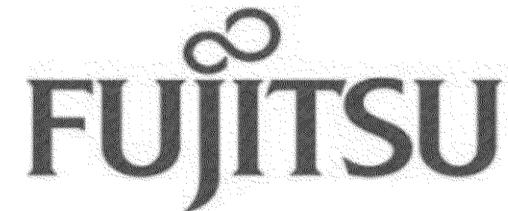
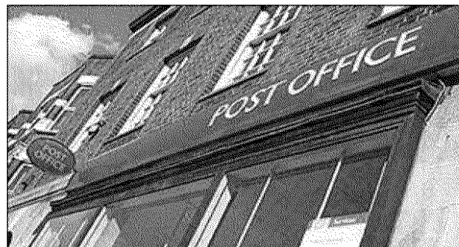


FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

DECEMBER 2005



Title: SERVICE REVIEW - DECEMBER 2005

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st December 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
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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	16/01/06	Service Review Book for December 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

2 DECEMBER REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

The service delivered by Fujitsu for Post Office during December 2005 can be characterised by both excellent performance in terms of Service Level Target achievement with the notable achievement of no major incidents, but impacted post 22nd December by engineering service failures.

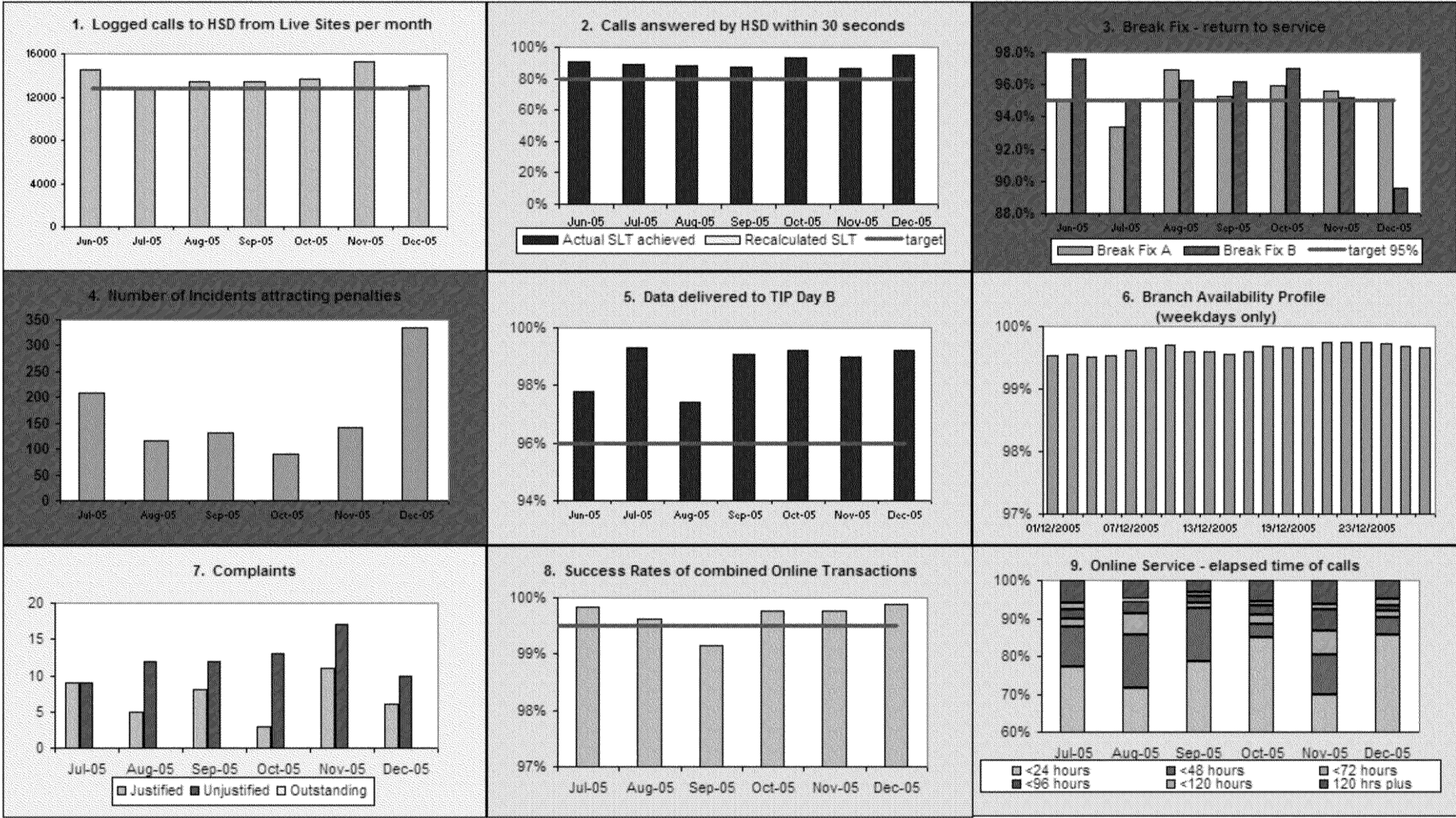
Overall incident volume from the PostMasters remained on par with previous months, taking into consideration the Christmas and New Year break. However, it should be noted that the online service network related incidents logged with Fujitsu was at a 12 month low with almost half the volume logged just 3 months prior in September. This is a result of the proactive incident management and process improvements which have been deployed. In addition, the average transaction time of just 0.34 seconds across ADSL connected branches.

The Service Level achievement across all services has been comparable to the excellent previous months. However, between 22nd December and 13th January, the visiting engineering service has suffered following a transition of spares logistics suppliers. The root cause was a failure in the automated ordering systems between Fujitsu and a third party which resulted in a manual process being implemented to order spares. The knock on effect meant an increased Work In Progress stack. During this time, Fujitsu and Post Office worked together to prioritise engineering visits and minimise impact to trading. At the time of writing (14th January), this service has been restored back to business as usual, but the effect to B priority service level, complaints and remedial penalties will be seen during December and January.



Executive Dashboard

December 2005



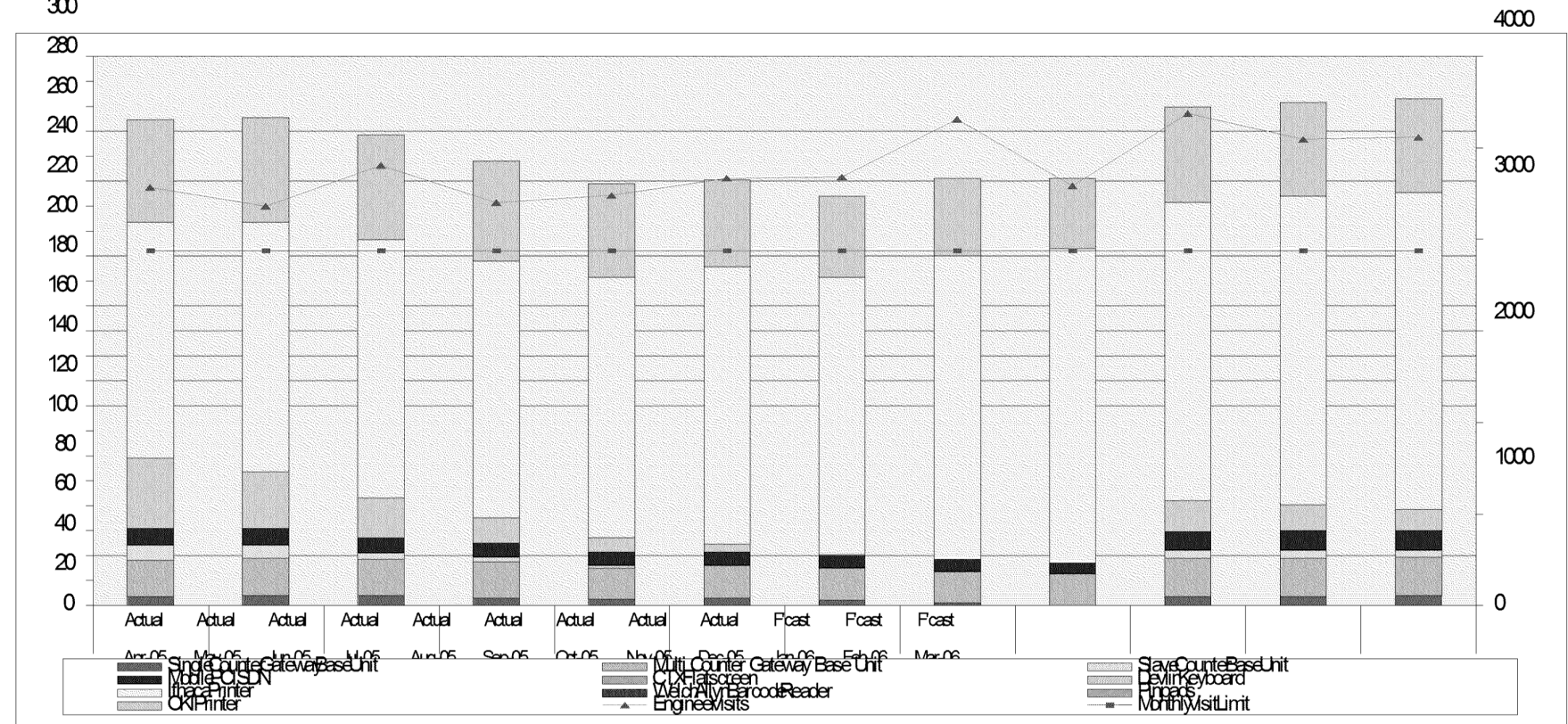
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Date: 16/01/06

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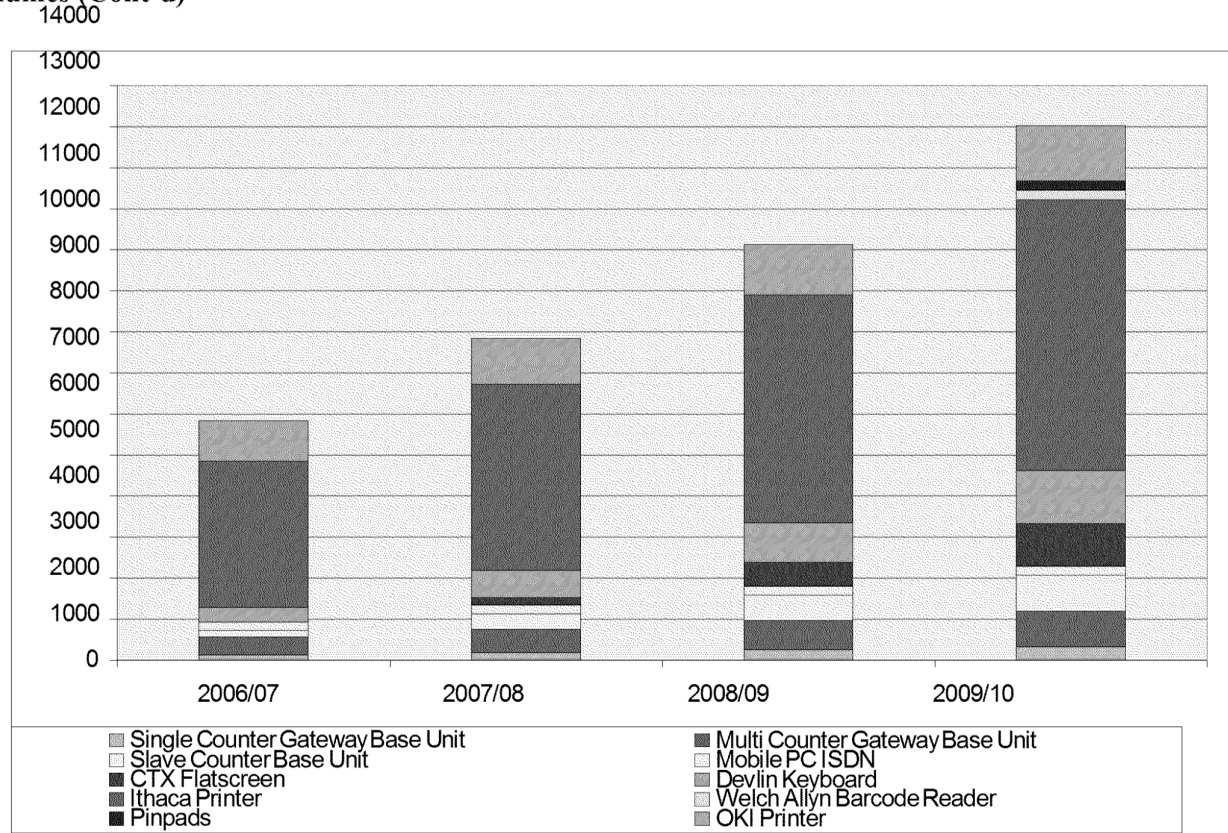
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2.1.1 Excess Call Volumes based upon >30% MTBF Degradation of Counter Hardware



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	Actual	Forecast	Forecast	Forecast					
Single Counter Base Unit	7	8	8	6	5	6	4	2	0	7	7	8					
Multi Counter Base Unit	29	30	29	29	25	26	26	25	25	31	31	31					
Slave Counter Base Unit	12	10	5	4	2	0	0	0	0	6	6	5					
Mobile PCSDN	14	14	12	11	11	11	10	10	9	15	16	16					
CTX FlatScreen	0	0	0	0	0	0	0	0	0	0	0	0					
Dev Kit Keyboard	56	45	32	20	11	6	1	0	0	25	21	17					
Hitachi Printer	169	200	207	206	209	222	222	243	252	239	247	234					
Weld Ally Barcode Reader	0	0	0	0	0	0	0	0	0	0	0	0					
Pin pads	0	0	0	0	0	0	0	0	0	0	0	0					
OKI Printer	82	84	84	80	75	70	65	63	50	76	75	75					
Total	389	391	377	356	338	341	328	342	342	399	403	406					

2.1.1 Excess Call Volumes (Cont'd)



Product	2006/07	2007/08	2008/09	2009/10
Single Counter Gateway Base Unit	123	186	253	320
Multi Counter Gateway Base Unit	440	570	723	888
Slave Counter Base Unit	164	372	602	857
Mobile PC ISDN	198	242	246	228
CTX Flatscreen	0	189	592	1032
Devlin Keyboard	364	661	963	1289
Ithaca Printer	3563	4531	5545	6508
Welch Allyn Barcode Reader	0	0	2	220
Pinpads	0	0	0	229
OKI Printer	983	1116	1235	1854
Total excess swaps	5935	7937	10431	13025

2.1.2 Availability and Problem Management

Summary: Within the Fujitsu Services domain for December 2005 there were no Major Incidents and no further service affecting incidents within the Fujitsu domain. There was just 1 incident outside the Fujitsu domain.

Major Incidents: None

Other incidents in Fujitsu Services domain: None

VIP sites affected this month. None

Incidents Outside the Fujitsu Domain:

Friday 2nd December.

Timeouts of Transactions were experienced to Barclays via Link, from 13:37 until 14:50. Link confirmed to POL SCT that they did have problems to the Barclays system.

2.1.3 OBC Branch Change Service Summary

December 2005 was very quiet as a result of the change freeze due to the Post Office's busiest period of the year. Nevertheless December remained a very successful month. A total of 104 OBC changes were received, no changes were cancelled. Fujitsu were responsible for 3.5 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 3.37% against the 5% target rate. As there was 1 line plant failure this represents a failure rate of 2.4% against the 4% target. This is an improvement, compared to the November calculations of 0.91% against the 5% target rate and 1.10% against the 4% target rate. Post Office were responsible for 5.5 change requests not being completed on the target date, which represents 5.29% against the 4% target, which is a difference against the November calculations of -4.12%. There were 3 joint failures.

Fujitsu's direct failures comprised of 2 communications.

Post Office Limited direct failures comprised of 3 access and 1 other.

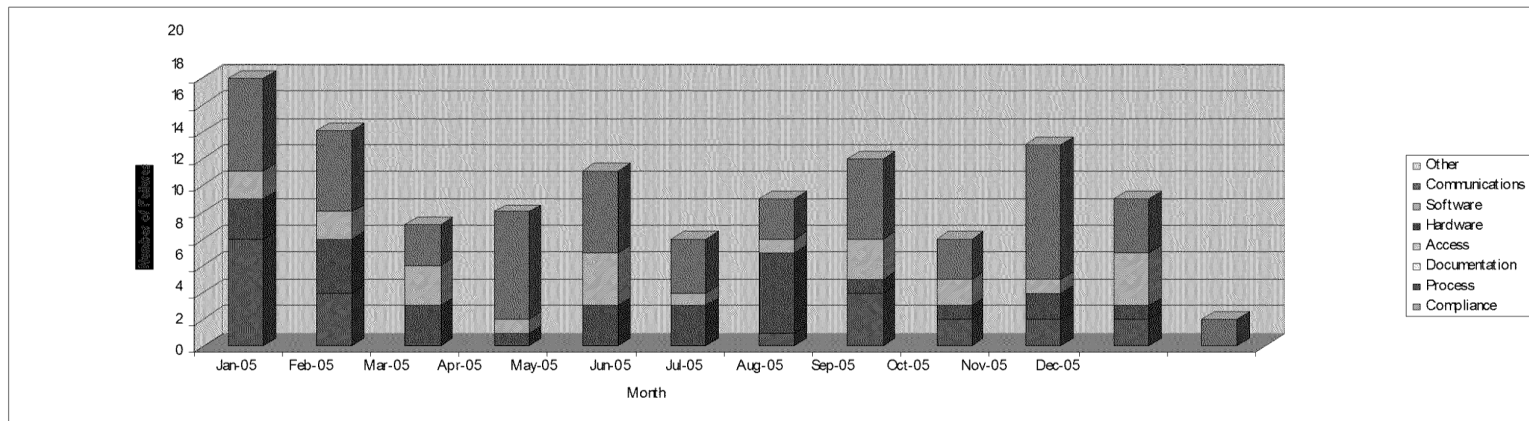
The Joint Failures were comprised of 3 other

Corrective Actions

Investigations continue into the compression of message store data to speed up file transfer over ISDN communications. These continue to form part of the ongoing improvements which will be incorporated into HNG X.

