

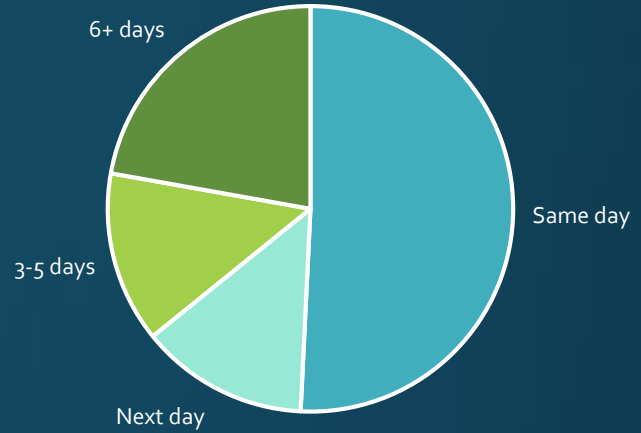
# SUPPORT REVIEW 2018-19\*

From August 2018 to July 2019  
we received

## 113,053

CUSTOMER CALLS

How quickly did we fix faults?



Methods of Contact



On average we resolved

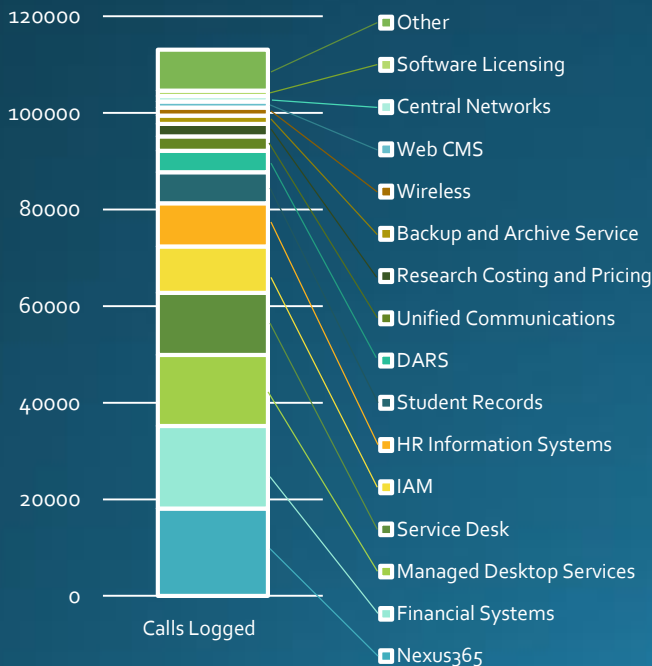
## 63%

of calls on first contact

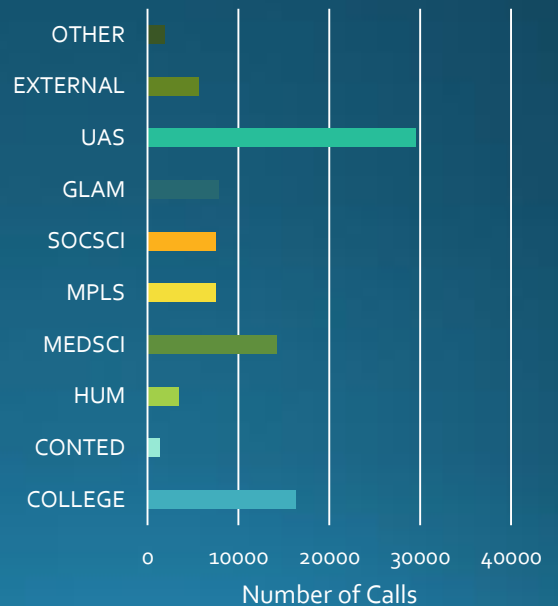
(during your initial phone call, or from your first email to us)

Which services did you call about?

(To report faults or request services)



Who Called?



\*Based on Customer-reported Oxford Service Manager Incidents & Requests 2018-08-01 to 2019-07-31.