

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 1
Q1. Do you have a mobile phone service for which you are solely or jointly responsible for paying the bill? (i.e. not paid for by an employer or someone outside your household).
Base: All respondents

	Gender			Age										Social Grade										Urban/Rural		Country						Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)				
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66				
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*				
Yes, SIM-only (data, voice minutes and texts) on a pay-monthly plan	1084	518	561	174	165	134	182	164	201	64	339	316	430	305	319	218	243	624	460	855	229	894	93	63	33	93	41	107	98	92	81	63	95	160	129	91	33				
	52%kek	50%	53%	60%Tde	47%	41%	50%e	54%kek	59%Tde	49%	53%kek	46%	55%dek	53%	54%	51%	47%	54%	49%	51%	54%	51%	53%	63%Tu	53%	53%	49%	46%	57%HH	50%	53%	63%TAF	48%	58%AAH	45%	51%	53%				
Yes, a bundled package (the same contract for both airtime and handset) on a pay-monthly plan	609	293	312	71	128	115	113	80	77	25	198	228	182	157	171	136	144	328	280	494	114	517	48	26	18	48	32	81	41	49	41	26	61	69	96	47	18				
	29%hnl	29%	29%	24%	36%Tcg	35%Tcg	31%hnl	27%	23%	19%	31%hnl	33%chi	24%	28%	29%	32%	28%	28%	30%	29%	27%	29%	27%	26%	28%	27%	38%BG	35%BG	24%	27%	27%	26%	31%	25%	34%	26%	28%				
Yes, handset and airtime on separate contracts (one contract for airtime and one contract for handset) on a pay-monthly plan	104	55	49	8	16	33	20	11	7	9	24	53	28	27	35	17	25	63	42	91	13	91	5	5	2	5	4	8	10	10	10	5	13	11	14	12	2				
	5%h	5%	5%	3%	5%	10%Tcdg	6%h	4%	2%	7%h	4%	8%Togh	4%	5%	6%	4%	5%	4%	4%	5%	3%	5	5	2	4%	3%	4	3%	6%	6%	6%	5	7%	4%	5%	7%	4%				
Yes, on a prepay / pay as you go (PAYG) / top-up plan	264	137	126	21	39	41	43	44	50	27	59	85	121	70	58	50	87	128	137	206	58	229	24	4	8	24	5	32	21	27	16	4	27	33	40	29	8				
	13%cwe	13%	12%	7%	11%	13%	12%	14%cj	15%cj	21%Tcdf	9%	12%k	16%cj	12%	10%	12%	17%Tno	11%	15%lnq	12%	14%	13%w	4	4	12%	13%w	5	6	12%E	12%E	14%E	11%	4	14%E	12%E	14%E	16%zE	12%			
No	41	23	18	17	4	3	3	3	5	6	21	6	14	12	10	6	12	22	19	34	7	32	6	1	2	6	1	4	2	5	4	1	2	4	9	1	2				
	2%	2%	2%	6%Tdef	1%	1%	1%	1%	1%	5%kdefg	3%k	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	3%	3%	2%	2%	1%	3%	2%	1%	1%	2%	3%	*	3%				
NET: PAYM	1797	866	923	252	309	282	315	256	285	99	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94	54	146	77	196	149	152	131	94	169	240	239	150	54				
	85%ip	84%	86%	87%k	88%k	86%k	87%k	84%k	84%k	75%	87%k	87%k	83%	86%	89%pr	87%p	81%	87%pr	83%	86%	84%	85%	83%	95%Tuv	85%	83%	93%	84%	87%	83%	87%	95%TYA	85%	87%	83%	83%	85%				

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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Table 2
Q1. Do you have a mobile phone service for which you are solely or jointly responsible for paying the bill? (i.e. not paid for by an employer or someone outside your household).
Base: All respondents

	Ethnicity			Children 18 or Under							Household Income										Disability					Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £10,400 per year (l)	From £300 to £499 per week / From £25,999 to £15,600 per year (m)	From £500 to £699 per week / From £36,399 to £26,000 per year (n)	From £700 to £999 per week / From £51,999 to £36,400 per year (o)	From £1,000 to £1,499 per week / From £77,999 to £52,000 per year (p)	£1,500 and above per week / 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	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
Yes, SIM-only (data, voice minutes and texts) on a pay-monthly plan	1084	919	160	825	31	57	94	90	91	6	253	87	121	256	247	152	63	59	62	36	90	145	59	11	852	16	217	150	606	230	
	52%efgjt	51%	54%	54%efgjt	44%	38%	41%	40%	53%seg	56%	44%	69%Tp	62%T	59%T	60%T	59%	49%	67%Tp	59%	36	70%Tp	43%	48%	61%	53%tz	43%	47%	57%	61%T	60%T	
Yes, a bundled package (the same contract for both airtime and handset) on a pay-monthly plan	809	528	79	383	29	62	96	98	59	2	224	30	64	151	139	83	62	26	39	14	66	99	46	2	457	10	142	94	318	144	
	29%c	29%	27%	25%	42%c	41%Tc	42%Tc	44%Tc	34%c	20%	39%Tc	24%	32%	35%Tk	34%	32%	48%Tkmnoq	30%	37%	27%	32%	32%	33%	12%	28%	27%	31%	36%T	32%	37%T	
Yes, handset and airtime on separate contracts (one contract for airtime and one contract for handset) on a pay-monthly plan	104	92	13	55	6	18	21	16	9	2	47	8	12	23	28	22	4	2	4	1	14	17	14	*	75	-	29	17	69	12	
	5%	5%	4%	4%	9%	12%Tc	9%Tc	7%c	5%	20%	8%Tc	6%	6%	5%	7%	8%	3%	2%	4%	3%	7%	6%	10%TTx	3%	5%	-	6%	7%	7%C	3%	
Yes, on a prepaid / pay as you go (PAYG) / top-up plan	284	224	36	222	2	11	17	20	13	1	42	-	-	-	-	-	-	-	-	-	33	37	17	4	192	7	66	-	-	-	
	13%dkl	13%	12%	15%deh	2%	7%	7%	9%	8%	5%	7%	-	-	-	-	-	-	-	-	-	16%	12%	12%	24%	12%	19%	14%	-	-	-	
No	41	32	8	36	2	1	1	-	1	-	5	-	-	-	-	-	-	-	-	-	5	6	2	-	28	4	10	-	-	-	
	2%kmABC	2%	3%	2%g	1%	1%	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-	3%	2%	2%	-	2%	11%	2%	-	-	-	
NET: PAYM	1797	1539	251	1263	65	137	211	204	159	11	524	126	197	430	414	257	129	88	104	52	170	262	120	13	1383	26	387	261	993	387	
	85%	86%	85%	83%	94%c	92%c	92%Tc	91%c	92%c	95%	92%Tc	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	82%	86%	86%	76%	86%	70%	84%	100%T	100%T	100%T

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



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Table 3
Q1. Do you have a mobile phone service for which you are solely or jointly responsible for paying the bill? (i.e. not paid for by an employer or someone outside your household).
Base: All respondents

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (T)	Sim-only (a)	Bundled package (b)	Separate contracts (c)	Total in contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Yes, SIM-only (data, voice minutes and texts) on a pay-monthly plan	1084	1084	-	-	862	463	399	155	709	440	269	376	222	862
	52%bc	100%Tbc	-	-	58%Te	44%	96%Tde	65%Te	61%T	62%T	60%T	59%T	67%Tm	49%
Yes, a bundled package (the same contract for both airtime and handset) on a pay-monthly plan	609	-	609	-	524	509	15	77	384	225	160	224	94	515
	29%acf	-	100%Tac	-	35%Tf	48%Tdfg	4%	32%f	33%T	31%	36%T	35%T	28%	29%
Yes, handset and airtime on separate contracts (one contract for airtime and one contract for handset) on a pay-monthly plan	104	-	-	104	94	91	3	8	68	50	18	38	15	89
	5%abf	-	-	100%Tab	6%f	9%Tfg	1%	3%f	6%	7%	4%	6%	5%	5%
Yes, on a prepay / pay as you go (PAYG) / top-up plan	264	-	-	-	-	-	-	-	-	-	-	-	-	264
	13%abcd	-	-	-	-	-	-	-	-	-	-	-	-	15%l
No	41	-	-	-	-	-	-	-	-	-	-	-	-	41
	2%abde	-	-	-	-	-	-	-	-	-	-	-	-	2%l
NET: PAYM	1797	1084	609	104	1480	1063	417	240	1161	714	447	636	331	1466
	85%lm	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%T	100%Tm	83%

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

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Absolutes/col percents

Table 10
Q2. Thinking about your mobile service and the contract you have, which of these statements best describes your situation?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1063	516	542	152	197	174	182	139	155	65	349	355	358	298	288	223	254	586	477	868	195	906	75	49	32	75	55	118	83	90	74	49	117	134	151	84	32
	59%	60%	59%	60%	64%gh	62%	58%	54%	54%	66%	62%	60%	56%	61%	55%	60%	62%	58%	61%	60%	55%	60%	52%	52%	59%	52%	71%yBE	60%	56%	59%	57%	52%	69%TyB	56%	63%	56%	58%
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	240	107	132	16	36	36	56	46	39	11	52	93	96	71	67	51	52	137	103	180	60	192	25	14	10	25	8	32	14	23	21	14	21	30	26	17	10
	13%cj	12%	14%	6%	12%	13%ce	16%cj	18%cj	14%c	11%	9%	16%cj	15%cj	14%	13%	14%	13%	14%	13%	13%	17%	13%	17%	14%	18%	17%	11%	16%	9%	15%	16%	14%	13%	12%	11%	11%	18%
My current contract has always been on a rolling monthly / 30-day contract	417	207	208	71	74	60	69	59	74	11	145	129	144	107	138	82	90	245	172	330	88	342	39	26	11	39	13	42	44	33	35	26	24	58	52	41	11
	23%if	24%	23%	28%i	24%i	21%i	22%i	23%i	26%i	11%	26%i	22%i	22%i	22%	26%	22%	22%	24%	22%	23%	25%	23%	26%	27%	20%	26%F	17%	22%	30%F	22%	27%F	27%F	14%	24%F	22%	27%F	20%
I don't know whether I am within my minimum contract period or not	45	24	20	4	-	9	6	6	15	5	15	26	9	16	8	11	26	19	38	6	35	6	3	1	6	1	2	5	1	1	3	3	11	6	4	1	
	2%j	3%	2%	1%	-	3%dj	2%j	2%j	5%Tcdf	5%dj	1%	4%dj	2%	3%	2%	3%	3%	2%	3%	2%	3%	2%	4%	3%	1%	4%	1%	1%	3%	1%	1%	3%	2%	5%A	3%	3%	1%
I'm not sure/don't know if I ever had a contract	32	12	21	10	1	3	2	6	2	7	11	5	16	5	16	6	5	21	11	25	8	27	1	3	1	1	-	2	3	5	*	3	4	7	3	4	
	2%	1%	2%	4%dk	*	1%	1%	2%	1%	8%Tdef	2%	1%	3%k	1%	3%	2%	1%	2%	1%	2%	2%	1%	3%	2%	1%	1%	-	1%	2%	*	3%	2%	3%	1%	2%	2%	
NET: In-contract	1480	723	750	223	271	233	251	198	229	75	494	484	502	405	426	305	344	831	649	1198	282	1249	114	75	42	114	68	161	127	122	109	75	140	193	203	125	42
	82%	84%	81%	88%gh	88%Tfg	83%	80%	77%	80%	76%	88%Tfg	81%	78%	83%	81%	82%	84%	82%	83%	83%	79%	83%	78%	79%	78%	78%	88%	82%	85%	81%	83%	79%	83%	80%	85%	83%	78%

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

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Table 11
Q2. Thinking about your mobile service and the contract you have, which of these statements best describes your situation?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £1,499 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,500 and above per week / and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	291	993	387
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1063	914	142	718	45	98	135	133	98	4	340	78	109	244	237	160	83	61	66	24	112	152	74	8	810	18	234	160	569	243
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	240	219	22	167	9	17	29	26	22	5	69	10	28	64	65	33	14	10	7	9	17	28	16	3	195	3	43	32	150	42
My current contract has always been on a rolling monthly / 30-day contract	417	338	78	315	8	21	42	36	32	1	101	33	43	109	93	56	30	13	25	14	34	66	24	1	326	3	88	55	235	88
I don't know whether I am within my minimum contract period or not	45	41	3	35	1	*	3	6	5	1	9	3	11	7	12	3	2	2	4	1	4	11	2	-	30	2	13	6	23	12
I'm not sure/don't know if I ever had a contract	32	26	6	27	2	1	2	2	2	-	5	2	7	5	7	5	-	-	3	4	3	5	3	*	23	1	9	8	16	2
NET: In-contract	1480	1253	220	1033	53	119	177	170	131	5	441	111	151	354	330	216	113	75	91	38	146	217	98	10	1136	21	323	216	804	331
	82%	81%	88%a	82%	81%	87%	84%	83%	82%	50%	84%	89%ms	77%	82%	80%	84%	88%ls	86%	88%	73%	86%	83%	82%	72%	82%	78%	83%	82%	81%	86%

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



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Table 12
Q2. Thinking about your mobile service and the contract you have, which of these statements best describes your situation?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type			Contract status				Awareness of price increase				Took out current contract in the last 6 months		
	Total (T)	Sim-only (a)	Bundle d package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	1764	1056	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
I am currently within a fixed minimum contract period (e.g. 12-month, 18-month, 24 month)	1063	463	509	91	1063	1063	-	-	718	445	273	344	237	826
	59%afg	43%	84%Ta	87%Tc	72%Tf	100%Tfg	-	-	62%kh	62%ki	61%kj	54%	72%Tl	56%
My fixed minimum contract period has ended - I am now out of the minimum contract and am still paying monthly	240	155	77	8	-	-	-	240	168	123	45	73	-	240
	13%def	14%	13%	8%	-	-	-	100%Tde	14%k	17%Tj	10%	11%	-	16%Tl
My current contract has always been on a rolling monthly / 30-day contract	417	399	15	3	417	-	417	-	240	121	118	178	94	323
	23%bce	37%Tbc	2%	3%	28%Teg	-	100%Tdeg	-	21%	17%	26%hi	28%Thi	28%lm	22%
I don't know whether I am within my minimum contract period or not	45	36	6	3	-	-	-	-	21	19	2	24	-	45
	2%defg	3%b	1%	3%	-	-	-	-	2%	3%j	*	4%hj	-	3%l
I'm not sure/don't know if I ever had a contract	32	30	2	-	-	-	-	-	15	6	8	18	-	32
	2%def	3%b	*	-	-	-	-	-	1%	1%	2%	3%i	-	2%l
NET: In-contract	1480	862	524	94	1480	1063	417	-	958	566	392	522	331	1149
	82%gm	80%	86%a	90%a	100%Tg	100%Tg	100%Tg	-	82%	79%	88%Thi	82%	100%Tm	78%

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

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Table 13
Q3. Which provider do you use for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender		Age								Social Grade						Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)	
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	989	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57	
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*	
O2	321	132	185	40	59	82	47	38	49	7	99	130	93	71	105	73	73	176	145	262	59	270	27	12	12	27	12	39	28	11	28	12	33	48	48	22	12	
	18%k	15%	20%a	16%	19%	29%Tcd	15%	15%	17%i	7%	18%l	22%fgl	15%	14%	20%lm	20%	18%	17%	19%	18%	17%	18%	19%	12%	23%	19%k	15%	20%k	19%k	7%	22%k	12%	20%k	20%k	20%k	15%	23%k	
EE	301	148	152	44	71	46	49	40	37	14	116	95	90	90	82	68	61	172	129	239	62	254	23	22	3	23	19	32	16	40	17	22	28	46	34	22	3	
	17%kxj	17%	16%	18%	23%Thki	16%	15%	16%	13%	14%	21%hl	16%	14%	18%	16%	18%	15%	17%	17%	17%	17%	17%kx	16%	23%kx	5%	16%	24%BJ	16%	11%	26%TjyA	13%	23%BJ	17%	19%J	14%	15%	5%	
Vodafone	189	95	92	22	26	40	37	19	30	15	48	77	64	51	55	46	38	106	84	147	42	150	21	9	9	21	7	18	6	8	9	12	35	24	22	9		
	11%kC	11%	10%	9%	8%	14%gj	12%	7%	10%	15%g	9%	13%kj	10%	10%	12%	9%	10%	11%	10%	12%	10%	15%	10%	10%	17%	15%CD	9%	9%	12%k	4%	6%	10%	7%	14%CD	10%	15%CD	9%	17%CD
Tesco Mobile	177	81	95	19	16	9	37	37	39	19	36	46	95	48	52	27	51	100	77	141	36	149	8	12	7	8	5	22	14	15	15	12	18	17	28	14	7	
	10%kde	9%	10%	8%	5%	3%	12%de	14%Tcdk	14%de	20%Tcdk	6%	8%ke	15%Tcdk	10%	10%	7%	12%o	10%	10%	10%	10%	10%	6%	13%	13%	6%	6%	11%	10%	11%	13%	11%	7%	12%	12%	9%	13%	
Three	151	86	66	21	44	27	21	20	9	8	65	49	37	36	41	33	42	77	75	126	26	127	16	5	4	16	7	17	12	15	8	5	16	19	22	11	4	
	8%h	10%	7%	8%h	14%Tghk	10%h	7%	8%h	3%	8%	12%h	8%h	6%	7%	8%	9%	10%	8%	10%	9%	7%	8%	11%	6%	7%	11%	9%	9%	8%	10%	6%	6%	9%	8%	9%	7%	4%	
Virgin Mobile	126	60	65	28	9	12	22	18	26	11	37	34	55	47	34	19	26	81	45	112	15	119	2	3	2	2	5	10	10	15	12	3	25	17	12	13	2	
	7%kdy	7%	7%	11%dek	3%	4%	7%	7%kd	9%de	11%de	7%	6%	9%de	10%or	6%	5%	6%	8%	6%	8%t	4%	8%v	1%	4%	5%	1%	6%	5%	7%y	10%y	9%y	4%	15%TjyAE	7%y	5%	9%y	5%	
Sky	103	53	51	11	15	14	23	16	19	5	26	37	40	27	23	30	23	50	53	78	25	89	5	3	6	5	7	12	11	15	10	3	13	5	6	9	6	
	6%G	6%	5%	4%	5%	7%	5%	6%	7%	5%	6%	6%	6%	4%	8%nq	6%	5%	7%	5%	7%	5%	6%	4%	3%	11%	4%	9%GH	6%	7%GH	10%GH	7%G	3%	6%	2%	2%	6%	11%GH	
Giffgaff	87	32	56	21	18	11	15	11	11	1	39	26	22	20	33	17	17	54	34	68	20	71	10	3	4	10	1	9	11	11	6	3	5	9	8	12	4	
	5%	4%	6%a	8%il	6%	4%	5%	4%	4%	1%	7%il	4%	4%	4%	6%	5%	4%	5%	4%	5%	6%	5%	7%	3%	8%	7%	2%	4%	7%	7%	4%	3%	3%	4%	3%	8%	8%	
BT	78	47	31	10	12	6	8	22	18	3	21	14	43	29	22	11	16	51	27	61	17	62	10	4	3	10	5	10	3	2	4	4	8	15	13	2	3	
	4%	5%	3%	4%	4%	2%	3%	9%Tdefk	6%ek	3%	4%	2%	7%Tefk	6%	4%	3%	4%	5%	3%	4%	5%	4%	7%	4%	5%	7%CI	7%k	5%	2%	1%	3%	4%	5%	6%CI	5%	1%	5%	
Other provider	260	132	128	37	37	34	54	36	48	15	74	87	99	70	78	47	65	149	112	207	54	212	24	21	4	24	9	26	25	21	24	21	11	30	44	22	4	
	14%F	15%	14%	14%	12%	12%	17%	14%	17%	15%	13%	15%	15%	14%	15%	13%	16%	15%	14%	14%	15%	14%	16%	22%kx	7%	16%F	11%	13%	17%F	14%	19%F	22%FJ	6%	12%	18%F	14%	7%	
Don't know/Can't remember	2	1	1	-	-	-	1	-	-	1%T	-	1	1	1	-	-	1	1	1	1	1	2	-	-	-	-	-	-	1	-	-	-	-	1	-	-		
NET: All know providers	1795	865	922	252	309	282	314	256	285	98	561	596	639	489	525	371	411	1014	781	1440	355	1501	146	94	54	146	77	196	149	151	131	94	169	240	238	150	54	
	100%k	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%k	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	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

Mobile in Contract Price Rises Survey
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Absolutes/col percents

Table 14
Q3. Which provider do you use for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity		Children 18 or Under							Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £52,000 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 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	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335	
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387	
O2	321	279	42	196	17	35	63	51	27	6	119	27	30	70	72	47	24	17	23	11	33	47	27	1	243	7	72	50	167	70	
EE	301	252	47	190	17	34	44	35	24	1	110	12	30	65	70	50	31	12	25	5	31	40	25	2	231	6	63	35	165	71	
Vodafone	189	169	20	117	4	19	33	24	32	1	71	9	17	44	46	29	18	12	8	7	14	27	12	2	150	-	39	24	101	50	
Tesco Mobile	177	159	18	139	2	4	5	21	19	-	38	13	25	50	32	26	10	7	10	5	20	29	11	1	135	2	40	33	100	30	
Three	151	126	25	110	3	16	21	10	6	-	42	20	15	38	30	24	10	9	4	2	18	15	4	1	118	3	31	33	79	33	
Virgin Mobile	126	101	25	101	5	7	5	7	7	1	25	8	10	36	24	19	5	7	9	7	10	20	5	-	96	3	27	19	69	22	
Sky	103	95	8	75	3	6	14	11	7	-	27	7	13	27	29	8	3	8	6	3	9	17	9	1	79	-	24	13	66	15	
Giffgaff	87	65	22	72	4	1	1	8	7	-	15	8	6	23	18	13	8	1	6	3	10	14	4	-	67	1	19	14	45	19	
BT	78	65	12	60	6	7	6	10	3	-	19	7	16	19	21	8	4	1	2	1	7	9	6	2	63	1	14	14	51	12	
Other provider	260	226	33	202	3	7	17	26	25	1	57	14	32	59	71	34	16	13	12	9	18	43	17	2	200	3	58	25	149	65	
Don't know/Can't remember	2	2	-	1	-	-	1	1	1	-	1	-	1	-	-	1	-	-	-	-	-	-	1	-	-	-	1	1	1	-	
NET: All know providers	1795	1537	251	1262	65	137	210	203	158	11	523	126	196	430	414	256	129	88	104	52	170	261	120	13	1383	26	386	261	992	387	
	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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Table 15
Q3. Which provider do you use for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
O2	321	147	136	38	265	229	36	43	207	164	43	114	57	264
	18%aj	14%	22%Ta	36%Tab	18%af	22%Tf	9%	18%ag	18%aj	23%Th	10%	18%ak	17%	15%
EE	301	149	145	8	235	201	34	51	219	176	44	62	47	254
	17%cfj	14%	24%Tac	7%	16%ff	19%ff	8%	21%fh	19%jk	25%Thj	10%	13%	14%	17%
Vodafone	189	103	66	19	159	131	27	24	112	74	38	77	43	147
	11%fi	10%	11%	19%Tab	11%ff	12%ff	7%	10%	10%	10%	9%	12%	13%	10%
Tesco Mobile	177	67	102	8	142	132	10	28	111	14	97	66	26	151
	10%alf	6%	17%Tad	7%	10%ff	12%ff	3%	12%fi	10%il	2%	22%Thk	10%il	8%	10%
Three	151	100	46	5	140	131	9	11	108	80	27	44	29	122
	8%if	9%	8%	5%	9%fg	12%Tdfg	2%	5%	9%	11%jk	6%	7%	9%	8%
Virgin Mobile	126	84	29	14	93	63	31	27	82	49	33	44	17	109
	7%	8%b	5%	13%Tb	6%	6%	7%	11%de	7%	7%	7%	7%	5%	7%
Sky	103	51	48	7	83	72	11	16	65	32	33	38	17	86
	6%if	5%	8%a	6%	6%ff	7%ff	3%	7%ff	6%	4%	7%	6%	5%	6%
Giffgaff	87	84	2	2	76	6	70	1	89	27	32	29	5	82
	5%begl	8%Tbc	*	2%	5%eg	1%	17%Tdeg	1%	5%	4%	7%il	4%	2%	6%il
BT	78	63	13	2	60	43	18	12	56	41	15	22	14	65
	4%b	6%b	2%	2%	4%	4%	4%	5%	5%	6%	3%	4%	4%	4%
Other provider	260	236	23	2	225	54	171	26	141	58	83	120	76	184
	14%bce	22%Tbc	4%	2%	15%e	5%	41%Tde	11%e	12%il	8%	19%hil	19%Thi	23%Tm	13%
Don't know/Can't remember	2	1	1	-	1	-	-	-	1	-	1	1	-	2
	*	*	*	-	*	-	-	-	*	-	*	*	-	*
NET: All know providers	1795	1084	607	104	1479	1062	417	240	1180	714	446	635	331	1465
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age											Social Grade										Urban/Rural					Country										Region									
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)												
Unweighted base	1440	699	732	199	244	228	255	216	219	79	443	483	514	388	391	328	333	779	661	1170	270	1206	111	80	43	111	70	148	125	130	109	80	124	205	186	109	43												
Weighted base	1480	723	750	223	271	233	251	198	229	75*	494	484	502	405	426	305	344	831	649	1198	282	1249	114*	75*	42*	114*	68*	161	127*	122*	109*	75*	140*	193	203	125*	42*												
In the last 6 months	331	157	172	64	77	46	52	47	33	11	141	29%Teh ki	98	106	93	70	62	199	132	251	80	275	25	23	9	25	14	31	27	32	33	23	28	46	39	25	9												
	22%h	22%	23%	29%hkl	28%hik l	20%	21%	24%h	15%	15%	18%	20%	18%	26%p	22%	23%	18%	24%	20%	21%	28%k	22%	22%	30%	20%	22%	20%	19%	22%	26%	31%	30%	20%	24%	19%	20%	20%												
7-12 months ago	376	205	170	71	64	52	58	44	58	29	136	110	130	101	94	86	95	196	181	309	67	306	37	21	12	37	17	41	34	36	20	21	31	48	51	28	12												
	25%	28%b	23%	32%gk	24%	22%	23%	22%	25%	39%Tde fgk	27%	23%	26%	25%	22%	28%	28%	24%	28%	26%	24%	24%	33%	28%	30%	33%D	25%	25%	27%	29%	18%	28%	22%	25%	25%	23%	30%												
13-18 months ago	286	152	133	38	43	59	57	38	42	9	81	116	89	74	87	58	66	161	125	241	45	256	12	14	4	12	17	35	22	28	22	14	26	42	38	26	4												
	19%vuy	21%	18%	17%	16%	25%dj l	23%	19%	18%	12%	16%	24%dj	18%	18%	20%	19%	19%	19%	19%	20%	16%	20%kv	10%	19%	10%	10%	25%y	17%	17%	23%y	20%	19%	19%	19%	22%y	18%	21%	10%											
19-24 months ago	141	69	71	12	30	25	21	21	27	6	42	45	54	46	39	25	32	84	56	115	26	125	8	4	4	8	19	12	7	12	4	14	16	25	12	4													
	10%	10%	9%	5%	11%	11%	8%	10%	12%c	8%	8%	9%	11%	11%	9%	8%	9%	10%	9%	10%	9%	10%	7%	5%	10%	7%	12%	12%	9%	5%	11%	4	5%	10%	8%	12%	9%	10%											
Over 2 years ago	308	128	179	28	53	47	57	46	61	15	81	104	123	71	104	54	80	174	134	252	56	259	27	10	12	27	9	31	29	21	20	10	38	35	47	30	12												
	21%c	18%	24%a	13%	19%	20%	23%c	23%c	27%cj	20%	16%	22%c	24%cj	17%	24%im	18%	23%	21%	21%	20%	21%	24%	13%	29%	24%	13%	24%	9	13%	19%	23%	17%	19%	13%	27%zE	18%	23%	24%	29%										
Don't know/Can't remember	38	12	25	9	4	4	6	3	7	4	13	10	14	7	10	11	10	17	21	29	9	28	6	3	-	6	3	4	3	-	1	3	3	5	4	4	-												
	3%	2%	3%	4%	2%	2%	2%	1%	3%	6%	3%	2%	3%	2%	2%	4%	3%	2%	3%	2%	3%	2%	5%	4%	1%	5% C	5% C	3%	-	1%	4% C	2%	3%	2%	3%	2%	3%	1%											
NET: Up to 12 months	707	362	343	135	141	98	110	91	91	40	277	209	222	207	187	156	157	394	313	561	147	581	62	44	21	62	31	72	61	67	53	44	59	94	90	53	21												
	48%	50%	46%	61%Tef ghkl	52%hk	42%	44%	46%	40%	54%	43%	44%	51%	44%	51%	46%	47%	48%	47%	52%	48%	52%	46%	54%	50%	54%	45%	48%	48%	55%	49%	42%	49%	42%	49%	44%	43%	50%											
NET: Between 13 and 24 months	426	222	204	51	72	84	77	59	69	15	123	161	143	120	126	83	98	246	181	356	70	381	19	18	8	19	25	54	34	34	34	18	40	59	62	38	8												
	29%vuy	31%	27%	23%	27%	36%cj	31%	30%	30%	20%	25%	33%cj	28%	30%	29%	27%	28%	30%	28%	30%	25%	31%v	17%	24%	20%	17%	37%y	34%y	27%	28%	31%y	24%	29%	30%y	31%y	30%y	20%												

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under							Household income											Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,400 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	£1,000 to £1,499 per week / and above (p)	£1,500 and above (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	1440	1230	200	1013	49	113	173	168	111	6	421	116	164	378	323	183	95	50	88	43	155	231	105	10	1083	21	336	229	796	284
Weighted base	1480	1253	220	1033	53*	119*	177	170	131*	5**	441	111*	151	354	330	216	113*	75*	91*	38*	146	217	98*	10**	1136	21**	323	216	804	331
In the last 6 months	331	267	63	227	15	27	52	36	24	2	102	18	36	74	74	46	24	29	22	7	35	42	18	2	255	9	67	44	173	85
	22%	21%	29%a	22%	28%	23%	29%	21%	18%	37%	23%	17%	24%	21%	23%	21%	21%	21%	24%	19%	24%	18%	17%	22%	42%	21%	21%	22%	28%	
7-12 months ago	376	310	65	265	19	36	37	41	26	1	110	45	38	81	80	62	28	18	20	6	40	71	23	3	277	1	98	76	182	92
	25%	25%	29%	26%	38%	30%	21%	24%	20%	22%	25%	40%Tlmm	25%	23%	24%	29%	25%	23%	22%	17%	28%	33%kx	23%	33%	24%	7%	30%	35%TB	23%	28%
13-18 months ago	286	245	39	186	12	26	35	38	29	1	99	17	28	66	65	45	28	5	19	13	26	39	23	-	223	6	57	36	163	55
	19%q	20%	18%	18%	23%	22%	20%	23%	22%	24%	22%	15%	19%	19%q	20%q	21%q	24%q	7%	21%q	33%Tkmq	18%	18%	24%	-	20%	28%	18%	17%	20%	17%
19-24 months ago	141	129	12	96	3	8	16	20	17	1	44	9	13	37	27	27	13	10	3	3	12	15	9	-	119	*	22	19	81	35
	10%	10%	5%	9%	6%	7%	9%	11%	13%	17%	10%	8%	9%	13%r	11%	13%	11%	13%	3%	8%	8%	7%	9%	-	10%	1%	7%	9%	10%	11%
Over 2 years ago	308	272	34	224	4	21	37	34	33	-	84	20	32	88	77	34	18	13	20	7	27	40	22	5	238	4	66	36	186	59
	21%	22%	15%	22% ^d	8%	18%	21%	20%	25% ^d	-	19%	18%	21%	25% ^o	23%	16%	17%	22%	22%	18%	19%	18%	22%	48%	21%	22%	20%	17%	23%	18%
Don't know/Can't remember	38	30	8	35	-	1	-	1	1	-	2	2	3	8	7	3	3	1	8	2	5	12	4	-	24	-	13	4	19	5
	3% ^j	2%	3%	3% ^j	-	1%	-	1%	1%	-	1%	2%	2%	2%	2%	2%	2%	1%	9%Tlmmo	5%	4%	5%TTx	4%	-	2%	-	4%	2%	2%	1%
NET: Up to 12 months	707	577	127	492	34	63	89	77	50	3	212	63	74	155	154	107	53	47	41	14	75	112	40	5	532	10	165	121	355	177
	48%	46%	58% ^{Ta}	48%	64% ^h	53%	50%	45%	38%	59%	48%	57% ^{ms}	44%	49%	47%	44%	46%	45%	45%	36%	52%	41%	51%	47%	47%	47%	51%	56% ^{TB}	44%	53% ^B
NET: Between 13 and 24 months	426	374	51	282	15	34	51	58	46	2	143	25	42	103	92	72	40	15	22	16	38	54	32	-	342	6	79	55	244	90
	29%	30%	23%	27%	28%	28%	29%	34%	35%	41%	32%	23%	28%	29%	28%	33%	36%	20%	24%	41% ^q	26%	25%	33%	-	30%	29%	24%	26%	30%	27%

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle e (h)	Separate contra cts (i)	Total in-contra ct (j)	30 day rolling (k)	Out of contra ct (l)	Total aware (m)	Aware CAN increa se (n)	Aware CANNOT increa se (o)	Not aware (p)	Yes (q)	No (r)	
Unweighted base	1440	830	505	105	1440	1042	398	-	921	535	386	519	332	1108
Weighted base	1480	862	524	94*	1480	1063	417	**	958	566	392	522	331	1149
In the last 6 months	331	222	94	15	331	237	94	-	210	114	97	120	331	-
	22%lm	26%bg	18% (h)	16% (i)	22% (j)	22% (k)	22% (l)	-	22% (m)	20% (n)	25% (o)	23% (p)	100%Tm	-
7-12 months ago	376	198	158	20	376	314	63	-	253	144	110	123	-	376
	25%fl	23% (g)	30%ha	21% (i)	25%f (j)	30%Tdf (k)	15% (l)	-	26% (m)	25% (n)	28% (o)	24% (p)	-	33%Tl
13-18 months ago	286	129	131	25	286	232	53	-	191	121	70	95	-	286
	19%alf	15% (g)	25%Ta	27%a (i)	19%f (j)	22%kf (k)	13% (l)	-	20% (m)	21% (n)	18% (o)	18% (p)	-	25%Tl
19-24 months ago	141	73	52	15	141	101	40	-	105	69	36	36	-	141
	10%li	8% (g)	10% (h)	16%a (i)	10% (j)	10% (k)	10% (l)	-	11%k (m)	12%k (n)	9% (o)	7% (p)	-	12%li
Over 2 years ago	308	214	77	17	308	152	157	-	182	108	74	126	-	308
	21%bel	25%b (g)	15% (h)	18% (i)	21%e (j)	14% (k)	38%Tde (l)	-	19% (m)	19% (n)	19% (o)	24%h (p)	-	27%Tl
Don't know/Can't remember	38	26	11	1	38	26	11	-	16	10	6	21	-	38
	3%kl	3% (g)	2% (h)	1% (i)	3% (j)	2% (k)	3% (l)	-	2% (m)	2% (n)	2% (o)	4%h (p)	-	3%kl
NET: Up to 12 months	707	420	252	35	707	551	156	-	464	258	206	244	331	376
	48%fm	49% (g)	48% (h)	37% (i)	48%f (j)	52%kf (k)	37% (l)	-	48% (m)	46% (n)	53% (o)	47% (p)	100%Tm	33%
NET: Between 13 and 24 months	426	202	184	41	426	333	93	-	296	190	105	131	-	426
	29%alf	23% (g)	35%Ta	44%Ta (i)	29%f (j)	31%kf (k)	22% (l)	-	31%k (m)	34%k (n)	27% (o)	25% (p)	-	37%Tl

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 19
Q5. How much is your monthly payment for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age											Social Grade					Urban/Rural		Country										Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)				
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57				
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*				
Less than £5.00	(3.50)	84	46	38	11	10	6	15	13	19	9	22	21	41	20	29	11	25	49	36	53	31	74	2	6	2	2	9	12	4	6	14	6	14	7	7	2				
		5%	5%	4%	5%	3%	5%	5%	5%	7%	9%	4%	4%	6%	4%	5%	3%	6%	5%	5%	4%	9%	5%	1%	7%	4%	1%	3%	4%	8%	4%	5%	7%	8%	2%	6%	5%	4%			
£5.00 - £9.99	(7.50)	516	229	287	63	49	59	86	109	122	33	112	142	264	138	155	106	293	225	412	106	418	55	31	16	55	27	59	46	43	37	31	45	55	55	47	16	29%			
		29%dejk	26%	31%	25%cd	16%	20%	27%de	43%Tcd	43%Tcd	33%de	26%	24%de	41%Tcd	28%	30%	29%	29%	29%	29%	29%	30%	28%	33%	29%	29%	38%GH	35%	30%	32%	28%	28%	33%	27%	24%	23%	31%	29%			
£10.00 - £19.99	(15.00)	532	250	279	79	91	65	101	69	86	42	170	166	196	138	154	113	127	292	240	426	106	452	39	27	14	39	16	46	49	56	37%ZA	45	34%	27	51	79	67	42	14	
		30%	29%	30%	31%	29%	23%	32%e	27%	30%	42%Tde	30%	28%	31%e	28%	29%	30%	31%	29%	31%	30%	30%	30%	27%	29%	27%	21%	23%	23%	33%	34%	29%	30%	33%	28%	28%	28%	25%			
£20.00 - £29.99	(25.00)	292	158	134	38	45	61	57	39	42	10	84	118	90	82	83	52	75	164	127	235	57	241	22	18	11	22	7	40	23	24	14	18	24	37	51	51	21	11		
		16%	18%	15%	15%	15%	22%ij	18%	15%	15%	10%	15%	20%kl	14%	17%	16%	14%	18%	16%	16%	16%	16%	15%	19%	20%	15%	9%	20%D	15%	16%	11%	19%	14%	15%	21%zD	14%	14%	20%			
£30.00 - £39.99	(35.00)	153	77	76	23	39	37	24	19	9	2	62	61	30	51	31	44	28	81	72	125	29	133	9	6	5	9	11	15	10	11	9	6	11	25	25	17	5			
		9%h	9%	8%	9%hi	13%hil	13%Thil	8%h	7%	3%	2%	11%hil	10%hil	5%	10%in	6%	12%np	7%	8%	9%	8%	9%	6%	6%	6%	6%	9%	6%	14%	8%	7%	7%	6%	6%	11%	10%	11%	9%			
£40.00 - £49.99	(45.00)	105	48	57	16	37	28	13	6	3	1	53	41	10	25	37	28	15	61	43	90	14	87	8	5	4	8	6	15	2	9	6	5	14	19	10	7	4			
		6%ghlB	5%	6%	6%ghl	12%Tfg	10%Tfgh	4%l	2%	1%	1%	10%Tfgh	7%ghl	2%	5%	7%	8%p	4%	6%	6%	6%	4%	6%	6%	5%	8%	6%	7%B	8%B	1%	6%	5%	5%	8%B	8%B	4%	4%	8%B			
£50.00 - £59.99	(55.00)	49	23	25	7	21	12	7	1	1	-	28	19	2	15	15	12	7	30	19	42	8	41	5	1	2	5	5	2	4	3	7	1	4	7	8	2	2			
		3%ghl	3%	3%	3%l	7%Tfgh	4%ghl	2%l	-	-	-	5%Tghl	3%ghl	-	3%	3%	2%	3%	3%	2%	3%	2%	3%	3%	2%	3%	7%A	1%	3%	2%	5%	2%	2%	2%	3%	3%	2%	2%	3%		
£60.00 - £69.99	(65.00)	27	13	15	5	5	10	7	-	-	-	10	17	-	6	13	1	8	19	8	25	2	24	2	-	2	2	-	6	2	2	4	-	3	1	3	4	2			
		2%l	1%	2%	2%l	4%Tghl	2%ghl	-	-	-	-	3%ghl	-	1%	2%o	1%	2%o	1%	2%o	1%	2%	1%	2%	1%	-	3%	1%	3%	1%	1%	3%	-	2%	-	1%	3%	2%	3%			
£70.00 - £79.99	(75.00)	14	11	2	1	7	3	2	-	-	1	6	5	1	8	2	1	3	10	4	14	1	12	2	-	2	1	-	-	1	-	-	-	7	2	2	2	-			
		1%	1%b	-	-	2%Tghl	1%	1%	-	-	1%	3%l	1%	-	2%	-	-	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	-	-	-	-	3%T	1%	1%	1%	-				
£80.00 - £89.99	(85.00)	10	4	6	4	2	1	2	-	2	-	6	3	2	4	2	-	3	6	4	9	-	10	-	-	-	-	3%TG	2%	-	2	-	2	-	1	-	-				
		1%	1%	1%	2%	1%	-	1%	-	1%	-	1%	-	1%	-	-	1%	1%	1%	1%	1%	-	1%	-	-	-	-	3%TG	2%	-	2%	-	2%	-	1%	-	-				
£90.00 - £99.99	(95.00)	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-				
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
£100.00 or more	(110.00)	2	2	-	-	2	-	-	-	-	2	-	-	-	2	-	-	-	2	-	2	-	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-				
		-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-				
Don't know	10	5	4	4	1	2	1	-	1	1	5	3	2	4	3	2	1	7	3	7	2	9	1	-	-	1	-	1	-	-	1	-	1	1	3	1	-				
	1%	1%	4%	2%	1%	1%	-	-	1%	1%	3%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	1%	-	-	1%	-	1%	1%	1%	1%	1%	-			
Mean	20.26g	20.88	19.67	21.41g	26.91T	25.81T	19.82g	15.01	14.15	13.77	24.45T	22.64T	14.44	21.11	20.30	20.33	19.23	20.69	19.75	20.96t	17.53	20.54	19.48	17.04	20.96	19.48	23.24B	21.23B	16.64	19.22	21.41B	17.04	19.92	22.75T	20.74B	19.52	20.96				
	hns		hl	l	cdgnk	ghl	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l				

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 19
Q5. How much is your monthly payment for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepaid/PAYG/top up plan

	Gender			Age							Social Grade							Urban/Rural		Country				Region													
	Total (a)	Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	NET: 16-34 (k)	NET: 35-54 (l)	NET: 55+ (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Urban (t)	Rural (u)	Englan d (v)	Scot- land (w)	Wales (x)	North- ern Ire- land (y)	Scot- land (z)	North East (aa)	North West (ab)	York- shire & Humb- erside (ac)	West Mid- lands (ad)	East Mid- lands (ae)	Wales (af)	East- ern (ag)	London (ah)	South East (ai)	South West (aj)	North- ern Ire- land (ak)
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*
Standard deviation	15.83	16.34	15.23	16.69	18.95	17.41	15.28	10.12	10.57	9.72	18.16	16.58	10.26	16.35	16.61	14.32	15.49	16.48	14.95	16.39	13.01	16.10	15.45	11.79	15.12	15.45	19.16	16.72	12.40	13.81	16.59	11.79	15.95	17.68	15.09	15.12	15.12
Standard error	0.38	0.57	0.51	1.12	1.13	1.04	0.86	0.61	0.63	0.95	0.81	0.68	0.40	0.75	0.76	0.72	0.78	0.53	0.53	0.44	0.71	0.42	1.30	1.19	2.00	1.30	2.13	1.26	1.02	1.09	1.61	1.19	1.31	1.11	1.01	1.31	2.00

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 20
Q5. How much is your monthly payment for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepaid/PAYG/top up plan

	Ethnicity		Children 18 or Under							Prefer not to answer (i)	NET: Yes (j)	Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)			Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £10,400 per year (l)	From £300 to £499 per week / From £25,999 to £15,600 per year (m)	From £500 to £699 per week / From £36,399 to £26,000 per year (n)	From £700 to £999 per week / From £51,999 to £38,400 per year (o)	From £1,000 to £1,499 per week / From £77,999 to £52,000 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335	
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387	
Less than £5.00	(3.50)	84 (5%)	76 (3%)	8 (3%)	75 (6%ef)	-	1 (1%)	3 (2%)	6 (3%)	3 (2%)	-	9 (8%r)	10 (5%r)	11 (5%r)	23 (6%r)	23 (5%r)	7 (3%)	3 (2%)	3 (2%)	-	4 (8%r)	6 (3%)	13 (5%)	6 (2%)	-	65 (5%)	19 (11%)	11 (6%)	56 (8%)	13 (3%)	
£5.00 - £9.99	(7.50)	518 (29%defg)	449 (29%defg)	66 (26%h)	416 (33%Tdefg)	5 (8%)	21 (15%)	43 (20%cd)	35 (17%)	36 (23%cd)	11%	100 (19%)	38 (30%)	67 (34%ppq)	145 (34%ppq)	119 (29%)	63 (25%)	25 (19%)	16 (18%)	29 (28%)	16 (31%)	39 (23%)	82 (31%)	33 (27%)	7 (54%)	398 (29%)	7 (28%)	113 (26%)	68 (26%)	320 (32%C)	84 (22%)
£10.00 - £19.99	(15.00)	532 (30%ef)	445 (29%)	86 (34%)	384 (30%ef)	14 (22%)	33 (24%)	43 (20%)	58 (28%)	52 (33%ef)	7 (62%)	142 (27%)	45 (36%pq)	99 (30%)	122 (31%)	128 (28%)	68 (24%)	28 (22%)	32 (27%)	29 (27%)	21 (41%p)	49 (29%)	72 (28%)	24 (20%)	3 (25%)	417 (36%)	9 (27%)	105 (33%)	85 (29%)	283 (30%)	114 (30%)
£20.00 - £29.99	(25.00)	292 (16%)	258 (17%)	33 (13%)	190 (15%)	15 (24%)	33 (24%Tc)	33 (16%)	48 (23%Tc)	24 (15%)	-	102 (12%)	15 (19%)	38 (14%)	59 (16%)	65 (21%ms)	53 (19%)	24 (13%)	12 (22%a)	23 (7%)	4 (20%)	33 (19%)	49 (24%TTx)	29 (18%)	2 (15%)	2 (8%)	75 (19%)	42 (16%)	153 (15%)	71 (18%)	
£30.00 - £39.99	(35.00)	153 (9%)	135 (9%)	18 (7%)	87 (7%)	11 (18%Tc)	21 (15%Tc)	32 (11%Tc)	23 (11%Tc)	13 (8%)	3*	66 (8%Tc)	11 (8%)	12 (9%)	35 (9%)	24 (10%)	17 (13%r)	9 (10%)	4 (3%)	3 (6%)	12 (7%)	22 (8%)	8 (6%)	-	125 (9%)	28 (7%)	30 (11%)	77 (8%)	39 (10%)		
£40.00 - £49.99	(45.00)	105 (6%bc)	86 (6%)	18 (7%)	50 (4%)	11 (17%Tc)	15 (11%Tc)	27 (13%Tc)	21 (10%Tc)	19 (12%Tc)	1	54 (7%)	7 (5%)	16 (4%)	18 (4%)	27 (10%Tmn)	15 (12%Tmn)	3 (4%)	11 (10%mn)	2 (3%)	12 (7%)	8 (3%)	9 (7%)	3*	80 (6%)	5 (20%)	19 (5%)	16 (6%)	49 (5%)	27 (7%)	
£50.00 - £59.99	(55.00)	49 (3%)	46 (3%)	3 (1%)	32 (3%)	3 (5%)	7 (5%)	11 (2%)	5 (2%)	4 (3%)	1 (9%)	16 (3%)	1 (3%)	13 (3%)	13 (3%)	8 (3%kl)	6 (5%kl)	4 (3%)	3 (2%)	1 (5%u)	9 (1%)	3 (1%)	3 (2%)	-	37 (3%)	1 (5%)	11 (3%)	3 (1%)	28 (4%)	15 (4%)	
£60.00 - £69.99	(65.00)	27 (2%)	20 (1%)	3 (1%)	12 (1%)	2 (3%log)	5 (3%log)	8 (3%log)	1 (1%)	3 (2%)	-	15 (3%bc)	3 (1%)	6 (1%)	3 (1%)	4 (2%)	5 (4%kmm)	2 (1%)	1 (3%)	1 (2%)	5 (3%)	6 (2%)	2 (1%)	-	19 (1%)	-	9 (2%)	-	16 (2%)	10 (3%A)	
£70.00 - £79.99	(75.00)	14 (1%)	8 (1%)	6 (2%a)	5 (1%)	2 (1%Tc)	3 (1%Tc)	2 (1%Tc)	3 (2%)	1 (1%)	9 (2%bc)	1 (1%)	1 (1%)	5 (1%)	1 (1%)	3 (3%mo)	2 (3%o)	1 (1%)	1 (1%)	2 (1%Tx)	3 (1%)	3 (1%)	3 (2%)	-	11 (1%)	3 (1%)	1 (1%)	4 (1%)	8 (1%B)		
£80.00 - £89.99	(85.00)	10 (1%)	6 (1%)	4 (2%)	3 (1%)	2 (3%Tc)	3 (1%Tc)	2 (1%Tc)	2 (1%)	2 (1%)	7 (2%bc)	4 (1%)	3 (1%)	4 (1%)	2 (1%)	1 (1%)	1 (1%)	1 (1%)	1 (1%)	1 (1%Tx)	4 (1%)	2 (1%)	4 (2%)	-	1 (1%)	4 (1%)	5 (1%)	3 (1%)	1 (1%)		
£90.00 - £99.99	(95.00)	1 (1%)	1 (1%)	1 (1%a)	1 (1%)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 (1%Tx)	-	-	-	-	1 (1%)	-	-	-	1 (1%B)	
£100.00 or more	(110.00)	2 (1%)	2 (1%)	2 (1%a)	2 (1%)	-	2 (1%bc)	-	-	-	2 (2%bc)	-	-	-	-	-	-	2 (1%Tmn)	-	-	-	-	-	-	-	2 (1%)	-	-	-	2 (1%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



Mobile in Contract Price Rises Survey
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Absolutes/col percents

Table 20
Q5. How much is your monthly payment for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	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 4 months (d)	Yes - children aged 5 to 10 years (e)	Yes - children aged 11 to 15 years (f)	Yes - children aged 16 to 18 years (g)	Prefer not to answer (h)	NET: Yes (i)	Up to £10,399 per year (j)	From £10,400 to £15,599 per year (k)	From £15,600 to £25,999 per year (l)	From £26,000 to £36,399 per year (m)	From £36,400 to £51,999 per year (n)	From £52,000 to £77,999 per year (o)	From £78,000 and above per year (p)	Don't know (q)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Weighted base	1797	1539	251	1263	65*	137*	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Don't know	10	9	1	6	1	-	3	-	2	1	3	-	1	2	-	-	1	-	5	1	-	2	7	1	2	2	1	3	1	
	1%	1%	*	*	1%	-	1%	-	1%	6%	1%	-	*	*	-	-	*	-	5% TKmn o	1%	-	1%	1%	2%	2	*	*	*	1	
Mean	20.28k	19.87	22.65a	17.96	31.48Tc	27.04Tc	28.88Tc	24.41Tc	23.00c	21.24	25.86Tc	16.40	16.88	18.96	19.78kl	22.47kl	27.89TK	26.37TK	21.36kl	15.32	24.15Tu	19.16	23.33u	13.73	20.18	21.85	20.52	20.37	18.96	23.99TAB
Standard deviation	15.83	15.07	19.66	14.08	17.81	16.30	20.64	16.80	16.40	15.29	18.29	11.03	12.06	15.48	15.73	15.43	19.65	22.27	15.04	10.96	18.74	15.21	19.39	9.15	15.75	15.76	16.17	15.47	14.88	18.37
Standard error	0.38	0.39	1.30	0.40	2.32	1.40	1.43	1.19	1.42	5.10	0.82	0.96	0.83	0.72	0.77	1.04	1.91	2.92	1.50	1.45	1.38	0.92	1.73	2.54	0.43	3.03	0.81	0.93	0.47	1.01

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 21
Q5. How much is your monthly payment for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Total (T)	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
		Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN INCREASE (i)	Aware CANNOT INCREASE (j)	Not aware (k)	Yes (l)	No (m)	
Unweighted base	1764	1058	586	120	1440	1042	396	235	1120	678	442	644	332	1432	
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466	
Less than £5.00 (3.50)	84	82	2	-	67	14	53	11	48	26	22	36	21	63	
	5%bce	8%Tbc			5%ie	1%	13%Tdeg	5%ie	4%	4%	5%	6%	6%	4%	
£5.00 - £9.99 (7.50)	518	471	38	9	405	191	214	85	331	191	140	187	98	420	
	29%bce	43%Tbc	6%	9%	27%ie	18%	51%Tdeg	36%Tdeg	29%	27%	31%	29%	30%	29%	
£10.00 - £19.99 (15.00)	532	372	137	23	427	310	117	78	353	191	162	179	105	427	
	30%b	34%Tbc	23%	22%	29%	29%	28%	32%	30%	27%	36%Tk	28%	32%	29%	
£20.00 - £29.99 (25.00)	292	110	157	25	242	219	23	38	190	127	63	102	40	252	
	16%af	10%	26%Ta	24%a	16%af	21%Tdf	6%	16%af	16%	18%	14%	16%	12%	17%	
£30.00 - £39.99 (35.00)	153	16	119	18	140	135	5	12	100	68	31	53	33	120	
	9%af	2%	20%Ta	17%Ta	9%af	13%Tdf	1%	5%af	9%	10%	7%	8%	10%	8%	
£40.00 - £49.99 (45.00)	105	9	78	17	97	96	1	7	68	55	13	37	10	94	
	6%af	1%	13%Ta	16%Ta	7%af	9%Tdf		3%af	6%j	8%j	3%	6%	3%	6%j	
£50.00 - £59.99 (55.00)	49	8	35	6	45	43	2	4	31	22	9	19	9	41	
	3%af	1%	6%Ta	6%a	3%af	4%af	1%	1%	3%	3%	2%	3%	3%	3%	
£60.00 - £69.99 (65.00)	27	3	20	5	26	25	2	1	20	16	4	8	4	23	
	2%a		3%Ta	5%Ta	2%	2%af		1%	2%	2%	1%	1%	1%	2%	
£70.00 - £79.99 (75.00)	14	3	10	1	11	11	-	2	12	11	1	2	3	11	
	1%		2%a		1%	1%		1%	1%	1%		1%	1%	1%	
£80.00 - £89.99 (85.00)	10	2	8	-	10	10	-	-	6	6	-	4	2	8	
	1%		1%a		1%	1%			1%	1%		1%	1%	1%	
£90.00 - £99.99 (95.00)	1	-	-	1	1	1	-	-	-	-	-	1	-	1	
				1%Tab											
£100.00 or more (110.00)	2	2	-	*	2	2	-	-	2	2	-	*	2	*	
				*	*	*			*	*		*	1%im	*	
Don't know	10	5	5	-	6	6	-	-	1	-	1	9	3	7	
	1%		1%		1%	1%			1%			1%hi	1%		
Mean	20.28a	13.34	30.80T	31.18T	21.13f	25.15T	10.96	16.47f	20.52j	22.61T	17.16	19.84j	19.44	20.47	
	fg		a	a	g	dg			hjk						
Standard deviation	15.83	10.49	16.58	17.70	16.35	17.10	7.74	12.26	15.97	17.59	12.26	15.57	16.60	15.66	

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Table 21
Q5. How much is your monthly payment for your mobile phone service?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	30 day rolling (k)	Out of contract (l)	Total aware (m)	Aware CAN increase (n)	Aware CANNOT increase (o)	Not aware (p)	Yes (q)	No (r)	
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Standard error	0.38	0.32	0.69	1.62	0.43	0.53	0.39	0.80	0.48	0.68	0.58	0.62	0.92	0.42

