

Operational Report

2016-2017 - Quarter 4

Internal use only

Based on data run on: 09 May 2017

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Annual summary

Contacts per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
All complaints	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303	2,407	1,591	1,261	
Phone contacts	10,125	11,159	14,652	13,309	14,931	15,821	15,545	11,254	7,302	6,438	4,445	3,524	
Web enquiries	23,148	25,391	28,848	30,066	35,360	37,782	36,470	26,436	19,046	18,367	13,573	13,788	
Total	35,966	39,051	46,583	46,425	53,960	57,482	55,599	41,280	28,651	27,212	19,609	18,573	

Complaints per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Phone	1,726	1,348	1,820	1,895	2,292	2,273	1,937	2,156	1,303	1,389	951	771	
Web	951	1,125	1,224	1,139	1,360	1,603	1,641	1,411	996	1,008	629	485	
Other	16	28	39	16	17	3	6	23	4	10	11	5	
Total	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303	2,407	1,591	1,261	

Cases open during month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Formal	22	27	26	27	26	26	24	28	30	36	37	40	
Informal	85	106	127	150	155	173	171	169	175	211	225	153	
Total	107	133	153	177	181	199	195	197	205	247	262	193	

Actionable vs non-actionable

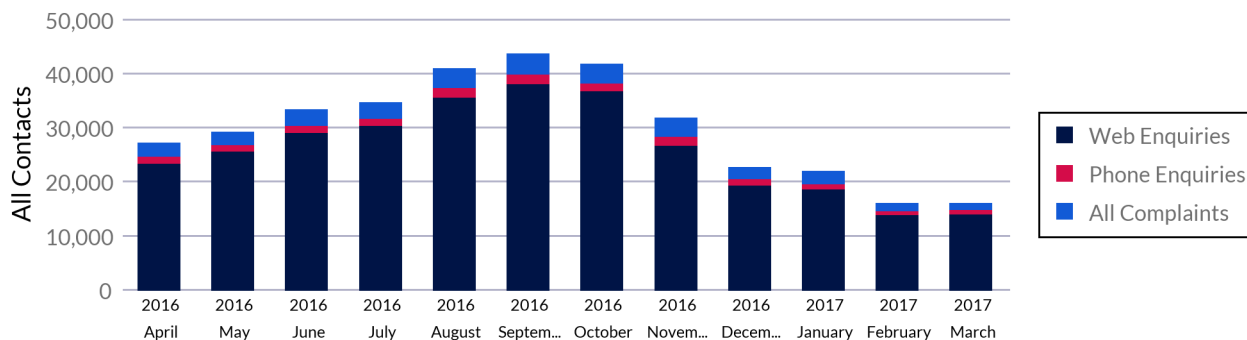
	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Actionable	735	715	882	840	1,293	1,587	1,719	1,834	1,179	1,133	730	395	
Non-actionable	1,958	1,786	2,201	2,210	2,376	2,292	1,865	1,756	1,124	1,267	851	836	
Pending										7	10	30	
Total:	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303	2,407	1,591	1,261	

Tribunals

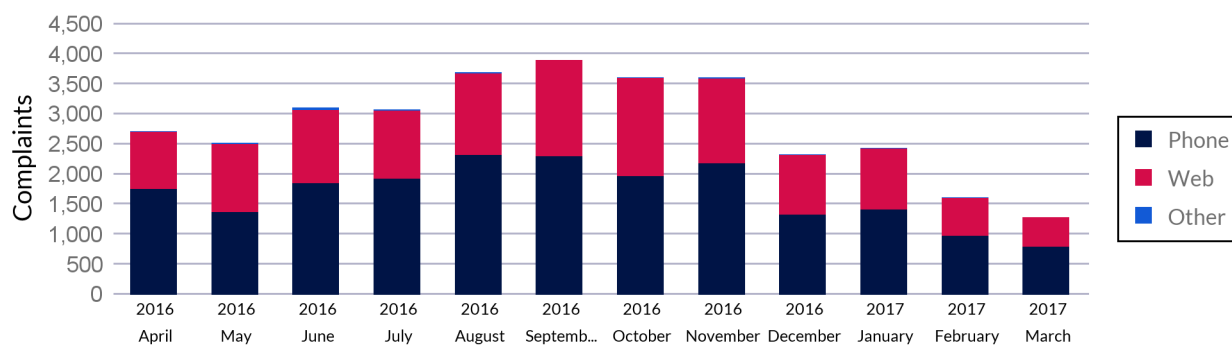
	2017	2017	2017	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	
Tribunals	2	3		3	1	3	3	1	3	2	5		

Annual summary

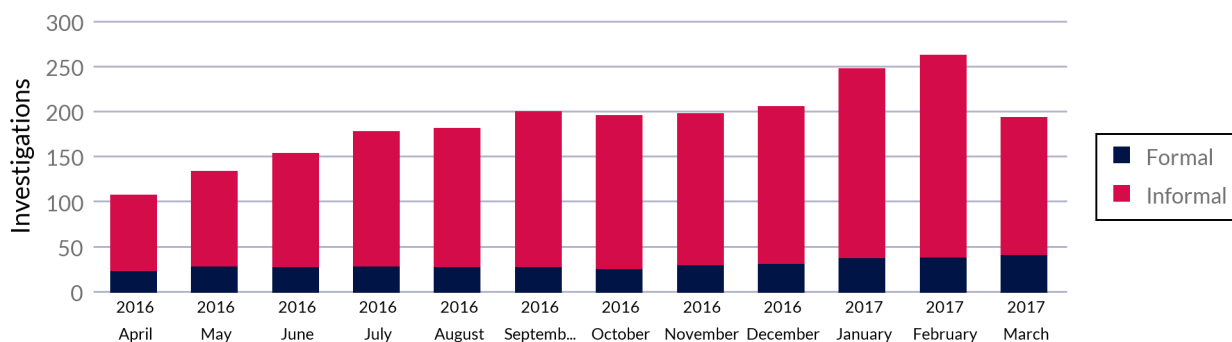
Contacts per month



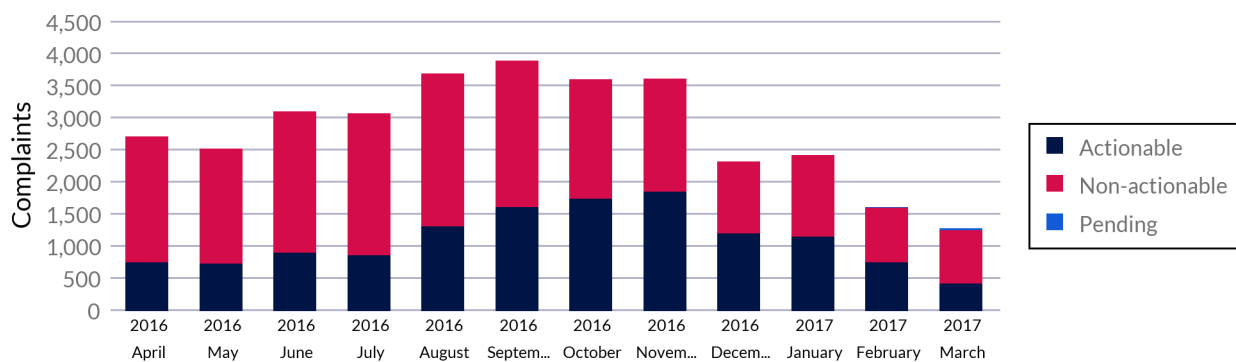
Complaints per month



Cases open during month



Actionable vs non-actionable



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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

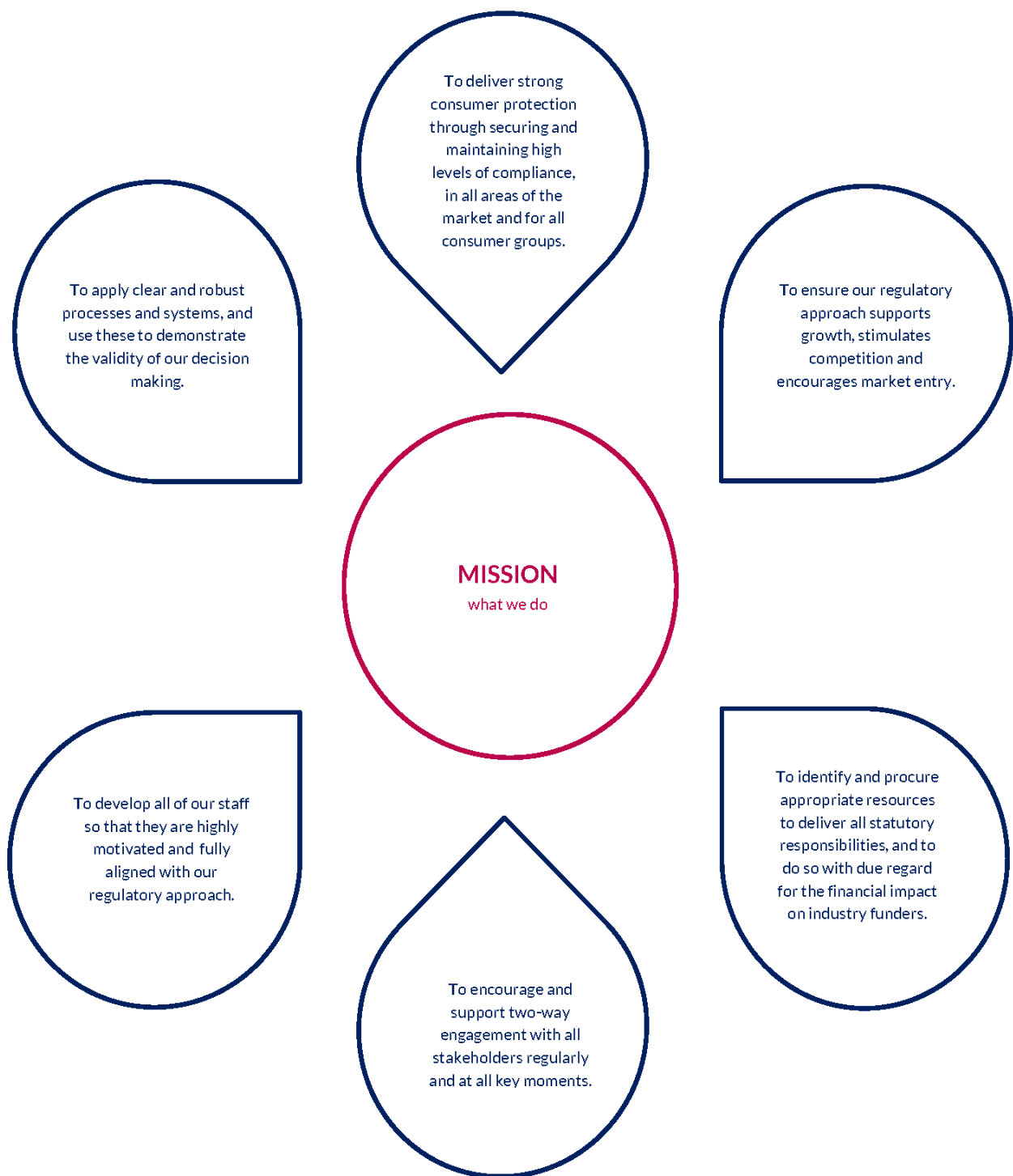
Our core values and behaviours underpin everything we do to deliver our mission:

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 significantly increased our day-to-day operational efficiency, and, under our Project 30 umbrella, focussed on a number of key strategic developments. Overall we 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 handled around 471,000 contacts from consumers during the year, up 32% from 358,000 in 2015/16. We developed our communications at each point of contact consumers have with us, to help them better understand phone-paid services and be better equipped to use these services with confidence and seek redress when they encounter problems:



- We launched our new name (from PhonepayPlus) and accompanying strapline, and used this to realign how we communicate with consumers to emphasise the nature of our role as a regulator;
- We increased the automation of our contact handling, with around 92% 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 continued to record complaints as consumer dissatisfaction with a service, however expressed, and the volume of complaints increased to 34,000 in 2016/17 (up 13% from 30,000 in 2015/16). We focussed on assessing those complaints received only after the consumer had engaged (or tried to engage) with the relevant service providers. This was both to ensure that providers were given an opportunity to provide customer care and redress where required to consumers before consumers engaged with the regulator, and to ensure that our limited resources were directed where they were most needed;



- Our consumer education work saw the development of new information videos, increased social media engagement and greater clarity provided through our website. Much of this work was informed by the consumer behaviour research we undertook at the end of 2015/16 and published in June 2016.

2.0 2016/17 review

2.1.2. Our Project 30 focus in this area was to develop and begin implementing a clearly articulated consumer strategy, aimed squarely at delivering strong consumer protection. The intended outcomes were: 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 developed or identified 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 held industry workshops to ensure the impact of this was 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 generated learning points coming from the Executive, the IOP and the CAP, and a full review was commissioned (for reporting in 2017/18) to ensure that implementation is meeting the objectives of the original Code Review.

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

- We provided over 1,500 pieces of compliance advice;
- We 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 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 was the development of our regulatory framework, with the aim of ensuring it supports growth, stimulates competition and encourages market entry. To this end we 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 developed a risk assessment framework and special conditions for online competitions and online adult services, and 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, supporting both high levels of compliance and helping to create greater opportunities to prevent harm. Additional industry facing work that supports our consumer strategy 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 was 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 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 also once again commissioned our Annual Market Review, with an increased focus on consumer perceptions;
- Our continued analysis of a wide range of market issues, underpinned by the detailed intelligence we received 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 initially considered 605 substantive cases in 2016/17 (up 36% from 445 in 2015/16). Of these, 99 were subject to the enforcement procedures set out in the Code.



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

- Initiating a stakeholder engagement survey, to create 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;
- Improving our 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 began to develop appropriate outcome measures, and continued to explore how we can link our data to that available from industry;
- Building our market understanding through developing our technological capabilities. We 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.

2.4. Working in partnership with Government and other regulators.

2.4.1. As part of our Project 30 work we aimed to identify where greater regulatory clarity may be possible and to 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

In 2016/17 we have also worked on a range of other issues affecting our regulatory environment, including:

- Working with DCMS on the EU Regulatory Framework for electronic communications;
- Supporting DCMS in understanding how we approach Age Verification as part of their development of provisions which are now part of the Digital Economy Bill;
- Facilitating meetings on the revised EU Payment Services Directive (PSD2) with industry to help them coordinate a position to feed into HM Treasury's consultation and subsequent implementation by the Financial Conduct Authority (FCA). This followed our facilitation of HMT's presentation at the Industry Liaison Panel in May;
- Working with Ofcom and DCMS to ensure that the Investigatory Powers Bill did not impact adversely on our ability to investigate consumer harm;
- Clarifying our classification as a Central Government body through the development of a framework agreement with DCMS.

