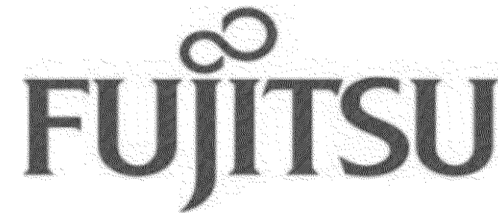
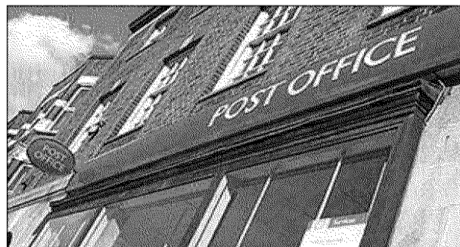


FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

MAY 2006



Title: SERVICE REVIEW – MAY 2006

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

Status: Definitive

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

Date:

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	15/06/06	Service Review Book for May 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 MAY REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY

Fujitsu service levels for May 2006 were impacted in a number of areas following a major network incident on 2nd May. Specifically, Service Levels relating to Calls Answered at the helpdesk and Data & File Delivery (Day B & Day J) were affected.

The root cause of the incident was identified as an error made during a minor network configuration change, resulting in network congestion and ultimately service loss. Remedial actions have been identified and are being implemented: - short term control on changes and system monitoring are already in place, and network upgrades to address capacity issues are in hand.

Hardware incidents continue to run at high volumes. Specific focus on printer issues has begun to address problems arising from the new Postal Orders, and the trends have shown a steady recovery, including an increasing proportion of issues being fixed remotely. However, other root causes are still being addressed, with input from helpdesk, engineering and user communities. Pin Pad volumes remain high, with most calls being fixed remotely, and a fix for this is being tested.

The OBC volume remained steady with a small increase in May. There was a failure rate of 3.38% against the new OLA of 4% minus closures, an improvement of 1.8% over the April performance.

The engineer service performance was affected by the exceptionally high call volume, with 5851 calls requiring onsite visits, and this resulted in some spares management issues. These were addressed during the latter half of May, and performance has begun to improve towards the end of the month.

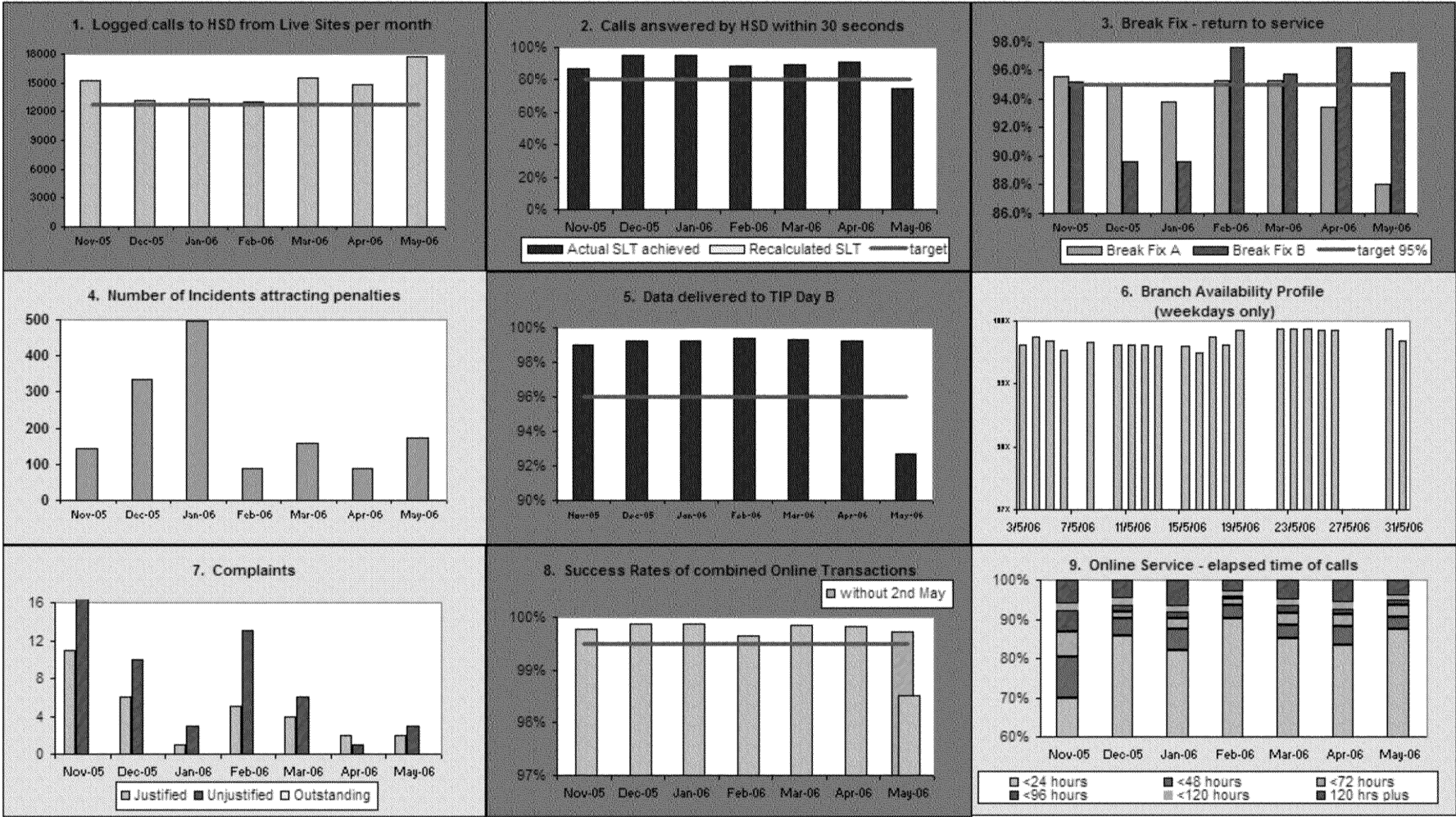
The number of faults logged for On line service provision was also affected by the 2nd May major incident and issues in the A&L and Link domains during the month, but the overall times to resolve were improved.

Branch and Counter Availability remained high, and following the introduction of Branch Network Resilience, continues to improve.



Executive Dashboard

May 2006



2.1.2 Availability and Problem Management

Summary: Within the Fujitsu Services domain for May 2006 there was 1 Major Incident. There were 3 incidents effecting VIP sites. There were 4 further service effecting incidents which were outside of the Fujitsu domain.

Major Incidents:

Tuesday 2nd May. Major Incident, network congestion caused by CAT 1 (Catalyst) switch incident. Incident started at 11:41 affecting timeouts with On-Line services. Congestion continued throughout the day with a total loss of on-line services from 14:35 to 15:35 when the CAT 1 switch was shut down in a controlled manner and the NPS service was lost. From 15:35 a 50% average of transactions were successfully completed. Incident lasted to 02:30 the following morning whilst the correspondence servers were re-synchronized. This affected the overnight harvesting and file deliveries. Files were produced but did not contain any transactions. Service was restored at 02:30 on the 3rd. Harvesting and data transactions have been recovered and control fed to TPS over the next 2 nights to catch up. MIR E-0605020722 refers.

VIP sites affected this month.

Saturday 20th May. VIP site Eccles 171941, loss of on-line services. Joint visit resolved on the 23rd. Call E-0605200154 refers.

Monday 22nd May. VIP site Manchester 003422 closed due to flooding. Re-opened 09:00 on the 24th May. Call E-0605220345 refers.

Wednesday 24th May. VIP site Hartlepool 011327. Key Refresh issue at start of day 09:00, resolved at 09:45. Call E-0605240101 refers.

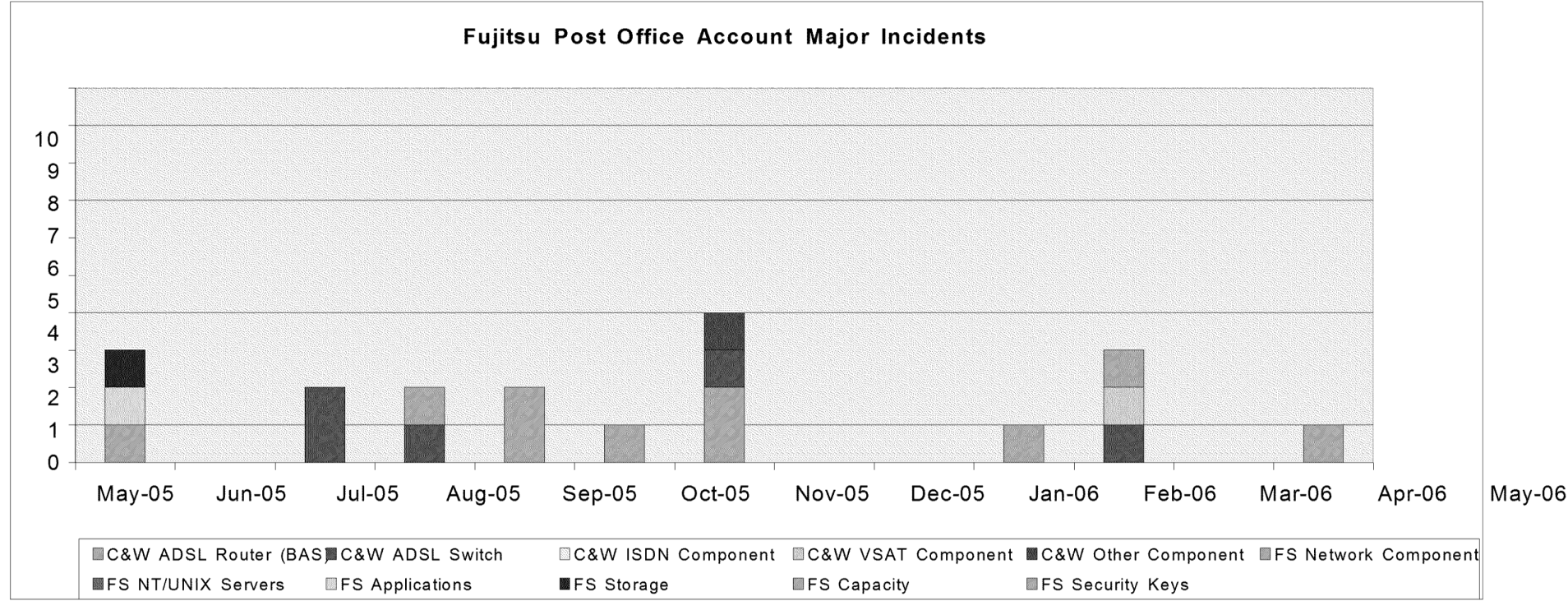
Incidents Outside the Fujitsu Domain:

Wednesday 10th May. The LINK system experienced timeouts. This was due to a MI within the CO-OP & Smile Bank. 2672. Time outs from 12:49 to 13:59. Call E-0605100673 refers.

Thursday 25th May. The LINK system experienced timeouts. This was due to a total loss of service to the Co-op/Smile bank. The service loss was from 09:30 to 12:05, and 9348 transactions were affected. Call E-0605250278 refers.

Thursday 25th May. The A&L system experienced transaction timeouts at approximately 30% rate. Started at 11:44 to 12:20 & 12:27 till 12:40 and then continued all through the afternoon. Established that A&L technician had made a change. Total timeouts for the day where 18,799. A&L regressed the change and both A&L and POA technicians applied "Sniffer" traces to the Network at the time of failures. POA removed its "Sniffer" trace overnight. A&L timeouts again started at 09:10 to 09:50 on Friday the 26th, this was attributed to the A&L technicians disconnecting their "Sniffer" traces at this time.

Wednesday 31st May. DVLA timeouts experienced at a rate of 8% to 11%, from 11:38 to 11:45 and 12:00 to 12:05. POA checked Network and no faults were identified on network, timeouts were to both Bootle & Wigan. Call placed to the DVLA through the PACT service help desk and the response from the DVLA, was that a possible overload of the VOSA system occurred at this time. Call E-0605310414 refers.



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

2.1.3 OBC Branch Change Service Summary

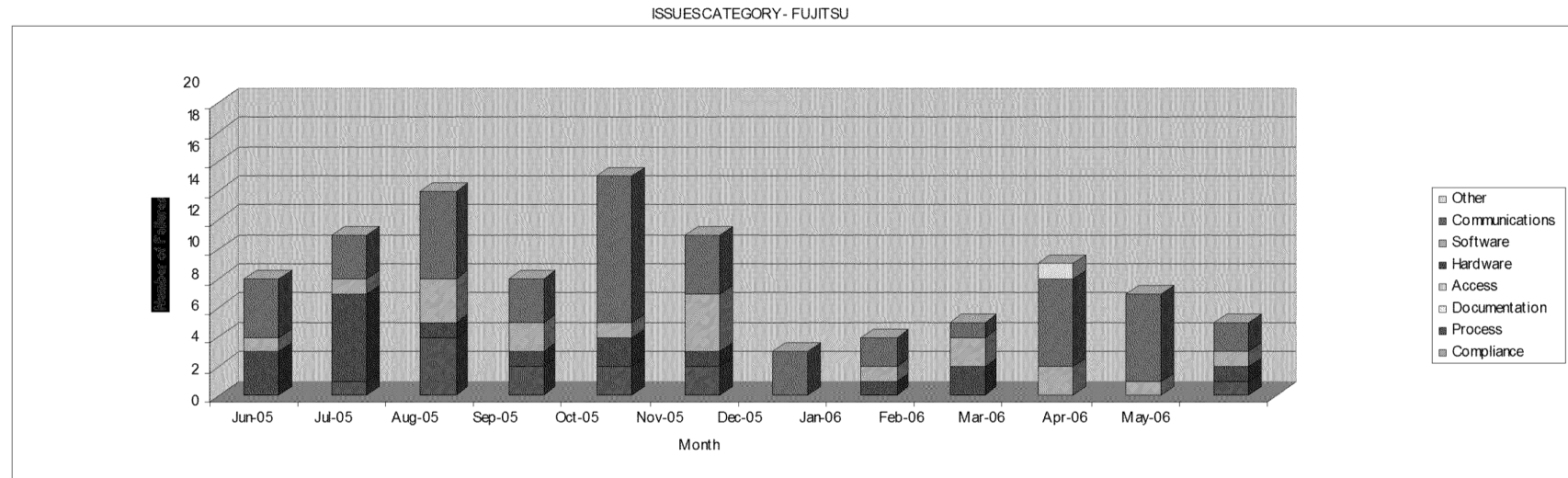
May 2006 realised a total of 185 changes undertaken, 38 of these were cancelled changes. With the exclusion of 'Closures' 148 changes were undertaken. Fujitsu were responsible for 5 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 3.38% against the new 4% OLA minus Closures. It also represents a failure rate of 3.40% against the original target of 5%. There were no line plant failures; this also represents a failure rate of 3.40% against the old 4% target excluding Line Plant. There is an improvement of 1.84% compared to April's Target without Closures. Compared to the April calculations an improvement of 1.15% against the 5% target rate and 0.50% 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 2.04% against the 4% target, which shows a minimal difference against the April calculations of -0.09%.

Fujitsu's direct failures comprised of 2 Communications, 1 Software, 1 Hardware & 1 Process.

Post Office Limited direct failures comprised of 1 Communications 1 Compliance and 1 Process.

There was 1 Normal Business Incident.



2.1.4 ADSL Migration

There are now 10668 outlets live on ADSL. This project is drawing to a close as we look to move towards IPStream Migration.

2.1.5 Icon Service

No update.

2.1.6 Business Continuity

Due to the operational issue on Tuesday the 2nd of May the Router and LAN operational tests were postponed and are now planned to be performed in late June. During May significant progress has been made on producing revised disaster recovery documentation for the LEW02 site. Additionally, test scripts were developed for the Bootle campus fail-over, planned for the 17th and 18th of June, and the operational verification of LEW02.

The installation of equipment, with the exception of the Ref Data counters, has been completed at LEW02. (The Ref. Data counters have been built at BRA01 and are ready to be sent to LEW02).

The SOS UNIX team are currently in what can be considered the commissioning phase. They are performing backups from the primary systems in BRA01 and restoring these to the systems in LEW02. The LEW02 systems will then be subject to confidence testing.

The operational verification of LEW02 is expected to be completed during Q3 after the Rural release (T10/20) is completed.

