| **Table 3a:** Centrelink digital and self-managed transactions and customer registrations by channel - Transactions1 by channel | | |
| --- | --- | --- |
| **Transactions1 by channel** | **2011–12 million** | **2012–13 million** |
| Online services transactions | 50.3 | 60.2 |
| Phone self-service transactions | 5.8 | 5.7 |
| Express Plus mobile apps | NA | 8.6 |
| **Total self-service transactions** | **56.1** | **74.5** |

1. Transaction refers to an entry into a specific customer record, either for the purpose of viewing or updating information. There are differences in view and update transactions, and the benefits derived, between these transaction types.