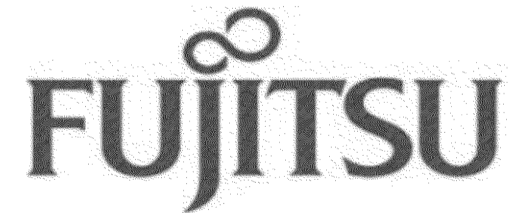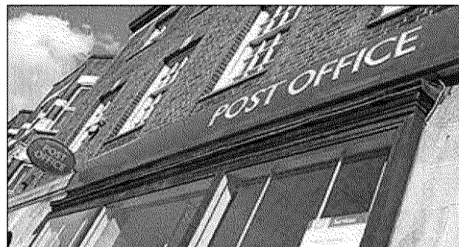FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

JANUARY 2006

Fujitsu Services	SERVICE REVIEW	Ref: CS / PER / 050
Date: 14/02/06		Version: 1.0

Title: SERVICE REVIEW - JANUARY 2006

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st January 2006.

Status: Definitive

Distribution: Service Management Forum
Fujitsu Services, Post Office Account: Head of Service Management
Fujitsu Services, Post Office Account: Customer Service Management Team
Fujitsu Services, Post Office Account: Customer Service Intranet
Fujitsu Services, Post Office Account: Library

Author: Mark Jones & Stephen Taplin, Fujitsu Services, Post Office Account: Management Support Unit

Approval Authority: Carl Marx: Fujitsu Services, Post Office Account: Head of Service Management

Signature: **Date:**

0 CONTENTS

1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	14/02/06	Service Review Book for January 2006 performance – SLT Data.

1.2 ASSOCIATED DOCUMENTS

Version	Date	Title

1.3 ABBREVIATIONS

ARL	Additional Remedy Level	MTBF	Mean Time Between Failure
ARQ	Audit Retrieval Query	MTFR	Mean Time For Repair
AZMK	Acquirer Zone Master Key	NRI	Network Reinvention
CAPO	Card Account at Post Office	OSP	One Shot Password
C&W	Cable & Wireless	PAT	Portable Appliance Test
CAW	Certificate Authority Workstation	PB	Problem Branch
FIO	For information only	PI	Processor Interface
FS	Fujitsu Services	PM	Post Master
HSD	Horizon Service Desk	SIP	Service Improvement Plan
IMT	Incident Management Team	SLT	Service Level Target
KMA	Key Management Application/Administration	TBA	To be advised
MBCI	Major Business Continuity Incident	YTD	Year to Date
MIS	Management Information Service		

1.4 GLOSSARY

Business Incidents	Calls received and apparently related to a specific business issue which at the time is unknown – later re-classified to appropriate category
Environmental	Calls to register an environmental problem
Hardware	Calls diagnosed as relating to a system hardware fault
Inappropriate Helpdesk	Calls received at the HSD that are inappropriate and will be dealt with by the NBSC
Network	Calls diagnosed as relating to a system network fault
NBSC Referral	Calls received at the HSD that have been referred by the NBSC
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls
Reference Data	Calls diagnosed as relating to a reference data fault
Software	Calls diagnosed as relating to a system or application software fault
Security	Calls relating to security breaches or for the requirement of one shot passwords
'A' Priority	Logged calls that reflect a fault, which has "resulted in substantial impact on all automated counter positions in the Branch"
'B' Priority	Logged calls that reflect a fault, which has "resulted in substantial impact on an automated counter position, but not all automated counter positions in the Branch"

1.5 CHANGES IN THIS VERSION

3.3.2	Gateway Replacements	Graph updated to include percentages.

2 JANUARY REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

January 2006 represented another excellent month in terms of servce quality with no Major Incidents reported. One notable incident affected satellite connected branches following an oversized reference data drop as an emergency change on 19th January. The standard process was followed and full service was resumed after 2 hours.

Once again, the Operational Business Change Service met all its Operating Level Agreements with a total of 224 change requests received and actioned. The Horizon Service Desk met all its telephony and service targets during January, and responded to just 4 complaints, with just 1 complaint being justified regarding engineer attendance timescales. The PostShops service volumes have reduced by half during Janaury, with all call to fix targets achieved. There were no significant trends of note regarding the volumes of incidents logged with the HSD.

The network service remained positive, again with no major incidents or incidents affecting more than one specific branch, The proportion of network reported incidents fixed within 24 hours remained above 82%.

However, as detailed last month, the logistics supply issues caused as a result of switch of logistics supplier has continued to impact the quality of the engineer services, though a notable low volume of complaints. As forecast, the Work in Progress backlog was reduced to Business as Usual levels by 13th January 2006, and has remained at usual levels since, along with service level achievement. However, the impact of the first half of January has impacted the Service Level Target achievement through narrowly missing the Local A and Local B priority SLT. All SLTs are back on track in February 2006.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/02/06

Version: 1.0

Executive Dashboard
January 2006

POST OFFICE

FUJITSU

1. Logged calls to HSD from Live Sites per month

2. Calls answered by HSD within 30 seconds

Actual SLT achieved   Recalculated SLT   target

3. Break Fix - return to service

Break Fix A   Break Fix B   target 95%

4. Number of Incidents attracting penalties

5. Data delivered to TIP Day B

6. Branch Availability Profile (weekdays only)

7. Complaints

Justified   Unjustified   Outstanding

8. Success Rates of combined Online Transactions

9. Online Service - elapsed time of calls

<24 hours   <48 hours   <72 hours
<96 hours   <120 hours   120 hrs plus

COMMERCIAL-IN-CONFIDENCE

2.1.1 Excess Call Volumes based upon >30% MTBF Degradation of Counter Hardware
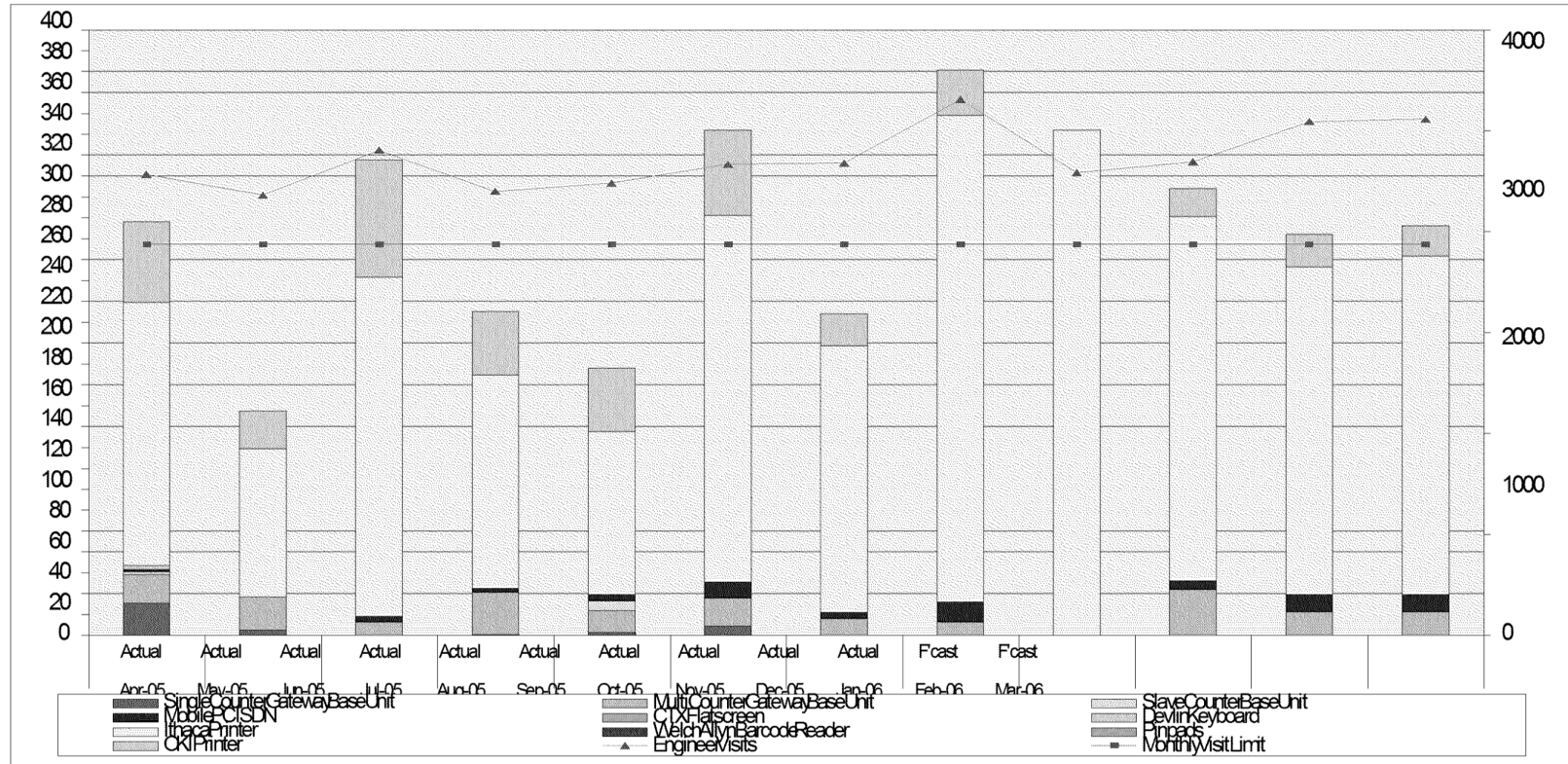
Product	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06				
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Fcast	Fcast					
SingleCounterGatewayBaseUnit	31	5	0	1	3	9	0	0	0	0	0	0				
MultiCounterGatewayBaseUnit	27	32	13	40	21	27	16	13	0	44	23	23				
SlaveCounterBaseUnit	3	0	0	0	9	0	0	0	0	0	0	0				
MobilePCISDN	2	0	5	4	6	15	6	19	0	8	16	16				
CTXFlatscreen	0	0	0	0	0	0	0	0	0	0	0	0				
DevlinKeyboard	4	0	0	0	0	0	0	0	0	0	0	0				
IthacaPrinter	252	142	325	204	156	351	255	466	484	349	314	324				
WelchAllynBarcodeReader	0	0	0	0	0	0	0	0	0	0	0	0				
Pinpads	0	0	0	0	0	0	0	0	0	0	0	0				
OKIPrinter	77	36	112	61	61	82	31	43	0	27	31	29				
Total	396	215	455	310	256	484	308	541	484	428	384	392				

2.1.2   Availability and Problem Management

Summary: Within the Fujitsu Services domain for January 2006 there were no Major Incidents. There was 1 further service affecting incident within the Fujitsu domain and 1 affected VIP site. There were 3 further service affecting incidents which were outside of the Fujitsu domain.

Major Incidents: None

Other incidents in Fujitsu Services domain:
Thursday 19th January. The VSAT network was suffering congestion at start of day. This was due to an oversize reference data drop overnight due to an inclusion of a POL emergency change. 67 VSAT outlets were affected at 09:24. The congestion issue, was resolved by the SSC, by taking all the VSAT connected outlets off line, and then bringing them back on-line 1 at a time. These outlets then received the reference data and relieved the congestion, issue resolved by 11:31.

VIP sites affected this month.
Saturday 14th January. VIP Site "The Markets" Leeds 014323 lost On-line services at 16:15. Problem identified by BT on Monday 16th as an exchange fault. Problem has continued all week with BT repairing 6 PSTN circuits. Fault is now identified as to problem in MUX at exchange and requires a planned outage to resolve. Planned outage for 05:00 Saturday 21st. Call E-0601140242 refers.
Monday 23rd January. Update, VIP Site "The Markets" Leeds 014323 lost On-line services at 16:15 on Saturday 14th January. Problem identified by BT on Monday 16th as an exchange fault. Problem has continued all week with BT repairing 6 PSTN circuits by a "Lift & Shift" i.e. moving the 6 circuits to spare capacity within the main frame circuits at the exchange. This did not resolve the fault so BT replaced H/W in the MUX at the exchange. Although resolving 5 circuits it did not resolve the circuit for "The Markets". BT required another "Lift & Shift" at the main frame to resolve the fault. ADSL Service returned to site at 15:00, decision was taken by BM at PO to return to an ISDN service. ISDN service working from Post Office from 17:25, Denise Miller BIM attended site on this Monday and continued to monitor the PO after issue was resolved.

Incidents Outside the Fujitsu Domain:
Friday 6th January. Issues were experienced with A&L transactions timing out at intermittent intervals. Problems started at 11:40 and continued intermittently to 14:47. A&L indicated that the failures were due to problems within their systems. POL SCT were seeking from the A&L the root cause analysis to the problem and its resolution at 14:47. Call E-0501060356 refers.
Thursday 11th January. Transaction time outs experienced to LINK, between 08:41 to 08:45 & 09:31 to 09:47. Link reported issues at these times with the Halifax & Bank of Scotland (HBOS)
Wednesday 18th January. The second payment file to Streamline Debit card Service was unable to be sent at 21:00. POA networks team investigated and found unable to send file from either Data Centre Wigan or Bootle, also a manual transfer failed. Networks liaised with Streamline but no apparent fault was identified. Service started to work again at 09:30 Thursday morning with the file transferring ok and the inbound file from Streamline received

ok. As no root cause identified network sniffers applied to the Streamline connections to monitor the payment file transfer for Thursday at 15:00 and 21:00 both files transferred successfully. Networks continue to monitor. Possible problem was with Streamline, as we could not send from either of our Data Centres. NB. It should be noted that because of the late delivery this has affected the reconciliation reports NB102 section 4 reports with more than 10,000 exceptions (report limited to 10,000) at state E39, so reconciliation for these DC transactions will be a day later at day C. Call E-0601180850 refers.

Wednesday 25th January. There were 13 timeouts experienced on the Debit card service between 11:04 and 11:09 across 2 agents DC02 and DC04. All of the POA systems were checked out and no fault instance was found so call passed via SCT to Streamline. Streamline response was that they saw no failures at this time but were experiencing heavy traffic at this time. Calls E-0601150313 & 314 refer.

2.1.3   OBC Branch Change Service Summary

January 2006 again saw sustained achievement from Fujitsu Services OBC in delivering a performance within the OLA targets. A total of 224 changes were received, 16 of these were cancelled changes. Fujitsu were responsible for 4.5 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 2.16% against the 5% target rate. There were no line plant failures therefore this also represents a failure rate of 2.16% against the 4% target. This is an improvement, compared to the December calculations of 1.69% against the 5% target rate and a slight drop of 0.24% against the 4% target rate. Post Office were responsible for 2.5 change requests not being completed on the target date, which represents 1.20% against the 4% target, which is an improvement against the December calculations of 3.61%. There was 1 joint failure.

Fujitsu's Services performance against a revised OLA which doesn't include the 'Closures' saw an achievement of 2.41% against the 4% target. This is an improvement of 0.98% when compared to December's achievement.

Fujitsu's direct failures comprised of 2 communications, 1 Hardware and 1 Software.

Post Office Limited direct failures comprised of 1 Process and 1 Compliance.

The Joint Failure was for an 'Other'

<u>Corrective Actions</u>

The process for advising Implementation Project Manager's of engineers undertaking 'Conversions' is continuing and working well to ensure Conversions are completed successfully.

A new document is being put together to aid in the resolution of 'Break-Fix' calls on 'Mobile' sites. This document will include training tips and check lists for the Post Masters to complete before logging the call. There will also be a structured script for Horizon Service Desk staff to follow to ensure data collection and description of the faults are captured accurately.
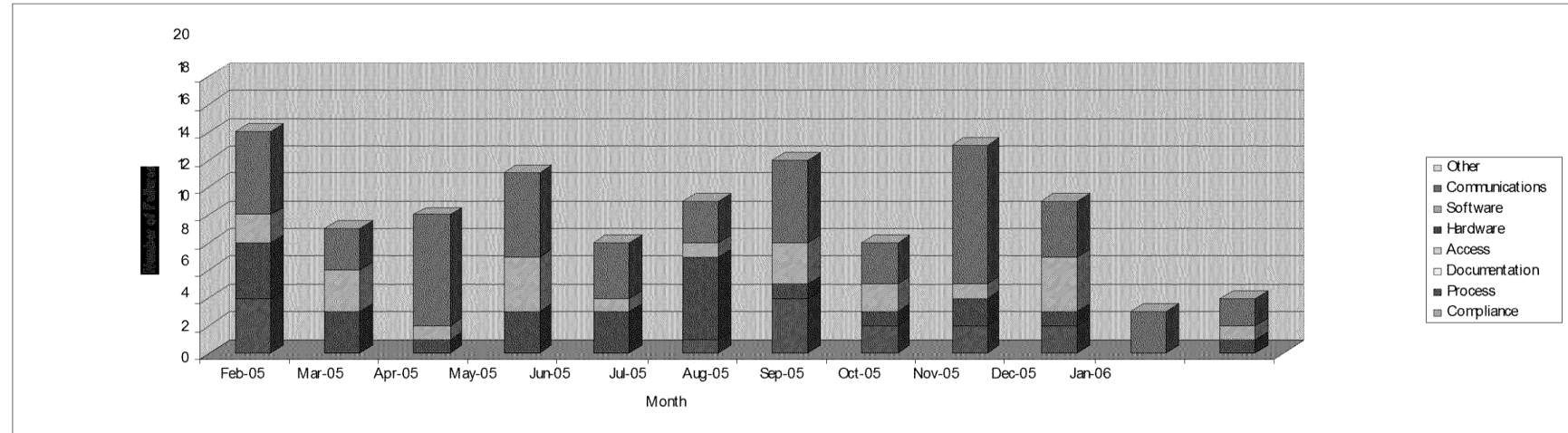
2.1.4 ADSL Migration

There are a total of 10694 branches live on ADSL . This is an increase of 227 from last month. There are currently 326 sites still to be migrated.

2.1.5 Icon Service

No Update.

2.1.6 Business Continuity

During January the Business Continuity team successfully completed the business continuity procedural walk-through for the Outlet Change Management Service.

The 2005 Business Continuity Test Plan and Test Report were completed and approved.

The Horizon Support Services and Horizon Services Desk Business Continuity Plans were issued, these included changes for S90 and S92 infrastructure and services. The Horizon Services Business Continuity Plan (CS/PLA/079), is expected to be distributed for comment cycle during mid February.

Following the closure of FEL01 the introduction of Disaster Recovery facilities at LEW02 is progressing as expected.

