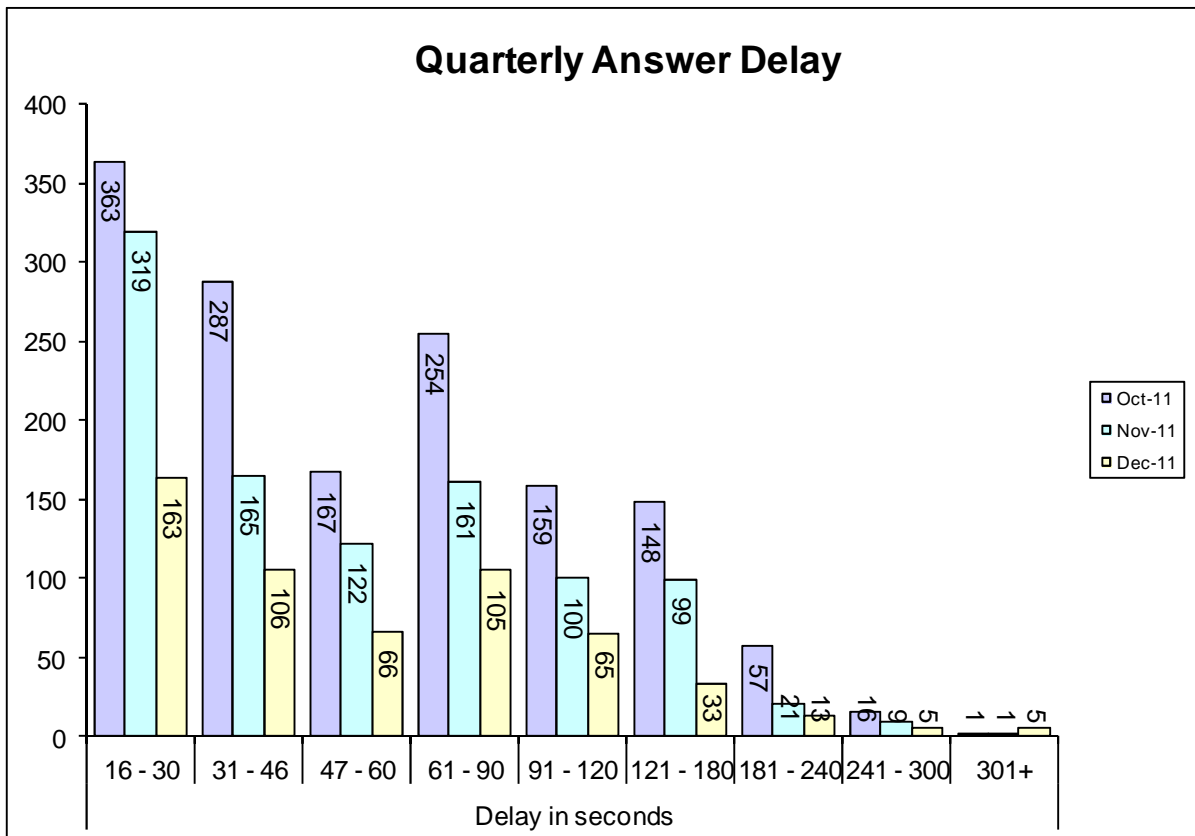
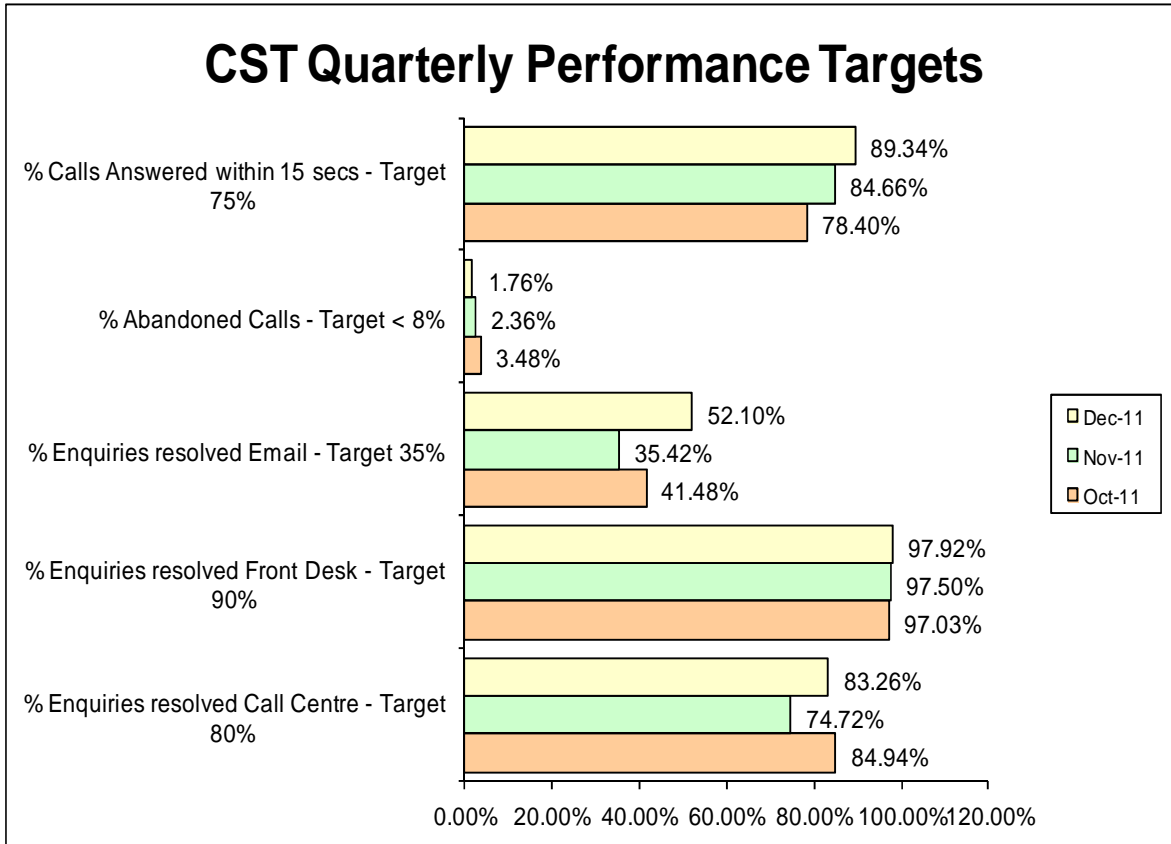
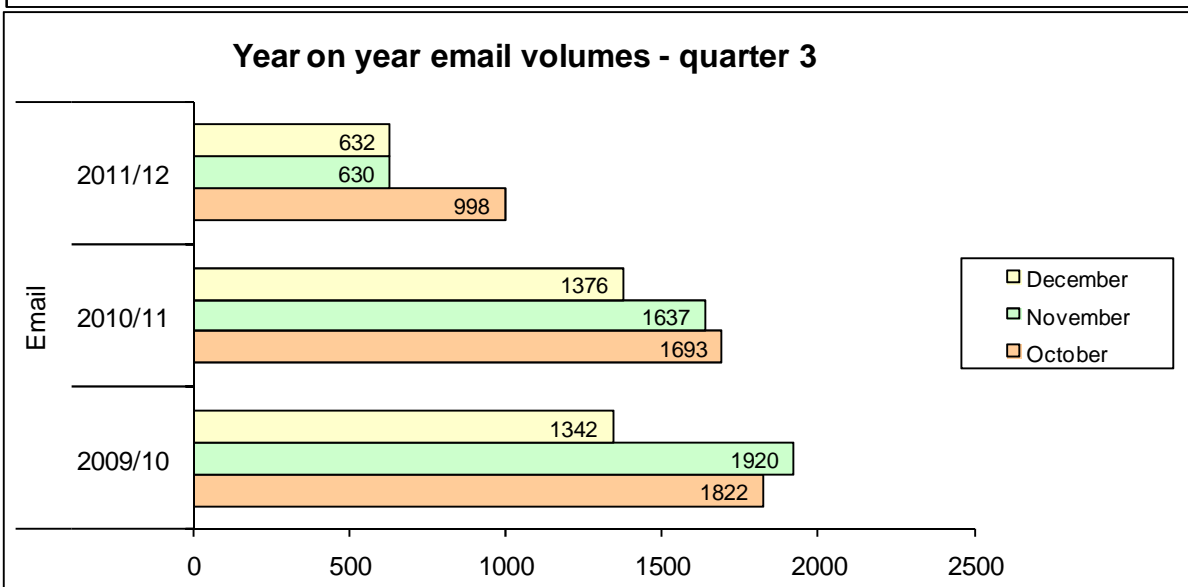
