
Document Title: Engineering Service: Service Description

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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	

0.2 Review Details

Review Comments by :	[Date]
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0.3 Associated Documents

Reference	Version	Date	Title	Source
SVM/SDM/PRO/0004			Definitions of Engineering Service Priority and Local / Remote Locations	PVCS
CON/MGM/005			Post Office Ltd and Fujitsu Services Business Continuity Interface Agreement	PVCS
SVM/SDM/PRO/0002			Process for Laptop Data Retrieval	PVCS
SVM/SDM/SD/0010			Service Integration Service: Service Description	PVCS
SVM/SDM/PRO/0006			Service Level Target & Liquidated Damages Exclusions	PVCS
SVM/SDM/PRO/0013			Calculating Mean Time Between Failure and Availability	PVCS
SVM/SDM/SD/0014			Operational Business Change (Branch Change) Service: Service Description	PVCS
SVM/SDM/SD/0003			Data Centre Operations Service: Service Description	PVCS
SVM/SDM/SD/0001			Service Desk Service: Service Description	PVCS
IM/MAN/022			PIN Pad Technical Installation Training Guide	PVCS
SVM/SDM/PRO/0001			Major Incident Process	PVCS

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
Call-Out Charge	Charge over and above the operational charge required for engineer call out, out of hours
CMOS	Complimentary Metal Oxide Semi Conductor
LCD	Liquid Crystal Display
MBCI	Major Business Continuity Incident

PAT	Portable Appliance Testing
PMMC	Postmasters Memory Card
Technical Courier	Engineer employed directly by Fujitsu Services or its supplier(s) with responsibility for the swap out of Branch equipment

0.5 Changes in this Version

Version	Changes

0.6 Changes Expected

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.

0.7 Table of Contents

1.0	SERVICE SUMMARY.....	7
2.0	HNG-X.....	8
2.1	SERVICE DEFINITION.....	8
2.1.1	On-site replacement / repair of faulty equipment.....	8
2.1.2	Repair and recycling of faulty equipment.....	9
2.1.3	Hardware asset tracking.....	9
2.1.4	Local Area Network (LAN) support.....	10
2.1.5	Portable Appliance Testing.....	10
2.1.6	Service Management.....	10
2.1.7	Capacity Management.....	11
2.2	SERVICE AVAILABILITY.....	11
2.2.1	Standard Service.....	11
2.2.2	Out of hours Service availability.....	12
2.3	SERVICE LEVELS AND REMEDIES.....	12
2.3.1	General Principles.....	12
2.3.2	Service Level Relief.....	13
2.3.3	Rectification Plan.....	13
2.3.4	Service Levels for which Liquidated Damages Apply.....	13
2.3.5	Service Levels for which Liquidated Damages Do Not Apply.....	13
2.3.6	Operational Level Targets.....	15
2.3.7	Performance Metrics.....	15
2.3.8	Design Targets.....	15
2.4	SERVICE LIMITS AND VOLUMETRICS.....	15
2.4.1	Prioritisation of Incidents.....	15
2.5	ASSETS AND LICENCES.....	15
2.5.1	Assets.....	15
2.5.2	Licences.....	16
2.6	CHARGES.....	16
2.6.1	Operational Fixed Charge.....	16
2.6.2	Operational Variable Charge.....	16
2.6.3	Additional Operational Variable Charge.....	16
2.6.4	Equipment Replacement.....	17
2.7	DEPENDENCIES AND INTERFACES WITH OTHER OPERATIONAL SERVICES.....	17
2.7.1	Any changes agreed between Post Office and Fujitsu Services to the scope or availability of the Engineering 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:.....	17
2.8	POST OFFICE DEPENDENCIES AND RESPONSIBILITIES.....	18
2.9	BUSINESS CONTINUITY.....	18
2.10	DOCUMENTATION SET SUPPORTING THE SERVICE.....	19
3.0	FROM 1 SEPTEMBER 2006 TO TRIGGER POINT T6 (HNG-X APPLICATION ROLL OUT COMPLETE).....	20
3.1	SERVICE DEFINITION.....	20
3.1.1	On-site replacement / repair of faulty equipment.....	20
3.1.2	Transaction Recovery.....	20

