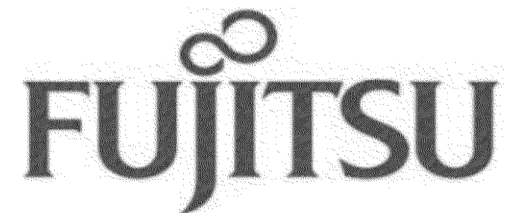


FUJITSU SERVICES  
POST OFFICE ACCOUNT

**SERVICE REVIEW**

**JULY 2006**



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

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**Title:** SERVICE REVIEW – JULY 2006

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period 1<sup>st</sup> to 31<sup>st</sup> July 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  
Fujitsu Services, Post Office Account: Customer Service Intranet  
Fujitsu Services, Post Office Account: Library

**Author:** Mark Jones & Stephen Taplin, Fujitsu Services, Post Office Account: Management Support Unit

**Approval Authority:** Carl Marx: Fujitsu Services, Post Office Account: Head of Service Management

**Signature:**

**Date:**

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# 1 DOCUMENT CONTROL

## 1.1 DOCUMENT HISTORY

| Version | Date     | Reason                                                             |
|---------|----------|--------------------------------------------------------------------|
| 1.0     | 14/08/06 | Service Review Book for July 2006 performance – SLT Review & 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     | Executive Dashboard     | Inclusion of Remote (Break Fix C) at graph 3               |
| 3.2   | Logged Call Profiles    | Addition of Postshop calls                                 |
| 3.2.2 | Online Network Services | Graph and breakdown updated to include ADSL IPStream Calls |
|       |                         |                                                            |

## 2 JULY REVIEW OF SERVICE

### 2.1 MANAGEMENT SUMMARY

The service remained stable in July, and there were no major incidents. Overall Branch and Counter availability are being sustained at 99.9% and 99.6% respectively.

Call volumes to the helpdesk are maintaining the downward trend shown last month, and continuing the reduction in all major areas over the May and June figures. However, hardware call volumes remain high with counter printers still the most significant element of this, but stable. Engineer onsite visits also remain high but stay at a steady rate.

The engineering SLT performance reflects the high volume and was exacerbated by some spares & resource management issues. These are being addressed and the backlog reduced. However, this has led to a rise in complaints especially relating to engineer ETA and repeat visits. The service delivery and operations teams are working together closely to ensure expectations are managed and met.

Extreme weather conditions caused a call influx on a number of days in July, but these were managed as part of business as usual, and no major incidents resulted from this.

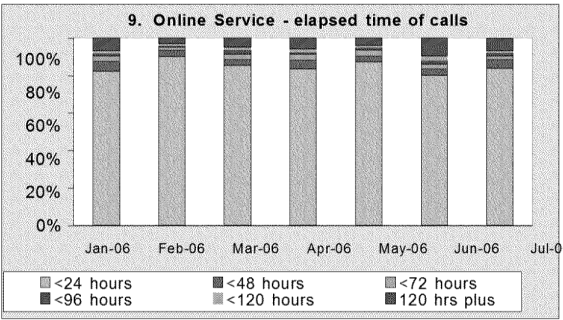
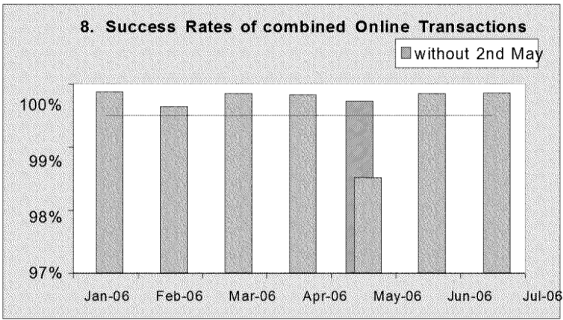
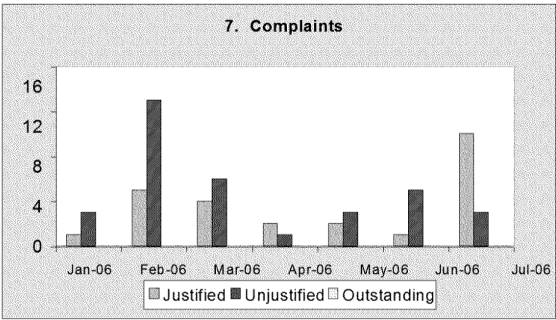
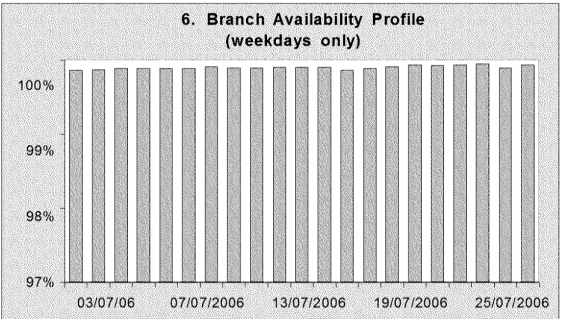
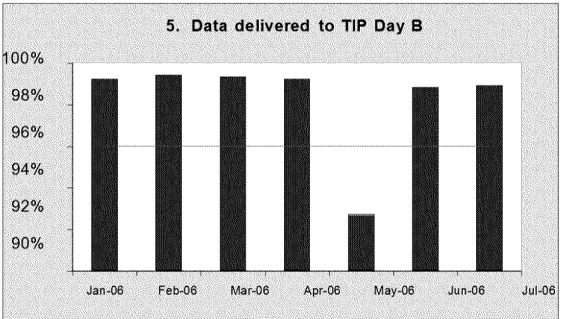
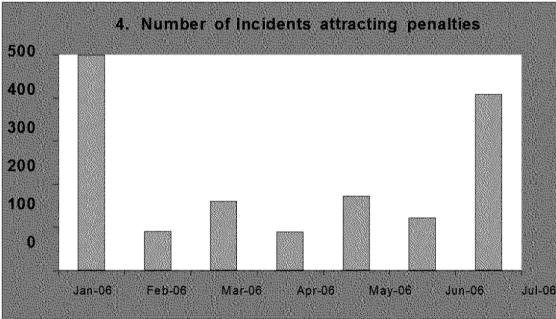
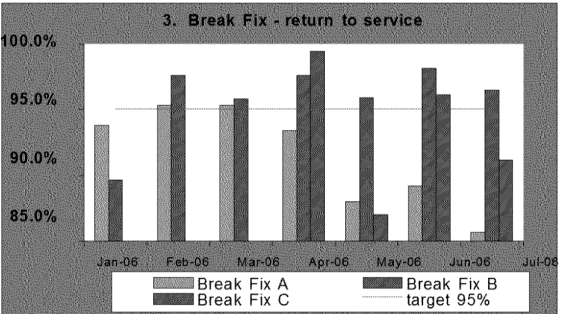
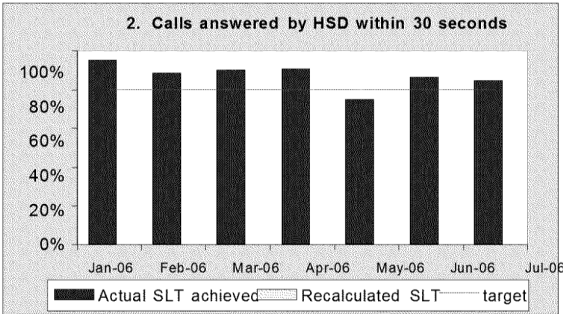
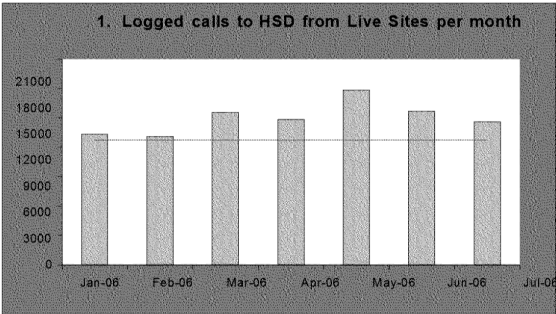
Performance on calls logged for Online Service provision has started to improve again, following the refocus on managing the resolution of intermittent calls. The proportion of calls closed within 24 and 48 hours has shown an upturn.

There was a low volume of OBC work, at 140 this month. Although the number of failure is still low, the failure rate was 8.7% against the new OLA of 4% minus closures. A number of corrective actions have been discussed and are in place to ensure that this stays under control.



# Executive Dashboard

July 2006





### 2.1.2 Availability and Problem Management

**Summary:** Within the Fujitsu Services domain for July 2006 there were no Major Incidents. There was a further incident effecting service outside the Fujitsu domain.

**Major Incidents:** None

**Other incidents in Fujitsu Services domain:**

**Monday 24th July.** Early morning showed a higher than normal outage of ADSL branches due to heavy storms across the country at the weekend. At 08:15 hrs there were 546 branches unable to communicate, at 08:45 206 branches, 09:15 161 branches. At 10:15 hrs 97 branches were down and were managed according to normal business processes.

**VIP branches affected this month:**

**Monday 24th July.** VIP branch 015010 Trafalgar Square, gateway was communicating at start of day, but no counters working. Branch suffered a lightning strike which affected the hubs and cables. Engineers replaced first hub and had 6 counters working by 13:00 and 11 counters by the end of the day. Required further engineering visits the next day Tuesday to replace further hubs and cable, all 23 counters returned to service by 16:58.

**Incidents that were outside the Fujitsu Domain:**

**Sunday 9th July.** There was a Major Incident at the DVLA from 11:30 on Sunday 9th July to 11:00 Thursday 13th July. The On-Line EVL & BART Systems were unavailable during this time. This was due to database issues, which had to be restored with the help of Oracle & EMC. MVL at branches were in manual fallback mode.

**Monday 17th July.** Link failures experienced between 17:09 to 18:15. Timeouts of transactions experienced at a rate of 24%. This was due to a Co-op bank issue at these times.

### 2.1.3 OBC Branch Change Service Summary

In July 2006 there were a total of 140 changes undertaken, this is a decrease of over 100 changes compared to July 2005. 7 of these were cancelled changes. With the exclusion of 'Closures' 92 changes were undertaken. Fujitsu were responsible for 8 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 8.70% against the new 4% OLA minus Closures. It also represents a failure rate of 6.02% against the original target of 5%. There were no line plant failures; this also represents a failure rate of 6.02% against the old 4% target excluding Line Plant. There is a difference of -6.16% compared to June's Target without Closures. Compared to the June calculations a difference of -4.03% against the 5% target rate and a difference of -4.03% against the 4% target rate, excluding line plant.

Post Office Ltd were responsible for 5 change requests not being completed on the target date, which represents 3.76% against the 4% target, this shows a slight improvement against the June calculations of 0.21%.

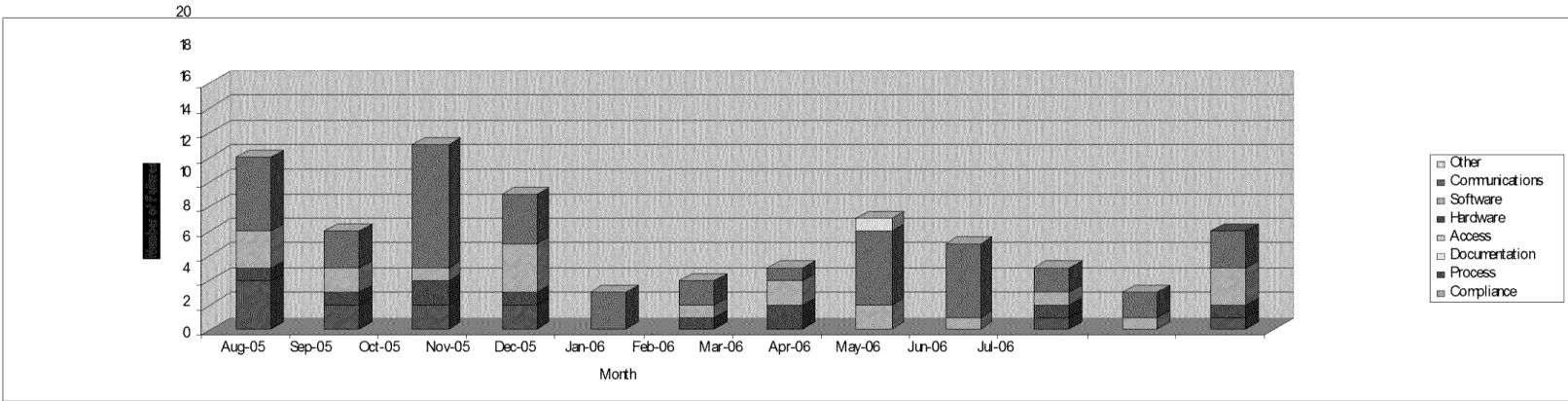
Fujitsu's direct failures comprised of 3 Communications, 1 Process, 1 Hardware and 3 Software.

### **Corrective Actions**

Incorrect OCMS data entry for the new Portable Hosted Unit has been rectified and the process updated to ensure no further recurrence of incorrect configuration timescales.

The OBC dedicated resource team is now functional and will ensure experienced resource is always available to undertake business changes.

Ordering of ADSL via Fujitsu Core Services IP Stream will be operational from week commencing 14th August. Fujitsu fully expects this will increase successful ADSL provisioning and realise better working relationships with BTW.



### **2.1.4 IP Stream Migration**

The IPStream Migration is progressing according to plan. We have 1034 ISDN to IPStream Migrations live and 1297 ADSL to IPStream Migrations as at 10/8/06.

### **2.1.5 Icon Service**

Icon Batch 2006\_01 has been rolled out to the counters.

### **2.1.6 Business Continuity**

Nothing to report.

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### 2.1.7 Message Broadcast

In July there were 19 MBS.

### 2.1.8 Horizon Service Desk and Complaints

In July, Fujitsu Services received 44 complaints from the NBSC, 29 of which were passed through for information only. Of the remaining 13, 10 were found to be justified following investigation by Fujitsu Services, and all of which were complaints regarding the time taken for engineers to attend site and the number of visits necessary to resolve the faults.

Fujitsu Services is continuing the work started in previous months to improve the information provided to Post Masters regarding the expected arrival time of the engineer, to ensure that we are setting and managing the customer expectation. HSD agents are checking for long standing engineering calls and escalating to the engineering managers to ensure that focus is placed on these branches.

Counter Printer calls are still running higher than forecast, which is continuing to have an impact on the scheduling of engineering visits, and the availability of spares. In addition to the actions detailed above, we are working closely with the third party printer supplier to bring extra stock into the spares loop and to train additional staff to meet the demand for replacement printers. A fix has also been developed for a software fault, which impacts the counter printers and has gone through successful testing and pilot and was introduced to the branch infrastructure on 10<sup>th</sup> August. The “instruction labels” for printing Postal Orders have been distributed and we are seeing an improvement in the number of reported faults relating to POs.

| Date in POL/FS | Date Cleared | POL Ref    | Branch Code And Facia | Category/ Reason For Complaint                                                                                                               | Just/Not | Improvement Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------|--------------|------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 05/07/2006     | 10/07/2006   | JH/JUL/008 | Cunningham Crescent   | The PM is complaining about the length of time it has taken to sort out a system problem. He reported a problem with the base unit on Friday | JUST     | PM logged call on 23/06/06 at 11:01 stating that the base unit on node 2 keeps rebooting itself and once the BU is past the PMMC stage it comes up with random letters and numbers and is unusable. The call was assigned to an engineer Friday. The engineer in the area reported Monday that there was a high call volume and requested this call be reallocated Tuesday. The engineer attended site but experienced a problem with the new base unit. The engineer then ordered another base unit and returned to site Wednesday at 12:10 to replace the base unit which resolved the issue. |



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| Date in POL/FS | Date Cleared | POL Ref                  | Branch Code And Facia | Category/ Reason For Complaint                                                                                                                                                                                                                                                                       | Just/Not | Improvement Action                                                                                                                                                                                                                     |
|----------------|--------------|--------------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12/07/2006     | 12/07/2006   |                          | Paisley – 007859      | Engineer delay                                                                                                                                                                                                                                                                                       | JUST     | The SLA for the engineer was 17:30 04/07/06 he did not arrive until 10:55 05/07/07                                                                                                                                                     |
| 12/07/2006     | 12/07/2006   |                          | Callington – 170539   | Engineer delay                                                                                                                                                                                                                                                                                       | JUST     | SLA 17:30 04/07/06 engineer arrived 12:20 05/07/06                                                                                                                                                                                     |
| 11/07/2006     | 12/07/2006   | JH/JUL/023               | Hadleigh - 070130     | Engineer delay                                                                                                                                                                                                                                                                                       | JUST     | Fujitsu has implemented plans to flex-in engineering resource at times of high call volumes such that equivalent time delays are minimised going forward                                                                               |
| 12/07/2006     | 17/07/2006   | H14828353/ MG/JULY/03 1  | Hoddesdon - 037005    | The branch has logged a complaint because they state that there system has not been working correctly for the last 13 days, the branch has had 5 different engineers visiting there branch. the branch feels they have received poor service from Fujitsu                                            | JUST     | Fujitsu has implemented plans to flex-in engineering resource at times of high call volumes such that equivalent time delays are minimised going forward                                                                               |
| 13/07/2006     | 24/07/2006   | JH/JUL/043               | Heylyn Square 067002  | PM is complaining that they required 3 engineers to resolve a gateway issue. Plus the length of time taken to resolve the issue.                                                                                                                                                                     | JUST     | Spares quality is constantly managed with improvements being made all the time. In recent months Fujitsu have also increased the amount of kit that the engineers carry endeavouring to minimise these occurrences as far as possible. |
| 18/07/2006     | 03/08/2006   | MG/JULY/04 4 - H14834986 | Fordham - 165113      | The branch runs a mobile office and states after being promised an engineer they turn up when access cannot be provided. The PM states he is very frustrated the HSH do not check access times with him. He states he logged a call for an engineer because of system problems during week beginning | JUST     | Fujitsu engineering are working towards ensuring ETA's provided to the Post Masters are met.                                                                                                                                           |

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| Date in POL/FS | Date Cleared | POL Ref     | Branch Code And Facia  | Category/ Reason For Complaint                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Just/Not | Improvement Action                                                                                                                                                                                         |
|----------------|--------------|-------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                |              |             |                        | 03/07/2006, but no one attended branch, he contacted HSH on Tuesday 11/07/2006 and was told a engineer would be at the PO on Wednesday, the engineer failed to attend the branch again, an engineer arrived on 13/07 but the laptop they took was also broken. he was than informed another engineer would go to his branch Saturday with new laptop but no one went to branch                                                                                                                                                                                                                                                                                                                                                |          |                                                                                                                                                                                                            |
| 19/07/2006     | 03/08/2006   | JH/JUL/051  | Portland Rd - 200007   | PM had a problem with on line services which he reported on Tuesday 11 July. An engineer came out to the office on the Wednesday and identified the problem as being the hub and told the PM that another engineer would have to come out the following day to replace the part. The engineer that came out on the Thursday did not know anything about what the problem was and thought he had gone to the office to investigate, therefore he had to leave without doing anything. The issue was finally resolved on Friday. The PM feels that this is unacceptable as it appears there was a breakdown in communication and if the engineer on Thursday had known about the problem it would have been sorted out earlier. | JUST     | Fujitsu engineering are working towards ensuring ETA's provided to the Post Masters are met, and actions regarding improvements in communication between engineers and with updates in calls are underway. |
| 24/07/2006     | 01/08/2006   | MG/JULY/052 | Weathersfield - 161114 | the length and the number of times it took an engineer to attend site                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | JUST     | This call had been logged incorrectly as a C Priority this meant this call had an initial SLA of 17:30 on Tuesday, which may explain why an                                                                |

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| Date in POL/FS | Date Cleared | POL Ref     | Branch Code And Facia | Category/ Reason For Complaint                                                                                                                                                 | Just/Not | Improvement Action                                                                                                                                                                                                                                                                                                                  |
|----------------|--------------|-------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                |              |             |                       |                                                                                                                                                                                |          | engineer was unable to attend on Monday. As on any given Monday there can be a high number of A Priority calls and engineers are required to attend such calls first. Hence an engineer may have been allocated to the call but due to new A Priority calls being logged the engineer was asked to attend such calls as a priority. |
| 31/07/2006     | 31/08/2006   | MG/JULY/080 | Blackheath            | PM stated she was advised engineer would attend on a Saturday - also required an update to his system problems and would like to know if solution has been found and resolved. | JUST     | Call has been referred to POL SCT - await update.                                                                                                                                                                                                                                                                                   |

### 2.1.9 Business Incident Management

There were 31 reconciliation incidents during July. This is 9 less than that reported in June 2006.

All 31 reconciliation 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

Although remaining high overall July has seen again another slight decrease in the amount of visits by engineers. Visits for the majority of components have remained consistent with June but we have seen slight decreases in the number of visits for Counter Printers as Post Masters and HSD alike grow more confident with the actions needed to resolve certain issues.

Adhesive labels have been distributed to engineering and these are now being applied to printer casings across the estate aiding in fault resolutions.

Fujitsu eagerly awaits authorisation from Post Office Limited to begin the Epson printer roll out and understands a decision can be expected before the end of August. The size and nature of this roll out will also be determined at this point.

Fujitsu LST testing of the new base-lined Pin Pad proved successful as has live testing at Calthorpe House. Hypercom have been given the green light to proceed with the provision of these new base-lined units. As a result configuration times have been reduced to between 6 and 10 minutes.

## 2.1.11 Security Services

### Automated Key Refresh

An average of 14 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 425 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

### Manual Key Refresh

The AZMK keys were successfully promoted with A&L and CAPO during July.

