

Joint Administrators' twenty-second progress report for the period 21 January 2025 to 20 July 2025

Phones 4U Limited

High Court of Justice, Chancery Division, Companies Court, Case no. 6516 of 2014

Phones 4 U Group Limited

High Court of Justice, Chancery Division, Companies Court, Case no. 6507 of 2014

Phones4U Finance Plc

High Court of Justice, Chancery Division, Companies Court, Case no. 6506 of 2014

MobileServ Limited

High Court of Justice, Chancery Division, Companies Court, Case no. 6511 of 2014

Phosphorus Acquisition Limited

High Court of Justice, Chancery Division, Companies Court, Case no. 6508 of 2014

Policy Administration Services Limited

High Court of Justice, Chancery Division, Companies Court, Case no. 6504 of 2014

(all in administration)

19 August 2025

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1. Abbreviations and definitions

The following table shows the abbreviations and insolvency terms that may be used in this report:

Abbreviation or definition	Meaning
“the Administrators”	the Joint Administrators and the Concurrent Administrator together, in respect of Phones 4U Limited
“Concurrent Administrator”	Paul David Copley of Aldan Management Limited, 29 Farm Street, London, W1J 5RL, in respect of Phones 4U Limited
“Aldan”	Aldan Management Limited
the “Appeal”	The appeal of certain aspects of Mr Justice Roth’s decisions by P4U, acting by the Concurrent Administrator, in accordance with the permission to appeal granted by the Court of Appeal on 26 March 2024
“Assurant”	Trading style of Lifestyle Services Group Limited
CDS	Credit Default Swaps - a financial derivative that allows an investor to swap or offset their credit risk with that of another investor
the “CMA”	The Competition and Markets Authority
“Committee”	The informal committee of certain Noteholders formed in October 2014 for the purpose of consulting with the Administrators in relation to various issues arising in the administrations
the “Companies”	Phones 4U Limited, Phones 4 U Group Limited, Phones4U Finance Plc, MobileServ Limited, Phosphorus Acquisition Limited, Policy Administration Services Limited
“the Defendants”	EE, DT, Orange, the Vodafone Defendants and the O2 Defendants
“DT”	Deutsche Telekom AG
“FCA”	Financial Conduct Authority
the “First Judgment”	The judgment in the first trial handed down by Mr Justice Roth on 10 November 2023
the “Group” or “Phones 4u”	The Companies together with 4U Limited, 4U Wi-Fi Limited, Jump 4U Limited, Life Mobile Limited and Phosphorus Holdco Plc (see www.pwc.co.uk/phones4u for details of insolvency procedures affecting these companies)
“Handelsbanken”	Handelsbanken plc
“HMRC”	HM Revenue & Customs
“ICAEW”	Institute of Chartered Accountants in England and Wales
“IA86”	The Insolvency Act 1986
“IR16”	The Insolvency (England and Wales) Rules 2016
“IP”	Intellectual Property

“ISA”	Insolvency Services Account
“Joint Administrators” or “We / Us / Our”	David James Kelly and Robert John Moran in respect of Phones 4U Limited, Phones 4 U Group Limited, Phones4U Finance plc, MobileServ Limited and Phosphorus Acquisition Limited. Douglas Nigel Rackham and David James Kelly in respect of Policy Administration Services Limited
“LGI”	London and General Insurance Company Limited
“Litigation”	Proceedings, including the Appeal, commenced by P4U, acting by the Concurrent Administrator, in December 2018 against certain MNOs (and their affiliates), in respect of its claims of (amongst other things) breaches of competition law and / or contract by such parties leading to the appointment of administrators in September 2014
“Lloyds”	Lloyds Bank Plc
“MNO”	Mobile Network Operator
“Notes”	£430,000,000 9.500% senior secured notes due 2018 issued by Phones4U Finance Plc, listed on the Irish Stock Exchange
“Noteholders”	Holders of the Notes
“O2”	Telefonica UK Limited
“the O2 Defendants”	O2 and the Telefonica Defendants
“Orange”	Orange SA
“P4U”	Phones 4U Limited
“PAS”	Policy Administration Services Limited
“QE”	Quinn Emanuel Urquhart & Sullivan UK LLP
“Prescribed Part”	The amount set aside for unsecured creditors from floating charge funds in accordance with Section 176A IA86 and the Insolvency Act 1986 (Prescribed Part) Order 2003
“Proposals”	The Joint Administrators’ statement of proposals for achieving the purpose of the administrations, dated 6 November 2014
“PwC”	PricewaterhouseCoopers LLP
“RCF”	Revolving credit facility
the “Respondents”	The “Defendants” in the context of the Appeal, with “O2 Respondents”, “Telefonica Respondents” and “Vodafone Respondents” to be construed accordingly
“Telefonica Defendants”	Telefónica, S.A. and Telefonica O2 Holdings Limited
the “Security Trustee”	ING Bank N.V.
SIP 9	Statement of Insolvency Practice 9: Payments to insolvency office holders and their associates

“TCM”	Treasury Cash Management
“VAT”	Value added tax
“the Vodafone Defendants”	Vodafone Limited and Vodafone Group Plc

This report has been prepared by the Administrators of the Companies, solely to comply with the Administrators’ statutory duties to report to creditors under IR16 on the progress of the administrations, and for no other purpose. It is not suitable to be relied upon by any other person, or for any other purpose, or in any other context.

This report has not been prepared in contemplation of it being used, and it is not suitable to be used, to inform any investment decision in relation to the debt of or any financial investment in the Companies.

Any estimated outcomes for creditors included in this report are illustrative only and cannot be relied upon as guidance as to the actual outcome for creditors.

Any persons choosing to rely on this report for any purpose or in any context other than under IR16 do so at their own risk. To the fullest extent permitted by law, the Administrators do not assume any liability in respect of this report to any such person.

Please note you should read this report in conjunction with the Administrators’ previous reports issued to the Companies’ Creditors, which can be found at www.pwc.co.uk/phones4u. Unless stated otherwise, all amounts in this report and appendices are stated net of VAT.

David James Kelly and Robert John Moran (both of PricewaterhouseCoopers LLP) have been appointed as Joint Administrators and Paul David Copley (of Aldan Management Limited) has been appointed as Concurrent Administrator of Phones 4U Limited to manage its affairs, business and property as its agents and act without personal liability. David James Kelly and Robert John Moran have been appointed as Joint Administrators of MobileServ Limited, Phosphorus Acquisition Limited, Phones 4 U Group Limited and Phones 4u Finance Plc to manage their affairs, business and property as agents without personal liability. Douglas Nigel Rackham and David James Kelly have been appointed as Joint Administrators of Policy Administration Services Limited to manage its affairs, business and property as agents without personal liability. All are licensed in the United Kingdom to act as insolvency practitioners by the ICAEW.

The Administrators may act as controllers of personal data as defined by UK data protection law depending upon the specific processing activities undertaken. PricewaterhouseCoopers LLP and/or Aldan Management Limited may act as a processor on the instructions of the Administrators. Personal data will be kept secure and processed only for matters relating to the Administrators’ appointment. Further details are available in the privacy statement on the firms’ websites or by contacting the Administrators.

PricewaterhouseCoopers LLP is a limited liability partnership registered in England with registered number OC303525. The registered office of PricewaterhouseCoopers LLP is 1 Embankment Place, London WC2N 6RH. PricewaterhouseCoopers LLP is authorised and regulated by the Financial Conduct Authority for designated investment business.

2. Introduction and key messages

Why we've sent you this report

As required by insolvency legislation, this is our twenty-second report to creditors providing an update on the progress of the administrations of the Companies (as defined above). This report provides a high-level overview of the key matters in each case and does not attempt to report fully on the detail and extent of our work. The key messages for the various stakeholders are set out below.

We refer you to our Proposals for an explanation of why the Companies were put into administration and how the purpose of each administration is expected to be achieved. Subsequent progress reports explained the progress in each case since our appointment. These reports continue to be available on our website at: www.pwc.co.uk/phones4u and their content is not repeated here unless considered beneficial or necessary for the purpose of this update. We anticipate that our next report will be circulated in approximately six months and is expected to be our final report in respect of the administrations as our focus is now on resolving all outstanding issues before the current administration orders expire in March 2026.

Litigation

As previously reported, in December 2018, P4U, acting by its Concurrent Administrator, commenced proceedings against certain MNOs (and their affiliates), in respect of its claims of (amongst other things) breaches of competition law and / or contract by such parties leading to the appointment of administrators in September 2014. In November 2023, the Judge dismissed all of P4U's claims following the first trial, covering issues of infringement and breach. P4U appealed a number of competition law points and a hearing was held at the Court of Appeal in May 2025. The Court of Appeal handed down its judgment on 11 July 2025, upholding the findings of the High Court, dismissing P4U's claims in full.

Customers of P4U

The website at www.pwc.co.uk/phones4u contains information and contact details for previous and existing customers. If you are a customer (or previous customer), you have received this report because you may be a creditor. This may arise if you are owed cashback or free gifts, such as tablets or watches, or if you had an unfulfilled phone order. The fact that you have received this report does not necessarily mean that you are a creditor and any claims of this nature, if not already submitted, should be made against P4U.

Creditors

Dividends have been paid to the unsecured creditors of P4U, MobileServ and PAS from their statutory ring-fenced Prescribed Part funds. Unclaimed dividends for all cheques that had not been banked after six months have been passed to the Insolvency Service. Any creditors who did not cash their unsecured dividend cheques should therefore contact the Insolvency Service using the contact form on their website:

<https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx>

Employees of P4U

If you are a former employee of P4U, you have received this report because our records show that you may be owed money by P4U in relation to the period prior to our appointment.

We have paid the preferential element of former employees' claims in full. Unclaimed preferential dividends have been passed to the Insolvency Service. Any former employees who did not cash their preferential dividend cheques should therefore contact the Insolvency Service using the contact form on their website:

<https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx>

The balance of any amounts owed to former employees ranked as unsecured claims which were dealt with separately, as stated in the Creditors section. As referred to above, any employees who did not cash their unsecured or preferential dividend cheque should contact the Insolvency Service. Further information is provided in Section 4.

Noteholders

The holders of the £430,000,000 9.500% senior secured notes due 2018 are expected to have the primary economic interest in the progress of the Companies' administrations. We communicate regularly with the Committee, in addition to releasing information more broadly on PwC's dedicated Phones 4U website.

Distributions to Noteholders

In aggregate, £219.3m has been distributed to the Noteholders since the Companies entered administration. No further distributions were made during the period covered by this report and it is unlikely that there will be sufficient realisations to pay the Noteholders in full. Further updates will be provided in our next progress report.

Commercially sensitive matters

In Section 4.1 we explain what we are doing to realise the remaining assets and deal with the liabilities of P4U. We have not included any future expenses in relation to the Litigation workstream, except to the extent that PwC, Aldan and third party costs have been incurred to 20 July 2025.

What you need to do

This report is for your information and you don't need to do anything.

Yours faithfully

For and on behalf of the Companies



David Kelly, Joint Administrator

David James Kelly and Robert John Moran (both of PricewaterhouseCoopers LLP) have been appointed as Joint Administrators and Paul David Copley (of Aldan Management Limited) has been appointed as Concurrent Administrator of Phones 4U Limited to manage its affairs, business and property as its agents and act without personal liability. David James Kelly and Robert John Moran have been appointed as Joint Administrators of MobileServ Limited, Phosphorus Acquisition Limited, Phones 4 U Group Limited and Phones4u Finance Plc to manage their affairs, business and property as agents without personal liability. Douglas Nigel Rackham and David James Kelly have been appointed as Joint Administrators of Policy Administration Services Limited to manage its affairs, business and property as agents without personal liability. All are licensed in the United Kingdom to act as insolvency practitioners by the ICAEW.

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<https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>

3. Summary of the possible outcome for creditors

The table below provides a summary of the estimated outcomes for the various classes of creditors, based on current information and excluding certain costs associated with the recently concluded Litigation (see section 4.1 for further details). Please note this guidance on dividends is only an indication and should not be used as the main basis of any bad debt provision.

	Phones 4U Limited	Phones 4 U Group Limited	Phones4U Finance Plc	MobileServ Limited	Phosphorus Acquisition Limited	Policy Administration Services Limited
	Estimated recovery for secured creditors <i>(creditors with security in respect of their debt, in accordance with Section 248 IA86)</i>					
Estimated total debt:	£19,810,000 RCF £430,000,000 Notes (Note 1)					
Estimated % recovery for secured creditors:	100% for the RCF lenders and uncertain recoveries for the Noteholders, as it depends on the costs of the Appeal associated with the recently concluded Litigation and the final tax affairs of the Companies (on the basis set out in Section 4.1 and in line with the comments in "forecast timing" below).					
Forecast timing:	Further distributions will be made prior to the conclusion of the administrations in March 2026, however the quantum is still unknown as noted above.					
	Final dividend prospects for preferential creditors <i>(for unpaid wages up to £800 and holiday pay only, and unpaid pension contributions in certain circumstances)</i>					
Amount owed to preferential creditors:	£1.7 million	Note 2				
Final % recovery for preferential creditors:	100%	Note 2				
Forecast timing:	Paid	Note 2				

Note 1 - This is the face value of the Notes and excludes any accrued interest

Note 2 - All employees were contracted with P4U. We have paid the preferential element of former employees' claims in full. Unclaimed preferential dividends have been passed to the Insolvency Service. Any former employees who did not cash their preferential dividend cheques should therefore contact the Insolvency Service using the contact form on their website:

<https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx>

	Phones 4U Limited	Phones 4 U Group Limited	Phones4U Finance Plc	MobileServ Limited	Phosphorus Acquisition Limited	Policy Administration Services Limited
	Final dividend prospects for unsecured creditors (creditors who are neither secured nor preferential)					
Amount owed to unsecured creditors: (as per total admitted claims where there has been a dividend, and as per the statement of affairs where there has not)	£173,147,889	£69,220,516	£92,428,369	£804,251,103	£561,308,251	£37,896,401
Prescribed part fund (before costs)	£600k	Nil	Nil	£600k	Nil	£600k
Final % recovery for unsecured creditors:	0.27%	Nil	Nil	0.07%	Nil	1.5%
Forecast timing:	Paid ✓	N/A ✕	N/A✕	Paid ✓	N/A✕	Paid ✓

Unsecured creditors

The only dividends to unsecured creditors have arisen from the ring-fenced funds under the Prescribed Part provisions of the IA86 which have been paid by the companies P4U, MobileServ Limited and PAS. No dividends are expected from any other group companies.

