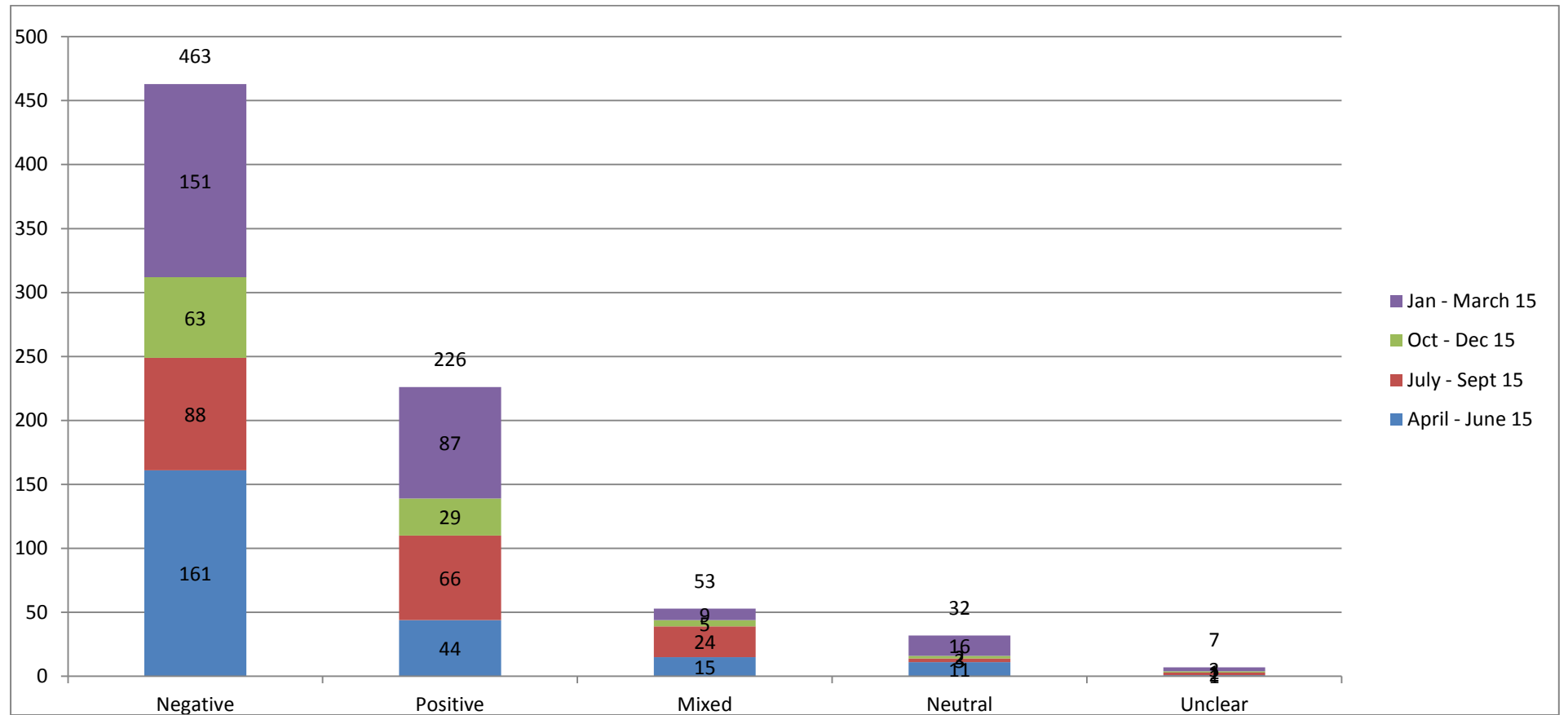


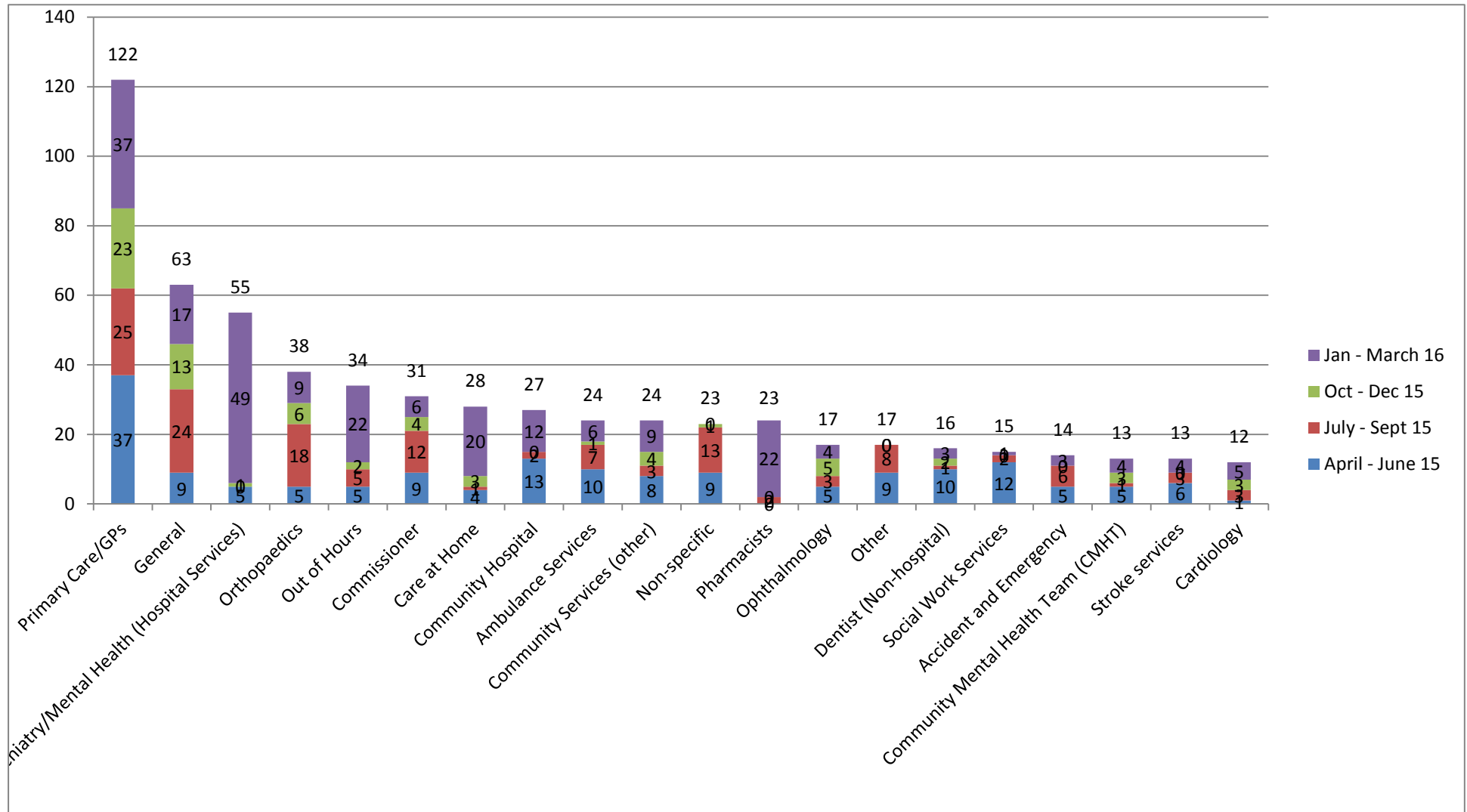
Number of Comments received April 2015 – March 2016

Month	Number of comments	Number of comments 2014/15
April 2015	74	44
May 2015	93	50
June 2015	66	29
July 2015	80	52
August 2015	51	55
September 2015	47	38
October 2015	40	28
November 2015	38	65
December 2015	24	27
January 2016	60	51
February 2016	122	45
March 2016	84	126

