	Note	2017 Jan	2017 Feb	2017 Mar	2017 Apr	2017 May	2017 Jun	2017 Jul	2017 Aug	2017 Sep	2017 Oct	2017 Nov	2017 Dec	2018 Jan	2018 Feb	2018 Mar	2018 Apr	2018 May	2018 Jun	2018 Jul	2018 Aug	2018 Sep	2018 Oct	2018 Nov	2018 Dec
For assessed complaints about subscriptions	1																								
Average number of days between complaint received by PSA and initial date of engagement		109	141	123	124	108	98	131	115	109	92	114	112	103	95	107	116	83	72	71	72	102	118	106	78
Published in consultation document (data run January 2019)																									
Subscriptions		**1,082**	**684**	**381**	**425**	**595**	**647**	**521**	**487**	**593**	**840**	**691**	**526**	**766**	**751**	**662**	**679**	**806**	**990**	**1,115**	**1,218**	**1,101**	**1,121**	**1,163**	**982**
Single payment		32	17	1	1	5	8	4	30	28	11	12	9	11	17	7	5	5	2	15	13		3		4
Other		63	41	36	36	27	37	45	40	58	65	49	61	92	68	74	69	31	30	24	24	19	21	23	30
Total assessed complaints		1,177	742	418	462	627	692	570	557	679	916	752	596	869	836	743	753	842	1,022	1,154	1,255	1,120	1,145	1,186	1,016
Data run April 2019																									
Assessed complaints in relation to subscriptions		**1,082**	**684**	**381**	**425**	**595**	**647**	**521**	**487**	**593**	**840**	**691**	**526**	**766**	**751**	**662**	**679**	**806**	**990**	**1,115**	**1,220**	**1,099**	**1,124**	**1,170**	**1,188**
difference from Jan 2019 data	2	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*2*	*-2*	*3*	*7*	*206*
Analysed by payment method	3																								
PSMS		605	473	230	224	295	242	221	186	206	213	151	135	180	176	144	114	109	110	174	249	258	311	360	465
PFI		453	198	136	184	258	367	240	232	316	529	440	307	482	474	406	460	591	809	820	818	695	663	695	622
Other carrier billing		24	13	15	17	42	38	60	69	71	97	99	84	104	101	111	105	106	71	121	153	146	150	115	101
Not known											1	1				1									
Total		**1,082**	**684**	**381**	**425**	**595**	**647**	**521**	**487**	**593**	**840**	**691**	**526**	**766**	**751**	**662**	**679**	**806**	**990**	**1,115**	**1,220**	**1,099**	**1,124**	**1,170**	**1,188**
Analysed by nature of complaint	4																								
Product not requested		1,045	642	372	408	562	618	493	444	579	814	688	518	762	743	651	674	800	981	1,112	1,215	1,093	1,113	1,165	1,184
Product not received		13	8	1	2	4	1	2		5	2	1	2	1	1	2	1	3	8			2	1		2
STOP not working		3	6	2	4	6	9		2				1		1	1	1				1			1	
Misleading pricing		8	16	2	4	3	4	2								1	1			1	1				1
Misleading wording/statements		5	8			6	4		1																
Other		8	4	4	7	14	11	24	40	9	24	2	5	3	6	7	2	3	1	2	3	4	10	4	1
		1,082	**684**	**381**	**425**	**595**	**647**	**521**	**487**	**593**	**840**	**691**	**526**	**766**	**751**	**662**	**679**	**806**	**990**	**1,115**	**1,220**	**1,099**	**1,124**	**1,170**	**1,188**
Analysed by service type	5																								
Non-Broadcaster Competitions or Quizes		515	367	117	107	130	64	74	28	11	15	2	6	5	12	10	3	1	2	6	8	13	45	32	34
Adult		199	77	39	20	14	14	7	4	6	20	6	4		1			1				2	3		1
Games or Apps Charged to My Bill		101	56	63	87	126	158	113	141	212	249	234	158	245	223	187	160	268	414	484	453	316	347	356	259
Music or Video Content		142	45	9	19	15	43	45	39	47	176	108	40	64	64	66	64	45	46	75	87	102	66	62	67
Ringtones, Ringback Tones, Wallpaper		33	29	32	56	80	146	54	43	43	94	114	76	83	106	85	129	146	143	156	179	141	114	94	82
Internet based information services		74	82	91	98	188	191	214	216	261	264	218	227	307	305	273	254	293	313	292	382	364	304	309	380
Directory Enquiries																									
Tarot or Astrology		4		6	5	3	5	2	3	1	4	1	1	5	2	2	2	7	8	6	7	10	5	6	18
Betting or Gambling			3	3	5	6				1			3	1	2	3	8	5	3	15	10	32	30	23	39
Low Cost International or Reverse Charge Calling		2	1					2															1		
Dating or Flirt Chat Services												1	1												
Customer Service																									
TV or Radio Show Voting or Interaction																									
Games on Social Networks		1	1																						
Charity									3	1	1						2	1							
TV or Radio Competitions																									
Virtual Gifts		11	23	21	28	33	25	10	10	10	17	7	10	56	36	36	57	39	61	81	94	119	209	288	308
Other							1																		
		1,082	**684**	**381**	**425**	**595**	**647**	**521**	**487**	**593**	**840**	**691**	**526**	**766**	**751**	**662**	**679**	**806**	**990**	**1,115**	**1,220**	**1,099**	**1,124**	**1,170**	**1,188**
Analysed by individual services	6																								
Service 1		16	36	46	44	73	77	78	89	113	99	87	67	82	76	58	42	46	37	36	33	20	23	15	14
Service 2							5	2	3	16	26	36	56	85	88	71	69	84	66	52	60	71	38	22	21
Service 3		15	7	2	1	4	9	1	1	3	3	4	1	2	1	2	1	54	180	218	134	46	24	27	9
Service 4		10	11	14	16	41	36	57	44	44	49	24	29	30	39	46	42	31	16	12	11	16	13	6	9
Service 5											3	4	11	10	18	32	44	74	62	69	74	47	47	55	46
Service 6		12	17	17	24	26	34	30	32	42	32	26	37	41	48	30	22	19	20	12	7	12	7	3	4
Service 7		12	13	9	7	23	32	39	40	42	46	36	22	29	23	18	16	17	23	16	20	24	15	10	8
Service 8								2	1	1	1		4	14	34	27	37	61	59	56	55	44	30	31	21
Service 9							25	7	8	14	161	72	11	19	21	32	32	4		4		2	2	1	1