### 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 |
|-----------------------|--------------|--------------|-------------|
| 49                    | 240          | 228          | 1           |
| Query Days this month | YTD Contract | Received YTD |             |
| 1147                  | 5000         | 4868         |             |

### Banking Record Queries

| Received this month | YTD Contract | Received YTD | Outstanding |
|---------------------|--------------|--------------|-------------|
| 1                   | 33           | 17           | 0           |

|                                        |   |                        |     |
|----------------------------------------|---|------------------------|-----|
| Witness statements provided this month | 4 | Witness statements YTD | 23  |
| Days in court this month               | 0 | Days in court YTD      | 2.5 |

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### Current Month and Forthcoming Court Commitments

| Outlet      | Date      | Court location          | Comments                    |
|-------------|-----------|-------------------------|-----------------------------|
| Wrose       | 31 Jul 06 | Bradford Crown Court    | Witness not required        |
| Gaerwen     | 25 Sep 06 | Caernarfon Crown Court. | Awaiting Court requirements |
| Southfields | 13 Nov 06 | Kingston Crown Court    | Awaiting court requirements |

### Updates to Previous Months Prosecutions

| Outlet        | Comments |
|---------------|----------|
| None Received |          |

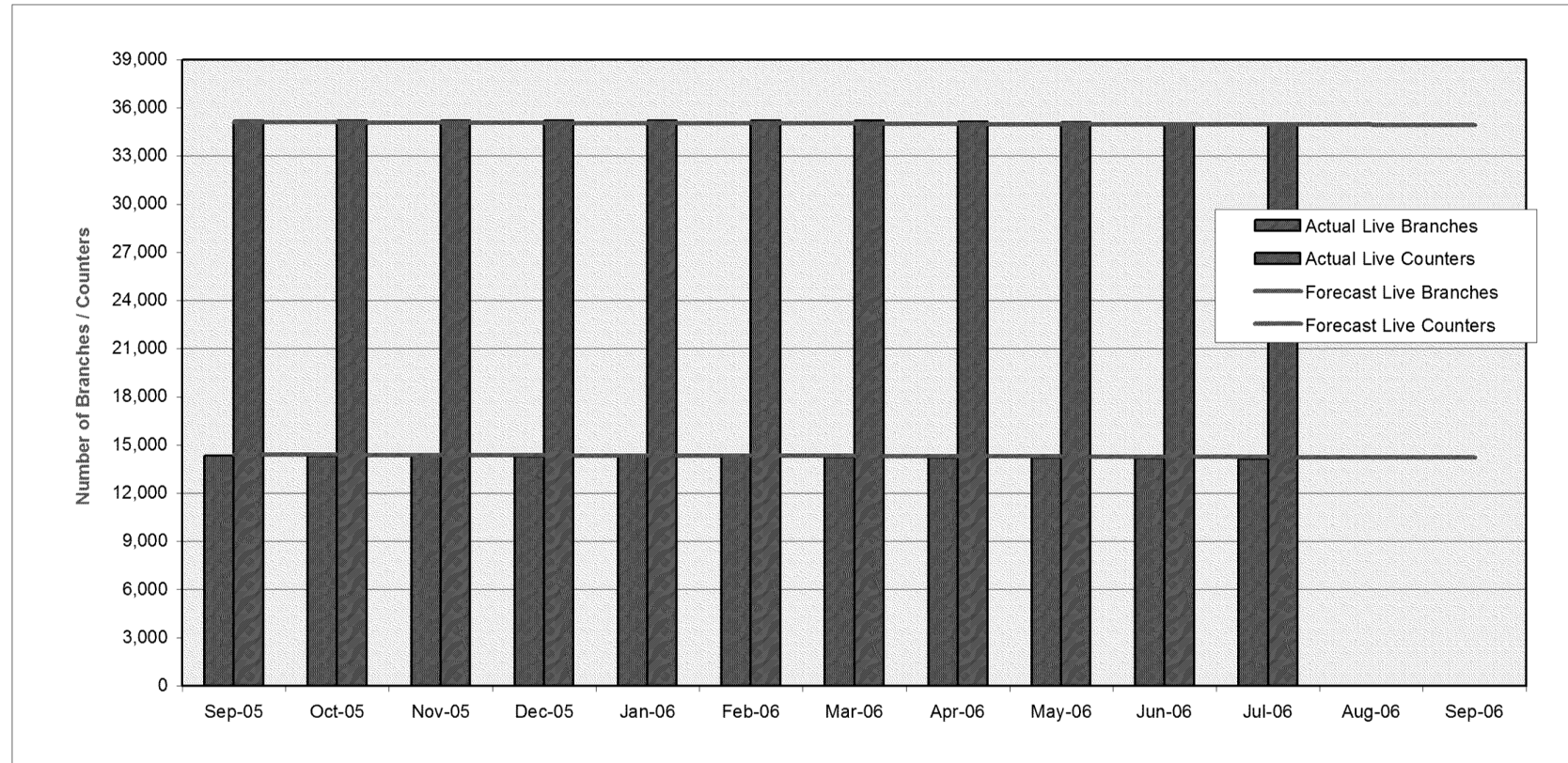
### 2.1.12 PostShops

| July                                 | Week 1<br>01/07 -<br>07/07 | Week 2<br>08/07 -<br>14/07 | Week 3<br>15/07 -<br>21/07 | Week 4<br>22/07 -<br>28/07 | Week 5<br>29/07 -<br>31/07 | Monthly<br>Totals |
|--------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-------------------|
| Number of calls received             | 7                          | 11                         | 8                          | 5                          | 1                          | 32                |
| Number of calls resolved in 8 hours  | 7                          | 10                         | 8                          | 5                          | 1                          | 31                |
| Number of calls resolved in next day | 0                          | 1                          | 0                          | 0                          | 0                          | 1                 |
| Number of Hardware faults            | 2                          | 5                          | 5                          | 2                          | 1                          | 15                |
| Number of software faults            | 4                          | 6                          | 3                          | 3                          | 0                          | 16                |
| Number of outstanding calls          | 0                          | 0                          | 0                          | 0                          | 0                          | 0                 |



# 3 JULY 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  | 14196  | 14172  | 14141  |        |        |
| Actual Live Counters   | 35204  | 35188  | 35195  | 35189  | 35205  | 35201  | 35191  | 35145  | 35098  | 35062  | 35032  |        |        |
| 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 are being updated and are likely to change for future months.

### 3.1 VITAL STATISTICS

#### 3.1.1 Vital Statistics – Network Banking

|                                          | July 06        | To Date         |
|------------------------------------------|----------------|-----------------|
| <b>Balance Enquiries</b>                 | 1,628,889      | 60,501,399      |
| <b>Bureau Credit Transactions</b>        | 17,825         | 62,339          |
| <b>Bureau Credit Value</b>               | £6,304,910     | £19,793,720     |
| <b>Bureau Debit Transactions</b>         | 136,493        | 464,257         |
| <b>Bureau Debit Value</b>                | £45,650,069    | £140,920,416    |
| <b>Cash Deposit Transactions</b>         | 703,952        | 16,244,527      |
| <b>Cash Deposit Total Value</b>          | £389,165,236   | £5,546,639,370  |
| <b>Cheque Deposit Transactions</b>       | 42,012         | 1,134,065       |
| <b>Cheque Deposit Total Value</b>        | £18,081,133    | £453,169,915    |
| <b>Cash Withdrawal Transactions</b>      | 10,395,806     | 281,225,978     |
| <b>Cash Withdrawal Total Value</b>       | £1,061,303,284 | £27,268,407,717 |
| <b>Withdrawal to Limit Transactions</b>  | 10,349,895     | 210,293,571     |
| <b>Withdrawal to Limit Total Value</b>   | £1,324,214,790 | £25,785,587,831 |
| <b>Sales Debit Refund Transactions</b>   | 213            | 19,882          |
| <b>Sales Debit Refund Total Value</b>    | £16,031        | £3,421,929      |
| <b>Sales Debit Payment Transactions</b>  | 2,608,645      | 64,819,963      |
| <b>Sales Debit Payment Total Value</b>   | £205,439,267   | £4,186,247,676  |
| <b>Sales Credit Payment transactions</b> | 214,393        | 717,968         |
| <b>Sales Credit Payment value</b>        | £6,391,590     | £21,239,427     |
| <b>Sales Credit Refund transactions</b>  | 50             | 232             |
| <b>Sales Credit Refund value</b>         | £2,079         | £19,427         |

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

| Bank                                  | Transaction Volume | Transaction Value     |
|---------------------------------------|--------------------|-----------------------|
| <i>Alliance &amp; Leicester plc</i>   | 63,983             | £3,236,886            |
| <i>Card account at Post Office</i>    | 25,420             | £6,170,510            |
| <i>Streamline (Online Debit Card)</i> | 883,237            | £66,296,723           |
| <b>LINK</b>                           |                    |                       |
| Abbey National PLC                    | 63,983             | £3,236,886            |
| Bank of Ireland                       | 25,420             | £6,170,510            |
| Bank of Ireland Instant Saver         | 25,980             | £8,593,400            |
| Barclays Bank Plc                     | 883,237            | £66,296,723           |
| Clydesdale Bank Plc                   | 109,541            | £10,806,342           |
| First Trust Bank                      | 775                | £72,095               |
| HBoS                                  | 82,460             | £4,792,593            |
| HSBC Bank Plc                         | 24,730             | £1,748,114            |
| Lloyds TSB                            | 1,278,657          | £81,273,813           |
| Nationwide Building Society           | 198,532            | £10,649,552           |
| NatWest                               | 131,740            | £6,014,402            |
| Northern Bank Ltd                     | 8,120              | £409,315              |
| NS&I                                  | 241,640            | £38,731,577           |
| Royal Bank of Scotland                | 42,164             | £1,969,986            |
| Smile                                 | 34,090             | £5,269,248            |
| The Co-operative Bank                 | 221,138            | £23,810,533           |
| Ulster Bank Ltd                       | 701                | £54,211               |
| Yorkshire Bank Plc                    | 98,955             | £5,232,982            |
| <b>LINK TOTAL</b>                     | <b>3,471,863</b>   | <b>£275,132,282</b>   |
| <b>GRAND TOTAL</b>                    | <b>26,107,102</b>  | <b>£3,056,568,391</b> |

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### 3.1.3 Vital Statistics – ETU Transactions

| Summary                          | July 06           | Totals to Date   |
|----------------------------------|-------------------|------------------|
| TransactionVolume                | 1,561,316         | 46,585,017       |
| TransactionValue                 | £13,079,496       | £385,713,107     |
|                                  |                   |                  |
| Details by Issuer Scheme         | TransactionVolume | TransactionValue |
| 3G UK Ltd Cash Credit            | 20,950            | £231,025         |
| 3G UK Ltd EverythingAdd-On       | 3,831             | £19,155          |
| 3G UK Ltd Talk and Text          | 4,541             | £113,525         |
| 3G UK Ltd Text Add On            | 2,143             | £14,275          |
| CarphoneWarehouseMobileWorld     | 5,393             | £53,890          |
| FreshMobile E-Voucher            | 3,268             | £29,530          |
| M&S Mobile Top-up Voucher        | 130               | £1,095           |
| Napster Tracks Music Voucher     | 72                | £1,140           |
| Napster Unlimited Music Voucher  | 29                | £655             |
| O2 PAY & GO                      | 194,240           | £2,210,290       |
| O2 Top-Up Voucher                | 70,400            | £755,225         |
| Orange E-Voucher                 | 54,957            | £402,810         |
| Orange pay-as-you-go             | 332,200           | £2,621,220       |
| Orange Talk Extra 300 E-Vouche   | 47                | £705             |
| Orange Text Extra 150 E-Vouche   | 50                | £400             |
| Orange Text Extra 150 E-Voucher  | 131               | £655             |
| Orange Text Extra 400 E-Vouche   | 72                | £864             |
| Orange Text Extra 50 E-Voucher   | 103               | £412             |
| Orange World 4MB E-Voucher       | 6                 | £24              |
| Post Office Rec Colleague Card   | 1,355             | £11,425          |
| Post Office Rechargeable Card    | 486               | £5,375           |
| Talk Talk Mobile E-Voucher       | 106               | £810             |
| talkXtra                         | 3,804             | £32,286          |
| Tesco Mobile Pay as you Go       | 13,924            | £156,090         |
| Tesco Mobile Top-up Voucher      | 2,611             | £28,800          |
| T-Mobile Pay as you go           | 217,764           | £1,747,465       |
| T-Mobile Top-Up Voucher          | 77,148            | £528,840         |
| Virgin Mobile Airtime Voucher    | 45,014            | £311,370         |
| Virgin Mobile Pay As You Go      | 107,430           | £765,085         |
| Vodafone Pay as you talk         | 279,994           | £2,172,895       |
| Vodafone 1K PAYT Tonl In Voucher | 117,684           | £850,525         |



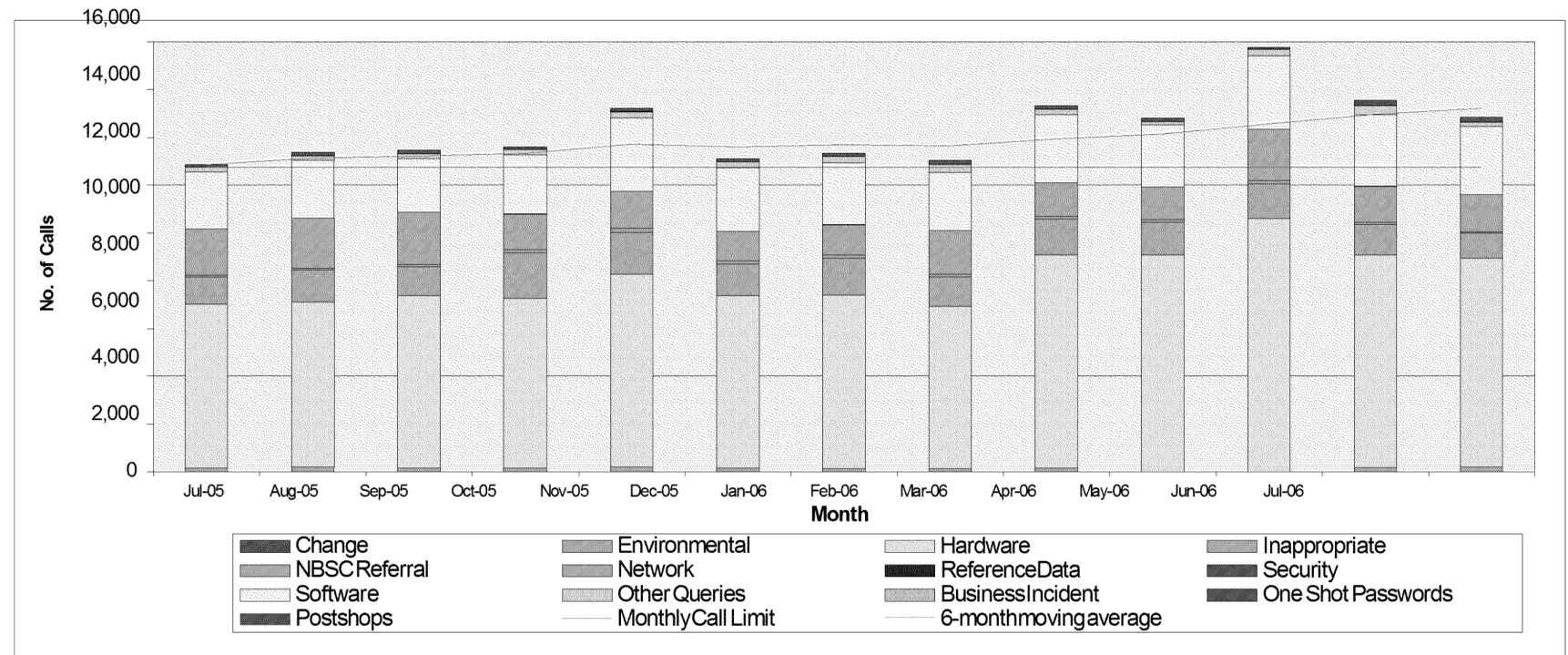
### 3.1.4 Vital Statistics – General Transactions

| Monthly transactions by source | APS Generic Outbound | TPS Transaction Data File Delivery to TIP | Debit Cards | All Network Banking | ETU (epay) |
|--------------------------------|----------------------|-------------------------------------------|-------------|---------------------|------------|
| <b>July 2005</b>               | 25,022,191           | 182,589,632                               | 2,069,931   | 22,226,471          | 1,468,755  |
| <b>August 2005</b>             | 26,705,444           | 193,006,661                               | 2,174,677   | 24,638,540          | 1,597,895  |
| <b>September 2005</b>          | 25,976,618           | 186,567,173                               | 2,278,662   | 22,970,773          | 1,565,092  |
| <b>October 2005</b>            | 26,497,868           | 186,838,982                               | 2,426,611   | 23,225,056          | 1,528,801  |
| <b>November 2005</b>           | 26,423,868           | 195,520,416                               | 2,610,067   | 24,090,481          | 1,544,262  |
| <b>December 2005</b>           | 24,858,799           | 226,656,265                               | 3,361,185   | 27,124,957          | 1,559,134  |
| <b>January 2006</b>            | 26,040,782           | 207,579,498                               | 2,553,452   | 25,376,467          | 1,507,068  |
| <b>February 2006</b>           | 24,245,422           | 213,697,193                               | 2,567,011   | 23,764,338          | 1,457,022  |
| <b>March 2006</b>              | 27,230,402           | 245,958,494                               | 3,066,487   | 26,607,414          | 1,659,329  |
| <b>April 2006</b>              | 25,091,390           | 218,386,034                               | 2,704,275   | 25,066,191          | 1,459,696  |
| <b>May 2006</b>                | 28,300,818           | 236,661,304                               | 2,721,656   | 27,193,670          | 1,589,933  |
| <b>June 2006</b>               | 27,175,405           | 227,911,286                               | 2,652,295   | 25,898,745          | 1,604,880  |
| <b>July 2006</b>               | 26,802,390           | 221,617,603                               | 2,608,858   | 26,107,102          | 1,561,316  |

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



|                        | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Business Incident      | 1      | 0      | 1      | 1      | 1      | 10     | 0      | 0      |        |        |        | 2      |        |
| Change                 | 0      | 2      | 0      | 1      | 1      | 1      |        |        |        |        |        | 25     |        |
| Postshops              |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Environmental          | 153    | 188    | 151    | 139    | 183    | 136    | 117    | 118    | 183    |        |        | 173    | 181    |
| Hardware               | 6848   | 6907   | 7210   | 7442   | 8088   | 7237   | 7272   | 6798   | 8556   | 9084   | 10600  | 9906   | 8755   |
| Inappropriate          | 1150   | 1346   | 1217   | 1910   | 1743   | 1313   | 1551   | 1233   | 1469   | 1334   | 1434   | 1271   | 1052   |
| NBSC Referral          | 60     | 71     | 75     | 133    | 170    | 153    | 131    | 118    | 108    | 105    | 124    | 94     | 54     |
| Network                | 1959   | 2109   | 2220   | 1480   | 1565   | 1232   | 1274   | 1824   | 1408   | 1373   | 2161   | 1513   | 1563   |
| Other Queries          | 211    | 181    | 198    | 216    | 267    | 252    | 287    | 352    | 210    | 152    | 249    | 400    | 197    |
| Reference Data         | 1      | 9      | 0      | 2      | 1      | 0      | 1      | 3      | 5      | 0      | 1      | 8      | 0      |
| One Shot Passwords     | 108    | 152    | 156    | 137    | 129    | 134    | 162    | 170    | 130    | 89     | 220    | 177    |        |
| Security               | 2368   | 2407   | 2228   | 2168   | 3048   | 2652   | 2571   | 2424   | 2847   | 2594   | 3058   | 2977   | 2843   |
| Software               |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Total Calls            | 12867  | 13368  | 13463  | 13616  | 15217  | 13105  | 13342  | 13039  | 15324  | 14800  | 17764  | 15561  | 14849  |
| 6 month moving average | 12867  | 13118  | 13233  | 13320  | 13746  | 13606  | 13685  | 13638  | 13941  | 14138  | 14462  | 14872  | 15223  |
| 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)

|                                    | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Business Incident                  | 0      | 1      | 0      | 0      | 10     | 0      | 0      | 0      | 0      | 0      | 2      | 0      | 0      |
| Change                             | 0      | 0      | 2      | 0      | 1      | 1      | 1      | 0      | 0      | 0      | 0      | 0      | 0      |
| Environmental                      | 153    | 188    | 154    | 139    | 183    | 136    | 117    | 118    | 133    | 0      | 0      | 173    | 181    |
| Hardware                           | 6848   | 6907   | 7210   | 7112   | 8088   | 7237   | 7272   | 6798   | 8956   | 9085   | 10609  | 8906   | 8755   |
| Inappropriate helpdesk             | 1150   | 1346   | 1217   | 1910   | 1745   | 1313   | 1551   | 1238   | 1489   | 1358   | 1454   | 1271   | 1052   |
| NBSC Referral                      | 60     | 71     | 75     | 133    | 170    | 153    | 131    | 118    | 108    | 105    | 124    | 94     | 54     |
| Network                            | 1959   | 2109   | 2220   | 1480   | 1565   | 1232   | 1274   | 1824   | 1408   | 1375   | 2161   | 1513   | 1563   |
| Other queries                      | 211    | 181    | 198    | 216    | 267    | 252    | 287    | 352    | 210    | 152    | 249    | 400    | 197    |
| Reference Data                     | 1      | 0      | 1      | 21     | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 1      | 0      |
| Security                           | 9      | 6      | 2      | 0      | 2      | 0      | 3      | 5      | 3      | 1      | 8      | 6      | 2      |
| One Shot Passwords                 | 108    | 152    | 156    | 137    | 137    | 129    | 134    | 162    | 170    | 130    | 89     | 220    | 177    |
| Software                           | 2368   | 2407   | 2228   | 2468   | 3048   | 2652   | 2571   | 2424   | 2847   | 2594   | 3068   | 2977   | 2843   |
| Postshops                          |        |        |        |        |        |        |        |        |        |        |        |        | 25     |
| System outage calls (not included) | 0      | 0      | 549    | 0      | 479    | 0      | 0      | 0      | 119    | 0      | 850    | 68     | 0      |
| <b>Total Calls</b>                 | 12867  | 13368  | 13463  | 13616  | 15217  | 13105  | 13342  | 13039  | 15324  | 14800  | 17764  | 15561  | 14849  |
| <b>6-month moving average</b>      | 12867  | 13118  | 13233  | 13329  | 13706  | 13606  | 13685  | 13630  | 13941  | 14138  | 14562  | 14972  | 15223  |
| <b>Average Daily Call Rate</b>     | 548    | 557    | 561    | 579    | 634    | 582    | 580    | 593    | 613    | 722    | 772    | 648    | 632    |
| <b>Working days per month</b>      | 23½    | 24     | 24     | 23½    | 24     | 22½    | 23     | 22     | 25     | 20½    | 23     | 24     | 23½    |

