


**Definitions of Engineering Service Priority and Local / Remote Locations**

**Commercial in Confidence**

**Document Title:** Definitions of Engineering Service Priority and Local / Remote Locations

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**Abstract:** Defines postal zone locations for which the location of PO branches is classified as Remote

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*Note: See Post Office Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.*



## 0 Document Control

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## Definitions of Engineering Service Priority and Local / Remote Locations



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## 0.2 Document History

| Version No. | Date     | Summary of Changes and Reason for Issue  | Associated Change - CP/PEAK/PPRR Reference |
|-------------|----------|--|--|
| 0.1         | 10/11/06 | For review   |  |
| 1.0         | 06/02/07 | Reference to Branch Network incidents removed and document issued for approval |  |
| 1.1         | 22/12/08 | To include PA21 and PA22 as remote locations                                   |  |
| 2.0         | 21/01/09 | For approval   |  |

## 0.3 Review Details

|  |                 |
|--|-----------------|
| Review Comments by :   |                 |
| Review Comments to :   |                 |
| Mandatory Review   |                 |
| Role   | Name            |
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| Issued for Information – Please restrict this distribution list to a minimum |                 |
| Position/Role  | Name            |
|  |                 |

(\*) = Reviewers that returned comments

## 0.4 Associated Documents (Internal & External)

| Reference                           | Version | Date | Title  | Source     |
|-------------------------------------|---------|------|--|------------|
| PGM/DCM/TEM/0001<br>(DO NOT REMOVE) |         |      | Fujitsu Services Post Office Account HNG-X Document Template | Dimensions |
| SVM/SDM/SD/0002                     |         |      | Engineering Service: Service Description                     | PVCS       |



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

## 0.5 Abbreviations

| Abbreviation | Definition                   |
|--------------|------------------------------|
| CCD          | Contract Controlled Document |
| SLT          | Service Level Target         |
|              |                              |

## 0.6 Glossary

| Term | Definition |
|------|------------|
|      |            |

## 0.7 Changes Expected

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



## 1 Summary

This document defines the classification of locations used in measuring Engineering Service Time to Repair Service Levels.

## 2 Definition and Process

The location of each Branch is classified as either Local or Remote. The following postal zone locations are classified as Remote. All other postal zone locations are classified as Local.

### 2.1 Remote Locations

Branches in the following postal zone locations are classified as Remote unless excluded specifically.

|          |          |          |          |                               |          |
|----------|----------|----------|----------|-------------------------------|----------|
| DG6 ***  | DG7 ***  | DG8 ***  | DG9 ***  |                               |          |
| BT47 *** | BT48 *** | BT49 *** | BT54 6RT | BT81 *** (excluding BT81 7AA) |          |
| BT82 *** |          |          |          |                               |          |
| HS ***   |          |          |          |                               |          |
| IV21 *** | IV22 *** | IV23 *** | IV24 *** | IV25 ***                      | IV26 *** |
| IV27 *** | IV28 *** | IV40 *** | IV41 *** | IV42 ***                      | IV43 *** |
| IV44 *** | IV45 *** | IV46 *** | IV47 *** | IV48 ***                      | IV49 *** |
| IV51 *** | IV52 *** | IV53 *** | IV54 *** | IV55 ***                      | IV56 *** |
| KA27 *** | KA28 *** |          |          |                               |          |
| KW ***   |          |          |          |                               |          |
| PA20 *** | PA21 *** | PA22 *** | PA28 *** | PA29 ***                      | PA30 *** |
| PA31 *** | PA32 *** | PA33 *** | PA34 *** | PA35 ***                      | PA36 *** |
| PA37 *** | PA38 *** | PA39 *** | PA41 *** | PA42 ***                      | PA43 *** |
| PA44 *** | PA45 *** | PA46 *** | PA47 *** | PA48 ***                      | PA49 *** |
| PA60 *** | PA61 *** | PA62 *** | PA63 *** | PA64 ***                      | PA65 *** |
| PA66 *** | PA67 *** | PA68 *** | PA69 *** | PA70 ***                      | PA72 *** |
| PA73 *** | PA75 *** | PA76 *** | PA77 *** | PA78 ***                      | PA81***  |
| PA82 *** | PA85 *** |          |          |                               |          |
| PH15 *** | PH16 *** | PH17 *** | PH18 *** | PH19 ***                      | PH31 *** |
| PH32 *** | PH33 *** | PH34 *** | PH35 *** | PH36 ***                      | PH37 *** |
| PH38 *** | PH40 *** | PH41 *** | PH42 *** | PH43 ***                      | PH44 *** |
| PH49 *** |          |          |          |                               |          |
| SA70 7UJ |          |          |          |                               |          |
| TR21 *** | TR22 *** | TR23 *** | TR24 *** | TR25 ***                      |          |
| ZE ***   |          |          |          |                               |          |



### 3 Calculating Service Level Performance

Counter Equipment and LAN related Incidents which prevent an individual Branch from using HNG-X Services shall be resolved in accordance with SLTs as defined in the CCD entitled: "*Engineering Service: Service Description*" (SVM/SDM/SD/0002). Fault priority is allocated to these Incidents following the receipt of calls to the Service Desk as follows:

- Calls from Local designated Branches will be allocated priority A, B or C in accordance with the Hardware component failure as defined in the CCD entitled: "*Engineering Service: Service Description*" (SVM/SDM/SD/0002);
- Calls from Remote designated Branches will be allocated priority C.

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