



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



0 Document Control

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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	
2.1	30/11/07	<p>Branch Availability SLT Matrix added to the document. Branch Availability Matrix has been updated to reflect updated as follows:</p> <ul style="list-style-type: none"> - Remove references to SLT periods per year and calculations of figures on an average SLT period basis. SLT %s are calculated on a per annum basis, with these percentages applied to each month – as agreed with Adam Martin. - Base the SLTs on the MTBFs and number of counters/branches as at April 2007. This gives constant SLT %s which will only be updated when the MTBFs and number of counters/branches in this calculation are updated. <p>SLTs have been removed from the document and the reader referred to the branch availability matrix to view the SLTs. This is due to the fact that during the network closure programme, the SLTs will be changed on a quarterly basis.</p>	
2.2	21/12/07	Revised in response to review comments from Hilary Forrest.	
2.2	10/10/08	Amendments to: <ul style="list-style-type: none"> - Fujitsu and Post Office logos - Approval Authorities - Review Details - Glossary (additions/omissions) - SD Charging Model 	
2.3		Updated with reviewed comments	
3.0	10/06/09	Issued for Approval	
3.01	23/06/09	Updated with additional comments.	
3.02	23/06/09	Issued for Approval.	
3.03	25/09/09	Revised in response to review comments from Jan Ambrose.	
3.1	12/01/10	General updating, for review.	
4.0	04/03/10	Approval version	
4.1	24/09/13	<p>Reviewed:</p> <p>General review, including: clarification that British Forces supplied circuits are not part of the WAN service, use of MSC for operational change, consistency in details for logging incidents and a general tidy up.,</p> <p>Updated associated documents and references and re-ordered, and a general tidy up.</p> <p>Specific review against CCN1311b (Hull (Kingston) ADSL</p>	



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Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
		Migration) – NO changes needed Specific review against CCN1308b (POMS): Specific review against CT718a (NTE2000 Faceplates) – NO changes needed Deleted time-expired sections 4 and 5 (pre-HNG-X services)	
4.2	16/10/2013	Incorporated internal review comments into v4.1	
4.3	29-Oct-2013	Alex Kemp incorporated further comments from Jan Ambrose.	
4.4	12-Nov-2013	Changes for clarity and consistency in 2.3.5.1.5 table 3 following further internal review comments.	
5.0	25-Nov-2013	Approval version - Not Approved: 31-Dec-2014	
4.5 and 4.6	18-Dec-2013	Changes following comments from Post Office including: For clarity in 2.3.3 and 2.3.6 Revised embedded document in Appendix A	
4.7	26-Mar-2014	Updated to reflect CCN1400 Additions made to 0.7 (expected changes) Section 1.7 added Table 5 amended Appendix A amended	CCN1400
6.0	09-May-2014	Approval version (NB v5.0 was rejected, as above).	
6.1	09 Mar 2015	Changes to reflect the Service Desk exit Changes due to the termination of the Engineering Service Section 2.3 largely rewritten to improve clarity following the simplification due to the termination of Engineering Services	CCN1409a CCN1423
6.2	09-Dec-2015	Changes following internal review.	
6.3	19-Apr-2016	Updated to reflect CCN1501a (Network connectivity from Computacenter to Branch Network – Ongoing charges).	CCN1501a
6.4	03-Mar-2017	Updated to reflect CCN1614a (Termination of the Branch Network Service and CMT Service to Branches using the VSAT BB communications method)	CCN1614a
6.5	01-06-2017	Updated to reflect CCN1621 (Extension of Branch Network Service, CMT Service and Operational Business Change (Branch Change) Service from 1 st April 2017 until 31 st March 2018)	CCN1621
6.6	04-Jul-2017	Section 2.1.1.1 added clarification on completion of transition to Next Supplier for VSAT BB method.	CCN1621
7.0	24-Jul-2017	Approval version	

0.3 Review Details

Review Comments by :			
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Role	Name		



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0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PA/PER/033			HNG-X Capacity Management and Business Volumes	Dimensions
PGM/DCM/TEM/0001 (DO NOT REMOVE)			Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
SVM/SDM/PLA/0001			HNG-X Support Service Business Continuity Plan – Joint Working Document	Dimensions
SVM/SDM/PLA/0002			HNG-X Services Business Continuity Plan	Dimensions
SVM/SDM/PRO/0001			Major Incident Procedure	Dimensions
SVM/SDM/PRO/0006			Service Level Target & Liquidated Damages Exclusions	Dimensions