2.1.7 Message Broadcast

23 MBS Sent in May.

2.1.8 Horizon Service Desk and Complaints

In May the top 3 Service areas receiving complaints were online services, Counter Printers and Engineering Support - timeliness of visit & general conduct. In addition to the specific improvement actions detailed in the table below, all three Service areas have Service Improvement Plans to address the issues raised which are discussed at the regular Service Review meetings to ensure progress is made against each item.

Against each Service Area the key areas of focus are:

Online Services

The availability of on-line services is subject to considerable focus within Fujitsu Service and Post Office Service Improvement team, with a joint Continuous Service Improvement Plan in place. Estate wide Branch availability is at its highest level with average monthly availability in excess of 99.65%. We are working to fine tune the Incident Management process to ensure that the resolution of on-line services issues is as effective and efficient as possible.

The introduction of the Branch Network Resilience allows us to distribute GSM modems to branches without online services, to restore Service as quickly as possible. The deployment of the modem is subject to GSM Service availability in the geographical region of the affect branch.

In cases where online services unavailability is extended due to the nature of the investigation, or investigation is outside our direct control, we are working with the Post Office Service Continuity team to ensure that the Post Master is kept informed of progress of the call by providing regular updates.

Counter Printers

In May we saw a considerable increase in calls being logged for counter printers. Daily volumes increased by approximately 100 calls per day. This resulted in an increase in demand for engineer visits of around 50 per day above normal, and a proportional increase in demand for replacement printers, of around 40 units per day. The increase in call volume appeared to be related to user difficulty in feeding through the order through the slip and printing the Postal Order to the required standard.

In order to mitigate against this increase we introduced additional printers into the engineers' spares loop, worked with the printer repairer to increase output (including full weekend working) and by conducted service visits on Saturday mornings wherever possible. In spite of this, demand for replacements exceeded supply and this led to a backlog of printer visits, which unfortunately impacted the branches. These initial actions saw a reduction in call volumes however we continue to monitor this on a daily basis and ongoing Service improvements include, the HSD checking and specifying the correct slip insertion technique, sending out instructions to engineers to enable them to test the slip feed again before replacing, and to advise users where necessary on the technique, Post Office Limited sending out written communications to all branches (initially via MBS and then more detailed paper based instructions), Branch Issues Managers carrying out branch visits for branches known to have repeated problems and retrieving printers for further analysis.

Engineer Support

Unfortunately the increased call / visit volumes relating to the counter printers had a knock-on impact with other engineering visit. As the Counter Printer volume trend moves towards lower levels this should also see an improvement in the timeliness of engineering visits. In addition the engineering force is asked to call ahead to confirm visit times with the branch, which will improve the management of the expectation of the Post Master.

We continue to reiterate to the engineers the importance of their conduct when attending a branch. Regular communication cascades and training sessions are scheduled with the engineers to ensure that they do not lose sight of this and reduce the number of complaints relating to conduct.

Date in POL/Fujitsu	POL Ref	FAD and Facia	Category/ reason for complaint	Just/not	Unjustified explanation	Improvement action
11/05/06	MG/MAY/027	209406 – Little Lever	Online Services went down, 27/04/06. Didn't get full service till 03/05/06. Wants to know why it took so long.	Not Justified	The complaint is not justified - Fujitsu carried out correct procedures - the delay was with BT.	
11/05/06	MG/MAY/054	319519 – Woolbrook	Problems with three Pinpads.Told by	Not Justified	Although the complaint is unjustified apologies to the PM	

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			Helpdesk the Engineer would have a Data Cable; upon arrival the Engineer didn't have a cable. PM's concerned of conflicting information.		for failing the SLA on the call.	
16/05/06	DB/MAY/004	355614 – Wepre	Length of time to repair Pinpad. First called logged 28/04/06. Asked to be logged at urgent. Engineer arrived 03/05/06. Had to call again, for same problem, 04/05/06, and engineer arrived 08/05/06.	Justified		Apologies to the PM for the inconvenience caused, however it is not possible to predict lack of resources (due to holidays, sickness, influx of 'A' priorities etc...) as well as part shortages due to high level Pin Pad faults.
22/05/06	DB/MAY/041	301329 – Newton	Length of time to resolve Online issue. Informed HSD of problem with kit, not BT, but felt they didn't listen, as Engineer changed ADSL cable, and problems were resolved. Felt if they had listened it would have been resolved at a quicker speed.	Not Justified	Apologies to the PM for loss of service, however at no point in the call does it state the PM's claim that the problem was with the kit and not BT. Also given the fact that this was an intermittent fault, investigations had to be carried out.	By changing the ADSL cable, services have been restored. The site is still being monitored.
31/05/06	DB/MAY/081	402207 – Tutbury	Length of time restoring Online services. PM feels no urgency is finding the fault. PM was contacted on 30/05/06, and told that 3 rd Line was still investigating. PM not happy with service, wants to take it to top.	Justified		Justified, Unfortunately There was a major service outage, and BT are currently doing there best to rectify the problem. Apologies to the PM

2.1.9 Business Incident Management

There were 42 BIM incidents during May. This is 22 more than that reported in April.

All the BIM incidents were within the 5 day response SLT.

There were no 8 hour response SLT incidents.

2.1.10 Engineer Services – Site Visits By Engineer

The number of visits by engineers continues to be high. The increase in the number of counter printers was due in part to the introduction of the Postal Orders, this issue is being managed through various measures and trends show that the number of calls related to Postal Orders coming in to HSD and requiring an engineer visit is decreasing.

The number of visits related to Pin Pads has remained consistent for several months however this consistency depicts a higher than normal level and requires further investigation into the reasons for failure. Actions are in place with the supplier, to report and monitor these failures.

The S92 CNIM problem is related to the increase in the number of base-unit calls, a problem which is currently being investigated. The reasons for fails for base-units show a 25% increase due to Network fails, which relates to the increase in network calls and appears to have had an affect on the number of visits related to Base Units. Please note that although the number of site visits made by engineers for base-units was high only around 66% involved an actual swap, this is based on figures taken from D1 data rather than PowerHelp.

2.1.11 Security Services

Automated Key Refresh

An average of 22 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 688 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

The new CA key was extracted from the KMA and updated onto the CAW's in Bra01 and Lew02 during May.

Key Management Administration

There were no major key management issues this month.

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Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
60	120	113	0
Query Days this month	YTD Contract	Received YTD	
1200	2500	2273	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
3	17	8	0

Witness statements provided this month	5	Witness statements YTD	14
Days in court this month	0	Days in court YTD	2.5

Current Month and Forthcoming Court Commitments

Outlet	2.1.1 DATE	Court location	Comments
Blackfriars	8 May 2006	Kingston Crown Court	Witness not called
Goldsworth	15 May 2006	Guildford Crown Court	Witness not called
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
Waltham Abbey	Trial commenced 19 April in Chelmsford Crown Court. Defendant pleaded guilty and received an 8 month imprisonment, suspended for 2 years.

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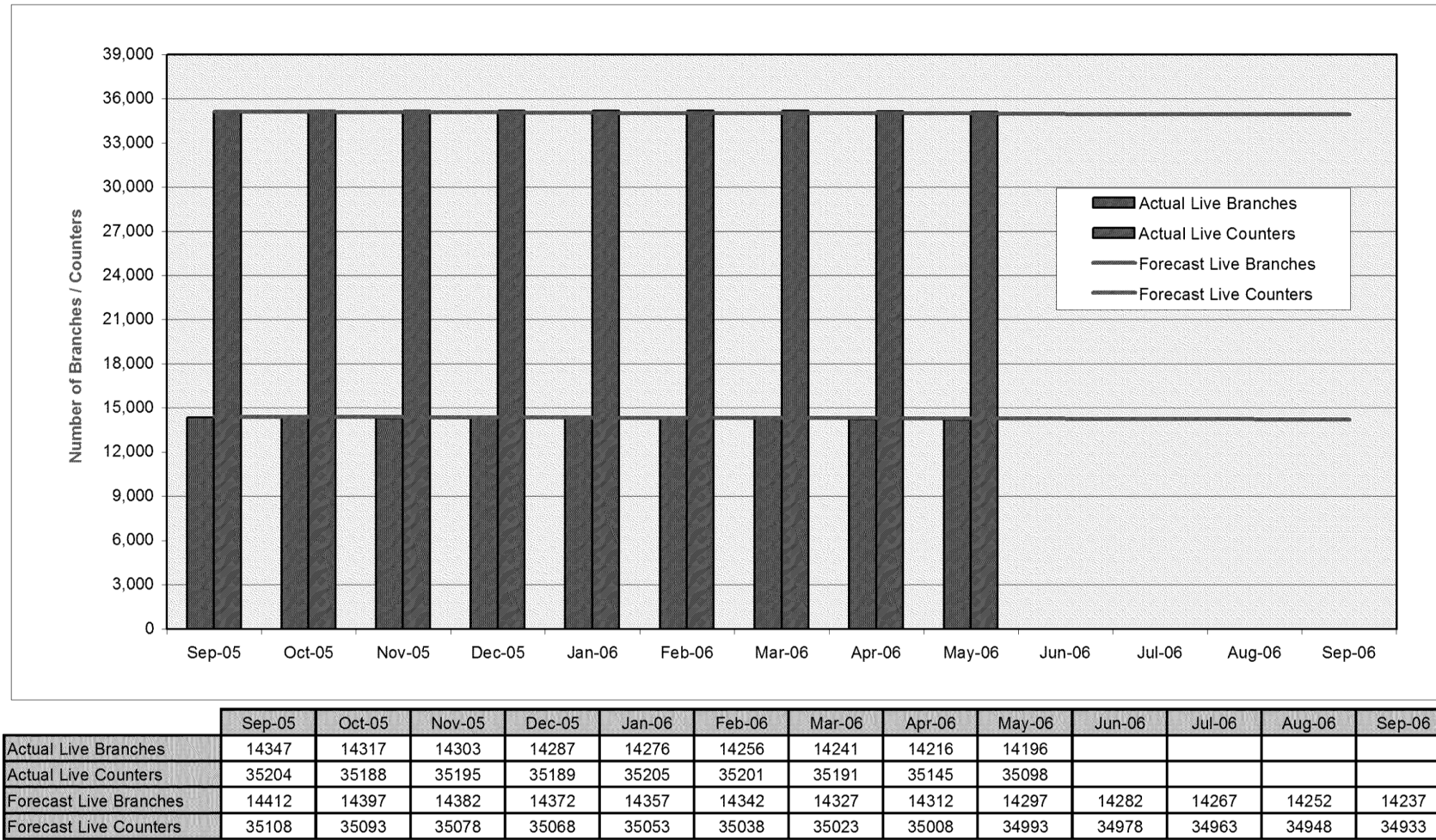
Version: 2.0

2.1.12 PostShops

May	Week 27/04 - 03/05	Week 04/05 - 10/05	Week 11/05 - 17/05	Week 18/05 - 24/05	Monthly Totals
Number of calls received	7	5	8	5	25
Number of calls resolved in 8 hours	7	5	7	5	24
Number of calls resolved in next day	0	0	1	0	1
Number of Hardware faults	4	3	3	2	12
Number of software faults	3	2	5	3	13
Number of outstanding calls	0	0	0	0	0

3 MAY VOLUMETRICS

3.0 OPERATIONAL BRANCH & COUNTER VOLUMES



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

	May 06	To Date
Balance Enquiries	1,820,496	57,182,905
Bureau Credit Transactions	14,540	28,750
Bureau Credit Value	£4,511,078	£8,621,026
Bureau Debit Transactions	104,583	211,654
Bureau Debit Value	£30,877,045	£60,952,983
Cash Deposit Transactions	718,244	14,843,220
Cash Deposit Total Value	£367,468,843	£4,793,489,245
Cheque Deposit Transactions	46,880	1,047,695
Cheque Deposit Total Value	£17,479,574	£419,152,946
Cash Withdrawal Transactions	2,721,383	260,399,851
Cash Withdrawal Total Value	£192,711,946	£25,143,728,294
Withdrawal to Limit Transactions	273	189,920,489
Withdrawal to Limit Total Value	£21,057	£23,169,396,294
Sales Debit Refund Transactions	70	19,382
Sales Debit Refund Total Value	£7,247	£3,384,693
Sales Debit Payment Transactions	212,635	59,559,310
Sales Debit Payment Total Value	£6,213,473	£3,790,481,094
Sales Credit Payment transactions	212,635	283,100
Sales Credit Payment value	£6,213,473	£8,280,690
Sales Credit Refund transactions	70	100
Sales Credit Refund value	£7,247	£8,201

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

Bank	Transaction Volume	Transaction Value
<i>Alliance & Leicester plc</i>	1,646,375	£431,347,665
<i>Card account at Post Office</i>	19,002,957	£2,142,744,222
<i>Streamline (Online Debit Card)</i>	3,053,484	£234,341,845
LINK		
Abbey National PLC	65,421	£3,285,624
Bank of Ireland	26,062	£3,744,661
Barclays Bank Plc	889,204	£66,033,006
Clydesdale Bank Plc	114,107	£10,408,382
First Trust Bank	741	£65,827
HBoS	83,625	£4,819,151
HSBC Bank Plc	25,433	£1,786,308
Lloyds TSB	1,283,765	£81,184,772
Nationwide Building Society	188,972	£9,850,868
NatWest	129,723	£5,863,086
Northern Bank Ltd	8,483	£424,268
NS&I	258,810	£38,398,714
Post Office Financial Services	15,243	£7,441,198
Royal Bank of Scotland	42,247	£1,985,524
Smile	33,845	£5,126,854
The Co-operative Bank	226,175	£22,789,282
Ulster Bank Ltd	700	£54,768
Yorkshire Bank Plc	98,298	£5,155,241
LINK TOTAL	2,311,694	£180,060,883
GRAND TOTAL	26,014,510	£2,988,494,615

3.1.3 Vital Statistics – ETU Transactions

Summary	May-06	Totals to Date
Transaction Volume	1,589,933	43,418,821
Transaction Value	£13,252,369	£359,139,278
Details by Issuer Scheme	Transaction Volume	Transaction Value
3G UK Ltd Cash Credit	19,747	£220,165
3G UK Ltd Everything Add-On	4,053	£20,265
3G UK Ltd Talk and Text	4,545	£113,625
3G UK Ltd Text Add On	2,329	£15,545
Carphone Warehouse MobileWorld	4,652	£45,065
Fresh Mobile E-Voucher	3,299	£28,550
M&S Mobile Top-up Voucher	137	£1,165
Napster Tracks Music Voucher	71	£1,130
Napster Unlimited MusicVoucher	31	£740
O2 PAY & GO	212,566	£2,400,390
O2 Top-Up Voucher	65,570	£701,845
Orange E-Voucher	46,730	£345,515
Orange pay-as-you-go	346,965	£2,684,160
Orange Talk / Orange Text	168	£1,277
Post Office Rec Colleague Card	1,474	£12,535
Post Office Rechargeable Card	330	£3,835
Talk Talk Mobile E-Voucher	94	£810
talkXtra	3,611	£31,707
Tesco Mobile Pay as you Go	13,527	£151,185
Tesco Mobile Top-up Voucher	2,390	£26,340
T-Mobile Pay as you go	230,250	£1,852,955
T-Mobile Top-Up Voucher	72,121	£496,670
Virgin Mobile Airtime Voucher	42,067	£288,790
Virgin Mobile Pay As You Go	108,414	£762,020
Vodafone Pay as you talk	297,099	£2,278,200
Vodafone UK PAYT TopUp Voucher	106,267	£756,465
Vodafone UK Text Pack Voucher	1,310	£9,500
Vodafone UK Voice Pack Voucher	116	£1,920
Totals	1,589,933	£43,418,821

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)
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
May 2006	28,300,818	N/A	236,661,304	2,721,656	27,193,670	1,589,933

