



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



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0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
1.0	31/08/06	Agreed	
1.1	22/11/06	Amendment to tables 4 and 8, to describe the revised Branch and Counter Availability SLT's for both the Post Office Critical Period and the Post Office Core Day resulting from this change in incident prioritisation	CP4298
1.2	30/01/07	Review comments from V1.1 incorporated into document. As agreed with Post Office Ltd, all faults in the Branch Telecom infrastructure to be allocated A priority (2.3.3.1.4).	
2.0	28/02/07	Issued for Approval	

0.3 Review Details

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0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	1.0	13/6/06	Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/PRO/0004			Definitions of Engineering Service Priority and Local / Remote Locations	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	Dimensions
SVM/SDM/PRO/0001			Major Incident Process	Dimensions
SVM/SDM/PRO/0018			POA Incident Management Process	Dimensions
SVM/SDM/PRO/0006			Service Level Target & Liquidated Damages Exclusions	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/			Third Party Management Service	Dimensions
CS/PLA/079			Horizon Services Business Continuity Plan	Dimensions

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

0.5 Abbreviations

Abbreviation	Definition
ADSL	Asynchronous Digital Subscriber Line
T-AVE	Average Transaction
BNR	Branch Network Resilience
BT	British Telecom
CMT	Comms Management Team
EDGE	Enhanced Rates for GSM Evolution
GPRS	General Packet Radio Service
MBCI	Major Business Continuity Incident
MCWP	Maximum Counter Wait Period
MTBF	Mean Time Between Failure
ISDN	Integrated Switched Digital Network
PSTN	Public Switched Telephone Network
WAN	Wide Area Network

0.6 Glossary

Term	Definition
ADSL Congestion Measure	The proportion (expressed as a percentage) of the samples taken each day where the measured available bandwidth is less than twice the Guaranteed Minimum ADSL Bandwidth (such sampling and measurement to be carried out in accordance with section 4.3.2.3 of this Branch Network Service, Service Description).



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Branch Availability SLT	The SLT relating to Branch availability referred to in section 2.3.4.2.1 of this Branch Network Service, Service Description.
Central Systems	All systems provided by Fujitsu Services to branches via connectivity to the datacentres.
Counter Availability SLT	means the SLT relating to Counter Position availability referred to in section 2.3.4.2.2 of the Service Description for the Branch Network Service;
Dial Round Connection	Metered network connection to a Branch established when a Fixed Connection cannot be established due to a network congestion
FRIACO Congestion Measure	The proportion expressed as a percentage of the total time each day that Branches are scheduled to have Fixed Connections established (as governed by the allocation of Branches between the Silver FRIACO Daytime and Silver Daytime ISDN categories and calculated by adding together the periods of Fixed Connection time scheduled in each Branch, and then totalled for all Branches that Dial Round Connections are established instead.
Fujitsu Services Telecommunications Supplier	Energis (a part of the Cable and Wireless group)
Guaranteed Minimum ADSL Bandwidth	11.5kbits/s for Branches using a 50:1 ADSL contention ratio and 28.8kbits/s for Branches using a 20:1 ADSL contention ratio
Local Allowance	means the allowable time for any failure of the Branch Infrastructure and/or the Branch Telecom Infrastructure;
Local Failure	means a failure of the Branch Infrastructure and/or the Branch Telecom Infrastructure;
Maximum Counter Wait Period	the period that an automated Counter Position shall wait for a corresponding NB Authorisation after generating a NB Request before itself Declining that Banking Transaction due to system time-out;
Network Allowance	means the allowable time for any failure of the HNG-X Central Infrastructure and/or the Central Telecom Infrastructure;
Network Wide Failure	means a failure of the HNG-X Central Infrastructure and/or the Central Telecom Infrastructure which results in a loss of the availability of one or more Branches and Counter Positions;
Post Office Critical Period	means the hours during a Post Office Core Day or a number of Post Office Core Days which Post Office may, from time to time, deem as being those hours where a high number or high value of Transactions take place
Reliability SLT	The SLT relating to reliability referred to in section 2.3.4.1
VSAT	Satellite communications system

0.7 Changes Expected

Changes
Expected changes should the HNG-X design or solution require amendment to the service provided by Fujitsu Services.
Post contract signature following agreement to any Draft Notes (DN) included within the document.



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1 Service Summary

- 1.1. The Branch Network Service is responsible, using appropriately trained operational staff, for performing the day to day operational control and management of the following components of the Branch Telecom Infrastructure:
- (a) the Wide Area Network (WAN) for connected Branches, i.e. the connection between the Branch Infrastructure and the HNG-X Central Infrastructure. For the avoidance of doubt, the Central Network Service shall be responsible for the management of the Broadband Access Server (BAS) routers and the access network; and
 - (b) the connection between the router and the telecommunications socket in the Branch.
- 1.2. The Branch Network Service is based on remote unattended principles, i.e. monitoring that seeks to minimise interruptions to the normal business operation of the Branch Infrastructure.
- 1.3. Communications Incidents can be identified by either the Branch or Fujitsu Services following monitoring of the Branch Telecom Infrastructure.
- 1.4. All Branches will have a backup resilient network based upon mobile communications via the GPRS/EDGE router. The use of this backup resilient network will be dependent upon a GPRS/EDGE signal being available.
- 1.5. The Branch Network Service is responsible for the measurement and reporting of Branch and Counter Availability Service Level Targets (SLTs), which will include the effect of Branch Telecom Infrastructure Incidents and Branch Hardware failures across all items within the Branch Infrastructure and failures within the HNG-X Central Infrastructure.
- 1.6. The Branch Network Service is also responsible for the measurement and reporting of the Reliability SLT and the call to fix SLT in respect of Branch Telecom Infrastructure faults (as set out in Table 6 below).