Unclaimed prescribed part dividends in these companies have been passed to the Insolvency Service. Any creditors who did not cash their unsecured dividend cheques should therefore contact the Insolvency Service using the contact form on their website:
<https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx>

Following the conclusion of the Litigation (further details are provided in Section 4.1), there will be no further distributions to unsecured creditors.

4. Progress in the period

In this section we focus on progress in the period covered by this report and only repeat details from our previous reports where necessary or beneficial for the purposes of this update. Therefore, creditors may wish to read this section in conjunction with our previous reports, which continue to be available on our website at www.pwc.co.uk/phones4u

The Administrators have realised the material assets of the Companies in administration. The primary focus of the P4U administration during the period of this report has been the recently concluded Litigation (Section 4.1 below). In addition, the Administrators have continued to conduct the day to day affairs of the Companies. Our progress is also illustrated in the enclosed receipts and payments accounts for each company in Appendix A.

The following is a summary of our work in the period across the administrations:

- Progressed and concluded the Litigation (principally the Concurrent Administrator);
- Explored the sale of IP assets, including various registered trademarks and IP owned by the Companies;
- Progressed the potential recovery of monies held by the Security Trustee and GLAS Trust Corporation Limited;
- Taken bank accounts off interest bearing in preparation for closure so that corporation tax returns can be finalised (for all companies except P4U and PAS);
- Managed funds to include investment in money market deposits and to achieve competitive interest rates; and
- Provided updates to the Committee.

For more detailed background on these issues, please refer to our previous progress reports.

4.1 P4U

Litigation

As previously reported, Paul Copley was appointed as the Concurrent Administrator of P4U in November 2018. Under the High Court order, the scope of the Concurrent Administrator's role is restricted to investigating the facts and circumstances leading up to the administration of P4U in order to consider whether such facts and circumstances involve any wrongful conduct and / or breach of competition law by third parties, such as to give rise to any claims or causes of action by P4U against such third parties and, if relevant, to issue and prosecute such claims on behalf of P4U.

On 18 December 2018, P4U issued proceedings in the English High Court against:

- EE Limited;
- Deutsche Telekom AG;
- Orange SA;
- Vodafone Limited;
- Vodafone Group PLC;
- Telefonica UK Limited;
- Telefonica SA; and
- Telefonica O2 Holdings Limited (formerly Telefonica Europe PLC).

P4U's legal advisers in connection with the Litigation are QE, who have appointed Counsel and other advisers as necessary for supporting P4U's case in the proceedings.

The three claims made by P4U were that:

- Each defendant was party to an agreement and/or decision and/or concerted practice in breach of EU and/or English competition law;
- EE was in breach of its contract with P4U, relying on express and/or implied terms as to good faith; and
- DT and Orange procured and induced EE's breach of contract, and/or committed common law conspiracy.

The Defendants have denied all of the substantive allegations made by P4U throughout.

As previously reported, the Litigation was ordered to be split into two parts, with the first trial (heard between May and July 2022) focused on the issues of infringement and breach, with a second trial (which would take place only if P4U was successful in all or part of its claims in the first trial) to deal with the question of causation and quantum.

In the First Judgment, the Court rejected all of P4U's claims for breach of competition law and the separate claim against EE for breach of contract, despite some criticism of the general approach of many of the Defendants' senior executives towards their own corporate guidance in relation to meetings between competitors.

The Appeal

As previously reported, P4U was granted permission to appeal aspects of the First Judgment on six grounds, including certain points of law and findings of fact. The CMA exercised its right under the Competition Act 1998 to intervene in the Appeal, making oral observations on the final day of the hearing, as well as filing written observations in October 2024.

The Appeal hearing was held over five days in May 2025, and judgment was handed down by the Court of Appeal on 11 July 2025. The Court of Appeal upheld the findings of the High Court in all respects, dismissing P4U's claims on the basis of its overall conclusion that "The judge made no material error of law and, in respect of challenges based on delay or compartmentalisation, [it was] satisfied that the judgment is safe."

Copies of the public documents relating to the Litigation may be found at <https://www.aldanmanagement.com/phones4u>.

Costs and interest payable by P4U

As previously indicated, in Q1 2025 P4U paid a total of £45.8 million to the Defendants to settle their costs of the first trial (and interest thereon), in accordance with the rulings of Mr Justice Roth in December 2023 and January 2024.

The Court of Appeal similarly ordered that P4U should pay the Respondents' costs of the Appeal on the "standard basis", which requires the relevant party to prove that its costs are reasonable in amount, reasonably incurred and proportionate to the matters covered by the case. P4U must also pay interest on the recoverable costs from the dates on which such costs were paid.

On 24 July 2025, the Court of Appeal ordered P4U to make interim payments totalling £2.7 million, representing a portion of each Respondent's reported costs of the Appeal. These payments were funded principally from the cash balance held by P4U (£0.1 million is to be funded from the amount paid into Court in January 2025 as security for O2's costs).

P4U will seek to agree the recoverable cost amounts and settle the outstanding balances. Agreements will be concluded at the earliest opportunity and any payments will be made out of the remaining cash balance held by P4U. If agreements cannot be reached, then detailed assessment in Court will be required.

Next steps

Having consulted with the Committee, the Concurrent Administrator has concluded that it is not in the best interests of P4U's creditors to apply for permission to appeal to the Supreme Court, and the Litigation has therefore now concluded, save for disputes (if any) as to the amounts payable to the Respondents with respect to their costs. Creditors will be updated on this in our next report.

Other assets

P4U has various trademarks and domain names registered, either directly under P4U or other companies within the group. Historically, we have continued to renew the registrations until the Litigation has been concluded, should there be any value in these assets.

In light of the recently concluded Litigation, we have instructed a third party agent to determine whether there is any value and interest in the various trademarks and domain names registered under the Companies. We will update creditors further in our next report.

Receipts and payments

There have been no significant receipts in the period except for £1.9m of bank interest. We have received £3.1m (of which £0.4m was interest) representing the residual amount held in the security account in respect of the first trial, accounting for the £2.7m in the receipts and payments account. In addition to this, we have received bank interest £1.5m in respect of funds held in our bank accounts, bringing total bank interest received in the period to £1.9m as shown on our receipts and payments account.

The main material payments made during the period are related to the Litigation referred to above. We have also paid £428k in Corporation Tax to HMRC. This has been offset in our receipts and payments against a refund we have

received in the period in the sum of £29k, which relates to an overpayment of tax from 2023. More detail is provided below.

Treasury and Cash Management

As you will be aware from previous reports, our TCM team continues to provide support in ensuring that estate funds are invested in order to maximise return on funds, but with appropriate levels of control, risk management and mitigation. The team plays a pivotal role in supporting insolvency appointments by safeguarding and managing cash and financial assets across a diverse portfolio of cases.

Working in close collaboration with Insolvency Practitioners and case teams, the TCM team establishes and oversees robust controls and processes to ensure the efficient, compliant, and secure management of funds. Their involvement provides vital protection to both creditor funds and the appointment taker's licence by actively mitigating risks such as:

- Payment fraud
- Counterparty failure
- Capital loss
- System or operational failure

Liquidity Management and Risk Mitigation

A core function of the TCM team is to maintain and optimise liquidity while safeguarding capital. Investment decisions are governed by the principle of preserving capital first, ensuring funds are placed in secure, well-rated institutions. The team strategically allocates funds across money market deposits and notice accounts with a panel of global banks, guided by:

- A security-first investment strategy
- Active diversification to minimise concentration risk
- Consideration of each case's liquidity profile to ensure funds remain available as required
- Pursuit of return only within the boundaries of the above priorities

Credit risk is monitored daily through market indicators such as Credit Default Swaps and equity price volatility. This provides early warning of potential exposure, enabling swift action to protect case funds.

Transaction Oversight and Compliance

The TCM team also leads transaction processing and oversight, ensuring:

- All payments are securely initiated and authorised through appropriate controls
- Transactions are recorded promptly and accurately
- Reporting is provided to case teams to ensure transparency and audit readiness

This relieves administrative burden on case teams and ensures a compliant, controlled environment across all cash activity.

For the purposes of the current reporting period, we have been able to achieve competitive rates of interest compared to an ordinary client account, averaging 4.47% of interest compared to 1.9%. This has resulted in more than double the amount of interest than would have been accrued if the funds were placed into an ordinary client account.

P4U currently holds c£72.8m of funds and has earned £2.0m in interest (of which £1m relates to interest paid on funds placed on our money market deposits) in the six month period from 21 January 2025 to 20 July 2025.

Tax and VAT

We continue to submit VAT returns on a quarterly basis to HMRC for the P4U VAT group (which consists of all of the Companies with the exception of PAS, which was deregistered for VAT with effect from 1 January 2024).

You may recall from our previous report that we were awaiting repayment from HMRC for the December 2024 VAT return totalling £133,825.46. This was received on 24 March 2025 along with late repayment interest of £362.07.

VAT returns submitted in the period are outlined below, along with the net VAT repayment due:

- 1 January 2025 to 31 March 2025 - net repayment of £44,248.05 received on 17 June 2025, along with late repayment interest of £33.94.

- 1 April 2025 to 30 June 2025 - VAT return for this period was submitted shortly after the period end, with a net repayment due from HMRC of £394,014.19. This has not yet been received.

In light of the conclusion of the Litigation, we will consider disbanding the P4U VAT Group and deregistering the Companies from VAT at the appropriate time.

As mentioned in our previous progress report, P4U was considered to be a “very large” company for Corporation Tax purposes for the year ended 31 December 2024 due to the amount of bank interest that we estimated to receive.

At a high level, a company is considered to be “very large” if annual taxable profit is over £20 million. This threshold is proportionately reduced by the number of associated companies a company has, including itself. There are ten companies associated with the Group for corporation tax purposes. The annual adjusted threshold is therefore £2m, and P4U received more than that in the year ended 31 December 2024.

P4U will also be considered to be a “very large” company for the year ended 31 December 2025. As such, we will be required to pay corporation tax in instalments throughout this period of account. During the period, we made the following quarterly instalments:

- Instalment 1: payment of £215,310.65 made on 10 March 2025
- Instalment 2: payment of £212,688.22 made on 11 June 2025

During the period, we also received a refund of £28,613.50 for overpayment of corporation tax in relation to the year ended 31 December 2023.

Our next corporation tax return will be for the period to 31 December 2025 and we expect this to be our final tax return.

We will continue to comply with our obligations and, in light of the recently concluded Litigation, we will consider the appropriate time to prepare and submit our final Corporation Tax returns. We will provide a further update in our next report.

4.2 PAS

PAS was an FCA authorised insurance intermediary that sold mobile phone insurance to the public on behalf of its underwriter, LGI. On appointment, there were approximately 800,000 policyholders of which approximately 75% had a Phones 4U Care policy and approximately 25% had a Premierplan policy. As described below, PAS’s business activities have now been fully wound down.

Trading and closure

As stated in our previous progress report, PAS was de-authorised by the FCA in August 2023. PAS has had no subsequent trading activity and has focused on executing an orderly wind down of the estate in preparation for closure. No further trading receipts are expected.

Asset Realisations

As outlined above, our TCM team provides support to PAS for the management of cash. Remaining PAS funds continue to be deposited as appropriate in money market funds to ensure maximum returns for creditors.

PAS currently holds c.£26.4m of funds and has earned £0.65m in interest (of which £0.64m relates to interest paid on our money market deposits) in the 6 month period from 21 January 2025 to 20 July 2025. We will be looking to close the estate and pay the surplus funds to the Noteholders.

Tax and VAT

In the period covered by this report PAS has made two quarterly tax instalment payments of corporation tax of £79,512.06 and £68,750.00 on a payment on account basis, relating to the Q4 2024 and Q1 2025 accounting periods respectively. Additional tax payments will be made in respect of the 31 December 2025 accounting year.

PAS was registered for VAT on a standalone basis outside of the wider P4U VAT group, and up to 31 December 2023 submitted VAT returns to HMRC on a quarterly basis. PAS then applied to HMRC to de-register for VAT, which took effect from 1 January 2024.

The Administrators of PAS will submit VAT 426 claims to recover VAT incurred on costs post 1 January 2024 when it is considered to be cost effective to do so. As of the date of reporting, no VAT 426 claims have been submitted as the amounts would be low due to PAS only being able to recover some 15% of VAT incurred.

4.3 Other companies

Aside from receipts of bank interest, there have been no asset realisations in any of the other four companies. As reported earlier, we are considering the sale of various registered trademarks and IP owned by the Companies. There may therefore be future realisations if there is sufficient interest but, other than this, there are no known assets to be realised in any of these four companies.

In light of the conclusion of the Litigation, we are considering the most appropriate strategy to bring these administrations to an end as soon as possible and appropriate to do so. At this stage we would not expect to have to seek an extension of the current administration orders when they expire on 15 March 2026.

Tax and VAT

As mentioned above in section 4.1, these companies form part of the P4U VAT group. We continue to submit quarterly VAT returns to HMRC, and where any of these companies are owed VAT, P4U will transfer it across (as the group representative member) upon receipt of the VAT refunds from HMRC. In light of the conclusion of the Litigation, we will consider disbanding the P4U VAT Group and deregistering the Companies from VAT at the appropriate time.

We also continue to prepare annual Corporation Tax returns to HMRC, the most recent of which relate to the year ended 31 December 2023 and were submitted on 23 December 2024; none of these four companies were required to pay any tax. We will continue to prepare the Corporation Tax returns for the year ended 31 December 2024 which will be due for submission by 31 December 2025.

