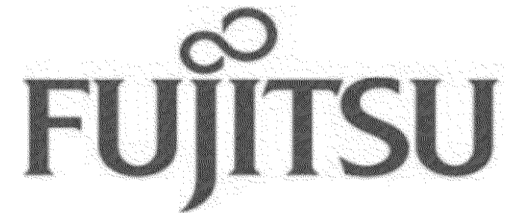


FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

JUNE 2006



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/07/06

Version: 1.0

Title: SERVICE REVIEW – JUNE 2006

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 30th June 2006.

Status: Definitive

Distribution: Service Management Forum
Fujitsu Services, Post Office Account: Head of Service Management
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Signature: **Date:**

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	14/07/06	Service Review Book for June 2006 performance – SLT Review & Data.

1.2 ASSOCIATED DOCUMENTS

Version	Date	Title

1.3 ABBREVIATIONS

ARL	Additional Remedy Level	MTBF	Mean Time Between Failure
ARQ	Audit Retrieval Query	MTFR	Mean Time For Repair
AZMK	Acquirer Zone Master Key	NRI	Network Reinvention
CAPO	Card Account at Post Office	OSP	One Shot Password
C&W	Cable & Wireless	PAT	Portable Appliance Test
CAW	Certificate Authority Workstation	PB	Problem Branch
FIO	For information only	PI	Processor Interface
FS	Fujitsu Services	PM	Post Master
HSD	Horizon Service Desk	SIP	Service Improvement Plan
IMT	Incident Management Team	SLT	Service Level Target
KMA	Key Management Application/Administration	TBA	To be advised
MBCI	Major Business Continuity Incident	YTD	Year to Date
MIS	Management Information Service		

1.4 GLOSSARY

Business Incidents	Calls received and apparently related to a specific business issue which at the time is unknown – later re-classified to appropriate category
Environmental	Calls to register an environmental problem
Hardware	Calls diagnosed as relating to a system hardware fault
Inappropriate Helpdesk	Calls received at the HSD that are inappropriate and will be dealt with by the NBSC
Network	Calls diagnosed as relating to a system network fault
NBSC Referral	Calls received at the HSD that have been referred by the NBSC
Other	Calls relating to PO closures, reference data changes, miscellaneous environmental issues and failed verification calls
Reference Data	Calls diagnosed as relating to a reference data fault
Software	Calls diagnosed as relating to a system or application software fault
Security	Calls relating to security breaches or for the requirement of one shot passwords
‘A’ Priority	Logged calls that reflect a fault, which has “resulted in substantial impact on all automated counter positions in the Branch”
‘B’ Priority	Logged calls that reflect a fault, which has “resulted in substantial impact on an automated counter position, but not all automated counter positions in the Branch”

1.5 CHANGES IN THIS VERSION

2.1.4	IP Stream Migration	ADSL Migration changed to report on IP Stream Migration

2 JUNE REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

The service has been stable throughout June with no major incidents and availability remaining high.

Call volumes to the helpdesk remain high, but have steadied and show a reduction in all major areas over the May figures. Hardware calls are still a significant factor in the total volume, with printers remaining at a similar level to the previous month, but pin pad calls have begun to reduce following the issue of the fix into the estate. Engineer onsite visits also remain high but have steadied.

Joint efforts continue to address the call volumes and reduce the onsite visits, including providing additional advice & guidance to users and planning workshops to identify & expand best practice.

Calls logged for Online Service provision returned to normal monthly levels. Although the total numbers have reduced, the proportion of calls now open for more than 120 hours has increased, as additional focus is being placed on addressing intermittent faults which can take longer to identify and resolve.

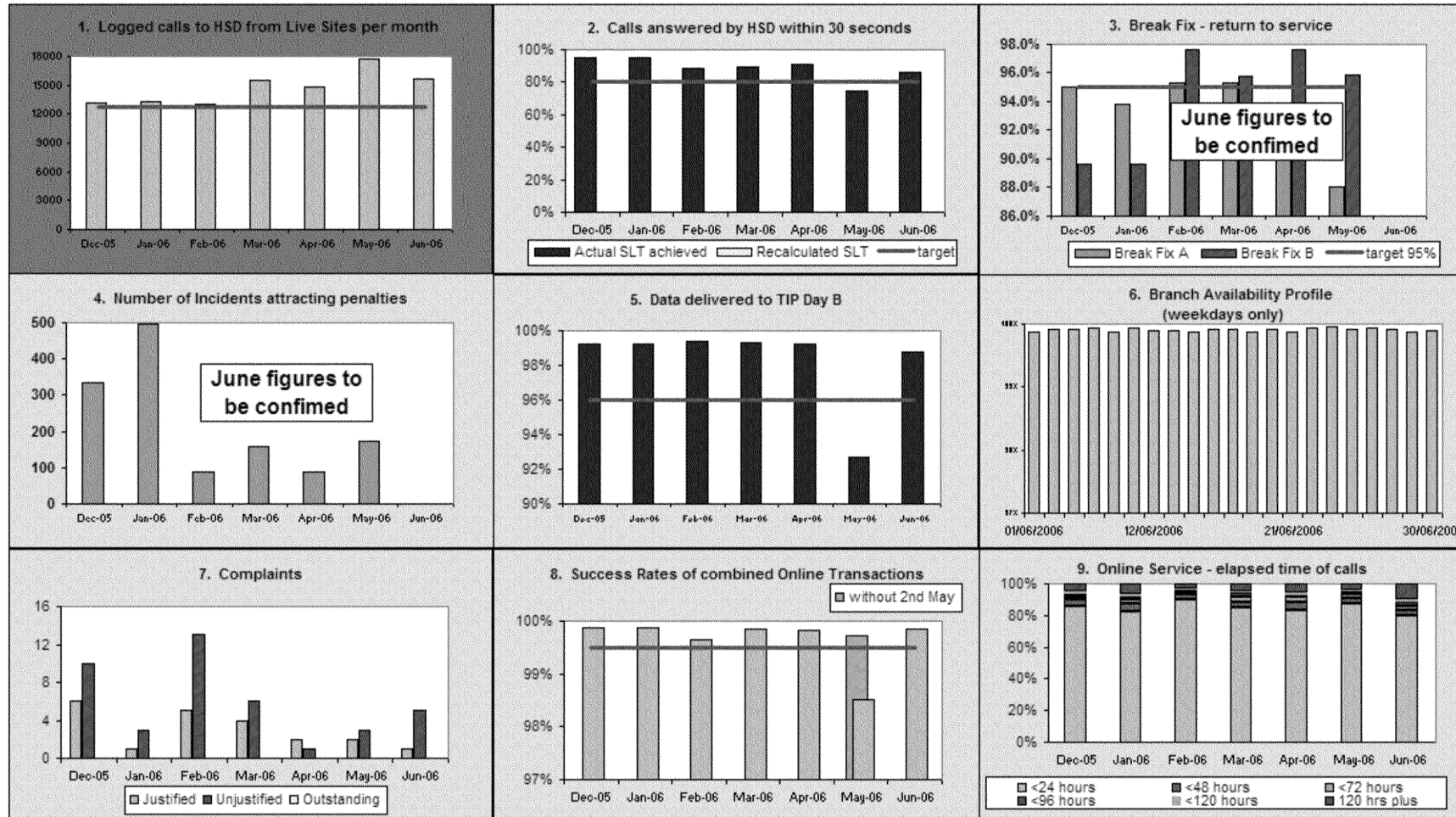
The OBC volume was 160, a reduction from the May figures. There was a failure rate of 2.54% against the new OLA of 4% minus closures, a further improvement over with last month's performance.

Branch and Counter availability has been maintained at 99.9% and 99.6% respectively and the implementation of Branch Network Resilience is now well established.



Executive Dashboard

June 2006



2.1.2 Availability and Problem Management

Summary: Within the Fujitsu Services domain for June 2006 there were no Major Incidents. There was 1 further incident affecting service within the Fujitsu domain.

There were no incidents affecting VIP sites.

There was no further service affecting incidents that were outside of the Fujitsu domain.

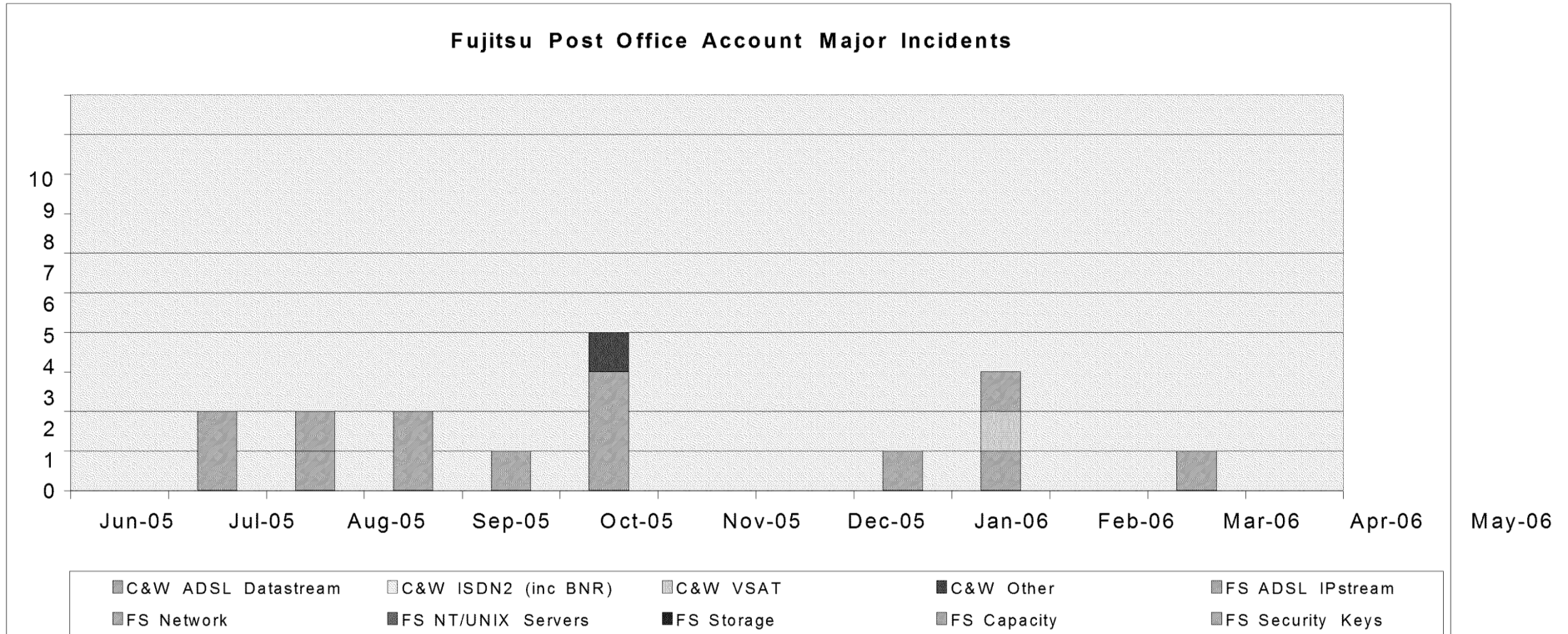
Major Incidents: None

Other incidents in Fujitsu Services domain:

Wednesday 21st June. BAS Router GB_BMGV02-R10-003 reloaded itself causing a loss of on-line services to 586 branches at 14:16. BAS router was back on-line within 10 minutes with the exception of 73 branches. All were re-connected within 30 minutes. HSD tried to contact several sites for a system re-boot but most branches were unavailable due to half day closing. By start of day Thursday all branches had been restored with on-line services. Call E-0606210598 refers

VIP sites affected this month. None

Incidents Outside the Fujitsu Domain: None



	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
C&W ADSL Datastream	0	2	1	0	0	3	0	0	0	0	0
C&W ISDN2 (inc BNR)	0	0	0	0	0	0	0	0	0	0	0
C&W VSAT	0	0	0	0	0	0	0	0	0	0	0
C&W Other	0	0	0	0	0	1	0	0	0	0	0
FS ADSL IPstream	0	0	0	0	0	0	0	0	0	0	0
FS Network	0	0	0	2	0	0	0	0	0	0	0
FS NT/UNIX Servers	0	0	0	0	0	0	0	0	0	0	0
FS Storage	0	0	0	0	0	0	0	0	0	0	0
FS Capacity	0	0	1	0	1	0	0	0	0	0	0
FS Security Keys	0	0	0	0	0	0	0	0	1	1	0
TOTAL	0	2	2	2	1	2	0	0	1	1	0

2.1.3 OBC Branch Change Service Summary

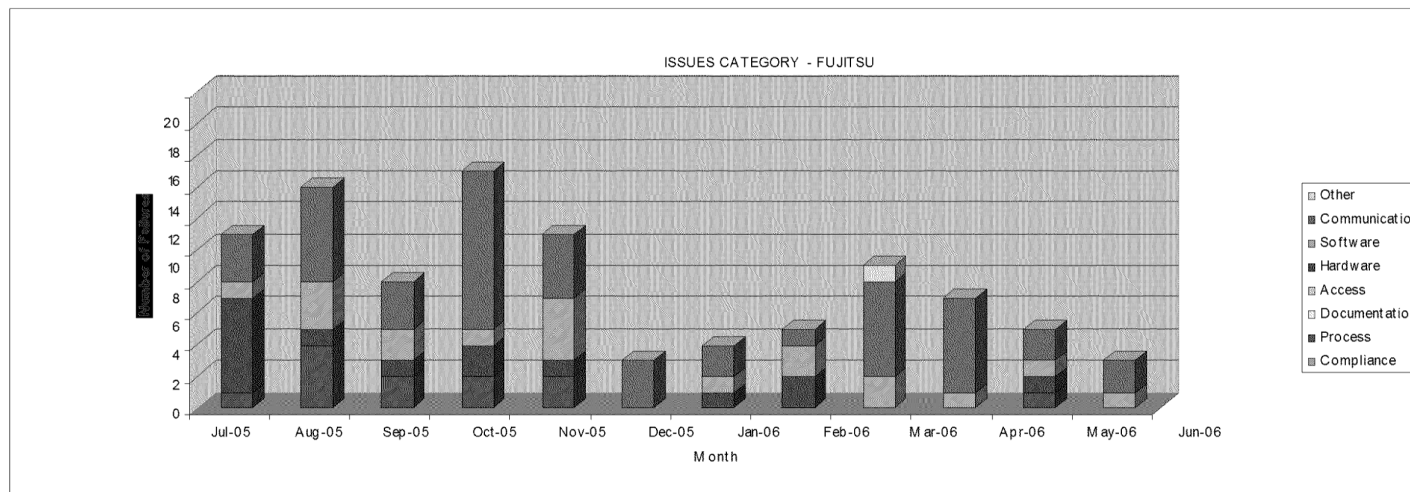
In June 2006 there were a total of 160 changes undertaken, 9 of these were cancelled changes. With the exclusion of ‘Closures’ 118 changes were undertaken. Fujitsu were responsible for 3 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 2.54% against the new 4% OLA minus Closures. It also represents a failure rate of 1.99% against the original target of 5%. There were no line plant failures; this also represents a failure rate of 1.99% against the old 4% target excluding Line Plant. There is an improvement of 1.61% compared to May’s Target without Closures. Compared to the May calculations an improvement of 2.09% against the 5% target rate and an improvement of 2.09% against the 4% target rate, excluding line plant.

Post Office Ltd were responsible for 6 change requests not being completed on the target date, which represents 3.97% against the 4% target, this shows a slight difference against the May calculations of – 2.61%.

Fujitsu’s direct failures comprised of 2 Communications, and 1 Software.

Corrective Actions

Cable & Wireless reporting is currently under scrutiny as the “Clarify” report has been sporadic at best recently. This has been due to a desk reorganisation within Cable & Wireless. Fujitsu OBC has escalated this issue into C&W and Simon Shaw expects to have the problem resolved before Friday 7th July



2.1.4 IP Stream Migration

The IPStream Project consists of 2 parts – 1600+ ISDN branches for installation directly on to IPStream and 3500+ Branches with an existing Cable and Wireless ADSL Service that are being migrated over to BT IPStream.

The Pilot started on the 5th of July where 2 branches migrated to IPstream successfully. This has been followed with a small volume pilot of some 100 Branches migrating to IPstream on the 10th July. The success rate has been high with 71% of branches switching on first attempt.

2.1.5 Icon Service

ICON Batch 2006-01 is currently being reviewed on RDT counters

2.1.6 Business Continuity

During June the Bootle Campus fail-over was conducted. The test is considered to have achieved the primary objective, i.e., that of proving service can be provided from Wigan in the event Bootle is unavailable, and is therefore considered successful. Post test analysis identified three areas where the controlled fail-over should be improved in future years, the NPS fail-over, using Calthorpe House and disconnecting the network circuits for Branches. Actions have been taken to address each of these.

The operational test for the Routers and a partial test was conducted for the Data-center LAN (Content Service Module). A retest is planned on the Content Service Module element.

2.1.7 Message Broadcast

A total of 19 MBS's were sent – No's 118 to 136

2.1.8 Horizon Service Desk and Complaints

In June the top 2 Service areas receiving complaints were time to resolve online services and Engineering Support, specifically regarding the timeliness of the engineering visit. In addition to the specific improvement actions detailed in the table below, all Service areas have Service Improvement Plans to address the issues raised which are discussed at the regular Service Review meetings to ensure progress is made against each item.

Online Services

The availability of on-line services continues to be subject to considerable focus within Fujitsu Service and Post Office Service Improvement team,

with a joint Continuous Service Improvement Plan in place. Unfortunately due to the involvement of many support organisations & the nature of some faults, online services issues can have extended resolution times. We continue to work with our third party suppliers & internal support to review resolution processes with the aim of improving efficiency & reducing resolution times.

The Branch Network Resilience process has also been subject to a cross organisation review, and options to improve speed of GSM deployment discussed & currently under evaluation. Implementation of all / some of the proposals will reduce the duration of no online services for those branches in geographical areas where GSM service is available.