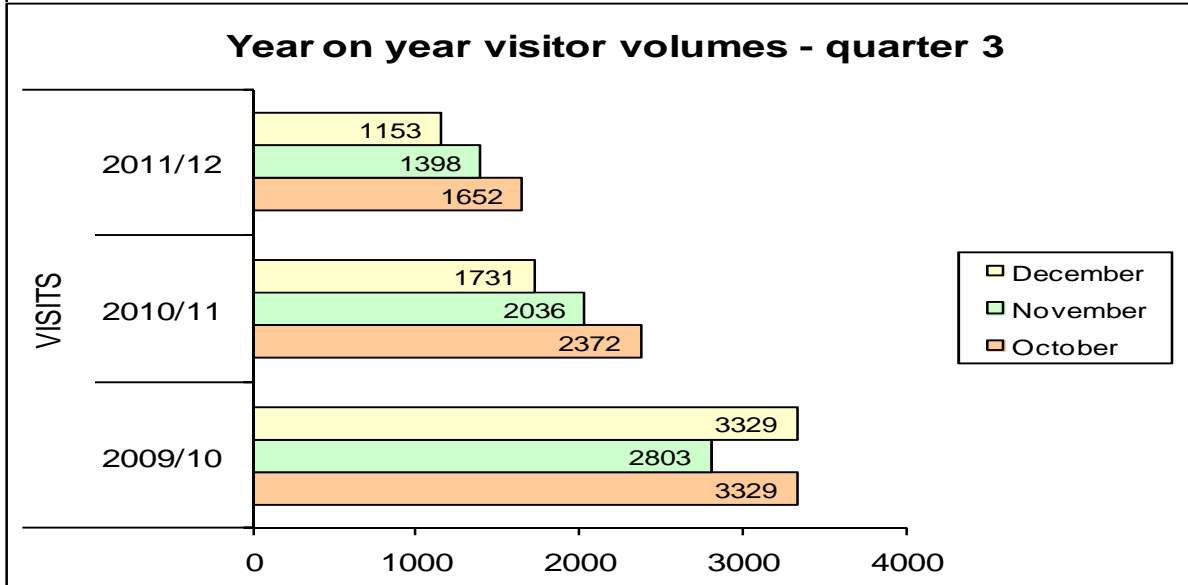
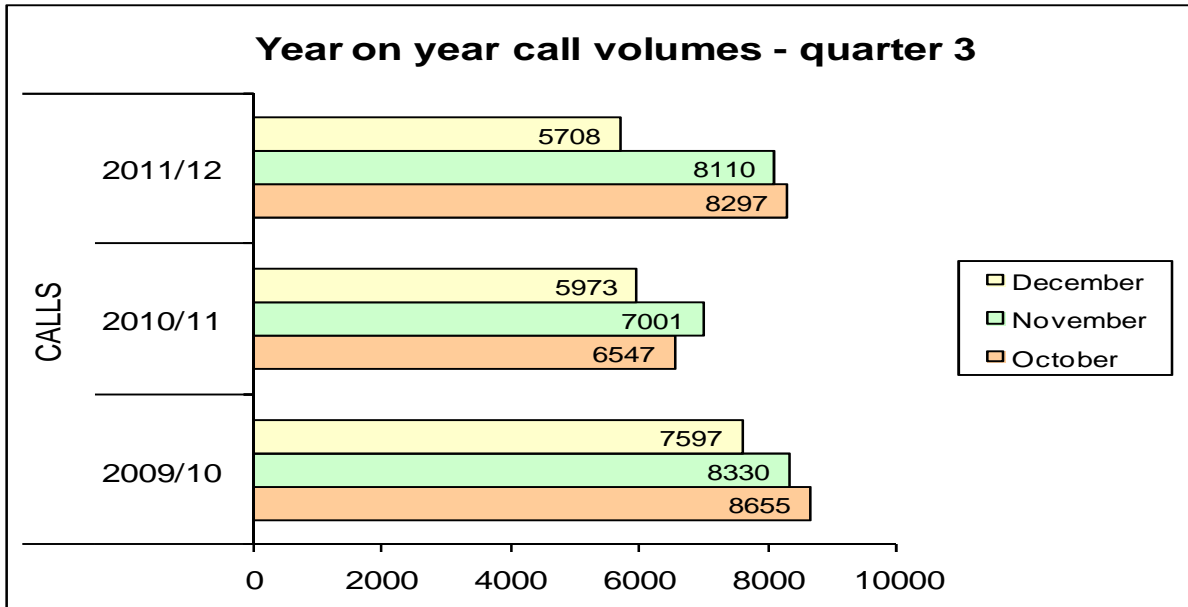


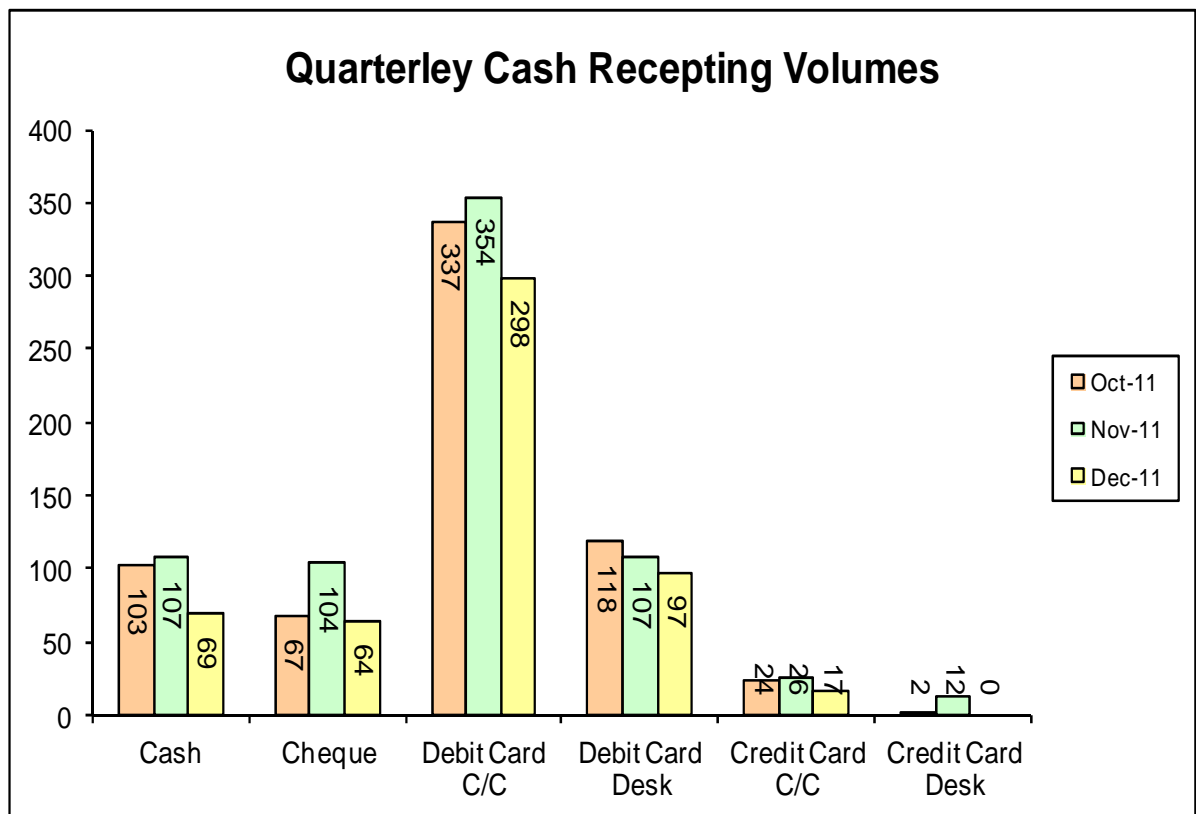