3.2	SERVICE AVAILABILITY.....	20
3.3	SERVICE LEVELS AND REMEDIES.....	21
3.4	SERVICE LIMITS AND VOLUMETRICS.....	22
3.5	ASSETS AND LICENCES.....	22
3.6	CHARGES.....	22
3.6.1	Additional Operational Variable Charge.....	22
3.7	DEPENDENCIES AND INTERFACES WITH OTHER OPERATIONAL SERVICES.....	22
3.8	POST OFFICE DEPENDENCIES AND RESPONSIBILITIES.....	22
3.9	BUSINESS CONTINUITY.....	22
3.10	DOCUMENTATION SET SUPPORTING THE SERVICE.....	22
4.0	FROM TRIGGER POINT T1 (AMENDMENT DATE) TO 31 AUGUST 2006.	23
4.1	SERVICE DEFINITION.....	23

1.0 Service Summary

- 1.1. The Engineering Service comprises an on-site replacement or repair service, together with associated backup, support and administrative functions, for Counter Equipment at Branches and other designated Post Office locations, including Counter Training Offices (CTOs), Head Office Counter Positions. Where possible the Service Desk Service will provide resolution of Hardware faults, however any Hardware faults which cannot be resolved will be passed to the Engineering Service to initiate deployment of a Fujitsu Services Support Engineer.
- 1.2. On-site replacement or repair for the PostShop Branch Infrastructure is defined within the Contract Controlled Document (CCD) entitled: "*Service Integration Service, Service Description*" (SVM/SDM/SD/0010).
- 1.3. The Engineering Service shall comprise the following elements:
 - (a) on-site replacement of faulty Counter Equipment;
 - (b) repair and recycling of faulty Counter Equipment;
 - (c) limited Hardware asset tracking – base units only;
 - (d) Local Area Network (LAN) support;
 - (e) Portable Appliance Testing (PAT); and
 - (f) Service Management.
- 1.4. Fujitsu Services Support Engineers will be appropriately trained and the Engineering Service shall include the use of Technical Couriers where Fujitsu Services considers it is appropriate for such Technical Couriers to carry out the Engineering Service.
- 1.5. Maintenance and repair of the Counter Equipment involving on-site attendance at Post Office premises by Fujitsu Services Support Engineers shall not interfere unduly with the ability of a Branch to serve Customers, even where the Branch has only a single Counter Position and/or extremely limited physical space.
- 1.6. Fujitsu Services shall carry out visits for maintenance or repair in accordance with the SLTs described within section 2.3.5 of this Engineering Service, Service Description. However, the Branch Manager may elect to defer a visit to a more convenient time. For example, in a larger Branch, if a fault occurs at the busiest time of day then the Branch Manager may specify the start time from which Fujitsu Services may carry out the maintenance or repair. In such circumstances, the request for service shall be diagnosed fully but not carried out until the Branch Manager's preferred appointment time. In this case the time in suspension shall not count towards downtime as defined within section 2.3.5 of this Engineering Service, Service Description.

2.0 HNG-X

2.1 Service Definition

2.1.1 On-site replacement / repair of faulty equipment

- 2.1.1.1. Upon determining that a fault has occurred, the Branch will contact the Service Desk providing as much detail of the fault as possible when prompted by the Service Desk in accordance with the CCD entitled "*Service Desk Service: Service Description*". (SVM/SDM/SD/0001).
- 2.1.1.2. The Service Desk will obtain detail of the access times to the Branch from the User, which are not necessarily linked to Branch opening times, and a visit by a Fujitsu Services Support Engineer will be scheduled in accordance with:
- (a) whether the location of the Branch is classed as Local or Remote. Definitions of Local / Remote locations are set out in the CCD entitled: "*Definitions of Engineering Service Priority and Local / Remote Locations*" (SVM/SDM/PRO/0004);
 - (b) the severity of the Incident (Priority A, Priority B or Priority C), as set out in section 2.3.4.1.4 (Table 1) of this Engineering Service, Service Description; and
 - (c) Branches designated as Remote will attract Incident Priority C for all Incidents.
- 2.1.1.3. Prior to their first visit to any Branch, Fujitsu Services Support Engineers will undergo successful security validation by Post Office.
- 2.1.1.4. Fujitsu Services Support Engineers visiting Branches to repair faults will provide proof of identity to the Branch Manager or representative.
- 2.1.1.5. The Fujitsu Services Support Engineer will carry service exchange Hardware components and will be trained in the fitting of such components.
- 2.1.1.6. The Fujitsu Services Support Engineer will assess and seek to diagnose the Counter Equipment fault and, where possible, will rectify the fault through simple adjustment, reconnection, cleaning or advice to Branch personnel.
- 2.1.1.7. Where there is a Hardware fault involving a faulty component, the Fujitsu Services Support Engineer will exchange that faulty component with a replacement.
- 2.1.1.8. The Fujitsu Services Support Engineer will ensure that the Counter Equipment is working correctly prior to leaving the Branch.
- 2.1.1.9. Fujitsu Services will provide secure systems access to the Fujitsu Services Support Engineers to enable the resolution of Hardware faults.
- 2.1.1.10. Fujitsu Services Support Engineers will at all times carry out work in compliance with current health and safety legislation and adhere to Health and Safety Regulations referred to in Schedule A4 of the Agreement.

