

Operational Report

2016-2017 - Quarter 3

Based on data run on: 10 February 2017

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Annual summary

Contacts per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
All complaints	2,359	2,499	2,356	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303
Phone enquiries	1,261	1,167	1,307	1,247	1,119	1,312	1,391	1,731	1,820	1,532	1,626	1,165
Web enquiries	21,339	20,718	21,253	23,148	25,391	28,848	30,066	35,360	37,782	36,470	26,436	19,046
Total	23,460	22,711	23,342	25,346	27,635	31,384	32,596	38,451	41,205	39,643	29,473	21,207

Complaints per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	1,489	1,662	1,560	1,726	1,348	1,820	1,895	2,292	2,273	1,937	2,156	1,303
Web	860	826	782	951	1,125	1,224	1,139	1,360	1,603	1,641	1,411	996
Other	10	11	14	16	28	39	16	17	3	6	23	4
Total	2,359	2,499	2,356	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303

Cases open during month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Formal	28	25	22	22	27	26	27	26	26	24	28	30
Informal	156	144	141	85	106	127	150	155	173	171	169	175
Total	184	169	163	107	133	153	177	181	199	195	197	205

Actionable vs non-actionable

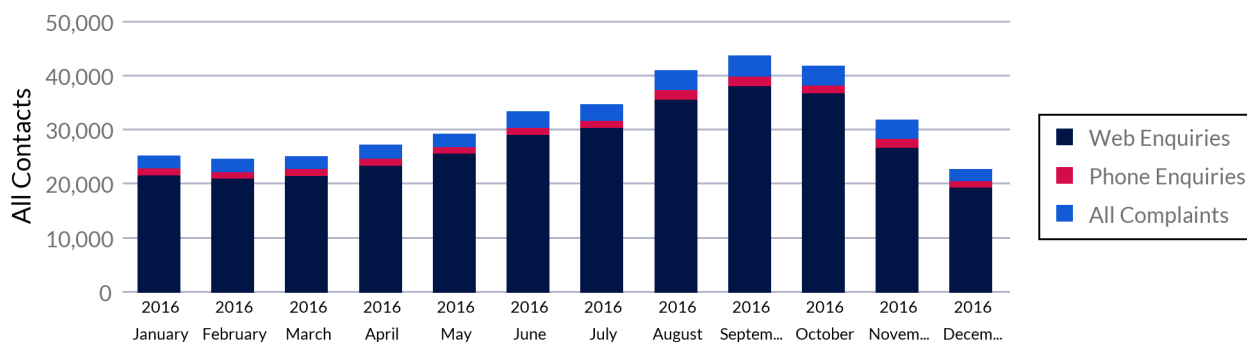
	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actionable	680	709	672	757	722	896	842	1,286	1,577	1,682	1,756	1,131
Non-actionable	1,679	1,790	1,702	1,957	1,786	2,203	2,208	2,375	2,292	1,896	1,815	1,152
Pending					1		4	8	11	7	19	20
Total	2,359	2,499	2,374	2,714	2,509	3,099	3,054	3,669	3,880	3,585	3,590	2,303

Tribunals

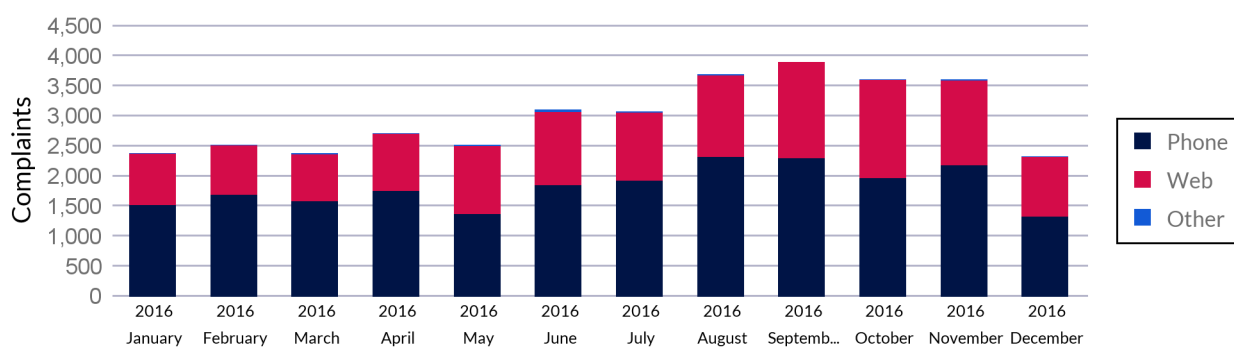
	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan
Tribunals	3	1	3	3	1	3	2	5		4	3	2

Annual summary

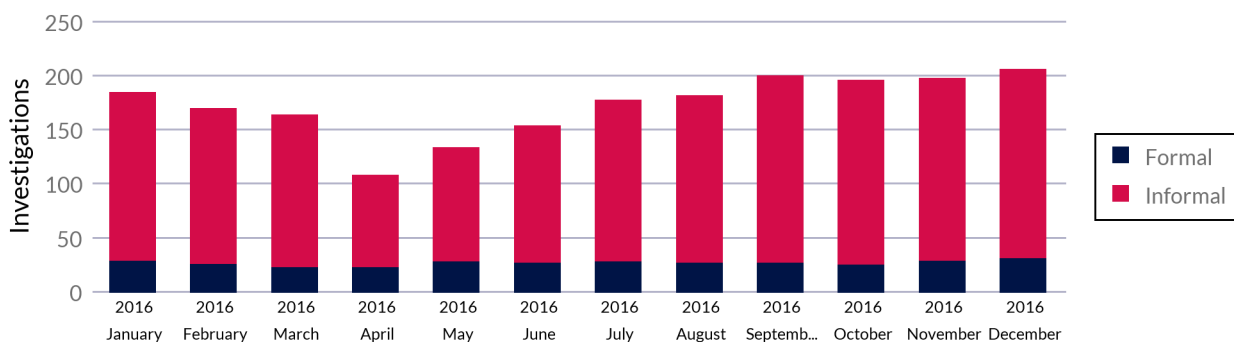
Contacts per month



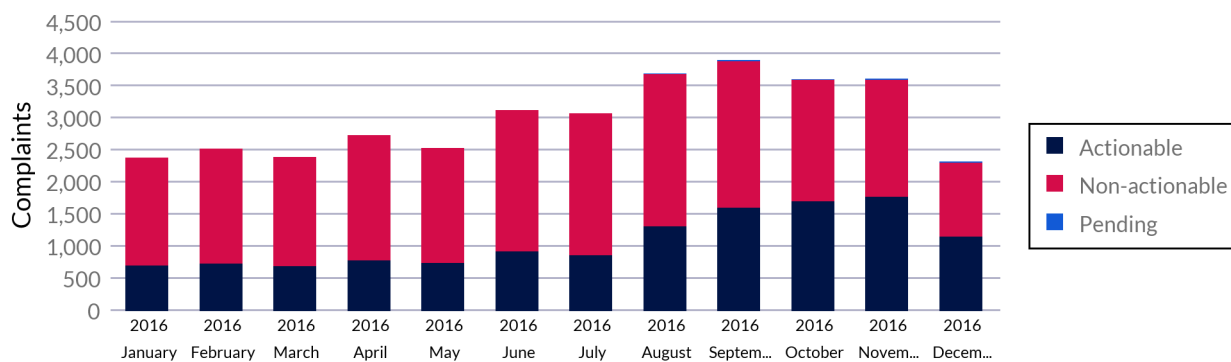
Complaints per month



Cases open during month



Actionable vs non-actionable



Annual summary

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1.0 Strategic priorities

1.1. About the Phone-paid Services Authority

1.1.1 We are the UK regulator for content, goods and services charged to a phone bill. This includes TV voting lines, competitions, adult entertainment, chat lines, business information services, gambling, technical helplines, game downloads, directory enquiries and charity text giving.

1.1.2 In law these are called Premium Rate Services (PRS), but we know that for many consumers the term is not well understood. Instead we aim to use terminology that everyone can recognise.

1.1.3 As a regulator our role is to make sure that consumers are fully protected when paying for content, goods and services through their phone bill. We do this by upholding the standards we set through our Code of Practice, and by eradicating scams and sharp practices in the market.

1.1.4 For clarity, it is not our role to get refunds for individual consumers (other organisations provide dispute resolution between consumers and providers), although this may happen as a consequence of any investigations we undertake and in particular as a result of decisions made by our independent Code Adjudication Tribunal.

1.1.5 The market for content, goods and services charged to a phone bill is very diverse and, for much of it, fast changing. Some areas are growing fast (e.g. game downloads), while others are in sharp decline (e.g. directory enquiries). Appendix A provides an overview of the various factors currently shaping our regulation of the market.

1.2. Vision

Our vision is a healthy and innovative market in which consumers can charge content, goods and services to their phone bill with confidence.

Mission

1.2.1 Our mission is twofold:

- To protect consumers from harm in this market, including where necessary through robust enforcement of our Code of Practice;
- To further their interests through encouraging competition, innovation and growth in the market.

1.0 Strategic priorities

We will seek to do this through:

1.2.2 Providing clarity about the market for content, goods and services charged to a phone bill:

- Helping consumers to understand how purchases can be made to a phone bill, and how they can do so with confidence;
- Setting out our role as a regulator, and directing consumers to those who can help with their enquires;
- Explaining how consumers can get redress if things have gone wrong;
- Working with industry, consumer and Alternative Dispute Resolution bodies to improve every part of the consumer experience.

1.2.3 Applying an outcomes-based Code of Practice:

- Building on industry-wide consultation and securing required approval from Ofcom;
- Supporting with clear guidance and compliance advice;
- Developing new Code versions to best address identified issues and opportunities;
- Achieving recognition for being fair and proportionate.

1.2.4 Delivering a balanced approach to regulation:

- Applying informal and policy-based solutions as well as robust formal enforcement activity;
- Enhancing our market and consumer behaviour knowledge, and identifying emerging trends;
- Engaging positively and constructively with industry, both collectively and with individual organisations.

1.2.5 Working in partnership with Government and other regulators:

- Establishing regulatory clarity where there is overlap both in terms of (a) content, goods and services; and (b) payment mechanism;
- Identifying relevant regulatory issues and influencing their potential impact on the market.

As a public body, we will underpin the delivery of our mission through:

1.2.6 Delivering high standards of organisational support

- Maintaining our commitment to the principles of good governance;
- Ensuring our business systems are appropriate and fit for purpose;
- Managing our finances in line with our regulatory remit and market context;
- Developing and rewarding a highly motivated workforce;
- Providing responsive and accurate legal guidance.

1.0 Strategic priorities

1.3. Values and behaviours

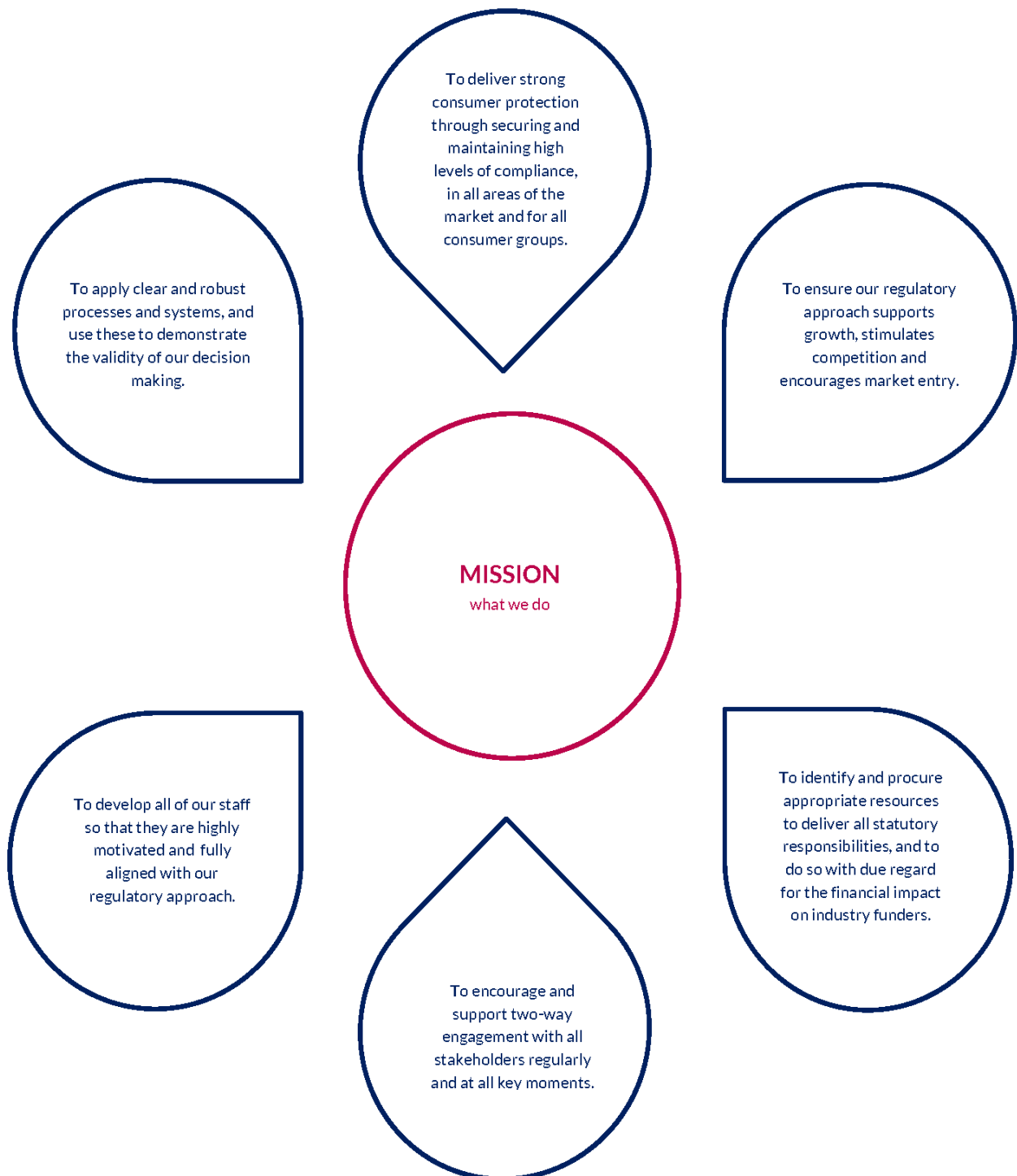
Our core values and behaviours underpin everything we do to deliver our mission:

Right touch	Fair and proportionate	<ul style="list-style-type: none">• Be fair, reasonable and well-informed.• Ensure our actions support good regulatory outcomes for all stakeholders and give certainty and confidence.
	Aware of the bigger picture	<ul style="list-style-type: none">• Anticipate developments that may affect us and those around us.• Be curious and inquisitive, ask questions and challenge assumptions. Be flexible and enabling of responsible innovation.• Plan for the future and think of the impact of our work.
Collaborative	Open	<ul style="list-style-type: none">• Look outward, share ideas, listen to others and embrace their knowledge. Collaborate with everyone. Be approachable, transparent and accountable.
	Decisive	<ul style="list-style-type: none">• Make decisions in a timely manner with confidence and clarity.
Value for money	Effective and productive	<ul style="list-style-type: none">• Pursue our priorities energetically.• Get it right first time and swiftly deliver effective outcomes.• Innovate to find creative solutions and work more efficiently.
	Professional	<ul style="list-style-type: none">• Be experts: we are role models and we support others.• Be reliable because we are consistent, pay attention to detail and are focused on quality.

1.0 Strategic priorities

1.4 Strategic priorities

Our mission describes what we do as an organisation. The six strategic priorities set out below provide the emphasis as to how we want to deliver our mission:

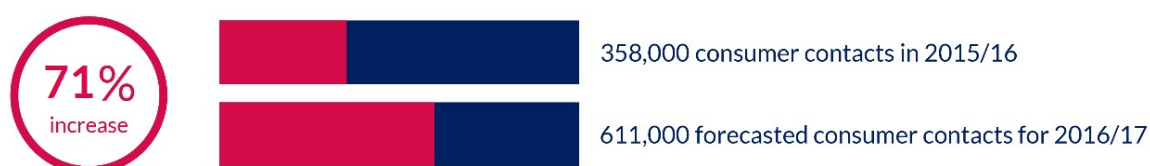


2.0 2016/17 review

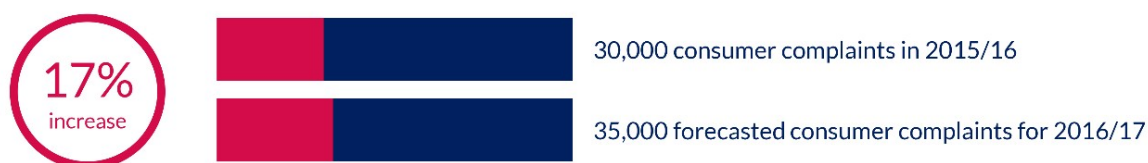
During 2016/17 we have significantly increased our day-to-day operational efficiency, and, under our Project 30 umbrella, focussed on a number of key strategic developments. Overall we have made strong progress in delivering our strategic priorities through each of our mission statement areas:

2.1 Providing clarity about the market for content, goods and services charged to a phone bill.

2.1.1 We forecast to handle around 611,000 contacts from consumers during the year, up 71% from 358,000 in 2015/16. We have developed our communications at each point of contact consumers have with us, to help them better understand the market and be better equipped to use phone-paid services with confidence and seek redress when they encounter problems:



- We have launched our new name and accompanying strapline, and used this to realign how we communicate with consumers to emphasise the nature of our role as a regulator;
- We have increased the automation of our contact handling, with around 91% of all contacts dealt with by an improved online experience (including the web complaint form and front end development of Number Checker) or by our refreshed interactive voice response (IVR);
- We have continued to record complaints as consumer dissatisfaction with a service, however expressed, and we forecast the volume of complaints to increase to 35,000 in 2016/17 (up 17% from 30,000 in 2015/16). We have focussed on assessing those complaints received only after the consumer had engaged (or tried to engage) with the relevant service providers. This is both to ensure that providers are given an opportunity to provide customer care and redress where required to consumers before consumers engage with the regulator, and to ensure that our limited resources are directed where they are most needed;



- Our consumer education work this year has seen the development of new information videos, increased social media engagement and greater clarity provided through our website. Much of this work has been informed by the consumer behaviour research we undertook at the end of 2015/16.

