b	*	3%	5%	4%	4%	3%	3%	4%	4%	2%	3%	1%	2%	4%	5%m	4%	3%	3%	1%	2%	1%	-	4%z	1%	1%	3%	2%	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**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 157
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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Anglia	217	53	114	142	135	7	17	114	92	22	57	34	183	89	65
	10%	9%	11%	11%	11%	9%	8%	10%	11%	7%	11%	9%	11%	12%	9%
Border	19	6	10	12	11	1	3	14	8	6	2	3	16	6	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%j	*	1%	1%	1%	1%
Central	272	63	139	163	156	7	27	138	105	32	68	57	215	79	112
	13%	11%	13%	13%	13%	9%	12%	12%	13%	11%	13%	15%	13%	11%	16%m
Granada	208	52	117	135	127	8	22	117	86	31	55	40	169	80	76
	10%	9%	11%	11%	11%	10%	10%	11%	11%	10%	11%	10%	10%	11%	11%
London	391	101	162	218	204	14	35	188	118	70	86	66	324	115	124
	18%h	18%	16%	17%	17%	17%	15%	17%	15%	24%ghj	17%	17%	19%	15%	17%
Meridian	196	56	92	110	95	16	22	88	60	28	62	28	168	76	59
	9%	10%	9%	9%	8%	19%Tcd	10%	8%	7%	9%	12%gh	7%	10%	10%	8%
STV	157	54	71	90	82	9	20	92	63	29	35	42	115	62	53
	7%	10%	7%	7%	7%	10%	9%	8%	8%	10%	7%	11%Tl	7%	8%	7%
Tyne Tees	89	24	49	41	41	-	21	54	43	11	21	13	75	29	33
	4%	4%	5%	3%	4%	-	10%Tcde	5%	5%	4%	4%	3%	4%	4%	5%
Wales	100	30	54	71	67	3	8	66	50	16	21	19	81	51	30
	5%	5%	5%	6%	6%	4%	3%	6%	6%	5%	4%	5%	5%	7%T	4%
West	89	18	38	49	44	4	5	37	29	8	21	15	74	22	29
	4%	3%	4%	4%	4%	5%	2%	3%	4%	3%	4%	4%	4%	3%	4%
Westcountry	108	34	49	66	60	6	13	48	39	9	37	19	88	50	25
	5%	6%	5%	5%	5%	7%	6%	4%	5%	3%	7%gl	5%	5%	7%n	4%
Yorkshire	206	47	115	126	118	7	23	115	86	29	47	44	162	61	76
	10%	8%	11%	10%	10%	9%	10%	10%	11%	10%	9%	11%	9%	8%	11%
UTV	62	22	25	37	37	-	8	38	29	9	11	12	49	21	23
	3%	4%	2%	3%	3%	-	4%	3%	4%	3%	2%	3%	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 - T/m/n
*** small base**

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 158
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Single	685 32%ghiot	311 30%	369 34%	224 77%Tdefghijkl	151 43%Tefghikl	88 27%ghil	113 31%ghil	57 19%i	48 14%i	5 4%	375 58%Tdefghikl	200 29%ghil	110 14%i	183 32%o	204 34%o	99 23%	198 39%Tmor	388 33%o	297 32%o	598 35%t	87 21%	580 33%	60 34%	26 26%	19 30%	60 34%	20 24%	73 31%	50 29%	52 28%	53 35%	26 26%	57 29%	104 37%	104 36%	66 37%	19 30%
NET: Married/ Civil partnership/ co habiting	1174 56%bcjpG	642 62%Tb	531 49%	51 17%	189 54%cj	225 69%Tcdfj	210 58%cj	207 68%Tcdfj	209 61%cj	84 64%cdj	240 37%c	435 63%Tcdj	500 64%Tcdj	332 58%p	316 53%p	300 70%Tmnpqr	226 44%	648 55%p	526 56%p	903 53%	271 66%Ts	972 55%	101 57%	63 63%	37 59%	101 57%	49 59%	133 57%	103 60%G	106 58%	88 58%	63 63%G	116 58%	134 48%	147 51%	95 53%	37 59%
Married	850 40%bcdjp	491 48%Tb	359 33%	26 9%	96 27%cj	148 45%cdj	150 41%cdj	174 57%Tcdefjk	178 52%Tcdfjk	77 59%Tcdefjk	122 19%c	298 43%cdj	430 55%Tcdefjk	253 44%np	223 37%p	221 52%Tmnpqr	153 30%	476 41%p	374 40%p	650 38%	200 49%Ts	691 39%	78 44%	48 48%	33 52%	78 44%	35 42%	93 40%	73 43%	87 47%GH	66 43%	48 48%GH	74 37%	94 34%	101 35%	67 37%	33 52%GH
Civil Partnership	42 2%l	31 3%b	10 1%	10 3%fhl	11 3%fhl	13 4%fhl	2 1%	4 1%	2 *	1 1%	21 3%fhl	15 2%l	6 1%	10 2%	9 2%	10 2%	13 3%	19 2%	23 2%	35 2%	7 2%	37 2%	4 2%	1 1%	- -	4 2%	2 2%	6 3%	2 1%	3 2%	3 2%	1 1%	2 1%	10 4%	7 3%	1 1%	- -
Co Habiting	282 13%chil	121 12%	162 15%a	15 5%	82 23%Tcfghjl	65 20%Tcghil	57 16%cghil	29 9%	29 9%	6 5%	96 15%cghil	122 18%Tcghil	64 8%	70 12%	83 14%	70 16%	60 12%	153 13%	129 14%	218 13%	64 16%	245 14%	19 11%	14 14%	5 7%	19 11%	13 15%	33 14%	28 16%	17 9%	19 12%	14 14%	39 20%TyCGJ	31 11%	39 13%	27 15%	5 7%
NET: Widowed/ separated/ divorced	227 11%acdejko	69 7%	158 15%Ta	3 1%	8 2%	12 4%	38 10%cdej	41 13%cdejk	85 25%Tcdefgjk	40 30%Tcdefgjkl	12 2%	50 7%cdej	166 21%Tcdefgjk	50 9%	68 11%o	24 6%	86 17%Tmnoqr	118 10%o	110 12%o	181 11%	47 11%	198 11%	12 7%	11 11%	7 11%	12 7%	14 16%yD	26 11%	17 10%	24 13%	10 6%	11 11%	25 13%	31 11%	34 12%	17 10%	7 11%
Widowed	68 3%acdefjk	13 1%	55 5%Ta	- -	- -	- -	4 1%j	7 2%cdejk	34 10%Tcdefgjk	24 18%Tcdefghjkl	- -	4 1%	64 8%Tcdefgjk	17 3%	16 3%	5 1%	30 6%Tmnoq	33 3%	35 4%o	53 3%	15 4%	64 4%	2 1%	2 2%	1 2%	2 1%	6 7%y	8 3%	6 4%	7 4%	4 3%	2 2%	10 5%y	9 3%	9 3%	4 2%	1 2%
Separated	30 1%	13 1%	17 2%	3 1%	3 1%	5 2%	8 2%	7 2%	3 1%	- -	6 1%	14 2%	10 1%	4 1%	12 2%	3 1%	11 2%	16 1%	13 1%	26 2%	4 1%	21 1%	5 3%	2 2%	3 4%u	5 3%	- -	1 *	* *	3 1%	- -	2 2%	3 1%	6 2%	6 2%	2 1%	3 4%ABD
Divorced	129 6%cdej	44 4%	86 8%a	- -	6 2%	7 2%c	26 7%cdej	27 9%cdejk	48 14%Tcdefjk	16 12%Tcdejk	6 1%	32 5%cdj	91 12%Tcdefjk	29 5%	40 7%	16 4%	45 9%mo	68 6%	61 6%	102 6%	28 7%	113 6%	6 3%	7 7%	3 5%	6 3%	7 9%	17 7%	10 6%	14 8%	6 4%	7 7%	12 6%	16 6%	19 7%	11 6%	3 5%
Prefer not to answer	27 1%l	7 1%	18 2%	14 5%Tdefghkl	4 1%	3 1%	4 1%	- -	* *	2 1%g	18 3%Tghkl	6 1%	2 *	10 2%	8 1%	6 1%	3 1%	18 2%	9 1%	24 1%	3 1%	23 1%	4 2%	- -	- -	4 2%	1 1%	2 1%	2 1%	2 1%	1 1%	- -	1 *	10 3%TF	3 1%	2 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: 20th to 22nd October 2023

