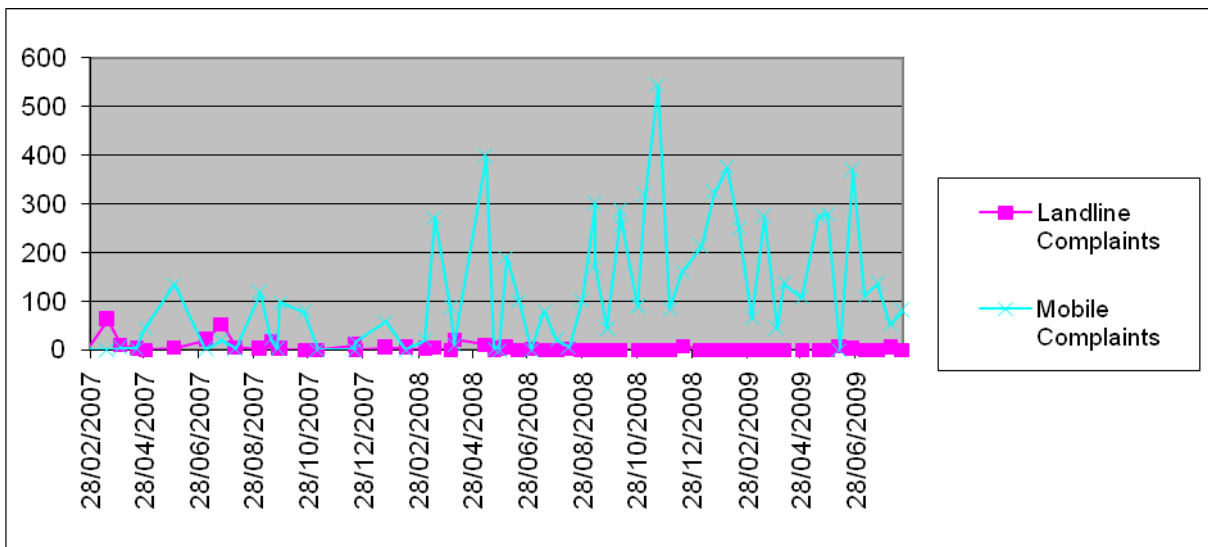
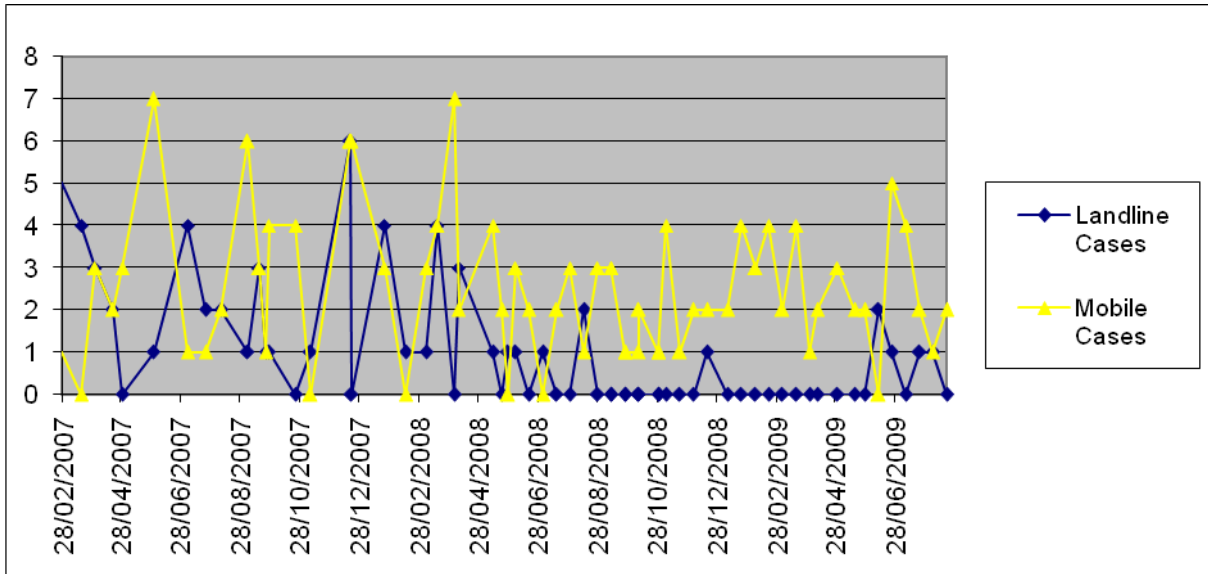
