



**Third Line Support Service: Service Description
Commercial in Confidence**

Ref: SVM/SDM/SD/0004
Version: 2.0
Date: 04/09/08

Document Title: Third Line Support Service: Service Description

Document Type: Service Description – Contract Controlled Document

Release: HNG-X and HNG-X Application Roll Out Transitional Period

Abstract: Service description of the Third Line Support Service provided under contract to Post Office Limited

Document Status: APPROVED

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Internal Distribution: (For Originator to distribute following approval)

External Distribution: (For Document Management to distribute following approval)

Approval Authorities: (See PA/PRO/010 for Approval roles)

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	15/08/08	Revisions made as a result of personnel changes	
2.0	27/01/09	Document Approved	

0.2 Review Details

Review Comments by :	19 September 2008
Review Comments to :	Originator & Document Management

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0.3 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/SD/0001			Service Desk Service: Service Description	Dimensions
SVM/SDM/SD/0002			Engineering Service: Service Description	Dimensions
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	Dimensions
SVM/SDM/SD/0005			Application Support Service (Fourth Line): Service Description	Dimensions
SVM/SDM/SD/0006			Systems Management Service: Service Description	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/0010			Service Integration Service: Service Description	Dimensions
SVM/SDM/SD/0011			Branch Network Service: Service Description	Dimensions
SVM/SDM/SD/0012			Central Network Service: Service Description	Dimensions
SVM/SDM/SD/0013			Reference Data Management Service: Service Description	Dimensions
SVM/SDM/SD/0014			Operational Business Change (Branch Change) Service: Service Description	Dimensions
SVM/SDM/SD/0015			Reconciliation Service: Service Description	Dimensions
SVM/SDM/SD/0016			Management Information Service: Service Description	Dimensions
SVM/SDM/SD/0017			Security Management Service: Service Description	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	Dimensions
SVM/SDM/TP/0001			HNG-X Operational Test Plan – Joint Working Document	Dimensions
CS/SIP/002			Business Continuity Framework	Dimensions



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CS/FSP/006			End to End Support Process, Operational Level Agreement	Dimensions
CS/PRD/019			Operational Change Process	Dimensions
CS/PRD/021			POA Customer Service Problem Management Process Details	Dimensions
CS/PRD/074			POA Customer Service Incident Management Process Details	Dimensions
CS/PRD/122			POA Customer Service Major Incident Escalation Process	Dimensions
CS/PRO/154			OOH Support using secure laptop	Dimensions
CS/QMS/007			Operations Manual for the Customer Service Directorate	Dimensions

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

N.B. Printed versions of this document are not under change control.

0.4 Abbreviations/Definitions

Abbreviation	Definition
Ad-Hoc Data Request	Request for non standard management information received from Post Office via the agreed process
Service Management Portal	Web based management information portal developed by Fujitsu Services to allow Post Office to have real time access to management information
SMC	Systems Management Centre

0.5 Changes in this Version

Version	Changes
1.1	Changes in personnel and some management roles. Removal of references to POA, and these have been replaced by RMGA

0.6 Changes Expected



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Changes

Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.

Post contract signature following agreement to any Draft Notes (DN) included within the document.

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1.0 Service Summary

- 1.1. The Fujitsu Services Third Line Support Service, provides the following functions using operational staff who are fully trained to carry out this Third Line Support Service:
 - 1.1.1. technical support when required to the following Operational Services:
 - (a) Service Desk Service;
 - (b) Systems Management Service;
 - (c) Data Centre Operations Service (including the AP Client File Re-Send Service , with the exception of Configured POL FS);
 - (d) Application Support Service (Fourth Line);
 - (e) Branch Network Service
 - (f) Central Network Service;
 - (g) Operational Business Change Service (Branch Change);
 - (h) Reference Data Management Service;
 - (i) Security Management Service;
 - (j) Engineering Service;
 - (k) Management Information Service; and
 - (l) Reconciliation Service;
 - 1.1.2. the investigation and resolution of new Software Incidents within the Branch Infrastructure;
 - 1.1.3. the production and authorisation of workarounds and updates to entries within the support knowledge database;
 - 1.1.4. locally held Fujitsu Services Royal Mail Group Account (RMGA) databases and intranet;
 - 1.1.5. service management portals available to Post Office;
 - 1.1.6. support for business continuity testing where this is required; and
 - 1.1.7. development and support for internal Fujitsu Services RMGA applications.
- 1.2. Notwithstanding any provision in any Schedule, CCD or CRD to the contrary, Fujitsu Services is not obliged to provide the Third Line Support Service or Application Support Service (Fourth Line) in respect of Configured POL FS or the SAP Loading Applications.