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 22
Q6. Thinking back to when you signed up to your current contract/ with your current provider, how did you do this?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age													Social Grade										Urban/Rural		Country						Region									
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)							
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57							
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*							
Online, using the provider's website	863	440	420	149	163	154	153	113	107	23	312	307	244	247	259	184	173	506	357	712	150	736	61	40	25	61	45	98	75	83	69	40	66	108	123	69	25							
	48%hkl	51%	45%	59%Tghl	53%hkl	55%ghl	49%hkl	44%kl	38%kl	24%	56%Tghl	51%hkl	38%kl	50%kl	49%	50%	42%	50%kl	46%	49%kl	42%	49%	42%	42%	47%	42%	59%yF	50%	55%yF	52%	42%	39%	45%	52%F	46%	47%								
In the provider's shop	361	158	200	39	40	42	53	69	80	37	79	95	187	96	89	77	99	185	176	284	77	287	38	23	13	38	14	41	26	22	18	23	35	54	50	26	13							
	20%jd	18%	22%	15%	13%	15%	17%	27%Tcd	28%Tcd	28%Tcd	14%	16%	29%Tcd	20%	17%	21%	24%lnq	18%	23%ln	20%	22%	19%	26%	24%	25%	26%CD	19%	21%	18%	14%	14%	24%	21%	22%	21%	17%	25%							
Speaking to the provider on the phone	299	127	170	16	41	36	67	50	64	25	57	103	139	72	93	57	77	165	134	236	63	257	16	16	10	16	15	25	31	30	22	16	48	31	30	25	10							
	17%kj	15%	18%	6%	13%k	13%k	21%cd	19%kj	23%Tcd	25%cd	10%	17%kj	22%Tcd	15%	18%	15%	19%	16%	17%	16%	18%	17%	11%	17%	19%	11%	19%	13%	21%	20%	17%	17%	26%TyA	13%	13%	17%	19%							
Online, using the provider's mobile app	122	65	58	24	34	22	19	10	9	4	58	41	23	47	39	22	14	86	37	98	25	101	13	8	1	13	*	11	8	10	12	9%z	8	10	18	21	10							
	7%hlpz	7%	6%	9%ghi	11%Tghl	8%hkl	6%	3%	4%	3%	10%Tghl	7%kl	4%	9%pr	7%p	6%	3%	8%pr	5%	7%	7%	7%	9%	8%	1%	9%z	*	5%	6%	7%	9%z	8%z	6%	8%z	9%z	7%	1%							
Through another seller such as Carphone Warehouse	70	44	26	5	23	20	10	4	6	2	28	31	12	8	24	16	23	32	38	58	12	48	14	4	4	14	*	10	7	1	4	4	4	8	7	8	4							
	4%lm	5%b	3%	2%	7%Tdg	7%Tghl	3%	2%	2%	2%	5%gl	5%gl	2%	2%	5%lm	4%lm	5%lm	3%	5%lm	4%	3%	3%	10%Tu	4%	8%	10%TzCD	*	5%C	5%C	1%	3%	4%	2%	3%	3%	5%C	8%zC							
Don't know / can't remember	56	22	33	15	6	4	7	5	13	4	22	12	22	11	20	10	15	31	25	39	17	50	4	2	-	4	*	5	*	4	5	19	5	19	5	7								
	3%	3%	4%	6%Tdek	2%	2%	2%	2%	5%	4%	4%	2%	4%	2%	4%	3%	4%	3%	3%	3%	3%	5%	3%	3%	2%	-	3%	*	2%	*	4%B	2%	3%	8%TZAB	2%	4%B								
Another way (WRITE IN)	26	10	16	5	1	2	5	4	5	4	6	8	12	9	2	4	10	12	14	14	13	23	1	3	-	1	2	8	1	1	3	1	2	1	5	*								
	1%	1%	2%	2%	*	1%	2%	2%	2%	4%nd	1%	1%	2%	2%	*	1%	2%ln	1%	2%	4%Ts	2%	3%	1%	3%	1%	3%	4%TH	*	1%	1%	3%	1%	1%	1%	3%	1%								
NET: Online	985	505	477	172	197	176	172	123	117	27	369	348	267	294	298	206	187	591	394	810	175	837	74	48	26	74	48	108	83	94	81	48	76	126	144	79	26							
	55%hkl	58%b	52%	68%Tghl	64%Tghl	63%Tghl	55%hkl	48%kl	41%kl	28%	56%Tghl	58%ghl	42%kl	60%pr	57%p	56%p	45%	58%pr	50%	56%kl	49%	56%	51%	50%	48%	51%	59%	55%	56%	62%F	61%F	50%	45%	53%	60%F	53%	48%							

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



Mobile in Contract Price Rises Survey
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Absolutes/col percents

Table 23
Q6. Thinking back to when you signed up to your current contract/ with your current provider, how did you do this?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity		Children 18 or Under							Household Income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335
Weighted base	1797	1539	251	1263	65*	137*	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Online, using the provider's website	863	722	136	597	28	65	102	107	83	2	263	64	99	194	193	132	67	39	45	31	92	118	55	7	661	12	190	127	463	197
In the provider's shop	361	325	36	286	14	20	26	33	22	-	75	24	39	96	84	52	22	12	23	9	28	55	25	2	283	5	73	48	212	69
Speaking to the provider on the phone	299	265	34	217	7	22	29	27	29	6	76	20	36	80	75	33	18	18	11	8	28	60	26	3	217	3	79	38	185	57
Online, using the provider's mobile app	122	93	30	63	10	12	24	20	16	2	57	9	8	19	27	25	14	12	5	2	10	13	2	-	104	-	18	21	60	35
Through another seller such as Carphone Warehouse	70	63	6	39	4	12	20	11	3	-	31	2	5	18	9	7	3	8	-	5	6	7	1	54	3	13	12	30	20	
Don't know / can't remember	56	46	8	39	2	6	7	4	3	1	16	5	7	13	11	5	2	-	11	2	2	6	2	-	44	3	9	13	25	5
Another way (WRITE IN)	26	25	1	21	-	-	3	2	2	-	6	2	3	10	6	1	1	3	1	-	4	3	3	-	21	1	5	3	18	4
NET: Online	985	814	166	660	38	77	126	126	99	4	321	73	106	213	220	157	80	52	50	33	102	132	56	7	765	12	208	148	523	231
	55%	53%	66%Ta	52%	58%	56%	60%	62%c	62%	41%	61%Tc	58%	54%	50%	53%	61%lm	62%nm	59%	48%	64%	60%v	50%	47%	54%	55%	45%	54%	57%	53%	60%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

Mobile in Contract Price Rises Survey
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Table 24
Q6. Thinking back to when you signed up to your current contract/ with your current provider, how did you do this?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Online, using the provider's website	863	572	245	45	741	478	263	98	558	363	196	304	170	693
	48%b	53%Tb	40%	43%	50%eg	45%	53%Tde	41%	48%	51%kj	44%	48%	51%	47%
In the provider's shop	361	157	183	21	255	219	37	84	221	115	107	140	43	318
	20%af	15%	30%Ta	20%	17%f	21%f	9%	35%Tde	19%	16%	24%i	22%i	13%	22%i
Speaking to the provider on the phone	299	187	97	25	249	189	59	40	211	141	70	88	55	244
	17%f	17%	14%	24%b	17%f	19%f	12%	17%	18%k	20%k	16%	14%	17%	17%
Online, using the provider's mobile app	122	70	40	12	113	80	33	7	92	52	40	31	35	87
	7%g	6%	7%	12%	8%g	8%g	8%g	3%	8%k	7%	9%k	5%	11%Tm	6%
Through another seller such as Carphone Warehouse	70	27	41	2	61	50	11	7	38	19	19	32	13	57
	4%	3%	7%Ta	2%	4%	5%	3%	3%	3%	3%	4%	5%	4%	4%
Don't know / can't remember	56	47	9	-	36	19	16	4	26	15	11	30	2	54
	3%l	4%bc	1%	-	2%	2%	4%e	2%	2%	2%	5%hi	-	4%l	-
Another way (WRITE IN)	26	23	3	-	25	18	7	-	14	9	5	12	13	14
	1%	2%b	1%	-	2%	2%	2%	-	1%	1%	1%	2%	4%Tm	1%
NET: Online	985	643	285	57	854	558	296	105	650	414	236	335	205	780
	55%bg	59%Tb	47%	55%	58%eg	52%g	71%Tde	44%	56%	58%	53%	53%	62%Tm	53%

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

Mobile in Contract Price Rises Survey
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Absolutes/col percents

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

	Gender			Age										Social Grade										Urban/Rural		Country					Region									
	Total (i)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)			
Unweighted base	1440	699	732	199	244	228	255	216	219	79	443	483	514	388	391	328	333	779	661	1170	270	1206	111	80	43	111	70	148	125	130	109	80	124	205	186	109	43			
Weighted base	1480	723	750	223	271	233	251	198	229	75*	494	484	502	405	426	305	344	831	649	1198	282	1249	114*	75*	42*	114*	68*	161	127*	122*	109*	75*	140*	193	203	125*	42*			
Renewed/look out a new contract with the same provider	894	408	480	98	159	144	155	133	148	57	257	300	338	245	244	186	220	489	406	714	181	758	64	45	27	64	49	92	82	73	62	45	99	99	130	72	27			
	60%cjG	56%	64%ka	44%	59%c	62%cj	62%cj	67%kj	65%kj	78%Tcdjk	52%	62%kj	67%Tcdj	60%	57%	61%	64%	59%	63%	60%	64%	61%	56%	60%	65%	56%	72%G	64%G	60%	56%	60%	71%TyADG	51%	64%G	58%	65%				
Switched from a different provider	493	264	228	92	88	82	89	59	68	15	180	171	141	135	147	111	100	281	211	408	85	411	42	27	13	42	18	61	36	38	39	27	34	72	65	47	13			
	33%ii	36%b	30%	41%Tghii	32%	35%ii	35%ii	30%	30%	20%	36%iii	35%ii	28%	33%	34%	36%	29%	34%	33%	34%	30%	33%	36%	36%	31%	36%	26%	38%F	29%	31%	36%	36%	24%	38%F	32%	38%				
Don't know / can't remember	35	17	18	13	10	2	3	3	2	1	23	5	7	13	12	3	7	25	10	28	7	29	3	2	1	3	1	1	1	3	7	2	4	5	3	3	1			
	2%	2%	2%	6%Tafhki	4%k	1%	1%	2%	1%	2%	5%Tafhki	1%	3%	3%	1%	1%	2%	3%	2%	2%	2%	2%	3%	3%	3%	3%	2%	7%TAH	3%	3%	3%	3%	3%	1%	2%	2%				
Not applicable, this is my first contract	58	34	24	20	14	5	3	3	10	2	34	8	16	13	23	5	17	36	21	48	10	50	5	1	1	5	-	7	7	8	1	2	16	6	2	1				
	4%k	5%	3%	9%Tefgki	5%k	2%	1%	2%	5%	3%	7%Tefgki	2%	3%	3%	5%o	2%	5%o	4%o	3%	4%	3%	4%	5%	2%	2%	5%	-	4%	6%	7%	1%	2%	8%TzDFHI	3%	2%	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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Table 26
Q7. Thinking about your current contract, did you renew your existing contract / take out a new contract with a provider you were already with, or did you switch from another provider?
Base: All currently in-contract

	Ethnicity		Children 18 or Under							Household Income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physically condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1440	1230	200	1013	49	113	173	168	111	6	421	116	164	378	323	183	95	50	88	43	155	231	105	10	1083	21	336	229	796	284
Weighted base	1480	1253	220	1033	53*	119*	177	170	131*	5**	441	111*	151	354	330	216	113*	75*	91*	38*	146	217	98*	10**	1136	21**	323	216	804	331
Renewed/look out a new contract with the same provider	894	786	104	603	33	79	114	107	89	4	288	64	92	204	214	132	66	49	47	25	96	141	68	6	677	11	207	127	498	197
	60%b	63%b	47%	58%	63%	67%	64%	63%	68%	76%	65%c	58%	61%	58%	65%	61%	59%	65%	52%	67%	66%	65%	63%	60%	53%	64%	59%	62%	60%	60%
Switched from a different provider	493	407	84	356	18	36	54	52	37	1	135	33	53	127	100	73	43	19	34	10	46	69	28	4	386	4	103	69	267	113
	33%	33%	38%	34%	34%	31%	31%	29%	24%	31%	30%	35%	36%	30%	34%	38%	25%	37%	26%	31%	32%	29%	37%	34%	17%	34%	32%	32%	33%	34%
Don't know / can't remember	35	25	9	28	-	-	4	3	1	-	7	1	2	10	5	1	4	7	2	2	1	2	1	-	25	5	8	3	15	9
	2%	2%	4%	3%	-	-	2%	2%	1%	-	2%	1%	1%	3%	1%	2%	1%	5%	8%Ttkhp	4%	1%	1%	1%	-	2%	24%	2%	1%	2%	3%
Not applicable, this is my first contract	58	35	23	46	2	3	4	7	3	-	11	13	4	12	11	7	3	3	3	1	2	5	1	-	48	1	8	17	23	12
	4%	3%	10%Ta	4%	3%	2%	2%	4%	2%	-	3%	11%Tlmmo	2%	3%	3%	3%	3%	5%	4%	3%	1%	2%	1%	-	4%	6%	2%	8%TB	3%	4%

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



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Table 27
Q7. Thinking about your current contract, did you renew your existing contract / take out a new contract with a provider you were already with, or did you switch from another provider?
Base: All currently in-contract

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	30 day rolling (k)	Out of contract (l)	Total aware (m)	Aware CAN increase (n)	Aware CANNOT increase (o)	Not aware (p)	Yes (q)	No (r)	
Unweighted base	1440	830	505	105	1440	1042	398	-	921	535	386	519	332	1108
Weighted base	1480	862	524	94*	1480	1063	417	**	958	566	392	522	331	1149
Renewed/look out a new contract with the same provider	894 60%aj	438 51%	386 74%Ta	71 76%Ta	894 60%j	774 73%Tdf	121 29%	-	600 63%jk	390 66%Th	211 54%	294 56%	194 59%	701 61%
Switched from a different provider	493 33%bel	351 41%Tbc	119 23%	23 24%	493 33%e	236 22%	257 61%Tde	-	300 31%	152 27%	147 38%i	193 37%l	125 38%	368 32%
Don't know / can't remember	35 2%	28 3%	7 1%	-	35 2%	21 2%	14 3%	-	19 2%	9 2%	10 3%	16 3%	6 2%	29 3%
Not applicable, this is my first contract	58 4%	46 5%bc	12 2%	-	58 4%	32 3%	26 6%e	-	38 4%	15 3%	23 6%l	19 4%	6 2%	52 5%

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

Mobile in Contract Price Rises Survey
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Absolutes/col percents

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

	Gender			Age											Social Grade										Urban/Rural		Country					Region									
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)				
Unweighted base	877	399	471	94	144	138	161	144	140	56	238	299	340	238	225	204	210	463	414	697	180	740	62	47	28	62	48	90	80	81	61	47	88	108	120	64	28				
Weighted base	894	408	480	98*	159	144	155	133	148	57*	257	300	338	245	244	186	220	489	406	714	181	758	64*	45*	27**	64*	49*	92*	82*	73*	62*	45*	99*	99*	130*	72*	27**				
Shopped around for deals before deciding to stay with the same provider	430	215	212	56	95	76	72	58	53	19	151	148	131	136	116	97	82	251	179	346	84	361	28	25	16	28	28	44	33	38	19	25	41	56	63	39	16				
D 48%hjp 53%b 44%				57%hil	60%Tfg hil	53%hil	46%	44%	36%	34%	59%Tfg hil	49%hil	39%	55%pr	48%	52%p	37%	51%p	44%	48%	47%	48%	44%	55%	57%	44%	57%D	48%	40%	52%D	31%	55%D	41%	56%D	49%	54%D	57%				
Contacted my provider to see what deals they could offer me	404	183	219	44	67	66	88	58	58	23	111	154	139	104	123	76	100	228	176	318	86	347	34	15	7	34	25	42	42	29	34	15	52	39	49	36	7				
45%	45%	46%	45%	42%	46%	57%Tdg hjl	44%	39%	40%	43%	51%hil	41%	43%	51%	41%	46%	47%	43%	45%	48%	46%	53%	35%	27%	53%	51%	45%	51%	40%	55%	35%	53%	39%	38%	49%	27%					
Nothing, I took a deal that was offered to me in a letter, email or text from my provider	155	62	90	8	16	22	20	31	40	19	24	42	89	30	40	31	55	89	85	128	27	133	9	8	5	9	6	17	14	11	15	8	22	17	17	27	5				
17%cdj 15%	19%	8%	10%	15%	13%	23%cdf jk	27%Tcd fjk	33%Tcde fjk	9%	14%	26%Tcd efk	12%	16%	17%	25%Tmq	14%	21%mq	18%	15%	17%	15%	17%	20%	15%	12%	18%	17%	15%	24%l	17%	22%l	17%	21%l	7%	5	20%					
Other (WRITE IN)	16	4	12	3	2	1	1	1	5	3	5	2	9	5	2	4	5	7	9	13	3	11	4	1	-	4	*	2	*	2	3	1	-	1	2	1	-				
2%	1%	2%	3%	1%	1%	1%	*	3%	6%gk	2%	1%	3%	2%	2%	1%	2%	2%	1%	2%	2%	2%	1%	6%Tu	2%	-	6%TF	1%	2%	1%	2%	4%	2%	-	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; ** very small base (under 30) ineligible for sig testing

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,600 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,400 to £51,999 per year (n)	From £700 to £1,499 per week / From £52,000 to £78,000 and above per year (o)	£1,500 and above per week / £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	877	771	100	603	29	76	109	99	73	4	270	69	94	232	203	115	56	31	50	27	100	150	70	6	649	12	216	137	494	169
Weighted base	894	786	104*	603	33**	79*	114*	107*	89*	4**	288	64*	92*	204	214	132*	66*	49**	47*	25**	96*	141	68*	6**	677	11**	207	127	498	197
Shopped around for deals before deciding to stay with the same provider	430	371	58	271	20	42	56	55	51	1	158	30	40	87	101	71	40	33	17	11	42	51	23	1	344	3	83	60	225	117
	48%uu	47%	56%	45%	61%	53%	49%	51%	57%	23%	55%c	46%	44%	43%	47%	54%	60%mm	68%	36%	43%	44%	36%	25%	51%uvz	27%	40%	47%	45%	59%TB	
Contacted my provider to see what deals they could offer me	404	352	50	276	11	34	54	48	36	1	127	29	39	100	95	65	23	24	18	11	47	66	38	4	296	5	103	63	229	83
	45%	45%	48%	46%	33%	43%	48%	45%	40%	23%	44%	45%	43%	49%	44%	49%	35%	50%	38%	44%	49%	47%	56%	61%	44%	44%	50%	50%	46%	42%
Nothing, I took a deal that was offered to me in a letter, email or text from my provider	155	142	10	112	3	11	18	20	14	2	41	12	23	40	40	15	8	1	12	4	20	37	13	1	108	3	43	18	103	18
	17%C	18%	10%	19%	10%	13%	16%	18%	15%	55%	14%	18%	25%o	19%	19%	12%	12%	2%	25%	4	21%	26%TTx	20%	14%	32%	21%	14%	21%C	9%	
Other (WRITE IN)	16	16	*	13	*	2	1	1	-	3	2	*	3	5	3	-	-	3	-	4	3	2	-	8	-	8	2	8	3	
	2%	2%	*	2%	1%	2%	1%	1%	-	1%	3%	*	1%	2%	2%	-	-	7%Tlm	-	4%	2%	3%	-	1%	-	4%x	2%	2%	1%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	30 day rolling (k)	Out of contract (l)	Total aware (m)	Aware CAN increase (n)	Aware CANNOT increase (o)	Not aware (p)	Yes (q)	No (r)	
Unweighted base	877	422	374	81	877	757	120	-	585	369	216	292	194	683
Weighted base	894	438	386	71*	894	774	121*	-**	600	360	211	294	194	701
Shopped around for deals before deciding to stay with the same provider	430	230	170	30	430	376	54	-	313	215	98	117	102	326
	48%k	53%b	44%	43%	48%	49%	45%	-	52%k	55%Tk	47%	40%	53%	47%
Contacted my provider to see what deals they could offer me	404	170	192	42	404	360	44	-	287	187	100	117	91	313
	45%	39%	50%a	59%Ta	45%	46%	37%	-	48%	48%	48%	40%	47%	48%
Nothing, I took a deal that was offered to me in a letter, email or text from my provider	155	84	62	9	155	130	25	-	83	52	31	71	26	129
	17%	19%	16%	13%	17%	17%	21%	-	14%	13%	15%	24%Th	14%	18%
Other (WRITE IN)	16	11	4	1	16	12	4	-	9	6	3	7	5	11
	2%	3%	1%	1%	2%	2%	3%	-	1%	2%	1%	2%	3%	2%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 31
Q9. How long have you been with your provider for your mobile 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: 35-44 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)
Unweighted base	324	145	177	26	36	51	64	58	62	27	62	115	147	93	97	69	65	190	134	255	69	260	31	19	14	31	12	30	22	30	25	19	26	50	39	26	14
Weighted base	318	143	173	29**	38**	48*	64*	58*	57*	23**	67*	113*	138	85*	99*	66*	67*	184	133*	243	74*	254	32**	19**	12**	32**	9**	35**	22**	29**	22**	19**	28**	48*	36**	25**	12**
Up to 6 months	9	2	7	2	1	1	-	3	2	-	3	1	5	1	6	-	2	7	2	9	-	9	-	-	-	-	2	2	2	1	-	-	-	1	1	2	-
	3%	1%	4%	7%	2%	2%	-	5%	4%	-	4%	1%	4%	1%	6%	-	2%	4%	1%	4%	-	3%	-	-	-	-	5%	9%	2%	-	-	-	2%	2%	9%	-	
7-12 months	19	10	10	11	2	2	3	-	1	2	12	5	3	9	7	2	1	16	3	16	4	16	1	1	1	1	9	2	1	1	-	3	1	1	1	1	1
	6%	7%	6%	36%	4%	4%	-	1%	9%	18%Tgh	4%	2%	11%pr	7%	7%	4%	1%	9%	3%	6%	5%	6%	3%	6%	9%	3%	-	21%	9%	2%	6%	6%	-	7%	1%	4%	9%
13-18 months	28	15	12	1	8	9	5	-	5	-	9	14	5	13	2	9	4	15	13	23	4	22	1	1	3	1	-	3	3	3	1	-	7	5	1	3	25%
	9%g	11%	7%	3%	21%	19%gl	8%	-	9%	-	13%gl	12%gl	4%	15%kn	2%	13%n	6%	8%	9%	10%	6%	9%	4%	6%	25%	4%	-	10%	2%	10%	13%	13%	-	14%	13%	3%	
19-24 months	18	11	6	2	4	2	2	6	1	1	5	4	8	6	6	6	-	12	6	14	4	16	1	-	-	1	2	1	2	3	2	-	1	4	1	1	-
	6%	8%	4%	5%	10%	4%	4%	10%	1%	6%	8%	4%	6%	7%	6%	9%p	-	6%	4%	6%	5%	6%	4%	-	-	4%	20%	4%	8%	9%	8%	-	4%	8%	2%	6%	
Over 2 years	239	104	133	12	24	35	53	49	48	18	36	87	115	57	77	47	59	133	105	170	63	186	28	17	8	28	7	21	16	20	15	17	26	33	29	19	8
	75%j	73%	77%	42%	64%	71%	82%j	84%j	84%j	79%	54%	77%j	83%j	65%	77%	71%	87%mq	72%	79%	72%	84%	73%	89%	86%	85%	89%	75%	60%	72%	70%	69%	86%	91%	89%	80%	77%	65%
Don't know/Can't remember	6	1	5	2	-	-	2	*	1	2	2	2	2	1	2	2	2	1	5	6	*	6	-	*	-	-	-	-	2	*	*	2	-	1	*	-	
	2%	*	3%	7%	-	-	2%	1%	7%	3%	1%	2%	2%	-	1%	4%	3%	1%	3%	2%	*	2%	-	2%	-	5%	-	-	8%	1%	2%	6%	-	2%	1%	-	
NET: Up to 12 months	28	11	16	13	2	3	3	3	3	2	15	6	8	10	13	2	3	23	5	24	4	25	1	1	1	1	-	9	4	1	2	1	-	4	1	3	1
	9%	8%	10%	43%	6%	4%	5%	5%	9%	22%Tgh	5%	5%	12%r	13%r	4%	4%	12%r	4%	10%	5%	10%	3%	6%	9%	3%	-	27%	18%	4%	8%	6%	-	9%	3%	12%	9%	
NET: Between 13 and 24 months	45	27	19	2	12	11	7	6	6	1	14	18	13	19	8	14	4	27	18	37	8	38	3	1	3	3	2	5	2	6	5	1	11	5	2	3	
	14%	19%	11%	8%	31%	22%l	11%	10%	10%	6%	21%	16%	9%	22%np	8%	22%np	6%	15%	14%	15%	10%	15%	8%	6%	25%	8%	20%	14%	10%	19%	21%	6%	4%	22%	15%	9%	25%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 32
Q9. How long have you been with your provider for your mobile 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 (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £77,999 to and above per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	324	293	30	236	11	23	38	33	26	4	84	16	46	81	91	38	12	8	17	15	30	43	21	3	250	7	67	49	192	51
Weighted base	318	286	31**	229	12**	18**	34**	34**	29**	5**	83*	14**	46*	77*	84*	41**	16**	13**	13**	14**	24**	44*	22**	4**	247	6**	65*	46*	189	56*
Up to 6 months	9	6	3	7	1	1	-	1	1	-	2	1	5	-	3	-	-	-	-	-	1	2	-	-	5	-	3	2	7	-
7-12 months	19	12	7	12	1	1	4	4	-	1	6	-	6	2	8	1	-	-	1	1	*	*	-	-	19	-	*	5	12	1
13-18 months	28	25	2	19	1	-	5	4	1	7	-	3	6	5	4	6	2	1	1	2	2	-	-	24	2	2	2	13	11	
19-24 months	18	15	3	14	-	1	2	-	-	4	-	7	8	6	9	34	15	7	8	6	-	-	-	15	-	2	4	10	3	
Over 2 years	239	224	15	175	7	15	22	22	25	3	61	14	32	59	60	34	11	11	10	9	20	39	21	3	182	2	54	32	147	41
Don't know/Can't remember	6	4	2	2	1	-	1	1	1	3	-	-	1	-	1	-	-	-	1	3	1	-	1	*	2	1	3	1	1	-
NET: Up to 12 months	28	18	10	19	3	2	4	5	1	8	1	11	2	11	1	-	-	-	1	1	2	3	-	-	24	-	4	7	19	1
NET: Between 13 and 24 months	45	40	5	33	1	1	6	7	1	11	-	3	15	12	5	6	2	2	1	2	2	2	-	-	39	2	4	6	23	14
	14%	14%	15%	14%	10%	8%	18%	20%	3%	22%	13%	-	7%	19%	14%	12%	34%	15%	9%	12%	6%	5%	-	-	16%	35%	6%	12%	12%	25%

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 33
Q9. How long have you been with your provider for your mobile 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		
	Total (f)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	324	228	81	15	-	-	-	235	199	143	56	125	-	324
Weighted base	318	222	85*	11**	**	**	**	240	203	148	55*	114*	**	318
Up to 6 months	9	7	2	-	-	-	-	1	2	2	-	6	-	9
	3%	3%	2%	-	-	-	-	1%	1%	1%	-	6%	-	3%
7-12 months	19	11	8	*	-	-	-	15	16	12	4	4	-	19
	6%	5%	9%	5%	-	-	-	6%	8%	8%	7%	3%	-	6%
13-18 months	28	15	10	3	-	-	-	23	19	15	4	9	-	28
	9%	7%	12%	29%	-	-	-	10%	9%	10%	7%	8%	-	9%
19-24 months	18	15	2	*	-	-	-	14	9	8	1	9	-	18
	6%	7%	2%	4%	-	-	-	6%	4%	5%	1%	8%	-	6%
Over 2 years	239	168	64	7	-	-	-	185	156	110	45	83	-	239
	75%	76%	75%	62%	-	-	-	77%	77%	74%	83%	73%	-	75%
Don't know/Can't remember	6	6	-	-	-	-	-	2	2	1	1	4	-	6
	2%	3%	-	-	-	-	-	1%	1%	1%	3%	3%	-	2%
NET: Up to 12 months	28	18	9	*	-	-	-	16	18	14	4	10	-	28
	9%	8%	11%	5%	-	-	-	7%	9%	10%	7%	9%	-	9%
NET: Between 13 and 24 months	45	30	12	4	-	-	-	37	27	23	4	18	-	45
	14%	13%	14%	33%	-	-	-	15%	14%	16%	8%	15%	-	14%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	1042	493	543	133	180	167	192	148	155	67	313	359	370	278	271	245	248	549	493	847	195	879	77	53	33	77	57	110	82	97	71	53	98	150	140	74	33
Weighted base	1063	516	542	152	197	174	182	139	155	65*	349	355	358	298	288	223	254	586	477	868	195	906	75*	49*	32**	75*	55*	118*	83*	90*	74*	49*	117*	134	151	84*	32**
Yes, my provider can increase my monthly payment during my minimum contract period	445	228	215	57	105	93	68	50	57	17	161	161	123	132	124	93	96	256	189	359	87	382	34	17	11	34	30	42	32	43	35	17	49	63	57	31	11
	42%ll	44%	40%	37%	53%Tcf	54%Tcf	37%	36%	37%	26%	46%ll	45%ll	34%	44%	43%	42%	38%	44%	40%	41%	44%	42%	45%	35%	36%	45%	55%A	36%	39%	48%	47%	35%	42%	47%	37%	37%	36%
No, my provider cannot increase my monthly payment during my minimum contract period	273	140	133	43	34	22	58	51	41	24	77	80	116	80	80	46	67	160	113	225	48	236	18	12	8	18	9	31	21	21	21	12	38	32	38	26	8
	26%de	27%	25%	29%de	17%	13%	32%de	37%Tde	26%e	37%de	22%e	23%e	32%Tde	27%	26%	21%	26%	27%	24%	26%	25%	26%	24%	24%	24%	16%	26%	25%	23%	26%	24%	33%	24%	25%	30%	24%	
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	344	148	193	52	59	59	56	37	57	24	111	115	118	86	84	84	91	170	174	284	60	288	23	20	13	23	16	46	29	26	18	20	29	39	57	28	13
	32%	29%	36%a	34%	30%	34%	31%	27%	37%	37%	32%	32%	33%	29%	29%	38%q	36%	29%	37%q	33%	31%	32%	31%	41%	40%	31%	29%	38%	29%	24%	41%	25%	29%	38%	33%	40%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1042	902	132	707	42	96	136	130	85	5	330	80	116	271	235	139	70	39	65	27	115	164	77	8	782	16	244	172	569	209
Weighted base	1063	914	142*	718	45*	98*	135*	133*	98*	4**	340	78*	109*	244	237	160	83*	61*	66*	24**	112*	152	74*	8**	810	18**	234	160	569	243
Yes, my provider can increase my monthly payment during my minimum contract period	445	373	71	269	34	54	68	59	42	-	176	29	33	99	108	76	42	30	22	7	44	56	28	4	354	5	86	63	241	112
	42% <i>kl</i>	41%	50%	37%	75% <i>Tcdghj</i>	55% <i>Tc</i>	50% <i>c</i>	45%	43%	-	52% <i>Tc</i>	37%	30%	41%	46% <i>l</i>	47% <i>l</i>	50% <i>l</i>	49%	33%	29%	40%	37%	38%	44%	44%	29%	37%	40%	42%	46%
No, my provider cannot increase my monthly payment during my minimum contract period	273	243	28	206	7	20	22	31	24	-	67	20	38	65	64	42	12	16	12	4	27	48	22	1	202	5	66	44	159	54
	26% <i>f</i>	27%	19%	29% <i>h</i>	15%	21%	17%	23%	24%	-	20%	25%	35% <i>pr</i>	27%	27%	26%	14%	26%	18%	17%	24%	32%	29%	8%	25%	28%	28%	27%	28%	22%
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	344	288	43	243	4	23	44	43	32	4	96	30	38	80	65	42	30	15	32	13	40	48	24	4	254	8	82	53	169	77
	32% <i>d</i>	33%	31%	34% <i>d</i>	9%	24%	33% <i>d</i>	32% <i>d</i>	33% <i>d</i>	100%	28% <i>d</i>	38%	35%	33%	28%	26%	35%	25%	49% <i>Tmno</i>	55%	36%	31%	33%	48%	31%	43%	35%	33%	30%	32%

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



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

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	30 day rolling (e)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	1042	452	489	101	1042	1042	-	692	423	269	350	248	794
Weighted base	1063	463	509	91*	1063	1063	**	718	445	273	344	237	826
Yes, my provider can increase my monthly payment during my minimum contract period	445	208	190	47	445	445	-	445	445	-	-	95	351
	42% ^{jk}	45% ^b	37%	52% ^b	42%	42%	-	62% ^{TJ}	100% ^{Thjk}	-	-	40%	42%
No, my provider cannot increase my monthly payment during my minimum contract period	273	126	132	15	273	273	-	273	-	273	-	65	208
	26% ^{klk}	27%	26%	16%	26%	26%	-	38% ^{Tk}	-	100% ^{Thk}	-	27%	29%
I'm not sure whether my provider can increase my monthly payment during my minimum contract period	344	129	186	29	344	344	-	-	-	-	344	77	267
	32% ^{hlj}	28%	37% ^{ka}	32%	32%	32%	-	-	-	-	100% ^{Thi}	33%	32%

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

Mobile in Contract Price Rises Survey
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Absolutes/col percents

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)
Unweighted base	722	351	366	92	100	112	127	126	39	192	239	291	203	217	152	150	420	302	578	144	587	65	46	24	65	25	68	65	63	63	46	52	105	85	61	24	
Weighted base	735	350	381	100*	112*	108*	133*	117*	131*	34**	212	241	282	192	237	148	158	429	306	573	162	597	71*	45*	22**	71*	23**	78*	66*	62*	57*	45*	52*	106*	88*	66*	22**
Yes, my provider can increase my monthly payment	289	146	123	19	39	45	47	52	13	58	92	119	69	91	64	45	160	109	202	68	218	29	11	11	29	13	34	23	21	11	22	28	33	24	11	50%	
	37%cj	42%b	32%	19%	35%c	42%cj	35%ic	45%cj	42%cj	37%	27%	38%cj	38%	38%	44%p	28%	37%	36%	35%	42%	37%	42%	25%	50%	42%	58%	44%G	35%	33%	36%	25%	42%	28%	37%	28%	36%	
No, my provider cannot increase my monthly payment	173	85	88	37	32	12	30	29	27	6	69	42	62	54	33	40	100	73	136	37	139	14	16	5	14	2	12	21	19	13	16	10	28	23	11	5	
	24%e	24%	23%	37%Tefhki	29%ek	12%	22%	25%e	21%	17%	33%Teki	18%	22%e	24%	23%	23%	25%	23%	24%	24%	23%	20%	35%	21%	20%	9%	15%	31%	31%	23%	35%A	20%	26%	26%	16%	21%	
I'm not sure whether my provider can increase my monthly payment	292	119	171	44	41	51	56	36	49	16	85	107	100	77	92	50	73	169	123	235	57	240	27	18	6	27	7	32	22	22	23	18	20	50	32	31	6
	40%	34%	45%a	44%	37%	47%g	42%	31%	37%	46%	40%	44%g	38%	40%	39%	34%	47%	39%	40%	41%	35%	40%	39%	41%	29%	39%	32%	42%	34%	35%	41%	41%	38%	47%	36%	46%	29%

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

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

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £77,999 to £1,500 and above per week / From £78,000 to £1,500 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	722	621	98	542	18	40	75	71	52	5	175	52	94	188	179	82	37	19	40	31	70	110	49	5	551	12	159	106	419	126
Weighted base	735	624	109*	545	20**	39**	77*	70*	61*	6**	184	47*	89*	186	177	97*	46*	26**	38**	28**	58*	110*	46*	5**	573	9**	153	101*	424	143*
Yes, my provider can increase my monthly payment	269	241	28	190	10	20	32	28	23	4	76	16	29	69	81	28	19	12	7	9	15	43	22	5	207	4	59	30	163	61
	37%	39% ^b	26%	35%	51%	52%	42%	40%	38%	56%	41%	34%	32%	37%	46% ^c	29%	41%	45%	19%	31%	26%	48% ^d	92%	36%	42%	38%	42%	30%	38%	42%
No, my provider cannot increase my monthly payment	173	138	35	138	5	8	8	13	9	-	35	14	20	52	23	14	3	11	10	16	23	11	*	139	1	34	25	93	35	
	24% ^e	22%	32%	25% ^f	23%	22%	11%	19%	15%	-	19%	29% ^g	23%	28% ^h	15%	23%	31% ⁱ	13%	28%	28%	21%	24%	8%	24%	8%	22%	25%	22%	24%	
I'm not sure whether my provider can increase my monthly payment	292	245	46	217	5	10	36	29	28	3	73	18	39	65	70	46	13	11	20	9	27	43	13	-	227	4	60	46	168	48
	40%	39%	42%	40%	26%	26%	48%	41%	47%	44%	40%	37%	45%	35%	40%	48%	28%	42%	53%	32%	46%	39%	28%	-	40%	50%	40%	46%	40%	33%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (f1)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
										100% (i)	100% (j)			
Unweighted base	722	606	97	19	398	-	398	235	428	255	173	294	84	638
Weighted base	735	621	100*	14**	417	-**	417	240	443	269	173	292	94*	641
Yes, my provider can increase my monthly payment	269	232	34	3	121	-	121	123	269	269	-	-	19	250
	37% ^d	37%	34%	24%	29%	-	29%	51% ^{Td}	51% ^{Tj}	100% ^{Thk}	-	-	21%	39% ^l
No, my provider cannot increase my monthly payment	173	143	27	3	118	-	118	45	173	-	173	-	32	142
	24% ^{ik}	23%	27%	24%	28% ^g	-	28% ^g	19%	39% ^{Tk}	-	100% ^{Thk}	-	34% ^m	22%
I'm not sure whether my provider can increase my monthly payment	252	247	38	7	178	-	178	73	-	-	-	252	43	249
	40% ^{gh}	40%	38%	52%	43% ^g	-	43% ^g	30%	-	-	-	100% ^{Thi}	46%	39% ^j

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)
Unweighted base	678	361	313	68	120	135	112	111	105	27	188	247	243	193	185	161	139	378	300	541	137	566	62	28	22	62	42	64	53	69	48	28	62	97	81	50	22
Weighted base	714	373	338	76*	143*	138*	115*	102*	111**	29**	219	253	243	201	215	158	140	416	298	560	154	600	63*	29**	22**	63*	43*	76*	56*	64*	56*	29**	72*	90*	89*	54*	22**
Before signing up to the contract	316	169	146	32	57	61	53	43	56	15	89	114	113	90	93	75	58	183	133	257	60	271	26	11	9	26	15	37	27	25	30	11	39	36	41	20	9
	44%	45%	43%	42%	40%	45%	46%	42%	50%	51%	41%	45%	47%	45%	43%	47%	41%	44%	45%	46%	39%	45%	42%	37%	38%	42%	35%	49%	49%	39%	53%	37%	54%	40%	46%	37%	38%
During the sign-up process	192	106	83	27	49	30	18	31	30	8	75	48	69	64	50	48	30	114	78	142	50	155	16	9	11	16	15	21	18	20	12	9	12	24	17	17	11
	27% <i>k</i>	29%	24%	35% <i>k</i>	34% <i>k</i>	22%	15%	31% <i>k</i>	27%	28%	34% <i>k</i>	19%	28% <i>k</i>	32%	23%	31%	21%	27%	26%	25%	32%	26%	25%	31%	47%	25%	35%	27%	32%	22%	31%	17%	26%	19%	31%	47%	
After signing up to the contract	129	62	67	17	25	33	24	14	13	3	42	57	30	35	40	24	31	74	55	97	32	109	11	8	1	11	11	14	4	11	10	8	12	18	22	7	1
	18%	17%	20%	23%	17%	24% <i>h</i>	21%	13%	11%	11%	19%	23% <i>h</i>	12%	17%	19%	15%	22%	18%	18%	17%	21%	18%	27%	6%	18%	25% <i>B</i>	19%	7%	17%	17%	17%	16%	20%	25% <i>B</i>	13%	6%	
Can't remember	77	34	43	-	13	13	21	14	13	3	13	34	31	12	32	11	22	45	33	65	13	65	9	1	2	9	2	4	7	7	4	1	9	13	8	10	2
	11% <i>c</i>	9%	13%	-	9% <i>c</i>	9% <i>c</i>	18% <i>c</i>	14% <i>c</i>	12% <i>c</i>	10%	6%	13% <i>c</i>	13% <i>c</i>	6%	15% <i>mo</i>	7%	15% <i>mo</i>	11%	11%	12%	8%	11%	15%	5%	8%	15%	5%	5%	12%	12%	8%	5%	12%	14%	9%	19%	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; ** very small base (under 30) ineligible for sig testing

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,400 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	678	590	86	448	39	73	90	81	53	2	228	45	64	166	192	87	48	25	33	18	64	101	47	7	521	10	147	97	384	146
Weighted base	714	614	99*	459	44*	75*	100*	88*	65*	4**	252	45*	61*	168	188	104*	61*	42**	29**	16**	60*	99*	8**	561	9**	145	93*	403	173	
Before signing up to the contract	316	276	40	210	28	28	39	39	28	-	107	15	30	71	91	47	29	16	11	8	30	46	19	1	247	1	68	35	185	79
During the sign-up process	192	162	30	125	9	18	27	21	18	-	67	12	19	44	42	27	20	17	9	2	15	26	18	2	152	4	36	25	103	52
After signing up to the contract	129	106	22	68	7	26	28	17	12	1	60	10	8	34	35	20	10	4	4	9	13	7	2	104	2	23	23	70	28	
Can't remember	18%	17%	23%	15%	17%	35%Tc	28%c	20%	19%	28%	24%c	22%	12%	20%	19%	19%	17%	9%	14%	25%	15%	13%	13%	26%	19%	24%	16%	25%	17%	18%
	77	70	6	56	-	3	6	11	7	3	19	8	4	20	20	11	2	5	5	2	5	14	7	2	58	2	17	10	46	14
	11%	11%	6%	12% ^d	-	4%	6%	12% ^d	10%	72%	8%	18% ^p	7%	12%	11%	11%	4%	12%	13%	8%	15%	14%	26%	10%	19%	12%	11%	11%	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

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ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	678	410	213	55	535	423	112	113	678	678	-	-	110	568
Weighted base	714	440	225	50*	566	445	121*	123*	714	714	**	**	114*	601
Before signing up to the contract	316	205	91	20	254	194	60	54	316	316	-	-	62	254
	44%	47%	40%	40%	45%	44%	49%	44%	44%	44%	-	-	55%	42%
During the sign-up process	192	107	74	10	162	141	21	24	192	192	-	-	28	164
	27%	24%	33% ^a	21%	29% ^f	32% ^g	17%	19%	27%	27%	-	-	25%	27%
After signing up to the contract	129	75	36	18	96	75	21	28	129	129	-	-	16	113
	18%	17%	16%	36% ^{Tab}	17%	17%	17%	23%	18%	18%	-	-	14%	19%
Can't remember	77	53	23	1	54	35	20	17	77	77	-	-	7	70
	11%	12%	10%	3%	10%	8%	16% ^e	14%	11%	11%	-	-	6%	12%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age													Social Grade					Urban/Rural		Country										Region									
	Total (n)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-44 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	North-east Ireland (J)						
Unweighted base	596	327	266	68	108	118	94	96	90	22	176	212	208	178	155	145	118	333	263	470	126	500	50	26	20	50	38	59	45	61	42	26	55	85	74	41	20						
Weighted base	637	339	295	76*	130*	125*	94*	88*	98*	26**	206	219	212	189	182	147	119*	372	266	496	141*	536	54*	27**	20**	54*	41*	72*	49*	56*	52*	27**	63*	78*	81*	44*	20**						
In the provider's Terms and Conditions	148	77	70	8	33	34	25	26	20	3	40	59	48	39	55	34	20	94	54	118	30	126	14	5	3	14	7	23	11	11	5	5	19	18	20	13	3						
In an email sent to me by the provider	116	58	57	4	24	16	25	18	17	8	28	44	41	28	41	19	27	69	47	85	31	102	10	3	-	10	2	16	8	12	5	3	12	18	22	7	-						
On the provider's website	104	78	25	13	22	18	12	18	17	3	35	31	38	30	23	28	23	53	51	74	30	89	4	5	6	4	9	12	5	17	10	5	6	10	12	9	6						
In the provider's Contract Summary	89	51	38	12	11	15	12	20	13	5	24	28	38	38	14	21	17	52	37	66	23	71	8	3	7	8	6	7	7	10	7	3	4	10	16	4	7						
In a text sent to me by the provider	80	48	34	10	21	19	8	9	11	2	31	27	22	35	14	15	16	49	31	63	17	71	6	-	2	6	9	3	6	6	5	-	3	13	15	8	2						
While on the phone with the provider	78	46	32	7	11	12	12	11	22	3	18	24	36	21	22	15	20	43	35	63	15	68	4	2	5	4	7	7	6	6	9	2	5	12	10	8	5						
In a letter sent to me by the provider	61	41	20	4	16	12	9	8	10	2	21	20	20	21	25	6	9	46	15	40	21	49	7	3	1	7	7	1	3	6	7	3	9	11	3	4	1						
From a salesperson in a store	46	28	20	5	7	6	2	8	14	5	12	8	26	13	12	15	7	25	22	38	8	34	10	2	-	10	3	6	3	2	-	2	7	7	2	5	-						
When I noticed on my bank statement that the payment had increased	41	28	13	4	15	12	6	2	1	2	19	18	5	14	13	7	7	27	15	35	7	35	2	4	-	2	1	6	1	7	6	4	1	10	2	2	-						
A friend / family member / someone else told me about it	30	16	14	6	10	8	2	2	2	-	16	10	4	11	6	2	11	17	13	26	4	25	3	-	2	3	-	-	1	3	1	-	5	7	6	2	2						
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	26	19	6	7	5	1	1	6	5	-	13	2	11	10	6	2	7	16	9	15	11	22	3	1	-	3	2	5	-	4	4	1	-	3	3	1	-						
During a webinar with the provider	24	13	11	3	9	8	1	2	1	-	11	9	3	6	6	7	5	12	12	18	6	19	2	2	-	2	2	1	1	2	3	2	1	5	5	-	-						
On a price-comparison website (e.g. USwitch, Compare the Market)	19	11	8	4	6	1	5	3	-	-	10	6	3	7	3	5	4	9	9	14	5	15	-	-	4	-	-	3	-	3	2	-	3	4	-	1	4						

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country							Region											
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humb-erside (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ireland (aj)	
Weighted base	637	339	295	78*	130*	125*	94*	88*	98*	26**	206	219	212	189	182	147	119*	372	266	496	141*	536	54*	27**	20**	54*	41*	72*	49*	56*	52*	27**	63*	78*	81*	44*	20**	
Press advertisement	18	17	1	5	6	3	2	2	-	-	11	5	2	11	2	3	2	13	5	17	1	16	2	-	1	2	2	2	-	1	-	-	-	-	7	1	1	1
TV advertisement	18	16	2	4	9	5	1	-	-	-	12	5	-	10	*	3	5	10	8	18	-	17	*	-	-	*	1	2	2	1	-	-	-	8	2	1	-	
Billboard/poster advertisement	10	8	1	3	3	3	1	-	-	-	6	3	-	7	-	2	1	7	3	8	1	10	-	-	-	-	-	-	1	-	-	1	7	1	-	-		
Other (WRITE IN)	25	9	15	4	5	4	4	4	3	2	8	8	9	5	13	5	2	18	7	22	4	21	3	1	-	3	2	-	5	4	*	1	2	2	4	3		
Can't remember	37	17	19	6	5	9	6	4	4	3	11	15	10	8	10	11	8	18	18	30	6	35	1	1	-	1	1	5	6	2	8	1	5	1	7	1	*	
NET: advertisement	37	32	5	10	14	9	2	2	-	-	24	11	2	20	3	7	7	23	15	34	3	34	2	-	1	2	3	4	2	2	-	1	15	5	2	1		
NET: Website	120	88	32	17	28	19	16	19	17	3	45	36	39	36	25	32	26	62	58	87	33	100	4	5	10	4	9	13	5	20	12	5	9	12	12	9	10	
NET: Provider's staff	140	79	61	12	27	22	15	21	36	7	39	37	65	39	39	35	28	77	63	113	27	116	16	4	5	16	11	14	10	8	12	4	13	22	13	13	5	
NET: Provider communication	379	204	174	32	77	79	63	57	56	15	109	142	128	127	115	70	68	241	138	290	90	326	31	12	9	31	26	42	26	32	25	12	40	51	58	27	9	
	19%b	26%b	11%	23%	22%	15%	17%	22%	17%	10%	22%	16%	18%	19%	14%	22%	22%	17%	22%	17%	23%	19%	8%	19%	49%	8%	22%	18%	11%	35%Tyb FdH	22%	19%	14%	16%	15%	21%	49%	
	60%co	60%	59%	43%	59%	63%ic	67%ic	65%ic	57%	56%	53%	65%cj	60%c	67%or	63%o	47%	58%	65%or	52%	58%	63%	61%	58%	46%	46%	58%	63%	58%	54%	56%	48%	46%	63%	66%	72%D	61%	46%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £52,000 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 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	596	515	80	386	39	69	84	71	47	1	209	38	58	144	168	79	46	22	27	14	57	86	40	4	462	7	127	87	335	133
Weighted base	637	544	92*	403	44*	72*	94*	77*	58*	1**	233	37**	57*	148	168	93*	59*	37**	24**	14**	55*	84*	43*	6**	502	7**	128*	83*	358	159
In the provider's Terms and Conditions	148	129	19	91	9	8	19	22	20	-	57	4	10	29	40	21	23	9	5	6	14	22	9	2	116	1	31	9	80	49
In an email sent to me by the provider	116	106	10	76	2	10	16	17	9	-	39	2	11	36	28	18	13	4	1	2	10	15	6	2	90	1	24	10	75	27
On the provider's website	104	85	19	70	6	11	13	10	10	-	34	3	10	23	30	17	6	8	4	1	5	12	6	-	87	*	16	9	67	22
In the provider's Contract Summary	89	81	9	61	6	5	7	16	9	-	28	4	5	15	32	13	10	2	5	3	12	14	10	1	67	*	22	8	51	22
In a text sent to me by the provider	80	64	16	42	10	11	17	12	10	-	38	3	8	21	21	9	7	6	1	3	8	7	4	-	67	-	13	17	41	17
While on the phone with the provider	78	62	16	49	2	7	15	8	7	-	29	6	12	13	23	10	5	6	1	3	5	10	8	1	64	-	14	13	47	14
In a letter sent to me by the provider	61	49	12	34	4	8	9	9	5	-	27	6	3	16	22	5	6	4	-	*	3	8	7	3	43	3	15	10	35	15
From a salesperson in a store	46	39	7	33	3	4	5	4	4	-	13	2	3	9	13	7	5	4	4	-	2	5	1	1	41	-	5	3	24	15
When I noticed on my bank statement that the payment had increased	41	30	12	17	3	7	15	6	4	-	24	1	3	7	8	10	5	5	1	1	2	4	-	35	1	6	5	21	13	
A friend / family member / someone else told me about it	30	22	8	12	1	9	5	6	3	1	16	3	2	6	9	6	2	-	2	-	2	3	3	-	25	-	5	3	19	5
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	26	17	9	15	4	3	1	6	-	-	10	2	2	13	2	4	-	-	1	-	3	3	1	2	18	-	8	8	16	-

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £15,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £999 per week / From £36,399 to £51,999 per year (n)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per year (o)	£1,500 and above per week / £12,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (u)	Yes - physical condition (v)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (z)	Yes (aa)	Most (A)	Potentially (B)	Least (C)	
Weighted base	637	544	92*	403	44*	72*	94*	77*	58*	1**	233	37**	57*	148	168	93*	59*	37**	24**	14**	55*	84*	43*	6**	502	7**	128*	83*	358	159
During a webchat with the provider	24	20	4	12	2	3	9	3	-	-	12	1	7	3	7	5	-	1	-	2	1	2	-	17	3	3	3	13	8	5
On a price-comparison website (e.g. USwitch, Compare the Market)	19	11	8	7	2	4	2	-	3	-	12	1	-	7	5	1	2	4	-	-	-	-	-	19	-	-	4	9	6	4
Press advertisement	18	11	7	7	5	4	5	5	-	-	11	1	2	5	3	4	-	2	1	-	4	1	2	-	14	-	4	7	8	3
TV advertisement	18	12	5	7	3	2	6	5	-	-	10	-	3	5	4	3	2	-	-	-	-	-	-	17	1	-	3	5	10	2
Billboard/poster advertisement	10	7	3	2	3	-	5	4	-	-	7	1	1	-	3	1	3	-	-	-	-	-	-	10	-	-	1	4	4	3
Other (WRITE IN)	25	23	3	22	1	-	1	2	-	-	4	4	3	6	9	2	2	-	-	4	4	2	-	20	-	6	4	12	9	
Can't remember	37	33	3	22	4	2	5	8	7	-	14	1	8	10	3	2	5	2	4	6	3	1	26	1	10	2	17	11	5	
NET: advertisement	37	25	11	15	10	5	10	11	-	-	22	3	4	8	9	8	3	2	1	-	4	1	2	-	32	1	4	12	15	10
NET: Website	120	93	27	75	8	15	14	10	12	-	45	4	10	29	35	18	7	12	4	1	5	12	6	-	103	*	16	13	74	28
NET: Provider's staff	140	114	27	89	6	13	27	15	12	-	51	10	15	26	37	20	13	10	5	3	9	15	10	2	115	3	22	19	80	33
NET: Provider communication	379	331	48	236	22	38	55	52	40	-	143	15	31	90	102	53	44	23	11	10	35	54	26	5	293	4	82	41	214	104
	60%	61%	52%	59%	50%	50%	58%	67%	68%	-	61%	42%	54%	61%	61%	57%	76%	61%	48%	69%	64%	64%	60%	76%	58%	63%	64%	49%	60%	66%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (n)	Sim-only (n)	Bundle package (n)	Separate contracts (n)	Total in-contract (n)	Fixed (n)	30 day rolling (n)	Out of contract (n)	Total aware (n)	Aware CAN increase (n)	Aware CANNOT increase (n)	Not aware (n)	Yes (n)	No (n)
Unweighted base	596	351	192	53	476	388	88	99	596	596	-	-	104	492
Weighted base	637	387	201	49*	512	410	102*	106*	637	637	**	**	107*	530
In the provider's Terms and Conditions	148	85	51	12	118	99	19	26	148	148	-	-	30	118
	23%	22%	25%	25%	23%	24%	18%	25%	23%	23%	-	-	28%	22%
In an email sent to me by the provider	116	72	34	10	79	70	9	34	116	116	-	-	12	103
	18%	19%	17%	20%	15%	17%	9%	32%Tdef	18%	18%	-	-	11%	19%
On the provider's website	104	69	28	7	83	60	23	19	104	104	-	-	18	86
	16%	18%	14%	14%	16%	15%	23%	18%	16%	16%	-	-	17%	16%
In the provider's Contract Summary	89	61	23	5	72	65	7	13	89	89	-	-	19	70
	14%	16%	11%	11%	14%	16%	7%	12%	14%	14%	-	-	18%	13%
In a text sent to me by the provider	80	46	27	7	61	52	9	16	80	80	-	-	12	67
	13%	12%	13%	15%	12%	13%	9%	15%	13%	13%	-	-	12%	13%
While on the phone with the provider	78	53	19	7	66	52	14	10	78	78	-	-	10	68
	12%	14%	9%	13%	13%	13%	13%	10%	12%	12%	-	-	10%	13%
In a letter sent to me by the provider	61	36	18	7	50	44	6	11	61	61	-	-	7	54
	10%	9%	9%	15%	10%	11%	6%	10%	10%	10%	-	-	7%	10%
From a salesperson in a store	46	20	22	5	37	32	5	6	46	46	-	-	4	42
	7%	5%	11%	10%	7%	8%	5%	6%	7%	7%	-	-	4%	8%
When I noticed on my bank statement that the payment had increased	41	21	12	8	33	31	3	7	41	41	-	-	11	31
	7%	5%	6%	17%Tab	6%	7%	3%	6%	7%	7%	-	-	10%	6%
A friend / family member / someone else told me about it	30	18	7	5	25	19	5	5	30	30	-	-	2	27
	5%	5%	3%	10%	5%	5%	5%	4%	5%	5%	-	-	2%	5%
Read / heard about it in a newspaper / on the radio / on the tv / in a social media feed	28	15	11	-	20	18	2	6	28	28	-	-	4	22
	4%	4%	5%	-	4%	4%	2%	5%	4%	4%	-	-	4%	4%
During a webchat with the provider	24	14	7	3	22	22	-	2	24	24	-	-	8	16
	4%	4%	4%	6%	4%	5%	-	2%	4%	4%	-	-	7%	3%

Proportions/Means: Columns Tested (5% risk level) - T/a/b/c - T/d/e/f/g - T/h/i/j/k - T/l/m
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Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Weighted base	637	387	201	49*	512	410	102*	106*	637	637	**	**	107*	530
On a price-comparison website (e.g. USwitch, Compare the Market)	19	11	7	-	17	14	3	2	19	19	-	-	6	13
	3%	3%	4%	-	3%	3%	3%	2%	3%	3%	-	-	6%	2%
Press advertisement	18	16	1	2	16	15	1	2	18	18	-	-	7	11
	3%	4%b	1%	3%	3%	4%	1%	2%	3%	3%	-	-	7% ^m	2%
TV advertisement	18	10	8	-	15	14	1	2	18	18	-	-	3	14
	3%	2%	4%	-	3%	4%	1%	2%	3%	3%	-	-	3%	3%
Billboard/poster advertisement	10	2	7	-	8	7	1	2	10	10	-	-	1	9
	2%	1%	4%a	-	2%	2%	1%	2%	2%	2%	-	-	1%	2%
Other (WRITE IN)	25	16	9	-	21	10	11	3	25	25	-	-	6	19
	4%	4%	4%	-	4%	3%	11% ^{Tde}	3%	4%	4%	-	-	6%	4%
Can't remember	37	25	10	1	29	21	8	6	37	37	-	-	7	30
	6%	6%	5%	3%	6%	5%	8%	6%	6%	6%	-	-	6%	6%
NET: advertisement	37	25	10	2	32	31	1	4	37	37	-	-	8	29
	6%	7%	5%	3%	6%	8% ^f	1%	3%	6%	6%	-	-	8%	5%
NET: Website	120	79	34	7	97	72	26	20	120	120	-	-	24	96
	19%	20%	17%	14%	19%	17%	25%	19%	19%	19%	-	-	22%	18%
NET: Provider's staff	140	83	48	12	117	95	19	19	140	140	-	-	21	120
	22%	21%	23%	24%	23%	24%	18%	18%	22%	22%	-	-	19%	23%
NET: Provider communication	379	231	119	30	298	252	45	72	379	379	-	-	61	318
	60% ^f	60%	59%	60%	58% ^f	62% ^f	45%	88% ^f	60%	60%	-	-	57%	60%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	<u>Terms and Conditions</u>	<u>Contract Summary</u>
Unweighted base	140	93
Weighted base	148	89
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	16 11%	8 8%
Electronically - via email	43 29%	42 47%
Electronically - on the provider's website	63 42%	24 27%
Via a text on your mobile	13 9%	9 10%
Can't remember	13 9%	6 7%

