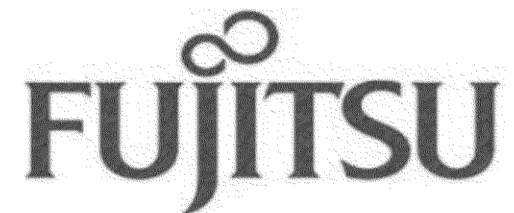
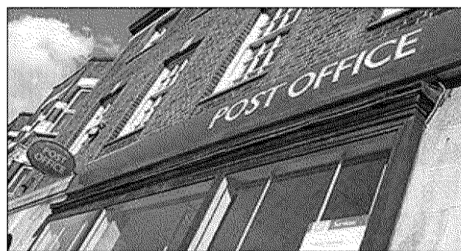


FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

NOVEMBER 2005



Title: SERVICE REVIEW - NOVEMBER 2005

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st November 2005.

Status: Definitive

Distribution: Service Management Forum
Fujitsu Services, Post Office Account: Head of Service Management
Fujitsu Services, Post Office Account: Customer Service Management Team
Fujitsu Services, Post Office Account: Customer Service Intranet
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Approval Authority: Carl Marx: Fujitsu Services, Post Office Account: Head of Service Management

Signature: **Date:**

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	15/12/05	Service Review Book for November 2005 performance – SLT 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

7.3.1	Inbound	New SLT's added
7.3.3	Outbound	New SLT's added
7.6	SAP Hosting	New measures added

2 NOVEMBER REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

November resulted another good month for Horizon service provision by Fujitsu will very Service Level Target being met with the exception of Average Downtime Call to fix which achieved 25.7% against a target of 24.5%. This was due to a seasonal increase in hardware fault calls of 12%. Despite this significant increase, all engineering and service desk service levels have been met and exceeded.

However, although the SLT performance is creditable, there have been 4 major incidents during November, all affecting on line service provision. Three major incidents were attributed to the ADSL service infrastructure and the other major incident affected core network connectivity for a period of 4 minutes affecting all on line network traffic. All these incidents have been fully investigated and corrective preventative actions put in place.

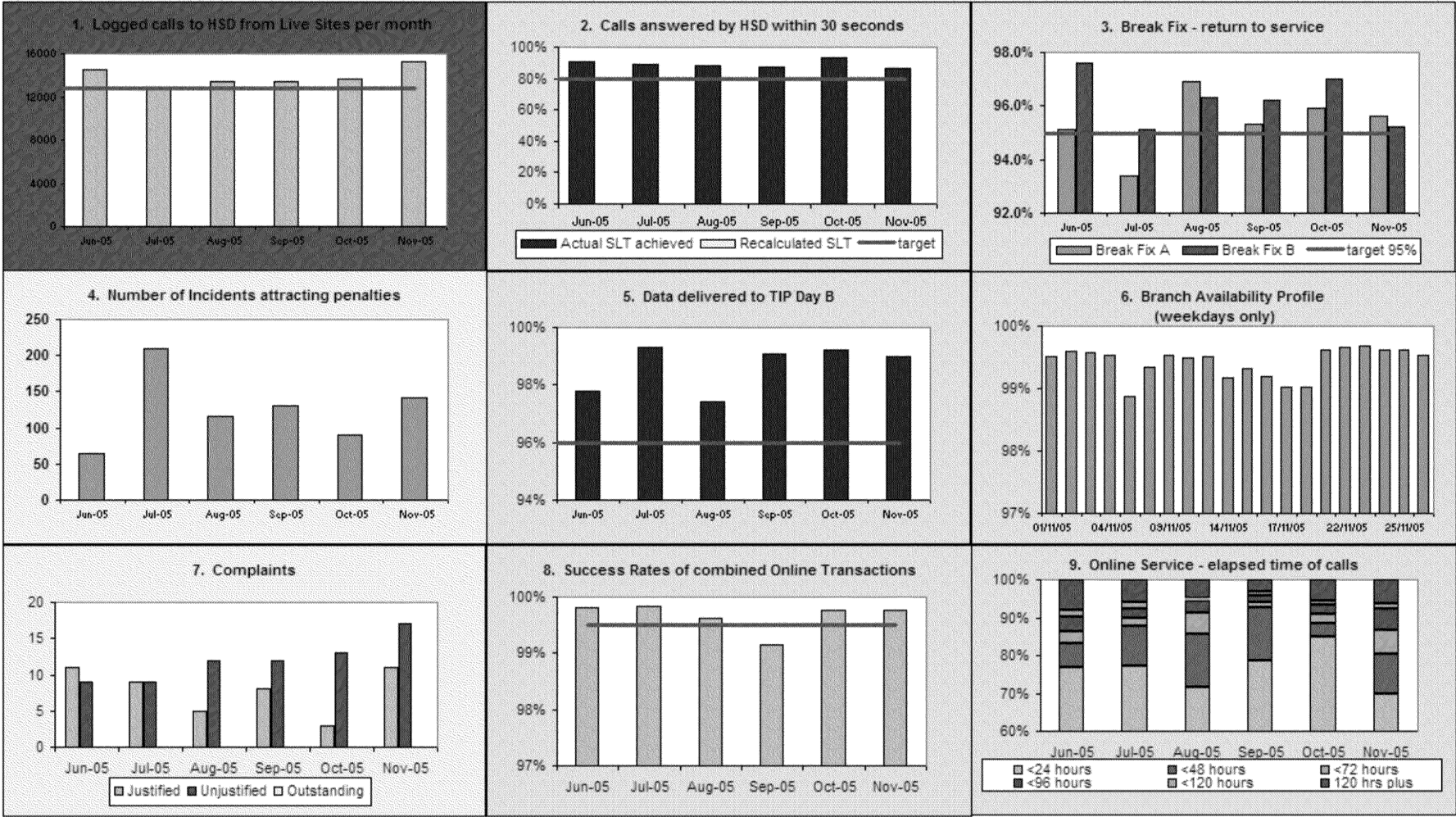
OBC performance continued a positive performance with all OLA targets achieved. In addition, the rollout status of ADSL connected branches has increased to over 10,600 branches, and the Postshop rollout has progressed to 165 branches.

Of particular note is the marked increase in the volume of incidents which have been logged with the Horizon Service Desk (an increase from an average of 13,500 incidents per month to just under 17,000). This is attributed to two main reasons: 1) a seasonal increase in hardware incident volumes which is in line with the previous year increase 2) an increase in system or software related incidents as a result of Branch Trading introduction. Despite these considerable increases, all service desk service levels have been achieved.



Executive Dashboard

December 2005

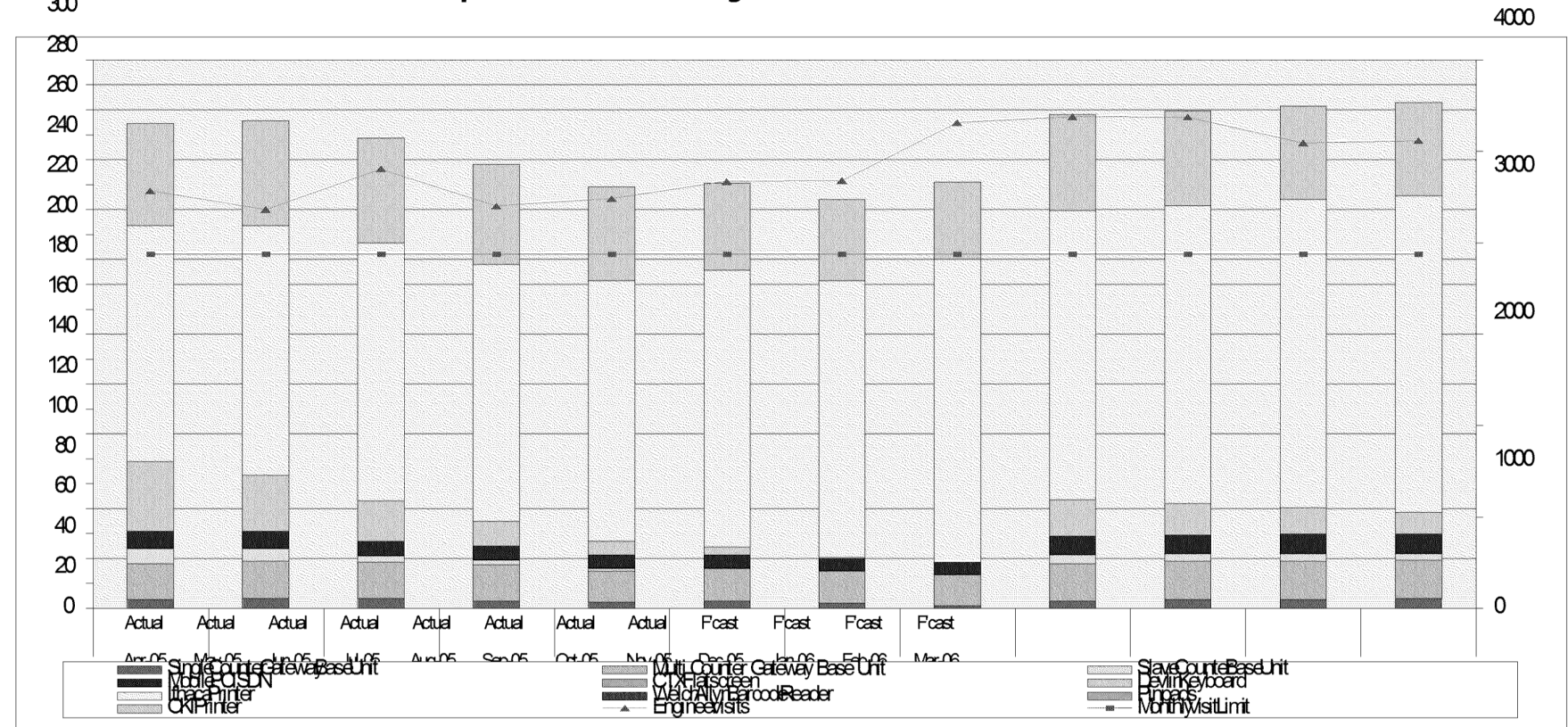


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Fujitsu Services
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Date: 15/12/05

SERVICE REVIEW

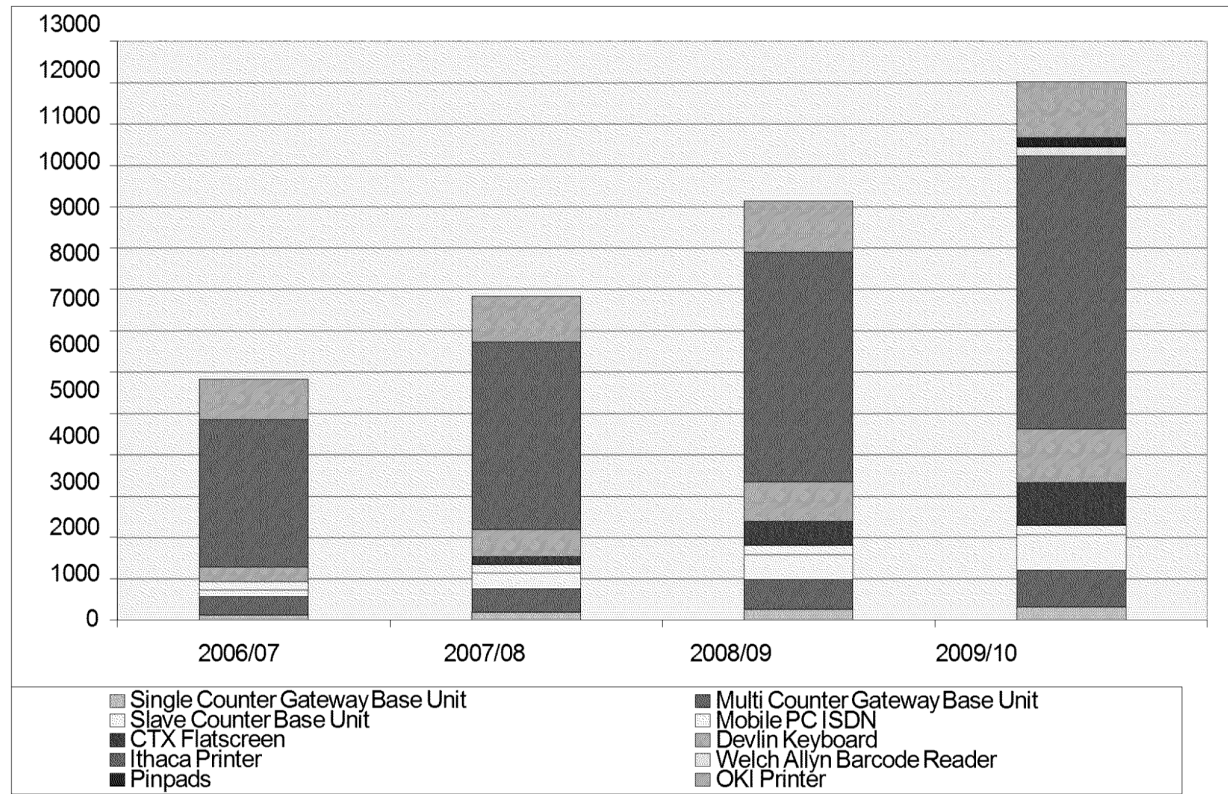
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2.1.1 Excess Call Volumes based upon >30% MTBF Degradation of Counter Hardware



Product	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06					
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast	Forecast					
Single Counter Base Unit	7	8	8	6	5	6	4	2	6	7	7	8					
Multi Counter Base Unit	29	30	29	29	25	26	26	25	30	31	31	31					
Slave Counter Base Unit	42	10	5	4	2	0	0	0	7	6	6	5					
Mobile PCSDN	14	14	12	11	11	11	10	10	15	15	16	16					
CTX Flat Screen	0	0	0	0	0	0	0	0	0	0	0	0					
Dev/Keyboard	56	45	32	20	11	6	1	0	29	25	21	17					
Itasca Printer	189	200	207	206	209	222	222	243	232	239	247	254					
Weld Ally Barcode Reader	0	0	0	0	0	0	0	0	0	0	0	0					
Pnpads	0	0	0	0	0	0	0	0	0	0	0	0					
CKIPrinter	82	84	84	80	75	70	65	62	71	70	75	75					
Total	389	391	377	356	338	341	328	342	396	399	403	406					

2.1.1 Excess Call Volumes (Cont'd)



2.1.2 Availability and Problem Management

Summary: Within the Fujitsu Services domain for November 2005 there were 4 Major Incidents. There were a further 2 service affecting incidents within the Fujitsu domain and 2 incidents outside the Fujitsu domain.

Major Incidents:

Monday 7th November.

Major Incident: An incident on the BAS Router GB_TELHS1-R1-003 occurred at 09:25. There were 325 branches connected via this BAS Router and at the time of this failure it caused 241 branches (74%) to lose their on-line services. Between 09:40 and 09:52 all branches were without On-Line Services whilst C&W (Cable & Wireless) reloaded the router. All On-Line Services were restored by 10:45. A Major Incident report was produced under call number: E-0511070282. Problem Management calls PM0000688 and P10001628 refer to this incident.

Monday 14th November.

Major Incident: An incident occurred on the Network between 10:43 and 10:47 which affected several circuits including the IP Select circuits to EPAY (Kelting House & Southfields) and the circuits to the A&L (Carlton Park & Bootle). These circuits were only affected for the four minute period. The incident also affected a total of 244 ADSL and ISDN branches connecting via Watford & Kearsley routers, resulting in a loss of On-Line Services. Calls to the HSD increased due to the loss of On-Line Services from these branches at 10:55, but had subsided by 11:27. The fault was due to a Cable & Wireless engineer applying an access control change to routers within the core C&W network. This change was considered by C&W to be very low risk, and so it was internally authorized, without prior POA approval. Unfortunately the engineer made a human error whilst applying the change and accidentally configured a router incorrectly. This was the cause of the failure and was quickly corrected by the engineer restricting the failure to the four minute outage. All On-Line Services were restored to branches by 11:22. A Major Incident report was produced reference E-0511140442 and there were 3 other calls associated with this incident; E-0511140479, E-0511140546 and E-0511140564. The Problem Management calls are PM0000690 & P10001638 have been updated and agreement with POL PM to close the incident.

Tuesday 15th November.

Major Incident: Several ADSL branches connecting via Watford BAS Router GB_WAHP03-R10-007 displayed intermittent transaction timeouts across all On-Line services. The incident started at 13:33 and continued until 17:12. Initial investigations pointed to Broadband work being undertaken by BT at this time, but was then discounted as BT were adamant that the errors they were seeing were from the C&W domain. C&W took some corrective actions overnight to diagnose/eliminate possible failing components. The 2 co-axial cables connecting the ATM to the Multiplexor were replaced, after which the ATM STM1 card P3.3.1 was replaced. C&W has continued to monitor and to date no more failures have been identified. A Major Incident report has been produced, call number E-0510240983 refers. Problem Management calls PM0000689 and P10001632 refer and are on monitor. The cables tested ok, so STM1 card has been sent back to Alcatel for fault evaluation, time scale for a response is 60 days.

Tuesday 29th November

Major Incident: There was an incident affecting All On-Line services to 910 outlets, connected to BAS Router GB_KEAR02-R10-001.

At 12.10 hrs, C&W advised that there was a memory leakage on the affected BAS router that had become critical. Through a cross domain conference call it was agreed that the safest activity would be to reload the affected router. The reload took place at 12.30 hrs, and by 12.45 approximately 30% of the affected outlets had returned to normal service. Normal service was restored to all outlets by 13:08. Calls E-0511290577 and E-0511290779 refer.

Other incidents in Fujitsu Services domain:**Tuesday 8th November.**

The Start of Day tests indicated that Watford BAS router 003 had 5.2% (15 branches) of its connected branches without On-Line Services. This was due to overnight weather conditions and reboots at the start of the next business day restored service. E-0511071129 refers.

In addition the "Ping" scripts indicated a 29 of the VSAT branches without connectivity. Investigations showed that although some had been affected by overnight weather conditions and came back in at start of day, several were closed and only 3 branches required a call logged.

Wednesday 16th November.

An overnight failure to the BT links feeding the VSAT router at Docklands (Planned outage by BT but not communicated to C&W) occurred from 22:00 till 03:00 meant that the normal overnight Reference data drop to the VSAT counters at 02:00 was missed and this download took place at 07:00 on the next available window. This had an affect to the VSAT bandwidth available at the start of the business day resulting in a loss of On-Line Services to 38 Branches. Call E-0511170545 refers. The availability of the bandwidth increased during the day with service returning to branches. Intervention by the SSC was required to clear out stale messages from the BT outage to ensure all the bandwidth was available to the VSAT network. Full service was restored 18:53. Call E-0511160910 refers.

There were no VIP sites affected this month.**Incidents Outside the Fujitsu Domain:****Friday 25th November.**

An incident between Link and the Co-Op bank between 13:00 and 13:36 caused 1322 transactions to be declined. The service returned to normal at 13:36.

Monday 28th November.

A re-occurrence of the Co-Op banking incident between 13:00 and 13:40 resulted in a total loss of service from Link to Co-op & Smile banking system. There 1571 transactions declined to the Co-op bank, and 246 transactions to the Smile banking system. Normal service was resumed at 13:40.

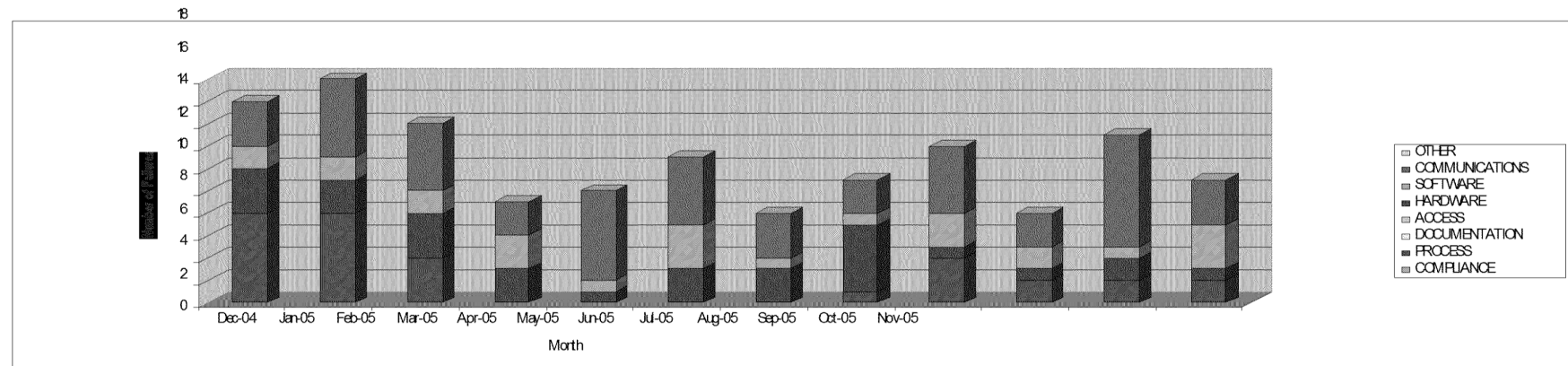
2.1.3 OBC Branch Change Service Summary

November 2005 was a very productive month and showing that the failure rate was the best result for the reporting year, a very successful month. A total of 277 OBC changes were received during the month of November, with 20 changes being cancelled. A total of 257 change requests were completed, with Fujitsu being responsible for 11 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 4.28% against the 5% target rate. As there were 2 line plant failures this represents a failure rate of 3.50% against the 4% target. This is a difference, compared to the October calculations of 1.32% against the 5% target rate and 0.6% against the 4% target rate. Post Office were responsible for 4 change requests not being completed on the target date, which represents 1.56% against the 4% target, which is a difference against the October calculations of 2.92%. Fujitsu's direct failures comprised of 2 process, 1 hardware, 4 software and 4 communications. Post Office Limited direct failures comprised of 3 process and 1 access.

Corrective Actions

Investigations continue into the compression of message store data to speed up file transfer over ISDN communications. Fujitsu has however established that configuration times can be decreased on "Relocations" by ensuring slaves are in "Riposte" position before Gateway configuration takes place. This is communicated to all Fujitsu Engineers at the time of attending a Relocation change.

Recently two failures have been as a direct result of 'unfamiliar' OBC Engineers attending changes. Assurances have been given by Fujitsu Engineering that these were isolated incidents. Fujitsu Engineering are currently investigating the viability of a dedicated OBC engineering resource. These assessments are expected to conclude early in the New Year. Potential benefits are that all OBC work would always be undertaken by the same engineers and thus familiarity would be commonplace.



2.1.4 ADSL Migration

We are continuing with the migration of ISDN to ADSL and at the end of October 10392 branches were using ADSL comms. The migration has achieved a total of 625 outlets migrated this month.

The Rollout programme is now nearing the end with a total of 802 left to migrate. Along side this Fujitsu will undertake a programme to remigrate all branches that had reverted or opened onto to ISDN comms as part of an Operational Business Change.

2.1.5 Icon Service

Icon Batch 2005_02 has been put on one of the RDDT validation counters for checking. This batch is due to be released with S90 Counter code.

2.1.6 Business Continuity

During November the Business Continuity Team successfully completed an operational test for the Generic Agent server and an operational retest of the KMS server.

Operational re-testing of the Network Banking Client interfaces and the data-centre catalyst switch was also performed. This testing identified new network incidents which are currently being investigated.

Business Continuity Procedural walk-throughs were successfully conducted for the Database Server, System Management Centre and the AP Client and EDG gateways.

Work is progressing in publishing revised business continuity plans which include new S90 and S92 infrastructure and services.

2.1.7 Message Broadcast

27 Message Broadcasts were processed in November.

2.1.8 Horizon Service Desk and Complaints

The HSD achieved all SLT's in November.

The inappropriate calls decreased in November around 10%, this is a good sign and shows the callers are correctly selecting the right options. This is now again at the expected levels, Fujitsu will monitor the situation to identify any new trends or issues.

21 complaints logged with Fujitsu this month have again focused on Online Services. 28 were received in all. Within the 28 logged complaints 12 are marked as justified, 1 50/50 and 15 as unjustified. The table below shows details of the individual complaints.

Facia/ Fad	Complaint Type	Justified/ Not Justified	Reason for unjustified	Corrective action
Kelbrook 209407	System issues – slow running		Under investigation with BIM. Awaiting update	
Shepton Beauchamp 211549	Online services – lengthy resolution	Justified	Not applicable	BT has now identified this problem and resolution and will use this knowledge to resolve any further instances in a timely and efficient manner .
Stockton 424246	Online Services – lengthy timescales to resolve	justified	Not applicable	BT were very busy and were experiencing a shortage of engineers in that area, this is not the norm and they have apologised for this lengthy wait .
Lewisham 018007	Engineer attendance – slow turnaround	justified	Not applicable	All Advisors have been reminded of the need for accurate call coding and escalations
Whiteley Village 127023	Online Services – lengthy timescales to resolve.	justified	Not applicable	All HSD advisors reminded of the need to keep postmasters as up to date as possible of the progress on calls.
Pennybont 225644	Excessive Hardware issues and outages	justified	Not applicable	This has been designated as a problem site and at some point in the near future the PM is to get a joint visit from POL/ Fujitsu, I do not know the exact date
Havercroft 445323	Online services – lengthy time to resolve and unclear resolver	justified	Not applicable	The time to arrange the joint visit was too long this will be discussed with Energis, the BT engineer cancellation was unacceptable and this will be fed back to BT.
Crookfur	Online services –	justified	Not applicable	Services restored but Ongoing investigation of key refresh issue

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353832	lengthy timescales to resolve			
Dolphinholme 172418	Online Services – lengthy timescales to resolve	justified	Not applicable	This was an unfortunate mistake and a case of miscommunication, the advisors concerned have been asked to take care to ensure all actions are documented clearly and carefully.
Lower Tuffley 202523	Online Services lengthy timescales to resolve	justified	Not applicable	A genuine mistake by the agent. On the proactive call he was awaiting guidance from Service Management which was late in coming. I have addressed the issue with the agent and the Service Management area.
Bowmore 161858	Lengthy resolution time for pinpad replacement	justified	Not applicable	The Pinpad failure rates are being investigated with the suppliers Hypercom by the Engineers Service Delivery Manager.
Kingshurst 282201	Online services – lengthy resolution timescales	justified	Not applicable	Feedback has been provided to the engineering service regarding the checks carried out and reiterating that cables are always part of the necessary checks. BT/ Cable and Wireless have also been reminded to provide all details of faults they identify in the course of the investigation.
Langdale Road 119134	Online services – lengthy resolution timescales	justified	Not applicable	The resolution time was very long; however the job itself was very complex and did involve a number of contractors. At all times, Fujitsu were, through Cable and Wireless constantly chasing for updates and a speedy resolution. I have asked C&W to use this as a valuable experience to discuss with BT how the timescales can be improved for this type of online outage problem.
Triangle 329320	Online services – lengthy timescales to resolve and lack of support	Justified – timescales Unjustified – support and updates	Not applicable	BT have learned some valuable lessons from this exercise and will ensure that knowledge will be used to deal with future calls of this nature.
Kelbrook 209407	Hardware/System issues	Not justified	System is working as normal and all of the PM's concerns have been thoroughly investigated both by the HSD, the Fujitsu engineers and the BIM's.	Not applicable
Wakefield Road 265306	Online services – lengthy resolution	Not justified	Fujitsu did not contribute to the resolution, all actions were with BT Southampton and repair call was actually logged by the PM himself.	Not applicable
Milton on Stour 336542	Engineer late attendance time	Not justified	The correct procedures were followed at all times	Not applicable

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Milton on Stour 336542	Online Services – lengthy resolution timescales	Not justified	The fault was not in the Fujitsu domain at all, it was only a BT Southampton fault	Not applicable
Seafield 137807	Online Services - lengthy resolution timescales	Not justified	Fujitsu actions were all carried out correctly the fault was in the BT Southampton domain	Not applicable
Coppull 296427	Online services – BT charges excessive	Not justified	The fault was caused by BT Southampton work and resolved by BT Southampton	Not applicable
North Road 318422	Online services – lengthy timescales to resolve	Not justified	All actions carried out correctly to resolve a major issue	Not applicable.
Livingstone Avenue 198311	Online Services – lengthy timescales to resolve.	Not justified	The actual fault was in the BT Southampton domain not the Fujitsu domain.	Not applicable
Blackfen 157014	Online Services – lengthy timescales to resolve	Not justified	The actual fault was a PSTN fault and this was repaired in a very good turnaround time. I can also not fault the call management or any actions carried out by the Fujitsu parties	Not applicable
Norwood Green 216020	Online services – lengthy timescales to resolve	Not justified	All actions have been carried out correctly to resolve this problem in a timely manner	Not applicable
Summerfield 377201	Engineers - caused online outage.	Not justified	All actions by the Fujitsu engineers were correct in this case, the Fujitsu engineers do not need to touch the ADSL cable in order to replace keyboards.	Not applicable
Penybont 225644	Online services – kit keeps crashing.	Not justified	All actions carried out correctly to resolve given the nature of the problems	Not applicable
Great Somerford 296548	Online services – lengthy resolution timescales	Not justified	All Fujitsu actions to resolve the offline services have been carried out correctly – POL action identified.	Not applicable
Charlton Church Lane 096007	Online services – frequent outages	Not justified	There are no online outages of more than 30 mins, very low call volumes.	Not applicable

Fujitsu Services

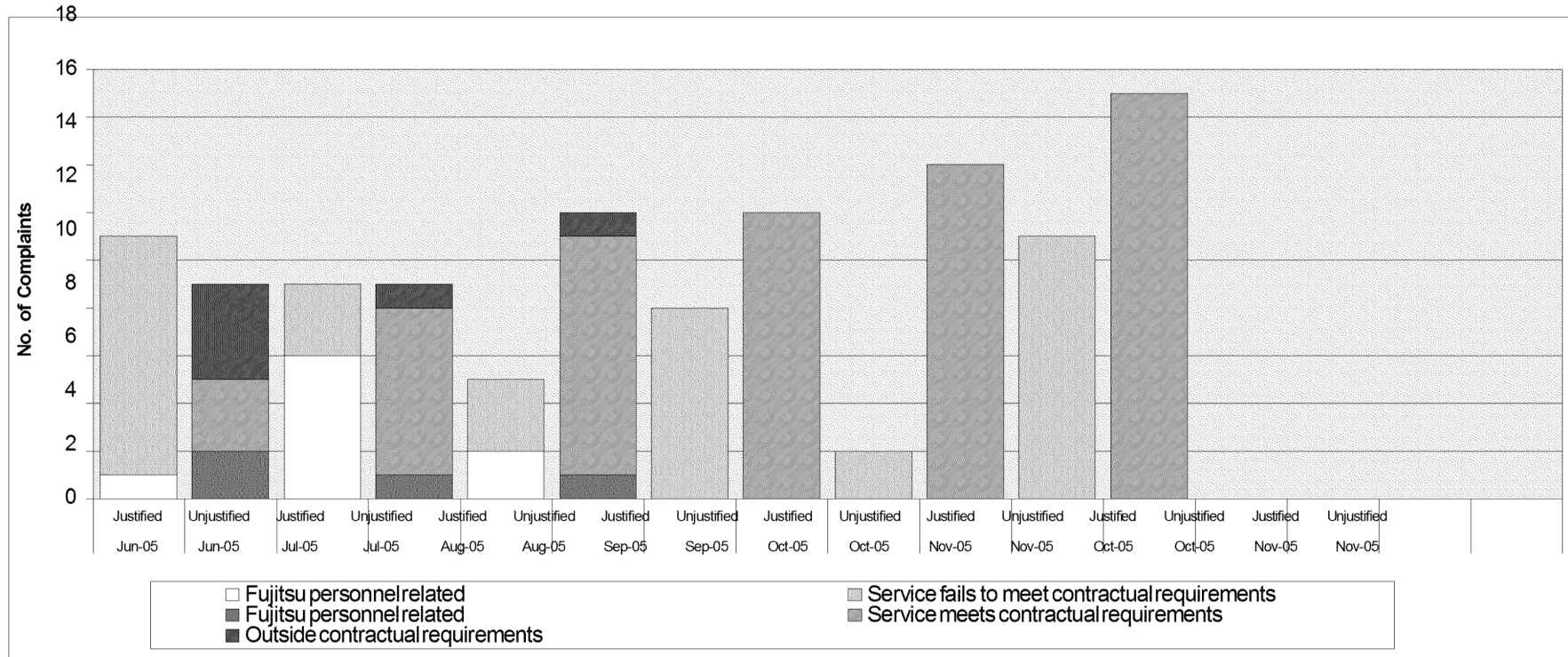
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2.1.8 Horizon Service Desk and Complaints (Cont'd)



	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05								
Justified														
Fujitsu personnel related	1	6	2	0	0	0								
Service fails to meet contractual requirements	10	3	3	8	2	11								
Unjustified				8	2	11								
Fujitsu personnel related	2	1	1	0	0	0								
Service meets contractual requirements	3	7	10	12	14	17								
Outside contractual requirements	4	1	1	0	0	0								
Total Complaints	20	18	17	20	16	28								

2.1.9 Business Incident Management

There were 56 BIM incidents raised during November, 3 less than October.

Of these incidents raised 31 were within the 8 hour response SLT (predominantly relating to the 'Network Banking State 4' exception state) and 25 were within the 5 day response SLT.

2.1.10 Engineer Services – Site Visits By Engineer

There were 5344 break-fix site visits in November, compared to 5115 in October, and the overall performance of the engineering service continued to be delivered around our SLT.

Service Improvements

FJS are now consistently delivering conformant Break-Fix SLTs and will continue monitoring this service on day-to-day basis, to minimise any business impact to Post Office Limited.

In January, we will be introducing a new mobility box and power supply unit for the mobile counters. One expected benefit from this will be increased reliability of the mobile counter. FJS are working on a programme aimed at reducing the numbers of engineering visits required; FJS have also proposed a number of initiatives in which Post Office Ltd could assist in this area.

Remedies

In November, there were 142 remedial calls, which is higher than in October (90). Actual penalties are also higher, totalling £12,018.35. Conformance was again maintained across all Service Level Targets (except Time to Repair, which was measured at 25.6%).

2.1.11 Security Services

Automated Key Refresh

An average of 27 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 843 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

There were no manual keys generated this month.

Key Management Administration

There were no major key management issues this month.

Prosecution Support

1. 70 ARQ's were received this month, making a total YTD of 480. All have been completed and returned.
2. No witness statements were requested this month, therefore the YTD total remains at 31.
3. There was no court attendance this month.

2.1.12 PostShops

The PostShop rollout is still progressing well. As at 30th November there are 165 live Branches, increasing by approximately 5 Branches per week. The call volumes are a little higher than expected in November, the calls include a small number of questions which are business issues for NBSC, and these issues will be discussed with NBSC. The rollout will continue up to March 2006 bringing the total estate to 300 terminals in 200 Branches.

Main issues this month are around missing data which had not arrived at the PM's counter, this is due to the branches switching off overnight, and this issue will also be discussed with POL to agree a form of communication to the PM's. This is not visible to the PM and does not stop normal business transactions. All issues logged are being reviewed and analysed to identify any trends. The table below represents all issues logged by the PostShops Servicedesk.

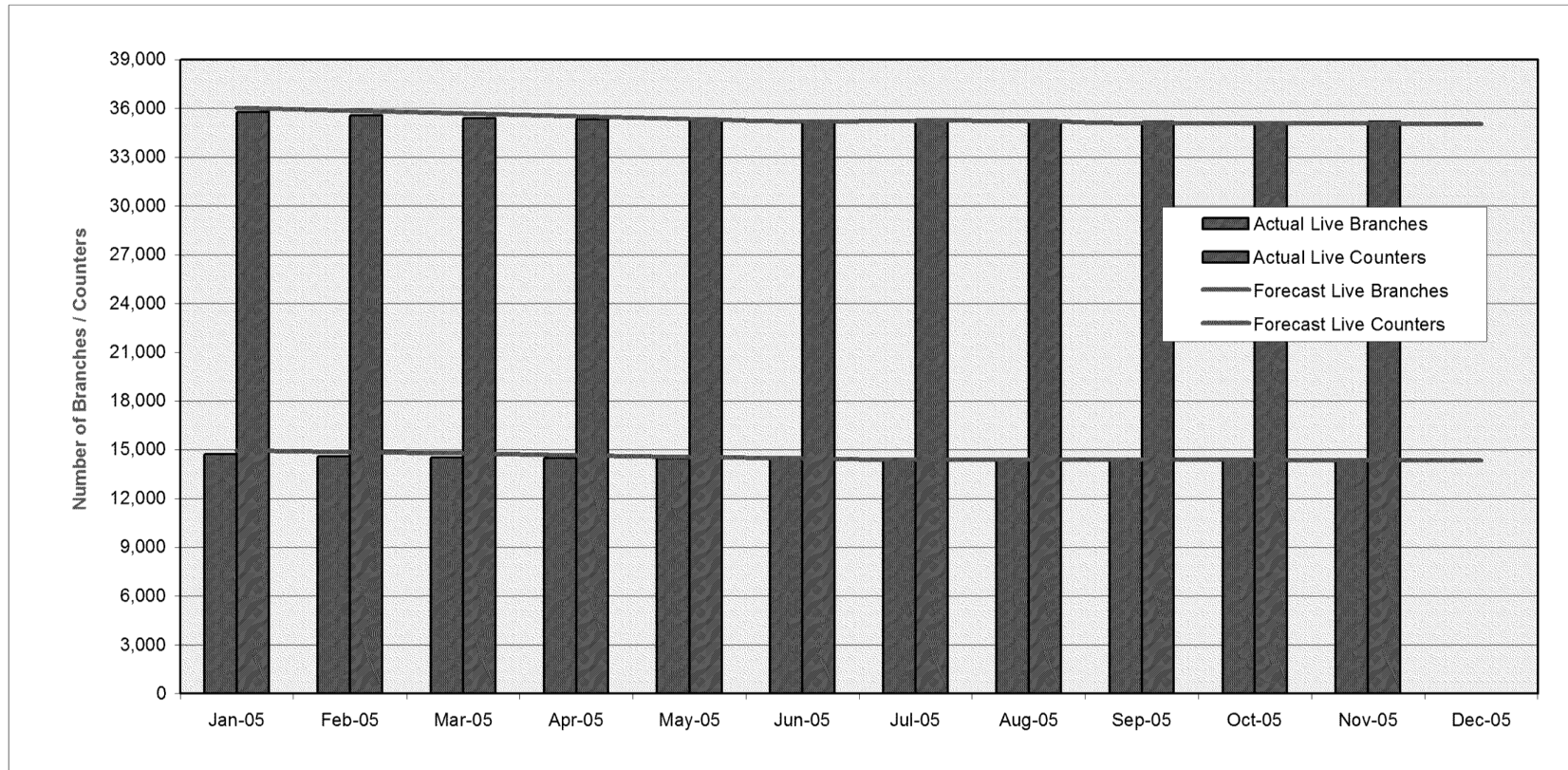
	Week 13	Week 14	Week 15	Week 16	Monthly Totals
Number of calls received	18	14	21	36	89
Number of calls resolved in 8 hours	16	14	19	35	84
Number of calls resolved in next day	2	0	2	1	5
Number of Hardware faults	6	5	10	16	37
Number of software faults	12	9	11	20	52
Number of outstanding calls	0	0	0	1	1cleared 2/12

There were 5 calls to fix failures this month; these have all been addressed with Geller.

3 NOVEMBER VOLUMETRICS

3.0 OPERATIONAL BRANCH & COUNTER VOLUMES

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



	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
Actual Live Branches	14752	14619	14528	14492	14465	14427	14400	14378	14347	14317	14303		
Actual Live Counters	35770	35575	35405	35354	35334	35271	35245	35258	35204	35188	35195		
Forecast Live Branches	14995	14895	14795	14695	14595	14495	14412	14397	14412	14397	14382	14372	14357
Forecast Live Counters	36059	35889	35719	35549	35379	35209	35254	35237	35108	35093	35078	35068	35053

3.1 VITAL STATISTICS

3.1.1 Vital Statistics – Network Banking

	November 05	To Date
Balance Enquiries	2,104,818	46,618,151
Cash Deposit Transactions	597,426	11,052,046
Cash Deposit Total Value	£263,956,342	£2,938,906,648
Cheque Deposit Transactions	46,441	777,630
Cheque Deposit Total Value	£20,193,382	£311,878,114
Cash Withdrawal Transactions	11,231,943	198,124,503
Cash Withdrawal Total Value	£1,196,357,368	£18,719,092,710
Withdrawal to Limit Transactions	10,097,474	129,223,861
Withdrawal to Limit Total Value	£1,568,814,858	£15,483,263,524
DCP Refund Transactions	484	16,640
DCP Refund Total Value	£66,335	£3,083,005
DCP Payment Transactions	2,609,583	42,587,413
DCP Payment Total Value	£157,369,602	£2,651,473,934

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

Bank	Transaction Volume	Transaction Value
Alliance & Leicester plc	1,571,977	£341,211,163
Card account at Post Office	19,264,204	£2,458,280,223
Streamline (Online Debit Card)	2,610,067	£157,435,937
LINK		
Abbey National PLC	60,656	£3,143,061
Bank of Ireland	22,959	£2,336,321
Barclays Bank Plc	867,391	£64,243,115
Clydesdale Bank Plc	93,438	£7,111,377
First Trust Bank	777	£64,263
HBoS	76,220	£4,692,912
HSBC Bank Plc	26,440	£1,884,613
Lloyds TSB	1,233,746	£79,433,554
Nationwide Building Society	124,525	£6,714,956
NatWest	116,622	£5,508,697
Northern Bank Ltd	7,477	£380,597
NS&I	259,612	£41,930,070
Royal Bank of Scotland	37,881	£1,889,475
Smile	29,489	£4,295,305
The Co-operative Bank	205,922	£21,158,995
Ulster Bank Ltd	653	£57,780
Yorkshire Bank Plc	90,492	£4,985,473
LINK TOTAL	3,254,300	£249,830,565
GRAND TOTAL	26,700,548	£3,206,757,888

3.1.3 Vital Statistics – ETU Transactions

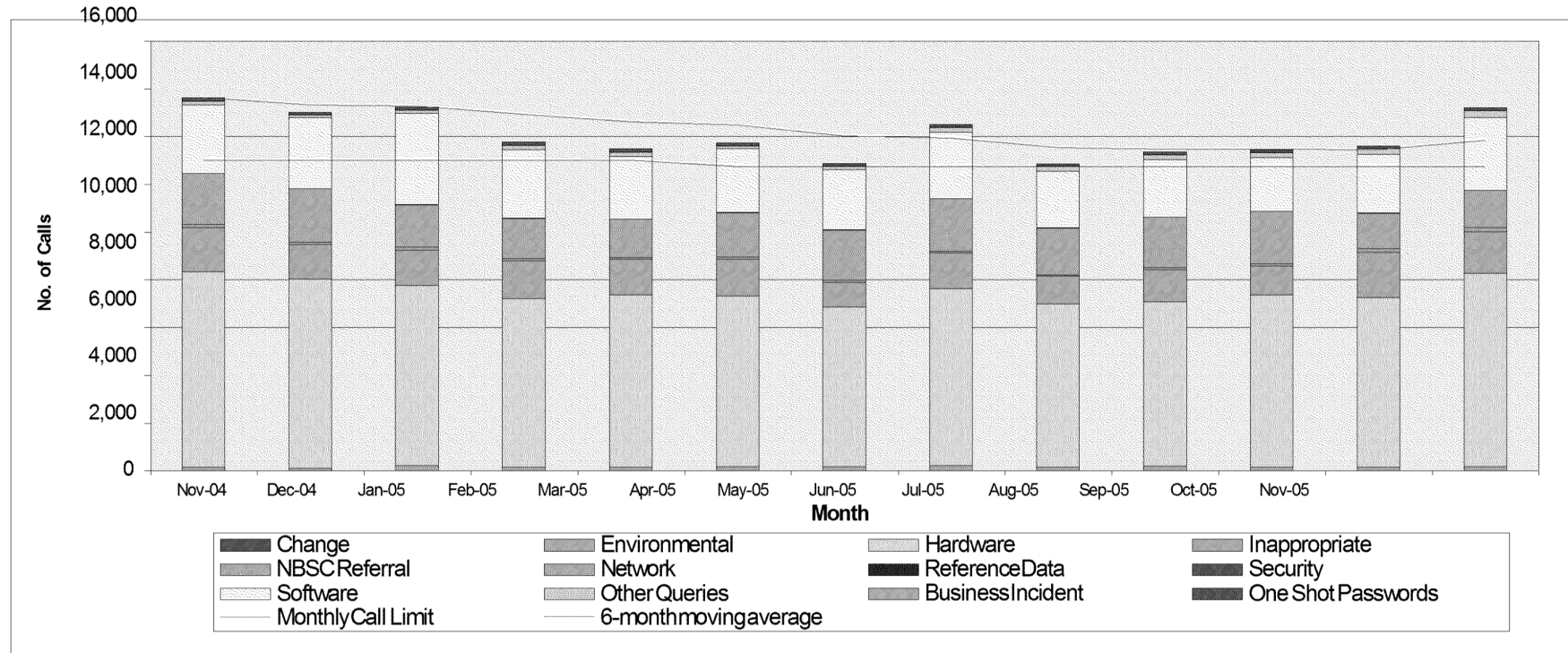
Summary	Nov-05	Totals to Date
Transaction Volume	1,544,262	£34,186,639
Transaction Value	12,860,407	£281,875,832
Details by Issuer Scheme	Transaction Volume	Transaction Value
3G UK Ltd Everything Add-On	11,164	£135,560
3G UK Ltd Text Add On	11,104	£63,805
3G UK Ltd Video Talk & Text	5,056	£125,100
Carphone Warehouse MobileWorld	3,523	£24,510
Fresh Mobile E-Voucher	3,341	£59,235
Napster Tracks Music Voucher	3,454	£33,720
Napster Unlimited MusicVoucher	1,657	£14,515
O2 PAY & GO	44,971	£481,290
O2 Top-Up Voucher	17,176	£146,595
Orange E-Voucher	347,761	£2,639,210
Orange pay-as-you-go	35	£255
Post Office Rechargeable Card	14	£85
Talk Talk Mobile E-Voucher	29	£220
talkXtra	3,104	£27,727
Tesco Mobile Pay as you Go	11,707	£128,125
Tesco Mobile Top-up Voucher	1,331	£14,755
T-Mobile Pay as you go	240,657	£2,020,985
T-Mobile Top-Up Voucher	49,750	£369,255
Virgin Mobile Airtime Voucher	35,095	£242,470
Virgin Mobile Pay As You Go	117,818	£816,240
Vodafone Pay as you talk	337,125	£2,530,735
Vodafone UK PAYT TopUp Voucher	87,427	£637,185
Vodafone UK Text Pack Voucher	419	£3,145
Vodafone UK Voice Pack Voucher	44	£800
Totals	1,544,262	£12,860,407

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)
November 2004	29,643,495	16,627,311	222,914,381	1,639,116	17,018,468	1,444,573
December 2004	26,251,608	12,011,200	242,450,439	2,104,412	18,661,814	1,415,727
January 2005	26,695,470	8,152,115	186,172,451	1,553,954	18,406,269	1,344,626
February 2005	22,940,870	4,151,736	165,721,492	1,617,718	19,140,250	1,349,223
March 2005	26,699,858	328,016	196,937,035	1,886,499	23,510,405	1,425,490
April 2005	27,429,551	17,572	192,589,186	1,988,602	23,253,854	1,423,031
May 2005	26,167,158	2,798	185,685,955	1,951,179	23,270,905	1,388,395
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

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



	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Business Incident	3	0	2	0	0	1	1	3	0	2	0	1	10
Change	147	107	197	154	137	170	181	204	188	154	139	183	
Environmental	147	107	197	154	137	170	181	204	188	154	139	183	
Hardware	8191	7930	7574	7065	7222	7162	6677	7433	6848	6907	7210	7112	8088
Inappropriate	1842	1839	1439	1572	1495	1519	1033	1496	1150	1346	1217	1910	1745
NBSC Referral	125	97	129	90	81	102	83	74	60	71	75	133	170
Network	2159	2245	1778	1690	1603	1869	2114	2184	1959	2109	2220	1480	1565
Other Queries	153	11	127	176	160	120	126	187	211	181	190	216	267
Reference Data	3	2	0	8	1	1	0	2	4	2	1	0	1
Security	2	4	0	8	1	1	0	2	4	2	1	0	1
One Shot Passwords	163	121	139	151	152	130	119	126	108	152	156	137	137
Software	2846	2968	3823	2875	2632	2665	2537	2791	2368	2407	2208	2468	3048
Total Calls	15634	15022	15237	13775	13483	13744	12879	14501	12867	13368	13463	13616	15217
6-month moving average	15634	15320	15290	14017	14630	14483	14023	13937	13542	13474	13470	13440	13830
Monthly Call Limit	13000	13000	13000	13000	13000	12750	12750	12750	12750	12750	12750	12750	12750

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

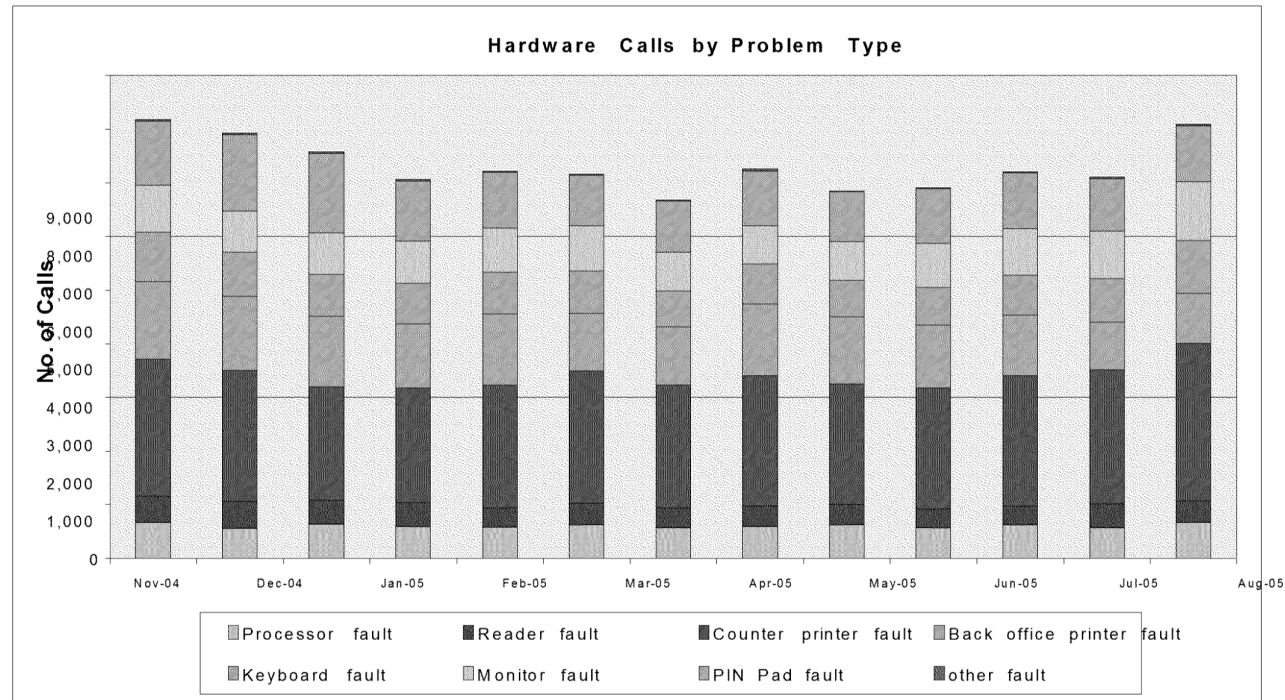
	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	
Business Incident	0	0	0	0	0	0	0	0	0	0	1	0	0	10
Change	3	0	2	0	0	1	1	3	0	0	0	2	0	1
Environmental	147	107	197	154	137	170	181	204	153	188	154	139	183	
Hardware	8191	7930	7574	7065	7222	7162	6677	7433	6848	6907	7210	7112	8088	
Inappropriate helpdesk	1842	1439	1459	1572	1495	1519	1033	1496	1150	1346	1217	1910	1745	
NBSC Referral	125	97	129	90	81	102	83	74	60	71	75	133	170	
Network	2159	2245	1773	1690	1603	1869	2114	2134	1959	2109	2220	1480	1565	
Other queries	153	111	127	176	160	120	126	137	211	181	198	216	267	
Reference Data	3	4	8	1	1	2	2	2	1	0	1	21	1	
Security	2	0	1	1	0	4	6	1	9	6	2	0	2	
One Shot Passwords	163	121	139	151	152	130	119	126	108	152	156	137	137	
Software	2846	2963	3823	2875	2632	2665	2537	2791	2368	2407	2228	2468	3048	
System outage calls (not included)	125	941	162	419	0	0	139	0	0	0	549	0	479	
Total Calls	15634	15022	15237	13775	13483	13744	12879	14501	12867	13368	13463	13616	15217	
6-month moving average	15634	15328	15298	14917	14630	14483	14023	13937	13542	13474	13470	13449	13839	
Average Daily Call Rate	665	653	693	689	642	634	585	604	548	557	561	579	634	
Working days per month	23½	23	22	20	21	21	22	24	23½	24	24	23½	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
	Dec-04	ADSL service & Internal Estate - Network calls between 13:00 and 15:00	07/12/2004	N		118
		3 major outages at 09:07-09:17 ; 12:45-14:00 ; and 15:00-17:00	20/12/2004	N		520
		CAPO faults between 08:00 and 10:00	21/12/2004	N		118
		BAS router failure between 08:45 and 11:30	31/12/2004	N		185
		TOTAL for DEC04				941
Jan-05		Network calls raised between 09:02 and 11:30 on 24th January	24/01/2005	N		162
Feb-05		ATM switch failure : loss of service to 1,600 ADSL Branches between Saturday 12th and Monday 14th	12/02/2005	N (ADSL)		286
			14/02/2005	N (ADSL)		133
Mar-05		No calls have been removed this month				0
Apr-05		No calls have been removed this month				0
May-05		ND01 calls raised by ADSL sites as a result of BAS Router fault between 08:34 and 09:32 ref CS/REP/221	24/05/2005	(ADSL)		139
Jun-05		No calls have been removed this month				0
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

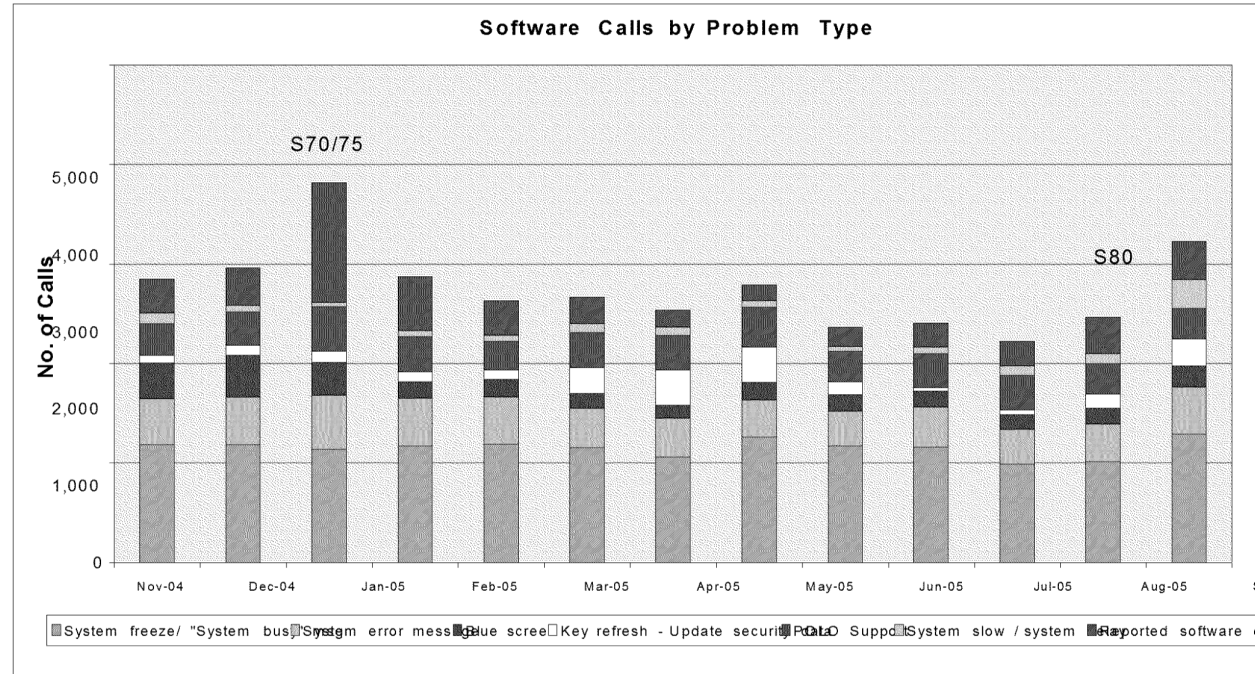
3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS



The number of calls increased by 976 or 12% from October to November 2005. For the same period in 2004 the increase was 718 calls or 9%, therefore confirming a similar trend. This aligns to a 9.745 M increase in transactions from October to November 2005.

	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Processor fault	672	561	636	591	580	623	575	598	625	571	629	572	675
Reader fault	401	540	447	455	366	406	366	375	381	350	344	442	399
Counter printer fault	2549	2449	2115	2130	2281	2465	2291	2428	2248	2254	2428	2497	2939
Back office printer fault	1438	1375	1320	1199	1328	1071	1082	1342	1246	1177	1133	887	931
Keyboard fault	921	820	776	744	778	793	671	741	675	705	746	812	988
Monitor fault	883	763	773	803	820	842	720	719	725	813	863	895	1090
PIN Pad fault	1198	1433	1479	1115	1042	940	950	1020	928	1015	1041	973	1042
other fault	31	29	28	28	27	22	22	35	14	22	26	34	24
TOTAL	8193	7930	7574	7065	7222	7162	6677	7258	6848	6907	7210	7112	8088

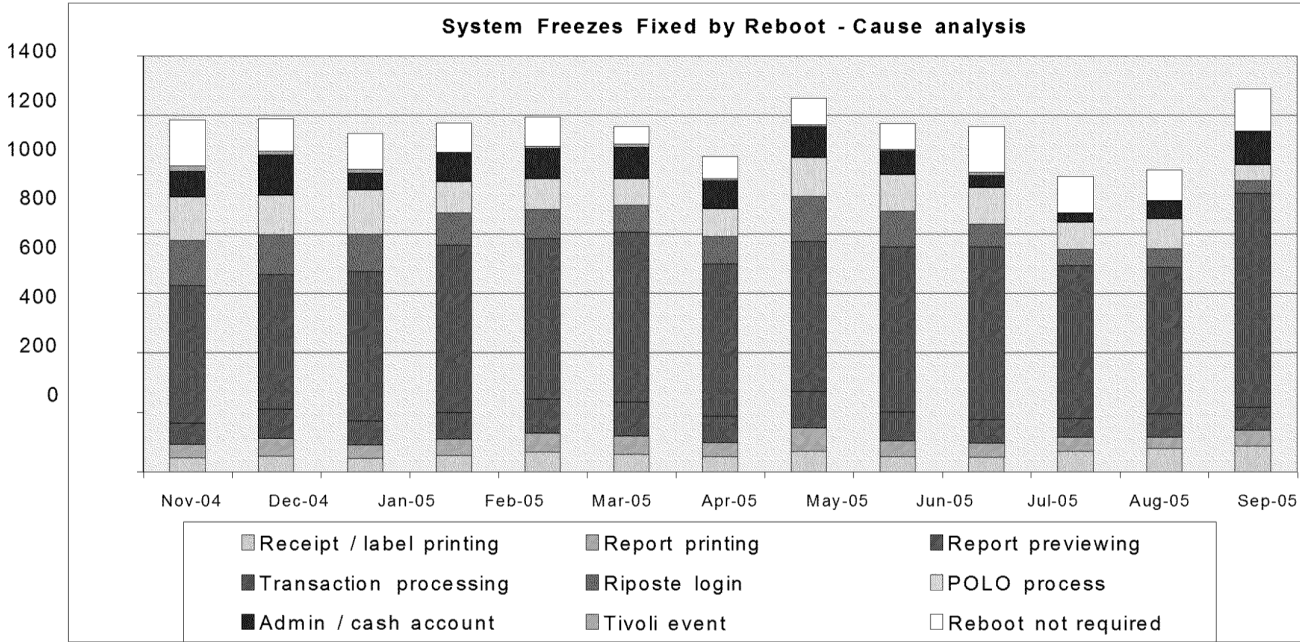
3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONT'D)



The number of calls increased by 759 from October to November 2005. Of these System Freeze/Busy and System Slow/Delay calls account for 464 calls or 61 % of the increase in calls. By design the system elements underpinning the production of the Branch Trading Statement dictate that this action will take up to 5 times as long as producing the Weekly Cash Account it superseded. It needs to be noted that the BTS is produced only ones per month and the WCA once per week. Therefore the net affect should be minimal. In addition there was an increase of 133 Key refresh calls logged. The key refresh algorithm was turned off from July to Sept whilst the outstanding calls were investigated and closed. The key refresh process was turned back on during September and a standard message would then have started to be sent to the counters requesting the users to do a reboot to enable the refresh process to complete. If this and subsequent similar messages are ignored the KMA door for refresh is closed and also tells the user to contact the Service Delp desk to get the KMA door reopened.

	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05
System error message	460	480	542	477	471	391	389	375	350	399
Blue screen	337	411	329	166	173	146	132	178	163	163
Key refresh - Update security data	81	96	111	104	95	261	355	357	111	32
System freeze/ "System busy" msg	1187	1187	1139	1173	1194	1161	1062	1260	1173	1164
POLO Support	315	336	452	355	295	355	345	396	308	341
System slow / system delay	106	64	43	54	53	36	81	69	47	64
Reported software error	344	381	1207	546	364	266	173	166	146	242
TOTAL	2850	2968	3823	2875	2632	2665	2537	2791	2368	2407

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



The volume of system freezes reported in November was above average, and the majority occurred during the processing of transactions, which is accounted for by high system usage conducted during November.

System Freezes	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Receipt / label printing	48	54	47	57	58	60	51	70	53	49	70	79	88
Report printing	45	58	44	53	61	49	79	51	47	47	47	37	53
Report previewing	71	100	81	96	114	113	88	121	97	81	64	81	76
Transaction processing	463	452	502	568	541	573	513	504	555	579	512	491	721
Riposte login	152	135	127	110	99	91	91	152	123	78	55	63	43
POLO process	145	131	147	104	101	89	94	131	121	123	93	100	53
Admin / cash account	88	138	59	98	103	106	94	104	81	42	29	60	110
Tivoli event	16	11	11	0	7	9	7	7	3	9	3	2	3
REBOOT sub-total	1028	1070	1048	1075	1096	1102	987	1168	1094	1008	873	913	1147
Reboot not required	156	108	121	98	98	59	75	89	88	154	120	103	142
TOTAL	1184	1187	1139	1173	1194	1161	1062	1257	1172	1162	993	1016	1289

3.2.2 ONLINE NETWORK SERVICES

During November the HSD received a total of 1865 reported incidents with 1243 related to ADSL network faults. The major incidents on the 07th, 15th and 29th were responsible for the main increase above the October volumes. Fujitsu have continued to apply pressure on C&W and they have now tightened their change process to reduce the number of changes that are applied during trading hours. Additional scripting has now been deployed to reduce the risk of human error while applying standard changes to BAS routers.

The sudden frost and cold conditions caused an increased branch incident volume affecting the PSTN lines and ISDN lines. The MTRF suffered as BT field engineering were insufficiently resourced to service all these calls. BT's seasonal engineering problem continues to cause an irregular service characteristic across the year. The matter has again been raised through carrier relations for the attention of BT Wholesale. In addition we have asked C&W to instigate a service improvement plan for branch fault resolution time on ISDN and VSAT.

An ADSL enhanced care trial began at 1000 large branches on the 1st and will run for two calendar months. At the end of the two months the data will be analysed to measure the percentage of actual enhanced care incidents achieving the SLA and the improvement in MTBF achieved at these branches.

Online transaction call volumes also decreased to 199 with most actual faults relating to the incidents within the Link and Co-Op domain.

Enhanced Care Update

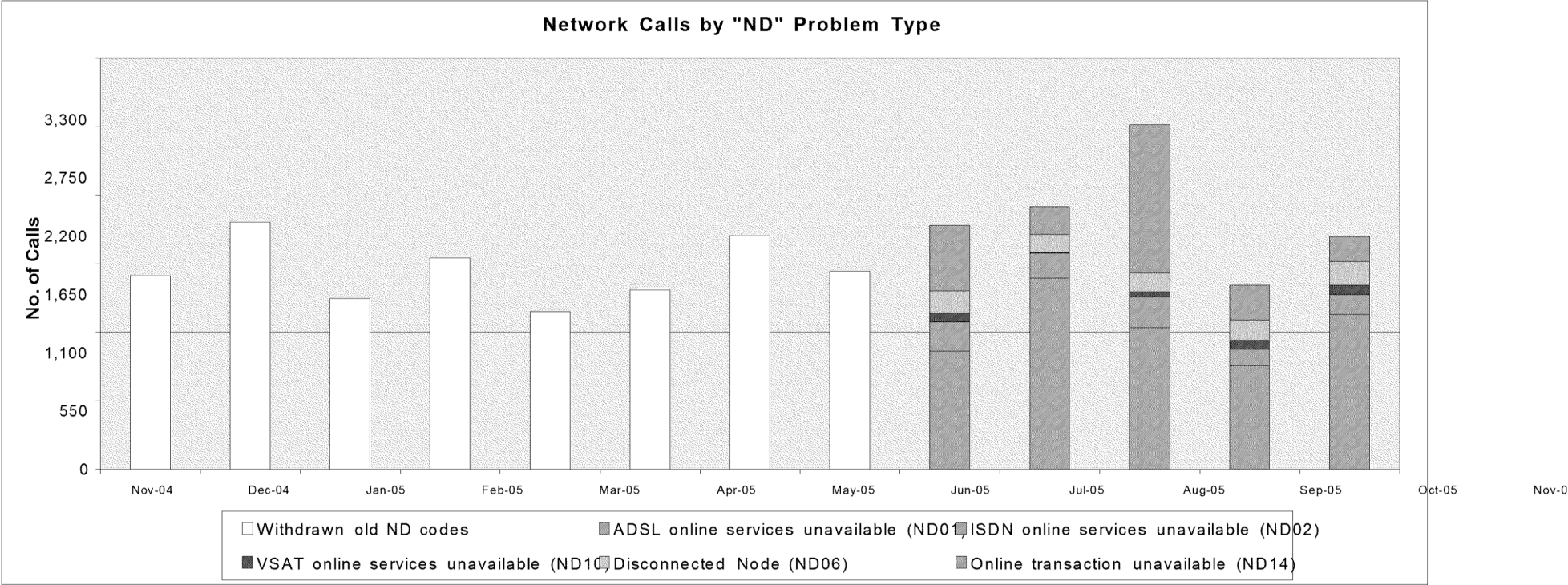
During November there were 3 actual faults at the 1000 branches covered by Enhanced Care. Only 1 of these faults contributed to BT-Broadband's SLA criteria and we had a 100% success rate. The service has cost £9,719/month and the December metrics will be reported next month. The service is scheduled to revert back to Standard Care on 31/12/05.

FAD 005539 (E-0511010278) was resolved within 2hr 15min of it being reported.

The other 2 faults FAD 247227 (E-0510290061) & FAD 157014 (E-0511050267) were fixed on non-BT-Broadband maintained wiring on site. As these faults were on the PSTN line they BT do not count them towards their Enhanced Care SLA. The first was resolved in 33 clock hours (delayed by the BT being denied access by the PM on 2 occasions). The second was resolved in 16 clock hours.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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



ND CALLS by Problem Type

	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05
Withdrawn old ND codes	1552	1985	1370	1699	1267	1439	1871	1590				
ADSL online services unavailable (ND01)									949	1535	137	832
ISDN online services unavailable (ND02)									234	202	247	132
VSAT online services unavailable (ND10)									73	5	39	73
Disconnected Node (ND06)									178	145	153	160
Online transaction unavailable (ND14)									525	221	193	283
TOTAL	1552	1985	1370	1699	1267	1439	1871	1590	1959	2109	2769	1480

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3.2.2 ONLINE NETWORK SERVICES (CONT'D)

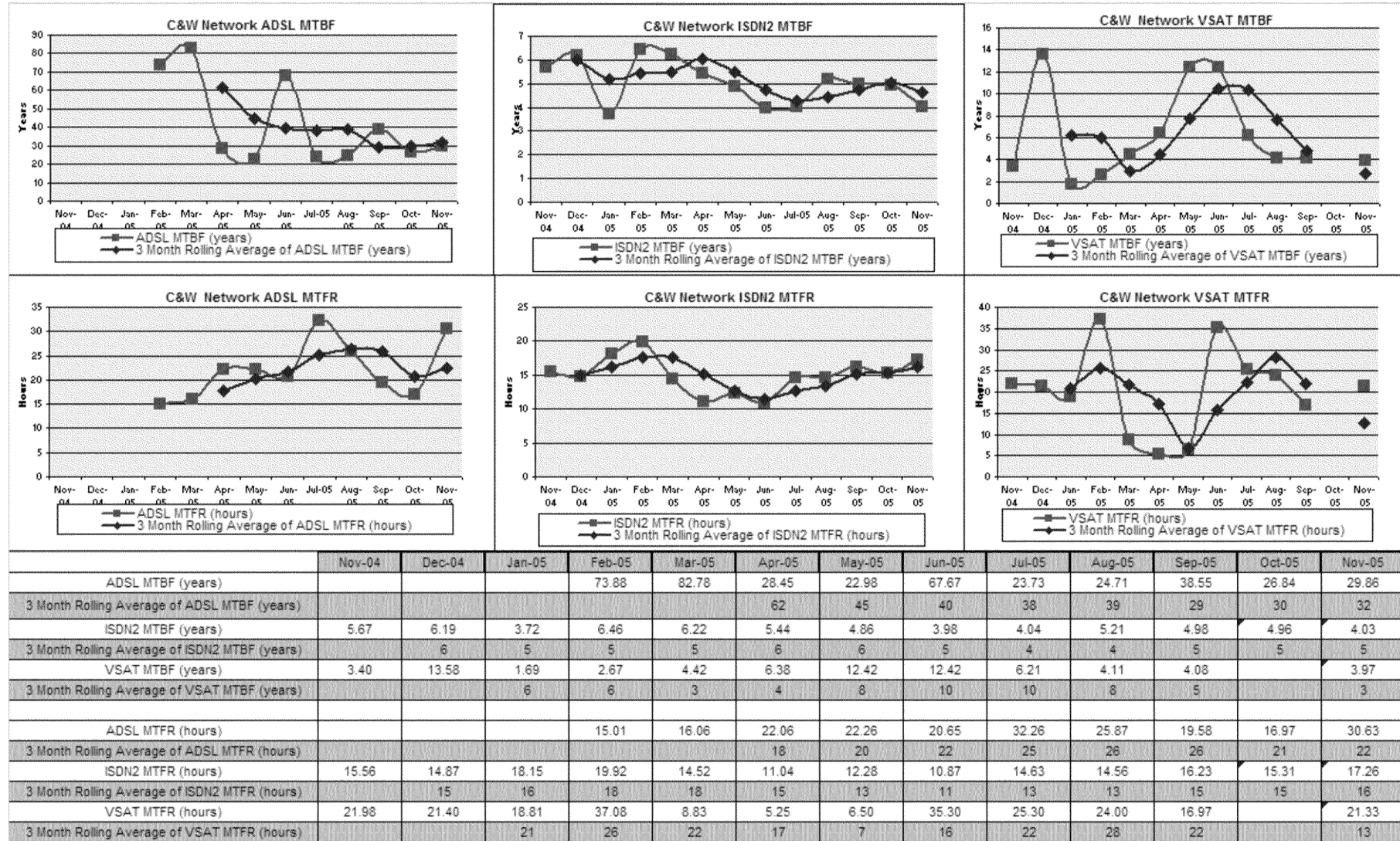
ADSL Online Services Calls - Cause Analysis	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
ADSL service fault (C34)									96	69	55	45	46
ADSL major incident (C37)									21	586	155	37	277
Software error / reboot (C36)									376	415	394	287	337
Undetermined fault (CG4)									189	176	267	189	268
Subtotal									682	1245	871	558	928
PSTN line fault (C35)									45	34	27	34	40
No fault found / user error (CR4)									198	231	217	214	232
Duplicate call or other causes									26	24	22	26	43
TOTAL	0	0	0	0	0	0	0	0	940	1535	1137	832	1243

ISDN Online Services Calls - Cause Analysis	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
ISDN service fault (C31)									96	77	81	56	73
Major incident (C38)									12	0	2	2	0
Software error / reboot (C36)									40	52	67	20	17
Undetermined fault (CG4)									46	28	52	29	38
Subtotal									194	157	202	107	128
No fault found / user error (CR4)									32	34	34	15	13
Duplicate call or other causes									8	11	11	10	16
TOTAL	0	0	0	0	0	0	0	0	234	202	247	132	157

