



| | counter / face to face | change of circs written notification | change of circs telephone notification | change of circs e-mail notification | e-billing requests |
|-----------|------------------------|--------------------------------------|--|-------------------------------------|--------------------|
| ■ 2005/06 | 3450 | 5614 | 1801 | 494 | 0 |
| ■ 2006/07 | 3387 | 4600 | 4170 | 1157 | 58 |
| □ 2007/08 | 4667 | 5912 | 2477 | 1794 | 237 |
| □ 2008/09 | 4092 | 2887 | 3273 | 3180 | 661 |
| ■ 2009/10 | 2971 | 2368 | 3112 | 3254 | 48 |
| ■ 2010/11 | 2805 | 1979 | 3000 | 3989 | 136 |