Resource availability continues to be monitored closely. Confirmation of whether Fujitsu Engineering expect to initiate a dedicated team for OBC is expected before the end of January.

ISSUES CATEGORY - FUJITSU



2.1.4 ADSL Migration

We are continuing with the migration of ISDN to ADSL and at the end of December 10467 branches were using ADSL comms.

2.1.5 Icon Service

Icon Batch 2005_02 has been put POL counter for validation.
This batch is due to be released with S90 Counter code.

2.1.6 Business Continuity

During December the Business Continuity Team successfully completed, with the agreed exception of test 28.1 POLFS Production Service fail-over, the remaining procedural walkthroughs from the 2005 yearly test schedule thereby completing all 2005 tests.

All individual test reports for 2005 were formally supplied to Post Office Limited and the final 2005 test plan and test report were formally submitted to PVCS for comment cycle during December.

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

2.1.7 Message Broadcast

19 Message Broadcasts were processed in December.

2.1.8 Horizon Service Desk and Complaints

The HSD achieved all SLT's in December.

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.

16 complaints have been logged with Fujitsu this month. The complaints have started to focus on the engineering service failures as expected. Within the 16 logged complaints 6 are marked as justified, 10 as unjustified. The table below shows details of the individual complaints.

Facia/ Fad	Complaint Type	Justified/ Not Justified	Reason for unjustified	Corrective action
High street 278611	Engineer - late attendance and lack of clear information.	justified	Not applicable	The HSD and UKME desks have been reminded to log and provide clear and accurate information into the open call so that PM's expectations can be met and managed.
Street 312504	Engineers response time	justified	Not applicable	Alerted to UKME as an SLT failure for improvement in response times
Padiham 181407	Hardware issues – 3 faulty printers in 3 days	justified	Not applicable	Alerted to UKME as a spares failure for investigation
Street 312504	Delayed engineer visits. HSD advice incorrect	justified	Not applicable	The agent who took the 2 nd call should have raised a new call for the engineers to highlight the changed priority of the problem. On advice from the engineers they did not do this, because of this the call fell through the net. The agent concerned has had the call discussed with him and all agents have been advised of the correct procedure on these type of situations.
Far Lane 377340	Online services – lengthy timescales to resolve	justified	Not applicable	BT ceased the ADSL service in error. BT are working with Cable and Wireless to ensure a thorough and accurate process check is carried out before an ADSL line is cancelled to avoid this problem reoccurring
Aberfoyle 101868	Engineers attendance time unsuitable	justified	Not applicable	All agents reminded to ensure access times are recorded accurately on the call logging system.
Kew Road 066025	Online Services – time to resolve	Not justified	All contractual timescales met	Not applicable
Wisewood 325340	Online services- time to resolve	Not justified	All contractual timescales met	Not applicable
Middlewich Road 209401	HSD advice	Not justified	All contractual timescales met	Not applicable
Woodcote 147939	Engineers attitude to PM	Not justified	All correct procedures carried out by Fujitsu	Not applicable
Bettws 308611	Online services – time to resolve	Not justified	All correct procedures followed to resolve and improve the online services issue	Not applicable
Chingford Station Road 103006	Cabling left in a mess after Romec work	Not justified	Not A Fujitsu issue, Romec install needs tidying up.	Not applicable

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Bolton on Dearne 364340	PM unhappy with HSD actions and advice	Not justified	All HSD actions correct	Not applicable
Bolton le sands 162418	Hardware issue – time to resolve	Not justified	All HSD/engineer actions correct	Not applicable
Grange Park 171405	Online Services – timescales to resolve	Not justified	All Fujitsu actions carried out correctly	Not applicable
Pinchbeck 255230	Hardware issue not resolved	Not justified	The desk actions are all correct based on the information supplied by the PM on each occasion he called. There is no trend based on the PM's reported experiences.	Not applicable

Fujitsu Services

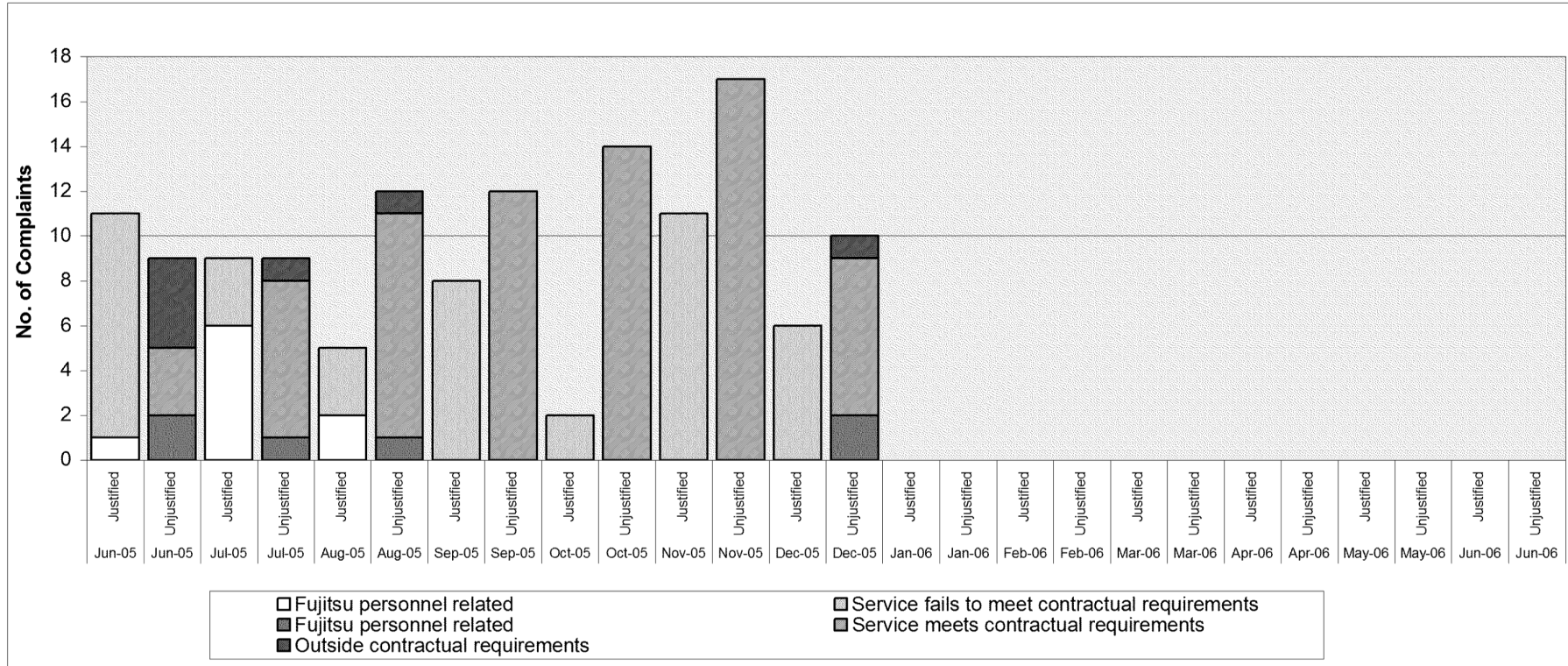
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2.1.8 Horizon Service Desk and Complaints (Cont'd)



	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Justified													
Fujitsu personnel related	1	6	2	0	0	0	0						
Service fails to meet contractual requirements	10	3	3	8	2	11	6						
Unjustified				8	2	11	6						
Fujitsu personnel related	2	1	1	0	0	0	2						
Service meets contractual requirements	3	7	10	12	14	17	7						
Outside contractual requirements	4	1	1	0	0	0	1						
Total Complaints	20	18	17	20	16	28	16						

2.1.9 Business Incident Management

There were 65 BIM incidents raised during December, 9 more than November.

Of these incidents raised 46 were within the 8 hour response SLT (predominantly relating to the 'Network Banking State 4' exception state) and 19 were within the 5 day response SLT.

2.1.10 Engineer Services – Site Visits By Engineer

There were 4764 break-fix site visits completed in December, compared to 5344 in November, of which 3693 resulted in unit exchanges. and the overall performance of the engineering service continued to be delivered around our SLT. However, in mid-December, Fujitsu Services underwent a change in Logistics supplier, and some system errors and spares management issues resulted from this. The change impacted ability to replenish some engineers' bootstock, and to get certain spares to some engineers in time to complete calls within SLA. This in turn has impacted the Average Downtime/Time to Repair figure because it took engineers longer to complete some calls.

Service Improvements

FJS are constantly working to deliver improved Break-Fix SLTs and will continue to give senior management focus to the current problems in getting stock to engineers.

In January, the new mobility box and power supply unit for the mobile counters is being introduced. This should deliver 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 December there were 335 remedial calls, which is higher than in November (142). Penalties incurred £56,502. Conformance was again maintained across A priority Service Level Targets, however Local and Intermediate B priority performance were not achieved, due to problems experienced within Fujitsu Services over the Logistics transition from 19th December.

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.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
54	540	534	0

Witness statements provided this month	5	Witness statements YTD	36
Days in court this month	0	Days in court YTD	4

Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
Sopley	December 2005	Bournemouth Crown Court	Offender found guilty on all 28 counts and will be sentenced in January 06.
Forest Gate	December 2005	Kingston Crown Court	Offender pleaded guilty and will be sentenced at a later date.
Waltham Abbey	9 January 2006	Chelmsford Crown Court	Witness required
Lucker	13 February 2006	Newcastle Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
Chigwell Row	Successful prosecution by DWP. Offender received a custodial prison sentence.
Lordship Lane	Successful prosecution by DWP. Both offenders received custodial prison sentences.

Fishergate Hill	Offender found guilty and received a custodial prison sentence.
Leaves Spring	Offender pleaded guilty and received a suspended sentence.
Newbold Road	Attended as witness. A hung jury resulted in no verdict.
Leiston	Case was terminated due to insufficient evidence
Quarry Lane	Offender found guilty and received 2.5 year custodial sentence

2.1.12 PostShops

The PostShop rollout is still progressing well. As at 31st December there are 166 live Branches, installs were suspended throughout the busy December period but will start again in the New Year. The call volumes are similar to November with no real surprises. The rollout will continue up to March 2006 bringing the total estate to 300 terminals in 200 Branches.

Main issues this month again 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 17	Week 18	Week 19	Week 20	Monthly Totals
Number of calls received	16	28	33	11	88
Number of calls resolved in 8 hours	16	28	33	10	87
Number of calls resolved in next day	0	0	0	0	0
Number of Hardware faults	7	10	13	4	34
Number of software faults	9	18	20	7	54
Number of outstanding calls	0	0	0	0	0

There were NO call to fix failures this month.

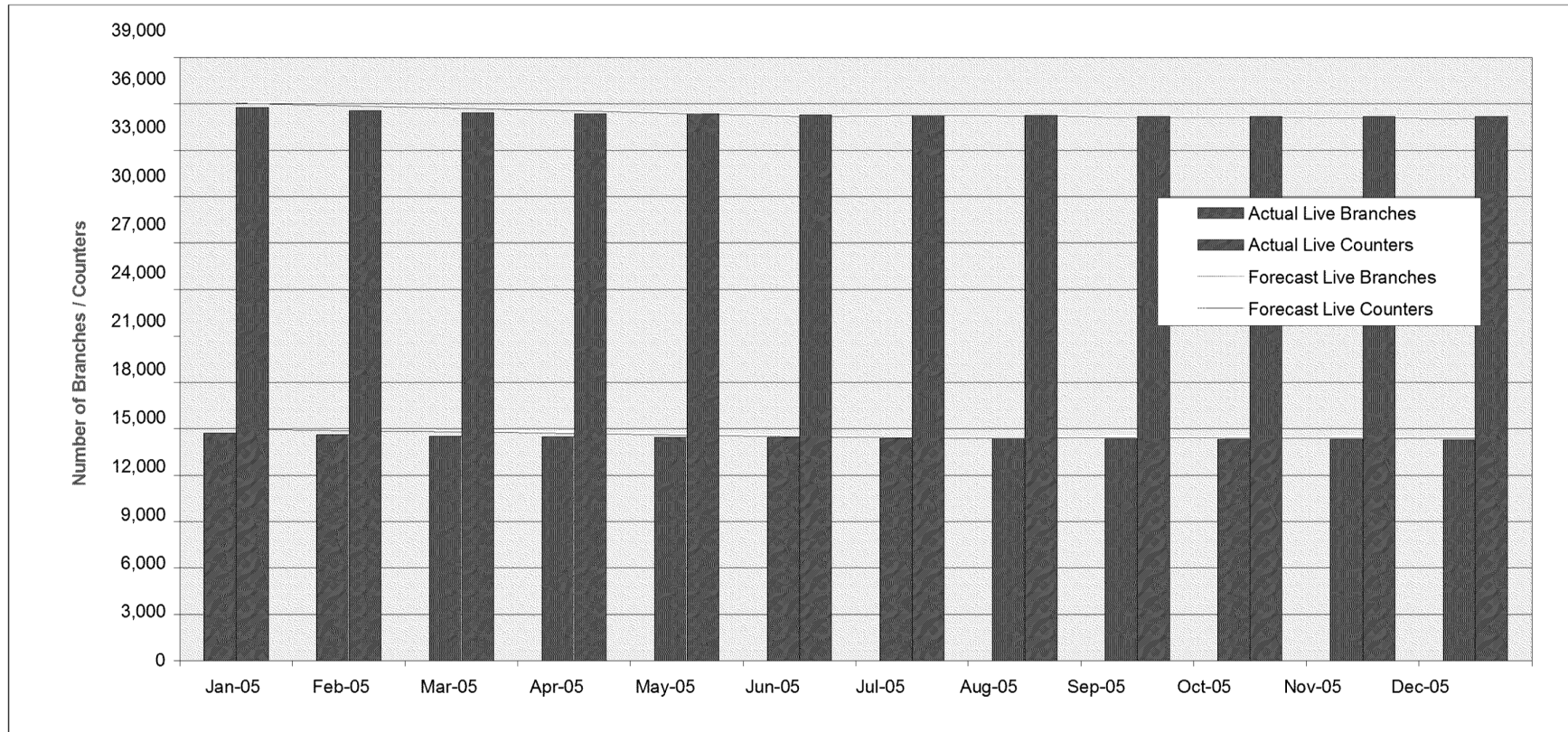
File deliveries:

There was 1 instance of file delivery taking a little longer on 19th December by 40 mins; however the files were all delivered by 10.00 the new polling time from January 2006. This will allow for the increase in branches and information to be downloaded.