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Reference	Version	Date	Title	Source
SVM/SDM/PRO/0018			POA Incident Management Procedure	Dimensions
SVM/SDM/SD/0007			Service Management Service: Service Description	Dimensions
SVM/SDM/SD/0021			Third Party Management Service	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
2G	2 nd Generation Wireless (using GPRS/EDGE)
3G	3 Rd Generation Wireless
ADSL	Asynchronous Digital Subscriber Line
BFPO	British Forces Post Office
BNR	Branch Network Resilience
BNS	Branch Network Service
BT	British Telecom
CMT	Communications Management Team
EDGE	Enhanced Rates for GSM Evolution
GPRS	General Packet Radio Service
LD	Liquidated Damages
LDT	Liquidated Damages Threshold
MBCI	Major Business Continuity Incident
MIS	Management Information Systems
MSC	Fujitsu Services toolset for managing Operational Change
MTBF	Mean Time Between Failure
ISDN	Integrated Switched Digital Network
OBC	Operational Business Change
PAF	Post Office Address File
POMS	Post Office Managed Switch
PSTN	Public Switched Telephone Network
SRB	Service Review Book
T-AVE	Average Transaction
WAN	Wide Area Network

0.6 Glossary

Term	Definition
Branch Availability SLT	The SLT relating to Branch availability referred to in section 2.3.6.2.1 of this Branch Network Service, Service Description.
Counter Availability SLT	The SLT relating to Counter Position availability referred to in section 2.3.5.2 of the Service Description for the Branch Network Service.
Fujitsu Incident Management System	Known as TfS (Triole for Service), the incident management tool used by Fujitsu Services.



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Term	Definition
MAC Team	Major Account Controller Team – Fujitsu Incident Management Team
Monthly Allowance	As defined in paragraph 2.3.5.3(1) b.
Local Allowance	The allowable time for any failure of the Branch Telecom Infrastructure.
Local Failure	A failure of the Branch Telecom Infrastructure.
Logical connection	The data flow between systems, not the physical connections (cables etc).
Network Allowance	The allowable time for any failure of the HNG-X Central Infrastructure and/or the Central Telecom Infrastructure.
Network Wide Failure	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 Core Day	Notwithstanding the definition in Schedule 1 of the Agreement of a Post Office Core Day, for the purposes of the Branch Network Service the hours are defined within paragraph 2.1.4.2.4 of this Branch Network Service, Service Description.
Post Office Critical Periods	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, as defined within paragraph 2.1.4.2.4 of this Branch Network Service, Service Description".
VSAT	Legacy Satellite communications system.

0.7 Changes Expected

Changes



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. This excludes BFPO where the connection is provided by the local British Forces. PSTN and ISDN communication methods will be withdrawn from 01st October 2017. Fujitsu Services will be providing new Bootloader infrastructure (upon completion of required project activity to be agreed via Change Control) to enable the personalisation of Sarian Branch Routers.
- (b) The logical connection between the router and the telecommunications socket in the Branch.
- (c) The logical connection between the POMS and the router in the branch.
- (d) One connection to each of the two Computacenter Data Centres (Romford and Salford Quays Manchester) to remotely manage the new Horizon Anywhere (end user compute tower) branch computers.

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 be equipped with a backup network based upon mobile communications via the 2G/3G router. The use of this backup resilient network will be dependent upon a 2G/3G 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, Central Telecom Infrastructure and HNG-X Central Infrastructure Incidents.

1.6. The Branch Network Service is also responsible for the measurement and reporting of the call to fix SLT in respect of Branch Telecom Infrastructure faults (as set out in Table 3 below).