Absolutes/col percents

Table 159
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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Single	685 32%adefghjnopqBC	516 29%	158 58%Ta	621 41%Tdefghj	5 6%	12 7%	34 14%	24 12%	19 13%	4 32%	60 11%	40 56%Tlmnopqs	70 35%nopq	103 34%nopq	82 25%opq	43 14%	33 17%	8 8%	30 48%Tnopqs	16 23%q	145 54%TuvTxyz	89 30%	56 40%x	5 24%	455 29%	19 35%	211 41%TuTx	65 38%BC	195 24%	119 24%
NET: Married/ Civil partnership/ co habiting	1174 56%bcklrtztzA	1062 59%b	97 35%	711 46%	71 92%Tcfghj	140 86%Tch	198 81%Tc	159 79%Tc	101 72%Tc	3 25%	461 81%Tch	12 16%	68 34%k	157 52%klr	201 62%Tklmr	247 79%Tklmnrs	154 80%Tklmnrs	88 90%Tklmnors	23 36%k	46 66%klr	91 34%	156 53%t	70 49%t	12 58%	917 59%TtvTyz	23 42%	234 45%t	77 44%	510 62%TA	340 68%TAB
Married	850 40%bcklrtztzA	762 42%b	75 27%	504 33%	52 68%Tc	102 63%Tc	152 62%Tc	125 63%Tc	80 57%Tc	3 25%	343 60%Tc	7 10%	38 19%	115 38%kl	157 49%Tklmr	188 60%Tklmnr	112 58%Tklmr	62 64%Tklmnr	17 27%k	36 52%klr	51 19%	121 41%tz	52 37%t	9 46%	669 43%tz	17 31%	165 32%t	55 32%	382 46%TA	242 49%TA
Civil Partnership	42 2%	35 2%	7 2%	22 1%	6 8%Tcfgh	9 6%Tcfh	4 1%	4 2%	1 1%	- -	20 3%c	1 1%	6 3%	10 3%	4 1%	4 1%	3 2%	- -	- -	2 3%	8 3%	5 2%	1 1%	1 6%	29 2%	2 4%	11 2%	3 2%	20 2%	5 1%
Co Habiting	282 13%bk	265 15%b	16 6%	185 12%	13 17%	28 17%	42 17%c	29 15%	20 14%	- -	98 17%Tc	3 5%	25 12%	32 11%	39 12%	55 18%km	40 20%Tkmn	26 26%Tklmnrs	6 10%	8 12%	32 12%	30 10%	17 12%	1 5%	220 14%	4 7%	59 11%	19 11%	108 13%	93 19%TAB
NET: Widowed/ separated/ divorced	227 11%bdefjopqC	211 12%b	15 5%	185 12%defj	1 2%	7 4%	13 5%	17 8%	21 15%defj	- -	43 8%	20 28%Tmnopqrs	60 30%Tmnopqrs	41 14%opq	37 11%opq	19 6%	6 3%	2 2%	8 12%pq	5 7%	31 11%	49 16%TTx	14 10%	4 18%	156 10%	4 8%	67 13%	31 18%TC	119 14%TC	34 7%
Widowed	68 3%fgjo	65 4%	3 1%	67 4%efgj	- -	- -	- -	1 *	1 1%	- -	1 *	7 9%Tnopq	24 12%Tmnopq	12 4%o	9 3%o	1 *	2 1%	- -	3 5%oq	3 5%o	2 1%	19 6%TtTx	5 4%	1 6%	45 3%	1 1%	23 4%t	8 4%	39 5%C	9 2%
Separated	30 1%C	29 2%	1 *	16 1%	1 2%	3 2%	7 3%c	6 3%c	6 4%Tc	- -	14 2%c	3 4%op	5 2%	5 2%	4 1%	2 1%	1 *	- -	1 2%	2 2%	8 3%	8 3%	1 1%	1 3%	17 1%	1 2%	12 2%	7 4%TBC	10 1%	1 *
Divorced	129 6%fp	118 7%	11 4%	102 7%df	- -	4 2%	6 2%	10 5%	14 10%def	- -	28 5%	11 15%Tnopqs	31 16%Tmnopqs	23 8%ps	24 7%ps	15 5%	3 2%	2 2%	3 5%	- -	21 8%	22 8%	8 6%	2 9%	95 6%	2 5%	32 6%	16 9%	70 8%TC	24 5%
Prefer not to answer	27 1%	13 1%	5 2%	17 1%	- -	4 3%f	- -	1 *	- -	5 43%	5 1%	- -	1 *	- -	4 1%	3 1%	- -	- -	2 4%mp	2 3%mp	1 *	3 1%	1 1%	- -	15 1%	8 15%TuvTxz	4 1%	- -	5 1%	4 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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 160
Marital Status
Base: All respondents

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Single	685 32%bcdfghjmn	164 29%b	246 24%	334 27%	306 26%	28 34%f	48 21%	285 26%	195 24%	89 30%	140 27%	120 30%	565 33%	199 27%	178 25%
NET: Married/ Civil partnership/ co habiting	1174 56%	327 58%	653 63%T	768 61%T	718 61%T	50 61%	151 67%T	682 62%T	507 63%T	175 59%	314 60%	223 57%	951 55%	448 60%T	447 63%T
Married	850 40%	210 37%	510 49%Ta	567 45%Te	540 46%Te	27 33%	106 47%e	520 47%Tj	386 48%Tj	135 45%	212 40%	163 41%	687 40%	337 45%T	337 47%T
Civil Partnership	42 2%	4 1%	23 2%a	19 1%	18 2%	1 1%	9 4%cd	27 2%j	16 2%	11 4%j	4 1%	6 2%	36 2%	19 3%	9 1%
Co Habiting	282 13%	113 20%Tb	120 12%	183 15%	160 14%	23 28%Tcdf	36 16%	135 12%	105 13%	30 10%	99 19%Tghi	54 14%	228 13%	92 12%	101 14%
NET: Widowed/ separated/ divorced	227 11%	65 12%	128 12%	148 12%	144 12%	4 5%	24 11%	131 12%	102 13%	29 10%	66 13%	48 12%	180 10%	86 12%	83 12%
Widowed	68 3%	14 3%	48 5%	42 3%	42 4%	1 1%	11 5%	40 4%	31 4%	9 3%	22 4%	12 3%	56 3%	26 3%	29 4%
Separated	30 1%	12 2%	9 1%	16 1%	15 1%	1 1%	2 1%	13 1%	11 1%	2 1%	9 2%	5 1%	25 1%	10 1%	9 1%
Divorced	129 6%	39 7%	71 7%	90 7%	88 7%	2 3%	11 5%	78 7%	60 7%	18 6%	35 7%	31 8%	99 6%	50 7%	45 6%
Prefer not to answer	27 1%n	6 1%	7 1%	10 1%	10 1%	- -	1 *	10 1%	5 1%	6 2%	3 1%	3 1%	24 1%	9 1%n	1 *

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 161
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Glasgow	74 4%uABCDFGHI	41 4%	33 3%	8 3%	13 4%	13 4%	20 5%gl	6 2%	10 3%	4 3%	22 3%	32 5%l	20 3%	18 3%	21 3%	22 5%	13 3%	38 3%	36 4%	65 4%	9 2%	- -	74 42%Tuwx	- -	- -	74 42%TzABCDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Edinburgh	88 4%uABCDFGHI	52 5%	35 3%	15 5%	11 3%	17 5%	22 6%gl	6 2%	13 4%	5 4%	25 4%	38 6%gl	24 3%	17 3%	31 5%	23 5%	17 3%	49 4%	40 4%	62 4%	26 6%s	1 *	88 50%Tuwx	- -	- -	88 50%TzABCDEFGHIJ	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -
Newcastle	85 4%evyCDFGHI	40 4%	46 4%	7 2%	13 4%	5 2%	15 4%	15 5%e	23 7%Tcejk	8 6%e	20 3%	20 3%	45 6%ejk	25 4%	27 5%	15 4%	18 3%	52 4%	33 4%	61 4%	24 6%s	85 5%vw	- -	- -	- -	- -	76 91%TyABCDEFGHIJ	5 2%FGH	3 2%H	1 *	- -	- -	- -	- -	- -	- -	- -
Leeds	98 5%vwyACDEFGHI	53 5%	45 4%	11 4%	19 5%	9 3%	20 6%	16 5%	14 4%	8 6%	30 5%	30 4%	38 5%	30 5%	28 5%	19 4%	22 4%	58 5%	41 4%	80 5%	18 4%	98 6%vw	- -	- -	- -	- -	- -	- -	98 57%TyzACDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -
Hull	27 1%	14 1%	13 1%	1 *	3 1%	4 1%	6 2%	6 2%	5 1%	3 3%cj	4 1%	9 1%	14 2%	5 1%	8 1%	6 1%	8 1%	13 1%	14 1%	19 1%	8 2%	27 2%	- -	- -	- -	- -	- -	- -	27 16%TyzACDEFGHIJ	- -	- -	- -	- -	- -	- -	- -	- -
Sheffield	61 3%AFGHI	22 2%	39 4%	6 2%	11 3%	6 2%	7 2%	19 6%Tcefhijk	10 3%	2 1%	17 3%	13 2%	31 4%k	12 2%	18 3%	10 2%	20 4%	31 3%	30 3%	44 3%	17 4%	61 3%v	- -	- -	- -	- -	- -	- -	39 22%TyzACEFGHIJ	1 1%	21 14%TyzACEFGHIJ	- -	- -	- -	- -	- -	- -
Manchester	165 8%htvwxyzBDEFGHIJ	84 8%	81 7%	26 9%	25 7%	37 11%hl	27 7%	23 8%	15 5%	11 9%	51 8%	64 9%h	50 6%	42 7%	45 8%	35 8%	43 8%	87 7%	78 8%	151 9%t	14 4%	164 9%vwx	- -	1 1%	- -	- -	- -	151 64%TyzBCDEFGHIJ	2 1%	11 6%yzBDFGHI	1 1%	1 1%	- -	- -	- -	- -	- -
Liverpool	80 4%vyBCDFGHI	34 3%	45 4%	8 3%	8 2%	16 5%	13 4%	11 4%	18 5%j	5 4%	16 3%	29 4%	34 4%	26 5%	21 4%	14 3%	19 4%	47 4%	32 3%	63 4%	17 4%	64 4%v	- -	16 16%Tuvx	- -	- -	- -	64 27%TyzBCDEFGHIJ	- -	- -	- -	16 16%TyzBCDFGHIJ	- -	- -	- -	- -	- -
Nottingham	85 4%vyABCFGHI	45 4%	40 4%	6 2%	18 5%	15 5%	16 4%	14 5%	10 3%	5 4%	24 4%	32 5%	29 4%	23 4%	19 3%	22 5%	21 4%	42 4%	43 5%	62 4%	24 6%	85 5%vw	- -	- -	- -	- -	- -	- -	- -	1 1%	83 55%TyzABCEFGHIJ	- -	- -	- -	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: 20th to 22nd October 2023