Engineering Support

Although the number of counter printer faults, and associated complaints have reduced, we are still running at higher volumes than normal, which is continuing to impact the timeliness of engineering visits. Over July, the engineers will be sticking labels detailing printing instructions onto the counter printers, which will reduce the number of swaps required caused by incorrect printing procedures. This will have a positive impact on the scheduling and timeliness of engineering visits.

We are continuing to work with the engineers to ensure that visits are scheduled according to the priority of the call, and aiming to reduce the number of rescheduled visits. Focus is on ensuring that the Post Master's expectation of engineering arrival time-window is set, and that any change is communicated as quickly to the PM as possible.

Date in POL/FS	Date Cleared	POL Ref	Branch Code And Facia	Category/ Reason For Complaint	Just/Not	Unjustified Complaint	Improvement Action
07/06/2006	12/06/2006	DB/JUN/022	072001 - DANEBUR Y AVENUE	Helpdesk being unhelpful	Not	The agents on the HSD desk followed all the correct procedures & checks necessary to progress call efficiently.	Although complaint re the HSD was unjustified the PM does appear to have an issue with Horizon. Our BIM reviewed the call, and it appears that the onscreen prompts are not being followed. Gary Blackburn at POL has been made aware & the issue has been passed to AIO.
07/06/2006	07/06/2006	MG/MAY/054	319519 - Woolbrook	Engineer	Not	Reviewing the call log, there is no link between the details of the call and the complaint made by the PM.	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/07/06

Version: 1.0

Date in POL/FS	Date Cleared	POL Ref	Branch Code And Facia	Category/ Reason For Complaint	Just/Not	Unjustified Complaint	Improvement Action
09/06/2006	12/06/2006	MG/JUN/016	286642 - Morrison Rd	Online services - Time taken to resolve	Not	Online services issue logged on 5th, and Service was restored on the 7 th with GSM installation. Engineer returned to site on the 8th to replace the Gateway, however was asked to come back on another day as PM too busy. Gateway replaced next day when engineer returned. PM phoned in for updates prior to 9:00am, which is why PM did not receive call backs from the desk.	
06/06/2006	15/06/2006	JH/JUN/003	260321 - East Park	Attitude of engineer	Just	N/A	The engineer has been subject to disciplinary hearing following this complaint. The engineer accepts that his behaviour was unprofessional and unacceptable. As a consequence the engineer has been issued a Final Written warning by his manager. Please pass our apologies to the PM
14/06/2006	16/06/2006	DB/JUN/054	155418- Barbon	Issues with system showing discrepancies.	Not	All calls were passed to NBSC, none of which were passed back or sent for further investigation.	
15/06/2006	15/06/2006	DB/JUN/050	358611 - Bryntirion	On-line Services	Not	The online services call was resolved within 2 days, which is well within the SLA. PM commented that there had been several base unit swap outs; however there are no calls logged for a BU swap this year. All calls logged for this site since the beginning of the year were dealt with appropriately.	

2.1.9 Business Incident Management

There were 40 reconciliation incidents during June. This is 2 less than that reported in May 2006.

39 reconciliation incidents were within the 5 day response SLT. One incident had the SLA suspended. There were no 8 hour response SLT incidents.

2.1.10 Engineer Services – Site Visits By Engineer

June has seen a slight overall decrease in the amount of visits by engineers. Calls for Base Units, Pin Pads and Screens have realised a gradual decrease whilst the number of visits for Ithacas has increased again slightly.

Work continues to reduce the Counter Printer volume. By close of business on Friday 14th July, Fujitsu FMS will be in receipt of 10,000 labels; which will be distributed to engineers. These labels will be applied to the counter printer covers and give guidance on fault resolution prior to logging of calls.

Additional work continues around the replacement of Ithacas with the Epson. Fujitsu will have identified the top 20 failing sites by midday on Friday 14th July and it is anticipated that a further 100 Epson printers will be available for these Branches with a view to replacement of Ithacas on these sites before the end of July.

A full estate roll out of the Epson is awaiting approval from Post Office Ltd. Fujitsu expects that in the event of a full roll out the Counter Printer call volume would decrease by approximately 100 calls per week.

New base-lining of Pin Pads is currently under test within Fujitsu LST with a positive outcome expected, resulting in base-lined Pin Pads being available for the estate during August.

2.1.11 Security Services

Automated Key Refresh

An average of 21 branches a day were selected for key refresh, while the key refresh algorithm was turned on for this month resulting in a total of 632 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

The new TK key for the NBX servers in Wigan and Bootle were extracted and installed on to the servers during June.

Key Management Administration

A successful Campus Failover test took place during the weekend of 17th/18th June
There were no major key management issues this month.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
67	180	179	0
Query Days this month	YTD Contract	Received YTD	
1448	3750	3721	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
8	25	16	0

Witness statements provided this month	5	Witness statements YTD	19
Days in court this month	0	Days in court YTD	2.5

Current Month and Forthcoming Court Commitments

Outlet	2.1.1 DATE	Court location	Comments
Wrose	31 Jul 06	Bradford Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
GRO	GRO
GRO	GRO

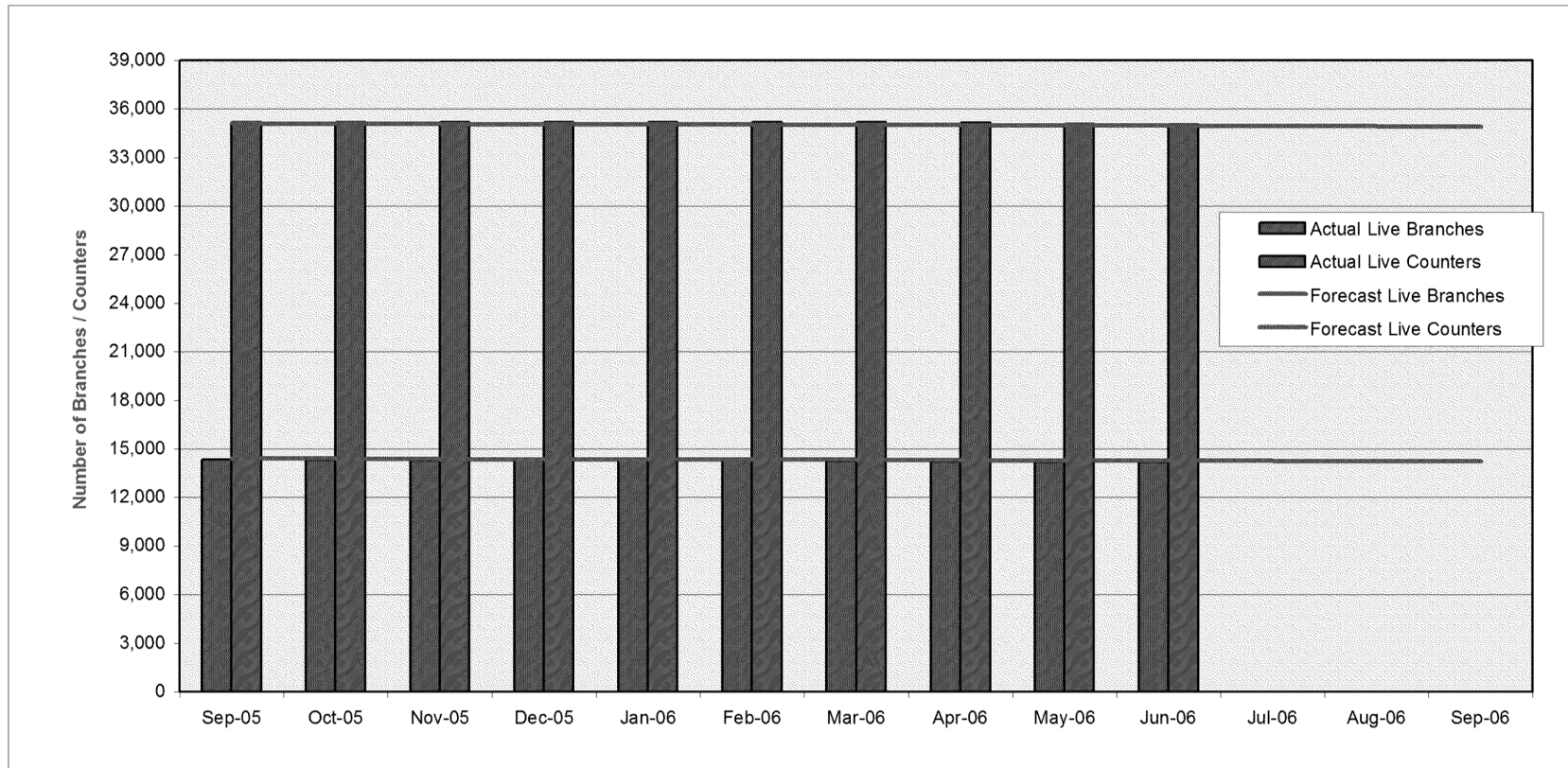
2.1.12 PostShops

June	Week 31/05 - 06/06	Week 07/06- 13/06	Week 14/06 - 20/06	Week 21/06 - 27/06	Week 28/06 - 30/06	Monthly Totals
Number of calls received	4	5	8	9	5	31
Number of calls resolved in 8 hours	4	5	6	7	5	27
Number of calls resolved in next day	0	0	0	0	0	0
Number of Hardware faults	3	3	5	2	1	14
Number of software faults	1	2	3	7	4	17
Number of outstanding calls	0	0	2	2	0	4

2 of the outstanding calls are for faults on the PSTN line. The PostMasters have been contacted and asked to log faults with BT. IMT are in regular contact with the PMs to obtain updates on progress.

3 JUNE VOLUMETRICS

3.0 OPERATIONAL BRANCH & COUNTER VOLUMES



	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Actual Live Branches	14347	14317	14303	14287	14276	14256	14241	14216	14196	14172			
Actual Live Counters	35204	35188	35195	35189	35205	35201	35191	35145	35098	35062			
Forecast Live Branches	14412	14397	14382	14372	14357	14342	14327	14312	14297	14282	14267	14252	14237
Forecast Live Counters	35108	35093	35078	35068	35053	35038	35023	35008	34993	34978	34963	34948	34933

Please note that forecast figures are being updated and are likely to change for future months.

3.1 VITAL STATISTICS

3.1.1 Vital Statistics – Network Banking

	June 06	To Date
Balance Enquiries	1,689,605	58,872,510
Bureau Credit Transactions	15,764	44,514
Bureau Credit Value	£4,867,784	£13,488,810
Bureau Debit Transactions	116,110	327,764
Bureau Debit Value	£34,317,364	£95,270,347
Cash Deposit Transactions	697,355	15,540,575
Cash Deposit Total Value	£363,984,889	£5,157,474,134
Cheque Deposit Transactions	44,358	1,092,053
Cheque Deposit Total Value	£15,935,836	£435,088,782
Cash Withdrawal Transactions	10,430,321	270,830,172
Cash Withdrawal Total Value	£1,063,376,139	£26,207,104,432
Withdrawal to Limit Transactions	10,023,187	199,943,676
Withdrawal to Limit Total Value	£1,291,976,746	£24,461,373,041
Sales Debit Refund Transactions	287	19,669
Sales Debit Refund Total Value	£21,204	£3,405,898
Sales Debit Payment Transactions	2,652,008	62,211,318
Sales Debit Payment Total Value	£190,327,315	£3,980,808,409
Sales Credit Payment transactions	220,475	503,575
Sales Credit Payment value	£6,567,147	£14,847,836
Sales Credit Refund transactions	82	182
Sales Credit Refund value	£9,147	£17,347

3.1.2 VITAL STATISTICS – NETWORK BANKING TRANSACTIONS BY BANK (CURRENT MONTH)

Bank	Transaction Volume	Transaction Value
<i>Alliance & Leicester plc</i>	1,626,488	£429,464,208
<i>Card account at Post Office</i>	17,731,634	£2,033,962,431
<i>Streamline (Online Debit Card)</i>	3,004,726	£236,109,961
LINK		
Abbey National PLC	65,467	£3,259,694
Bank of Ireland	28,575	£5,124,461
Bank of Ireland Instant Saver	973	£352,263
Barclays Bank Plc	903,074	£66,857,703
Clydesdale Bank Plc	116,329	£10,789,532
First Trust Bank	777	£66,547
HBoS	83,154	£4,779,126
HSBC Bank Plc	24,850	£1,743,589
Lloyds TSB	1,305,869	£82,213,721
Nationwide Building Society	197,944	£10,404,435
NatWest	133,469	£6,097,717
Northern Bank Ltd	8,819	£447,433
NS&I	250,084	£37,498,918
Post Office Financial Services	20,474	£6,486,579
Royal Bank of Scotland	43,305	£2,061,245
Smile	33,317	£5,003,046
The Co-operative Bank	219,716	£23,322,324
Ulster Bank Ltd	664	£53,408
Yorkshire Bank Plc	99,037	£5,285,231
LINK TOTAL	808,885	£86,255,901
GRAND TOTAL	23,171,733	£2,785,792,500

3.1.3 Vital Statistics – ETU Transactions

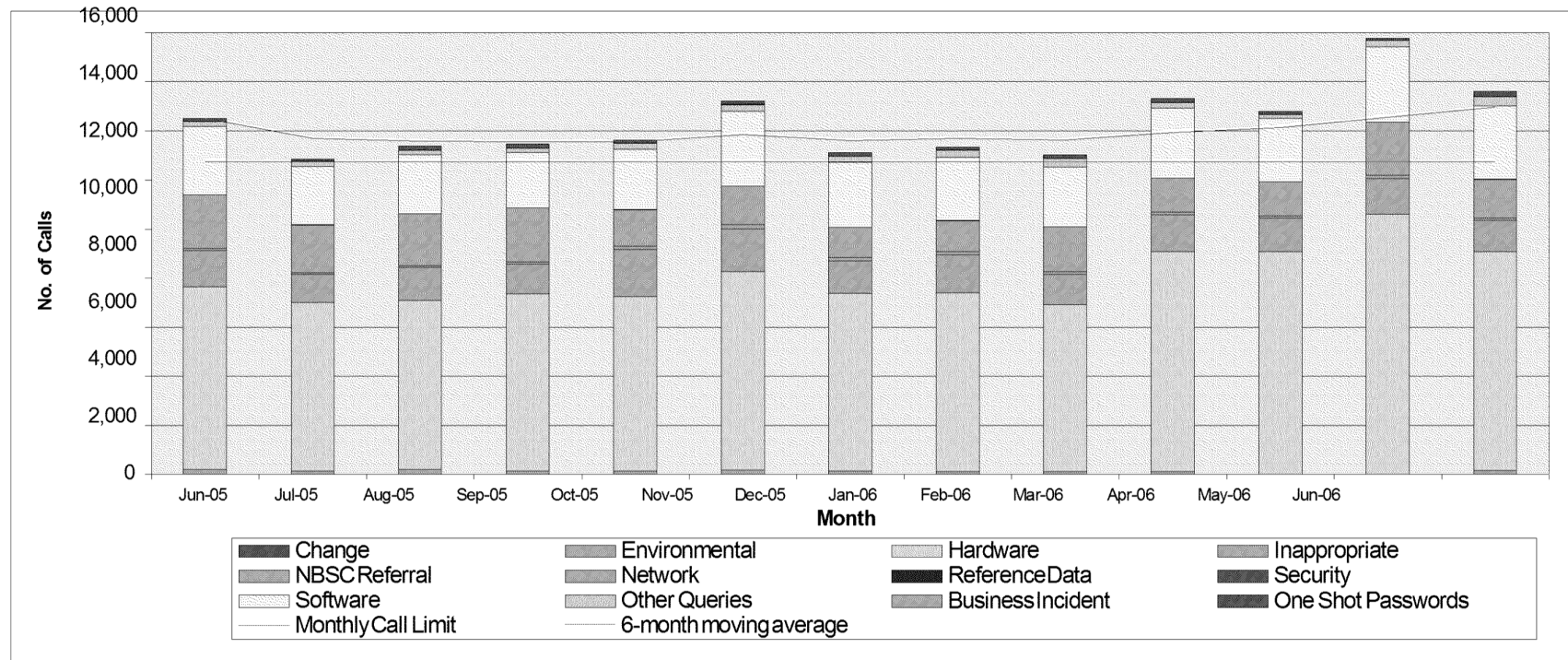
Summary	June06	Totalsto Date
TransactionVolume	1,604,880	45,023,701
TransactionValue	£13,494,333	£372,633,611
DetailsbyIssuerScheme	TransactionVolume	TransactionValue
3GUKLtdCashCredit	20,699	£229,160
3GUKLtdEverythingAdd-On	3,980	£19,900
3GUKLtdTalkandText	4,742	£118,550
3GUKLtdTextAddOn	2,131	£14,105
Carphone Warehouse MobileWorld	4,702	£45,745
Fresh Mobile E-Voucher	3,224	£28,290
M&SMobileTop-upVoucher	156	£1,445
NapsterTracksMusicVoucher	64	£940
NapsterUnlimitedMusicVoucher	32	£745
O2PAY&GO	216,044	£2,458,490
O2Top-UpVoucher	73,361	£787,925
OrangeE-Voucher	50,932	£375,595
Orangepay-as-you-go	343,005	£2,689,610
OrangeTalkExtra300E-Vouche	48	£720
OrangeTextExtra150E-Vouche	60	£480
OrangeTextExtra150E-Voucher	129	£645
OrangeTextExtra400E-Vouche	56	£672
OrangeTextExtra50E-Voucher	107	£428
OrangeWorld4MBE-Voucher	18	£72
PostOfficeRec.ColleagueCard	1,494	£13,115
PostOfficeRechargeableCard	409	£4,885
TalkTalkMobileE-Voucher	87	£730
talkXtra	3,675	£31,596
TescoMobilePayas youGo	13,911	£155,460
TescoMobileTop-upVoucher	2,496	£27,315
T-MobilePayasyougo	227,377	£1,833,420
T-MobileTop-UpVoucher	75,590	£517,095

3.1.4 Vital Statistics – General Transactions

Monthly transactions by source	APS Generic Outbound	OBCS data made available to DWP systems	TPS Transaction Data File Delivery to TIP	Debit Cards	All Network Banking	ETU (epay)
June 2005	25,976,266	1	190,009,058	2,078,448	23,279,596	1,474,354
July 2005	25,022,191	N/A	182,589,632	2,069,931	22,226,471	1,468,755
August 2005	26,705,444	N/A	193,006,661	2,174,677	24,638,540	1,597,895
September 2005	25,976,618	N/A	186,567,173	2,278,662	22,970,773	1,565,092
October 2005	26,497,868	N/A	186,838,982	2,426,611	23,225,056	1,528,801
November 2005	26,423,868	N/A	195,520,416	2,610,067	24,090,481	1,544,262
December 2005	24,858,799	N/A	226,656,265	3,361,185	27,124,957	1,559,134
January 2006	26,040,782	N/A	207,579,498	2,553,452	25,376,467	1,507,068
February 2006	24,245,422	N/A	213,697,193	2,567,011	23,764,338	1,457,022
March 2006	27,230,402	N/A	245,958,494	3,066,487	26,607,414	1,659,329
April 2006	25,091,390	N/A	218,386,034	2,704,275	25,066,191	1,459,696
May 2006	28,300,818	N/A	236,661,304	2,721,656	27,193,670	1,589,933
June 2006	27,175,405	N/A	227,911,286	2,652,295	25,898,745	1,604,880

Other Network Banking Transactions include: Balance Enquiries, Change PIN, Deposits (Cash & Cheque) and Withdrawals (Cash & “to Limit”).