2 HNG-X

2.1 Service Definition

2.1.1 Incident Management

- 2.1.1.1. The Branch Network Service will ensure that appropriate monitoring toolsets and processes are in place to identify all Incidents within the Branch Telecom Infrastructure that have the potential to impact Post Office, or third parties.
- 2.1.1.2. Having identified an Incident, the Branch Network Service will check that a new call is raised via the Service Desk and that it contains clear and concise information to enable the Incident to be understood and resolved.
- 2.1.1.3. The Branch Network Service will assist the Service Desk, the Central Network Service, the Data Centre Operations Service, the Engineering Service, the Systems Management Service, the CMT Service and Fujitsu Services Telecommunications Supplier to resolve any Branch Telecom Infrastructure related Incidents in accordance with the Working Document entitled: *"POA Incident Management Process"* (SVM/SDM/PRO/0018).
- 2.1.1.4. If the fault cannot be cleared and service cannot be restored following the initial diagnostic checks and it is felt that access to the Branch is required, the Service Desk will obtain, from the caller, detail of the access times to the Branch, which are not necessarily linked to Branch opening



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times and a visit by a Fujitsu Services Support Engineer and/or the Fujitsu Services Telecommunications Supplier will be scheduled.

- 2.1.1.5. Fujitsu Services will inform Post Office of any Branch Telecom Infrastructure Incidents in accordance with the Working Document entitled: *"Branch Network Service, Joint Working Document" (SVM/SDM/PRO/0010)*.

2.1.2 Major Business Continuity Incidents

- 2.1.2.1. In the event of a Major Business Continuity Incident (MBCI), as defined in the joint Working Document entitled *"Horizon Services Business Continuity Plan" (CS/PLA/079)*, within the Branch Telecom Infrastructure, the Branch Network Service shall ensure that the Incident is logged and escalated as described in the Working Document entitled: *"Major Incident Process", (SVM/SDM/PRO/0001)*.

- 2.1.2.2. As part of an on-going service assurance activity, the Branch Network Service will participate in major Incident walkthroughs to take place at regular intervals.

2.1.3 Operational Change Proposals (OCPs)

- 2.1.3.1. The Branch Network Service will create and/or impact Operational Change Proposals (OCPs) for operational changes in accordance with section 2.1.6 of the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

2.1.4 Service Management

2.1.4.1 Continuous Service Improvement

Post Office and Fujitsu Services will, as part of ITIL service management best practice work together to identify opportunities for elimination of duplicated effort and rationalisation of processes with the aim of delivering improved efficiency and / or cost savings as referred to in section 1.4 of the CCD entitled *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

2.1.4.2 Service Reporting

- 2.1.4.2.1. The Branch Network Service shall, as required, provide service reporting for distribution to Post Office in accordance with the Service Management Service described in the CCD entitled: *"Service Management Service, Service Description" (SVM/SDM/SD/0007)*.

- 2.1.4.2.2. Where there is a failure in any of the communications services within a Branch, the Branch Network Service shall participate, as required following agreement between the Parties, in any daily or otherwise scheduled reporting and / or joint discussion in relation to resolving the failure.

- 2.1.4.2.3. The Branch Network Service shall provide daily service reporting to Post Office, which details the status of the Branch Availability and Counter Availability both during the Post Office Critical Periods and Post Office Core Day. Where possible, this availability metric will define whether the Incident affecting the availability occurs within the Fujitsu Services or Post Office domain.

2.1.4.3 Supplier Management

- 2.1.4.3.1. The Branch Network Service shall be responsible for managing all Fujitsu Services third party suppliers utilised in the support of the Branch Telecom Infrastructure environment. These activities include:

- (a) defining the services that the supplier delivers (not Post Office suppliers);
- (b) negotiating with the supplier;



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- (c) establishing a contract with the supplier (not Post Office suppliers);
- (d) monitoring the performance of the supplier;
- (e) performing regular supplier reviews including service improvement initiatives;
- (f) managing problems related to the supplier; and
- (g) managing changes related to the supplier.

2.2 Service Availability

- 2.2.1. The Branch Network Service is a service internal to Fujitsu Services and is available 24 hours per day, every day of the year.
- 2.2.2. Post Office may contact the Branch Network Service during the hours of 09:00 to 17:30 Monday to Friday, excluding Bank Holidays.
- 2.2.3. The Branch Telecom Infrastructure will be available to enable a Branch to complete a Transaction at any time, other than at scheduled maintenance periods which Fujitsu Services will notify Post Office in accordance with the OCP process as described within section 2.1.3 of this Branch Network Service, Service Description.

2.3 Service Levels and Remedies

2.3.1 General Principles

- 2.3.1.1. Service Level Targets detailed in sections 2.3.4. and 2.3.5 of this Branch Network Service, Service Description, which do not specify a measurement period are:
 - (a) reported monthly via the SRB; and
 - (b) measured over a Service Level Measurement Period equating to a Post Office financial quarter; i.e.
 - January to March;
 - April to June;
 - July to September;
 - October to December.
- 2.3.1.2. The values applicable to each of the Branch Network Service SLTs are identified within section 2.3.4 of this Branch Network Service, Service Description.

2.3.2 Service Level Relief

Where an Incident relating to the Branch Telecom Infrastructure has been logged in accordance with section 2.1.1.2 of this Branch Network Service, Service Description and Fujitsu Services is unable to resolve the Incident due to any of the reasons set out in the CCD entitled: “*Service Level Target & Liquidated Damages Exclusions*” (SVM/SDM/SD/0006), measurement against the SLTs or LDTs described within sections 2.3.4.2.6 (Table 4), 2.3.4.2.7 (Table 5) and 2.3.5.1 (Table 6) of this Branch Network Service, Service Description will not occur.

2.3.3 Branch and Counter Availability SLTs

- 2.3.2.1. The Branch and Counter Availability SLTs as defined in section 2.3.4.2.6 (Table 4) and the Branch Network call to fix SLTs as defined within section 2.3.5.1.4 (Table 6) will exclude any



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Incidents due to faults where the IP Stream network technology is the sole Branch Telecom Infrastructure, other than where Fujitsu Services' Support Engineers are responsible for such Incidents and GPRS/EDGE is unavailable.