2.1.1.11. In any circumstances where a Paypole and an associated PIN Pad both need to be repaired, Post Office shall first repair the Paypole and then report the fact that the PIN Pad requires repair to Fujitsu Services by telephone to the Service Desk. Following receipt of such a call from Post Office, Fujitsu Services shall ensure that there is a properly functioning PIN Pad at the PIN Pad Site.

2.1.2 Repair and recycling of faulty equipment

2.1.2.1. Where faulty Counter Equipment is replaced as part of the Engineering Service, Fujitsu Services will, where economically viable, ensure that it is repaired and rendered fit for re-use in the Branch Infrastructure.

2.1.2.2. Fujitsu Services reserves the right to inform Post Office that a particular item of Counter Equipment is determined to be beyond economic repair and, in such circumstances, Fujitsu Services shall not repair that particular item of Counter Equipment within the spares loop or return it for re-use in the Branch Infrastructure.

2.1.2.3. Each item of Counter Equipment returned for repair will be examined, and the fault determined. The fault will be repaired and the Counter Equipment will be cleaned and tested, including a check for electrical safety.

2.1.2.4. Where base units have been replaced, Fujitsu Services will clean those base units of all data and apply a new software build which consists of a single basic image which is updated automatically when the unit is reinstalled.

2.1.2.5. Fujitsu Services may, at its discretion, use a third party to complete the repair works, which may include, but is not limited to, the Counter Equipment manufacturer.

2.1.2.6. Fujitsu Services may cannibalise returned units to extend the life of the spares provision.

2.1.3 Hardware asset tracking

2.1.3.1. Fujitsu Services will ensure that all base units residing in Branches, Head Office Counter Positions and Counter Training Officers will be recorded, by serial number, as whole units (a PC base unit is classed as one whole unit even though different components may be utilised for spares).

2.1.3.2. Fujitsu Services will record all serialised base unit assets and the exchange of serial numbers as a result of service visits.

2.1.3.3. Fujitsu Services will record the serial number of any piece of Counter Equipment at the point of repair to enable monitoring of the returns for multiple failures on a single piece of Counter Equipment so as to identify rogue units to be removed from the spares loop.

2.1.3.4. Notwithstanding sections 2.1.3.2 and 2.1.3.3 of this Engineering Service, Service Description, Fujitsu Services will exercise control over all Counter Equipment including component parts held by them on behalf of Post Office, at a level appropriate for the ongoing provision of the service.

2.1.4 Local Area Network (LAN) support

- 2.1.4.1. Fujitsu Services will maintain the Counter Equipment within the Branch including, LAN hubs, cabling and PC cross over leads.
- 2.1.4.2. Fujitsu Services may choose to sub-contract the maintenance of the LAN cabling to a third party as appropriate.

2.1.5 Portable Appliance Testing

- 2.1.5.1. The Engineering Service provides for PAT to all relevant elements of the Branch Infrastructure installed in Post Office Premises, (excluding the PostShop Infrastructure), to enable Post Office to meet its legal obligations in accordance with the Electricity at Work Regulations 1989 and Electricity at Work Regulations (NI) 1991 (S.R. 1991 No. 13) and BS 7671:1992, Requirements for Electrical Installation. In doing so, Post Office will:
 - (a) agree a schedule for the such testing;
 - (b) facilitate and promote the importance of such testing and the ongoing responsibilities of Post Office staff; and
 - (c) facilitate access to equipment and other areas as required in order for Fujitsu Services to carry out such PAT.
- 2.1.5.2. For the avoidance of doubt, PAT activity is not covered by any SLT described within section 2.3.5 of this Engineering Service, Service Description.
- 2.1.5.3. Fujitsu Services will undertake two (2) PATs over the life of the Agreement. These are envisaged to be during 2008 / 2009 and 2012 / 2013 which will be specific PAT visits and not part of a standard engineering visit.
- 2.1.5.4. Fujitsu Services may undertake the use of appropriately trained Technical Couriers to complete one or both PATs.

