



Quarterly Operational Report

2014-2015 - Quarter 3

Publication date: 08 January 2015

INTRODUCTION

Introduction

PhonepayPlus is the organisation that regulates phone-paid services in the UK. As a strategic regulator PhonepayPlus strives to clearly define to its stakeholders the key regulatory outcomes it looks to achieve and commits to report regularly on measures and key performance indicators which best demonstrate PhonepayPlus' effectiveness in meeting these.

PhonepayPlus looks to achieve the following outcomes:

Healthy market - a trusted and healthy market that can innovate, grow and is compliant with our Code of Practice

Drivers

- The market attracts and retains new entrants
- Market participants thrive in the market
- Harm is dealt with appropriately, redress achieved and balance restored
- High levels of compliance in services specifically and the market overall
- PhonepayPlus regulation anticipates, understands and responds to market dynamics and business and commercial drivers

Consumer confidence - a market that informed consumers have trust and confidence in

Drivers

- Consumers understand how to use PRS services safely and appropriately
- Consumers receive the PRS services as expected
- PhonepayPlus is accessible to those consumers who are seeking redress
- Complainants are satisfied with the service and redress provided by PhonepayPlus

Cost effective and proportionate - a regulator that is capable, cost effective and has the confidence of stakeholders

Drivers

- Regulation is cost effective and makes best use of resources
- Regulation is proportionate, effective and fair
- Regulation is future proofed
- PhonepayPlus' internal capability is effective
- Stakeholders have confidence in the effectiveness and efficiency of the organisation

The following report provides information and metrics which look to track our progress and provide measures of success to judge our level of effectiveness in meeting our outcomes. The report is divided into four sections:

1. Market indicators
2. Key performance indicators
3. Management information
4. Tribunal information

This report is provided on a quarterly basis and is published on the PhonepayPlus website on or around the 15th of the month.

PhonepayPlus also periodically produces independent, external stakeholder and staff satisfaction surveys. The results of these surveys are considered an integral part of our key performance indicators providing a view from our key stakeholders on their satisfaction with the functions and services we provide, and our effectiveness as an employer in the view of our employees.

EXECUTIVE SUMMARY

Market

The market size in terms of organisations registered on the Registration Scheme declined by 1% compared to Quarter 2, at 2,764 providers. The overall total of registered providers is down by 5% compared to the latest forecast.

For Quarter 2 the PayForIt definition has expanded to include all operator billing platforms from Quarter 1, 2014/15. This category has been renamed 'Operator billing'. In addition, a new category of Voice Shortcodes has been created. These were previously included in the Mobile category and therefore Mobile is not directly comparable year on year. Quarter 2 has seen an increase on the previous quarter (up 5%) with decreases in 087 (4%), Landline (7%) and Voice Shortcode (8%). DQ are broadly flat, Mobile increased by 15% and Operator billing (including Payforit) increased by 17%. Compared to Quarter 2 2013/14 there is no overall movement (Mobile up 2%, Landline down 26%, DQ down 20%, 087 down 15% and Operator billing up 128%).

Consumers

Overall consumer contacts (complaints plus enquiries) are up from 6,601 in Quarter 2 to 7,416 in Quarter 3. On average year to date, 34% of contacts are enquiries and 66% complaints.

Complaint volumes in Quarter 3 are 1% up on Quarter 2 (5,012 compared to 4,958 in the previous quarter). Compared to the previous financial year to date, complaint volumes are up 43%. 35% of complaints in Quarter 3 required escalation to an enforcement track (Track 1 or Track 2) with the remainder being closed without the need for investigation or subject to ongoing monitoring. 80% of complaints in Quarter 3 relate to SMS mobile. The key drivers of complaints are adult services and competition services promoted through affiliate marketing. The concerns surrounding these services are being closely managed through industry collaboration and a number of internal projects and investigations.

Contacts to the call centre totalled just under 8,000 for the quarter with 42% of these answered within the 30 second target. Number checker remains a popular tool (averaging 110,000 checks per quarter) and with a healthy return rate on valid checks of over 85%.

Compliance

43% of cases and complaints are attributable to the top 15 offenders. 89% of compliance advice requests have been answered within five working days and just under 700 due diligence reports have been requested this quarter.

Enforcement

66% of cases have been investigated through informal tracks and 34% through formal tracks this year. 87% of cases are with Level 2 providers, 11% Level 1 providers and 2% Network operators. Formal investigations on average are heard at Tribunal in 18 weeks (two weeks over target) this year (compared to 16 weeks in 2013/14). 38 cases this financial year have been heard by the Tribunal with the majority of (relevant) cases considered serious or above. 98% of breaches and 100% of Track 2 cases were upheld. The cumulative fine collection rate for the financial year to date is 48% adjusted and 46% non-adjusted which is due to non-payment of fines by eight providers who are being vigorously pursued through our debt recovery procedures and a specialist agency.

MARKET INDICATORS

Description of this section

This section provides information on the premium rate market. The metrics included in this section, unlike those elsewhere in the report, are not an indicator of PhonepayPlus' performance but rather a view on the activity of the external market which PhonepayPlus regulates. Such information is seen as vital in providing an overall context to the regulator's effectiveness. The section includes information on the size of the market in terms of revenue outpayments, the number and type of industry participants providing premium rate services registered on the PhonepayPlus Registration Scheme and trends on volumes of complaints received from consumers and number checks made on services by consumers and industry.

MARKET INDICATORS

Market size and composition

Number of registered organisations:

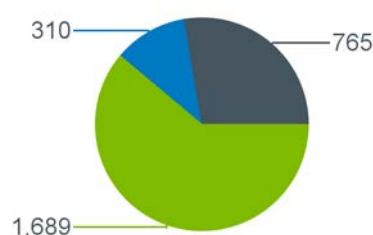
2,764

Quarterly view

1.1 Number of new registrations

	10k exempt	Charity	Payable	Total
2014-2015 - Q3	172	44	64	280
2014-2015 - Q2	183	50	61	294
2014-2015 - Q1	206	49	85	340
2013-2014 - Q4	228	30	124	382

1.2 Registered organisations t...



*See legend below

Annual view

1.3 Number of new registrations



Comments

This market metric gives a view on whether the market size, in terms of organisations registered, is growing or declining. The number of registered organisations on the Registration Scheme declined by 1% (compared with Quarter 2) and stands at 2,764 registrants with an average of 324 new registrants per quarter (over the past four quarters). The overall total of registered providers is 5% down compared to the latest forecasts. Total registrants are made up of 61% payable, 28% exempt due to revenue threshold and 11% charities.

MARKET INDICATORS

Registration changes

Quarterly view

1.4 Number of organisations leaving the PRS market compared to new registrations

	De-registered	Left the PRS market	Total left	New registrations	Net
2014-2015 - Q3	237	76	313	280	-33
2014-2015 - Q2	342	162	504	294	-210
2014-2015 - Q1	332	85	417	340	-77
2013-2014 - Q4	259	65	324	382	58
Total	1,170	388	1,558	1,296	-262

Annual view

1.5 Net registrations per month



Comments

The net number of registrations (those joining the market minus those leaving the market) has been declining each quarter this year and in August, the peak renewal period, 113 registrants left the market (this is in comparison with 200 leaving in August 2013). The overall total of registered providers is 5% down on current forecasts.

The Quarter 3 de-registered figure is likely to increase over the course of the next quarter as organisations that do not renew have a 30 day window to do so.

MARKET INDICATORS

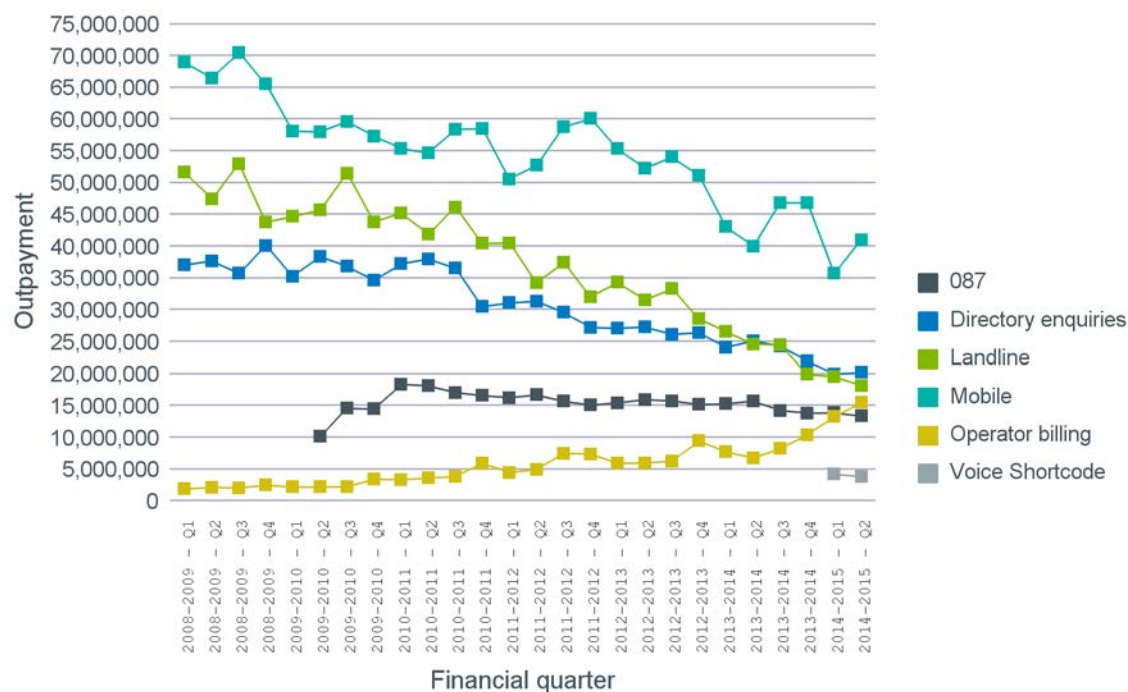
Market size and composition

Quarterly view

1.6 Outpayments by sector

	087	Directory enquiries	Landline	Mobile	Operator billing	Voice Shortcode	Total
2014-2015 - Q2	13,388,183	20,236,388	18,203,321	41,041,590	15,500,236	3,880,839	112,250,557
2014-2015 - Q1	13,883,880	19,971,078	19,566,828	35,814,564	13,294,919	4,217,788	106,749,057
2013-2014 - Q4	13,859,575	22,019,487	19,955,467	46,892,791	10,446,984		113,174,304
2013-2014 - Q3	14,277,469	24,334,844	24,518,026	46,851,502	8,259,004		118,240,845
2013-2014 - Q2	15,761,069	25,144,469	24,634,846	40,050,337	6,801,359		112,392,080

1.7 Outpayments by sector



Comments

Outpayments figures for Quarter 3 will be published in the next quarterly report. For Quarter 2 the PayFort definition has expanded to include all operator billing platforms from Quarter 1, 2014/15. This category has been renamed 'Operator billing'. In addition, a new category of Voice Shortcodes has been created. These were previously included in the Mobile category and therefore Mobile is not directly comparable year on year. Quarter 2 has seen an increase on the previous quarter (up 5%) with decreases in 087 (4%), Landline (7%) and Voice Shortcode (8%). DQ are broadly flat, Mobile increased by 15% and Operator billing (including Payfort) increased by 17%.

