

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

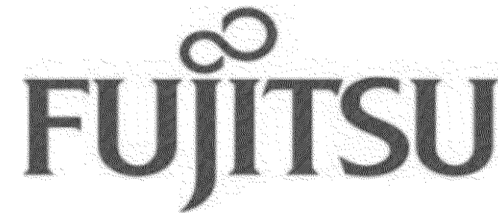
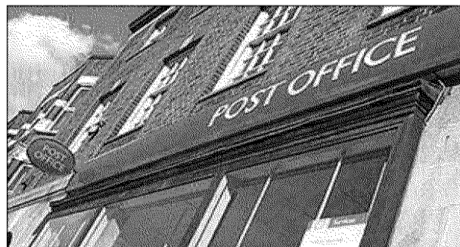
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FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

MARCH 2006



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Title: SERVICE REVIEW - MARCH 2006

Abstract: This document contains a summary of the Monthly Service Performance Statistics for the Period 1st to 31st March 2006.

Status: Definitive

Distribution: Service Management Forum
Fujitsu Services, Post Office Account: Head of Service Management
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Author: Mark Jones & Stephen Taplin, Fujitsu Services, Post Office Account: Management Support Unit

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	18/04/06	Service Review Book for March 2006 performance – Review & 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 MARCH REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

Fujitsu's service during March 2006 continued its high levels of service with all Service Levels being achieved with the exception of one Day J data recovery. Of note however, is the considerable increase in hardware incidents logged by PostMasters - split across both Pin Pad and Ithaca counter printers with approximately 450 extra incidents each. The engineer service performance remained above 95% compliance. The number of engineer visits was 5855 against a 'target' of 3875. The Pin Pad increase was a direct result of the S90 counter release, whilst the Ithaca Counter printer increase is currently under investigation and is the highest recorded monthly figure.

During February, there were 3 major incidents. There was minimal impact due to prioritisation of incidents.

On line service provision retained a high (over 85%) of incidents resolved within 24 hours and also a continued reduction in faults logged compared to 2005.

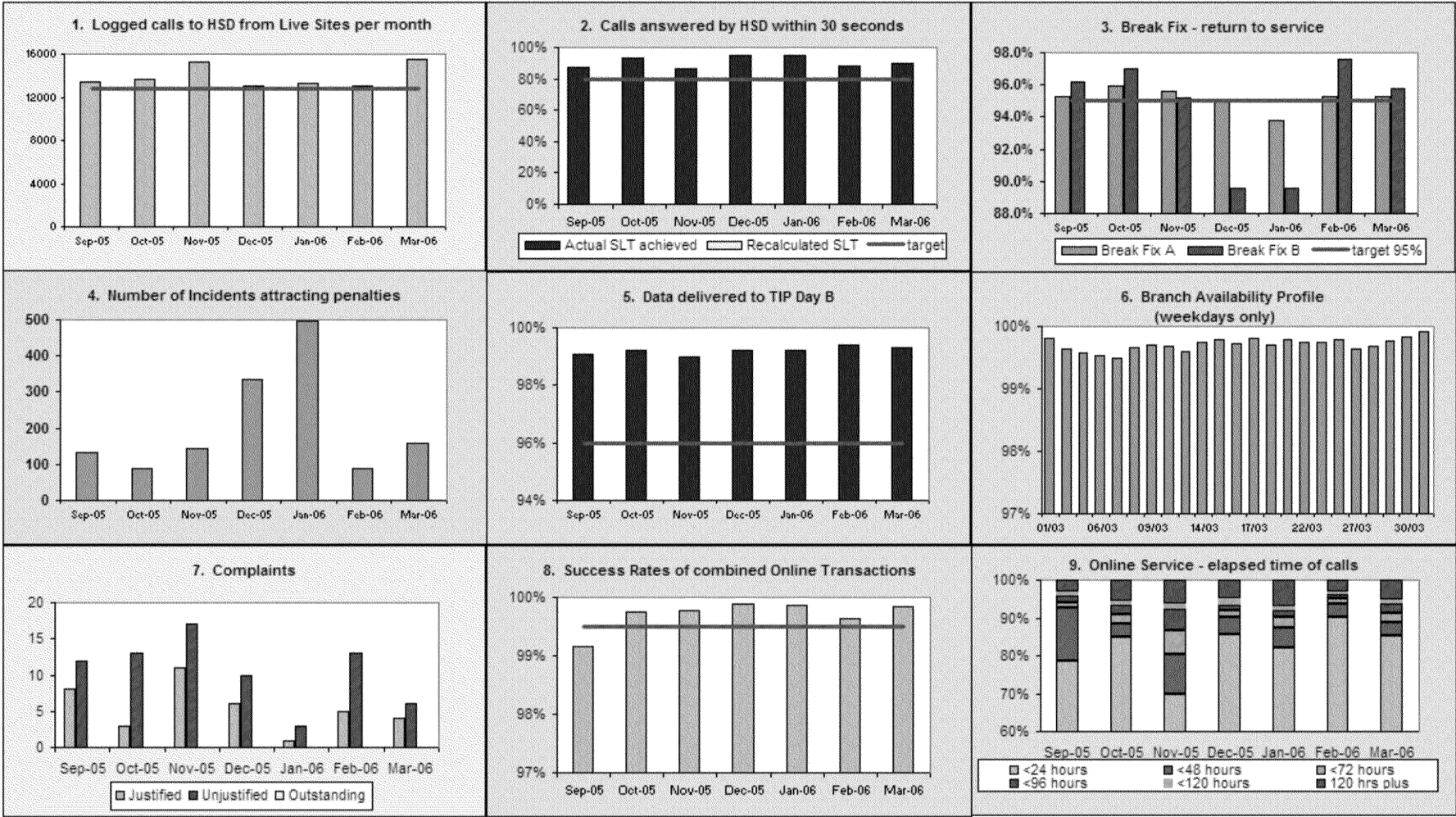
The Priority Engineering service commenced pilot during March, realigning call priorities appropriately based on a redefined matrix. To date, the pilot is in line with expectations in terms of profile of incidents logged and there has been no known negative feedback as to its implementation. Full rollout is planned for 20th April 2006.

Finally, the Service Director responsibility will be transferred to Naomi Elliott from myself on 24th April.



Executive Dashboard

March 2006



760
740
720
700
680
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420
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180
160
140
120
100
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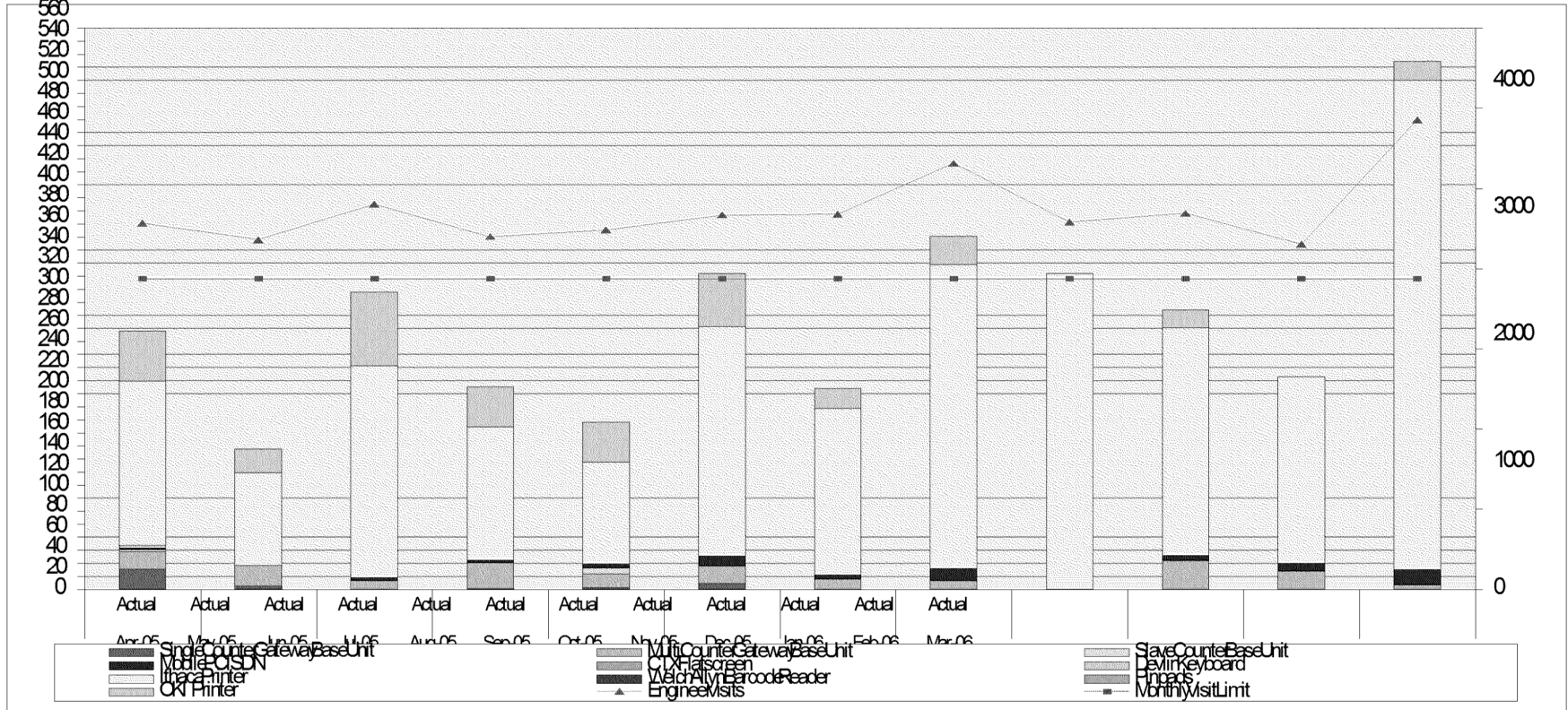
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2.1. Excess Call Volumes based upon >30% MTBF Degradation of Counter Hardware

5000



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	Actual	Actual	Actual						
Single Counter Gateway Base Unit	31	5	0	1	3	9	0	0	0	0	0	0						
Multi Counter Gateway Base Unit	27	32	13	40	21	27	16	13	0	44	28	7						
Slave Counter Base Unit	3	0	0	0	9	0	0	0	0	0	0	0						
Mobile PC/SDN	2	0	5	4	6	15	6	19	0	8	12	23						
CTX Flat Screen	0	0	0	0	0	0	0	0	0	0	0	0						
Devlin Keyboard	4	0	0	0	0	0	0	0	0	0	0	0						
Pinpad	252	142	325	204	150	351	255	400	404	349	200	750						
OKI Printer	0	0	0	0	0	0	0	0	0	0	0	0						
Engineer Visits	0	0	0	0	0	0	0	0	0	0	0	0						
Monthly Visit Limit	77	36	112	61	61	82	31	45	0	27	6	29						
Total	306	215	455	210	256	481	298	511	481	428	236	810						

2.1.2 Availability and Problem Management

Summary:

Within the Fujitsu Services domain for March 2006 there was 3 Incidents treated as major incidents. There were no incidents affecting VIP sites. There were 7 further service affecting incidents which were outside of the Fujitsu domain.

Major Incidents:

Wednesday 15th March: KMA service unavailable at start of day due to security key upgrade the previous evening. Only affecting KMA Key Refresh and replacement of Gateway/Counter exchanges. Full service available from 10:30. 13 Key Refresh calls logged and completed at start of service. MI E-0603150003 refers.

Tuesday 7th March: A power failure at the BANK site affected a switch ultimately resulting in a service outage to 3 BBPE (BAS Broadband PE) routers at Telehouse, GB_TELHS1_R10-004, 005 and 006. The service impact was a lose of online services to 792 branches. Incident occurred at 16:50 and was resolved by 19:20. MI E-0603070812 refers.

Friday 10th March: Total VSAT Network loss due to internal malfunction of Hughes router HOT-SLIM-1 at Docklands . On-Line services impact to all VSAT branches from 09:32 . Services restored between 09:48 and 10:45. Call MIE E-0603100209 refers.

Other incidents in Fujitsu Services domain:

Thursday 2nd March: CAPO Cards were declined on Pinpad's at 87 Bureau pilot sites for S90. Calls started at 09:59, this was temporarily resolved by a counter re-boot and service was restored by 14:30. The Bureau enabling Ref Data was reversed overnight to these pilot sites, enabling them to resume normal operation. Calls E-0603020307 & 380 refer.

Incidents Outside the Fujitsu Domain:

Tuesday 14th March: DVLA outage with both Links from Bootle & Wigan down at 16:17. DVLA service was unavailable from Swansea. DVLA resolved problem (IBM issue) and service restored at 19:45.

Thursday 16th March: Loss of the A&L service at 16:53 both from the Wigan & Bootle data centres, loss of all 4 PI's. Call logged with POL SCT, A&L undertaken planned works on A&L Firewall, did not inform POL. Call E-0603161005 refers.

Thursday 23rd March: DVLA counter issues due to inconsistency in prices for Motor Products coming from the DVLA when bar codes scanned. Problem caused by DVLA not updating the new price changes immediately to start from the 23rd on their application, POA Horizon system was updated

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with new prices by new Ref Data tariff files. DVLA had price changes starting from the 1st April instead of the 23rd March. DVLA were correcting overnight.

Tuesday 28th March: DVLA timeouts greater than 5% were alerted at 14:38, failures continued up to 17% during the afternoon, service returned to normal at 18:10. Call E-0603280666 refers.

Wednesday 29th March: DVLA timeouts started again at 10:46 with >16/17% failure rate continued all day and again ceased early evening. No problems the next day. DVLA/IBM investigated but no reason found. Call E-0603280666 is still open and on monitor to track.

Thursday 30th March: A&L 100% timeouts experienced from 10:56 to 11:19. A&L confirmed problem was due to work being done. 31 calls logged to the HSD. Call E-0603300358 refers.

Friday 31st March: VIP site Sunderland had moved location. All systems working except DC retails transactions. MID/TID issue due to Streamline, new MID/TIDs registered but NOT activated within Streamline. 08:16 to 12:10. Call E-0603310040 refers.

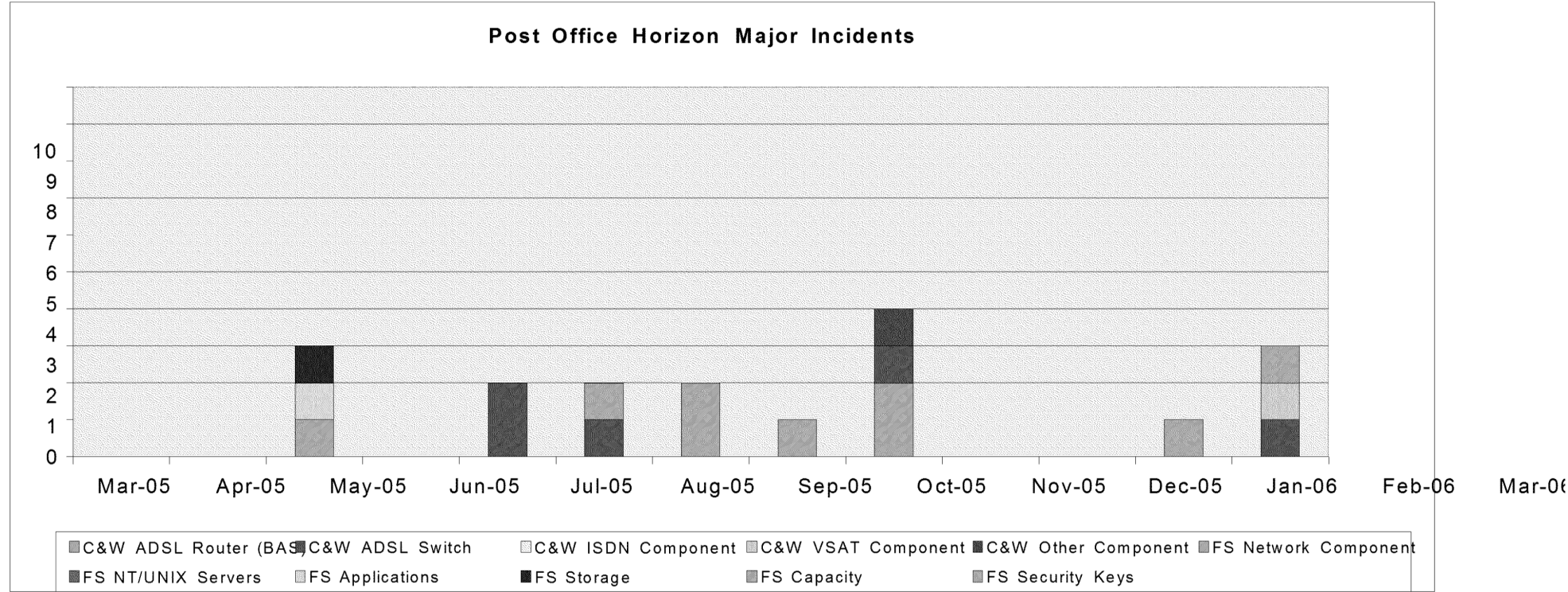
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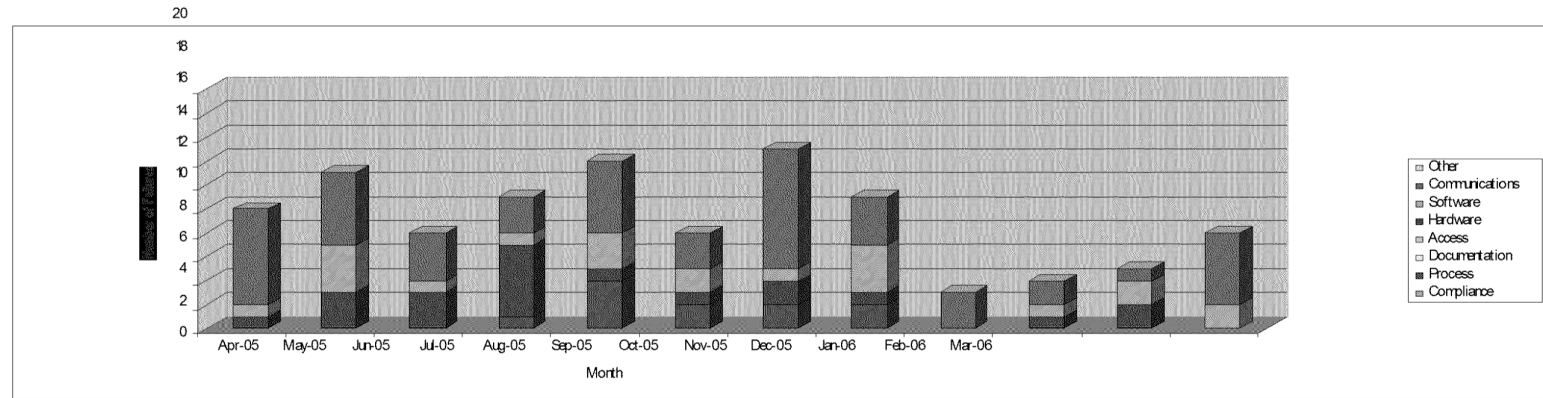
	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
C&W ADSL Router (BAS)	0	0	1	0	0	0	0	0	2	0	0	0
C&W ADSL Switch	0	0	0	0	2	1	0	0	1	0	0	0
C&W ISDN Component	0	0	0	0	0	0	0	0	0	0	0	0
C&W VSAT Component	0	0	0	0	0	0	0	0	0	0	0	0
C&W Other Component	0	0	0	0	0	0	0	0	1	0	0	0
FS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