2.1.6 Service Management

2.1.6.1 Pro-Active Incident Reduction

To ensure the number of Hardware failures is kept to a minimum, thereby mitigating risk to both Post Office and Fujitsu Services in respect of the Mean Time Between Failure (MTBF) obligations described below and in Schedule B3.4 of the Agreement as part of the standard service management process, Fujitsu Services will pro-actively manage the spares and repair process to ensure, without limitation:

- (a) fail on fit incidents are kept to a minimum;
- (b) Counter Equipment is removed from the spares loop following three (3) failures and either destroyed or refurbished;

- (c) refurbishment of Counter Equipment / component parts within the spares loop is completed where considered necessary to ensure continued operation; and
- (d) MTBF degradation is mitigated.

2.1.6.2 Continuity of Spares Supplies

Fujitsu Services will ensure that adequate spares provision exists for all Branch Infrastructure Hardware components and will source new Hardware components of an equivalent specification, if required, to ensure continuity of spares.

2.1.6.3 Continuous Service Improvement

Fujitsu Services will work closely with Post Office to identify and implement, where agreed, service or cost improvement initiatives within the Engineering Service.

2.1.6.4 Service Reporting

Notwithstanding Fujitsu Services' obligations for service level reporting described within section 2.3.1 of this Engineering Service, Service Description, Fujitsu Services will report to Post Office as required on the status of the Engineering Service and agree any actions as is felt necessary to ensure continuity of the Engineering Service.

2.1.7 Capacity Management

The Engineering Service will be responsible for reviewing with the Capacity Management Service, the forecasted traffic volumes to assess the future capacity requirements of the Engineering Service.

2.2 Service Availability

2.2.1 Standard Service

- 2.2.1.1 The Engineering Service will be available between the hours of 08:00hrs to 18:30hrs Monday to Friday (inclusive) excluding all Bank Holidays, as applicable on a regional basis within the United Kingdom.
- 2.2.1.2 Subject to the provisions within section 2.2.2, in exceptional circumstances, where the Parties agree, such agreement not to be unreasonably withheld, Fujitsu Services may choose to provide the Engineering Service at no extra cost to Post Office outside of the hours described in section 2.2.1.1 above.

2.2.2 Out of hours Service availability

- 2.2.2.1 Under exceptional circumstances, Post Office may request the provision of the Engineering Service outside the hours stated in section 2.2.1.1 of this Engineering Service, Service Description, to provide on site engineering support for exhibitions,

displays or conferences (a “Show Event”), subject to additional cost as defined in section 2.6.3.2 of this Engineering Service, Service Description.

- 2.2.2.2. Fujitsu Services will use reasonable endeavours to provide such cover by making available a Fujitsu Services Support Engineer at the designated location on a Call-Out Charge basis with appropriate Hardware spares. Appropriate contact details and escalation routes will be provided on a case-by-case basis.
- 2.2.2.3. Where Engineering Service cover is required for a Show Event where admission to that Show Event is by security pass, Post Office must request additional Engineering Service cover with sufficient notice to obtain two (2) passes. Where there is a charge for the passes, Post Office must pay for two (2) passes for the duration of the Show Event.

2.3 Service Levels and Remedies

2.3.1 General Principles

The Engineering Service has prime responsibility for Service Level Targets (SLT) with and without associated liquidated damages as set out in section 2.3.5 of this Engineering Service, Service Description.

2.3.1.1 Service Level Reporting Measurement Periods

- 2.3.1.1.1 SLTs detailed in section 2.3.5 of this Engineering Service, Service Description, which do not specify a measurement period shall be;
- (a) reported monthly via the SRB, and
 - (b) measured over a Service Level Measurement Period equating to a Post Office financial quarter i.e.
 - January to March;
 - April to June;
 - July to September; or
 - October to December.
- 2.3.1.1.2 The purpose of remedies (whether liquidated damages or any other remedy specified within Schedule C1 of the Agreement) is that Post Office shall not be disadvantaged by failures of Fujitsu Services to provide the Engineering Service to the agreed specification and reliability.
- 2.3.1.1.3 PostShop Engineering Service Levels are defined within the CCD entitled: “*Service Integration Service, Service Description*” (SVM/SDM/SD/0010).

2.3.2 Service Level Relief

Where a Hardware Incident has been logged in accordance with section 2.1.1.1 of this Engineering Service, Service Description and Fujitsu Services is unable to resolve the Incident due to any of the reasons set out in the CCD entitled: “*Service Level Target and Liquidated Damages – Exclusions*” (SVM/SDM/PRO/0006) measurement against the SLTs described within section 2.3.5.1.3 of this Engineering Service, Service Description will not occur.