We will continue to comply with our obligations and, in light of the recently concluded Litigation, we will consider the appropriate time to prepare and submit our final Corporation Tax returns. The bank accounts have been taken off interest bearing in preparation for this. We will provide a further update in our next report.

4.4 Secured creditors

There is, and continues to be, a shortfall to the secured lenders. We consider the Noteholders to have the primary economic interest in realisations made in the administrations of the Companies. Although we remain of the view there will be insufficient funds to repay the Noteholders in full, the estimated outcome for the Noteholders is uncertain as it depends on the future costs associated with the Litigation, the final tax affairs of the Companies and other future costs not associated with the Litigation. Please refer to our previous progress reports for further details.

4.5 Administrators' remuneration

We have drawn fees up to 31 March 2025 in respect of P4U, MobileServ, PAS and Phosphorus Acquisition. We are in the process of preparing our billing for the period 1 April 2025 to 30 June 2025 and expect to draw these after issuing this report.

The Concurrent Administrator has drawn fees on a monthly basis, the most recent of which has been drawn to June 2025. The Concurrent Administrator expects to draw fees to July 2025 shortly after this report has been issued.

Fees for the other companies are drawn on an *ad hoc* basis and only where there are sufficient funds available.

All fees drawn are clearly shown in the respective receipts and payments accounts in Appendix A.

Further information on our remuneration policy, together with all information and analysis required by SIP 9 and insolvency legislation is set out in Appendix C.

Appendix C also includes an estimate of the future time costs we expect to incur as we continue to progress the outstanding matters in the administrations. These matters are set out further below in Section 5 and include statutory, accounting and treasury functions which will continue on each administration until they come to an end. As noted elsewhere in this report, we have not included any expected future costs in relation to the Litigation.

4.6 Creditor's rights

Creditors have the right to ask for more information within 21 days of receiving this report as set out in Rule 18.9 IR16. Any request must be in writing.

Creditors can also challenge fees and expenses within eight weeks of receiving this report as set out in Rule 18.34 IR16. This information can also be found in the guide to fees at:

<https://www.icaew.com/-/media/corporate/files/regulations/insolvency/creditors-guides/2021/administration-creditor-fee-guide-1-april-2021.ashx>

A copy may also be obtained free of charge by telephoning Hannah Wilks on +44(0)113 289 4000.

5. What we still need to do

We provide below an overview of the key matters to be concluded before the administrations can be brought to an end. Please note that we have only included the significant areas of work and therefore this is not an exhaustive list.

Company	What we still need to do
P4U	<ul style="list-style-type: none">• Finalise the adverse cost amounts and any other outstanding balances as they relate to the Litigation;• Liaise with Concurrent Administrator and QE (Joint Administrators & their legal advisers);• Realise value from any residual assets, including various registered trademarks and IP• Seek formal approval for outstanding forensics technology costs from the appropriate fee approver;• Prepare and issue any further interim and final distributions to Noteholders;• Provide updates to the Committee as required;• Continue to manage case funds by investing into money market deposits;• Finalise tax and VAT matters; and• Seek discharge from liability from the Court.
PAS	<ul style="list-style-type: none">• Realise value from any residual assets, including various registered trademarks and IP should there be any registered under PAS• Finalise tax and VAT matters;• Prepare and issue the final distributions to Noteholders; and• Seek discharge from liability from the Court.
MobileServ Limited Phones 4 U Group Limited Phones4u Finance Plc Phosphorus Acquisition Limited	<ul style="list-style-type: none">• Realise value from any residual assets, including various registered trademarks and IP should there be any registered with these companies;• Finalise tax and VAT matters;• Notification to all relevant stakeholders of case closure;• Prepare and issue the final distributions to Noteholders in respect of any surplus cash;• Preparation and filing of final administrations accounts and closure documents; and• Seek discharge from liability from the Court;

6. Other matters

6.1 Ending the administration

The administrations are separate insolvency processes and therefore may end at different times and in different ways depending on the circumstances in each case. Each administration will be brought to an end once its purpose has been achieved, our work has been completed and statutory obligations fulfilled. This will be impacted by the recently concluded Litigation. If agreements in respect of settling outstanding balances cannot be reached, then a detailed assessment in Court will be required.

We anticipate that the administrations of the Companies will be finalised and ended prior to the expiration of the current administration orders in March 2026.

6.2 Discharge from liability

As we were appointed by the Court on an application of the directors of the Companies, we will need to apply to Court to obtain discharge from liability in respect of our actions as Joint Administrators. The Joint Administrators have yet to seek such approval but intend to do so during the next reporting period.

6.3 Next report

We anticipate that we will circulate our next report to creditors in approximately six months' time and this is expected to be our final report to creditors.

6.4 Investigations and actions

Nothing has come to our attention during the period under review to suggest that we need to do any more work in line with our duties under the Company Directors' Disqualification Act 1986 and Statement of Insolvency Practice No.2.

6.5 Our receipts and payments account

We set out in Appendix A an account of our receipts and payments for each of the administrations from 21 January 2025 to 20 July 2025.

6.6 Our expenses

We set out in Appendix B a statement of the expenses we've incurred to the date covered by this report and an estimate of our future expenses. The statement excludes any potential tax liabilities that we may need to pay as an administration expense in due course because amounts due will depend on the position at the end of the tax accounting period. The statement also does not include the outcome of agreements still to be reached regarding the costs to be incurred and/or recovered in respect of the Litigation.

6.7 Our fees

We set out in Appendix C an update on the Joint Administrators' and the Concurrent Administrator's remuneration which covers fees and other related matters in this case.

Appendix A: Receipts and payments

Phones 4u Limited – in administration

From 21 January 2025 to 20 July 2025

See Notes 1 and 2

Directors' statement of affairs	15 September 2014 to 20 January 2025	21 January 2025 to 20 July 2025	Total to 20 July 2025
£	£	£	£
Floating charge			
Receipts			
1,003,700 Accrued income	-	-	-
35,168,467 Amounts related to stock	32,458,267.76	-	32,458,267.76
1,526,401 Book debts	3,037,905.52	-	3,037,905.52
Undisclosed Network commissions	313,113,974.09	-	313,113,974.09
73,581,338 Cash at bank	92,967,951.25	-	92,967,951.25
Contribution to costs from group companies	8,283,588.21	-	8,283,588.21
Contributions to legal fees	1,928,408.51	-	1,928,408.51
Contributions to rent	6,803,928.09	-	6,803,928.09
Contributions to wages	447,000.00	-	447,000.00
Employment Benefit Trust settlement	1,500,000.00	-	1,500,000.00
Insurance refunds	148,542.15	-	148,542.15
156,652 Intercompany debtors	996,971.86	-	996,971.86
Intellectual property rights	100,000.00	-	100,000.00
Interest received gross	10,502,139.16	1,997,173.12	12,499,312.28
2,250,000 Lease premiums	743,400.01	-	743,400.01
Miscellaneous receipts	211,123.33	-	211,123.33
Office equipment	201,702.32	-	201,702.32
46,122 Pre-payments	-	-	-
Rates refunds	1,271,218.70	-	1,271,218.70
Other refunds	216,670.57	-	216,670.57
Sale of business	14,218,577.86	-	14,218,577.86
Software licences	180,100.00	-	180,100.00
5,870,969 Subrogated inter-company claims	-	-	-
250,000 Tangible fixed assets	-	-	-
Third party funds	192,307.12	-	192,307.12
VAT Bad Debt Relief	100,951.68	-	100,951.68
Undisclosed Total receipts	489,624,728.19	1,997,173.12	491,621,901.31
Payments			
Agents' fees	55,873,705.12	-	55,873,705.12
Amounts relating to stock	556,577.00	-	556,577.00
Bank charges	25,052.58	30.00	25,082.58
Cleaning and site clearance	34,590.37	-	34,590.37
Consultancy fees	505,695.10	-	505,695.10
Corporation tax	3,519,576.32	399,287.21	3,918,863.53
Duress payments	1,131,484.96	-	1,131,484.96
Employee expenses	123,017.66	-	123,017.66
Gross wages, salaries and employers NIC	10,927,375.29	-	10,927,375.29
Insurance	407,795.04	-	407,795.04
Investigations - Legal Fees	-	-	-
Investigations - Concurrent Administrator's Fees	-	-	-
Irrecoverable VAT	274,190.95	-	274,190.95
IT costs	2,843,238.20	-	2,843,238.20
Legal fees - Note 7	12,110,004.88	-	12,110,004.88
Lease/hire charges	3,524.80	-	3,524.80
Litigation - Legal Fees	30,850,515.58	1,784,890.40	32,635,405.98
Litigation - Concurrent Administrator's Fees	2,300,836.50	95,805.00	2,396,641.50
Litigation - Adverse costs of first trial	48,554,492.38	(2,706,961.31)	45,847,531.07
Litigation - Adverse costs of appeal	-	89,173.89	89,173.89

Office costs, stationery and postage	14,402.97	-	14,402.97
Office holders' fees (time cost basis) - Note 3	22,932,695.72	151,778.75	23,084,474.47
Office holders' fees - Litigation (time cost basis) - Note 3	550,630.50	-	550,630.50
Office holders' fees (Prescribed Part distribution)	125,000.00	-	125,000.00
Office holders' expenses - Note 4	256,911.60	-	256,911.60
Office holders' expenses (PwC Legal LLP)	477,619.91	-	477,619.91
Oracle Settlement	191,666.67	-	191,666.67
Other payroll deductions	85,565.83	-	85,565.83
Pension schemes	19,871.26	-	19,871.26
Petty cash	300.00	-	300.00
Pre-appointment expenses	30,255.91	-	30,255.91
Property expenses	8,261.76	-	8,261.76
Purchases	17,913.02	-	17,913.02
Rates	97,529.17	-	97,529.17
Rent	6,172,022.11	-	6,172,022.11
Security costs	104,451.14	-	104,451.14
Service charges	308,476.82	-	308,476.82
Statutory advertising	444.46	-	444.46
Storage costs	1,473,954.15	4,511.50	1,478,465.65
Sundry appointment related costs	34,168.42	2,275.98	36,444.40
Transport and carriage	354,899.40	-	354,899.40
Utilities	993,574.86	-	993,574.86
Total payments	204,292,288.41	(179,208.58)	204,113,079.83
Net floating charge realisations	285,332,439.78	2,176,381.70	287,508,821.48
Secured creditors			
RCF - letters of credit called up	15,810,000.00	-	15,810,000.00
RCF - letters of credit uncalled (held by Security Trustee)	-	-	-
Total RCF indebtedness	15,810,000.00	-	15,810,000.00
Senior secured noteholders	191,003,502.30	-	191,003,502.30
Total distributions to Noteholders	191,003,502.30	-	191,003,502.30
Cash-backed indemnities	3,000,000.00	-	3,000,000.00
Recovery of costs and interest	2,289,791.18	-	2,289,791.18
Total secured creditor entitlements	212,103,293.48	-	212,103,293.48
Preferential creditors - Note 5			
Distribution to preferential creditors (100 pence in the £)	1,716,513.98	-	1,716,513.98
Total preferential creditor distribution	1,716,513.98	-	1,716,513.98
Unsecured creditors - Note 6			
Distribution to unsecured creditors (0.27 pence in the £)	475,080.08	-	475,080.08
Total unsecured creditor distribution	475,080.08	-	475,080.08
VAT control account	(155,171.87)	(235,352.52)	(390,524.39)
Balance held in interest bearing current accounts	70,882,380.37	1,941,029.18	72,823,409.55
Represented by			
Barclays Bank Plc			1,623,633.49
Invested in high interest account - Note 8			46,369,375.82
HSBC Bank Plc			10,059,125.38
Handelsbanken			14,771,274.86
Total			72,823,409.55

Notes to the R&P

Note 1 - Please note that the Court ordered the redaction of certain commercially sensitive information from the directors' statement of affairs.

Note 2 - Amounts shown exclude VAT.

Note 3 - As explained further in Appendix C our fees are based on time costs. The receipts and payments account shows the amounts paid in the period and total to date. Office holders' fees incurred in the period largely relate to complying with our statutory obligations as administrators, such as preparing progress reports to creditors, complying with our VAT and Corporation Tax duties, preparing payments to agents and suppliers and managing funds held in money-market accounts.

Note 4 - Included within our office holders' expenses is £46,628 paid in total, in relation to 'Category 2' disbursements in accordance with the policy explained in Appendix B.

Note 5 - On 30 November 2015 we paid a dividend to preferential creditors at the rate of 100 pence in the £.

Note 6 - On 20 March 2019, we paid a dividend to unsecured creditors (by virtue of the Prescribed Part) at the rate of 0.27 pence in the £. During the report, when referring to the value of the Prescribed Part dividend, we have combined the 'Unclaimed dividends paid to the ISA' R&P amount of £16,192.43 with the amount shown in the R&P as the 'Distribution to unsecured creditors (0.27 pence in the £)' of £458,887.65. The total amount distributed was therefore £475,080.08.

Note 7 - Legal fees incurred largely relate to ongoing issues being dealt with by the Joint Administrators separate to the Litigation.

Note 8 - For immediate liquidity requirements, the Company invests in short-term money market deposits:

Deposit Type	£m
Short-term interest-bearing deposits	46.4
Interest-bearing accounts	26.4
Total	72.8

The administrators manage the estate's funds with a cautious outlook and with regard to appropriate policies (designed by treasury specialists) as amended from time to time whilst attending to other relevant considerations.

Phones 4 U Group Limited – in administration

From 21 January 2025 to 20 July 2025

See Note 1

Directors' statement of affairs	15 September 2014 to 20 January 2025	21 January 2025 to 20 July 2025	Total to 20 July 2025
£	£	£	£
Floating charge			
Receipts			
-	-	-	-
- Total receipts	-	-	-
Payments			
-	-	-	-
- Total payments	-	-	-
- Net floating charge realisations	-	-	-
			£
			-
			-

Notes to the R&P

Note 1 - No transactions have been incurred either historically or during the period of this report.