Absolutes/col percents

Table 161
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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Birmingham	166 8%twxyzABEFGHIJ	86 8%	80 7%	16 6%	35 10%	26 8%	29 8%	29 9%	26 8%	6 5%	51 8%	54 8%	61 8%	44 8%	41 7%	37 9%	44 9%	85 7%	81 9%	150 9%t	16 4%	166 9%vwx	- -	- -	- -	- -	- -	* *	- -	155 84%TyzABDEFGHIJ	6 4%yABGH	- -	2 1%	- -	- -	2 1%	- -
Norwich	81 4%vyABCDGHI	36 4%	45 4%	6 2%	18 5%	8 3%	21 6%g	6 2%	13 4%	9 7%ceg	24 4%	30 4%	28 4%	18 3%	24 4%	15 3%	24 5%	43 4%	39 4%	52 3%	29 7%Ts	81 5%vw	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	80 40%TyzABCDEGHIJ	- -	2 1%	- -	- -
Milton Keynes	65 3%ABGI	25 2%	40 4%	6 2%	13 4%	19 6%Tcghi	10 3%	5 2%	5 2%	6 5%	19 3%	29 4%hl	17 2%	28 5%n	11 2%	11 3%	15 3%	39 3%	27 3%	47 3%	18 4%	65 4%v	- -	- -	- -	- -	- -	- -	- -	1 *	24 16%TyzABCEGHIJ	- -	33 16%TyzABCEGHIJ	- -	8 3%ABGI	- -	- -
Brighton	47 2%AG	26 3%	21 2%	3 1%	5 1%	5 2%	16 4%Tcdgj	4 1%	11 3%	4 3%	8 1%	21 3%j	18 2%	11 2%	11 2%	10 2%	14 3%	22 2%	24 3%	33 2%	14 3%	47 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	46 16%TyzABCDEFGIJ	1 *	- -
Oxford	35 2%	8 1%	26 2%a	6 2%	2 *	3 1%	3 1%	8 3%dk	11 3%dfk	3 2%	8 1%	6 1%	21 3%dk	9 2%	8 1%	6 1%	11 2%	18 1%	17 2%	27 2%	8 2%	35 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	29 10%TyzABCDEFGIJ	6 3%yABCDFG	- -
London	480 23%iltvwxyzABCDEIJ	230 22%	248 23%	108 37%Tdefghikl	92 26%hil	64 19%	77 21%	59 19%	62 18%	19 14%	199 31%Tefghikl	141 20%	140 18%	140 24%p	141 24%	104 24%	95 19%	282 24%p	199 21%	435 26%t	45 11%	479 27%Tvwx	- -	1 1%	- -	- -	- -	- -	1 1%	4 2%A	- -	1 1%	61 31%TyzABCDEIJ	279 100%TyzABCDEFHIJ	133 46%TyzABCDEFIJ	1 *	- -
Southampton	77 4%vyABCDFG	46 4%	31 3%	12 4%	12 3%	14 4%	11 3%	13 4%	6 2%	8 6%h	24 4%	25 4%	27 3%	23 4%	20 3%	15 4%	18 4%	43 4%	34 4%	67 4%	10 2%	77 4%vw	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	59 20%TyzABCDEFGIJ	18 10%TyzABCDEFGJ	- -
Bristol	80 4%vyABCDFGH	31 3%	47 4%	22 7%Tefghkl	17 5%	8 3%	9 2%	9 3%	11 3%	4 3%	38 6%Tefkl	17 2%	24 3%	25 4%	22 4%	17 4%	16 3%	47 4%	33 3%	65 4%	15 4%	80 5%vw	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	79 44%TyzABCDEFGHJ	- -
Plymouth	69 3%mvyABCDFGH	33 3%	36 3%	4 1%	7 2%	12 4%	9 2%	7 2%	28 8%Tcdefgjkl	3 2%	10 2%	21 3%	38 5%cdj	7 1%	27 5%m	13 3%	22 4%m	35 3%m	34 4%m	42 2%	27 7%Ts	68 4%v	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	1 *	67 37%TyzABCDEFGHJ	- -
Cardiff	73 3%uvyABDFGH	35 3%	37 3%	8 3%	11 3%	6 2%	11 3%	18 6%ek	14 4%	4 3%	20 3%	17 3%	36 5%	19 3%	14 2%	16 4%	24 5%	34 3%	39 4%	55 3%	18 5%	4 *	- -	69 69%Tuvx	- -	- -	- -	- -	- -	1 1%	- -	69 69%TyzABCDFGHIJ	- -	- -	- -	2 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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 161

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Belfast	63 3%cuABCDFGHI	34 3%	30 3%	1 *	9 3%	21 6%Tcdfij	4 1%	11 3%c	15 4%cfj	2 2%	10 2%	25 4%cf	28 4%cfj	28 5%Topr	17 3%	8 2%	10 2%	45 4%r	18 2%	45 3%	18 4%	- -	- -	- -	63 100%Tuvw	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	63 100%TyzABCDEFGHI
None of these	112 5%G	53 5%	59 5%	11 4%	12 3%	18 6%	18 5%	18 6%	22 6%	13 10%Tcdfjk	23 4%	36 5%	53 7%dj	23 4%	38 6%o	12 3%	39 8%mo	61 5%	51 5%	80 5%	32 8%s	86 5%	15 8%x	11 11%Tux	- -	15 8%BGJ	8 9%BGJ	12 5%G	3 2%G	8 4%G	16 11%TBCGHIJ	11 11%TBCGHIJ	23 12%TABCGHIJ	- -	10 3%G	5 3%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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 162
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 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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Glasgow	74 4%	62 3%	7 2%	43 3%	1 2%	10 6%	7 3%	9 5%	13 9%Tcf	2 15%	29 5%c	- -	7 4%	10 3%	9 3%	6 2%	12 6%ko	5 5%	3 4%	4 5%	10 4%	12 4%	2 1%	- -	49 3%	6 12%TtuvTxz	18 4%	5 3%	21 3%	24 5%
Edinburgh	88 4%	77 4%	11 4%	64 4%	1 2%	4 3%	13 5%	9 5%	6 5%	- -	25 4%	2 3%	11 6%	9 3%	12 4%	12 4%	11 6%	7 8%	3 5%	3 5%	13 5%	14 5%	11 8%x	* 2%	59 4%	1 2%	29 6%	2 1%	36 4%	26 5%A
Newcastle	85 4%bp	82 5%b	3 1%	69 5%	1 1%	2 1%	7 3%	5 3%	5 4%	- -	16 3%	3 4%p	13 6%pq	24 8%Tnpqr	10 3%p	16 5%pq	- -	- -	- -	5 7%pq	13 5%	16 5%	7 5%	2 8%	59 4%	- -	26 5%	7 4%	47 6%C	12 2%
Leeds	98 5%	87 5%	9 3%	65 4%	7 9%	9 6%	12 5%	11 5%	12 8%	2 15%	31 5%	4 6%	5 3%	17 6%	19 6%	13 4%	12 6%	4 4%	1 2%	3 4%	19 7%v	23 8%TvTx	2 1%	2 9%	62 4%	4 7%v	32 6%v	10 6%	40 5%	24 5%
Hull	27 1%	26 1%	- -	22 1%	- -	- -	2 1%	4 2%	1 1%	1 8%	4 1%	1 1%	5 2%	4 1%	4 1%	4 1%	3 1%	1 1%	2 3%	1 1%	3 1%	2 1%	3 2%	- -	20 1%	1 2%	6 1%	1 1%	11 1%	8 2%
Sheffield	61 3%	59 3%	2 1%	51 3%	1 1%	3 2%	5 2%	3 2%	3 2%	- -	10 2%	3 4%	7 3%	16 5%Top	13 4%	5 2%	2 1%	1 1%	2 3%	2 2%	12 4%	14 5%	7 5%	- -	40 3%	- -	21 4%	7 4%C	33 4%C	7 1%
Manchester	165 8%	137 8%	27 10%	119 8%	5 6%	13 8%	21 8%	14 7%	17 12%	2 15%	45 8%	6 8%	15 8%	22 7%	27 8%	23 7%	14 7%	5 5%	3 5%	3 4%	23 8%	19 7%	11 8%	* 2%	123 8%	8 14%	35 7%	15 9%	66 8%	33 7%
Liverpool	80 4%b	76 4%b	2 1%	63 4%	1 1%	2 1%	8 3%	10 5%	5 4%	- -	17 3%	4 6%	8 4%	10 3%	13 4%	9 3%	10 5%	4 4%	8 12%Tlmno	7 10%Tmo	18 7%TTx	14 5%	5 3%	1 5%	50 3%	1 2%	29 6%x	8 5%	25 3%	24 5%
Nottingham	85 4%	77 4%	8 3%	70 5%	2 2%	4 3%	8 3%	3 2%	4 3%	1 5%	15 3%	1 1%	6 3%	15 5%	20 6%o	7 2%	6 3%	3 3%	2 4%	3 5%	9 3%	14 5%	9 7%	1 6%	62 4%	1 2%	22 4%	3 2%	44 5%C	12 2%
Birmingham	166 8%	131 7%	32 12%a	104 7%	11 14%c	20 12%c	28 11%c	18 9%	11 8%	3 21%	59 10%c	11 15%Tlmpq	12 6%	19 6%	26 8%	35 11%m	11 6%	5 5%	6 9%	5 7%	14 5%	21 7%	10 7%	1 7%	129 8%	3 5%	34 7%	20 12%C	64 8%	34 7%
Norwich	81 4%	75 4%	5 2%	61 4%	1 2%	3 2%	13 5%	6 3%	5 4%	- -	21 4%	3 4%	9 5%	12 4%	11 3%	17 5%	4 2%	4 4%	2 4%	4 6%	14 5%	13 4%	3 2%	1 4%	59 4%	3 6%	19 4%	5 3%	33 4%	22 4%
Milton Keynes	65 3%b	64 4%b	1 *	42 3%	4 5%	5 3%	9 4%	9 4%	4 3%	- -	23 4%	- -	4 2%	9 3%	7 2%	16 5%	6 3%	6 6%	3 4%	1 1%	10 4%	10 3%	3 2%	- -	48 3%	1 2%	16 3%	2 1%	25 3%	21 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: 20th to 22nd October 2023

