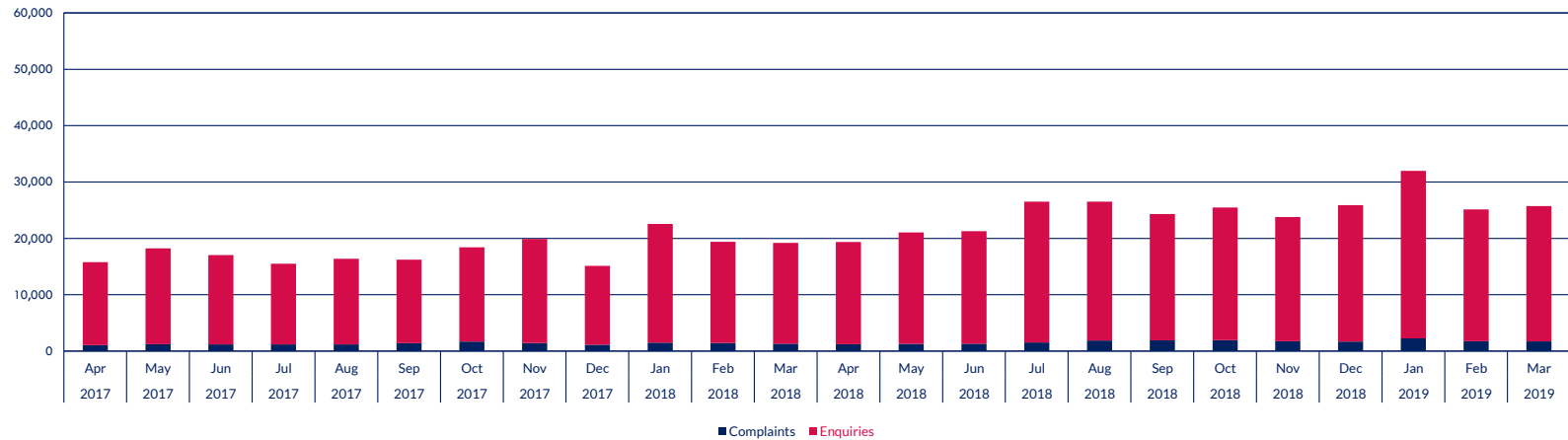


# Operational Metrics as at March 2019

### Total Contacts



	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
<b>Complaints</b>	1,066	1,232	1,177	1,179	1,201	1,413	1,692	1,435	1,122	1,516	1,426	1,301	1,232	1,276	1,327	1,543	1,866	1,917	1,927	1,757	1,698	2,258	1,753	1,714
<b>Enquiries</b>	14,716	16,988	15,870	14,330	15,186	14,802	16,720	18,444	13,999	21,044	17,965	17,905	18,113	19,787	19,942	24,978	24,660	22,404	23,565	22,022	24,173	29,729	23,375	24,022
<b>Total contacts</b>	<b>15,782</b>	<b>18,220</b>	<b>17,047</b>	<b>15,509</b>	<b>16,387</b>	<b>16,215</b>	<b>18,412</b>	<b>19,879</b>	<b>15,121</b>	<b>22,560</b>	<b>19,391</b>	<b>19,206</b>	<b>19,345</b>	<b>21,063</b>	<b>21,269</b>	<b>26,521</b>	<b>26,526</b>	<b>24,321</b>	<b>25,492</b>	<b>23,779</b>	<b>25,871</b>	<b>31,987</b>	<b>25,128</b>	<b>25,736</b>

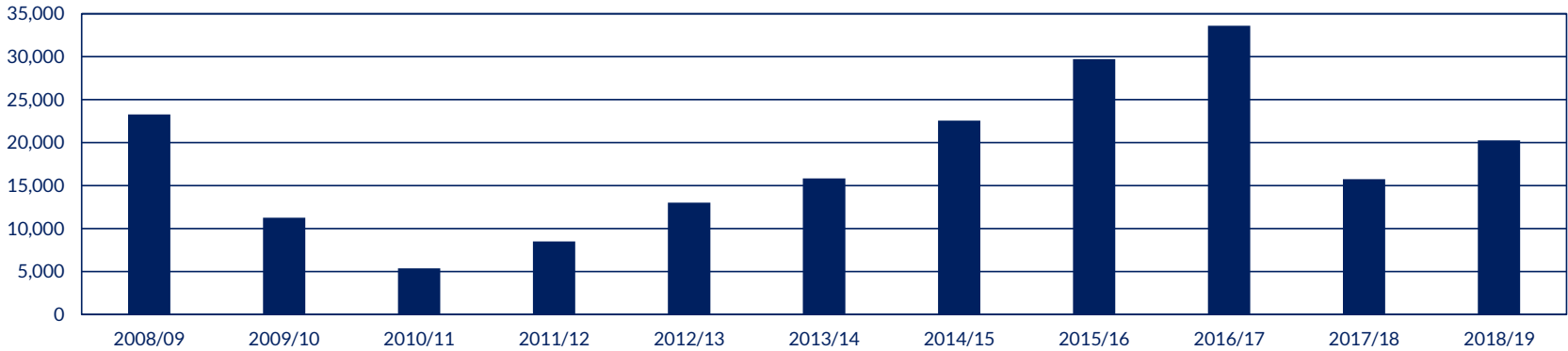
Complaints % of total contacts	7%	7%	7%	8%	7%	9%	9%	7%	7%	7%	7%	7%	6%	6%	6%	6%	7%	8%	8%	7%	7%	7%	7%	7%
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Automated %	92%	91%	90%	91%	90%	89%	89%	90%	91%	92%	90%	91%	90%	91%	92%	93%	93%	93%	93%	95%	97%	97%	97%	96%
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	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	2019 Jan	2019 Feb	2019 Mar
Phone calls - complaints	613	715	592	753	692	823	960	829	591	792	775	718	622	526	310	315	681	892	675	368	295	353	257	358
Phone calls - answered enquiries	655	849	1,058	666	982	1,007	1,083	1,055	728	1,049	1,193	1,072	1,296	1,413	1,299	1,529	1,098	926	1,085	890	548	616	477	732
Phone calls - resolved at IVR	2,518	3,067	2,972	2,620	3,123	3,559	3,717	3,659	2,568	3,589	3,539	3,419	3,945	3,927	3,500	3,574	3,731	3,937	3,982	3,259	2,413	2,766	2,201	3,531
Phone calls - abandoned	34	28	11	32	54	19	34	24	15	55	65	77	59	63	67	70	136	50	80	70	32	81	46	84
Web - complaints	451	510	585	423	507	582	716	593	526	720	651	578	600	748	1,017	1,227	1,172	1,020	1,248	1,383	1,399	1,900	1,491	1,354
Web - number check enquiries	11,509	13,044	11,829	11,012	11,027	10,217	11,886	13,706	10,688	16,351	13,168	13,337	12,813	14,384	15,076	19,805	19,695	17,491	18,418	17,803	21,180	26,266	20,651	19,675
Other - complaints	2	7		3	2	8	16	13	5	4		5	10	2		1	13	5	4	6	4	5	5	2
<b>Total contacts</b>	<b>15,782</b>	<b>18,220</b>	<b>17,047</b>	<b>15,509</b>	<b>16,387</b>	<b>16,215</b>	<b>18,412</b>	<b>19,879</b>	<b>15,121</b>	<b>22,560</b>	<b>19,391</b>	<b>19,206</b>	<b>19,345</b>	<b>21,063</b>	<b>21,269</b>	<b>26,521</b>	<b>26,526</b>	<b>24,321</b>	<b>25,492</b>	<b>23,779</b>	<b>25,871</b>	<b>31,987</b>	<b>25,128</b>	<b>25,736</b>
Complaints	1,066	1,232	1,177	1,179	1,201	1,413	1,692	1,435	1,122	1,516	1,426	1,301	1,232	1,276	1,327	1,543	1,866	1,917	1,927	1,757	1,698	2,258	1,753	1,714
Enquiries	14,716	16,988	15,870	14,330	15,186	14,802	16,720	18,444	13,999	21,044	17,965	17,905	18,113	19,787	19,942	24,978	24,660	22,404	23,565	22,022	24,173	29,729	23,375	24,022
<b>Total contacts</b>	<b>15,782</b>	<b>18,220</b>	<b>17,047</b>	<b>15,509</b>	<b>16,387</b>	<b>16,215</b>	<b>18,412</b>	<b>19,879</b>	<b>15,121</b>	<b>22,560</b>	<b>19,391</b>	<b>19,206</b>	<b>19,345</b>	<b>21,063</b>	<b>21,269</b>	<b>26,521</b>	<b>26,526</b>	<b>24,321</b>	<b>25,492</b>	<b>23,779</b>	<b>25,871</b>	<b>31,987</b>	<b>25,128</b>	<b>25,736</b>