2.1.7   Message Broadcast

24 Message Broadcasts were sent this month.

2.1.8   Horizon Service Desk and Complaints

The HSD achieved all SLT's in January.

The inappropriate calls increased slightly in January by about 7%, this is an expected result for January, Fujitsu will monitor the situation with POL to identify any new trends or issues.

4 complaints have been logged with Fujitsu this month. 1 on engineer attendance times, 1 on online services, 1 on Hardware reliability and the final 1 on HSD advice. Within the 4 logged complaints 1 is marked as justified (engineer), 3 as unjustified. The table below shows details of the individual complaints.

Facia/ Fad	Complaint Type	Justified/ Not Justified	Reason for unjustified	Corrective action
Ireland Wood 251323	Engineer attendance unacceptable timescale	Justified	Not applicable	The engineers have had a particular issue with resourcing of spares which has impacted on the engineer turnaround times to PO branches. This problem is now hopefully resolved and the service should now be returning to normal
Brixton 051008	Online Services	Not justified	All contractual requirements met	Not applicable
Ireland Wood 251323	HSD advice incorrect	Not justified	All advice provided for the circumstances reported was correct	Not applicable
Scruton 374309	Hardware not fit for purpose	Not justified	All calls logged for kit replacement have been handled correctly, the PM has not had any problems than other similar branches.	Not applicable

2.1.9   Business Incident Management

There were 53 BIM incidents raised during January, 12 less than December 2005.

Of these incidents raised 20 were within the 8 hour response SLT (predominantly relating to the 'Network Banking State 4' exception state) and 33 were within the 5 day response SLT.

2.1.10   Engineer Services – Site Visits By Engineer

There were 4692 break-fix site visits completed in January, (compared to 4584 in December), of which 3766 resulted in unit exchanges, and the overall performance of the engineering service continued to be delivered around our SLT. The overall service continued to be affected by last December's logistics changeover until the middle of the January when service largely returned to Business As Usual levels on a day by day basis. However the SLT figures reflect performance across the entire month.

Service Improvements

FJS are constantly working to deliver improved Break-Fix SLTs and will continue to give management focus to the current problems in getting stock to engineers. It is expected that the monthly performance figures will return to full conformance in February.

In January, the new mobility box and power supply unit for the mobile counters was introduced and this is expected to deliver increased reliability of the mobile counters.

The pro-active replacement programme for PIN pads reporting HCP errors got underway in January, and over 250 units were replaced. The remaining 14 (at time of print) will be completed in February prior to the start of the S90 release.

FJS are working on a project aimed at reducing the numbers of engineering visits required; and have also proposed a number of initiatives in which Post Office Ltd could assist in this area.

Remedies

In January there were 498 remedial calls , which is higher than in December (335). Penalties incurred were £108.923.36. Performance for some SLTs finshed below target: for Local A priority calls (93.8%), Local B priority (89.6%) and Remote B priority calls (93.9). Average Down Time was also much higher than normal due to the additional time it took to get some spares to engineers for their calls.

2.1.11   Security Services

AUTOMATED KEY REFRESH

An average of 443 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 1335 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

MANUAL KEY REFRESH

There were 2 manual keys generated this month.

KEY MANAGEMENT ADMINISTRATION

There were no major key management issues this month.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
54	540	534	0

Witness statements provided this month	5	Witness statements YTD	36
Days in court this month	0	Days in court YTD	4

Previous Month, Current Month and Forthcoming Court Commitments / results

Outlet	DATE	Court location	Comments
Sopley	December 2005	Bournemouth Crown Court	Offender found guilty on all 28 counts and will be sentenced in January 06.
Forest Gate	December 2005	Kingston Crown Court	Offender pleaded guilty and will be sentenced at a later date.
Waltham Abbey	9 January 2006	Chelmsford Crown Court	Witness required
Lucker	13 February 2006	Newcastle Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
Chigwell Row	Successful prosecution by DWP. Offender received a custodial prison sentence.
Lordship Lane	Successful prosecution by DWP. Both offenders received custodial prison sentences.
Fishergate Hill	Offender found guilty and received a custodial prison sentence.
Leaves Spring	Offender pleaded guilty and received a suspended sentence.
Newbold Road	Attended as witness. A hung jury resulted in no verdict.
Leiston	Case was terminated due to insufficient evidence
Quarry Lane	Offender found guilty and received 2.5 year custodial sentence

2.1.12 PostShops

The PostShop rollout ceased in December with 166 live branches. Fujitsu are still in discussion with POL regarding any additional PostShops now required so this is the live estate at the current time. The call volumes are 50% lower this month from the previous two months this is an excellent trend and indicates that the PM's are now very comfortable with the PostShop application.

There are no big issues this month. All issues logged are being reviewed and analysed to identify any trends. The table below represents all issues logged by the PostShops Servicedesk.

	Week 17	Week 18	Week 19	Week 20	Monthly Totals
Number of calls received	8	6	7	18	39
Number of calls resolved in 8 hours	8	6	7	17	39
Number of calls resolved in next day	0	0	0	0	0
Number of Hardware faults	7	1	3	9	20
Number of software faults	1	5	4	9	19
Number of outstanding calls	0	0	0	0	0

There were NO call to fix failures this month.

File deliveries:
There was 1 instance of file delivery taking a while on 11th January by 24 hours, however the files were all delivered the next morning. The problem was caused we believe by a corrupt data base file (not PC anywhere) that is part of the mechanism that controls the polling sequence.

3 JANUARY VOLUMETRICS

3.0 OPERATIONAL BRANCH & COUNTER VOLUMES

Please note that forecast figures have been updated and are likely to change for future months.
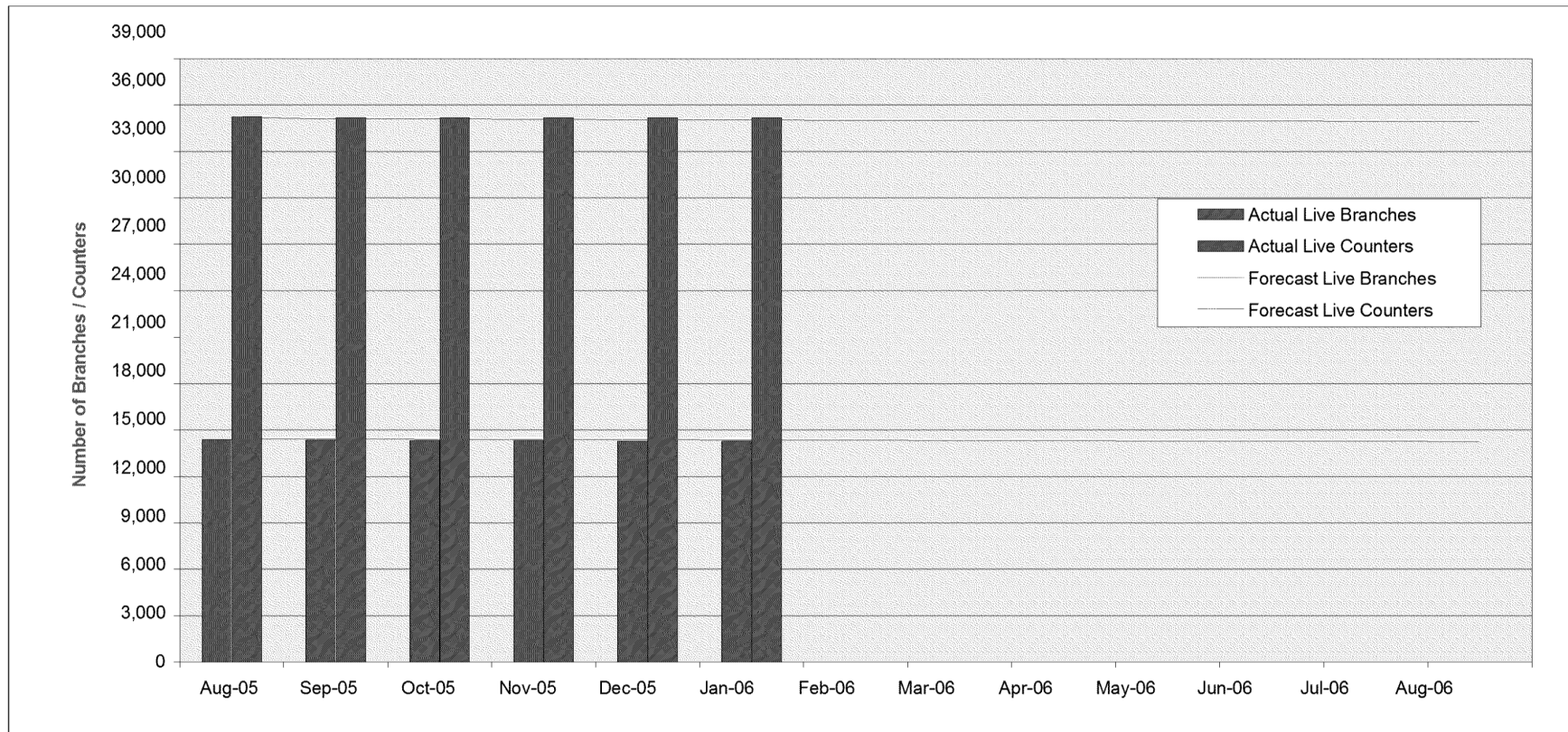
	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
Actual Live Branches	14378	14347	14317	14303	14287	14276							
Actual Live Counters	35258	35204	35188	35195	35189	35205							
Forecast Live Branches	14397	14412	14397	14382	14372	14357	14342	14327	14312	14297	14282	14267	14252
Forecast Live Counters	35237	35108	35093	35078	35068	35053	35038	35023	35008	34993	34978	34963	34948

3.1 VITAL STATISTICS

3.1.1   Vital Statistics – Network Banking

	January 06	To Date
Balance Enquiries	1,737,014	50,424,118
Cash Deposit Transactions	621,903	12,230,967
Cash Deposit Total Value	£288,009,423	£3,517,129,733
Cheque Deposit Transactions	44,946	869,209
Cheque Deposit Total Value	£17,684,379	£347,191,495
Cash Withdrawal Transactions	10,296,265	219,237,840
Cash Withdrawal Total Value	£1,063,434,855	£20,980,169,912
Withdrawal to Limit Transactions	10,110,930	149,598,602
Withdrawal to Limit Total Value	£1,262,883,832	£18,106,714,963
DCP Refund Transactions	464	17,677
DCP Refund Total Value	£56,481	£3,183,680
DCP Payment Transactions	2,552,988	48,501,586
DCP Payment Total Value	£198,433,766	£3,022,449,859

3.1.2   VITAL STATISTICS – NETWORK BANKING TRANSACTIONS BY BANK (CURRENT MONTH)

Bank	Transaction Volume	Transaction Value
Alliance & Leicester plc	1,478,583	£351,187,173
Card account at Post Office	18,267,456	£2,049,607,325
Streamline (Online Debit Card)	2,553,452	£198,490,247
LINK		
Abbey National PLC	58,864	£2,996,862
Bank of Ireland	22,541	£2,288,485
Barclays Bank Plc	801,110	£58,587,120
Clydesdale Bank Plc	88,981	£7,240,124
First Trust Bank	655	£59,346
HBoS	75,130	£4,407,857
HSBC Bank Plc	24,631	£1,748,044
Lloyds TSB	1,145,414	£72,494,608
Nationwide Building Society	144,116	£7,360,701
NatWest	117,553	£5,382,686
Northern Bank Ltd	7,580	£385,445
NS&I	243,571	£37,061,706
Post Office Financial Services	6	£200
Royal Bank of Scotland	36,587	£1,753,486
Smile	28,417	£4,523,062
The Co-operative Bank	192,524	£20,166,504
Ulster Bank Ltd	661	£50,586
Yorkshire Bank Plc	88,635	£4,711,170
LINK TOTAL	**3,076,976**	**£231,217,991**
GRAND TOTAL	**25,376,467**	**£2,830,502,736**

3.1.3 Vital Statistics – ETU Transactions

Summary	Jan-06	Totals to Date
Transaction Volume	1,507,068	37,252,841
Transaction Value	£12,492,700	£307,634,462
Details by Issuer Scheme	**Transaction Volume**	Transaction Value
3G UK Ltd Everything Add-On	15,992	£186,640
3G UK Ltd Text Add On	6,136	£30,680
Carphone Warehouse MobileWorld	4,912	£129,310
Fresh Mobile E-Voucher	2,808	£18,905
Napster Tracks Music Voucher	3,261	£32,315
Napster Unlimited MusicVoucher	2,788	£23,435
O2 PAY & GO	125	£980
O2 Top-Up Voucher	100	£1,380
Orange E-Voucher	64	£1,415
Orange pay-as-you-go	190,286	£2,134,080
Post Office Rechargeable Card	48,434	£519,320
Talk Talk Mobile E-Voucher	31,656	£248,025
talkXtra	339,838	£2,580,855
Tesco Mobile Pay as you Go	1,974	£15,225
Tesco Mobile Top-up Voucher	489	£4,260
T-Mobile Pay as you go	44	£350
T-Mobile Top-Up Voucher	3,341	£29,870
Virgin Mobile Airtime Voucher	12,455	£136,365
Virgin Mobile Pay As You Go	1,763	£19,230
Vodafone Pay as you talk	223,331	£1,834,425
Vodafone UK PAYT TopUp Voucher	55,886	£400,030
Vodafone UK Text Pack Voucher	37,334	£256,480
Vodafone UK Voice Pack Voucher	113,373	£8790,590
Totals	**1,507,068**	**£12,492,700**

3.1.4   Vital Statistics – General Transactions

Monthly transactions by source	APS Generic Outbound	OBCS data made available to DWP systems	TPS Transaction Data File Delivery to TIP	Debit Cards	All Network Banking	ETU (epay)
January 2005	26,695,470	8,152,115	186,172,451	1,553,954	18,406,269	1,344,626
February 2005	22,940,870	4,151,736	165,721,492	1,617,718	19,140,250	1,349,223
March 2005	26,699,858	328,016	196,937,035	1,886,499	23,510,405	1,425,490
April 2005	27,429,551	17,572	192,589,186	1,988,602	23,253,854	1,423,031
May 2005	26,167,158	2,798	185,685,955	1,951,179	23,270,905	1,388,395
June 2005	25,976,266	1	190,009,058	2,078,448	23,279,596	1,474,354
July 2005	25,022,191	N/A	182,589,632	2,069,931	22,226,471	1,468,755
August 2005	26,705,444	N/A	193,006,661	2,174,677	24,638,540	1,597,895
September 2005	25,976,618	N/A	186,567,173	2,278,662	22,970,773	1,565,092
October 2005	26,497,868	N/A	186,838,982	2,426,611	23,225,056	1,528,801
November 2005	26,423,868	N/A	195,520,416	2,610,067	24,090,481	1,544,262
December 2005	24,858,799	N/A	226,656,265	3,361,185	27,124,957	1,559,134
January 2006	26,040,782	N/A	207,579,498	2,553,452	25,376,467	1,507,068

Other Network Banking Transactions include: Balance Enquiries, Change PIN, Deposits (Cash & Cheque) and Withdrawals (Cash & "to Limit").

3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES
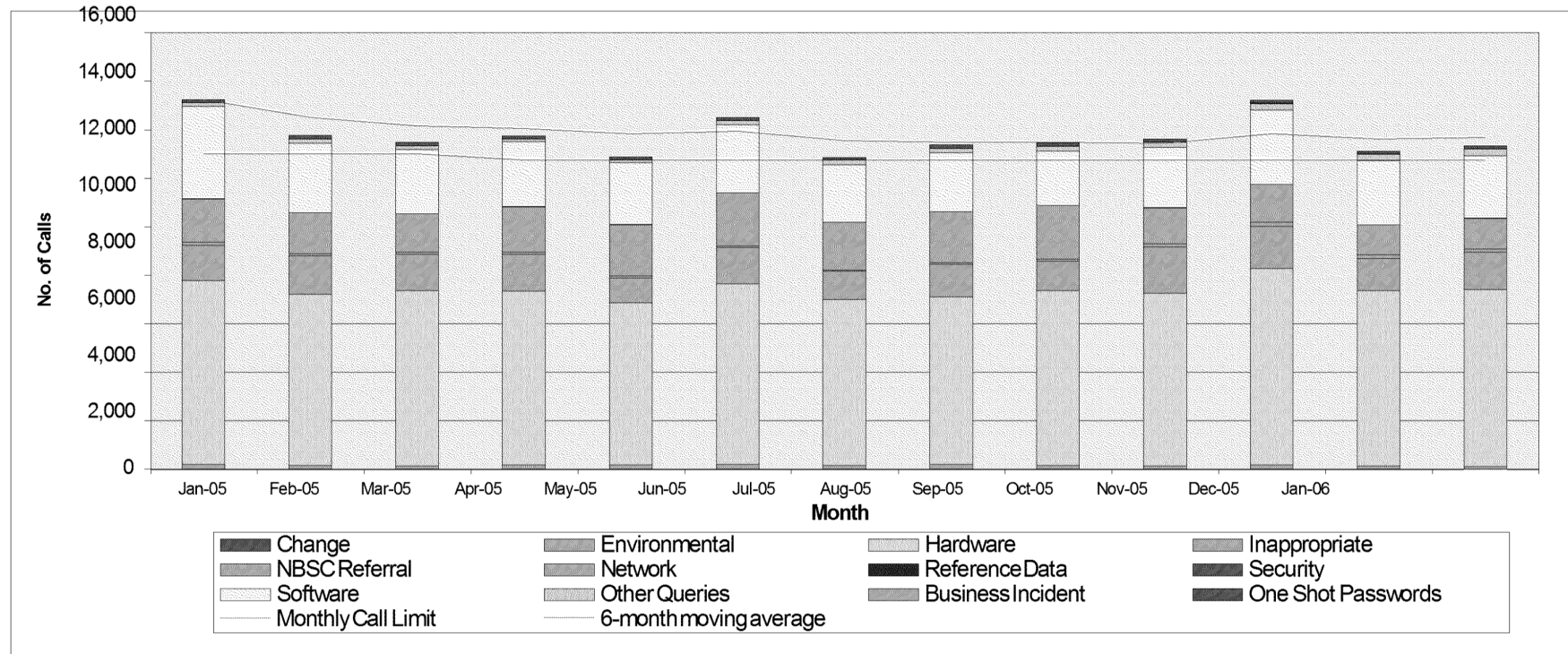
	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06		
Business Incident								1			10	0	0		
Change	2		1	1	3			0	2	0	1	1	1		
Environmental	107	154	137	170	181	204	153	188	154	139	183	135	117		
Hardware	7574	7065	7222	7162	6677	7433	6848	6907	7210	7112	6088	7257	7272		
Inappropriate	1459	1572	1495	1519	1033	1496	1150	1346	1217	1910	1745	1313	1551		
NBSC Referral	129	90	81	102	83	74	60	71	75	133	170	153	131		
Network	1778	1690	1603	1869	2114	2184	1959	2109	2220	1480	1565	1232	1274		
Other Queries	127	176	160	120	126	187	211	181	198	216	267	252	287		
Reference Data	3	1	0	4	5	7	9	6	2	20	12	0	3		
One Shot Passwords	139	151	152	130	119	126	108	152	156	137	137	129	134		
Security															
Software	3823	2875	2632	1665	2517	2791	2368	2407	2228	2468	1048	2652	2571		
Total Calls	15237	13775	13483	13744	12879	14501	12867	13368	13463	13616	15217	13105	13342		
6 month moving average	15237	14506	14165	14060	13924	13937	13542	13474	13470	13449	13839	13606	13685		
Monthly Call Limit	13000	13000	13000	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750		