Service 10												2	6	4	6	11	45	21	31	66	55	59	38	33
Service 11													4	8	9	14	24	32	37	60	58	38	28	20
Service 12	1		2	7	9	14	10	18	30	33	39	34	50	37	9			3	7		6	8	8	7
Service 13																	13	72	65	77	28	22	26	24
Service 14						1	4	24	50	77	63	23	11	4	4	14	3	2	1					
Service 15																					3	65	120	77
Service 16						1		3	18	50	41	10	19	17	17	31	27	5	4	1	8	6		1
Service 17	1	1	5	5	35	24	35	35	32	14	11	3	9	3	3	2		1				2		
Service 18				1	1	2	2	11	6	16	33	19	17	28	20	27	4	2	5		3	1		
Service 19																15	41	62	41	17	2	2		
Service 20	3	4		1	5	3	4	11	17	21	21	16	24	4	10	5	6	6	4	5	4	2		2
Service 21						1	2	7	22	16	13	3	18	9	9	3	1	22	21	9	6	1	2	
Service 22			1	4	9	2	12	8	13	3	1	4	6	12	16	10	4	4	4	14	21	7	3	7
Service 23															4	17	21	19	9	9	7	15	26	30
Service 24					20	81	25	9	6	6	4	2		1										
Service 25																			16	57	44	21	7	7
Service 26																	3	11	26	35	26	20	12	12
Service 27										2	9	9	10	19	7	7	3	16	7	13	14	9	7	9
Service 28															5	12	13	4	8	7	16	21	17	38
Service 29																9	24	41	47	15	1	3		
Service 30										1	5		17	41	30	11	7	8	5	6	2	3	3	
Service 31																		1	9	20	30	35	24	14
Service 32												1	2	4	2			2	8	56	34	14	6	
Service 33	7	4	3	3	9	11	7	7	4	10	5	3	7	4	6	7	9	3	7	1	5	1	1	1
Service 34																		1	12	10	31	30	22	19
Service 35						11	22	21	19	6	13	7	10	5		2	2	1	2			2	1	1
Service 36																						27	58	32
Service 37															2	1	9	7	18	23	14	13	12	18
Service 38	1	8	8	9	8	3	1						3	1	1	4	1	7	7	8	9	12	12	13
Service 39					6	28	30	14	9	8	1	4	3	4	1		1	2	1	1	1	1		
Service 40																	2	15	15	15	15	15	11	19
Service 41																			16	49	15	10	13	4
Service 42																				1	13	36	44	13
Service 43			13	21	25	13	10	8	3	5	4	1	2									1		
Service 44	9	17	14	25	13	6	6	2	1	2	2	1	3	2							1	1		
Service 45														1	4	6	2	5	9	14	13	15	25	8
Service 46	56	40	3				1																	
Service 47												11	22	22	8	1	3	2	10	7	5	6	2	1
Service 48																				1	4	17	31	46
Service 49	35	17	12	7	6	4	9	1				1									1	1	1	2
Service 50	20	7	6	6	3	4	5	4	5	7	6	5	3	4	6	2		1	1					2
Service 51																6	7	13	13	13	16	16	9	3
Service 52																		1	3	7	11	33	20	18
Service 53	33	16	12	4	6		4										1		2			7	7	1
Service 54										9	4	9	14	11	16	5	6	4	6	3	1	1	2	
Service 55															2	2	5	4		1	3	23	22	28
Service 56												9	18	6	3	19	5	9	5	4	1	6	5	
Service 57																1	8	11	8	14	25	7	7	6
Service 58	44	35	5			1	1																	
Service 59																					5	14	38	29
Service 60																		2	7	18	22	23	8	4
Service 61														1	2	9	13	8	10	1	6	3	15	15
Service 62													2	2	2	2	1	4	5	4	9	17	20	14
Service 63	32	20		5	13	3	1	2																4
Service 64										1			5	6	1			2		5	6	14	12	20
Service 65	28	19	16	2	2	4																		
Service 66																		3	5	7	6	17	20	13
Service 67	26	23	6	5	3		4																1	1
Service 68										3	12	13	15	18						4				1
Service 69	24	12	8	6	4			3			1	2									1	1	2	2
Service 70					1	3		4	4	9	3		3	6	10	3	3		7	2	3		2	2
Service 71				2	2			1	2	8	13	14	4	6	1		3	1	1		2		2	1
Service 72	7	4	5	8	6	5	1	3	2	6	2		1	1	4	5	1		2					
Service 73															5	3	5	1	4	5	15	5	10	9
Service 74																2		5	6	10	14	10	4	10
Service 75																			9	27	13	5	1	1
Service 76								1	9	6	9	5	6	7	2	2	5	1						1

