

CISAS KPI Report for the Second Quarter of 2010*

KPI 1: Percentage of cases concluded within 6 weeks of application from the customer - Target 88%, Actual 86%- Target missed by 2%.

This is due to the fact that we had a number of settlements where the company took longer than usual to comply. As such the deadline expired before we had confirmation from the claimant that they were happy for us to close our file. In addition we had some settlements where the Claimant failed to confirm at all that the company had complied. In these cases we wrote one further letter and gave them extra time and closed the file when they did not respond. In addition we had one case that was withdrawn as it was believed the case related to a faulty handset. We re-opened the case when the handset was replaced and the Claimant still had the same service problem.

KPI 2: Percentage of cases concluded more than 8 weeks after receipt of the application from the customer – Target <10%, Actual 5% - Target achieved and surpassed by 5%.

KPI 3: Percentage of calls answered by CISAS staff within 2 minutes - Target 95%, Actual 100% - Target achieved and surpassed by 5%.

KPI 4: Percentage of written correspondence receiving a response within 5 working days - Target 90%, Actual 96% - Target achieved and surpassed by 4%.

KPI 5: The figure for this quarter is £339.17. This figure has increased since the previous quarter as a result of two factors: during this period the overall number of cases that were received has reduced and more of the cases that were received went to full adjudication rather than the parties agreeing to settle.

*Figures are subject to audit and may vary slightly in the final annual report