3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
Business Incident	0	0	0	0	0	0	0	1	0	0	10	0	0
Change	2	0	0	1	1	3	0	0	2	0	1	1	1
Environmental	197	154	137	170	181	204	153	188	154	139	183	136	117
Hardware	7574	7065	7222	7162	6677	7433	6848	6907	7210	7112	8088	7237	7272
Inappropriate helpdesk	1459	1572	1495	1519	1033	1496	1150	1346	1217	1910	1745	1313	1551
NBSC Referral	129	90	81	102	83	74	60	71	75	133	170	153	131
Network	1778	1690	1603	1869	2114	2184	1959	2109	2220	1480	1565	1232	1232
Other queries	127	176	160	120	126	187	211	181	198	216	267	252	287
Reference Data	8	1	1	2	2	2	1	0	1	21	1	0	1
Security	1	1	0	4	6	1	9	6	2	0	2	0	3
One Shot Passwords	139	151	152	130	119	126	108	152	156	137	137	129	134
Software	3823	2875	2632	2665	2537	2791	2368	2407	2228	2468	3048	2652	2652
System outage calls (not included)	162	419	0	0	139	0	0	0	549	0	479	0	0
Total Calls	15237	13775	13483	13744	12879	14501	12867	13368	13463	13616	15217	13105	13342
6-month moving average	15237	14506	14165	14060	13824	13937	13542	13474	13470	13449	13839	13606	13685
Average Daily Call Rate	693	689	642	654	585	604	548	557	561	579	634	582	580
Working days per month	22	20	21	21	22	24	23½	24	24	23½	24	22½	23

3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

Explanation of Calls removed from Call Volume totals due to System Outages.

Month	description of issue / system outage	date	call type	calls identified
Feb-05	ATM switch failure : loss of service to 1,600 ADSL Branches between Saturday 12th and Monday 14th	12/02/2005	N (ADSL)	286
		14/02/2005	N (ADSL)	133
Mar-05	No calls have been removed this month			0
Apr-05	No calls have been removed this month			0
May-05	ND01 calls raised by ADSL sites as a result of BAS Router fault between 08:34 and 09:32 ref CS/REP/221	24/05/2005	ND01 (ADSL)	139
Jun-05	No calls have been removed this month			0
Jul-05	No calls have been removed this month			0
Aug-05	No calls have been removed this month			0
Sep-05	From 13:19 to 14:34 and from 15:34 to 16:41. CAT 1 Switch Wigan Failure	**08/09/2005**	incident	132
	From 09:03 - 10:15. WAN Router 1 Wigan	**27/09/2005**		417
	TOTAL for SEP05			549
Oct-05	No calls have been removed this month			0
Nov-05	09:25 to 10:45 BAS Router GB_TELHS1-R1-003 Incident	07/11/2005	N&S	**126**
	10:43 to 11:27 Access contral change on C&W Network	14/11/2005	N&S	127
	13:33 to 17:12 BAS Router GB_WAHP03-R10-007 Incident	15/11/2005	N&S	188
	12:30 to 13:08 BAS Router GB_KEAR02-R10-001 Incident	29/11/2005	N&S	38
	TOTAL for NOV05			479
Dec-05	No calls have been removed this month			0
Jan-06	No calls have been removed this month			0

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS

Hardware Calls Problem Type
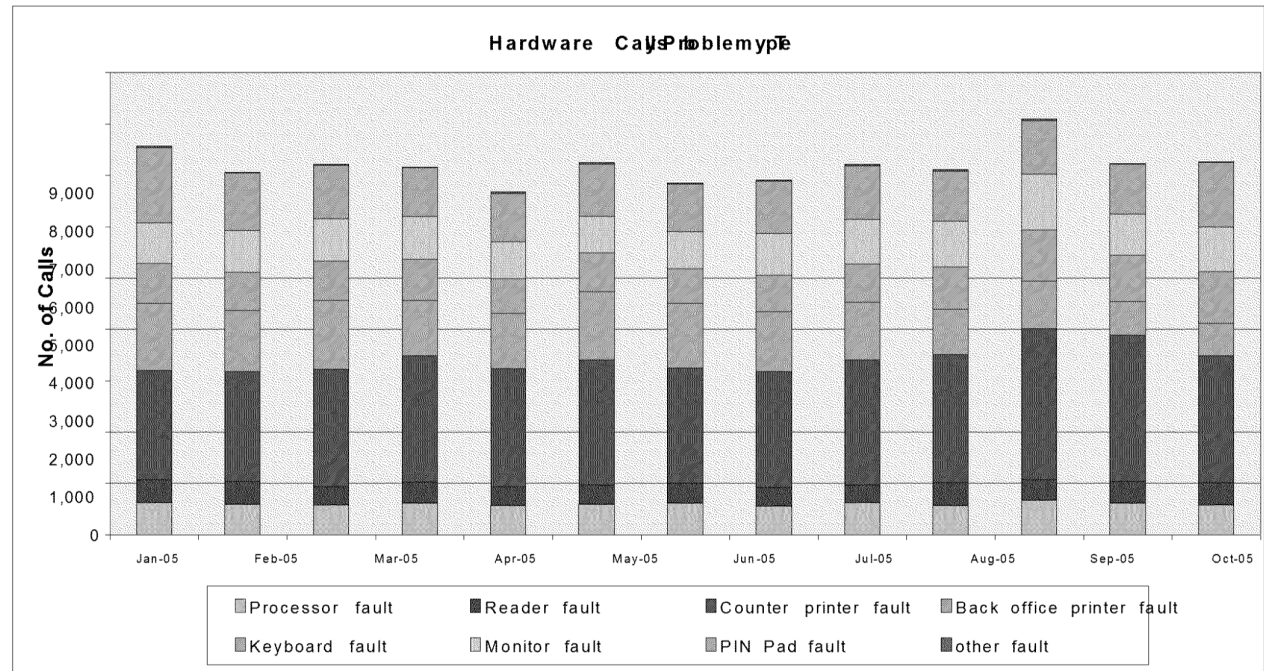
The number of calls logged overall by Postmasters remained around the same as last month – 7000 hardware calls is a typical month's volume. The number of counter printer calls returned to its normal level, but there was an increase in PINPAD calls this month. However, PINPAD call were also high in January last year and then dipped the following month, we expect a similar pattern to be shown this year. Note that the HCP replacements for PINPADs are not included here (because these calls were not logged by branches).

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
Processor fault	636	591	580	623	575	598	625	571	629	572	675	609	583
Reader fault	447	455	366	406	366	375	384	350	344	442	399	428	435
Counter printer fault	2115	2130	2281	2465	2291	2428	2248	2254	2428	2497	2939	2848	2474
Back office printer fault	1320	1199	1328	1071	1082	1342	1246	1177	1133	887	931	663	628
Keyboard fault	776	744	778	793	671	741	678	705	746	812	988	894	1009
Monitor fault	773	808	820	842	720	710	725	813	863	805	1090	800	873
PIN Pad fault	1479	1115	1042	940	950	1020	928	1015	1041	973	1042	971	1247
other fault	28	28	27	22	22	35	14	22	26	34	24	24	23
TOTAL	7574	7065	7222	7162	6677	7258	6848	6907	7210	7112	8088	7237	7272

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONT'D)
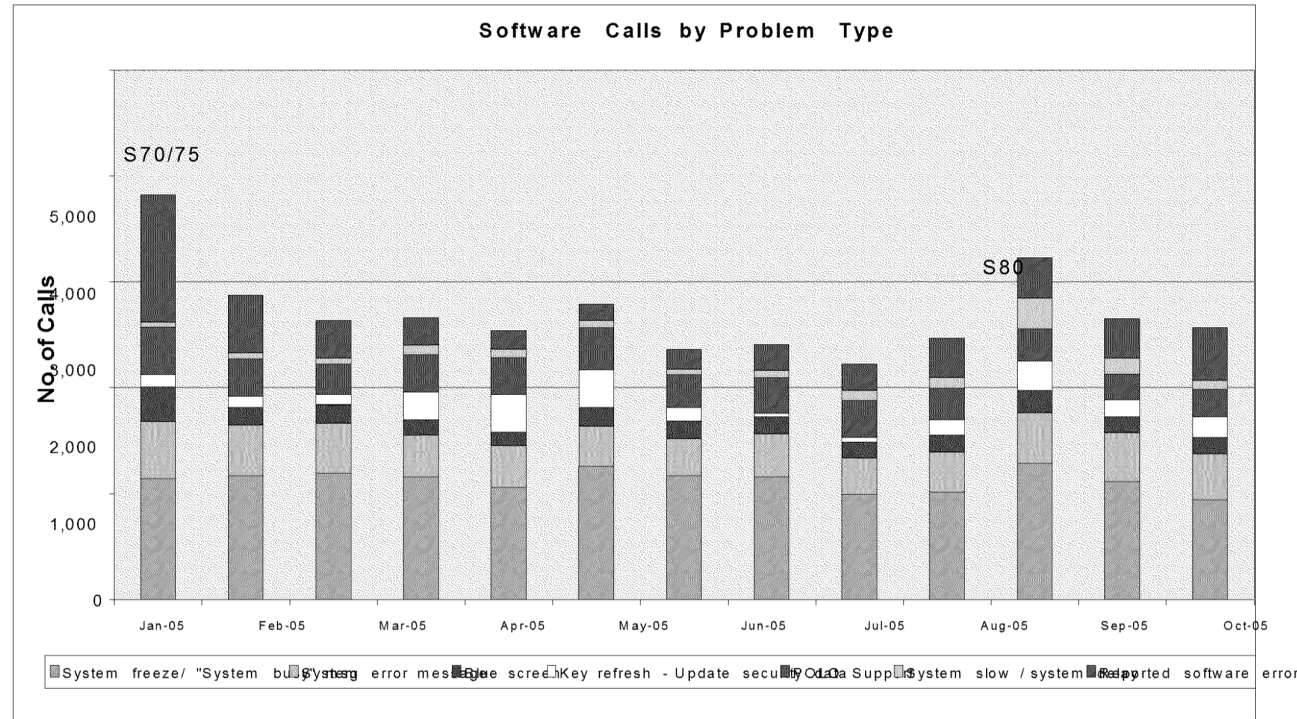
Software Calls by Problem Type

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ystem error message	542	477	471	391	389	375	350	399	346	376	478	463	438
lue screen	329	166	173	146	132	178	169	165	149	162	206	149	155
ey refresh - Update security data	111	104	95	261	355	357	131	32	46	142	275	158	190
ystem freeze/ "System busy" msg	1139	1173	1194	1161	1062	1260	1173	164	993	1016	1289	1116	942
OLO Support	452	355	295	355	345	396	308	341	348	301	309	244	265
ystem slow / system delay	43	54	53	86	81	69	47	64	92	104	286	149	80
eported software error	1207	546	351	265	173	156	196	242	254	367	384	373	501
TOTAL	3823	2875	2632	2665	2537	2791	2368	2407	2228	2468	3227	2652	2571

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONT'D)

System Freezes Fixed by Reboot - Cause analysis

Legend:
- Receipt / label printing
- Report printing
- Report previewing
- Transaction processing
- Riposte login
- POLO process
- Admin / cash account
- Tivoli event
- Reboot not required
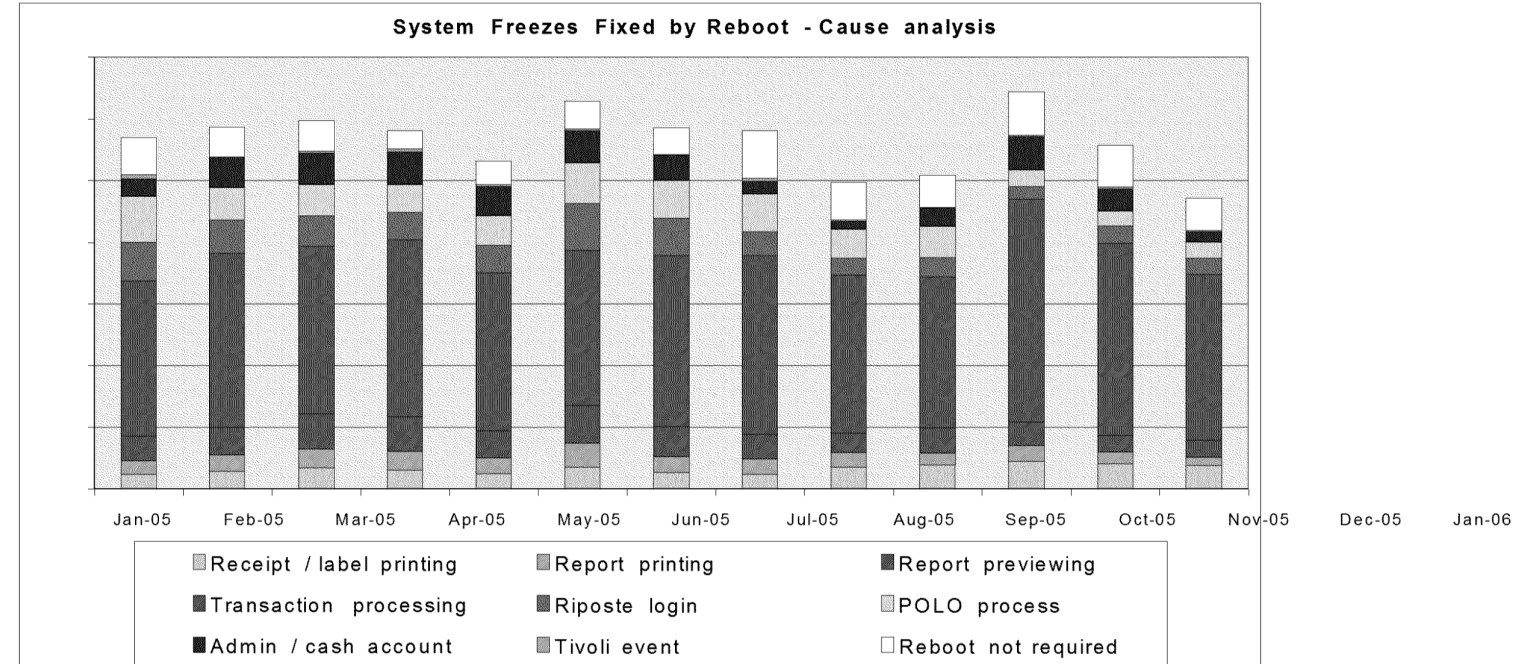
System Freezes	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
Receipt / label printing	47	57	68	60	51	70	58	49	70	79	88	82	76
Report printing	44	53	66	61	49	79	51	47	47	37	53	38	26
Report previewing	81	90	114	113	88	121	97	81	64	81	76	53	57
Transaction processing	502	563	541	573	513	504	555	579	512	491	721	623	535
Riposte login	127	110	99	91	91	152	123	78	55	63	43	57	53
POLO process	147	104	101	89	94	131	121	123	93	100	53	47	53
Admin / cash account	59	98	103	106	94	104	61	42	29	60	110	74	34
Tivoli event	11	0	7	9	7	7	3	9	3	2	3	5	3
REBOOT sub-total	1018	1075	1096	1102	987	1168	1084	1008	873	913	1147	979	837
Reboot not required	121	98	98	59	75	89	88	154	120	103	142	137	105
TOTAL	1139	1173	1194	1161	1062	1257	1172	1162	993	1016	1289	1116	942

3.2.2 ONLINE NETWORK SERVICES

Network Service Summary

The network performance in January 2006 built upon the exceptional performance in December 2005.

- **No major incidents in the Fujitsu/C&W domain**

  Process improvements in the Fujitsu/C&W domain have continued to deliver improved network reliability across all technology platforms.

  There was however a reference data incident on 19th January 2006 resulting in the VSAT network quality of service deteriorating. This is a known problem and options to address are being reviewed by the Service Improvement forum. In this incident the release size exceeded the specified capacity of the network. The SSC manually controlled replication and perfect service was restored at 11:31.

- **Fastest transaction times ever recorded with 0.30s average network banking authorisation time at ADSL branches.**

  The fastest daily performance was 0.26s and the slowest was 0.32s showing that a fairly consistent quality of service has been achieved.

- **Further network improvements**

  In early February 2006 the C&W ADSL components in Telehouse will be relocated to provide greater environmental protection. This was a recommendation from a recent BAS audit. After this is complete all major network components will be in dedicated Fujitsu, C&W or BT suites with restricted access. The plan incorporates known issues from previous incidents to minimise the risk of an incident occurring.