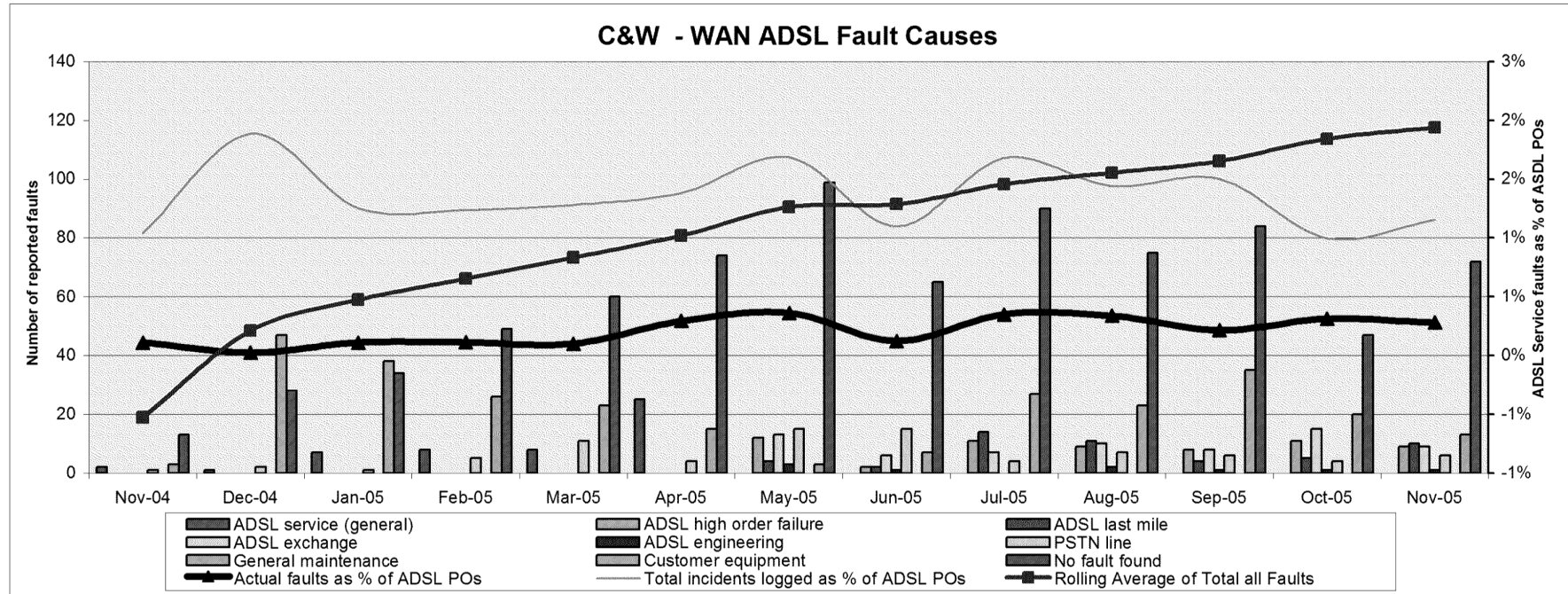
VSAT Online Services Calls - Cause Analysis	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
VSAT service fault (CG5)									2	3	3	0	5
Major incident (C39)									44	0	25	68	43
Software error / reboot (C36)									14	1	4	1	8
Undetermined fault (CX8)									9	0	3	2	13
Subtotal									69	4	35	71	69
No fault found / user error (CR4)									4	2	4	2	7
Duplicate call or other causes									0	0	0	0	2
TOTAL	0	0	0	0	0	0	0	0	73	6	39	73	78

ND14 Online Transaction - Cause Analysis	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Software error / reboot (C36)									70	32	63	41	50
Online transaction Major Incident (G40)									5	94	954	139	47
Subtotal									75	124	1017	180	97
No fault found / user error (CR4)									56	91	169	92	92
Duplicate call or other causes									400	4	7	11	10
TOTAL	0	0	0	0	0	0	0	0	525	221	1193	283	199

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

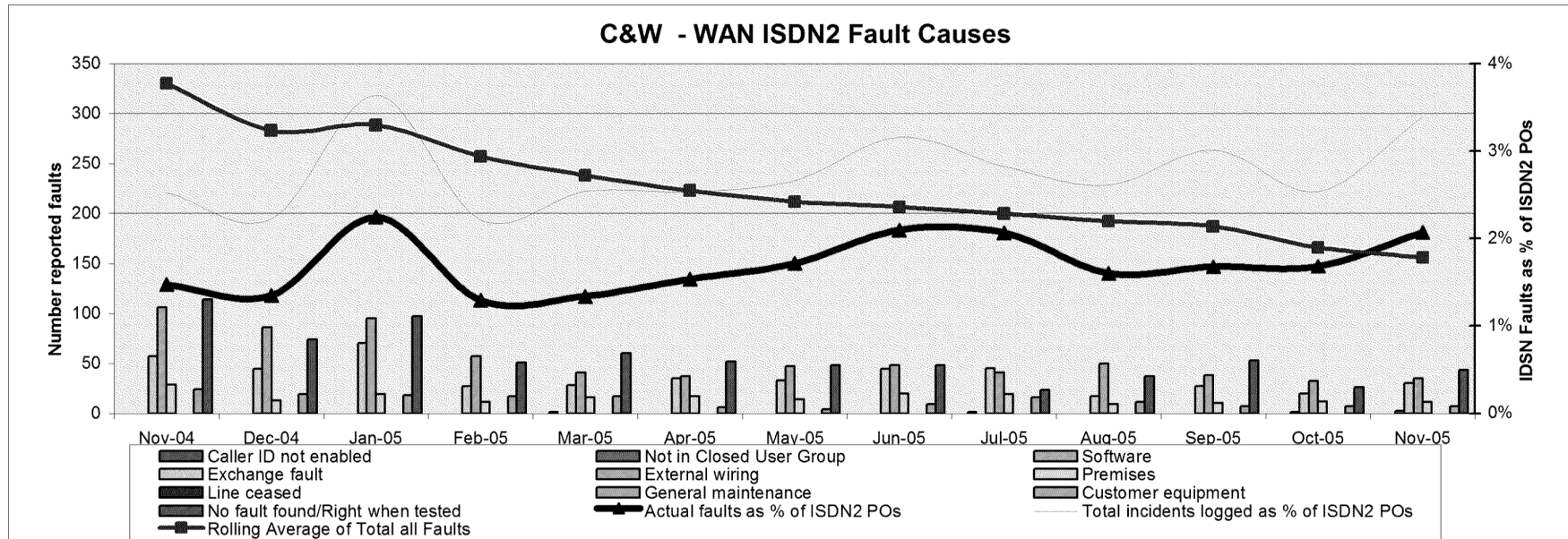


3.2.2 ONLINE NETWORK SERVICES (CONT'D)



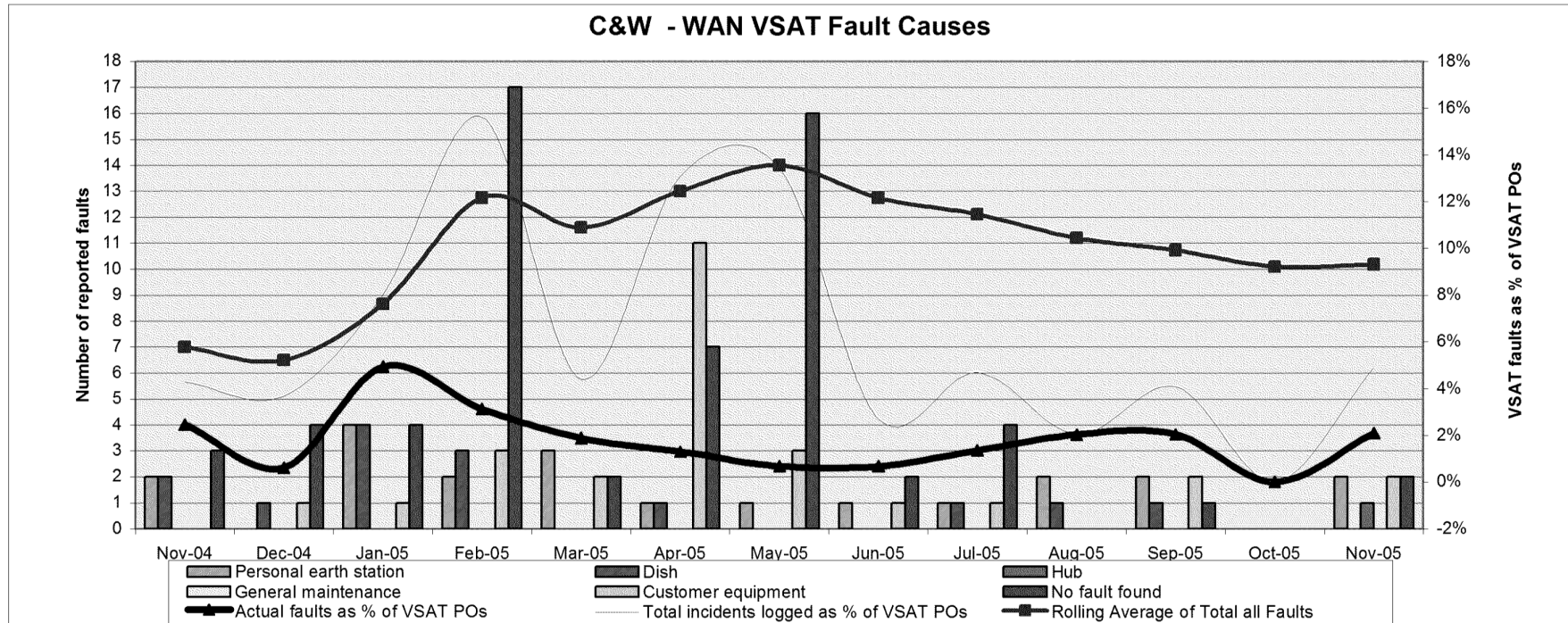
	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
ADSL service (general)	2	1	7	8	8	25							
ADSL high order failure							12	2	11	9	8	11	9
ADSL last mile							4	2	14	11	4	5	10
ADSL exchange							13	6	7	10	8	15	9
ADSL engineering							3	1	0	2	1	1	1
Actual faults at ADSL POs total	2	1	7	8	8	25	32	11	32	32	21	32	29
Actual faults as % of ADSL POs	0.11%	0.02%	0.11%	0.11%	0.10%	0.29%	0.36%	0.12%	0.35%	0.34%	0.22%	0.31%	0.28%
PSTN line	1	2	1	5	11	4	15	15	4	7	6	4	6
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	3	47	38	26	23	15	3	7	27	23	35	20	13
No fault found	13	28	34	49	60	74	99	65	90	75	84	47	72
Total all Faults	19	78	80	88	102	118	149	98	153	137	146	103	120
Rolling Average of Total all Faults	19	49	59	66	73	81	91	92	98	102	106	114	118
Total incidents logged as % of ADSL POs	1.04%	1.89%	1.25%	1.24%	1.28%	1.38%	1.69%	1.10%	1.68%	1.44%	1.50%	1.00%	1.15%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	0	0	0	1	0	0	0	1	0	0	0	0
Software	0	0	0	0	0	0	0	0	0	0	0	1	2
Exchange fault	57	44	70	27	28	35	33	44	45	17	27	20	30
External wiring	106	86	95	57	41	37	47	48	41	50	38	32	35
Premises	29	13	19	11	16	17	14	20	19	9	10	12	11
Line ceased	0	0	0	0	0	0	0	0	0	0	0	0	0
Actual faults at ISDN2 POs total	192	143	184	95	86	89	94	112	106	76	75	65	78
Actual faults as % of ISDN2 POs	1.47%	1.35%	2.24%	1.29%	1.34%	1.53%	1.71%	2.10%	2.06%	1.60%	1.67%	1.68%	2.07%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	24	19	18	17	17	6	4	9	16	11	7	7	7
No fault found/Right when tested	114	74	97	51	60	52	48	48	23	37	53	26	43
Total all Faults	330	236	299	163	163	147	146	169	145	124	135	98	128
Rolling Average of Total all Faults	330	283	288	257	238	223	212	207	200	192	187	166	156
Total incidents logged as % of ISDN2 POs	2.53%	2.22%	3.64%	2.21%	2.54%	2.53%	2.66%	3.16%	2.82%	2.61%	3.01%	2.54%	3.40%

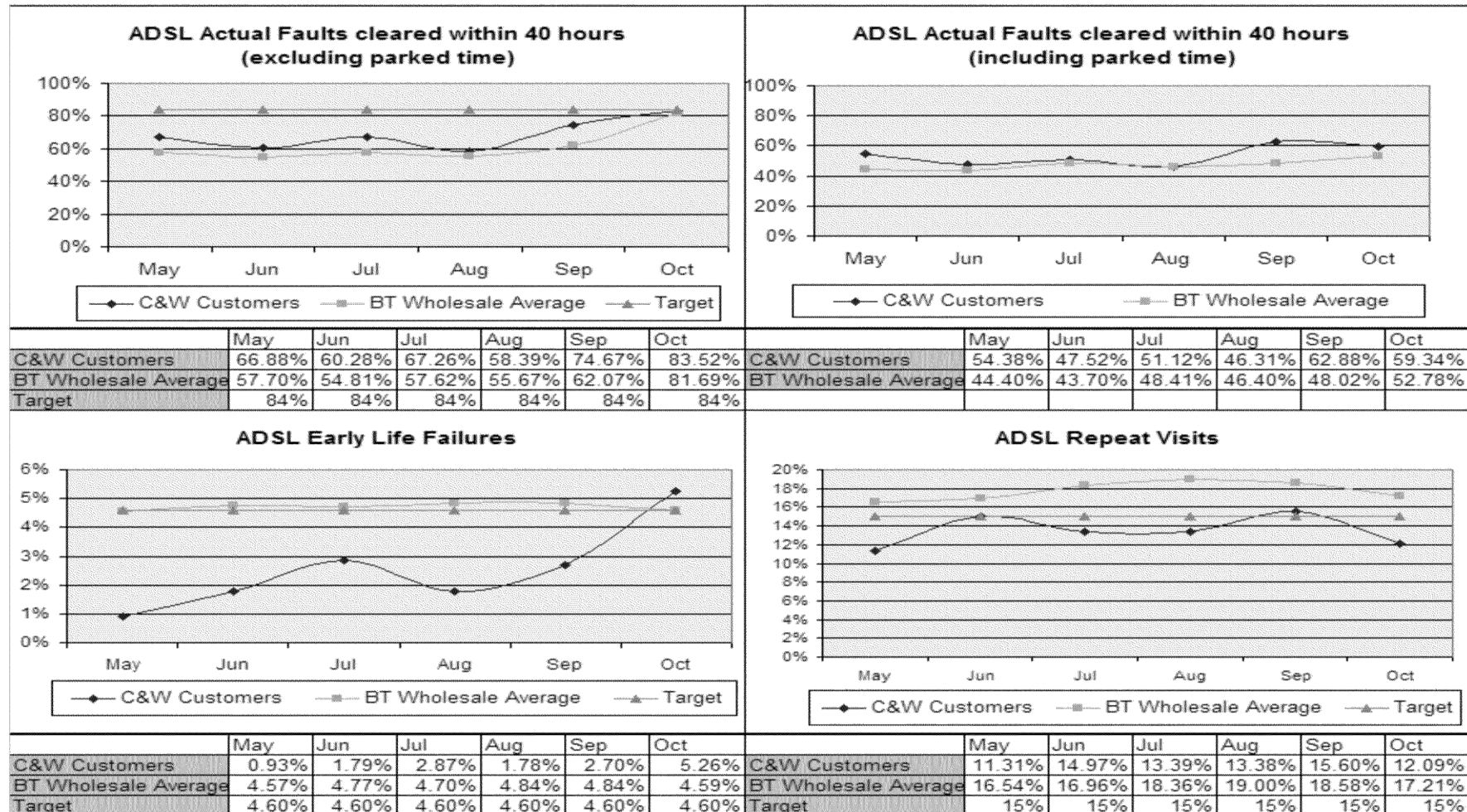
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Personal earth station	2	0	4	2	3	1	1	1	1	2	2	0	2
Dish	2	1	4	3	0	1	0	0	1	1	1	0	0
Hub	0	0	0	0	0	0	0	0	0	0	0	0	1
Actual faults at VSAT POs total	4	1	8	5	3	2	1	1	2	3	3	0	3
Actual faults as % of VSAT POs	2.45%	0.61%	4.94%	3.13%	1.89%	1.31%	0.67%	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	0	1	1	3	2	11	3	1	1	0	2	0	2
No fault found	3	4	4	17	2	7	16	2	4	0	1	0	2
Total all Faults	7	6	13	25	7	20	20	4	7	3	6	0	7
Rolling Average of Total all Faults	7	7	9	13	12	13	14	13	12	11	11	10	10
Total incidents logged as % of VSAT POs	4.29%	3.68%	8.02%	15.63%	4.40%	13.07%	13.42%	2.68%	4.70%	2.03%	4.08%	0.00%	4.90%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

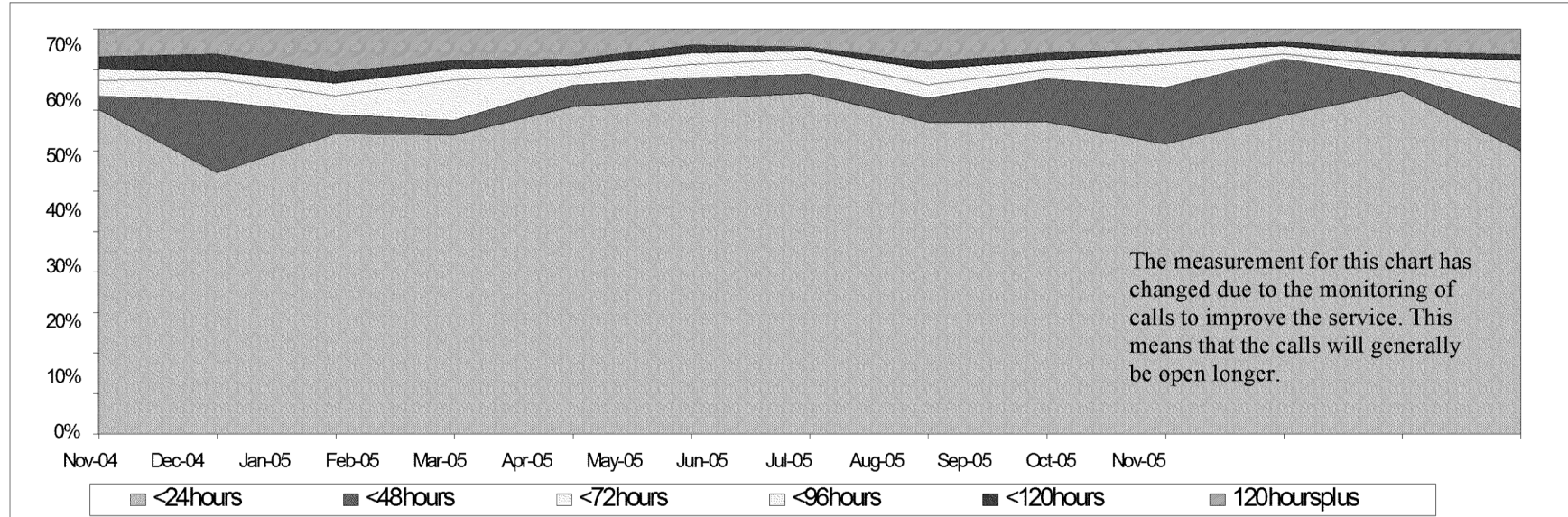
These graphs show how C&W ADSL customers are outperforming the BT Wholesale ADSL average for the Ofcom key performance indicators. The data provided by BT Wholesale covers all C&W ADSL customers although Post Office is the largest customer. The data is offset by 1 month due to BT Wholesale reporting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



3.2.2 ONLINE NETWORK SERVICES (CONT'D)

Online Service Unavailable Calls (From 1/7/05 = ND01+ND02+ND10+ND14).

