

To what extent do you agree or disagree with the following statements?

	To what extent do you agree or disagree that Openreach can be trusted to fix things when they go wrong?	To what extent do you agree or disagree that Openreach can be trusted to make sure everyone gets the broadband service they need?	To what extent do you agree or disagree that Openreach can be trusted to make sure the whole country is connected, not only the towns and cities?	To what extent do you agree or disagree that Openreach can be trusted to respond to problems promptly?	To what extent do you agree or disagree that Openreach can be trusted to take care of vulnerable customers?
<b>1 - Strongly agree</b>	204 (14%)	171 (11%)	169 (11%)	148 (10%)	184 (12%)
<b>2 - Somewhat agree</b>	458 (30%)	426 (28%)	407 (24%)	348 (23%)	412 (27%)
<b>3 - Neither agree nor disagree</b>	274 (18%)	320 (21%)	309 (21%)	322 (21%)	312 (21%)
<b>4 - Somewhat disagree</b>	82 (5%)	75 (5%)	78 (5%)	53 (4%)	73 (5%)
<b>5 - Strongly disagree</b>	50 (3%)	61 (4%)	67 (4%)	49 (3%)	59 (4%)
<b>Don't know</b>	433 (29%)	449 (30%)	471 (31%)	582 (39%)	462 (31%)
<b>Mean</b>	2.36	2.46	2.48	2.46	2.43

**Source:** Yonder Consulting

Survey of 2,072 people aged 18+ across the United Kingdom 27-28 November 2024.