**Note:**  
 Any issue reported to us is recorded as a complaint i.e. where there is some degree of consumer disgruntlement  
 Anything that can be identified as an enquiry is not recorded as a complaint  
 Where the service can be identified, we record this as an assessed complaint. Assessed complaints (alongside other intelligence) for the same service are grouped together to form an Initial Assessment case.  
 Where the service cannot be identified, we had recorded this within total complaints as "referred back to value chain" - but have now changed this to the clearer "service not known". By definition, these complaints do not form any part of Initial Assessment cases.

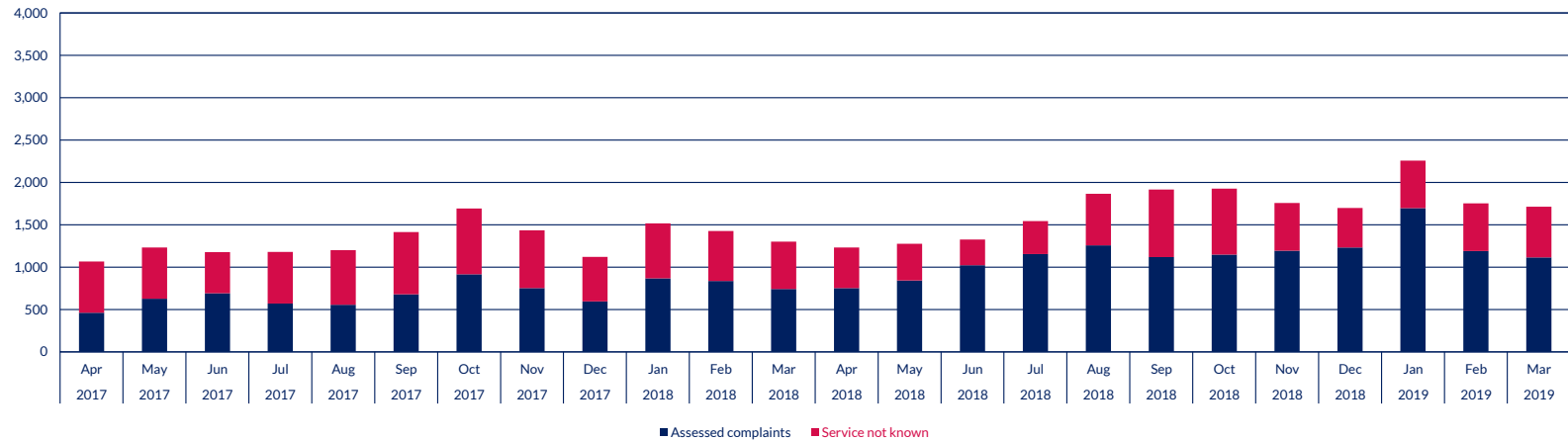
### Total Complaints History



**Total Complaints**

23,278    11,260    5,376    8,499    13,021    15,823    22,567    29,722    33,610    15,760    20,268

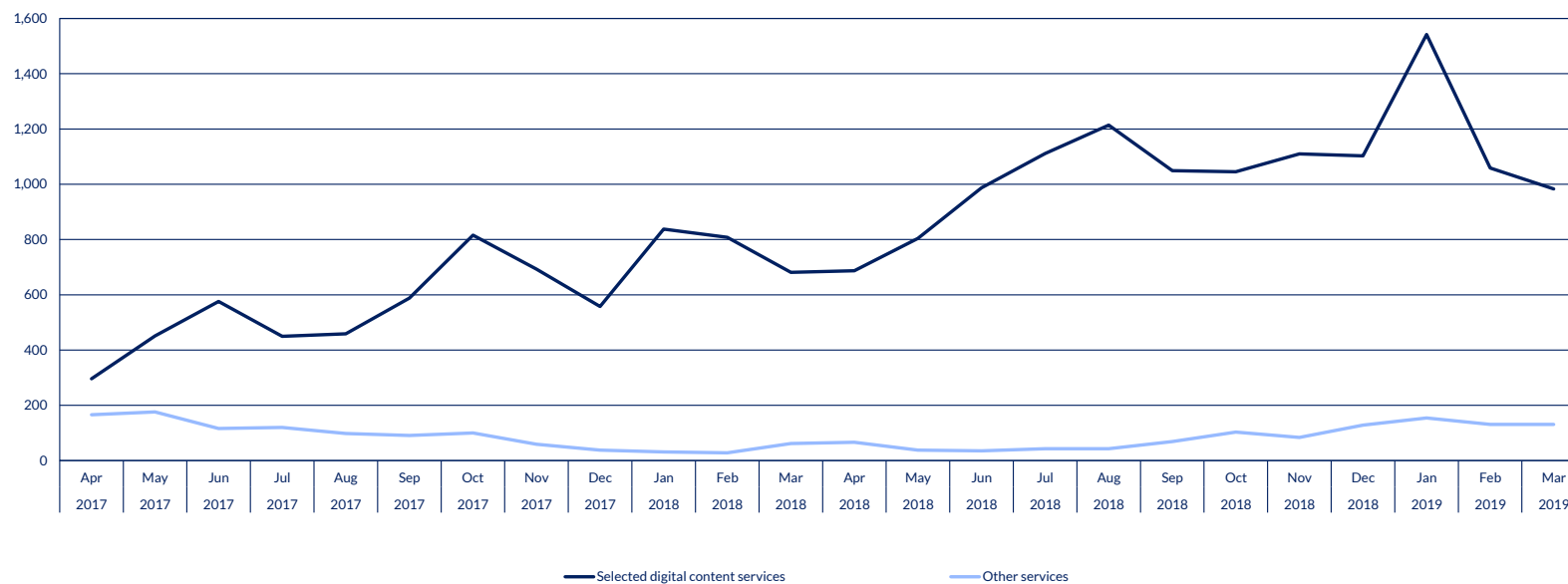
### Total Complaints



Assessed complaints	462	627	692	570	557	679	916	752	596	869	836	743	753	842	1,022	1,154	1,257	1,118	1,148	1,194	1,231	1,696	1,190	1,114
Service not known	604	605	485	609	644	734	776	683	526	647	590	558	479	434	305	389	609	799	779	563	467	562	563	600
<b>Total complaints</b>	<b>1,066</b>	<b>1,232</b>	<b>1,177</b>	<b>1,179</b>	<b>1,201</b>	<b>1,413</b>	<b>1,692</b>	<b>1,435</b>	<b>1,122</b>	<b>1,516</b>	<b>1,426</b>	<b>1,301</b>	<b>1,232</b>	<b>1,276</b>	<b>1,327</b>	<b>1,543</b>	<b>1,866</b>	<b>1,917</b>	<b>1,927</b>	<b>1,757</b>	<b>1,698</b>	<b>2,258</b>	<b>1,753</b>	<b>1,714</b>
% service not known	57%	49%	41%	52%	54%	52%	46%	48%	47%	43%	41%	43%	39%	34%	23%	25%	33%	42%	40%	32%	28%	25%	32%	35%
	2017	2017	2017	2017	2017	2017	2017	2017	2017	2018	2018	2018	2018	2018	2018	2018	2018	2018	2018	2018	2018	2019	2019	2019
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

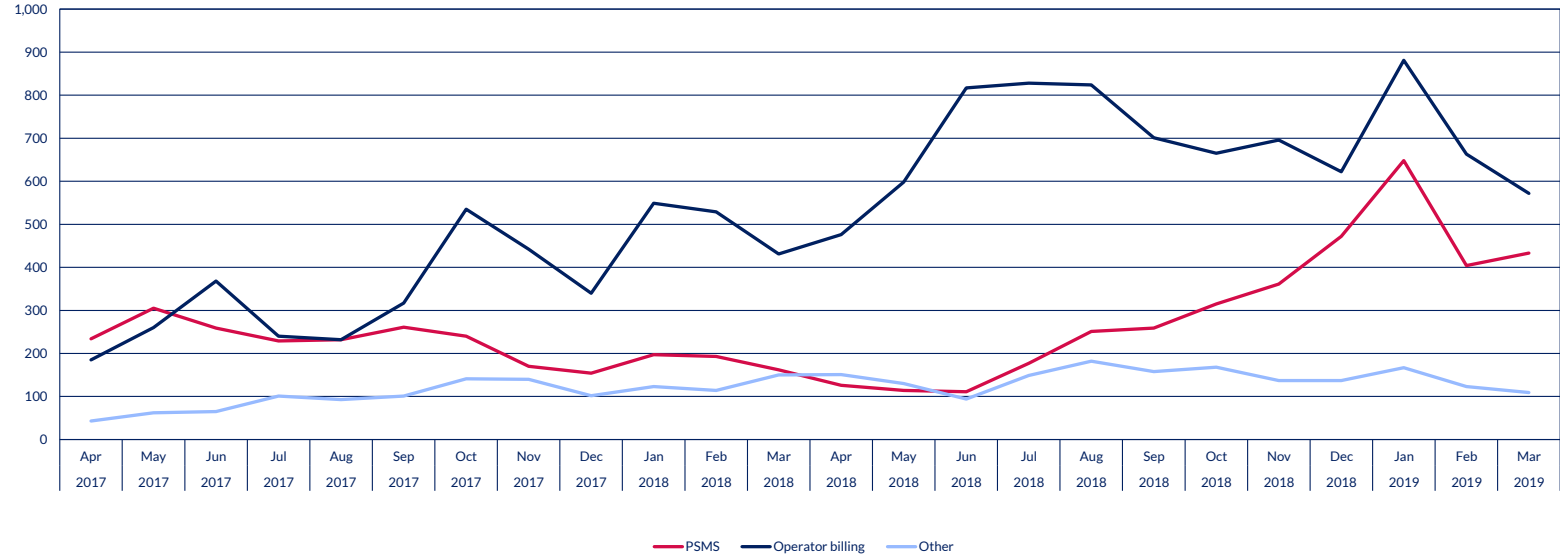
Note:  
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 Anything that can be identified as an enquiry is not recorded as a complaint  
 Where the service can be identified, we record this as an assessed complaint. Assessed complaints (alongside other intelligence) for the same service are grouped together to form an Initial Assessment case.  
 Where the service cannot be identified, we had recorded this within total complaints as "referred back to value chain" - but have now changed this to the clearer "service not known". By definition, these complaints do not form any part of Initial Assessment cases.