2.1.3 OBC Branch Change Service Summary

March 2006 saw compliant achievement from Fujitsu Services OBC in delivering a performance within the OLA targets. A total of 260 changes were received, 15 of these were cancelled changes. With the exclusion of 'Closures' 222 changes were undertaken. Fujitsu were responsible for 9 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 3.15% against the new 4% OLA minus Closures. It also represents a failure rate of 3.67% against the original target of 5%. There were 2 line plant failures; this represents a failure rate of 2.86% against the old 4% target excluding Line Plant. There is a difference of -0.70% compared to February's Target without Closures. Compared to the February calculations a difference of -1.49% against the 5% target rate and -0.68% against the 4% target rate, excluding line plant. Post Office Ltd were responsible for 14 change requests not being completed on the target date, which represents 5.71% against the 4% target, which shows a difference against the February calculations of -3.09%.

Corrective Actions

Fujitsu continues to work closely with Cable & Wireless to minimise the materialisation of issues surrounding provision of communications. The new 'Express ISDN Installation Service' has recently become an option to further reduce lead times for provision. A Mobile 'retrofit' is now underway to ensure Mobiles are exchanged for the modified version, early indications are that the modified Mobile and the new PPMB are more reliable than their predecessor. Additional PPMB's are being supplied to sites which had previously been under delivered to.



2.1.4 ADSL Migration

At the end of March there were 10738 branches live on ADSL.

2.1.5 Icon Service

Icon Batch 2006-01 has been initiated. This contains 16 icons.

2.1.6 Business Continuity

The EDS disaster recovery (test 24), the Generic Agent (test 7) and the Alliance & Leicester (test 21) Business Continuity procedural walk-throughs were successfully conducted during March.

On Sunday 5th March the operational business continuity test for the Web Services, APOP, DVLA and PAF servers, (test 26) was successfully performed.

Over the weekend of the 11th and 12th of March the Database Server operational test (test 3), which now incorporates the APOP database, was also successfully completed.

On Wednesday 15th March the business continuity operational retest of the External Data Gateway was successfully performed, and on Thursday 16th March the operational test for the loss of STE09, i.e., HSD and SMC, was also successfully completed.

The Network Banking Service business continuity operational test was performed on Sunday 26th of March. All sub-tests were successfully completed. However, an investigation into failing over to the Wigan NPS, with node 2 as the master, caused the NPS fail-over to take slightly longer than one hour. (A previous fail-over to the Wigan NPS, with node 1 as the master, has confirmed that this can be completed within the hour.)

2.1.7 Message Broadcast

22 MBS sent in March

2.1.8 Horizon Service Desk and Complaints

With the exception of specific engineer or HSD incidents where our improvement action is detailed in the table below, complaints continue to be received against two main areas of the service; the quality and timeliness of the engineer support and the availability of the system in relation to On Line transactions.

Both areas are receiving considerable focus and attention within Fujitsu Services to ensure we continue to build upon the improvements we are making to the service and we continue to work with Post Office to manage expectations within the live estate.

Engineer Support

The "Priority Service" pilot commenced on 20th March within the Fujitsu Services Midlands region. In re-aligning the priorities allocated to hardware faults within the Branch, Fujitsu Services is aiming to provide a much higher quality service which targets those faults really impacting the Branch's ability to complete critical transactions, with less critical faults, i.e. back office printer issues, being dealt with the next day. We are working closely with Post Office to ensure that we have allocated the correct priority to those faults reported and we will be reviewing the results of the pilot with Post Office

next week (18th April) in readiness for a national roll out of the new service, with Post Office's agreement, on 20th April.

This service is being introduced to deliver significant cost savings to Post Office, however by structuring the service in the way we have, it is hoped that there will be a significant improvement in the perception of the service as viewed by the Postmaster, leading to fewer complaints.

On Line Services

Fujitsu Services continues to work with our communications suppliers to ensure communications outages are dealt with as quickly as possible. The "Priority Service" being piloted in respect of hardware issues should improve the availability of the counter to complete On Line transactions as gateway base unit faults within multi counter branches have now been given a higher priority and will be resolved within 4 hours instead of 8 previously. This should help to ensure the Postmasters perception of availability is improved. However, Fujitsu Services and Post Office are continuing to work together to manage the expectations of the Postmasters in relation to communications outages where it is proving difficult to resolve some issues which are out of our direct control, i.e. major plant work or infrastructure problems affecting the provision of telephone lines into the Branch.

Date in POL/Fujitsu	Date cleared Fujitsu	POL ref	BRANCH and Facia	Category/ reason for complaint	Just/not	Unjustified explanation	Improvement action
5. 27/03/06	28/03/06	Sfmar186	Bracken Bank 320306	Engineers attitude	justified	Not applicable	All engineers have been reminded, of the requirement when swapping printers for a new model, that the appropriate information and consumables are provided to the postmaster.
6. 27/03/06	30/03/06	Sfmar196	Ballygrant 160858	Online Services	justified	Not applicable	The Network and the Satellite suppliers monitoring tools have been enhanced to avoid this situation reoccurring
7. 27/03/06	29/03/06	Letter, ack 28/03/06	Ballygrant 160858	Various issues.	justified	Not applicable	The Network and the Satellite suppliers monitoring tools have been enhanced to avoid this situation reoccurring
10. 29/03/06	30/03/06	Dbmar022	James Lane 109002	Software issues	justified	Not applicable	This is a complicated issue not always easy to spot, however we have learnt from the PM's experiences and training will be given to the frontline agents on how to identify this type of problem when it occurs. The configuration issue has been addressed and in this instance was simply human error
1. 01/03/06	2/03/06	Sffeb136	Loughton way 189026	Online Services	Not justified	All contractual requirements met	Not applicable
2.	02/03/06	Sfmar007	Chadw	Online Services	Not justified	All contractual requirements	Not applicable

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01/03/06			ell St Mary 132026			met	
3. 10/03/06	13/03/06	Sfmar097	Willing ton 124106	Engineer Timescales	Not justified	All contractual requirements met	HSD are unable to give out exact arrival times for engineers, to prevent these types of complaints. This has been normal practice on the desk for several years however all agents will receive a general reminder on clear communications with the PM's.
4. 27/03/06	30/03/06	Email	Warwic k Ave 197130	Online Services	Not justified	All contractual requirements met	Not applicable
8. 29/03/06	30/03/06	Dbmar015	Fordha m 165113	HSD attitude	Not justified	All contractual requirements met	Not applicable
9. 29/03/06	30/03/06	Jhmar008	North Muskha m 465227	Software issues	Not justified	All correct actions completed by HSD/engineers	Not applicable

2.1.9 Business Incident Management

There were 43 BIM incidents during March. This is 29 less than reported in February 2006.

Of these incidents, 12 were within the 8 hour response SLT which were relating to the 'Network Banking State 4' exception type. 31 BIM incidents were within the 5 day response SLT.

The reduction in the number of BIM incidents is mainly due to S90 counter upgrade, post which there has been no State 4 exception type incidents raised.

2.1.10 Engineer Services – Site Visits By Engineer

There were over 5855 site visits undertaken by engineers in March which is more than 1000 above normal levels. That said, the success rate was again very high and all service level targets were exceeded. In mid-March the new SLT Priority initiative was piloted. This resulted in an increase of calls being categorised as A priority. Four hundred and fourteen visits were undertaken within the pilot region in the first two weeks.

2.1.11 Security Services

Automated Key Refresh

An average of 23 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 703 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

The manual keys that were generated and changed were as follows:

TK Key for DCS Agent Servers in Wigan and Bootle,

TK Key for DCSM Servers in Wigan and Bootle,

KMA TK key for KMS Servers in Wigan and Bootle and KMA Workstations in Bra01 and Lew02.

Key Management Administration

There was an error in the generation of the KMA TK key disks which affected the KMS servers, this was detected on the morning of the key update and the problem was resolved that morning.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
74	720	707	0
Query Days this month	YTD Contract	Received YTD	
1902	15000	15300	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
8	100	13	0

Witness statements provided this month	5	Witness statements YTD	46
Days in court this month	0	Days in court YTD	7

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Current Month and Forthcoming Court Commitments

Outlet	Date	Court location	Comments
New Cross Gate	27 March 2006	TBA	Witness not called
Waltham Abbey	19 April 2006	Chelmsford Crown Court	Trial rescheduled from 19 January. Witness required
Blackfriars	8 May 2006	Kingston Crown Court	Witness required
Goldsworth	15 May 2006	Guildford Crown Court	Witness required
Dunsville	6 June 2006	Doncaster Crown Court	Witness required
Camberwell Green	19 June 2006	Inner London Crown Court	Witness required

Updates to Previous Months Prosecutions

Outlet	Comments
None received	

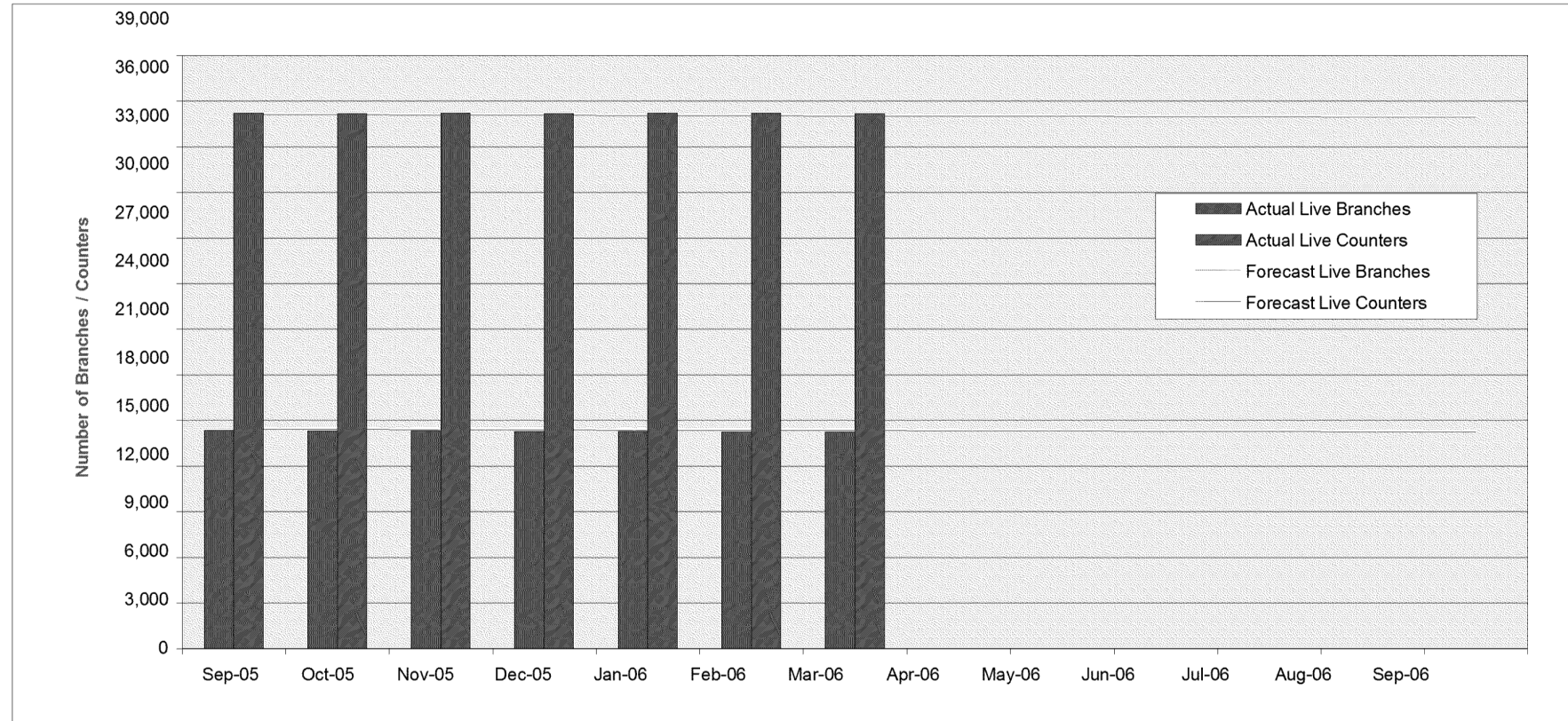
2.1.12 PostShops

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 25	Week 26	Week 27	Week 28	Monthly Totals
Number of calls received	16	11	13	9	49
Number of calls resolved in 8 hours	16	11	13	9	49
Number of calls resolved in next day	0	0	0	0	0
Number of Hardware faults	16	11	13	9	49
Number of software faults	0	0	0	0	0
Number of outstanding calls	0	0	0	0	0

3 MARCH VOLUMETRICS

3.0 OPERATIONAL BRANCH & COUNTER VOLUMES



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

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

3.1 VITAL STATISTICS

3.1.1 Vital Statistics – Network Banking

	March 06	To Date
Balance Enquiries	1,700,882	53,623,840
Bureau Credit Transactions	3,501	3,501
Bureau Credit Value	£973,795	£973,795
Bureau Debit Transactions	27,542	27,542
Bureau Debit Value	£7,525,364	£7,525,364
Cash Deposit Transactions	681,986	13,508,011
Cash Deposit Total Value	£317,430,591	£4,112,148,151
Cheque Deposit Transactions	47,745	959,852
Cheque Deposit Total Value	£18,040,393	£384,442,284
Cash Withdrawal Transactions	10,820,045	239,765,926
Cash Withdrawal Total Value	£1,088,166,930	£23,041,622,953
Withdrawal to Limit Transactions	10,274,625	169,213,674
Withdrawal to Limit Total Value	£1,280,775,005	£20,539,171,240
Sales Debit Refund Transactions	550	18,730
Sales Debit Refund Total Value	£61,813	£3,317,693
Sales Debit Payment Transactions	3,065,937	54,134,031
Sales Debit Payment Total Value	£209,593,059	£3,404,949,033

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

Bank	Transaction Volume	Transaction Value
<i>Alliance & Leicester plc</i>	1,637,674	£389,865,732
<i>card account at Post Office</i>	18,368,957	£2,054,196,707
<i>Streamline (Online Debit Card)</i>	3,097,530	£218,154,031