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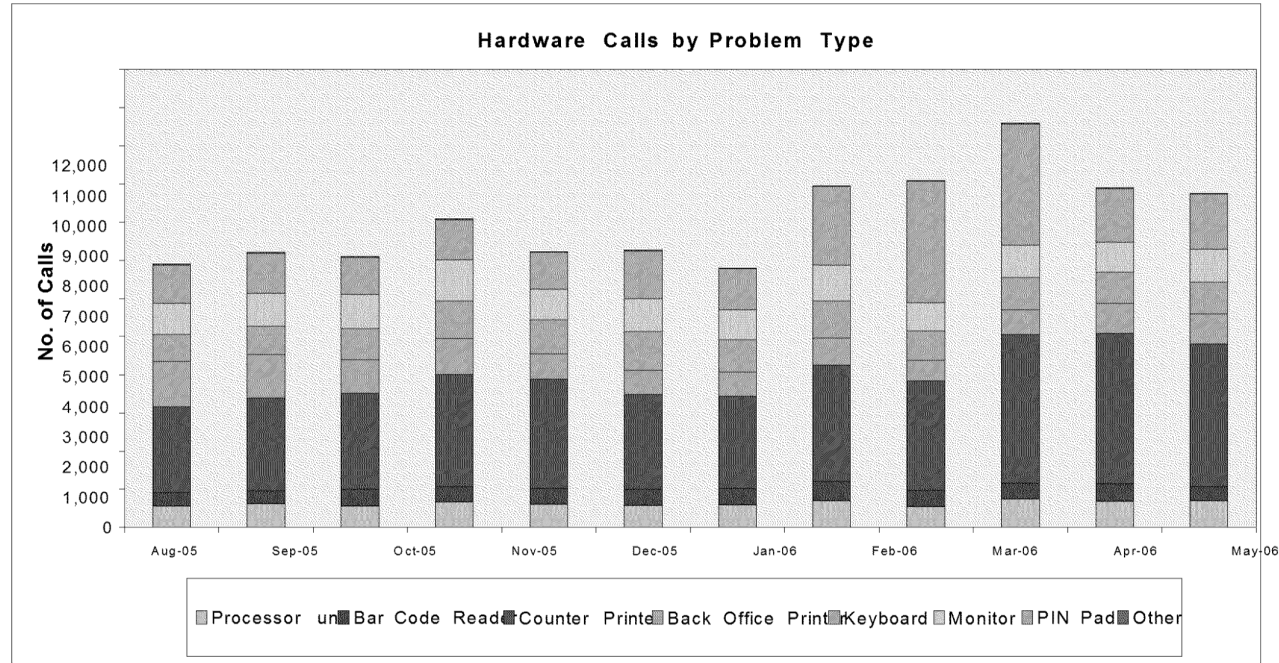
### 3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

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

| Month  | description of issue / system outage                                                                                                                                                     | date                     | call type                  | calls identified |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------|------------------|
| 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<br>From 09:03 - 10:15. WAN Router 1 Wigan                                                                        | 08/09/2005<br>27/09/2005 | incident                   | 132<br>417       |
|        | <b>TOTAL for SEP05</b>                                                                                                                                                                   |                          |                            | 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               |
|        | <b>TOTAL for NOV05</b>                                                                                                                                                                   |                          |                            | 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<br>09:32 to 10:45 Total VSAT Network loss due to loss of Hughes router at Docklands HOT SLIM1 | 07/03/2006<br>10/03/2006 | ND01 + ND14<br>ND10 + ND14 | 98<br>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               |
|        | <b>TOTAL for MAR06</b>                                                                                                                                                                   |                          |                            | 119              |
| Apr-06 | No calls have been removed this month                                                                                                                                                    |                          |                            | 0                |
|        | Major Incident CAT1 Bootle. Network Issues for branches. Exclude all Network                                                                                                             |                          |                            |                  |
| May-06 | Calls from 11:40 to 18:00. Call E-0605020722                                                                                                                                             | 02/05/2006               | N                          | 850              |
|        | <b>TOTAL for MAY06</b>                                                                                                                                                                   |                          |                            | 850              |
|        | Wednesday 21st June. BAS Router GB_BMGV02-R10-003 reloaded itself causing a loss of on-line services to 586 branches at 14:16. All were re-                                              |                          |                            |                  |
| Jun-06 | connected within 30 minutes.                                                                                                                                                             | 21/06/2006               | N                          | 68               |
| Jul-06 | No calls have been removed this month                                                                                                                                                    |                          |                            | 0                |



3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS

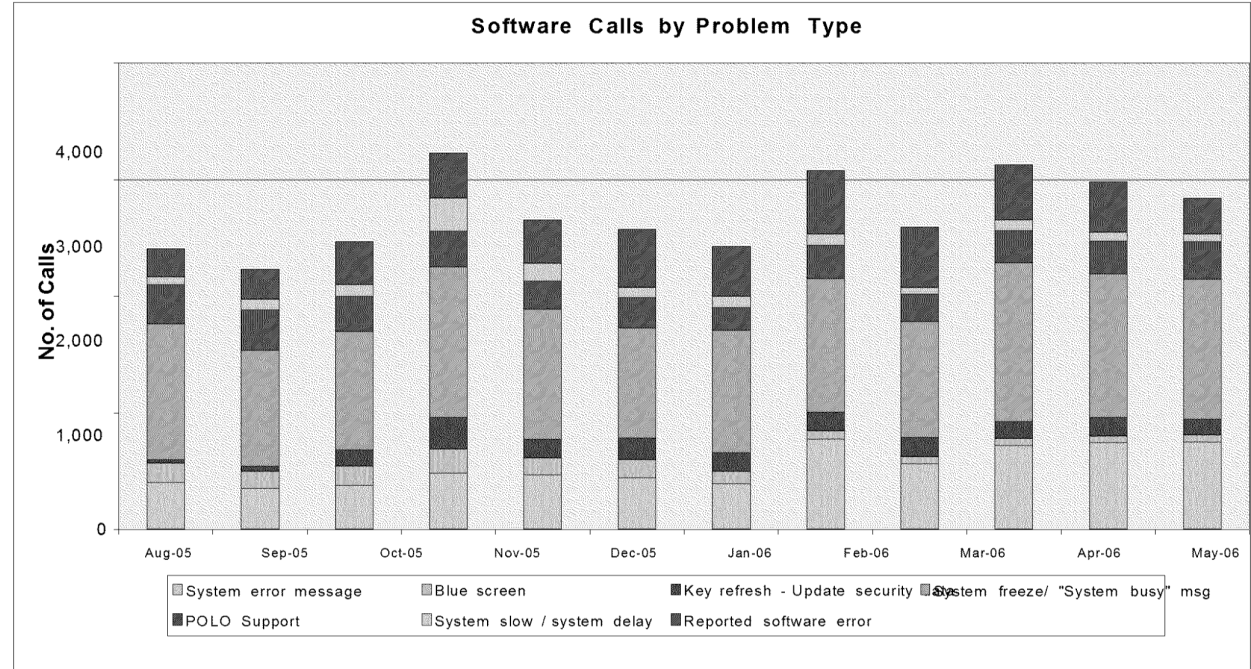


July volumes slightly down on June as a result of the decreasing trend for Counter Printer calls as work continues to address familiarisation of correct printing procedures with the Post Masters and staff.

|                           | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Processor fault           | 571    | 629    | 572    | 675    | 609    | 583    | 605    | 709    | 557    | 740    | 686    | 699    |
| Reader fault              | 350    | 344    | 442    | 399    | 428    | 435    | 419    | 501    | 418    | 424    | 470    | 379    |
| Counter printer fault     | 2254   | 2428   | 2497   | 2939   | 2848   | 2474   | 2411   | 3051   | 2875   | 3898   | 3931   | 3740   |
| Back office printer fault | 1177   | 1138   | 887    | 931    | 663    | 628    | 636    | 699    | 536    | 649    | 786    | 785    |
| Keyboard fault            | 705    | 746    | 812    | 988    | 894    | 1009   | 849    | 983    | 769    | 848    | 815    | 823    |
| Monitor fault             | 813    | 863    | 895    | 1090   | 800    | 873    | 793    | 942    | 736    | 833    | 788    | 873    |
| PIN Pad fault             | 1015   | 1041   | 973    | 1042   | 971    | 1247   | 1071   | 2056   | 3173   | 3182   | 1407   | 1434   |
| other fault               | 22     | 26     | 34     | 24     | 24     | 21     | 14     | 21     | 21     | 33     | 23     | 22     |
| TOTAL                     | 6907   | 7210   | 7112   | 8088   | 7237   | 7272   | 6798   | 8956   | 9085   | 10609  | 8906   | 8755   |

\*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)



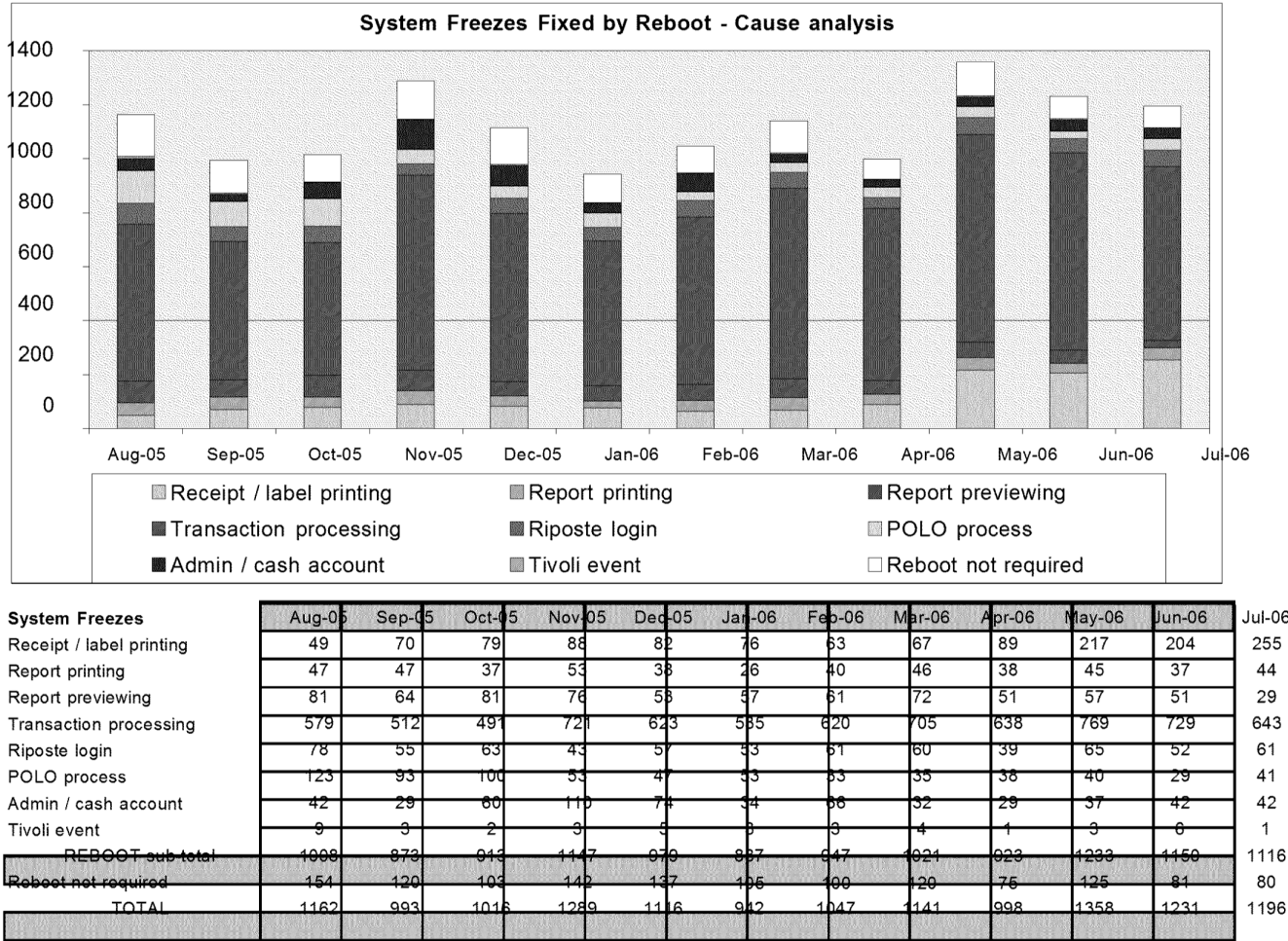
As a result of the CNIM fix being applied, July saw a further reduction in software calls as forecast in June's update.

|                                    | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| System error message               | 399    | 346    | 376    | 478    | 463    | 438    | 390    | 770    | 558    | 718    | 742    | 748    |
| Blue screen                        | 165    | 149    | 152    | 206    | 149    | 155    | 106    | 75     | 59     | 63     | 58     | 58     |
| Key refresh - Update security data | 32     | 46     | 112    | 275    | 158    | 190    | 160    | 162    | 160    | 145    | 158    | 139    |
| System freeze/ "System busy" msg   | 1164   | 993    | 1016   | 1289   | 1116   | 942    | 1047   | 141    | 998    | 1358   | 1231   | 1196   |
| POLO Support                       | 341    | 348    | 301    | 309    | 244    | 265    | 201    | 288    | 233    | 281    | 280    | 327    |
| System slow / system delay         | 64     | 92     | 104    | 286    | 149    | 80     | 94     | 96     | 56     | 88     | 79     | 65     |
| Reported software error            | 242    | 254    | 357    | 384    | 373    | 501    | 426    | 546    | 521    | 472    | 429    | 310    |
| TOTAL                              | 2407   | 2220   | 2460   | 3227   | 2652   | 2571   | 2424   | 3078   | 2594   | 3425   | 2977   | 2843   |

\*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.

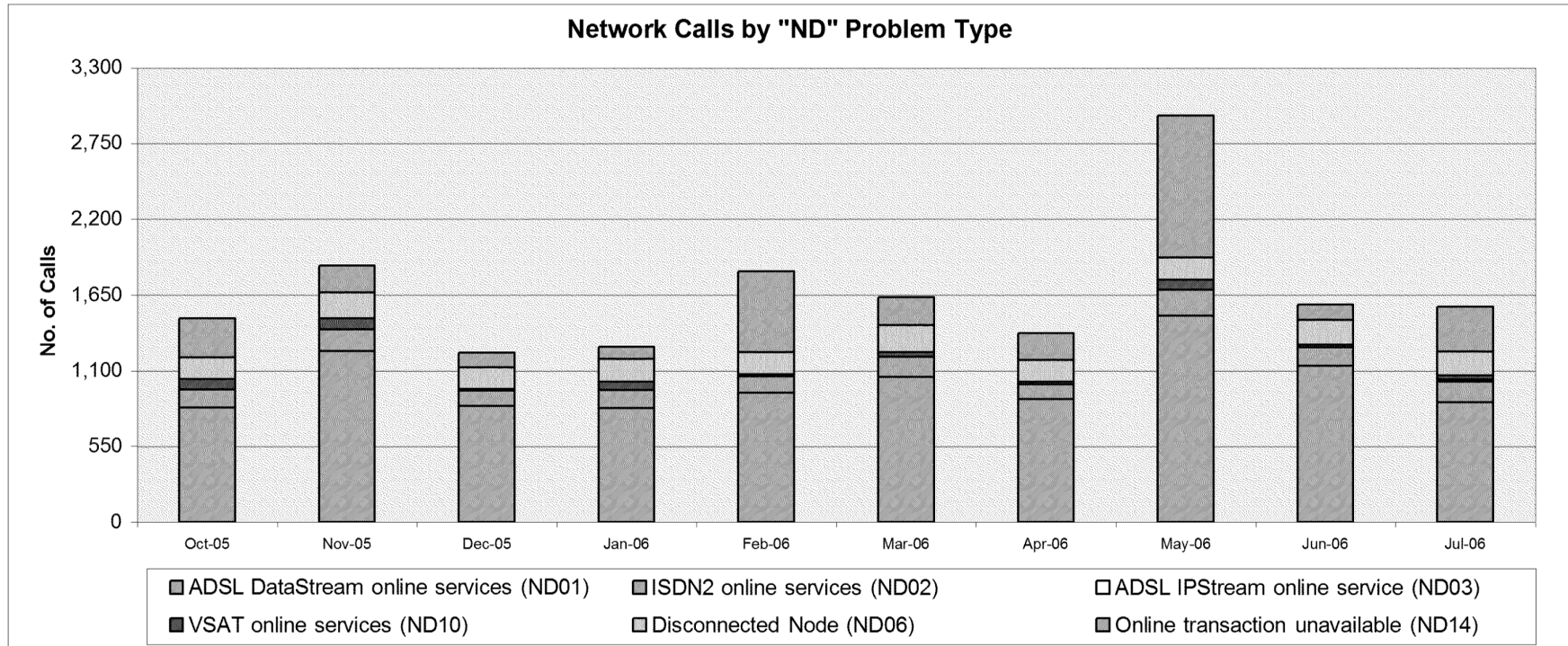
There were no Fujitsu major incidents in July 2006 and 272 of the total 1563 network calls were related to an outage at the DVLA. Call volumes were also impacted by poor weather conditions causing Post Office branch power outages and BT local exchanges faults.

The alert project to provide additional core network capacity inside the Fujitsu datacentres is now complete and the Fujitsu networks team are now working on upgrading and standardising the firewall configurations to provide better resilience.

The new ADSL IPStream network is providing a very stable service with a total of 627 branches live at the end of July 2006. Incidents relating to this new service are recorded by the HSD using the new ND03 coding shown in the powerhelp detailed call breakdown.

### 3.2.2 ONLINE NETWORK SERVICES (CONT'D)

\*The new CEM was started on the 01/07/06



| ND CALLS by Problem Type               | Oct-05      | Nov-05      | Dec-05      | Jan-06      | Feb-06      | Mar-06      | Apr-06      | May-06      | Jun-06      | Jul-06      |
|----------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| ADSL DataStream online services (ND01) | 832         | 1243        | 844         | 828         | 938         | 1053        | 893         | 1500        | 1134        | 870         |
| ISDN2 online services (ND02)           | 132         | 157         | 111         | 132         | 122         | 145         | 108         | 186         | 136         | 152         |
| ADSL IPStream online service (ND03)    |             |             |             |             |             |             |             |             |             | 14          |
| VSAT online services (ND10)            | 73          | 78          | 11          | 59          | 16          | 37          | 22          | 76          | 17          | 31          |
| Disconnected Node (ND06)               | 160         | 188         | 157         | 167         | 161         | 195         | 155         | 160         | 184         | 172         |
| Online transaction unavailable (ND14)  | 283         | 199         | 109         | 88          | 587         | 203         | 197         | 1032        | 110         | 324         |
| <b>TOTAL</b>                           | <b>1480</b> | <b>1865</b> | <b>1232</b> | <b>1274</b> | <b>1824</b> | <b>1633</b> | <b>1375</b> | <b>2954</b> | <b>1581</b> | <b>1563</b> |



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

### 3.2.2 ONLINE NETWORK SERVICES (CONT'D)

| <b>ADSL DataStream online services (ND01) - Causes</b> | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|--------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ADSL service fault (C34)                               | 45     | 46     | 39     | 44     | 28     | 34     | 42     | 33     | 21     | 23     |
| ADSL major incident (C37)                              | 37     | 277    | 20     | 17     | 22     | 9      | 15     | 5      | 5      | 10     |
| Software error / reboot (C36)                          | 287    | 337    | 324    | 317    | 373    | 446    | 372    | 462    | 330    | 295    |
| Undetermined fault (CG4)                               | 189    | 268    | 235    | 194    | 230    | 282    | 196    | 374    | 304    | 216    |
| Subtotal                                               | 558    | 928    | 618    | 572    | 653    | 771    | 625    | 874    | 660    | 544    |
| PSTN line fault (C35)                                  | 34     | 40     | 32     | 41     | 45     | 58     | 42     | 70     | 43     | 39     |
| No fault found / user error (CR4)                      | 214    | 232    | 178    | 191    | 207    | 265    | 197    | 516    | 335    | 243    |
| Duplicate call or other causes.                        | 26     | 43     | 16     | 24     | 33     | 35     | 29     | 40     | 96     | 44     |
| TOTAL                                                  | 832    | 1243   | 844    | 828    | 938    | 1129   | 893    | 1500   | 1134   | 870    |

| <b>ISDN2 online services (ND02) - Causes</b> | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|----------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ISDN service fault (C31)                     | 56     | 73     | 53     | 57     | 53     | 81     | 46     | 67     | 33     | 66     |
| Major incident (C38)                         | 2      | 0      | 1      | 0      | 0      | 0      | 0      | 2      | 0      | 0      |
| Software error / reboot (C36)                | 20     | 17     | 17     | 24     | 22     | 23     | 24     | 51     | 39     | 23     |
| Undetermined fault (CG4)                     | 29     | 38     | 29     | 30     | 33     | 24     | 16     | 24     | 23     | 29     |
| Subtotal                                     | 107    | 128    | 100    | 111    | 108    | 128    | 86     | 144    | 95     | 118    |
| No fault found / user error (CR4)            | 15     | 13     | 6      | 16     | 11     | 11     | 9      | 26     | 22     | 22     |
| Duplicate call or other causes.              | 10     | 16     | 5      | 5      | 3      | 11     | 13     | 16     | 19     | 12     |
| TOTAL                                        | 132    | 157    | 111    | 132    | 122    | 150    | 108    | 186    | 136    | 152    |

| <b>ADSL IPStream online service (ND03) - Causes</b> | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|-----------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ADSL service fault (C34)                            |        |        |        |        |        |        |        |        |        | 2      |
| ADSL major incident (C37)                           |        |        |        |        |        |        |        |        |        | 0      |
| Software error / reboot (C36)                       |        |        |        |        |        |        |        |        |        | 2      |
| Undetermined fault (CG4)                            |        |        |        |        |        |        |        |        |        | 7      |
| Subtotal                                            | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 11     |
| PSTN line fault (C35)                               |        |        |        |        |        |        |        |        |        | 1      |
| No fault found / user error (CR4)                   |        |        |        |        |        |        |        |        |        | 0      |
| Duplicate call or other causes.                     |        |        |        |        |        |        |        |        |        | 2      |
| TOTAL                                               | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 14     |