### Total Assessed Complaints by Service Type



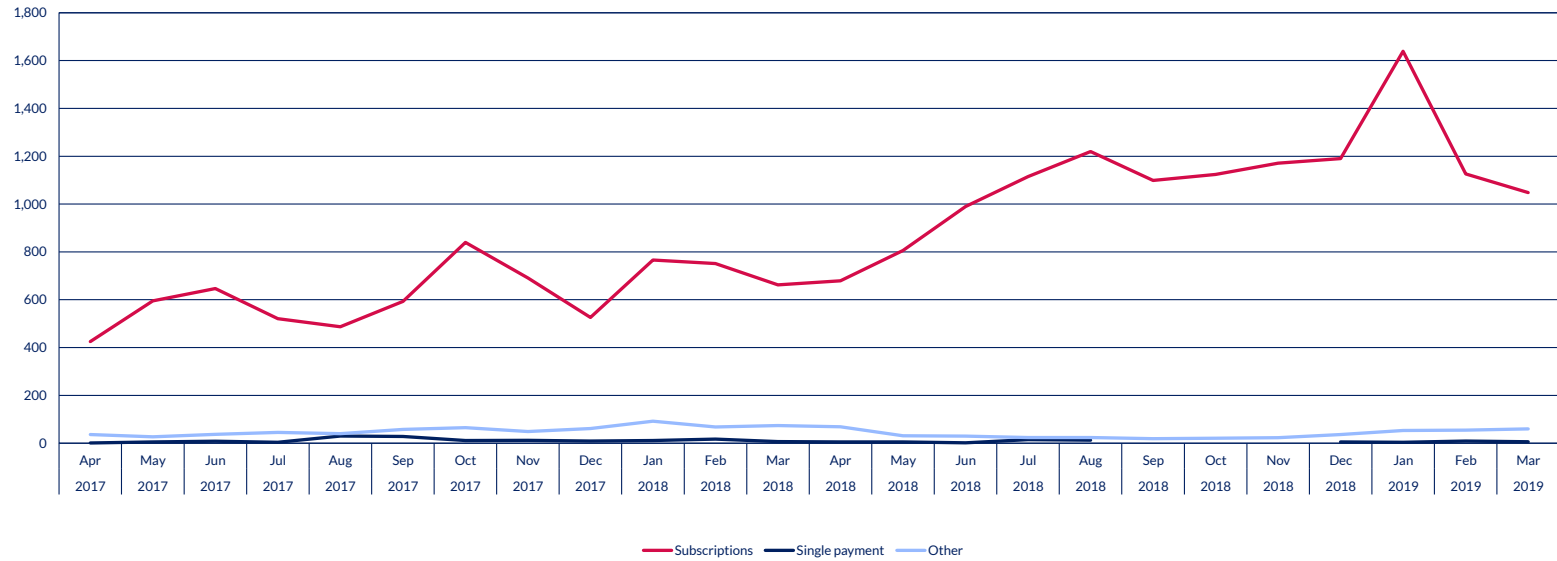
Internet based information services	103	194	203	227	226	276	277	229	243	320	324	281	261	299	315	307	395	365	307	309	386	514	315	253
Virtual Gifts	28	33	25	10	10	10	17	7	10	56	36	36	57	39	61	81	94	119	209	287	306	419	262	288
Games or Apps Charged to My Bill	90	129	159	114	141	212	252	235	189	315	278	213	176	275	422	492	459	322	349	358	261	388	307	305
Ringtones, Ringback Tones, Wallpaper	56	80	146	54	43	43	94	114	76	83	106	85	129	146	143	156	178	140	114	94	83	122	109	82
Music or Video Content	19	15	43	45	39	47	176	108	40	64	64	66	64	45	46	75	88	103	66	62	67	99	66	55
Tarot or Astrology	5	3	13	3	3	1	6	2	2	7	2	2	2	7	9	6	7	10	5	6	18	58	42	29
Directory Enquiries	16	9	3	10	9	11	24	21	9	6	3	7	4	10	15	11	9	8	10	16	21	36	38	40
Non-Broadcaster Competitions or Quizzes	108	135	66	79	64	54	31	9	11	7	13	12	3	1	2	6	14	15	50	32	36	22	26	32
Betting or Gambling	7	7				1	4		3	1	2	3	8	5	3	15	10	32	30	23	39	11	7	8
Customer Service	2		1	3			1	4	3	6	4	3	11	6	3	2	3		3	6	7	8	7	8
Adult	20	16	18	10	8	13	22	11	6	2	2			1		1		3	4		1	5	8	9
NA	2	2	8	7	7	6	7	4			1	3	3	3	3	2				1	4	10	3	1
Other	3	4	7	6	4	4	4	7	2	2	1	21	29	2				1			1	3		
Low Cost International or Reverse Charge Calling	2			2								1		2					1		1	1		
Dating or Flirt Chat Services								1	2															4
TV or Radio Show Voting or Interaction	1																							
Games on Social Networks																								
Charity					3	1	1					10		9	1									
TV or Radio Competitions																								
<b>Total assessed complaints</b>	<b>462</b>	<b>627</b>	<b>692</b>	<b>570</b>	<b>557</b>	<b>679</b>	<b>916</b>	<b>752</b>	<b>596</b>	<b>869</b>	<b>836</b>	<b>743</b>	<b>753</b>	<b>842</b>	<b>1,022</b>	<b>1,154</b>	<b>1,257</b>	<b>1,118</b>	<b>1,148</b>	<b>1,194</b>	<b>1,231</b>	<b>1,696</b>	<b>1,190</b>	<b>1,114</b>

### Total Assessed Complaints by Payment Type



<b>PSMS</b>	234	305	259	229	232	261	240	170	154	197	193	162	126	114	111	177	251	259	315	361	472	648	404	433
<b>Operator billing</b>	185	260	368	240	232	317	535	442	340	549	529	431	476	598	817	828	824	701	665	696	622	881	663	572
<b>Other</b>	43	62	65	101	93	101	141	140	102	123	114	150	151	130	94	149	182	158	168	137	137	167	123	109
<b>Total assessed complaints</b>	<b>462</b>	<b>627</b>	<b>692</b>	<b>570</b>	<b>557</b>	<b>679</b>	<b>916</b>	<b>752</b>	<b>596</b>	<b>869</b>	<b>836</b>	<b>743</b>	<b>753</b>	<b>842</b>	<b>1,022</b>	<b>1,154</b>	<b>1,257</b>	<b>1,118</b>	<b>1,148</b>	<b>1,194</b>	<b>1,231</b>	<b>1,696</b>	<b>1,190</b>	<b>1,114</b>