- 1.3. The Third Line Support Service will receive solutions developed by the Application Support Service (Fourth Line) to resolve Incidents.

2.0 HNG-X

2.1 Service Definition

2.1.1 Support for Operational Services

This section sets out the technical support provided by the Third Line Support Service to the appropriate Operational Services. The Third Line Support Service also supports the Business Capabilities and Support Facilities.

2.1.1.1 Service Desk

2.1.1.1.1 The Third Line Support Service provides technical support to the Service Desk to assist in the resolution of operational Incidents at "first line". Data relating to Incidents are passed from the Service Desk Incident Management Systems via a technical interface to the Third Line Support Service fault management tool (Peak). Any failure of this technical interface will result in the manual transfer of data from the Service Desk.

2.1.1.1.2 The Third Line Support Service will provide information for, and maintain the Known Error Log (KEL).

2.1.1.2 Systems Management Service

The Third Line Support Service provides technical support to the Systems Management Service to assist in the resolution of operational Incidents.

2.1.1.3 Data Centre Operations Service

2.1.1.3.1 The Third Line Support Service provides technical support to the Data Centre Operations Service to assist in the resolution of operational Incidents. This will include re-send of files to Post Office and APS Clients in cases of errors in Fujitsu Services' Software.

2.1.1.3.2 Where a re-send of a file is required for reasons other than an error in Fujitsu Services' Software, the procedure for re-sending such file is described in Annex A to the CCD entitled: "*Data Centre Operations Service, Service Description*" (SVM/SDM/SD/0003).

2.1.1.4 Application Support Service (Fourth Line)

The Third Line Support Service provides technical support to the Application Support Service (Fourth Line) to assist in the development of Software fixes required for the Branch Infrastructure or HNG-X Central Infrastructure.



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2.1.1.5 Branch Network Service

The Third Line Support Service provides technical support to the Branch Network Service to assist in the resolution of operational Incidents surrounding the loss of communications between the Branch Infrastructure and the HNG-X Central Infrastructure. This may involve close liaison with Fujitsu Services' or Post Office's network suppliers, e.g. British Telecom (BT).

2.1.1.6 Central Network Service

The Third Line Support Service provides technical support to the Central Network Service to assist in the resolution of operational Incidents surrounding the loss of communications within the central Fujitsu Services network.

2.1.1.7 Operational Business Change Service (Branch Change)

The Third Line Support Service provides technical support to the Operational Business Change (Branch Change) Service to assist in the resolution of Software or remote technical Incidents which may occur during the delivery of changes, (including, for example: Branch openings, closures and moves) to the Branch Infrastructure.

2.1.1.8 Reference Data Management Service

The Third Line Support Service provides technical support to the Reference Data Management Service to assist in the resolution of operational Incidents surrounding the distribution of Reference Data to the Branch Infrastructure.

2.1.1.9 Security Management Service

The Third Line Support Service provides technical support to the Security Management Service to assist in the resolution of operational Incidents surrounding the application of the required level of security within the Branch Infrastructure and HNG-X Central Infrastructure, together with the provision of data from the HNG-X Central Infrastructure where this cannot be readily obtained by the Security Management Service.

2.1.1.10 Engineering Service

The Third Line Support Service provides Software and operating system support to the Engineering Service to assist in the resolution of Hardware Incidents within the Branch.

2.1.1.11 Management Information Service

The Third Line Support Service provides technical support to the management information Service to assist in the generation of management information in response to Ad-Hoc Data Requests where this information is not readily available to the Management Information Service.