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

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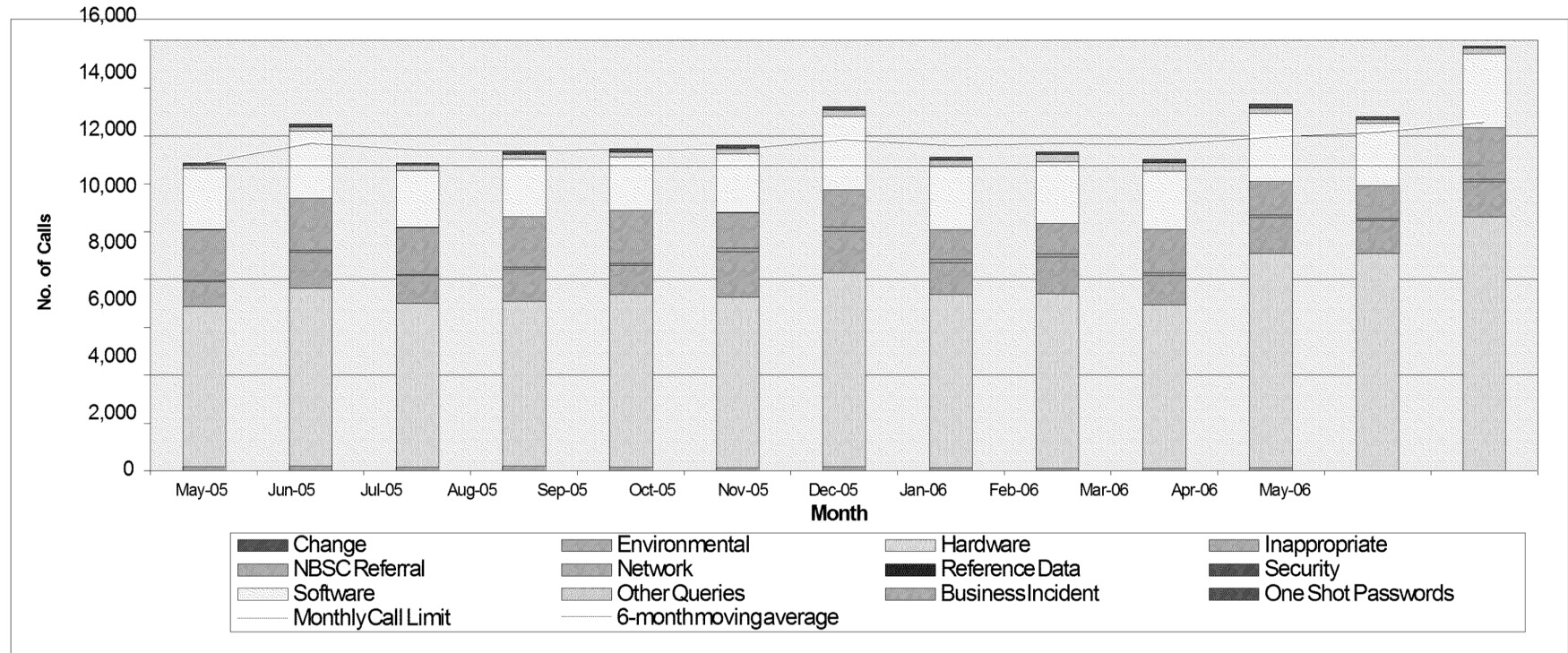
SERVICE REVIEW

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Date: 27/06/06

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3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES



	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Monthly Call Limit
Change	1	3	0	2	0	1	1	1	10	0	0			2
Environmental	181	204	158	188	154	139	183	136	117	118	133			
Hardware	6677	7433	6848	6907	7210	7112	8088	7237	7272	6798	8956	9085	10609	
Inappropriate	1033	1406	1180	1346	1217	1910	1745	1313	1551	1236	1489	1358	1454	
NBSC Referral	85	74	60	71	75	133	170	153	131	118	108	105	124	
Network	2114	2184	1939	2109	2220	1480	1565	1232	1274	1824	1408	1375	2161	
Other Queries	126	187	211	181	198	216	267	252	287	352	210	152	249	
Reference Data	2	6	2	1	1	9	0	6	1	2	21	0	1	
One Shot Passwords	119	126	108	152	156	137	137	129	134	162	170	130	89	
Software	2537	2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	2594	3068	
Total Calls	12879	14501	12867	13368	13463	13616	15217	13105	13342	13039	15324	14800	17764	
6-month moving average	12879	13690	13446	13404	13446	13449	13839	13686	13685	13630	13641	14430	14562	
Monthly Call Limit	12750	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)

	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Business Incident	0	0	0	1	0	0	10	0	0	0	0	0	2
Change	1	3	0	0	2	0	1	1	1	0	0	0	0
Environmental	181	204	153	188	154	139	183	136	117	118	133	0	0
Hardware	6677	7433	6848	6907	7210	7112	8088	7237	7272	6798	8956	9085	10609
Inappropriate helpdesk	1033	1496	1150	1346	1217	1910	1745	1313	1551	1238	1489	1358	1454
NBSC Referral	83	74	60	71	75	133	170	153	131	118	108	105	124
Network	2114	2184	1959	2109	2220	1480	1565	1232	1274	1824	1408	1375	2161
Other queries	126	187	211	181	198	216	267	252	287	352	210	152	249
Reference Data	2	2	1	0	1	21	1	0	1	0	0	0	0
Security	6	1	9	6	2	0	2	0	3	5	3	1	8
One Shot Passwords	119	126	108	152	156	137	137	129	134	162	170	130	89
Software	2537	2791	2368	2407	2228	2468	3048	2652	2571	2424	2847	2594	3068
System outage calls (not included)	139	0	0	0	549	0	479	0	0	0	119	0	850
Total Calls	12879	14501	12867	13368	13463	13616	15217	13105	13342	13039	15324	14800	17764
6-month moving average	12879	13690	13416	13404	13416	13449	13839	13606	13685	13630	13941	14138	14562
Average Daily Call Rate	585	604	548	557	561	579	634	582	580	593	613	722	772
Working days per month	22	24	23½	24	24	23½	24	22½	23	22	25	20½	23

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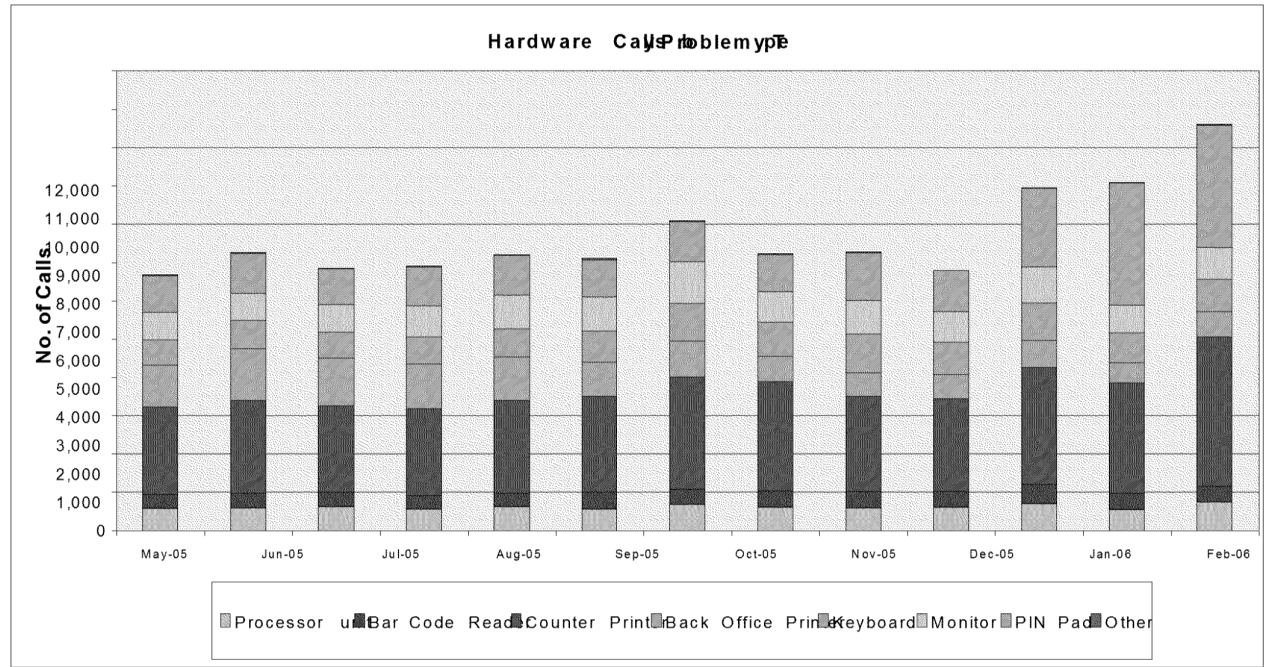
Version: 2.0

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
Jun-05	No calls have been removed this month			0
Jul-05	No calls have been removed this month			0
Aug-05	No calls have been removed this month			0
Sep-05	From 13:19 to 14:34 and from 15:34 to 16:41. CAT 1 Switch Wigan Failure	08/09/2005	incident	132
	From 09:03 - 10:15. WAN Router 1 Wigan	27/09/2005		417
	TOTAL for SEP05			549
Oct-05	No calls have been removed this month			0
Nov-05	09:25 to 10:45 BAS Router GB_TELHS1-R1-003 Incident	07/11/2005	N&S	126
	10:43 to 11:27 Access contral change on C&W Network	14/11/2005	N&S	127
	13:33 to 17:12 BAS Router GB_WAHP03-R10-007 Incident	15/11/2005	N&S	188
	12:30 to 13:08 BAS Router GB_KEAR02-R10-001 Incident	29/11/2005	N&S	38
	TOTAL for NOV05			479
Dec-05	No calls have been removed this month			0
Jan-06	No calls have been removed this month			0
Feb-06	No Calls have ben removed this month			0
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
May-06	Major Incident CAT1 Bootle, Network Issues for branches. Exclude all Network Calls from 11:40 to 18:00. Call E-0605020722	02/05/2006	N&S	850
	TOTAL for MAY06			850

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS



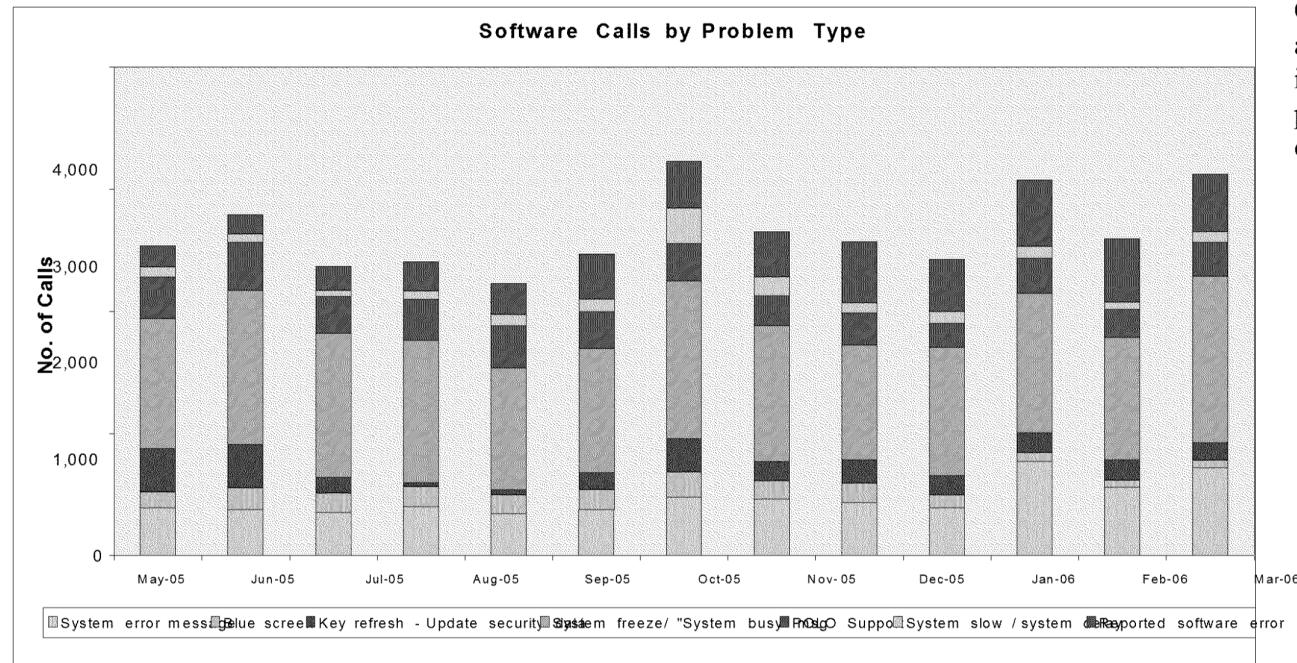
Incoming call volumes for all types were up in May, but especially hardware calls. Most significantly Counter Printer calls were very high and this (along with sustained high call levels for PINPADs) pushed the overall volume to its highest level.

	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06
Processor fault	575	598	625	571	629	572	675	609	583	605
Reader fault	366	375	384	350	374	442	399	420	435	418
Counter printer fault	2291	2428	2248	2254	2428	2497	2939	2848	2474	2411
Back office printer fault	1082	1342	1246	1177	1183	887	931	663	628	636
Keyboard fault	671	741	678	705	746	812	988	894	1009	849
Monitor fault	720	740	725	913	863	895	1000	890	873	793
PIN Pad fault	950	1020	928	1015	1041	973	1042	971	1247	1071
other fault	22	35	14	22	25	34	24	24	23	14
TOTAL	6677	7238	6848	6907	7210	7112	8088	7237	7272	6798

Mar-06	Apr-06	May-06
709	557	740
501	418	424
3051	2875	3898
699	536	649
983	769	848
942	736	835
2050	3173	3182
21	21	33
8956	9085	10609

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

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

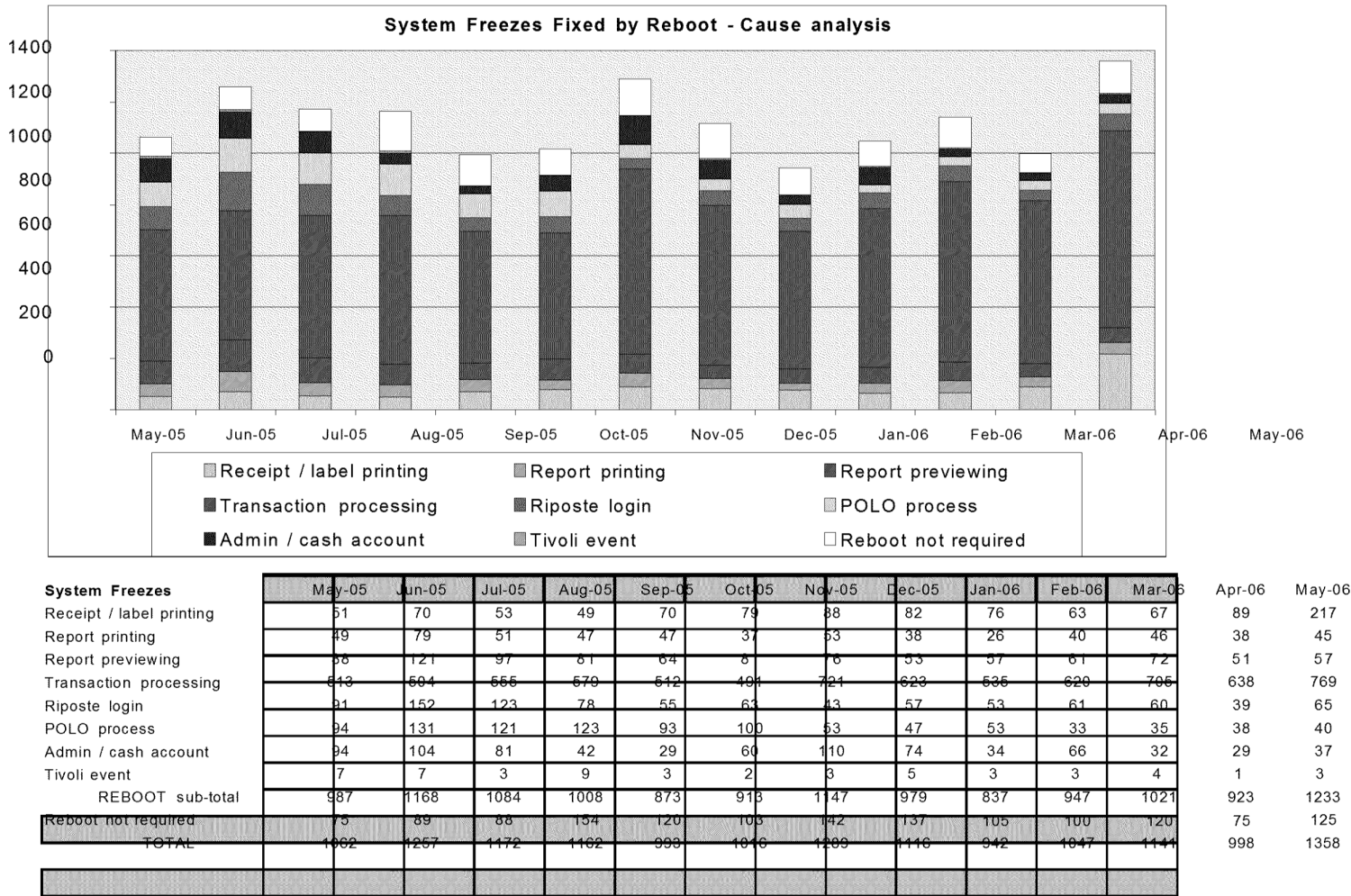


Of the software calls logged for May circa 300 above mean were resolved by reboot. Initial investigation indicates potential link to CNIM problem which results in temporary loss of online services. Investigation ongoing.