Compared to Quarter 2 2013/14 there is no overall movement (Mobile up 2%, Landline down 26%, DQ down 20%, 087 down 15% and Operator billing up 128%).

MARKET INDICATORS

Market size and composition

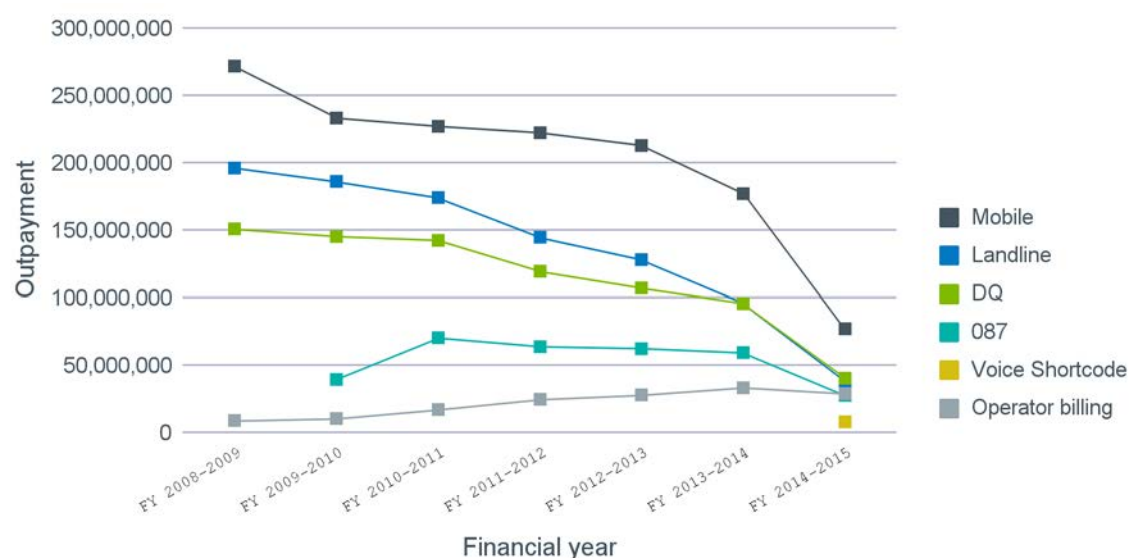
Annual view

1.8 Outpayments by sector *

	Mobile	Landline	DQ	087	Voice Shortcode	Operator billing	Total
FY 2014-2015	76,856,154	37,770,149	40,207,466	27,272,063	8,098,627	28,795,155	218,999,614
FY 2013-2014	176,905,844	95,689,021	95,617,864	59,218,884		33,274,730	460,706,343
FY 2012-2013	212,884,919	127,863,110	107,022,378	62,439,519		27,704,566	537,914,492
FY 2011-2012	222,371,371	144,378,889	119,325,005	63,843,734		24,455,447	574,374,445
FY 2010-2011	227,115,647	173,877,266	142,379,680	70,262,751		16,864,696	630,500,040
FY 2009-2010	233,242,977	185,860,805	145,256,594	39,335,439		10,154,481	613,850,296

* *up on previous financial year*
down on previous financial year

1.9 Outpayments by sector



Comments

The financial year 2014-15 includes Quarters 1 and 2 figures.
 For the previous financial year Mobile outpayments decreased by 17% compared to 2012/13, Landline by 25%, DQ by 11% and 087 by 5%. Operator Billing (including Payfort) outpayments increased by 20%. Overall the market declined by 14.4%.

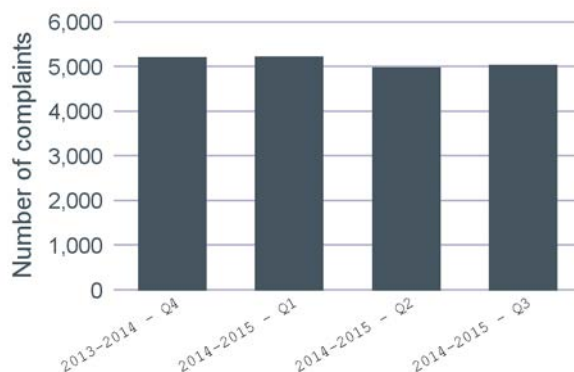
MARKET INDICATORS

Complaint data

Monthly view

1.10 Number of complaints received

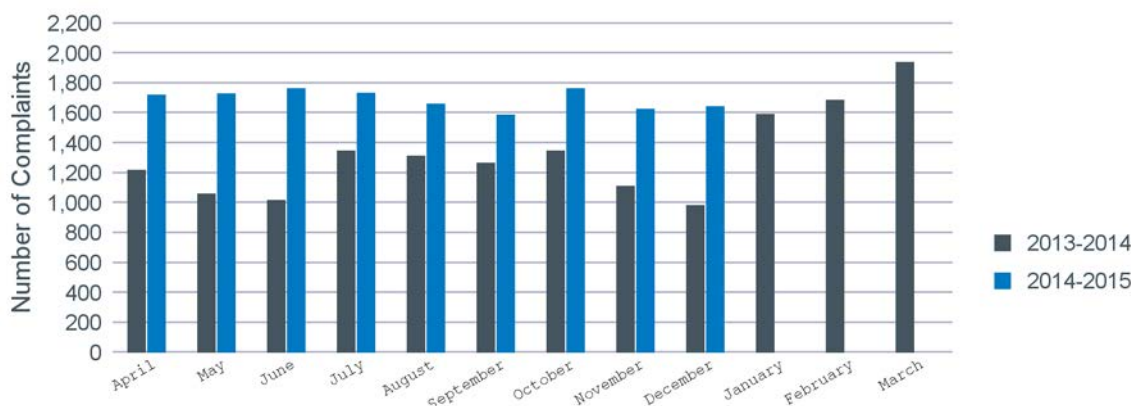
Period	Complaints	Change
2014-2015 - Q3	5,012	1.09%
2014-2015 - Q2	4,958	-4.58%
2014-2015 - Q1	5,196	0.06%
2013-2014 - Q4	5,193	



Complaint quarter

Annual view

1.11 Complaint trends compared to previous financial year



Complaint month

Rolling year	Complaints	Up / Down	Financial year to date	Complaints	Up / Down
January 2014 - December 2015	20,359	43.96%	2014-2015	15,166	43.05%
January 2013 - December 2014	14,142		2013-2014	10,602	

Comments

This market metric gives an indicator of overall regulatory effectiveness, consumer confidence and a view on market compliance and harm.

Overall consumer contacts (complaints plus enquiries) are up from 6,601 in Quarter 2 to 7,416 in Quarter 3. On average 66% of contacts are classified as complaints. Complaint volumes in Quarter 3 are 1% up on Quarter 2. Compared to the previous financial year to date, 2014-15 complaint volumes are up 43%, and 44% based on rolling year. The key drivers of complaints identified through our market issues function are adult services and competition services promoted through affiliate marketing. The concerns surrounding these services are being closely managed through industry collaboration and a number of internal projects and investigations.

MARKET INDICATORS

Number checker data

Quarterly view

1.12 Number of number checks

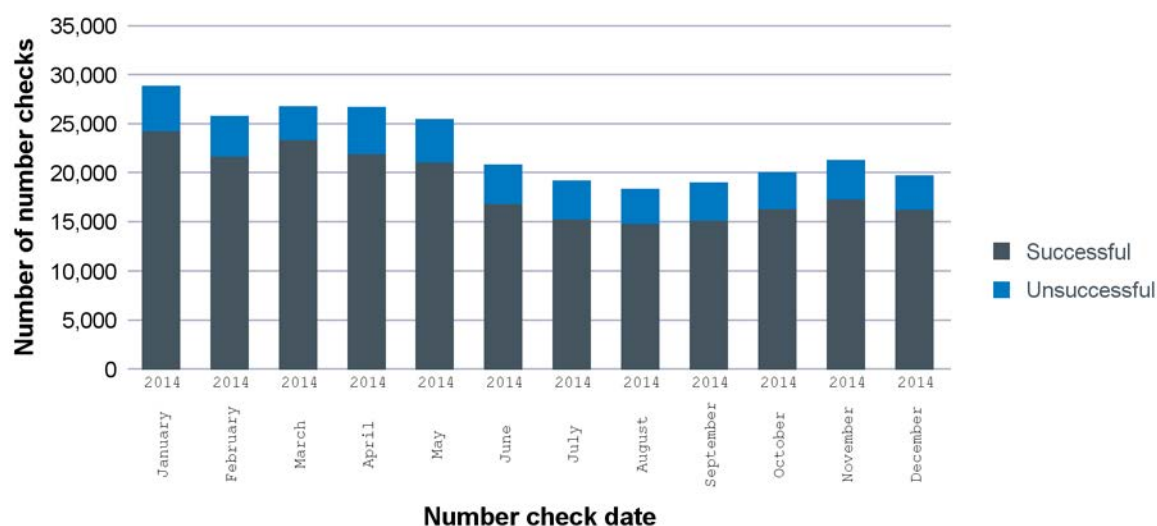
Period	Number checks	Up/Down	Valid
2014-2015 - Q3	103,696	6.69%	60,741
2014-2015 - Q2	97,192	-15.30%	56,249
2014-2015 - Q1	114,744	-9.32%	72,701
2013-2014 - Q4	126,538		81,117

1.13 Quarterly number checks



Annual view

1.14 Success rate of valid number checks



Comments

This market metric provides a measure of consumer engagement and an indicator of potential market harm. Numbers checked continues to average approximately 110,000 per quarter. Valid checks are those which return a recognised shortcode or 11-digit, fixed-line number and average 61% of the quarterly checks. The introduction of Captcha caused a slight decline in the number checks in Quarter 2.