2.3.2.2. In such events, Fujitsu Services will use its reasonable endeavours to resolve the Incident as quickly as possible and while Branch and Counter unavailability will be reported to Post Office, such proportion will not count towards the SLT conformance measurement and the proportion of unavailability applicable to such Counter Positions will not count towards the liquidated damages calculation for the Counter Availability SLT.

2.3.4 Rectification Plan

See paragraph 7.1 of Schedule C1 of the Agreement.

2.3.5 Service Levels for which Liquidated Damages Apply

2.3.5.1 Branch and Counter Availability

2.3.5.1.1 Branch Availability

The availability of a Branch is measured across the network of Branches where those Branches are able to perform all Transactions and communicate with the HNG-X Central Infrastructure. A Branch will be deemed unavailable if it is not able to perform all Transactions (except during an agreed fallback condition as defined in section 2.3.4.2.5 (Table 3)) or communicate with the HNG-X Central Infrastructure. The Branch Availability metric is defined as the number of Branch hours available as a proportion of the maximum number of Branch hours available based upon the Post Office Core Day and the Post Office Critical Period. The Branch Availability metric will be reported daily, one day in arrears.

2.3.5.1.2 Counter Availability

The availability of a Counter Position is measured across the network of Counter Positions where those Counter Positions are able to perform all Transactions. A Counter Position will be deemed to be unavailable (except during an agreed fallback condition as defined in section 2.3.4.2.5 (Table 3)) if it is not able to perform all Transactions, or communicate with the HNG-X Central Infrastructure. The Counter Availability metric is defined as the number of Counter Position hours available as a proportion of the maximum number of Counter Position hours available based upon the Post Office Core Day and the Post Office Critical Period. The Counter Availability metric will be reported daily, one day in arrears. Any liquidated damages payable by Fujitsu Services in connection with the Counter Availability SLT shall apply to periods after (and including) the first day of the first month following signature of CCN1200.

2.3.5.1.3 Method

- (a) The Branch Network Service will extract data from the Service Desk Incident Management System to show all Hardware, Software and Branch Telecom Infrastructure faults logged via the Service Desk on the previous Working Day, by the Branch or Fujitsu Services, irrespective of whether or not they are open or closed at the time of extraction.
- (b) The Branch Network Service will match this data against the Fujitsu Services view of the status of each Branch and Counter Position. This will establish if the Branch or Counter Position experienced an outage during the Post Office Core Day and Post Office Critical Period. Where an Incident remains open for more than one (1) day, the total Downtime will be used to calculate the Branch and Counter Availability SLTs.
- (c) The total number of hours of Downtime is then calculated.

(d) Downtime will impact:



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- Branch Availability – only where it is deemed that the whole Branch is unavailable. i.e. an outage of four (4) hours would show four (4) hours of Branch unavailability; and
- Counter Availability – only where it is deemed that all the Counter Positions in the Branch are unavailable, i.e. a ten (10) Counter Position Branch with an outage of 4 hours would show 10 x 4 hours equalling 40 hours Counter unavailability.

2.3.5.1.4 Reporting

- For both Branch Availability and Counter Availability, Fujitsu Services will report daily against both the Post Office Core Day and against the Post Office Critical Period. Both Post Office and Fujitsu Services will periodically review the allocation of the Post Office Critical Period and jointly agree to adjust this period, if necessary, such agreement not to be unreasonably withheld.
- Fujitsu Services will provide daily management information in respect of all Branches and Counter Positions that are unavailable for whatever reason, even if caused by factors outside of Fujitsu Services' control, e.g. power outages and agreed SLT exclusions, to assist Post Office in managing Branch expectations and to direct the appropriate service management practices within Fujitsu Services.
- Fujitsu Services and Post Office will monitor the effect of MTBF changes across the Branch Hardware and will periodically review the Branch and Counter Availability SLTs and, if necessary, jointly agree new targets, such agreement not to be unreasonably withheld.

2.3.5.1.5 Qualifications

- The availability of a Branch or Counter Position is defined by the ability to complete all Transactions including those related to the operation of the system, (e.g. logging on to the system). Where an adequate method of fallback can occur, (e.g. where a bar code reader fails and information can be input via the screen or keyboard), such failures are excluded from the calculations and do not count against availability. Additionally, where a fault occurs on a peripheral which disables the Counter Position in a single counter Branch, (e.g. the monitor), this will count against Branch Availability in this type of Branch but will only count against Counter Availability in a multi-counter Branch.
- The calculation is based upon Post Office staff being able to use 100% of the Counter Positions 100% of the time.

Table 3

Fault	Branch Unavailable	Counter Unavailable	Comments
Back Office Printer	No	No	
Bar code reader	No	No	Fallback available via screen / keyboard
Branch Telecommunications	Yes	Yes – all in Branch	Includes central telecommunications faults
Central Systems	Yes	Yes	Excludes PAF as these Transactions can be completed at the Counter using fallback
Counter printer	Yes (see comments)	Yes – specific counter_	Single counter Branches only
Hub	No	Yes – specific counters attached to	Not applicable



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		the hub	
Keyboard	No	No	Fallback available via screen
Keyboard Reader Card	Yes (see comments)	Yes – specific counter	Single counter Branches only
Monitor	Yes (see comments)	Yes – specific counter	Single counter Branches only
PC	Yes (See comments)	Yes – specific counter	Single counter Branches only
PIN Pad	Yes (see comments)	Yes – specific counter	Single counter Branches only
Router	Yes	Yes – all in Branch	Not applicable

2.3.5.1.6 Service Level Targets

Table 4

Description	SLT
Branch Availability during the Critical Period	99.51%
Counter Availability during the Critical Period	99.27%
Branch Availability during Post Office Core Day	99.51%
Counter Availability during Post Office Core Day	99.27%

The targets set out in Table 4 above take account of the provision of the CMT Service. If the CMT Service is terminated, the targets set out above will be reduced by an amount agreed between the Parties, such agreement not to be unreasonably withheld.