Phones4u Finance Plc – in administration

From 21 January 2025 to 20 July 2025

See Note 1

Directors' statement of affairs	15 September 2014 to 20 January 2025	21 January 2025 to 20 July 2025	Total to 20 July 2025
£	£	£	£
Floating charge			
Receipts			
- Bank interest	218.02	3.67	221.69
4,759 Cash at bank	4,758.97	-	4,758.97
38,807 Intercompany debtors		-	-
43,566 Total receipts	4,976.99	3.67	4,980.66
Payments			
Bank charges	8.60	-	8.60
Legal fees	4,760.57	-	4,760.57
- Total payments	4,769.17	-	4,769.17
43,566 Net floating charge realisations	207.82	3.67	211.49
VAT control account			
43,566 Balance held in interest bearing current account	207.82	3.67	211.49
Represented by			£
Barclays Account (Floating)			211.49
Total			211.49

Notes to the R&P

Note 1 - Amounts shown exclude VAT.

Phosphorus Acquisition Limited – in administration

From 21 January 2025 to 20 July 2025

See Note 1

Directors' statement of affairs £		15 September 2014 to 20 January 2025 £	21 January 2025 to 20 July 2025 £	Total to 20 July 2025 £
	Floating charge			
	Receipts			
69,473	Cash at bank	69,472.80	-	69,472.80
	Bank interest	21,208.76	3,337.08	24,545.84
129,806	Intercompany debtors	285,245.06	-	285,245.06
7,328	Prepayments	-	-	-
206,607	Total receipts	375,926.62	3,337.08	379,263.70
	Payments			
	Bank charges	21.40	-	21.40
	Legal fees	24,220.34	-	24,220.34
	Office holders' fees - Note 2	164,970.60	10,869.50	175,840.10
	Office holders' expenses - Note 3	525.55	-	525.55
	Sundry appointment related costs	425.00	-	425.00
	Total payments	190,162.89	10,869.50	201,032.39
	Net floating charge realisations	185,763.73	(7,532.42)	178,231.31
	VAT control account	(2,662.54)	488.64	(2,173.90)
	Balance held in interest bearing current account	183,101.19	(7,043.78)	176,057.41
	Represented by			£
	Barclays Account (Floating)			176,057.41
	Total			176,057.41

Notes to the R&P

Note 1 - Amounts shown exclude VAT.

Note 2 - As explained further in Appendix C our fees are based on time costs. The receipts and payments account shows the amounts paid in the period and total to date.

Note 3 - Included within our office holders' expenses is £419.36 paid in total, in relation to 'Category 2' disbursements in accordance with the policy explained in Appendix B.

MobileServ Limited – in administration

From 21 January 2025 to 20 July 2025

See Note 3

Directors' statement of affairs	15 September 2014 to 20 July 2025	21 July 2025 to 20 July 2025	Total to 20 July 2025
£	£	£	£
Floating charge			
Receipts			
Cash at bank (overdraft on appointment - (19,630,391) Sterling account)	(15,610,098.07)	-	(15,610,098.07)
Transfer from Phones 4U Limited to cover overdraft	19,630,391.02	-	19,630,391.02
Cash at bank (currency accounts)	-	-	-
Euro account	715,752.19	-	715,752.19
US Dollar account	9,916.80	-	9,916.80
463,684 Employees' loan account	388,045.73	-	388,045.73
427,096 Intercompany debtors	27,573.57	-	27,573.57
Interest received gross	803,665.37	104,451.74	908,117.11
Investments	444,556.23	-	444,556.23
Sundry debts and refunds	435.00	-	435.00
Third party funds	-	-	-
(18,739,611) Total receipts	6,410,237.84	104,451.74	6,514,689.58
Payments			
Bank charges	61,861.60	-	61,861.60
Legal fees	198,589.23	-	198,589.23
Office holders' fees (time cost basis)	382,967.20	13,137.50	396,104.70
Office holders' fees (prescribed part fees)	30,000.00	-	30,000.00
Office holders' expenses	589.72	-	589.72
Corporation tax	4,998.39	-	4,998.39
Sundry appointment related costs	1,557.00	-	1,557.00
Total payments	680,563.14	13,137.50	693,700.64
Net floating charge realisations	5,729,674.70	91,314.24	5,820,988.94
Unsecured creditors			
Distribution to unsecured creditors (0.07 pence in the £)	570,000.00	-	570,000.00
Total unsecured creditor distribution	570,000.00	-	570,000.00
VAT control account	7,861.57	520.07	8,381.64
Balance held in interest bearing current accounts	5,167,536.27	91,834.31	5,259,370.58

Represented by	£
Barclays Account (Floating)	2,638,955.50
Held in HSBC account	2,620,415.08
Total	5,259,370.58

Notes to the R&P

Note 1 - MobileServ Limited had an overdraft of £19.6m and a cash balance of £4.0m, the latter of which was not reflected on the directors' statement of affairs. Debit balances in the account of one of the Companies were set-off or transferred pursuant to the overdraft arrangements in satisfaction of MobileServ's overdraft liabilities, leaving the cash balance of £4.0m in this administration;

Note 2 - MobileServ Limited held foreign currency accounts with balances of €988k and US\$15k which have now been converted to Sterling;

Note 3 - Amounts shown exclude VAT;

Note 4 - Included within our office holders' expenses is £419.36 paid in total, in relation to 'Category 2' disbursements in accordance with the policy explained in Appendix B;

Note 5 - As explained further in Appendix C our fees are based on time costs. The receipts and payments account shows the amounts paid in the period and total to date;

Note 6 - On 14 August 2019 we paid a dividend to unsecured creditors (by virtue of the Prescribed Part) at the rate of 0.07 pence in the £.

Policy Administration Services Limited – in administration

From 21 January 2025 to 20 July 2025

Directors' statement of affairs		16 September 2014 to 20 January 2025	21 January 2025 to 20 July 2025	Total to 20 July 2025
£		£	£	£
Trading statement				
Receipts				
27,000,000	Customer insurance premiums	150,189,964.56	-	150,189,964.56
	Customer refunds and claims paid in cash	(4,169,850.77)	-	(4,169,850.77)
	Dividends received from P4UC	50,338,220.65	-	50,338,220.65
	Interest received gross	3,222,386.02	646,118.50	3,868,504.52
	Sales of irreparable phones	3,592,898.91	-	3,592,898.91
	Sale of office equipment	583.33	-	583.33
	Release of Funds	1,600,000.00	-	1,600,000.00
	Tax/VAT Refund - Outstanding VAT re-payment from HMRC	57,833.82	-	57,833.82
	Liquidation Refunds	13,907.63	-	13,907.63
27,000,000	Total trading receipts	204,845,944.15	646,118.50	205,492,062.65
Payments				
	Agents' fees	32,658,896.40	-	32,658,896.40
	Bank charges	410,510.67	-	410,510.67
	Duress payments	931,978.33	-	931,978.33
	Insurance	76,131,178.60	-	76,131,178.60
	IT costs	579,667.58	52.00	579,719.58
	Legal fees	1,470,677.01	-	1,470,677.01

Office costs	413,132.00	-	413,132.00
Office holders' expenses - Note 4	31,895.16	-	31,895.16
Office holders' fees - Note 5	9,746,162.52	104,946.00	9,851,108.52
Property	18,612.88	-	18,612.88
Stock purchase	25,380,929.98	-	25,380,929.98
Trade creditors	102,640.77	-	102,640.77
Warehouse costs	357,826.00	-	357,826.00
Wages and salaries	832,199.41	-	832,199.41
Release of Funds	1,600,000.00	-	1,600,000.00
Total trading payments	150,666,307.31	104,998.00	150,771,305.31
Trading account surplus	54,179,636.84	541,120.50	54,720,757.34

**Directors'
statement of
affairs**
£

Total to 20 January 2025
£

21 January 2025 to 20 July 2025
£

Total to 20 July 2025
£

Floating charge

Receipts

35,948.00	Accrued income	-	-	-
14,724,121.00	Cash at bank	13,825,702.60	-	13,825,702.60
47,960.00	Prepayments	-	-	-
4,912,977.00	Stock - Note 1	-	-	-
	Trading account balance (see above)	54,179,636.84	541,120.50	54,720,757.34
19,721,006	Total receipts	68,005,339.44	541,120.50	68,546,459.94

Payments

Corporation tax	10,219,717.49	148,262.06	10,367,979.55
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Total payments	10,219,717.49	148,262.06	10,367,979.55
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VAT control account - Note 2	2,924,192.18	20,989.20	2,945,181.38
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Floating charge realisations	54,861,429.77	371,869.24	55,233,299.01
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Secured creditors

Distribution to senior secured Noteholders	28,296,497.70	-	28,296,497.70
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Total secured creditor entitlements	28,296,497.70	-	28,296,497.70
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Unsecured creditors

Distribution to unsecured creditors - Note 3	570,760.00	-	570,760.00
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Total unsecured creditor entitlements	570,760.00	-	570,760.00
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Balance held in interest bearing accounts	25,994,172.07	371,869.24	26,366,041.31
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Represented by

Held at Barclays	92,575.10
Held at Lloyds	-
Held at ANZ - Note 6	26,273,466.21

Notes to the R&P

Note 1 - The trading statement presented in the receipts and payments account is cumulative and reflects the results of trading activity undertaken earlier in the administration. There has been no trading activity in the current reporting period. Any receipts or payments shown in this period (such as interest received or refunds) relate solely to the ongoing management of existing assets or the resolution of historical matters, and are not attributable to new trading. The business activities of PAS have now been fully wound down.

Note 2 - Stock referred to in the directors' statement of affairs was utilised during trading;

Note 3 - The VAT control account shows the net position of the VAT payable and receivable by PAS. PAS historically recovered 15% of the VAT incurred in costs, which we agreed with HMRC to use in the administration. Up until 31 December 2023, we continued to submit VAT returns to HMRC on a quarterly basis, with recoveries being reflected in the VAT control account. Going forward, VAT will continue to be recovered at 15% via VAT 426 submissions.

Note 4 - On 8 November 2019 we paid a dividend to unsecured creditors (by virtue of the prescribed part) at the rate of 1.5 pence in the £;

Note 5 - Included within our office holders' expenses is £3,340.79 paid in total, in relation to 'Category 2' disbursements in accordance with the policy explained in Appendix B;

Note 6 - As explained further in Appendix C our fees are based on time costs. The receipts and payments account shows the amounts paid in the period and total to date.

Note 7 - For immediate liquidity requirements, the Company invests in short-term money market deposits:

Deposit Type	£m
Short-term interest-bearing deposits	26.3
Interest-bearing accounts	0.1
Total	26.4

Note 8 - The movement on the "VAT control account" of £20,989.20 for the period comprises £17,840.82 of irrecoverable VAT and £3,148.38 of recoverable VAT (at 15%).

Appendix B: Expenses

Expenses are amounts properly payable by us as administrators from the estate, but excludes our fees and distributions to creditors.

These include disbursements which are expenses met by and reimbursed to an office holder in connection with an insolvency appointment.

Expenses fall into two categories:

Expense	SIP 9 definition
Category 1	Payments to persons providing the service to which the expense relates who are not an associate of the office holder.
Category 2	Payments to our firm or our associates or which have an element of shared costs (for example, photocopying and mileage disbursements, or costs shared between different insolvent estates).

We don't need approval from creditors to draw Category 1 expenses as these have all been provided by third parties but we do need approval to draw Category 2 expenses. The body of creditors who approve our fees (in this case the secured and preferential creditors (preferential creditors in P4U only)) also has the responsibility for agreeing the policies for payment of Category 2 expenses.

The rate for services provided by the Administrators' own firms (Category 2 expenses) may periodically rise (for example to cover annual inflationary cost increases) over the period of the administration. All other disbursements to be charged at cost.

The following table provides a breakdown of the Category 2 expenses that have been incurred by us as Administrators or our associates, together with details of the Category 1 expenses that have been incurred by PwC and will be recharged to the case.

