

CAPITA

March 2014

 TV LICENSING

Customer Admin

Confidential

Customer Administration MPP - Index

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Schedule Amendments/Additions:

Additions

Amendments

MAT of Customer Administration Workstream

Summary/headlines:

Mail Analysis:

The overall volumes of items processed, comparing March 2013 to March 2014, decreased by 20.1%.

The principle movements in volume were:

Emails increased by 15.2%

DDI's decreased by 13.7%

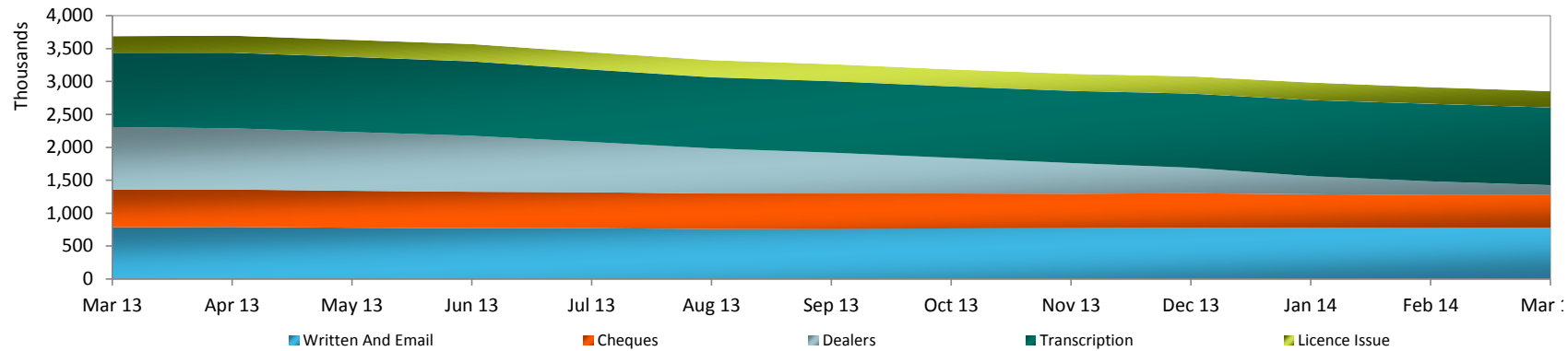
Cont.

Call Log decreased by 45.7%

Over 75's decreased by 17.4%

Correspondence and Refunds decreased by 10.6%

Web decreased by 15.6%



	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Work Category													
Written And Email	786,968	788,521	777,733	772,196	771,782	758,360	761,778	766,809	770,159	779,006	777,407	775,664	778,374
Cheques	569,997	569,206	560,468	550,142	543,271	537,449	535,448	530,194	522,545	521,161	507,398	497,393	497,742
Dealers	950,418	930,262	892,675	851,429	763,760	687,058	620,426	541,851	469,255	390,586	275,734	209,187	147,368
Transcription	1,128,280	1,148,984	1,141,316	1,130,738	1,101,053	1,080,276	1,086,362	1,084,821	1,092,632	1,124,259	1,156,924	1,176,305	1,179,518
Licence Issue	250,174	258,433	258,953	261,434	262,164	258,647	259,088	261,321	260,967	264,724	264,733	254,945	249,555
Total	3,685,837	3,695,406	3,631,145	3,565,939	3,442,030	3,321,790	3,263,102	3,184,996	3,115,063	3,079,161	2,981,565	2,912,793	2,851,810
Work Area													
Smart Agent	2,780,255	2,807,165	2,778,286	2,747,214	2,659,446	2,575,668	2,539,571	2,488,487	2,445,239	2,407,352	2,311,311	2,250,666	2,188,934
Non Smart Agent	905,582	888,241	852,859	818,725	782,584	746,122	723,531	696,509	669,824	671,809	670,254	662,127	662,876
Total	3,685,837	3,695,406	3,631,145	3,565,939	3,442,030	3,321,790	3,263,102	3,184,996	3,115,063	3,079,161	2,981,565	2,912,793	2,851,810
Onshore	1,598,536	1,563,242	1,493,859	1,422,422	1,336,315	1,251,671	1,209,763	1,168,697	1,139,532	1,147,794	1,116,340	1,093,914	1,057,341
Offshore	2,087,301	2,132,164	2,137,286	2,143,517	2,105,715	2,070,119	2,053,339	2,016,299	1,975,531	1,931,367	1,865,225	1,818,879	1,794,469
Total	3,685,837	3,695,406	3,631,145	3,565,939	3,442,030	3,321,790	3,263,102	3,184,996	3,115,063	3,079,161	2,981,565	2,912,793	2,851,810
Yearly Comparison %													
Written And Email	-8.5%	-8.4%	-9.4%	-9.1%	-9.0%	-11.2%	-9.6%	-7.9%	-6.0%	-3.3%	-2.7%	-2.4%	-1.1%
Cheques	-19.7%	-19.3%	-19.3%	-19.1%	-19.4%	-18.4%	-15.9%	-14.9%	-14.5%	-13.1%	-14.8%	-14.7%	-12.7%
Dealers	-12.5%	-14.7%	-19.4%	-22.7%	-31.3%	-38.3%	-42.7%	-49.5%	-55.9%	-63.1%	-73.1%	-78.5%	-84.5%
Transcription	-6.8%	-4.9%	-4.7%	-3.9%	-6.4%	-9.6%	-8.0%	-6.2%	-5.1%	-1.0%	3.8%	5.7%	4.5%
Licence Issue	10.6%	14.5%	15.1%	18.0%	18.0%	15.2%	16.1%	15.0%	15.0%	17.4%	15.3%	7.2%	-0.2%