	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
System error message	389	376	350	399	346	376	478	463	438	390	770	558	718
Blue screen	132	176	63	163	149	102	206	149	133	106	75	59	63
Key refresh - Update security data	355	357	31	32	46	142	275	158	190	150	162	169	145
System freeze/ "System busy" msg	1062	1260	1173	1164	993	1016	1289	1116	942	1047	1141	998	1358
POLO Support	345	396	308	341	348	301	309	244	265	201	288	233	281
System slow / system delay	81	69	47	64	92	104	286	149	80	94	96	56	88
Reported software error	173	150	96	242	254	307	384	373	501	420	546	521	472
TOTAL	2537	2791	2368	2407	2228	2458	3227	2652	2571	2424	3078	2594	3125

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

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



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

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.

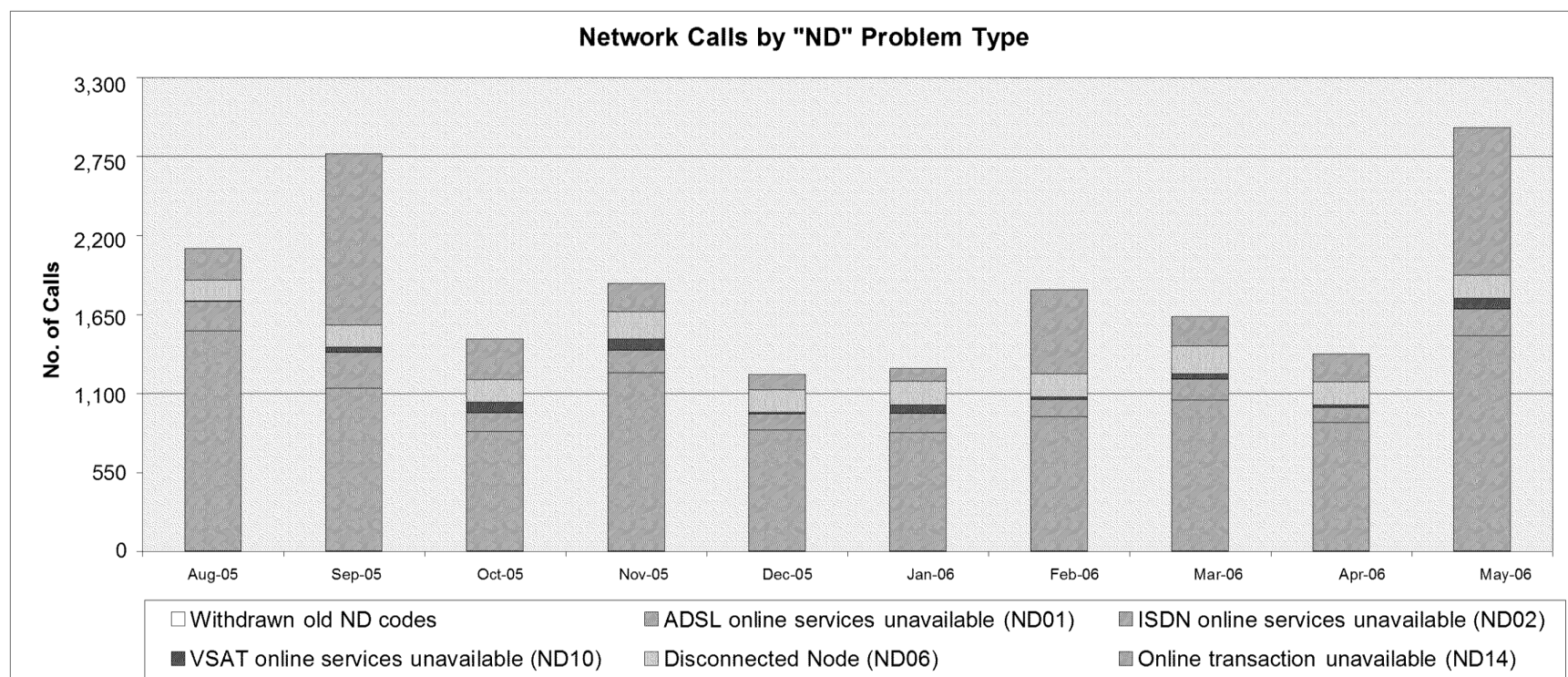
The HSD received a total of 2954 network calls during May 2006 with many resulting from the Fujitsu catalyst switch incident on 02 May 2006 and the A&L firewall instability on the 25 May 2006. The catalyst incident also had an adverse impact on the daily network banking authorisation times which had been exceptionally stable since December 2005. Following the incident several design improvements have been identified and are being implemented under change control to reduce the likelihood of the situation reoccurring.

The ADSL fault volumes have remained consistent however we have seen an increase in ISDN and VSAT incidents. Specifically we have asked Cable & Wireless to investigate with why Post Office is experiencing such high numbers of VSAT PES hardware replacements.

The introduction of backup network resilience has reduced the number of branches experiencing network unavailability at any given time. This has particularly helped the branches that are with prolonged outages due to postmaster generated cease requests.

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)

	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Withdrawn old ND codes										
ADSL online services unavailable (ND01)	1535	1137	832	1243	844	828	938	1053	893	1500
ISDN online services unavailable (ND02)	202	247	132	157	111	132	122	145	108	186
VSAT online services unavailable (ND10)	6	39	73	78	11	59	16	37	22	76
Disconnected Node (ND06)	145	153	160	188	157	167	161	195	155	160
Online transaction unavailable (ND14)	221	1193	283	199	109	88	587	203	197	1032
TOTAL	2109	2769	1480	1865	1232	1274	1824	1633	1375	2954

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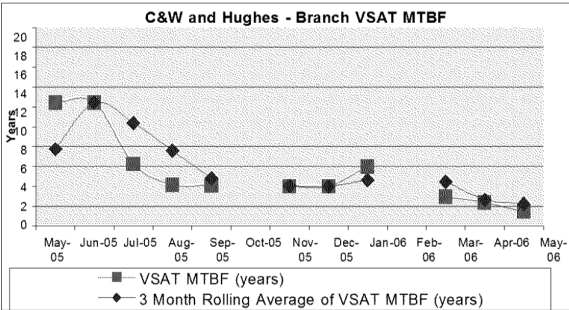
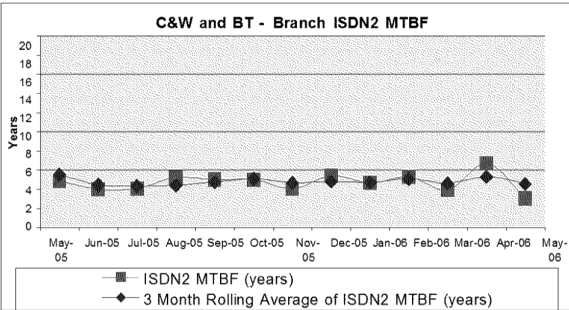
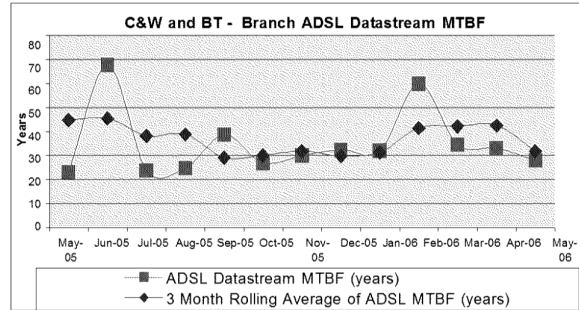
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

ADSLOnlineServicesCalls - CauseAnalysis	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06			
ADSLservicefault(C34)	69	55	45	46	39	44	28	34	42	33			
ADSLmajorincident(C37)	586	466	37	277	20	17	22	9	15	5			
Softwareerror / reboot(C36)	415	394	28	337	324	317	373	446	372	462			
Undeterminedfault(CG4)	176	267	189	268	235	194	230	282	196	374			
Subtotal	1246	871	553	928	618	572	653	771	625	874			
PSTNline fault (C35)	34	27	34	40	32	41	45	58	42	70			
No fault found/ usererror(CR4)	231	217	214	232	178	191	207	265	197	516			
Duplicatecall or other causes.	24	22	26	43	16	24	33	35	29	40			
TOTAL	1535	1137	832	1243	844	828	938	1129	893	1500			
ISDNOnlineServicesCalls - CauseAnalysis	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06			
ISDNservicefault(C31)	77	81	56	73	53	57	53	81	46	67			
Majorincident(C38)	0	2	2	0	1	0	0	0	0	2			
Softwareerror / reboot(C36)	52	67	26	17	17	24	22	23	24	51			
Undeterminedfault(CG4)	28	52	25	38	29	30	33	24	16	24			
Subtotal	157	202	107	128	100	111	108	128	86	144			
No fault found/ usererror(CR4)	34	34	15	13	6	16	11	11	9	26			
Duplicatecall or other causes.	11	11	10	16	5	5	3	11	13	16			
TOTAL	202	247	132	157	111	132	22	150	108	186			
VSATOnlineServicesCalls - CauseAnalysis	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06			
VSATservicefault(CG5)	3	3	6	5	3	3	0	3	5	6			
Majorincident(C39)	0	25	65	43	0	33	0	13	0	3			
Softwareerror / reboot(C36)	1	4	1	8	2	7	7	15	10	23			
Undeterminedfault(CX8)	0	3	2	13	4	3	8	5	2	16			
Subtotal	4	35	74	69	9	46	15	36	17	48			
No fault found/ usererror(CR4)	2	4	2	7	1	1	0	6	3	28			
Duplicatecall or other causes.	0	0	0	2	1	12	1	2	2	0			
TOTAL	6	39	73	78	11	59	16	44	22	76			

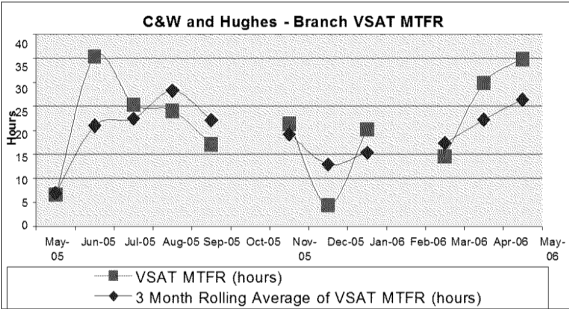
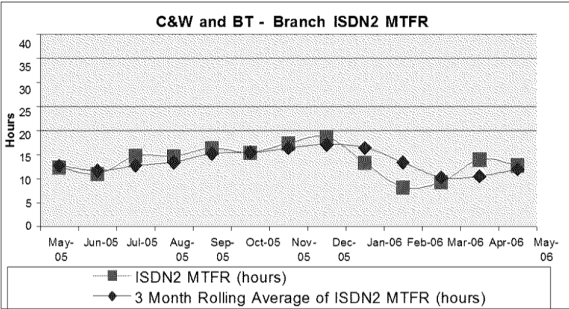
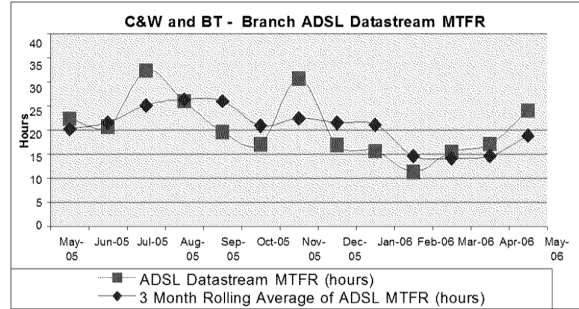
ND14OnlineTransaction- CauseAnalysis	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Softwareerror / reboot(C36)	32	63	46	50	42	14	14	15	21	26
OnlinetransactionMajorIncident(C40)	94	954	139	47	23	31	541	137	144	919

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3.2.2 ONLINE NETWORK SERVICES (CONT'D)

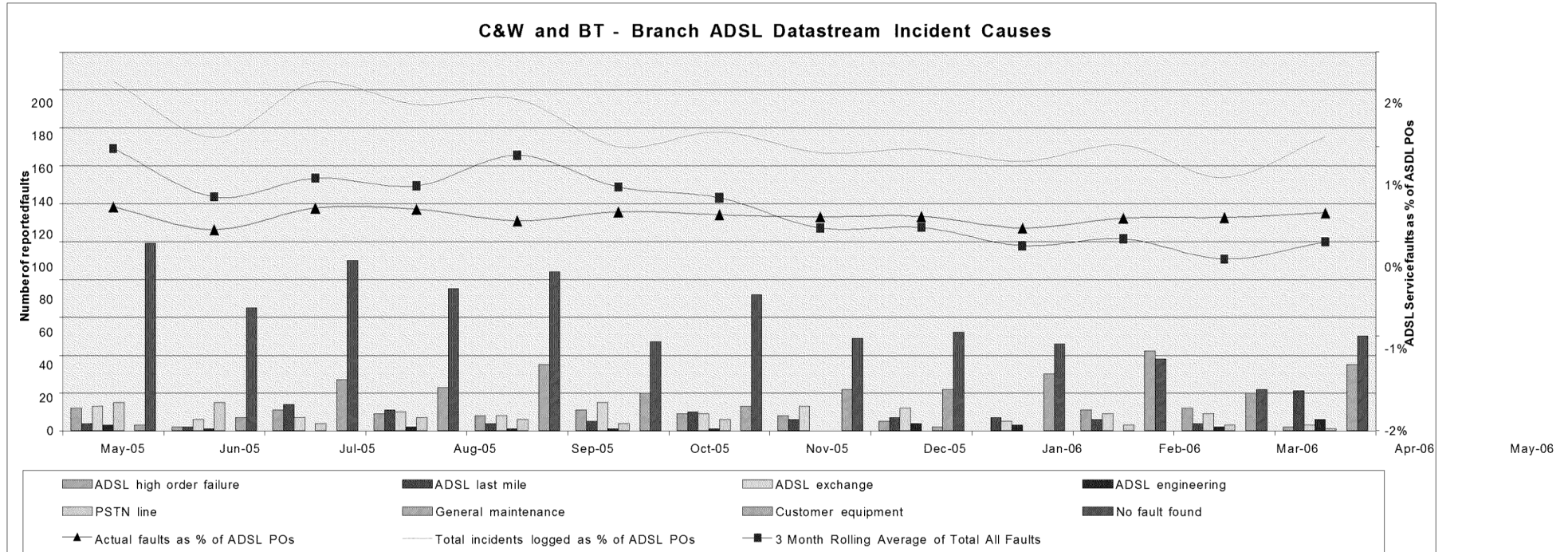


	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
ADSL Datastream MTBF (years)	22.98	67.67	23.73	24.71	38.55	26.84	29.86	32.31	31.83	59.80	34.42	63.04	27.81
3 Month Rolling Average of ADSL MTBF (years)	44.74	45.32	38.13	38.70	29.00	31.75	30.03	29.67	31.33	41.31	42.01	42.42	31.76
ISDN2 MTBF (years)	4.86	3.98	4.04	5.21	4.98	4.96	4.03	5.38	4.62	5.27	3.89	6.68	3.03
3 Month Rolling Average of ISDN2 MTBF (years)	5.51	4.42	4.29	4.41	4.74	5.05	4.68	4.79	4.67	5.09	4.59	5.28	4.53
VSAT MTBF (years)	12.42	12.42	6.21	4.11	4.08		3.97	3.97	5.96		2.94	2.35	1.44
3 Month Rolling Average of VSAT MTBF (years)	7.74	12.42	10.35	7.58	4.80		4.03	3.97	4.63		4.43	2.64	2.24