Phones 4U Limited - in administration

Summary of disbursements incurred to 20 July 2025

Category	Policy	15 September 2014 to 20 January 2025 (£)	21 January 2025 to 20 July 2025 (£)	Total to 20 July 2025 (£)
2	Photocopying - at 10 pence per sheet copied - only charged for circulars to creditors and other bulk copying	20,457.14	-	20,457.14
2	Mileage - at a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc)	30,092.99	-	30,092.99
2	PwC Legal LLP - time costs and disbursements	477,619.91	-	477,619.91
1	All other disbursements reimbursed at cost:			
	External venue costs	35,691.05	-	35,691.05
	Concurrent Administrator disbursements	247.00	-	247.00
	Hotel accommodation	35,143.90	-	35,143.90
	Rail fares	27,482.48	-	27,482.48
	Air fares	45,474.16	-	45,474.16
	Postage	53,974.00	8.75	53,982.75
	Subsistence costs	9,562.09	-	9,562.09
	Taxi fares	7,960.45	-	7,960.45
	Mobile phone usage	1,933.77	-	1,933.77
	Storage	42,514.00	4,559.64	47,073.64
	Other	23,579.92	33.83	23,613.75
	Total	811,732.86	4,602.22	816,335.08

Phones 4 U Group Limited - in Administration
Summary of disbursements incurred to 20 July 2025

Category	Policy	15 September 2014 to 20 January 2025 (£)	21 January 2025 to 20 July 2025 (£)	Total to 20 July 2025 (£)
	2 Photocopying - at 10 pence per sheet copied - only charged for circulars to creditors and other bulk copying	117.56	-	117.56
	2 Mileage - at a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc)	79.73	-	79.73
1	All other disbursements reimbursed at cost	9,974.44	-	9,974.44
	Total	10,171.73	-	10,171.73

Phones 4u Finance Plc - in Administration
Summary of disbursements incurred to 20 July 2025

Category	Policy	15 September 2014 to 20 January 2025 (£)	21 January 2025 to 20 July 2025 (£)	Total to 20 July 2025 (£)
	2 Photocopying - at 10 pence per sheet copied - only charged for circulars to creditors and other bulk copying	13.25	-	13.25
	2 Mileage - at a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc)	85.26	-	85.26
1	All other disbursements reimbursed at cost:			
	Stock exchange listing fees	1,757.90	-	1,757.90
	Other	1,833.10	-	1,833.10
	Total	3,689.51	-	3,689.51

MobileServ Limited - in Administration
Summary of disbursements incurred to 20 July 2025

Category	Policy	15 September 2014 to 20 January 2025 (£)	21 January 2025 to 20 July 2025 (£)	Total to 20 July 2025 (£)
	2 Photocopying - at 10 pence per sheet copied - only charged for circulars to creditors and other bulk copying	168.39	-	168.39
	2 Mileage - at a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc)	7.19	-	7.19
1	All other disbursements reimbursed at cost:			
		604.32	-	604.32
	Total	779.90	-	779.90

Phosphorus Acquisition Limited - in Administration
Summary of disbursements incurred to 20 July 2025

Category	Policy	15 September 2014 to 20 January 2025 (£)	21 January 2025 to 20 July 2025 (£)	Total to 20 July 2025 (£)
	2 Photocopying - at 10 pence per sheet copied - only charged for circulars to creditors and other bulk copying	109.95	-	109.95
	2 Mileage - at a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc)	7.19	-	7.19
	1 All other disbursements reimbursed at cost:	441.39	-	441.39
	Total	558.53	-	558.53

Policy Administration Services Limited - in Administration
Summary of disbursements incurred to 20 July 2025

Category	Policy	16 September 2014 to 20 January 2025 (£)	21 January 2025 to 20 July 2025 (£)	Total to 20 July 2025 (£)
	2 Photocopying - at 10 pence per sheet copied - only charged for circulars to creditors and other bulk copying	235.96	-	235.96
	2 Mileage - at a maximum of 71 pence per mile (up to 2,000cc) or 93 pence per mile (over 2,000cc)	3,118.98	-	3,118.98
	1 All other disbursements reimbursed at cost:			
	Rail fares	12,658.23	-	12,658.23
	External venue costs	90.00	-	90.00
	Hotel accommodation	7,247.69	-	7,247.69
	Subsistence costs	3,577.41	-	3,577.41
	Taxi fares	2,110.13	-	2,110.13
	Car hire charges	1,485.92	-	1,485.92
	Postage	250.33	7.75	258.08
	Air fares	881.79	-	881.79
	Other	2,463.81	11.40	2,475.21
	Total	34,120.25	19.15	34,139.40

The tables below provide details of the expenses incurred in the administrations. The tables also exclude any potential tax liabilities that we may need to pay as an administration expense because amounts becoming due will depend on the position at the end of the tax accounting period.

We have not included any future expenses in relation to the Litigation workstream, except to the extent that PwC, Aldan and third party costs have been incurred to 20 July 2025.

The tables should be read in conjunction with the receipts and payments accounts at Appendix A, which shows expenses actually paid during the period and the total paid to date:

Phones 4u Limited – in administration

From 21 January 2025 to 20 July 2025

	Expenses incurred brought forward from 21 January 2025 (£)	Expenses incurred in this period (£)	Total expenses to 20 July 2025 (£)	Total expenses paid to 20 July 2025 (£)	Expenses outstanding at 20 July 2025 (£)	Estimated future (£)	Anticipated total (£)
Agents' fees	55,873,705.12	-	55,873,705.12	(55,873,705.12)	-	500,000.00	56,373,705.12
Amounts relating to stock	556,577.00	-	556,577.00	(556,577.00)	-	-	556,577.00
Bank charges	25,052.58	30.00	25,082.58	(25,082.58)	-	10,000.00	35,082.58
Cleaning and site clearance	34,590.37	-	34,590.37	(34,590.37)	-	-	34,590.37
Consultancy fees	505,695.10	-	505,695.10	(505,695.10)	-	-	505,695.10
Duress payments	1,131,484.96	-	1,131,484.96	(1,131,484.96)	-	-	1,131,484.96
Employee expenses	123,017.66	-	123,017.66	(123,017.66)	-	-	123,017.66
Gross wages, salaries and employers NIC	10,936,387.90	-	10,936,387.90	(10,936,387.90)	-	-	10,936,387.90
Insurance	407,795.04	-	407,795.04	(407,795.04)	-	-	407,795.04
Irrecoverable VAT	274,190.95	-	274,190.95	(274,190.95)	-	-	274,190.95
IT costs	2,843,238.22	-	2,843,238.22	(2,843,238.20)	-	-	2,843,238.22
Legal fees (P4U)	12,110,004.88	-	12,110,004.88	(12,110,004.88)	-	285,000.00	12,395,004.88
Legal fees (other group entities)	20,126.02	-	20,126.02	(20,126.02)	-	-	20,126.02
Lease/hire charges	3,524.80	-	3,524.80	(3,524.80)	-	-	3,524.80
Litigation - Legal Fees	30,924,295.04	1,934,450.48	32,858,745.52	(32,635,405.98)	223,339.54	-	32,858,745.52
Litigation - Adverse costs of first trial (Note 1)	48,554,492.38	(2,706,961.31)	45,847,531.07	(45,847,531.07)	-	-	45,847,531.07
Litigation - Security for Appeal costs	89,173.89	-	89,173.89	(89,173.89)	-	-	89,173.89
Office holders' expenses	748,913.99	4,602.22	753,516.21	(256,911.60)	496,604.61	20,000.00	773,516.21
Office holders' expenses (PwC Legal LLP)	477,619.91	-	477,619.91	(477,619.91)	-	-	477,619.91
Oracle Settlement (Note 2)	191,666.67	-	191,666.67	(191,666.67)	-	-	191,666.67
Other payroll deductions	85,565.83	-	85,565.83	(85,565.83)	-	-	85,565.83
Pension schemes	19,871.26	-	19,871.26	(19,871.26)	-	-	19,871.26
Petty cash	300.00	-	300.00	(300.00)	-	-	300.00
Pre-appointment expenses	30,255.91	-	30,255.91	(30,255.91)	-	-	30,255.91
Property expenses	8,261.76	-	8,261.76	(8,261.76)	-	-	8,261.76

Purchases	17,913.02	-	17,913.02	(17,913.02)	-	-	17,913.02	
Rates	97,529.17	-	97,529.17	(97,529.17)	-	-	97,529.17	
Rent	6,172,022.11	-	6,172,022.11	(6,172,022.11)	-	-	6,172,022.11	
Security costs	104,451.14	-	104,451.14	(104,451.14)	-	-	104,451.14	
Service charges	308,476.82	-	308,476.82	(308,476.82)	-	-	308,476.82	
Statutory advertising	444.46	-	444.46	(444.46)	-	-	444.46	
Storage costs	1,473,954.15	4,511.50	1,478,465.65	(1,478,465.65)	-	10,000.00	1,488,465.65	
Sundry appointment related costs	35,251.18	2,275.98	37,527.16	(36,444.40)	-	7,579.32	45,106.48	
Transport and carriage	354,899.40	-	354,899.40	(354,899.40)	-	-	354,899.40	
Utilities	993,574.86	-	993,574.86	(993,574.86)	-	-	993,574.86	
Contribution to expenses excluding legal fees from group companies	(7,289,818.05)	-	(7,289,818.05)	8,283,588.21	-	-	(7,289,818.05)	
Total	168,244,505.50	(761,091.13)	167,483,414.37	(165,768,617.28)	-	719,944.15	832,579.32	168,315,993.69

Note 1 - Creditors will note from the January 2025 progress report that the estimated future expenses under 'Litigation - Adverse costs of first trial' was a receipt of £3,087,767.31. Of this, £380,806.00 relates to interest accrued. This has been reclassified accordingly, and the amount incurred in the period is a receipt of £2,706,961.31

Note 2 - The Oracle Settlement that was paid in a previous period had been erroneously excluded from the above table. It has therefore been included in the expenses statement for the period of this report.

Phones 4 U Group Limited – in administration

From 21 January 2025 to 20 July 2025

	Expenses incurred brought forward from 21 January 2025 (£)	Expenses incurred in this period (£)	Total expenses to 20 July 2025 (£)	Estimated future expenses (£)	Anticipated total expenses (£)
Legal fees	6,143.06	-	6,143.06	10,000.00	16,143.06
Office holders' expenses	10,171.73	-	10,171.73	100.00	10,271.73
Total	16,314.79	-	16,314.79	10,100.00	26,414.79

Phones4u Finance Plc – in administration

From 21 January 2025 to 20 July 2025

	Expenses incurred brought forward from 21 January 2025 (£)	Expenses incurred in this period (£)	Total expenses to 20 July 2025 (£)	Estimated future expenses (£)	Anticipated total expenses (£)
Bank charges	8.60	-	8.60	-	8.60
Legal fees	6,202.30	-	6,202.30	10,000.00	16,202.30
Office holders' expenses	3,689.51	-	3,689.51	100.00	3,789.51
Professional fees	79,966.56	-	79,966.56	-	79,966.56
Total	89,866.97	-	89,866.97	10,100.00	99,966.97

MobileServ Limited – in administration

From 21 January 2025 to 20 July 2025

	Expenses incurred brought forward from 21 January 2025 (£)	Expenses incurred in this period (£)	Total expenses to 20 July 2025 (£)	Estimated future expenses (£)	Anticipated total expenses (£)
Bank charges	61,861.60	-	61,861.60	-	61,861.60
Legal fees	198,589.43	-	198,589.43	10,000.00	208,589.43
Office holders' expenses	41,865.90	-	41,865.90	100.00	41,965.90
Sundry appointment related costs	1,557.00	-	1,557.00	-	1,557.00
Total	303,873.93	-	303,873.93	10,100.00	313,973.93

Phosphorus Acquisition Limited – in administration

From 21 January 2025 to 20 July 2025

	Expenses incurred brought forward from 21 January 2025 (£)	Expenses incurred in this period (£)	Total expenses to 20 July 2025 (£)	Estimated future expenses (£)	Anticipated total expenses (£)
Bank charges	21.40	-	21.40	-	21.40
Legal fees	24,220.34	-	24,220.34	10,000.00	34,220.34
Office holders' expenses	558.53	-	558.53	100.00	658.53
Sundry appointment related costs	434.00	-	434.00	-	434.00
Total	25,234.27	-	25,234.27	10,100.00	35,334.27

Policy Administration Services Limited – in administration

From 21 January 2025 to 20 July 2025

	Expenses incurred brought forward from 20 January 25 (£)	Expenses incurred in this period (£)	Total expenses incurred to 20 July 2025 (£)	Estimated future expenses (£)	Estimated total expenses (£)
Agents' fees	32,654,779.39	-	32,654,779.39	-	32,654,779.39
Bank charges	505,046.74	-	505,046.74	-	505,046.74
Duress payments	931,978.33	-	931,978.33	-	931,978.33
Insurance	76,131,178.60	-	76,131,178.60	-	76,131,178.60
IT costs	579,667.58	52.00	579,719.58	52.00	579,771.58
Legal fees	1,470,677.01	-	1,470,677.01	20,000.00	1,490,677.01
Office costs	413,132.00	-	413,132.00	-	413,132.00
Office holders' expenses	33,815.96	19.15	33,835.11	100.00	33,935.11
Property	18,612.88	-	18,612.88	-	18,612.88
Stock purchase	25,380,929.98	-	25,380,929.98	-	25,380,929.98
Trade creditors	102,640.77	-	102,640.77	-	102,640.77
Warehouse costs	357,826.00	-	357,826.00	-	357,826.00
Wages and salaries	832,199.41	-	832,199.41	-	832,199.41
Total	139,412,484.65	71.15	139,412,555.80	20,152.00	139,432,707.80

* Note: the IT costs mainly consist of the annual Data Protection Act Fees.

Appendix C: Remuneration update

Analysis of our time costs

Our fees were approved on a time costs basis by the secured creditors and, in the case of P4U, the secured and preferential creditors. To 31 March 2025, we have drawn total fees of £34,213,158.29 in line with the approval given, as shown on the enclosed receipts and payments accounts. We expect to draw our fees for the period 1 April 2025 to 30 June 2025 shortly after this progress report has been issued.

Please see the below for the split of fees drawn by entity:

- Phones 4u Limited - time cost basis: £23,635,104.97 (of which £550,630.50 relates to Litigation)
- Phones 4u Limited - the cost of distributing the Prescribed Part: £125,000.00
- MobileServ Limited - time cost basis: £396,104.70
- MobileServ Limited - the cost of distributing the Prescribed Part: £30,000.00
- Phosphorus Acquisition Limited: £175,840.10
- Policy Administration Services Limited: £9,851,108.52

The time cost charges incurred in the period covered by this report are shown in the tables below. These amounts do not necessarily reflect how much we will eventually draw as fees for this period.

The following tables provide further detail on the time spent on the various areas of work by the different grades of staff. For each company, we show (separately) the position for the period of this report, together with the cumulative position. The estimated future costs was an illustration in the event the Litigation continued and the Administrators needed to continue to support the Concurrent Administrator. In light of the very recent decision to discontinue the legal proceedings we have estimated that our future costs are based on the current six-monthly costs for the period with a mark-up applied to account for future work not already accounted for. We would expect the time that we would expect to incur over the period between now and the expiration of the current administration orders to be materially lower than the previous estimates.

