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**From:** Rod Ismay [REDACTED] **GRO**  
**Sent:** Mon 16/07/2012 1:37:19 PM (UTC)  
**To:** Peter D Johnson [REDACTED] **GRO**; Mike Granville [REDACTED] **GRO**; Chris Darvill [REDACTED] **GRO**; Mark S Wright [REDACTED] **GRO**; Ronan Kelleher [REDACTED] **GRO**; Sabrina Jethwa [REDACTED] **GRO**; Alwen Lyons [REDACTED] **GRO**; Simon Baker [REDACTED] **GRO**; Dave Hulbert [REDACTED] **GRO**; Ian Trundell [REDACTED] **GRO**  
**Cc:** Andrew J Moore [REDACTED] **GRO**  
**Subject:** RE: Alan Bates - Draft FOI Response - Horizon Communication Failures

As per my response on 6/7 I still think that the stuff in what is now paragraph 6 (our satisfaction & controls) should be positioned earlier in the letter. And the longish text on why comms failures happen (paras 2 -5) should be shortened to be more of a concluding example. Currently the recipient of the letter reads a lot about why incident happen before getting to the bit that says “..(but we are happy it is controlled)..”

I don't think the current text leads to closure – it offers more leads to invite more questions or challenges about matters which actually we feel do have controls in place to stop them.

Rod

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**From:** Peter D Johnson  
**Sent:** 16 July 2012 12:51  
**To:** Mike Granville; Chris Darvill; Mark S Wright; Rod Ismay; Ronan Kelleher; Sabrina Jethwa; Alwen Lyons; Simon Baker; Dave Hulbert; Ian Trundell  
**Cc:** Andrew J Moore  
**Subject:** RE: Alan Bates - Draft FOI Response - Horizon Communication Failures  
**Importance:** High

Good afternoon everyone

Please find attached the latest version of my response to Mr Bates. I have taken into account Mike and Chris's comments and hopefully drafted a response that better reflects our position. The RMG review panel are sitting tomorrow and will be discussing a complaint made by Mr Bates about this late response. I would like to give them some comfort that we have responded to the request, and as such would really appreciate a quick turnaround so that I can send this before noon tomorrow, If you would like to discuss any aspect of the response please give me a call.

Please note there are a number of reasons for a communication failure, however I have only included a small selection.

Kind regards

Pete

Peter D Johnson  
Senior Engagement and Involvement Manager  
**Post Office Ltd**  
Network Services and Transformation  
1st Floor, Bunhill Row Wing, 148 Old Street,  
London, EC1V 9HQ  
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**From:** Mike Granville  
**Sent:** 09 July 2012 14:53  
**To:** Peter D Johnson; Chris Darvill; Mark S Wright; Rod Ismay; Ronan Kelleher; Sabrina Jethwa  
**Cc:** Alwen Lyons; Simon Baker  
**Subject:** RE: Alan Bates - Draft FOI Response - Horizon Communication Failures

Peter

Looking at this reply – can I suggest that we need to include some more context such as an example of what a communication failure actually is – presumably this is things such as a line connection being lost for an individual terminal for a few minutes - to avoid any subsequent populist media line that seeks to wrongly make out that this is a large number – for example claiming to have discovered that ‘there is one failure in every branch each year’. Also, is there any wider context – for example is this the kind of thing that any large company system would have at these kinds of level.

Finally – I suggest that before we send a reply, that this draft is sent to Alwen Lyons and Simon Baker – as we are aware that Alan Bates has some link into the Arbuthnot enquiry type work – it is important that they are sighted on this particular correspondence and the response that is being given.

Thanks

Mike

**Mike Granville**

Head of Stakeholder Relations

**Post Office Ltd**

1st Floor, 148 Old Street, London, EC1V 9HQ



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**From:** Peter D Johnson  
**Sent:** 07 July 2012 13:46  
**To:** Chris Darvill; Mark S Wright; Rod Ismay; Mike Granville; Ronan Kelleher; Sabrina Jethwa  
**Cc:** Cory Alexis; Dave Hulbert; Ian Trundell; Andrew J Moore  
**Subject:** RE: Alan Bates - Draft FOI Response - Horizon Communication Failures

Hi all

Thank you all for your comments. I have taken these on board and adjusted the draft accordingly. Please find attached my latest draft. Again we are hoping to send by close of play on Monday, any and all comments welcome.