Absolutes/col percents

Table 162

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 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)	£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	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Brighton	47 2%	44 2%	2 1%	36 2%	- -	4 2%	6 2%	3 2%	3 2%	- -	11 2%	6 8%Tlnopr	1 1%	14 5%Tlop	7 2%	4 1%	1 *	3 3%	- -	2 3%	6 2%	10 3%	8 6%TTx	- -	28 2%	1 1%	18 4%x	8 5%TC	21 3%	7 1%
Oxford	35 2%	30 2%	5 2%	30 2%	- -	1 1%	1 *	1 1%	3 2%	- -	5 1%	- -	6 3%	5 2%	3 1%	7 2%	3 1%	1 2%	1 2%	- -	5 2%	4 1%	5 4%	1 3%	25 2%	- -	10 2%	3 2%	15 2%	8 2%
London	480 23%amzzB	344 19%	120 44%Ta	337 22%	27 35%Tch	48 30%h	65 27%h	47 23%	23 16%	1 11%	142 25%	12 17%	33 17%	47 16%	65 20%	69 22%	48 25%m	27 28%m	20 32%lm	16 23%	48 18%	55 19%	24 17%	8 39%	369 24%z	19 36%Ttuv Tz	92 18%	40 23%	148 18%	114 23%B
Southampton	77 4%	67 4%	10 4%	56 4%	- -	11 7%	5 2%	8 4%	2 1%	- -	21 4%	1 1%	7 3%	15 5%	12 4%	11 4%	9 5%	6 6%	1 1%	1 2%	4 2%	6 2%	6 4%	- -	64 4%	- -	13 2%	4 2%	32 4%	24 5%
Bristol	80 4%	62 3%	17 6%	65 4%	2 3%	1 1%	7 3%	7 4%	3 2%	- -	15 3%	6 8%o	9 5%	11 4%	12 4%	7 2%	5 3%	4 4%	2 3%	1 1%	11 4%	9 3%	3 2%	- -	57 4%	2 3%	21 4%	9 5%	27 3%	17 3%
Plymouth	69 3%	64 4%	4 2%	54 4%	2 3%	2 1%	5 2%	10 5%	3 2%	- -	15 3%	3 4%	11 5%q	11 3%	13 4%	16 5%q	3 2%	- -	1 1%	1 1%	6 2%	9 3%	5 4%	1 3%	55 4%	1 1%	14 3%	5 3%	34 4%	17 3%
Cardiff	73 3%b	71 4%b	1 *	55 4%	3 5%	7 4%	6 2%	6 3%	3 2%	- -	18 3%	3 4%	7 4%	10 3%	15 5%	12 4%	11 6%	2 2%	1 1%	3 5%	12 4%	11 4%	4 3%	2 9%	49 3%	- -	23 5%	5 3%	35 4%	20 4%
Belfast	63 3%bzz	62 3%b	1 *	41 3%	4 5%	7 4%	9 4%	8 4%	5 3%	1 9%	21 4%	1 2%	6 3%	5 2%	8 2%	12 4%	10 5%	4 4%	2 3%	2 3%	3 1%	4 2%	1 1%	- -	57 4%z	* 1%	6 1%	6 3%	19 2%	21 4%
None of these	112 5%	105 6%	7 2%	86 6%	5 6%	5 3%	8 3%	8 4%	8 6%	- -	26 5%	3 4%	16 8%	17 6%	16 5%	12 4%	13 7%	6 6%	2 3%	2 4%	14 5%	16 5%	10 7%	1 3%	79 5%	2 4%	31 6%	6 4%	52 6%	23 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: 20th to 22nd October 2023

Absolutes/col percents

Table 163
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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Glasgow	74	26	29	40	37	3	4	40	24	15	16	14	60	26	27
	4%	5%	3%	3%	3%	4%	2%	4%	3%	5%	3%	4%	3%	3%	4%
Edinburgh	88	29	40	54	49	5	13	54	41	13	17	30	58	37	27
	4%	5%	4%	4%	4%	6%	6%	5%	5%	4%	3%	8%Tl	3%	5%	4%
Newcastle	85	26	43	39	39	-	18	49	37	12	21	12	73	29	28
	4%	5%	4%	3%	3%	-	8%Tcde	4%	5%	4%	4%	3%	4%	4%	4%
Leeds	98	18	60	62	59	3	9	55	39	16	23	21	77	29	41
	5%	3%	6%a	5%	5%	4%	4%	5%	5%	5%	4%	5%	4%	4%	6%
Hull	27	14	8	13	13	-	6	15	11	4	7	5	22	8	4
	1%	3%Tb	1%	1%	1%	-	3%c	1%	1%	1%	1%	1%	1%	1%	1%
Sheffield	61	11	40	43	41	2	6	36	27	9	15	12	49	18	28
	3%	2%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	4%
Manchester	165	37	79	98	90	8	15	80	57	24	39	34	132	49	57
	8%	7%	8%	8%	8%	9%	7%	7%	7%	8%	7%	9%	8%	7%	8%
Liverpool	80	22	49	60	56	3	5	52	40	12	20	12	68	40	26
	4%	4%	5%	5%	5%	4%	2%	5%	5%	4%	4%	3%	4%	5%	4%
Nottingham	85	18	47	50	49	1	9	40	31	9	25	17	68	28	32
	4%	3%	5%	4%	4%	1%	4%	4%	4%	3%	5%	4%	4%	4%	4%
Birmingham	166	38	88	99	95	4	19	90	64	26	39	28	137	51	71
	8%	7%	9%	8%	8%	5%	8%	8%	8%	9%	7%	7%	8%	7%	10%
Norwich	81	20	45	56	52	4	7	47	37	10	20	15	66	37	22
	4%	4%	4%	4%	4%	4%	3%	4%	5%	3%	4%	4%	4%	5%	3%
Milton Keynes	65	18	33	43	39	4	3	26	23	3	25	9	56	21	23
	3%	3%	3%	3%	3%	4%	1%	2%	3%	1%	5%gi	2%	3%	3%	3%
Brighton	47	19	19	28	25	3	4	21	16	5	17	8	39	19	13
	2%	3%	2%	2%	2%	4%	2%	2%	2%	2%	3%	2%	2%	3%	2%
Oxford	35	8	18	22	19	3	-	18	15	3	9	7	28	15	12
	2%	2%	2%	2%	2%	4%f	-	2%	2%	1%	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 - T/m/n
*** small base**

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 163
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		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
London	480 23%h	122 22%	203 20%	265 21%	245 21%	20 24%	45 20%	221 20%	143 18%	78 26%gh	117 22%	78 20%	402 23%	149 20%	152 21%
Southampton	77 4%	21 4%	41 4%	50 4%	45 4%	5 6%	8 4%	41 4%	25 3%	16 5%	21 4%	16 4%	61 4%	30 4%	25 4%
Bristol	80 4%	17 3%	38 4%	49 4%	42 4%	6 8%f	4 2%	30 3%	21 3%	9 3%	26 5%gh	10 3%	69 4%	25 3%	25 4%
Plymouth	69 3%	25 4%	32 3%	43 3%	43 4%	1 1%	13 6%	41 4%	35 4%	5 2%	18 3%	16 4%	53 3%	36 5%n	18 3%
Cardiff	73 3%	21 4%	41 4%	49 4%	48 4%	1 1%	8 3%	49 4%	36 4%	12 4%	15 3%	15 4%	58 3%	35 5%	25 3%
Belfast	63 3%	23 4%	25 2%	37 3%	37 3%	1 1%	8 4%	39 3%	30 4%	9 3%	11 2%	12 3%	51 3%	21 3%	24 3%
None of these	112 5%	28 5%	57 6%	62 5%	55 5%	6 8%	20 9%cd	64 6%	55 7%l	9 3%	22 4%	21 5%	91 5%	38 5%	31 4%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 164