Service 77	10	12	11	3	6	2	5	1		3														
Service 78																		1	2	6	17	12	10	4
Service 79	5	5	4		3	6	5	3	4				3	1	1	2	2	2	1	2	1		1	1
Service 80																		3	26	11	2	4	4	1
Service 81												2	1	1	1	3				12	18	8	3	2
Service 82	18	13	8	2	3	1	1	2														1		1
Service 83										3	15	10	12	9										
Service 84	32	14	1																					
Service 85			1	2	4	2		1	2	10	4	11	8	2										
Service 86															4	9	11	6	10	1	4			1
Service 87				4	7	22	10	3																
Service 88																	1	2	5	5	4	8	10	11
Service 89	5	10	6	5	8	4	1	2	2	2												1		
Service 90		1		7	15	6	3	1	1		3	2	1						2					3
Service 91	12	6	8	6	5	2		2	2	1														
Service 92	34	7	2	1																				
Service 93																	1	3	3	8	9	6	10	4
Service 94	20	20		2	1																			
Service 95	11	6	2	4	4	1	2	8	2	2												1		
Service 96																				1	5	14	13	9
Service 97															3	3	4	7	9	7	4	2		
Service 98										1			4	2	2	1	7	4	3	2	6	3	4	
Service 99	37	2																						
Service 100								2	12	7	12	3	1	1										
Service 101	30	8																						
Service 102																				5	7	10	8	8
Service 103						18	5	4	5	2	1	1												
Service 104																	1	3	3	3	4	5	10	7
Service 105	17	1	1			2	1	2	4		4	1	3											
Service 106	16	10	1	1	3	1	3																	
Service 107				2	7	17	6	2				1												
Service 108								2	5	14	2	2	2		2	1					1	1	1	1
Service 109			3	13	11	4										1							1	1
Service 110													14	9	3	2						4	2	
Service 111	7	14	2	1	3	3	2	1																
Service 112													1	2	10	10	9					1		
Service 113																							7	26
Service 114														6	10	8	6	1					2	
Service 115	11	8	6		3				2	2														
Service 116																							8	24
Service 117																						2	6	24
Service 118				7	3	4	2				2	2	6	4	1									
Service 119															6	5	9	3	2		1	1		4
Service 120			11	8	5	5		2																
Service 121	4		6	5	2	3	2	2	1	3	1	1												
Service 122	12	9		3	1	3	1	1																
Service 123												1	2	1	3	3		1			2		6	11
Service 124									2				4	11	10	3								
Service 125				1	2	5	3				1		2	1	4	3					2	1	2	3
Service 126	2	1	7	7	6	2	2		1						1									
Service 127												1	11		2	1		4	1	1	2	1	3	2
Service 128	21	7	1																					
Service 129															4	10	3		5	4	2			
Service 130	13	8	2	2	2	1																		
Service 131				6	12	7					1			1										
Service 132	9		1	1	1					15														
Service 133																					8	4	3	12
Service 134																							6	21
Service 135	14	7		4		1	1																	
Service 136	2	2		4	7	5	3			1	1	1												1
Service 137	12	7	1	2	1		1			2														
Service 138				9	12	3	1	1																
Service 139		6	9	5	3	1	1																	
Service 140												2	6	3		1					4	2	3	4
Service 141	8	4	5	3	2		1	1																
Service 142	19	5																						
Service 143								1	3	6	1	2	6		1	3								1