MARKET INDICATORS

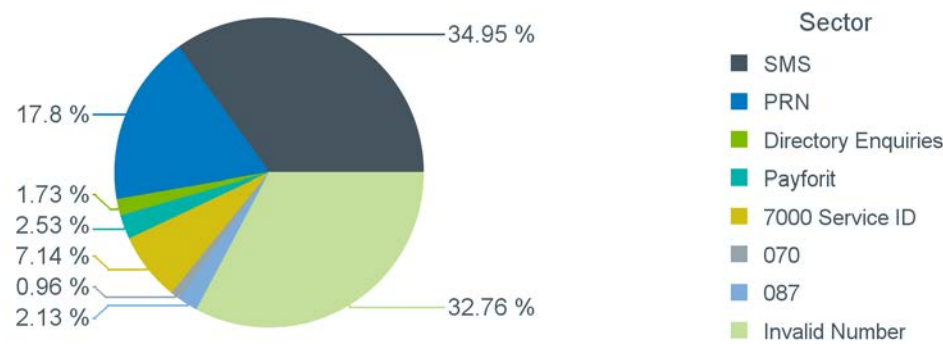
Number checker data

Annual View

Number checker success rate as percentages (financial year)



1.17 Number of number checks by sector (financial year)



Comments

The return rate for valid checks for SMS for the financial year to date is 89%. Fixed-line success rates on valid checks is 84%.

KEY PERFORMANCE INDICATORS

Description of this section

This section details PhonepayPlus's performance against key indicators. These are measures which have been identified as providing the best means to judge our achievement against our stated outcomes. The KPIs look to provide a view on how we perform against the key drivers of activity. These key drivers include how effective we are in delivering on the objectives of the Code of Practice in due diligence, risk management and control, the level of integration of the enforcement strategy, our ability to anticipate future developments, the level of consumer awareness and satisfaction with our service provision and our cost efficiency and internal capability. The measures include the level and types of formal to informal investigations undertaken, the timeliness of these investigations, a view over time of repeating offenders, and trends on the collection rates of fines and administrative charges levied.

In addition to the KPIs included in this report, PhonepayPlus also produces independent, external stakeholder and staff satisfaction surveys on a bi-annual basis. The results of these surveys are considered an integral part of our key performance indicators providing a view from our key stakeholders on their satisfaction with the functions and services we provide, and our effectiveness as an employer in the view of our employees.

KEY PERFORMANCE INDICATORS

Investigation cases by resolution type

Quarterly view

36.36% of the cases were formal investigations in this quarter.

2.1 Enforcement action type by case



Annual view

33.63% of the cases were formal investigations in this financial year.

2.2 Enforcement action type by case



Comments

This KPI is the ratio of formal to informal cases. This provides a view on the level of harm in the market, the effectiveness of due diligence, risk assessment and control by providers, whether enforcement is providing a deterrent and the proportionality of the regulator in terms of dealing with harm appropriately, achieving redress and restoring balance. The graphs reflect cases fully resolved in the period. In Quarter 2 the ratio of cases resolved was 1:2 formal to informal. The majority of cases assessed and resolved in this financial year have been of a nature which require consideration under the Track 1 enforcement track.

KEY PERFORMANCE INDICATORS

Complaints by classification type

Quarterly view

2.3 Enforcement action type by complaint

Created On Period	Classification type	Number of complaints	Percentage:
2014-2015 - Q3	Pending	630	12.57%
2014-2015 - Q3	Initial Assessment	663	13.23%
2014-2015 - Q3	Track 1	482	9.62%
2014-2015 - Q3	Track 2	596	11.89%
2014-2015 - Q3	Resolved without investigation	1,427	28.47%
2014-2015 - Q3	EEA referral	11	0.22%
2014-2015 - Q3	Service Review	1,204	24.02%
Percentage:			100.00%

Annual view

2.4 Enforcement action type by complaint per month



Comments

This KPI provides the breakdown of how complaints are classified and processed. This provides a further view on the potential levels of harm in the market and the proportionality of the regulator.

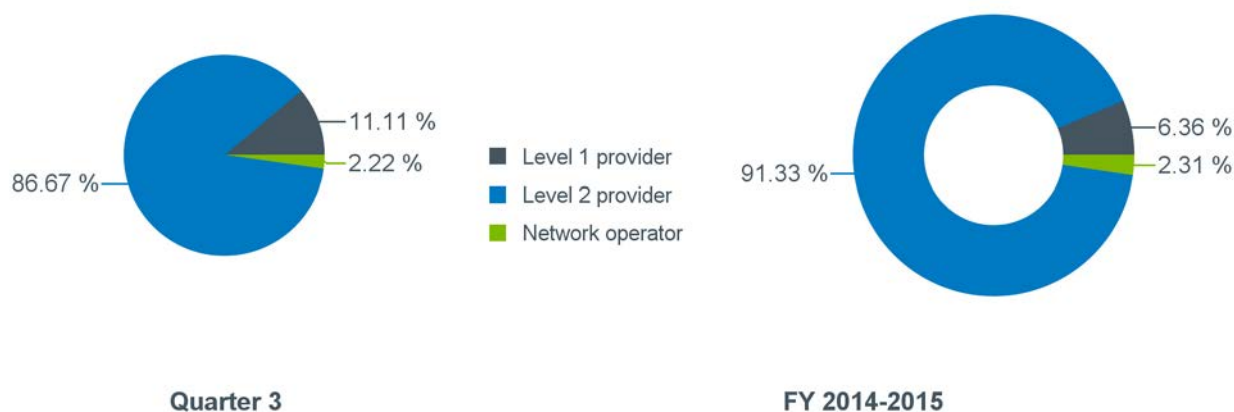
13% of complaints are currently under initial assessment (detailed service information being requested from the Level 1 or Level 2 providers as per paragraph 4.2.3 of the Code). 28% were resolved without the need for investigation and 24% are subject to ongoing monitoring. 10% have progressed to a Track 1 procedure and 12% to a formal investigation. The pending category includes the most recent month's complaints which are subject to initial information requests before they can be assessed, allocated and/or closed.

KEY PERFORMANCE INDICATORS

Investigation cases by provider

Quarterly view

2.5 Level 1, Level 2 and Network cases



Annual view

2.6 Level 1, Level 2 and Network cases per month



Comments

This KPI provides the ratio of Level 1, Level 2 and Network operator cases (all cases either under initial assessment or informal or formal investigation). This provides a view to the effectiveness of due diligence, risk management and control by those further up the value-chain both in terms of the volumes of cases investigated against Level 1s for non effective due diligence risk assessment and control procedures and on the amount of Level 2 cases under formal investigation.

KEY PERFORMANCE INDICATORS

Track 2 cases to target

Quarterly view

2.7 Track 2 cases to target

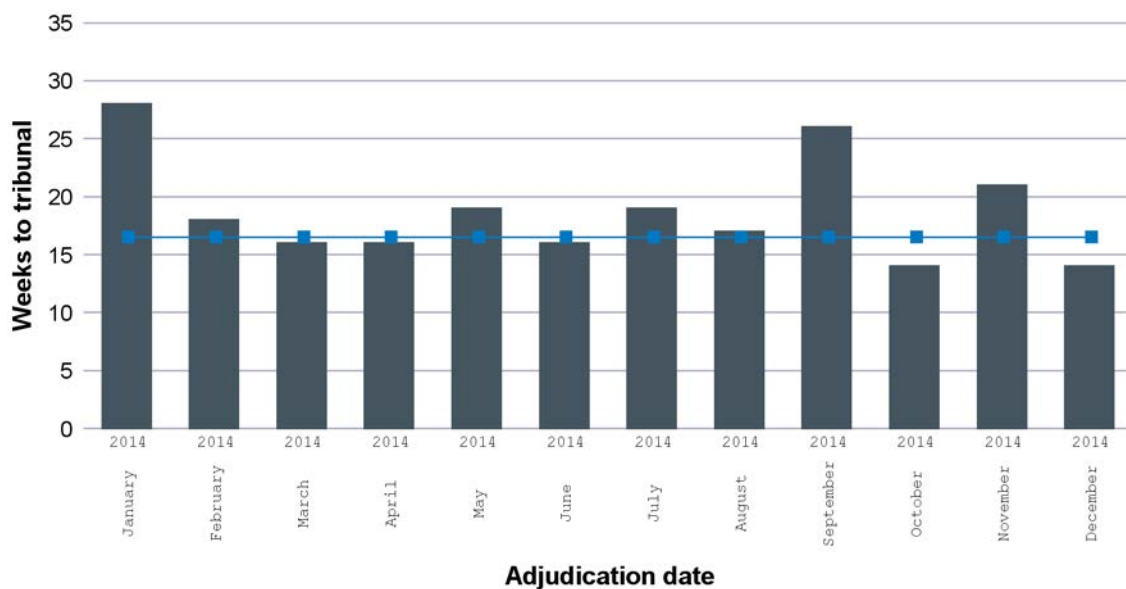
Period	Number of cases	Average weeks to tribunal
2014-2015 - Q3	10	17
2014-2015 - Q2	11	19
2014-2015 - Q1	13	18
2013-2014 - Q4	15	20

The average weeks to tribunal for this financial year is:

18

Annual view

2.8 Track 2 cases to target per month



Comments

This KPI provides metrics on the timeliness of Track 2 cases to Tribunal which gives a view on the effectiveness of our enforcement action in preventing harm (playing also to the polluter pays principle) and so contributing to a healthy market. The indicator also comments on the performance of the Executive and gives a view on our cost effectiveness and use of resources.

From Quarter 2 2014/15 we are reporting on average weeks to tribunal rather than a percentage within a target. This will align our KPI with regulatory best practice.

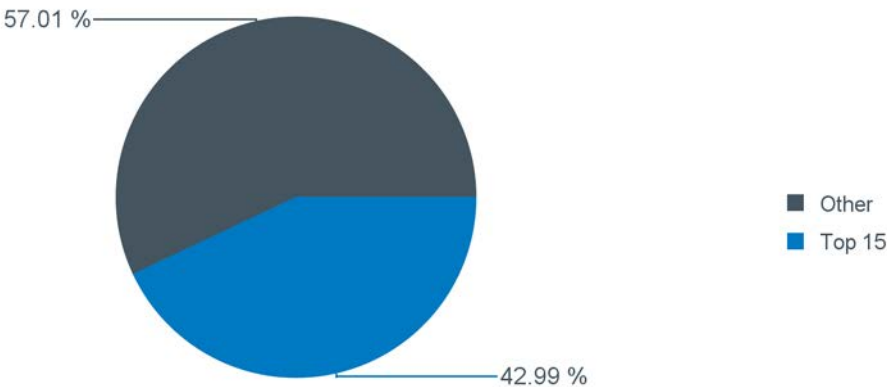
The average time to Tribunal for cases in Quarter 3 is 17 weeks and financial year to date is 18 (two weeks over target).