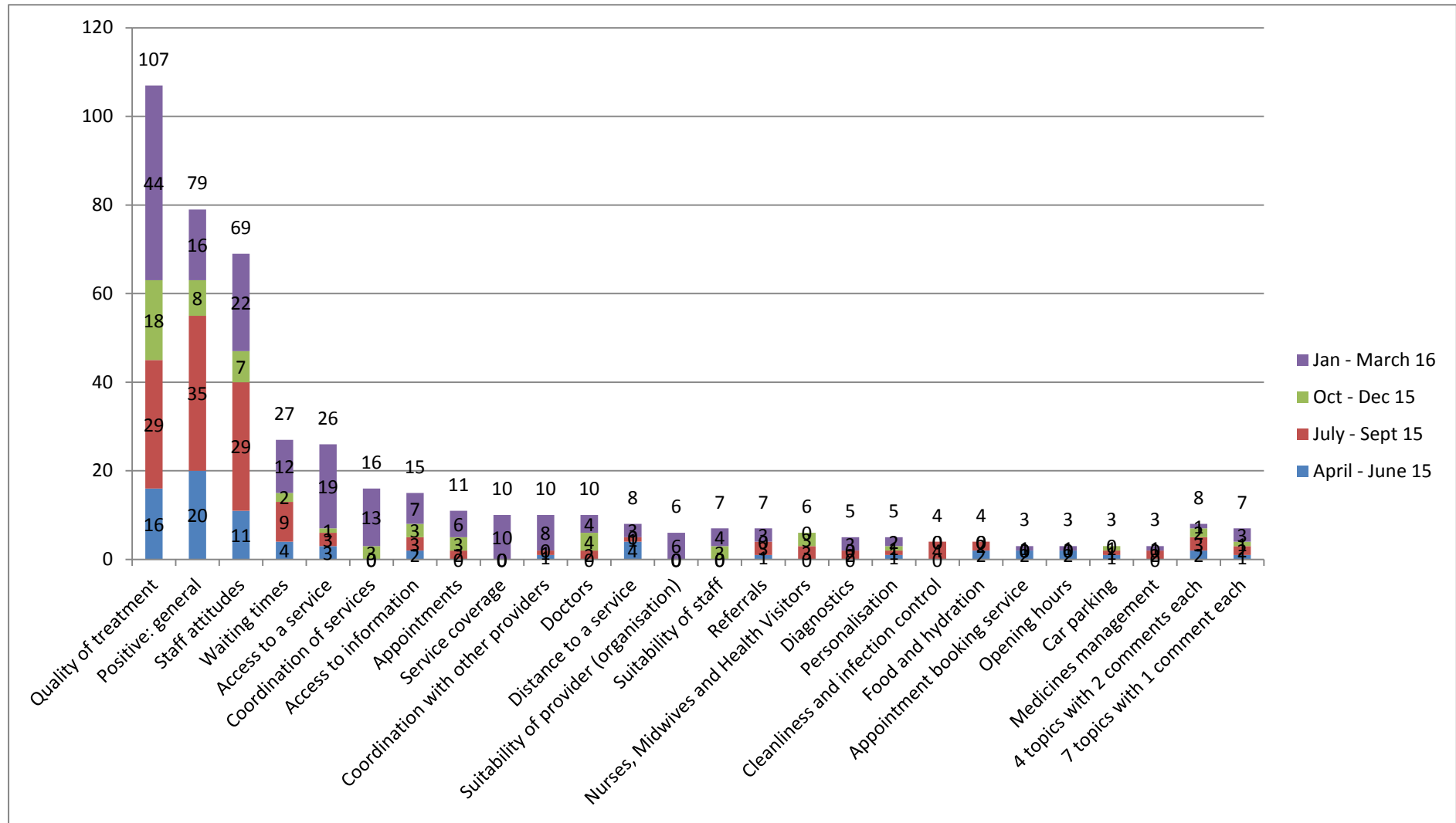
Comments by sentiment



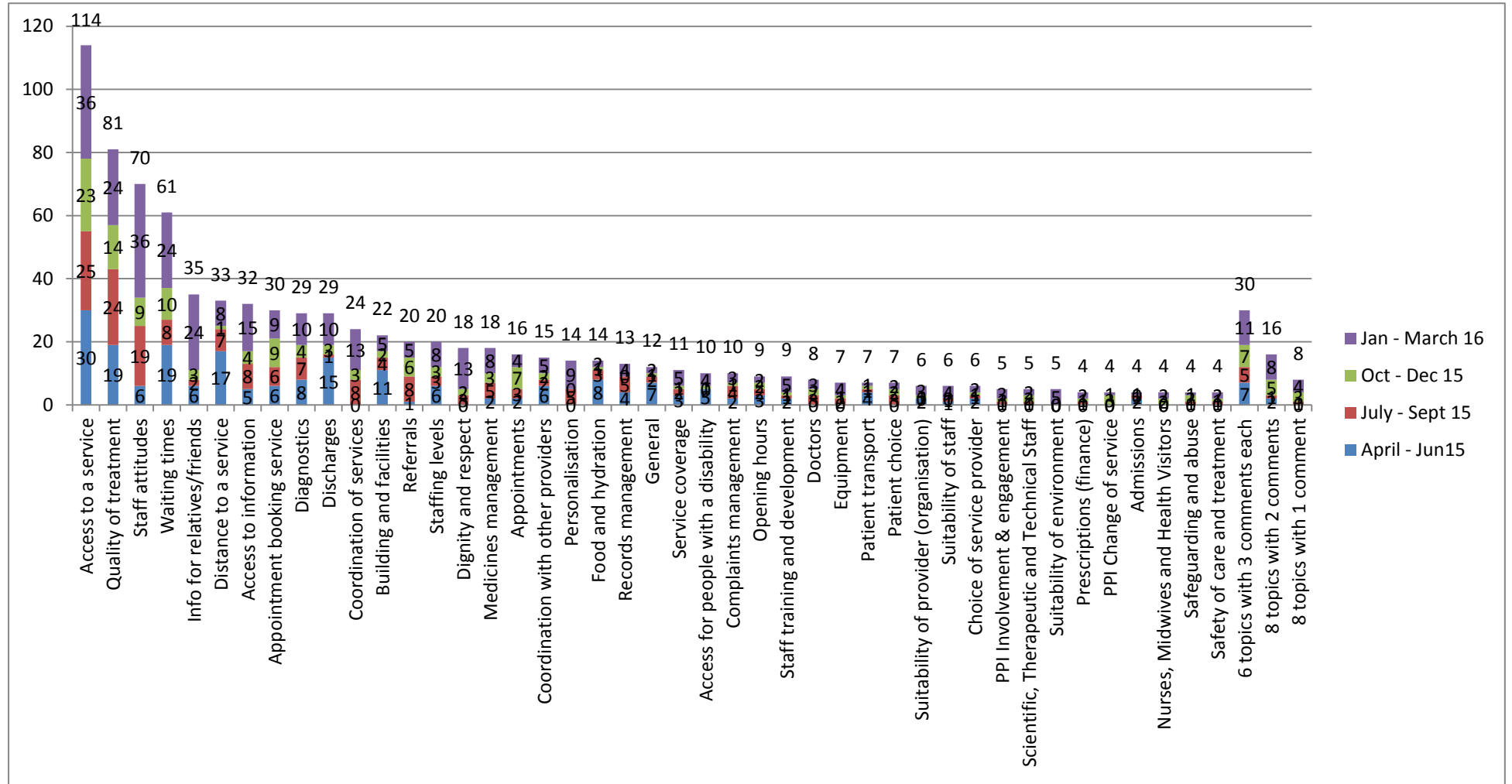
20 most frequently mentioned service types, all sentiments April 2015 – March 20



Positive comments by topic April 2015 – March 2016 (including positive elements of the mixed commen



Negative comments by topic April 15 – March 16 (including negative elements of the mixed comments)



5 most frequently mentioned topics, all sentiments, April 15 to March 16