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

		Total (T)	Gender: Male (a)	Gender: Female (b)	Age: 16-24 (c)	Age: 25-34 (d)	Age: 35-44 (e)	Age: 45-54 (f)	Age: 55-64 (g)	Age: 65-74 (h)	Age: 75+ (i)	Age: NET: 16-34 (j)	Age: NET: 35-54 (k)	Age: NET: 55+ (l)	Social Grade: AB (m)	Social Grade: C1 (n)	Social Grade: C2 (o)	Social Grade: DE (p)	Social Grade: ABC1 (q)	Social Grade: C2DE (r)	Urban/Rural: Urban (s)	Urban/Rural: Rural (t)
Unweighted base		2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415
Weighted base		2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407
Up to £7,000	(3.5)	76 4%hilmqtvy	33 3%	41 4%	26 9%Tdeghikl	13 4%i	7 2%	18 5%hil	9 3%	4 1%	- -	38 6%Tehi	25 4%hil	13 2%	6 1%	16 3%	10 2%	44 9%Tmnoq	22 2%	54 6%Tmnoq	70 4%t	6 1%
£7,001 to £14,000	(10.5)	208 10%cdejmnoq	79 8%	128 12%a	14 5%	21 6%	17 5%	37 10%cej	40 13%cdejk	64 19%Tcdefjk	15 11%cdej	34 5%	54 8%	119 15%Tcdefjk	19 3%	35 6%mo	12 3%	142 28%Tmnoqr	54 5%	154 16%Tmnoq	157 9%	51 12%
£14,001 to £21,000	(17.5)	226 11%djmvy	100 10%	125 12%	25 9%	23 6%	24 7%	40 11%	41 14%dej	47 14%dej	27 20%Tcdefjk	48 7%	64 9%	114 15%Tcdejk	32 6%	66 11%m	32 7%	96 19%Tmnoqr	98 8%m	128 14%moq	183 11%	43 10%
£21,001 to £28,000	(24.5)	285 14%dj	119 12%	164 15%a	27 9%	30 9%	42 13%	53 15%dj	46 15%dj	60 18%cdj	27 21%Tcdejk	57 9%	95 14%dj	133 17%Tcdj	67 12%	85 14%	55 13%	79 15%	152 13%	134 14%	226 13%	59 15%
£28,001 to £34,000	(31)	256 12%pxJ	119 12%	137 13%	28 10%	40 11%	38 12%	45 12%	38 12%	45 13%	23 18%cj	68 10%	83 12%	105 14%	79 14%p	69 12%p	69 16%pr	38 7%	148 13%p	107 11%p	211 12%	44 11%
£34,001 to £41,000	(37.5)	198 9%p	86 8%	112 10%	20 7%	30 8%	31 10%	37 10%	27 9%	45 13%cij	8 6%	50 8%	69 10%	80 10%	60 10%p	69 12%pr	47 11%p	23 4%	128 11%pr	70 7%	152 9%	46 11%
£41,001 to £48,000	(44.5)	135 6%p	84 8%b	51 5%	20 7%	29 8%	25 8%	19 5%	24 8%	15 4%	5 3%	48 7%	44 6%	43 6%	45 8%p	40 7%p	43 10%Tpr	7 1%	85 7%p	50 5%p	106 6%	29 7%
£48,001 to £55,000	(51.5)	160 8%bhlp	106 10%Tb	53 5%	20 7%h	40 11%Thil	33 10%hil	30 8%hl	23 8%h	9 3%	5 4%	60 9%hil	62 9%hl	37 5%	47 8%p	53 9%p	48 11%Tpr	13 2%	100 9%p	60 6%p	123 7%	37 9%
£55,001 to £62,000	(58.5)	87 4%B	48 5%	40 4%	15 5%	19 6%fil	25 7%Tfghil	7 2%	8 3%	12 3%	1 1%	35 5%fil	32 5%	21 3%	26 4%	31 5%	18 4%	13 3%	56 5%	31 3%	75 4%	13 3%
£62,001 to £69,000	(65.5)	77 4%bpr	59 6%Tb	18 2%	12 4%	19 5%fhil	18 5%fhil	8 2%	13 4%	6 2%	1 1%	31 5%hi	26 4%	20 3%	37 6%Tnpr	22 4%p	17 4%p	2 *	58 5%pr	19 2%p	66 4%	11 3%
£69,001 to £76,000	(72.5)	64 3%	31 3%	33 3%	10 3%	15 4%	15 5%	7 2%	9 3%	6 2%	3 2%	24 4%	22 3%	18 2%	26 5%pr	18 3%	13 3%	7 1%	44 4%p	20 2%	50 3%	14 4%
£76,001 to £83,000	(79.5)	45 2%l	24 2%	20 2%	4 1%	15 4%Tghil	12 4%ghl	7 2%	3 1%	2 1%	1 *	19 3%hl	19 3%hl	6 1%	21 4%np	6 1%	15 4%np	3 1%	26 2%p	18 2%	38 2%	6 2%

		Country: England (u)	Country: Scotland (v)	Country: Wales (w)	Country: Northern Ireland (x)	Region: Scotland (y)	Region: North East (z)	Region: North West (A)	Region: Yorkshire & Humberside (B)	Region: West Midlands (C)	Region: East Midlands (D)	Region: Wales (E)	Region: Eastern (F)	Region: London (G)	Region: South East (H)	Region: South West (I)	Region: Northern Ireland (J)
Unweighted base		1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base		1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Up to £7,000	(3.5)	71 4%v	* *	3 3%	1 1%	* *	5 6%yF	11 5%yF	5 3%	8 4%yF	6 4%y	3 3%	2 1%	11 4%y	7 2%	16 9%TyBFH	1 1%
£7,001 to £14,000	(10.5)	168 9%	23 13%	13 13%	4 6%	23 13%	7 8%	22 9%	13 8%	22 12%	15 10%	13 13%	20 10%	18 7%	31 11%	19 11%	4 6%
£14,001 to £21,000	(17.5)	205 12%v	8 4%	8 8%	5 9%	8 4%	29 34%TyABCDEFGHIJ	32 13%y	23 14%y	16 9%	14 9%	8 8%	26 13%y	22 8%	22 8%	21 12%y	5 9%
£21,001 to £28,000	(24.5)	233 13%	26 15%	17 17%	9 14%	26 15%	14 16%	34 15%	32 19%C	17 9%	20 13%	17 17%	27 14%	33 12%	34 12%	22 12%	9 14%
£28,001 to £34,000	(31)	224 13%x	16 9%	14 14%x	1 2%	16 9%	4 5%	31 13%J	17 10%J	25 14%J	23 15%zJ	14 14%J	26 13%J	47 17%zHJ	29 10%J	22 12%J	1 2%
£34,001 to £41,000	(37.5)	170 10%	11 6%	8 8%	8 13%	11 6%	7 8%	15 7%	23 13%yA	19 10%	13 9%	8 8%	18 9%	23 8%	27 9%	25 14%yA	8 13%
£41,001 to £48,000	(44.5)	118 7%	6 3%	6 6%	5 8%	6 3%	6 7%	11 5%	8 4%	21 11%TyABH	14 9%	6 6%	13 7%	20 7%	12 4%	13 7%	5 8%
£48,001 to £55,000	(51.5)	129 7%	19 11%	6 6%	6 10%	19 11%	3 4%	17 7%	11 6%	14 7%	15 10%	6 6%	11 5%	22 8%	27 9%	9 5%	6 10%
£55,001 to £62,000	(58.5)	68 4%	11 6%	6 6%	2 3%	11 6%BC	2 2%	11 5%B	1 *	2 1%	5 4%	6 6%BC	7 3%	19 7%BC	15 5%BC	7 4%	2 3%
£62,001 to £69,000	(65.5)	56 3%	12 7%u	3 3%	6 10%Tu	12 7%G	2 2%	10 4%	7 4%	7 4%	4 3%	3 3%	8 4%	6 2%	8 3%	5 3%	6 10%TDGHI
£69,001 to £76,000	(72.5)	51 3%	8 4%	- -	5 8%Tuw	8 4%	- -	2 1%	5 3%	5 3%	3 2%	- -	6 3%	8 3%	20 7%TzADEGI	2 1%	5 8%TzADEI
£76,001 to £83,000	(79.5)	33 2%	3 2%	7 7%Tu	2 3%	3 2%	- -	4 2%	3 2%	3 1%	2 2%	7 7%TzACGI	5 2%	3 1%	10 4%	2 1%	2 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**

Prepared by Yonder

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 164

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)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
£83,001 or more (86)	116 6%bghi lpr	79 8%Tb	38 4%	30 10%Tghi l	32 9%Tghi l	18 6%ghl	26 7%ghil	6 2%	2 *	2 1%	62 10%Tghi l	45 6%ghil	10 1%	65 11%Tnop r	35 6%pr	16 4%p	- -	101 9%Topr	16 2%p	100 6%	16 4%	98 6%	15 9%w	1 1%	2 2%	15 9%zDE	- -	12 5%	11 6%z	6 3%	4 3%	1 1%	15 8%zE	25 9%zCDE	17 6%z	8 5%	2 2%
Prefer not to answer	179 8%a	63 6%	116 11%a	42 15%Tdef ghkl	27 8%	23 7%	28 8%	18 6%	27 8%	14 10%	70 11%g	51 7%	59 8%	45 8%	52 9%	35 8%	47 9%	97 8%	82 9%	147 9%	32 8%	148 8%	17 10%	8 8%	6 10%	17 10%	7 8%	20 9%	14 8%	20 11%	12 8%	8 8%	15 7%	22 8%	29 10%	9 5%	6 10%
Average income (£000's)	36.92b ghlpr zl	40.67T b	33.26	40.55f ghil	44.65T fghikl	42.79T fghikl	35.59h il	33.08h il	28.50	28.38	42.87T fghikl	39.02f ghil	30.30	46.46T nopqr	38.44p r	40.55T pr	21.28	42.39T npr	30.10p	37.19	35.83	36.27	42.47T uw	34.73	43.45T uw	42.47T zABCDE I	25.07	34.99z	35.44z	34.94z	34.66z	34.73z	38.15z I	39.68z AI	40.71T zABCDI	32.45z	43.45TzABCDEI

