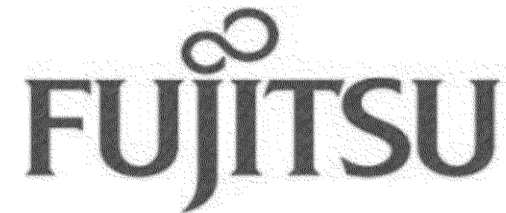


FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

FEBRUARY 2006



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 07/03/06

Version: 1.0

Title: SERVICE REVIEW - FEBRUARY 2006

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 28th February 2006.

Status: Definitive

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

Date:

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	07/03/06	Service Review Book for February 2006 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 FEBRUARY REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

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

2.1.2 Availability and Problem Management

Summary: Within the Fujitsu Services domain for February 2006 there was 1 Major Incident. There was no further, service affecting incidents within the Fujitsu domain, there were 4 incidents affecting VIP sites. There were 2 further service affecting incidents which were outside of the Fujitsu domain.

Major Incidents:

Wednesday 8th February. Due to the expiry of a KMA security key, the DCS and ETU Services experienced 100% transaction timeouts across the whole Post Office Limited Infrastructure. This was from the start of business day until 10.42 hrs. This has been the subject of an MI Report, detailing what happened, root cause analysis and corrective actions.

Other incidents in Fujitsu Services domain:

VIP sites affected this month.

Wednesday 8th February. VIP Site 011704 Belfast City Centre loss of on-line services from 09.39 hrs to 10.04 hrs, a reboot of the system resolved the issue.

Thursday 9th February. VIP Site 014323 The Markets Leeds, down from start of day until 14.51 hrs, required a gateway swap after reversion back to ADSL.

Monday 13th February. VIP site Sunderland FAD 004343, H/W failure required a Gateway replacement. No service available at outlet from 09:17 to 13:33.

Tuesday 14th February. VIP site Londonderry FAD 004711, no on-line services available, required a re-boot of the gateway. No service available from 09:37 to 10:33.

Incidents Outside the Fujitsu Domain:

Tuesday 7th February. There was a loss of the DVLA service, from start of day until 10.40 hrs due to the DVLA Servers being unavailable.

Tuesday 7th February. Barclays Timeouts from 08.33 hrs to 09.33 hrs showing 10% failures, due to a problem between LINK and Barclays.

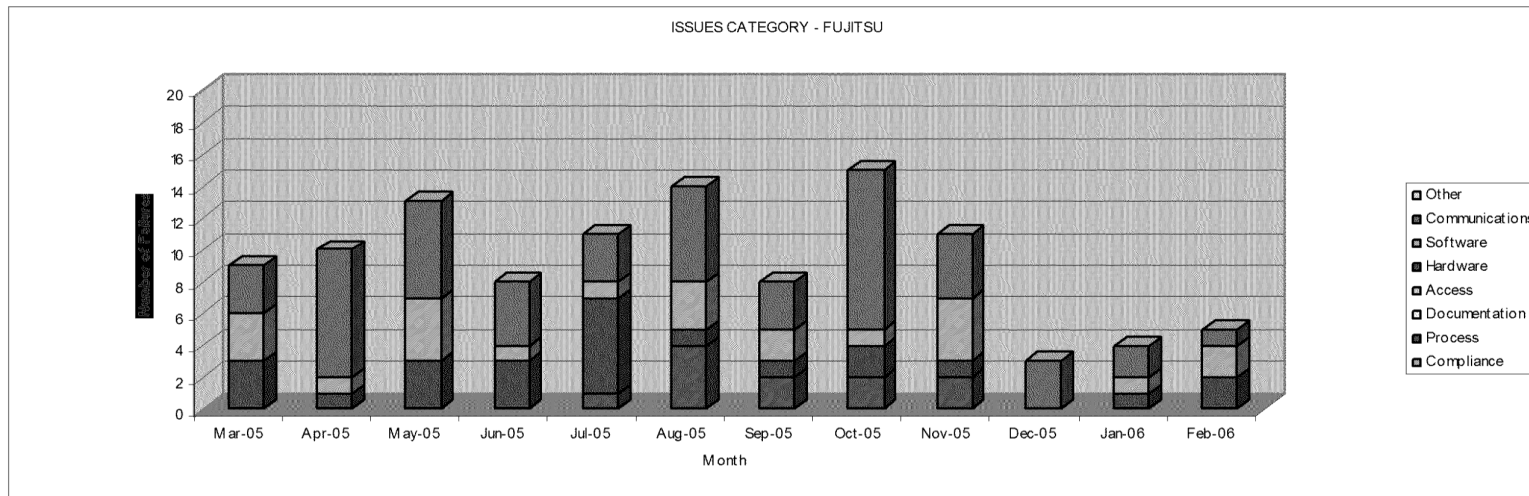
2.1.3 OBC Branch Change Service Summary

February 2006 realised further sustained achievement from Fujitsu Services OBC in delivering a performance within the OLA targets. A total of 242 changes were received, 13 of these were cancelled changes. With the exclusion of 'Closures' 204 changes were undertaken. Fujitsu were responsible for 5 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 2.45% against the new 4% OLA minus Closures. It also represents a failure rate of 2.18% against the original target of 5%. There were no line plant failures therefore this also represents a failure rate of 2.18% against the old 4% target excluding Line Plant. This is an extremely minimal difference of -0.04% compared to January's Target without Closures, also compared to the January calculations a difference of -0.02% against the 5% target rate and -0.02% against the 4% excluding Line Plant target rate.

Post Office Ltd were responsible for 6 change requests not being completed on the target date, which represents 2.62% against the 4% target, which shows a difference against the January calculations of -1.42%.

Corrective Actions

Fujitsu continues to work closely with Cable & Wireless to minimise the materialisation of issues surrounding provision of communications. Recent hardware failings are being addressed by the Fujitsu OBC Service Delivery Manager with Triage to further try and eliminate transportation damage and the arrival of faulty hardware to site. Alternative delivery specialists are used in some instances to try and ensure kit arrives safely. Regular feedback is also given to TNT to aid them in improving the service they deliver for Fujitsu.



2.1.4 ADSL Migration

2.1.5 Icon Service

Icon Batch 2005_02 is currently being delivered to the estate with the S90 rollout.

2.1.6 Business Continuity

During February the SSC, Correspondence Server and Debit Card/Electronic Services operational business continuity tests were successfully completed. Procedural walk-throughs were also successfully conducted for the S90 introduction and Cable & Wireless. The operational test (28.1) for the POLFS production service fail-over to Wigan was terminated due to inconsistencies in fail-over processes and the External Data Gateway element of the AP Client/EDG operational fail-over also failed to meet success criteria. Retests have been planned for these two tests.

Version 4.1 of CS/PLA/079 the Horizon Service Continuity plan was also distributed for review during February.

2.1.7 Message Broadcast

27 MBS were delivered in February.

2.1.8 Horizon Service Desk and Complaints

The HSD achieved all SLT's in February.

The inappropriate calls decreased slightly in February, they are now at just over 7.5% of the total calls logged by HSD, and this is a good result for February. Fujitsu will monitor the situation with POL to identify any new trends or issues.

18 complaints have been logged with Fujitsu this month. 9 on engineer related issues, 2 on online services, 2 on Hardware reliability, 2 on HSD advice, 1 on electrics, 1 on system issues and 1 on BT. Of the 18 logged complaints 5 have been marked as justified, they all regarding the engineers calls. This information has been fed back to the engineering service and the Service Delivery Manager for follow up action. The table below shows details of the individual complaints.

Facia/ Fad	Complaint Type	Justified/ Not Justified	Reason for unjustified	Corrective action
Brailsford 170207	Engineers timescales	Justified	Not applicable	The engineering service has resolved the resourcing issues and service is now back to normal levels.

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Mappowder 193518	Engineering inappropriate contact	Not justified	The engineering service I believe provided an excellent service under the circumstances and truly believed they were acting on the PM's authority and with the best intentions.	Not applicable
Milbank 1943093	Attitude complaint	Not justified	All actions carried out correctly by HSD, UKME and the HSD agent	Not applicable
Milbank 194309	Engineer repair	Not justified	All actions carried out correctly by HSD, UKME and the HSD agent	Not applicable
Tealby 249324	System issues	Not justified	All actions carried out correctly by HSD	Not applicable
Westfield 387549	Engineer repair timescales	justified	Not applicable	The engineers have been asked to assist by providing accurate and timely updates. The spares situation has now improved so this should no longer be an issue. The HSD agents have been reminded to push harder for accurate information
St Just 379555	Online services timescales and HSD advice inconsistent	Not justified	All contractual requirements met	Not applicable but I have asked Cable and Wireless to have a quiet word with BT (not that I hold out much hope)to ask if they can please just keep there opinions to themselves, 99% of the time it turns out to be a problem with BT, they just don't like to admit it!!!
Robins Lane 267434	Engineer actions delayed resolution	Justified	Not applicable	The first Fujitsu engineer that attended site on 03/02 should have replaced the ADSL card and cable as advised in the recommendation box, he only tried replacing the base unit. This issue should have been resolved during the First Fujitsu engineer visit by him replacing the ADSL card and cable as previously recommended, the engineers have been advised that the recommended action should be followed regardless unless they have concerns which must be discussed

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				with the call logger
Chippenham 164548	Engineer Timescales - delays	Not justified	All contractual requirements met, SLT acheived	Not applicable
Harpley 162131	Engineer timescales - delays	Justified	Not applicable	The engineers have been asked to ensure the mobile kit is checked thoroughly before it is sent out to branches for use. They have also been asked to check their resourcing of engineers and spares for this location to prevent a repeat of this situation
Taffs Wells 255611	Online services – cancellation of ADSL service by PM	Not justified	All contractual requirements met, PM was at fault	Not applicable
Essendine 219230	Reliability of Hardware	Not justified	All correct actions completed by Fujitsu	Not applicable
Cawston 077136	Engineers resolution	Not justified	All contractual requirements met	Not applicable
Hawthorn rd 330226	Electrics	Not justified	All contractual requirements met	Not applicable
Westgate 158418	Engineers	Justified	Not applicable	The engineering manager has reiterated to all engineers that they are not allowed to take a new engineer on site who has not been fully security cleared.
Thamesme ad Town Centre 232007	HSD advice	Not justified	All contractual requirements met, all correct actions followed by HSD, all advise and information provided when available, the PM's expectations did not fit in with the reality!	Not applicable
Burton Joyce 185227	Hardware	Not justified	All contractual requirements met, may require a BIM visit	Not applicable
Whetstone 306217	BT issues	Not justified	All contractual requirements met	Not applicable

2.1.9 Business Incident Management

2.1.10 Engineer Services – Site Visits By Engineer

2.1.11 Security Services

2.1.12 PostShops

The PostShop rollout ceased in December with 166 live branches. Fujitsu are having ongoing discussions with POL regarding any new PostShops now required so this is the live estate at the current time. However the estate is now starting to reduce as POL are pulling out a small number of branches which have gone from owned status to franchise status. The call volumes have remained fairly steady throughout February at 43 logged calls (39 in January); this is an excellent trend and indicates that the PM's are now very comfortable with the PostShop application.

There are no big issues this month. All issues logged are being reviewed and analysed to identify any trends. The table below represents all issues logged by the PostShops Servicedesk.

	Week 21	Week 22	Week 23	Week 24	Monthly Totals
Number of calls received	17	11	9	6	43
Number of calls resolved in 8 hours	17	11	8	6	42
Number of calls resolved in next day	0	0	1	0	1
Number of Hardware faults	15	11	9	6	41
Number of software faults	2	0	0	0	2
Number of outstanding calls	0	0	0	0	0

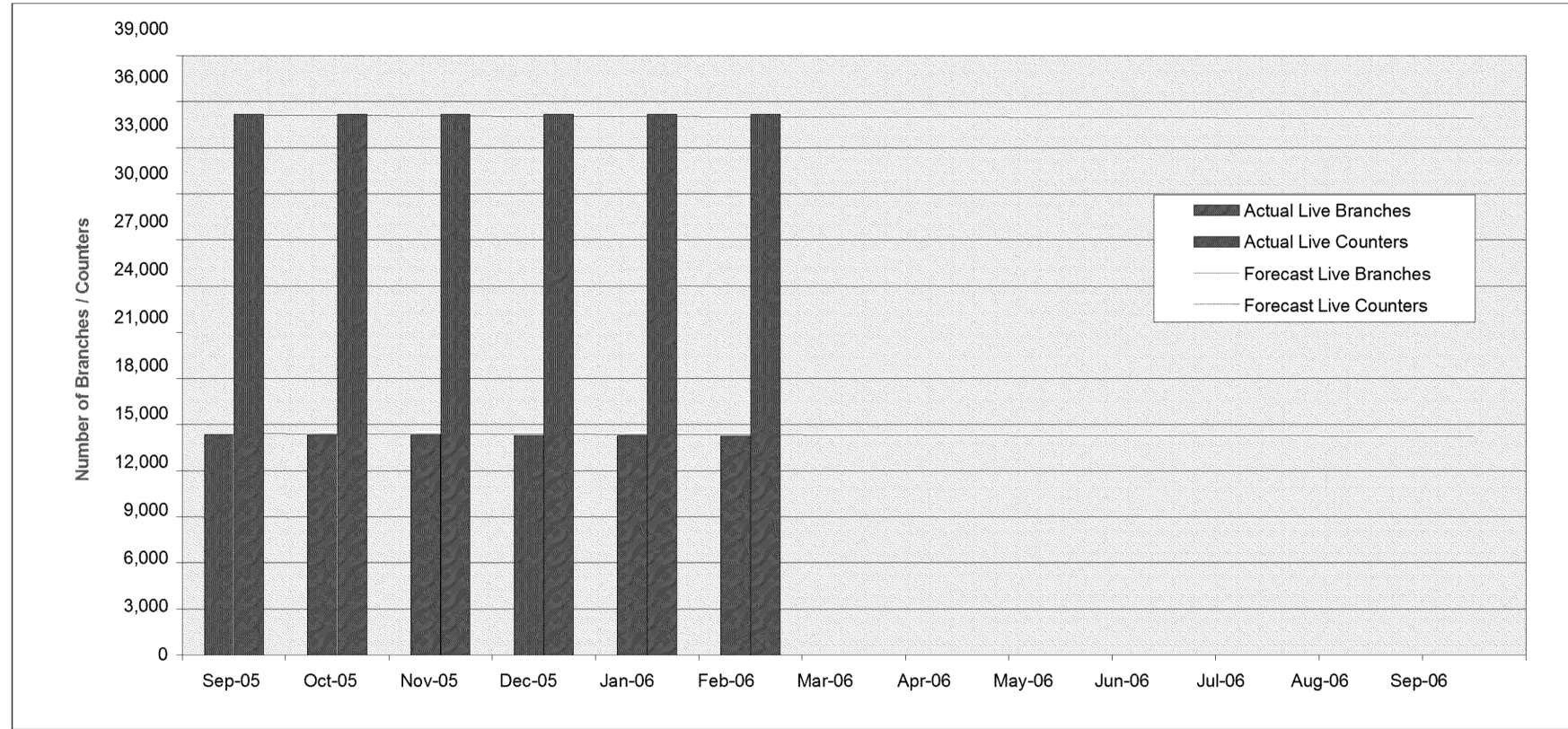
There was 1 call to fix failure this month by 4 hours.