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age										Social Grade										Urban/Rural		Country										Region									
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)								
Unweighted base	140	77	62	7	26	33	23	30	18	3	33	56	51	40	46	31	23	86	54	109	31	117	13	7	3	13	7	17	12	17	3	7	15	17	18	11	3								
Weighted base	148	77*	70*	8**	33**	34**	25**	26**	20**	3**	40**	59*	48*	39*	55*	34**	20**	94*	54*	118*	30**	126*	14**	5**	3**	14**	7**	23**	11**	11**	5**	5**	19**	18**	20**	13**	3**								
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	16	10	7	2	2	5	*	2	4	1	4	5	7	4	9	2	1	14	3	13	3	16	1	-	-	1	3	-	2	1	-	-	4	3	-	3	-								
	11%	13%	10%	23%	7%	15%	1%	9%	20%	21%	10%	9%	14%	11%	17%	5%	6%	14%	5%	11%	10%	12%	4%	-	-	4%	39%	-	16%	5%	-	-	20%	19%	2%	23%	-								
Electronically - via email	43	24	19	-	11	10	6	8	6	2	11	16	16	11	11	13	8	22	21	35	8	35	6	1	-	6	3	4	5	4	3	1	3	6	6	2	-								
	29%	31%	27%	-	32%	28%	26%	30%	31%	79%	26%	27%	33%	27%	20%	38%	40%	23%	39%	30%	25%	28%	47%	16%	-	47%	37%	17%	49%	36%	61%	16%	14%	34%	30%	18%	-								
Electronically - on the provider's website	63	33	29	6	11	16	12	11	8	-	17	28	18	22	18	16	6	40	22	51	12	53	4	3	2	4	1	18	3	5	-	3	8	8	7	6	2								
	42%	43%	42%	77%	33%	45%	48%	41%	38%	-	41%	46%	38%	56%	34%	48%	30%	43%	41%	43%	38%	42%	28%	54%	89%	28%	8%	78%	31%	26%	-	54%	44%	44%	33%	47%	86%								
Via a text on your mobile	13	6	7	-	6	1	-	5	2	-	6	1	6	2	8	*	2	10	3	9	4	13	-	-	-	-	-	-	*	3	2	-	4	*	4	-	-								
	9%	8%	10%	-	18%	2%	-	18%	9%	-	14%	1%	13%	5%	15%	1%	12%	11%	5%	8%	12%	10%	-	-	-	-	-	3%	22%	39%	-	20%	3%	-	20%	-	-								
Can't remember	13	4	8	-	3	3	6	1	*	-	3	9	1	1	8	3	2	8	5	9	5	9	3	2	*	3	1	1	-	1	-	2	*	-	3	1	*								
	9%	5%	12%	-	10%	9%	25%	2%	2%	-	8%	16%	2%	1%	14%	8%	12%	9%	10%	8%	15%	7%	21%	30%	11%	21%	17%	5%	-	11%	-	30%	3%	-	15%	11%	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,600 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	140	121	19	91	7	8	18	21	16	-	49	5	12	31	44	17	14	5	8	4	15	23	11	2	105	2	33	13	78	37	
Weighted base	148	129*	19**	91*	9**	8**	19**	22**	20**	-**	57*	4**	10**	29**	40*	21**	23**	9**	5**	6**	14**	22**	9**	2**	116*	1**	31**	9**	80*	49**	
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	16	14	3	10	-	2	3	3	2	-	7	-	1	*	9	3	2	-	2	-	3	2	1	1	13	-	4	-	13	2	
	11%	11%	15%	11%	-	29%	15%	12%	8%	-	12%	-	6%	2%	21%	14%	7%	-	41%	-	24%	10%	17%	51%	11%	14%	-	13%	-	16%	3%
Electronically - via email	43	40	3	25	1	2	8	8	6	-	18	1	3	8	13	6	6	4	1	1	6	7	1	-	33	-	10	2	23	15	
	29%	31%	15%	28%	14%	28%	40%	38%	28%	-	31%	25%	26%	26%	32%	30%	26%	43%	23%	18%	40%	33%	11%	-	26%	-	32%	23%	29%	31%	
Electronically - on the provider's website	63	50	12	38	6	3	8	7	9	-	25	3	3	14	15	3	13	5	1	5	3	10	5	-	49	1	13	5	29	24	
	42%	39%	64%	42%	66%	33%	42%	33%	45%	-	43%	75%	33%	50%	38%	15%	55%	57%	11%	82%	23%	46%	54%	-	42%	100%	42%	57%	36%	49%	
Via a text on your mobile	13	12	1	11	2	-	-	*	-	-	2	-	2	5	2	3	-	-	*	-	-	-	-	-	12	-	1	*	8	4	
	9%	9%	7%	12%	20%	-	-	2%	-	-	3%	-	24%	16%	6%	15%	-	-	6%	-	-	2%	-	-	11%	-	2%	6%	11%	7%	
Can't remember	13	13	-	7	-	1	*	3	4	-	6	-	1	2	1	6	3	-	1	-	2	2	2	1	10	-	3	1	7	5	
	9%	10%	-	8%	-	10%	2%	15%	19%	-	11%	-	12%	7%	2%	26%	12%	-	19%	-	14%	8%	17%	49%	9%	-	11%	14%	8%	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (n)	Sim-only (n)	Bundle package (n)	Separate contracts (n)	Total in-contract (n)	Fixed fee (n)	30 day rolling (n)	Out of contract (n)	Total aware (n)	Aware CAN increase (n)	Aware CANNOT increase (n)	Not aware (n)	Yes (n)	No (n)
Unweighted base	140	84	43	13	111	93	18	26	140	140	-	-	31	109
Weighted base	148	85*	51*	12**	118*	99*	19**	26**	148	148	**	**	30**	118*
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	16	8	7	1	13	11	2	3	16	16	-	-	2	15
	11%	9%	14%	9%	11%	11%	13%	13%	11%	11%	-	-	5%	13%
Electronically - via email	43	25	11	7	34	32	2	7	43	43	-	-	6	37
	29%	29%	22%	56%	29%	33%	9%	26%	29%	29%	-	-	21%	31%
Electronically - on the provider's website	63	36	26	1	53	40	13	8	63	63	-	-	20	43
	42%	42%	59%	12%	45%	40%	70%	31%	42%	42%	-	-	65%	36%
Via a text on your mobile	13	8	3	3	10	8	2	3	13	13	-	-	1	13
	9%	9%	5%	23%	8%	8%	9%	11%	9%	9%	-	-	1%	11%
Can't remember	13	9	5	-	8	8	-	5	13	13	-	-	2	11
	9%	10%	9%	-	7%	9%	-	19%	9%	9%	-	-	8%	9%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age										Social Grade										Urban/Rural		Country										Region									
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)								
Unweighted base	93	53	40	13	11	16	14	20	14	5	24	30	39	40	14	21	18	54	39	70	23	74	7	6	6	7	5	7	7	12	8	6	5	11	15	4	6								
Weighted base	89*	51*	38*	12**	11**	15**	12**	20**	13**	5**	24**	28**	38*	38*	14**	21**	17**	52*	37*	66*	23**	71*	8**	3**	7**	8**	6**	6**	7**	10**	7**	3**	4**	10**	16**	4**	7**								
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	8	4	4	2	-	1	*	4	-	-	2	2	4	3	1	-	4	4	4	6	2	8	-	-	-	-	1	1	1	1	-	-	-	3	-	-	-								
Electronically - via email	42	27	15	4	7	8	7	5	8	4	11	14	17	17	7	14	4	24	18	31	11	35	4	1	1	4	*	3	4	6	3	1	2	4	11	1	1								
Electronically - on the provider's website	24	13	12	4	4	4	*	8	4	1	8	5	12	10	1	5	8	11	13	17	7	14	3	2	6	3	2	1	2	3	-	2	2	1	3	-	6								
Via a text on your mobile	9	4	5	2	-	*	3	3	1	-	2	3	4	7	1	1	*	8	1	7	2	8	1	-	-	1	4	-	-	2	-	-	1	1	-	-									
Can't remember	6	4	2	-	1	2	2	1	1	-	1	4	2	1	4	1	1	4	2	5	1	6	-	-	-	-	1	-	-	1	-	-	-	1	3	-									
	7%	8%	6%	-	7%	11%	18%	3%	8%	-	3%	14%	4%	1%	27%	4%	6%	8%	5%	7%	6%	9%	-	-	-	-	11%	-	-	17%	-	-	-	7%	74%	-									

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Ethnicity			Children 18 or Under						Household Income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	93	82	11	63	6	6	9	17	10	-	30	4	8	17	35	11	9	1	5	3	9	15	10	1	70	1	22	8	57	20
Weighted base	89*	81*	9**	61*	6**	5**	7**	16**	9**	-**	28**	4**	5**	15**	32**	13**	10**	2**	5**	3**	12**	14**	10**	1**	67*	**	22**	8**	51*	22**
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	8	4	4	5	-	1	1	1	1	-	2	-	-	1	3	-	*	-	2	-	2	1	1	5	-	2	-	5	-	-
	8%	5%	42%	9%	-	14%	15%	9%	15%	-	8%	-	-	9%	11%	-	4%	-	43%	-	19%	9%	12%	100%	8%	-	11%	-	10%	2%
Electronically - via email	42	39	3	29	2	4	3	7	3	-	13	2	2	7	14	5	7	2	2	1	4	6	2	-	34	-	8	4	24	11
	47%	48%	38%	47%	30%	86%	41%	46%	30%	-	48%	60%	40%	50%	43%	40%	67%	100%	29%	35%	36%	46%	21%	-	50%	-	38%	47%	48%	51%
Electronically - on the provider's website	24	23	2	18	2	-	2	4	3	-	6	2	2	3	10	5	*	-	*	2	1	4	3	-	17	*	7	2	14	6
	27%	28%	19%	30%	37%	-	22%	24%	30%	-	22%	40%	37%	19%	31%	43%	3%	-	8%	65%	11%	33%	31%	-	25%	100%	33%	27%	27%	29%
Via a text on your mobile	9	9	-	6	2	-	-	2	1	-	3	-	1	3	4	-	1	-	-	-	4	2	4	-	5	-	4	2	6	1
	10%	11%	-	10%	33%	-	-	13%	10%	-	11%	-	22%	19%	13%	-	9%	-	-	-	34%	12%	36%	-	7%	-	19%	25%	12%	4%
Can't remember	6	6	-	3	-	-	2	1	1	-	3	-	-	1	1	2	2	-	1	-	-	-	-	-	6	-	-	-	2	3
	7%	8%	-	5%	-	-	23%	9%	16%	-	11%	-	-	3%	2%	18%	17%	-	20%	-	-	-	-	9%	-	-	-	-	4%	14%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (n)	Sim-only (n)	Bundle package (n)	Separate contracts (n)	Total in-contract (n)	Fixed fee (n)	30 day rolling (n)	Out of contract (n)	Total aware (n)	Aware CAN increase (n)	Aware CANNOT increase (n)	Not aware (n)	Yes (n)	No (n)
Unweighted base	93	60	25	8	76	65	11	13	93	93	-	-	21	72
Weighted base	89*	61**	23**	5**	72*	65*	7**	13**	89*	89*	**	**	19**	70*
On a paper copy, e.g. shown to you in a shop or in a letter sent to you	8	3	4	-	6	6	-	1	8	8	-	-	2	5
	8%	6%	16%	6%	9%	10%	-	8%	8%	8%	-	-	12%	7%
Electronically - via email	42	27	12	3	34	31	3	6	42	42	-	-	8	34
	47%	45%	53%	48%	47%	48%	39%	46%	47%	47%	-	-	42%	49%
Electronically - on the provider's website	24	19	4	1	20	16	4	4	24	24	-	-	4	20
	27%	32%	18%	27%	28%	25%	49%	27%	27%	27%	-	-	22%	29%
Via a text on your mobile	9	6	2	1	7	7	-	2	9	9	-	-	3	6
	10%	10%	7%	19%	10%	10%	5%	13%	10%	10%	-	-	15%	9%
Can't remember	6	4	2	-	4	4	1	1	6	6	-	-	1	5
	7%	7%	7%	-	6%	6%	7%	5%	7%	7%	-	-	8%	7%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region														
	Total (n)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	South-ern Ireland (aj)		
Unweighted base	678	361	313	68	120	135	112	111	105	27	188	247	243	193	185	161	139	378	300	541	137	566	62	28	22	62	42	64	53	69	48	28	62	97	81	50	22		
Weighted base	714	373	338	76*	143*	138*	115*	102*	111**	29**	219	253	243	201	215	158	140	416	298	560	154	600	63*	29**	22**	63*	43*	76*	56*	64*	56*	29**	72*	90*	89*	54*	22**		
Yes, when I signed up for the contract	203	130	72	34	56	44	23	22	19	5	90	68	45	76	44	47	35	120	83	169	34	173	17	5	7	17	16	15	19	19	17	5	21	39	17	10	7	23%	
Yes, at a different point in time	136	66	69	10	34	22	22	22	20	6	44	45	48	35	39	25	37	75	62	100	36	113	13	7	3	13	5	17	10	9	14	7	12	18	22	6	3	12%	
No	180	101	78	15	25	44	30	29	31	5	40	75	65	50	57	42	31	106	73	140	40	137	23	12	8	23	15	20	12	9	13	12	16	16	21	15	8	36%	
Can't remember	196	76	119	16	29	27	39	29	42	14	45	66	85	41	74	43	37	115	89	152	44	177	10	4	5	10	7	24	15	28	12	4	23	17	29	23	5	23%	
NET: Yes	339	196	141	45	89	67	46	44	38	10	134	112	93	111	112	84	72	72	195	145	269	70	287	31	12	9	31	22	32	29	27	31	12	33	58	39	16	9	41%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 54
Q15. Has your provider ever provided you with a worked example of how your price rise would be calculated, showing what your new price might be? This could have been when you signed up for your contract or some time afterwards.
Base: All aware that their provider can increase payment

	Ethnicity		Children 18 or Under						Prefer not to answer (i)	NET: Yes (j)	Household Income								Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)			Yes - children aged 16 to 18 years old (h)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £15,999 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £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	678	590	86	448	39	73	90	81	53	2	228	45	64	166	192	87	48	25	33	18	64	101	47	7	521	10	147	97	384	146
Weighted base	714	614	99*	459	44*	75*	100*	88*	65*	4**	252	45*	61*	168	188	104*	61*	42**	29**	16**	60*	99*	50*	8**	561	9**	145	93*	403	173
Yes, when I signed up for the contract	203	160	43	101	24	30	45	37	22	-	102	13	17	36	61	32	19	14	6	4	18	22	15	1	167	-	36	34	110	49
Yes, at a different point in time	136	119	17	89	4	12	17	15	14	-	48	8	17	35	32	21	12	4	4	3	13	15	10	2	106	5	26	19	77	33
No	180	160	19	120	10	23	22	20	17	-	60	14	9	44	54	20	16	15	6	1	15	23	13	3	139	2	39	23	98	52
Can't remember	196	175	20	149	6	10	15	15	12	4	43	11	18	53	41	30	14	10	12	8	14	39	13	2	150	2	44	17	119	40
NET: Yes	339	279	60	28	42	62	52	36	-	149	21	34	71	93	54	31	18	11	7	31	37	25	3	273	5	61	54	187	82	
	47%	45%	60%a	41%	64%c	56%c	63%Tc	60%c	56%	-	59%Tc	46%	56%	42%	49%	52%	50%	42%	36%	42%	52%	37%	50%	41%	49%	58%	42%	57%	46%	47%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 55

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

Base: All aware that their provider can increase payment

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (T)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	678	410	213	55	535	423	112	113	678	678	-	-	110	568
Weighted base	714	440	225	50*	566	445	121*	123*	714	714	**	**	114*	601
Yes, when I signed up for the contract	203	111	72	20	176	153	24	22	203	203	-	-	35	168
	29%	27%	32%	39%	31%fg	34%fg	20%	18%	28%	28%	-	-	30%	28%
Yes, at a different point in time	136	75	52	9	102	93	10	31	136	136	-	-	24	113
	19% ^f	17%	23%	18%	18% ^f	21% ^f	8%	25% ^f	19%	19%	-	-	21%	19%
No	180	124	44	12	146	99	46	28	180	180	-	-	31	148
	25%	28% ^b	19%	25%	26%	22%	38% ^{Tde}	22%	25%	25%	-	-	27%	25%
Can't remember	196	130	57	9	141	100	41	42	196	196	-	-	24	172
	27%	30%	25%	18%	25%	22%	34% ^e	35% ^e	27%	27%	-	-	21%	26%
NET: Yes	339	186	124	29	280	246	34	53	339	339	-	-	58	281
	47% ^f	42%	55% ^a	58%	49% ^f	55% ^{Tfg}	28%	43% ^f	47%	47%	-	-	51%	47%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age										Social Grade										Urban/Rural		Country						Region									
	Total (n)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humber (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East of England (af)	London (ag)	South East (ah)	South West (ai)	North-east Ireland (aj)				
Unweighted base	317	186	129	44	72	60	46	49	37	9	116	106	95	104	71	70	72	175	142	256	61	269	28	12	8	28	19	28	23	34	23	31**	12**	27**	59	39	17	8			
Weighted base	339	196	141*	45*	89*	67**	46*	44*	38**	10**	134*	112*	93*	111*	84*	72*	72**	195	145	269	70*	287	31**	12**	9**	31**	22**	32**	29**	27**	31**	12**	33**	58**	39**	16**	9**				
Very easy	98	67	31	15	20	17	18	9	13	4	36	35	27	31	20	22	25	51	47	75	24	84	10	1	3	10	14	7	9	11	7	1	10	18	5	2	3				
	29%	34%	22%	35%	23%	25%	40%	21%	35%	43%	27%	31%	29%	28%	24%	31%	35%	26%	33%	28%	34%	29%	32%	10%	34%	32%	65%	23%	33%	39%	24%	10%	51%	32%	12%	12%	34%				
Easy	173	98	75	21	49	31	22	23	22	5	70	53	50	64	41	42	27	105	68	141	32	142	15	10	6	15	8	12	14	13	15	10	20	27	20	14	6	66%			
	51%	50%	53%	47%	54%	46%	49%	51%	58%	52%	52%	47%	54%	57% ^p	49%	58% ^p	37%	54% ^p	47%	53%	46%	50%	49%	80%	86%	49%	35%	36%	47%	46%	50%	80%	61%	47%	50%	85%	85%				
A little difficult	49	24	24	8	14	16	3	7	1	1	22	19	8	12	16	7	14	28	21	40	9	44	4	1	-	4	-	9	3	4	4	1	3	10	10	-	-				
	15%	12%	17%	18%	15%	24% ^l	7%	15%	3%	6%	16%	17%	9%	11%	19%	9%	19%	15%	14%	15%	13%	15%	13%	9%	-	13%	-	29%	11%	14%	14%	9%	8%	18%	25%	3%	-				
Very difficult	9	4	6	-	5	2	1	2	-	-	5	3	2	1	5	2	2	6	4	6	4	8	2	-	-	2	-	-	-	-	3	-	-	1	4	-	-				
	3%	2%	4%	-	5%	3%	2%	4%	-	-	4%	2%	1%	6%	2%	3%	3%	3%	3%	2%	6%	3%	6%	-	-	6%	-	-	-	-	10%	-	-	2%	9%	-	-				
I couldn't understand it at all	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
I didn't read it	5	2	3	-	-	1	-	2	-	-	1	4	2	-	-	-	3	2	3	4	1	5	-	-	-	-	3	-	-	1	-	-	-	1	-	-					
	2%	1%	2%	-	-	2%	-	5% ^l	4%	-	1%	4% ^l	2%	-	-	4%	1%	2%	1%	2%	1%	2%	-	-	-	-	9%	-	-	3%	-	-	-	4%	-	-					
Can't remember	4	1	2	-	2	-	1	-	-	2	-	1	1	1	-	1	2	1	4	-	4	-	-	-	-	-	-	2	-	-	-	-	1	-	-	-					
	1%	1%	1%	-	2%	-	1%	3%	-	1%	-	2%	1%	1%	-	2%	1%	1%	1%	1%	-	1%	-	-	-	-	-	8%	-	-	-	-	2%	-	-	-					
NET: Easy	272	164	107	37	69	48	41	32	36	10	106	89	78	94	62	64	52	156	116	216	56	226	25	11	9	25	22	20	23	24	23	11	30	45	24	16	9				
	80%	84%	76%	82%	77%	72%	90%	73%	93%	94%	79%	79%	84%	85%	73%	88% ^p	72%	80%	80%	80%	79%	79%	81%	91%	100%	81%	100%	62%	80%	86%	74%	91%	92%	79%	62%	97%	100%				
NET: Difficult	59	28	30	8	19	18	4	8	1	1	27	22	10	13	21	9	16	34	24	46	13	52	6	1	-	6	-	9	3	4	7	1	3	11	14	-	-				
	17%	14%	21%	18%	21%	26% ^l	10%	19%	3%	6%	20%	20%	11%	12%	25%	12%	22%	18%	17%	17%	19%	18%	19%	9%	-	19%	-	29%	11%	14%	24%	9%	8%	19%	34%	3%	-				

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	317	263	53	190	25	41	53	44	26	-	127	20	35	69	97	42	24	9	14	7	27	38	21	2	256	4	57	55	174	67
Weighted base	339	279	60*	190	28**	42*	62*	52*	36**	-**	149*	21**	34**	71*	93*	54*	31**	18**	11**	7**	31**	37**	25**	3**	273	5**	61*	54*	187	82*
Very easy	98	79	20	52	16	8	14	15	12	-	47	9	10	16	31	13	5	10	2	4	15	12	9	-	74	*	24	18	54	21
	29%	28%	33%	27%	56%	20%	23%	29%	32%	-	31%	41%	30%	22%	33%	24%	15%	54%	20%	56%	49%	37%	-	27%	8%	39%	33%	29%	26%	33%
Easy	173	150	23	100	7	27	36	30	19	-	73	11	15	41	45	27	20	8	5	1	6	15	10	2	148	2	24	28	93	46
	51%	54%	38%	53%	25%	64%	58%	57%	52%	-	49%	51%	44%	58%	48%	50%	65%	46%	46%	18%	18%	42%	39%	63%	54%	31%	39%	53%	50%	57%
A little difficult	49	35	14	27	5	6	6	6	4	-	22	2	6	7	14	10	6	-	4	2	7	4	3	1	41	-	8	5	26	13
	15%	13%	23%	14%	18%	14%	10%	12%	11%	-	15%	8%	17%	10%	15%	19%	19%	-	34%	26%	22%	10%	12%	37%	15%	-	14%	10%	14%	16%
Very difficult	9	7	3	4	-	1	6	1	-	-	6	-	2	4	3	1	-	-	-	-	2	-	-	4	3	2	2	6	1	
	3%	2%	5%	2%	-	2%	9% ^c	2%	-	-	4%	-	5%	6%	3%	2%	-	-	-	-	6%	-	-	2%	61%	3%	4%	3%	3%	1%
I couldn't understand it at all	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I didn't read it	5	5	-	4	-	-	-	-	1	-	1	-	-	2	-	3	-	-	-	-	2	2	-	4	-	2	-	5	-	-
	2%	2%	-	2%	-	-	-	-	4%	-	1%	-	-	3%	-	6%	-	-	-	-	5%	4%	6%	-	1%	-	3%	-	3%	-
Can't remember	4	3	1	3	-	-	-	-	*	-	*	-	1	1	1	-	-	-	-	-	1	1	1	2	-	1	*	3	-	-
	1%	1%	1%	2%	-	-	-	-	1%	-	*	-	4%	2%	1%	-	-	-	-	-	5%	4%	6%	-	1%	-	2%	1%	2%	-
NET: Easy	272	229	42	152	23	35	50	45	31	-	120	19	25	57	76	40	25	18	7	5	21	28	19	2	222	2	48	46	146	68
	80%	82%	71%	80%	82%	84%	81%	86%	84%	-	80%	92%	74%	80%	82%	74%	81%	100%	66%	74%	67%	76%	76%	63%	81%	39%	78%	86%	78%	83%
NET: Difficult	59	42	17	31	5	7	12	7	4	-	27	2	8	11	16	11	6	-	4	2	7	6	3	1	45	3	11	7	32	14
	17%	15%	28%	16%	18%	19%	14%	11%	-	18%	8%	22%	15%	18%	20%	19%	-	-	34%	26%	22%	16%	12%	37%	17%	61%	17%	14%	17%	17%

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (n)	Sim-only (n)	Bundle package (n)	Separate contracts (n)	Total in contract (n)	30 day rolling (n)	Out of contract (n)	Total aware (n)	Aware CAN increase (n)	Aware CANNOT increase (n)	Not aware (n)	Yes (n)	No (n)	
Unweighted base	317	167	118	32	261	228	33	49	317	317	-	-	53	264
Weighted base	339	186	124*	29**	280	246	34**	53*	339	339	**	**	58*	281
Very easy	98	68	27	3	88	75	13	11	98	98	-	-	20	78
	29%	38% ^b	22%	12%	31%	31%	37%	20%	29%	29%	-	-	35%	28%
Easy	173	90	65	19	136	119	17	32	173	173	-	-	25	148
	51%	48%	52%	64%	49%	48%	51%	60%	51%	51%	-	-	42%	53%
A little difficult	49	23	21	5	39	36	3	10	49	49	-	-	8	41
	15%	12%	17%	19%	14%	15%	9%	18%	15%	15%	-	-	14%	15%
Very difficult	9	4	6	-	9	8	1	-	9	9	-	-	5	4
	3%	2%	4%	-	3%	3%	3%	-	3%	3%	-	-	9% ^m	2%
I couldn't understand it at all	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I didn't read it	5	1	4	-	5	5	-	-	5	5	-	-	-	5
	2%	1%	3%	-	2%	2%	-	-	2%	2%	-	-	-	2%
Can't remember	4	1	1	1	3	3	-	1	4	4	-	-	-	4
	1%	*	1%	5%	1%	1%	-	1%	1%	1%	-	-	-	1%
NET: Easy	272	158	92	22	223	194	30	42	272	272	-	-	45	227
	80%	85%	74%	76%	80%	79%	88%	80%	80%	80%	-	-	77%	81%
NET: Difficult	59	27	27	5	48	44	4	10	59	59	-	-	13	45
	17%	14%	22%	19%	17%	18%	12%	18%	17%	17%	-	-	23%	16%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 59
Q17. Do you know what the CPI and the RPI measure?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age							Social Grade						Urban/Rural		Country										Region										
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	NET: 16-34	NET: 35-54	NET: 55+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural	England	Scotland	Wales	North-east	North-west	North-west	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North-east			
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57		
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*		
Interest rate	155	109	45	23	38	24	14	23	20	12	61	39	55	50	45	27	33	96	59	138	16	130	8	9	7	8	6	17	11	12	5	9	6	37	15%TyD	25	11%DF	11	7
Data speeds	79	44	35	18	26	11	10	*	12	1	45	21	13	17	23	20	20	39	40	65	15	76	2	1	*	2	1	15	2	10	6	1	3	22	9%TyzB	6	10	*	1
Inflation rate	707	441	263	83	107	92	121	127	141	36	190	213	304	232	208	129	139	440	268	554	154	598	59	25	24	59	36	68	64	48	64	25	70	92	106	51	24		
Don't know	856	272	579	128	138	154	169	105	112	49	266	324	266	192	249	195	221	440	416	684	172	698	76	59	22	76	35	95	71	82	57	59	90	90	102	77	22		
NET: Incorrect answer	234	153	80	42	64	35	25	23	32	13	106	60	69	67	68	47	52	135	99	203	31	206	10	10	7	10	7	33	14	22	11	10	9	59	31	21	7		

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 60
Q17. Do you know what the CPI and the RPI measure?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Interest rate	155	124	30	94	12	17	25	22	13	1	60	11	16	36	39	22	16	6	7	1	13	14	12	2	128	5	22	35	80	31
Data speeds	79	51	27	45	12	13	13	12	4	-	34	8	24	16	10	12	1	3	3	1	7	7	3	1	64	1	14	20	48	7
Inflation rate	707	630	77	541	21	42	60	58	53	7	159	28	63	179	180	108	58	53	23	16	54	101	46	5	545	11	151	52	411	205
Don't know	856	733	118	583	20	65	113	112	90	2	271	79	94	200	185	115	53	25	72	33	96	139	60	4	647	9	200	154	453	144
NET: Incorrect answer	234	178	56	139	24	30	38	34	17	1	94	19	40	52	49	34	18	10	10	3	20	22	14	3	192	6	36	55	128	38
	13%	11%	22%Ta	11%	37%Tcdg	22%Tch	18%c	17%c	11%	11%	18%Tc	15%	20%Tmr	12%	12%	13%	14%	11%	10%	6%	12%	8%	12%	26%	14%kuz	22%	9%	21%TBC	13%	10%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 61
Q17. Do you know what the CPI and the RPI measure?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed fee (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Interest rate	155 9%k	87 8%	54 9%	14 14%	134 9%l	112 11%l	22 5%	20 8%	119 10%k	89 12%Tj	30 7%	36 6%	30 9%	125 9%
Data speeds	79 4%kl	32 3%	40 7%a	7 7%	56 4%	41 4%	15 4%	19 8%Tdef	65 6%k	37 5%k	28 6%k	14 2%	5 1%	75 5%l
Inflation rate	707 39%kb	460 42%b	205 34%	42 40%	584 39%	403 38%	180 43%	101 42%	501 43%jk	341 48%Tj	160 36%	206 32%	139 42%	569 39%
Don't know	856 48%hi	505 47%	310 51%	41 40%	707 48%	506 48%	200 48%	101 42%	476 41%ki	248 35%	228 51%hi	380 60%Thi	158 48%	698 48%
NET: Incorrect answer	234 13%k	119 11%	94 15%a	21 20%a	190 13%	153 14%l	37 9%	39 16%l	184 16%k	126 18%Tk	59 13%k	50 8%	34 10%	200 14%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 62
Q18. Before today, had you heard of the CPI and the RPI? - Summary
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Consumer Prices Index (CPI)	Retail Prices Index (RPI)
Unweighted base	1764	1764
Weighted base	1797	1797
Yes, had heard of it and understand how it is calculated	380 21%	362 20%
Yes, had heard of it but don't understand how it is calculated	825 48%	847 47%
No, had not heard of it	462 26%	447 25%
Not sure	131 7%	142 8%
NET: Heard of	1205 67%	1209 67%

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 63
Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age							Social Grade							Urban/Rural				Country					Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*
Yes, had heard of it and understand how it is calculated	380	256	122	56	68	48	46	66	73	22	124	94	161	137	111	70	61	249	131	313	67	320	28	16	15	28	17	40	30	28	30	16	31	60	52	33	15
Yes, had heard of it but don't understand how it is calculated	21	11	10	21%btk	30%Td	13%	22%l	17%	15%	26%ek	26%ek	22%	22%fk	16%	25%ekf	28%Tno pr	21%p	19%	15%	24%pr	17%	22%	19%	17%	28%	19%	22%	21%	20%	18%	23%	17%	18%	25%	22%	22%	28%
No, had not heard of it	825	432	390	86	125	120	147	135	157	54	211	267	347	238	240	153	194	477	347	639	186	695	64	42	24	64	37	87	82	64	58	42	87	104	114	63	24
NET: Heard of	1205	688	512	142	193	168	193	201	231	76	335	361	508	375	351	223	255	726	479	952	253	1015	93	59	39	93	54	127	111	92	89	59	118	164	166	96	39
NET: Not heard of	131	7%aimq	5%	10%sa	8%	10%ghi	10%ghi	8%l	4%	4%	4%	50	54	27	16	32	47	36	48	83	107	24	104	14	9	4	14	3	16	9	15	9	6	21	13	11	4
NET: Not heard of	131	7%aimq	5%	10%sa	8%	10%ghi	10%ghi	8%l	4%	4%	4%	50	54	27	16	32	47	36	48	83	107	24	104	14	9	4	14	3	16	9	15	9	6	21	13	11	4
NET: Heard of	1205	688	512	142	193	168	193	201	231	76	335	361	508	375	351	223	255	726	479	952	253	1015	93	59	39	93	54	127	111	92	89	59	118	164	166	96	39
NET: Not heard of	131	7%aimq	5%	10%sa	8%	10%ghi	10%ghi	8%l	4%	4%	4%	50	54	27	16	32	47	36	48	83	107	24	104	14	9	4	14	3	16	9	15	9	6	21	13	11	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 64
Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)
Base: All currently paying for a mobile phone service excluding prepaid/PAYG/top up plan

	Ethnicity		Children 18 or Under						Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,600 to £15,999 per year (l)	From £300 to £499 per week / From £25,000 to £25,999 per year (m)	From £500 to £699 per week / From £36,399 to £36,999 per year (n)	From £700 to £1,499 per week / From £52,000 to £57,999 per year (o)	From £1,500 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physically (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Yes, had heard of it and understand how it is calculated	380	326	53	265	27	24	43	38	28	5	110	21	36	73	96	62	33	38	13	7	20	41	25	1	307	5	67	44	207	109
Yes, had heard of it but don't understand how it is calculated	825	715	108	617	18	58	84	79	67	3	205	46	84	229	211	116	63	30	22	24	80	131	62	10	633	13	179	99	483	198
No, had not heard of it	462	387	71	300	15	41	68	68	47	2	160	49	59	98	80	66	26	18	50	15	54	74	26	2	341	6	115	96	238	62
Not sure	131	111	18	82	6	14	16	19	18	+	49	9	18	30	26	13	7	3	19	6	16	6	7	+	101	3	26	22	66	18
NET: Heard of	1205	1041	161	881	43	82	127	117	94	8	315	68	120	302	307	178	96	67	35	31	100	172	87	11	941	18	246	143	689	307
	67% ^{tk}	68%	64%	70% ^{efghj}	66%	60%	60%	57%	59%	77%	60%	54% ^{kr}	61% ^{lr}	70% ^{klr}	74% ^{Tkr}	69% ^{kr}	75% ^{klr}	34%	60% ^{kr}	59%	66%	73% ^t	80%	68% ^t	68%	64%	55%	69% ^A	79% ^{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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 65
Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Yes, had heard of it and understand how it is calculated	380 21%k	249 23%b	108 18%	23 22%	307 21%	228 21%	79 19%	63 26%	295 25%Tk	198 28%Tk	97 22%k	85 13%	74 22%	306 21%
Yes, had heard of it but don't understand how it is calculated	825 46%	507 47%	268 44%	50 48%	676 46%	464 44%	213 51%e	114 47%	562 48%k	350 49%k	212 48%	263 41%	146 44%	679 46%
No, had not heard of it	462 26%hi	261 24%	175 29%	25 24%	391 26%	288 27%	103 21%	51 21%	246 21%	133 19%	113 25%i	216 34%Thj	85 26%	376 26%
Not sure	131 7%h	67 6%	58 10%a	6 6%	106 7%	83 8%	22 5%	12 5%	59 5%	35 5%	24 5%	72 11%Thj	26 8%	105 7%
NET: Heard of	1205 67%kb	756 70%b	376 62%	73 70%	983 66%	691 65%	292 70%	177 74%e	856 74%Tk	547 77%Tj	309 69%k	348 55%	219 66%	985 67%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 66
Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)
Base: All currently paying for a mobile phone service excluding prepaid/PAYG/top up plan

	Gender			Age							Social Grade										Urban/Rural		Country					Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57	
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*	
Yes, had heard of it and understand how it is calculated	362	248	112	44	52	52	46	71	74	23	96	97	168	113	103	74	71	216	146	292	70	303	27	16	15	27	16	33	31	30	28	21	16	34	53	52	25	15
	20%bf	29%Tb	12%	17%	17%	18%	15%	28%Tcd	26%Tcd	24%	17%	16%	26%Tcd	23%	20%	20%	17%	21%	19%	20%	20%	19%	17%	28%	19%	19%	21%	21%	20%	21%	17%	20%	22%	22%	17%	28%		
Yes, had heard of it but don't understand how it is calculated	847	429	413	89	128	115	150	141	173	52	216	265	366	245	260	155	186	505	341	662	185	715	67	40	24	67	40	96	78	63	56	40	86	112	112	72	24	
	47%cj	50%	45%	35%	41%	41%	48%cj	55%Tcd	61%Tcd	53%cj	39%	44%c	57%Tcd	50%co	50%	42%	45%	50%cor	44%	46%	52%	48%	46%	43%	45%	46%	52%	49%	53%	41%	43%	43%	51%	46%	47%	48%	45%	
No, had not heard of it	447	146	300	101	89	87	90	32	28	20	190	178	79	111	122	94	121	232	214	366	80	370	38	29	10	38	18	48	31	44	37	29	39	51	62	39	10	
	25%kgh	17%	33%Ta	40%Tdf	29%ghl	31%ghl	29%ghl	12%	10%	20%h	34%Tgh	30%Tgh	12%	23%	23%	25%	29%mq	23%	27%	25%	22%	29%	26%	31%	19%	26%	24%	21%	29%	28%	31%	23%	21%	26%	26%	19%		
Not sure	142	43	98	19	40	28	29	12	10	3	60	57	26	21	40	48	33	61	81	121	22	115	14	9	4	14	3	19	8	15	10	9	9	24	13	13	4	
	8%ahim	5%	11%Ta	8%	13%Tgh	10%ghl	9%hl	5%	4%	3%	11%ghi	10%ghi	4%	4%	8%	13%Tmq	8%qm	6%	10%mq	8%	6%	8%	10%	9%	8%	10%	4%	10%	5%	10%	8%	9%	5%	10%	5%	9%	8%	
NET: Heard of	1209	678	525	132	180	166	196	212	247	76	312	362	535	358	363	229	258	722	487	954	255	1018	94	57	40	94	56	129	109	93	84	57	120	165	164	98	40	
	67%bcd	78%Tb	57%	52%	58%	59%	62%	83%Tcd	87%Tcd	77%cd	56%	61%	84%Tcd	73%Top	69%r	62%	63%	71%opr	62%	66%	71%	68%	64%	60%	73%	64%	73%	66%	74%C	61%	64%	60%	71%	69%	69%	65%	73%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 67
Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)
Base: All currently paying for a mobile phone service excluding prepaid/PAYG/top up plan

	Ethnicity			Children 18 or Under						Household Income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £15,600 per year (l)	From £300 to £499 per week / From £25,999 to £26,000 per year (m)	From £500 to £699 per week / From £36,399 to £36,400 per year (n)	From £700 to £999 per week / From £51,999 to £52,000 per year (o)	From £1,000 to £1,499 per week / From £78,000 to £78,000 per year (p)	£1,500 and above per week / £120,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physically (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Yes, had heard of it and understand how it is calculated	362	315	45	259	25	25	32	30	26	5	97	20	28	69	103	59	24	38	13	7	24	41	26	1	288	4	69	38	202	101
Yes, had heard of it but don't understand how it is calculated	847	739	107	628	17	53	97	87	71	3	218	52	91	238	207	110	71	27	27	24	71	132	56	10	657	14	176	109	497	190
No, had not heard of it	447	368	75	287	15	44	67	70	45	2	158	45	58	87	79	72	18	45	14	57	70	29	2	330	6	111	92	222	74	
Not sure	142	117	24	91	8	16	16	18	17	*	51	9	20	36	25	16	7	5	19	6	18	19	8	*	108	3	31	23	73	22
NET: Heard of	1209	1054	152	885	42	77	129	116	97	8	315	72	119	307	310	168	96	64	41	32	95	173	82	11	945	18	245	147	688	291
	67%egjr	68%b	61%	70%efgj	64%	56%	61%	57%	61%	77%	60%	58%r	60%r	71%klr	75%Tko	65%r	74%klr	74%r	39%	61%r	56%	66%	69%t	80%	68%t	68%	63%	56%	70%A	75%TA

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 68
Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Yes, had heard of it and understand how it is calculated	362 20%k	241 22%b	100 16%	21 20%	298 20%	223 21%	75 18%	54 22%	284 24%Tk	197 28%Tj	88 20%k	77 12%	66 20%	296 20%
Yes, had heard of it but don't understand how it is calculated	847 47%	515 47%	281 46%	51 49%	684 46%	482 45%	202 49%	127 53%	579 50%k	362 51%k	218 49%	268 42%	148 45%	699 48%
No, had not heard of it	447 25%hi	256 24%	164 27%	26 25%	379 26%	269 25%	110 26%	48 20%	231 20%	119 17%	112 25%i	215 34%Thi	87 26%	359 24%
Not sure	142 8%hi	72 7%	63 10%a	6 6%	119 8%	89 8%	30 7%	11 5%	66 6%	37 5%	29 6%	76 12%Thj	29 9%	113 8%
NET: Heard of	1209 67%k	756 70%b	381 63%	72 69%	982 66%	705 66%	277 66%	181 75%Tde	864 74%Tj	558 78%Tj	306 68%k	345 54%	214 65%	994 68%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 69

Q18. Before today, had you heard of the CPI and the RPI? - Consumer Prices Index (CPI)
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Q18. Before today, had you heard of the CPI and the RPI? - Retail Prices Index (RPI)					
	Total	Yes, had heard of it and understand how it is calculated	Yes, had heard of it but don't understand how it is calculated	No, had not heard of it	Not sure	NET: Heard of
Unweighted base	1764	345 20%	844 48%	420 24%	155 9%	1189 67%
Weighted base	1797	362 20%	847 47%	447 25%	142 8%	1209 67%
Yes, had heard of it and understand how it is calculated	380 21%	317 88%	54 6%	6 1%	3 2%	370 31%
Yes, had heard of it but don't understand how it is calculated	825 46%	38 5%	736 87%	41 5%	10 7%	774 64%
No, had not heard of it	462 26%	6 1%	50 6%	396 86%	11 2%	56 12%
Not sure	131 7%	1 *	8 1%	3 3%	119 83%	9 7%
NET: Heard of	1205 67%	355 98%	790 93%	48 11%	13 9%	1144 95%
		29%	66%	4%	1%	95%

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 70
Q19. To what extent, if at all, are you confident on where to find information about these rates of inflation?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age										Social Grade						Urban/Rural		Country					Region										
	Total (T)	Male (A)	Female (B)	16-24 (C)	25-34 (D)	35-44 (E)	45-54 (F)	55-64 (G)	65-74 (H)	75+ (I)	NET: 16-34 (J)	NET: 35-54 (K)	NET: 55+ (L)	AB (M)	C1 (N)	C2 (O)	DE (P)	ABC1 (Q)	C2DE (R)	Urban (S)	Rural (T)	England (U)	Scotland (V)	Wales (W)	North-ern Ire-land (X)	Scotland (Y)	North East (Z)	North West (AA)	York-shire & Humber-side (AB)	West Midlands (AC)	East Midlands (AD)	Wales (AE)	East-ern (AF)	London (AG)	South East (AH)	South West (AI)	North-ern Ire-land (AJ)
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*
Very confident	320	218	100	47	51	35	48	60	65	16	97	82	140	119	87	59	54	206	114	249	71	266	22	14	19	22	14	28	29	29	22	14	18	56	44	26	19
	18%b	25%Td	11%	18%	16%	12%	15%	23%ek	23%ekf	16%	17%	14%	22%Tefk	24%Tno	17%	16%	13%	20%pr	15%	17%	20%	16%	14%	35%Tuv	15%	19%	14%	19%	19%	17%	14%	11%	23%AF	18%	17%	35%Ty	ABCDEFH
Slightly confident	697	380	314	102	113	109	117	108	118	31	214	226	256	213	203	131	149	416	280	572	125	594	59	30	14	59	29	84	49	53	53	30	69	107	95	54	14
	39%b	44%Tb	34%	40%	37%	39%	37%	42%	41%	31%	38%	38%	40%	44%lor	39%	35%	36%	41%	36%	40%	35%	40%	40%	32%	26%	40%	38%	43%	33%	35%	41%	32%	41%	45%J	40%	36%	26%
Not very confident	554	216	338	82	102	94	94	64	77	40	184	189	182	126	173	126	130	299	255	443	112	459	51	29	16	51	23	58	49	47	38	29	62	61	71	50	16
	31%a	25%	36%Ta	33%	33%	33%	30%	25%	27%	41%ghl	33%g	32%	28%	26%	33%lm	34%lm	31%	29%	33%lm	31%	31%	31%	35%	31%	29%	35%	30%	30%	33%	31%	29%	31%	36%G	25%	30%	33%	29%
Not at all confident	226	52	172	22	43	43	56	25	25	12	65	99	61	32	62	54	79	93	133	177	49	184	15	22	5	15	11	26	22	22	18	22	20	16	29	20	5
	13%amqQ	6%	19%Ta	9%	14%	15%hjl	18%Tcg	10%	9%	12%	12%	17%Tcg	10%	6%	12%im	15%mq	19%Tmnq	9%	17%Tmn	12%	14%	12%	10%	23%Tuv	5	10%	10%	14%	13%G	15%G	14%G	23%TyF	12%	7%	12%	14%	10%
NET: Confident	1017	598	414	148	163	144	165	167	183	47	312	309	397	332	290	191	203	623	394	821	196	861	80	43	33	80	44	112	78	83	76	43	87	164	139	79	33
	57%bpr	69%Tb	45%	59%	53%	51%	52%	65%Tde	64%Tde	47%	56%	52%	62%Tde	68%Tno	55%	52%	49%	61%Ttop	50%	57%	55%	57%	55%	46%	61%	55%	56%	57%	52%	54%	58%	46%	52%	68%TYA	58%	53%	61%
NET: Not confident	780	268	509	104	145	138	150	89	102	52	249	288	243	158	235	180	208	392	388	620	161	642	66	51	21	66	34	84	71	69	56	51	81	77	100	70	21
	43%agh	31%	55%Ta	41%	47%ghl	49%ghl	46%ghl	35%	36%	53%ghl	44%gh	48%ghl	38%	32%	45%lm	48%mq	51%Tmq	39%lm	50%Tmq	43%	45%	43%	45%	54%	39%	45%G	44%	43%G	48%G	46%G	42%	54%G	48%G	32%	42%	47%G	39%

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

Mobile in Contract Price Rises Survey ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 71
Q19. To what extent, if at all, are you confident on where to find information about these rates of inflation?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,400 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335
Weighted base	1797	1539	251	1263	65*	137*	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Very confident	320	277	43	236	21	25	26	25	25	4	80	20	25	67	79	44	27	38	13	9	27	44	17	2	252	6	63	36	158	104
	18%	18%	17%	19%	32%Tcdg hj	18%	13%	12%	15%	33%	15%	16%	13%	16%	19%	17%	21%	44%Tklm nopqrs	12%	16%	16%	17%	2	16%	22%	16%	14%	16%	27%TAB	
Slightly confident	697	582	112	496	19	53	91	75	58	4	197	41	72	179	176	111	47	25	28	18	40	80	38	4	565	12	120	96	412	143
	39%rtuz tuz	38%	44%	39%	30%	39%	43%	37%	36%	59%	38%	33%	36%	42%kr	42%kr	43%kr	36%	29%	27%	35%	23%	31%	32%	4	41%tuz	48%	31%	37%	42%	37%
Not very confident	554	482	71	389	16	40	67	69	46	3	162	49	68	134	120	77	39	16	35	17	71	90	43	5	409	5	141	90	309	102
	31%q	31%	28%	31%	24%	29%	32%	34%	29%	28%	31%	39%q	34%q	31%	29%	30%	30%	18%	34%	33%	42%TTx	34%	36%	36%	30%	18%	36%xx	35%	31%	26%
Not at all confident	226	198	26	142	9	19	27	34	31	-	84	16	33	51	39	25	17	8	29	8	32	48	21	2	158	4	64	39	113	37
	13%	13%	10%	11%	14%	14%	13%	17%	19%Tc	-	16%c	13%	17%n	12%	9%	10%	13%	10%	28%Tkim nopq	15%	19%TTx	18%TTx	17%	16%	11%	14%	17%xx	15%	11%	10%
NET: Confident	1017	859	154	732	40	78	117	100	83	8	277	61	97	246	254	155	73	64	40	27	67	124	56	6	816	18	183	133	570	247
	57%rtuz tuz	56%	61%	58%g	61%	57%	55%	49%	52%	72%	53%	49%	49%	57%kr	57%kr	60%kr	57%kr	73%Tkim rs	39%	52%	39%	47%	47%	48%	59%tuz tuz	68%	47%	51%	57%	64%TA
NET: Not confident	780	680	97	531	25	59	94	103	77	3	246	64	100	185	160	102	56	24	64	25	103	137	64	7	567	8	205	129	423	140
	43%qC	44%	39%	42%	39%	43%	45%	51%c	48%	28%	47%	51%knoq	51%knoq	43%q	39%	40%	43%	27%	61%Tmmo	48%q	61%TTx	53%TTx	53%xx	52%	41%	32%	53%TTx	49%C	43%	36%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 72
Q19. To what extent, if at all, are you confident on where to find information about these rates of inflation?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN (i)	Aware CANNOT (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Very confident	320	218	86	17	259	186	72	53	249	173	76	71	64	256
	18%k	20%b	14%	16%	17%	18%	17%	22%	21%Tk	24%Tj	17%k	11%	15%	17%
Slightly confident	697	417	234	47	575	425	149	95	489	288	191	208	125	572
	39%k	38%	38%	45%	39%	40%	36%	39%	42%k	42%k	43%k	33%	38%	39%
Not very confident	554	324	199	31	454	322	132	66	311	195	117	243	95	460
	31%h	30%	33%	30%	31%	30%	32%	27%	27%	27%	26%	38%Thi	29%	31%
Not at all confident	226	126	90	10	192	129	63	27	112	49	63	114	47	179
	13%hi	12%	15%	10%	13%	12%	15%	11%	10%	7%	14%hi	16%Thi	14%	12%
NET: Confident	1017	634	319	63	833	612	221	148	738	471	267	279	189	825
	57%k	59%b	52%	61%	56%	58%	53%	61%	64%Tk	66%Tj	60%k	44%	57%	56%
NET: Not confident	780	450	289	41	646	450	196	93	423	243	180	357	142	638
	43%hi	41%	48%a	39%	44%	42%	47%	39%	36%	34%	40%	56%Thi	43%	44%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	North-east Ireland (J)
Unweighted base	655	415	237	67	85	80	121	133	129	40	152	201	302	212	183	134	126	395	260	521	134	551	54	28	22	54	37	60	59	48	56	28	64	96	86	45	22
Weighted base	664	416	246	73*	93*	87*	115*	125	135	36*	166	202	296	217	195	119	133*	413	252	518	147*	562	55*	24**	24**	55*	34**	66*	60*	46*	59*	24**	68*	85*	96*	47*	24**
No	413	236	176	35	69	54	79	73	83	20	104	134	175	119	128	83	83	247	166	319	94	346	40	14	13	40	22	37	40	28	38	14	44	51	52	34	13
	62% _c	57%	72% _{Ta}	47%	75% _{Tcg}	63%	69% _c	58%	61%	55%	63%	66% _c	59%	55%	65%	69% _{km}	63%	60%	66% _{km}	62%	64%	62%	73%	61%	54%	73%	64%	56%	67%	61%	64%	61%	65%	60%	54%	71%	54%
Yes, CPI is higher than RPI	107	78	29	21	17	21	11	13	19	5	38	32	37	43	28	11	26	71	37	97	10	90	10	4	3	10	4	13	11	6	7	4	13	22	11	4	3
	16% _t	19% _b	12%	29% _{Tfg}	18%	25% _{fjl}	10%	11%	14%	12%	23% _{fjl}	16%	12%	20% _o	14%	9%	20% _o	17%	15%	19% _t	7%	16%	19%	18%	12%	19%	12%	18%	13%	11%	18%	19%	25% _{TH}	12%	9%	12%	
Yes, CPI is the same as RPI	6	1	4	2	1	1	1	-	-	2	3	1	-	1	2	2	1	5	5	1	3	2	1	-	2	-	-	-	1	1	1	1	1	-	-	-	
	1%	1*	2%	2%	1%	1%	1%	-	-	1%	1%	1*	-	1%	2%	2%	1%	2%	1%	1%	1%	1%	4% _u	3%	-	4%	-	-	2%	1%	3%	1%	1%	-	-	-	
Yes, RPI is higher than CPI	138	100	36	16	6	10	23	38	33	12	22	33	83	55	39	24	21	94	44	97	41	123	3	4	8	3	8	17	9	11	14	4	11	12	32	9	8
	21% _{dy}	24% _b	15%	22% _d	7%	11%	20% _d	31% _{Tde}	24% _{dj}	13%	16%	28% _{Tde}	25%	20%	20%	16%	23%	18%	19%	28% _{sa}	22% _{vy}	5%	18%	34%	5%	24%	25% _y	15%	23% _{ky}	23% _y	18%	16%	14%	34% _{TyB}	20%	9%	8%
NET: Incorrect response	113	80	33	23	17	23	12	14	19	5	40	35	38	43	29	13	28	72	41	102	11	93	12	5	3	12	4	13	11	7	7	5	13	22	11	4	3
	17% _t	19%	14%	31% _{Tfg}	19%	28% _{fjl}	11%	11%	14%	12%	24% _{fjl}	17%	13%	20%	15%	11%	21% _o	17%	16%	20% _t	8%	17%	22%	21%	12%	22%	12%	19%	18%	16%	12%	21%	19%	26% _{HI}	12%	9%	12%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £15,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	655	584	69	512	15	33	53	50	41	6	137	34	70	176	171	86	50	32	22	14	57	100	45	4	498	10	147	58	386	175
Weighted base	664	592	72*	511	18**	37**	54*	53*	51*	7**	147*	28**	61*	170	168	100*	56*	49**	18**	14**	52*	94*	45*	5**	513	9**	142	50*	387	195
No	413	373	40	308	11	23	39	37	32	5	100	15	37	114	109	61	36	21	8	11	38	66	34	4	305	6	102	28	254	112
Yes, CPI is higher than RPI	62%	63%	56%	60%	62%	63%	72%	69%	63%	77%	68%	54%	61%	67%	65%	61%	64%	43%	45%	77%	73%	71%	76%	72%	59%	71%	72% ^x	55%	66%	58%
Yes, RPI is higher than CPI	107	83	24	79	5	9	10	10	11	1	27	8	12	16	26	20	9	12	5	1	7	8	4	1	91	1	16	15	50	38
Yes, CPI is the same as RPI	16% ^m	14%	34% ^{Ta}	16%	28%	23%	19%	19%	22%	14%	18%	29%	19%	9%	15%	20% ^m	16%	24%	27%	6%	13%	9%	28%	18%	8%	11%	29% ^{TB}	13%	19%	
NET: Incorrect response	6	6	*	3	-	3	1	1	-	-	3	-	2	1	2	-	-	-	1	-	-	1	-	4	*	1	*	5	-	
	1%	1%	*	1%	-	7%	2%	1%	-	-	2%	-	3%	1%	1%	-	-	-	4%	-	-	1%	3%	-	1%	3%	1%	1%	-	
	138	130	7	120	2	3	4	6	7	1	17	5	11	38	31	19	11	16	4	2	7	18	5	-	113	2	23	7	79	45
	21% ^q	22% ^{ab}	9%	24% ^q	11%	7%	7%	11%	16%	9%	12%	18%	18%	23%	18%	19%	20%	33%	23%	17%	14%	19%	12%	-	22%	18%	16%	14%	20%	22%
	113	89	25	82	5	11	11	11	11	1	30	8	13	17	28	20	9	12	6	1	7	10	5	1	95	1	18	15	54	38
	17%	15%	34% ^{Ta}	16%	28%	30%	21%	20%	22%	14%	21%	29%	21% ^m	10%	16%	20%	16%	24%	31%	6%	13%	10%	12%	28%	18%	11%	12%	30% ^{TB}	14%	19%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in contract (j)	Fixed fee (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	655	436	180	39	537	367	170	94	457	315	142	198	125	530
Weighted base	664	439	187	36**	549	377	172	94*	476	327	149	188	126*	539
No	413	273	115	25	343	226	118	55	279	194	85	134	82	331
	62%	62%	61%	66%	62%	60%	68%	58%	55%	56%	57%	71%Thi	65%	62%
Yes, CPI is higher than RPI	107	64	37	6	90	70	20	15	81	55	26	26	19	88
	16%	15%	20%	17%	16%	19%	11%	16%	17%	17%	14%	15%	15%	16%
Yes, CPI is the same as RPI	6	3	1	2	5	4	1	1	5	5	*	1	1	5
	1%	1%	1%	5%	1%	1%	*	1%	1%	1%	*	*	1%	1%
Yes, RPI is higher than CPI	138	100	34	4	111	76	34	24	111	73	38	27	24	114
	21%	23%	18%	12%	20%	20%	20%	25%	23%kk	22%	25%kk	14%	15%	21%
NET: Incorrect response	113	67	38	8	95	75	20	15	86	60	25	27	20	93
	17%	15%	20%	22%	17%	20%lf	12%	16%	18%	18%	18%	14%	16%	17%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country							Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)		
Unweighted base	678	361	313	68	120	135	112	111	105	27	188	247	243	193	185	161	139	378	300	541	137	566	62	28	22	62	42	64	53	69	48	28	62	97	81	50	22		
Weighted base	714	373	338	76*	143*	138*	115*	102*	111*	29**	219	253	243	201	215	158	140	416	298	560	154	600	63*	29**	22**	63*	43*	76*	56*	64*	56*	29**	72*	90*	89*	54*	22**		
Yes, by the rate of inflation	134	70	62	21	22	23	28	14	24	2	42	51	41	39	28	37	30	67	67	108	26	120	8	2	4	8	12	16	13	11	8	2	12	24	15	7	4		
19%	19%	19%	18%	27%	15%	17%	24%	14%	22%	8%	19%	20%	17%	20%	13%	24% _n	21%	16%	22% _n	19%	17%	29%	13%	8%	17%	13%	29%	21%	23%	18%	15%	8%	17%	27%	16%	13%	17%		
Yes, by a set percentage decided by the provider	97	58	38	19	29	18	9	7	15	1	48	27	22	36	24	21	17	60	38	85	13	80	10	5	2	10	2	11	4	14	10	8	6	17	9	5	2		
14%	16%	11%	26% _{Tg}	20% _{fgk}	13%	8%	7%	13%	2%	22% _{Tfg}	11%	6%	18%	11%	13%	12%	14%	13%	15%	8%	13%	16%	22%	7%	16%	6%	15%	8%	22% _z	18%	22%	8%	8%	16%	10%	10%	5%	7%	
Yes, by a set amount decided by the provider	47	31	16	7	14	12	4	5	2	3	22	16	10	24	4	12	7	28	19	36	11	40	5	2	-	5	3	4	2	7	2	2	4	10	5	2	-		
7% _n	8%	5%	10% _h	10% _h	9%	3%	5%	2%	11%	10% _h	6%	4%	12% _{Tn}	2%	8% _n	5%	7% _n	8%	6%	6%	7%	7%	7%	8%	-	7%	6%	4%	12%	4%	8%	6%	11%	5%	3%	-			
Yes, by the rate of inflation plus a set percentage decided by the provider	115	81	35	7	23	23	13	19	22	8	30	36	49	34	32	29	20	66	49	78	37	94	11	4	6	11	8	16	14	7	6	4	13	6	21	3	6	25%	
16% _{bG}	22% _b	10%	9%	16%	17%	11%	19%	20%	27%	14%	14%	20%	17%	15%	19%	14%	16%	17%	14%	24% _{Ts}	16%	18%	14%	4%	25%	18% _G	20% _G	21% _{GI}	26% _{GI}	17%	11%	14%	18% _G	6%	23% _{GI}	5%	25%		
In another way (WRITE IN)	3	2	1	-	-	-	2	1	1	-	-	2	1	1	1	-	1	2	1	1	2	1	-	1	-	-	-	-	-	-	1	1	-	1	-	-	-	1	6%
1%	1%	1%	-	-	-	-	2%	1%	1%	-	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	-	-	-	-	-	-	1%	2%	-	1%	-	-	-	1%	6%
No	318	132	186	22	56	62	59	57	48	15	77	121	120	68	126	58	67	193	124	252	65	265	29	13	10	29	16	28	22	23	29	13	36	33	41	37	10	45%	
44% _{acj}	35%	55% _{Ta}	29%	30%	45%	51% _{cj}	55% _{cdj}	43%	52%	35%	46% _{cj}	49% _{cj}	34%	58% _{Tmo}	37%	44% _{km}	46% _{km}	42%	45%	42%	45%	42%	44%	46%	45%	46%	38%	37%	40%	36%	52%	44%	50%	37%	46%	48% _{Tyz}	45%	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							NET: Yes (j)	Household Income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (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)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£1,500 and above per week / 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	678	590	86	448	39	73	90	81	53	2	228	45	64	166	192	87	48	25	33	18	64	101	47	7	521	10	147	97	384	146
Weighted base	714	614	99*	459	44*	75*	100*	88*	65*	4**	252	45*	61*	168	188	104*	61*	42**	29**	16**	60*	99*	50*	8**	561	9**	145	93*	403	173
Yes, by the rate of inflation	134	112	21	84	14	11	20	11	8	1	50	8	8	32	37	15	9	13	8	4	19	18	13	2	103	1	31	19	77	27
19%	18%	21%	18%	31%g	15%	21%	13%	12%	28%	20%	19%	13%	19%	20%	14%	15%	31%	28%	25%	31%TTx	18%	25%	30%	18%	9%	21%	20%	19%	15%	
Yes, by a set percentage decided by the provider	97	79	19	52	9	17	23	16	6	-	46	5	17	20	28	18	5	2	1	1	3	5	5	-	85	3	10	16	63	17
14%uzuz	13%	19%	11%	19%	22%c	23%Tc	18%	10%	-	18%c	10%	28%Tmp	12%	15%	18%	8%	5%	4%	4%	5%	5%	9%	-	15%uz	35%	7%	18%	16%	10%	
Yes, by a set amount decided by the provider	47	36	12	30	3	7	11	8	2	-	18	5	2	9	14	6	7	-	3	1	1	4	2	-	42	-	5	9	23	12
7%	6%	12%	6%	7%	9%	12%	9%	2%	-	7%	12%	3%	6%	7%	5%	12%	-	11%	5%	2%	4%	4%	-	8%	-	3%	9%	6%	7%	
Yes, by the rate of inflation plus a set percentage decided by the provider	115	99	16	75	6	13	14	10	13	-	40	5	9	28	28	15	12	10	5	3	8	15	9	4	93	1	21	17	52	37
16%	16%	16%	16%	14%	18%	14%	11%	21%	-	16%	12%	15%	16%	15%	15%	19%	24%	19%	21%	14%	15%	18%	44%	17%	8%	15%	19%	13%	21%B	
In another way (WRITE IN)	3	3	-	2	-	-	-	1	-	-	1	-	1	-	1	1	-	-	-	-	-	2	-	-	1	-	2	-	1	2
-	-	-	1%	-	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	-	-	2%xx	-	-	-	-	1%	-	-	1%
No	318	286	31	216	12	27	31	42	36	3	99	21	25	79	82	48	28	17	11	7	29	55	22	2	237	4	77	32	189	79
44%f	47%b	32%	47%df	28%	36%	31%	48%f	55%df	72%	39%	47%	41%	47%	43%	46%	46%	40%	39%	45%	48%	56%xx	43%	26%	42%	47%	53%xx	34%	47%	45%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (a)	Sim-only (b)	Bundle package (c)	Separate contracts (d)	Total in-contract (e)	Fixed (f)	30 day rolling (g)	Out of contract (h)	Total aware (i)	Aware CAN increase (j)	Aware CANNOT increase (k)	Not aware (l)	Yes (m)	No (n)
Unweighted base	678	410	213	55	535	423	112	113	678	678	-	-	110	568
Weighted base	714	440	225	50*	566	445	121*	123*	714	714	**	**	114*	601
Yes, by the rate of inflation	134	88	32	14	116	104	12	15	134	134	-	-	27	107
19% ^f	20%	14%	29% ^b	21% ^d	23% ^g	10%	12%	19%	19%	-	-	-	24%	18%
Yes, by a set percentage decided by the provider	97	58	31	8	79	63	17	17	97	97	-	-	22	75
14%	13%	14%	17%	14%	14%	14%	14%	14%	14%	14%	-	-	20%	12%
Yes, by a set amount decided by the provider	47	25	21	1	35	25	10	10	47	47	-	-	4	44
7%	6%	9%	3%	6%	6%	8%	8%	7%	7%	-	-	-	3%	7%
Yes, by the rate of inflation plus a set percentage decided by the provider	115	66	40	9	90	81	9	23	115	115	-	-	20	95
16% ^f	15%	18%	18%	18%	18% ^f	8%	19% ^f	16%	16%	-	-	-	17%	16%
In another way (WRITE IN)	3	3	-	-	3	-	3	-	3	3	-	-	1	2
-	1%	-	-	1%	-	2% ^{Te}	-	-	-	-	-	-	-	-
No	318	200	100	17	243	172	71	58	318	318	-	-	41	277
44%	46%	45%	33%	43%	39%	58% ^{Tde}	47%	44%	44%	-	-	-	36%	46%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender		Age							Social Grade							Urban/Rural		Country							Region												
	Total (i)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)	
Unweighted base	237	140	95	26	37	44	42	36	43	9	63	86	88	69	54	67	47	123	114	181	56	207	15	7	8	15	20	27	22	25	13	7	24	33	31	12	8	
Weighted base	249	151	97**	27**	45**	46*	41*	33**	46*	10**	72*	87*	90*	73*	60*	67*	50*	133*	116*	186	63*	214	19**	7**	9**	19**	21**	32**	27**	19**	14**	7**	25**	30**	35**	10**	9**	
Yes	41	31	10	12	13	3	6	1	5	-	25	10	6	20	6	8	8	25	16	33	8	35	4	*	2	4	4	1	-	8	3	*	2	11	3	2	2	2
	16%kl	21%	10%	44%	30%	7%	15%	2%	11%	-	35%Te h kl	11%	6%	27%kn	9%	12%	16%	19%	14%	17%	13%	16%	21%	4%	22%	21%	18%	2%	1%	43%	23%	4%	7%	38%	9%	21%	22%	
No	181	109	70	13	23	39	32	30	36	6	37	71	73	49	44	50	38	93	88	132	49	154	14	6	6	14	16	29	19	7	9	6	23	15	30	7	6	
	72%lj	72%	73%	48%	52%	85%kj	78%j	91%	78%j	62%	51%	82%j	81%j	67%	73%	75%	77%	70%	76%	71%	77%	72%	73%	96%	68%	73%	75%	89%	69%	35%	61%	96%	93%	50%	86%	66%	68%	
Don't know/Can't remember	28	11	17	2	8	3	3	2	5	4	10	6	11	5	10	9	3	15	13	21	6	26	1	-	1	1	1	3	8	4	2	-	-	4	2	1	1	
	11%	7%	18%ka	8%	18%	7%	7%	7%	11%	38%	14%	7%	13%	7%	17%	14%	7%	11%	11%	12%	10%	12%	7%	-	10%	7%	7%	9%	29%	22%	15%	-	-	12%	5%	14%	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; ** very small base (under 30) ineligible for sig testing

