

## Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)  
and 5B, MC Rules 1981, r 70)



Statement of Andrew Paul Dunks

Age if under 18 over 18 (If over 18 insert 'over 18')

This statement (consisting of 7 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 14th day of January 2007

Signature A Dunks

I have been employed by Fujitsu Services (Fujitsu), Post Office Account, since 11 March 2002 as an IT Security Analyst where I am involved in IT Security for the Post Office Account. I have a working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I make this Witness Statement from facts within my own knowledge unless otherwise stated. Any records to which I refer in my statement form part of the records relating to the business of Fujitsu. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced, since the nature of the helpdesk involves many engineers all at differing levels and any number could be involved in a particular call. As part of my duties, I have access to these records, but I was not involved with any of the technical aspects of these calls. This area is not my particular area of expertise and I make this witness statement simply to help clarify the call logs for the benefit of the Court.

An important element of the support provided to sub-postmasters and Counter Clerks is the Horizon System Helpdesk (HSH). The HSH is the Horizon user's first 'port of call' in the event of

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their experiencing a problem with the Horizon system or requiring advice and guidance. If the system were to malfunction, upon discovery the Horizon users (i.e. the sub-postmaster or counter clerk) would raise a call to the HSH seeking clarification or advice. HSH is a service run by Fujitsu Services for the Post Office. I have been asked to provide details and information on the calls for advice and guidance logged by HSH recorded during the period **23/10/03** to **09/03/06** for the address Post Office – Branch Code 092904 (the **South Warnborough** branch)

91 I have reviewed the HSH calls pertaining to the **South Warnboro** branch during the period **23/10/03** to **09/03/06** there were 26 calls from the branch to HSH.

A breakdown of the calls is given below:

1. Printer problems = 4
2. System Freeze = 1
3. Monitor Problem = 3
4. Lost PIN (Personal Identification Number) = 1
5. OSP (One Shot Password) Requests = 2
6. Office Closure = 1
7. Power Cut = 3
8. Software Update = 1
9. Loss of Connectivity = 3
10. Keyboard = 1
11. Counter Swap = 2
12. ADSL (Asymmetric Digital Subscriber Line) Upgrade = 2
13. Vodafone = 1
14. BAR Code Reader = 1

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Call reference details and an overview of each call are given in date order below:

**Mon 27 October 2003 10:14 Call Reference E- 0310270281** – New call taken by Sarah Hill: will not print receipts.

**Resolution:** advised PM (post master) to log out/in and press receipt key, counter printer now printing, call closed 27/10/2003 10:16.

**Wed 10 December 2003 09:02 Call Reference E- 0312100107** – New call taken by Erica Tidman: caller states that there has been a leak on the kit and the printer is now not working and will not feed the paper.

**Resolution:** Engineer swapped printer, call closed 11/12/2003 07:25.

**Wed 21 April 2004 23:17 Call Reference E- 0404211106** – New call taken by Richard Postance: Critical NT\_Error occurred at 23:02:11, 21/04/04 on H09290400101. 'the device \device\scsiportn did not respond within the timeout period'.

*("NT" referring to the Microsoft operating software used on the counters)*

**Resolution:** An automatic error event was picked up by the SMC (System Management Centre) [2nd line support] and a call was logged. The SMC referred to KEL (*Known Error Log*) database ref: rcoleman1253J and PCarroll909Z. A remote reboot of the counter was carried out, which did not resolve problem.: An 'A' Priority call raised E-0404220123 to contact and advise PM for manual reboot. Call Closed by Kevin Pearson 22/04/2004 09:48

**Thu 22 April 2004 08:57 Call Reference E- 0404220123** – Trish @ nbsc (Network Business Support Centre). Transferred call. PM has a message stating that network connection to a server has been lost.

**Resolution:** Following on from call E-0404220123 the PM was advised to carry out a manual reboot of the counter, this again did not resolve the problem and an engineer was dispatched to replace the base unit (counter). Call Closed by Jane Kastenhofer 22/04/2004 15:01: Engineer has swapped over the base unit. All is now testing ok.

**Tue 25 May 2004 15:46 Call Reference E- 0405250825** – scheduled visit - 03/06/2004 07:30

**Resolution:** Call Closed by Sukhdeep Thind, Thu 24 June 2004 16:49: (Asymmetric Digital Subscriber Line (ADSL)) upgrade completed.

**Tue 25 May 2004 15:46 Call Reference E- 0405250826** – scheduled visit to upgrade to ADSL - 03/06/2004 07:30.

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**Resolution:** Call Close by Rosa Platt: close call Mon 29 November 2004 15:21.

**Tue 15 June 2004 08:55 Call Reference E- 0406150147** – New call taken by John Lockyear: pm states that screen frozen.

**Resolution:** Call Closed by John Lockyear Tue 15 June 2004 08:57: pm states system nonresponsive - advised pm to touch screen - that worked

**Wed 30 June 2004 14:56 Call Reference E- 0406300665** – New call taken by Keeley Butler: pm states she is trying to do balance and bop (back office printer) is chewing up all the paper.

**Resolution:** Call Close by Martin Hammond Fri 02 July 2004 08:06: Engineer has swapped over the Printer twice but the fault was still the same. Spoke to SMC and it has now been found that the image drum is the problem. PM is ordering new image drum.

**Thu 01 July 2004 14:07 Call Reference E- 0407010719** – New call taken by Katie Millman: nbsc called on behalf of pm stating bop problems.

