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BROADBANDCHOICES.CO.UK COMMENTS ON OFCOM'S LATEST CUSTOMER SERVICE SATISFACTION DATA

Dominic Baliszewski, telecoms expert at broadbandchoices.co.uk commented:

"Ofcom's customer satisfaction data reveals that only 62% of customers are satisfied with their broadband customer service, a depressingly low figure when you consider that a recent report revealed customer satisfaction for UK retail banks was now at 74%. Broadband providers need to do better.

"Unsurprisingly, Ofcom found that speed was the biggest frustration. This mirrors our own customer satisfaction research which found that dissatisfaction with speed has almost doubled since 2008. More troubling was the news that changing provider was also a major source of aggravation. Switching can save consumers a considerable amount of money but if the process is cumbersome it could put off many households off, leaving them out of pocket with an unsatisfactory service."

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About Us:

broadbandchoices.co.uk is a free, impartial and award winning price comparison site with over 50 staff based in central London.

We are the UK's number 1, Ofcom accredited comparison company for fixed line communications services - broadband, home phone and digital TV.

Our broadband and home phone comparison services have the much sought after Ofcom accreditation, and our spokespeople are widely quoted in the national press and broadcast media.

Our website attracts over 1.8 million visitors per month, and every month we help thousands of customers find better deals on their broadband, phone and digital TV services.

Our white label programme provides the cutting-edge technology behind some of the biggest names in the comparison market including: Comparethemarket.com, Confused.com and GoCompare.com.