3 DECEMBER 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	14287	
Actual Live Counters	35770	35575	35405	35354	35334	35271	35245	35258	35204	35188	35195	35189	
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

	December 05	To Date
Balance Enquiries	2,068,953	48,687,104
Cash Deposit Transactions	557,018	11,609,064
Cash Deposit Total Value	£290,213,661	£3,229,120,309
Cheque Deposit Transactions	46,633	824,263
Cheque Deposit Total Value	£17,629,002	£329,507,116
Cash Withdrawal Transactions	10,817,072	208,941,575
Cash Withdrawal Total Value	£1,197,642,347	£19,916,735,057
Withdrawal to Limit Transactions	10,263,811	139,487,672
Withdrawal to Limit Total Value	£1,360,567,607	£16,843,831,131
DCP Refund Transactions	573	17,213
DCP Refund Total Value	£44,194	£3,127,199
DCP Payment Transactions	3,361,185	45,948,598
DCP Payment Total Value	£172,542,159	£2,824,016,093

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

Bank	Transaction Volume	Transaction Value
<i>Alliance & Leicester plc</i>	1,563,550	£375,073,758
<i>Card account at Post Office</i>	18,951,912	£2,229,532,206
<i>Streamline (Online Debit Card)</i>	3,361,758	£172,586,353
LINK		
Abbey National PLC	56,543	£3,108,962
Bank of Ireland	23,583	£2,493,364
Barclays Bank Plc	869,262	£68,853,020
Clydesdale Bank Plc	96,481	£8,036,381
First Trust Bank	775	£70,116
HBoS	73,591	£4,761,216
HSBC Bank Plc	24,349	£1,885,306
Lloyds TSB	1,238,243	£85,262,523
Nationwide Building Society	137,445	£7,868,351
NatWest	112,683	£5,638,791
Northern Bank Ltd	7,578	£420,159
NS&I	244,241	£38,878,931
Royal Bank of Scotland	37,666	£1,984,120
Smile	30,796	£4,708,189
The Co-operative Bank	206,220	£22,200,635
Ulster Bank Ltd	688	£60,447
Yorkshire Bank Plc	87,593	£5,216,144
LINK TOTAL	3,247,737	£261,446,653
GRAND TOTAL	27,124,957	£3,038,638,970

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3.1.3 Vital Statistics – ETU Transactions

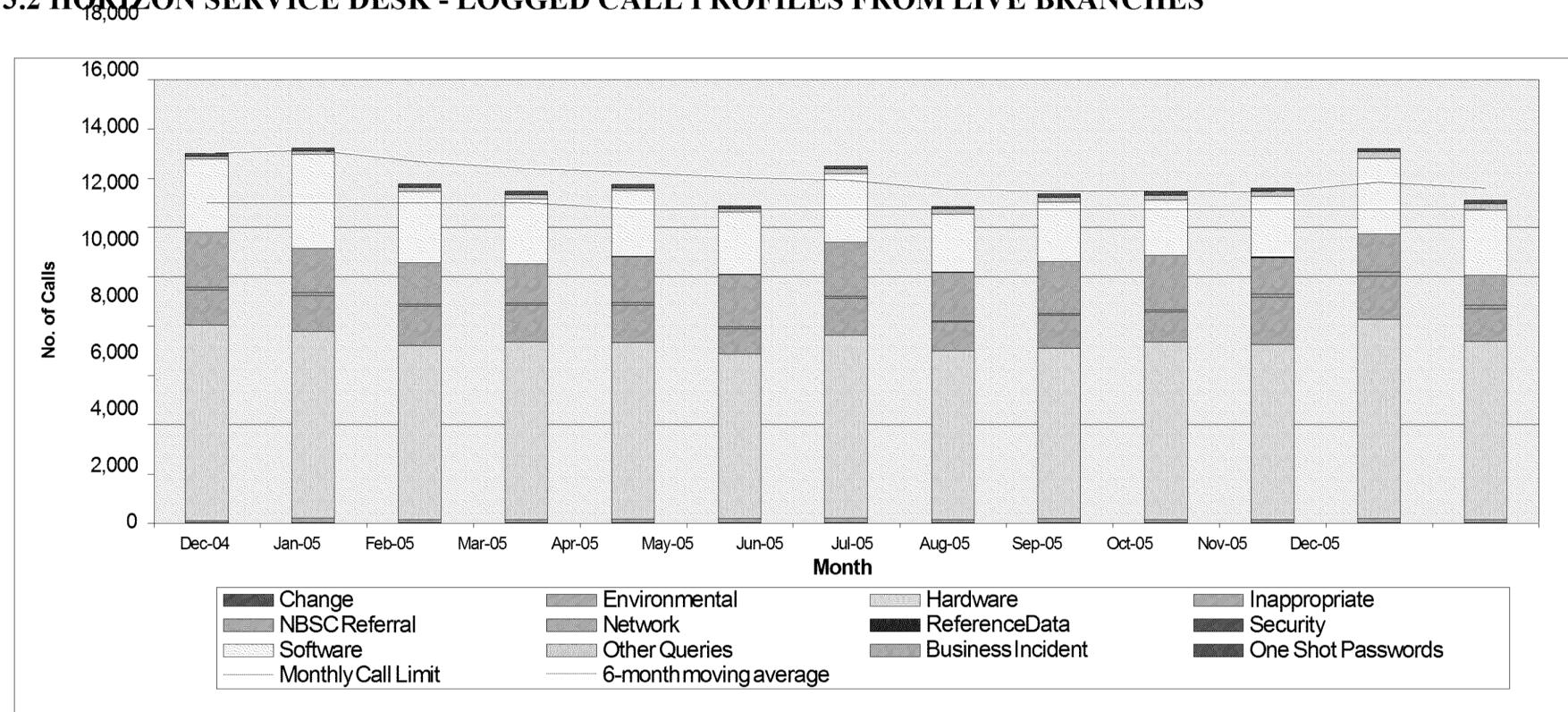
Summary	Dec-05	Totals to Date
Transaction Volume	1,559,134	£35,745,773
Transaction Value	13,265,930	£295,141,762
Details by Issuer Scheme	Transaction Volume	Transaction Value
3G UK Ltd Everything Add-On	16,094	£191,685
3G UK Ltd Text Add On	7,144	£35,720
Carphone Warehouse MobileWorld	4,856	£126,290
Fresh Mobile E-Voucher	3,008	£20,905
Napster Tracks Music Voucher	2,802	£26,665
Napster Unlimited MusicVoucher	1,952	£17,385
O2 PAY & GO	80	£715
O2 Top-Up Voucher	345	£5,290
Orange E-Voucher	199	£4,715
Orange pay-as-you-go	215,186	£2,447,045
Post Office Rechargeable Card	48,837	£526,820
Talk Talk Mobile E-Voucher	27,324	£230,625
talkXtra	346,586	£2,703,550
Tesco Mobile Pay as you Go	788	£6,100
Tesco Mobile Top-up Voucher	44	£440
T-Mobile Pay as you go	53	£395
T-Mobile Top-Up Voucher	3,373	£30,785
Virgin Mobile Airtime Voucher	12,379	£136,610
Virgin Mobile Pay As You Go	1,645	£18,700
Vodafone Pay as you talk	236,229	£2,013,300
Vodafone UK PAYT TopUp Voucher	51,984	£385,675
Vodafone UK Text Pack Voucher	36,004	£254,610
Vodafone UK Voice Pack Voucher	116,717	£829,520
Totals	1,559,134	£13,265,930

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)
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
December 2005	24,858,799	N/A	226,656,265	3,361,185	27,124,957	1,559,134

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



	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Business Incident													
Change		2			1	1	3	0	2	0	1	10	0
Environmental	107	197	154	137	170	181	204	153	188	154	139	183	136
Hardware	7930	7574	7065	7222	7162	6677	7433	6848	6907	7210	7112	8088	7237
Inappropriate	1430	1450	1572	1405	1519	1033	1496	1150	1346	1247	1010	1745	1343
NBSC Referral	97	429	90	81	102	83	74	60	71	75	133	170	153
Network	2245	1778	1090	1808	1869	2114	2184	1959	2109	2220	1480	1565	1232
Other Queries	111	127	176	160	120	126	187	211	181	198	216	267	252
Reference Data	4	8	1	1	0	2	2	1	0	6	1	2	0
One Shot Passwords	121	139	151	152	130	119	126	108	152	156	137	137	129
Software	2968	3823	2875	2632	2665	2537	2791	2368	2407	2228	2468	3048	2652
Total Calls	15022	15237	13775	13483	13744	12879	14501	12867	13368	13463	13616	15217	13105
6-month moving average	15022	15130	14678	14379	14252	14028	13937	13542	13474	13470	13449	13839	13606
Monthly Call Limit	13000	13000	13000	13000	12750	12750	12750	12750	12750	12750	12750	12750	12750

Fujitsu Services

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Version: 1.0

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

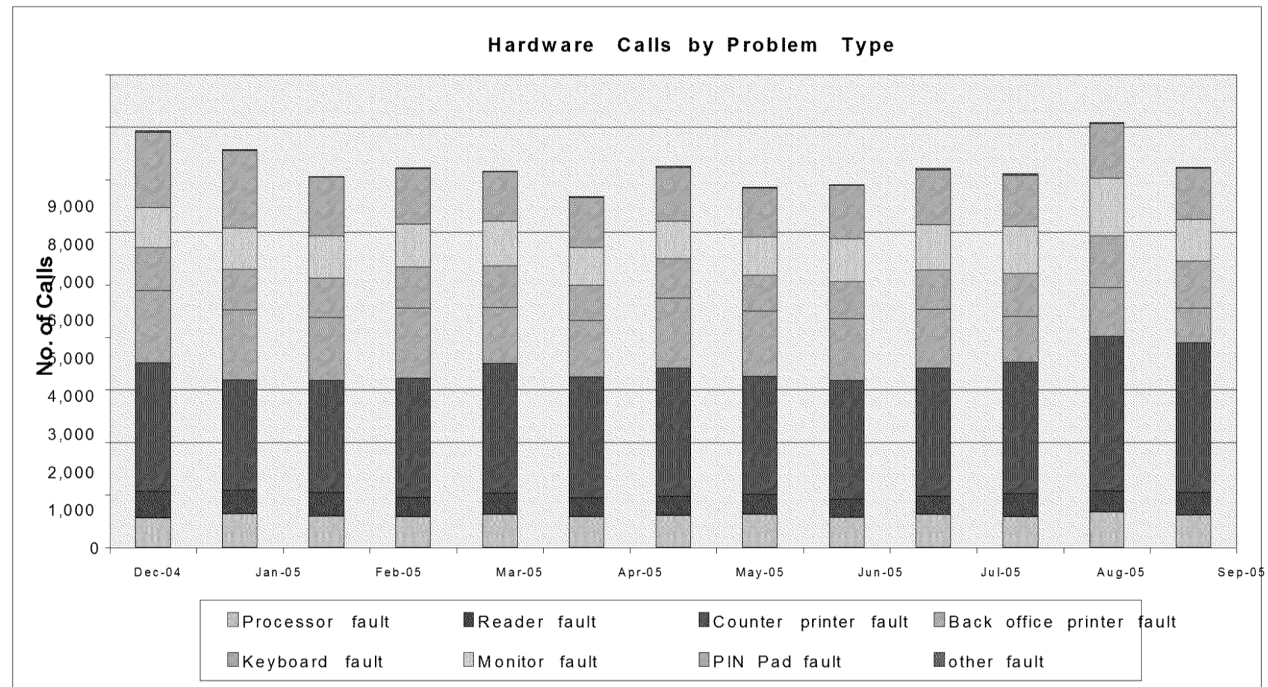
	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	
Business Incident		0	0	0	0	0	0	0	0	1	0	0	10	0
Change		0	2	0	0	1	1	3	0	0	2	0	1	1
Environmental		107	197	154	137	170	181	204	153	188	154	139	183	136
Hardware		7930	7574	7065	7222	7162	6677	7433	6848	6907	7210	7112	8088	7237
Inappropriate helpdesk		1439	1459	1572	1495	1519	1033	1496	1150	1346	1217	1910	1745	1313
NBSC Referral		97	129	90	81	102	83	74	60	71	75	133	170	153
Network		2245	1778	1690	1603	1869	2114	2184	1959	2109	2220	1480	1565	1232
Other queries		111	127	176	160	120	126	187	211	181	198	216	267	252
Reference Data		4	8	1	1	2	2	2	1	0	1	21	1	0
Security		0	1	1	0	4	6	1	9	6	2	0	2	0
One Shot Passwords		121	139	151	152	130	119	126	108	152	156	137	137	129
Software		2968	3823	2875	2632	2665	2537	2791	2368	2407	2228	2468	3048	2652
System outage calls (not included)		941	162	419	0	0	139	0	0	0	549	0	479	0
Total Calls		15022	15297	15775	15465	15744	12579	14501	12667	15368	15465	15616	15217	13105
6-month moving average		15022	15196	14076	14379	14252	14929	13997	13542	13474	13476	13449	13699	13606
Average Daily Call Rate		668	660	633	642	654	585	601	548	557	581	578	634	582
Working days per month		22	22	20	21	21	22	24	23½	24	24	23½	24	22½

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	ND01 (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
Dec-05	No calls have been removed this month			0

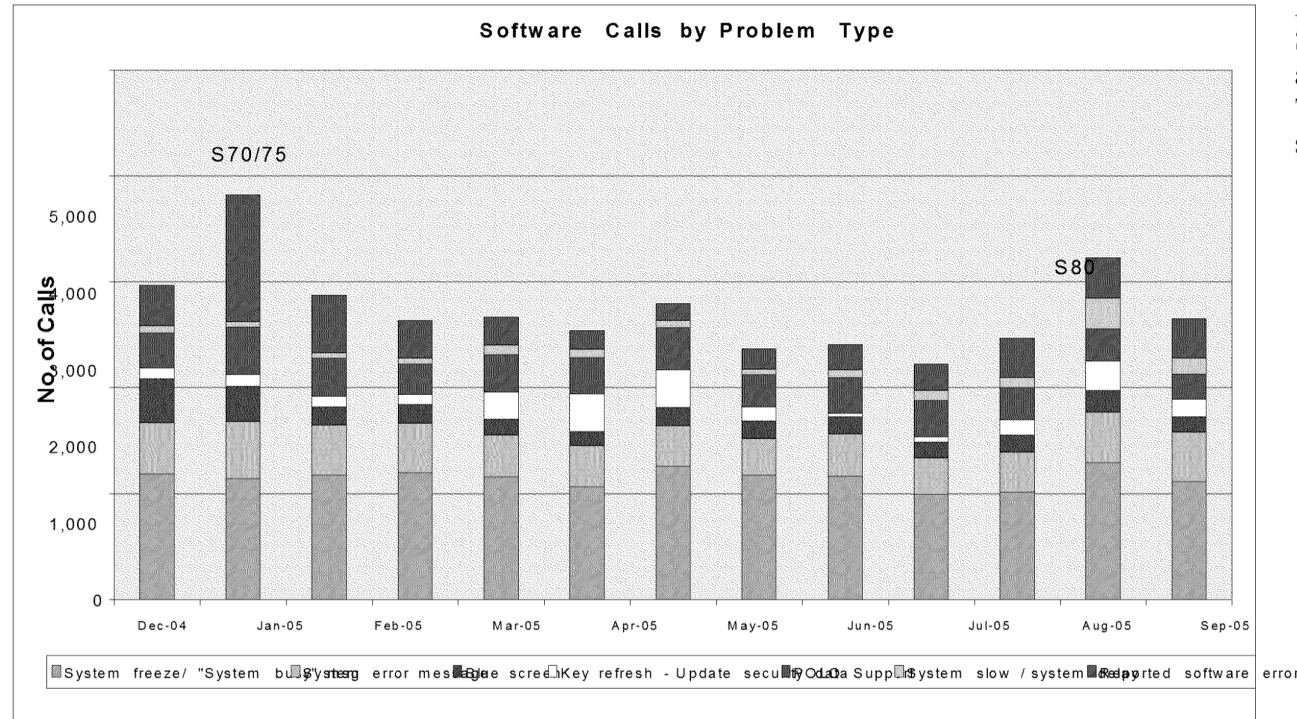
3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS



The hardware calls logged returned to more normal levels in December, however there were a further 200 visits carried over to early January, (not included in the table below) because of the difficulties experienced with our logistics supplier transition, which resulted in delays getting some spares to the field engineers. Counter printer calls remained very high due to the high volume of Post Office branch business which continued well into December. Most other types of hardware calls dropped back to their usual levels.

	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Processor fault	561	636	591	580	623	575	595	625	571	629	572	675	609
Reader fault	500	447	455	366	406	366	375	384	360	344	442	399	428
Counter printer fault	2449	2115	2130	2281	2465	2291	2428	2248	2254	2428	2497	2939	2848
Back office printer fault	1375	1320	1199	1328	1071	1082	1342	1246	1177	1133	887	931	663
Keyboard fault	820	746	744	778	793	671	741	678	705	746	812	988	894
Monitor fault	763	773	803	820	842	720	710	725	813	863	895	1090	800
PIN Pad fault	1433	1479	1115	1042	940	950	1020	928	1015	1041	973	1042	971
other fault	29	28	28	27	22	22	35	14	22	26	34	24	24
TOTAL	7930	7574	7005	7222	7102	6677	7238	6646	6907	7210	7112	8088	7237

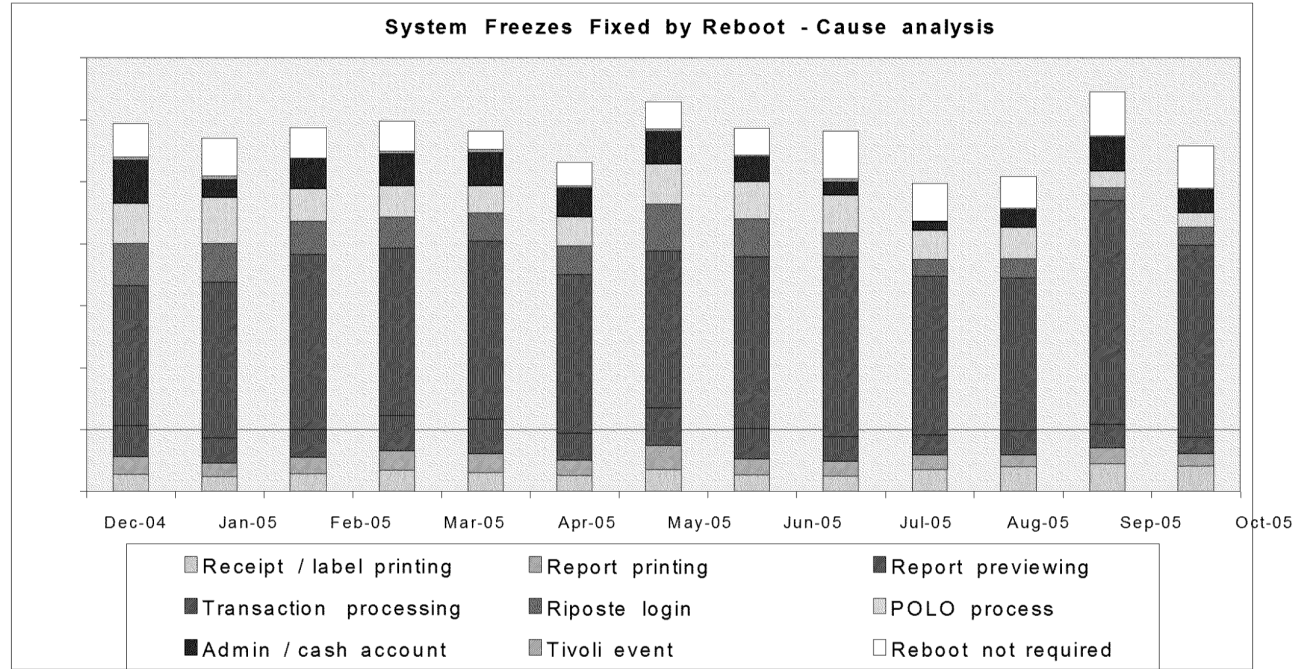
3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONT'D)



Following the introducing of Branch Trading Statements. The users have become accustomed to the transaction processing time. This has seen reduction in system freeze and system slow reported incidents.