2.3.5.1.7 Liquidated Damages Threshold for the Counter Availability SLT

(1) The following definitions shall apply for the purpose of calculating the liquidated damages payable in respect of the Counter Availability SLT:

- (a) **Failure Event** means an event or series of connected events which causes one or more Counter Positions to be deemed to be Unavailable due to a Network Wide Failure or a Local Failure. Ongoing failures will be deemed to be part of such Failure Event until the Failure Event is closed in accordance with the Incident closure process which is set out in the Working Document entitled “Major Incident Process” (SVM/SDM/PRO/0001) (**Incident Closure Process**).
- (b) **Liquidated Damages Amount** means the amount specified in the column entitled “Liquidated Damages payable per hour or part thereof in excess of Network and Local Allowance per Counter position per calendar month” in Table 5 of section 2.3.4.2.7.
- (c) **Counter Unavailability** means, in respect of a Failure Event, either:
 - i. in respect of a Local Failure, the total obtained by adding together all Individual Counter Unavailability Periods for all Counter Positions affected by the Failure Event; or



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- ii. in respect of a Network Wide Failure, the Network Counter Unavailability Period multiplied by the number of Counter Positions rendered Unavailable by the Failure Event.
- (d) **Individual Counter Position Unavailability Period** means the time for which an individual Counter Position is Unavailable (rounded in accordance with the Table 4a as set out below).
- (e) **Network Counter Position Unavailability Period** means the time the affected Counter Positions are Unavailable (rounded in accordance with the Table 4b as set out below).
- (f) **Monthly Allowance** means the 'Network and Local Allowance per Counter Position per calendar month' shown in column 4 of Table 5 (as amended from time to time pursuant to section 2.3.4.2.7 (j)) multiplied by the average number of Counter Positions in use during the relevant month. For the avoidance of doubt, at the end of each calendar month, any unused Monthly Allowance shall expire and shall not be rolled over into the next month.
- (g) **Unavailable** means, in respect of a Counter Position, that it is not able to perform all Transactions, or communicate with the HNG-X Central Infrastructure (and that an agreed fallback condition as defined in section 2.3.4.2.5 (Table 3) does not apply) during a Post Office Core Day.
- (2) Subject to sections 2.3.4.2.7 (3) and (4) below, the liquidated damages for failure to meet the Counter Availability SLT in a month shall be calculated by:
- (a) adding together the Counter Unavailability in respect of each Failure Event that occurred in the month (the date of occurrence being deemed for this purpose to be the date on which the Failure Event is closed in accordance with the Incident Closure Process);
- (b) deducting the Monthly Allowance from the total in (a); and
- (c) multiplying the remainder by the Liquidated Damages Amount.
- (3) For a Failure Event:
- (a) the Incident Closure Process will require Post Office and Fujitsu Services to agree the number of Branches and Counter Positions affected and the duration of the outage;
- (b) if the value of the liquidated damages for a Failure Event which gives rise to a Network Wide Failure would be in excess of £400,000 then:
- (i) Fujitsu Services shall have the right to not count its Monthly Allowance towards the Counter Unavailability in respect of such Failure Event if it so notifies Post Office in writing. In such cases, the Monthly Allowance shall not be deducted from the Counter Unavailability in respect of that Failure Event; and
- (ii) only £400,000 shall be counted towards the liquidated damages payable for that month in respect of that Failure Event.
- (4) For the avoidance of doubt, Unavailability is only counted once, so that for so long as a Counter Position is rendered Unavailable by a Failure Event it shall not be counted in calculating the number of Counter Positions affected by a second Failure Event.
- (5) Liquidated damages will be reported, measured and agreed monthly and paid quarterly in arrears.
- (6) The Local Allowance element of the Monthly Allowance will be varied as follows:
- i. increased by 5% per annum (as set out in Table 5); or



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- ii. if the assumptions in paragraphs 3.3.1 (b) or (c) of Schedule B3.4 proves incorrect, increased by a percentage equal to the difference between the actual MTBF and the relevant assumption; or
- iii. if there is a substantive change to the Branch Infrastructure (for example replacement of a number of counter printers), such that the actual MTBF is expected to decrease, the parties will negotiate in good faith to reduce the Local Allowance to reflect that decrease.

Table 4a Local Rounding Table

Duration of Incident	Deemed duration for the purposes of Table 5
30 seconds or less	30 seconds
More than 30 seconds but less than 1 minute	1 minute
1 minute or more but less than 1 minute 30 seconds	1 minute
1 minute 30 seconds or more but less than 2 minutes	2 minutes
N minutes or more but less than N minutes 30 seconds	N minutes
N minutes 30 seconds or more but less than (N+1) minutes	(N+1) minutes

Table 4b Network Wide Rounding Table

Duration of Incident	Deemed duration for the purposes of Table 5
30 minutes or less	30 minutes
More than 30 minutes but less than 1 hour	1 hour
1 hour or more but less than 1 hour 30 minutes	1 hour
1 hour 30 minutes or more but less than 2 hours	2 hours



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N hours or more but less than N hours 30 minutes	N hours
N hours 30 minutes or more but less than (N+1) hours	(N+1) hours

Table 5

Year	Network Allowance per Counter Position per calendar month	Local Allowance per Counter Position per calendar month	Network and Local Allowance per Counter Position per calendar month	Liquidated Damages payable per hour or part thereof in excess of Network and Local Allowance per Counter Position per calendar month
2009/2010	0.78 hours	1.40 hours	2.18 hours	£3.50
2010/2011	0.78 hours	1.46 hours	2.24 hours	£3.50
2011/2012	0.78 hours	1.53 hours	2.31 hours	£3.50
2012/2013	0.78 hours	1.59 hours	2.37 hours	£3.50
2013/2014	0.78 hours	1.65 hours	2.43 hours	£3.50
2014/2015	0.78 hours	1.71 hours	2.49 hours	£3.50

2.3.6 Service Levels for which Liquidated Damages Do Not Apply

2.3.6.1 Branch Network Service: Time to Repair

2.3.5.1.1 Incidents relating to the Branch Telecom Infrastructure which prevent an individual Branch from using the HNG-X Application shall be resolved in accordance with the following SLTs.