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: 20th to 22nd October 2023

Absolutes/col percents

Table 165

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 £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		2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base		2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Up to £7,000	(3.5)	76 4%fjlmnopBC	51 3%	23 8%Ta	69 4%fjlj	- -	4 2%	2 1%	3 2%	1 *	- -	7 1%	33 46%Tlmnopqrs	- -	1 *	1 *	- -	1 *	- -	1 2%o	- -	20 7%TTx	12 4%	3 2%	1 5%	49 3%	2 4%	24 5%	33 19%TBC	2 *	1 *
£7,001 to £14,000	(10.5)	208 10%defgjmnopqsxxC	186 10%	17 6%	185 12%defghj	1 1%	6 4%	7 3%	7 4%	6 5%	1 5%	22 4%	29 40%Tmnopqrs	129 65%Tkmnopqrs	7 2%no	1 *	- -	2 1%	- -	9 15%mnopqs	- -	56 21%TTx	60 20%TTx	43 30%TuTxyz	5 26%	100 6%	6 11%	102 20%TTx	40 23%TBC	126 15%TC	2 *
£14,001 to £21,000	(17.5)	226 11%jnopqrxxC	194 11%	28 10%	183 12%j	5 7%	15 9%	27 11%	14 7%	10 7%	1 9%	42 7%	5 6%nopq	47 23%Tknopqrs	126 42%Tklnopqrs	2 1%	- -	* *	- -	1 1%	2 3%o	48 18%TTx	59 20%TTx	30 21%TTx	4 18%	131 9%	6 12%	88 17%TTx	27 16%C	151 18%TC	* *
£21,001 to £28,000	(24.5)	285 14%klopqsC	249 14%	30 11%	227 15%dj	4 5%	17 10%	31 13%	21 10%	19 13%	1 5%	58 10%	1 1%o	3 1%	137 46%Tklnopqrs	82 25%Tklopqrs	- -	- -	- -	7 12%klopq	3 4%op	40 15%	46 16%	19 13%	1 7%	198 13%	4 8%	83 16%	30 17%C	169 20%TC	25 5%
£28,001 to £34,000	(31)	256 12%klmopqrsC	226 13%	28 10%	173 11%	19 24%Tcfgh	22 13%	31 13%	24 12%	17 12%	- -	83 15%	1 2%	8 4%p	13 4%p	160 49%Tklmopqrs	14 5%p	1 *	- -	2 3%	- -	26 10%	23 8%	13 9%	3 17%	200 13%u	4 8%	52 10%	18 10%	145 17%TAC	34 7%
£34,001 to £41,000	(37.5)	198 9%klmpqsA	175 10%	21 8%	136 9%	12 16%f	13 8%	17 7%	26 13%	16 11%	- -	62 11%	- -	3 1%	2 1%	57 18%Tklmpqrs	98 31%Tklmnpqrs	- -	- -	2 3%p	- -	15 6%	22 7%	7 5%	2 9%	160 10%tz	3 5%	35 7%	5 3%	99 12%A	56 11%A
£41,001 to £48,000	(44.5)	135 6%klmnpqA	116 6%	19 7%	80 5%	11 14%Tc	14 9%	25 10%Tc	17 8%	8 6%	- -	55 10%Tc	- -	- -	1 *	9 3%lm	102 33%Tklmnpqrs	2 1%	- -	1 2%	- -	13 5%	10 3%	4 3%	1 3%	113 7%uz	- -	22 4%	1 *	58 7%A	56 11%TAB
£48,001 to £55,000	(51.5)	160 8%cklmnqrsuyzuyz	135 7%	23 8%	85 6%	10 13%c	23 14%Tc	35 14%Tc	35 17%Tc	21 15%Tc	- -	75 13%Tc	- -	- -	1 *	5 1%	81 26%Tklmnqrs	42 22%Tklmnqrs	- -	- -	- -	11 4%	12 4%	5 4%	- -	138 9%tuyz	- -	22 4%	6 4%	48 6%	75 15%TAB
£55,001 to £62,000	(58.5)	87 4%ntuztuzB	72 4%	12 5%	58 4%	3 4%	11 7%	6 3%	7 3%	7 5%	- -	29 5%	- -	4 2%	6 2%	3 1%	7 2%	44 23%Tklmnoqrs	- -	3 5%n	- -	1 1%	3 1%	1 1%	* 2%	80 5%tuz	2 4%	6 1%	5 3%	13 2%	47 9%TAB

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: 20th to 22nd October 2023

Absolutes/col percents

Table 165

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 £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)
Weighted base		2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
£62,001 to £69,000	(65.5)	77 4%lmnozzB	65 4%	11 4%	53 3%	- -	7 4%	11 5%	6 3%	7 5%	- -	24 4%	2 3%lm	- -	- -	2 *	3 1%	49 26%Tklmnoqrs	- -	1 2%m	- -	3 1%	4 1%	2 1%	- -	66 4%tuz	3 6%tuz	8 2%	2 1%	4 *	50 10%TAB
£69,001 to £76,000	(72.5)	64 3%lmnoB	54 3%	8 3%	49 3%	4 6%	4 2%	7 3%	5 3%	1 1%	- -	15 3%	- -	- -	1 *	1 *	3 1%	38 19%Tklmnoqrs	2 2%	- -	- -	4 1%	6 2%	2 1%	* 2%	55 4%z	1 2%	8 2%	1 1%	2 *	41 8%TAB
£76,001 to £83,000	(79.5)	45 2%nzzB	39 2%	5 2%	21 1%	2 3%	11 7%Tcg	9 4%c	3 2%	5 4%	- -	23 4%Tc	- -	- -	1 *	- -	2 *	13 6%Tklmno	21 22%Tklmnoprs	- -	- -	3 1%	2 1%	- -	- -	41 3%uz	- -	3 1%	1 1%	2 *	34 7%TAB
£83,001 or more	(86)	116 6%klmnopzzAB	96 5%	20 7%	69 4%	4 5%	10 6%	22 9%Tc	21 10%Tc	13 9%c	1 10%	46 8%Tc	- -	1 *	- -	- -	1 *	1 1%	72 74%Tklmnoprs	2 2%mn	- -	6 2%	8 3%	3 2%	1 7%	101 7%tuz	2 4%	13 3%	1 1%	1 *	74 15%TAB
Prefer not to answer		179 8%jklmnopqABC	143 8%	27 10%	144 9%dej	1 2%	5 3%	13 5%	12 6%	10 7%	8 71%	27 5%	1 2%	5 2%o	5 2%	2 1%	1 *	1 *	2 2%	35 55%Tklmnopq	64 93%Tklmnopqr	23 8%	30 10%	10 7%	1 3%	110 7%	19 36%Ttuv Txz	50 10%	4 2%	9 1%	4 1%
Average income (£000's)		36.92ckmnuvzuvzAB	36.84	37.92	34.16	43.05Tc	43.90Tc	43.60Tc	43.96Tc	44.02Tc	41.52	43.97Tc	9.65	14.95k	22.66kl	31.56klm	44.62Tklmn	62.18Tklmno	84.22Tklmnop	29.25	21.80	25.53	26.65	23.88	27.40	40.25Ttuv Tz	32.60	27.02	20.53	27.76A	57.09TAB

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: 20th to 22nd October 2023

Absolutes/col percents

Table 166

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		With ILPVT provider	
		Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base		2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base		2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Up to £7,000	(3.5)	76 4%h	11 2%	24 2%	29 2%	27 2%	3 3%	5 2%	26 2%	14 2%	12 4%	11 2%	10 3%	65 4%	16 2%	16 2%
£7,001 to £14,000	(10.5)	208 10%	60 11%	113 11%	132 11%	121 10%	11 13%	20 9%	123 11%	98 12%	25 8%	54 10%	53 13%l	155 9%	75 10%	84 12%
£14,001 to £21,000	(17.5)	226 11%	66 12%	114 11%	134 11%	127 11%	7 8%	24 10%	129 12%	98 12%	31 10%	52 10%	33 8%	193 11%	89 12%	68 10%
£21,001 to £28,000	(24.5)	285 14%	76 14%	152 15%	180 14%	168 14%	12 15%	34 15%	145 13%	99 12%	46 15%	88 17%h	42 11%	244 14%	101 14%	103 14%
£28,001 to £34,000	(31)	256 12%	59 10%	139 13%	161 13%	151 13%	10 12%	20 9%	131 12%	92 11%	39 13%	68 13%	55 14%	201 12%	97 13%	82 12%
£34,001 to £41,000	(37.5)	198 9%	53 9%	103 10%	126 10%	115 10%	11 13%	15 7%	99 9%	79 10%	21 7%	62 12%i	37 9%	161 9%	73 10%	72 10%
£41,001 to £48,000	(44.5)	135 6%	39 7%	74 7%	97 8%	89 8%	8 9%	17 7%	84 8%	64 8%	20 7%	31 6%	29 7%	106 6%	47 6%	61 9%
£48,001 to £55,000	(51.5)	160 8%j	39 7%	88 9%	96 8%	92 8%	4 4%	29 13%Tcd	105 9%j	77 9%j	28 9%j	24 4%	27 7%	133 8%	71 10%	46 7%
£55,001 to £62,000	(58.5)	87 4%	19 3%	46 4%	42 3%	41 4%	* *	21 9%Tcde	46 4%	30 4%	16 5%	22 4%	12 3%	75 4%	28 4%	34 5%
£62,001 to £69,000	(65.5)	77 4%	27 5%	30 3%	44 3%	39 3%	4 5%	11 5%	39 4%	28 3%	11 4%	18 3%	12 3%	65 4%	20 3%	24 3%
£69,001 to £76,000	(72.5)	64 3%	17 3%	27 3%	38 3%	34 3%	3 4%	4 2%	33 3%	21 3%	12 4%	12 2%	16 4%	49 3%	17 2%	23 3%
£76,001 to £83,000	(79.5)	45 2%	24 4%Tb	12 1%	34 3%	33 3%	1 2%	2 1%	25 2%	17 2%	7 3%	12 2%	10 3%	35 2%	19 3%	13 2%
£83,001 or more	(86)	116 6%	33 6%	43 4%	68 5%	65 6%	3 4%	9 4%	51 5%	37 5%	14 5%	27 5%	23 6%	94 5%	29 4%	39 6%
Prefer not to answer		179 8%cd	38 7%	69 7%	79 6%	74 6%	5 6%	14 6%	73 7%	55 7%	18 6%	42 8%	35 9%	144 8%	61 8%	45 6%