KEY PERFORMANCE INDICATORS

Top offenders

Annual view

2.13 Percentage of cases that the top 15 offenders are responsible for



Top 15 offenders		Number of cases over the last four quarters	
Top 15		12,303	
Other		16,312	

Comments

This KPI tracks the trends of top offenders to give a view on the effectiveness of due diligence risk management and control activity, our enforcement approach generally and specifically the effectiveness of sanctions as a deterrent for offenders.

KEY PERFORMANCE INDICATORS

Fines collection rates

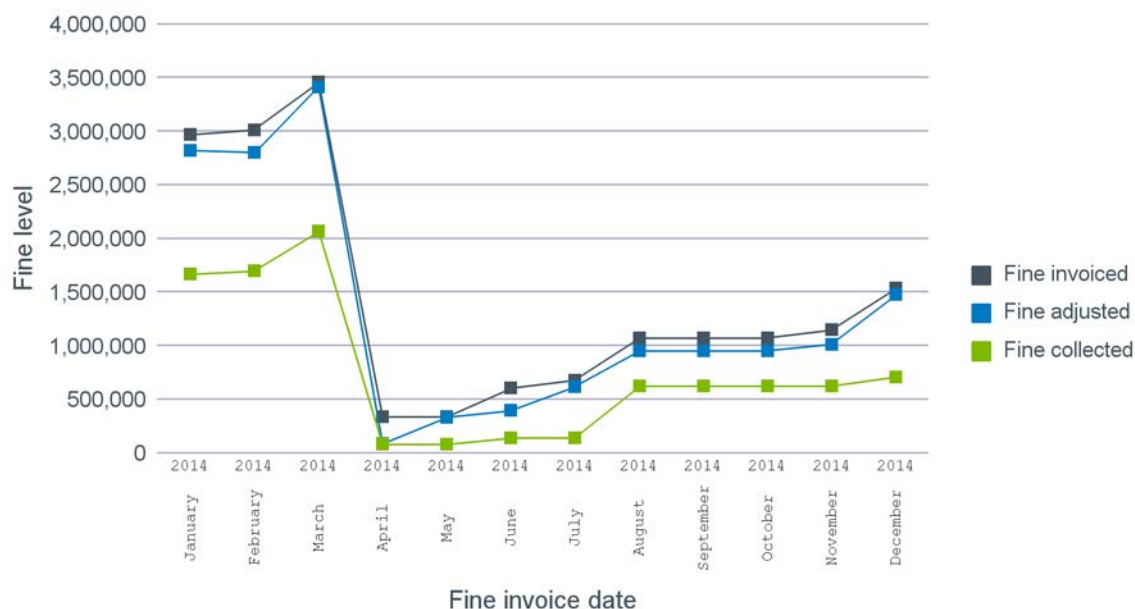
Quarterly view

2.14 Accumulative fine collection rates

Period	Adjusted KPI	Non-adjusted KPI
2014-2015 - Q3	48%	46%
2014-2015 - Q2	65%	58%
2014-2015 - Q1	35%	23%
2013-2014 - Q4	61%	60%

Annual view

2.15 Accumulative fine collection rates



Comments

This KPI is the accumulative actual collected fines over total fines invoiced and the adjusted measure of the collection rate discounted for fine income which is suspended, deferred or not yet due. This KPI gives a view on the effectiveness of the polluter pays principle and PhonepayPlus' internal effectiveness in debt collection procedures.

The cumulative fine collection rate for the financial year to date is 48% adjusted and 46% non-adjusted. The outstanding debt totals £768,000 and relates to eight providers. These, and all outstanding fines from the last financial year, are being vigorously pursued through our debt recovery procedures which include consideration of all appropriate recovery and enforcement activity and referral to our debt recovery specialist agency.

KEY PERFORMANCE INDICATORS

Administration charges collection rate

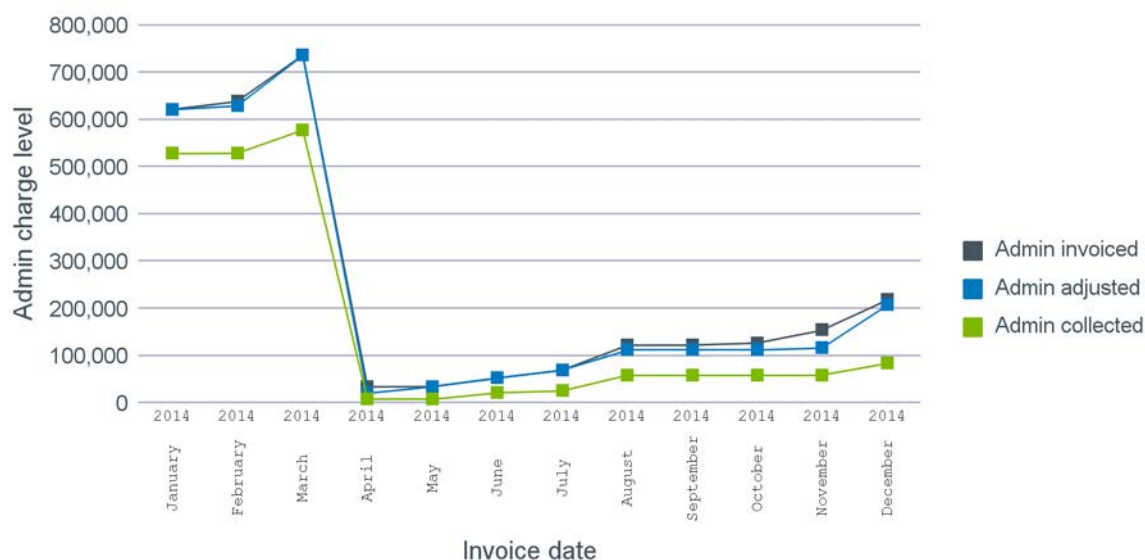
Quarterly view

2.16 Administration charge collection rates

Period	Adjusted KPI	Non-adjusted KPI
2014-2015 - Q3	41%	39%
2014-2015 - Q2	53%	48%
2014-2015 - Q1	41%	41%
2013-2014 - Q4	79%	78%

Annual view

2.17 Administration charge collection rates



Comments

This KPI is the accumulative actual collected administration charges over total administration charges invoiced and the adjusted measure of the collection rate discounted for administration income which is suspended, deferred or not yet due. This KPI gives a view on the effectiveness of the polluter pays principle and PhonepayPlus' internal effectiveness in debt collection procedures. Administration charge collection rates for the financial year stand at 41% adjusted and 39% non-adjusted.

MANAGEMENT INFORMATION

Description of this section

This section includes a range of key management information metrics and targets which produce a view on activity levels and which demonstrate the effectiveness of our delivery across our core operational functions. These measures include a view on volumes processed, inputs and outputs and timeliness and efficiency in the key business functions. The section includes information on timeliness of processing of informal complaint resolution to target, formal case management targets and volume and efficiency across prior permissions, compliance advice and industry and consumer enquiry call management.

MANAGEMENT INFORMATION

Track 1 cases to target

Quarterly view

3.1 Track 1 cases to target (42 days)

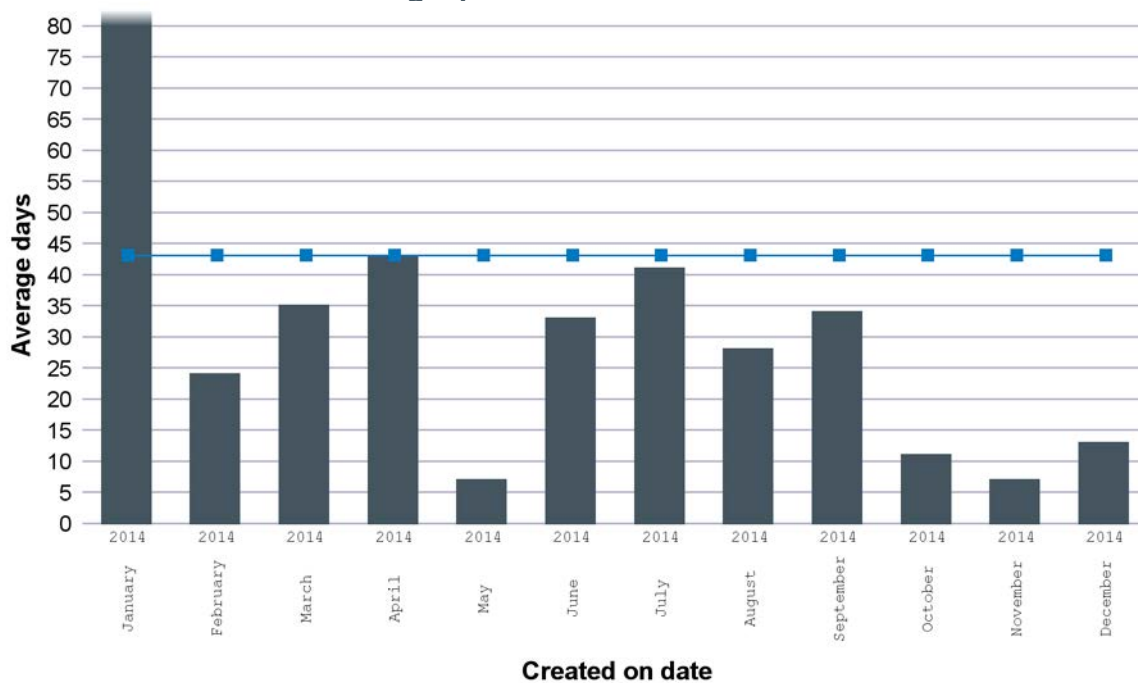
Period	Number of cases	Cases closed	Average length (days)
2014-2015 Q3	24	14	10
2014-2015 Q2	39	27	35
2014-2015 Q1	25	25	25
2013-2014 Q4	16	16	44

The average days to complete Track 1 cases for this financial year is:

26

Annual View

3.2 Track 1 cases to target per month



Comments

The average duration for Track 1 cases over the financial year is 26 days. For any period average days duration is only finalised when there are no remaining open Track 1 cases for that period.