1.7. Transitional Support Service (TSS)

- It shall be noted that, the inclusion of Branch Network Services as a Transitional Support Service was not included in the Belfast Refresh Programme contracted for under CT1250b. It is acknowledged that it is unclear at the date of CCN 1400 what refresh activities may be required (if any) as a number of factors are outside both Parties' control.
- Fujitsu Services shall prepare a comprehensive report (the Branch Network Service Study Report SVM/SDM/FSR/2417) in accordance with (and subject to) the provisions of paragraph 1.3.2e) of Schedule B3.3.
- For elements of the Branch Network Service that are not covered by the components referenced in the BNS Report, Fujitsu Services will continue to deliver Branch Network Service to the current Service Levels assuming there is no change in availability of the existing third party services. If there is a change to the current availability of these services then this would constitute a Change and managed via the Change Control Procedure on the principle that any remedial work to replace or upgrade the third party service and/or impacted elements of the Services shall be chargeable to Post Office in accordance with the Rate Card or as agreed between the Parties. To the extent to which such elements directly cause a failure to the Branch Network Service prior to implementation of the Change, then Fujitsu Services shall not be liable and an appropriate adjustment to the service level performance shall be made.



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 to Post Office. The transition of VSAT BB method to Next Supplier completed by 01-APR-2017, as per CCN1621. Therefore those Branches where Replacement Services to the VSAT BB communications method are provided by the Next Supplier shall not be subject to the incident management monitoring toolsets and processes.

2.1.1.2. Having identified an Incident, the CMT Service will check that a call is raised via the Fujitsu Incident Management System that contains clear and concise information to enable the Incident to be assigned according to its urgency and priority 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 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 for a Fujitsu Services Telecommunications Supplier, the Service Desk will obtain, from the caller, detail of the access times to the Branch, which are not necessarily linked to Branch opening times and a visit by the Fujitsu Services Telecommunications Supplier will be scheduled.

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 "*HNG-X Services Business Continuity Plan*" (SVM/SDM/PLA/0002), 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 (MSCs)

2.1.3.1. The Branch Network Service will create and/or impact Manage Service Change (MSCs) 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).



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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.

2.1.4.2.4. For Branch Availability SLT and Counter Availability SLT reporting, the Post Office Core Day is Monday to Friday 08:00 to 18:00 and Saturday 08:00 to 13:00. The Post Office Critical Periods are Monday, Tuesday and Thursday 09:00 to 12:30.

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;
- (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 MAC Team as described in the "Service Management Service, Service Description" (SVM/SDM/SD/0007).

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 MSC 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 2.3.5 and 2.3.6 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.



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- 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 sections 2.3.5 and 2.3.6 of this Branch Network Service, Service Description.

2.3.2 Service Level Relief

Fujitsu Services shall not be liable for any failure to perform or delay in performing its obligations and Post Office shall have no right to action against Fujitsu Services in respect of the following:

- any failure of services outside the scope of the contracted Services save to the extent that such failure has been directly caused by Fujitsu Services (such failure not itself arising as a result of matters referred to in this section 2.3.2). Calculations of SLTs and liquidated damages shall specifically exclude the period of time during an Incident where a resolution action is with a Post Office third party to resolve.
- or 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/PRO/0006). The exclusions identified will be applied against the SLTs and liquidated damages within sections 2.3.5 and 2.3.6 of this Branch Network Service Service Description.
- or any Incidents due to faults where the ADSL network technology is the sole Branch Telecom Infrastructure and 2G/3G is unavailable. 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 SLTs and liquidated damages within sections 2.3.5 and 2.3.6 of this Branch Network Service Service Description. When exclusions are applied for such events they will be reported.

The Branch and Counter Availability SLTs as defined in section 2.3.5.2 (Table 1) and 2.3.6.2.1 (table 4) and the Branch Network call to fix SLTs as defined within section 2.3.6.1 (Table 3) will exclude any Incidents due to faults where the ADSL network technology is the sole Branch Telecom Infrastructure and 2G/3G is unavailable. 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 In such events, Fujitsu Services will use its reasonable endeavours to resolve the Incident as of unavailability applicable to such Counter Positions will not count towards the liquidated damages calculation for the Counter Availability SLT. When exclusions are applied for such events they will be reported.

2.3.3 Rectification Plan

See paragraph 7.1 of Schedule C1 of the Agreement.