2.5 Delivering high standards of organisational support.

2.5.1. We initiated a Balanced Scorecard approach to evaluate our organisational performance, to ensure 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 included:

- Implementing detailed financial controls, to ensure the real-term £500k savings identified in the 2016/17 budget were 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 enabled us to achieve a step-change in our overall efficiency, and, through identifying and embedding new values, realign our behaviour in line with our priorities. Our work in this area 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 received over 470,000 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 4:
 - we processed 13,600 online complaints following use of Number Checker;
 - we responded to over 34,000 telephone calls;
 - after filtering of enquires, roughly 58% of those telephone calls were complaints;
 - in total, we received over 33,600 complaints.

Comments

Contacts have declined significantly in the last two quarters. This decline coincides with new MNO rules introduced in November 2016, and the new Special Conditions we introduced in January 2017.

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

- Total contacts are down by 31%,
- Complaints are down by 27%
- Online non-broadcast competitions and adult services remain the primary service categories related to complaints

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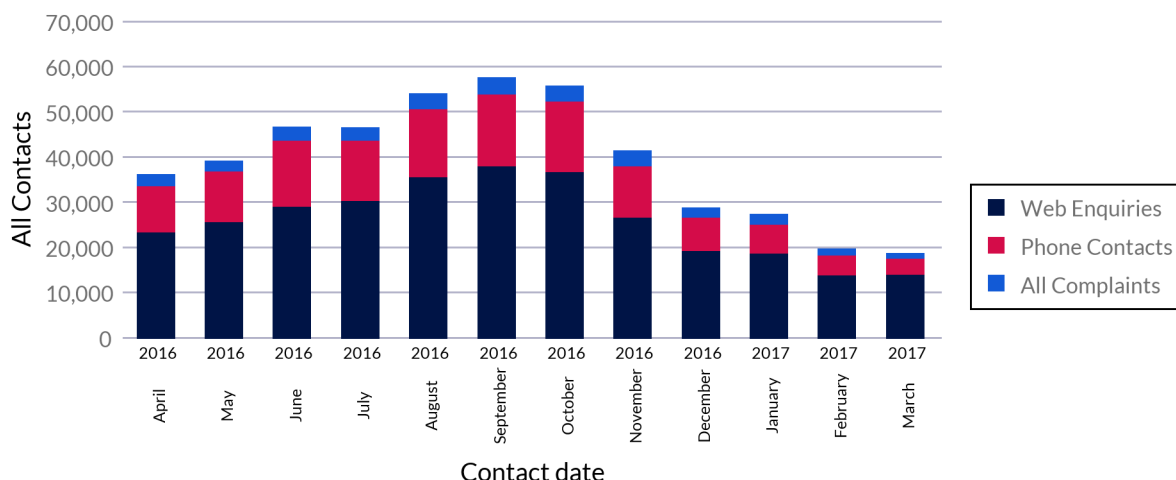
3.1 Total contacts

Overview

3.1.1 Contacts per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
All complaints	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303	2,407	1,591	1,261
Phone Contacts	10,125	11,159	14,652	13,309	14,931	15,821	15,545	11,254	7,302	6,438	4,445	3,527
Web Enquiries	23,132	25,363	28,809	30,050	35,343	37,779	36,464	26,413	19,042	18,357	13,562	13,783
Total	35,950	39,023	46,544	46,409	53,943	57,479	55,593	41,257	28,647	27,202	19,598	18,571

3.1.2 Contacts per month



Comments

Please note: starting in January 2016, the metric of Phone Contacts includes consumer enquiries which have been handled by our IVR system. Prior to January 2016, the metric of Phone Enquiries only includes consumers who spoke directly to the call centre, but did not result in a complaint. Therefore the totals for the Contacts per month and Contacts per quarter will not equal the Contacts per FY to date, in order to ensure like for like comparisons.

Definitions

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

Phone Contacts: consumer contacts by telephone that do not lead to a new complaint

Phone Enquiries: consumer contacts to the call centre not related to new complaints

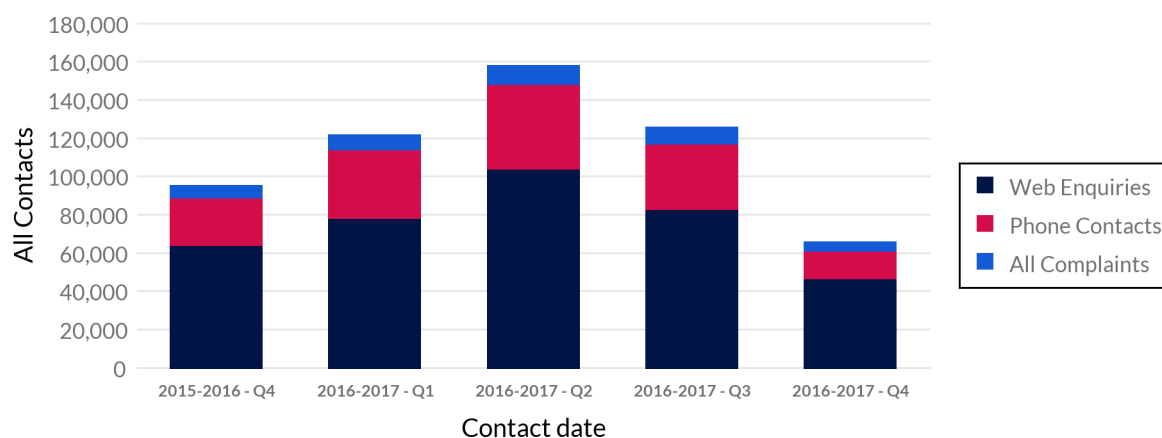
Web Enquiries: single use of a web-based form which returns provider information and contact details for a PRS number or shortcode, which does not lead to a complaint

Quarterly view

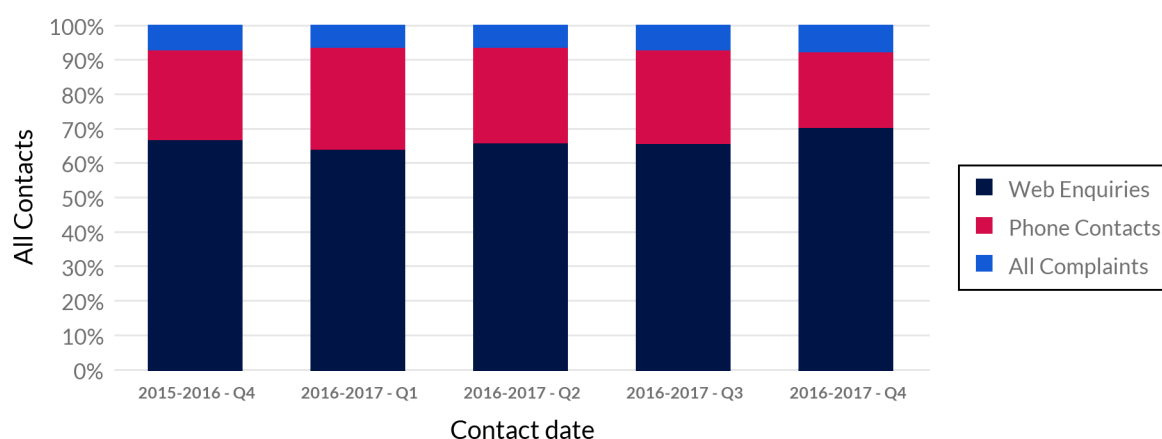
3.1.3 Contacts per quarter

	2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3		2016-2017 - Q4	
All complaints	7,214	7.6%	8,277	6.8%	10,598	6.7%	9,477	7.6%	5,259	8.0%
Phone Contacts	24,702	25.9%	35,936	29.6%	44,061	27.9%	34,101	27.2%	14,410	22.0%
Web Enquiries	63,275	66.5%	77,304	63.6%	103,172	65.4%	81,919	65.3%	45,702	69.9%
Total	95,191		121,517		157,831		125,497		65,371	

3.1.4 Contacts per quarter (volume)



3.1.5 Contacts per quarter (proportion)

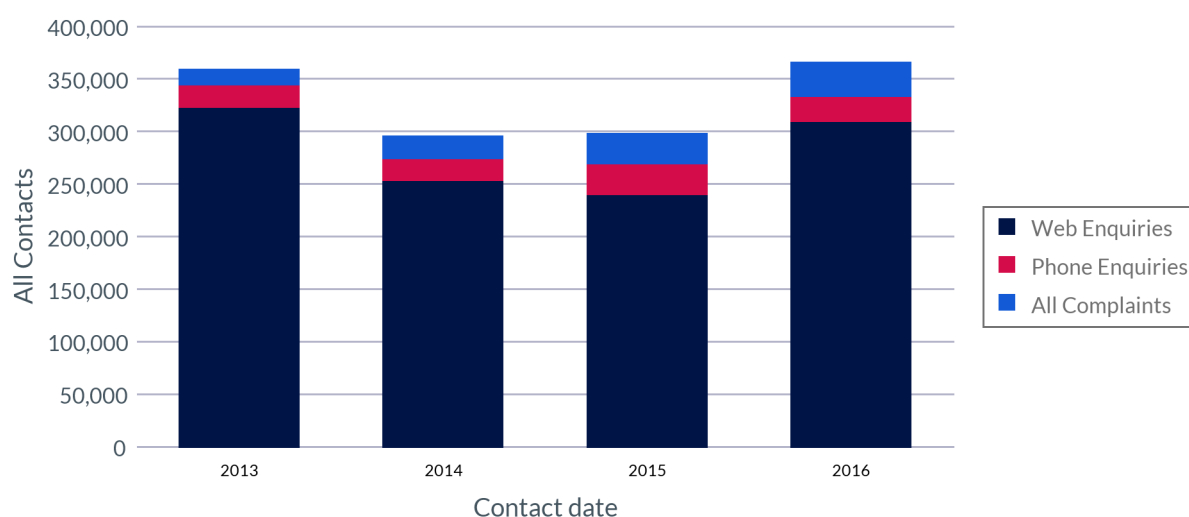


Annual view (Q1 - Q4 comparable)

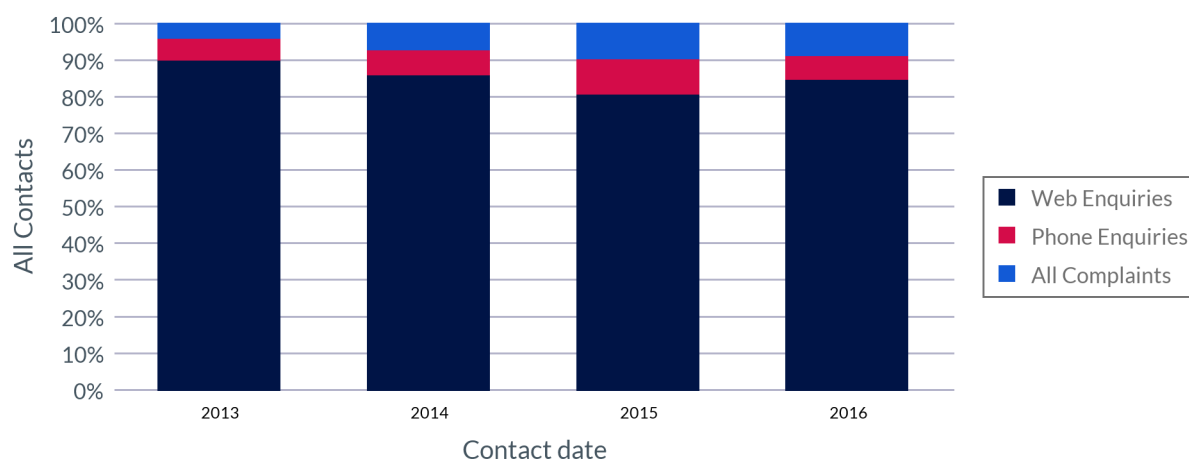
3.1.6 Contacts per Financial Year to date

	2013		2014		2015		2016	
All complaints	15,802	4.5%	22,563	7.8%	29,721	10.2%	33,611	9.4%
Phone Enquiries (w/o IVR)	21,659	6.1%	20,298	7.1%	28,977	9.9%	23,890	6.7%
Web Enquiries	321,579	90.7%	252,241	87.8%	238,912	81.8%	308,097	86.2%
Total	359,040		295,102		297,610		365,598	

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. Please note that the figures on this page do not include IVR metrics, to ensure like for like comparisons.

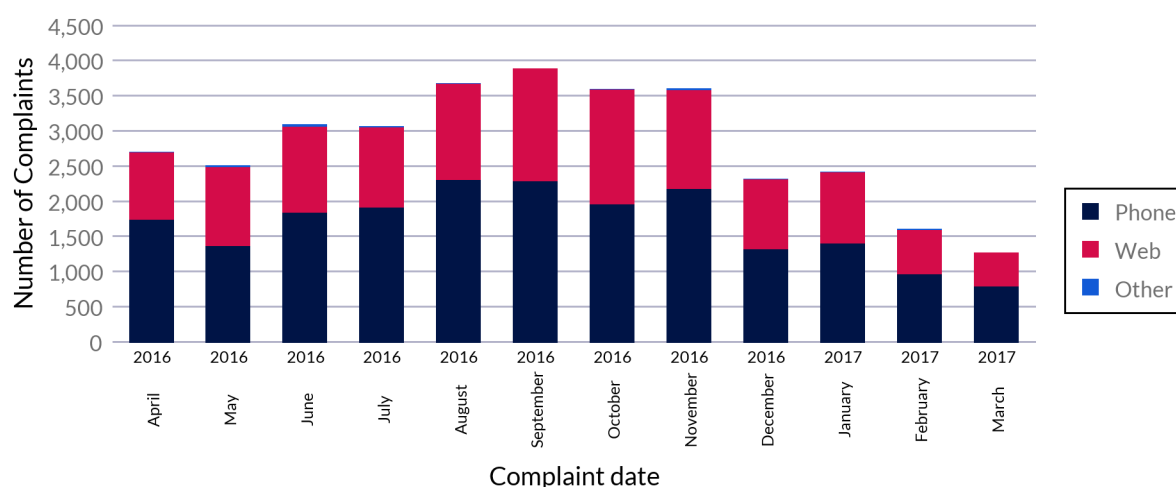
3.2 Total complaints

Overview

3.2.1 Complaints by origin per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Phone	1,726	1,348	1,820	1,895	2,292	2,273	1,937	2,156	1,303	1,389	951	771
Web	951	1,125	1,224	1,139	1,360	1,603	1,641	1,411	996	1,008	629	485
Other	16	28	39	16	17	3	6	23	4	10	11	5
Sum:	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303	2,407	1,591	1,261