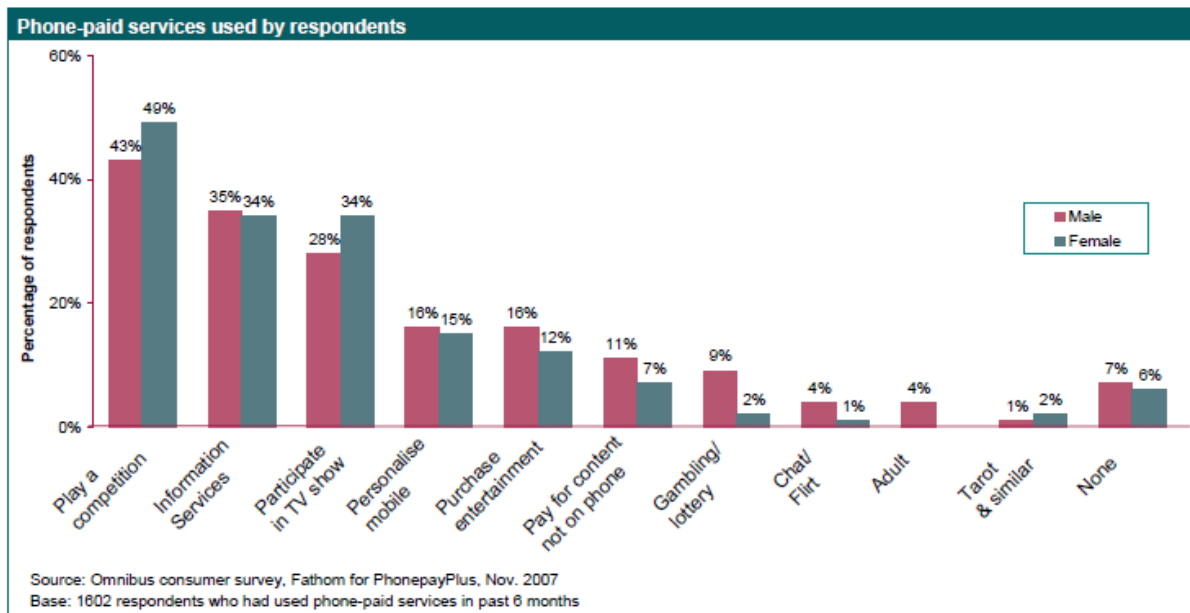