2.0 2016/17 review

2.1.2. Our Project 30 focus in this area has been to develop and begin implementing a clearly articulated consumer strategy, aimed squarely at delivering strong consumer protection. The intended outcomes are: prevention of harm in the first place; stopping harm from continuing once detected; and repairing harm when it has happened. The consumer facing elements we have developed or identified (see 2.3.2 for industry facing elements) have included:

- Engaging with leading consumer bodies to further understand how to create better informed consumers;
- Engaging directly with consumers primarily through the large-scale survey conducted as part of the Annual Market Review;
- Achieving a more detailed understanding of the perceived harm experienced by the consumer and the effectiveness of consumer care and redress, through new research into what happens to consumers after they complain;
- Work into refund mechanics, and how we can ensure consumers with valid claims are properly recompensed.

2.2 Applying an outcomes-based Code of Practice.

2.2.1 In July 2016 we launched Code 14 and its accompanying Supporting Procedures, following informal pre-consultation with industry and a full formal consultation and subsequent Ofcom approval of the Code.

2.2.2 The new Code strengthens our investigations and adjudicatory processes, and we have held industry workshops to ensure the impact of this is fully understood.

2.2.3 We completed the recruitment of our new Code Adjudicatory Panel (CAP), adding market, operational, consumer and technical experience to the extensive scope of legal and adjudicatory expertise across panel members. Training for the CAP and the new Investigation Oversight Panel (IOP) was completed in time to allow the Code to be implemented ahead of schedule.

2.2.4 The implementation of Code 14 is generating learning points coming from the Executive, the IOP and the CAP, and a full review will be completed by the end of the financial year to ensure that implementation is meeting the objectives of the original Code Review.

2.2.5 During the year we have supported industry to comply with the Code:

- We expect to provide over 1,500 pieces of compliance advice;
- We have issued new Guidance on vulnerable consumers, advice services, enabling consumer spend, and digital marketing and promotion. In addition, as part of our ongoing review of all Guidance, we have started the process of reviewing Consent to Charge Guidance.

2.0 2016/17 review

2.3 Delivering a balanced approach to regulation.

2.3.1. The Project 30 work in this area has been the development of our regulatory framework, with the aim of ensuring it supports growth, stimulates competition and encourages market entry. To this end we have worked very closely with industry, including informal and formal consultation, to:

- Extend the use of Special conditions and exemptions within the remit of the existing Code. We have developed a risk assessment framework and special conditions for online competitions and online adult services, and have sought to do so collaboratively alongside related industry initiatives, such as the MNO's Project Slimline;
- Develop greater clarity around the regulatory environment;
- Scope the possibility of achieving economies of scale and operating efficiencies through shared compliance monitoring.

2.3.2 The development of our regulatory framework is a key industry facing element of our consumer strategy (see 2.1.2.), supporting both high levels of compliance and helping to create greater opportunities to prevent harm. Additional industry facing work that supports our consumer strategy has included:

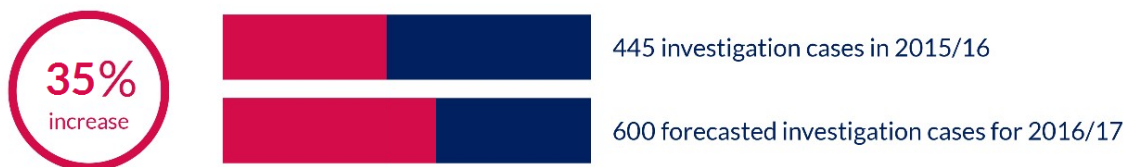
- Initiating a formal project to develop our ability to undertake horizon scanning of technological and market developments, with a view to identify potential harm or potential impacts on our regulatory framework earlier;
- Enhancing our own compliance monitoring capabilities, including deploying Sentinel (our cutting-edge tool for monitoring web advertisements), leading the way on detecting malware in apps, and knowledge sharing with commercial audit houses;
- Providing ongoing compliance support to operators through sharing relevant and authorised consumer complaint data;
- Consulting with MNOs on the possible options for a shared compliance monitoring function.

2.3.3 More broadly, all our ongoing policy work in 2016/17 has been informed by:

- Our programme of formal and informal industry engagement, including the Industry Liaison Panel, spring and autumn industry forums, as well as regular meetings with trade bodies and individual service providers;
- Our research programme. During this year we have disseminated and explored in more detail the consumer behaviour research undertaken for us by Craft, and commissioned follow-on research into the consumer complaint journey. We have also once again commissioned our Annual Market Review, with an increased focus this year on consumer perceptions;
- Our continued analysis of a wide range of market issues, underpinned by the detailed intelligence we receive from compliance monitoring;
- Information and patterns arising from complaint data, including valuable insights into consumer protection from all cases worked on, irrespective of whether they progress down an enforcement path or not.

2.0 2016/17 review

2.3.4. In terms of enforcing compliance with our Code, we are anticipating the need to initially consider 600 substantive cases in 2016/17 (up 35% from 445 in 2015/16). Of these, based on experience of the first six months of 2016/17, we estimate around 120 will be subject to the enforcement procedures set out in the Code, and around 50 of these are forecast to be Track 2 cases heard by Tribunal during the year.



2.3.5 Other areas in which we have enhanced our ability to deliver a balanced approach to regulation include:

- Stakeholder engagement surveys, creating opportunities for constructive feedback from different stakeholders and setting a benchmark against which we are able to measure the impact of future actions;
- Scoping the development of the Registration system to ensure more accurate and comprehensive market data at service provider level, and to better support industry due diligence and risk control;
- Improved data reporting, allowing for a greater demonstration of evidence behind our analysis of issues, and providing greater clarity of the market and our operating context. Alongside this we are developing appropriate outcome measures, and have continued to explore how we can link our data to that available from industry;
- Building our market understanding through developing our technological capabilities. We aim to have provided core telecoms and market training for all staff, improved our knowledge management systems, and clarified the use of expert witnesses within case investigations and presentation.

2.3.6 During the year we have also reviewed our levy funding model, to see if the “polluter pays” principle could be better applied through a different model. Following consultation with each of our major funders, we have agreed to maintain the current model (see section 6), but remain open to exploring alternatives in the future.

2.4. Working in partnership with Government and other regulators.

2.4.1. As part of our Project 30 work we aim to identify where greater regulatory clarity may be possible and build relationships to bring this about. In addition to our strong day-to-day stakeholder relationships with Ofcom and the Department for Culture, Media and Sport (DCMS), our work during the year in this area has included:

- Working closely with Ofcom to explore the definition of controlled premium rate services (CPRS), and therefore provide greater clarity on the extent of our remit;
- Supporting Ofcom’s engagement with Trading Standards around the Primary Assured Advice they have given to industry regarding Consumer Contract Regulations;
- Providing legal clarity regarding e-money and how that relates to our regulatory remit.

2.0 2016/17 review

2.5 Delivering high standards of organisational support.

2.5.1. We have a balanced scorecard approach to evaluating our organisational performance, which ensures we remain focused on internal factors such as how we allocate resources, the processes we follow, and how we support our people. During 2016/17 key activity has included:

- Implementing detailed financial controls, to ensure the real-term £500k savings identified in the 2016/17 budget have been delivered;
- Developing our analysis of organisational risk, and ensuring we clearly identify sufficient reserves to underpin any mitigation;
- Investing in development at all levels within the organisation (including Board, Leadership Team, Management), and specifically as part of Project 30, completing our Cultural Shift programme for all staff. This investment has enabled us to achieve a step-change in our overall efficiency, and, through identifying and embedding new values (see 2.4), and realign our behaviour in line with our priorities. Our work in this area has enabled us to achieve Investors in People Silver accreditation;
- Enhancing our approach to data capture and reporting, with increased CRM functionality allowing for clear audit trails to be established and maintained.

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3.0 Contact management

Overview

We provide professional handling and assessment of all enquires and complaints received, either through automated means (on-line and interactive voice response) or direct contact with consumers.

Our contact management is designed to identify non-compliance or compliance with our Code, through the collection of evidence from consumers, and to prepare the way for further investigation and enforcement where required. We do not seek to provide resolution of individual complaints (consumers are directed back to their network, or the provider of the service, and only to revert to us if they remain unsatisfied), but we will support individuals where appropriate and proportionate in the line of making further regulatory enquiries.

Our broad scope of operations is:

- We are forecast to receive over 600,000 contacts from consumers by the end of this current financial year, either online (including use of Number Checker) and by telephone;
- We deal with approximately 90% of these contacts through automated means (as well as Number checker, we use interactive voice response on our phone systems);
- As of a rolling 12-month period to the end of Quarter 3:
 - we processed 14,000 online complaints following use of Number Checker;
 - we responded to over 36,000 telephone calls;
 - after filtering of enquires, roughly 60% of those telephone calls were complaints;
 - in total, we received over 35,000 complaints.

Comments

In comparison with the third quarter of 2015/16, the third quarter of 2016/17 showed:

- Total contacts are up by 55%,
- Complaints are up by 90%
- Online non-broadcast competitions and adult services remain the primary service categories related to complaints

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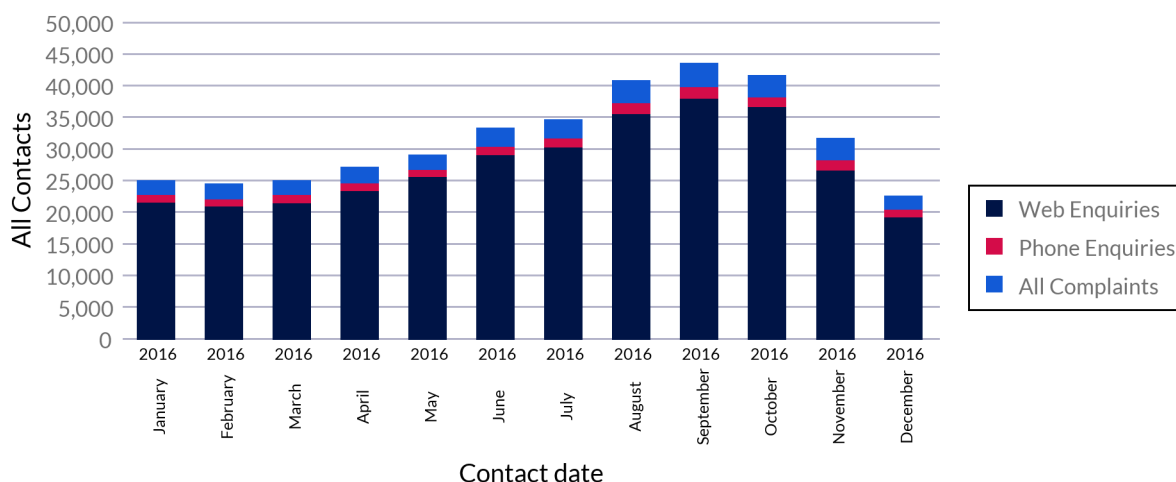
3.1 Total contacts

Overview

3.1.1 Contacts per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
All complaints	2,359	2,499	2,356	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303
Phone enquiries	1,261	1,167	1,307	1,247	1,119	1,312	1,391	1,731	1,820	1,532	1,626	1,165
Web enquiries	21,339	20,718	21,253	23,148	25,391	28,848	30,066	35,360	37,782	36,470	26,436	19,046
Total	24,959	24,384	24,916	27,088	29,011	33,243	34,507	40,760	43,481	41,586	31,652	22,514

3.1.2 Contacts per month



Definitions

Complaints: a consumer expression of discontent about a discernible, potential, controlled premium rate service (PRS)

Phone enquiries: consumer contacts not related to new complaints

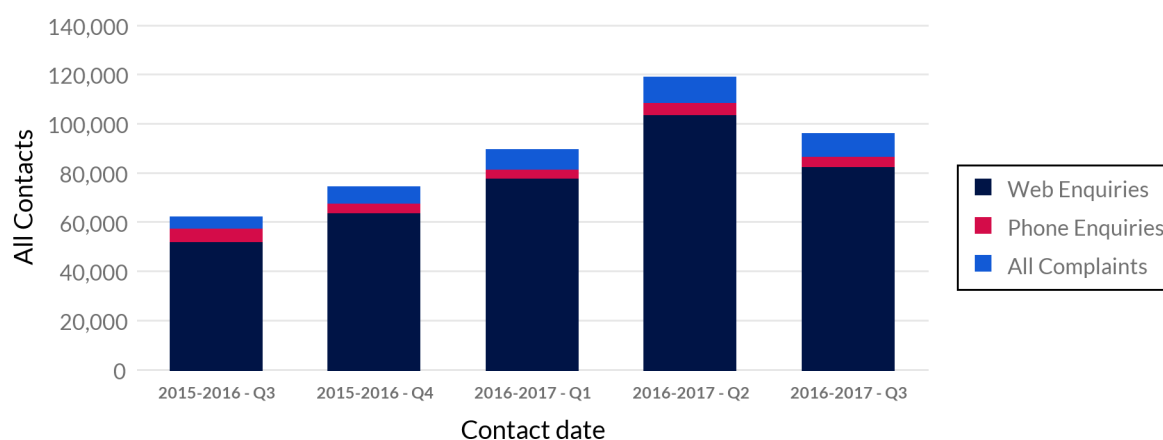
Web enquiries: a web-based form which returns provider information and contact details for a PRS number or shortcode

Quarterly view

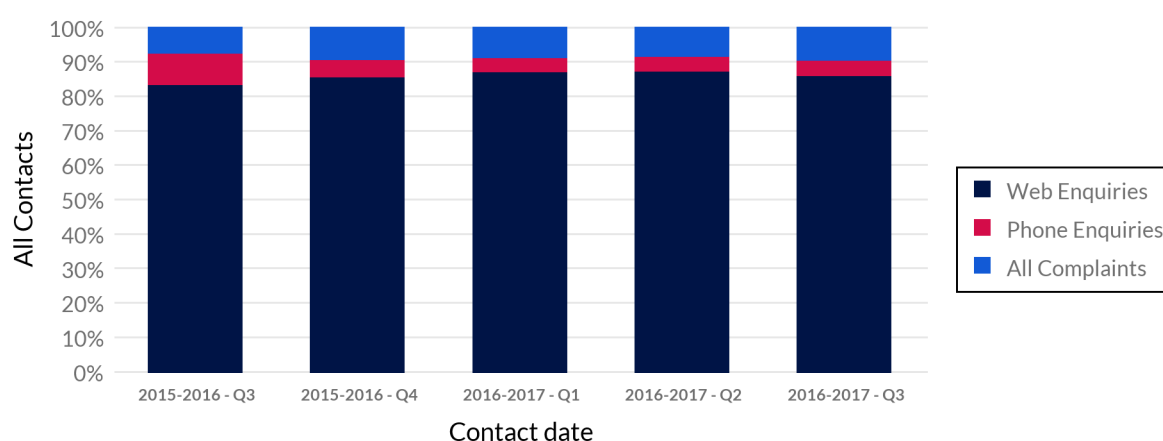
3.1.3 Contacts per quarter

	2015-2016 - Q3		2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3	
All complaints	4,956	8.0%	7,214	9.7%	8,277	9.3%	10,598	8.9%	9,477	9.9%
Phone enquiries	5,546	9.0%	3,735	5.0%	3,678	4.1%	4,942	4.2%	4,323	4.5%
Web enquiries	51,451	83.0%	63,310	85.3%	77,387	86.6%	103,208	86.9%	81,952	85.6%
Total	61,953		74,259		89,342		118,748		95,752	

3.1.4 Contacts per quarter (volume)



3.1.5 Contacts per quarter (proportion)

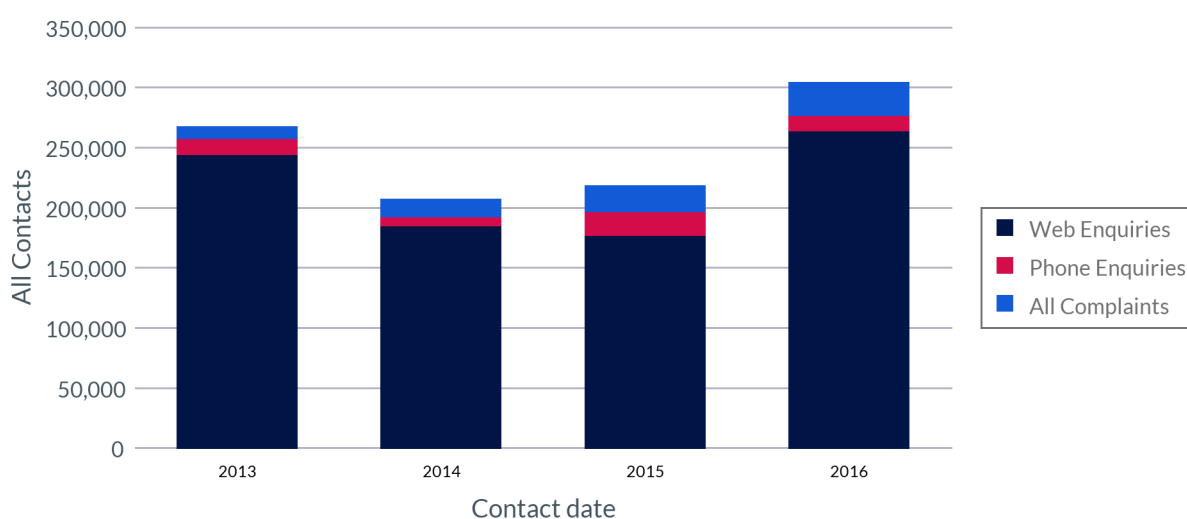


Annual view (Q1 - Q3 comparable)

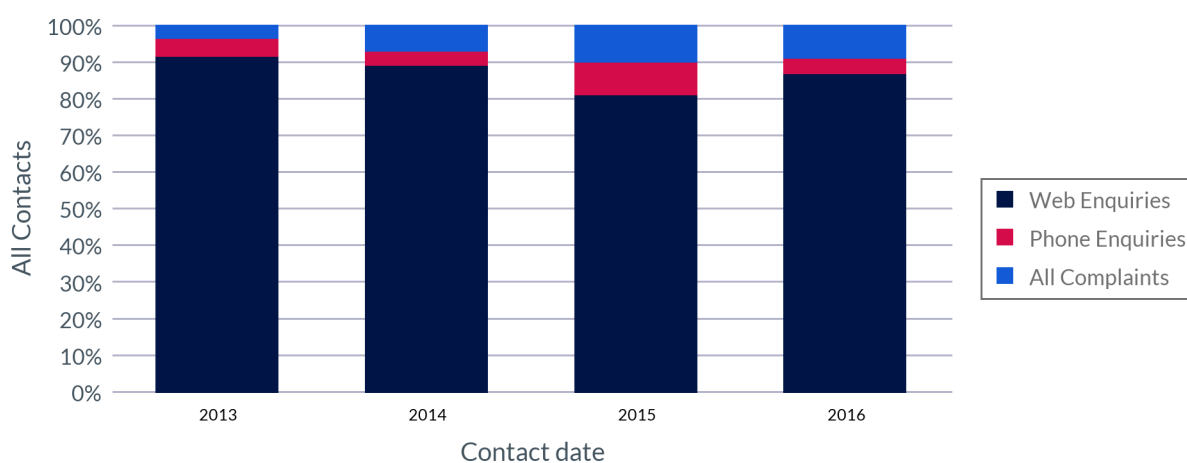
3.1.6 Contacts per Financial Year to date

	2013		2014		2015		2016	
All complaints	10,586	4.0%	15,473	7.5%	22,507	10.3%	28,352	9.3%
Phone enquiries	13,168	4.9%	7,810	3.8%	19,750	9.1%	12,943	4.3%
Web enquiries	243,077	91.1%	183,580	88.7%	175,657	80.6%	262,547	86.4%
Total	266,831		206,863		217,914		303,842	

3.1.7 Contacts per Financial Year to date (volume)



3.1.8 Contacts per Financial Year to date (proportional)



Comments

We implemented CAPTCHA on our web enquiry form in 2014.

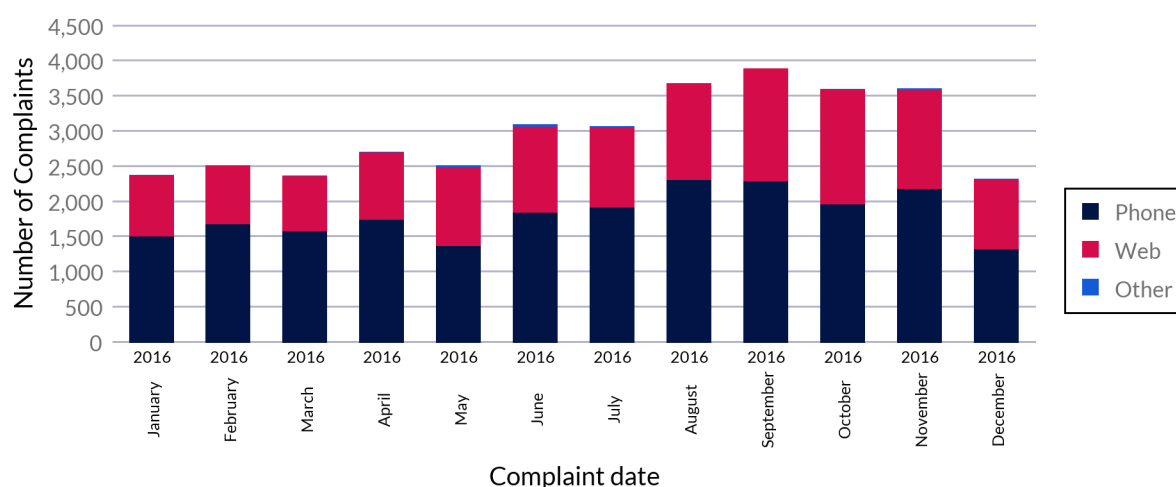
3.2 Total complaints

Overview

3.2.1 Complaints by origin per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	1,489	1,662	1,560	1,726	1,348	1,820	1,895	2,292	2,273	1,937	2,156	1,303
Web	860	826	782	951	1,125	1,224	1,139	1,360	1,603	1,641	1,411	996
Other	10	11	14	16	28	39	16	17	3	6	23	4
Sum:	2,359	2,499	2,356	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303

3.2.2 Complaints by origin per month



Definitions

Complaint: a single incident of a consumer expression of dissatisfaction with a PRS, or a single monitoring exercise

Phone: complaints registered by speaking with a call centre operative

Web: complaints registered over the automated internet complaint form

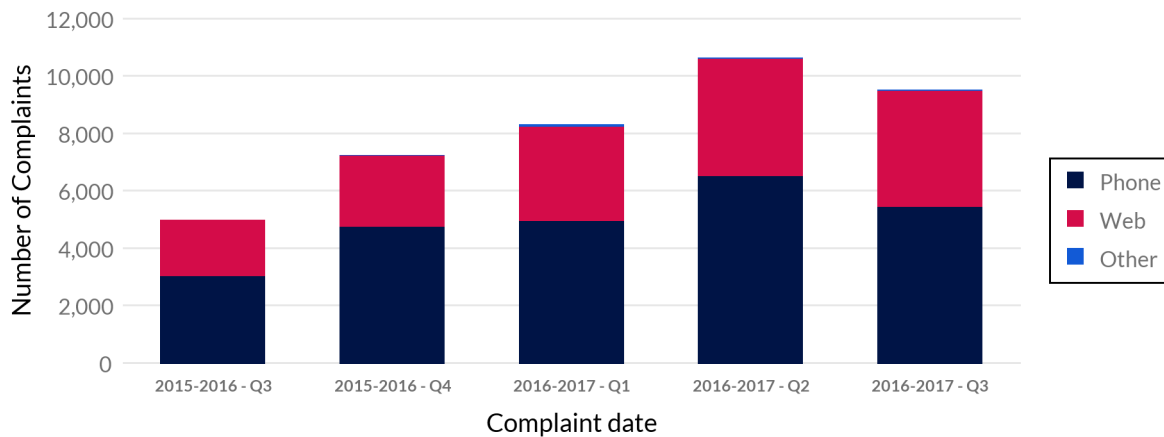
Other: includes complaints received by direct email, letter, internal monitoring and industry

Quarterly view

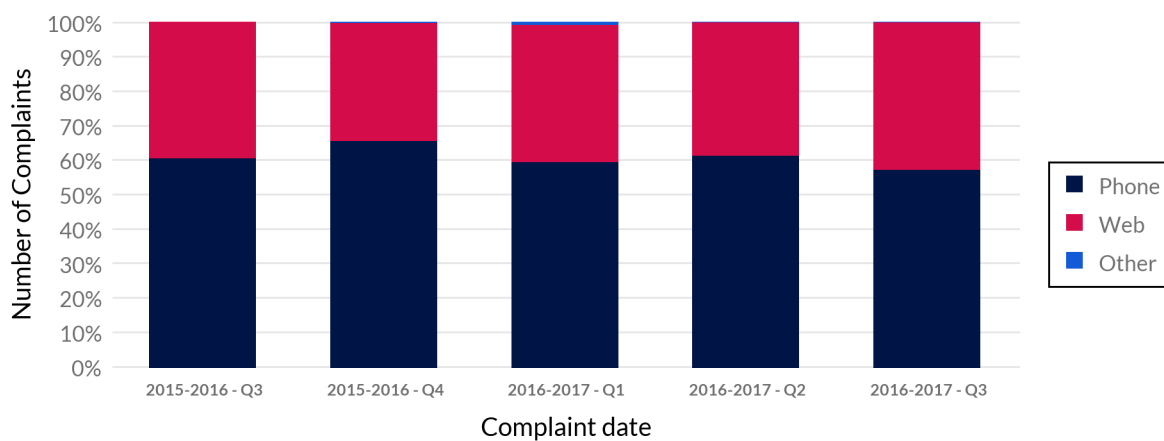
3.2.3 Complaints by origin per quarter

	2015-2016 - Q3		2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3	
Phone	2,989	60.3%	4,711	65.3%	4,894	59.1%	6,460	61.0%	5,396	56.9%
Web	1,960	39.5%	2,468	34.2%	3,300	39.9%	4,102	38.7%	4,048	42.7%
Other	7	0.1%	35	0.5%	83	1.0%	36	0.3%	33	0.3%
Sum:	4,956		7,214		8,277		10,598		9,477	

3.2.4 Complaints by origin per quarter (volume)



3.2.5 Complaints by origin per quarter (proportion)

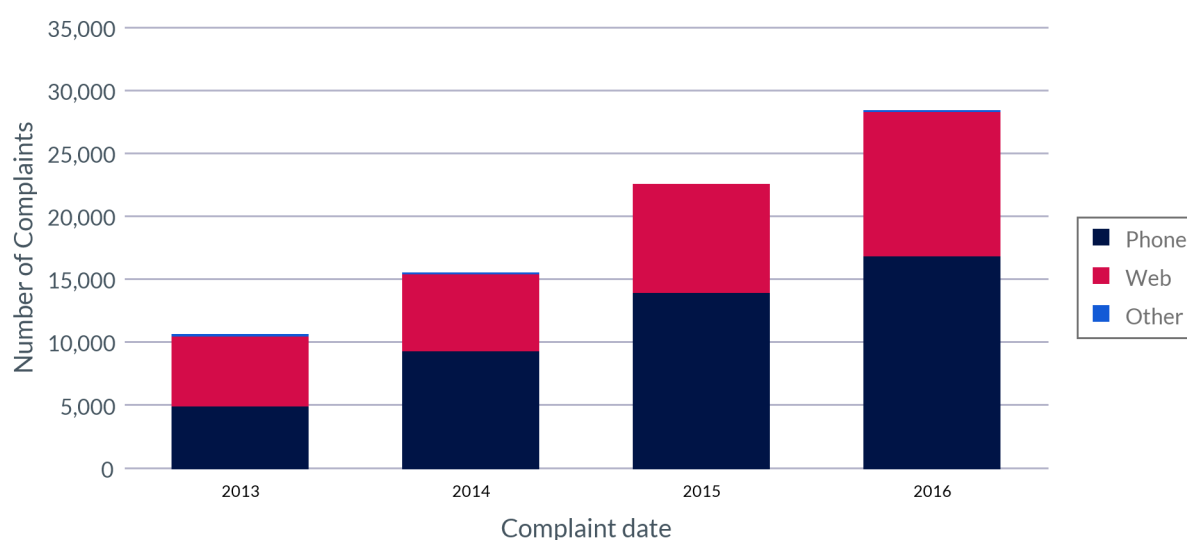


Annual view (Q1 - Q3 comparable)

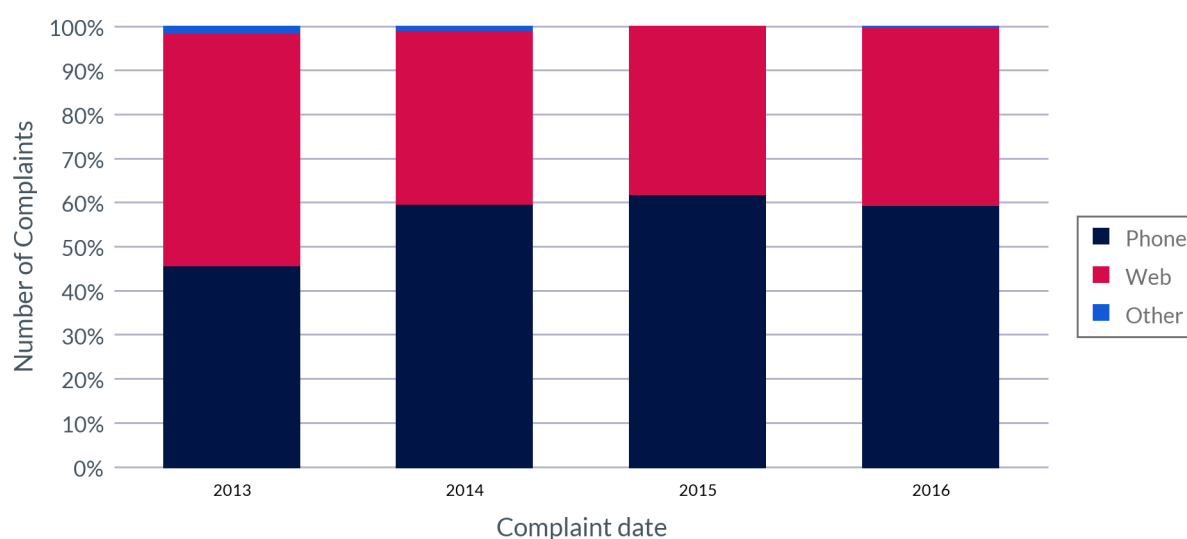
3.2.6 Complaints by origin per Financial Year to date

	2013		2014		2015		2016	
Phone	4,805	45.4%	9,174	59.3%	13,838	61.5%	16,750	59.1%
Web	5,584	52.7%	6,111	39.5%	8,649	38.4%	11,450	40.4%
Other	197	1.9%	188	1.2%	20	0.1%	152	0.5%
Sum:	10,586		15,473		22,507		28,352	

3.2.7 Complaints by origin per Financial Year to date (volume)



3.2.8 Complaints by origin per Financial Year to date (proportional)



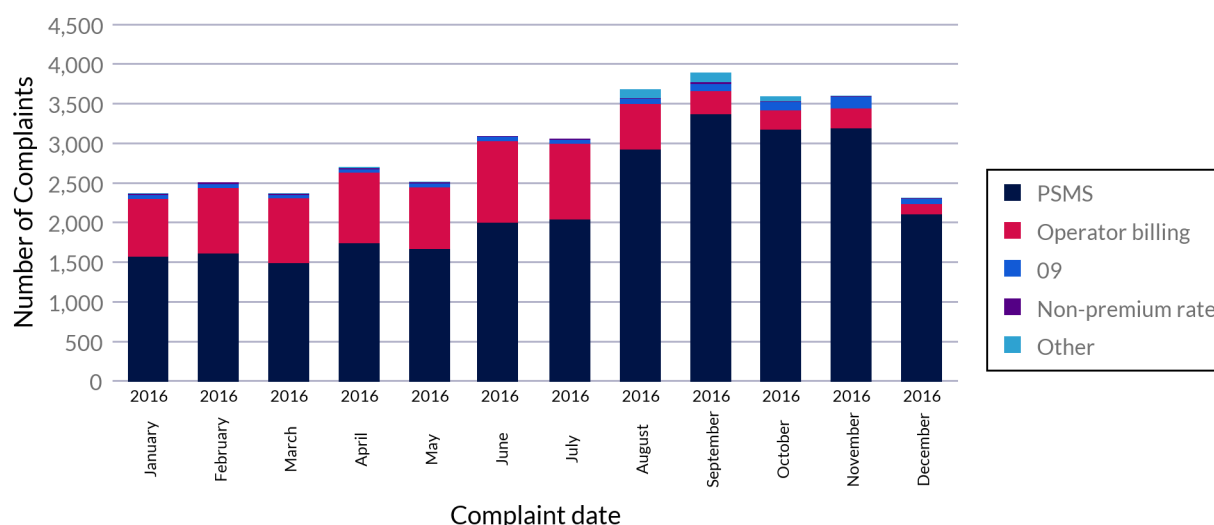
3.3 Complaints by payment mechanism

Overview

3.3.1 Complaints by payment mechanism per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
PSMS	1,554	1,595	1,477	1,729	1,650	1,982	2,027	2,911	3,357	3,160	3,177	2,089
Operator billing	728	830	816	891	778	1,031	952	572	285	245	254	131
09	50	50	40	40	54	55	53	66	96	106	142	69
Non-premium rate	22	20	18	12	14	10	15	10	18	8	10	4
Other	5	4	5	21	5	5	3	110	123	65	7	10
Sum:	2,359	2,499	2,356	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303

3.3.2 Complaints by payment mechanism per month



Definitions

PSMS: premium short message services

Operator billing: a secure mobile payment service, includes payments via "Payforit"

09: PR services operating in the Landline sector utilising Non-geographic numbers beginning with 09

087: PR services utilising the 087 number range. Prices range from approx. 5p per minute to 15p per minute. Typical services include sales booking lines for hotels and cinemas.

Voice shortcode: PRS services utilising the mobile short numbering system which are designated to carrying voice traffic

DQ: directory enquiry services

Non-premium rate: includes legitimate use of 070, own portal services and 084 services

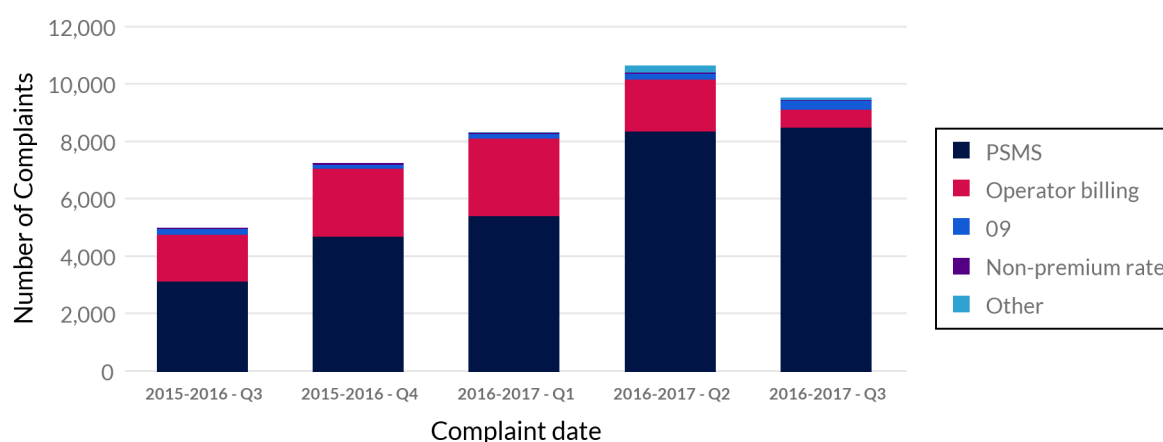
Other: includes illigitmate use of 070 and general complaints about PRS

Quarterly view

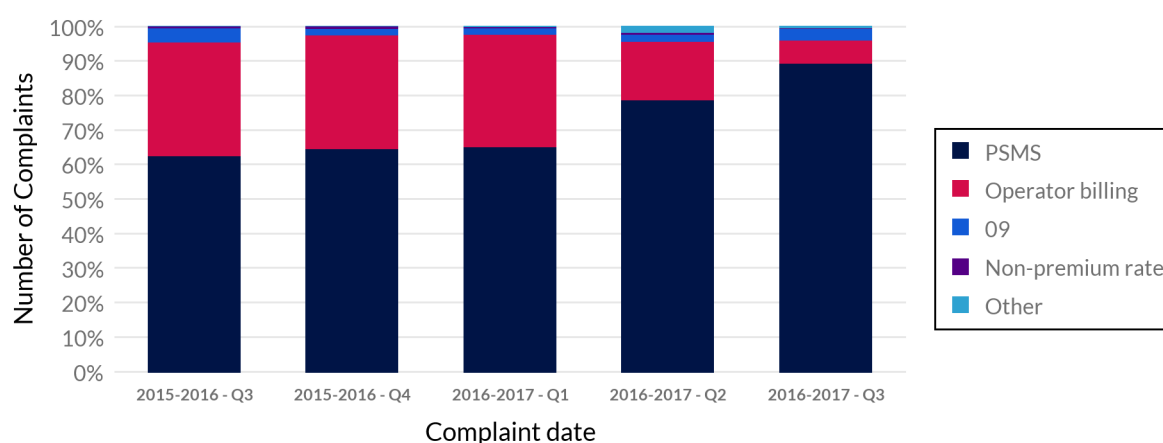
3.3.3 Complaints by payment mechanism per quarter

	2015-2016 - Q3		2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3	
PSMS	3,078	62.1%	4,626	64.1%	5,361	64.8%	8,295	78.3%	8,426	88.9%
Operator billing	1,633	32.9%	2,374	32.9%	2,700	32.6%	1,809	17.1%	630	6.6%
09	203	4.1%	140	1.9%	149	1.8%	215	2.0%	317	3.3%
Non-premium rate	29	0.6%	60	0.8%	36	0.4%	43	0.4%	22	0.2%
Other	13	0.3%	14	0.2%	31	0.4%	236	2.2%	82	0.9%
Sum:	4,956		7,214		8,277		10,598		9,477	

3.3.4 Complaints by payment mechanism per quarter (volume)



3.3.5 Complaints by payment mechanism per quarter (proportion)

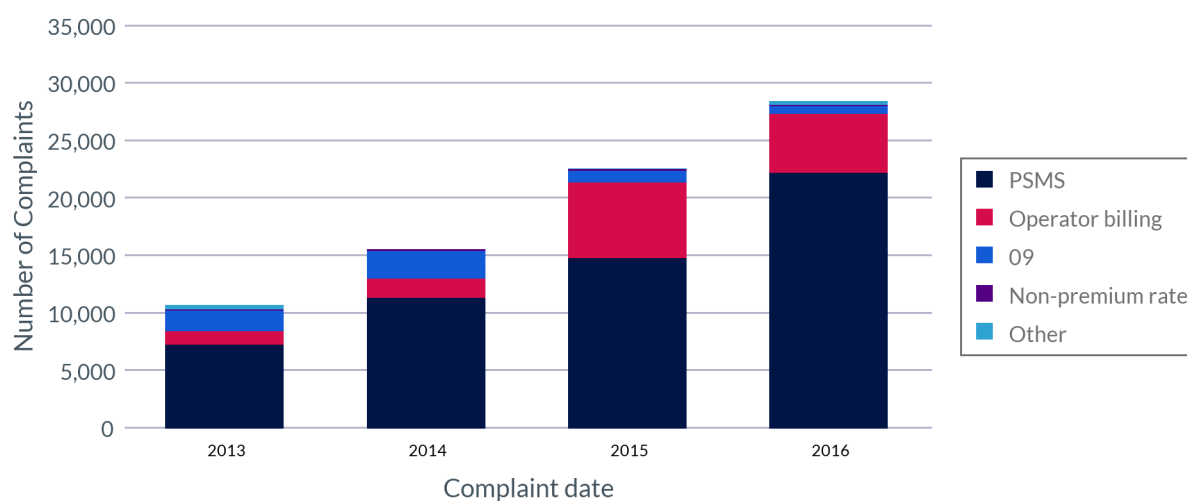


Annual view (Q1 - Q3 comparable)

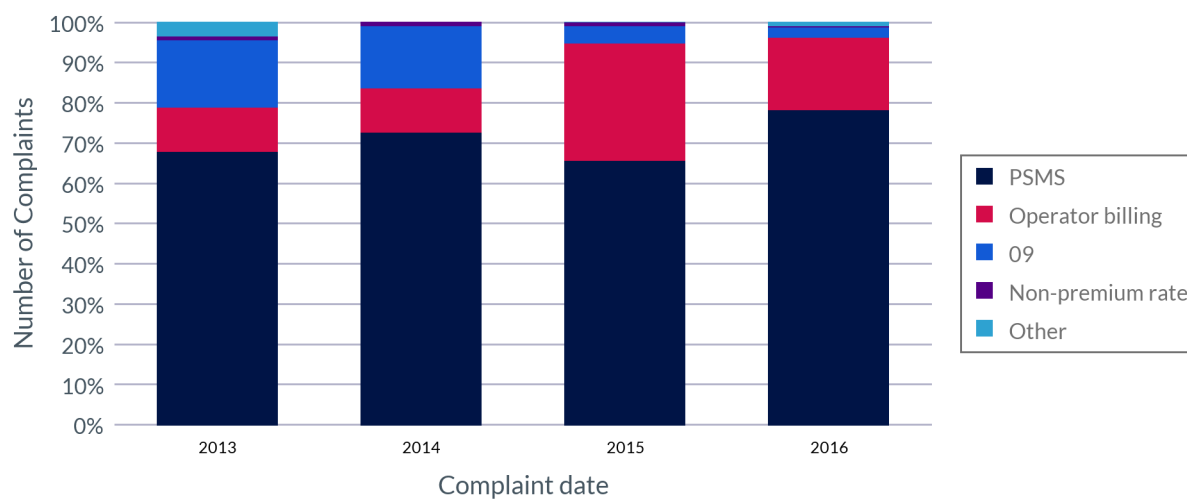
3.3.6 Complaints by payment mechanism per Financial Year to date

	2013		2014		2015		2016	
PSMS	7,149	67.5%	11,197	72.4%	14,697	65.3%	22,082	77.9%
Operator billing	1,161	11.0%	1,696	11.0%	6,579	29.2%	5,139	18.1%
09	1,779	16.8%	2,384	15.4%	958	4.3%	681	2.4%
Non-premium rate	108	1.0%	181	1.2%	210	0.9%	101	0.4%
Other	389	3.7%	15	0.1%	63	0.3%	349	1.2%
Sum:	10,586		15,473		22,507		28,352	

3.3.7 Complaints by payment mechanism per Financial Year to date (volume)



3.3.8 Complaints by payment mechanism per Financial Year to date (proportional)



4.0 Investigations and enforcement

Overview

We have an outcomes-based Code of Practice, under which we are committed to ensuring we thoroughly investigate cases fairly and enforce them proportionately.

With our contact management team efficiently processing complaint information and market intelligence, up to 600 separate cases are put forward each year for further consideration by the investigations and enforcement team. The scope of their activities includes:

- Undertaking detailed further investigations to decide whether cases should be: closed; held under review; resolved informally (Track 1); or resolved formally (Track 2)
- Engaging with service providers to allow them to understand the issues under consideration and respond within reasonable timescales
- Ensuring there is a clear and robust audit trail for all decisions taken
- Building complex and comprehensive legal arguments and evidence to bring any case before a Tribunal, balancing robustness with timeliness
- Dealing with all post-adjudicatory work, including breaches of sanctions and naming cases

Comments

In January 2016, as part of an database administration process, we closed 146 historic service review cases.

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4.1 Total cases

Overview

4.1.1 Cases historical status by month

Month	Status	IA	EEA Ref	SR	IN	T1	T2	DDRAC	Pro'b	BoS	Appeal	Total
2015-12	Balance	47	2	234	9	4	26	0	3	1	0	326
2016-01	Opened	9	0	1	0	2	0	0	0	0	0	12
2016-01	Closed	6	0	146	0	0	2	0	0	0	0	154
2016-01	Balance	50	2	89	9	6	24	0	3	1	0	184
2016-02	Opened	3	1	0	0	0	0	0	0	0	1	5
2016-02	Closed	5	0	1	9	2	3	0	0	0	0	20
2016-02	Balance	48	3	88	0	4	21	0	3	1	1	169
2016-03	Opened	3	0	0	0	0	0	0	1	0	1	5
2016-03	Closed	5	1	1	0	0	3	0	0	1	0	11
2016-03	Balance	46	2	87	0	4	18	0	4	0	2	163
2016-04	Opened	20	0	0	2	1	0	0	0	0	1	24
2016-04	Closed	14	0	65	0	1	0	0	0	0	0	80
2016-04	Balance	52	2	22	2	4	18	0	4	0	3	107
2016-05	Opened	31	0	0	0	0	1	0	0	0	0	32
2016-05	Closed	0	0	0	0	1	3	0	1	0	1	6
2016-05	Changed	-17	8	0	0	1	8	0	0	0	0	0
2016-05	Balance	66	10	22	2	4	24	0	3	0	2	133
2016-06	Opened	35	0	0	0	0	0	0	0	0	1	36
2016-06	Closed	10	0	0	2	1	2	0	1	0	0	16
2016-06	Changed	-1	0	0	0	0	1	0	0	0	0	0
2016-06	Balance	90	10	21	0	3	23	0	3	0	3	153
2016-07	Opened	27	0	2	0	0	0	0	0	0	0	29
2016-07	Closed	1	1	0	0	0	1	0	1	0	0	4
2016-07	Changed	-6	1	0	0	1	3	0	0	0	0	-1
2016-07	Balance	110	10	23	0	4	25	0	2	0	3	177
2016-08	Opened	33	0	14	0	0	0	1	0	0	2	50
2016-08	Closed	40	0	2	0	0	1	0	1	0	1	45
2016-08	Changed	0	-1	0	0	0	0	0	0	0	0	-1
2016-08	Balance	103	9	35	0	4	24	1	1	0	4	181

Investigations and enforcement

4.1 Total cases

Month	Status	IA	EEA Ref	SR	IN	T1	T2	DDRAC	Pro'b	BoS	Appeal	Total
2016-09	Opened	25	0	1	0	0	0	0	0	0	0	26
2016-09	Closed	4	0	0	0	1	2	0	0	0	0	7
2016-09	Changed	-2	-4	0	0	3	2	0	0	0	0	-1
2016-09	Balance	122	5	36	0	6	24	1	1	0	4	199
2016-10	Opened	39	0	3	0	0	1	0	0	1	0	47
2016-10	Closed	23	0	23	0	0	4	0	1	0	0	51
2016-10	Changed	-3	1	0	0	2	0	0	1	0	-1	0
2016-10	Balance	135	9	16	0	8	21	1	1	1	3	195
2016-11	Opened	28	1	7	0	0	0	0	0	0	0	36
2016-11	Closed	27	1	0	0	2	1	0	0	0	3	34
2016-11	Changed	-12	6	0	0	1	5	0	0	0	0	0
2016-11	Balance	124	15	23	0	7	25	1	1	1	0	197
2016-12	Opened	41	0	1	0	0	1	0	1	1	0	45
2016-12	Closed	34	0	0	0	0	3	0	0	0	0	37
2016-12	Changed	-1	-2	0	0	1	1	0	0	1	0	0
2016-12	Balance	130	13	24	0	8	24	1	2	3	0	205

Definitions

Case: a collection of evidence relating to a potential breach of the Code

Initial Assessment (IA): detailed service information being requested from the Level 1 or Level 2 providers as per paragraph 4.2.3 of the Code

EEA Referral (EEA Ref): a case relating to a provider based in the EU subject to the referral procedure

Service Review (SR): services subject to ongoing monitoring

Informal Notification (IN): an investigation resolved by the provider without the need for a Track 1 or Track 2

Track 1 (T1): enforcement action resulting in an agreed action plan to remedy the breach

Track 2 (T2): enforcement action resulting in a Tribunal decision

DDRAC: a type of track 2 case which focuses on the due diligence responsibilities of Level 1 providers or networks

Prohibition: a sanction under the Code resulting in an enforced period of prohibition from operating PRS

Breach of Sanctions (BoS): a case based on a breach of a sanction (such as non-payment of a fine) by a provider

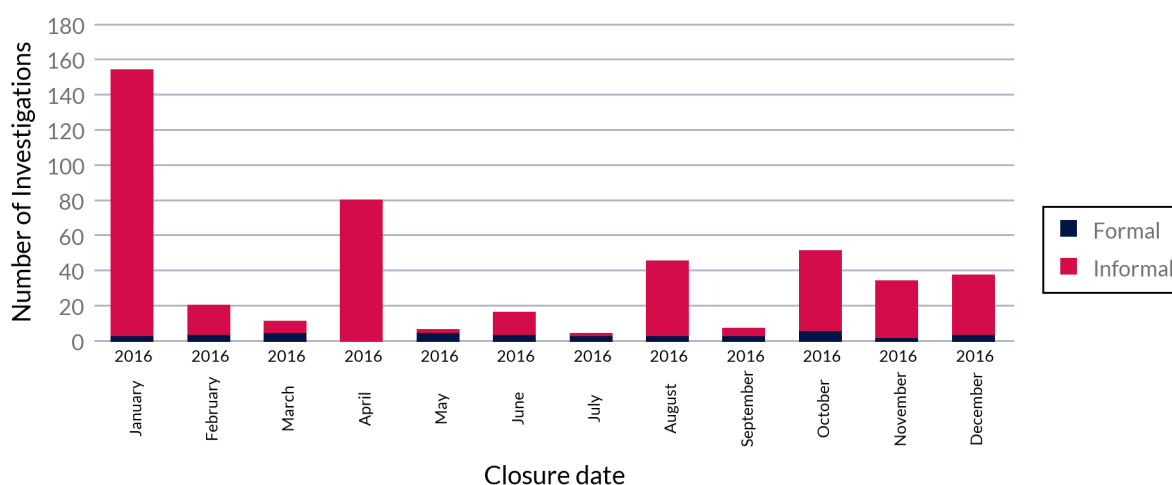
Appeal: following a tribunal decision the provider has requested a review or oral hearing

Overview

4.1.2 Investigations closed by enforcement action type per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Formal	2	3	4	0	4	3	2	2	2	5	1	3
Informal	152	17	7	80	2	13	2	43	5	46	33	34
Total Closed	154	20	11	80	6	16	4	45	7	51	34	37

4.1.3 Investigations closed by enforcement action type per month



Definitions

Enforcement action: an investigation of a provider or service, either formal or informal, regarding potential breaches of the Code

Formal: a case of potentially serious breaches which may require a tribunal or legal action

Informal: a case resolved without tribunal or legal action, includes no further action, service review, informal notification and Track 1