Customer Administration Workstream Breakdown

Work Area	Work Category	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Written And Email	Address Structure Corres	933	1,021	1,955	901	905	1,894	1,733	1,180	1,841	1,294	1,243	2,084	1,435
Written And Email	CEE Corres	5,444	5,466	6,357	4,834	5,131	4,940	4,926	5,790	4,694	4,031	5,777	6,052	5,487
Written And Email	TSC Corres	993	1,006	1,064	732	776	813	919	1,136	940	826	882	836	758
Written And Email	Corres and Refunds	23,732	22,689	25,883	23,365	25,742	23,881	23,789	25,856	24,217	20,270	24,322	22,285	21,206
Written And Email	Diplomats	140	252	263	161	229	37	560	358	134	198	157	250	230
Written And Email	Emails	28,943	29,696	28,730	27,805	32,543	32,841	33,893	36,424	31,379	27,117	36,701	31,519	33,441
Written And Email	Hotel & Multi Corres	15	13	33	19	7	2	10	6	38	7	0	31	12
Written And Email	Complaints	1,512	1,573	1,423	1,194	1,425	1,371	1,528	1,571	1,608	1,243	1,652	1,673	1,853
Cheques	Cheques	42,362	38,254	39,598	32,256	39,249	35,571	43,715	57,455	42,714	38,294	46,144	41,781	42,711
Dealers	Dealers	61,865	55,669	52,520	38,432	0	0	0	0	0	0	0	0	0
Transcription	Call Log	37,740	14,818	13,638	12,814	12,636	10,353	8,641	20,026	18,655	23,280	19,766	20,300	20,511
Transcription	DCC	2,160	4,308	5,685	1,300	1,948	1,844	2,121	6,358	3,016	2,160	3,018	1,183	1,974
Transcription	Manual IVR	13,464	13,705	13,403	11,142	8,395	18,525	26,127	22,993	22,544	27,919	25,197	22,165	25,071
Transcription	Transcription	7,262	7,354	7,109	5,440	0	7,067	9,569	9,617	10,488	5,192	13,516	8,527	9,209
Transcription	Web	45,445	51,865	51,009	49,953	51,737	48,312	55,705	58,918	50,684	45,019	52,753	50,417	52,519
Licence Issue	DDI's	4,663	4,517	4,816	4,527	4,351	4,069	4,006	5,142	3,298	3,621	4,190	3,568	4,022
Licence Issue	Over 75	27,352	19,195	13,606	14,480	14,982	12,472	13,872	23,524	15,945	14,961	19,264	14,524	22,603
Total		304,025	271,401	267,092	229,355	200,056	203,992	231,114	276,354	232,195	215,432	254,582	227,195	243,042
Smart Agent		246,116	219,032	213,949	186,483	155,000	156,862	172,220	201,409	173,626	166,725	188,477	170,767	184,384
Non Smart Agent		57,909	52,369	53,143	42,872	45,056	47,130	58,894	74,945	58,569	48,707	66,105	56,428	58,658
Total		304,025	271,401	267,092	229,355	200,056	203,992	231,114	276,354	232,195	215,432	254,582	227,195	243,042
Onshore		133,423	100,029	97,277	76,568	71,137	64,812	71,915	113,965	91,762	85,455	97,330	90,241	96,850
Offshore		170,602	171,372	169,815	152,787	128,919	139,180	159,199	162,389	140,433	129,977	157,252	136,954	146,192
Total		304,025	271,401	267,092	229,355	200,056	203,992	231,114	276,354	232,195	215,432	254,582	227,195	243,042
Written And Email		61,712	61,716	65,708	59,011	66,758	65,779	67,358	72,321	64,851	54,986	70,734	64,730	64,422
Cheques		42,362	38,254	39,598	32,256	39,249	35,571	43,715	57,455	42,714	38,294	46,144	41,781	42,711
Dealers		61,865	55,669	52,520	38,432	0	0	0	0	0	0	0	0	0
Transcription		106,071	92,050	90,844	80,649	74,716	86,101	102,163	117,912	105,387	103,570	114,250	102,592	109,284
Licence Issue		32,015	23,712	18,422	19,007	19,333	16,541	17,878	28,666	19,243	18,582	23,454	18,092	26,625
Total		304,025	271,401	267,092	229,355	200,056	203,992	231,114	276,354	232,195	215,432	254,582	227,195	243,042