Mobile in Contract Price Rises Survey
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Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,400 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	237	201	35	155	20	26	29	20	18	1	81	14	20	55	69	26	15	14	17	7	24	33	19	4	185	3	49	36	127	50
Weighted base	249	211	37**	159	20**	24**	34**	21**	21**	1**	89*	14**	17**	59*	64*	30**	21**	23**	14**	7**	27**	33**	22**	6**	196	2**	52*	36**	128	64*
Yes	41	29	12	15	11	7	10	5	3	-	26	2	1	9	10	7	3	7	1	-	7	3	3	2	31	-	10	8	20	12
	16%	14%	32%	10%	54%	29%	28%	22%	12%	-	29%Tc	15%	8%	15%	16%	22%	16%	30%	11%	-	25%	8%	15%	35%	16%	-	19%	22%	15%	19%
No	181	161	19	127	9	10	19	16	18	-	54	11	15	44	45	21	16	15	8	5	19	28	18	4	139	2	40	24	95	48
	72%	76%	51%	80%j	44%	43%	57%	75%	84%	-	61%	81%	89%	73%	70%	71%	76%	66%	61%	75%	72%	87%	82%	65%	71%	100%	76%	66%	74%	75%
Don't know/Can't remember	28	21	6	17	*	7	5	1	1	1	9	1	1	7	10	2	1	1	4	2	1	2	1	25	-	2	5	14	4	
	11%	10%	17%	11%	2%	28%	15%	3%	4%	100%	11%	4%	3%	11%	15%	7%	7%	4%	28%	25%	3%	5%	3%	-	13%	-	4%	12%	11%	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

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	237	137	74	26	196	179	17	36	237	237	-	-	44	193
Weighted base	249	154	72*	24**	206	185	21**	38**	249	249	**	**	47*	203
Yes	41	30	9	2	38	37	1	3	41	41	-	-	14	27
	16%	19%	12%	9%	18%	20%	5%	9%	16%	16%	-	-	29% ^m	13%
No	181	106	53	22	147	132	15	30	181	181	-	-	30	151
	72%	69%	74%	91%	71%	71%	72%	77%	72%	72%	-	-	64%	74%
Don't know/Can't remember	28	18	10	-	21	17	5	5	28	28	-	-	3	25
	11%	12%	14%	-	10%	9%	23%	14%	11%	11%	-	-	7%	12%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 82
Q23. Do you know which elements of your contract the price increase can be applied to?
Base: All who are in-contract on separate packages and aware their price may increase

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	55	31	24	4	9	16	12	5	6	3	13	28	14	16	16	8	15	32	23	45	10	46	5	2	2	5	4	4	4	4	7	3	2	4	8	8	4	2
Weighted base	50*	29**	21**	4**	8**	18**	9**	3**	4**	2**	13**	27**	10**	16**	15**	7**	13**	31**	20**	44*	6**	43*	5**	1**	2**	5**	2**	5**	4**	4**	5**	1**	6**	6**	6**	4**	2**	
Yes, airtime only	25	11	14	3	2	7	6	2	3	2	5	13	7	8	7	4	6	15	10	20	4	19	3	1	1	3	1	2	2	2	2	1	3	-	3	4	1	68%
49%	37%	66%	63%	21%	36%	72%	57%	81%	76%	35%	48%	71%	50%	47%	64%	44%	49%	51%	46%	73%	45%	72%	100%	69%	72%	43%	51%	40%	46%	33%	100%	51%	-	47%	100%	-		
Yes, handset only	3	3	-	-	3	-	-	-	-	-	3	-	-	1	-	-	2	2	2	3	-	3	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	
7%	12%	-	-	35%	3%	-	-	-	-	23%	2%	-	7%	3%	-	14%	5%	9%	8%	-	8%	-	-	-	-	-	-	-	-	14%	-	-	20%	28%	-	-		
Yes, both airtime and handset	12	10	2	1	2	7	-	1	-	1	3	7	2	3	5	-	4	8	4	12	-	11	1	-	1	-	-	1	1	4	-	2	2	2	1	-	-	
23%	33%	10%	20%	26%	35%	-	43%	-	24%	24%	21%	19%	32%	-	30%	25%	20%	26%	26%	-	25%	18%	-	18%	-	-	35%	14%	67%	-	28%	39%	20%	-	-			
Not sure	10	5	5	1	2	5	2	-	1	-	2	7	1	4	3	2	6	4	9	2	9	-	-	-	-	1	2	1	1	-	-	-	2	2	-	-		
21%	18%	24%	17%	18%	26%	28%	-	19%	-	18%	26%	8%	24%	18%	36%	12%	21%	20%	20%	27%	22%	9%	-	31%	9%	57%	49%	25%	26%	-	-	33%	33%	-	-	31%		
NET: Incorrect	15	13	2	1	5	7	-	1	-	1	6	7	2	4	5	-	6	9	6	15	-	14	1	-	-	1	-	1	1	4	-	3	4	1	-	-		
30%	45%	10%	20%	61%	38%	-	43%	-	24%	47%	26%	21%	26%	36%	-	44%	31%	29%	34%	-	33%	18%	-	-	18%	-	-	35%	28%	67%	-	49%	67%	20%	-	-		

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

Mobile in Contract Price Rises Survey
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Absolutes/col percents

Table 83
Q23. Do you know which elements of your contract the price increase can be applied to?
Base: All who are in-contract on separate packages and aware their price may increase

Total (T)	Ethnicity		Children 18 or Under						Prefer not to answer (i)	NET: Yes (j)	Household Income										Disability			Financial Vulnerability							
	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)			Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)			
Unweighted base	55	51	4	30	4	7	12	10	5	-	25	1	4	18	17	8	3	1	2	1	5	8	4	-	43	-	12	7	34	11	
Weighted base	50*	44*	6**	23**	4**	10**	12**	10**	6**	-**	28**	2**	4**	13**	13**	11**	3**	2**	2**	**	4**	6**	4**	-**	41*	-**	9**	7**	32**	9**	
Yes, airtime only	25	25	-	17	1	4	2	4	3	-	8	-	2	6	7	3	2	2	2	-	1	3	-	22	-	3	1	15	7		
49%	49%	56%	-	73%	32%	37%	14%	39%	45%	-	30%	-	51%	46%	59%	28%	68%	100%	100%	-	18%	48%	11%	-	53%	-	33%	10%	48%	73%	
Yes, handset only	3	2	2	1	1	-	1	1	-	-	3	-	-	-	2	1	-	-	-	-	-	-	-	-	3	-	-	-	3	-	
7%	4%	30%	3%	34%	5%	9%	11%	-	-	10%	-	-	12%	-	15%	10%	-	-	-	-	-	-	-	8%	-	-	-	7%	9%	-	
Yes, both airtime and handset	12	7	4	2	1	5	6	2	-	-	10	2	1	2	1	6	-	-	-	-	3	1	3	-	7	-	4	3	9	-	
23%	16%	70%	9%	23%	48%	49%	23%	-	-	35%	100%	37%	14%	7%	51%	-	-	-	-	-	72%	26%	77%	-	18%	-	48%	45%	27%	-	
Not sure	10	10	-	3	-	1	4	3	3	-	7	-	-	5	2	1	-	-	-	-	-	-	-	-	8	-	2	3	5	3	
21%	23%	-	15%	11%	12%	29%	27%	56%	-	25%	-	-	40%	19%	11%	32%	-	-	-	-	100%	10%	26%	12%	-	21%	-	20%	38%	15%	27%
NET: Incorrect	15	9	6	3	2	5	7	3	-	-	12	2	2	3	7	-	-	-	-	-	3	1	3	-	11	-	4	3	12	-	
30%	20%	100%	12%	57%	51%	58%	34%	-	-	45%	100%	49%	14%	22%	61%	-	-	-	-	-	72%	26%	77%	-	26%	-	48%	52%	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

Mobile in Contract Price Rises Survey
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Table 84
Q23. Do you know which elements of your contract the price increase can be applied to?
Base: All who are in-contract on separate packages and aware their price may increase

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed fee (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	55	-	-	55	50	-	4	55	55	-	-	-	5	50
Weighted base	50*	-**	-**	50*	47*	47*	-**	3**	50*	50*	-**	-**	4**	46*
Yes, airtime only	25	-	-	25	24	24	-	1	25	25	-	-	1	24
	45%	-	-	49%	52%	52%	-	24%	49%	49%	-	-	16%	52%
Yes, handset only	3	-	-	3	3	3	-	*	3	3	-	-	-	3
	7%	-	-	7%	6%	6%	-	18%	7%	7%	-	-	-	7%
Yes, both airtime and handset	12	-	-	12	11	11	-	1	12	12	-	-	1	11
	23%	-	-	23%	23%	23%	-	41%	23%	23%	-	-	16%	24%
Not sure	10	-	-	10	9	9	-	*	10	10	-	-	3	8
	21%	-	-	21%	20%	20%	-	16%	21%	21%	-	-	68%	17%
NET: Incorrect	15	-	-	15	14	14	-	2	15	15	-	-	1	14
	30%	-	-	30%	29%	29%	-	59%	30%	30%	-	-	16%	31%

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

Mobile in Contract Price Rises Survey
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Absolutes/col percents

Table 85
Q24. Where would you look to find out whether your provider will be increasing your monthly payments?
Base: All who are not aware that their provider can increase their payment

	Gender			Age										Social Grade										Urban/Rural		Country					Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York- shire & Humber- side (B)	West Mid- lands (C)	East Mid- lands (D)	Wales (E)	East- ern (F)	London (G)	South East (H)	South West (I)	North- ern Ire- land (J)			
Unweighted base	644	269	369	86	97	105	118	86	114	38	183	223	238	161	172	152	159	333	311	525	119	538	46	42	18	46	28	72	52	54	49	42	49	98	84	52	18			
Weighted base	636	268	364	96*	99*	110*	112*	73*	106*	40**	196	222	219	163	175	133	164	339	298	519	117*	528	51*	38*	19**	51*	23**	78*	52*	48*	42*	38*	49*	89*	89*	59*	19**			
On my provider's website	343	143	197	37	55	63	61	45	59	24	92	124	128	95	101	61	86	196	147	296	47	283	29	23	8	29	14	51	29	29	18	23	24	48	53	18	8			
In my contract documents	209	76	132	50	30	31	32	25	27	14	80	63	66	53	73	35	47	126	83	180	29	181	13	12	3	13	30	22	23	11	12	9	26	33	15	3				
By calling my provider	158	59	98	27	19	24	33	19	25	11	46	57	55	40	42	25	50	83	75	139	19	137	8	8	4	8	5	19	13	12	6	8	23	21	22	15	4			
By speaking to someone in my provider's shop	66	21	44	6	3	8	20	6	15	7	9	28	29	23	8	10	24	32	34	54	11	54	7	3	2	7	1	10	7	1	-	3	10	10	11	3	2			
On Ofcom's website	27	14	11	5	1	9	6	*	4	1	6	15	6	7	9	3	7	17	10	21	6	23	-	1	2	-	2	3	-	1	1	4	3	5	4	2				
By speaking to friends or family who are with the same provider	26	10	16	3	6	8	6	-	3	*	8	14	3	8	7	4	8	15	11	24	2	21	2	4	-	2	-	2	-	3	5	4	5	5	1	1	-			
Other (WRITE IN)	26	11	14	2	8	3	5	3	5	-	10	7	8	8	6	8	4	14	12	22	3	16	7	1	2	7	1	2	*	2	4	1	3	3	-	2				
Don't know	103	42	60	23	21	15	17	7	14	5	45	32	26	20	26	28	29	46	57	72	31	81	9	7	6	9	3	7	8	4	5	7	10	18	11	14	6			

Proportions/Means: Columns Tested (5% risk level) - T/a/b - T/c/d/e/f/g/h/i/j/k/l - T/m/n/o/p/q/r - T/s/t - T/u/v/w/x - T/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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Absolutes/col percents

Table 86
Q24. Where would you look to find out whether your provider will be increasing your monthly payments?
Base: All who are not aware that their provider can increase their payment

	Ethnicity		Children 18 or Under							Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	644	557	80	462	10	36	88	76	52	8	174	54	77	176	130	76	37	19	49	26	74	96	41	4	481	13	150	108	354	107
Weighted base	636	543	90*	460	10**	34**	81*	71*	61*	7**	169	47*	77*	145	135*	88*	43**	26**	52*	22**	67*	91*	37*	4**	482	12**	143	99*	338	125*
On my provider's website	343	286	57	255	2	16	40	39	30	2	86	28	40	90	75	38	24	14	21	13	37	56	21	1	252	6	85	49	194	66
In my contract documents	209	170	37	162	2	7	19	20	19	4	43	16	31	44	49	27	14	10	15	2	24	28	9	1	160	1	48	32	119	41
By calling my provider	333	311	42%	355j	17%	20%	24%	28%	31%	49%	26%	34%	40%	30%	36%	31%	32%	39%	29%	10%	36%	31%	26%	33%	10%	34%	32%	35%	33%	
By speaking to someone in my provider's shop	158	133	25	112	2	7	19	22	17	3	42	15	18	38	27	21	13	7	14	5	19	21	12	3	121	1	36	27	82	29
On OTCOM's website	25%	24%	28%	24%	16%	22%	24%	31%	28%	44%	25%	32%	23%	26%	20%	24%	30%	26%	27%	22%	28%	32%	88%	25%	9%	25%	28%	24%	23%	
By speaking to friends or family who are with the same provider	66	56	10	47	1	3	5	14	9	-	19	6	5	15	17	11	7	1	2	-	5	7	4	1	52	-	14	10	35	18
Other (WRITE IN)	10%	10%	11%	10%	8%	6%	20%Tcf	16%	16%	-	11%	12%	7%	10%	13%	17%	5%	4%	2%	7%	8%	11%	38%	11%	-	10%	10%	10%	14%	
Don't know	27	19	7	18	-	4	2	1	5	-	8	3	3	1	4	10	2	-	2	1	3	2	-	1	22	-	5	4	14	6
Other (WRITE IN)	4%	4%	8%	4%	-	11%	2%	2%	9%	-	5%	6%Tmm	4%	1%	3%	11%Tmm	5%	2%	4%	3%	4%	2%	-	26%	5%	-	3%	4%	4%	5%
Other (WRITE IN)	26	18	8	18	-	4	3	3	3	1	7	2	2	5	6	8	-	-	1	1	2	1	-	1	23	-	3	3	18	3
Don't know	4%	3%	9%	4%	-	11%	4%	4%	5%	13%	4%	4%	2%	4%	4%	9%	1%	-	3%	4%	3%	1%	-	26%	5%	-	2%	3%	5%	2%
Other (WRITE IN)	26	25	1	16	1	1	4	1	5	-	10	-	3	5	3	3	1	1	8	-	3	1	1	-	23	-	3	1	12	5
Don't know	103	90	11	75	3	7	17	11	8	1	27	5	10	21	24	13	8	2	14	5	8	15	6	-	81	4	18	19	44	21
Don't know	16%	17%	12%	16%	28%	22%	21%	15%	13%	9%	16%	11%	13%	14%	18%	15%	21%	9%	27%	24%	9%	16%	17%	-	17%	33%	12%	19%	13%	17%

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 87
Q24. Where would you look to find out whether your provider will be increasing your monthly payments?
Base: All who are not aware that their provider can increase their payment

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (j)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	30 day rolling (e)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (l)	Not aware (k)	Yes (m)	No (n)	
Unweighted base	644	386	217	41	519	350	169	78	-	-	-	644	122	522
Weighted base	636	376	224	36*	522	344	178	73*	**	**	**	636	120*	516
On my provider's website	343	208	119	17	284	172	112	41	-	-	-	343	65	278
	54%	55%	53%	47%	54%	50%	53%	57%	-	-	-	54%	54%	54%
In my contract documents	209	123	75	11	185	126	59	17	-	-	-	209	47	162
	33%	33%	33%	30%	35%	37%	33%	23%	-	-	-	33%	39%	31%
By calling my provider	158	86	57	14	133	101	32	19	-	-	-	158	21	137
	25%	23%	25%	40%a	26%	29%k	18%	26%	-	-	-	25%	18%	26%
By speaking to someone in my provider's shop	66	33	28	5	48	43	5	14	-	-	-	66	10	55
	10%l	9%	12%	13%	9%l	13%l	3%	19%df	-	-	-	10%	9%	11%
On Ofcom's website	27	13	11	3	22	15	7	4	-	-	-	27	5	21
	4%	3%	5%	7%	4%	4%	4%	5%	-	-	-	4%	4%	4%
By speaking to friends or family who are with the same provider	26	16	5	4	19	13	6	6	-	-	-	26	5	21
	4%	4%	2%	12%Tb	4%	4%	3%	8%	-	-	-	4%	4%	4%
Other (WRITE IN)	26	17	9	-	23	11	12	2	-	-	-	26	11	15
	4%	5%	4%	-	4%	3%	7%	3%	-	-	-	4%	9%Tm	3%
Don't know	103	58	39	6	74	53	21	15	-	-	-	103	14	90
	16%	15%	18%	16%	14%	15%	12%	20%	-	-	-	16%	11%	17%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 88
Q25. Thinking back to around March/April 2022, did the mobile provider you were with at the time increase your monthly payment?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humb-erside (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)	
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57	
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*	
Yes	545	281	263	57	121	103	93	82	72	18	178	196	172	150	168	118	109	318	227	437	108	460	51	22	12	51	30	60	49	37	37	22	52	83	66	46	12	
	30%ci	32%	28%	23%	39%Tcfhil	38%chil	30%	32%ci	25%	18%	32%ci	33%chil	27%	31%	32%	32%	26%	31%	29%	30%	30%	31%	35%	23%	22%	39%CE	31%	33%	25%	28%	23%	31%	34%	28%	31%	22%		
No	722	356	362	108	106	91	131	107	134	45	214	222	286	213	203	126	180	416	306	589	133	606	48	42	25	48	25	91	65	64	55	42	64	89	99	55	25	
	40%e	41%	39%	43%e	34%	32%	42%e	42%ek	47%dejk	46%e	38%	37%	45%dek	43%o	39%	34%	44%o	41%o	39%	47%e	41%	37%	40%	33%	45%	46%	33%	32%	46%y	44%	42%	42%	45%	38%	37%	41%	37%	46%
Don't know/Can't remember	510	217	289	78	76	88	90	66	78	35	154	177	179	120	147	124	120	267	243	396	114	419	46	29	17	46	22	40	34	45	39	29	52	66	73	47	17	
	28%	25%	31%a	31%	25%	31%	28%	26%	27%	36%	27%	30%	28%	24%	28%	33%mq	29%	28%	31%mq	27%	32%	28%	31%	30%	32%	31%	28%	21%	23%	30%	30%	30%	31%	27%	31%a	31%	32%	
Not applicable, as I did not have a mobile at that time	21	11	10	9	6	1	1	1	2	1	15	2	3	7	8	3	3	15	6	19	2	18	1	2	-	1	1	5	1	6	-	2	-	2	1	2	-	
	1%	1%	1%	4%Tefghkl	4%Tefg	2%k	1	1	1	1%	1%	3%Tefk	1	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	3%	-	4%TDFH	-	2%	-	2	1	1%	-	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 89
Q25. Thinking back to around March/April 2022, did the mobile provider you were with at the time increase your monthly payment?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Yes	545	455	89	329	35	61	89	64	61	2	213	32	56	121	148	85	46	25	18	13	50	72	44	6	427	8	109	78	312	123
	30%cr	30%	35%	26%	54%Tog	45%Tog	42%Tc	32%	38%c	18%	41%Tc	25%	29%	28%	36%mr	33%r	35%r	29%	18%	25%	30%	28%	46%	31%	32%	28%	30%	30%	31%	32%
No	722	623	96	561	15	31	58	74	50	3	158	54	80	193	148	110	48	32	34	23	64	115	45	5	552	7	162	102	412	151
	40%defj	41%	38%	44%Tdefj	23%	23%	28%	36%e	31%	30%	30%	43%	40%	45%n	36%	43%	37%	37%	33%	44%	38%	44%	38%	40%	42%	27%	42%	39%	41%	39%
Don't know/Can't remember	510	449	56	360	11	41	63	65	47	6	144	37	56	113	116	59	35	31	50	13	53	75	30	2	365	11	114	76	261	110
	28%	29%	22%	29%	17%	30%	30%	32%d	29%	51%	28%	29%	28%	28%	28%	23%	27%	35%	48%Tkm nops	25%	31%	29%	17%	2%	26%	41%	29%	26%	26%	28%
Not applicable, as I did not have a mobile at that time	21	11	10	13	4	3	1	1	1	-	8	3	5	2	2	2	1	-	2	3	2	-	1	-	18	-	3	5	8	3
	1%	1%	4%Ta	1%	6%Tcdj	2%	*	1%	1%	-	2%	2%	3%n	1%	*	1%	1%	-	2%	6%Tmmo	1%	-	*	-	1%	-	1%	2%	1%	1%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 90
Q25. Thinking back to around March/April 2022, did the mobile provider you were with at the time increase your monthly payment?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in contract (j)	Fixed fee (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Yes	545 30% ^{fjk}	313 29%	194 32%	38 37%	445 30% ^l	358 34% ^{kl}	87 21%	90 38% ^{dm}	438 38% ^{nk}	370 52% Th	68 15%	107 17%	125 38% Tm	420 29%
No	722 40% ^{el}	458 42%	230 38%	33 32%	603 41% ^e	376 35%	227 54% ^{Tde}	92 38%	455 39% ⁱ	180 22%	295 66% ^{Thi}	266 42% ^l	113 34%	609 41% ^{sl}
Don't know/Can't remember	510 28% ^h	300 28%	178 29%	32 31%	414 28%	317 30% ^{kl}	97 23%	56 23% ^l	286 22% ^{kl}	182 25% ^{kl}	74 17%	254 40% ^{Thi}	83 25%	427 29%
Not applicable, as I did not have a mobile at that time	21 1%	14 1%	6 1%	1 1%	17 1%	11 1%	6 1%	2 1%	12 1%	3 *	9 2% ^l	9 1%	9 3% Tm	11 1%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 91
Q25. Thinking back to around March/April 2022, did the mobile 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 (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humberside (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	Eastern (af)	London (ag)	South East (ah)	South West (ai)	Northern Ireland (aj)
Unweighted base	997	470	522	84	146	172	193	171	175	56	230	365	402	266	297	213	219	565	432	807	190	836	76	49	36	76	43	96	82	86	82	49	91	142	134	80	36
Weighted base	1018	480	535	94*	161	176	194	159	183	50*	254	371	393	266	314	198	241	580	439	822	197	864	77*	46*	31**	77*	43*	111*	80*	81*	75*	46*	105*	137	143*	89*	31**
Yes	289	147	140	14	59	60	53	49	46	8	73	113	103	72	101	53	63	173	116	231	58	241	29	11	8	29	17	30	24	14	20	11	34	42	36	24	8
	28%c	31%	26%	15%	36%cd	34%cd	27%	31%cd	25%	17%	29%cd	30%cd	26%	27%	32%	27%	26%	30%	26%	29%	30%	29%	38%	24%	26%	38%cd	39%cd	27%	30%	17%	26%	24%	33%cd	31%	25%	26%	26%
No	431	204	225	50	62	55	80	74	85	24	112	135	184	128	120	74	109	248	183	360	71	369	25	23	13	25	12	55	41	41	33	23	33	57	62	34	13
	42%e	42%	42%	53%ek	39%	31%	41%	46%e	47%e	48%	44%e	36%	47%ek	48%no	38%	37%	45%	43%	42%	44%	36%	43%	33%	51%	40%	33%	27%	50%yzf	51%yzf	51%yzf	44%	51%	32%	42%	43%	40%	
Don't know/Can't remember	298	129	169	29	40	61	62	37	52	18	69	123	106	65	92	72	69	158	140	230	68	253	23	12	11	23	14	25	14	26	22	12	38	37	45	32	11
	29%	27%	32%	31%	25%	35%g	32%	23%	28%	35%	27%	33%g	27%	25%	29%	36%mq	29%	27%	32%	28%	34%	29%	30%	25%	34%	30%	34%	23%	18%	32%	29%	25%	36%B	27%	31%	35%B	34%
Not applicable, as I did not have a mobile at that time	1	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	*	-	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 92
Q25. Thinking back to around March/April 2022, did the mobile provider you were with at the time increase your monthly payment?
Base: Those who took out their contract over 12 months ago

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £15,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £78,000 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	997	899	93	709	25	68	119	116	88	5	283	61	110	283	247	123	60	27	54	32	90	144	77	7	769	16	212	134	594	183
Weighted base	1018	910	104*	714	27**	71*	116*	120*	105*	6**	298	59*	109*	284	242	144*	74*	40**	53*	33**	87*	135	75*	8**	801	15**	203	128*	600	204
Yes	289	252	37	175	15	30	45	35	39	1	113	12	21	79	80	45	25	9	10	8	22	36	26	3	233	2	55	32	180	60
	28%	28%	36%	24%	54%	42% ^c	38% ^c	29%	37% ^c	16%	38% ^{Tc}	19%	20%	30%	33% ^l	31%	34%	23%	18%	24%	26%	27%	35%	42%	29%	11%	27%	25%	30%	29%
No	431	386	43	334	8	14	39	43	33	2	95	31	54	118	88	67	28	12	17	16	34	61	26	3	337	7	86	59	257	81
	42% ^{ej}	42%	42%	47% ^{efh}	29%	20%	33%	36%	32%	35%	32%	52%	50% ⁿ	45%	37%	46%	37%	29%	32%	50%	40%	45%	35%	35%	42%	47%	43%	46%	43%	40%
Don't know/Can't remember	298	272	24	206	5	27	33	42	33	3	89	16	33	67	73	33	22	19	26	9	30	38	22	2	231	6	61	37	162	64
	29%	30%	23%	29%	17%	37%	28%	35%	32%	49%	30%	28%	30%	26%	30%	22%	29%	47%	50% ^{tkim}	26%	35%	28%	23%	29%	42%	42%	30%	29%	27%	31%
Not applicable, as I did not have a mobile at that time	1	1	-	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1% ^x	-	-	-	-	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 93
Q25. Thinking back to around March/April 2022, did the mobile provider you were with at the time increase your monthly payment?
Base: Those who took out their contract over 12 months ago

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed fee (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	997	601	322	74	708	462	246	219	632	402	230	365	-	997
Weighted base	1018	614	337	68	735	485	250	222	661	432	229	357	**	1018
Yes	289 28%jk	160 26%	104 31%	25 36%	200 27%l	152 31%l	48 19%	83 38%Td	237 36%Tjk	208 48%Thk	29 13%	52 15%	-	289
No	431 42%ei	289 47%bc	122 36%	20 30%	324 44%e	166 34%	157 63%Tde	84 38%	258 39%i	90 21%	168 73%Thk	173 48%hi	-	431
Don't know/Can't remember	298 29%l	165 27%	110 33%	23 34%	210 29%l	166 34%fg	44 18%	55 25%	165 25%l	133 31%	32 14%	133 37%Th	-	298
Not applicable, as I did not have a mobile at that time	1	1	-	-	1	1	-	-	1	1	-	-	-	1

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 94
Q26. How did you respond to the price increase in March/April 2022?
Base: All who had a mobile price increase in March/April

	Gender			Age										Social Grade						Urban/Rural		Country					Region										
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	518	259	257	49	100	96	91	88	72	20	149	189	180	140	148	127	103	288	230	419	99	442	44	21	11	44	31	53	41	46	33	21	48	86	64	40	11
Weighted base	545	281	263	57*	121*	103*	93*	82*	72*	18**	178	196	172	150	168	118*	109*	318	227	437	108*	460	51*	22**	12**	51*	30**	60*	49*	37*	37**	22**	52*	83*	66*	46**	12**
I just accepted the price rise	390	194	195	33	81	72	73	61	59	11	114	145	131	100	116	89	85	216	174	309	80	325	40	15	10	40	23	42	39	22	22	15	41	58	46	32	10
I checked my terms and conditions/contract	55	29	26	5	14	18	5	8	4	2	18	22	14	8	22	10	15	30	25	45	10	44	9	2	-	9	1	1	4	7	2	2	5	15	8	1	-
I looked online to find out more about the price rise	39	27	12	9	10	10	5	3	2	1	18	15	6	16	6	6	11	22	17	30	9	36	2	-	1	2	3	4	4	3	-	3	14	2	3	1	
I complained to my provider	44	30	14	9	14	7	4	5	2	2	23	11	9	14	19	4	6	34	10	37	6	40	2	-	2	2	4	2	4	1	8	-	2	15	3	-	2
I negotiated a better deal with my provider	55	35	20	11	19	8	6	3	1	6	30	14	11	27	11	7	10	38	17	45	10	46	5	3	2	5	5	4	3	5	2	3	*	10	8	9	2
I decided to take up the option to leave my existing provider without penalty	45	26	19	9	13	8	2	10	3	-	22	10	14	16	18	10	1	34	10	41	4	41	3	*	-	3	2	7	6	6	1	*	1	7	7	4	-
Other (WRITE IN)	15	6	9	2	-	2	3	1	8	-	2	5	8	3	7	2	4	10	6	13	3	10	4	2	-	4	1	3	2	-	1	2	3	-	1	-	-
Don't know/Can't remember	14	7	8	2	2	4	3	2	1	1	4	7	3	3	7	3	1	10	4	11	3	12	2	-	*	2	-	5	-	1	-	-	4	1	1	-	*
NET: Did something	174	104	70	25	52	39	19	23	8	77	58	39	54	59	29	31	114	60	144	30	151	15	5	2	15	8	15	10	18	15	5	8	37	26	15	2	
	32%hF	37%b	27%	44%hl	43%hl	38%hl	20%	28%h	12%	45%	43%Tlg	30%h	23%	36%	35%	25%	29%	36%	26%	33%	28%	33%	29%	24%	20%	29%	25%	21%	48%ABF	41%	24%	15%	45%TAB	39%F	32%	20%	

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 95
Q26. How did you respond to the price increase in March/April 2022?
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 (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	518	446	71	331	32	54	75	63	46	2	185	34	60	123	142	72	33	17	21	16	58	79	42	5	393	8	117	79	295	107
Weighted base	545	455	89**	329	35**	61*	89*	64*	61*	2**	213	32**	56*	121*	148	85*	46**	25**	18**	13**	50*	72*	44*	6**	427	8**	109*	78*	312	123*
I just accepted the price rise	390	338	52	249	17	35	66	48	40	1	140	23	32	84	115	59	34	20	14	8	40	51	29	5	307	4	79	51	223	94
	72%bl	74%b	58%	75%ej	48%	58%	73%	75%	65%	53%	66%	71%	57%	69%	78%l	69%	76%	80%	76%	64%	80%	71%	65%	5	46%	72%	65%	71%	78%	
I checked my terms and conditions/contract	55	42	12	25	6	13	10	7	8	-	30	2	9	10	19	6	4	5	-	-	3	6	1	-	45	1	9	11	31	13
	10%	9%	14%	8%	16%	21%Tc	11%	11%	14%	-	14%c	7%	16%	8%	13%	7%	10%	20%	-	-	6%	8%	3%	-	11%	10%	8%	14%	10%	11%
I looked online to find out more about the price rise	39	26	12	16	7	9	7	8	5	-	23	3	5	10	7	5	5	3	1	-	1	1	-	35	2	3	11	16	11	
	7%	6%	14%a	5%	20%	15%c	8%	12%c	9%	-	11%c	8%	9%	8%	5%	6%	10%	12%	5%	-	3%	2%	-	8%	18%	2%	14%B	5%	9%	
I complained to my provider	44	30	13	21	2	12	9	4	3	-	22	5	2	10	13	6	2	4	1	1	4	10	6	-	27	5	12	8	27	7
	8%	7%	15%a	6%	7%	20%Tch	10%	7%	4%	-	10%	15%	4%	9%	8%	7%	5%	16%	3%	8%	7%	13%	13%	-	6%	54%	11%	10%	9%	6%
I negotiated a better deal with my provider	55	42	13	23	10	9	11	8	10	-	32	6	4	13	16	9	3	5	*	-	7	9	6	-	40	-	15	11	35	9
	10%	9%	15%	7%	29%	15%	12%	12%	17%	-	15%c	17%	7%	11%	11%	10%	6%	19%	2%	-	14%	12%	14%	-	9%	-	14%	14%	11%	7%
I decided to take up the option to leave my existing provider without penalty	45	33	12	29	6	2	10	6	1	-	16	1	13	7	7	8	4	4	*	-	3	4	4	1	37	-	7	7	25	12
	8%	7%	14%	9%	16%	3%	11%	9%	1%	-	7%	4%	23%Tmm	6%	5%	9%	9%	16%	2%	-	6%	6%	8%	17%	9%	-	7%	8%	8%	10%
Other (WRITE IN)	15	15	*	11	-	-	-	3	*	-	4	-	3	5	3	-	2	-	1	*	-	4	4	3	8	-	7	1	7	5
	3%	3%	-	3%	-	-	-	5%	1%	-	2%	-	6%	4%	2%	-	4%	-	5%	3%	-	9%x	3	55%	2%	-	6%x	2%	2%	4%
Don't know/Can't remember	14	10	4	6	1	2	1	1	5	1	7	1	3	3	1	1	-	-	1	4	-	2	2	-	13	-	2	3	4	1
	3%	2%	5%	2%	3%	3%	1%	2%	8%c	47%	3%	3%	6%n	2%	*	1%	-	-	6%	33%	-	4%	-	3%	-	1%	4%	1%	1%	1%
NET: Did something	174	130	43	85	21	31	35	23	20	-	89	12	23	39	42	26	15	13	2	1	12	18	11	1	140	5	29	31	101	38
	32%	29%	48%Ta	26%	59%	50%Tc	40%c	36%	32%	-	42%Tc	36%	41%	32%	28%	31%	33%	50%	13%	6%	25%	26%	26%	17%	33%	63%	26%	40%	32%	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 96
Q26. How did you respond to the price increase in March/April 2022?
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	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (d)	Fixed fee (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	518	296	181	41	425	350	75	81	414	352	62	104	120	398
Weighted base	545	313	194	36**	445	358	87*	90*	438	370	68*	107*	125*	420
I just accepted the price rise	390 72%j	220 70%	145 75%	25 65%	310 70%	256 72%	54 61%	74 82%f	312 71%j	276 75%j	37 54%	77 72%j	92 74%	298 71%
I checked my terms and conditions/contract	55 10%	28 9%	20 10%	7 19%	47 11%f	45 13%f	2 2%	5 6%	46 10%	34 9%	12 18%	9 9%	5 4%	49 12%l
I looked online to find out more about the price rise	39 7%	21 7%	14 7%	4 10%	32 7%	29 8%	3 4%	6 7%	33 7%	28 8%	4 6%	7 6%	5 4%	34 8%
I complained to my provider	44 8%	24 8%	12 6%	8 20%	37 9%	32 9%	5 6%	4 5%	38 9%	32 9%	4 5%	8 7%	14 11%	30 7%
I negotiated a better deal with my provider	55 10%	34 11%	19 10%	2 5%	48 11%	39 11%	9 11%	7 8%	47 11%	38 10%	11 17%	8 7%	14 11%	41 10%
I decided to take up the option to leave my existing provider without penalty	45 8%	34 11%b	9 5%	2 4%	37 8%	22 6%	15 17%Tde	6 6%	34 8%	22 6%	11 17%hi	11 10%	16 13%	29 7%
Other (WRITE IN)	15 3%	12 4%	3 2%	-	11 2%	3 1%	7 8%Tde	4 4%	9 2%	6 2%	3 4%	6 6%	5 4%	11 3%
Don't know/Can't remember	14 3%	7 2%	6 3%	1 3%	14 3%	12 3%	3 3%	-	12 3%	10 3%	3 4%	2 2%	4 3%	11 3%
NET: Did something	174 32%	104 33%	55 28%	14 38%	151 34%	123 34%	27 31%	20 23%	146 33%	107 29%	39 57%Thi	28 26%	39 31%	135 32%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 97
Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age										Social Grade										Urban/Rural		Country				Region									
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)		
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57		
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*		
I have no formal qualifications (and I am not still studying)	70	35	35	3	8	6	10	6	23	15	11	17	43	9	3	21	38	11	59	56	14	56	6	8	-	6	5	11	8	2	3	8	6	8	9	3	-		
	4%mnq	4%	4%	1%	3%	2%	3%	2%	13%Tcd	8%Tde	6%Tde	3%	24%Tde	5%	1%	12%	21%	6%	33%	3%	1%	34%	4%	9%	-	4%	7%	6%	1%	3%	9%	6%	4%	3%	4%	2%	-		
Entry level qualification such as ESOL, ELC or Skills for Life	11	7	3	1	4	3	2	-	-	1	5	5	1	1	1	3	5	2	8	9	1	10	-	1	-	-	-	1	-	1	2	1	1	3	-	2	-		
	1%	1%	0%	0%	1%	1%	0%	0%	0%	1%	1%	1%	0%	0%	0%	1%	1%	0%	5%	1%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%		
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	156	81	74	11	15	20	41	26	29	14	26	61	69	23	26	39	67	49	107	129	27	132	12	7	5	12	11	24	9	16	8	7	19	14	22	9	5		
	9%jmnq	9%	8%	4%	5%	7%	13%Tcd	10%cdj	10%cdj	14%cdj	5%	10%cdj	11%cdj	5%	5%	11%mnq	16%Tmno	5%	14%Tmnq	9%	8%	9%	12	8%	7%	9%	8%	15%G	12%G	6%	10%	6%	7%	11%	6%	9%	6%		
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	267	119	148	35	15	39	51	57	62	9	50	90	127	50	72	62	83	122	148	199	69	226	25	10	6	25	6	41	26	21	24	10	37	23	29	20	6		
	15%idjm	14%	16%	14%cd	5%	14%cd	16%cdj	22%Tcd	22%Tcd	9%	9%	15%cdj	20%Tdi	10%	14%	17%mq	20%Tmn	12%	19%Tmq	14%	19%	19%	17%	11%	12%	6	8%	21%zGH	17%G	14%	18%G	11%	37	22%zGH	9%	12%	13%	12%	
Level 1-2 vocational qualification or intermediate apprenticeship	51	24	27	2	11	7	12	8	8	4	12	20	19	8	15	18	10	23	28	38	13	43	3	3	2	3	3	3	8	5%FH	8	5%FH	3	1	6	3	6	2	
	3%	3%	3%	1%	4%	3%	4%	3%	3%	4%	2%	3%	3%	2%	5%mq	2%	2%	4%	3%	4%	3%	3%	2%	3%	3%	2%	4%	1%	5%FH	5%FH	3%	1%	6	3%	1%	4%	3%		
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	223	121	101	46	32	40	28	36	29	12	78	68	77	57	75	40	51	132	91	196	26	185	19	14	6	19	9	19	15	26	9	14	24	26	36	21	6		
	12%t	14%	11%	18%Tdf	10%	14%	9%	14%	10%	12%	14%	11%	12%	12%	14%	11%	12%	13%	12%	14%	7%	12%	13%	14%	10%	13%	11%	10%	10%	17%D	7%	14%	14%	11%	15%	14%	10%		
Level 3 vocational qualification or advanced apprenticeship	96	44	52	1	12	16	26	12	22	5	13	44	39	12	34	32	19	46	51	77	19	86	3	2	4	3	6	14	13	11	10	2	8	7	11	8	4		
	5%cmj	5%	6%	0%	4%cd	7%cdj	8%cdj	5%cd	8%cdj	5%cd	2%	4%	3%	3%	6%cdm	9%Tmq	5%	5%	6%cdm	5%	5%	6%	2%	2%	4	7%	2%	7%	14	9%yG	7%	10	8%	2	5%	3%	5%		
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	114	51	63	6	10	21	32	21	17	7	16	53	45	26	38	24	27	64	51	87	27	93	10	9	2	10	7	11	8	6	7	9	14	17	17	5	2		
	6%cdj	6%	7%	2%	3%	7%cdj	10%Tcdj	8%cdj	6%	7%	3%	9%cdj	7%cdj	5%	7%	6%	6%	6%	6%	6%	6%	8%	6%	7%	9%	4%	7%	10%	8	5%	4%	5%	9%	8%	7%	7%	4%	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 97
Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Weighted base	1797	866	933	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*
Level 4-5 vocational qualification or higher apprenticeship	67	34	33	4	9	13	14	7	14	5	13	27	26	20	18	16	12	38	29	52	15	55	4	6	+	4	+	4	5	3	7	6	3	17	8	8	+
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	459	213	242	68	110	77	73	61	53	17	177	150	131	168	157	80	54	325	134	368	91	379	45	16	18	45	19	40	36	35	38	16	38	60	68	45	18
Level 6 vocational qualification or degree apprenticeship	16	10	6	6	-	-	-	5	2	4	6	+	10	5	5	5	1	10	6	11	5	14	1	1	1	1	-	-	2	1	1	1	-	3	5	2	1
University higher degree (e.g. Masters, PhD or equivalent)	199	104	93	30	76	29	22	16	23	3	106	51	42	101	57	19	22	158	41	169	30	163	15	11	10	15	10	25	15	11	12	11	12	44	20	13	10
Still studying/ still at school	40	13	27	37	1	3	-	-	-	-	37	3	-	3	21	3	13	24	16	29	11	35	2	3	-	2	1	3	4	4	1	3	2	10	7	3	-
Prefer not to say	13	2	11	5	+	1	4	1	2	-	5	5	3	4	-	5	4	4	9	8	5	12	-	1	+	-	-	1	-	5	1	1	1	1	1	2	+
Don't know	14	7	7	1	4	3	-	1	1	4	5	3	7	3	4	3	5	8	13	2	11	-	3	-	-	-	-	-	2	1	3	3	1	2	2	-	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 98
Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity		Children 18 or Under						Household income										Disability				Financial Vulnerability												
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	From £200 to £1,000 per year (k)	From £200 to £299 per year (l)	From £300 to £499 per year (m)	From £500 to £699 per year (n)	From £700 to £999 per year (o)	From £1,000 to £1,499 per year (p)	From £1,500 to £1,999 per year (q)	From £2,000 to £2,999 per year (r)	From £3,000 to £3,999 per year (s)	From £4,000 to £4,999 per year (t)	From £5,000 to £7,999 per year (u)	From £8,000 and above per year (v)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (v)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335					
Weighted base	1797	1539	251	1263	65*	137*	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387					
I have no formal qualifications (and I am not still studying)	70	63	7	51	3	4	8	4	7	-	19	10	18	19	11	5	-	1	4	2	6	12	7	-	53	1	16	16	6%	46	2	1			
Entry level qualification such as ESOL, ELC or Skills for Life	11	9	2	4	3	2	2	2	2	-	6	1	2	4	2	1	-	-	-	-	1	1	-	-	8	-	2	2	8	-					
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	156	139	16	104	3	11	15	26	19	*	52	20	32	35	34	16	2	2	10	4	22	35	13	2	107	5	48	35	100	7					
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	267	246	21	203	1	13	34	35	17	-	64	22	35	88	63	21	10	5	14	9	27	51	21	5	196	1	70	55	163	27					
Level 1-2 vocational qualification or intermediate apprenticeship	51	50	1	33	3	7	10	3	4	-	18	2	8	11	9	11	5	2	2	1	5	10	3	-	37	-	14	3	34	10					
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	223	200	23	169	11	11	20	23	10	-	54	12	16	48	53	43	16	13	17	4	30	32	16	-	170	3	50	19	128	54					
Level 3 vocational qualification or advanced apprenticeship	96	89	6	61	3	9	12	13	12	1	34	5	10	26	23	14	4	2	8	4	8	16	9	2	71	2	23	8	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 98
Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity		Children 18 or Under							Prefer not to answer (i)	NET: Yes (j)	Household Income										Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)			Up to £10,400 per week / From £10,400 to £15,999 per year (k)	From £15,999 to £25,999 per year (l)	From £26,000 to £36,399 per year (m)	From £36,400 to £52,000 per year (n)	From £52,000 to £77,999 per year (o)	From £78,000 and above per year (p)	£1,000 to £1,499 per week / From £1,500 and above per year (q)	£1,500 and above per year (r)	Don't know (f)	Refused (g)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)
Weighted base	1797	1539	251	1263	65*	137*	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	114	106	6	80	2	7	11	16	12	8	35	6	15	29	29	16	12	-	3	5	13	16	11	-	86	3	25	12	69	25
Level 4-5 vocational qualification or higher apprenticeship	67	55	11	41	-	7	7	8	8	-	25	3	4	14	22	11	4	2	3	4	8	12	6	-	50	-	17	8	40	12
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	459	377	81	318	21	45	58	50	45	2	139	23	38	98	110	71	55	34	19	12	20	44	19	2	386	7	65	58	218	152
Level 6 vocational qualification or degree apprenticeship	16	14	2	14	-	1	1	1	-	-	2	1	1	4	2	4	1	-	3	-	3	1	1	-	13	-	4	1	9	3
University higher degree (e.g. Masters, PhD or equivalent)	199	142	56	135	12	17	30	20	20	-	64	11	8	45	47	43	17	19	5	3	18	20	1	157	7	34	30	90	71	
Still studying/ still at school	40	28	12	35	1	1	2	-	-	1	4	6	8	5	6	-	1	5	8	-	3	2	3	-	35	-	5	13	13	6
Prefer not to say	13	10	3	4	2	2	-	-	-	6	3	-	-	-	1	2	-	3	3	5	4	5	3	*	4	-	9	-	3	3
Don't know	14	11	3	9	2	-	2	1	3	1	5	2	2	4	1	-	2	-	4	-	3	4	-	-	8	1	5	2	7	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 99

Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	30 day rolling (e)	Out of contract (g)	Total aware (f)	Aware CAN increase (h)	Aware CANNOT increase (i)	Not aware (k)	Yes (l)	No (m)	
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
I have no formal qualifications (and I am not still studying)	70	50	18	2	58	48	11	8	40	25	15	31	6	64
	4%	5%	3%	2%	4%	4%	3%	3%	4%	4%	3%	5%	2%	4%
Entry level qualification such as ESOL, ELC or Skills for Life	11	7	3	-	11	10	1	-	9	6	3	2	1	10
	1%	1%	1%	-	1%	1%	*	-	1%	1%	1%	*	*	1%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	156	82	65	9	127	93	34	18	103	69	34	53	11	145
	9%l	8%	11%	9%	9%	9%	8%	7%	9%	10%	8%	8%	3%	10%l
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	267	142	107	18	215	171	44	41	165	90	75	102	39	229
	15%	13%	18%a	18%	15%	16%f	11%	17%g	14%	13%	17%	16%	12%	16%
Level 1-2 vocational qualification or intermediate apprenticeship	51	20	27	4	42	38	4	7	32	24	7	19	11	39
	3%	2%	4%a	4%	3%	4%f	1%	3%	3%	3%	2%	3%	3%	3%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	223	145	59	19	192	140	52	21	145	91	54	78	44	179
	12%	13%	10%	18%b	13%	13%	12%	9%	12%	13%	12%	12%	13%	12%
Level 3 vocational qualification or advanced apprenticeship	96	56	34	6	78	54	24	16	53	37	16	43	21	75
	5%	5%	6%	6%	5%	5%	6%	7%	5%	5%	4%	7%j	6%	5%
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	114	63	45	6	95	72	24	14	78	47	31	36	23	92
	6%	6%	7%	6%	6%	7%	6%	6%	7%	7%	7%	6%	7%	6%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 99
Q27. Which one of these - if any - is the highest educational or professional qualification that you currently have? Please choose the highest option on the list that applies to you.
Base: All currently paying for a mobile phone service excluding prepaid/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed fee (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Level 4-5 vocational qualification or higher apprenticeship	67 4%	51 5%b	14 2%	1 1%	61 4%	34 3%	27 7% ^g	4 2%	52 4%	24 3%	28 6% ^{TK}	15 2%	21 6% ^m	46 3%
University first degree (BA/ BSc/ BE/ PGCE or equivalent)	459 26%	269 25%	168 28%	22 21%	370 25%	258 24%	111 27%	76 32% ^e	302 26%	184 26%	118 26%	157 25%	83 25%	376 26%
Level 6 vocational qualification or degree apprenticeship	16 1%	12 1%	3 1%	* *	15 1%	7 1%	8 2%	1 1%	13 1%	3 *	10 2% ^k	4 1%	2 1%	14 1%
University higher degree (e.g. Masters, PhD or equivalent)	199 11% ^j	137 13% ^b	51 8%	11 11%	162 11%	103 10%	59 14% ^e	28 12%	132 11% ^j	100 14% ^j	33 7%	67 10%	56 17% tm	144 10%
Still studying/ still at school	40 2% ⁱ	33 3% ^b	6 1%	1 1%	34 2%	18 2%	16 4% ^e	3 1%	22 2%	6 1%	16 4% ⁱ	18 3% ⁱ	8 3%	32 2%
Prefer not to say	13 1%	9 1%	4 1%	- *	7 *	6 1%	1 2% ^{de}	5 1%	8 1%	5 1%	3 1%	5 1%	3 1%	10 1%
Don't know	14 1%	7 1%	4 1%	3 3% ^{Tab}	13 1%	11 1%	2 *	- -	9 1%	4 1%	4 1%	6 1%	1 *	13 1%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 100
Q28. Do you or anyone in your household currently receive any of the following benefits?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age													Social Grade					Urban/Rural		Country					Region									
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57	
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*	
Attendance Allowance	42	18	24	5	6	1	3	5	8	12	12	5	25	15	12	2	13	27	15	29	13	36	2	3	*	2	3	2	5	3	2	3	3	10	3	4	*	
	2%k	2%	3%	2%	2%	1%	1%	2%	3%k	12%Tde	2%	1%	4%efk	3%o	2%	1%	3%o	3%o	2%	2%	4%	2%	2%	3%	1%	2%	4%	1%	3%	2%	2%	3%	2%	4%	1%	3%	1%	
Income Support	38	28	10	9	12	8	4	3	2	-	21	12	5	10	8	4	16	18	20	32	7	35	2	1	*	2	4	5	3	1	4	1	4	7	4	1	*	
	2%	3%b	1%	4%hl	4%hl	3%l	1%	1%	1%	-	4%hl	2%	1%	2%	1%	1%	4%noq	2%	3%	2%	2%	2%	2%	1%	1%	1%	5%	2%	2%	1%	3%	3%	3%	2%	1%	1%		
Income-based Jobseeker's Allowance	25	16	9	7	11	4	1	1	*	-	18	5	2	10	3	5	6	14	11	22	3	24	-	*	-	-	2	8	-	1	-	*	2	3	3	5	-	
	1%l	2%	1%	3%thl	3%Tgh	2%	*	1%	*	-	3%Tgh	1%	*	2%	1%	1%	2%	1%	1%	2%	1%	2%	-	*	-	-	3%	4%TyBD	-	*	-	*	1%	1%	1%	3%	-	
Pensions Credit (Guaranteed Credit)	48	23	25	5	12	1	6	1	13	11	17	6	25	14	10	4	20	24	24	40	9	41	5	3	-	5	3	6	*	6	2	3	5	11	5	2	-	
	3%e	3%	3%	2%	4%egk	*	2%	*	4%egk	11%Tde	3%egk	1%	4%egk	3%	2%	1%	5%noq	2%	3%	3%	2%	3%	3%	3%	-	3%	3%	3%	*	4%	2	3	3	5	5%B	2%	1%	-
Pensions Credit (no Guaranteed Credit)	16	13	3	-	2	2	3	2	4	5	2	4	10	3	4	-	9	7	9	16	-	14	-	2	-	-	4	3	2	1	2	1	3	-	-	-		
	1%	2%b	*	-	1%	1%	1%	1%	1%	5%Tde	*	1%	2%	1%	1%	-	2%o	1%	1%	1%	-	1%	-	2%	-	-	-	2%	2%H	1%	1%	2%H	*	1%	-	-	-	
Employment and Support Allowance (ESA)	86	36	49	1	14	13	25	24	8	1	16	38	32	17	14	2	53	31	55	65	20	65	8	7	5	8	2	8	6	7	5	7	5	11	15	8	5	
	5%co	4%	5%	*	5%c	5%c	8%Tchl	9%Tchl	3%	1%	3%	6%chj	5%c	3%o	3%o	1%	13%Tmno	3%o	7%Tmno	5%	6%	4%	5%	8%	10%	5%	2%	4%	4%	5%	4%	8%	3%	5%	8%	5%	10%	
Universal Credit (and household has other earnings)	89	32	56	12	23	24	15	10	3	1	35	40	14	15	31	12	31	45	43	82	7	75	9	3	1	9	4	9	4	8	8	3	10	13	14	3	1	
	5%ht	4%	6%a	5%h	7%hll	9%Tghl	5%h	4%	1%	1%	6%hll	7%hll	2%	3%	6%	12	8%noq	4%	6%	6%t	2%	5%	6%	3%	2%	6%	6%	5%	3%	6%	8	6%	3%	6%	5%	6%	2%	2%
Universal Credit (and household has no other earnings)	52	23	28	3	20	6	9	12	2	-	23	15	14	3	10	5	34	13	39	48	4	48	4	-	-	4	3	4	7	7	6	-	3	5	7	8	-	
	3%mq	3%	3%	1%	7%Toeh	2%	3%	5%h	1%	-	4%h	2%	2%	1%	2%	1%	8%Tmno	1%	5%Tmno	3%	1%	3%	3%	-	-	3%	4%	2%	5%	5%	4%	-	2%	2%	3%	5%	-	
Personal Independence Payment (PIP)	169	86	82	6	22	26	48	37	28	2	28	74	67	37	35	12	85	72	97	136	33	136	20	9	6	20	10	17	9	13	7	9	18	19	27	15	6	
	9%clj	10%	9%	2%	7%c	9%clj	15%Tcd	15%Tcd	10%clj	2%	8%	12%cdi	10%clj	8%o	7%	3%	21%Tmno	7%o	12%Tmno	9%	9%	9%	14%	9%	11%	14%ND	12%	9%	6%	9%	9%	7	9%	11%	8%	11%	10%	11%
Care's Allowance	65	34	31	2	10	13	17	19	5	1	12	29	24	14	11	8	33	25	40	49	16	58	2	2	3	2	4	13	1	5	4	2	12	3	9	7	3	
	4%	4%	3%	1%	3%	5%c	5%chj	7%Tchl	2%	1%	2%	5%chj	4%	3%	2%	2%	8%Tmno	2%	5%noq	3%	5%	4%	2%	2%	5%	2%	6%G	7%B	1%	3%	3%	2%	7%B	1%	4%	4%	5%	
Care Leavers Allowance	4	4	-	-	3	2	-	-	-	-	4	-	-	4	-	4	-	4	-	4	-	4	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	
	*	*	-	-	1%l	1%	-	-	-	-	1%	-	-	1%r	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%T	-	-	-		
Disability Living Allowance (DLA)	69	37	31	5	9	12	14	15	12	3	14	25	30	13	11	10	34	25	44	55	13	58	8	2	1	8	*	8	7	2	2	2	14	3	16	5	1	
	4%	4%	3%	2%	3%	4%	4%	6%clj	4%	3%	2%	4%	5%	3%	2%	3%	8%Tmno	2%	6%mq	4%	4%	4%	5%	2%	1%	5%	*	4%	5%	2%	2%	2%	8%TzCD	1%	7%CG	4%	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 100
Q28. Do you or anyone in your household currently receive any of the following benefits?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (f)	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	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*	
Other (WRITE IN)	42	13	27	1	6	11	7	4	9	5	7	18	17	8	17	11	7	24	18	32	10	34	5	2	1	5	1	4	4	6	1	2	4	4	4	6	3	1
None of these	1247	602	643	183	194	187	220	175	223	78%Tde 69%prG	66%	67%	68%	463	377	377	296	197	754	493	892	255	1039	95	68	45	95	54	125	109	109	98	68	118	149	168	109	45
Don't know	37	20	17	19	3	10	2	2	1	1	22	11	4	8	14	8	6	22	14	24	13	31	4	2	-	4	-	4	3	3	1	2	3	10	4	4	3	-
Prefer not to say	31	19	11	8	11	5	4	3	*	-	18	9	3	5	9	8	9	14	17	28	2	30	1	-	*	1	1	4	1	4	2	-	1	13	3	1	*	
	2%	2%	1%	3%hl	3%hl	2%	1%	1%	*	-	3%hl	2%	1%	1%	2%	2%	2%	1%	2%	2%	1%	2%	*	-	1%	*	2%	2%	*	2%	2%	-	1%	5%TyBE FHI	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 101
Q28. Do you or anyone in your household currently receive any of the following benefits?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity		Children 18 or Under						Household Income											Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £10,400 per year (l)	From £300 to £499 per week / From £25,999 to £15,600 per year (m)	From £500 to £699 per week / From £36,399 to £26,000 per year (n)	From £700 to £999 per week / From £51,999 to £36,400 per year (o)	From £1,000 to £1,499 per week / From £77,999 to £52,000 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335	
Weighted base	1797	1539	251	1263	65*	137**	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387	
Attendance Allowance	42	35	7	30	6	3	4	4	-	1	11	5	4	17	7	2	3	2	2	*	4	15	7	-	24	-	18	9	23	8	
	2%	2%	3%	2%	10%Tcefg	2%	2%	2%	-	11%	2%	4%	2%	4%	2%	1%	2%	3%	2%	1%	2%	6%TTx	7%	-	2%	-	5%TTx	3%	2%	2%	
Income Support	38	22	17	17	2	5	14	12	2	-	22	4	12	8	5	5	1	2	-	1	6	9	10	1	25	-	14	21	12	4	
	2%	1%	7%Ta	1%	4%	3%	7%Tch	6%Tc	1%	-	4%Tc	3%	6%Tmnor	2%	1%	2%	1%	3%	-	1%	4%	4%	9%TTx	9%	2%	-	4%	8%TBC	1%	1%	
Income-based Jobseeker's Allowance	25	18	7	13	4	1	5	8	5	-	11	1	8	5	3	2	2	2	-	4	-	2	-	21	-	4	7	14	4		
	1%	1%	3%	1%	5%Tc	1%	3%	4%Tc	3%	-	2%	1%	4%Tmn	1%	1%	1%	1%	3%	-	2%u	-	2%	-	2%	-	1%	3%	1%	1%		
Pensions Credit (Guaranteed Credit)	48	34	15	34	4	1	8	7	3	-	14	6	12	7	12	3	4	2	1	*	4	13	8	-	30	2	16	18	18	11	
	3%	2%	6%Ta	3%	6%e	1%	4%	4%	2%	-	3%	5%	6%Tmor	2%	3%	1%	3%	3%	1%	1%	2%	5%k	7%TTx	-	2%	7%	4%	7%TBC	2%	3%	
Pensions Credit (no Guaranteed Credit)	16	16	-	13	-	-	3	3	-	-	3	4	3	4	2	-	3	-	-	*	3	1	1	13	-	4	4	9	3		
	1%	1%	-	1%	-	-	2%	2%	-	-	1%	3%no	1%	1%	1%	-	3%o	-	-	*	1%	1%	1%	8%	1%	-	1%	1%	1%	1%	
Employment and Support Allowance (ESA)	86	72	14	59	2	6	16	11	8	-	27	18	20	22	13	8	-	2	2	1	37	46	25	3	29	-	57	28	49	6	
	5%pxc	5%	6%	5%	4%	4%	7%	5%	5%	-	5%	14%Tmno	10%Tmnop	5%p	3%	3%	-	3%	2%	2%	1%	22%TTx	18%TTx	21%TTx	21%	2%	-	15%TTx	11%TBC	5%C	1%
Universal Credit (and household has other earnings)	89	75	13	41	4	21	25	14	6	-	48	11	11	28	19	10	2	-	6	2	18	11	7	1	62	5	25	25	53	4	
	5%C	5%	5%	3%	4	15%Tgh	12%Tch	7%c	4%	-	9%Tc	9%pq	5%	6%	5%	4%	1%	-	4%	6%	3%	11%TuTx	4%	6%	11%	5%	1%	6%	9%TBC	5%C	1%
Universal Credit (and household has no other earnings)	52	38	13	30	1	7	10	12	6	-	22	10	14	12	6	3	-	-	4	3	18	19	11	1	21	2	29	25	20	*	
	3%oxC	2%	5%a	2%	2%	5%	6%Tc	4%	4%	-	4%	8%Tmnop	7%Tmnop	3%	1%	1%	-	-	4%	6%np	10%TTx	7%TTx	9%TTx	5%	1%	9%	8%TTx	9%TBC	2%C	*	
Personal Independence Payment (PIP)	169	161	8	110	3	6	29	29	23	1	58	15	34	51	32	20	3	7	7	2	62	85	67	3	55	2	113	29	112	19	
	9%bpxx	10%b	3%	9%	4%	4%	14%e	14%ce	15%e	11%	11%e	12%p	17%Tnop	12%p	8%	8%	2%	8%	7%	3%	36%TTx	33%TTx	56%TuTx	19%	4%	6%	29%TTx	11%C	11%C	5%	
Care's Allowance	65	58	7	34	1	3	19	18	8	-	31	1	11	19	9	13	1	3	6	2	16	23	19	1	34	1	31	14	39	4	
	4%k	4%	3%	3%	2%	2%	9%Toe	9%Toe	6%	-	6%Tc	1%	6%knp	5%	2%	5%	1%	3%	6%kp	4%	9%TTx	9%TTx	16%TTz	9%	2%	3%	8%TTx	5%k	4%k	1%	
Care Leavers Allowance	4	2	2	-	-	3	2	2	4	-	4	-	2	-	-	3	-	-	-	-	-	-	-	-	-	4	-	-	2	3	-
	*	*	1%a	-	-	2%Tc	1%c	1%c	3%Tc	-	1%k	-	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 101
Q28. Do you or anyone in your household currently receive any of the following benefits?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity			Children 18 or Under							Household Income											Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £10,400 per year (l)	From £300 to £499 per week / From £25,999 to £15,600 per year (m)	From £500 to £699 per week / From £36,399 to £26,000 per year (n)	From £700 to £999 per week / From £51,999 to £36,400 per year (o)	From £1,000 to £1,500 and above per week / From £77,999 to £52,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Weighted base	1797	1539	251	1263	65*	137*	211	204	159	111**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Disability Living Allowance (DLA)	69	64	5	42	3	6	19	14	8	-	27	7	18	14	9	10	5	-	5	1	19	32	20	2	25	-	44	13	44	6
Other (WRITE IN)	42	38	5	19	3	1	7	13	7	-	23	2	10	15	10	2	-	-	1	4	2	9	5	2	26	-	16	11	27	4
None of these	1247	1095	150	924	40	87	105	110	106	5	318	58	90	286	326	202	109	77	62	38	55	108	22	2	1079	11	156	104	703	340
Don't know	37	24	12	25	1	3	9	6	5	-	12	1	6	4	4	4	2	4	10	1	2	8	-	25	1	10	8	10	7	
Prefer not to say	31	17	10	17	3	1	4	5	1	3	10	1	3	7	1	1	-	-	14	4	4	3	5	15	7	8	9	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 102
Q28. Do you or anyone in your household currently receive any of the following benefits?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle only (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Attendance Allowance	42	30	10	2	38	30	7	3	34	24	10	8	9	33
	2%	3%	2%	2%	3%	3%	2%	1%	3%	3%	2%	1%	3%	2%
Income Support	38	19	15	5	34	22	12	4	29	23	6	10	10	26
	2%	2%	2%	5%	2%	2%	3%	2%	2%	3%	1%	2%	3%	2%
Income-based Jobseeker's Allowance	25	10	14	-	15	15	-	10	25	22	3	-	2	22
	1% ^{ik}	1%	2% ^{ka}	-	1%	1% ^{lf}	-	4% ^{Def}	2% ^{kk}	3% ^{Tjk}	1%	-	1%	2%
Pensions Credit (Guaranteed Credit)	48	30	16	3	40	34	6	7	36	18	17	13	10	38
	3%	3%	3%	3%	3%	3%	1%	3%	3%	3%	4%	2%	3%	3%
Pensions Credit (no Guaranteed Credit)	16	6	10	-	9	9	-	5	11	3	8	5	2	14
	1%	1%	2%	-	1%	1%	-	2% ^{df}	1%	-	2%	1%	1%	1%
Employment and Support Allowance (ESA)	86	49	30	7	71	49	23	10	50	27	24	35	20	65
	5%	5%	5%	6%	5%	5%	5%	4%	4%	4%	5%	6%	5%	4%
Universal Credit (and household has other earnings)	89	41	37	11	78	60	18	9	53	35	18	36	21	68
	5%	4%	6%	10% ^{Ta}	5%	6%	4%	4%	5%	5%	4%	6%	6%	5%
Universal Credit (and household has no other earnings)	52	30	21	2	46	34	12	5	27	10	16	26	16	37
	3%	3%	3%	2%	3%	3%	3%	2%	2%	1%	4% ^{ul}	4% ^{ul}	5%	2%
Personal Independence Payment (PIP)	169	80	67	22	144	110	34	21	118	65	53	51	33	136
	9%	7%	11% ^{ka}	21% ^{Tab}	10%	10%	8%	9%	10%	9%	12%	8%	10%	9%
Care's Allowance	65	26	34	5	53	44	9	11	42	26	16	23	12	53
	4%	2%	6% ^{ka}	5%	4%	4%	2%	4%	4%	4%	4%	4%	4%	4%
Care Leavers Allowance	4	2	-	3	4	4	-	-	2	-	2	3	-	4
	-	-	-	2% ^{Tab}	-	-	-	-	-	-	-	-	-	-
Disability Living Allowance (DLA)	69	34	28	6	56	43	13	11	45	33	11	24	14	55
	4%	3%	5%	6%	4%	4%	3%	4%	4%	5%	3%	4%	4%	4%
Other (WRITE IN)	42	25	15	3	24	11	14	13	25	16	9	17	6	36
	2% ^{le}	2%	2%	2%	2%	1%	3% ^{le}	6% ^{Tde}	2%	2%	2%	3%	2%	2%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 102
Q28. Do you or anyone in your household currently receive any of the following benefits?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
None of these	1247	802	389	56	1021	731	299	165	899	501	308	438	220	1026
	69%bc	74%bc	64%	53%	70%	69%	72%	68%	70%	70%	69%	69%	67%	70%
Don't know	37	23	12	2	28	16	12	1	14	7	6	23	10	27
	2%	2%	2%	2%	2%	1%	3%	1%	1%	1%	1%	4%hi	3%	2%
Prefer not to say	31	15	14	2	28	22	6	2	20	13	8	11	8	23
	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 106
Q30. Which one of these bands describes your total household income before tax or any other deductions are made?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	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 & Hum- berside (B)	West Mid- lands (C)	East Mid- lands (D)	Wales (E)	East- ern (F)	London (G)	South East (H)	South West (I)	North- ern Ire- land (J)		
Unweighted base	1764	844	909	225	280	279	319	274	281	106	505	598	661	481	488	397	398	969	795	1425	339	1466	142	99	57	142	82	178	147	160	134	99	150	255	225	135	57		
Weighted base	1797	866	923	252	309	282	315	256	285	99*	561	597	640	490	525	371	412	1015	782	1441	356	1503	146	94*	54*	146	77*	196	149	152	131*	94*	169	240	239	150*	54*		
Up to £199 per week / Up to £10,999 per year	126	54	71	26	19	16	18	20	20	7	45	34	47	13	32	19	62	45	80	106	19	107	13	4	2	13	4	10	14	12	5	4	18	24	13	7	2		
From £200 to £299 per week / From £10,400 to £15,999 per year	197	86	109	23	23	19	34	36	40	24	46	53	99	22	63	25	86	86	111	167	31	167	20	7	3	20	7	26	17	21	9	7	15	27	29	15	3		
From £300 to £499 per week / From £15,000 to £25,999 per year	430	208	223	26	55	66	66	96	93	29	81	132	217	103	145	73	109	248	162	340	91	360	35	30	6	35	19	66	40	33	42	30	29	47	49	33	6		
From £500 to £899 per week / From £26,000 to £36,999 per year	414	208	204	34	73	70	62	67	86	22	107	132	175	131	133	79	71	264	149	334	80	352	32	20	10	32	21	36	34	28	38	20	47	47	61	41	10		
From £700 to £999 per week / From £36,400 to £51,999 per year	257	139	117	39	62	50	58	20	18	11	101	108	49	93	71	63	30	164	93	198	59	216	17	13	12	17	7	22	19	23	24	13	32	33	28	27	12		
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	129	64	65	25	36	33	29	2	4	-	61	62	7	46	35	43	5	81	48	105	24	93	16	11	12	16	16	16	5	16	9	11	4	11	5	17	23	4	
£1,500 and above per week / £78,000 and above per year	88	48	40	36	17	14	17	1	2	-	53	32	3	51	11	22	5	61	27	60	28	73	5	4	5	5	4	6	8	10	-	4	8	14	15	8	5		
Don't know	104	42	60	39	15	20	8	19	5	10	3	58	28	18	4	29	31	58	96	8	90	7	5	3	7	7	9	5	11	5	5	7	26	11	10	3			
Refused	52	17	35	6	5	6	12	9	13	3	10	17	24	13	6	16	17	19	33	34	18	45	1	1	4	1	2	6	3	3	6	1	8	5	9	3	4		
Average weekly income	616.97	637.29	597.64	797.42	698.63	677.95	663.48	463.11	477.51	438.85	740.36	670.51	465.67	757.50	568.55	706.16	427.94	659.85	558.07	604.43	666.69	608.77	604.26	652.25	828.95	604.26	617.20	576.22	590.02	625.81	549.39	652.25	597.35	622.13	655.42	620.32	828.95		
Average annual income (000)	32.082	33.139	31.077	41.466	36.329	35.254	34.501	24.082	24.831	22.820	38.499	34.866	24.215	39.390	29.565	36.720	22.253	34.312	29.019	31.431	34.668	31.656	31.421	33.917	43.106	31.421	32.094	29.963	30.681	32.542	28.568	33.917	31.062	32.351	34.082	32.257	43.106		

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 107
Q30. Which one of these bands describes your total household income before tax or any other deductions are made?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,400 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,500 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	1764	1523	230	1249	60	136	211	201	137	10	505	132	210	459	414	221	107	58	105	58	185	274	126	13	1333	28	403	278	988	335	
Weighted base	1797	1539	251	1263	65*	137*	211	204	159	111**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387	
Up to £199 per week / Up to £10,399 per year	126	107	18	99	7	10	11	9	5	-	27	126	-	-	-	-	-	-	-	27	23	17	4	81	1	43	126	-	-		
From £200 to £299 per week / From £15,599 to £25,999 per year	197	162	34	157	2	7	15	23	13	-	40	-	197	-	-	-	-	-	-	-	42	25%TTx	45	23	2	126	2	70	33	184	-
From £300 to £499 per week / From £26,000 to £36,399 per year	430	383	46	338	10	23	45	32	22	2	91	-	-	430	-	-	-	-	-	-	35	84	38	4	306	8	116	75	355	-	
From £500 to £699 per week / From £36,400 to £51,999 per year	414	366	47	298	11	39	50	49	25	-	116	-	-	414	-	-	-	-	-	-	25	53	26	1	338	2	74	17	317	80	
From £700 to £999 per week / From £52,000 to £77,999 per year	257	217	38	145	17	30	43	36	38	1	111	-	-	-	257	-	-	-	-	-	12	20	4	-	225	2	29	10	157	90	
From £1,000 to £1,499 per week / From £78,000 to £119,999 per year	129	112	17	63	12	17	30	26	16	-	66	-	-	-	129	-	-	-	-	-	6	-	-	-	121	2	6	-	-	129	
£1,500 and above per week / £78,000 and above per year	88	71	17	53	2	7	9	10	19	3	32	-	-	-	-	-	-	-	-	88	10	4	-	77	-	10	-	-	88		
Don't know	104	75	26	74	2	4	8	13	14	3	28	-	-	-	-	-	-	-	104	19	18	8	2	68	7	29	-	-	-		
Refused	52	45	6	36	2	*	1	6	8	3	13	-	-	-	-	-	-	-	52	5	2	1	1	40	2	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 107
Q30. Which one of these bands describes your total household income before tax or any other deductions are made?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,599 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per year (p)	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	1797	1539	251	1263	65*	137*	211	204	159	11**	524	126	197	430	414	257	129*	88*	104*	52*	170	262	120*	13**	1383	26**	387	261	993	387
Average weekly income	616.97c klmtuvz tuvzAB	613.47	641.78	571.31	725.07c	702.00T c	697.66T c	690.40T c	810.18 Tcg	1156.55 c	720.17T c	175.00	250.00	400.00	600.00	800.00 T	1250.00 T	1750.00T	-	-	418.03	503.33t	444.44	317.26	657.30T tuvz	550.96	472.88	301.45	502.26 A	1124.73TAB
Average annual income (000)	32.082c klmtuvz tuvzAB	31.900	33.373	29.708	37.704c	36.504T c	36.278T c	35.901T c	42.130T cg	60.140	37.449Tc	9.100	13.000k	20.800	31.200k l	41.600T	65.000T kn	91.000Tkn	-	-	21.737	26.173t	23.111	16.498	34.180T tuvz	28.650	24.590	15.676	26.118A	58.486TAB

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 108
Q30. Which one of these bands describes your total household income before tax or any other deductions are made?
Base: All currently paying for a mobile phone service excluding prepay/PAYG/top up plan

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle d package (h)	Separate contracts (i)	Total in contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	1764	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1432
Weighted base	1797	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1466
Up to £199 per week / Up to £10,399 per year	126	87	30	8	111	78	33	10	79	45	33	47	18	107
	7%	8% ^{ab}	5%	8%	8%	7%	8%	4%	7%	6%	7%	7%	6%	7%
From £200 to £299 per week / From £10,400 to £15,599 per year	197	121	64	12	151	108	43	28	120	61	59	77	36	161
	11%	11%	10%	12%	10%	10%	10%	12%	10%	9%	13% ^l	12%	11%	11%
From £300 to £499 per week / From £15,600 to £25,999 per year	430	256	151	23	354	244	109	64	285	168	117	145	74	357
	24%	24%	25%	22%	24%	23%	26%	27%	25%	23%	26%	23%	22%	24%
From £500 to £899 per week / From £26,000 to £36,399 per year	414	247	139	28	330	237	93	65	278	188	90	135	74	339
	23%	23%	23%	26%	22%	22%	22%	27%	24%	26% ^j	20%	21%	22%	23%
From £700 to £999 per week / From £36,400 to £51,999 per year	257	152	83	22	216	160	56	33	169	104	65	88	46	211
	14%	14%	14%	21%	15%	15%	13%	14%	15%	15%	15%	14%	14%	14%
From £1,000 to £1,499 per week / From £52,000 to £77,999 per year	129	63	62	4	113	83	30	14	87	61	26	43	24	105
	7%	6%	10% ^{Ta}	4%	8%	8%	7%	6%	7%	9%	6%	7%	7%	7%
£1,500 and above per week / £78,000 and above per year	88	59	26	2	75	61	13	10	61	42	19	26	29	58
	5%	5%	4%	2%	5%	6%	3%	4%	5%	6%	4%	4%	9% Tm	4%
Don't know	104	62	39	4	91	66	25	7	52	29	23	52	22	83
	6%	6%	6%	4%	6%	6%	6%	3%	4%	4%	5%	8% ^{Ni}	7%	6%
Refused	52	36	14	1	38	24	14	9	30	16	14	22	7	45
	3%	3%	2%	1%	3%	2%	3%	4%	3%	2%	3%	3%	2%	3%
Average weekly income	616.97	609.12	638.94	571.83	623.77	637.93	587.28	603.48	626.30	651.65	584.87	599.04	676.88	603.46
										£ ^k			£ Tm	£ ^k
Average annual income (000)	32.082	31.674	33.225	29.735	32.436	33.173	30.539	31.381	32.568	33.886	30.413	31.150	35.198	31.380
										£ ^k			£ Tm	£ ^k

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 109
Gender
Base: All respondents

	Gender			Age										Social Grade					Urban/Rural		Country					Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)	
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66	
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*	
Male	1026	1026	-	135	158	173	180	153	166	61	293	353	380	311	267	195	253	578	448	837	189	866	79	47	35	79	42	116	74	99	74	47	85	156	139	80	35	
	49%b	100%Tb	-	47%	45%	53%	50%	50%	49%	47%	46%	51%	49%	54%Tno	45%	46%	48%	50%	48%	50%	45%	49%	45%	47%	55%	45%	50%	50%	43%	54%	49%	47%	43%	56%TyB	44%	55%		
Female	1067	-	1067	153	191	152	180	149	173	69	344	332	391	258	322	231	255	580	487	835	232	892	93	53	29	93	41	117	98	84	77	53	112	118	146	98	29	
	51%amG	-	100%Ta	53%	54%	47%	50%	49%	51%	52%	54%	48%	51%	45%	54%am	54%am	50%	50%	52%am	50%	55%	51%	53%	53%	45%	53%	50%	50%	57%G	46%	51%	53%	57%G	43%	51%	55%G	45%	
Other	8	-	-	1	1	1	2	1	1	2	3	3	3	2	1	2	5	3	7	1	5	3	-	-	3	-	-	-	1	-	-	-	-	1	1	2	-	
	*	-	-	*	*	*	*	*	1%	*	*	*	1%	*	*	*	*	*	*	*	*	2%Tu	-	-	2%T	-	-	-	-	*	-	-	-	-	*	*	1%	-
Prefer not to say	2	-	-	1	1	-	-	-	-	2	-	-	-	-	1	-	1	1	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	
	*	-	-	*	*	-	-	-	-	*	-	-	-	-	*	-	*	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	*	-	-	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 110
Gender
Base: All respondents

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £77,999 and above per year (p)	Don't know (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	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Male	1026	883	138	747	39	66	112	113	73	2	277	54	86	208	208	139	64	48	42	17	91	145	64	11	784	19	223	121	484	202
	49%	49%	47%	49%	57%	44%	49%	51%	42%	18%	48%	43%	43%	48%	50%	54%	49%	55%	40%	33%	44%	48%	64%	64%	49%	50%	48%	46%	49%	52%
Female	1067	905	156	765	30	84	118	110	100	9	294	71	109	223	204	117	65	40	60	35	113	155	72	6	814	18	234	139	506	184
	51%	50%	53%	50%	43%	56%	51%	49%	58%	77%	51%	57%	55%	52%	49%	46%	50%	45%	57%	67%Tnoq	54%	51%	36%	51%	49%	51%	53%	51%	51%	48%
Other	8	7	1	7	-	-	-	1	1	-	1	-	1	-	2	1	-	-	2	-	5	4	3	-	3	-	5	-	3	1
	*	*	*	*	*	*	*	*	*	*	*	1%	-	*	*	*	-	-	2%Tm	-	2%TTx	1%TTx	2%TTx	-	*	-	1%	-	1%B	-
Prefer not to say	2	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-	-	-	1	-	-	-	-	1	1	-	1	-	-	-
	*	*	-	*	-	-	-	-	-	6%	-	-	-	-	-	-	-	-	1%	-	-	-	-	*	2%	-	-	-	-	-

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 111
Gender
Base: All respondents

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Male	1026	518	293	55	723	516	207	107	598	373	225	268	157	869
	49%k	48%	48%	53%	49%	49%	50%	44%	52%k	52%k	50%k	42%	48%	49%
Female	1067	561	312	49	750	542	208	132	559	338	221	364	172	895
	51%	52%	51%	47%	51%	51%	50%	55%	48%	47%	49%	57%Thj	52%	50%
Other	8	3	3	-	5	4	1	1	3	3	-	4	-	7
	*	*	1%	-	*	*	*	1%	*	*	-	1%	-	*
Prefer not to say	2	2	-	-	1	1	1	-	1	-	1	1	1	1
	*	*	-	-	*	*	*	-	*	-	*	*	*	*

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

Mobile in Contract Price Rises Survey ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 112
Age
Base: All respondents

	Gender			Age							Social Grade					Urban/Rural		Country				Region															
	Total (A)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east (x)	North-west (y)	Yorkshire & Humberside (z)	West Midlands (aa)	East Midlands (ab)	Wales (ac)	East of England (ad)	London (ae)	South East (af)	South West (ag)	North-east Ireland (ah)		
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	215	177	197	160	107	181	295	274	166	66		
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*
16-17	35 2%defg hki	13 1%	22 2%	35 12%Tdef ghijkl	-	-	-	-	-	-	35 5%Tdef ghijkl	-	-	9 2%	14 2%	5 1%	7 1%	23 2%	12 1%	22 3%a	13 3%	30 2%	1 *	1 1%	3 5%v	1 *	3 1%	4 3%	4 2%	1 *	2 1%	7 2%	10 4%l	-	3 5%yDI		
18-24	255 12%def ghiko pqr	122 12%	131 12%	255 88%Tdef ghijkl	-	-	-	-	-	-	255 40%Tdef ghijkl	-	-	122 17%Tno pqr	72 12%opr	28 7%	34 7%	193 17%Tnop r	62 7%	228 6%	27 14%t	224 6%	17 13%	10 10%	4 10%	17 10%	10 12%	32 14%F	19 11%	38 21%TyBD EFHJ	12 8%	10 10%	13 6%	51 18%TYDF HJ	25 9%	24 13%	4 6%
25-34	351 17%cef ghikt	158 15%	191 18%	-	351 100%Tcef ghijkl	-	-	-	-	-	351 55%Tcef ghijkl	-	-	88 15%	109 18%	80 19%	75 15%	196 17%	155 17%	309 18%t	42 10%	289 16%	27 16%	21 21%	14 22%	27 16%	13 16%	26 12%	31 18%	45 24%TAF HI	31 21%	21 21%	29 14%	49 18%	37 13%	25 14%	14 22%
35-44	329 15%cdf ghijt	173 17%	152 14%	-	-	329 100%Tcdf ghijkl	-	-	-	-	-	-	329 47%Tcdf ghijt	70 12%	100 17%	86 20%Tmp q	70 14%	169 15%	157 17%km	284 17%t	42 10%	274 16%	34 19%w	8 8%	10 16%	34 19%CE	12 14%	47 20%CE	23 13%	19 11%	25 16%	8 8%	27 14%	49 18%E	38 13%	35 19%CE	10 16%
45-54	362 17%cde ghijl	180 18%	180 17%	-	-	362 100%Tode ghijkl	-	-	-	-	362 53%Tode ghijkl	-	-	80 14%	85 14%	90 21%mnq	107 21%mnq	165 14%	197 21%Tmn q	272 16%	302 21%a	30 17%	22 17%	22 12%	8 17%	30 24%B	20 18%	42 13%	23 13%	30 16%	25 22%	22 22%	38 19%	48 17%	49 17%	27 15%	8 12%
55-64	303 14%cde fhjko	153 15%	149 14%	-	-	-	303 100%Tode fhjkl	-	-	-	-	-	303 38%Tcd efhjk	77 13%o	100 17%o	36 8%	80 18%o	177 15%o	126 13%o	226 13%	77 18%a	258 15%	21 12%	13 17%	11 11%	21 12%	11 13%	33 14%	22 13%	17 9%	27 18%C	13 13%	32 16%	36 13%	54 19%C	25 14%	11 17%
65+	471 22%cde fgikG	227 22%	242 23%	-	-	-	-	340 100%Tc defgk	132 100%Tode fgikl	-	-	-	471 61%Tcd efgk	128 22%	114 19%	102 24%	128 25%	242 21%	229 24%n	339 20%	132 31%Ts	387 22%	45 26%	25 25%	14 22%	45 26%G	17 21%	48 20%	49 29%CG	30 17%	30 20%	25 25%G	58 29%CG	38 14%	74 26%CG	43 24%G	14 22%
NET: 16-34	606 29%efg hikpr th	280 27%	322 30%	255 88%Te fghikl	351 100%Tcef ghijkl	-	-	-	-	606 88%Tcef ghijkl	-	-	209 37%Top r	180 30%pr	108 25%	109 21%	390 33%Top r	217 23%	537 32%t	69 16%	513 29%	45 26%	31 31%	18 28%	45 26%	24 28%	60 26%	50 29%	83 45%Tvz ABDEFH J	43 29%	31 31%	41 21%	100 36%TYA FH	61 21%	50 28%	18 28%	
NET: 35-54	687 33%cdg hijmq	353 34%	332 31%	-	-	326 100%Tcdg dghijl	362 100%Tcdg hijl	-	-	-	687 100%Tcdg hijl	-	-	150 26%	184 31%	176 41%Tmn q	178 35%mq	334 29%	353 38%Tmn q	557 33%	131 31%	576 33%	64 36%	30 30%	18 28%	64 36%	32 38%	89 38%BC	45 26%	50 27%	49 33%	30 30%	65 33%	97 35%	88 31%	62 34%	18 28%
NET: 55+	774 37%cde fjCG	380 37%	391 37%	-	-	-	-	303 100%Tc defk	340 100%Tc defk	132 100%Tode fjkl	-	-	774 100%Tcd efk	204 36%	214 36%	138 32%	216 43%Tmo q	419 36%	356 38%	565 34%	209 50%Ts	645 37%	66 38%	38 38%	25 39%	66 38%CG	28 33%	80 35%	71 42%CG	47 26%	58 38%CG	38 38%	90 45%TCG	74 27%	128 45%TCG	68 38%CG	25 39%
Average age	47.28c dejkps CG	47.53	47.07	21.10	29.96c j	39.47c d	49.86T cdejk	59.85T cdefkj	69.14T cdefgij kl	78.10T cdefgh ijkl	25.95c de	44.94c de	67.03T cdefgij k	45.38	45.90	47.84	50.52T mnq	45.65	49.30T mnq	45.87	52.91T s	47.06	48.71	48.91	46.93	48.71C G	47.03C G	46.75C G	48.35C G	41.91 G	47.71C G	48.91C G	51.59T ACG	42.55	50.48T ACG	47.44C G	46.93

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 113
Age
Base: All respondents

	Ethnicity			Children 18 or Under							Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children 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 £119 per week / £10,400 to £15,599 (k)	From £120 to £299 per week / From £10,400 to £15,600 (l)	From £300 to £499 per week / From £15,600 to £25,999 (m)	From £500 to £699 per week / From £26,000 to £36,399 (n)	From £700 to £999 per week / From £36,400 to £52,000 (o)	From £1,000 to £1,500 and above per week / From £78,000 and above (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
16-17	35	24	11	34	-	-	-	-	1	-	1	2	6	3	-	3	1	3	9	1	1	-	-	33	*	1	10	4	4	1%	
18-24	255	146	106	220	15	13	6	4	1	3	32	24	17	24	33	35	24	33	29	6	23	10	9	-	220	5	30	50	77	62	
25-34	351	266	82	200	35	79	74	34	11	1	150	19	23	55	73	62	36	17	20	5	45	11	10	1	289	13	49	51	129	105	
35-44	326	268	57	121	15	51	109	87	55	1	204	16	19	66	70	50	33	14	8	6	33	30	22	5	260	3	63	56	138	74	
45-54	362	337	21	202	4	6	35	81	93	5	155	18	34	66	62	58	29	17	19	12	55	76	38	1	250	7	104	35	178	71	
55-64	303	288	13	280	-	*	6	14	9	-	23	20	36	96	67	20	2	1	5	9	33	67	32	4	214	4	85	29	190	23	
65+	471	466	5	462	-	-	-	4	2	2	7	27	63	121	109	29	4	2	13	16	19	9	111	29	8	337	5	130	32	275	48
NET: 18-34	606	412	188	421	50	92	80	38	12	4	182	43	39	78	106	97	60	50	49	10	68	21	18	1	509	18	79	100	206	167	
NET: 35-54	687	605	78	323	19	57	144	168	148	6	358	34	53	132	132	108	62	32	28	17	88	106	59	5	510	10	167	90	317	145	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 113
Age
Base: All respondents

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disabled (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
NET: 55+	774	753	19	742	-	*	6	18	13	2	30	47	99	217	175	49	7	3	18	24	51	178	61	12	550	9	215	61	465	71
Average age	47.28bd efgopq rtAC	49.93Tb	31.51	50.10Td efghj	31.03	33.27	37.98de	43.48de f	46.19de fgj	43.18	39.85de f	45.63pq r	52.46Tk opqr	52.28Tk nopqr	49.63Tk opqr	41.93pq r	37.13q	32.53	37.24	52.02op qr	43.91	57.52Tt vTxz	51.73Tt Tx	58.90	45.94	39.75	52.51Tt Tx	40.70	51.48TA C	40.84

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 114
Age
Base: All respondents

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (a)	Bundle d package (b)	Separate contracts (c)	Total in contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
16-17	35 2%	18 2%	10 2%	-	23 2%	19 2%	4 1%	1	12 1%	5 1%	7 2%	15 2%	4 1%	31 2%
18-24	255 12%g	156 14%b	61 10%	8 8%	200 14%g	133 13%g	67 16%g	15 6%	144 12%	70 10%	73 16%Ti	81 13%	60 18%Tm	195 11%
25-34	351 17%	165 15%	128 21%Ta	16 16%	271 18%	197 19%	74 18%	36 15%	209 18%	143 20%j	66 15%	99 16%	77 23%Tm	274 15%
35-44	326 15%aj	134 12%	115 19%a	33 31%Tab	233 16%	174 16%	60 14%	36 15%	172 15%j	138 19%Th	34 8%	110 17%j	46 14%	280 16%
45-54	362 17%	182 17%	113 19%	20 19%	251 17%	182 17%	69 17%	56 23%Td	203 17%	115 16%	88 20%	112 18%	52 16%	310 17%
55-64	303 14%	164 15%	80 13%	11 11%	198 13%	139 13%	59 14%	46 19%de	182 16%k	102 14%	80 18%kk	73 12%	47 14%	256 14%
65+	471 22%bl	266 24%b	102 17%	16 15%	304 21%	219 21%	85 20%	50 21%	238 21%	140 20%	98 22%	145 23%	45 14%	427 24%l
NET: 18-34	606 29%g	321 30%	188 31%	24 23%	471 32%g	330 31%g	141 34%g	52 21%	353 30%	214 31%	139 28%	181 42%Tm	137 26%	469 26%
NET: 35-54	687 33%	316 29%	228 37%a	53 51%Tab	484 33%	355 33%	129 31%	93 39%	375 32%	253 35%j	122 27%	222 35%j	98 30%	589 33%
NET: 55+	774 37%bl	430 40%bc	182 30%	28 26%	502 34%	358 34%	144 34%	96 40%	421 36%	243 34%	178 40%	219 34%	92 28%	683 39%l
Average age	47.28b	47.75b	45.26	46.08	46.00	46.04	45.91	49.78d	46.87	46.36	47.68	46.70	42.81	48.111

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 115
Social Grade
Base: All respondents

	Gender			Age										Social Grade						Urban/Rural		Country										Region									
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	NET: 16-34	NET: 35-54	NET: 55+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural	England	Scotland	Wales	North-ern Ireland	Scotland	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland				
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66				
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*				
A	143	87	56	45	22	21	13	17	15	10	67	34	42	143	-	-	-	143	-	112	31	117	11	7	8	11	7	18	5	12	5	7	14	31	19	7	8				
	7%inpr	8%b	5%	15%Tdef	6%	6%	4%	5%	5%	8%	10%Tfgh	5%	5%	25%Tnop	-	-	-	12%Tnop	-	7%	7%	7%	6%	7%	13%	6%	8%	8%	3%	7%	3%	7%	7%	11%TBDI	6%	4%	13%BDI				
B	429	224	202	85	66	49	67	60	76	26	151	116	162	429	-	-	-	429	-	346	83	353	34	23	20	34	21	46	29	42	34	23	28	60	57	36	20				
	20%nop	22%	19%	29%Tde	19%	15%	18%	20%	22%e	20%	24%ek	17%	21%	75%Tnop	-	-	-	37%Tnop	-	21%	20%	20%	19%	23%	32%Tu	19%	25%F	20%	17%	23%	22%	23%	14%	22%	20%	20%	32%TBF				
C1	593	267	322	86	109	100	85	100	87	28	194	184	214	-	593	-	-	593	-	497	97	503	45	30	15	45	13	68	51	40	42	30	57	95	76	60	15				
	28%mp	26%	30%	30%	31%	31%	23%	33%k	26%	21%	30%k	27%	26%	-	100%Tnop	-	-	51%Tnop	-	30%k	23%	29%	26%	30%	24%	26%	15%	29%kz	30%kz	22%	28%kz	30%kz	29%kz	34%zC	26%	33%zC	24%				
C2	427	195	231	34	80	86	90	36	73	29	113	176	138	-	-	427	-	-	427	304	123	349	36	29	13	36	27	36	44	44	38	29	36	38	53	33	13				
	20%cgm	19%	22%	12%	23%cg	26%Tog	12%	25%cgj	21%cg	22%cg	18%g	18%g	18%g	-	-	100%Tmnp	-	-	46%Tmn	18%	29%Ts	20%	21%	29%u	21%	21%	32%TAF	15%	25%AG	24%G	25%AG	29%AG	18%	14%	18%	18%	21%				
D	273	144	127	31	49	47	58	39	37	12	80	105	87	-	-	-	273	-	273	229	43	237	28	6	2	28	8	39	20	21	6	32	25	48	23	2					
	13%mo	14%	12%	11%	14%	14%	16%l	13%	11%	9%	13%	15%l	11%	-	-	-	53%Tmo	-	29%Tmn	14%	10%	13%x	16%wx	6%	4%	16%EGJ	9%	17%EGJ	12%	12%	14%J	6%	16%EGJ	9%	17%EGJ	13%	4%				
E	238	109	128	10	26	23	49	51	53	27	36	72	131	-	-	-	238	-	238	193	45	206	22	5	4	22	8	26	22	24	10	5	31	30	35	20	4				
	11%gm	11%	12%	3%	7%	7%	13%code	17%Tod	16%code	6%	10%cj	10%cj	13%Tode	-	-	-	47%Tmo	-	25%Tmn	11%	11%	12%	5%	7%	13%	10%	11%	13%	7%	5%	16%DE	11%	12%	11%	12%	11%	7%				
	noq	noq	noq	j	oq	jk	jk	jk	jk	q	oq	oq	oq	-	-	-	oq	-	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq			
NET: AB	572	311	258	130	88	70	80	77	91	37	218	150	204	572	-	-	-	572	-	458	114	470	44	30	28	44	28	63	35	54	39	30	42	91	75	43	28				
	27%kno	30%b	24%	45%Tde	25%	21%	22%	25%	27%	28%	34%Tde	22%	26%	100%Tnop	-	-	-	49%Tnop	-	27%	27%	27%	25%	30%	45%Tuv	25%	33%B	27%	20%	29%	30%	30%	21%	33%BF	25%	24%	24%	45%TyABCFHI			
NET: ABC1	1165	578	580	216	196	169	165	177	178	64	412	334	419	572	593	-	-	1165	-	955	210	973	89	59	43	89	41	132	86	94	81	59	99	186	151	103	43				
	55%ko	56%	54%	74%Tde	56%f	52%	46%	58%k	52%	49%	64%Tde	49%	54%f	100%To	100%Topr	-	-	100%Topr	-	57%t	50%	55%	51%	59%	68%v	51%	49%	57%	50%	51%	54%	59%	50%	67%Tyz ABCDFH	53%	57%	68%yzBCFH				
NET: C2DE	838	448	487	74	155	157	197	126	162	68	229	353	356	-	-	427	511	-	838	726	212	792	86	40	20	86	43	101	85	89	70	40	98	136	77	20					
	45%qm	44%	46%	26%	44%cj	48%cj	19	54%Tod	42%c	48%cj	51%cj	51%Tog	46%cj	-	-	100%Tm	100%Tmq	-	100%Tmn	43%	50%sa	45%	49%kx	41%	32%	49%GJ	51%GJ	43%G	85	49%GJ	46%G	41%	50%GJ	33%	47%GJ	43%	32%				
	nqG	nqG	nqG	g	g	g	g	g	g	nq	nq	nq	nq	-	-	nq	nq	-	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq	nq			
NET: DE	511	253	255	41	75	70	107	90	89	38	116	178	218	-	-	-	511	-	511	422	89	443	50	11	7	50	16	65	42	45	31	11	63	54	83	44	7				
	24%gm	25%	24%	14%	21%c	22%c	30%code	30%code	26%cj	29%cj	18%	26%cj	28%cdj	-	-	-	100%Tmo	-	54%Tmn	25%	21%	25%wx	28%wx	12%	11%	28%EJ	19%	28%EJ	24%EJ	25%EJ	21%	12%	32%EJ	20%	29%EJ	24%EJ	11%				
	noqwe	noqwe	noqwe	j	j	j	j	j	j	oq	oq	oq	oq	-	-	-	oq	-	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq	oq			

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 116
Social Grade
Base: All respondents

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£1,500 and above per week / £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
A	143	115	28	100	7	13	19	19	8	1	42	2	6	26	29	27	15	17	5	1	11	18	4	-	117	-	26	18	57	47	
	7%k	6%	10%	7%	10%	9%	8%	8%	5%	8%	7%	2%	3%	6%	7%k	11%kl	12%kl	19%Tkmmrs	4%	2%	5%	6%	-	-	7%	-	6%	7%	6%	12%TB	
B	429	362	66	326	11	18	32	45	51	1	102	11	17	77	102	65	30	34	13	12	22	43	20	2	363	8	58	27	188	122	
	20%efkl	20%	22%	21%ef	16%	12%	14%	20%	29%Tefj	8%	18%	9%	8%	18%kl	25%klmnr	25%klmnr	24%kl	38%Tkmmnr	13%	23%kl	11%	14%	11%	11%	23%tuvz	21%	13%	10%	19%A	32%TAB	
C1	593	482	107	440	17	41	58	60	40	3	150	32	63	145	133	71	35	11	29	6	45	64	28	3	471	13	109	75	313	104	
	28%qsuu	27%	36%Ta	29%	25%	28%	25%	27%	23%	25%	26%	25%	32%qs	34%Tqs	32%qs	28%qs	27%qs	12%	27%qs	11%	22%	21%	20%	18%	29%tuvz	35%	12%	29%	31%	27%	
C2	427	381	44	273	22	49	67	46	32	3	152	19	25	73	79	63	43	22	31	16	26	44	11	3	346	7	73	46	186	92	
	20%lituv	21%b	15%	18%	31%c	33%Togh	29%Tch	21%	18%	23%	27%Tc	15%	13%	17%	19%	25%klm	33%Tkmm	25%kl	30%Tkmm	30%klm	12%	15%	8%	19%	22%tuvz	19%	16%kv	18%	19%	24%	
D	273	241	30	190	10	23	36	32	23	*	82	18	26	68	60	26	5	-	17	7	24	34	14	1	218	2	53	37	154	14	
	13%ppC	13%	10%	13%	15%	15%	16%	14%	13%	3%	14%	14%pp	13%pp	16%pp	15%pp	10%q	4%	-	17%ppq	13%q	11%	11%	10%	7%	14%	4%	12%	14%C	15%C	4%	
E	238	215	21	192	2	5	17	21	20	4	43	44	60	41	10	4	-	5	9	11	80	101	62	8	88	8	142	59	96	8	
	11%ejno	12%b	7%	13%dej	3%	3%	7%	9%e	12%e	32%	7%	35%Tmno	31%Tmno	9%nop	2%	1%	-	5%p	8%nop	20%mnop	39%TTx	33%TTxz	45%	8%	20%	31%TTx	23%TBC	10%C	2%		
NET: AB	572	476	94	426	18	32	51	64	59	2	144	13	22	103	131	93	46	51	18	13	33	61	24	2	480	8	84	45	245	169	
	27%kltu	27%	32%	28%	26%	21%	22%	29%	34%ef	16%	25%	11%	11%	24%kl	32%klmnr	38%Tkmmnr	35%klmnr	58%Tkmmnr	17%	25%kl	16%	20%	17%	11%	30%tuvz	21%	18%	17%	25%A	44%TAB	
NET: ABC1	1165	958	201	866	35	73	109	124	99	5	294	45	86	248	264	164	81	61	47	19	79	126	52	5	950	21	194	120	557	273	
	55%klst	53%	68%Ta	57%f	51%	49%	48%	55%	57%	41%	52%	36%	44%	58%klrs	64%Tklrs	64%Tklrs	63%klrs	70%Tklrs	45%	36%	38%	41%	37%	37%	5	59%Thuv	56%	42%	46%	56%A	71%TAB
NET: C2DE	938	837	95	655	34	77	120	100	75	7	277	80	111	182	149	93	48	27	58	33	130	179	88	12	653	16	269	142	436	114	
	45%bnoq	47%b	32%	43%	49%	51%	52%c	45%	43%	59%	48%	64%Tmno	56%Tmno	42%	36%	36%	37%	30%	55%mnop	64%Tmno	62%TTx	59%TTx	63%TTx	70%	41%	44%	58%TTx	54%TBC	44%C	29%	
NET: DE	511	456	51	382	12	28	53	53	43	4	125	62	86	109	71	30	5	5	26	17	104	135	77	9	306	9	196	96	250	22	
	24%bnop	25%b	17%	25%	18%	23%	24%	25%	25%	35%	22%	45%Tmno	44%Tmno	25%nopq	17%ppq	12%	4%	5%	25%nopq	34%nopq	56%TTx	44%TTx	55%TTxz	52%	19%	24%	42%TTx	37%TBC	25%C	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 117
Social Grade
Base: All respondents

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (f1)	Sim-only (f2)	Bundle only package (f3)	Separate contracts (f4)	Total in-contract (f5)	Fixed (f6)	30 day rolling (f7)	Out of contract (f8)	Total aware (f9)	Aware CAN increase (f10)	Aware CANNOT increase (f11)	Not aware (f12)	Yes (f13)	No (f14)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
A	143 7%	83 8%	36 6%	9 9%	111 7%	79 7%	32 8%	16 7%	77 7%	48 7%	29 6%	51 8%	28 8%	115 7%
B	429 20%	223 21%	121 20%	18 18%	294 20%	219 21%	75 18%	54 23%	250 22%	153 21%	97 22%	112 18%	78 24%	351 20%
C1	593 28%	319 29%	171 28%	35 34%	426 29%	288 27%	138 33%	67 28%	350 30%	215 30%	135 30%	175 28%	93 28%	500 28%
C2	427 20%	218 20%	136 22%	17 16%	305 21%	223 21%	82 20%	51 21%	237 20%	158 22%	79 18%	133 21%	70 21%	356 20%
D	273 13%	127 12%	89 15%	13 12%	193 13%	141 13%	52 12%	30 13%	134 12%	85 12%	50 11%	95 15%	29 9%	243 14%
E	238 11%	115 11%	55 9%	12 11%	152 10%	113 11%	39 9%	22 9%	113 10%	66 8%	57 13%	70 11%	32 10%	206 12%
NET: AB	572 27%	305 28%	157 26%	27 27%	405 28%	298 26%	107 29%	71 28%	327 28%	201 28%	128 28%	163 26%	108 32%	466 26%
NET: ABC1	1165 55%	624 58%	328 54%	63 60%	831 56%	586 55%	245 59%	137 57%	677 58%	416 58%	260 53%	339 60%	199 60%	956 55%
NET: C2DE	938 45%	460 42%	280 46%	42 40%	649 44%	477 45%	172 41%	103 43%	485 42%	298 42%	186 42%	298 47%	132 40%	806 45%
NET: DE	511 24%	243 22%	144 24%	25 24%	344 23%	254 24%	90 22%	52 22%	247 21%	140 20%	107 24%	164 26%	62 19%	449 25%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 118
GO Region
Base: All respondents

	Gender			Age							Social Grade							Urban/Rural		Country					Region																		
	Total (d)	Male (a)	Female (b)	16-24 (c)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	NET: 16-34 (k)	NET: 35-54 (l)	NET: 55+ (m)	AB (n)	C1 (o)	C2 (p)	DE (q)	ABC1 (r)	C2DE (s)	Urban (t)	Rural (u)	England (v)	Scotland (w)	Wales (x)	North-ern Ireland (y)	Scotland (z)	North East (aa)	North West (ab)	York-shire & Humb-erside (ac)	West Mid-lands (ad)	East Mid-lands (ae)	Wales (af)	East-ern (ag)	London (ah)	South East (ai)	South West (aj)	North-ern Ire-land (ak)						
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66						
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*						
Scotland	175	79	93	18	27	34	30	21	30	15	46	64	66	44	45	36	50	89	86	136	39	-	175	-	-	175	-	-	-	-	-	-	-	-	-	-	-	-					
	8%uwz	8%	9%	6%	8%	10%	8%	7%	9%	11%	7%	9%	9%	8%	8%	8%	10%	8%	9%	8%	9%	-	100%Tuwx	-	-	100%TzAB	-	-	-	-	-	-	-	-	-	-	-	-	-				
	ABCDEF																																										
	GHUJ																																										
North East	84	42	41	10	13	12	20	11	14	3	24	32	28	28	13	27	16	41	43	65	18	84	-	-	-	84	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	4%vzb	4%	4%	4%	4%	4%	4%	4%	4%	2%	4%	5%	4%	5%	2%	6%npq	3%	3%	5%	4%	4%	5%	5%	5%	5%	-	100%TyAB	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	CDFGHI																																										
North West	233	116	117	35	28	47	42	33	39	9	63	89	80	63	68	36	65	132	101	202	30	233	-	-	-	-	-	233	-	-	-	-	-	-	-	-	-	-	-	-	-		
	11%tw	11%	11%	12%	8%	14%dl	12%	11%	11%	7%	10%	13%cd	10%	11%	12%	8%	13%	11%	11%	12%	7%	13%wx	-	-	-	-	-	100%TyzB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	EFHGHI																																										
Yorkshire & Humberside	171	74	98	23	31	23	23	22	39	10	55	45	71	35	51	44	42	86	85	136	36	171	-	-	-	-	-	171	-	-	-	-	-	-	-	-	-	-	-	-	-		
	8%vwxy	7%	9%	8%	9%	7%	6%	7%	12%k	7%	9%	7%	9%	6%	9%	10%lm	8%	7%	9%	8%	8%	8%	10%vwxy	-	-	-	100%TyZA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	zACDEF																																										
	GHUJ																																										
West Midlands	184	99	84	42	45	19	30	17	21	10	87	50	47	54	40	44	45	94	89	152	32	184	-	-	-	-	-	184	-	-	-	-	-	-	-	-	-	-	-	-	-		
	9%lw	10%	8%	15%Tef	13%Tegh	6%	8%	5%	6%	7%	14%Tefg	7%	6%	9%	7%	10%	9%	8%	10%	9%	8%	10%vwxy	-	-	-	-	-	100%TyZA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	xyzAB																																										
	DEFGH																																										
	IJ																																										
East Midlands	151	74	77	13	31	25	25	27	23	8	44	49	58	39	42	38	31	81	70	102	49	151	-	-	-	-	-	151	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	7%vwxy	7%	7%	4%	9%	8%	7%	9%cd	7%	6%	7%	7%	7%	7%	7%	9%	6%	7%	7%	6%	6%	12%Ta	9%vwxy	-	-	-	-	100%TyZA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	zACDEF																																										
	GHUJ																																										
Wales	100	47	53	10	21	8	22	13	18	8	32	30	38	30	30	29	11	59	40	58	42	-	-	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	-	-	-		
	5%puvy	5%	5%	4%	6%	2%	6%e	4%	5%	6%	5%	4%	5%	5%p	5%p	7%p	2%	5%p	4%	3%	4%	10%Ta	-	-	-	-	100%Tuwx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	ABCDFG																																										
	HI																																										
Eastern	198	85	112	14	29	27	38	32	39	18	43	65	90	42	57	36	63	99	98	146	52	198	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	9%vwxy	8%	11%	5%	8%	8%	10%cd	11%cd	12%cd	14%cd	7%	9%	12%cd	7%	10%	8%	12%mq	9%	10%	9%	12%	11%vwxy	-	-	-	-	-	100%TyZA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	yzABCD																																										
	EFHI																																										
London	277	156	118	57	49	49	48	36	29	8	107	97	74	91	95	38	54	186	92	270	8	277	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	13%hij	15%b	11%	20%Tgh	14%hij	15%hil	13%	12%	9%	6%	17%hijl	14%hijl	10%	16%opr	16%opr	9%	11%	16%opr	10%	16%Tt	2%	16%vwxy	-	-	-	-	100%TyZA	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	opqwx																																										
	yzABCD																																										
	EFHI																																										