	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
System error message	480	542	477	471	391	389	375	350	399	346	376	478	463
Blue screen	417	349	466	473	446	432	473	463	466	449	162	206	149
Key refresh - Update security data	98	111	104	95	261	355	357	131	32	46	142	275	158
System freeze/ "System busy" msg	1187	1139	1173	1194	1161	1062	1260	1173	1164	993	1016	1289	1116
LO Support	338	432	355	295	355	345	395	308	341	348	301	309	244
System slow / system delay	64	43	54	53	86	81	65	47	64	92	104	286	149
Reported software error	384	1207	546	351	265	173	155	196	242	254	367	384	373
TOTAL	2968	3823	2875	2632	2565	2537	2791	2368	2407	2228	2468	3227	2652

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



The volume of system freezes reported in December was slightly below average, and the majority occurred during the processing of transactions, which is accounted for by the very high system usage during December

System Freezes	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Receipt / label printing	54	47	57	68	60	51	70	53	49	70	79	88	82
Report printing	58	44	35	63	61	49	79	51	47	44	37	53	38
Report previewing	100	81	90	114	113	88	121	97	81	64	81	76	53
Transaction processing	452	502	563	541	573	513	504	555	579	512	491	721	623
Riposte login	135	127	110	99	91	91	152	123	78	55	63	43	57
POLO process	131	147	104	101	89	94	131	121	123	93	100	53	47
Admin / cash account	138	59	36	103	106	94	104	81	42	23	60	110	74
Tivoli event	11	11	0	7	9	7	7	3	9	3	2	3	5
REBOOT sub-total	1079	1018	1075	1096	1102	987	1168	1084	1008	873	913	1147	979
Reboot not required	108	121	98	98	59	75	89	88	154	120	103	142	137
TOTAL	1187	1139	1173	1194	1161	1062	1257	1172	1162	993	1016	1289	1116

3.2.2 ONLINE NETWORK SERVICES

The network performance in December 2005 was absolutely the best month ever achieved since the introduction of online transactions.

- **No major incidents in the Fujitsu/C&W domain**

Process improvements such as the scripting of standard changes to BAS routers (using input verification to reduce human error) and further restrictions to the engineers who are allowed to perform unscripted changes have been implemented. The change freeze across all platforms has also enabled postmasters to work uninterrupted throughout the important festive trading period. In addition C&W has confirmed an ongoing change freeze will be applied to their MPLS network during working hours throughout the year.

Fujitsu are working with C&W on consolidating 2005 improvements to create an ongoing ITIL Availability Plan for their broadband network to maintain this performance level. In early 2006 we expect to introduce further scripting and improvements to the monitoring on the NetCool toolset.

- **Fastest transaction times ever recorded with 0.34s average network banking authorisation time at ADSL branches.**

Network packet loss throughout the Fujitsu/C&W network has been almost eliminated through CSIP project to replace all the CE, PE, LAR and LCR routers. This work was completed over several months without any related incidents. In addition several software improvements have been released that optimise transaction processing. Authorisation times have also improved for fixed/dialled ISDN connections.

- **Lowest number of online services incidents exceeding 24hrs (also lowest helpdesk network call volumes for several years)**

The online services daily report has shown that improved call-routing alongside additional testing (such as the VC/VP check) has successfully reduced the volume of incidents that take an excessive time to resolve. Unfortunately BT caused several incidents by applying cease instructions from organisations that are totally unrelated to the Horizon service.

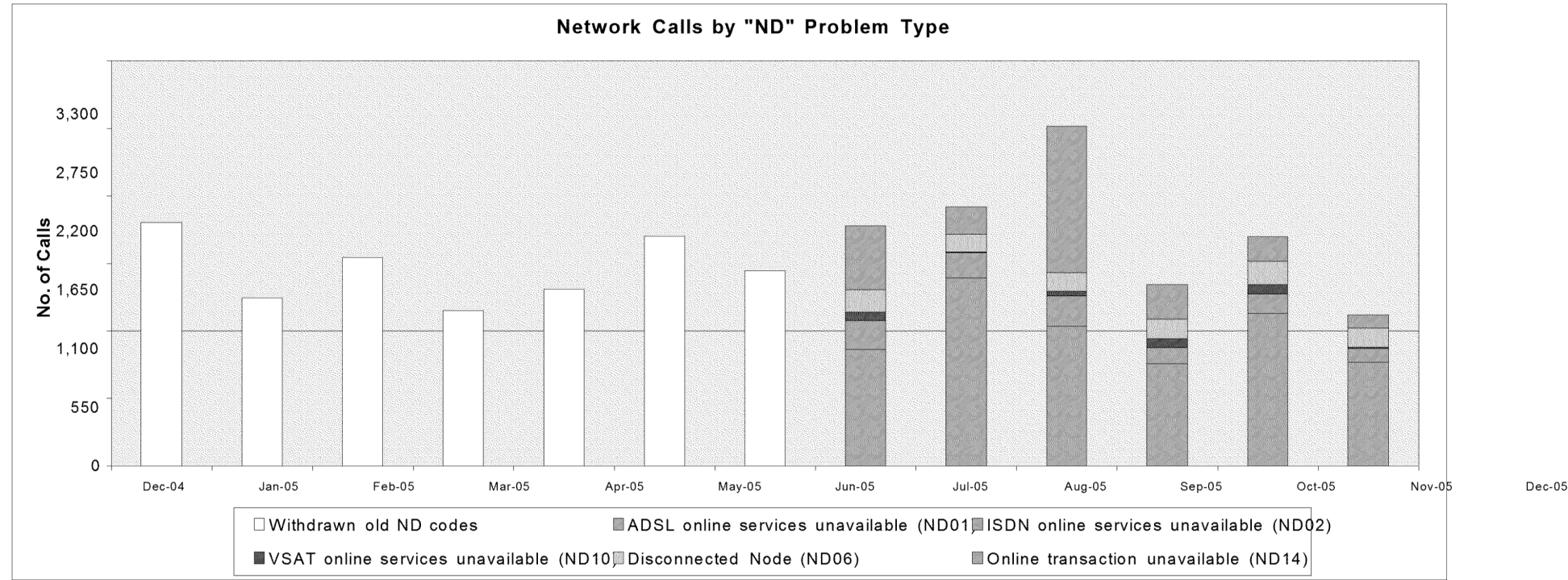
- **BT Enhanced Care trial at 1,000 branches for 2 months completed**

As part of the ongoing work with Post Office in exploring network availability improvements we upgraded the BT service at 1,000 large ADSL branches to Enhanced Care. The total BT charge of the trial was covered by Fujitsu at £8.65 per branch month (£17,300 over the 2 months).

During the trial 5 incidents were reported to BT at these sites of which 2 were fixed within the SLA, 2 were resolved on non-broadband equipment and one was passed back to Fujitsu for referral to Post Office. We hope this trial has been useful in understanding the ROI of this service.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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



ND CALLS by Problem Type

	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05
Withdrawn old ND codes	1985	1370	1699	1267	1439	1871	1590					
ADSL online services unavailable (ND01)								949	1535	1137	832	1243
ISDN online services unavailable (ND02)								234	202	247	132	157
VSAT online services unavailable (ND10)								73	6	30	73	78
Disconnected Node (ND06)								178	145	153	160	188
Online transaction unavailable (ND14)								525	221	1193	283	199
TOTAL	1985	1370	1699	1267	1439	1871	1590	1959	2109	2769	1480	1865

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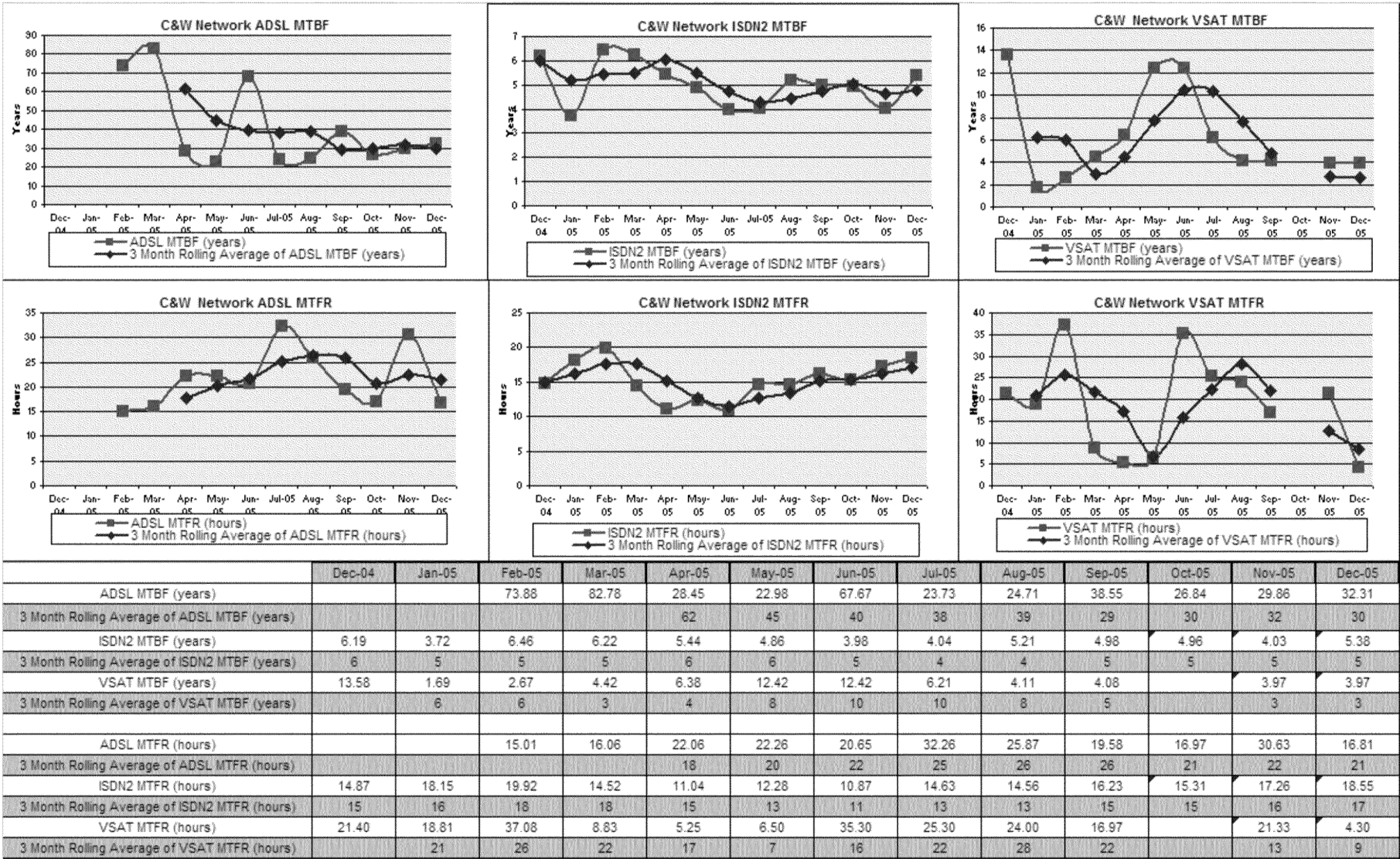
Date: 16/01/06

Version: 1.0

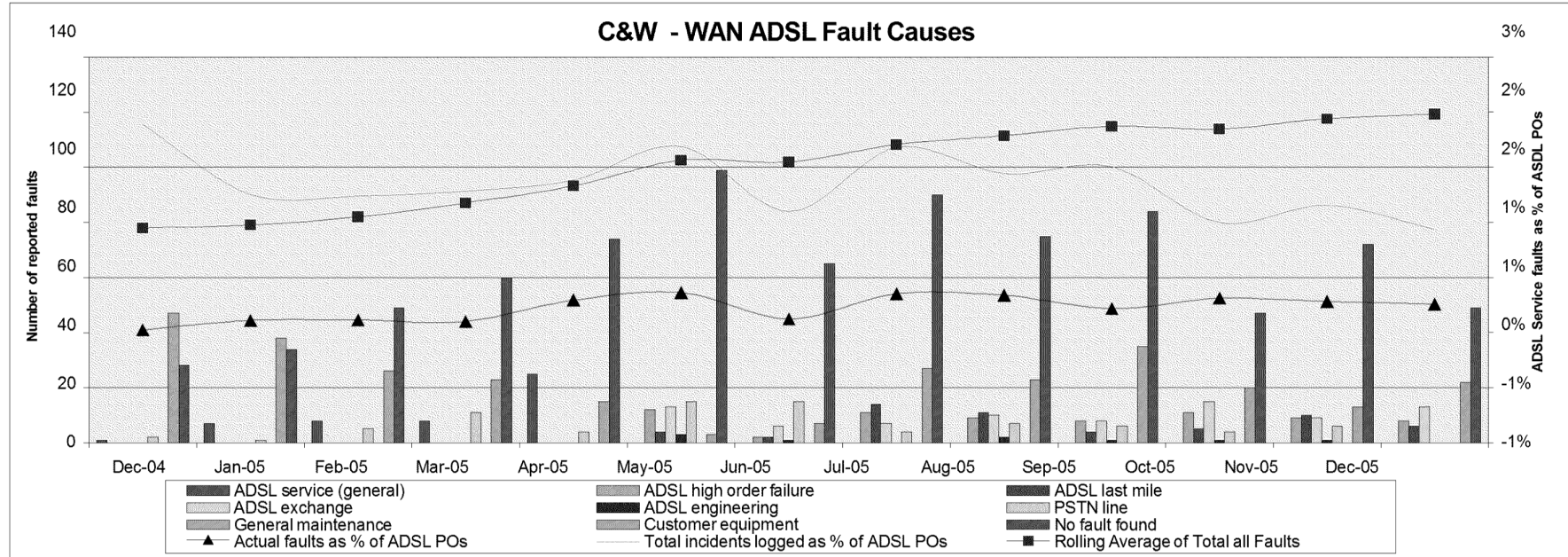
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

ADSL Online Services Calls - Cause Analysis	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05		
ADSL service fault (C34)								96	69	55	45	46	39		
ADSL major incident (C37)								21	586	155	37	277	20		
Software error / reboot (C36)								376	415	394	287	337	324		
Undetermined fault (CG4)								189	176	267	189	268	235		
Subtotal								682	1246	871	550	928	618		
PSTN line fault (C35)								45	34	27	34	40	32		
No fault found / user error (CR4)								193	231	217	214	232	178		
Duplicate call or other causes								29	24	22	26	43	16		
TOTAL	0	0	0	0	0	0	0	949	1535	1137	832	1243	844		
ISDN Online Services Calls - Cause Analysis	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05		
ISDN service fault (C31)								96	77	81	56	73	53		
Major incident (C38)								12	6	2	2	0	1		
Software error / reboot (C36)								40	52	67	20	17	17		
Undetermined fault (CG4)								46	28	52	29	38	29		
Subtotal								194	157	202	107	128	100		
No fault found / user error (CR4)								32	34	34	15	13	6		
Duplicate call or other causes								8	11	11	10	16	5		
TOTAL	0	0	0	0	0	0	0	234	202	247	132	157	111		
VSAT Online Services Calls - Cause Analysis	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05		
VSAT service fault (CG5)								2	3	3	0	5	3		
Major incident (C39)								44	0	25	68	43	0		
Software error / reboot (C36)								14	1	4	1	8	2		
Undetermined fault (CX8)								9	0	3	2	13	4		
Subtotal								69	4	35	71	69	9		
No fault found / user error (CR4)								4	2	4	2	7	1		
Duplicate call or other causes								0	0	0	0	2	1		
TOTAL	0	0	0	0	0	0	0	73	6	39	73	78	11		
ND14 Online Transaction - Cause Analysis	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05		
Software error / reboot (C36)								70	32	63	41	50	42		
Online transaction Major Incident (C40)								5	94	954	139	47	23		
Subtotal								75	126	1017	180	97	65		
No fault found / user error (CR4)								50	91	169	92	92	43		
Duplicate call or other causes								400	4	7	11	10	1		
TOTAL	0	0	0	0	0	0	0	525	221	1193	283	199	109		