3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES



	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Business Incident	3	0	2	0	1	1	10	0	0				2
Change	204	153	188	154	139	183	117	118	193				173
Environmental	7433	6848	6907	7210	7112	8088	7237	7272	6798	8556	9085	10609	8906
Inappropriate	1496	1150	1346	1217	1910	1745	1313	1551	1238	1489	1358	1454	1271
NBSC Referral	74	60	71	75	133	170	153	131	118	108	105	124	94
Network	2184	1959	2109	2220	1480	1565	1232	1274	1824	1408	1375	2181	1581
Other Queries	187	241	181	198	246	267	262	287	352	240	162	240	400
Reference Data	2	1	1	2	2	0	1	3	5	3	0	1	6
Security													
One Shot Passwords	126	108	152	156	137	137	129	134	162	170	130	89	220
Software	2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	2594	3068	2977
Total Calls	14501	12867	13368	18463	13616	15217	13105	13342	13039	15324	14800	17764	15629
6-month moving average	14501	13684	13679	13650	13663	13830	13606	13685	13630	13941	14138	14562	14983
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750

3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	
Business Incident		0	0	1	0	0	10	0	0	0	0	0	2	0
Change		3	0	0	2	0	1	1	1	0	0	0	0	0
Environmental		204	153	188	154	139	183	136	117	118	133	0	0	173
Hardware		7433	6848	6907	7210	7112	8088	7237	7272	6798	8956	9085	10609	8906
Inappropriate helpdesk		1496	1150	1346	1217	1910	1745	1313	1551	1238	1439	1358	1454	1271
NBSC Referral		74	60	71	75	133	170	153	131	118	108	105	124	94
Network		2184	1959	2109	2220	1480	1565	1232	1274	1824	1408	1375	2161	1581
Other queries		187	211	181	198	216	267	252	287	352	210	152	249	400
Reference Data		2	1	0	1	21	1	0	1	0	0	0	0	1
Security		1	0	6	2	0	2	0	3	5	3	1	8	6
One Shot Passwords		126	108	152	156	137	137	129	134	162	170	130	89	220
Software		2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	2594	3068	2977
System outage calls (not included)		0	0	0	540	0	470	0	0	0	110	0	850	0
Total Calls		14501	12867	13368	13463	13616	15217	13105	13342	13039	15324	14800	17764	15629
6-month moving average		14501	13684	13579	13550	13563	13839	13606	13685	13630	13941	14138	14562	14983
Average Daily Call Rate		604	548	557	561	579	634	582	580	593	613	722	772	651
Working days per month		24	23½	24	24	23½	24	22½	23	22	25	20½	23	24

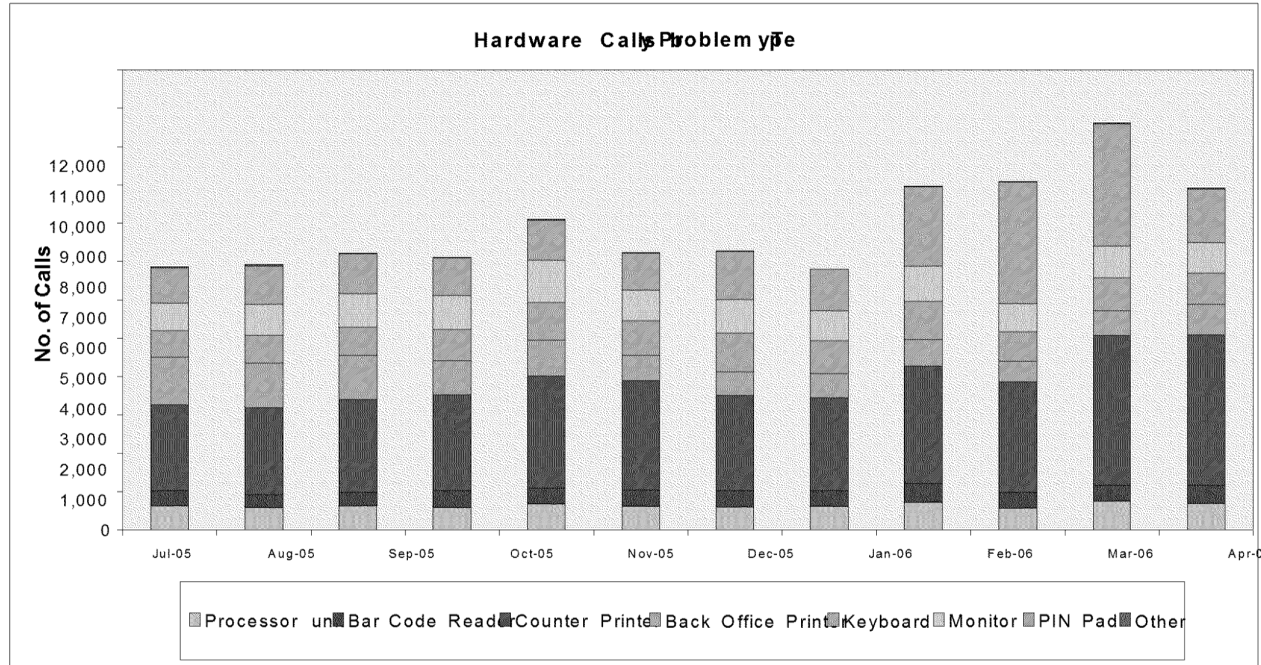
3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

Explanation of Calls removed from Call Volume totals due to System Outages.

Month	description of issue / system outage	date	call type	calls identified
Jul-05	No calls have been removed this month			0
Aug-05	No calls have been removed this month			0
Sep-05	From 13:19 to 14:34 and from 15:34 to 16:41. CAT 1 Switch Wigan Failure	08/09/2005	incident	132
	From 09:03 - 10:15. WAN Router 1 Wigan	27/09/2005		417
	TOTAL for SEP05			549
Oct-05	No calls have been removed this month			0
Nov-05	09:25 to 10:45 BAS Router GB_TELHS1-R1-003 Incident	07/11/2005	N&S	126
	10:43 to 11:27 Access contral change on C&W Network	14/11/2005	N&S	127
	13:33 to 17:12 BAS Router GB_WAHP03-R10-007 Incident	15/11/2005	N&S	188
	12:30 to 13:08 BAS Router GB_KEAR02-R10-001 Incident	29/11/2005	N&S	38
	TOTAL for NOV05			479
Dec-05	No calls have been removed this month			0
Jan-06	No calls have been removed this month			0
Feb-06	No Calls have ben removed this month			0
	16:50 to 19:20 3 BBPE (BAS Broadband PE) routers at Telehouse,			
Mar-06	GB_TELHS1_R10-004, 005, 006	07/03/2006	ND01 + ND14	98
	09:32 to 10:45 Total VSAT Network loss due to loss of Hughes router at Docklands HOT SLIM1	10/03/2006	ND10 + ND14	8
	08:00 to 10:30 KMA service unavailable at start of day due to security key upgrade the previous evening.	15/03/2006	N & S	13
	TOTAL for MAR06			119
Apr-06	No calls have been removed this month			0
	Major Incident CAT1 Beetle, Network Issues for branches. Exclude all Network			
May-06	Calls from 11:40 to 18:00. Call E-0605020722	02/05/2006	N	850
Jun-06	No calls have been removed this month			0

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS

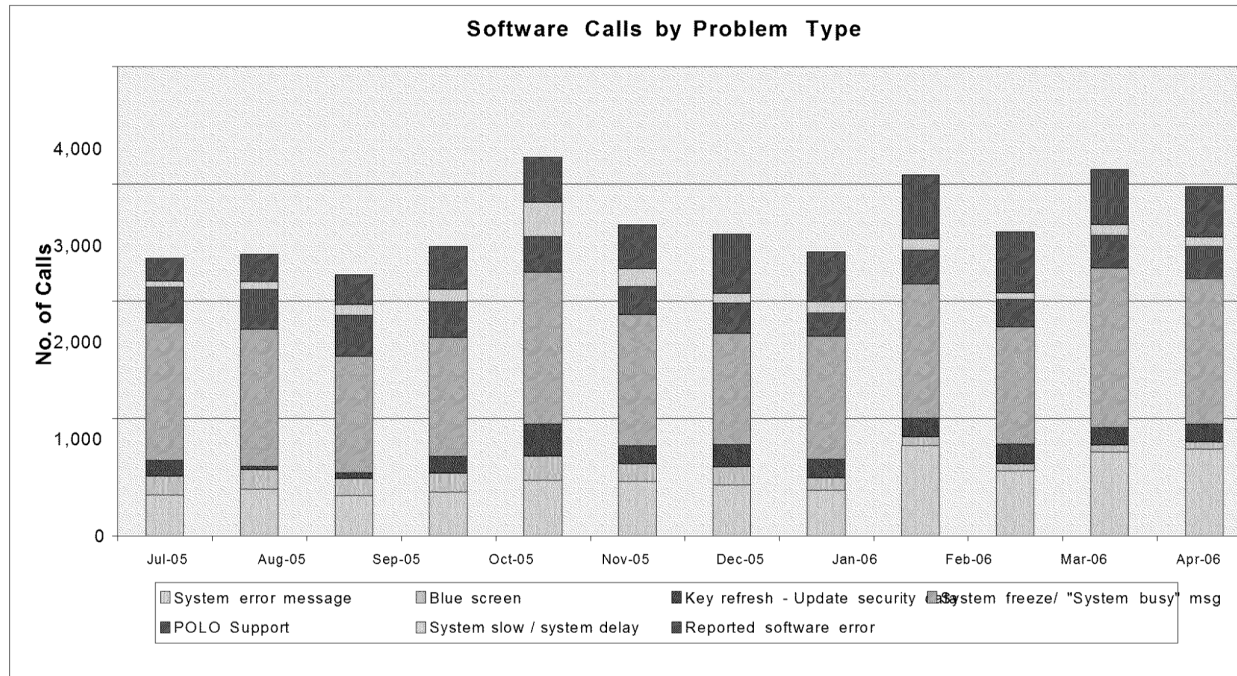
June has realised a decrease in incoming call volumes back to the levels of March & April. In the main all hardware volumes remain consistent with the exception of Pin Pads. This decrease can be attributed to a greater emphasis by HSD on the re-initialising of Pin Pads prior to requesting an engineer visit.



	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Processor fault	625	571	629	572	675	609	583	605	709	547	740	686
Reader fault	384	350	344	442	399	425	435	419	501	418	424	470
Counter printer fault	2248	2257	2128	2497	2939	2848	2474	2411	3054	2875	3898	3931
Back office printer fault	1246	1177	1133	887	931	668	628	636	699	536	649	786
Keyboard fault	678	705	746	812	988	894	1009	849	983	769	848	815
Monitor fault	725	813	863	895	1090	800	873	793	942	736	835	788
PIN Pad fault	928	1019	1041	975	1042	971	247	1071	2050	3173	3182	1407
other fault	14	22	26	34	24	24	23	14	21	21	33	23
TOTAL	6848	6907	7210	7112	8088	7237	7272	6798	8956	9085	10609	8906

*All the graphs and tables within this section show all calls logged and do not include any call exclusions.

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONT'D)

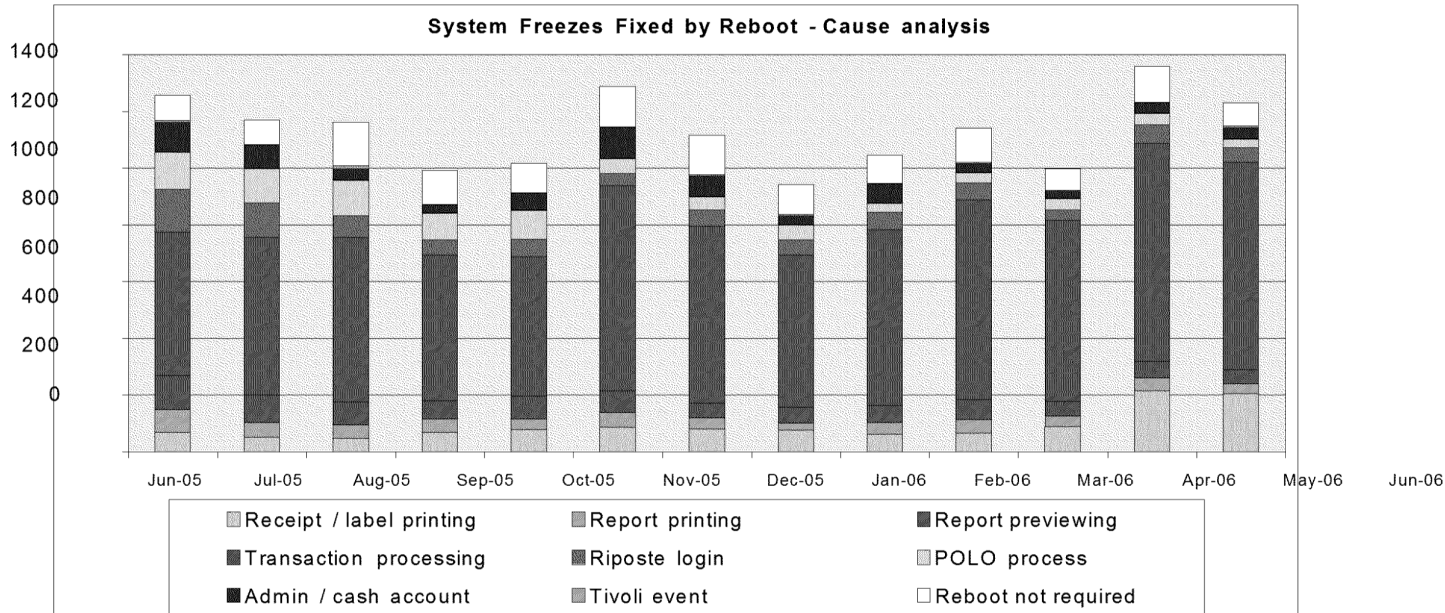


Decreased volumes in June as CNIM problems were identified and fixes applied during the last week of the month. Further reductions are expected moving forward.

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
System error message	350	399	346	376	478	463	438	390	770	558	718	742
Blue screen	163	165	149	162	206	149	153	106	75	59	63	58
Key refresh - Update security data	131	32	46	142	276	158	100	130	162	160	145	158
System freeze/ "System busy" msg	1173	1164	993	1016	1289	1116	942	1047	1141	998	1358	1231
POLO Support	308	341	348	301	309	244	265	201	288	233	281	280
System slow / system delay	47	64	92	104	286	149	80	94	96	56	88	79
Reported software error	196	242	254	367	384	373	501	426	546	521	472	429
TOTAL	2368	2407	2228	2468	3227	2652	2571	2424	3078	2594	3125	2977

*All the graphs and tables within this section show all calls logged and do not include any call exclusions.

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONT'D)



System Freezes	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Receipt / label printing	70	53	49	70	79	88	82	76	63	67	89	217	204
Report printing	79	51	47	47	37	53	38	26	40	46	38	45	37
Report previewing	121	97	81	64	81	76	53	37	61	72	51	57	51
Transaction processing	504	555	570	542	404	721	623	535	620	705	630	769	729
Riposte login	152	123	78	55	63	43	47	53	61	60	39	65	52
POLO process	131	121	123	93	100	53	47	53	33	35	38	40	29
Admin / cash account	104	81	42	29	60	110	74	34	66	32	29	37	42
Tivoli event	7	3	9	3	2	3	5	3	3	4	1	3	6
REBOOT sub-total	1168	1084	1008	873	913	1147	979	837	947	1021	923	1233	1150
Reboot not required	89	88	154	120	103	142	137	105	100	120	75	125	81
TOTAL	1257	1172	1162	993	1016	1289	1116	942	1047	1141	998	1358	1231

*All the graphs and tables within this section show all calls logged and do not include any call exclusions.

3.2.2 ONLINE NETWORK SERVICES

*All the graphs and tables within this section show all calls logged and do not include any call exclusions.