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 118
GO Region
Base: All respondents

	Gender			Age							Social Grade							Urban/Rural		Country				Region																
	Total (D)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)			
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*			
South East	288	139	146	35	37	38	49	54	45	29	72	88	128	75	76	53	83	151	136	239	49	288	-	-	-	-	-	-	-	-	-	-	-	-	-	288	-	-		
	14%vwx	14%	14%	12%	10%	12%	14%	18%dj	13%	22%Tcd	11%	13%	17%dj	13%	13%	12%	16%	13%	15%	14%	12%	16%Tvwx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%TyzA	-	-	
	yzABCD									efhjk																														
South West	180	80	98	24	25	35	27	25	33	10	50	62	68	43	60	33	44	103	77	133	46	180	-	-	-	-	-	-	-	-	-	-	-	-	-	-	180	-	-	
	9%vwx	8%	9%	8%	7%	11%	7%	8%	10%	8%	8%	9%	9%	8%	10%	8%	9%	9%	8%	8%	8%	11%	10%vwx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%TyzA	-	-
	yzABCD																																							
Eastern	63	35	29	7	14	10	8	11	10	4	21	18	25	28	15	13	7	43	20	42	21	-	-	-	63	-	-	-	-	-	-	-	-	-	-	-	-	-	63	-
	3%uyzA	3%	3%	2%	4%	3%	2%	4%	3%	3%	3%	3%	3%	5%Tpr	3%	3%	1%	4%p	2%	3%	5%sa	-	-	-	100%Tuww	-	-	-	-	-	-	-	-	-	-	-	-	-	100%TyzABCEFGHJ	-
	BCFGH																																							

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 119
GO Region
Base: All respondents

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £36,399 per year (m)	From £500 to £699 per week / From £36,400 to £51,999 per year (n)	From £700 to £1,499 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,500 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Scotland	175	160	14	127	6	18	26	17	9	-	49	13	20	35	32	17	16	5	7	1	24	34	16	3	122	3	50	23	81	34
North East	84	81	3	55	4	5	11	11	9	-	28	4	7	19	21	7	5	4	7	2	17	16	12	1	59	1	24	11	46	12
North West	233	196	36	166	10	9	25	31	23	-	67	10	26	66	36	22	16	6	9	6	23	29	16	*	181	5	47	36	108	38
Yorkshire & Humberside	171	158	14	141	1	8	14	14	8	-	31	14	17	40	34	19	9	8	5	3	19	21	9	1	136	-	35	25	85	30
West Midlands	184	140	42	121	15	21	20	12	13	4	58	12	21	33	28	23	11	10	11	3	21	23	9	2	147	2	35	25	87	26
East Midlands	151	131	20	100	4	18	19	21	12	2	49	5	9	42	38	24	4	-	5	6	16	17	7	1	114	5	32	16	92	13
Wales	100	94	6	77	3	6	8	7	8	-	23	4	7	30	20	13	11	4	5	1	5	18	5	1	76	-	23	7	51	31
Eastern	198	178	18	158	3	9	22	20	10	2	40	18	15	29	47	32	5	8	7	8	13	32	13	3	146	5	48	25	92	36
London	277	163	108	190	10	25	39	32	27	1	86	24	27	47	47	33	17	14	26	5	20	31	14	1	220	11	47	50	102	57
South East	288	268	19	217	7	11	28	32	30	2	69	13	29	49	61	28	23	15	11	9	26	46	19	2	222	4	62	27	125	66
South West	180	166	13	128	5	14	12	18	20	-	51	7	15	33	41	27	4	8	10	3	23	27	17	1	131	1	48	14	104	20
Northern Ireland	63	60	3	43	2	7	5	9	5	-	20	2	3	6	10	12	9	5	3	4	3	10	2	-	48	2	14	4	20	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 120
GO Region
Base: All respondents

	Contract Type				Contract status			Awareness of price increase				Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle only (h)	Separate contracts (i)	Total in contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Scotland	175	93	48	5	114	75	39	25	95	63	32	51	25	151
	8%	9%	8%	5%	8%	7%	9%	10%	8%	9%	7%	8%	7%	9%
North East	84	41	32	4	68	55	13	8	54	43	11	23	14	70
	4%	4%	5%	4%	5%	5%	3%	3%	5%	6%	2%	4%	4%	4%
North West	233	107	81	8	161	118	42	32	118	76	42	78	31	202
	11%	10%	13%	7%	11%	11%	10%	13%	10%	11%	9%	12%	9%	11%
Yorkshire & Humberside	171	98	41	10	127	83	44	14	97	56	42	52	27	144
	8%	9%	7%	9%	9%	8%	11%	6%	8%	8%	9%	8%	8%	8%
West Midlands	184	92	49	10	122	90	33	23	104	64	40	48	32	152
	9%	8%	8%	10%	8%	8%	8%	10%	9%	9%	9%	8%	10%	9%
East Midlands	151	81	41	10	109	74	35	21	90	56	34	42	33	118
	7%	7%	7%	9%	7%	7%	8%	9%	8%	8%	8%	7%	10%	7%
Wales	100	63	26	5	75	49	26	14	56	29	28	38	23	77
	5%	6%	4%	5%	5%	5%	6%	6%	5%	6%	6%	7%	7%	4%
Eastern	198	95	61	13	140	117	24	21	120	72	48	49	28	170
	9% ^f	9%	10%	13%	9% ^f	11% ^f	6%	9%	10%	10%	11%	8%	8%	10%
London	277	160	69	11	193	134	58	30	151	90	60	89	46	231
	13%	15%	11%	10%	13%	13%	14%	12%	13%	13%	14%	14%	14%	13%
South East	288	129	96	14	203	151	52	26	150	89	61	89	39	249
	14%	12%	16% ^h	13%	14%	14%	12%	11%	13%	12%	14%	14%	12%	14%
South West	180	91	47	12	125	84	41	17	91	54	38	59	25	155
	9%	8%	8%	11%	8%	8%	10%	7%	8%	8%	8%	9%	8%	9%
Northern Ireland	63	33	18	2	42	32	11	10	35	22	12	19	9	54
	3%	3%	3%	2%	3%	3%	3%	4%	3%	3%	3%	3%	3%	3%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country							Region										
	Total (T)	Male (A)	Female (B)	16-24 (C)	25-34 (D)	35-44 (E)	45-54 (F)	55-64 (G)	65-74 (H)	75+ (I)	NET: 16-34 (J)	NET: 35-54 (K)	NET: 55+ (L)	AB (M)	C1 (N)	C2 (O)	DE (P)	ABC1 (Q)	C2DE (R)	Urban (S)	Rural (T)	Englan d (U)	Scot- land (V)	Wales (W)	North- ern Ire- land (X)	Scot- land (Y)	North East (Z)	North West (AA)	York- shire & Humb- erside (AB)	West Mid- lands (AC)	East Mid- lands (AD)	Wales (AE)	East- ern (AF)	London (AG)	South East (AH)	South West (AI)	North- ern Ire- land (AJ)
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	988	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*
Yes	1314 62%gip r	641 62%	670 63%	227 78%Tef ghikl	249 71%Tfg hkl	208 64%gl	205 57%	152 50%	204 60%g	70 53%	476 74%Tef ghikl	413 60%g	425 55%	397 69%Tpr	386 65%pr	289 68%pr	243 48%	783 67%Tpr	531 57%p	1053 53%	262 62%	1104 63%	100 57%	62 62%	49 77%Tuv	100 57%	58 70%	150 64%	108 63%	115 63%	88 58%	62 62%	116 59%	195 70%TYD FH	166 58%	108 60%	49 77%TYOFHl
No	789 38%cdj mqxGJ	385 38%	397 37%	63 22%	102 29%	118 36%cj	157 43%cdj	151 50%Tcd ehk	136 40%cdj	62 47%cdj	165 26%	274 40%cdj	349 45%Tcd ej	175 31%	207 35%	138 32%	268 52%Tmn oqr	382 33%	407 43%Tmn oq	628 37%	160 38%	661 37%lx	76 43%lx	38 38%	14 23%	76 43%GJ	25 30%	83 36%	63 37%	68 37%	63 42%GJ	38 38%	82 41%GJ	83 30%	122 42%GJ	72 40%J	14 23%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 122
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 £119 per week / From £10,399 to £15,599 (k)	From £200 to £299 per week / From £15,599 to £25,999 (l)	From £300 to £499 per week / From £25,999 to £36,399 (m)	From £500 to £699 per week / From £36,399 to £51,999 (n)	From £700 to £999 per week / From £51,999 to £77,999 (o)	From £1,000 to £1,499 per week / From £77,999 to above (p)	£1,500 and above per week / From £78,000 and above (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
Yes	1314	1083	228	930	51	102	153	135	117	8	377	66	101	259	278	201	105	79	66	26	73	134	60	6	1086	16	212	149	636	304	
	62% ztuvz	60%	77% Ta	61%	73%	68%	67%	60%	68%	67%	66%	53%	51%	60%	67% skls	78% Tkm nrs	81% Tkm nrs	90% Tkm nrs	63%	51%	35%	44%	43%	37%	6%	68% Tuv Tz	43%	46% t	57%	79% TAB	79% TAB
No	789	712	67	591	18	48	76	89	56	4	194	59	96	172	136	56	24	9	39	26	135	171	80	11	516	22	251	112	357	83	
	38% bopq	40% b	23%	39%	27%	32%	33%	40%	32%	33%	34%	47% nopq	49% Tnop q	40% opq	33% kopq	22%	19%	10%	37% opq	49% nopq	65% TTxz	56% TTx	57% TTx	63%	32%	57%	54% TTx	43% C	36% C	21%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (j)	Sim-only (k)	Bundle package (l)	Separate contracts (m)	Total in-contract (n)	Fixed fee (o)	30 day rolling (p)	Out of contract (q)	Total aware (r)	Aware CAN increase (s)	Aware CANNOT increase (t)	Not aware (u)	Yes (v)	No (w)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Yes	1314	720	403	58	985	706	279	160	779	488	291	402	223	1091
	62%	68% ^c	68%	56%	67% ^T	66%	67%	66%	67% ^T	68% ^T	65%	63%	67%	62%
No	789	364	206	46	495	357	138	81	383	227	156	234	108	681
	38% ^d _{hi}	34%	34%	44% ^a	33%	34%	33%	34%	33%	32%	35%	37%	33%	38%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 124
Opinion Influencer
Base: All respondents

	Gender			Age										Social Grade						Urban/Rural		Country				Region											
	Total (T)	Male (A)	Female (B)	16-24 (C)	25-34 (D)	35-44 (E)	45-54 (F)	55-64 (G)	65-74 (H)	75+ (I)	NET: 16-34 (J)	NET: 35-54 (K)	NET: 55+ (L)	AB (M)	C1 (N)	C2 (O)	DE (P)	ABC1 (Q)	C2DE (R)	Urban (S)	Rural (T)	England (U)	Scotland (V)	Wales (W)	North-ern Ireland (X)	Scotland (Y)	North East (Z)	North West (AA)	York-shire & Humber-side (AB)	West Midlands (AC)	East Midlands (AD)	Wales (AE)	East-ern (AF)	London (AG)	South East (AH)	South West (AI)	North-ern Ireland (AJ)
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66
Weighted base	2103	1026	1067	280	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*
Yes	210	126	81	58	62	35	30	12	10	3	120	65	24	86	68	32	23	155	55	177	33	192	7	6	4	7	11	29	9	17	21	6	12	59	12	22	4
	10%ghl	12%b	8%	20%Tef	18%Tef	11%ghl	8%ghl	4%	3%	2%	19%Tefg	9%ghl	3%	15%Top	12%pr	7%	5%	13%Topr	6%	11%	8%	11%v	4%	6%	7%	4%	13%yH	13%yGH	6%	9%h	14%yBFH	6%	6%	21%TyAB	4%	12%yH	7%
No	1893	900	986	232	289	291	331	291	330	129	521	622	750	486	525	395	488	1010	883	1505	389	1573	168	94	59	168	73	203	162	166	130	94	186	219	276	158	59
	90%cdj	88%	92%a	80%	82%	89%cdj	92%cdj	96%Tcd	97%Tcd	98%Tcd	81%	91%cdj	97%Tcd	85%	88%	93%mq	95%Tmn	87%	94%Tmn	89%	92%	89%	96%Tu	94%	93%	96%TZA	87%	87%G	94%ADG	91%G	86%	94%G	94%DG	79%	96%TZA	88%G	93%G
	mqG					efk		efk	efk	efk			efk			q	q		q							DGI								CDGI			

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 125
Opinion Influencer
Base: All respondents

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,000 to £1,500 and above per week / £7,000 and above per year (r)	Don't know (s)	Refused (t)	Yes - mental condition (u)	Yes - physical condition (v)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (z)	Yes (aa)	Most (A)	Potentially (B)
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Yes	210	133	76	112	21	32	45	28	24	1	96	15	25	29	44	45	17	14	6	2	23	16	5	1	172	4	34	46	99	44
	10%acuv	7%	26%Ta	7%	31%Tgh	22%Tc	20%Tc	13%c	14%c	8%	17%Tc	12%	13%em	7%	11%	18%Tmnr	13%	16%em	6%	5%	11%uv	5%	4%	6%	11%uv	10%	7%	17%TB	10%	12%
No	1893	1662	219	1408	48	117	184	195	150	10	475	111	172	401	370	212	112	73	88	50	185	289	134	17	1430	34	429	216	894	342
	90%bdef	93%Tb	74%	93%Tdef	69%	78%	80%	87%cd	88%cd	92%	83%cd	88%	87%	93%loq	89%o	82%	87%	84%	94%o	95%o	89%	95%TTx	96%TTx	94%	89%	90%	93%	83%	90%A	88%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 126
Opinion Influencer
Base: All respondents

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f1)	Sim-only (f2)	Bundle package (f3)	Separate contracts (f4)	Total in contract (f5)	Fixed fee (f6)	30 day rolling (f7)	Out of contract (f8)	Total aware (f9)	Aware CAN increase (f10)	Aware CANNOT increase (f11)	Not aware (f12)	Yes (f13)	No (f14)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Yes	210	108	70	21	159	115	44	33	144	98	46	54	39	170
	10%	10%	11%	20%Tab	11%	11%	11%	14%	12%kk	14%Tk	10%	8%	12%	10%
No	1893	976	539	84	1321	945	373	207	1017	616	401	562	291	1602
	90%cl	90%c	89%c	80%	89%	89%	89%	86%	88%	86%	90%	92%hl	88%	90%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 127
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)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	North West (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1686	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*
NET: Homeowners	1363	659	700	139	196	183	239	223	277	104	337	422	604	411	389	312	250	800	563	1036	327	1138	100	71	54	100	55	148	125	126	94	71	135	149	189	116	54
	65%cd	64%	66%	48%	56%	56%	56%cd	74%Tcd	81%Tcd	79%Tcd	53%	61%cd	78%Tcd	72%Tnp	66%p	73%Tnp	49%	69%pr	60%p	62%	78%Ts	64%	57%	71%	85%Tuv	57%	65%	64%G	73%TyG	69%G	62%	71%G	68%G	54%	66%G	65%G	85%TyzACDFGHI
Owned outright - without mortgage	759	363	395	43	53	37	102	171	260	93	96	139	524	237	202	156	164	439	320	559	201	639	58	36	26	58	30	83	72	55	36	88	87	108	62	26	41%
	36%cd	35%	37%	15%	15%	11%	28%cd	57%Tcd	77%Tcd	71%Tcd	15%	20%ej	68%Tcd	41%Tnp	34%	37%	32%	38%	34%	33%	48%Ts	36%	33%	41%	33%	38%	36%	42%CG	30%	37%	36%	44%CG	31%	38%	34%	34%	
Owned with a mortgage or loan	603	296	305	96	145	146	137	52	17	11	241	283	79	174	187	156	86	361	242	477	126	498	42	35	28	42	24	65	53	72	39	35	47	62	81	55	28
	29%ghi	29%	29%	33%ghi	41%Tgh	45%Tgh	38%Tgh	17%hnl	5%	8%	38%Tgh	41%Tgh	10%h	30%p	32%pr	17%	31%pr	17%	31%pr	28%p	28%	30%	28%	24%	35%	44%Tuv	24%	29%	31%	39%TyA	26%	35%G	24%	22%	28%	30%	44%TyADFGH
NET: Renters	697	344	348	124	144	141	121	78	61	28	268	262	167	142	192	111	252	334	363	613	85	591	73	25	8	73	29	75	45	52	56	25	61	125	89	59	8
	33%ghi	33%	33%	43%Tg	41%Tgh	43%Tg	33%hnl	26%h	18%	21%	42%Tg	38%Tgh	22%	25%	32%tm	26%	49%Tmn	29%	39%Tmn	36%t	20%	33%ix	42%wx	25%	13%	42%BCE	34%J	32%J	26%	29%J	37%J	25%	31%J	45%TAB	31%J	33%J	13%
	imoqk	J		hi	ii	hi	hii	h	ii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii	hii
NET: Rent from Council/Housing Association	435	215	217	64	74	93	81	55	50	18	139	174	123	63	113	70	189	176	259	381	54	370	48	15	3	48	21	50	30	33	15	35	89	51	28	3	
	21%hlm	21%	20%	22%hnl	21%	29%Tgh	22%hnl	18%	15%	14%	22%hnl	25%Tgh	16%	11%	19%hm	16%hm	37%Tmn	15%hm	28%Tmn	23%t	13%	21%xx	27%wx	15%	5%	27%EHI	25%J	22%J	18%J	18%J	22%J	15%	18%J	32%TAB	18%J	15%	
	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk	qk
Rented from the council	273	135	137	32	50	60	58	32	31	11	82	117	74	32	68	53	121	100	173	237	37	232	28	9	2	29	15	28	21	25	23	9	20	61	25	15	2
	13%kmq	13%	13%	11%	14%l	18%Tog	16%hnl	11%	9%	8%	13%	17%Tog	10%	6%	12%km	12%mq	24%Tmo	9%mq	18%Tmn	14%t	9%	13%xx	17%lx	9%	4%	17%HLU	18%HU	12%	14%	15%J	9%	10%	22%TABC	9%	8%	8%	
	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	
Rented from a housing association	162	80	80	33	24	34	23	23	19	7	56	57	49	31	44	17	69	76	86	144	18	138	18	5	*	18	6	22	9	8	10	5	15	28	26	12	*
	8%ot	8%	8%	11%hnl	7%	10%hnl	6%	7%	6%	6%	9%	8%	6%	6%	7%	4%	13%Tmo	6%	9%moq	9%t	4%	8%	10%xx	5%	1%	10%J	7%	9%J	5%	4%	7%	5%	8%	10%CJ	9%J	7%	7%
	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q	q
Rented from someone else	262	129	131	60	70	48	40	24	12	10	130	88	45	79	79	41	63	159	104	232	31	221	25	11	5	25	8	25	15	20	23	11	26	36	38	31	5
	12%ghl	13%	12%	21%Tfg	20%Tfg	15%ghl	11%hnl	8%h	3%	7%	20%Tfg	13%ghl	6%	14%	13%	10%	12%	14%	11%	14%t	7%	13%	14%	11%	9%	14%	9%	11%	9%	11%	13%	11%	13%	13%	13%	17%B	9%
	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	t	
Rent free	43	23	19	27	9	2	2	2	2	-	36	4	3	19	12	3	9	31	12	33	10	36	2	4	1	2	1	9	1	5	1	4	2	3	10	5	1
	2%kl	2%	2%	9%Tdef	3%kl	1%	*	*	1%	-	8%Tefg	1%	*	3%or	2%	1%	2%	3%o	1%	2%	2%	2%	2%	4%	1%	1%	1%	4%	1%	3%	1%	4%	1%	3%	3%	1%	
	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl	gkl

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 128
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 (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,400 per week (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £52,000 per year (o)	From £52,000 to £1,000 and above per year (p)	£1,500 and above per week (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)										
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335										
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387										
NET: Homeowners	1363	1216	140	979	55	105	138	134	118	7	377	59	99	260	284	196	109	71	57	39	79	165	56	6	1110	19	234	116	657	306										
Owned outright - without mortgage	759	705	52	656	10	15	31	34	42	6	97	45	70	185	159	70	27	17	28	30	40	116	38	5	596	10	153	73	397	103										
Owned with a mortgage or loan	603	511	88	323	45	90	107	101	76	1	280	14	29	74	125	126	82	55	29	9	40	48	18	514	9	81	42	260	202											
NET: Renters	697	546	146	501	14	45	91	90	55	3	183	63	95	168	126	58	19	7	37	13	126	138	79	11	458	17	222	141	327	69										
NET: Rent from Council/Housing Association	435	338	93	303	7	27	60	69	37	2	129	42	77	103	68	26	7	1	23	9	97	109	67	8	253	11	171	98	205	21										
Rented from the council	273	213	59	181	6	21	39	50	29	1	91	28	55	61	40	19	2	-	15	2	75	74	47	7	148	6	119	63	135	7										
Rented from a housing association	162	125	34	122	1	6	21	19	8	1	38	14	21	42	28	7	6	1	8	7	22	35	20	1	105	5	52	35	69	14										
Rented from someone else	262	206	52	198	7	18	30	20	17	1	63	21	19	65	59	33	12	6	14	5	29	29	12	2	205	6	51	43	122	49										
Rent free	43	33	9	41	1	2	4	3	3	4	2	2	9	10	10	1	3	2	4	1	34	2	7	4	10	12										

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 129
Tenure
Base: All respondents

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle d package (h)	Separate contracts (i)	Total in contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
										se (o)	se (p)			
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
NET: Homeowners	1383	747	373	54	950	679	271	176	785	502	284	388	206	1157
	53% _c	69% _{Tbc}	61% _c	52% _c	64% _c	64% _c	65% _c	73% _{Tde}	68% _{nk}	70% _{Tjk}	64% _c	61% _c	62% _c	65% _c
Owned outright - without mortgage	759	452	151	27	501	348	152	97	420	255	165	212	107	653
	36% _b	42% _{Tbc}	25% _c	26% _c	34% _c	33% _c	36% _c	40% _c	36% _c	36% _c	37% _c	33% _c	32% _c	37% _c
Owned with a mortgage or loan	603	294	221	27	450	330	120	79	366	247	119	176	99	504
	29% _c	27% _c	36% _{Ta}	26% _c	30% _c	31% _c	29% _c	33% _c	32% _c	35% _{Tjk}	27% _c	28% _c	30% _c	28% _c
NET: Renters	697	313	227	48	496	365	130	65	353	198	155	235	116	582
	33% _{al}	29% _c	37% _{ka}	46% _{Ta}	33% _c	34% _c	31% _c	27% _c	30% _c	28% _c	35% _{li}	37% _{hi}	35% _c	33% _c
NET: Rent from Council Housing Association	435	177	151	27	301	223	78	35	209	116	93	146	60	375
	21% _{al}	16% _c	25% _{ka}	28% _{ka}	20% _c	21% _c	19% _c	15% _c	18% _c	16% _c	21% _c	23% _{hi}	18% _c	21% _c
Rented from the council	273	111	95	16	189	136	52	21	130	78	52	92	33	240
	13% _c	10% _c	16% _{ka}	16% _c	13% _c	13% _c	13% _c	9% _c	11% _c	11% _c	12% _c	15% _c	10% _c	14% _c
Rented from a housing association	162	65	56	11	112	87	25	14	79	38	41	54	27	135
	8% _c	6% _c	9% _{ka}	10% _c	8% _c	8% _c	6% _c	6% _c	7% _c	5% _c	9% _{li}	8% _c	8% _c	8% _c
Rented from someone else	262	136	75	21	195	142	52	30	144	82	62	89	56	207
	12% _c	13% _c	12% _c	20% _{Ta}	13% _c	13% _c	13% _c	12% _c	12% _c	11% _c	14% _c	14% _c	17% _m	12% _c
Rent free	43	25	9	2	34	16	16	-	22	15	8	14	9	33
	2% _c	2% _c	1% _c	2% _c	2% _{kg}	2% _c	4% _{eg}	-	2% _c	2% _c	2% _c	2% _c	3% _c	2% _c

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)	
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	988	1688	415	575	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66	
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*	
No formal education	22	10	11	.	8	2	4	1	6	.	8	6	7	2	1	4	14	3	19	18	4	19	1	1	.	1	2	6	3	.	1	1	1	3	1	3	.	
Primary	9	6	3	.	1	.	1	3	1	1	2	1	5	3	1	2	1	5	3	6	3	8	.	1	.	1	1	2	1	.	1	.	1	.	2	1	.	.
Secondary school, high school, 6th form/ college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1046	506	537	107	107	155	199	185	208	85	214	354	478	178	259	256	353	437	609	830	216	893	80	49	24	80	127	92	101	76	49	117	106	153	80	24		
University degree or equivalent professional qualification, NVQ level 4, etc.	691	340	346	88	154	115	120	89	87	38	241	236	214	249	226	123	92	475	215	545	146	576	59	31	25	59	28	63	51	60	51	31	56	109	93	66	25	
Higher university degree, doctorate, MBA, NVQ level 5, etc.	249	128	119	29	72	46	34	25	36	7	101	80	67	123	62	34	28	186	63	208	40	197	26	13	12	26	9	30	14	15	18	13	14	41	29	25	12	
Still in full time education	75	30	45	61	10	3	1	.	.	.	71	4	.	15	39	5	15	54	20	62	12	59	9	4	3	9	3	5	9	5	2	4	7	15	9	4	3	
Don't know	4	3	2	1	.	2	.	.	1	.	1	2	1	.	1	1	2	1	3	4	.	4	1	1	.	.	1	.	2	.	.	
Prefer not to answer	9	4	5	4	.	1	1	2	1	.	4	1	3	3	3	2	1	6	3	7	2	8	.	1	.	1	1	1	1	1	1	2	1	1	1	.	.	

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £119 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 per year (o)	From £1,000 to £1,500 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
No formal education	22	17	4	14	3	1	3	2	2	-	7	4	-	5	5	-	-	2	*	7	4	3	-	10	-	12	7	7	-	
Primary	9	9	*	7	-	-	-	2	1	2	-	-	-	6	*	-	-	-	-	3	4	2	-	4	-	5	*	6	-	
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1046	953	88	769	23	60	109	128	79	2	274	76	126	220	197	120	39	21	51	23	123	191	76	14	763	13	269	141	542	116
University degree or equivalent professional qualification, NVQ level 4, etc.	691	569	115	483	28	64	79	72	88	5	202	19	51	131	148	98	68	37	21	48	71	40	2	555	16	120	62	308	183	
Higher university degree, doctorate, MBA, NVQ level 5, etc.	249	194	53	173	14	21	33	21	20	1	75	15	11	57	52	36	18	7	4	20	30	14	2	196	7	45	32	104	73	
Still in full time education	75	44	31	66	*	2	4	*	1	-	8	10	10	8	12	3	4	8	7	2	4	4	3	-	67	*	7	17	25	14
Don't know	4	4	-	2	-	1	-	2	-	2	2	8	2	1	-	-	1	-	-	2	2	-	-	3	-	2	2	1	1	
Prefer not to answer	9	5	3	6	-	-	-	-	-	3	-	-	-	1	-	-	-	1	4	2	1	2	-	5	1	3	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (a)	Sim-only (b)	Bundle d package (c)	Separate contra cts (d)	Total in-contra ct (e)	Fixed (f)	30 day rolling (g)	Out of contra ct (h)	Total aware (i)	Aware CAN increase (j)	Aware CANNOT increase (k)	Not aware (l)	Yes (m)	No (n)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
No formal education	22 1%	9 1%	6 1%	1 1%	14 1%	14 1%	1 1%	1 1%	9 1%	5 1%	4 1%	7 1%	-	21 1%
Primary	9 *	6 1%	-	-	6 *	4 *	2 1%	-	5 *	2 *	2 *	2 *	1 *	5 *
Secondary school, high school, 8th form/college, GCSEs, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1046 50%ll	515 47%	300 49%	59 56%	715 48%ff	542 51%ff	174 42%	109 45%	543 47%	338 47%	205 46%	330 52%	140 42%	906 51%ll
University degree or equivalent professional qualification, NVQ level 4, etc.	691 33%	366 34%	205 34%	34 33%	499 34%	348 33%	151 36%	91 38%	413 36%kk	248 35%	165 37%kk	192 30%	118 36%	572 32%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	249 12%	137 13%	75 12%	9 9%	177 12%	115 11%	62 15%	34 14%	151 13%	103 14%	48 11%	70 11%	56 17%Tm	193 11%
Still in full time education	75 4%	43 4%	20 3%	1 1%	60 4%	35 3%	25 6%g	3 1%	34 3%	15 2%	19 4%	30 5%h	13 4%	61 3%
Don't know	4 *	4 *	-	-	3 *	1 *	2 *	1 *	2 *	1 *	1 *	2 *	-	4 *
Prefer not to answer	9 *	5 *	2 *	-	5 *	3 *	1 *	1 *	4 *	3 *	1 *	3 *	2 1%	6 *

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country				Region													
	Total (t)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	Yorkshire & Humberside (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East of England (af)	London (ag)	South East (ah)	South West (ai)	South West (aj)
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*
Yes - responsible for half or more of the items bought	1894	879	1006	197	334	310	334	283	314	122	531	644	719	514	534	380	466	1048	846	1537	357	1585	165	90	54	165	74	214	156	156	138	90	180	252	254	159	54
	89%	86%	94%	68%	95%	95%	92%	93%	93%	83%	94%	93%	90%	90%	89%	89%	91%	90%	90%	91%	85%	90%	94%	90%	86%	94%	89%	91%	85%	91%	90%	91%	91%	88%	89%	86%	86%
No - not responsible for most of the items bought	209	147	61	93	17	16	28	20	25	9	111	44	55	58	59	47	45	117	92	144	65	180	11	10	9	11	9	18	15	27	13	10	18	25	34	20	9
	10%	14%	6%	32%	5%	5%	8%	7%	7%	17%	6%	7%	10%	10%	11%	9%	10%	10%	9%	15%	10%	6%	10%	14%	6%	11%	8%	9%	15%	9%	10%	9%	9%	12%	11%	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under						Prefer not to answer (i)	NET: Yes (j)	Household income						Disability				Financial Vulnerability											
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)			Yes - children aged 16 to 18 years old (h)	Up to £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	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335		
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387		
Yes - responsible for half or more of the items bought	1894	1627	255	1352	67	145	215	204	156	11	531	112	185	410	378	226	123	67	77	48	197	288	130	13	1426	35	433	227	920	355		
	90%qr	91%	86%	89%	98%	97%Tch	94%c	91%	90%	94%	93%c	89%qr	94%qr	95%Tkoq	91%qr	88%r	95%qr	77%	74%	48	93%qr	95%TTx	95%TTx	93%	74%	89%	94%	94%TTx	87%	93%TA	92%	
No - not responsible for most of the items bought	209	168	41	169	2	4	14	20	17	1	40	13	12	21	36	31	6	21	27	23%Tkmnps	26%Tkmnops	4	11	17	10	5	177	2	30	34	73	32
	10%emtuz	9%	14%	11%efj	2%	3%	6%	9%	10%ie	6%	7%	11%lm	6%	5%	9%	12%lm	5%	23%Tkmnps	26%Tkmnops	7%	11%tuz	6%	6%	26%	11%tuz	6%	6%	13%B	7%	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (T)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	2103	1058	596	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Yes - responsible for half or more of the items bought	1894	972	560	95	1339	968	371	222	1058	657	400	569	301	1593
	90%	90%	92%	91%	90%	91%	89%	92%	91%	92%	90%	90%	91%	89%
No - not responsible for most of the items bought	209	113	49	9	141	95	46	18	103	57	46	67	30	179
	10%	10%	8%	9%	10%	9%	11%	8%	9%	8%	10%	10%	9%	10%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age										Social Grade					Urban/Rural		Country					Region											
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humberside (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	North-east Ireland (J)
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*
No cars in the household	441	211	226	64	78	80	76	59	57	27	143	156	142	84	129	61	168	213	228	411	30	373	50	11	7	50	12	52	33	30	25	11	35	109	51	26	7
	21%	21%	21%	22%	22%	24%hi	21%	19%	17%	20%	22%	23%	18%	15%	22%mo	14%	33%Tmn	18%	24%moq	24%Ti	7%	21%w	29%Tux	11%	12%	29%TzC	14%	22%E	19%	16%	17%	11%	18%	39%Tyz	18%	15%	12%
NET: Any	1662	815	841	226	273	246	285	244	283	105	499	531	632	488	464	366	343	952	710	1270	392	1392	125	89	56	125	72	180	139	154	126	89	163	168	237	153	56
	79%psv	79%	79%	78%	78%	76%	79%	81%	83%e	80%	78%	77%	82%e	85%Tnp	78%p	86%Tnp	67%	82%pr	76%p	93%Ts	79%v	71%	89%Tuv	88%v	71%	86%yG	78%G	81%G	84%yG	83%yG	89%TyA	82%yG	61%	82%yG	85%yG	88%yG	
1	853	437	412	70	138	131	135	136	168	75	208	267	379	250	238	155	209	489	364	697	156	730	68	39	16	68	31	112	78	71	68	39	82	102	117	69	16
	41%scjx	43%	39%	24%	39%c	40%cj	37%c	45%cj	49%Tcd	57%Tcd	32%c	39%cj	49%Tcd	44%o	40%	36%	41%	42%	39%	41%	37%	41%x	39%	39%	26%	39%	37%	48%GJ	46%J	39%	45%J	39%	41%	37%	41%	38%	26%
2	615	297	317	99	104	104	98	91	97	23	203	202	211	172	174	167	102	346	269	446	169	518	43	30	25	43	30	57	57	59	44	30	60	49	100	63	25
	29%pG	29%	30%	34%h	30%h	32%h	27%	30%h	29%h	18%	32%h	29%h	27%h	30%p	29%p	39%Tmn	20%	30%p	29%p	27%	40%Ts	29%	24%	30%	39%v	24%	36%G	26%	33%G	32%G	29%G	30%G	30%G	17%	35%yAG	35%G	39%yAG
3+	193	82	111	57	31	11	52	17	18	7	88	62	42	65	52	44	32	117	76	127	66	144	14	20	15	14	11	11	3	24	13	20	22	18	20	21	15
	9%ehiB	8%	10%	20%Tdeg	9%e	3%	14%Tdeg	6%	5%	5%	14%Tegh	9%el	5%	11%p	9%	10%p	6%	10%p	8%	8%	16%Ts	8%	8%	20%Tuv	23%Tuv	8%B	13%AB	5%	2%	13%ABG	9%B	20%TyA	11%AB	7%B	12%AB	23%TyABDFGH	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / From £10,399 to £15,599 per year (k)	From £200 to £299 per week / From £15,600 to £25,999 per year (l)	From £300 to £499 per week / From £26,000 to £38,399 per year (m)	From £500 to £699 per week / From £38,400 to £51,999 per year (n)	From £700 to £999 per week / From £52,000 to £77,999 and above per year (o)	£1,000 to £1,500 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - Other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
No cars in the household	441	346	89	359	9	21	27	36	21	3	79	60	69	90	56	22	5	4	24	13	77	80	38	6	295	15	131	81	182	43
NET: Any	1662	1449	206	1161	60	129	202	188	153	8	492	66	128	340	358	235	124	84	81	132	225	101	12	1308	22	331	180	811	344	
1	853	746	105	622	29	66	100	91	54	5	226	40	90	212	204	99	34	8	25	14	86	133	70	5	649	9	195	101	453	133
2	615	547	65	394	24	57	94	87	74	1	221	22	30	103	122	106	70	48	41	18	28	61	19	6	514	6	96	58	287	156
3+	193	156	36	145	7	5	9	11	24	3	45	3	8	25	32	30	19	28	14	6	18	31	12	1	145	7	40	21	71	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in contract (d)	Fixed fee (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
No cars in the household	441	211	114	18	285	190	95	42	204	129	74	140	57	384
	21%h	20%	19%	17%	19%	18%	23%	18%	18%	18%	17%	22%h	17%	22%
NET: Any	1662	873	495	86	1195	873	322	198	950	585	372	496	274	1305
	79%	80%	81%	83%	81%	82%	77%	82%	82%Tk	82%	83%	78%	83%	78%
1	853	410	267	51	599	460	139	90	475	282	193	252	136	717
	41%f	38%	44%a	48%	40%f	43%f	33%	38%	41%	40%	43%	40%	41%	40%
2	615	351	178	30	466	320	146	82	377	240	136	184	96	519
	29%	32%	29%	29%	32%	30%	35%T	34%	32%	34%	31%	29%	29%	29%
3+	193	112	50	5	130	93	37	26	106	63	43	61	41	152
	9%	10%	8%	5%	9%	9%	9%	11%	9%	9%	10%	10%	13%l	9%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age										Social Grade										Urban/Rural		Country										Region									
	Total (D)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Hum-bur-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)								
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66								
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	196	277	288	180	63*								
White	1795	883	905	171	266	268	337	288	335	130	437	605	753	476	482	381	456	956	837	1397	398	1481	160	94	60	160	81	196	158	140	131	94	178	163	288	166	60								
NET: Ethnic minority	295	138	156	117	82	57	21	13	4	1	199	78	19	94	107	44	51	201	95	275	20	272	14	6	3	14	3	36	14	42	20	6	18	108	19	13	3								
Mixed	51	16	35	17	13	11	6	4	-	-	30	17	4	5	25	9	12	30	21	45	6	47	3	*	-	3	-	7	2	1	4	*	7	20	4	1	-								
Asian	138	63	72	57	40	27	6	5	-	-	97	33	6	47	46	24	18	93	42	125	11	127	4	3	1	4	-	26	8	32	6	3	5	32	9	8	1								
Black	57	32	25	16	18	11	7	3	2	1	34	18	6	20	17	6	15	37	21	57	*	55	2	-	*	2	-	2	-	7	9	-	3	33	3	-	*								
Chinese	36	16	20	24	9	2	2	-	1	-	32	3	1	16	13	4	3	29	7	33	3	30	5	1	-	5	1	-	3	2	1	1	15	3	3	-	-								
Other ethnic group	16	10	5	3	3	6	1	2	1	-	6	7	2	6	6	1	3	12	3	16	-	13	-	1	1	-	2	1	-	-	-	1	2	7	1	-	1								
Prefer not to answer	13	5	6	3	3	1	4	2	-	-	6	5	2	2	5	2	4	6	6	9	4	12	1	-	1	-	1	-	2	-	-	2	7	1	-	-	-								

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 to £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	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
White	1795	1795	-	1330	48	108	183	193	147	7	458	107	162	383	366	217	112	71	75	45	190	286	134	15	1343	24	428	192	886	341
NET: Ethnic minority	295	-	295	182	19	41	44	30	25	3	110	18	34	46	47	38	17	17	26	6	19	19	5	2	258	3	35	67	105	46
Mixed	51	-	51	34	3	5	3	5	4	2	14	2	11	6	10	7	1	-	5	*	8	7	2	-	34	*	16	12	20	3
Asian	136	-	136	73	14	25	24	16	8	1	61	13	12	28	16	14	9	5	13	4	6	2	-	128	1	6	37	45	16	
Black	57	-	57	30	2	9	14	8	9	-	28	*	3	8	13	8	3	7	7	-	5	6	2	2	47	2	9	11	21	11
Chinese	36	-	36	33	1	1	1	-	1	-	4	3	6	3	4	6	3	2	2	-	-	-	-	-	36	-	-	6	14	8
Other ethnic group	16	-	16	12	-	1	2	1	3	-	3	1	1	2	5	3	2	1	-	-	1	3	1	-	12	-	3	1	6	8
Prefer not to answer	13	-	13	8	2	1	2	-	2	1	4	-	1	1	1	2	-	-	3	-	-	-	-	-	2	11	-	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
White	1795	919	528	92	1253	914	338	219	996	614	381	543	267	1526
	85%	85%	87%	83%	85%	86%	81%	91%	86%	86%	85%	85%	81%	86%
NET: Ethnic minority	295	160	79	13	220	142	78	22	161	99	63	90	63	232
	14%	15%	13%	12%	15%	13%	19%	9%	14%	14%	14%	14%	19%	13%
Mixed	51	20	17	4	34	25	9	2	19	14	5	22	6	45
	2%	2%	3%	3%	2%	2%	2%	1%	2%	2%	1%	3%	2%	3%
Asian	136	75	36	4	101	68	32	13	84	51	33	31	22	113
	6%	7%	6%	4%	7%	6%	8%	5%	7%	7%	7%	5%	7%	6%
Black	57	28	17	5	44	32	12	6	32	20	11	18	16	42
	3%	3%	3%	5%	3%	3%	3%	2%	3%	3%	3%	3%	5%	2%
Chinese	36	25	5	-	26	9	19	1	19	9	10	12	16	20
	2%	2%	1%	-	2%	1%	5%	0%	2%	1%	2%	2%	5%	1%
Other ethnic group	16	11	4	-	14	8	6	-	8	5	4	7	3	12
	1%	1%	1%	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Prefer not to answer	13	5	2	-	7	6	1	-	4	1	3	4	1	12
	1%	-	-	-	1%	-	-	-	-	-	1%	1%	-	1%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age							Social Grade							Urban/Rural		Country							Region										
	Total (A)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humb-erside (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	286	180	63*
Christian	965	467	496	79	114	140	158	169	210	95	194	298	474	256	263	195	251	519	446	753	212	805	73	44	44	73	42	112	77	62	72	44	99	120	139	80	44
	46%cd	45%	47%	27%	33%	43%cdj	44%cdj	55%cd	62%cd	72%cd	43%cdj	61%cd	81%cd	45%	44%	46%	49%	45%	48%	45%	50%	46%	41%	44%	69%Tuv	41%	50%G	48%G	45%	34%	48%G	44%	50%G	43%	48%G	45%	69%TyzABCDEFGHI
NET: Other	172	85	86	50	54	27	15	11	11	3	104	42	26	53	55	31	33	108	64	155	17	160	6	4	1	6	3	23	12	39	7	4	6	38	24	8	1
	8%ghi	8%	8%	17%Tef	15%Tef	8%ghi	4%	4%	3%	3%	16%Tefg	6%kl	3%	9%	9%	7%	6%	9%	7%	9%kl	4%	9%kl	3%	4%	2%	3%	4%	10%yF	7%	22%TyzA	BDEFGHI	5%	4%	3%	14%TyzD	8%	4%
Muslim	86	42	45	29	34	12	8	2	*	*	63	20	3	25	23	21	17	48	38	82	5	82	3	1	-	3	2	18	7	26	14	1	3	15	7	1	-
	4%ghit	4%	4%	10%Tef	10%Tef	4%ghi	2%hi	1%	*	*	10%Tefg	3%hkl	*	4%	4%	5%	3%	4%	4%	5%kl	1%	5%	2%	1%	-	2%	2%	8%TyDE	4%	14%TyvB	2%	1%	1%	6%kl	2%	1%	-
Hindu	19	11	8	8	5	3	1	1	-	-	13	5	1	11	6	1	17	2	17	2	2	17	-	-	1	-	-	1	1	2	2	-	-	8	1	3	1
	1%kl	1%	1%	3%Tgh	1%kl	1%	*	*	-	-	2%Tghl	1%	*	2%opr	1%	*	1%pr	*	1%	1%	1%	1%	-	-	2%	-	-	1%	1%	1%	1%	-	-	3%TFH	*	2%	1
Jewish	14	10	4	1	-	3	1	4	3	1	1	4	8	2	8	*	3	11	3	14	-	14	-	-	-	-	-	2	1	-	-	-	2	4	2	2	-
	1%	1%	*	1%	-	1%	*	1%	1%	1%	*	1%	1%	1%or	*	1%	1%	1%	1%	1%	-	1%	-	-	-	-	-	1%	1%	-	-	-	1%	1%	1%	1%	1%
Sikh	12	5	7	3	5	4	-	-	-	-	8	4	-	1	3	5	4	3	9	11	1	10	-	1	-	-	-	-	-	5	2	1	-	3	-	-	-
	1%	*	1%	1%kl	1%kl	1%kl	-	-	-	-	1%kl	1%	-	*	*	1%	1%	*	1%	1%	1%	1%	-	1%	-	-	-	-	-	3%TyAB	1%	1%	-	1%	-	-	-
Buddhist	13	9	4	5	1	1	*	3	2	1	6	2	6	6	4	1	2	10	3	10	3	12	1	-	-	1	-	-	3	-	1	-	-	7	2	*	-
	1%	1%	*	2%kl	*	*	1%	1%	*	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	2%	1%	-	1%	-	2%TA	1%	*	*	-
Other	27	10	18	3	9	3	4	2	5	1	11	7	9	7	11	2	7	19	9	21	6	24	2	2	-	2	1	1	1	6	*	2	2	*	12	1	-
	1%	1%	2%	1%	3%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	3%G	*	2%	1%	*	4%TADG	*	-	-
None	938	462	471	102	176	152	185	122	117	34	329	337	273	255	264	197	222	519	420	750	188	773	96	51	18	96	38	96	82	81	71	51	86	105	122	92	18
	45%hkl	45%	44%	32%Tgh	50%ghi	47%hkl	51%Tgh	40%kl	34%	26%	51%Tgh	49%ghi	35%	45%	46%	46%	43%	45%	45%	45%	45%	44%kl	55%TAG	51%kl	29%	55%TAG	46%	41%	44%J	47%J	51%GJ	43%	38%	43%	43%	51%GJ	29%
Prefer not to say	28	12	14	9	6	7	4	*	2	-	15	11	2	8	11	4	5	20	8	23	5	27	1	1	-	1	*	2	-	1	1	1	6	15	2	-	-
	1%kl	1%	1%	3%ghi	2%kl	2%gl	1%	*	*	-	2%gl	2%kl	*	1%	2%	1%	1%	2%	1%	1%	1%	2%	*	1%	-	*	*	1%	-	*	*	1%	3%BI	5%TyAB	1%	-	-

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £199 per year (k)	From £200 to £15,999 per year (l)	From £16,000 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 to £1,500 and above per 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	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Christian	965	893	72	724	13	56	99	93	85	3	238	58	208	188	108	59	42	41	32	69	149	60	9	752	12	201	99	479	171	
A	46%bdt	50%Tb	24%	48%dej	19%	38%d	43%dt	41%d	49%dt	27%	42%dt	46%	44%	48%	45%	42%	46%	47%	39%	61%Tlor	33%	49%t	43%	51%	47%t	31%	43%t	38%	48%A	44%
NET: Other	172	52	119	93	23	27	29	27	11	1	77	14	20	40	28	18	6	3	10	4	15	11	8	-	145	5	22	52	64	12
	8%acuzu	3%	40%Ta	6%	33%Tcef	18%Tch	12%c	12%c	6%	12%	13%Tch	10%	10%	9%	7%	4%	3%	10%	7%	7%	4%	6%	-	9%uz	13%	5%	20%TBC	6%C	3%	
Muslim	86	14	72	33	23	22	23	15	7	1	52	7	12	23	16	1	4	1	6	2	8	3	3	-	74	3	9	39	20	5
	4%acouu	1%	24%Ta	2%	33%Tcef	15%Togh	10%Tc	7%c	4%	12%	9%Tc	6%o	6%o	5%o	4%o	*	3%	2%	6%o	5%o	4%u	1%	2%	-	5%uz	9%	2%	15%TBC	2%	1%
Hindu	19	-	19	10	-	2	-	6	1	-	9	-	-	4	2	3	1	2	3	-	1	1	-	-	17	-	2	2	7	2
	1%a	-	6%Ta	1%	-	1%	-	3%Tcf	*	-	2%	-	-	1%	1%	1%	*	2%	3%	-	*	*	-	-	1%	-	*	1%	1%	1%
Jewish	14	9	5	10	-	1	-	*	2	-	4	1	1	5	3	3	-	-	1	-	1	1	-	-	12	-	2	2	10	2
	1%	1%	2%a	1%	-	1%	-	*	1%	-	1%	1%	1%	1%	1%	-	-	-	1%	-	*	*	1%	-	1%	-	*	1%	1%	*
Sikh	12	-	12	10	-	*	2	-	-	-	2	-	-	-	5	-	-	-	1	1	1	-	-	-	11	-	1	2	5	-
	1%a	-	4%Ta	1%	-	*	1%	-	-	-	1%mn	-	-	-	2%Tmn	-	-	-	1%	1%	2%mn	*	-	-	1%	-	*	1%	1%	-
Buddhist	13	8	5	11	-	1	2	1	-	-	3	1	3	2	1	3	-	-	-	-	3	3	2	-	7	1	5	1	9	1
	1%	*	2%a	1%	-	1%	1%	*	-	-	1%	2%	2%	1%	1%	-	-	-	-	-	2%	1%	2%	-	1%	-	*	3%	1%	1%
Other	27	21	6	20	-	1	2	4	1	-	7	3	3	6	5	3	1	-	-	-	2	4	2	-	23	*	4	6	13	2
	1%	1%	2%	1%	-	*	1%	2%	1%	-	1%	2%	1%	1%	1%	1%	-	-	-	-	1%	1%	1%	-	1%	1%	1%	2%	1%	1%
None	938	840	97	885	30	84	97	100	74	6	247	54	90	179	193	126	65	42	48	16	123	142	70	9	693	9	236	105	441	202
	45%b	47%b	33%	45%b	44%	43%	42%	43%	43%	56%	43%	43%	46%	42%	47%	49%a	50%a	48%	46%	31%	39%TuTx	47%	59%	49%	43%	51%TTx	40%	44%	44%	52%TAB
Prefer not to say	28	9	8	18	3	2	5	4	3	1	9	-	1	4	4	5	-	1	6	1	1	2	2	-	12	12	3	5	9	2
	1%a	1%	3%a	1%	4%	1%	2%	2%	2%	6%	2%	-	*	1%	1%	2%	-	2%	6%Tkmm	1%	*	1%	1%	-	1%	32%	1%	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase					Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle packag e (h)	Separate contra cts (i)	Total in-contra ct (j)	Fixed (k)	30 day rollin g (l)	Out of contra ct (m)	Total aware (n)	Aware CAN INCREASE (o)	Aware CANNOT INCREASE (p)	Not aware (q)	Yes (r)	No (s)	
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771	
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772	
Christian	965 46%k	499 46%	271 45%	51 48%	645 44%	488 46%l	157 38%	137 37%Tee	569 49%k	349 49%k	220 49%k	252 40%	136 41%	829 47%	
NET: Other	172 8%	86 8%	51 8%	5 4%	124 8%	85 8%	40 10%	16 7%	93 8%	54 9%	39 8%	48 8%	34 10%	137 8%	
Muslim	86 4%	44 4%	25 4%	4 4%	59 4%	47 4%	12 3%	13 5%	57 5%	35 5%	22 5%	16 3%	17 5%	69 4%	
Hindu	19 1%	10 1%	5 1%	-	14 1%	8 1%	6 1%	-	12 1%	4 1%	8 2%	2 1%	5 1%	14 1%	
Jewish	14 1%	6 1%	8 1%	1 1%	12 1%	10 1%	3 1%	2 1%	3 1%	3 1%	-	11 2%Thj	2 1%	12 1%	
Sikh	12 1%	7 1%	1 1%	-	9 1%	3 1%	6 1%	-	5 1%	4 1%	1 1%	3 1%	2 1%	10 1%	
Buddhist	13 1%	7 1%	3 1%	-	10 1%	5 1%	5 1%	-	6 1%	2 1%	4 1%	4 1%	4 1%	10 1%	
Other	27 1%	12 1%	9 1%	-	21 1%	12 1%	8 2%	1 1%	10 1%	6 1%	4 2%	12 2%	6 2%	22 1%	
None	938 45%kg	481 44%	282 46%	49 47%	691 47%g	476 45%g	215 52%Teg	86 36%	485 42%	303 42%	182 41%	328 51%Thi	153 46%	785 44%	
Prefer not to say	28 1%	17 2%	5 1%	-	20 1%	14 1%	5 1%	2 1%	14 1%	8 1%	6 1%	9 1%	7 2%	21 1%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age										Social Grade						Urban/Rural		Country										Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Mid-lands (C)	East Mid-lands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)					
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66					
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*					
NET: Urban	1681	80%ghl 82%	835	250	309	284	272	226	250	89	569	557	565	458	497	304	422	965	726	1681	-	1445	136	58	42	136	65	202	136	87%TyD 79%DE	152	102	68%	58	146	270	239	133	42			
				36%Tfg hkl	38%Tfg hkl	37%Tfg hkl	75% 74%	75% 74%	68%	57%Tfg hkl	61%ghl i	73%	80% 84%kor	84%kor	71%	53%kor	82%kor	77%no	100%Ti	-	82%wx	76%w	58%	67%	76%E	76%E	87%TyD EFU	79%DE	83%DEJ	68%	58	58%	74%E	270	57%TyZ ABCDEF HJ	33%DEF J	133	74%E	42	67%		
Urban - Population over 10,000	938	45%bgh 49%Tb DEH	426	175	185	167	151	107	113	39	360	319	259	281	287	153	216	568	370	938	-	810	87	20	22	87	49%DEF HI	33	106	45%DEH 41%E	70	92	50%DEF HI	46	20	72	233	84%TyZ ABCDEF HJ	94	64	22	34%
Town and Fringe	743	35%ctG	330	409	75	124	117	121	119	137	199	238	306	177	210	150	206	387	356	743	-	635	50	38	21	50	32	97	66	60	56	38	74	37	145	69	21	33%G				
				26%	35%c	36%k	34%	39%k	40%k	38%k	31%	35%k	40%k	31%	35%	35%	40%mq	33%	38%mq	44%Ti	-	36%	28%	38%	33%	28%G	38%G	42%yG	39%G	32%G	37%G	38%G	37%G	13%	145	50%TyB CDPSU	69	38%G	21	33%G		
NET: Rural	422	20%code 18% jsAG	199	232	40	42	42	89	77	89	42	82	131	114	97	123	89	210	212	-	422	320	39	42	21	39	18	30	36	32	49	42	52	8	49	46	21	33%TACGH				
				14%	12%	13%	25%kde j	25%Tcd ekj	26%Tcd ekj	32%Tcd ekj	13%	19%dej	20%	20%	16%	29%Tmm pqr	17%	18%	23%npq	-	100%Ts	18%	22%	42%Tuv	33%Tu	22%G	13%G	22%G	13%G	17%G	32%TAB CGH	42%TAB ABCFGH I	26%AGH	3%	17%G	28%AG	21	33%TACGH				
Village	352	17%dej 15% sG	200	35	41	33	76	60	74	33	77	109	167	91	83	99	80	174	179	-	352	285	28	31	8	28	17	27	35	28	43	31	46	8	42	39	8	13%G				
				12%	12%	10%	21%kde j	20%kde j	22%Tcd ekj	25%Tcd ekj	12%	16%	22%Tcd ekj	16%	14%	23%Tmm pq	16%	15%	19%ncq	-	84%Ts	16%	16%	31%Tuv x	13%	16%G	20%G	12%G	21%AG	15%G	28%TyA CGHJ	31%TyA CGHJ	23%AGH	3%	15%G	22%AG	8	13%G				
Hamlet & Isolated Dwelling	69	3%dsju 4%	38	32	5	*	9	13	17	15	10	5	22	42	23	14	24	9	37	33	-	69	35	11	11	12	11	2	3	1	4	6	11	5	-	7	7	12	20%TyZABCDFGH			
				2%	*	3%hd	4%jd	6%kcdj	4%jd	7%Tode k	1%	3%jd	5%Tcdj	4%	2%	6%Tnpq	2%	3%	4%	-	16%Ts	2%	6%u	11%Tu	12	20%Tuv	6%ABG	2%G	1%	*	2%G	4%BG	11	11%TyZAB CFGH	3%G	-	2%G	7	4%BG	12	20%TyZABCDFGH	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							Prefer not to answer (i)	NET: Yes (j)	Household Income										Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)			Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
NET: Urban	1681	1397	275	1203	58	128	190	186	134	9	470	106	167	340	334	198	105	60	96	66*	176	229	116	11	1287	30	364	224	782	305
	80%qs	78%	93%Ta	79%	85%	85%	83%	83%	77%	77%	82%	85%qs	84%qs	79%	81%sa	77%	81%	69%	92%Tmmoqs	66%	85%ku	75%	83%	63%	80%	79%	81%	36%	86%B	79%
Urban - Population over 10,000	938	712	218	662	39	76	113	99	75	6	270	62	88	171	181	129	60	44	54	15	96	109	57	5	736	23	179	130	424	181
	45%asuz	40%	74%Ta	44%	57%	51%	49%	44%	43%	51%	47%	50%sa	45%	40%	44%	50%ms	46%	52%sa	29%	46%ku	36%	41%	30%	46%kuz	61%	39%	50%	43%	47%	
Town and Fringe	743	685	58	541	19	52	76	87	58	3	200	44	78	169	153	70	46	16	42	20	80	120	59	6	551	7	185	94	358	124
	35%boq	38%b	19%	36%	28%	35%	33%	39%	34%	27%	35%	35%q	40%oq	39%oq	37%oq	27%	35%q	19%	40%oq	38%q	38%	39%	43%	33%	34%	19%	40%	36%	36%	32%
NET: Rural	422	398	20	318	11	22	40	37	40	3	101	19	31	91	80	59	24	28	8	18	32	76	23	6	315	7	99	38	211	82
	20%br	22%b	7%	21%	15%	17%	17%	23%	23%	23%	18%	15%	16%	21%r	19%r	23%r	19%	31%TKir	8%	34%TKir	15%	25%t	17%	37%	20%	19%	21%	14%	21%A	21%
Village	352	333	16	265	11	21	34	31	31	3	84	17	28	75	64	48	22	8	14	28	56	18	5	269	7	76	31	179	67	
	17%br	19%b	5%	17%	15%	14%	15%	14%	18%	23%	15%	13%	14%	17%r	15%	19%r	18%	25%kr	8%	27%r	13%	18%	13%	29%	17%	19%	16%	12%	18%A	17%
Hamlet & Isolated Dwelling	69	65	4	52	-	-	6	7	9	-	17	2	3	16	16	11	1	6	-	4	4	21	5	1	47	-	23	7	32	15
	3%	4%	1%	3%	-	-	3%	3%	5%e	-	3%	2%	1%	4%	4%	4%	1%	6%kr	-	7%lpr	2%	7%TlTx	4%	8%	3%	-	5%	3%	3%	4%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
NET: Urban	1681	855	494	91	1198	868	330	180	922	560	361	519	251	1430
	80%	79%	81%	88%	81%	82%	79%	75%	79%	78%	81%	82%	76%	81%
Urban - Population over 10,000	938	463	274	46	675	465	187	105	515	333	183	268	150	787
	45%	45%	45%	44%	46%	46%	45%	43%	44%	47%	41%	45%	45%	44%
Town and Fringe	743	372	220	45	523	380	143	76	406	228	179	231	101	643
	35%	34%	36%	43%	35%	36%	34%	32%	35%	32%	40%	36%	30%	36%
NET: Rural	422	229	114	13	282	195	88	60	239	154	85	117	80	342
	20%	21%	19%	12%	19%	18%	21%	25%	21%	22%	19%	18%	24%	19%
Village	352	187	101	11	231	165	66	55	209	132	76	90	66	286
	17%	17%	17%	11%	16%	15%	16%	23%	18%	18%	17%	14%	20%	16%
Hamlet & Isolated Dwelling	69	42	13	2	51	30	21	5	31	22	9	26	13	56
	3%	4%	2%	2%	3%	3%	5%	2%	3%	3%	2%	4%	4%	3%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age							Social Grade							Urban/Rural		Country							Region											
	Total (D)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	NET: 16-34 (n)	NET: 35-54 (o)	NET: 55+ (p)	AB (q)	C1 (r)	C2 (s)	DE (t)	ABC1 (u)	C2DE (v)	Urban (w)	Rural (x)	England (y)	Scotland (z)	Wales (aa)	North-ern Ire-land (ab)	Scotland (ac)	North East (ad)	North West (ae)	York-shire & Humber-side (af)	West Midlands (ag)	East Midlands (ah)	Wales (ai)	East-ern (aj)	London (ak)	South East (al)	South West (am)	North-ern Ire-land (an)	
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66	
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*	
NET: Working	1184	581chi	618	561	141	277	283	287	151	41	4	418	570	196	347	361	285	192	708	476	970	214	992	97	60	35	97	43	135	81	107	97	60	107	167	154	102	35
		60%b	53%	49%hil	79%Tog	87%Tcd	79%Tog	50%hkl	12%l	3%	65%Tog	83%Tog	25%hkl	61%pr	61%pr	67%Tpr	37%	61%Tpr	51%p	58%t	51%	56%	55%	60%	55%	60%	55%	47%	47%	58%	64%B	60%	54%	60%	54%	66%B	53%	57%
NET: Employed	1084	559	521	134	267	262	264	120	34	2	401	526	156	322	326	256	179	649	435	898	186	905	93	54	32	93	41	123	76	104	92	54	97	147	135	91	32	
		54%b	49%	46%hkl	76%Tog	81%Tcd	73%Tog	40%hkl	10%l	2%	63%Tog	77%Tog	20%hkl	56%pr	55%pr	60%Tpr	35%	56%pr	46%p	53%t	44%	51%	53%	54%	51%	53%	49%	53%	44%	56%B	61%TBH	54%	49%	53%	47%	51%	51%	
Working full time - working 30 hours per week or more	881	497	383	106	228	224	221	90	12	1	333	445	103	277	262	210	133	539	343	730	152	728	76	50	27	76	37	104	61	85	75	50	50	73	122	95	77	27
		46%Tb	36%	36%hkl	65%Tog	69%Tog	61%Tog	30%hkl	3%	1%	52%Tog	65%Tog	13%hkl	48%Tpr	44%pr	49%Tpr	26%	46%Tpr	37%p	43%t	36%	41%	43%	50%	42%	43%	44%	45%H	36%	46%H	50%BFBH	50%BH	37%	44%h	33%	43%	42%	
Working part-time - working between 8 and 29 hours per week	202	62	138	28	40	38	43	30	22	1	68	81	53	46	64	47	46	110	92	168	34	176	16	4	5	16	4	20	14	19	17	4	24	25	40	14	5	
		6%	13%Ta	10%l	11%kl	12%hkl	12%hkl	10%l	6%l	1%	11%kl	12%hkl	7%l	8%	11%	11%	9%	9%	10%	10%	8%	10%	9%	4%	8%	9%	5%	8%	8%	10%	11%	4%	12%	9%	14%ZE	8%	8%	
NET: Self-employed	100	59	40	7	10	20	23	31	7	1	17	44	39	24	35	28	13	59	41	72	28	87	5	6	3	5	2	11	5	3	5	6	10	20	19	11	3	
		6%	4%	2%	3%	6%hij	6%chi	10%Tcdh	2%	1%	3%	6%cdhi	5%hij	4%	6%p	7%p	3%	5%p	4%	4%	4%	7%	5%	3%	6%	5%	3%	3%	5%	3%	2%	3%	6%	5%	7%C	6%C	6%	5%
Self-employed - working 30 hours per week or more	52	34	16	4	7	11	14	14	2	-	11	26	16	11	22	15	4	33	19	41	11	46	3	3	1	3	2	5	2	2	4	3	4	14	9	4	1	
		3%b	2%	1%	2%	3%h	4%hkl	5%hij	1%	-	2%	4%hkl	2%	2%	4%p	4%p	1%	3%p	2%	2%	3%	3%	2%	3%	2%	2%	2%	2%	2%	1%	1%	2%	3%	2%	5%T	3%	2%	2%
Self-employed - working between 8 and 29 hours per week	48	24	24	3	4	9	9	17	5	1	6	18	24	13	13	13	9	26	22	31	17	41	2	3	2	2	1	6	3	1	3	6	7	10	7	2		
		2%	2%	1%	1%	3%	2%	6%Tcdh	1%	1%	3%	3%j	2%	2%	3%	2%	2%	2%	2%	2%	1%	4%a	2%	1%	3%	3%	1%	1%	1%	1%	3%	3%	2%	3%	2%	3%	4%	3%
NET: Not working	919	408	506	149	74	43	74	152	299	128	223	117	579	225	232	142	319	457	462	711	208	773	78	40	28	78	41	98	91	77	54	40	91	110	134	78	28	
		40%	47%ka	51%Tde	21%e	13%	21%e	50%def	88%Tcd	97%Tcd	35%def	17%	75%Tcd	39%	39%	33%	63%Tmn	39%	45%Tmn	42%	49%a	44%	45%	40%	45%	45%	49%	42%	53%TDG	42%	36%	40%	46%	40%	47%	43%	45%	
Not working but seeking work or temporarily unemployed or sick	87	48	39	9	22	15	15	19	7	-	31	29	26	11	9	8	58	20	67	75	12	79	4	1	3	4	5	4	8	14	8%TAE	5	1	12	14	10	7	3
		5%	4%	3%	6%hil	5%l	4%l	6%hkl	2%	-	5%l	4%l	3%	2%	2%	2%	11%Tmno	2%	7%Tmno	4%	3%	4%	2%	1%	4%	2%	6%	2	5	5	8%TAE	3%	1%	6%A	5%	4%	4%	4%
Not working and not seeking work	95	41	53	2	14	10	28	37	4	-	16	38	41	4	3	5	83	7	88	80	15	79	12	2	2	12	5	11	8	9	1	2	5	13	18	9	2	
		4%	5%	1%	4%ci	3%	8%Tcd	12%Tcd	1%	-	3%	5%chij	5%chij	1%	1%	1%	16%Tmno	1%	9%Tmno	5%	3%	4%	7%	2%	2%	7%D	6%D	5%	5%	5%	1%	2%	3%	5%	6%D	5%	2%	
Student	155	67	87	137	12	4	1	1	-	-	149	5	1	43	76	11	24	119	35	131	24	135	9	5	5	9	4	18	14	2	5	9	34	24	13	5		
		6%	8%	47%Tdef	3%l	1%l	*	*	-	-	23%Tdef	1%	*	8%cor	15%Tmnp	3%	5%	10%Tpr	4%	8%	6%	8%	5%	5%	9%	5%	5%	8%D	8%D	9%D	1%	5%	5%	12%TYDF	8%D	7%D	9%D	