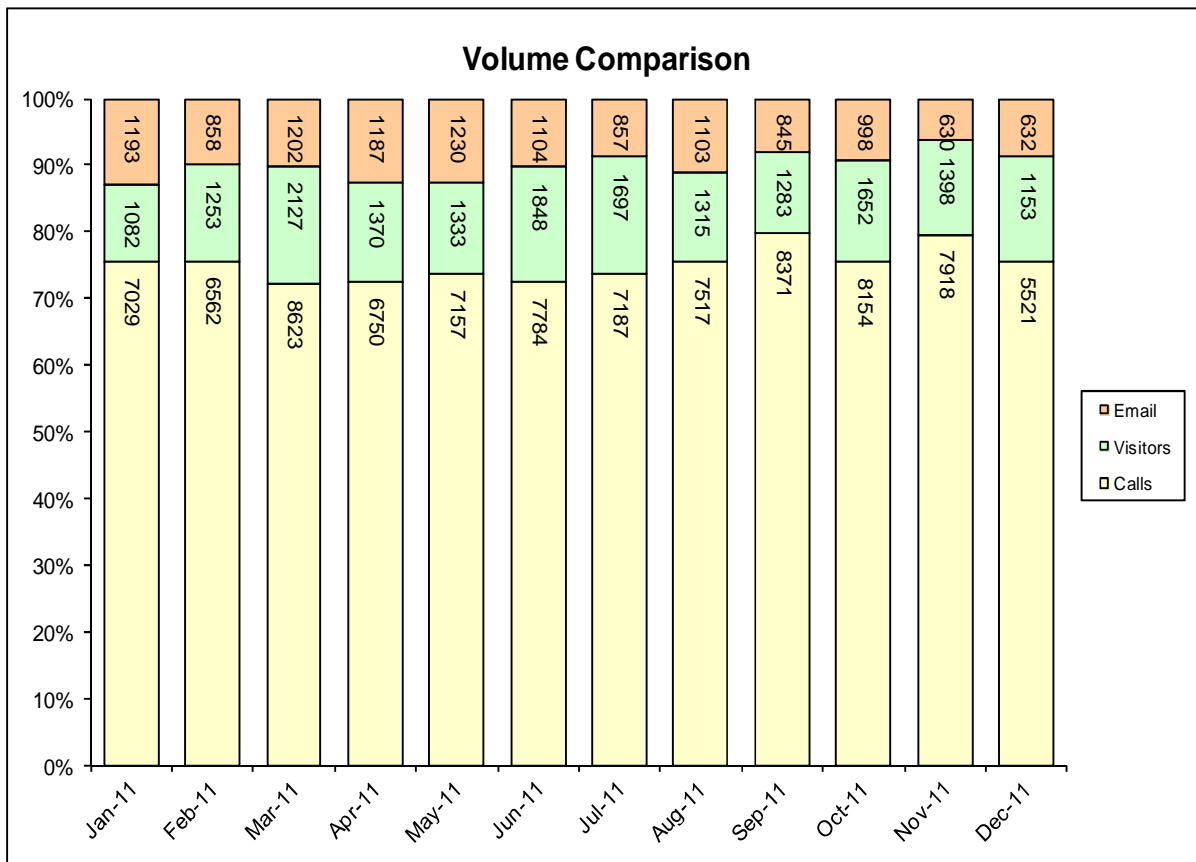
CST Quarter 2 Performance



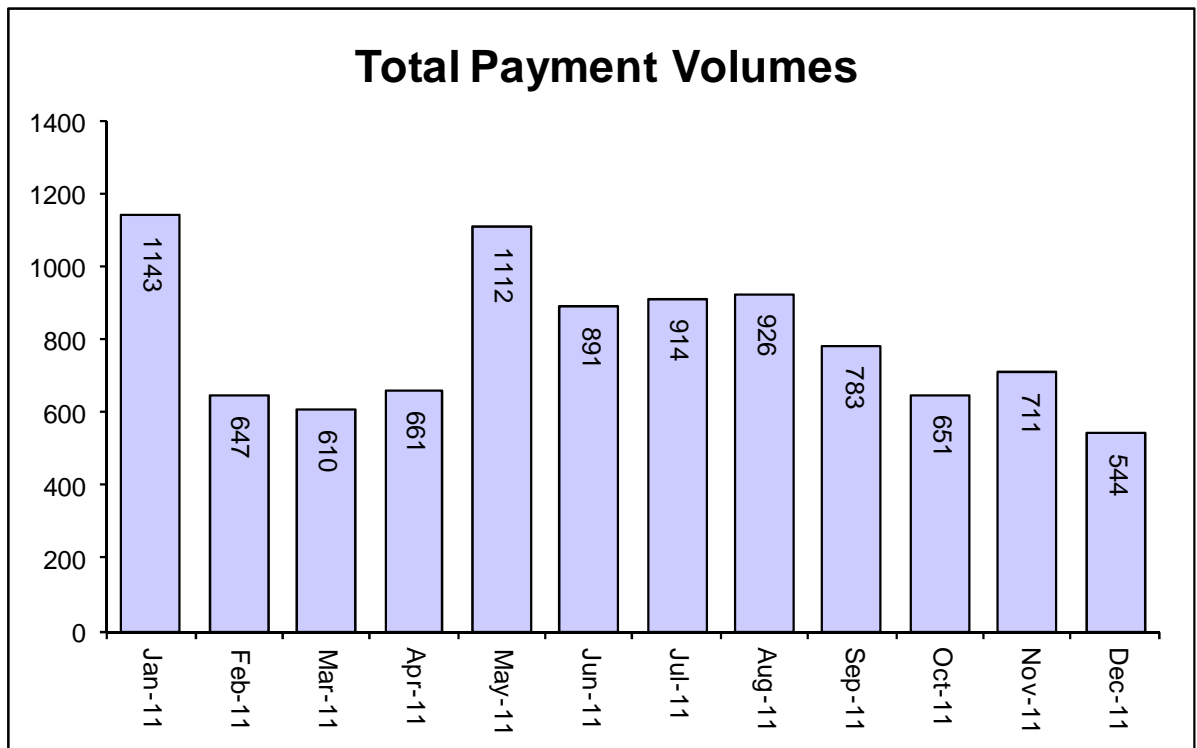
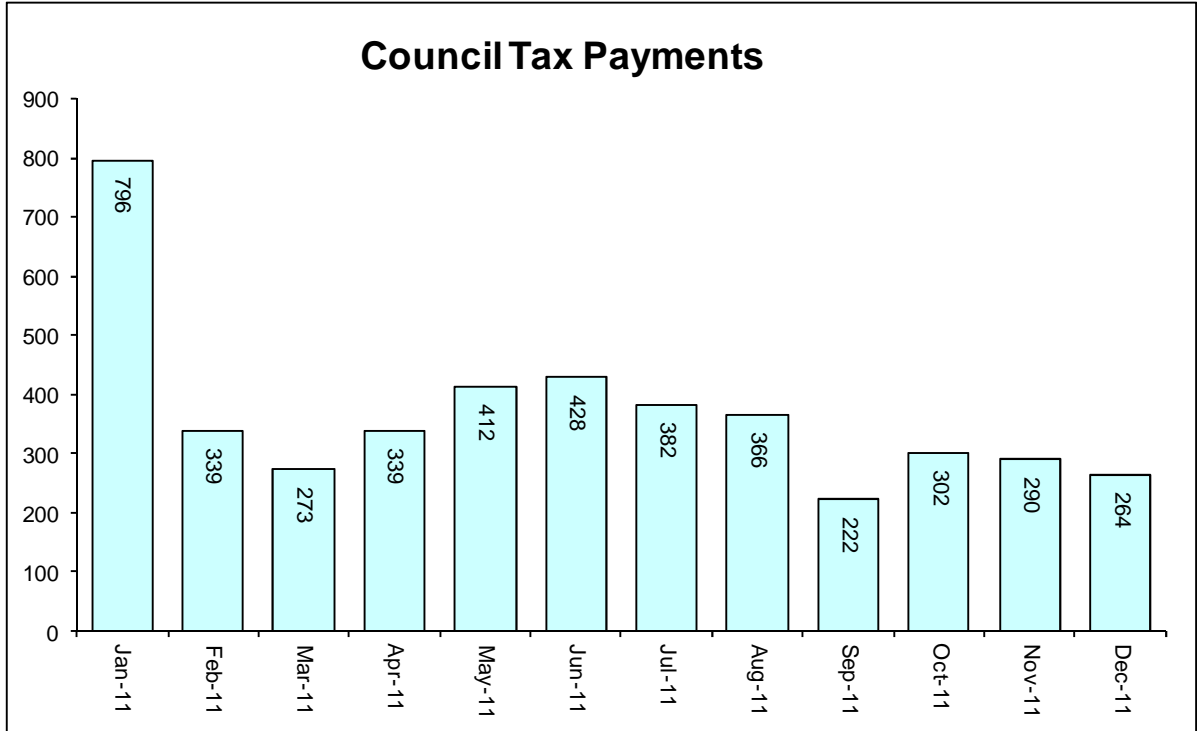
Year on Year















Volumes



Payments



GovMetric Summary

				Overall Rating
Face to Face				
No. Of respondents	473	29	68	<hr/> Good <hr/>
%age of respondents	85%	5%	12%	
				Overall Rating
Telephone				
No. Of respondents	10	1	2	<hr/> Good <hr/>
%age of respondents	77%	8%	15%	
				Overall Rating
Web				
No. Of respondents	33	7	32	<hr/> Average <hr/>
%age of respondents	46%	10%	44%	