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

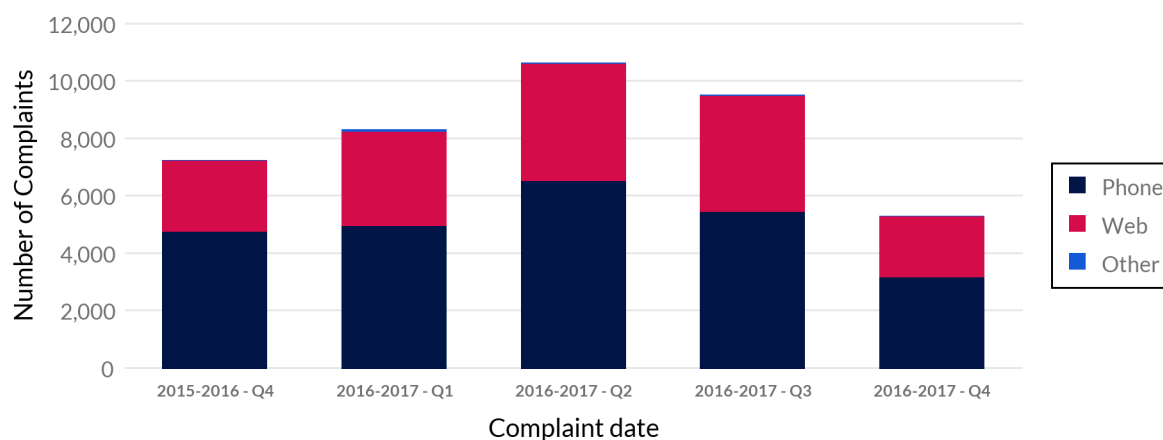
Other: includes complaints received by direct email, letter, internal monitoring and industry

Quarterly view

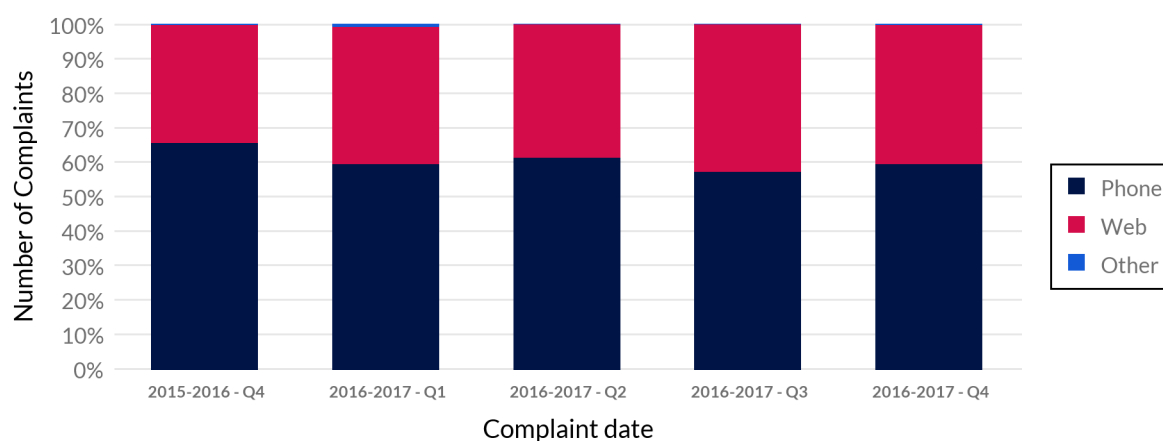
3.2.3 Complaints by origin per quarter

	2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3		2016-2017 - Q4	
Phone	4,711	65.3%	4,894	59.1%	6,460	61.0%	5,396	56.9%	3,111	59.2%
Web	2,468	34.2%	3,300	39.9%	4,102	38.7%	4,048	42.7%	2,122	40.3%
Other	35	0.5%	83	1.0%	36	0.3%	33	0.3%	26	0.5%
Sum:	7,214		8,277		10,598		9,477		5,259	

3.2.4 Complaints by origin per quarter (volume)



3.2.5 Complaints by origin per quarter (proportion)

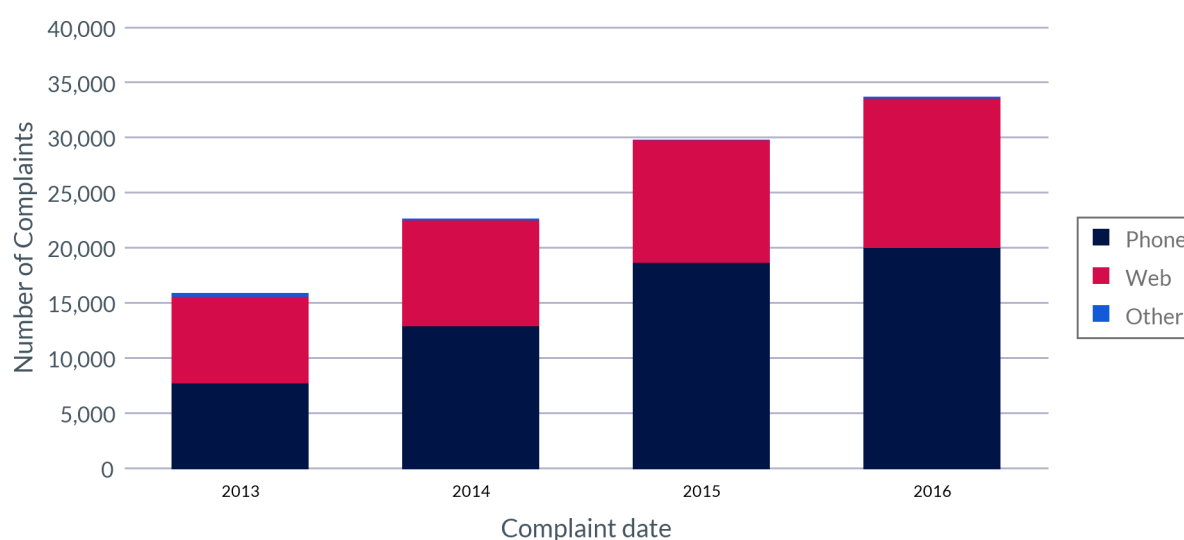


Annual view (Q1 - Q4 comparable)

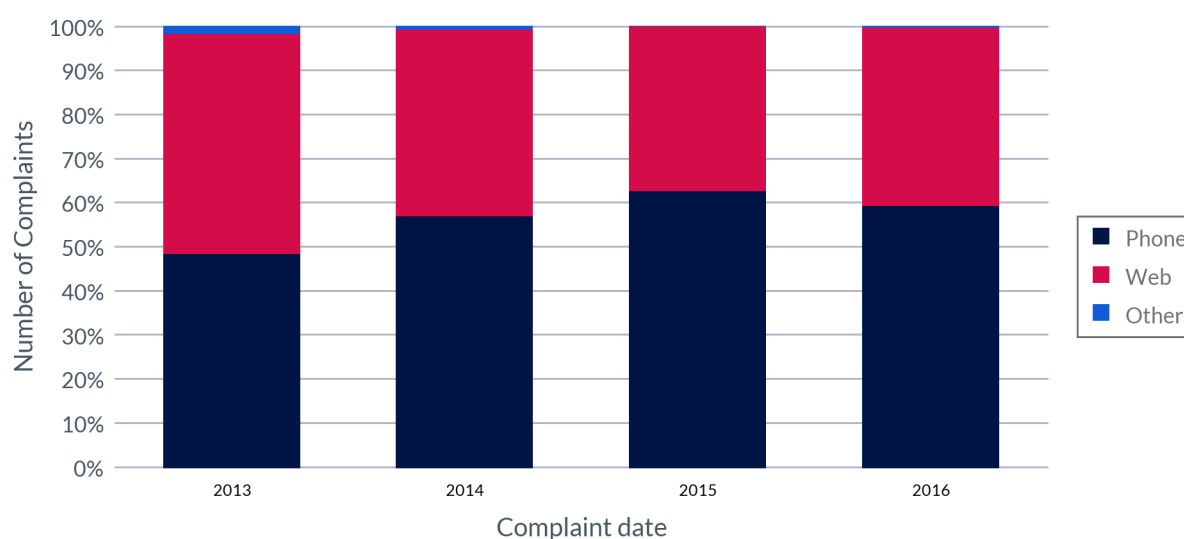
3.2.6 Complaints by origin per Financial Year to date

	2013		2014		2015		2016	
Phone	7,603	48.1%	12,781	56.6%	18,549	62.4%	19,861	59.1%
Web	7,884	49.9%	9,583	42.5%	11,117	37.4%	13,572	40.4%
Other	315	2.0%	199	0.9%	55	0.2%	178	0.5%
Sum:	15,802		22,563		29,721		33,611	

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



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



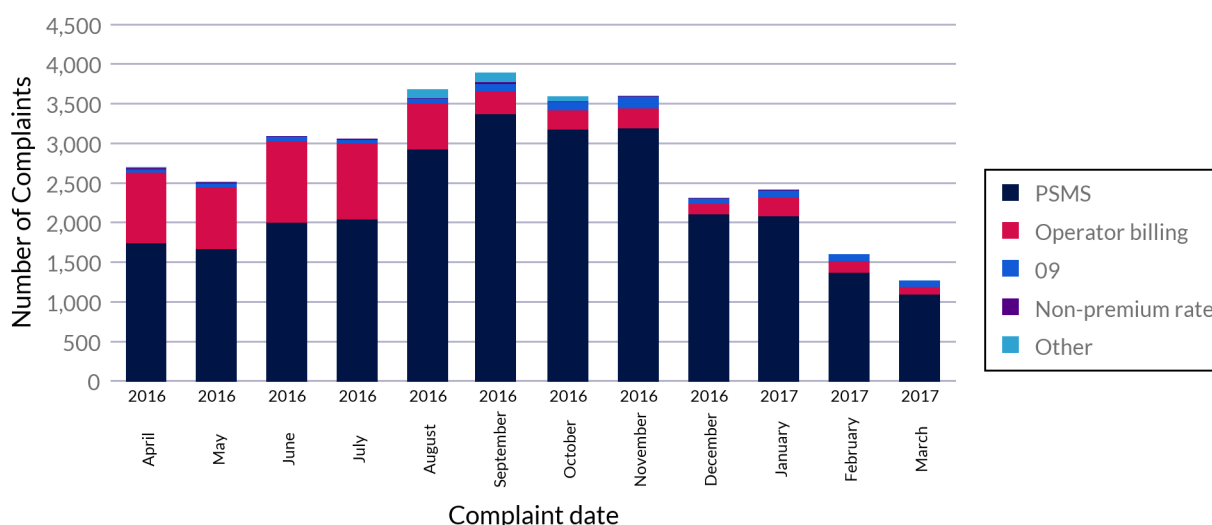
3.3 Complaints by payment mechanism

Overview

3.3.1 Complaints by payment mechanism per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PSMS	1,729	1,650	1,982	2,027	2,911	3,357	3,160	3,177	2,089	2,067	1,353	1,075
Operator billing	891	778	1,031	952	572	285	245	254	131	236	151	104
09	40	54	55	53	66	96	106	142	69	89	83	77
Non-premium rate	12	14	10	15	10	18	8	10	4	6	4	3
Other	21	5	5	3	110	123	65	7	10	9		2
Sum:	2,693	2,501	3,083	3,050	3,669	3,879	3,584	3,590	2,303	2,407	1,591	1,261

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

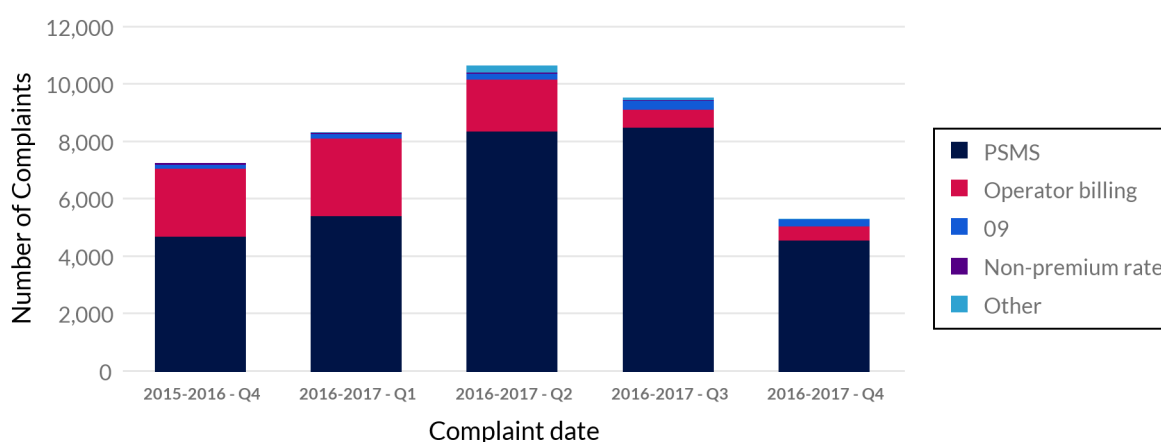
Other: includes illegitimate use of 070 and general complaints about PRS

Quarterly view

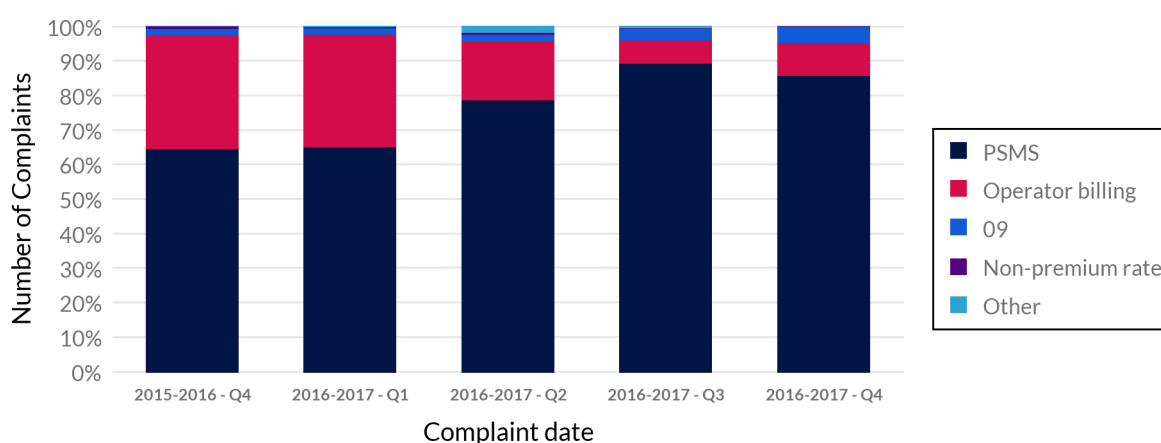
3.3.3 Complaints by payment mechanism per quarter

	2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3		2016-2017 - Q4	
PSMS	4,626	64.1%	5,361	64.8%	8,295	78.3%	8,426	88.9%	4,495	85.5%
Operator billing	2,374	32.9%	2,700	32.6%	1,809	17.1%	630	6.6%	491	9.3%
09	140	1.9%	149	1.8%	215	2.0%	317	3.3%	249	4.7%
Non-premium rate	60	0.8%	36	0.4%	43	0.4%	22	0.2%	13	0.2%
Other	14	0.2%	31	0.4%	236	2.2%	82	0.9%	11	0.2%
Sum:	7,214		8,277		10,598		9,477		5,259	