LINK

Abbey National PLC	66,281	£3,328,635
Bank of Ireland	26,080	£2,594,606
Barclays Bank Plc	918,566	£66,609,503
Clydesdale Bank Plc	114,648	£9,527,062
First Trust Bank	844	£76,225
HBoS	84,299	£4,829,996
HSBC Bank Plc	26,739	£1,859,680
Lloyds TSB	1,311,977	£81,656,136
Nationwide Building Society	183,306	£9,330,421
NatWest	135,877	£6,230,267
Northern Bank Ltd	8,722	£439,753
NS&I	256,924	£38,938,701
Post Office Financial Services	69	£32,093
Royal Bank of Scotland	43,174	£2,074,972
Smile	32,886	£4,973,925
The Co-operative Bank	217,356	£22,393,895
Ulster Bank Ltd	753	£56,446
Yorkshire Bank Plc	102,294	£5,398,165
LINK TOTAL	3,530,795	£260,350,480
GRAND TOTAL	26,634,956	£2,922,566,950

3.1.3 Vital Statistics – ETU Transactions

Summary	Mar-06	Totals to Date
Transaction Volume	1,659,329	40,369,192
Transaction Value	£13,751,672	£333,878,834

Details by Issuer Scheme	Transaction Volume	Transaction Value
3G UK Ltd Cash Credit	19,321	£218,360
3G UK Ltd Everything Add-On	5,275	£26,375
3G UK Ltd Talk and Text	5,083	£127,075
3G UK Ltd Text Add On	2,546	£16,825
Carphone Warehouse MobileWorld	4,183	£39,430
Fresh Mobile E-Voucher	3,169	£27,345
M&S Mobile Top-up Voucher	135	£1,180
Napster Tracks Music Voucher	89	£1,290
Napster Unlimited MusicVoucher	69	£1,485
O2 PAY & GO	225,046	£2,530,980
O2 Top-Up Voucher	62,451	£667,560
Orange E-Voucher	40,907	£306,635
Orange pay-as-you-go	364,881	£2,766,205
Post Office Rec Colleague Card	1,775	£14,725
Post Office Rechargeable Card	299	£3,135
Talk Talk Mobile E-Voucher	63	£515
talkXtra	3,499	£31,027
Tesco Mobile Pay as you Go	13,734	£151,180
Tesco Mobile Top-up Voucher	2,197	£24,135
T-Mobile Pay as you go	239,074	£1,949,205
T-Mobile Top-Up Voucher	67,356	£471,570
Virgin Mobile Airtime Voucher	42,582	£289,490
Virgin Mobile Pay As You Go	121,513	£842,190
Vodafone Pay as you talk	325,941	£2,475,300
Vodafone UK PAYT TopUp Voucher	106,843	£758,170
Vodafone UK Text Pack Voucher	1,217	£8,930
Vodafone UK Voice Pack Voucher	81	£1,355
	1,659,329	£13,751,672

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)
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
March 2006	27,230,402	N/A	245,958,494	3,066,487	26,607,414	1,659,329

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

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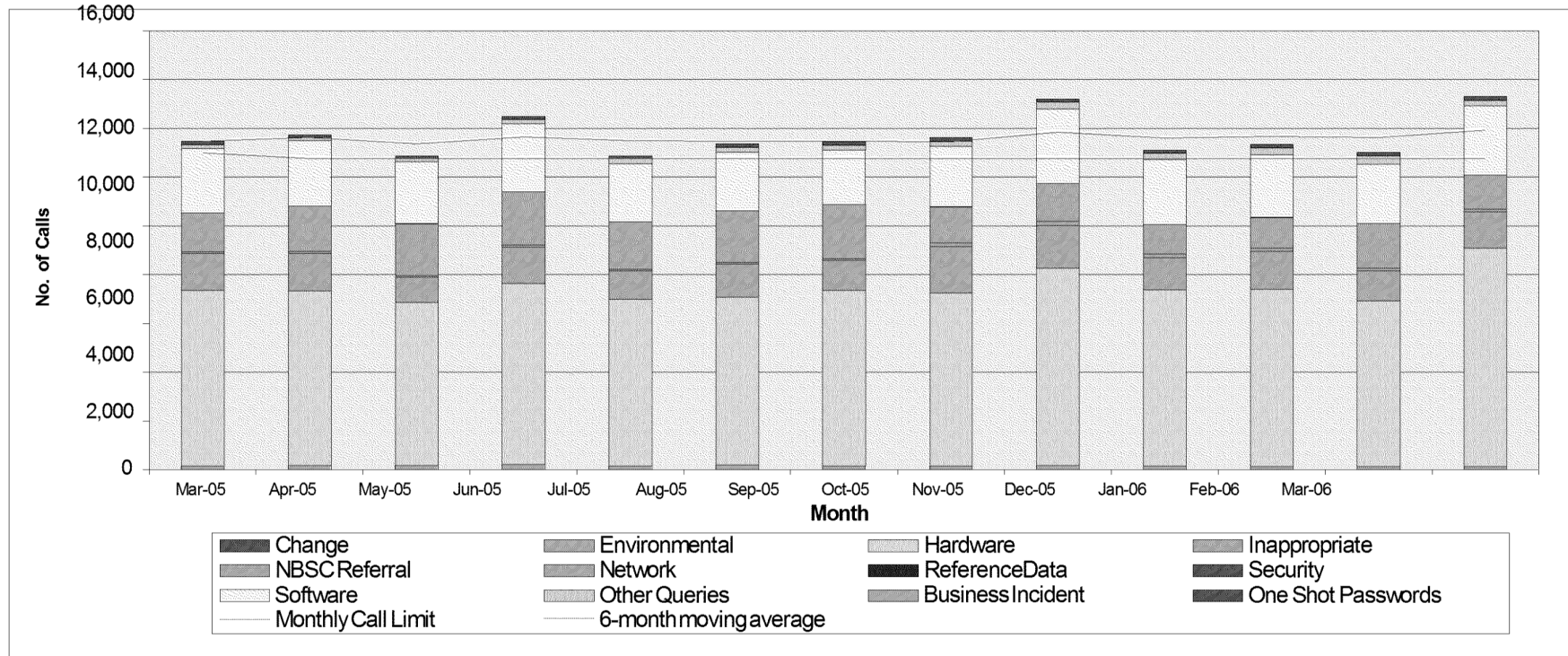
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Date: 18/04/06

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3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES



	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	
Business Incident														
Change		1		3		0	2	0	1	10	0	0		
Environmental	137	170	181	204	153	188	154	139	183	186	117	118	133	
Hardware	7222	7162	6677	7433	6848	6907	7210	7112	8088	7237	7277	6798	8956	
Inappropriate	1405	540	1033	1406	1160	1346	1217	1010	1745	1313	1551	1238	1489	
NBSCReferral	81	102	65	74	60	71	75	133	170	153	131	118	106	
Network	1603	1869	2114	2184	1959	2109	2220	1480	1565	1232	1274	1824	1408	
Other Queries	160	120	126	187	211	181	198	216	267	252	287	352	210	
ReferenceData	1	0	2	6	2	1	9	0	6	1	2	0	0	
One Shot Passwords	152	130	119	126	108	152	156	137	137	129	134	162	170	
Software	2632	2665	2537	2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	
Total Calls	13483	13744	12879	14501	12867	13368	13463	13616	15217	13105	13342	13439	15324	
6 month moving average	13483	13644	13369	13652	13495	13471	13470	13449	13839	13606	13685	13430	13941	
Monthly Call Limit	13000	12750	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)

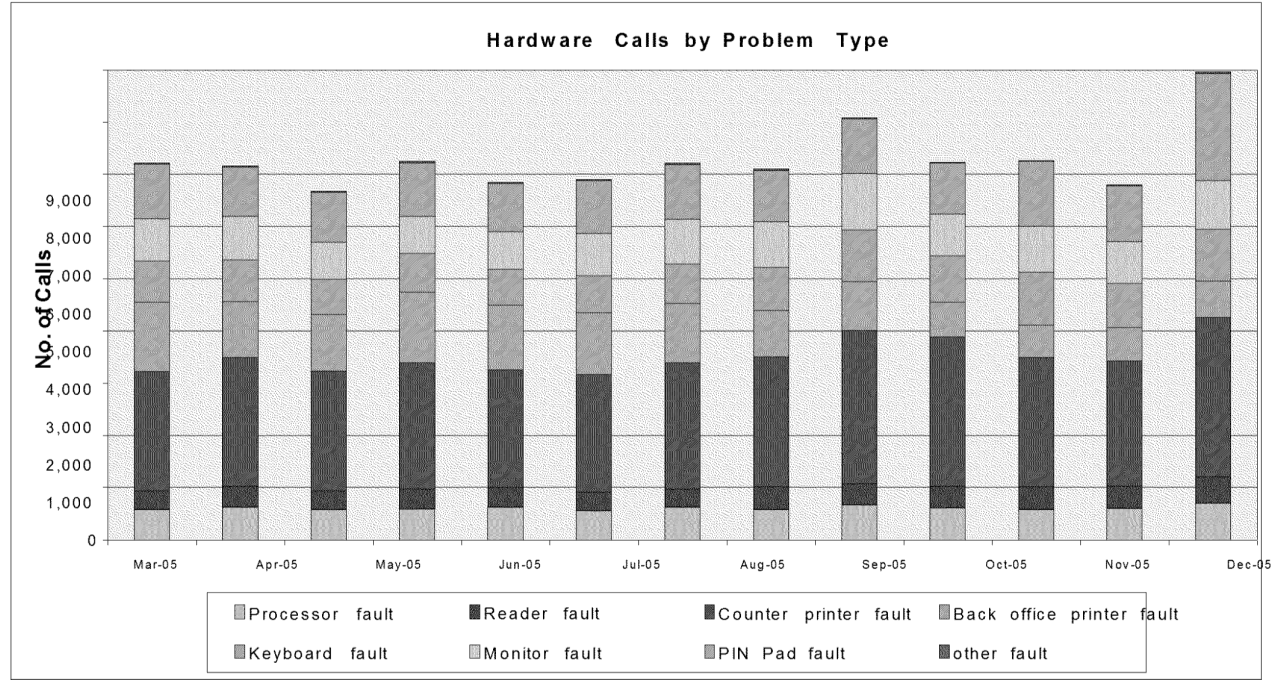
	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	
Business Incident	0	0	0	0	0	0	1	0	0	10	0	0	0	0
Change	0	1	1	3	0	0	0	2	0	1	1	1	0	0
Environmental	137	170	181	204	153	188	154	189	183	136	117	118	133	
Hardware	7222	7162	6677	7433	6848	6907	7210	7112	8088	7237	7272	6798	8956	
Inappropriate helpdesk	1495	1519	1033	1496	1150	1346	1217	1910	1745	1313	1551	1238	1489	
NBSC Referral	81	102	83	74	60	71	75	183	170	153	131	118	108	
Network	1603	1869	2114	2184	1959	2109	2220	1480	1555	1232	1274	1824	1408	
Other queries	160	120	126	187	211	181	198	216	267	252	287	352	210	
Reference Data	1	2	2	2	1	0	1	21	1	0	1	0	0	
Security	0	4	6	1	9	6	2	0	2	0	3	5	3	
One Shot Passwords	152	130	119	126	108	152	156	187	187	129	134	162	170	
Software	2632	2665	2537	2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	
System outage calls (not included)	0	0	139	0	0	0	549	0	479	0	0	0	119	
Total Calls	13483	13744	12879	14501	12867	13368	13463	13616	15217	13105	13342	13039	15324	
6-month moving average	13483	13614	13369	13652	13495	13474	13470	13449	13889	13606	13685	13630	13941	
Average Daily Call Rate	642	654	585	604	548	557	561	579	634	582	580	593	613	
Working days per month	21	21	22	24	23½	24	24	23½	24	22½	23	22	25	

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
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 From 09:03 - 10:15. WAN Router 1 Wigan	08/09/2005 27/09/2005	incident	132 417
	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 control 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
Mar-06	16:50 to 19:20 3 BBPE (BAS Broadband PE) routers at Telehouse, GB_TELHS1_R10-004, 005, 006	07/03/2006	ND01 + ND14	98
	09:32 to 10:45 Total VSAT Network loss due to loss of Hughes router at Docklands HOT SLIM1	10/03/2006	ND10 + ND14	8
	08:00 to 10:30 KMA service unavailable at start of day due to security key upgrade the previous evening.	15/03/2006	N & S	13
	TOTAL for MAR06			119

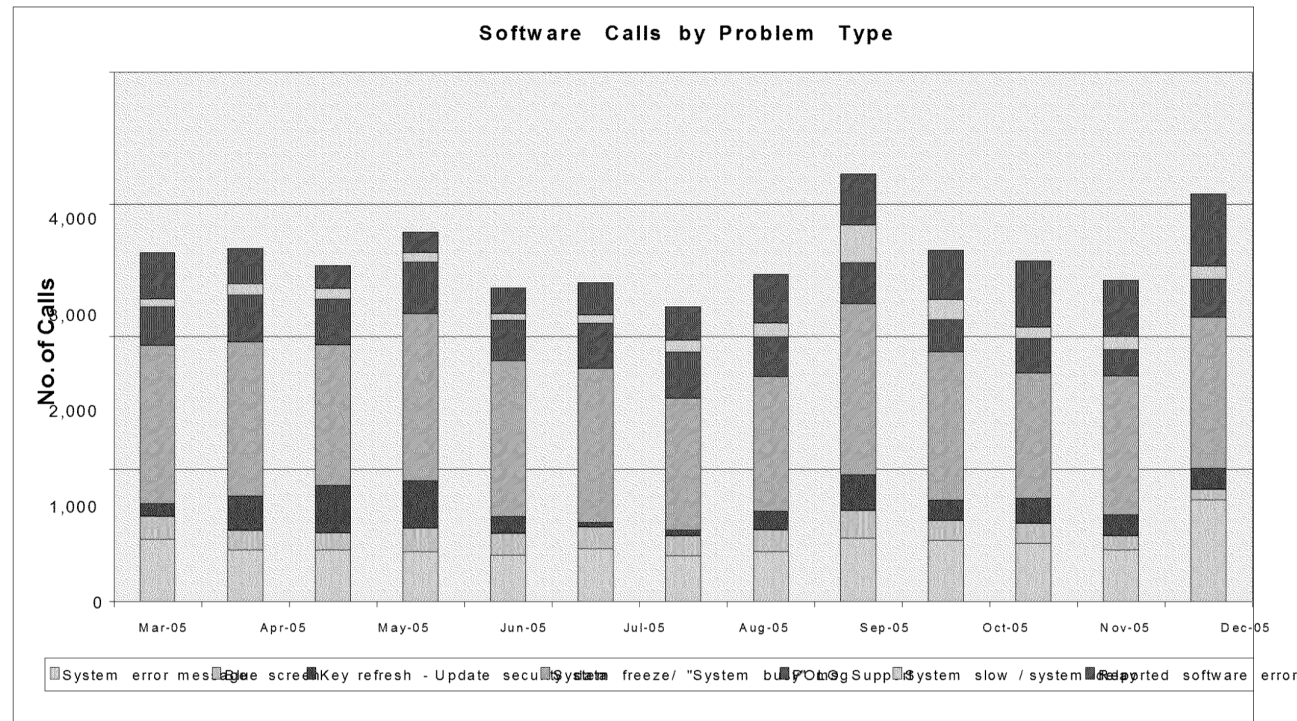
3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS



The number of hardware calls logged in March was at its highest level for over a year and over 2000 above normal levels. All call types showed visible increases, but most significantly PIN pads experienced a 100% increase in calls logged. This is due to an S90 counter fix which updated the PIN pads, and triggered a significant increase in calls from around 13th March. Call levels did start to drop again towards the end of the month, the issue has been resolved and call level numbers are expected to return to normal.