Annex A



Annex B

Fig. 2.h:



Source: Fathom Consulting

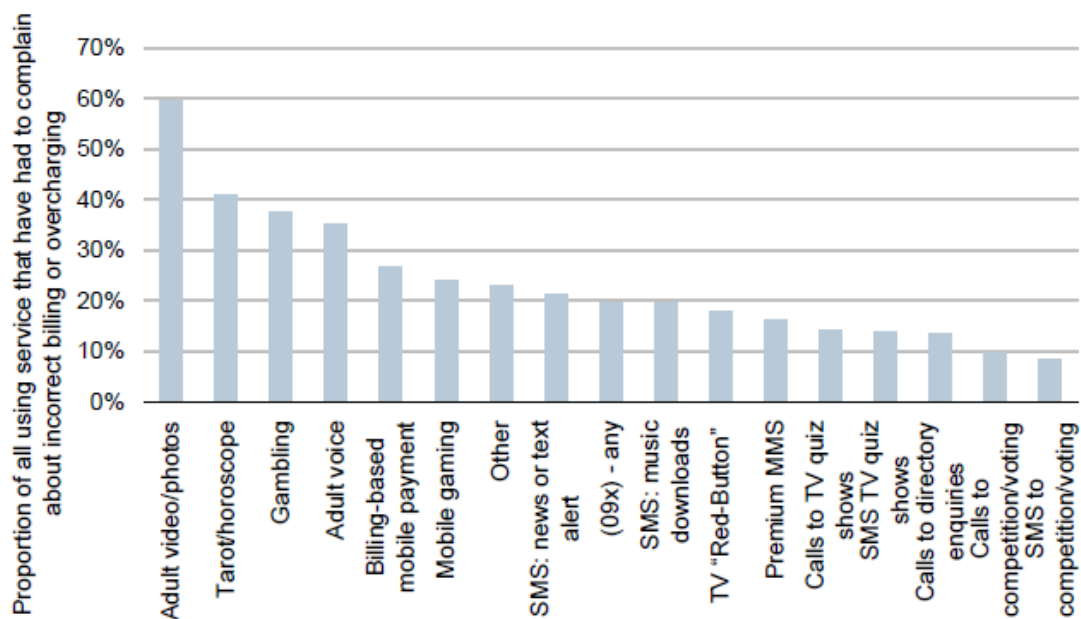
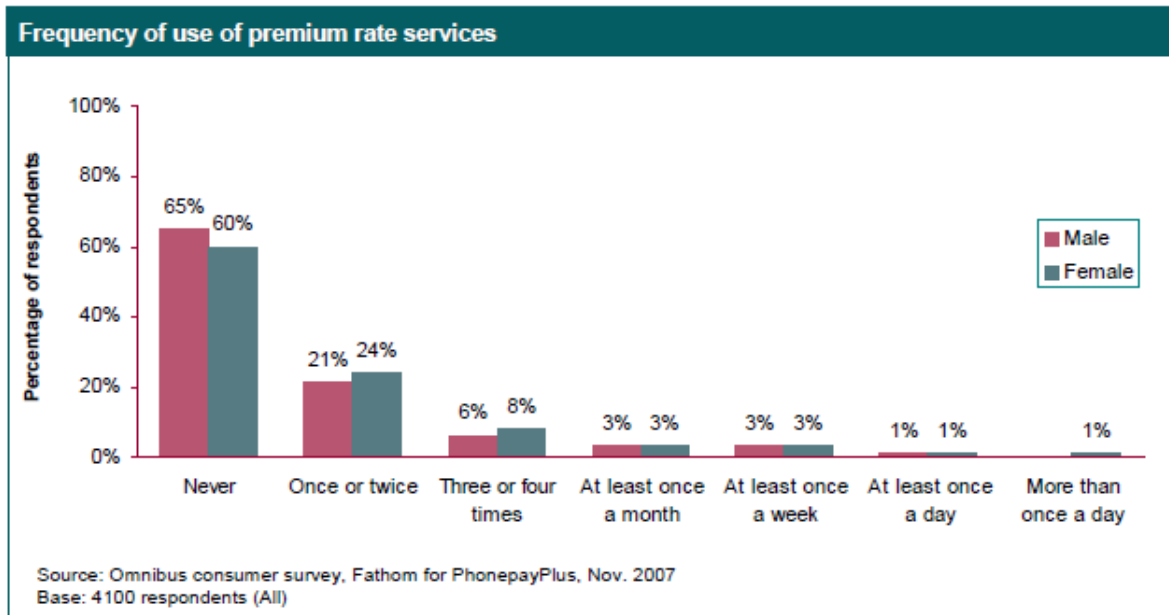


Figure 5.10: Of those using the listed service, the proportion who have complained about incorrect billing or overcharging [Source: Analysys Mason, 2008]

Base: respondents using the listed service (*n* varies between 13 (other) and 928 (calls to directory enquiries), depending on the service). Question: For any of the services that you have used in the last 6 months, have you ever had to complain about incorrect billing or overcharging?