Quarterly view

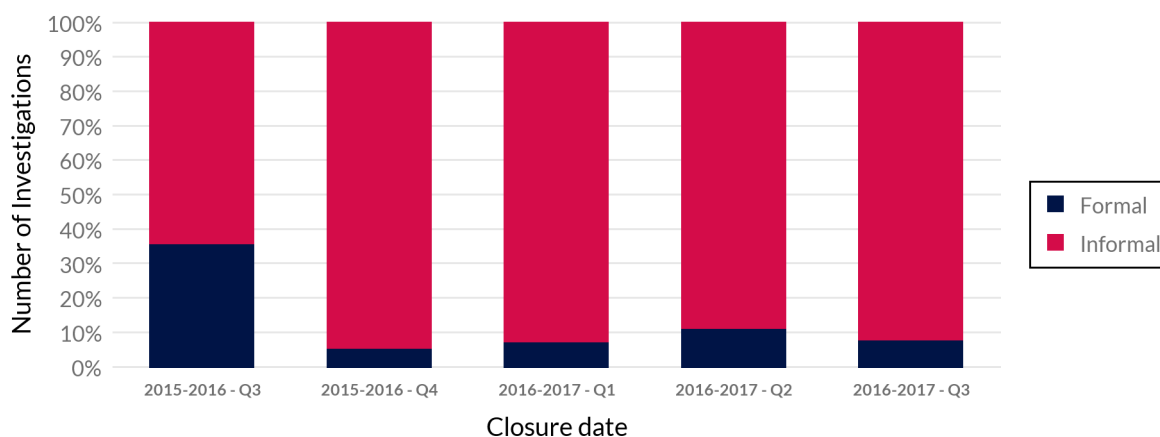
4.1.4 Investigations closed by enforcement action type per quarter

	2015-2016 - Q3		2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3	
Formal	6	35.3%	9	4.9%	7	6.9%	6	10.7%	9	7.4%
Informal	11	64.7%	176	95.1%	95	93.1%	50	89.3%	113	92.6%
Total closed	17		185		102		56		122	

4.1.5 Investigations closed by enforcement action type per quarter (volume)



4.1.6 Investigations closed by enforcement action type per quarter (proportion)

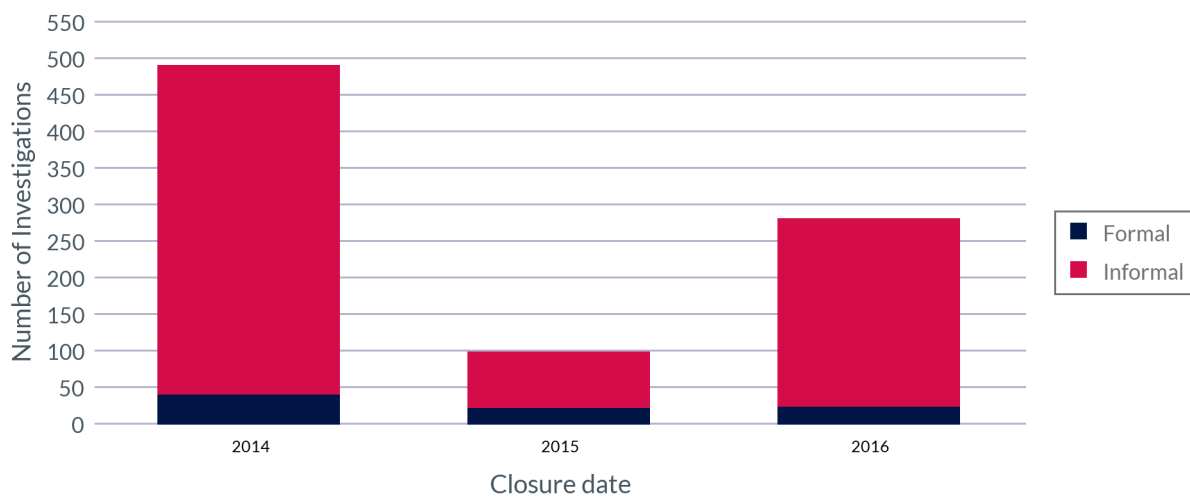


Annual view (Q1 - Q3 comparable)

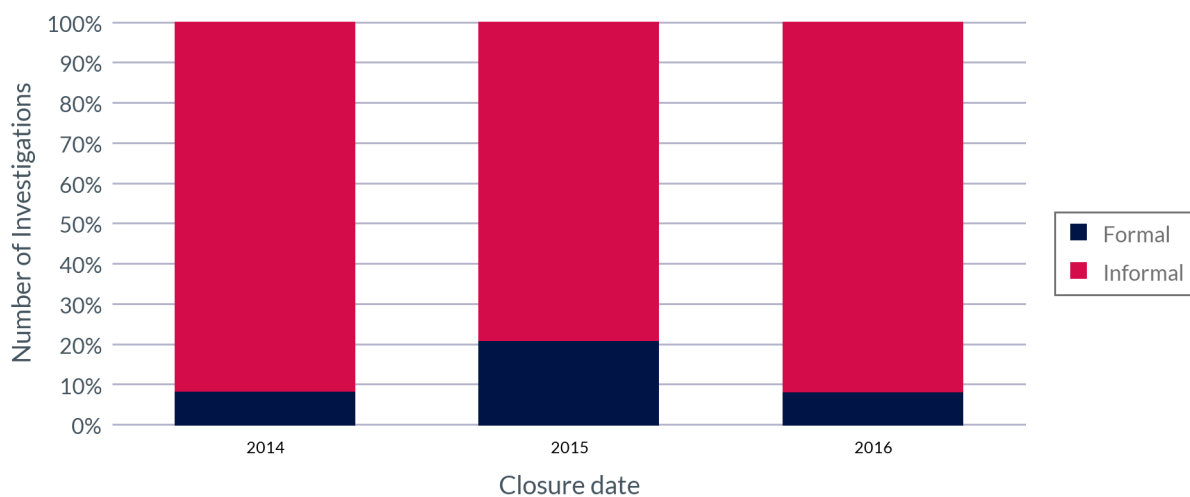
4.1.7 Investigations closed by enforcement action type per FY to date

	2014		2015		2016	
Formal	39	8.0%	20	20.6%	22	7.9%
Informal	450	92.0%	77	79.4%	258	92.1%
Total closed:	489		97		280	

4.1.8 Investigations closed by enforcement action type per FY to date (volume)



4.1.9 Investigations closed by enforcement action type per FY to date (proportional)



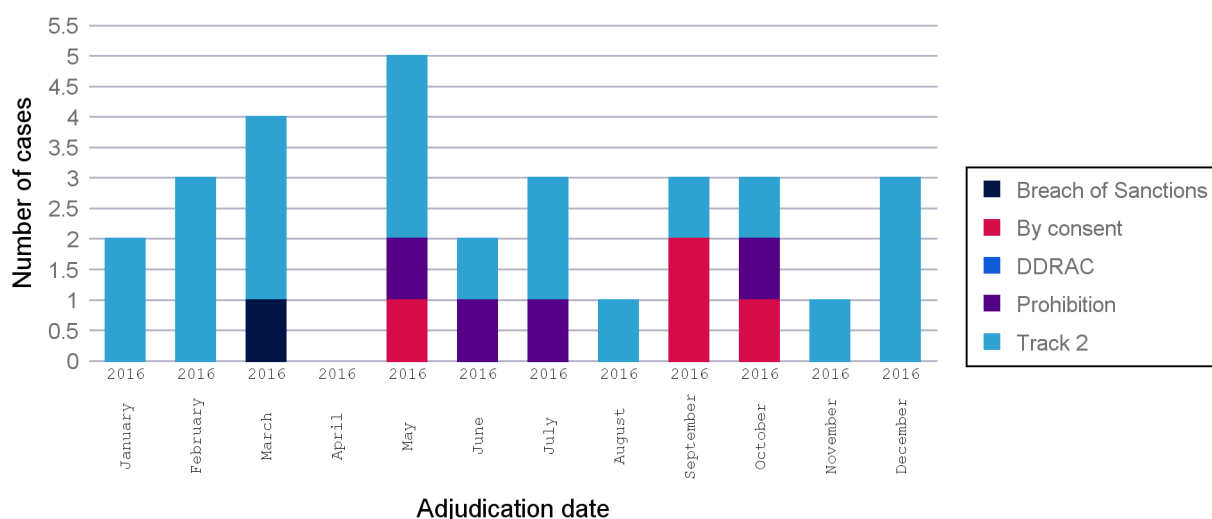
4.2 Tribunal information

Overview

4.2.1 Number of cases heard at tribunal

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Breach of Sanctions			1									
By consent					1				2	1		
Prohibition					1	1	1			1		
Track 2	2	3	3		3	1	2	1	1	1	1	3
Sum:	2	3	4		5	2	3	1	3	3	1	3

4.2.2 Number of cases heard at tribunal per month



Definitions

Breach of sanctions: a case based on a breach of a sanction (such as non-payment of a fine) by a provider

By consent: a resolution agreed between the PSA board and the respondent, before or after a first instance decision, only available via the oral hearing route

DDRAC: a type of track 2 case which focuses on the due diligence responsibilities of Level 1 providers or networks

Oral hearing: a hearing where the provider makes oral representations in addition to written submissions

Prohibition: a sanction under the Code resulting in an enforced period of prohibition from operating PRS

Review: a tribunal decision that changes a first instance decision by a previous tribunal

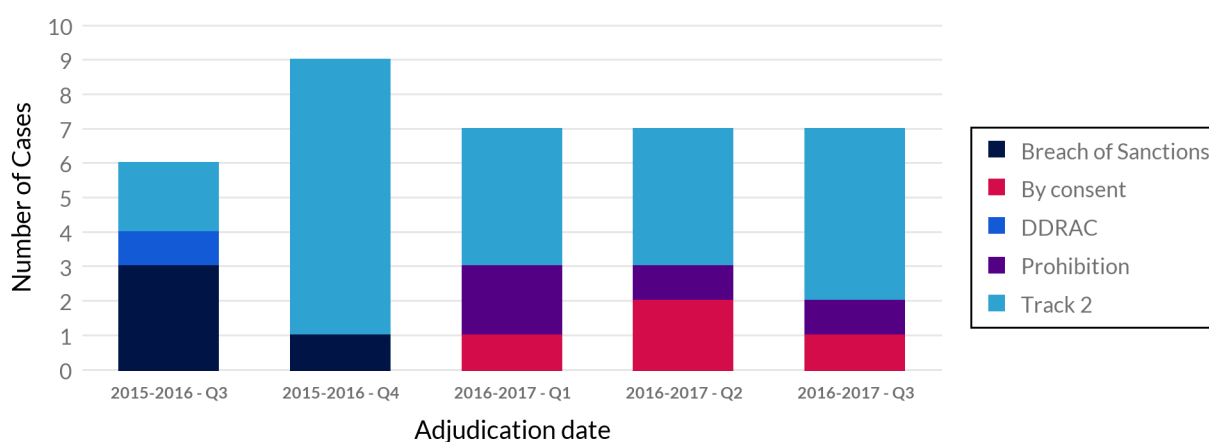
Track 2: enforcement action resulting in a tribunal decision

Quarterly view

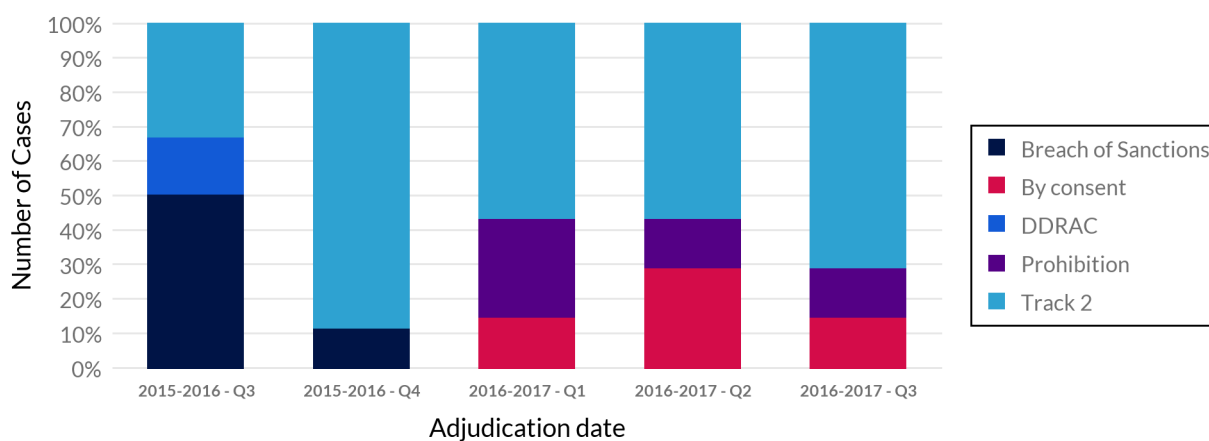
4.2.3 Number of cases heard at tribunal per quarter

	2015-2016 - Q3		2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3	
Breach of Sanctions	3	50.0%	1	11.1%						
By consent					1	14.3%	2	28.6%	1	14.3%
DDRAC	1	16.7%								
Prohibition					2	28.6%	1	14.3%	1	14.3%
Track 2	2	33.3%	8	88.9%	4	57.1%	4	57.1%	5	71.4%
Sum:	6		9		7		7		7	

4.2.4 Number of cases heard at tribunal per quarter (volume)



4.2.5 Number of cases heard at tribunal per quarter (proportion)

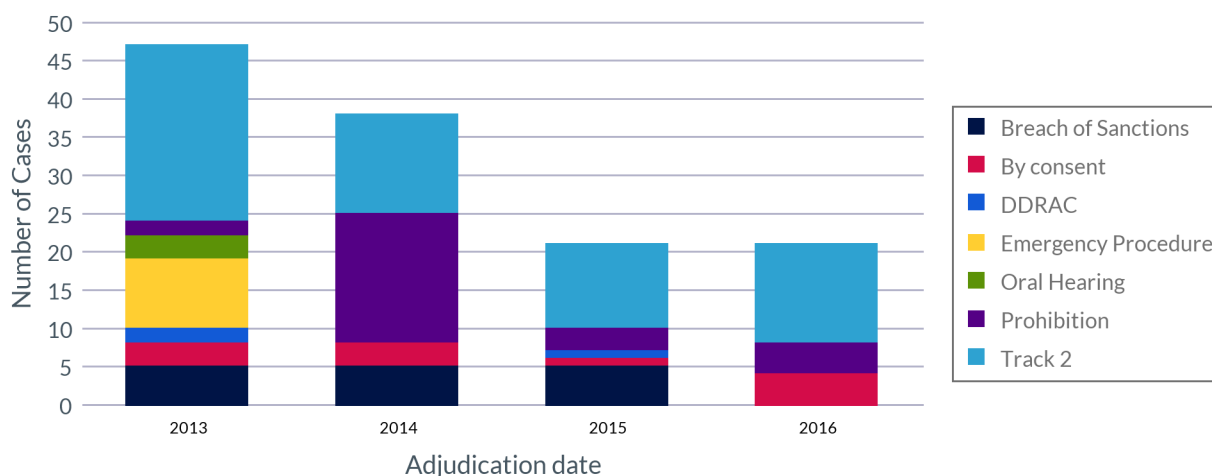


Annual view (Q1 - Q3 comparable)

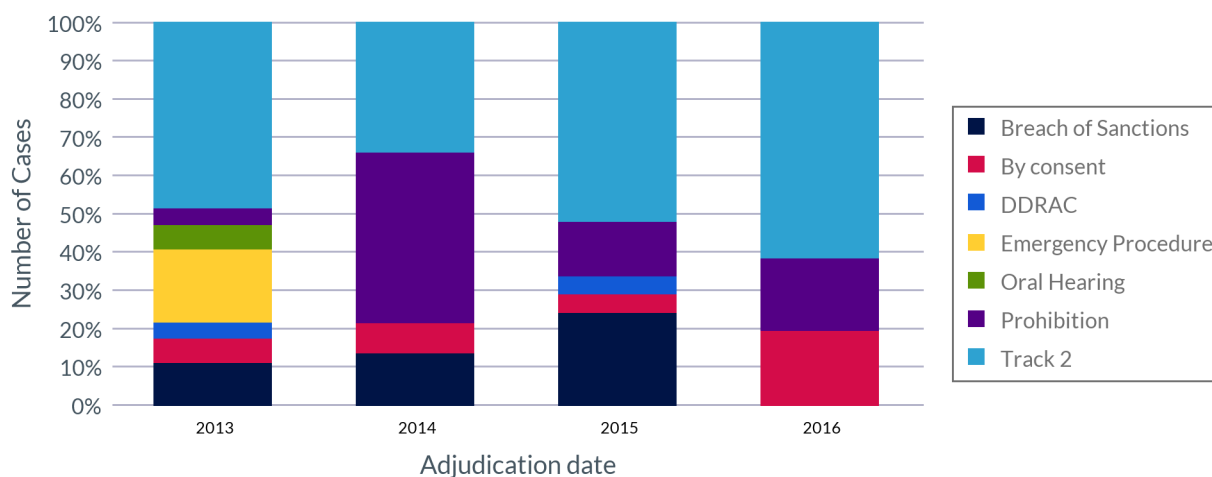
4.2.6 Number of cases heard at tribunal per Financial Year to date