	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Processor fault	580	623	575	598	625	571	629	572	675	609	583	605	709
Reader fault	366	466	966	975	984	950	944	442	999	428	435	419	501
Counter printer fault	2281	2465	2291	2428	2248	2254	2428	2497	2939	2848	2474	2411	3051
Back office printer fault	1328	1071	1082	1342	1246	1177	1133	887	931	663	628	636	699
Keyboard fault	778	793	671	741	678	705	746	812	988	894	1009	849	983
Monitor fault	820	842	720	719	725	813	863	895	1090	800	873	793	942
PIN Pad fault	1042	940	950	1020	928	1015	1041	973	1042	971	1247	1071	2050
other fault	27	22	22	35	14	22	26	34	24	24	23	14	21
TOTAL	7222	7162	6677	7256	6648	6907	7210	7112	8068	7237	7272	6798	8956

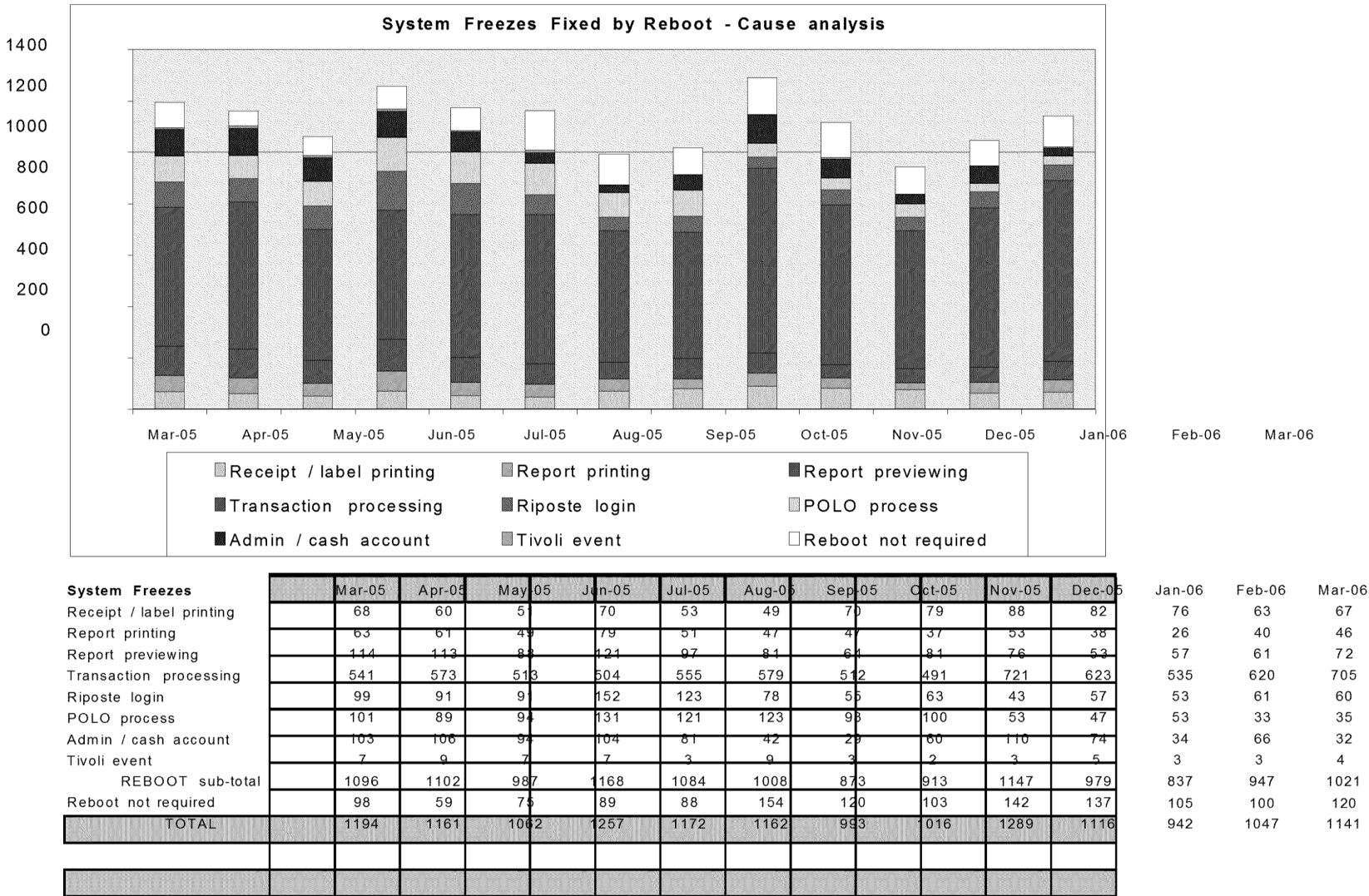
3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS (CONT'D)



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

	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
System error message	471	381	389	375	350	399	346	376	478	463	438	390	770
Blue screen	173	146	132	170	163	165	143	162	200	149	155	106	75
Key refresh - Update security data	95	261	355	357	131	32	46	142	275	158	190	160	162
System freeze/ "System busy" msg	1194	1151	1062	1260	1173	1164	993	1016	1289	1116	942	1047	1141
On-Site Support	295	355	345	396	308	341	343	301	309	244	265	201	288
System slow / system delay	53	83	81	69	47	64	92	104	286	149	80	94	96
Reported software error	351	265	173	156	196	242	254	367	384	373	501	426	546
TOTAL	2632	2655	2537	2791	2568	2407	2228	2468	3227	2652	2571	2424	3078

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



3.2.2 ONLINE NETWORK SERVICES

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

The HSD received a total of 1633 network incidents in Mar-06 which is an improvement over the Feb-06 performance but is still above an optimum historic position of around 1200 network incidents per month. Although the ADSL incidents are slightly high they are distributed evenly across the month and were not significantly impacted by any particular incidents.

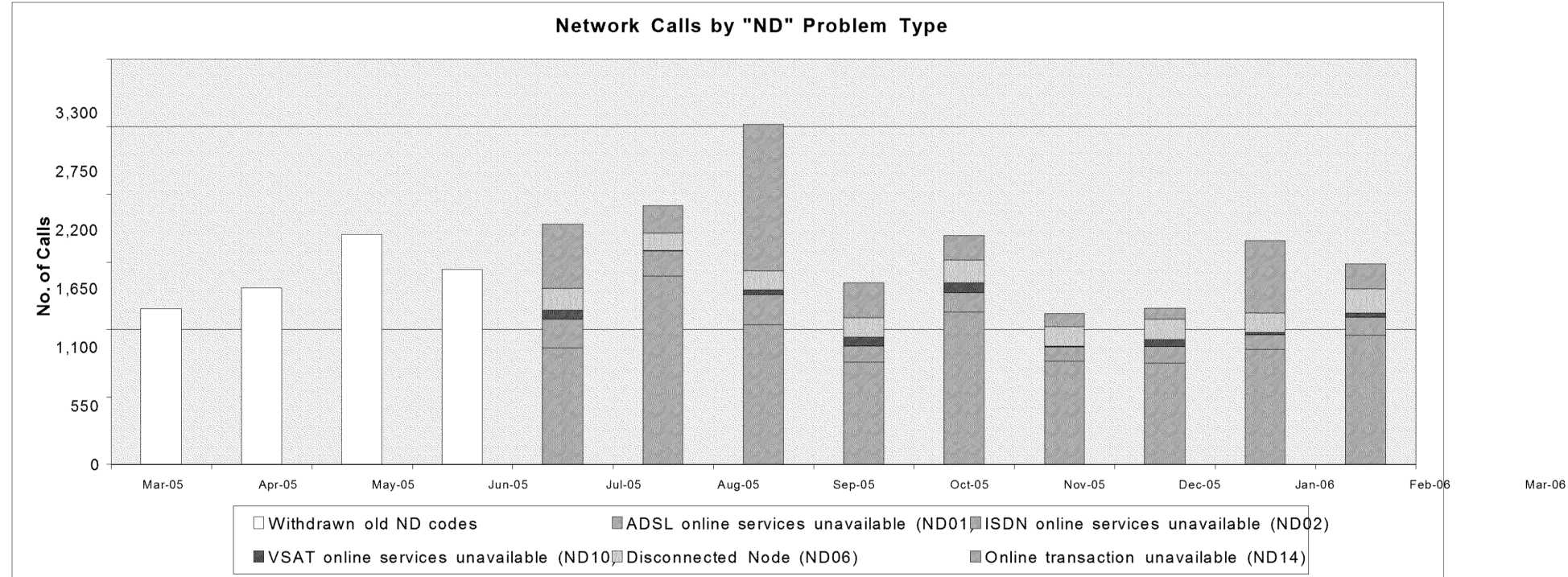
Analysis of the 203 online transaction incidents shows that they were mostly related to A&L domain firewall instability.

The branch network MTBF and MTFR measurements are consistent with previous month although the VSAT reliability was affected by the 4 x branch Personal Earth Station (PES) failures. The number of ADSL related gateway reboots caused by a Windows NT authentication issues continues to be high but we are optimistic that a work-around in S92 connection manager will reduce the volume of these incidents.

Service improvements such as the upgrade of the BBPE (BAS) router IOS version and configuration standardisation are going smoothly and we are pleased with the increased stability of the Cable & Wireless infrastructure and the reduction in frequency and duration of major incidents.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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



ND CALLS by Problem Type

	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	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	6	30	73	78	11	59	16
Disconnected Node (ND06)					178	145	153	160	188	157	167	161
Online transaction unavailable (ND14)					525	221	1193	283	199	109	88	587
TOTAL	1267	1439	1871	1590	1959	2109	2769	1480	1865	1232	1274	1824

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3.2.2 ONLINE NETWORK SERVICES (CONT'D)

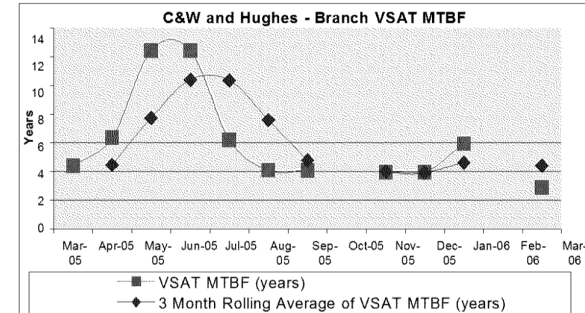
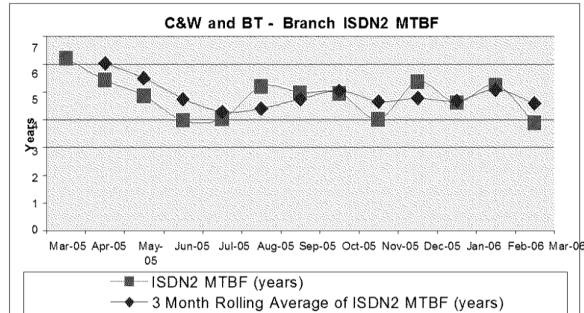
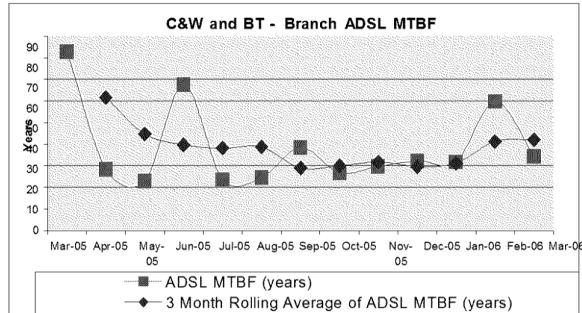
ADSL Online Services Calls - Cause Analysis	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
ADSL service fault (C34)					96	69	55	45	46	39	44	28	34
ADSL major incident (C37)					21	586	155	37	277	20	17	22	9
Software error / reboot (C36)					376	415	394	287	337	324	317	373	446
Undetermined fault (CG4)					189	176	267	189	268	235	194	230	282
Subtotal					682	1246	871	558	928	618	572	653	771
PSTN line fault (C35)					45	34	27	38	40	32	41	45	58
No fault found / user error (CR4)					193	281	217	214	232	178	191	207	265
Duplicate call or other causes					29	24	22	26	43	16	24	33	35
TOTAL	0	0	0	0	949	1435	1137	832	1243	841	828	938	1129

ISDN Online Services Calls - Cause Analysis	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
ISDN service fault (C31)					36	77	81	56	75	53	57	53	81
Major incident (C38)					12	0	2	2	0	1	0	0	0
Software error / reboot (C36)					40	32	67	20	17	17	24	22	23
Undetermined fault (CG4)					46	28	52	29	38	29	30	33	24
Subtotal					194	157	202	107	123	100	111	108	128
No fault found / user error (CR4)					32	34	34	15	13	6	16	11	11
Duplicate call or other causes					8	11	11	10	16	5	5	3	11
TOTAL	0	0	0	0	234	202	247	132	157	111	132	122	150

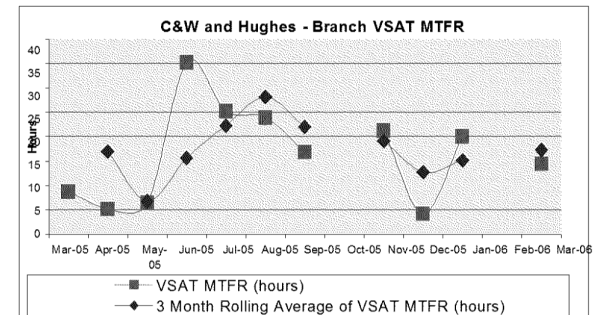
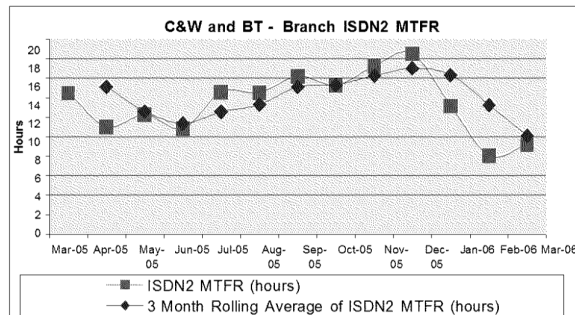
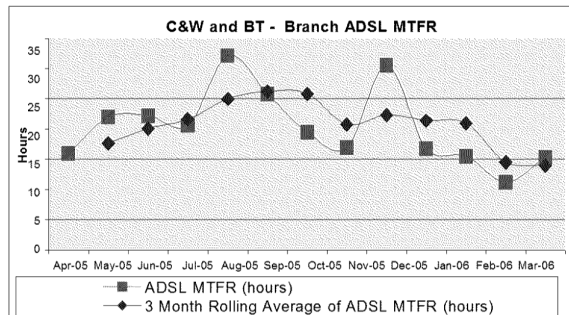
VSAT Online Services Calls - Cause Analysis	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
VSAT service fault (CG5)					2	3	3	0	5	3	3	0	3
Major incident (C39)					44	0	25	68	43	0	33	0	13
Software error / reboot (C36)					14	1	2	1	8	2	7	7	15
Undetermined fault (CX8)					9	0	3	2	13	4	3	8	5
Subtotal					69	4	35	71	69	9	46	15	36
No fault found / user error (CR4)					4	2	2	2	7	1	1	0	6
Duplicate call or other causes					0	0	0	0	2	1	12	1	2
TOTAL	0	0	0	0	73	6	39	73	78	11	59	16	44

ND14 Online Transaction - Cause Analysis	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Software error / reboot (C36)					70	32	63	41	50	42	31	14	15
Online transaction Major Incident (G40)					5	94	954	139	17	23	31	541	137
Subtotal					75	126	1017	180	97	65	62	555	152
No fault found / user error (CR4)					50	31	109	92	92	43	22	30	29
Duplicate call or other causes					400	4	7	11	10	1	4	2	27
TOTAL	0	0	0	0	525	221	1193	283	199	109	88	587	208

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

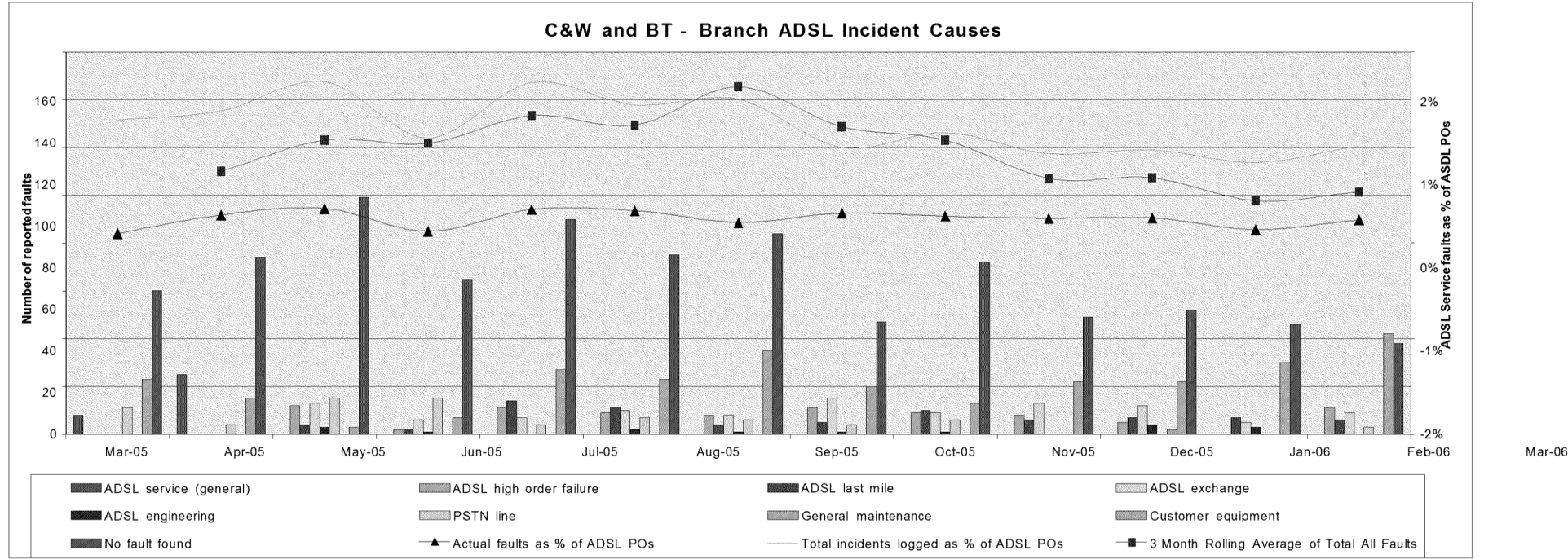


	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
ADSL MTBF (years)	82.78	28.45	22.98	67.67	23.73	24.71	38.55	26.34	29.86	32.31	31.83	59.80	34.42
3 Month Rolling Average of ADSL MTBF (years)		61.70	44.74	39.70	38.13	38.70	29.00	30.03	31.75	29.67	31.33	41.31	42.01
ISDN2 MTBF (years)	6.22	5.44	4.86	3.98	4.04	5.21	4.98	4.96	4.03	5.38	4.62	5.27	3.89
3 Month Rolling Average of ISDN2 MTBF (years)		6.04	5.51	4.76	4.29	4.41	4.74	5.05	4.65	4.79	4.67	5.09	4.59
VSAT MTBF (years)	4.42	6.38	12.42	12.42	6.21	4.11	4.08		3.97	3.97	5.96		2.94
3 Month Rolling Average of VSAT MTBF (years)		4.49	7.74	10.40	10.35	7.58	4.80		4.03	3.97	4.63		4.45



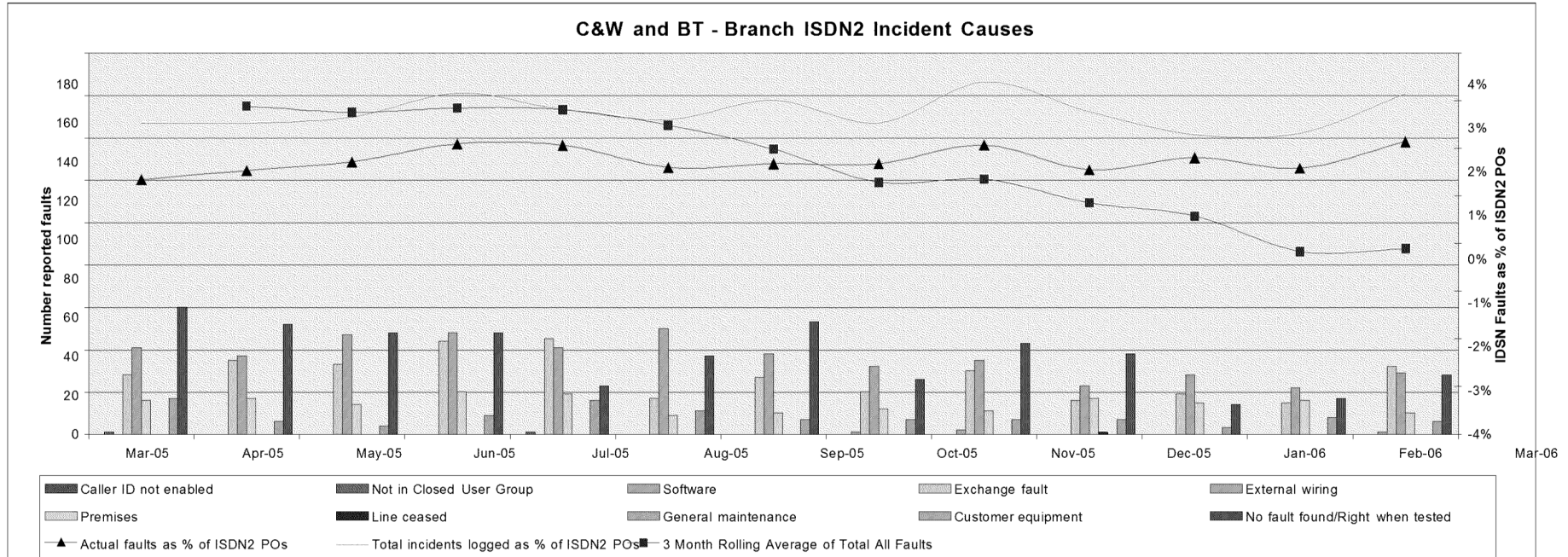
	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
ADSL MTFR (hours)	16.06	22.06	22.26	20.65	32.26	25.87	19.58	16.97	30.63	16.81	15.58	11.22	15.41
3 Month Rolling Average of ADSL MTFR (hours)		17.71	26.13	21.65	25.65	26.24	25.60	28.91	22.30	21.47	21.01	14.54	14.07
ISDN2 MTFR (hours)	11.62	11.01	12.28	10.87	11.63	11.64	16.22	15.31	17.26	18.66	13.10	8.10	9.21
3 Month Rolling Average of ISDN2 MTFR (hours)		15.16	12.61	11.40	12.59	13.35	15.11	15.37	16.27	17.04	16.34	13.28	10.17
VSAT MTFR (hours)	8.83	5.25	6.50	35.30	25.30	24.00	16.97		21.33	14.30	20.15		14.51
3 Month Rolling Average of VSAT MTFR (hours)		17.05	6.86	15.68	22.37	28.20	22.09		15.15	12.82	15.26		17.33

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



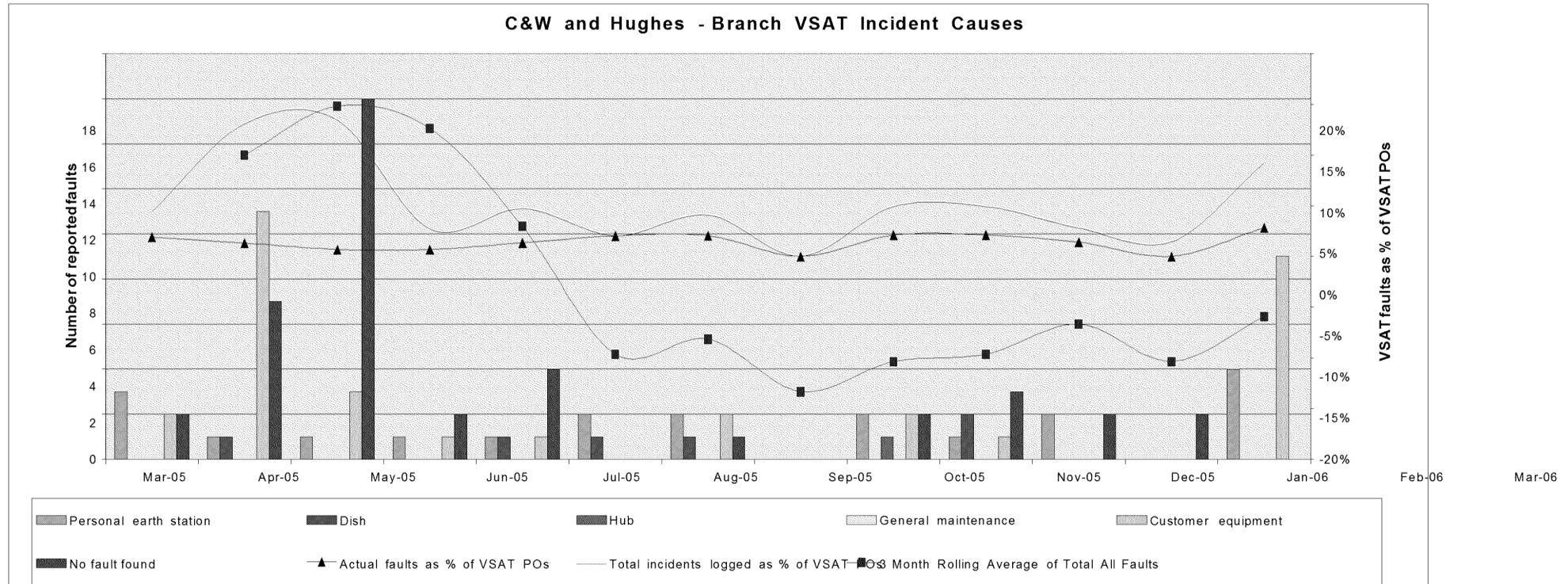
	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
ADSL service (general)	8	25											
ADSL high order failure			12	2	11	9	8	11	9	8	9	0	11
ADSL last mile			4	2	14	11	4	5	10	6	7	7	6
ADSL exchange			13	6	7	10	8	15	8	13	12	5	9
ADSL engineering			3	1	0	2	1	1	1	0	4	3	0
Actual faults at ADSL POs total	8	25	32	11	32	32	21	32	29	27	28	15	26
Actual faults as % of ADSL POs	0.10%	0.29%	0.36%	0.12%	0.35%	0.34%	0.22%	0.31%	0.28%	0.26%	0.26%	0.14%	0.24%
PSTN line	11	4	15	15	4	7	6	4	6	0	0	0	3
General maintenance	0	0	0	0	0	0	0	0	0	0	2	0	0
Customer equipment	23	15	3	7	27	23	35	20	13	22	22	30	42
No fault found	60	74	89	63	90	75	84	47	72	49	52	46	38
Total All Faults	102	118	140	93	163	137	146	103	120	98	104	91	109
3 Month Rolling Average of Total All Faults		110	123	122	133	129	145	129	123	107	107	98	101
Total incidents logged as % of ADSL POs	1.28%	1.38%	1.69%	1.10%	1.68%	1.44%	1.50%	1.00%	1.15%	0.94%	0.97%	0.85%	1.02%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	1	0	0	0	1	0	0	0	0	0	0	0	0
Software	0	0	0	0	0	0	0	1	2	0	0	0	1
Exchange fault	28	35	33	44	45	47	27	20	30	16	19	15	32
External wiring	41	37	47	48	41	30	38	32	35	23	28	22	29
Premises	16	17	14	26	18	9	10	12	11	17	15	16	10
Line ceased	0	0	0	0	0	0	0	0	0	1	0	0	0
Actual faults at ISDN2 POs total	86	89	94	112	106	76	75	65	78	57	62	53	72
Actual faults as % of ISDN2 POs	1.34%	1.53%	1.71%	2.10%	2.06%	1.60%	1.67%	1.68%	2.07%	1.55%	1.80%	1.58%	2.14%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	17	6	4	9	16	11	7	7	7	7	3	8	6
No fault found/Right when tested	60	52	48	48	23	37	53	26	43	38	14	17	28
Total All Faults	163	147	146	169	143	124	135	98	128	102	79	78	106
3 Month Rolling Average of Total All Faults		155	152	154	153	146	135	119	120	109	103	86	88
Total incidents logged as % of ISDN2 POs	2.54%	2.53%	2.66%	3.16%	2.82%	2.61%	3.01%	2.54%	3.40%	2.77%	2.30%	2.33%	3.15%

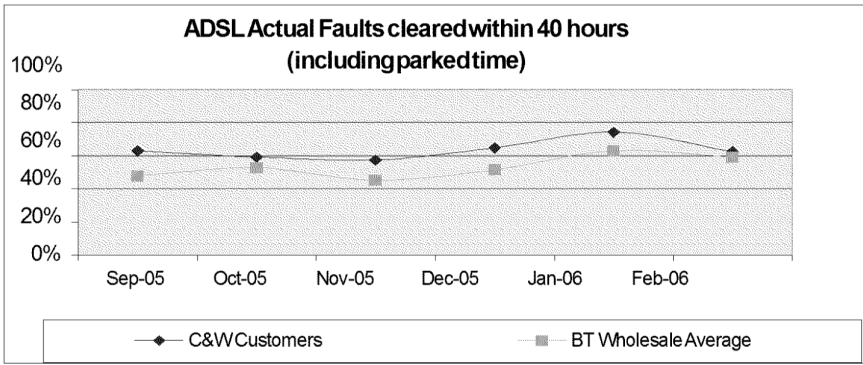
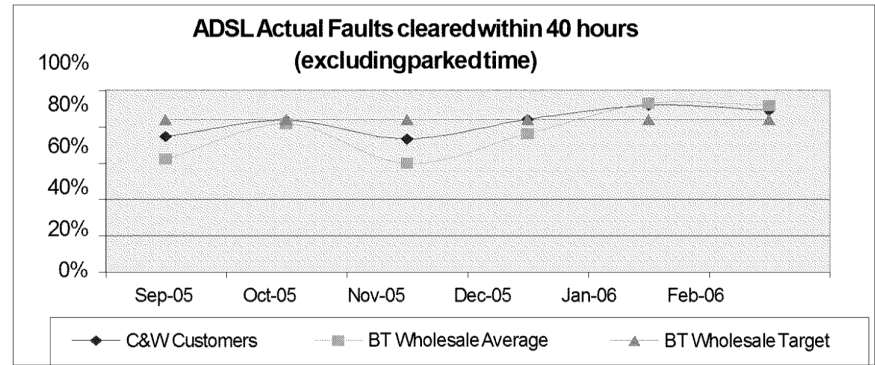
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Personal earth station	3	1	1	1	1	2	2	0	2	1	2	0
Dish	0	1	0	0	1	1	1	0	0	2	0	0
Hub	0	0	0	0	0	0	0	0	1	0	0	0
Actual faults at VSAT POs total	3	2	1	1	2	3	3	0	3	3	2	0
Actual faults as % of VSAT POs	1.89%	1.31%	0.67%	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%	2.10%	1.40%	0.00%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	2	11	8	1	1	0	2	0	2	1	0	0
No fault found	2	7	16	2	4	0	1	0	2	3	2	2
Total All Faults	7	20	20	4	7	3	6	0	7	7	4	2
3 Month Rolling Average of Total All Faults		14	16	15	10	5	5	3	4	5	6	4
Total incidents logged as % of VSAT POs	4.40%	13.07%	13.42%	2.68%	4.70%	2.03%	4.06%	0.00%	4.90%	4.90%	2.80%	1.42%

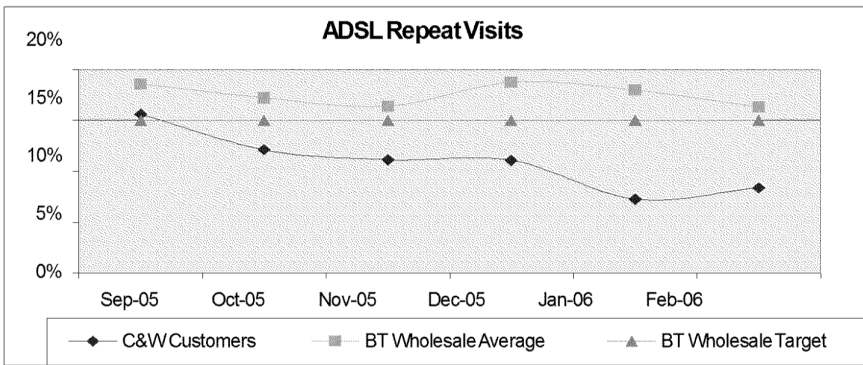
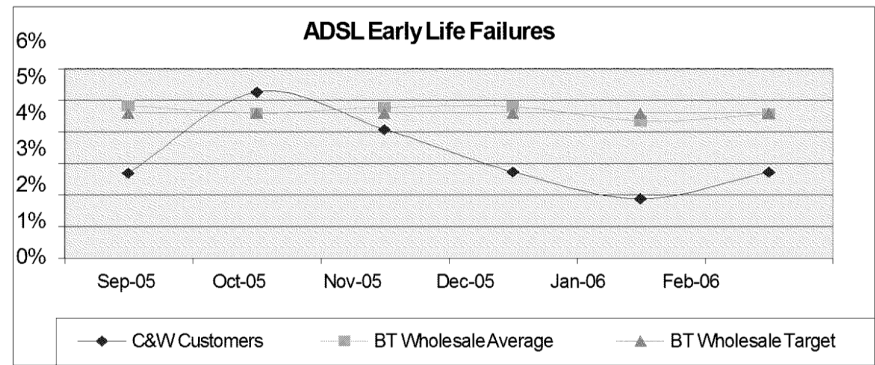
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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.