3.3.4 Complaints by payment mechanism per quarter (volume)



3.3.5 Complaints by payment mechanism per quarter (proportion)

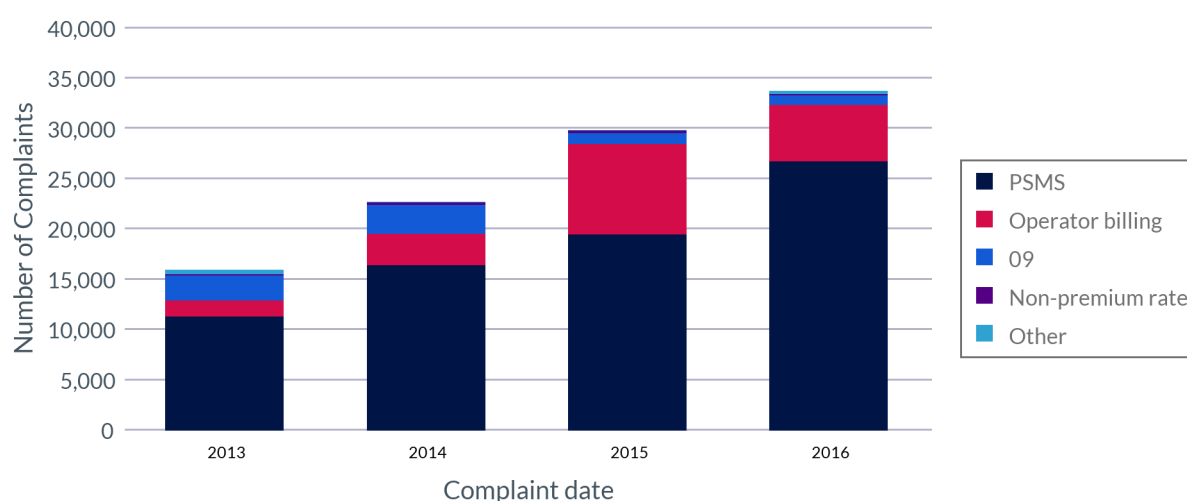


Annual view (Q1 - Q4 comparable)

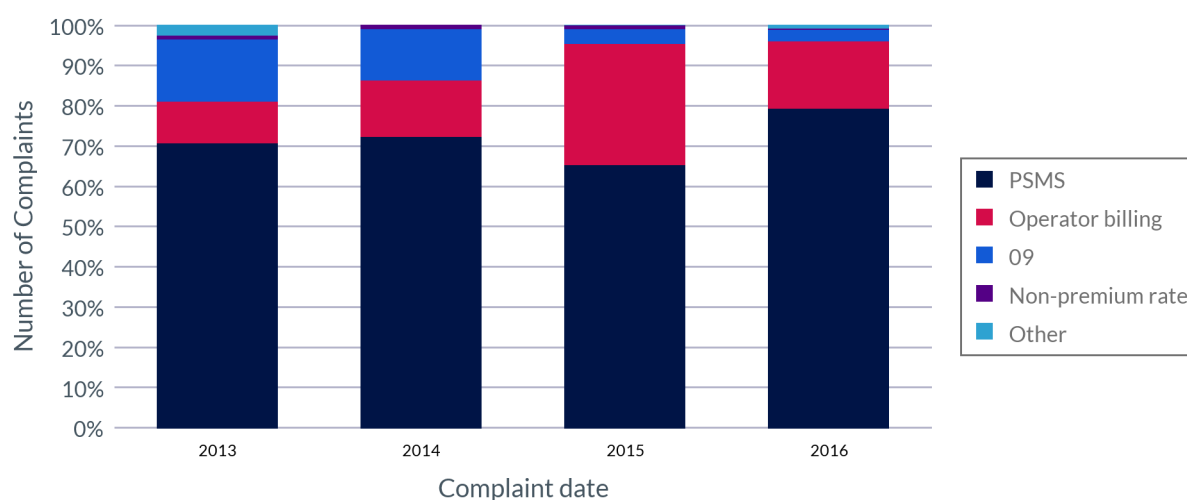
3.3.6 Complaints by payment mechanism per Financial Year to date

	2013		2014		2015		2016	
PSMS	11,134	70.5%	16,254	72.0%	19,323	65.0%	26,577	79.1%
Operator billing	1,643	10.4%	3,151	14.0%	8,953	30.1%	5,630	16.8%
09	2,441	15.4%	2,877	12.8%	1,098	3.7%	930	2.8%
Non-premium rate	132	0.8%	246	1.1%	270	0.9%	114	0.3%
Other	452	2.9%	35	0.2%	77	0.3%	360	1.1%
Sum:	15,802		22,563		29,721		33,611	

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 March 2016 we closed 93 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
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
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

Investigations and enforcement

4.1 Total cases

Month	Status	IA	EEA Ref	SR	IN	T1	T2	DDRAC	Pro'b	BoS	Appeal	Total
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
2017-01	Opened	39	0	1	22	0	1	0	1	1	1	66
2017-01	Closed	21	0	0	1	2	0	0	0	0	0	24
2017-01	Changed	-1	-1	-2	0	1	3	0	0	0	0	0
2017-01	Balance	147	12	23	21	7	28	1	3	4	1	247
2017-02	Opened	24	0	0	0	0	0	0	0	1	0	25
2017-02	Closed	4	0	0	0	3	3	0	0	0	0	10
2017-02	Changed	-5	-2	0	0	4	3	0	0	0	0	0
2017-02	Balance	162	10	23	21	8	28	1	3	5	1	262
2017-03	Opened	24	0	0	1	1	0	0	0	0	0	26
2017-03	Closed	84	8	0	0	1	2	0	0	0	0	95
2017-03	Changed	-5	0	-1	1	0	5	0	0	0	0	0
2017-03	Balance	97	2	22	23	8	31	1	3	5	1	193

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

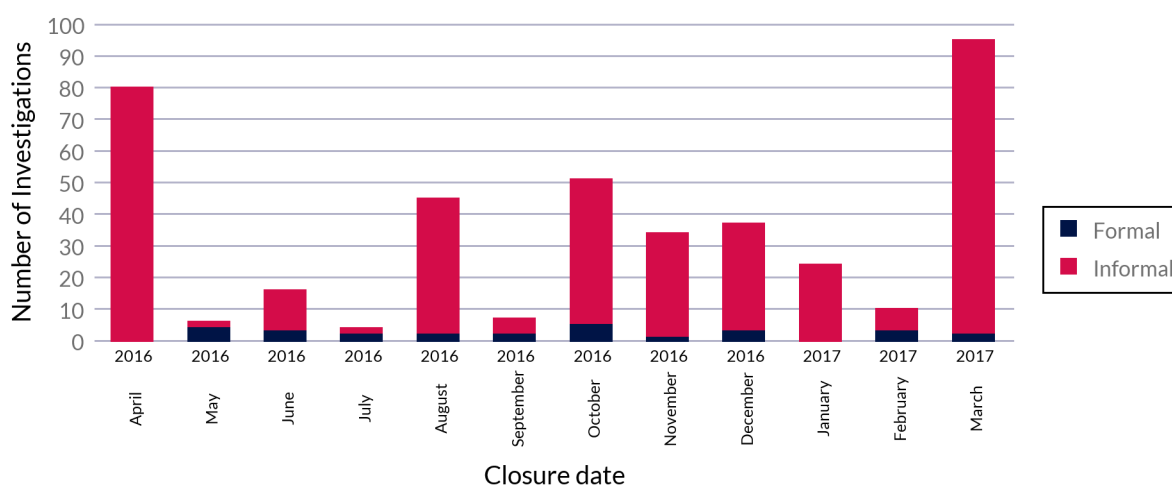
Appeal: following a tribunal decision the provider has requested a review or oral hearing

Overview

4.1.2 Investigations closed by enforcement action type per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Formal	0	4	3	2	2	2	5	1	3	0	3	2
Informal	80	2	13	2	43	5	46	33	34	24	7	93
Total Closed	80	6	16	4	45	7	51	34	37	24	10	95

4.1.3 Investigations closed by enforcement action type per month



Comments

In March 2016 we closed 93 historic service review cases.

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

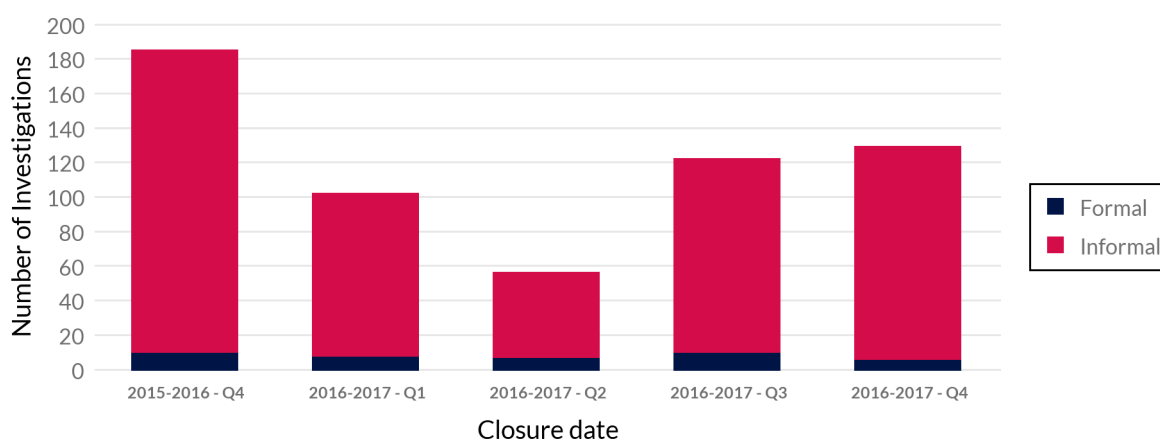
Informal: a case resolved without tribunal or legal action, includes no further action, service review, informal notification and Track 1

Quarterly view

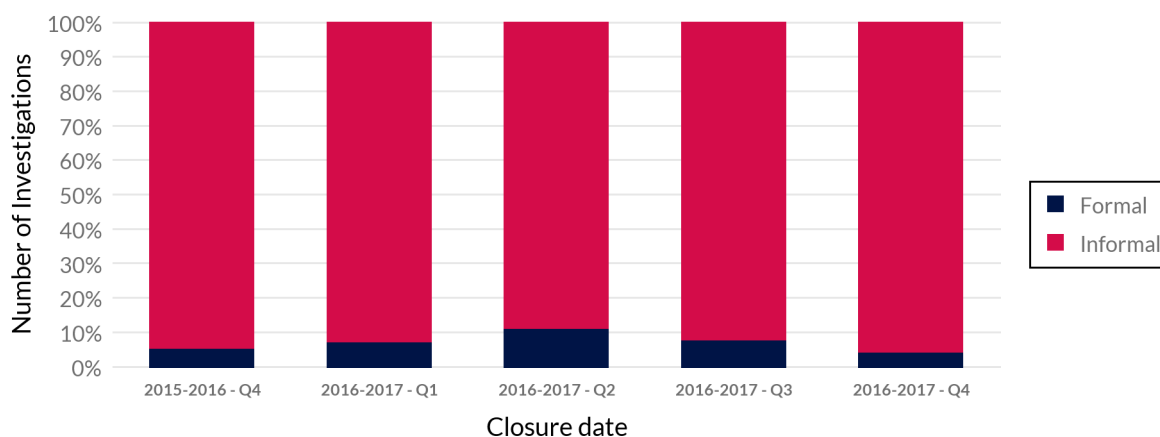
4.1.4 Investigations closed by enforcement action type per quarter

	2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3		2016-2017 - Q4	
Formal	9	4.9%	7	6.9%	6	10.7%	9	7.4%	5	3.9%
Informal	176	95.1%	95	93.1%	50	89.3%	113	92.6%	124	96.1%
Total closed	185		102		56		122		129	

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



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

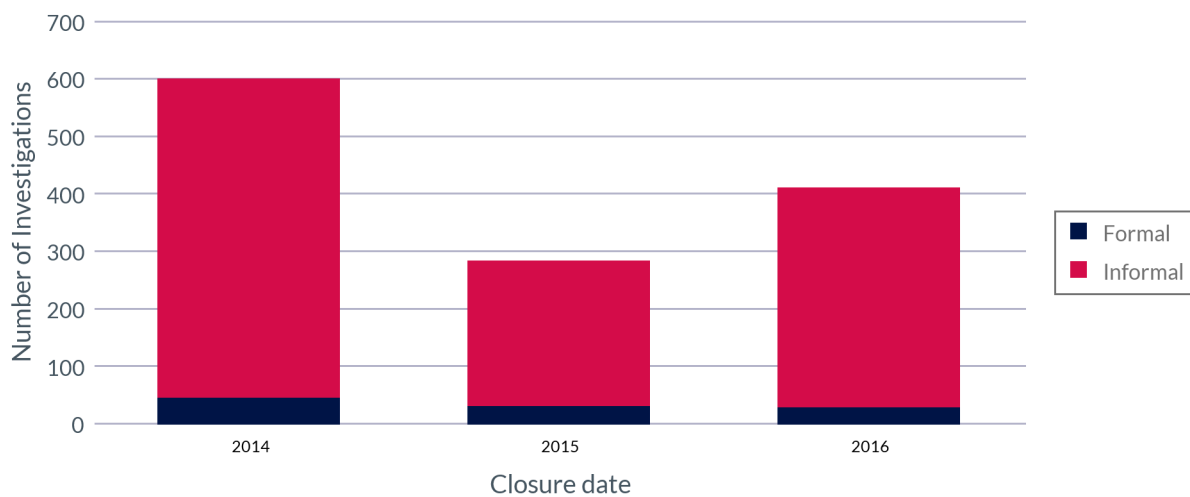


Annual view (Q1 - Q4 comparable)

