



## Service Level Target and Liquidated Damages Exclusions

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**Document Title:** Service Level Target and Liquidated Damages Exclusions

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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
0.1	10/08/06	Issued for review as CCD	
0.2	21/03/07	Issued for review as JWD including reviewers' comments and SLT extension criteria for Engineering Service incidents	
1.0	19/06/07	Reviewers comments included and document issued for approval	
1.1	02/10/07	Addition of exclusions in respect of training sites, duplicate calls, off site builds and faults which do not prevent trading	
2.0	20/11/07	Reviewers comments included and document issued for approval	
2.1	16/12/08	Addition of exclusions in respect of network faults and amendments for faults where Tivoli indicates that the branch/counter is operational or which do not prevent trading	
3.0	18/03/09	For approval	
3.1	18/10/10	Introduction of changes resulting from HNG-X roll-out	
4.0	15/12/10	For approval	
4.1	05/12/12	Introduction of changes resulting from HNG-X roll-out and TfS v2.06 implementation	
5.0	14/01/13	For approval	
5.1	04/02/14	Updated to include details of <b>CT1216</b> (Extended Engineering Hours Service). References to RMGA, HSD and SSC removed.	CT1216
6.0	26/02/14	For approval	
6.1	17-May-2016	Changes due to the termination of the Engineering Service Removal of content in Sections 1 and 6 and relating to Data File Delivery targets as no longer relevant since the demise of the pre-HNG-X Counters, following which transactions are no longer accrued locally in the branch.	CCN1423c HNG-X T6 Counter Application Rollout Complete
6.2	24-Jul-2017	Addition to Table 1: "Incident caused by network traffic not originating from Fujitsu Services" and new section 3.18 "Incident caused by other network traffic".	CCN1501a
6.3	08-Sep-2017	Change of POL approver	
6.4	05-Jan-2018	Change to Dionne Harvey role title. Section 0.5: added Incident codes, and corrected definition of MAC to align with Schedule 1.	
7.0	19-Mar-2018	Approval version	
WD	03-Dec-2021	WITHDRAWN: As this document only referred to Branch Network Service, the termination of the Branch Network Service rendered this document obsolete. Withdrawn as per CCN1623.	CCN1623

## 0.3 Review Details

Review Comments by :	
Review Comments to :	Matthew Lenton & PostOfficeAccountDocumentManagement <b>GRO</b>
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## Service Level Target and Liquidated Damages Exclusions

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( \* ) = Reviewers that returned comments

## 0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)			Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/SD/0011			Branch Network: Service Description	Dimensions
SVM/SDM/SD/0014			Operational Business Change (Branch Change) Service: Service Description	Dimensions
SVM/SDM/PRO/0018			POA Operations Incident Management Procedure	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
BT	British Telecom
CMT	Fujitsu - Communications Management Team
HD	Code for a Hardware Incident





Abbreviation	Definition
MAC	Fujitsu – Major Account Controllers
ND	Code for a Network Incident
OBC	Operational Business Change
POL	Post Office Ltd
SLT	Service Level Target

## 0.6 Glossary

Term	Definition
Atos Service Desk	Post Office Ltd nominated Service Integrator Service Desk
EUC Tower Contractor	Post Office Ltd nominated Engineering supplier

## 0.7 Changes Expected

Changes

## 0.8 Accuracy

Not applicable

## 0.9 Copyright

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## 1 Summary

This document defines the exclusions applicable to the calculation of:

- Branch Network Service – Time to Repair Service Level Targets;
- Branch Network Service – Branch and Counter Availability Service Level Targets;
- Branch Network Service – Counter Availability Liquidated Damages.

## 2 Exclusion Criteria - Branch Network Service

Branch Network Service incidents may be excluded partially or totally from SLTs and Liquidated Damages as defined below:

- Partial exclusion allows the call to be suspended for part of the call;
- Total exclusion allows the call to be suspended for the duration of the call i.e. from its open time to its clear time.

