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## Most Complained-About UK Broadband, TV and Mobile Providers

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Consumer complaints about broadband, television, and mobile phone providers have once again highlighted ongoing frustrations among UK customers, according to the latest figures released by the telecommunications regulator Ofcom.

The annual report reveals which companies receive the highest volume of complaints from users across the country, shedding light on persistent issues in the telecommunications

sector as the cost of living continues to weigh on households.

Broadband services continue to be a major source of dissatisfaction. Among the worst performers in 2025 are providers such as BT, Virgin Media, and TalkTalk, with complaints ranging from connection faults and slow speeds to poor customer service and billing problems.

Ofcom's data shows that while many consumers struggle with patchy broadband coverage in rural areas, complaints about delays in fixing faults and issues with contract cancellations remain widespread, impacting user confidence.

The report also points to rising dissatisfaction with pay-TV providers. Sky and Virgin Media, two of the largest players in the market, have seen a surge in complaints related to billing errors, service disruptions, and difficulties in resolving account issues.

Customers report frustrations over unclear contract terms and difficulties in cancelling subscriptions, with some describing the process as unnecessarily complicated and opaque.

Mobile phone users continue to experience problems despite industry efforts to improve coverage and network reliability. Providers such as EE, O2, and Vodafone are frequently cited in complaints regarding dropped calls, billing disputes, and unhelpful customer service.

Ofcom noted that while there have been improvements in network infrastructure, customer service remains a key area needing attention to reduce dissatisfaction.

These complaints come at a time when consumers are facing tighter budgets due to rising inflation and energy costs. Reliable broadband, TV, and mobile services have become essential for work, education, and staying connected with friends and family.

Industry experts suggest customers carefully review their contracts and seek alternative providers where service quality is lacking. Several consumer advice groups also recommend using official complaint procedures and escalating unresolved issues to Ofcom when necessary.

In other news, the Bank of England's recent decision to reduce interest rates by 0.25 percentage points may bring some relief to borrowers with variable-rate loans and

mortgages. Lower rates could reduce monthly repayments, although experts warn that the overall cost of living remains challenging.

Automotive firm Citroën has faced criticism for its recent mass recall of several vehicle models. The recall, described by some as “chaotic” due to delays and poor communication, has affected thousands of drivers across the UK. Consumers have expressed frustration over the lack of clear guidance and the inconvenience caused.

As the cost of living pressures mount, the quality of essential services such as broadband, TV, and mobile connectivity plays a critical role in everyday life. Consumers are urged to remain vigilant and proactive in managing their service agreements to avoid unnecessary issues.