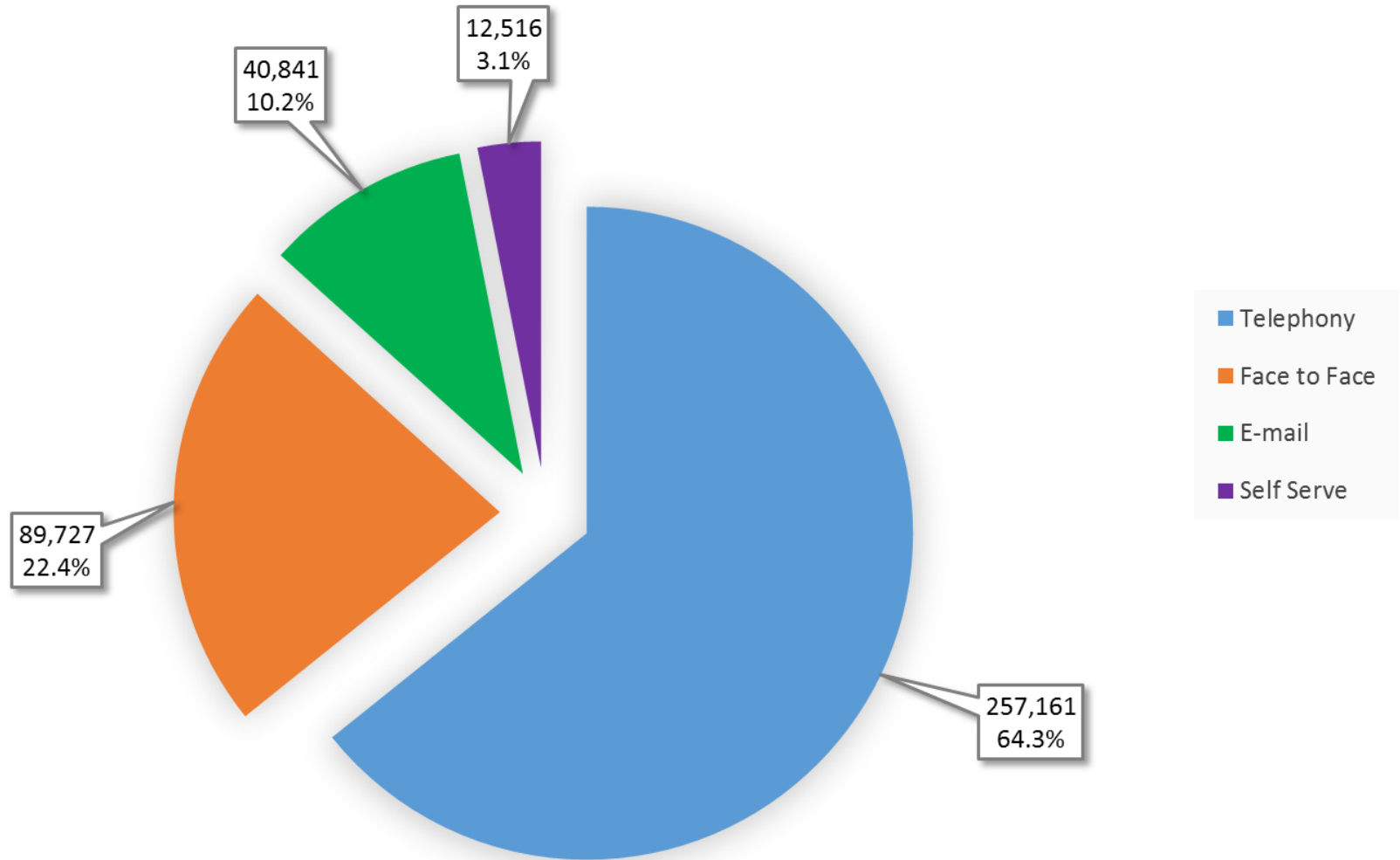


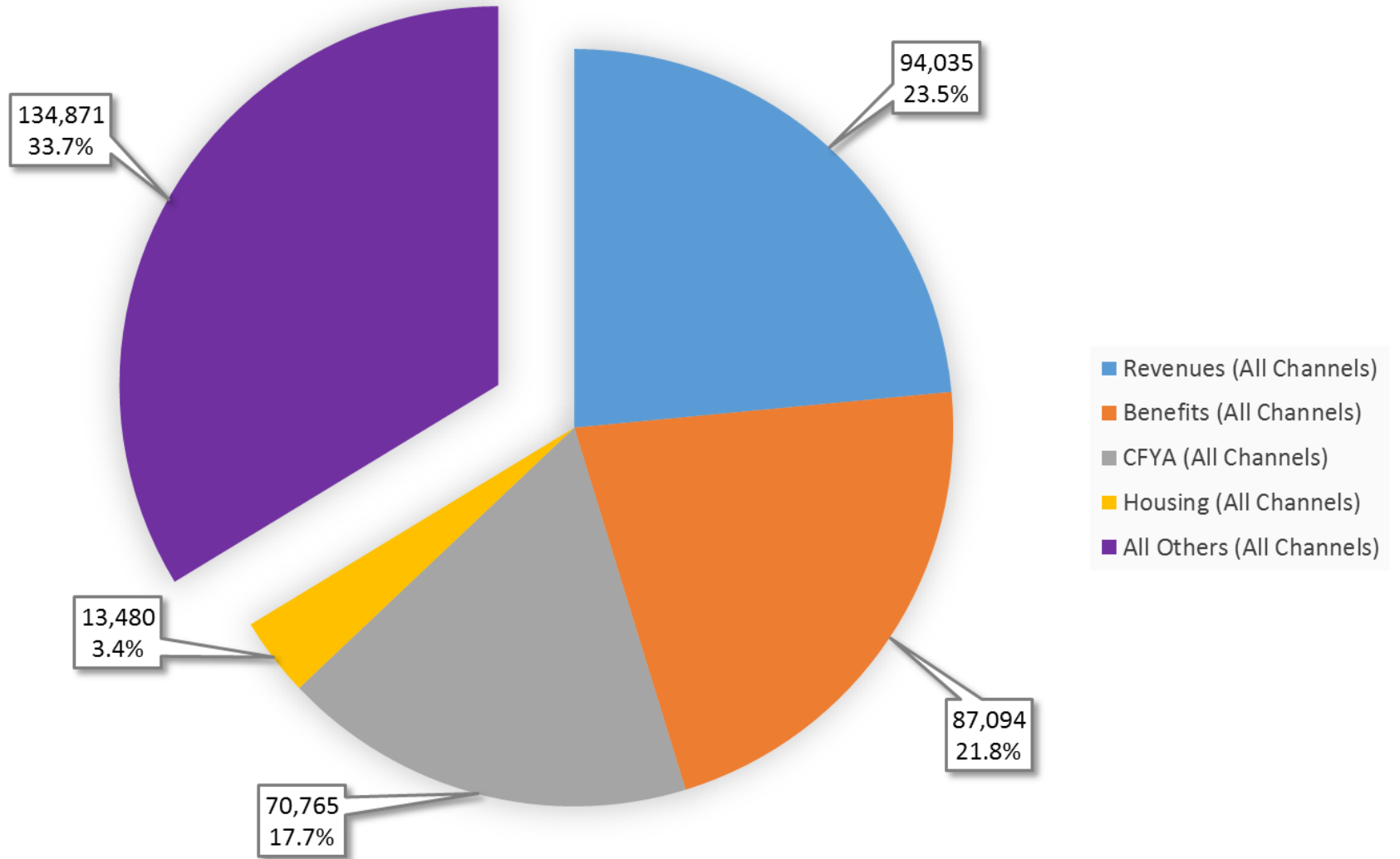
Customer Contact Analysis 2017-18
Breakdown by Channel and Service.

All Contacts by Channel 2017 - 18
Total Contacts = 400,245



Customer Contact Analysis 2017-18
Breakdown by Channel and Service.

All Contacts by Service 2017 - 18
Total Contacts = 400,245



**Customer Contact Analysis 2017-18
Breakdown by Channel and Service.**

Breakdown of Other Services

Total Contacts = 134,871 (Purple segment in graph 2)