File deliveries: There was 4 instances of file delivery taking a while for the following days: 3/4th (20mins), 8th (2..30 hours), 14th (3..30 hours) and 17th (4 hours). The problems have been caused by branches who do not log off correctly and on occasions branches with unresolved telephone issues

3 FEBRUARY VOLUMETRICS

3.0 OPERATIONAL BRANCH & COUNTER VOLUMES

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



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

3.1 VITAL STATISTICS

3.1.1 Vital Statistics – Network Banking

	February 06	To Date
Balance Enquiries	1,498,840	50,424,118
Cash Deposit Transactions	595,058	12,230,967
Cash Deposit Total Value	£277,587,828	£3,517,129,733
Cheque Deposit Transactions	42,898	869,209
Cheque Deposit Total Value	£19,210,396	£347,191,495
Cash Withdrawal Transactions	9,708,041	219,237,840
Cash Withdrawal Total Value	£973,286,112	£20,980,169,912
Withdrawal to Limit Transactions	9,340,447	149,598,602
Withdrawal to Limit Total Value	£1,151,681,272	£18,106,714,963
Sales Debit Refund Transactions	503	17,677
Sales Debit Refund Total Value	£72,200	£3,183,680
Sales Debit Payment Transactions	2,566,508	48,501,586
Sales Debit Payment Total Value	£172,906,115	£3,022,449,859

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

Bank	Transaction Volume	Transaction Value
<i>Alliance & Leicester plc</i>	1,429,317	£340,885,756
<i>Card account at Post Office</i>	16,701,105	£1,852,008,962
<i>Streamline (Online Debit Card)</i>	2,567,011	£172,978,315
LINK		
Abbey National PLC	57,529	£2,951,387
Bank of Ireland	21,830	£2,237,970
Barclays Bank Plc	800,656	£57,558,649
Clydesdale Bank Plc	96,357	£7,882,074
First Trust Bank	681	£57,894
HBoS	72,827	£4,265,178
HSBC Bank Plc	23,923	£1,670,479
Lloyds TSB	1,136,071	£70,975,015
Nationwide Building Society	153,002	£7,685,333
NatWest	117,702	£5,408,098
Northern Bank Ltd	7,573	£392,670
NS&I	232,507	£37,428,146
Post Office Financial Services	12	£740
Royal Bank of Scotland	37,828	£1,831,276
Smile	28,287	£4,249,583
The Co-operative Bank	190,884	£19,483,679
Ulster Bank Ltd	649	£50,349
Yorkshire Bank Plc	88,587	£4,742,367
LINK TOTAL	3,066,905	£228,870,888
GRAND TOTAL	23,764,338	£2,594,743,922

3.1.3 Vital Statistics – ETU Transactions

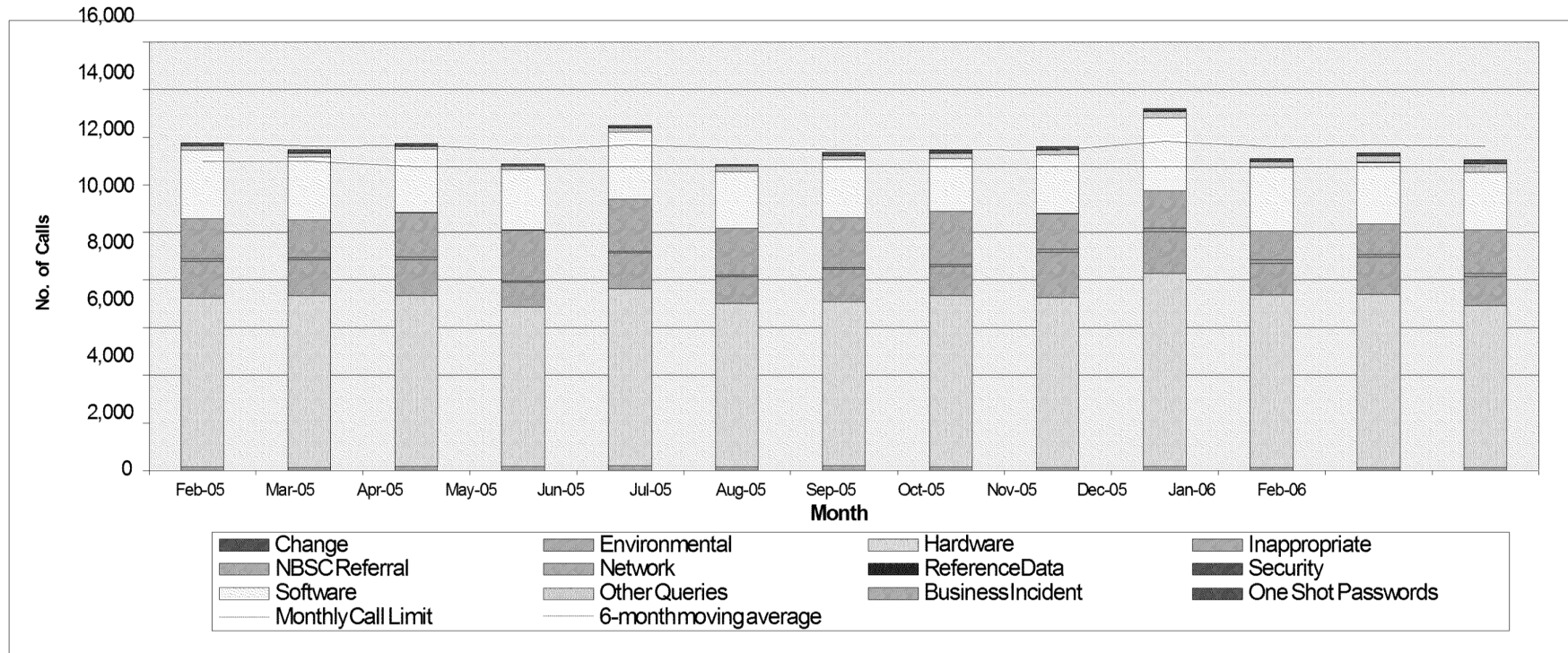
Summary	Feb-06	Totals to Date
Transaction Volume	1,457,022	£38,709,863
Transaction Value	12,492,700	£320,127,162
Details by Issuer Scheme	Transaction Volume	Transaction Value
3G UK Ltd Everything Add-On	16,403	£187,400
3G UK Ltd Text Add On	5,188	£25,940
Carphone Warehouse MobileWorld	5,091	£127,275
Fresh Mobile E-Voucher	2,391	£15,880
Napster Tracks Music Voucher	3,377	£31,815
Napster Unlimited MusicVoucher	2,636	£22,025
O2 PAY & GO	108	£910
O2 Top-Up Voucher	83	£1,190
Orange E-Voucher	59	£1,315
Orange pay-as-you-go	195,764	£2,206,745
Post Office Rechargeable Card	51,752	£554,730
Talk Talk Mobile E-Voucher	34,415	£265,555
talkXtra	324,820	£2,452,945
Tesco Mobile Pay as you Go	1,635	£12,940
Tesco Mobile Top-up Voucher	294	£2,690
T-Mobile Pay as you go	57	£425
T-Mobile Top-Up Voucher	3,110	£27,430
Virgin Mobile Airtime Voucher	12,036	£131,710
Virgin Mobile Pay As You Go	1,690	£18,325
Vodafone Pay as you talk	211,486	£1,727,250
Vodafone UK PAYT TopUp Voucher	56,945	£400,690
Vodafone UK Text Pack Voucher	36,740	£251,500
Vodafone UK Voice Pack Voucher	107,338	£744,390
Totals	1,457,022	£12,060,095

3.1.4 Vital Statistics – General Transactions

Monthly transactions by source	APS Generic Outbound	OBCS data made available to DWP systems	TPS Transaction Data File Delivery to TIP	Debit Cards	All Network Banking	ETU (epay)
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
January 2006	26,040,782	N/A	207,579,498	2,553,452	25,376,467	1,507,068
February 2006	24,245,422	N/A	213,697,193	2,567,011	23,764,338	1,457,022

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



	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Business Incident													
Change													
Environmental	154	137	170	181	204	153	188	154	139	183	136	117	118
Hardware	7065	7222	7162	6677	7433	6848	6907	7210	7112	8088	7237	7272	6798
Inappropriate	1572	1495	1519	1033	1496	1150	1346	1217	1910	1745	1313	1551	1238
NBSC Referral	90	81	107	83	74	60	71	75	133	170	153	131	118
Network	1690	1603	1869	2114	2184	1959	2109	2220	1480	1565	1232	1274	1824
Other Queries	170	160	120	120	107	211	101	190	210	207	252	207	352
Reference Data	1	1	0	2	4	2	1	0	2	0	1	3	0
One Shot Passwords	151	152	130	119	126	108	152	156	137	137	129	134	162
Software	2875	2632	2665	2537	2791	2368	2407	2228	2468	2048	2632	2571	2424
Total Calls	13775	13483	13744	12879	14501	12867	13368	13463	13616	15217	13105	13342	13039
6-month moving average	13775	13629	13667	13470	13676	13542	13474	13470	13440	13899	13696	13685	13630
Monthly Call Limit	13000	13000	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750

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

	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Business Incident	0	0	0	0	0	0	0	1	0	0	10	0	0
Change	0	0	1	1	3	0	0	0	2	0	1	1	1
Environmental	154	137	170	181	204	153	188	154	139	183	136	117	118
Hardware	7065	7222	7162	6677	7433	6848	6907	7210	7112	8088	7237	7272	6798
Inappropriate helpdesk	1572	1495	1519	1033	1496	1150	1346	1217	1910	1745	1313	1551	1238
NBSC Referral	90	81	102	83	74	60	71	75	133	170	153	131	118
Network	1690	1603	1869	2114	2184	1959	2109	2220	1480	1565	1232	1232	1232
Other queries	176	160	120	126	187	211	181	198	216	267	252	287	352
Reference Data	1	1	2	2	2	1	0	1	21	1	0	1	0
Security	1	0	4	6	1	9	6	2	0	2	0	3	5
One Shot Passwords	151	152	130	119	126	108	152	156	137	137	129	134	162
Software	2875	2632	2665	2537	2791	2368	2407	2228	2468	3048	2652	2652	2652
System outage calls (not included)	419	0	0	139	0	0	0	549	0	479	0	0	0
Total Calls	13775	13483	13744	12879	14501	12867	13568	13463	13616	15217	13105	13342	3039
6-month moving average	13775	13629	13667	13470	13676	13542	13474	13470	13449	13839	13606	13685	3630
Average Daily Call Rate	689	642	694	585	604	548	557	561	579	634	582	580	593
Working days per month	20	21	21	22	24	23 1/2	24	24	23 1/2	24	22 1/2	23	22

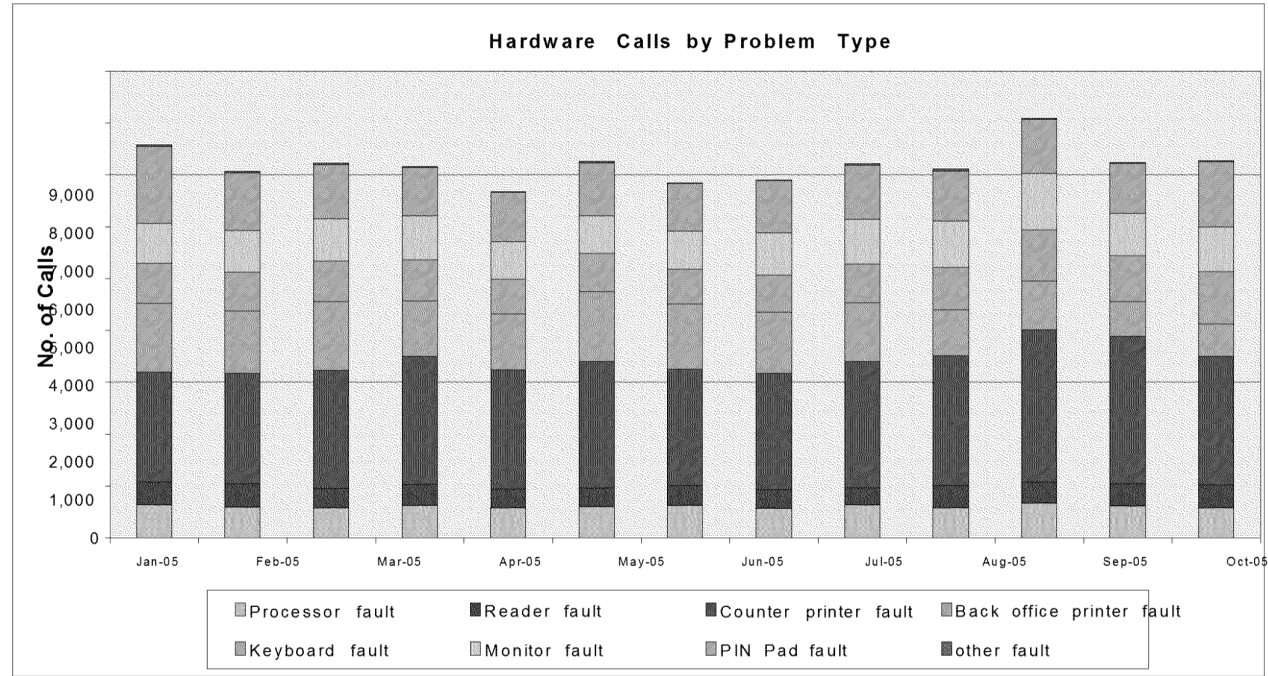
3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

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

Month	description of issue / system outage	date	call type	calls identified
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
Jan-06	No calls have been removed this month			0
Feb-06	No Calls have ben removed this month			0