2.3.5.1.2 Branch Network Service SLT performance is reported and measured within the SRB as defined in the CCD entitled: *"Service Management Service, Service Description"* (SVM/SDM/SD/0007).

2.3.5.1.3 The location of each Branch is classified as either local or Remote. All Branch changes may be subject to Operational Business Change. A new Branch location will assume the same SLT and LDT as the one it replaces unless its local or Remote status is changed, in which case the SLT and LDT to be applied will be agreed by Fujitsu Services and the Post Office and accordingly Fujitsu Services will update the CCD entitled: *"Definitions of Engineering Service Priority and Local / Remote Locations"* (SVM/SDM/PRO/0004).

2.3.5.1.4 The call to fix SLT for the Branch Network Service following receipt of a call to the Service Desk relating to the Branch Telecom Infrastructure is identified in Table 6 below:

Table 6

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Branch Location	SLT (Hours of Downtime)	
	Local / Remote	Priority A
	95% resolved in less than 4 hours	100% resolved in less than 6 hours

2.3.7 Operational Level Targets

There are no OLTs associated with the Branch Network Service.

2.3.8 Performance Metrics

There are no performance metrics associated with the Branch Network Service.

2.3.9 Design Targets

There are no design targets associated with the Branch Network Service.

2.4 Service Limits and Volumetrics

2.4.1 Backup Network Capacity

The GPRS/EDGE secondary network shall support a percentage of the Transaction workload as set out in the CCD entitled: *"Horizon Capacity Management Service and Business Volumes"* (PA/PER/033).

2.5 Assets and Licences

2.5.1 Assets

There are no assets associated with the Branch Network Service.

2.5.2 Licences

There are no licences associated with the Branch Network Service.

2.6 Charges

2.6.1 Operational Fixed Charge

See Schedule D1 of the Agreement.

2.6.2 Operational Variable Charge

The Branch Network Service Operational Variable Charge is calculated against the number of Branches within the Post Office estate, calculated at a price per Branch as set out in Schedule D1 of the Agreement. As the network is effectively a "Pass Through" network, bills from Fujitsu Services' suppliers

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will be checked to ensure that charging for new Branches commences at the correct time, and charging for closed Branches ceases at the correct time.

2.6.3 Additional Operational Variable Charge

There are no additional operational variable charges applicable to the Branch Network Service.

2.7 Dependencies and Interfaces with Other Operational Services

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

2.7.1.1 The Service Desk Service

Any changes to the scope of the Branch Network Service may result in Incidents being raised to the Service Desk via the Systems Management Service.

2.7.1.2 The CMT Service

Any change to the scope of the CMT Service will result in Branch Network Incidents being handled by the Service Desk.

2.7.1.3 The Central Network Service

The Branch Network Service works closely with the Central Network Service in supporting the HNG-X Telecommunications Infrastructure. If the scope of the Branch Network Service is changed, the Central Network Service may need to manage the Branch Network Service's responsibilities in relation this.

2.7.1.4 The Systems Management Service

If the scope of the Systems Management Service is changed, the Data Centre Operations Service may take over the System Management Service's role in supporting the Branch Network Service.

2.7.1.5 The Third Line Support Service

If the scope of the Third Line Support Service is changed, the Applications Support Service (Fourth Line) may take over the Third Line Support Service's role in supporting the Branch Network Service.

2.7.1.6 The Engineering Service

If the scope of the Engineering Service is changed, any alternative Service Provider would be required to take over the Engineering Service's role in supporting the Branch Network Service.

2.7.1.7 The Data Centre Operations Service

If the scope of the Data Centre Operations Service is changed, the Systems Management Service may take over the Data Centre Operations Service's role in supporting the Branch Network Service.

2.7.1.8 The Service Management Service

If the scope of the Branch Network Service is changed, the Service Management Service may have to take over the role of managing the Branch Network Service communicating directly with Post Office the



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status and nature of faults within the Branch Network and may have to take over the role of managing the Branch Network Service suppliers.

2.7.1.9 The Operational Business Change (Branch Change) Service

The Branch Network Service will support any OBC Branch changes delivered by the OBC (Branch Change) Service. If the scope of the Branch Network Service changed, the Service Management Service would have to take over this role.

2.7.1.10 The Reference Data Management Service

The Reference Data Management Service will support the Branch Network Service. If the scope of the Reference Data Management Service is changed, the Data Centre Operations Service would have to take over this role.

2.7.1.11 The Management Information Service

The Management Information Service may request data to support MIS Reports delivered internally within Fujitsu Services or to Post Office. If the scope of the Branch Network Service changed, the Service Management Service may have to take over this role.

2.7.1.12 The Security Management Service

The Branch Network Service will support the Security Management Service in ensuring the appropriate levels of security are met in respect of systems access. If the scope of the Branch Network Service changed, the Third Line Support Service or the Systems Management Service might have to take over this role.

2.8 Post Office Dependencies and Responsibilities

In addition to the generic responsibilities set out in Schedule A5 of the Agreement, Post Office will provide access to the Branch within the agreed access times described in section 2.1.1.4 of this Branch Network Service, Service Description.

2.9 Business Continuity

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

2.9.1 Maintaining Contact with the HNG-X Central Infrastructure

All Branches will have a resilient network which will be made available where there is a GPRS/EDGE signal being available, should the primary communications network be unavailable. There are no further Business Continuity arrangements to ensure Branch Telecom Infrastructure connectivity.

2.10 Documentation Set Supporting the Service

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



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3 HNG-X Application Roll Out – Transitional Period

This section 3 shall apply until Trigger Point T6 (Counter Application Rollout Complete).

