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| ICL Pathway | SLA Performance Remedy and Business Incident Payments Process | Ref: | CS/PRD/087 |
| | | Version: | 1.0 |
| | COMPANY IN CONFIDENCE | Date: | 12/12//00 |

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Abstract: This document defines the ICL Pathway SLA Performance Remedy and Business Incident Payments Process.

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Comments By:

Comments To: Jan Ambrose

Distribution: ICL Pathway Library, people who require approved versions only

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0.0 Document Control

0.1 Document History

| Version No. | Date | Reason for Issue | Associated CP/Pin/ICL No. |
|-------------|----------|--|---------------------------|
| 0.1 | 21/11/00 | First draft – to detail the baseline SLA Performance Remedy and Business Incident Payments Process | |
| 1.0 | 12/12/00 | Issued for approval | |

0.2 Approval Authorities

| Name | Position | Signature | Date |
|-------------------|----------------------|-----------|------|
| Richard Brunskill | MSU Manager | | |
| Graham Wingrove | Financial Controller | | |

0.3 Associated Documents

| | Reference | Version | Date | Title | Source |
|----|------------|---------|----------|--|-------------|
| 1. | CS/PRO/111 | 0.8 | 14/09/00 | TPS Reconciliation & Incident Management | ICL Pathway |
| 2. | CS/PRO/016 | 0.1 | 22/09/00 | Month End Forecast Procedure | ICL Pathway |

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0.4 Abbreviations/Definitions

| Abbreviation | Definition |
|--------------|---|
| APS | Automated Payment Service |
| BIMS | Business Incident Management System |
| CS | ICL Pathway Customer Service |
| HSH | Horizon System Helpdesk |
| MER | Manual Error Report |
| MSU | Management Support Unit |
| OBCS | Order Book Control Service |
| PM | Postmaster |
| PON | Post Office Networks (formerly known as POCL) |
| SLA | Service Level Agreement |
| SSC | System Support Service |
| TPS | Transaction Processing Service |

0.5 Changes in this Version

| Version | Changes |
|---------|---------|
| | |

0.6 Changes Expected

| Changes |
|---------|
| |

0.7 Table of Contents

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1 Introduction

CS MSU is responsible for calculating payments in respect of SLA performance which falls below contracted levels and results in the payment of remedies to PON. SLA performance remedy payments may arise in respect of:

- System Service – Calls received by HSH in respect of hardware and network problems which fail to be handled within contracted times;
- OBCS Stops – Stop lists despatched to post offices which fail to be delivered due to network failures;
- Data File Delivery – TPS, APS and OBCS data files which fail to be delivered within contracted times.

In addition, CS MSU is responsible for calculating payments in respect of business incidents which under the terms of the contract attract charges. The majority of business incidents attracting charges will be identified from TPS Reconciliation Reports and will be raised by CS MSU, whilst others may be generated by ICL Pathway SSC or PON. Manual Error Reports will be completed for these business incidents.

Once notified of the payments due by CS MSU, ICL Pathway Finance Department is responsible for raising credit notes in respect of these payments.

2 Scope

This document describes the process by which SLA performance remedy and business incident payments are calculated and paid to PON.

The process within the document begins from the point that the data necessary to calculate the payments has been received by CS MSU and ends at the point that a credit note is despatched to PON. The document aims to:

- Identify the interfaces required between CS, Finance and PON;
- Describe the process required to ensure that appropriate payments are made to PON in respect of SLA performance remedies and business incidents;
- Highlight the timescales required for undertaking activities.

3 Processes

3.1 Overview

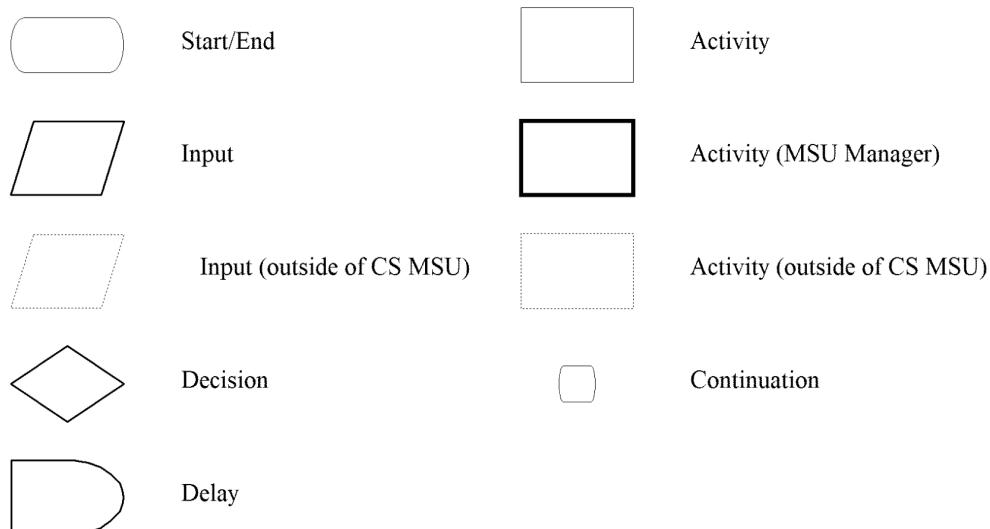
CS MSU and ICL Pathway Finance Department need to co-ordinate their activities in order to ensure that appropriate and timely payments are made to PON in respect of SLA performance remedies and business incidents.

The following process diagrams detail:

- 1) CS MSU processes for calculating and notifying payments due to PON in respect of:
 - a) SLA performance remedies for:
 - i) System Service
 - ii) OBCS Stops
 - iii) Data File Delivery
 - b) Business incidents
- 2) CS MSU process for reporting payments to CS management
- 3) Finance Department process for raising credit notes in respect of payments due

3.2 Process Key

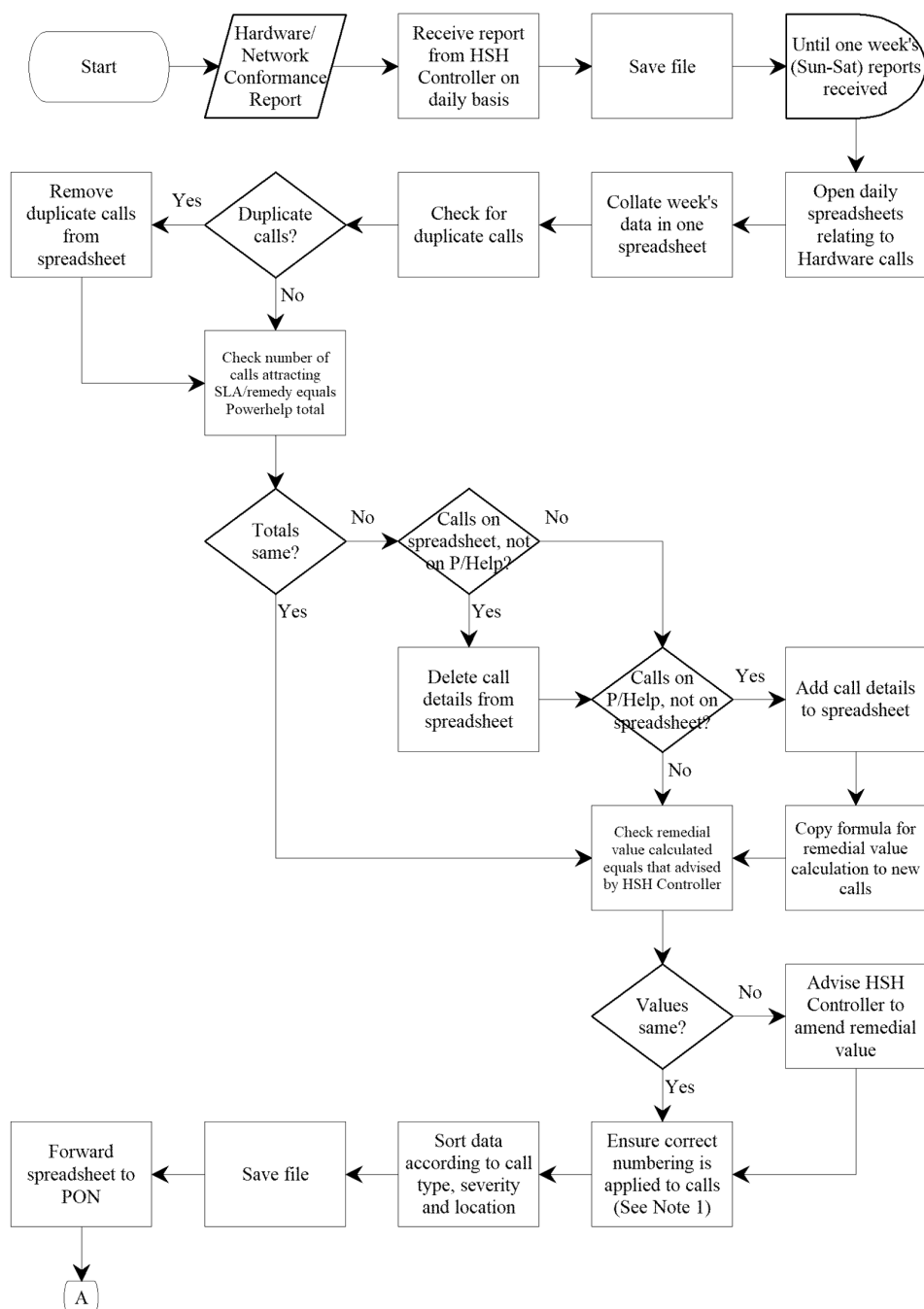
In the following process diagrams, the following symbols have been used:



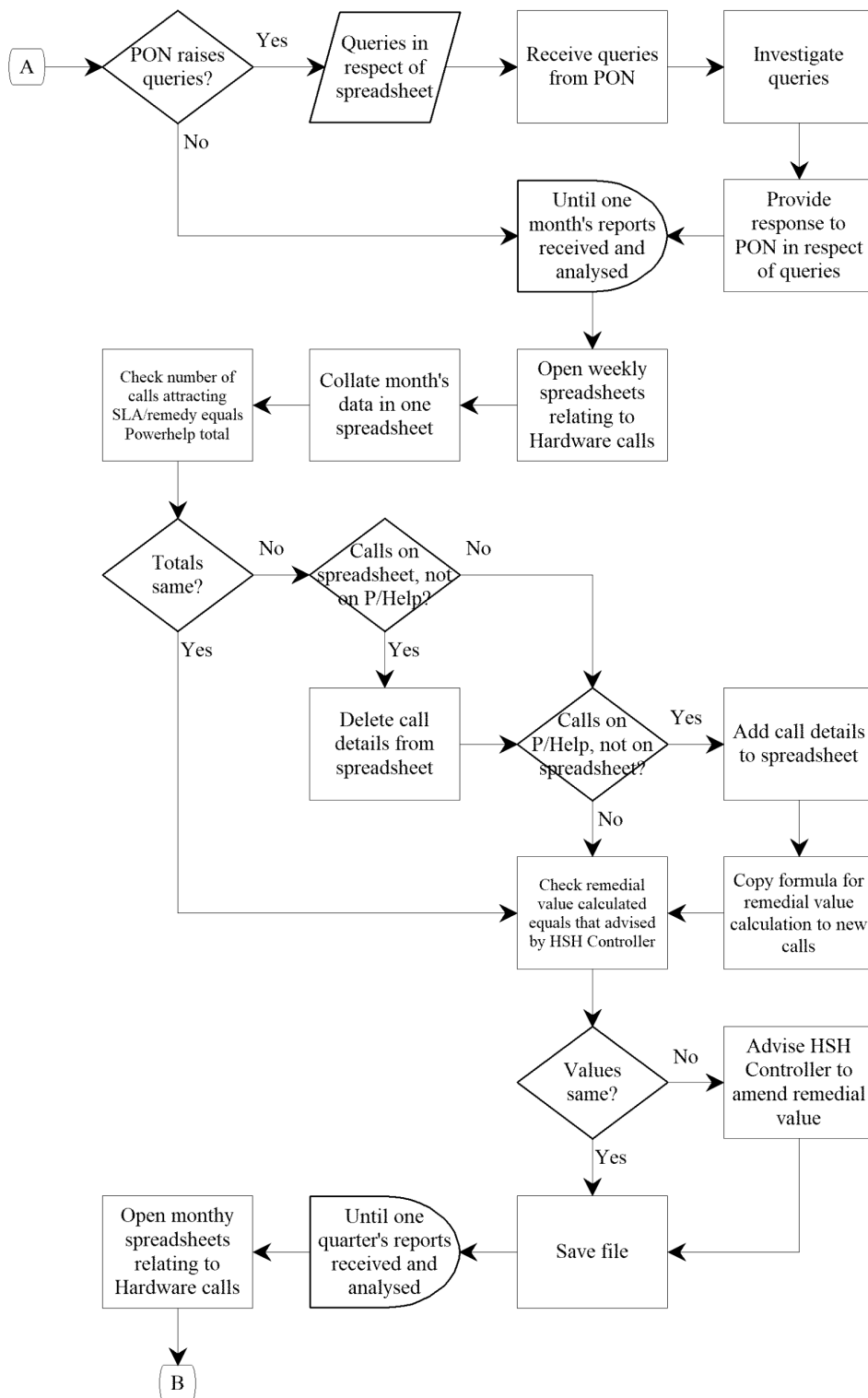
3.3 Process Diagrams

3.3.1 CS MSU processes for calculating and notifying payments due

3.3.1.1 SLA Performance Remedies – System Service



3.3.1.1.1 Hardware Calls



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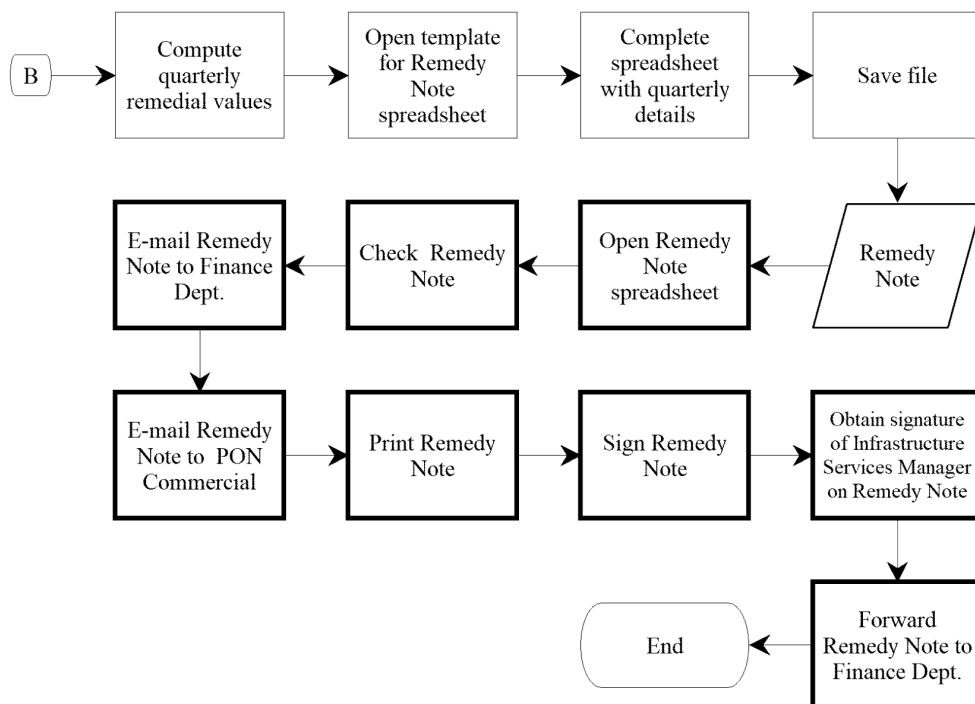
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Note 1:

The following call matrix is used when applying SLAs/remedies for hardware calls:

Hardware Calls:

HD01,HD03,HD04,HD05,HD07,HD08,HD09,HD10,HD11,HD15

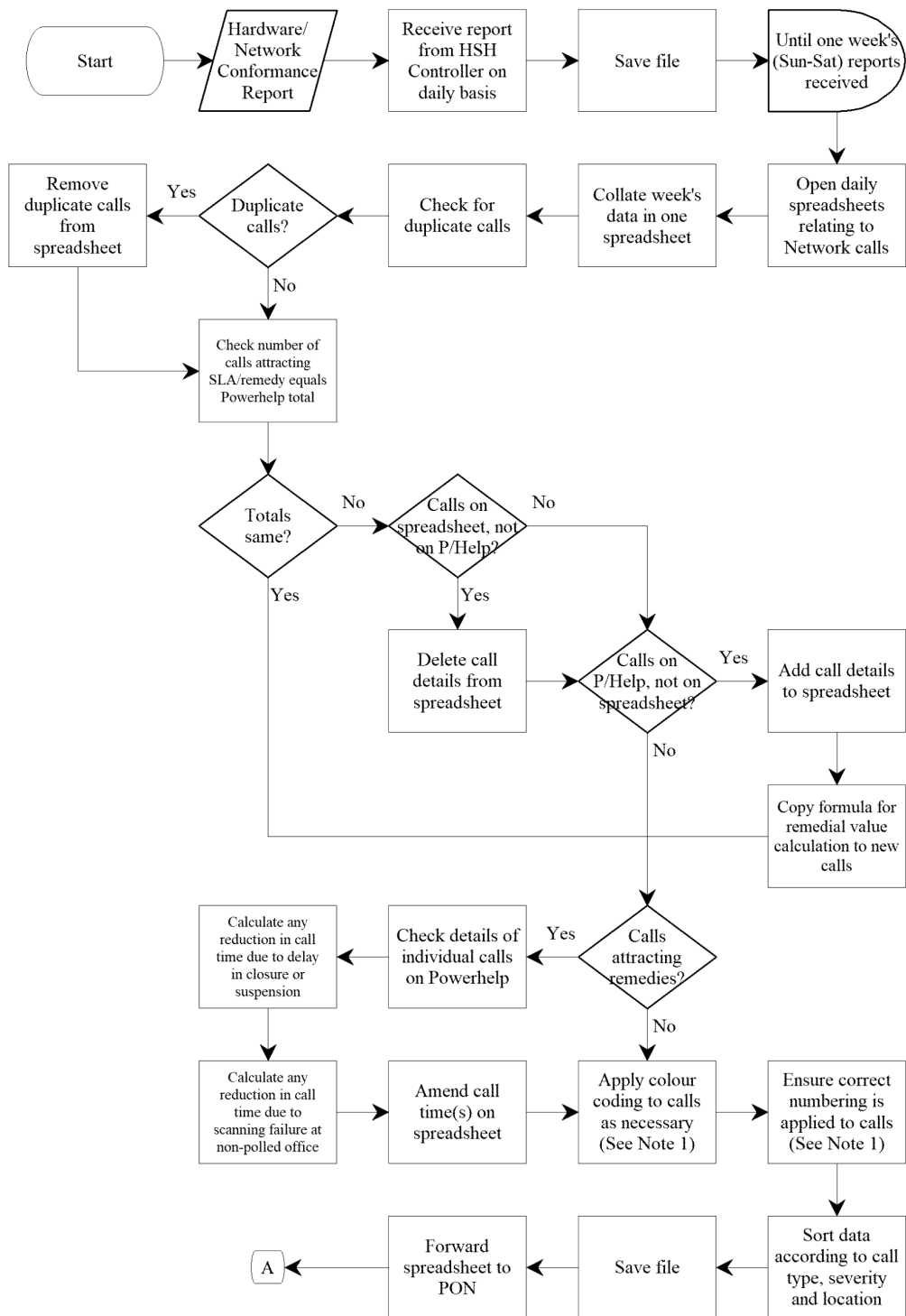
| <u>Repair Code</u> | <u>Pathway/ PON SLA</u> | <u>OSD SLA</u> | <u>Cause Code</u> | <u>Remedy</u> |
|--------------------|-----------------------------|----------------|-------------------|---------------|
| R01 | Y | Y | C01/C08/CF1 | Y |
| R02 | Y | Y | C01 | Y |
| R03 | Y | Y | C04 | Y |
| R08 | Y | Y | | |
| R58 | Y | N | | |
| R67 | Y | Y | | |
| R68 | Y | Y | | |
| R74 | Y | N | | |

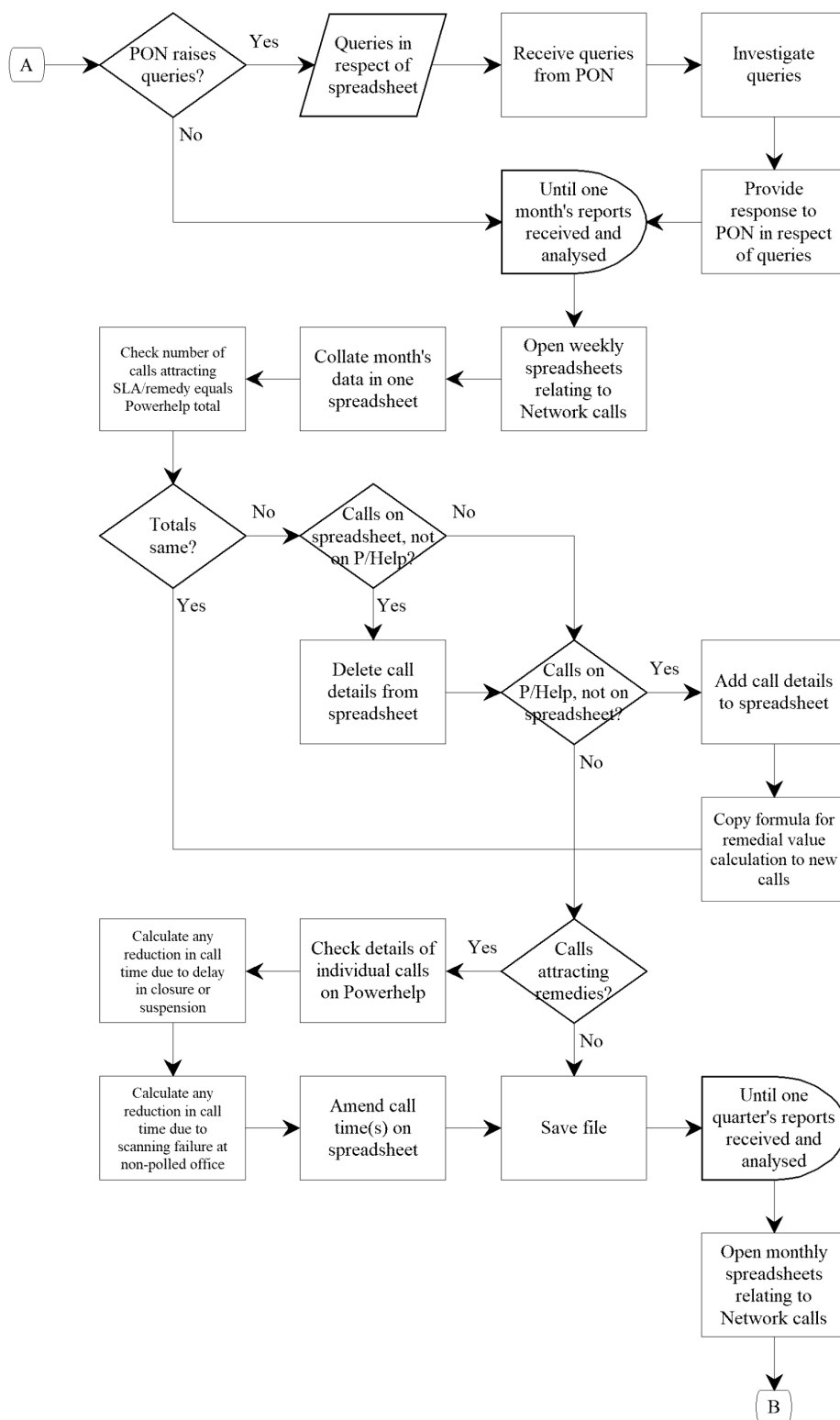
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Within the initial sort column, the following numbering needs to be applied:

- | | |
|---------|---|
| 1 | Red – Not Hardware |
| 2 | Blue – Internally raised |
| 3 | Yellow – Passed SLA1 |
| 4 | Purple – Passed SLA2 (i.e. passed SLA after call cleansing) |
| N/A | Blank – Not SLA or remedial |
| N/A SLA | Blank – SLA but not remedial |

3.3.1.1.2 Network Calls





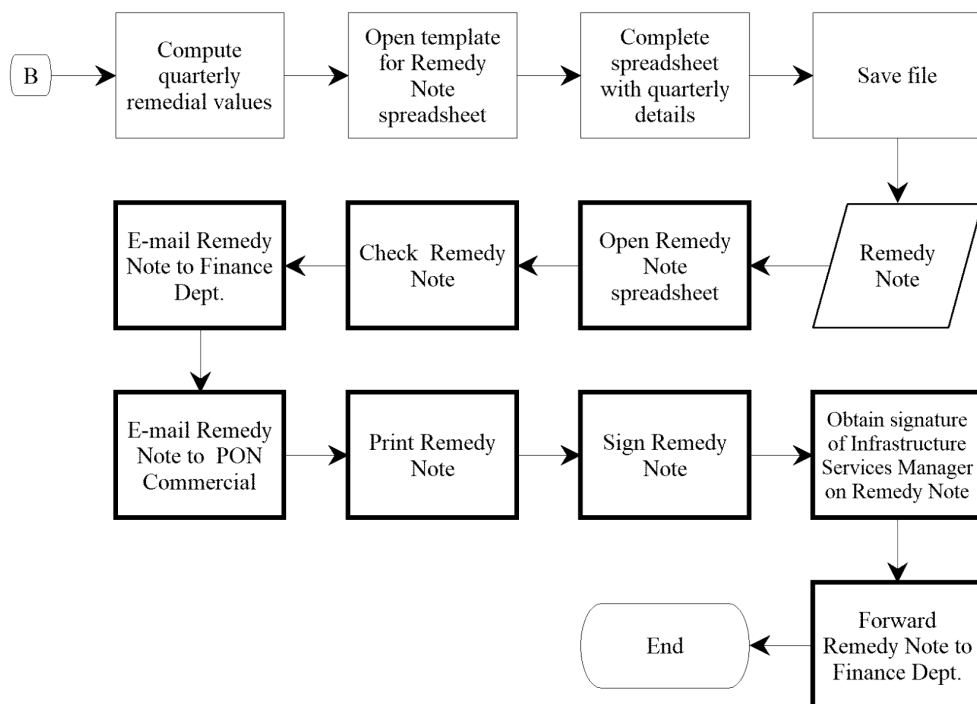
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Note 1:

The following call matrix is used when applying SLAs/remedies for network calls:

Network Calls: ND01,ND02,ND06,ND07,ND08

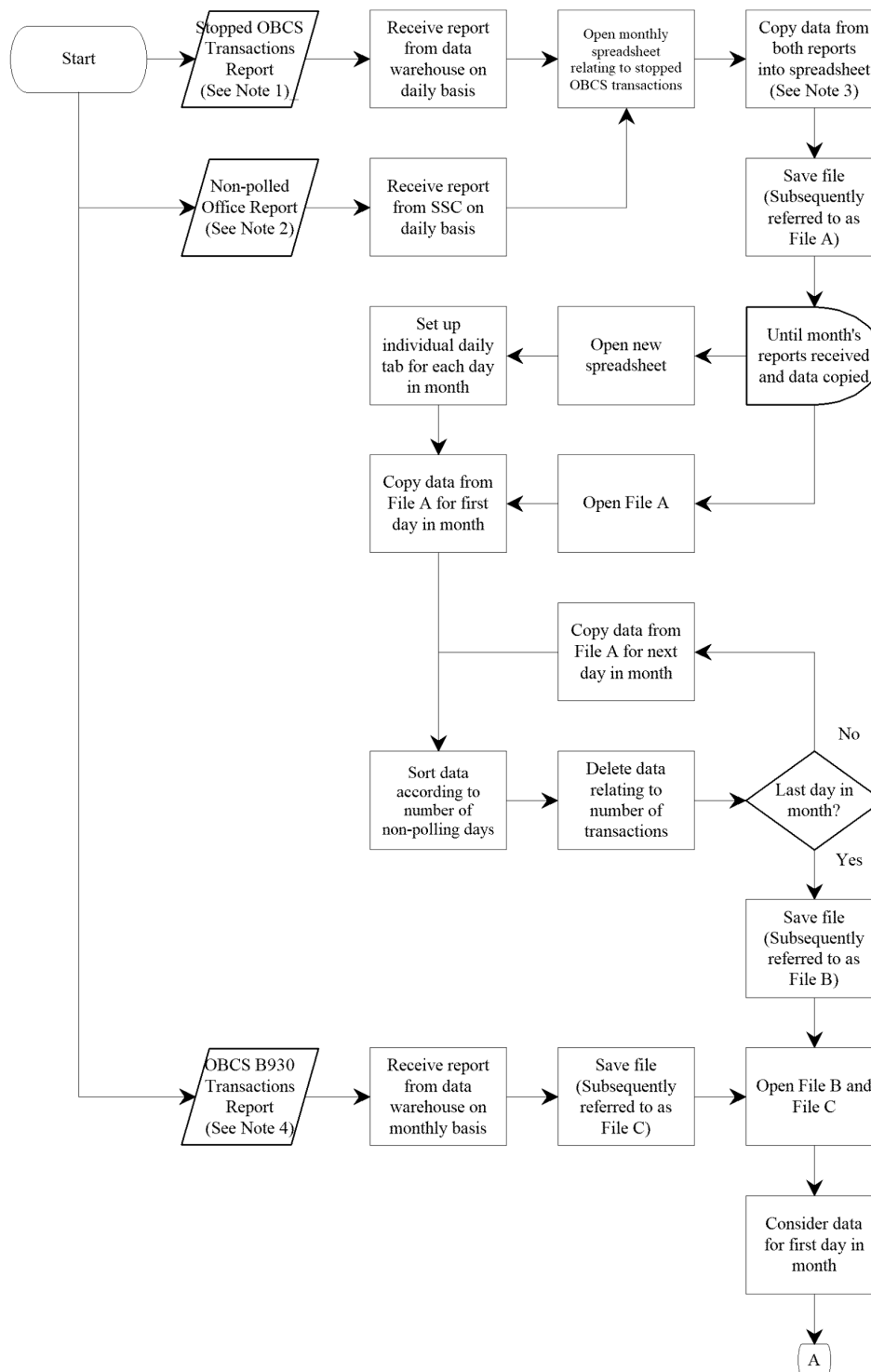
| <u>Repair Code</u> | <u>Pathway/ PON SLA</u> | <u>OSD SLA</u> | <u>Cause Code</u> | <u>Remedy</u> |
|--------------------|-----------------------------|----------------|-------------------|---------------|
| R01 | Y | Y | CB6 | Y |
| R06 | N | N | | |
| R24 | N | N | | |
| R25 | Y | Y | C32 | Y |
| R70 | Y | Y | CB6 | Y |
| R73 | N | N | | |
| R75 | N | N | | |
| R76 | N | N | | |