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS

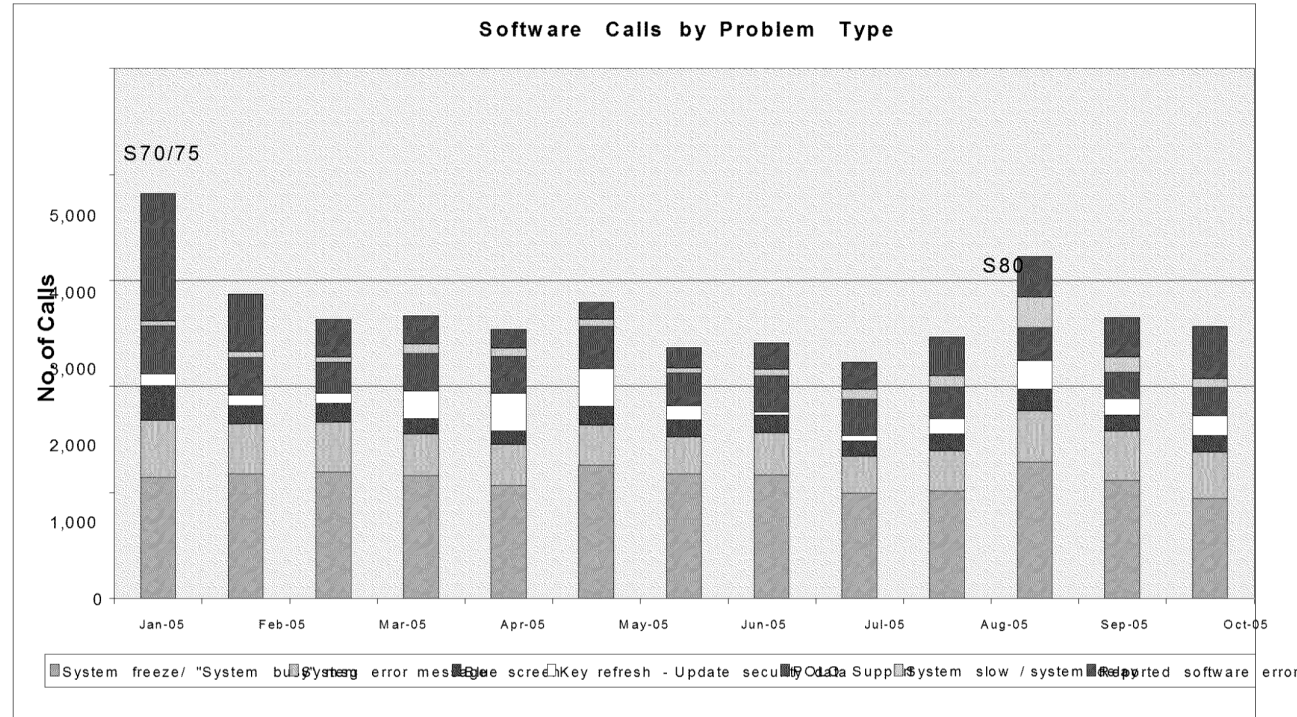
Data Currently Unavailable



	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
Processor fault	636	591	580	623	575	598	625	571	629	572	675	609	583
Reader fault	447	435	366	406	386	375	384	350	344	442	399	428	435
Counter printer fault	2115	2130	2281	2465	2291	2428	2248	2254	2428	2497	2939	2848	2474
Back office printer fault	1320	1199	1328	1071	1082	1342	1246	1177	1133	887	931	663	628
Keyboard fault	776	744	778	793	671	741	678	705	746	812	988	894	1009
Monitor fault	773	803	820	842	720	740	726	513	863	805	1090	800	873
PIN Pad fault	1479	1115	1042	940	950	1020	928	1015	1041	978	1042	971	1247
other fault	28	28	27	22	22	35	14	22	26	34	24	24	23
TOTAL	7574	7055	7222	7162	6677	7258	6848	6907	7210	7112	8088	7237	7272

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

Data Currently Unavailable

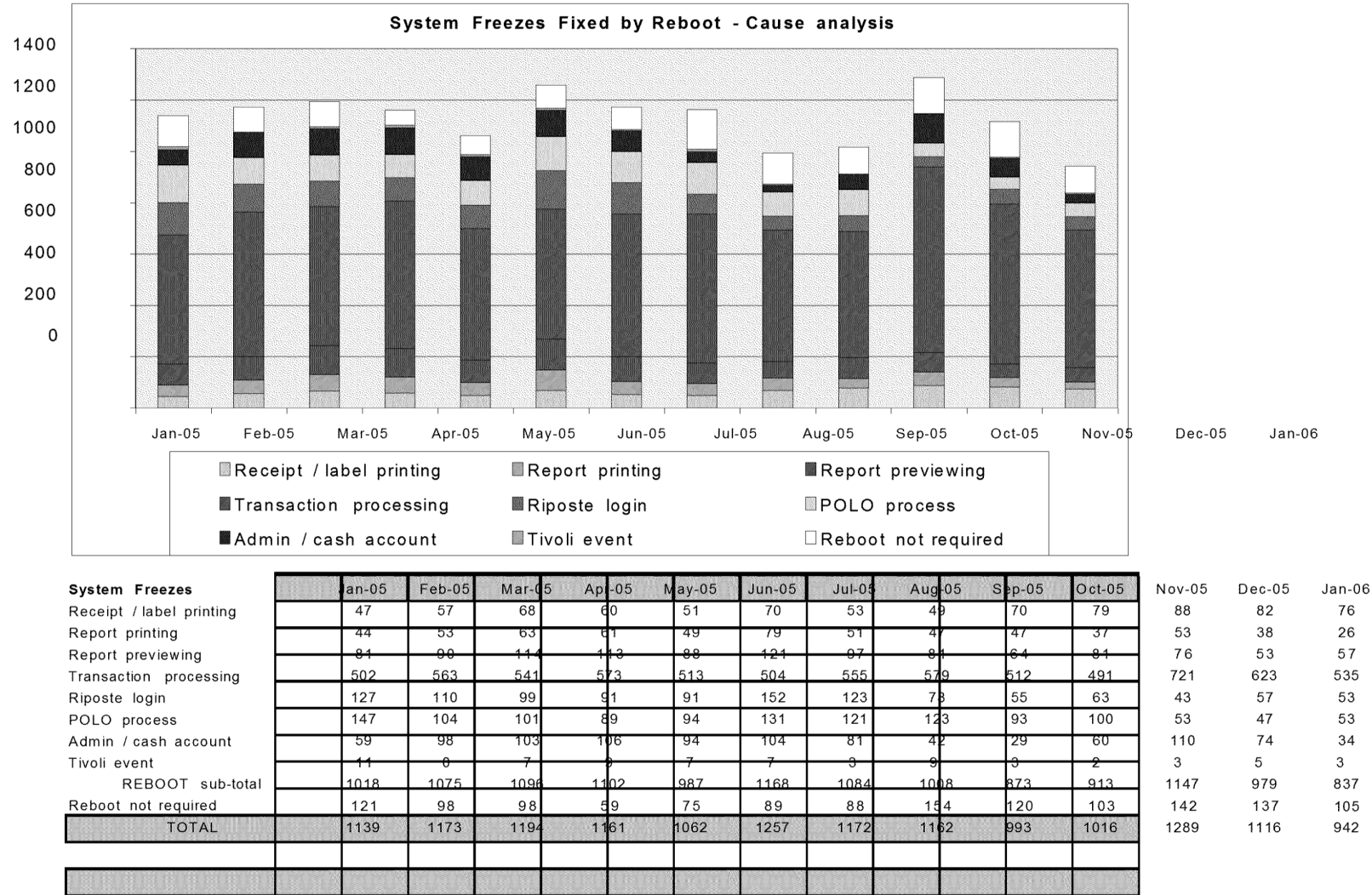


System error message
Blue screen
Key refresh - Update security data
System freeze/ "System busy" msg
OLO Support
System slow / system delay
Reported software error
TOTAL

	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
System error message	542	477	471	391	389	375	350	399	346	376	478	463	438
Blue screen	329	166	173	146	132	178	163	165	149	152	206	149	155
Key refresh - Update security data	111	104	95	261	355	357	131	32	46	142	275	158	190
System freeze/ "System busy" msg	1139	1173	1194	1161	1062	1260	1173	1164	993	1016	1289	1116	942
OLO Support	452	335	295	355	345	396	303	341	348	301	309	244	265
System slow / system delay	43	54	53	86	81	69	47	64	92	104	286	149	80
Reported software error	1207	546	351	265	173	156	196	242	254	367	384	373	501
TOTAL	3823	2875	2632	2665	2537	2791	2368	2407	2228	2468	3227	2652	2571

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

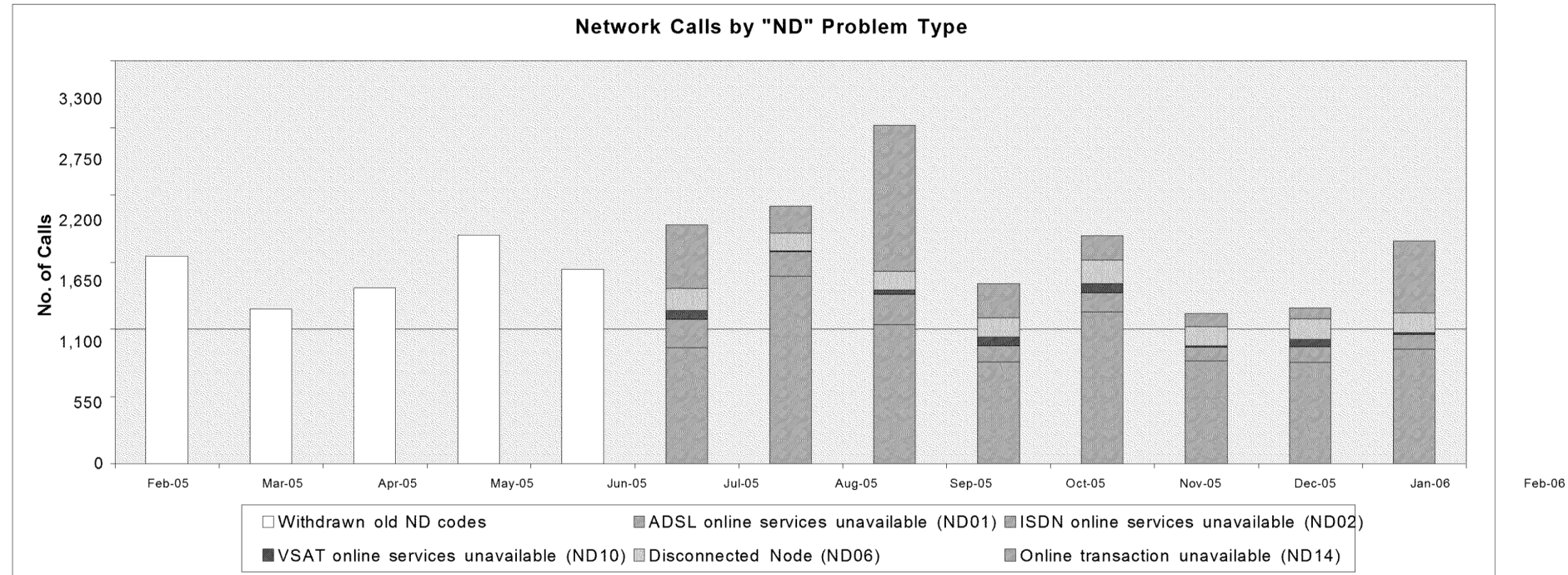
Data Currently Unavailable



3.2.2 ONLINE NETWORK SERVICES

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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



ND CALLS by Problem Type	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Withdrawn old ND codes	1699	1267	1439	1871	1590								
ADSL online services unavailable (ND01)						949	1535	1137	832	1243	844	828	938
ISDN online services unavailable (ND02)						234	202	247	132	157	111	132	122
VSAT online services unavailable (ND10)						73	8	39	73	78	11	59	16
Disconnected Node (ND06)						178	145	169	169	190	157	167	161
Online transaction unavailable (ND14)						625	221	1103	283	190	100	88	587
TOTAL	1699	1267	1439	1871	1590	1959	2109	2769	1480	1865	1232	1274	1824

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SERVICE REVIEW

Ref: CS / PER / 050

Date: 07/03/06

Version: 1.0

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

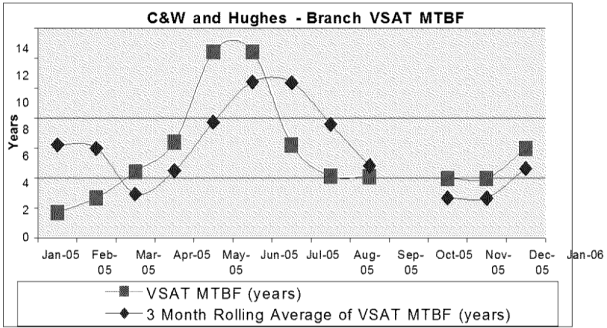
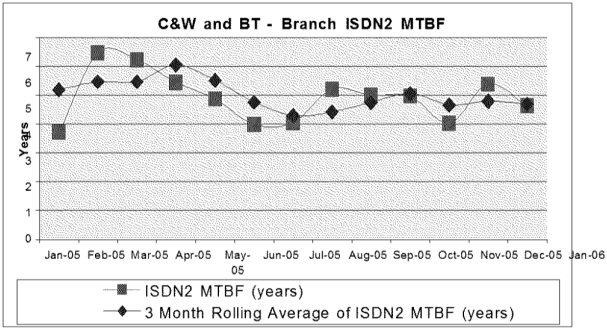
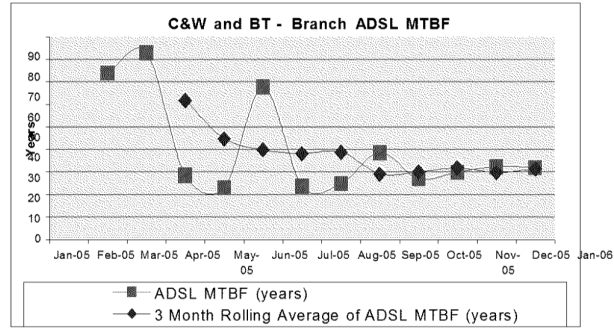
ADSL Online Services Calls - Cause Analysis	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
ADSL service fault (C34)						96	69	55	45	46	39	44	28
ADSL major incident (C37)						21	586	155	37	277	20	17	22
Software error / reboot (C36)						376	415	394	287	337	324	317	373
Undetermined fault (CG4)						189	176	267	189	268	235	194	230
Subtotal						682	1246	871	558	928	618	572	653
PSTN line fault (C35)						45	34	27	34	40	32	41	45
No fault found / user error (CR4)						193	231	217	214	232	178	191	207
Duplicate call or other causes.						29	24	22	26	43	16	24	33
TOTAL	0	0	0	0	0	949	1535	1137	832	243	844	828	938

ISDN Online Services Calls - Cause Analysis	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
ISDN service fault (C31)						96	77	81	56	73	53	57	53
Major incident (C38)						12	0	2	2	0	1	0	0
Software error / reboot (C36)						40	52	67	20	17	17	24	22
Undetermined fault (CG4)						46	28	52	29	38	29	30	33
Subtotal						194	157	202	107	128	100	111	108
No fault found / user error (CR4)						32	34	34	15	13	6	16	11
Duplicate call or other causes.						8	11	11	10	16	5	5	3
TOTAL	0	0	0	0	0	234	202	247	132	157	111	132	122