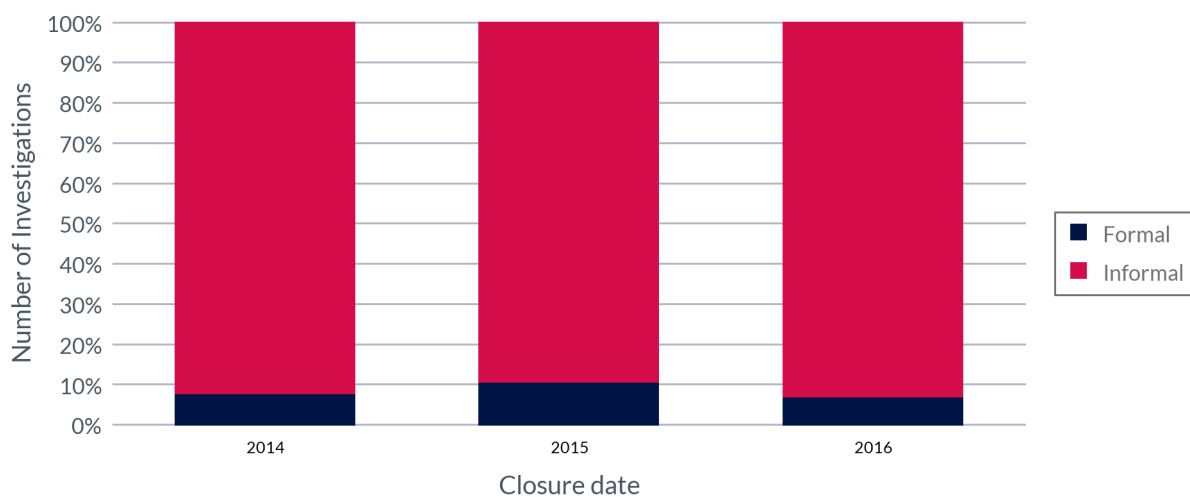
4.1.7 Investigations closed by enforcement action type per FY to date

	2014		2015		2016	
Formal	44	7.3%	29	10.3%	27	6.6%
Informal	555	92.7%	253	89.7%	382	93.4%
Total closed:	599		282		409	

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)



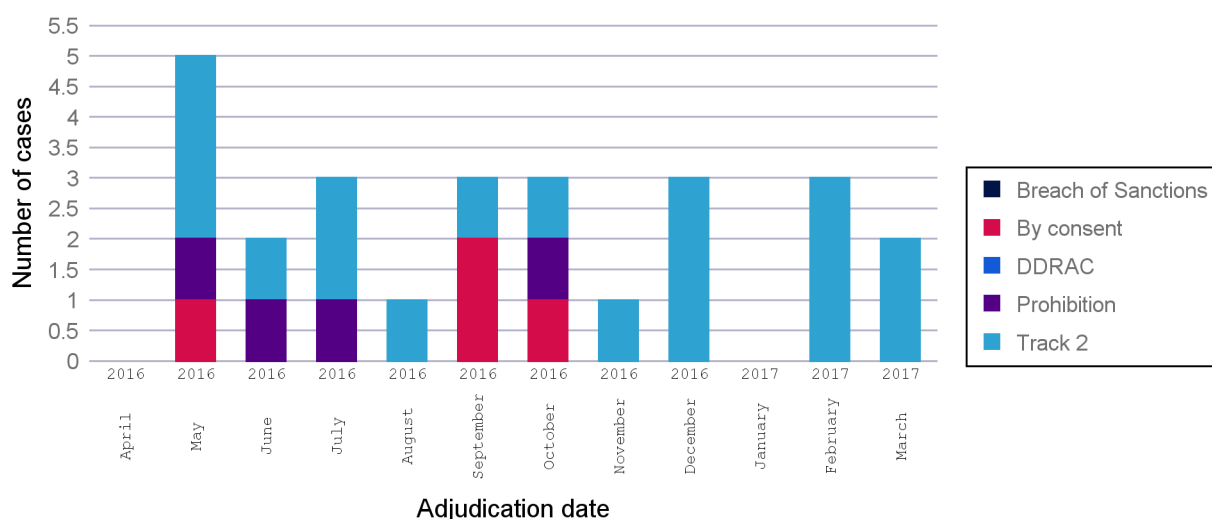
4.2 Tribunal information

Overview

4.2.1 Number of cases heard at tribunal

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
By consent		1				2	1					
Prohibition		1	1	1			1					
Track 2		3	1	2	1	1	1	1	3		3	2
Sum:		5	2	3	1	3	3	1	3		3	2

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

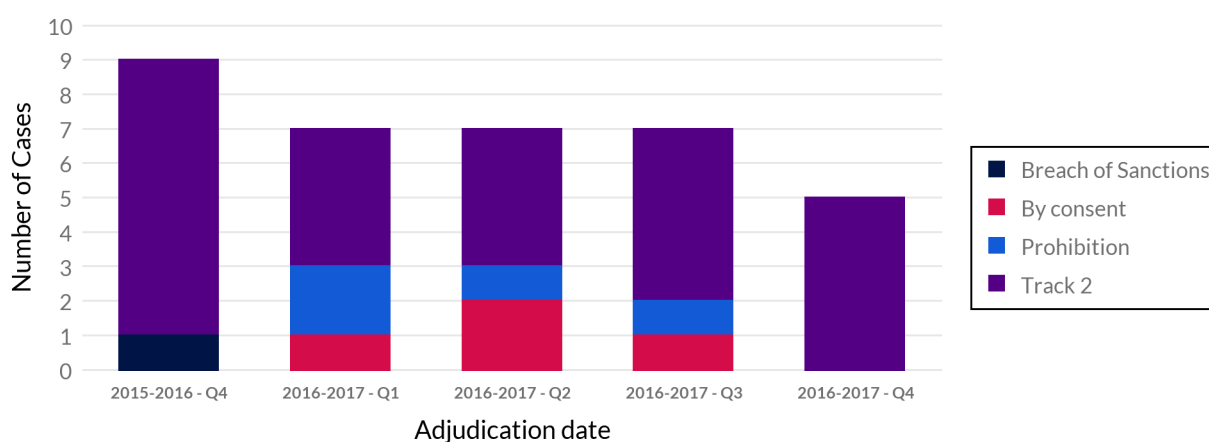
Track 2: enforcement action resulting in a tribunal decision

Quarterly view

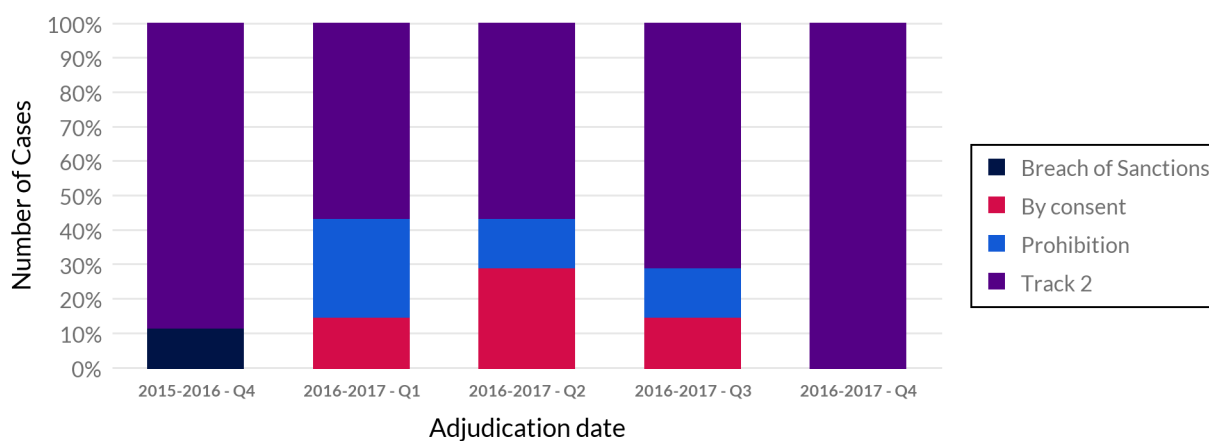
4.2.3 Number of cases heard at tribunal per quarter

	2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3		2016-2017 - Q4	
Breach of Sanctions	1	11.1%								
By consent			1	14.3%	2	28.6%	1	14.3%		
Prohibition			2	28.6%	1	14.3%	1	14.3%		
Track 2	8	88.9%	4	57.1%	4	57.1%	5	71.4%	5	100.0%
Sum:	9		7		7		7		5	

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



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

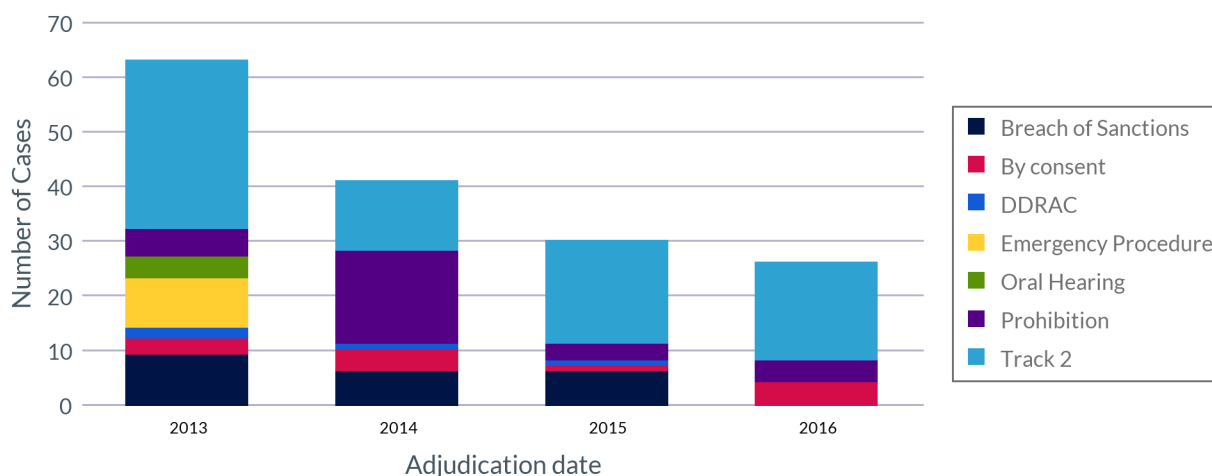


Annual view (Q1 - Q4 comparable)

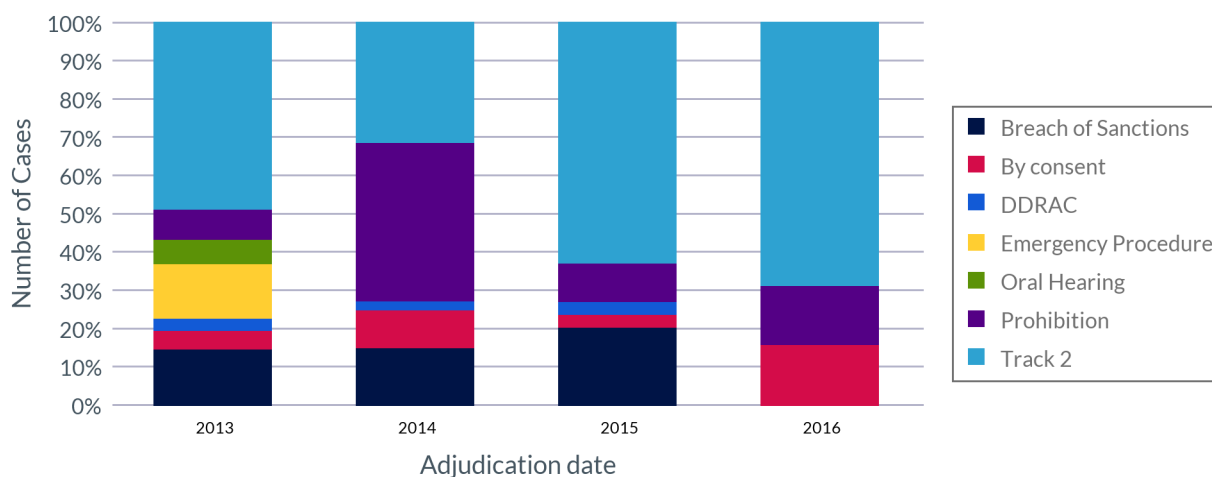
4.2.6 Number of cases heard at tribunal per Financial Year to date

	2013		2014		2015		2016	
Breach of Sanctions	9	14.3%	6	14.6%	6	20.0%		
By consent	3	4.8%	4	9.8%	1	3.3%	4	15.4%
DDRAC	2	3.2%	1	2.4%	1	3.3%		
Emergency Procedure	9	14.3%						
Oral Hearing	4	6.3%						
Prohibition	5	7.9%	17	41.5%	3	10.0%	4	15.4%
Track 2	31	49.2%	13	31.7%	19	63.3%	18	69.2%
Sum:	63		41		30		26	

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)



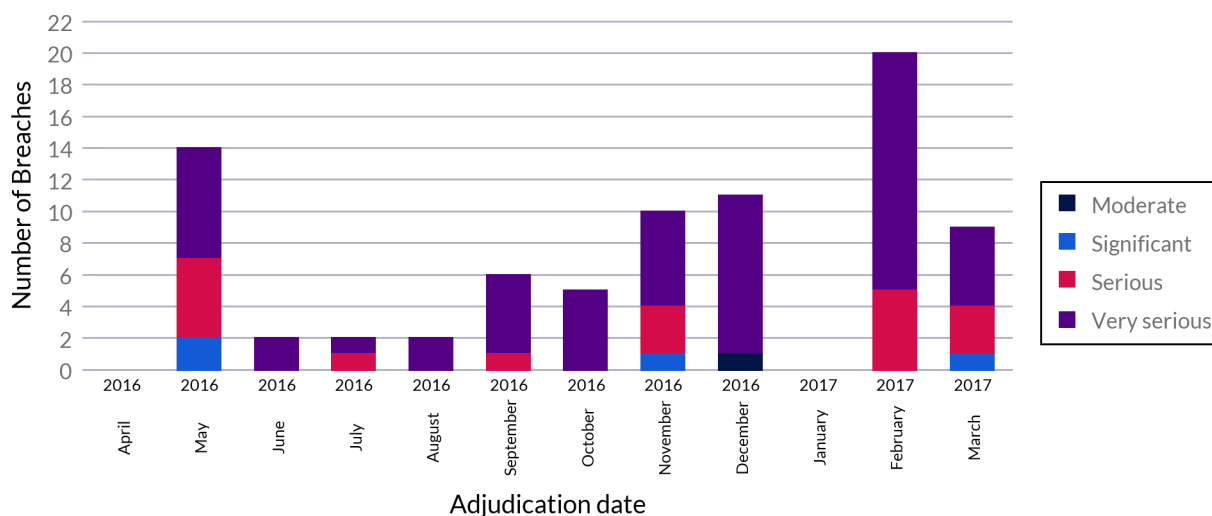
4.3 Track 2 breach severity

Overview

4.3.1 Upheld breaches by severity per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Feb	Mar
Moderate									1			
Significant		2						1				1
Serious		5		1		1		3			5	3
Very serious		7	2	1	2	5	5	6	10		15	5
Total breaches:	0	14	2	2	2	6	5	10	11	0	20	9
Cases heard:		5	2	3	1	3	3	1	3		3	2