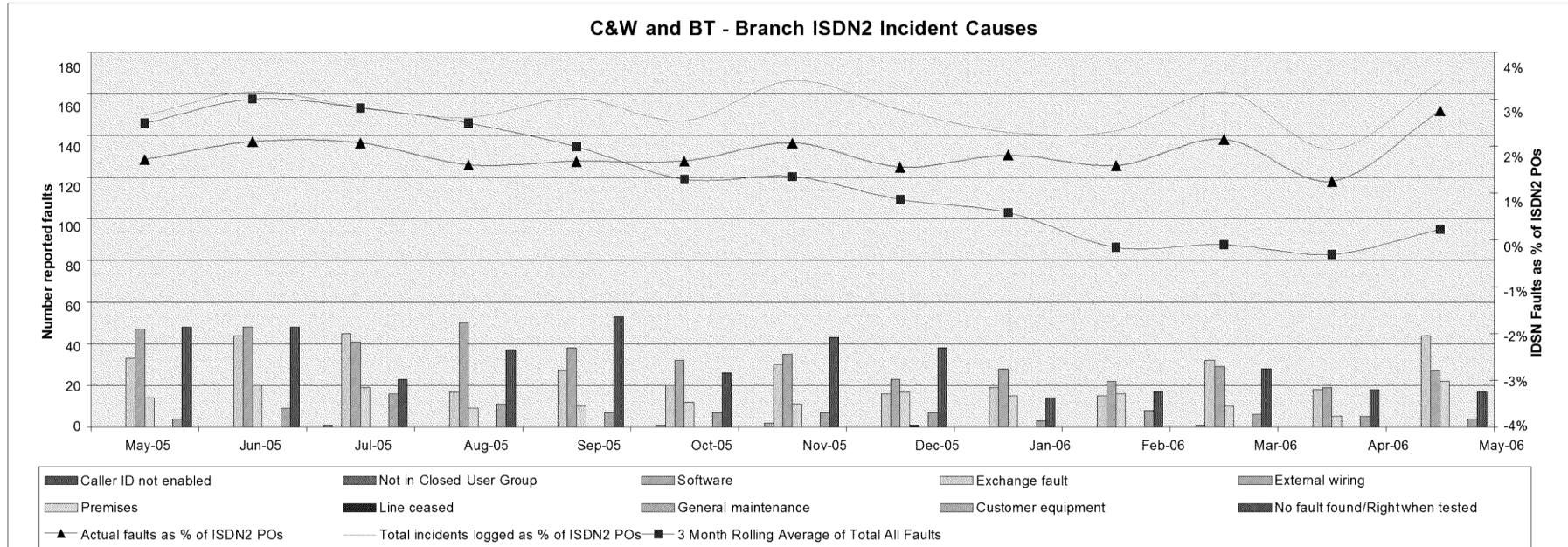
	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
ADSL Datastream MTFR (hours)	22.26	20.65	32.26	25.87	19.58	16.97	30.68	16.81	15.58	11.22	15.41	17.01	23.98
3 Month Rolling Average of ADSL MTFR (hours)	20.13	21.45	25.05	26.26	25.90	20.81	22.39	21.47	21.01	14.54	14.07	14.54	18.80
ISDN2 MTFR (hours)	12.26	10.87	14.63	14.56	10.23	15.31	17.20	18.35	13.19	8.10	9.21	13.91	12.69
3 Month Rolling Average of ISDN2 MTFR (hours)	12.61	11.50	12.59	13.35	15.14	15.37	16.27	17.44	16.34	13.20	13.17	16.41	11.94
VSAT MTFR (hours)	6.50	35.30	25.30	24.00	16.97		21.39	4.39	20.15		14.51	29.78	34.78
3 Month Rolling Average of VSAT MTFR (hours)	6.86	20.90	22.37	28.20	22.09		19.15	12.42	15.26		17.33	22.14	26.36

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



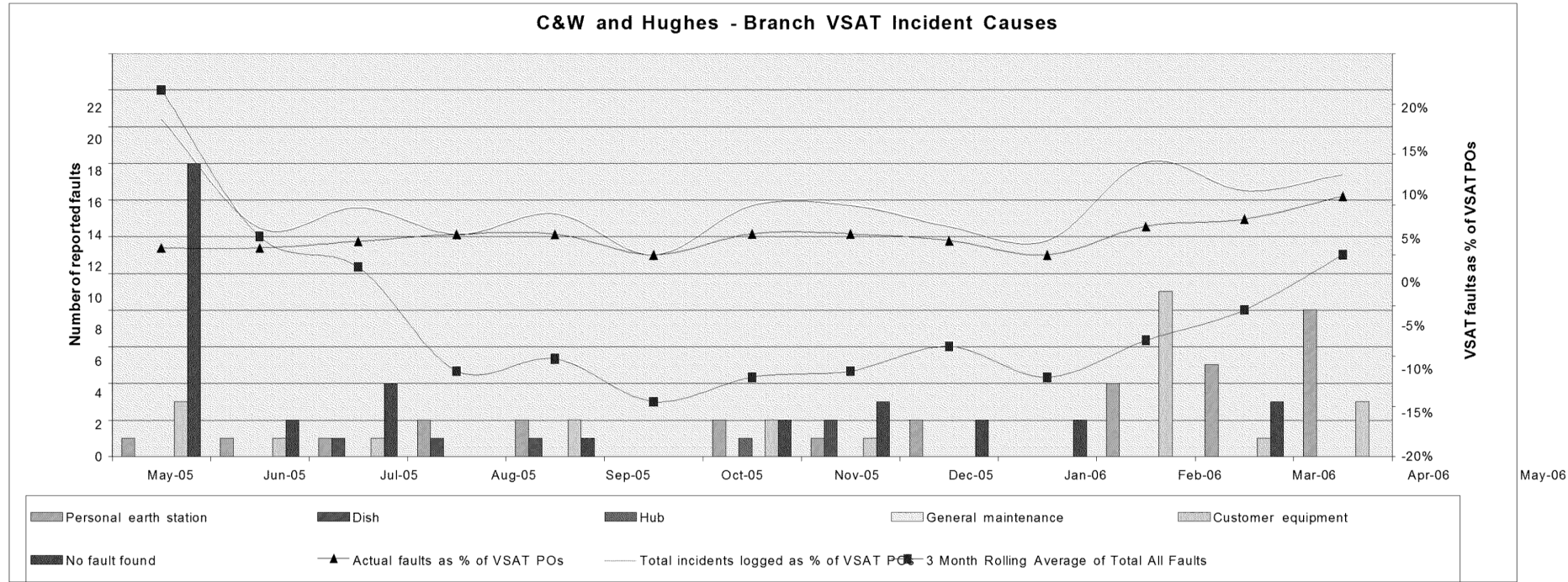
	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
ADSL high order failure	12	2	11	9	8	11	9	8	5	0	11	12	
ADSL last mile	4	2	14	11	4	5	10	6	7	7	6	4	
ADSL exchange	13	6	7	10	8	15	9	13	12	9	9	9	
ADSL engineering	3	1	0	3	1	1	1	0	4	3	0	2	
Actual faults at ADSL POs total	32	11	32	32	21	32	29	27	28	15	26	27	
Actual faults as % of ADSL POs	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	15	15	4	7	6	4	6	0	0	0	3	3	
General maintenance	0	0	0	0	0	0	0	0	2	0	0	0	
Customer equipment	3	7	27	23	35	20	13	22	22	30	42	20	
No fault found	99	65	90	75	84	47	72	49	52	46	38	22	
Total All Faults	149	98	159	137	146	103	120	98	104	94	100	72	
3 Month Rolling Average of Total All Faults	149	124	133	129	145	129	123	107	107	98	101	91	
Total incidents logged as % of ADSL POs	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)



	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-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	1	0	0	0	0	0	0	0	0	0	0
Software	0	0	0	0	0	1	2	0	0	0	1	0	0
Exchange fault	33	44	45	17	27	20	30	16	19	15	32	18	44
External wiring	47	48	41	50	38	32	35	23	28	22	29	19	27
Premises	14	20	19	9	10	12	11	17	15	16	10	5	22
Line ceased	0	0	0	0	0	0	0	1	0	0	0	0	0
Actual faults at ISDN2 POs total	94	112	106	76	73	63	78	57	62	53	72	42	93
Actual faults as % of ISDN2 POs	1.71%	2.10%	2.06%	1.60%	1.67%	1.68%	2.07%	1.35%	1.80%	1.58%	2.14%	1.20%	2.75%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	4	9	16	11	7	7	7	7	3	8	6	5	4
No fault found/Right when tested	40	40	23	37	53	26	43	38	14	17	29	19	17
Total All Faults	146	160	145	124	135	98	128	102	70	78	106	66	114
3 Month Rolling Average of Total All Faults	146	158	153	146	135	119	120	109	103	86	88	83	95
Total incidents logged as % of ISDN2 POs	2.66%	3.16%	2.82%	2.61%	3.01%	2.54%	3.40%	2.77%	2.30%	2.33%	3.15%	1.93%	3.37%

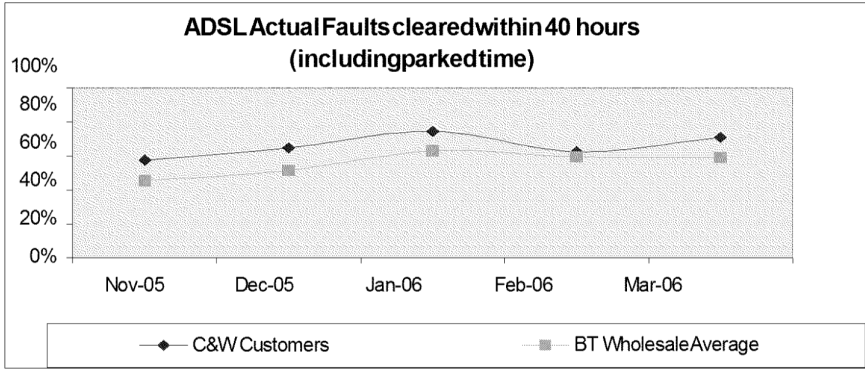
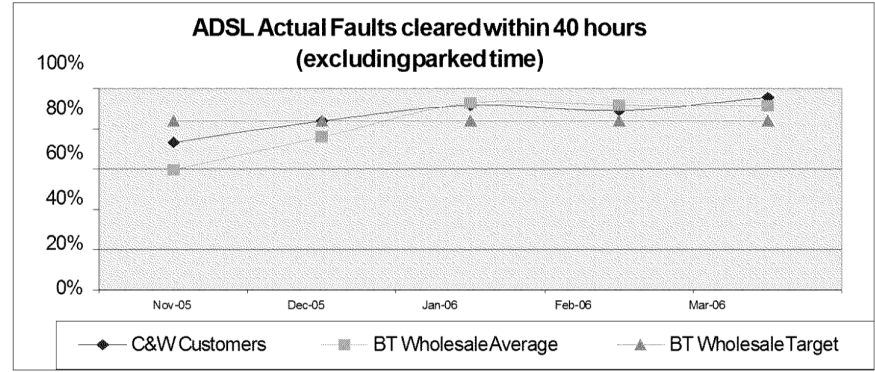
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Personal earth station	1	1	1	2	2	0	2	1	2	0	4	5	8
Dish	0	0	1	1	1	0	0	2	0	0	0	0	0
Hub	0	0	0	0	0	0	1	0	0	0	0	0	0
Actual faults at VSAT POs total	1	1	2	3	3	0	3	3	2	0	4	5	8
Actual faults as % of VSAT POs	0.67%	0.67%	1.34%	2.03%	2.04%	0.00%	2.10%	2.10%	1.40%	0.00%	2.84%	3.55%	5.8
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	3	1	1	0	2	0	2	1	0	0	9	1	3
No fault found	16	2	4	0	1	0	2	3	2	2	0	3	0
Total All Faults	20	4	7	3	6	0	7	7	4	2	13	9	1
3 Month Rolling Average of Total All Faults	20	12	10	9	5	3	4	5	6	4	6	8	1
Total incidents logged as % of VSAT POs	13.42%	2.68%	4.76%	2.63%	1.68%	0.68%	4.96%	4.96%	2.88%	1.42%	3.22%	6.38%	7.9

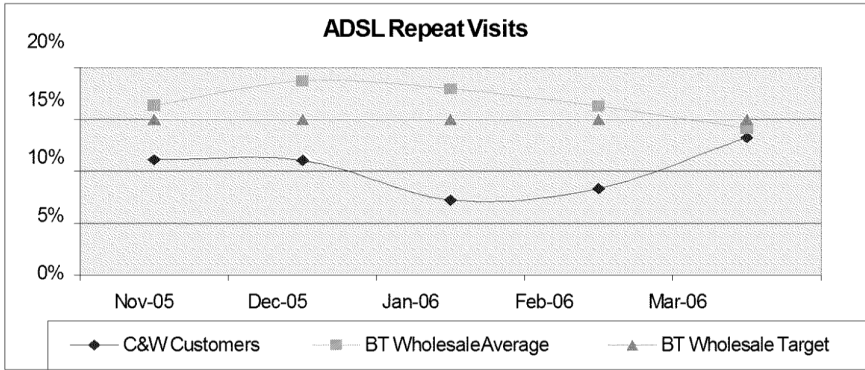
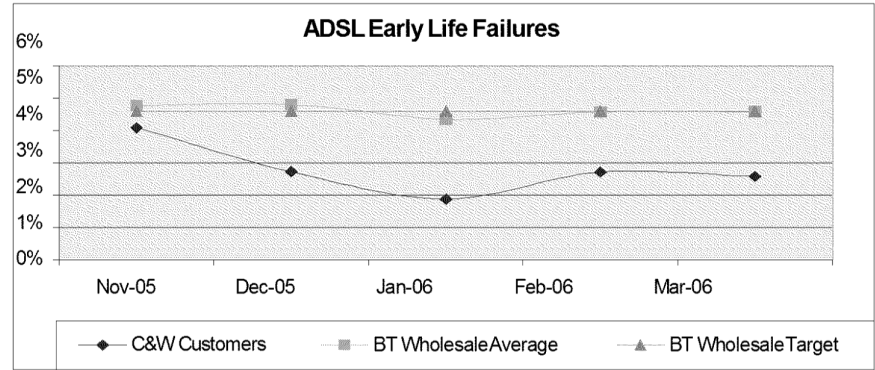
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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.