MANAGEMENT INFORMATION

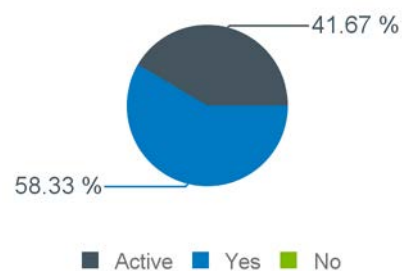
Track 1 cases to target

Monthly view

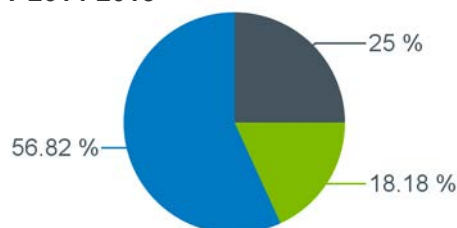
3.3 Track 1 cases to target

Period	Target met	Number of cases	Percentage
2014-2015 Q3	Active	10	41.67%
2014-2015 Q3	Yes	14	58.33%
2014-2015 Q2	Active	12	30.77%
2014-2015 Q2	Yes	16	41.03%
2014-2015 Q2	No	11	28.21%
2014-2015 Q1	Yes	20	80.00%
2014-2015 Q1	No	5	20.00%
2013-2014 Q4	Yes	8	50.00%
2013-2014 Q4	No	8	50.00%

Quarter 3

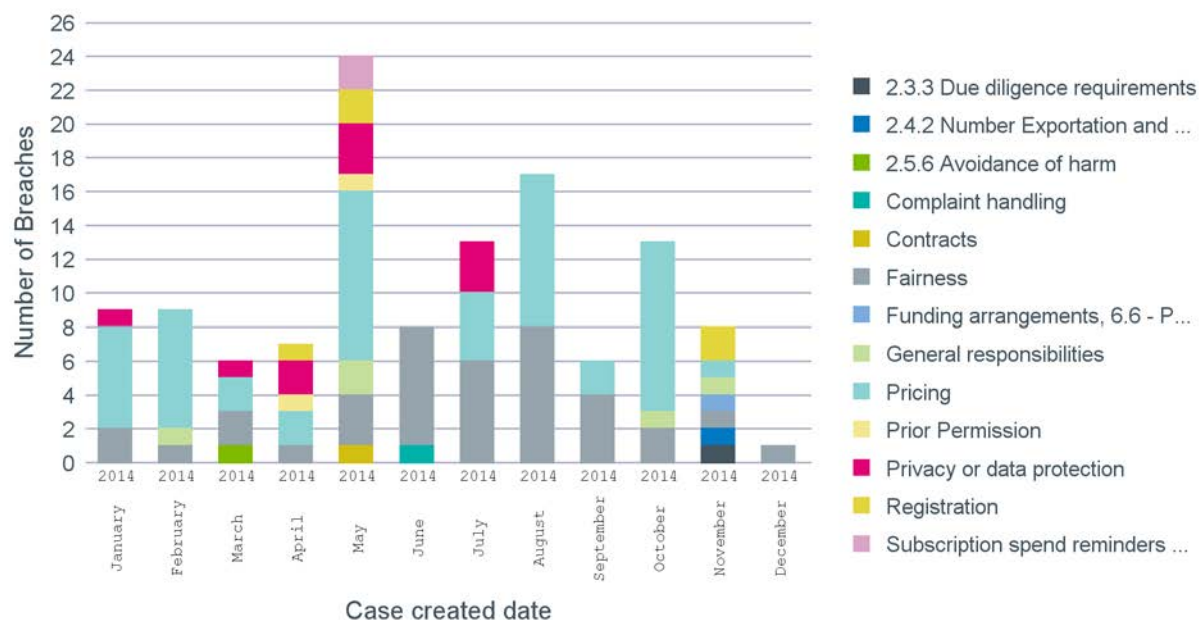


FY 2014-2015



Annual View

3.5 Breaches raised in Track 1 procedure



Comments

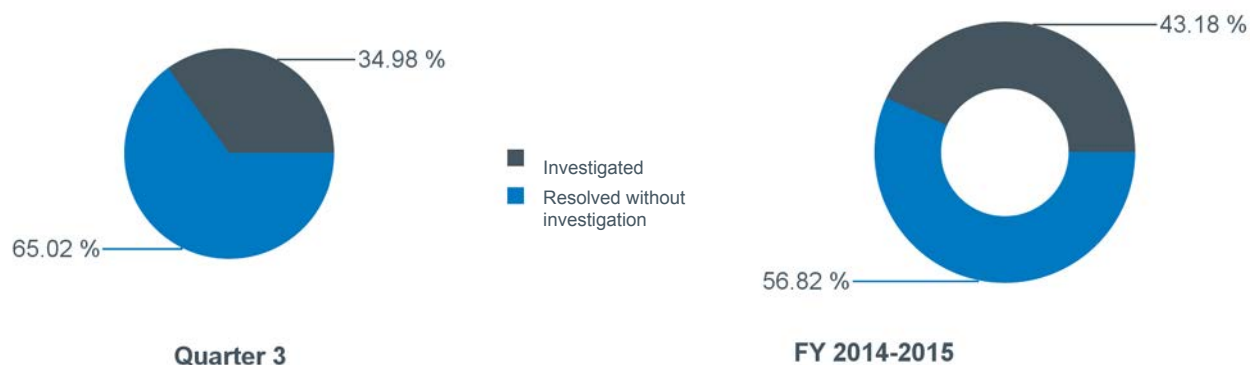
76% of closed Track 1 cases for the financial year were processed within target. The majority of breaches raised under this procedure relates to pricing issues. For any period the percentage to target is only finalised when there are no remaining open Track 1 cases for that period.

MANAGEMENT INFORMATION

Actionable and non-actionable complaints

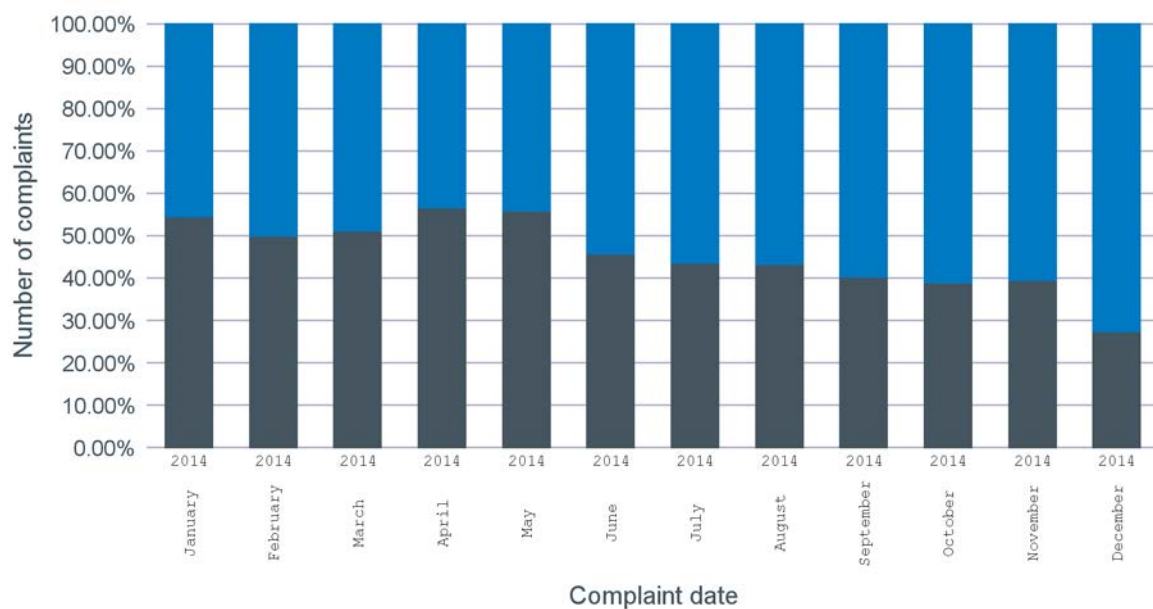
Quarterly view

3.6 Actionable and non-actionable complaints as percentage of total



Annual View

3.7 Actionable and non-actionable complaints per month



Comments

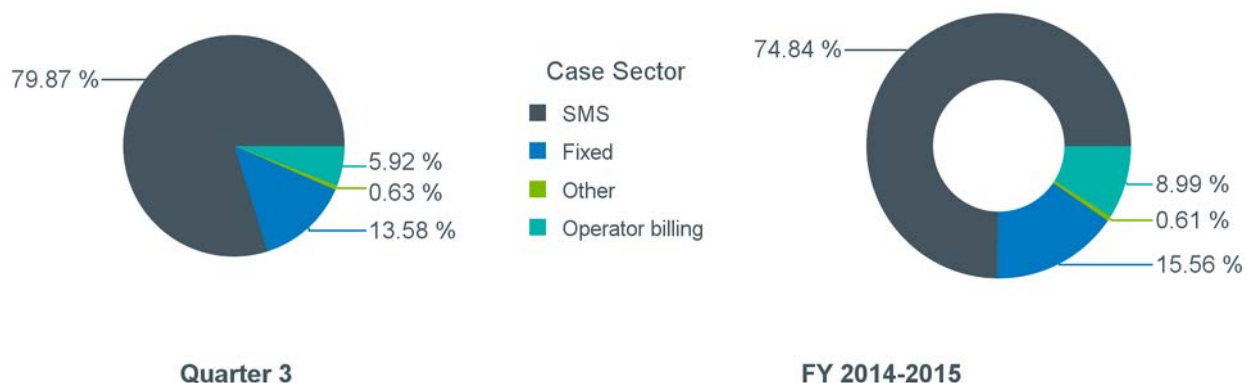
35% of complaints in Quarter 3 and 43% financial year to date required escalation to an enforcement track (Track 1 or 2). The remainder have either been closed without the need for investigation, are subject to ongoing monitoring or have not yet been allocated awaiting provider information.