Correspondence KPI Day Breakdown

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Correspondence Cleared														
Day 1-5	320,594	28,931	26,974	29,574	25,589	28,679	26,267	26,615	28,960	26,688	22,775	27,916	26,262	24,295
Day 6-8	23,258	1,242	2,197	3,733	1,794	1,235	1,108	2,345	2,108	1,397	550	2,431	2,479	1,881
Day 9-10	13,887	11	3	31	1,566	1,738	2,252	684	1,719	1,783	1,805	635	385	1,286
Day 11+	29	0	0	0	1	4	9	0	2	3	2	0	7	1
Work Cleared	357,768	30,184	29,174	33,338	28,950	31,656	29,636	29,644	32,789	29,871	25,132	30,982	29,133	27,463
Day 1-5	89.6%	95.8%	92.5%	88.7%	88.4%	90.6%	88.6%	89.8%	88.3%	89.3%	90.6%	90.1%	90.1%	88.5%
Day 6-8	6.5%	4.1%	7.5%	11.2%	6.2%	3.9%	3.7%	7.9%	6.4%	4.7%	2.2%	7.8%	8.5%	6.8%
Day 9-10	3.9%	0.0%	0.0%	0.1%	5.4%	5.5%	7.6%	2.3%	5.2%	6.0%	7.2%	2.0%	1.3%	4.7%
Day 11+	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Work Cleared %	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Operational No Licence Needed Information - 13 Month Summary

		Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	
Guards Applied & Removed by Month *																
Business	Guard Applied	NLC	97,770	3,916	8,508	10,891	4,387	6,895	16,587	4,116	10,016	14,200	2,625	10,640	4,989	0
		NLCC	6,901	285	309	153	321	203	162	952	2,612	397	545	532	430	0
	Guards Removed	NLC	46,278	2,220	3,099	2,687	2,137	4,581	2,213	5,459	17,601	1,788	1,098	1,833	1,562	0
		NLCC	815	79	86	69	46	111	86	51	62	82	25	61	57	0
	Net Guards Applied	NLC	51,492	1,696	5,409	8,204	2,250	2,314	14,374	-1,343	-7,585	12,412	1,527	8,807	3,427	0
		NLCC	6,086	206	223	84	275	92	76	901	2,550	315	520	471	373	0
Non- Business	Guard Applied	NLC	464,075	32,472	32,288	29,322	28,071	35,787	36,232	41,100	60,611	60,258	32,284	42,628	33,022	0
		NLCC	101,000	5,592	7,351	8,628	8,868	8,659	8,148	9,429	11,170	10,280	6,074	8,511	8,290	0
	Guards Removed	NLC	484,133	24,877	25,610	36,096	24,447	76,466	40,321	117,720	45,618	26,853	18,173	24,311	23,641	0
		NLCC	81,424	6,812	8,513	8,286	4,261	7,763	8,999	5,681	5,874	7,633	6,244	5,778	5,580	0
	Net Guards Applied	NLC	-20,058	7,595	6,678	-6,774	3,624	-40,679	-4,089	-76,620	14,993	33,405	14,111	18,317	9,381	0
		NLCC	19,576	-1,220	-1,162	342	4,607	896	-851	3,748	5,296	2,647	-170	2,733	2,710	0
Total	Guard Applied	NLC	561,845	36,388	40,796	40,213	32,458	42,682	52,819	45,216	70,627	74,458	34,909	53,268	38,011	0
		NLCC	107,901	5,877	7,660	8,781	9,189	8,862	8,310	10,381	13,782	10,677	6,619	9,043	8,720	0
	Guards Removed	NLC	530,411	27,097	28,709	38,783	26,584	81,047	42,534	123,179	63,219	28,641	19,271	26,144	25,203	0
		NLCC	82,239	6,891	8,599	8,355	4,307	7,874	9,085	5,732	5,936	7,715	6,269	5,839	5,637	0
	Net Guards Applied	NLC	31,434	9,291	12,087	1,430	5,874	-38,365	10,285	-77,963	7,408	45,817	15,638	27,124	12,808	0
		NLCC	25,662	-1,014	-939	426	4,882	988	-775	4,649	7,846	2,962	350	3,204	3,083	0
Call Centre and Customer Administration																
Inbound Telephone No Licence Needed		224,846	12,871	17,316	15,136	18,171	20,373	21,168	16,906	25,696	24,962	13,305	22,465	14,176	15,172	
Dialler No Licence Needed (Outbound Calls)		10,609	811	661	890	717	816	792	918	1,108	1,251	646	751	1,113	946	
OCR No Licence Needed		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Whitemail No Licence Needed (Corres 1)		35,051	2,252	2,084	3,982	2,497	2,833	4,720	2,838	2,647	3,805	1,913	2,882	2,773	2,077	
Cleared Email No Licence Needed		11,254	391	970	827	838	877	934	874	1,353	1,063	788	1,088	768	874	
Customers that made a No Licence Needed declaration		29,378	1,146	2,656	2,503	2,704	2,801	2,187	2,632	2,986	4,380	1,592	1,954	1,294	1,689	
Total No Licence	Call Centre	235,455	13,682	17,977	16,026	18,888	21,189	21,960	17,824	26,804	26,213	13,951	23,216	15,289	16,118	
Needed claim guards	Customer Admin	75,683	3,789	5,710	7,312	6,039	6,511	7,841	6,344	6,986	9,248	4,293	5,924	4,835	4,640	
IQOR Card Cancellations *																
No Licence Needed Cancellations (incl. Islands figures)																
No Licence Needed Inbound		16,759	1,323	1,545	1,537	1,457	1,622	1,638	1,492	1,306	1,251	994	1,315	1,279	0	
No Licence Needed Outbound		2,268	254	181	181	139	168	129	156	181	215	208	230	226	0	
No Licence Needed Admin		2,473	215	278	262	204	208	209	183	222	167	150	206	169	0	
IQOR - No Licence Needed Cancellations - TSC (Incl. Islands Figures)																
No Licence Needed Inbound		396	45	28	31	19	33	34	37	23	30	36	37	43	0	
No Licence Needed Outbound		13	4	0	2	0	1	2	0	1	0	0	1	2	0	
No Licence Needed Admin		129	10	7	16	16	3	9	8	10	14	10	11	15	0	