3.1 Service Definition

3.1.1 See section 2.1 of this Branch Network Service, Service Description.

3.1.2 During HNG-X Project Workstream X4 (HNG-X Application Rollout), Branch Network Resilience will be provided by an alternate fixed connection (where appropriate) and the provision of the GPRS/EDGE solution will be available for those Branches which have not yet migrated to the HNG-X Application.

3.2 Service Availability

See section 2.2 of this Branch Network Service, Service Description.

3.3 Service Levels and Remedies

3.3.1 General Principles

3.3.1.1. See section 2.3.1 of this Branch Network Service, Service Description.

3.3.1.2. Where a Branch has not yet migrated to the HNG-X Application, for the purposes of this section 3.3, "Reliability" means the percentage of all NB Requests (other than NB Requests for Transactions subsequently abandoned by the clerk before a corresponding Authorisation is received at the Counter Position) written to the local message store at a Counter Position for which a corresponding NB Authorisation indicating no failure has occurred in the Horizon Service Infrastructure and the HNG-X Service Infrastructure is received at that Counter Position before the MCWP has expired.

3.3.2 Service Level Relief

3.3.2.1 Where an Incident relating to the Branch Telecom Infrastructure has been logged in accordance with section 2.1.1.2 of this Branch Network Service, Service Description and Fujitsu Services is unable to resolve the Incident due to any of the reasons set out in the CCD entitled: "*Service Level Target & Liquidated Damages Exclusions*" (SVM/SDM/SD/0006), measurement against the SLTs described within section sections 2.3.5.1 (Table 6), 3.3.4.2.2 (Table 8), 3.3.4.2.3 (Table 9) of this Branch Network Service, Service Description will not occur.

3.3.2.2 For the periods in which the Banking Functions and/or any of the Horizon Applications (other than Banking Functions) or Infrastructure Services are suspended in accordance with section 4.1.1.11 of the CCD entitled "*Service Management Service: Service Description*" (SVM/SDM/SD/0007), measurements of Fujitsu Services' performance in respect of all Service Levels detrimentally affected by such suspension (in respect of those Horizon Applications and Services) shall be disregarded and Fujitsu Services shall be released from those of its obligations in respect of those Horizon Applications and Services which it is unable to perform as a result of such suspension.

3.3.3 Rectification Plan

See section 2.3.3 of this Branch Network Service, Service Description.



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3.3.4 Service Levels for which Liquidated Damages Apply

3.3.4.1 Banking Functions Reliability SLTs

For the purposes of this section 3.3.4.1, Table 1 and Table 2 below, "Reliability" means the percentage of all NB Requests (other than NB Requests for Transactions subsequently abandoned by the clerk before a corresponding authorisation is received at the Counter Position) written to the local message store at a Counter Position for which a corresponding NB Authorisation indicating no failure has occurred in the Horizon Service Infrastructure is received at that Counter Position before the MCWP has expired. This SLT is only applicable to counters not migrated to HNG-X.

Table 1

Fixed T(Banking Functions)	The total number of Banking Functions Transactions carried out using a Fixed Connection in the relevant Service Level Measurement Period.
Dialled T(Banking Functions)	The total number of Banking Functions Transactions carried out using a Dialled Connection in the relevant Service Level Measurement Period.
ADSLT(Banking Functions)	The total number of Banking Functions Transactions carried out using a ADSL Connection in the relevant Service Level Measurement Period.
Fixed C(Banking Functions)	Fixed T (Banking Functions) multiplied by (Fixed T _{AVE} - 4).
Dialled C(Banking Functions)	Dialled T (Banking Functions) multiplied by (Dialled T _{AVE} - 8).
ADSLC(Banking Functions)	ADSL T (Banking Functions) multiplied by (ADSL T _{AVE} - 5).
Reliability (Dialled)	Reliability in Branches using Dialled Connections taken together, for the periods such Dialled Connections are scheduled to be used.
Reliability (Fixed)	Reliability in Branches using Fixed Connections taken together, for the periods such Fixed Connections are scheduled to be established.
Reliability (ADSL)	Reliability in Branches using ADSL Connections taken together, for the periods such ADSL Connections are scheduled to be established.
F	99 – Reliability (Fixed) divided by 100.
D	97 - Reliability (Dialled) divided by 100.
A	99 – Reliability (ADSL) divided by 100.

Table 2

Description	SLT	Calculation of Liquidated Damages
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Fixed Connection reliability	99%	(Reliability) = {F x Fixed T (Banking Functions) + D x Dialed T (Banking Functions) + A x ADSL T(Banking Functions)} x Counter Transaction Time x 1.03 pence
ADSL Connection reliability	99%	
Dialed Connection reliability	97%	

Branch and Counter Availability

3.3.4.2 See section 2.3.4.2 of this Branch Network Service, Service Description, and sections 3.3.4.2.1 and 3.3.4.2.2 below.

3.3.4.2.1 Qualifications

- (a) During HNG-X Project Workstream X4 (HNG-X Application Rollout), the qualifications listed in Table 7 below will apply for those Branches not yet migrated to the HNG-X Application.

Table 7

Fault	Branch Unavailable	Counter Unavailable	Comments
Back Office Printer	No	No	Not critical to business
Bar code reader	No	No	Fallback available via screen / keyboard
Branch telecommunications	Yes	Yes – all in Branch	Includes central telecommunications faults
Central Systems	Yes	Yes	Excludes PAF as these Transactions can be completed at the Counter using fallback
Counter printer	Yes (see comments)	Yes – specific counter	Single counter Branches only
Gateway PC	Yes	Yes – all in Branch	Not applicable
Keyboard	No	No	Fallback available via screen
Keyboard Reader Card	Yes (see comments)	Yes – specific counter	Single counter Branches only
Monitor	Yes (see comments)	Yes – specific counter	Single counter Branches only
Gateway	Yes	Yes – all in Branch	
PIN Pad	Yes (see comments)	Yes – specific counter	Single counter Branches only
Slave PC	No	Yes – specific counter	Not applicable

3.3.4.2.2 Service Level Targets

Table 8



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Description	SLT
Branch Availability during the Critical Period	99.4%
Counter Availability during the Critical Period	99.13%
Branch Availability during Post Office Core Day	99.4%
Counter Availability during Post Office Core Day	99.13%

The targets set out in Table 8 above take account of the provision of the CMT Service. If the CMT Service is terminated, the targets set out above will be reduced by an amount agreed between the Parties, such agreement not to be unreasonably withheld.