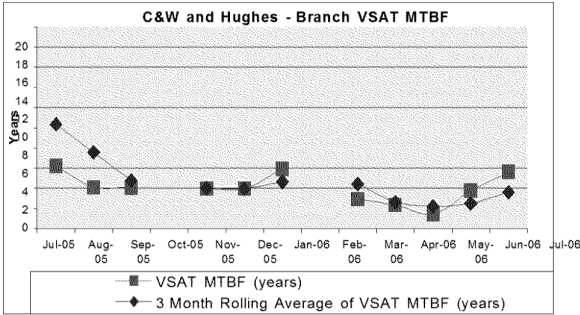
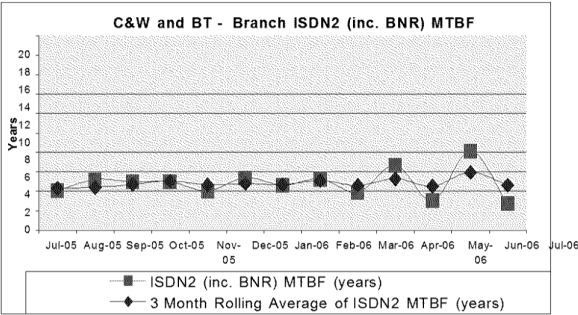
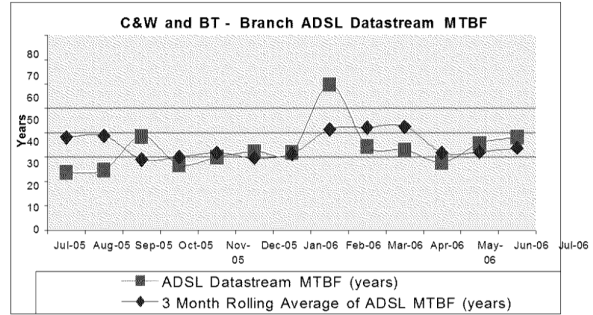
### 3.2.2 ONLINE NETWORK SERVICES (CONT'D)

| <b>VSAT online services (ND10) - Causes</b> | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|---------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| VSAT service fault (CG5)                    | 0      | 5      | 3      | 3      | 0      | 3      | 5      | 6      | 2      | 1      |
| Major incident (C39)                        | 68     | 43     | 0      | 33     | 0      | 13     | 0      | 3      | 0      | 0      |
| Software error / reboot (C36)               | 1      | 8      | 2      | 7      | 7      | 15     | 10     | 23     | 4      | 17     |
| Undetermined fault (CX8)                    | 2      | 13     | 4      | 3      | 8      | 5      | 2      | 16     | 2      | 2      |
| Subtotal                                    | 71     | 69     | 9      | 46     | 15     | 36     | 17     | 48     | 8      | 20     |
| No fault found / user error (CR4)           | 2      | 7      | 1      | 1      | 0      | 6      | 3      | 28     | 7      | 8      |
| Duplicate call or other causes.             | 0      | 2      | 1      | 12     | 1      | 2      | 2      | 0      | 2      | 3      |
| TOTAL                                       | 73     | 78     | 11     | 59     | 16     | 44     | 22     | 76     | 17     | 31     |

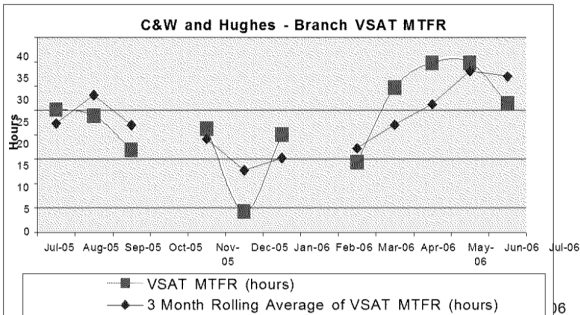
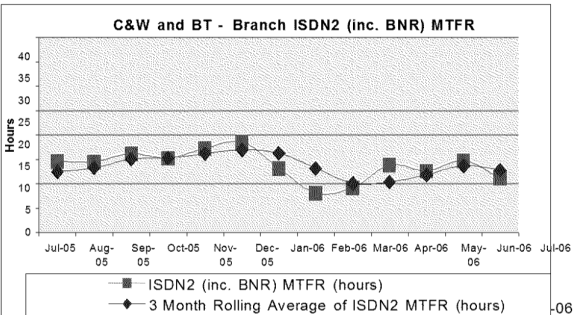
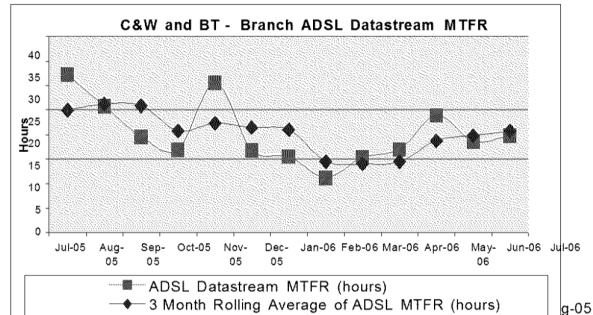
| <b>Disconnected Node (ND06) - Causes</b> | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| LAN Fault (C32)                          | 5      | 8      | 11     | 12     | 10     | 11     | 3      | 6      | 14     | 13     |
| Software Error (C36)                     | 39     | 50     | 55     | 51     | 52     | 60     | 58     | 61     | 72     | 61     |
| Counter faulty / turned off (CB4)        | 33     | 29     | 15     | 14     | 20     | 21     | 16     | 22     | 20     | 18     |
| Undetermined fault (CX7)                 | 23     | 27     | 30     | 39     | 34     | 36     | 26     | 22     | 54     | 31     |
| Subtotal                                 | 100    | 114    | 111    | 116    | 116    | 128    | 103    | 111    | 160    | 123    |
| No fault found / user error (CR4)        | 60     | 74     | 46     | 51     | 45     | 67     | 52     | 49     | 24     | 48     |
| Duplicate call or other causes.          |        |        |        |        |        |        |        |        |        | 1      |
| TOTAL                                    | 160    | 188    | 157    | 167    | 161    | 195    | 155    | 160    | 184    | 172    |

| <b>Online transaction unavailable (ND14) - Causes</b> | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|-------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Software error / reboot (C36)                         | 41     | 50     | 42     | 31     | 14     | 15     | 21     | 26     | 21     | 8      |
| Online transaction Major Incident (C40)               | 139    | 47     | 23     | 31     | 541    | 137    | 144    | 919    | 11     | 295    |
| Subtotal                                              | 180    | 97     | 65     | 62     | 555    | 152    | 165    | 945    | 32     | 303    |
| No fault found / user error (CR4)                     | 92     | 92     | 43     | 22     | 30     | 29     | 31     | 73     | 40     | 20     |
| Duplicate call or other causes.                       | 11     | 10     | 1      | 4      | 2      | 27     | 1      | 14     | 38     | 1      |
| TOTAL                                                 | 283    | 199    | 109    | 88     | 587    | 208    | 197    | 1032   | 110    | 324    |

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



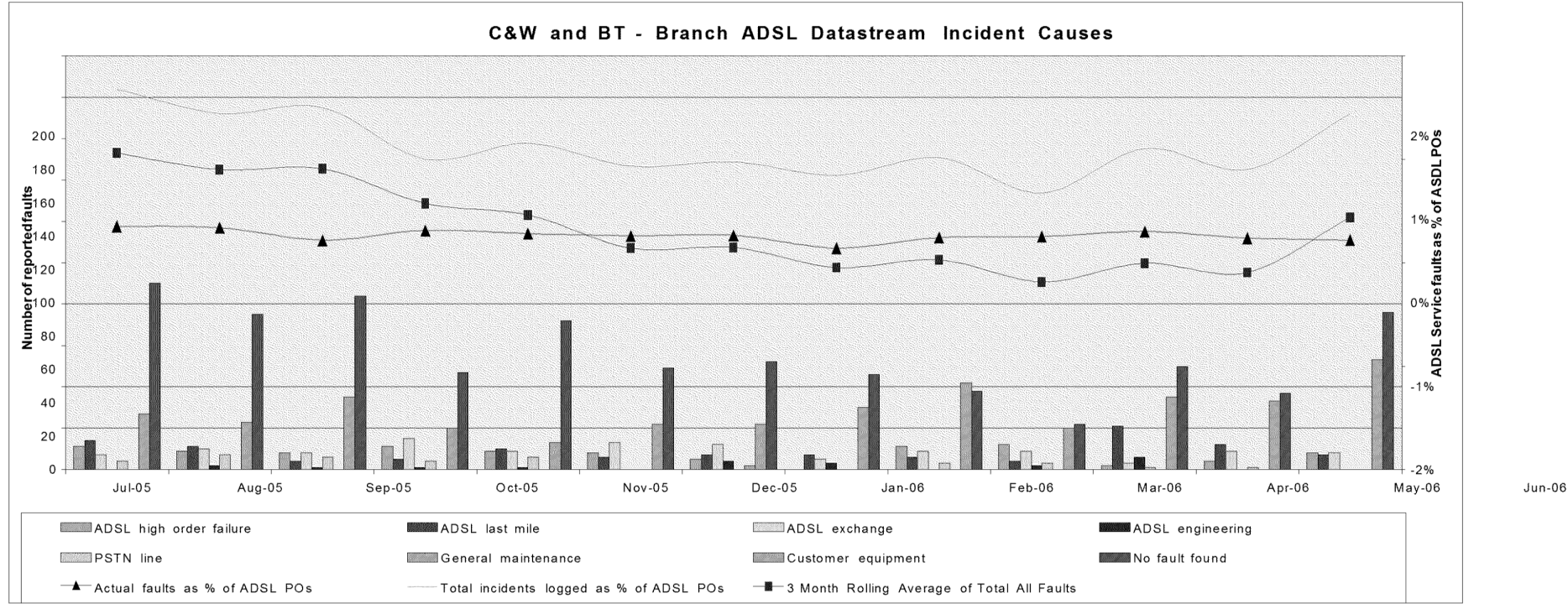
|                                               | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|-----------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ADSL Datastream MTBF (years)                  | 23.73  | 24.71  | 38.55  | 26.84  | 29.86  | 32.31  | 31.83  | 59.80  | 34.42  | 33.04  | 27.81  | 35.48  | 38.29  |
| 3 Month Rolling Average of ADSL MTBF (years)  | 38.13  | 38.70  | 29.00  | 30.06  | 31.75  | 29.67  | 31.33  | 41.31  | 42.01  | 42.42  | 31.76  | 32.11  | 33.86  |
| ISDN2 (inc. BNR) MTBF (years)                 | 4.04   | 5.21   | 4.98   | 4.96   | 4.03   | 5.38   | 4.62   | 5.27   | 3.89   | 6.68   | 3.03   | 6.12   | 2.71   |
| 3 Month Rolling Average of ISDN2 MTBF (years) | 4.29   | 4.41   | 4.74   | 5.05   | 4.65   | 4.79   | 4.67   | 5.09   | 4.59   | 5.28   | 4.53   | 5.94   | 4.62   |
| VSAT MTBF (years)                             | 6.21   | 4.11   | 4.06   |        | 3.97   | 3.97   | 5.96   |        | 2.94   | 2.95   | 1.44   | 3.75   | 5.63   |
| 3 Month Rolling Average of VSAT MTBF (years)  | 10.35  | 7.58   | 4.80   |        | 4.43   | 3.07   | 4.63   |        | 4.45   | 2.64   | 2.24   | 2.51   | 3.60   |



|                                              | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|----------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ADSL Datastream MTR (hours)                  | 32.26  | 25.87  |        | 19.58  | 30.63  | 16.81  | 15.58  | 11.22  | 15.41  | 17.01  | 23.98  | 18.67  | 19.82  |
| 3 Month Rolling Average of ADSL MTR (hours)  | 25.05  | 26.26  | 25.90  | 20.81  | 22.39  | 21.47  | 21.01  | 14.54  | 14.07  | 14.54  | 18.80  | 19.59  | 20.82  |
| ISDN2 (inc. BNR) MTR (hours)                 | 14.63  | 14.56  | 16.23  | 15.31  | 17.26  | 16.55  | 19.10  | 8.16   | 9.24   | 19.91  | 12.69  | 14.76  | 11.22  |
| 3 Month Rolling Average of ISDN2 MTR (hours) | 13.50  | 13.35  | 15.14  | 15.37  | 16.27  | 17.04  | 16.34  | 13.28  | 10.17  | 10.41  | 11.04  | 13.70  | 12.89  |
| VSAT MTR (hours)                             | 25.30  | 24.00  | 16.97  |        | 21.33  | 4.30   | 20.15  |        | 14.51  | 29.78  | 34.78  | 34.83  | 26.45  |
| 3 Month Rolling Average of VSAT MTR (hours)  | 22.37  | 28.20  | 22.09  |        | 19.15  | 12.82  | 15.26  |        | 17.33  | 22.14  | 26.36  | 33.13  | 32.02  |



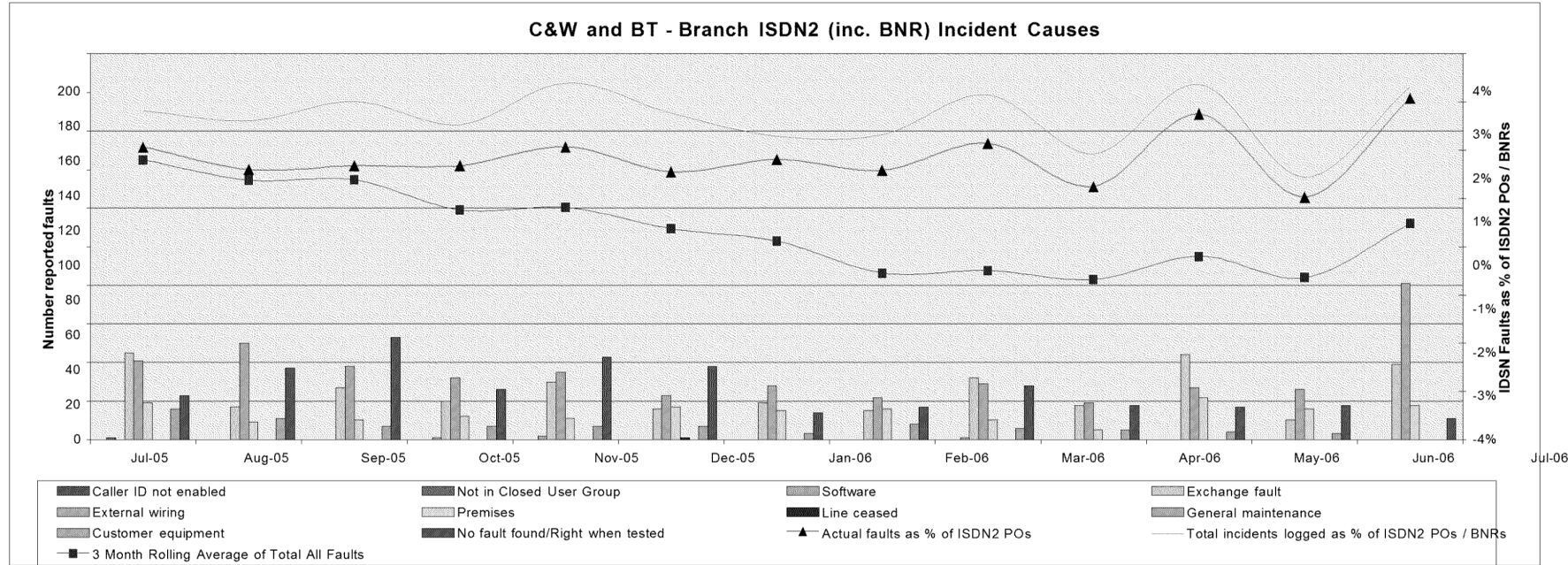
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



|                                             | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 |
|---------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ADSL high order failure                     | 11     | 9      | 8      | 11     | 9      | 8      | 5      | 0      | 11     | 12     | 2      | 4      |
| ADSL last mile                              | 14     | 11     | 4      | 5      | 10     | 6      | 7      | 7      | 6      | 4      | 21     | 12     |
| ADSL exchange                               | 7      | 10     | 8      | 15     | 9      | 13     | 2      | 5      | 0      | 0      | 3      | 9      |
| ADSL engineering                            | 0      | 2      | 1      | 1      | 1      | 0      | 4      | 3      | 0      | 2      | 6      | 0      |
| Actual faults at ADSL POs total             | 32     | 32     | 21     | 32     | 29     | 27     | 28     | 15     | 26     | 27     | 32     | 25     |
| Actual faults as % of ADSL POs              | 0.35%  | 0.34%  | 0.22%  | 0.31%  | 0.28%  | 0.26%  | 0.26%  | 0.14%  | 0.24%  | 0.25%  | 0.30%  | 0.23%  |
| PSTN line                                   | 4      | 7      | 5      | 4      | 6      | 0      | 0      | 0      | 3      | 3      | 0      | 1      |
| General maintenance                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Customer equipment                          | 27     | 23     | 15     | 20     | 13     | 22     | 22     | 30     | 42     | 20     | 35     | 33     |
| No fault found                              | 90     | 75     | 84     | 47     | 72     | 49     | 52     | 46     | 38     | 22     | 50     | 37     |
| Total All Faults                            | 153    | 137    | 146    | 103    | 120    | 98     | 104    | 91     | 109    | 72     | 118    | 96     |
| 3 Month Rolling Average of Total All Faults | 153    | 145    | 145    | 129    | 123    | 107    | 107    | 98     | 101    | 91     | 100    | 95     |
| Total incidents logged as % of ADSL POs     | 1.68%  | 1.44%  | 1.66%  | 1.08%  | 1.15%  | 0.94%  | 0.97%  | 0.05%  | 1.02%  | 0.67%  | 1.0%   | 0.90%  |
|                                             |        |        |        |        |        |        |        |        |        |        |        |        |
|                                             |        |        |        |        |        |        |        |        |        |        |        |        |
|                                             |        |        |        |        |        |        |        |        |        |        |        |        |



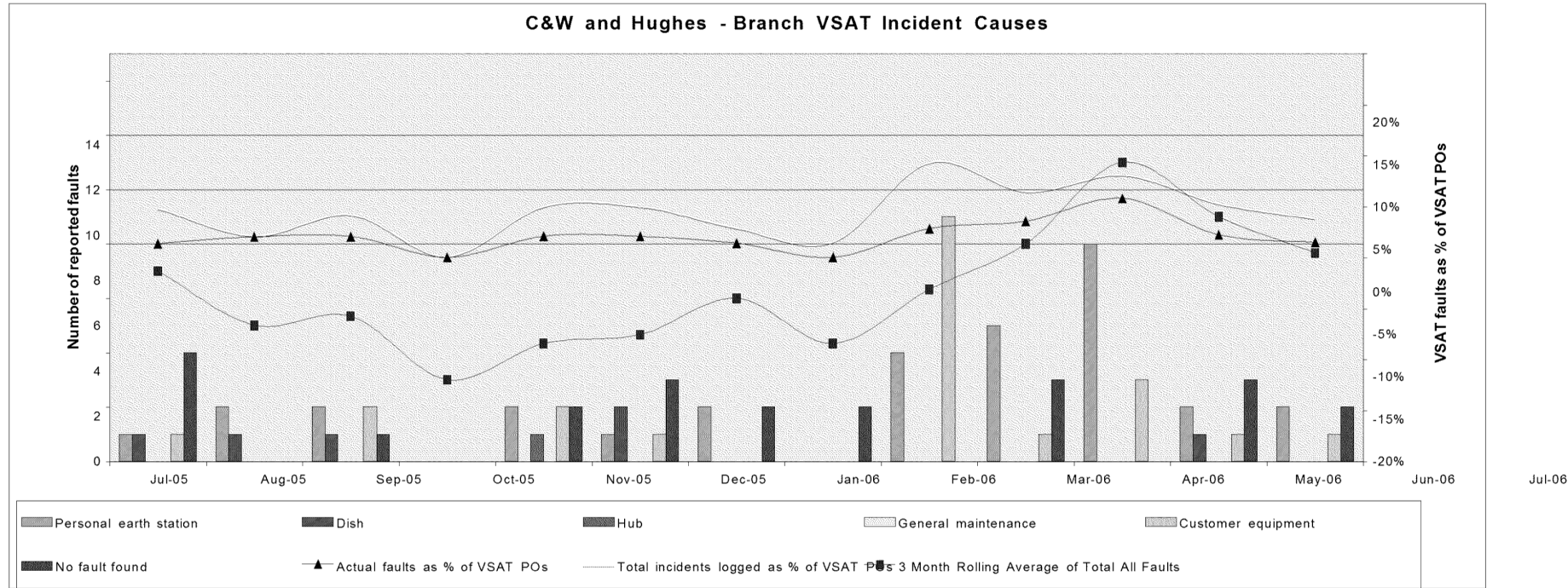
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



|                                                 | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|-------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Caller ID not enabled                           | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Not in Closed User Group                        | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Software                                        | 0      | 0      | 0      | 1      | 2      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      |
| Exchange fault                                  | 45     | 17     | 27     | 20     | 30     | 16     | 19     | 15     | 32     | 18     | 44     | 10     | 39     |
| External wiring                                 | 41     | 50     | 38     | 32     | 35     | 23     | 26     | 22     | 29     | 19     | 27     | 26     | 81     |
| Premises                                        | 10     | 0      | 10     | 12     | 11     | 17     | 16     | 16     | 10     | 5      | 22     | 16     | 18     |
| Line ceased                                     | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Actual faults at ISDN2 POs total                | 106    | 76     | 75     | 65     | 78     | 57     | 62     | 53     | 72     | 42     | 93     | 52     | 138    |
| Actual faults as % of ISDN2 POs                 | 2.06%  | 1.60%  | 1.67%  | 1.68%  | 2.07%  | 1.55%  | 1.80%  | 1.58%  | 2.14%  | 1.25%  | 2.75%  | 1.03%  | 3.08%  |
| General maintenance                             | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Customer equipment                              | 16     | 11     | 7      | 7      | 7      | 7      | 3      | 8      | 6      | 5      | 4      | 3      | 0      |
| No fault found/Right when tested                | 23     | 37     | 53     | 26     | 43     | 38     | 14     | 17     | 28     | 18     | 17     | 18     | 11     |
| Total All Faults                                | 145    | 124    | 135    | 98     | 123    | 102    | 79     | 78     | 106    | 65     | 114    | 73     | 149    |
| 3 Month Rolling Average of Total All Faults     | 145    | 135    | 135    | 119    | 120    | 109    | 103    | 86     | 86     | 63     | 95     | 84     | 112    |
| Total incidents logged as % of ISDN2 POs / BNRs | 2.82%  | 2.81%  | 3.01%  | 2.54%  | 3.40%  | 2.77%  | 2.36%  | 2.33%  | 3.15%  | 1.93%  | 3.37%  | 1.44%  | 3.32%  |