### Total Assessed Complaints by Payment Frequency



Subscriptions	425	595	647	521	487	593	840	691	526	766	751	662	679	806	990	1,115	1,220	1,099	1,124	1,171	1,190	1,639	1,126	1,048
Single payment	1	5	8	4	30	28	11	12	9	11	17	7	5	5	2	15	13		3		5	4	9	6
Other	36	27	37	45	40	58	65	49	61	92	68	74	69	31	30	24	24	19	21	23	36	53	55	60
<b>Total assessed complaints</b>	<b>462</b>	<b>627</b>	<b>692</b>	<b>570</b>	<b>557</b>	<b>679</b>	<b>916</b>	<b>752</b>	<b>596</b>	<b>869</b>	<b>836</b>	<b>743</b>	<b>753</b>	<b>842</b>	<b>1,022</b>	<b>1,154</b>	<b>1,257</b>	<b>1,118</b>	<b>1,148</b>	<b>1,194</b>	<b>1,231</b>	<b>1,696</b>	<b>1,190</b>	<b>1,114</b>

% Subscriptions	92%	95%	93%	91%	87%	87%	92%	92%	88%	88%	90%	89%	90%	96%	97%	97%	97%	98%	98%	98%	97%	97%	95%	94%
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Case type	Assessed complaints March 2019	Cases complaints attached to
New Initial Assessments created	49	21
New EEA referrals	18	2
-----	-----	-----
Complaints creating new cases	67	23
Existing Initial Assessments	413	103
EEA referrals	83	14
-----	-----	-----
Complaints relating to existing pre-allocation cases	496	117
Track 1	110	21
Track 2 – standard	441	37
Track 2 – DDRAC		
Track 2 – appeal / oral hearing		
Post adjudication – breach of sanctions		
Post adjudication – naming		
-----	-----	-----
Complaints relating to existing enforcement cases	551	58
<b>Total</b>	<b>1,114</b>	<b>198</b>

Assessed complaints February 2019	Cases complaints attached to
57	19
0	0
-----	-----
57	19
668	101
81	16
-----	-----
749	117
106	17
246	25
-----	-----
352	42
<b>1,158</b>	<b>178</b>

Assessed complaints December 2018	Cases complaints attached to
153	28
0	0
-----	-----
153	28
343	75
162	20
-----	-----
505	95
147	22
211	18
-----	-----
358	40
<b>1,016</b>	<b>163</b>

Assessed complaints October 2018	Cases complaints attached to
90	22
0	0
-----	-----
90	22
389	51
146	11
-----	-----
535	62
298	25
155	17
-----	-----
453	42
<b>1,078</b>	<b>126</b>

Assessed complaints September 2018	Cases complaints attached to
105	27
2	1
-----	-----
107	28
272	40
126	10
-----	-----
398	50
371	21
163	9
-----	-----
534	30
<b>1,039</b>	<b>108</b>

Note:  
1. Assessed complaints total = as per data run at that time (i.e. without any subsequent changes)



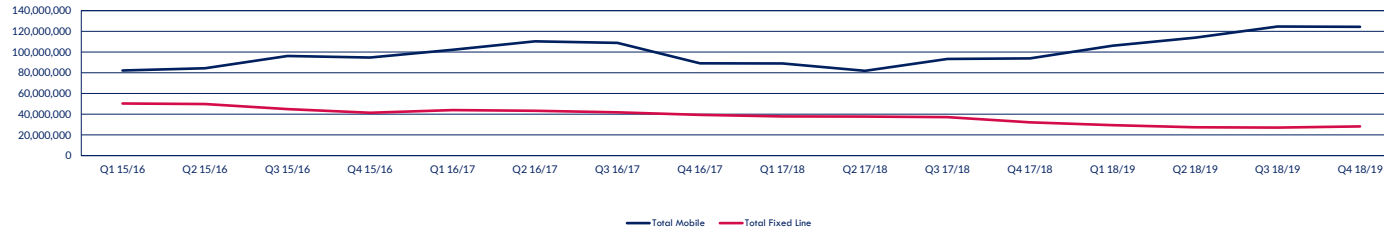
Cases worked on in 2018/19	Open	Opened	Changed	Closed	Open
	1 April	April - March	April - March	April - March	31 March
Initial Assessments	70	238	-53	153	102
EEA referrals	7	0	12	11	8
	-----	-----	-----	-----	-----
Total pre-allocation cases	77	238	-41	164	110
Track 1	25	0	30	53	2
Track 2 – standard	46	0	11	16	41
Track 2 – DDRAC	1	0	0	0	1
Track 2 – appeal / oral hearing	1	0	0	0	1
Post adjudication – breach of sanctions	1	10	0	7	4
Post adjudication – naming	0	8	0	4	4
	-----	-----	-----	-----	-----
Total investigations and enforcement cases	74	18	41	80	53
<b>Total cases</b>	<b>151</b>	<b>256</b>	<b>0</b>	<b>244</b>	<b>163</b>

Total cases worked on 2018/19	Total cases worked on 2017/18	Total cases worked on 2016/17
255	347	498
19	17	12
-----	-----	-----
274	364	510
55	47	20
57	68	53
1	1	1
1	5	6
11	9	5
8	3	7
-----	-----	-----
133	133	92
<b>407</b>	<b>497</b>	<b>602</b>

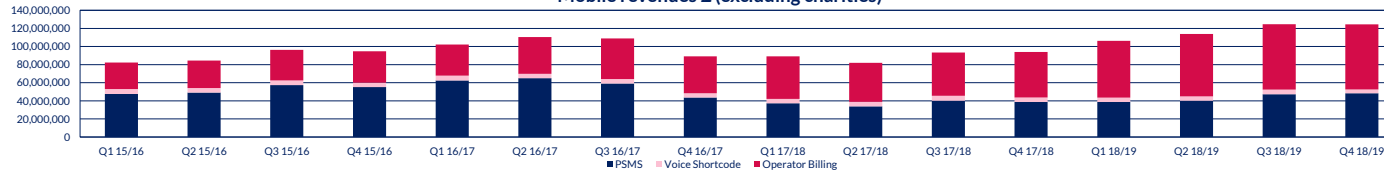
- Track 1 cases seek to resolve issues through agreement with service providers on an action plan to remedy identified breaches of the Code
- Track 2 cases consider whether code breaches (typically more serious than those in T1 cases) should be put before a Tribunal, and for sanctions to be applied by a Tribunal if they consider such breaches upheld
- Post adjudication cases typically consider further sanctions where the original sanctions have not been complied with