	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
C&W Customers	74.67%	83.52%	73.36%	83.92%	91.67%	89.13%
BT Wholesale Average	62.07%	81.69%	59.79%	76.10%	92.97%	91.76%
BT Wholesale Target	84%	84%	84%	84%	84%	84%

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
C&W Customers	62.88%	59.34%	57.48%	64.82%	74.31%	62.50%
BT Wholesale Average	48.02%	52.78%	45.39%	51.48%	63.01%	59.35%
BT Wholesale Target	None	None	None	None	None	None

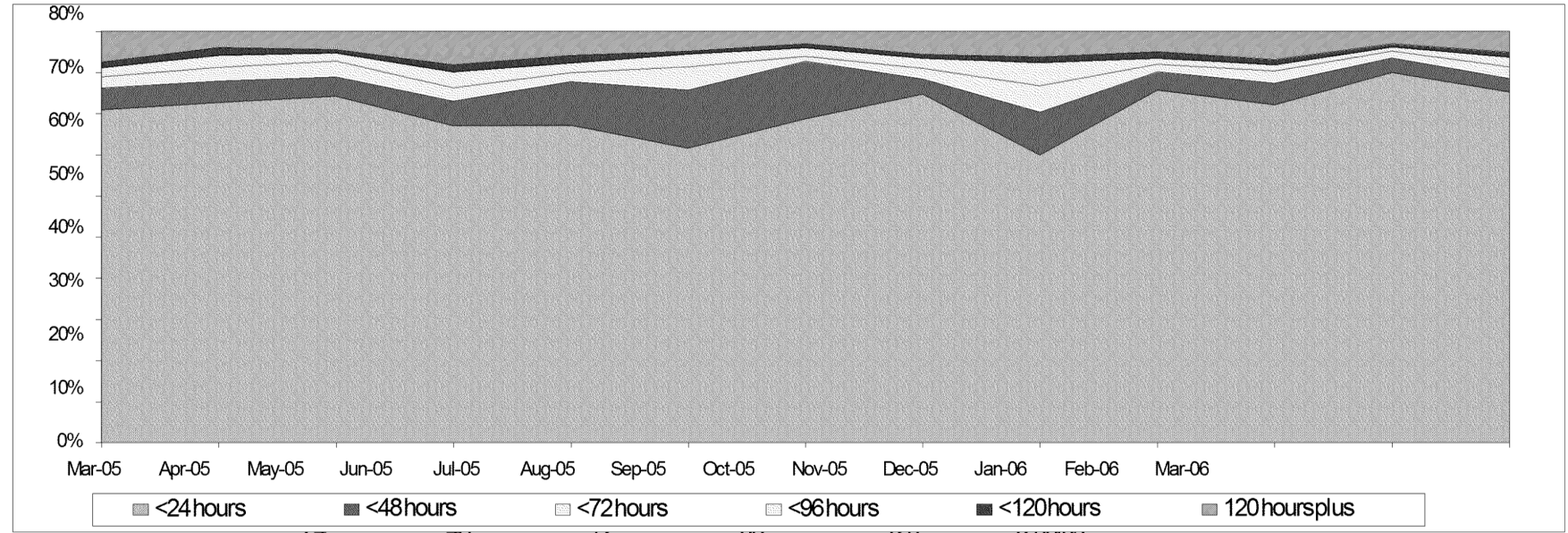


	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
C&W Customers	2.70%	5.26%	4.08%	2.73%	1.88%	2.72%
BT Wholesale Average	4.84%	4.59%	4.77%	4.81%	4.36%	4.60%
BT Wholesale Target	4.60%	4.60%	4.60%	4.60%	4.60%	4.60%

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
C&W Customers	15.60%	12.09%	11.11%	11.05%	7.23%	8.33%
BT Wholesale Average	18.58%	17.21%	16.37%	18.72%	17.98%	16.31%
BT Wholesale Target	15%	15%	15%	15%	15%	15%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

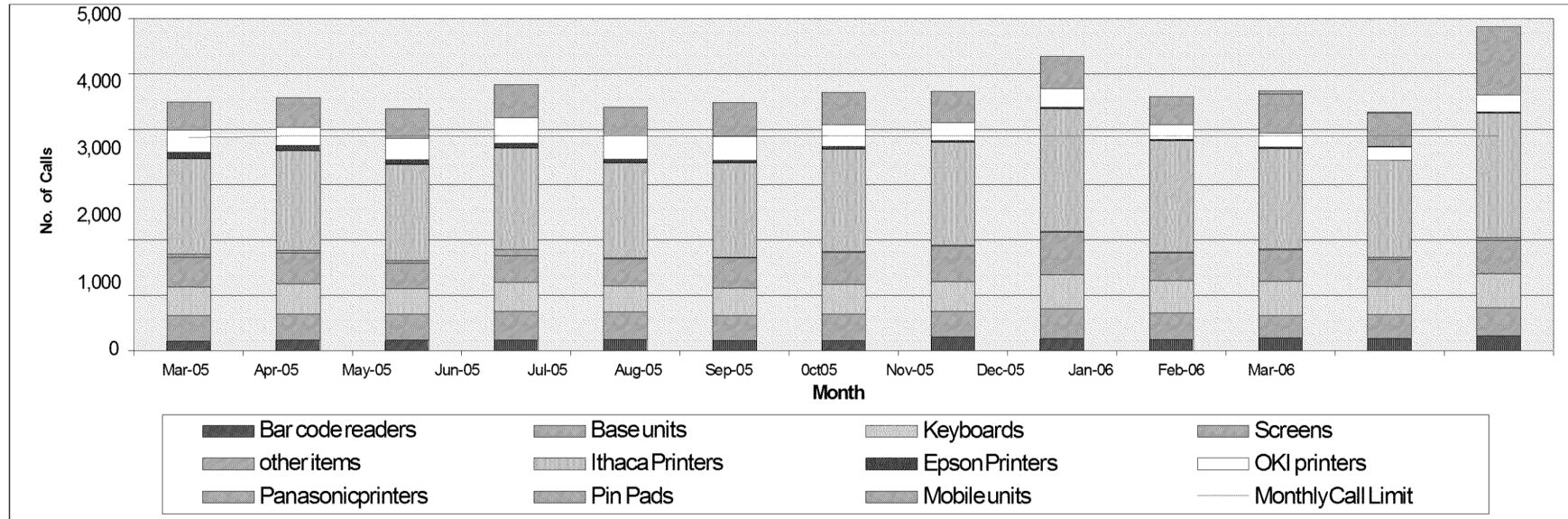
Online Service Unavailable Calls (From 1/7/05 = ND01+ND02+ND10+ND14). Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.



Actual Elapsed time of call in hours	TOTAL									
Mar-05	1025	80.9%	67	5.3%	34	2.7%	28	2.2%	19	1.5%
Apr-05	1190	82.7%	75	5.2%	48	3.3%	41	2.8%	28	1.9%
May-05	1576	84.2%	88	4.7%	71	3.8%	36	1.9%	17	0.9%
Jun-05	1133	77.0%	89	6.1%	47	3.2%	56	3.8%	127	1.8%
Jul-05	1404	71.6%	289	14.6%	140	8.6%	60	3.4%	36	0.9%
Aug-05	1404	71.6%	289	14.6%	140	8.6%	60	3.4%	36	0.9%
Sep-05	2060	78.7%	366	14.0%	31	1.2%	52	2.0%	28	1.1%
Oct-05	1119	84.8%	48	3.6%	33	2.5%	32	2.4%	14	1.1%
Nov-05	1173	70.0%	174	10.4%	108	6.4%	93	5.6%	25	1.5%
Dec-05	921	85.7%	48	4.5%	20	1.9%	15	1.4%	18	1.7%
Jan-06	909	82.1%	60	5.4%	31	2.8%	17	1.5%	14	1.3%
Feb-06	1497	90.0%	60	3.6%	27	1.6%	15	0.9%	13	0.8%
Mar-06	1202	85.2%	48	3.4%	40	2.8%	32	2.3%	17	1.2%

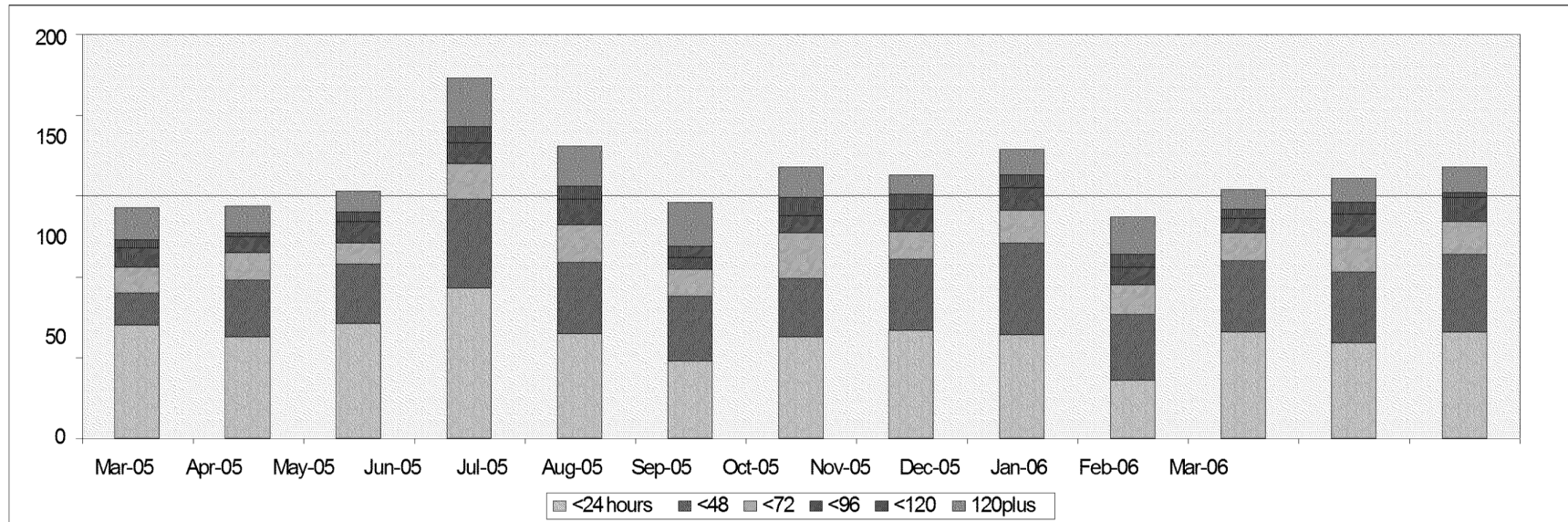
* From March 06 calls relating to major incidents that were closed >24 hours later will be adjusted to reflect the duration of the service impact.

3.3.1 ENGINEER ON - SITE VISITS



	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06		
Bar codereaders	173	195	189	195	200	180	181	252	215	208	223	217	268		
Base units	452	465	468	511	495	453	481	460	540	473	412	435	509		
Mobile units											54	21	9		
Keyboards	520	544	459	527	476	498	528	532	612	580	615	504	614		
Ithaca Printers	1730	1799	1736	1881	1712	1700	1849	1862	2207	2017	1814	1752	2254		
Epson printers	116	92	87	81	71	52	44	28	27	14	24	11	15		
OKI printers	398	330	377	468	424	427	396	325	334	263	250	236	314		
Panasonic printers	1	1	5	3	0	0	3	4	1	1	1	5	1		
Pin Pads	501	534	530	596	524	613	581	560	589	505	712	600	1226		
Screens	548	564	461	481	487	544	584	641	771	505	569	494	596		
other items	47	45	50	114	12	15	21	16	17	13	18	33	49		
TOTAL	4486	4569	4362	4807	4401	4482	4668	4680	5313	4584	4692	4308	5855		
Monthly Call Limit	3850	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875		
Epson to OKI exchanges	70	73	70	53	65	40	24	18	59	10	14	12	11		
Average Daily Visit Rate	214	218	198	219	187	187	195	199	221	204	204	198	234		

3.3.2²⁵⁰ 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
Mar-05	70	49.0%	20	14.0%	16	11.2%	12	8.4%	5	3.5%	20	14.0%	143
Apr-05	63	43.8%	35	24.3%	17	11.8%	10	6.9%	2	1.4%	17	11.8%	144
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%	23	12.7%	16	8.8%	8	4.4%	25	13.8%	181
Aug-05	48	32.9%	40	27.4%	17	11.6%	7	4.8%	7	4.8%	27	18.5%	146
Sep-05	63	37.5%	36	21.4%	28	16.7%	11	6.5%	11	6.5%	19	11.3%	168
Oct-05	67	41.1%	44	27.0%	17	10.4%	14	8.6%	9	5.5%	12	7.4%	163
Nov-05	64	35.8%	57	31.8%	20	11.2%	14	7.8%	8	4.5%	16	8.9%	179
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	16.8%	137
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	7.8%	154
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	9.3%	161
Mar-06	66	39.3%	48	28.6%	20	11.9%	15	8.9%	3	1.8%	16	9.5%	168

4 MARCH REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

FS Status	Num	Post Office Ltd Status	Num
Open	3	Open	3
Monitor	2	Monitor	2

4.1.1 SUMMARY

- As at 30.03.06 there were 5 open problems, of which 0 are Problem Branches.
- 1 new problem was opened in March

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

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

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
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th May and 27th June	Mike Stewart	David Wright	The deliverables for CP4180 are; (a) RNB9219B for the DCS Management Server (b) RNB9220 for the Master TMR (c) RNB9221 for the TME Inventory Server My understanding is the DCS Management Server and the Sysman platforms will be scheduled for upgrade 06042006..	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
PM0000692	Failures on the DC System for MID/TID causing Socket	Mike Stewart	Kim Yip	FS have been experiencing a high number of socket closures due to MID & TID issues. FS have supplied via the POL SCT details of cards that appear to have caused socket closures.	M	1	1
PM0000691	Mismatch of cash holdings at some branches between Flexible Planning and POLFS	Mike Stewart	Mark Haldane	SSC investigations inconclusive. POA requested POL whether the figures can be obtained and verified from CBDB. POL are investigating if the data can be obtained from CBDB, awaiting update. Development have suggested that the earliest possible fix to the SAPADS feed would be T20 - T30 (July or later). SAPADS do not currently use this feed. We fully appreciate the need for this to be fixed in live, but have to balance the Dev time against new releases and other work. Awaiting POL's response regarding Fix time and the ability to extract the data from CBDB.	L	1	1

5 SCORECARD ACTION PLAN – from March 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: Ensure future DR tests are carried out. Comments: DR testing for POLFS had to be aborted.	I only abort Business Continuity tests when it is in the best interest of both Post Office Limited and Fujitsu Services to do so, i.e., to avoid either a loss of Horizon service or potential impact and/or malfunction of the infrastructure. For Post Office Limited to state “Ensure future DR tests are carried out.” as the suggested action to achieve next score level goes totally against operational practices for Business Continuity. Further consideration is being given to the rationalization of BC tests.
Release Management Graham Welsh	Issues: None. Comments: Although there have been a number of opportunities arising from the introduction of S90, the Service Introduction Team have surpassed expectation and worked efficiently and effectively with PO Ltd Release Management to quickly manage and resolve all issues. All potential issues have been raised promptly.	Will be reviewing the applicable channels for T Releases and improving document management feedback
Management Information and Service Review Pete Thompson	Issues: None. Comments: Service Review - No issues with service.	The MSU Team continues to strive to build a good working relationship with their POL counterparts. We continue to work on improving the MI service by clarifying the numerous types of query Post Office Ltd can present using CS/SER/015 and CS/SER/016 together with tightening the associated process.
Capacity Management Mik Peach	Issues: None. Comments: Very satisfied with service.	No comments.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Data Delivery Ian Daniel	Issues: AP Client file delivery. 4, S90 Type X interface issue. Comments: None.	As Per call PC0132847, this was working as the agreed designed. However PRISM could not handle the file format. FJS did implement a fix at the request of POL.
Operational Business Change: Reference data David Wilcox	Issues: None. Comments: Still working hard together.	The continuing high score for Reference Data is only achieved because of the high degree of co-operation we get from our colleagues from POL here in Bracknell.
Operational Business Change: Branch Ian Venables	Issues: As discussed with Fujitsu Services at the OBC BORF on 15/03/06, Post Office Ltd would like faster definitive feedback from Fujitsu Services on OBC Branch queries when raised and for OBC Branch invoice preparation and processing to be "tightened-up" on the Fujitsu Services side, to reduce the risk of any anomalies occurring during 2006/2007. It was noted that Fujitsu Services are actively addressing both of these areas. Comments: Post Office Ltd is extremely pleased with Fujitsu Services achievement in surpassing all of their OBC Branch OLA Targets in February 2006, for the 4th consecutive month. Post Office Ltd also remains pleased with the E18.	Fujitsu services continues to work closely with Cable & Wireless to resolve communications issues in a timely manner and Fujitsu OBC actively manages all Branch queries ensuring now that accurate feedback is communicated in a timely fashion. Fujitsu OBC is endeavouring to provide regular updates on all queries whether or not the issues have a resolution. Compilation of the Fujitsu OBC invoice detail is now accurate and will incorporate the annual RPI from the outset of the new financial year. Documentation in the form of CS/PDN/015 will be updated in accordance with the annual RPI prior to month ending April 06
HSH/Engineers Julie Welsh	Issues: None. Comments: HSD - No issues, very satisfied with service. UKME No issues, good recovery from the problems in the new year. Working hard to implement the new service levels pilot early. If that works well we should be looking towards a 5!	No comments.
Problem Management Mike Stewart	Issues: Implement preventative action for key replacement. Continued improvement regarding branch availability. Comments: OLS branch availability above target. KMA server issue related to security key replacement - similar incident to ETU on 8/2/06 but FS will not yet have implemented many of the preventative actions.	PIR action plan for Security key issue now produced. Actions in place to review key change process to eliminate more of the human/manual involvement. Branch availability is our key focus and we are looking to improve on the 99.6% figure for the first quarter. We will need to see and monitor if the introduction of the next day service will effect the daily branch availability measurement, as we expect the counter availability will be affected.
Reconciliation Pete Thompson	Issues: None.	The MSU Team continues to strive to build a good working relationship with their POL counterparts. We continue to work on improving the

	Comments: No issues to report.	Reconciliation service by working with Post Office Ltd to enhance the BIMS reporting process together with the underpinning working document CS/PRO/168.
Security Brian Pinder	Issues: To get to the bottom of the TES issues and to continue to provide the high standard of support supplied to-date. Comments: Several calls logged regarding TES, having problems with reports over 1 month in length due to its length. 2 main issues. Can't pull off the multiple txn reports, difficult to review details of transactions as screen are black, Seems to have followed an upgrade. Slow responses to audit requests and calls logged, is not currently an issue but may become one if it continues for any length of time.	Planned meeting to discuss the issues. The security team works well together, and there is no problem between security mgmt however there are issues with understanding areas of responsibility and these need to be addressed.
Networks Alex Kemp	Issues: None. Comments: BAS router incident on 8th March - mainly occurred out of hours. Due to a power supply issue which raised some resilience issues. VSAT outage on 10th March. These incidents occurred but they were managed well.	No comments.
Service Improvement All	Issues: None Comments: Productive level of co-operation received from Fujitsu Services on Service and Process Improvements	
Communication All	Issues: None Comments: Carl's news brief has been very useful, continuing daily chats works well.	
Working Together All	Issues: None Comments: SIWG continues to be productive and is setting the right approach.	
Respect and Commitment All	Issues: None Comments: Excellent open and honest communication with regards releases.	