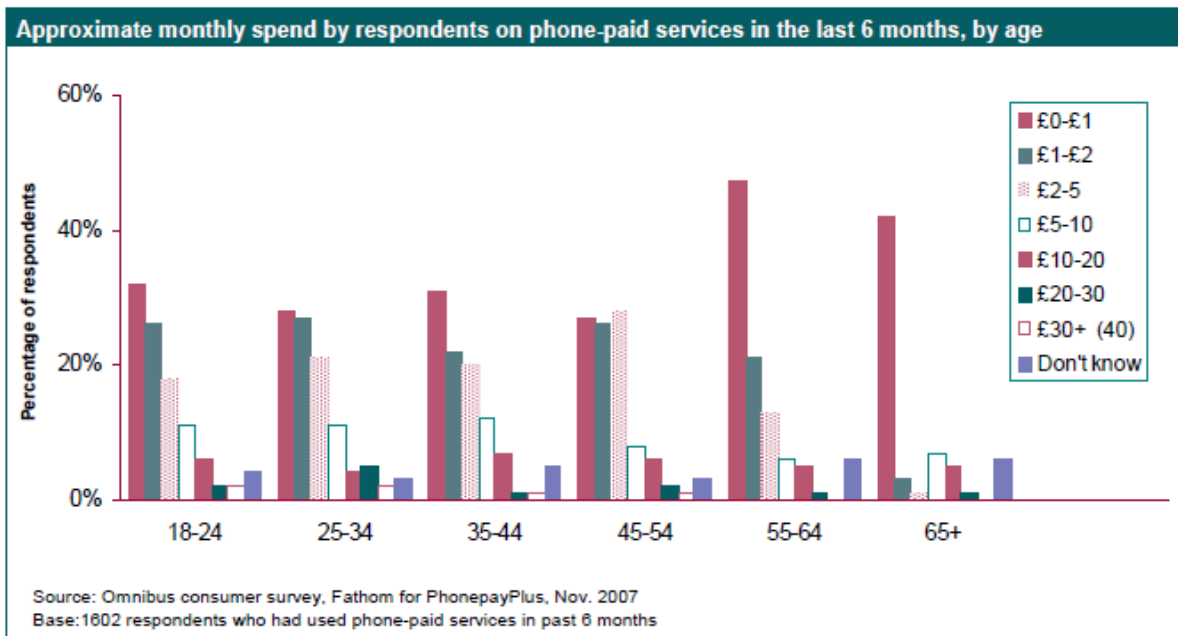
Annex B (continued)

Fig. 2.f:



Source: Fathom Consulting

Fig. 2.k:



Source: Fathom Consulting

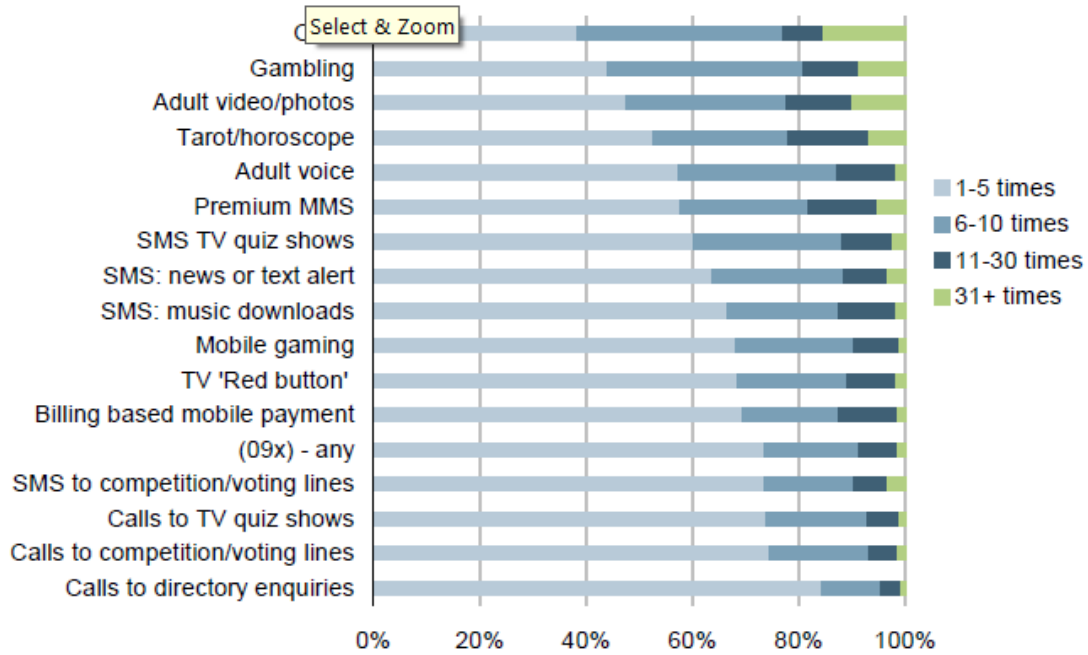


Figure 3.6: Frequency of use of listed phone-paid services amongst existing users [Source: Analysys Mason, 2008]

Base: respondents using the listed service (*n* varies between 13 (other), 40 (adult video/photos) and 919 (directory enquiries), depending on the premium rate service). Question: How many times have you used such services in the last six months?

Fig. 2.g:

