

Message

**From:** Lesley J Sewell [GRO]  
**on behalf of** Lesley J Sewell [GRO]  
**Sent:** 11/12/2012 17:59:21  
**To:** Dave Hulbert [GRO]  
**CC:** Antonio Jamasb [GRO]; Steve Beddoe [GRO]  
**Subject:** Re: ACTION RE: The Broadway 126001 - Update 1

Thx Dave

Lesley J Sewell  
Chief Information Officer, Post Office Ltd  
148 Old Street LONDON EC1V 9HQ

Tel: [GRO]  
Mob: [GRO]  
Email: [GRO]

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On 11 Dec 2012, at 17:55, "Dave Hulbert" [GRO] wrote:

Lesley

Agreed, but for info Tony has this in hand and has been discussing a whole number of things to pick up with Fujitsu off the back of this.

However, this is the first escalation this Xmas period which whilst one too many is significantly down on previous years. I only hope I haven't spoken too soon!

Regards

Dave

[GRO]

Head of Service & Supplier Management  
Post Office Ltd

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**From:** Lesley J Sewell  
**Sent:** Tuesday, December 11, 2012 05:52 PM  
**To:** Antonio Jamasb  
**Cc:** Michael Larkin; Duty Manager; Steve Beddoe; Dave Hulbert  
**Subject:** Re: ACTION RE: The Broadway 126001 - Update 1

Tony

When we get this resolved I would like too know why an issue like this has been ongoing for a number of weeks. I am concerned that we do have these isolated issues which Fujitsu are supposed to pick up as part of their monitoring.

I would like a response from FJ on this issue and how they are going to pick up and resolve issues of this nature.

Thx

Lesley J Sewell  
Chief Information Officer, Post Office Ltd  
148 Old Street LONDON EC1V 9HQ

Tel:  
Mob:  
Email:

**GRO**

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On 11 Dec 2012, at 17:20, "Antonio Jamasb" [GRO] wrote:

All

Apologies, but it's not good news. After speaking to Fujitsu TalkTalk have identified the situation is worse at the exchange than previously thought. They have advised that they need BT to support them changing a significant hardware components and are currently creating an action plan to resolve the fault. They are totally aware of the seriousness of the incident and it has been flagged up at a Senior Level within Fujitsu and TalkTalk. This issue will affect any customers that need to either change their connection or be added to the service going forward.

They have advised that they will aim to provide a timeline for resolution of the fault tomorrow morning.

Fujitsu are looking at several workaround options to try and speed up the resolution:

- <!--[if !supportLists]--><![endif]-->Reinstall the ISDN in the branch, we are reliant on BT installing the back-up ISDN connection, there is usually a seven day lead time, but we will try to speed up the process.
- <!--[if !supportLists]--><![endif]-->Install a PSTN router - This could be a short term fix, it's not ideal as it is slow, but it will provide a stable connection for the branch. Fujitsu are checking the feasibility of this option.
- <!--[if !supportLists]--><![endif]-->Looking at different wireless aerial connections. - We recently tried an extending aerial within the branch, but the interference from the surround branch electrics was still too great. Fujitsu will provide a further update tomorrow.

All I can do is apologise that this is not the good news we were hoping for. Fujitsu are looking at all eventualities to try and restore the service and we all fully understand the impact to Branch especially at this time of the year.

I will keep you all updated as the issue progresses.

Regards,

Tony

Antonio Jamasb  
**IT & Change**  
 Live Service and Continuity Manager

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**From:** Lesley J Sewell  
**Sent:** 11 December 2012 14:57  
**To:** Dave Hulbert  
**Cc:** Duty Manager; Antonio Jamasb; Steve Beddoe  
**Subject:** Re: ACTION RE: The Broadway 126001

Please respond to Michael et al

Lesley J Sewell  
 Chief Information Officer, Post Office Ltd  
 148 Old Street LONDON EC1V 9HQ  
 Tel: **GRO**  
 Mob:  
 Email:

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On 11 Dec 2012, at 14:53, "Dave Hulbert" **GRO** wrote:

Duty Manager,  
 Can you please address this issue and speak to the Branch Manager with an update today. If you can't get hold of the BM, then email an update.  
 Thanks.

Tony,  
As Steve is in branch today, can you oversee this and ensure the communications are as required. If there's a need to escalate I'm sure you can deal with it, but I'm available if required.

Regards  
Dave

Dave Hulbert | Head of Service & Supplier Management

<image001.png>

Deane House, Cortonwood Drive, Barnsley, S73 0UF



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**From:** Lesley J Sewell  
**Sent:** 11 December 2012 14:48  
**To:** Steve Beddoe  
**Cc:** Dave Hulbert  
**Subject:** Fwd: The Broadway 126001

Can you please respond ASAP

Thx

Lesley J Sewell  
Chief Information Officer, Post Office Ltd  
148 Old Street LONDON EC1V 9HQ

Tel:

Mob:

Ema:



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Begin forwarded message:

**From:** Michael Larkin



**Date:** 11 December 2012 14:23:26 GMT

**To:** Lesley J Sewell



Andy Garner



**Cc:** Kevin Gilliland



Allan Bayfield

GRO

**Subject: FW: The Broadway 126001**

Lesley, Andy,

I am just off a call from Atul who is the Sub Postmaster from the Broadway in Wimbledon - basically the horizon system is crashing 8 times a day and going really slowly at other times. He raised the problem 6 weeks ago and its still not sorted. He is at the end of his patience in terms of the support he has received.