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

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

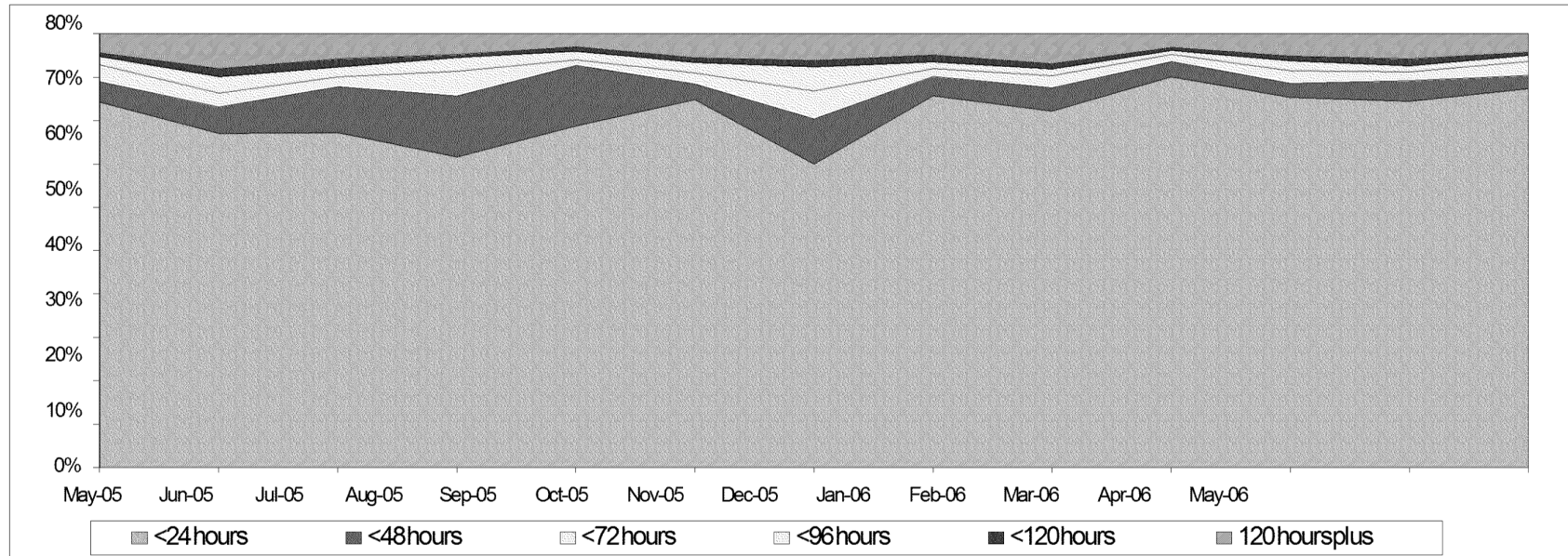


	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
C&W Customers	4.08%	2.73%	1.88%	2.72%	2.58%	TBC
BT Wholesale Average	4.77%	4.81%	4.35%	4.57%	4.58%	TBC
BT Wholesale Target	4.60%	4.60%	4.60%	4.60%	4.60%	4.60%

	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06
C&W Customers	11.11%	11.05%	7.23%	8.33%	13.26%	TBC
BT Wholesale Average	16.37%	18.72%	17.98%	16.31%	14.15%	TBC
BT Wholesale Target	15%	15%	15%	15%	15%	15%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

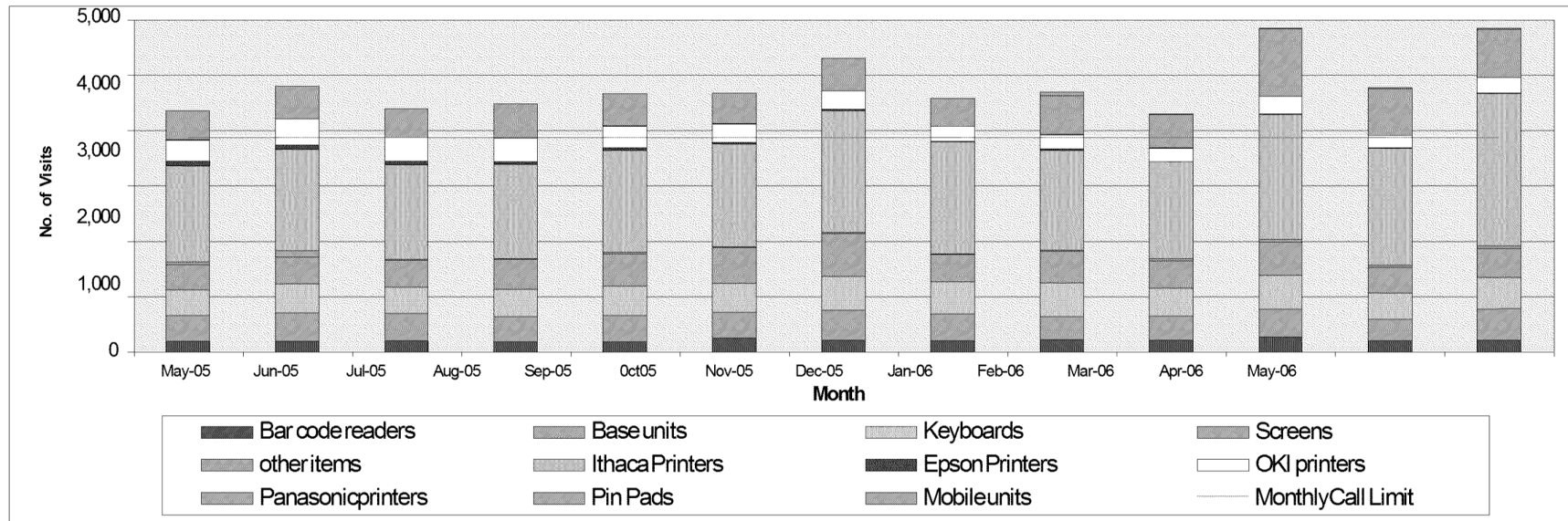
Online Service Unavailable Calls (From 1/7/05 = ND01+ND02+ND10+ND14). Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.



Actual Elapsed Time of call in hours	24	48	72	96	120	120plus	TOTAL		
May-05	1576 84.2%	88 4.7%	71 3.8%	36 1.9%	17 0.9%	83 4.4%	1871		
Jun-05	1153 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		
May-06	2440 87.3%	86 3.1%	89 3.2%	39 1.4%	22 0.8%	118 4.2%	2794		

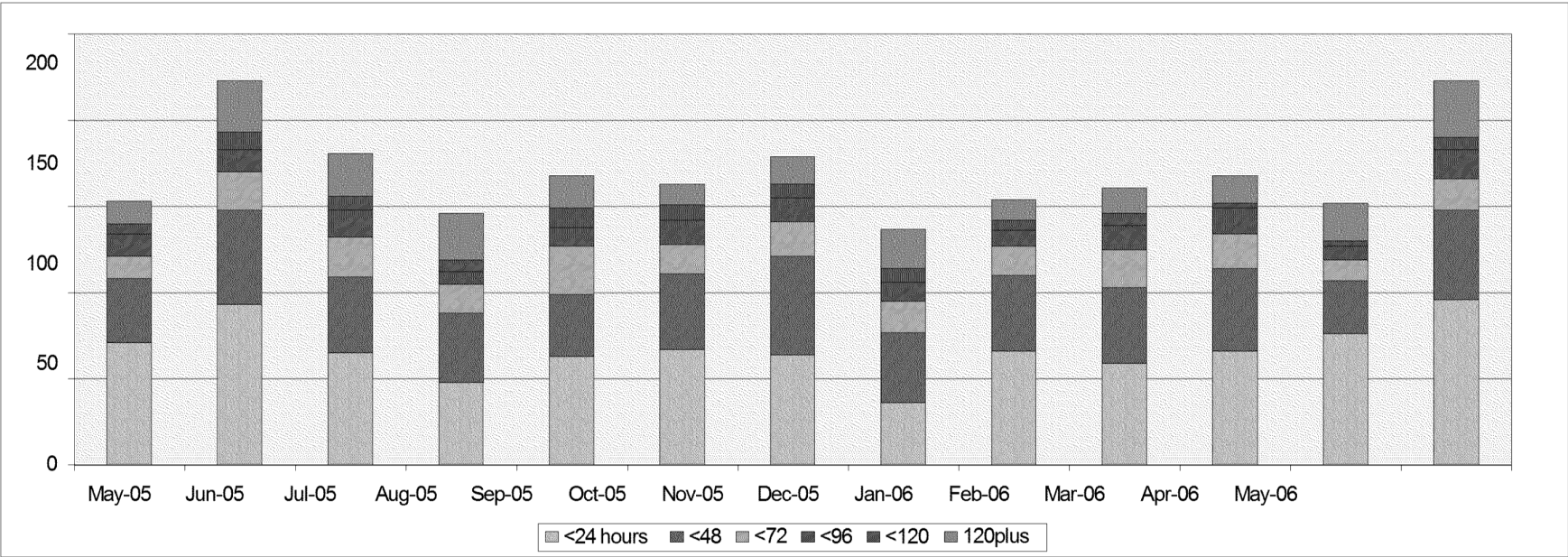
* From March 06 calls starting 20 major incidents that were closed 324 hours later will be adjusted to reflect the duration of the service impact.

3.3.1 ENGINEER ON - SITE VISITS



	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06		
Bar code readers	189	195	200	180	181	252	215	208	223	217	268	201	215		
Base units	468	511	495	453	481	460	540	473	442	435	509	393	564		
Mobile units									54	21	9	21	17		
Keyboards	459	527	476	498	528	532	612	580	615	504	614	473	568		
Ithaca Printers	1736	1831	1712	1700	1849	1862	2207	2017	1814	1752	2254	2109	2756		
Epson printers	87	81	71	52	44	28	27	14	24	11	15	11	11		
OKI printers	377	468	424	427	396	325	334	268	250	236	314	224	279		
Panasonic printers	5	3	0	0	3	4	1	1	1	5	1	1	1		
Pin Pads	530	596	524	613	581	560	589	505	712	600	1226	844	870		
Screens	461	481	487	544	584	641	771	505	569	494	596	464	527		
other items	50	114	12	15	21	16	17	13	18	33	49	41	43		
TOTAL	4362	4807	4401	4482	4668	4680	5313	4584	4692	4308	5855	4782	5851		
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875		
Epson to OKI exchanges	73	76	55	65	40	24	18	39	16	14	12	12			
Average Daily Visit Rate	198	219	187	187	195	199	221	204	204	196	234	203	254		

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
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	16.9%	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	9.8%	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
May-06	96	43.0%	52	23.3%	18	8.1%	17	7.6%	7	3.1%	33	14.8%	223

4 MAY REVIEW OF PROBLEM MANAGEMENT

4.1 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – SUMMARY

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

4.1.1 SUMMARY

- As at 31.05.06 there were 5 open problems, of which 0 are Problem Branches.
- No new problems were opened in May

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

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

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	We have got the SSC to check whether it is now working but it appears not, It was not working, I'm just looking at why and think I have the registry correct now but we are still receiving no files from EPAY. After this we still need to make the full program run as a service as it currently does not.	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 was presented to PCCB and approved. It was confirmed that the CP was for diagnostic and investigation work and that if the investigation identified an error with some equipment a follow on CP would be drafted and submitted	M	2	4
PM0000692	Failures on the DC System for MID/TID causing Socket	Mike Stewart	Kim Yip	Kim has had her meeting with Streamline and has asked if we POA can produce a list of the MID/TID Database, I believe this is sent each month by the MSU department, so I will investigate further.	M	1	1
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 May 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None. Comments: No MBCIs in this measured period apart from those 'created' in testing environment. Where appropriate, notification of these was timely. BC testing progressing as per schedule. Where tests have needed to be rescheduled agreement has been sought. No test reports outstanding and all those received have been a comprehensive and accurate reflection of the testing activity with all observations noted. FS BC Manager has always been available and responded promptly to telephone calls and emails. Prior to going on annual leave the FS BC Manager has provided POL an alternative contact. BC documentation current. (TV).	In the recent BC cross domain review it was noted that the POL BCM was unaware that the POA BCM was actually incorporating BC risks into the internal and customer shared risk registers. It should also be emphasized to POL that the POA BCM, behind the scenes, is leading the Fujitsu Services activities in commissioning equipment, producing the DR documentation and verifying the disaster recovery facilities at LEW02. Additionally, the POA BCM spends significant periods of time assisting with operational issues and major incidents. Recent examples include the Alliance & Leicester firewall issue, the EMC upgrade activity and the LiNK LREC file issue.
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. Continued good performance for April. [MR]	No comments.
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 (AP)	No comments.
Capacity Management Mik Peach	Issues: None. Comments: Extra data provided throughout April, which has enabled POL to investigate service outages with Link, where Link have disputed reports of service outages. FS also produced	No comments.

Fujitsu Services

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Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

	extra 12 months worth of data to enable POL to evaluate debit card capacity. The FS capacity team have been keen to improve the service provided to POL which in the past as been high. This month they have exceeded expectations. (Antonio Jamasb).	
Data Delivery Ian Daniel	Issues: Whilst appreciated that the root cause has been established - would need assurance that actions are taken to ensure that this does not happen again. (RC). Comments: Data Delivery for April scores a 5, however for the period since the last HSMF due to the MBCI, data delivery failed all OLA targets and some the following day once service has resumed therefore score is 2. (RC). Fujitsu didn't actually fail their OLA targets on the night of the MBCI (files were delivered to all clients within OLA target times); the issue was that all the files were empty, i.e. there was a one day delay getting all AP transactions to clients. (Dean Turner).	All details have been provided to POL via the MI report and subsequent actions as detailed within.
Operational Business Change: Reference data David Wilcox	Issues: None. Comments: There is no feedback on Ref Data as we had agreed for that RDORFs would be held on a "need to" basis. We haven't needed to for sometime and the teams are working hard and very closely together. (RC).	We can only continue to get the high score for Reference Data 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: All OBC Branch OLA Targets achieved and some actions from meetings addressed more quickly, where possible. (DA) Comments: Post Office Ltd is pleased with Fujitsu Services performance against their OBC Branch OLA Targets for April 2006, which were achieved, with the exception of the 4% Failure Target (which excludes Closures). 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. (Dave Anders)	Continued endeavours to address actions from meetings more quickly and ensure updates are communicated to all parties. Continue to work closely with C&W to ensure communications failures are kept to the minimum.
HSH/Engineers Paul Gardner/John Casey	Issues: Improvement required with regards to the name giving issue.	This has been passed on to HSD, who will look to address the issue.

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	Comments: No significant change from last month either favourable or adverse. Evidence that advisors are still not giving names when answering a call. (AB).	
Problem Management Mike Stewart	Issues: Provide POL with a clear understanding of the plus 3 report and the proactive activity ongoing within Fujitsu Services to increase Branch availability and improve the fault resolution processes. Comments: FS performing well for the month achieving a comfortable score of 3. (NW)	The comments under Issues here are referring to Branch Availability and the commitment made at the monthly review to produce the +3 report and the pro-activity is being managed by Ian Mills .
Reconciliation Pete Thompson	Issues: None. Comments: No issues with receipt and content of BIMS reports. (JD).	No comments.
Security Brian Pinder	Issues: None. Comments: Running of TES still an issue, although the administration side of TES is well controlled and thanks to Peter Sewell for that. Thanks also to Peter for trying to help with other TES issues even though the responsibilities do not fall into his area. (AS).	Still trying to identify where TES issues should be placed (Liz Evan – Jones dealing).
Networks Alex Kemp	Issues: Ensure we follow OLA incident management process. (GB). Comments: 1. POLFS Incident 21st - 25th April - Confusing comms/information led to Prism initially owning all actions, however the RC was with Fujitsu. This possibly could have been prevented if POL representation on Fujitsu / Prism conference calls had been sort. This is what I would expect given a total service outage to a critical application. Improvements. 2. On line service outage 2nd May - Lack of information coming from Fujitsu (possibly due to loss of monitoring tool). POL informed of outage via branches and other suppliers. Incident Management / working together was good once off the ground. Improvements - All about information, quality, time, effective. 3. POLFS 8th - 12th May 'blocked queue' incident - Problem	Points noted and accepted - our monitoring toolsets were substantially impacted by the incident of the 2nd may but we will continue to try and provide accurate and timely information to Post Office. As a result of this outage Fujitsu are adding additional capacity and made configuration changes to reduce the likelihood of reoccurrence. Hopefully the joint working in recent incidents such as the A&L firewalls has been well received.

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	identified by POL users. Initial conference call Fujitsu did not believe RC to be with Horizon. SAP were called in to investigate but time was lost obtaining access due to required firewall changes. Again good incident management and working together once off the ground. Improvement - Quality of information received e.g. number of IDOCS failed estimated at 60k turned out to be 300k, confusion over duplicated transactions no apparent end to end monitoring of files in files out. (GB).	
Service Improvement All	Issues: Need to start focusing more upon the csip as part of day to day activity rather than for the monthly meeting. Create more impetus in progressing csip activities. This applies to both FS and POL. Comments: There has been a slight slow down of the speed at which the CSIP register has been progressing over the last month, this is partly due to key stakeholder's annual leave. (NW).	Noted.
Communication All	Issues: Ensure we follow OLA incident management process. (GB) Comments: 1. POLFS Incident 21st - 25th April - Confusing comms/information led to Prism initially owning all actions, however the RC was with Fujitsu. This possibly could have been prevented if POL representation on Fujitsu / Prism conference calls had been sort. This is what I would expect given a total service outage to a critical application. Improvements. (GB).	Noted.
Working Together All	Issues: None Comments: FS BC Manager has always been available and responded promptly to telephone calls and emails. Prior to going on annual leave the FS BC Manager has provided POL an alternative contact. (TV). There is no feedback on Ref Data as we had agreed for that RDORFs would be held on a "need to" basis. We haven't needed to for sometime and the teams are working hard and very closely together. (RC).	No comments

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Respect and Commitment All	Issues: None Comments: Very satisfied overall.	No comments
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6 MAY 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
IP Stream	IP Stream, Test will be completed by 9/06/06 IP Stream, LST will start on the 12/06/06 and be completed by 29/06/06 Testing, IP Stream sign off will be 30/06/06 Data Centre weekend work will be completed by core by the, 2/07/06 Testing in Calthorpe 4/07/06 Testing in Dearne 5/07/06 ADSL & ISDN migration pilot 7/07/06 Migrate 3,700 from ADSL to IP Stream and ISDN to IP Stream start date 18/07/06 to 18/08/06. IP Stream migration project will be completed by 31/08/06

6.2 RELEASES COMPLETED DURING THIS PERIOD

- None to report

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7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
			Horizon Service Desk													
H1.1	80%		Calls answered within 30 seconds	77.8	90.9	89.2	88.5	87.2	92.9	86.5	94.9	95.1	88.5	89.7	90.6	74.8
				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	4.1	4.1	4.4	4.3	4.6	4.8	4.5	4.3	4.1	4.0	4.0	3.9
				4.0		Q3		4.3		Q4		4.6		Q1		4.1
H1.3	<5%		Calls not answered	11.0	2.3	3.0	4.3	4.8	1.6	4.8	1.2	0.7	2.9	3.7	2.1	10.6
				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
				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
				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		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06
			Horizon Service Desk										
H1.1	80%		Calls answered within 30 seconds	90.1	90.9	89.2	88.5	87.2	92.9	86.5	94.9	95.1	88.5
				84.9		Q3		88.3		Q4		91.1	
H1.3	<5%		Calls not answered	11.0	2.3	3.0	4.3	4.8	1.6	4.8	1.2	0.7	2.9
				6.0		Q3		4.1		Q4		2.7	

REVIEW OF TELEPHONY SLT ACHIEVEMENT

The failing SLT's are due to the incident on the 2nd May.