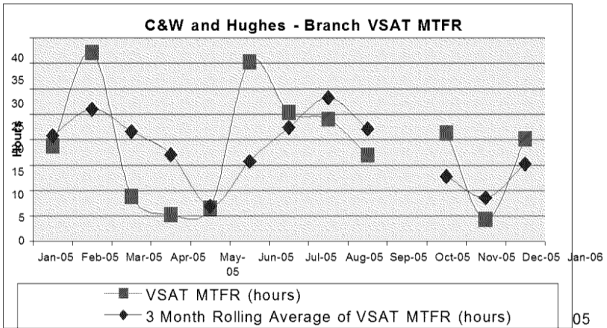
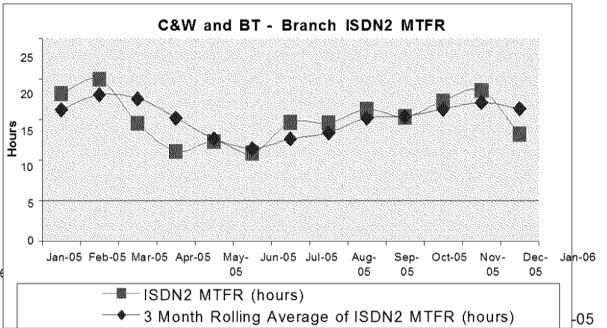
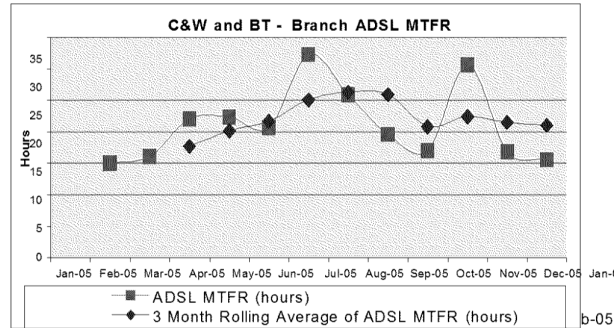
VSAT Online Services Calls - Cause Analysis	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
VSAT service fault (CG5)						2	3	3	0	5	3	3	0
Major incident (C39)						44	0	25	68	43	0	33	0
Software error / reboot (C36)						14	1	4	1	8	2	7	7
Undetermined fault (CX8)						9	0	3	2	13	4	3	8
Subtotal						69	4	35	71	69	9	46	15
No fault found / user error (CR4)						4	2	4	2	7	1	1	0
Duplicate call or other causes.						0	0	0	0	2	1	12	1
TOTAL	0	0	0	0	0	73	6	39	73	78	11	59	16

ND14 Online Transaction - Cause Analysis	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Software error / reboot (C36)						70	32	63	41	50	42	31	14
Online transaction Major Incident (C40)						5	94	954	139	47	23	31	341
Subtotal						75	126	1017	180	97	65	62	355
No fault found / user error (CR4)						50	91	169	92	92	43	22	30
Duplicate call or other causes.						400	4	7	11	10	1	4	2
TOTAL	0	0	0	0	0	525	221	1193	283	199	109	88	587

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

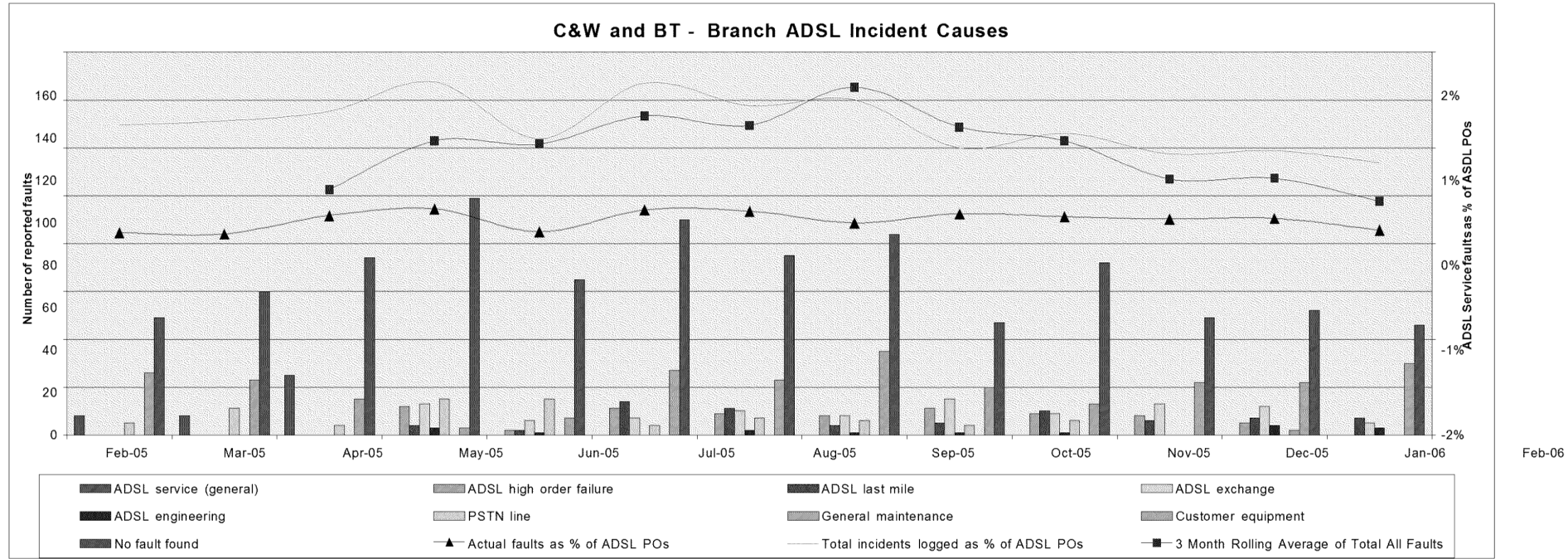


	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
ADSL MTBF (years)		73.88	82.78	28.45	22.98	67.67	23.73	24.71	38.55	26.84	29.86	32.31	31.83
3 Month Rolling Average of ADSL MTBF (years)				61.70	44.74	39.70	38.13	38.70	29.00	30.03	31.75	29.67	31.33
ISDN2 MTBF (years)	3.72	6.46	6.22	5.44	4.36	8.98	4.04	5.21	4.98	4.96	4.03	5.38	4.62
3 Month Rolling Average of ISDN2 MTBF (years)	5.19	3.46	5.46	6.04	5.51	4.76	4.29	4.41	4.74	5.05	4.65	4.79	4.67
VSAT MTBF (years)	1.69	2.67	4.42	6.36	12.42	12.42	6.21	4.11	4.66	3.97	3.97	3.97	5.96
3 Month Rolling Average of VSAT MTBF (years)	6.22	5.98	2.93	4.49	7.74	10.40	10.35	7.58	4.80		2.69	2.65	4.63



	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
ADSL MTFR (hours)		15.01	16.06	22.06	22.26	20.65	32.26	25.87	19.58	16.97	30.63	16.81	15.58
3 Month Rolling Average of ADSL MTFR (hours)				17.71	20.13	21.55	25.05	26.26	25.90	20.81	22.39	21.47	21.01
ISDN2 MTFR (hours)	10.15	10.92	14.52	11.84	12.28	10.87	14.63	14.56	16.23	15.31	17.26	18.56	13.19
3 Month Rolling Average of ISDN2 MTFR (hours)	16.19	18.01	17.53	15.15	12.61	11.40	12.59	13.35	15.14	15.37	16.27	17.04	16.34
VSAT MTFR (hours)	18.81	37.08	8.83	5.25	6.50	35.30	25.30	24.00	16.97		21.33	4.30	20.15
3 Month Rolling Average of VSAT MTFR (hours)	20.73	26.00	21.57	17.05	6.86	15.68	22.37	28.20	22.09		12.77	8.54	15.26

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
ADSL service (general)	8	8	25										
ADSL high order failure				12	2	11	9	8	11	9	8	5	0
ADSL last mile				4	2	14	11	4	5	10	6	7	7
ADSL exchange				13	6	7	10	8	15	9	13	12	5
ADSL engineering				3	1	0	2	1	1	1	0	4	3
Actual faults at ADSL POs total	8	8	25	32	11	32	32	21	32	29	27	28	15
Actual faults as % of ADSL POs	0.11%	0.10%	0.29%	0.36%	0.12%	0.35%	0.34%	0.22%	0.31%	0.28%	0.26%	0.26%	0.14%
PSTN line	5	11	4	15	15	4	7	6	4	6	0	0	0
General maintenance	0	0	0	0	0	0	0	0	0	0	0	2	0
Customer equipment	26	23	15	3	7	27	23	35	20	13	22	22	30
No fault found	49	60	74	99	65	90	75	84	47	72	49	52	46
Total All Faults	88	102	118	149	98	153	137	146	103	120	98	104	91
3 Month Rolling Average of Total All Faults			103	125	122	133	129	145	129	129	107	107	98
Total incidents logged as % of ADSL POs	1.24%	1.28%	1.38%	1.69%	1.40%	1.68%	1.44%	1.50%	1.00%	1.16%	0.94%	0.97%	0.85%

Fujitsu Services

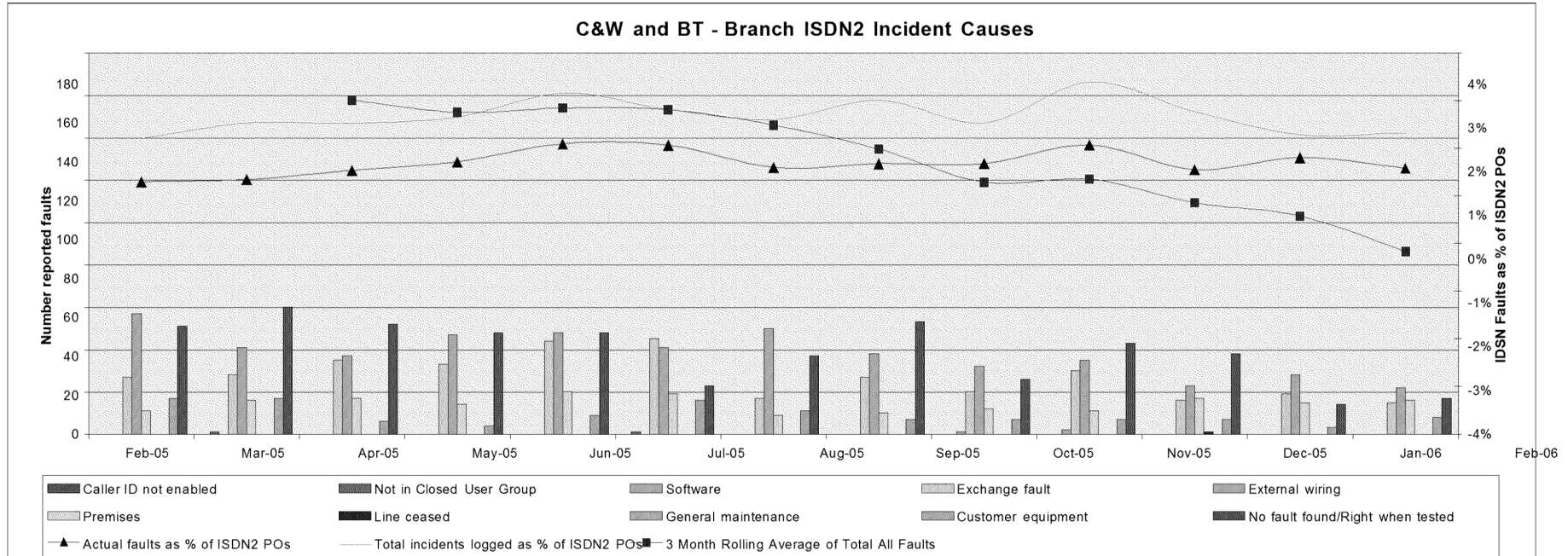
SERVICE REVIEW

Ref: CS / PER / 050

Date: 07/03/06

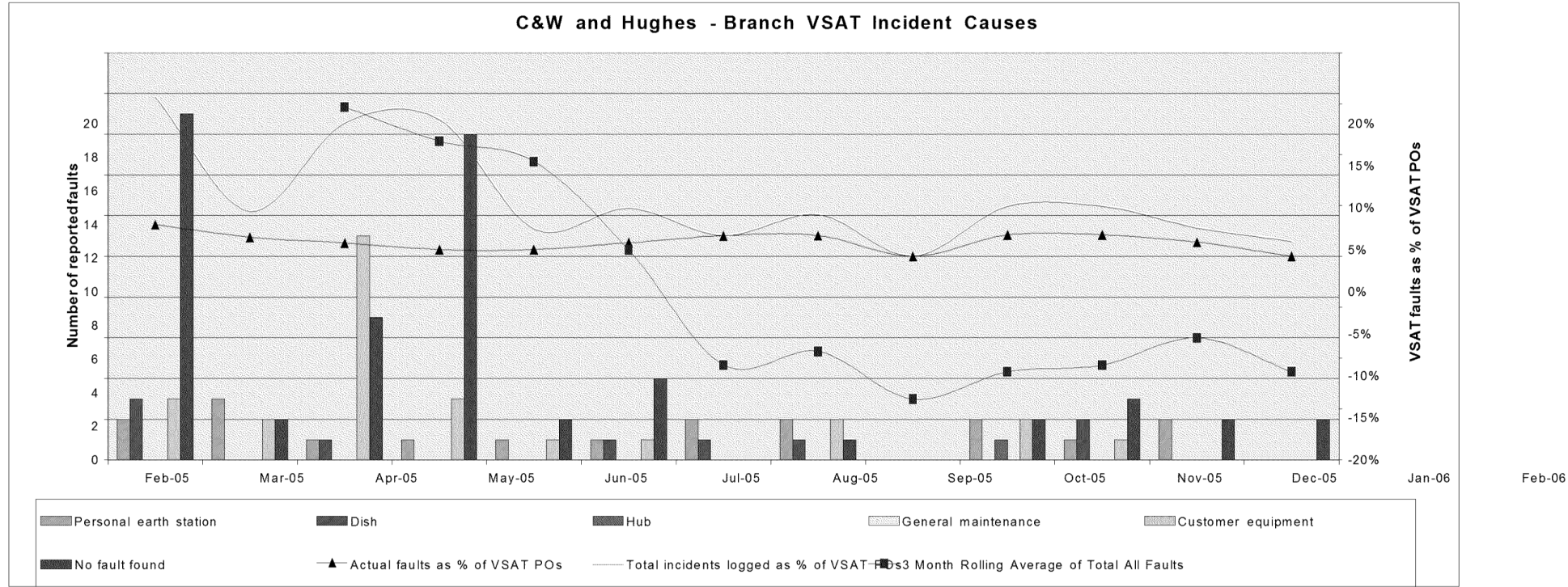
Version: 1.0

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	1	0	0	0	0	0	0	0	0	0	0	0
Software	0	0	0	0	0	0	0	0	1	2	0	0	0
Exchange fault	27	28	35	33	44	45	17	27	20	30	16	19	15
External wiring	37	41	37	47	48	41	50	38	32	35	23	28	22
Premises	11	10	17	14	28	49	9	10	12	11	17	15	16
Line ceased	0	0	0	0	0	0	0	0	0	0	1	0	0
Actual faults at ISDN2 POs total	95	86	89	94	112	106	76	75	65	78	57	62	53
Actual faults as % of ISDN2 POs	1.29%	1.34%	1.53%	1.71%	2.10%	2.06%	1.60%	1.67%	1.68%	2.07%	1.55%	1.80%	1.58%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	17	17	6	4	9	16	11	7	7	7	7	3	8
No fault found/Right when tested	51	60	52	48	48	23	37	53	26	43	38	14	17
Total All Faults	163	163	147	146	169	145	124	135	98	128	102	79	78
3 Month Rolling Average of Total All Faults			158	152	154	153	146	135	119	120	109	103	86
Total incidents logged as % of ISDN2 POs	2.21%	2.54%	2.53%	2.66%	3.16%	2.82%	2.61%	3.01%	2.54%	3.40%	2.77%	2.30%	2.33%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

