

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

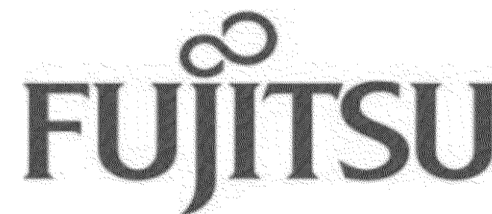
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FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

APRIL 2006



Fujitsu Services

SERVICE REVIEW

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Title: SERVICE REVIEW – APRIL 2006

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

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Signature:

Date:

0 CONTENTS

0	CONTENTS.....	3
1	DOCUMENT CONTROL	5
1.1	DOCUMENT HISTORY	5
1.2	ASSOCIATED DOCUMENTS	6
1.3	ABBREVIATIONS	6
1.4	GLOSSARY	7
1.5	CHANGES IN THIS VERSION	7
2	MARCH REVIEW OF SERVICE.....	8
2.1	MANAGEMENT SUMMARY	8
3	APRIL VOLUMETRICS.....	17
3.1	VITAL STATISTICS	19
3.2	HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES.....	23
3.3.1	ENGINEER ON - SITE VISITS.....	38
4	APRIL REVIEW OF PROBLEM MANAGEMENT	40
4.1	PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY.....	40
4.3	KEY CROSS DOMAIN PROBLEM UPDATE.....	40
5	SCORECARD ACTION PLAN – from April 2006	41
6	APRIL REVIEW OF RELEASE MANAGEMENT	47
6.1	HIGH LEVEL TIMETABLE	47
6.2	RELEASES COMPLETED DURING THIS PERIOD	48

7	APRIL SERVICE LEVEL PERFORMANCE	49
7.1	HORIZON SERVICE DESK.....	50
7.2	ENGINEER SERVICES	52
7.3	DATA DELIVERY SERVICES.....	53
7.4	LF SERVICE	57
7.5	NETWORK BANKING SERVICES	60
7.6	SAP HOSTING.....	63
7.7	MISCELLANEOUS SERVICES.....	64
7.8	RECONCILIATION / SETTLEMENT REPORT DELIVERY	65
7.9	PI AVAILABILITY	66
7.10	TESQA.....	67
7.11	POSTSHOPS	68
7.12	DEBIT CARD SERVICES	69
7.13	ELECTRONIC TOP-UPS.....	70
8	BRANCH TRADING CAPABILITIES	71
8.1	NBS TRABSCATION TIMES	72
8.2	COUNTER AVAILABILTY.....	73
8.3	BRANCHES WITH ONLINE SERVICES AFFECTED	74

1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	15/05/06	Service Review Book for April 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 APRIL REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

Fujitsu's service for April 2006 maintained generally high levels of service, with all but 4 Service Levels being achieved.

The issue of increased hardware incidents noted in March has continued and ongoing investigations centre round the Ithaca Counter Printers. The MTBF appears to have been severely affected predominantly by the wider introduction of the new Postal Orders. The volume of calls to the help desk for Pin Pads continued to be high, with the majority being fixed without an engineer visit. The profile of these calls is being investigated to ensure that the root cause is fully understood and addressed.

The OBC volume dropped substantially against March, and the trend is forecast to continue. There was a failure rate of 5.22% against the new OLA of 4% minus closures and actions are in hand to improve this measure against the falling volume.

The engineer service performance remained above 95% compliance with the exception of the Priority A calls and On-site repair time. The number of engineer visits was 4782 against a 'target' of 3875. The Priority Engineering service was implemented across the estate from 20th April as planned. Feedback continues to be positive on this and the profile of incidents logged is being managed to ensure it remains in line with expectations.

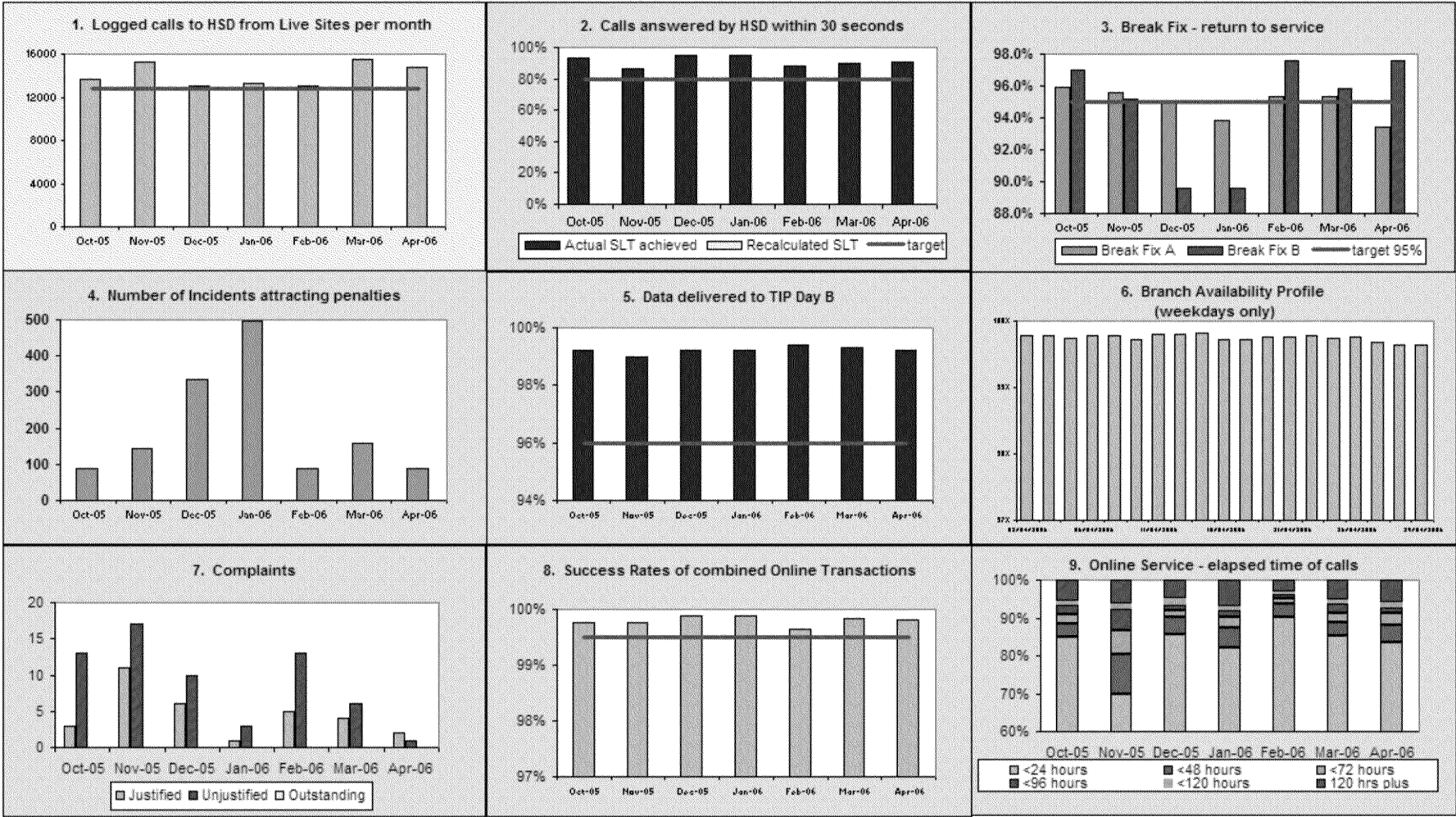
The number of faults logged for On line service provision continues to drop. During April the number of faults resolved within 24 hours was slightly lower at 84.4%, although the number of faults resolved within 48 hours was marginally improved.

There were no major incidents in April.



Executive Dashboard

April 2006



2.1.2 Availability and Problem Management

Summary: Within the Fujitsu Services domain for April 2006 there were no Major Incidents. There were a further 3 incidents effecting service within the Fujitsu domain. There was 1 incident affecting a VIP site. There were 3 further service effecting incidents which were outside of the Fujitsu domain.

Major Incidents: There were no Major Incidents this month.

Other incidents in Fujitsu Services domain:

Wednesday 19th April. CAPO counter Time Outs. Failing 1 in every 40 from 09:00 to 09:44. Incident due to change applied to the Bootle Authorization Agents under OCP13303. OCP change regressed and all CAPO agents working to Wigan. Calls E-0604190123 & 171 refer.

Friday 21st April. An incident occurred with CAT 1 & 2 at Wigan from 13:44 to 13:56. This caused 256 retries in 5606 transactions connecting via Wigan. Call E-0604210561 refers.

Wednesday 26th April. A network incident occurred at 14:57 resulting in 28 branches losing On-line services. The outage was caused by the failure of an STM1 circuit between C&W and BT. Service was restored at 18:07. The fault proved to be on the BT SDH portion of the circuit. Service was restored when BT reversed the jumpers on the circuit at their Birmingham exchange. Call E-0604260728 refers.

VIP sites affected this month.

VIP Site Sunderland 005343: During building relocation the ISDN service connection having been re-located to a new building a week ago, lost on-line ISDN service connection Thursday morning. BT attended site Friday morning and resolved by 10:30.

Incidents Outside the Fujitsu Domain:

Monday 10th April. Link timeouts >19% was caused by a loss of service to the Co-op & Smile Bank from 10:03 to 11:03. Link confirmed issue and loss of service.

Thursday 20th April. The A&L service to both Wigan & Bootle was lost from 10:57 to 11:28. An A&L technician was doing unplanned work on the A&L firewall, which caused the break in service. Call E-0604200455 refers.

Friday 21st April. Link had an Incident with NATWEST from 09:58 to 10:46, causing 733 retries in 16,500 transactions. Call E-0604210265 refers.

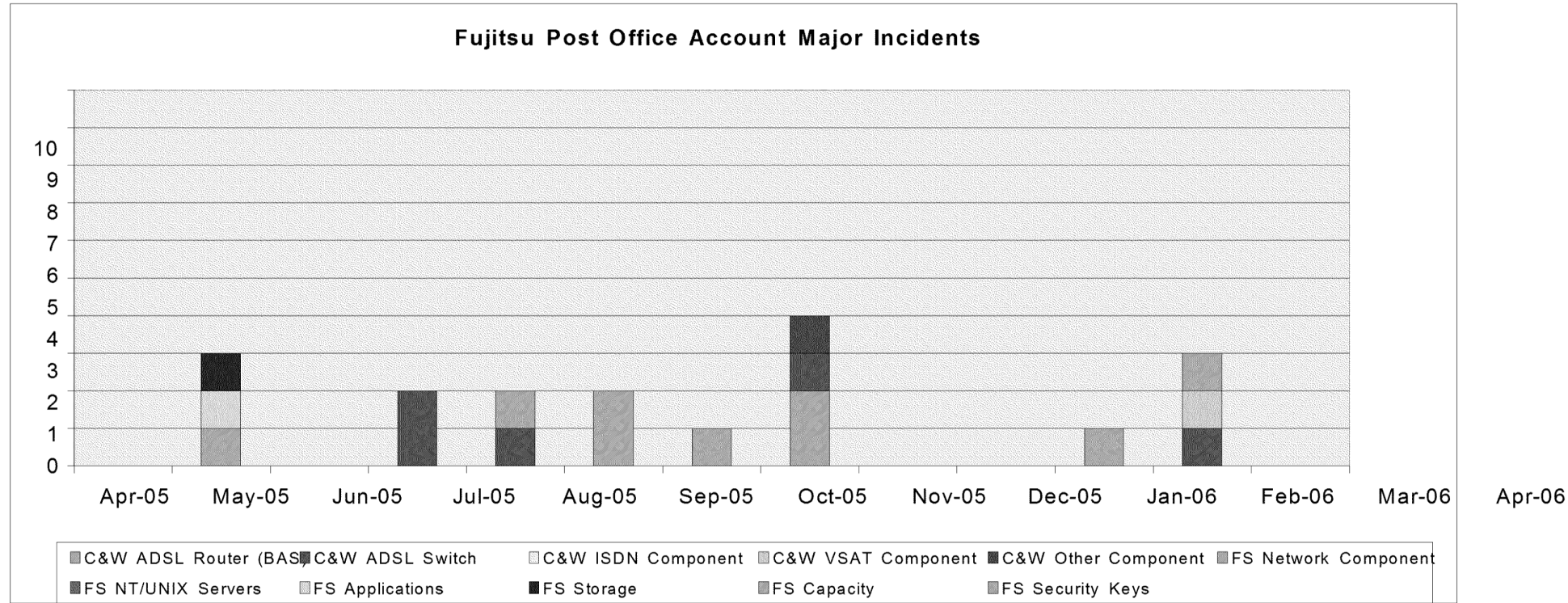
Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0



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

2.1.3 OBC Branch Change Service Summary

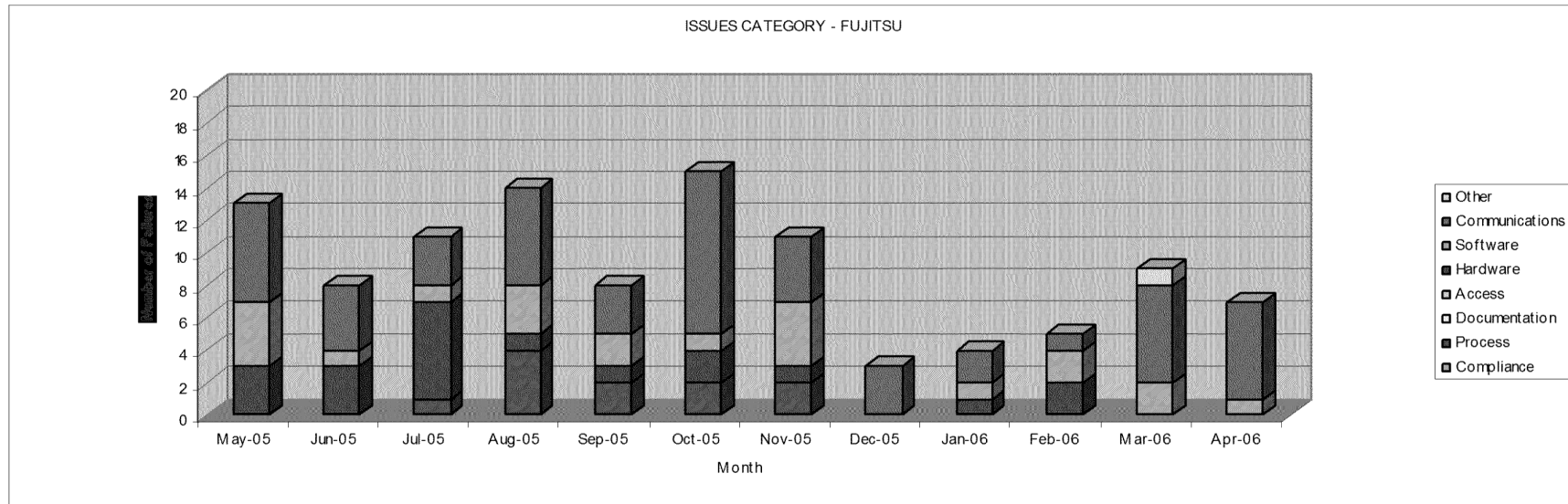
April 2006 realised a total of 164 changes undertaken, this being a reduction of 96 changes compared to March, 10 of these were cancelled changes. With the exclusion of 'Closures' 115 changes were undertaken. Fujitsu were responsible for 7 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 5.22% against the new 4% OLA minus Closures. It also represents a failure rate of 4.55% against the original target of 5%. There were 2 line plant failures; this represents a failure rate of 3.90% against the old 4% target excluding Line Plant. There is a difference of -1.84% compared to February's Target without Closures. Compared to the February calculations a difference of -0.67% against the 5% target rate and -0.84% against the 4% target rate, excluding line plant.

Post Office Ltd were responsible for 3 change requests not being completed on the target date, which represents 1.95% against the 4% target, which shows an improvement against the February calculations of 2.74%.

Corrective Actions

April saw an increase in ISDN line faults at the point of installation. Fujitsu continues to work closely with Cable & Wireless to further identify root causes and any possible trends in order to decrease these occurrences.

Fujitsu OBC has also committed to provide future feedback on actions taken at meetings in a more timely fashion.



2.1.4 ADSL Migration

There are now 10691 outlets live on ADSL. This project is drawing to a close as we look to move towards IPStream Migration.

2.1.5 Icon Service

Nothing to report

2.1.6 Business Continuity

The Auto Config (test 8) Business Continuity procedural walk-through was successfully conducted during April.

On Sunday 9th April the operational business continuity test for the Network Banking Client Interfaces (test 22) was performed. Sub-test 22.1 and 22.2 were successfully completed. Sub-test 22.3, the PIX firewall test, was however unsuccessful and requires a retest after the firewalls have been upgraded.

The operational business continuity test for the loss of the Post Office Limited Northern Data-centre (test 18) was successfully performed between the 18th and 22nd of April.

On Friday 21st of April the Systems Operation Service (test11) business continuity operational test was also successfully completed.

On Sunday 23rd of April the System Management Centre (test 12) operational test was performed. The Master TMR fail-over was not completed and a complete re-test has been planned for Sunday 4th of June.

2.1.7 Message Broadcast

During April there were 21 broadcasts (MBS 74 to 94 incl.)

2.1.8 Horizon Service Desk and Complaints

Date in POL/Fujitsu	Date cleared Fujitsu	POL ref	FAD and Facia	Category/reason for complaint	Just/not	Unjustified explanation	Improvement action
1. 12/04/06	14/04/06	JH/APR/019	235137 Icknield Way	Online Services	Unjustified	Very complex issue to resolve meant that resolution took a long time	

2. 13/04/06	14/04/06	DB/APR/040	329340 Worral	Poor Service	Justified		Reiteration of processes to Engineering team and the Horizon Service desk agents
3. 13/04/06	13/04/06	MG/APR/050	378201 saltley	Gateway Problem	Justified		An update to another call was typed into this call in error. Human Error.

2.1.9 Business Incident Management

There were 20 BIM incidents during April. This is 23 less than reported in March 2006.

Of these incidents, 1 was within the 8 hour response SLT relating to the 'Network Banking State E23' exception type.
19 BIM incidents were within the 5 day response SLT.

The reduction in the number of BIM incidents can predominantly be attributed to the S90 Counter upgrade, which has reduced the number of State 4 exception type incidents to zero this month.

2.1.10 Engineer Services – Site Visits By Engineer

In April the pilot of the Priority Service was completed and rolled out across the whole estate. There were 4782 visits in April, of which 3726 required a unit exchange, and 1056 were resolved without needing a spare. The number of visits for counter printers was again high at 2109 following the introduction of Postal Order printing; PIN PAD visits were also high at 844, though this is a reduction against March.

The excess printer calls and exchanges this month are attributable to the introduction of Postal Order printing. Investigations are ongoing with the printer repairer to determine the extent to which operator technique and media suitability have affected call volumes. Meanwhile the spares loop has been boosted with additional printers, and the capacity for doing repairs and replacements has been increased.

2.1.11 Security Services

Automated Key Refresh

An average of 27 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 745 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

There were no manual keys generated this month.

Key Management Administration

There were no major key management issues this month.

Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
52	60	52	5
Query Days this month	YTD Contract	Received YTD	
1073	1250	1073	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
5	8	5	0

Witness statements provided this month	9	Witness statements YTD	9
Days in court this month	2.5	Days in court YTD	2.5

Current Month and Forthcoming Court Commitments

Outlet	DATE	Court location	Comments
Waltham Abbey	19 April 2006	Chelmsford Crown Court	Offender pleaded guilty on 19/4/06. Received suspended custodial
Abbotts Cross	25 April 2006	Belfast	Prosecution failed to put a case together and the case was dismissed.
Blackfriars	8 May 2006	Kingston Crown Court	Witness required
Goldsworth	15 May 2006	Guildford Crown Court	Witness required

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

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

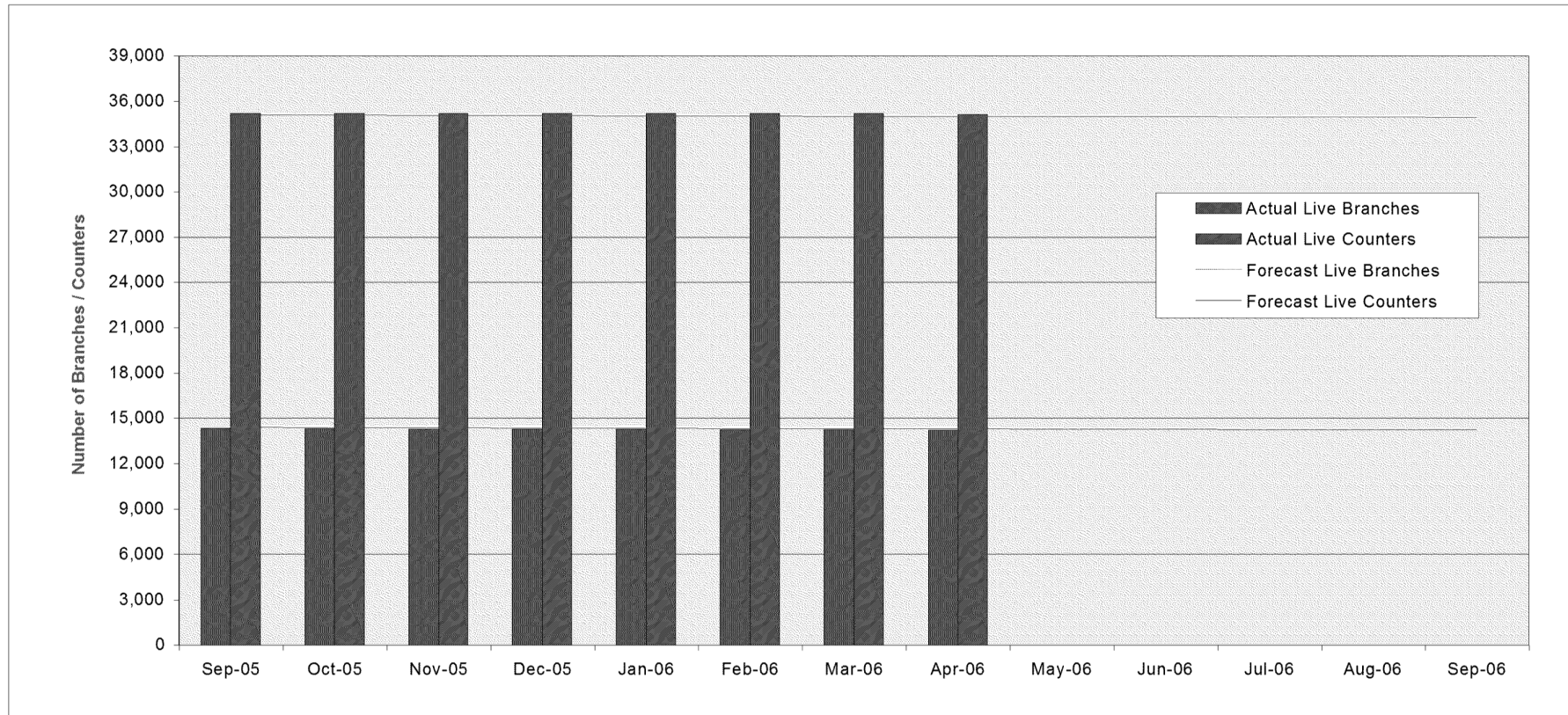
Outlet	Comments
None received	

2.1.12 PostShops

	Week 29	Week 30	Week 31	Week 32	Monthly Totals
Number of calls received	10	6	10	9	35
Number of calls resolved in 8 hours	8	6	9	8	31
Number of calls resolved in next day	2	0	1	1	4
Number of Hardware faults	10	6	10	9	35
Number of software faults	0	0	0	0	0
Number of outstanding calls	0	0	0	0	0

3 APRIL VOLUMETRICS

3.0 OPERATIONAL BRANCH & COUNTER VOLUMES



	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06
Actual Live Branches	14347	14317	14303	14287	14276	14256	14241	14216					
Actual Live Counters	35204	35188	35195	35189	35205	35201	35191	35145					
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

	April 06	To Date
Balance Enquiries	1,738,569	55,362,409
Bureau Credit Transactions	10,709	14,210
Bureau Credit Value	£3,136,154	£4,109,949
Bureau Debit Transactions	79,529	107,071
Bureau Debit Value	£22,550,573	£30,075,937
Cash Deposit Transactions	616,965	14,124,976
Cash Deposit Total Value	£313,872,251	£4,426,020,402
Cheque Deposit Transactions	40,963	1,000,815
Cheque Deposit Total Value	£17,231,088	£401,673,373
Cash Withdrawal Transactions	2,703,896	249,620,268
Cash Withdrawal Total Value	£192,820,115	£24,050,243,736
Withdrawal to Limit Transactions	379	179,154,691
Withdrawal to Limit Total Value	£45,944	£21,805,319,848
Sales Debit Refund Transactions	30	19,109
Sales Debit Refund Total Value	£954	£3,363,636
Sales Debit Payment Transactions	70,465	56,837,927
Sales Debit Payment Total Value	£2,067,217	£3,597,769,148
Sales Credit Payment transactions	70,465	70,465
Sales Credit Payment value	£2,067,217	£2,067,217
Sales Credit Refund transactions	30	30
Sales Credit Refund value	£954	£954

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

Bank	Transaction Volume	Transaction Value
Alliance & Leicester plc	1,484,746	£378,587,762
Card account at Post Office	17,564,781	£1,984,435,691
Streamline (Online Debit Card)	806,557	£60,706,497
LINK		
Abbey National PLC	749	£63,402
Bank of Ireland	76,169	£4,442,715
Barclays Bank Plc	23,251	£1,641,592
Clydesdale Bank Plc	1,166,374	£74,946,364
First Trust Bank	167,220	£8,820,984
HBoS	119,252	£5,478,483
HSBC Bank Plc	7,581	£394,728
Lloyds TSB	234,355	£36,552,022
Nationwide Building Society	4,114	£2,580,008
NatWest	39,353	£1,908,818
Northern Bank Ltd	29,095	£4,569,488
NS&I	2,865,008	£220,620,957
Post Office Financial Services	200,783	£20,945,099
Royal Bank of Scotland	624	£51,032
Smile	89,899	£4,824,545
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	2,479,222	£195,067,786
GRAND TOTAL	22,335,306	£2,618,797,735

3.1.3 Vital Statistics – ETU Transactions

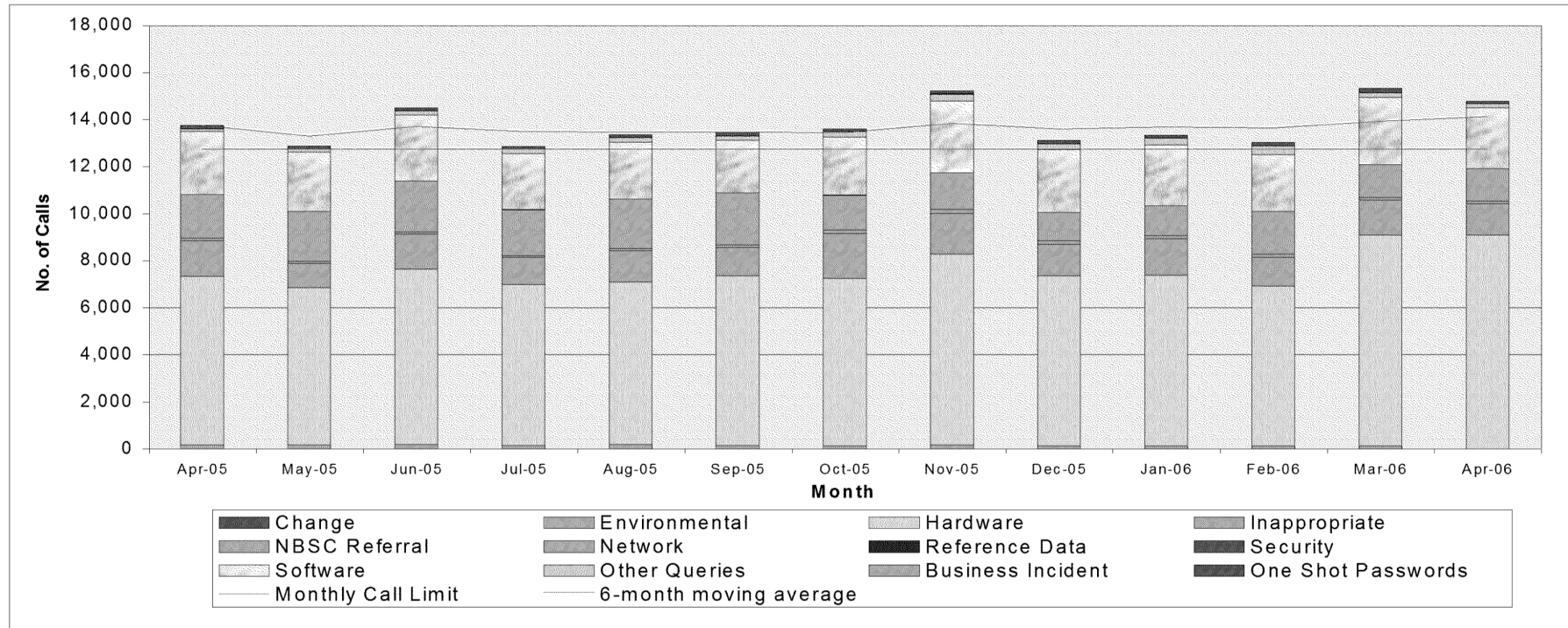
Summary	Apr-06	Totals to Date
Transaction Volume	1,459,696	£41,828,888
Transaction Value	12,008,075	£345,886,909
Details by Issuer Scheme	Transaction Volume	Transaction Value
3G UK Ltd Everything Add-On	17,701	£198,705
3G UK Ltd Text Add On	4,111	£20,555
Carphone Warehouse MobileWorld	4,146	£103,650
Fresh Mobile E-Voucher	2,095	£13,975
Napster Tracks Music Voucher	3,624	£34,920
Napster Unlimited MusicVoucher	2,987	£25,860
O2 PAY & GO	95	£850
O2 Top-Up Voucher	74	£1,170
Orange E-Voucher	57	£1,320
Orange pay-as-you-go	186,183	£2,094,320
Post Office Rechargeable Card	54,245	£579,810
Talk Talk Mobile E-Voucher	40,318	£306,430
talkXtra	321,282	£2,440,195
Tesco Mobile Pay as you Go	1,618	£13,195
Tesco Mobile Top-up Voucher	326	£3,420
T-Mobile Pay as you go	74	£570
T-Mobile Top-Up Voucher	3,194	£28,400
Virgin Mobile Airtime Voucher	12,457	£137,875
Virgin Mobile Pay As You Go	2,194	£24,115
Vodafone Pay as you talk	213,953	£1,708,440
Vodafone UK PAYT TopUp Voucher	63,267	£437,645
Vodafone UK Text Pack Voucher	38,820	£264,110
Vodafone UK Voice Pack Voucher	106,579	£739,355
Totals	1,459,696	£12,008,075

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)
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
April 2006	25,091,390	N/A	218,386,034	2,704,275	25,066,191	1,459,696

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



	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
Business Incident					1			10	0	0			
Change	1	1	3		0	2	0	1	1	1			
Environmental	170	181	204	153	188	154	139	183	136	117	118	133	
Hardware	7162	6677	7433	6848	6907	7210	7112	8088	7237	7272	6798	8956	9085
Inappropriate	1519	1033	1496	1150	1346	1217	1910	1745	1313	1551	1238	1489	1358
NBSC Referral	102	83	74	60	71	75	133	170	153	131	118	108	105
Network	1869	2114	2184	1959	2109	2220	1480	1565	1232	1274	1824	1408	1375
Other Queries	120	126	187	211	181	198	216	267	252	287	352	210	152
Reference Data	2	2	2	1	0	1	21	1	0	1	0	0	0
Security	4	6	1	9	6	2	0	2	0	3	5	3	1
One Shot Passwords	130	119	126	108	152	156	137	137	129	134	162	170	130
Software	2665	2537	2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	2594
Total Calls	13744	12879	14501	12867	13368	13463	13616	15217	13105	13342	13039	15324	14800
6-month moving average	13744	13312	13708	13498	13472	13470	13449	13839	13606	13685	13630	13941	14138
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750