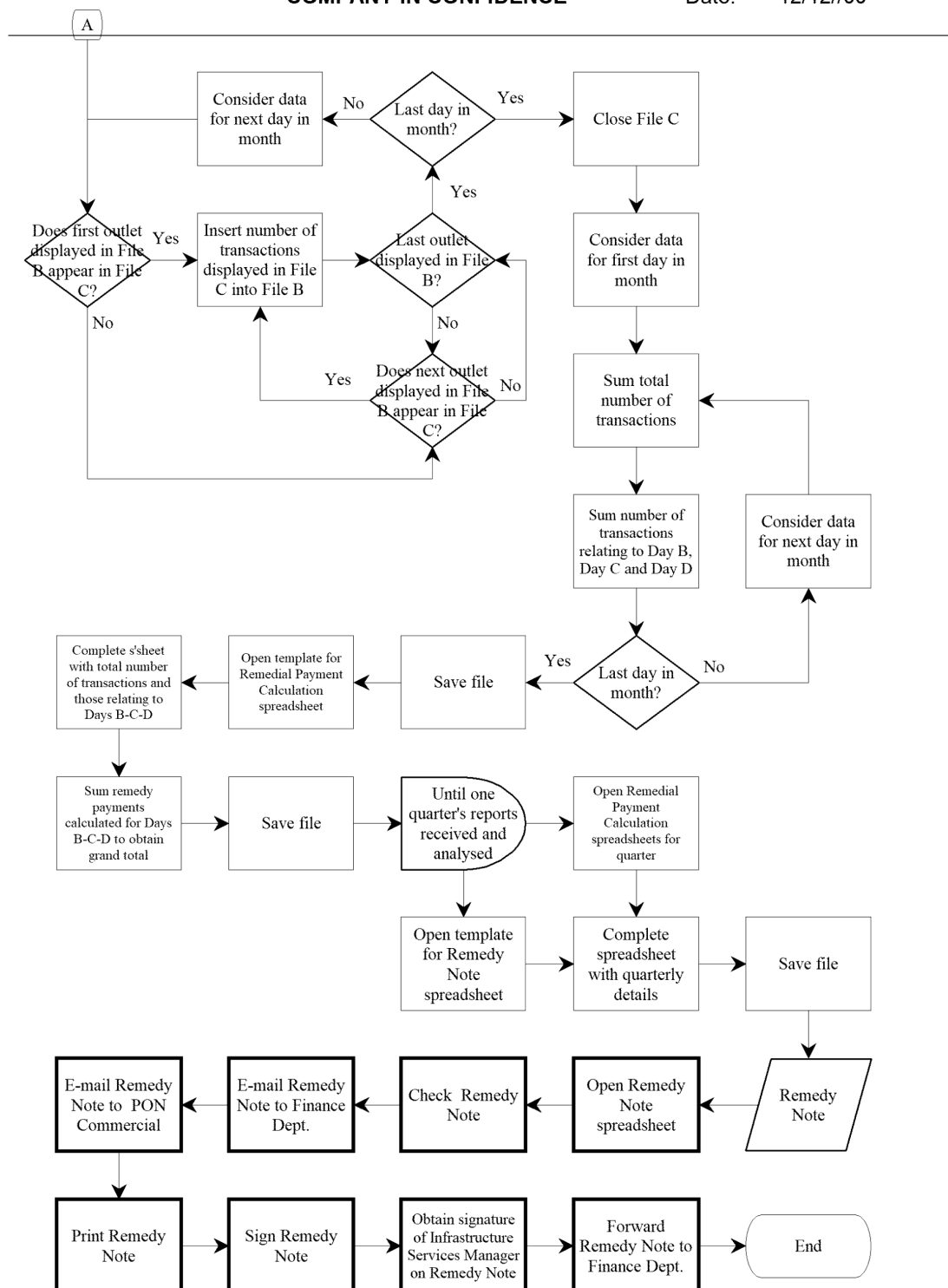
| | | | |
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Within the initial sort column, the following numbering needs to be applied:

- | | |
|---------|---|
| 1 | Red – Not Network |
| 2 | Blue – Internally raised |
| 3 | Yellow – Passed SLA1 |
| 4 | Purple – Passed SLA2 (i.e. passed SLA after call cleansing) |
| N/A | Blank – Not SLA or remedial |
| N/A SLA | Blank – SLA but not remedial |

3.3.1.2 SLA Performance Remedies – OBCS Stops



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Note 1:

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Stopped OBCS Transactions Report details which outlets received an OBCS stoplist file and the number of transactions which appeared on the list for that outlet.

Note 2:

Non-pollled Office Report details offices which did not poll on a particular day together with the number of days for which non-polling had occurred.

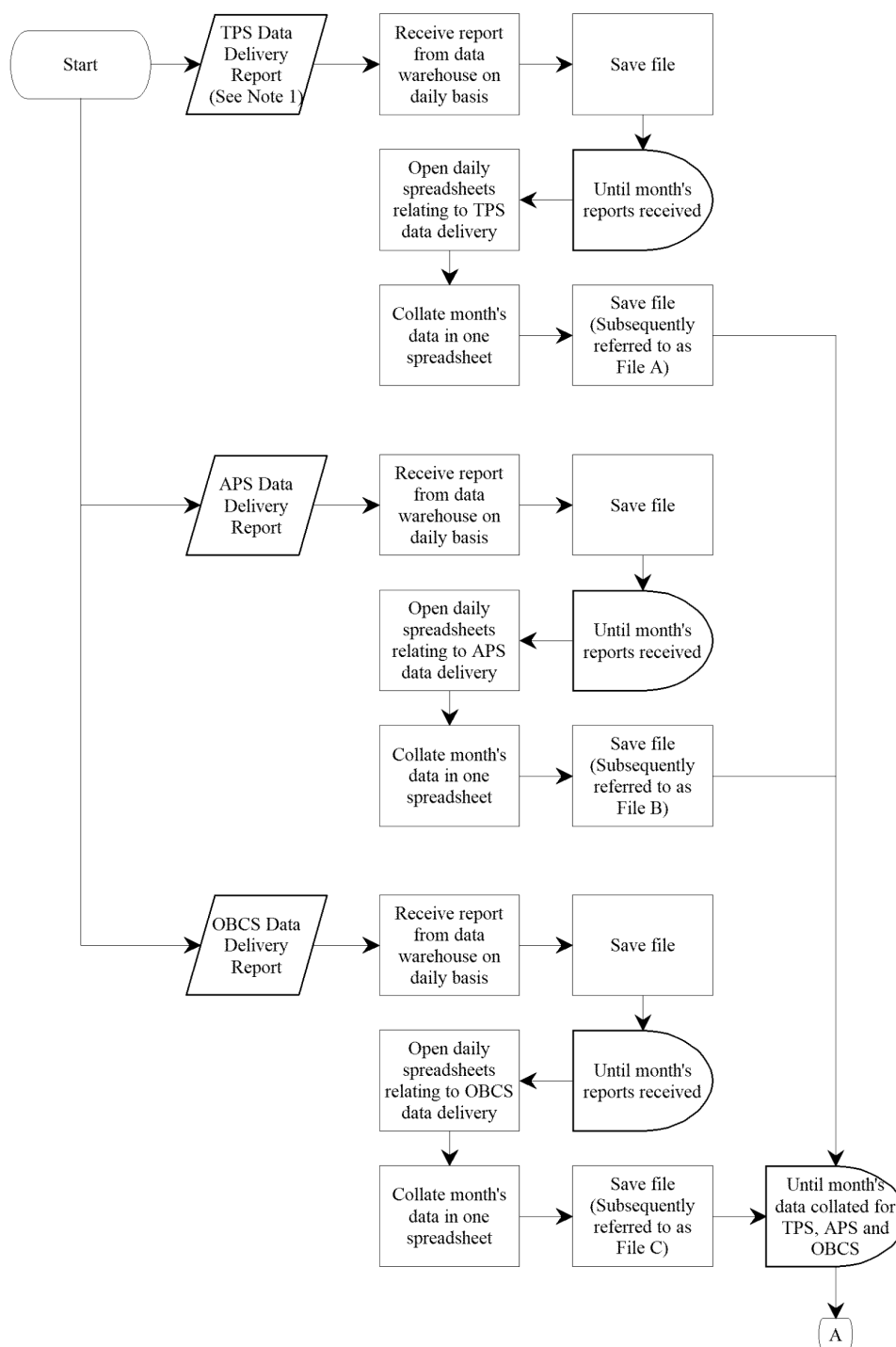
Note 3:

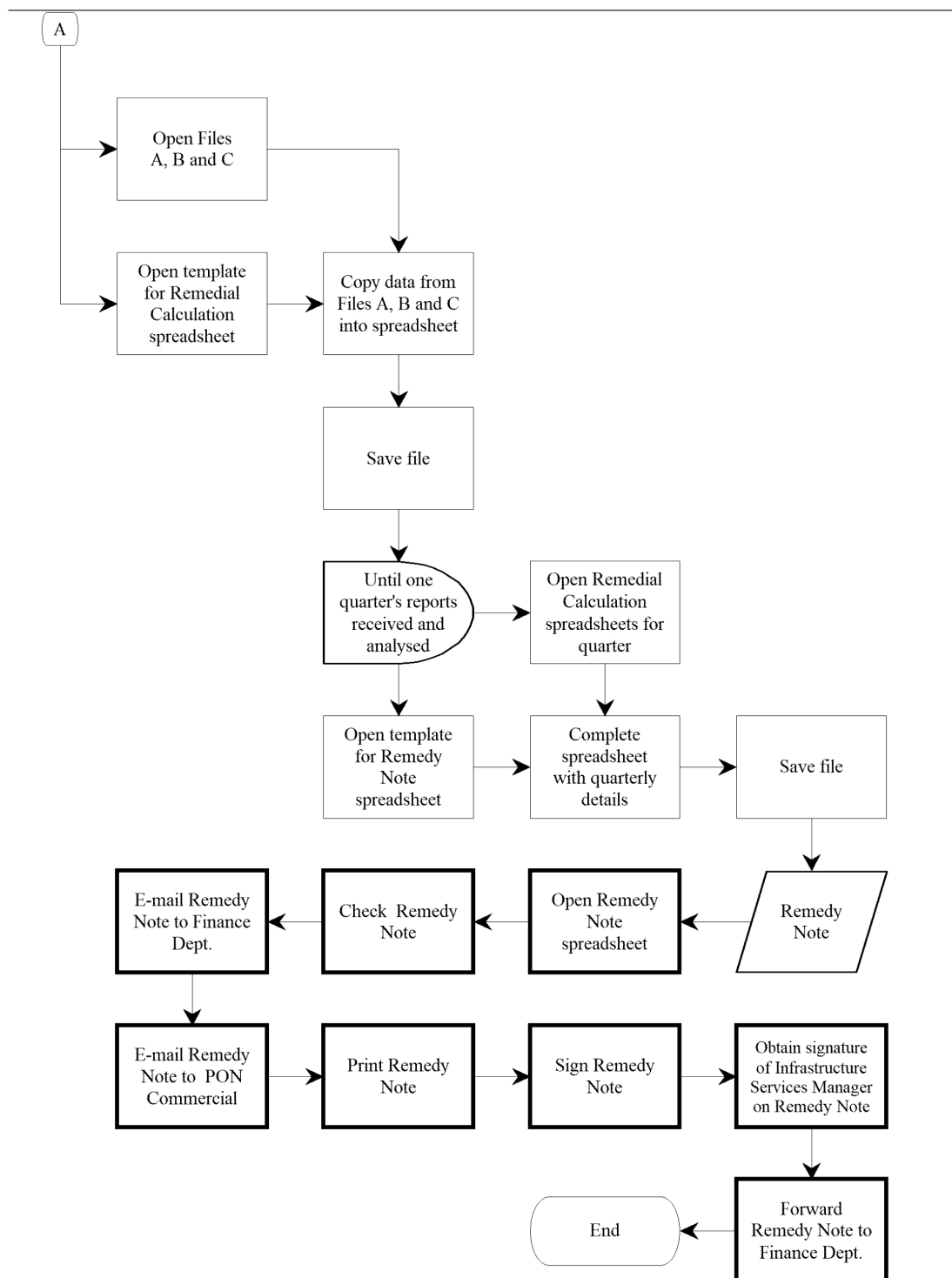
Data from the above two reports is collated to show outlets which did not poll on a particular day, the number of days for which non-polling had occurred and the number of transactions which appeared on the OBCS stoplist for that outlet.

Note 4:

OBCS B930 Transactions Report details the number of local scanned OBCS transactions at outlets on a particular day.

3.3.1.3 SLA Performance Remedies – Data File Delivery





Note 1:

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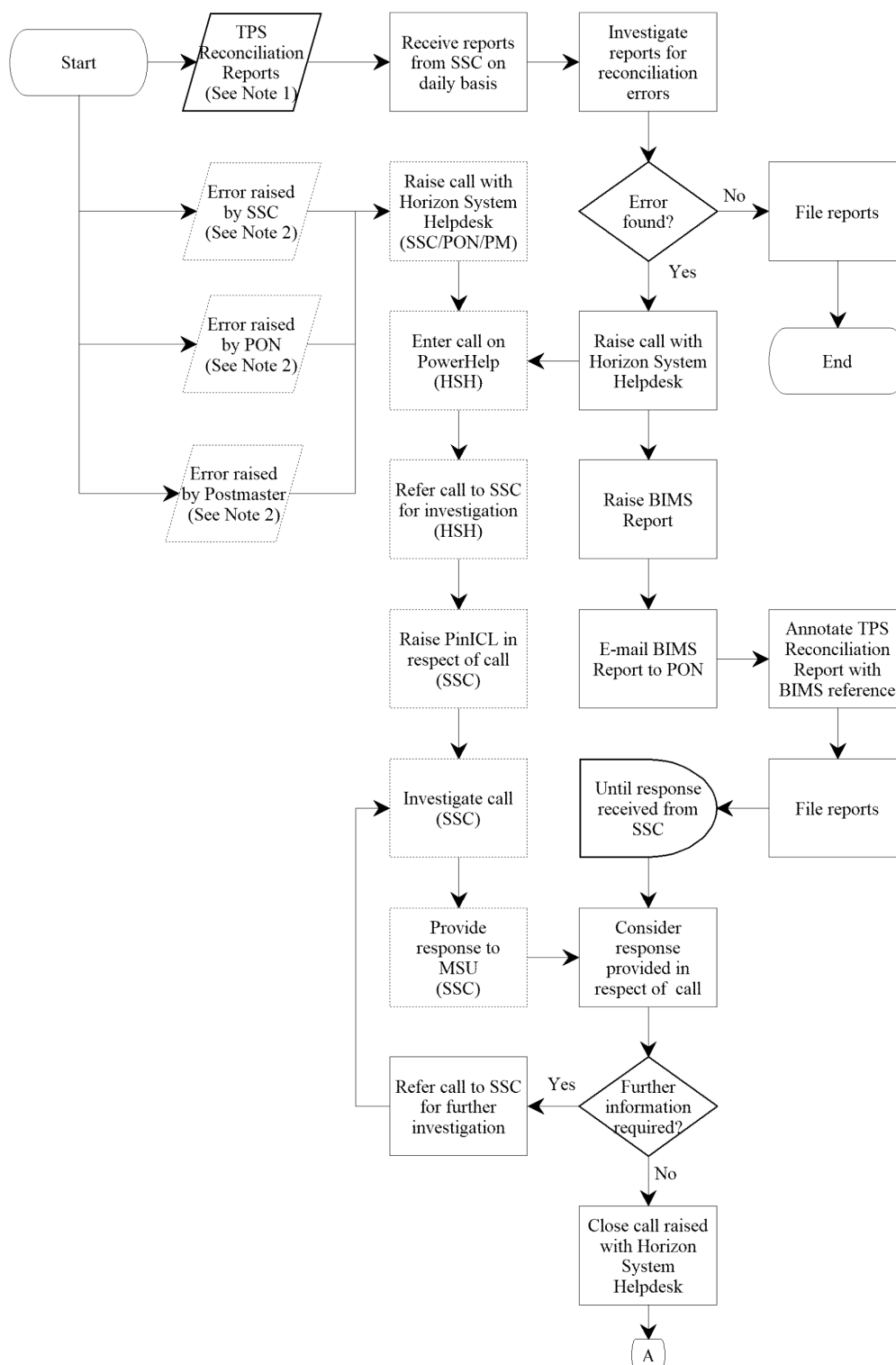
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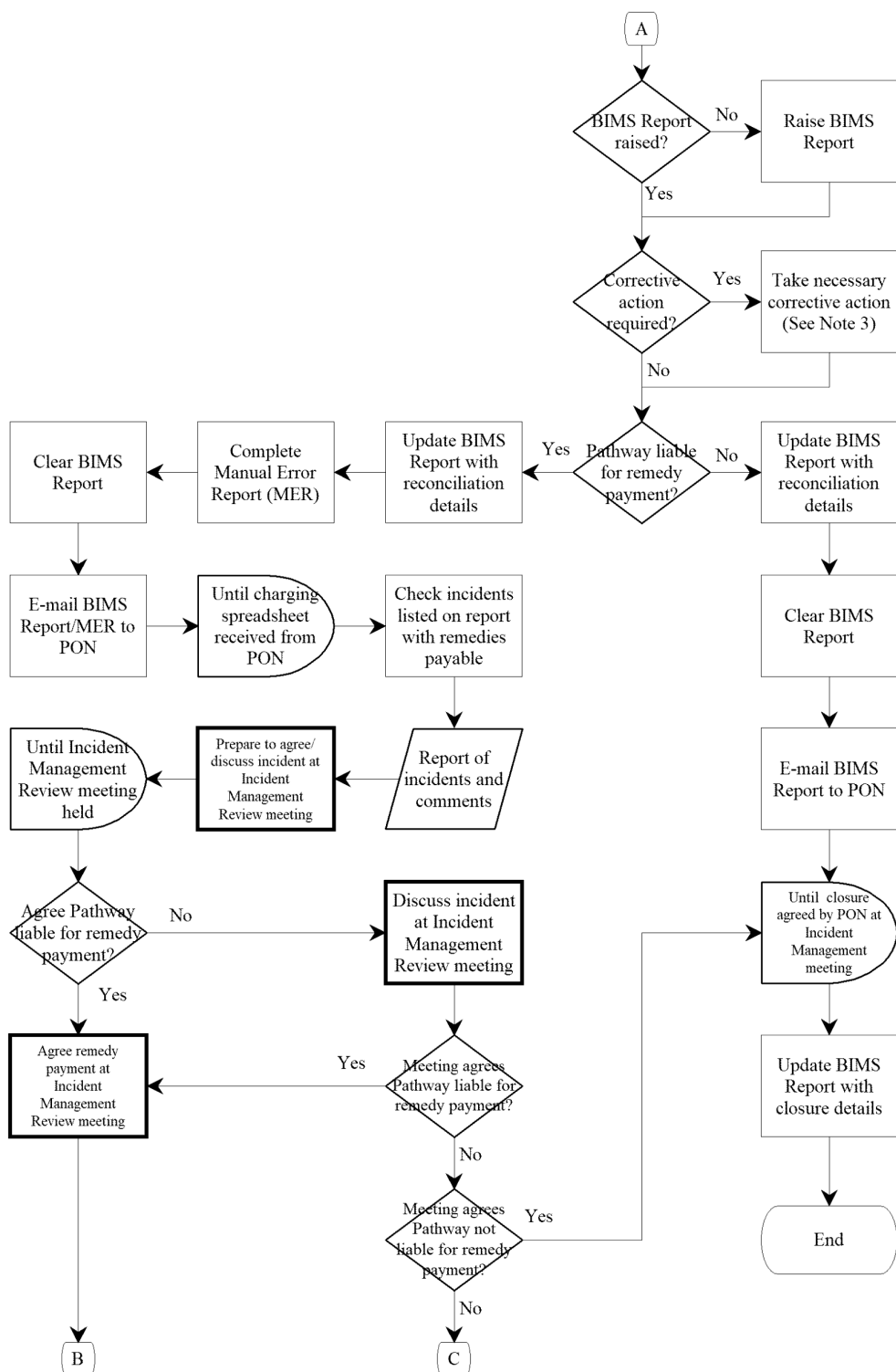
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TPS Data Delivery Report details the total number of TPS transactions delivered on a particular day, together with those which suffered a delay (Day B, Day C or Day D). APS/OBCS Data Delivery Reports display the same information in respect of APS/OBCS transactions.