Open cases as at 31 March 2019	Pre-allocation cases		Investigations and enforcement cases					Total open		
	Initial Assessments	EEA referrals	T1	T2 - standard	T2 - DDRAC	T2 - appeal	Breach of sanctions			Naming
<i>Service type</i>										
Adult	3				1		1		5	3%
Betting or Gambling	1								1	1%
Charity donations									0	0%
Customer service	5				2				7	4%
Dating or Flirt chat services									0	0%
Directory enquiries	15				6			2	23	14%
Games or apps charged to my bill	12	1	1	8					22	13%
Games on social networks									0	0%
Internet based information services	18	3			3			1	25	15%
Low cost international calls									0	0%
Music or video content	6	2			2				10	6%
Non-broadcast competitions	6				3			1	10	6%
Ringtones etc ...	2	2			4				8	5%
Tarot or Astrology	1				1				2	1%
TV & radio competitions									0	0%
TV & radio voting or interaction									0	0%
Virtual gifts & payments	27		1	10					38	23%
Voice based information services									0	0%
Other/NA	6				1		1		4	7%
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
<b>Total open cases</b>	<b>102</b>	<b>8</b>	<b>2</b>	<b>41</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>163</b>	

### Total revenues £

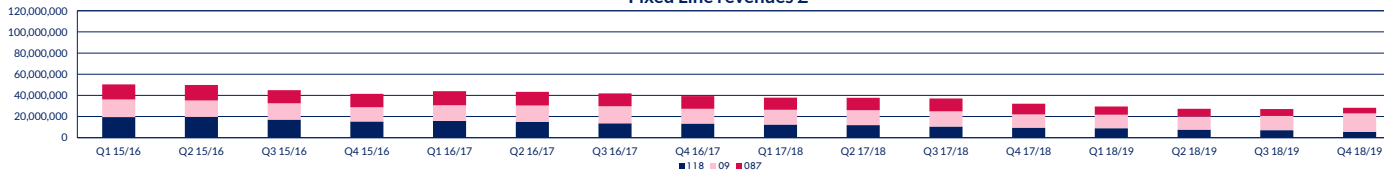


### Mobile revenues £ (excluding charities)



PSMS	47,529,108	49,186,835	57,338,814	55,172,989	62,504,794	64,951,460	59,024,293	43,743,738	37,296,338	33,902,529	40,162,815	38,720,553	38,680,052	40,187,212	47,191,880	48,362,407
Voice Shortcode	5,449,448	4,855,360	5,245,958	4,792,211	5,241,217	4,809,205	4,999,407	4,546,232	4,795,512	4,939,795	5,462,173	4,926,722	4,813,225	4,751,465	5,198,879	4,265,243
Operator Billing	29,232,319	30,380,683	33,707,335	34,739,195	34,472,029	40,623,118	44,907,241	40,845,159	46,967,650	43,058,895	47,754,784	50,244,820	62,708,612	68,930,800	72,277,601	71,820,821
<b>Total Mobile</b>	<b>82,210,875</b>	<b>84,422,878</b>	<b>96,292,107</b>	<b>94,704,395</b>	<b>102,218,040</b>	<b>110,383,784</b>	<b>108,930,941</b>	<b>89,135,129</b>	<b>89,059,500</b>	<b>81,901,220</b>	<b>93,379,772</b>	<b>93,892,094</b>	<b>106,201,889</b>	<b>113,869,477</b>	<b>124,668,360</b>	<b>124,448,471</b>

### Fixed Line revenues £

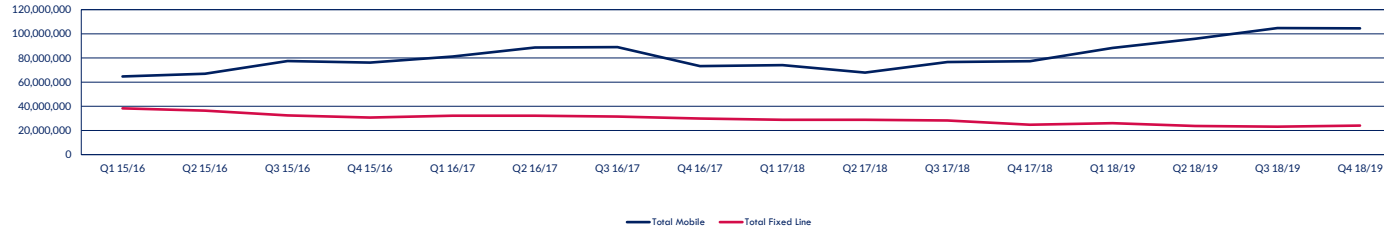


118 - 3rd Party	1,198,347	1,106,739	751,375	639,126	590,088	596,816	478,784	465,272	571,035	745,749	522,634	528,759	1,496,083	1,732,824	1,698,370	1,158,298
118 - Own Services	18,270,579	18,499,891	16,280,420	14,716,274	15,305,216	14,541,154	13,115,407	12,919,666	11,917,641	11,133,393	10,065,465	9,003,811	7,477,329	5,947,254	5,462,698	4,515,441
09 - 3rd Party	14,800,927	13,657,766	13,532,309	11,588,940	13,014,752	13,675,344	14,674,273	12,683,694	12,698,987	12,923,327	13,098,543	11,380,751	11,799,233	11,482,735	12,591,058	16,672,332
09 - Own Services	1,861,606	1,961,965	1,989,650	1,855,652	1,806,976	1,643,636	1,407,793	1,309,252	1,264,342	1,216,484	1,208,855	1,059,546	938,025	871,693	804,690	646,309
087 - 3rd Party	12,045,257	12,824,269	10,407,220	10,543,479	11,543,918	11,114,186	10,177,792	10,270,036	10,047,177	10,419,144	11,077,636	9,036,394	6,868,915	6,454,610	5,704,384	4,581,113
087 - Own Services	2,161,414	1,792,998	1,997,444	2,114,076	1,772,250	1,773,019	1,937,823	1,685,989	1,323,115	1,226,397	1,150,422	1,083,569	865,017	912,029	814,749	643,374
<b>Total Fixed Line</b>	<b>50,338,130</b>	<b>49,843,628</b>	<b>44,958,418</b>	<b>41,457,547</b>	<b>44,033,201</b>	<b>43,344,153</b>	<b>41,791,872</b>	<b>39,333,903</b>	<b>37,822,297</b>	<b>37,664,494</b>	<b>37,123,556</b>	<b>32,092,830</b>	<b>29,444,602</b>	<b>27,401,144</b>	<b>27,075,949</b>	<b>28,216,868</b>
<b>Total Revenues</b>	<b>132,549,005</b>	<b>134,266,507</b>	<b>141,250,525</b>	<b>136,161,941</b>	<b>146,251,241</b>	<b>153,727,937</b>	<b>150,722,813</b>	<b>128,469,032</b>	<b>126,881,797</b>	<b>119,565,713</b>	<b>130,503,327</b>	<b>125,984,924</b>	<b>135,646,491</b>	<b>141,270,621</b>	<b>151,744,309</b>	<b>152,665,338</b>