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 Engineering Service SLTs for which liquidated damages apply.

2.3.5 Service Levels for which Liquidated Damages Do Not Apply

2.3.5.1 Engineering Service: Time to Repair

2.3.5.1.1 Counter Equipment and LAN related Incidents which prevent an individual Branch from using HNG-X Services shall be resolved in accordance with the following SLTs.

2.3.5.1.2 The location of each Branch is classified as either Local or Remote. All Branch changes may be subject to operational business change as defined in the CCD entitled: “*Operational Business Change (Branch Change) Service: Service Description*” (SVM/SDM/SD/0014). A new Branch location will assume the same SLT as the one it replaces unless it is re-designated within its Local or Remote status, in which case the SLT to be applied will be agreed with the Post Office Operations Support Manager. Definitions of Local and Remote locations are defined in the CCD entitled: “*Definitions of Engineering Service Priority and Local / Remote Locations*” (SVM/SDM/PRO/0002).

2.3.5.1.3 The allocation of fault priority to Hardware component failure following receipt of Counter Equipment and LAN related calls to the Service Desk (categorised as Priority A, Priority B or Priority C, as appropriate) is identified within Table 1 below.

2.3.5.1.4 The SLTs for the Engineering Service following receipt of Counter Equipment and LAN related calls to the Service Desk (categorised as Priority A, Priority B or Priority C, as appropriate) are identified in Table 2 below.

Table 1

Counter Equipment Component	Single Counter Branch	Two Counter Branch	Multi Counter Branch
PC Base Unit / Mobile	A	A (if both Counter non operational)	A (if less than 50% of Counter Positions operational)
		C (if one Counter non operational)	C (if more than 50% of Counter Positions operational)

		Position operational)	Counter Positions operational)
Counter Printer	B	B (if both printers non operational) C (if one printer operational)	B (if less than 50% of printers operational) C (if more than 50% of printers operational)
Monitor	A (if PC non operational) C (Otherwise)	A (if both monitors non operational) C (if one monitor operational)	A (if less than 50% of monitors operational) C (if more than 50% of monitors operational)
PIN Pad	A	A (if both PIN Pads non operational) C (if one PIN Pad operational)	A (if less than 50% of PIN Pads operational) C (if more than 50% of PIN Pads operational)
Keyboard	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)
Bar Code Reader	C	C	C
Back Office Printer	C	C	C
PMMC (Live & Spare)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)
Router	A	A	A
Hub	Not applicable	A	A

Table 2

Branch Location	SLT (Hours of Downtime)	
Priority A	95% resolved in less than 4 hours	100% resolved in less than 6 hours
Priority B	95% resolved in less than 8 hours	100% resolved in 10 hours or less
Priority C	95%	100% resolved

(Includes all Remote designated Branches)	resolved by 18.30 next Working Day	by 18.30 next Working Day plus 2 hours
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2.3.6 Operational Level Targets

There are no OLTs associated with the Engineering Service.

2.3.7 Performance Metrics

There are no performance metrics associated with the Engineering Service.

2.3.8 Design Targets

There are no design targets associated with the Engineering Service.

2.4 Service Limits and Volumetrics

2.4.1 Prioritisation of Incidents

- 2.4.1.1 Should Post Office wish to amend any of the Incident priorities set out within section 2.3.5.1.4 (Table 1), such percentage change shall be made in accordance with the principles of paragraph 5.1 of Schedule D1 of the Agreement and calculation of the percentage change will be in accordance with the CCD entitled "*Calculating Mean Time Between Failure and Availability*" (SVM/SDM/PRO/0013) and shall be agreed in accordance with the Change Control Procedure.

2.5 Assets and Licences

2.5.1 Assets

Assets relevant to the Engineering Service are set out within the Asset Register.

2.5.2 Licences

There are no licences associated with the Engineering Service.

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

The Engineering Service Operational Variable Charge is calculated against the number of Counter Positions within the Post Office estate, including Training Counters, NBSC and Head Office Counter Positions at a price per Counter Position as defined in Schedule D1 of the Agreement.

2.6.3 Additional Operational Variable Charge

2.6.3.1 Should any item of Counter Equipment within the Branches or other designated sites reach a degradation in the MTBF of 50% against the actual component MTBF agreed between Post Office and Fujitsu Services for the April 2009 baseline, Post Office shall replace that piece of Hardware or pay to Fujitsu Services the increased cost of support incurred by Fujitsu Services in respect of the Fujitsu Services Support Engineer charges and the cost of the spare / repair for that particular Counter Equipment component as defined in Schedule D1 of the Agreement.