[illegible]

All SLT's within target.

7.2 ENGINEER SERVICES

7.2.1 ENGINEER SERVICES

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
E1.1	95%		Call to Resolution (Local)													
			Hardware/Network Priority A - 4 hours Non-Remedial	96.1	95.1	93.4	96.9	95.3	95.9	95.6	95.0	93.8	95.3	95.3	93.4	97.9
			Q2	96.5		Q3		95.2		Q4		95.6		Q1		94.9
E2.1	95%		Hardware/Network Priority B - 8 hours Non-Remedial	97.4	97.6	95.1	96.3	96.2	97.0	95.2	99.6	99.6	97.6	95.8	97.6	95.9
			Q2	97.4		Q3		95.9		Q4		94.0		Q1		94.3
			Hardware/Network Priority C - 12 hours Non-Remedial												9.4	7.0
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
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	94.6	100.0	100.0	100.0	100.0	100.0
			Q2	100.0		Q3		100.0		Q4		98.6		Q1		100.0
			Call to Resolution (Remote)													
E1.3	95%		Hardware/Network Priority A - 8 hours Non-Remedial	96.4	96.5	100.0	100.0	100.0	100.0	95.2	95.7	100.0	100.0	95.4	100.0	100.0
			Q2	96.3		Q3		100.0		Q4		97.6		Q1		98.2
			Hardware/Network Priority B - 12 hours Non-Remedial	100.0	97.4	97.0	98.9	95.2	98.5	97.0	95.2	93.9	98.4	95.2	95.2	100.0
E2.3	95%		Q2	99.4		Q3		97.0		Q4		97.6		Q1		95.8
			Hardware/Network Priority C - 12 hours Non-Remedial												9.2	12.5
			Q2												Q2	
E4.1	50.01%		Engineer Visits													
			20 minute On-site Repair	50.0	50.0	49.2	50.0	52.0	51.5	52.0	54.0	50.5	51.0	53.0	49.4	51.5
			Q2	49.9		Q3		54.0		Q4		54.0		Q1		53.0
E3.1	24.50		Average Downtime (Time to Repair)													
			Call to Fix	25.8	24.5	27.7	28.5	28.4	27.1	25.7	34.2	33.4	31.0	34.0	30.0	N/A
			Q2	25.1		Q3		28.9		Q4		28.6		Q1		26.2

REVIEW OF ENGINEER SERVICES

The failing SLT's are due to the incident on the 2nd May.

Detailed discussion over the remedies and failures will take place during the next HSMF.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06				
DI4.1	96%		RDMC Reference Data																	
			Data Delivery - Day B	99.61	99.64	98.13	Q3	99.70	99.58	99.62	Q3	99.54	99.33	99.01	Q1	99.48	99.70	Q2	99.61	
				99.61				99.10				99.34								
DI4.2	97%		Data Delivery - Day C	99.77	99.75	99.68	Q3	99.78	99.73	99.71	Q3	99.70	99.38	99.78	Q1	99.60	99.73	99.80	Q2	99.67
				99.72				99.68				99.74								
DI4.3	98%		Data Delivery - Day D	99.83	99.81	99.77	Q3	99.82	99.78	99.79	Q3	99.78	99.31	99.02	99.70	99.82	99.90		99.77	
				99.78				99.74				99.31						Q2		
DI4.4	100%		Data Delivery - Day J	100.00	100.00	100.00	Q3	100.00	100.00	100.00	Q3	100.00	100.00	Q3	100.00	100.00	100.00	Q3	100.00	
				100.00				100.00				100.00								
DI1.1	96%		OBSCS Data																	
			OBSCS Stop List - Day B	99.40	99.72	N/A	Q3	N/A	N/A	N/A	Q4	N/A	N/A	N/A	Q1	N/A	N/A	N/A	Q2	N/A
				99.50					N/A			N/A			N/A					
DI1.2	97%		OBSCS Stop List - Day C	99.77	99.81	N/A	Q3	N/A	N/A	N/A	Q4	N/A	N/A	N/A	Q1	N/A	N/A	N/A	Q2	N/A
				99.77					N/A			N/A			N/A					
DI1.3	98%		OBSCS Stop List - Day D		99.87	N/A	Q3	N/A	N/A	N/A	Q4	N/A	N/A	N/A	Q1	N/A	N/A	N/A	Q2	N/A
									N/A			N/A			N/A					
DI1.4	100%		OBSCS Stop List - Day J		100.00	N/A	Q3	N/A	N/A	N/A	Q4	N/A	N/A	N/A	Q1	N/A	N/A	N/A	Q2	N/A
								N/A			N/A									
Ref	SLT	ARL	Transaction Corrections File Delivery	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06				
	90%		File Delivery - Day A by 12:00							99.73	99.89	99.78	99.79	99.74	99.80	99.80				
								Q4		84		Q1				Q2				
	96%		File Delivery - Day A by 12:00							99.73	99.90	99.39	99.16	99.79	99.80	99.80				
									Q4		85		Q1				Q2			

T001 Transaction Corrections File Delivery:-

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

REVIEW OF DATA SERVICES INBOUND SLT ACHIEVEMENT

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

7.3.2 APS - GENERIC

Ref	SLT		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
Inbound APS															
DI3.1	96%	Data Delivery - Day B	99.61	99.61	96.60	99.63	99.62	99.61	99.60	99.74	99.96	99.59	99.68	99.70	99.58
				99.58	Q3		98.59	Q4		99.63	Q1		99.6	Q2	
DI3.2	97%	Data Delivery - Day C	99.79	99.74	99.68	99.76	99.74	99.74	99.73	99.83	99.80	99.73	99.79	99.80	99.72
				99.72	Q3		99.67	Q4		99.75	Q1		99.7	Q2	
DI3.3	98%	Data Delivery - Day D	99.85	99.81	99.78	99.82	99.81	99.81	99.80	99.90	99.87	99.79	99.84	99.90	99.79
				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
				100.00	Q3		100.00	Q4		100.00	Q1		100.00	Q2	
Outbound APS															
DO1.1	96.5%	Data Delivery - Day B	99.90	99.68	99.83	99.01	99.83	99.35	99.82	99.81	99.78	99.88	99.89	99.80	96.25
				99.68	Q3		99.36	Q4		99.66	Q1		99.9	Q2	
DO1.2	97.5%	Data Delivery - Day C	99.97	99.94	99.95	99.94	99.94	99.65	99.93	99.89	99.93	99.96	99.95	99.90	99.91
				99.94	Q3		99.93	Q4		99.82	Q1		99.9	Q2	
DO1.3	98.5%	Data Delivery - Day D	99.99	99.97	99.98	99.97	99.98	99.97	99.97	99.93	99.96	99.98	99.98	99.90	99.95
				99.97	Q3		99.97	Q4		99.96	Q1		100.0	Q2	
DO1.4	100%	Data Delivery - Day J	99.99	99.99	100.00	100.00	99.99	99.99	100.00	99.99	100.00	100.00	99.99	99.99	99.99
				99.99	Q3		99.99	Q4		99.99	Q1		99.99	Q2	

REVIEW OF APS GENERIC

The failing SLT's are due to the incident on the 2nd May.

There is 1 NO LET for this month,
FAD- 332704 Clough Post Office. This office was down for 14 days. The site underwent an OBC refurb. Once refurb completed, Comms were still down due to the ADSL line being ceased. A GSM modem was then sent to site to regain comms, but this failed due to no signal. A DR call was then raised and DR was completed on 07/06. EOD received.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

7.3.3 OUTBOUND

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05	Apr05	May05	
DO2.1	96%	File Delivery - Day B	TPS Transaction Data File Delivery to MIS														
				97.3	97.3	99.3	97.4	99.1	99.2	99.0	99.2	99.2	99.4	99.3	99.2	97.7	
						Q3						Q1			Q2		
DO2.2	97%	File Delivery - Day C		99.9	99.9	99.9	99.9	99.9	99.9	99.7	99.9	99.9	99.9	99.9	99.9	99.9	
						Q3						Q1			Q2		
DO2.3	98%	File Delivery - Day D		99.9	99.9			99.9				99.9			99.9	99.9	
						Q3						Q1			Q2		
DO2.4	100%	File Delivery - Day J		99.9	99.9	100.0		99.9	99.9		99.9	100.0		99.9	99.9	99.9	
						Q3		99.9			99.9	Q1		99.9	Q2		
DO3.1	96%	File Delivery - Day B	OBCS Data		0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
						Q3		N/A			N/A				Q2		
DO3.2	97%	File Delivery - Day C		99.9		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
						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	N/A	
						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	N/A	
Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05	Apr05	May05	
	96%	File Delivery - Day B	TPSHR SAP Delivery Contract														
											0.0						
											99.9	Q1		100.0	Q3		
	97%	File Delivery - Day C								100.00	100.0	100.00	100.0	100.0	100.0	100.0	
												Q1			Q2		
	98%	File Delivery - Day D								100.00	100.0	100.00	100.0	100.0	100.0	100.0	
												Q1			Q2		

100% File Delivery - Day J

Q1

Q2

Fujitsu Services

SERVICE REVIEW

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7.3.3 OUTBOUND (CONT'D)

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05	Apr05	May05
	100%		TPS HR SAP Delivery Normal File Delivery													
										100.00	0.0	0.0	100.0	100.0	100.0	
										50.00		Q1				Q2
Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar05	Apr05	May05
	96%		TPS POL FS File Delivery File Delivery - Day B							98.98	99.14	98.17	99.3	100.0	99.2	92.7
										99		Q1				Q2
	97%		File Delivery - Day C							99.72	99.78	99.79	99.8	99.8	99.8	
										99		Q1				Q2
	98%		File Delivery - Day D							99.88	99.88	99.91	99.9	99.9	99.9	
										99.88		Q1				Q2
	100%		File Delivery - Day J							100.00	100.00	100.00	100.0	100.0	100.0	
										100.00		Q1		100.0		Q2

All SLT's within target.

REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

The failing SLT's are due to the incident on the 2nd May.

There is 1 NO LET for this month,
FAD- 332704 Clough Post Office. This office was down for 14 days. The site underwent an OBC refurb. Once refurb completed, Comms were still down due to the ADSL line being ceased. A GSM modem was then sent to site to regain comms, but this failed due to no signal. A DR call was then raised and DR was completed on 07/06. EOD received.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

7.4.1 BRANCH TO SAPADS (Cont'd)

Ref	S	T	ARL					May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
DO4.4.1	98%		Outlet to SAPADS Data Transfer													
			Weekly Stamps / Stock on Hand and Inventory Items Details - Wednesday Target							N/A	N/A	N/A	N/A	N/A	N/A	N/A
								100.0			Q3		N/A	Q4		
DO4.4.2	97%		Weekly Stamps / Stock on Hand and Inventory Items Details - Thursday Target					100.0		N/A	N/A	N/A	N/A	N/A	N/A	N/A
											Q3		N/A	Q4		
DO4.4.3	96%		Weekly Stamps / Stock on Hand and Inventory Items Details - Friday Target					100.0	96.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
											Q3		N/A	Q4		
DO4.4.4	100%		Weekly Stamps / Stock on Hand and Inventory Items Details - Zulu Thursday Target					100.0	100.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
									100.0		Q3		N/A	Q4		

All SLT's within target.

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

7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL							May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05
			SAPADS to Outlets Data Transfer												
D12.1.1	90%		Delivery of SAPADS Planned Orders to Outlets - 8am Target							98.5		Q 3		98.6	Q 4
D12.1.2	96%		Delivery of SAPADS Planned Orders to Outlets - 12pm Target							99.6		99.7			Q 4
D12.2.1	97%		Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day 0						100.0	100.0	100.0	100.0	100.0	100.0	Q 4
										00.0		Q 3			

REVIEW OF LFS PERFORMANCE

All SLT’s within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
			Congestion measure													
	FIO		Number of Days the Congestion Measure exceeded 10%	0	0	0	0	0	0	0	0	0	0	0	0	0
			End-to-End Reliability													
	FIO		Fixed Connections	100.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98.0
	FIO		ADSL Connections	100.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98.0
	FIO		Dialled Connections	99.6	98.6	100.0	100.0	97.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	98.0
B3.1	99%		NBS Reliability													
			Fixed Connections		100.0	Q3		100.0	Q4		100.0		Q1		100.0	
B3.2	99%		ADSL Connections													
					100.0	Q3		100.0	Q4		100.0		Q1		100.0	
B3.3	97%		Dialled Connections													
					98.6	Q3		99.3	Q4		100.0		Q1		100.0	

Fujitsu Services

SERVICE REVIEW

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Date: 27/06/06

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7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

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

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

Ref	SLT	ARL		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
DE1.1	95%		Business Incidents													
			Report issued within 5 days	100.0	100.0	100.0	87.5	100.0	100.0	96.0	100.0	100.0	100.0	100.0	100.0	100.0
				66.7	Q3		95.8	Q4		98.7	Q1		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	100.0	100.0
				66.7	Q3		100.0	Q4		100.0	Q1		100.0			

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT			May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Tota
		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			
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				
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				
D06.1	<=4	CAPO File delivery by 03:00		0	0	0	0	0	0	0	0	0	0				
D06.3	<=4	A&L File delivery by 03:00		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	00			
D06.6	100%	A&L Rec file delivery by 18:00		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	00	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			May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06
PI Outages														
B5.1	<=2	Number of PI outages >2mins	(same bank)		0	Q3		0	Q4		0		Q1	
B5.2	<=2	Number of PI outages >2mins	(different banks)		0	Q3	0		Q4				Q1	
B5.3	PM	Number of PI outages >1mins	(same banks)	0	0	0	0	0	0	0	0	0	0	0
				0	0	Q3		0	Q4		0		Q1	0
B5.4	PM	Number of PI outages >1mins	(different bank)	0	0	0	0	0	0	0	0	0	0	0
				0	0	Q3		0	Q4		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		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Total
			TESQA														Minimum
T1.1	<=13.5hrs		Availability between 07:00 and 22:00	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
T1.2	97%		Transactions available in the data centre between 07:00 and 20:00 (15mins)	99.9	99.7	99.9	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 (2mins)	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)	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.9	
T1.3.1	100%		Transactions available in the data centre between 20:00 and 22:00 (2mins)	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 (4mins)	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			Queue time constrained queries between 07:00 and 18:00 (Shown as % of <=20sec)	97.6	97.2	96.6	97.4	98.7	97.0	96.5	96.9	91.7	96.2	99.5	94.5	96.1	

REVIEW OF TESQA

All SLT's within target.