	2013		2014		2015		2016	
Breach of Sanctions	5	10.6%	5	13.2%	5	23.8%		
By consent	3	6.4%	3	7.9%	1	4.8%	4	19.0%
DDRAC	2	4.3%			1	4.8%		
Emergency Procedure	9	19.1%						
Oral Hearing	3	6.4%						
Prohibition	2	4.3%	17	44.7%	3	14.3%	4	19.0%
Track 2	23	48.9%	13	34.2%	11	52.4%	13	61.9%
Sum:	47		38		21		21	

4.2.7 Number of cases heard at tribunal per Financial year to date (volume)



4.2.8 Number of cases heard at tribunal per Financial Year to date (proportional)



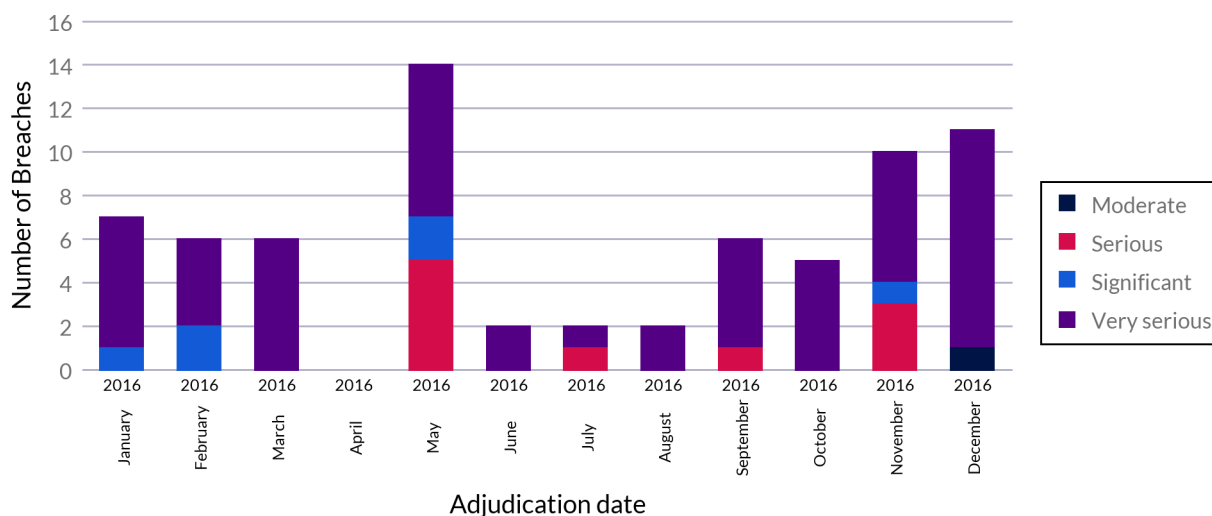
4.3 Track 2 breach severity

Overview

4.3.1 Upheld breaches by severity per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Moderate												1
Serious					5		1		1		3	
Significant	1	2			2						1	
Very serious	6	4	6		7	2	1	2	5	5	6	10
Total breaches:	7	6	6	0	14	2	2	2	6	5	10	11
Cases heard:	2	3	4		5	2	3	1	3	3	1	3

4.3.2 Upheld breaches by severity per month



Comments

Prohibition cases do not involve a new breach of the Code and so the number of cases heard may be greater than the number of breaches

Definitions

Minor: a rating applied to tribunal decisions, the lowest level of harm on a scale of 1-5

Moderate: a rating applied to tribunal decisions, the second lowest level of harm on a scale of 1-5

Significant: a rating applied to tribunal decisions, the third lowest level of harm on a scale of 1-5

Serious: a rating applied to tribunal decisions, the second highest level of harm on a scale of 1-5

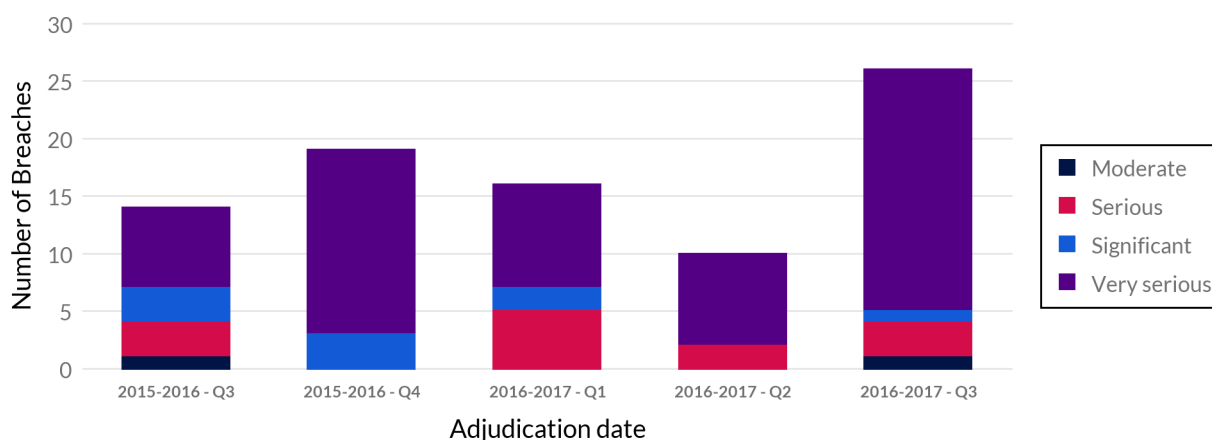
Very serious: a rating applied to tribunal decisions, the highest level of harm on a scale of 1-5

Quarterly view

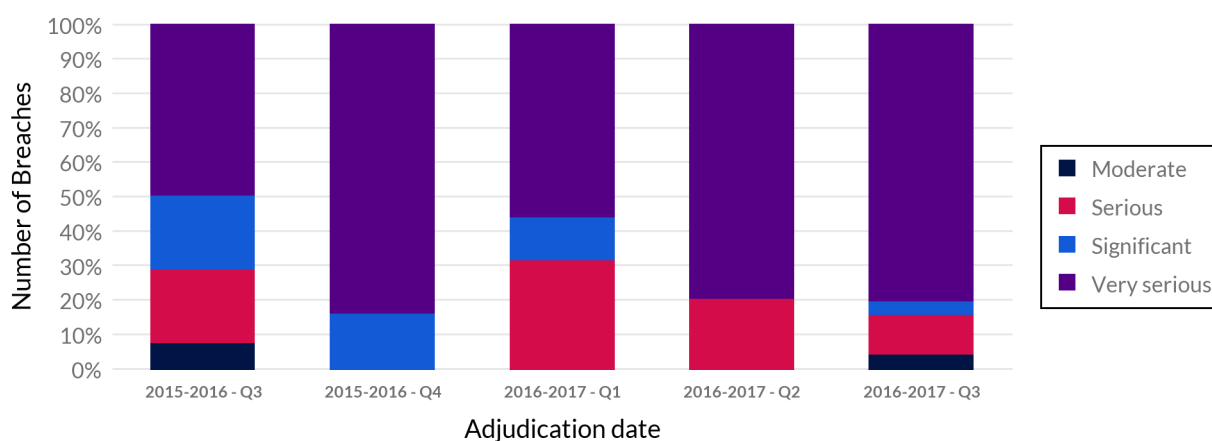
4.3.3 Upheld breaches by severity per quarter

	2015-2016 - Q3		2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3	
Moderate	1	7.1%							1	3.8%
Serious	3	21.4%			5	31.3%	2	20.0%	3	11.5%
Significant	3	21.4%	3	15.8%	2	12.5%			1	3.8%
Very serious	7	50.0%	16	84.2%	9	56.3%	8	80.0%	21	80.8%
Sum:	14		19		16		10		26	

4.3.4 Upheld breaches by severity per quarter (volume)



4.3.5 Upheld breaches by severity per quarter (proportion)

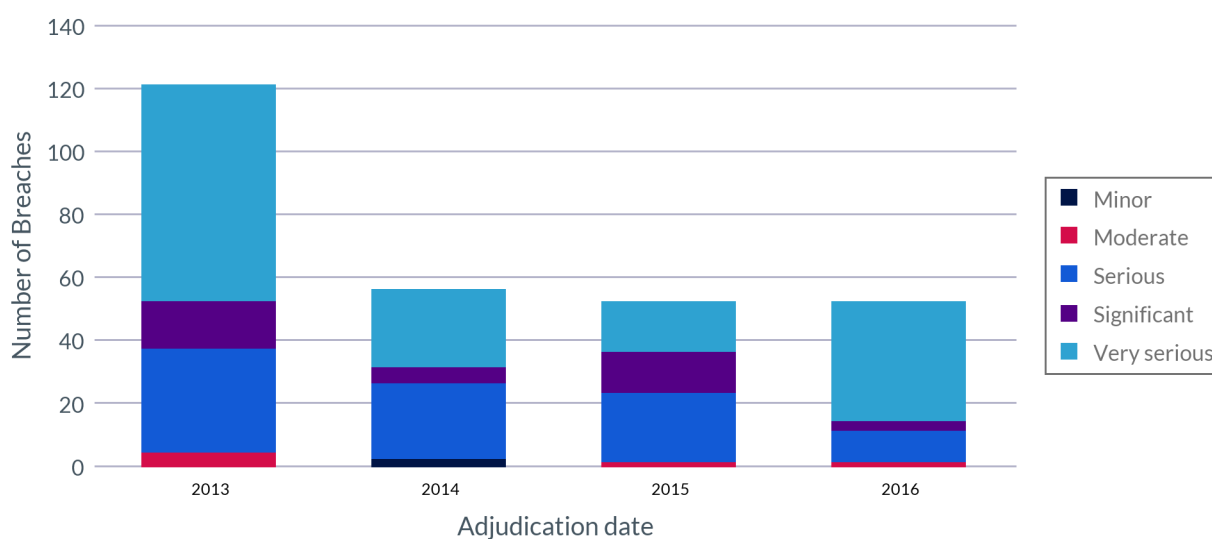


Annual view (Q1 - Q3 comparable)

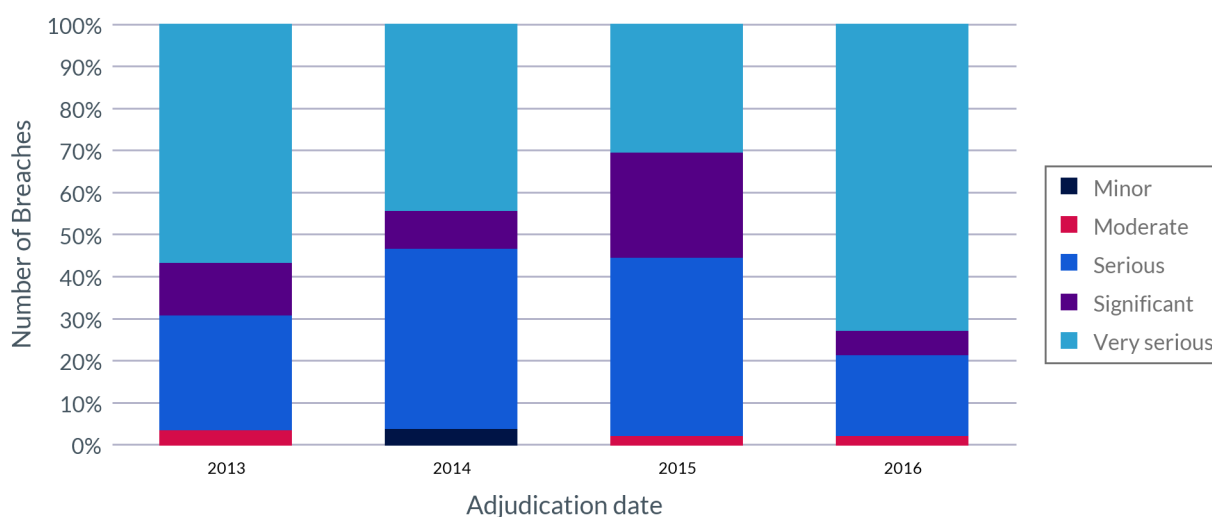
4.3.6 Upheld breaches by status per Financial Year to date

	2013		2014		2015		2016	
Minor			2	3.6%				
Moderate	4	3.3%			1	1.9%	1	1.9%
Serious	33	27.3%	24	42.9%	22	42.3%	10	19.2%
Significant	15	12.4%	5	8.9%	13	25.0%	3	5.8%
Very serious	69	57.0%	25	44.6%	16	30.8%	38	73.1%
Sum:	121		56		52		52	

4.3.7 Upheld breaches by severity per Financial Year to date (volume)



4.3.8 Upheld breaches by severity per Financial Year to date (proportional)



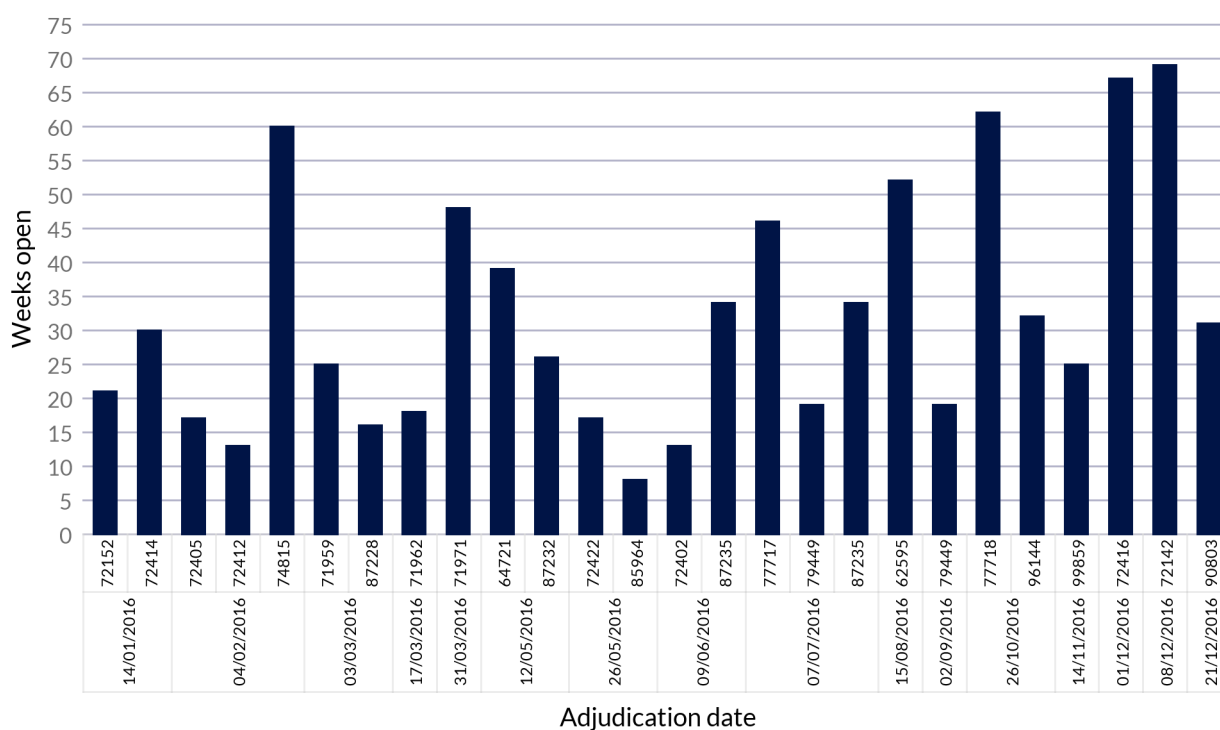
4.4 Track 2 duration

Overview

4.4.1 Average Track 2 duration per month (weeks)

2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
26	30	27	NA	22	23	33	52	19	47	25	56

4.4.2 Duration for each Track 2 case for the past year



Definitions

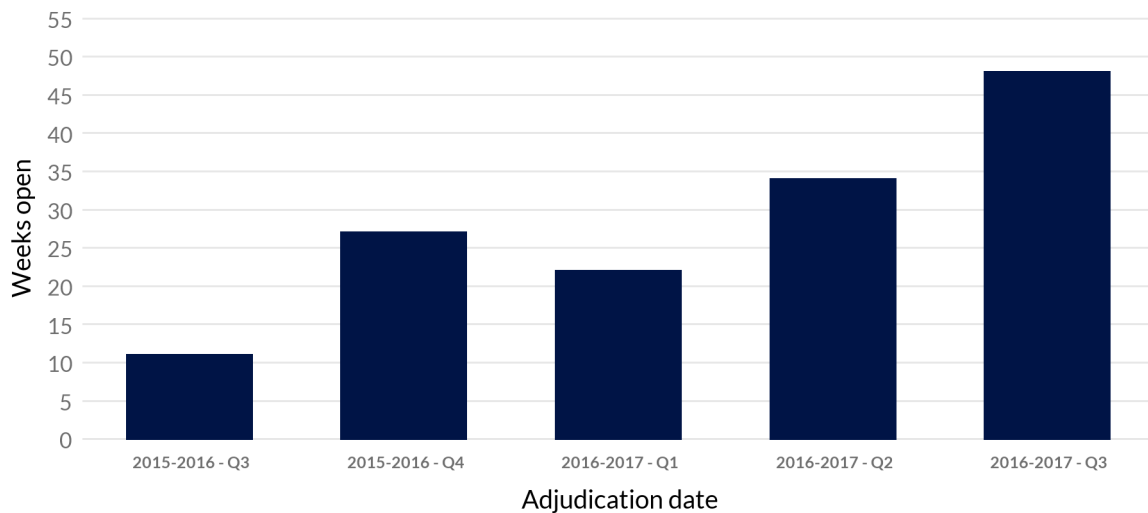
Adjudication date: The date of the decision made by the Code Adjudication Panel relating to potential breaches of the Code