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

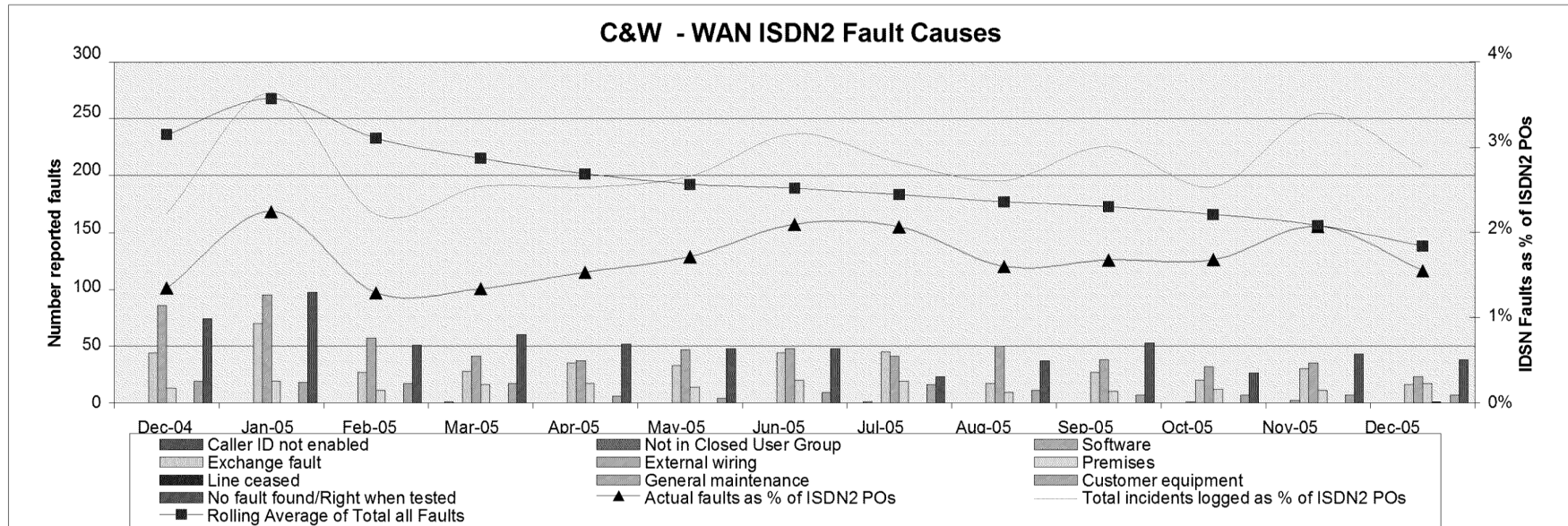


3.2.2 ONLINE NETWORK SERVICES (CONT'D)



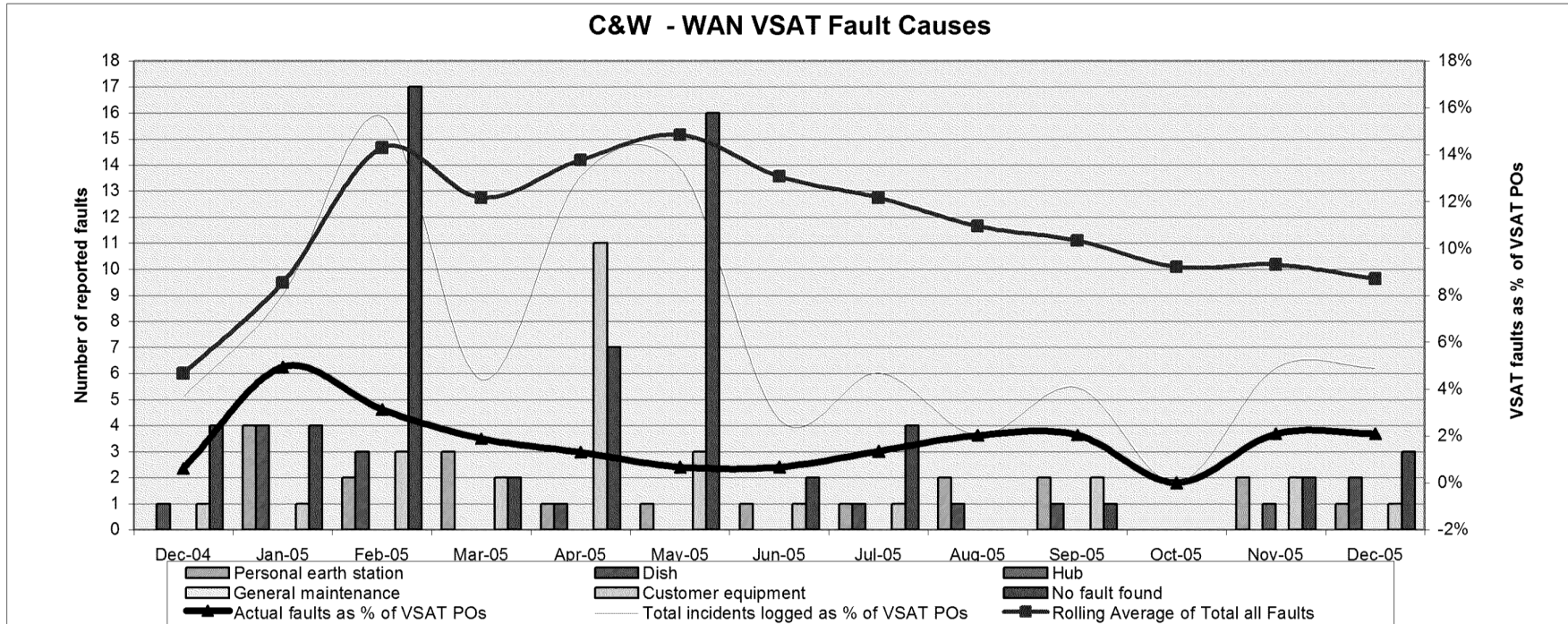
	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
ADSL service (general)	1	7	8	8	25								
ADSL high order failure						12	2	11	9	8	11	9	8
ADSL last mile						4	2	14	11	4	5	10	6
ADSL exchange						13	6	7	10	8	15	9	13
ADSL engineering						3	1	0	2	1	1	1	0
Actual faults at ADSL POs total	1	7	8	8	25	32	11	32	32	21	32	29	27
Actual faults as % of ADSL POs	0.02%	0.11%	0.11%	0.10%	0.20%	0.36%	0.12%	0.35%	0.34%	0.22%	0.31%	0.28%	0.26%
PSTN line	2	1	5	11	4	15	15	4	7	6	4	6	6
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	47	38	26	23	15	3	7	27	23	33	20	13	22
No fault found	28	34	49	60	74	99	65	90	76	84	47	72	49
Total all Faults	78	80	88	102	118	149	98	153	137	146	103	120	98
Rolling Average of Total all Faults	78	79	82	87	93	103	102	108	111	115	114	118	119
Total incidents logged as % of ADSL POs	1.89%	1.25%	1.24%	1.28%	1.38%	1.69%	1.10%	1.68%	1.44%	1.50%	1.00%	1.15%	0.94%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-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	1	0	0	0	1	0	0	0	0	0
Software	0	0	0	0	0	0	0	0	0	0	1	2	0
Exchange fault	44	70	27	28	35	33	44	45	17	27	20	30	16
External wiring	86	95	57	41	37	47	48	41	50	38	32	35	23
Premises	13	19	11	16	17	14	20	19	9	10	12	11	17
Line ceased	0	0	0	0	0	0	0	0	0	0	0	0	1
Actual faults at ISDN2 POs total	143	184	95	86	89	94	112	106	76	75	65	78	57
Actual faults as % of ISDN2 POs	1.35%	2.24%	1.29%	1.34%	1.53%	1.71%	2.10%	2.06%	1.60%	1.67%	1.68%	2.07%	1.55%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	19	18	17	17	6	4	9	16	11	7	7	7	7
No fault found/Right when tested	74	97	51	60	52	48	48	23	37	53	26	43	38
Total all Faults	236	299	163	163	147	146	169	145	124	135	98	128	102
Rolling Average of Total all Faults	236	268	233	215	202	192	189	184	177	173	166	156	138
Total incidents logged as % of ISDN2 POs	2.22%	3.64%	2.21%	2.54%	2.53%	2.66%	3.16%	2.82%	2.61%	3.01%	2.54%	3.40%	2.77%

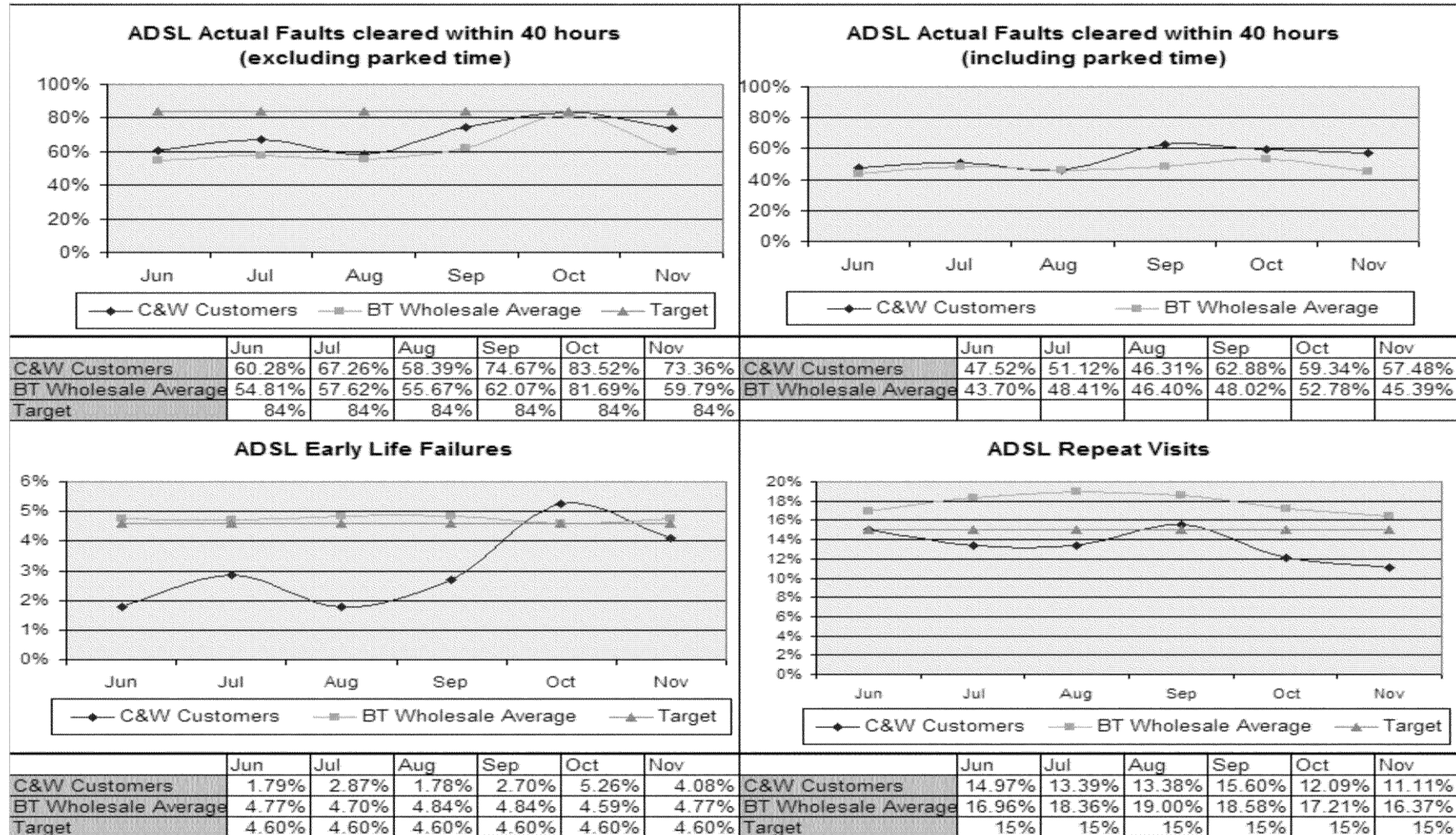
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
Personal earth station	0	4	2	3	1	1	1	1	2	2	0	2	1
Dish	1	4	3	0	1	0	0	1	1	1	0	0	2
Hub	0	0	0	0	0	0	0	0	0	0	0	1	0
Actual faults at VSAT POs total	1	8	5	3	2	1	1	2	3	3	0	3	3
Actual faults as % of VSAT POs	0.61%	4.94%	3.13%	1.89%	1.31%	0.67%	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%	2.10%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	1	1	3	2	11	3	1	1	0	2	0	2	1
No fault found	4	4	17	2	7	16	2	4	0	1	0	2	3
Total all Faults	6	13	25	7	20	20	4	7	3	6	0	7	7
Rolling Average of Total all Faults	6	10	15	13	14	15	14	13	12	11	10	10	10
Total incidents logged as % of VSAT POs	3.68%	8.02%	15.63%	4.40%	13.07%	13.42%	2.68%	4.70%	2.03%	4.08%	0.00%	4.90%	4.90%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

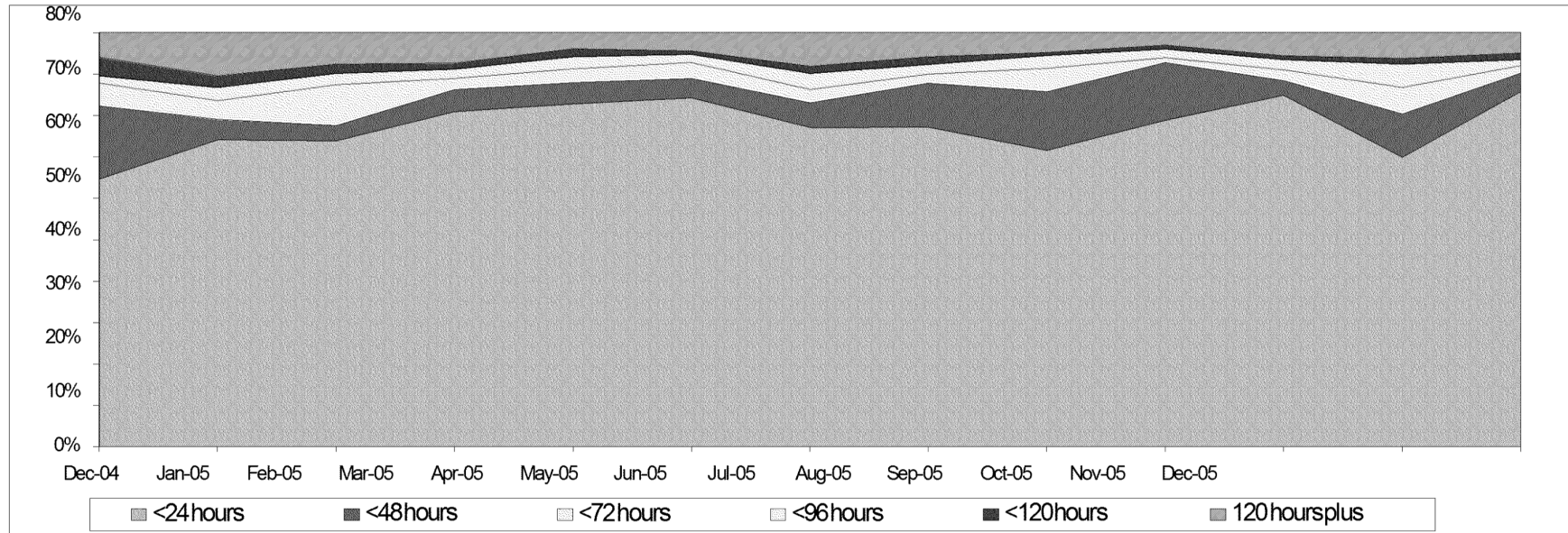
These graphs show how C&W ADSL customers are outperforming the BT Wholesale ADSL average for the Ofcom key performance indicators. The data provided by BT Wholesale covers all C&W ADSL customers although Post Office is the largest customer. The data is offset by 1 month due to BT Wholesale reporting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



3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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