2.6.3.2 Where the out of hours service is provided, as described in section 2.2.2 of this Engineering Service, Service Description, other than as set out in the CCD entitled "*Operational Business Change (Branch Change) Service, Service Description*" (SVM/SDM/SD/0014), Post Office will pay an additional charge based on providing Engineering Service during this period. The charge will be calculated as follows:

- (a) a service provision charge will be chargeable for each calendar day where cover is required for a period not exceeding eight (8) hours within that calendar day. Where the period of cover exceeds eight (8) hours in any one day, a further Service Provision charge will be chargeable on a pro-rata basis. The Service Provision charge will be equivalent to the Call-Out Charge detailed Schedule D1 of the Agreement; and
- (b) additionally, where an engineer is required to attend site out of hours, an hourly charge will be levied for the engineer time incurred travelling and attending the site. When the cover is provided wholly or partly over a Bank Holiday period, the Bank Holiday engineer and Call-Out Charges stated in Schedule D1 of the Agreement will apply during that period.

2.6.4 Equipment Replacement

2.6.4.1 Costs for replacement of the CMOS battery in the base units are included within the standard service costs as this replacement will take place during normal engineering visits and not part of a scheduled roll out.

2.6.4.2 Costs include replacement of the Optima LCD screens deemed to be beyond economic repair after March 2008, which will be replaced by an equivalent screen on failure.

2.6.4.3 Costs include the installation of a router to each Branch during scheduled engineering visits commencing mid 2007.

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 Engineering 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 The Service Desk Service

The Service Desk Service passes Incidents to the Engineering Service. If the scope of the Engineering Service changes, the Service Desk Service will be required to pass Incidents to an alternative Service Provider.

2.7.1.2 OBC (Branch Change) Service

The Engineering Service supports the OBC (Branch Change) Service. If the scope of the Engineering Service changes, the alternative Service Provider will support the OBC (Branch Change) Service.

2.7.1.3 Branch Network Service

The Engineering Service supports the Branch Network Service. If the scope of the Engineering Service changes, the alternative Service Provider will support the Branch Network Service.

2.7.1.4 Security Management Service

The Engineering Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of access to Post Office Premises. If the scope of the Engineering Service changed, an alternative Service Provider would have to take over this role.

2.7.1.5 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 Engineering Service changed, the Service Management Service may have to take over this role.

2.7.1.6 Service Management Service

If the scope of the Engineering Service changed, the Service Management Service may have to take over the role of managing the alternative Service Provider.

2.8 Post Office Dependencies and Responsibilities

- 2.8.1 In addition to the generic Post Office responsibilities set out in Schedule A5 of the Agreement, the Engineering Service will only be initiated by a fault reported to the Service Desk by either Post Office, the Branch or internal Fujitsu Services delivery departments.
- 2.8.2 Post Office will provide the Fujitsu Services Support Engineer access to the Branch within the agreed access times as agreed between the Service Desk and the caller. Post Office undertakes to release a minimum of 200 Counter Positions per annum from 2009 to supplement the Fujitsu Services spares provision, unless otherwise agreed in accordance with the Change Control Procedure.
- 2.8.3 Post Office undertakes where reasonably required by Fujitsu Services, to complete security checking of Fujitsu Services Support Engineers.
- 2.8.4 Post Office will ensure that a site representative, having made reasonable enquiries, informs Fujitsu Services Support Engineers of any risks present in the workplace.
- 2.8.5 Post Office shall comply with its obligations pursuant to section 2.1.5.1 of this Engineering Service, Service Description.
- 2.8.6 Post Office may disconnect and reconnect PIN Pads, where necessary, when repairing Paypoles. In such circumstances, disconnection and reconnection of PIN Pads shall be in accordance with operational procedures specified by Fujitsu Services documented in the CCD entitled; *"PIN Pad Technical Installation Training Guide"* (IM/MAN/022)
- 2.8.7 Where Post Office requests out of hours Engineering Service cover for a Show Event in accordance with section 2.2.2 of this Engineering Service, Service Description, Post Office will provide and pay for two (2) passes for Fujitsu Service Engineering Service cover to obtain access to the Show Event in accordance with section 2.2.2.3 of this Engineering Service, Service Description.

2.9 Business Continuity

- 2.9.1 Fujitsu Services is responsible for maintaining business continuity arrangements for the Engineering Service and sharing this information with Post Office as requested. Such arrangements include emergency resource management mechanisms in the event of any localised Incident or disaster, alternative mechanisms for support engineer communications, the storage and provision of spares and call management.
- 2.9.2 Fujitsu Services and Post Office Business Continuity Managers, will agree a plan of action in accordance with the Major Business Continuity Incident (MBCI) Management Process as defined in the Working Document entitled: *"Major Incident Process"* (SVM/SDM/PRO/0001).