Quarterly view

4.4.3 Average Track 2 duration per quarter (weeks)

2015-2016 - Q3	2015-2016 - Q4	2016-2017 - Q1	2016-2017 - Q2	2016-2017 - Q3
11	27	22	34	48

4.4.4 Average Track 2 duration per quarter (weeks)

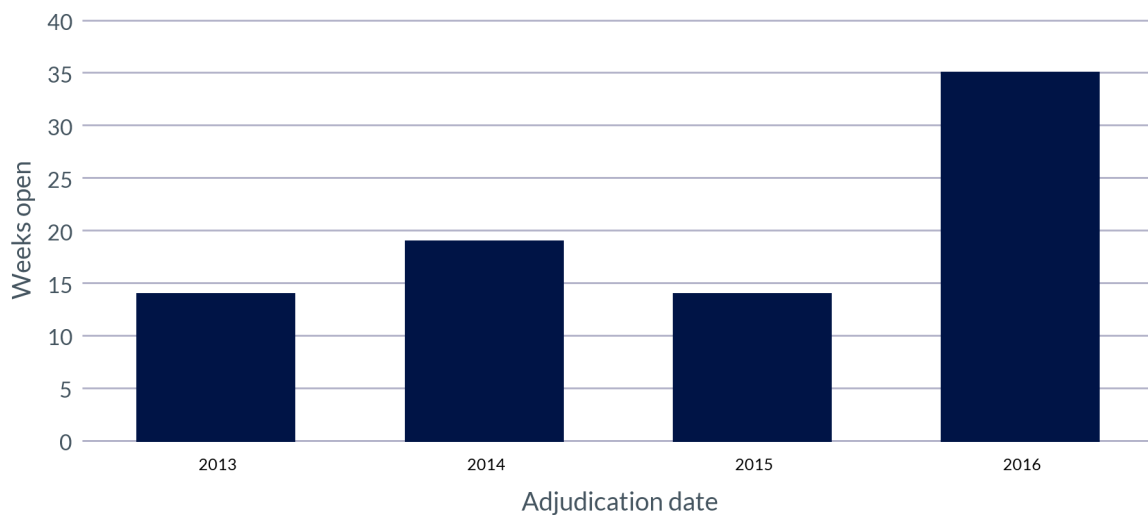


Annual view (Q1 - Q3 comparable)

4.4.5 Average Track 2 duration per FY to date (weeks)

2013	2014	2015	2016
14	19	14	35

4.4.6 Average Track 2 duration per FY to date (weeks)



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5.0 Industry support

Overview

In addition to our investigatory and enforcement work, our regulatory toolkit also includes identifying and applying policy solutions to issues arising more generally in the market. The scope of the industry support we are able to provide includes:

- Holding our Code of Practice and supporting procedures to constant review, and updating guidance around these as necessary.
- Responding to requests for compliance advice.
- Providing the facility for industry Due Diligence to be undertaken.
- Commissioning industry-wide research initiatives.
- Finding ways in which barriers to high compliance can be broken down. These include working with an expanded and enhanced Industry Liaison Panel; making effective use of its Rapid Response Team mechanism where required; and our detailed programme of one-to-one meetings and engagement with industry representative bodies, network operators and service providers.

Comments

Demand for compliance advice peaks when we launch a new Code of Practice. This occurred in both July 2015 and June 2016.

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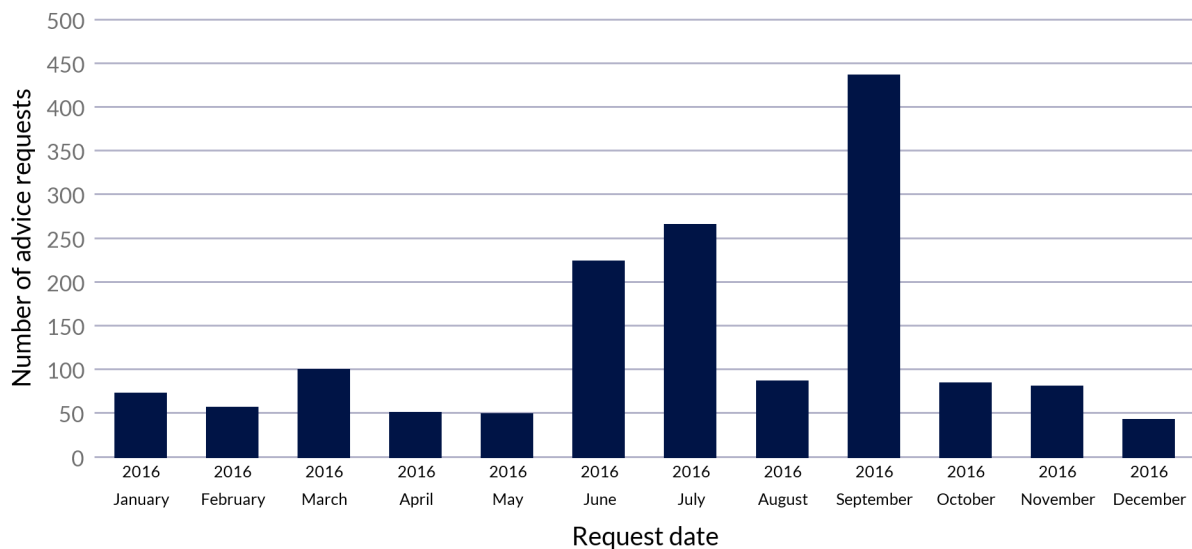
5.1 Compliance advice

Overview

5.1.1 Compliance advice given

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Requests	72	56	99	50	49	223	265	86	436	84	80	42

5.1.2 Compliance advice given



Definitions

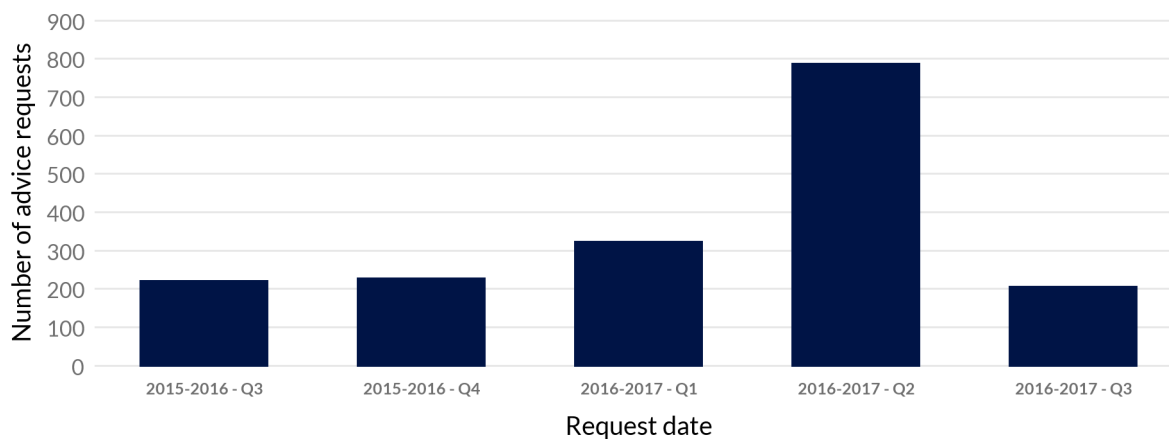
Compliance advice: a written piece of advice on how to operate PRS within the scope of the Code of Practice

Quarterly view

5.1.3 Compliance advice given

	2015-2016 - Q3	2015-2016 - Q4	2016-2017 - Q1	2016-2017 - Q2	2016-2017 - Q3
Requests	220	227	322	787	206

5.1.4 Compliance advice given

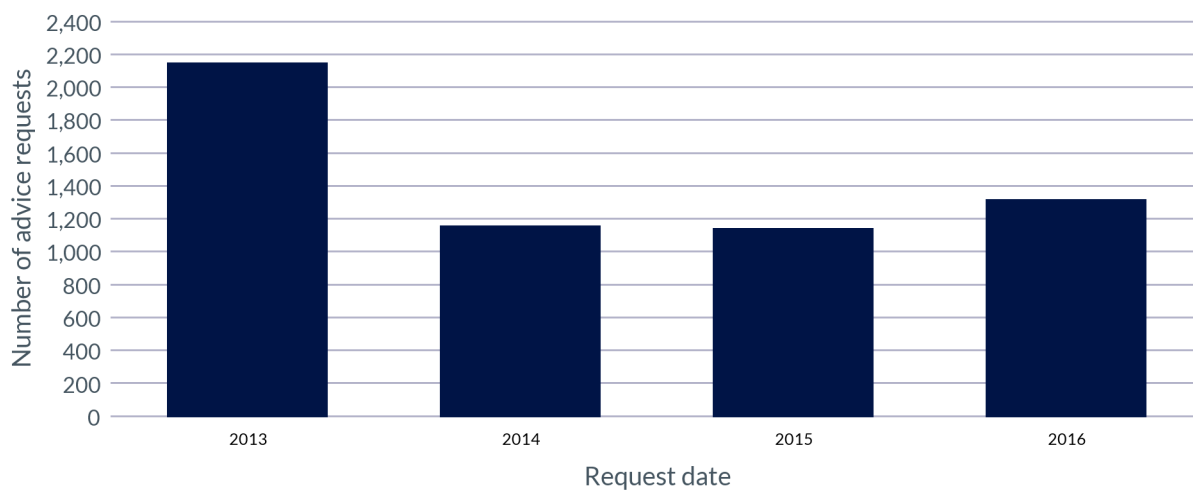


Annual view (Q1 - Q3 comparable)

5.1.5 Compliance advice given per FY to date

	2013	2014	2015	2016
Requests	2,143	1,152	1,136	1,315

5.1.6 Compliance advice given per FY to date



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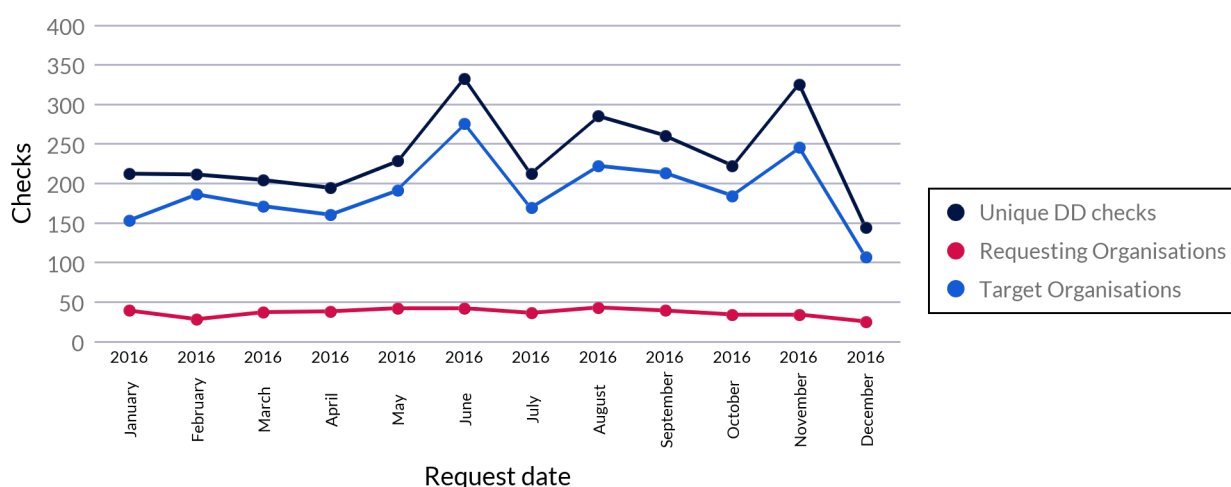
5.2 Due diligence

Overview

5.2.1 Number of due diligence requests per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Unique checks	213	212	205	195	229	333	213	286	261	223	326	145
Requesting orgs	40	29	38	39	43	43	37	44	40	35	35	26
Target orgs	154	187	172	161	192	276	170	223	214	185	246	108

5.2.1 Number of due diligence requests per month



Definitions

Due diligence request: Background checks that networks are required to carry out on potential providers

Unique checks: A unique incidence of a due diligence request between one target and one requesting organisation

Requesting organisations: The network or Level 1 provider carrying out the due diligence on a potential provider

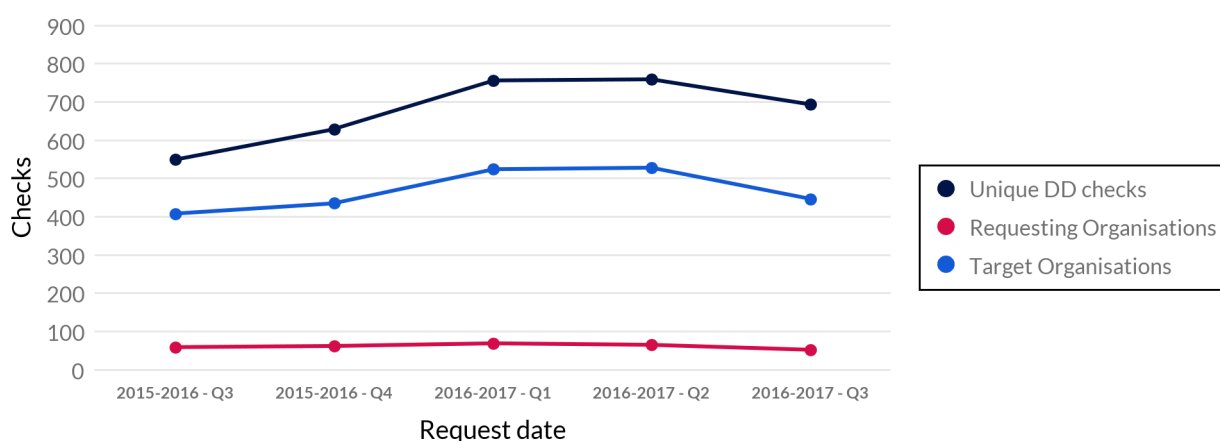
Target organisations: The potential provider being evaluated

Quarterly view

5.2.3 Number of due diligence requests per quarter

	2015-2016 - Q3	2015-2016 - Q4	2016-2017 - Q1	2016-2017 - Q2	2016-2017 - Q3
Unique checks	550	630	757	760	694
Requesting orgs	60	63	70	66	53
Target Orgs	409	436	525	529	447

5.2.4 Number of due diligence requests per quarter (volume)

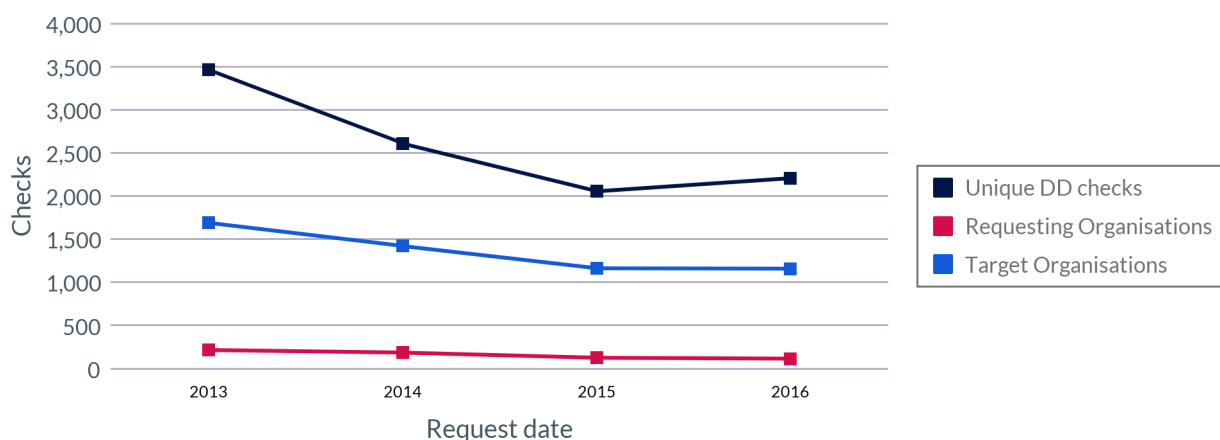


Annual view (Q1 - Q3 comparable)

5.2.5 Number of due diligence requests per FY to date

	2013	2014	2015	2016
Unique checks	3,467	2,612	2,058	2,211
Requesting orgs	219	189	129	119
Target Orgs	1,693	1,424	1,166	1,162

5.2.6 Number of due diligence requests per FY to date



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6.0 Market context

Overview

Through the nature of our operations and the data we collect, we are able to provide an authoritative overview of the PRS market:

- The financial size of the PRS market is measured initially through the revenues collected by network operators, and then through the outpayments they make to aggregators after retaining their share of the value chain. It is to the outpayments figure that the industry levy is applied.
- Compliance with our Code of Practice includes mandatory registration of services, although we provide financial exemptions for small businesses and charities. Through this we are able to demonstrate the number of organisations engaged in the provision of PRS services.

Comments

Outpayment figures for Quarter 3 2016/17 have been updated for this report.