  Between February 2006 and April 2006 all the BAS routers are scheduled to be upgraded to a more recent Cisco IOS software release. During the evaluation exercise this release was proven to be very secure and robust. C&W have recommended it as very suitable for the high availability requirements of the Post Office ADSL network. The release will be scheduled carefully to avoid any impact to S90/92 counter software distribution.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

*The new CEM was started on the 01/07/05

Network Calls by "ND" Problem Type
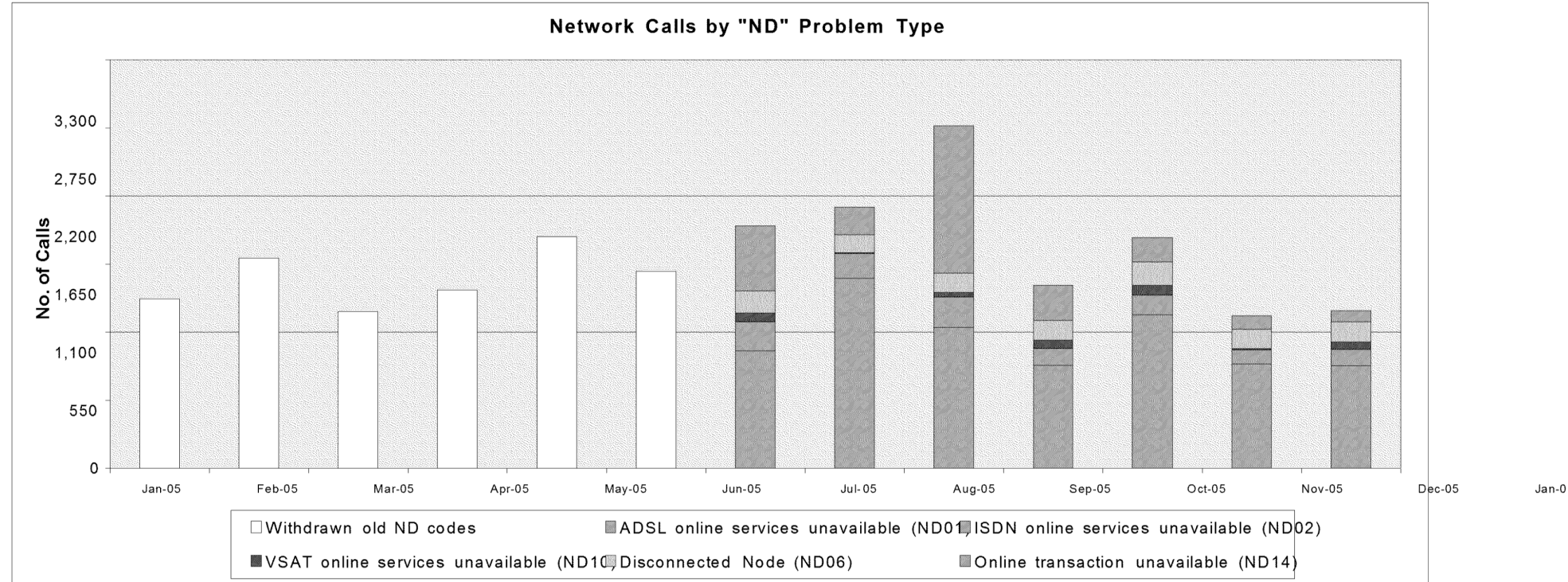
ND CALLS by Problem Type	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Withdrawn old ND codes	1370	1699	1267	1439	1871	1590						
ADSL online services unavailable (ND01)							949	1535	1137	832	1243	844
ISDN online services unavailable (ND02)							234	202	247	132	157	111
VSAT online services unavailable (ND10)							73	6	39	73	78	11
Disconnected Node (ND06)							178	145	153	160	188	157
Online transaction unavailable (ND14)							525	221	1198	283	199	109
TOTAL	1370	1699	1267	1439	1871	1590	1959	2109	2769	1480	1865	1232

Fujitsu Services	SERVICE REVIEW	Ref: CS / PER / 050
Date: 14/02/06		Version: 1.0

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

ADSL Online Services Calls - Cause Analysis	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ADSL service fault (C34)							96	69	55	45	46	39	44
ADSL major incident (C37)							21	586	155	37	277	20	17
Software error / reboot (C36)							376	415	394	287	337	324	317
Undetermined fault (CG4)							189	176	267	189	268	235	194
Subtotal							682	1246	871	558	928	618	572
PSTN line fault (C35)							45	34	27	34	40	32	41
No fault found / user error (CR4)							193	231	217	214	232	178	191
Duplicate call or other causes.							29	24	22	26	43	16	24
TOTAL	0	0	0	0	0	0	949	1585	1137	832	1243	844	828

ISDN Online Services Calls - Cause Analysis	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ISDN service fault (C31)							96	77	84	56	73	53	57
Major incident (C38)							12	6	2	2	0	1	0
Software error / reboot (C36)							40	52	67	26	17	17	24
Undetermined fault (CG4)							46	22	52	29	38	29	30
Subtotal							194	157	202	107	128	100	111
No fault found / user error (CR4)							32	34	34	15	13	6	16
Duplicate call or other causes.							8	11	11	10	16	5	5
TOTAL	0	0	0	0	0	0	234	202	247	132	157	111	132

VSAT Online Services Calls - Cause Analysis	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
VSAT service fault (CG5)							2	3	3	0	5	3	3
Major incident (C39)							44	0	25	68	43	0	33
Software error / reboot (C36)							14	1	4	1	8	2	7
Undetermined fault (CX8)							9	0	3	2	13	4	3
Subtotal							69	4	35	71	69	9	46
No fault found / user error (CR4)							4	2	4	2	7	1	1
Duplicate call or other causes.							0	0	0	0	2	1	12
TOTAL	0	0	0	0	0	0	73	6	39	73	78	11	59

ND14 Online Transaction - Cause Analysis	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
Software error / reboot (C36)							70	35	63	41	50	42	31
Online transaction Major Incident (C40)							5	91	954	139	47	23	31
Subtotal							75	126	1017	180	97	65	62
No fault found / user error (CR4)							50	91	169	92	92	43	22
Duplicate call or other causes.							400	4	7	11	10	1	4
TOTAL	0	0	0	0	0	0	525	221	1193	283	199	109	88

Fujitsu Services	SERVICE REVIEW	Ref: CS / PER / 050
Date: 14/02/06		Version: 1.0

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

C&W and BT - Branch ADSL MTBF

C&W and BT - Branch ISDN2 MTBF

C&W and Hughes - Branch VSAT MTBF
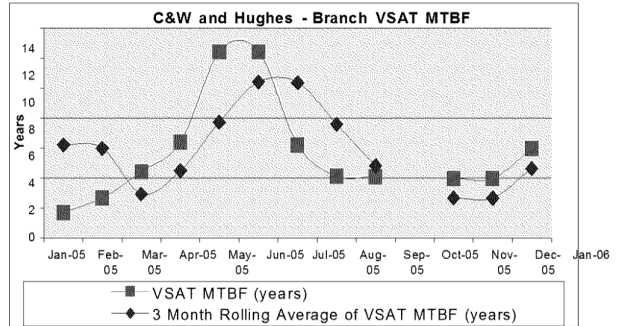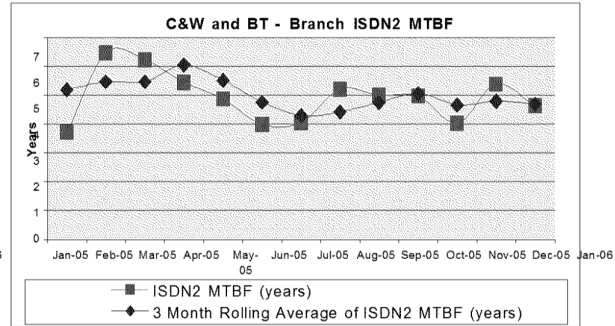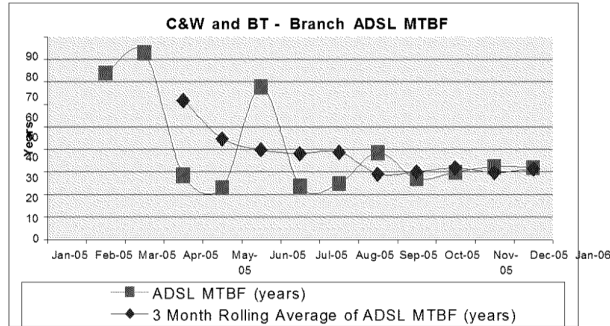
	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ADSL MTBF (years)		73.88	82.78	28.45	22.98	67.67	23.73	24.71	38.55	26.84	29.86	32.31	31.83
3 Month Rolling Average of ADSL MTBF (years)				61.70	44.74	39.70	38.13	38.70	29.00	30.03	31.75	29.67	31.33
ISDN2 MTBF (years)	3.72	6.46	6.22	5.44	4.86	3.98	4.04	5.21	4.98	4.96	4.03	5.38	4.62
3 Month Rolling Average of ISDN2 MTBF (years)	5.19	5.46	5.46	6.04	5.51	4.76	4.29	4.41	4.74	5.05	4.65	4.79	4.67
VSAT MTBF (years)	1.00	2.67	4.42	6.36	12.42	12.42	6.21	4.11	4.08		3.97	3.97	5.96
3 Month Rolling Average of VSAT MTBF (years)	6.22	5.98	2.93	4.49	7.74	10.40	10.35	7.58	4.80		2.69	2.65	4.63

C&W and BT - Branch ADSL MTFR

C&W and BT - Branch ISDN2 MTFR

C&W and Hughes - Branch VSAT MTFR
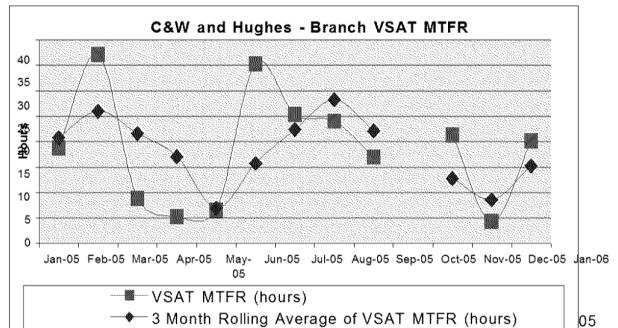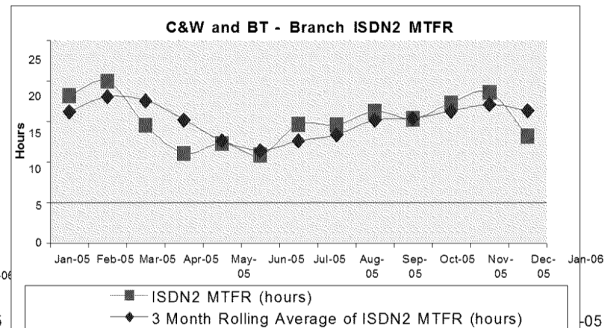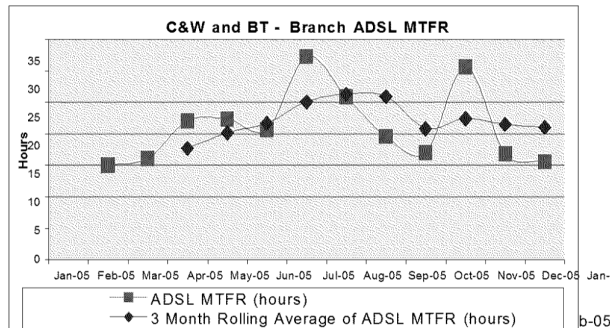
	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ADSL MTFR (hours)	15.01	16.06	22.06	22.26	20.65	32.26	25.87	19.58	16.97	30.63	16.81		15.58
3 Month Rolling Average of ADSL MTFR (hours)			17.71	20.13	21.65	25.05	26.26	25.90	20.81	22.39	21.47		21.01
ISDN2 MTFR (hours)	18.15	19.92	14.52	11.04	12.28	10.87	14.63	14.56	16.23	15.31	17.26	18.55	13.19
3 Month Rolling Average of ISDN2 MTFR (hours)	16.19	18.01	17.53	15.16	12.61	11.40	12.59	13.35	15.14	15.37	16.27	17.04	16.34
VSAT MTFR (hours)	18.81	37.08	8.83	5.25	6.50	35.30	25.30	24.00	16.97		21.33	4.30	20.15
3 Month Rolling Average of VSAT MTFR (hours)	20.73	26.00	21.57	17.05	6.86	15.68	22.37	28.20	22.09		12.77	8.54	15.26

3.2.2 ONLINE NETWORK SERVICES (CONT'D)
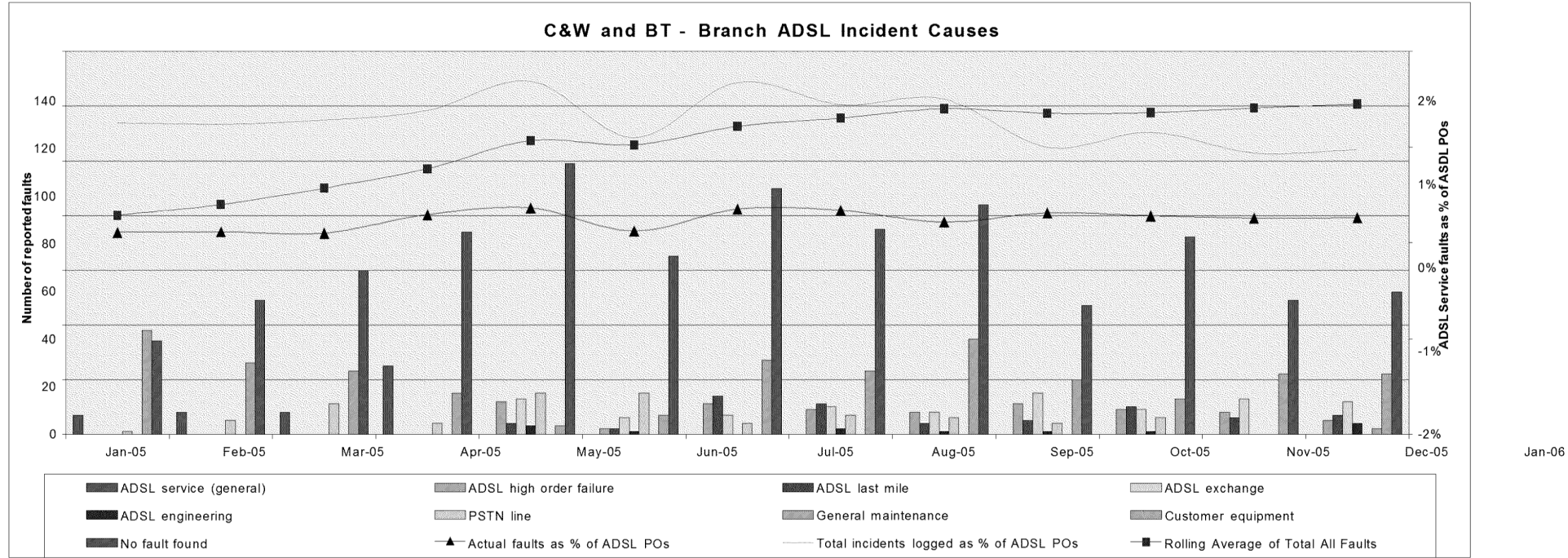
C&W and BT - Branch ADSL Incident Causes

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ADSL service (general)	7	8	8	25									
ADSL high order failure					12	2	11	9	8	11	9	8	5
ADSL last mile					4	2	14	11	4	5	10	6	7
ADSL exchange					13	6	7	10	8	15	6	13	12
ADSL engineering					3	1	0	2	1	1	1	0	4
Actual faults at ADSL POs total	7	8	8	25	32	11	32	32	21	32	29	27	28
Actual faults as % of ADSL POs	0.11%	0.11%	0.10%	0.29%	0.36%	0.12%	0.35%	0.34%	0.22%	0.31%	0.28%	0.26%	0.26%
PSTN line	1	5	11	4	15	15	4	7	6	4	6	0	0
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	2
Customer equipment	38	26	23	1	3	7	27	23	35	20	1	22	22
No fault found	34	49	60	74	99	65	90	75	84	47	72	49	52
Total All Faults	80	88	102	104	140	98	153	137	146	103	120	98	104
Rolling Average of Total All Faults	80	84	90	97	107	106	113	116	119	117	118	119	121
Total incidents logged as % of ADSL POs	1.25%	1.24%	1.28%	1.38%	1.69%	1.10%	1.68%	1.44%	1.50%	1.00%	1.15%	0.94%	0.97%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

C&W and BT - Branch ISDN2 Incident Causes
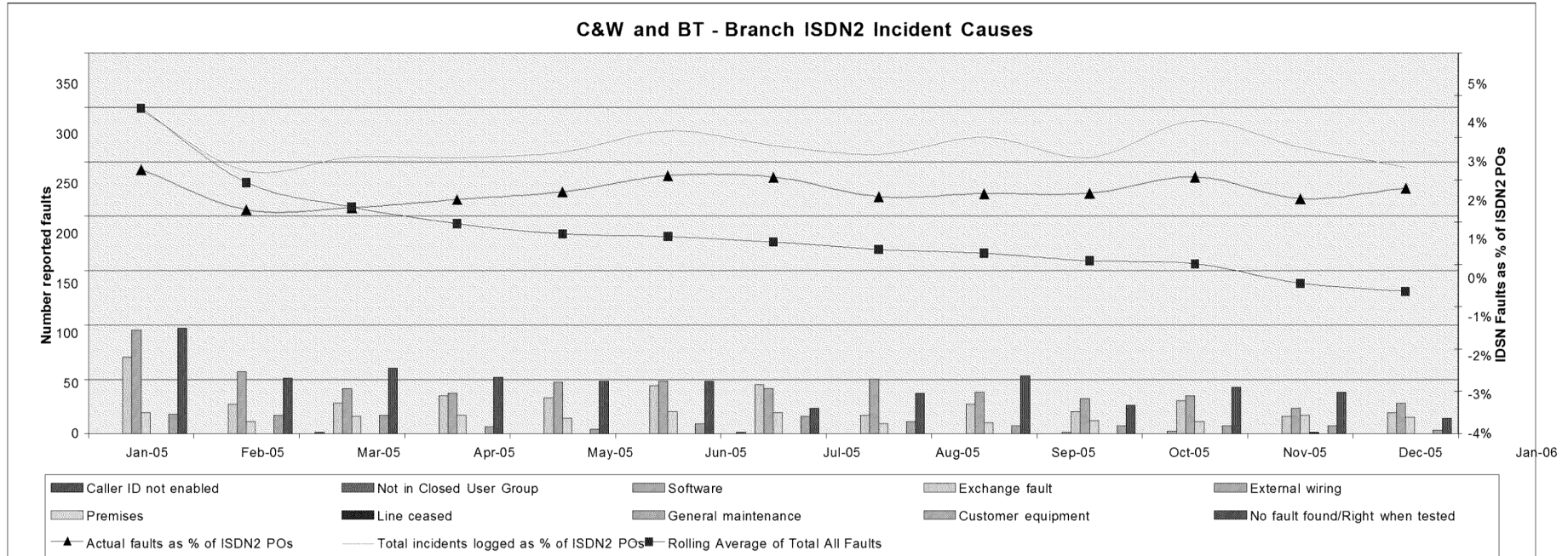
	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	0	1	0	0	0	1	0	0	0	0	0	0
Software	0	0	0	0	0	0	0	0	0	1	2	0	0
Exchange fault	70	27	28	35	33	44	45	17	27	20	30	16	19
External wiring	95	57	41	37	47	48	41	50	38	32	35	23	28
Premises	19	11	10	17	14	20	19	9	10	12	11	17	15
Line ceased	0	0	0	0	0	0	0	0	0	0	0	1	0
Actual faults at ISDN2 POs total	184	95	86	89	94	112	106	76	75	65	78	57	62
Actual faults as % of ISDN2 POs	2.24%	1.29%	1.34%	1.53%	1.71%	2.10%	2.06%	1.60%	1.67%	1.68%	2.07%	1.55%	1.80%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	18	17	17	6	4	9	16	11	7	7	7	7	3
No fault found/Right when tested	97	51	60	52	48	48	23	37	53	26	43	38	14
Total All Faults	299	163	163	147	146	169	145	124	135	98	128	102	79
Rolling Average of Total All Faults	299	231	208	193	184	181	176	170	166	159	156	138	131
Total incidents logged as % of ISDN2 POs	3.64%	2.21%	2.54%	2.53%	2.66%	3.16%	2.82%	2.61%	3.01%	2.54%	3.40%	2.77%	2.30%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