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

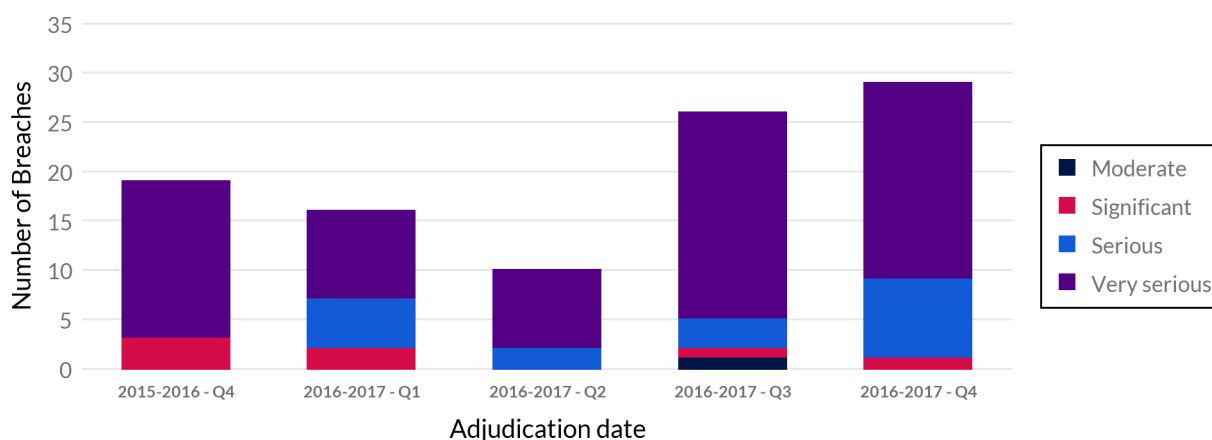
Very serious: a rating applied to tribunal decisions, the highest level of harm on a scale of 1-5

Quarterly view

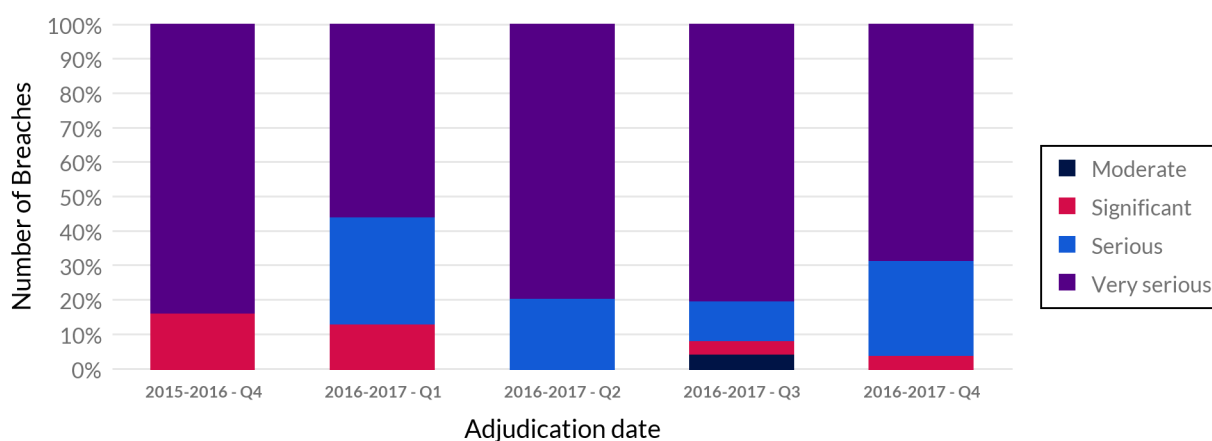
4.3.3 Upheld breaches by severity per quarter

	2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3		2016-2017 - Q4	
Moderate							1	3.8%		
Significant	3	15.8%	2	12.5%			1	3.8%	1	3.4%
Serious			5	31.3%	2	20.0%	3	11.5%	8	27.6%
Very serious	16	84.2%	9	56.3%	8	80.0%	21	80.8%	20	69.0%
Sum:	19		16		10		26		29	

4.3.4 Upheld breaches by severity per quarter (volume)



4.3.5 Upheld breaches by severity per quarter (proportion)

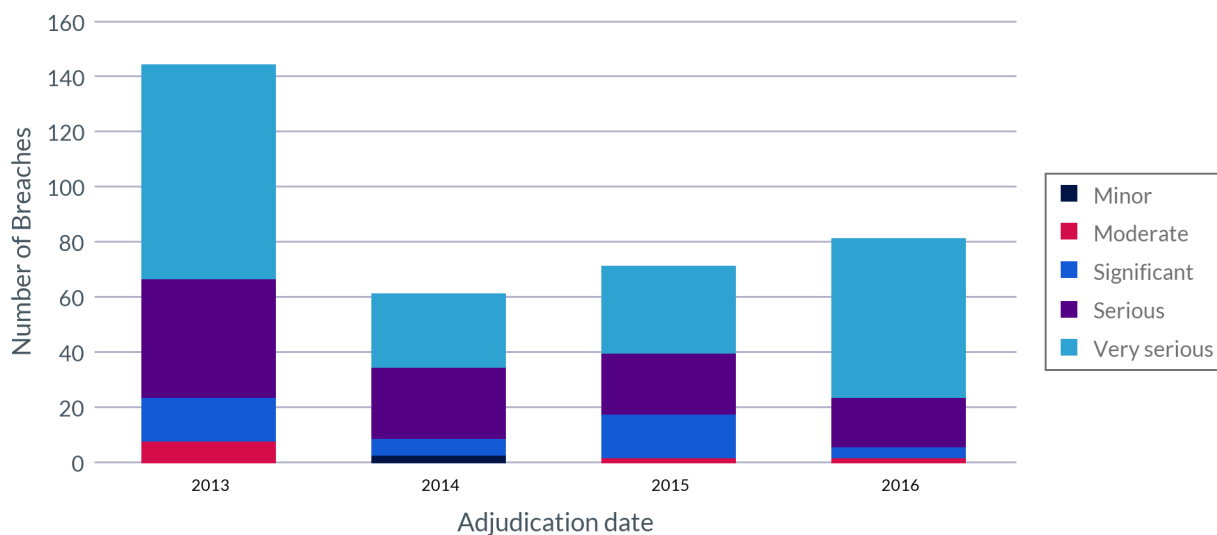


Annual view (Q1 - Q4 comparable)

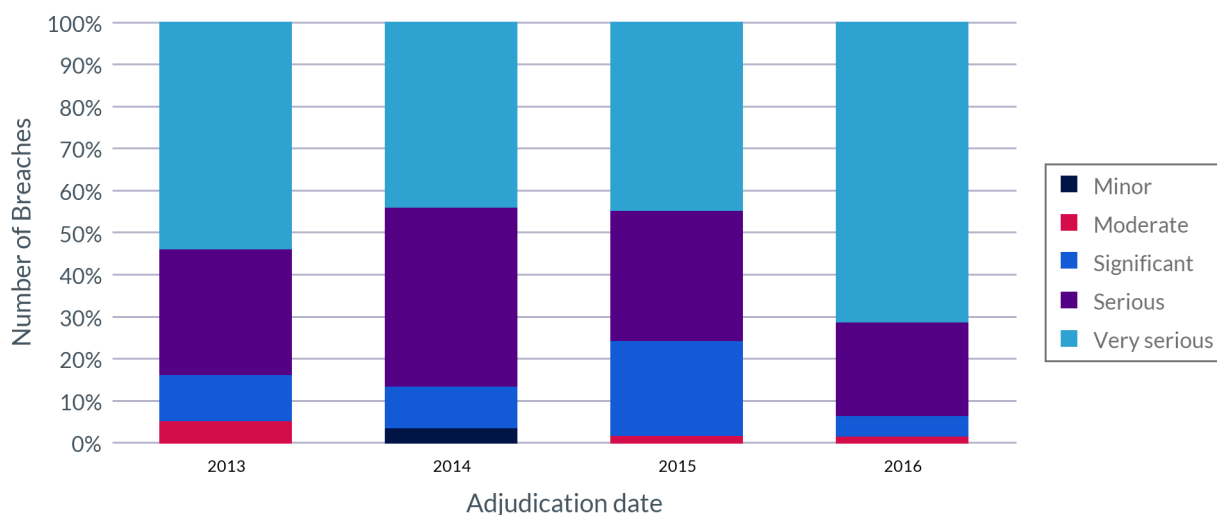
4.3.6 Upheld breaches by status per Financial Year to date

	2013		2014		2015		2016	
Minor			2	3.3%				
Moderate	7	4.9%			1	1.4%	1	1.2%
Significant	16	11.1%	6	9.8%	16	22.5%	4	4.9%
Serious	43	29.9%	26	42.6%	22	31.0%	18	22.2%
Very serious	78	54.2%	27	44.3%	32	45.1%	58	71.6%
Sum:	144		61		71		81	

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)



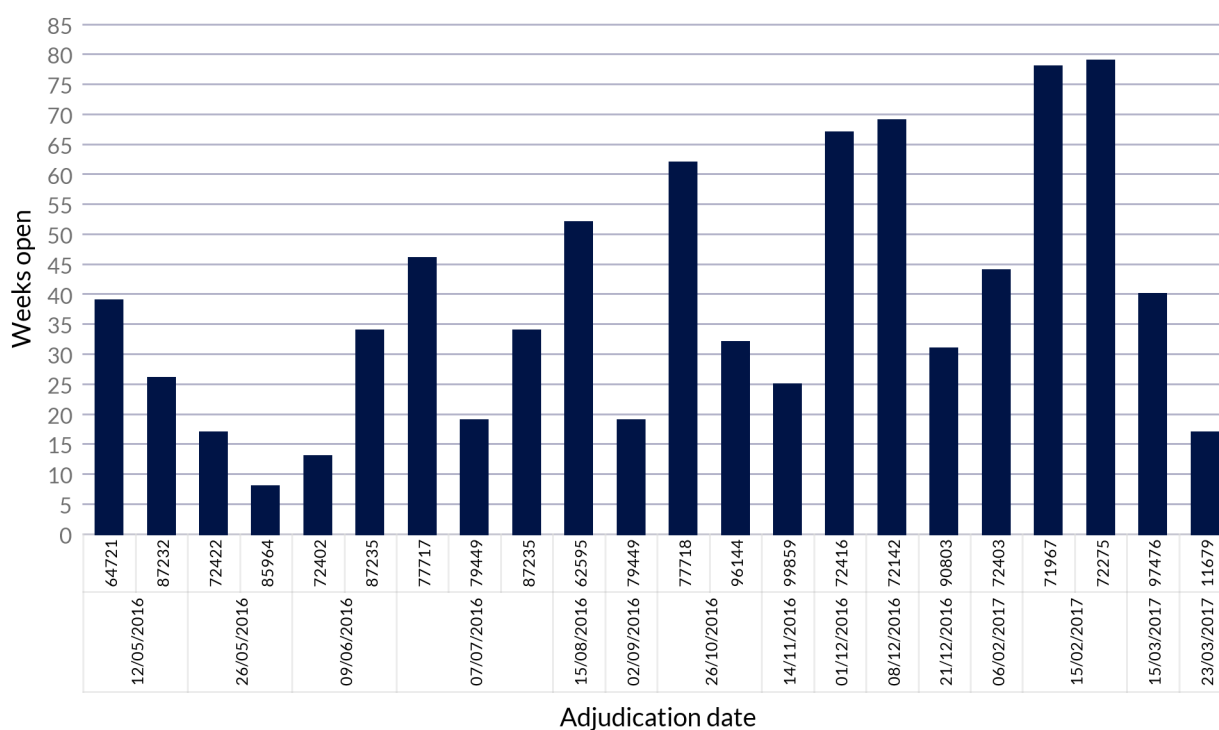
4.4 Track 2 duration

Overview

4.4.1 Average Track 2 duration per month (weeks)

2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
NA	22	23	33	52	19	47	25	56	NA	67	28

4.4.2 Duration for each Track 2 case for the past year



Definitions

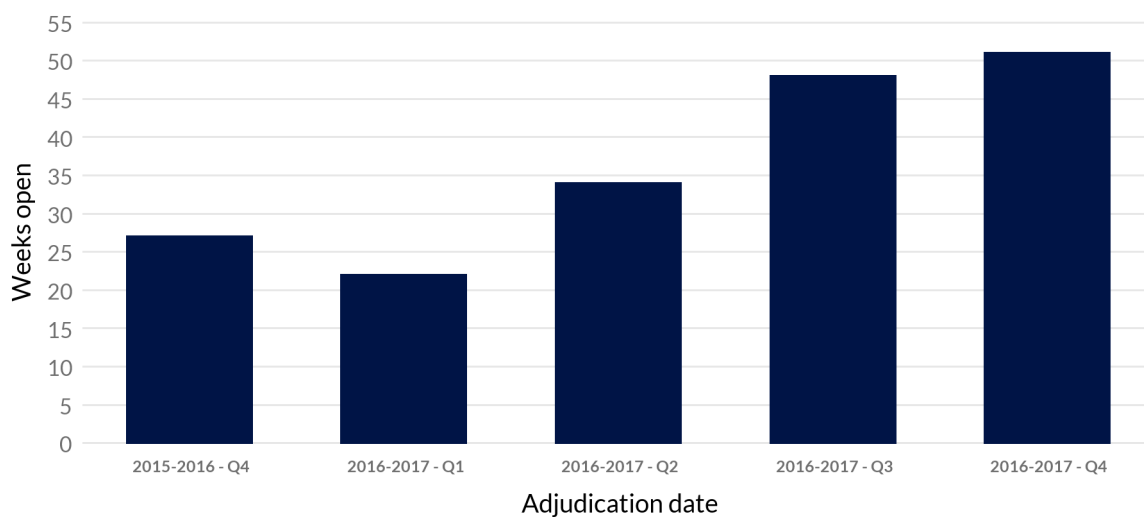
Adjudication date: the date of the decision made by the Code Adjudication Panel relating to potential breaches of the Code

Quarterly view

4.4.3 Average Track 2 duration per quarter (weeks)

2015-2016 - Q4	2016-2017 - Q1	2016-2017 - Q2	2016-2017 - Q3	2016-2017 - Q4
27	22	34	48	51

4.4.4 Average Track 2 duration per quarter (weeks)

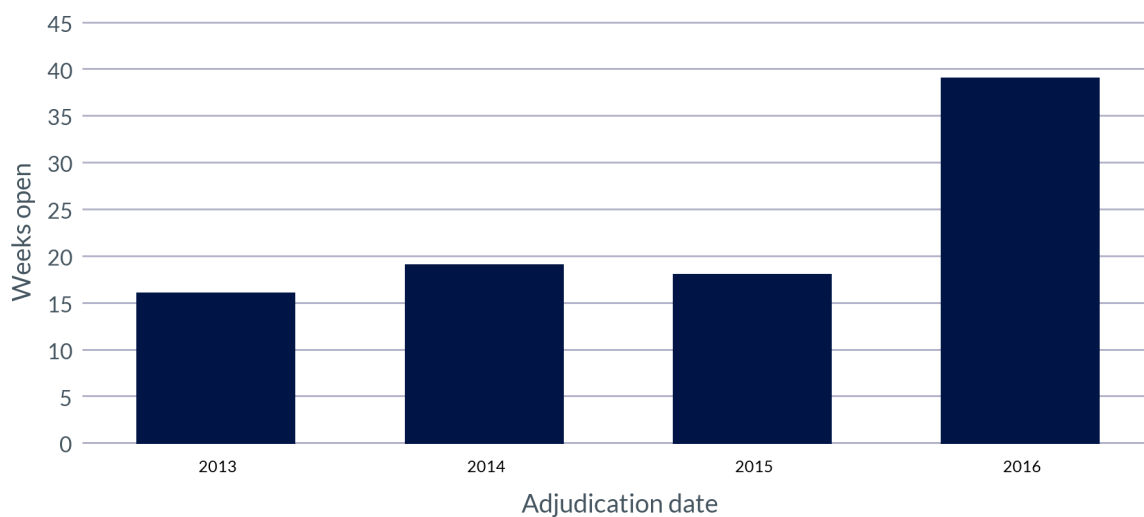


Annual view (Q1 - Q4 comparable)