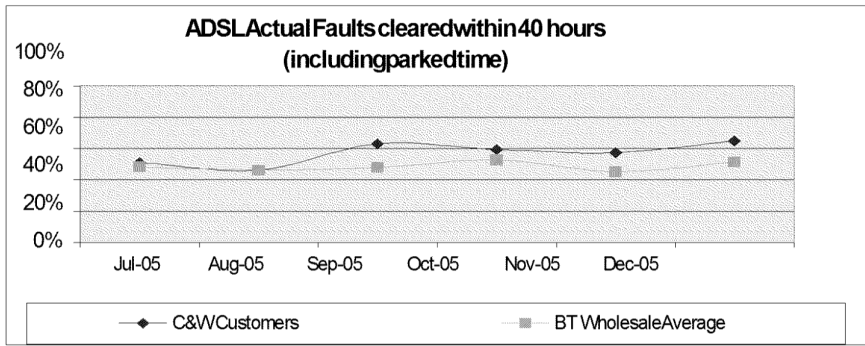
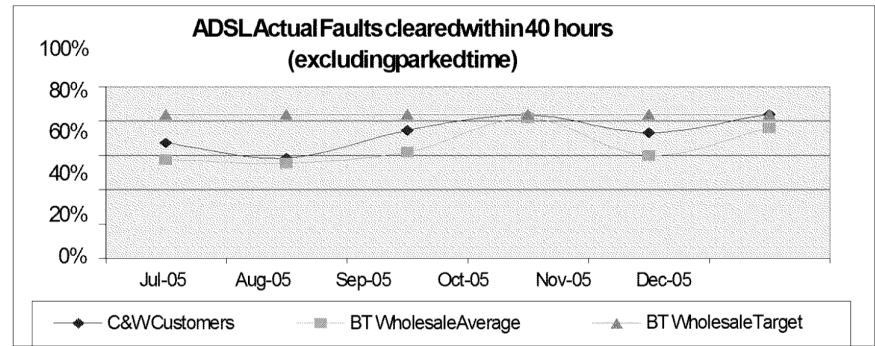


	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
Personal earth station	2	3	1	1	1	1	2	2	0	2	1	2
Dish	3	0	1	0	0	1	1	0	0	0	2	0
Hub	0	0	0	0	0	0	0	0	0	1	0	0
Actual faults at VSAT POs total	5	3	2	1	1	2	3	2	0	3	3	2
Actual faults as % of VSAT POs	3.13%	1.89%	1.31%	0.67%	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%	2.10%	1.40%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	3	2	1	3	1	1	0	2	0	2	1	0
No fault found	17	2	7	16	2	4	0	7	0	2	3	2
Total All Faults	25	7	20	20	4	7	3	6	0	7	7	4
3 Month Rolling Average of Total All Faults			17	16	15	10	5	5	3	4	5	6
Total incidents logged as % of VSAT POs	15.63%	4.40%	13.07%	13.42%	2.68%	4.70%	2.03%	4.08%	0.00%	4.90%	4.90%	2.80%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

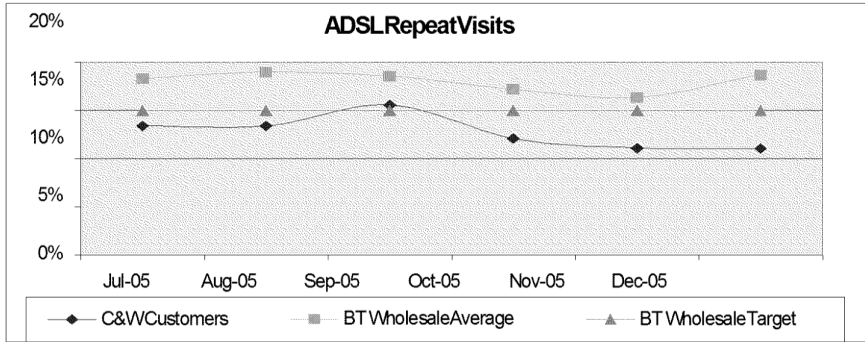
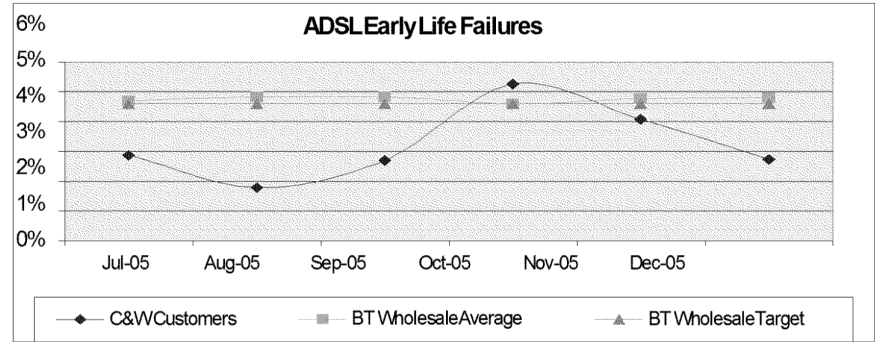
Data currently unavailable

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.



	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	
C&W Customers	67.26%	58.39%	74.67%	83.52%	73.36%	83.92%	C&W Customers
BT Wholesale Average	57.62%	55.67%	62.07%	81.69%	59.79%	76.10%	BT Wholesale Average
BT Wholesale Target	84%	84%	84%	84%	84%	84%	BT Wholesale Target

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	
C&W Customers	51.12%	46.31%	62.88%	59.34%	57.48%	64.82%	C&W Customers
BT Wholesale Average	48.41%	46.40%	48.02%	52.78%	45.39%	61.48%	BT Wholesale Average
BT Wholesale Target	None	None	None	None	None	None	BT Wholesale Target

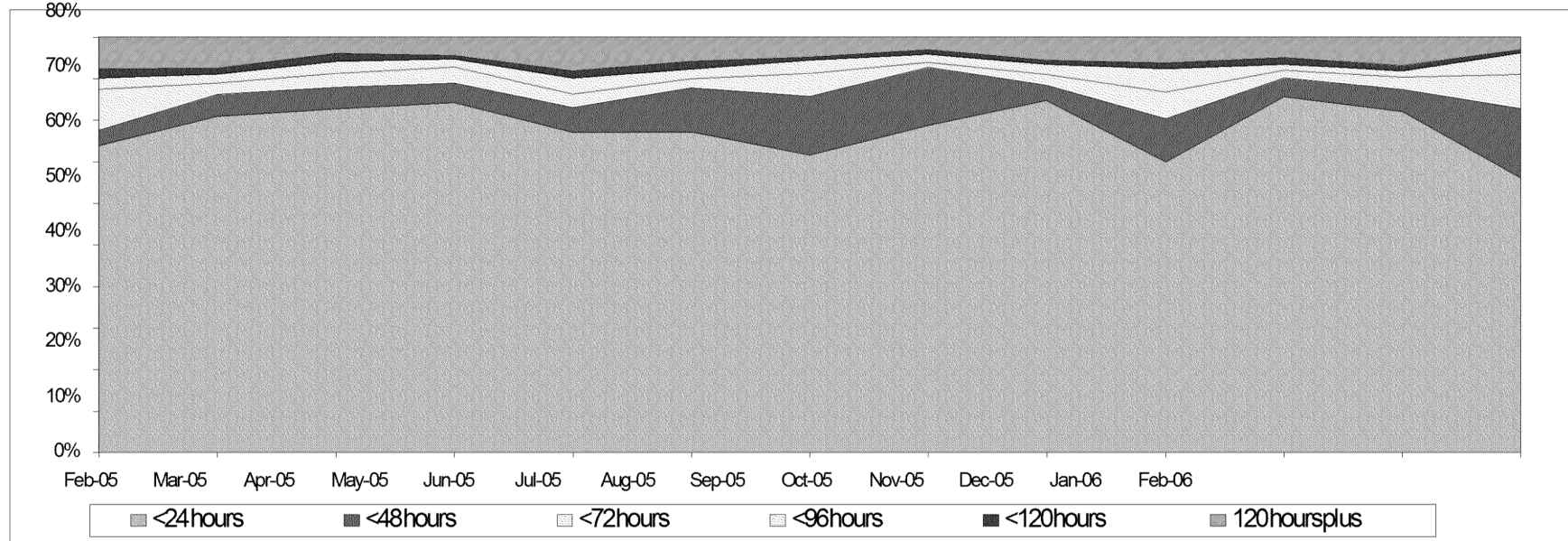


	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	
C&W Customers	2.87%	1.78%	2.70%	5.26%	4.08%	2.73%	C&W Customers
BT Wholesale Average	4.70%	4.84%	4.84%	4.59%	4.77%	4.81%	BT Wholesale Average

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	
C&W Customers	13.39%	13.38%	15.60%	12.09%	11.11%	11.05%	C&W Customers
BT Wholesale Average	18.36%	19.00%	18.58%	17.21%	16.37%	18.72%	BT Wholesale Average

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

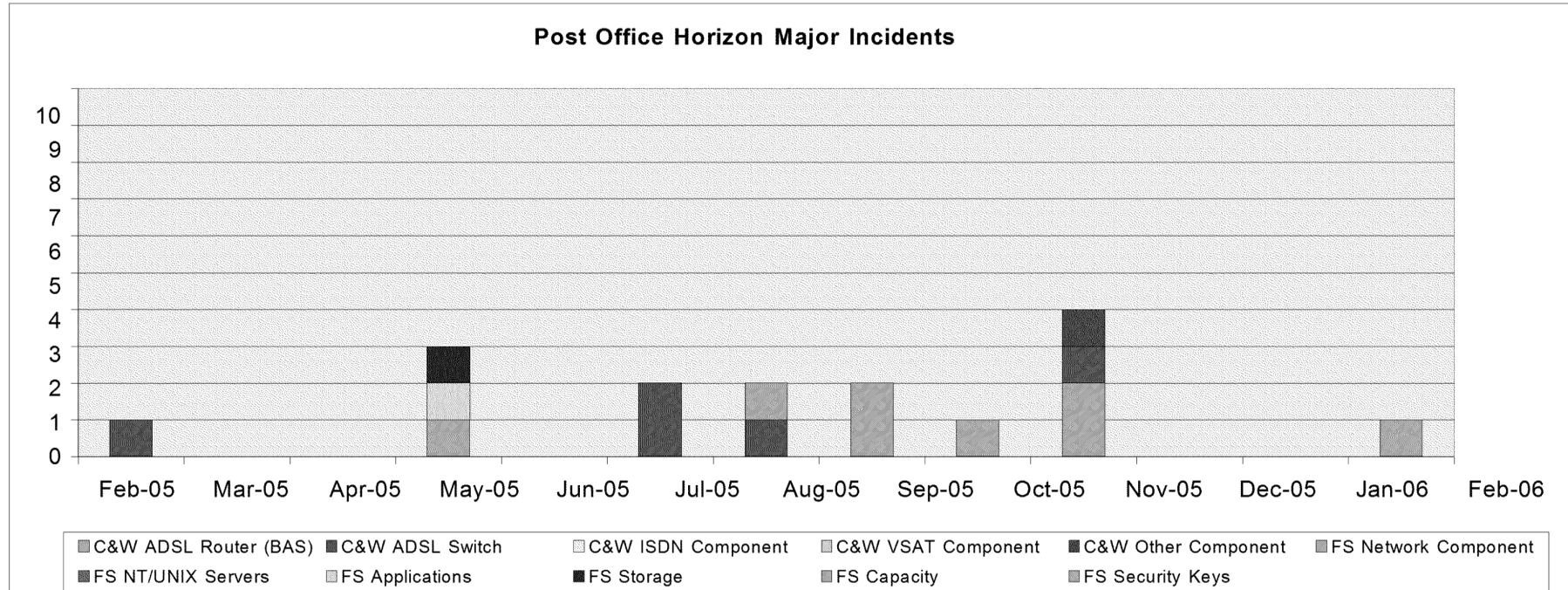
Online Service Unavailable Calls (From 1/7/05 = ND01+ND02+ND10+ND14). Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.



Actual Elapsed time of call in hours	TOTAL												
Feb-05	1254	73.8%	64	3.8%	167	9.8%	45	2.7%	39	2.3%	130	7.7%	1699
Mar-05	1025	68.2%	67	4.2%	344	22.3%	284	18.2%	192	12.5%	945	61.6%	1503
Apr-05	1576	84.2%	88	4.7%	71	3.8%	36	1.9%	17	0.9%	83	4.4%	1871
May-05	1133	77.0%	89	6.1%	47	3.2%	56	3.8%	127	8.1%	119	8.1%	1471
Jun-05	1304	71.6%	200	10.6%	140	8.0%	60	3.2%	38	2.0%	195	10.6%	1837
Jul-05	1304	71.6%	200	10.6%	140	8.0%	60	3.2%	38	2.0%	195	10.6%	1837
Aug-05	1304	71.6%	200	10.6%	140	8.0%	60	3.2%	38	2.0%	195	10.6%	1837
Sep-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%	79	3.0%	2616
Oct-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%	74	5.6%	1320
Nov-05	1173	70.0%	174	10.4%	108	6.4%	93	5.6%	25	1.5%	104	6.2%	1677
Dec-05	921	85.7%	48	4.5%	20	1.9%	15	1.4%	18	1.7%	53	4.9%	1075
Jan-06	900	82.1%	60	5.4%	31	2.8%	17	1.5%	14	1.3%	76	6.9%	1107
Feb-06	1099	66.1%	278	16.7%	137	8.2%	85	5.1%	13	0.8%	51	3.1%	1663