C&W and Hughes - Branch VSAT Incident Causes

Legend: Personal earth station — Dish — Hub — General maintenance — Customer equipment — No fault found — ▲ Actual faults as % of VSAT POs — Total incidents logged as % of VSAT POs — Rolling Average of Total All Faults
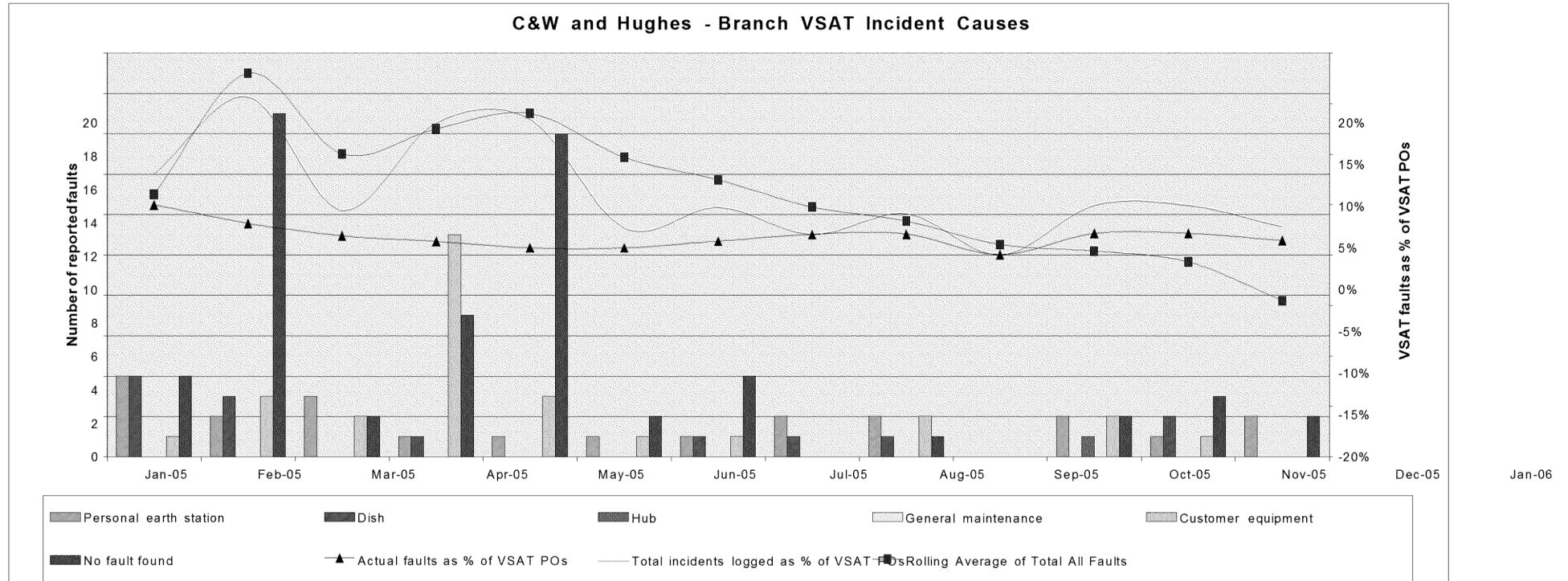
	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Personal earth station	4	2	3	1	1	1	1	2	2	0	2	1
Dish	4	3	0	1	0	0	1	1	1	0	0	2
Hub	0	0	0	0	0	0	0	0	0	0	1	0
Actual faults at VSAT POs total	8	5	3	2	1	1	2	3	3	0	3	3
Actual faults as % of VSAT POs	4.94%	3.13%	1.89%	1.31%	0.67%	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%	2.10%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	1	3	2	11	3	1	1	0	2	0	2	1
No fault found	4	17	2	7	16	2	4	0	1	0	2	3
Total All Faults	13	25	7	20	20	4	7	3	6	0	7	7
Rolling Average of Total All Faults	13	19	15	16	17	15	14	12	12	11	10	10
Total incidents logged as % of VSAT POs	8.02%	15.63%	4.40%	13.07%	13.42%	2.68%	4.70%	2.03%	4.08%	0.00%	4.90%	4.90%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

These graphs show how C&W ADSL customers are outperforming the BT Wholesale ADSL average for the Ofcom key performance indicators.
The data provided by BT Wholesale covers all C&W ADSL customers although Post Office is the largest customer. The data is offset by 1 month due to BT Wholesale reporting timescales.

ADSL Actual Faults cleared within 40 hours (excluding parked time)
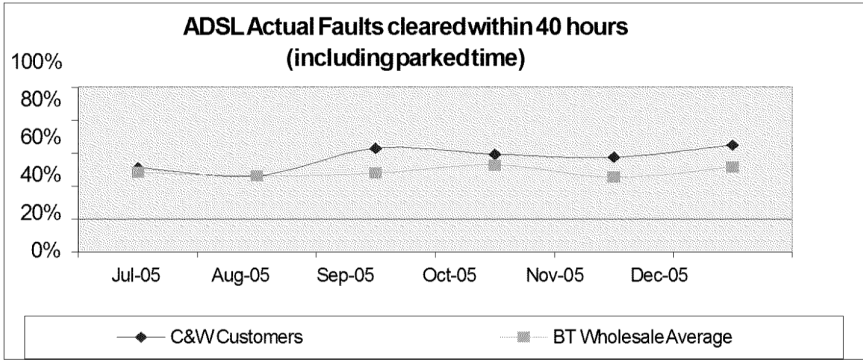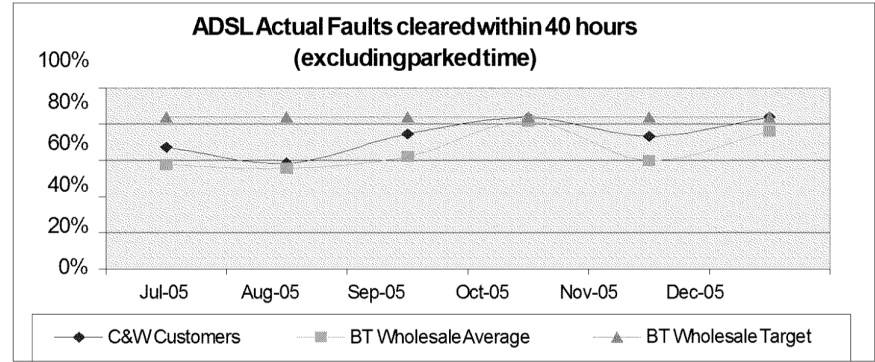
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
C&W Customers	67.26%	58.39%	74.67%	83.52%	73.36%	83.92%
BT Wholesale Average	57.62%	55.67%	62.07%	81.69%	59.79%	76.10%
BT Wholesale Target	84%	84%	84%	84%	84%	84%

ADSL Actual Faults cleared within 40 hours (including parked time)

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
C&W Customers	51.12%	46.31%	62.88%	59.34%	57.48%	64.82%
BT Wholesale Average	48.41%	46.40%	48.02%	52.78%	45.39%	51.48%
BT Wholesale Target	None	None	None	None	None	None

ADSL Early Life Failures
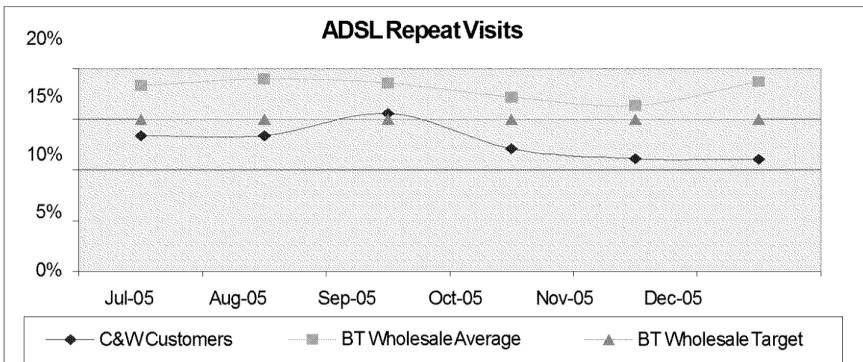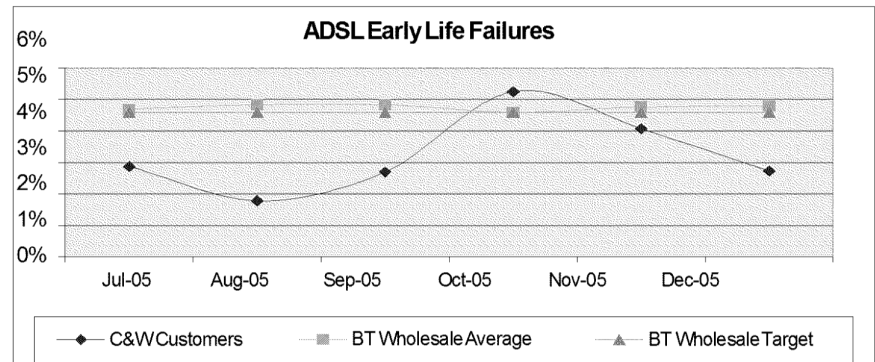
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
C&W Customers	2.87%	1.78%	2.70%	5.26%	4.08%	2.73%
BT Wholesale Average	4.70%	4.84%	4.84%	4.59%	4.77%	4.81%
BT Wholesale Target	4.60%	4.60%	4.60%	4.60%	4.60%	4.60%

ADSL Repeat Visits

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
C&W Customers	13.39%	13.38%	15.60%	12.09%	11.11%	11.05%
BT Wholesale Average	18.36%	19.00%	18.58%	17.21%	16.37%	18.72%
BT Wholesale Target	15%	15%	15%	15%	15%	15%

3.2.10 ONLINE NETWORK SERVICES (CONT'D)

Online Service Unavailable Calls (From 1/7/05 = ND01+ND02+ND10+ND14). Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.
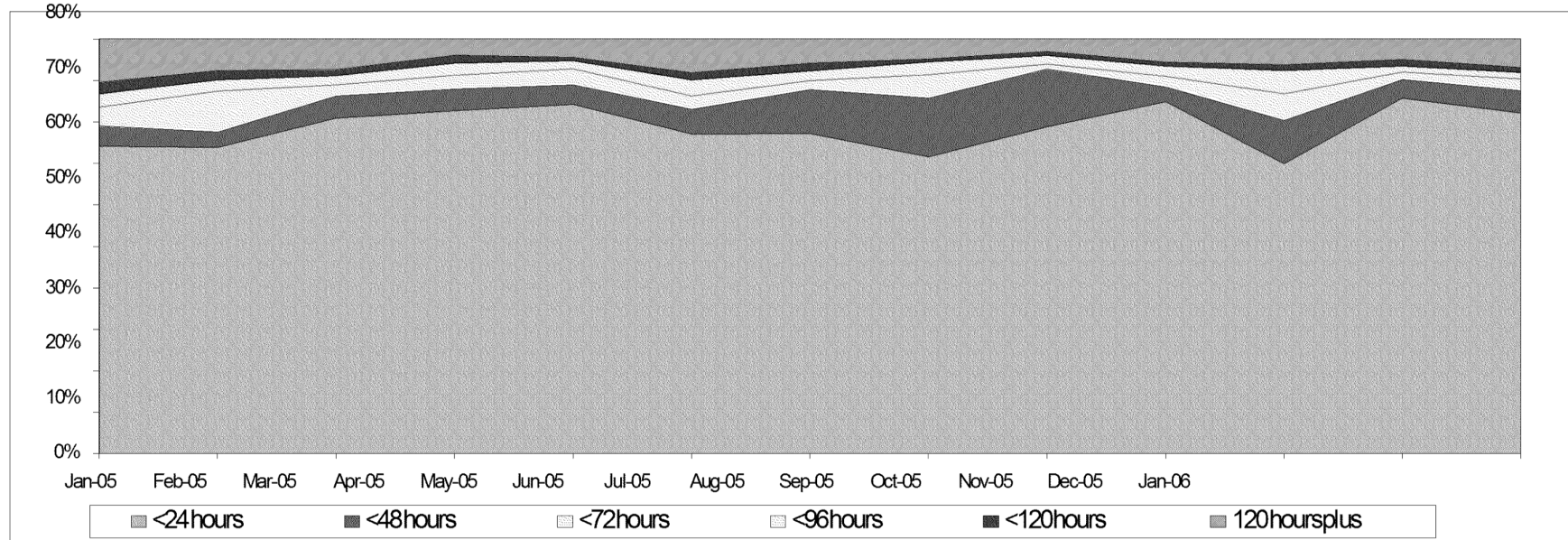
Actual Elapsed Time of call in hours	<24 hours		<48 hours		<72 hours		<96 hours		<120 hours		120 hours plus		TOTAL
Jan-05	1015	74.1%	67	4.9%	62	4.5%	43	3.1%	39	2.8%	144	10.5%	1370
Feb-05	1254	73.8%	64	3.8%	167	9.8%	45	2.7%	39	2.3%	130	7.7%	1699
Mar-05	1190	80.4%	67	5.3%	34	2.8%	28	2.8%	19	1.5%	94	4.0%	1439
Apr-05	1025	90.5%	67		348	7.8%	41	2.8%	281		577		1267
May-05	1576	84.2%	88	4.7%	71	3.8%	36	1.9%	17	0.9%	83	4.4%	1871
Jun-05	1133	77.0%	89	6.1%	47	3.2%	56	3.8%	127	1.8%	119	8.1%	1471
Jul-05	1404	71.5%	289	14.6%	140	2.6%	60	3.2%	36	0.9%	195	4.9%	1984
Aug-05													
Sep-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%	79	3.0%	2616
Oct-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%	74	5.6%	1320
Nov-05	1173	70.0%	174	10.4%	108	6.4%	93	5.6%	25	1.5%	104	6.2%	1677
Dec-05	921	85.7%	48	4.5%	20	1.9%	15	1.4%	18	1.7%	53	4.9%	1075
Jan-06	909	82.1%	60	5.4%	31	2.8%	17	1.5%	14	1.3%	76	6.9%	1107

* Online service unavailable calls are being kept open for longer in order to track intermittent faults.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

Post Office Horizon Major Incidents
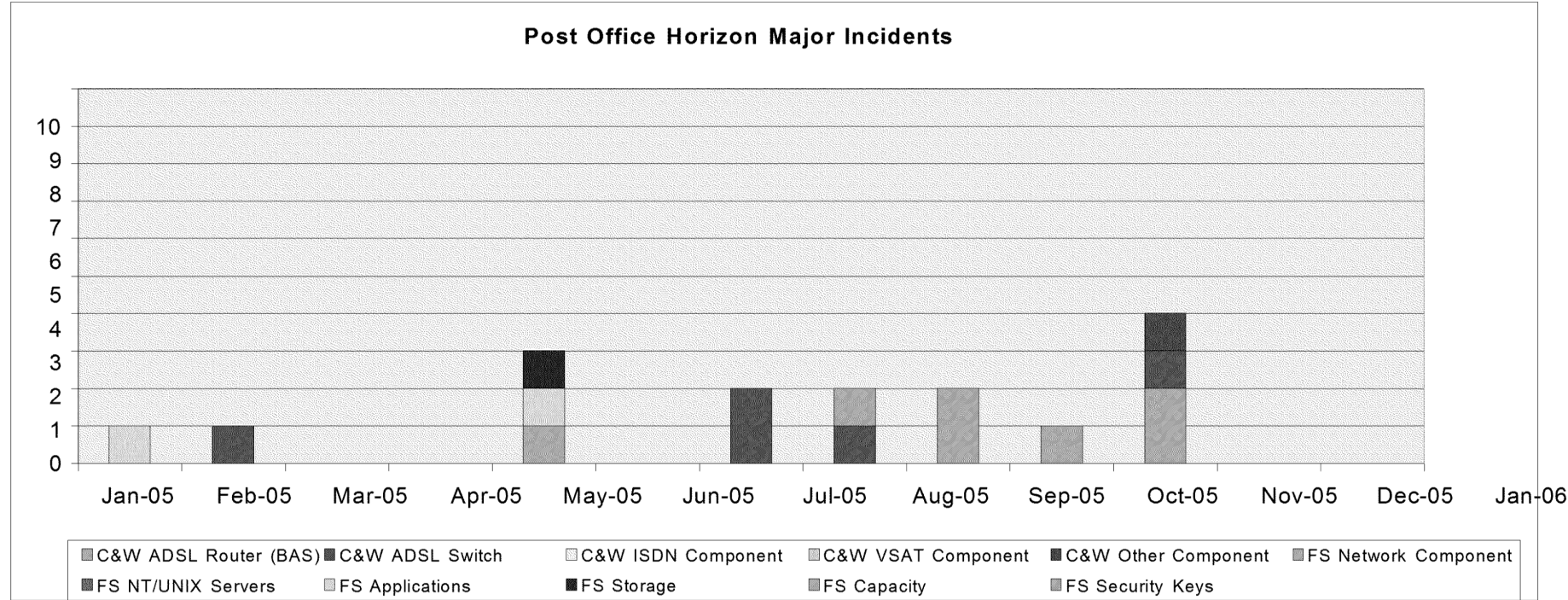
	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
C&W ADSL Router (BAS)	0	0	0	0		0	0	0	0	0	2	0	0
C&W ADSL Switch	0	1	0	0		0	2	1	0	0	1	0	0
C&W ISDN Component	0	0	0	0		0	0	0	0	0	0	0	0
C&W VSAT Component	0	0	0	0		0	0	0	0	0	0	0	0
C&W Other Component	0	0	0	0		0	0	0	0	0	1	0	0
FS Network Component	0	0	0	0		0	0	0	2	0	0	0	0
FS NT/UNIX Servers	0	0	0	0		0	0	0	0	0	0	0	0
FS Applications	1	0	0	0		0	0	0	0	0	0	0	0
FS Storage	0	0	0	0		0	0	0	0	0	0	0	0
FS Capacity	0	0	0	0		0	0	1	0	1	0	0	0
FS Security Keys	0	0	0	0		0	0	0	0	0	0	0	0
TOTAL	1	1	0	0	3	0	2	2	2	1	4	0	0