Fujitsu Services

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

	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
Business Incident	0	0	0	0	1	0	0	10	0	0	0	0	0
Change	1	1	3	0	0	2	0	1	1	1	0	0	0
Environmental	170	181	204	153	188	154	139	183	136	117	118	133	0
Hardware	7162	6677	7433	6848	6907	7210	7112	8088	7237	7272	6798	8956	9085
Inappropriate helpdesk	1519	1033	1496	1150	1346	1217	1910	1745	1313	1551	1238	1489	1358
NBSC Referral	102	83	74	60	71	75	133	170	153	131	118	108	105
Network	1869	2114	2184	1959	2109	2220	1480	1565	1232	1274	1824	1408	1375
Other queries	120	126	187	211	181	198	216	267	252	287	352	210	152
Reference Data	2	2	2	1	0	1	21	1	0	1	0	0	0
Security	4	6	1	9	6	2	0	2	0	3	5	3	1
One Shot Passwords	130	119	126	108	152	156	137	137	129	134	162	170	130
Software	2665	2537	2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	2594
System outage calls (not included)	0	139	0	0	0	549	0	479	0	0	0	119	0
Total Calls	13744	12879	14501	12867	13368	13463	13616	15217	13105	13342	13039	15324	14800
6-month moving average	13744	13312	13708	13498	13472	13470	13449	13839	13606	13685	13630	13941	14138
Average Daily Call Rate	654	585	604	548	557	561	579	634	582	580	593	613	722
Working days per month	21	22	24	23½	24	24	23½	24	22½	23	22	25	20½

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

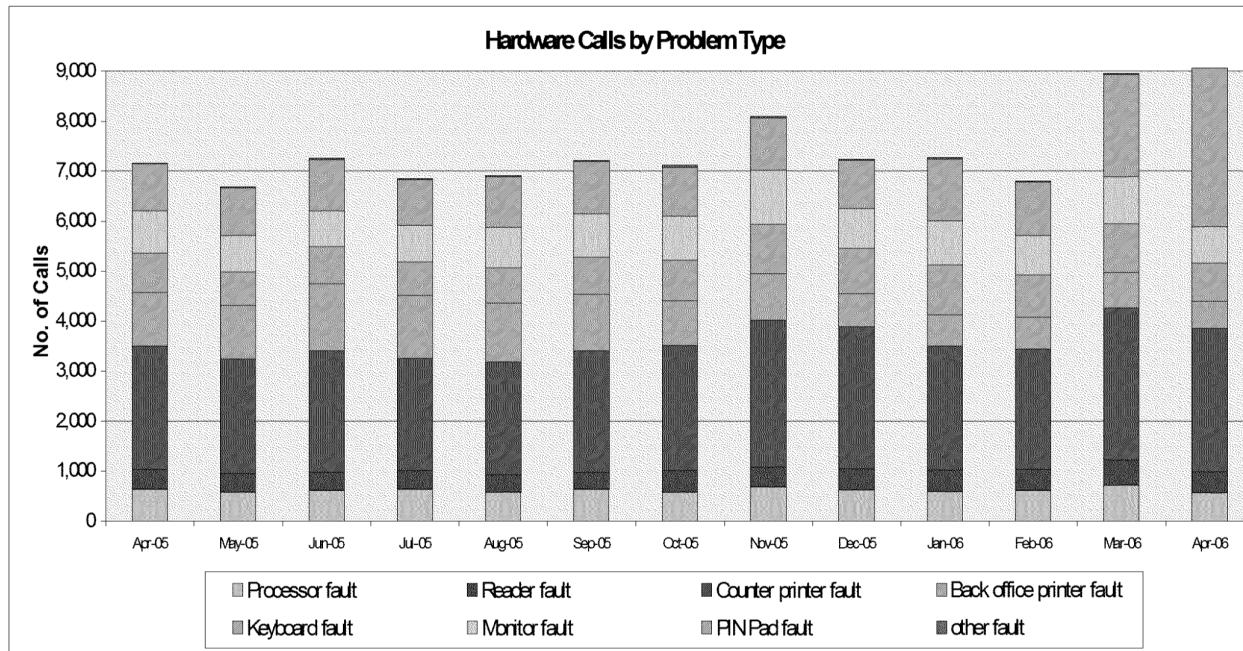
Version: 1.0

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
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 been 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
Apr-06	No calls have been removed this month			0

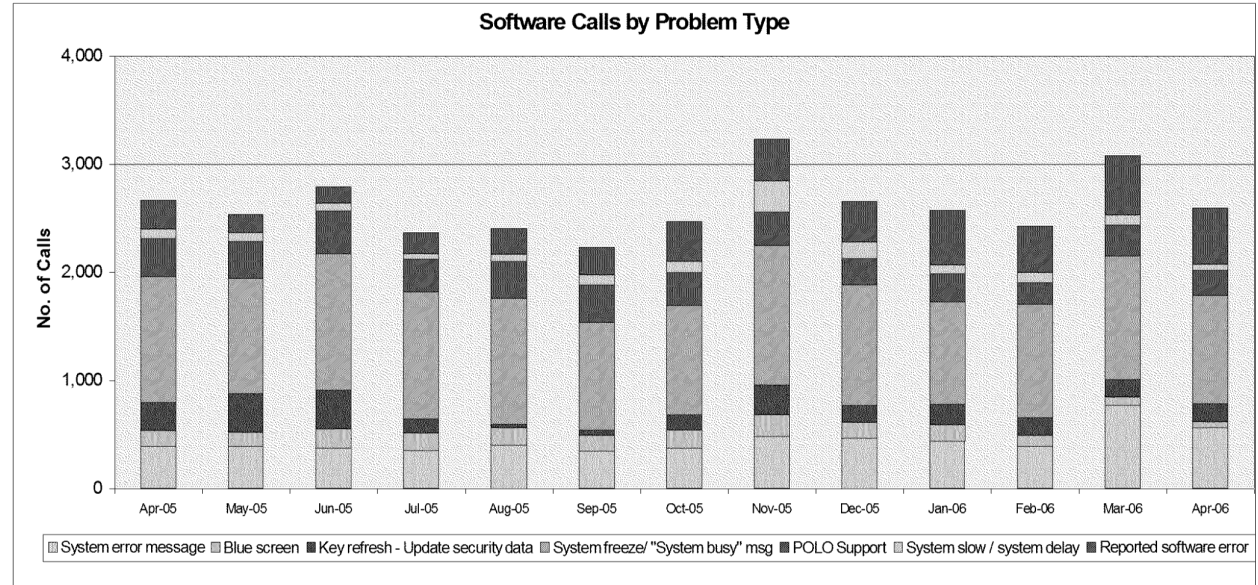
3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS



All hardware calls dropped back to more normal levels in April except for PINPAD calls which shot up to over 3100, bringing the overall level of hardware calls to above 9000. Around 2300 of these calls were resolved by the HSD, usually by a re-installation of the PINPAD. The calls were logged under a number of circumstances including PMs finding that the PINPAD was not responding to a particular card (often a CAPO) or finding an error message being displayed on the screen. The remainder of calls (about 850) were resolved by an engineer visit or a hardware exchange.

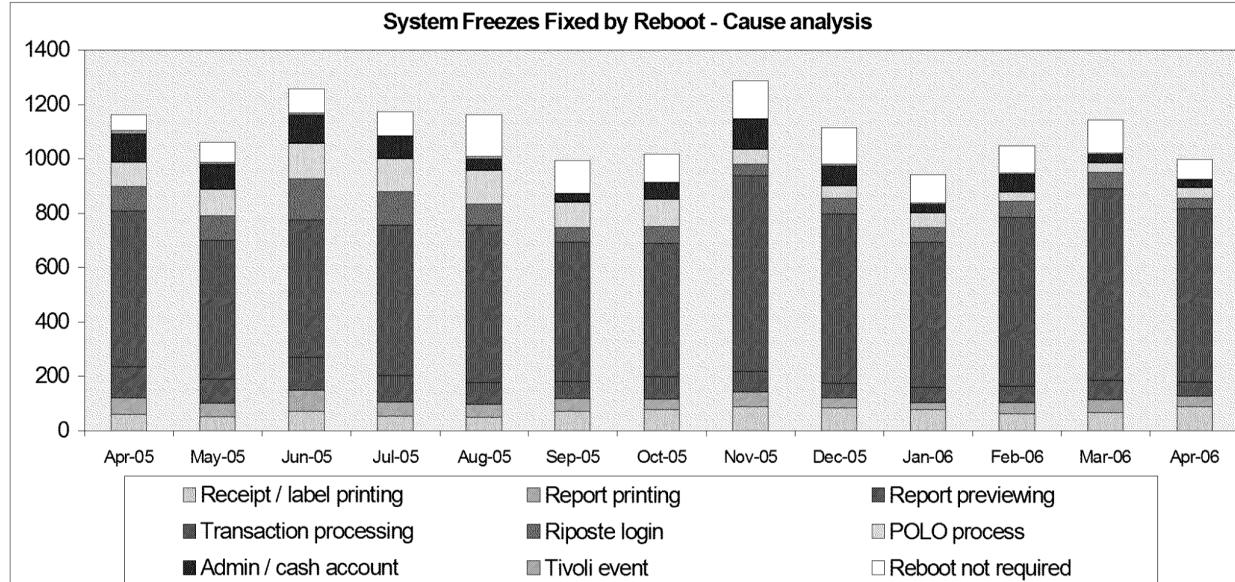
	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
Processor fault	623	575	598	625	571	629	572	675	609	583	605	709	557
Reader fault	406	366	375	384	350	344	442	399	428	435	419	501	418
Counter printer fault	2465	2291	2428	2248	2254	2428	2497	2939	2848	2474	2411	3051	2875
Back office printer fault	1071	1082	1342	1246	1177	1133	887	931	663	628	636	699	536
Keyboard fault	793	671	741	678	705	746	812	988	894	1009	849	983	769
Monitor fault	842	720	719	725	813	863	895	1030	800	873	793	942	736
PINPad fault	940	950	1020	928	1015	1041	973	1042	971	1247	1071	2050	3173
other fault	22	22	35	14	22	26	34	24	24	23	14	21	21
TOTAL	7162	6677	7258	6848	6907	7210	7112	8088	7237	7272	6798	8956	9085

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



	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
System error message	391	389	375	350	399	346	376	478	463	438	390	770	558
Blue screen	146	132	178	163	165	149	162	206	149	155	106	75	59
Key refresh - Update security data	261	355	357	131	32	46	142	275	158	190	160	162	169
System freeze/ "System busy" msg	1161	1062	1260	1173	1164	993	1016	1289	1116	942	1047	1141	998
POLO Support	355	345	396	308	341	348	301	309	244	265	201	288	233
System slow / system delay	86	81	69	47	64	92	104	286	149	80	94	96	56
Reported software error	265	173	156	196	242	254	367	384	373	501	426	546	521
TOTAL	2665	2537	2791	2368	2407	2228	2468	3227	2652	2571	2424	3078	2594

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



System Freezes	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
Receipt / label printing	60	51	70	53	49	70	79	88	82	76	63	67	89
Report printing	61	49	79	51	47	47	37	53	38	26	40	46	38
Report previewing	113	88	121	97	81	64	81	76	53	57	61	72	51
Transaction processing	573	513	504	555	579	512	491	721	623	535	620	705	638
Riposte login	91	91	152	123	78	55	63	43	57	53	61	60	39
POLO process	89	94	131	121	123	93	100	53	47	53	33	35	38
Admin / cash account	106	94	104	81	42	29	60	110	74	34	66	32	29
Tivoli event	9	7	7	3	9	3	2	3	5	3	3	4	1
REBOOT sub-total	1102	987	1168	1084	1008	873	913	1147	979	837	947	1021	923
Reboot not required	59	75	89	88	154	120	103	142	137	105	100	120	75
TOTAL	1161	1062	1257	1172	1162	993	1016	1289	1116	942	1047	1141	998

3.2.2 ONLINE NETWORK SERVICES

The network performance in April 2006 was good and the network banking authorisation times have remained consistent throughout this year. There were no major incidents but several smaller incidents and external incidents that affected service to the end users. The improvements in the C&W domain have continued to provide stability to the WAN infrastructure.

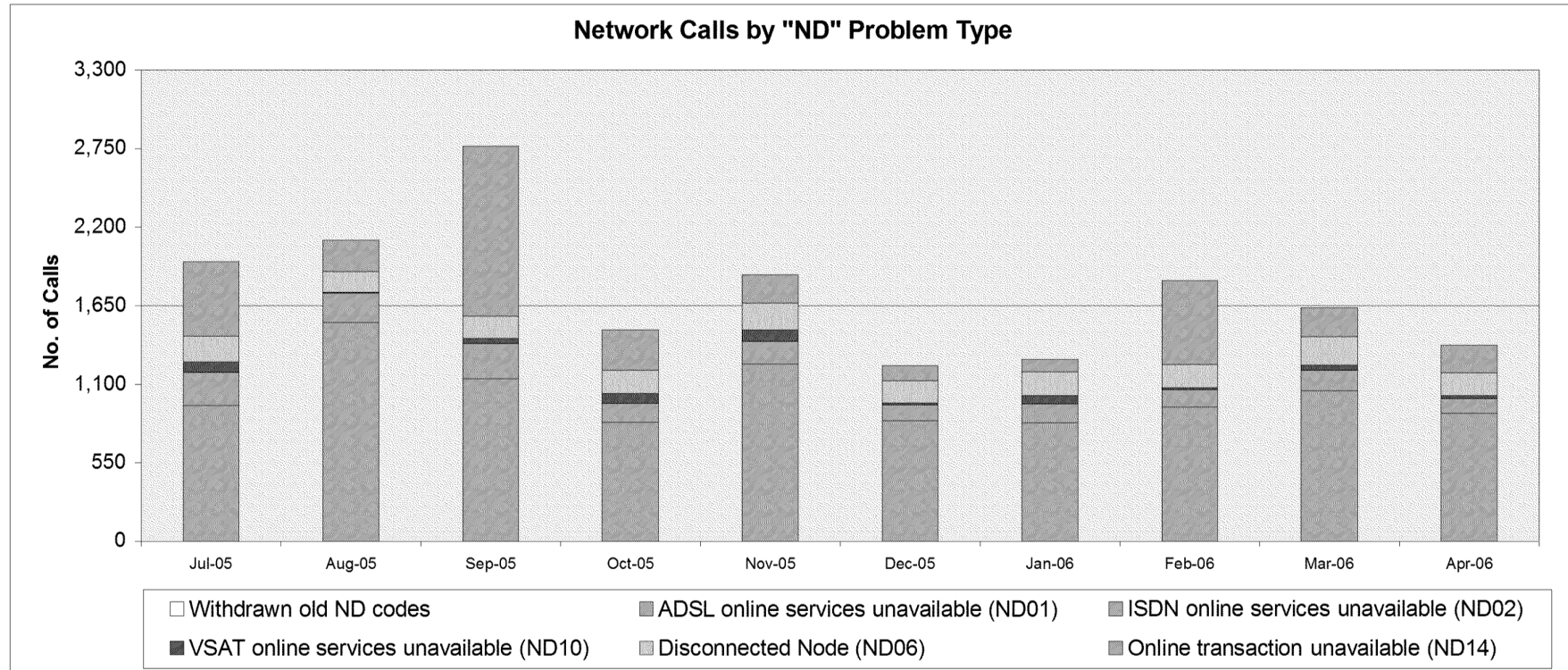
There were 1375 network related calls received at the HSD and the biggest group was 372 calls related to ADSL software errors requiring counter reboots to restore the network service. It is expected that some of the software fixes included in the S92 release will reduce the number of assisted reboots. The incident with CAPO also caused an increased online transaction call volume.

HSD branch incident routing improvements have delivered the lowest ever volume of C&W referrals that were returned with No Fault Found coding. The MTBF and MTR have remained stable across most networks with the exception of the high volume of unrelated PES failures at VSAT sites.