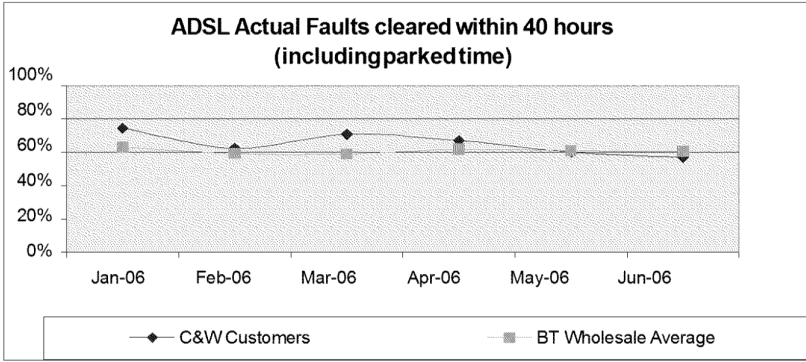
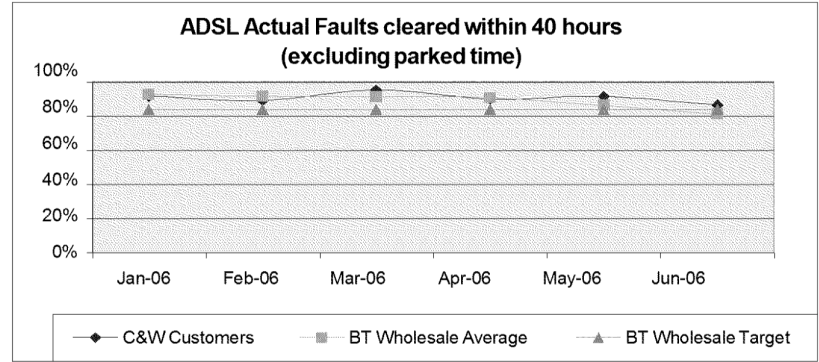
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



|                                             | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 |
|---------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Personal earth station                      | 1      | 2      | 2      | 0      | 2      | 1      | 2      | 0      | 4      | 5      | 8      | 2      |
| Dish                                        | 1      | 1      | 1      | 0      | 0      | 2      | 0      | 0      | 0      | 0      | 0      | 1      |
| Hub                                         | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Actual faults at VSAT POs total             | 2      | 3      | 3      | 0      | 3      | 3      | 2      | 0      | 4      | 5      | 8      | 3      |
| Actual faults as % of VSAT POs              | 1.34%  | 2.03%  | 2.04%  | 0.00%  | 2.10%  | 2.10%  | 1.40%  | 0.00%  | 2.84%  | 3.55%  | 5.80%  | 2.22%  |
| General maintenance                         | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Customer equipment                          | 1      | 0      | 2      | 0      | 2      | 1      | 0      | 0      | 9      | 1      | 3      | 1      |
| No fault found                              | 4      | 0      | 1      | 0      | 2      | 3      | 2      | 2      | 0      | 3      | 0      | 3      |
| Total All Faults                            | 7      | 3      | 6      | 0      | 7      | 7      | 4      | 2      | 13     | 6      | 11     | 7      |
| 3 Month Rolling Average of Total All Faults | 7      | 5      | 5      | 3      | 4      | 5      | 6      | 4      | 6      | 8      | 11     | 9      |
| Total incidents logged as % of VSAT POs     | 4.70%  | 2.03%  | 4.08%  | 0.00%  | 4.90%  | 4.90%  | 2.80%  | 1.42%  | 9.22%  | 6.38%  | 7.97%  | 5.19%  |
|                                             |        |        |        |        |        |        |        |        |        |        |        |        |
|                                             |        |        |        |        |        |        |        |        |        |        |        |        |

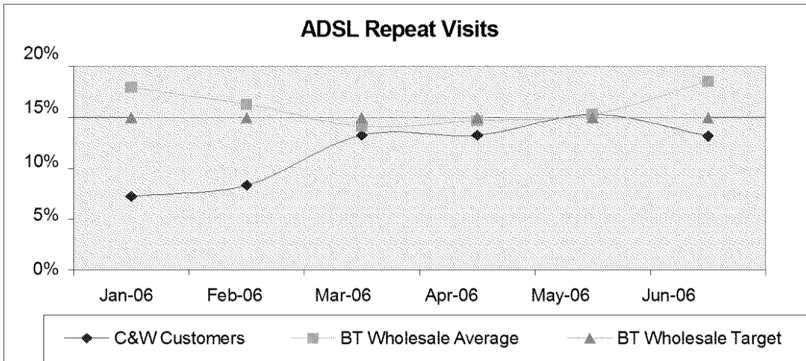
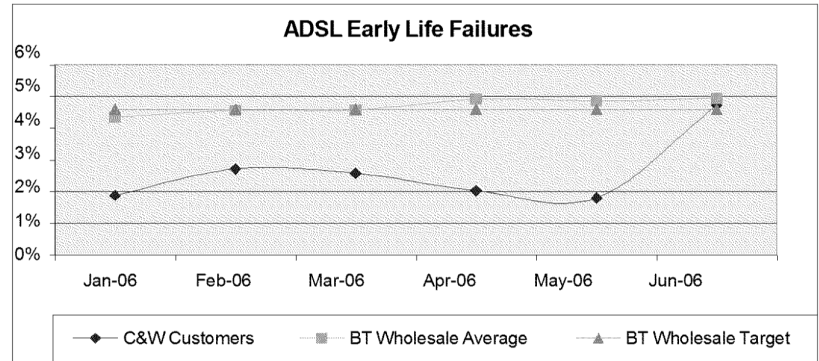
### 3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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.



|                      | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 |
|----------------------|--------|--------|--------|--------|--------|--------|
| C&W Customers        | 91.67% | 89.13% | 95.54% | 90.08% | 91.50% | 86.56% |
| BT Wholesale Average | 92.97% | 91.76% | 91.59% | 90.90% | 86.53% | 81.38% |
| BT Wholesale Target  | 84%    | 84%    | 84%    | 84%    | 84%    | 84%    |

|                      | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 |
|----------------------|--------|--------|--------|--------|--------|--------|
| C&W Customers        | 74.31% | 62.50% | 70.79% | 66.94% | 60.13% | 56.99% |
| BT Wholesale Average | 63.01% | 59.35% | 59.00% | 61.89% | 61.10% | 60.55% |
| BT Wholesale Target  | None   | None   | None   | None   | None   | None   |



|                      | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 |
|----------------------|--------|--------|--------|--------|--------|--------|
| C&W Customers        | 1.88%  | 2.72%  | 2.58%  | 2.03%  | 1.80%  | 4.73%  |
| BT Wholesale Average | 4.36%  | 4.57%  | 4.68%  | 4.92%  | 4.87%  | 4.95%  |
| BT Wholesale Target  | 4.60%  | 4.60%  | 4.60%  | 4.60%  | 4.60%  | 4.60%  |

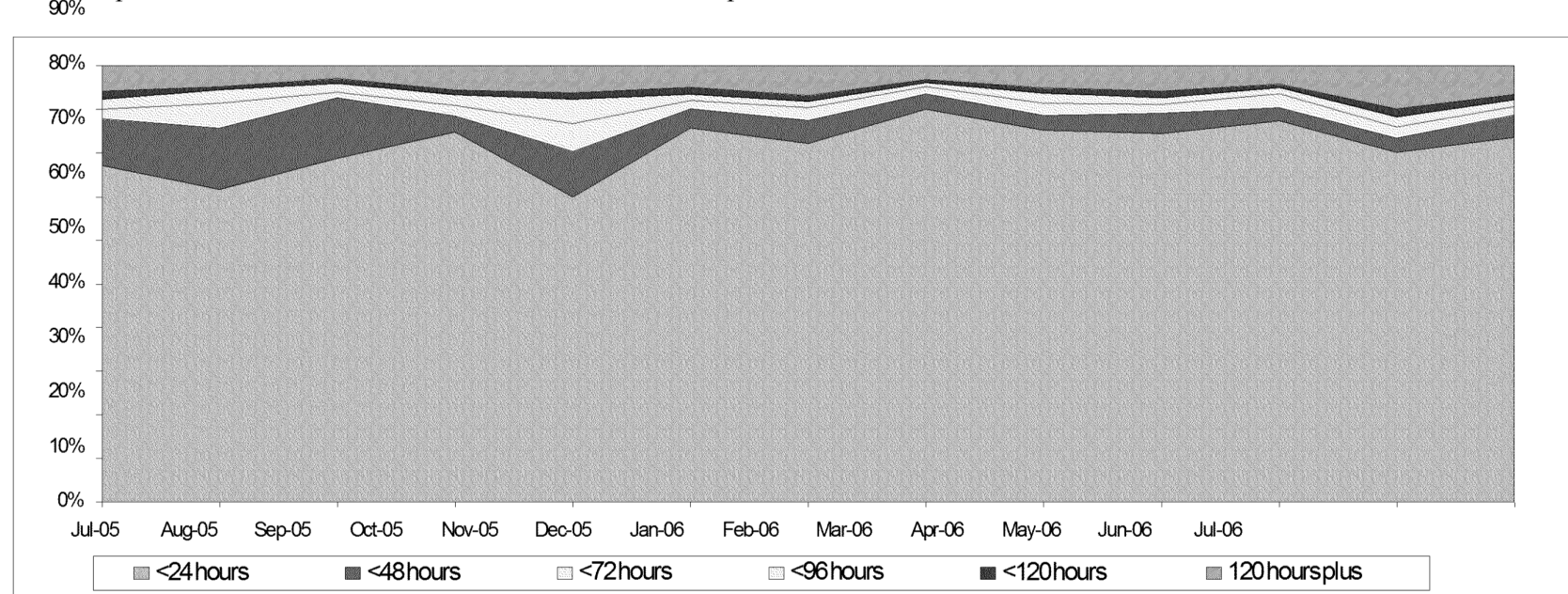
|                      | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 |
|----------------------|--------|--------|--------|--------|--------|--------|
| C&W Customers        | 7.23%  | 8.33%  | 13.26% | 13.26% | 15.29% | 13.19% |
| BT Wholesale Average | 17.98% | 16.81% | 14.15% | 14.70% | 15.31% | 18.57% |
| BT Wholesale Target  | 15%    | 15%    | 15%    | 15%    | 15%    | 15%    |



3.2.2 ONLINE NETWORK SERVICES (CONT'D)

Online Service Unavailable Calls (From 1/7/06 = ND01+ND02+ND03+ND10+ND14).

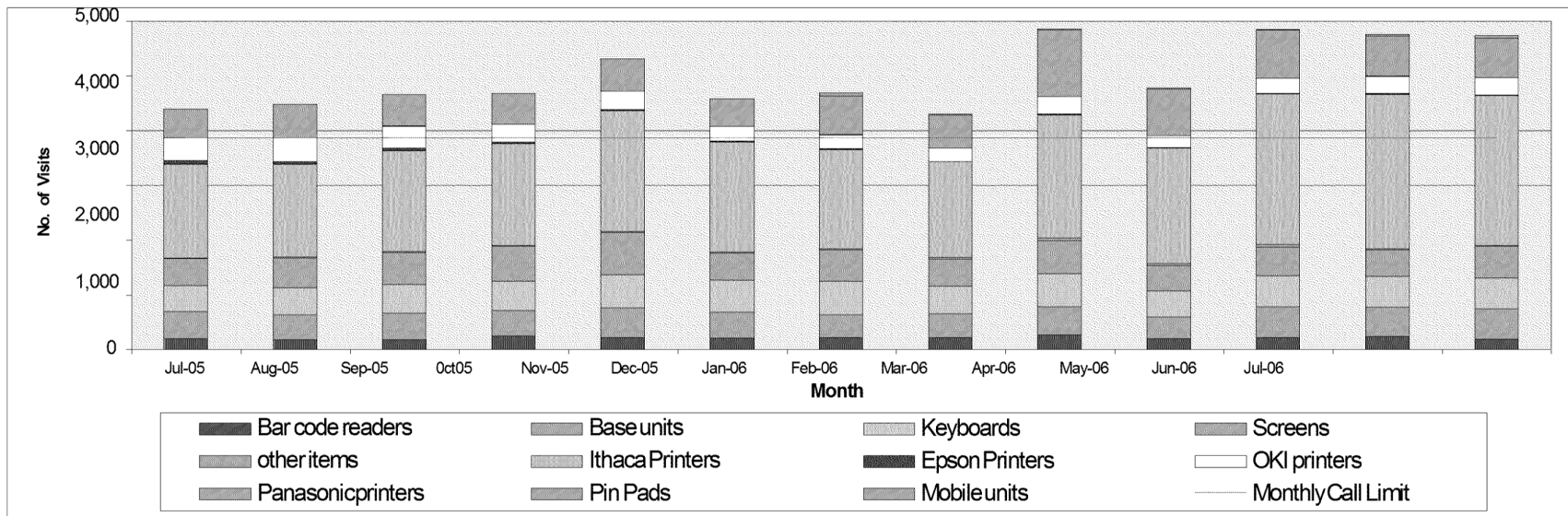
Actual elapsed time of calls in hours = difference between Call Open date and Call Close date.



| Actual Elapsed Time of call in hours |      |       |     |       |     |      |    |      |    |      |     |      | TOTAL |  |  |
|--------------------------------------|------|-------|-----|-------|-----|------|----|------|----|------|-----|------|-------|--|--|
| Jul-05                               | 1371 | 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                               | 1030 | 84.4% | 57  | 4.7%  | 26  | 2.1% | 17 | 1.4% | 18 | 1.5% | 72  | 5.9% | 1220  |  |  |
| Apr-06                               | 1202 | 85.3% | 46  | 3.4%  | 40  | 3.8% | 32 | 2.3% | 17 | 1.2% | 118 | 8.2% | 1435  |  |  |
| May-06                               | 2440 | 87.3% | 86  | 3.1%  | 89  | 3.2% | 36 | 1.4% | 22 | 0.8% | 118 | 4.2% | 2791  |  |  |
| Jun-06                               | 1118 | 80.1% | 47  | 3.4%  | 34  | 2.4% | 33 | 2.4% | 26 | 1.9% | 138 | 9.9% | 1396  |  |  |
| Jul-06                               | 1163 | 83.6% | 70  | 5.0%  | 27  | 1.9% | 22 | 1.6% | 17 | 1.2% | 92  | 6.6% | 1391  |  |  |

For July 2006, 272 DVLA calls have been adjusted - where necessary - to be shown within the 24 hours category.

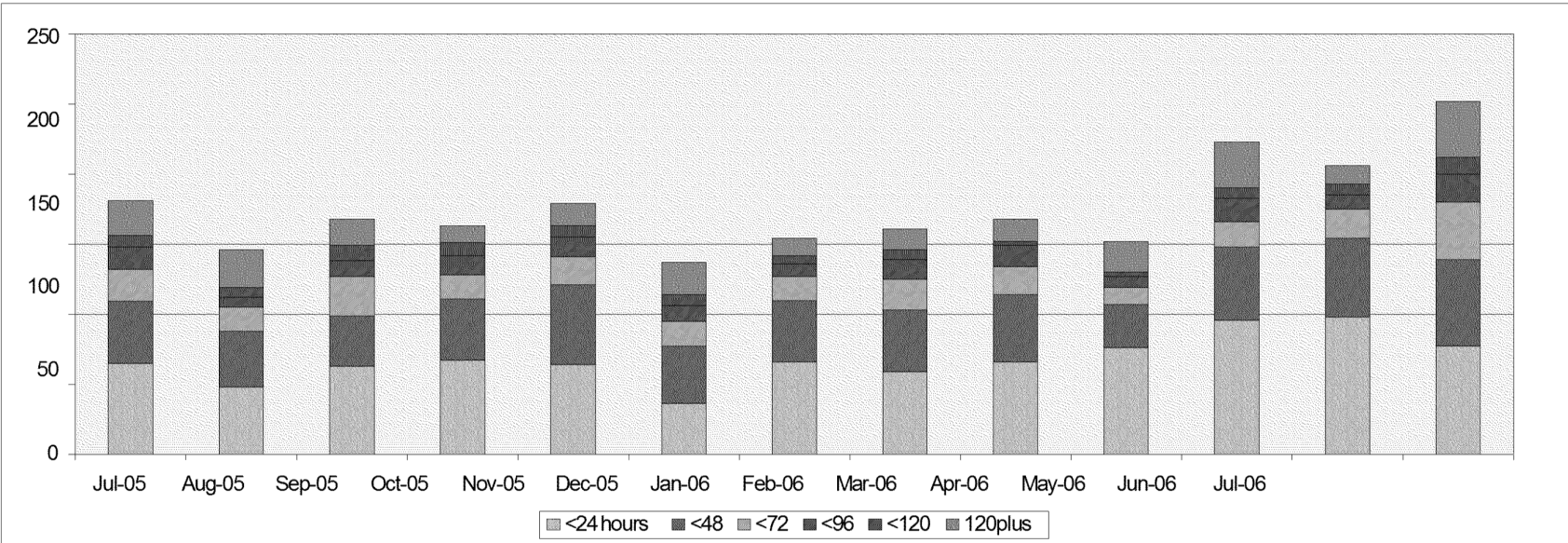
### 3.3.1 ENGINEER ON - SITE VISITS



|                          | Jul-05      | Aug-05      | Sep-05      | Oct-05      | Nov-05      | Dec-05      | Jan-06      | Feb-06      | Mar-06      | Apr-06      | May-06      | Jun-06      | Jul-06      |  |  |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--|--|
| Bar code readers         | 200         | 180         | 181         | 252         | 215         | 208         | 223         | 217         | 268         | 201         | 215         | 236         | 185         |  |  |
| Base units               | 495         | 453         | 481         | 460         | 540         | 473         | 412         | 435         | 500         | 393         | 564         | 540         | 558         |  |  |
| Mobile units             |             |             |             |             |             |             | 54          | 21          | 9           | 21          | 17          | 32          | 41          |  |  |
| Keyboards                | 476         | 498         | 528         | 532         | 612         | 580         | 615         | 504         | 614         | 473         | 568         | 563         | 573         |  |  |
| Ithaca Printers          | 1712        | 1700        | 1849        | 1862        | 2207        | 2017        | 1814        | 1752        | 2254        | 2109        | 2756        | 2825        | 2735        |  |  |
| Epson printers           | 71          | 52          | 44          | 28          | 27          | 14          | 24          | 11          | 15          | 11          | 11          | 13          | 16          |  |  |
| OKI printers             | 424         | 427         | 306         | 325         | 334         | 268         | 260         | 236         | 314         | 224         | 279         | 314         | 316         |  |  |
| Panasonic printers       | 0           | 0           | 3           | 4           | 1           | 1           | 1           | 5           | 1           | 1           | 1           | 3           | 1           |  |  |
| Pin Pads                 | 524         | 613         | 581         | 560         | 589         | 505         | 712         | 600         | 1226        | 844         | 870         | 734         | 720         |  |  |
| Screens                  | 487         | 544         | 584         | 641         | 771         | 505         | 569         | 494         | 396         | 464         | 527         | 487         | 570         |  |  |
| other items              | 12          | 15          | 21          | 16          | 17          | 13          | 18          | 33          | 49          | 41          | 43          | 15          | 19          |  |  |
| <b>TOTAL</b>             | <b>4401</b> | <b>4482</b> | <b>4668</b> | <b>4680</b> | <b>5313</b> | <b>4584</b> | <b>4692</b> | <b>4308</b> | <b>5855</b> | <b>4782</b> | <b>5851</b> | <b>5762</b> | <b>5734</b> |  |  |
| Monthly Call Limit       | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        |  |  |
| Epson to OKI exchanges   | 55          | 65          | 40          | 24          | 18          | 39          | 16          | 14          | 12          | 12          |             | 12          | 9           |  |  |
| Average Daily Visit Rate | 187         | 187         | 195         | 199         | 221         | 204         | 204         | 196         | 234         | 203         | 254         | 240         | 244         |  |  |



### 3.3.2 GATEWAY REPLACEMENTS



| Number of Gatewaysreplacedby Engineersfollowingcall raisedby PO Branch |           |       |     |       |     |       |     |      |      |      |    |         |     |       |  |  |
|------------------------------------------------------------------------|-----------|-------|-----|-------|-----|-------|-----|------|------|------|----|---------|-----|-------|--|--|
| Elapsed<br>Time of<br>call in                                          | <24 hours |       | <48 |       | <72 |       | <96 |      | <120 |      |    | 120plus |     | Total |  |  |
| Jul-05                                                                 | 65        | 35.9% | 44  | 24.3% | 28  | 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%   | 148 |       |  |  |
| 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  | 31.3% | 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% | 2  | 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 |       |  |  |
| May-06                                                                 | 96        | 43.0% | 52  | 23.3% | 18  | 8.1%  | 17  | 7.6% | 7    | 3.1% | 33 | 14.8%   | 223 |       |  |  |
| Jun-06                                                                 | 98        | 47.6% | 56  | 27.2% | 21  | 10.2% | 10  | 4.9% | 8    | 3.9% | 13 | 6.3%    | 206 |       |  |  |
| Jul-06                                                                 | 77        | 30.6% | 62  | 24.6% | 41  | 16.3% | 20  | 7.9% | 12   | 4.8% | 40 | 15.9%   | 252 |       |  |  |

## 4 JULY 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   | 5   | Monitor                | 5   |

#### 4.1.1 SUMMARY

- As at 31.07.06 there were 7 open problems, of which 0 are Problem Branches.
- No new problems were opened in July

### 4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

There are no cross domain problems on alert for July.