Incidents may be excluded in accordance with the criteria set out in Table 1:

**Table 1**

Reason for exclusion	Partial Exclusion	Total exclusion
Access Times	*	
Tivoli indicates Branch/Counter operational	*	
Functionality not impacted by fault	*	
Call reclassification (ND to HD)	*	
Incident passed out of Fujitsu domain	*	
Unable to contact Branch to progress resolution	*	
Clear time requires adjustment	*	
Fault due to enforced closure, third party or user error/damage/negligence	*	
Branch in OBC status		*
Agreed pilot site		*
Call cancelled by Branch		*
Duplicate call raised by Branch		*
Training site call		*
Internally raised call		*
Indeterminate resolution		*
Service disabled by agreement with POL		*
Network wide failure		*
Incident caused by network traffic not originating from Fujitsu Services		*

Further details of the exclusion criteria relating to Branch Network Service incidents are provided in Section 3.



### 3 Exclusion Details - Branch Network Service

Further details of the reasons for exclusion listed in Table 1 are provided below. Unless otherwise stated, the exclusions will apply to all faults and relate to both Service Level Targets and Liquidated Damages.

#### 3.1 Access times

Calls will be suspended for any time outside the access hours as provided by the Atos Service Desk, which may be greater or more restrictive than the opening hours. Calls may also be suspended if the branch requests a call back.

#### 3.2 Tivoli indicates Branch/Counter operational

Calls will be suspended when the event management system indicates that the branch/counter is operational. This will allow for accurate suspension on intermittent communications faults. This exclusion will apply to Branch Network and Branch Router Network incidents only.

#### 3.3 Functionality not impacted by fault

Where the fault does not have a consistent effect on the operation of the branch.

#### 3.4 Call reclassification (ND to HD)

If during the investigation of a network fault (ND) it is identified that the fault is with the branch router, the call will be recoded to HD at closure of the incident. The call will be suspended from the open time until the call is passed to the EUC Tower Contractor, which may include the time the call is with BT. This exclusion will apply to branch router incidents only, which have been recoded from ND to HD.

#### 3.5 Incident passed out of Fujitsu domain

Where the incident has been passed out of the Fujitsu domain e.g. where the branch details are passed to BT, EUC Tower or referral to POL agreed. The call is suspended from the time the call was passed out of the Fujitsu domain until the time the call is passed back to Fujitsu Services.

#### 3.6 Unable to contact Branch to progress resolution

Where the CMT or MAC Team or Third Line Support have been unable to contact the branch to arrange a third party engineer visit or provide remote assistance. It should be evident within the call that reasonable endeavours were used to contact the branch. The call is suspended after reasonable endeavours to contact the branch were made until the time that contact with the branch is established.

#### 3.7 Clear time requires adjustment

Where it is evident that the service became operational prior to the clear time specified in the call. The call is suspended from the time that the service became operational until the clear time.

#### 3.8 Fault due to enforced closure, third party or user error/damage/negligence

Where a delay is incurred in the service becoming operational due to circumstances of enforced closure, user or third party error, damage or negligence. The call will be suspended from the time that the resumption of service is prevented until the time it becomes possible to resume service again.

#### 3.9 Branch in OBC status

Where the fault relates to an OBC Branch Change which is in the course of completion.





### 3.10 Agreed pilot site

Where the fault relates to a pilot site which is excluded from SLTs and Liquidated Damages as agreed by POL.

### 3.11 Call cancelled by Branch

Where the branch has taken action to resolve the fault, or the fault has resolved itself, and the call has subsequently been cancelled.

### 3.12 Duplicate call raised by Branch

Where an earlier call has been logged by the branch relating to the same incident and which has been progressed to resolve the fault.

### 3.13 Training site call

Where the call has been logged by a POL training site.

### 3.14 Internally raised call

Where the call has been incorrectly logged against a live branch when it has been internally raised by Fujitsu Services.

### 3.15 Indeterminate resolution

Where a fault has been resolved but both its cause and resolution are unclear. For example, where a fault is investigated by a number of areas, say, Third Line Support, BT and POL, who all undertake actions to try and resolve the fault but, although the fault is resolved, its cause and the resolving action are unclear. It should be evident within the call that reasonable endeavours were used to diagnose the cause of the fault and to resolve it and exclusion must be agreed with Post Office Service Delivery.

### 3.16 Service disabled by agreement with POL

Where the service has been disabled by agreement with POL e.g. for protection against a computer virus.

### 3.17 Network wide failure

Where the fault results from 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. Such faults will be included in the Network Wide Failure unavailability figures and therefore individual calls in respect of this failure may be excluded.

### 3.18 Incident caused by other network traffic

Where an incident results from traffic travelling over the Branch Network Service that does not originate from Fujitsu Services, then any failure associated with that incident will be excluded from SLT calculations.