2.3.4 Definitions

In addition to other provisions set out elsewhere in this Branch Network Service, Service Description, or in the Agreement the following definitions shall apply for the purpose of calculating the Counter Availability SLTs and the Branch availability SLTs:



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- **Failure Event** - see Schedule 1 of the Agreement.
- **Unavailable** see Schedule 1 of the Agreement.
- **Individual Counter Position Unavailability Period** means the time for which an individual Counter Position is Unavailable
- **Individual Branch Unavailability Period** means the time for which all counter positions in an individual Branch are Unavailable
- **Network Counter Position Unavailability Period** means the time the affected Counter Positions are Unavailable
- **Network Branch Unavailability Period** means the time the affected Branches are Unavailable
- **Counter Unavailability** means, in respect of a Failure Event, either:
 - in respect of a Local Failure, the total obtained by adding together all Individual Counter Position Unavailability Periods for all Counter Positions affected by the Failure Event; or
 - In respect of a Network Wide Failure, the Network Counter Position Unavailability Period multiplied by the number of Counter Positions rendered Unavailable by the Failure Event.
- **Branch Unavailability** means, in respect of a Failure Event, either:
 - in respect of a Local Failure, the total obtained by adding together all Individual Branch Unavailability Periods for all Branches affected by the Failure Event; or
 - In respect of a Network Wide Failure, the Network Branch Unavailability Period multiplied by the number of Branches rendered Unavailable by the Failure Event.

2.3.5 Service Levels for which Liquidated Damages Apply

2.3.5.1 Counter Availability

The Counter Availability SLT is measured across the network of Counter Positions. 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 Periods described in this Branch Network Service, Service Description. The reviewed Counter Availability metric will be reported monthly in arrears.

The Management Information Service will extract data from the Fujitsu Services Incident Management System to show all Branch Telecom Infrastructure, Central Telecom Infrastructure and HNG-X Central Infrastructure faults logged for the Branch and closed on the previous Post Office Core Day, as defined in section 2.1.4 2.4 of this Branch Network Service, Service Description. .

The Management Information Service will match this data against the Fujitsu Services view of the status of each Counter Position. This will establish if the Counter Position was Unavailable during the Post Office Core Day and Post Office Critical Periods. The relevant Unavailable time within the period for the duration of the Incident will be used to calculate the Counter Availability SLTs.

The monthly Counter Availability Service Level Targets for the Post Office Critical Periods and the Post Office Core Day are calculated by subtracting the total Counter Unavailability in respect of each Failure Event that occurred in the period (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, as defined in *SVM/SDM/PRO/0018 – “POA Operations Incident Management Procedure”*) from the maximum number of Counter Position hours available in the period.

2.3.5.2 Counter Availability Service Level Targets

Table 1

Description		SLT
Counter Availability during the Post		99.64%



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Office Critical Periods	
Counter Availability during Post Office Core Day	99.64%

The targets set out in Table 1 above are calculated on the basis that Fujitsu Services is providing the CMT Service. If the CMT Service ceases, the SLTs set out above will be reduced. The Agreement shall be amended in accordance with the Change Control Procedure to give effect to this change. Liquidated Damages Threshold for the Counter Availability SLT

(1) Subject to sections 2.3.6.2 (2) and (3) 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, as defined in SVM/SDM/PRO/0018 – “POA Operations Incident Management Procedure”);

(b) Deducting the Monthly Allowance from the total in (a); Where **Monthly Allowance** means the 'Network and Local Allowance per Counter Position per calendar month' shown in column 4 of Table 2 multiplied by the average number of Counter Positions in use during the relevant month, excluding Counter Training Offices, Test Offices and BFPO sites. This Monthly Allowance is the allowable downtime per Counter Position used to calculate the threshold of Counter Position downtime allowed before liquidated damages start to be payable. At the end of each calendar month, any unused Monthly Allowance shall expire and shall not be rolled over into the next month.

and

(c) Multiplying the remainder by the liquidated damages payable 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” shown in column 5 of Table 2 .

Table 2

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
2015/2016	0.78 hours	0.54 hours	1.32 hours	£3.50
2016/2017	0.78 hours	0.57 hours	1.35 hours	£3.50
2017/2018	0.78 hours	0.57 hours	1.35 hours	£3.50

(2) 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 Counter Unavailability towards the Counter Availability SLTs in respect of such Failure Event if it so notifies Post Office in writing. In such cases, the Counter Unavailability shall not be deducted from the Counter Availability SLTs in respect of that Failure Event; and



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- (ii) Only £400,000 shall be counted towards the liquidated damages payable for that month in respect of that Failure Event.
- (3) 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.
- (4) Liquidated damages will be reported, measured and agreed monthly and paid quarterly in arrears.