**Resolution:** Call Close by Katie Millman Thu 01 July 2004 14:28: pm called in regarding engineer visit, checked open call this showed engineer allocated to site, this call open in error. pm is happy for this call to be closed and for open call to be progressed and happy to wait for engineer.

**Fri 06 August 2004 09:01 Call Reference E- 0408060141** – New call taken by Kenneth Hudson: PM states that the e- top up keeps not going through. (ADSL network line was down)

**Resolution:** Call Close by Kenneth Hudson Fri 06 August 2004 10:53 :advised pm to reboot and test the isdn line connection, this is now pingng, pm is happy to close call.

**Fri 24 September 2004 12:06 Call Reference E- 0409240473** – New call taken by Jan Pearce: pm states that she is having trouble with vodafone e-top ups.

**Resolution:** Call Close by Jan Pearce Fri 24 September 2004 12:11: vodafone top up trouble - advised pm that vodafone are experiencing problems at the moment

**Thu 14 October 2004 09:58 Call Reference E- 0410140373** – New call taken by Matthew Hall: PM reports that barcode reader on node (counter) 1 is not working.

**Resolution:** Call Close by Matthew Hall Thu 14 October 2004 10:05: advised pm to reboot the counter.

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**Mon 29 November 2004 12:59 Call Reference E- 0411290714** – New call taken by Katie Millman: pm states one of the power leads has come off from monitor.

**Resolution:** Call Close by Katrina Brooks Tue 30 November 2004 16:07: Engineer replaced monitor due to power leads come off.

**Thu 02 December 2004 18:24 Call Reference E- 0412021002** – New call taken by Imran Hussain: Monitor - intermittently keeps turning off.

**Resolution:** Call Close by Imran Hussain Thu 02 December 2004 18:29: monitor or processor? Turn off - advised pm: not enough information to determine where problem lies - monitor or processor advised pm: callback when unit turns off next and investigate where lights are showing as off/on - pm to callback.

**Tue 04 January 2005 10:31 Call Reference E- 0501040480** – New call taken by Jordan Edgar: Pm had screen replaced but now screen has gone blank, and green light stays on but screen is blank.

**Resolution:** Call Closed by Kenneth Hudson Tue 04 January 2005 15:51: Engineer swapped counter flatscreen monitor and tested ok

**Mon 10 January 2005 16:11 Call Reference E- 0501102182** – New call taken by Katie Millman: pm states has spilt coffee over the keyboard.

**Resolution:** Call Close by Nicola Aitken Tue 11 January 2005 12:33: engineer replaced keyboard.

**Wed 09 February 2005 10:13 Call Reference E- 0502090268** – New call taken by Tanya Lomasney: pm has had a power cut and message "cannot boot up" came up with new pin, now has comms with data centre failed.

**Resolution:** Call Closed by Tanya Lomasney Wed 09 February 2005 10:19: PM advised to power down and login again with new pin.

**Wed 21 September 2005 11:45 Call Reference E- 0509210566** – New call taken by Hamid Abdul: fad non polling (lost network connection) please investigate.

**Resolution:** Call Close by Marie Dunn Wed 21 September 2005 12:47: PM advised to reboot and test. PO Communicating.

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**Fri 28 October 2005 11:35 Call Reference E- 0510280371** – New call taken by Andrew Smith: Fad is non polling please investigate.

**Resolution:** Call Close by Sarah Dawe Fri 28 October 2005 13:14: pm states she rebooted this morning as advised and Site Communicating.

**Fri 04 November 2005 08:30 Call Reference E- 0511040064** – New call taken by Peter Ross: counter communication failed after overnight software distribution.

**Resolution:** Call Close by Peter Ross Mon 07 November 2005 08:46: Counter rebooted and health checks performed ok.

**Mon 21 November 2005 12:00 Call Reference E- 0511210676** – New call taken by Jennifer D'Falco: FAd non polling, please investigate.

**Resolution:** Call Close by Leanne Hudson Mon 21 November 2005 16:29: Power cut at PO, PM will reboot when power back.

**Mon 21 November 2005 17:20 Call Reference E- 0511211056** – New call taken by Simon Hopperton: pm states that she is rebooting after a power cut.

**Resolution:** Call Close by Simon Hopperton Mon 21 November 2005 17:23: pm states that she is rebooting from a power cut.

**Wed 08 March 2006 08:53 Call Reference E- 0603080111** – New call taken by Keely Butler: office will be closed from tues 7th march at 9.00am due to illness. Office will be closed until further notice.

**Resolution:** Call Close by Erica Tidman Mon 13 March 2006 14:49: PO has now reopened after temporary closure due to illness

**Thu 09 March 2006 08:53 Call Reference E- 0603090129** – New call taken by Ricki Law: Andrew @ NBSC states that Auditor Alan Stewart needs OSP (One Shot Password).

**Resolution:** Call Close by Ricki Law Thu 09 March 2006 09:04: OSP issued to Alan Stewart. Auditor is now logged in successfully

**Thu 09 March 2006 12:03 Call Reference E- 0603090520** – New call taken by Barrie Curtin: PM needs to get new PIN number as she has lost it.

**Resolution:** Call Close by Barrie Curtin Sat 11 March 2006 08:01: lost pin. issue resolved.

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**Thu 09 March 2006 12:11 Call Reference E- 0603090529** – New call taken by Patricia Clegg:  
OSP for Auditor alan staurt.

**Resolution:** Call Closed by Patricia Clegg Thu 09 March 2006 12:15: OSP given.

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