7.11 POSTSHOPS

Ref	S	T	ARL				May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06
			PostShops												
	100%		Number of calls resolved within 8 hours									100.0%	94.4%	100.0%	100.0%
	100%		Number of calls resolved next day									100.0%	94.4%	100.0%	100.0%
			File Delivery										90.8%	100.0%	100.0%

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 27/06/06

Version: 2.0

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
		Dialled Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.25	3.25	3.30	3.46	3.43	3.22	3.37	3.41	3.24	3.24	3.28	3.08	2.99
		Average time in secs to receive Agents Authorisations (T2)	0.91	0.89	0.98	0.92	0.91	0.93	0.92	1.02	0.88	0.87	0.88	0.89	0.88
		Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.62	1.56	1.69	1.70	1.58	1.47	1.49	1.50	1.39	1.40	1.41	1.42	1.52
		Average time in secs to receive Agents Authorisations (T2)	0.89	0.87	0.94	0.93	0.91	0.90	0.91	0.95	0.86	0.86	0.82	0.89	0.88
		SLTs													
		Average Transaction Time using Fixed Connections (T)	0.73	0.69	0.75	0.76	0.67	0.56	0.78	0.56	0.53	0.54	0.54	0.54	0.64
				0.72	Q3		0.73	Q4		0.57	Q1		0.54		
		Average Dialled T (T1-T2)	2.34	2.37	2.32	2.53	2.52	2.30	2.55	2.39	2.37	2.37	2.40	2.18	2.11
				2.27	Q3		2.54	Q4		2.54	Q1		2.38		
		Percentage Transactions (T) not exceeding Lower Threshold <= 8 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	Q3		100.0	Q4		100.0	Q1		100.0		
		Percentage Transactions (T) not exceeding Lower Threshold <= 12 seconds (dialled)	99.8	99.8	99.9	99.8	99.8	99.9	99.8	99.9	99.9	99.9	99.9	100.0	99.9
				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	Q3		100.0	Q4		100.0	Q1		100.0		
		Percentage Transactions (T) not exceeding Higher Threshold <= 20 seconds (dialled)	99.9	99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	100.0	99.9	100.0	99.9
				99.9	Q3		100.0	Q4		100.0	Q1		99.9		

7.13 ELECTRONIC TOP-UPS

Ref	SLT	ARL	May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
		Dialed Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.16	3.22	3.05	3.13	3.09	2.98	2.99	2.97	3.00	3.05	3.00	2.96	2.89
		Average time in secs to receive Agents Authorisations (T2)	0.55	0.56	0.55	0.59	0.61	0.56	0.55	0.56	0.57	0.59	0.57	0.53	0.55
		Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.28	1.29	1.22	1.33	1.29	1.22	1.19	1.18	1.19	1.26	1.20	1.18	1.27
		Average time in secs to receive Agents Authorisations (T2)	0.59	0.61	0.57	0.58	0.62	0.58	0.56	0.56	0.59	0.64	0.58	0.54	0.57
		SLTs													
		Average Transaction Time using Fixed Connections (T)	0.70	0.70	0.66	0.75	0.67	0.70	0.64	0.62	0.60	0.62	0.61	0.64	0.70
				0.70	Q3		0.69	Q4		0.63	Q1		0.61		
		Average Dialed T (T1-T2)	2.61	2.66	2.51	2.55	2.48	2.42	2.45	2.41	2.44	2.43	2.43	2.43	2.34
				2.60	Q3		2.52	Q4		2.43	Q1		2.44		
		Percentage Transactions (T) not exceeding Lower Threshold <= 8 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.00	Q3		100.00	Q4		100.00	Q1		100.0		
		Percentage Transactions (T) not exceeding Lower Threshold <= 12 seconds (dialed)	99.5	99.9	99.9	99.7	99.7	99.9	99.8	99.9	99.8	99.8	99.8	99.8	99.8
				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
				100.00	Q3		100.00	Q4		100.00	Q1		100.0		
		Percentage Transactions (T) not exceeding Higher Threshold <= 20 seconds (dialed)	99.9	99.9	99.9	99.9	99.9	100.0	99.9	99.9	99.9	99.9	99.9	99.9	99.9
				99.99	Q3		99.90	Q4		99.90	Q1		99.9		

8 Branch Trading Capabilities

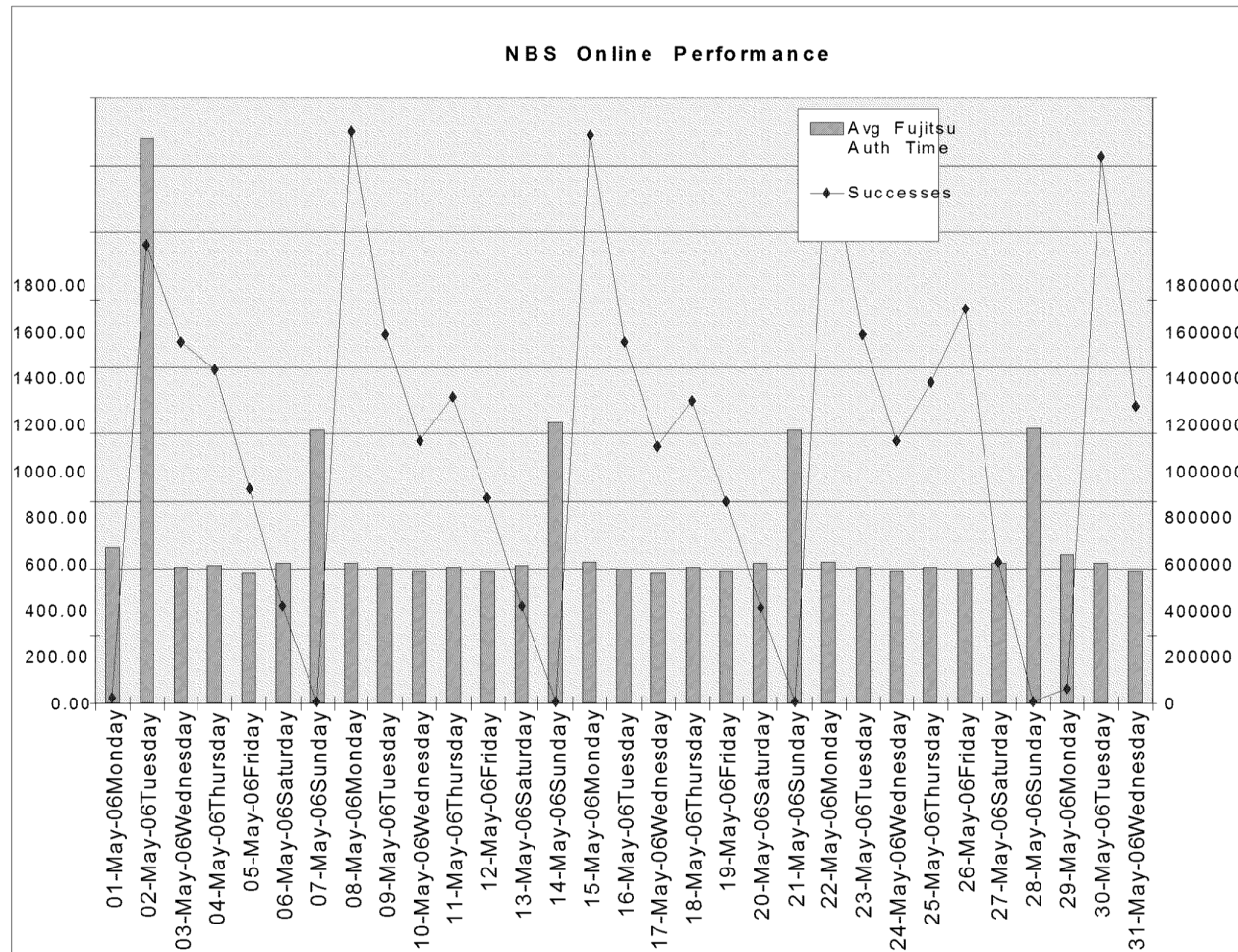
Ref	OLA		May05	Jun05	Jul05	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06
		Horizon NBS transaction time													
	99%	No. of transactions >2.5 seconds as % of total transactions						100%	100%	100%	100%	100%	100%	100%	100%
		Branch Availability													
	99.6%	% Branch Availability										99.65%	99.71%	99.75%	99.69%
		Counter Availability													
	99%	% Counter Availability						99.50%	99.23%	98.81%	99.38%	99.40%	99.52%	99.53%	99.46%
		Branches with Online Services affected													
	<20	>5 Days All Branches					24	22	28	11	9	7	5	3	8
	<20	>5 Days Excluding issues in POL domain					19	27	31	5	6	3	1	1	5
	<10	>10 Days All Branches					6	5	13	14	6	2	8	5	1
	<10	>10 Days Excluding issues in POL domain					10	9	16	8	2	0	5	1	0

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%

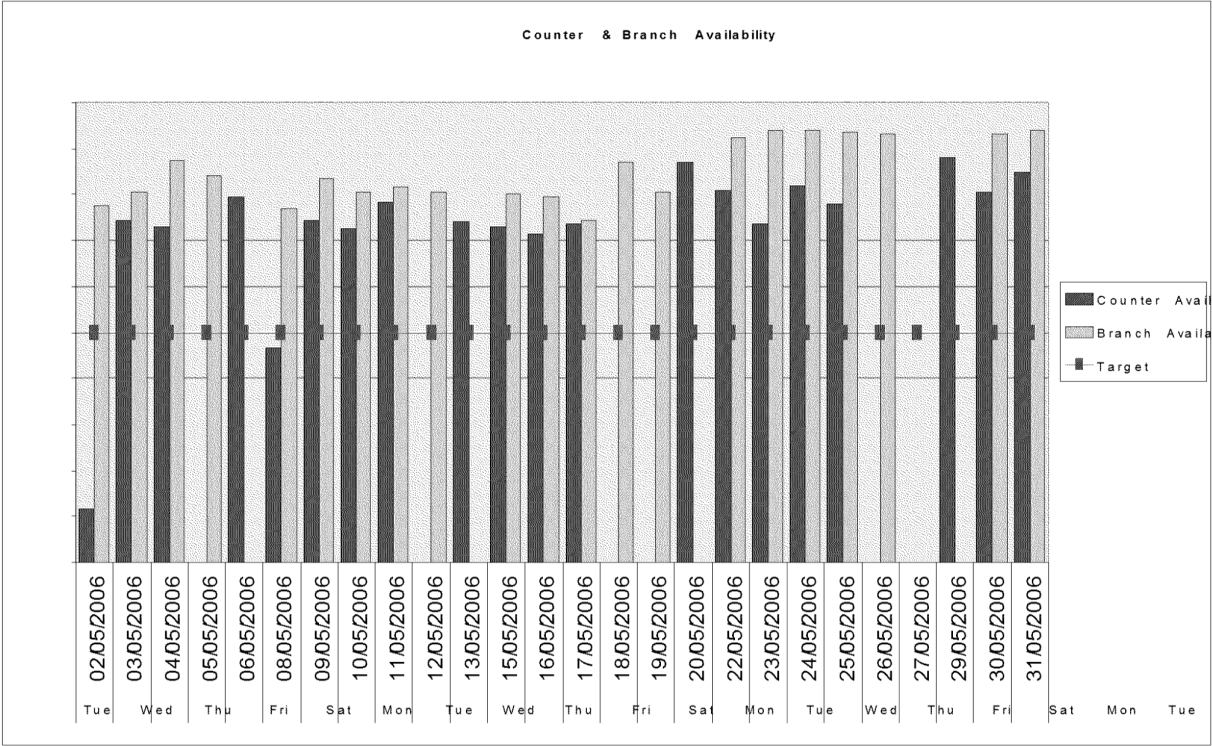
Counter Availability – This OLA is calculated against the ability for PM's to have full functionality on their counters. The percentage is calculated daily from calls logged and is reported in the daily report. The monthly OLA is an average taken across the month. The OLA target is set at 99%.

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

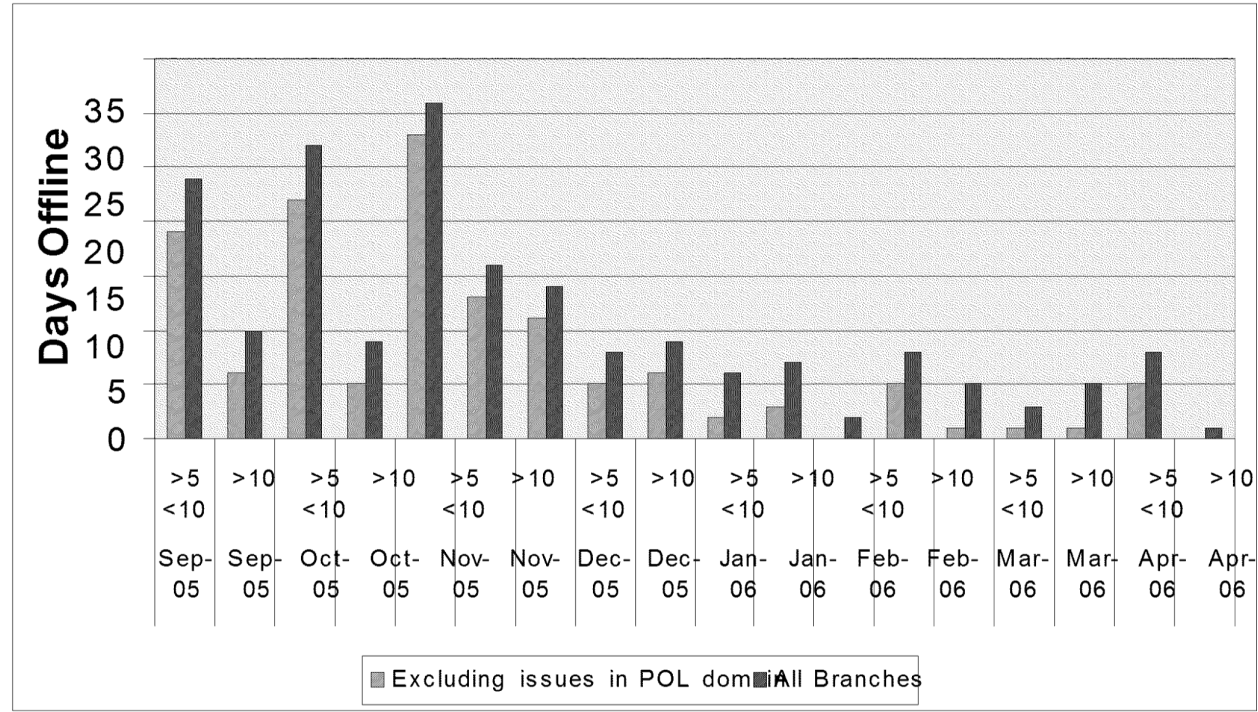
[illegible]

8.2 Branch and Counter Availability



Day	Date	Counter Availability	Branch Availability
Tue	02/05/2006	98.23%	99.55%
Wed	03/05/2006	99.49%	99.61%
Thu	04/05/2006	99.46%	99.75%
Fri	05/05/2006	99.68%	99.68%
Sat	06/05/2006	99.59%	99.54%
Mon	07/05/2006	99.99%	99.67%
Tue	08/05/2006	99.49%	99.61%
Wed	09/05/2006	99.45%	99.63%
Thu	10/05/2006	99.57%	99.61%
Fri	11/05/2006	99.48%	99.60%
Sat	12/05/2006	99.46%	99.59%
Mon	13/05/2006	99.43%	99.49%
Tue	14/05/2006	99.47%	99.74%
Wed	15/05/2006	99.0%	99.61%
Thu	16/05/2006	99.74%	99.85%
Fri	17/05/2006	99.62%	99.88%
Sat	18/05/2006	99.47%	99.88%
Mon	19/05/2006	99.64%	99.87%
Tue	20/05/2006	99.56%	99.86%
Wed	21/05/2006	99.0%	99.0%
Thu	22/05/2006	99.76%	99.86%
Fri	23/05/2006	99.61%	99.88%
Sat	24/05/2006	99.70%	99.0%
Mon	25/05/2006	99.0%	99.0%
Tue	26/05/2006	99.0%	99.0%
Wed	27/05/2006	99.0%	99.0%
Thu	28/05/2006	99.0%	99.0%
Fri	29/05/2006	99.0%	99.0%
Sat	30/05/2006	99.0%	99.0%
Mon	31/05/2006	99.0%	99.0%
Average for Month		99.46%	99.69%

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
May-06	>5 <10	5	8
May-06	>10	0	1
May-06	>5 <10		
May-06	>10		
May-06	>5 <10		
May-06	>10		