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2.1.1.12 Reconciliation Service

The Third Line Support Service provides technical support to the Reconciliation Service to assist in the resolution of Reconciliation Incidents where Transaction information is required following interrogation of the HNG-X Central Infrastructure. This will also include the re-sending of rejected Transactions to Post Office or Clients following the resolution of a Reconciliation Incident.

2.1.1.13 Investigation and Resolution of New Software Incidents

The Third Line Support Service will investigate, in accordance with internal Fujitsu Services operational procedures, any suspected new Software errors escalated from the Service Desk or Systems Management Service and provide Software fixes, as required, to either:

- (a) an individual Branch or Counter Position;
- (b) a number of Branches or Counter Positions;
- (c) the entire Branch and all Counter Positions; or
- (d) the Data Centres.

2.1.2 Production of workarounds

2.1.2.1 Following investigation of a Software error, the Third Line Support Service will produce, where possible, a workaround which will enable the Branch to continue normal business in line with relevant processes or will enable the Data Centre to continue processing.

2.1.2.2 Where a workaround requires a Branch not to operate in accordance with relevant processes, this will be handled through the Service Management Service in accordance with good service management practice.

2.1.3 Local Fujitsu Services RMGA Database Development and Support

The Third Line Support Service will provide support for the development and support of local Fujitsu Services RMGA databases required to provide reporting and management information where this is not available from the HNG-X Central Infrastructure.

2.1.4 POA Intranet / Service Management Portal Development and Support

The Third Line Support Service will provide support for the development and support of Fujitsu Services RMGA intranet and the relevant portal arrangements which allow data to be available to the Service Management Portal accessible to Post Office.



2.1.5 Support for Business Continuity testing

The Third Line Support Service will provide technical support for scheduled business continuity tests undertaken in accordance with Schedule B2 and the CCD entitled: “*Business Continuity Framework*” (CS/SIP/002).

2.2 Service Availability

The Third Line Support Service is not directly available to Post Office. It is a service internal to Fujitsu Services and is available 24 hours per day, but is provided only on an on-call basis outside of 09:00hrs to 17:30hrs Monday to Friday. The Third Line Support Service is also on-call on Bank Holidays.

2.3 Service Levels and Remedies

2.3.1 General Principles

This section is not applicable to the Third Line Support Service.

2.3.2 Service Level Relief

This section is not applicable to the Third Line Support Service.

2.3.3 Rectification Plan

See paragraph 7.1 of Schedule C1 of the Agreement.

2.3.4 Service Levels for which Liquidated Damages Apply

There are no specific SLTs for which liquidated damages apply that are linked directly with the Third Line Support Service. However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Third Line Support Service should support be required:

- (a) Data Centre Operations Service;
- (b) Branch Network Service; and
- (c) Engineering Service.

2.3.5 Service Levels for which Liquidated Damages Do Not Apply

There are no specific SLTs for which liquidated damages do not apply that are linked directly with the Third Line Support Service. However, the attainment of SLTs for the following Operational Services may be directly related to the successful provision of this Third Line Support Service should support be required:

- (a) Data Centre Operations Service;
- (b) Branch Network Service;



- (c) Central Network Service;
- (d) Service Desk; and
- (e) Reconciliation Service.

2.3.6 Operational Level Targets

There are no OLTs associated with the Third Line Support Service.

2.3.7 Performance Metrics

There are no performance metrics associated with the Third Line Support Service.

2.3.8 Design Targets

There are no design targets associated with the Third Line Support Service.

2.4 Service Limits and Volumetrics

There are no service limits or volumetrics associated with the Third Line Support Service.

2.5 Associated Assets and Licences

2.5.1 Assets

Assets relevant to the Third Line Support Service are set out within the Asset Register.

2.5.2 Licences

The Third Line Support Service will ensure that all third party software licences from time to time required by Fujitsu Services to provide the Third Line Support Service are maintained to ensure they are current and valid for the version of third party software being used at the time. Where a licence or its associated support and maintenance is due to expire, and Fujitsu Services determine that renewal is required, the Third Line Support Service will ensure that the appropriate renewal process, as defined by the appropriate software vendor or licensor, is completed and a new licence is concluded prior to the expiry date to ensure continuity of the service.