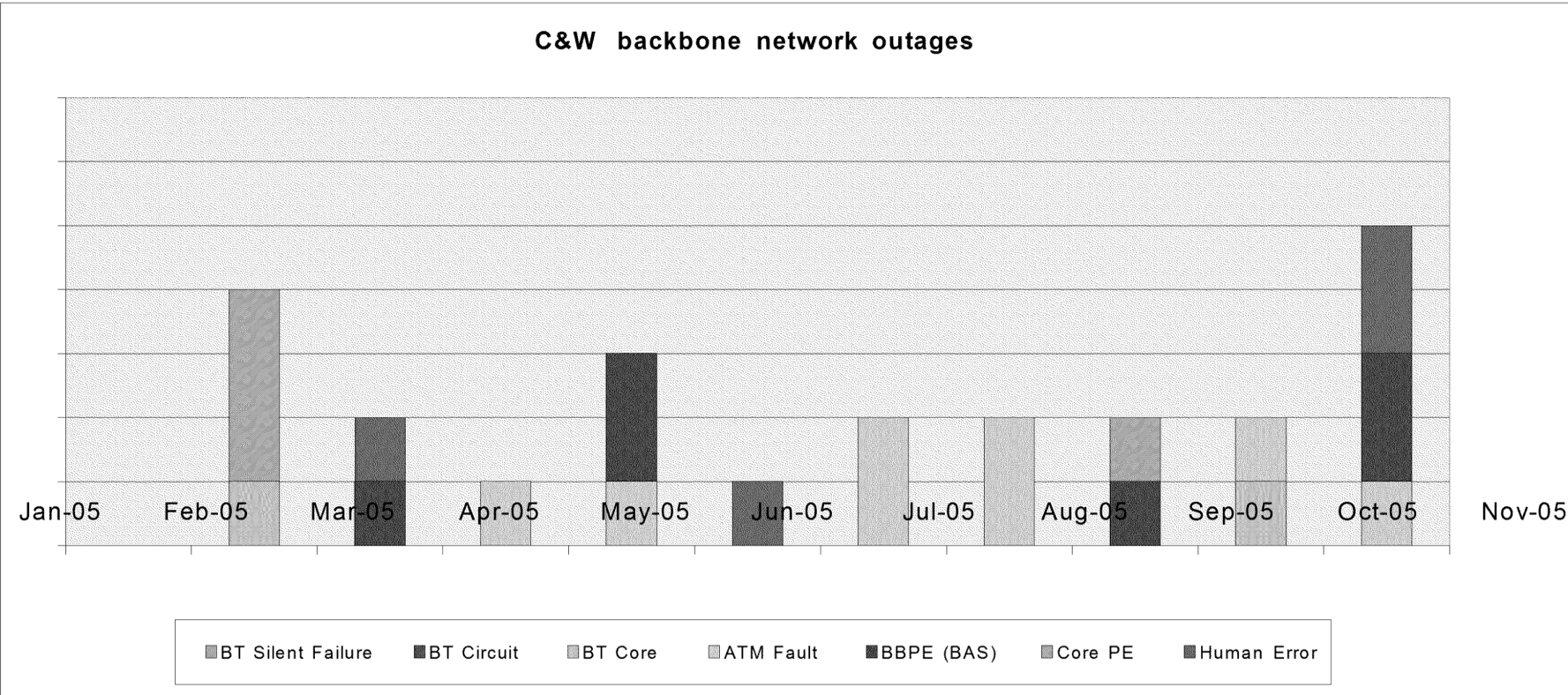
Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.



Actual Elapsed time of call in hours													TOTAL			
Nov-04	1239	80.6%	51	3.3%	61	4.0%	43	2.8%	49	3.2%	109	7.1%	1552			
Dec-04	1281	64.5%	351	17.7%	109	5.5%	35	1.8%	89	4.5%	120	6.0%	1985			
Jan-05	1015	74.1%	67	4.9%	62	4.5%	43	3.1%	39	2.8%	144	10.5%	1370			
Feb-05	1254	73.8%	64	3.2%	167	8.8%	45	2.2%	39	2.3%	130	7.2%	1694			
Mar-05	1025	80.8%	67	3.7%	34	2.7%	28	2.1%	19	1.5%	94	7.4%	1263			
Jun-05	1133	77.0%	89	6.1%	47	3.2%	56	3.8%	127	1.8%	119	8.1%	1471			
Aug-05	1374	77.6%	289	16.6%	140	8.0%	40	2.2%	38	0.9%	196	5.9%	1767			
Sep-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%	79	3.0%	2616			
Oct-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%	74	5.6%	1320			
Nov-05	1173	70.0%	174	10.4%	108	6.4%	93	5.6%	25	1.5%	104	6.2%	1677			

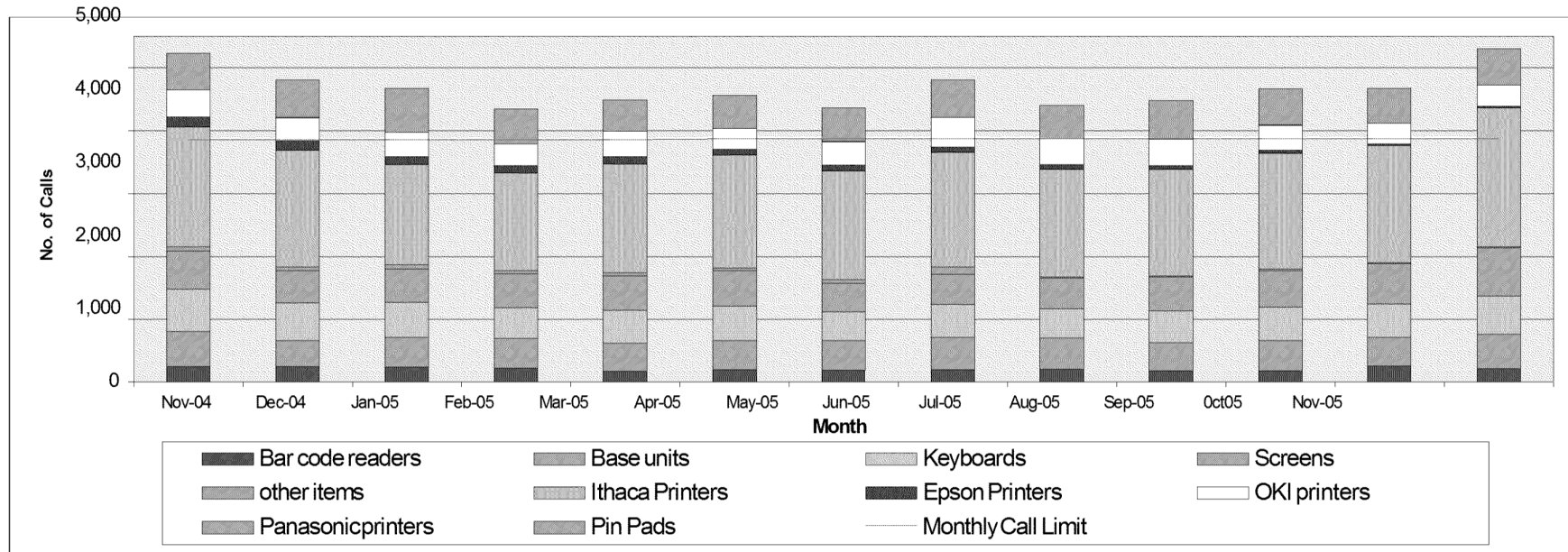
* Online service unavailable calls are being kept open for longer in order to track intermittent faults.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



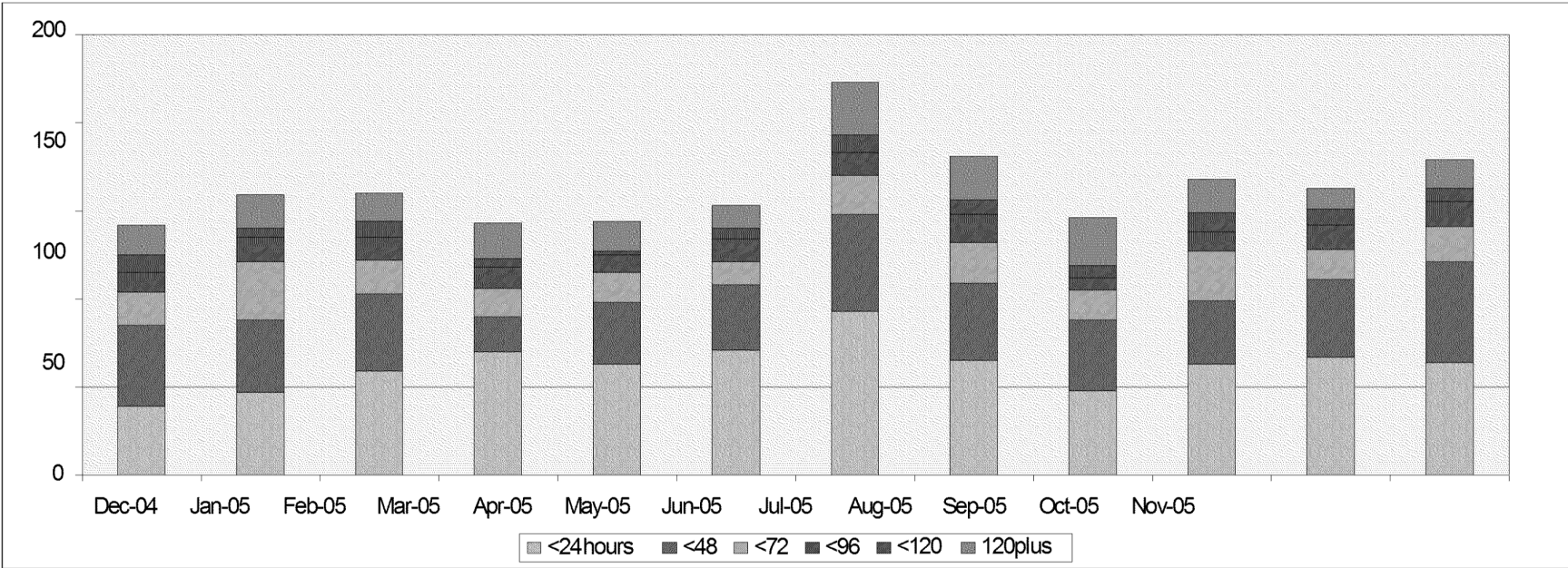
	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	↑
BT Silent Failure			0	0	0	0	0	0	0	0	0	0	
BT Circuit			0	0	0	0	0	0	0	0	0	0	
BT Core			0	1	0	0	0	0	0	0	0	1	
ATM Fault			0	0	0	1	1	0	2	2	0	1	
BBPE (BAS)			0	0	1	0	2	0	0	0	1	0	
Core PE			0	3	0	0	0	0	0	0	1	0	
Human Error			0	0	1	0	0	1	0	0	0	0	
TOTAL			0	4	2	1	3	1	2	2	2	2	

3.3.1 ENGINEER ON - SITE VISITS



	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	
Bar code readers	246	249	242	226	173	195	189	195	200	180	181	252	215	
Base units	558	415	473	467	452	465	468	511	495	453	481	460	540	
Keyboards	670	508	555	495	520	544	450	527	476	408	528	532	612	
Ithaca Printers	1913	1855	1590	1552	1730	1799	1736	1831	1712	1700	1649	1852	2207	
Epson printers	163	155	129	112	115	92	87	81	71	52	44	28	27	
OKI printers	421	359	384	345	393	330	377	468	424	427	396	325	334	
Panasonic printers	2	5	3	3	1	1	5	3	0	0	3	4	1	
Pin Pads	586	602	696	557	501	534	530	596	524	613	581	560	589	
Screens	598	506	533	534	543	564	461	481	487	544	584	641	771	
other items	68	67	66	55	47	45	50	114	12	15	21	16	17	
TOTAL	5234	4811	4671	4346	4486	4569	4362	4807	4401	4482	4668	4650	5313	
Monthly Call Limit	3850	3850	3850	3850	3850	3875	3875	3875	3875	3875	3875	3875	3875	
Average Daily Visit Rate	223	209	212	217	214	218	198	219	187	187	195	199	221	

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	
Dec-04	39	46	19	11	10	17	
Jan-05	47	41	33	14	5	19	
Feb-05	59	44	19	13	9	16	
Mar-05	70	20	16	12	5	20	
Apr-05	63	35	17	10	2	17	
May-05	71	37	13	13	6	13	
Jun-05	93	55	22	13	10	30	
Jul-05	65	44	23	16	8	25	
Aug-05	48	40	17	7	7	27	
Sep-05	63	36	28	11	11	19	
Oct-05	67	44	17	14	9	12	
Nov-05	64	57	20	14	8	16	

4 NOVEMBER REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

FS Status	Num	Post Office Ltd Status	Num
Open	15	Open	15
Monitor	2	Monitor	2

4.1.1 SUMMARY

- As at 30.11.05 there were 17 open problems, of which 0 are Problem Branches.
- 3 new problems were opened in November none of which were Problem Branches.

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

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

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	3		Root cause unknown, no progress or no workaround in place	3
Medium (M)	>1 <20 outlets affected	2		Root cause determined, implementation agreed/needs to be agreed or workaround in place	2
Low (L)	<1 outlet affected	1		Fix implemented and problem being monitored	1

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.

4.3 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

FS Problem Number	Title	FS PM	POL PM	Latest Update	Business Impact	Root Cause	RAG
PM0000683	Module5 Hardware Failure in Wigan Catalyst Switch	Mike Stewart	Shaun White	Will be chasing Peter Thompson for an update on the Corrective action plan, as I stated before there is a Network audit currently underway.	H	3	9
PM0000684	Time outs experienced across the NBX On-Line Services	Mike Stewart	Shaun White	There is a full audit plan in place being undertaken by Network teams CFM3 in the data centres which is currently underway. The A&L issue was in the A&L domain and with their Firewalls with issues around the Ecurity and the generation of the "Magic Numbers". This has been corrected and the call I believe should now be closed.	H	3	9
PM0000648	Oracle Log File Switching Incident 20th December	Mike Stewart	Gary Blackburn	The SRDF upgrades have been completed; we now have a phased program towards not splitting the SRDF for Monday mornings. Will check with Peter Thompson for a completion date to stop splitting the SRDF link on a Monday.	L	2	4
PM0000659	Suspect problem with BCR buffer, unknown quantity of instances though presumed extremely low	Dean Felix	Andrew Price	Full update provided to POL via Email.	M	2	4
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th May and 27th June	Mike Stewart	David Wright	Mik Peach received a file from Epay and responded on the 19th September asking EPAY if possible to supply more details in the reversed transaction list supplied. David W has supplied details to EPAY and we are awaiting their response.	H	1	3
PM0000680	Major Incident – BANK ADSL Power Failure Incident	Mike Stewart	Shaun White	MS to update MIR to Version 1 for approval.	H	1	3
PM0000685	Major Incident – WAN router 1 at the Wigan module failure	Mike Stewart	Shaun White	Will need to check with Liz Evans-Jones on updates from the action plan	H	1	3
PM0000686	Satellite Outages caused by bandwidth congestion	Mike Woolgar	Shaun White	Mike Woolgar has written a MIR CS/REP/236 and is awaiting a POL PM number for this call.	H	2	6

4.3 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

FS Problem Number	Title	FS PM	POL PM	Latest Update	Business Impact	Root Cause	RAG
PM0000640	Slow ATM Link across IC Link a difference of 6 MS compared with the other Linkv	Mike Stewart	Gary Blackburn	The SRDF upgrades have been completed; we now have a phased program towards not splitting the SRDF for Monday mornings. Will check with Peter Thompson for a completion date to stop splitting the SRDF link on a Monday.	L	2	2
PM0000650	EMC Disc failure 20th December	Mike Stewart	Gary Blackburn	The SRDF upgrades have been completed; we now have a phased program towards not splitting the SRDF for Monday mornings. Will check with Peter Thompson for a completion date to stop splitting the SRDF link on a Monday.	L	2	2
PM0000670	Correspondence Servers - high numbers of Reversals and transaction Time Outs across service	Mike Stewart	Gary Blackburn	MIR update required and move to Version 1 for approval.	L	2	2
PM0000672	Major Incident BAS Router failure Tuesday 24th May	Mike Stewart	Shaun White	Requires update to MIR before closure	L	2	2
PM0000674	SDAs being generated on the NWB/NBX Service on some of the FIs	Mike Stewart	Gary Blackburn	Moving to monitor status until David Gray, Paul Warbricks replacement, supplies update as future requirement for FIs as regards SDA's.	L	2	2
PM0000687	Slow Printing at VIP Site Trafalgar Square since S80	Mike Stewart	Gary Blackburn	Will now close the call	L	1	1

4.3 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

FS Problem Number	Title	FS PM	POL PM	Latest Update	Business Impact	Root Cause	RAG
PM0000688	Failure at Telehouse GB_TELHS1-R10-003 BAS Router. Service Affecting from 09:25 to 09:52 (All Branches 10:45)	Mike Stewart	Gary Balckburn	During a major incident there is a balance between restoring service quickly and spending incident time doing detailed interrogation of the platform exhibiting the fault. The recent Telehouse MI occurred at 09:25 on a Monday morning and affected 325 branches connected to this router. An experienced IP engineer retrieved the log file and performed initial online diagnostics. The industry standard Cisco tools were unable to quickly determine the root cause. On this basis a decision was taken to reload the router and 27mins after the incident began the router began successfully accepting incoming connections. After service was restored, the configuration and log files of the affected router and other infrastructure components were collected by C&W and logged as a fault against Cisco's support service. Cisco spent several days comparing the log file with their known errors but was unable to identify if the incident was caused by a software or hardware fault. Cisco even attempted to recreate the conditions on a test platform to conduct detailed online diagnostics that would have delayed incident resolution if they had been performed during the incident. Since receiving this result we have had discussions with C&W and Cisco about preventative work to replace the hardware or upgrade the software but their view is that the introduction of new configuration items holds greater service risk than maintaining the existing configuration. In accordance with the agreed process the MIR document was issued the day after the incident and as the RCA was not immediately available an action was included in the MIR to "review the error logs with the report from Cisco" with the objective of identifying the root cause. These actions are then tracked as problems between Post Office SCT and our Online Service Managers. In this case it is regrettable that despite resource investment and conformance to best practice it was not possible to determine the RCA for this incident.	M	1	2
PM0000689	Several ADSL branches connecting via Watford BAS Router GB_WAHP03-R10-007 showed intermittent failures with transaction timeouts across all on-line services	Mike Stewart	David Wright	C&W have replaced to date, the Co-axial cables and the STM1 card. The cables have been tested and proven as OK so the STM1 card has been sent back to Alcatel for fault evaluation, expected response in 60 days. Being monitored on the C/A list for all MI process.	L	1	1