Engineering Service: Service Description

Commercial in Confidence

Ref: SVM/SDM/SD/0002
Version: 1.0
Date: 31/08/06

2.10 Documentation Set Supporting the Service

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

3.0 From 1 September 2006 to Trigger Point T6 (HNG-X Application Roll Out Complete)

3.1 Service Definition

3.1.1 On-site replacement / repair of faulty equipment

See sections 2.1.1 to 2.1.7 of this Engineering Service, Service Description and section 3.1.2 below.

3.1.2 Transaction Recovery

- 3.1.2.1 For all Branches not yet migrated to the HNG-X Application, transaction recovery will take place to meet the data delivery SLTs defined in the CCD entitled: *"Data Centre Operations Service: Service Description"* (SVM/SDM/SD/0003).
- 3.1.2.2 When the ADSL or ISDN line is not available at a Branch, a Fujitsu Services Support Engineer (or other suitably qualified person authorised by Fujitsu Services) will visit that Branch (a "Recovery Visit") and connect the working Gateway PC with the Data Centre via an ADSL / ISDN emulator, a Fujitsu Services Support Engineer's laptop (configured to communicate with the Data Centre via PSTN) and the Branch's existing PSTN line.
- 3.1.2.3 Connection with the Data Centre will be achieved using the ADSL / ISDN emulator in such a way that the Gateway PC communicates with the Data Centre as if it was using an ADSL or ISDN line. Such connection shall be achieved using a free phone telephone number.
- 3.1.2.4 The connection between a Branch and the Data Centre using the ADSL / ISDN emulator and its subsequent disconnection after successful transmission of messages to and from the Data Centre shall be carried out such that if the ADSL / ISDN line is restored before Fujitsu Services arranges another Recovery Visit to that Branch, normal service to that Branch using the ADSL or ISDN line will resume.
- 3.1.2.5 Connection between a Branch and the Data Centre via the ADSL / ISDN emulator, laptop and PSTN line will only be applied if that Branch has a PSTN line and a standard telephone socket that the Fujitsu Services Support Engineer is allowed access to.
- 3.1.2.6 The detailed procedures for arranging and executing Recovery Visits are described in the Working Document entitled *"Process for Laptop Data Retrieval"* (SVM/SDM/PRO/0002).

3.2 Service Availability

See sections 2.2.1 and 2.2.2 of this Engineering Service, Service Description.

3.3 Service Levels and Remedies

See sections 2.3.1 to 2.3.8 of this Engineering Service, Service Description, save for Table 1, which shall be replaced by Table 8 below:

Table 8

Counter Component	Single Counter Branch	Two Counter Branch	Multi Counter Branch
Gateway PC Base Unit / Mobile	A	A	A
Printer	B	B (if both printers non operational) C (if one printer operational)	B (if less than 50% of printers operational) C (if more than 50% of printers operational)
Monitor	A (if PC non operational) C (Otherwise)	A (if both monitors non operational) C (if one monitor operational)	A (if less than 50% of monitors operational) C (if more than 50% of monitors operational)
PIN Pad	A	A (if both PIN Pads non operational) C (if one PIN Pad operational)	A (if less than 50% of PIN Pads operational) C (if more than 50% of PIN Pads operational)
Keyboard	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)
Bar Code Reader	C	C	C
Back Office Printer	C	C	C
PMMC (Live & Spare)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)
Slave PC	N/A	B (if both Counter Positions non operational) C (if one Counter Position operational)	A (if less than 50% of Counter Positions operational) C (if more than 50% of Counter Positions operational)

3.4 Service Limits and Volumetrics

See section 2.4 of this Engineering Service, Service Description

3.5 Assets and Licences

See section 2.5 of this Engineering Service, Service Description.

3.6 Charges

See section 2.6 of this Engineering Service, Service Description.

3.6.1 Additional Operational Variable Charge

Should any item of Counter Equipment within the Branches or other designated sites reach a degradation in the MTBF of 20% against the actual component MTBF agreed between Post Office and Fujitsu Services for the April 2006 baseline, Post Office shall replace that piece of Hardware or pay to Fujitsu Services the increased cost of support incurred by Fujitsu Services in respect of the Fujitsu Services Support Engineer Charges and the cost of the spare / repair for that particular Hardware component.

3.7 Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Engineering Service, Service Description.