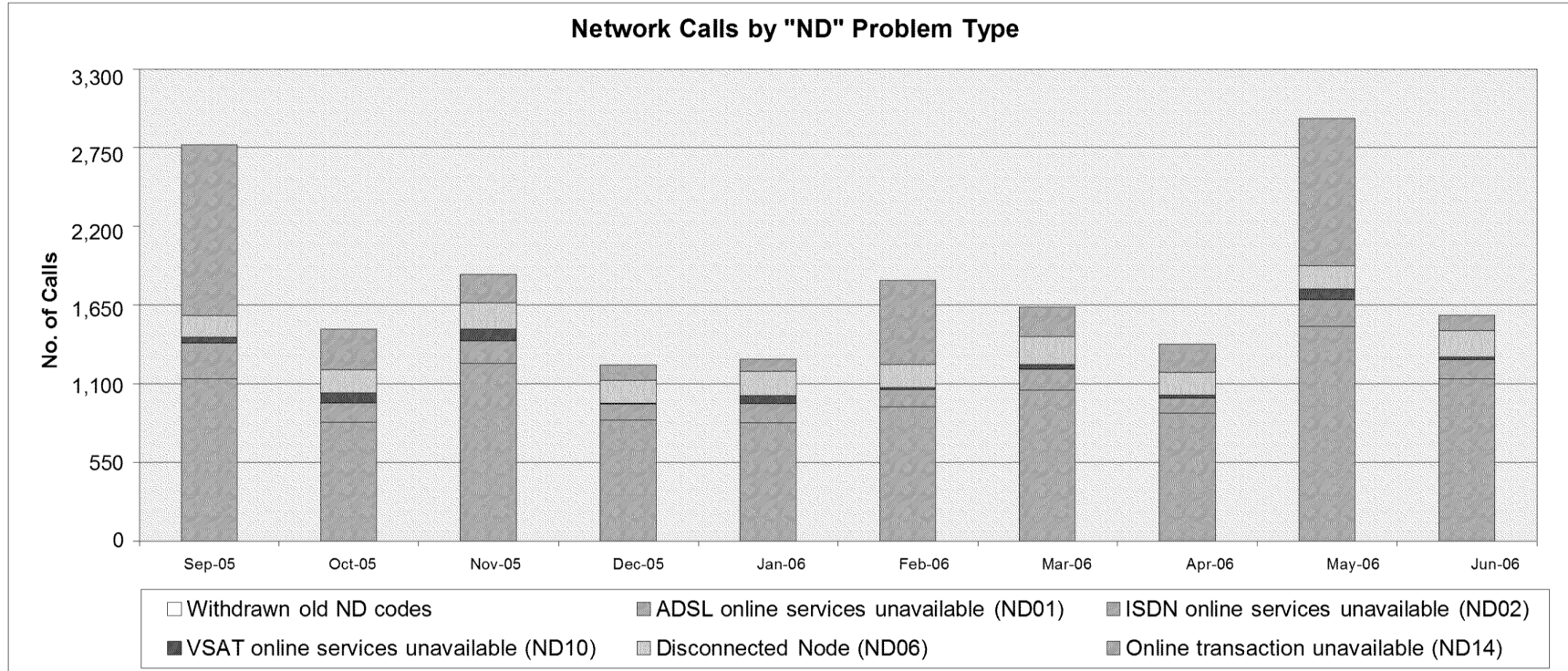
There were a total of 1581 incidents logged at the HSD reflecting a stable month with good branch, central and FI connectivity. The BT confirmed fault volumes remained consistent across the 3 branch service types. The average banking authorisation times also returned to a stable service with a 0.31s average on the ADSL network.

There was only one notable incident in which 1 of the 23 live BAS routers (GB_BMGV02-R10-003) reloaded itself causing a 10min outage to 586 branches. The log files were collected and passed to Cisco support who confirmed that this fault was in line with the characteristics of the router. The overall availability of the ADSL network continues to exceed the design target.

There was a slight increase in the number of incidents that were open for 120+ hours which is the result of longer monitoring of intermittent faults. Next month's SRB will include the new call enquiry matrix coding for ADSL IPStream and Backup Network incidents.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

*The new CEM was started on the 01/07/05



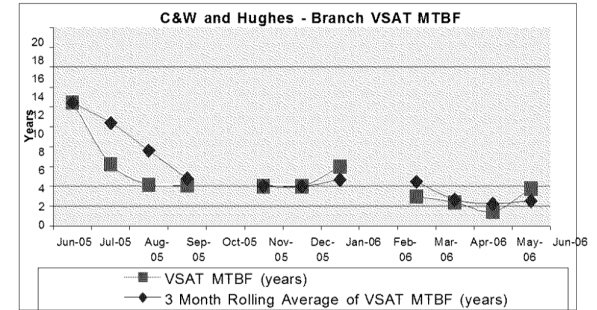
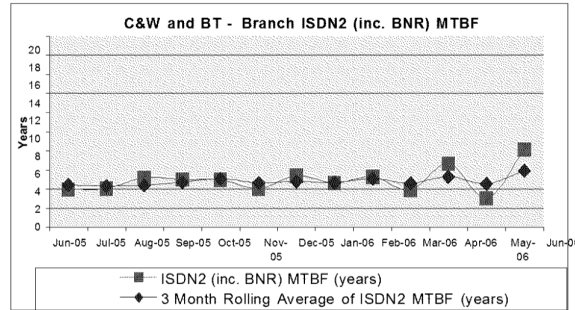
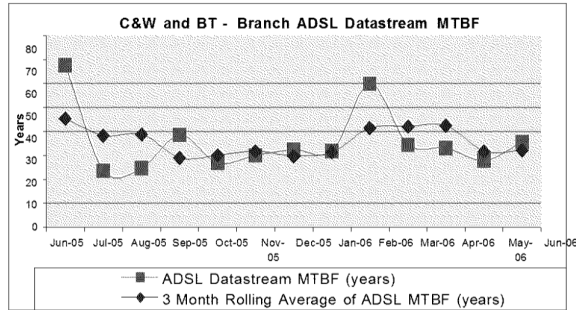
ND CALLS by Problem Type

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Withdrawn old ND codes										
ADSL online services unavailable (ND01)	1137	832	1243	844	828	938	1053	893	1500	1134
ISDN online services unavailable (ND02)	247	132	157	111	132	122	145	108	186	136
VSAT online services unavailable (ND10)	39	73	78	11	59	16	37	22	76	17
Disconnected Node (ND06)	153	160	188	157	167	161	195	155	160	184
Online transaction unavailable (ND14)	1193	283	199	109	88	587	203	197	1032	110
TOTAL	2769	1480	1865	1232	1274	1824	1633	1375	2954	1581

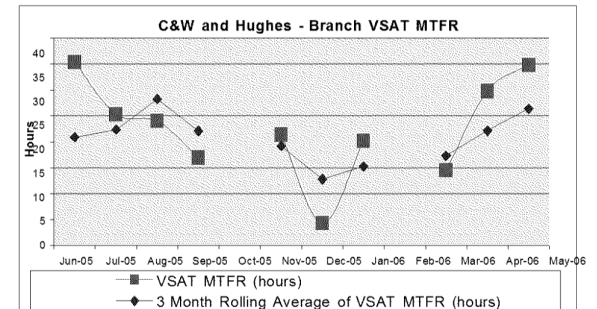
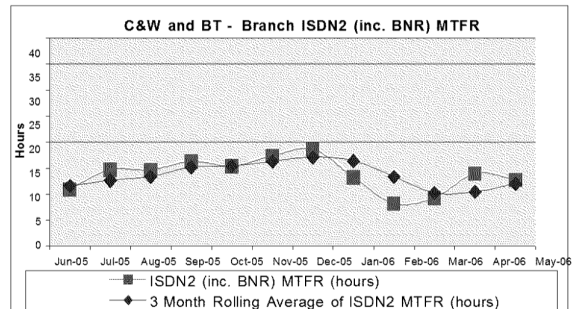
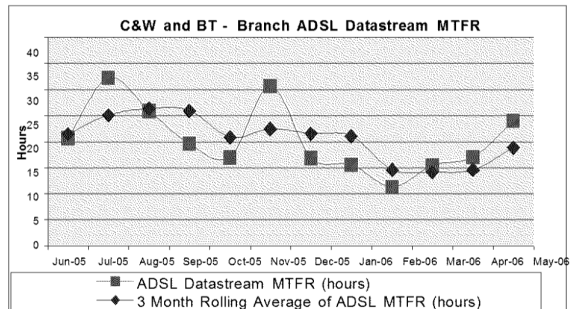
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

ADSL Online Services Calls - Cause Analysis	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
ADSL service fault (C34)	55	45	46	39	44	28	34	42	33	21			
ADSL major incident (C37)	155	37	277	20	17	22	9	15	5	5			
Software error / reboot (C36)	394	287	337	324	317	373	446	372	462	330			
Undetermined fault (CG4)	267	189	258	235	194	230	282	96	374	304			
Subtotal	871	558	928	618	572	653	771	625	874	660			
PSTN line fault (C35)	27	34	40	32	41	45	58	42	70	43			
No fault found / user error (CR4)	217	214	232	176	191	207	265	97	519	335			
Duplicate call or other causes.	22	26	43	16	24	33	35	29	40	96			
TOTAL	1137	832	1243	844	828	938	1129	893	1500	1134			
ISDN Online Services Calls - Cause Analysis	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
ISDN service fault (C31)	81	56	3	53	57	53	81	46	67	33			
Major incident (C38)	2	2	0	1	0	0	0	0	2	0			
Software error / reboot (C36)	67	20	17	17	24	22	23	24	51	39			
Undetermined fault (CG4)	52	20	38	20	30	33	24	16	24	23			
Subtotal	202	107	128	100	111	108	128	86	144	95			
No fault found / user error (CR4)	34	15	3	6	16	11	11	9	26	22			
Duplicate call or other causes.	11	10	16	5	5	3	11	13	16	19			
TOTAL	247	132	157	111	132	122	150	108	186	136			
VSAT Online Services Calls - Cause Analysis	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
VSAT service fault (CG5)	3	0	5	3	3	0	3	5	6	2			
Major incident (C39)	25	68	43	0	33	0	13	0	3	0			
Software error / reboot (C36)	4	1	8	2	7	7	15	10	23	4			
Undetermined fault (CX8)	3	2	3	4	3	8	5	2	10	2			
Subtotal	35	71	69	9	46	15	36	17	48	8			
No fault found / user error (CR4)	4	2	7	1	1	0	6	3	28	7			
Duplicate call or other causes.	0	0	2	1	12	1	2	2	0	2			
TOTAL	39	73	78	11	59	16	44	22	76	17			
ND14 Online Transaction - Cause Analysis	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
Software error / reboot (C36)	63	41	30	42	34	14	15	21	26	21			
Online transaction Major Incident (C40)	954	139	47	23	31	541	137	144	919	11			

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

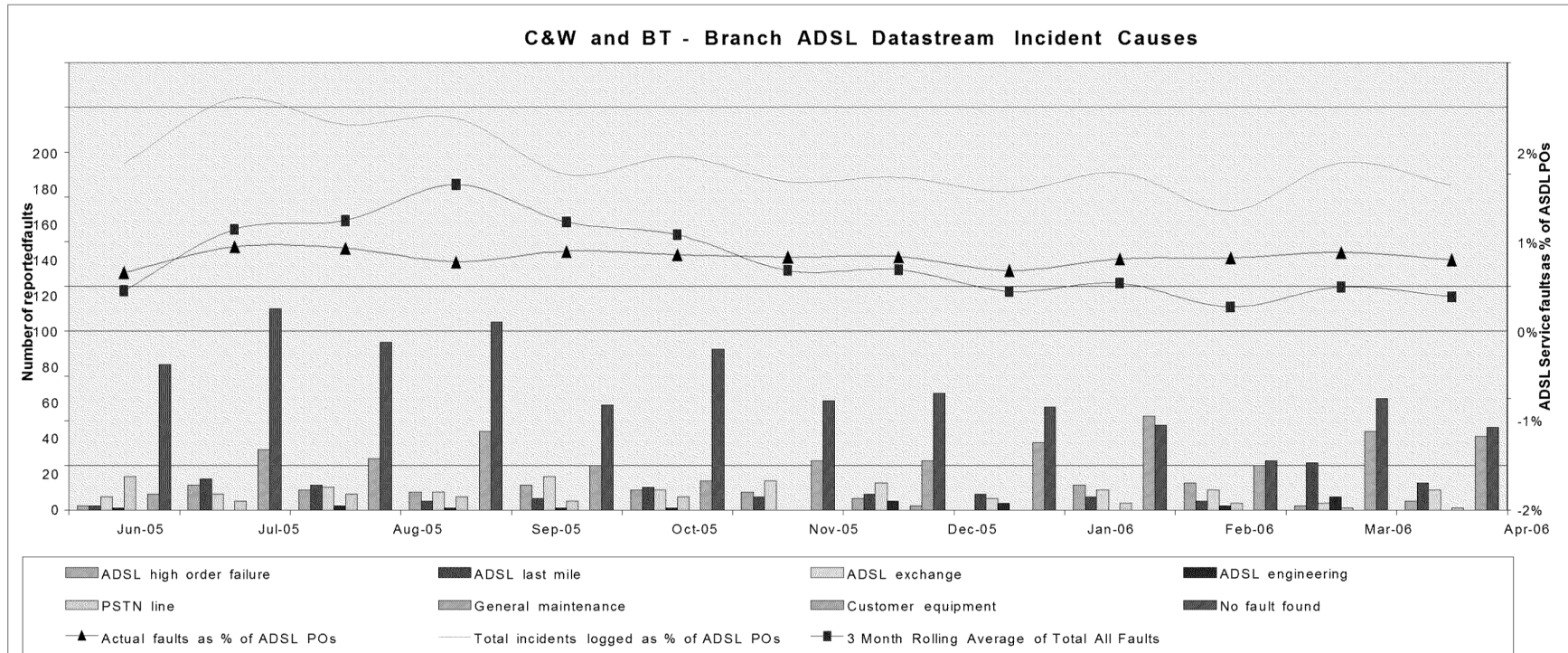


	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
ADSL Datastream MTBF (years)	67.67	23.73	24.71	38.55	26.84	29.86	32.31	31.83	59.80	34.42	33.04	27.81	35.48
3 Month Rolling Average of ADSL MTBF (years)	45.32	38.13	38.70	29.00	30.03	31.75	29.67	31.33	41.31	42.01	42.42	31.76	32.11
ISDN2 (inc. BNR) MTBF (years)	3.98	4.04	5.21	4.98	4.96	4.03	5.88	4.62	5.27	3.89	6.68	3.03	8.12
3 Month Rolling Average of ISDN2 MTBF (years)	4.42	4.29	4.41	4.74	5.05	4.65	4.79	4.67	5.09	4.59	5.28	4.53	5.94
VSAT MTBF (years)	12.42	6.21	4.11	4.06		3.97	3.97	3.96		2.94	2.35	1.44	3.75
3 Month Rolling Average of VSAT MTBF (years)	12.42	10.95	7.56	4.86		4.86	3.97	4.89		4.45	2.64	2.24	2.51



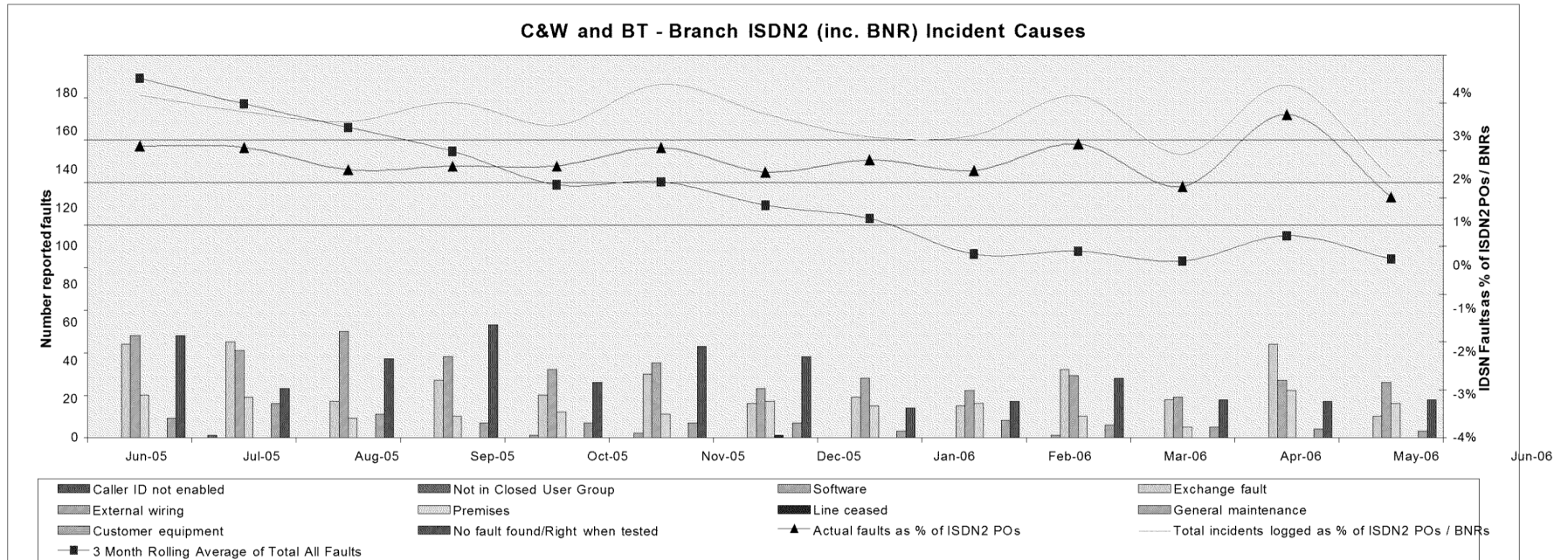
	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
ADSL Datastream MTRF (hours)	20.65	32.26	25.87	19.58	16.97	30.63	16.81	15.58	11.22	15.41	17.01	23.98	18.67
3 Month Rolling Average of ADSL MTRF (hours)	21.45	25.05	26.26	25.90	20.81	22.39	21.47	21.01	14.54	14.07	14.54	18.80	19.89
ISDN2 (inc. BNR) MTRF (hours)	10.87	14.63	14.56	16.23	15.31	17.26	18.55	18.19	8.10	9.21	13.91	12.69	14.78
3 Month Rolling Average of ISDN2 MTRF (hours)	11.58	12.59	13.35	15.14	15.37	16.27	17.04	15.34	13.28	10.17	10.41	11.94	13.79
VSAT MTRF (hours)	35.30	25.30	24.00	16.97		21.33	4.80	20.15		14.51	29.78	34.78	34.83
3 Month Rolling Average of VSAT MTRF (hours)	20.90	22.37	28.20	22.09		19.75	12.82	15.26		17.33	22.14	26.36	33.13