The issue seems to be with 'Talk Talk' at the moment, but I am concerned that it's going to go on and on. We really need to get this sorted, its shocking that it is taking 6 weeks to resolve at this crucial time of yr. Would it be possible for you to engage with 'Talk Talk' to ensure that they are addressing this in the most urgent way. His has queues out the door which is hugely distressing.

Thanks folks,

Best regards,

Michael.

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**From:** Allan Bayfield

**Sent:** 10 December 2012 21:25

**To:** Crow Nick; Duty Manager

**Cc:** Kevin Z Kilduff; Michael Larkin; Rebecca Barker; Field Sarah

**Subject:** RE: The Broadway 126001

Nick,

Many thanks for the update, let's hope that we can get this resolved as soon as possible

Best regards

Allan

Allan Bayfield I Area Sales Manager

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29 East Street, Wimborne, BH21 1AA

GRO

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**From:** Crow Nick

GRO

**Sent:** 10 December 2012 19:03

**To:** Allan Bayfield; Duty Manager

**Cc:** Kevin Z Kilduff; Michael Larkin; Rebecca Barker;

Field Sarah  
**Subject:** RE: The Broadway 126001

Allan,

I've just seen this having walked in as I've been out and about all day.

To ensure continuity of updates on this one can I suggest as we do in Fujitsu that you use the mailbox GRO to maintain contact with POL. That way should Rebecca be out of the office or unavailable then the Team will see the mail.

The PM seems to be under a misapprehension that a call from the Duty Management Team is less effective than an individual within that team. This is not the case.

The latest situation as per the Triole call A1704535, as advised by Sarah within our Comms Team at 17:19hrs today, is that Talk Talk have discovered a tie pair bug problem within the Comms Racks at the exchange. Therefore these are exchange fix issues - and engineer can't just pop along and replace as wire, as it were. Talk Talk have advised with respect to this issue that they will also combine the tie pair bug fix with a lift & shift which is also another line upgrade activity.

Having spent nearly seven hours on site at the Broadway on the 5<sup>th</sup> December, I'm aware of the issues they are having with the Comms.

BT were able to provide significant improvements over the situation that existed prior to 5<sup>th</sup> December. It was clear that when given the opportunity the Horizon systems work very well and to required speeds. As you're probably aware with respect to the site, the electrical, Comms, CCTV and alarm wiring in the building has to be seen to be believed and is clearly contributing significantly to the normal Horizon system wireless backup being rendered less than stable.

With the identified ADSL (Broadband) issues as we are seeing here, i.e. the Branch Router not getting a solid ADSL signal; we would normally ask a Postmaster to revert to the Wireless Backup facility until a permanent fix can be applied in a situation such as this.

However with the extreme incidences of REIN (electrical interference) present on that site, even with it being in central London and the cellular



providers' signals being very strong - the router doesn't stand a chance of getting a stable signal so as to provide consistent backup.

Mr. Bathia, the PM, is aware of the situation and is intending to do something about it soon. Even the RoMec Galaxy alarm emergency backup has to be found via a high gain ceramic antenna placed high in the office roof.

Sarah will have already escalated this situation within the Post Office Account within Fujitsu so everyone that needs to be will be in the loop and progressing this as fast as possible. We do appreciate though that at this time of year at the height of Christmas trading no fix will ever be quick enough.

I hope that clarifies the situation a little. We would expect Talk Talk to have the tie pair and Lift & Shift situations in hand and the fix to be applied either late today or early tomorrow. Please be assured that Sarah will be chasing them from the POA perspective.

Best regards,

***Nick Crow***

Branch Issue & Comms Investigation  
Manager, Business Service Management, Post  
Office Account

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**From:** Allan Bayfield

GRO

**Sent:** 10 December 2012 18:25

**To:** Rebecca Barker

**Cc:** Crow Nick; Kevin Z Kilduff; Michael Larkin

**Subject:** RE: The Broadway 126001

Rebecca,

I have had a number of updates from Teresa over the last few days and it looks as though we are no nearer getting Talk Talk to rectify this very frustrating situation. The Sub Postmaster and the team have been put under extreme pressure by having to work with a sub standard speed on their Horizon system and this could not happen at a worse time as queues are building and the customer experience is far from ideal which is totally unacceptable on both counts.

Surely we must be able to get Talk Talk to perform their uplift asap

Can you please update me as my Sub Postmaster &  
team are nearing breaking point

Regards

Allan

Allan Bayfield I Area Sales Manager

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29 East Street, Wimborne, BH21 1AA

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**From:** Allan Bayfield  
**Sent:** 05 December 2012 12:01  
**To:** Marc Reardon; Rebecca Barker  
**Cc:** 'Nick.Crow'; GRO  
**Subject:** The Broadway 126001

Marc/Rebecca,

I have just had a conversation with Nick Crow who is currently on site at the above. The branch has had problems with the system for approx 4 weeks. The upshot is (and I am no expert) that the office needs to be re-profiled as strategic which would involve an ISDN line to be activated as currently the system is running on broadband which is proving to be very slow and can fail intermittently. This obviously is impacting on the speed of service to our customers which I am sure you appreciate is not great at this time of the year.

I hope I've got the information correct but if not I'm sure Nick will be able to clarify if I haven't

Any help in resolving this situation asap will be greatly appreciated

Many thanks

Allan

Allan Bayfield I Area Sales Manager

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29 East Street, Wimborne, BH21 1AA

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