3.8 Post Office Dependencies and Responsibilities

See section 2.8 of this Engineering Service, Service Description.

3.9 Business Continuity

See section 2.9 of this Engineering Service, Service Description.

3.10 Documentation Set Supporting the Service

See section 2.10 of this Engineering Service, Service Description.

4.0 From Trigger Point T1 (Amendment Date) to 31 August 2006

4.1 Service Definition

Section 3.0 of this Engineering Service, Service Description shall apply, save for section 3.3, which shall be replaced by sections 2.3.1, 2.3.2, 2.3.3, 2.3.4, 2.3.6, 2.3.7 and 2.3.8. Section 2.3.5 shall be replaced by the following:

4.1.1.1 Engineering Service: Time to Repair

4.1.1.1.1 Counter Equipment and LAN related Incidents which prevent an individual Branch from using the HNG-X Services shall be resolved in accordance with the following SLTs and liquidated damages shall be payable in respect of any LDTs set out in Tables 9 – 11 below.

4.1.1.1.2 The location of each Branch is classified as either Local or Remote. All Branch changes may be subject to operational business change as defined in the Service Description for the Operational Business Change (Branch Change) Service. A new Branch location will assume the same SLT and LDT as the one it replaces unless it is re-designated within its Local or Remote status, in which case the SLT and LDT to be applied will be agreed with the Post Office Operations Support Manager. Definitions of Local and Remote locations are defined in the CCD entitled: *“Definitions of Engineering Service Priority and Local / Remote Locations” (SVM/SDM/PRO/0002)*.

4.1.1.1.3 The allocation of fault priority to Hardware component failure following receipt of Counter Equipment and LAN related calls to the Service Desk (categorised as Priority A, Priority B or Priority C, as appropriate) is identified within Table 9 below.

4.1.1.1.4 The SLTs for the Engineering Service following receipt of Counter Equipment and LAN related calls to the Service Desk (categorised as Priority A, Priority B or Priority C, as appropriate) are identified in Table 10 below.

4.1.1.1.5 The liquidated damages formula for the Engineering Service following receipt of Counter Equipment and LAN related calls to the Service Desk (categorised as Priority A, Priority B or Priority C, as appropriate) is identified in Table 11 below.

Table 9

Counter Equipment Component	Single Counter Branch	Two Counter Branch	Multi Counter Branch
PC Base Unit / Mobile	A	A (if both Counter Positions non operational) C (if one Counter	A (if less than 50% of Counter Positions operational) C (if more than 50% of

		Position operational)	Counter Positions operational)
Counter Printer	B	B (if both printers non operational) C (if one printer operational)	B (if less than 50% of printers operational) C (if more than 50% of printers operational)
Monitor	A (if PC non operational) C (Otherwise)	A (if both monitors non operational) C (if one monitor operational)	A (if less than 50% of monitors operational) C (if more than 50% of monitors operational)
PIN Pad	A	A (if both PIN Pads non operational) C (if one PIN Pad operational)	A (if less than 50% of PIN Pads operational) C (if more than 50% of PIN Pads operational)
Keyboard	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)
Bar Code Reader	C	C	C
Back Office Printer	C	C	C
PMMC (Live & Spare)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)	A (if PC is non operational or both PMMC cards are lost) C (Otherwise)

Table 10

Priority A Incidents		Priority B Incidents		Priority C Incidents Includes all Remote designated Branches	
SLT (Hours of downtime)	LDT (Hours of downtime)	SLT (Hours of downtime)	LDT (Hours of downtime)	SLT (Hours of downtime)	LDT (Hours of downtime)
95% resolved in less than 4 hours	100% resolved in 6 hours or less	95% resolved in less than 8 hours	100% resolved in 10 hours or less	95% resolved by 18.30 next Working Day	100% resolved by 18.30 next Working Day plus 2 hours

Liquidated damages payable by Fujitsu Services in respect of failures to achieve the LDTs set out in Table 10 above shall be the total of the downtime costs calculated in accordance Table 11 below:

Table 11

	Liquidated Damages Formula
Priority A Where downtime greater than <u>6</u> hours is experienced	((Seconds of downtime minus (6 * 3600)) * 1.03 pence
Priority B Where downtime greater than <u>10</u> hours is experienced	((Seconds of downtime minus (10 * 3600)) * 1.03 pence
Priority C Where downtime is experienced after <u>18.30hrs</u> the next Working Day + 2 hours	((Seconds of downtime minus (Duration of Incident from opening to 18.30hrs the next Working Day)) * 1.03 pence