Compared to the previous quarter:

- Fixed has decreased by 2%
 - Comprised of: Landline up 5%, DQ down 12%, 087 down 1%
- Mobile has increased by less than 1%
 - Comprised of: PSMS down 8%, Voice Shortcode up 4%, Operator billing up 10%

Compared to the same quarter last year:

- Fixed has decreased by 10%
 - Comprised of: Landline up 1%, DQ down 25%, 087 down 2%
- Mobile has increased by 16%
 - Comprised of: PSMS up 4%, Voice Shortcode down 5%, Operator billing up 36%

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6.1 Outpayments

Annual view

6.1.1 Outpayments by payment mechanism (Financial Year to date) *

	PSMS	Operator billing	DQ	Landline	087	Voice Shortcode	Total
FY 2016-2017	142,294,844	110,752,672	33,403,314	38,675,235	25,406,381	10,131,727	360,664,174
FY 2015-2016	157,517,975	113,827,719	57,456,753	53,333,641	37,228,417	13,889,643	433,254,148
FY 2014-2015	159,208,322	72,407,015	75,311,151	72,807,041	47,773,800	16,082,943	443,590,272
FY 2013-2014	176,905,844	33,274,730	95,617,864	95,689,021	59,218,884		460,706,343
FY 2012-2013	212,884,919	27,704,566	107,022,378	127,863,110	62,439,519		537,914,492
FY 2011-2012	222,371,371	24,455,447	119,325,005	144,378,889	63,843,734		574,374,445
FY 2010-2011	227,115,647	16,864,696	142,379,680	173,877,266	70,262,751		630,500,040

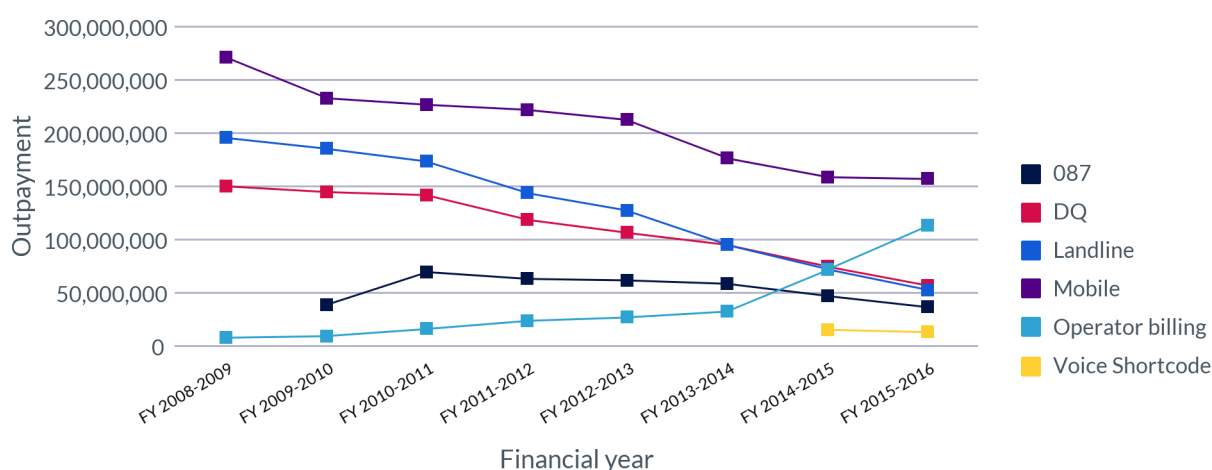
* up on previous financial year

down on previous financial year

6.1.2 Outpayments by payment mechanism (current section of FY only - Q1-Q3)

	PSMS	Operator billing	DQ	Landline	087	Voice Shortcode	Total
FY 2016-2017	142,294,844	110,752,672	33,403,314	38,675,235	25,406,381	10,131,727	360,664,174
FY 2015-2016	115,582,985	82,929,574	45,471,126	41,164,507	28,514,752	10,592,718	324,255,661
FY 2014-2015	121,930,115	49,825,847	59,191,560	57,252,653	37,314,059	12,385,498	337,899,732
FY 2013-2014	130,013,053	22,827,746	73,598,377	75,733,554	45,359,309		347,532,039
FY 2012-2013	161,743,986	18,248,857	80,599,387	99,220,179	47,231,142		407,043,551
FY 2011-2012	162,248,936	17,028,225	92,096,997	112,293,685	48,717,223		432,385,066
FY 2010-2011	168,600,483	10,884,121	111,855,531	133,411,383	53,646,112		478,397,629

6.1.3 Outpayments by sector (complete years only)

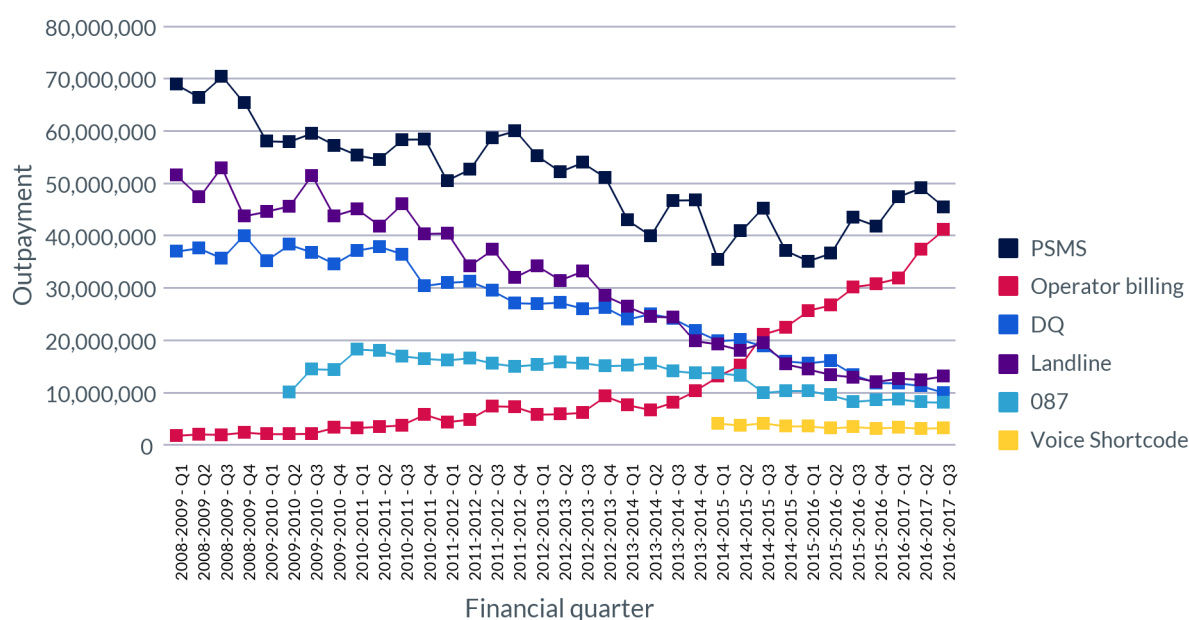


Quarterly view

6.1.4 Outpayments by sector by financial quarter

	PSMS	Operator billing	DQ	Landline	087	Voice Shortcode	Total
2016-2017 - Q3	45,512,141	41,260,312	10,079,868	13,249,564	8,223,521	3,384,012	121,709,418
2016-2017 - Q2	49,283,123	37,516,294	11,403,918	12,588,656	8,331,200	3,254,252	122,377,443
2016-2017 - Q1	47,499,581	31,976,066	11,919,527	12,837,015	8,851,660	3,493,464	116,577,313
2015-2016 - Q4	41,934,990	30,898,145	11,985,627	12,169,134	8,713,665	3,296,926	108,998,487
2015-2016 - Q3	43,588,431	30,297,876	13,508,146	13,065,253	8,383,861	3,573,445	112,417,013

6.1.5 Outpayments by sector by financial quarter



Definitions

PSMS: Premium short message services

Operator billing: A secure mobile payment service, includes payments via "Payforit"

DQ: Directory enquiry services

Landline: A sector of PRS services utilising Non-Geographic number ranges, including 087, 084, 118, 09

087: PRS services utilising the 087 number range. Prices range from approx. 5p per minute to 15p per minute. Typical services include sales booking lines for hotels and cinemas.

Voice shortcode: PRS services utilising the mobile short numbering system which are designated to carrying voice traffic

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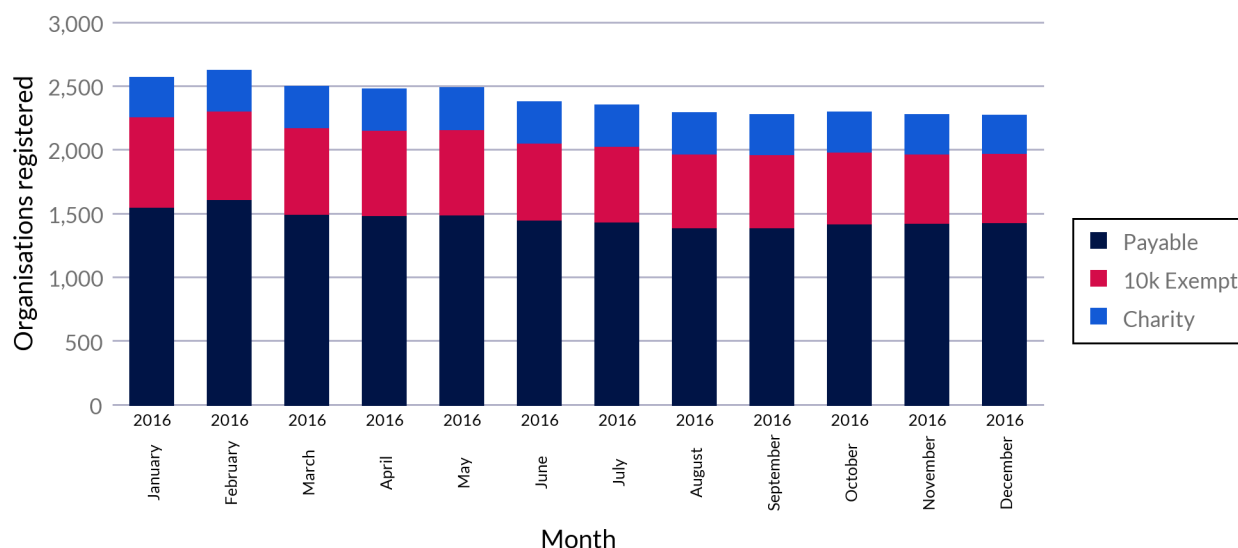
6.2 Registrations by type

Overview

6.2.1 Total registrations by payment status per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Payable	1,541	1,598	1,484	1,475	1,478	1,440	1,425	1,379	1,379	1,406	1,412	1,420
10K exempt	708	697	678	668	671	601	592	579	571	564	545	541
Charity	317	326	334	330	334	335	334	329	324	324	315	305
Total	2,566	2,621	2,496	2,473	2,483	2,376	2,351	2,287	2,274	2,294	2,272	2,266

6.2.2 Total registrations by payment status per month



Definitions

10k exempt: An organisation whose revenues are less than £10k is not expected to pay a fee in their first year of operation

Charity: An organisation which is a registered charity is not expected to pay a fee

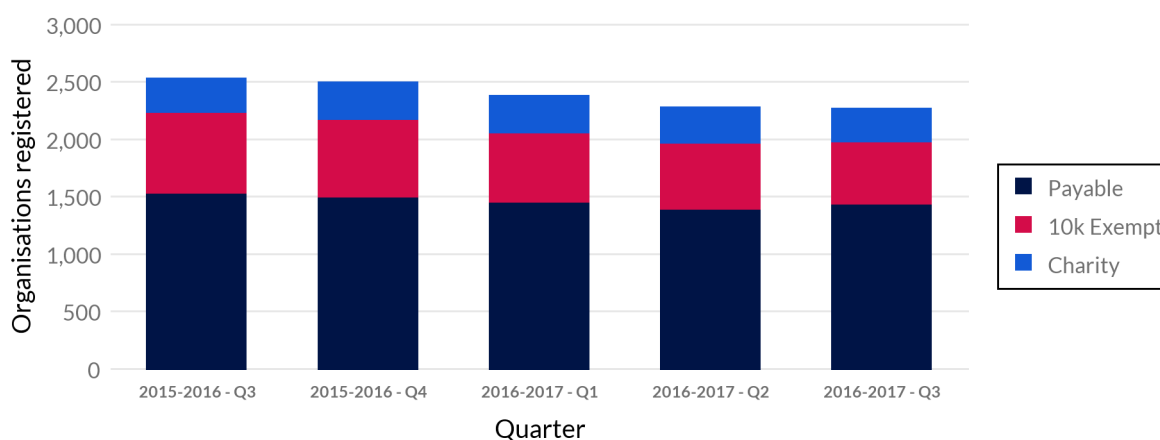
Payable: All other organisations are expected to pay a registration fee

Quarterly view

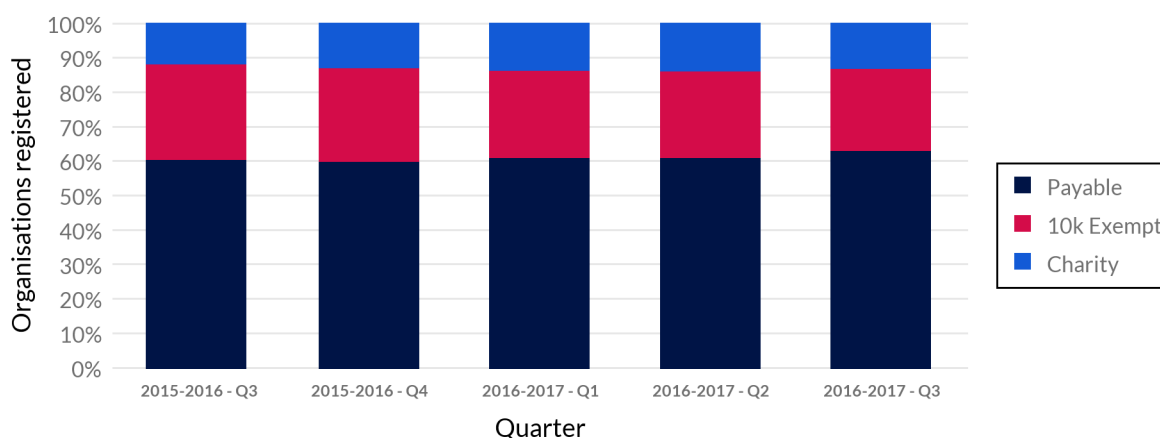
6.2.3 Total registrations by payment status per quarter

	2015-2016 - Q3		2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3	
Payable	1,518	60.1%	1,484	59.5%	1,440	60.6%	1,379	60.6%	1,420	62.7%
10K exempt	700	27.7%	678	27.2%	601	25.3%	571	25.1%	541	23.9%
Charity	309	12.2%	334	13.4%	335	14.1%	324	14.2%	305	13.5%
Total	2,527		2,496		2,376		2,274		2,266	

6.2.4 Total registrations by payment status per quarter (volume)



6.2.5 Total registrations by payment status per quarter (proportion)

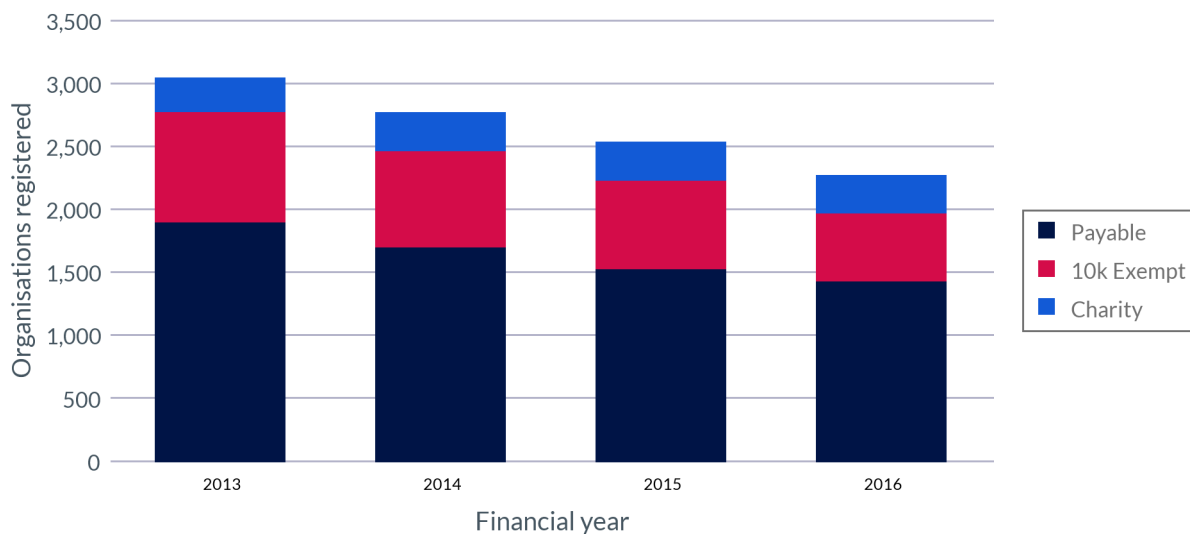


Annual view (Q3 comparable)

6.2.6 Total registrations by payment status per FY to date

	2013		2014		2015		2016	
Payable	1,890	62.2%	1,689	61.1%	1,518	60.1%	1,420	62.7%
10K exempt	872	28.7%	765	27.7%	700	27.7%	541	23.9%
Charity	275	9.1%	310	11.2%	309	12.2%	305	13.5%
Total	3,037		2,764		2,527		2,266	

6.2.7 Total registrations by payment status per FY to date (volume)



6.2.8 Total registrations by payment status per FY to date (proportional)