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 166

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		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Average income (£000's)	36.92	38.47b	35.49	37.12	37.26	35.10	38.40	36.78	36.47	37.60	35.92	37.18	36.86	36.03	37.06

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

.YONDER

Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 167

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: 35-54 (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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
NET: Yes	516 24%adejmoqxJ	205 20%	307 29%Ta	64 22%	53 15%	58 18%	119 33%Tcdejk	100 33%Tcdejk	89 26%dej	34 26%dj	117 18%	177 26%dej	222 29%Tdej	94 16%	122 21%	77 18%	223 43%Tmnoqr	216 18%	300 32%Tmnoq	406 24%	110 27%	425 24%x	54 31%x	32 32%x	6 9%	54 31%GJ	30 35%TCGHIJ	64 27%GJ	52 30%GJ	41 22%J	35 23%J	32 32%GJ	46 23%J	52 19%	66 23%J	39 22%J	6 9%
Yes - physical condition	297 14%cdejmnq	120 12%	175 16%a	13 4%	18 5%	30 9%j	77 21%Tcdejk	64 21%Tcdejk	65 19%Tcdej	29 22%Tcdej	31 5%	107 16%cdej	158 20%Tcdejk	50 9%	61 10%	45 11%	140 27%Tmnoqr	111 10%	185 20%Tmnoq	228 13%	69 17%	247 14%	28 16%	17 17%	4 7%	28 16%	19 23%GHIJ	35 15%	34 20%TGHIJ	24 13%	22 15%	17 17%	31 16%	30 11%	32 11%	20 11%	4 7%
Yes - mental condition	268 13%hilmq	105 10%	159 15%a	52 18%dhil	38 11%hi	44 13%hil	70 19%Tdhil	41 14%hil	18 5%	6 4%	90 14%hil	113 16%Tdhil	65 8%	35 6%	68 11%m	40 9%	125 24%Tmnoqr	104 9%	164 17%Tmnoq	223 13%	45 11%	219 12%	28 16%x	18 18%x	3 4%	28 16%J	13 15%	38 16%HJ	31 18%GHIJ	19 10%	17 11%	18 18%HJ	26 13%	29 10%	28 10%	18 10%	3 4%
Yes - disability	141 7%dejmnq	55 5%	83 8%	9 3%	7 2%	10 3%	40 11%Tcdej	40 13%Tcdehjk	26 8%cdej	9 7%dj	16 2%	50 7%cdej	76 10%Tcdej	23 4%	22 4%	19 4%	78 15%Tmnoqr	44 4%	97 10%Tmnoq	113 7%	28 7%	121 7%	13 8%	6 6%	1 1%	13 8%	9 10%J	18 8%	9 5%	11 6%	13 8%	6 6%	14 7%	16 6%	21 7%	10 6%	1 1%
Yes - other	20 1%	8 1%	12 1%	- -	2 1%	2 1%	5 1%	5 2%	5 1%	1 *	2 *	8 1%	10 1%	5 1%	5 1%	4 1%	6 1%	10 1%	10 1%	16 1%	4 1%	18 1%	* *	2 2%	- -	* *	2 2%	1 1%	2 1%	1 1%	1 1%	2 2%	1 1%	6 2%	2 1%	1 1%	- -
No	1543 73%bfgpr	804 78%Tb	736 68%	213 73%	290 82%Tcfghikl	261 80%Tfgkl	237 65%	199 65%	251 73%fg	93 71%	503 78%Tfgkl	497 72%f	543 70%	466 81%Tpr	457 77%pr	344 80%Tpr	276 54%	924 79%Tpr	619 66%p	1254 74%	289 71%	1305 74%v	115 65%	66 66%	57 91%Tuvw	115 65%	54 64%	164 70%	116 67%	140 76%y	114 75%	66 66%	146 73%	220 79%yzABE	214 74%	139 77%y	57 91%TyzABCDEFHI
Prefer not to say	54 3%	21 2%	33 3%	14 5%hl	11 3%	9 3%	7 2%	5 2%	3 1%	4 3%	25 4%hl	16 2%	12 2%	15 3%	16 3%	8 2%	15 3%	31 3%	23 2%	46 3%	8 2%	43 2%	8 4%	2 2%	* 1%	8 4%	1 1%	6 3%	5 3%	4 2%	3 2%	2 2%	7 3%	7 2%	9 3%	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: 20th to 22nd October 2023

Absolutes/col percents

Table 168

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 £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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
NET: Yes	516 24%bdefgjopqxyxyC	479 27%b	36 13%	432 28%Tdefgj	7 9%	23 14%	34 14%	26 13%	33 23%dfgj	2 16%	83 15%	37 51%Tmnopqrs	89 45%Tnopqs	107 35%Tnopq	64 20%pq	52 17%pq	18 9%	7 7%	20 32%opq	19 27%pq	268 100%TTxy	297 100%TTxy	141 100%TTxy	20 100%	- -	- -	516 100%TTxy	59 34%TC	249 30%TC	66 13%
Yes - physical condition	297 14%bdefgjpqxyxyC	286 16%b	10 4%	249 16%defgj	3 4%	12 7%	16 6%	15 8%	22 16%dfgj	- -	48 8%	19 26%Tnopq	59 30%Tnopq	69 23%Tnopq	38 12%	32 10%	12 6%	5 5%	10 16%pq	13 18%pq	112 42%TTxy	297 100%TtvTxyz	79 56%TtTxy	5 26%	- -	- -	297 57%TtTxy	31 18%C	162 20%TC	41 8%
Yes - mental condition	268 13%dinopqxyxyC	241 13%	26 10%	219 14%dfgj	3 3%	17 10%	22 9%	15 8%	16 11%	2 16%	47 8%	25 35%Timnopqs	42 21%Tnopq	54 18%Tnopq	23 7%	21 7%	6 3%	4 4%	15 24%Tnopq	8 11%p	268 100%TuvTxyz	112 38%TTxy	49 35%TTxy	7 35%	- -	- -	268 52%TuvTxy	36 21%TBC	112 13%C	27 5%
Yes - disability	141 7%befgjpxxC	137 8%b	4 1%	127 8%efgj	1 1%	1 1%	5 2%	5 2%	7 5%e	- -	14 3%	10 14%Tnopqs	36 18%Tnopqs	34 11%Tnopqs	18 5%p	11 4%	2 1%	2 2%	8 13%nopqs	2 2%	49 18%TTxy	79 27%TtTxy	141 100%TtuTxyz	6 29%	- -	- -	141 27%TtTxy	16 9%C	87 11%TC	11 2%
Yes - other	20 1%xx	19 1%	1 *	18 1%	- -	* *	1 1%	1 *	1 1%	- -	2 *	2 3%	4 2%	4 1%	2 1%	2 1%	1 *	1 1%	1 1%	1 1%	7 3%TTx	5 2%x	6 4%TTx	20 100%	- -	- -	20 4%TTx	2 1%	13 2%	2 *
No	1543 73%cklmrtuvyztuvyzAB	1302 72%	231 84%Ta	1062 69%	68 89%Tch	138 85%Tc	206 84%Tch	172 86%Tch	106 75%	5 42%	476 84%Tch	35 49%	104 52%	191 63%kl	255 79%Tklmr	258 83%Tklmrs	170 88%Tklmnrs	90 92%Tklmnrs	34 54%	48 69%kl	- -	- -	- -	- -	1543 100%TtuvTyz	- -	- -	111 64%	571 69%	422 85%TAB
Prefer not to say	54 3%atuxztuxzB	21 1%	8 3%	39 3%	2 2%	1 1%	4 2%	1 1%	2 2%	5 42%	10 2%	- -	6 3%	3 1%	4 1%	2 1%	6 3%	1 1%	9 14%Tklmnopq	2 4%	- -	- -	- -	- -	- -	54 100%TtuvTxz	- -	3 2%	9 1%	10 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: 20th to 22nd October 2023