The BAS router software upgrade project was completed without incident and these routers now benefit from standardised IOS versions, configurations and improved security levels. The networks team have now started planning a series of OCPs to bring the PIX firewalls up to a standard hardware and software configuration.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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



ND CALLS by Problem Type

Withdrawn old ND codes

ADSL online services unavailable (ND01)

ISDN online services unavailable (ND02)

VSAT online services unavailable (ND10)

Disconnected Node (ND06)

Online transaction unavailable (ND14)

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
TOTAL	1959	2109	2769	1480	1865	1232	1274	1824	1633	1375

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

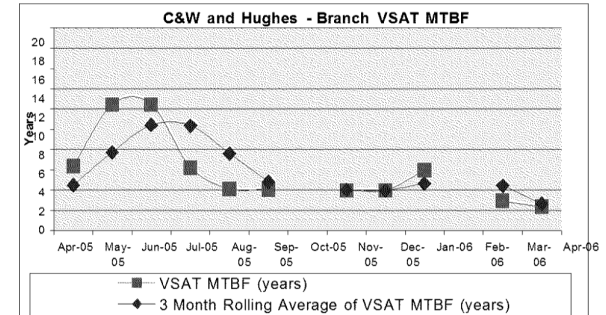
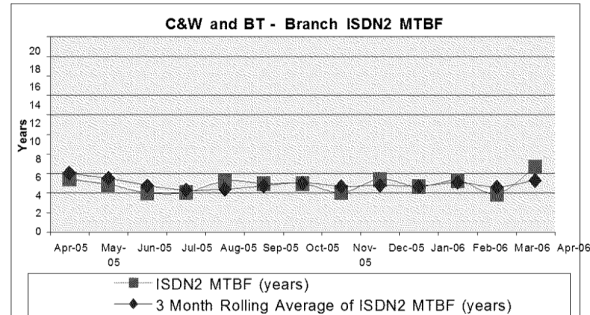
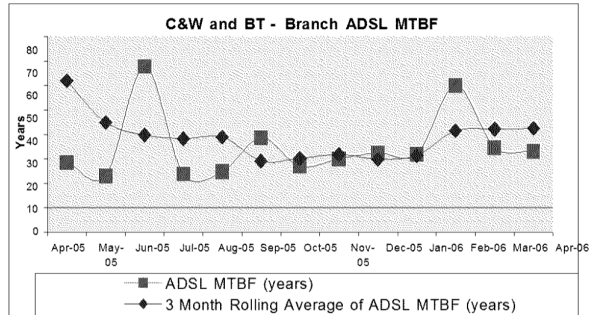
ADSL Online Services Calls - Cause Analysis	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
ADSL service fault (C34)	96	69	55	45	46	39	44	28	34	42
ADSL major incident (C37)	21	586	155	37	277	20	17	22	9	15
Software error / reboot (C36)	376	415	394	287	337	324	317	373	446	372
Undetermined fault (CG4)	189	176	267	189	268	235	194	230	282	196
Subtotal	682	1246	871	558	928	618	572	653	771	625
PSTN line fault (C35)	45	34	27	34	40	32	41	45	58	42
No fault found / user error (CR4)	193	231	217	214	232	178	191	207	265	197
Duplicate call or other causes.	29	24	22	26	43	16	24	33	35	29
TOTAL	949	1535	1137	832	1243	844	828	938	1129	893

ISDN Online Services Calls - Cause Analysis	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
ISDN service fault (C31)	96	77	81	56	73	53	57	53	81	46
Major incident (C38)	12	0	2	2	0	1	0	0	0	0
Software error / reboot (C36)	40	52	67	20	17	17	24	22	23	24
Undetermined fault (CG4)	46	28	52	29	38	29	30	33	24	16
Subtotal	194	157	202	107	128	100	111	108	128	86
No fault found / user error (CR4)	32	34	34	15	13	6	16	11	11	9
Duplicate call or other causes.	8	11	11	10	16	5	5	3	11	13
TOTAL	234	202	247	132	157	111	132	122	150	108

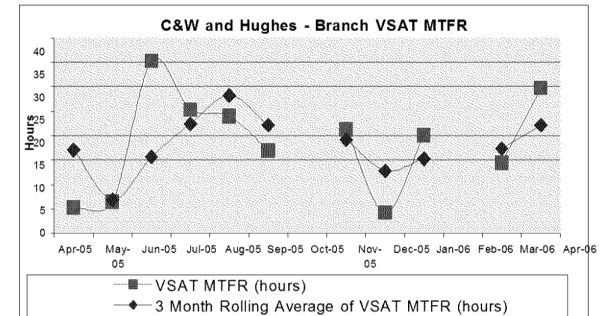
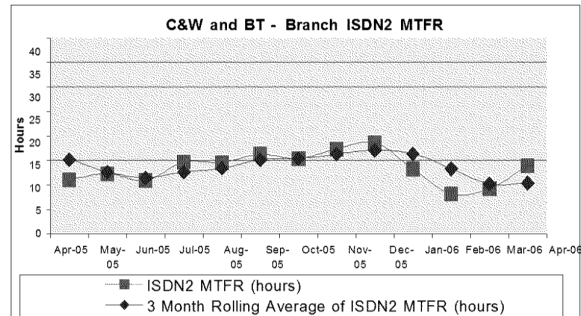
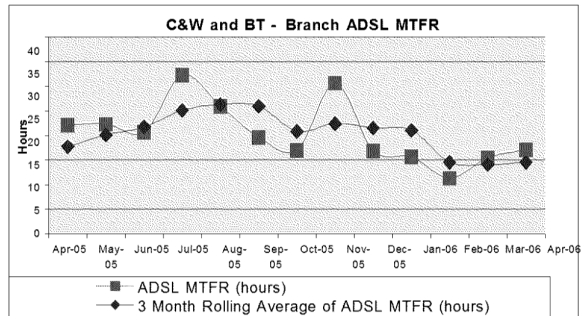
VSAT Online Services Calls - Cause Analysis	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
VSAT service fault (CG5)	2	3	3	0	5	3	3	0	3	5
Major incident (C39)	44	0	25	68	43	0	33	0	13	0
Software error / reboot (C36)	14	1	4	1	8	2	7	7	15	10
Undetermined fault (CX8)	9	0	3	2	13	4	3	8	5	2
Subtotal	69	4	35	71	69	9	46	15	36	17
No fault found / user error (CR4)	4	2	4	2	7	1	1	0	6	3
Duplicate call or other causes.	0	0	0	0	2	1	12	1	2	2
TOTAL	73	6	39	73	78	11	59	16	44	22

ND14 Online Transaction - Cause Analysis	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
Software error / reboot (C36)	70	32	63	41	50	42	31	14	15	21
Online transaction Major Incident (C40)	5	94	954	139	47	23	31	541	137	144
Subtotal	75	126	1017	180	97	65	62	555	152	165
No fault found / user error (CR4)	50	91	169	92	92	43	22	30	29	31
Duplicate call or other causes.	400	4	7	11	10	1	4	2	27	1
TOTAL	525	221	1193	283	199	109	88	587	208	197

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

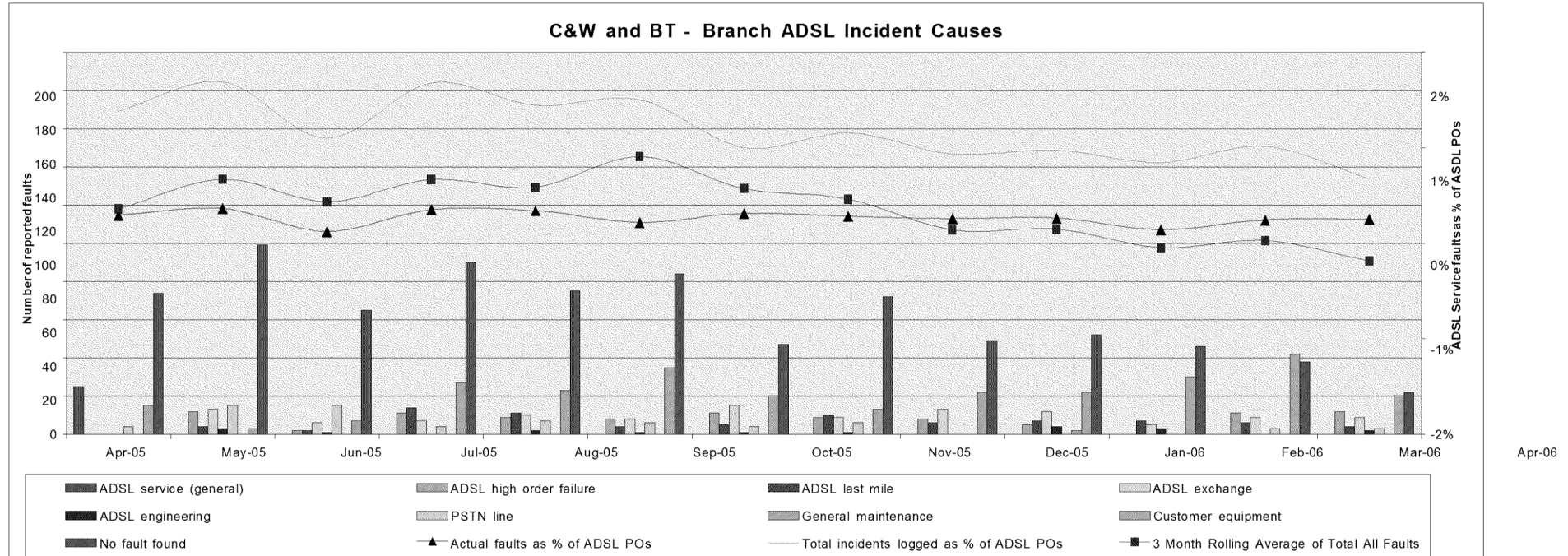


	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
ADSL MTBF (years)	28.45	22.98	67.67	23.73	24.71	38.55	26.84	29.86	32.31	31.83	59.80	34.42	33.04
3 Month Rolling Average of ADSL MTBF (years)	61.70	44.74	39.70	38.13	38.70	29.00	30.03	31.75	29.67	31.33	41.31	42.01	42.42
ISDN2 MTBF (years)	5.44	4.86	3.98	4.04	5.21	4.98	4.96	4.03	5.38	4.62	5.27	3.89	6.68
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	5.28
VSAT MTBF (years)	6.38	12.42	12.42	6.21	4.11	4.05		3.97	3.97	5.96		2.94	2.35
3 Month Rolling Average of VSAT MTBF (years)	4.43	7.74	10.40	10.35	7.50	4.80		4.03	3.97	4.63		4.45	2.64



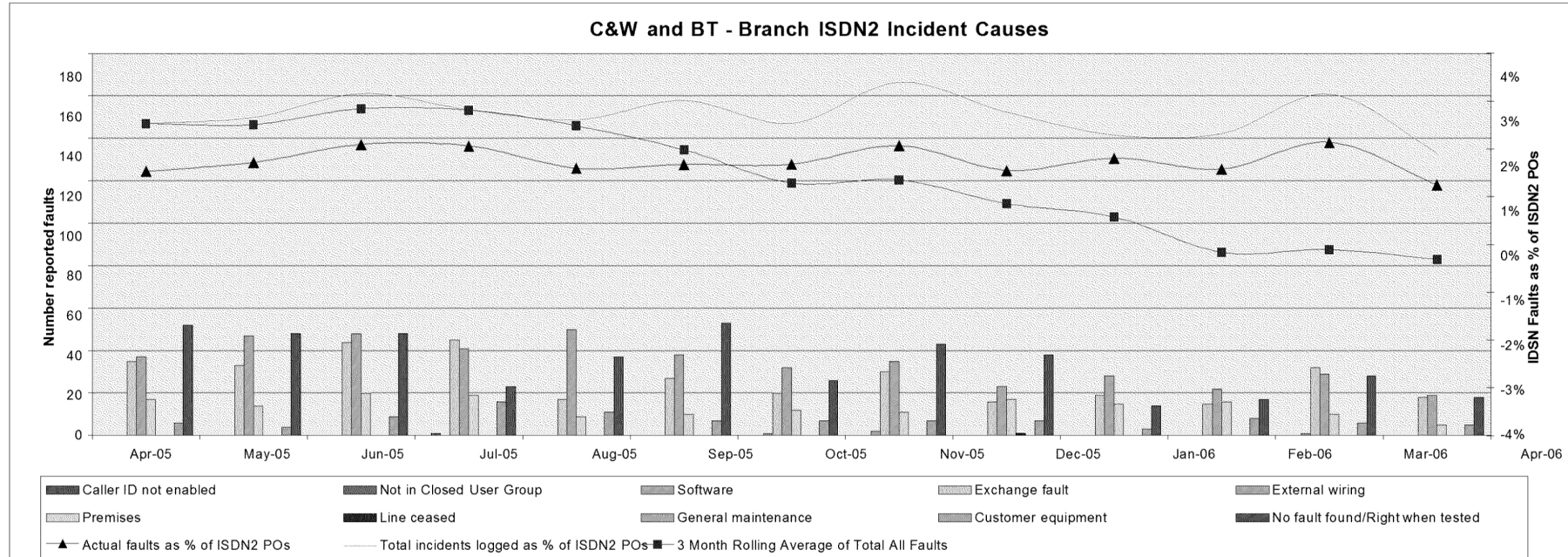
	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
ADSL MTFR (hours)	22.06	22.26	20.65	32.26	25.87	19.58	16.97	30.63	16.81	15.58	11.22	15.41	17.01
3 Month Rolling Average of ADSL MTFR (hours)	17.71	20.13	21.65	25.05	26.26	25.90	20.81	22.39	21.47	21.01	14.54	14.07	14.54
ISDN2 MTFR (hours)	11.04	12.28	10.87	14.63	14.56	16.23	15.31	17.26	18.55	13.19	8.10	9.21	13.91
3 Month Rolling Average of ISDN2 MTFR (hours)	15.16	12.61	11.40	12.59	13.35	15.14	15.37	16.27	17.04	16.34	13.28	10.17	10.41
VSAT MTFR (hours)	5.25	6.50	35.30	25.30	24.00	16.97		21.33	4.30	20.15		14.51	29.78
3 Month Rolling Average of VSAT MTFR (hours)	17.05	6.86	15.68	22.37	28.20	22.09		19.15	2.82	15.26		17.33	22.14