### 4.3 KEY CROSS DOMAIN PROBLEM UPDATE

| Business Impact |                         | BI score | Root Cause                                                                             | RC score |
|-----------------|-------------------------|----------|----------------------------------------------------------------------------------------|----------|
| High (H)        | >20 outlets affected    | 3        | Root cause unknown, no progress or no workaround in place                              | 3        |
| Medium (M)      | >1 <20 outlets affected | 2        | Root cause determined, implementation agreed/needs to be agreed or workaround in place | 2        |
| Low (L)         | <1 outlet affected      | 1        | Fix implemented and problem being monitored                                            | 1        |

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

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

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

**4.3 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd**

| FS Problem Number | Title                                                                                        | FS PM           | POL PM        | Latest Update                                                                                                                                                                                                                                                                                                   | Business Impact | Root Cause | RAG |
|-------------------|----------------------------------------------------------------------------------------------|-----------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------|-----|
| PM0000678         | EPAY Exceptions, arising from System/Network issues on 9th June 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.<br>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                                                        | Ian Venables    | 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 | Kirsty Walmsley | Andrew Price  | Testing in SV&I starts 31/7. Still on schedule for T20 release to live estate.                                                                                                                                                                                                                                  | M               | 2          | 4   |
| PM0000692         | Failures on the DC System for MID/TID causing Socket                                         | Mike Stewart    | Kim Yip       | Pat Carroll supplied the MTAS DB details to Kim. Kim is now happy to close this call                                                                                                                                                                                                                            | M               | 1          | 1   |
| PM0000694         | Large numbers of Timeouts experienced on A and L                                             | Mike Woolgar    | Kimberley Yip | I have checked with Kim and Peter Thompson POA has completed his actions from the meeting, but the actions for the A&L are not complete, and Kim has chased the A&L at their monthly service review to complete. Will require an update from Kim when A&L have completed them                                   | M               | 3          | 2   |
| PM0000695         | A&L Deposits are NOT in the A&L Accounts when Monies Paid in at POs.                         | Mike Stewart    | Kimberley Yip | I am checking with Pooja in POA reconciliation that these transactions are now resolved with POL reconciliation. If all OK will close call in agreement with Kim.                                                                                                                                               | M               | 2          | 2   |
| PM0000691         | Mismatch of cash holdings at some branches between Flexible Planning and POLFS               | Mike Stewart    | Mark Haldane  | Call going onto Monitor as now out in the "Live" estate. Waiting update from Mark Haldane from users at next monthly review with Kirsty.                                                                                                                                                                        | L               | 1          | 1   |



## 5 SCORECARD ACTION PLAN – from July 2006

| Service                                                            | Post Office Ltd suggestions for improvement from previous scorecard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Fujitsu Services Response                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Business Continuity</b><br>Tony Wicks                           | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> This period included the Fujitsu Campus disaster recovery test. Whilst a number of observations were raised at the test – one in particular which was down to human error in the form of leaving a cable connected – the BCM has been proactive in ensuring I was kept fully briefed whilst witnessing part of the testing and after I'd left the site. The testing was conducted in a professional manner, and was witnessed by both POL and Government [TV].</p>                                                                                                                                                                                  | No comments – TW is currently on annual leave.                                                                                                                                                                                                                                                                                                                                   |
| <b>Release Management</b><br>Graham Welsh                          | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> No issues reported for Release Management this month, thank you [MR].</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No comments.                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Management Information</b><br>Dave Chapman                      | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> No issues everything produced in time, no problems with system capacity. No issues everything produced in time, no problems with changes to documentation [AJ].</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | No comments.                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Data File Delivery &amp; Reconciliation</b><br>Kirsty Walmsley  | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> All client files delivered within OLA targets. No issues to report [SH]. All files were delivered before 23:59 Day A and there were no data related incidents [DT].</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | No comments.                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Operational Business Change: Reference data</b><br>David Wilcox | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> Working together continues very well. Any issues that arise are approached in a collaborative manner [AC].</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | No comments, DW is currently on annual leave.                                                                                                                                                                                                                                                                                                                                    |
| <b>Operational Business Change: Branch</b><br>Ian Venables         | <p><b>Issues:</b> To achieve all agreed OBC Branch OLA Targets for a sustained period of 6 months. Some more detail is required in the OBC Branch Statistics on Fujitsu-related failures, in order to pre-empt Post Office Ltd questions/queries. Further action is needed to further tighten the "iron grip" on BT, via Cable &amp; Wireless, in order to ensure BT keep appointments etc. Some work needed to develop the OBC Branch definitive documentation list, to make it a reliable control mechanism.</p> <p><b>Comments:</b> Fujitsu's performance against OBC Branch OLA Targets, particularly during the last 8 months, is worthy of praise and is a significant improvement on the</p> | The previous 8 months performance against OLA would suggest that management of BT has been excellent although not without the occasional hiccup. It is fully expected that with the move to ADSL provision via Fujitsu Core Services IPStream that BT management will be sustained and improved where possible because of a much closer working relationship between FJS and BT. |

Fujitsu Services

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|                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                | previous year's comparative period. Fujitsu are often surpassing their OBC Branch OLA Targets and when they are occasionally failed it is only by the narrowest of margins. Double figure failure rates have been consigned to the past! The OBC Branch "partnership" between the businesses continues to work extremely well. The number of "failures" for which Fujitsu is solely responsible are few. [DA]. | Additional detail on Fujitsu failures provided in the "weekly Stats" has been amended such that fuller explanations are given as to the root causes.<br>The definitive documentation list has been produced and the "Fagan" process implemented to ensure speedier completion of documentation updates.                                                          |
| <b>HSD</b><br>Paul Gardner/John Casey          | <b>Issues:</b> None.<br><br><b>Comments:</b> Good performance displayed for the last month. Impressed with FS/HSD willingness to help and support POL with the 'Pricing In Proportion' introduction during August. Thank you [AB].                                                                                                                                                                             | We will be looking at sharing some Sense and Respond stats with POL at the next service review. We are also committed to helping the NBSC in their PiP initiative in the near future.                                                                                                                                                                            |
| <b>Branch Services</b><br>Ian Mills            | <b>Issues:</b> None.<br><br><b>Comments:</b> No issues or concerns for this period [GB]. Ensure that no branches catch the team unawares by reviewing the daily and call review reports each day to establish any branches with longer running issues that are still within the incident cycle and ensure they are picked up on the daily call [AM].                                                           | Improvements being made.<br><br>Continued progression on pro-actively monitoring Powerhelp (over 3's Report) to ensure Branches with Intermittent comms are captured and managed to resolution. A continued focus on calls in the Incident Lifecycle and progression to Problem Management and inclusion onto the daily conference call in a timely manner. (IM) |
| <b>Engineering</b><br>Ian Venables/Rachel Bull | <b>Issues:</b> None.<br><br><b>Comments:</b> No issues to report - FS ensure POL are aware of engineering issues and are open to joint workshops when and where applicable [AM].                                                                                                                                                                                                                               | Work is ongoing to improve performance on conformance fails and focus is being applied using the daily status report and escalation procedures.                                                                                                                                                                                                                  |
| <b>Security</b><br>Brian Pinder                | <b>Issues:</b> None<br><br><b>Comments:</b> ARQ returns have been excellent. No issues with statements. TES Enquiries dealt with in timely manner (AS)                                                                                                                                                                                                                                                         | We have discussed previous issues and this has helped to set the right expectations. A review of the existing criteria proved useful and has helped all of us to identify more accurately the requirements, which will assist us in providing an excellent service.                                                                                              |
| <b>SAP/POLFS</b><br>Kirsty Walmsley            | <b>Issues:</b> None.<br><br><b>Comments:</b> All incidents managed and resolved to customer requirements and key service and operational targets achieved. No major service issues raised during the month.                                                                                                                                                                                                    | No comments.                                                                                                                                                                                                                                                                                                                                                     |

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|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
|                                      | Looking forward - Developing a good working relationship with Fujitsu's new SDM (a meeting to better understand each others roles and responsibilities is scheduled for 25.07.06. Ongoing co-operation with all POL FS related service improvement activity [DJ].                                                                                                                                                                                                                                                                                                                                                                                           |                          |
| <b>Service Improvement</b><br>All    | <p><b>Issues:</b> Focus required by FS and POL with regards to the CSIP register, to get this back on track with suitable and effective activities [AM].</p> <p><b>Comments:</b> Fujitsu's CSIP was discussed at the 12 July OBC BORF. Post Office Ltd is pleased about forthcoming OBC Branch ADSL timescale reductions, made possible by the introduction of IP Stream and the future further reduction of config times, expected as a result of Router roll-out and the implementation of HNG-X. Fujitsu has also given Post Office Ltd &gt; 10 weeks advance notification (as requested) of the next OBC Branch embargo on 20/10/06 - 22/10/06 [DA]</p> | This is being addressed. |
| <b>Communication</b><br>All          | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> No issues [AJ]. No issues with comms. FS BCM is always available, and if not, always returns my calls [TV]. Flow of Daily Reports (has been addressed) and generally keeping SEPT updated on "everything" [DA].</p>                                                                                                                                                                                                                                                                                                                                                                                         | No comments.             |
| <b>Working Together</b><br>All       | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> Always fully committed to ensure we get best possible service [AJ]. Always more than willing to participate in cross domain conference calls where there is a requirement to do so [TV].</p>                                                                                                                                                                                                                                                                                                                                                                                                                | No comments.             |
| <b>Respect and Commitment</b><br>All | <p><b>Issues:</b> None.</p> <p><b>Comments:</b> No issues.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | No comments.             |



## 6 JULY REVIEW OF RELEASE MANAGEMENT

### HIGH LEVEL TIMETABLE

| RELEASE                   | CONTENT/COMMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| S92                       | <b><u>S92 Spare</u></b><br>Replenishment of stock 11/09/06 - 20/10/06<br>OBC Freeze to retire S80 spare 20/10/06 - 22/10/06                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| T10 Increment 2<br>Part 2 | Data centre changes 03/06/06 - 04/06/06<br>Counter committed to Calthorpe for Monday 05/06/06<br>Counter pilot - 06/06/06<br>Rollout commenced - 08/06/06<br>Reference data activation scheduled for 17/08/06<br><br>T10 Functionality:<br>CP4173 (CT/CNN 466) A&L Reconciliation Changes                                                                                                                                                                                                                                                                                                                                                           |
| IP Stream                 | IP Stream, Test will be completed by 9/06/06<br>IP Stream, LST will start on the 12/06/06 and be completed by 29/06/06<br>Testing, IP Stream sign off will be 30/06/06<br>Data Centre weekend work will be completed by core by the, 2/07/06<br>Testing in Calthorpe 5/07/06<br>Testing in Dearne N/A<br>ADSL migration pilot 24/07/06<br>Migrate 3,700 from ADSL to IP Stream and ISDN to IP Stream start date 18/07/06 to 18/08/06.<br>IP Stream migration project will be completed by 31/08/06                                                                                                                                                  |
| T20                       | T20 window 01/07/06 - 30/09/06<br><br>T20 Functionality:<br>CP4137 (CT/CNN 422) Smartpost Pricing in Proportion - activation 21/08/06<br>CP4189 (CT/CNN 473) Channel Based Pricing of T&T Bulk Mail - activation 16/10/06<br>CP4153 (CT/CNN 439) Rejected Postage Label Reporting - activation 16/10/06<br>CP4202 (CT/CNN 480) Smart Post Receipt Changes - activation 16/10/06<br>CP4206 (CT/CNN 489 & 499)- NS&I Warrant Encashment Automation - APOP - activation 16/10/06<br>CP4136 (CT/CNN 423) Printing Retailer Logos on Gift Vouchers - activation 16/10/06<br>CP4212 (CT/CNN 494) New AP-ADC Data Type Stack Look Up - activation 16/10/06 |

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|  |                                                                                                                                                                                                                                                                                                                                   |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | CP4168 (CT/CNN 456) Cut off facility for the Office Weekly Postage Labels Report - activation 16/10/06<br>CP4169 (CT/CNN 453) Add Date Range for Daily Rem reports - activation 16/10/06<br>CP4185 (CT/CNN 474) Allow today's date to be used in selecting the date range on the Office Weekly Sales Report - activation 16/10/06 |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 7 JULY SERVICE LEVEL PERFORMANCE

|      |                                                   |    |
|------|---------------------------------------------------|----|
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## 7.1 HORIZON SERVICE DESK

### 7.1.1 TELEPHONY

| Ref  | SLT          | ARL |                                                          | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|------|--------------|-----|----------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| H1.1 | 80%          |     | Horizon Service Desk<br>Calls answered within 30 seconds |       |       |       |       |       |       |       |       |       |       |       |       |       |
|      |              |     |                                                          | 89.2  | 88.5  | 87.2  | 92.9  | 86.5  | 94.9  | 95.1  | 88.5  | 89.7  | 90.6  | 74.8  | 86.1  | 84.7  |
|      |              |     |                                                          | Q3    |       | 88.3  | Q4    |       | 91.1  | Q1    |       | 91.0  | Q2    |       | 83.8  |       |
| H1.2 | <5.0<br>secs |     | Call to Answer Time <5.0 seconds                         | 4.1   | 4.4   | 4.3   | 4.6   | 4.8   | 4.5   | 4.3   | 4.1   | 4.0   | 4.0   | 3.9   | 8.7   | 16.2  |
|      |              |     |                                                          | Q3    |       | 4.3   | Q4    |       | 4.6   | Q1    |       | 4.1   | Q2    |       | 5.5   |       |
|      |              |     |                                                          |       |       |       |       |       |       |       |       |       |       |       |       |       |
| H1.3 | <5%          |     | Calls not answered                                       | 3.0   | 4.3   | 4.8   | 1.6   | 4.8   | 1.2   | 0.7   | 2.9   | 3.7   | 2.1   | 10.6  | 2.2   | 2.1   |
|      |              |     |                                                          | Q3    |       | 4.1   | Q4    |       | 2.7   | Q1    |       | 2.5   | Q2    |       | 5.6   |       |
|      |              |     |                                                          |       |       |       |       |       |       |       |       |       |       |       |       |       |
| 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 |
|      |              |     |                                                          | Q3    |       | 100.0 | Q4    |       | 100.0 | Q1    |       | 100.0 | Q2    |       | 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 |
|      |              |     |                                                          | Q3    |       | 100.0 | Q4    |       | 100.0 | Q1    |       | 100.0 | Q2    |       | 100.0 |       |
|      |              |     |                                                          |       |       |       |       |       |       |       |       |       |       |       |       |       |

### REVIEW OF TELEPHONY SLT ACHIEVEMENT

The HSD implemented a new call management system in June 2006, and as a consequence the reporting criteria of the “Call to Answer report” has changed. Prior to June 2006, this report calculated the average time it took agents to answer the call, once the call was routed to their phone – equating to how long the phone is ringing. Following the upgrade the report now calculates the time the call is in the HSD queue, including the IVR recordings. We have a request with the telephony system supplier to modify the report to the previous criteria, and are currently awaiting confirmation of a date for the report.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

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7.1.2 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

| Ref  | SLT     | ARL |                                                                           | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul05 |
|------|---------|-----|---------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| H2.1 | 95%     |     | Horizon Service Desk<br>Level 1 Calls resolved within 5 mins              | 97.7  | 98.7  | 97.6  | 98.4  | 98.3  | 98.1  | 98.9  | 99.0  | 98.3  | 98.8  | 98.8  | 99.7  |       |
|      |         |     |                                                                           | Q3    |       | 9     |       | Q4    |       | Q1    |       |       |       |       |       |       |
| H2.2 | <3mins  |     | Average Time to resolve Level 1 calls                                     | 02:14 | 02:33 | 02:22 | 01:07 | 02:11 | 02:11 | 02:11 | 02:03 | 02:14 | 02:10 | 02:04 | 01:54 |       |
|      |         |     |                                                                           | Q3    |       | 02    |       | Q4    |       | Q1    |       |       |       |       |       |       |
| H3.2 | <10mins |     | Average Time to resolve all Level 2 Calls < 10 minutes                    | 04:44 | 06:20 | 04:46 | 01:17 | 05:32 | 03:35 | 04:36 | 05:29 | 05:02 | 04:46 | 04:23 | 04:23 |       |
|      |         |     |                                                                           | Q3    |       | 05    |       | Q4    |       | Q1    |       |       |       |       |       |       |
| H3.1 | 95%     |     | Level 2 Calls resolved within 30 mins                                     | 99.1  | 99.6  | 99.6  | 99.6  | 99.6  | 99.6  | 99.6  | 99.7  | 99.6  | 99.6  | 99.6  | 99.6  |       |
|      |         |     |                                                                           | Q3    |       | 99.5  |       | Q4    |       | Q1    |       |       |       |       |       |       |
| H4.1 | <1.0    |     | Reboot Incidents<br>HSD Authorised Reboot Incidents per Customer Position | 0.32  | 0.31  | 0.31  | 0.29  | 0.30  | 0.29  | 0.30  | 0.30  | 0.31  | 0.32  | 0.34  | 0.37  |       |
|      |         |     |                                                                           | Q3    |       | N/A   |       | Q4    |       | N/A   |       | Q1    |       | N/A   |       |       |

REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT's within target.

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SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

## 7.2 ENGINEER SERVICES

### 7.2.1 ENGINEER SERVICES

| Ref  | SLT    | ARL |                                                     | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|------|--------|-----|-----------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| E1.1 | 95%    |     | <b>Call to Resolution (Local)</b>                   |       |       |       |       |       |       |       |       |       |       |       |       |       |
|      |        |     | Hardware/Network Priority A - 4 hours Non-Remedial  | 93.4  | 96.9  | 95.3  | 95.9  | 95.6  | 95.0  | 93.0  | 95.1  | 95.3  | 93.4  | 87.9  | 89.2  | 85.7  |
|      |        |     |                                                     | Q3    |       |       | Q4    |       |       | Q1    |       | 94.9  | Q2    |       | 89.3  | Q3    |
| E2.1 | 95%    |     | Hardware/Network Priority B - 8 hours Non-Remedial  | 95.1  | 96.3  | 96.2  | 97.0  | 95.2  | 89.6  | 89.0  | 97.0  | 95.8  | 97.6  | 95.9  |       |       |
|      |        |     |                                                     | Q3    |       | 95.6  | Q4    |       | 94.0  | Q1    |       | 94.3  | Q2    |       |       | Q3    |
|      |        |     | Hardware/Network Priority C - 12 hours Non-Remedial |       |       |       |       |       |       |       |       |       |       | 87.0  |       | 91.2  |
| E1.2 | 95%    |     | <b>Call to Resolution (Intermediate)</b>            |       |       |       |       |       |       |       |       |       |       |       | 92.6  | Q3    |
|      |        |     | Hardware/Network Priority A - 6 hours Non-Remedial  |       |       |       |       |       |       |       |       |       |       |       |       |       |
|      |        |     |                                                     | Q3    |       | 100.0 | Q4    |       | 100.0 | Q1    |       | 100.0 | Q2    |       | 1     | Q3    |
| E2.2 | 95%    |     | Hardware/Network Priority B - 10 hours Non-Remedial |       | 100.0 |       |       | 100.0 | 94.6  |       | 100.0 |       | 0     | 10    |       |       |
|      |        |     |                                                     | Q3    |       | 100.0 | Q4    |       | 98.6  | Q1    |       | 100.0 | Q2    |       | 1     | Q3    |
|      |        |     | <b>Call to Resolution (Remote)</b>                  |       |       |       |       |       |       |       |       |       |       |       |       |       |
| E1.3 | 95%    |     | Hardware/Network Priority A - 8 hours Non-Remedial  |       |       |       |       |       |       |       |       |       |       |       |       |       |
|      |        |     |                                                     | Q3    |       | 100.0 | Q4    |       | 97.6  | Q1    |       | 98.2  | Q2    |       | 1     | Q3    |
|      |        |     | Hardware/Network Priority B - 12 hours Non-Remedial |       | 98.9  |       |       | 97.0  |       | 93.9  | 98.4  |       | 0     | 10    |       |       |
| E2.3 | 95%    |     |                                                     | Q3    |       | 97.0  | Q4    |       |       | Q1    |       | 98.0  | Q2    |       |       | Q3    |
|      |        |     | Hardware/Network Priority C - 12 hours Non-Remedial |       |       |       |       |       |       |       |       |       | 2     | 82.5  | 87.6  | 92.3  |
|      |        |     |                                                     |       |       |       |       |       |       |       |       |       |       |       | 87.2  | Q3    |
| E4.1 | 50.01% |     | <b>Engineer Visits</b>                              |       |       |       |       |       |       |       |       |       |       |       |       |       |
|      |        |     | 20 minute On-site Repair                            | 49.2  |       |       |       |       |       |       |       | Q2    | 49.4  | 5     |       |       |
|      |        |     |                                                     | Q3    |       |       | Q4    |       |       | Q1    |       |       |       |       |       | Q3    |
| E3.1 | 24.50  |     | <b>Average Downtime (Time to Repair)</b>            |       |       |       |       |       |       |       |       |       |       |       |       |       |
|      |        |     | Call to Fix                                         | 27.7  | 26.5  | 26.4  |       | 25.7  | 34.2  | 33.4  | 21.0  | Q2    | 0     | 34.8  | 27.6  | 37.0  |
|      |        |     |                                                     | Q3    |       | 26.9  | Q4    |       | 28.0  |       | Q1    | 26.2  | Q2    |       | 28.8  | Q3    |

### REVIEW OF ENGINEER SERVICES

Performance against the July conformance has seen an unsatisfactory decrease. For Local & Remote C priority calls this is attributed to the continuing high volumes of Ithaca printer calls and the shortage in regular supply of repaired units. Plans are in place to address these issues and the repairers are increasing their daily throughput of repaired units to the stock loop.

Local A priority calls have also realised a below conformance performance and work continues to address these issues. Fujitsu continues to apply the focus using the daily status reporting and escalation procedures. Work connected to Counter Printers and Pin Pads should all have a positive effect on future conformance for the A priorities.