MANAGEMENT INFORMATION

Complaints by sector

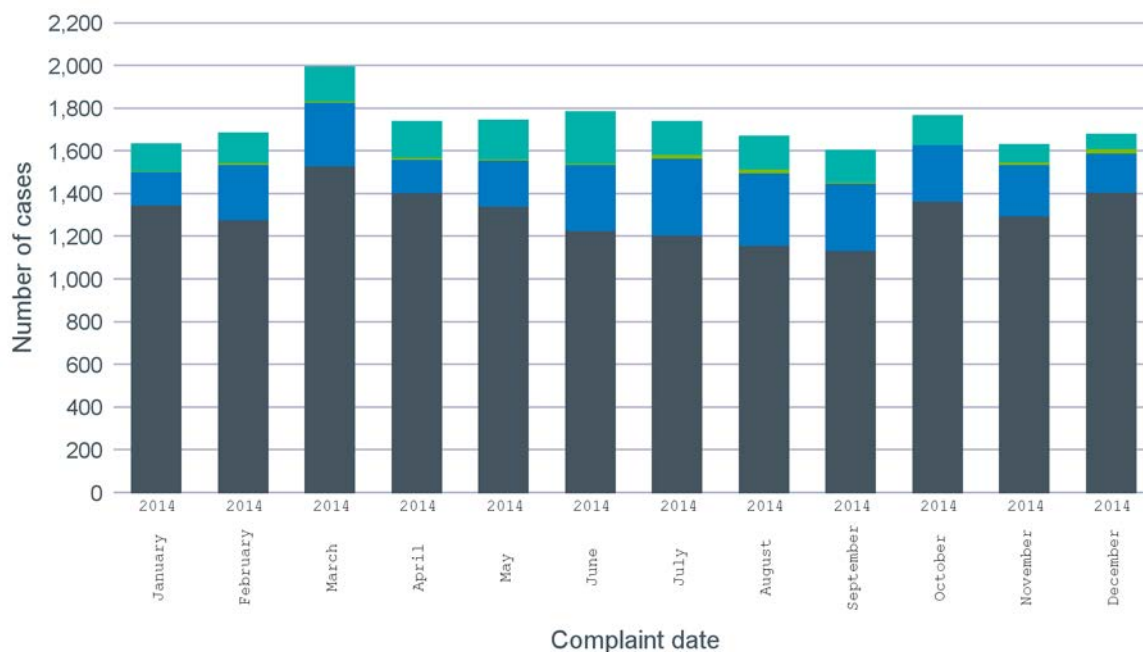
Quarterly view

3.8 Complaints by sector as percentage of total



Annual View

3.9 Complaints by sector per month



Comments

80% of complaints in Quarter 3 and 75% financial year to date related to the SMS mobile sector. The Payfort definition has now expanded to include all operator billing platforms. This category has been renamed 'Operator billing'.

MANAGEMENT INFORMATION

Suspension of services

Quarterly view

3.10 Percentage of adjudicated cases with suspensions

Period	Suspension	Cases	Percentage
2014-2015 - Q3	Yes	0	0.00%
2014-2015 - Q3	No	7	100.00%
2014-2015 - Q2	Yes	0	0.00%
2014-2015 - Q2	No	4	100.00%
2014-2015 - Q1	Yes	3	60.00%
2014-2015 - Q1	No	2	40.00%
2013-2014 - Q4	Yes	5	55.56%
2013-2014 - Q4	No	4	44.44%

Quarter 3

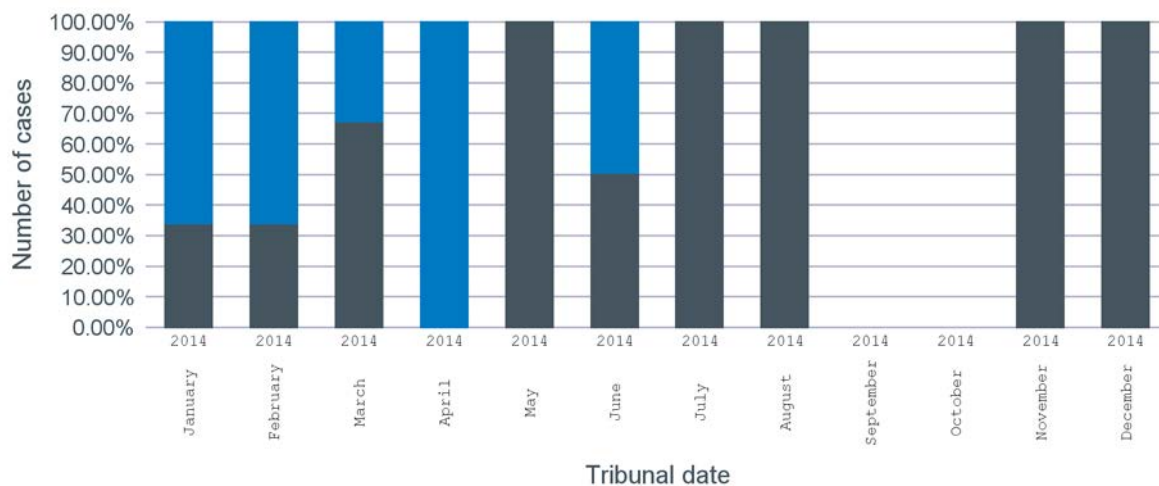


FY 2014-2015



Annual view

3.11 Percentage of adjudicated cases with suspensions per month



Comments

Suspensions and withhold directions are applied in accordance with the Code.

MANAGEMENT INFORMATION

Withholds

Quarterly view

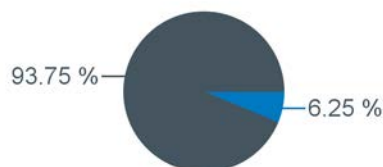
3.12 Percentage of adjudicated cases with withholds

Period	Withholds	Cases	Percentage
2014-2015 - Q3	Yes	0	0.00%
2014-2015 - Q3	No	7	100.00%
2014-2015 - Q2	Yes	1	25.00%
2014-2015 - Q2	No	3	75.00%
2014-2015 - Q1	Yes	0	0.00%
2014-2015 - Q1	No	5	100.00%
2013-2014 - Q4	Yes	2	22.22%
2013-2014 - Q4	No	7	77.78%

Quarter 3



FY 2014-2015



Annual view

3.13 Percentage of adjudicated cases with withholds per month



Comments

Suspensions and withhold directions are applied in accordance with the Code.

MANAGEMENT INFORMATION

Prior permissions

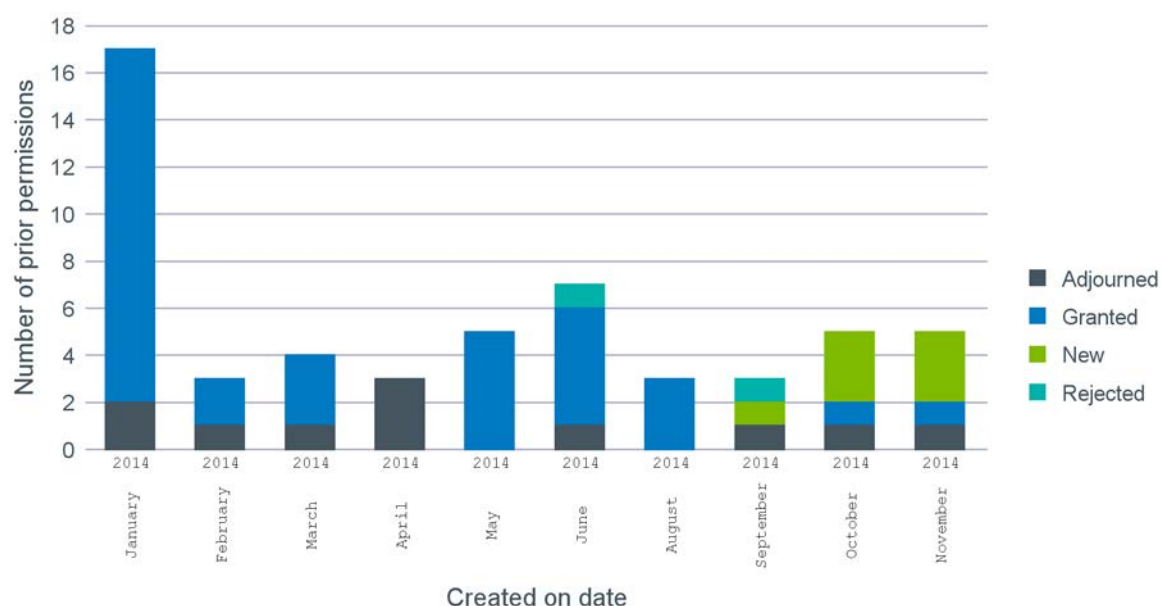
Quarterly view

3.14 Prior permissions by status

Period	New	Granted	Trial	Rejected	Adjourned	Inactive	Total	Average weeks
2014-2015 - Q3	6	2	0	0	2	0	10	5
2014-2015 - Q2	1	3	0	1	1	0	6	7
2014-2015 - Q1	0	10	0	1	4	0	15	7
2013-2014 - Q4	0	20	0	0	4	0	24	7

Annual view

3.15 Prior permissions by status per month



Comments

Prior permission applications are processed by the Executive but in some cases require referral to the Board (or its subcommittee). For any quarter, average days duration is only finalised when there are no remaining open prior permissions (in table 3.14: 'New'). On average valid applications were processed in Five weeks in Quarter 3.

MANAGEMENT INFORMATION

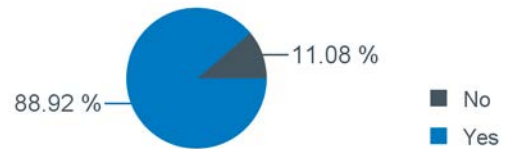
Compliance advice

Quarterly view

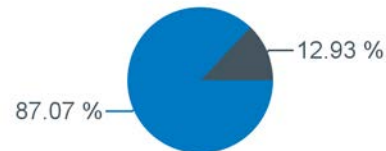
3.16 Number of compliance advice requests answered within 5 working days

Period	Target Met	Number of requests	Percentage
2014-2015 - Q3	Yes	337	88.92%
2014-2015 - Q3	No	42	11.08%
2014-2015 - Q2	Yes	269	87.62%
2014-2015 - Q2	No	38	12.38%
2014-2015 - Q1	Yes	397	85.19%
2014-2015 - Q1	No	69	14.81%
2013-2014 - Q4	Yes	453	87.45%
2013-2014 - Q4	No	65	12.55%

Quarter 3

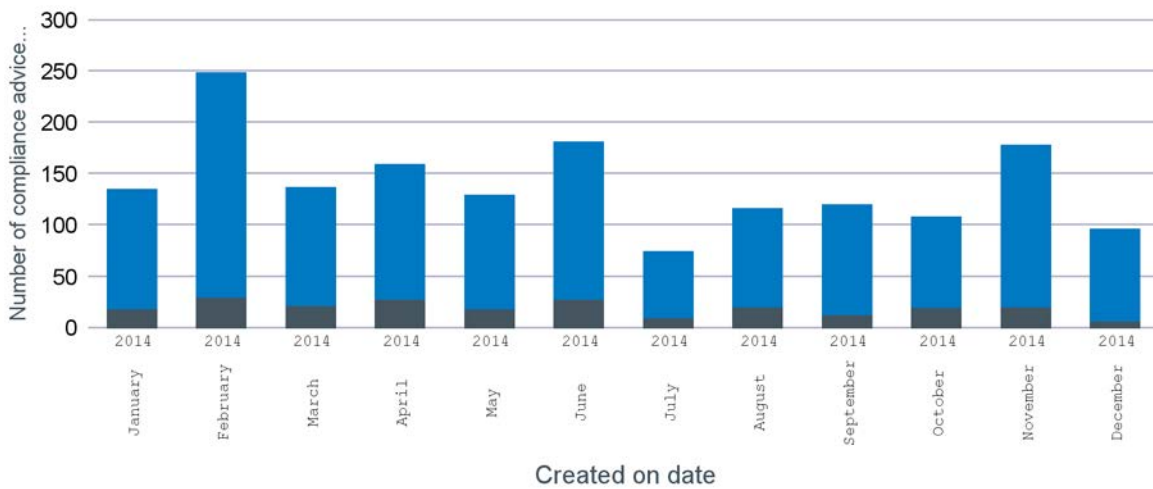


FY 2014-2015



Annual view

3.17 Compliance advice requests per month



Comments

87% of requests for the financial year to date are answered within 5 working days.