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



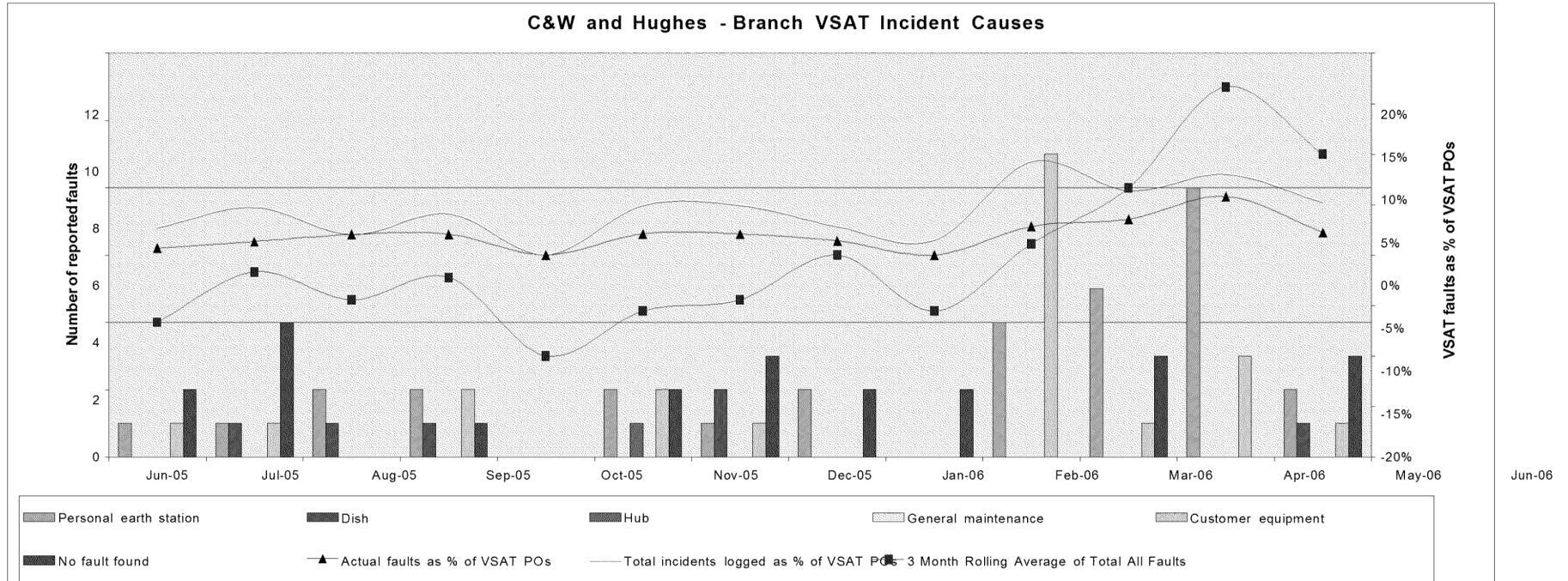
	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
ADSL high order failure	2	11	9	8	11	9	8	5	0	11	12	2
ADSL last mile	2	14	1	4	5	10	6	7	7	6	4	21
ADSL exchange	6	7	0	8	15	0	13	12	5	0	9	3
ADSL engineering	1	0	2	1	1	1	0	4	3	0	2	6
Actual faults at ADSL POs total	11	32	32	21	32	29	27	28	15	26	27	32
Actual faults as % of ADSL POs	0.12%	0.35%	0.34%	0.22%	0.31%	0.28%	0.26%	0.26%	0.14%	0.24%	0.25%	0.30%
PSTN line	15	4	7	6	4	6	0	0	0	3	3	1
General maintenance	0	0	0	0	0	0	0	2	0	0	0	0
Customer equipment	7	27	23	35	20	13	22	22	30	42	20	35
No fault found	65	90	75	84	47	72	49	52	46	38	22	50
Total All Faults	98	153	137	146	103	120	98	104	91	109	72	118
3 Month Rolling Average of Total All Faults	96	126	129	143	129	123	107	107	98	101	91	100
Total incidents logged as % of ADSL POs	1.10%	1.68%	1.44%	1.50%	1.00%	1.15%	0.94%	0.97%	0.85%	1.02%	0.87%	1.10%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	1	0	0	0	0	0	0	0	0	0	0	0
Software	0	0	0	0	1	2	0	0	0	1	0	0	0
Exchange fault	44	45	17	27	29	30	16	19	15	32	18	44	10
External wiring	48	41	56	36	32	35	23	28	22	28	19	27	26
Premises	20	10	0	10	13	13	17	15	16	18	5	22	16
Line ceased	0	0	0	0	0	0	1	0	0	0	0	0	0
Actual faults at ISDN2 POs total	112	106	76	75	65	78	57	62	53	72	42	93	52
Actual faults as % of ISDN2 POs	2.10%	2.08%	1.60%	1.67%	1.68%	2.07%	1.55%	1.80%	1.58%	2.14%	1.25%	2.75%	1.03%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	9	16	11	7	7	7	7	3	8	6	5	4	3
No fault found/Right when tested	48	23	37	53	26	43	38	14	17	28	18	17	18
Total All Faults	189	145	124	135	98	128	102	79	78	106	65	114	73
3 Month Rolling Average of Total All Faults	169	137	148	152	119	120	109	103	88	88	83	95	84
Total incidents logged as % of ISDN2 POs / BNRs	3.10%	2.82%	2.61%	3.01%	2.51%	3.10%	2.77%	2.36%	2.33%	3.15%	1.93%	3.07%	1.44%

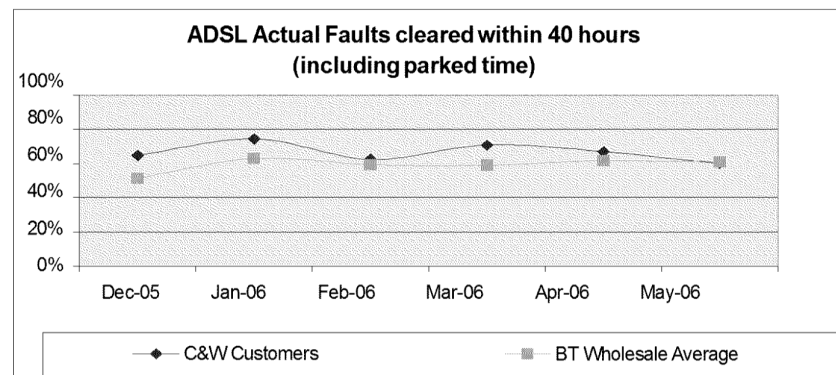
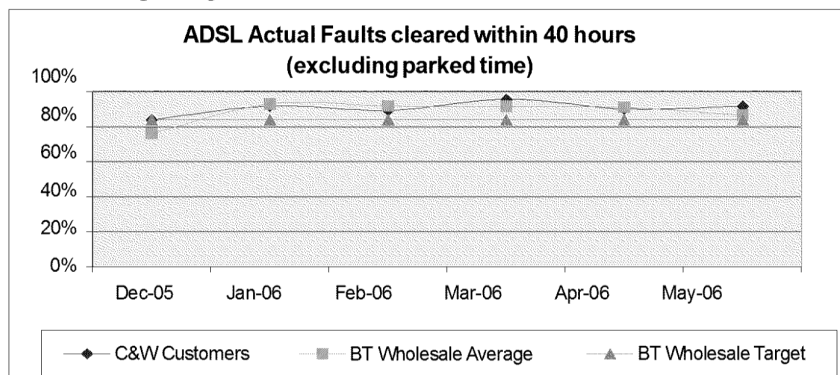
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Ju
Personal earth station	1	1	2	2	0	2	1	2	0	4	5	8	:
Dish	0	1	1	1	0	0	2	0	0	0	0	0	-
Hub	0	0	0	0	0	1	0	0	0	0	0	0	(
Actual faults at VSAT POs total	1	2	3	3	0	3	3	2	0	4	5	8	:
Actual faults as % of VSAT POs	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%	2.10%	1.40%	0.00%	2.84%	3.55%	5.80%	2.:
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	(
Customer equipment	1	1	0	2	0	2	1	0	0	9	1	3	-
No fault found	2	4	0	1	0	2	3	2	2	0	3	0	:
Total All Faults	4	7	3	6	0	7	7	4	2	13	9	11	-
3-Month Rolling Average of Total All Faults	4	6	5	5	3	4	5	6	4	8	9	11	-
Total incidents logged as % of VSAT POs	2.68%	4.70%	2.03%	4.08%	0.00%	4.90%	4.90%	2.80%	1.42%	9.22%	6.38%	7.97%	5.:

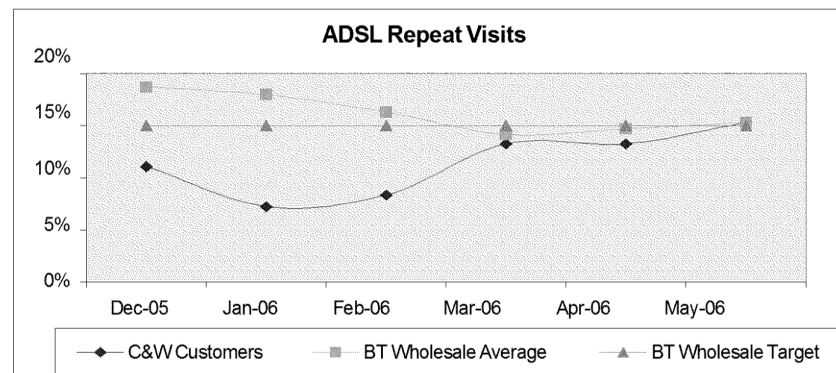
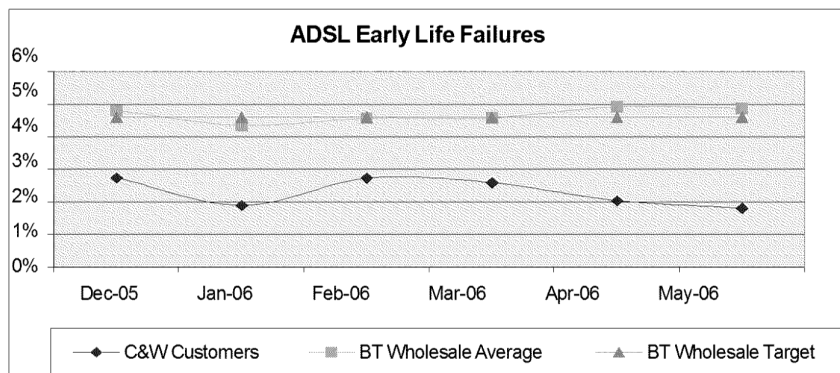
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

These graphs show how C&W ADSL customers are outperforming the BT Wholesale ADSL average for the Ofcom key performance indicators. The data provided by BT Wholesale covers all C&W ADSL customers although Post Office is the largest customer. The data is offset by 1 month due to BT Wholesale reporting timescales.



	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
C&W Customers	83.92%	91.67%	89.13%	95.54%	90.08%	91.50%
BT Wholesale Average	76.10%	92.97%	91.76%	91.59%	90.90%	86.53%
BT Wholesale Target	84%	84%	84%	84%	84%	84%

	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
C&W Customers	64.82%	74.31%	62.50%	70.79%	66.94%	60.13%
BT Wholesale Average	51.48%	63.01%	59.35%	59.00%	61.89%	61.10%
BT Wholesale Target	None	None	None	None	None	None

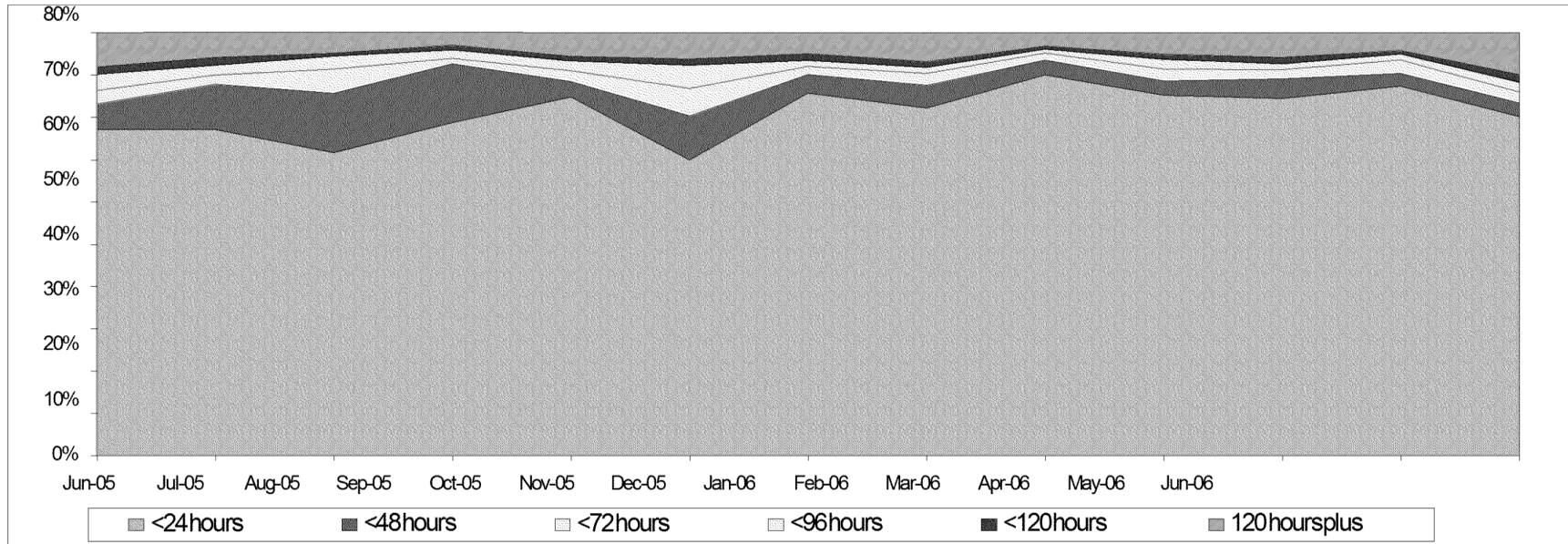


	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
C&W Customers	2.73%	1.88%	2.72%	2.58%	2.03%	1.80%
BT Wholesale Average	4.81%	4.35%	4.57%	4.58%	4.92%	4.87%
BT Wholesale Target	4.60%	4.60%	4.60%	4.60%	4.60%	4.60%

	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
C&W Customers	11.05%	7.23%	8.33%	13.26%	13.26%	15.29%
BT Wholesale Average	18.72%	17.98%	16.31%	14.15%	14.70%	15.31%
BT Wholesale Target	15%	15%	15%	15%	15%	15%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

100%
Online Service Unavailable Calls (From 1/7/05 = ND01+ND02+ND10+ND14). Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.



Actual Elapsed Time of call in hours											TOTAL		
Jun-05	1133	77.0%	89	6.1%	47	3.2%	56	3.8%	127	1.8%	119	8.1%	1471
Jul-05	1374	77.1%	182	10.4%	40	2.3%	46	2.3%	331	1.9%	105	5.9%	1766
Aug-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%	79	3.0%	2616
Sep-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%	74	5.6%	1320
Oct-05	1173	70.0%	174	10.4%	108	6.4%	93	5.6%	25	1.5%	104	6.2%	1677
Nov-05	921	85.7%	48	4.5%	20	1.9%	15	1.4%	18	1.7%	53	4.9%	1075
Dec-05	909	82.1%	60	5.4%	31	2.8%	17	1.5%	14	1.3%	76	6.9%	1107
Jan-06	1030	84.4%	97	7.9%	26	2.1%	17	1.4%	18	1.5%	52	4.3%	1220
Feb-06	1200	85.2%	48	3.4%	40	2.9%	32	2.2%	17	1.2%	173	12.1%	1414
Mar-06	1118	80.1%	47	3.4%	34	2.4%	33	2.4%	26	1.9%	133	9.9%	1396

* From March 06 calls relating to major incidents that were closed >24 hours later will be adjusted to reflect the duration of the service impact.