6 MARCH 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 MARCH SERVICE LEVEL PERFORMANCE

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Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds	89.6	88.7	90.1	90.9	89.2	88.5	87.2	92.9	86.5	94.9		
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	3.8		4.0		4.3		4.4		4.6			
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
H1.3	<5%		Calls not answered	5.0	11.0		3.0						4.2		
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
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		
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
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		
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		

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		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds	89.6	88.7	90.1	90.9	89.2	88.5	87.2	92.9	86.5	94.9
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
H1.3	<5%		Calls not answered	5.0	11.0		3.0						4.2
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2

REVIEW OF TELEPHONY SLT ACHIEVEMENT

All SLT's within target.

7.1.2 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
H2.1	95%		Horizon Service Desk Level 1 Calls resolved within 5 mins	97.3	97.3	97.9	98.0	97.7	95.7	97.5	98.4	98.3	98.1	98.9		
H2.2	<3mins		Average Time to resolve Level 1 calls	02:55	02:55	02:20	02:10	02:11	02:39	02:12	02:07	02:11	02:11	02:11		
H3.2	<10mins		Average Time to resolve all Level 2 Calls	04:58			04:41			05:12			05:16			
H3.1	95%		Level 2 Calls resolved within 30 mins	98.6			98.9			99.5			99.5			
H4.1	<1.0		Reboot Incident HSD Authorised Reboot Incidents per Counter Position	0.33	0.34	0.33	0.33	0.32	0.31	0.31	0.29	0.30	0.29	0.30		
				N/A			N/A			N/A			N/A			N/A

REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.2 ENGINEER SERVICES

7.2.1 ENGINEER SERVICES

Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05
E1.1	95%		Call to Resolution (Local)													
			Hardware/Network Priority A - 4 hours Non-Remedial	94.7	97.8	96.1	95.1	93.4	96.9	95.3	95.9	95.3	95.0	95.8	94.9	
E2.1	95%			93.2	Q2			Q3				Q4		Q1		94.9
			Hardware/Network Priority B - 8 hours Non-Remedial	91.1	91.3	91.4	91.5	95.1	95.3	95.2	97.0	95.2	89.5	91.5	94.3	
E1.2	95%		Call to Resolution (Intermediate)													
			Hardware/Network Priority A - 6 hours Non-Remedial	100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		
E2.2	95%															
			Hardware/Network Priority B - 10 hours Non-Remedial	98.2	Q2		100.0	Q3		100.0	Q4		98.6	Q1		
E1.3	95%		Call to Resolution (Remote)													
			Hardware/Network Priority A - 8 hours Non-Remedial	93.9												
E2.3	95%			95.8	Q2		96.3	Q3		100.0	Q4		97.6	Q1		
			Hardware/Network Priority B - 12 hours Non-Remedial			100.0		98.9				97.1		91.9		
E4.1	50.01%		Engineer Visits	96.3	91.2		99.1	94.2		97.0	Q4		97.6	Q1		
			20 minute On-site Repair	46.6	49.3			49.2								
E3.1	24.50			15.5	Q2		35.5	Q3		31.0	Q4		31.0	Q1		
			Average Downtime (Time to Repair)													
			Call to Fix	25.2	25.1	25.2		27.7	26.5	26.4		25.7	34.2	31.4		
				25.4	Q2		25.1	Q3		26.9	Q4		28.0	Q1		26.2

REVIEW OF ENGINEER SERVICES

The engineering service has had a challenging month, with call volumes at their highest levels for well over a year, and with the introduction of the new SLT pilot in the Midlands region which generated additional A priority visits. Nevertheless the service has continued to deliver at a very high level and conformance has been maintained across all SLTs.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	
ROMC Reference Data																	
DI4.1	96%		Data Delivery - Day B	95	99.63	99.61	99.64	98.13	99.70	99.58	99.62	99.54	99.83	99.61	99.48	99.70	
				10	Q2			Q3			Q4			Q1			
DI4.2	97%		Data Delivery - Day C	10	99.75	99.77	99.75	99.68	99.78	99.73	99.74	99.70	99.88	99.78	99.60	99.76	
				10	Q2			Q3			Q4			Q1			
DI4.3	98%		Data Delivery - Day D	10	99.83	99.85	99.84	99.77	99.88	99.78	99.78	99.78	99.84	99.82	99.78	99.88	
				10	Q2			Q3			Q4			Q1			
DI4.4	100%		Data Delivery - Day J	00	100.00			100.00			100.00			100.00	100.00		
					Q2			Q3			Q4			Q1			
CBCS Data																	
DI1.1	96%		CBCS Stop List - Day B	31	99.6			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
				31	Q2		99.92	Q3		N/A	Q4		N/A				
DI1.2	97%		CBCS Stop List - Day C	31	99.7			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
				36	Q2		99.74	Q3		N/A	Q4		N/A				
DI1.3	98%		CBCS Stop List - Day D	30	99.8			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
				75	Q2		99.82	Q3		N/A	Q4		N/A				
DI1.4	100%		CBCS Stop List - Day J	00	100.00			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
					Q2			Q3		N/A	Q4		N/A				
Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	
Transactions Corrections File Delivery																	
	90%		File Delivery - Day A by 08:00											99.78			
											Q4		99.84	Q1		99.7	

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.

7.3.2 APS - GENERIC

Ref	SLT			Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
Inbound APS															
DI3.1	96%	Data Delivery - Day B		99.63	99.64	99.61	99.61	99.60	99.63	99.62	99.61	99.60	99.74		
				Q2					Q3		Q4		99.60	Q1	
DI3.2	97%	Data Delivery - Day C													
				99.57	Q2		99.72		Q3	99.67		Q4	99.75	Q1	
DI3.3	98%	Data Delivery - Day D			83			99.78		81			99.90		
				99.68	Q2		99.79		Q3	99.75		Q4	99.82	Q1	
DI3.4	100%	Data Delivery - Day J			100	1		100.00		100	1		100.00		
					Q2				Q3			Q4		Q1	
Outbound APS															
DO1.1	96.5%	Data Delivery - Day B			88			99.83		83			99.81		
					Q2				Q3			Q4		Q1	
DO1.2	97.5%	Data Delivery - Day C		99.96	99.94	99.97	99.94	99.95	99.94	99.94	99.65	99.93	99.89		
					Q2				Q3	93		Q4	99.82	Q1	
DO1.3	98.5%	Data Delivery - Day D		99.91	99.91	99.99	99.97	99.99	99.99	99.99	99.97	99.97	99.99		
				99.97	Q2		99.97		Q3	99.97		Q4	99.96	Q1	
DO1.4	100%	Data Delivery - Day J		99.99	99.99	99.99	99.99	100.00		99.99	99.99		99.99		
				99.99	Q2		99.99		Q3	99.99		Q4	99.99	Q1	

REVIEW OF APS GENERIC

There is 1 No let to report. The Branch code is 077023 Walton Road, Reason for this is down to BT line fault, which is still awaiting BT engineer visit. DR unable to be performed on GSM due to no signal and PSTN lines down.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.3.3 OUTBOUND

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05
			TPS Transaction Data File Delivery to MIS														
DO2.1	96%		File Delivery - Day B	99.0	99.4	99.4	99.3	97.8	99.3	97.4	99.1	99.2	99.0	99.2	99.2	99.4	
					99		Q2			Q3						Q1	
DO2.2	97%		File Delivery - Day C	99.8	99.9	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.7	99.8	99.8	99.8	
					99		Q2			Q3						Q1	
DO2.3	98%		File Delivery - Day D	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	99.9	
					99.9		Q2			Q3						Q1	
DO2.4	100%		File Delivery - Day J	99.9		99.9	99.9	99.9			99.9	99.9		99.9			
					100.0		Q2			Q3		99.9		99.9		Q1	
			OBCS Data														
DO3.1	96%		File Delivery - Day B						N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					99.8		Q2	99.9		Q3		N/A		N/A			N/A
DO3.2	97%		File Delivery - Day C		99		99		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					99.9		Q2	99.9		Q3		N/A		N/A			N/A
DO3.3	98%		File Delivery - Day D	99	100		99.8		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					99.9		Q2	99.7		Q3		N/A		N/A			N/A
DO3.4	100%		File Delivery - Day J	99.9	99.9		100.0		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					99.9		Q2	100.0		Q3		N/A		N/A			N/A
Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05
			TPS HR SAP Delivery Contract														
	96%		File Delivery - Day B											0.0			
														50.0		Q1	
	97%		File Delivery - Day C										100.00			100.0	
														100.0		Q1	
	98%		File Delivery - Day D										100.00			100.0	
																Q1	
	100%		File Delivery - Day J										100.00			100.0	
																Q1	

7.4.1 BRANCH TO SAPADS

[illegible]

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.4.1 BRANCH TO SAPADS (Cont'd)

Ref	SLT	ARL		Feb05	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05
DO4.4.1	98%		Outlet to SAPADS Data Transfer														
			Weekly Stamps / Stock on Hand and Inventory Items Details - Wednesday Target	100.0	100.0	99.5	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					99.9	Q2		100.0	Q3		N/A	Q4		N/A			
DO4.4.2	97%		Weekly Stamps / Stock on Hand and Inventory Items Details - Thursday Target	99.8	99.9	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					99.9	Q2		100.0	Q3		N/A	Q4		N/A			
DO4.4.3	96%		Weekly Stamps / Stock on Hand and Inventory Items Details - Friday Target	99.7	99.1	99.5	100.0	99.6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					99.0	Q2		99.6	Q3		N/A	Q4		N/A			
DO4.4.4	100%		Weekly Stamps / Stock on Hand and Inventory Items Details - 2nd Thursday Target	100.0	100.0	100.0	100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					100.0	Q2		100.0	Q3		N/A	Q4		N/A	Q1		

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

7.4.2 SAPADS TO BRANCH

[illegible]

REVIEW OF LFS PERFORMANCE

All SLT's within target.

7.5 NETWORK BANKING SERVICES

7.5.1 REQUEST & AUTHORISATION TIMES

Ref	SLT	AR		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	M
			Fixed Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1-T2)	1.20	1.17	1.25	1.32	1.28	1.21	1.20	1.08	1.10	0.87	0.82	0.83	
	FIO		Average time in secs to receive Agents Authorisations (T1-T2)	0.25	0.25	0.26	0.26	0.27	0.27	0.31	0.26	0.27	0.27	0.26	0.26	
			ADSL Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1-T2)	0.94	0.90	0.97	1.04	1.01	0.99	0.93	0.79	0.84	0.61	0.56	0.56	
	FIO		Average time in secs to receive Agents Authorisations (T1-T2)	0.25	0.25	0.26	0.27	0.26	0.27	0.31	0.27	0.27	0.26	0.26	0.26	
			Dialed Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1-T2)	3.43	3.28	3.40	3.44	3.29	3.24	3.03	3.20	3.23	3.15	3.14	3.16	
	FIO		Average time in secs to receive Agents Authorisations (T1-T2)	0.27	0.27	0.27	0.28	0.32	0.33	0.38	0.33	0.31	0.32	0.30	0.31	
			SLT's													
B1.1	<=4 secs		Average Transaction Time using Fixed Connections (T1-T2)													
					Q2			Q3			Q4			Q1		
B1.2	<=5 secs		Average Transaction Time using ADSL Connections (T1-T2)	0.63	0.55	0.71	0.77	0.72	0.70	0.63	0.51	0.57	0.24			
					Q2			Q3			Q4		0.48	Q1		
B1.3	<=8 secs		Average Transaction Time using Dialed Connections (T1-T2)	3.13	3.01	3.12	3.16	2.97	2.91	2.93	2.87	2.92	2.83			
					Q2			Q3			Q4		2.88	Q1		
B1.4	95%		Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	99.9	99.5	99.8	99.9	100.0	99.8	100.0	100.0	99.9	100.0	Q1		
					Q2			Q3			Q4		100.0	Q1		
B1.5	95%		Percentage Transactions (T) not exceeding Lower Threshold <=9 seconds (ADSL)	100.0			99.8	100.0	100.0	100.0	100.0	100.0	100.0	Q1		
								Q3		100.0	Q4		100.0	Q1		
B1.6	95%		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.4			99.40	100.0	100.0	99.7	100.0	100.0	99.8	Q1		
				Q2				Q3		Q4			99.8	Q1		
B1.7	99%		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	Q1		
				Q2			99.90	Q3		99.9	Q4		100.0	Q1		
B1.8	99%		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (ADSL)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Q1		
				Q2				Q3		Q4			100.0	Q1		
B1.9	99%		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	Q1		
				Q2				Q3		Q4			100.0	Q1		
				Q2												
				Q2												
				Q2												

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
B3.1	FIO		Congestion measure												
			Number of Days the Congestion Measure exceeded 10%	0	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	99.0	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	99.0	100.0	100.0	100.0	100.0	100.0
	FIO		Dialled Connections	99.0	99.0	99.0	99.0	100.0	100.0	97.0	100.0	100.0	100.0	99.0	100.0
	99%		NBS Reliability												
			Fixed Connections												
					Q2			Q3				Q4		Q1	
	99%		ADSL Connections		100.0			100		99.0			100		
B3.2					Q2			Q3			Q4			Q1	
B3.3	97%		Dialed Connections	99.0	99.0	99.0	98.0	100.0	100.0	98.0	100.0	100.0	100.0		
					Q2			Q3		99.3	Q4		100	Q1	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	ARI		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Year to Date
Central Systems Availability																	
B2.2.1	<=3		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	
					Q2				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	0	0	0	0	0	0	0	0	0	0	0	0	
					Q2				Q3			Q4			Q1		
B2.2.3	<=3 hours		Availability Period aggregate Average Branch Outage during NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	
					Q2				Q3			Q4			Q1		
B2.2.4	<=24 hours		Availability Period aggregate Average Branch Outage during Non NB Core Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	
					Q2				Q3			Q4			Q1		
Network Availability																	
B2.4.1	99.95%		Central Network Availability	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				Q3			Q4			Q1		
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	
					Q2				Q3			Q4			Q1		N/A

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.6 SAP HOSTING

Transaction Performance		Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Average Response Time (Milliseconds)	F-02 GL Account Posting	62.0	79.0	79.0	67.0	53.1	87.3	127.4	107.0	58.0	75.0	74.5	78.0	80.0
	F-03 Clear GL Account	908.0	757.0	1197.0	1013.0	1147.5	526.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	F-04 Post with Clearing	1204.0	1637.0	1371.0	1160.0	1138.7	1149.1	1226.3	2807.0	1962.0	2787.0	2787.0	5891.0	8068.0
	FB02 Change Document	233.0	15339.0	256.0	224.0	223.0	176.1	202.6	1484.0	157.0	82.0	78.2	96.2	167.0
Target <1500ms	FB09 Change Line Items	146.0	185.0	1434.0	1434.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	F13E Automatic Clearing	13976.0	313.0	743.0	457.0	192.6	378.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	FB50 Enter G/L Account Document									179.0	154.0	140.0	160.9	200.0
	FB70 Enter Customer Invoice									208.0	220.0	220.0	312.7	277.0
	ME22N Change Purchase Order									4525.0	5399.0	539.0	5136.7	5984.0

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

Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
CS/OLA/049	98.50%		SAP Hosting													
			Service Availability (7.30am to 7.30pm)	100.0	100.0	89.5	100.0	100.0	100.0	100.0	99.8	100.0	100.0	100.0	100.0	100.0
				100.0	Q2		96.5	Q3		100.0	Q4		99.9			
	FIO		Service Outages > 10hrs	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
				0.0	Q2		0.3	Q3		0.0	Q4		0.0			
	FIO		Data Loading by 7.30am	100.0	100.0	90.3	66.0	100.0	100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0
				33.3	Q2		85.4	Q3		99.3	Q4		100.0	Q1		100.0

REVIEW OF SAP HOSTING PERFORMANCE

All SLT's within target.