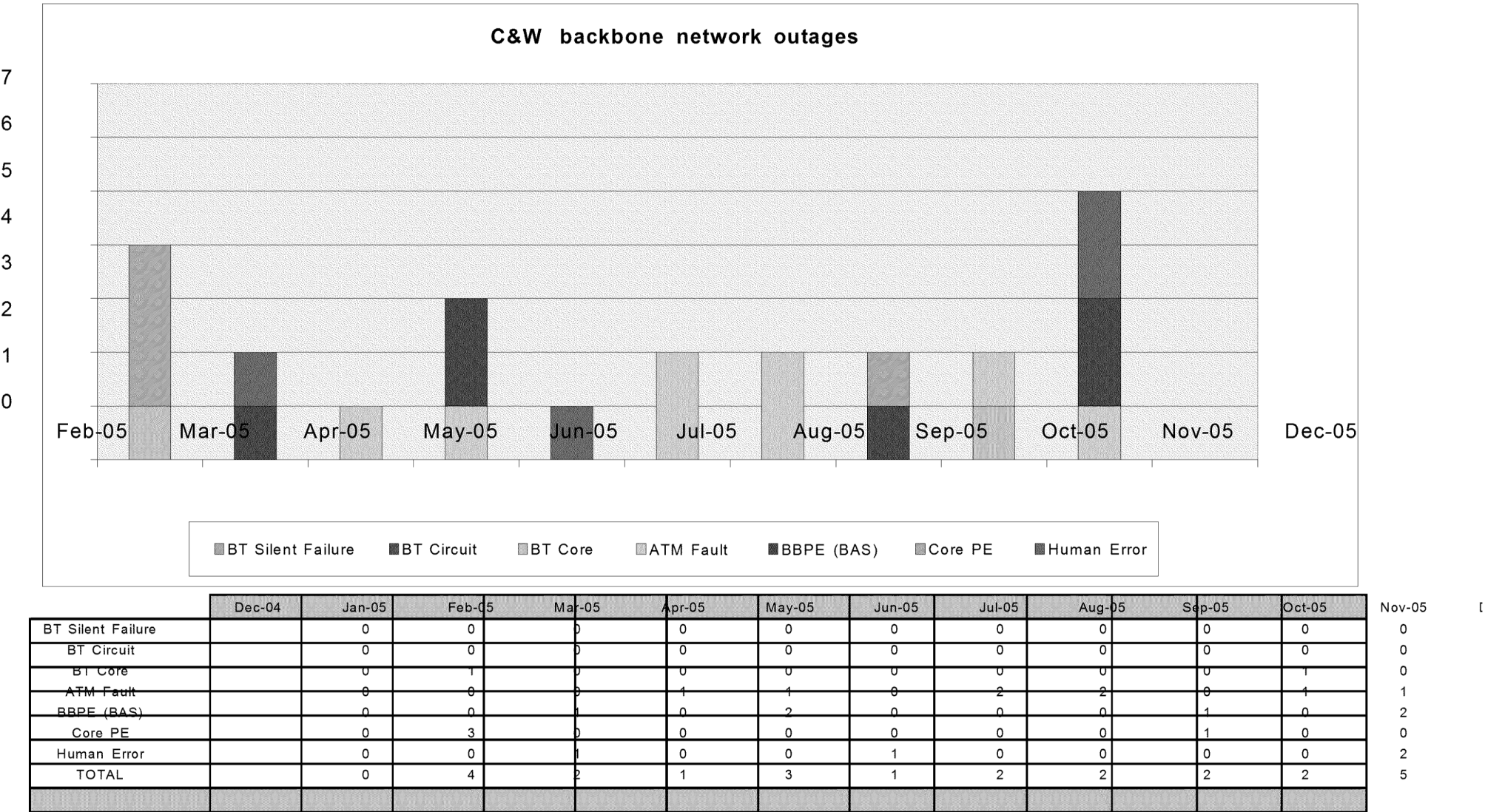
Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.



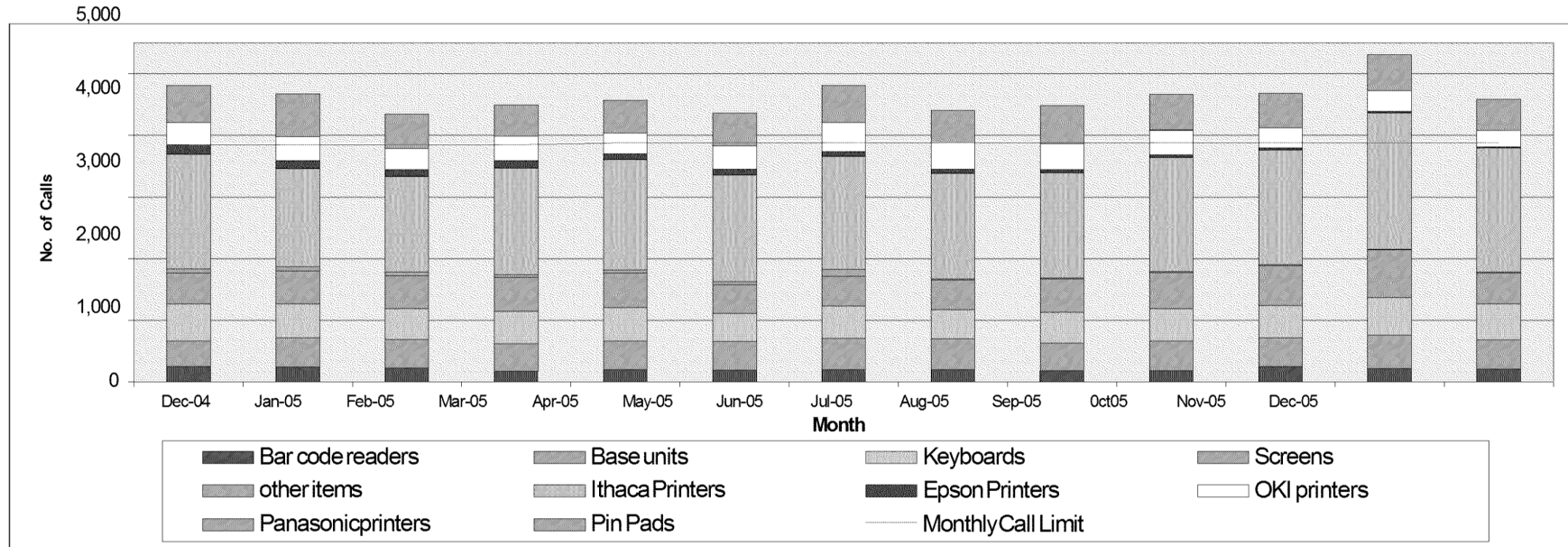
Actual Elapsed Time of call in hours													TOTAL		
Dec-04	1281	64.5%	351	17.7%	100	5.5%	35	1.8%	89	4.5%	120	6.0%	1985		
Jan-05	1015	74.1%	67	4.9%	62	4.5%	43	3.1%	39	2.8%	144	10.5%	1370		
Feb-05	1254	73.8%	64	3.8%	167	9.8%	45	2.7%	39	2.3%	130	7.7%	1699		
Mar-05	1190	82.7%	67	5.2%	48	3.3%	41	2.8%	28	1.9%	94	7.4%	1439		
Apr-05	1025	80.9%	67	5.3%	34	2.7%	28	2.2%	19	1.5%	57	4.4%	1267		
May-05	1576	84.2%	88	4.7%	71	3.8%	36	1.9%	17	0.9%	83	4.4%	1871		
Jun-05	1133	77.0%	89	6.1%	47	3.2%	56	3.8%	127	1.8%	110	8.1%	1471		
Jul-05	1404	71.6%	289	14.6%	140	8.6%	60	3.2%	36	0.9%	195	5.9%	1964		
Aug-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%	79	3.0%	2616		
Sep-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%	74	5.6%	1320		
Oct-05	1173	70.0%	174	10.4%	108	6.4%	93	5.6%	25	1.5%	104	6.2%	1677		
Nov-05	921	85.7%	48	4.5%	20	1.9%	15	1.4%	18	1.7%	53	4.9%	1075		
Dec-05															

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

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

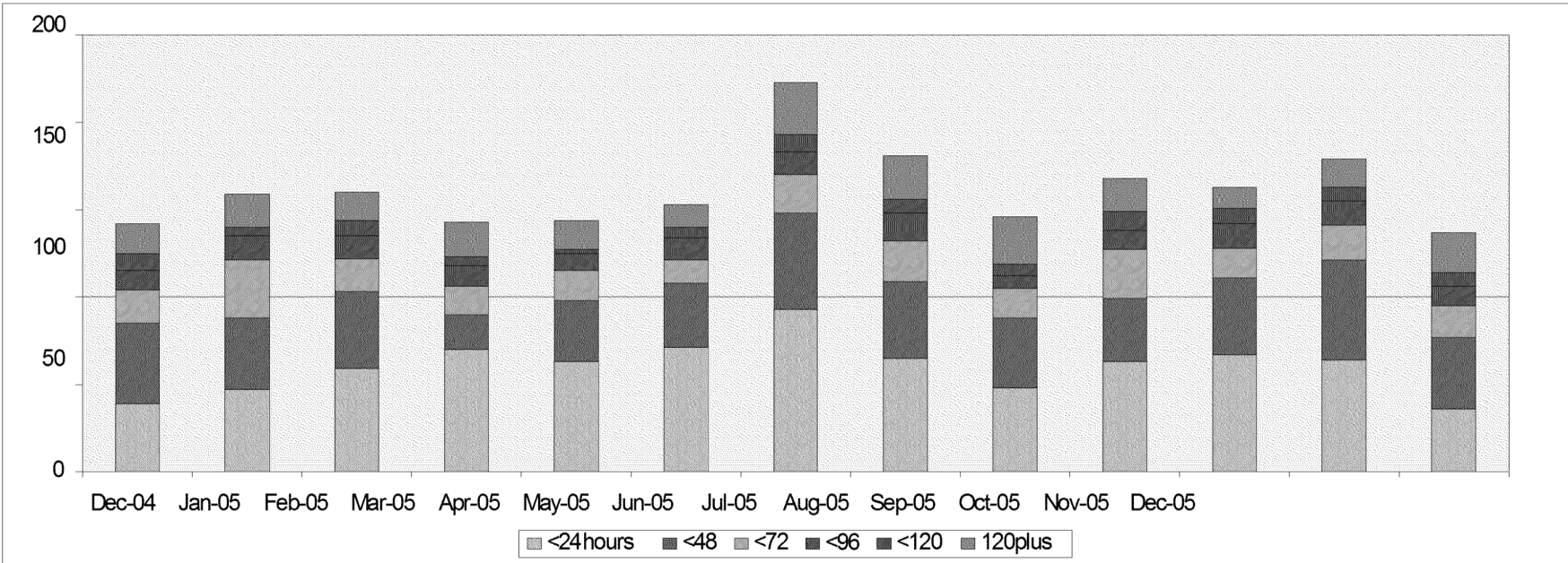


3.3.1 ENGINEER ON - SITE VISITS



	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05		
Bar code readers	249	242	226	173	195	189	195	200	180	181	252	215	208		
Base units	415	473	467	452	465	468	511	495	453	481	460	540	473		
Keyboards	598	555	495	520	544	459	527	476	498	528	532	612	580		
Ithaca Printers	1855	1590	1552	1730	1799	1736	1831	1712	1700	1849	1862	2207	2017		
Epson printers	155	129	112	116	92	87	81	71	52	44	28	27	14		
OKI printers	359	384	345	398	330	377	468	424	427	396	325	334	268		
Panasonicprinters	5	3	3	1	1	5	3	0	0	3	4	1	1		
Pin Pads	602	606	557	501	534	530	596	524	613	581	569	589	505		
Screens	508	533	534	548	564	481	481	487	544	584	641	771	505		
other items	67	66	55	47	45	50	114	12	15	21	16	17	13		
TOTAL	4811	4671	4346	4486	4569	4362	4807	4401	4482	4568	4680	5313	4584		
Monthly Call Limit	3350	3393	3380	3314	3350	3376	3375	3355	3375	3340	3375	3375	3375		
Average Daily Visit Rate	209	212	217	214	218	198	219	187	187	195	199	221	204		

3.3.2 GATEWAY REPLACEMENTS



Actual Elapsed Time of call in hours	<24hours	<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	63	35	17	10	5	20	
Apr-05	70	37	13	13	6	13	
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	
Dec-05	36	41	18	14	8	23	

4 DECEMBER REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

FS Status	Num	Post Office Ltd Status	Num
Open	4	Open	12
Monitor	8	Monitor	2

4.1.1 SUMMARY

- As at 31.12.05 there were 12 open problems, of which 0 are Problem Branches.
- 0 new problems were opened in December none of which were Problem Branches.

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

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

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
PM0000685	Major Incident – WAN router 1 at the Wigan module failure	Mike Stewart	Shaun White	Need to update the MIR report with actions on the corrective action plan, and then get agreement from Shaun to close the problem down.	H	1	3
PM0000680	Major Incident – BANK ADSL Power Failure Incident	Mike Stewart	Shaun White	In process of updating the MI report for approval and call closure.	H	1	3
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th May and 27th June	Mike Stewart	David Wright	Will need to get David Wight POL PM to chase up EPAY for their response.	H	1	3
PM0000673	New Quantum Cards cannot be processed	Dean Felix	Andrew Price	Devlin Electronics have identified the root cause. The fix involves a change to the firmware in the SCR and they can provide a solution for us. However there are a number of options for implementation, all of which are under consideration at the moment.	H	2	6
PM0000659	Suspect problem with BCR buffer, unknown quantity of instances though presumed extremely low	Ian Daniel	Andrew Price	Update provided To POL via Email. In summary Development are working with Esher to develop a driver to find out where the problem lies.	M	2	4
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	As we have now had assurances from Debbie Best that C&W procedures are now in place so that no work will be undertaken in Core working Hours. We will be seeking closure from Mark Haldane POL PM on his return.	L	1	1
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. Liz Evans-Jones Jan 30th 2006 On-going	L	1	1
PM0000684	Time outs experienced across the NBX On-Line Services	Mike Stewart	Shaun White	The full Audit of the CAT switches & Network is now complete by CFM3 network team. Will seek permission to close the call.	H	1	3
PM0000683	Module5 Hardware Failure in Wigan Catalyst Switch	Mike Stewart	Shaun White	Network Audit is complete, need to check & review findings and report, and then agree to close this call.	H	1	3
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
PM0000672	Major Incident BAS Router failure Tuesday 24th May	Mike Stewart	Shaun White	In process of updating the MI Report to approval & call closure.	L	2	2
PM0000670	Correspondence Servers - high numbers of Reversals and transaction Time Outs across service	Mike Stewart	Gary Blackburn	In process of updating the MI report to version 1 and call closure.	L	2	2

5 SCORECARD ACTION PLAN – from December 2005

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None Comments: Timely response to a Wigan power failure as per agreed channels. Generator restored service immediately. All tests on the 2005 schedule have now been completed, with 4 reports outstanding [but not overdue]. No issues with availability or quality of documentation.	The fact that all test reports and documentation is up to date, and the contingency measures in place for a loss of power at a data-centre enable full service to be continued with no disruption to outlets, I suggest should be worth a score of 5.
Release Management Graham Welsh	Issues: I have discussed this with Graham. I feel this approach needs to be agreed internally before agreement. Comments: Good support in planning both BNR and S90.	No Comments.
Management Information and Service Review Pete Thompson	Issues: None Comments: The reports continue to be provided in time and we remain very satisfied with the support.	Can POL please confirm who scores this activity so Fujitsu can meet to discuss how we can achieve a 5.
Capacity Management Mik Peach	Issues: None Comments: Again, another good month in the support received and dialogue provided - the extra effort to present S90 (in the Capacity ORF) and capacity implications was much appreciated.	No Comments.
Data Delivery Ian Daniel	Issues: Work between our two teams is underway to revise the APSORF TOR, and to ensure that the scorecard criteria is clearly defined to enable the identification of what a) our expectations are of the agreed service and b) what actions can be taken to improve to the next the score/level. Comments: No issues – service continues to meet our expectations.	No Comments.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

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: No issues - the teams continue to be working hard and well at delivering all OBC reference data despite the increased volume of changes coming through.	No Comments due to the contact for Fujitsu being on holiday.
Operational Business Change: Branch Ian Venables	Issues: It is important that this level of performance is sustained and that the Cable & Wireless "takeover" of Energis is harnessed to obtain further Quality of Service Improvements from BT for Branch openings, conversions, relocations etc Comments: Fujitsu achieved their OBC Branch OLA target of 4% (excluding BT Line Plant) in November, with a 3.50% failure rate. POL is pleased to acknowledge that Fujitsu is maintaining an improved level of performance.	Assurances have been received from Cable & Wireless at our recent review that any structural changes will further enhance the delivery of service received. It is true to say that December has seen only 1 introduction of service incident, which was due to the NTE shortage highlighted during November. Work continues to try and identify how the message store can be compressed to reduce configuration times on "Openings" Careful monitoring of resource availability continues to ensure trained resource is always available for OBC work. Some "Flatscreen Project" installations have been rescheduled in favour of scheduled changes where resource has been limited however we still expect to have the Flatscreen Project completed within the 12 month timeframe. Pin Pad Mobility boxes have started to arrive from the manufacturer and Fujitsu will embark upon another project prior to the end of January to revisit those Rural sites that currently have the necessity for mobility box replenishment.
HSH/Engineers Julie Welsh	Issues: None Comments: Unable to obtain marks from HSD.	No comments to make in absence of Scorecard commenter.