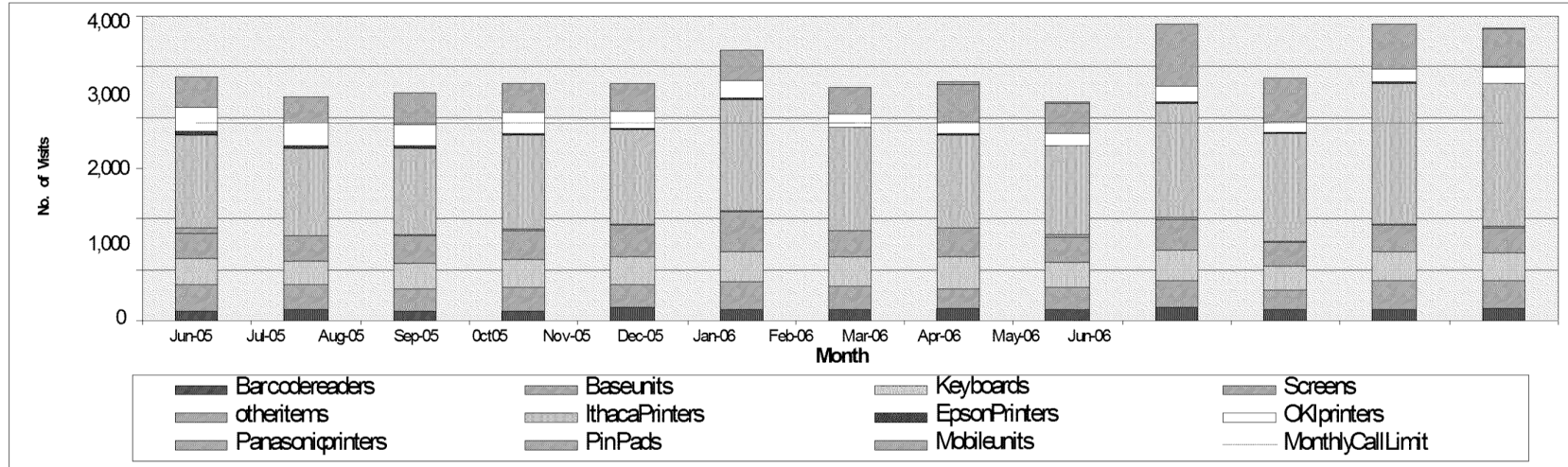
Fujitsu Services
Date: 14/07/06

SERVICE REVIEW

Ref: CS / PER / 050

Version: 1.0

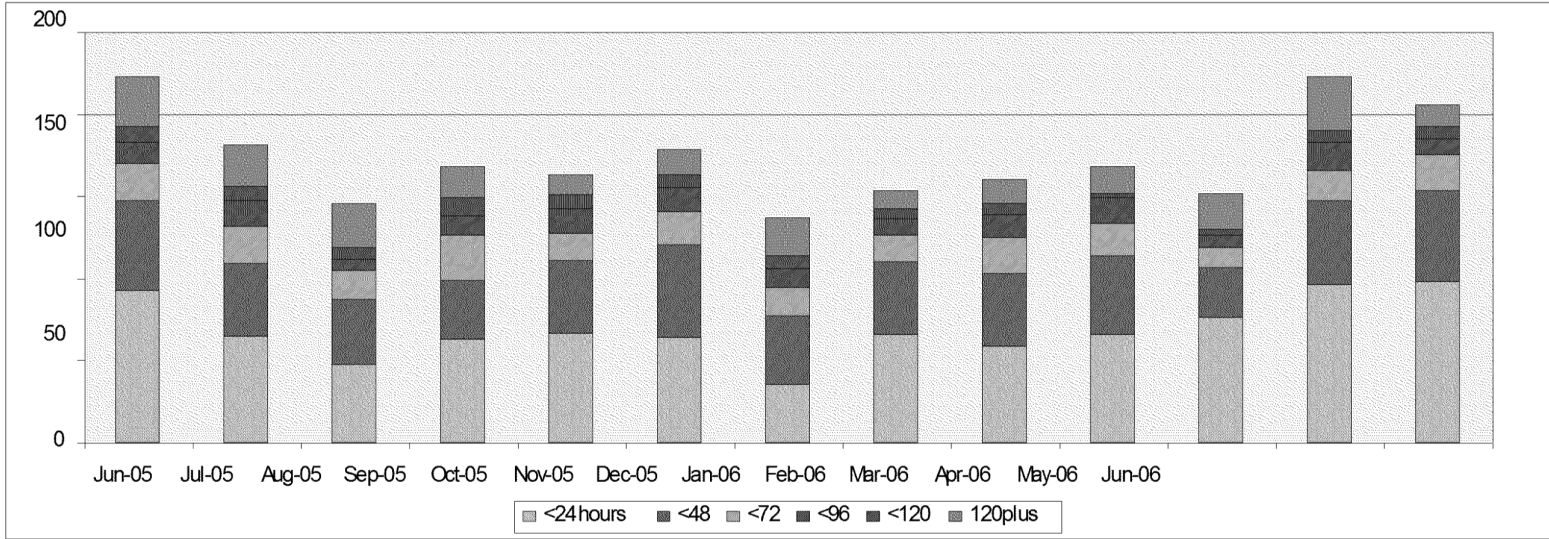
3.3.1 ENGINEER ON - SITE VISITS



	Jun-05	Jul-05	Aug-05	Sep-05	Oct05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Bar code readers	195	200	180	181	252	215	208	223	217	268	201	215	236
Base units	511	495	453	481	460	540	473	412	435	509	393	564	540
Mobile units								54	21	9	21	17	32
Keyboards	527	476	498	528	532	612	580	615	504	614	473	568	563
Ithaca Printers	1831	1712	1700	1849	1862	2207	2017	1814	1752	2254	2109	2756	2825
Epson printers	81	71	52	44	28	27	14	24	11	15	11	11	13
OKI printers	468	424	427	396	325	334	268	250	236	314	224	279	314
Panasonic printers	3	0	0	3	4	1	1	1	5	1	1	1	3
Pin Pads	596	524	613	581	560	589	505	712	600	1226	844	870	734
Screens	481	487	544	584	641	771	505	569	494	596	464	527	487
other items	114	12	15	21	16	17	13	18	33	49	41	43	15
TOTAL	4807	4401	4482	4668	4680	5313	4584	4692	4308	5855	4782	5851	5762
Epson to OKI exchanges	76	55	65	40	24	18	39	16	14	12	12	9	12
Average Daily Visit Rate	219	187	187	195	199	221	204	204	196	234	203	254	240
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875
Working days per month	22	23.5	24	24	23.5	24	22.5	23	22	25	23.5	23	24

250

3.3.2 GATEWAY REPLACEMENTS



Number of Gateways replaced by Engineers following call raised by PO Branch													
Actual Elapsed Time of call in hours	<24 hours		<48		<72		<96		<120		120plus		Total
Jun-05	93	41.7%	55	24.7%	22	9.9%	13	5.8%	10	4.5%	30	13.5%	223
Jul-05	65	35.9%	44	24.3%	23	12.7%	16	8.8%	8	4.4%	25	13.8%	181
Aug-05	48	32.9%	40	27.4%	17	11.6%	7	4.8%	7	4.8%	27	18.5%	146
Sep-05	63	37.5%	36	21.4%	28	16.7%	11	6.5%	11	6.5%	19	11.3%	168
Oct-05	67	41.1%	44	27.0%	17	10.4%	14	8.6%	9	5.5%	12	7.4%	163
Nov-05	64	35.8%	57	31.8%	20	11.2%	14	7.8%	8	4.5%	16	8.9%	179
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	16.8%	137
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	7.8%	154
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	9.3%	161
Mar-06	66	39.3%	48	28.6%	20	11.9%	15	8.9%	3	1.8%	16	9.5%	168
Apr-06	76	50.0%	31	20.4%	12	7.9%	8	5.3%	3	2.0%	22	14.5%	152
May-06	96	43.0%	52	23.3%	18	8.1%	17	7.6%	7	3.1%	33	14.8%	223
Jun-06	98	47.6%	56	27.2%	21	10.2%	10	4.9%	8	3.9%	13	6.3%	206

4 JUNE REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

FS Status	Num	Post Office Ltd Status	Num
Open	2	Open	2
Monitor	5	Monitor	5

4.1.1 SUMMARY

- As at 30.06.06 there were 7 open problems, of which 0 are Problem Branches
- No new problems were opened in June

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

- There are no cross domain problems on alert for June.

4.3 KEY CROSS DOMAIN PROBLEM UPDATE

The new RAG status for the key cross domain problems are based on the criteria –

Business Impact	BI score	Root Cause	RC score
High (H)	>20 outlets affected		Root cause unknown, no progress or no workaround in place
Medium (M)	>1 <20 outlets affected		Root cause determined, implementation agreed/needs to be agreed or workaround in place
Low (L)	<1 outlet affected		Fix implemented and problem being monitored

RAG status = BI score × RC score = (RED = 6-9) (AMBER = 3-6) (GREEN = 1-2)

The differentiator to be applied between a RED & AMBER RAG status score of 6 depends on whether the RC is known and whether a workaround is in place i.e. if a the score of 6 is derived by a “Root cause unknown, no progress or no workaround in place = RC score of 3” then the RAG will be red.

If the RC score was derived by “Root cause determined, implementation agreed/needs to be agreed or a workaround in place = RC score of 2 then the RAG will be amber.

4.2 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

FS Problem Number	Title	FS PM	POL PM	Latest Update	Business Impact	Root Cause	RAG
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th June and 27th June	Mike Stewart	David Wright	FS POA have now got this working on our side, but we are NOT receiving feeds from EPAY, will need to chase David Wright POL to check if there are any issues from EPAY as regards sending this file info.	H	1	3
PM0000673	New Quantum Cards cannot be processed	Ian Venables	Andrew Price	Devlin can make the fix available to Fujitsu Services; however the implementation of the change will be very complex. The deployment for doing it is still under consideration by Senior POA Management.	H	2	6
PM0000659	Suspect problem with BCR buffer, unknown quantity of instances though presumed extremely low	Kirsty Walmsley	Andrew Price	Testing in SV&I starts 31/7. Still on schedule for T20 release to live estate.	M	2	4
PM0000692	Failures on the DC System for MID/TID causing Socket	Mike Stewart	Kim Yip	We have got Pat Carroll of the EDSC to run a copy of the MTAS Database at the end of June, Friday 30th, this was send to Kim Yip as requested. Will await the update from Kim to close this call.	M	1	1
PM0000694	Large numbers of Timeouts experienced on A and L	Mike Woolgar	Kimberley Yip	<p>Following a meeting involving POL, A and L and FJ, to discuss the failure caused by A and L doing a configuration change the following actions were placed on Fujitsu</p> <ol style="list-style-type: none"> 1. Pete Thompson to determine how FJ firewalls are configured to handle new connections 2. PT to examine the validity of changing the policy on the firewalls to stop the connections being broken 3. PT to check the accuracy of FJ traces. <p>Kimberley will be putting on database and monitoring the 16 A & L and POL actions from same meeting held on 19th June.</p>	M	3	2

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PM0000695	A&L Deposits are NOT in the A&L Accounts when Monies Paid in at POs.	Mike Stewart	Kimberley Yip	<p>There have been 5 occasions 1 on the 7th April and 4 on the 2nd May where customers have paid monies into the Post Offices but it has not been credited to the customers A&L account.</p> <p>Sue has requested us to provide her with the list of reversal (E23) transactions for receipt date 02/05/06. This is being progressed by Rahul Shah.</p>	M	2	2
PM0000691	Mismatch of cash holdings at some branches between Flexible Planning and POLFS	Mike Stewart	Mark Haldane	<p>Release had started on the 18th June and has now been completed and rolled out to "Live" will need to put call on Monitor and then Close</p>	L	1	1

5 SCORECARD ACTION PLAN – from June 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None. Comments: No issues with BC Planning during May. No issues with BC Testing. In addition to providing some realistic scenarios which will be used for testing POL's live service team Major Incident Management processes, the POA BCM has also agreed to provide support for the testing and attend, if required. The incident of the 2nd May was discussed at May BC forum. Whilst on-line services were disrupted, this was not as a result of a lack of BC preparedness. [TV]	Scorecard comments already discussed with POL, in the monthly meeting.
Release Management Graham Welsh	Issues: None. Comments: Steady month no issues or concerns to report. [MR]	It has been agreed that the requirements definition of the Scorecard activity should be deferred until the new Post Office organisation has been base lined and the new Manager has been appointed and team etc established.
Management Information and Service Review Pete Thompson	Issues: None. Comments: All data received within timescales and to an acceptable level. [AJ]	No comments.
Capacity Management Mik Peach	Issues: None. Comments: Extra reports produced for May. Provided extra DVLA transactional breakdown details to benefit POL forecasting. All reports received in a timely manner. [AJ]	The Capacity Management meeting was deferred because of the system problems on 2 nd May, so the meeting will not be held until end of June. There have been no issues reported and POL require no comments from us
Data Delivery Kirsty Walmsley	Issues: None. Comments: All client files delivered within OLA targets. No issues to report. [SH]	No comments.
Operational Business Change: Reference data David Wilcox	Issues: None. Comments: The Reference Data Score Card Score is 5. [Please note that there is no RDORF Feedback Report, as the close, efficient and productive working relationship being enjoyed by Rabia's OBC RDS Team, with Liz Melrose's POA Reference Data Team at Bracknell, has rendered regular RDORF meetings	No comments.

	unnecessary]. [RC]	
Operational Business Change: Branch Ian Venables	<p>Issues: In the short-term, daily reporting arrangements to Post Office Ltd SEPT improved</p> <p>Comments: Post Office Ltd is very pleased with Fujitsu Services performance against their OBC Branch OLA Targets for May 2006, which were all achieved and surpassed. [David Anders]</p>	The Engineer On Site report has been reintroduced such that it is again sent daily before close of play. The “clarify” and “catch-up” reports are produced daily by Cable & Wireless, these are always forwarded on to PO Ltd when received, and however there has been a delay with the Clarify report recently due to a desk reorganisation within C&W C&W is addressing this issue in order for daily reports to be re-instated. FJ OBC also send daily receipt reports to SEPT admin in Chesterfield.
HSH/Engineers Paul Gardner/John Casey/ Ian Venables	<p>Issues: Review call handling techniques to cover possible technical terminology and name giving when speaking with the NBSC.</p> <p>Comments: Improvements are around the "techie" speak employed by some HSD advisors (eg, "Node 1 is out - can you confirm?" - apparently a live example of the type of question asked by some advisors). [AB]</p>	The following actions implemented to deal with the raised issue: 1)The call coaching process has been modified to reflect this comment. 2) General communication sent to the desk regarding “techie” speak. 3) Specific instruction sent not to use the term “Node”. 4) A review of the training materials will take place.
Problem Management Mike Stewart	<p>Issues: Identify and pick up on incidents that have been in Incident Management for a long period of time and bring to POL's attention, dealing with them appropriately.</p> <p>Comments: Whilst the score for this month is a 4, FS are very close to achieving a score of 5. [NW]</p>	All comments and issues discussed at the Branch Services ORF, actions taken by Ian Mills to address.
Reconciliation Pete Thompson	<p>Issues: None.</p> <p>Comments: No issues to report.</p>	No comments.
Security Brian Pinder	<p>Issues: None.</p> <p>Comments: No issues, as far as security is concerned. Graham Ward has asked to pass on his thanks for the improvement in the time taken to produce statements and for the fact that 'normal service' seems to have resumed. [AS]</p>	The issues with the security team regarding TESQ seem to have been rectified and they are now being directed to the appropriate areas. Talks are ongoing regarding how we can improve the overall score including a revision of the criteria.
Networks Alex Kemp	<p>Issues:</p> <p>Comments: The A&L incident that occurred last month was extremely well managed by Fujitsu. Fujitsu provided expert advice and support to A&L in managing an incident that was outside of FS domain, this was over and above what is required.</p>	We appreciate the recognition of our support teams’ efforts on A&L incident which has again highlighted the good working relationship with Post Office and their suppliers.

	Specific thanks go to Mark Jarosh for the way in which he supported POL and A&L. [GB]	
Service Improvement All	<p>Issues: To improve this score, Fujitsu need to drive this activity forward, suggest that action is taken every 2 weeks for updates to activities on the register.</p> <p>Comments: The activity around the CSIP register has lost some focus across both Fujitsu and POL over the last 2 months. [NW]</p>	<p>Noted and actioned by all relevant teams.</p> <p>Capacity Management – POL have been asked to comment on the criteria for scoring spreadsheet, which Dave Chapman presented to them, in order to improve on this.</p>
Communication All	<p>Issues: None.</p> <p>Comments: No issues reported for this Scorecard period.</p>	No comments.
Working Together All	<p>Issues: None</p> <p>Comments: Good working relationships in place.</p>	No Comments.
Respect and Commitment All	<p>Issues: None</p> <p>Comments: Very satisfied overall.</p>	No Comments.

6 JUNE REVIEW OF RELEASE MANAGEMENT

HIGH LEVEL TIMETABLE

RELEASE	CONTENT/COMMENTS
S90	<p>Counter upgrade completed on 02/04/06 PINPad upgrade completed on 10/04/06</p> <p>APOP - Go Live 27/04/06 Autorems & NI Cheques at Calthorpe 20/04/06 Autorems & NI Cheques Pilot x 21 Branches 04/05/06 Autorems & NI Cheques Pilot Estate wide 15/05/06</p>
S92	<p>Datacentre completed 17/03/06 - 19/03/06</p> <p><u>Counter:</u> Calthorpe House Live proving 18/04/06 - 19/04/06 Commit Pilot 100 - 19/04/06 Commit Pilot 500 - 21/04/06 Commit Pilot 1000 - 23/04/06 Commit Pilot 1500 - 24/04/06 Commit Pilot 2500 - 25/04/06 Rollout commenced - 28/04/06</p>

<p>T10 Increment 1</p>	<p>Data centre changes 01/04/06 - 02/04/06 Counter committed to Calthorpe for Monday 03/04/06. Pilot 100 Branches - 09/05/06 Rollout commences - 10/05/06</p> <p>T10 functionality:</p> <p>CP4107 (CT/CNN 409) Add country of destination to the smart post T&T message (data centre change) CP4110 (CT/CNN 414) AP-ADC Quality function in Smartpost to operated when PAD is optional and not selected - activation 08/05/06 CP4117 (CT/CNN 410) AP-ADC Add country of destination to the smart post T&T Despatch Report (Counter) - activation 12/06/06 CP4080 (CT/CNN 393) New Algorithm Condition permissible in Field Validation for the LRT freedom pass product within ADC (Counter) - activation 22/05/06 CP4180 (CT/CNN 437) Removal of a line on the Despatch Report - activation 12/06/06</p>
<p>IP Stream</p>	<p>IP Stream, Test will be completed by 9/06/06 IP Stream, LST will start on the 12/06/06 and be completed by 29/06/06 Testing, IP Stream sign off will be 30/06/06 Data Centre weekend work will be completed by core by the, 2/07/06 Testing in Calthorpe 4/07/06 Testing in Dearne 5/07/06 ADSL & ISDN migration pilot 7/07/06 Migrate 3,700 from ADSL to IP Stream and ISDN to IP Stream start date 18/07/06 to 18/08/06. IP Stream migration project will be completed by 31/08/06</p>

6.2 RELEASES COMPLETED DURING THIS PERIOD

- None to report

7 JUNE SERVICE LEVEL PERFORMANCE

7.1	HORIZON SERVICE DESK.....	50
7.2	ENGINEER SERVICES.....	52
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7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
H1.1	80%		Horizon Service Desk													
			Calls answered within 30 seconds	90.9	89.2	88.5	87.2	92.9	86.5	94.9	95.1	88.5	89.7	90.6	74.8	36.1
				84.9	Q3	88.3	Q4	91.1	Q1	91.0	Q2				33.8	
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	4.1	4.1	4.4	4.3	4.6	4.8	4.5	4.3	4.1	4.0	4.0	3.9	8.7
				4.0	Q3	4.3	Q4	4.6	Q1	4.1	Q2				5.5	
H1.3	<5%		Calls not answered	2.3	3.0	4.3	4.8	1.6	4.8	1.2	0.7	2.9	3.7	2.1	10.6	2.2
				6.0	Q3	4.1	Q4	2.7	Q1	2.5	Q2				5.6	
H3.3	100%		Voicemail available outside HSD standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3	100.0	Q4	100.0	Q1	100.0	Q2				100.0	
H3.4	100%		Voicemail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3	100.0	Q4	100.0	Q1	100.0	Q2				100.0	

The above table shows the **ACTUAL SLT** achieved by the HSD. Due to high call volumes in excess of the 12,875 contractual monthly maximum, the SLT achievement has been recalculated by Fujitsu and Post Office Ltd, in accordance with Schedule 15 paragraph 4.1.1.