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.



2.6.2 Operational Variable Charge

- 2.6.1.1 The Third Line Support Service Operational Variable Charge is calculated against the number of POL Service Types supported at a price per Counter Position as set out in paragraph 2.7 of Schedule D1 of the Agreement.
- 2.6.1.2 Any variation to this price is subject to six (6) months' notice.

2.6.3 Additional Operational Variable Charge

There are no additional Operational Variable Charge applicable to the Third Line Support Service.

2.7 Dependencies and Interfaces with Other Operational Services

- 2.7.1. Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Third Line Support Service and/or any of the other Operational Services will be agreed in accordance with the Change Control Procedure. This section describes the interfaces with other Operational Services as at the Amendment Date, as follows:

2.7.1.1 Systems Management Service

The Third Line Support Service may be required to take on some of the monitoring functions completed by the Systems Management Service and would receive a higher proportion of issues for resolution should the Systems Management Service become unavailable.

2.7.1.2 Data Centre Operations Service

The Third Line Support Service supports the Data Centre Operations Service in the investigation of Incidents surrounding the HNG-X Central Infrastructure. If the scope of the Third Line Support Service changes, the Application Support Service (Fourth Line) may have to take over this role.

2.7.1.3 Branch Network Service

The Third Line Support Service supports the Branch Network Service, following receipt of calls from Branches. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

2.7.1.4 Central Network Service

The Third Line Support Service supports the Central Network Service, in respect of Incidents surrounding the Central Telecommunications Infrastructure. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

2.7.1.5 Application Support Service (Fourth Line)

The Application Support Service (Fourth Line) and the Third Line Support Service work closely together in the identification and resolution of Software Incidents requiring bug fixes. If the scope of either the Application Support Service (Fourth Line) or the Third Line Support Service is changed, the completion of Software Incident bug fixes would be the responsibility of the remaining service.

2.7.1.6 Operational Business Change Service (Branch Change)

The Third Line Support Service supports the OBC (Branch Change) Service, in respect of changes to the Branch estate. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

2.7.1.7 Reference Data Management Service

The Third Line Support Service supports the Reference Data Management Service in respect of Incidents surrounding the distribution of Reference Data to the Branch Infrastructure. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

2.7.1.8 Security Management Service

The Third Line Support Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of systems access. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line), the Systems Management Service or the Data Centre Operations Service might have to take over this role.

2.7.1.9 Engineering Service

The Third Line Support Service supports the Engineering Service, in respect of Incidents within the Branch Infrastructure which require technical support. If the scope of the Third Line Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

2.7.1.10 Management Information Service

The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Third Line Support Service changed, the Systems Management Service or the Application Support Service (Fourth Line) may have to take over this role.

2.7.1.11 Reconciliation Service

The Third Line Support Service supports the Reconciliation Service, in respect of Incidents affecting the financial integrity of the HNG-X Application. If the scope of the Third Line



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Support Service changed, the Application Support Service (Fourth Line) might have to take over this role.

2.7.1.12 The Service Desk

The Third Line Support Service receives Incidents for investigation from the Service Desk. Any changes to the scope of the Third Line Support Service may result in Incidents being passed to the Application Support Service (Fourth Line).

2.7.1.13 The CMT Service

The Third Line Support Service may receive Incidents for investigation from the CMT Service. Any changes to the scope of the Third Line Support Service may result in Incidents being passed to the Application Support Service (Fourth Line).

2.7.1.14 The Service Management Service

The Service Management Service has overall governance over the activities of the Third Line Support Service. If the scope of the Third Line Support Service changed, the Service Management Service may interface directly with the Application Support Service (Fourth Line).

2.8 Post Office Dependencies and Responsibilities

In addition to the generic responsibilities which shall apply as set out in Schedule A5 of the Agreement, Post Office shall keep each base unit in each Branch switched on at all times unless specifically requested to do otherwise by Fujitsu Services.