3.3.1 ENGINEER ON - SITE VISITS
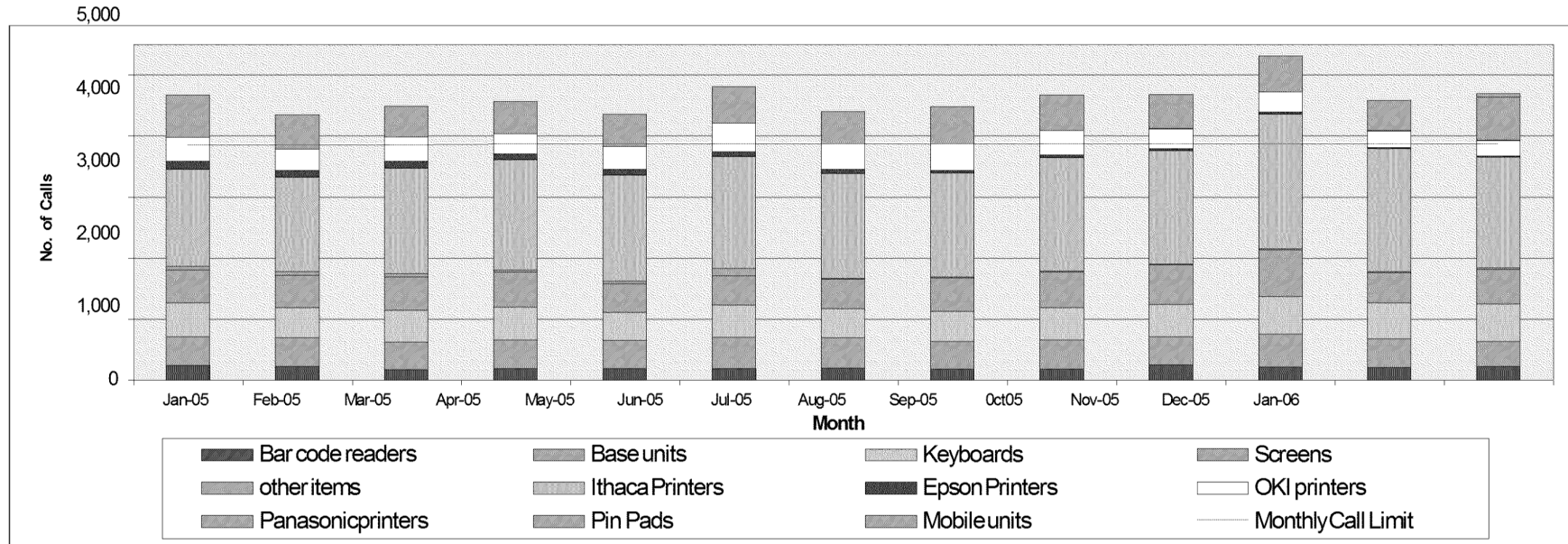
	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct05	Nov-05	Dec-05	Jan-06		
Bar code readers	242	226	173	195	189	195	200	180	181	252	215	208	223		
Base units	473	467	452	465	468	511	495	453	481	460	540	473	412		
Mobile units													54		
Keyboards	555	495	520	544	459	527	476	498	528	532	612	580	615		
Ithaca Printers	1590	1552	1730	1799	1736	1831	1712	1700	1849	1862	2207	2017	1814		
Epson printers	129	112	116	92	87	81	71	52	44	28	27	14	24		
OKI printers	384	345	398	330	377	468	424	427	396	325	334	268	250		
Panasonic printers	3	3	1	1	5	3	0	0	3	4	1	1	1		
Pin Pads	696	557	501	534	530	596	524	613	581	560	589	505	712		
Screens	533	534	548	564	461	481	487	544	584	641	771	505	569		
other items	66	55	47	45	50	114	12	15	21	16	17	13	18		
TOTAL	4671	4346	4486	4569	4362	4807	4401	4482	4668	4680	5313	4584	4692		
Monthly Call Limit	3850	3850	3850	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875		
Epson to OKI exchanges	114	88	76	78	76	55	65	40	24	18	39	16	14		
Average Daily Visit Rate	212	217	214	218	198	219	187	187	195	199	221	204	204		

3.3.2 GATEWAY REPLACEMENTS
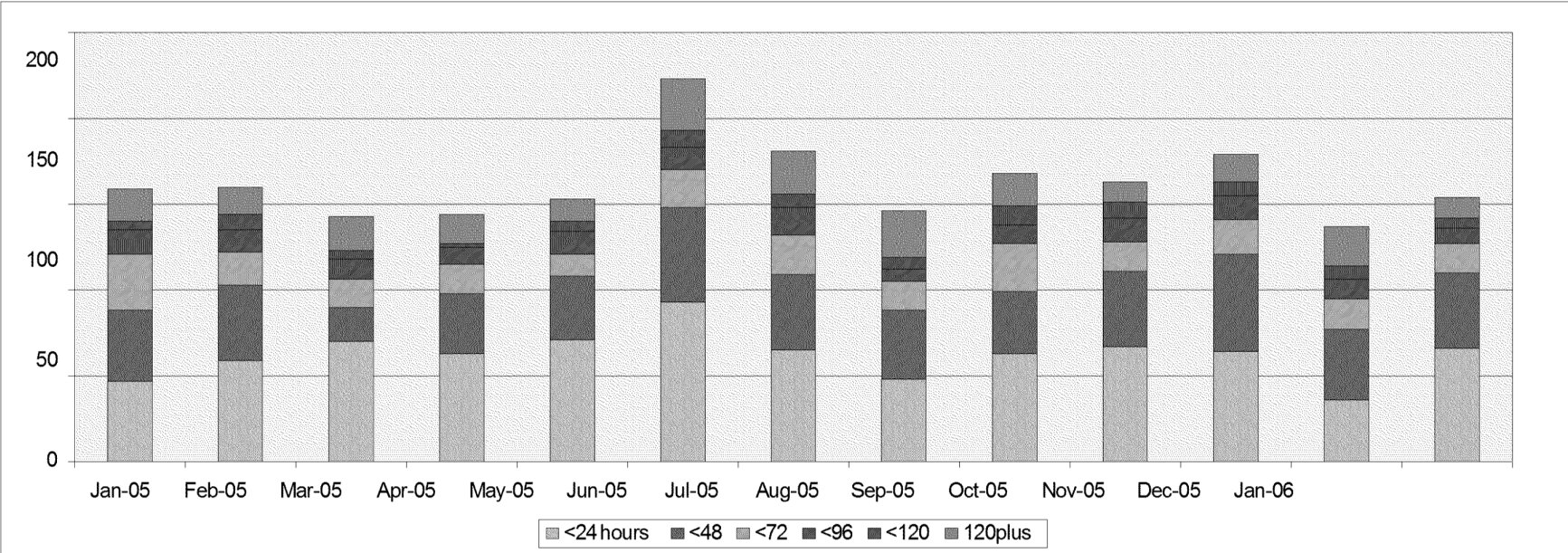
Number of Gateways replaced by Engineers following call raised by PO Branch

Elapsed Time of call in	<24 hours		<48		<72		<96		<120		120plus		Total
Jan-05	47	29.6%	41	25.8%	33	20.8%	14	8.8%	5	3.1%	19	11.9%	159
Feb-05	59	36.9%	44	27.5%	19	11.9%	13	8.1%	9	5.6%	16	10.0%	160
Mar-05	63	43.8%	35	24.3%	17	11.8%	10	6.9%	2	1.4%	20	14.0%	144
May-05	71	46.4%	37	24.2%	13	8.5%	13	8.5%	6	3.9%	13	8.5%	153
Jun-05	93	41.7%	55	24.7%	22	9.9%	13	5.8%	10	4.5%	30	13.5%	223
Jul-05	65	35.9%	44	24.3%	23	12.7%	16	8.8%	8	4.4%	25	13.8%	181
Aug-05	48	32.9%	40	27.4%	17	11.6%	7	4.8%	7	4.8%	27	18.5%	146
Sep-05	63	37.5%	36	21.4%	28	16.7%	11	6.5%	11	6.5%	19	11.3%	168
Oct-05	67	41.1%	44	27.0%	17	10.4%	14	8.6%	9	5.5%	12	7.4%	163
Nov-05	64	35.8%	57	31.8%	20	11.2%	14	7.8%	8	4.5%	16	8.9%	179
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	16.8%	137
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	7.8%	154

4 JANUARY REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

FS Status	Num	Post Office Ltd Status	Num
Open	4	Open	4
Monitor	2	Monitor	2

4.1.1 SUMMARY

- As at 31.01.06 there were 6 open problems, of which 0 are Problem Branches
- 0 new problems were opened in January.

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

- There are no cross domain problems on alert for January.

4.3 KEY CROSS DOMAIN PROBLEM UPDATE

The new RAG status for the key cross domain problems are based on the criteria –

Business Impact		BI score	Root Cause	RC score
High (H)	>20 outlets affected	3	Root cause unknown, no progress or no workaround in place	3
Medium (M)	>1 <20 outlets affected	2	Root cause determined, implementation agreed/needs to be agreed or workaround in place	2
Low (L)	<1 outlet affected	1	Fix implemented and problem being monitored	1

RAG status = BI score × RC score = (RED = 6-9) (AMBER = 3-6) (GREEN = 1-2)
The differentiator to be applied between a RED & AMBER RAG status score of 6 depends on whether the RC is known and whether a workaround is in place i.e. if a the score of 6 is derived by a "Root cause unknown, no progress or no workaround in place = RC score of 3" then the RAG will be red.
If the RC score was derived by "Root cause determined, implementation agreed/needs to be agreed or a workaround in place = RC score of 2 then the RAG will be amber.

4.2   KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

FS Problem Number	Title	FS PM	POL PM	Latest Update	Business Impact	Root Cause	RAG
PM0000685	Major Incident – WAN router 1 at the Wigan module failure	Mike Stewart	Shaun White	MIR report updated with actions on the corrective action plan, and then get agreement from Shaun to close the problem down.	H	1	3
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th May and 27th June	Mike Stewart	David Wright	David W, has been driving this through between POL and EPAY, currently there is version 1.2 of the I/F spec document out for review. comments/feedback are due by 27th January	H	1	3
PM0000673	New Quantum Cards cannot be processed	Dean Felix	Andrew Price	Devlin can make the fix available to Fujitsu Services, however the implementation of the change will be very complex and the options for doing it are still under consideration.	H	2	6
PM0000659	Suspect problem with BCR buffer, unknown quantity of instances though presumed extremely low	Ian Daniel	Andrew Price	Development still continue to work on the driver for diagnosis	M	2	4
PM0000689	Several ADSL branches connecting via Watford BAS Router GB_WAHP03-R10-007 showed intermittent failures with transaction timeouts across all on-line services	Mike Stewart	David Wright	C&W have replaced to date, the Co-axial cables and the STM1 card. The cables have been tested and proven as OK so the STM1 card has been sent back to Alcatel for fault evaluation, expected response in 60 days. Being monitored on the C/A list for all MI process. Liz Evans-Jones Jan 30th 2006 On-going	L	1	1
PM0000674	SDAs being generated on the NWB/NBX Service on some of the FIs	Mike Stewart	Gary Blackburn	I will chase Gary B up or David Gray for an update. This could be on monitor for months even years as the FIs may well never make a decision or wish to use the SDA field in the card.	L	2	2

5 SCORECARD ACTION PLAN – from January 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	**Issues**: None **Comments**: Very satisfied with service. No MBCIs during period. A potential MBCI (Wigan power failure 06/01) was dealt with effectively through the normal channels. The final 4 reports from the 2005 test schedule have now been received	No Comments.
Release Management Graham Welsh	**Issues**: None **Comments**: Very satisfied with service. Good support and joint planning on the S90 release	January has seen some significant challenges that have been dealt with in a fair and measured way. Open communication has helped to ensure that the issues and impacts are clearly understood. Again close working and the daily & weekly contact has ensured that has been an open and respectful interaction between the teams.
Management Information and Service Review Pete Thompson	**Issues**: None **Comments**: Service Review - The daily/weekly/monthly reports continue to be very helpful and well utilised by a wide POL audience. FS reports received in only Adobe Acrobat format pose a minor problem (POL's version of Acrobat does not allow multiple documents to be open simultaneously).	Stephen Taplin GRO will contact Les Henderson to discuss the Adobe Acrobat issue going forward.
Capacity Management Mik Peach	**Issues**: None **Comments**: Very satisfied with service. Awaiting PA/PER33 revisions with interest.	No Comments.
Data Delivery Ian Daniel	**Issues**: None **Comments**: FS have visibily been endeavouring to improve on the working relationship (this wasn't an issue before) but there's a lot more interaction and working together with a common aim etc etc. As per last month's comments regarding the APSORF TOR, this has been revised but I have yet to review and approve and work up the criteria to enable scoring to be clearly defined (4.5). LFS - very satisfied (4).	Still working on the TOR.

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Operational Business Change: Reference data David Wilcox	**Issues**: None

Comments: As per previous months, volume of changes coming in has not reduced and our two respective teams are working very well and hard to get things out there to timescales and quality. | No Comments. |
| **Operational Business Change: Branch** Ian Venables | **Issues**: As for last month, it is important that this level of performance is sustained and that the Cable & Wireless "takeover" of Energis is utilised to obtain further Service improvements from BT for branch openings, conversions, relocations etc

Comments: Fujitsu achieved their OBC Branch OLA Target of 4% (excluding BT Line Plant) in December, with a 2.40% failure rate. POL is pleased to acknowledge that Fujitsu is maintaining an improved level of performance.

POL is pleased with the productive level of co-operation being received from Fujitsu on Service and Process Improvements. | OBC continues to enjoy an honest and close working relationship with Post Office. The forecast for January's OLA is likely to be within a 2% failure for the 4% target. Actual figure to be published prior to 7th Feb. Fujitsu OBC continues to work closely with Cable & Wireless to improve communications availability and to progress "Openings" to ADSL. Current improvements to the service include the migration of VSAT sites to ADSL, an improvement to the process for managing fault calls on Store and Serve sites which operate 'Mobile' Horizon equipment. The project continues for the removal of all existing CRT's on the Managed Branch estate, conclusion of this project is still forecasted to arrive by the end of May 2006, some 4 months prior to the agreed timescale. Fujitsu OBC continues to work closely with Post Office on their current 'Conversion' schedule to realise completion of this schedule prior to the financial year end. The action plan for some engineering resource to be dedicated to OBC continues with the end result likely to be a small increase in the size of the team |
| **HSH/Engineers** Julie Welsh | **Issues**: FS to check change implementation procedures/triggers to reduce risk to service

Comments: HSD - No issues, very satisfied with service. UKME - The change over to a new logistics supplier affected service when the daily replenishment process for the new supplier was not implemented correctly. In addition, a system failure meant that engineer scheduling had to be done on a manual basis. These problems resulted in a shortage of hard ware supplies and caused engineer visits to backlog. This problem started during week commencing 19th December but | HSD - Resume meetings and level of contact to enable effective communication between the two desks. UKME – It has been agreed that the SLTs for UKME will be conformant from 1st February. All SLTs are currently conformant apart from the Local A Priorities. UKME and POA are working together on the Local A Priority calls in order to bring this figure back into the green. Conformance for Local A Priority Calls may be at risk if a number of calls logged for Mobile sites on the same morning, this |

	business as usual levels were not achieved until Friday 13th January. An avoidable problem that means a score of 2. It is recognised that Fujitsu gave the problem the highest priority and diverted a great deal of resource and time to the back log of calls. In addition, HSD worked very hard in terms of communicating with the affected branches and facilitating out of hours visits over the Christmas period. UKME worked closely with POL to mitigate the impact upon branches. For that element score a 4.	is due to problems with the spares not working when they get to site, and having to cab subsequent spares to site. The reliability of luggables is currently an item on our risk register and a focus area for the service improvement group
Problem Management Mike Stewart	**Issues**: None

Comments: Another reasonably quiet month. Very satisfied with service. | Agreed another quiet month and a great achievement on branch availability although badly let down by BT in taking 9 days to restore the ADSL service to a VIP site "The Markets" Leeds due to a major circuit problem at the Leeds exchange |
| **Reconciliation** Pete Thompson | **Issues**: Ensure all details are captured accurately on documentation.

Comments: Generally good, however, a small number of reports have been received with FAD codes missing (3.5). No issues with MER spreadsheets (4). | Apologies for the missing information. Fujitsu MSU will ensure all details are captured accurately on individual BIMS. Please note where the FAD code continues to be left off, this will be deliberate due to a multiple-FAD incident and details will be explained on the individual BIMS. |
| **Security** Brian Pinder | **Issues**: Discuss and agree OLA timescales for TES user amendments.

Comments: Generally good service. Adding and removing TES users still problematic. Whilst this topic should be discussed at the next security meeting (20th Jan) there is a real need to agree and document an OLA for user amendments e.g. 48 hours from request to change (3.5). | Need to identify the problematic areas so we can identify the solution. This has been raised and waiting for PO to discuss issues. |
| **Networks** Alex Kemp | **Issues**: FS to ensure correct channels are followed when reporting faults.