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Problem Management Mike Stewart	Issues: None Comments: Reasonably quiet month. An issue has been identified regarding Smartpost which was escalated "out of process" and it was incorrectly reported that POL had initiated a problem and a Problem Manager had been allocated. That said, the response by Fujitsu in terms of identifying root cause and a fix was very good. This area should be marked as 3.5 for the month.	I would say December was an exceptional month for On-Line services. There were no Major Incidents and no other On-Line service affecting incidents within the POA domain. I think this demonstrates proof of the viability of the embargo on change not only within POL and the POA but also with our suppliers like C&W. For On-Line Branch service incidents for December we have met and continue to meet, the total <20 outlets per day target. We worked closely with our colleagues in POL to eliminate some strange intermittent issues at branches that were escalated and had high visibility.
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	1/ Can POL please confirm who scores this activity so Fujitsu can meet to discuss how we can achieve a 5 2/ Can POL please alert Fujitsu to sick leave cover on a daily basis.
Security Brian Pinder	Issues: Would like to see the introduction of a 48hr turnaround SLA for user changes to TES. Comments: Alan Simpson has said that there continues to be problems with the way that Fujitsu deal with new TES users. Having to continually chase for additions and deletions. This isn't a major issue at the moment but is becoming more than a minor irritation. Graham Ward would like to pass on his thanks for the professionalism shown by Penny Thomas in giving evidence in court. Having said that, in a separate instance there has been some misunderstanding regarding the submission of statements.	To focus on only the service which the security team provide. Unfortunately the one area which may be cause for concern could not be addressed at the last meeting due to a member from the PO being absent. The issue has now been deferred to the next meeting in Jan where any security issues concerns or problems should be addressed. Meanwhile perhaps PO could provide me with the details and dates of the TES issues to which they are referring so that I can establish where the fault lies and identify an appropriate solution.

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Networks Alex Kemp	Issues: Follow through on corrective actions highlighted in the major incident report. Comments: BAS router memory leakage leading to a controlled outage of less than 60 minutes for around 900 fads. The escalation of this incident, the information supplied before and during the controlled outage was excellent as was the overall handling of the incident. However, while the incident was managed well it could and should have been avoided completely through proactive alert monitoring.	As the Post Office comments rightly point out, the service impact of the BAS memory leakage incident on 29/11/05 could have been completely avoided. Although the monitoring was in place it would have been preferable to have had a more sensitive trigger level to provide us with an opportunity to perform the controlled reboot outside of working hours. Although the corrective action to lower the trigger level has been done, C&W are going further and are now working to provide us with a breakdown of their router/switch trigger thresholds to understand for each measurable resource on each unique component - the total resource available, the normal operation utilisation variance and the alarming trigger threshold. Some of the network improvements completed over the past few months that will help us get a 4/5 in the Dec-Jan scorecard: • Fujitsu CSIP project to replace all the CE, PE, LAR and LCR routers completed without incident. The new hardware is more reliable and quicker at routing online transactions. As a result packet-loss has been almost eliminated and transaction times reported in the Service Review Book have noticeably improved across all network types. • C&W have committed to an ongoing change freeze on their core MPLS network during working hours. • C&W have written scripts to perform standard changes to BAS routers which verify the input to reduce human error. • C&W have written Virtual Circuit script to check branch network faults before passing to BT. • BT Enhanced Care trial at 1,000 large branches for 2 months completed and analysis provided to Post Office. Some of the network improvements expected over the next few months that will help us get a 5/5 in the Jan-Feb scorecard: • Fujitsu to further improve router threshold capacity alarming through the new CiscoWorks + NMS tools feeding into Tivoli • C&W are working with BT to identify broadband planned works better. • Telehouse BAS router relocation to ensure greater environmental protection (recommendation from BAS audit) • Audit of resilient IP circuit pairs (e.g. Huthwaite) to ensure that total physical seperacy definitely exists. • Analysis of seasonal trends in branch network daily outstanding incident volumes to predict future volumes. It is proving very tricky to build accurate forecasts due to the relatively low volume of incidents. In addition we will continue to perform very tight control of OCPs to ensure that all changes are planned to a high level of detail and that mitigating actions from previous incidents are in place while the changes are happening to reduce the risk of gateway reboot scenarios.

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Service Improvement All	Issues: None Comments: Rationalisation of the business continuity testing schedule has been placed on hold until 2006. The objective will be to produce a testing schedule which tests both local component failure and site to site failure. The challenge will be to agree a schedule which fulfils the service improvement measurements also and I look forward to engaging with Fujitsu early in 2006 to do so.	
Communication All	Issues: None Comments: Controlled outage as mentioned within problem management	
Working Together All	Issues: None Comments: A lengthy business continuity walkthrough test of the campus failover was conducted with integrity and professionalism, by conference call, demonstrating effective management of resources keeping travel to a minimum etc. Any issues encountered on the call were discussed in an open and honest fashion. Problem Management Group - productive joint workshop on 14th December	
Respect and Commitment All	Issues: None Comments: Very good.	

6 DECEMBER REVIEW OF RELEASE MANAGEMENT

HIGH LEVEL TIMETABLE

RELEASE	APPROX DATE	CONTENT/COMMENTS
ADSL Switch	April 2004 – TBA	
S80	S81 Data Centre 22 nd August S82 Data Centre 4 th December Counters: Rollout 20th July to 28th August	A successful Christmas and New Year period was experienced with no performance issues being logged by Post Office Ltd staff and a visible reduction in calls to the Prism helpdesk. All branches have completed their first rollover into new Branch Trading Periods successfully. The small number of concerns around Branch Trading have continued to be addressed across the last month, with the main focal points being around : • Default Stock Units failing to roll accordingly with the branch – this has been identified as a problem only if the PM transfers the session they are working in across to a different counter mid-rollover process. The likelihood of this happening is extremely low with only 17 branches having been affected. All identified branches have been corrected with a simple fix. A permanent preventative fix is being rolled out to all counters and a permanent automated alert has been put in place by the SSC as a precautionary measure. • Transactions Corrections causing counters to freeze. A problem has been identified where Transactions Corrections notices issued to branches caused the counter to freeze where the number of characters in a free text field exceeded circa 60 to 65 (depending on the types of characters on that line). Guidelines were issued to Post Office Ltd staff who generate the notices in terms of completion of the notices and a fix was rolled out to all counters to prevent them freezing in the event of those text fields being completed in a similar manner again.

S90	S90 DataCentre 28th/29th Jan 06 Counters: Calthorpe House Prove 3rd April Pilot 100 4th April Volume Pilot 6th April Main rollout 7th April – 26th May Pinpads: 100 Odds 4th April 100 Evens 5th April Volume Pilot Odds 7th April Volume Pilot Evens 10th April Main rollout 11th April – 29th 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
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6.2 RELEASES COMPLETED DURING THIS PERIOD

- None to report

7 DECEMBER SERVICE LEVEL PERFORMANCE

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Fujitsu Services

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Ref: CS / PER / 050

Date: 16/01/06

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7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds	87.3	82.5	83.5	89.6	86.7	77.8	90.9	89.2	88.5	87.2	92.9		
				71.8	Q1			Q2			Q3					
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	3.3	3.6	3.3	3.3	3.3	3.3	4.1	4.1	4.4	4.3	4.3		
				2.5	Q1		2.6	Q2		2.1	Q3		1.6	Q4		
H1.3	<5%		Calls not answered	13.3		6.7			11.0							
				12.0	Q1		4.9	Q2		6.3	Q3		4.1	Q4		
H3.3	100%		Voicemail available outside HSD standard hours													
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		
H3.4	100%		Voicemail calls raised next working day			100.0			100.0		0.0	4.1		100.0		
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	Q4		

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		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds	92.20	82.5	83.5	89.6	86.7	80.1	90.9	89.2	88.5	87.2		
				71.8	Q1		71.7	Q2		84.3	Q3		88.5	Q4	
H1.3	<5%		Calls not answered	12.6					11.0						
				6.8	Q1		3.8	Q2		6.0	Q3		4.1	Q4	

REVIEW OF TELEPHONY SLT ACHIEVEMENT

All SLT's within target.

7.1.2 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
Horizon Service Desk															
H2.1	95%		Level 1 Calls resolved within 5 mins	98.5	97.5	97.7	97.3	97.5	97.9	98.0	97.7	95.7	97.0		
H2.2	<3mins		Average Time to resolve Level 1 calls							07:17			07:11		
H3.2	<10mins			02:26	Q1		02:22		Q2	2:20		Q3	02:22	Q4	
H3.2	<10mins				1:36	Q1		04:44		04:54			04:44		
H3.1	95%		Average Calls resolved within 10 mins	04:47	Q1		04:58		Q2	04:41		Q3	05:00	Q4	
H3.1	95%		Average Calls resolved within 10 mins		9.3	Q1		99.1		98.4			100.0	Q4	
H4.1	<1.0		Reboot Incider			Q1			Q2			Q3		Q4	
H4.1	<1.0		HSD Authorised Reboot Incidents per Counter	0.4	0.34	0.34	0.33	0.3	0.33	0.33	0.32	0.31	0.3		
H4.1	<1.0		Position	N/A	Q1		N/A		Q2	N/A		Q3	N/A	Q4	

REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

Version: 1.0

7.2 ENGINEER SERVICES

7.2.1 ENGINEER SERVICES

Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
E1.1	95%		Call to Resolution (Local) Hardware/Network Priority A - 4 hours Non-Remedial												Q4	
				91.5	90.8	92.4	94.7	91.8	96.1	95.1	93.4	96.9	95.3	95.9		
				92.2		Q1	93.2		Q2							
E2.1	95%		Hardware/Network Priority B - 8 hours Non-Remedial	95.5	91.5	90.5	91.1	91.5	91.7	91.5	93.1	90.5	90.2	91.5	Q4	89.6
				95.5		Q1	92.5		Q2		97.4			95.5		
E1.2	95%		Call to Resolution (Intermediate) Hardware/Network Priority A - 6 hours Non-Remedial												Q4	
				100.0		Q1	100.0		Q2		100.0		Q3	100.0		
E2.2	95%		Hardware/Network Priority B - 10 hours Non-Remedial			100		Q2			100.0			100.0	Q4	94.6
				99.0		Q1	98.2		Q2		100.0		Q3	100.0		
E1.3	95%		Call to Resolution (Remote) Hardware/Network Priority A - 8 hours Non-Remedial				93.9								Q4	
				91.2		Q1	95.5		Q2		90.5			100.0		
E2.3	95%		Hardware/Network Priority B - 12 hours Non-Remedial		93.0	95.1		0.0	1		97.0			98.5	Q4	
						Q1			Q2		Q3					
E4.1	50.01%		Engineer Visits 20 minute On-site Repair												Q4	
				48.7	42.4	45.6	46.6	41.3			49.2		54.5			
				49.6		Q1	44.9		Q2		Q3					
E3.1	24.50		Average Downtime (Time to Repair) Call to Fix												Q4	25.7
						27.4	25.2	21.1	25.8		27.7	26.5	26.4	24.1		
				26.6		Q1	25.4		Q2		25.1		Q3	26.9		

REVIEW OF ENGINEER SERVICES

There were a number of factors contributing to the failure of certain SLAs in December.

- In mid-December Fujitsu Services underwent a change in Logistics supplier, and some system errors and spares management issues resulted from this. The change has impacted ability to replenish some engineers' bootstock, and get certain spares to some engineers in time to complete calls within SLA. This in turn has impacted the Average Downtime/Time to Repair figure because it took engineers longer to complete calls.
- A further increase in the already high level of printer calls (almost 1900 exchanges in over 2100 visits).
- Fujitsu Services had to increase the volume of printer spares coming out of the repairer to meet the demand for the additional exchanges, and there was a delay in getting some of them to some engineers in time to complete the calls within SLA.

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	
FDMC Reference Data																	
DI4.1	96%		Data Delivery - Day B	99.68	99.51	99.48	99.35	99.18	99.61	99.64	98.13	99.70	99.58	99.62	99.54	99.83	
				9.45	Q1		10	Q2			Q3			Q4			
DI4.2	97%		Data Delivery - Day C	99.73	99.62	99.65	99.10	99.15	99.71	99.75	99.68	99.78	99.73	99.71	99.70	99.88	
				9.67	Q1		10	Q2			Q3			Q4			
DI4.3	98%		Data Delivery - Day D	99.79	99.74	99.77	99.19	99.12	99.81	99.84	99.77	99.82	99.79	99.79	99.79	99.84	
				9.66	Q1		10	Q2			Q3			Q4			
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			Q2			Q3			Q4			
CBCS Data																	
DI1.1	96%		CBCS Stop List - Day B	99.56	99.51		99.11	99.11			N/A	N/A	N/A	N/A	N/A	N/A	
					Q1			Q2			Q3			Q4			
DI1.2	97%		CBCS Stop List - Day C	99.71	99.61		99.11	99.11			N/A	N/A	N/A	N/A	N/A	N/A	
					Q1			Q2			Q3			Q4			
DI1.3	98%		CBCS Stop List - Day D	99.70	99.61		99.19	99.11			N/A	N/A	N/A	N/A	N/A	N/A	
				99.19	Q1		99.19	Q2		99.02	Q3		N/A	Q4		N/A	
DI1.4	100%		CBCS Stop List - Day J	100.00	100.00		100.00	100.00			N/A	N/A	N/A	N/A	N/A	N/A	
					Q1			Q2			Q3		N/A	Q4		N/A	
Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	
Transactions Corrections File Delivery																	
	90%		File Delivery - Day A by 08:00														
	96%		File Delivery - Day A by 12:00														

Q4

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: 16/01/06

Version: 1.0

7.3.2 APS - GENERIC

Ref	SLT			Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
DI3.1	96%	Inbound APS Data Delivery - Day B		99.37	99.00	99.38	99.63	99.64	99.61	99.61	96.60	99.63	99.62	99.61	99.60	99.74
				99.33	Q1	99.33	Q2	99.58	Q3	98.59	Q4	99.63				
				99.56	99.51	99.67	99.74	99.76	99.79	99.74	99.68	99.76	99.74	99.74	99.73	99.83
DI3.2	97%	Data Delivery - Day C		99.55	Q1	99.57	Q2	99.72	Q3	99.67	Q4	99.75				
				99.66	99.67	99.77	99.79	99.83	99.85	99.81	99.78	99.82	99.81	99.81	99.80	99.90
				99.64	Q1	99.68	Q2	99.79	Q3	99.75	Q4	99.82				
DI3.3	98%	Data Delivery - Day D		100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00	
				100.00	Q1	100.00	Q2	100.00	Q3	00.00	Q4	00.00				
				100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00
DI3.4	100%	Data Delivery - Day J		100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00	
				100.00	Q1	100.00	Q2	100.00	Q3	00.00	Q4	00.00				
				100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00
DO1.1	96.5%	Outbound APS Data Delivery - Day B		99.90	99.87	99.82	99.89	99.88	99.90	99.68	99.83	99.01	99.83	99.35	99.82	99.81
				99.04	Q1	99.86	Q2	99.68	Q3	99.36	Q4	99.66				
				99.95	99.95	99.92	99.96	99.94	99.97	99.94	99.95	99.94	99.94	99.65	99.93	99.89
DO1.2	97.5%	Data Delivery - Day C		99.48	Q1	99.94	Q2	99.94	Q3	99.93	Q4	99.82				
				99.98	99.98	99.96	99.98	99.97	99.99	99.97	99.98	99.97	99.98	99.97	99.93	99.93
				99.97	Q1	99.97	Q2	99.97	Q3	99.97	Q4	99.96				
DO1.3	98.5%	Data Delivery - Day D		100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00	
				100.00	Q1	100.00	Q2	100.00	Q3	00.00	Q4	00.00				
				100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00
DO1.4	100%	Data Delivery - Day J		100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00	
				100.00	Q1	100.00	Q2	100.00	Q3	00.00	Q4	00.00				
				100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	00.00	00.00	00.00	100.00

REVIEW OF APS GENERIC

Transaction	date	days	Comments
150007	10	H/C	Counter 3 issue, UKSS eta 19/12.Delayed due to spare parts shortage.Unit swapped out 21/12
319801	14	H/C	Limited Hours Mon Tue Thu 1430-1630.Base unit not operational.UKSS eta 29/12.H/C.Delayed due to spares shortage
050010	11	H/C	Counter 4 issue.UKSS eta now 4/1/06.Delayed due to spares shortage.UKSS swapped unit 5/1 H/C
201859	13		Counter 2 issue,delayed due to UKSS missed appointment due to resources.UKSS missed appt for 10/1.Awaiting UKS S to re-schedule ap

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

Version: 1.0

7.3.3 OUTBOUND

Ref	SLT	ARL	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
DO2.1	96%	File Delivery - Day B	TPS Transaction Data File Delivery to MIS												
			99.2	99.2	99.0	99.4	99.1	99.3	97.8	99.3	97.4	99.1	99.2	99.0	99.2
			99.2	Q1			Q2			Q3					
			99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.7	99.8
DO2.2	97%	File Delivery - Day C	99.8	Q1			Q2			Q3					
			99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.7	99.8
			99.8	Q1			Q2			Q3					
			99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.7	99.8
DO2.3	98%	File Delivery - Day D	99.8	Q1			Q2			Q3					
			99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.7	99.8
			99.8	Q1			Q2			Q3					
			99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.7	99.8
DO2.4	100%	File Delivery - Day J	100.0	Q1			Q2			Q3					
			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			Q2			Q3					
			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
DO3.1	96%	File Delivery - Day B	CBCS Data												
			99.9	99.9	99.9	99.9	99.9	99.9	99.9	N/A	N/A	N/A	N/A	N/A	N/A
			99.9	Q1			Q2			Q3					
			99.9	99.9	99.9	99.9	99.9	99.9	99.9	N/A	N/A	N/A	N/A	N/A	N/A
DO3.2	97%	File Delivery - Day C	99.9	Q1			Q2			Q3					
			99.9	99.9	99.9	99.9	99.9	99.9	99.9	N/A	N/A	N/A	N/A	N/A	N/A
			99.9	Q1			Q2			Q3					
			99.9	99.9	99.9	99.9	99.9	99.9	99.9	N/A	N/A	N/A	N/A	N/A	N/A
DO3.3	98%	File Delivery - Day D	100.0	Q1			Q2			Q3					
			100.0	100.0	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A
			100.0	Q1			Q2			Q3					
			100.0	100.0	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A
DO3.4	100%	File Delivery - Day J	100.0	Q1			Q2			Q3					
			100.0	100.0	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A
			100.0	Q1			Q2			Q3					
			100.0	100.0	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A
Ref	SLT	ARL	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
	96%	File Delivery - Day B	TPS HR SAP Delivery Contract												
	97%	File Delivery - Day C													
	98%	File Delivery - Day D													
	100%	File Delivery - Day J													

7.3.3 OUTBOUND (CONT'D)

Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
	100%		TPS HR SAP Delivery Normal													
			File Delivery												100.00	100.00
																50.00
Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
	96%		TPS POL FS File Delivery													
			File Delivery - Day B												98.18	99.18
																99.18
	97%		File Delivery - Day C												99.12	99.12
																99.12
	98%		File Delivery - Day D												99.18	99.18
																99.18
	100%		File Delivery - Day J												100.00	100.00
																100.00

REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

Transaction	date	days	Comments
8-Dec-05 130607	10	H/C	Counter 3 issue, UKSS eta 19/12. Delayed due to spare parts shortage. Unit swapped out 21/12
4-Dec-05 319801	14	H/C	Limited Hours Mon Tue Thu 1430-1630. Base unit not operational. UKSS eta 29/12. H/C. Delayed due to spares shortage
4-Dec-05 050010	11	H/C	Counter 4 issue. UKSS eta now 4/1/06. Delayed due to spares shortage. UKSS swapped unit 5/1 H/C
8-Dec-05 201859	13		Counter 2 issue, delayed due to UKSS missed appointment due to resources. UKSS missed appt for 10/1. Awaiting UKSS to re-schedule ap

The TPS HR SAP delivery Contract was not processed for day b in December 2005.
Extract from Peak PC0130492 treated as an "A" priority call.