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	SLT	ARL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
DE1.1	95%		Business Incidents													
			Report issued within 5 days	91.0	95.5	100.0	100.0	100.0	87.5	100.0	100.0	96.0	100.0	100.0	100.0	100.0
				30.3	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
				33.3	Q2		100.0	Q3		100.0	Q4		100.0			

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT			Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Total
			Reconciliation/Settlement Report Delivery														
D05.1	<=4		Delivery by 08:05 (LREC received by 23:59:59)	0	0	0	0	0	0	0	0	0	0	0	0		
D05.7	100%		Reconciliation Files delivered to TIP by 12:00 on Day B received by 22:00 no overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100			
D05.8	100%		Reconciliation Files delivered to TIP by 18:00 on Day B received by 22:00 with overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100			
D06.1	<=4		CAPO File delivery by 03:00														
D06.3	<=4		A&L File delivery by 03:00	0	0	0	0	0	0	0	0	0	0	0	0		
D06.5	100%		CAPO Rec file delivery by 16:00	100	100	100	100	100	100	100	100	100	100	100	100		
D06.6	100%		A&L Rec file delivery by 18:00	100	100	100	100	100	100	100	100	100	100	100			
D06.7	PM		CAPO & A&L Rec files dispatched by 00:10	100	100	100	100	100	100	100	100	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			Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
PI Outages															
B5.1	<=2		Number of PI outages >2mins (same bank)	0	0	0	0	0	0	0	0	0	0		
B5.2	<=2		Number of PI outages >2mins (different banks)	0	0	0	0	0	0	0	0	0	0	Q1	
B5.3	PM		Number of PI outages >1mins (same bank)	0	0	0	0	0	0	0	0	0	0	0	0
B5.4	PM		Number of PI outages >1mins (different bank)	0	0	0	0	0	0	0	0	0	0	0	0

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

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

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

REVIEW OF PI AVAILABILITY

All SLT's within target.

7.10 TESQA

Ref	SLT	APL		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
			TESQA												
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		
T1.2	97%		Transactions available in the data centre between 07:00 and 20:00 (15mins)	99.9	99.9	99.9	98.7	99.9	99.9	99.9	99.9	99.9	99.9		
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		
3	97%		Transactions available in the data centre between 20:00 and 22:00 (40mins)	99.7	99.6	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
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		
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		
5			Querytime contained queries between 07:00 and 18:00 (Shown as % of <=20sec)	99.5	97.6	97.6	97.2	96.6	97.4	98.7	97.0	96.5	96.9	91.7	96.2
															99.5

REVIEW OF TESQA

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 18/04/06

Version: 1.0

7.11 POSTSHOPS

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

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL		Mar05	Jan00	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
			Dialed Connections													
			Average time in secs to receive Counter Authorisations (T1)	3.29	3.11	3.25	3.25	3.30	3.46	3.43	3.22	3.37	3.41	3.24	3.24	3.28
			Average time in secs to receive Agents Authorisations (T2)	0.87	0.92	0.91	0.89	0.98	0.92	0.91	0.93	0.92	1.02	0.88	0.87	0.88
			Fixed Connections													
			Average time in secs to receive Counter Authorisations (T1)	1.59	1.66	1.62	1.56	1.69	1.70	1.58	1.47	1.49	1.50	1.39	1.40	1.41
			Average time in secs to receive Agents Authorisations (T2)	0.87	0.90	0.89	0.87	0.94	0.93	0.91	0.90	0.91	0.95	0.86	0.86	0.82
			SLT's													
			Average Transaction Time using Fixed Connections (T)	0.72	0.77	0.73	0.69	0.75	0.76	0.67	0.56	0.78	0.56	0.53	0.54	0.54
				0.72	Q2		0.72	Q3		0.73	Q4		0.57	Q1		0.54
			Average Dialed T (T1-T2)	2.41	2.19	2.34	2.37	2.32	2.53	2.52	2.30	2.55	2.39	2.37	2.37	2.40
				2.41	Q2		2.27	Q3		2.54	Q4		2.54	Q1		2.38
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	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
				100.0	Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0
			Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.8	99.9	99.8	99.8	99.9	99.8	99.8	99.9	99.8	99.9	99.9	99.9	99.9
				99.90	Q2		99.8	Q3		99.8	Q4		99.8	Q1		99.90
			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	Q1		100.0
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	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
				99.9	Q2		99.9	Q3		100.0	Q4		100.0	Q1		99.9

7.13 ELECTRONIC TOP-UPS

Ref	SLT	AFL	Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
			Dialed Connections												
			Average time in secs to receive Counter Authorisations (T1)												
			3.33	3.18	3.16	3.22	3.05	3.13	3.09	2.98	2.99	2.97	3.00	3.05	3.00
			Average time in secs to receive Agents Authorisations (T2)												
			0.68	0.65	0.55	0.56	0.55	0.59	0.61	0.56	0.55	0.56	0.57	0.59	0.57
			Fixed Connections												
			Average time in secs to receive Counter Authorisations (T1)												
			1.43	1.45	1.28	1.29	1.22	1.33	1.29	1.22	1.19	1.18	1.19	1.26	1.20
			Average time in secs to receive Agents Authorisations (T2)												
			0.73	0.69	0.59	0.61	0.57	0.58	0.62	0.58	0.56	0.56	0.59	0.64	0.58
			SLTs												
			Average Transaction Time using Fixed Connections (T)												
			0.70	0.76	0.70	0.70	0.66	0.75	0.67	0.70	0.64	0.62	0.60	0.62	0.61
			0.70	Q2		0.70	Q3		0.69	Q4		0.63	Q1		0.61
			Average Dialed T (T1-T2)												
			2.61	2.52	2.61	2.66	2.51	2.55	2.48	2.42	2.45	2.41	2.44	2.43	2.43
			2.61	Q2		2.60	Q3		2.52	Q4		2.43	Q1		2.44
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)												
			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
			100.0	Q2		100.00	Q3		100.00	Q4		100.00	Q1		100.0
			Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)												
			99.3	99.6	99.5	99.9	99.9	99.7	99.7	99.9	99.8	99.9	99.8	99.8	99.8
			99.30	Q2		99.99	Q3		99.8	Q4		99.9	Q1		99.80
			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	Q1		100.0
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)												
			99.8	99.9	99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9	99.9	99.9	99.9
99.8	Q2		99.99	Q3		99.90	Q4		99.90	Q1		99.9			

8 Branch Trading Capabilities

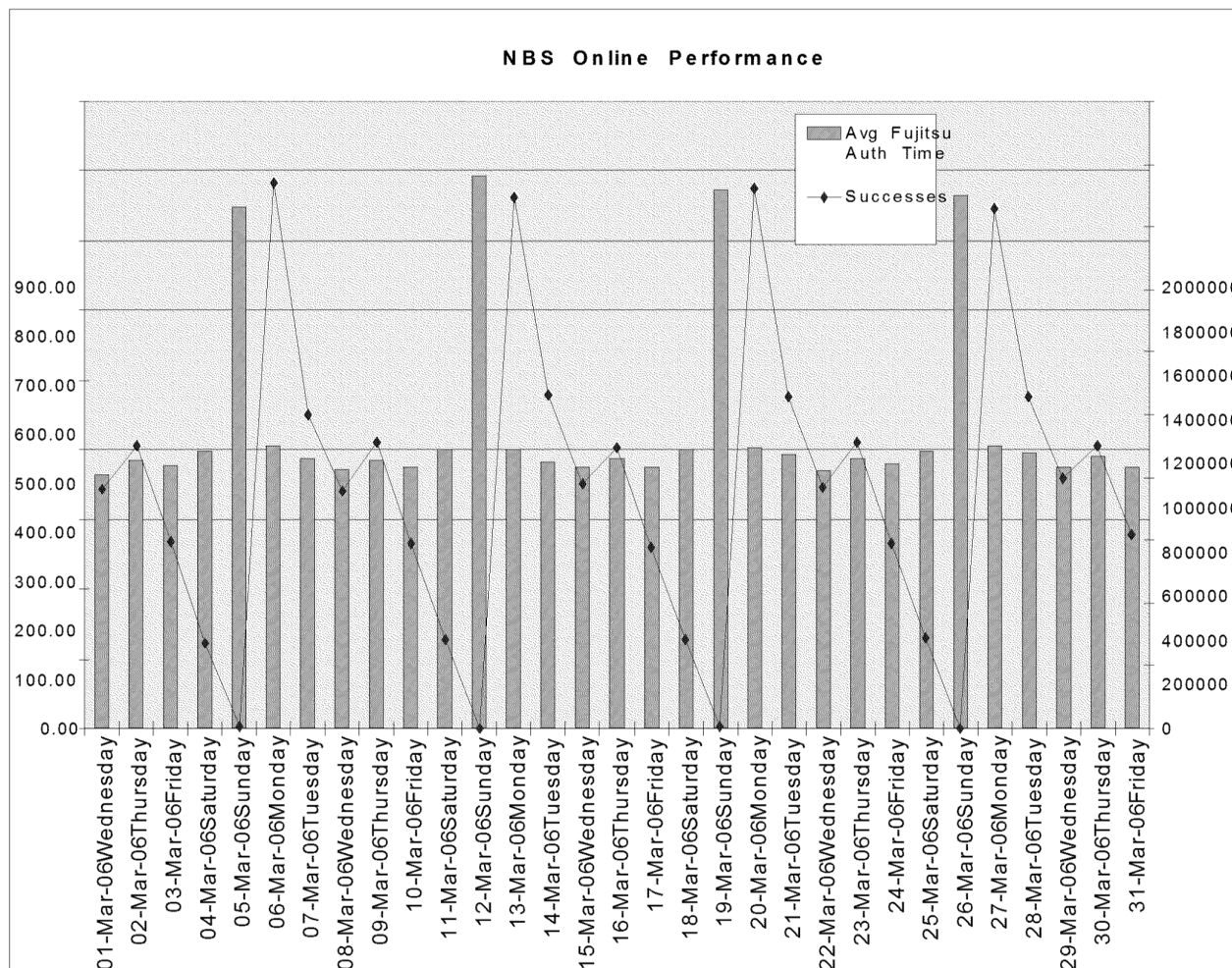
Ref	OLA		Mar05	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
		Horizon NBS transaction time													
	99%	No. of transactions >2.5 seconds as % of total transactions								100%	100%	100%	100%	100%	100%
		Branch Availability													
	99.6%	% Branch Availability												99.65%	99.71%
		Counter Availability													
	99%	% Counter Availability								99.50%	99.23%	98.81%	99.38%	99.40%	99.52%
		Branches with Online Services affected													
	<20	>5 Days All Branches							24	22	28	41	8	7	5
	<20	>5 Days Excluding issues in POL domain							19	27	31	5	6	3	1
	<10	>10 Days All Branches							6	5	13	14	6	2	8
	<10	>10 Days Excluding issues in POL domain							10	9	16	8	2	0	5

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%

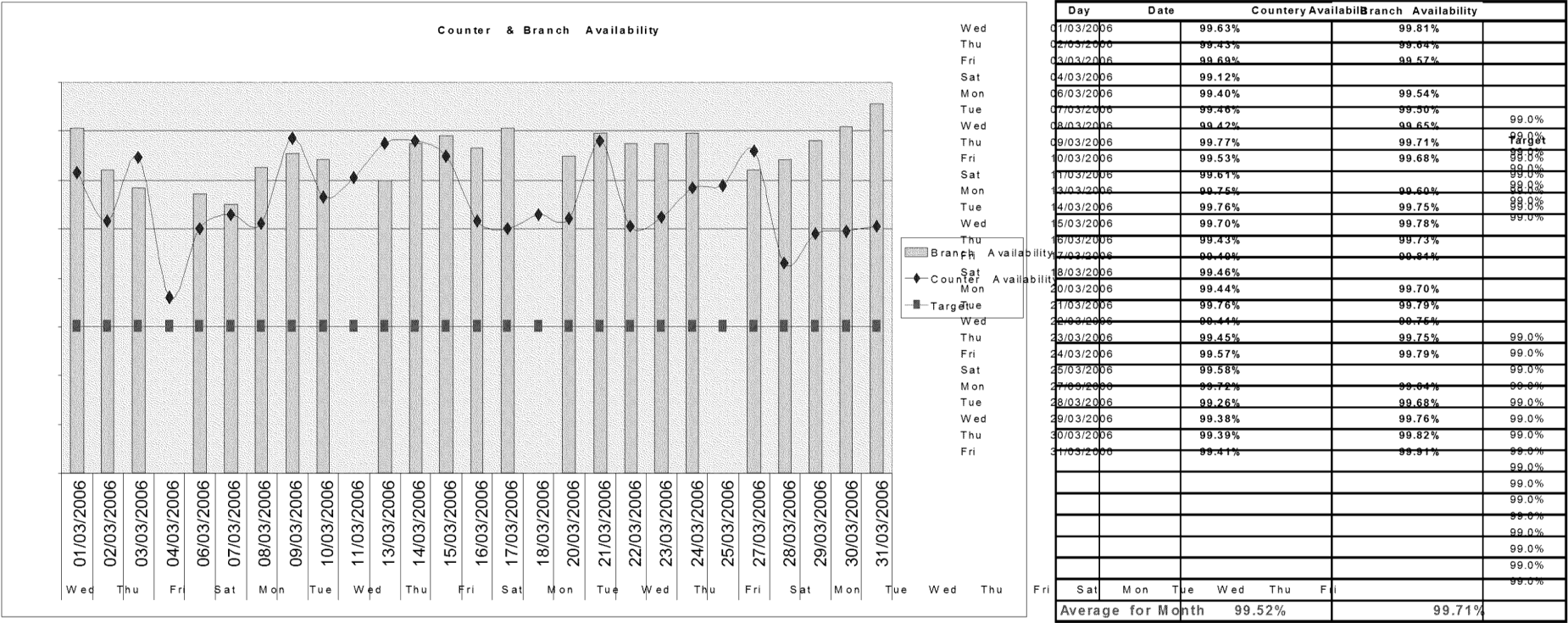
Counter Availability – This OLA is calculated against the ability for PM's to have full functionality on their counters. The percentage is calculated daily from calls logged and is reported in the daily report. The monthly OLA is an average taken across the month. The OLA target is set at 99%.

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.

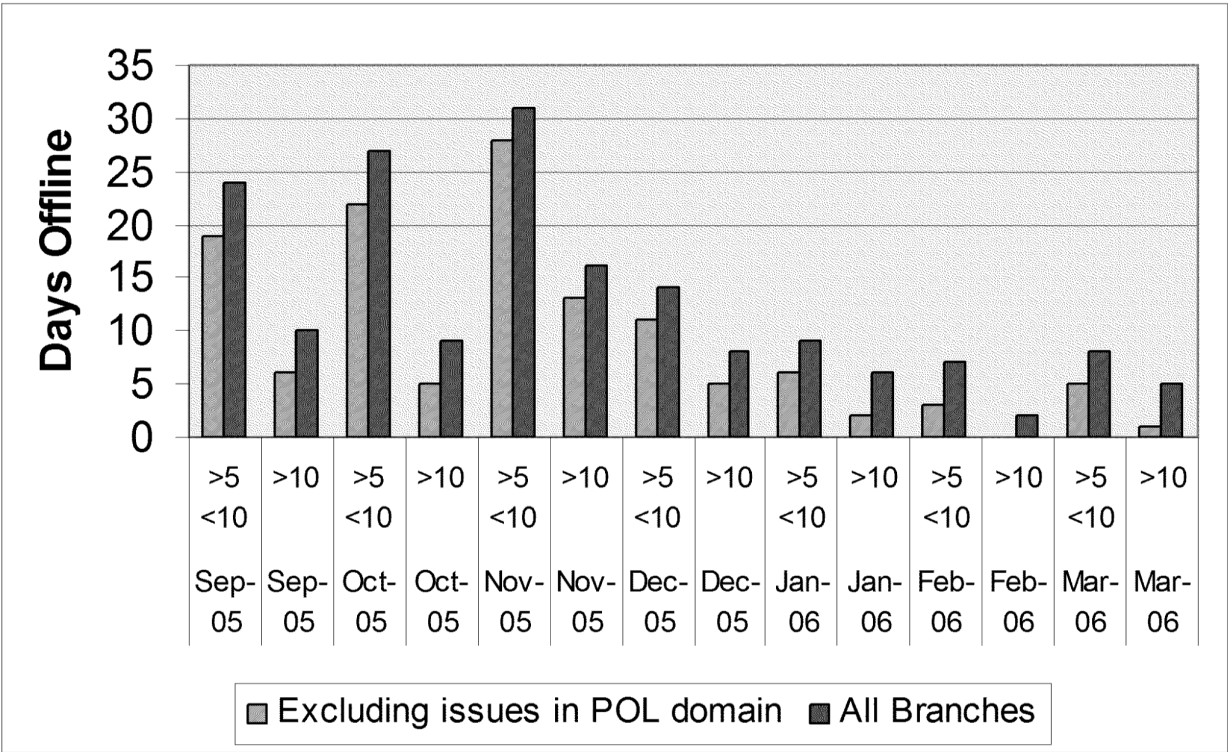
8.1 NBS Transaction Times

[illegible]

8.2 Branch and Counter Availability



8.3 Branches with Online Services Affected



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