Comments: The BT exchange fault on the 30 December affecting 11 branches in the Basinstoke area was handled well by FS (FS contacted branches individually). A BAS router failure was reported to POL on the 4 January but | Throughout the months of December and January there has been 100% availability of all the major ADSL components (including BAS routers).

04/01/06 - This was an overnight local exchange fault that affected 4 branches PSTN lines in the Isle Of White which was resolved by 09:24. The incident was first alarmed when a BAS went to 8% offline |

	was not reported through the POL Service Continuity Desk. A&L - recognising that the Telford BAS router incident was not notified into the Service Desk (call was made to the Resolution Manager), it should be recognised that Fujitsu provided early alerts to POL of problems in the A&L network on 6th January	however it was immediately clear that it was not a BAS fault. Small local exchange faults are not currently reported to POL SCT under the major incident process. 06/01/06 - This was an incident in which transactions were being returned due to A&L system unavailability. Our powerhelp call history indicates that the HSD made 3 attempts to phone the POL SCT but there was no answer. The HSD agent then phoned a Resolution Manager to ensure that POL received the message.
Service Improvement All	**Issues**: None **Comments**: BC - Thanks to Tony Wickes for identifying a risk exposure to POL regarding CP4307. Tony's action has allowed POL Business Continuity to escalate the issues internally within POL (4). Problem Management working group going very well (4).	(Management Information & Service Review + Reconciliation) Fujitsu MSU would like to arrange a monthly conference call prior to the Scorecard being issued in order to discuss scores and improvements.
Communication All	**Issues**: None **Comments**: BC – Very satisfied.	(Reconciliation) : All POL contacts are very friendly, helpful and informative. Fujitsu MSU would in particular like to mention Janet Jones and Angela Carter. Fujitsu MSU would be appreciative if POL can please alert us to sick/annual leave cover in advance as appropriate.
Working Together All	**Issues**: None **Comments**: Generally very satisfied (4). Thanks to Nick Crowe for the excellent work he did on the Core & Outreach problems experienced recently (5).	Working together remains very good.
Respect and Commitment All	**Issues**: None **Comments**: Very satisfied.	No Issues.

6 JANUARY REVIEW OF RELEASE MANAGEMENT

HIGH LEVEL TIMETABLE

RELEASE	APPROX DATE	CONTENT/COMMENTS
ADSL Switch	April 2004 – TBA	

S90	S90 DataCentre 28th/29th Jan 06
	
	Counters:
	
	Calthorpe House Prove 3rd April
	Pilot 100 4th April
	Volume Pilot 6th April
	Main rollout 7th April – 26th May
	
	Pinpads:
	
	100 Odds 4th April
	100 Evens 5th April
	Volume Pilot Odds 7th April
	Volume Pilot Evens 10th April
	Main rollout 11th April – 29th May
		Confirmed products for S90 are:
		Credit Card Acceptance
		    Bureau Credit/Debit Card Acceptance
		    Bureau Auto Remittances (Replacing Foreign currency through Auto Remittance)
		
		Other potential candidates are:
		    Postal Order printing
		    AP out payment
		    AP-ADC e

6.2 RELEASES COMPLETED DURING THIS PERIOD

- None to report

7 JANUARY SERVICE LEVEL PERFORMANCE

7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			Horizon Service Desk													
H1.1	80%		Calls answered within 30 seconds	82.5	83.5	89.6	86.7	77.8	90.9	89.2	88.5	87.2	92.9	86.5		
				Q1				Q2			Q3			Q4		
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	3.6	3.9	3.9	3.9	3.9	4.1	4.1	4.4	4.3	4.6	4.6		
				Q1			Q2			Q3			Q4			
H1.3	<5%		Calls not answered		6.7			11.0								
				Q1		4.9	Q2		6.0	Q3		4.1	Q4			
H3.3	100%		Voicemail available outside HSD standard hours													
				Q1	100.0		Q2	100.0		Q3	100.0		Q4			
H3.4	100%		Voicemail calls raised next working day		100.0			100.0		100	100		100.0			
				Q1	100.0		Q2	100.0		Q3	100.0		Q4			

The above table shows the **ACTUAL SLT** achieved by the HSD. Due to high call volumes in excess of the 12,875 contractual monthly maximum, the SLT achievement has been recalculated by Fujitsu and Post Office Ltd, in accordance with Schedule 15 paragraph 4.1.1.

The following results are therefore the contractual achievement against the target:

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec
			Horizon Service Desk													
H1.1	80%		Calls answered within 30 seconds	82.5	83.5	89.6	86.7	90.1	90.9	89.2	88.5	87.2	92.		
				Q1	84.7		Q2	84.3		Q3	88.3		Q4		
H1.3	<5%		Calls not answered					11.0							
				Q1	3.8		Q2	6.0		Q3	4.1		Q4		

REVIEW OF TELEPHONY SLT ACHIEVEMENT

All SLT's within target.

7.1.2   CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			Horizon Service Desk													
H2.1	95%		Level 1 Calls resolved within 5 mins	97.5	97.7	97.3	97.3	97.9	98.0	97.7	95.7	97.6	98.4	98.3		
H2.2	<3mins		Average Time to resolve Level 1 calls			02:22			1:20			02:23				
H3.2	<10mins			Q1			Q2			Q3				Q4		
			Average Time to resolve all Level 2 Calls <10 mins		04:58				04:41			05:02				
H3.1	95%		Level 2 Calls resolved within 30 mins	Q1 99.3			Q2 99			99.1 Q3			100.0 Q4			
					98.6				98.9			99.5				
				Q1			Q2			Q3				Q4		
			Reboot Incident													
H4.1	<1.0		HSD Authorised Reboot Incidents per Counter Position	0.34	0.34	0.33	0.34	0.33	0.33	0.32	0.31	0.31	0.29	0.30		
				Q1	N/A		Q2	N/A		Q3	N/A			Q4	N/A	

REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT's within target.

7.2 ENGINEER SERVICES

7.2.1 ENGINEER SERVICES

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			Call to Resolution (Local)													
E1.1	95%		Hardware/Network Priority A - 4 hours Non-Remedial	90.8	92.4	94.	97.8	96.1	95.1	93.4	96.9	95.3	95.9	95.		93.8
				Q1	93.2	Q2			Q3				Q4			
E2.1	95%		Hardware/Network Priority B - 8 hours Non-Remedial												89.6	89.6
				Q1	96.0	Q2	97.4				95.9	Q4		94.0		
			Call to Resolution (Intermediate)													
E1.2	95%		Hardware/Network Priority A - 6 hours Non-Remedial													
				Q1	100.0	Q2	100.0	Q3	100.0	Q4						
E2.2	95%		Hardware/Network Priority B - 10 hours Non-Remedial	100.0		.0	1		100.0		100.0				94.6	
				Q1	98.2	Q2	100.0	Q3	100.0	Q4						
			Call to Resolution (Remote)													
E1.3	95%		Hardware/Network Priority A - 8 hours Non-Remedial			93.										
				Q1		Q2		Q3		Q4						
E2.3	95%		Hardware/Network Priority B - 12 hours Non-Remedial	93.0	95.1		.0	1		97.0		98.5				93.9
				Q1		Q2		Q3		Q4						
			Engineer Visits													
E4.1	50.01%		20 minute On-site Repair	42.4	45.6	46.6	49.3	5		49.2		54.5				
				Q1	44.9	Q2		Q3		Q4						
			Average Downtime (Time to Repair)													
E3.1	24.50		Call to Fix		27.4	25.2	25.	25.8	24.5	27.7	26.5	26.4	24.1	25.	34.2	33.4
				Q1	25.4	Q2	25.1	Q3	26.9	Q4					28.0	

REVIEW OF ENGINEER SERVICES

Performance of the engineering service was again significantly affected by the change in Logistic supplier in December 05 and a number of service level targets were not met because of difficulties in getting some spare parts into some regions. However there was a definite improvement in the second half of January following measures put in place to manage the daily workload of the engineers and some diligent management of the spares ordering process, such that the service returned to Business As Usual levels before the end of the month. Performance for Local A priority calls finished at 93.8% and for B priority at 89.6%. Average down time was also much higher than normal.

7.3   DATA DELIVERY SERVICES

7.3.1   INBOUND

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			RDMC Reference Data													
DI4.1	96%		Data Delivery - Day B	99.51	99.48	99.65	99.68	99.61	99.64	98.13	99.70	99.53	99.62	99.54	99.83	99.6
					Q1	99.50		Q2	99.61		Q3	99.1		Q4	99.6	
DI4.2	97%		Data Delivery - Day C	99.62	99.65	99.80	99.75	99.77	99.75	99.68	99.78	99.73	99.71	99.70	99.88	99.7
					Q1	99.80		Q2	99.72		Q3	99.6		Q4	99.7	
DI4.3	98%		Data Delivery - Day D	99.71	99.77	99.79	99.82	99.83	99.81	99.77	99.82	99.73	99.79	99.78	99.91	99.8
					Q1	99.79		Q2	99.78		Q3	99.7		Q4	99.8	
DI4.4	100%		Data Delivery - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.0	100.00	100.00	100.
					Q1	100.00		Q2	100.00		Q3	100.0		Q4	100.	
			OBCS Data													
DI1.1	96%		OBCS Stop List - Day B	99.52	99.67	99.61	99.60	99.49	99.73	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q1	99.54		Q2	99.52		Q3	N/A		Q4	N/A	
DI1.2	97%		OBCS Stop List - Day C	99.64	99.74	99.81	99.77	99.77	99.81	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q1	99.66		Q2	99.74		Q3	N/A		Q4	N/A	
DI1.3	98%		OBCS Stop List - Day D	99.76	99.80	99.89	99.86	99.84	99.87	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q1	99.75		Q2	99.82		Q3	N/A		Q4	N/A	
DI1.4	100%		OBCS Stop List - Day J	100.00	100.00	100.00	100.00	100.00	100.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					Q1	100.00		Q2	100.0		Q3	N/A		Q4	N/A	
Ref	SLT	ARL	**Transcations Corrections File Delivery**	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
	90%		File Delivery - Day A by 08:00											99.73	99.89	99.7
														Q4	99.8	
	96%		File Delivery - Day A by 12:00											99.73	99.30	99.6
														Q4	99.3	

T001 Transaction Corrections File Delivery:-
Transaction corrections are received form POL (Chesterfield for processing down to the counters).

REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT's within target.

7.3.2 APS - GENERIC

Ref	SLT			Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	
			Inbound APS														
DI3.1	96%		Data Delivery - Day B	99.00	99.38	99.63	99.64	99.51	99.61	96.60	99.63	99.62	99.61	99.60	99.74	99.96	
				Q1		.33		Q2		8	Q3			Q4			
DI3.2	97%		Data Delivery - Day C	99.51	99.67	99.74	99.76	99.79	99.74	99.63	99.76	99.74	99.74	99.73	99.83	99.80	
				Q1		.57		Q2		2	Q3			Q4			
DI3.3	98%		Data Delivery - Day D	99.67	99.77	99.79	99.83	99.85	99.84	99.78	99.82	99.81	99.81	99.80	99.90	99.87	
				Q1		.68		Q2		8	Q3			Q4			
DI3.4	100%		Data Delivery - Day J	99.99	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
				Q1				Q2			Q3			Q4			
			Outbound APS														
DO1.1	96.5%		Data Delivery - Day B			.89	99			8	99.8		99.35			99.78	
				Q1				Q2			Q3			Q4			
DO1.2	97.5%		Data Delivery - Day C			.96	99			4	99.9		99.65			99.93	
				Q1				Q2			Q3			Q4			
DO1.3	98.5%		Data Delivery - Day D			.98	99			7	99.9		99.97			99.96	
				Q1				Q2			Q3			Q4			
DO1.4	100%		Data Delivery - Day J	99.99	99.99	99.99	99.99	99.99	100.0			99.99	99.99		99.99	100.00	
				Q1	99.99		Q2		99.99		Q3		99.99	Q4		99.99		

REVIEW OF APS GENERIC

7.3.3   OUTBOUND

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06			
		TPS Transaction Data File Delivery to MIS																	
DO2.1	96%	File Delivery - Day B			99.0	99.4	93.4	99.2	97.9	99.3	97.4	99.4	99.3	99.0	99.3	99.3			
			Q1				Q2			Q3									
DO2.2	97%	File Delivery - Day C					9.8	99.			99.8			.7	99.8				
			Q1		99.8		Q2		99.8	Q3	99.8			99.8					
DO2.3	98%	File Delivery - Day D					9.9	100			99.9			9	99.9				
			Q1		99.9		Q2		99.9	Q3	99.9			99.9					
DO2.4	100%	File Delivery - Day J			99.9		99.9	99.9	99.9			99.9	99.9		99.9				
			Q1		100.0		Q2		99.9	Q3	99.9			99.9					
		OBCS Data																	
DO3.1	96%	File Delivery - Day B			99.8	99.9	93.9	99.5	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
			Q1				Q2			Q3	N/A			N/A					
DO3.2	97%	File Delivery - Day C			99.9	99.9	93.9	99.3	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
			Q1				Q2			Q3	N/A			N/A					
DO3.3	98%	File Delivery - Day D					0.0	99.		N/A	N/A	N/A	N/A	N/A	N/A	N/A			
			Q1				Q2			Q3	N/A			N/A					
DO3.4	100%	File Delivery - Day J			99.9	99.9				N/A	N/A	N/A	N/A	N/A	N/A	N/A			
			Q1		99.9		Q2		100.0	Q3	N/A			N/A					
Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06			
		TPS HR SAP Delivery Contract																	
	96%	File Delivery - Day B													00	0.0			
																50.0			
	97%	File Delivery - Day C														100.			
	98%	File Delivery - Day D																	
	100%	File Delivery - Day J																	

7.3.3 OUTBOUND (CONT'D)

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			TPS HR SAP Delivery Normal													
	100%		File Delivery											100.00	0.0	0.0
															50.00	
Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			TPS POL FS File Delivery													
	96%		File Delivery - Day B											98.98	99.14	
	97%		File Delivery - Day C											99.12	99.76	
															99.77	
	98%		File Delivery - Day D													
															99.89	
	100%		File Delivery - Day J													
															100.00	

REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

HR SAP delivery normal file was due to be delivered on the 31st for delivery on the 1st Jan 06 this failed TPSC281 was rerun successfully after correction of the reference data for CTT_NUMBER 0534 where the TXN_QUANTITY_TYPE was previously 'Q' but should have been 'C' the file was delivered on the 2nd Jan 06.

7.4 LF SERVICE

7.4.1 BRANCH TO SAPADS

Ref	SLT	ARL					Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug
		Outlet to SAPADS Data Transfer												
DO4.1.1	97%	Confirmation of Pouch Received at Outlet - Day A							Q1	99.9	Q2	99.9	Q3	
DO4.1.2	97.2%	Confirmation of Pouch Received at Outlet - Day B					.8		.9		.9			
									Q1		Q2		Q3	
DO4.1.3	100%	Confirmation of Pouch Received at Outlet - Day					100.0	100.0	100.0	100.0	100.0	100.0		
									Q1	0.0	Q2		Q3	
DO4.2.1	97%	Details of SAPADS Pouch Collected from Outlet - Day A							Q1	99.9	Q2	99.9	Q3	
DO4.2.2	97.2%	Details of SAPADS Pouch Collected from Outlet - Day B					0.0		.9		0.0			
									Q1		Q2		Q3	
DO4.2.3	100%	Details of SAPADS Pouch Collected from Outlet - Day					100.0	100.0	100.0	100.0	100.0	100.0		
									Q1	0.0	Q2		Q3	
DO4.3.1	96.25%	Daily Cash on Hand Details - Day A							Q1	99.5	Q2	99.6	Q3	

7.4.1 BRANCH TO SAPADS (Cont'd)

Ref	SLT	ARL	Outlet to SAPADS Data Transfer		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov0
DO4.4.1	98%		Weekly Stamps / Stock on Hand and Inventory Items Details Wednesday Target		99.9	00.0	100.0	99.3	100.0	100.0	N/A	N/A	N/A	N/A	N/A
						Q1	99.9		Q2	100.0		Q3		N/A	Q4
DO4.4.2	97%		Weekly Stamps / Stock on Hand and Inventory Items Details - Thursday Target								N/A	N/A	N/A	N/A	N/A
						Q1	99.9		Q2	100.0		Q3		N/A	Q4
DO4.4.3	96%		Weekly Stamps / Stock on Hand and Inventory Items Details - Friday Target		98		99.1		0.0		N/A	N/A	N/A	N/A	N/A
						Q1			Q2			Q3		N/A	Q4
DO4.4.4	100%		Weekly Stamps / Stock on Hand and Inventory Items Details - 2nd Thursday Target		100.0	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A
						Q1	100.0		Q2			Q3		N/A	Q4

The figures are shown as N/A due the removal of these targets.

7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05
			SAPADS to Outlets Data Transfer										
DI2.1.1	90%		Delivery of SAPADS Planned Orders to Outlets - 9am Target	97.0	98.3	98.0	98.7	98.3	98.7	98.5	98.3	98.3	
DI2.1.2	96%		Delivery of SAPADS Planned Orders to Outlets - 12pm Target			99	99.5	99.5	99.6	99.6			
DI2.2.1	97%		Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C			100	100.0	100.0		100.0			

REVIEW OF LFS PERFORMANCE

All SLT's within target.