## 7.3 DATA DELIVERY SERVICES

### 7.3.1 INBOUND

| Ref   | SLT  | ARL |                                                                          | Jul05  | Aug05  | Sep05  | Oct05  | Nov05  | Dec05  | Jan06  | Feb06  | Mar06  | Apr06  | May06  | Jun06  | Jul06  |
|-------|------|-----|--------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| DI4.1 | 96%  |     | RDMC Reference Data<br>Data Delivery - Day B                             |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          | 98.13  | 99.70  | 99.58  | 99.62  | 99.54  | 99.83  | 99.61  | 99.48  | 99.70  | 99.70  | 99.61  | 99.66  | 99.61  |
|       |      |     |                                                                          | Q3     |        | 99.10  | Q4     |        | 99.64  | Q1     |        | 99.5   | Q2     |        | 99.7   | Q3     |
|       |      |     |                                                                          | 99.68  | 99.78  | 99.73  | 99.71  | 99.70  | 99.88  | 99.78  | 99.60  | 99.76  | 99.80  | 99.67  | 99.78  | 99.67  |
| DI4.2 | 97%  |     | Data Delivery - Day C                                                    |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          | Q3     |        | 99.68  | Q4     |        | 99.74  | Q1     |        | 99.7   | Q2     |        | 99.8   | Q3     |
|       |      |     |                                                                          | 99.77  | 99.82  | 99.78  | 99.79  | 99.78  | 99.91  | 99.82  | 99.70  | 99.82  | 99.90  | 99.77  | 99.83  | 99.75  |
|       |      |     |                                                                          | Q3     |        | 99.74  | Q4     |        | 99.81  | Q1     |        | 99.7   | Q2     |        | 99.8   | Q3     |
| DI4.3 | 98%  |     | Data Delivery - Day D                                                    |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          | 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     |        | 100.0  | Q3     |
|       |      |     |                                                                          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| DI4.4 | 100% |     | Data Delivery - Day J                                                    |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Ref   | SLT  | ARL |                                                                          | Jul05  | Aug05  | Sep05  | Oct05  | Nov05  | Dec05  | Jan06  | Feb06  | Mar06  | Apr06  | May06  | Jun06  | Jul06  |
|       | 90%  |     | Transactions Corrections File Delivery<br>File Delivery - Day A by 08:00 |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          |        |        |        |        | 99.73  | 99.89  | 99.78  | 99.79  | 99.74  | 99.80  | 99.83  | 99.72  | 98.64  |
|       |      |     |                                                                          |        |        |        | Q4     |        | 99.84  | Q1     |        | 99.7   | Q2     |        | 99.8   | Q3     |
|       |      |     |                                                                          |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       | 96%  |     | File Delivery - Day A by 12:00                                           |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |      |     |                                                                          |        |        |        |        | 99.73  | 99.90  | 99.89  | 99.86  | 99.79  | 99.80  | 99.83  | 99.87  | 99.82  |
|       |      |     |                                                                          |        |        |        | Q4     |        | 99.85  | Q1     |        | 99.8   | Q2     |        | 99.8   | Q3     |
|       |      |     |                                                                          |        |        |        |        |        |        |        |        |        |        |        |        |        |

#### T001 Transaction Corrections File Delivery:-

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

## REVIEW OF DATA DELIVERY DAY J SLT ACHIEVEMENT

There were four failures this past month, there have been issues with UKSS (engineers) attending sites, therefore sites have failed day J due to engineer delays, these issues have been escalated by Martin Hammond.

The following branches failed day J for the past month:

514246- 20 days late -

Branch was non-polling; PM reported her phone lines were down. BT investigated and found no fault. Call was sent to UKSS for unit swap but failed due to no dial tone. Line fault again reported to BT, BT took 13 days to resolve the fault. Data Retrieval was attempted but failed as phone lines down and no orange signal for GSM retrieval. Call sent to UKSS once BT resolved and unit was swapped successfully. Issue resolved 25/7

134912 – 11 days late –

Pm reported base unit unoperational. A99 call sent to UKSS but was not attended to until 3 days later. Base unit swap failed due to comms issue. Line fault reported to BT, BT repaired line fault after 4 days. Call sent to UKSS as A99, swap failed again due to comms, fault reported back to BT and resolved the next day. Call sent back to UKSS for unit swap 3/8 – still awaiting UKSS to swap unit.

056136 – 14 days late –

Online service issue.

GSM call raised on 24/7, Data retrieval raised 25/7, UKSS did not attend call until 3/8. Issue resolved 3/8

487246 – 10 days late –

Online service issue.

GSM call raised 26/7, GSM failed due to no signal 27/7. Data retrieval call raised 27/7; UKSS did not attend until 1/8. Issue resolved 1/8

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Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

### 7.3.2 APS - GENERIC

| Ref   | SLT   |                                       | Jul05  | Aug05  | Sep05  | Oct05  | Nov05  | Dec05  | Jan06  | Feb06  | Mar06  | Apr06  | May06  | Jun06  | Jul06  |
|-------|-------|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| DI3.1 | 96%   | Inbound APS<br>Data Delivery - Day B  |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |       |                                       | 96.60  | 99.63  | 99.62  | 99.61  | 99.60  | 99.74  | 99.96  | 99.59  | 99.68  | 99.70  | 99.58  | 99.69  | 99.65  |
|       |       |                                       | Q3     |        | 98.59  | Q4     |        | 99.63  | Q1     |        | 99.6   | Q2     |        | 99.7   | Q3     |
| DI3.2 | 97%   | Data Delivery - Day C                 |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |       |                                       | 99.68  | 99.76  | 99.74  | 99.74  | 99.73  | 99.83  | 99.80  | 99.73  | 99.79  | 99.80  | 99.72  | 99.79  | 99.75  |
|       |       |                                       | Q3     |        | 99.67  | Q4     |        | 99.75  | Q1     |        | 99.7   | Q2     |        | 99.8   | Q3     |
| DI3.3 | 98%   | Data Delivery - Day D                 |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |       |                                       | 99.78  | 99.82  | 99.81  | 99.81  | 99.80  | 99.90  | 99.87  | 99.79  | 99.84  | 99.90  | 99.79  | 99.84  | 99.82  |
|       |       |                                       | Q3     |        | 99.75  | Q4     |        | 99.82  | Q1     |        | 99.8   | Q2     |        | 99.8   | Q3     |
| 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 |
|       |       |                                       | Q3     |        | 100.00 | Q4     |        | 100.00 | Q1     |        | 100.00 | Q2     |        | 100.0  | Q3     |
| DO1.1 | 96.5% | Outbound APS<br>Data Delivery - Day B |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |       |                                       | 99.83  | 99.01  | 99.83  | 99.35  | 99.82  | 99.81  | 99.78  | 99.88  | 99.89  | 99.80  | 96.25  | 99.83  | 99.78  |
|       |       |                                       | Q3     |        | 99.36  | Q4     |        | 99.66  | Q1     |        | 99.9   | Q2     |        | 98.6   | Q3     |
| DO1.2 | 97.5% | Data Delivery - Day C                 |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |       |                                       | 99.95  | 99.94  | 99.94  | 99.65  | 99.93  | 99.89  | 99.93  | 99.96  | 99.95  | 99.90  | 99.91  | 99.92  | 99.93  |
|       |       |                                       | Q3     |        | 99.93  | Q4     |        | 99.82  | Q1     |        | 99.9   | Q2     |        | 99.9   | Q3     |
| DO1.3 | 98.5% | Data Delivery - Day D                 |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |       |                                       | 99.98  | 99.97  | 99.98  | 99.97  | 99.97  | 99.93  | 99.96  | 99.98  | 99.98  | 99.90  | 99.95  | 99.96  | 99.97  |
|       |       |                                       | Q3     |        | 99.97  | Q4     |        | 99.96  | Q1     |        | 100.0  | Q2     |        | 99.9   | Q3     |
| DO1.4 | 100%  | Data Delivery - Day J                 |        |        |        |        |        |        |        |        |        |        |        |        |        |
|       |       |                                       | 100.00 | 100.00 | 99.99  | 99.99  | 100.00 | 99.99  | 100.00 | 100.00 | 99.99  | 99.99  | 99.99  | 100.00 | 100.00 |
|       |       |                                       | Q3     |        | 99.99  | Q4     |        | 99.99  | Q1     |        | 99.99  | Q2     |        | 100.0  | Q3     |

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SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

### 7.3.3 OUTBOUND

| Ref   | SLT  | ARL |                                           | Jul05 | Aug05 | Sep05 | Oct05 | Nov05  | Dec05 | Jan06  | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|-------|------|-----|-------------------------------------------|-------|-------|-------|-------|--------|-------|--------|-------|-------|-------|-------|-------|-------|
| DO2.1 | 96%  |     | TPS Transaction Data File Delivery to MIS |       |       |       |       |        |       |        |       |       |       |       |       |       |
|       |      |     | File Delivery - Day B                     | 99.3  | 97.4  | 99.1  | 99.2  | 99.0   | 99.2  | 99.2   | 99.4  | 99.3  | 99.2  | 92.7  | 98.8  | 98.9  |
|       |      |     |                                           | Q3    |       | 98.6  |       |        | 99.1  | Q1     |       | 99.3  | Q2    |       | 96.9  | Q3    |
| DO2.2 | 97%  |     | File Delivery - Day C                     | 99.8  | 99.8  | 99.8  | 99.8  | 99.7   | 99.8  | 99.8   | 99.8  | 99.8  | 99.8  | 99.8  | 99.8  | 99.7  |
|       |      |     |                                           | Q3    |       | 99.8  |       |        | 99.8  | Q1     |       | 99.8  | Q2    |       | 99.8  | Q3    |
|       |      |     |                                           |       |       |       |       |        |       |        |       |       |       |       |       |       |
| DO2.3 | 98%  |     | File Delivery - Day D                     | 99.9  | 99.9  | 99.9  | 99.9  | 99.9   | 99.9  | 99.9   | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  |
|       |      |     |                                           | Q3    |       | 99.9  |       |        | 99.9  | Q1     |       | 99.9  | Q2    |       | 99.9  | Q3    |
|       |      |     |                                           |       |       |       |       |        |       |        |       |       |       |       |       |       |
| DO2.4 | 100% |     | File Delivery - Day J                     | 100.0 | 100.0 | 99.9  | 99.9  | 100.0  | 99.9  | 100.0  | 100.0 | 99.9  | 99.9  | 99.9  | 100.0 | 100.0 |
|       |      |     |                                           | Q3    |       | 99.9  |       |        | 99.9  | Q1     |       | 99.9  | Q2    |       | 99.9  | Q3    |
|       |      |     |                                           |       |       |       |       |        |       |        |       |       |       |       |       |       |
| Ref   | SLT  | ARL |                                           | Jul05 | Aug05 | Sep05 | Oct05 | Nov05  | Dec05 | Jan06  | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|       | 96%  |     | TPS HR SAP Delivery Contract              |       |       |       |       |        |       |        |       |       |       |       |       |       |
|       |      |     | File Delivery - Day B                     |       |       |       |       | 100.00 | 0.0   | 100.00 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|       |      |     |                                           |       |       |       |       |        | 50.0  | Q1     |       | 100.0 | Q2    |       | 100.0 | Q3    |
|       | 97%  |     | File Delivery - Day C                     |       |       |       |       | 100.00 | 100.0 | 100.00 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|       |      |     |                                           |       |       |       |       |        | 100.0 | Q1     |       | 100.0 | Q2    |       | 100.0 | Q3    |
|       |      |     |                                           |       |       |       |       |        |       |        |       |       |       |       |       |       |
|       | 98%  |     | File Delivery - Day D                     |       |       |       |       | 100.00 | 100.0 | 100.00 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|       |      |     |                                           |       |       |       |       |        | 100.0 | Q1     |       | 100.0 | Q2    |       | 100.0 | Q3    |
|       |      |     |                                           |       |       |       |       |        |       |        |       |       |       |       |       |       |
|       | 100% |     | File Delivery - Day J                     |       |       |       |       | 100.00 | 100.0 | 100.00 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|       |      |     |                                           |       |       |       |       |        | 100.0 | Q1     |       | 100.0 | Q2    |       | 100.0 | Q3    |
|       |      |     |                                           |       |       |       |       |        |       |        |       |       |       |       |       |       |



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### 7.3.3 OUTBOUND (CONT'D)

| Ref | SLT  | ARL |                            | Jul05 | Aug05 | Sep05 | Oct05 | Nov05  | Dec05  | Jan06  | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|-----|------|-----|----------------------------|-------|-------|-------|-------|--------|--------|--------|-------|-------|-------|-------|-------|-------|
|     | 100% |     | TPS HR SAP Delivery Normal |       |       |       |       |        |        |        |       |       |       |       |       |       |
|     |      |     | File Delivery              |       |       |       |       | 100.00 | 0.0    | 0.0    | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|     |      |     |                            |       |       |       |       | 50.00  |        | Q1     |       | 100.0 | Q2    |       | 100.0 | Q3    |
| Ref | SLT  | ARL |                            | Jul05 | Aug05 | Sep05 | Oct05 | Nov05  | Dec05  | Jan06  | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul05 |
|     | 96%  |     | TPS POL FS File Delivery   |       |       |       |       |        |        |        |       |       |       |       |       |       |
|     |      |     | File Delivery - Day B      |       |       |       |       | 98.98  | 99.14  | 99.17  | 99.3  | 100.0 | 99.2  | 92.7  | 99.1  | 98.9  |
|     |      |     |                            |       |       |       |       | 99.09  |        | Q1     |       | 99.2  | Q2    |       | 97.0  | Q3    |
|     | 97%  |     | File Delivery - Day C      |       |       |       |       | 99.72  | 99.78  | 99.79  | 99.8  | 99.8  | 99.8  | 99.8  | 99.8  | 99.7  |
|     |      |     |                            |       |       |       |       | 99.77  |        | Q1     |       | 99.8  | Q2    |       | 99.8  | Q3    |
|     | 98%  |     | File Delivery - Day D      |       |       |       |       | 99.88  | 99.86  | 99.91  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  |
|     |      |     |                            |       |       |       |       | 99.89  |        | Q1     |       | 99.9  | Q2    |       | 99.9  | Q3    |
|     | 100% |     | File Delivery - Day J      |       |       |       |       | 100.00 | 100.00 | 100.00 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|     |      |     |                            |       |       |       |       | 100.00 |        | Q1     |       | 100.0 | Q2    |       | 100.0 | Q3    |

### REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

All SLT's within target.

## 7.4 LF SERVICE

### 7.4.1 BRANCH TO SAPADS

| Ref     | SLT    | ARL |                                                                                    | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06  | Apr06 | May06 | Jun06 | Jul06 |
|---------|--------|-----|------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|--------|-------|-------|-------|-------|
| DO4.1.1 | 97%    |     | Outlet to SAPADS Data Transfer<br>Confirmation of Pouch Received at Outlet - Day A |       |       |       |       |       |       |       |       |        |       |       |       |       |
|         |        |     |                                                                                    | 99.8  | 99.9  | 96.8  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9   | 99.9  | 97.8  | 99.9  | 99.9  |
|         |        |     |                                                                                    | Q3    |       | 98.9  | Q4    |       | 99.8  | Q1    |       | 99.9   | Q2    |       | 99.2  | Q3    |
| DO4.1.2 | 97.2%  |     | Confirmation of Pouch Received at Outlet - Day B                                   | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9   | 99.9  | 99.9  | 99.9  | 99.9  |
|         |        |     |                                                                                    | Q3    |       | 99.9  | Q4    |       | 99.9  | Q1    |       | 99.9   | Q2    |       | 99.9  | Q3    |
|         |        |     |                                                                                    |       |       |       |       |       |       |       |       |        |       |       |       |       |
| DO4.1.3 | 100%   |     | Confirmation of Pouch Received at Outlet - Day I                                   | 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  | Q2    |       | 100.0 | Q3    |
|         |        |     |                                                                                    |       |       |       |       |       |       |       |       |        |       |       |       |       |
| DO4.2.1 | 97%    |     | Details of SAPADS Pouch Collected from Outlet - Day A                              | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 100.0 | 100.0  | 99.9  | 98.0  | 99.9  | 99.9  |
|         |        |     |                                                                                    | Q3    |       | 99.9  | Q4    |       | 99.9  | Q1    |       | 100.0  | Q2    |       | 99.3  | Q3    |
|         |        |     |                                                                                    |       |       |       |       |       |       |       |       |        |       |       |       |       |
| DO4.2.2 | 97.2%  |     | Details of SAPADS Pouch Collected from Outlet - Day B                              | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 100.0 | 100.0  | 99.9  | 99.9  | 100.0 | 99.9  |
|         |        |     |                                                                                    | Q3    |       | 99.9  | Q4    |       | 99.9  | Q1    |       | 100.0  | Q2    |       | 99.9  | Q3    |
|         |        |     |                                                                                    |       |       |       |       |       |       |       |       |        |       |       |       |       |
| DO4.2.3 | 100%   |     | Details of SAPADS Pouch Collected from Outlet - Day I                              | 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  | Q2    |       | 100.0 | Q3    |
|         |        |     |                                                                                    |       |       |       |       |       |       |       |       |        |       |       |       |       |
| DO4.3.1 | 96.25% |     | Daily Cash on Hand Details - Day A                                                 | 99.6  | 96.5  | 99.6  | 99.8  | 99.7  | 99.8  | 99.7  | 99.8  | 99.8   | 99.7  | 96.5  | 99.8  | 99.7  |
|         |        |     |                                                                                    | Q3    |       | 98.6  | Q4    |       | 99.7  | Q1    |       | 100.00 | Q2    |       | 98.7  | Q3    |
|         |        |     |                                                                                    |       |       |       |       |       |       |       |       |        |       |       |       |       |

All SLT's within target.

### 7.4.2 SAPADS TO BRANCH

| Ref     | SLT | ARL |                                                                                              | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|---------|-----|-----|----------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| DI2.1.1 | 90% |     | SAPADS to Outlets Data Transfer<br>Delivery of SAPADS Planned Orders to Outlets - 8am Target |       |       |       |       |       |       |       |       |       |       |       |       |       |
|         |     |     |                                                                                              | 98.5  | 98.9  | 98.5  | 98.7  | 98.6  | 98.9  | 98.7  | 98.9  | 98.5  | 98.5  | 98.5  | 98.6  | 97.6  |
|         |     |     |                                                                                              | Q3    |       | 98.6  | Q4    |       | 98.7  | Q1    |       | 99.8  | Q2    |       | 98.5  | Q3    |
| DI2.1.2 | 96% |     | Delivery of SAPADS Planned Orders to Outlets - 12pm Target                                   | 99.6  | 99.7  | 99.7  | 99.7  | 99.7  | 99.7  | 99.8  | 99.8  | 99.7  | 99.6  | 99.5  | 99.8  | 99.7  |
|         |     |     |                                                                                              | Q3    |       | 99.6  | Q4    |       | 99.7  | Q1    |       | 99.7  | Q2    |       | 99.6  | Q3    |
|         |     |     |                                                                                              |       |       |       |       |       |       |       |       |       |       |       |       |       |
| DI2.2.1 | 97% |     | Delivery of SAPADS Advice Notes to Outlets - 08:00 on Day C                                  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | N/A   | N/A   | N/A   | N/A   | N/A   | N/A   |
|         |     |     |                                                                                              | Q3    |       | 100.0 | Q4    |       | 100.0 | Q1    |       | N/A   | Q2    |       | N/A   | Q3    |
|         |     |     |                                                                                              |       |       |       |       |       |       |       |       |       |       |       |       |       |

## REVIEW OF LFS PERFORMANCE

All SLT's within target.

### 7.5.1 REQUEST & AUTHORISATION TIMES

[illegible]

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SERVICE REVIEW

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7.5.2 NBS RELIABILITY MEASURES

| Ref  | SLT | APL |                        | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 |
|------|-----|-----|------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| B3.1 | FIO |     | End-to-End Reliability |       |       |       |       |       |       |       |       |       |       |       |       |
|      |     |     | Fixed Connections      | 100.0 | 100.0 | 99.0  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 98.0  | 100   |
|      |     |     | ADSL Connections       | 100.0 | 100.0 | 98.0  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 98.0  | 100   |
|      | FIO |     | Dialled Connections    | 100.0 | 100.0 | 97.0  | 100.0 | 100.0 | 100.0 | 99.0  | 100.0 | 100.0 | 100.0 | 98.0  | 100   |
|      | 99% |     | NBS Reliability        |       |       |       |       |       |       |       |       |       |       |       |       |
|      |     |     | Fixed Connections      |       |       |       |       |       |       |       |       |       |       |       |       |
|      |     |     |                        | Q3    |       | 100.0 |       | Q4    |       | 100.0 |       | Q1    |       | 100.0 | Q2    |
|      |     |     |                        | 100.0 |       |       | 100.0 |       |       | 0.0   |       |       | 100.0 |       |       |
|      |     |     |                        | Q3    |       |       |       | Q4    |       |       |       | Q1    |       |       | Q2    |
|      |     |     |                        |       |       |       |       |       |       |       |       |       |       |       |       |
|      |     |     |                        | 100.0 |       |       | 100.0 |       |       | 10.0  |       |       | 100.0 |       |       |
|      |     |     |                        | Q3    |       |       |       | Q4    |       |       |       | Q1    |       |       | Q2    |
| B3.2 | 99% |     | ADSL Connections       |       |       |       |       |       |       |       |       |       |       |       |       |
| B3.3 | 97% |     | Dialed Connections     |       |       |       |       |       |       |       |       |       |       |       |       |



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7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

| Ref                                 | SLT        | ARL |                                                                                                                      | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 | Year to Date |
|-------------------------------------|------------|-----|----------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| <b>Central Systems Availability</b> |            |     |                                                                                                                      |       |       |       |       |       |       |       |       |       |       |       |       |       |              |
| 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     | 1     | 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     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |              |
| B2.2.3                              | <=3 hours  |     | Availability Period aggregate Average Branch Outage during NB Core Hours                                             | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |              |
| B2.2.4                              | <=24 hours |     | Availability Period aggregate Average Branch Outage during Non NB Core Hours                                         | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |              |
| <b>Network Availability</b>         |            |     |                                                                                                                      |       |       |       |       |       |       |       |       |       |       |       |       |       |              |
| 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 |              |
| 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   |              |

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

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# 7.6 SAP HOSTING

| Ref        | SLT    | ARL |                                         | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|------------|--------|-----|-----------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| CS/OLA/049 | 98.50% |     | SAP Hosting                             |       |       |       |       |       |       |       |       |       |       |       |       |       |
|            |        |     | Service Availability (7.30am to 7.30pm) | 100.0 | 100.0 | 100.0 | 99.8  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 98.3  | 100.0 | 100.0 | 100.0 |
|            |        |     |                                         | Q3    |       | 100.0 | Q4    |       | 99.9  | Q1    |       | 100.0 | Q2    |       | 99.4  | Q3    |
|            | FIO    |     | Service Outages > 10hrs                 | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   | 0.0   |
|            |        |     |                                         | Q3    |       | 0.0   | Q4    |       | 0.0   | Q1    |       | 0.0   | Q2    |       | 0.0   | Q3    |
|            | FIO    |     | Data Loading by 7.30am                  | 100.0 | 100.0 | 98.0  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|            |        |     |                                         | Q3    |       | 99.3  | Q4    |       | 100.0 | Q1    |       | 100.0 | Q2    |       | 100.0 | Q3    |

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.

|                                 | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 |
|---------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| F-02 GL Account Posting         | 53.1   | 87.3   | 127.4  | 107.0  | 58.0   | 75.0   | 74.5   | 78.0   | 80.0   | 83.0   | 78.0   | 81.0   | 76.0   |
| F-03 Clear GL Account           | 1147.5 | 526.8  | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    |
| F-04 Post with Clearing         | 1138.7 | 1149.1 | 1226.3 | 2807.0 | 1962.0 | 2787.0 | 2787.0 | 5891.0 | 8068.0 | 2517.0 | 5090.0 | 4158.0 | 3814.0 |
| FB02 Change Document            | 223.0  | 176.1  | 202.6  | 1484.0 | 157.0  | 82.0   | 78.2   | 96.2   | 167.0  | 247.0  | 547.0  | 523.0  | 1049.0 |
| FB09 Change Line Items          | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    |
| F13E Automatic Clearing         | 192.6  | 378.3  | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    | 0.0    |
| FB50 Enter G/L Account Document |        |        |        |        | 179.0  | 154.0  | 140.0  | 160.9  | 200.0  | 238.0  | 279.0  | 170.0  | 263.0  |
| FB70 Enter Customer Invoice     |        |        |        |        | 208.0  | 220.0  | 220.0  | 312.7  | 277.0  | 307.0  | 263.0  | 299.0  | 258.0  |
| ME22N Change Purchase Order     |        |        |        |        | 4525.0 | 5399.0 | 539.0  | 5136.7 | 5984.0 | 4743.0 | 5196.0 | 5095.0 | 3607.0 |

## REVIEW OF SAP HOSTING PERFORMANCE

All SLT's within target.