Phones 4U Limited – in administration

Analysis of PwC time costs for the period from 21 January 2025 to 20 July 2025

Aspect of assignment	Partner	Director	Senior Manager	Manager	Senior Associate	Associate	Support	Total hours	Time cost £	Average hourly rate £
1 Strategy & Planning	-	-	-	4.20	3.60	-	-	7.80	5,238.00	671.54
2 Sale of business	-	-	-	-	-	-	-	-	-	-
3 Book debt realisations	-	-	-	-	-	-	-	-	-	-
4 Property	-	-	-	0.30	-	-	-	0.30	225.00	750.00
5 Other assets	2.50	-	2.20	1.00	-	-	-	5.70	5,451.00	956.32
MNO Receivables	-	-	-	-	-	-	-	-	-	-
Investigations	-	-	-	-	-	-	-	-	-	-
Litigation	-	-	-	-	-	-	-	-	-	-
6 Retention of title	-	-	-	-	-	-	-	-	-	-
7 Trading	-	-	-	-	-	-	-	-	-	-
8 Accounting and treasury	-	-	8.65	35.60	95.85	27.80	-	167.90	105,323.55	627.30
9 Statutory and compliance	0.60	-	5.45	10.45	17.20	4.20	-	37.90	25,111.25	662.57
10 Employees & pensions	-	-	0.35	1.00	0.40	1.10	-	2.85	1,957.00	686.67
11 Creditors	0.40	-	-	5.85	0.30	-	-	6.55	5,092.00	777.40
12 Creditors committee	-	-	-	-	-	-	-	-	-	-
13 Tax	-	-	0.40	23.90	4.00	-	-	28.30	27,023.50	954.89
14 VAT	-	-	-	5.80	0.45	-	-	6.25	5,654.25	904.68
15 Books and records	-	-	-	1.00	-	-	-	1.00	750.00	750.00
16 Closure procedures	1.40	-	-	0.80	-	-	-	2.20	2,162.00	982.73
Total	4.90	-	17.05	89.90	121.80	33.10	-	266.75	183,987.55	689.74

Phones 4U Limited – in administration
Aggregate PwC time cost summary to 20 July 2025

Aspect of assignment	Total hours	Time cost £	Average hourly rate £	Estimated future hours	Estimated future costs £	Estimated total cost £	Average hourly rate £
Strategy & Planning	4,111.88	2,207,544.45	536.87	13.32	6,547.50	2,214,091.95	536.72
Sale of business	944.15	509,277.50	539.40	-	-	509,277.50	539.40
Book debt realisations	378.13	176,798.95	467.56	-	-	176,798.95	467.56
Property	2,743.50	1,152,458.75	420.07	-	-	1,152,458.75	420.07
Other assets	2,598.86	1,215,201.10	467.59	17.93	6,813.75	1,222,014.85	466.99
MNO Receivables	3,663.04	1,739,407.35	474.85	Note 1	Note 1	Note 1	Note 1
Investigations	2,612.53	1,166,030.05	446.32	Note 1	Note 1	Note 1	Note 1
Litigation	1,406.00	731,015.75	519.93	Note 1	Note 1	Note 1	Note 1
Retention of title	1,015.25	424,411.25	418.04	-	-	424,411.25	418.04
Trading	2,210.94	947,561.30	428.58	-	-	947,561.30	428.58
Accounting and treasury	5,010.45	2,107,662.60	420.65	349.23	131,654.44	2,239,317.04	417.81
Statutory and compliance	4,133.04	1,776,990.90	429.95	82.87	31,389.06	1,808,379.96	428.94
Employees & pensions	4,650.49	1,480,365.20	318.32	10.35	2,446.25	1,482,811.45	318.14
Investigations	-	-	-	-	-	-	-
Creditors	7,418.10	3,190,395.90	430.08	17.19	6,365.00	3,196,760.90	429.94
Creditors committee	329.15	170,774.50	518.83	-	-	170,774.50	515.10
Tax	2,892.88	1,606,221.50	555.23	61.31	33,779.38	1,640,000.88	555.14
VAT	4,720.13	3,432,754.60	727.26	9.83	7,067.81	3,439,822.41	727.24
Books and records	993.70	279,257.80	281.03	3.48	937.50	280,195.30	280.99
Closure procedures	10.00	5,209.25	520.93	75.52	35,000.00	40,209.25	470.17
Total	51,842.22	24,319,338.70	469.10	641.03	262,000.69	24,581,339.39	468.37

Time identifiable and attributable to:

MNO Receivables	3,663.04	1,739,407.35	474.85
Litigation	1,406.00	731,015.75	519.93
Investigations	2,612.53	1,166,030.05	446.32
Total	7,681.57	3,636,453.15	473.40

Note 1 Costs relating to the MNO receivables, Investigations and Litigation work streams have been excluded from the forecast

Phones 4U Limited – in administration

Concurrent Administrator time costs for the period 21 January 2025 to 20 July 2025

	Aspect of assignment	Partner	Director	Senior Manager	Manager	Senior Associate	Associate	Support	Total hours	Time cost £	Average hourly rate £
1	Litigation	36.40	81.50	-	-	-	-	-	117.90	117,046.00	992.76
2	Statutory and compliance	1.10	3.80	-	-	-	-	-	4.90	4,765.00	972.45
3	Other assets	-	-	-	-	-	-	-	-	-	-
4	Creditors	6.20	4.60	-	-	-	-	-	10.80	10,940.00	1,012.96
Total		43.70	89.90	-	-	-	-	-	133.60	132,751.00	993.65

Phones 4U Limited – in administration

Concurrent Administrator aggregate time cost summary to 20 July 2025

	Aspect of assignment	Total hours	Time cost £	Average hourly rate £	Estimated future hours	Estimated total cost £	Average hourly rate £
1	Litigation	2,353.90	2,134,638.00	906.85	Note 1	Note 1	906.85
2	Statutory and compliance	110.80	100,583.00	907.79	Note 1	Note 1	907.79
3	Other assets	0.80	742.00	927.50	Note 1	Note 1	927.50
4	Creditors	217.30	202,802.50	933.28	Note 1	Note 1	933.28
Total		2,682.80	2,438,765.50	909.04			909.04

Note 1 Future costs relating to the Litigation work stream has been excluded from the forecast due to the nature of the work carried out by the Concurrent Administrator.

Phones 4 U Group Limited – in administration

Analysis of time costs for the period 21 January 2025 to 20 July 2025

	Aspect of assignment	Partner	Director	Senior Manager	Manager	Senior Associate	Associate	Support	Total hours	Time cost £	Average hourly rate £
1	Strategy & Planning	-	-	-	0.95	0.70	6.50	-	8.15	1,342.50	164.72
2	Sale of business	-	-	-	-	-	-	-	-	-	-
3	Book debt realisations	-	-	-	-	-	-	-	-	-	-
4	Property	-	-	-	-	-	-	-	-	-	-
5	Other assets	-	-	-	-	-	-	-	-	-	-
6	Retention of title	-	-	-	-	-	-	-	-	-	-
7	Trading	-	-	-	-	-	-	-	-	-	-
8	Accounting and treasury	-	-	-	0.10	1.05	0.70	-	1.85	972.75	525.81
9	Statutory and compliance	-	-	0.45	1.60	7.30	0.30	-	9.65	5,932.25	614.74
10	Employees & pensions	-	-	-	-	-	-	-	-	-	-
11	Investigations	-	-	-	-	-	-	-	-	-	-
12	Creditors	-	-	-	0.10	-	-	-	0.10	75.00	750.00
13	Creditors' committee	-	-	-	-	-	-	-	-	-	-
14	Tax	-	-	-	1.25	12.60	0.50	-	14.35	7,931.75	552.74
15	VAT	-	-	-	0.15	-	-	-	0.15	112.50	750.00
16	Books and records	-	-	-	-	-	-	-	-	-	-
17	Closure procedures	-	-	-	0.60	-	-	-	0.60	458.00	763.33
Total		-	-	0.45	4.75	21.65	8.00	-	34.85	16,824.75	482.78

Phones 4 U Group Limited – in administration
Aggregate time cost summary to 20 July 2025

	Aspect of assignment	Total hours	Time cost £	Average hourly rate £	Estimated future hours	Estimated future costs £	Estimated total cost £	Average hourly rate £
1	Strategy & Planning	68.79	40,764.32	593.00	8.45	5,934.50	46,698.82	572.96
2	Sale of business	2.65	1,256.00	473.96	-	-	1,256.00	473.96
3	Book debt realisations	4.70	4,277.00	910.00	-	-	4,277.00	910.00
4	Property	3.00	1,653.50	551.17	-	-	1,653.50	551.17
5	Other assets	6.65	5,728.00	861.35	-	-	5,728.00	861.35
6	Retention of title	-	-	-	-	-	-	-
	Investigations	0.10	91.00	910.00	-	-	91.00	910.00
	MNO Receivables	-	-	-	-	-	-	-
7	Trading	18.95	8,198.75	432.65	-	-	8,198.75	432.65
8	Accounting and treasury	47.80	20,781.80	434.77	4.16	2,713.10	23,494.90	411.52
9	Statutory and compliance	244.51	103,053.65	421.47	19.63	12,415.00	115,468.65	403.94
10	Employees & pensions	1.40	550.00	392.86	-	-	550.00	392.86
12	Creditors	18.35	7,386.70	402.54	-	-	7,386.70	402.54
13	Creditors' committee	0.10	29.00	290.00	-	-	29.00	290.00
14	Tax	95.15	48,328.50	507.92	5.85	4,599.00	52,927.50	482.56
15	VAT	15.40	6,271.10	407.21	5.85	3,809.00	10,080.10	405.86
16	Books and records	3.85	1,472.90	382.57	-	-	1,472.90	382.57
17	Closure procedures	2.90	1,608.50	554.66	10.00	5,000.00	6,608.50	512.29
Total		534.30	251,450.72	470.62	53.94	34,470.60	285,921.32	486.06

Phones 4u Finance Plc – in administration

Analysis of time costs for the period 21 January 2025 to 20 July 2025

Aspect of assignment	Partner	Director	Senior Manager		Senior Associate		Support	Total hours	Time cost £	Average hourly rate £
			Manager	Manager	Associate	Associate				
1 Strategy & Planning	-	-	-	0.45	0.65	-	-	1.10	711.25	646.59
2 Sale of business	-	-	-	-	-	-	-	-	-	-
3 Book debt realisations	-	-	-	-	-	-	-	-	-	-
4 Property	-	-	-	-	-	-	-	-	-	-
5 Other assets	0.60	-	-	-	-	-	-	0.60	666.00	1,110.00
6 Retention of title	-	-	-	-	-	-	-	-	-	-
7 Trading	-	-	-	-	-	-	-	-	-	-
8 Accounting and treasury	-	-	-	0.20	1.40	0.95	-	2.55	1,349.00	529.02
9 Statutory and compliance	0.20	-	0.80	2.15	6.75	0.30	-	10.20	6,544.75	641.64
10 Employees & pensions	-	-	-	-	-	-	-	-	-	-
11 Investigations	-	-	-	-	-	-	-	-	-	-
12 Creditors	-	-	-	0.10	-	-	-	0.10	75.00	750.00
13 Creditors' committee	-	-	-	-	-	-	-	-	-	-
14 Tax	-	-	-	1.25	0.25	-	-	1.50	1,374.75	916.50
15 VAT	-	-	-	0.15	-	-	-	0.15	112.50	750.00
Total	0.90	-	0.80	5.00	9.05	1.25	-	17.00	11,477.25	675.13

Phones 4u Finance Plc – in administration
Aggregate time cost summary to 20 July 2025

	Aspect of assignment	Total hours	Time cost £	Average hourly rate £	Estimated future hours	Estimated future costs £	Estimated total cost £	Average hourly rate £
1	Strategy & Planning	35.15	16,019.25	455.74	8.45	5,934.50	21,953.75	503.53
2	Sale of business	3.40	454.75	133.75	-	-	454.75	133.75
4	Property	0.10	46.00	460.00	-	-	46.00	460.00
5	Other assets	1.25	990.50	792.40	-	-	990.50	792.40
7	Trading	4.85	1,860.25	383.56	-	-	1,860.25	383.56
8	Accounting and treasury	42.60	17,296.40	406.02	4.16	2,713.10	20,009.50	427.92
9	Statutory and compliance	243.42	100,749.60	413.89	19.63	12,415.00	113,164.60	430.20
10	Employees & pensions	10.90	3,105.00	284.86	-	-	3,105.00	284.86
11	Investigations	6.05	1,948.75	322.11	-	-	1,948.75	322.11
12	Creditors	27.85	10,833.90	389.01	-	-	10,833.90	389.01
13	Creditors' committee	0.20	58.00	290.00	-	-	58.00	290.00
14	Tax	22.00	11,257.40	511.70	5.85	4,599.00	15,856.40	569.35
15	VAT	20.65	6,949.10	336.52	5.85	3,809.00	10,758.10	405.97
16	Books and records	0.45	165.50	367.78	-	-	165.50	367.78
17	Closure procedures	0.90	696.50	773.89	10.00	5,000.00	5,696.50	522.61
Total		419.77	172,430.90	410.77	53.94	34,470.60	206,901.50	436.77

MobileServ Limited – in administration

Analysis of time costs for the period 21 January 2025 to 20 July 2025

Aspect of assignment	Partner	Director	Senior Manager	Manager	Senior Associate	Associate	Support	Total hours	Time cost £	Average hourly rate £
1 Strategy & Planning	-	-	-	1.15	0.95	0.20	-	2.30	1,488.75	647.28
2 Sale of business	-	-	-	-	-	-	-	-	-	-
3 Book debt realisations	-	-	-	-	-	-	-	-	-	-
4 Property	-	-	-	-	-	-	-	-	-	-
5 Other assets	-	-	-	-	-	-	-	-	-	-
6 Retention of title	-	-	-	-	-	-	-	-	-	-
7 Trading	-	-	-	-	-	-	-	-	-	-
8 Accounting and treasury	-	-	-	0.60	3.20	3.80	-	7.60	3,772.50	496.38
9 Statutory and compliance	0.40	-	0.75	1.85	7.75	0.30	-	11.05	7,061.00	639.00
10 Employees & pensions	-	-	-	-	-	-	-	-	-	-
11 Investigations	-	-	-	-	-	-	-	-	-	-
12 Creditors	-	-	-	0.10	-	-	-	0.10	75.00	750.00
13 Creditors' committee	-	-	-	-	-	-	-	-	-	-
14 Tax	-	-	-	2.35	6.65	-	-	9.00	5,857.75	650.86
15 VAT	-	-	-	1.70	-	-	-	1.70	1,287.00	757.06
16 Books and records	-	-	-	-	-	-	-	-	-	-
17 Closure procedures	0.10	-	-	0.60	-	-	-	0.70	569.00	812.86
Total	0.50	-	0.75	8.35	18.55	4.30	-	32.45	20,111.00	619.75