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



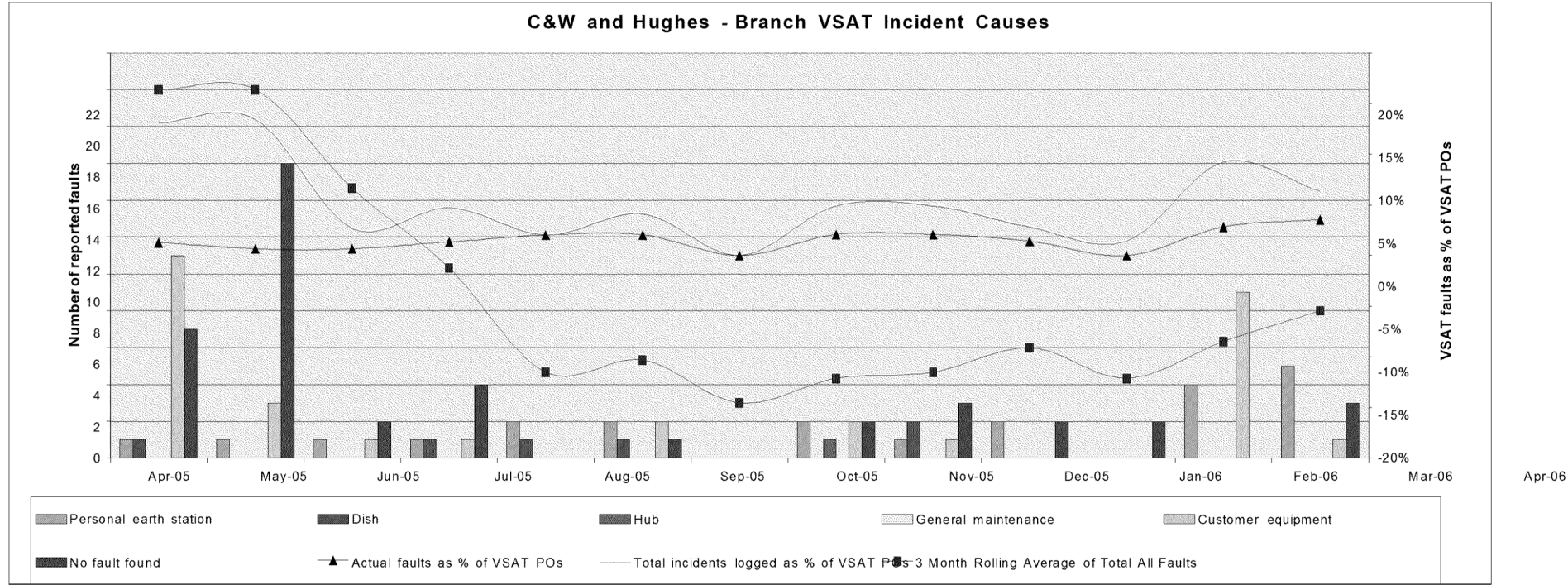
	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
ADSL service (general)	25												
ADSL high order failure		12	2	11	9	8	11	9	8	5	0	11	12
ADSL last mile		4	2	14	1	4	5	10	6	7	7	6	4
ADSL exchange		13	6	7	6	8	15	9	13	12	5	9	9
ADSL engineering		3	1	0	2	1	1	1	0	4	3	0	2
Actual faults at ADSL POs total	25	32	11	32	12	21	32	29	27	28	15	26	27
Actual faults as % of ADSL POs	0.29%	0.36%	0.12%	0.35%	0.34%	0.22%	0.31%	0.28%	0.26%	0.26%	0.14%	0.24%	0.25%
PSTN line	4	15	15	4	7	6	4	6	0	0	0	3	3
General maintenance	0	0	0	0	0	0	0	0	0	2	0	0	0
Customer equipment	15	3	7	27	23	35	20	13	22	22	30	42	20
No fault found	74	99	65	90	15	84	47	72	49	52	46	38	22
Total All Faults	118	149	98	134	137	146	103	120	98	104	91	109	72
3 Month Rolling Average of Total All Faults	118	134	122	133	128	145	129	123	107	107	98	101	91
Total incidents logged as % of ADSL POs	1.38%	1.69%	1.10%	1.68%	1.44%	1.50%	1.00%	1.15%	0.94%	0.97%	0.85%	1.02%	0.67%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	0	0	1	0	0	0	0	0	0	0	0	0
Software	0	0	0	0	0	0	1	2	0	0	0	1	0
Exchange fault	35	33	44	45	17	27	20	30	16	19	15	32	18
External wiring	37	47	48	41	50	38	32	35	23	28	22	29	19
Premises	17	14	20	19	9	10	12	11	17	15	16	10	5
Line ceased	0	0	0	0	0	0	0	0	1	0	0	0	0
Actual faults at ISDN2 POs total	80	94	112	106	76	75	65	70	57	62	53	72	42
Actual faults as % of ISDN2 POs	1.53%	1.71%	2.10%	2.06%	1.60%	1.67%	1.63%	2.07%	1.55%	1.80%	1.58%	2.14%	1.25%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	6	4	9	16	11	7	7	7	7	3	8	6	5
No fault found/Right when tested	52	48	48	23	37	53	25	13	38	14	17	28	18
Total All Faults	147	146	169	145	124	135	98	128	102	79	78	106	65
3 Month Rolling Average of Total All Faults	147	147	154	153	146	135	119	120	109	103	86	88	83
Total incidents logged as % of ISDN2 POs	2.53%	2.66%	3.16%	2.82%	2.61%	3.01%	2.54%	3.40%	2.77%	2.30%	2.33%	3.15%	1.93%

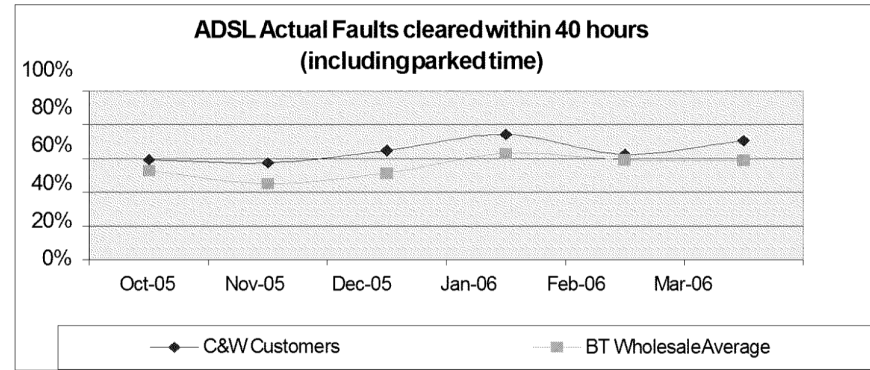
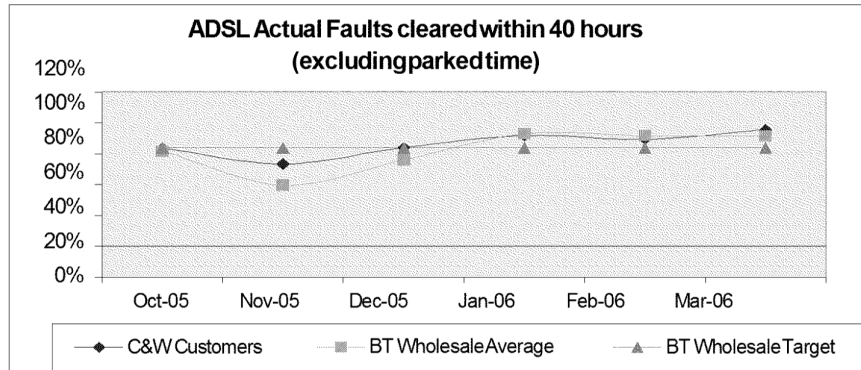
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Personal earth station	1	1	1	1	2	2	0	2	1	2	0	4
Dish	1	0	0	1	1	1	0	0	2	0	0	0
Hub	0	0	0	0	0	0	0	1	0	0	0	0
Actual faults at VSAT POs total	2	1	1	2	3	3	0	3	2	2	0	4
Actual faults as % of VSAT POs	1.31%	0.67%	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%	2.10%	1.40%	0.00%	2.84%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	11	3	1	1	0	2	0	2	1	0	0	9
No fault found	7	16	2	4	0	1	0	2	3	2	2	0
Total All Faults	20	20	4	7	3	6	0	7	7	4	2	13
3 Month Rolling Average of Total All Faults	20	20	15	10	5	5	3	4	5	6	4	6
Total incidents logged as % of VSAT POs	13.07%	13.42%	2.68%	4.70%	2.03%	4.08%	0.00%	4.90%	4.90%	2.80%	1.42%	9.22%

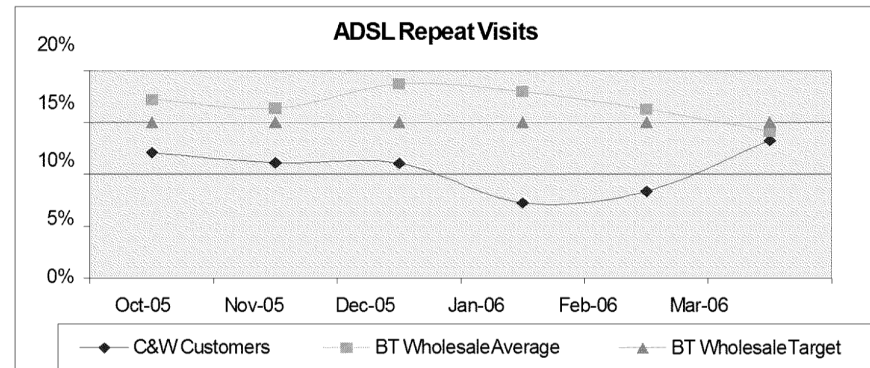
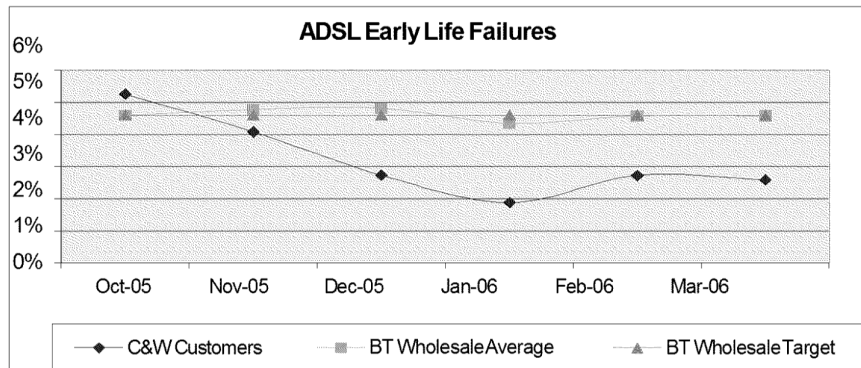
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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.



	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
C&W Customers	83.52%	73.36%	83.92%	91.67%	89.13%	95.54%
BT Wholesale Average	81.69%	59.79%	76.10%	92.97%	91.76%	91.59%
BT Wholesale Target	84%	84%	84%	84%	84%	84%

	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
C&W Customers	59.34%	57.48%	64.82%	74.31%	62.50%	70.79%
BT Wholesale Average	52.78%	45.39%	51.48%	63.01%	59.35%	59.00%
BT Wholesale Target	None	None	None	None	None	None

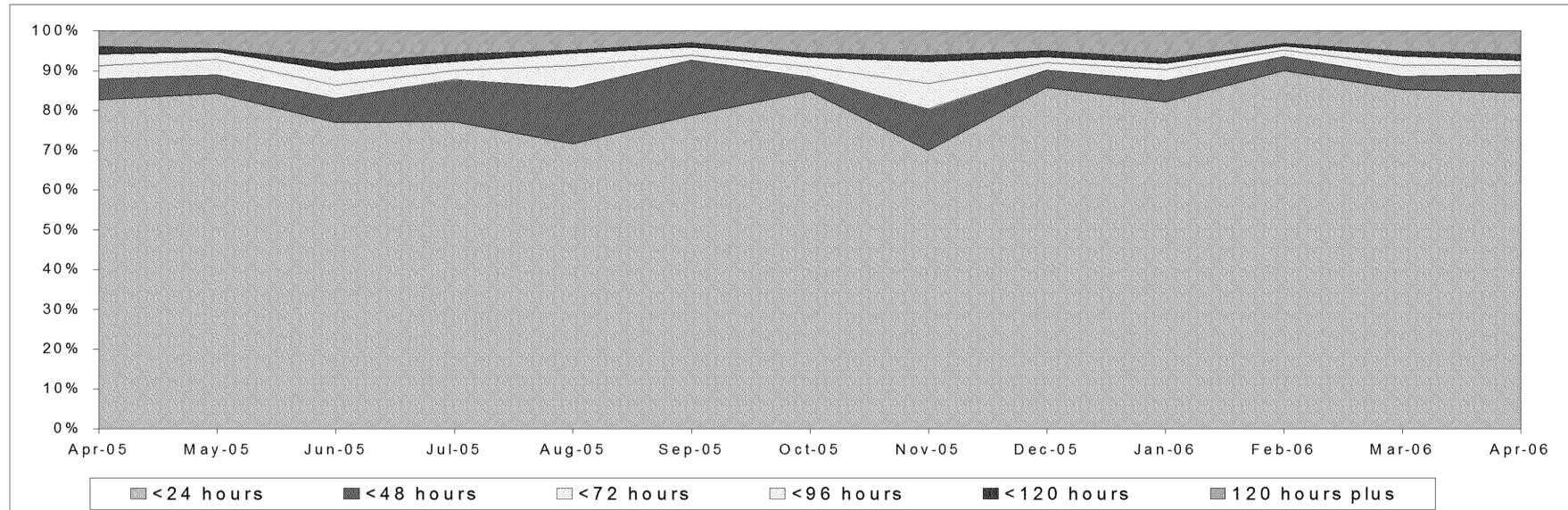


	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
C&W Customers	5.26%	4.08%	2.73%	1.88%	2.72%	2.58%
BT Wholesale Average	4.59%	4.77%	4.81%	4.35%	4.57%	4.58%
BT Wholesale Target	4.60%	4.60%	4.60%	4.60%	4.60%	4.60%

	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
C&W Customers	12.09%	11.11%	11.05%	7.23%	8.33%	13.26%
BT Wholesale Average	17.21%	16.37%	18.72%	17.98%	16.31%	14.15%
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.

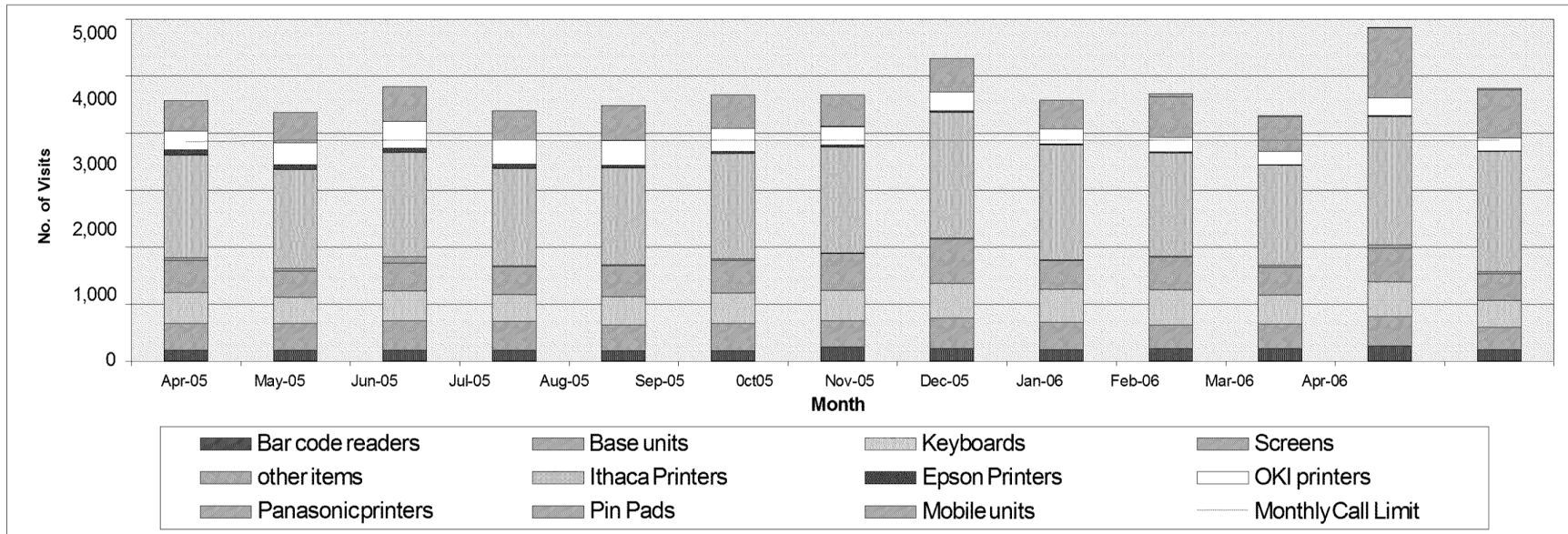


Actual Elapsed Time of call in hours	24		48		72		96		120		120 plus		TOTAL
Apr-05	1190	82.7%	75	5.2%	48	3.3%	41	2.8%	28	1.9%	57	4.0%	1439
May-05	1576	84.2%	88	4.7%	71	3.8%	36	1.9%	17	0.9%	83	4.4%	1871
Jun-05	1133	77.0%	89	6.1%	47	3.2%	56	3.8%	127	1.8%	119	8.1%	1471
Jul-05	1374	77.1%	189	10.6%	40	2.2%	40	2.2%	33	1.9%	105	5.9%	1781
Aug-05	1407	71.6%	276	14.1%	110	5.6%	61	3.1%	16	0.8%	94	4.8%	1964
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	909	82.1%	60	5.4%	31	2.8%	17	1.5%	14	1.3%	76	6.9%	1107
Feb-06	1497	90.0%	60	3.6%	27	1.6%	15	0.9%	13	0.8%	51	3.1%	1663
Mar-06	1202	85.2%	48	3.4%	40	2.8%	32	2.3%	17	1.2%	72	5.1%	1411
Apr-06	1030	84.4%	57	4.7%	26	2.1%	17	1.4%	18	1.5%	72	5.9%	1220

* 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.