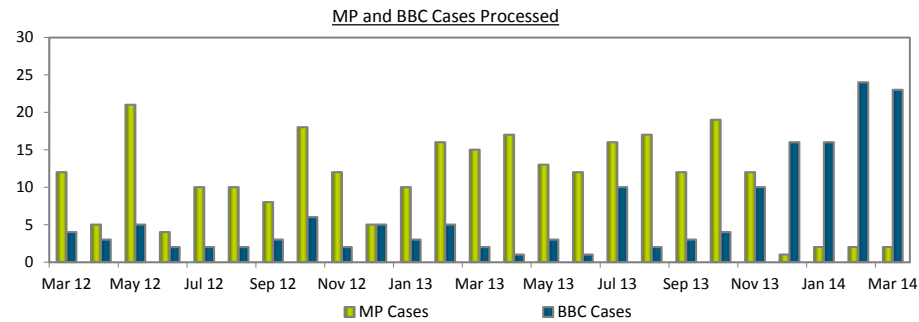
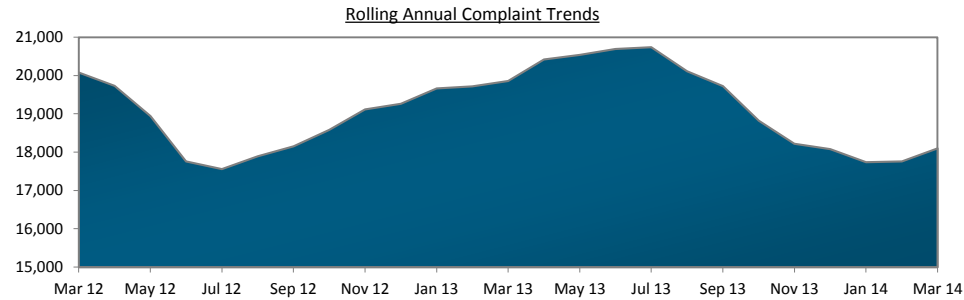
* One month in arrears

Customer Relations - Analysis

Complaints Analysis:

The total number of Complaints (1,853 equates to 0.05 % of the Total Mailings 3,915,930) sent out. The Total number of Contacts for March 14 were:- Calls Offered including IVR 485,144, Written Correspondence cleared (not including WEB Transactions) 23,755 and Outbound Connects 95,553. Total 604,452.

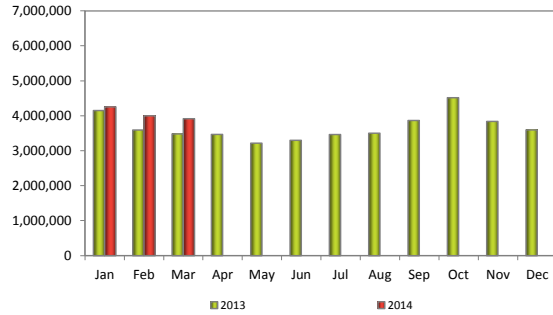
The Total number of Complaints (1,853) equates to 0.31 % of the total Contacts with Customers during March 14. The main reason for complaints was attributable to Policy.



	March 2013	March 2014	% of Total	% Variance
Total Cases	1,512	1,853	100.0%	22.6%
Cases Outside Capita / AMV Control	701	880	47.5%	25.5%
Cases Attributable to Capita / AMV	811	973	52.5%	20.0%
Unattributable Complaints	0	0	0.0%	0.0%
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Written Cases	867	980	52.9%	13.0%
Telephone Cases	127	143	7.7%	12.6%
Email Cases	501	705	38.0%	40.7%
BBC Cases	2	23	1.2%	1050.0%
MP Cases	15	2	0.1%	-86.7%
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Total	1,512	1,853	100.0%	22.6%
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Policy Cases	505	675	36.4%	33.7%
Third Party Cases	196	205	11.1%	4.6%
Contact Centre Cases	360	346	18.7%	-3.9%
<i>Cash Scheme Cases</i>	136	164	8.9%	20.6%
Marketing Cases	282	436	23.5%	54.6%
Field Cases	117	134	7.2%	14.5%
Web Cases	52	57	3.1%	9.6%
Unattributable Complaints	0	0	0.0%	0.0%
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Total	1,512	1,853	100.0%	22.6%