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

2013	2014	2015	2016
16	19	18	39

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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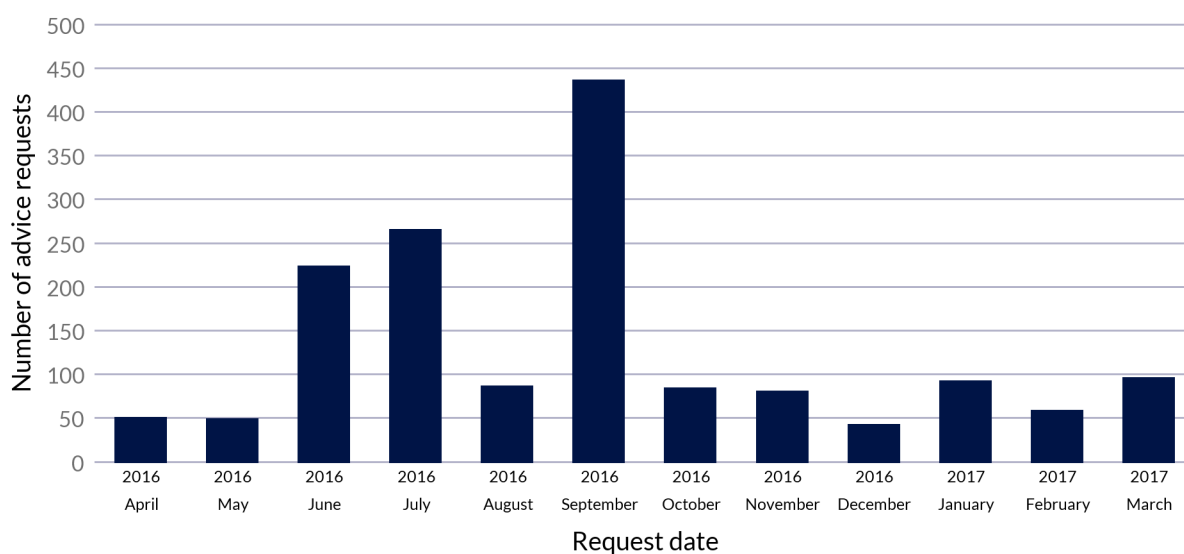
5.1 Compliance advice

Overview

5.1.1 Compliance advice given

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Requests	50	49	223	265	86	436	84	80	42	92	58	96

5.1.2 Compliance advice given



Definitions

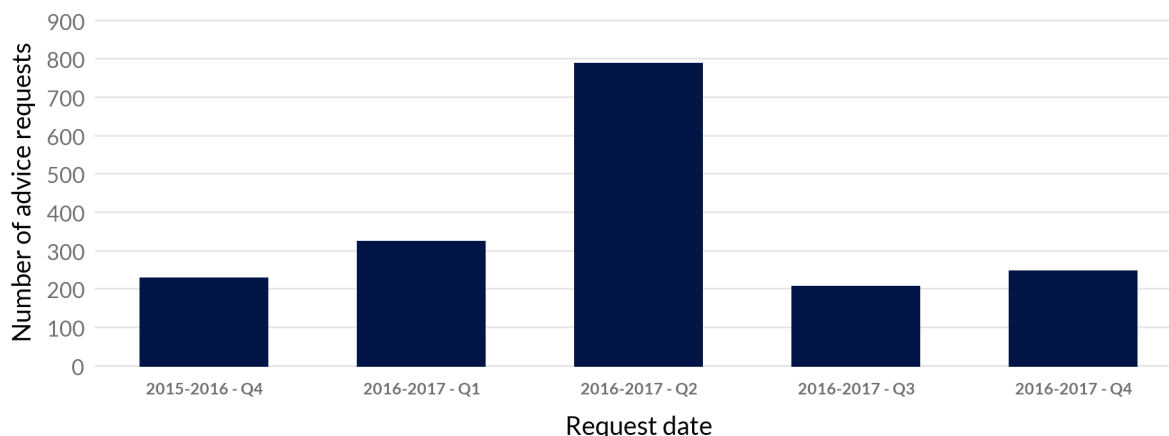
Compliance advice: a written piece of advice on how to operate PRS within the scope of the Code of Practice

Quarterly view

5.1.3 Compliance advice given

	2015-2016 - Q4	2016-2017 - Q1	2016-2017 - Q2	2016-2017 - Q3	2016-2017 - Q4
Requests	227	322	787	206	246

5.1.4 Compliance advice given

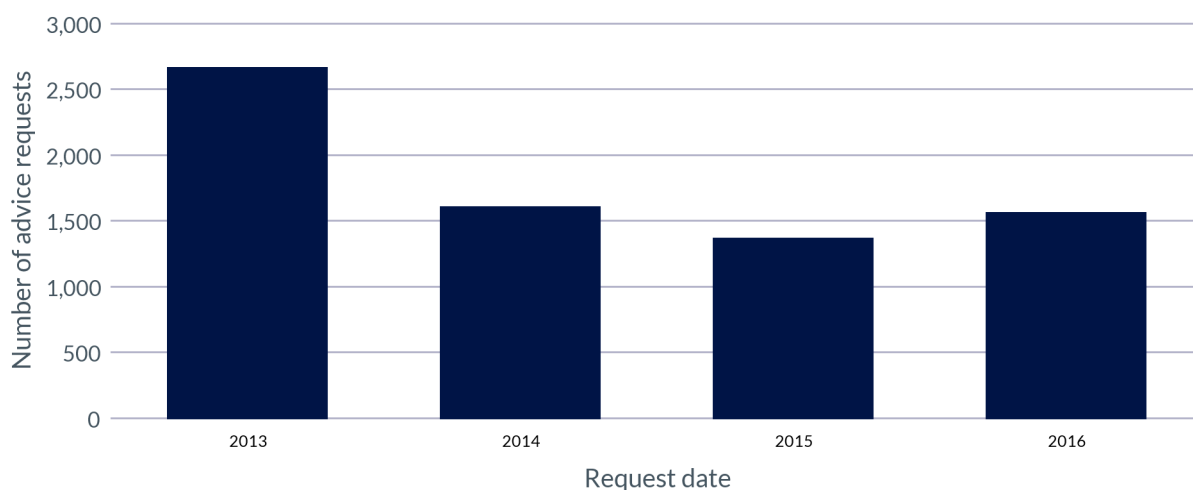


Annual view (Q1 - Q4 comparable)

5.1.5 Compliance advice given per FY to date

	2013	2014	2015	2016
Requests	2,661	1,603	1,363	1,561

5.1.6 Compliance advice given per FY to date



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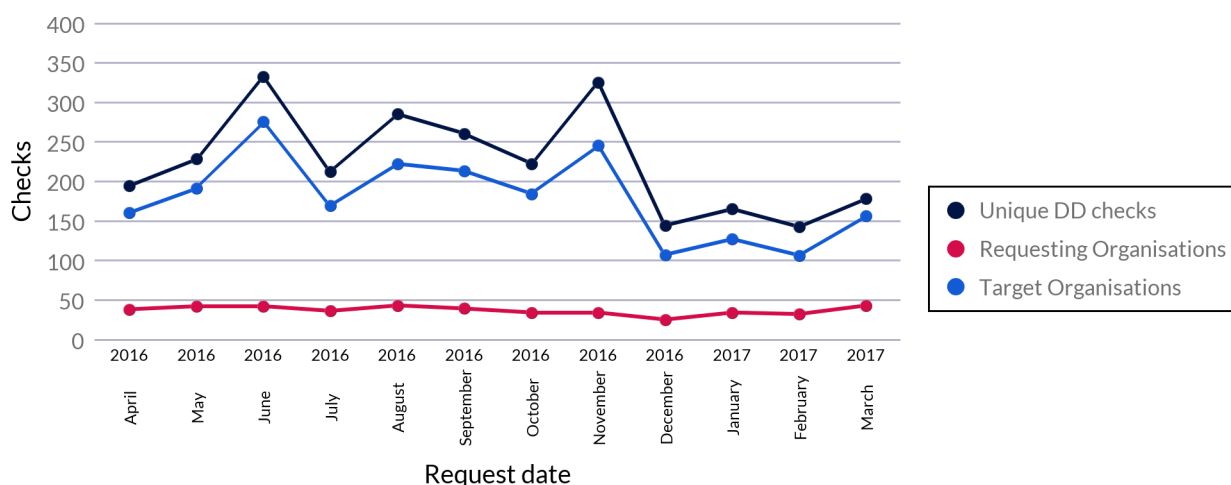
5.2 Due diligence

Overview

5.2.1 Number of due diligence requests per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Unique checks	195	229	333	213	286	261	223	326	145	166	143	179
Requesting orgs	39	43	43	37	44	40	35	35	26	35	33	44
Target orgs	161	192	276	170	223	214	185	246	108	128	107	157

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

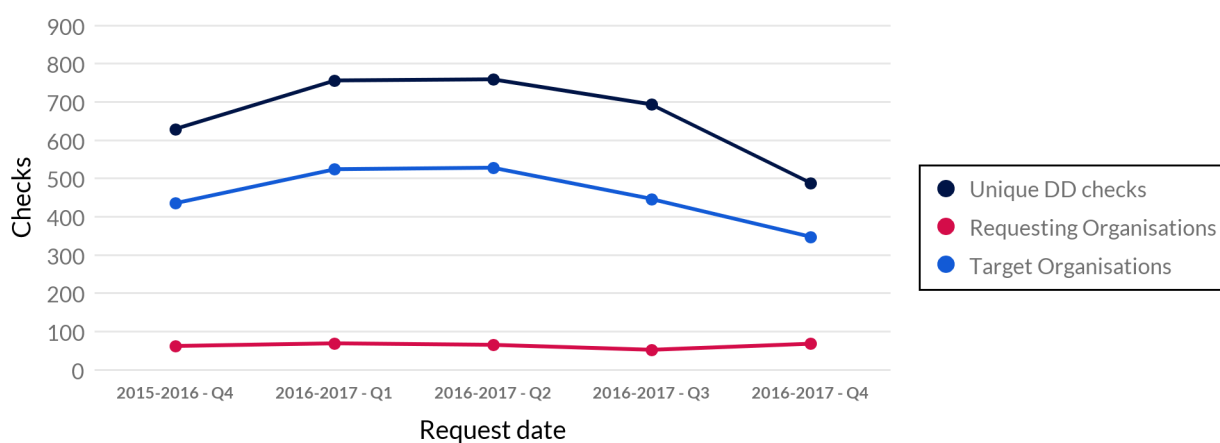
Target organisations: the potential provider being evaluated

Quarterly view

5.2.3 Number of due diligence requests per quarter

	2015-2016 - Q4	2016-2017 - Q1	2016-2017 - Q2	2016-2017 - Q3	2016-2017 - Q4
Unique checks	630	757	760	694	488
Requesting orgs	63	70	66	53	69
Target Orgs	436	525	529	447	348

5.2.4 Number of due diligence requests per quarter (volume)

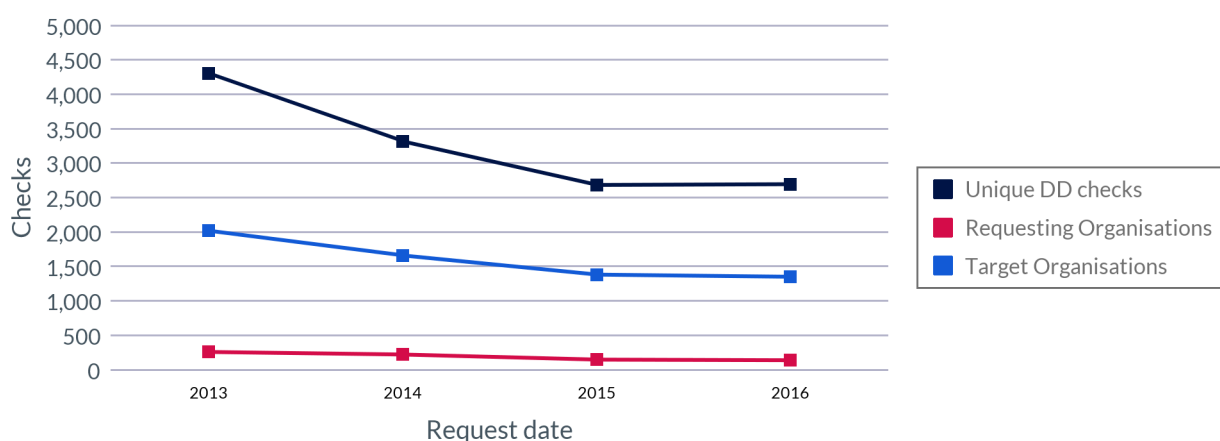


Annual view (Q1 - Q4 comparable)

5.2.5 Number of due diligence requests per FY to date

	2013	2014	2015	2016
Unique checks	4,311	3,322	2,688	2,699
Requesting orgs	263	226	152	143
Target Orgs	2,024	1,665	1,386	1,355

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 4 2016/17 have been updated for this report.