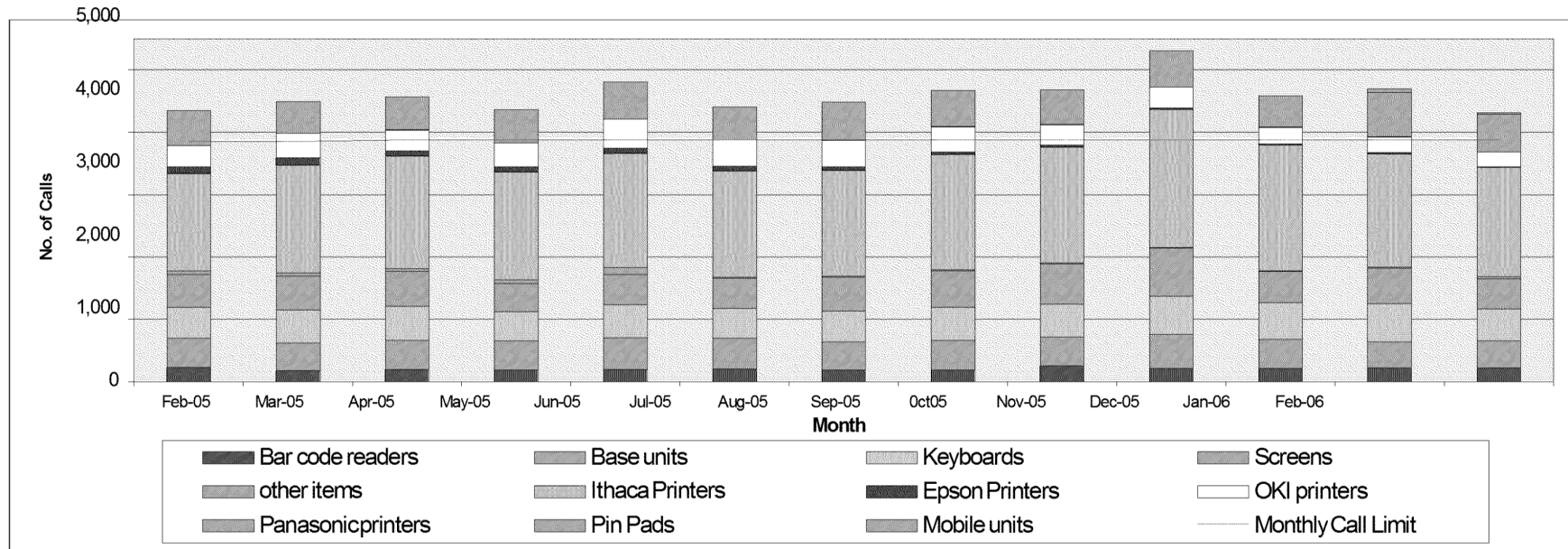
* Online service unavailable calls are being kept open for longer in order to track intermittent faults.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



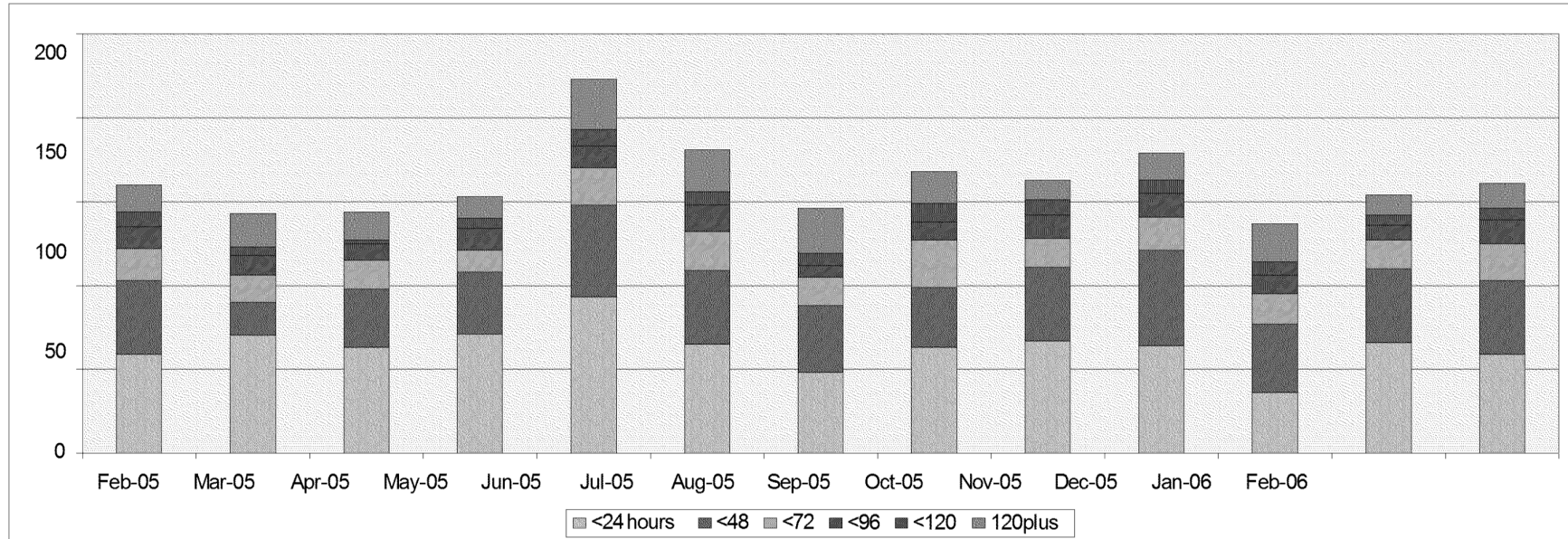
	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
C&W ADSL Router (BAS)	0	0	0	1	0	0	0	0	0	2	0	0	0
C&W ADSL Switch	1	0	0	0	0	2	1	0	0	1	0	0	0
C&W ISDN Component	0	0	0	0	0	0	0	0	0	0	0	0	0
C&W VSAT Component	0	0	0	0	0	0	0	0	0	0	0	0	0
C&W Other Component	0	0	0	0	0	0	0	0	0	1	0	0	0
FS Network Component	0	0	0	0	0	0	0	2	0	0	0	0	0
FS NT/UNIX Servers	0	0	0	0	0	0	0	0	0	0	0	0	0
FS Applications	0	0	0	1	0	0	0	0	0	0	0	0	0
FS Storage	0	0	0	1	0	0	0	0	0	0	0	0	0
FS Capacity	0	0	0	0	0	0	1	0	1	0	0	0	0
FS Security Keys	0	0	0	0	0	0	0	0	0	0	0	0	1
TOTAL	1	0	0	3	0	2	2	2	1	4	0	0	0

3.3.1 ENGINEER ON - SITE VISITS



	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06		
Bar code readers	226	173	195	189	195	200	180	181	252	215	208	223	217		
Base units	467	452	465	468	511	495	453	481	460	540	473	412	435		
Mobile units												54	21		
Keyboards	495	520	544	459	527	476	498	528	532	512	580	615	504		
Ithaca Printers	1552	1730	1799	1736	1831	1712	1700	1849	1862	2207	2017	1814	1752		
Epson printers	112	116	92	87	81	71	52	44	28	27	14	24	11		
OKI printers	345	398	330	377	468	424	427	396	325	334	268	250	236		
Panasonic printers	3	1	1	5	3	0	0	3	4	1	1	1	5		
Pin Pads	557	501	534	530	506	524	613	581	560	589	565	712	600		
Screens	534	548	564	451	481	487	544	584	641	771	505	569	494		
other items	55	47	45	50	114	12	15	21	16	17	18	18	33		
TOTAL	4346	4486	4569	4362	4807	4401	4482	4668	4680	5313	4584	4692	4308		
Monthly Call Limit	3850	3840	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875		

3.3.2 GATEWAY REPLACEMENTS



Number of Gateways replaced by Engineers following call raised by PO Branch													
Elapsed Time of call in	<24 hours		<48		<72		<96		<120		120plus		Total
Feb-05	59	36.9%	44	27.5%	19	11.9%	13	8.1%	9	5.6%	16	10.0%	160
Mar-05	73	49.0%	28	14.3%	17	11.2%	12	8.4%	5	3.4%	20	14.0%	147
May-05	71	46.4%	37	24.2%	13	8.5%	13	8.5%	6	3.9%	13	8.5%	153
Jun-05	93	41.7%	55	24.7%	22	9.9%	13	5.8%	10	4.5%	30	13.5%	223
Jul-05	65	35.9%	44	24.3%	22	12.7%	16	8.8%	8	4.4%	25	13.8%	181
Aug-05	48	32.9%	40	27.4%	17	11.6%	7	4.8%	7	4.8%	27	18.5%	146
Sep-05	63	37.5%	36	21.4%	28	16.7%	11	6.5%	11	6.5%	19	11.3%	168
Oct-05	67	41.1%	44	27.0%	17	10.4%	14	8.6%	9	5.5%	12	7.4%	163
Nov-05	64	35.8%	57	31.8%	20	11.2%	14	7.8%	8	4.5%	16	8.9%	179
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	16.8%	137
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	7.8%	154
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	9.3%	161

4 FEBRUARY REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

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

4.1.1 SUMMARY

- As at 28.02.06 there were 6 open problems, of which 0 are Problem Branches
- 1 new problem was opened in February

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

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

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.

4.2 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	MIR version 1.0 sent to Shaun for approval & closure.	H	1	3
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th May and 27th June	Mike Stewart	David Wright	Code delivered into PVCS for testing. "Epay Reverse Monitor" CP4180.	H	1	3
PM0000673	New Quantum Cards cannot be processed	Dean Felix	Andrew Price	Devlin can make the fix available to Fujitsu Services; however the implementation of the change will be very complex. The deployment for doing it is still under consideration by Senior POA Management.	H	2	6
PM0000659	Suspect problem with BCR buffer, unknown quantity of instances though presumed extremely low	Ian Daniel	Andrew Price	Development still continues to work on the driver for diagnosis. No known incident logged this month	M	2	4
PM0000691	Mismatch of cash holdings at some branches between Flexible Planning and POLFS	Mike Stewart	Mark Haldane	The incident relates to a mismatch of cash holdings at some branches between Flexible Planning and POLFS. A spreadsheet has been raised that show the differences and is presently being reviewed	L	1	1
PM0000674	SDAs being generated on the NWB/NBX Service on some of the FIs	Mike Stewart	Gary Blackburn	Still awaiting decision from POL – Gary Blackburn	L	2	2

5 SCORECARD ACTION PLAN – from February 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None Comments: Very satisfied with service.	
Release Management Graham Welsh	Issues: Greater quality checks when 'testing' mails changes due to the volatile nature of the Escher package. Comments: Quality of 10g related reference data/emails scripts created a number of settlement, reconciliation, remuneration issues within the Business (3). The level of commitment and dedication to ensure that the 'missing' data was recovered and presented in the desired output was extremely commendable. FS delivered this data ahead of the agreed milestone date which was extremely well received (5).	
Management Information and Service Review Pete Thompson	Issues: None Comments: Service Review - The daily/weekly/monthly reports continue as ever to be very helpful and widely utilised within POL. MI - Very satisfied with service.	
Capacity Management Mik Peach	Issues: It would be helpful if FS could deliver PAF and DVLA transaction data earlier in the month I. Day 5. Comments: Very satisfied with service.	

Fujitsu Services

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Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Data Delivery Ian Daniel	Issues: To ensure that the issues below do not arise in future when applying patches or making changes to client gateways. Finally as advised in previous months, work on the APSORF TOR has not been completed i.e. identification of the key characteristics of the service to enable scorecard completion and actions to obtain a 5 score. Comments: AP Client file delivery. We would like to thank FJS for their support and patience with the recent BT upgrade of their systems. BT requested that their AP files were directed to the secondary gateway to enable them to upgrade their system. This did not work so the request was made of FJS again, infact a few times. FJS facilitated these requests. However, within the month of January, FJS were applying patches to client gateways and upon completion of which it transpired that clients were not able to access their gateways, as the permission to do so was not set by FJS following the application of the patches. It should also be noted that FJS did sort this out for all clients following the initial alert to this incident thereby reducing the number of clients reporting the same problem. LFS - good service from FS.	
Operational Business Change: Reference data David Wilcox	Issues: None Comments: The FJS Ref.data team continue to exceed our expectations especially this month where a number of issues/incidents manifested in Point 55, Table 10g and Instant Saver changes (caused in development) were dealt with by this team in a swift, efficient and professional way.	
Operational Business Change: Branch Ian Venables	Issues: It is important that this level of performance is sustained and that Fujitsu Services build on their ISDN line service improvements, by similarly bolstering the ADSL Service and reducing lead-times where possible. Comments: Post Office Ltd is pleased with Fujitsu Services achievement in surpassing all of their OBC Branch OLA Targets in January 2006.	

	POL remains pleased with the productive level of co-operation being received from Fujitsu on Service and Process Improvements, which have been integrated within key OBC Branch documentation	
HSH/Engineers Julie Welsh	Issues: Given the political ramifications relating to Core & Outreach branches FS need to introduce robust checking procedures for luggables at the earliest opportunity. Comments: HSD - No issues, very satisfied with service (4). UKME - generally good service, spares availability was marked down on the previous scorecard and FS advise that the issue is now resolved. The compatibility and health checking of luggables before despatching to site has caused some problems e.g. Llandeilo (2)	
Problem Management Mike Stewart	Issues: Implement "major incident" type process for VIP sites as agreed by Adam Martin and Liz Evans-Jones. Ensure estimated time for resolution reflects both best case and worst case scenarios to better manage end user expectations. Ensure that improvement opportunities captured in formal report on Leeds Markets move back to ADSL are implemented. Comments: Leeds Markets - Whilst the initial problem lay with BT the subsequent actions taken by FS compounded the problems i.e. confused communications and using incorrect processes when reverting to ADSL (2). Positives- Nick Crowe engaging with branch directly and the amount of resource and focus given to resolution (4).	
Reconciliation Pete Thompson	Issues: None. Comments: No issues with the timeliness or accuracy of the MER spreadsheet. The changes to the format of the BIMs report, being aligned with the products rather than cash account driven, are welcome improvements. Further enhancements to the BIMs reporting process are currently under discussion.	

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Security Brian Pinder	Issues: To bottom out the TES issues and to continue to provide the high standard of support supplied to-date. Implement actions as agreed at Incident Review session on 14th Feb. Comments: Still a need for FS and POL to sit down and discuss TES user issues raised last month (4). E-top up & debit card services issue due to expired security keys. Whilst the incident was managed well it was totally avoidable (1).	
Networks Alex Kemp	Issues: None. Comments: None.	
Service Improvement All	Issues: None Comments: End-to-end fault resolution training went very well. Thanks to Ian Mills and Chris Hawkes (4)	
Communication All	Issues: FS to append contact details to all emails and adopt POL's telephone answering procedure I.e. when an unattended telephone rings in the room, pick it up and take a message. Comments: Very satisfied in general.	
Working Together All	Issues: None Comments: Very satisfied overall.	
Respect and Commitment All	Issues: None Comments: Very satisfied overall.	

6 FEBRUARY REVIEW OF RELEASE MANAGEMENT

HIGH LEVEL TIMETABLE

RELEASE	APPROX DATE	CONTENT/COMMENTS
ADSL Switch	April 2004 – TBA	
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

6.2 RELEASES COMPLETED DURING THIS PERIOD

- None to report

7 FEBRUARY SERVICE LEVEL PERFORMANCE

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Fujitsu Services

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7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds	83.5	89.6	86.7	77.8	90.9	89.2	88.5	87.2	92.9	86.5	94.9	95.1	
					84.7	Q2		84	Q3		8	Q4				
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	3.9	3.9	3.8	3.9	4.1	4.1	4.4	4.3	4.6	4.8	4.5	4.3	
					3.8	Q2		4	Q3			Q4				
H1.3	<5%		Calls not answered	6.7	3.0	4.1	11.0	2.3	3.0	4.3	4.8	1.6	4.8	1.2	0.7	
					4.9	Q2		6.0	Q3			Q4				
H3.3	100%		Voicemail available outside HSD standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					100.0	Q2		100.0	Q3			Q4				
H3.4	100%		Voicemail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
					100.0	Q2		100.0	Q3			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		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds	83.5	89.6	86.7	89.2	88.5	87.2	86.5	94.9		
					84.7	Q2		84.9	Q3		81.3	Q4	
H1.3	<5%		Calls not answered				11.0			4.3			
					3.8	Q2		6.0	Q3		4.1	Q4	

REVIEW OF TELEPHONY SLT ACHIEVEMENT

All SLT's within target.