4.3 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

PM0000690	Several ADSL and ISDN branches connecting via Watford & Kearsley routers. IP Select circuits to EPAY (Kelting House & Southfields) and circuits to the A & L (Carlton Park & Bootle)	Mike Stewart	Mark Haldane	We have reviewed the action with C&W as regards their Change Control system. Following the incident on Monday 14th November when a routine administrative change activity impacted service during Post Office trading hours, our IP & Data Product Platform Leader, Debbie Best, has reviewed the procedures of her department. She has committed that no changes will be made to the IP or ATM platforms Monday to Friday between 09:00 and 18:00, unless in response to a fault. Business as usual provisioning activities will continue to be performed during the working day under strict controls. We are undertaking an exercise to contact our clients to find a preferred change window in the 24 hour day which best matches their requirements. This is not an easy task as our clients (e.g. retailers, ISPs and newspaper publishers) have business-critical activities around the clock. For Post Office Account I understand that your preferred window for change is 21:00 to 06:00 and we will endeavour to take this into consideration when planning changes.	L	1	1
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5 SCORECARD ACTION PLAN – from November 2005

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None Comments: The only issue this month has been a late change notification affecting EDS.	POA accept that the notice given to POL in relation to this particular OCP, didn't give POL sufficient time to approve the activity and cascade accordingly internally. However, in this particular instance an opportunity in the forward schedule of change presented itself allowing POA to perform an investigation into why BC LAN retest failed on the 6th November. This was the only free time available in the schedule for the remainder of the year due to weekends already allocated to other work activities namely EMC disk upgrades and the forthcoming change freeze. POA Business Continuity feel that in this instance that the scorecard doesn't reflect the initiative in attempting to progress the investigation for the benefit of the customer. Have arranged to discuss the scorecard rating with POL at the next Business Continuity review between Tony Wicks and Tim Vause.
Release Management Graham Welsh	Issues: None Comments: No issues	We have jointly recognised some areas that need improvement in terms of information flow and have agreed the method to achieve this.
Management Information and Service Review Pete Thompson	Issues: None Comments: No problem with service provided.	No Comments to provide.
Capacity Management Mik Peach	Issues: None Comments: All files supplied on time.	No Comments to provide.
Data Delivery Ian Daniel	Issues: None Comments: None Provided	No Comments to provide.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Operational Business Change: Reference data David Wilcox	Issues: None Comments: Thank you for continuing to provide an exceptional service against a background of extreme change	Once again I wish to acknowledge that we are only able to provide this level of service because of the close co-operation between the two Reference Data teams.
Operational Business Change: Branch Ian Venables	Issues: POL is pleased to note improved sharpness from Fujitsu in mid-November, in dealing with POL's concerns in a faster and more proactive manner. It is important that this level of performance is sustained Comments: Fujitsu achieved their OBC Branch OLA Target of 4% (excluding BT Line Plant) in October, with a 3.73% failure rate. POL is pleased to acknowledge that this is the second successive month that Fujitsu have achieved this Target. As mentioned at the OBC BORF on 15 November, there were however, some POL concerns during October over Energis/BT errors in the processing of OBC Branch orders and over the delay in dealing with some POL escalations and communications	Fujitsu continues to endeavour to deal with all escalation and communications in from POL in a more timely fashion. Fujitsu has requested that where a deadline is pertinent then this is communicated through from POL. Fujitsu continues to work closely with Cable & Wireless, (formerly Energis) to ensure OBC branch orders are processed quickly, effectively and without detriment to the OBC service. Escalation routes into Cable & Wireless have been reviewed and amended in order for unresolved escalations to be dealt with in a more timely fashion at a more senior level within Cable & Wireless.
HSH/Engineers Julie Welsh	Issues: None Comments: Positive - Fujitsu Services have a proactive approach to reviewing the interface document. Negative - Complaints. Fujitsu Services need to be more proactive with comments for the top 3 complaints report. We understand Fujitsu Services do not receive real time visibility, however this will be corrected. It was disappointing that the requested management information was not available for the ORF. Fujitsu need to ensure that an MI pack is produced in a timely manner for future ORF's.	These issues have been discussed with the POL representatives at the monthly Interface meeting, Fujitsu have now been provided with clear guidelines and understanding of the requirements in both areas and will endeavour to provide the required information in a timely manner.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Problem Management Mike Stewart	Issues: None Comments: Efforts in improving POLFS performance for end users have been very much appreciated (5).	We have certainly been focusing on the end users/customers to solve any major operational level issues. Have assisted and had 3 rd line EDSC correct problems at specific branches as highlighted by the POL PM team. We have been ensuring the on-line branch issues are being addressed quicker. We have also been focusing on the issues of change ensuring our system owners and suppliers are respectful of the operational day and changes are scheduled outside these hours.
Reconciliation Pete Thompson	Issues: None Comments: Due to sick absence this work has not been undertaken this month so last months score has been carried forward	No comments to provide.
Security Brian Pinder	Issues: None Comments: Minor irritations with requests for replacement TES users and time taken in obtaining information on availability/costings for additional licences.	Further meetings with PO Security team to establish SLA's. These details are incorrect and need to be revised at the next meeting.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Networks Alex Kemp	Issues: None Comments: Confused messages around telehouse incident (software/hardware?). No RCA received to date.	During a major incident there is a balance between restoring service quickly and spending incident time doing detailed interrogation of the platform exhibiting the fault. The recent Telehouse MI occurred at 09:25 on a Monday morning and affected 325 branches connected to this router. An experienced IP engineer retrieved the log file and performed initial online diagnostics. The industry standard Cisco tools were unable to quickly determine the root cause. On this basis a decision was taken to reload the router and 27mins after the incident began the router began successfully accepting incoming connections. After service was restored, the configuration and log files of the affected router and other infrastructure components were collected by C&W and logged as a fault against Cisco's support service. Cisco spent several days comparing the log file with their known errors but was unable to identify if the incident was caused by a software or hardware fault. Cisco even attempted to recreate the conditions on a test platform to conduct detailed online diagnostics that would have delayed incident resolution if they had been performed during the incident. Since receiving this result we have had discussions with C&W and Cisco about preventative work to replace the hardware or upgrade the software but their view is that the introduction of new configuration items holds greater service risk than maintaining the existing configuration. In accordance with the agreed process the MIR document was issued the day after the incident and as the RCA was not immediately available an action was included in the MIR to "review the error logs with the report from Cisco" with the objective of identifying the root cause. These actions are then tracked as problems between Post Office SCT and our Online Service Managers. In this case it is regrettable that despite resource investment and conformance to best practice it was not possible to determine the RCA for this incident The scorecard rating will be discussed at the next ORF review between Nikki Hawkins and Adam Martin.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Service Improvement All	Issues: None Comments: Gaps in the reconciliation process and a loss of confidence were highlight by P&BA during the introduction of S80. Richard Brunskill met with the relevant parties and accepted responsibility for the current state. He agreed to update the document set to reflect the process as at S80 which were longer timescales than we had hoped but he delivered to those timescales. He then ran an interactive session with the team where he agreed to deliver what the team in Chesterfield needed even though it had been excluded from the release requirements. The output was a document set that went to out for sign off and reduced the usually lengthy and painful document review process. Now that this is baselined he has instigated the operational areas developing the processes further.	
Communication All	Issues: None Comments: Incident management (telehouse) - open & honest communication	
Working Together All	Issues: None Comments: Problem Management Working Group - Good.	
Respect and Commitment All	Issues: None Comments: Very good.	

6 NOVEMBER REVIEW OF RELEASE MANAGEMENT

HIGH LEVEL TIMETABLE

RELEASE	APPROX DATE	CONTENT/COMMENTS
ADSL Switch	April 2004 – TBA	The 10,000 Branch milestone was successfully achieved. The current number is 10,392 Branches.
S80	S81 Data Centre 22 nd August S82 Data Centre 4 th November Counters: Rollout 20th July to 28th August	Full implementation of SAP Financial Package (POLFS). Branch Trading Statement to be rolled out in 4 tranches - November to November 2005 Smartpost Track and Trace Sales prompts (+1) Implementation of AKB encryption to support TDES All branches have now produced their first Branch Trading Statement successfully. A small number of concerns have been voiced from Post Masters regarding the length of time it takes to carry out the Branch Trading Statement processing. These concerns are currently being monitored and investigated as branches move into their second periods.
S80 Counter Spare	26 th November 2005	S80 Spare delivered 19th as scheduled. S80 OBC Spare issued as planned.
S90	S90 DataCentre 28 th /29 th Jan 06 Counters: Calthorpe House Prove 3 rd April Pilot 100 4 th April Volume Pilot 6 th April Main rollout 7 th April – 26 th May Pinpads: 100 Odds 4 th April 100 Evens 5 th April Volume Pilot Odds 7 th April Volume Pilot Evens 10 th April Main rollout 11 th April – 29 th May	Confirmed products for S90 are: Credit Card Acceptance Bureau Credit/Debit Card Acceptance Bureau Auto Remittances (Replacing Foreign currency through Auto Remittance) Other potential candidates are: Postal Order printing AP out payment AP-ADC e

6.2 RELEASES COMPLETED DURING THIS PERIOD

- None to report

7 NOVEMBER SERVICE LEVEL PERFORMANCE

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7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds	84.5	87.3	82.5	83.5	89.6	86.7	77.0	91.9	89.2	88.5	87.2		
					71.8				Q2			Q3				
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	3.9	3.9	3.9	3.9	3.9	3.9	3.9	4.1	4.1	4.4	4.9		
					4.1				Q2			Q3				
H1.3	<5%		Calls not answered	16.0	19.3		8.7			14.0						
					12.0			4.9	Q2		6.0	Q3		4.1		
H3.3	100%		Voicemail available outside HSD standard hours													
					100.0			100.0	Q2		100.0	Q3		100.0		
H3.4	100%		Voicemail calls raised next working day	100.0			100.0			100		100.0				
					100.0			100.0	Q2		100.0	Q3		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		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds		87.0	82.0	82.0	88.0	84.0	88.0	88.0		
					89.5		Q1	84.7		Q2		84.9	Q3
H1.3	<5%		Calls not answered										
								3.8		Q2		6.0	Q3

REVIEW OF TELEPHONY SLT ACHIEVEMENT

All SLT's within target.

7.1.2 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul 5	Aug05	Sep 05	Oct05	Nov05
H2.1	95%		Horizon Service Desk Level 1 Calls resolved within 5 mins													
				97.5	98.5	97.5	97.7	97.3	97.3	97.9	98.0	97.7	95.7	97.6	97.6	97.6
H2.2	<3mins		Average Time to resolve Level 1 calls	02:23	02:23	02:23	02:21	02:22	02:22	02:23	02:11	02:04	02:03	02:22	02:22	02:22
H3.2	<10mins		Average Time to resolve all Level 2 Calls minutes	04:57	04:57	04:57	04:57	04:57	04:57	04:57	04:57	04:57	04:57	04:57	04:57	04:57
H3.1	95%		Level 2 Calls resolved within 30 mins		99.3	Q1		98.6		Q2	98.9	Q3		99.5		
H4.1	<1.0		Reboot Incidents HSD Authorised Reboot Incidents per Counter Position													
					N/A	Q1		N/A		Q2	N/A	Q3		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		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
E1.1	95%		Call to Resolution (Local)													
			Hardware/Network Priority A - 4 hours Non-Remedial	92.3	91.5	90.8	92.4	94.7	97.8	96.1	95.1	93.4	96.9	95.3	95.9	95.6
				92.2	Q1		93.2	Q2		96.5	Q3		95.2			
E2.1	95%		Hardware/Network Priority B - 8 hours Non-Remedial	96.0	93.1	97.5	95.6	97.7	97.3	97.4	97.6	95.1	96.3	96.2	97.0	95.2
				95.2	Q1		96.9	Q2		97.4	Q3		95.9			
			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
				100.0	Q1		100.0	Q2		100.0	Q3		100.0			
			Call to Resolution (Remote)													
E2.2	95%		Hardware/Network Priority B - 10 hours Non-Remedial	97.4	100.0	97.5	100.0	96.6	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				99.0	Q1		98.2	Q2		100.0	Q3		100.0			
			Call to Resolution (Remote)													
E1.3	95%		Hardware/Network Priority A - 8 hours Non-Remedial	94.7	100.0	97.0	96.6	93.9	95.5	96.4	96.5	100.0	100.0	100.0	100.0	95.2
				97.2	Q1		95.8	Q2		96.3	Q3		100.0			
			Call to Resolution (Remote)													
E2.3	95%		Hardware/Network Priority B - 12 hours Non-Remedial	99.4	95.6	93.0	95.1	98.7	100.0	100.0	97.4	97.0	98.9	95.2	98.5	97.0
				98.2	Q1		96.3	Q2		99.1	Q3		97.0			
			Engineer Visits													
E4.1	50.01%		20 minute On-site Repair	49.5	48.7	42.4	45.6	46.6	49.3	50.6	50.9	49.2	50.9	52.9	54.5	53.2
				49.6	Q1		44.9	Q2		50.3	Q3		51.0			
			Average Downtime (Time to Repair)													
E3.1	24.50		Call to Fix	28.2	24.4	23.9	27.4	25.2	25.1	25.8	24.5	27.7	26.5	26.4	24.1	25.7
				26.6	Q1		25.4	Q2		25.1	Q3		26.9			
			Average Downtime (Time to Repair)													

REVIEW OF ENGINEER SERVICES

November has seen exceptionally high call volumes increasing from 7100 in October to over 8000 in November. This is due to the increased level of business activity in branches. Despite this, all SLTs for A and B priority calls have been met. The average downtime figure has not been met this month due to the high volumes of calls and visits. In addition the weather had an impact on travelling conditions.

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
RDMC Reference Data																
DI4.1	96%		Data Delivery - Day B	99.48	99.68	99.51	99.48	99.65	99.68	99.61	99.64	98.13	99.70	99.88	99.12	99.61
				99.45		Q1	9.50		Q2	.61		Q3	0			
DI4.2	97%		Data Delivery - Day C	99.65	99.73	99.62	99.65	99.80	99.75	99.77	99.75	99.68	99.78	99.83	99.11	99.71
				99.57		Q1	9.80		Q2	.72		Q3	.88			
DI4.3	98%		Data Delivery - Day D	99.74	99.79	99.71	99.77	99.79	99.82	99.83	99.81	99.77	99.82	99.88	99.19	99.73
				99.66		Q1	9.79		Q2	.78		Q3	.4			
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		Q1	10.00		Q2	1.00		Q3	0.00			
OBSCS Data																
DI1.1	96%		OBSCS Stop List - Day B	99.50	99.56	99.53	99.67	99.64	99.60	99.40	99.72	N/A	N/A	N/A	N/A	N/A
				99.50		Q1	9.54		Q2	.50		Q3	N/A			
DI1.2	97%		OBSCS Stop List - Day C	99.60	99.71	99.64	99.71	99.81	99.77	99.77	99.81	N/A	N/A	N/A	N/A	N/A
				99.60		Q1	9.60		Q2	.60		Q3	N/A			
DI1.3	98%		OBSCS Stop List - Day D	99.70	99.70	99.70	99.80	99.80	99.80	99.80	99.80	N/A	N/A	N/A	N/A	N/A
				99.70		Q1	9.70		Q2	.70		Q3	N/A			
DI1.4	100%		OBSCS Stop List - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	N/A	N/A	N/A	N/A	N/A
				100.00		Q1	10.00		Q2	1.00		Q3	N/A			
Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
Transactions Corrections File Delivery																
	90%		File Delivery - Day A by 08:00													
	96%		File Delivery - Day A by 12:00													

T001 Transaction Corrections File Delivery:-

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

REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

7.3.2 APS - GENERIC

Ref	SLT		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
Inbound APS															
DI3.1	96%	Data Delivery - Day B	99.50	99.37	99.00	99.38	99.63	99.64	99.61	99.61	96.60	99.63	99.62	99.61	99.60
				99.33	Q1		99.33	Q2		99.58	Q3		98.59		
DI3.2	97%	Data Delivery - Day C	99.65	99.56	99.51	99.67	99.74	99.76	99.79	99.74	99.68	99.76	99.74	99.74	99.73
				99.55	Q1		99.57	Q2		99.72	Q3		99.67		
DI3.3	98%	Data Delivery - Day D	99.73	99.66	99.67	99.77	99.79	99.83	99.85	99.81	99.78	99.82	99.81	99.81	99.80
				99.64	Q1		99.68	Q2		99.79	Q3		99.75		
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	Q1		100.00	Q2		100.00	Q3		100.00		
Outbound APS															
DO1.1	96.5%	Data Delivery - Day B	99.87	99.90	99.87	99.82	99.89	99.88	99.90	99.68	99.83	99.01	99.83	99.35	99.82
				99.04	Q1		99.86	Q2		99.68	Q3		99.36		
DO1.2	97.5%	Data Delivery - Day C	99.96	99.95	99.95	99.92	99.96	99.94	99.97	99.94	99.95	99.94	99.94	99.65	99.93
				99.48	Q1		99.94	Q2		99.94	Q3		99.93		
DO1.3	98.5%	Data Delivery - Day D	99.98	99.98	99.98	99.96	99.98	99.97	99.99	99.97	99.98	99.97	99.98	99.97	99.97
				99.97	Q1		99.97	Q2		99.97	Q3		99.97		
DO1.4	100%	Data Delivery - Day J	100.00	100.00	100.00	99.99	99.99	99.99	99.99	99.99	100.00	100.00	99.99	99.99	100.00
				100.00	Q1		99.99	Q2		99.99	Q3		99.99		

REVIEW OF APS GENERIC

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

7.3.3 OUTBOUND

Ref	SLT	ARL	Nov05	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05		
DO2.1	96%	TPS TransactionData File Delivery to MIS File Delivery - Day B															
				99.2	99.2	99.0	99.4	99.4	99.2	99.8	99.8	97.4	99.1	99.2	99.0		
						1			Q2			Q3					
DO2.2	97%	File Delivery - Day C															
					99.0			99.0				99.0			99.1		
						Q1			Q2			Q3					
DO2.3	98%	File Delivery - Day D															
					99.9			99.9	1			99.9			99.9		
						Q1			Q2			Q3					
				99.9			99.9			99.9			99.9				
DO2.4	100%	File Delivery - Day J															
					100.0	99.9		99.9	99.9	99.9	0	100.0	99.9	99.9	100.0		
						Q1			Q2	99.9		Q3	99.9				
DO3.1	96%	OECS Data File Delivery - Day B															
					99.9			99.8			N/A	N/A	N/A	N/A	N/A		
						Q1			Q2	99.9		Q3	N/A				
DO3.2	97%	File Delivery - Day C															
											N/A	N/A	N/A	N/A	N/A		
DO3.3	98%	File Delivery - Day D															
					100.0	100.0	99.9	100.0	100.0	99.8	100.0	N/A	N/A	N/A	N/A		
									Q2			Q3	N/A				
DO3.4	100%	File Delivery - Day J				99.9	99.9				N/A	N/A	N/A	N/A	N/A		
						Q1	99.9		Q2		Q3	N/A					
Ref	SLT	ARL	Nov05	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05		
	96%	TPS HR SAP Delivery Contract File Delivery - Day B													100.00		
	97%	File Delivery - Day C													100.00		
	98%	File Delivery - Day D													100.00		

100% File Delivery - Day J

7.3.3 OUTBOUND (CONT'D)

Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
	100%		TPS HR SAP Delivery Normal													
			File Delivery													100.00
Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
	96%		TPS POL FS File Delivery													
			File Delivery - Day B													98.98
	97%		File Delivery - Day C													99.72
	98%		File Delivery - Day D													99.88
	100%		File Delivery - Day J													100.00

TPS HR SAP Delivery Contract:-

SLT target is that the file containing data for HR SAP is delivered to the Huthwaite remote gateway by 21:30 on Friday preceding weekend of pay run, provided that the date has been notified at least 2 weeks in advance.