Analysis showed that "the values being processed by TPSC281 were way outside normal bounds, this has been shown to be due to a problem in reference data.

TPSC281 was rerun successfully after correction of the reference data for CTT_NUMBER 0534 where the TXN_QUANTITY_TYPE was previously 'Q' but should have been 'C'.
Day C, day D and Day J were 100%.

7.4 LF SERVICE

7.4.1 BRANCH TO SAPADS

[illegible]

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

Version: 1.0

7.4.1 BRANCH TO SAPADS (Cont'd)

Ref	SL	ARL			Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05
Outlet to SAPADS Data Transfer															
DO4.4.1	98%		Weekly Stamps / Stock on Hand and Inventory Items - Delivery Wednesday Target		100.0	99.9	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A
					99.9	Q1	100.0	100.0	Q2	100.0	100.0	Q3	N/A	N/A	N/A
DO4.4.2	97%		Weekly Stamps / Stock on Hand and Inventory Items - Delivery Thursday Target		99.9	Q1	99.9	99.9	Q2	100.0	100.0	Q3	N/A	N/A	N/A
DO4.4.3	96%		Weekly Stamps / Stock on Hand and Inventory Items - Delivery - Friday Target		6	Q1	99.1	99.1	Q2	100.0	100.0	Q3	N/A	N/A	N/A
DO4.4.4	100%		Weekly Stamps / Stock on Hand and Inventory Items - Delivery Thursday Target		0	Q1	100.0	100.0	Q2	100.0	100.0	Q3	N/A	N/A	N/A

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

7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL					Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05
		SAPADS to Outlets Data Transfer												
DI2.1.1	90%	Delivery of SAPADS Planned Orders to Outlets - 9am Target					98.3	Q1		98.3		Q2		Q
DI2.1.2	96%	Delivery of SAPADS Planned Orders to Outlets - 12pm Target					.3		7			5		Q
DI2.2.1	97%	Delivery of SAPADS Advice Notes to Outlets - 12pm on Day F					100.0	100.0	100.0	100.0	100.0	100.0		Q
								Q1		.0		Q2		

REVIEW OF LFS PERFORMANCE

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

Version: 1.0

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL			Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05
B3.1	FIO		Congestion measure												
			Number of Days the Congestion Measure exceeded 10%		0	0	0	0	0	0	0	0	0	0	0
			End-to-End Reliability												
			Fixed Connections		98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO		ADSL Connections		98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			Dialled Connections		98.0	99.0	99.0	99.0	99.0	97.0	100.0	100.0	100.0	100.0	100.0
	99%		NBS Reliability												
			Fixed Connections		98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
B3.2	99%		ADSL Connections		98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
B3.3	97%		Dialled Connections												

7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	RL			Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
Central Systems Availability																
B2.2.1	<=3		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours													
B2.2.2	<=24		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during Non NB Core Hours													
B2.2.3	<=3 hours		Availability Period aggregate Average Branch Outage during NB Core Hours													
B2.2.4	<=24 hours		Availability Period aggregate Average Branch Outage during Non NB Core Hours													
Network Availability																
B2.4.1	99.95%		Central Network Availability													
B2.4.2	99.95%		NBE Network Availability													

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

7.6 SAP HOSTING

Transaction Performance					Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
F-02 GL Account Posting		78.0	70.0	80.0	62.0	79.0	79.0	67.0	63.1	87.3	127.4	07.0	58.0				75.0
F-03 Clear GL Account		1258.0	1005.0	736.0	908.0	757.0	1197.0	1013.0	1127.5	526.8	0.0	0.0	0.0				0.0
F-04 Post with Clearing		174.0	656.0	1378.0	1202.0	1637.0	1371.0	1160.0	1138.7	1149.1	1226.3	2807.0	1962.0				2787.0
FB02 Change Document		10.0	54.0	256.0	233.0	15339.0	256.0	224.0	223.0	176.1	202.6	1484.0	157.0				82.0
FB09 Change Line Items			32.0	61.0	148.0	163.0	1434.0	1434.0	0.0	0.0	0.0	0.0	0.0				0.0
F13E Automatic Clearing		2417.0	1768.0	22133.0	13976.0	515.0	743.0	437.0	132.6	176.3	0.0	0.0	0.0				0.0
FB50 Enter G/L Account Document																179.0	154.0
FB70 Enter Customer Invoice																208.0	220.0
ME22N Change Purchase Order																4523.0	5399.0

Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05
CS/OLA/049	98.50%	SAP Hosting	Service Availability (7.30am to 7.30pm)	100.0	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	99.8
				99.2	100.0	Q1	100.0	Q2	99.5	100.0	Q3	100.0	100.0	
				0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	
	FIO	Service Outages > 10hrs		0.0	Q1	0.0	Q2	0.3	Q3	0.0	0.0			
				0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0			
	FIO	Data Loading by 7.30am		100.0	87.1	64.4	100.0	100.0	90.3	66.0	100.0	100.0	98.0	100.0
				99.9	Q1	99.9	Q2	99.4	Q3	99.3	99.3	99.3		

REVIEW OF SAP HOSTING PERFORMANCE

All SLT's within target.

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	S	T	ARL				Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05					
DE1.1	95%		Business Incidents Report issued within 5 days	Q1 05											Q3	8				
							96.9		Q1		95.6		Q2				98.5			
B4.1	95%		Data Reconciliation Priority Exceptions resolved in 8 hours or less	Q1											Q3					
							100.0		100.0		100.0		100.0				100.0			
							Q2													

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT					Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05
			Reconciliation/Settlement Report Delivery												
D05.1	<=4		Delivery by 08:05 (LREC received by 23:59:59)				1	0	0	0	0	0	0		
D05.7	100%		Reconciliation Files delivered to TIP by 12:00 on Day B received by 21:59:59 on day B, not including the LREC data by 12:00 on day B, if there is a failure of DRSH												
D05.8	100%		Reconciliation Files delivered to TIP by 18:00 on Day B received by 22:00 on day B, not including the LREC data by 18:00 on day B, if there is a failure of DRSH				100	100	100	100	100	100	100		
D06.1	<=4		CAPO File delivery by 03:00				0	0	0	0	0	0	0		
D06.3	<=4		A&L File delivery by 03:00				0	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												
D06.7	PM		CAPO & A&L Rec files dispatched by 00:10				100	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	PI Outages				Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sept
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 bank)													

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

					Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
			TESQA													
T1.1	<=13.5srs		Availability between 07:00 and 22:00			00:15	00:00	00:00	00:00	00:10	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	99.9	91.9	99.9	99.9	98.7	91.9	99.9	99.9	99.9		
100%			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	100.0		
97%			Transactions available in the data centre between 20:00 and 22:00													
			(40mins)		10.6	100.0	91.7	99.6	99.9	100.0	100.0	100.0	100.0	100.0		
100%			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	100.0		
100%			Transactions available in the data centre between 22:00 and 07:00													
			(4hours)		4.0	100.0	101.0	100.0	100.0	100.0	101.0	100.0	100.0	100.0		
			Querytime contained queues between 07:00 and 18:00 (Shown as % of=20sec													
					94.0	94.0	91.5	97.6	97.6	97.2	91.6	97.4	98.7	97.0	96.5	96.9

REVIEW OF TESQA

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

Version: 1.0

7.11 POSTSHOPS

Ref	S_L_T	ARL				Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05
		PostShops											
	100%	Number of calls resolved within 8 hours											
	100%	Number of calls resolved next day											
		File Delivery											

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

Version: 1.0

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL		Dec04	Jan05	Feb05	Mar04	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05
			Dialed Connections											
			Average time in secs to receive Counter Authorisation (T1)	3.61	3.38	3.32	3.29	3.11	3.25	3.25	3.30	3.46	3.43	3.22
			Average time in secs to receive Agents Authorisation (T2)	0.82	0.80	0.80	0.87	0.82	0.84	0.88	0.88	0.92	0.91	0.93
			Fixed Connections											
			Average time in secs to receive Counter Authorisation (T1)	1.75	1.62	1.67	1.59	1.66	1.62	1.56	1.69	1.70	1.58	1.47
			Average time in secs to receive Agents Authorisation (T2)	0.88	0.93	0.92	0.87	0.90	0.89	0.87	0.94	0.93	0.91	0.90
			SLT's											
			Average Transaction Time using Fixed Connections (T1)	0.89	0.89	0.78	0.72	0.77	0.75	0.69	0.73	0.78	0.67	0.56
				0.81	Q1		0.72	Q2		0.72	Q3		0.73	C
			Average Dialed T (T1-T2)	2.79	2.48	2.42	2.44	2.49	2.34	2.37	2.32	2.52	2.52	2.30
				2.67	Q1		2.41	Q2		2.27	Q3		2.54	C
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0
				100.0	Q1		100.0	Q2		100.0	Q3		100.0	C
			Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.8	99.9
				99.9	Q1		99.9	Q2		99.8	Q3		99.8	C
			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	Q1		100.0	Q2		100.0	Q3		100.0	C
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	99.9	99.9	99.9	99.9	100.0	99.9	99.9	100.0	100.0	99.9	100.0
				99.9	Q1		99.9	Q2		99.9	Q3		100.0	C

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 16/01/06

Version: 1.0

7.13 ELECTRONIC TOP-UPS

Ref	SLT	ARL	Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
		Dialed Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.37	3.32	3.35	3.33	3.38	3.36	3.22	3.03	3.13	3.09	2.98	2.99	2.97
		Average time in secs to receive Agents Authorisations (T2)	0.77	0.77	0.73	0.68	0.55	0.45	0.55	0.53	0.53	0.61	0.56	0.55	0.56
		Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.51	1.43	1.44	1.43	1.35	1.38	1.29	1.22	1.33	1.29	1.22	1.19	1.18
		Average time in secs to receive Agents Authorisations (T2)	0.78	0.78	0.73	0.73	0.59	0.49	0.61	0.57	0.53	0.62	0.58	0.56	0.56
		SLTs													
		Average Transaction Time using Fixed Connections (T)	0.73	0.65	0.70	0.70	0.76	0.70	0.70	0.63	0.73	0.67	0.70	0.64	0.62
			0.70	Q1		0.70		Q2	0.70		Q3		Q4		0.63
		Average Dialed T (T1-T2)	2.60	2.54	2.62	2.64	2.83	2.84	2.65	2.5	2.64	2.48	2.42	2.45	2.44
			2.54	Q1		2.64		Q2	2.65		Q3		Q4		2.43
		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.00	Q1		100.0		Q2	100.00		Q3		100.00	Q4	100.00
		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.8	99.7	99.7	99.3	99.6	99.3	99.8	99.7	99.7	99.7	99.9	99.8	99.9
			99.80	Q1		99.30		Q2	99.99		Q3		99.8	Q4	99.9
		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.00	Q1		100.0		Q2	100.00		Q3		100.00	Q4	100.00
		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	99.9	99.9	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9
			99.90	Q1		99.8		Q2	99.99		Q3		99.90	Q4	99.90

8 Branch Trading Capabilities

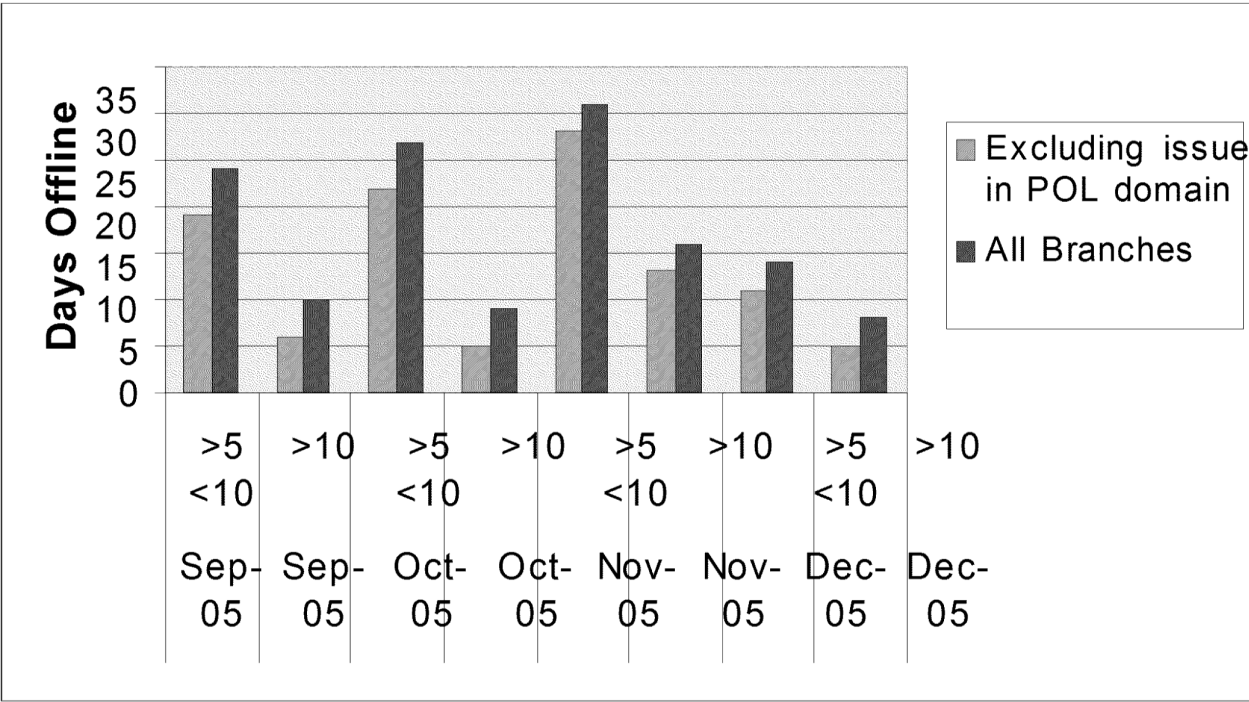
Ref	OLA		Dec04	Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
		Horizon NBS transaction time													
	99%	No. of transactions >2.5 seconds as % of total transactions											100%	100%	100%
		Counter Availability													
	99%	% Counter Availability											99.5%	99.2%	98.8%
		Branches with Online Services affected													
	<20	>5 Days All Branches										24	22	26	11
	<20	>5 Days Excluding issues in POL domain										13	27	31	5
	<10	>10 Days All Branches										3	5	13	14
	<10	>10 Days Excluding issues in POL domain										40	9	46	8

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

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

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

8.3 Branches with Online Services Affected



		Excluding issues in POL domain	All Branches
Sep-05	>5 <10	19	24
Sep-05	>10	6	10
Oct-05	>5 <10	22	27
Oct-05	>10	5	9
Nov-05	>5 <10	28	31
Nov-05	>10	13	16
Dec-05	>5 <10	11	5
Dec-05	>10	14	8