Service 144	4	3	1	3	7						1										1	2		2	
Service 145																								6	6	12
Service 146				2	7	9	1	2	2			1														
Service 147	13	8	3																							
Service 148																							3	5	7	8
Service 149																3	8	5	2	3		1				1
Service 150						18	2	2	1																	
Service 151																			4	3	5	4	2	2	3
Service 152		1	3	5	6				1			3	1	2											
Service 153														6	14	2									
Service 154	5	6	4	1	3		2																		
Service 155	8	2	2	1	3	3	1		1																
Service 156	15	3	1	2																					
Service 157	10	7	1																1		1				
Service 158																									1	19
Service 159	9	1		4	3		1	1																		
Service 160	3	6	4		3			1	2																	
Service 161														3	1	5	3	6							1	
Service 162				2	1		1	1			2	5	5					1					1			
Service 163																									2	17
Service 164																					3	4	5		6	1
Service 165	11	7																								
Service 166												2	5	5	1		2	1					2			
Service 167																						1	5	5	6	1
Service 168	4	6	3	3	2																					
Service 169	13	1	1										2													
Service 170															1	3						1	3	4	2	3
Service 171	4	8	1	1		1	1																			
Service 172																						1	7	5	3	
Service 173	10	2	1		2	1																				
Service 174																							3	5	6	2
Service 175	5	4	4		1	1			1																	
Service 176												1	4	7	4											
Service 177	2	2	5	3		2					1	1														
Service 178										1	2	1	3	1	2	2	1	3								
Service 179	13	2																								
Service 180	13	1	1																							
Service 181																										15
Service 182			1	8	1	2	1	1	1																	
Service 183	1	3		3	3	1	2					2														
Service 184																			1		1	1	5	4	3
Service 185								1	1	2	2	3	3				1			2					
Service 186				3	11		1																			
Service 187																							1	2	11
Service 188	4	1		4	2		2			1																
Service 189													1	5	8											
Service 190	8	4	1			1																				
Service 191																						1	1	4	4	4
Service 192	3	2	3	1	1	1	2																			1
Service 193																										14
Service 194										5	3		4	1										1		
Service 195							1	5		1	2		1	1		1	1									
Service 196																								3	2	8
Service 197	3	3	3						2			1														
Service 198																							2	4	3	3
Service 199																							4	4	4	
Service 200	3	2			1	1			1	4																
Service 201																								2	2	8
Service 202																									5	7
Service 203																						2	2	2	5	1
Service 204	3	1	4	3																						
Service 205	1	5	2		1	2																				
Service 206			2	4	2	3																				
Service 207	3	3			2		2	1																		
Service 208																									4	7
Service 209																		1	3	2	3				1	
Service 210				4	4	1	1																			

