

# **User Pays Operational Update**

# Telephone Service Line

	<b>No of calls</b>	<b>Service Availability</b> (target 95% availability)	<b>Call answering</b> (target 90% within 30 seconds)
March	33,068	99%	90%
February	30,500	99%	91%
January	30,566	100%	91%

# IAD Service Line

	<b>Number of Accounts</b> (original forecast 12,500, revised ACS average 13,900)	<b>Availability</b> (Target 95% availability during core hours)
March	17,500	98%
February	16,000	100%
January	18,000	100%

# Email Report Service Line

	<b>No. of email reports</b> (forecast 150 per month)	<b>Performance</b> (2 and 5 business days)
March	97	100%
February	89	100%
January	50	100%

# Portfolio Reports

	<b>Reports sent in the month</b> (forecast 80)	<b>Performance standard</b>
March	112	
February	112	
January	112	

# AQ Enquiries

	<b>Number of AQ Enquiries processed</b>	<b>Performance</b> (Target process by end of second Business Day)
March	5,633	100%
February	13,324	100%
January	4,228	100%

# IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
March	1009	99.8%	258	258
February	1200	82%	134	187
January	426	49%	53	0
December	177	72%	82	82
November	581	84%	227	227
October	1038	95%	153	153
Sept	673	64%	200	200
August	590	86%	1,068	1,068
July	880	99%	150	1,200
June	695	97%	1,050	135
May	687	66%	135	0
April	556	85%	1,890	1,890

# IAD Account – Deletion volumes

	<i>Accounts Deleted (normal process)</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
March	50	100%	
February	40	88%	
January	205	57%	