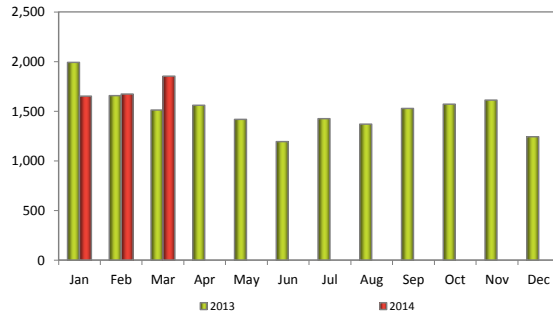
Complaints vs Monthly Mailing/Email Volumes

Monthly Mailing/Email Volumes



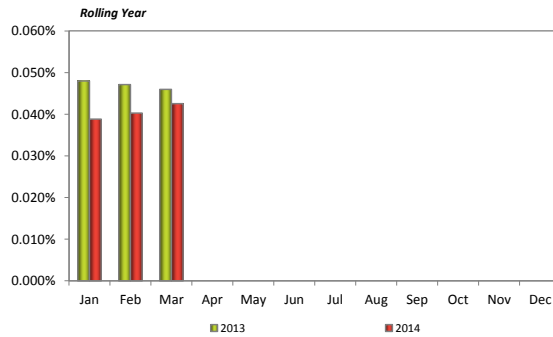
	Month on Month				YTD			
	2013	2014	Difference	% Difference	2013	2014	Difference	% Difference
Jan	4,149,884	4,253,803	103,919	2.50%	4,149,884	4,253,803	103,919	2.50%
Feb	3,592,923	3,999,107	406,184	11.31%	7,742,807	8,252,910	510,103	6.59%
Mar	3,481,545	3,915,930	434,385	12.48%	11,224,352	12,168,840	944,488	8.41%
Apr	3,466,836							
May	3,216,695							
Jun	3,298,453							
Jul	3,463,567							
Aug	3,501,771							
Sep	3,865,355							
Oct	4,516,684							
Nov	3,838,617							
Dec	3,596,011							

Total Complaints



	Month on Month				YTD			
	2013	2014	Difference	% Difference	2013	2014	Difference	% Difference
Jan	1,992	1,652	-340	-17.07%	1,992	1,652	-340	-17.07%
Feb	1,657	1,673	16	0.97%	3,649	3,325	-324	-8.88%
Mar	1,512	1,853	341	22.55%	5,161	5,178	17	0.33%
Apr	1,560							
May	1,418							
Jun	1,194							
Jul	1,425							
Aug	1,370							
Sep	1,528							
Oct	1,571							
Nov	1,612							
Dec	1,243							

Complaints as Percentage of Mailing/Email Volumes



	Month on Month			YTD		
	2013	2014	% Difference	2013	2014	% Difference
Jan	0.048%	0.039%	-19.09%	0.048%	0.039%	-19.09%
Feb	0.046%	0.042%	-9.3%	0.047%	0.040%	-14.51%
Mar	0.043%	0.047%	9.0%	0.046%	0.043%	-7.46%
Apr	0.045%					
May	0.044%					
Jun	0.036%					
Jul	0.041%					
Aug	0.039%					
Sep	0.040%					
Oct	0.035%					
Nov	0.042%					
Dec	0.035%					

Monthly Written, Email & Telephone Complaints Analysis (Summary 13 Months)