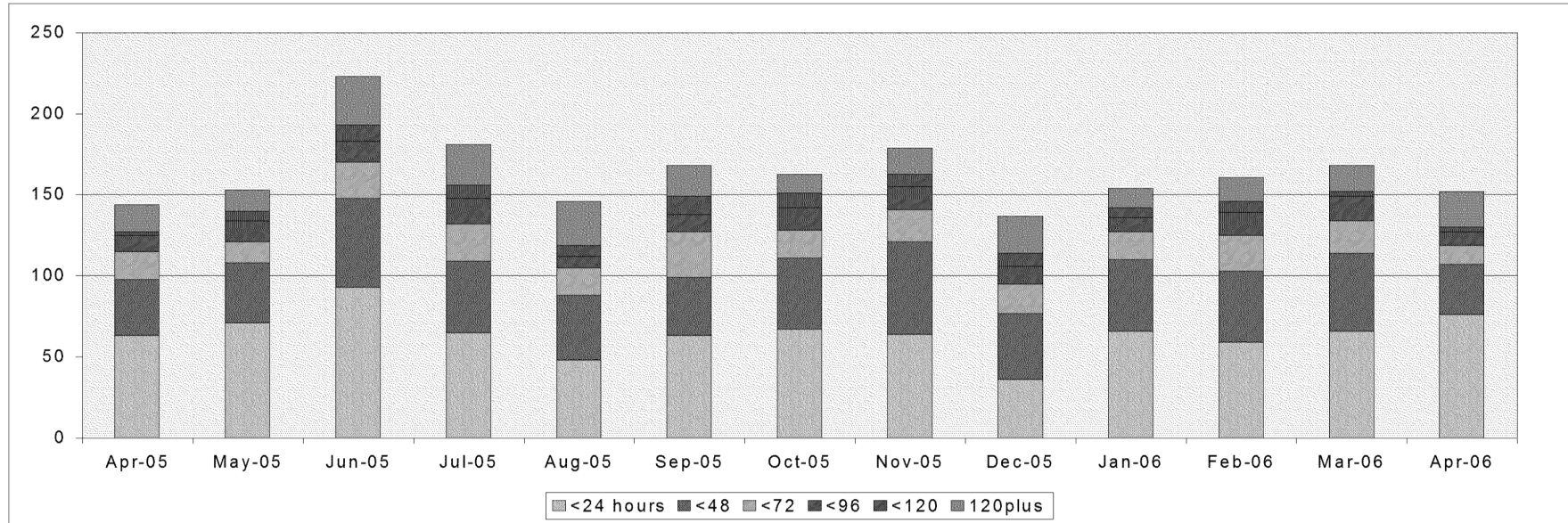
3.3.1 ENGINEER ON - SITE VISITS

6,000



	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	
Bar code readers	195	189	195	200	180	181	252	215	208	223	217	268	201	
Base units	465	468	511	495	453	481	460	540	473	412	435	509	393	
Mobile units										54	21	9	21	
Keyboards	544	459	527	476	498	528	532	612	580	615	504	614	473	
Ithaca Printers	1799	1736	1831	1712	1700	1849	1862	2207	2017	1814	1752	2254	2109	
Epson printers	92	87	81	71	52	44	28	27	14	24	11	15	11	
OKI printers	330	377	468	424	427	396	325	334	268	250	236	314	224	
Panasonic printers	1	5	3	0	0	3	4	1	1	1	5	1	1	
Pin Pads	534	530	596	524	613	581	560	589	505	712	600	1226	844	
Screens	564	461	481	487	544	584	641	771	505	560	494	596	484	
other items	45	50	114	12	13	21	16	17	13	18	33	49	41	
TOTAL	4569	4362	4807	4401	4482	4668	4680	5313	4584	4692	4308	5855	4782	
Monthly Call Limit	3850	3875	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
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
Apr-06	76	50.0%	31	20.4%	12	7.9%	8	5.3%	3	2.0%	22	14.5%	152

4 APRIL 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	3	Monitor	3

4.1.1 SUMMARY

- As at 30.04.06 there were 6 open problems, of which 0 are Problem Branches.
- 1 new problem was opened in April

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

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

4.3 KEY CROSS DOMAIN PROBLEM UPDATE

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

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

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

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

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

4.2 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

FS Problem Number	Title	FS PM	POL PM	Latest Update	Business Impact	Root Cause	RAG
PM0000678	EPAY Exceptions, arising from System/Network issues on 9th May and 27th June	Mike Stewart	David Wright	The deliverables and KELs are now in place.	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	CP 4208 raised will go to PCCB approximately 1 st week in May. This of course is for THE FIRST PHASE: Collecting the diagnostic evidence and doing the subsequent analysis and placing the problem with the appropriate 3rd party. The diagnostic should go out in T20 and there are costs of around 65 days that have so far been placed against the impacts for this and the subsequent analysis. PHASE 2 We would then be in a position to move into the second phase of receiving the revised code from the third party and testing and distributing that. This would be under a second CP.	M	2	4
PM0000692	Failures on the DC System for MID/TID causing Socket	Mike Stewart	Kim Yip	We have had several issues but all of them recently have been around the introduction of the 2200 branches for Bureau enabled, which required new MIDs & TIDs for Bureau in addition to the MIDs & TIDs for retail sales. We have I hope now cleared up most of the issues, we will continue to monitor to see if there exists any other MID & TID issues with Streamline.	M	1	1
PM0000693	Tariff Increase Royal Mail Products Upgrade - Stock values are not being updated with new tariffs	Mike Stewart	Andrew Price	Upgrade of Royal Mail products at the weekend ie First Class stamp price rise from 30p to 32p. All Ref Date correct at counters for selling product at the new rate, but Stock holding from Saturday have NOT been updated with the new tariffs, so still showing as 30p i.e. a multiple of. We managed to find a work around for the problem in using "Adjustment Price" within Ref Data. So all the tariff changes have now been fed into the Adjustment Price via POL Ref data and the details are now correct at the counter for the amounts and the volume holdings. There is a permanent fix being developed under a Peak and I will enter a further update shortly on its progress. Several conference calls were held yesterday and today and all seems clear with no great	M	1	1

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

				volumes of calls hitting the NBSC.			
PM0000691	Mismatch of cash holdings at some branches between Flexible Planning and POLFS	Mike Stewart	Mark Haldane	Update from Release Management. Fix is awaiting test, may well be deployed to live during T10, however this is still not confirmed.	L	1	1

5 SCORECARD ACTION PLAN – from April 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None. Comments: No Live MNCT's but 'simulated' MNCI's created through the testing environment have been appropriately reported, providing comprehensive and timely information. All testing completed as per the schedule. POLFS not successful and awaiting a full report, to include resolution activity and proposals for a retest. [TV]	From an operational Business Continuity perspective the POLFS test was a complete success, i.e., it was the first time this test was completed as far as to provide service from the POLFS DR system in Wigan and the testing identified that there was inconsistencies in the way the POL users were configured to access the Wigan DR system. An observation was raised and the FJS SAP Basis team have asked CSC for confirmation of IP addresses. It should be noted that BC testing is a 'validation exercise' and that the outcome of testing, i.e., functionality, is out side the control of the Business Continuity team.
Release Management Graham Welsh	Issues: None. Comments: Another good month. Communication has been excellent. This has been a congested period for software roll-out, S90 product switch ons, S92 (BNR) pilot and T10 all being deployed during this month. Service Introduction have responded very positively to the issues that have arisen during this month and continue to provide a comprehensive service. [MR]	A busy month with its challenges but the communication and cooperation between the teams has been excellent.
Management Information and Service Review Pete Thompson	Issues: None. Comments: Reports received in a timely manner and to a good standard. [AJ] SR documentation received and communications in line with requirements [NW]	No comments. Please be aware that MSU are not responsible for providing the scorecard.
Capacity Management Mik Peach	Issues: None. Comments: Good working relationships developing. David Chapman has made time for Antonio which is working well.	No comments. The Capacity management meeting this month was cancelled when other urgent issues came up.

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Data Delivery Ian Daniel	Issues: None Comments: All Client files delivered well within OLA targets for March. No issues with data content. [RC] No issues all LFS targets achieved [SH]	No comments.
Operational Business Change: Reference data David Wilcox	Issues: None. Comments: The reference data team continue to work with us and are continually looking to identify improvement opportunities/solutions that deliver both organisations benefits not just from a short term point of view but very much with HNG in mind. [RC]	This is achieved due to the high degree of co-operation we get from our colleagues from POL here in Bracknell.
Operational Business Change: Branch Ian Venables	Issues: None. Comments: Post Office Ltd is extremely pleased with Fujitsu Services achievement in surpassing all of their OBC Branch OLA Targets in March 2006, for the 5th consecutive month. Post Office Ltd also remains pleased with the productive level of co-operation received from Fujitsu Services, on the introduction of Service and Process Improvements. [DA]	We are continuing to work with Cable and Wireless to try and identify trends in ISDN line failures. We are ensuring actions from meetings are processed and fed back in a more timely fashion.
HSH/Engineers Julie Welsh	Issues: Although most team members give their name when answering a call from NBSC, all HSD people, including Team Leaders, should give their names when answering the phone. Comments: No issues with HSD , a good 4 [AB]	Issue has been noted.
Problem Management Mike Stewart	Issues: None. Comments: Mike Stewart has been very helpful in the assistance of and resolution for recent issues with Streamline and MID / TID problems. [KY] There has been a clear variation in the levels of communication regarding recent incidents (CAPO and A&L) whereby the level of detail held at IMT was not as up to date and detailed as that provided at a higher level in the business. [GB] Tariff problem - good	Glad we were at last able to resolve the remaining Bureau Plastic MID/TID issue, relationship working well with Kim and Streamline. Will ensure that the IMT are in possession of the latest details when updating POL SCT in times of a MI or Service failures.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

	working relationship between POL and FS (Mike and Anne Chambers) to identify the root cause. [AP]	
Reconciliation Pete Thompson	Issues: None. Comments: No issues with receipt and content of BIMS reports [JD]	No comments.
Security Brian Pinder	Issues: None. Comments: No major cause for concern, however the security team have noticed a change in the timeliness and quality of witness statements provided by Fujitsu for court cases, this has caused an increase in work for the security team. Problems still exist with running reports in TES, these reports used to run with no problems but now time out. This has been raised as a problem. [AS]	We have been in discussion with the investigation team and pointed out that the time taken to investigate a particular incident is dependant on many variables and the particular issue in hand, however they have agreed that although there are no SLA's in place for this & for that very reason, they will provide some indication on the expected delivery time for us to work to. This should allow us to place the correct focus on each request as it arrives. Regarding the 2nd para, we have been in discussion with staff in the PO some weeks ago and believe we now know where to direct the issues raised by PO which should increase our score and this has been forwarded to Liz Evans. Once this is completed we will address the more important issues of deliverables which are relevant to us and what we do.
Networks Alex Kemp	Issues: None. Comments: Sunderland DMB outage was managed very well. FS gave alternatives to enable the branch to remain open providing limited trading ability and the branch was back up and running quickly. [AM]	No comments.
Service Improvement All	Issues: None Comments:	No comments.
Communication All	Issues: None Comments: No issues - good updates received on the UKME pilot.	No comments.
Working Together All	Issues: None Comments: Would like to thank Fujitsu (Ian Daniel) for their assistance with the prolonged migration of DVLA gateway servers, with the work continuing over a number of weekends due to various problems at the DVLA end. [RC] A cross	No comments.

	domain Business Continuity walkthrough, testing the A&L DR gateway was held on 23-03. Good feedback from A&L contingency manager as effective use of time and professionally run exercise. [TV]	
Respect and Commitment All	Issues: None Comments: All issues and concerns listened to and acted on e.g. high profile incidents and complaints. Also continue to grow the respect and trust through the SIWG and the Resource Analysis exercise.	No comments.

6 APRIL REVIEW OF RELEASE MANAGEMENT

HIGH LEVEL TIMETABLE

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

T10 Increment 1	Data centre changes 01/04/06 - 02/04/06 Counter committed to Calthorpe for Monday 03/04/06. Pilot 100 Brabches - 09/05/06 Rollout commences - 10/05/06 T10 functionality: CP4107 (CT/CNN 409) Add country of destination to the smart post T&T message (data centre change) CP4110 (CT/CNN 414) AP-ADC Quality function in Smartpost to operated when PAD is optional and not selected - activation 08/05/06 CP4117 (CT/CNN 410) AP-ADC Add country of destination to the smart post T&T Despatch Report (Counter) - activation 12/06/06 CP4080 (CT/CNN 393) New Algorithm Conditon permissible in Field Validation for the LRT freedom pass product within ADC (Counter) - activation 22/05/06 CP4180 (CT/CNN 437) Removal of a line on the Despatch Report - activation 12/06/06
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6.2 RELEASES COMPLETED DURING THIS PERIOD

- None to report

7 APRIL SERVICE LEVEL PERFORMANCE

7.1	HORIZON SERVICE DESK.....	50
7.2	ENGINEER SERVICES.....	52
7.3	DATA DELIVERY SERVICES.....	53
7.4	LF SERVICE	57
7.5	NETWORK BANKING SERVICES	60
7.6	SAP HOSTING.....	63
7.7	MISCELLANEOUS SERVICES	64
7.8	RECONCILIATION / SETTLEMENT REPORT DELIVERY	65
7.9	PI AVAILABILITY	66
7.10	TESQA.....	67
7.11	POSTSHOPS	68
7.12	DEBIT CARD SERVICES	69
7.13	ELECTRONIC TOP-UPS.....	70
8	BRANCH TRADING CAPABILITIES	71
8.1	NBS TRANSACTION TIMES	72
8.2	COUNTER AVAILABILITY	73
8.3	BRANCHES WITH ONLINE SERVICES AFFECTED	74

7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds													
				86.7	77.8	90.9	89.2	88.5	87.2	92.9	86.5	94.9	95.1	88.5	89.7	90.6
				Q2		84.9	Q3		88.3	Q4		91.1	Q1		91.0	
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	3.9	3.9	4.1	4.1	4.4	4.3	4.6	4.8	4.5	4.3	4.1	4.0	4.0
				Q2		4.0	Q3		4.3	Q4		4.6	Q1		4.1	
H1.3	<5%		Calls not answered	4.5	11.0	2.3	3.0	4.3	4.8	1.6	4.8	1.2	0.7	2.9	3.7	2.1
				Q2		6.0	Q3		4.1	Q4		2.7	Q1		2.5	
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		100.0	Q4		100.0	Q1		100.0	
H3.4	100%		Voicemail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	

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

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

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
H1.1	80%		Horizon Service Desk Calls answered within 30 seconds													
				86.7	90.1	90.9	89.2	88.5	87.2	92.9	86.5	94.9	95.1	88.5	89.7	90.6
				Q2		84.9	Q3		88.3	Q4		91.1	Q1		91.0	
H1.3	<5%		Calls not answered	3.9	11.0	2.3	3.0	4.3	4.8	4.6	4.8	4.5	4.3	4.1	4.0	4.0
				Q2		6.0	Q3		4.1	Q4		4.6	Q1		4.1	

REVIEW OF TELEPHONY SLT ACHIEVEMENT

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.1.2 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
H2.1	95%		Horizon Service Desk Level 1 Calls resolved within 5 mins													
				97.3	97.9	98.0	97.7	95.7	97.6	98.4	98.3	98.1	98.9	99.0	98.3	98.8
				Q2		97.7	Q3		97.0	Q4		98.3	Q1		98.7	
H2.2	<3mins		Average Time to resolve Level 1 calls	02:22	02:25	02:15	02:14	02:33	02:22	02:07	02:11	02:11	02:11	02:03	02:14	02:10
				Q2		2:20	Q3		02:23	Q4		02:10	Q1		02:10	
H3.2	<10mins		Average Time to resolve all Level 2 Calls <10 minutes	04:43	04:26	04:54	04:44	06:20	04:46	06:17	05:32	03:55	04:56	05:29	05:02	04:46
				Q2		04:41	Q3		05:02	Q4		05:16	Q1		05:10	
H3.1	95%		Level 2 Calls resolved within 30 mins	99.2	99.2	98.4	99.1	99.3	100.0	100.0	99.3	99.5	100.0	98.7	98.2	100.0
				Q2		98.9	Q3		99.5	Q4		99.5	Q1		98.9	
H4.1	<1.0		Reboot Incidents HSD Authorised Reboot Incidents per Counter Position	0.34	0.33	0.33	0.32	0.31	0.31	0.29	0.30	0.29	0.30	0.30	0.31	0.32
				Q2		N/A	Q3		N/A	Q4		N/A	Q1		N/A	

REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT's within target.