Compared to the previous quarter:

- Fixed has decreased by 6%
 - Comprised of: Landline down 13%, DQ down 2%, 087 down 1%
- Mobile has decreased by 16%
 - Comprised of: PSMS down 26%, Voice Shortcode down 11%, Operator billing down 5%

Compared to the same quarter last year:

- Fixed has decreased by 6%
 - Comprised of: Landline up 1%, DQ down 16%, 087 down 3%
- Mobile has decreased by less than 1%
 - Comprised of: PSMS down 20%, Voice Shortcode down 9%, Operator billing up 27%

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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	176,079,370	150,433,555	44,364,843	52,750,424	34,693,967	13,242,773	471,564,932
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

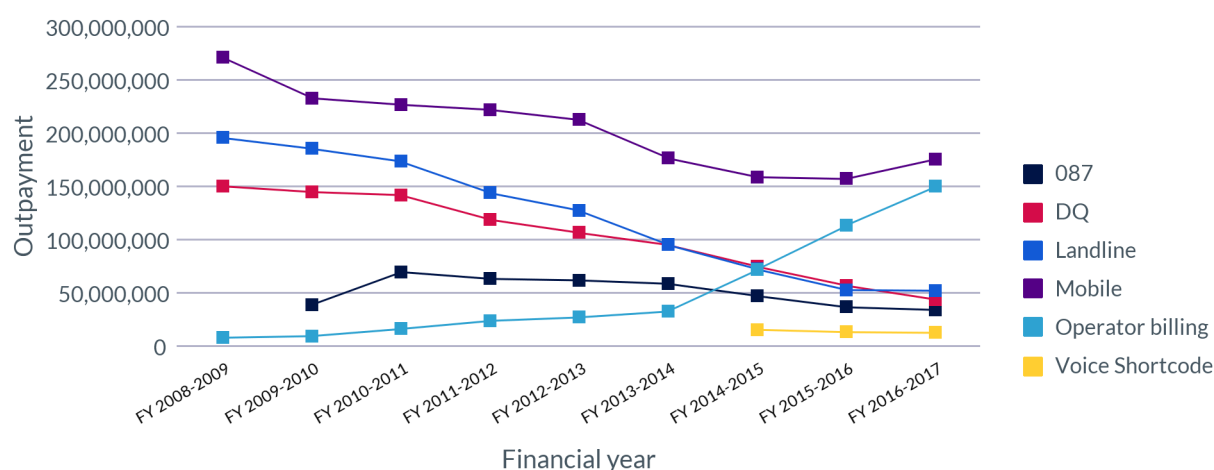
* up on previous financial year

down on previous financial year

6.1.2 Outpayments by payment mechanism (current section of FY only - Q1-Q4)

	PSMS	Operator billing	DQ	Landline	087	Voice Shortcode	Total
FY 2016-2017	176,079,370	150,433,555	44,364,843	52,750,424	34,693,967	13,242,773	471,564,932
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
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FY 2010-2011	227,115,647	16,864,696	142,379,680	173,877,266	70,262,751		630,500,040

6.1.3 Outpayments by sector (complete years only)

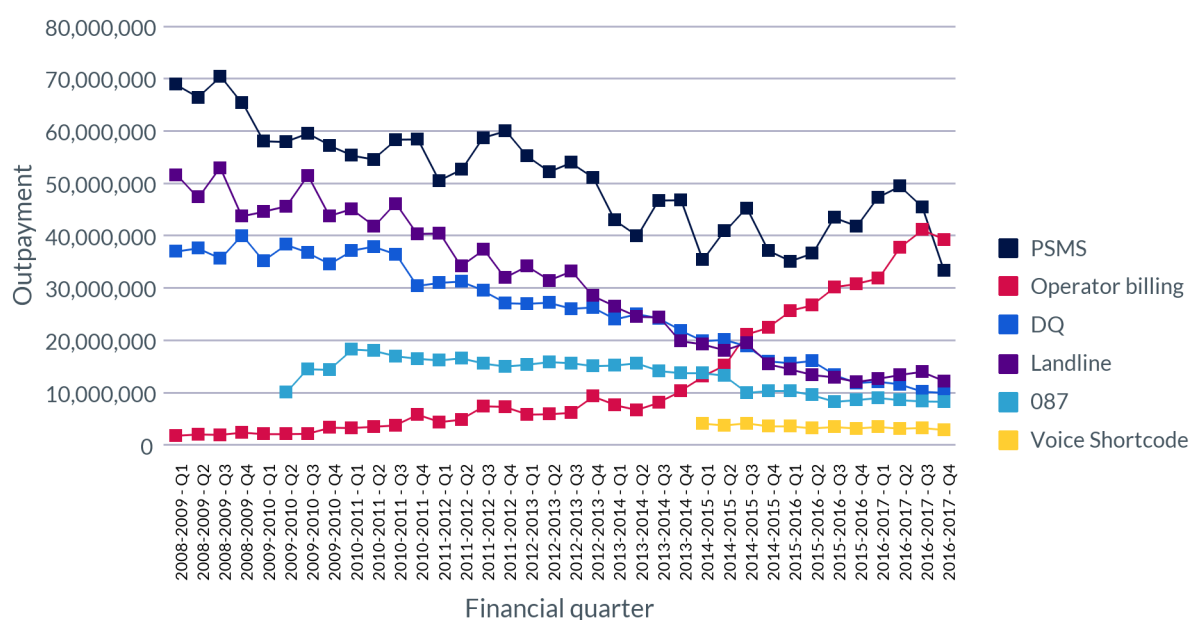


Quarterly view

6.1.4 Outpayments by sector by financial quarter

	PSMS	Operator billing	DQ	Landline	087	Voice Shortcode	Total
2016-2017 - Q4	33,523,264	39,380,247	10,106,444	12,304,579	8,410,346	3,010,298	106,735,178
2016-2017 - Q3	45,512,140	41,260,312	10,309,824	14,127,975	8,461,348	3,393,013	123,064,613
2016-2017 - Q2	49,636,131	37,816,930	11,720,632	13,533,908	8,698,159	3,254,251	124,660,010
2016-2017 - Q1	47,407,835	31,976,066	12,227,944	12,783,961	9,124,114	3,585,211	117,105,131
2015-2016 - Q4	41,934,990	30,898,145	11,985,627	12,169,134	8,713,665	3,296,926	108,998,487

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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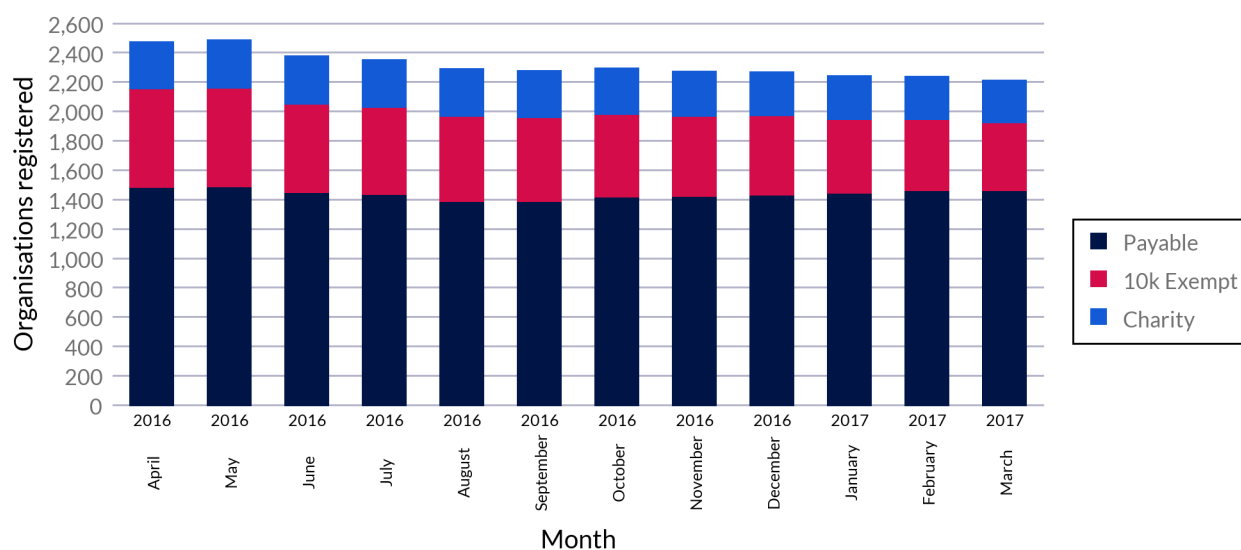
6.2 Registrations by type

Overview

6.2.1 Total registrations by payment status per month

	2016	2016	2016	2016	2016	2016	2016	2016	2016	2017	2017	2017
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Payable	1,475	1,478	1,440	1,425	1,379	1,379	1,406	1,412	1,420	1,433	1,452	1,452
10K exempt	668	671	601	592	579	571	564	545	541	503	485	460
Charity	330	334	335	334	329	324	324	315	305	305	300	299
Total	2,473	2,483	2,376	2,351	2,287	2,274	2,294	2,272	2,266	2,241	2,237	2,211

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

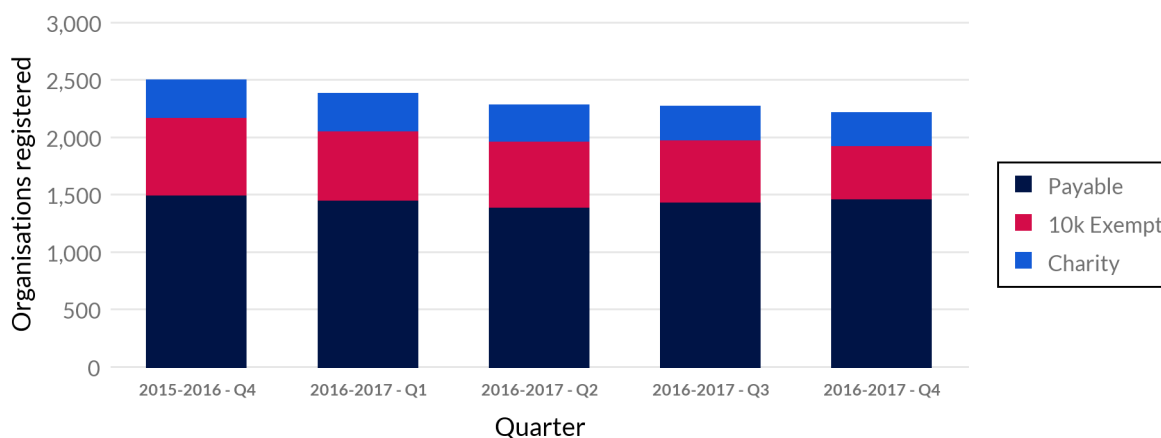
Payable: all other organisations are expected to pay a registration fee

Quarterly view

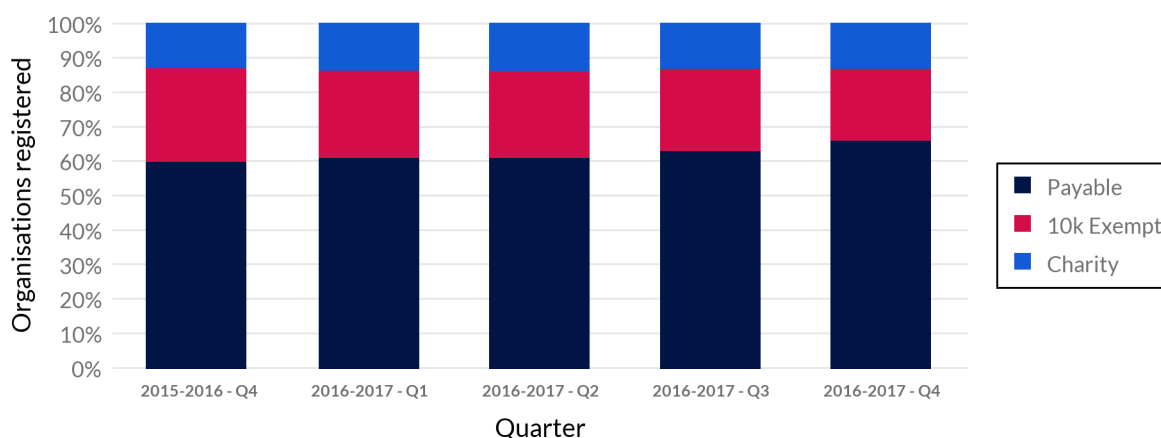
6.2.3 Total registrations by payment status per quarter

	2015-2016 - Q4		2016-2017 - Q1		2016-2017 - Q2		2016-2017 - Q3		2016-2017 - Q4	
Payable	1,484	59.5%	1,440	60.6%	1,379	60.6%	1,420	62.7%	1,452	65.7%
10K exempt	678	27.2%	601	25.3%	571	25.1%	541	23.9%	460	20.8%
Charity	334	13.4%	335	14.1%	324	14.2%	305	13.5%	299	13.5%
Total	2,496		2,376		2,274		2,266		2,211	

6.2.4 Total registrations by payment status per quarter (volume)



6.2.5 Total registrations by payment status per quarter (proportion)

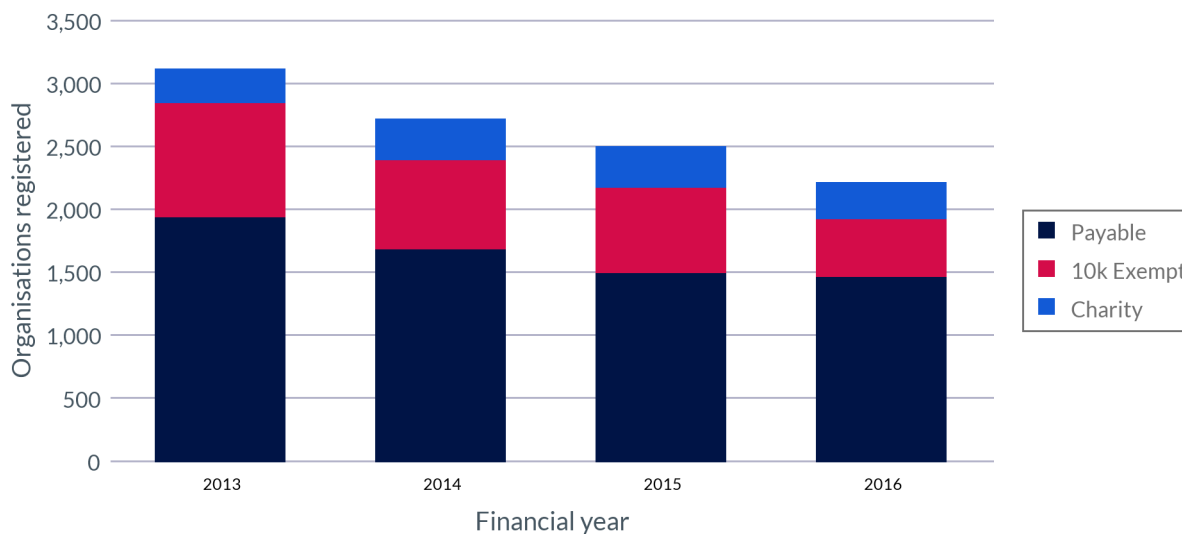


Annual view (Q4 comparable)

6.2.6 Total registrations by payment status per FY to date

	2013		2014		2015		2016	
Payable	1,930	62.0%	1,676	61.8%	1,484	59.5%	1,452	65.7%
10K exempt	905	29.1%	707	26.1%	678	27.2%	460	20.8%
Charity	276	8.9%	330	12.2%	334	13.4%	299	13.5%
Total	3,111		2,713		2,496		2,211	

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)

