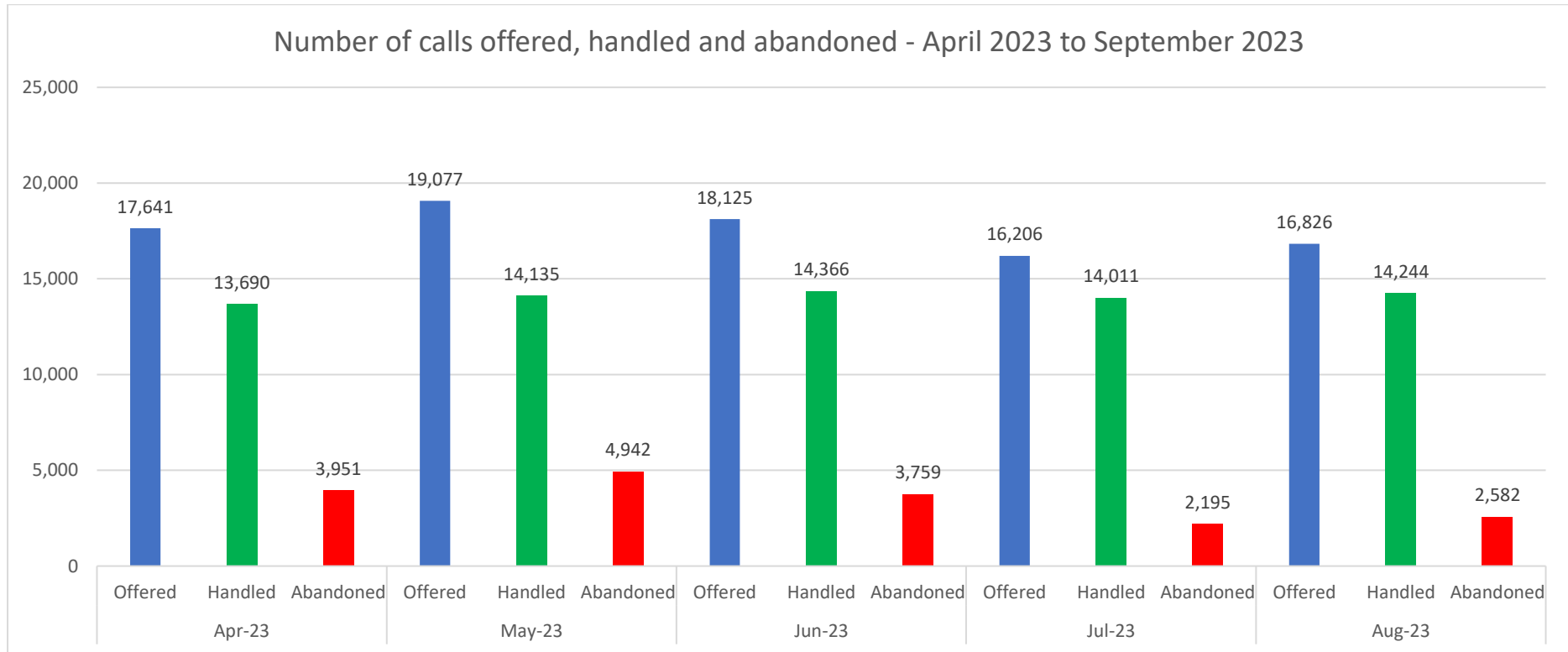


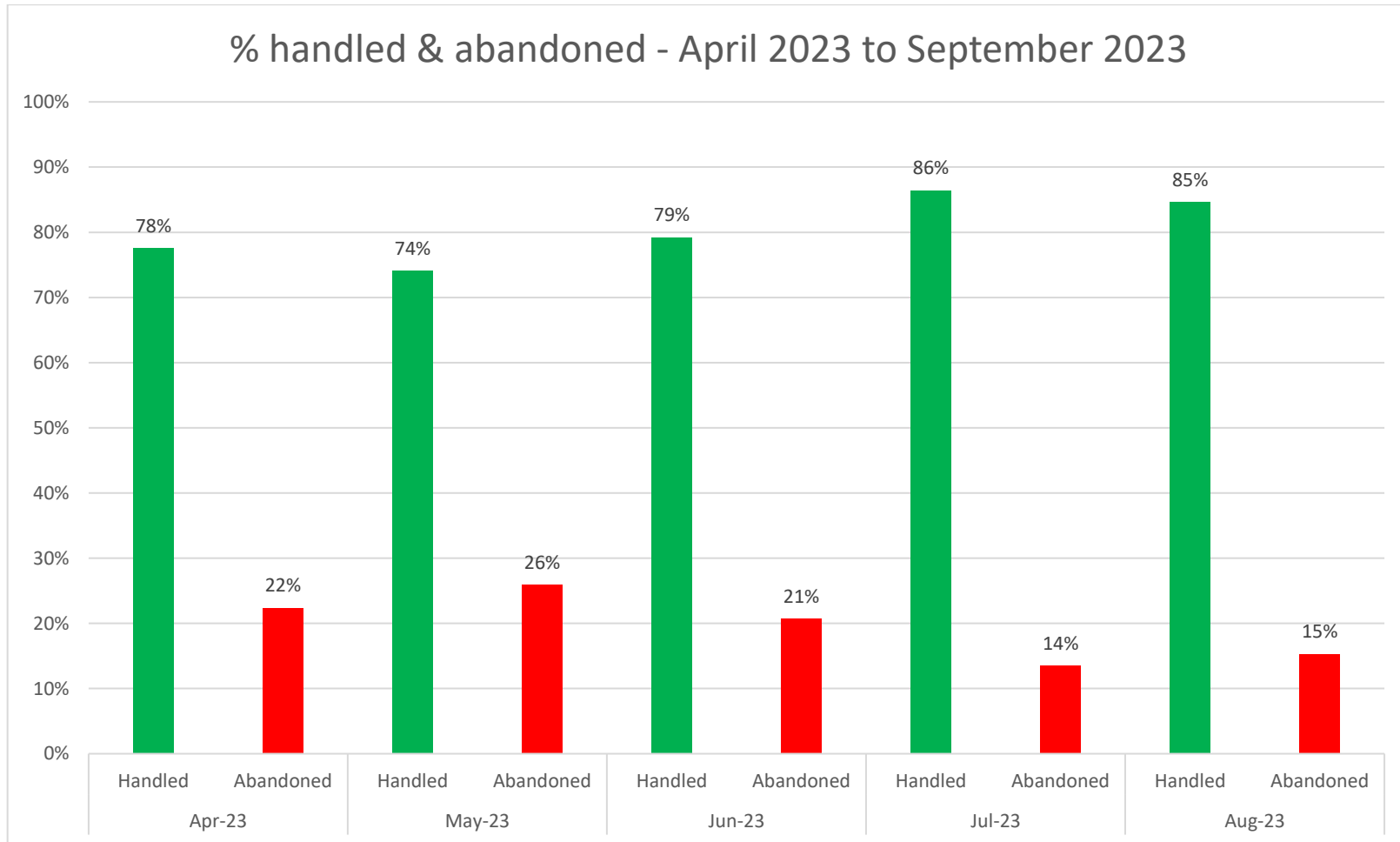
Appendix 1 CMT 18 October 2023 – Customer Service Update - Call Handling

Calls offered, handled, and abandoned (volume)