MANAGEMENT INFORMATION

Consumer enquiries

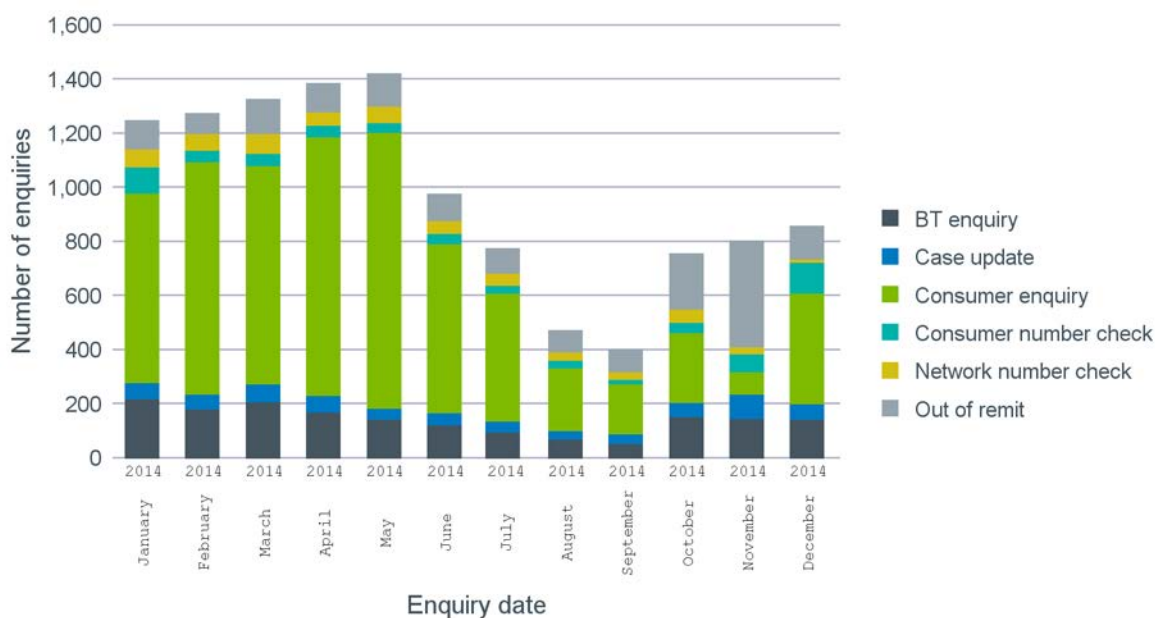
Quarterly view

3.18 Number of consumer enquiries

Period	BT enquiry	Case update	Consumer enquiry	Consumer number check	Network number check	Out of remit	Total
2014-2015 - Q3	423	198	749	218	89	727	2,404
2014-2015 - Q2	199	108	888	75	104	263	1,637
2014-2015 - Q1	413	149	2,599	115	161	332	3,769
2013-2014 - Q4	587	178	2,367	187	199	318	3,836
Total	1,622	633	6,603	595	553	1,640	11,646

Annual view

3.19 Number of consumer enquiries per month



Comments

There was a continued decline in the volume of enquires received during Quarters 1 and 2, but in Quarter 3, enquiry volumes are climbing again. We will continue to monitor this closely to identify any underlying reasons for this.

MANAGEMENT INFORMATION

Due diligence

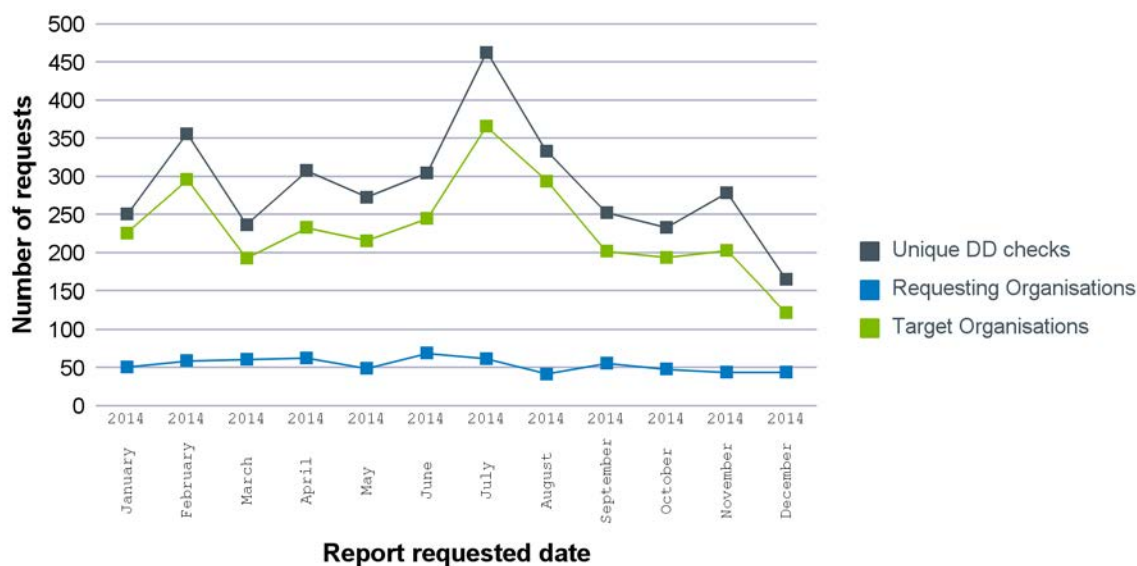
Quarterly view

3.20 Number of due diligence requests

Period	Unique checks	Requesting Orgs	Target Orgs
2014-2015 - Q3	677	86	458
2014-2015 - Q2	1,049	105	742
2014-2015 - Q1	886	111	592
2013-2014 - Q4	844	109	611

Annual view

3.21 Number of due diligence requests per month



Comments

On average 864 due diligence reports are requested each quarter by 103 organisations.

MANAGEMENT INFORMATION

Call centre data

Quarterly view

3.22 Calls and service level

Period	Incoming calls	Calls abandoned	Calls answered	Calls served in time	Percentage answered	Answered within 30 sec
2014-2015 - Q3	7,952	1,552	6,400	2,660	75.75%	41.56%
2014-2015 - Q2	6,846	1,131	5,715	3,038	80.21%	53.16%
2014-2015 - Q1	8,167	1,234	6,933	3,539	82.20%	51.05%
2013-2014 - Q4	9,460	1,761	7,699	3,723	77.13%	48.36%
					82.94%	48.49%

Annual view

3.23 Answered service level per month (served in time / answered)



Comments

On average 8,106 contacts are made to the call centre each quarter. In Quarter 3 service level to answer calls within 30 seconds was below target (80%) at 42%. Levels of calls abandoned this quarter 24% against a target of 5%. Meeting the KPI continues to be challenging however we are closely reviewing and managing resource allocation on a weekly basis to ensure the best service is offered.

TRIBUNAL INFORMATION

Description of this section

This section provides information about those cases which have been put to the Tribunal, the body which hears and adjudicates on cases against premium rate providers that PhonepayPlus suspects to be in breach of its Code of Practice. The section includes volumes of cases heard and the severity of the cases and breaches upheld.

Further detail on the cases heard and the formal record of the hearings can be found on the PhonepayPlus website <http://www.phonepayplus.org.uk/For-Business/Tribunals.aspx>

TRIBUNAL INFORMATION

Number of cases heard at tribunal

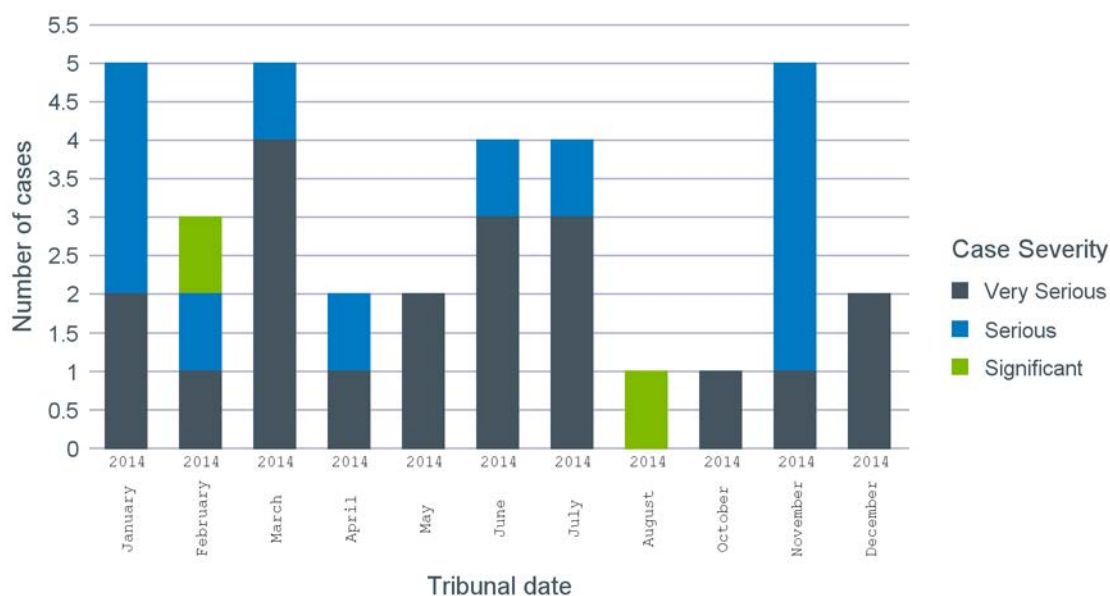
Quarterly view

4.1 Number of cases heard at Tribunal

Period	Tribunals	Track 2	Breach of Sanctions	Emergency Procedure	Naming Case	By consent	Review	DDRAC	Oral hearing	Total
2014-2015 - Q3	6	5	1	0	4	2	0	0	0	12
2014-2015 - Q2	5	4	1	0	6	0	0	0	0	11
2014-2015 - Q1	7	4	3	0	7	1	0	0	0	15
2013-2014 - Q4	6	8	4	0	3	0	0	0	1	16