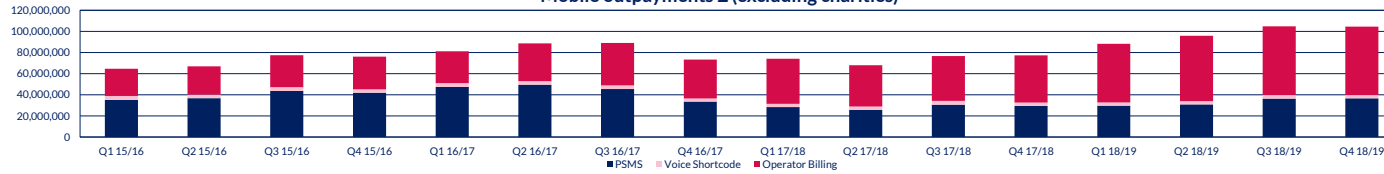
118	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q3 16/17	Q4 16/17	Q1 17/18	Q2 17/18	Q3 17/18	Q4 17/18	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19
09	19,468,926	19,606,630	17,031,795	15,355,400	15,895,304	15,137,970	13,594,191	13,384,938	12,488,676	11,879,142	10,588,099	9,532,570	8,973,411	7,680,078	7,161,068	5,673,739
087	16,662,533	15,619,731	15,521,959	13,444,592	14,821,729	15,318,979	16,082,066	13,992,946	13,963,329	14,139,811	14,307,398	12,440,297	12,737,258	12,354,428	13,395,748	17,318,641
087	14,206,671	14,617,267	12,404,664	12,657,555	13,316,168	12,887,204	12,115,615	11,956,019	11,370,292	11,645,541	12,228,058	10,119,963	7,733,933	7,366,639	6,519,134	5,224,488

Note: the figures for 2015/16 to 2017/18 have been restated to correct reporting errors in those years.

### Total outpayments £

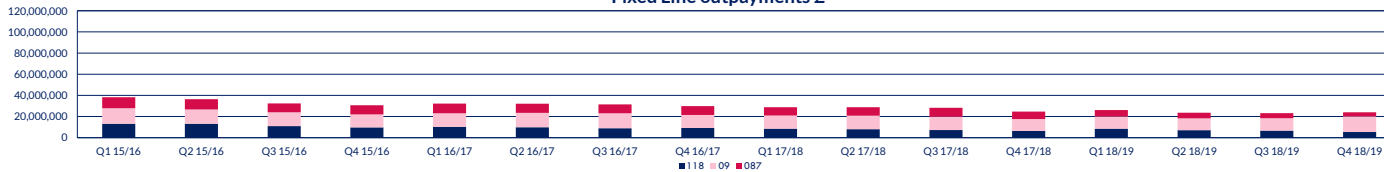


### Mobile outpayments £ (excluding charities)



PSMS	35,216,442	36,778,112	43,588,431	41,934,990	47,407,835	49,636,131	45,512,140	33,523,264	28,318,991	25,720,963	30,642,684	29,404,357	29,702,411	30,847,498	36,422,339	36,683,230
Voice Shortcode	3,698,358	3,320,915	3,573,445	3,296,926	3,585,211	3,254,251	3,393,013	3,010,298	3,126,422	3,248,530	3,553,657	3,181,234	3,091,128	3,081,248	3,316,527	2,969,950
Operator Billing	25,798,209	26,833,489	30,297,876	30,898,145	30,220,919	35,792,703	40,151,825	36,770,032	42,659,654	38,966,992	42,481,490	44,705,950	55,503,529	61,995,650	65,036,904	64,911,875
<b>Total Mobile</b>	<b>64,713,008</b>	<b>66,932,516</b>	<b>77,459,753</b>	<b>76,130,061</b>	<b>81,213,965</b>	<b>88,683,086</b>	<b>89,056,978</b>	<b>73,303,594</b>	<b>74,105,067</b>	<b>67,936,485</b>	<b>76,677,831</b>	<b>77,291,542</b>	<b>88,297,067</b>	<b>95,924,396</b>	<b>104,775,770</b>	<b>104,565,055</b>

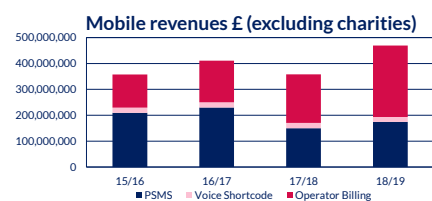
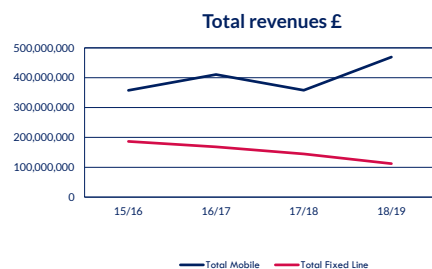
### Fixed Line outpayments £



