
*** TX REPORT ***

TRANSMISSION OK

TX/RX NO 3302
CONNECTION TEL 901714902545
SUBADDRESS
CONNECTION ID
ST. TIME 17/11 16:47
USAGE T 03'02
PGS. 5
RESULT OK



FAXMessage

To: MYLES BREWET

Location: MASONS

Phone: _____

Fax Phone: GRO

CC.: _____

From: TONY OPPENHEIM

Phone: GRO

Mobile Phone: _____

Fax Phone: GRO



Date: 17/11/99 No. of pages 5
(including cover sheet)

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Message:

PSA from Keith Barnes

*** TX REPORT ***

TRANSMISSION OK

TX/RX NO	3303	
CONNECTION TEL		72632747
SUBADDRESS		
CONNECTION ID	ICL PATHWAY	
ST. TIME	17/11 16:50	
USAGE T	01'31	
PGS.	5	
RESULT	OK	

FAX Message

To: Stephen Muchow
 & Peter Robinson
 Location: BRAO1
 Phone: _____
 Fax Phone: GRO
 CC.: _____

From: Tony Oppenheim
 Phone: GRO
 Mobile Phone: _____
 Fax Phone: GRO



Date: 17/11/99 No. of pages 5 (including cover sheet)

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Message:

PSA from Keith Baine



Post Office Counters Ltd

GRO

Tony Oppenheim,
Finance and Commercial Director,
ICL Pathway Ltd.,
Forest Road,
Feltham,
Middlesex,
TW13 7EJ

GRO

Dear Tony,

I am writing to draw your attention to a deficiency in the reports in the "service review book" (SRB) - actually titled "Service Review - Performance Statistics". This applies to the October 1999 issue and previous months. The deficiency is that SRB does not provide a level of reporting to match the service level thresholds set out in the relevant contract schedules. As a result of this, Pathway are incorrectly reporting service levels as achieved, which in fact fall below the minimum acceptable threshold.

Specifically, in section 4.4 of the SRB, the EPOSS transaction time is a single aggregate number, taking no account of fallback transactions. I understand that the treatment of fallback transactions is being progressed separately, but a concern remains over the validity of the aggregation. If the transaction volume mix is not as originally predicted the aggregate figure will not be valid. This was why transaction volume reporting was required under the Resolution Plan to AI412.

Furthermore, the Minimum Acceptable Threshold (MAT) service level requirements in the contract schedules require that all transactions operate within their Maximum Contracted Transaction Times (MCTT). The agreed benchmark times for several transaction types exceeds the MCTT specified for those transactions in the service level schedules. I attach a table of those

← ?

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20-23 Greville Street
London EC1N 8SS

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No 316248 Registered Office Greville House
114 Bunhill Row London W1F 0AP

exceeding their MCTT that relate to EPOSS. These cases of the benchmark exceeding the MCTT will result in failure of the service level to meet the MAT in every reporting period, unless and until changes result in shorter benchmark times. POCL would expect to be able to identify all service level failures against the MAT from the Service Review Book.

?
What
Does
agreed
(above)
mean?

I would welcome your comments on how you plan to ensure that accurate and complete reporting is provided in compliance with the contract, and on any plans you may have to ensure that all the MATs are met.

Yours sincerely,

GRO

KEITH BAINES
Head of Horizon Commercial

cc: Steve Muchow
Andy Radka

17/11 '99 16:11 FAX

GRO

HORIZON M REGO

04

Attachment:

Transaction types (EPOSS)	Maximum Contracted Transaction Times (seconds)	Total Transaction Times
DSS Greens	22.20	22.21
Vehicle License (V11)	88.67	89.47
Vehicle License (V10)	115.96	116.80
DNS Ordinary Account Withdrawal	60.32	61.45
DNS Ordinary Account Deposit	48.57	49.72

Phone: _____
 Fax Phone: **GRO**
 CC.: _____

Mobile Phone: _____
 Fax Phone: **GRO**

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Message:

PSA from Kelvin Burner.

If transmission is interrupted or incomplete, please notify sender as soon as possible.

ICL Pathway Ltd
 Forest Road
 Feltham
 Middx
 TW13 7JH

TRANSMISSION OK
 TX/RX NO 3304
 CONNECTION TEL 72632747
 SUBADDRESS ICL PATHWAY
 CONNECTION ID
 ST. TIME 17/11 16:52
 USAGE T 01:25
 PGS 5
 RESULT OK

 *** TX REPORT ***