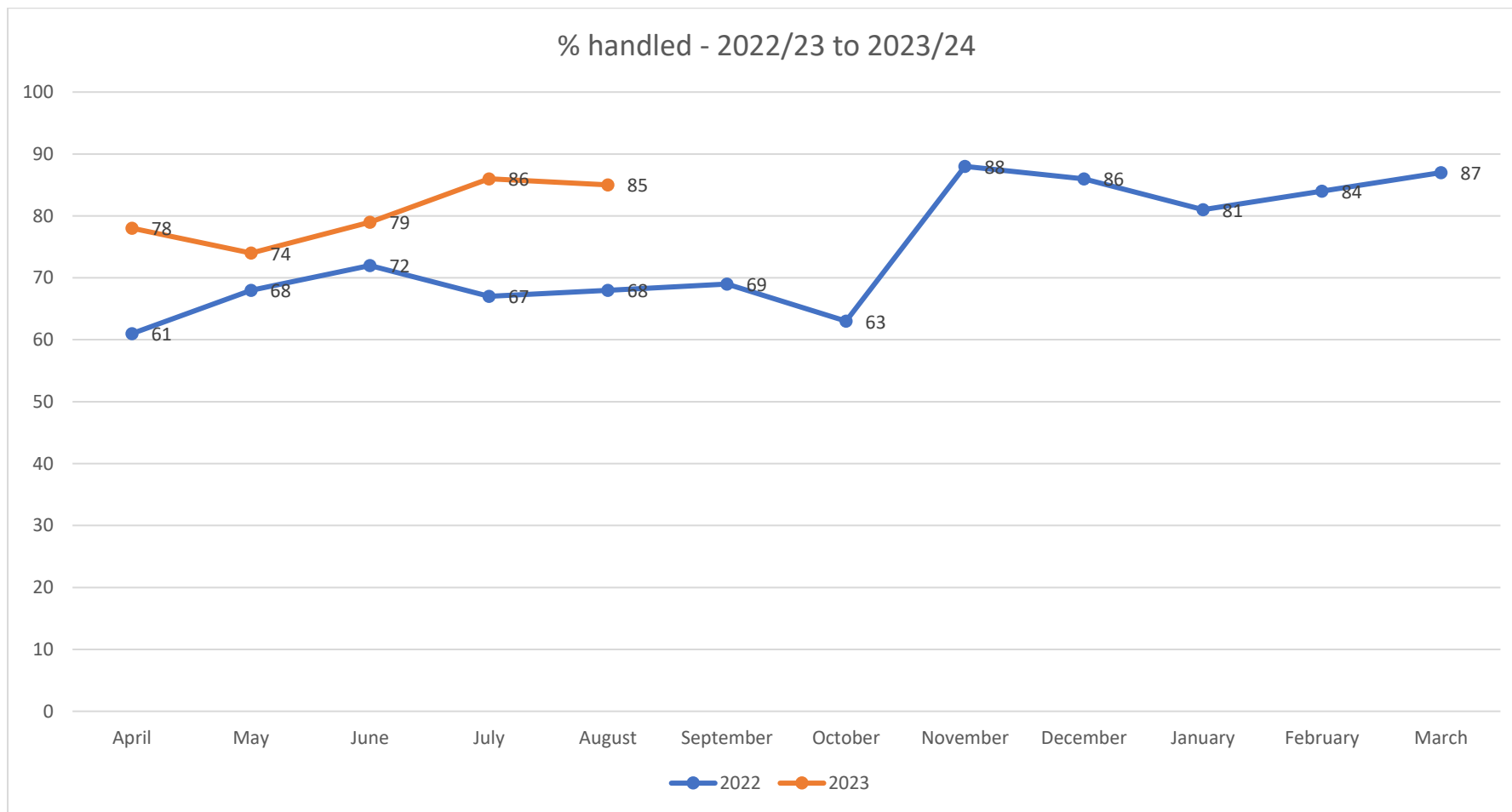
Appendix 1 CMT 18 October 2023 – Customer Service Update - Call Handling

Calls handled and abandoned (%)



Appendix 1 CMT 18 October 2023 – Customer Service Update - Call Handling

% Calls handled – comparison 2022/23 to 2023/24



Appendix 1 CMT 18 October 2023 – Customer Service Update - Call Handling

% Calls abandoned – comparison 2022/23 to 2023/24