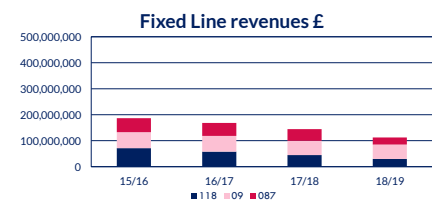
118 - 3rd Party	1,099,845	1,053,014	711,853	580,705	554,773	552,803	447,179	356,589	470,063	624,724	438,843	430,471	1,270,397	1,365,250	1,355,743	984,718
118 - Own Services	12,172,489	12,163,279	10,266,288	9,200,117	9,759,716	9,387,030	8,472,488	8,864,230	8,032,236	7,398,625	6,793,340	6,062,663	7,304,013	5,796,407	5,316,405	4,377,739
09 - 3rd Party	12,917,554	11,751,323	11,274,957	10,498,353	11,157,893	12,053,064	12,860,034	11,125,728	11,354,157	11,734,633	11,560,665	10,164,500	10,538,614	10,358,059	11,026,135	14,246,908
09 - Own Services	1,673,691	1,756,686	1,790,296	1,670,781	1,626,068	1,480,844	1,267,941	1,178,851	1,135,276	1,093,217	1,079,451	950,476	843,457	783,031	722,728	580,638
087 - 3rd Party	9,084,295	8,535,679	7,058,277	7,264,027	7,963,344	7,531,155	7,164,417	7,243,788	6,984,939	7,217,421	7,564,124	6,377,629	5,566,630	4,785,059	4,192,075	3,439,500
087 - Own Services	1,374,754	1,136,163	1,325,584	1,449,637	1,160,770	1,167,004	1,296,931	1,166,599	855,597	802,983	771,478	724,585	554,006	590,146	540,227	417,096
<b>Total Fixed Line</b>	<b>38,322,628</b>	<b>36,396,144</b>	<b>32,427,255</b>	<b>30,663,621</b>	<b>32,222,564</b>	<b>32,171,899</b>	<b>31,508,991</b>	<b>29,935,745</b>	<b>28,832,268</b>	<b>28,871,604</b>	<b>28,207,900</b>	<b>24,710,324</b>	<b>26,077,117</b>	<b>23,677,953</b>	<b>23,153,312</b>	<b>24,046,598</b>
<b>Total Revenues</b>	<b>103,035,636</b>	<b>103,328,660</b>	<b>109,887,008</b>	<b>106,793,682</b>	<b>113,436,529</b>	<b>120,854,984</b>	<b>120,565,969</b>	<b>103,239,339</b>	<b>102,937,335</b>	<b>96,808,089</b>	<b>104,885,731</b>	<b>102,001,866</b>	<b>114,374,184</b>	<b>119,602,348</b>	<b>127,929,082</b>	<b>128,611,653</b>

118	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17	Q3 16/17	Q4 16/17	Q1 17/18	Q2 17/18	Q3 17/18	Q4 17/18	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19
09	13,272,334	13,216,293	10,978,141	9,780,822	10,314,489	9,939,832	8,919,667	9,220,819	8,502,299	8,023,349	7,232,182	6,493,134	8,574,410	7,161,657	6,672,148	5,362,457
087	14,591,245	13,508,009	13,065,253	12,169,134	12,783,961	13,533,908	14,127,975	12,304,579	12,489,433	12,827,851	12,640,116	11,114,976	11,382,071	11,141,091	11,748,863	14,827,546
	10,459,049	9,671,842	8,383,861	8,713,665	9,124,114	8,698,159	8,461,348	8,410,346	7,840,536	8,020,404	8,335,602	7,102,215	6,120,636	5,375,205	4,732,302	3,856,596

Note: the figures for 2015/16 to 2017/18 have been restated to correct reporting errors in those years.



PSMS	209,227,746	230,224,285	150,082,235	174,421,552
Voice Shortcode	20,342,976	19,596,061	20,124,202	19,028,811
Operator Billing	128,059,532	160,847,547	188,026,149	275,737,833
<b>Total Mobile</b>	<b>357,630,254</b>	<b>410,667,893</b>	<b>358,232,585</b>	<b>469,188,196</b>



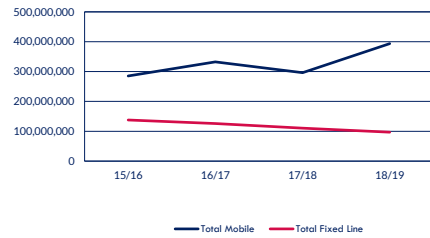
118 - 3rd Party	3,695,587	2,130,959	2,368,178	6,085,575
118 - Own Services	67,767,164	55,881,444	42,120,309	23,402,721
09 - 3rd Party	53,579,942	54,048,063	50,101,608	52,545,357
09 - Own Services	7,668,873	6,167,657	4,749,227	3,260,717
087 - 3rd Party	45,820,225	43,105,932	40,580,351	23,609,023
087 - Own Services	8,065,932	7,169,074	4,783,503	3,235,170
<b>Total Fixed Line</b>	<b>186,597,723</b>	<b>168,503,129</b>	<b>144,703,177</b>	<b>112,138,563</b>

<b>Total Revenues</b>	<b>544,227,978</b>	<b>579,171,023</b>	<b>502,935,762</b>	<b>581,326,759</b>
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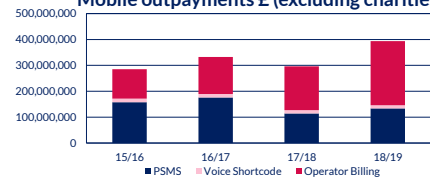
	15/16	16/17	17/18	18/19
118	71,462,751	58,012,403	44,488,487	29,488,296
09	61,248,815	60,215,720	54,850,835	55,806,074
087	53,886,157	50,275,006	45,363,855	26,844,193

Note: the figures for 2015/16 to 2017/18 have been restated to correct reporting errors in those years.

### Total outpayments £

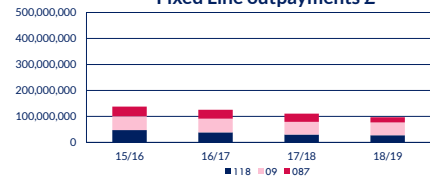


### Mobile outpayments £ (excluding charities)



PSMS	157,517,975	176,079,370	114,086,995	133,655,477
Voice Shortcode	13,889,643	13,242,773	13,109,843	12,458,853
Operator Billing	113,827,719	142,935,480	168,814,087	247,447,958
<b>Total Mobile</b>	<b>285,235,337</b>	<b>332,257,623</b>	<b>296,010,925</b>	<b>393,562,287</b>

### Fixed Line outpayments £



118 - 3rd Party	3,445,417	1,911,344	1,964,101	4,976,108
118 - Own Services	43,802,173	36,483,464	28,286,864	22,794,564
09 - 3rd Party	46,442,187	47,196,719	44,813,955	46,169,716
09 - Own Services	6,891,455	5,553,704	4,258,420	2,929,854
087 - 3rd Party	31,942,278	29,902,703	28,144,113	17,983,263
087 - Own Services	5,286,138	4,791,264	3,154,644	2,101,475
<b>Total Fixed Line</b>	<b>137,809,648</b>	<b>125,839,198</b>	<b>110,622,096</b>	<b>96,954,980</b>

<b>Total Outpayments</b>	<b>423,044,985</b>	<b>458,096,821</b>	<b>406,633,021</b>	<b>490,517,267</b>
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	15/16	16/17	17/18	18/19
118	47,247,590	38,394,807	30,250,965	27,770,672
09	53,333,641	52,750,424	49,072,375	49,099,569
087	37,228,417	34,693,967	31,298,757	20,084,738

Note: the figures for 2015/16 to 2017/18 have been restated to correct reporting errors in those years.