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
			Horizon Service Desk													
H2.1	95%		Level 1 Calls resolved within 5 mins	97.7	97.3	97.3	97.9	98.0	97.7	95.7	97.6	98.4	98.3	98.1	98.9	
					97.5											
H2.2	<3mins		Average Time to resolve Level 1 calls	02:21	02:22	02:22	02:25	02:15	02:14	02:33	02:22	02:07	02:11	02:11	02:11	
					02:22											
H3.2	<10mins					Q2			Q3				Q4			
H3.2	<10mins		Average Time to resolve all Level 2 Calls < minutes	04:30	05:00	05:40	04:20	04:04	04:44	05:20	04:40	05:17	05:32	05:00	04:00	
					04:10											
H3.1	95%		Level 2 Calls resolved within 30 mins			Q2			Q3			Q4				
					98.3			98.9			99.5			99.5		
						Q2			Q3			Q4				
			Reboot Incident													
H4.1	<1.0		HSD Authorised Reboot Incidents per Counter Position	0.34	0.33	0.34	0.33	0.33	0.32	0.31	0.31	0.29	0.30	0.29	0.30	
					N/A	Q2		N/A	Q3		N/A	Q4		N/A		

All SLT's within target.

Fujitsu Services

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7.2 ENGINEER SERVICES

7.2.1 ENGINEER SERVICES

Data Currently Unavailable

Ref	SLT	ARL		Jan05	Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
E1.1	95%		Call to Resolution (Local)													
			Hardware/Network Priority A - 4 hours Non-Remedial	90.8	92.4	94.7	97.8	95.1	95.1	93.4	96.9	95.3	95.9	95.1		93.8
E2.1	95%		Call to Resolution (Intermediate)													
			Hardware/Network Priority B - 8 hours Non-Remedial	97.9	98.0	97.1	97.9	97.7	97.6	98.1	98.0	98.2	97.1	98.1	89.6	89.6
E1.2	95%		Call to Resolution (Remote)													
			Hardware/Network Priority A - 6 hours Non-Remedial													
E2.2	95%		Engineer Visits													
			20 minute On-site Repair	42.4	45.5	46.6	49.3	5		49.2			54.5			
E1.3	95%		Average Downtime (Time to Repair)													
			Call to Fix													
E2.3	95%															
E3.1	24.50															

REVIEW OF ENGINEER SERVICES

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 07/03/06

Version: 1.0

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	
DI4.1	96%		DMC Reference Data														
			Data Delivery - Day B	99.48	99.65	99.18	99.61	99.64	98.13	99.70	99.58	99.62	99.54	99.83	99.61	99.48	
DI4.2	97%		Data Delivery - Day C	99.65	99.80	99.15	99.77	99.72	99.68	99.78	99.73	99.71	99.70	99.88	99.78	99.60	
DI4.3	98%		Data Delivery - Day D	99.77	99.79	99.12	99.83	99.84	99.77	99.92	99.79	99.79	99.79	99.84	99.92	99.70	
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	
DI1.1	96%		BCS Data														
			BCS Stop List - Day B	99.61	99.61	99.61	99.61	99.61	99.61	99.61	99.61	99.61	99.61	99.61	99.61	99.61	
DI1.2	97%		BCS Stop List - Day C	99.81	99.81	99.81	99.81	99.81	99.81	99.81	99.81	99.81	99.81	99.81	99.81	99.81	
DI1.3	98%		BCS Stop List - Day D	99.89	99.89	99.89	99.89	99.89	99.89	99.89	99.89	99.89	99.89	99.89	99.89	99.89	
DI1.4	100%		BCS Stop List - 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	
Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	
	90%		File Delivery - Day A by 08:00														
			Transactions Corrections File Deliver														
	96%		File Delivery - Day A by 12:00														

T001 Transaction Corrections File Delivery:-

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

REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

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7.3.2 APS - GENERIC

Ref	SLT			Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
Inbound APS															
DI3.1	96%	Data Delivery - Day B		99.38	99.63	99.61	99.61	99.61	96.60	99.63	99.62	99.61	99.60	99.61	99.61
						Q2			Q3				Q4		
DI3.2	97%	Data Delivery - Day C			99.57		Q2	99.72		Q3	99.67		Q4		99.61
DI3.3	98%	Data Delivery - Day D		99.77			Q2		99.79		Q3	99.75		Q4	99.61
					99.68										
DI3.4	100%	Data Delivery - Day J		100.00		100.00	100.00		100.00			100.00			
					100.00		Q2	100.00		Q3	100.00		Q4		100.00
Outbound APS															
DO1.1	96.5%	Data Delivery - Day B		99.82			99.82		99.83			99.83			
						Q2			Q3				Q4		
DO1.2	97.5%	Data Delivery - Day C		99.82	99.86	99.87	99.87	99.84	99.85	99.84	99.84	99.85	99.85	99.85	99.85
						Q2			Q3				Q4		
DO1.3	98.5%	Data Delivery - Day D		99.96	99.98	99.97	99.99	99.97	99.98	99.97	99.98	99.97	99.97	99.97	99.97
						Q2			Q3				Q4		
DO1.4	100%	Data Delivery - Day J		99.99	99.99	99.99	99.99	99.99	100.00	100.00	99.99	99.99	100.00	99.99	99.99
					99.99		Q2	99.99		Q3	99.99		Q4		99.99

REVIEW OF APS GENERIC

Fujitsu Services

SERVICE REVIEW

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Version: 1.0

7.3.3 OUTBOUND

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06		
DO2.1	96%	File Delivery - Day B	TPS TransactionData File Delivery to MIS															
					99.4	99.4	99.3	97.8	99.3	97.4	99.1	99.2	99.0	99.2	99.2	99.4		
							Q2			Q3								
DO2.2	97%	File Delivery - Day C			99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9		
							Q2			Q3								
DO2.3	98%	File Delivery - Day D			99.9				99.9			99.9	99.9			99.9		
							Q2			Q3								
DO2.4	100%	File Delivery - Day J		99.9		99.9	99.9	99.9	100.0		99.9	99.9	100.0	99.9		100.0		
							Q2	99.9		Q3	99.9			99.9				
DO3.1	96%	File Delivery - Day B	ONCS Data															
					99.9				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
							Q2	99.9		Q3		N/A		N/A				
DO3.2	97%	File Delivery - Day C							N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
							Q2	99.9		Q3	N/A		N/A					
DO3.3	98%	File Delivery - Day D							N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
							Q2	99.7		Q3	N/A		N/A					
DO3.4	100%	File Delivery - Day J		99.9	99.9				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06		
	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																

Fujitsu Services

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7.4 LF SERVICE

7.4.1 BRANCH TO SAPADS

Ref	SLT	ARL						Feb05	Mar05	Apr05	May05	Jun05	Jul05	Au
DO4.1.1	91%	Outlet to SAPADS Data Transfer Confirmation of Pouch Received at Outlet - Day A												
									99.9	Q2		99.9		Q3
DO4.1.2	97.2%	Confirmation of Pouch Received at Outlet - Day B					91			9		9		
										Q2				Q3
DO4.1.3	100%	Confirmation of Pouch Received at Outlet - Day 1					100.0	100.0	100.0	100.0	100.0	100.0	100.0	
										Q2		100		Q3
DO4.2.1	91%	Details of SAPADS Pouch Collected from Outlet - Day A							99.9	Q2		99.9		Q3
DO4.2.2	97.2%	Details of SAPADS Pouch Collected from Outlet - Day B					91			9		100		
										Q2				Q3
DO4.2.3	100%	Details of SAPADS Pouch Collected from Outlet - Day 1					100.0	100.0	100.0	100.0	100.0	100.0	100.0	
										Q2		100		Q3
DO4.3.1	96.25%	Daily Cash on Hand Details - Day A												
									99.5	Q2		99.6		Q3

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7.4.1 BRANCH TO SAPADS (Cont'd)

Ref	SLT	ARL				Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05
			Outlet to SAPADS Data Transfer										
DO4.4.1	98%		Weekly Stamps / Stock on Hand and Inventory Wednesday Target	Items Details		100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A
						99.9		Q2		100.0	Q3		N/A
DO4.4.2	97%		Weekly Stamps / Stock on Hand and Inventory Thursday Target	Items Details			99.9		100.0		N/A	N/A	N/A
							99.9	Q2		100.0	Q3		N/A
DO4.4.3	96%		Weekly Stamps / Stock on Hand and Inventory Friday Target	Items Details - Friday			99.9		100.0		N/A	N/A	N/A
							99.9	Q2			Q3		N/A
DO4.4.4	100%		Weekly Stamps / Stock on Hand and Inventory Thursday Target	Items Details - 2nd		100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A
						100.0		Q2			Q3		N/A

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

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7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL					Feb05	Mar05	Apr05	May05	Jun05	Jul05	
D12.1.1	90%	SAPADS to Outlets Data Transfer Delivery of SAPADS Planned Orders to Outlets - 8am Target						98.3	Q 2		98.5		Q 3
D12.1.2	95%	Delivery of SAPADS Planned Orders to Outlets - 12pm Target								5			Q 3
D12.2.1	97%	Delivery of SAPADS Advice Notes to Outlets - 08.00 on Day C					100.0	100.0	100.0	100.0	100.0	100	Q 3
									Q 2				

REVIEW OF LFS PERFORMANCE

All SLT's within target.

Fujitsu Services

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7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
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	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO		ADSL Connections	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			Dialled Connections	99.0	99.0	99.0	99.0	98.0	100.0	100.0	97.0	100.0	99.0	100.0
	99%		NBS Reliability											
			Fixed Connections	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
						Q2			Q3				Q4	
			ADSL Connections	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
B3.2	99%				.0	Q2	100.0		Q3				Q4	
B3.3	97%		Dialled Connections	99.0	99.0	99.0	99.0	98.0	100.0	100.0	98.0	100.0		
					0	Q2	98.0		Q3				Q4	

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7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Year to
Central Systems Availability																	
B2.2.1	<=3		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0		
						Q1				Q3			Q4			Q1	
B2.2.2	<=24		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during Non NB Core Hours		0	Q2		0		Q3		0	Q4		0		Q1
B2.2.3	<=3 hours		Availability Period aggregate Average Branch Outage during NB Core Hours			^				^		^					
					0	Q2		0		Q3		0	Q4		0		Q1
B2.2.4	<=24 hours		Availability Period aggregate Average Branch Outage during Non NB Core Hours	0		0			0		0						Q1
						Q2				Q3			Q4				
Network Availability																	
B2.4.1	99.95%		Central Network Availability	100		100.0			100		100.0						Q1
						Q2			Q3				Q4				
B2.4.2	99.95%		NBE Network Availability	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					N/A	Q2		N/A	Q3		N/A		Q4		N/A	Q1	N/A

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

7.6 SAP HOSTING

Transaction Performance				Feb-05	May-05	Jun-05	Jul-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06
F-02 GL Account Posting	80.0	82.0	79.0	79.0	87.0	83.1	87.3	127.4	107.0	58.0	75.0	74.5
F-03 Clear GL Account	746.0	808.0	757.0	1197.0	1018.0	1047.5	526.8	0.0	0.0	0.0	0.0	0.0
F-04 Post with Clearing	1370.0	1204.0	1637.0	1371.0	1160.0	1438.7	1449.1	1236.3	2507.0	1963.0	2787.0	2747.0
FB02 Change Document	256.0	243.0	15339.0	256.0	224.0	223.0	176.1	202.5	1484.0	157.0	82.0	78.2
FB09 Change Line Items	81.0	146.0	185.0	1434.0	1434.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
F13E Automatic Clearing	88158.0	18476.0	949.0	748.0	467.9	102.6	978.3	0.0	0.0	0.0	0.0	0.0
FB50 Enter G/L Account Document										173.0	154.0	140.0
FB70 Enter Customer Invoice										208.0	220.0	220.0
ME22N Change Purchase Order										4525.0	5399.0	539.0

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05
CS/OLA/049	98.50%	SAP Hosting								
			Service Availability (7.30am to 7.30pm)	100.0	100.0	100.0	89.5	100.0	100.0	100.0
	FIO	Service Outages	> 10hrs	0.0	0.0	0.0	1.0	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	54.4	100.0	100.0	90.3	66.0	100.0	100.0
				54.8				85.4		

REVIEW OF SAP HOSTING PERFORMANCE

All SLT's within target.

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
DE1.1	95%		Business Incidents													
			Report issued within 5 days	98.3	91.0	95.5	100.0	100.0	100.0	87.5	100.0	100.0	96.0	100.0	100.0	100.0
				63.1	Q2		98.5	Q3		95.8	Q4		98.7			
B4.1	95%		Data Reconciliation													
			Priority Exceptions resolved in 8 hours or less	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				66.7	Q2		100.0	Q3		100.0	Q4		100.0			

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

Fujitsu Services

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7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT				Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
			Reconciliation/Settlement Report Delivery												
DO5.1	<=4		Delivery by 08:05 (LREC received by 23:59:59)		0	0	0	0	0	0	0	0	0		
DO5.7	100%		Reconciliation Files delivered to TIP by 12:00 on Day B received by 22:00 with no overnight failure of DRS												
DO5.8	100%		Reconciliation Files delivered to TIP by 18:00 on Day B received by 22:00 with overnight failure of DRS		100	100	100	100	100	100	100	100			
DO6.1	<=4		CAPO File delivery by 03:00		0	0	0	0	0	0	0	0			
DO6.3	<=4		A&L File delivery by 03:00		0	0	0	0	0	0	0	0	0		
DO6.5	100%		CAPO Rec file delivery by 16:00		100	100	100	100	100	100	100	100	100		
DO6.6	100%		A&L Rec file delivery by 18:00												
DO6.7	PM		CAPO & A&L Rec files dispatched by 00:10		100	100	100	100	100	100	100	100	100	100	100

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

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

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

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

REVIEW OF RECONCILIATION / SETTLEMENT REPORT DELIVERY

All SLT's within target.

7.10 TESQA

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Total
			TESQA														hh:mm
T1.1	<=13.5hrs		Availability between 07:00 and 22:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
T1.2	97%		Transactions available in the data centre between 07:00 and 20:00 (15mins)	99.9	99.9	99.9	99.9	98.7	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
T1.2.1	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	100.0	100.0	100.0	
T1.3	97%		Transactions available in the data centre between 20:00 and 22:00 (40mins)	100.0	99.7	99.6	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
T1.3.1	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	100.0	100.0	100.0	
T1.4	100%		Transactions available in the data centre between 22:00 and 07:00 (4hours)	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	
T1.5			Query time constrained queries between 07:00 and 18:00 (Shown as % of <=20sec)	94.0	99.5	97.6	97.6	97.2	96.6	97.4	98.7	97.0	96.5	96.9	91.7	96.2	

REVIEW OF TESQA

All SLT’s within target.