2.9 Business Continuity

This section defines the measures taken to minimise the risk of not being able to provide the Third Line Support Service and sets out what Fujitsu Services is required to provide in terms of business continuity specific to the provision of this Third Line Support Service. Details of the Third Line Support Service Business Continuity Plan are set out in the Working Document entitled: "*HNG-X Support Service Business Continuity Plan – Joint Working Document*" (SVM/SDM/PLA/0001).

2.9.1 Maintaining Access to Data and Systems

2.9.1.1 Incident Management System

2.9.1.1.1 In the event that the Third Line Support Service fault management tool becomes unavailable, failover will occur to a backup system within another Fujitsu Services site.

2.9.1.1.2 In the event that the backup system is unavailable, the Third Line Support Service will resort to manual logging of Incidents until the system is restored and then input manually logged Incidents into the restored system.



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2.9.1.2 Live System Access and Repair Tools

In the event that live systems access and repair tools are unavailable in the primary Third Line Support Service site, the Third Line Support Service will use the SSC-built Out-Of-Hours laptops and support the system from home addresses.

2.9.1.3 Failover Timescale

Fujitsu Services shall ensure access to live systems access and repair tools at the DR site are available to the Third Line Support Service within three (3) hours of the initial failure.

2.9.1.4 Testing

Fujitsu Services will carry out one (1) walkthrough and one (1) operational test per year covering the Incident Management System, live system access and repair tools, subject to agreeing the actual dates for such tests with Post Office, such agreement not to be unreasonably withheld. Such tests shall be carried out in accordance with the Working Document entitled: "*HNG-X Operational Test Plan – Joint Working Document*" (SVM/SDM/TP/0001).

2.10 Documentation Set Supporting the Service

The document set listed in section 0.3 of this Third Line Support Service, Service Description supports the delivery of the Third Line Support Service. Should any elements of the Third Line Support Service be changed following agreement with Post Office, Fujitsu Services will ensure these documents are also reviewed and amended where necessary in accordance with the changes agreed.

3.0 HNG-X Application Roll Out – Transitional Period

3.1 Service Definition

- 3.1.1 See section 2.1 of this Third Line Support Service, Service Description.
- 3.1.2 The Third Line Support Service will assist in the recovery of Transactions from those Branches not yet migrated to the HNG-X Application in circumstances where it has not been possible to deploy laptop data retrieval and hence the relevant processor or processors have been recovered via the Engineering Service to the Data Centre, as described in the CCD entitled: "*Engineering Service, Service Description*" (SVM/SDM/SD/0002).

3.2 Service Availability

See section 2.2 of this Third Line Support Service, Service Description.

3.3 Service Levels and Remedies

- 3.3.1 See section 2.3 of this Third Line Support Service, Service Description and section 3.3.2 below.
- 3.3.2 For the periods in which the Banking Functions and/or any of the Horizon Applications (other than Banking Functions) or Infrastructure Services are suspended in accordance with section 4.2.1.2 of the CCD entitled "*Service Management Service: Service Description*" (SVM/SDM/SD/0007), measurements of Fujitsu Services' performance in respect of all Service Levels detrimentally affected by such suspension (in respect of those Horizon Applications and Services) shall be disregarded and Fujitsu Services shall be released from those of its obligations in respect of those Horizon Applications and Services which it is unable to perform as a result of such suspension.

3.4 Service Limits and Volumetrics

See section 2.4 of this Third Line Support Service, Service Description.

3.5 Assets and Licences

See section 2.5 of this Third Line Support Service, Service Description.

3.6 Charges

See section 2.6 of this Third Line Support Service, Service Description.

3.7 Dependencies and Interfaces with Other Operational Services



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See section 2.7 of this Third Line Support Service, Service Description.

3.8 Post Office Dependencies and Responsibilities

See section 2.8 of this Third Line Support Service, Service Description.

3.9 Business Continuity

See section 2.9 of this Third Line Support Service, Service Description.

3.10 Documentation Set Supporting the Service

See Section 2.10 of this Third Line Support Service, Service Description.