The following results are therefore the contractual achievement against the target:

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	
H1.1	80%		Horizon Service Desk												
			Calls answered within 30 seconds	90.9	89.2	88.5	87.2	92.9	86.5	94.9	95.1	88.5	89.7	90.6	74.8
				84.9	Q3	88.3	Q4	91.1	Q1	91.0	Q2				33.8
H1.3	<5%		Calls not answered	2.3	3.0	4.3	4.8	1.6	4.8	1.2	0.7	2.9	3.7	2.1	
				6.0	Q3	4.1	Q4	2.7	Q1	2.5	Q2				5.6

REVIEW OF TELEPHONY SLT ACHIEVEMENT

7.1.2 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
H2.1	95%		Horizon Service Desk Level 1 Calls resolved within 5 mins	93.0	97.7	95.7	97.6	98.4	98.3	98.1	98.9	99.0	98.3	98.8	98.8	
				9		Q3		Q3								
H2.2	<3mins		Average Time to resolve Level 1 calls	02:15	02:14	02:33	02:22	02:07	02:11	02:11	02:11	02:03	02:14	02:10	02:02	
				2		Q3		Q4								
H3.2	<10mins		Average Time to resolve all Level 2 Calls minutes	04:34	04:44	06:20	04:40	06:17	05:02	05:30	04:50	05:23	05:02	04:40	04:44	
				04:44		Q3		Q4								
H3.1	95%		Level 2 Calls resolved within 30 mins	93.9			99.5			99.5			98.9			
						Q3		Q4					Q1			Q2
H4.1	<1.0		Reboot Incident HSD Authorised Reboot Incidents per Customer Position	0.33	0.32	0.31	0.31	0.29	0.30	0.29	0.30	0.30	0.31	0.32	0.3	
				N/A		Q3	N/A	Q4		N/A		Q1	N/A		Q2	N/A

REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT's within target.

7.2 ENGINEER SERVICES

7.2.1 ENGINEER SERVICES

Ref	SLT	ARL	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
Call to Resolution (Local)															
E1.1	95%	Hardware/Network Priority A - 4 hours Non-Remedial	93.1	93.5	96.1	95.3	95.9	95.6	95.0	93.8	95.3	95.3	93.4	87.9	89.2
			5	Q3				Q4		1		Q2		89.3	
E2.1	95%	Hardware/Network Priority B - 8 hours Non-Remedial	96.4	95.7	96.1	96.2	97.0	95.2	95.6	89.6	97.6	95.8	97.6	95.9	98.1
			4	Q3				Q4		0		Q2			
	95%	Hardware/Network Priority C - 12 hours Non-Remedial											97.0	95.4	
												Q2		92.6	
Call to Resolution (Intermediate)															
E1.2	95%	Hardware/Network Priority A - 6 hours Non-Remedial	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q3				Q4		1		Q2			
E2.2	95%	Hardware/Network Priority B - 10 hours Non-Remedial	100.0	100.0			100.0		94.6	100.0			100.0		
				Q3				Q4		1		Q2			
Call to Resolution (Remote)															
E1.3	95%	Hardware/Network Priority A - 8 hours Non-Remedial	100.0	100.0			100.0			100.0			100.0		
				Q3				Q4		1		Q2			
E2.3	95%	Hardware/Network Priority B - 12 hours Non-Remedial	97.4				98.5			93.9			100.0		
				Q3				Q4		1		Q2		100.0	
	95%	Hardware/Network Priority C - 12 hours Non-Remedial												82.5	87.6
												Q2		87.2	
Engineer Visits															
E4.1	50.01%	20 minute On-site Repair	17.0	48.2			51.5			59.5			100.0		
				Q3				Q4		1		Q2			
Average Downtime (Time to Repair)															
E3.1	24.50	Call to Fix	25.1	27.7	26.5	26.4		25.7	34.2	33.4		26.2		34.8	27.6
				Q3				Q4				Q2		28.8	

REVIEW OF ENGINEER SERVICES

During June a significant amount of failures were due to the rise in call volumes, specifically on A priorities and the problems caused by the adverse weather conditions creating on-line service issues in some geographies.

Plans to address large call volumes are progressing well, specifically actions around Counter Printers as previously mentioned. Further actions will be identified from Fujitsu's Sense & Respond workshop due to be held on 22/08/06.

Flexible resourcing continues to play a large part in addressing the high call volumes and has resulted in a return to conformance for C Priorities during June. Additional focus is being applied to A priorities and four daily status reports help in the management of these calls.

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
DI4.1	96%		RDMG Reference Data Data Delivery - Day B	99.64	98.13	99.70	99.58	99.62	99.54	99.83	99.61	99.48	99.70	99.70	99.61	99.66
				99.61	Q3		99.10	Q4		99.64	Q1		99.5	Q2		99.7
DI4.2	97%		Data Delivery - Day C	99.75	99.68	99.78	99.73	99.71	99.70	99.88	99.78	99.60	99.76	99.80	99.67	99.78
				99.72	Q3		99.68	Q4		99.74	Q1		99.7	Q2		99.8
DI4.3	98%		Data Delivery - Day D	99.81	99.77	99.82	99.78	99.79	99.78	99.91	99.82	99.70	99.82	99.90	99.77	99.83
				99.78	Q3		99.74	Q4		99.81			99.7	Q2		99.8
DI4.4	100%		Data Delivery - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
				100.00	Q3		100.00	Q4		100.00	Q1		100.00	Q2		100.0
OBCS Data																
DI1.1	96%		OBCS Stop List - Day B	99.73	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				99.52	Q3		N/A	Q4		N/A	Q1		N/A	Q2		N/A
DI1.2	97%		OBCS Stop List - Day C	99.81	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				99.74	Q3		N/A	Q4		N/A	Q1		N/A	Q2		N/A
DI1.3	98%		OBCS Stop List - Day D	99.87	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				99.82	Q3		N/A	Q4		N/A	Q1		N/A	Q2		N/A
DI1.4	100%		OBCS Stop List - Day J	100.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
				100.00	Q3		N/A	Q4		N/A	Q1			Q2		
Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
	90%		Transactions Corrections File Delivery File Delivery - Day A by 08:00						99.73	99.89	99.78	99.79	99.74	99.80	99.83	99.72
								Q4		99.84	Q1		99.7	Q2		99.8
	96%		File Delivery - Day A by 12:00						99.73	99.90	99.89	99.86	99.79	99.80	99.83	99.87
								Q4		99.85	Q1		99.8	Q2		99.8

T001 Transaction Corrections File Delivery:-

Transaction corrections are received from POL (Chesterfield for processing down to the counters).

REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT's within target.

7.3.2 APS - GENERIC

Ref	SLT		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
Inbound APS															
DI3.1	96%	Data Delivery - Day B	99.61	96.60	99.63	99.62	99.61	99.60	99.74	99.96	99.59	99.68	99.70	99.58	99.69
			99.58	Q3		98.59	Q4		99.63	Q1		99.6	Q2		99.7
DI3.2	97%	Data Delivery - Day C	99.74	99.68	99.76	99.74	99.74	99.73	99.83	99.80	99.73	99.79	99.80	99.72	99.79
			99.72	Q3		99.67	Q4		99.75	Q1		99.7	Q2		99.8
DI3.3	98%	Data Delivery - Day D	99.81	99.78	99.82	99.81	99.81	99.80	99.90	99.87	99.79	99.84	99.90	99.79	99.84
			99.79	Q3		99.75	Q4		99.82	Q1		99.8	Q2		99.8
DI3.4	100%	Data Delivery - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
			100.00	Q3		100.00	Q4		100.00	Q1		100.00	Q2		100.0
Outbound APS															
DO1.1	96.5%	Data Delivery - Day B	99.68	99.83	99.01	99.83	99.35	99.82	99.81	99.78	99.88	99.89	99.80	96.25	99.83
			99.68	Q3		99.36	Q4		99.66	Q1		99.9	Q2		98.6
DO1.2	97.5%	Data Delivery - Day C	99.94	99.95	99.94	99.94	99.65	99.93	99.89	99.93	99.96	99.95	99.90	99.91	99.92
			99.94	Q3		99.93	Q4		99.82	Q1		99.9	Q2		99.9
DO1.3	98.5%	Data Delivery - Day D	99.97	99.98	99.97	99.98	99.97	99.97	99.93	99.96	99.98	99.98	99.90	99.95	99.96
			99.97	Q3		99.97	Q4		99.96	Q1		100.0	Q2		99.9
DO1.4	100%	Data Delivery - Day J	99.99	100.00	100.00	99.99	99.99	100.00	99.99	100.00	100.00	99.99	99.99	99.99	100.00
			99.99	Q3		99.99	Q4		99.99	Q1		99.99	Q2		100.0

REVIEW OF APS GENERIC

7.3.3 OUTBOUND

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	
DO2.1	96%		TPS Transaction Data File Delivery to MIS File Delivery - Day B														
				97.8	99.3	97.4	99.1	99.2	99.0	99.2	99.2	99.4	99.3	99.2	92.7	98.8	
DO2.2	97%		File Delivery - Day C														
				99.8	99.8	99.8	99.8	99.8	99.7	99.8	99.8	99.8	99.8	99.8	99.8	99.8	
DO2.3	98%		File Delivery - Day D														
				99.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
DO2.4	100%		File Delivery - Day J														
				99.9	100.0	100.0	99.9	99.9	100.0	99.9	100.0	100.0	99.9	99.9	99.9	100.0	
DO3.1	96%		OBCS Data File Delivery - Day B														
				100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
DO3.2	97%		File Delivery - Day C														
				99.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
DO3.3	98%		File Delivery - Day D														
				100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
DO3.4	100%		File Delivery - Day J														
				100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	
	96%		TPS HR SAP Delivery Contract File Delivery - Day B														
									100.00	0.0	100.00	100.0	100.0	100.0	100.0	100.0	
	97%		File Delivery - Day C														
									100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	98%		File Delivery - Day D														
									100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
	100%		File Delivery - Day J														
									100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	

7.3.3 OUTBOUND (CONT'D)

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
	100%		TPS HR SAP Delivery Normal													
			File Delivery						100.00	0.0	0.0	100.0	100.0	100.0	100.0	100.0
										50.00	Q1		100.0	Q2		100.0
Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
	96%		TPS POL FS File Delivery													
			File Delivery - Day B						98.98	99.14	99.17	99.3	100.0	99.2	92.7	99.1
										99.09	Q1		99.2	Q2		97.0
	97%		File Delivery - Day C						99.72	99.78	99.79	99.8	99.8	99.8	99.8	99.8
										99.77	Q1		99.8	Q2		99.8
	98%		File Delivery - Day D						99.88	99.86	99.91	99.9	99.9	99.9	99.9	99.9
										99.89	Q1		99.9	Q2		99.9
	100%		File Delivery - Day J						100.00	100.00	100.00	100.0	100.0	100.0	100.0	100.0
										100.00	Q1		100.0	Q2		100.0

All SLT's within target.

REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

7.4 LF SERVICE

7.4.1 BRANCH TO SAPADS

Ref	SLT	ARL	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
Outlet to SAPADS Data Transfer																
DC4.1.1	97%	Confirmation of Pouch Received at Outlet - Day A	99.9	99.9	99.8	99.9	96.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	97.8	99.9
				99.9	Q3	99.9	Q4	99.8	Q1	99.9	Q2					
DC4.1.2	97.2%	Confirmation of Pouch Received at Outlet - Day B	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.9	Q3	99.9	Q4	99.9	Q1	99.9	Q2					
DC4.1.3	100%	Confirmation of Pouch Received at Outlet - Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3	100.0	Q4	100.0	Q1	100.0	Q2					
DC4.2.1	97%	Details of SAPADS Pouch Collected from Outlet - Day A	100.0	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	100.0	100.0	99.9	98.0	99.9
				99.9	Q3	99.9	Q4	99.9	Q1	99.9	Q2	100.0	Q2			99.3
DC4.2.2	97.2%	Details of SAPADS Pouch Collected from Outlet - Day B	100.0	100.0	99.9	99.9	99.9	99.9	99.9	99.9	99.9	100.0	100.0	99.9	99.9	100.0
				100.0	Q3	99.9	Q4	99.9	Q1	99.9	Q2	100.0	Q2			99.9
DC4.2.3	100%	Details of SAPADS Pouch Collected from Outlet - Day I	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q3	100.0	Q4	100.0	Q1	100.0	Q2					100.0
DC4.3.1	96.25%	Daily Cash on Hand Details - Day A	99.8	99.2	99.6	96.5	99.6	99.8	99.7	99.8	99.7	99.8	99.8	99.7	96.5	99.8
				99.6	Q3	99.6	Q4	99.7	Q1	99.7	Q2	100.00	Q2			98.7

All SLT's within target.

7.4.1 BRANCH TO SAPADS (Cont'd)

Ref	SLT	ARL	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
		Outlet to SAPADS Data Transfer														
DO4.4.1	98%	Weekly Stamps / Stock on Hand and Inventory Items Details - Wednesday Target	100.0	100.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
				100.0	Q3	NA	Q4	NA	Q1	NA	Q2	NA	Q3	NA	Q4	NA
DO4.4.2	97%	Weekly Stamps / Stock on Hand and Inventory Items Details - Thursday Target	100.0	100.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
				100.0	Q3	NA	Q4	NA	Q1	NA	Q2	NA	Q3	NA	Q4	NA
DO4.4.3	96%	Weekly Stamps / Stock on Hand and Inventory Items Details - Friday Target	100.0	99.6	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
				99.6	Q3	NA	Q4	NA	Q1	NA	Q2	NA	Q3	NA	Q4	NA
DO4.4.4	100%	Weekly Stamps / Stock on Hand and Inventory Items Details - 2nd Thursday Target	100.0	100.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
				100.0	Q3	NA	Q4	NA	Q1	NA	Q2	NA	Q3	NA	Q4	NA

All SLT's within target.

The figures are shown as N/A due the removal of these targets.

7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
DI2.1.1	90%		SAPADS to Outlets Data Transfer														
			Delivery of SAPADS Planned Orders to Outlets - 8am Target	98.5	98.1	98.5	98.9	98.5	98.7	98.6	98.9	98.7	98.9	98.5	98.5	98.5	98.6
				98.5	Q3		98.6	Q4		98.7	Q1		99.8	Q2		98.5	
DI2.1.2	96%		Delivery of SAPADS Planned Orders to Outlets - 12pm Target	99.5	99.6	99.6	99.7	99.7	99.7	99.7	99.7	99.8	99.8	99.7	99.6	99.5	99.8
				99.6	Q3		99.6	Q4		99.7	Q1		99.7	Q2		99.6	
DI2.2.1	97%		Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A
				100.0	Q3		100.0	Q4		100.0	Q1		N/A	Q2		N/A	

REVIEW OF LFS PERFORMANCE

All SLT's within target.

7.5 NETWORK BANKING SERVICES

7.5.1 REQUEST & AUTHORISATION TIMES

Ref	SLT	APL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
			Fixed Connections											
	FIO		Average time in secs to receive Counter Authorisations (T1)	1.32	1.28	1.21	1.20	1.06	1.10	0.87	0.82	0.83	0.84	0.85
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.26	0.27	0.27	0.31	0.29	0.27	0.27	0.26	0.26	0.27	0.26
			ADSL Connections											
	FIO		Average time in secs to receive Counter Authorisations (T1)	1.04	1.01	0.99	0.93	0.79	0.84	0.61	0.56	0.56	0.57	0.57
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.27	0.28	0.27	0.31	0.27	0.27	0.26	0.26	0.26	0.27	0.26
			Dialed Connections											
	FIO		Average time in secs to receive Counter Authorisations (T1)	3.44	3.23	3.24	3.03	3.20	3.23	3.15	3.14	3.16	3.19	3.10
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.28	0.32	0.33	0.33	0.33	0.31	0.32	0.30	0.31	0.32	0.32
			SLT's											
B.1.1	<=4 secs		Average Transaction Time using Fixed Connections (T1-T2)	1.06	1.02	0.94	0.81	0.78	0.84	0.61	0.57	0.57	0.57	0.57
						Q3			Q4			Q1		Q2
B.1.2	<=5 secs		Average Transaction Time using ADSL Connections (T1-T2)	0.77	0.73	0.70	0.63	0.51	0.57	0.34	0.30	0.30	0.30	0.30
						Q3			Q4	0.48		Q1		Q2
B.1.3	<=8 secs		Average Transaction Time using Dialed Connections (T1-T2)	2.10	2.07	2.07	2.00	2.07	2.02	2.00	2.07	2.00	2.00	2.00
				2.40		Q1	2.80		Q4	2.88		Q1		Q2
B.1.4	95%		Percentage Transactions (T) not exceeding Lower Threshold <=6 seconds (fixed)	99.7		Q3	100.0		Q4	100.0		Q1		Q2
B.1.5	95%		Percentage Transactions (T) not exceeding Lower Threshold <=9 seconds (ADSL)	99.8	100.0	Q3	100.0	0.10	Q4	100.0		Q1		Q2
B.1.6	95%		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.9	99.9	Q3	99.9	99.9	Q4	99.9		Q1		Q2
B.1.7	99%		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	100.0	100.0	Q3	100.0	100.0	Q4	100.0		Q1		Q2
B.1.8	99%		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (ADSL)	100.0	100.0	Q3	100.0	100.0	Q4	100.0		Q1		Q2
B.1.9	99%		Percentage Transactions (T) not exceeding Higher Threshold <=30 seconds (dialed)	99.8	100.0	Q3	99.9	99.9	Q4	99.9		Q1		Q2

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	APL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	Ma
			End-to-End Reliability												
	FIO		Fixed Connections	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	9
	FIO		ADSL Connections	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	9
	FIO		Dialled Connections	98.0	100.0	100.0	97.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	9
			NBS Reliability												
B3.1	99%		Fixed Connections	100.0	Q3	100.0		Q4		100.0		Q1			Q2
B3.2	99%		ADSL Connections		100.0			10		100.0					
					Q3			Q4				Q1			Q2
B3.3	97%		Dialled Connections		100.0			10		100.0					
					Q3			Q4		100.0		Q1			Q2

7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Year to Date
Central Systems Availability																	
B2.2.1	<=3		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	1	0	
						Q3		Q4			Q1				Q2		
B2.2.2	<=24		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during Non NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	
						Q3		Q4			Q1				Q2		
B2.2.3	<=3 hours		Availability Period aggregate Average Branch Outage during NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	
						Q3		Q4			Q1				Q2		
B2.2.4	<=24 hours		Availability Period aggregate Average Branch Outage during Non NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	
						Q3		Q4			Q1				Q2		
Network Availability																	
B2.4.1	99.95%		Central Network Availability	100.0		Q3	100.0	Q4	100.0	Q1	100.0	Q2	100.0	Q3	99.9		
B2.4.2	99.95%		NBE Network Availability	N/A	N/A	Q3	N/A	Q4	N/A	N/A	Q1	N/A	N/A	Q2	N/A		N/A

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

7.6 SAP HOSTING

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	
CS/OLA/049	98.50%		SAP Hosting														
			Service Availability (7.30am to 7.30pm)	100.0	100.0	100.0	100.0	99.8	100.0	100.0	100.0	100.0	100.0	100.0	98.3	100.0	100.0
				96.5		Q3	100.0		Q4	99.9		Q1	100.0		Q2		99.4
				0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
				0.3		Q3	0.0		Q4	0.0		Q1	0.0		Q2		0.0
				66.0	100.0	100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO																
	Service Outages > 10hrs																
		85.4		Q3	99.3		Q4	100.0		Q1	100.0		Q2		100.0		
	FIO																
	Data Loading by 7.30am																

Review response times for F-04 and ME22N should be ignored from the perspective of reviewing database performance as these and to a large extent others are based on the search criteria being input.