7.2 ENGINEER SERVICES

7.2.1 ENGINEER SERVICES

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
E1.1	95%		Call to Resolution (Local)													
			Hardware/Network Priority A - 4 hours Non-Remedial	97.8	96.1	95.1	93.4	96.9	95.3	95.9	95.6	95.0	93.8	95.3	95.3	93.4
				Q2		96.5	Q3		95.2	Q4		95.6	Q1		94.9	93.4
E2.1	95%		Hardware/Network Priority B - 8 hours Non-Remedial	97.3	97.4	97.6	95.1	96.3	96.2	97.0	95.2	89.6	89.6	97.6	95.8	97.6
				Q2		97.4	Q3		95.9	Q4		94.0	Q1		94.3	97.6
	95%		Hardware/Network Priority C - 12 hours Non-Remedial													99.4
																99.4
E1.2	95%		Call to Resolution (Intermediate)													
			Hardware/Network Priority A - 6 hours Non-Remedial	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	100.0
E2.2	95%		Hardware/Network Priority B - 10 hours Non-Remedial	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	94.6	100.0	100.0	100.0	100.0
				Q2		100.0	Q3		100.0	Q4		98.6	Q1		100.0	100.0
E1.3	95%		Call to Resolution (Remote)													
			Hardware/Network Priority A - 8 hours Non-Remedial	95.5	96.4	96.5	100.0	100.0	100.0	100.0	95.2	95.7	100.0	100.0	95.4	100.0
				Q2		96.3	Q3		100.0	Q4		97.6	Q1		98.2	100.0
E2.3	95%		Hardware/Network Priority B - 12 hours Non-Remedial	100.0	100.0	97.4	97.0	98.9	95.2	98.5	97.0	95.2	93.9	98.4	95.2	95.2
				Q2		99.1	Q3		97.0	Q4		97.6	Q1		95.8	95.2
	95%		Hardware/Network Priority C - 12 hours Non-Remedial													98.2
																98.2
E4.1	50.01%		Engineer Visits													
			20 minute On-site Repair	49.3	50.6	50.9	49.2	50.9	52.9	54.5	53.2	54.3	52.5	54.0	53.0	49.4
				Q2		50.3	Q3		51.0	Q4		54.0	Q1		53.2	49.4
E3.1	24.50		Average Downtime (Time to Repair)													
			Call to Fix	25.1	25.8	24.5	27.7	26.5	26.4	24.1	25.7	34.2	33.4	21.0	24.3	22.0
				Q2		25.1	Q3		26.9	Q4		28.0	Q1		26.2	22.0

REVIEW OF ENGINEER SERVICES

The Priority Service Levels were introduced nationwide on 20th April, following a one month pilot. April's figures therefore include performance against A, B and C priority calls, and the A and B priority achievements represent performance throughout the whole of April. Most targets were met in April apart from A priority visits and the 20-minute on site repair target, which were not conformant because of time required to build gateways on site, which can be as much as two hours following the S90 counter software upgrade. The high number of PINPAD replacements, coupled with the extended time to re-install also affected the time on site figure.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL	
ROMC Reference Data			
DI4.1	96%		Data Delivery - Day B
DI4.2	97%		Data Delivery - Day C
DI4.3	98%		Data Delivery - Day D
DI4.4	100%		Data Delivery - Day J
OBSCS Data			
DI1.1	96%		OBSCS Stop List - Day B
DI1.2	97%		OBSCS Stop List - Day C
DI1.3	98%		OBSCS Stop List - Day D
DI1.4	100%		OBSCS Stop List - Day J
Ref	SLT	ARL	
Transactions Corrections File Delivery			
	90%		File Delivery - Day A by 08:00

96% File Delivery - Day A by 12:00

T001 Transaction Corrections File Delivery:-

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

REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT's within target.

Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr05		
	99.61	99.64	98.13	99.70	99.58	99.62	99.54	99.63	99.61	99.48	99.70	99.70		
Q2			Q3			Q4				Q1		Q2		
	99.77	99.75	99.69	99.79	99.72	99.74	99.70	99.69	99.70	99.60	99.76	99.80		
Q2			Q3			Q4				Q1		Q2		
			99.77			99.79				99.70				
Q2			Q3			Q4				Q1		Q2		
			100.00			100.00				100.00				
Q2			Q3			Q4				Q1		Q2		
			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Q2		99.52	Q3		N/A	Q4		N/A		Q1		N/A	Q2	
			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Q2		99.74	Q3		N/A	Q4		N/A		Q1		N/A	Q2	
			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Q2		99.82	Q3		N/A	Q4		N/A		Q1		N/A	Q2	
			N/A	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		Q1		Q2		
			N/A	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		Q1		Q2		
Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr05		
						Q4				Q1		Q2		

Q4

Q1

Q2

7.3.2 APS - GENERIC

Ref	SLT		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05	Apr05
DI3.1	96%	Inbound APS													
		Data Delivery - Day B	99.64	99.61	99.61	96.60	99.63	99.62	99.61	99.60	99.74	99.96	99.59	99.68	99.70
			Q2		99.58	Q3		98.59	Q4		99.63	Q1		99.6	Q2
DI3.2	97%	Data Delivery - Day C	99.76	99.79	99.74	99.68	99.76	99.74	99.74	99.73	99.83	99.80	99.73	99.79	99.80
			Q2		99.72	Q3		99.67	Q4		99.75	Q1		99.7	Q2
DI3.3	98%	Data Delivery - Day D	99.83	99.85	99.81	99.78	99.82	99.81	99.81	99.80	99.90	99.87	99.79	99.84	99.90
			Q2		99.79	Q3		99.75	Q4		99.82	Q1		99.8	Q2
DI3.4	100%	Data Delivery - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
			Q2		100.00	Q3		100.00	Q4		100.00	Q1		100.00	Q2
DO1.1	96.5%	Outbound APS													
		Data Delivery - Day B	99.88	99.90	99.68	99.83	99.01	99.83	99.35	99.82	99.81	99.78	99.88	99.89	99.80
			Q2		99.68	Q3		99.36	Q4		99.66	Q1		99.9	Q2
DO1.2	97.5%	Data Delivery - Day C	99.94	99.97	99.94	99.95	99.94	99.94	99.65	99.93	99.89	99.93	99.96	99.95	99.90
			Q2		99.94	Q3		99.93	Q4		99.82	Q1		99.9	Q2
DO1.3	98.5%	Data Delivery - Day D	99.97	99.99	99.97	99.98	99.97	99.98	99.97	99.97	99.93	99.96	99.98	99.98	99.90
			Q2		99.97	Q3		99.97	Q4		99.96	Q1		100.0	Q2
DO1.4	100%	Data Delivery - Day J	99.99	99.99	99.99	100.00	100.00	99.99	99.99	100.00	99.99	100.00	100.00	99.99	99.99
			Q2		99.99	Q3		99.99	Q4		99.99	Q1		99.99	Q2

REVIEW OF APS GENERIC

There are 4 new NO LETS.

255113- Widdington Post Office. Base Unit was un-operational, and required kit swap out. FME delayed as access very limited to kit, and no alternative access by FME could be gained.

289618- Titley Post Office. Unit un-operational and swap required, FME delayed due to parts problems.

234324- St Peters At Gowts. Counter 2 issue. Contact failed with site, and several reboot attempts failed also. FME attended as faulty unit.

198644- Beullah. DR unable to be performed on site as faulty base unit. Unit non-operational requires swap out, unit swap delayed due to comms issue on site. FME are attending site today 10/05 to attempt another unit swap.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.3.3 OUTBOUND

Ref	SLT	ARL	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06			
DO2.1	96%	File Delivery - Day B	TPS Transaction Data File Delivery to MS															
				99.2	97.9	99.2	97.4	99.4	99.2	99.6	99.2	99.2	99.4	99.4	99.2			
				Q2		Q3						Q1		Q2				
DO2.2	97%	File Delivery - Day C				9.8	99.			99.7			9.8	99.8				
				Q2	99.0	Q3		99.0			99.0	Q1		99.0	Q2			
						9.9	99.			99.9			9.9	99.9				
DO2.3	98%	File Delivery - Day D		Q2	99.9	Q3		99.9			99.9	Q1		99.9	Q2			
DO2.4	100%	File Delivery - Day J	99.9	99.9	99.9			99.9	99.9		99.9			99.9	99.9			
			Q2	99.9		Q3		99.9			99.9	Q1		99.9	Q2			
DO3.1	96%	File Delivery - Day B	OBS Data															
				99.5	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
				Q2		Q3		N/A			N/A				Q2			
DO3.2	97%	File Delivery - Day C		99.8	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
				Q2		Q3		N/A			N/A				Q2			
DO3.3	98%	File Delivery - Day D				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
				Q2		Q3		N/A			N/A				Q2			
DO3.4	100%	File Delivery - Day J				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
				Q2	100.0	Q3		N/A			N/A				Q2			
Ref	SLT	ARL	TPS HR SAP Delivery Contract	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06		
			96%								100.00	0.0		0.0	100.			
												50.0	Q1		Q2			
	97%	File Delivery - Day C									100.00			0.0	100.			
												100.0	Q1		100.0	Q2		
	98%	File Delivery - Day D																
	100%	File Delivery - Day J																

7.3.3 OUTBOUND (CONT'D)

Ref	SLT	ARL	
	100%		TPS HR SAP Delivery Normal File Delivery
Ref	SLT	ARL	
	96%		TPS POL FS File Delivery File Delivery - Day B
	97%		File Delivery - Day C
	98%		File Delivery - Day D
	100%		File Delivery - Day J

Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan05	Feb05	Mar05	Apr05
							100.00	0.0	0.0	100.0	100.0	
								50.00		Q1		Q2
Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan05	Feb05	Mar05	Apr05
							98.98	99.14	99.1	99.3	100.0	
										Q1		Q2
							99.72	99.72	99.72	99.72	99.72	
								99.77		Q1		Q2
								99.89		Q1		Q2
								100.00		Q1		Q2

All SLT's within target.

REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

There are 4 new NO LETS.

255113- Widdington Post Office. Base Unit was un-operational, and required kit swap out. FME delayed as access very limited to kit, and no alternative access by FME could be gained.

289618- Titley Post Office. Unit un-operational and swap required, FME delayed due to parts problems.

234324- St Peters At Gowts. Counter 2 issue. Contact failed with site, and several reboot attempts failed also. FME attended as faulty unit.

198644- Beullah. DR unable to be performed on site as faulty base unit. Unit non-operational requires swap out, unit swap delayed due to comms issue on site. FME are attending site today 10/05 to attempt another unit swap.

7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL					Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct0
D12.1.1	98%	SAPADS to Outlets Data Transfer Delivery of SAPADS Planned Orders to Outlets - 8am Target											
							Q2		98.5		Q3		
D12.1.2	98%	Delivery of SAPADS Planned Orders to Outlets - 12pm Target					99		99		99		
							Q2				Q3		
D12.2.1	98%	Delivery of SAPADS Advice Notes to Outlets - 0800 on Day C					100.0	100.0	100.0	100.0	100.0		
							Q2		100		Q3		

REVIEW OF LFS PERFORMANCE

All SLT's within target.

7.5 NETWORK BANKING SERVICES

7.5.1 REQUEST & AUTHORISATION TIMES

Ref	SLT	ARL	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
B1.1	FIO	Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.17	1.25	1.32	1.28	1.21	1.20	1.06	1.10	0.87	0.82	0.83	0.84	0.85
	FIO	Average time in secs to receive Agents Authorisations (T2)	0.25	0.26	0.26	0.27	0.27	0.31	0.28	0.27	0.27	0.26	0.26	0.27	0.26
		ADSL Connections													
	FIO	Average time in secs to receive Counter Authorisations (T1)	0.90	0.97	1.04	1.01	0.99	0.93	0.79	0.84	0.61	0.56	0.56	0.57	0.57
		Average time in secs to receive Agents Authorisations (T2)	0.25	0.26	0.27	0.28	0.27	0.31	0.27	0.27	0.26	0.26	0.26	0.27	0.26
	FIO	Dialed Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.28	3.40	3.44	3.29	3.24	3.03	3.20	3.23	3.15	3.14	3.16	3.19	3.10
	FIO	Average time in secs to receive Agents Authorisations (T2)	0.27	0.27	0.28	0.32	0.33	0.38	0.33	0.31	0.32	0.30	0.31	0.32	0.32
		SLT's													
	<=4 secs	Average Transaction Time using Fixed Connections (T1-T2)	0.92	0.99	1.06	1.0	0.94	0.89	0.78	0.84	0.61	0.57	0.57	0.57	0.59
			Q2		1.24	Q3		0.96	Q4		0.74	Q1		0.57	
	<=5 secs	Average Transaction Time using ADSL Connections (T1-T2)	0.65	0.71	0.77	0.73	0.70	0.63	0.51	0.57	0.34	0.30	0.30	0.30	0.30
			Q2		0.71	Q3		0.68	Q4		0.48	Q1		0.30	
	<=8 secs	Average Transaction Time using Dialed Connections (T1-T2)	3.01	3.12	3.16	2.97	2.91	2.93	2.87	2.92	2.83	2.84	2.85	2.87	2.78
			Q2		3.10	Q3		2.89	Q4		2.88	Q1		2.85	
	95%	Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	99.5	99.8	99.9	100.0	99.8	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0
			Q2		99.7	Q3		100.0	Q4		100.0	Q1		100.0	
	95%	Percentage Transactions (T) not exceeding Lower Threshold <=9 seconds (ADSL)	99.5	99.8	100.0	100.0	99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0
			Q2		99.8	Q3		100.0	Q4		100.0	Q1		100.0	
	95%	Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.4	99.2	99.5	99.9	99.7	99.7	99.8	99.7	99.9	99.8	99.9	99.9	99.9
			Q2		99.40	Q3		99.7	Q4		99.8	Q1		99.9	
	99%	Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	99.8	100.0	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
			Q2		99.90	Q3		99.9	Q4		100.0	Q1		100.0	
	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	100.0	100.0	100.0
			Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	
	99%	Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	99.8	99.7	99.8	100.0	99.9	99.9	99.9	99.9	100.0	99.9	99.9	100.0	100.0
			Q2		99.8	Q3		99.9	Q4		99.9	Q1		99.9	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
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	0
	FIO		End-to-End Reliability													
			Fixed Connections	100.0	100.0	100.0	100.0	100.0	99.0	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	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	FIO		Dialled Connections	99.0	99.0	98.0	100.0	100.0	97.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0
	99%		NBS Reliability													
			Fixed Connections	100.0	100.0	100.0	100.0	100.0	99.0	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	
B3.2	99%		ADSL Connections	100.0	100.0	100.0	100.0	100.0	99.0	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	
B3.3	97%		Dialled Connections	99.0	99.0	98.0	100.0	100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				Q2		98.6	Q3		99.3	Q4		100.0	Q1		100.0	

7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	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	0
				Q2		0	Q3		0	Q4		0	Q1		0		
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	0
				Q2		0	Q3		0	Q4		0	Q1		0		
B2.2.3	<=3 hours		Availability Period aggregate Average	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			Branch Outage during NB Core Hours	Q2		0	Q3		0	Q4		0	Q1		0		
B2.2.4	<=24 hours		Availability Period aggregate Average	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			Branch Outage during Non NB Core Hours	Q2		0	Q3		0	Q4		0	Q1		0		
			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	100.0
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0		
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
				Q2		N/A	Q3		N/A	Q4		N/A	Q1		N/A		

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.6 SAP HOSTING

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	A
CS/OLA/049	98.50%		SAP Hosting													
			Service Availability (7.30am to 7.30pm)	100.0	89.5	100.0	100.0	100.0	100.0	99.8	100.0	100.0	100.0	100.0	100.0	
	FIO				Q2	96.5	Q3		100.0	Q4		99.9		Q1		
			Service Outages > 10hrs	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				Q2	0.3	Q3		0.0	Q4		0.0		Q1		
			Data Loading by 7.30am	100.0	90.3	66.0	100.0	100.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	1
					Q2	85.4	Q3		99.3	Q4		100.0		Q1		