SAP HR Delivery contract HSR1 is delivered to support branches under a separate contract (i.e. Tesco's)

TPS HR SAP Delivery Normal:-

SLT target is that the file containing data for HR SAP is delivered to the Huthwaite remote gateway by 21:30 on Friday preceding weekend of pay run, provided that the date has been notified at least 2 weeks in advance.

SAP HR Delivery Normal HSR2 is delivered in support of normal branches.

TPS POL FS File Delivery:-

These are the number of records successfully harvested by TPS and passes to POLFS for loading each day. Various SLT's, typically 96% by 03:00 day B.

REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

All SLT's within target.

7.4.1 BRANCH TO SAPADS

[illegible]

7.4.1 BRANCH TO SAPADS (Cont'd)

Ref	SLT	ARL				Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05
DO4.4.1	98%	Outlet to SAPADS Data Transfer Weekly Stamps / Stock on Hand and Inventory Items Details Wednesday Target												N/A	N/A
							9.3		Q1		99.9		Q2		Q3
DO4.4.2	97%	Weekly Stamps / Stock on Hand and Inventory Items Details Thursday Target							99		100.0			N/A	N/A
															Q3
DO4.4.3	96%	Weekly Stamps / Stock on Hand and Inventory Items Details Friday Target							99					N/A	N/A
									Q1			Q2		Q3	
DO4.4.4	100%	Weekly Stamps / Stock on Hand and Inventory Items Details 2nd Thursday Target				100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	N/A	N/A
									Q1			Q2		Q3	

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

7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL					Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05
		SAPADS to Outlets Data Transfer												
DI2.1.1	90%	Delivery of SAPADS Planned Orders to Outlets	8am Target					98.3		Q1		98.3		Q2
DI2.1.2	96%	Delivery of SAPADS Planned Orders to Outlets	12pm Target				99.7		99.3		99.7			
DI2.2.1	97%	Delivery of SAPADS Advice Notes to Outlets	10.00 on Day C				100.0	100.0	100.0	100.0	100.0	100.0		
										Q1		100.0		Q2

REVIEW OF LFS PERFORMANCE

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05
B3.1	FIO		Congestion measure											
			Number of Days the Congestion Measure exceeded 10%		0	0	0	0	0	0	0	0	0	0
	FIO		End-to-End Reliability											
			Fixed Connections		100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO		ADSL Connections		100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO		Dialled Connections		100.0	98.0	99.0	99.0	99.0	99.0	97.0	100.0	100.0	100.0
	99%		NBS Reliability											
			Fixed Connections		100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
							Q1		Q2				Q3	
	99%		ADSL Connections		100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
B3.2						Q1		100.0	Q2				Q3	
B3.3	97%		Dialled Connections		100.0	98.0	99.0	99.0	99.0	99.0	97.0	99.0	100.0	100.0
							Q1		Q2				Q3	

7.6 SAP HOSTING

Transaction	Performance					Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Aug-05	Apr-05	Sep-05	May-05	Oct-05	Jun-05	Jul-05
F-02 GL Account Posting	78.2	78.0	70.0	80.0	62.0	79.0	79.0	87.0	83.1	87.3	127.4	107.0	58.0				
F-03 Clear GL Account	728.0	1238.0	1000.0	738.0	808.0	737.0	1197.0	1013.0	1197.0	920.8	0.0	0.0	0.0				
F-04 Post with Clearing	268.8	174.0	656.0	1378.0	1204.0	1637.0	1371.0	1160.0	1138.7	1149.1	1226.3	2807.0	1962.0				
FB02 Change Document	125.6	10.0	54.0	256.0	233.0	15339.0	256.0	224.0	223.0	176.1	202.6	484.0	157.0				
FB09 Change Line Items			58.8	81.8	116.8	185.8	1134.8	1134.8	8.8	8.8	8.8	8.8	0.0				
F13E Automatic Clearing	3493.7	8447.8	4788.8	38453.8	43876.8	348.8	743.8	167.8	138.8	378.2	8.8	8.8	0.0				
Enter GL Account Document													179.0				
370 Enter Customer Invoice													208.0				
22N Change Purchase Order													4525.0				

Ref	SLT	ARL		Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
CS/OLA/049	98.50%		SAP Hosting													
			Service Availability (7.30am to 7.30pm)	99.4	100.0	100.0	100.0	100.0	100.0	89.5	100.0	100.0	100.0	100.0	99.8	100.0
					99.2	Q1		100.0	Q2		96.5	Q3		100.0		
	FIO		Service Outages > 10hrs	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0
					0.0	Q1		0.0	Q2		0.3	Q3		0.0		
			Data Loading by 7.30am	100.0	100.0	88.1	84.4	100.0	100.0	90.3	88.0	100.0	100.0	98.0	100.0	100.0
					100.0	Q1		88.0	Q2		85.4	Q3		98.0		

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					Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05
DE1.1	95%	Business Incidents Report issued within 5 days					94.9				91.0		
								96.9	Q1		95.6		Q2
B4.1	95%	Data Reconciliation Priority Exceptions resolved in 24 hours or less					100.0		100.0		100.0		
									Q1				Q2

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT					Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05
		Reconciliation/Settlement Report Delivery													
D05.1	<=4	Delivery by 08:05 (LREC received by 23:59:59)						1	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													
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	1		
D06.1	<=4	CAPO File delivery by 03:00						0	0	0	0	0	0		
D06.3	<=4	A&L File delivery by 03:00						0	0	0	0	0	0		
D06.5	100%	CAPO Rec file delivery by 16:00													
D06.6	100%	A&L Rec file delivery by 18:00						100	100	100	100	100	100		
D06.7	PM	CAPO & A&L Rec files dispatched by 00:10						100	100	100	100	100	100	100	100

D05.1. 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.)

D05.7. 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.

D05.8. 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			No	04	Dec04	Jan05	Feb 05	Mar05	Apr05	Ma /05	Jun05	Jul05	Aug05	Sep
PI Outages															
B5.1	<=2	Number of PI outages >2mins (same bank)													
B5.2	<=2	Number of PI outages >2mins (different banks)													
B5.3	PM	Number of PI outages >1mins (same banks)													
B5.4	PM	Number of PI outages >1mins (different banks)													

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

Ref	SLT	URL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05
TESQA														
T1.1	<=13.5hrs	Availability between 07:00 and 22:00				00:25	00:00	00:00	00:00	00:00	00:00	00:00		
T1.2	97%	Transactions available in the data centre between 07:00 and 20:00												
		(15mins)		96.0	99.1	99.9	99.9	99.9	91.7	99.9	99.9	99.9		
Transactions available in the data centre between 07:00 and 20:00		(2hours)		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Transactions available in the data centre between 20:00 and 22:00		(40mins)		10.6	100.0	99.7	99.6	99.9	100.0	100.0	100.0	100.0		
Transactions available in the data centre between 20:00 and 22:00		(2hours)		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Transactions available in the data centre between 22:00 and 07:00		(4hours)		4.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Query time constrained queries between 07:00 and 18:00 (Shown as % of=20sec														
				94.0	94.0	99.5	97.6	97.6	91.2	96.6	97.4	98.7	97.0	96.5

REVIEW OF TESQA

All SLT's within target.

7.11 POSTSHOPS

Ref	SLT	ARL					Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05
	100%	PostShops												
	100%	Number of calls resolved within 8 hours												
		Number of calls resolved next day												
		File Delivery												

There have been 5 instances throughout November when the file delivery has been late. In the first 9 weeks of polling (from Aug1) we had no issues. However, as the number of sites increased, the frequency on late polls increased.

A number of actions have been identified to resolve this problem:

Implementation of parallel polling to cut down the session time. We have currently moved from 1 to 2 polling machines with a split of about 80 /70 and by Christmas we will move to 4 polling machines with about 40 sites on each machine which will take us into a safe zone for session lengths. The effects of this change will only just be cutting into the performance.

There will be other issues that cause late polls and has each one occurs we will investigate and put a corrective action in place. An example of this is the late polls of the last couple of days:-

- On the 21st Nov we did not late poll but 57 sites failed to respond to polling (we expect an average of 4 or 5)
 - On the 22nd there was a late poll as one of the polling machines stopped at one particular branch and kept retrying
 - On the 23rd the same machine again stopped as at the same Branch (this was down to a corrupt data base file, now corrected).
- Every new problem will be treated in the same way – determining the cause and correcting the issue

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/12/05

Version: 1.0

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL		No/04	Dec04	Jan05	Feb05	Mar04	Apr05	May05	Jun05	Jul05	Aug05
			Dialed Connections										
			Average time in secs to receive Counter Authorisations (T1)	3.31	3.01	3.33	3.33	3.23	3.11	3.21	3.23	3.30	3.46
			Average time in secs to receive Agents Authorisations (T2)	0.78	0.82	0.90	0.90	0.87	0.92	0.91	0.89	0.98	0.92
			Fixed Connections										
			Average time in secs to receive Counter Authorisations (T1)	1.60	1.75	1.62	1.67	1.59	1.66	1.62	1.56	1.69	1.70
			Average time in secs to receive Agents Authorisations (T2)	0.78	0.86	0.93	0.93	0.87	0.90	0.91	0.87	0.94	0.93
			SLT's										
			Average Transaction Time using Fixed Connections (T)	0.81	0.89	0.69	0.74	0.72	0.77	0.71	0.69	0.75	0.76
					0.81		Q1	0.72		Q2	0.72		Q3
			Average Dialed T (T1-T2)	2.53	2.79	2.43	2.43	2.41	2.19	2.34	2.37	2.32	2.53
					2.67		Q1	2.41		Q2	2.27		Q3
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0
					100.0		Q1	100.0		Q2	100.0		Q3
			Percentage Transactions (T) not exceeding Lower Threshold <=10 seconds (dialed)	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.8	99.9	99.8
					99.9		Q1	99.90		Q2	99.8		Q3
			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		Q1	100.0		Q2	100.0		Q3
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9	100.0	100.0
					99.9		Q1	99.9		Q2	99.9		Q3

7.13 ELECTRONIC TOP-UPS

Ref	SLT	ARL		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
			Dialed Connections													
			Average time in secs to receive Counter Authorisations (T1)	3.32	3.37	3.32	3.35	3.33	3.18	3.16	3.22	3.05	3.13	3.09	2.18	2.99
			Average time in secs to receive Agents Authorisations (T2)	0.85	0.77	0.77	0.73	0.68	0.63	0.51	0.55	0.55	0.59	0.61	0.16	0.55
			Fixed Connections													
			Average time in secs to receive Counter Authorisations (T1)	1.49	1.51	1.43	1.44	1.43	1.45	1.21	1.21	1.22	1.33	1.29	1.12	1.19
			Average time in secs to receive Agents Authorisations (T2)	0.82	0.78	0.78	0.73	0.73	0.69	0.51	0.61	0.57	0.58	0.62	0.18	0.56
			SLT's													
			Average Transaction Time using Fixed Connections (T)	0.67	0.73	0.65	0.70	0.70	0.76	0.71	0.71	0.65	0.75	0.67	0.10	0.54
					0.70		Q1	0.70		Q2	0.71		Q3		0.69	
			Average Dialed T (T1-T2)	2.47	2.60	2.54	2.62	2.61	2.52	2.61	2.65	2.50	2.55	2.48	2.12	2.35
					2.51		Q1	2.61		Q2	2.65		Q3		2.12	
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	99.9	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					100.0		Q1	100.0		Q2	100.0		Q3		100.0	
			Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.8	99.8	99.7	99.7	99.3	99.6	99.3	99.7	99.9	99.7	99.7	99.9	99.8
					99.8		Q1	99.3		Q2	99.7		Q3		99.8	
			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		Q1	100.0		Q2	100.0		Q3		100.0	
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	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		Q1	99.9		Q2	99.9		Q3		99.9	

8 Branch Trading Capabilities

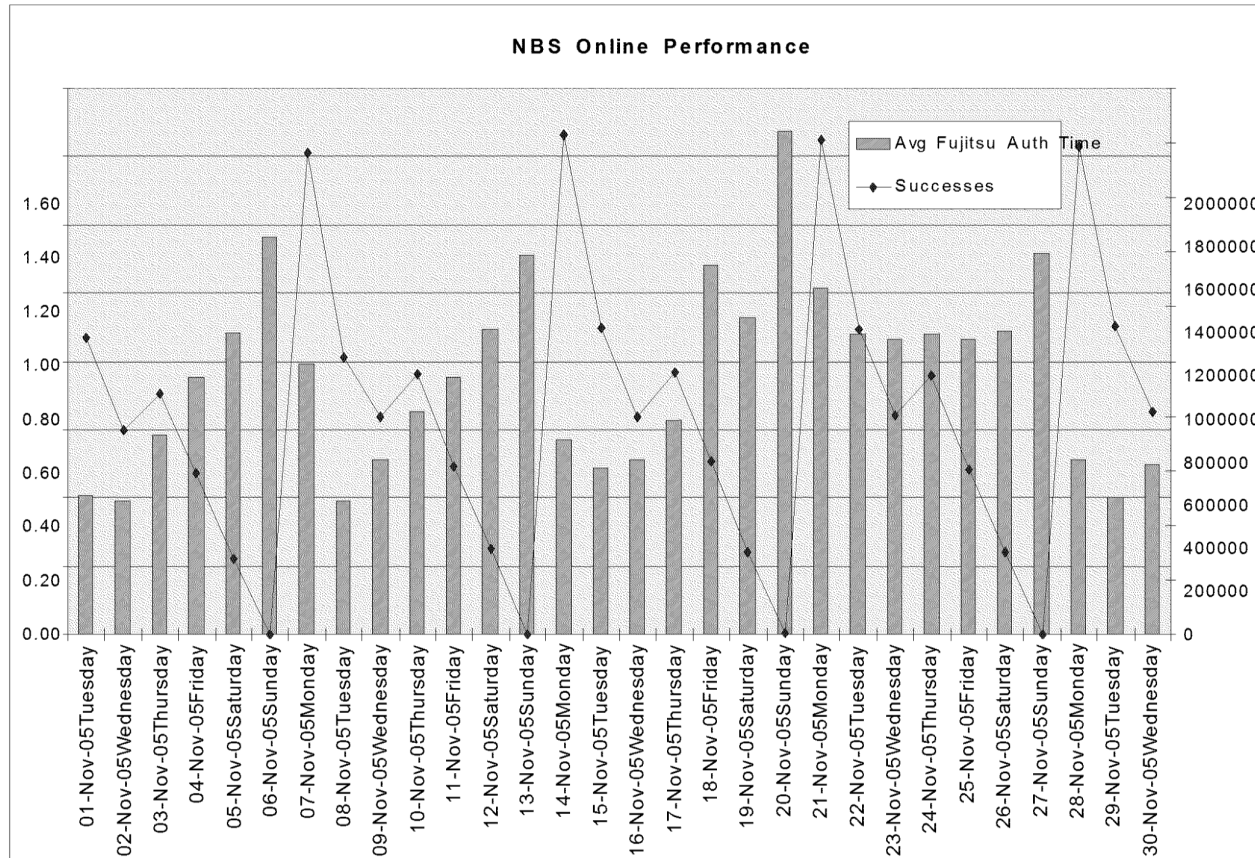
Ref	OLA		Nov04	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
		Horizon NBS transaction time													
	99%	No. of transactions >2.5 seconds as % of total transactions												100%	100%
		Counter Availability													
	99%	% Counter Availability												99.5%	99.2%
		Branches with Online Services affected													
	<20	>5 Days All Branches											24	22	28
	<20	>5 Days Excluding issues in POL domain											13	27	31
	<10	>10 Days All Branches											8	5	13
	<10	>10 Days Excluding issues in POL domain											10	9	16

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%

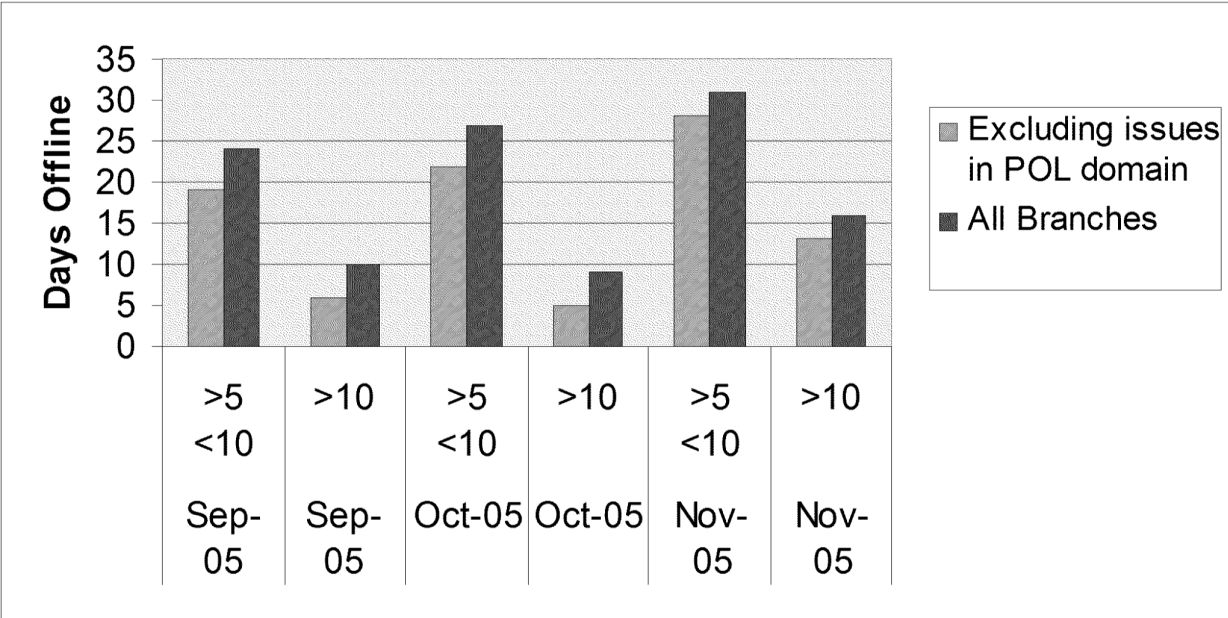
Counter Availability – This OLA is calculated against the ability for PM's to have full functionality on their counters. The percentage is calculated daily from calls logged and is reported in the daily report. The monthly OLA is an average taken across the month. The OLA target is set at 99%.

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.

8.1 NBS Transaction Times

[illegible]

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