Service 211	9	1																						
Service 212	2	1		3	2		2																	
Service 213	3	3					2		1															1
Service 214	6	4																						
Service 215		7			1			1															1	
Service 216											3	1	1	2	2									1
Service 217														1	1	1	3	1	1				1	
Service 218			3	1	1	4																		
Service 219	5	3	1																					
Service 220		2					1		2	3		1												
Service 221	2	1				1	1														1	3		
Service 222													1	3	2	1	1	1						
Service 223	6		1		1																			
Service 224	3	1		1	2													1						
Service 225												2	5	1										
Service 226	3			2	1		1						1											
Service 227																				5	2	1		
Service 228																				1	2	1	2	2
Service 229																								8
Service 230	4			1	2		1																	
Service 231																		5	2			1		
Service 232								3	1	1						2	1							
Service 233														1		2	2	2			1			
Service 234																					5	2		1
Service 235				1	1	2	1	2				1												
Service 236										1	3	2	1											1
Service 237																								7
Service 238	3	2	1	1																				
Service 239	4	2		1																				
Service 240	6	1																						
Service 241																								7
Service 242	6			1																				
Service 243																					1	3	1	2
Service 244											2		3	1	1									
Service 245										3	1	1												2
Service 246																					1	3	1	2
Service 247	2	3		1		1																		
Service 248																1	4						2	
Service 249																				1	1	1	4	
Service 250	4	3																						
Service 251		1	3		1	1																		
Service 252	3		1	2																				
Service 253															2	2	1			1				
Service 254											1	1		1				1	1			1		
Service 255				4	2																			
Service 256							1													1		3		1
Service 257																		1	3	2				
Service 258	1	1	3		1																			
Service 259											3		2		1									
Service 260											2		2	1	1									
Service 261		2	1	2		1																		
Service 262														2	2	1								1
Service 263	2	3	1																					
Service 264		1			2	1	2																	
Service 265																						2	1	2
Service 266																							1	4
Service 267					3		1	1																
Service 268					1	2							1			1								
Service 269		3			1	1																		
Service 270				2	1	1	1																	
Service 271											1						2	2						
Service 272	2	3																						
Service 273	2	1					1																	
Service 274	4																							
Service 275	2	2																						
Service 276	1				1	1	1																	
Service 277	1	3																						

Service 278	1						1														1		1	
Service 279																							4	
Service 280											3			1										
Service 281					1	2	1																	
Service 282																			1	1	1	1		
Service 283																							4	
Service 284											1	1	2											
Service 285	2	2																						
Service 286																						4		
Service 287	3									1														
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	1,082	**684**	**381**	**425**	**595**	**647**	**521**	**487**	**593**	**840**	**691**	**526**	**766**	**751**	**662**	**679**	**806**	**990**	**1,115**	**1,220**	**1,099**	**1,124**	**1,170**	**1,188**

Note

1. The initial date of engagement (typically when they were first billed) is as reported by complainants, and has not been verified against logs (we do not systematically match log dates to individual complaint data on our CRM system).
   This data represents an average across assessed complaints on subscription services received in a month, where the consumer has reported a valid initial date of engagement. A manual assessment suggests a range of 1 day to 1,000+ days within this average.

2. The dynamic nature of our database means some differences may arise over time. The assessed complaints data run in April now includes 206 complaints for Dec 2018 that were unassessed as at January 2019, when the data was run to be published in the subscriptions consultation.
   This reflects the fact that if the analysis date is close to the date of the latest data set, then that data set is likely to always change as a result of processing the data.

3. This data does not reflect any changes in the payment mechanic for a service over time, nor any differences between networks.

4. The data reported here is based on a subjective analysis at the time the complaint is received, and all of the choices available are included here. This data is for indicative purposes only

5. This analysis is by service type, using the previous Annual Market Review taxonomy (we will move our database to the new taxonomy once we have launched new Registration requirements)

6. This data is anonymised to prevent any individual services (and their providers) from being identified.