7.7 MISCELLANEOUS SERVICES

7.7.1 BUSINESS INCIDENT MANAGEMENT & DATA RECONCILIATION

| Ref   | SLT | ARL |                                                 | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|-------|-----|-----|-------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| DE1.1 | 95% |     | Business Incidents                              |       |       |       |       |       |       |       |       |       |       |       |       |       |
|       |     |     | Report issued within 5 days                     | 100.0 | 87.5  | 100.0 | 100.0 | 96.0  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|       |     |     |                                                 | Q3    |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       |       |
| 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 |
|       |     |     |                                                 | Q3    |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       |       |

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

Fujitsu Services

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**7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY**

| Ref   | SLT  |                                                                                                             | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 | Total |
|-------|------|-------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| D05.1 | <=4  | Reconciliation/Settlement Report Delivery<br>Delivery by 08:05 (LREC received by 23:59:59)                  | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| D05.7 | 100% | Reconciliation Files delivered to TIP by 12:00 on Day B<br>received by 22:00 no overnight failure of DRSH   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   |       |
| D05.8 | 100% | Reconciliation Files delivered to TIP by 18:00 on Day B<br>received by 22:00 with overnight failure of DRSH | 100   | 100   | 100   | 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     | 0     | 0     | 0     | 0     |
| D06.3 | <=4  | A&L File delivery by 03:00                                                                                  | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| D06.5 | 100% | CAPO Rec file delivery by 16:00                                                                             | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   |       |
| D06.6 | 100% | A&L Rec file delivery by 18:00                                                                              | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   |       |
| D06.7 | PM   | CAPO & A&L Rec files dispatched by 00:10                                                                    | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   | 100   |       |

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 |  |                                               | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 | Total |
|------|-----|--|-----------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|      |     |  | <b>PI Outages</b>                             |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
| B5.1 | <=2 |  | Number of PI outages >2mins (same bank)       | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |       |       |
|      |     |  |                                               | Q3    |       |       |       | Q4    |       | Q1    |       | Q2    |       |       |       |       |       |
| B5.2 | <=2 |  | Number of PI outages >2mins (different banks) | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |       |       |
|      |     |  |                                               | Q3    |       |       |       | Q4    |       | Q1    |       | Q2    |       |       |       |       |       |
| B5.3 | PM  |  | Number of PI outages >1mins (same banks)      | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|      |     |  |                                               | Q3    |       | 0     |       | Q4    | 0     | Q1    |       | 0     | Q2    |       |       |       |       |
| B5.4 | PM  |  | Number of PI outages >1mins (different banks) | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|      |     |  |                                               | Q3    |       | 0     |       | Q4    | 0     | Q1    |       | 0     | Q2    |       |       |       |       |

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 SLT's.

### REVIEW OF PI AVAILABILITY

All SLT's within target.

# 7.10 TESQA

| Ref    | SLT      | ARL |                                                                               | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 | Total |
|--------|----------|-----|-------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|        |          |     | TESQA                                                                         |       |       |       |       |       |       |       |       |       |       |       |       |       | h:mm  |
| T1.1   | ≤13.5hrs |     | Availability between 07:00 and 22:00                                          | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| T1.2   | 97%      |     | Transactions available in the data centre between 07:00 and 20:00 (15mins)    | 99.9  | 99.9  | 99.9  | 99.9  | 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)    | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 99.9  | 99.9  | 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) | 96.6  | 97.4  | 98.7  | 97.0  | 96.5  | 96.9  | 91.7  | 96.2  | 99.5  | 94.5  | 96.1  | 94.7  | 96.6  |       |

# REVIEW OF TESQA

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

7.11 POSTSHOPS

| Ref | S    | T | ARL                                     |  |  |  | Jul05 | Aug05 | Sep05 | Oct05  | Nov05 | Dec05  | Jan06  | Feb06  | Mar06 |
|-----|------|---|-----------------------------------------|--|--|--|-------|-------|-------|--------|-------|--------|--------|--------|-------|
|     |      |   | PostShops                               |  |  |  |       |       |       |        |       |        |        |        |       |
|     | 100% |   | Number of calls resolved within 8 hours |  |  |  |       |       |       | 100.0% | 94.4% | 100.0% | 100.0% | 98.0%  | 100   |
|     | 100% |   | Number of calls resolved next day       |  |  |  |       |       |       | 100.0% | 94.4% | 100.0% | 100.0% | 100.0% | 100   |
|     |      |   | File Delivery                           |  |  |  |       |       |       |        | 80.8% | 100.0% | 100.0% | 100.0% | 100   |
|     |      |   |                                         |  |  |  |       |       |       |        |       |        |        |        |       |
|     |      |   |                                         |  |  |  |       |       |       |        |       |        |        |        |       |

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

## 7.12 DEBIT CARD SERVICES

| Ref | SLT | ARL                                                                              | Jul05 | Aug05 | Sep05 | Oct05 | Nov05 | Dec05 | Jan06 | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |
|-----|-----|----------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |     | <b>Dialed Connections</b>                                                        |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     |     | Average time in secs to receive Counter Authorisations (T1)                      | 3.30  | 3.46  | 3.43  | 3.22  | 3.37  | 3.41  | 3.24  | 3.24  | 3.28  | 3.08  | 2.99  | 3.04  | 2.92  |
|     |     | Average time in secs to receive Agents Authorisations (T2)                       | 0.98  | 0.92  | 0.91  | 0.93  | 0.92  | 1.02  | 0.88  | 0.87  | 0.88  | 0.89  | 0.88  | 0.88  | 0.93  |
|     |     | <b>Fixed Connections</b>                                                         |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     |     | Average time in secs to receive Counter Authorisations (T1)                      | 1.69  | 1.70  | 1.58  | 1.47  | 1.49  | 1.50  | 1.39  | 1.40  | 1.41  | 1.42  | 1.52  | 1.43  | 1.48  |
|     |     | Average time in secs to receive Agents Authorisations (T2)                       | 0.94  | 0.93  | 0.91  | 0.90  | 0.91  | 0.95  | 0.86  | 0.86  | 0.82  | 0.89  | 0.88  | 0.88  | 0.93  |
|     |     | <b>SLT's</b>                                                                     |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     |     | Average Transaction Time using Fixed Connections ( T )                           | 0.75  | 0.76  | 0.67  | 0.56  | 0.78  | 0.56  | 0.53  | 0.54  | 0.54  | 0.54  | 0.64  | 0.55  | 0.55  |
|     |     |                                                                                  | Q3    |       | 0.73  |       | Q4    | 0.57  |       | Q1    |       | 0.54  |       | Q2    | 0.58  |
|     |     | Average Dialed T (T1-T2)                                                         | 2.32  | 2.53  | 2.52  | 2.30  | 2.55  | 2.39  | 2.37  | 2.37  | 2.40  | 2.18  | 2.11  | 2.17  | 2.00  |
|     |     |                                                                                  | Q3    |       | 2.54  |       | Q4    | 2.54  |       | Q1    |       | 2.38  |       | Q2    | 2.17  |
|     |     | 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 |
|     |     |                                                                                  | Q3    |       | 100.0 |       | Q4    | 100.0 |       | Q1    |       | 100.0 |       | Q2    | 100.0 |
|     |     | Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)  | 99.9  | 99.8  | 99.8  | 99.9  | 99.8  | 99.9  | 99.9  | 99.9  | 99.9  | 100.0 | 99.9  | 100.0 | 100.0 |
|     |     |                                                                                  | Q3    |       | 99.8  |       | Q4    | 99.8  |       | Q1    |       | 99.90 |       | Q2    | 99.9  |
|     |     | Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
|     |     |                                                                                  | Q3    |       | 100.0 |       | Q4    | 100.0 |       | Q1    |       | 100.0 |       | Q2    | 100.0 |
|     |     | Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed) | 100.0 | 100.0 | 99.9  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 99.9  | 100.0 | 99.9  | 100.0 | 100.0 |
|     |     |                                                                                  | Q3    |       | 100.0 |       | Q4    | 100.0 |       | Q1    |       | 99.9  |       | Q2    | 99.9  |



Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/08/06

Version: 1.0

## 7.13 ELECTRONIC TOP-UPS

| Ref | SLT | ARL |                                                                                  | Jul05 | Aug05 | Sep05  | Oct05 | Nov05 | Dec05 | Jan06  | Feb06 | Mar06 | Apr06 | May06 | Jun06 | Jul06 |       |        |  |
|-----|-----|-----|----------------------------------------------------------------------------------|-------|-------|--------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|--------|--|
|     |     |     | Dialed Connections                                                               |       |       |        |       |       |       |        |       |       |       |       |       |       |       |        |  |
|     |     |     | Average time in secs to receive Counter Authorisations (T1)                      | 3.05  | 3.13  | 3.09   | 2.98  | 2.99  | 2.97  | 3.00   | 3.05  | 3.00  | 2.96  | 2.89  | 2.92  | 2.95  |       |        |  |
|     |     |     | Average time in secs to receive Agents Authorisations (T2)                       | 0.55  | 0.59  | 0.61   | 0.56  | 0.55  | 0.56  | 0.57   | 0.59  | 0.57  | 0.53  | 0.55  | 0.55  | 0.63  |       |        |  |
|     |     |     | Fixed Connections                                                                |       |       |        |       |       |       |        |       |       |       |       |       |       |       |        |  |
|     |     |     | Average time in secs to receive Counter Authorisations (T1)                      | 1.22  | 1.33  | 1.29   | 1.22  | 1.19  | 1.18  | 1.19   | 1.26  | 1.20  | 1.18  | 1.27  | 1.22  | 1.30  |       |        |  |
|     |     |     | Average time in secs to receive Agents Authorisations (T2)                       | 0.57  | 0.58  | 0.62   | 0.58  | 0.56  | 0.56  | 0.59   | 0.64  | 0.58  | 0.54  | 0.57  | 0.56  | 0.63  |       |        |  |
|     |     |     | SLTs                                                                             |       |       |        |       |       |       |        |       |       |       |       |       |       |       |        |  |
|     |     |     | Average Transaction Time using Fixed Connections ( T )                           | 0.66  | 0.75  | 0.67   | 0.70  | 0.64  | 0.62  | 0.60   | 0.62  | 0.61  | 0.64  | 0.70  | 0.66  | 0.68  |       |        |  |
|     |     |     |                                                                                  | Q3    |       | 0.69   |       | Q4    |       | 0.63   |       | Q1    |       | 0.61  |       | Q2    |       | 0.66   |  |
|     |     |     | Average Dialed T (T1-T2)                                                         | 2.51  | 2.55  | 2.48   | 2.42  | 2.45  | 2.41  | 2.44   | 2.43  | 2.43  | 2.43  | 2.34  | 2.37  | 2.33  |       |        |  |
|     |     |     |                                                                                  | Q3    |       | 2.52   |       | Q4    |       | 2.43   |       | Q1    |       | 2.44  |       | Q2    |       | 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 | 100.0  |  |
|     |     |     |                                                                                  | Q3    |       | 100.00 |       | Q4    |       | 100.00 |       | Q1    |       | 100.0 |       | Q2    |       | 100.00 |  |
|     |     |     | Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)  | 99.9  | 99.7  | 99.7   | 99.9  | 99.8  | 99.9  | 99.8   | 99.8  | 99.8  | 99.8  | 99.8  | 99.8  | 99.9  | 99.9  | 99.9   |  |
|     |     |     |                                                                                  | Q3    |       | 99.8   |       | Q4    |       | 99.9   |       | Q1    |       | 99.80 |       | Q2    |       | 99.98  |  |
|     |     |     | 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 | 100.0  |  |
|     |     |     |                                                                                  | Q3    |       | 100.00 |       | Q4    |       | 100.00 |       | Q1    |       | 100.0 |       | Q2    |       | 100.00 |  |
|     |     |     | Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed) | 99.9  | 99.9  | 99.9   | 100.0 | 99.9  | 99.9  | 99.9   | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9  | 99.9   |  |
|     |     |     |                                                                                  | Q3    |       | 99.90  |       | Q4    |       | 99.90  |       | Q1    |       | 99.9  |       | Q2    |       | 99.99  |  |

## 8 Branch Trading Capabilities

| Ref | OLA   |                                                             | Jul05 | Aug05 | Sep05 | Oct05  | Nov05  | Dec05  | Jan06  | Feb06  | Mar06  | Apr06  | May06  | Jun06  | Jul06  |
|-----|-------|-------------------------------------------------------------|-------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|     |       | <b>Horizon NBS transaction time</b>                         |       |       |       |        |        |        |        |        |        |        |        |        |        |
|     | 99%   | No. of transactions <2.5 seconds as % of total transactions |       |       |       | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   |
|     |       | <b>Branch Availability</b>                                  |       |       |       |        |        |        |        |        |        |        |        |        |        |
|     | 99.6% | % Branch Availability                                       |       |       |       |        |        |        |        | 99.65% | 99.71% | 99.75% | 99.69% | 99.91% | 99.89% |
|     |       | <b>Counter Availability</b>                                 |       |       |       |        |        |        |        |        |        |        |        |        |        |
|     | 99%   | % Counter Availability                                      |       |       |       | 99.50% | 99.23% | 98.81% | 99.38% | 99.40% | 99.52% | 99.53% | 99.46% | 99.56% | 99.48% |
|     |       | <b>Branches with Online Services affected</b>               |       |       |       |        |        |        |        |        |        |        |        |        |        |
|     | <20   | >5 Days All Branches                                        |       |       | 24    | 22     | 28     | 11     | 9      | 7      | 5      | 3      | 8      | 5      | 3      |
|     | <20   | >5 Days Excluding issues in POL domain                      |       |       | 19    | 27     | 31     | 5      | 6      | 3      | 1      | 1      | 5      | 4      | 3      |
|     | <10   | >10 Days All Branches                                       |       |       | 6     | 5      | 13     | 14     | 6      | 2      | 8      | 5      | 1      | 1      | 0      |
|     | <10   | >10 Days Excluding issues in POL domain                     |       |       | 10    | 9      | 16     | 8      | 2      | 0      | 5      | 1      | 0      | 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%.

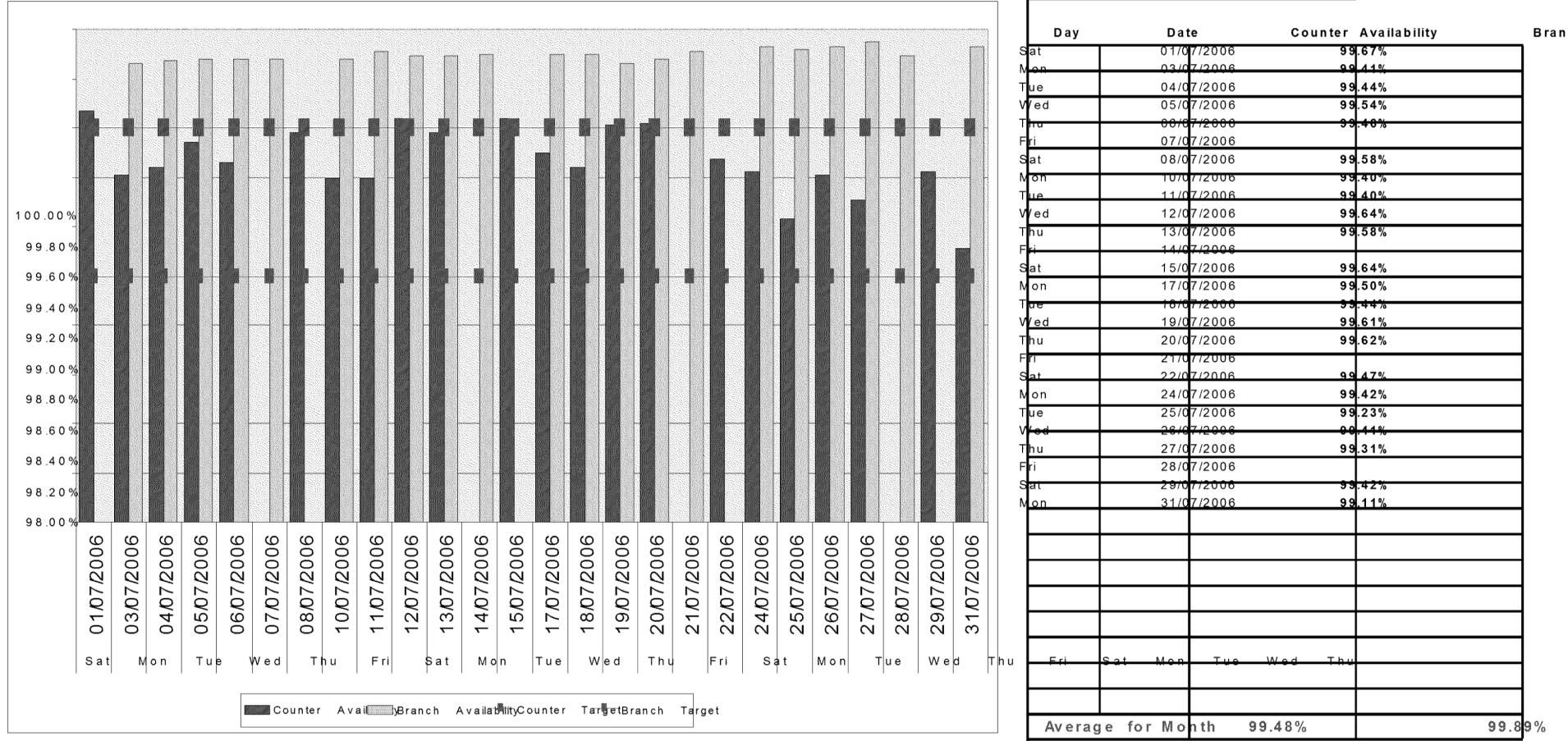
Branches with Online Services affected – This OLA is calculated by taking the total amount of days to fix by branch from the daily online tracker (POL Daily Status Report) over the month.

| Date       | Avg Fujitsu Auth Time | Successes |
|------------|-----------------------|-----------|
| 01/07/2006 | 560.00                | 400,000   |
| 02/07/2006 | 1050.00               | 0         |
| 03/07/2006 | 560.00                | 1,800,000 |
| 04/07/2006 | 550.00                | 1,400,000 |
| 05/07/2006 | 540.00                | 1,000,000 |
| 06/07/2006 | 550.00                | 1,200,000 |
| 07/07/2006 | 540.00                | 800,000   |
| 08/07/2006 | 560.00                | 400,000   |
| 09/07/2006 | 1050.00               | 0         |
| 10/07/2006 | 570.00                | 1,800,000 |
| 11/07/2006 | 550.00                | 1,400,000 |
| 12/07/2006 | 540.00                | 1,000,000 |
| 13/07/2006 | 540.00                | 1,200,000 |
| 14/07/2006 | 530.00                | 800,000   |
| 15/07/2006 | 560.00                | 400,000   |
| 16/07/2006 | 1050.00               | 0         |
| 17/07/2006 | 570.00                | 1,800,000 |
| 18/07/2006 | 540.00                | 1,400,000 |
| 19/07/2006 | 540.00                | 1,000,000 |
| 20/07/2006 | 550.00                | 1,200,000 |
| 21/07/2006 | 530.00                | 800,000   |
| 22/07/2006 | 550.00                | 400,000   |
| 23/07/2006 | 1050.00               | 0         |
| 24/07/2006 | 560.00                | 1,800,000 |
| 25/07/2006 | 540.00                | 1,400,000 |
| 26/07/2006 | 530.00                | 1,000,000 |
| 27/07/2006 | 530.00                | 1,200,000 |
| 28/07/2006 | 510.00                | 800,000   |
| 29/07/2006 | 530.00                | 400,000   |
| 30/07/2006 | 1050.00               | 0         |
| 31/07/2006 | 540.00                | 1,800,000 |

[illegible]



8.2 Branch and Counter Availability





8.3 Branches with Online Services Affected