7.5 NETWORK BANKING SERVICES

7.5.1 REQUEST & AUTHORISATION TIMES

Ref	SLT	APL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
			Fixed Connections												
	FIO		Average time in secs to receive Counter Authorisations (T1)	0.94	1.26	1.20	1.17	1.25	1.32	1.28	1.21	1.20	1.06	1.10	0.87
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.24	0.25	0.25	0.25	0.26	0.26	0.27	0.27	0.31	0.24	0.27	0.27
			ADSL Connections												
	FIO		Average time in secs to receive Counter Authorisations (T1)	0.68	1.00	0.94	0.90	0.97	1.04	1.01	0.99	0.93	0.79	0.84	0.61
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.24	0.25	0.25	0.25	0.26	0.27	0.28	0.27	0.31	0.27	0.27	0.26
			Dialed Connections												
	FIO		Average time in secs to receive Counter Authorisations (T1)	3.31	3.48	3.43	3.28	3.40	3.44	3.29	3.24	3.03	3.20	3.23	3.15
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.28	0.28	0.27	0.27	0.27	0.28	0.32	0.33	0.38	0.33	0.31	0.32
			SLT's												
B1.1	<=4 secs		Average Transaction Time using Fixed Connections (T1-T2)	0.70	1.01	0.96	0.92	1.06	1.0	0.94	0.88				
				Q1				Q2			Q3			Q4	
B1.2	<=5 secs		Average Transaction Time using ADSL Connections (T1-T2)	0.44	0.74	0.69	0.65	0.71	0.77	0.73	0.70	0.63	0.5		
				Q1				Q2	.71		Q3	0.68		Q4	
B1.3	<=8 secs		Average Transaction Time using Dialed Connections (T1-T2)	3.03	3.19	3.16	3.01	3.12	3.16	2.97	2.91	2.93	2.8		
				Q1				Q2	.10		Q3	2.89		Q4	
B1.4	95%		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)												
				Q1	99.9			Q2	99.7		Q3	100.0		Q4	
B1.5	95%		Percentage Transactions (T) not exceeding Lower Threshold <=9 seconds (ADSL)	99.0			99.5		99.0			100.0			
				Q1	100.0			Q2	99.8		Q3	100.0		Q4	
B1.6	95%		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.8			99.4		99.5			99.7			
				Q1				Q2			Q3			Q4	
B1.7	99%		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	100.0			99.8		100.0			100.0			
				Q1				Q2			Q3			Q4	
B1.8	99%		Percentage Transactions (T) not exceeding Higher Threshold <=... seconds (ADSL)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100		
				Q1				Q2	100.0		Q3	100.0		Q4	
B1.9	99%		Percentage Transactions (T) not exceeding Higher Threshold <=... seconds (dialed)	99.9	99.9	99.8	99.8	99.7	99.8	100.0	99.9	99.9	99.9		
				Q1				Q2	99.8		Q3	99.9		Q4	

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
	FIO		**Congestion measure**											
	FIO		Number of Days the Congestion Measure exceeded 10%	0	0	0	0	0	0	0	0	0	0	0
			End-to-End Reliability											
	FIO		Fixed Connections	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO		ADSL Connections	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO		Dialled Connections	99.0	99.0	99.0	99.0	99.0	98.0	100.0	100.0	97.0	100.0	99.0
			NBS Reliability											
B3.1	99%		Fixed Connections											
				Q1			Q2			Q3				Q4
B3.2	99%		ADSL Connections											
				Q1		0	Q2		100.0	Q3		1		Q4
B3.3	97%		Dialed Connections	99.0	99.0	99.0	99.0	99.0	98.0	100.0	100.0	98.0		
				Q1		0	Q2		98.0	Q3		1		Q4

7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	ARL				Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			Central Systems Availability															
B2.2.1	<=3		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours			0	0 Q1	0	0 Q2	0	0 0	0	0 Q3	0	0	0 Q4		
B2.2.2	<=24		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during Non NB Core Hours				Q1	0	Q2		0		Q3		0	Q4		
B2.2.3	<=3 hours		Availability Period aggregate Average Branch Outage during NB Core Hours			0	Q1		Q2		0		0 Q3	0		Q4		
B2.2.4	<=24 hours		Availability Period aggregate Average Branch Outage during Non NB Core Hours			0	Q1		Q2		0 0		0 Q3	0		Q4		
			Network Availability															
B2.4.1	99.95%		Central Network Availability			100.0	Q1	0	Q2		100.0		Q3	0.0		Q4		
B2.4.2	99.95%		NBE Network Availability			N/A	N/A Q1	N/A N/A	N/A Q2	N/A	N/A N/A	N/A	N/A Q3	N/A	N/A	N/A Q4 N/A	N/A N/A	N/A

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

7.6   SAP HOSTING

Response Time (seconds) — 500ms

Transaction Performance		Jan-05	Feb-05	Apr-05	Mar-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
F-02 GL Account Posting	70.0	80.0	62.0	79.0	79.0	67.0	53.1	87.3	127.4	107.0	58.0	75.0		74.5
F-03 Clear GL Account	1005.0	736.0	988.0	757.0	1197.0	1013.0	1147.5	526.8	0.0	0.0	0.0	0.0		0.0
F-04 Post with Clearing	818.0	1378.0	1204.0	1637.0	1371.0	1160.0	1138.7	1149.1	1226.3	2807.0	1962.0	2787.0		2787.0
FB02 Change Document	54.0	256.0	233.0	15339.0	256.0	234.0	223.0	176.1	202.6	1481.0	157.0	82.0		78.2
FB09 Change Line Items	52.0	81.0	146.0	185.0	1434.0	1434.0	0.0	0.0	0.0	0.0	0.0	0.0		0.0
F13E Automatic Clearing	1789.0	22153.0	13976.0	313.0	743.0	457.0	192.6	378.3	0.0	0.0	0.0	0.0		0.0
FB50 Enter G/L Account Document												179.0	154.0	140.0
FB70 Enter Customer Invoice												298.0	220.0	220.0
ME22N Change Purchase Order												4325.0	5399.0	539.0

Ref	SLT	APL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
			SAP Hosting												
CS/OLA/049	98.50%		Service Availability (7.30am to 7.30pm)	100.0	100.0	100.0	100.0	89.5	100.0	100.0	100.0	100.0	99.8	100.0	100.0
					Q1 100.0		Q2 96.5			Q3 100.0			Q4		99.9
	FIO		Service Outages > 10hrs	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
					Q1 0.0		Q2 0.3			Q3 0.0			Q4		0.0
	FIO		Data Loading by 7.30am	87.1	64.4	100.0	100.0	90.3	66.0	100.0	100.0	98.0	100.0	100.0	100.0
					Q1 83.8		Q2 85.4			Q3 99.3			Q4		100.0

REVIEW OF SAP HOSTING PERFORMANCE

All SLT's within target.

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	SLT	ARL			Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct(
			Business Incidents											
DE1.1	95%		Report issued within 5 days		97.3	98.3	91.0	95.5	100.0	100.0	100.0	97.4		
						Q1 95.6			Q2 98.5			Q3		
			Data Reconciliation											
B4.1	95%		Priority Exceptions resolved in 8 hours or less			Q1 100.0			Q2 100.0			Q3		

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT	Reconciliation/Settlement Report Delivery	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
D05.1	<=4	Delivery by 08:05 (LREC received by 23:59:59)	1	0	0	0	0	0	0	0	0		
DO5.7	100%	Reconciliation Files delivered to TIP by 12:00 on Day B received by 22:00 no overnight failure of DRSH											
DO5.8	100%	Reconciliation Files delivered to TIP by 18:00 on Day B received by 22:00 with overnight failure of DRSH	100	100	100	100	100	100	100	100			
D06.1	<=4	CAPO File delivery by 03:00	0	0	0	0	0	0	0	0			
D06.3	<=4	A&L File delivery by 03:00	0	0	0	0	0	0	0	0	0		
D06.5	100%	CAPO Rec file delivery by 16:00	100	100	100	100	100	100	100	100	100		
DO6.6	100%	A&L Rec file delivery by 18:00											
DO6.7	PM	CAPO & A&L Rec files dispatched by 00:10	100	100	100	100	100	100	100	100	100	100	100

DO5.1. Refers to the first calendar year & permits <=4 failures for the year.
If the LREC file is received by 23:59:59 on day A, Fujitsu will ensure delivery of the reconciliation report, including the LREC data, by 08:05 on day B.
(If the LREC file is received by 01:59:59 on day B, Fujitsu will ensure delivery of the reconciliation report, including the LREC data, by 12:00 on day B.)

DO5.7. If the LREC file is received by 21:59:59 on day B, Fujitsu will ensure delivery of the reconciliation report, not including the LREC data by 12:00 on day B.

DO5.8. If the LREC file is received by 21:59:59 on day B, and an overnight failure of the DRS has occurred, Fujitsu will ensure delivery of the reconciliation report, not including the LREC data by 18:00 on day B.

REVIEW OF RECONCILIATION / SETTLEMENT REPORT DELIVERY

All SLT's within target.

7.9   PI AVAILABILITY

Ref	SLT			Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec0
			PI Outages												
B5.1	<=2		Number of PI outages >2mins (same bank)	0	0	0	0	0	0	0	0	0	0		
					Q1	0	Q2	0		Q3	0		Q4		
B5.2	<=2		Number of PI outages >2mins (different banks)												
					Q1	0	Q2	0		Q3	0		Q4		
B5.3	PM		Number of PI outages >1mins (same banks)	0	0	0	0	0	0	0	0	0	0	0	0
					Q1	0	Q2	0		Q3	0		Q4		0
B5.4	PM		Number of PI outages >1mins (different bank)	0	0	0	0	0	0	0	0	0	0	0	0
				Q1	0	Q2	0		Q3	0		Q4			0

B5.1 The number of instances in which any of those connections are unavailable for two minutes or more in any calendar month of each SLT Calendar Year shall not exceed **one**, in respect of **each** NB Authorisation Agent to PI connection relating to the same Bank which are available in that month. Therefore Fujitsu are permitted one failure per month for each of the connections/lines above (4 for Link/A&L, and 8 for Capo as long as it is not the same one twice for the given month).

B5.2 The number of instances in which any of those connections are unavailable for two minutes or more in any calendar month of each SLT Calendar Year shall not exceed **two**, in respect of **each** NB Authorisation Agent to PI connection relating to the different Banks which are available in that month. If one interprets this as a max of any two PI failures in one month, it would not align to B5.1.

B5.3 & 5.4 are as above, with the exception that they restrict the failures in Q to one minute, and are performance metrics and not SLTs.

REVIEW OF PI AVAILABILITY

All SLT's within target.

SERVICE REVIEW

7.10 TESQA

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan0
			TESQA													
T1.1	<=13.5hrs		Availability between 07:00 and 22:00	00:25	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00		
T1.2	97%		Transactions available in the data centre between 07:00 and 20:00 (15mins)	96.0	99.9	99.9	99.9	99.9	98.7	99.9	99.9	99.9	99.9	99.9		
T1.2.1	100%		Transactions available in the data centre between 07:00 and 20:00 (2hours)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
T1.3	97%		Transactions available in the data centre between 20:00 and 22:00 (40mins)	10.6	100.0	99.7	99.6	99.9	100.0	100.0	100.0	100.0	100.0	100.0		
T1.3.1	100%		Transactions available in the data centre between 20:00 and 22:00 (2hours)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
T1.4	100%		Transactions available in the data centre between 22:00 and 07:00 (4hours)	4.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
T1.5			Query time constrained queries between 07:00 and 18:00 (Shown as % of <=20sec	94.0	94.0	99.5	97.6	97.6	97.2	96.6	97.4	98.7	97.0	96.5	96.9	91.7

REVIEW OF TESQA

All SLT's within target.

7.11 POSTSHOPS

Ref	SLT	ARL				Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05
		PostShops											
	100%	Number of calls resolved within 4 hours											
	100%	Number of calls resolved next day											
		File Delivery											

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL					Jan05	Feb05	Mar04	Apr05	May05	Jun05	Jul05	Aug05
		Dialed Connections												
		Average time in secs to receive Counter Authorisations (T1)					3.33	3.32	3.29	3.11	3.25	3.25	3.30	3.46
		Average time in secs to receive Agents Authorisations (T2)					0.90	0.90	0.87	0.92	0.91	0.89	0.98	0.92
		Fixed Connections												
		Average time in secs to receive Counter Authorisations (T1)					1.62	1.67	1.59	1.66	1.62	1.56	1.69	1.70
		Average time in secs to receive Agents Authorisations (T2)					0.93	0.92	0.87	0.90	0.89	0.87	0.94	0.93
		SLT's												
		Average Transaction Time using Fixed Connections (T)					0.69	0.76	0.72	0.77	0.73	0.69	0.75	0.76
								Q1	0.72		Q2		0.72		Q3
		Average Dialed T (T1-T2)					2.43	2.42	2.41	2.19	2.34	2.37	2.32	2.53
								Q1	2.41		Q2		2.27		Q3
		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)					100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0
								Q1	100.0		Q2		100.0		Q3
		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)					99.9	99.9	99.8	99.9	99.8	99.8	99.9	99.8
								Q1	99.90		Q2		99.8		Q3
		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)					100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
								Q1	100.0		Q2		100.0		Q3
		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)					99.9	99.9	99.9	100.0	99.9	99.9	100.0	100.0
								Q1	99.9		Q2		99.9		Q3

7.13 ELECTRONIC TOP-UPS

Ref	SLT	ARL			Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oc
		Dialed Connections												
		Average time in secs to receive Counter Authorisations (T1)			3.32	3.35	3.33	3.18	3.18	3.22	3.05	3.13	3.09	2
		Average time in secs to receive Agents Authorisations (T2)			0.77	0.73	0.68	0.65	0.55	0.56	0.55	0.59	0.61	0
		Fixed Connections												
		Average time in secs to receive Counter Authorisations (T1)			1.43	1.44	1.43	1.45	1.28	1.29	1.22	1.33	1.29	1
		Average time in secs to receive Agents Authorisations (T2)			0.78	0.73	0.73	0.69	0.59	0.61	0.57	0.58	0.62	0
		SLT's												
		Average Transaction Time using Fixed Connections (T)			0.65	0.70	0.70	0.76	0.70	0.70	0.66	0.75	0.67	0
						Q1	0.70		Q2		0.70		Q3	0.69	
		Average Dialed T (T1-T2)			2.54	2.62	2.61	2.52	2.61	2.66	2.51	2.55	2.48	2
						Q1	2.61		Q2		2.60		Q3	2.52	
		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)			100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	10
						Q1	100.0		Q2		100.00		Q3	100.00	
		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)			99.7	99.7	99.3	99.6	99.5	99.9	99.9	99.7	99.7	9
						Q1	99.30		Q2		99.99		Q3	99.8	
		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)			100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	10
						Q1	100.0		Q2		100.00		Q3	100.00	
		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)			99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	10
						Q1	99.8		Q2		99.99		Q3	99.90	

8 Branch Trading Capabilities

Ref	OLA		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
		Horizon NBS transaction time													
	99%	No. of transactions >2.5 seconds as % of total transactions										100%	100%	100%	100%
		Counter Availability													
	99%	% Counter Availability										99.5%	99.2%	98.8%	99.4%
		Branches with Online Services affected													
	<20	>5 Days All Branches									24	22	28	21	9
	<20	>5 Days Excluding issues in POL domain									19	27	31	5	6
	<10	>10 Days All Branches									6	5	13	4	6
	<10	>10 Days Excluding issues in POL domain									10	9	16	3	2

Horizon NBS Transaction Time. – This OLA is calculated by taking the total number of transactions over the month and calculating the percentage that are under the 2.5 second threshold. The OLA target is set at 99%

Counter Availability – This OLA is calculated against the ability for PM's to have full functionality on their counters. The percentage is calculated daily from calls logged and is reported in the daily report. The monthly OLA is an average taken across the month. The OLA target is set at 99%.

Branches with Online Services affected – This OLA is calculated by taking the total amount of days to fix by branch from the daily online tracker (POL Daily Status Report) over the month.

8.1 NBS Transaction Times

NBS Online Performance

Trading Date		Successes	Avg Fujitsu Auth
01-Jan-06	Sunday	655	
02-Jan-06	Monday	5346	
03-Jan-06	Tuesday	1428477	
04-Jan-06	Wednesday	937625	
05-Jan-06	Thursday	939025	
06-Jan-06	Friday	502117	
07-Jan-06	Saturday	255082	
08-Jan-06	Sunday	2381	
09-Jan-06	Monday	1717769	
10-Jan-06	Tuesday	908380	
11-Jan-06	Wednesday	773201	
12-Jan-06	Thursday	900249	
13-Jan-06	Friday	584692	
14-Jan-06	Saturday	270230	
15-Jan-06	Sunday	2556	
16-Jan-06	Monday	1711489	
17-Jan-06	Tuesday	1008561	
18-Jan-06	Wednesday	751247	
19-Jan-06	Thursday	905833	
20-Jan-06	Friday	586369	
21-Jan-06	Saturday	271201	
22-Jan-06	Sunday	2744	
23-Jan-06	Monday	1714769	
24-Jan-06	Tuesday	1053942	
25-Jan-06	Wednesday	748387	
26-Jan-06	Thursday	903508	
27-Jan-06	Friday	593170	
28-Jan-06	Saturday	270977	
29-Jan-06	Sunday	2785	
30-Jan-06	Monday	1729071	
31-Jan-06	Tuesday	1063493	

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8.2 Counter Availability

Day	Date	Counter Availability	Branch Availability	Target
Tue	03/01/2006	99.15%	99.69%	
Wed	04/01/2006	99.23%	99.68%	
Thu	05/01/2006	99.29%	99.65%	Target
Fri	06/01/2006	99.16%	99.75%	99.0%
Sat	07/01/2006	99.69%		99.0%
Mon	09/01/2006	99.25%	99.70%	99.0%
Tue	10/01/2006	99.25%	99.64%	99.0%
Wed	11/01/2006	99.45%	99.63%	99.0%
Thu	12/01/2006	99.39%	99.66%	99.0%
Fri	13/01/2006	99.51%	99.70%	99.0%
Sat	14/01/2006	99.70%		99.0%
Mon	16/01/2006	99.32%	99.59%	99.0%
Tue	17/01/2006	99.40%	99.62%	99.0%
Wed	18/01/2006	99.51%	99.71%	99.0%
Thu	19/01/2006	99.31%	99.65%	99.0%
Fri	20/01/2006	99.33%	99.66%	99.0%
Sat	21/01/2006	99.64%		99.0%
Mon	23/01/2006	98.99%	99.51%	99.0%
Wed	25/01/2006	99.24%	99.53%	99.0%
Thu	26/01/2006	99.43%	99.53%	99.0%
Fri	27/01/2006	99.46%	99.54%	99.0%
Sat	28/01/2006	99.69%	99.54%	99.0%
Mon	30/01/2006	99.32%	99.55%	99.0%
Tue	31/01/2006	99.37%	99.45%	99.0%
				99.0%
				99.0%
Average for Month		99.38%	99.62%	

8.3　Branches with Online Services Affected

		Excluding issues in POL domain	All Branches
Sep-05	>5 <10	19	24
Sep-05	>10	6	10
Oct-05	>5 <10	22	27
Oct-05	>10	5	9
Nov-05	>5 <10	28	31
Nov-05	>10	13	16
Dec-05	>5 <10	5	11
Dec-05	>10	8	14
Jan-06	>5 <10	6	9
Jan-06	>10	2	6