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Complaints Outside Capita / Partners Control														
Written	4,081	302	314	275	238	299	357	395	357	397	293	379	386	391
Telephone	382	39	29	32	45	36	30	22	22	35	22	40	39	30
Email	2,622	155	205	171	183	217	215	236	259	228	164	232	274	238
BBC	50	0	1	1	0	2	0	1	2	2	8	8	10	15
MP	61	9	7	6	8	7	10	6	7	6	0	2	1	1
Total for Policy	7,196	505	556	485	474	561	612	660	647	668	487	661	710	675
Written	1,208	113	130	124	85	78	96	97	98	99	72	122	103	104
Telephone	89	13	12	5	13	7	7	7	6	3	2	12	7	8
Email	894	67	89	74	62	78	84	67	86	69	63	60	70	92
BBC	6	1	0	0	0	1	0	0	0	0	1	2	1	1
MP	9	2	1	0	0	0	1	3	4	0	0	0	0	0
Total for Third Party	2,206	196	232	203	160	164	188	174	194	171	138	196	181	205
Complaints Attributable to Capita / Partners														
Written	863	128	97	72	49	56	63	67	73	75	69	81	78	83
Telephone	214	39	35	24	25	29	12	8	14	11	5	23	15	13
Email	859	56	83	64	45	64	57	82	86	80	51	91	72	84
BBC	13	0	0	1	0	0	1	0	0	2	1	4	3	1
MP	17	1	3	2	0	3	4	1	1	2	0	0	0	1
Cash Scheme	1,387	136	127	107	102	109	90	118	103	101	90	125	151	164
Total for Contact Centre	3,353	360	345	270	221	261	227	276	277	271	216	324	319	346
Written	2,191	187	192	197	140	160	123	174	198	202	162	202	175	266
Telephone	122	9	12	17	10	24	10	5	8	8	8	8	7	5
Email	1,300	84	108	102	59	105	91	90	106	115	89	131	142	162
BBC	22	1	0	0	0	4	0	1	1	4	2	1	6	3
MP	18	1	4	4	1	4	1	0	3	1	0	0	0	0
Total for Marketing	3,653	282	316	320	210	297	225	270	316	330	261	342	330	436
Written	478	45	33	47	43	25	36	54	41	42	43	22	35	57
Telephone	75	12	2	5	6	11	10	0	2	6	3	4	12	14
Email	521	59	35	40	37	58	46	37	43	44	43	39	38	61
BBC	17	0	0	1	0	3	1	1	1	2	3	1	2	2
MP	18	1	2	1	2	2	1	2	4	3	1	0	0	0
Total for Field	1,109	117	72	94	88	99	94	94	91	97	93	66	87	134
Written	134	11	17	9	9	9	9	10	15	18	11	10	5	12
Telephone	29	1	5	2	4	4	0	1	2	3	2	4	0	2
Email	413	40	17	35	26	30	15	43	29	54	34	49	39	42
BBC	5	0	0	0	1	0	0	0	0	0	1	0	2	1
MP	1	0	0	0	1	0	0	0	0	0	0	0	0	0
Total for Web	582	52	39	46	41	43	24	54	46	75	48	63	46	57
Performance Against Target														
Cases Outside Capita / Partners Control	9,402	701	788	688	634	725	800	834	841	839	625	857	891	880
Cases Attributable to Capita / Partners	8,697	811	772	730	560	700	570	694	730	773	618	795	782	973
Total Cases (For Period)	18,099	1,512	1,560	1,418	1,194	1,425	1,370	1,528	1,571	1,612	1,243	1,652	1,673	1,853
Licences In Force		25,338,304	25,344,775	25,349,850	25,345,049	25,348,536	25,375,894	25,404,623	25,434,274	25,345,041	25,324,602	25,356,836	25,391,597	25,419,296
Complaints per 1000														
Total Complaints per 1000 Licences (Attributable to Capita / Partners)		0.032	0.030	0.029	0.022	0.028	0.022	0.027	0.029	0.030	0.024	0.031	0.031	0.038
(Campaigns / Marketing) Complaints per 1000 Licences		0.011	0.012	0.013	0.008	0.012	0.009	0.011	0.012	0.013	0.010	0.013	0.013	0.017
(Contact Centre/Field/Web) Complaints per 1000 Licences		0.021	0.018	0.016	0.014	0.016	0.014	0.017	0.016	0.017	0.014	0.018	0.018	0.021