3.3.4.1.3 Liquidated Damages for Counter Availability

See section 2.3.4.2.7 of this Branch Network Service, Service Description, save for Table 5, which shall be replaced by Table 9 below:

Table 9

Year	Network Allowance per Counter Position per calendar month	Local Allowance per Counter Position per calendar month	Network and Local Allowance per Counter Position per calendar month	Liquidated Damages payable per hour or part thereof in excess of Network and Local Allowance per Counter Position per calendar month
2008/2009	0.78 hours	1.34 hours	2.12 hours	£2.75

3.3.5 Service Levels for which Liquidated Damages Do Not Apply

See section 2.3.5 of this Branch Network Service, Service Description.

3.3.6 Reporting of SLTs, OLTs, Performance Measures and Design Targets

During HNG-X Project Workstream X4 (HNG-X Application Rollout), see the CCD entitled: “*Service Management Service, Service Description*” (SVM/SDM/SD/0007) for measurement and reporting of SLTs, OLTs, performance measures and design targets.

3.4 Service Limits and Volumetrics

See section 2.4 of this Branch Network Service, Service Description



3.5 Assets and Licences

See section 2.5 of this Branch Network Service, Service Description.

3.6 Charges

See section 2.6 of this Branch Network Service, Service Description.

3.7 Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Branch Network Service, Service Description.

3.8 Post Office Dependencies and Responsibilities

See section 2.8 of this Branch Network Service, Service Description.

3.9 Business Continuity

See section 2.9 of this Branch Network Service, Service Description.

3.10 Documentation Set Supporting the Service

See section 2.10 of this Branch Network Service, Service Description.



4 Pre HNG-X Application Roll Out

4.1 Service Definition

- 4.1.1 See section 2.1 of this Branch Network Service, Service Description.
- 4.1.2 Prior to commencement of HNG-X Project Workstream X4 (HNG-X Application Rollout), Branch Network Resilience shall be provided by an alternate fixed connection (where appropriate) and the provision of the GPRS/EDGE will be available for those Branches selected by Post Office.
- 4.1.3 The management of VSAT communications will be included within the Branch Network Service until such time that Fujitsu Services replaces all VSAT equipped Branches with fixed ADSL or alternative primary communications.

4.2 Service Availability

See section 2.2 of this Branch Network Service, Service Description.

4.3 Service Levels and Remedies

4.3.1 General Principles

See section 2.3.1 & Section 3.3.4 of this Branch Network Service, Service Description.

For the purposes of this section 4.3, "Reliability" means the percentage of all NB Requests (other than NB Requests for Transactions subsequently abandoned by the clerk before a corresponding Authorisation is received at the Counter Position) written to the local message store at a Counter Position for which a corresponding NB Authorisation indicating no failure has occurred in the Horizon Service Infrastructure is received at that Counter Position before the MCWP has expired.

4.3.2 Service Level Relief

Where an Incident relating to the Branch Telecom Infrastructure has been logged in accordance with section 2.1.1.2 of this Branch Network Service, Service Description and Fujitsu Services is unable to resolve the Incident due to any of the reasons set out in the CCD entitled: "*Service Level Target & Liquidated Damages Exclusions*" (SVM/SDM/SD/0006), measurement against the SLTs described within sections 2.3.5.1 (Table 6), 4.3.4.2.2 (Table 11) and 4.3.4.2.3 (Table 12) of this Branch Network Service, Service Description will not occur.

For the periods in which the Banking Functions and/or any of the Horizon Applications (other than Banking Functions) or Infrastructure Services are suspended in accordance with section 4.1.1.11 of the CCD entitled "*Service Management Service: Service Description*" (SVM/SDM/SD/0007), measurements of Fujitsu Services' performance in respect of all Service Levels detrimentally affected by such suspension (in respect of those Horizon Applications and Services) shall be disregarded and Fujitsu Services shall be released from those of its obligations in respect of those Horizon Applications and Services which it is unable to perform as a result of such suspension.

Reliability SLT

For the purposes of calculating Reliability SLTs as referred to within section 2.3.4.1 (Table 2) of this Branch Network Service, Service Description, the ADSL Congestion Measure:

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- (a) the Branch Network Service shall sample the network performance across all parts of the Branch Telecom Infrastructure at least once per hour during the Post Office Core Day;
- (b) samples which fail to record available bandwidth shall not be included in the ADSL Congestion Measure; and
- (c) the Branch Network Service shall procure that the Guaranteed Minimum ADSL Bandwidth is available to Branches using ADSL during the Post Office Core Day. Fujitsu Services shall ensure that Branches have a reasonable and proportionate share of the bandwidth that is shared with third party users of ADSL.

For the purposes of calculating Reliability SLTs referred to in section 2.3.4.1 (Table 2), the ADSL Congestion Measures shall be disregarded for each Working Day upon which the ADSL Congestion Measure exceeds 10% and Fixed Connections or Dialed Connections shall be disregarded for each day upon which the FRIACO Congestion Measure exceeds 10%, (each such day being known as the Congestion Measure Day ("CM Day")) if:

- (a) in respect of each CM Day which follows after the occurrence of 13 of the same Working Days of the week upon which the ADSL Congestion Measure shall have been less than or equal to 10%, the average performance measurements for SLTs described within section 2.3.4.1 of this Branch Network Service, Service Description, the "Threshold Measurement" for those 13 days shall be used instead of the actual Threshold Measurements on that CM Day and thereafter; and
- (b) For each subsequent CM Day which falls on the same day of the week, the average "Threshold Measurement" for the 13 most recent Working Days, which are the same day of the week upon which either the ADSL Congestion Measure was less than or equal to 10% or the actual "Threshold Measurements" in accordance with the SLTs described within section 2.3.4.1 of this Branch Network Service Description, shall be used instead of the actual "Threshold Measurements" disregarded on that CM Day.