With regard to context – would it help if we added detail around the number of Horizon terminals currently live within the open and trading network?

Kind regards

Pete

Peter D Johnson

Senior Engagement and Involvement Manager

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**From:** Chris Darvill

**Sent:** 06 July 2012 12:43

**To:** Andrew J Moore; Mark S Wright; Rod Ismay; Mike Granville; Ronan Kelleher; Sabrina Jethwa

**Cc:** Peter D Johnson; Cory Alexis; Dave Hulbert; Ian Trundell

**Subject:** RE: Alan Bates - Draft FOI Response - Horizon Communication Failures

Andy

I would delete the reference to "tardy response". If we have missed the deadline for responding, I think it would be sufficient to say that "We apologise for the delay in responding".

I think the explanation regarding communication failures across the network needs to be simplified. It was not entirely clear what point we were trying to make. Needless to say any ambiguity in our response will be seized upon and it is, therefore, important that our response is clear. Otherwise we simply open ourselves up to further requests or challenges.

Going forward, please can you ensure that Sabrina is also copied in on these emails. Thanks.

Regards

**Chris Darvill**  
Legal Services  
Post Office Ltd  
148 Old Street, LONDON, EC1V 9HQ

**GRO**

**From:** Andrew J Moore  
**Sent:** 06 July 2012 11:38  
**To:** Chris Darvill; Mark S Wright; Rod Ismay; Mike Granville; Ronan Kelleher  
**Cc:** Peter D Johnson; Cory Alexis; Dave Hulbert; Ian Trundell  
**Subject:** Alan Bates - Draft FOI Response - Horizon Communication Failures

Hello all,

Please find attached our draft response to Mr Bates regarding Horizon Communication Failures.

REQUEST

'In your response (your ref: KFME-8TQJYX) to my Freedom of Information request dated 26th April 2012 where you clearly state that nowhere within The Post Office are you aware or have ever been notified of any Bit Error Rate testing results of Horizon, you do confirm that Horizon does suffer from communication failures.

How many communication failures has Horizon suffered from in the last 12 months or is this information not logged or recorded or ever made known to The Post Office?"

The request comes on the back of the last response Mr Bates received regarding "bit error rate testing" (also attached). Dave Hulbert has provided a figure for the past 12 months (11,862) and also some background to why these failures occur. We have used this in the draft and the finer detail that Dave provided is detailed below.

The response deadline is close of play Monday so I would be grateful if you would provide all your comments by 3pm on Monday for Peter to review and make any changes necessary.

Many thanks  
Andy  
Andrew Moore  
Freedom of Information Team  
2<sup>nd</sup> Floor, 14 St. Peters Street  
St. Albans  
AL1 3AA

**GRO**

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Incident levels fluctuate between 550 to 2000 per month. Network failures relate to the whole telecoms infrastructure across our Horizon estate, which is vast. Added to this the complexity of the telecoms infrastructure in the UK, plus consideration of all other factors such as environmental ones means that network failures are common in a branch estate of our size. It would therefore seem unreasonable to trawl through the incident logs to pull out these failures, particularly as the vast majority of these will be due to issues outside of Fujitsu and Post Office's direct control.

An example below re incidents out side of POL/Fujitsu's control that may affect our ability to communicate with Branches.

I know that this one is not about a comms failure but an incident similar to this one could have affected telecommunications [ remember the fire in the comms tunnel Manchester/Durham ] and reinforces Dave's statement.

Other incidents could be the contractor digging up the road and slicing through comms cables !

COMMUNITYSAFE.GOV.UK

Whitehall - fire in EDF substation

Whitehall - Fire in EDF substation has caused a power failure in immediate area. Alarms/lifts have been effected - Please bring this to attention of entry staff as any entry measures may be effected. Update as required  
Message sent at June 29, 2012 11:11