Transaction Performance	
Average Response Time (Milliseconds)	F-02 GL Account Posting
	F-03 Clear GL Account
	F-04 Post with Clearing
	FB02 Change Document
	FB09 Change Line Items
	F13E Automatic Clearing
	FB50 Enter G/L Account Document
	FB70 Enter Customer Invoice
	ME22N Change Purchase Order
	Target <1500ms

Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
67.0	53.1	87.3	127.4	107.0	58.0	75.0	74.5	78.0	80.0	83.0	78.0	81.0
1013.0	1147.5	526.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
1160.0	1138.7	1149.1	1226.3	2807.0	1962.0	2787.0	2787.0	5891.0	8068.0	2517.0	5090.0	4158.0
224.0	223.0	176.1	202.6	1484.0	157.0	82.0	78.2	96.2	167.0	247.0	547.0	523.0
1434.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
457.0	192.6	378.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
					179.0	154.0	140.0	160.9	200.0	238.0	279.0	170.0
					208.0	220.0	220.0	312.7	277.0	307.0	263.0	299.0
					4525.0	5399.0	539.0	5136.7	5984.0	4743.0	5196.0	5095.0

REVIEW OF SAP HOSTING PERFORMANCE

All SLT's within target.

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	SLT	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06		
DE1.1	95%		Business Incidents															
			Report issued within 5 days	100.0	100.0	87.5	100.0	100.0	96.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				33.3	Q3		95.8	Q4		98.7	Q1		100.0	Q2		100.0		
B4.1	95%		Data Reconciliation															
			Priority Exceptions resolved in 8 hours or less	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
				33.3	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0		

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Total
Reconciliation/Settlement Report Delivery																
D05.1	<=4	Delivery by 08:05 (LREC received by 23:59:59)	0	0	0	0	0	0	0	0	0	0	0	0	0	
D05.7	100%	Reconciliation Files delivered to TIP by 12:00 on Day B received by 22:00 no overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100	100	100	
D05.8	100%	Reconciliation Files delivered to TIP by 18:00 on Day B received by 22:00 with overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100	100	100	
D06.1	<=4	CAPO File delivery by 03:00														
D06.3	<=4	A&L File delivery by 03:00														
D06.5	100%	CAPO Rec file delivery by 16:00														
D06.6	100%	A&L Rec file delivery by 18:00														
D06.7	PM	CAPO & A&L Rec files dispatched by 00:10	100	100	100	100	100	100	100	100	100	100	100	100	100	400

DO5.1. Refers to the first calendar year & permits <=4 failures for the year.

If the LREC file is received by 23:59:59 on day A, Fujitsu will ensure delivery of the reconciliation report, including the LREC data, by 08:05 on day B. (If the LREC file is received by 01:59:59 on day B, Fujitsu will ensure delivery of the reconciliation report, including the LREC data, by 12:00 on day B.)

DO5.7. If the LREC file is received by 21:59:59 on day B, Fujitsu will ensure delivery of the reconciliation report, not including the LREC data by 12:00 on day B.

DO5.8. If the LREC file is received by 21:59:59 on day B, and an overnight failure of the DRS has occurred, Fujitsu will ensure delivery of the reconciliation report, not including the LREC data by 18:00 on day B.

REVIEW OF RECONCILIATION / SETTLEMENT REPORT DELIVERY

All SLT's within target.

7.9 PI AVAILABILITY

Ref	SLT	PI Outages	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
B5.1	<=2	Number of PI outages >2mins (same bank)	0	0	0	0	0	0	0	0	0
B5.2	<=2	Number of PI outages >2mins (different banks)	0	0	0	0	0	0	0	0	0
B5.3	PM	Number of PI outages >1mins (same banks)	0	0	0	0	0	0	0	0	0
B5.4	PM	Number of PI outages >1mins (different bank)	0	0	0	0	0	0	0	0	0

B5.1 The number of instances in which any of those connections are unavailable for two minutes or more in any calendar month of each SLT Calendar Year shall not exceed **one**, in respect of **each** NB Authorisation Agent to PI connection relating to the same Bank which are available in that month. Therefore Fujitsu are permitted one failure per month for each of the connections/lines above (4 for Link/A&L, and 8 for Capo as long as it is not the same one twice for the given month).

B5.2 The number of instances in which any of those connections are unavailable for two minutes or more in any calendar month of each SLT Calendar Year shall not exceed **two**, in respect of **each** NB Authorisation Agent to PI connection relating to the different Banks which are available in that month. If one interprets this as a max of any two PI failures in one month, it would not align to B5.1.

B5.3 & 5.4 are as above, with the exception that they restrict the failures in Q to one minute, and are performance metrics and not SLTs.

REVIEW OF PI AVAILABILITY

All SLT's within target.

7.10 TESQA

Rf	SLT	AR		Jr05	JJ05	Ag05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jr06	Total
			TESQA														hrmn
T1.1	<=135rs		Availability between 07:00 and 22:00	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000
T1.2	97%		Transactions added in the data centre between 07:00 and 20:00 (15 mins)	997	999	999	999	999	999	999	999	999	999	999	999	999	
T1.2.1	100%		Transactions added in the data centre between 07:00 and 20:00 (2rus)	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	
T1.3	97%		Transactions added in the data centre between 20:00 and 22:00 (40 mins)	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	999	999	
T1.3.1	100%		Transactions added in the data centre between 20:00 and 22:00 (2rus)	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	
T1.4	100%		Transactions added in the data centre between 22:00 and 07:00 (4rus)	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	
T1.5			Queue time constraint queues between 07:00 and 18:00 (Shown as % of <=20sec)	972	966	974	987	970	965	969	917	962	995	945	961	947	

REVIEW OF TESQA

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/07/06

Version: 1.0

7.11 POSTSHOPS

Ref	SLI	ARL		Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06
			PostShops													
	100%		Number of calls resolved within 8 hours					100.0%	94.4%	100.0%	100.0%	98.0%	100.0%	100.0%	96.0%	92.0%
	100%		Number of calls resolved next day					100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%
			File Delivery						80.8%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	97.9%

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL	Jrn05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jrn06
		Dialed Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.25	3.30	3.46	3.43	3.22	3.37	3.41	3.24	3.24	3.28	3.08	2.99	3.04
		Average time in secs to receive Agents Authorisations (T2)	0.89	0.98	0.92	0.91	0.93	0.92	1.02	0.88	0.87	0.88	0.89	0.88	0.88
		Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.56	1.69	1.70	1.58	1.47	1.49	1.50	1.39	1.40	1.41	1.42	1.52	1.43
		Average time in secs to receive Agents Authorisations (T2)	0.87	0.94	0.93	0.91	0.90	0.91	0.95	0.86	0.86	0.82	0.89	0.88	0.88
		SLTs													
		Average Transaction Time using Fixed Connections (T)	0.69	0.75	0.76	0.67	0.56	0.78	0.56	0.53	0.54	0.54	0.54	0.64	0.55
			0.72	Q3		0.73	Q4		0.57	Q1		0.54	Q2		0.58
		Average Dialed T(T1-T2)	2.37	2.32	2.53	2.52	2.30	2.55	2.39	2.37	2.37	2.40	2.18	2.11	2.17
			2.27	Q3		2.54	Q4		2.54	Q1		2.38	Q2		2.17
		Percentage Transactions (T) not exceeding Lower Threshold <= 8 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0
		Percentage Transactions (T) not exceeding Lower Threshold <= 12 seconds (dialed)	99.8	99.9	99.8	99.8	99.9	99.8	99.9	99.9	99.9	99.9	100.0	99.9	100.0
			99.8	Q3		99.8	Q4		99.8	Q1		99.90	Q2		99.9
		Percentage Transactions (T) not exceeding Higher Threshold <= 15 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.0	Q3		100.0	Q4		100.0	Q1		100.0	Q2		100.0
		Percentage Transactions (T) not exceeding Higher Threshold <= 20 seconds (dialed)	99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	99.9	100.0	99.9	100.0
			99.9	Q3		100.0	Q4		100.0	Q1		99.9	Q2		99.9

7.13 ELECTRONIC TOP-UPS

Ref	SLT	RL	Jr05	Jl05	Ag05	Sep05	Oct05	Nb05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jr06
		Deleted Corrections													
		Average time in secs to receive Counter Authorisations (T1)	3.22	3.05	3.13	3.09	2.98	2.99	2.97	3.00	3.05	3.00	2.96	2.89	2.92
		Average time in secs to receive Agents Authorisations (T2)	0.56	0.55	0.59	0.61	0.56	0.55	0.56	0.57	0.59	0.57	0.53	0.55	0.55
		Fixed Corrections													
		Average time in secs to receive Counter Authorisations (T1)	1.29	1.22	1.33	1.29	1.22	1.19	1.18	1.19	1.26	1.20	1.18	1.27	1.22
		Average time in secs to receive Agents Authorisations (T2)	0.61	0.57	0.58	0.62	0.58	0.56	0.56	0.59	0.64	0.58	0.54	0.57	0.56
		SLTs													
		Average Transaction Time using Fixed Corrections (T)	0.70	0.66	0.75	0.67	0.70	0.64	0.62	0.60	0.62	0.61	0.64	0.70	0.66
			0.70	Q3	0.69	Q4	0.63	Q1	0.61	Q2	0.66				
		Average Deleted T(T1-T2)	2.66	2.51	2.55	2.48	2.42	2.45	2.41	2.44	2.43	2.43	2.43	2.34	2.37
			2.60	Q3	2.52	Q4	2.43	Q1	2.44	Q2	2.38				
		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.00	Q3	100.00	Q4	100.00	Q1	100.00	Q2	100.00				
		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (deleted)	99.9	99.9	99.7	99.7	99.9	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.9
			99.99	Q3	99.8	Q4	99.9	Q1	99.80	Q2	99.98				
		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.00	Q3	100.00	Q4	100.00	Q1	100.00	Q2	100.00				
		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (deleted)	99.9	99.9	99.9	99.9	100.0	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9
			99.99	Q3	99.90	Q4	99.90	Q1	99.9	Q2	99.99				

8 Branch Trading Capabilities

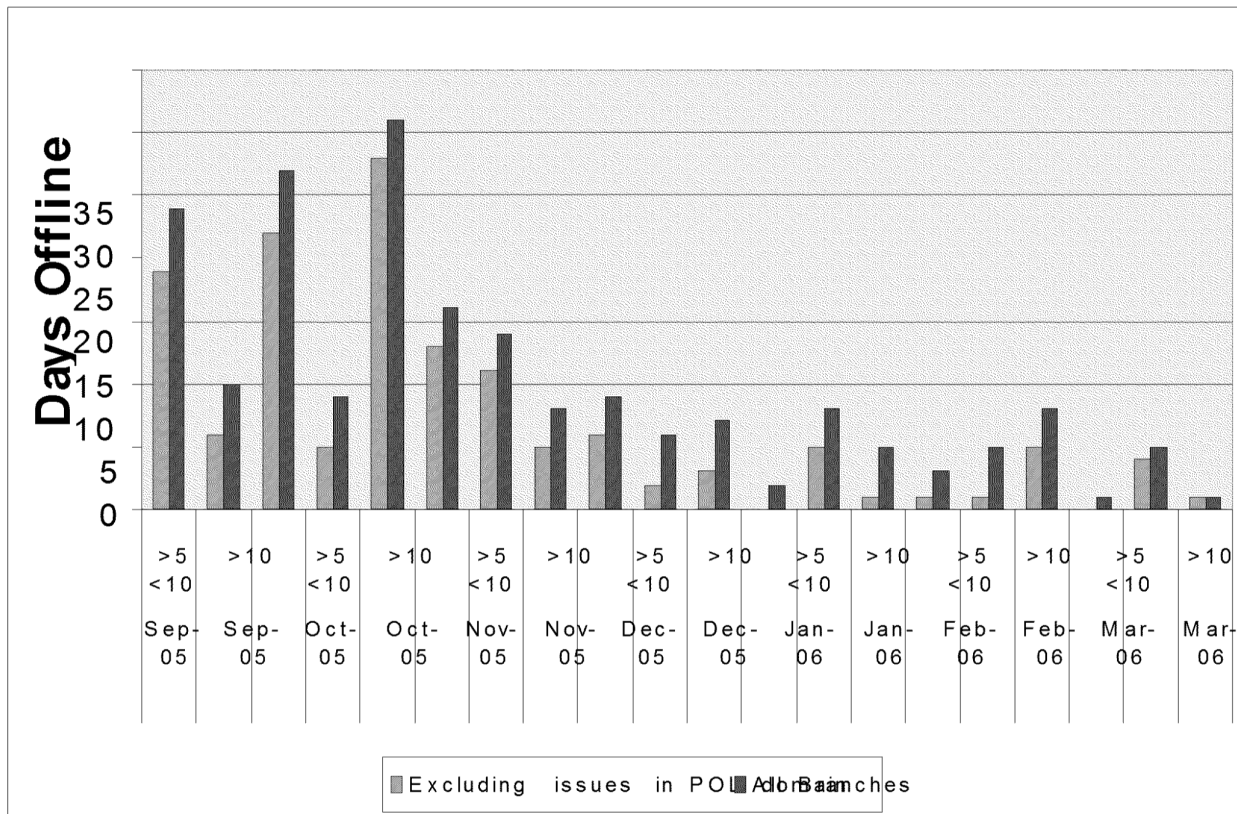
Ref	OLA	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06		
	Horizon NBS transaction time															
99%	No. of transactions < 2.5 seconds as % of total transactions					100%	100%	100%	100%	100%	100%	100%	100%	100%		
	Branch Availability															
99.6%	% Branch Availability								99.65%	99.71%	99.75%	99.69%	99.91%			
	Counter Availability															
99%	% Counter Availability					99.50%	99.23%	98.81%	99.38%	99.40%	99.52%	99.53%	99.46%	99.56%		
	Branches with Online Services affected															
<20	>5 Days All Branches				24	22	23	11	9	7	5	3	8	5		
<20	>5 Days Excluding issues in POL domain				19	27	31	5	6	3	1	1	5	4		
<10	>10 Days All Branches				6	5	10	14	6	2	0	5	1	1		
<10	>10 Days Excluding issues in POL domain				10	9	16	8	2	0	5	1	0	1		

Horizon NBS Transaction Time. – This OLA is calculated by taking the total number of transactions over the month and calculating the percentage that are under the 2.5 second threshold. The OLA target is set at 99%

Counter Availability – This OLA is calculated against the ability for PM’s to have full functionality on their counters. The percentage is calculated daily from calls logged and is reported in the daily report. The monthly OLA is an average taken across the month. The OLA target is set at 99%.

Branches with Online Services affected – This OLA is calculated by taking the total amount of days to fix by branch from the daily online tracker (POL Daily Status Report) over the month.

8.3 Branches with Online Services Affected



		Excluding issues in POL domain	All Branches
Sep-05	>5 <10	19	24
Sep-05	>10	6	10
Oct-05	>5 <10	22	27
Oct-05	>10	5	9
Nov-05	>5 <10	28	31
Nov-05	>10	13	16
Dec-05	>5 <10	5	11
Dec-05	>10	8	14
Jan-06	>5 <10	6	9
Jan-06	>10	2	6
Feb-06	>5 <10	3	7
Feb-06	>10	0	2
Mar-06	>5 <10	1	5
Mar-06	>10	5	8
Apr-06	>5 <10	1	3
Apr-06	>10	1	5
May-06	>5 <10	5	8
May-06	>10	0	1
Jun-06	>5 <10	4	5
Jun-06	>10	1	1
Apr-06	>5 <10		
Apr-06	>10		
May-06	>5 <10		
May-06	>10		
Jun-06	>5 <10		
Jun-06	>10		