MobileServ Limited – in administration
Aggregate time cost summary to 20 July 2025

	Aspect of assignment	Total hours	Time cost £	Average hourly rate £	Estimated future hours	Estimated future costs £	Estimated total cost £	Average hourly rate £
1	Strategy & Planning	169.70	56,267.30	331.57	8.45	5,934.50	62,201.80	349.15
2	Sale of business	0.15	81.00	540.00	-	-	81.00	540.00
3	Book debt realisations	35.30	20,150.50	570.84	-	-	20,150.50	570.84
4	Property	0.10	46.00	460.00	-	-	46.00	460.00
5	Other assets	133.62	75,901.00	568.04	2.00	1,000.00	76,901.00	567.03
	MNO Receivables	0.75	405.00	540.00	-	-	405.00	540.00
	Investigations	6.50	2,155.50	331.62	-	-	2,155.50	331.62
7	Trading	1.60	973.50	608.44	-	-	973.50	608.44
8	Accounting and treasury	145.75	61,066.35	418.98	4.16	2,713.10	63,779.45	425.45
9	Statutory and compliance	272.75	113,110.45	414.70	19.63	12,415.00	125,525.45	429.32
10	Employees & pensions	0.20	59.00	295.00	-	-	59.00	295.00
12	Creditors	65.19	28,487.02	436.98	-	-	28,487.02	436.98
13	Creditors' committee	0.40	116.00	290.00	-	-	116.00	290.00
14	Tax	109.10	56,027.45	513.54	5.85	4,599.00	60,626.45	527.42
15	VAT	10.40	5,497.85	528.64	5.85	3,809.00	9,306.85	572.73
16	Books and records	5.60	2,094.50	374.02	-	-	2,094.50	374.02
17	Closure procedures	0.95	700.25	737.11	10.00	5,000.00	5,700.25	520.57
Total		958.06	423,138.67	441.66	55.94	35,470.60	458,609.27	452.28

Policy Administration Services Limited – in administration

Analysis of time costs for the period 21 January 2025 to 20 July 2025

Aspect of assignment	Partner	Director	Senior Manager	Manager	Senior Associate	Associate	Support	Total hours	Time cost £	Average hourly rate £
Strategy & Planning	-	-	0.40	28.60	11.50	23.25	-	63.75	37,694.00	591.28
Sale of business	-	-	-	-	-	-	-	-	-	-
Book debt realisations	-	-	-	-	-	-	-	-	-	-
Property	-	-	-	-	-	-	-	-	-	-
Other assets	-	-	-	-	-	-	-	-	-	-
Retention of title	-	-	-	-	-	-	-	-	-	-
Trading	-	-	-	-	-	-	-	-	-	-
Accounting and treasury	-	0.80	3.25	23.55	33.15	15.60	-	76.35	48,418.50	634.17
Statutory and compliance	0.20	1.70	0.30	18.85	20.45	26.35	-	67.85	38,649.75	569.64
Employees & pensions	-	-	-	-	-	-	-	-	-	-
Investigations	-	-	-	-	-	-	-	-	-	-
Creditors	-	-	-	0.10	0.10	-	-	0.20	132.50	662.50
Creditors' committee	-	-	-	-	-	-	-	-	-	-
Tax	-	-	0.80	7.60	0.10	-	-	8.50	7,920.00	931.76
VAT	-	0.10	-	0.60	-	-	-	0.70	550.00	785.71
Books and records	-	-	-	-	-	-	-	-	-	-
Closure procedures	0.30	1.10	-	6.15	1.00	10.75	-	19.30	10,925.50	566.09
Total	0.50	3.70	4.75	85.45	66.30	75.95	-	236.65	144,290.25	609.72

Policy Administration Services Limited – in administration
Aggregate time cost summary to 20 July 2025

Aspect of assignment	Total hours	Time cost £	Average hourly rate £	Estimated future hours	Estimated future costs £	Estimated total cost £	Average hourly rate £
Strategy & Planning	1,296	564,602	436	146	63,537	628,138	436
Sale of business	111	51,531	466	-	-	51,531	466
Book debt realisations	20	14,803	748	-	-	14,803	748
Property	14	7,579	551	-	-	7,579	551
Other assets	661	284,956	431	10	4,310	289,266	431
Trading	12,743	6,322,603	496	10	4,962	6,327,565	496
Accounting and treasury	1,806	739,986	410	103	42,039	782,025	410
Statutory and compliance	2,207	973,920	441	130	57,377	1,031,297	441
Employees & pensions	205	87,078	425	-	-	87,078	425
Investigations	9	3,239	352	-	-	3,239	352
Creditors	374	157,992	422	49	20,593	178,585	422
Creditors committee	49	21,725	439	-	-	21,725	439
Tax	797	446,151	560	84	46,969	493,119	560
VAT	238	205,600	864	39	33,359	238,959	864
Books and records	73	28,689	395	-	-	28,689	395
Closure procedures	95	53,778	564	186	105,019	158,797	564
Total	20,697	9,964,231	481	756	378,164	10,342,396	482

Phosphorus Acquisition Limited – in administration

Analysis of time costs for the period 21 January 2025 to 20 July 2025

Aspect of assignment								Total hours	Time cost £	Average hourly rate £
	Partner	Director	Senior Manager	Manager	Senior Associate	Associate	Support			
1 Strategy & Planning	-	-	-	1.25	0.95	-	-	2.20	1,483.75	674.43
2 Sale of business	-	-	-	-	-	-	-	-	-	-
3 Book debt realisations	-	-	-	-	-	-	-	-	-	-
4 Property	-	-	-	-	-	-	-	-	-	-
5 Other assets	-	-	-	-	-	-	-	-	-	-
6 Retention of title	-	-	-	-	-	-	-	-	-	-
7 Trading	-	-	-	-	-	-	-	-	-	-
8 Accounting and treasury	-	-	-	0.50	2.30	2.85	-	5.65	2,855.00	505.31
9 Statutory and compliance	0.20	-	0.75	1.85	7.75	0.90	-	11.45	7,091.00	619.30
10 Employees & pensions	-	-	-	-	-	-	-	-	-	-
11 Investigations	-	-	-	-	-	-	-	-	-	-
12 Creditors	-	-	-	0.10	-	-	-	0.10	75.00	750.00
13 Creditors' committee	-	-	-	-	-	-	-	-	-	-
14 Tax	-	-	-	1.25	0.25	-	-	1.50	1,374.75	916.50
15 VAT	-	-	-	1.70	-	-	-	1.70	1,287.00	757.06
Total	0.30	-	0.75	7.25	11.25	3.75	-	23.30	14,735.50	632.42

Phosphorus Acquisition Limited – in administration
Aggregate time cost summary to 20 July 2025

Aspect of assignment	Total hours	Time cost £	Average hourly rate £	Estimated future hours	Estimated future costs £	Estimated total cost £	Average hourly rate £
1 Strategy & Planning	69.05	27,937.65	404.60	8.45	5,934.50	33,872.15	437.06
2 Sale of business	0.15	81.00	540.00	-	-	81.00	540.00
4 Property	0.10	46.00	460.00	-	-	46.00	460.00
5 Other assets	2.67	1,135.85	425.41	-	-	1,135.85	425.41
7 Trading	5.85	2,171.25	371.15	-	-	2,171.25	371.15
8 Accounting and treasury	55.82	22,641.90	405.62	4.16	2,713.10	25,355.00	422.72
9 Statutory and compliance	246.50	102,717.45	416.70	19.63	12,415.00	115,132.45	432.62
10 Employees & pensions	-	-	-	-	-	-	-
11 Investigations	5.70	1,848.50	324.30	-	-	1,848.50	324.30
12 Creditors	9.40	3,712.40	394.94	-	-	3,712.40	394.94
13 Creditors' committee	0.20	58.00	290.00	-	-	58.00	290.00
14 Tax	30.95	14,706.60	475.17	5.85	4,599.00	19,305.60	524.61
15 VAT	10.00	5,389.00	538.90	5.85	3,809.00	9,198.00	580.32
16 Books and records	0.70	348.00	497.14	-	-	348.00	497.14
17 Closure procedures	1.00	715.50	715.50	10.00	5,000.00	5,715.50	519.59
Total	438.09	183,509.10	418.88	53.94	34,470.60	217,979.70	443.02

Our time charging policy and hourly rates

We and our team charge our time for the work we need to do in the administration. We delegate tasks to suitable grades of staff, taking into account their experience and any specialist knowledge that is needed and we supervise them properly to maximise the cost effectiveness of the work done. Anything complex or important matters of exceptional responsibility are handled by our senior staff or us.

All of our staff who work on the administration (including our cashiers, support and secretarial staff) charge time directly to the case and are included in any analysis of time charged. Each grade of staff has an hourly charge out rate which is reviewed from time to time. Work carried out by our cashiers, support and secretarial staff is charged separately and isn't included in the hourly rates charged by partners or other staff members. Time is charged in six minute units. The minimum time chargeable is three minutes (i.e. 0.05 units). We don't charge general or overhead costs.

We set out below the maximum charge-out rates per hour for the grades of our staff who already or who are likely to work on the administration.

Grade	Up to 30 June 2025 £	From 1 July 2025 £
Partner	1,050	1,110
Managing Director	1,000	1,060
Director (not appointee)	950	980
Insolvency Specialist SM	920	960
Senior Manager	875	900
Manager	750	790
Senior Associate	575	600
Associate	400	420
Support Staff	160	-
Offshore professionals	575	600

We call on colleagues such as those in our Treasury, Tax, VAT, Real Estate and Pensions departments where we need their expert advice. We may also utilise Technology Specialists from the wider Business Restructuring Services team or other parts of our firm. Their specialist charge-out rates vary but the following are the maximum rates by grade per hour.

Grade	Up to 30 June 2025 £	From 1 July 2025 £
Partner	1,965	2,065
Director	1,815	1,910
Senior Manager	1,485	1,560
Manager	1,080	1,135
Senior Associate/Consultant	765	805
Associate/Assistant Consultant	415	440

Support Staff	235	370
Offshore professionals	-	-

In common with many professional firms, our scale rates may rise eg to cover annual inflationary cost increases.

Financial Benefit

As shown on the enclosed receipts and payments accounts, our work to date has generated recoveries (net of costs and excluding cash at bank on appointment) in the region of £237.0m for the benefit of all classes of creditors. The estimated recovery for the Noteholders (who are expected to have the primary economic interest in the progress of the Companies' administrations) is uncertain as it depends on the costs of the Litigation, the final tax affairs of the Companies and other future costs not associated with the Litigation.

We explained in Section 4 of this report the work that is still required before these administrations can be concluded. We expect that this work is in the best interests of creditors.

Our analysis of our time costs referred to above includes time spent dealing with matters required by law or other regulation that do not necessarily or directly benefit the creditors financially. This work includes 'statutory and compliance' but also other work necessary for the orderly management of a company's affairs, such as tax and VAT returns and dealing with books and records.

Business relationships

We have no business or personal relationships with the parties who approve our fees or who provide services to the administration where the relationship could give rise to a conflict of interest.

Details of subcontracted work

We have not used any subcontractors on these cases in the period of this report.

Payments to associates

No payments have been made to associates or any party who could reasonably be perceived as an associate during the period of this report. Relevant parties have been chosen due to their specific area of expertise or technical knowledge and payments to those parties based on standard commercial terms.

Forensics technology costs

Creditors will note from our prior reports that we have incurred technology costs in relation to the Litigation work undertaken by our forensics team which specifically relates to a hosting platform used for storing large archives of electronic data which were required for the purposes of the Litigation.

No forensics technology costs have been incurred during the period of this report, therefore our cumulative totals are still £489,358.55 in P4U and £41,086.00 in MobileServ. We will be seeking approval for these costs at the appropriate time but have included the above for illustrative purposes.

Our previous work

This report, and the tables below, focus on the progress in the period covered by this report. We only repeat details from our previous reports where necessary or beneficial for the purposes of this update in light of the fact that the Administrators have realised the material assets of the Companies in administration and the Litigation has concluded in the period. Therefore, creditors may wish to refer to our previous reports for a comprehensive summary of our previous work.

Our work in the period

Earlier in this section we have included an analysis of the time spent by the various grades of staff. Whilst this is not an exhaustive list, in the following table we provide more detail on the key areas of work.