Fujitsu Services

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7.11 POSTSHOPS

Ref	SL	ARL			Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
			PostShops												
	100%		Number of calls resolved within 8 hours										100.0%	94.4%	100.0%
	100%		Number of calls resolved next day										100.0%	94.4%	100.0%
			File Delivery											80.8%	100.0%

Fujitsu Services

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7.12 DEBIT CARD SERVICES

Ref	SLT	ARL	Feb05	Mar04	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
		Dialed Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.32	3.29	3.11	3.25	3.25	3.30	3.46	3.43	3.22	3.37	3.41	3.24	3.24
		Average time in secs to receive Agents Authorisations (T2)	0.90	0.87	0.92	0.91	0.89	0.98	0.92	0.91	0.93	0.92	1.02	0.88	0.87
		Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.67	1.59	1.66	1.62	1.56	1.69	1.70	1.58	1.47	1.49	1.50	1.39	1.40
		Average time in secs to receive Agents Authorisations (T2)	0.92	0.87	0.90	0.89	0.87	0.94	0.93	0.91	0.90	0.91	0.95	0.86	0.86
		SLT's													
		Average Transaction Time using Fixed Connections (T)	0.76	0.72	0.77	0.73	0.69	0.75	0.76	0.67	0.56	0.78	0.56	0.53	0.54
			0.72	Q2		0.72	Q3		0.73	Q4		0.57			
		Average Dialed T (T1-T2)	2.42	2.41	2.19	2.34	2.37	2.32	2.53	2.52	2.30	2.55	2.39	2.37	2.37
			2.41	Q2		2.27	Q3		2.54	Q4		2.54			
		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.0	Q2		100.0	Q3		100.0	Q4		100.0			
		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.9	99.8	99.9	99.8	99.8	99.9	99.8	99.8	99.9	99.8	99.9	99.9	99.9
			99.90	Q2		99.8	Q3		99.8	Q4		99.8			
		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			100.0	Q2		100.0	Q3		100.0	Q4		100.0			
		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	99.9	99.9	100.0	99.9	99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0
			99.9	Q2		99.9	Q3		100.0	Q4		100.0			

Fujitsu Services

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7.13 ELECTRONIC TOP-UPS

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
			Dialed Connections													
			Average time in secs to receive Counter Authorisations (T1)	3.35	3.33	3.18	3.16	3.22	3.05	3.13	3.09	2.98	2.99	2.97	3.00	3.05
			Average time in secs to receive Agents Authorisations (T2)	0.73	0.68	0.65	0.55	0.56	0.55	0.59	0.61	0.56	0.55	0.56	0.57	0.59
			Fixed Connections													
			Average time in secs to receive Counter Authorisations (T1)	1.44	1.43	1.45	1.28	1.29	1.22	1.33	1.29	1.22	1.19	1.18	1.19	1.26
			Average time in secs to receive Agents Authorisations (T2)	0.73	0.73	0.69	0.59	0.61	0.57	0.58	0.62	0.58	0.56	0.56	0.59	0.64
			SLT's													
			Average Transaction Time using Fixed Connections (T)	0.70	0.70	0.76	0.70	0.70	0.66	0.75	0.67	0.70	0.64	0.62	0.60	0.62
					0.70	Q2		0.70	Q3		0.69	Q4		0.63		
			Average Dialed T (T1-T2)	2.62	2.61	2.52	2.61	2.66	2.51	2.55	2.48	2.42	2.45	2.41	2.44	2.46
					2.61	Q2		2.60	Q3		2.52	Q4		2.43		
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					100.0	Q2		100.00	Q3		100.00	Q4		100.00		
			Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.7	99.3	99.6	99.5	99.9	99.9	99.7	99.7	99.9	99.8	99.9	99.8	99.8
					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
					100.0	Q2		100.00	Q3		100.00	Q4		100.00		
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	99.9	99.8	99.9	99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9	99.9	99.9
					99.8	Q2		99.99	Q3		99.90	Q4		99.90		

8 Branch Trading Capabilities

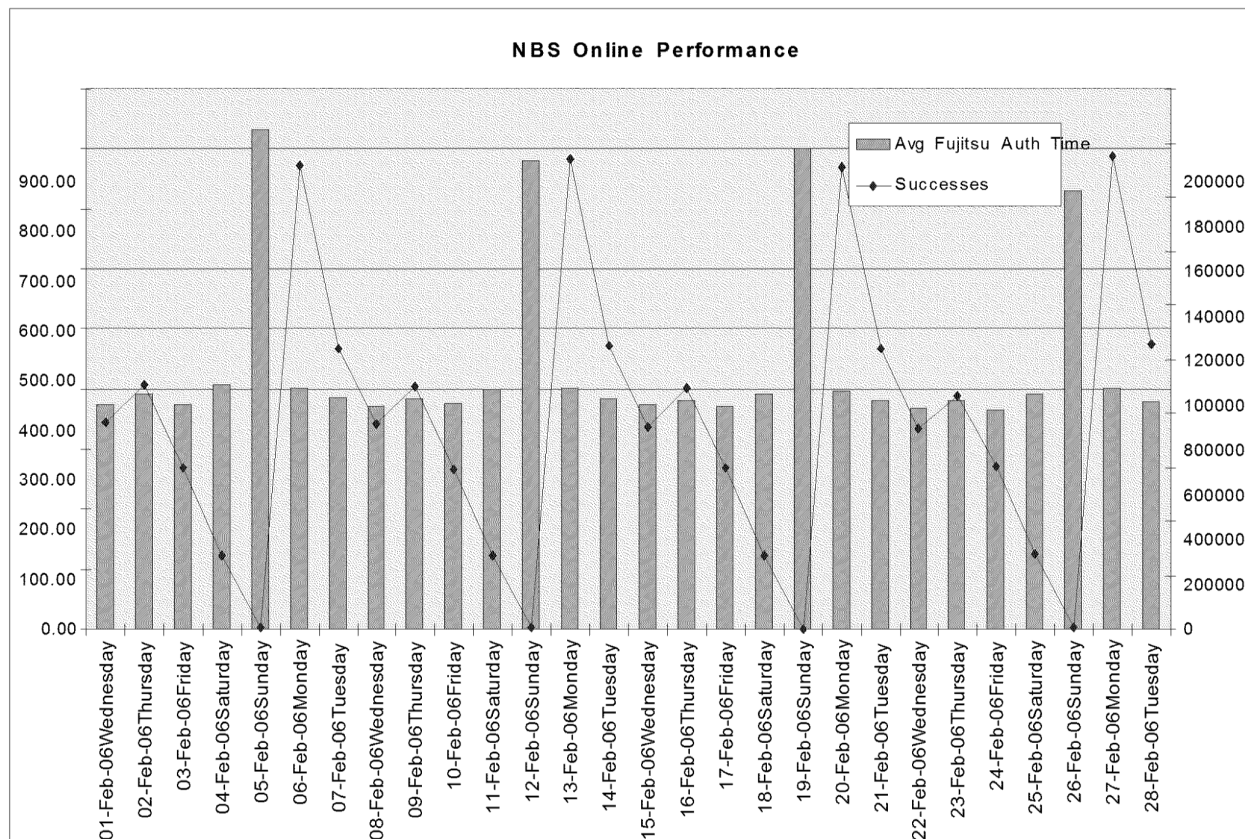
Ref	OLA		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
		Horizon NBS transaction time													
	99%	No. of transactions >2.5 seconds as % of total transactions									100%	100%	100%	100%	100%
		Counter Availability													
	99%	% Counter Availability									99.5%	99.2%	98.8%	99.4%	99.3%
		Branches with Online Services affected													
	<20	>5 Days All Branches								24	22	28	11	9	
	<20	>5 Days Excluding issues in POL domain								19	27	31	5	6	
	<10	>10 Days All Branches								6	5	13	14	6	
	<10	>10 Days Excluding issues in POL domain								10	9	16	8	2	

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

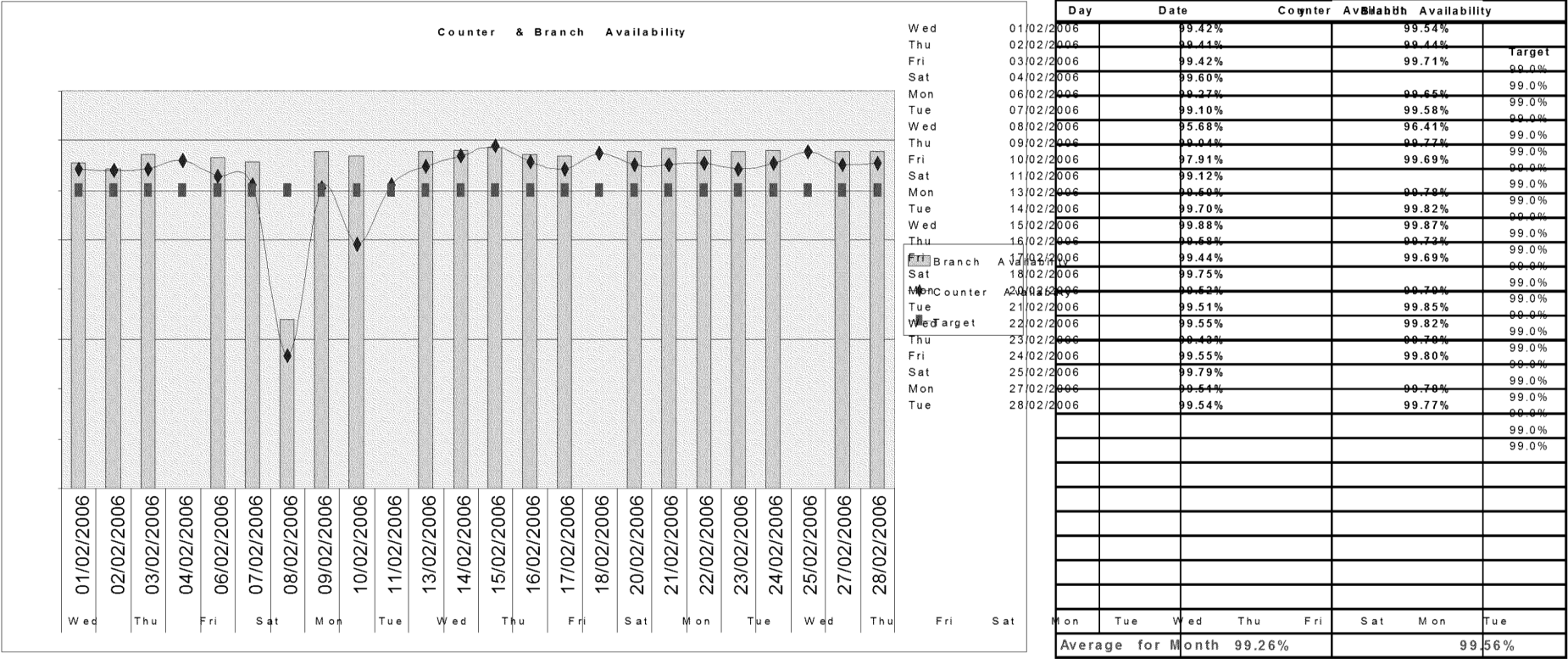
Counter Availability – This OLA is calculated against the ability for PM's to have full functionality on their counters. The percentage is calculated daily from calls logged and is reported in the daily report. The monthly OLA is an average taken across the month. The OLA target is set at 99%.

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

8.1 NBS Transaction Times

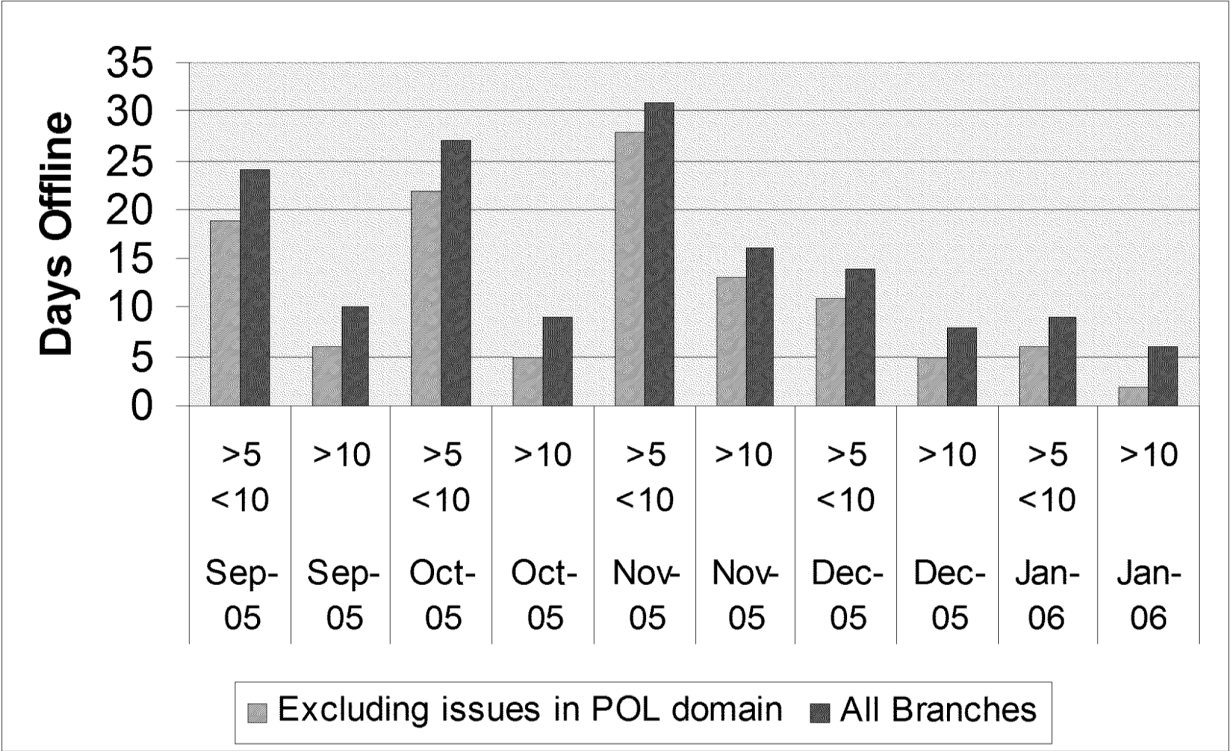
[illegible]

8.2 Counter Availability



8.3 Branches with Online Services Affected

Data currently unavailable



		Excluding issues in POL domain	All Branches
Sep-05	>5 <10	19	24
Sep-05	>10	6	10
Oct-05	>5 <10	22	27
Oct-05	>10	5	9
Nov-05	>5 <10	28	31
Nov-05	>10	13	16
Dec-05	>5 <10	5	11
Dec-05	>10	8	14
Jan-06	>5 <10	6	9
Jan-06	>10	2	6