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**From:** Andy Holt[imceaex-  
\_o=mms\_ou=exchange+20administrative+20group+20+28fydibohf23spdlt+29\_cn=recipients\_cn  
=andy+2eholt1f932521-2f1a-4377-9268-fd0fcf5c7371@c72a47.ingest.local]  
**Sent:** Fri 24/01/2014 8:10:25 AM (UTC)  
**To:** Angela Van-Den-Bogerd [REDACTED] **GRO** [REDACTED]  
**Subject:** Re: CT1415a Mediation: Urgent requests

Not quite sure I can see how these answers are going to close down this issue. Who's case is it, might be worth a call with Fujitsu to discuss and understand more about his challenge.

Andy

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**From:** Angela Van-Den-Bogerd  
**Sent:** Thursday, January 23, 2014 10:45 PM  
**To:** Andy Holt  
**Subject:** Re: CT1415a Mediation: Urgent requests

Andy,

It's Mark Baker in relation to a Mediation Scheme application. He's not technical himself so he's obviously been fed the questions to ask. He's trying to prove that the comms in branch is causing transactional data to be lost and therefore resulting in losses to Spmr.

Angela

[REDACTED] **GRO** [REDACTED]

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**From:** Andy Holt  
**Sent:** Thursday, January 23, 2014 10:26 PM  
**To:** Angela Van-Den-Bogerd  
**Subject:** Re: CT1415a Mediation: Urgent requests

Angela

These are very technical questions. Who's asking - was it SS? If so they might well understand the answers. Might need a call or at least a bit more context. Expanding the abbreviations won't make it any more understandable.

Happy to discuss

Andy

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**From:** Angela Van-Den-Bogerd  
**Sent:** Thursday, January 23, 2014 10:05 PM  
**To:** Andy Holt  
**Subject:** RE: CT1415a Mediation: Urgent requests

Andy,

This is a bit too technical for me. Are you able to get these answers expanded and without any abbreviations please?

Thanks  
Angela

148 Old Street, LONDON, EC1V 9HQ

Mobile: **GRO**

**GRO**

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**From:** Andy Holt  
**Sent:** 23 January 2014 13:13  
**To:** Angela Van-Den-Bogerd  
**Subject:** FW: CT1415a Mediation: Urgent requests

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**From:** Kay Alastair [mailto:**GRO**]  
**Sent:** 23 January 2014 13:02  
**To:** Andy Holt  
**Subject:** CT1415a Mediation: Urgent requests

Hi Andy

The following details feedback from one of our 'Core' Support Groups . If you require expansion or further discussion via t-con on these updates then please let me .

1. Does Horizon use interleaving of the ADSL line as a default option or is it only used for problem connections? Eg persistent noise on the line.  
Lines use interleaving as default, however there will be sites out there that are on fast profiles due to some fault investigation, analysis etc
2. Does Horizon use ARQ ( automatic repeat reQuest)  
This is an error correction protocol primarily used for live video streaming service, and sits in the transport layer (TCP, UDP etc) which usually is performed by the router, so very unlikely to be used by Horizon.
3. Which method of Error Correction is used, Convolutional Coding or Block Coding or a combination of both?  
There are different layers to the service, physical, data link (DSL service) then transport which is the router. ADSL as a technology uses FEC and CRC at the physical and datalink layers.

Regards  
ALASTAIR

**Alastair Kay**

Project Manager

Post Office Account

Fujitsu  
Lovelace Road, Bracknell, Berkshire, RG12 8SN  
Tel:  GRO  
Email:  GRO  
Web: <http://uk.fujitsu.com>



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