Work undertaken	Why the work was necessary	What, if any, financial benefit the work provided to creditors OR whether it was required by statute
Accounting and treasury		
<ul style="list-style-type: none"> Dealing with general accounting and treasury functions, including payments, receipts and journal postings; Monitoring and controlling the movement of funds, mitigating risk and maximising the interest made on investments; Performing regular bank reconciliations for all bank accounts; and Actively managing cash holdings, including regular money market investments to increase returns whilst ensuring credit risk is appropriately managed. 	<ul style="list-style-type: none"> This work was necessary for preparing and authorising receipt and payment vouchers and carrying out bank reconciliations. To generate a return on funds held in a secure manner. 	<ul style="list-style-type: none"> Ensured funds are managed securely and that such funds are generating returns. Complying with statutory and regulatory duties regarding the holding and accounting for funds.
Litigation (Phones 4u Limited only)		
<p><i>Concurrent Administrator</i></p> <ul style="list-style-type: none"> Oversight of Litigation including liaising with QE and Counsel regarding strategy, project management and inter-partes correspondence, principally relating to the Respondents' supplementary appeal skeletons, consideration of the Appeal judgment and consequential submissions; Analysis of information received from the Respondents regarding their costs of the Appeal; Preparation for and attendance at the Appeal hearings, including instruction of Counsel and QE; Review of the Appeal Judgment; and Reporting to the Committee on matters relating to the Litigation. <p><i>Joint Administrators</i></p> <ul style="list-style-type: none"> Management of the significant cash reserves to fund Litigation and settlement of the legal and associated costs incurred by the Concurrent Administrator. 	<ul style="list-style-type: none"> Due to the material and commercially sensitive nature of these investigations, it is not appropriate to disclose any further information. 	<ul style="list-style-type: none"> Potential additional recoveries and response to requests mandated by the Court.
Other assets		
<ul style="list-style-type: none"> Liaising with the Concurrent Administrator and dealing with receipts against the residual amount of the security account. 	<ul style="list-style-type: none"> This work relates to the recovery of monies due to the case as ordered by the 	<ul style="list-style-type: none"> Increased recoveries in the case for the potential benefit of the Noteholders and requested by the Court

Court		
Creditors & Committee		
<ul style="list-style-type: none"> Planning and preparation of financial and operational information for creditors; Preparing for and following up on Noteholder meetings (<i>P4U only</i>); and Maintaining information on our dedicated website. 	<ul style="list-style-type: none"> This work was necessary to ensure creditors remained informed of the progress of the administrations as far as was reasonably required . 	<ul style="list-style-type: none"> Provides information necessary to creditors (who have an economic interest in the outcome of the administrations), both collectively and individually. Enabled the distribution of the prescribed part dividends.
Statutory and compliance		
<ul style="list-style-type: none"> Planning and preparing for our twenty-first progress report to creditors; Planning for statutory deadlines and collation of requisite information; Maintaining cash records and filings; Dealing with inbound post and other correspondence; and Completing case management tasks on the case database. 	<ul style="list-style-type: none"> This work was necessary to satisfy statutory and regulatory responsibilities. 	<ul style="list-style-type: none"> Statutory and regulatory responsibilities.
Strategy and Planning		
<ul style="list-style-type: none"> Oversight of case progression and strategic decisions by appointment takers and other project management; Budgeting and cost analysis; Liaising with key stakeholder groups; Preparing various forecasts, including but not limited to; cash flows and outcome statements; and Liaison with legal and other advisors regarding ongoing matters in the administrations. 	<ul style="list-style-type: none"> This work was necessary for planning and project managing the many different workstreams and to ensure orderly management and progression of the administrations 	<ul style="list-style-type: none"> Assisted in the efficient, structured and timely management of the administrations, leading to a faster completion and return to creditors.
Employees and Pensions		
<ul style="list-style-type: none"> Dealing with the pension position and confirmations Addressing employee queries 	<ul style="list-style-type: none"> Work is required for the proper management of the case 	<ul style="list-style-type: none"> Statutory and regulatory responsibilities.
Tax		
<ul style="list-style-type: none"> Making quarterly payments of the tax due for the FY24 and FY25 Corporation Tax returns; and Ad hoc tax compliance matters e.g. liaising with HMRC on general issues. 	<ul style="list-style-type: none"> This work was necessary to comply with our legal obligation to submit tax returns and ensure correct treatment of tax matters in the administrations 	<ul style="list-style-type: none"> Statutory and regulatory responsibilities.
VAT		

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| <ul style="list-style-type: none"> • Preparing and submitting quarterly VAT returns to HMRC, the latest of which being for the quarters ending 31 March 2025 and 30 June 2025; • Making VAT payments to other members of the VAT group (<i>P4U only</i>) • Regular detailed reconciliations of transactions for VAT purposes; and • Liaising with HMRC, specifically with regard to VAT refunds that are owed but have not yet been paid. | <ul style="list-style-type: none"> • This work was necessary to comply with our legal obligation to submit tax returns, to reach certainty on the post-administrations tax position. | <ul style="list-style-type: none"> • Statutory and regulatory responsibilities. |
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Books and records

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| <ul style="list-style-type: none"> • Liaising with third party storage providers in relation to the Companies' books and records that we have a legal obligation to maintain. | <ul style="list-style-type: none"> • This work was necessary to ensure the proper stewardship of company books and records. | <ul style="list-style-type: none"> • Statutory and regulatory responsibilities. |
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Closure

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| <ul style="list-style-type: none"> • Preparing an initial strategy for the closure of the administrations including a review of the intercompany structure and creditor outcomes • Dealing with the cash position and tax planning of the administrations in preparation for closure | <ul style="list-style-type: none"> • This work was necessary to ensure that the companies' affairs are wound down in an orderly manner. | <ul style="list-style-type: none"> • Statutory and regulatory responsibilities. |
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Our future work

We still need to do the following work to achieve the purpose of administrations.

Work to be undertaken	Estimated cost to 31 March 2026 (£m)	What, if any, financial benefit the work provided to creditors OR whether it was required by statute
Strategy and Planning		
<ul style="list-style-type: none"> Ongoing preparation of estimated outcome statements, budgets, forecasts and other financial reporting tools; In depth consideration of strategic approach in dealing with complex and interrelated work streams; Strategy meetings, decisions and project management by the appointment takers; Progressing ongoing matters within the administrations; Preparation of closure plan and timetable; Internal case closure meetings and documentation; and Liaising with Creditors regarding closure process and final outcomes 	<ul style="list-style-type: none"> 0.09 	<ul style="list-style-type: none"> Assist in the timely, structured and efficient completion of the administrations and return to creditors.
Assets (including Litigation and other assets)*		
<ul style="list-style-type: none"> Liaising with QE, Counsel and other advisors regarding the Litigation; Recovery of monies held by the Security Trustee and GLAS Trust Corporation Limited; and Realisation of any remaining assets, including sale of any residual assets remaining in the administrations 	<ul style="list-style-type: none"> 0.01 	<ul style="list-style-type: none"> Potential additional recoveries and response to requests mandated by the Court.
Accounting and treasury		
<ul style="list-style-type: none"> Arranging payment of expenses of the administrations when they fall due; Dealing with receipts and journals to maintain accurate accounting records; Actively monitoring and day to day dealing with returns from funds invested on the money markets; Carrying out periodic bank reconciliations including final reconciliation of all bank accounts; Corresponding with the bank regarding specific transfers; Active management of cash holdings, including placing regular money market investments to increase returns; Take funds off Money Market Deposits (MMDs) in preparation for future interim and final distributions; withdraw mandates, close down IT2 and let the banks know it is closed; Removal of accounts from interest bearing; and Closure of bank accounts 	<ul style="list-style-type: none"> 0.18 	<ul style="list-style-type: none"> Ensure proper stewardship of the funds held. Management of the funds will generate greater recoveries for creditors.

Statutory and compliance		
<ul style="list-style-type: none"> • Drafting and circulating final report to unsecured creditors; • Ongoing compliance with regulatory requirements; • Maintaining case files; • Dealing with inbound correspondence and queries; • Filing of notice of move to dissolution; and • Applying to Court from discharge of liability 	• 0.14	• Statutory and regulatory requirements.
Creditors and Committee		
<ul style="list-style-type: none"> • Arranging, preparing for and attending meetings of the Committee; • Respond to creditor queries; • Declare and pay future interim and final distributions to secured creditors; • Final communication with creditors and creditors' committee regarding closure; and • Dissolution of creditors' committee and formal notification of closure 	• 0.03	• Direct benefit to creditors through payment of distributions and provision of information.
Tax		
<ul style="list-style-type: none"> • Drafting and submission of corporation tax returns; • Making payment to HMRC where applicable for corporation tax; • Ongoing liaison with HMRC; • Finalise tax matters and inform HMRC of closure of the administrations; and • Agreement of tax position with HMRC and settlement of any outstanding liabilities 	• 0.10	• Statutory and regulatory requirements and enables reaching certainty on the post-administrations tax position.
VAT Liabilities		
<ul style="list-style-type: none"> • Ongoing drafting and submission of quarterly VAT returns; • Reconciliation of the Companies' VAT position on a regular basis to ensure transactions are correctly accounted for; • Preparation and submission of final VAT returns; and • Disband the P4U VAT Group and de-register the Companies for VAT and finalise any outstanding VAT matters 	• 0.06	• Statutory and regulatory requirements.
Books and records		
<ul style="list-style-type: none"> • Continue to liaise with third party storage providers in relation to company books and records that we have a legal obligation to maintain; and • Arrange for the destruction of company books and records 12 months' following the dissolution of the Companies 	• 0.01	• Statutory and regulatory responsibilities.

Closure

- Dealing with closure formalities including obtaining administrators' discharge from liability;
 - Requesting and paying final storage invoices;
 - Notification to all relevant stakeholders of case closure;
 - Internal case closure procedures; and
 - Preparation and filing of final administrations accounts and closure documents
- 0.16
 - Ensure that the Companies' affairs are wound down in an orderly manner.

**Costs relating to the Litigation workstream have been excluded from the forecast.*

Legal and other professional firms

We've instructed the following professionals on this case:

Service provided	Name of firm / organisation	Reason selected	Basis of fees
Insurance broker	• Marsh Limited	• Industry knowledge	• Insurance policy cost
Legal services and advice	• Allen & Overy LLP	• Industry knowledge	• Time and expenses
Legal services and advice (MobileServ only)	• Fieldfisher LLP	• Industry knowledge	• Time and expenses
Litigation services	• Alvarez & Marsal	• Specialist expertise	• Time and expenses
Litigation services	• DT Economics LLP	• Specialist expertise	• Time and expenses
Litigation services	• Quinn Emmanuel Urquhart & Sullivan LLP	• Litigation experience	• Time and expenses
Property legal services	• DLA Piper LLP	• Industry knowledge • Insolvency experience	• Time and expenses
Storage of books and records	• Iron Mountain UK Limited	• Industry knowledge • Insolvency experience	• Fee per box of books and records held
Trademark renewal assistance	• Barker Brettell LLP	• Industry knowledge	• Fixed fee per trademark renewal
Legal services and advice	• Law Offices of Robert S. Smith	• Industry knowledge	• Time and expenses
Supply chain management	• Lifestyle Services Group Limited	• Supply chain knowledge	• Outsourcing agreement
Insurance services	• London General Insurance Limited	• Industry knowledge	• Percentage of asset realisations
Software maintenance including data hosting and access	• Documation Software Limited	• Specialist expertise	• Annual cost

We require all third party professionals to submit time costs analyses and narrative / a schedule of realisations achieved in support of invoices rendered. We receive detailed time breakdowns and narratives in order to review professional firms' costs prior to payment. Our review involves the following steps:

- Did the administrators issue the instructions listed in the invoice?
- Was the work performed as instructed?
- Was the work undertaken in line with the administrators' expectations, in respect of quality and the amount of time taken?
- Are the rates which have been applied reasonable?
- Overall, were the fees charged satisfactory and reasonable relative to the work performed?

Appendix D: Statutory and other information relating to the administrations

Phones 4u Limited	Phones 4 U Group Limited	Phones 4U Finance Plc	MobileServ Limited	Phosphorus Acquisition	Policy Administration Services Limited
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Trading name:	Phones4U, Dialaphone				
Court details:	High Court of Justice, Chancery Division, Companies Court				
Court reference:	6516 of 2014	6507 of 2014	6506 of 2014	6511 of 2014	6508 of 2014 6504 of 2014
Registered number:	03154198	04943837	07552754	05863265	07405102 03907386
Registered address:	Central Square, 8th Floor, 29 Wellington Street, Leeds, LS1 4DL				
Date of the joint administrators' appointment:	15 September 2014 8 November 2016 (David James Kelly) 23 November 2018 (Paul David Copley as Concurrent Administrator)				15 September 2014 16 September 2014
Joint administrators' names, addresses and contact details:	David James Kelly of PwC, 7 More London, Riverside, London, SE1 2RT Robert John Moran of PwC, One Chamberlain Square, Birmingham, B3 3AX Paul David Copley of Aldan Management Limited, 29 Farm Street, London, W1J 5RL (Phones 4U Limited only) Contact: hannah.wilks@pwc.com for P4u				Douglas Nigel Rackham and David James Kelly (<i>both of the London address shown on the left</i>) Contact: stephen.r.ingle@pwc.com for PAS
Extension(s) to the initial period of appointment	Extensions granted by the Court to 15 September 2017, 15 March 2020, 15 March 2023 and 15 March 2026				
Objective being pursued:	Objective (b) - achieving a better result for the company's creditors as a whole than would be likely if the company was wound up (without first being in administration) or failing that, objective (c) - realising property in order to make a distribution to one or more secured or preferential creditors. Objective (c) would only likely be applicable to the non-trading companies.				
Appointor's name and address:	<p>Appointment of Robert Jonathan Hunt (resigned on 10 November 2016 following an application made to Court on 17 October 2016), Ian David Green and Robert John Moran Court order following an application dated 7 November 2014 made by the directors of each company, based at Osprey House, Ore Close, Lymedale Business Park, Newcastle-under-Lyme, Staffordshire, ST5 9QD</p> <p>Appointment of David James Kelly Court order following an application dated 8 November 2016</p> <p>Removal of Ian David Green as administrator Court order following an application dated 5 December 2019</p> <p>Appointment of Paul David Copley (Phones 4U Limited only) Court order following an application dated 23 November 2018 made by: Ian David Green of 7 More London Riverside, London, SE1 2RT</p>				

David John Kelly of 7 More London Riverside, London, SE1 2RT
Robert John Moran of One Chamberlain Square, Birmingham, B3 3AX

**Split of the
Administrators'
responsibilities:**

In relation to Paragraph 100(2) Sch.B1 IA86, during the period for which the administration order is in force any act required or authorised under any enactment to be done by either or all of the Administrators may be done by any one or more of the persons for the time being holding that office. The Concurrent Administrator is responsible for investigating the facts and circumstances leading up to the administration of P4U in order to consider whether such facts and circumstances involve any wrongful conduct and/or breach of competition law by third parties, such as to give rise to any claims or causes of action by P4u against such third parties. The Concurrent Administrator is also responsible for issuing and prosecuting these claims. The Concurrent Administrator has all powers of an administrator under general law and may exercise powers in his own name.