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade										Urban/Rural		Country				Region										
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	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)
Weighted base	2103	1028	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	42*	233	171	184	151	100*	198	277	288	180	63*
Retired on a state pension only	123	47	78	-	-	-	-	-	84	38	-	-	123	14	8	22	78	23	100	88	34	101	12	8	2	12	2	15	16	9	4	8	17	9	16	13	2
	6%cd	5%	7%a	-	-	-	-	-	25%Tcd	20%Tode	-	-	16%Tode	2%	1%	5%kmq	15%Tmno	2%	11%Tmno	5%	8%	6%	7%	8%	3%	7%	2%	7%	9%NDG	5%	2%	8%	9%NDG	3%	6%	7%	3%
Retired with a private pension	362	195	166	-	-	1	6	67	198	90	-	7	355	144	112	67	38	256	106	256	106	295	33	22	13	33	19	39	32	19	31	22	40	32	55	28	13
	17%cd	19%	16%	-	-	*	2%dj	22%cde	55%Tcd	68%Tode	-	1%	46%Tcd	25%Tno	19%pr	16%pr	7%	22%Top	11%p	15%	25%Ts	17%	19%	22%	20%	19%C	23%CG	17%	19%K	10%	21%CG	22%CG	20%CG	12%	19%CG	15%	20%
House person, housewife, househusband, etc.	97	11	85	2	25	14	24	27	5	-	27	39	32	9	22	28	38	31	66	81	17	84	7	3	4	7	6	12	11	9	11	3	7	9	11	8	4
	5%achi	1%	8%Ta	1%	7%chi	4%ci	7%chi	9%Toeh	1%	-	4%ci	6%chi	4%chi	2%	4%	7%mq	7%Tmq	3%	7%Tmq	5%	4%	5%	4%	3%	7%	4%	7%	5%	7%	5%	7%	3%	3%	3%	4%	4%	7%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (v)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (z)	Yes (aa)	Most (Ab)	Potentially (B)	Least (C)
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104**	52*	208	305	139	18**	1603	38**	463	261	993	387
NET: Working	1184	991	185	710	64	123	183	176	138	8	466	44	73	225	250	208	113	65	51	26	92	98	48	2	984	17	183	124	547	307
NET: Employed	1084	907	170	632	64	119	176	164	130	8	444	34	63	203	230	194	110	61	49	22	88	85	38	2	904	15	164	106	501	289
Working full time - working 30 hours per week or more	881	744	131	509	58	90	143	135	113	6	367	19	34	165	190	178	97	58	39	15	64	65	30	1	743	14	124	68	406	266
Working part-time - working between 8 and 29 hours per week	202	163	39	123	6	29	33	29	16	2	77	15	29	38	40	16	13	5	10	6	24	21	9	1	161	3	40	38	95	23
NET: Self-employed	100	84	15	79	-	4	6	12	8	*	21	10	10	22	20	14	3	4	2	4	4	12	9	*	79	2	19	18	46	18
Self-employed - working 30 hours per week or more	52	43	9	38	-	3	4	8	6	-	14	5	3	11	11	11	2	2	2	3	1	5	5	-	42	1	9	8	25	12
Self-employed - working between 8 and 29 hours per week	48	41	5	41	-	1	2	5	3	*	7	5	7	11	8	2	1	2	1	2	3	8	4	*	37	1	10	10	21	6
NET: Not working	919	804	110	810	5	26	46	47	36	3	105	81	124	205	164	49	16	23	54	26	116	207	92	15	619	21	279	138	446	79
Not working but seeking work or temporarily unemployed or sick	87	70	15	65	-	3	8	15	6	-	21	17	15	9	12	*	3	2	7	6	11	18	13	4	45	9	33	27	26	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under						Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / £10,399 per year (k)	From £200 to £299 per week / £15,599 to £25,999 per year (l)	From £300 to £499 per week / £25,999 to £36,399 per year (m)	From £500 to £699 per week / £36,399 to £51,999 per year (n)	From £700 to £999 per week / £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / £77,999 and above per year (p)	£1,500 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Not working and not seeking work	95	87	7	84	-	1	4	4	7	-	11	17	18	22	4	1	1	-	6	4	50	50	37	7	19	3	73	21	41	1
Student	155	86	67	144	-	1	5	2	2	2	9	18	19	11	16	14	5	21	24	2	4	3	3	-	145	3	7	37	39	27
Retired on a state pension only	123	121	2	122	-	-	-	-	1	-	1	10	25	29	14	5	-	-	7	5	9	44	15	1	69	3	50	12	64	8
Retired with a private pension	362	358	4	352	-	-	2	6	4	2	9	13	36	109	99	24	4	-	6	10	14	68	15	6	278	2	82	16	235	35
House person, housewife, househusband, etc.	97	82	15	44	5	21	28	21	16	-	54	7	10	26	20	5	3	-	4	*	18	24	8	-	63	1	34	25	42	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (n)	Sim-only (n)	Bundle d package (n)	Separate contracts (n)	Total in-contract (n)	Fixed (n)	30 day rolling (n)	Out of contract (n)	Total aware (n)	Aware CAN increase (n)	Aware CANNOT increase (n)	Not aware (n)	Yes (n)	No (n)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
NET: Working	1184	591	392	72	882	645	236	145	696	457	240	358	205	979
	56%	55%	54%Ta	69%Ta	60%	61%T	57%	60%	60%j	64%Tjk	54%	56%	62%km	55%
NET: Employed	1084	522	373	71	911	602	209	132	637	418	219	328	163	901
	52%	48%	61%Ta	68%Ta	55%	57%T	50%	55%	55%	58%Tjk	49%	52%	55%	51%
Working full time - working 30 hours per week or more	881	428	314	52	670	500	170	107	541	360	182	252	156	725
	42%	39%	52%Ta	49%	45%	47%T	41%	44%	47%Tk	50%Tjk	41%	40%	47%	41%
Working part-time - working between 8 and 29 hours per week	202	93	59	20	141	102	39	25	96	58	38	76	26	176
	10%	9%	10%	19%Tab	10%	10%	9%	10%	8%	8%	8%	12%hi	8%	10%
NET: Self-employed	100	69	19	*	71	43	27	13	59	39	20	30	22	78
	5%	6%bc	3%	*	5%	4%	7%	5%	5%	5%	5%	7%	4%	
Self-employed - working 30 hours per week or more	52	39	10	*	40	25	15	7	40	23	17	10	14	38
	2%	4%	2%	*	3%	2%	4%	3%	3%k	3%	4%k	2%	4%lm	2%
Self-employed - working between 8 and 29 hours per week	48	30	9	-	31	18	12	6	19	16	4	20	8	40
	2%	3%	1%	-	2%	2%	3%	2%	2%	2%	1%	3%j	2%	2%
NET: Not working	919	493	217	33	588	417	181	95	465	258	207	278	128	793
	44%bce	45%bc	36%	31%	40%	39%	43%	40%	40%	36%	46%hi	44%l	38%	45%l
Not working but seeking work or temporarily unemployed or sick	87	40	26	4	56	41	15	11	41	21	20	29	12	75
	4%	4%	4%	4%	4%	4%	4%	4%	4%	3%	5%	5%	4%	4%
Not working and not seeking work	95	45	23	4	58	41	17	10	50	28	22	22	15	80
	5%	4%	4%	4%	4%	4%	4%	4%	4%	4%	5%	3%	5%	4%
Student	155	93	35	2	111	69	42	10	73	32	41	57	30	125
	7%ci	9%c	6%	2%	7%	6%	10%g	4%	6%	4%	9%i	9%i	9%	7%
Retired on a state pension only	123	63	26	7	81	60	21	7	52	27	26	43	12	111
	6%	6%	4%	6%	5%	6%	5%	3%	5%	4%	6%	7%l	3%	6%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (a)	Sim-only (b)	Bundle package (c)	Separate contracts (d)	Total in-contract (e)	Fixed (f)	30 day rolling (g)	Out of contract (h)	Total aware (i)	Aware CAN increase (j)	Aware CANNOT increase (k)	Not aware (l)	Yes (m)	No (n)
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Retired with a private pension	362	211	81	9	232	164	88	48	203	126	77	98	41	221
	17%bc	19%bc	13%	9%	16%	15%	16%	20%	18%	18%	17%	15%	12%	15%kl
House person, housewife, househusband, etc.	97	41	27	8	60	43	17	10	45	25	20	30	16	81
	5%	4%	4%	7%	4%	4%	4%	4%	4%	3%	4%	5%	5%	5%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region												
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of England (F)	London (G)	South East (H)	South West (I)	North-east Ireland (J)
Unweighted base	1178	605	565	137	254	271	289	172	48	7	391	560	227	340	352	301	185	692	486	978	202	984	91	65	38	91	42	122	91	116	100	65	98	173	150	92	38
Weighted base	1184	618	561	141	277	283	287	151	41*	4**	418	570	196	347	361	285	192	708	476	970	214	992	97*	60*	35*	97*	43*	135*	81*	107*	97*	60*	107*	167	154	102*	35*
NET: Public Sector	366	157	208	31	111	91	86	41	7	-	142	177	47	120	142	65	39	262	104	301	65	303	28	24	11	28	18	48	19	34	21	24	33	50	50	29	11
	31%aop	25%	37%Ta	22%	40%Tcf	32%	30%	27%	16%	-	34%kchl	31%	24%	35%opr	39%Top	23%	20%	37%Top	31%	30%	31%	28%	28%	40%	32%	28%	41%ND	36%	24%	40%D	31%	30%	30%	33%	29%	32%	
A nationalised industry/state corporation	44	29	14	8	16	4	11	4	-	-	25	15	4	19	13	7	5	32	12	34	10	40	*	3	-	*	3	-	3	5	6	3	3	12	5	3	-
	4%	5%	3%	6%e	6%e	1%	4%	3%	-	-	6%sek	3%	2%	5%	4%	2%	3%	4%	2%	3%	5%	4%	*	6%	-	*	8%yA	-	3%	5%A	6%A	6%A	3%	7%TyA	3%	3%	-
Central government or civil service (including Courts service and Bank of England)	46	23	23	4	16	10	8	8	-	-	20	18	8	23	15	6	1	38	8	42	4	38	3	3	2	3	2	4	-	7	1	3	5	12	4	3	2
	4%r	4%	4%	3%	6%	4%	3%	5%	-	-	5%	3%	4%	7%Topr	4%	2%	1%	5%pr	8	4%	2%	4%	3%	4%	7%	3%	4%	3%	-	7%BD	1%	4%	4%	7%BD	3%	3%	2
Local government or council (including fire services, police and local authority controlled schools/colleges)	120	48	72	4	19	40	36	18	4	-	23	76	22	32	54	22	11	87	34	92	28	99	10	9	3	10	5	21	9	9	6	9	9	16	18	6	3
	10%cj	8%	13%a	3%	7%	14%cdj	12%cj	12%cj	9%	-	5%	13%cdj	11%cj	9%	15%Topr	8%	6%	12%pr	7%	9%	13%	10%	10%	15%	8%	10%	5	12%	16%l	11%	8%	6%	9%	9%	10%	12%	6
A university or other grant funded establishment (include opted-out schools)	35	20	15	4	10	10	8	2	1	-	14	18	3	14	14	4	3	28	7	29	6	31	3	1	-	3	1	6	-	2	*	1	5	4	8	5	-
	3%	3%	3%	3%	4%	4%	3%	1%	4%	-	3%	3%	2%	4%	4%	1%	2%	4%r	2%	3%	3%	3%	3%	1%	-	3%	2%	4%	-	2%	*	1%	5%	2%	5%	5%	-
A health authority or NHS Trust	90	26	64	7	43	19	12	8	*	-	50	31	8	21	35	21	12	56	34	77	13	68	11	8	4	11	6	11	7	9	5	8	10	4	7	8	4
	8%aG	4%	11%Ta	5%	16%Toef	7%	4%	5%	1%	-	12%Tcdg	5%	4%	6%	10%	7%	7%	8%	7%	8%	6%	7%	11%	13%	10%	11%G	15%GH	8%G	9%G	9%G	5%	13%G	9%G	2%	5%	7%	10%G
The armed forces	6	3	3	-	4	2	-	-	-	-	4	2	-	1	2	-	3	3	3	4	1	6	-	-	-	-	-	-	-	-	1	-	-	-	3	2	-
	*	1%	*	-	1%	1%	-	-	-	-	1%	*	*	*	*	-	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	2%	2%	-
Other public sector occupation (Please specify as much detail as possible)	26	8	17	4	3	5	11	1	1	-	7	17	2	9	9	5	3	18	8	23	3	22	1	-	2	1	-	6	-	2	2	-	1	1	6	3	2
	2%	1%	3%	3%	1%	2%	4%	1%	2%	-	2%	3%	1%	2%	3%	2%	2%	3%	2%	2%	1%	2%	1%	-	7%	1%	-	4%	-	2%	3%	-	1%	1%	4%	3%	7%BG
NET: Private Sector	818	461	352	110	166	192	201	111	34	4	277	393	149	227	219	219	153	446	372	669	149	689	70	36	24	70	25	86	61	73	76	36	74	117	104	73	24
	69%bfn	75%Td	63%	78%jdj	60%	68%	70%ed	73%dd	84%kd	100%	66%	69%dd	76%ddj	65%	61%	77%Tmm	80%Tmm	63%	78%Tmm	69%	70%	69%	72%	60%	68%	72%	59%	64%	76%	68%	78%ze	60%	69%	70%	67%	71%	68%
A charity, voluntary organisation or trust	42	20	22	3	11	5	12	9	3	-	14	17	11	12	13	7	9	26	16	30	12	32	7	*	2	7	*	3	4	3	1	*	4	6	8	2	2
	4%	3%	4%	2%	4%	2%	4%	6%	7%	-	3%	3%	6%	4%	4%	3%	5%	4%	3%	3%	5%	3%	3%	7%	1%	7%	7%	1%	3%	5%	3%	1%	4%	4%	5%	2%	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country					Region													
	Total (f)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)	
Weighted base	1184	618	561	141	277	283	287	151	41*	41*	418	570	196	347	361	285	192	708	476	970	214	992	97*	60*	35*	97*	43*	135*	81*	107*	97*	60*	107*	167	154	102*	35*	
Self-employed (Private sector)	122	74	48	6	15	32	24	33	9	3	22	56	45	31	40	36	15	71	51	95	27	107	8	4	4	8	5	12	5	5	5	11	4	10	26	18	14	4
	10%dj	12%	8%	5%	6%	11%dj	8%	22%Tcd	22%Tcd	88%	5%	10%	23%Tcd	9%	11%	13%	8%	10%	11%	10%	13%	11%	8%	6%	11%	8%	11%	9%	7%	5%	5%	11%	4	15%K	12%	13%	11%	
None of the above/ I work in the Private sector	654	366	285	101	140	155	165	69	22	1	241	320	93	184	165	176	129	349	305	544	110	549	55	32	18	55	20	70	52	64	63	32	60	85	78	57	18	
	55%gnq	59%nb	51%	72%Tde	50%	55%	57%g	46%	55%	32%	58%gl	56%g	47%	53%	46%	62%ng	67%Tmn	49%	64%Tmn	56%	51%	55%	56%	53%	50%	56%	47%	52%	65%	60%	65%GH	53%	56%	51%	51%	56%	50%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,000 to £1,499 per week (r)	£1,500 and above per week (s)	Don't know (t)	Refused (u)	Yes - mental condition (v)	Yes - physical condition (w)	Yes - disability (x)	Yes - other (y)	No (z)	Refused (aa)	Yes (ab)	Most (Ac)	Potentially (Ad)
Unweighted base	1178	994	176	729	58	123	184	168	114	7	442	50	86	245	259	180	92	43	49	30	100	100	45	4	969	18	191	142	543	270	
Weighted base	1184	991	185	710	64*	123*	183	176	138*	8**	466	44*	73*	225	250	208	113*	65*	51*	26**	92*	98*	48*	2**	984	17**	183	124	547	307	
NET: Public Sector	366	308	53	190	28	39	69	68	55	3	172	8	33	62	74	67	38	26	19	6	34	32	17	1	298	6	62	42	164	102	
A nationalised industry/state corporation	44	27	17	11	11	7	10	10	7	2	30	4	2	2	8	13	3	6	-	3	4	1	2	-	39	-	5	10	15	12	
Central government or civil service (including Courts service and Bank of England)	46	40	6	28	6	4	6	6	4	-	17	-	1	10	11	10	5	3	3	1	6	5	2	1	35	-	10	2	17	22	
Local government or council (including fire services, police and local authority controlled schools/colleges)	120	101	16	57	8	11	29	29	21	1	63	3	15	19	31	16	12	3	8	2	6	12	5	-	100	3	18	16	58	25	
A university or other grant funded establishment (include opted-out schools)	35	33	2	19	1	3	6	8	4	-	16	-	4	4	4	11	-	3	-	-	2	2	-	-	31	-	4	-	20	6	
A health authority or NHS Trust	90	78	11	58	4	12	11	9	11	-	31	2	7	21	15	15	9	9	7	-	14	8	6	-	68	2	20	8	44	25	
The armed forces	6	6	-	3	-	1	2	-	-	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-	6	-	-	-	-	3	
Other public sector occupation (Please specify as much detail as possible)	26	23	1	14	1	1	6	7	8	-	12	-	4	5	4	2	6	1	1	-	3	2	2	-	19	1	5	5	9	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 and above per year (p)	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	1184	991	185	710	64*	123*	183	176	138*	8**	466	44*	73*	225	250	208	113*	65*	51*	26**	92*	98*	48*	2**	984	17**	183	124	547	307
NET: Private Sector	818	683	132	520	36	84	114	108	83	5	293	36	40	164	176	141	75	39	32	20	58	66	31	2	686	10	122	82	383	205
	69%ij	69%	71%	73%idghj	57%	68%	62%	61%	60%	60%	63%	82%ikl	55%	73%lm	70%ln	68%	66%	60%	63%	76%	63%	67%	64%	76%	70%	61%	66%	66%	70%	67%
A charity, voluntary organisation or trust	42	38	4	31	-	2	6	4	7	-	11	2	2	11	7	8	1	3	4	2	7	6	3	-	31	1	10	3	22	8
	4%	4%	2%	4%	-	2%	3%	2%	5%	-	2%	2%	3%	5%	3%	4%	1%	4%	7%	8%	7%	6%	3%	-	3%	5%	6%	2%	4%	3%
Self-employed (Private sector)	122	98	23	90	3	12	11	12	6	-	32	10	8	31	24	20	5	3	3	5	3	14	14	*	95	2	26	18	62	23
	10%	10%	12%	13%fhj	5%	10%	6%	7%	5%	-	7%	24%Tnopq	11%	14%pr	10%	10%	5%	5%	5%	19%	3%	15%tz	30%TTxz	19%	10%	9%	14%t	14%	11%	7%
None of the above / I work in the Private sector	654	547	105	399	33	69	97	92	70	5	250	25	29	122	145	113	69	33	26	13	48	46	13	1	560	8	86	62	298	174
	55%lv	55%	57%	56%	52%	56%	53%	52%	51%	60%	54%	56%	40%	54%	58%l	54%	61%l	50%	51%	49%	52%v	47%	28%	57%vz	47%	47%	50%	55%	57%	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months		
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	1178	584	372	78	855	631	224	141	667	432	235	367	206	972
Weighted base	1184	591	392	72*	882	645	236	145	696	457	240	358	205	979
NET: Public Sector	366	155	149	29	283	227	56	42	219	151	68	113	74	292
	31%	26%	38%Ta	40%a	32%f	35%f	24%	29%	31%	33%	22%	32%	36%	30%
A nationalised industry/state corporation	44	21	15	5	34	30	4	6	30	27	3	10	11	33
	4%	4%	4%	7%	4%	5%	2%	4%	4%	6%j	1%	3%	5%	3%
Central government or civil service (including Courts service and Bank of England)	46	20	20	4	34	32	2	9	35	29	6	9	7	38
	4%f	3%	5%	6%	4%f	5%f	1%	6%f	5%	6%k	2%	3%	4%	4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	120	46	53	10	93	74	19	15	68	39	29	41	22	96
	10%	8%	13%a	15%	11%	11%	8%	10%	10%	8%	12%	11%	11%	10%
A university, or other grant funded establishment (include opted-out schools)	35	14	11	2	21	17	4	5	20	14	6	6	5	30
	3%	2%	3%	2%	2%	3%	2%	4%	3%	3%	3%	2%	2%	3%
A health authority or NHS Trust	90	45	37	4	76	52	24	7	51	33	17	35	24	66
	8%	8%	9%	5%	9%	8%	10%	5%	7%	7%	10%	11%k	11%	7%
The armed forces	6	1	2	-	3	3	-	-	2	2	-	1	1	4
	*	*	*	-	*	*	-	-	*	*	-	*	*	*
Other public sector occupation (Please specify as much detail as possible)	26	8	12	4	22	19	3	*	14	7	7	10	4	22
	2%	1%	3%	6%a	3%	3%	1%	*	2%	1%	3%	3%	2%	2%
NET: Private Sector	818	436	243	43	599	418	181	104	477	306	171	245	131	687
	69%b	74%bc	62%	60%	68%	65%	76%de	71%	69%	67%	71%	68%	64%	70%
A charity, voluntary organisation or trust	42	23	15	-	35	22	13	3	23	8	15	16	2	40
	4%	4%	4%	-	4%	3%	5%	2%	3%	2%	6%i	4%	1%	4%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase				Took out current contract in the last 6 months			
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Weighted base	1184	591	392	72*	882	645	236	145	696	457	240	358	205	979
Self-employed (Private sector)	122	75	31	5	88	53	35	15	75	48	25	35	21	101
	10%	13% ^b	8%	6%	10%	8%	15% ^e	10%	11%	10%	10%	10%	10%	10%
None of the above/ I work in the Private sector	654	338	196	38	476	343	133	86	380	248	131	193	108	546
	55%	57%	50%	53%	54%	53%	56%	59%	55%	54%	55%	54%	52%	56%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age													Social Grade					Urban/Rural		Country					Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humb-erside (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ireland (aj)				
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66				
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*				
No children aged 18 or under	1521	723	747	765	254	200	121	202	280	332	131	455	323	742	426	440	273	382	866	655	1203	318	1274	127	77	43	127	55	166	141	121	100	66%	77	156	190	217	128	43		
				38%Tde	57%kek	37%	56%ek	92%Tde	96%Tde	99%Tde	71%def	47%ke	96%Tde	74%ko	74%ko	64%	75%eo	74%cor	65%	70%	1203	318	1274	127	77	43	127	55	166	141	121	100	66%	77	156	190	217	128	43		
				fk	fk	fk	fk	fk	fk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk	efgjk
NET: Yes	571	277	294	33	150	204	155	23	7	-	183	358	30	144	150	152	125	294	277	470	101	479	49	23	20	49	28	67	31	59	49	23	40	86	69	51	20				
				11%hkl	43%Tcd	62%Tcd	43%Tcd	8%hkl	2%	-	28%cgh	4%l	25%	25%	25%	36%Tmn	24%	25%	29%	28%	24%	27%	28%	23%	32%	28%	34%BF	29%B	18%	32%BF	32%BF	23%	20%	31%BF	24%	29%B	32%B				
NET: Any 5-18	458	220	238	11	92	174	151	23	7	-	103	325	30	115	118	115	110	233	225	373	85	383	40	19	16	40	25	56	29	33	37	19	35	67	62	38	16				
				4%l	26%cgh	54%Tcd	42%Tcd	8%hkl	2%	-	16%cgh	4%l	20%	20%	20%	27%Tmn	22%	20%	24%	22%	22%	20%	22%	23%	20%	26%	23%	30%B	24%	17%	18%	25%	20%	18%	24%	21%	21%	26%			
NET: Any 11-18	322	155	167	5	41	114	135	19	7	-	46	250	26	95	82	68	77	177	145	260	62	273	22	14	12	22	18	42	19	19	25	14	25	47	48	30	12				
				2%	12%cgh	35%Tcd	37%Tcd	6%chi	2%	-	7%chi	36%Tcd	3%	17%	14%	16%	15%	15%	15%	15%	15%	15%	15%	13%	14%	20%	22%B	18%	11%	10%	17%	14%	12%	17%	17%	20%					
Yes - children aged under 5 years old	198	92	105	28	99	62	8	*	-	-	127	70	*	44	52	65	38	96	102	170	28	163	20	8	7	20	7	18	8	35	18	8	11	32	17	17	7				
				10%fgh	28%Tcd	19%Tcd	2%ghi	*	-	-	20%Tcf	10%fghi	*	8%	9%	15%Tmnp	7%	8%	8%	11%	10%	7%	9%	11%	8%	11%	8%	8%	5%	19%TZA	12%BH	8%	6%	11%BH	6%	10%	11%				
				ii	hkl	hkl	hkl	hkl	hkl	hkl	gkkl	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l	l				
Yes - children aged 5 to 10 years old	229	112	118	6	74	109	35	6	-	-	80	144	6	51	58	67	53	109	120	190	40	190	26	8	5	26	11	25	14	20	19	8	22	39	28	12	5				
				2%h	21%Tcd	33%Tcd	10%cghi	2%h	-	-	12%cgh	21%Tcd	1%	9%	10%	16%Tmn	10%	9%	13%mq	11%	11%	9%	11%	15%	8%	9%	15%l	13%	11%	8%	11%	13%	8%	11%	14%l	10%	7%	9%			
Yes - children aged 11 to 15 years old	224	113	110	4	34	87	81	14	4	-	38	168	18	64	60	46	53	124	100	186	37	192	17	7	9	17	11	31	14	12	21	7	20	32	32	18	9				
				1%	10%cgh	27%Tcd	22%Tcd	5%chi	1%	-	6%chi	24%Tcd	2%	11%	10%	11%	11%	11%	11%	11%	11%	9%	11%	10%	7%	14%	10%	13%	8%	7%	14%	7%	10%	11%	11%	10%	14%				
Yes - children aged 16 to 18 years old	174	73	100	2	11	55	93	9	4	-	13	148	13	59	40	32	43	99	75	134	40	152	9	8	5	9	9	23	8	13	12	8	10	27	30	20	5				
				9%	3%	17%Tcd	26%Tcd	3%	1%	-	2%	22%Tcd	2%	10%	7%	7%	8%	8%	8%	8%	8%	9%	5%	8%	8%	8%	5%	11%	10%	5%	7%	8%	8%	5%	10%	11%	8%				
				ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij	ghij		
Refused	11	2	9	3	1	1	5	-	1	1	4	6	2	2	3	3	4	5	7	9	3	11	-	-	-	-	-	-	-	4	2	-	2	1	2	-	-				
				1%	*	1%	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	*	1%	1%	1%	1%	-	-	-	-	-	-	-	2%T	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under										Household income										Disability				Financial Vulnerability			
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years 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 £139 per week / Up to £10,399 (k)	From £200 to £299 per week / From £15,999 to £25,999 (l)	From £300 to £499 per week / From £26,000 to £36,999 (m)	From £500 to £699 per week / From £37,000 to £51,999 (n)	From £700 to £899 per week / From £52,000 to £77,999 (o)	From £1,000 to £1,500 and above per week / From £78,000 to £119,999 (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
No children aged 18 or under	1521	1330	182	1521	-	-	-	-	-	-	99	157	338	298	145	63	53	74	36	148	244	103	12	1145	27	349	146	724	283		
	72%bdef	74%b	62%	100%Tdefg	-	-	-	-	-	-	79%kopp	80%pq	78%Topq	72%op	56%	49%	61%	71%op	69%p	71%	80%TTfx	74%	70%	71%	75%	75%	56%	73%A	73%A		
NET: Yes	571	458	110	-	69	149	229	224	174	-	571	27	40	91	116	111	86	32	28	13	58	57	34	5	453	10	108	115	267	101	
	27%kmuu	25%	37%Ta	-	100%Tc	100%Tc	100%Tc	100%Tc	100%Tc	-	100%Tc	21%	20%	21%	28%kn	43%Tkm	51%Tkm	38%km	27%	25%	28%ku	19%	24%	30%	28%ku	27%	23%	44%TBC	27%	26%	
NET: Any 5-18	458	380	76	-	20	68	229	224	174	-	458	18	35	78	88	50	27	26	11	49	53	32	5	355	8	95	101	200	81		
	22%c	21%	26%	-	29%c	46%Tc	100%Todej	100%Todej	100%Todej	-	80%Tode	14%	18%	18%	21%	33%Tkm	39%Tkm	31%km	25%	21%	24%	17%	23%	30%	22%	21%	21%	39%TBC	20%	21%	
NET: Any 11-18	322	274	46	-	7	17	93	224	174	-	322	13	29	47	62	60	29	20	22	10	38	44	27	5	243	2	77	68	140	52	
	15%cm	15%	16%	-	10%k	11%c	40%Tde	100%Todej	100%Todej	-	56%Tode	10%	15%	11%	15%	23%Tkm	23%km	23%km	21%km	20%	18%	16%	20%	19%	19%	6%	17%	26%TBC	14%	14%	
Yes - children aged under 5 years old	198	140	56	-	69	149	68	18	10	-	198	13	9	31	46	41	26	7	7	2	18	10	6	-	167	5	26	44	96	33	
	9%cluzu	8%	19%Ta	-	100%Tcfgh	100%Tcfgh	30%Tcgh	8%c	6%c	-	35%Tcgh	10%	5%	7%	11%l	16%Tlmr	20%Tlmr	8%	6%	4%	9%ku	3%	4%	-	10%kuvz	13%	6%	17%TBC	10%	8%	
Yes - children aged 5 to 10 years old	229	163	44	-	14	57	229	74	30	-	229	11	15	45	50	43	30	9	8	1	22	24	13	2	180	7	42	64	98	39	
	11%c	10%	15%a	-	20%Tc	38%Todeh	100%Todeh	33%Tch	17%Tc	-	40%Todeh	9%	11%	12%	12%	17%Tb	23%Tkm	11%	8%	2%	11%	8%	10%	11%	11%	11%	19%	25%TBC	10%	10%	
Yes - children aged 11 to 15 years old	224	193	30	-	7	12	74	224	75	-	224	9	23	32	49	36	26	10	13	6	24	26	19	5	170	*	53	54	94	37	
	11%c	11%	10%	-	10%k	8%c	32%Todeh	100%Todeh	43%Tode	-	39%Tode	7%	12%	7%	14%u	20%Tkm	11%	11%	12%	12%	12%	8%	14%	8%	14%	28%	1%	11%	21%TBC	9%	10%
Yes - children aged 16 to 18 years old	174	147	25	-	1	9	30	75	174	-	174	5	13	22	25	38	16	19	14	8	19	24	12	*	137	2	34	29	72	37	
	8%k	8%	8%	-	2%k	6%c	13%Tode	34%Tode	100%Tode	-	30%Tode	4%	6%	5%	6%	15%Tkm	13%km	13%km	13%km	13%km	8%	9%	8%	9%	2%	9%	6%	7%	11%	7%	10%
Refused	11	7	3	-	-	-	-	-	-	11	-	-	-	-	-	1	-	3	3	2	4	3	-	4	1	6	*	2	3		
	1%k	*	1%	-	-	-	-	-	-	100%	-	-	-	-	*	*	-	3%Tn	2%Tn	6%Tkmn	1%	1%k	2%k	-	2%	1%k	*	*	*	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contra ct (j)	Fixed (k)	30 day rolling (l)	Out of contra ct (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
No children aged 18 or under	1521	825	383	55	1033	718	315	167	803	459	344	460	227	1294
	72% bc	76% bd	63% c	52% d	70% e	68% f	76% g	70% h	69% i	64% j	77% kl	72% m	69% n	73% o
NET: Yes	571	253	224	47	441	340	101	69	355	252	103	169	102	469
	27% a	23% b	37% c	45% d	30% e	32% f	24% g	29% h	31% i	35% j	23% k	27% l	31% m	26% n
NET: Any 5-18	458	205	179	35	349	263	85	58	266	186	80	153	83	375
	22% a	19% b	29% c	33% d	24% e	25% f	20% g	24% h	23% i	26% j	18% k	24% l	25% m	21% n
NET: Any 11-18	322	146	125	22	242	182	60	40	184	123	60	110	52	270
	15% a	13% b	21% c	21% d	16% e	17% f	14% g	17% h	16% i	17% j	14% k	17% l	16% m	15% n
Yes - children aged under 5 years old	198	74	83	23	155	129	26	22	139	103	36	42	37	161
	9% a	7% b	14% c	22% d	10% e	12% f	6% g	9% h	12% i	14% j	8% k	7% l	11% m	9% n
Yes - children aged 5 to 10 years old	229	94	96	21	177	135	42	29	130	100	31	81	52	178
	11% a	9% b	16% c	20% d	12% e	13% f	10% g	12% h	11% i	14% j	7% k	13% l	16% m	10% n
Yes - children aged 11 to 15 years old	224	90	98	16	170	133	36	26	132	88	45	71	36	188
	11% a	8% b	16% c	15% d	11% e	13% f	9% g	11% h	11% i	12% j	10% k	11% l	11% m	11% n
Yes - children aged 16 to 18 years old	174	91	59	9	131	98	32	22	98	65	33	61	24	150
	8% a	8% b	10% c	9% d	9% e	9% f	8% g	9% h	8% i	9% j	7% k	10% l	7% m	8% n
Refused	11	6	2	2	5	4	1	5	4	4	-	7	2	9
	1% a	1% b	1% c	2% d	1% e	1% f	1% g	2% h	1% i	1% j	-	1% k	1% l	1% m

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender		Age										Social Grade										Urban/Rural		Country										Region									
	Total (T)	Male (M)	Female (F)	16-24 (a)	25-34 (b)	35-44 (c)	45-54 (d)	55-64 (e)	65-74 (f)	75+ (g)	NET: 16-34 (h)	NET: 35-54 (i)	NET: 55+ (j)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ire-land (J)							
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66							
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*							
Anglia	208	93	115	16	44	31	34	26	41	15	60	65	82	44	59	38	67	103	105	157	51	208	-	-	-	-	-	-	2	17	-	168	-	-	17	3	-							
	10%wvz	9%	11%	6%	13%c	9%	10%	9%	12%c	11%	9%	10%	11%c	8%	10%	9%	13%mq	9%	11%n	9%	12%	12%vwx	-	-	-	-	-	-	1%	11%yzAB	-	85%TyzA	-	-	6%yzAB	2%	-							
	zABCEGIJ																																											
Border	21	8	12	1	2	5	5	4	2	2	3	10	8	7	1	4	9	8	13	15	5	9	12	-	-	12	1	8	-	-	-	-	-	-	-	-	-	-						
	1%	1%	1%	*	1%	2%	1%	1%	1%	*	2%	1%	1%	1% 1% 1%	*	1%	2% 2% 1%	1%	1% 1% 1%	1%	1%	1%	7% 7% 7%	Tuw	-	-	7% 7% 7%	TBCD EFGHI	3% 3% 3%	TBCF GHI	-	-	-	-	-	-								
Central	258	134	123	45	47	41	44	30	38	13	92	85	81	80	60	65	53	140	118	206	52	254	4	-	-	4	-	4	-	150	96	-	-	2	1	3	-							
	12%vwx	13%	12%	16%	13%	13%	12%	10%	11%	10%	14%	12%	10%	14%	10%	15% 15% 15%	10%	12%	13%	12%	12%	14% 14% 14%	vwx	2%	-	2%	-	2%	-	82% 82% 82%	Tyz Tyz Tyz	63% 63% 63%	TyzA TyzA TyzA	-	-	1%	*	1%						
	yzABEF GHIJ																																											
Granada	214	104	110	22	32	38	41	35	38	8	54	79	82	54	66	27	68	119	95	186	28	213	-	1	-	-	-	202	-	6	3	1	-	-	3	-	-							
	10%owv	10%	10%	8%	9%	12%	11%	12%	11%	6%	8%	11%	11%	9%	11% 11% 11%	6%	13% 13% 13%	10% 10% 10%	10% 10% 10%	11% 11% 11%	7%	12% 12% 12%	vwx	1%	-	-	87% 87% 87%	TyzB TyzB TyzB	3% 3% 3%	yBFG	2%	1%	-	-	1%	-								
	xyzBCD EFGHIJ																																											
London	395	212	181	75	58	56	75	60	48	23	133	131	131	124	127	63	80	252	144	364	31	394	-	-	2	-	2	2	3	-	4	2	-	25	274	82	3	2						
	19%rvz	21%	17%	26% 26% 26%	Tde	16%	17%	21% 21% 21%	h	20%	14%	18%	21% 21% 21%	h	19%	17%	22% 22% 22%	opr	15%	22% 22% 22%	1%	7%	22% 22% 22%	Twx	-	-	2%	2%	3%	-	4%	2%	13% 13% 13%	yzA yzA yzA	86% 86% 86%	Tyz Tyz Tyz	ABCDEF BCDEFJ BCDEFJ	2%	2%					
	wxyzAB CDEU																																											
Meridian	214	109	103	27	26	35	35	40	31	20	53	71	90	55	55	35	69	110	104	176	38	214	-	-	-	-	-	-	-	2	1	-	3	1	-	184	23	-						
	10%vwx	11%	10%	9%	8%	11%	10%	13% 13% 13%	d	9%	15% 15% 15%	d	10%	12%	10%	9%	8%	13% 13% 13%	oq	9%	11%	10%	9%	12% 12% 12%	vwx	-	-	-	-	1%	1%	-	3	2%	*	64% 64% 64%	Tyz Tyz Tyz	ABCDEF GHIJ GHIJ	2%	-				
	yzABCD EFGJ																																											
STV	157	72	82	17	24	29	27	18	26	15	41	56	59	41	40	36	40	81	76	119	38	-	157	-	-	157	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	7%uvwxz	7%	8%	6%	7%	9%	7%	6%	8%	11%	6%	8%	8%	7%	7%	8%	8%	7%	8%	7%	9%	-	89% 89% 89%	Tuvwx	-	-	89% 89% 89%	TzAB TzAB TzAB	-	-	-	-	-	-	-	-	-	-	-	-				
	ABCDEF GHIJ																																											
Tyne Tees	81	41	40	8	12	12	20	11	14	3	20	32	29	27	12	26	16	39	42	63	18	81	-	-	-	-	-	79	1	1	-	-	-	-	-	-	-	-						
	4%vzAB	4%	4%	3%	3%	4%	6%	4%	4%	2%	3%	5%	4%	5% 5% 5%	2%	6% 6% 6%	3%	3%	4% 4% 4%	4%	4%	5% 5% 5%	vz	-	-	-	95% 95% 95%	TzAB TzAB TzAB	1%	1%	-	-	-	-	-	-	-							
	CDFGHI J																																											
Wales	100	48	52	10	23	8	22	12	18	8	33	30	37	30	30	29	11	60	40	59	41	1	-	99	-	-	-	-	-	1	-	99	-	-	-	-	-	-						
	5%ovvz	5%	5%	4%	6% 6% 6%	e	2%	6% 6% 6%	e	4%	5%	4%	5%	5% 5% 5%	2%	5% 5% 5%	2%	5% 5% 5%	4%	4%	3%	10% 10% 10%	Ts	*	99% 99% 99%	Tuvx	-	-	-	-	1%	-	99% 99% 99%	TzA TzA TzA	-	-	-	-	-					
	BCDFG HI																																											

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age							Social Grade							Urban/Rural		Country						Region												
	Total (T)	Male (A)	Female (B)	16-24 (C)	25-34 (D)	35-44 (E)	45-54 (F)	55-64 (G)	65-74 (H)	75+ (I)	NET: 16-34 (J)	NET: 35-54 (K)	NET: 55+ (L)	AB (M)	C1 (N)	C2 (O)	DE (P)	ABC1 (Q)	C2DE (R)	Urban (S)	Rural (T)	England (U)	Scotland (V)	Wales (W)	North-ern Ireland (X)	Scotland (Y)	North East (Z)	North West (AA)	York-shire & Humber-side (AB)	West Midlands (AC)	East Midlands (AD)	Wales (AE)	East-ern (AF)	London (AG)	South East (AH)	South West (AI)	North-ern Ireland (AJ)	
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*	
West	83	39	44	27	16	15	9	7	8	1	43	24	16	26	24	21	12	50	33	69	14	80	1	-	1	1	-	14	-	17	-	-	-	-	-	-	49	1
	4%NIBDF	4%	4%	9%Tdfg	5%	5%l	2%	2%	2%	1%	7%Tfgh	4%	2%	4%	4%	5%	2%	4%	4%	4%	3%	5%v	1%	-	2%	1%	-	6%yzBD	-	9%TyzB	-	-	-	-	-	28%TyzA	2%GH	
	GH			hij							ikj																EF		DEFGH						BCDEFGH	J		
Westcountry	102	37	63	9	14	21	14	16	21	7	22	36	44	12	39	20	30	52	50	69	33	102	-	-	-	-	-	1	-	2	*	-	-	-	-	-	98	-
	5%lmwxy	4%	6%a	3%	4%	7%	4%	5%	6%	5%	3%	5%	6%	2%	7%lm	5%lm	6%lm	4%lm	5%lm	4%	8%Tt	6%ww	-	-	-	-	-	*	-	1%	*	-	-	-	-	-	55%TyzA	-
	GH																																			BCDEFGH	J	
Yorkshire	210	97	113	25	42	25	27	34	44	13	68	52	91	46	65	49	49	112	98	157	53	209	2	-	-	2	1	*	171	-	32	-	2	2	1	-	-	
	10%wxyz	9%	11%	9%	12%k	8%	7%	11%	13%fk	10%	11%	8%	12%k	8%	11%	12%	10%	10%	10%	9%	12%	12%wx	1%	-	-	1%	1%	*	100%TyzA	-	21%TyzA	-	1%	1%	*	-	-	
	J																												CEFGHJ		CEFGHJ							
UTV	60	33	27	7	12	8	8	11	10	4	19	16	25	27	14	13	7	40	20	40	20	5%	-	-	-	60	-	-	-	-	-	-	-	-	-	-	-	60
	3%uABC	3%	3%	2%	3%	3%	2%	4%	3%	3%	3%	2%	3%	5%pr	2%	3%	1%	3%p	2%	2%	2%	5%h	-	-	-	95%Tuww	-	-	-	-	-	-	-	-	-	-	95%TyzABCEFGH	
	FGH																																					

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household income													Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	£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	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
Anglia	208	192	15	156	5	10	32	23	11	1	50	19	19	33	44	32	7	5	10	8	16	31	14	3	152	8	48	31	94	34	
10%b	1%	1%	5%	10%	7%	7%	14%h	10%	6%	9%	15%mp	10%	8%	11%	13%	6%	6%	10%	16%	10%	8%	10%	10%	3%	9%	23%	10%	12%	10%	9%	
Border	21	18	1	10	1	1	5	3	5	-	11	1	1	6	3	1	1	-	3	1	1	2	1	-	18	1	2	3	9	1	
1%	1%	*	1%	2%	1%	2%	1%	3%c	-	2%c	1%	1%	1%	1%	1%	*	1%	-	3%	2%	*	1%	*	-	1%	3%	*	1%	1%	*	
Central	258	212	44	164	19	31	29	28	24	6	88	12	22	51	53	37	11	11	15	7	32	34	14	2	202	2	53	30	135	33	
12%	12%	15%	11%	27%Tcdg	11%	20%Tc	13%	12%	14%	52%	15%c	10%	11%	12%	13%	14%	8%	13%	14%	14%	15%	11%	10%	13%	13%	6%	11%	11%	14%C	8%	
Granada	214	189	25	160	5	7	17	27	21	-	54	8	22	60	32	24	15	5	8	5	24	29	15	2	164	2	48	26	105	36	
10%e	11%	8%	11%e	8%	4%	7%	7%	12%e	12%e	-	9%	6%	11%	14%Tkn	8%	9%	12%	6%	8%	9%	11%	9%	11%	10%	10%	5%	12%	10%	11%	9%	
London	395	270	119	280	14	28	45	45	41	2	113	27	38	68	70	47	18	24	27	9	27	45	19	3	312	14	69	62	154	77	
19%a	15%	40%Ta	18%	20%	19%	20%	20%	24%	20%	20%	22%	22%	20%	16%	17%	18%	14%	28%im	26%im	17%	13%	15%	14%	18%	19%t	14%	37%	15%	24%B	16%	20%
Meridian	214	198	16	154	8	10	19	26	24	2	58	11	15	30	56	26	18	11	8	8	22	37	21	-	160	3	50	22	94	52	
10%b	11%b	5%	10%	12%	7%	8%	12%	14%	19%	10%	9%	8%	7%	14%im	10%	14%im	12%	7%	15%	10%	12%	15%	-	10%	9%	11%	8%	9%	14%		
STV	157	147	9	115	6	18	23	16	5	-	42	12	19	31	30	15	16	5	4	1	21	32	14	3	107	2	48	21	75	33	
7%b	6%b	3%	8%	8%	12%h	10%h	7%	3%	-	7%	10%	10%	7%	7%	6%	12%r	6%	4%	3%	10%	10%k	10%	18%	7%	6%	10%k	8%	8%	8%	8%	
Tyne Tees	81	78	2	54	2	5	11	9	9	-	26	4	7	20	18	7	4	4	7	2	15	16	10	1	58	1	22	8	47	11	
4%b	4%b	1%	4%	3%	3%	5%	4%	5%	-	5%	4%	4%	5%	4%	5%	3%	3%	5%	6%	4%	7%TTx	5%	7%	7%	4%	2%	5%	3%	5%	3%	
Wales	100	93	7	77	3	6	8	7	8	-	23	5	7	30	20	13	11	4	5	1	5	18	5	1	77	-	23	8	51	31	
5%	5%	2%	5%	5%	4%	3%	3%	4%	-	4%	4%	4%	7%	5%	5%	9%	5%	5%	5%	2%	2%	6%	4%	3%	5%	-	13%	3%	5%	8%TA	
West	83	54	29	54	3	11	13	8	4	-	30	6	11	15	13	13	5	-	7	1	5	9	2	-	70	1	5	15	42	6	
4%	3%	10%Ta	4%	4%	7%c	6%	4%	3%	-	5%	5%	5%	4%	3%	5%	4%	-	6%	1%	1%	2%	3%	1%	-	4%	2%	3%	6%C	4%C	2%	
Westcountry	102	96	6	79	1	8	8	7	8	-	23	4	12	27	29	4	1	5	3	2	17	19	12	1	69	-	33	7	64	11	
5%	5%b	2%	5%	1%	8%	3%	3%	5%	-	4%	3%	6%op	6%op	7%op	2%	1%	6%	3%	4%	8%x	6%	9%x	6%	4%	-	7%x	3%	6%AC	3%		
Yorkshire	210	190	20	174	1	10	16	17	8	-	36	14	19	53	38	26	13	8	5	3	21	23	10	1	189	1	40	26	106	39	
10%d	11%	7%	11%dj	1%	6%	7%	8%	5%	-	6%	11%	10%	12%	9%	10%	10%	9%	5%	6%	6%	10%	7%	7%	9%	11%	1%	9%	10%	11%	10%	