Absolutes/col percents

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

		Contract Type		Contract status				Awareness of price increase				Took out current contract in the last 6 months		With ILPVT provider	
	Total (T)	Broadband only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
NET: Yes	516 24%	136 24%	268 26%	310 25%	279 24%	30 37%Tcdf	53 23%	269 24%	204 25%	66 22%	143 27%	100 25%	417 24%	192 26%	183 26%
Yes - physical condition	297 14%	68 12%	185 18%Ta	194 15%	176 15%	19 22%T	35 15%	171 15%	126 16%	46 15%	85 16%	67 17%	229 13%	111 15%	117 17%
Yes - mental condition	268 13%	73 13%	115 11%	156 12%	141 12%	15 19%f	19 9%	118 11%	90 11%	28 9%	80 15%ghi	55 14%	213 12%	91 12%	92 13%
Yes - disability	141 7%	43 8%	79 8%	82 6%	77 7%	5 6%	21 9%	80 7%	61 8%	20 7%	43 8%	35 9%	106 6%	49 7%	62 9%
Yes - other	20 1%	4 1%	14 1%	13 1%	10 1%	3 4%Td	3 1%	15 1%	12 1%	3 1%	4 1%	6 1%	14 1%	9 1%	9 1%
No	1543 73%e	410 73%	752 73%	930 74%e	878 75%e	52 62%	167 74%	818 74%	595 74%	224 75%	367 70%	284 72%	1259 73%	535 72%	513 72%
Prefer not to say	54 3%b	16 3%	14 1%	20 2%	20 2%	1 1%	5 2%	20 2%	10 1%	10 3%h	13 2%	9 2%	45 3%	15 2%	13 2%

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

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Broadband in Contract Price Rises Survey

ONLINE Fieldwork: 20th to 22nd October 2023

Absolutes/col percents

Table 170

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 & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	Eastern (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	2113	1006	1098	237	323	341	363	340	351	158	560	704	849	596	645	361	511	1241	872	1698	415	1790	151	107	65	151	76	250	186	197	161	107	204	250	290	176	65
Weighted base	2113	1030	1076	292	353	327	363	304	343	131	644	691	778	575	596	429	513	1171	942	1706	407	1773	176	100*	63*	176	84*	234	172	184	152	100*	199	279	289	180	63*
Heterosexual/ straight	1887 89%cdjnG	930 90%	957 89%	232 80%	295 84%	297 91%cdj	330 91%cdj	290 95%Tcdefjk	322 94%Tcdj	120 92%cdj	527 82%	627 91%cdj	732 94%Tcdjk	509 89%	511 86%	406 95%Tmnpq	460 90%	1020 87%	867 92%mnq	1519 89%	368 90%	1581 89%	150 85%	94 94%	62 97%v	150 85%	74 89%	219 94%yGH	152 89%	172 93%yG	140 92%G	94 94%G	177 89%	234 84%	252 87%	160 89%	62 97%yGH
Lesbian/ gay woman	20 1%a	1 *	19 2%a	7 3%hl	3 1%	3 1%	3 1%	3 1%	1 *	- -	11 2%	6 1%	4 *	10 2%or	8 1%or	- -	3 1%	18 1%or	3 *	17 1%	3 1%	16 1%	4 2%	1 1%	- -	4 2%	- -	2 1%	1 *	1 1%	- -	1 1%	2 1%	6 2%	4 1%	- -	- -
Gay man	52 2%b	51 5%Tb	1 *	3 1%	17 5%Tcgi	8 3%	9 2%	3 1%	11 3%	1 1%	20 3%	17 2%	15 2%	15 3%	23 4%or	6 1%	8 2%	38 3%r	14 1%	44 3%	8 2%	44 2%	6 3%	1 1%	2 3%	6 3%	5 7%TAC	2 1%	4 2%	2 1%	4 3%	1 1%	3 2%	9 3%	8 3%	5 3%	2 3%
Bisexual	95 4%ghl	31 3%	60 6%a	34 12%Tefghikl	27 8%Tefghkl	12 4%h	10 3%	5 2%	2 1%	4 3%h	61 9%Tefghikl	22 3%h	12 2%	23 4%	35 6%o	9 2%	27 5%o	58 5%o	36 4%	80 5%	14 4%	78 4%	13 8%x	3 3%	- -	13 8%J	4 5%	6 3%	13 7%AJ	7 4%	5 3%	3 3%	8 4%	20 7%AJ	10 4%	5 3%	- -
Prefer to self-describe	12 1%	3 *	9 1%	4 1%	1 *	1 *	3 1%	1 *	1 *	1 1%	5 1%	4 1%	3 *	4 1%	4 1%	1 *	3 1%	8 1%	4 *	11 1%	1 *	12 1%	- -	- -	- -	- -	- -	1 1%	* *	- -	1 *	- -	1 1%	1 1%	2 1%	5 3%TC	- -
Prefer not to say	47 2%	13 1%	31 3%a	11 4%g	10 3%	6 2%	9 2%	2 1%	5 2%	5 4%g	20 3%g	15 2%	12 2%	14 2%	15 3%	7 2%	11 2%	29 2%	18 2%	35 2%	12 3%	42 2%	3 2%	2 2%	- -	3 2%	- -	3 1%	2 1%	3 2%	2 2%	2 2%	6 3%	7 3%	13 4%T	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: 20th to 22nd October 2023

Absolutes/col percents

Table 171

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 (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)	£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	2113	1837	241	1541	66	155	251	217	129	13	559	87	216	334	356	296	173	82	65	71	253	299	140	23	1542	55	516	192	874	478
Weighted base	2113	1802	275	1532	77*	162	244	200	141	12**	569	72*	199	301	324	312	194	98*	63*	69*	268	297	141	20**	1543	54*	516	173	829	497
Heterosexual/ straight	1887 89%bkrtvyztvyz	1643 91%b	229 83%	1342 88%	73 95%	148 92%	230 94%Tc	190 95%Tc	134 95%c	9 76%	536 94%Tc	58 81%	180 90%kr	272 91%kr	298 92%kr	294 94%Tkr	182 94%kr	88 90%	50 78%	62 91%	209 78%y	256 86%ty	113 80%y	16 78%	1440 93%Ttuv Tyz	22 41%	426 82%y	153 89%	768 93%T	450 90%
Lesbian/ gay woman	20 1%	17 1%	3 1%	18 1%	- -	1 1%	1 *	2 1%	- -	- -	2 *	1 1%	3 1%	2 1%	3 1%	3 1%	1 *	- -	- -	- -	6 2%	4 1%	3 2%	1 4%	11 1%	- -	9 2%	2 1%	4 1%	7 1%
Gay man	52 2%gj	47 3%	4 2%	50 3%efgj	1 1%	- -	2 1%	- -	- -	- -	2 *	2 3%	6 3%	7 2%	9 3%	5 2%	2 1%	4 4%	3 5%	- -	9 4%	3 1%	5 3%	2 12%	35 2%	1 3%	15 3%	2 1%	19 2%	14 3%
Bisexual	95 4%nxx	65 4%	30 11%Ta	75 5%	1 1%	9 5%	9 4%	7 4%	6 4%	- -	20 3%	9 12%Tlmnop	6 3%	15 5%n	6 2%	6 2%	6 3%	5 5%	5 8%no	3 5%	38 14%TTxy	27 9%TTx	15 10%TTx	* 2%	43 3%	1 1%	51 10%TTx	12 7%B	24 3%	16 3%
Prefer to self-describe	12 1%	10 1%	2 1%	10 1%	- -	1 *	1 *	- -	- -	1 10%	1 *	2 2%Top	1 1%	2 1%	2 1%	1 *	- -	- -	1 1%	1 2%	3 1%	4 1%x	4 3%TTx	1 4%	5 *	- -	7 1%x	2 1%	4 1%	1 *
Prefer not to say	47 2%axx	21 1%	6 2%	37 2%	2 3%	3 2%	2 1%	1 1%	1 1%	2 14%	9 2%	1 1%	3 1%	3 1%	6 2%	3 1%	3 2%	1 1%	6 9%Tklmnopq	2 2%	3 1%	3 1%	2 1%	- -	10 1%	30 55%TtuvTxz	8 2%	2 1%	9 1%	9 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: 20th to 22nd October 2023

Absolutes/col percents

Table 172

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		With ILPVT provider	
	Total (T)	Broadband and only (a)	Bundled (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)	Yes (m)	No (n)
Unweighted base	2113	572	1074	1301	1212	89	227	1135	837	298	545	398	1715	777	707
Weighted base	2113	562	1033	1260	1177	83*	225	1108	809	299	523	393	1720	742	710
Heterosexual/ straight	1887 89%	502 89%	954 92%T	1161 92%T	1085 92%T	76 92%	203 90%	1017 92%T	751 93%Tij	265 89%	467 89%	359 91%	1528 89%	677 91%	649 92%
Lesbian/ gay woman	20 1%	4 1%	9 1%	7 1%	7 1%	- -	4 2%	8 1%	5 1%	3 1%	5 1%	2 *	19 1%	8 1%	5 1%
Gay man	52 2%	16 3%	18 2%	28 2%	27 2%	1 1%	4 2%	23 2%	19 2%	4 1%	15 3%	11 3%	41 2%	16 2%	14 2%
Bisexual	95 4%h	27 5%	33 3%	41 3%	39 3%	2 3%	8 4%	38 3%	22 3%	16 5%	23 4%	12 3%	83 5%	24 3%	30 4%
Prefer to self-describe	12 1%	2 *	8 1%	6 *	5 *	1 1%	2 1%	5 *	2 *	3 1%	5 1%	4 1%	8 *	4 1%	2 *
Prefer not to say	47 2%b	11 2%	11 1%	17 1%	14 1%	3 3%	3 1%	18 2%	10 1%	8 3%	8 2%	5 1%	42 2%	13 2%	10 1%

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

.YONDER