Capita Offshore 13 Month Summary

	Total	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Total														
Email Total	241,019	19,055	19,381	18,077	17,695	19,649	20,438	21,178	22,365	17,860	17,294	22,729	20,970	23,383
IVR Total	243,273	14,778	14,914	14,630	11,721	8,306	18,732	26,216	22,957	23,061	28,112	25,412	23,549	25,663
Web Total	517,122	39,494	44,595	41,079	38,641	41,236	40,949	49,520	47,654	40,979	39,233	46,244	41,794	45,198
Tranche 2 Total	523,517	39,535	40,421	45,504	47,155	48,630	45,441	50,108	53,448	42,635	37,261	45,944	41,766	25,204
WhiteMail Dealer and DDI Total	213,183	62,756	56,641	55,849	39,967	7,242	6,833	6,844	8,691	6,062	5,974	6,672	6,083	6,325
WhiteMail Corres Total	484,159	40,777	41,011	38,948	38,559	45,581	40,253	40,116	45,870	40,858	35,355	42,604	38,198	36,806
Non SmartAgent Total	93,088	7,262	7,354	7,109	5,440	0	7,067	9,569	9,617	10,488	5,192	13,516	8,527	9,209
Total	2,315,361	223,657	224,317	221,196	199,178	170,644	179,713	203,551	210,602	181,943	168,421	203,121	180,887	171,788
Complete														
Email Total	134,661	10,635	10,337	9,342	9,665	11,139	11,722	11,641	12,034	9,576	9,091	11,943	10,607	17,564
IVR Total	233,419	13,469	13,539	13,355	10,953	8,184	18,242	25,604	22,771	22,498	26,735	24,279	22,636	24,623
Web Total	444,214	34,556	39,152	35,702	33,321	35,497	34,687	41,654	40,411	34,636	33,351	40,540	36,226	39,037
Tranche 2 Total	393,407	28,911	29,334	33,869	36,679	37,309	34,923	38,982	40,981	31,412	27,843	33,698	29,897	18,480
WhiteMail Dealer and DDI Total	175,851	48,251	43,975	45,091	31,888	6,700	6,390	6,311	7,920	5,497	5,307	5,890	5,300	5,582
WhiteMail Corres Total	319,829	27,518	27,681	25,347	24,841	30,090	26,149	25,438	28,655	26,326	22,458	27,386	23,761	31,697
Non SmartAgent Total	82,408	6,230	6,257	6,116	4,638	0	6,215	8,225	8,557	9,577	4,705	12,252	7,633	8,233
Total	1,783,789	169,570	170,275	168,822	151,985	128,919	138,328	157,855	161,329	139,522	129,490	155,988	136,060	145,216
Redirect														
Email Total	106,358	8,420	9,044	8,735	8,030	8,510	8,716	9,537	10,331	8,284	8,203	10,786	10,363	5,819
IVR Total	9,854	1,309	1,375	1,275	768	122	490	612	186	563	1,377	1,133	913	1,040
Web Total	72,908	4,938	5,443	5,377	5,320	5,739	6,262	7,866	7,243	6,343	5,882	5,704	5,568	6,161
Tranche 2 Total	130,110	10,624	11,087	11,635	10,476	11,321	10,518	11,126	12,467	11,223	9,418	12,246	11,869	6,724
WhiteMail Dealer and DDI Total	15,849	3,525	3,336	3,678	3,006	542	443	533	771	565	667	782	783	743
WhiteMail Corres Total	164,330	13,259	13,330	13,601	13,718	15,491	14,104	14,678	17,215	14,532	12,897	15,218	14,437	5,109
Total	499,409	42,075	43,615	44,301	41,318	41,725	40,533	44,352	48,213	41,510	38,444	45,869	43,933	25,596
Redirect %														
Email Total	44.1%	44.2%	46.7%	48.3%	45.4%	43.3%	42.6%	45.0%	46.2%	46.4%	47.4%	47.5%	49.4%	24.9%
IVR Total	4.1%	8.9%	9.2%	8.7%	6.6%	1.5%	2.6%	2.3%	0.8%	2.4%	4.9%	4.5%	3.9%	4.1%
Web Total	14.1%	12.5%	12.2%	13.1%	13.8%	13.9%	15.3%	15.9%	15.2%	15.5%	15.0%	12.3%	13.3%	13.6%
Tranche 2 Total	24.9%	26.9%	27.4%	25.6%	22.2%	23.3%	23.1%	22.2%	23.3%	26.3%	25.3%	26.7%	28.4%	26.7%
WhiteMail Dealer and DDI Total	7.4%	5.6%	5.9%	6.6%	7.5%	7.5%	6.5%	7.8%	8.9%	9.3%	11.2%	11.7%	12.9%	11.7%
WhiteMail Corres Total	33.9%	32.5%	32.5%	34.9%	35.6%	34.0%	35.0%	36.6%	37.5%	35.6%	36.5%	35.7%	37.8%	13.9%
Total	21.6%	18.8%	19.4%	20.0%	20.7%	24.5%	22.6%	21.8%	22.9%	22.8%	22.8%	22.6%	24.3%	14.9%