If the condition for replacement of the actual "Threshold Measurements" on a CM Day by an average measure as set out in section 4.3.2.4 (a) of this Branch Network Service, Service Description, is not satisfied, then the actual "Threshold Measures" for each such CM Day shall be disregarded in accordance with section 2.3.4.1 of this Branch Network Service, Service Description without replacement by an average value.

If, in any Service Level Measurement Period, more than 30 CM Days occur upon which the condition for replacement of the actual "Threshold Measurements" on that CM Day by an average measure as set out in 4.3.2.4 (b) of this Branch Network Service, Service Description is not satisfied, Fujitsu Services shall not be obliged to achieve the SLTs set out in section 2.3.4.1 of this Branch Network Service, Service Description during that Service Level Measurement Period.

For the purposes of SLT reporting referred to within section 4.3.2.3 in respect of the SLTs referred to in section 4.3.2.4 of this Branch Network Service, Service Description, Fujitsu Services shall report:

- (a) the relevant averages and / or percentages based upon the actual service measurements; and
- (b) the actual ADSL Congestion Measure for each day that the ADSL Congestion Measure exceeded 10% and the actual FRIACO Congestion Measure for each day that the FRIACO Congestion Measure exceeded 10%.

The adjustments required to reflect the replacement of the actual measurements on CM Days with average measures in accordance with section 4.3.2.4 of this Branch Network Service, Service



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Description, shall be made at the end of each Service Level Measurement Period and reflected within the report for that period.

4.3.3 Rectification Plan

See section 2.3.3 of this Branch Network Service, Service Description.

4.3.4 Service Levels for which Liquidated Damages Apply

Reliability SLTs

4.3.4.1 See section 2.3.4.1 of this Branch Network Service, Service Description.

Branch and Counter Availability

4.3.4.2 See section 2.3.4.2 of this Branch Network Service, Service Description, and sections 4.3.4.2.1 and 4.3.4.2.2 below.

4.3.4.2.1 Qualifications

(a) The qualifications listed in Table 10 below will apply:

Table 10

Fault	Branch Unavailable	Counter Unavailable	Comments
Back Office Printer	No	No	Not critical to business
Bar code reader	No	No	Fallback available via screen / keyboard
Branch telecommunications	Yes	Yes – all in Branch	Includes central telecommunications faults
Central Systems	Yes	Yes	Excludes PAF as these Transactions can be completed at the Counter using fallback
Counter printer	Yes (see comments)	Yes – specific counter	Single counter Branches only
Gateway PC	Yes	Yes – all in Branch	Not applicable
Keyboard	No	No	Fallback available via screen
Keyboard Reader Card	Yes (see comments)	Yes – specific counter	Single counter Branches only
Monitor	Yes (see comments)	Yes – specific counter	Single counter Branches only
PIN Pad	Yes (see comments)	Yes – specific counter	Single counter Branches only
Slave PC	No	Yes – specific counter	Not applicable



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4.3.4.2.2 Service Level Targets

Table 11

Description	SLT
Branch Availability during the Critical Period	98.80%
Counter Availability during the Critical Period	98.53%
Branch Availability during Post Office Core Day	99.48%
Counter Availability during Post Office Core Day	99.21%

The targets set out in Table 11 above take account of the provision of the Communications Management Team Service. If the Communications Management Team Service is terminated, the targets set out above will be reduced by an amount agreed between the Parties, such agreement not to be unreasonably withheld.

4.3.4.2.3 Liquidated Damages Threshold for Counter Availability

See section 2.3.4.2.7 of this Branch Network Service, Service Description, save for Table 5, which shall be replaced by Table 12 below:

Table 12

Year	Network Allowance per Counter Position per calendar month	Local Allowance per Counter Position per calendar month	Network and Local Allowance per Counter Position per calendar month	Liquidated Damages payable per hour or part thereof in excess of Network and Local Allowance per Counter Position per calendar month
2006/2007	0.78 hours	1.22 hours	2.00 hours	£1.73
2007/2008	0.78 hours	1.28 hours	2.06 hours	£2.00

4.3.4.2.4 Liquidated Damages Threshold for Branch Network Service Time to Repair

Table 13

Any liquidated damages payable in connection with the Branch Network Service Time to Repair SLT (Table 13) shall apply from Trigger Point T1 until the first day of the first month following signature of CCN1200.



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

4.3.5 Service Levels for which Liquidated Damages Do Not Apply

See section 2.3.5 of this Branch Network Service, Service Description.

4.3.6 Reporting of SLTs, OLTs, Performance Measures and Design Targets

See the CCD entitled: "Service Management Service, Service Description" (CS/SER/014) for measurement and reporting of SLTs, OLTs, performance measures and design targets.

Prior to 1 April 2007, Fujitsu Services shall use its reasonable endeavours to comply with the reporting obligations set out in section 2.3.4.2.4. From 1 April 2007, the provisions of section 2.3.4.2.4 shall apply.

4.4 Service Limits and Volumetrics

See section 2.4 of this Branch Network Service, Service Description.

4.5 Assets and Licences

See section 2.5 of this Branch Network Service, Service Description.

4.6 Charges

See section 2.6 of this Branch Network Service, Service Description.

4.7 Dependencies and Interfaces with Other Operational Services

See section 2.7 of this Branch Network Service, Service Description.



4.8 Post Office Dependencies and Responsibilities

See section 2.8 of this Branch Network Service, Service Description.

4.9 Business Continuity

See section 2.9 of this Branch Network Service, Service Description.

4.10 Documentation Set Supporting the Service

See section 2.10 of this Branch Network Service, Service Description.

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