3.3.1.4 Business Incidents



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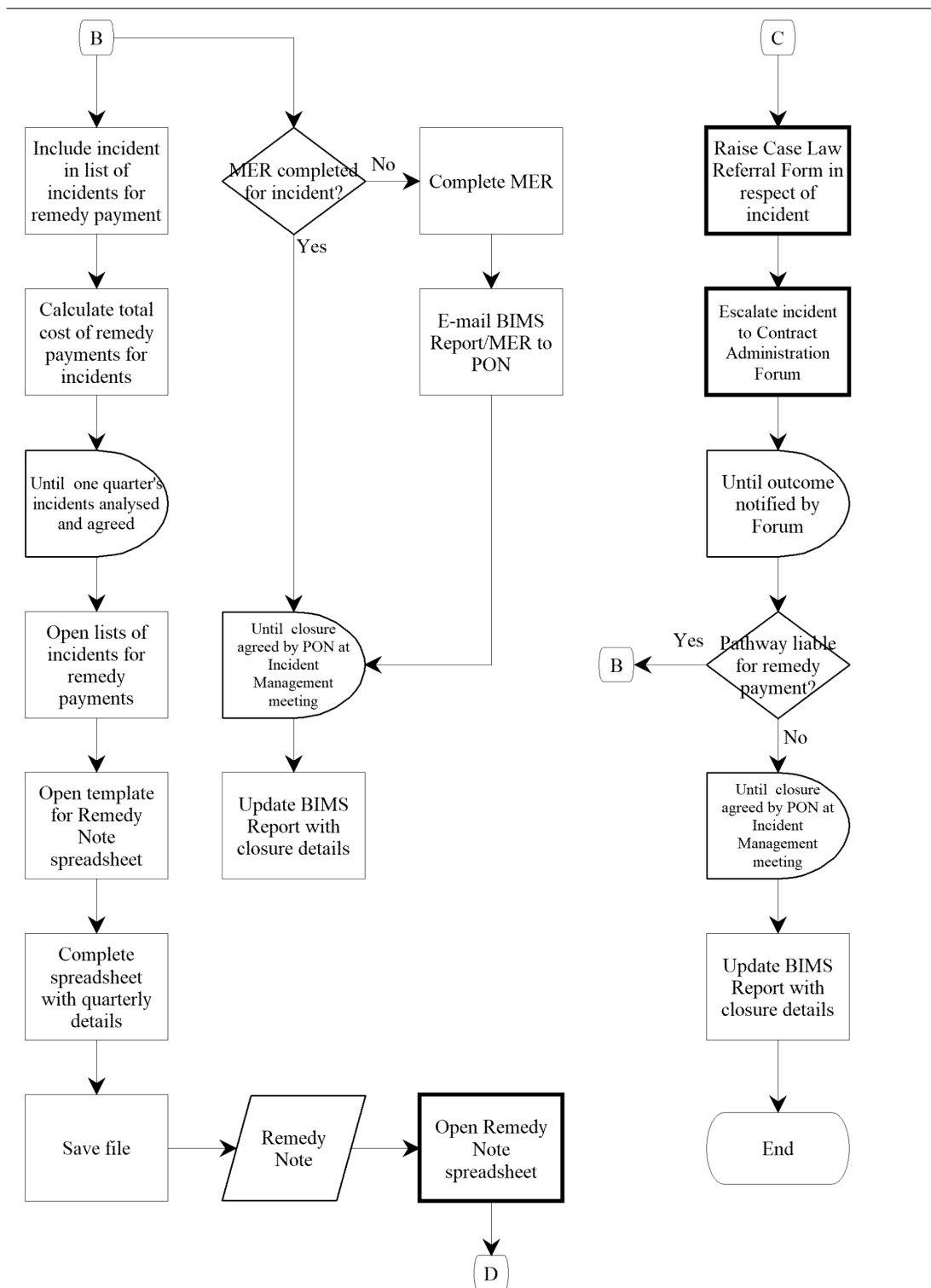
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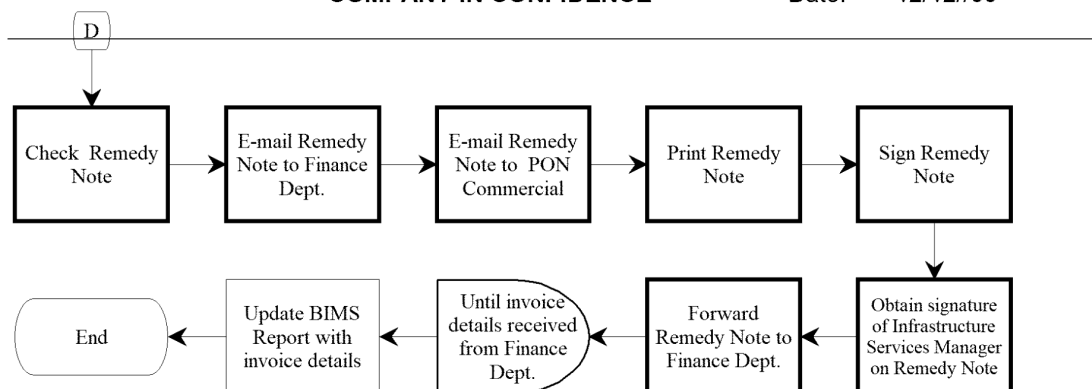
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Note 1:

TPS Reconciliation Reports comprise the following reports:

- Host Detected Transaction Control Errors
- TPS Harvester Errors
- Host Detected Cash Account Control Errors
- Counter Detected Reconciliation Errors
- Counter Transaction Errors
- Receipts not Equal to Payments

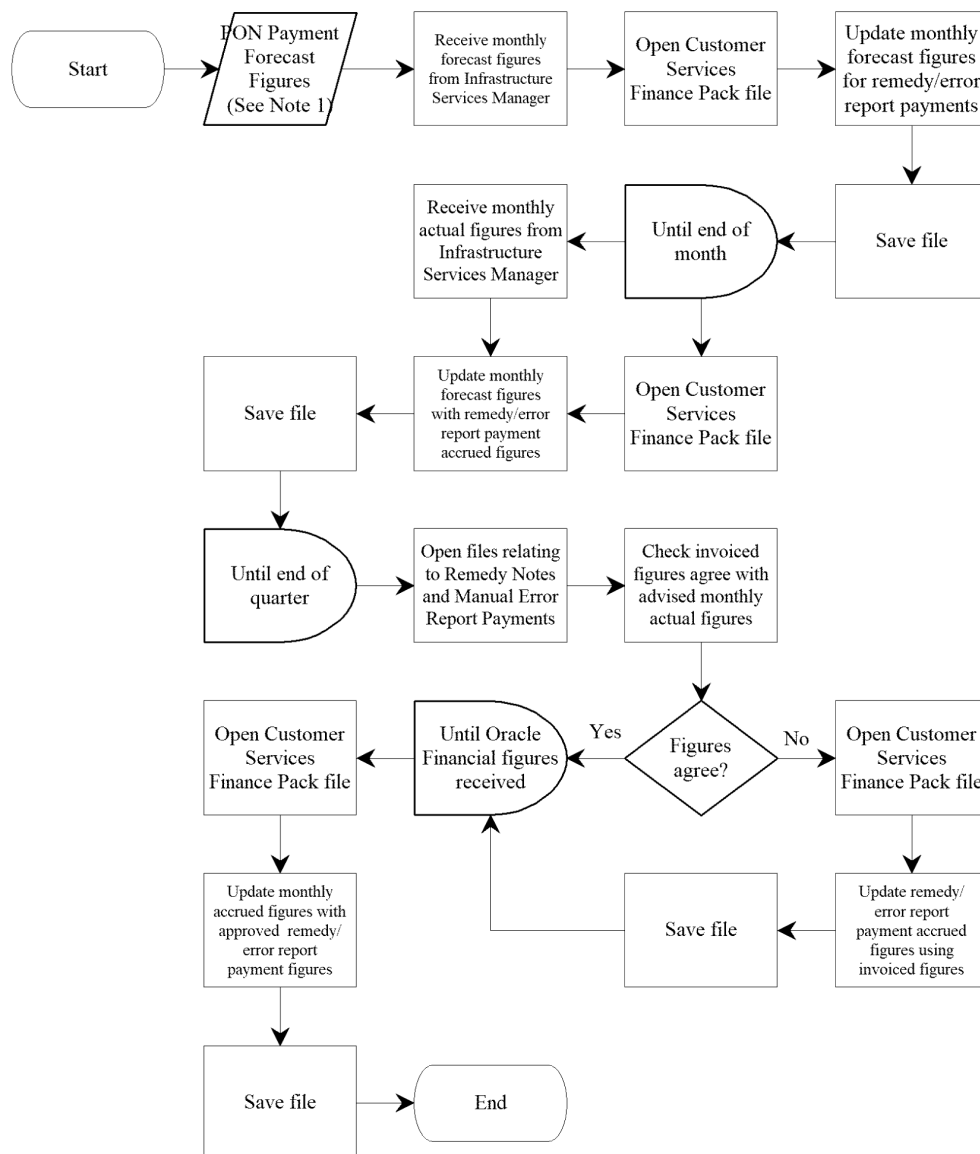
Note 2:

Although most errors are detected via the TPS Reconciliation Reports, others may be reported by SSC, PON TIP/TP or Postmasters.

Note 3:

Corrective actions include raising or updating system incidents, and advising SSC to create and send correction files.

3.3.2 CS MSU process for reporting payments to CS management



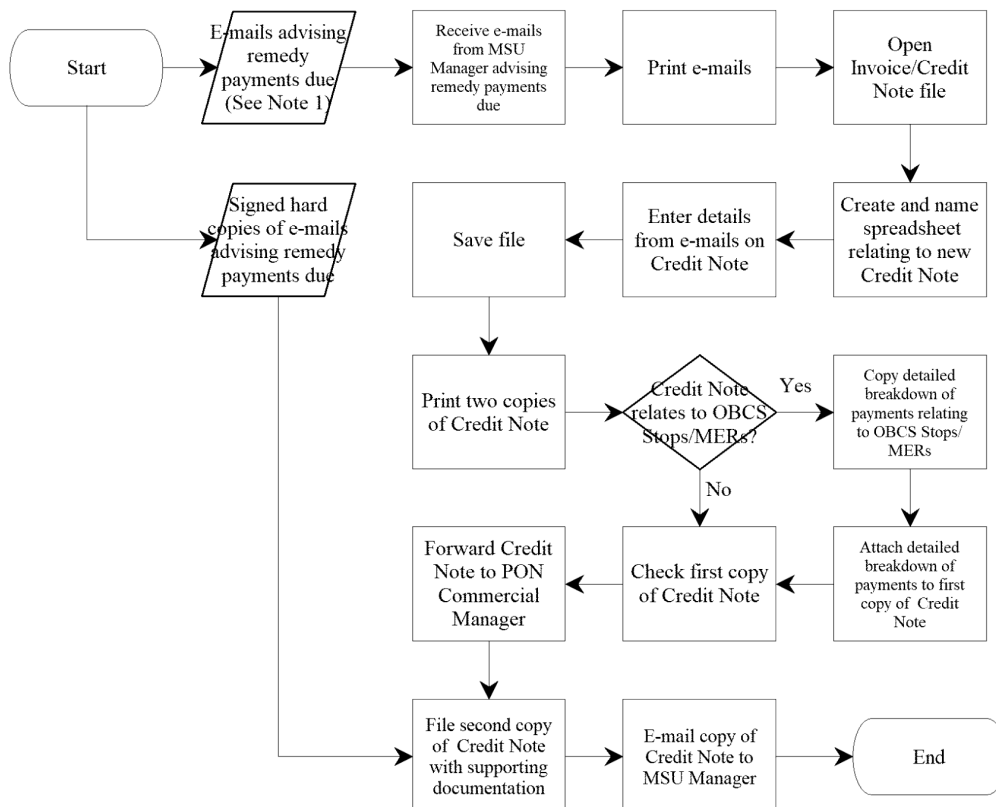
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Note 1:

PON Payment Forecast Figures comprise monthly forecasts in respect of the following:

- Hardware Call remedies
- Network Call remedies
- OBCS Stop remedies
- Data File Delivery remedies (and buffer)
- Manual Error Reports

3.3.3 Finance Department process for raising credit notes



Note 1:

E-mails advising remedy payments due are received in respect of:

- System Service;
- OBCS Stops;
- Data File Delivery;
- Manual Error Reports;

following agreement with PON regarding the remedies to be paid.