Annual view

4.2 Cases by severity rating



Comments

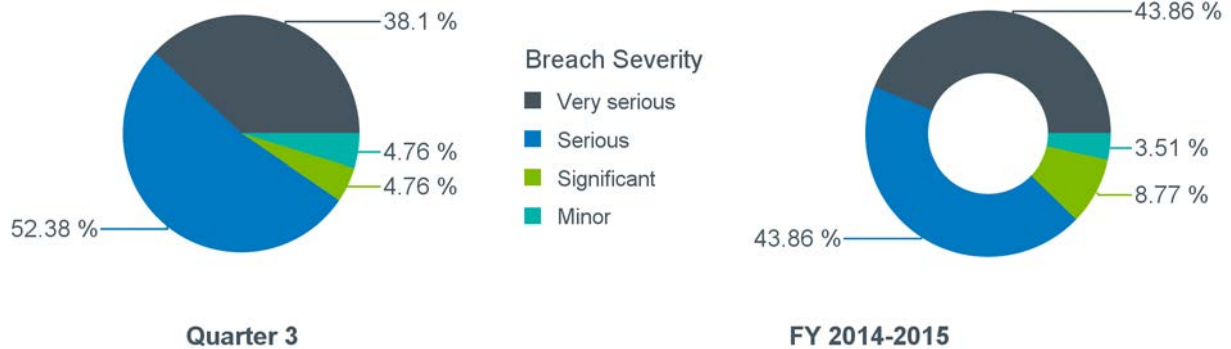
On average 14 cases are heard at adjudication per quarter. The majority of (relevant) cases are determined to have a severity rating of 'serious' or above by the Tribunal.

TRIBUNAL INFORMATION

Upheld breaches by severity

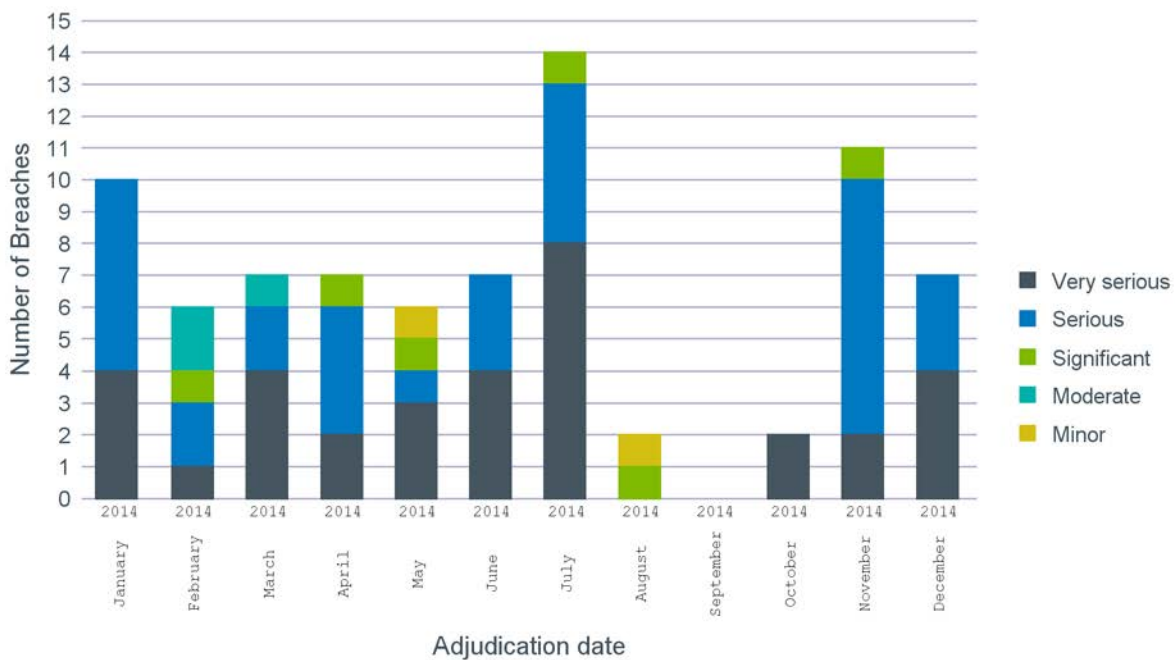
Quarterly view

4.3 Upheld breaches by severity as percentages



Annual view

4.4 Upheld breaches by severity per month



Comments

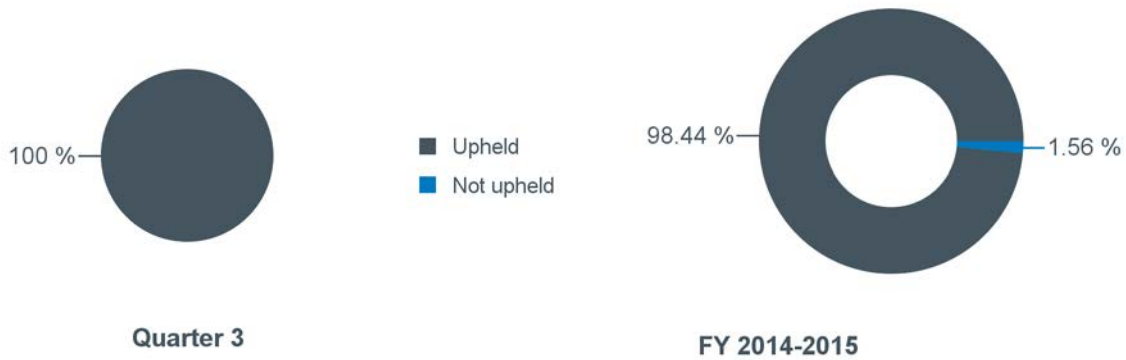
In Quarter 3, 90%, and financial year to date 88% of breaches found by the Tribunal were considered serious or above.

TRIBUNAL INFORMATION

Breaches by status

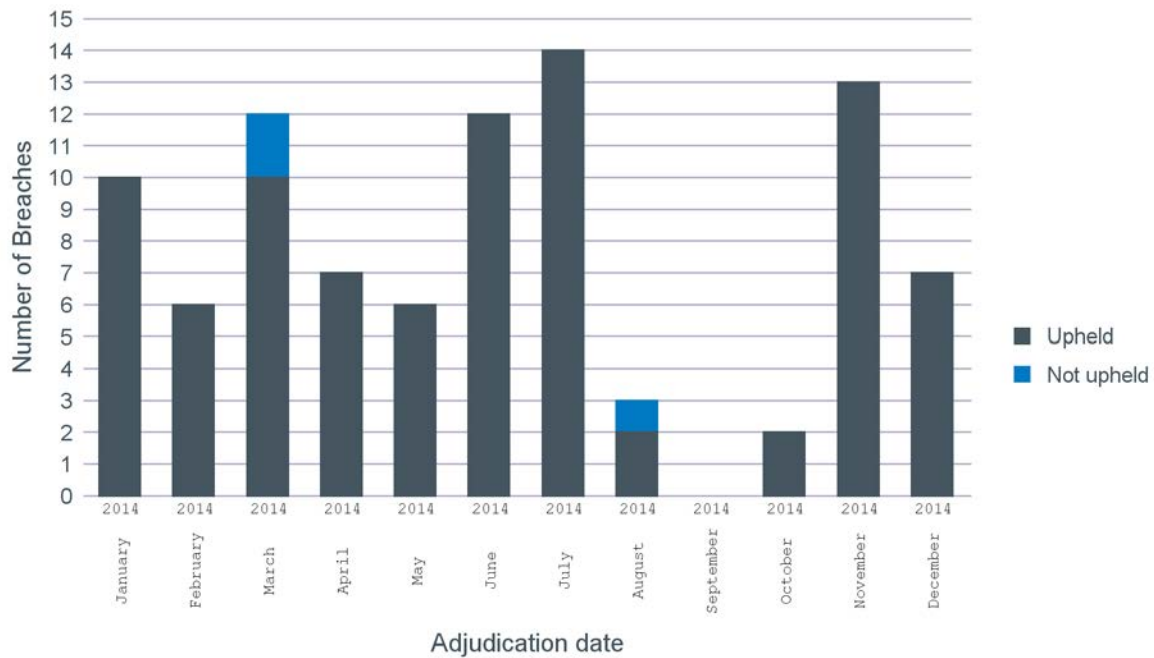
Quarterly view

4.5 Breaches by status as percentages



Annual view

4.6 Breaches by status per month



Comments

100% of breaches brought by the Executive were upheld in Quarter 3 and 98% financial year to date. 100% of cases were upheld.

ADDITIONAL INFORMATION

Complaints summary

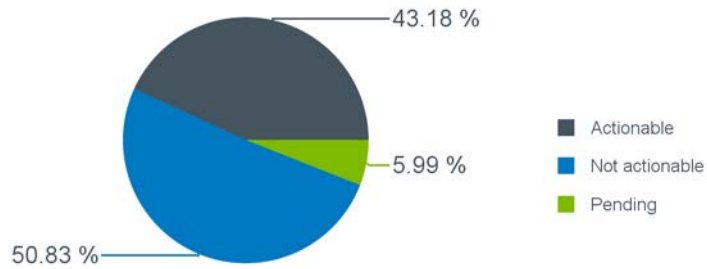
Annual View

Consumer contacts

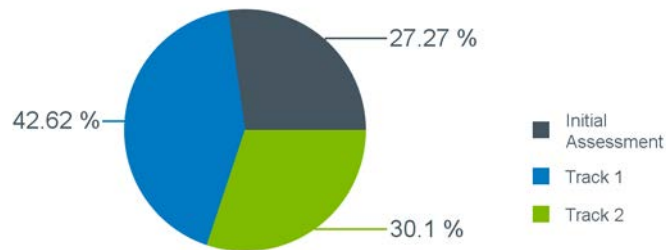
Created on FY	Complaints	Enquiries	Total
2014	66%	34%	22,986

Complaints

Status	Percentage
Actionable	43%
Not actionable	51%
Pending	6%



Actionable complaints



Classification	Percentage
Initial Assessment	27%
Track 1	43%
Track 2	30%

Not actionable complaints

Classification	Percentage
No evidence of breach	90%
Not within remit	10%



Comments

This consolidated complaints summary brings together top line complaint and enquiry data from throughout the report into one view for ease of reference.