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,599 to £25,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £999 per week / From £51,999 to £77,999 per year (o)	From £1,000 to £1,499 per week / From £77,999 to and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
UTV	60	57	3	43	2	5	4	7	5	-	17	2	3	6	8	12	9	5	3	4	3	10	2	-	45	2	14	3	17	23
	3%	3%	1%	3%	2%	3%	2%	3%	3%	-	3%	2%	1%	1%	2%		5% 7% 11m	6% 11m	3%	8% 11m	1%	3%	2%	-	3%	5%	3%	1%	2%	6% 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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (n)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Anglia	208	98	64	16	154	126	26	18	125	70	55	53	41	167
	10% ^f	9%	10%	15%	10% ^f	12% ^f	6%	8%	11%	10%	12%	8%	12%	9%
Border	21	14	3	-	11	4	7	5	7	7	*	10	2	19
	1%	1%	1%	-	1%	2%	2%	1%	1%	1%	*	2%	2	1%
Central	258	131	72	17	180	125	55	34	151	96	55	68	47	211
	12%	12%	12%	16%	12%	12%	13%	14%	13%	13%	12%	11%	14%	12%
Granada	214	98	75	6	152	110	42	24	105	63	42	75	25	189
	10%	9%	12%	6%	10%	10%	10%	10%	9%	9%	9%	12%	7%	11%
London	395	208	105	17	267	194	73	39	209	123	85	121	65	330
	19%	19%	17%	16%	18%	18%	17%	16%	18%	17%	19%	19%	20%	19%
Meridian	214	105	70	8	155	114	41	20	111	73	38	72	24	190
	10%	10%	12%	7%	11%	11%	10%	8%	10%	10%	9%	11%	7%	11%
STV	157	83	45	5	105	72	33	23	90	60	30	43	22	135
	7%	8%	7%	5%	7%	7%	8%	9%	8%	8%	7%	7%	7%	8%
Tyne Tees	81	38	32	4	64	52	12	9	52	41	11	22	12	69
	4%	4%	5%	4%	4%	5%	3%	4%	5%	6%	2%	3%	3%	4%
Wales	100	64	26	5	76	51	26	14	57	30	28	38	23	78
	5%	6%	4%	5%	5%	5%	6%	6%	5%	4%	6%	6%	7%	4%
West	83	44	22	5	51	35	17	17	49	27	22	21	5	76
	4%	4%	4%	5%	3%	3%	4%	7%	4%	4%	5%	3%	2%	4%
Westcountry	102	48	31	8	74	51	23	7	51	31	20	36	20	82
	5%	4%	5%	8%	5%	5%	6%	3%	4%	4%	4%	6%	5%	5%
Yorkshire	210	121	47	10	151	97	54	20	120	72	48	58	38	172
	10%	11%	8%	10%	10%	9%	13%	8%	10%	10%	11%	9%	11%	10%
UTV	60	32	17	2	39	30	9	10	33	21	12	18	9	52
	3%	3%	3%	2%	3%	3%	2%	4%	3%	3%	3%	3%	3%	3%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 160
Marital Status
Base: All respondents

	Gender			Age							Social Grade					Urban/Rural		Country				Region																	
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scot-land (y)	North East (z)	North West (aa)	York-shire & Humb-erside (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)		
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66		
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*		
Single	732	388	339	239	164	102	108	70	41	8	403	211	118	225	230	92	185	455	277	627	105	620	61	36	15	61	21	80	63	73	39	36	54	140	83	66	15		
	35%ghi	38%b	32%	32%Tde	47%Tef	31%ghi	30%hil	23%hil	12%	6%	65%Tde	31%ghi	15%k	39%kor	39%kor	21%	36%kor	39%Tor	30%ko	37%kt	25%	35%	35%	36%	23%	35%	26%	34%	37%	40%zDF	26%	36%	27%	51%Tz	29%	37%	23%		
NET: Married/ Civil partnership/ co-habiting	1104	548	551	48	183	211	214	165	215	67	231	425	448	290	279	310	224	569	534	841	262	917	88	57	41	88	52	126	88	95	88	57	109	114	156	89	41		
	52%cjp	53%	52%	16%	52%cj	65%Tod	59%Tcj	55%cj	63%Tod	51%cj	36%c	62%Tod	58%Tcj	51%p	47%	73%Tmm	44%	49%	57%Tmm	50%	62%Ts	52%	50%	57%	65%	50%	62%G	54%G	52%	52%G	58%G	57	57%G	55%G	114	41%	54%G	50%	65%G
Married	831	428	401	27	118	143	166	133	186	58	145	309	378	232	204	230	165	436	395	629	202	687	65	46	33	65	38	86	62	76	64	46	81	91	120	67	33		
	40%cjp	42%	38%	9%	34%cj	44%cdj	46%Tod	44%cdj	55%Tod	44%cdj	23%c	45%Tod	49%Tod	41%p	34%	54%Tmm	32%	37%	42%np	37%	42%np	37%	48%Ts	39%	37%	46%	46%	37%	37%	36%	42%	43%	46%G	41%	33%	42%	37%	53%ABG	
Civil Partnership	10	7	4	-	1	4	3	2	-	1	7	2	-	2	3	4	2	8	9	1	9	-	1	-	-	-	3	-	1	1	1	1	4	-	-	-	-		
Co Habiting	262	114	147	21	64	64	45	29	29	9	85	110	68	58	74	77	54	131	131	203	59	221	23	11	8	23	14	37	26	18	23	11	27	18	36	22	8		
	12%ciG	11%	14%	7%	18%Tog	20%Tcf	13%	10%	9%	7%	13%cd	16%Togh	9%	10%	12%	18%Tmm	11%	11%	14%	12%	14%	13%	13%	11%	13%	13%	16%G	16%G	15%G	10%	15%G	11%	14%G	7%	13%G	12%	13%		
NET: Widowed/ separated/ divorced	262	85	176	1	3	11	39	67	84	56	4	50	208	54	82	25	101	136	126	207	54	222	26	7	7	26	10	26	20	15	23	7	34	21	47	25	7		
	12%aacde	8%	17%Ta	*	1%	4%cdj	11%code	6%	25%Tode	1%	7%code	27%Tode	9%	14%mo	6%	20%Tmm	12%ko	13%mo	12%	13%	13%	15%	7%	11%	15%G	12%	11%	12%	8%	15%G	7%	17%CEG	8%	16%CEG	14%	11%			
Widowed	76	22	54	-	-	-	2	16	33	25	-	2	74	9	22	6	38	31	44	60	15	68	2	3	2	2	2	10	14	3	6	3	9	6	13	5	2		
	4%cdfef	2%	5%ka	-	-	-	1%	5%code	10%Tod	19%Tode	-	10%Tode	2%	4%	1%	8%Tmo	3%	5%moq	4%	4%	4%	4%	3%	2%	3%	1%	3%	4%	4%	8%TYCG	1%	4%	3%	5%	2%	5%	3%		
Separated	23	15	7	1	-	6	6	5	-	1	11	10	6	4	3	9	10	13	18	5	19	4	-	-	4	4	4	2	1	1	2	-	2	3	1	5	-		
	1%	1%	1%	*	-	2%dj	2%dj	2%dj	1%j	-	2%dj	1%j	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	-	-	2%	4%BCH	1%	*	*	1%	-	1%	-	1%	*	3%	-		
Divorced	163	48	115	-	3	6	31	46	46	32	3	37	124	39	56	16	53	95	69	129	34	135	20	4	5	20	4	14	6	12	15	4	23	12	33	15	5		
	8%aacde	5%	11%Ta	-	1%	2%	9%code	15%Tod	13%Tod	24%Tode	3%	5%code	16%Tode	7%	9%ko	4%	10%ko	8%ko	7%ko	8%	8%	11%	4%	9%	11%BEG	5%	6%	6%	3%	6%	10%BEG	4%	12%BEG	4%	12%BEG	8%	9%		
Prefer not to answer	6	5	-	2	2	1	-	1	-	4	1	1	3	2	-	1	5	1	6	-	6	-	-	-	-	-	-	1	-	*	1	-	1	2	1	-	-		
	*	*	-	1%	1%	*	-	*	-	1%	*	*	1%	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	1%	*	*	*		

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

Table 161
Marital Status
Base: All respondents

	Ethnicity			Children 18 or Under							Household Income											Disability				Financial Vulnerability				
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £78,000 and above per week / From £78,000 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disabled by other (v)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)		
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Single	732	555	172	660	3	12	27	24	20	3	68	64	71	131	116	80	30	36	56	12	107	77	49	4	557	18	156	110	259	158
NET: Married/ Civil partnership/ co-habiting	1104	982	115	629	65	136	192	180	137	5	470	26	64	233	256	163	99	50	30	73	154	65	11	871	17	216	102	591	198	
Married	831	726	100	468	54	100	146	138	105	2	361	21	52	175	193	115	70	32	26	50	114	49	10	660	10	161	78	449	131	
Civil Partnership	10	10	-	3	1	1	3	4	1	-	7	-	1	6	1	-	-	-	1	-	3	3	-	5	-	5	2	6	-	
Co-Habiting	262	246	15	158	10	35	43	38	30	3	102	4	12	52	62	48	29	18	12	4	20	37	14	*	206	7	49	22	136	67
NET: Widowed/ separated/ divorced	262	255	7	229	1	1	8	19	17	1	31	36	61	85	42	14	-	-	3	9	28	74	26	3	169	2	91	46	144	36
Widowed	76	76	-	72	-	-	4	2	1	-	3	8	23	23	5	2	-	-	*	8	4	22	4	1	50	-	26	10	43	7
Separated	23	20	3	14	1	1	3	5	4	1	8	2	2	5	4	6	-	-	*	1	5	8	2	-	12	-	10	4	10	4
Divorced	163	159	4	143	-	1	5	12	12	-	20	26	36	37	34	7	1	-	2	1	20	44	19	2	107	2	55	32	90	19
Prefer not to answer	6	3	1	3	1	1	1	-	1	2	2	1	2	-	-	-	1	1	2	-	-	-	-	5	2	-	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 162
Marital Status
Base: All respondents

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total	Sim-only	Bundle	Separate	Total in-contract	Fixed	30 day rolling	Out of contract	Total aware	Aware CAN increase	Aware CANNOT increase	Not aware	Yes	No
	(T)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Single	732	374	193	28	511	353	158	60	359	199	159	236	137	595
	35%g	34%	32%	28%	35%g	33%g	38%g	25%	31%	28%	36%j	37%h	41%Tm	34%
NET: Married/ Civil partnership/ co-habiting	1104	562	341	62	781	574	207	150	659	444	215	306	158	946
	52%	52%	56%	60%	53%	54%	50%	62%Tde	57%Tj	62%Tj	48%	48%	48%	53%
Married	831	433	239	43	578	421	158	113	501	328	173	215	120	711
	40%k	40%	39%	42%	39%	40%	38%	47%d	43%k	46%Tj	39%	34%	36%	40%
Civil Partnership	10	4	5	-	5	5	-	-	3	3	-	6	1	9
	*	*	1%	*	*	1%	-	-	*	*	*	1%	*	23%
Co Habiting	262	125	97	18	197	147	50	36	155	113	42	86	37	225
	12%	12%	16%a	18%	13%	14%	12%	15%	13%	16%j	9%	13%	11%	13%
NET: Widowed/ separated/ divorced	262	146	70	15	183	133	50	31	141	70	71	91	35	227
	12%	13%	12%	14%	12%	13%	12%	13%	12%	10%	16%i	14%l	11%	13%
Widowed	76	49	14	6	52	35	17	8	37	17	20	31	6	69
	4%	5%b	2%	6%	4%	3%	4%	3%	3%	2%	4%	5%l	2%	4%
Separated	23	10	7	2	15	12	3	2	12	9	3	7	6	17
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Divorced	163	87	50	7	116	86	31	21	92	44	48	52	23	141
	8%	8%	8%	6%	8%	8%	7%	9%	8%	6%	11%j	8%	7%	8%
Prefer not to answer	6	2	4	-	5	3	1	-	2	1	1	4	2	4
	*	*	1%	-	*	*	1	-	*	*	1%	*	*	*

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender		Age								Social Grade						Urban/Rural		Country					Region															
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (A)	York-shire & Humber-side (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East-ern (F)	London (G)	South East (H)	South West (I)	North-ern Ireland (J)		
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66		
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*		
Glasgow	81	34	45	10	15	14	16	7	15	3	25	31	25	14	28	14	24	42	38	66	14	1	80	-	-	80	-	1	-	-	-	-	-	-	-	-	-	-	
	4%uABC	3%	4%	3%	4%	4%	4%	2%	4%	2%	4%	3%	2%	5%	3%	5%	4%	4%	4%	4%	3%	*	45%Tuxx	-	-	45%TzAB	-	*	-	-	-	-	-	-	-	-	-	-	
Edinburgh	79	36	42	8	13	13	13	8	14	10	21	26	32	25	14	18	22	39	40	62	17	-	79	-	-	79	-	-	-	-	-	-	-	-	-	-	-	-	
	4%uABC	3%	4%	3%	4%	4%	4%	3%	4%	7%	3%	4%	4%	4%	2%	4%	4%	3%	4%	4%	4%	-	45%Toux	-	-	45%TzAB	-	-	-	-	-	-	-	-	-	-	-	-	-
Newcastle	86	44	42	8	13	14	21	12	15	4	21	34	30	28	13	29	16	41	45	66	20	86	-	-	-	80	4	1	1	1	-	-	-	-	-	-	-	-	
	4%vyCD	4%	4%	3%	4%	4%	6%	4%	4%	3%	3%	5%	4%	5%n	2%	7%Tnpq	3%	4%	5%n	4%	5%	5%vw	-	-	-	-	85%TyAB	2%	2%	1%	1%	-	-	-	-	-	-	-	
Leeds	83	42	41	12	19	9	9	8	21	5	31	18	34	21	23	24	16	44	40	60	23	83	-	-	-	-	-	1	82	-	-	-	-	-	-	-	-	-	
	4%vyAC	4%	4%	4%	5%	3%	2%	3%	6%fk	4%	5%	3%	4%	4%	4%	6%	3%	4%	4%	4%	6%	5%vw	-	-	-	-	-	1%	48%TyzA	-	-	-	-	-	-	-	-	-	
Hull	41	13	28	4	3	2	4	13	10	4	7	6	28	5	11	9	16	16	25	33	8	41	-	-	-	-	-	37	-	4	-	-	-	-	-	-	-		
	2%GH	1%	3%	1%	1%	1%	1%	4%Tcde	3%k	3%	1%	1%	4%Tdef	1%	2%	2%	3%mq	1%	3%km	2%	2%	2%	-	-	-	-	-	21%TyzA	-	3%ACFG	-	-	-	-	-	-	-		
Sheffield	59	29	31	8	11	11	11	7	8	3	19	22	19	14	18	12	15	32	28	48	11	59	-	-	-	-	-	46	-	12	-	-	-	-	1	-	-		
	3%ACGH	3%	3%	3%	3%	3%	3%	2%	2%	2%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%	3%	3%v	-	-	-	-	-	27%TyzA	-	8%TyzA	-	-	-	-	*	-	-		
Manchester	165	93	72	28	21	30	31	19	32	4	49	61	55	43	55	22	45	98	67	147	19	164	-	1	-	-	151	3	10	-	1	-	-	-	-	-	-		
	8%twx	9%	7%	10%l	6%	9%l	9%	6%	9%l	3%	8%	9%l	7%	8%	9%o	5%	9%	8%	7%	9%t	4%	9%vwx	-	1%	-	-	65%TyzB	2%GH	5%yzDF	-	5%yzDF	-	1%	-	-	-	-		
Liverpool	74	33	41	6	12	15	14	15	9	4	18	28	28	23	18	17	15	42	32	62	13	62	-	12	-	-	60	2	-	-	-	12	-	-	-	-	-		
	4%vyBD	3%	4%	2%	4%	4%	4%	5%	3%	3%	3%	4%	4%	4%	3%	4%	3%	4%	3%	4%	3%	4%v	-	12%Tuxx	-	-	26%TyzB	-	1%	-	-	12%TyzB	-	-	-	-	-	-	
Nottingham	95	44	51	10	21	17	15	14	14	5	31	31	33	26	28	23	18	54	41	68	27	95	-	-	-	-	-	-	1	92	-	2	-	-	-	-	-		
	5%vyAB	4%	5%	3%	6%	5%	4%	4%	4%	4%	5%	5%	4%	5%	5%	5%	4%	5%	4%	4%	6%	5%vw	-	-	-	-	-	-	61%TyzA	-	1%	-	1%	-	-	-	-		
	CGHI																																						

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age													Social Grade										Urban/Rural		Country										Region									
	Total (D)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ire-land (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-side (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)											
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*											
Birmingham	172	90	81	40	46	18	26	14	19	9	86	44	41	55	37	37	43	92	80	141	31	169	-	3	-	1	-	-	-	155	10	3	-	-	-	2	-											
	8%xy	9%	8%	14%Tef	13%Tefg	6%	7%	5%	5%	7%	13%Tefg	6%	5%	10%	6%	9%	8%	8%	9%	8%	8%	10%xx	-	3%v	-	-	1%	-	-	85%TyZA	7%yABF	3%yABF	-	-	-	-	1%											
	zABFGH			ghl	hkl						hkl																		BDEFGHI	GHI	GH																	
Norwich	75	28	47	8	11	8	15	14	8	10	8%Tceh	19	24	32	6	22	20	27	29	46	51	24	75	-	-	-	-	-	-	1	-	-	74	-	-	-	-											
	4%lmjA	3%	4%	3%	3%	3%	4%	5%	2%	8%Tceh	3%	3%	4%	1%	4%nm	5%nm	5%mq	2%	2%	5%	3%	6%	4%v	-	-	-	-	-	-	1%	-	-	37%TyZA	-	-	-	-											
	BCGHI									jk																			BCDEGHI	J																		
Milton Keynes	53	23	29	5	11	8	9	8	10	1	17	17	19	12	14	10	17	26	26	37	16	53	-	-	-	-	-	-	-	1	19	-	25	1	8	-	-											
	3%IAG	2%	3%	2%	3%	3%	3%	2%	3%	*	3%	3%	2%	2%	2%	2%	3%	2%	3%	2%	4%	3%v	-	-	-	-	-	-	*	12%TyZA	-	13%TyZA	-	8	3%AG	-	-											
																														BCEGHJ		BCEGHJ																
Brighton	55	29	26	10	8	6	9	15	4	4	18	15	22	19	9	11	16	28	27	50	5	55	-	-	-	-	-	-	-	-	-	-	-	*	52	3	-	-										
	3%ACG	3%	2%	3%	2%	2%	3%	5%Thk	1%	3%	3%	2%	3%	3%	1%	3%	3%	2%	3%	3%	1%	3%v	-	-	-	-	-	-	-	-	-	-	*	18%TyZA	2%	2%	-	-										
Oxford	40	28	12	5	7	7	4	8	4	5	12	11	17	7	10	6	18	16	24	29	11	40	-	-	-	-	-	-	-	2	-	-	-	4	-	31	4	-										
	2%G	3%b	1%	2%	2%	2%	1%	3%	1%	4%	2%	2%	2%	1%	2%	1%	4%mq	1%	3%	2%	3%	2%	2%	-	-	-	-	-	-	1%	-	-	2%	-	11%TyZA	2%G	-	-										
London	500	256	240	79	79	79	90	72	70	31	158	169	174	160	158	75	106	318	182	454	46	500	-	-	-	-	2	4	*	-	1	-	79	276	134	4	-											
	24%ort	25%	22%	27%	23%	24%	25%	24%	21%	24%	25%	22%	22%	28%opr	27%or	18%	21%	27%opr	19%	27%at	11%	28%Twxx	-	-	-	-	2%	2%	*	-	*	-	40%Tyz	99%Tyz	47%TyZA	2%	2%											
	vxyZA																																															
	BCDEJ																																															
Southampton	75	33	43	7	9	19	11	8	15	7	16	29	40	16	28	11	21	44	31	66	10	75	-	-	-	-	-	-	-	-	-	-	1	-	50	25	-	-										
	4%vyAB	3%	4%	3%	2%	6%j	3%	3%	4%	5%	2%	4%	3%	3%	5%	2%	4%	4%	3%	4%	2%	4%v	-	-	-	-	-	-	-	-	-	-	-	17%TyZ	14%TyZA	BCDEFGJ	2%	-										
	CDFG																																															
Bristol	61	31	29	13	12	10	8	8	6	4	25	18	18	20	15	12	14	35	26	52	9	61	-	-	-	-	-	-	-	-	-	-	-	-	-	61	34%TyZA	-	-									
	3%ABCF	3%	3%	4%	3%	3%	2%	3%	2%	3%	4%	3%	2%	4%	3%	3%	3%	3%	3%	3%	3%	3%v	-	-	-	-	-	-	-	-	-	-	-	-	-	BCDEFGH	2%	-										
	GH																																															
Plymouth	73	25	47	6	7	15	8	14	19	3	13	23	36	8	32	13	20	40	33	47	26	73	-	-	-	-	-	-	-	-	-	-	-	-	-	73	41%TyZA	-	-									
	3%lmwA	2%	4%a	2%	2%	5%	2%	5%j	6%dfj	2%	2%	3%	5%j	1%	5%lm	3%	4%lm	3%lm	4%lm	3%	6%Ts	4%v	-	-	-	-	-	-	-	-	-	-	-	-	-	41%TyZA	BCDEFGH	J	-									
	BCDFGH																																															
Cardiff	71	31	40	9	16	6	19	8	10	3	25	25	21	19	23	20	9	42	29	44	27	1	-	70	-	-	-	-	-	1	-	70	-	-	-	-	-	-										
	3%lmwA	3%	4%	3%	5%	2%	5%	3%	3%	2%	4%	4%	3%	3%	4%	5%p	2%	4%	3%	4%	3%	6%Ts	*	-	70%Tuvx	-	-	-	-	-	1%	-	70%TyZA	BCDFGHI	J	-	-	-										
	BDFGHI																																															

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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age								Social Grade						Urban/Rural		Country				Region														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	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)	
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*	
Belfast	63 3%uyvA BCFGH	35 3%	29 3%	7 2%	14 4%	10 3%	8 2%	11 4%	10 3%	4 3%	21 3%	18 3%	25 3%	28 5%Tpr	15 3%	13 3%	7 1%	43 4%p	20 2%	42 3%	21 5% s	-	-	-	63 100% Tuvw	-	-	-	-	-	-	-	-	-	-	-	-	63 100% TyzABCDEF GHI
None of these	101 5% dBG	49 5%	51 5%	7 2%	4 1%	15 5% dj	21 6% dj	19 6% cdj	25 7% cdj	11 8% cdj	10 2%	37 5% dj	55 7% Tcdj	22 4%	22 4%	31 7% mmq	27 5%	44 4%	57 6% q	58 3%	43 10% Ts	71 4%	16 9% Tux	14 14% Tux	-	16 9% TzBG J	1 1%	12 5% BG	1 1%	11 6% BG	11 8% zBG J	14 14% TzAB GHJ	14 7% BG	* 4% G	12 4% G	8 4% G	-	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under					Household Income										Disability				Financial Vulnerability							
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £26,000 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 £52,000 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £78,000 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	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Glasgow	81	71	9	56	3	11	16	9	1	-	24	6	12	16	17	7	8	-	3	1	14	13	10	3	53	-	28	10	44	11
Edinburgh	79	74	5	60	3	7	5	5	8	-	19	4	7	14	13	10	9	5	4	-	6	15	4	-	62	2	15	7	33	22
Newcastle	86	80	4	58	2	4	11	9	10	-	28	4	8	20	20	8	5	4	7	3	15	17	10	1	62	1	23	10	48	12
Leeds	83	76	7	74	-	2	3	5	4	-	10	8	5	17	21	9	-	6	2	1	10	10	3	1	67	-	17	11	37	18
Hull	41	41	-	34	-	-	5	2	2	-	7	3	8	9	6	7	-	-	2	2	5	7	4	-	31	-	10	5	28	-
Sheffield	59	56	3	49	1	1	1	8	2	-	10	2	5	18	7	6	10	2	1	-	4	2	2	-	50	-	9	5	30	15
Manchester	165	134	31	119	4	11	20	20	15	-	46	7	23	52	26	14	11	3	5	1	8	17	5	2	136	2	27	29	81	27
Liverpool	74	68	6	56	1	2	7	9	7	-	18	3	5	16	17	6	5	5	4	1	13	13	10	-	52	-	23	5	34	17
Nottingham	95	76	18	57	5	15	13	12	10	2	36	4	5	23	25	15	3	-	3	4	12	10	3	1	74	3	18	11	57	6
Birmingham	172	131	40	105	16	20	20	13	16	4	63	10	19	31	26	23	9	12	10	3	22	19	10	1	136	2	34	22	83	25
Norwich	75	73	2	61	1	5	6	6	1	-	14	14	7	12	11	8	2	2	5	2	6	10	7	1	55	1	19	15	31	8
Milton Keynes	53	49	3	35	-	5	9	8	3	-	18	3	4	11	19	7	4	1	1	1	1	8	2	-	39	3	10	9	28	12

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household Income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £10,400 to £15,599 per year (l)	From £300 to £499 per week / From £15,600 to £25,999 per year (m)	From £500 to £699 per week / From £26,000 to £36,399 per year (n)	From £700 to £999 per week / From £36,400 to £51,999 per year (o)	From £1,000 to £1,499 per week / From £52,000 to £77,999 per year (p)	From £1,500 and above per week / From £78,000 and above per year (q)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Brighton	55 3%	53 3% ^b	2 1%	44 3%	-	1 1%	2 1%	6 3%	5 3%	-	11 2%	3 2%	2 1%	12 3%	13 3%	7 5%	3 2%	4 4%	2 2%	1 2%	5 3%	12 4%	6 4%	-	41 3%	1 2%	13 3%	8 2%	24 2%	15 4%
Oxford	40 2%	37 2%	3 1%	34 2%	2 3%	3 2%	3 1%	2 1%	2 1%	1 5%	6 1%	1 4%	8 2%	9 2%	7 2%	1 3%	1 4%	3 4%	1 1%	-	4 2%	7 2%	2 2%	-	31 2%	*	9 1%	20 2%	14 4%	
London	500 24% ^a	364 20%	129 44% ^{Ta}	348 23%	20 29%	32 21%	89 30% ^c	68 31% ^{cc}	52 30%	3 28%	150 26%	34 27%	42 21%	85 20%	97 23%	65 24%	31 29%	26 26%	30 29%	14 27%	40 19%	66 21%	28 20%	5 26%	387 24%	15 39%	98 21%	76 29% ^B	200 20%	103 27% ^B
Southampton	75 4%	72 4%	4 1%	55 4%	3 5%	4 3%	9 4%	7 3%	7 4%	-	20 4%	4 3%	6 3%	12 4%	17 4%	5 2%	6 5%	2 2%	4 4%	2 4%	9 4%	7 2%	11 4%	-	57 4%	1 2%	17 4%	6 2%	33 3%	12 3%
Bristol	61 3%	51 3%	10 3%	41 3%	2 2%	5 4%	4 2%	6 3%	6 4%	-	20 4%	3 2%	4 2%	12 3%	10 2%	14 5%	1 1%	2 2%	6 6% ^p	3 5%	7 4%	10 3%	3 2%	-	46 3%	-	15 2%	4 3%	35 2%	7 2%
Plymouth	73 3%	70 4% ^b	3 1%	58 4%	1 4%	5 3%	5 2%	6 3%	6 4%	-	15 3%	1 4%	7 4%	17 4%	23 6% ^{kop}	4 2%	1 1%	3 4%	1 1%	-	10 5%	13 4%	7 5%	-	52 3%	-	21 5%	3 1%	47 5% ^{AC}	6 2%
Cardiff	71 3%	66 4%	4 1%	55 4%	3 5%	4 3%	7 3%	6 2%	4 3%	-	16 3%	3 2%	4 2%	18 4%	14 3%	10 4%	11 8% ^{TI}	2 3%	5 5%	1 2%	3 2%	13 4%	2 2%	-	56 4%	-	15 3%	5 2%	33 3%	24 6% ^{TAB}
Belfast	63 3%	60 3%	3 1%	43 3%	2 3%	7 5%	5 2%	9 4%	5 3%	-	20 4%	2 2%	3 1%	6 1%	10 2%	12 7% ^{km}	9 5%	5 6%	3 3%	4 8% ^{mn}	3 1%	10 3%	2 2%	-	48 3%	2 5%	14 3%	4 1%	20 2%	23 6% ^{TAB}
None of these	101 5% ^C	92 5%	8 3%	81 5%	-	5 3%	7 4%	6 3%	6 3%	2 15%	18 3%	8 6%	13 7%	25 6%	14 3%	9 4%	2 2%	-	4 4%	6 12% ^{Topq}	11 5%	24 8% ^{Ttx}	10 7%	1 6%	68 4%	4 12%	28 5% ^C	14 1%	50 5% ^C	7 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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle only (h)	Separate contracts (i)	Total in contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Glasgow	81	42	24	3	55	43	12	15	47	31	16	23	13	68
	4%	4%	4%	3%	4%	4%	3%	6%	4%	4%	4%	4%	4%	4%
Edinburgh	79	41	23	2	48	31	19	11	45	30	15	21	11	66
	4%	4%	4%	2%	3%	3%	4%	4%	4%	4%	3%	3%	3%	4%
Newcastle	86	41	33	5	67	53	14	11	55	44	11	23	12	74
	4%	4%	5%	5%	5%	5%	3%	4%	5%	6%	3%	4%	4%	4%
Leeds	83	48	20	2	65	40	24	4	47	25	22	23	16	68
	4%	4%	3%	2%	4%	4%	6%	2%	4%	4%	5%	4%	5%	4%
Hull	41	23	7	6	30	20	10	3	25	14	11	11	6	35
	2%	2%	1%	6%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%
Sheffield	59	35	15	1	37	27	10	10	33	20	13	17	9	50
	3%	3%	2%	1%	3%	3%	2%	4%	3%	3%	3%	3%	3%	3%
Manchester	165	77	60	6	122	86	35	19	84	56	28	59	20	145
	8%	7%	10%	6%	8%	8%	8%	8%	7%	8%	6%	9%	6%	8%
Liverpool	74	37	21	4	48	35	13	12	39	22	17	23	12	63
	4%	3%	3%	4%	3%	3%	3%	5%	3%	3%	4%	4%	4%	4%
Nottingham	95	52	24	5	68	40	28	13	54	33	20	28	20	75
	5%	5%	4%	5%	5%	4%	7%	5%	5%	5%	5%	4%	6%	4%
Birmingham	172	89	44	11	117	91	26	21	94	60	35	50	29	143
	8%	8%	7%	10%	8%	9%	6%	9%	8%	8%	8%	8%	9%	8%
Norwich	75	34	21	6	53	41	12	7	38	23	15	24	15	60
	4%	3%	4%	6%	4%	4%	3%	3%	3%	3%	3%	4%	5%	3%
Milton Keynes	53	26	20	5	44	37	6	7	39	22	16	13	12	41
	3%	2%	3%	5%	3%	4%	2%	3%	3%	3%	4%	2%	4%	2%
Brighton	55	32	17	1	45	37	9	3	31	15	16	19	12	43
	3%	3%	3%	1%	3%	3%	2%	1%	3%	2%	4%	3%	4%	2%
Oxford	40	20	14	3	31	20	12	5	23	12	11	14	7	33
	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status			Awareness of price increase					Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed fee (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
London	500	253	149	20	337	255	82	57	281	174	108	142	67	453
	24%	23%	24%	19%	23%	24%	20%	24%	24%	24%	22%	20%	24%	24%
Southampton	75	32	21	5	52	37	16	3	29	25	5	27	7	68
	4%j	3%	3%	4%	4%	3%	4%	1%	3%	3%j	1%	4%j	2%	4%
Bristol	61	36	15	4	46	31	15	9	38	19	19	17	12	49
	3%	3%	3%	4%	3%	3%	4%	4%	3%	3%	4%	3%	4%	3%
Plymouth	73	34	19	5	46	31	15	6	34	21	13	24	9	64
	3%	3%	3%	5%	3%	3%	4%	3%	3%	3%	4%	4%	3%	4%
Cardiff	71	45	19	3	54	36	18	10	40	20	20	28	18	52
	3%	4%	3%	3%	4%	3%	4%	4%	3%	3%	4%	4%	6%k	3%
Belfast	63	33	18	2	42	32	11	10	35	22	12	19	9	54
	3%	3%	3%	2%	3%	3%	3%	4%	3%	3%	3%	3%	3%	3%
None of these	101	53	25	5	70	41	29	7	52	28	24	30	14	87
	5%	5%	4%	4%	5%	4%	7%e	3%	4%	4%	5%	5%	4%	5%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age													Social Grade					Urban/Rural		Country					Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Humber-ide (ab)	West Mid-lands (ac)	East Mid-lands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ire-land (aj)	
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66	
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*	
Up to £7,000	(3.5)	89	38	51	27	20	8	13	15	6	47	21	21	4	31	10	43	35	54	81	7	79	7	2	*	7	3	13	11	12	5	2	12	11	7	6	3	
£7,001 to £14,000	(10.5)	242	104	134	19	31	26	39	47	32	51	65	126	23	55	23	141	77	164	199	43	200	30	7	5	30	11	32	22	19	11	7	29	31	30	16	5	
£14,001 to £21,000	(17.5)	284	127	156	18	27	40	50	55	68	26	45	89	149	56	99	41	88	154	129	235	49	236	25	19	3	25	13	37	26	24	22	19	19	38	37	21	3
£21,001 to £28,000	(24.5)	396	198	196	33	61	59	50	83	88	23	94	108	194	105	130	70	91	235	161	302	94	337	31	21	8	31	13	51	29	34	39	21	36	46	53	36	8
£28,001 to £34,000	(31)	328	170	158	20	50	54	61	57	63	23	70	115	143	100	99	75	54	199	129	263	65	283	27	11	7	27	15	31	32	23	28	11	33	39	51	30	7
£34,001 to £41,000	(37.5)	171	88	82	17	33	42	26	18	25	8	50	69	52	53	50	40	27	104	67	141	29	143	14	9	5	14	2	29	12	13	5	9	19	21	22	21	5
£41,001 to £48,000	(44.5)	99	56	43	16	31	15	24	4	6	2	47	40	12	45	22	26	66	32	78	21	80	5	6	8	5	4	3	4	13	11	6	5	17	11	11	8	
£48,001 to £55,000	(51.5)	108	50	57	27	26	14	23	8	7	3	54	37	17	36	28	32	13	63	45	80	28	90	7	5	6	7	3	7	6	16	9	5	17	12	14	7	6
£55,001 to £62,000	(58.5)	57	25	32	15	12	19	9	*	1	28	28	1	20	15	18	3	35	22	50	6	43	5	4	4	5	4	6	5	5	5	4	2	6	7	3	4	
£62,001 to £69,000	(65.5)	44	27	17	10	11	16	4	1	2	*	21	20	3	16	16	12	1	32	13	41	3	35	6	2	2	6	-	5	5	2	2	-	8	8	5	2	
£69,001 to £76,000	(72.5)	37	21	16	9	9	6	8	2	2	-	19	14	4	19	4	12	1	23	13	29	8	30	3	2	1	3	6	-	-	4	1	2	3	7	9	1	1
£76,001 to £83,000	(79.5)	28	14	14	9	8	6	5	-	-	-	17	12	-	13	8	6	-	22	6	17	11	22	1	3	1	2	1	2	1	2	3	2	9	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender			Age										Social Grade						Urban/Rural		Country						Region												
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-east Ireland (x)	Scotland (y)	North East (z)	North West (A)	North West (B)	Yorkshire & Humberside (C)	West Midlands (D)	East Midlands (E)	Wales (F)	East of England (G)	London (H)	South East (I)	South West (J)	North-east Ireland (K)		
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*			
£83,001 or more (86)	84	47	36	35	17	10	19	*	2	-	52	30	2	52	13	16	3	65	19	64	20	71	7	2	4	7	2	6	6	8	1	2	6	20	7%	14	8	4	7%D	
	4%ghl	3%	3%	12%Tdefghikl	5%ghil	3%ghl	5%ghil	*	1%	-	8%Teghikl	4%ghil	*	5%Tnopqr	2%p	4%p	1%	6%npr	2%	4%	5%	4%	4%	2%	7%	4%	2%	3%	3%	4%	4%	1%	2%	3%	7%TAD	5%D	5%	4	7%D	
Prefer not to answer	138	61	75	33	15	11	29	13	23	14	48	40	50	30	23	44	40	53	85	100	38	115	8	8	7	8	7	11	12	8	11	8	15	12	25	15	7	11%		
	7%nq	6%	7%	11%Tdegkl	4%	3%	8%e	4%	7%	11%deg	7%e	6%	6%	5%	4%	10%Tmnq	8%nq	5%	9%Tmnq	6%	9%	7%	4%	8%	11%	4%	8%	5%	7%	4%	7%	8%	8%	4%	9%	4%	9%	8%	7	11%
Average income (£000's)	31.74g	33.01b	30.55	41.91T	35.76T	35.19T	33.58g	23.52	24.77	22.48	38.42T	34.36T	23.90	40.35T	29.79p	36.53T	20.28	34.93T	27.57p	31.33	33.42	31.48	29.94	32.63	43.14T	29.94	32.74	27.69	29.14	32.65A	29.94	32.63	29.47	35.23T	33.03A	32.07	43.14Ty	ABCEFGH		
	halprA			defghijkl	ghil	ghil	hil			fgghikl	ghil		noper		npr		npr							uw									yABDF							

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under							Household Income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,000 to £1,499 (r)	£1,500 and above (s)	Don't know (t)	Refused (u)	Yes - mental condition (v)	Yes - physical condition (w)	Yes - disability (x)	Yes - other (y)	No (z)	Refused (aa)	Yes (ab)	Most (ac)	Potentially (ad)
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335	
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
Up to £7,000	(3.5)	89	66	22	76	-	2	6	4	6	12	48	9	-	-	-	-	-	6	2	25	21	8	3	53	3	33	49	8	-	
£7,001 to £14,000	(10.5)	242	205	34	199	6	15	19	23	8	42	68	110	9	-	-	-	-	6	2	57	56	32	4	143	6	93	92	95	-	
£14,001 to £21,000	(17.5)	284	249	34	222	5	12	22	26	2	60	2	56	168	5	-	-	-	5	1	37	63	30	-	193	4	86	32	200	*	
£21,001 to £28,000	(24.5)	396	361	35	316	9	23	34	29	1	79	3	10	212	99	7	1	-	10	2	31	62	23	4	296	9	91	43	255	32	
£28,001 to £34,000	(31)	328	285	42	248	6	20	39	36	-	80	1	5	25	227	12	2	-	6	1	22	42	27	1	265	1	63	16	206	50	
£34,001 to £41,000	(37.5)	171	145	25	112	6	11	32	25	-	59	2	2	6	54	81	2	-	3	-	9	15	6	-	144	3	24	9	95	43	
£41,001 to £48,000	(44.5)	99	87	10	49	7	18	18	16	-	49	-	2	6	75	-	-	-	2	-	5	6	*	2	84	2	13	6	57	20	
£48,001 to £55,000	(51.5)	108	93	15	62	12	13	15	10	1	45	1	1	10	62	20	-	-	7	-	3	8	-	*	95	1	12	5	46	43	
£55,001 to £62,000	(58.5)	57	43	13	29	2	12	14	7	-	28	1	-	3	2	34	2	-	4	-	3	4	-	-	49	1	7	4	7	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity		Children 18 or Under							Household income											Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £1,000 per year (k)	From £1,000 to £10,399 per year (l)	From £10,400 to £15,599 per year (m)	From £15,600 to £25,999 per year (n)	From £26,000 to £36,399 per year (o)	From £36,400 to £51,999 per year (p)	From £52,000 to £78,000 and above per year (q)	£1,500 and above per year (r)	Don't know (s)	Refused (t)	Yes - mental condition (u)	Yes - physical condition (v)	Yes - disability (w)	Yes - other (x)	No (y)	Refused (z)	Yes (aa)	Most (A)	Potentially (B)	Least (C)
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
£62,001 to £69,000 (65.5)	44	32	13	20	4	8	7	6	10	-	24	-	-	-	2	8	28	2	1	-	-	-	-	-	-	43	-	2	-	10	31
£69,001 to £76,000 (72.5)	37	29	7	17	6	6	3	10	8	-	20	-	-	4	1	25	3	3	3	-	3	1	3	-	34	-	3	2	3	28	
£76,001 to £83,000 (79.5)	28	18	9	18	2	2	5	4	3	-	10	1	-	2	-	9	10	-	1	-	-	-	-	-	25	4	-	2	1	19	
£83,001 or more (86)	84	64	19	50	2	5	8	13	19	3	31	-	1	-	1	6	67	6	6	-	3	9	3	-	74	-	9	-	1	75	
Prefer not to answer	138	118	18	100	2	2	7	14	22	6	33	-	3	4	5	4	2	3	46	44	10	16	7	2	105	6	27	1	11	8	
Average income (£000's)	31.74	31.11	35.41	29.08	41.95	38.77	36.26	36.87	42.62	55.48	38.50	9.87	14.37	22.59	31.42	44.24	63.84	83.49	37.13	22.49	20.96	24.30	22.77	19.43	34.05	29.91	23.89	17.95	27.50	56.13	

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (f)	Sim-only (g)	Bundle package (h)	Separate contracts (i)	Total in-contract (j)	Fixed (k)	30 day rolling (l)	Out of contract (m)	Total aware (n)	Aware CAN increase (o)	Aware CANNOT increase (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Up to £7,000	(3.5)	89	46	16	2	55	32	23	6	42	24	18	22	9
		4%	4%	3%	2%	4%	3%	6%	3%	4%	3%	4%	3%	5%
£7,001 to £14,000	(10.5)	242	120	59	15	162	117	45	20	112	59	53	62	34
		11%	11%	10%	14%	11%	11%	11%	8%	10%	8%	12%	13%	12%
£14,001 to £21,000	(17.5)	284	145	81	12	194	127	67	31	147	77	71	90	36
		13%	13%	13%	11%	13%	12%	16%	13%	13%	11%	16%	14%	14%
£21,001 to £28,000	(24.5)	396	204	120	18	273	198	75	58	226	142	84	116	70
		19%	19%	20%	17%	18%	19%	18%	24%	19%	20%	19%	18%	21%
£28,001 to £34,000	(31)	328	163	95	21	223	162	61	43	188	122	66	91	43
		16%	15%	16%	20%	15%	15%	15%	18%	16%	17%	15%	14%	13%
£34,001 to £41,000	(37.5)	171	91	51	8	121	94	28	22	106	66	39	44	30
		8%	8%	8%	8%	8%	9%	7%	9%	9%	9%	9%	7%	9%
£41,001 to £48,000	(44.5)	99	48	30	7	74	54	20	9	49	32	17	36	15
		5%	4%	5%	7%	5%	5%	4%	4%	5%	4%	6%	5%	5%
£48,001 to £55,000	(51.5)	108	60	35	7	92	67	26	7	65	46	20	36	17
		5%	6%	6%	7%	6%	6%	6%	3%	6%	6%	4%	6%	5%
£55,001 to £62,000	(58.5)	57	28	18	6	44	32	12	8	31	20	11	21	12
		3%	3%	3%	5%	3%	3%	3%	3%	3%	3%	3%	3%	4%
£62,001 to £69,000	(65.5)	44	22	17	3	34	27	6	5	30	24	6	11	7
		2%	2%	3%	3%	2%	3%	2%	2%	3%	3%	1%	2%	2%
£69,001 to £76,000	(72.5)	37	15	20	1	34	24	10	2	26	15	11	9	8
		2%	1%	3%	3% ^{Ta}	1%	2%	2%	1%	2%	2%	3%	1%	2%
£76,001 to £83,000	(79.5)	28	10	14	-	19	18	1	4	17	15	2	6	7
		1%	1%	2%	2% ^{ka}	-	1%	2%	-	1%	2%	1%	1%	2%
£83,001 or more	(86)	84	56	24	2	70	53	17	9	62	42	21	19	25
		4%	5%	4%	2%	5%	5%	4%	4%	5%	6%	5%	3%	8%
Prefer not to answer	138	78	29	4	84	58	26	16	58	31	27	52	18	120
		7%	7%	5%	3%	6%	5%	6%	7%	5%	4%	6%	8%	7%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type			Contract status			Awareness of price increase			Took out current contract in the last 6 months				
	Total	Sim-only	Bundle of packages	Separate contracts	Total in-contract	Fixed	30 day rolling	Out of contract	Total aware	Aware CAN increase	Aware CANNOT increase	Not aware	Yes	No
													(i)	(j)
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Average income (£000's)	31.74	32.06	34.14T	31.76	33.18	34.05T	30.95	31.79	33.74T	35.34T	31.13	30.89	35.72T	30.98

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Gender		Age							Social Grade						Urban/Rural		Country					Region														
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	North-ern Ireland (x)	Scotland (y)	North East (z)	North West (aa)	York-shire & Hum-berside (ab)	West Midlands (ac)	East Midlands (ad)	Wales (ae)	East-ern (af)	London (ag)	South East (ah)	South West (ai)	North-ern Ireland (aj)
Unweighted base	2103	1016	1074	285	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*
NET: Yes	463	223	234	31	49	63	104	85	90	40	80	167	215	84	109	73	196	194	269	364	99	376	50	23	14	50	24	47	35	32	23	46	47	62	48	14	22%
Yes - physical condition	305	145	155	11	11	30	76	67	73	37	22	106	178	61	64	44	135	126	179	229	76	242	34	18	10	34	16	29	21	23	17	18	32	31	46	27	10
Yes - mental condition	208	91	113	24	45	33	55	33	16	2	69	88	51	33	45	26	104	79	130	176	32	177	24	5	3	24	17	23	19	21	16	5	13	20	26	23	3
Yes - disability	139	64	72	9	10	22	38	32	25	4	18	59	61	24	28	11	77	52	88	116	23	116	16	5	2	16	12	16	9	9	7	5	13	14	19	17	2
Yes - other	18	11	6	-	1	5	1	4	8	-	1	5	12	2	3	3	9	5	12	11	6	14	3	1	-	3	1	-	1	2	1	1	3	1	2	1	-
No	1603	784	814	253	289	260	250	214	245	92	542	510	550	480	471	346	306	950	653	1287	315	1356	122	76	48	122	59	181	136	147	114	76	146	220	222	131	48
Prefer not to say	38	19	18	6	13	3	7	4	5	-	19	10	9	8	13	7	9	21	16	30	7	33	3	-	2	3	1	5	-	2	5	-	5	11	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under							Household income										Disability				Financial Vulnerability						
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months (d)	Yes - children aged 13 months to 4 years (e)	Yes - children aged 5 to 10 years (f)	Yes - children aged 11 to 15 years (g)	Yes - children aged 16 to 18 years (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £10,399 per year (k)	From £10,400 to £15,599 per year (l)	From £15,600 to £25,999 per year (m)	From £26,000 to £36,399 per year (n)	From £36,400 to £51,999 per year (o)	From £52,000 to £77,999 per year (p)	From £78,000 and above per year (q)	£1,500 and above per year (r)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	210	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387	
NET: Yes	463	428	35	349	13	16	42	53	34	6	108	43	70	116	74	29	6	10	29	9	208	305	139	18	-	-	463	73	235	41	
Yes - physical condition	305	288	19	244	4	7	24	26	24	4	57	23	45	84	53	20	6	10	18	2	97	305	86	6	-	-	305	37	165	39	
Yes - mental condition	208	190	19	148	10	11	22	24	19	2	58	27	42	35	25	12	-	4	19	5	208	97	59	4	-	-	208	41	97	8	
Yes - disability	139	134	5	103	3	3	13	19	12	3	34	17	23	38	26	4	-	4	8	1	59	86	139	6	-	-	139	27	75	10	
Yes - other	18	15	2	12	-	-	2	5	-	-	5	4	2	4	1	-	-	-	2	1	4	6	6	18	-	-	18	6	4	-	
No	1803	1343	258	1145	53	132	180	170	137	4	453	81	126	306	338	225	121	77	68	40	-	-	-	-	1603	-	-	184	747	40	
Prefer not to say	38	24	3	27	3	1	7	-	2	1	10	1	2	8	2	2	2	-	7	0	2	-	-	-	-	38	-	4	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



Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

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

	Contract Type				Contract status				Awareness of price increase				Took out current contract in the last 6 months	
	Total (T)	Sim-only (a)	Bundle package (b)	Separate contracts (c)	Total in-contract (d)	Fixed (e)	30 day rolling (f)	Out of contract (g)	Total aware (h)	Aware CAN increase (i)	Aware CANNOT increase (j)	Not aware (k)	Yes (l)	No (m)
Unweighted base	2103	1058	596	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1084	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
NET: Yes	463	217	142	29	323	234	89	43	245	145	100	143	67	396
	22%	20%	23%	28%	22%	22%	21%	18%	21%	20%	22%	22%	20%	22%
Yes - physical condition	305	145	99	17	217	152	66	28	171	99	72	91	42	263
	15%	13%	16%	17%	15%	14%	16%	11%	15%	14%	16%	14%	13%	15%
Yes - mental condition	208	90	66	14	146	112	34	17	103	60	44	67	35	174
	10%	8%	11%	14%	10%	11%	8%	7%	9%	8%	10%	10%	10%	10%
Yes - disability	139	59	46	14	98	74	24	16	83	50	33	37	18	122
	7%	5%	8%	14%Ta	7%	7%	6%	7%	7%	7%	7%	6%	5%	7%
Yes - other	18	11	2	-	10	8	1	3	9	8	1	4	2	16
	1%	1%	-	-	1%	1%	-	1%	1%	1%	-	1%	1%	1%
No	1603	852	457	75	1136	810	326	195	902	561	341	482	255	1347
	76%	78%	75%	72%	77%	76%	78%	81%	78%	79%	76%	76%	77%	76%
Prefer not to say	38	16	10	-	21	18	3	3	14	9	6	12	9	29
	2%	1%	2%	-	1%	2%	1%	1%	1%	1%	1%	2%	3%	2%

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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Gender			Age										Social Grade										Urban/Rural		Country					Region									
	Total (T)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	NET: 16-34 (j)	NET: 35-54 (k)	NET: 55+ (l)	AB (m)	C1 (n)	C2 (o)	DE (p)	ABC1 (q)	C2DE (r)	Urban (s)	Rural (t)	England (u)	Scotland (v)	Wales (w)	Northern Ireland (x)	Scotland (y)	North East (z)	North West (A)	Yorkshire & Humber (B)	West Midlands (C)	East Midlands (D)	Wales (E)	East of London (F)	London (G)	South East (H)	South West (I)	Northern Ireland (J)			
Unweighted base	2103	1016	1074	265	322	326	374	335	339	142	587	700	816	568	567	465	503	1135	968	1688	415	1757	173	107	66	173	92	215	177	197	160	107	181	295	274	166	66			
Weighted base	2103	1026	1067	290	351	326	362	303	340	132	641	687	774	572	593	427	511	1165	938	1681	422	1765	175	100*	63*	175	84*	233	171	184	151	100*	198	277	288	180	63*			
Heterosexual/ straight	1886	930	956	252	298	286	330	280	317	123	549	616	721	512	519	404	451	1032	855	1506	380	1579	154	94	60	154	77	209	154	170	132	94	177	242	254	163	60			
	90%dj	91%	90%	87%	85%	88%	91%jd	92%kdj	93%kde	84%kdj	86%	90%	93%Tcd	90%	88%	85%Tmn	88%	89%	91%	90%	90%	89%	88%	94%	95%	88%	92%	90%	90%	93%	88%	94%	89%	87%	88%	91%	95%			
Lesbian/ gay woman	19	-	18	4	8	2	2	1	2	-	12	4	3	5	6	3	6	11	8	14	5	16	1	*	2	1	-	3	-	-	1	*	4	4	3	2	2			
	1%a	-	2%a	1%	2%kl	1%	*	*	1%	-	2%kl	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	3%	*	-	1%	-	-	1%	*	2%	1%	1%	1%	3%C			
Gay man	47	46	-	6	6	13	5	8	6	2	12	18	17	14	13	7	13	27	20	38	9	41	5	-	*	5	*	5	6	3	7	-	4	6	8	2	*			
	2%b	4%Tb	-	2%	2%	4%	1%	3%	2%	2%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%	-	1%	3%	1%	2%	3%	1%	4%	-	2%	2%	3%	1%	1%			
Bisexual	91	34	57	20	29	14	15	6	4	3	48	29	13	23	44	7	17	67	24	78	13	76	10	4	-	10	5	10	11	6	9	4	6	11	11	6	-			
	4%hlor	3%	5%a	7%ghl	8%Tghk	4%hnl	4%hnl	2%	1%	3%	8%Tghk	4%hnl	2%	4%o	7%Tmop	2%	3%	6%lor	3%	5%	3%	4%	6%	4%	-	6%	6%	4%	6%	3%	6%	4%	3%	4%	4%	4%	-			
Prefer to self-describe	21	5	11	5	4	6	3	1	1	1	8	9	3	8	4	2	6	12	8	18	3	19	2	-	-	2	*	2	-	1	-	-	2	2	7	4	-			
	1%	*	1%	2%	1%	2%kl	1%	*	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	*	1%	-	1%	-	1%	1%	2%	2%	-				
Prefer not to say	40	12	25	4	7	5	7	6	9	1	11	12	16	9	8	4	19	17	23	27	12	34	3	2	1	3	1	4	1	3	1	2	5	12	5	2	1			
	2%	1%	2%	2%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	1%	1%	4%Tnoq	1%	2%	2%	3%	2%	2%	2%	2%	2%	2%	1%	2%	*	2%	1%	2%	4%TB	2%	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Absolutes/col percents

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

	Ethnicity			Children 18 or Under						Household income											Disability				Financial Vulnerability					
	Total (T)	White (a)	Ethnic minority (b)	No children aged 18 or under (c)	Yes - children aged 0 to 12 months old (d)	Yes - children aged 13 months to 4 years old (e)	Yes - children aged 5 to 10 years old (f)	Yes - children aged 11 to 15 years old (g)	Yes - children aged 16 to 18 years old (h)	Prefer not to answer (i)	NET: Yes (j)	Up to £109 per week / Up to £10,399 per year (k)	From £200 to £299 per week / From £15,600 to £15,999 per year (l)	From £300 to £499 per week / From £25,999 to £36,399 per year (m)	From £500 to £699 per week / From £36,399 to £51,999 per year (n)	From £700 to £1,499 per week / From £52,000 to £78,000 and above per year (o)	£1,500 and above per year (p)	Don't know (r)	Refused (s)	Yes - mental condition (t)	Yes - physical condition (u)	Yes - disability (v)	Yes - other (w)	No (x)	Refused (y)	Yes (z)	Most (A)	Potentially (B)	Least (C)	
Unweighted base	2103	1810	276	1533	62	154	234	223	154	11	559	132	210	459	414	221	107	58	105	58	229	327	148	17	1571	42	490	278	988	335
Weighted base	2103	1795	295	1521	69*	149	229	224	174	11**	571	126	197	430	414	257	129*	88*	104*	52*	208	305	139	18**	1603	38**	463	261	993	387
Heterosexual/ straight	1886	1634	251	1349	64	138	218	207	160	6	532	112	177	386	379	226	127	78	85	45	168	268	117	14	1463	21	402	232	907	345
	90%brtt	91%b	85%	89%	93%	93%	95%Tc	93%	92%	50%	93%Tc	89%	90%	90%r	92%r	88%	98%Tkm noqrs	89%	81%	86%	81%	88%t	84%	79%	91%tuz	56%	87%	89%	91%	89%
Lesbian/ gay woman	19	14	5	17	-	2	-	-	-	2	-	3	2	*	8	-	1	1	1	6	4	1	-	10	-	9	-	8	6	
	1%	1%	2%	1%	-	1%	-	-	-	*	-	2%n	*	*	3%Tmn	-	1%	1%	2%n	3%TTx	1%	1%	-	1%	-	2%x	-	1%	2%	
Gay man	47	41	6	47	-	-	1	-	-	1	6	6	6	11	7	-	1	4	-	6	5	2	1	40	-	8	6	17	14	
	2%j	2%	2%	3%gj	-	-	*	-	-	*	5%p	3%	1%	3%	3%	-	1%	3%	-	3%	2%	1%	9%	2%	-	2%	2%	2%	4%	
Bisexual	91	63	27	62	3	9	7	12	7	2	27	5	6	30	16	13	3	4	7	2	18	16	10	*	63	1	27	16	44	14
	4%	3%	9%Ta	4%	5%	8%	3%	6%	4%	21%	5%	4%	3%	7%T	4%	5%	2%	4%	7%	4%	8%TTx	5%	7%	2%	4%	6%	6%	7%	4%	4%
Prefer to self-describe	21	18	2	16	-	-	1	2	3	-	4	2	1	4	2	2	-	2	3	-	9	7	5	-	11	-	10	4	4	4
	1%	1%	1%	1%	-	-	*	1%	2%	-	1%	2%	1%	1%	*	1%	-	2%	3%	-	4%TTx	2%x	4%TTx	-	1%	-	2%x	2%	*	1%
Prefer not to say	40	25	4	30	2	1	2	2	3	3	6	-	4	4	5	2	-	3	6	4	2	6	4	2	17	16	7	2	12	3
	2%	1%	1%	2%	2%	*	1%	1%	2%	29%	1%	-	2%	1%	1%	1%	-	3%	5%Tkmmo	7%Tkmmo	1%	2%	3%	10%	1%	42%	2%	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

Mobile in Contract Price Rises Survey
ONLINE Fieldwork: 6th to 8th January 2023

Table 174
Which of the following options best describes how you think of yourself?
Base: All respondents

	Contract Type			Contract status			Awareness of price increase					Took out current contract in the last 6 months		
	Total (f)	Sim-only (g)	Bundle packag e (h)	Separate contra cts (i)	Total in-contra ct (j)	Fixed (k)	30 day rolling (l)	Out of contra ct (m)	Total aware (n)	Aware CAN INCREASE (o)	Aware CANNOT INCREASE (p)	Not aware (q)	Yes (r)	No (s)
Unweighted base	2103	1058	586	120	1440	1042	398	235	1120	678	442	644	332	1771
Weighted base	2103	1064	609	104*	1480	1063	417	240	1161	714	447	636	331	1772
Heterosexual/ straight	1886	973	550	91	1318	952	366	224	1052	639	414	562	303	1583
	90%	90%	90%	86%	89%	90%	88%	83%	91%	69%	65%	88%	92%	89%
Lesbian/ gay woman	19	7	9	-	14	10	4	1	9	6	3	7	5	14
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Gay man	47	24	11	5	38	29	9	2	26	19	7	14	6	41
	2%	2%	2%	5%	3%	3%	2%	1%	2%	3%	2%	2%	2%	2%
Bisexual	91	51	25	8	75	46	29	7	51	36	15	33	14	77
	4%	5%	4%	8%	5%	4%	7%T	3%	4%	5%	3%	5%	4%	4%
Prefer to self-describe	21	10	6	-	13	10	3	2	6	5	-	10	-	20
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	2%h	-	1%
Prefer not to say	40	20	8	-	22	16	6	4	17	10	8	10	3	36
	2%	2%	1%	-	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%

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