2.3.6 Service Levels for which Liquidated Damages Do Not Apply

2.3.6.1 Branch Network Service: Call to Fix

2.3.6.1.1 Incidents relating to the Branch Telecom Infrastructure which prevent an individual Branch from using the HNG-X Application shall be resolved in the times specified in the following SLTs defined in Table 3 below.

2.3.6.1.2 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).

2.3.6.1.3 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 3 below:

Table 3

Branch Location	SLT (Hours of Downtime)	
Local / Remote Urgency 1	90% fixed in less than 3 hours 55 mins.	100% fixed in less than 5 hours 55 mins.

2.3.6.2 Branch Availability

The Branch Availability SLT is measured across the network of Branches. 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 Periods, described in this Branch Network Service, Service Description. The reviewed Branch Availability metric will be reported monthly in arrears although a raw figure will be produced on a weekly basis.

The Management Information Service will extract data from the Fujitsu Services Incident Management System to show all Branch Telecom Infrastructure, Central Telecom Infrastructure and HNG-X Central Infrastructure faults logged for the Branch and closed on the previous Post Office Core Day, as defined in section 2.1.4 2.4 of this Branch Network Service, Service Description. .

The Management Information Service will match this data against the Fujitsu Services view of the status of each Branch. This will establish if the Branch was Unavailable during the Post Office Core Day and Post Office Critical Periods. The relevant Unavailable time within the period for the duration of the Incident will be used to calculate the Branch Availability SLTs.

The monthly Branch Availability Service Level Targets for the Post Office Critical Periods and the Post Office Core Day are calculated by subtracting the total Branch Unavailability in respect of each Failure Event that occurred in the period (the date of occurrence being deemed for this purpose to be the date on



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which the Failure Event is closed in accordance with the Incident Closure Process) from the maximum number of Branch hours available in the period.

2.3.6.2.1 Branch Availability Service Level Targets

Table 4

Description	SLT
Branch Availability during the Post Office Critical Periods	99.64%
Branch Availability during Post Office Core Day	99.64%

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.

2.3.7 Additional Reporting

- (a) 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 Periods. Both Post Office and Fujitsu Services will periodically review the allocation of the Post Office Critical Periods and jointly agree to adjust this period, if necessary, such agreement not to be unreasonably withheld.
- (b) Fujitsu Services will provide daily management information in respect of all Branches and Counter Positions that are unable to communicate with the HNG-X Central Infrastructure

2.3.8 Operational Level Targets

There are no OLTs associated with the Branch Network Service.

2.3.9 Performance Metrics

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

2.3.10 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 2G/3G and *ISDN secondary network shall support a percentage of the Transaction workload as set out in the CCD entitled: "HNG-X Capacity Management Service and Business Volumes" (PA/PER/033).

*ISDN communication method will be withdrawn from 01st October 2017.

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 and the network technology mix within the Post Office estate, calculated as set out in Schedule D1 section 2.9 of the Agreement. As the network is effectively a "Pass Through" network, bills from Fujitsu Services' suppliers 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 follows:

2.7.1.1 The CMT Service

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

2.7.1.2 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 to this.

2.7.1.3 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.

2.7.1.4 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.

2.7.1.5 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.



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

2.7.1.7 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.

2.7.1.8 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.

2.7.1.9 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.

2.7.1.10 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.

All SIM Cards for use in providing backup networking based upon mobile communications via the 2G/3G router, including any spares, will transfer to the Next Supplier along with the Branch Routers, on expiry of the Engineering Service. For the avoidance of doubt, however, the title of those SIM Cards remains with the Mobile Data Services provider (Everything Everywhere Limited and Vodafone Limited). Post Office agrees that it will be their responsibility to return all SIM Cards to the appropriate provider on, or soon after, the expiry or termination of the Branch Network Service.

Post Office will ensure that communications related to Incidents or problems, for Branches where Replacement Services to the VSAT BB communications method to Branches are being provided by the Next Supplier, are routed to the Next Supplier and not to Fujitsu Services.

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).



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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 2G/3G 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 0.4 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.

3 Appendix A – Branch & Counter Availability SLT Spreadsheet

The embedded file is the spreadsheet which is used to calculate the Branch & Counter Availability Targets and the associated LDs.



Availability SLT LDT
Model TSS 01-04-15.