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

Transaction Performance				Apr-05	May-05	Jun-05	Jul-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
F-02 G/L Account Posting	79.0	79.0	87.0	53.0	87.3	127.4	107.0	58.0	75.0	74.5	78.0	80.0	83.0	
F-03 Clear GL Account	787.0	1187.0	1031.0	111.5	536.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
F-04 Post with Clearing	1637.0	1271.0	1160.0	1138.7	1119.4	1226.3	2807.0	1962.0	2787.0	2787.0	5894.0	8068.0	2517.0	
FB02 Change Document	15339.0	256.0	224.0	223.0	176.1	202.6	1484.0	157.0	82.0	78.2	96.2	167.0	247.0	
FB09 Change Line Items	185.0	1434.0	1434.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
F13E Automatic Clearing	818.0	710.0	167.0	192.6	310.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
BS0 Enter G/L Account Document								171.0	154.0	140.0	100.0	200.0	230.0	
FB70 Enter Customer Invoice								208.0	220.0	220.0	312.7	277.0	307.0	
ME22N Change Purchase Order								4525.0	3399.0	539.0	5136.7	5984.0	4743.0	

4 Hours outage has been agreed with the customer for this month.

REVIEW OF SAP HOSTING PERFORMANCE

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	SLT	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
DE1.1	95%		Business Incidents													
			Report issued within 5 days													
				95.5	100.0	100.0	100.0	87.5	100.0	100.0	96.0	100.0	100.0	100.0		
B4.1	95%		Data Reconciliation													
			Priority Exceptions resolved in 8 hours or less													
				100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	Total
		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	0	0	0	0	0
DO5.7	100%	Reconciliation Files delivered to TIP by 12:00 on Day B received by 22:00 no overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100	100	100	
DO5.8	100%	Reconciliation Files delivered to TIP by 18:00 on Day B received by 22:00 with overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100	100	100	
DO6.1	<=4	CAPO File delivery by 03:00	0	0	0	0	0	0	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	0	0	0	0	0
DO6.5	100%	CAPO Rec file delivery by 16:00	100	100	100	100	100	100	100	100	100	100	100	100	100	
DO6.6	100%	A&L Rec file delivery by 18:00	100	100	100	100	100	100	100	100	100	100	100	100	100	
DO6.7	PM	CAPO & A&L Rec files dispatched by 00:10	100	100	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.

7.9 PI AVAILABILITY

Ref	SLT				Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
PI Outages																
B5.1	<=2		Number of PI outages >2mins (same bank)		0	0	0	0	0	0	0	0	0	0	Q1	
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 banks)		0	0	0	0	0	0	0	0	0	0	Q1	0
B5.4	PM		Number of PI outages >1mins (different bank)		0	0	0	0	0	0	0	0	0	0	Q1	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	ARL		Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	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	98.7	99.9	99.9	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)	99.6	99.9	100.0	100.0	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)	97.6	97.6	97.2	96.6	97.4	98.7	97.0	96.5	96.9	91.7	96.2	99.5	94.5	

REVIEW OF TESQA

All SLT's within target.

7.11 POSTSHOPS

Ref	S	T	ARL			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

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL		Jan00	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
			Dialed Connections													
			Average time in secs to receive Counter Authorisations (T1)	3.11	3.25	3.25	3.30	3.46	3.43	3.22	3.37	3.41	3.24	3.24	3.28	3.08
			Average time in secs to receive Agents Authorisations (T2)	0.92	0.91	0.89	0.98	0.92	0.91	0.93	0.92	1.02	0.88	0.87	0.88	0.89
			Fixed Connections													
			Average time in secs to receive Counter Authorisations (T1)	1.66	1.62	1.56	1.69	1.70	1.58	1.47	1.49	1.50	1.39	1.40	1.41	1.42
			Average time in secs to receive Agents Authorisations (T2)	0.90	0.89	0.87	0.94	0.93	0.91	0.90	0.91	0.95	0.86	0.86	0.82	0.89
			SLT's													
			Average Transaction Time using Fixed Connections (T)	0.77	0.73	0.69	0.75	0.76	0.67	0.56	0.78	0.56	0.53	0.54	0.54	0.54
				Q2		0.72	Q3		0.73	Q4		0.57	Q1		0.54	
			Average Dialed T (T1-T2)	2.19	2.34	2.37	2.32	2.53	2.52	2.30	2.55	2.39	2.37	2.37	2.40	2.18
				Q2		2.27	Q3		2.54	Q4		2.54	Q1		2.38	
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	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)	99.9	99.8	99.8	99.9	99.8	99.8	99.9	99.8	99.9	99.9	99.9	99.9	100.0
				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
				Q2		100.0	Q3		100.0	Q4		100.0	Q1		100.0	
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	100.0	99.9	99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	99.9	100.0
				Q2		99.9	Q3		100.0	Q4		100.0	Q1		99.9	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 15/05/06

Version: 1.0

7.13 ELECTRONIC TOP-UPS

Ref	SLT	ARL		Jan00	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06
			Dialed Connections													
			Average time in secs to receive Counter Authorisations (T1)	3.11	3.25	3.25	3.30	3.46	3.43	3.22	3.37	3.41	3.24	3.24	3.28	3.08
			Average time in secs to receive Agents Authorisations (T2)	0.92	0.91	0.89	0.98	0.92	0.91	0.93	0.92	1.02	0.88	0.87	0.88	0.89
			Fixed Connections													
			Average time in secs to receive Counter Authorisations (T1)	1.66	1.62	1.56	1.69	1.70	1.58	1.47	1.49	1.50	1.39	1.40	1.41	1.42
			Average time in secs to receive Agents Authorisations (T2)	0.90	0.89	0.87	0.94	0.93	0.91	0.90	0.91	0.95	0.86	0.86	0.82	0.89
			SLTs													
			Average Transaction Time using Fixed Connections (T)	0.77	0.73	0.69	0.75	0.76	0.67	0.56	0.78	0.56	0.53	0.54	0.54	0.54
				Q2		0.72		Q3		0.73		Q4		0.57		Q1
			Average Dialed T (T1-T2)	2.19	2.34	2.37	2.32	2.53	2.52	2.30	2.55	2.39	2.37	2.37	2.40	2.18
				Q2		2.27		Q3		2.54		Q4		2.54		Q1
			Percentage Transactions (T) not exceeding Lower Threshold <=8 seconds (fixed)	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
			Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.9	99.8	99.8	99.9	99.8	99.8	99.9	99.8	99.9	99.9	99.9	99.9	100.0
				Q2		99.8		Q3		99.8		Q4		99.8		Q1
			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
				Q2		100.0		Q3		100.0		Q4		100.0		Q1
			Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	100.0	99.9	99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	99.9	100.0
				Q2		99.9		Q3		100.0		Q4		100.0		Q1

8 Branch Trading Capabilities

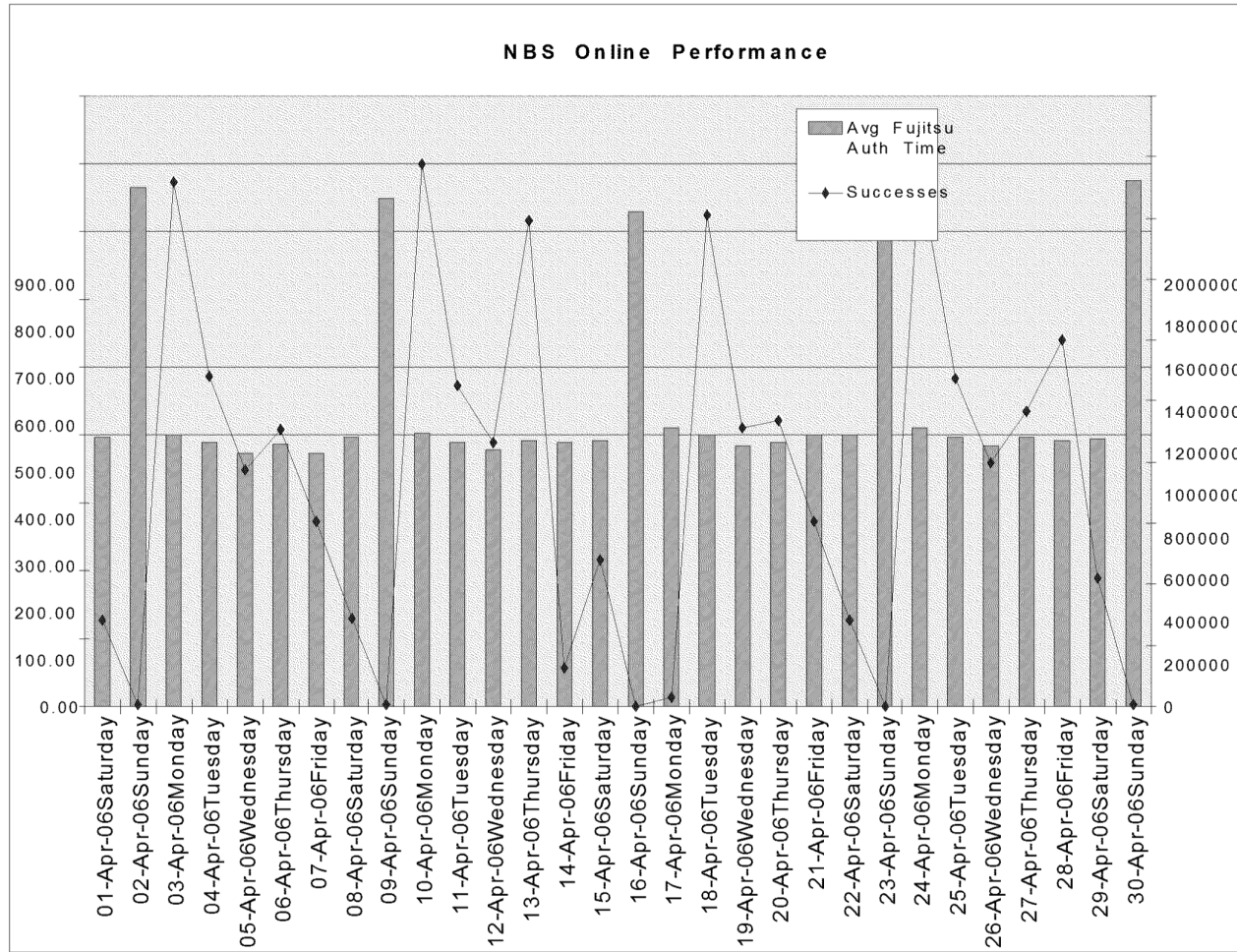
Ref	OLA	Apr05	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06		
	Horizon NBS transaction time															
	99% No. of transactions > 2.5 seconds as % of total transactions							100%	100%	100%	100%	100%	100%	100%		
	Branch Availability															
	99.6% % branch availability											99.65%	99.71%	99.75%		
	Counter Availability															
	99% % counter availability							99.50%	99.28%	98.81%	99.38%	99.40%	99.52%	99.53%		
	Branches with Online Services affected															
	<20 >5 Days All Branches						24	22	28	11	9	7	5	3		
	<20 >5 Days Excluding issues in POL domain						19	27	31	5	6	3	1	1		
	<10 >10 Days All Branches						6	5	13	14	6	2	8	5		
	<10 >10 Days Excluding issues in POL domain						10	9	16	8	2	0	5	1		

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

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

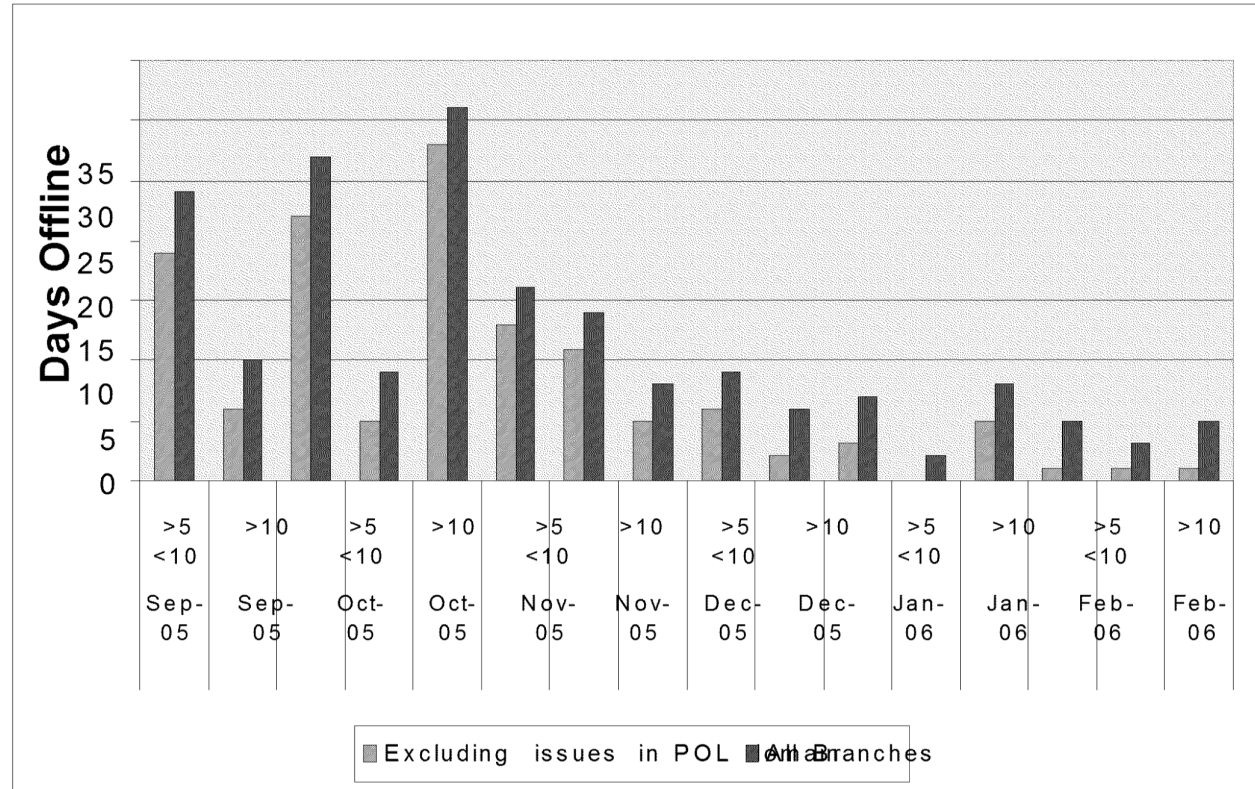
Branches with Online Services affected – This OLA is calculated by taking the total amount of days to fix by branch from the daily online tracker (POL Daily Status Report) over the month.

8.1 NBS Transaction Times



Trading Date	Successes	Avg Fujitsu Auth Time
01-Apr-06 Saturday	283027	397
02-Apr-06 Sunday	3123	765
03-Apr-06 Monday	1719158	399
04-Apr-06 Tuesday	1081798	390
05-Apr-06 Wednesday	777264	372
06-Apr-06 Thursday	906117	387
07-Apr-06 Friday	606258	373
08-Apr-06 Saturday	287272	398
09-Apr-06 Sunday	3103	749
10-Apr-06 Monday	1780113	404
11-Apr-06 Tuesday	1052148	389
12-Apr-06 Wednesday	862562	378
13-Apr-06 Thursday	1588991	392
14-Apr-06 Friday	124252	389
15-Apr-06 Saturday	482192	392
16-Apr-06 Sunday	2122	730
17-Apr-06 Monday	29080	412
18-Apr-06 Tuesday	1611235	400
19-Apr-06 Wednesday	910934	383
20-Apr-06 Thursday	934546	390
21-Apr-06 Friday	607865	401
22-Apr-06 Saturday	281157	401
23-Apr-06 Sunday	2966	775
24-Apr-06 Monday	1751730	411
25-Apr-06 Tuesday	1075134	396
26-Apr-06 Wednesday	798990	383
27-Apr-06 Thursday	968597	396
28-Apr-06 Friday	1200452	392
29-Apr-06 Saturday	421379	394.000
30-Apr-06 Sunday	3789	775.000

8.3 Branches with Online Services Affected



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